

ZA5930

Eurobarometer 82.1

**Country Questionnaire
United Kingdom**

B	Country
	(101-102)
	<input type="text"/>

EB81.5 B

C	our survey number
	(103-105)
	<input type="text"/>

EB81.5 C

D	Interview number
	(106-111)
	<input type="text"/>

EB81.5 D

Q1: CODE 29 CANNOT BE THE ONLY ANSWER OTHERWISE CLOSE THE INTERVIEW

Q1: CODE 30 IS EXCLUSIVE

Q1: IF CODE 30 THEN CLOSE INTERVIEW

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

(MULTIPLE ANSWERS POSSIBLE)

(132-161)

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,
Croatia	28,
Other countries	29,
DK	30,

EB81.5 Q1 TREND MODIFIED

A. PASSENGER RIGHTS

QA1: CODE 7 IS EXCLUSIVE

QA1: CODE 8 IS EXCLUSIVE

QA1 Which of the following services, if any, have you used during the last 12 months?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(182-189)

Local urban transport (trams, buses, metro, commuter trains, etc.)	1,
National rail transport	2,
International rail transport	3,
Air transport	4,
Long-distance coach transport	5,
Ship or ferry services (including inland waterways)	6,
None (SPONTANEOUS)	7,
DK	8,

NEW (BASED ON EB71.2 QG1)

QA2 When buying a ticket from a transport company, you have a contract with this company. Are you aware of the rights and obligations linked to this contract?

(ONE ANSWER ONLY)

(190)

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

EB71.2 QG2 TREND MODIFIED

QA3 The EU has strengthened the rights of passengers in all modes of transport, air, rail, ship or ferry and coach. Have you...?

(SHOW SCREEN WITH SCALE - READ OUT - ONE ANSWER ONLY)

		Yes	No	DK
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(191)

1	Heard of these passenger rights before this interview	1	2	3
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(192)

2	Read or seen information about these passenger rights (e.g. on a poster or in a brochure)	1	2	3
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NEW (BASED ON EB71.2 QG3)

ASK QA4 IF "HAS ALREADY READ OR SEEN INFORMATION ABOUT PASSENGER RIGHTS", CODE 1 IN QA3.2 – OTHERS GO TO QA5

QA4: ROTATE CODES 1 TO 8

QA4: CODE 10 IS EXCLUSIVE

QA4 | Where have you read, heard or seen information on passenger rights?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(193-202)

On a poster	1,
In a brochure or a leaflet	2,
In an airport, a port, a railway station or a coach terminal	3,
On an airplane, a ship or ferry, a train or a coach	4,
On a website	5,
On online social networks	6,
In newspapers or magazines	7,
On TV or radio	8,
Other (SPONTANEOUS)	9,
DK	10,

NEW

ASK ALL

The following questions are about different transport services. Regardless of whether or not you have used these transport services recently, please answer according to what you know about them.

QA5 Please tell me to what extent you agree or disagree with each of the following statements related to air transport services.

(SHOW SCREEN WITH SCALE - READ OUT - ONE ANSWER ONLY)

		Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not appli cabl e\ no expe rienc e (SP ONT ANE OUS)	DK
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(203)	1	Passengers are well-informed by the airline company about their rights as passengers	1	2	3	4	5	6
(204)	2	Passengers receive correct, complete and transparent information about the full ticket price	1	2	3	4	5	6
(205)	3	Passengers are well-informed by the airline company about the details of their flights (schedules, on-board facilities including for disabled passengers, etc.)	1	2	3	4	5	6

NEW (BASED ON EB71.2 QG4)

QA6	Please tell me to what extent you agree or disagree with each of the following statements related to international (i.e. cross-border) railway transport services.
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(SHOW SCREEN WITH SCALE - READ OUT - ONE ANSWER ONLY)

		Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not appli cabl e\ no expe rienc e (SP ONT ANE OUS)	DK
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(206)	1	Passengers are well-informed by the railway company about their rights as passengers	1	2	3	4	5	6
(207)	2	Passengers receive correct, complete and transparent information about the full ticket price	1	2	3	4	5	6
(208)	3	Passengers are well-informed by the railway company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)	1	2	3	4	5	6

