

ZA5598

Eurobarometer 77.2

**Country Questionnaire
Great Britain**

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

EB77.1 A

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

EB77.1 B

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

EB77.1 C

D	Interview number (111-116)
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EB77.1 D

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

(MULTIPLE ANSWERS POSSIBLE)

	(137-165)
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	28,
DK	29,

EB77.1 Q1

IF OTHER or DK THEN CLOSE INTERVIEW

A. CRISIS AND GOVERNANCE

QA1 Personally, would you say that to emerge from the crisis rapidly, EU Member States should...?

(READ OUT - SINGLE CODE)

(186)

First reduce their public spending	1
First invest in measures to boost the economy	2
Both at the same time	3
DK	4

NEW (BASED ON EB75.2 QA4)

QA2 The European Parliament promotes certain measures to help the European Union emerge from the crisis, by ensuring a return to employment and sustainable growth. In your view, which of the following measures should be a priority ?

(SHOW SCREEN – READ OUT – MAX. 4 ANSWERS)

(187-201)

Invest in innovation, research and design	1,
Invest in the environment	2,
Invest in education, training, and research	3,
Encourage entrepreneurship	4,
Support big companies and industry	5,
Support small and medium-sized businesses (SMEs)	6,
Reduce bureaucracy	7,
Invest in solidarity and contribute to the integration of people excluded from the society	8,
Reducing the number of young people dropping out of school	9,
Reduce barriers to the free movement of people, goods and services within the EU	10,
Reduce the European 'brain drain'	11,
Invest in renewable energy and encourage energy saving	12,
Encourage the fight against youth unemployment	13,
Other (SPONTANEOUS)	14,
DK	15,

NEW (BASED ON EB74.1 QC13)

QA3	As a citizen would you say that you would be better protected in the face of the current economic crisis if...?
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(READ OUT - SINGLE CODE)

(202)

The UK adopted economic measures and applied them individually	1
The UK adopted economic measures and applied them in a coordinated way with the other European Union countries	2
DK	3

EB75.2 QA3

The European Parliament has recently endorsed the introduction of a tax on financial transactions at a global level, or at least in the EU at first. This tax would be very low: less than 0,1% on each financial transaction. It would not apply to the general public, but only to transactions between financial players (banks, hedge funds, etc.).

QA4	Please tell me to what extent you are in favour or opposed to each of the following statements related to this tax.
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(SHOW SCREEN – SINGLE CODE)

	(READ OUT)	Totally in favour	Fairly in favour	Fairly opposed	Totally opposed	DK
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(203)	1	The principle of a tax on financial transactions	1	2	3	4	5
(204)	2	(IF CODE 1 OR 2 IN QA4.1) Introducing a tax on financial transactions, but only at a global level, if international agreement is reached	1	2	3	4	5
(205)	3	(IF CODE 1 OR 2 IN QA4.1) Introducing a tax on financial transactions in the EU at first, if international agreement is not reached	1	2	3	4	5

EB75.2 QA6 TREND SLIGHTLY MODIFIED

ASK QA5 IF "IN FAVOUR OF THE PRINCIPLE OF A FINANCIAL TAX", CODE 1 OR 2 IN QA4.1 – OTHERS GO TO QA6

QA5 Which of the following is the main reason you are in favour of a tax on financial transactions. Is it because it would make it possible to...

(SHOW SCREEN – READ OUT – SINGLE CODE)

(206)

Make financial players contribute to the costs of the crisis	1
Combat excessive speculation and so help to prevent future crises	2
Fund innovative policies (e.g. fighting climate change, the environment, development aid, etc.)	3
Reduce public deficits	4
Other (SPONTANEOUS)	5
DK	6

EB75.2 QA7

ASK QA6 IF "OPPOSED TO THE PRINCIPLE OF A FINANCIAL TAX AT EUROPEAN LEVEL IF NO AGREEMENT AT INTERNATIONAL LEVEL", CODE 3 OR 4 IN QA4.3 – OTHERS GO TO QA7

QA6 Which of the following is the main reason you are opposed to a tax on financial transactions in the EU. Is it because it would...

