

**GREAT BRITAIN**

**EUROBAROMETER 53.0**

SERIAL  
(11-16)

QUOTA NO: (Use leading zeros)       (609 - 616)

NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Post Code:        (601 - 608)

TELEPHONE NUMBER: \_\_\_\_\_

<p><b>OCCUPATION OF CHIEF INCOME EARNER*</b>                  QA. Which member of your household, either yourself or related to you, would you say is the CHIEF INCOME EARNER, that is the person with the largest income, whether from employment, pensions, state benefits, investments or any other source?</p> <p>Self <input type="checkbox"/> Spouse/Partner <input type="checkbox"/> Other adult (specify) <input type="checkbox"/> _____</p> <p><b>QB. Is the CHIEF WAGE EARNER</b></p> <p>Working (either full or part time) ..... 1</p> <p>Retired/not working with PRIVATE PENSIONS/MEANS..... 2 <i>ASK QC</i></p> <p>Unemployed less than 6 months ..... 3</p> <p>Unemployed more than 6 months ..... 4</p> <p>Retired with STATE BENEFIT/PENSION ONLY ..... 5 <i>CODE SOCIAL GRADE AS "E"</i></p> <p>Not working with STATE BENEFIT ONLY ..... 6</p> <p>Student ..... 7 <i>ASK QC</i></p> <p><b>QC. OCCUPATION OF CHIEF INCOME EARNER</b></p> <p>Job title: _____</p> <p>Job Description _____</p> <p>Industry _____ Size of company _____</p> <p>Qualifications _____</p> <p>If manager/supervisor/self-employed - Number of people responsible for _____</p>	<p><b>*NB</b></p> <p>1 If two or more related people in household have equal income, code the person who is the <u>oldest</u>.</p> <p>2 Treat couples living together as married, therefore related.</p> <p>3 Take respondent's occupation if <u>not</u> related to others in household.</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <th colspan="2">CODE FOR CLASS</th> </tr> <tr> <td style="text-align: center;">A</td> <td style="text-align: center;">1</td> </tr> <tr> <td style="text-align: center;">B</td> <td style="text-align: center;">2</td> </tr> <tr> <td style="text-align: center;">C1</td> <td style="text-align: center;">3</td> </tr> <tr> <td style="text-align: center;">C2</td> <td style="text-align: center;">4</td> </tr> <tr> <td style="text-align: center;">D</td> <td style="text-align: center;">5</td> </tr> <tr> <td style="text-align: center;">E</td> <td style="text-align: center;">6</td> </tr> </table>	CODE FOR CLASS		A	1	B	2	C1	3	C2	4	D	5	E	6
CODE FOR CLASS																
A	1															
B	2															
C1	3															
C2	4															
D	5															
E	6															

**INTERVIEWER'S DECLARATION:**

I declare that the interview was carried out in accordance with the written instructions and within the MRS Code of Conduct, with the person named above who previously was unknown to me.

INTERVIEWER'S SIGNATURE: \_\_\_\_\_

INTERVIEWER'S NAME (PLEASE PRINT) \_\_\_\_\_

INTERVIEWER'S NUMBER:       (617 - 624)

DATE: \_\_\_\_\_ 2000

*JW*  
*M. H. H. H.*  
*RS*

**INTRODUCTION**

Good morning/afternoon. My name is .... from INRA UK, an independent market research company (**SHOW ID CARD**). We are carrying out a survey in this area, and would be grateful if you could help by answering some questions.

HOUR		MINUTES	

**RECORD INTERVIEW START TIME**

Q1. What is your nationality? Please tell me the country (or countries) that apply. **(MULTIPLE ANSWERS POSSIBLE)**

Belgium	1(17)	
Denmark	1(18)	
Germany	1(19)	
Greece	1(20)	
Spain	1(21)	
France	1(22)	
Ireland	1(23)	
Italy	1(24)	
Luxembourg	1(25)	
Netherlands	1(26)	
Portugal	1(27)	
United Kingdom (Great Britain, Northern Ireland)	1(28)	
Austria	1(29)	
Sweden	1(30)	
Finland	1(31)	
-----		Q2
Other countries	1(32)	CLOSE
Don't know	1(33)	

*EB52.0 - Q.1 - TREND*

Q2. When you get together with friends, would you say you discuss political matters frequently, occasionally, or never?

	(34)	
Frequently	1	
Occasionally	2	
Never	3	
Don't know	4	

*EB52.0 - Q.5 - TREND*

Q3. When you hold a strong opinion, do you ever find yourself persuading your friends, relatives or fellow workers to share your views? Does this happen ...? **(READ OUT)**

	(35)	
Often	1	
From time to time	2	
Rarely	3	
Never	4	
Don't know	5	

*EB52.0 - Q.6 - TREND*

**ASK ALL**

Let us talk about your present situation and your expectations for the future.

Q4.	On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the life you lead? Would you say you are ? <b>(READ OUT)</b>	(36)	
		Very satisfied	1
		Fairly satisfied	2
		Not very satisfied	3
		Not at all satisfied	4
	Don't know	5	

EB47.1 - Q.36 - TREND

Q5.	If you compare your present situation with five years ago, would you say it has improved, stayed about the same or got worse?	(37)	
		Improved	1
		Stayed about the same	2
		Got worse	3
		Don't know	4

EB47.1 - Q.37 - TREND

Q6.	In the course of the next five years, do you expect your personal situation to improve, to stay about the same or to get worse?	(38)	
		Improve	1
		Stay about the same	2
		Get worse	3
		Don't know	4

EB47.1 - Q.38 - TREND

Q7. If you think back over the last five years, could you please tell me for each of these situations whether it applies to you, or not? During the last five years.....

