

ZA4416

Eurobarometer 64.4

**Country Specific Questionnaire
United Kingdom**

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

EB64.3 A

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

EB64.3 B

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

EB64.3 C

D	Interview number (111-116)
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EB64.3 D

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

	(117-148)
Belgium	1,
Denmark	2,
Germany	3,
Greece	4,
Spain	5,
France	6,
Ireland	7,
Italy	8,
Luxembourg	9,
Netherlands	10,
Portugal	11,
United Kingdom (Great Britain, Northern Ireland)	12,
Austria	13,
Sweden	14,
Finland	15,
Republic of Cyprus	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Other countries	31,
DK	32,

EB64.3 Q1

IF OTHER or DK THEN CLOSE INTERVIEW

QA1 To what extent, if at all, does your health limit you from...?

(ONE ANSWER PER LINE)

	(READ OUT)	It limits you a lot	It limits you a little	It does not limit you at all	DK
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(149)
(150)

1	Doing moderate activities, such as moving a table, pushing a vacuum cleaner or carrying your shopping	1	2	3	4
2	Climbing several flights of stairs	1	2	3	4

EB64.4 NEW

QA2 During the past 4 weeks how often have you had any of the following problems with your work or other regular activities as a result of your physical health?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

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

(151)
(152)

1	You have accomplished less than you would like	1	2	3	4	5	6
2	You have accomplished your usual activities less carefully	1	2	3	4	5	6

EB64.4 NEW

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QA3	During the past 4 weeks, how often have you had any of the following problems with your work or other regular activities as a result of any emotional problem (such as feeling depressed or being anxious)?
-----	---

(SHOW SAME CARD WITH SCALE AS IN QA2 – ONE ANSWER PER LINE)

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

(153)	1	You have accomplished less than you would like	1	2	3	4	5	6
(154)	2	You have accomplished your usual activities less carefully	1	2	3	4	5	6

EB64.4 NEW

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QA4	During the past 4 weeks, how much, if at all, has pain interfered with your activities?
-----	---

(READ OUT – ONE ANSWER ONLY)

	(155)
Extremely	1
Quite a bit	2
Moderately	3
A little	4
Not at all	5
DK	6

EB64.4 NEW

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QA5	These questions are about how you feel and how things have been with you during the past 4 weeks. For each question, please give the one answer that comes closest to the way you have been feeling. How often during the past 4 weeks?
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(SHOW SAME CARD WITH SCALE AS IN QA2 – ONE ANSWER PER LINE)

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

(156)	1	Have you felt full of life	1	2	3	4	5	6
(157)	2	Have you felt particularly tense	1	2	3	4	5	6
(158)	3	Have you felt so down in the dumps that nothing could cheer you up	1	2	3	4	5	6
(159)	4	You felt calm and peaceful	1	2	3	4	5	6
(160)	5	Did you have lots of energy	1	2	3	4	5	6
(161)	6	Have you felt downhearted and depressed	1	2	3	4	5	6
(162)	7	Have you felt worn out	1	2	3	4	5	6
(163)	8	Have you felt happy	1	2	3	4	5	6
(164)	9	Did you feel tired	1	2	3	4	5	6

EB58.2 Q37 TO Q45 TREND MODIFIED

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QA6	During the past 4 weeks, how often has your physical health or emotional problems interfered with social activities (like visiting friends, relatives, etc.)?
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(SHOW SAME CARD WITH SCALE AS IN QA2 – ONE ANSWER ONLY)

	(165)
All the time	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5
DK	6

EB64.4 NEW

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QA7	In the last 12 months, did you seek help from a professional concerning a psychological or emotional health problem? (IF YES) Indicate who in the following list.
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(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)
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	(166-176)
NO	1,
Yes, a general practitioner	2,
Yes, a pharmacist	3,
Yes, a psychiatrist	4,
Yes, a psychologist	5,
Yes, a psychoanalyst	6,
Yes, a nurse	7,
Yes, a social worker	8,
Yes, a psychotherapist not mentioned previously	9,
Yes, another health professional	10,
DK	11,

EB58.2 Q46 TREND MODIFIED

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QA8	During the past 4 weeks, have you had any of the following problems with your work or other regular activities as a result of any emotional problems (such as feeling depressed or anxious)?
-----	--

(ONE ANSWER PER LINE)

	(READ OUT)	YES	NO	
(177)	1	Cut down on the amount of time you spent on work or other activities?	1	2
(178)	2	Accomplished less than you would like?	1	2
(179)	3	Did not do work or other activities as carefully as usual?	1	2
(180)	4	Missed work days?	1	2

EB64.4 NEW

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QA9	Please indicate which ones of the following statements possibly apply to your situation. In the last 12 months...
-----	---

(ONE ANSWER PER LINE)

(READ OUT)	YES	NO	DK
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(181)	1	You have received psychotherapy due to psychological or emotional health problems	1	2	3
(182)	2	You have taken prescription drugs due to psychological or emotional health problems	1	2	3
(183)	3	You have been admitted to hospital due to psychological or emotional health problems	1	2	3

EB64.4 NEW

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QA10	If you were feeling bad, where would you seek support first?
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(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)
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	(184-191)
You would seek support from a health professional	1,
You would seek support from a family member	2,
You would seek support from a friend	3,
You would seek support from a religious counsellor	4,
You would seek support from a school teacher	5,
You would call a help line	6,
Other (SPONTANEOUS)	7,
DK	8,

