

ZA5232

Eurobarometer 73.2

**Country Specific Questionnaire
Great Britain**

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

EB73.1 A

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

EB73.1 B

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

EB73.1 C

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

EB73.1 D

E	Split ballot	(117)
	A	1
	B	2

EB73.1 E

ASK ITEM 28 ONLY IN ICELAND

ASK ITEM 29 ONLY IN NORWAY

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

(MULTIPLE ANSWERS POSSIBLE)

	(138-168)
Belgium	1,
Denmark	2,
Germany	3,
Greece	4,
Spain	5,
France	6,
Ireland	7,
Italy	8,
Luxembourg	9,
Netherlands	10,
Portugal	11,
United Kingdom (Great Britain, Northern Ireland)	12,
Austria	13,
Sweden	14,
Finland	15,
Republic of Cyprus	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Bulgaria	26,
Romania	27,
Other countries	30,
DK	31,

EB73.1 Q1

IF OTHER or DK THEN CLOSE INTERVIEW

ASK D15b IF "NOT DOING ANY PAID WORK CURRENTLY", CODES 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?

	(169-170)	(171-172)
	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
NON-ACTIVE		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	7
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10
General management, director or top management (managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at a desk	13	13
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
Never did any paid work		19

EB73.1 D15a D15b

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

(SHOW SCREEN - READ OUT - ONE ANSWER ONLY)

(173-174)

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

EB73.1 D7

D11 How old are you?

(175-176)

<input type="text"/>	<input type="text"/>
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EB73.1 D11

ASK QA IN EU27 + IS + NW

D16 Which of the following computer-related activities have you ever done?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(177-185)

Copying or moving a file or folder	1,
Using copy and paste tools to duplicate or move information within a document	2,
Using basic arithmetic formulas in a spreadsheet	3,
Compressing (or zipping) files	4,
Connecting and installing new devices, as a printer or a modem	5,
Writing a computer program using a specialised programming language	6,
None (SPONTANEOUS)	7,
You have never used a computer (SPONTANEOUS)	8,
DK	9,

NEW

QA1 When did you last use the Internet?

(DO NOT READ OUT – ONE ANSWER ONLY)

(186)

Within the last 3 months	1
Between 3 months and a year ago	2
More than one year ago	3
Never used it	4
DK	5

EB65.1 QA2 TREND MODIFIED

ASK QA2 AND QA3 IF “USE THE INTERNET WITHIN THE LAST 3 MONTHS”, CODE 1 IN QA1 – OTHERS GO TO QA4

QA2 On average, how often did you use the Internet in the last 3 months?

(READ OUT – ONE ANSWER ONLY)

(187)

Every day or almost every day	1
At least once a week (but not every day)	2
At least once a month (but not every week)	3
Less than once a month	4
DK	5

NEW

QA3 Where have you used the Internet in the last 3 months (using a computer or any other means)?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(188-193)

At home	1,
In your place of work (other than home)	2,
At school/ university/ other study centre	3,
At another person's home	4,
Somewhere else (Internet café, public library, etc.)	5,
DK	6,

NEW

ASK QA4 IF "USE THE INTERNET IN THE LAST 12 MONTHS", CODE 1 TO 2 IN QA1 – OTHERS GO TO QA5

QA4 Over the last 12 months, have you used the Internet to compare prices or quality of different services (such as financial products, travel, gas, electricity or telecom services)?

(194)

Yes	1
No	2
DK	3

NEW

ASK ALL

And now lets talk about some issues commonly faced by consumers

(IF NECESSARY, GIVE EXAMPLES OF GOODS OR SERVICES: CLOTHES, BOOKS, CDS, COMPUTERS, MOBILE PHONES OR FINANCIAL PRODUCTS)

QA5 Have you bought any goods or services by post, phone or the Internet, in the last 12 months?

(READ OUT – CODES 1 AND 2 ARE MULTIPLE)

(195-198)

Yes, goods	1,
Yes, services	2,
Neither	3,
DK	4,

NEW

QA6 Suppose you ordered an item by post, phone or the Internet, do you think you have the right to return it 4 days after it was delivered and get your money back, without giving any reason?

(199)

Yes	1
No	2
DK	3

NEW

QA7 Imagine that a new fridge you bought 18 months ago breaks down. You didn't buy any extended commercial guarantee. Do you have the right to have it repaired or replaced for free?

(200)

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

NEW

(PROMPT IF NECESSARY: THE INFORMATION ON THE PRICE OF THE CALL IS NOT SHOWN IN THE ADVERT)

QA8 An advertisement in your newspaper says: "Free sunglasses, just call this number to collect them". You call the number and later you discover that it is a very costly premium rate telephone number. Was the advertisement legal or illegal?

(201)

Legal	1
Illegal	2
Allowed for certain goods (SPONTANEOUS)	3
DK	4

NEW

QA9	Imagine you purchase car insurance over the telephone, the internet or by post. Two days later you discover a better deal with another provider and you decide to cancel the original contract. Do you have the right to do that?
-----	---

(READ OUT – ONE ANSWER ONLY)

(202)

Yes, but you won't get your money back	1
Yes, but you have to pay an administration fee	2
Yes, and without paying anything	3
No	4
DK	5

NEW

QA10	Imagine a salesman calls uninvited at your door demonstrating a vacuum cleaner. You buy the vacuum cleaner from him, but two days later you discover a better deal. Do you have the right to return the vacuum cleaner and get your money back without giving any reason?
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(203)

Yes	1
No	2
This practice does not happen in the UK (SPONTANEOUS)	4
DK	5

NEW

QA11	Imagine you receive by post two educational DVDs that you have not ordered, together with a £40 bill for the products. Are you obliged to pay the bill?
------	---

(READ OUT – ONE ANSWER ONLY)

(204)

Yes, you are obliged to pay	1
No, provided that you send the DVDs back	2
No, and you are not obliged to send the DVDs back	3
DK	4

NEW

QA12	Have you personally bought an airline ticket over the last 12 months? Please note that this includes package holidays and tickets bought via travel agencies.
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(205)

Yes	1
No	2
DK	3

NEW

QA13 Which of these statements do you think applies to advertising airline ticket prices?