READ OUT	YES	NO	DON'T KNOW/ NOT APPLICABLE	
1. I have been unemployed once or more	1	2	3	(39)
2. at least one member of my family has been unemployed	1	2	3	(40)
3. at least one of my close friends has been unemployed	1	2	3	(41)
4. there has been at least one occasion when the company in which I was working has made people redundant	1	2	3	(42)

EB47.1 - Q.39 - TREND

Q8. About how often do you ... **(SHOW CARD WITH SCALE)**

- a) watch the news on television?
- b) read the news in daily papers?
- c) listen to the news on the radio?

READ OUT	EVERYDAY	SEVERAL TIMES A WEEK	ONCE OR TWICE A WEEK	LESS OFTEN	NEVER	DON'T KNOW	
a) News on television	1	2	3	4	5	6	(43)
b) News in daily papers	1	2	3	4	5	6	(44)
c) News on the radio	1	2	3	4	5	6	(45)

EB52.0 - Q.13 - TREND

Q9. Using this scale, how much do you feel you know about the European Union, its policies, its institutions? **(SHOW CARD WITH SCALE)**

READ OUT	KNOW NOTHING AT ALL							KNOW A GREAT DEAL			Don't Know	
	1	2	3	4	5	6	7	8	9	10		
												(46-47)

EB52.0 - Q.17 - TREND

- Q10. Do you think that the amount of coverage given to European Union affairs is far too much, too much, about right, too little, far too little in ... **(SHOW CARD)?**  
 a) the news on British television  
 b) the news in British daily papers  
 c) the news on British radio stations

READ OUT	FAR TOO MUCH	TOO MUCH	ABOUT RIGHT	TOO LITTLE	FAR TOO LITTLE	DON'T KNOW	
a) in the news on British television	1	2	3	4	5	6	(48)
b) in the news in British daily papers	1	2	3	4	5	6	(49)
c) in the news on British radio stations	1	2	3	4	5	6	(50)

*EB50.0 - Q.9 - TREND*

Q11. How fairly do you think do the British media cover European Union affairs? **(READ OUT)**

	(51)	
Very fairly	1	
Quite fairly	2	
Not very fairly	3	
Not at all fairly	4	
Don't know	5	

*EB50.0 - Q.10 - TREND*

Q12. **ASK ALL**  
 Generally speaking, do you think that the UK's membership of the European Union is ...? **(READ OUT)**

	(52)	
A good thing	1	
A bad thing	2	
Neither good nor bad	3	
Don't know	4	

*EB52.0 - Q.20 - TREND*

Q13. Taking everything into consideration, would you say that the UK has on balance benefitted or not from being a member of the European Union?

	(53)	
Benefitted	1	
Not benefitted	2	
Don't know	3	

*EB52.0 - Q.21 - TREND*

Q14. In general, does the European Union conjure up for you a very positive, fairly positive, neutral, fairly negative or very negative image?

	(54)	
Very positive	1	
Fairly positive	2	
Neutral	3	
Fairly negative	4	
Very negative	5	
Don't know/no opinion (SPONTANEOUS)	6	

*EB53.0 - NEW*

Q15. Do you think you, yourself, have got more advantages or more disadvantages from the UK being a member of the European Union?  
**SHOW CARD - READ OUT - ONE ANSWER ONLY**

	(55)	
Many more advantages	1	
More advantages	2	
As many advantages as disadvantages	3	
More disadvantages	4	
Many more disadvantages	5	
Don't know/no opinion (SPONTANEOUS)	6	

*EB53.0 - NEW*

Q16. For each of the following groups, do you think they have got more advantages or more disadvantages from the UK being a member of the European Union? (SHOW CARD)

	MORE ADVANTAGES	AS MANY ADVANTAGES AS DISADVANTAGES	MORE DISADVANTAGES	DK/ NO OPINION	
1. Those whose speak foreign languages	1	2	3	4	(56)
2. Children	1	2	3	4	(57)
3. Young people	1	2	3	4	(58)
4. Middle-aged people	1	2	3	4	(59)
5. Elderly people	1	2	3	4	(60)
6. Politicians	1	2	3	4	(61)
7. All the British people	1	2	3	4	(62)
8. The inhabitants of London	1	2	3	4	(63)
9. The inhabitants of our region	1	2	3	4	(64)
10. The inhabitants of rural areas	1	2	3	4	(65)
11. Large businesses	1	2	3	4	(66)
12. Small and medium sized businesses	1	2	3	4	(67)
13. Self-employed craftsmen	1	2	3	4	(68)
14. Factory workers	1	2	3	4	(69)
15. Teachers	1	2	3	4	(70)
16. Civil servants	1	2	3	4	(71)
17. Office workers / managers in the private sector	1	2	3	4	(72)
18. Farmers	1	2	3	4	(73)
19. Lawyers, doctors, architects, etc.	1	2	3	4	(74)
20. Other employed / self-employed people	1	2	3	4	(75)
21. The unemployed	1	2	3	4	(76)
22. Pensioners	1	2	3	4	(77)
23. People belonging to a minority group in terms of race, religion or culture	1	2	3	4	(78)
24. Others (SPONTANEOUS)	1	2	3	4	(79)
25. Everybody (SPONTANEOUS)	1	2	3	4	(80)
26. Nobody (SPONTANEOUS)	1	2	3	4	(81)

EB53.0 - NEW

Q17. On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the way democracy works in the UK?

Q18. And how about the way democracy works in the European Union?

READ OUT	VERY SATISFIED	FAIRLY SATISFIED	NOT VERY SATISFIED	NOT AT ALL SATISFIED	DON'T KNOW	
Q11 In the UK	1	2	3	4	5	(82)
Q12 In the European Union	1	2	3	4	6	(83)

EB52.0 - Q.11 & Q12 - TREND

Q19. When you are looking for information about the European Union its policies, its institutions, which of the following sources do you use? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE) PROBE: Which other sources do you use?

