

EUROBAROMETER 56.0

AUGUST-SEPTEMBER 2001

BASIC ENGLISH QUESTIONNAIRE

EUROPEAN OPINION RESEARCH GROUP

Note: The basic questionnaire is provided only as a guide to the survey questions. Please see the SPSS data definitions and document statements or the codebook for changes in coding schemes and for country specific answer categories (political parties, income, regions etc.).

YOUR SURVEY NUMBER

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+---+---+---+---+ 1
| | | | | |
| | | | | |
+---+---+---+---+

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COUNTRY CODE

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+---+---+ 2
| | | |
| | | |
+---+---+

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OUR SURVEY NUMBER

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+---+---+ 3
| | | | |
| | | | |
+---+---+

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INTERVIEW NUMBER

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+---+---+---+---+ 4
| | | | | | |
| | | | | | |
+---+---+---+---+

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Q.1. What is your nationality? Please tell me the country (or countries) that apply. (MULTIPLE ANSWERS POSSIBLE)

- Belgium..... 5 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,
- Other countries..... 16, CLOSE INTERVIEW
- DK..... 17, CLOSE INTERVIEW

EB55.2 - Q.1 - TREND

Q.2. In your opinion, how important is it to be able to use a computer in your daily life? Is it very important, fairly important, not very important or not at all important?

Very important.....	6	1
Fairly important.....		2
Not very important.....		3
Not at all important.....		4
DK.....		5

EB54.0 - Q.46 - TREND

D.15. a) What is your current occupation?
 b) (IF NOT DOING ANY PAID WORK CURRENTLY - CODES 1 TO 4 IN D.15.a) Did you do any paid work in the past?
 What was your last occupation?

	a) CURRENT OCCUPATION	b) LAST OCCUPATION
NOT WORKING		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	7 1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	8 1
Fisherman	6	2
Professional (lawyer, medical practitioner, accountant, architect,...)	7	3
Owner of a shop, craftsmen, other self-employed person	8	4
Business proprietors, owner (full or partner) of a company	9	5
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	6
General management, director or top management (managing directors, director general, other director)	11	7
Middle management, other management (department head, junior manager, teacher, technician)	12	8
Employed position, working mainly at a desk	13	9
Employed position, not at a desk but travelling (salesmen, driver,...)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman,...)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
NEVER DID ANY PAID WORK		15

EB55.2 - D.15 - DEMO TREND

- Q.3. Do you use a computer...
- a) ... (IF CODE 5 TO 18 IN D.15.a) at work?
 - b) ...and at home, for work?
 - c) ... (ASK ALL) at home, but for other reasons than for work?
 - d) ...at school or university?
 - e) ...at a public Internet access point (e.g.: a library, a public office, etc.)?
 - f) ...elsewhere?

	YES	NO	DK
a. At work	9 1	2	3
b. At home, for your work	10 1	2	3
c. At home, but for other reasons than for your work	11 1	2	3
d. At school or university	12 1	2	3
e. At a public Internet access point (N)	13 1	2	3
f. Elsewhere (N)	14 1	2	3

EB54.0 - Q39 - TREND MODIFIED

IF AT LEAST ONCE "YES", CODE 1 IN Q.3.a OR Q.3.b OR Q.3.c OR Q.3.d OR Q.3.e OR Q.3.f

- Q.4. Which of the following do you use? (READ OUT - MULTIPLE ANSWERS POSSIBLE)

The Internet.....	15	1,
A mobile phone (use most usual name in country: GSM, telefonino, Handi, etc.).....	2,	
A Personal Organizer, Personal Digital Assistant/PDA "Personal Digital Assistant" such as Psion, Palm Pilot, etc. (N).....	3,	
TV (INT.: IF "USE TV", ASK ITEMS 5, 6 AND 7, OTHERS GO TO Q.5) (N).....	4,	
Cable TV (INT.: IF "USE TV") (N).....	5,	
Satellite TV (INT.: IF "USE TV") (N).....	6,	
Digital TV (INT.: IF "USE TV") (N).....	7,	
None of these (SPONTANEOUS).....	8,	
DK.....	9,	

EB55.2 - Q.55.a - TREND MODIFIED

IF "EMPLOYED" OR "SELF-EMPLOYED" OR "UNEMPLOYED", CODE 3, 5 TO 18 IN D.15.a

- Q.5. In general, for which of the following do you think it is important to use a computer and/or the Internet? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

To do a job.....	16	1,
To keep a job.....	2,	
To get a job.....	3,	
To search for and/or use educational and learning material.....	4,	
To get access to local or national administrations or public utilities.....	5,	
To communicate with family or friends.....	6,	
To find information on products and services.....	7,	
To buy products and services.....	8,	
To get other information or free services.....	9,	
For other reasons (SPONTANEOUS).....	10,	
DK.....	11,	

EB56.0 - NEW

ASK ALL

Q.6. Which, if any, of these computer training qualifications do you have? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Degree in computer science..... 17 1,
School certificate in the use of computers..... 2,
Certificate in the use of computers from a public training institution..... 3,
Certificate in the use of computers from a private training company..... 4,
Certificate in the use of computers as a result of distance learning..... 5,
Other (SPONTANEOUS)..... 6,
None (SPONTANEOUS)..... 7,
DK..... 8,

EB54.0 - Q.42. - TREND MODIFIED

IF "EMPLOYED" OR "SELF-EMPLOYED" OR "UNEMPLOYED", CODE 3, 5 TO 18 IN D.15.a

Q.7. Have you ever had computer training for your job, or not? (IF "YES", CONTINUE WITH Q.8, OTHERS GO TO Q.9)

Yes..... 18 1
No..... 2
DK..... 3

EB54.0 - Q.43.a - TREND MODIFIED

IF "HAVE ALREADY HAD COMPUTER TRAINING FOR THE JOB", CODE 1 IN Q.7, OTHERS GO TO Q.9

Q.8. Please think about your last computer training...