(READ OUT – ONE ANSWER ONLY)

(206)

The advert must state the total amount to be paid, including taxes, fees and charges	1
The advert must state the airline's flight price, but this does not have to include taxes, fees and charges	2
There is no specific rule for what information has to be shown	3
DK	4

NEW

QA14 Please think about the last time you signed a contract for a service, for example, gas, electricity, mobile phone, bank account or insurance. Did you read the terms and conditions?

(READ OUT – ONE ANSWER ONLY)

(207)

Yes, carefully and completely	1
Yes, but only partially	2
No	3
You have never signed this kind of contract (SPONTANEOUS)	4
DK	5

NEW

ASK QA15 IF "NO" OR "YES, BUT ONLY PARTIALLY", CODE 2 OR 3 IN QA14 – OTHERS GO TO QA16

QA15 Why did you not read it all?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(208-217)

The contract was too long/ required too much time to read	1,
The contract was too difficult to understand	2,
The font size was too small	3,
The seller did not give you enough time to read it before signing it	4,
You trusted the service provider	5,
It was not worthwhile as these forms always contain the same information	6,
These forms contain little useful information	7,
You have to accept whatever it says in any case	8,
Other (SPONTANEOUS)	9,
DK	10,

NEW

ASK ALL

Now a few general questions about consumer affairs and the comparison of goods and services.

QA16 Thinking about the UK consumer organisations or public agencies/ authorities, can you please name any organisations representing and protecting consumers in the UK that you have heard of?

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

	(218-267)
Consumer Focus	1,
Consumer Focus Scotland	2,
Consumer Focus Wales	3,
Consumer Focus Post - Northern Ireland	4,
The Consumer Council for Northern Ireland	5,
Which?	6,
National Consumer Federation (NCF)	7,
Office of Fair Trading	8,
Food Standards Agency	9,
Financial Services Authority	10,
The Health and Safety Executive	11,
Ofgem	12,
Ofcom	13,
Ofwat	14,
Office of Rail Regulation	15,
Civil Aviation Authority	16,
Medicines and Healthcare Products Regulatory Agency (MHRA)	17,
Postcomm - The Postal Services Commission	18,
Phonepayplus	19,
Others	49,
DK	50,

NEW

QA17 Thinking about the last time you purchased an item, such as a household appliance or electronic item, which of the following did you consult in order to compare?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(268-278)

General media (radio, TV, newspapers)	1,
Specialised consumer magazines	2,
Internet – price comparison websites	3,
Internet – online shops (excluding price comparison websites)	4,
Internet – other websites	5,
By visiting different shops	6,
Friends and family	7,
Never bought this kind of item before (SPONTANEOUS)	8,
Other (SPONTANEOUS)	9,
None, do not compare (SPONTANEOUS)	10,
DK	11,

NEW

QA18 In the last 12 months, how often have you compared the price of goods by looking at the price per unit measure for example, price per kilo, per metre or per litre?

(READ OUT – ONE ANSWER ONLY)

(279)

Always	1
Often	2
Sometimes	3
Rarely	4
Never	5
DK	6

EB65.1 QB17 TREND MODIFIED

ASK QA19 TO QA24 IF "USE THE INTERNET", CODE 1 TO 3 IN QA1 – OTHERS GO TO QA25

And now let's talk about online shopping.

QA19 When did you last buy or order goods or services for private use via a website? Please note that othis does not include goods or services ordered or purchased via email.

(READ OUT – ONE ANSWER ONLY)

(280)

Within the last 3 months	1
Between 3 months and a year ago	2
Over a year ago	3
Never	4
DK	5

NEW

ASK QA20 IF "MORE THAN ONE YEAR AGO" OR "NEVER ", CODE 3 OR 4 IN QA19 – OTHERS GO TO QA21

QA20 Why have you not bought/ordered any goods or services over the Internet for your own private use in the last 12 months?

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

(281-294)

You have not needed it	1,
You prefer to shop in person, you like to see the goods	2,
You are loyal to shops	3,
You would not usually shop online	4,
Relevant information about goods or services are difficult to find on a website	5,
Lack of skills	6,
Delivery of goods ordered over the Internet is a problem (it takes too long or it is logistically difficult, etc.)	7,
Payment security concerns (giving credit card details over the Internet, etc.)	8,
Privacy concerns (giving personal details over the Internet, etc.)	9,
Trust concerns about receiving or returning goods and complaints/ redress concerns	10,
You don't have a payment card allowing you to pay over the Internet	11,
Speed of your Internet connection is too slow	12,
Other	13,
DK	14,

NEW

ASK QA21 TO QA22 IF "HAS BOUGHT/ ORDERED GOODS OR SERVICES VIA A WEBSITE", CODE 1 TO 3 IN QA19 – OTHERS GO TO QA23a

QA21 Thinking about the last time you purchased a item or a service over the Internet for private use, did you read the conditions of sale?

(READ OUT – ONE ANSWER ONLY)

(295)

Yes, carefully and completely	1
Yes, but only partially	2
No	3
DK	4

NEW

ASK QA22 IF "NO" OR "ONLY PARTIALLY", CODE 2 OR 3 IN QA21 – OTHERS GO TO QA23a

QA22 Why did you not read all of the terms and conditions the last time you purchased an item or service on the internet?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

(296-304)

The terms and conditions were too long/ required too much time to read	1,
The terms and conditions were too difficult to understand	2,
The font size was too small	3,
You trusted the website	4,
It was not worthwhile as these forms always contain the same information	5,
These forms contain little useful information	6,
You have to accept whatever it says in any case	7,
Other (SPONTANEOUS)	8,
DK	9,

NEW

SPLIT: DO NOT ASK QA23a IN IS AND NO – IS AND NO GO TO QA23b - ASK QA23a IF "HAS BOUGHT OR ORDERED GOODS OR SERVICES VIA A WEBSITE IN THE LAST 12 MONTHS", CODE 1 OR 2 IN QA19 – OTHERS GO TO QA24