Meetings	1(84)
Discussions with relatives, friends, colleagues	1(85)
Daily newspapers	1(86)
Other newspapers, magazines	1(87)
TV	1(88)
Radio	1(89)
The Internet, the World Wide Web	1(90)
Books, brochures, information leaflets	1(91)
European information on notice boards in libraries, town halls, stations, post offices	1(92)
EU-information offices, Euro-info-Centers, Euro-info Points, Euro-Libraries, etc.	1(93)
Specialised national or regional government information offices	1(94)
Trade Unions or professional associations	1(95)
Other organisations (e.g. consumer organisations, etc.)	1(96)
Contact a member of European Parliament or a member of the House of Commons	1(97)
Other (SPONTANEOUS)	1(98)
Never look for such information/not interested (SPONTANEOUS)	1(99)
Don't know	1 (100)

EB52.0 - Q.18 - TREND

**ASK ALL**

Q20. In general, how would you prefer to get information about the European Union? (**SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE**)

A short leaflet, that just gives an overview	1(101)
A more detailed brochure	1(102)
A book giving you a complete description	1(103)
A video tape	1(104)
On the Internet	1(105)
A CD-rom	1(106)
A computer terminal allowing you to consult databases	1(107)
From the television	1(108)
From the radio	1(109)
From daily newspapers	1(110)
From other newspapers, magazines	1(111)
I do not want information about the European Union (SPONTANEOUS)	1(112)
None of these ways (SPONTANEOUS)	1(113)
Don't know	1(114)

EB52.0 - Q.19 - TREND

Q21. In your opinion, what is the current speed of building Europe? Please look at these figures (**SHOW CARD**). N°1 is standing still, N°7 is running as fast as possible. Choose the one which best corresponds with your opinion of the current speed of building Europe.

Q22. And which corresponds best to the speed you would like? (**SHOW SAME CARD**)

	Q21 CURRENT SPEED	Q22 DESIRED SPEED
	(115)	(116)
1. Standstill	1	1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7 Runs as fast as possible	7	7
Don't know	8	8

EB52.0 - Q.22 & Q.23 - TREND

Q23. In your opinion, in five years' time will the European Union play a more important, a less important or the same role in your daily life?

Q24. And, in five years' time, would you like the European Union to play a more important, a less important or the same role in your daily life?

READ OUT	MORE IMPORTANT	LESS IMPORTANT	SAME ROLE	DON'T KNOW
Q23 Expectation	1	2	3	4
Q24 Would like	1	2	3	4

(117)

(118)

EB52.0 - Q.24 & Q.25 - TREND

Q25 Have you ever heard of ....? (**SHOW CARD WITH INSTITUTIONS**)

READ OUT	YES	NO	DON'T KNOW
1. The European Parliament	1	2	3
2. The European Commission	1	2	3
3. The Council of Ministers of the European Union	1	2	3
4. The Court of Justice of the European Communities	1	2	3
5. The European Ombudsman	1	2	3
6. The European Central Bank	1	2	3
7. The European Court of Auditors	1	2	3
8. The Committee of the Regions of the European Union	1	2	3
9. The Social and Economic Committee of the European Union	1	2	3

(119)

(120)

(121)

(122)

(123)

(124)

(125)

(126)

(127)

EB52.0 - Q.26 - TREND

Q26. And for each of the following European institutions, do you think it plays an important role or not in the life of the European Union? **(SHOW SAME CARD)**

READ OUT	IMPORTANT	NOT IMPORTANT	DON'T KNOW	
1. The European Parliament	1	2	3	(128)
2. The European Commission	1	2	3	(129)
3. The Council of Ministers of the European Union	1	2	3	(130)
4. The Court of Justice of the European Communities	1	2	3	(131)
5. The European Ombudsman	1	2	3	(132)
6. The European Central Bank	1	2	3	(133)
7. The European Court of Auditors	1	2	3	(134)
8. The Committee of the Regions of the European Union	1	2	3	(135)
9. The Social and Economic Committee of the European Union	1	2	3	(136)

EB52.0 - Q.27 - TREND

Q27. And, for each of them, please tell me if you tend to trust it or tend not to trust it? **(SHOW SAME CARD)**

READ OUT	TEND TO TRUST	TEND NOT TO TRUST	DON'T KNOW	
1. The European Parliament	1	2	3	(137)
2. The European Commission	1	2	3	(138)
3. The Council of Ministers of the European Union	1	2	3	(139)
4. The Court of Justice of the European Communities	1	2	3	(140)
5. The European Ombudsman	1	2	3	(141)
6. The European Central Bank	1	2	3	(142)
7. The European Court of Auditors	1	2	3	(143)
8. The Committee of the Regions of the European Union	1	2	3	(144)
9. The Social and Economic Committee of the European Union	1	2	3	(145)

EB52.0 - Q.28 - TREND

Q28. In the near future do you see yourself as ...? **(READ OUT - ONE ANSWER ONLY)**

	(146)	
British only	1	
British and European	2	
European and British	3	
European only	4	
Don't know	5	

EB52.0 - Q.9 - TREND

Q29. Would you say you are very proud, fairly proud, not very proud, not at all proud to be ..... **(NATIONALITY AS SPECIFIED IN Q1 OF QUESTIONNAIRE)? (ONE ANSWER ONLY)**

	(147)	
Very proud	1	
Fairly proud	2	
Not very proud	3	
Not at all proud	4	
Don't know	5	

EB52.0 - Q.10 - TREND

<b>NO QUESTIONS 30 &amp; 31</b>
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**ASK ALL**

Q32. What is your opinion on each of the following statements? Please tell me for each proposal, whether you are for it or against it.