	READ OUT	YES	NO	DK
1. Did it take place within the last twelve months?	19 1	2	3	
2. Did it take place within the last month?	20 1	2	3	
3. Did it take place in your workplace?	21 1	2	3	
4. Was it organised within your normal working hours?	22 1	2	3	
5. Was it paid for by your employer?	23 1	2	3	
6. Did it make your job easier?	24 1	2	3	

EB56.0 - NEW

IF "EMPLOYED" OR "SELF-EMPLOYED" OR "UNEMPLOYED", CODE 3, 5 TO 18 IN D.15.a

Q.9. Telework occurs when paid workers carry out all, or part of, their work away from their normal places of activity, usually from home, using information and communication technologies. Do you currently telework, or not? (IF YES) Regularly or occasionally? (IF NO) Would you be interested in teleworking, or not?

Yes, regularly..... 25 1
Yes, occasionally..... 2
No, but I would be interested in trying teleworking (N)..... 3
No, and I would not be interested in trying teleworking (N)..... 4
DK..... 5

EB54.0 - Q.45.a - TREND MODIFIED

IF "REGULARLY" OR "OCCASIONALLY", CODE 1 OR 2 IN Q.9

Q.10. Are you teleworking within the framework of an agreement between...? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- a trade union(s) and your employer..... 26 1,
- trade unions and an employers' association for a particular industry..... 2,
- trade unions and an employers' association for industry as a whole..... 3,
- No, not within the framework of an agreement..... 4,
- Other (SPONTANEOUS)..... 5,
- DK..... 6,

EB56.0 - NEW

IF "EMPLOYED" OR "SELF-EMPLOYED", CODE 5 TO 18 IN D.15.a

Q.11. Thinking of information and communication technologies, such as computer networks or systems, the Internet, e-mail, videoconferencing, have any been introduced at your workplace or not? (IF YES) Would you agree or disagree that...? (OTHERS GO TO Q.12)

READ OUT	AGREE	DISAGREE	DK
1. Actual needs were met	27 1	2	3
2. End users were consulted	28 1	2	3
3. Appropriate technical training was given	29 1	2	3
4. The company/organisation became more efficient	30 1	2	3
5. It led to significant organisational changes (new roles, new tasks)	31 1	2	3
6. (IF "YES" TO ITEM 5) Specific training on the new roles and tasks was given	32 1	2	3
7. Job quality at your workplace has improved	33 1	2	3

EB56.0 - NEW

ASK ALL THOSE "USING A COMPUTER AT WORK OR AT HOME FOR WORK", CODE 1 IN Q.3.a OR Q.3.b

Q.12. In what way has the use of a computer, the e-mail/the Internet changed the way you work? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- You need more skills in your job..... 34 1,
- You need less skills in your job..... 2,
- You have more responsibilities in your job..... 3,
- You have less responsibilities in your job..... 4,
- You carry out more tasks in one day..... 5,
- You carry out less tasks in one day..... 6,
- It is easier to combine work and private life..... 7,
- It is more difficult to combine work and private life..... 8,
- Your job is easier..... 9,
- Your job is harder..... 10,
- It is easier to manage the flow of information relevant to your job..... 11,
- it is harder to manage the flow of information relevant to your job..... 12,
- Other (SPONTANEOUS)..... 13,
- Nothing has changed (SPONTANEOUS)..... 14,
- DK..... 15,

EB56.0 - NEW

IF "EMPLOYED" OR "SELF-EMPLOYED", CODE 5 TO 18 IN D.15.a

Q.13. How many people in total work in the company/organisation where you work?

1 (interviewee works alone).....	35	1
2 - 4.....		2
5 - 9.....		3
10 - 49.....		4
50 - 99.....		5
100 - 249.....		6
250 - 499.....		7
500 and more.....		8
DK.....		9

EB56.0 - NEW

ASK ALL

Now let's talk about another topic: Financial Services.

Q.14. For each of the following statements, please tell me if you tend to agree or tend to disagree?

READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1. Banks give enough information about management of bank accounts	36 1	2	3
2. Having a bank account is very expensive	37 1	2	3
3. It is very difficult to win in a dispute with a bank	38 1	2	3
4. Buying on credit is more useful than dangerous	39 1	2	3
5. You never know beforehand how much it is going to cost to borrow money	40 1	2	3
6. You can borrow as much as you like, there are no real checks	41 1	2	3
7. The problem of borrowing more than you can pay back does not exist in (OUR COUNTRY)	42 1	2	3
8. Financial institutions clearly explain the way their mortgages work and the risks involved	43 1	2	3
9. It is very difficult to compare the conditions linked to different mortgage options	44 1	2	3
10. It is very difficult to win in a dispute with insurance companies	45 1	2	3
11. With insurance policies, you never know in advance how well you are covered	46 1	2	3

EB54.0 - Q.24 - TREND

Q.15. In your opinion, in general, does (NATIONAL) legislation ensure or not...?

READ OUT	YES	NO	DK
1. The transparency of financial information	47 1	2	3
2. The protection of consumers' rights	48 1	2	3
3. A possible recovery action against banks and insurance companies	49 1	2	3
4. Security when making a transaction	50 1	2	3
5. The protection of confidential information	51 1	2	3

EB54.0 - Q.25 - TREND

Q.16. Each member state has its own consumer protection standards. Do you think that these standards should be harmonised in the European Union, or not? (IF YES) Totally or in part?

No.....	52 1
Yes totally.....	2
Yes, in part.....	3
DK.....	4

EB54.0 - Q.26 - TREND

Q.17. The opening up of markets and technological developments such as Telephone Banking (NATIONAL EQUIVALENT), the Internet, etc. allows us increasingly to use remote banking and financial services. In your opinion, does the current (NATIONAL) legislation ensure or not...?

