

ZA4972

Eurobarometer 71.2

**Country Specific Questionnaire
Great Britain**

| | |
|----------|--|
| A | your survey number (101-105) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| EB71.1 A | |

| | |
|----------|---|
| B | country code (106-107) <input type="text"/> <input type="text"/> |
| EB71.1 B | |

| | |
|----------|---|
| C | our survey number (108-110) <input type="text"/> <input type="text"/> <input type="text"/> |
| EB71.1 C | |

| | |
|----------|---|
| D | Interview number (111-116) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> |
| EB71.1 D | |

ASK ITEM 28 ONLY IN TURKEY

ASK ITEM 29 ONLY IN CROATIA

ASK ITEM 31 ONLY IN FORMER YUGOSLAV REPUBLIC OF MACEDONIA

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

(MULTIPLE ANSWERS POSSIBLE)

| | (137-168) |
|--|-----------|
| 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 | 31, |
| DK | 32, |

EB69.2 Q1

IF OTHER or DK THEN CLOSE INTERVIEW

ASK QA TO EU27 + HR + TR + MK

QA1 On the whole, how satisfied or not are you with the life you lead? Are you...?

(READ OUT)

(169)

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

EB71.1 QA2

| | |
|-----|---|
| QA2 | How would you judge the current situation in each of the following areas? |
|-----|---|

| |
|---------------|
| (SHOW SCREEN) |
|---------------|

| | (READ OUT) | Very good | Fairly good | Fairly bad | Very bad | DK |
|-------|--|-----------|-------------|------------|----------|----|
| (170) | 1 The area you live in | 1 | 2 | 3 | 4 | 5 |
| (171) | 2 Health care provision in the United Kingdom | 1 | 2 | 3 | 4 | 5 |
| (172) | 3 The provision of pensions in the United Kingdom | 1 | 2 | 3 | 4 | 5 |
| (173) | 4 Unemployment benefits in the United Kingdom | 1 | 2 | 3 | 4 | 5 |
| (174) | 5 The cost of living in the United Kingdom | 1 | 2 | 3 | 4 | 5 |
| (175) | 6 Relations in the United Kingdom between people from different cultural or religious backgrounds or nationalities | 1 | 2 | 3 | 4 | 5 |
| (176) | 7 The way inequalities and poverty are addressed in the United Kingdom | 1 | 2 | 3 | 4 | 5 |
| (177) | 8 The affordability of energy in the United Kingdom | 1 | 2 | 3 | 4 | 5 |
| (178) | 9 The affordability of housing in the United Kingdom | 1 | 2 | 3 | 4 | 5 |
| (179) | 10 The way public administration operates in the United Kingdom | 1 | 2 | 3 | 4 | 5 |
| (180) | 11 The state of the UK economy | 1 | 2 | 3 | 4 | 5 |
| (181) | 12 Your personal job situation | 1 | 2 | 3 | 4 | 5 |
| (182) | 13 The financial situation of your household | 1 | 2 | 3 | 4 | 5 |
| (183) | 14 The employment situation in the United Kingdom | 1 | 2 | 3 | 4 | 5 |

| |
|--|
| EB71.1 QA3a (items11-14) + EB70.1 QA5 (items 1-10) |
|--|

| | |
|-----|---|
| QA3 | What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...? |
|-----|---|

(SINGLE CODE)

| | (READ OUT) | Better | Worse | Same | DK |
|-------|--|--------|-------|------|----|
| (184) | 1 Your life in general | 1 | 2 | 3 | 4 |
| (185) | 2 The area you live in | 1 | 2 | 3 | 4 |
| (186) | 3 The healthcare system in the United Kingdom | 1 | 2 | 3 | 4 |
| (187) | 4 The provision of pensions in the United Kingdom | 1 | 2 | 3 | 4 |
| (188) | 5 Unemployment benefits in the United Kingdom | 1 | 2 | 3 | 4 |
| (189) | 6 The cost of living in the United Kingdom | 1 | 2 | 3 | 4 |
| (190) | 7 Relations in the United Kingdom between people from different cultural or religious backgrounds or nationalities | 1 | 2 | 3 | 4 |
| (191) | 8 The way inequalities which might lead to poverty are addressed in the United Kingdom | 1 | 2 | 3 | 4 |
| (192) | 9 The affordability of energy in the United Kingdom | 1 | 2 | 3 | 4 |
| (193) | 10 The affordability of housing in the United Kingdom | 1 | 2 | 3 | 4 |
| (194) | 11 The way public administration operates in the United Kingdom | 1 | 2 | 3 | 4 |
| (195) | 12 The state of the UK economy | 1 | 2 | 3 | 4 |
| (196) | 13 Your personal job situation | 1 | 2 | 3 | 4 |
| (197) | 14 The financial situation of your household | 1 | 2 | 3 | 4 |
| (198) | 15 The employment situation in the United Kingdom | 1 | 2 | 3 | 4 |

EB71.1 QA4 TREND MODIFIED

| | |
|-----|--|
| QA4 | Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...? |
|-----|--|

(SINGLE CODE)

| | (READ OUT) | Improved | Got worse | Stayed about the same | DK |
|--|------------|----------|-----------|-----------------------|----|
|--|------------|----------|-----------|-----------------------|----|

| | | | | | | |
|-------|----|--|---|---|---|---|
| (199) | 1 | Your life in general | 1 | 2 | 3 | 4 |
| (200) | 2 | The area you live in | 1 | 2 | 3 | 4 |
| (201) | 3 | The healthcare system in the United Kingdom | 1 | 2 | 3 | 4 |
| (202) | 4 | The provision of pensions in the United Kingdom | 1 | 2 | 3 | 4 |
| (203) | 5 | Unemployment benefits in the United Kingdom | 1 | 2 | 3 | 4 |
| (204) | 6 | The cost of living in the United Kingdom | 1 | 2 | 3 | 4 |
| (205) | 7 | Relations in the United Kingdom between people from different cultural or religious backgrounds or nationalities | 1 | 2 | 3 | 4 |
| (206) | 8 | The way inequalities and poverty are addressed in the United Kingdom | 1 | 2 | 3 | 4 |
| (207) | 9 | The affordability of energy in the United Kingdom | 1 | 2 | 3 | 4 |
| (208) | 10 | The affordability of housing in the United Kingdom | 1 | 2 | 3 | 4 |
| (209) | 11 | The way public administration operates in the United Kingdom | 1 | 2 | 3 | 4 |
| (210) | 12 | The state of the UK economy | 1 | 2 | 3 | 4 |
| (211) | 13 | Your personal job situation | 1 | 2 | 3 | 4 |
| (212) | 14 | The financial situation of your household | 1 | 2 | 3 | 4 |
| (213) | 15 | The employment situation in the United Kingdom | 1 | 2 | 3 | 4 |

NEW

Let's move on to another topic

ASK QB TO EU27 + HR + TR + MK

QB1 Please tell me whether or not each of the following situations has happened to you, as a result of the economic crisis.