<b>READ OUT – ROTATE ORDER</b>	FOR	AGAINST	DON'T KNOW	
1. There has to be one single currency, the euro, replacing the pound and all other national currencies of the Member States of the European Union	1	2	3	(150)
2. With the single European currency, the euro, there has to be a European Central Bank which is independent of the member states	1	2	3	(151)
3. The European Central Bank has to be accountable for its decisions to the European Parliament	1	2	3	(152)
4. The Member States of the European Union should have one common foreign policy towards countries outside the European Union	1	2	3	(153)
5. The European Union Member States should have a common defence and security policy	1	2	3	(154)
6. The European Union should be responsible for matters that cannot be effectively handled by national, regional and local governments	1	2	3	(155)
7. The President of the European Commission and the European Commissioners should have the support of a majority in the European Parliament. Otherwise, they should resign	1	2	3	(156)
8. Children should be taught at school about the way European Union institutions work	1	2	3	(157)

EB52.0 - Q.33 – TREND

Q33a) For each of the following areas, do you think that decisions should be made by the UK government, or made jointly within the European Union?

<b>READ OUT - ROTATE ORDER</b>	UK GOVERNMENT	THE EUROPEAN UNION	DON'T KNOW	
1) Defence	1	2	3	(158)
2) Protection of the environment	1	2	3	(159)
3) Currency	1	2	3	(160)
4) Humanitarian aid	1	2	3	(161)
5) Health and social welfare	1	2	3	(162)
6) Basic rules for broadcasting and press	1	2	3	(163)
7) Fight against poverty/social exclusion	1	2	3	(164)
8) The fight against unemployment	1	2	3	(165)
9) Agriculture and Fishing policy	1	2	3	(166)
10) Supporting regions which are experiencing economic difficulties	1	2	3	(167)
11) Education	1	2	3	(168)
12) Scientific and technological research	1	2	3	(169)
13) Information about the European Union, its policies and institutions	1	2	3	(170)
14) Foreign policy towards countries outside the European Union	1	2	3	(171)
15) Cultural policy	1	2	3	(172)

EB52.0 - Q.34a – TREND

Q33b) And, for each of the following?

READ OUT - ROTATE ORDER	UK GOVERNMENT	THE EUROPEAN UNION	DON'T KNOW	
1) Immigration policy	1	2	3	(173)
2) Rules for political asylum	1	2	3	(174)
3) The fight against organised crime	1	2	3	(175)
4) Police	1	2	3	(176)
5) Justice	1	2	3	(177)
6) Accepting refugees	1	2	3	(178)
7) Juvenile crime prevention	1	2	3	(179)
8) Urban crime prevention	1	2	3	(180)
9) The fight against drugs	1	2	3	(181)
10) The fight against the trade in, and exploitation of, human beings	1	2	3	(182)

EB52.0 - Q.34b - TREND

Q34. I am going to read out a list of actions that the European Union could undertake.  
For each one, please tell me, if in your opinion, it should be a priority, or not?

READ OUT	PRIORITY	NOT A PRIORITY	DON'T KNOW	
1. Welcoming new member countries	1	2	3	(183)
2. Getting closer to European citizens, for example by giving them more information about the European union, its policies and its institutions	1	2	3	(184)
3. Successfully implementing the single European currency, the euro	1	2	3	(185)
4. Fighting poverty and social exclusion	1	2	3	(186)
5. Protecting the environment	1	2	3	(187)
6. Protecting consumers and guaranteeing the quality of products	1	2	3	(188)
7. Fighting unemployment	1	2	3	(189)
8. Reforming the institutions of the European Union and the way they work	1	2	3	(190)
9. Fighting organised crime and drug trafficking	1	2	3	(191)
10. Asserting the political and diplomatic importance of the European Union around the world	1	2	3	(192)
11. Maintaining peace and security in Europe	1	2	3	(193)
12. Guaranteeing the rights of the individual and respect for the principles of democracy in Europe	1	2	3	(194)

EB52.0 - Q.35 - TREND

Q35. How well informed do you feel about the single European currency, that is the euro?  
Do you feel you are... (READ OUT)

	(195)	
Very well informed	1	
Well informed	2	
Not very well informed	3	
Not at all informed	4	
Don't know	5	

EB52.0 - Q.51 - TREND

Q36. Have you received any information about the single European currency, the euro? (IF YES)  
Where from? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

No, I have not received any information	1 (196)
A bank, savings bank, insurance company, etc.	1 (197)
A shop, supermarket, etc.	1 (198)
A school, university, other place of training/education	1 (199)
The workplace	1 (200)
A trade union, professional organisation, etc.	1 (201)
A consumer association	1 (202)
The UK government	1 (203)
Regional government	1 (204)
Local government, town hall	1 (205)
The radio	1 (206)
Television	1 (207)
Newspapers, magazines	1 (208)
Family and friends	1 (209)
A letter or information left in my letter box	1 (210)
The Internet, Teletext, Ceefax, etc.	1 (211)
Other (SPONTANEOUS)	1 (212)
DK	1 (213)

EB52.0 - Q.52 - TREND

Q37. For each of the following countries, would you be in favour of or against it becoming part of the European Union?

READ OUT - ROTATE ORDER	IN FAVOUR	AGAINST	DON'T KNOW	
1. Czech Republic	1	2	3	(214)
2. Slovakia	1	2	3	(215)
3. Poland	1	2	3	(216)
4. Hungary	1	2	3	(217)
5. Romania	1	2	3	(218)
6. Slovenia	1	2	3	(219)
7. Estonia	1	2	3	(220)
8. Latvia	1	2	3	(221)
9. Lithuania	1	2	3	(222)
10. Bulgaria	1	2	3	(223)
11. Cyprus	1	2	3	(224)
12. Malta	1	2	3	(225)
13. Switzerland	1	2	3	(226)
14. Norway	1	2	3	(227)
15. Turkey	1	2	3	(228)

EB52.0 - Q.36 - TREND

Q38. For each of the following criteria, please tell me if it seems important to you, or not in deciding whether a particular country should join the European Union, or not?