	READ OUT	YES	NO	DK
1. The transparency of financial information	53	1	2	3
2. The protection of consumers' rights	54	1	2	3
3. The protection of confidential information	55	1	2	3
4. Security when making a transaction	56	1	2	3
5. A possible recovery action against banks and insurance companies	57	1	2	3

EB54.0 - Q.27 - TREND

Q.18. The marketing of financial services in the market implies continuously introducing new technologies. In your opinion, is it necessary or not to take measures in the European Union to protect consumers in the use of these new technologies? (IF YES) Totally or in part?

No.....	58	1
Yes, totally.....		2
Yes, in part.....		3
DK.....		4

EB54.0 - Q.28 - TREND

Q.19. In your opinion, are there obstacles preventing consumers from using financial services anywhere in the European Union? (IF YES) Which ones? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

No, no obstacles.....	59	1,
Yes, lack of information.....		2,
Yes, bad information.....		3,
Yes, too risky.....		4,
Yes, necessary to have large amounts to invest.....		5,
Yes, difficulties due to distance.....		6,
Yes, poor legal protection in the event of problems.....		7,
Yes, language problems.....		8,
Others (SPONTANEOUS).....		9,
DK.....		10,

EB54.0 - Q.29 - TREND

Q.20 a) Which one of the following means of payment do you prefer to use to pay for an important purchase in (OUR COUNTRY)?
 By important purchase, I mean a purchase of at least (EQUIVALENT OF 100 EUROS IN DOMESTIC CURRENCY).
 (SHOW CARD - ONE ANSWER ONLY)
 b) And what means of payment do you prefer to use to pay for an important purchase in another member country of the European Union? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	a) IN (OUR COUNTRY)	b) IN ANOTHER MEMBER COUNTRY
1. Cash	60 1	61 1
2. Electronic purse (APPROPRIATE NAME IN EACH COUNTRY - EXAMPLE: (B) CARTE "PROTON")	2	2
3. Cheque	3	3
4. Credit card (SUCH AS: EUROCARD/MASTERCARD, VISA, AMERICAN EXPRESS, OR DINERS) or debit card (APPROPRIATE NAME IN EACH COUNTRY: (B) BANCONTACT/ MISTERCASH, (UK) SWITCH CARD, (DK) DANKORT, ETC.)	4	4
5. Bank transfer	5	5
6. Postal transfer	6	6
7. Other form of payment (SPONTANEOUS)	7	7
8. DK	8	8
9. Never bought anything in another member country (SPONTANEOUS)	-----	9

EB54.0 - Q.30a&b - TREND

Q.21. a) (IF CODES 1,2,3,4,5 OR 6 IN Q.20.a) For which reasons do you prefer to use this means of payment in (OUR COUNTRY)?
 (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)
 b) (IF CODES 1,2,3,4,5 OR 6 IN Q.20.b) Why do you prefer to use this means of payment in another member country of the European Union? (SHOW SAME CARD - MULTIPLE ANSWERS POSSIBLE)

READ OUT	a) IN (OUR COUNTRY)	b) IN ANOTHER MEMBER COUNTRY
1. Because the price is good	62 1,	63 1,
2. Because it is easy	2,	2,
3. To avoid the risks of a dispute	3,	3,
4. To avoid the risk of loss or theft	4,	4,
5. To avoid being attacked	5,	5,
6. For safety reasons, for example because there is a confidential code (EQUIVALENT IN EACH COUNTRY, FOR EXAMPLE PIN, PIN CODE, CODE SECRET, ETC.)	6,	6,
7. Other (SPONTANEOUS)	7,	7,
8. DK	8,	8,

EB54.0 - Q.31a&b - TREND

ASK ALL

Q.22. Have you ever made payments, by telephone, by computer (FR: by Minitel), by Internet, etc.? (IF YES) Have you ever made such payments using a card with a confidential code (EQUIVALENT IN EACH COUNTRY, FOR EXAMPLE PIN, PIN CODE, CODE SECRET, ETC.), or not?

No.....	64 1
Yes, already paid this way BUT WITHOUT a card using a confidential code.....	2
Yes, already paid this way WITH a card using a confidential code.....	3
DK.....	4

EB54.0 - Q.32 - TREND

IF "NO", CODE 1 IN Q.22

Q.23. Why have you never made such payments this way? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

I do not have a payment card.....	65	1
I have never had the opportunity to.....	2	
I do not think it's safe.....	3	
I am not interested in paying that way.....	4	
I can't remember my confidential code (EQUIVALENT IN EACH COUNTRY) (SPONTANEOUS).....	5	
Other (SPONTANEOUS).....	6	
DK.....	7	

EB54.0 - Q.33 - TREND

ASK ALL

Q.24. a) Would you be ready to use a pre-paid card, an electronic purse such as (EG.: (B) CARTE "PROTON", APPROPRIATE NAME IN EACH COUNTRY) to pay for a minor purchase in (OUR COUNTRY), such as a newspaper or a loaf of bread?
 b) And when you travel in another member country of the European Union?