(SINGLE CODE)

| | | |
|------------|-----|----|
| (READ OUT) | Yes | No |
|------------|-----|----|

| | | | | |
|-------|---|---|---|---|
| (234) | 1 | You lost your job | 1 | 2 |
| (235) | 2 | A relative or a close friend has lost their job | 1 | 2 |
| (236) | 3 | One of your colleagues has lost their job | 1 | 2 |

NEW

QB2 And thinking about the current economic crisis and its potential impact on the job-market, how would you rate your concern, if at all, about each of the following? Please use a scale from 1 to 5 where '1' means that you are "not at all concerned", and '5' that you are "very concerned".

(SHOW SCREEN WITH SCALE - SINGLE CODE)

| (READ OUT) | 1 Not at all concerned | 2 | 3 | 4 | 5 Very concerned | Not Applicable (SPONTANEOUS) | DK |
|------------|---------------------------------|---|---|---|------------------------|------------------------------------|----|
|------------|---------------------------------|---|---|---|------------------------|------------------------------------|----|

| | | | | | | | | | |
|-------|---|---------------------------------------|---|---|---|---|---|---|---|
| (237) | 1 | (ONLY IF QB1.1=2) You losing your job | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| (238) | 2 | Your partner/spouse losing their job | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| (239) | 3 | Your children losing their job | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

NEW

| | |
|-----|---|
| QB3 | Some analysts say that the impact of the economic crisis on the job market has already reached its peak and things will recover little by little; others say that the worst is still to come. Which of the two statements is closest to your opinion? |
|-----|---|

(READ OUT - SINGLE CODE)

(240)

| |
|--|
| The impact of the economic crisis on jobs has already reached its peak |
|--|

1

| |
|----------------------------|
| The worst is still to come |
|----------------------------|

2

| |
|----|
| DK |
|----|

3

| |
|-----|
| NEW |
|-----|

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?

| | (241-242) | (243-244) |
|--|--------------------|-----------------|
| | 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 |

EB70.1 D15a D15b

Let's now talk about another topic.

ASK QC TO EU27 + HR + TR + MK

QC1 Have you ever heard or read about the European Globalisation adjustment Fund, which is a fund to help victims of globalisation?

(READ OUT - SINGLE CODE)

| | |
|---|--------------|
| | (265) |
| Yes and you know a lot about it | 1 |
| Yes, but you don't know a lot about it | 2 |
| No, you have never heard or read about it | 3 |
| DK | 4 |

NEW

Let's now talk about another topic.

ASK QD TO EU27 + HR + TR + MK

QD1 Have you heard of...?

SINGLE CODE

(READ OUT) Yes No

| | | | | |
|-------|---|---|---|---|
| (286) | 1 | The European Social Fund - ESF | 1 | 2 |
| (287) | 2 | The European Regional Development Fund – ERDF | 1 | 2 |
| (288) | 3 | The Erasmus Programme | 1 | 2 |
| (289) | 4 | The EU "Lisbon Strategy" for Growth and Jobs | 1 | 2 |

TREND MODIFIED EB65.3 QC1

QD2 Can you tell me what the European Social Fund or ESF is all about, or what you think it might do?

(OPEN QUESTION - ENTER ALL SPONTANEOUS ANSWERS – MULTIPLE ANSWERS POSSIBLE)

10 2 (290,291-310)

EB65.3 QC2

QD3 The European Social Fund (ESF) is the European Union fund dedicated to helping European citizens develop their skills and improve their job prospects. The European Union dedicates some 10% of its overall budget to the European Social Fund. Would you say that this share of the budget is too much, about right or too little?

(READ OUT – SINGLE CODE)

(311)

| | |
|-------------|---|
| Too much | 1 |
| About right | 2 |
| Too little | 3 |
| DK | 4 |

EB65.3 QC3

QD4 How many times have you changed employer in your working life so far?

(DO NOT COUNT VACATION JOBS WHILE IN FULL TIME EDUCATION) (CODE SPONTANEOUS ANSWER BELOW – IF "DK" CODE '99' - IF "NEVER HAD ANY PAID WORK" CODE '98')

(312-313)

times

EB70.1 QF13

QD5 For how long have you been working for your current employer or last employer if you are not currently working?

(IF "DK" CODE '99' - IF "NEVER HAD ANY PAID WORK" CODE '98')

(314-315)

years

EB65.3 QC5

QD6 In your opinion, which two of the following assets should someone emphasize in order to easily find a job today?

(READ OUT – MAX. 2 ANSWERS)

(316-324)

| | |
|-------------------------------|----|
| Level of one's qualifications | 1, |
| Professional experience | 2, |
| Language skills | 3, |
| Computer skills | 4, |
| Ability to adapt | 5, |
| Willingness to work abroad | 6, |
| None of these (SPONTANEOUS) | 7, |
| Other (SPONTANEOUS) | 8, |
| DK | 9, |

EB65.3 QC6

ASK QC7 IF "CURRENTLY WORK", CODE 5 to 18 in D15a - OTHERS GO TO QC8

QD7 How confident would you say you are that you will keep your job in the coming months? Are you...

(READ OUT – SINGLE CODE)

(325)

| | |
|----------------------|---|
| Very confident | 1 |
| Fairly confident | 2 |
| Not very confident | 3 |
| Not at all confident | 4 |
| DK | 5 |

EB65.3 QC7

ASK ALL IN EU25, BG, HR, RO and TR

QD8 How confident are you of having a job in 2 years time?

(READ OUT – SINGLE CODE)

(326)

| | |
|---|---|
| Very confident | 1 |
| Fairly confident | 2 |
| Not very confident | 3 |
| Not at all confident | 4 |
| Not looking for a job in 2 years(SPONTANEOUS) | 5 |
| DK | 6 |

EB70.1 QF14

QD9 During the last 12 months, have you participated in any training courses?

(READ OUT – SINGLE CODE)

(327)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

EB65.3 QC9

ASK QC10 IF "YES", CODE 1 in QC9 - OTHERS GO TO QC11

QD10 Who funded this training? Was it...

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(328-333)

| | |
|---|----|
| Your current employer | 1, |
| The British Government and/or a public organisation within the United Kingdom | 2, |
| The European Union | 3, |
| Yourself | 4, |
| Other (SPONTANEOUS - SPECIFY) | 5, |
| DK | 6, |

EB65.3 QC10

ASK QC10o IF "OTHER" IN QC10

QD10o Which other?