READ OUT	IMPORTANT	NOT IMPORTANT	DON'T KNOW	
1. The country has to respect Human Rights and the principles of democracy	1	2	3	(229)
2. Its level of economic development should be close to that of other member states	1	2	3	(230)
3. It has to accept whatever has already been decided and put in place throughout the process of building Europe	1	2	3	(231)
4. Its joining should not be costly for existing member countries	1	2	3	(232)
5. It has to be prepared to put the interest of the European Union above its own	1	2	3	(233)
6. It has to fight organised crime and drug trafficking	1	2	3	(234)
7. It has to protect the environment	1	2	3	(235)
8. It has to be able to pay its share of the European Union budget	1	2	3	(236)

EB52.0 - Q.37 - TREND

Now let's talk about another topic: the European Parliament.

Q39. Have you recently seen or heard, in the papers, on the radio or on TV, anything about the European Parliament, that is the parliamentary assembly of the European Union?

	(237)	
Yes	1	
No	2	
Don't know	3	

*EB52.0 - Q.38 - TREND*

Q40. How important a role would you say the European Parliament plays IN THE LIFE OF THE EUROPEAN UNION nowadays ...? (READ OUT)

	(238)	
Very important	1	
Important	2	
Not very important	3	
Not at all important	4	
Don't know	5	

*EB52.0 - Q.39 - TREND*

Q41. Would you personally like the European Parliament to play a more important or a less important role than it does now?

	(239)	
More important	1	
Less important	2	
The same (SPONTANEOUS)	3	
Don't know	4	

*EB52.0 - Q.40 - TREND*

Q42. As a European citizen, do you think that the European Parliament protects your interests ... (READ OUT)?

	(240)	
Very well	1	
Fairly well	2	
Fairly badly	3	
Very badly	4	
Don't know	5	

*EB51.0 - Q.31 - TREND*

Q43. Here is a list. Can you tell me which policy area, or areas, the European Parliament should pay particular attention to defend your interests? You can choose a maximum of three. (SHOW CARD - MAXIMUM 3 ANSWERS)

Foreign policy and security	1	(241)
Protection of the environment and of the consumer	1	(242)
Currency	1	(243)
Economic policy	1	(244)
Employment	1	(245)
Co-operation with developing countries, the Third World	1	(246)
Fight against cancer and AIDS	1	(247)
Education and cultural policy	1	(248)
Scientific and technological research	1	(249)
Fight against drug trafficking and organised crime	1	(250)
Social policy	1	(251)
Immigration policy	1	(252)
Human rights throughout the world	1	(253)
Don't know	1	(254)

*EB51.0 - Q.32 - TREND*

Q44. Do you think that the European Union should or should not have a constitution, that is a core document which brings together the various current Treaties?	(255)	
	Should	1
	Should not	2
	Don't know	3

EB53.0 - NEW

Q45. After the planned enlargement of the European Union, the number of member states will increase from 15 to more than 25. In your opinion, should European Unions decisions then be made ....? (SHOW CARD - READ OUT - ONE ANSWER ONLY)	(256)	
	Unanimously by all member states	1
	By a majority of the member states	2
	Don't know	3

EB53.0 - NEW

Let's talk about another topic: the people who live in the UK come from different races, religions or cultures. They form different groups of varying sizes which are more or less homogeneous.

- Q46. Some people are disturbed by the opinions, customs and way of life of people different from themselves. Do you personally find the presence of people of another nationality, disturbing in your daily life?
- Q47. And do you find the presence of people of another race disturbing?
- Q48. And do you find the presence of people of another religion disturbing?

READ OUT	DISTURBING	NOT DISTURBING	DON'T KNOW	
Q46 People of another nationality	1	2	3	(257)
Q47 People of another race	1	2	3	(258)
Q48 People of another religion	1	2	3	(259)

EB48.0 - Q44a&amp;b&amp;c - TREND

Q49. Do you personally have the feeling that you belong in the UK to one of the majority groups or one of the minority groups in terms of race, religion or culture?	(260)	
	Majority groups	1
	Minority groups	2
	I don't feel I belong to any group (SPONTANEOUS)	3
	Don't know	4

EB47.1 - Q.47 - TREND SLIGHTLY MODIFIED

- Q50a. Have you, or have you had, a parent or grandparent of a different nationality from your own, or not?
- Q50b. And of a different race?
- Q50c. And of a different religion?
- Q50d. And of a different culture?

READ OUT	YES	NO	DON'T KNOW	
a) Nationality	1	2	3	(261)
b) Race	1	2	3	(262)
c) Religion	1	2	3	(263)
d) Culture	1	2	3	(264)

E47.1 - Q.48 - TREND

Q51. For each of the following opinions, please tell me whether you tend to agree or tend to disagree?  
(SHOW CARD)