NEW

QA7	And please tell me to what extent you agree or disagree with the following statements about ship or ferry transport services.
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(SHOW SCREEN WITH SCALE - READ OUT - ONE ANSWER ONLY)

		Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not appli cabl e\ no expe rienc e (SP ONT ANE OUS)	DK

(209)	1	Passengers are well-informed by the ship or ferry transport company about their rights as passengers	1	2	3	4	5	6
(210)	2	Passengers receive correct, complete and transparent information about the full ticket price	1	2	3	4	5	6
(211)	3	Passengers are well-informed by the ship or ferry transport company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)	1	2	3	4	5	6

NEW

QA8	And please tell me to what extent you agree or disagree with the following statements about long-distance coach services.
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(SHOW SCREEN WITH SCALE - READ OUT - ONE ANSWER ONLY)

		Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not appli cabl e\ no expe rienc e (SP ONT ANE OUS)	DK
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(212)	1	Passengers are well-informed by the long-distance bus or coach transport company about their rights as passengers	1	2	3	4	5	6
(213)	2	Passengers receive correct, complete and transparent information about the full ticket price	1	2	3	4	5	6
(214)	3	Passengers are well-informed by the long-distance coach transport company about the details of their journey (schedules, on-board facilities including for disabled passengers, etc.)	1	2	3	4	5	6

NEW

ASK QA9 TO QA11 IF "HAS USED TRANSPORT SERVICES DURING THE LAST 12 MONTHS", CODE 2 TO 6 IN QA1 – OTHERS GO TO QA12

QA9: CODE 5 EST EXCLUSIF

QA9: CODE 6 EST EXCLUSIF

By travel disruption, we refer to any kind of issues that might have affected a journey, such as denied boarding, cancellation, long delay, loss of, or damage to your baggage, delayed baggage or service failures, etc.

QA9 Have you encountered travel disruptions during the last 12 months?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(215-220)

Yes, during a journey by airplane	1,
Yes, during a journey by train (national or international)	2,
Yes, during a journey by ship or ferry	3,
Yes, during a journey by long-distance coach	4,
No, never	5,
DK	6,

NEW

ASK QA10 AND QA11 IF "HAS ENCOUNTERED TRAVEL DISRUPTIONS DURING THE LAST 12 MONTHS", CODE 1 TO 4 IN QA9 – OTHERS GO TO QA12

QA10: ROTATE CODES 1 TO 6

QA10: CODE 8 IS EXCLUSIVE

QA10 Please tell me what kind of travel disruptions you experienced during the last 12 months?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(221-228)

Cancellation	1,
Denied boarding	2,
Long delay	3,
Delayed baggage	4,
Damage to baggage	5,
Loss of baggage	6,
Other service failures	7,
DK	8,

NEW

QA11	For each of the following rights you may be entitled to in case of travel disruption, please tell me, generally, to what extent you are satisfied or not with their application.
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(SHOW SCREEN WITH SCALE - READ OUT - ONE ANSWER ONLY)

		Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	DK
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(229)	1	The general information you receive regarding these disruptions (your rights as a passenger, the evolution of the situation, etc.)	1	2	3	4	5
(230)	2	Assistance (meals, drinks, accommodation if needed)	1	2	3	4	5
(231)	3	Financial compensation offered in case of service failures	1	2	3	4	5

NEW

ASK ALL

QA12: ROTATE CODES 1 TO 5

QA12: MAX. 2 ANSWERS

QA12: CODE 7 IS EXCLUSIVE

QA12: CODE 8 IS EXCLUSIVE

QA12: CODE 9 IS EXCLUSIVE

QA12 Which of the following services would you contact in case of a problem of cancellation or delay of your travel in order to obtain your rights?

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

(232-240)

- The operating company (air, railway, ship or ferry or coach company)
- A national authority in charge of the application of passenger rights
- A consumer association
- A lawyer (in view of a possible legal action)
- An out-of-court dispute resolution body such as an ombudsman, arbitration, mediation or conciliation body
- Other (SPONTANEOUS)
- It depends on the transport means (SPONTANEOUS)
- None (SPONTANEOUS)
- DK

- 1,
- 2,
- 3,
- 4,
- 5,
- 6,
- 7,
- 8,
- 9,

NEW (BASED ON EB71.2 QG6)

ASK QA13a TO QA13c IF "HAS ENCOUNTERED TRAVEL DISRUPTIONS DURING THE LAST 12 MONTHS", CODE 1 TO 4 IN QA9 – OTHERS GO TO QA14

Let's now think about the most recent travel disruption you experienced...