EB64.4 NEW

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QA11	How easy or difficult do you think it is to find information on psychological or emotional health problems and how to deal with them?
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(READ OUT – ONE ANSWER ONLY)

	(192)
Very easy	1
Fairly easy	2
Fairly difficult	3
Very difficult	4
DK	5

EB64.4 NEW

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QA12	To what extent do you agree or disagree with the following statements?
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(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)
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	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	------------	---------------	---------------	------------------	------------------	----

(193)	1	People with psychological or emotional health problems constitute a danger to others	1	2	3	4	5
(194)	2	People with psychological or emotional health problems are unpredictable	1	2	3	4	5
(195)	3	People with psychological or emotional health problems have themselves to blame	1	2	3	4	5
(196)	4	People with psychological or emotional health problems never recover	1	2	3	4	5

EB64.4 NEW

Now, moving on another topic.

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

D43b Do you own a mobile phone?

	(197)	(198)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB64.3 D43a D43b

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QB1	For each of the following please tell me how many of them are available in your household.
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(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)
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(READ OUT)	0	1	2	3	4	5	6	7	8	9+	DK
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(199-200)	1	Standard (not wide screen) Television (4:3 aspect ratio)	1	2	3	4	5	6	7	8	9	10	11
(201-202)	2	Wide screen Television (16:9 aspect ratio)	1	2	3	4	5	6	7	8	9	10	11
(203-204)	3	Mobile phone access on a contract (billed)	1	2	3	4	5	6	7	8	9	10	11
(205-206)	4	Mobile phone access on a pre-paid/top-up arrangement (pre-paid/pay as you go cards/vouchers)	1	2	3	4	5	6	7	8	9	10	11
(207-208)	5	(ONLY IF MOBILE PHONE IN ITEM 3 OR 4) Mobile phone giving access to advanced mobile data communications services. By this we mean those allowing you to access websites for downloading audio\ video content, sending and receiving e-mails (G3)	1	2	3	4	5	6	7	8	9	10	11

(209-210)	6	Fixed telephone access (including those provided by a cable operator or by an operator providing voice over IP) e.g. one standard landline plus a second land+H211line (2nd number) for fax or Internet counting as 2	1	2	3	4	5	6	7	8	9	10	11
(211-212)	7	ISDN line (an ISDN line which allows two simultaneous communications counts as 1)	1	2	3	4	5	6	7	8	9	10	11
(213-214)	8	Desktop computer	1	2	3	4	5	6	7	8	9	10	11
(215-216)	9	Laptop computer	1	2	3	4	5	6	7	8	9	10	11
(217-218)	10	Internet access (free or not) (one single access can connect several PCs)	1	2	3	4	5	6	7	8	9	10	11
(219-220)	11	(ONLY IF ACCESS IN ITEM 10) Wi-fi modem or Wi-fi router for wireless Internet	1	2	3	4	5	6	7	8	9	10	11

TSI-2004 Q1a – TREND MODIFIED

ASK QB2 AND QB3 IF "TELEVISION IN THE HOUSEHOLD", CODE 2 TO 10 IN QB1 ITEM 1 OR 2 - OTHERS GO TO QB4

QB2 Does your household receive the television via...?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

An aerial (on the roof or on the top of the TV set)	1,
A cable TV network	2,
Satellite TV via a satellite dish	3,
Digital Terrestrial Television (aerial + decoder/ Digibox)	4,
The telephone network + modem	5,
DK	6,

TSI-2004 Q2 - TREND MODIFIED

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QB3	Apart from the television licence, does your household pay to receive any TV channels?
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(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) INTERVIEWER: NOTE, THIS EXCLUDES ONE-OFF PAYMENT FOR EQUIPMENT OR INSTALLATION

	(227-232)
No	1,
Yes, a subscription to the cable-TV company	2,
Yes, a subscription to the satellite company	3,
Yes, a subscription to the telephone network company (if different from the cable-TV company)	4,
Yes, in another way (SPONTANEOUS)	5,
DK	6,

EB64.4 NEW

ASK QB4 TO QB7 IF "FIXED TELEPHONY OR ISDN IN THE HOUSEHOLD", CODE 2 TO 10 IN QB1 ITEM 6 OR 7 - OTHERS GO TO QB8
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QB4	Which operator(s) does your household use to provide fixed telephone line(s)? We are talking about line rental and not about the calls. This includes telephone lines provided by a cable operator or operators providing voice over IP.
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(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)
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	(233-254)
BT	1,
Bulldog (Cable & Wireless)	2,
Homecall	3,
Homechoice	4,
NTL / Telewest	5,
One.Tel	6,
Post Office™ HomePhone	7,
Talk Talk (Carphone Warehouse)	8,
Tiscali	9,
Toucan	10,
Others (SPONTANEOUS - SPECIFY)	21,
DK	22,