READ OUT FROM TOP TO BOTTOM AND BOTTOM TO TOP		TEND TO AGREE	TEND TO DISAGREE	DON'T KNOW	
1.	In schools where there are too many children from these minority groups, the quality of education suffers	1	2	3	(265)
2.	People from these minority groups get poorer housing, largely because of discrimination	1	2	3	(266)
3.	People from these minority groups abuse the system of social benefits	1	2	3	(267)
4.	Without people from these minority groups, the UK would do less well in international sport	1	2	3	(268)
5.	The authorities should make efforts to improve the situation of people from these minority groups	1	2	3	(269)
6.	People from these minority groups are enriching the cultural life of the UK	1	2	3	(270)
7.	The religious practices of people from these minority groups threaten our way of life	1	2	3	(271)
8.	People from these minority groups pay more into our social security system than they claim	1	2	3	(272)
9.	Where schools make the necessary efforts, the education of all children can be enriched by the presence of children from minority groups	1	2	3	(273)
10.	The presence of people from these minority groups is a cause of insecurity	1	2	3	(274)
11.	People from these minority groups are given preferential treatment by the authorities	1	2	3	(275)
12.	People from these minority groups do the jobs which others do not want to do	1	2	3	(276)
13.	When hiring personnel, employers should only take account of qualifications, regardless of the person's race, religion or culture	1	2	3	(277)
14.	People from these minority groups keep entire sections of the UK's economy going	1	2	3	(278)
15.	The presence of people from these minority groups increases unemployment in the UK	1	2	3	(279)
16.	People from these minority groups are being discriminated against in the job market	1	2	3	(280)
17.	Discrimination in the job market on grounds of a person's race, religion or culture should be outlawed	1	2	3	(281)

EB47.1 – Q.49 – TREND

Q52 Again, speaking generally about people from minority groups in terms of race, religion or culture, do you think there are not many, a lot but not too many, or too many of them living in the UK?  
(ONE ANSWER ONLY)

	(282)	
Not many	1	
A lot, but not too many	2	
Too many	3	
Don't know	4	

B47.1 – Q.50 – TREND SLIGHTLY MODIFIED

Q53. What do you think ought to be done to improve the relationship between people of different races, religions or cultures in the UK? (**SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE**)

Take to court people who incite racism	1	(283)
Promote the teaching of mutual acceptance and respect in schools	1	(284)
Outlaw discrimination against minority groups	1	(285)
Promote fair reporting in the press, radio and TV	1	(286)
Encourage the creation of organisations that bring people from different races, religions and cultures together	1	(287)
Promote equality of opportunity in all areas of social life	1	(288)
Promote understanding of different cultures and lifestyles in the UK	1	(289)
Give a greater role to organisations which have already gained experience in the fight against racism	1	(290)
Encourage the participation of people from these minority groups in the political life of the UK	1	(291)
Encourage trade unions and churches to do more against racism	1	(292)
Nothing	1	(293)
Don't know	1	(294)

*EB47.1 - Q.52 - TREND SLIGHTLY MODIFIED*

- Q.54. If people from Muslim countries wish to work here in the European Union, do you think that they should be accepted without restrictions, be accepted but with restrictions or not be accepted? (**SHOW CARD**)?
- Q.55. And what about people coming from Eastern Europe who wish to work in the West?
- Q.56. And what about people fleeing from countries where there is serious internal conflict?
- Q.57. And what about people suffering from human rights violations in their country, who are seeking political asylum?
- Q.58. And what about citizens of other countries of the European Union, who wish to settle in the UK?

READ OUT	BE ACCEPTED, WITHOUT RESTRICTIONS	BE ACCEPTED, BUT WITH RESTRICTIONS	NOT BE ACCEPTED	DON'T KNOW	
Q54) People from Muslim countries	1	2	3	4	(295)
Q55) People from Eastern Europe	1	2	3	4	(296)
Q56) People fleeing from countries with serious internal conflict	1	2	3	4	(297)
Q57) People seeking political asylum	1	2	3	4	(298)
Q58) Citizens of other countries of the European Union	1	2	3	4	(299)

*Q.54 = EB53 - NEW*  
*Q.55 = EB48.0 - Q.45b - TREND MODIFIED*  
*Q.56 = EB53 - NEW*  
*Q.57 = EB48.0 - Q.45c - TREND*  
*Q.58 = EB48.0 - Q.45d - TREND*

Now can we talk about the place of people belonging to minority groups in terms of race, religion or culture within British society

Q59. For each of the following opinions, could you please tell me whether you tend to agree or tend to disagree?  
(SHOW CARD)

READ OUT	TEND TO AGREE	TEND TO DISAGREE	DON'T KNOW	
1. It is a good thing for any society to be made up of people from different races, religions or cultures	1	2	3	(300)
2. The UK has always consisted of various cultural or religious groups	1	2	3	(301)
3. The UK's diversity in terms of race, religion or culture adds to its strengths	1	2	3	(302)
4. In order to be fully accepted members of British society, people belonging to these minority groups must give up their own culture	1	2	3	(303)
5. In order to be fully accepted members of British society, people belonging to these minority groups must give up such parts of their religion or culture which may be in conflict with British law	1	2	3	(304)
6. In two or three generations' time, people belonging to these minority groups will be like all other members of society	1	2	3	(305)
7. There is a limit to how many people of other races, religions or cultures a society can accept	1	2	3	(306)
8. The UK has reached its limits; if there were to be more people belonging to these minority groups we would have problems	1	2	3	(307)
9. Not everybody belonging to these minority groups wants to be a full member of British society	1	2	3	(308)
10. Whether people belonging to these minority groups can be fully accepted members of British society depends on which group they belong to	1	2	3	(309)
11. People belonging to these minority groups are so different, they can never be fully accepted members of British society	1	2	3	(310)

EB47.1 – Q.53 – TREND SLIGHTLY MODIFIED

Now we are going to talk about people who have come to live in the UK and who are not citizens of a Member State of the European Union, who from now on we will call "immigrants".

Q.60. I am going to read out some statements about people from this group. For each of them, could you please tell me whether you tend to agree or tend to disagree?