QA23a In the last 12 months did you buy or order any goods or services over the Internet for private purpose from...?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(305-309)

Sellers based in the UK	1,
Sellers based in other EU countries	2,
Sellers based in the rest of the world	3,
Country of origin of sellers not known (SPONTANEOUS)	4,
DK	5,

NEW

SPLIT: ASK QA23b ONLY IN IS AND NO – OTHERS GO TO QA24 – ASK QA23b IF “HAS BOUGHT OR ORDERED GOODS OR SERVICES VIA A WEBSITE IN THE LAST 12 MONTHS”, CODE 1 OR 2 IN QA19 – OTHERS GO TO QA25

DO NOT ASK QA24 IN IS AND NO – IS AND NO GO TO QA25 - ASK QA24 IF “USE THE INTERNET”, CODE 1 TO 3 IN QA1 – OTHERS GO TO QA25

QA24 Imagine you are buying goods or services over the Internet from a website based in another EU country which aims at UK consumers because the site is available in English, showing prices in pound sterling and offers delivery to the UK. Which consumer protection laws apply to the transaction?

(READ OUT – ONE ANSWER ONLY)

(315)

The laws of the UK	1
The laws of the country of the trader	2
Both (SPONTANEOUS)	3
That depends (SPONTANEOUS)	4
DK	5

NEW

ASK ALL

(PROMPT IF NECESSARY: You might have told people like family, friends or colleagues)

QA25 I would now like you to think about the last problem you had as a consumer. This could be any problem, related to an item, a service, a retailer or a provider. How many people, apart from the employees of the business concerned, did you tell, in total, about this problem you had as a consumer?

(IF “TO NO ONE” CODE ‘00’ – IF “AT LEAST ONE PERSON, BUT I CANNOT REMEMBER EXACTLY TO HOW MANY PEOPLE” CODE ‘97’ - IF “NEVER HAD A PROBLEM” CODE ‘98’ IF “DK” CODE ‘99’ – IF YOU ARE GIVEN A RANGE, TRY TO HAVE THE BEST ESTIMATE)

(316-317)

people

NEW

(PROMPT IF NECESSARY: You might have told people like family, friends or colleagues)

QA26 I would now like you to think about the last good experience you had with an item, a service, a retailer or a provider. How many people, apart from the employees of the business concerned, did you tell, in total, about the last good experience you had as a consumer?

(IF "NONE" code '00' – IF "AT LEAST ONE PERSON, BUT I CANNOT REMEMBER EXACTLY TO HOW MANY PEOPLE" CODE '97' - IF "NEVER HAD A GOOD EXPERIENCE" CODE '98' - IF "DK" CODE '99')

(318-319)

people

NEW

(PROMPT IF NECESSARY: Problems might include things like: goods that are damaged, faulty or not as advertised, late delivery, poor installation, unsatisfactory repair, maintenance, cleaning etc.)

QA27 In the past 12 months have you encountered any problems and had legitimate cause for complaint with an item, a service, a retailer or a provider?

(320)

Yes	1
No	2
DK	3

NEW

SPLIT: ASK QA28 IF "NO PROBLEM" OR "DON'T KNOW", CODE 2 OR 3 IN QA27 – OTHERS GO TO QA29

QA28 If you had experienced such a problem in the last 12 months, do you think that you would have made a complaint to the retailer, the provider or the manufacturer?

(321)

Yes	1
No	2
DK	3

NEW

SPLIT: ASK QA29 TO QA37 IF "HAS ENCOUNTERED A PROBLEM", CODE 1 IN QA27 – OTHERS GO TO QA38

QA29 Could you please tell me how many such problems you encountered over the last 12 months?

(IF "NONE" CODE '00' – IF "DON'T REMEMBER HOW MUCH" CODE '98' - IF "DK" CODE '99')

(322-323)

problem(s)

NEW

Now we would like you to estimate the total value of financial losses to you as a result of this problem. As a reminder, please look at this list which outlines some of the costs we are talking about. Please do not include in your estimate anything that has now been fully reimbursed by any insurance policy, but do include anything where an insurance has not left you fully compensated. (SHOW LIST – DO NOT READ OUT)

A Administrative or travel costs B Putting things right at your own expense, such as the cost of replacing or repairing the goods or paying for the services again C Cost of expert advice or assistance D Paying for any "knock on" damage or inconvenience caused to you or any of your possessions as a result of the problem E Reduction in value of the goods or any other possessions as a result of the problem

QA30 Thinking about the last problem you encountered, could you please estimate the total value of any financial losses involved as a result of this problem? It doesn't matter if you are not entirely sure, we are interested in your estimations.

(IF "NONE" CODE '000000' – IF "REFUSAL" CODE '999998' – IF "DK" CODE '999999')

(324-329)

Pounds sterling

NEW

(PROMPT IF NECESSARY: an out-of-court dispute settlement body is an independent body which can be an arbitrator, a mediator or an ombudsman and it helps the consumer and the business to reach a solution to their dispute without the direct intervention of a Court.)

QA31 As a consequence of the problem(s) you encountered, did you take any of the following actions?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(330-335)

Yes, you took the business(es) /company(ies) concerned to an out-of-Court dispute settlement body (ADR)
Yes, you took the business(es) / company(ies) concerned to Court
Yes, you made a complaint to the retailer/ provider
Yes, you made a complaint to the manufacturer
No
DK

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

NEW

QA32 For how many of the problems that you encountered in the last 12 months did you make a complaint to the retailer(s)/ provider(s)/ manufacturer(s)?

(IF "NONE" CODE '00' – IF "DON'T REMEMBER HOW MUCH" CODE '98' - IF "DK" CODE '99')

(336-337)

problem(s)

NEW

QA33 For how many of the problems that you encountered in the last 12 months did you make a complaint to a public authority or a consumer organisation as well as or instead of the retailer(s)/ provider(s)/ manufacturer(s)?