(SHOW SCREEN – READ OUT – SINGLE CODE)

(207)

Weaken the competitiveness of the European financial market	1
Not be feasible, such a tax on financial transactions can only be introduced at a global level	2
Cause an outflow of capital from the EU	3
Only make European financial players contribute to the costs of the crisis	4
Other (SPONTANEOUS)	5
DK	6

EB75.2 QA8

Because of the size of their public deficit and poor economic growth, several European Union Member States are facing a debt crisis. In the course of discussions on how to address this issue, it has been suggested that a share of the public debt of the European Union Member States, particularly those in the euro zone, should be held jointly. This will allow them to borrow at the same rate on the financial markets.

ASK ALL

QA7 Please tell me to what extent you agree or disagree with each of the following statements on this topic. Setting aside a share of the public debt of individual Member States to be held jointly by all EU countries...

(SHOW SCREEN - SINGLE CODE)

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

(208)	1	Would be necessary in the name of solidarity between Member States	1	2	3	4	5
(209)	2	Would benefit only those Member States which are in the worst difficulties	1	2	3	4	5
(210)	3	Would penalise those Member States which are not in difficulty	1	2	3	4	5
(211)	4	Would allow to reduce the cost of the crisis	1	2	3	4	5
(212)	5	Would reinforce the financial stability of the Member States	1	2	3	4	5

EB76.1 QA11 SLIGHTLY MODIFIED

To reinforce European economic governance and help fight the crisis, European Union Member States have decided that their financial, economic, monetary, budgetary and social policies should be brought closer together.

QA8 Specifically regarding the convergence between the budgetary policies of the EU Member States, tell me if you are in favour of or opposed to including a preliminary consultation between European institutions and national political institutions in the drafting process of national budgets.

(READ OUT - SINGLE CODE)

	(213)
Strongly in favour	1
Fairly in favour	2
Fairly opposed	3
Strongly opposed	4
DK	5

EB76.1 QA10.1 MODIFIED

QA9 And when it comes to enforcing the common rules for public debts and deficits, please tell me if you are in favour of or opposed to each of the following measures.

(SHOW SCREEN - SINGLE CODE)

	(READ OUT – ROTATE)	Strongly in favour	Fairly in favour	Fairly opposed	Strongly opposed	DK
--	---------------------	--------------------	------------------	----------------	------------------	----

(214)

1	The automatic application of escalating financial penalties for European Union Member States which fail to comply with jointly defined rules on debt and public deficit	1	2	3	4	5
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(215)

2	Making financial help to Member States which are in economic or financial difficulties conditional on following these common rules	1	2	3	4	5
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EB76.1 QA10 TREND MODIFIED

QA10 Have you ever heard of Eurobonds?

(READ OUT – ONE ANSWER ONLY)

(216)

Yes, and you know what they are	1
Yes, but you don't really know what they are	2
No	3
DK	4

EB76.1 QA12

ASK QA11 ONLY IN THE EURO ZONE AND IF "HAS HEARD ABOUT EURO BONDS",
CODE 1 OR 2 IN QA10 – OTHERS GO TO QA12

ASK ALL

QA12 Have you ever heard of credit rating agencies?

(READ OUT – ONE ANSWER ONLY)

(218)

Yes, and you know what they are	1
Yes, but you don't know really what they are	2
No	3
DK	4

EB76.1 QA14

ASK QA13 IF "HAS EVER HEARD ABOUT CREDIT RATING AGENCIES" CODE 1 OR 2 IN QA12 – OTHERS GO TO QB1

QA13 Please tell me to what extent you agree or disagree with each of the following statements about credit rating agencies, on the basis of what you know about them.

(SHOW SCREEN - SINGLE CODE)

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

(219)	1	Credit rating agencies have played a significant role in the development of the financial crisis	1	2	3	4	5
(220)	2	The creation of an independent European credit rating agency would counterbalance the power of the existing agencies	1	2	3	4	5
(221)	3	Information provided by credit rating agencies is useful to economic actors as support for their financial decision-making	1	2	3	4	5
(222)	4	In a serious crisis, credit rating agencies should not rate the EU Member States which are financially helped by other Member States	1	2	3	4	5

EB76.1 QA15 TREND MODIFIED

B. Harmonised numbers for services of social value (116)

ASK QB1a ONLY IN BE, DK, EE, EL, ES, FR, HU, IT, MT, NL, PL, PT, RO, SK AND UK – DE AND IE GO TO QB1b – AT, BG, CZ, FI, LT, LV AND SE GO TO QB1c – CY, LU AND SI GO TO QB2

QB1a Can you tell me what telephone number you would call to receive help in the event of a child in your family or a child you know going missing in the UK?