QA13a Have you already complained about this disruption?

(READ OUT – ONE ANSWER ONLY) (IF SEVERAL DISRUPTIONS REFER TO THE MOST RECENT ONE)

(241)

- Yes, several times
- Yes, once
- No
- DK

- 1
- 2
- 3
- 4

NEW (BASED ON EB71.2 QG7b)

ASK QA13b IF "HAS NOT YET COMPLAINED", CODE 3 IN QA13a – OTHERS GO TO QA13c

QA13b: CODE 6 IS EXCLUSIVE

QA13b: CODE 7 IS EXCLUSIVE

QA13b Why did you not complain about this disruption?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(242-248)

You did not know how or where to complain	1,
You considered the complaint process too cumbersome	2,
You considered it useless to complain	3,
The amount involved was too small	4,
Other (SPONTANEOUS)	5,
You will complain later (SPONTANEOUS)	6,
DK	7,

NEW

ASK QA13c IF "HAS ALREADY COMPLAINED", CODE 1 OR 2 IN QA13a – OTHERS GO TO QA14

QA13c Would you say that your complaint was dealt with very well, fairly well, fairly badly or very badly?

(ONE ANSWER ONLY)

(249)

Very well	1
Rather well	2
Rather badly	3
Very badly	4
DK	5

NEW (BASED ON EB71.2 QG7c)

ASK ALL

QA14: CODE 5 IS EXCLUSIVE

QA14: CODE 6 IS EXCLUSIVE

Disabled persons and persons with reduced mobility have specific rights when travelling on all modes of transport (right to non-discrimination, assistance free-of-charge, handling of mobility equipment).

QA14 Have you ever requested assistance for yourself or another person in case of disability or reduced mobility when travelling?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(250-255)

Yes, during a journey by airplane	1,
Yes, during a journey by train (national or international)	2,
Yes, during a journey by ship or ferry	3,
Yes, during a journey by long-distance coach	4,
No	5,
DK	6,

NEW

ASK QA15 AND QA16 IF "HAS ALREADY REQUESTED ASSISTANCE", CODE 1 TO 4 IN QA14 – OTHERS GO TO QA17

QA15 Overall, to what extent were you satisfied or not with the way your request(s) for assistance was(were) dealt with by the transport company?

(READ OUT - ONE ANSWER ONLY)

(256)

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

NEW

QA16 Did you give advance notice of the assistance needs for you or another person to the transport company (pre-notification)?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

(257)

Yes, more than 48 hours before the departure	1
Yes, between 24 and 48 hours before the departure	2
Yes, less than 24 hours before the departure	3
No, you only requested assistance at the time of departure	4
DK	5

NEW

ASK ALL

QA17 In the last 12 months, have you ever used a single ticket combining different modes of transport (for example, a ticket combining airplane and train or a ticket combining ship and train, etc.)?

(READ OUT - ONE ANSWER ONLY)

(258)

Yes, several times	1
Yes, once	2
No, never	3
DK	4

NEW

ASK QA18 IF "HAS USED A SINGLE TICKET COMBINING DIFFERENT MODES OF TRANSPORT", CODE 1 OR 2 IN QA17 – OTHERS GO TO QA19

QA18 Thinking of the last time you used a single ticket combining different modes of transport, which of the following best describes your experience?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

(259)

Everything went smoothly, you had no problems at all	1
Things went relatively well, but you almost missed your connection	2
You had problems because of a delay and missed your connection	3
You had other kinds of problems	4
DK	5

NEW

ASK ALL

QA19 In your daily life, are you disturbed by transport noise?