(WRITE DOWN ALL OTHER SPONTANEOUS ANSWERS)

10 2 (334,335-354)

| |
|--|
| |
|--|

EB65.3 QC10o

ASK QC11 IF "CURRENTLY WORKING", CODE 5 to 18 in D15a - OTHERS GO TO QC12

QD11 Thinking about yourself, do you think that in order for you to keep your job...?

(READ OUT - SINGLE CODE)

(355)

| | |
|---|---|
| Your education and training to date is sufficient | 1 |
| You should undertake some training but you cannot currently do this | 2 |
| You should undertake some training and you intend to do this | 3 |
| DK | 4 |

NEW

ASK QF18 IF "NOT CURRENTLY WORK" AND "NOT RETIRED", CODE 1 TO 3 IN D15a - OTHERS GO TO QG

QD12 Thinking about yourself, do you think that in order to find a job soon...?

(READ OUT - SINGLE CODE)

| | |
|---|--------------|
| | (356) |
| Your education and training to date is sufficient | 1 |
| You should undertake training that is more specialised but you cannot currently do this | 2 |
| You should undertake training that is more specialised and you intend to do this | 3 |
| You are not looking for a job (SPONTANEOUS) | 4 |
| DK | 5 |

EB70.1 QF18 TREND SLIGHTLY MODIFIED

ASK QC13 IF "CANNOT PARTICIPATE IN A TRAINING", CODE 2 in QC11 or QC12 - OTHERS GO TO QC14

QD13 From the following list, what are the main reasons preventing you from taking part in a training course?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | |
|--|------------------|
| | (357-369) |
| You do not have the necessary experience or qualifications | 1, |
| You cannot afford it | 2, |
| Your current employer will not support you | 3, |
| Training conflicts with your work schedule | 4, |
| You do not have time because of family responsibilities | 5, |
| There is no training offered close enough to where you are | 6, |
| You do not know about any training offers | 7, |
| You are not comfortable with the idea of going back to something that is like school | 8, |
| Your age prevents you from doing it | 9, |
| Your health prevents you from doing it | 10, |
| You cannot participate for other personal reasons | 11, |
| Other (SPONTANEOUS) | 12, |
| DK | 13, |

EB65.3 QC13

ASK QD14 AND QD16 IF "CURRENTLY WORK", CODE 5 to 18 in D15a - OTHERS GO TO QD17

QD14 If you were to be laid-off, how would you rate on a scale of 1 to 10, the likelihood of you finding a job in the next six months? '1' means that it "would be not at all likely" and '10' means that it "would be very likely".

(SHOW SCREEN - READ OUT)

(370-371)

| | | | | | | | | | | |
|---------------------|---|---|---|---|---|---|---|---|----|----------------|
| 1 Not at all likely | | | | | | | | | | 10 Very likely |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |

DK 11

EB70.1 QF15

QD15 If you were to be laid-off or made redundant, how would you find a job?

(READ OUT – MAX. 2 ANSWERS)

(372-378)

| | |
|--|----|
| By applying for the same kind of job, in the same location, but for another employer | 1, |
| By applying for the same kind of job but in a different location | 2, |
| By applying for a completely different kind of job in the same location | 3, |
| By applying for a completely different kind of job in another location | 4, |
| By starting your own business | 5, |
| Other (SPONTANEOUS) | 6, |
| DK | 7, |

EB65.3 QC15

QD16 If you were to be laid-off or made redundant, how much do you think the Social Security system in the United Kingdom will compensate you for the loss of income during the first six months as a percentage of your current income?

(SHOW SCREEN – READ OUT – SINGLE CODE)

(379)

| | |
|--------------------------------------|---|
| 91 to 100% of your current income | 1 |
| 71 to 90% of your current income | 2 |
| 51 to 70% of your current income | 3 |
| 31 to 50% of your current income | 4 |
| Less than 30% of your current income | 5 |
| DK | 6 |

EB70.1 QF16

ASK QD17 IF "NOT WORKING" BUT NOT RETIRED, CODE 1 to 3 in D15a - OTHERS GO TO QC18

QD17 In your opinion, what would be the easiest way to find a job?

(READ OUT - MAX. 2 ANSWERS)

(380-388)

| | |
|---|----|
| By applying for the same kind of job as your last one, in the same location, but for another employer | 1, |
| By applying for the same kind of job as your last one, but in a different location | 2, |
| By applying for a completely different kind of job than your last one, but still in the same location | 3, |
| By applying for a completely different kind of job than your last one, and in a different location | 4, |
| By taking up any job | 5, |
| By starting your own business | 6, |
| Not looking for a job (SPONTANEOUS) | 7, |
| Other (SPONTANEOUS) | 8, |
| DK | 9, |

EB65.3 QC17

ASK ALL IN EU25, BG, HR, RO and TR

QD18 Please tell me, for each of the following statements, to what extent you agree or disagree with it.

(SHOW SCREEN- READ OUT - SINGLE CODE)

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

| | | | | | | | |
|-------|---|--|---|---|---|---|---|
| (389) | 1 | A job for life with the same employer is a thing of the past | 1 | 2 | 3 | 4 | 5 |
| (390) | 2 | Work contracts should become more flexible to encourage job creation | 1 | 2 | 3 | 4 | 5 |
| (391) | 3 | Being able to change easily from one job to another is a useful asset to help people find a job nowadays | 1 | 2 | 3 | 4 | 5 |
| (392) | 4 | In the United Kingdom many people retire too early | 1 | 2 | 3 | 4 | 5 |
| (393) | 5 | Regular training improves one's job opportunities | 1 | 2 | 3 | 4 | 5 |

EB65.3 QC18

| | |
|------|---|
| QD19 | For each of the following measures, how effective do you think they are in getting more people into work and staying at work until later in life? |
|------|---|

(SHOW SCREEN WITH SCALE - SINGLE CODE)

| | (READ OUT) | Very effective | Fairly effective | Not very effective | Not at all effective | DK |
|-------|--|----------------|------------------|--------------------|----------------------|----|
| (394) | 1 Increasing child care facilities | 1 | 2 | 3 | 4 | 5 |
| (395) | 2 Increasing care facilities for elderly persons and other dependents | 1 | 2 | 3 | 4 | 5 |
| (396) | 3 Discouraging early retirement | 1 | 2 | 3 | 4 | 5 |
| (397) | 4 Increasing the difference in income between working and non-working people | 1 | 2 | 3 | 4 | 5 |
| (398) | 5 Promoting geographical mobility of people\ workers | 1 | 2 | 3 | 4 | 5 |
| (399) | 6 Supporting people who want to start their own business | 1 | 2 | 3 | 4 | 5 |
| (400) | 7 Transforming undeclared work into regular jobs | 1 | 2 | 3 | 4 | 5 |
| (401) | 8 Regular training for people at work | 1 | 2 | 3 | 4 | 5 |