READ OUT	IF NO				
	YES	NO	DOES NOT EXIST (SPONTANEOUS)	DK	
a) In (OUR COUNTRY)	66	1	2	3	4
b) In another member country of the European Union	67	1	2	3	4

EB54.0 - Q.34 - TREND

Q.25. a) Do you have a savings account, that is a deposit account which pays interest but does not have a payment card or a cheque book, with...? (IF "YES", GO TO NEXT ITEM)
 b) (IF NO) Why not? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

READ OUT	IF NO					
	YES	NEVER HAD ONE	CLOSED BY MYSELF	CLOSED BY INSTITUTION	OTHER/DK	
1. a bank	68	1	2	3	4	5
2. a savings bank (APPROPRIATE NAME IF EXISTS IN THE COUNTRY)	69	1	2	3	4	5
3. a building society (APPROPRIATE NAME IF EXISTS IN THE COUNTRY)	70	1	2	3	4	5
4. the post office	71	1	2	3	4	5

EB54.0 - Q.35 - TREND

Q.26. a) Do you have a current account, that is an account with a payment card or a cheque book, with...? (IF "YES", GO TO NEXT ITEM)
 b) (IF NO) Why not? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

READ OUT	IF NO					
	YES	NEVER HAD ONE	CLOSED BY MYSELF	CLOSED BY INSTITUTION	OTHER/DK	
1. a bank	72	1	2	3	4	5
2. a savings bank (IF EXISTING IN THE COUNTRY)	73	1	2	3	4	5
3. a building society (IF EXISTING IN THE COUNTRY)	74	1	2	3	4	5
4. the post office	75	1	2	3	4	5

EB54.0 - Q.36 - TREND

Q.27. Do you have a...?

READ OUT	YES	NO	DK
1. cheque book	76 1	2	3
2. credit card (VISA, EUROCARD/MASTERCARD, AMERICAN EXPRESS, DINERS)	77 1	2	3
3. another type of bank card (COUNTRY SPECIFIC NAME - EXAMPLE: (B) BANCONTACT, (DK) DANKORT, (AUT) BANKOMAT, ETC.)	78 1	2	3

EB54.0 - Q.37 - TREND

Q.28. a) Do you have a mortgage lasting...?

READ OUT	YES	NO	DK
1. less than 10 years	79 1	2	3
2. 10 to 20 years	80 1	2	3
3. more than 20 years	81 1	2	3

EB54.0 - Q.38.a - TREND

Q.28. b) Do you personally have...?

READ OUT	YES	NO	DK
1. a loan lasting more than 12 months to buy a car	82 1	2	3
2. a loan lasting more than 12 months to buy something else	83 1	2	3
3. an overdraft facility on a current account	84 1	2	3

EB54.0 - Q.38.b - TREND

Now let's talk about another topic : Presidency of the European Union.

Q.29. Do you think that the President of the European Commission should be directly elected by the citizens of the European Union, or not?

Yes.....	85	1
No.....		2
DK.....		3

EB56.0 - NEW

Q.30. Do you think that the European Union should or should not have a Constitution?

Yes.....	86	1
No.....		2
DK.....		3

EB55.1 - Q.27 - TREND

Q.31. In the European Union, each Member State has a right of veto for the most important or sensitive decisions. In other words, each country can oppose a decision which seems to them to be bad, even if it is accepted by the other countries. Should this right of veto be given up or not in order to make European Union more effective?

Yes, given up.....	87	1
No.....		2
DK.....		3

EB56.0 - NEW

Q.32. At present, each member state passes on to the European Union a part of its tax revenue. Would you prefer this contribution to be paid directly to the European Union, or not?

Yes.....	88	1
No.....		2
DK.....		3

EB56.0 - NEW

Q.33. Would you like the European Union to play a more important political role, a less important political role or as important a political role as it does today?

More important.....	89	1
Less important.....		2
As important.....		3
DK.....		4

EB56.0 - NEW

Now let's talk about another topic: Cultural Activities.

Q.34. Do you watch TV?

Yes..... 90 1
No..... 2

EB56.0 - NEW

IF "YES", CODE 1 IN Q.34, IF "NO" GO TO Q.36

Q.35. a) Which of these types of TV programs do you watch? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

News/current affairs..... 91 1,
Soaps/series..... 2,
Music programmes..... 3,
Sport..... 4,
Films/movies..... 5,
Documentaries..... 6,
Children's programmes..... 7,
Talk shows..... 8,
Home shopping programmes..... 9,
Other types of entertainment (game shows, cooking programmes, reality TV, etc.)..... 10,
Other (SPONTANEOUS)..... 11,
DK..... 12,

EB56.0 - NEW

Q.35. b) What are the three types of programmes you prefer to watch? (SHOW CARD - READ OUT - MAX. 3 ANSWERS POSSIBLE)

News/current affairs..... 92 1,
Soaps/series..... 2,
Music programmes..... 3,
Sport..... 4,
Films/movies..... 5,
Documentaries..... 6,
Children's programmes..... 7,
Talk shows..... 8,
Home shopping programmes..... 9,
Other types of entertainment (game shows, cooking programmes, reality TV, etc.)..... 10,
Other (SPONTANEOUS)..... 11,
DK..... 12,

EB56.0 - NEW

ASK ALL

Q.36. Do you watch videos or DVDs...? (SHOW CARD WITH SCALE - READ OUT - ONE ANSWER ONLY)

- Every day..... 93 1
- Several times a week..... 2
- Once a week..... 3
- 1 to 3 times a month..... 4
- Less often..... 5
- Never..... 6
- DK..... 7

EB56.0 - NEW

Q.37. Do you listen to the radio...? (SHOW CARD WITH SCALE - READ OUT - ONE ANSWER ONLY)

- Every day..... 94 1
- Several times a week..... 2
- Once a week..... 3
- 1 to 3 times a month..... 4
- Less often..... 5
- Never..... 6
- DK..... 7

EB56.0 - NEW

IF "LISTEN TO THE RADIO", CODE 1, 2, 3, 4, OR 5 IN Q.37, OTHERS GO TO Q.39

Q.38. What types of programmes do you prefer to listen to on the radio? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- News/current affairs..... 95 1,
- Music..... 2,
- Sport..... 3,
- Documentaries - plays - other cultural programmes..... 4,
- Religious programmes..... 5,
- Talk Shows..... 6,
- Other types of entertainment (games, comedy, etc.)..... 7,
- Others (SPONTANEOUS)..... 8,
- DK..... 9,