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

(243-248)

116	1,
116 000	2,
112	3,
Other number(s)	4,
Other 116	5,
DK	6,

EB75.2 QD1a TREND MODIFIED

ASK QB1b ONLY IN DE AND IE – CZ, BG, DE, DK, EE, EL, FI, HU, LT, LV, PL, PT, RO, SE, SK AND UK GO TO QB1c – AT, MT AND SI GO TO QB1d – OTHERS GO TO QB2

ASK QB1c ONLY IN CZ, BG, DE, DK, EE, EL, FI, HU, IE, LT, LV, PL, PT, RO, SE, SK AND UK – AT, MT AND SI GO TO QB1d – OTHERS GO TO QB2

QB1c Can you tell me what telephone number you would advise a child to call in the event that he or she encountered difficulties and required assistance or consultation in the UK?

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

(255-260)

116	1,
116 111	2,
112	3,
Other number(s)	4,
Other 116	5,
DK	6,

EB75.2 QD1c TREND MODIFIED

ASK QB1d ONLY IN AT, DE, EL, LT, MT, SI, PL AND UK – OTHERS GO TO QB2

QB1d Can you tell me what telephone number you would call in case you required emotional support in the UK? By emotional support we mean moral support to individuals who are suffering from loneliness, are in a state of psychological crisis or thinking about committing suicide.

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

	(261-266)
116	1,
116 123	2,
112	3,
Other number(s)	4,
Other 116	5,
DK	6,

EB75.2 QD1d

ASK ALL

In 2007, the European Commission launched an initiative that requires the Member States of the EU to implement free of charge telephone hotlines and help-lines for services of social value. These free telephone services have a six-digit number range starting with 116 and are the following: 116 000 is a hotline for missing children \ 116 006 is a helpline for victims of crime \ 116 111 is a child helpline \ 116 123 is an emotional support helpline\ 116 117 is a helpline for medical on-call service in non-emergency situations.

QB2 Have you ever heard of this initiative?

(SHOW SCREEN - SINGLE CODE)

	(267)
Yes	1
No	2
DK	3

EB75.2 QD2

ASK QB3 AND QB4 IF "HAS HEARD OF IT", CODE 1 IN QB2 – OTHERS GO TO QB5

QB3 Where did you see or hear information regarding such free of charge hotlines and helplines?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(268-279)

Television	1,
Radio	2,
Newspapers	3,
Internet	4,
Books, brochures, information leaflets	5,
On public displays in public transports	6,
On public displays in a school\ university	7,
On public displays in a police station	8,
Through your telecommunications operator (payphones, directories, bills)	9,
Through discussions with relatives, friends or colleagues	10,
Other (SPONTANEOUS)	11,
DK	12,

EB75.2 QD3

QB4 Did you know that these numbers were available in other Member States of the EU?

(SHOW SCREEN - SINGLE CODE)

(280)

Yes	1
No	2
DK	3

EB75.2 QD4

ASK QB5a ONLY IN DE, DK, EL, HU, IE, LT, MT, NL, PL, PT, RO, SE, SI AND UK – LU AND CY GO TO QB6 – OTHERS GO TO QB5b

QB5a Which of the following organisations or service providers do you think operate 116 hotlines or helplines in the UK?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(281-286)

Missing people	1,
The National Society for the Prevention of Cruelty to Children ('the NSPCC')	2,
The Samaritans	3,
[include all national organisations operating 116 hotlines]	4,
None (SPONTANEOUS)	5,
DK	6,

EB75.2 QD5a

ASK QB5b ONLY IN EE, FI, AT, LV, IT, FR, ES, CZ, BG, SK AND BE – OTHERS GO TO QB6

ASK ALL

QB6 For each of the following hotlines and helplines for services of social value, please tell me how useful you would find a free Europe-wide single number for...

(SHOW SCREEN – SINGLE CODE)

	(READ OUT)	Very useful	Fairly useful	Not very useful	Not at all useful	DK
(288)	1 Hotlines for missing children	1	2	3	4	5
(289)	2 Helplines for victims of crime	1	2	3	4	5
(290)	3 Child helplines	1	2	3	4	5
(291)	4 Non-emergency medical on-call service helplines	1	2	3	4	5
(292)	5 Emotional support helplines	1	2	3	4	5

EB75.2 QD7

QB7	Please tell me to what extent you agree or disagree with each of the following statements.
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(SHOW SCREEN – SINGLE CODE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(293)	1	In the UK, people are adequately informed about the existence of such hotlines and helplines	1	2	3	4	5
(294)	2	Enough is being done in the UK to make it easier for disabled users to contact these hotlines and helplines, such as by providing adapted phones or making available access to SMS services	1	2	3	4	5

EB75.2 QD8 TREND MODIFIED

C. Railway competition

QC1 How often do you travel by ... in the UK?

