

**ZA5233**

**Eurobarometer 73.3**

**Country Specific Questionnaire  
Great Britain**

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

EB73.2 A

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

EB73.2 B

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

EB73.2 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"/>

EB73.2 D

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

EB73.2 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,

EB73.2 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
<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

EB73.2 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

EB73.2 D7

D11 How old are you?

(175-176)

<input type="text"/>	<input type="text"/>
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EB73.2 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,

EB73.2 D16

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

EB73.2 QA1

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

EB73.2 QA2

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,

EB73.2 QA3

ASK QA4 IF "USED 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

EB73.2 QA4

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,

EB73.2 QA5

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

EB73.2 QA6

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

EB73.2 QA7

(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

EB73.2 QA8



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

EB73.2 QA9

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?
------	---

(203)

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

EB73.2 QA10

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

EB73.2 QA11

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.
------	---

(205)

Yes	1
No	2
DK	3

EB73.2 QA12

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

EB73.2 QA13

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

EB73.2 QA14

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,

EB73.2 QA15

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)

	(218-280)
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,
Organisation/ Agency 49	49,
Organisation/ Agency 50	50,
Organisation/ Agency 51	51,
Organisation/ Agency 52	52,
Organisation/ Agency 53	53,
Organisation/ Agency 54	54,
Organisation/ Agency 55	55,
Organisation/ Agency 56	56,
Organisation/ Agency 57	57,
Organisation/ Agency 58	58,
Organisation/ Agency 59	59,
Organisation/ Agency 60	60,
Organisation/ Agency 61	61,
Others	62,
DK	63,

EB73.2 QA16

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?
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(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(281-291)

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,

EB73.2 QA17

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)

(292)

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

EB73.2 QA18

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.
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(READ OUT – ONE ANSWER ONLY)

(293)

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

EB73.2 QA19

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)

**(294-307)**

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,

EB73.2 QA20

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)

**(308)**

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

EB73.2 QA21

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)

(309-317)

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,

EB73.2 QA22

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)

(318-322)

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,

EB73.2 QA23a

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)

(328)

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

EB73.2 QA24

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)

(329-330)

people

EB73.2 QA25

(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')

**(331-332)**

people

EB73.2 QA26

(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?

**(333)**

Yes	1
No	2
DK	3

EB73.2 QA27

SPLIT: ASK QA28 IF "NO PROBLEM" OR "DO NOT 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?

**(334)**

Yes	1
No	2
DK	3

EB73.2 QA28



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')

**(335-336)**

problem(s)

EB73.2 QA29

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.

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

**(337-342)**

Pounds sterling

EB73.2 QA30

(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)

(343-348)

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,

EB73.2 QA31

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')

(349-350)

problem(s)

EB73.2 QA32

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')

(351-352)

problem(s)

EB73.2 QA33

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)

<b>(353-361)</b>	
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,

EB73.2 QA34

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)

<b>(362)</b>	
Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK	5

EB73.2 QA35

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)

(363-372)

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,

EB73.2 QA36

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)

(373-383)

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,

EB73.2 QA37

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)	(384-385)	(386-387)
	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

EB73.2 QA38a QA38b

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')

(388-389)  
hour(s) a week

EB73.2 QA39

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)

(390)

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

EB73.2 QA40

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

(391)

Yes	1
No	2
DK	3

EB73.2 QA41

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)

(392)

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

EB73.2 QA42

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

(READ OUT – ONE ANSWER ONLY)

(393)

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

EB73.2 QA43

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)

(394)

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

EB73.2 QA43

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

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

(395-399)

g fat/ 100g

EB73.2 QA45

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’)

(400-401)

(402-405)

months     year

EB73.2 QA46

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

(SHOW LOGOS – MULTIPLE ANSWERS POSSIBLE)
--

**(406-412)**

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,

EB73.2 QA47a
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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)
--

	(413-414)	(415-416)	(417-418)	(419-420)	(421-422)
(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

EB73.2 QA47b1 QA47b2QA47b3QA47b4QA47b5
--

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

(SHOW SCREEN)

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

(423)	1	Confident do you feel as a consumer	1	2	3	4	5
(424)	2	Knowledgeable do you feel as a consumer	1	2	3	4	5
(425)	3	Well protected by consumer law do you feel	1	2	3	4	5

EB73.2 QA48

QA49 Is the language you primarily use different to English?