EB56.0 - NEW

ASK ALL

Q.39. Do you use a computer or PC...? (SHOW CARD WITH SCALE - READ OUT - ONE ANSWER ONLY)

- Every day..... 96 1
- Several times a week..... 2
- Once a week..... 3
- 1 to 3 times a month..... 4
- Less often..... 5
- Never..... 6
- DK..... 7

EB56.0 - NEW

IF CODE 1 TO 5 IN Q.39, OTHERS GO TO Q.41.a

- Q.40. a) How often do you use a computer at home for work or study? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)
 b) And at home for leisure? (SHOW SAME CARD - ONE ANSWER ONLY)
 c) And outside home for work or study? (SHOW SAME CARD - ONE ANSWER ONLY)
 d) And outside home for leisure? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	EVERY DAY	SEVERAL TIMES A WEEK	ONCE A WEEK	1 TO 3 TIMES A MONTH	LESS OFTEN	NEVER	DK
a) At home for work or study	97 1	2	3	4	5	6	7
b) At home for leisure	98 1	2	3	4	5	6	7
c) Outside home for work or study	99 1	2	3	4	5	6	7
d) Outside home for leisure	100 1	2	3	4	5	6	7

EB56.0 - NEW

ASK ALL

- Q.41. a) Do you use the Internet...? (SHOW CARD WITH SCALE - READ OUT - ONE ANSWER ONLY)

Every day.....	101	1
Several times a week.....		2
Once a week.....		3
1 to 3 times a month.....		4
Less often.....		5
Never.....		6
DK.....		7

EB56.0 - NEW

IF CODE 1 TO 5 IN Q.41.a, OTHERS GO TO Q.42.a

Q.41. b) What do you usually use the Internet for? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Work.....	102	1,
Visiting the website of a museum.....		2,
Visiting the website of a political party.....		3,
Visiting the website of your local authority.....		4,
Visiting the website of the government.....		5,
Downloading free software.....		6,
Searching for educational material and documents.....		7,
Searching for information relating to your health.....		8,
Searching for information on sport or leisure activities.....		9,
Searching for job opportunities.....		10
Searching for information about a specific product.....		11
Preparing or considering a holiday by searching for places to visit, accommodation, etc.		12
Buying CDs.....		13
Buying books.....		14
Buying software.....		15
Carrying out transactions on your bank account.....		16
Buying or selling shares.....		17
Reading articles on the websites of newspapers.....		18
Building your own website.....		19
Listening to radio or music on the Internet using Real Player, Windows Media Player or Quicktime.....		20
Watching TV channels on the Internet using Real Player, Windows Media Player or Quicktime.....		21
Playing computer games.....		22
Making telephone calls using the Internet.....		23
Making a bid in on-line auctions.....		24
Communicating over the Internet using a webcam.....		25
E-mailing family, friends or colleagues.....		26
Visiting chat rooms.....		27
Taking part in a public opinion survey/market research.....		28
Something else (SPONTANEOUS).....		29
DK.....		30

EB56.0 - NEW

ASK ALL

Q.42. a) Have you read any books in the last 12 months? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Yes, for work..... 103 1,
 Yes, for educational purposes (compulsory texts only)..... 2,
 Yes, for educational purposes (not compulsory texts)..... 3,
 Yes, for other reasons than for school/work..... 4,
 No..... 5,
 DK..... 6,

EB56.0 - NEW

IF "HAVE READ BOOKS IN THE LAST 12 MONTHS", CODE 1 TO 4 IN Q.42.a, OTHERS GO TO Q.43

Q.42. b) Approximately how many books in the last 12 months have you read for... (SHOW CARD WITH SCALE - READ OUT - ONE ANSWER ONLY)

READ OUT	1-3 BOOKS	4-7 BOOKS	8-12 BOOKS	13 AND MORE	DK
1. work	104 1	2	3	4	5
2. educational purposes (compulsory texts only)	105 1	2	3	4	5
3. educational purposes (not compulsory texts)	106 1	2	3	4	5
4. Other reasons	107 1	2	3	4	5

EB56.0 - NEW

ASK ALL

Q.43. Do you read newspapers...? (SHOW CARD WITH SCALE - READ OUT - ONE ANSWER ONLY)

5 to 7 days a week..... 108 1
 3 to 4 days a week..... 2
 1 to 2 days a week..... 3
 Less often..... 4
 Never..... 5
 DK..... 6

EB56.0 - NEW

Q.44. Do you read magazines...? (SHOW CARD WITH SCALE - READ OUT - ONE ANSWER ONLY)

Once a week or more often..... 109 1
 1 to 3 times a month..... 2
 Less often..... 3
 Never..... 4
 DK..... 5

EB56.0 - NEW

Q.45. Do you listen to music...? (SHOW CARD WITH SCALE - READ OUT - ONE ANSWER ONLY)

Every day.....	110	1
Several times a week.....		2
Once a week.....		3
1 to 3 times a month.....		4
Less often.....		5
Never.....		6
DK.....		7

EB56.0 - NEW

IF "LISTEN TO MUSIC", CODE 1, 2, 3, 4 OR 5 IN Q.45, OTHERS GO TO Q.47

Q.46. a) Do you listen to music by using...? (SHOW CARD- READ OUT - MULTIPLE ANSWERS POSSIBLE)

tapes - records - CDs - DVDs not connected to a computer.....	111	1,
a CD - DVD on a PC.....		2,
Internet sites - MP3 files - WAV files - MIDI files on a PC.....		3,
radio - television.....		4,
Other (SPONTANEOUS).....		5,
DK.....		6,