(READ OUT - ONE ANSWER ONLY)

(260)

Very often	1
Sometimes	2
Rarely	3
Never	4
DK	5

NEW

ASK QA20 IF "DISTURBED BY TRANSPORT NOISE", CODE 1 OR 2 IN QA19 – OTHERS GO TO QA21

QA20: CODE 7 IS EXCLUSIVE

QA20 By which kind of transport noise are you disturbed?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(261-267)

Airplanes (air transport)	1,
Trains (rail transport)	2,
Non-urban road transports: motorbikes, cars, buses and trucks	3,
Urban road transports: motorbikes, cars, buses, metro, trams, etc.	4,
Ship or ferry transport	5,
Other (SPONTANEOUS)	6,
DK	7,

NEW

ASK ALL

QA21: ROTATE CODES 1 TO 4

QA21: MAX. 2 ANSWERS

QA21: CODE 6 IS EXCLUSIVE

QA21: CODE 7 IS EXCLUSIVE

QA21 Who of the following, in your opinion, should finance additional measures to reduce the transport noise in the area where you live?

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

(268-274)

Public authorities \ Government	1,
Transport users	2,
Citizens in general (eg. through taxes)	3,
Transport companies	4,
Other (SPONTANEOUS)	5,
Additional measures are not necessary (SPONTANEOUS)	6,
DK	7,

NEW

B. EU DEVELOPMENT AID 2014

The EU provides development aid to assist certain countries outside the EU in their fight against poverty and in their development. EU development aid consists of the aid provided by both the European Commission and the Governments of the EU Member States.

QB1 In your opinion, is it very important, fairly important, not very important or not at all important to help people in developing countries?

(ONE ANSWER ONLY)

(295)

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

EB79.4 QB1

QB2 2015 will be the European Year for Development. Did you know this before this interview?

(ONE ANSWER ONLY)

(296)

Yes	1
No	2
DK	3

NEW

QB3: ROTATE CODES 1 TO 15

QB3: MAX. 3 ANSWERS

QB3: CODE 17 IS ECLUSIVE

QB3 Which of the following challenges do you consider as the most pressing for the future of developing countries?

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

(297-313)

Food security and agriculture	1,
Health	2,
Education	3,
Employment	4,
Gender equality	5,
Migration (N)	6,
Trade	7,
Water and sanitation	8,
Peace and security	9,
Environmental protection and biodiversity	10,
Climate change	11,
Democracy and human rights	12,
Energy	13,
Economic growth	14,
Social inequality	15,
Other (SPONTANEOUS)	16,
DK	17,

NEW (BASED ON EB79.4 QB6)

QB4 The EU (the European Commission and Member States) has promised to increase the level of its aid to developing countries. Given the current economic situation, which of the following statements best describes your opinion?

(READ OUT - ONE ANSWER ONLY)

(314)

We should increase aid to developing countries beyond what is already promised	1
We should keep our promise to increase aid to developing countries	2
We should not increase 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

EB79.4 QB2

QB5	Would you be prepared to pay more for groceries or other products from developing countries to support people living in these countries (for instance for fair trade products)?
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(READ OUT – ONE ANSWER ONLY)

No, you are not ready to pay more	(315) 1
Yes, you would be ready to pay up to 5% more	2
Yes, you would be ready to pay 6 to 10% more	3
Yes, you would be ready to pay more than 10% more	4
DK	5

EB79.4 QB4

QB6: ROTATE ITEMS 1 TO 7

QB6 To what extent do you agree or disagree with each of the following statements regarding tackling poverty in developing countries?

(SHOW SCREEN WITH SCALE – READ OUT – ONE ANSWER ONLY)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
(316)	1 As an individual, you can play a role in tackling poverty in developing countries	1	2	3	4	5
(317)	2 Tackling poverty in developing countries should be one of the main priorities of the EU	1	2	3	4	5
(318)	3 Tackling poverty in developing countries should be one of the main priorities of the British Government	1	2	3	4	5
(319)	4 Tackling poverty in developing countries has a positive influence on EU citizens as well	1	2	3	4	5
(320)	5 Tackling poverty in developing countries is also in the EU's own interest (e.g. by creating trade opportunities or better access to energy and raw materials)	1	2	3	4	5
(321)	6 Tackling poverty in developing countries is a moral obligation for the EU	1	2	3	4	5
(322)	7 Aid for developing countries contributes to a more peaceful and equal world	1	2	3	4	5