(WRITE DOWN – IF "NONE" CODE '00' – IF "DON'T REMEMBER HOW MUCH" CODE '98' - IF "DK" CODE '99')

(338-339)

problem(s)

NEW

ASK QA34 IF "NO COMPLAINT MADE TO A THIRD PARTY", CODE '00' OR '99' IN QA33 – OTHERS GO TO QA35

QA34 Thinking about the last time you encountered this kind of problem but did not make a complaint to a public authority or a consumer organisation, why did you not complain?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	(340-348)
You were not sure about your rights as a consumer	1,
You did not know how/to whom to complain	2,
The sums involved were too small	3,
You believed you were unlikely to get a satisfactory result	4,
You thought it would take too long	5,
You already received a satisfactory result from the retailer/ provider of the item/ service	6,
It would take too much effort	7,
Other (SPONTANEOUS)	8,
DK	9,

NEW

ASK QA35 IF "HAS MADE A COMPLAINT TO A THIRD PARTY", CODE '01' TO '98' IN QA33 – OTHERS GO TO QA36

QA35 Thinking about the last time you made a complaint to a public authority or a consumer organisation about the problem you had, were you satisfied with the help you received?

(READ OUT – ONE ANSWER ONLY)

	(349)
Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK	5

NEW

ASK QA36 IF "DID NOT TAKE THE BUSINESS CONCERNED TO COURT", CODE 1, 3-6 IN QA31- OTHERS GO TO QA37

QA36 Thinking about the last time you encountered this kind of problem but didn't take the businesses concerned to Court, what were the main reasons for that?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

(350-359)

You did not know how to proceed	1,
You did not want to do it on your own	2,
The sums involved were too small	3,
It would have taken too much effort	4,
You thought the procedure would be too expensive with respect to the sum involved	5,
You thought the procedure would be too complicated	6,
You thought it would take too long	7,
You already received a satisfactory result from the seller/ provider of the item/ service	8,
Other (SPONTANEOUS)	9,
DK	10,

NEW

ASK QA37 IF "DID NOT TAKE THE BUSINESS CONCERNED TO AN OUT-OF-COURT DISPUTE SETTLEMENT BODY", CODE 2 TO 6 IN QA31- OTHERS GO TO QA38a

QA37 Thinking about the last time you encountered such a problem but didn't take the business concerned to an out-of-court dispute settlement body (ADR), what were the main reasons for that?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

(360-370)

You simply did not know that such things exist	1,
You did not know how to proceed	2,
The sums involved were too small	3,
It would have taken too much effort	4,
You thought the procedure would be too expensive with respect to the sum involved	5,
The other party was not willing to use these mechanisms	6,
You thought it would take too long	7,
These mechanisms were not available	8,
You already received a satisfactory result from the seller/ provider of the item/ service	9,
Other (SPONTANEOUS)	10,
DK	11,

NEW

ASK ALL

QA38a How much would you have to lose in financial terms, because of a problem with an item, a service, a retailer or a provider, to convince you to take the business concerned to Court as an individual?

QA38b How much would you have to lose in financial terms, because of a problem with an item, a service, a retailer or a provider, to convince you to take the business concerned to an out-of-Court dispute settlement body as an individual?

(SHOW SCREEN

(READ OUT)	(371-372)	(373-374)
	QA38a	QA38b
	TO A COURT	TO AN OUT-OF-COURT DISPUTE SETTLEMENT BODY
£20 or less	1	1
From £21 to £40	2	2
From £41 to £90	3	3
From £91 to £180	4	4
From £181 to £440	5	5
From £441 to £880	6	6
From £881 to £2200	7	7
From £2201 to £4400	8	8
More than £4400	9	9
I wouldn't take the business to Court/an out of court dispute settlement body as an individual no matter the sum involved (SPONTANEOUS)	10	10
DK/ Refusal	11	11

NEW

QA39 In a typical week how many hours do you spend shopping (please include both grocery shopping and other types of shopping including comparing offers between goods and services and on-line shopping)?

(IF "NONE" CODE '00' – IF "DK" CODE '99')

(375-376)
hour(s) a week

NEW

QA40 There are TV and radio programmes about frequently encountered problems faced by consumers, which provide advice on rights and actions to be pursued. How often have you watched or listened to such programmes during the last 12 months?

(READ OUT – ONE ANSWER ONLY)

(377)

At least once a week	1
About once a month	2
Less than once a month	3
Never	4
Never heard of it (SPONTANEOUS)	5
DK	6

NEW

QA41 In the last 12 months have you looked for information on your rights as a consumer?

(378)

Yes	1
No	2
DK	3

NEW

The following questions address common consumer issues.

QA42 The same flat-screen TV is on sale in both shop A and B. Which one is cheaper?

(SHOW PICTURE – LIRE – ONE ANSWER ONLY)

(379)

The one sold in shop A	1
The one sold in shop B	2
They are the same price	3
Refusal (SPONTANEOUS)	4
DK	5

NEW

QA43 Thinking now about savings accounts, which of the following would be the best interest rate?

(READ OUT – ONE ANSWER ONLY)

(380)

1%	1
2%	2
3%	3
4%	4
Refusal (SPONTANEOUS)	5
DK	6

NEW

QA44 A family is charged interest at 6% per year on a £50,000 home loan. How much is the interest for the first year?

(READ OUT – ONE ANSWER ONLY)

(381)

£300	1
£3000	2
£5000	3
£6000	4
Refusal (SPONTANEOUS)	5
DK	6

NEW

QA45 Looking at this picture, please could you tell me how many grams of fat there are in 100 grams of this product?

(SHOW SCREEN – IF “NONE” CODE ‘000.0’ – IF “REFUSAL” CODE ‘999.8’ - IF “DK” CODE ‘999.9’)

(382-386)

g fat/ 100g

NEW

QA46 Still looking at the same picture, could you please tell me by which date is it suggested you can eat this product?

(SHOW PICTURE – WRITE DOWN – IF “NO DATE” CODE ‘00’ – IF “REFUSAL” CODE ‘98’ - IF “DK” CODE ‘99’)

(387-388)

(389-392)

months year

NEW

QA47a Among the logos on this card, please select the ones you are familiar with?