EB56.0 - NEW

Q.46. b) What kind of music do you listen to? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Classical music.....	112	1,
Opera, Operetta.....		2,
Rock, pop.....		3,
Hard Rock/heavy metal.....		4,
Easy Listening.....		5,
Dance/house.....		6,
Techno.....		7,
Rap.....		8,
Jazz, blues.....		9,
Folk, traditional.....		10
World Music.....		11
Other type (SPONTANEOUS).....		12
DK.....		13

EB56.0 - NEW

ASK ALL

Q.47 Here is a list of cultural activities. How many times in the last 12 months did you...?(SHOW CARD WITH SCALE - READ OUT - ONE ANSWER ONLY)

READ OUT	NEVER	1-3 TIMES	4-6 TIMES	7-12 TIMES	MORE THAN 12 TIMES	DK
a) go to see a ballet or a dance performance	113	1 2	3	4	5	6
b) go to the cinema	114	1 2	3	4	5	6
c) go to the theatre	115	1 2	3	4	5	6
d) go to a sport event	116	1 2	3	4	5	6
e) go to a concert	117	1 2	3	4	5	6
f) go to a library	118	1 2	3	4	5	6
g) visit historical monuments (palaces, castles, churches, gardens, etc.)	119	1 2	3	4	5	6
h) visit museums or galleries in (YOUR COUNTRY)	120	1 2	3	4	5	6
i) visit museums or galleries abroad	121	1 2	3	4	5	6
j) visit archaeological sites	122	1 2	3	4	5	6

EB56.0 - NEW

IF CODE 2 TO 5 IN Q.47.e, OTHERS GO TO Q.49

Q.48. What kind of concerts did you go to? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Classical music.....	123	1,
Opera, Operetta.....		2,
Rock, pop.....		3,
Hard Rock/heavy metal.....		4,
Easy Listening.....		5,
Dance/house.....		6,
Techno.....		7,
Rap.....		8,
Jazz, blues.....		9,
Folk, traditional.....		10
World Music.....		11
Other type (SPONTANEOUS).....		12
DK.....		13

EB56.0 - NEW

ASK ALL

Q.49. I am going to read out a list of artistic activities. Please tell me if, in the last 12 months, you have either on your own or as a part of an organised group or classes (not in a professional way - amateur activities)...? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE PER LINE)

READ OUT	ON YOUR OWN	GROUP OR CLASS	DO NOT PRACTICE IT	DK
a) played musical instrument	124 1,	2,	3,	4,
b) sung	125 1,	2,	3,	4,
c) acted	126 1,	2,	3,	4,
d) danced	127 1,	2,	3,	4,
e) written something	128 1,	2,	3,	4,
f) done some photography, made a film	129 1,	2,	3,	4,
g) done any other artistic activities (sculpture, painting, drawing, creative computing such as designing a website, etc.)	130 1,	2,	3,	4,

EB56.0 - NEW

Q.50. a) Do you have, at home...? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

television set.....	131 1,
satellite dish.....	2,
cable TV.....	3,
video recorder (VCR).....	4,
camera.....	5,
camcorder/video recorder.....	6,
cassette/tape recorder.....	7,
stereo Hi-fi.....	8,
walkman/Discman/MP3 player.....	9,
video games console/platform.....	10
personal computer/PC.....	11
A Personal Organizer, Personal Digital Assistant/PDA "Personal Digital Assistant" such as Psion, Palm Pilot, etc.....	12
Internet access.....	13
DVD player.....	14
books.....	15
encyclopaedia on paper.....	16
encyclopaedia on CD Rom.....	17
records, CDs, videos/tapes/cassettes, DVD disks.....	18
a musical instrument.....	19
mobile phone.....	20

EB56.0 - NEW

IF "HAS TELEVISION SET", CODE 1 IN Q.50.a

Q.50. b) How many television sets do you have at home? (INT?: WRITE DOWN NUMBER - IF "DK", CODE '99')

+---+---+ 132
| | |
| | |
+---+---+

IF "HAS ENCYCLOPAEDIA (PAPER)", CODE 16 IN Q.50.a

Q.50. c) How many encyclopaedia (paper) do you have at home? (INT.: WRITE DOWN NUMBER - IF "DK", CODE '99')

+---+---+ 133
| | |
| | |
+---+---+

IF "HAS ENCYCLOPAEDIA (CD-ROM)", CODE 17 IN Q.50.a

Q.50. d) How many encyclopaedia (CD-ROM) do you have at home? (INT.: WRITE DOWN NUMBER - IF "DK", CODE '99')

+---+---+ 134
| | |
| | |
+---+---+

IF "HAS BOOKS", CODE 15 IN Q.50.a

Q.50. e) How many books do you have at home?

- 1-25 books..... 135 1
- 26-50 books..... 2
- 51-200 books..... 3
- 201-400 books..... 4
- More than 400 books..... 5
- DK..... 6

EB56.0 - NEW

DEMOGRAPHICS

D.1. In political matters people talk of "the left" and "the right".
 How would you place your views on this scale ?
 (SHOW CARD - DO NOT PROMPT. IF CONTACT HESITATES, ASK TO TRY AGAIN)

	LEFT										RIGHT
	136	1	2	3	4	5	6	7	8	9	10

Refusal..... 137 1
 DK..... 2

EB55.2 - D.1 - DEMO TREND

NO QUESTIONS D2 TO D6

D.7. Could you give me the letter which corresponds best to your own current situation ? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Married..... 138 1
 Remarried..... 2
 Unmarried, currently living with partner..... 3
 Unmarried, having never lived with a partner..... 4
 Unmarried, having previously lived with a partner, but now on my own..... 5
 Divorced..... 6
 Separated..... 7
 Widowed..... 8
 Other (SPONTANEOUS)..... 9
 Refusal (SPONTANEOUS)..... 10

EB55.2 - D.7 - DEMO TREND

D.8. How old were you when you stopped full-time education ? (IF STILL STUDYING: CODE 00 - GO TO D.10)

+---+ 139
 | | |
 | | |
 +---+

EB55.2 - D.8 - DEMO TREND

NO QUESTION D9

D.10. GENDER

Male..... 140 1
 Female..... 2

EB55.2 - D.10 - DEMO TREND

D.11. How old are you ?