EB65.3 QC19

| | |
|------|---|
| QD20 | Please tell me to what extent you think the European Union has a positive or negative impact on each of the following employment and social policies. |
|------|---|

(SHOW SCREEN WITH SCALE - SINGLE CODE)

| | (READ OUT) | Very positive impact | Fairly positive impact | Fairly negative impact | Very negative impact | DK |
|-------|--|----------------------|------------------------|------------------------|----------------------|----|
| (402) | 1 Setting minimum standards for working conditions throughout the EU | 1 | 2 | 3 | 4 | 5 |
| (403) | 2 Creating new job opportunities and fighting unemployment | 1 | 2 | 3 | 4 | 5 |
| (404) | 3 Reducing regional disparities in unemployment | 1 | 2 | 3 | 4 | 5 |
| (405) | 4 Exchanging best practices in employment policies among the Member States of the EU | 1 | 2 | 3 | 4 | 5 |
| (406) | 5 Improving access to education and training | 1 | 2 | 3 | 4 | 5 |
| (407) | 6 Promoting dialogue between employers and trade unions | 1 | 2 | 3 | 4 | 5 |
| (408) | 7 Fighting social exclusion and poverty | 1 | 2 | 3 | 4 | 5 |
| (409) | 8 Promoting equality between women and men | 1 | 2 | 3 | 4 | 5 |
| (410) | 9 Combatting other forms of discrimination | 1 | 2 | 3 | 4 | 5 |
| (411) | 10 Coordinating the reform of the national systems of social welfare / protection (pensions, healthcare, etc.) | 1 | 2 | 3 | 4 | 5 |

EB65.3 QC20

| | |
|------|---|
| QD21 | Overall, how interested would you be in receiving detailed information on the employment and social policies funded by the European Union? Would you be...? |
|------|---|

(READ OUT – SINGLE CODE)

(412)

| | |
|-----------------------|---|
| Very interested | 1 |
| Fairly interested | 2 |
| Not very interested | 3 |
| Not at all interested | 4 |
| DK | 5 |

EB65.3 QC21

| | |
|------|--|
| QD22 | In general, would you say that what you see, read or hear about what the European Union does in the area of employment and social affairs is very positive, fairly positive, fairly negative or very negative? |
|------|--|

(READ OUT – SINGLE CODE)

(413)

| | |
|-----------------|---|
| Very positive | 1 |
| Fairly positive | 2 |
| Fairly negative | 3 |
| Very negative | 4 |
| DK | 5 |

EB65.3 QC22

Let's now talk about another topic.

ASK QE TO EU27 + HR + TR + MK

Discrimination is understood to mean when an individual or group is treated less favourably than others because of specific personal characteristics.

QE1 For each of the following types of discrimination, could you please tell me whether, in your opinion, it is very widespread, fairly widespread, fairly rare or very rare in the United Kingdom? Discrimination on the basis of...

(SHOW SCREEN WITH SCALE - SINGLE CODE)

| | (READ OUT) | Very wide spre ad | Fairl y wide spre ad | Fairl y rare | Very rare | Non- exist ent (SP ONT ANE OUS) | DK |
|--|------------|----------------------------|----------------------------------|--------------------|--------------|---|----|
|--|------------|----------------------------|----------------------------------|--------------------|--------------|---|----|

| | | | | | | | | |
|-------|---|---|---|---|---|---|---|---|
| (434) | 1 | Ethnic origin | 1 | 2 | 3 | 4 | 5 | 6 |
| (435) | 2 | Gender | 1 | 2 | 3 | 4 | 5 | 6 |
| (436) | 3 | Sexual orientation (for example being gay or lesbian) | 1 | 2 | 3 | 4 | 5 | 6 |
| (437) | 4 | Age | 1 | 2 | 3 | 4 | 5 | 6 |
| (438) | 5 | Religion or belief | 1 | 2 | 3 | 4 | 5 | 6 |
| (439) | 6 | Disability | 1 | 2 | 3 | 4 | 5 | 6 |

EB69.1 QA1 TREND MODIFIED

QE2 If you compare the situation with 5 years ago, would you say that the following types of discrimination are more widespread or less widespread in the United Kingdom? Discrimination on the basis of...

(SHOW SCREEN WITH SCALE - SINGLE CODE)

| | (READ OUT) | Far more widespread | Slightly more widespread | Slightly less widespread | Far less widespread | DK |
|--|------------|---------------------|--------------------------|--------------------------|---------------------|----|
|--|------------|---------------------|--------------------------|--------------------------|---------------------|----|

| | | | | | | | |
|-------|---|---|---|---|---|---|---|
| (440) | 1 | Ethnic origin | 1 | 2 | 3 | 4 | 5 |
| (441) | 2 | Gender | 1 | 2 | 3 | 4 | 5 |
| (442) | 3 | Sexual orientation (for example being gay or lesbian) | 1 | 2 | 3 | 4 | 5 |
| (443) | 4 | Age | 1 | 2 | 3 | 4 | 5 |
| (444) | 5 | Religion or belief | 1 | 2 | 3 | 4 | 5 |
| (445) | 6 | Disability | 1 | 2 | 3 | 4 | 5 |

EB69.1 QA2 TREND MODIFIED

QE3 In the past 12 months have you personally felt discriminated against or harassed on the basis of one or more of the following grounds? Please indicate all that apply using the letter next to the applicable item

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

| | (446-454) |
|--------------------|-----------|
| Ethnic origin | 1, |
| Gender | 2, |
| Sexual orientation | 3, |
| Age | 4, |
| Religion or belief | 5, |
| Disability | 6, |
| For another reason | 7, |
| No | 8, |
| DK | 9, |