READ OUT	TEND TO AGREE	TEND TO DISAGREE	DON'T KNOW	
1. Their religious practices threaten our way of life	1	2	3	(311)
2. They are more often involved in criminality than the average	1	2	3	(312)
3. They enrich the cultural life of the UK	1	2	3	(313)
4. They are so different, they can never be fully accepted members of British society	1	2	3	(314)
5. Without them, the UK would do less well in international sport	1	2	3	(315)
6. In order to become fully accepted members of British society, they must give up their own culture	1	2	3	(316)

EB47.1 – Q.66 – TREND

Q61. For each of the following statements, please tell me whether you tend to agree or tend to disagree? **(SHOW CARD)**

READ OUT		TEND TO AGREE	TEND TO DISAGREE	DON'T KNOW	
1.	Legally established immigrants from outside the European Union should have the same social rights as the British citizens	1	2	3	(317)
2.	Legally established immigrants from outside the European Union should have the right to bring members of their immediate family into the UK	1	2	3	(318)
3.	Legally established immigrants from outside the European Union should be sent back to their country of origin if they have been convicted of serious offences	1	2	3	(319)
4.	Legally established immigrants from outside the European Union should be sent back to their country of origin if they are unemployed	1	2	3	(320)
5.	Legally established immigrants from outside the European Union should all be sent back to their country of origin	1	2	3	(321)
6.	Legally established immigrants from outside the European Union should be able to become naturalised easily	1	2	3	(322)
7.	All illegal immigrants should be sent back to their country of origin without exception	1	2	3	(323)
8.	Employers who hire illegal workers should be punished more severely	1	2	3	(324)
9.	As regards illegal immigrants, whether they are allowed to stay in the UK should always depend on their personal circumstances	1	2	3	(325)
10.	All immigrants, whether legal or illegal, from outside the EU and their children, even those who were born in the UK, should be sent back to their country of origin	1	2	3	(326)
11.	The right to asylum in the UK should be easier to obtain	1	2	3	(327)

EB47.1 - 0.54 - TREND

Let's turn to services of general interest

Q.62.1) In general, would you say that access to mobile telephone services is easy or difficult for you?  
**(SHOW CARD WITH SCALE)**

- 2) And to fixed telephone services? **(SHOW SAME CARD)**
- 3) And to electricity supply services? **(SHOW SAME CARD)**
- 4) And to gas supply services? **(SHOW SAME CARD)**
- 5) And to water supply services? **(SHOW SAME CARD)**
- 6) And to postal services? **(SHOW SAME CARD)**
- 7) And to transport services within towns/cities (bus, tram, underground, etc.)? **(SHOW SAME CARD)**
- 8) And to rail services between towns/cities? **(SHOW SAME CARD)**

	EASY ACCESS	DIFFICULT ACCESS	NO ACCES (SPONTANEOUS)	DON'T KNOW	
1) Mobile telephone services	1	2	3	4	(328)
2) Fixed telephone services	1	2	3	4	(329)
3) Electricity supply services	1	2	3	4	(330)
4) Gas supply services	1	2	3	4	(331)
5) Water supply services	1	2	3	4	(332)
6) Postal services	1	2	3	4	(333)
7) Transport services within towns/cities	1	2	3	4	(334)
8) Rail services between towns/cities	1	2	3	4	(335)

EB53.0 - NEW

Q63. 1) In general, would you say that the price you pay for the mobile telephone services you use is fair, or unfair?  
(SHOW CARD WITH SCALE)

2) And for fixed telephone services? (SHOW SAME CARD)

3) And for electricity supply services? (SHOW SAME CARD)

4) And for gas supply services? (SHOW SAME CARD)

5) And for water supply services? (SHOW SAME CARD)

6) And for postal services? (SHOW SAME CARD)

7) And for transport services within towns/cities (bus, tram, underground, etc.)? (SHOW SAME CARD)

8) And for rail services between towns/cities? (SHOW SAME CARD)

	FAIR	UNFAIR	EXCESSIVE (SPONTANEOUS)	DON'T KNOW	NOT APPLICABLE	
1) Mobile telephone services	1	2	3	4	5	(336)
2) Fixed telephone services	1	2	3	4	5	(337)
3) Electricity supply services	1	2	3	4	5	(338)
4) Gas supply services	1	2	3	4	5	(339)
5) Water supply services	1	2	3	4	5	(340)
6) Postal services	1	2	3	4	5	(341)
7) Transport services within towns/cities	1	2	3	4	5	(342)
8) Rail services between towns/cities	1	2	3	4	5	(343)

EB53.0 – NEW

Q64. 1) Overall, what do you think of the quality of mobile telephone services that you use? Would you say it is very good, fairly good, fairly bad, or very bad? (SHOW CARD WITH SCALE)

2) And of the quality of fixed telephone services? (SHOW SAME CARD)

3) And of the quality of electricity supply services? (SHOW SAME CARD)

4) And of the quality of gas supply services? (SHOW SAME CARD)

5) And of the quality of water supply services? (SHOW SAME CARD)

6) And of the quality of postal services? (SHOW SAME CARD)

7) And of the quality of transport services within towns/cities (bus, tram, underground, etc.)? (SHOW SAME CARD)

8) And of the quality of rail services between towns/cities? (SHOW SAME CARD)

	VERY GOOD	FAIRLY GOOD	FAIRLY BAD	VERY BAD	DON'T KNOW	NOT APPLICABLE	
1) Mobile telephone services	1	2	3	4	5	6	(344)
2) Fixed telephone services	1	2	3	4	5	6	(345)
3) Electricity supply services	1	2	3	4	5	6	(346)
4) Gas supply services	1	2	3	4	5	6	(347)
5) Water supply services	1	2	3	4	5	6	(348)
6) Postal services	1	2	3	4	5	6	(349)
7) Transport services within towns/cities	1	2	3	4	5	6	(350)
8) Rail services between towns/cities	1	2	3	4	5	6	(351)