TSI-2004 Q7 - TREND SLIGHTLY MODIFIED

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QB5	Which company(ies) does your household use to provide fixed telephone services, that is to make telephone calls? This can be the same company(ies) as the one(s) providing the fixed telephone line(s), or different one(s).
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(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)
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	(255-276)
Alpha Telecom / Tele2	1,
British Gas	2,
BT	3,
Bulldog (Cable & Wireless)	4,
First Telecom	5,
Homecall	6,
Homechoice	7,
Just Dial	8,
Kingston Communications	9,
NTL / Telewest	10,
One.Tel	11,
Planet Talk	12,
Post Office™ HomePhone	13,
Sky Talk	14,
Talk Talk (Carphone Warehouse)	15,
Tesco	16,
Tiscali	17,
Toucan	18,
Others (SPONTANEOUS - SPECIFY)	21,
DK	22,

TSI-2004 Q8 - TREND SLIGHTLY MODIFIED

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QB6	Have you or someone in your household ever considered changing your fixed telephone line provider or fixed call provider?
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(SHOW CARD – READ OUT – ROTATE ITEMS 2 TO 12 – MULTIPLE ANSWERS POSSIBLE)

	(277-290)
No, never considered it	1,
Yes, but satisfied with the current service we'll get	2,
Yes, already changed provider	3,
Yes, plan to change within the next 2 months	4,
Yes, awaiting installation\ activation	5,
Yes, but am\are bound by contract conditions to current provider	6,
Yes, but am\are getting the fixed line via a package (bundle) which makes it difficult to switch to another provider	7,
Yes, but do not want to lose current telephone number	8,
Yes, there are interesting offers from new providers but do not trust them	9,
Yes, but it takes too much effort and time to do it	10,
Yes, but did not know it is actually possible to change provider	11,
Yes, intend to cancel fixed line subscription in the coming months	12,
Other (SPONTANEOUS)	13,
DK	14,

EB64.4 NEW

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QB7	If your household could use mobile phone(s) at home at the same price as your fixed telephone for local and national calls, would your household give up its landline?
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(READ OUT – MULTIPLE ANSWERS POSSIBLE)
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	(291-295)
YES	1,
No, because we\ I want to keep a fixed line for the Internet connection at home	2,
No, because we\ I make too many international calls	3,
No, for other reasons (SPONTANEOUS)	4,
DK	5,

EB64.4 NEW

ASK QB8 AND QB9 IF "NO FIXED TELEPHONE LINE IN THE HOUSEHOLD", CODE 1 IN QB1 ITEM 6 - OTHERS GO TO QB10

QB8 You said there is no fixed telephone line (landline) at your home. Among the following list which situation applies to your household?

(READ OUT – ONE ANSWER ONLY)

(296)

Your household has given up its fixed telephone line in the last 12 months	1
Your household has given up its fixed telephone line more than one year ago	2
Your household has never had a fixed telephone line	3
Other (SPONTANEOUS)	4
DK	5

TSI-2004 Q4 - TREND MODIFIED

QB9 You said there is no fixed telephone line (landline) at your home. Among the following list which ones best explain why your household does not have a fixed telephone line?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(297-306)

Our household plans to get a fixed telephone line in the next 6 months, or is awaiting installation	1,
One or more household members has\ have a mobile phone that serves the needs of the household	2,
The initial installation\ connection costs are too high (including possible charges or deposits)	3,
The line rental charges are too high	4,
The cost of calls are too high	5,
Landline is not available where you live	6,
You or other members of your household have easy access to a phone elsewhere (i.e. neighbour, work, public payphone)	7,
You or other members of your household do not want a fixed telephone line	8,
Other (SPONTANEOUS)	9,
DK	10,

TSI-2004 Q4 - TREND MODIFIED

ASK ALL

QB10 Do any household members (including yourself) use public payphones (e.g. a public call box, a phone-shop or public phones)?

(307)

YES	1
NO	2
DK	3

TSI-2004 Q9 - TREND

ASK QB11 AND QB12 IF "ANY HOUSEHOLD MEMBER USES PUBLIC PAYPHONES",
CODE 1 IN QB10 - OTHERS GO TO QB13

QB11 And how often do you personally use public payphones?

(READ OUT – ONE ANSWER ONLY)

(308)

Once a week or more often	1
About once a month	2
Less often than once a month	3
Only when away from home or travelling	4
Never	5
DK	6

TSI-2004 Q10 - TREND MODIFIED

ASK QB12 IF NOT CODE 5 or 6 IN QB11 – OTHERS GO TO QB13

QB12 For what reasons do you personally make use of public payphones?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(309-315)

There is no fixed telephone at home	1,
You do not have a mobile phone access and need to make phone calls while away from home	2,
You have a mobile phone access but it is too costly to make international phone calls	3,
The only phone at home is always in use	4,
When the mobile phone is out of range\ out of credit\ out of battery	5,
Other (SPONTANEOUS)	6,
DK	7,

EB64.4 NEW

ASK ALL

QB13 How many members of your household, including yourself, use a mobile phone?

(IF "NONE", CODE '00' - IF "DK", CODE '99')

(316-317)

PEOPLE

EB64.4 NEW

QB14 Please tell me which of the following features would make/made you personally switch/subscribe to an advanced mobile phone service.H400

(SHOW CARD – MULTIPLE ANSWERS POSSIBLE - The possible answers define what an advanced mobile phone is (i.e. 3G))

(318-325)

- | |
|---|
| The ability to watch sports clips, film reviews, etc. |
| The ability to browse the Internet and use e-mail whilst away from your house\ office |
| The ability to play online games |
| The ability to download music tracks |
| The ability to download maps or street plans |
| You are not interested in any of these features |
| Other (SPONTANEOUS) |
| DK |

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

EB64.4 NEW

QB15 With respect to mobile phones, which of the following is/would be the main benefit for you?