(SHOW LOGOS – MULTIPLE ANSWERS POSSIBLE)

(393-399)

Logo A	1,
Logo B	2,
Logo C	3,
Logo D	4,
Logo E	5,
You have never seen them before (SPONTANEOUS)	6,
DK	7,

NEW

QA47b1	And could you select which of the statements you think is the right meaning for logo A?
--------	---

QA47b2	And for logo B?
--------	-----------------

QA47b3	And for logo C?
--------	-----------------

QA47b4	And for logo D?
--------	-----------------

QA47b5	And for logo E?
--------	-----------------

(SHOW LOGOS – SHOW STATEMENTS – ONE ANSWER PER COLUMN)
--

	(400-401)	(402-403)	(404-405)	(406-407)	(408-409)
(READ OUT)	QA47b1	QA47b2	QA47b3	QA47b4	QA47b5
	LOGO A	LOGO B	LOGO C	LOGO D	LOGO E
The product meets strict ecological standards: it is eco-friendly	1	1	1	1	1
The product will be detrimental to your health if not used properly	2	2	2	2	2
The product is organically farmed	3	3	3	3	3
The product is made of paper that can be recycled	4	4	4	4	4
The product has been made in the EU	5	5	5	5	5
The product conforms with the relevant European legislation	6	6	6	6	6
The food is in direct contact with material that is non edible (e.g. plastic)	7	7	7	7	7
The product is a traditional speciality guaranteed	8	8	8	8	8
The product has a protected geographical origin	9	9	9	9	9
The product is highly efficient in energy consumption	10	10	10	10	10
DK	11	11	11	11	11

NEW

QA48 In general, when choosing and buying goods and services, how...?

(SHOW SCREEN)

	(READ OUT)	Very	Quite	Not very	Not at all	DK
--	------------	------	-------	----------	------------	----

(410)	1	Confident do you feel as a consumer	1	2	3	4	5
(411)	2	Knowledgeable do you feel as a consumer	1	2	3	4	5
(412)	3	Well protected by consumer law do you feel	1	2	3	4	5

NEW

QA49 Is the language you primarily use different to English?

(READ OUT – ONE ANSWER ONLY)

	(413)
No	1
Yes, but it does not cause you difficulty as a consumer	2
Yes, and it causes you difficulty as a consumer	3
DK	4

NEW

QA50 Which of the following applies to the place where you live?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

	(414)
It is owned outright by you/ your household	1
It is owned by you/ your household with a mortgage	2
You/ your household are tenants or subtenants paying rent at the market rate	3
Your accommodation is rented at a reduced rate (lower than the market rate)	4
Your accommodation is provided free	5
DK/ Refusal	6

NEW

QA51	A household may have different sources of income and more than one household member may contribute to it. Thinking of your household's total income, is your household able to make ends meet (namely, to pay for its usual necessary expenses)...?
------	---

(READ OUT – ONE ANSWER ONLY)

	(415)
With great difficulty	1
With difficulty	2
With some difficulty	3
Quite easily	4
Easily	5
Very easily	6
Refusal/ prefer not to answer (SPONTANEOUS)	7
DK	8

NEW

ASK QA52 IF "OWNED BY YOU/ YOUR HOUSEHOLD WITH A MORTGAGE", CODE 2 IN QA50 – OTHERS GO TO QA53

QA52	In the last twelve months, has your household been in arrears for the mortgage repayment of your main home, i.e. has been unable to pay on time due to financial difficulties?
------	--

(READ OUT – ONE ANSWER ONLY)

	(416)
Yes, once	1
Yes, twice or more	2
No	3
Refusal/ prefer not to answer (SPONTANEOUS)	4
DK	5

NEW

ASK QA53 IF "TENANTS OR SUBTENANTS PAYING RENT", CODE 3 IN QA50 – OTHERS GO TO QA54

QA53	In the last 12 months, has your household been in arrears for the rent for your main home, i.e. has been unable to pay on time due to financial difficulties?
------	---

(READ OUT – ONE ANSWER ONLY)

	(417)
Yes, once	1
Yes, twice or more	2
No	3
Refusal/ prefer not to answer (SPONTANEOUS)	4
DK	5

NEW

ASK ALL

QA54 Can your household afford a meal with meat, chicken, fish (or vegetarian equivalent) every second day?

	(418)
Yes	1
No	2
Refusal/ prefer not to answer (SPONTANEOUS)	3
DK	4

NEW

QA55 Which of the following best describe your current home?

(READ OUT – ONE ANSWER ONLY)

	(419)
It is a detached house	1
It is a semi-detached or terraced house	2
It is an apartment/ flat in a building with less than 10 dwellings	3
It is an apartment/ flat in a building with 10 or more dwellings	4
It is some other kind of accommodation	5
DK	6

NEW

QA56 Do you have any of the following problems with your current home?

(ONE ANSWER PER LINE)

(READ OUT) Yes No DK

(420)	1	A leaking roof	1	2	3
(421)	2	Damp walls/ floors/ foundation	1	2	3
(422)	3	Rot in window frames or floor	1	2	3

NEW

ASK QA57 IF AGED 16+, CODE '16' AND MORE IN D11 AND IF "LIVING WITH A PARTNER", CODE 1 TO 8 IN D7 – OTHERS GO TO D8bis

QA57 Thinking about you and your spouse or partner, who is more likely to take decisions on...?

(SHOW SCREEN)

	(READ OUT)	More you	Balanced	More your partner	Never arisen (SPONTANEOUS)	DK
--	------------	----------	----------	-------------------	----------------------------	----

(423) 1 Everyday shopping 1 2 3 4 5

(424) 2 Expensive purchases of consumer durables and furniture 1 2 3 4 5

NEW

ASK ALL

D8bis What is the highest level of education (general or vocational) you have successfully completed (usually by obtaining a certificate, degree or diploma)?

(USE ISCED CODES 97 - IF "REFUSAL" CODE 98)

(425-426)

--	--

NEW

SPLIT: ASK D15c1 TO D15e1 IF "CURRENTLY WORKING", CODE 5 TO 18 IN D15a – OTHERS GO TO D15c2

D15c1 Can you specify what your current job is?