EB79.4 QB8 TREND MODIFIED

QB7: CODE 5 IS EXCLUSIVE

QB7 Regarding your personal involvement in helping developing countries, please let me know which of the following apply to you?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(323-327)

You are politically involved in helping developing countries, e.g. by being a member of a political party or an NGO or taking part in demonstrations	1,
You are a volunteer in an organisation that helps developing countries (NGOs, charities, etc.)	2,
You give money to an organisation (NGOs, charities, etc.) that helps developing countries	3,
You are not involved in helping developing countries	4,
DK	5,

NEW

QB8: ROTATE CODES 1 TO 12

QB8: MAX. 5 ANSWERS

QB8: CODE 14 IS EXCLUSIVE

QB8 Which of the following elements do you consider to be the most important ones for leading a life in decent conditions?

(SHOW SCREEN – READ OUT – MAX. 5 ANSWERS)

(328-341)

Having a place to live that is well maintained	1,
Having a job	2,
Eating at least one hot meal a day	3,
Living in a democracy	4,
Living in a country with a functioning justice system	5,
Living in a country where there are equal chances for all	6,
Having access to medical care when you need it	7,
Living in a country where human rights are respected	8,
Having access to leisure and cultural activities	9,
Having access to drinking water, sanitation and energy	10,
Living in a country where all citizens benefit from social security	11,
Having access to means of modern communication, such as a telephone or the Internet	12,
Other (SPONTANEOUS)	13,
DK	14,

NEW

QB9: ROTATE ITEMS 1 TO 3

QB9 For each of the following, could you tell me how effective or not you think they are in helping to reduce poverty in developing countries?

(SHOW SCREEN WITH SCALE – READ OUT – ONE ANSWER ONLY)

		Very effective	Fairly effective	Not very effective	Not at all effective	DK
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(342)	1	Donating to organisations that help developing countries	1	2	3	4	5
(343)	2	Volunteering in organisations that help developing countries	1	2	3	4	5
(344)	3	Official development aid from governments of other countries	1	2	3	4	5

NEW

QB10 How much do you feel you know about where UK development aid goes? Would you say that you know...?

(READ OUT - ONE ANSWER ONLY)

	(345)
A lot	1
A little	2
Nothing at all	3
DK	4

EB77.4 QA10

QB11 How much do you feel you know about where EU development aid goes? Would you say that you know...?

(READ OUT - ONE ANSWER ONLY)

	(346)
A lot	1
A little	2
Nothing at all	3
DK	4

EB77.4 QA11

QB12: CODE 13 IS EXCLUSIVE

QB12: CODE 14 IS EXCLUSIVE

QB12 From which sources do you get information related to development issues?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(347-360)

TELEVISION	
TV news	1,
TV documentaries	2,
The radio	3,
PRESS	
Newspapers	4,
News magazines	5,
Specialised press on development issues	6,
THE INTERNET	
News websites	7,
Specialised websites on development issues	8,
Blogs	9,
Online social networks	10,
Adverts or media campaigns	11,
Other (SPONTANEOUS)	12,
Not interested in development issues\ Don't look for such information (SPONTANEOUS)	13,
DK	14,

EB76.1 QD8 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 SCREEN) - (INT.: DO NOT PROMPT - IF RESPONDENT HESITATES, TRY AGAIN)

(381-382)

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

EB79.5 D1

NO QUESTIONS D2 TO D6

D7: NO ANSWERS TO BE CODED IN CODE 16

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

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

(383-384)

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

EB81.2 D7

D8: NO ANSWERS TO BE CODED 98

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')

(385-386)

EB81.2 D8

NO QUESTION D9

D10: NO ANSWERS NOT ALLOWED

D10 Gender.

(387)

Male

1

Female

2

EB81.2 D10

D11: NO ANSWERS NOT ALLOWED

D11 How old are you?

(388-389)

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EB81.2 D11

NO QUESTIONS D12 TO D14

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

D15a&b: NO ANSWERS NOT ALLOWED

D15a&b: DO NOT SHOW SCREEN

D15a What is your current occupation?