(READ OUT – ONE ANSWER ONLY)

(326)

- | |
|---|
| The possibility to be contacted at any place, any time |
| The freedom to make calls when you are out and about |
| The security of knowing that you can make a call from anywhere if things go wrong |
| None (SPONTANEOUS) |
| Other (SPONTANEOUS) |
| DK |

- 1
- 2
- 3
- 4
- 5
- 6

EB64.4 NEW

ASK QB16 TO QB20 IF "PERSONAL MOBILE PHONE", CODE 1 IN D43b - OTHERS GO TO QB21

QB16 Which provider do you personally use for your mobile telephony?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(327-348)
3 (three mobile)	1,
BT mobile	2,
Dot mobile	3,
EasyMobile	4,
Fresh	5,
O2 / Cellnet	6,
One.Tel	7,
Orange	8,
Sainsbury's Mobile	9,
Tesco Mobile	10,
T-Mobile / One2One	11,
Toucan	12,
Virgin Mobile	13,
Vodafone	14,
Others (SPONTANEOUS - SPECIFY)	21,
DK	22,

TSI-2004 Q12

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QB17	Have you personally ever considered changing mobile network provider?
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(SHOW CARD – READ OUT – ROTATE ITEMS 1 TO 10 - MULTIPLE ANSWERS POSSIBLE)

	(349-361)
Yes, but I am satisfied with my current mobile network provider	1,
Yes, I already changed mobile provider	2,
Yes, I change each time there are better conditions offered by other operators	3,
Yes, but my current contract conditions prevent me from doing so at least for the next 6 months	4,
Yes, but I get my mobile service through a package (bundle) which makes it difficult to switch to another provider	5,
Yes, but it is too complicated to make price comparisons	6,
Yes, there are interesting offers from other providers but I do not trust them	7,
Yes, but changing provider and keeping my number is too expensive and\ or takes too long	8,
Yes, but it takes too much effort and time to do it	9,
Yes, but I did not know it is possible to change provider	10,
No, I never thought about it	11,
Other (SPONTANEOUS)	12,
DK	13,

EB64.4 NEW

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QB18	When choosing a new mobile network provider, does the cost of receiving\ making calls while abroad (roaming) play a very important, fairly important, not very important or not at all an important role in your decision?
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(READ OUT – ONE ANSWER ONLY)

	(362)
Very important	1
Fairly important	2
Not very important	3
Not at all important	4
DK	5

EB64.4 NEW

ASK QB19 IF "IMPORTANT", CODE 1 OR 2 IN QB18 - OTHERS GO TO QB20

QB19 If your current mobile phone provider was to increase the cost of roaming, what increase, if any, would make you look for another provider?

(READ OUT – ONE ANSWER ONLY – SHOW CARD WITH DEFINITION: International roaming allows the making and receiving calls while abroad)

(363)

5-10% increase	1
Between 11-15% increase	2
Over 15% increase	3
You would not switch whatever the price increase	4
DK	5

EB64.4 NEW

ASK QB20 IF "PERSONAL MOBILE PHONE", CODE 1 IN D43b - OTHERS GO TO QB21

QB20 Have problems like receiving spam (i.e. unsolicited commercial messages) on your mobile phone resulted in using it less?

(READ OUT – ONE ANSWER ONLY)

(364)

Yes, a lot	1
Yes, a little	2
No, not at all	3
I never receive spam (SPONTANEOUS)	4
DK	5

EB64.4 NEW

ASK QB21 IF "NO MOBILE PHONE IN THE HOUSEHOLD", CODE 1 IN QB1 ITEM 3 OR 4 - OTHERS GO TO QB22

QB21 You said there is no mobile telephone in your household. Among the following list which ones best explain why your household does not have a mobile phone?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(365-372)

Someone in the household plans to get a mobile telephone in the next 6 months	1,
No one in my household wants a mobile phone	2,
Mobile telephony is too expensive	3,
The fixed telephone line(s) is(are) sufficient for current needs	4,
Coverage in the area is not very good, therefore it is not worth getting a mobile phone	5,
There is good access to phones elsewhere, when outside the home (e.g. public payphones)	6,
Other (SPONTANEOUS – SPECIFY)	7,
DK	8,

TSI-2004 Q13 - TREND SLIGHTLY MODIFIED

ASK QB22 TO QB36 IF "INTERNET ACCESS AT HOME", CODE 2 TO 10 IN QB1 ITEM 10 OR 11 - OTHERS GO TO QB37

QB22 How does your household access the Internet from home?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(373-381)

Via a dial-up connection using a standard telephone line (narrow band)	1,
Via a dial-up connection using an ISDN line (narrow band)	2,
Via ADSL or similar type of connection (broadband using a modem)	3,
Via the cable TV network (broadband using a cable modem)	4,
Via the mobile phone network (broadband)	5,
Via the satellite network (broadband)	6,
Via a power line (broadband) (SPONTANEOUS)	7,
Other (SPONTANEOUS – SPECIFY)	8,
DK	9,

TSI-2004 Q16 - TREND MODIFIED

QB23 And in what ways can your household access the Internet at home?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(382-388)

Via desk-top or laptop computer	1,
Via television	2,
Via video games console	3,
Via mobile phone	4,
Via another wireless device such as a handheld (PDA) or pocket computer	5,
Other (SPONTANEOUS)	6,
DK	7,

EB64.4 NEW

QB24 Please think about the person in your household who accesses the Internet the most including yourself. How often does he\ she access it? Is it...?