+---+ 141
 | | |
 | | |
 +---+

EB55.2 - D.11 - DEMO TREND

NO QUESTION D12 TO D18 - D15 ASKED BEFORE

D.19. Are you in your household, the person who contributes most to the household income? (READ OUT)

Yes..... 142 1
 No..... 2
 Both equally..... 3
 DK..... 4

EB55.2 - D.19 - DEMO TREND

NO QUESTION D20

D.21. (IF CODE 2 IN D.19)

- a) What is the current occupation of the person who contributes most to the household income ?
 b) (IF NOT DOING ANY PAID WORK CURRENTLY - CODE 1 TO 4 IN D.21a) Did he/she do any paid work in the past ?
 What was his/her last occupation ?

	CURRENT OCCUPATION	LAST OCCUPATION
NON-ACTIVE		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	143 1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	144 1
Fisherman	6	2
Professional (lawyer, medical practitioner, accountant, architect, ...)	7	3
Owner of a shop, craftsmen, other self employed person	8	4
Business proprietors, owner (full or partner) of a company	9	5
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	6
General management, director or top management (managing directors, director general, other director)	11	7
Middle management, other management (department head, junior manager, teacher, technician)	12	8
Employed position, working mainly at a desk	13	9
Employed position, not at a desk but travelling (salesmen, driver, ...)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, ...)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
NEVER DID ANY PAID WORK		15

EB55.2 - D.21.a&b - DEMO TREND

NO QUESTIONS D22 TO D24

D.25. Would you say you live in a ... ? (READ OUT)

Rural area or village.....	145	1
Small or middle sized town.....		2
Large town.....		3
DK.....		4

EB55.2 - D.25 - DEMO TREND

NO QUESTIONS D26 TO D28

D.29. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. (SHOW CARD) Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc ... Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into before tax and other deductions.

B.....	146	1
T.....		2
P.....		3
F.....		4
E.....		5
H.....		6
L.....		7
N.....		8
R.....		9
M.....		10
S.....		11
K.....		12
Refusal.....		13
DK.....		14

EB55.2 - D.29 - DEMO TREND

INTERVIEW PROTOCOLE

```

+-----+-----+-----+
| P.1. - Date of interview | DAY | MONTH |
+-----+-----+-----+
| |__|__| 147 | |__|__| 148 |
+-----+-----+-----+

```

```

+-----+-----+-----+
| P.2. - Time of the beginning of the interview | HOUR | MINUTES |
+-----+-----+-----+
| USE 24 HOUR CLOCK |__|__| 149 | |__|__| 150 |
+-----+-----+-----+

```

```

+-----+-----+
| P.3. - Number of minutes the interview lasted | MINUTES |
+-----+-----+
| |__|__|__| 151 |
+-----+-----+

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P.4. - Number of persons present during the interview, including interviewer.

```

Two (interviewer and respondent)..... 152 1
Three..... 2
Four..... 3
Five or more..... 4

```

P.5. - Respondent cooperation

```

Excellent..... 153 1
Fair..... 2
Average..... 3
Bad..... 4

```

P.6. - Size of locality (LOCAL CODES)

```

+---+ 154
| | |
| | |
+---+

```

P.7. - Region (LOCAL CODES)

```

+---+ 155
| | |
| | |
+---+

```

P.8. - Postal code

```

+---+---+---+---+---+---+---+---+ 156
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
+---+---+---+---+---+---+---+---+

```

P.9. - SAMPLE POINT NUMBER

```

+---+---+---+---+---+---+---+---+ 157
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
+---+---+---+---+---+---+---+---+

```

P.10. - INTERVIEWER NUMBER

```

+---+---+---+---+---+---+---+---+ 158
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
+---+---+---+---+---+---+---+---+

```

P.11. - WEIGHTING FACTOR