(USE ISCO 88 CODES - IF "REFUSAL" CODE 98)

(427-428)

--	--

NEW

D15d1 Do you work...?

(READ OUT – ONE ANSWER ONLY)

(429)

Full time	1
Part time	2

NEW

ASK D15e1 IF "EMPLOYEE", CODE 10 TO 18 IN D15a – OTHERS GO TO D41

D15e1 Can you tell me if you are...?

(READ OUT – ONE ANSWER ONLY)

(430)

An employee with a permanent job or work contract of unlimited duration	1
An employee with a temporary job or work contract of limited duration	2

NEW

SPLIT: ASK D15c2 TO D15e2 IF "NOT CURRENTLY WORKING" BUT "WORKED IN THE PAST", CODE 1 TO 4 IN D15a AND CODE 5 TO 18 IN D15b – OTHERS GO TO D41

D15c2 Can you specify what your last job was?

(USE ISCO 88 CODES - IF "REFUSAL" CODE 98)

(431-432)

--	--

NEW

D15d2 Did you work...?

(READ OUT – ONE ANSWER ONLY)

(433)

Full time	1
Part time	2

NEW

ASK D15e2 IF "WAS AN EMPLOYEE", CODE 10 TO 18 IN D15b – OTHERS GO TO D41

D15e2 Can you tell me if you were...?

(READ OUT – ONE ANSWER ONLY)

(434)

An employee with a permanent job or work contract of unlimited duration

1

An employee with a temporary job or work contract of limited duration

2

NEW

ASK ALL

D41 You personally, were you born...?

SHOW SCREEN - READ OUT - SINGLE CODE

(435)

In the United Kingdom

1

In another Member country of the European Union

2

In Europe, but not in a member country of the European Union

3

In Asia, in Africa or in Latin America

4

In Northern America, in Japan or in Oceania

5

Refusal (SPONTANEOUS)

6

EB73.1 D41

ASK QB IN EU27 + IS

Now let's talk about another topic.

QB1 Can you name some organisations involved in providing humanitarian aid? By providing aid, we mean that they provide on the ground support.

(DO NOT READ OUT – DO NOT SHOW CARD – CODE USING THE LIST BELOW – MULTIPLE ANSWERS POSSIBLE)

	(456-470)
Red Cross	1,
The United Nations Children's Fund (UNICEF)	2,
The United Nations High Commissioner for Refugees (UNHCR)	3,
The World Food Programme (WFP)	4,
Non-governmental organisations including any charities not mentioned in this list (NGOs)	5,
The European Union	6,
The European Commission	7,
The European Commission's Humanitarian Aid department (ECHO)	8,
Any EU Member States governments	9,
The UK Government	10,
Any non EU governments	11,
The United States (USA)	12,
Other	13,
No	14,
DK	15,

NEW (BASED ON EB65.4 QF3)

QB2	And now, can you name any organisations that are funding humanitarian aid? By funding, we mean that they provide financial support to humanitarian aid.
-----	---

(DO NOT READ OUT – DO NOT SHOW SCREEN – CODE USING THE LIST BELOW – MULTIPLE ANSWERS POSSIBLE)

(471-485)	
Red Cross	1,
The United Nations Children's Fund (UNICEF)	2,
The United Nations High Commissioner for Refugees (UNHCR)	3,
The World Food Programme (WFP)	4,
Non-governmental organisations including any charities not mentioned in this list (NGOs)	5,
The European Union	6,
The European Commission	7,
The European Commission's Humanitarian Aid department (ECHO)	8,
Any EU Member States governments	9,
The UK Government	10,
Any non EU governments	11,
The United States (USA)	12,
Other	13,
No	14,
DK	15,

NEW (BASED ON EB65.4 QF3)

QB3	Do you know that the European Union, through the European Commission and its Humanitarian Aid Department (ECHO), funds humanitarian aid activities in countries outside the European Union?
-----	---

(486)	
Yes	1
No	2
DK	3

NEW (BASED ON EB65.4 QF4)

QB4	How well informed do you think you are about the European Union humanitarian aid activities?
-----	--

(READ OUT – ONE ANSWER ONLY)

(487)	
Very well informed	1
Fairly well informed	2
Not very well informed	3
Not at all informed	4
DK	5

NEW (BASED ON EB65.4 QF4)

QB5 How important do you think it is that the European Union funds humanitarian aid activities outside the European Union?

(READ OUT – ONE ANSWER ONLY)

(488)

Very important	1
Fairly important	2
Not very important	3
Not at all important	4
It depends on the country (SPONTANEOUS)	5
DK	6

EB65.4 QF2 TREND MODIFIED

QB6 How important do you think it is that European citizens are informed about humanitarian aid activities funded by the European Union, through the European Commission and its Humanitarian Aid Department (ECHO)?

(READ OUT – ONE ANSWER ONLY)

(489)

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

EB65.4 QF5 TREND MODIFIED

QB7 Would you say that humanitarian aid is more efficient if provided by each Member State of the European Union separately or if it is provided by the European Union through the European Commission?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

(490)

More efficient if provided by each Member State of the EU separately	1
More efficient if provided by the EU through the European Commission	2
Neither one, nor the other (SPONTANEOUS)	3
DK	4

EB65.4 QF6 TREND MODIFIED

ASK QC TO EU27

Let's move on to another topic

The next few questions are about domestic violence against women though we are aware there could be other forms of domestic violence.

QC1 Have you ever heard of domestic violence against women? (IF YES) Where did you hear about it?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(511-523)

No, you have never heard about it	1,
Yes, on television	2,
Yes, in magazines, newspapers	3,
Yes, on the radio	4,
Yes, in books	5,
Yes, at the cinema	6,
Yes, through your friends	7,
Yes, through your family circle	8,
Yes, at school	9,
Yes, at your workplace	10,
Yes, on the Internet	11,
Yes, elsewhere/ in another way (SPONTANEOUS)	12,
DK	13,

EB51.0 Q52 TREND SLIGHTLY MODIFIED

QC2 In general, how common do you think that domestic violence against women is in the UK?