EB69.1 QA3 TREND MODIFIED

| | |
|-----|---|
| QE4 | In the past 12 months, have you witnessed someone being discriminated against or harassed on the basis of one or more of the following grounds? Please indicate all that apply using the letter next to the applicable item |
|-----|---|

| |
|--|
| (DO NOT READ OUT – SHOW SCREEN WITH LETTERS – MULTIPLE ANSWERS POSSIBLE) |
|--|

(455-463)

| | |
|--------------------|----|
| Ethnic origin | 1, |
| Gender | 2, |
| Sexual orientation | 3, |
| Age | 4, |
| Religion or belief | 5, |
| Disability | 6, |
| For another reason | 7, |
| No | 8, |
| DK | 9, |

| |
|---------------------------|
| EB69.1 QA4 TREND MODIFIED |
|---------------------------|

| | |
|-----|--|
| QE5 | In the United Kingdom, when a company wants to hire someone and has the choice between two candidates with equal skills and qualifications, which of the following criteria may, in your opinion, put one candidate at a disadvantage? |
|-----|--|

| |
|--|
| (SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE) |
|--|

(464-478)

| | |
|---|-----|
| The candidate's name | 1, |
| The candidate's address | 2, |
| The candidate's way of speaking, his or her accent | 3, |
| The candidate's skin colour or ethnic origin | 4, |
| The candidate's gender | 5, |
| The candidate's sexual orientation (for example, being gay or lesbian) | 6, |
| The candidate's age | 7, |
| A disability | 8, |
| The expression of a religious belief (for example wearing a visible religious symbol) | 9, |
| Whether the candidate is a smoker or not | 10, |
| The candidate's look, dress-sense or presentation | 11, |
| The candidate's general physical appearance (size, weight, face, etc.) | 12, |
| Others (SPONTANEOUS) (M) | 13, |
| None of these (SPONTANEOUS) | 14, |
| DK | 15, |

| |
|---------------------------|
| EB69.1 QA7 TREND MODIFIED |
|---------------------------|

QE6 And using a scale from 1 to 10, please tell me how you would feel about having someone from each of the following categories elected as Prime Minister of the UK?

(SHOW SCREEN)

| | (READ OUT) | 1 Very unco mfort able | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 Total ly comf ortab le | Indiff erent (SP ONT ANE OUS) | DK |
|--|------------|------------------------------------|---|---|---|---|---|---|---|---|--|--|----|
|--|------------|------------------------------------|---|---|---|---|---|---|---|---|--|--|----|

| | | | | | | | | | | | | | | |
|-----------|---|---|---|---|---|---|---|---|---|---|---|----|----|----|
| (479-480) | 1 | A woman | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| | 2 | A homosexual (gay man or lesbian woman) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| (481-482) | 3 | A person from a different ethnic origin than the majority of the population | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| (483-484) | 4 | A person aged under 30 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| (485-486) | 5 | A person from a different religion than the majority of the population | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| (487-488) | 6 | A disabled person | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| (489-490) | 7 | A person aged over 75 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 |
| (491-492) | | | | | | | | | | | | | | |

EB69.1 QA8

QE7 Would you be in favour of or opposed to specific measures being adopted to provide equal employment opportunities for everyone? These measures could include, for example, special training schemes or adapted selection and recruitment processes, for people depending on their...

(SHOW SCREEN WITH SCALE - SINGLE CODE)

| | (READ OUT) | Totally in favour | Somewhat in favour | Somewhat opposed | Totally opposed | DK |
|--|------------|-------------------|--------------------|------------------|-----------------|----|
|--|------------|-------------------|--------------------|------------------|-----------------|----|

| | | | | | | | |
|-------|---|--------------------|---|---|---|---|---|
| (493) | 1 | Ethnic origin | 1 | 2 | 3 | 4 | 5 |
| (494) | 2 | Gender | 1 | 2 | 3 | 4 | 5 |
| (495) | 3 | Sexual orientation | 1 | 2 | 3 | 4 | 5 |
| (496) | 4 | Age | 1 | 2 | 3 | 4 | 5 |
| (497) | 5 | Religion or belief | 1 | 2 | 3 | 4 | 5 |
| (498) | 6 | Disability | 1 | 2 | 3 | 4 | 5 |

EB69.1 QA9 TREND MODIFIED

QE8 To what extent do you support or oppose the following in the work place?

(SHOW SCREEN)

| | (READ OUT) | Totally support | Somewhat support | Somewhat oppose | Totally oppose | DK |
|--|------------|-----------------|------------------|-----------------|----------------|----|
|--|------------|-----------------|------------------|-----------------|----------------|----|

| | | | | | | | |
|-------|---|---|---|---|---|---|---|
| (499) | 1 | Monitoring the composition of the work-force to evaluate the representation of people from ethnic minorities | 1 | 2 | 3 | 4 | 5 |
| (500) | 2 | Monitoring the recruitment procedures to ensure that candidates from ethnic minorities have the same chance of being selected for interview or hired as other candidates with similar skills and qualifications | 1 | 2 | 3 | 4 | 5 |

EB69.1 QA10

QE9 In general, would you say that enough effort is made in the United Kingdom to fight all forms of discrimination?

(SHOW SCREEN – READ OUT – SINGLE CODE)

(501)

| | |
|---------------------|---|
| Yes, definitely | 1 |
| Yes, to some extent | 2 |
| No, not really | 3 |
| No, definitely not | 4 |
| DK | 5 |

EB69.1 QA11

QE10 Do you know your rights if you are the victim of discrimination or harassment?

(READ OUT)

(502)

| | |
|----------------------------|---|
| Yes | 1 |
| No | 2 |
| That depends (SPONTANEOUS) | 3 |
| DK | 4 |

EB69.1 QA12

QE11 Do you think that diversity is sufficiently reflected in the media, in terms of...?

(SHOW SCREEN WITH SCALE - SINGLE CODE)

| | | | | | | |
|--|------------|-------------------|---------------------|----------------|--------------------|----|
| | (READ OUT) | Yes, very much so | Yes, to some extent | No, not really | No, definitely not | DK |
|--|------------|-------------------|---------------------|----------------|--------------------|----|

| | | | | | | | |
|-------|---|--------------------|---|---|---|---|---|
| (503) | 1 | Ethnic origin | 1 | 2 | 3 | 4 | 5 |
| (504) | 2 | Gender | 1 | 2 | 3 | 4 | 5 |
| (505) | 3 | Sexual orientation | 1 | 2 | 3 | 4 | 5 |
| (506) | 4 | Age | 1 | 2 | 3 | 4 | 5 |
| (507) | 5 | Religion or belief | 1 | 2 | 3 | 4 | 5 |
| (508) | 6 | Disability | 1 | 2 | 3 | 4 | 5 |

NEW

| | |
|------|---|
| QE12 | Do you think that due to the economic crisis, policies promoting equality and diversity in the United Kingdom will be considered less important and receive less funding? |
|------|---|

(READ OUT - SINGLE CODE)

(509)

| | |
|---------------------|---|
| Yes, very much so | 1 |
| Yes, to some extent | 2 |
| No, not really | 3 |
| No, definitely not | 4 |
| DK | 5 |

NEW

| | |
|------|---|
| QE13 | Do you think that the economic crisis will contribute to an increase of discrimination on the basis of... in the labour market? |
|------|---|