```

+---+---+---+---+---+---+---+---+ 159
| | | | | | | | | | | | | | |
| | | | | | | | | | | | | | |
+---+---+---+---+---+---+---+---+

```

P.12. - Telephone available in the household ?

Yes..... 160 1

No..... 2

P.13. - Language of interview (Luxembourg, Belgium, Finland)

+--+ 161

| |

| |

+--+

Technical Specifications
Standard Eurobarometer 56.0
October 2001

1. INTRODUCTION

Between August 22 and September 27 2001, the European Opinion Research Group, a consortium of Market and Public Opinion Research agencies, made out of INRA (EUROPE) and GfK Worldwide, carried out wave 56.0 of the standard Eurobarometer, on request of the EUROPEAN COMMISSION, Directorate-General Press and Communication, Opinion Polls.

The following topics are covered in this wave:

- Information and Communication Technologies (Q.1-13)
- Financial services (Q.14-28b)
- Cultural Activities (Q.34-50e)

Standard Eurobarometer surveys cover the population of the respective nationalities of the European Union member states, aged 15 years and over, resident in each of the member states. The basic sample design applied in all member states is a multistage, random (probability) one. In each EU country, a number of sampling points is drawn with probability proportional to population size (for a total coverage of the country) and to population density.

For doing so, points are drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. Hence, they represent the whole territory of member states according to EUROSTAT-NUTS 2 (or equivalent) and according to the distribution of resident population of the respective EU-nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address is drawn, at random. Further addresses are selected as every Nth address by standard random route procedures, from the initial address. In each household, respondent is drawn, at random. All interviews are face-to-face in the respondent's home and in the appropriate national language.

2. COUNTRIES, NATIONAL INSTITUTES, FIELDWORK PERIOD, NET SAMPLE SIZE AND EXTRAPOLATION FIGURES

COUNTRY	INSTITUTE	START - END FIELDWORK	NET SAMPLE SIZE	EU POPULATION AGED 15+ (x 000)
Belgium	INRA BELGIUM	27/08 – 24/09	1031	8,326
Denmark	GfK DANMARK	22/08 – 24/09	1001	4,338
Germany (East)	INRA DEUTSCHLAND	25/08 – 24/09	1024	13,028
Germany (West)	INRA DEUTSCHLAND	25/08 – 24/09	1023	55,782
Greece	MARKET ANALYSIS	03/09 – 24/09	1001	8,793
Spain	INRA ESPAÑA	31/08 – 21/09	1000	33,024
France	CSA-TMO	27/08 – 27/09	1002	46,945
Ireland	LANSDOWNE Market Research	27/08 – 24/09	1002	2,980
Italy	INRA Demoskopea	22/08 – 24/09	998	49,017
Luxembourg	ILReS	25/08 – 24/09	609	364
The Netherlands	INTOMART	25/08 – 24/09	1047	12,705
Austria	SPECTRA	25/08 – 24/09	1093	6,668
Portugal	METRIS	30/08 – 25/09	1000	8,217
Finland	MDC MARKETING RESEARCH	28/08 – 27/09	1023	4,165
Sweden	GfK SVERIGE	28/08 – 27/09	1000	7,183
Great Britain	INRA UK	22/08 – 24/09	1041	46,077
Northern Ireland	ULSTER MARKETING SURVEYS	29/08 – 19/09	305	1,273
		Total Number of Interviews	16162	308,885

3. COMPARISON BETWEEN SAMPLE AND UNIVERSE, AND WEIGHTING

For each Standard Eurobarometer survey, a comparison between sample and universe is carried out, per country. The universe description is derived from EUROSTAT population data.

There are 17 sample areas: one for each country of the European Union. Germany is divided into East and West, and United Kingdom into Great Britain and Northern Ireland.

Each sample area contains a number of interviews, this number may be somewhat above or below that aimed at. The target is 1,000 per sample area, except for Northern Ireland, 300, and Luxembourg, 600.

WEIGHTS DELIVERED WITH THE EUROBAROMETER DATA SET:

There are 15 different weights used in the Eurobarometer survey.

W.1	WEIGHT RESULT FROM TARGET (also WEIGHTP or <u>WSAMPLE</u>)
W.2	DROPPED
W.3	WEIGHT SPECIAL GERMANY (also WEIGHTGER)
W.4	WEIGHT SPECIAL UNITED KINGDOM (also WEIGHT1)
W.5	WEIGHT EURO 6 (also WEIGHT6)
W.6	WEIGHT EURO 9 (also WEIGHT9)
W.7	WEIGHT EURO 10 (also WEIGHT2)
W.8	WEIGHT EURO 12 – EAST GERMANY (also WEIGHT3M)
W.9	WEIGHT EUROPE 12 (also WEIGHT3P)
W.10	WEIGHT EURO +3 (also WEIGHTNEW)
W.11	WEIGHT EUROPE 15 (also WEIGHT15 or <u>WEURO</u>)
W.12	WEIGHT NORWAY (also WEIGHTNOR)
W.13	WEIGHT TOTAL (also WEIGHT15P or <u>WCPLUS</u>)
W.14	WEIGHT STANDARD SIZE – GERMANY AND UNITED KINGDOM EXTRAPOLATED (also WEIGHTC or <u>WNATION</u>)
W.15	WEIGHT EURO 11 (without Greece)
W.16	WEIGHT EURO 12 (with Greece)

For each EU member state, a national weighting procedure, using marginal (RIM) and intercellular weighting (Iterative Proportional Fitting - IPF), is carried out, based on this universe description. As such, in all countries, minimum gender, age, region NUTS 2 are introduced in the iteration procedure (W.1).

An additional factor (extrapolation) is added, to bring East and West Germany together in one entity (W.3). East Germany counts for 20.8% and West Germany counts for 79.2%.

The same principle is used to bring Northern Ireland together with Great Britain, to form the United Kingdom (W.4). Here Northern Ireland counts for 2.5% and Great Britain, for 97.5%.

For the sake of analysis, historical weights were created, bringing countries together, contained in historical entities such as Europe of the 6, 9, 10, and 12. (W.5 from to W.10). Countries not inserted in these weights are set to 0.

In order to make a European 15 weight, the data is extrapolated using population figures for each sample area (15 members = 17 sample areas) (W.11).

Standard Eurobarometer surveys may include data from Norway. A special weight is created only for Norway (W.12).

For international weighting, INRA (EUROPE) applies the official population figures as provided by EUROSTAT in the Regional Statistical Yearbook (data for 1997). Total population figures for input in this post-weighting procedure are listed above. The results is WEIGHT TOTAL (W.13)

W.14 extrapolates the New and Old Länder to their respective proportion in the whole of Germany, (East Germany (20.8%), West Germany (79.2%)) and does the same for Great Britain (97.5%) and Northern Ireland (2.5%). The other countries are left untouched.

From Eurobarometer 49 onwards, a new weight (W.15) was created to separate the 11 countries that accepted to introduce the Euro, as of 01/01/1999.

From Eurobarometer 54 onwards, a new weight (W.16) was created to add Greece into the group of countries that accepted to introduce the Euro. For an analysis of these 12 countries, use W.16.

PRECISION OF WEIGHTS:

Each weight is expressed in 10,000. This means that a person with weight equal to 1 will have the weight 10,000, a person with weight equal to 1.534 will have the weight 15,340. In other words, we use 4 decimal point digits. Hence, you need to divide by 10,000 to have the number of people interviewed contained in the data set.

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