(READ OUT – ONE ANSWER ONLY)

(524)

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

EB51.0 Q53 TREND MODIFIED

QC3 Please tell me how serious you consider each of the following forms of domestic violence against women to be.

(SHOW SCREEN)

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

(525)	1	Psychological violence	1	2	3	4	5
(526)	2	Physical violence	1	2	3	4	5
(527)	3	Sexual violence	1	2	3	4	5
(528)	4	Threats of violence	1	2	3	4	5
(529)	5	Restricted freedom	1	2	3	4	5

EB51.0 Q54

QC4 Please tell me whether you consider each of the following to be a cause of domestic violence against women, or not?

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	DK
--	------------	-----	----	----

(530)	1	Alcoholism	1	2	3
(531)	2	Drug addiction	1	2	3
(532)	3	Unemployment	1	2	3
(533)	4	Poverty/ social exclusion	1	2	3
(534)	5	The media	1	2	3
(535)	6	Religious beliefs	1	2	3
(536)	7	A low level of education	1	2	3
(537)	8	Having oneself been a victim of some form of domestic violence	1	2	3
(538)	9	The way power is shared between sexes	1	2	3
(539)	10	The way women are viewed by men	1	2	3
(540)	11	The provocative behaviour of women	1	2	3
(541)	12	Being genetically predisposed to violent behaviour	1	2	3

EB51.0 Q55

QC5 In your opinion, is domestic violence against women...?

(READ OUT – ONE ANSWER ONLY)

(542)

Acceptable in all circumstances	1
Acceptable in certain circumstances	2
Unacceptable but should not always be punishable by law	3
Unacceptable and should always be punishable by law	4
DK	5

EB51.0 Q56 TREND MODIFIED

QC6 I am going to read out a list of institutions, organisations or people that can help women who are or could be victims of domestic violence. For each of them, please tell me whether you think they should help these women, or not?

(SINGLE CODE)

(READ OUT)	Yes	No	DK
------------	-----	----	----

(543)	1	The Government	1	2	3
(544)	2	The police	1	2	3
(545)	3	Solicitors, barristers	1	2	3
(546)	4	Medical services	1	2	3
(547)	5	Social services	1	2	3
(548)	6	Religious organisations	1	2	3
(549)	7	Charitable or voluntary organisations	1	2	3
(550)	8	The media	1	2	3
(551)	9	Family and friends	1	2	3

EB51.0 Q57 TREND MODIFIED

QC7 In your opinion, are there special laws in the UK regarding...?

(SINGLE CODE)

(READ OUT)	Yes	No	DK
------------	-----	----	----

(552)	1	The prevention of domestic violence against women	1	2	3
(553)	2	Social support for victims	1	2	3
(554)	3	Legal support for victims	1	2	3
(555)	4	The punishment of perpetrators	1	2	3
(556)	5	The rehabilitation of perpetrators	1	2	3

EB51.0 Q58

QC8	I am going to read out a list of things that could be done to combat domestic violence against women. For each of them, please tell me to what extent you think it is useful or not?
-----	--

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Very useful	Fairly useful	Not very useful	Not at all useful	DK
(557)	1 Provide a free-phone number for women seeking help and advice	1	2	3	4	5
(558)	2 Publish information on the Internet for women seeking help and advice	1	2	3	4	5
(559)	3 Distribute information leaflets for women seeking help and advice	1	2	3	4	5
(560)	4 Tougher laws	1	2	3	4	5
(561)	5 Proper enforcement of existing laws (PROMPT IF NEEDED: This includes legal measures such as punishment of perpetrators but also other measures such as shelters for women who have been victims of violence, divorce mechanisms, restraining orders)	1	2	3	4	5
(562)	6 Laws to prevent sexual discrimination	1	2	3	4	5
(563)	7 Teaching police officers about women's rights	1	2	3	4	5
(564)	8 Campaigns to raise public awareness	1	2	3	4	5
(565)	9 Punishing perpetrators	1	2	3	4	5
(566)	10 Rehabilitating perpetrators	1	2	3	4	5
(567)	11 Teaching young people about mutual respect	1	2	3	4	5

EB51.0 Q59 TREND MODIFIED

QC9	Are you aware of any policies or measures put forward by the European Union to combat domestic violence against women?
-----	--

(568)

Yes	1
No	2
DK	3

EB51.0 Q60

QC10	In your opinion, should the European Union get involved in combating domestic violence against women?
------	---

(READ OUT – ONE ANSWER ONLY)

(569)

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

EB51.0 Q61

QC11	Do you know of any women who have been a victim of any form of domestic violence...?
------	--

(SINGLE CODE)

(READ OUT)	Yes	No	DK
------------	-----	----	----

(570)	1	In your circle of friends and family	1	2	3
(571)	2	In your immediate area/ neighbourhood	1	2	3
(572)	3	Where you work or study	1	2	3

EB51.0 Q62 TREND MODIFIED

QC12	Do you know of anyone who has subjected a woman to any form of domestic violence...?
------	--

(SINGLE CODE)

(READ OUT)	Yes	No	DK
------------	-----	----	----

(573)	1	In your circle of friends and family	1	2	3
(574)	2	In your immediate area/ neighbourhood	1	2	3
(575)	3	Where you work or study	1	2	3

EB51.0 Q62 TREND MODIFIED

ASK QD TO EU27

Let's move on to another topic

QD1 During the past 4 weeks how often have you had any of the following problems in your day-to-day life whether at work, at home or elsewhere?

(SHOW SCREEN – ONE ANSWER PER LINE)

	(READ OUT)	All the time	Most of the time	Sometimes	Rarely	Never	DK
--	------------	--------------	------------------	-----------	--------	-------	----

(596)	1	You have accomplished less than you would like as a result of a physical health problem	1	2	3	4	5	6
(597)	2	You have accomplished less than you would like as a result of an emotional problem (such as feeling depressed or being anxious)	1	2	3	4	5	6

NEW (BASED ON EB64.4 QA2.2+QA3.2)

QD2 How often during the past 4 weeks...?