(SHOW SCREEN WITH SCALE)

| | | | | | |
|------------|-------------------|---------------------|----------------|--------------------|----|
| (READ OUT) | Yes, very much so | Yes, to some extent | No, not really | No, definitely not | DK |
|------------|-------------------|---------------------|----------------|--------------------|----|

| | | | | | | | |
|-------|---|--------------------|---|---|---|---|---|
| (510) | 1 | Ethnic origin | 1 | 2 | 3 | 4 | 5 |
| (511) | 2 | Gender | 1 | 2 | 3 | 4 | 5 |
| (512) | 3 | Sexual orientation | 1 | 2 | 3 | 4 | 5 |
| (513) | 4 | Age | 1 | 2 | 3 | 4 | 5 |
| (514) | 5 | Religion or belief | 1 | 2 | 3 | 4 | 5 |
| (515) | 6 | Disability | 1 | 2 | 3 | 4 | 5 |

NEW

| | |
|------|--|
| QE14 | Do you think that enough is being done to increase diversity in your work place as far as... is concerned? |
|------|--|

(SHOW SCREEN WITH SCALE - SINGLE CODE)

| | | | | | |
|------------|-------------------|---------------------|----------------|--------------------|----|
| (READ OUT) | Yes, very much so | Yes, to some extent | No, not really | No, definitely not | DK |
|------------|-------------------|---------------------|----------------|--------------------|----|

| | | | | | | | |
|-------|---|---------------------|---|---|---|---|---|
| (516) | 1 | Ethnic origin | 1 | 2 | 3 | 4 | 5 |
| (517) | 2 | Gender | 1 | 2 | 3 | 4 | 5 |
| (518) | 3 | Sexual orientation | 1 | 2 | 3 | 4 | 5 |
| (519) | 4 | Age | 1 | 2 | 3 | 4 | 5 |
| (520) | 5 | Religion and belief | 1 | 2 | 3 | 4 | 5 |
| (521) | 6 | Disability | 1 | 2 | 3 | 4 | 5 |

NEW

| | |
|-------|--|
| QE15a | If you were the victim of discrimination or harassment, to whom would you prefer to report it to? Firstly? |
|-------|--|

| | |
|-------|-----------|
| QE15b | And then? |
|-------|-----------|

| | |
|-------|--------------|
| QE15c | And finally? |
|-------|--------------|

| |
|---------------|
| (SINGLE CODE) |
|---------------|

| (READ OUT) | (522) QE15a FIRSTLY | (523) QE15b AND THEN | (524) QE15c AND FINALLY |
|---|---------------------------|-------------------------------|----------------------------------|
| Trade Unions | 1 | 1 | 1 |
| NGO's - associations | 2 | 2 | 2 |
| Tribunals | 3 | 3 | 3 |
| The Equality and Human Rights Commission (EHRC) | 4 | 4 | 4 |
| Lawyer | 5 | 5 | 5 |
| Police | 6 | 6 | 6 |
| Other (SPONTANEOUS) | 7 | 7 | 7 |
| DK | 8 | 8 | 8 |

| |
|-----|
| NEW |
|-----|

| | |
|------|--|
| QE16 | Do you have friends or acquaintances who are...? |
|------|--|

| |
|---------------|
| (SINGLE CODE) |
|---------------|

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

| | | | | | |
|-------|---|--|---|---|---|
| (525) | 1 | People whose ethnic origin is different from yours | 1 | 2 | 3 |
| (526) | 2 | Romany Gypsies | 1 | 2 | 3 |
| (527) | 3 | Homosexual | 1 | 2 | 3 |
| (528) | 4 | Disabled | 1 | 2 | 3 |
| (529) | 5 | Of a different religion or have different beliefs than you | 1 | 2 | 3 |

| |
|------------|
| EB69.1 D47 |
|------------|

QE17 Where you live, do you consider yourself to be part of any of the following? Please tell me all that apply.

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | (530-536) |
|--|-----------|
| An ethnic minority | 1, |
| A religious minority | 2, |
| A sexual minority | 3, |
| A minority in terms of disability | 4, |
| None of the above (SPONTANEOUS) | 5, |
| Any other minority group (SPONTANEOUS - SPECIFY) | 6, |
| DK | 7, |

EB69.1 D51

ASK D51o IF "ANY OTHER MINORITY GROUP", CODE 6 IN D51 - OTHERS GO TO D44

QE17o Which other(s)?

(WRITE IN ANSWER GIVEN)

5 2 (537,538-547)

| | |
|--|--|
| | |
|--|--|

NEW

ASK ALL

D44 Do you consider yourself to be...?

(DO NOT READ OUT - BUT SHOW SCREEN - PRECODED LIST - SINGLE CODE)

(548-549)

| | |
|-----------------------|----|
| Catholic | 1 |
| Orthodox | 2 |
| Protestant | 3 |
| Other Christian | 4 |
| Jewish | 5 |
| Muslim | 6 |
| Sikh | 7 |
| Buddhist | 8 |
| Hindu | 9 |
| Atheist | 10 |
| Non believer/Agnostic | 11 |
| Other (SPONTANEOUS) | 12 |
| DK | 13 |

EB69.1 D44

QE18 Do you suffer from a chronic or long term physical or mental health problem which affects you in your daily activities?

(550)

| | |
|-----------------------|---|
| Yes | 1 |
| No | 2 |
| Refusal (SPONTANEOUS) | 3 |

EB69.1 D48

Let's now talk about another topic.

QF1 In your opinion, how important is it to help people in developing countries?

(READ OUT - SINGLE CODE)

(571)

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

EB62.2 QC1 TREND MODIFIED

QF2 Have you ever heard or read about the Millennium Development Goals?

(SINGLE CODE)

(572)

| | |
|---|---|
| Yes, and you know what it is | 1 |
| Yes, but you don't really know what it is | 2 |
| No | 3 |
| DK | 4 |

EB67.1 QC7

QF3 Development aid means giving grants or loans to developing countries which aim to promote economic development and human welfare. We are not talking here about humanitarian aid (that is assistance provided in emergency situations like war, natural disaster, famine, etc.), but about development aid. What in your opinion are the two main motivations for richer countries to provide development aid to poorer countries?