(READ OUT – ONE ANSWER ONLY)

	<b>(426)</b>
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

EB73.2 QA49

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

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

	<b>(427)</b>
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

EB73.2 QA50

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)

	<b>(428)</b>
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

EB73.2 QA51

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)

	<b>(429)</b>
Yes, once	1
Yes, twice or more	2
No	3
Refusal/ prefer not to answer (SPONTANEOUS)	4
DK	5

EB73.2 QA52

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)

	<b>(430)</b>
Yes, once	1
Yes, twice or more	2
No	3
Refusal/ prefer not to answer (SPONTANEOUS)	4
DK	5

EB73.2 QA53

ASK ALL

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

	(431)
Yes	1
No	2
Refusal/ prefer not to answer (SPONTANEOUS)	3
DK	4

EB73.2 QA54

QA55 Which of the following best describe your current home?

(READ OUT – ONE ANSWER ONLY)

	(432)
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

EB73.2 QA55

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

(ONE ANSWER PER LINE)

(READ OUT) Yes No DK

(433)	1	A leaking roof	1	2	3
(434)	2	Damp walls/ floors/ foundation	1	2	3
(435)	3	Rot in window frames or floor	1	2	3

EB73.2 QA56

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

(436) 

1	Everyday shopping	1	2	3	4	5
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(437) 

2	Expensive purchases of consumer durables and furniture	1	2	3	4	5
---	--	---	---	---	---	---

EB73.2 QA57

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)

(438-439)

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EB73.2 D8bis

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)

(440-441)

--	--

EB73.2 D15c1

D15d1 Do you work...?

(READ OUT – ONE ANSWER ONLY)

(442)

Full time	1
Part time	2
Refusal (SPONTANEOUS)	3

EB73.2 D15d1

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)

(443)

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
Refusal (SPONTANEOUS)	3

EB73.2 D15e1

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)

(444-445)

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EB73.2 D15c2

D15d2 Did you work...?

(READ OUT – ONE ANSWER ONLY)

(446)

Full time	1
Part time	2
Refusal (SPONTANEOUS)	3

EB73.2 D15d2

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)

(447)

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
Refusal (SPONTANEOUS)	3

EB73.2 D15e2

ASK ALL

D41 You personally, were you born...?

SHOW SCREEN - READ OUT - SINGLE CODE

(448)

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

EB73.2 D41

ASK QB ONLY IN EU27

Let's talk about another topic

We would like to find out more about the diversity of people living in Europe, their origins, their sense of identity, their connections to other countries and cultures. Here are some questions on your sense of national and European identity.

QB1 People have different views on what it means to be British. In your opinion, which of following are the most important characteristics to being British?

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

(469-481)

To be a Christian	1,
To share British cultural traditions	2,
To be born in the UK	3,
To have at least one British parent	4,
To feel British	5,
To master English	6,
(ONLY TO MULTILANGUAGE COUNTRIES) To master one of the official languages of the UK	7,
To exercise citizens' rights, for example voting in the General Election	8,
To have been brought up in the UK	9,
Being active in any association or organisation in the UK	10,
Other (SPONTANEOUS)	11,
None (SPONTANEOUS)	12,
DK	13,

EB71.3 QE2

QB2 In your opinion, which of the following are the two most important elements that make up a European identity?

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

(482-492)

Common history	1,
Geography	2,
Democratic values	3,
A high level of social protection	4,
Common culture	5,
Common religious' heritage	6,
The single currency, the Euro	7,
Symbols: flag, anthem and motto ("unity in diversity")	8,
Other (SPONTANEOUS)	9,
None/ There is no European identity (SPONTANEOUS)	10,
DK	11,

EB71.3 QE1 TREND MODIFIED



QB3	Thinking now about the fact that you are European, how important is being European to you personally? Being European...
-----	---

(READ OUT – ONE ANSWER ONLY)

(493)

Matters a lot to you	1
Matters somewhat to you	2
Does not matter much to you	3
Does not matter at all to you	4
DK	5

EB69.2 QB4

(INT.: If the country no longer exists or has changed name or status, please code according to what the country is now called.

QB4 I am now going to ask you some questions about where you and your family were born.