(SHOWSCREEN WITH SCALE)

(READ OUT)	Daily \ Almost daily	Several times a week	Once a week	Several times a month	Several times a year	Once a year or less	Never	DK
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(315)

1	National or regional trains (this excludes suburban trains)	1	2	3	4	5	6	7	8
2	Suburban trains	1	2	3	4	5	6	7	8

(316)

NEW

ASK QC2 IF "TRAVEL BY NATIONAL OR REGIONAL TRAIN", CODE 1 TO 6 IN QC1.1 – OTHERS GO TO QC3

QC2 Why do you use national or regional trains most often?

(READ OUT - SINGLE CODE)

Going to work\ to class	(317) 1
Business trips	2
Leisure trips	3
Other (SPONTANEOUS)	4
DK	5

NEW

ASK QC3 IF "DO NOT TRAVEL BY NATIONAL OR REGIONAL TRAIN OR TAKE IT ONLY ONCE A YEAR OR LESS", CODE 6 OR 7 IN QC1.1 – OTHERS GO TO QC4

QC3 What would make you more likely to travel by train?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(318-326)

Lower prices	1,
More frequent services	2,
More reliable services	3,
Faster journeys	4,
More comfortable and cleaner trains	5,
Better network with more routes\ stations	6,
Other (SPONTANEOUS)	7,
None (SPONTANEOUS)	8,
DK	9,

NEW

ASK ALL

QC4 Overall, how satisfied are you with the national and regional rail system in the UK?

(READ OUT - SINGLE CODE)

(327)

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

NEW

Competition means the right for railway companies to offer services either on the same route as a competitor or after winning a tender providing exclusive rights.

QC5 In general, do you support or oppose opening the national and regional rail system in the UK to competition provided that all operators must meet the same safety standards?

(READ OUT - SINGLE CODE)

	(328)
Totally support	1
Tend to support	2
Tend to oppose	3
Totally opposed	4
DK	5

NEW

QC6 Please tell me if you think that more competition in the rail market in the UK will have ... on ...?

(SHOWSCREEN WITH SCALE)

(READ OUT)	A very positive influence	A positive influence	A negative influence	A very negative influence	No influence (SPONTANEOUS)	DK
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(329)	1	The way railways companies are managed	1	2	3	4	5	6
(330)	2	Frequency of trains	1	2	3	4	5	6
(331)	3	Ticket prices	1	2	3	4	5	6
(332)	4	The quality of services to the passengers in the trains	1	2	3	4	5	6
(333)	5	The punctuality of trains	1	2	3	4	5	6
(334)	6	The number of stations or routes which will be served	1	2	3	4	5	6
(335)	7	The safety of the railway network	1	2	3	4	5	6
(336)	8	The comfort and cleanliness of trains	1	2	3	4	5	6

NEW

SPLIT: DO NOT ASK QC7a IN UK – UK GO TO QC7b

SPLIT: ASK QC7b ONLY UK – OTHERS GO TO QC8a

QC7b Do you think that more competition in the rail market is good or bad for...?

(SHOWSCREEN WITH SCALE)

	(READ OUT)	Very good	Quite a good thing	Fairly bad	Very bad	DK
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(340)	1	Passengers	1	2	3	4	5
(341)	2	Private rail operators	1	2	3	4	5
(342)	3	Employees of rail transport operators	1	2	3	4	5

NEW

SPLIT: DO NOT ASK QC8a IN UK – UK GO TO QC8b

SPLIT: ASK QC8b ONLY IN UK – OTHERS GO TO QC9

QC8b Do you think that public funding of the rail sector increased, decreased or remained the same as a result of more competition in the rail market? Public funding of the rail sector ...

(SHOW SCREEN - SINGLE CODE)

	(344)
Increased	1
Decreased	2
Stayed the same	3
DK	4

NEW

ASK ALL

QC9 To what extent do you wish that more competition lead to the following effects... ?