(READ OUT – MAX. 2 ANSWERS)

(573-583)

| | |
|---|-----|
| Self-interest, for example helping poor countries trade will enable them to buy more products from rich countries | 1, |
| Prevent and avoid favourable conditions for terrorism | 2, |
| Contribute to global stability | 3, |
| Encourage democracy and good governance | 4, |
| Have a clear conscience | 5, |
| Gain political allies | 6, |
| Avoid citizens of these countries emigrating to rich countries | 7, |
| To help people who are in need (SPONTANEOUS) | 8, |
| None of these (SPONTANEOUS) | 9, |
| None (SPONTANEOUS) | 10, |
| DK | 11, |

EB67.1 QC1

| | |
|-----|--|
| QF4 | Which one of the following, do you think, is best placed to help poor people to develop? |
|-----|--|

(READ OUT - SINGLE CODE)

(584)

| | |
|---------------------|---|
| The United Nations | 1 |
| The European Union | 2 |
| the United States | 3 |
| China | 4 |
| Japan | 5 |
| The UK | 6 |
| Other (SPONTANEOUS) | 7 |
| DK | 8 |

EB67.1 QC1

| | |
|-----|--|
| QF5 | The European Union is committed to increasing the level of its development aid towards developing countries. Given the current economic situation, which of the following best describes your opinion? |
|-----|--|

(READ OUT - SINGLE CODE)

(585)

| | |
|---|---|
| We should increase European aid to developing countries beyond what is already promised | 1 |
| We should keep our initial promise to developing countries, but no more | 2 |
| We should not increase the levels of aid to developing countries even though it has been promised | 3 |
| We should reduce aid to developing countries as we can no longer afford it | 4 |
| DK | 5 |

NEW

QF6 In your opinion what are the two biggest challenges currently facing developing countries?

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

(586-596)

| | |
|------------------------|-----|
| Economic crisis | 1, |
| Food crisis | 2, |
| Poverty | 3, |
| Health issues | 4, |
| Energy | 5, |
| Climate change | 6, |
| Migration flows | 7, |
| Poor governance | 8, |
| Civil unrest/ conflict | 9, |
| Other (SPONTANEOUS) | 10, |
| DK | 11, |

NEW

QF7 Would you say that the current level of European Union's contribution to developing countries is...?

(READ OUT - SINGLE CODE)

(597)

| | |
|-------------|---|
| Too high | 1 |
| Too small | 2 |
| About right | 3 |
| DK | 4 |

NEW

QF8 Generally speaking, do you think that the British media talk too much, about the right amount or too little about development of poorer countries?

(READ OUT - SINGLE CODE)

(598)

| | |
|------------------------|---|
| Too much | 1 |
| About the right amount | 2 |
| Too little | 3 |
| DK | 4 |

NEW

| | |
|-----|---|
| QF9 | Do you think there is added value in bringing a European perspective to the global debate on development? |
|-----|---|

| |
|--------------------------|
| (READ OUT - SINGLE CODE) |
|--------------------------|

(599)

| | |
|---------------------|---|
| Yes, very much so | 1 |
| Yes, to some extent | 2 |
| No, not really | 3 |
| No, definitely not | 4 |
| DK | 5 |

| |
|-----|
| NEW |
|-----|

Let's now talk about another topic.

ASK QG TO EU27

DO NOT ASK ITEM 2 in MT and CY

QG1 Which of the following services, if any, have you used during the last twelve months?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(620-626)

| | |
|--|----|
| Local urban transport (Trams, Buses, tube, etc.) | 1, |
| Inter-city rail transport | 2, |
| Air transport | 3, |
| International bus transport | 4, |
| Ferry services | 5, |
| None of these (SPONTANEOUS) | 6, |
| DK | 7, |

EB63.2 QB1

QG2 When buying a ticket from a transport company, you have a contract with this company. Are you aware of rights and obligations linked to this contract?

(627)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

EB63.2 QB4

QG3 The European Union has reinforced the rights of air transport passengers. Have you already...?

(SINGLE CODE)

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

(628)

| | | | | |
|---|-----------------------|---|---|---|
| 1 | Heard of these rights | 1 | 2 | 3 |
|---|-----------------------|---|---|---|

(629)

| | | | | |
|---|---|---|---|---|
| 2 | Seen the list of those rights in an airport (Charter of Air Passenger Rights) | 1 | 2 | 3 |
|---|---|---|---|---|

(630)

| | | | | |
|---|--|---|---|---|
| 3 | Requested the implementation of these rights | 1 | 2 | 3 |
|---|--|---|---|---|

EB63.2 QB5

QG4 For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree.

(SHOW SCREEN – SINGLE CODE)

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

| | | | | | | | |
|-------|---|---|---|---|---|---|---|
| (631) | 1 | You are informed as a passenger about your rights by the air transport companies | 1 | 2 | 3 | 4 | 5 |
| (632) | 2 | Making suggestions or filing complaints is an effective way of improving air transport services | 1 | 2 | 3 | 4 | 5 |
| (633) | 3 | When things do not run as scheduled, the treatment received from the company is satisfactory | 1 | 2 | 3 | 4 | 5 |

EB63.2 QB13 TREND MODIFIED

QG5 For each of the following aspects of air transport services, would you say that, in general, you are very satisfied, rather satisfied, rather unsatisfied or not satisfied at all with it?

(SHOW SCREEN – SINGLE CODE)

| | (READ OUT) | Very satisfied | Rather satisfied | Rather unsatisfied | Not at all satisfied | DK |
|--|------------|----------------|------------------|--------------------|----------------------|----|
|--|------------|----------------|------------------|--------------------|----------------------|----|

| | | | | | | | |
|-------|---|--|---|---|---|---|---|
| (634) | 1 | Punctuality | 1 | 2 | 3 | 4 | 5 |
| (635) | 2 | Comfort | 1 | 2 | 3 | 4 | 5 |
| (636) | 3 | Information in case of delays or cancellations | 1 | 2 | 3 | 4 | 5 |
| (637) | 4 | Information in case of loss, damage or delay of luggage | 1 | 2 | 3 | 4 | 5 |
| (638) | 5 | Compensation schemes offered in case of service failures | 1 | 2 | 3 | 4 | 5 |

EB63.2 QB15 TREND MODIFIED

QG6 Which of the following services would you contact in case of a problem of cancellation or delay of your flight in order to apply your rights?

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

(639-646)

| | |
|---|----|
| The airline company | 1, |
| The Civil Aviation Authority | 2, |
| A consumer association | 3, |
| Lawyers | 4, |
| The national authority in charge of the protection of passengers rights | 5, |
| None (SPONTANEOUS) | 6, |
| Other (SPONTANEOUS) | 7, |
| DK | 8, |

NEW

ASK QG7a TO QG7c IF "USE OF AIR TRANSPORT", CODE 3 IN QG1 – OTHERS GO TO QG8a

QG7a During the last twelve months, have you experienced a cancellation, a long delay, a denied boarding or loss/ damage of your luggage?