(SHOW SCREEN)

(READ OUT)	The UK or a place that is part of the UK today	Another country that is today a member of the EU	Another country in Europe, including Turkey, but not a member of the EU	USA, Canada, Japan, Australia or New Zealand	Another country outside Europe	Refusal (SPONTANEOUS)	DK

(494)	1	You were born in	1	2	3	4	5	6	7
(495)	2	Your mother was born in	1	2	3	4	5	6	7
(496)	3	Your father was born in	1	2	3	4	5	6	7
(497)	4	Your grandmother on your mother's side was born in	1	2	3	4	5	6	7
(498)	5	Your grandfather on your mother's side was born in	1	2	3	4	5	6	7
(499)	6	Your grandmother on your father's side was born in	1	2	3	4	5	6	7
(500)	7	Your grandfather on your father's side was born in	1	2	3	4	5	6	7

NEW

We just discussed about the country where your grandparents were born. Let's now talk about their citizenship when they were born.

(INT.: Please code according to what the citizenship is now, for example, if the country no longer exists or has changed name or ownership)

QB5 Could you please tell me how many of your 4 grandparents were born as a citizen of the UK?

(READ OUT – ONE ANSWER ONLY)

	(501)
1 grandparent	1
2 grandparents	2
3 grandparents	3
4 grandparents	4
None	5
DK	6

NEW

We are also interested in other types of connections people may have with other countries.

QB6 For each of these next statements, please tell me if it applies to you or not.

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	Refusal (SPONTA NEOUS)	DK
(502)	1 You have close relatives (brothers, sisters, children, parents) who live in another country than the UK	1	2	3	4
(503)	2 You have close friends who live in another country than the UK	1	2	3	4
(504)	3 You have close friends in the UK who have moved here from abroad	1	2	3	4
(505)	4 You live or have lived with a partner of a different citizenship than your own	1	2	3	4
(506)	5 You are fluent in at least one other language than English	1	2	3	4
(507)	6 You have worked (including volunteering and traineeships) for at least three consecutive months in another country than the UK	1	2	3	4
(508)	7 You have attended school or studied for at least half an academic year in another country than the UK	1	2	3	4
(509)	8 You have lived for reasons other than study or work for at least three consecutive months in another country than the UK	1	2	3	4
(510)	9 You own property/ properties in another country than the UK (not timesharing)	1	2	3	4
(511)	10 You regularly spend your holidays/weekends in one particular country other than the UK	1	2	3	4
(512)	11 You regularly follow news, cultural life or sports from another country than the UK	1	2	3	4
(513)	12 You regularly eat food at home that is typical of another country than the UK	1	2	3	4

NEW

QB7a	What is(are) your mother tongue(s)?
------	-------------------------------------

QB7b	And what other language(s) do you speak well enough to be able to have a conversation?
------	--

(DO NOT SHOW CARD – MULTIPLE ANSWERS POSSIBLE)
--

(DO NOT READ OUT)	(514-544)	(545-575)
	QB7a	QB7b
	MOTHER TONGUE(S)	OTHER LANGUAGE(S)
German	1,	1,
English	2,	2,
Arabic	3,	3,
Bulgarian	4,	4,
Catalan	5,	5,
Chinese	6,	6,
Danish	7,	7,
Spanish	8,	8,
Estonian	9,	9,
Finnish	10,	10,
French	11,	11,
Greek	12,	12,
Hungarian	13,	13,
Italian	14,	14,
Latvian	15,	15,
Lithuanian	16,	16,
Luxembourgish	17,	17,
Maltese	18,	18,
Dutch	19,	19,
Polish	20,	20,
Portuguese	21,	21,
Romanian	22,	22,
Russian	23,	23,
Slovak	24,	24,
Slovenian	25,	25,
Swedish	26,	26,
Czech	27,	27,
Turkish	28,	28,
Other (SPECIFY)	29,	29,
None	30,	30,
DK	31,	31,

EB64.3 D48a&b&c&d TREND MODIFIED
----------------------------------

ASK QB7ao IF "OTHER", CODE 29 IN QB7a

QB7ao Which other(s)?

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

2 2 (576,577-580)

--

NEW

ASK QB7bo IF "OTHER", CODE 29 IN QB7b

QB7bo Which other(s)?

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

10 2 (581,582-601)

--

NEW

ASK ALL

QB8 How likely do you think it is that you will move to another country within the next ten years, to live there?