(READ OUT – ONE ANSWER ONLY)

(389)

More than once a day	1
Once a day	2
Several times a week	3
About once a week	4
About once a month	5
Less frequently than once a month	6
DK	7

TSI-2004 Q18 - TREND MODIFIED

QB25 Does your household pay for the use of Internet at home according to the time spent for usage (minutes paid for) or by means of a fixed or flat-rate amount per month (or other billing period)?

(READ OUT – ONE ANSWER ONLY)

(390)

According to the time spent for usage (minutes paid for)	1
A fixed or flat-rate amount (per month or other billing period)	2
Other (SPONTANEOUS)	3
DK	4

TSI-2004 Q19 - TREND SLIGHTLY MODIFIED

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QB26 Which provider(s) does your household use for its Internet service?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(391-412)
AOL	1,
BoltBlue	2,
Breathe	3,
BT Openworld	4,
Clara.net	5,
Demon	6,
Homecall	7,
Homechoice	8,
MSN Free Web	9,
NTL / Telewest/ Blue Yonder	10,
One.Tel	11,
Pipex	12,
Sainsbury's	13,
TescoNET	14,
Tiscali	15,
Toucan	16,
UK Online	17,
Virgin Net	18,
Wanadoo / Freeserve	19,
Yahoo Online	20,
Others (SPONTANEOUS - SPECIFY)	21,
DK	22,

TSI-2004 Q20 - TREND

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QB27 How would you best describe the speed of your Internet connection? We are talking about the time you wait before the display of a web page or for downloading a file. Is it...?

(READ OUT – ONE ANSWER ONLY)

	(413)
Very slow	1
Fairly slow	2
Fairly fast	3
Very fast	4
DK	5

EB64.4 NEW

QB28 Have you or someone in your household ever considered changing Internet service provider?

(SHOW CARD – READ OUT – ROTATE ITEMS 2 TO 10 – MULTIPLE ANSWERS POSSIBLE)

(414-425)

No, never considered it	1,
Yes, but satisfied with the current service we'll get	2,
Yes, already changed provider	3,
Yes, we'll change each time there are better conditions offered by other Internet providers	4,
Yes, but am\are bound by contract conditions to current provider	5,
Yes, but am\are getting the Internet access via a package (bundle) which makes it difficult to switch to another provider	6,
Yes, but do not want to lose current e-mail address(es)	7,
Yes, there are more interesting offers from other providers but do not trust them	8,
Yes, but it takes too much effort and time to do it	9,
Yes, but did not know it is actually possible to change provider	10,
Other (SPONTANEOUS)	11,
DK	12,

EB64.4 NEW

ASK QB29 AND QB30 IF "NARROWBAND INTERNET ACCESS", CODE 1 OR 2 IN QB22 - OTHERS GO TO QB31

QB29 Why does your household not have a broadband Internet access?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(426-433)

We'll plan to subscribe\ connect to a broadband access in the next 2 months	1,
Satisfied with the speed of our\my current dial-up connection	2,
The local area is not covered by a broadband access network technology	3,
It is too expensive	4,
Our\my equipment (e.g. PC) is not compatible with broadband	5,
Do not use the Internet enough (SPONTANEOUS)	6,
Other (SPONTANEOUS)	7,
DK	8,

EB64.4 NEW

QB30 Would you be willing to change to broadband Internet access if...?

(ONE ANSWER PER LINE)

(READ OUT) YES NO DK

(434)	1	You could buy the broadband Internet service without paying for the fixed telephony line rental charges	1	2	3
(435)	2	You could buy a package providing you with broadband Internet service together with television channels (bundle)	1	2	3
(436)	3	Broadband Internet service was 10% cheaper than it is now	1	2	3
(437)	4	Broadband Internet service was 20% cheaper than it is now	1	2	3

EB64.4 NEW

ASK QB31 AND QB32 IF "BROADBAND INTERNET ACCESS", CODE 3 OR 7 IN QB22 - OTHERS GO TO QB33

QB31 Would you personally like to change your broadband service subscriptions in any of the following ways?

(ONE ANSWER PER LINE) H567

(READ OUT) YES NO DK

(438)	1	Keep the broadband service but drop the fixed telephone service	1	2	3
(439)	2	Buy a package providing you with broadband Internet service together with television channels (bundle)	1	2	3
(440)	3	Buy a package providing you with broadband Internet service together with mobile telephony service (bundle)	1	2	3

EB64.4 NEW

QB32 Would you be willing to upgrade your broadband Internet access to an even higher speed if...?