(SHOWSCREEN WITH SCALE)

	(READ OUT)	Very much	Quite a lot	Not much	Not at all	DK
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(345)	1	Low cost\ "no frills" rail service similar to that provided by some airlines	1	2	3	4	5
(346)	2	A premium offer which would be more expensive but would include additional services (meals, films, newspapers, etc.)	1	2	3	4	5
(347)	3	More ways of buying tickets (e.g. online, via smartphones, or onboard)	1	2	3	4	5

NEW

QC10 Where rail journeys use different rail operators, does it matter or not to you to be able to buy tickets and get information which covers the whole journey through a single point, compared to these being provided by the different rail operators separately ?

(READ OUT - SINGLE CODE)

	(348)
Yes, it matters to you a lot	1
Yes, it matters to you somewhat	2
No, it does not really matter to you	3
No, it does not matter to you at all	4
Not relevant (SPONTANEOUS)	5
DK	6

NEW

D. Europeans and Agriculture 2012

QD1 To what extent are you concerned that sufficient food is produced to meet the needs of the population in...?

(SHOWSCREEN WITH SCALE)

	(READ OUT)	Very worried	Fairly worried	Not very worried	Not at all worried	DK
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(369)	1	The United Kingdom	1	2	3	4	5
(370)	2	The European Union	1	2	3	4	5
(371)	3	The world	1	2	3	4	5

NEW

QD2 Please tell me to what extent you agree or disagree with the following statements.

(SHOWSCREEN WITH SCALE)

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

(372)	1	The EU should help other countries to produce more food	1	2	3	4	5
(373)	2	The EU should produce more food in order to be less dependent on importing food from other countries	1	2	3	4	5
(374)	3	The EU should produce more food in order not only to meet European consumer demand but also the increasing demand of other non-EU countries	1	2	3	4	5

NEW

QD3 When buying food, how important are the following for you personally...?

(SHOWSCREEN WITH SCALE)

	(READ OUT)	Very important	Fairly important	Not very important	Not at all important	It depends on the product (SPONTANEOUS)	DK
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(375)	1	Quality	1	2	3	4	5	6
(376)	2	Price	1	2	3	4	5	6
(377)	3	Where the food comes from (geographical origin)	1	2	3	4	5	6
(378)	4	Brand	1	2	3	4	5	6

NEW

QD4 When buying food, do you ever check to see if it has a quality label that ensures the food has specific characteristics?

(READ OUT - SINGLE CODE)

Yes, always	(379)	1
Yes, occasionally		2
No		3
DK		4

NEW

QD5 Which of the logos on this screen are you aware of?

(SHOW SCREEN WITH LOGOS – MULTIPLE ANSWERS POSSIBLE)

	(380-386)
LOGO 1	1,
LOGO 2	2,
LOGO 3	3,
LOGO 4	4,
LOGO 5	5,
None (SPONTANEOUS)	6,
DK	7,

NEW

QD6 Please tell me to what extent you agree or disagree with the following statements.

(SHOWSCREEN WITH SCALE)

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

(387)	1	Agriculture is beneficial for the environment	1	2	3	4	5
(388)	2	Agriculture contributes to the beauty of the countryside	1	2	3	4	5
(389)	3	Agriculture helps to preserve and protect rural areas	1	2	3	4	5

NEW

E. Cyber Security

QE1 How often do you access the Internet (for example, for sending emails, reading online news, chatting with friends or buying products online)?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

	(410)
More than once a day	1
Once a day	2
Several times a week	3
Once a week	4
Several times a month	5
Once a month	6
Less often	7
Never	8
DK	9

NEW

ASK QE2 TO QE7 IF "EVER USE THE INTERNET", CODE 1 TO 7 IN QE1 – OTHERS GO TO QE8

QE2a When do you most often access the Internet?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

	(411)
At home	1
Work	2
When you are at school\ university	3
When you are in a public place (public library, etc.)	4
When you are in an Internet café	5
When you are on the move	6
Other (SPONTANEOUS)	7
DK	8

NEW

QE2b Any others?

(SHOW SCREEN - READ OUT - MULTI CHOICE)

(412-419)

At home	1,
Work	2,
When you are at school\ university	3,
When you are in a public place (public library, etc.)	4,
When you are in an Internet café	5,
When you are on the move	6,
Other (SPONTANEOUS)	7,
DK	8,

NEW

QE3 What devices do you use to access the Internet?