(READ OUT – ONE ANSWER ONLY)

(602)

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

NEW

ASK QB9 IF “LIKELY TO MOVE TO ANOTHER COUNTRY”, CODE 1 OR 2 IN QB8 – OTHERS GO TO QB10a

QB9 And if you were to move, where would you move to?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

(603)

Another country that is currently a member of the EU	1
Another country in Europe, including Turkey, but not a member of the EU	2
USA, Canada, Japan, Australia or New Zealand	3
Another country outside Europe	4
DK	5

NEW

ASK ALL

QB10a Which country other than the UK do you feel the most attached to? Firstly?

QB10b And secondly?

(DO NOT SHOW SCREEN – ONE ANSWER PER COLUMN)

(DO NOT READ OUT)	(604-634)	(635-665)
	QB10a FIRSTLY	QB10b SECONDLY
Austria	1,	1,
Belgium	2,	2,
Bulgaria	3,	3,
Czech Republic	4,	4,
Denmark	5,	5,
Finland	6,	6,
France	7,	7,
Germany	8,	8,
Greece	9,	9,
Hungary	10,	10,
Ireland	11,	11,
Italy	12,	12,
Poland	13,	13,
Portugal	14,	14,
Romania	15,	15,
Slovakia	16,	16,
Spain	17,	17,
Sweden	18,	18,
Netherlands	19,	19,
United Kingdom	20,	20,
United States	21,	21,
Israel	22,	22,
Morocco	23,	23,
Algeria	24,	24,
Albania	25,	25,
Russia	26,	26,
China	27,	27,
Turkey	28,	28,
Other (SPECIFY)	29,	29,
None	30,	30,
DK	31,	31,

EB60.1 Q42 TREND MODIFIED



ASK Q107ao IF "OTHER", CODE 29 IN QB10a

QB10ao Which other?

(DO NOT READ OUT – DO NOT SHOW SCREEN – ONE ANSWER ONLY)

1 2 (666,667-668)

--	--

NEW

ASK QB10bo IF "OTHER", CODE 29 IN QB10b

QB10bo Which other?

(DO NOT READ OUT – DO NOT SHOW SCREEN – ONE ANSWER ONLY)

1 2 (669,670-671)

--	--

NEW

ASK QB11 IF "FEEL ATTACHED TO ANOTHER COUNTRY", CODE 1 TO 29 IN QB10a – OTHERS GO TO QB13

QB11 And what are the three main reasons you feel attached to (COUNTRY QB10a)?

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

(672-686)

You have close relatives (brothers, sisters, children, parents) who live there	1,
You have close friends who live there	2,
You have close friends who have moved here from there	3,
You live or have lived with a partner from there	4,
You have worked (including volunteering and traineeships) there	5,
You have studied there	6,
You have lived there for reasons other than study or work	7,
You own property/ properties there	8,
You regularly spend your holidays/ weekends there	9,
You regularly follow news, cultural life or sports from there	10,
You regularly eat food at home that is typical of that country	11,
You were born there or have lived there before	12,
Other (SPONTANEOUS)	13,
No particular reason (SPONTANEOUS)	14,
DK	15,

NEW

ASK QB12 IF "FEEL ATTACHED TO A SECOND OTHER COUNTRY", CODE 1 TO 29 IN QB10b – OTHERS GO TO QB13

QB12 And what are the three main reasons you feel attached to (COUNTRY QB10b)?

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

(687-701)

You have close relatives (brothers, sisters, children, parents) who live there	1,
You have close friends who live there	2,
You have close friends who have moved here from there	3,
You live or have lived with a partner from there	4,
You have worked (including volunteering and traineeships) there	5,
You have studied there	6,
You have lived there for reasons other than study or work	7,
You own property/ properties there	8,
You regularly spend your holidays/ weekends there	9,
You regularly follow news, cultural life or sports from there	10,
You regularly eat food at home that is typical of that country	11,
You were born there or have lived there before	12,
Other (SPONTANEOUS)	13,
No particular reason (SPONTANEOUS)	14,
DK	15,

NEW

ASK ALL

QB13 People may feel different levels of attachment to their village, town or city, to their region, to their country or to the European Union. Please tell me how attached you feel to...