(ONE ANSWER PER LINE)

(READ OUT) YES NO DK

(441)	1	You could have a higher speed connection service without having a telephone line	1	2	3
(442)	2	You could buy a package providing you with a higher speed connection service with television channels (bundle)	1	2	3
(443)	3	The higher speed connection service was 20% more expensive than your current service	1	2	3
(444)	4	The higher speed connection service was 10% more expensive than your current service	1	2	3

EB64.4 NEW

ASK QB33 TO QB36 IF "ACCESS TO THE INTERNET AT HOME", CODE 2 TO 10 IN QB1 ITEM 10 OR 11 - OTHERS GO TO QB37

QB33 Have problems like receiving spam (unsolicited commercial e-mails) or viruses on your PC resulted in using it less?

(READ OUT – ONE ANSWER ONLY)

	(445)
Yes, a lot	1
Yes, a little	2
No, not at all (no longer have spam/spam doesn't affect usage)	3
Never had spam\ viruses	4
Not applicable (SPONTANEOUS)	5
DK	6

EB64.4 NEW

ASK QB34 TO QB36 IF CODE 1 TO 3 IN QB33 - OTHERS GO TO QB39

QB34 What, if anything, did/do you do to combat spam?

(READ OUT – ONE ANSWER ONLY)

(446)

I have anti-spam software that was free of charge	1
I purchased and installed anti-spam software	2
I do not have anti-spam software but rely on my Internet service company	3
Nothing, I do not care about it	4
Other (SPONTANEOUS)	5
DK	6

EB64.4 NEW

QB35 What. If anything, did/do+H615 you do to combat viruses?

(READ OUT – ONE ANSWER ONLY)

(447)

I have antivirus software that was free of charge	1
I have purchased and installed antivirus software	2
I do not have antivirus software but rely on my Internet service company	3
Nothing, I do not care about it	4
Other (SPONTANEOUS)	5
DK	6

EB64.4 NEW

QB36 Would you consider switching to another Internet provider if you had too much trouble with spam or viruses?

(448)

YES	1
NO	2
DK	3

EB64.4 NEW

ASK QB37 AND QB38 IF "NO ACCESS TO THE INTERNET AT HOME", CODE 1 IN QB1
ITEM 10 - OTHERS GO TO QB39

QB37 You said you do not have Internet access at home. Among the following list, which ones best explain why your household does not have access to the Internet?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(449-457)

Your household plans to subscribe\ connect in the next 6 months	1,
We\ I do not know exactly what the Internet is	2,
No one in your household is interested in the Internet	3,
There is no personal computer (PC) or means of connecting in your home	4,
It is too expensive	5,
The interested members of your household have access at work, school or elsewhere and this is sufficient	6,
We are\ I am concerned about access to unsuitable content	7,
Other (SPONTANEOUS – SPECIFY)	8,
DK	9,

TSI-2004 Q15 - TREND SLIGHTLY MODIFIED

QB38 Would you be willing to subscribe to the Internet if...?

(ONE ANSWER PER LINE)

	(READ OUT)	YES	NO	DK
(458)	1 You could buy the Internet service without paying for the fixed telephony line rental charges	1	2	3
(459)	2 You could buy a package providing you with the Internet service together with television channels (bundle)	1	2	3
(460)	3 You could buy a package providing you with the Internet service with mobile telephony services(bundle)	1	2	3
(461)	4 Internet service was 10% cheaper than it is now	1	2	3
(462)	5 Internet service was 20% cheaper than it is now	1	2	3

EB64.4 NEW

ASK ALL

QB39 Does your household buy two or more of the following services as part of one or more service packages at a single price (bundle)?

(READ OUT – MINIMUM 2 ANSWERS)

(463-468)

Television channels	1,
Fixed telephony	2,
Mobile telephony	3,
Internet access	4,
None	5,
DK	6,

EB64.4 NEW

QB40 What do you personally think about these kinds of communication packages?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(469-475)

It is more convenient because there is only one invoice	1,
It is cheaper than paying separately for each service	2,
Packages offer less transparency and clarity about the cost and conditions of each service	3,
Packages are not interesting because you are bound to the same provider for all services	4,
Packages are not interesting because you get services you do not really need	5,
Other (SPONTANEOUS)	6,
DK	7,

EB64.4 NEW

Let's move to another topic.

QB41 Can you tell me the telephone number of emergency services, for example in case someone would urgently need medical assistance?

(DO NOT PROBE – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

(476-479)

112	1,
999	2,
Other numbers	3,
No\ DK	4,

EB64.4 NEW

QB42 Can you tell me what single telephone number enables you to call emergency services anywhere in the European Union from a fixed or a mobile phone?

(DO NOT PROBE – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

(480-482)

112
Other number(s)
No\ DK

1,
2,
3,

EB64.4 NEW

Now, moving on to another topic.

ASK QC ONLY IN EU25

QC1 During the last month, did you use the Internet?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(483-489)

Yes, at home	1,
Yes, at work	2,
Yes, at school or university or other study centre	3,
Yes, somewhere else (Internet café, etc.)	4,
No, I did not use the Internet during the last month	5,
No, I do not use the Internet	6,
DK	7,

EB64.4 NEW

ASK QC2 IF "USE THE INTERNET", CODE 1 TO 4 IN QC1 - OTHERS GO TO QC3

QC2 How would you describe yourself in terms of going and surfing on the Internet? Would you say that you are...?