(SHOW SCREEN - READ OUT - MULTI CHOICE)

(420-425)

Desktop computer	1,
Laptop computer\ Netbook	2,
Tablet computer	3,
Smartphone	4,
Other (SPONTANEOUS)	5,
DK	6,

NEW

QE4 Which of the following activities do you do online?

(SHOW SCREEN - READ OUT - MULTI CHOICE)

(426-434)

Online banking	1,
Buying goods or services (holidays, books, music, etc.)	2,
Selling goods or services	3,
Using online social networks	4,
Email	5,
Reading news online	6,
Playing games online	7,
None (SPONTANEOUS)	8,
DK	9,

NEW

QE5	How confident are you about your ability to use the Internet for things like online banking or buying things online?
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(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

(435)

Very confident	1
Fairly confident	2
Tend not to trust	3
Not at all confident	4
DK	5

NEW

QE6	What concerns do you have, if any, about using the Internet for things like online banking or buying things online?
-----	---

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

(436-442)

You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about them	1,
Security of online payments	2,
You are concerned about someone taking\ misusing your personal data	3,
Not receiving the goods or services that you buy online	4,
Other	5,
None	6,
DK	7,

NEW

QE7	Has concern about security issues made you change the way you use the Internet in any of the following ways?
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(SHOW SCREEN - READ OUT - MULTI CHOICE)

(443-454)

Less likely to buy goods online	1,
Less likely to bank online	2,
Less likely to give personal information on websites	3,
Changing security settings (e.g. your browser, online social media, search engine, etc.)	4,
Only visit websites you know and trust	5,
Use different passwords for different sites	6,
Do not open emails from people you don't know	7,
Only use your own computer	8,
Have installed anti-virus software	9,
Other (SPONTANEOUS)	10,
None (SPONTANEOUS)	11,
DK	12,

NEW

ASK ALL

QE8	Cybercrimes can be defined as any crimes which are committed via the Internet. In the last 12 months, have you seen or heard anything about cybercrime from any of the following?
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(SHOW SCREEN - READ OUT - MULTI CHOICE)

(455-461)

Television	1,
The radio	2,
The press	3,
Internet	4,
Friends, family or colleagues	5,
Not heard\ seen anything (SPONTANEOUS)	6,
DK	7,

NEW

QE9 How well informed do you feel about the risks of cybercrime?

(READ OUT - SINGLE CODE)

(462)

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

NEW

ASK QE10 TO QE14 IF "EVER USE THE INTERNET" CODE 1 TO 7 IN QE1 – OTHERS GO TO DEMOGRAPHICS

QE10 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

(SHOWSCREEN WITH SCALE)

	(READ OUT)	Often	Occasi nally	Never	DK
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(463)	1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1	2	3	4
(464)	2	Received emails fraudulently asking for money or personal details (including banking or payment information)	1	2	3	4
(465)	3	Online fraud where goods purchased were not delivered, counterfeit or not as advertised	1	2	3	4
(466)	4	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4
(467)	5	Not being able to access online services (e.g. banking services) because of cyber attacks	1	2	3	4

NEW

QE11	And how concerned are you personally about experiencing or being a victim of the following cybercrimes?
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(SHOWSCREEN WITH SCALE)

	(READ OUT)	Very worried	Fairly worried	Not very worried	Not at all worried	DK
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(468)	1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1	2	3	4	5
(469)	2	Received emails fraudulently asking for money or personal details (including banking or payment information)	1	2	3	4	5
(470)	3	Online fraud where goods purchased were not delivered, counterfeit or not as advertised	1	2	3	4	5
(471)	4	Accidentally encountering child pornography online	1	2	3	4	5
(472)	5	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4	5
(473)	6	Not being able to access online services (e.g. banking services) because of cyber attacks	1	2	3	4	5

NEW

QE12	If you experienced or were a victim of the following cybercrimes, who would you contact?
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(SHOW SCREEN WITH SCALE - MULTIPLE ANSWERS PER LINE)

	(READ OUT)	The police	Website\ vendor	Your internet service provider	To a consumer rights protection association	Other (READ OUT)	No one (READ OUT)	DK (READ OUT)
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(474-480)	1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1,	2,	3,	4,	5,	6,	7,
(481-487)	2	Received emails fraudulently asking for money or personal details (including banking or payment information)	1,	2,	3,	4,	5,	6,	7,
(488-494)	3	Online fraud where goods purchased were not delivered, counterfeit or not as advertised	1,	2,	3,	4,	5,	6,	7,
(495-501)	4	Accidentally encountering child pornography online	1,	2,	3,	4,	5,	6,	7,
(502-508)	5	Accidentally encountering material which promotes racial hatred or religious extremism	1,	2,	3,	4,	5,	6,	7,
(509-515)	6	Not being able to access online services (e.g. banking services) because of cyber attacks	1,	2,	3,	4,	5,	6,	7,