(SHOW SCREEN WITH SCALE)

(READ OUT)	Very attached	Fairly attached	Not very attached	Not at all attached	DK
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(702)	1	(ONLY TO SPLIT A) Your city/ town/ village	1	2	3	4	5
(703)	2	(ONLY TO SPLIT B) The city/ town/ village where you live	1	2	3	4	5
(704)	3	(ONLY TO SPLIT A) Your region	1	2	3	4	5
(705)	4	(ONLY TO SPLIT B) The region where you live	1	2	3	4	5
(706)	5	The United Kingdom	1	2	3	4	5
(707)	6	(COUNTRY QB10a)	1	2	3	4	5
(708)	7	(COUNTRY QB10b)	1	2	3	4	5
(709)	8	The European Union	1	2	3	4	5

EB68.1 QA10 + EB67.1 QA14 (items 3,4) TREND MODIFIED

QB14 For each of the following statements, please tell me which situation applies to you.

(SHOW SCREEN)

	(READ OUT)	One of the majority groups in the UK in terms of religion, culture or ethnic origin.	One of the minority groups in the UK in terms of religion, culture or ethnic origin	Neither one nor the other – No specific group (SPONTANEOUS)	Refusal (SPONTANEOUS)	DK
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(710)	1	You feel you belong to	1	2	3	4	5
(711)	2	You have the feeling that people in the UK generally perceive you as belonging to	1	2	3	4	5

NEW (BASED ON EB66.3 QA24)

QB15 Regardless of whether you or others think that you belong to a majority or to a minority group, for which of the following reasons, if any, could people in the UK perceive you as belonging to a specific group? If you have no opinion or prefer not to answer, please say so.

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(712-725)
Your physical condition or appearance	1,
Your religion	2,
Your name	3,
Your age	4,
The area where you live	5,
Your skin colour or ethnic origin	6,
Your clothes, the way you dress	7,
Your language or accent	8,
Your social background	9,
Your occupation	10,
Your culture, values, lifestyle	11,
Other (SPONTANEOUS)	12,
Refusal (SPONTANEOUS)	13,
DK	14,

NEW

ASK QC TO EU27+ CY(tcc) + HR + MK + TR

Let's talk about another topic

QC1 Please tell me to what extent you think each of the following affects your health.

(SINGLE CODE)

	(READ OUT)	To a large extent	To some extent	Not at all	DK
--	------------	-------------------	----------------	------------	----

(746)	1	The quality of the air outdoors	1	2	3	4
(747)	2	The quality of the air indoors	1	2	3	4
(748)	3	The quality of drinking/ tap water	1	2	3	4
(749)	4	The quality of water in rivers and lakes	1	2	3	4
(750)	5	Noise	1	2	3	4
(751)	6	The dumping of waste	1	2	3	4
(752)	7	The quality of food	1	2	3	4
(753)	8	Chemicals	1	2	3	4
(754)	9	Exposure to sun	1	2	3	4
(755)	10	Housing conditions	1	2	3	4
(756)	11	Mobile phone handsets	1	2	3	4
(757)	12	Mobile phone masts	1	2	3	4
(758)	13	Household electrical equipment	1	2	3	4
(759)	14	Computers	1	2	3	4
(760)	15	Overhead power lines	1	2	3	4

EB66.2 QB6

QC2 As far as you are aware, which of the following are sources of electromagnetic fields?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(761-772)
Household appliances (e.g. hair dryer, vacuum cleaner, microwave oven, mixer)	1,
Computers	2,
Mobile telephones	3,
Mobile communication masts	4,
Overhead power lines	5,
Wireless computer networks	6,
Anti-theft devices (e.g. motion detectors of alarm systems, security gates/ barriers)	7,
Induction heating (e.g. cooker, heater)	8,
Radar equipment	9,
All of these (SPONTANEOUS)	10,
None (SPONTANEOUS)	11,
DK	12,

EB66.2 QB1

QC3 How concerned are you about the potential health risks of electromagnetic fields?

(READ OUT – ONE ANSWER ONLY)

(773)

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

EB66.2 QB2

QC4 Have you received any information about potential health risks linked to electromagnetic fields?

(774)

Yes	1
No	2
DK	3

NEW

ASK QC5 TO QC7 IF "HAS RECEIVE INFORMATION", CODE 1 IN QC4 – OTHERS GO TO QC8

QC5 Generally speaking, how satisfied are you with the information you receive about potential health risks linked to electromagnetic fields?