(SHOW SCREEN)

	(READ OUT)	All the time	Most of the time	Sometimes	Rarely	Never	DK
--	------------	--------------	------------------	-----------	--------	-------	----

(598)	1	Have you felt full of life	1	2	3	4	5	6
(599)	2	Have you felt particularly tense	1	2	3	4	5	6
(600)	3	Have you felt so down in the dumps that nothing could cheer you up	1	2	3	4	5	6
(601)	4	Have you felt calm and peaceful	1	2	3	4	5	6
(602)	5	Did you have lots of energy	1	2	3	4	5	6
(603)	6	Have you felt downhearted and depressed	1	2	3	4	5	6
(604)	7	Have you felt worn out	1	2	3	4	5	6
(605)	8	Have you felt happy	1	2	3	4	5	6
(606)	9	Did you feel tired	1	2	3	4	5	6

EB64.4 QA5 TREND MODIFIED

ASK QD3 IF "CURRENTLY WORK", CODE 5 TO 18 IN D15a – OTHERS GO TO QD4

QD3 Apart for holidays, in the past 4 weeks how many days were you absent from work?

(WRITE DOWN – IF "NONE" CODE '00' – IF "REFUSAL" CODE '98' – IF "DK" CODE '99')

(607-608)

day(s)

NEW

ASK ALL

QD4 In the last 12 months, did you seek help from a professional because of a psychological or emotional problem? (IF YES) Indicate who in the following list.

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(609-620)

Yes, a GP (general practitioner)	1,
Yes, a pharmacist	2,
Yes, a psychiatrist	3,
Yes, a psychologist	4,
Yes, a psychoanalyst	5,
Yes, a nurse	6,
Yes, a social worker	7,
Yes, another type of psychotherapist not mentioned previously	8,
Yes, another health professional	9,
Yes, someone else (SPONTANEOUS)	10,
No	11,
DK	12,

EB64.4 QA7 TREND MODIFIED

QD5 Have you taken any Antidepressants in the last 12 months?

(READ OUT – ONE ANSWER ONLY)

(621)

Yes, regularly for a period of at least four weeks	1
Yes, regularly for a period of less than four weeks	2
Yes, from time to time when you felt the need to	3
No, not at all	4
DK	5

NEW

ASK QD6 IF "YES", CODE 1 TO 3 IN QD5 – OTHERS GO TO QD7

QD6 For what reason(s) did you take Antidepressants?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(622-627)
Chronic pain	1,
Depression	2,
Anxiety	3,
To enhance performance	4,
Other (SPONTANEOUS)	5,
DK	6,

NEW

ASK QD7 IF "CURRENTLY WORK", CODE 5 TO 18 IN D15a – OTHERS GO TO QD8

QD7 For each of the following statements regarding your job, please tell me to what extent you agree or disagree with it.

(SHOW SCREEN)

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

(628)	1	Your job security is under threat	1	2	3	4	5
(629)	2	Your current job adequately reflects your education and training	1	2	3	4	5
(630)	3	At work you receive the respect and recognition that your efforts and achievements deserve	1	2	3	4	5

NEW

ASK ALL

QD8 Which of the following two statements best describe how you feel?

(READ OUT – ONE ANSWER ONLY)

(631)

You would find it difficult talking to someone with a significant mental health problem	1
You would have no problem talking to someone with a significant mental health problem	2
DK	3

NEW

ASK ALL

DEMOGRAPHICS

NO QUESTIONS D1 TO D6

D7 ASKED BEFORE QA

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

(INT.: IF "STILL STUDYING", IF "NEVER HAD FULL-TIME EDUCATION", IF "DON'T KNOW/ DON'T REMEMBER, USE BUTTONS TO CODE)

(652-653)

EB73.1 D8

NO QUESTION D9

D10 Gender.

	(654)
Male	1
Female	2

EB73.1 D10

D11 ASKED BEFORE QA

NO QUESTION D12 TO D14

D15a&b ASKED BEFORE QA

NO QUESTIONS D16 TO D24

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

(READ OUT)

	(655)
Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK	4

EB73.1 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.: TYPE IN)

(656-657)

--	--

EB73.1 D40a

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

(INT.: TYPE IN)

(658-659)

--	--

EB73.1 D40b

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

(INT.: TYPE IN)

(660-661)

--	--

EB73.1 D40c

NO QUESTIONS D41 AND D42

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

D43b Do you own a mobile phone?

	(662)	(663)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB73.1 D43a D43b

NO QUESTIONS D44 AND D45

D46 Which of the following do you have?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

(664-673)

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

EB73.1 D46

NO QUESTIONS D47 TO D59

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

(SHOW SCREEN - READ OUT)

(674)

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

EB73.1 D60

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

(SHOW SCREEN)

	(675-676)
1 The lowest level in society	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10 The highest level in society	10
Refusal (SPONTANEOUS)	11

EB73.1 D61

D62 Could you tell me if...?

(SHOW SCREEN)

(READ OUT)	Everyday Almost everyday	Two or three times a week	About once a week	Two or three times a month	Less often	Never	No Internet access (SPONTANEOUS)

(677)	1	You use the Internet at home	1	2	3	4	5	6	7
(678)	2	You use the Internet at your place of work	1	2	3	4	5	6	7
(679)	3	You use the Internet somewhere else (school, university, cyber-café, etc.)	1	2	3	4	5	6	7

EB73.1 D62

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(700-701) (702-703)
[] [] DAY [] [] MONTH

EB73.1 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)
(704-705) (706-707)
[] [] HOUR [] [] MINUTES

EB73.1 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(708-710)
[] [] MINUTES

EB73.1 P3

P4 Number of persons present during the interview, including interviewer

	(711)
Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB73.1 P4

P5 Respondent cooperation

	(712)
Excellent	1
Fair	2
Average	3
Bad	4

EB73.1 P5

P6 Size of locality

Local Codes
(713-714)
[] []

EB73.1 P6

P7 | Region

Local Codes

(715-716)

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EB73.1 P7

P8 | Postal code

(717-724)

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EB73.1 P8

P9 | Sample point number

(725-732)

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EB73.1 P9

P10 | Interviewer number

(733-740)

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EB73.1 P10