NEW

QE13	Could you please tell me to what extent you agree or disagree with each of the following statements?
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(SHOWSCREEN WITH SCALE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(516)	1	You are concerned that your online personal information is not kept secure by websites	1	2	3	4	5
(517)	2	You are concerned that your online personal information is not kept secure by public authorities	1	2	3	4	5
(518)	3	You avoid disclosing personal information online	1	2	3	4	5
(519)	4	You believe the risk of becoming a victim of cybercrime has increased in the past year	1	2	3	4	5

NEW

QE14	Have you changed your password to access to any of the following online services during the past 12 months?
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(READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(520-525)
Web-based e-mail	1,
Online social networks	2,
Shopping website (e.g. travel agents)	3,
Online banking websites	4,
None (SPONTANEOUS)	5,
DK	6,

NEW

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

(546-547)

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

EB76.1 D1

NO QUESTIONS D2 TO D6

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

(SHOW SCREEN - READ OUT)

(548-549)

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

EB77.1 D7

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

(INT.: IF "STILL STUDYING", CODE '00' – IF "NO EDUCATION" CODE '01' – IF "REFUSAL" CODE '98' – IF "DK" CODE '99')

(550-551)

EB77.1 D8

NO QUESTION D9

D10 Gender.

(552)

Male	1
Female	2

EB77.1 D10

D11	How old are you? (553-554)
	<input type="text"/>

EB77.1 D11

NO QUESTIONS D12 TO D14

ASK D15b IF "NOT DOING ANY PAID WORK CURRENTLY", CODES 1 to 4 in D15a

D15a	What is your current occupation?
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D15b	Did you do any paid work in the past? What was your last occupation?
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	(555-556)	(557-558)
	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

EB77.1 D15a D15b

NO QUESTIONS D16 TO D24

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

(READ OUT)

(559)

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

EB77.1 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.: READ OUT – WRITE DOWN)

(560-561)

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EB77.1 D40a

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

(INT.: READ OUT – WRITE DOWN)

(562-563)

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EB77.1 D40b

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

(INT.: READ OUT – WRITE DOWN)

(564-565)

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EB77.1 D40c

NO QUESTIONS D41 AND D42

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

D43b Do you own a mobile phone?

(566)

(567)

	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB77.1 D43a D43b

NO QUESTIONS D44 AND D45

D46 Which of the following do you have?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

(568-577)

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,

EB77.1 D46

NO QUESTIONS D47 TO D59

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

(SHOW SCREEN - READ OUT)

(578)

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

EB77.1 D60

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

(SHOW SCREEN)

	(579-580)
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

EB77.1 D61

D62 Could you tell me if...?

(SHOW SCREEN)

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

(581)	1	You use the Internet at home	1	2	3	4	5	6	7
(582)	2	You use the Internet at your place of work	1	2	3	4	5	6	7
(583)	3	You use the Internet somewhere else (school, university, cyber-café, etc.)	1	2	3	4	5	6	7

EB77.1 D62

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(604-605) (606-607)
 DAY MONTH

EB77.1 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)
(608-609) (610-611)
 HOUR MINUTES

EB77.1 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(612-614)
 MINUTES

EB77.1 P3

P4 Number of persons present during the interview, including interviewer

	(615)
Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB77.1 P4

P5 Respondent cooperation

	(616)
Excellent	1
Fair	2
Average	3
Bad	4

EB77.1 P5

P6 Size of locality

Local Codes
(617-618)

EB77.1 P6

P7 | Region

NUTS Level 2 Regions (See
www.wordiq.com/definition/Nomenclature_of_Territorial_Units_for_Statistics)
(619-620)

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EB77.1 P7

P8 | Postal code

(621-628)

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EB77.1 P8

P9 | Sample point number

(629-636)

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EB77.1 P9

P10 | Interviewer number

(637-644)

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EB77.1 P10

P11 | LEAVE BLANK

(645-652)

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EB77.1 P11

NO QUESTION P12