(READ OUT – ONE ANSWER ONLY)

(490)

A beginner	1
An intermediate user	2
An advanced user	3
An expert user	4
DK	5

EB64.4 NEW

ASK ALL

QC3a Do you have, in your household, any child under your responsibility in each of the following age bands?

(SHOW CARD – MULTIPLE ANSWERS POSSIBLE)

(491-498)

Under 6	1,
6 - 7 years old	2,
8 - 9 years old	3,
10 - 11 years old	4,
12 - 13 years old	5,
14 - 15 years old	6,
16 - 17 years old	7,
I do not have any child under 18	8,

EB60.2 Q TREND MODIFIED

IF "DO NOT HAVE ANY CHILDREN UNDER 18", CODE 8 IN QC3a DO NOT ASK QC3b TO QC10 AND GO TO QC11

ASK QC3b and QC3c FOR THE CHILD WHO'S BIRTHDAY IS CLOSEST TO DATE OF INTERVIEW

QC3b And is it a boy or a girl?

(499)

Girl	1
Boy	2

EB60.2 Q TREND MODIFIED

QC3c And in what age band is he\ she?

(SHOW CARD – ONE ANSWER ONLY)

(500)

Under 6	1
6 - 7 years old	2
8 - 9 years old	3
10 - 11 years old	4
12 - 13 years old	5
14 - 15 years old	6
16 - 17 years old	7

EB60.2 Q TREND MODIFIED

ASK QC4 TO QC10 FOR THE CHILD WHOSE BIRTHDAY IS CLOSEST TO DATE OF INTERVIEW, CHILD CODED IN QC3b

QC4 Does this child, to your knowledge, use the Internet in any of the following places?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(501-509)

Yes, at home	1,
Yes, at school	2,
Yes, at a friend's home	3,
Yes, in someone else's home	4,
Yes, in an Internet cafe	5,
Yes, in a library or another public place	6,
Yes, somewhere else	7,
No, he\ she does not use the Internet	8,
DK	9,

EB60.2 Q TREND SLIGHTLY MODIFIED

ASK QC5 AND QC6 IF "THE CHILD CODED IN QC3b USES THE INTERNET", CODE 1 TO 7 IN QC4 - OTHERS GO TO QC7

QC5 Are filtering\ blocking tools avoiding the access to certain web sites applied when your child uses the Internet?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) - ASK ONLY IF MENTIONNED IN QC4

(510-518)

No	1,
Yes, at home	2,
Yes, at school	3,
Yes, at a friend's home	4,
Yes, in someone else's home	5,
Yes, in an Internet cafe	6,
Yes, in a library or another public place	7,
You do not know what filtering\ blocking tool is	8,
DK	9,

EB64.4 NEW

--

QC6 Do you sit with this child when he\ she is on the Internet?

(READ OUT – ONE ANSWER ONLY)

(519)

Always	1
Most of the time	2
often	3
From time to time	4
rarely	5
Never	6
DK	7

EB64.4 NEW

ASK ALL (FOR THE CHILD CODED IN QC3b)

--

QC7 Does he\ she own a mobile phone?

--

(520)

YES	1
NO	2

EB64.4 NEW

--

QC8 Have you set any rules for him\ her about using any of the following either in your household or elsewhere?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(521-528)

Yes, for the television	1,
Yes, for the mobile phone	2,
Yes, for electronic games consoles (Playstation, Xbox, GameCube, Gameboy, etc.)	3,
Yes, for the Internet	4,
Yes, for the computer (apart from the Internet)	5,
Yes, there are rules, but not set by me	6,
No, no rules have been set	7,
DK	8,

EB60.2 Q

ASK QC9 IF "THE CHILD CODED IN QC3b USES THE INTERNET", CODE 1 TO 7 IN QC4 AND IF "RULES ABOUT USING THE INTERNET", CODE 4 IN QC8 - OTHERS GO TO QC10

QC9 What rules have you set regarding how he\ she uses the Internet?

(DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(529-544)
He\ she is not allowed to give out any personal information	1,
There are some websites that he\ she is not allowed to visit	2,
He\ she is to tell me\ us if he\ she finds something on the Internet that makes him\ her feel uncomfortable	3,
He\ she is not allowed to use rude language in e-mails or chat-rooms	4,
He\ she is not allowed to meet in person someone he\ she only met on the Internet	5,
He\ she is not allowed to copy documents\ pictures	6,
He\ she is not allowed to go to chat-rooms\ to talk to strangers in chat-rooms	7,
He\ she is not allowed to play games online	8,
He\ she is not allowed to do online shopping	9,
He\ she is not allowed to download music or films	10,
He\ she is not allowed to download software	11,
Rules regarding how much time he\ she is allowed to spend on the Internet	12,
Keeping phone lines free at certain times of the day	13,
Ensuring that access to the Internet is shared fairly between family members	14,
Other rules	15,
DK	16,

EB60.2 Q TREND MODIFIED

ASK QC10 IF "THE CHILD CODED IN QC3b USES THE INTERNET", CODE 1 TO 7 IN QC4
OTHERS GO TO QC11

QC10 Do you think your child has ever encountered harmful or illegal content on the Internet?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) - ASK ONLY IF
MENTIONNED IN QC4

(545-552)

Yes, at home	1,
Yes, at school	2,
Yes, at a friend's home	3,
Yes, in someone else's home	4,
Yes, in an Internet cafe	5,
Yes, in a library or another public place	6,
NO	7,
DK	8,

EB64.4 NEW

ASK ALL

QC11 Do you know where or to whom you can report illegal content you see on the Internet, for
example child pornography?

(DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

(553-562)

Yes, hotlines\ tiplines set up for this purpose (i.e. Stopline)	1,
Yes, the police	2,
Yes, the Internet service provider	3,
Yes, school(s)	4,
Yes, parent association	5,
Yes, associations, non-profit organisations, non-governmental organisations (NGOs)	6,
Yes, the church\ religious authorities	7,
No, I do not know where I can report illegal content on the Internet	8,
Others	9,
DK	10,

EB60.2 Q TREND MODIFIED

DO NOT ASK QC12 TO QC15 IF "DO NOT HAVE ANY CHILD UNDER 18", CODE 8 IN QC3a - ASK QC12 TO QC15 IF "THE CHILD CODED IN QC3b USES THE INTERNET", CODE 1 TO 7 IN QC4 - OTHERS GO TO DEMOGRAPHICS

QC12 Would you say that this child in your household knows what to do if a situation on the Internet makes him\ her feel uncomfortable?

(563)

YES	1
NO	2
DK	3

EB60.2 Q

QC13 Do you feel that you need more information, or not, about how to protect the child\ children in your household from illegal or harmful content and contact on the Internet?

(564)

YES	1
NO	2
DK	3

EB60.2 Q TREND SLIGHTLY MODIFIED

QC14 From whom would you like to receive information about using the Internet in a safer way?

(DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

(565-579)

School(s)	1,
Parent association (i.e. parent\ teacher association)\ other parents groups	2,
Government\ local authority	3,
The Internet service provider or the telephone company	4,
Software companies	5,
Computer retailer	6,
Computer game retailer	7,
Your employer	8,
Associations, non-profit organisations\ non-governmental organisations (NGOs)	9,
TV, radio, newspapers	10,
Police	11,
The Church\ Religious authorities	12,
I do not want to receive such information	13,
Other source	14,
DK	15,

EB60.2 Q TREND MODIFIED

ASK QC15 IF CODE 1 TO 12 OR 14 IN QC14 - OTHERS GO TO DEMOGRAPHICS

QC15 How would you like to receive this information?

(DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

(580-593)

By letter	1,
By e-mail	2,
From a website	3,
By SMS\ text message	4,
By telephone (other than SMS\ text message)	5,
In newspapers	6,
In a computer magazine	7,
From TV	8,
From the radio	9,
In a library	10,
From a CD Rom	11,
Meeting with an expert	12,
From another medium (SPECIFY)	13,
DK	14,

EB60.2 Q TREND MODIFIED

DEMOGRAPHICS

ASK ALL

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

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

(628-629)

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

Refusal 11

DK 12

EB64.3 D1

NO QUESTIONS D2 TO D6

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

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(630-631)

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

EB64.3 D7

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

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

(632-633)

EB64.3 D8

NO QUESTION D9

D10 Gender.

(634)

Male

1

Female

2

EB64.3 D10

D11 How old are you?

(635-636)

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EB64.3 D11

NO QUESTION D12 TO D14

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

D15a What is your current occupation?

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

	(637-638)	(639-640)
	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

EB64.3 D15a D15b

NO QUESTIONS D16 TO D24

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

(READ OUT)

(641)

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

EB64.3 D25

NO QUESTIONS D26 TO D39

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

INT.: READ OUT - WRITE DOWN)

(642-643)

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EB64.3 D40a

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

(INT.: READ OUT - WRITE DOWN - IF "NONE" PLEASE CODE '00')

(644-645)

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EB64.3 D40b

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

(INT.: READ OUT - WRITE DOWN - IF "NONE", PLEASE CODE '00')

(646-647)

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EB64.3 D40c

D41	Which of the following statements best describes where you were born. Were you born....?
-----	--

SHOWCARD - READ OUT - ONE ANSWER ONLY

(648)

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

EB64.3 D41

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

(SHOW CARD – READ OUT – ONE ANSWER ONLY)
--

(649)

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

EB64.3 D42

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(650-651) (652-653)
 DAY MONTH

EB64.3 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)
(654-655) (656-657)
 HOUR MINUTES

EB64.3 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(658-660)
 MINUTES

EB64.3 P3

P4 Number of persons present during the interview, including interviewer

	(661)
Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB64.3 P4

P5 Respondent cooperation

	(662)
Excellent	1
Fair	2
Average	3
Bad	4

EB64.3 P5

P6 Size of locality

Local Codes
(663-664)

EB64.3 P6

P7	Region
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NUTS Level 2 Regions (See www.wordiq.com/definition/Nomenclature_of_Territorial_Units_for_Statistics)

(665-666)

<input type="text"/>	<input type="text"/>
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EB64.3 P7

P8	Postal code
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(667-674)

<input type="text"/>							
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EB64.3 P8

P9	Sample point number
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(675-682)

<input type="text"/>							
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EB64.3 P9

P10	Interviewer number
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(683-690)

<input type="text"/>							
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EB64.3 P10

P11	Weighting factor
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(691-698)

<input type="text"/>							
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EB64.3 P11