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

	(390-391)	(392-393)
	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

EB81.2 D15a D15b

NO QUESTIONS D16 TO D24

D25: NO ANSWERS TO BE CODED IN CODE 4

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

(READ OUT)

(394)

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

EB81.2 D25

NO QUESTIONS D26 TO D39

D40a: MINIMUM = 01

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

(WRITE DOWN)

(395-396)

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EB81.2 D40a

D40b: MINIMUM = 00

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

(WRITE DOWN)

(397-398)

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EB81.2 D40b

D40c: MINIMUM = 00

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

(WRITE DOWN)

(399-400)

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EB81.2 D40c

NO QUESTIONS D41 AND D42

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

D43b Do you own a mobile phone?

	(401)	(402)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB79.2 D43a D43b

NO QUESTIONS D44 AND D45

D46 Which of the following do you have?

(SHOW SCREEN - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	(403-412)
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,

EB79.3 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 - ONE ANSWER ONLY)

	(413)
Most of the time	1
Occasionally	2
Almost never\ never	3
Refusal (SPONTANEOUS)	4

EB79.3 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 – ONE ANSWER ONLY)

(414-415)

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

EB79.3 D61

D62 Could you tell me if...?

(SHOW SCREEN WITH SCALE – READ OUT – ONE ANSWER ONLY)

	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)
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(416)	1	You use the Internet at home	1	2	3	4	5	6	7
(417)	2	You use the Internet at your place of work	1	2	3	4	5	6	7
(418)	3	You use the Internet somewhere else (school, university, cyber-café, etc.)	1	2	3	4	5	6	7

EB79.3 D62

D63 Do you see yourself and your household belonging to...?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

(419)

The working class of society	1
The middle class of society	2
The higher class of society	3
Other (SPONTANEOUS)	4
None (SPONTANEOUS)	5
Refusal (SPONTANEOUS)	6
DK	7

EB79.3 D63

D70 On the whole, how satisfied or not are you with the life you lead? Are you...?

(ONE ANSWER ONLY)

(420)

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

EB80.2 QA1

D71 When you get together with friends or relatives, how often would you say you discuss...?

(READ OUT – ONE ANSWER ONLY)

	Frequently	Occasionally	Never	DK
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(421)	1	National political matters	1	2	3	4
(422)	2	European political matters	1	2	3	4
(423)	3	Local political matters	1	2	3	4

EB80.2 QA2

D72	Please tell me to what extent you agree or disagree with each of the following statements.
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(SHOW SCREEN WITH SCALE – READ OUT – ONE ANSWER ONLY)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(424)	1	My voice counts in the European Union	1	2	3	4	5
(425)	2	My voice counts in the United Kingdom	1	2	3	4	5

EB80.2 Q28 TRENBD MODIFIED

D73	At the moment, would you say that things are generally going in the right direction or the wrong direction, in...?
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(READ OUT – ONE ANSWER ONLY)

		Things are going in the right direction	Things are going in the wrong direction	Neither one nor the other (SPONTANEOUS)	DK
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(426)	1	The United Kingdom	1	2	3	4
(427)	2	The European Union	1	2	3	4

EB80.2 D73

INTERVIEW PROTOCOL

P1 DATE OF INTERVIEW

(448-449)

(450-451)

DAY

MONTH

EB81.2 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)

(452-453)

(454-455)

HOUR

MINUTES

EB81.2 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(456-458)

MINUTES

EB81.2 P3

P4: NO ANSWERS NOT ALLOWED

P4 Number of persons present during the interview, including interviewer

(459)

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

EB81.2 P4

P5: NO ANSWERS NOT ALLOWED

P5 Respondent cooperation

(460)

Excellent	1
Fair	2
Average	3
Bad	4

EB81.2 P5

P6 Size of locality

Local Codes

(461-462)

EB81.2 P6

P7 | Region

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

(463-464)

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EB81.2 P7

P8 | Postal code

(465-472)

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EB81.2 P8

P9 | Sample point number

(473-480)

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EB81.2 P9

P10 | Interviewer number

(481-488)

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EB81.2 P10

P11 | LEAVE BLANK

(489-496)

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EB80.1 P11

NO QUESTION P12

ASK P13 ONLY IN LU, BE, ES, FI, EE, LV AND MT