(READ OUT – ONE ANSWER ONLY)

(775)

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

EB66.2 QB3 TREND MODIFIED (FILTER)

QC6	What are the two main ways you received this information about potential health risks linked to electromagnetic fields?
-----	---

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

(776-790)

Newspapers and magazines	1,
Specialist publications (science or health journals)	2,
Official publications	3,
Books	4,
Television	5,
The radio	6,
Discussions with friends and relatives	7,
Personalised letter	8,
Internet	9,
Exhibitions and conferences	10,
Information at your workplace	11,
Specific courses/ seminars	12,
Instruction manuals	13,
Other (SPONTANEOUS)	14,
DK	15,

NEW

ASK QC7 IF "NOT SATISFIED", CODE 3 OR 4 IN QC5 – OTHERS GO TO QC8

QC7	Which of the following reasons best explains why you are not satisfied with the information you have about the potential health risks linked to electromagnetic fields? The information is...
-----	---

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(791)

Not trustworthy	1
Insufficient	2
Not objective	3
Complicated	4
Badly explained	5
Not interesting	6
Not communicated in an appropriate way	7
Other (SPONTANEOUS)	8
DK	9

EB66.2 QB4



QC8	From the following, which are the two main ways you would prefer to receive information about potential health risks linked to electromagnetic fields?
-----	--

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

(792-806)

Newspapers and magazines	1,
Specialist publications (science or health journals)	2,
Official publications	3,
Books	4,
Television	5,
Radio	6,
Discussions with friends and relatives	7,
Personalised letter	8,
The Internet	9,
Exhibitions and conferences	10,
Information at your workplace	11,
Specific courses\ seminars	12,
Instruction manuals	13,
Others (SPONTANEOUS)	14,
DK	15,

EB66.2 QB9 TREND MODIFIED

QC9	In your opinion, do public bodies act effectively or not to protect you from potential health risks linked to electromagnetic fields?
-----	---

(READ OUT – ONE ANSWER ONLY)

(807)

Yes, very effectively	1
Yes, fairly effectively	2
No, not very effectively	3
No, not at all effectively	4
DK	5

EB66.2 QB7

QC10	And, in your opinion, how could the European Union intervene to support UK authorities in protecting you from potential health risks linked to electromagnetic fields?,
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(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	<b>(808-817)</b>
By developing guidance for public health protection	1,
By reviewing the status of scientific evidence	2,
By financing research	3,
By harmonising national policies	4,
By informing the public	5,
By setting safety standards for products	6,
By setting safety standards for working conditions	7,
Other (SPONTANEOUS)	8,
None (SPONTANEOUS)	9,
DK	10,

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)

**(838-839)**

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EB73.2 D8

NO QUESTION D9

D10 Gender.

**(840)**

Male	1
Female	2

EB73.2 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)

**(841)**

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

EB73.2 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)

(842-843)

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EB73.2 D40a

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

(INT.: TYPE IN)

(844-845)

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EB73.2 D40b

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

(INT.: TYPE IN)

(846-847)

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EB73.2 D40c

NO QUESTIONS D41 AND D42

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

D43b Do you own a mobile phone?

	(848)	(849)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB73.2 D43a D43b

NO QUESTIONS D44 AND D45

D46 Which of the following do you have?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

(850-859)

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,

EB73.2 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)

(860)

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

EB73.2 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)

	(861-862)
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

EB73.2 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)

(863)	1	You use the Internet at home	1	2	3	4	5	6	7
(864)	2	You use the Internet at your place of work	1	2	3	4	5	6	7
(865)	3	You use the Internet somewhere else (school, university, cyber-café, etc.)	1	2	3	4	5	6	7

EB73.2 D62

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(886-887)

(888-889)

DAY

MONTH

EB73.2 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)

(890-891)

(892-893)

HOUR

MINUTES

EB73.2 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(894-896)

MINUTES

EB73.2 P3

P4 Number of persons present during the interview, including interviewer

(897)

Two (interviewer and respondent)
Three
Four
Five or more

1  
2  
3  
4

EB73.2 P4

P5 Respondent cooperation

(898)

Excellent
Fair
Average
Bad

1  
2  
3  
4

EB73.2 P5

P6 Size of locality

Local Codes

(899-900)

EB73.2 P6

P7 | Region

Local Codes

**(901-902)**

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EB73.2 P7

P8 | Postal code

**(903-910)**

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EB73.2 P8

P9 | Sample point number

**(911-918)**

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EB73.2 P9

P10 | Interviewer number

**(919-926)**

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EB73.2 P10