(READ OUT - SINGLE CODE)

(647)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

NEW

ASK QG7b AND QG7c IF "YES", CODE 1 IN QG7a – OTHERS GO TO QG8a

QG7b Have you already complained about this incident to the organisation responsible for complaint handling?

(READ OUT - SINGLE CODE)

(648)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

NEW

ASK QG7c IF "YES", CODE 1 IN QG7b – OTHERS GO TO QG8a

QG7c Would you say that your complaint was dealt with very well, fairly well, fairly badly or very badly?

(READ OUT - SINGLE CODE)

(649)

| | |
|--------------|---|
| Very well | 1 |
| Fairly well | 2 |
| Fairly badly | 3 |
| Very badly | 4 |
| DK | 5 |

NEW

ASK ALL

QG8a Would you say that, when you use air transport, the way your luggage is handled is very satisfactory, fairly satisfactory, not very satisfactory or not at all satisfactory?

(READ OUT - SINGLE CODE)

(650)

| | |
|-------------------------|---|
| Very satisfactory | 1 |
| Fairly satisfactory | 2 |
| Not very satisfactory | 3 |
| Not at all satisfactory | 4 |
| DK | 5 |

NEW

| | |
|------|--|
| QG8b | Nowadays, the national authorities who have the responsibility to apply the rules concerning delays, cancellations and denied boarding are not obliged to intervene in luggage related problems. Some people say that it would be better to have the opportunity to complain about luggage to the same national authorities as the ones in charge of the complaints about cancellations, delays or denied boarding. Others say that it is better to continue to address complaints about luggage to the various organisations and associations (airline companies, consumer associations, etc.) which currently take care of these problems. Which of those two opinions is the closest to what you believe? |
|------|--|

(READ OUT - SINGLE CODE)

(651)

| | |
|---|---|
| To complain about luggage to the same national authorities in charge of the complaints regarding cancellations, delays or denied boarding | 1 |
| To complain about luggage to organisations and associations currently in charge of problems related to luggage | 2 |
| DK | 3 |

NEW

QG9 Do you think prices are clearly indicated for air transport?

(652)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

EB63.2 QB25

DEMOGRAPHICS

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 SCREEN) - (INT.: DO NOT PROMPT - IF RESPONDENT HESITATES, TRY AGAIN)

(673-674)

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

Refusal (SPONTANEOUS) 11

DK 12

EB71.1 D1

NO QUESTIONS D2 TO D6

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

(SHOW SCREEN - READ OUT)

(675-676)

| | |
|---|----|
| 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 |

EB71.1 D7 TREND MODIFIED

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)

(677-678)

| | |
|--|--|
| | |
|--|--|

EB71.1 D8

NO QUESTION D9

D10 Gender.

(679)

Male

1

Female

2

EB71.1 D10

D11 How old are you?

(680-681)

| | |
|--|--|
| | |
|--|--|

EB71.1 D11

NO QUESTION D12 TO D14

D15a&b ARE ASKED BEFORE QC1

NO QUESTIONS D16 TO D24

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

(READ OUT)

(682)

Rural area or village

1

Small or medium-sized town

2

Large town/city

3

DK

4

EB71.1 D25

NO QUESTIONS D26 TO D39

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

(INT.: TYPE IN)

(683-684)

| | |
|--|--|
| | |
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EB71.1 D40a

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

(INT.: TYPE IN)

(685-686)

| | |
|--|--|
| | |
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EB71.1 D40b

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

(INT.: TYPE IN)

(687-688)

| | |
|--|--|
| | |
|--|--|

EB71.1 D40c

D41 You personally, were you born...?

SHOW SCREEN - READ OUT - SINGLE CODE

(689)

| | |
|--|---|
| 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 |

EB71.1 D41

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

(SHOW SCREEN - READ OUT)

(690)

| | |
|--|---|
| Your mother and your father were born in the United Kingdom | 1 |
| One of your parents was born in the United Kingdom and the other was born in another Member State of the European Union | 2 |
| Your mother and your father were born in another Member State of the European Union | 3 |
| One of your parents was born in the United Kingdom and the other was born outside the European Union | 4 |
| Your mother and your father were born outside the European Union | 5 |
| One of your parents was born in another Member State of the European Union and the other was born outside the European Union | 6 |
| DK/Refusal (SPONTANEOUS) | 7 |

EB71.1 D42

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

D43b Do you own a mobile phone?

| | (691) | (692) |
|-----|-------|--------|
| | D43a | D43b |
| | Fixed | Mobile |
| Yes | 1 | 1 |
| No | 2 | 2 |

EB71.1 D43a D43b

D46 Which of the following do you have?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

| | (693-702) |
|---|-----------|
| 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, |

EB71.1 D46

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)

| | (703) |
|-----------------------|-------|
| Most of the time | 1 |
| Occasionally | 2 |
| Almost never /Never | 3 |
| Refusal (SPONTANEOUS) | 4 |

NEW

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)

| | (704-705) |
|---------------------------------|-----------|
| 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 |

NEW

D62 Could you tell me if...?

(SHOW SCREEN)

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

| | | | | | | | | | |
|-------|---|--|---|---|---|---|---|---|---|
| (706) | 1 | You use the Internet at home | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| (707) | 2 | You use the Internet at your place of work | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| (708) | 3 | You use the Internet somewhere else (school, university, cyber-café, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

NEW

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(729-730) (731-732)
[] [] DAY [] [] MONTH

EB71.1 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)
(733-734) (735-736)
[] [] HOUR [] [] MINUTES

EB71.1 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(737-739)
[] [] MINUTES

EB71.1 P3

P4 Number of persons present during the interview, including interviewer

| | (740) |
|----------------------------------|-------|
| Two (interviewer and respondent) | 1 |
| Three | 2 |
| Four | 3 |
| Five or more | 4 |

EB71.1 P4

P5 Respondent cooperation

| | (741) |
|-----------|-------|
| Excellent | 1 |
| Fair | 2 |
| Average | 3 |
| Bad | 4 |

EB71.1 P5

P6 Size of locality

Local Codes
(742-743)
[] []

EB71.1 P6

P7 | Region

NUTS Level 2 Regions (See
www.wordiq.com/definition/Nomenclature_of_Territorial_Units_for_Statistics)
(744-745)

| | |
|--|--|
| | |
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EB71.1 P7

P8 | Postal code

(746-753)

| | | | | | | | | | |
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EB71.1 P8

P9 | Sample point number

(754-761)

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EB71.1 P9

P10 | Interviewer number

(762-769)

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EB71.1 P10

P11 | Weighting factor

(770-777)

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EB71.1 P11

ASK ONLY in LU, BE, ES, FI, EE, LV AND MT