EB53.0 – NEW

Q65. 1) In general, would you say the information (e.g. bills, contracts, advertising, tickets, leaflets) you receive from your mobile telephone service provider is clear, or unclear? **(SHOW CARD WITH SCALE)**

2) And from your fixed telephone service provider? **(SHOW SAME CARD)**

3) And from your electricity supply service provider? **(SHOW SAME CARD)**

4) And from your gas supply service provider? **(SHOW SAME CARD)**

5) And from your water supply service provider? **(SHOW SAME CARD)**

6) And from your postal service provider(s)? **(SHOW SAME CARD)**

7) And from the providers of transport service within towns/cities? **(SHOW SAME CARD)**

8) And from the providers of rail service between towns/cities? **(SHOW SAME CARD)**

	CLEAR	UNCLEAR	DON'T KNOW	NOT APPLICABLE	
1) From your mobile telephone service provider	1	2	3	4	(352)
2) From your fixed telephone provider	1	2	3	4	(353)
3) From your electricity services provider	1	2	3	4	(354)
4) From your gas supply services provider	1	2	3	4	(355)
5) From your water supply services provider	1	2	3	4	(356)
6) From your postal service provider(s)	1	2	3	4	(357)
7) From providers of transport services within towns/cities	1	2	3	4	(358)
8) From providers of rail services between towns/cities	1	2	3	4	(359)

EB53.0 – NEW

Q66. 1) In general, would you say that the terms and conditions of your contract with your mobile telephone service provider are fair, or unfair? **(SHOW CARD WITH SCALE)**

2) And with your fixed telephone service provider? **(SHOW SAME CARD)**

3) And with your electricity supply service provider? **(SHOW SAME CARD)**

4) And with your gas supply service provider? **(SHOW SAME CARD)**

5) And with your water supply service provider? **(SHOW SAME CARD)**

6) Would you say the general terms and conditions applicable to postal services, which are available from post offices, are fair, or unfair? **(SHOW SAME CARD)**

7) Would you say the terms and conditions of carriage from providers of transport services within towns/cities, sometimes printed on the reverse of the tickets, are fair, or unfair? **(SHOW SAME CARD)**

8) And the terms and conditions from providers of rail services between towns/cities? **(SHOW SAME CARD)**

	FAIR	UNFAIR	DON'T KNOW	NOT APPLICABLE	
1) Mobile telephone services	1	2	3	4	(360)
2) Fixed telephone services	1	2	3	4	(361)
3) Electricity supply services	1	2	3	4	(362)
4) Gas supply services	1	2	3	4	(363)
5) Water supply services	1	2	3	4	(364)
6) Postal services	1	2	3	4	(365)
7) Transport services within towns/cities	1	2	3	4	(366)
8) Rail services between towns/cities	1	2	3	4	(367)

EB53.0 – NEW

Q67. a) In the last twelve months, have you personally made a complaint, either to any complaint-handling body (ombudsman, regulator, consumer association, industry body, etc...) or the service provider about any aspect of...?

**(FOR EACH SERVICE WHICH RECEIVED CODE 1 ('YES') IN Q.67a, ASK)**

b) Would you say your complaint was dealt with very well, fairly well, fairly badly or very badly?

READ OUT	Q.67a				Q.67b					
	YES	NO	DON'T KNOW		VERY WELL	FAIRLY WELL	FAIRLY BADLY	VERY BADLY	DON'T KNOW	
1) Mobile telephone services	1	2	3	(368)	1	2	3	4	5	(369)
2) Fixed telephone services	1	2	3	(370)	1	2	3	4	5	(371)
3) Electricity supply services	1	2	3	(372)	1	2	3	4	5	(373)
4) Gas supply services	1	2	3	(374)	1	2	3	4	5	(375)
5) Water supply services	1	2	3	(376)	1	2	3	4	5	(377)
6) Postal services	1	2	3	(378)	1	2	3	4	5	(379)
7) Transport services within towns/cities	1	2	3	(380)	1	2	3	4	5	(381)
8) Rail services between towns/cities	1	2	3	(382)	1	2	3	4	5	(383)

EB53.0 - NEW

Q68. Let us now move to another topic – labels on food products.  
Do you read the labels on food products ....? **(SHOW CARD - READ OUT - ONE ANSWER ONLY)**

	(384)	
Always	1	
Sometimes	2	
Rarely	3	
Never	4	
Don't know	5	

Q69. In general, do you think that labels on food products give too much information, the right amount of information or too little information?

	(385)	
Too much information	1	
The right amount of information	2	
Too little information	3	
It depends on the product (SPONTANEOUS)	4	
Don't know	5	

EB53.0 - NEW

Q70. What is your opinion of the following statements which are about the information shown on labels on food products? Please tell me for each one whether you tend to agree or tend to disagree? **(SHOW CARD)**

READ OUT	TEND TO AGREE	TEND TO DISAGREE	DON'T KNOW	
1) I trust the information shown on food product labels	1	2	3	(386)
2) Information shown on food product labels is difficult to understand	1	2	3	(387)
3) There is the same amount of information for packaged and non packaged food products	1	2	3	(388)
4) It is just as important to have information about non packaged products as it is to have information about packaged products	1	2	3	(389)
5) Health-related information is difficult to understand	1	2	3	(390)
6) Information about the possible harmful effects from a food product on health has to appear on the label	1	2	3	(391)
<b>Information about the possible benefits from a food products on health</b>				
7) ..... is mainly a sales tactic from the producer or retailer	1	2	3	(392)
8) .....has to be scientifically proven	1	2	3	(393)
9) ..... has to be regulated by law	1	2	3	(394)
10) ..... has to be left to the producer's or retailer's initiative	1	2	3	(395)
11) ..... has to appear on the label	1	2	3	(396)
12) .....is important for the consumer	1	2	3	(397)

EB53.0 - NEW

Q71. If a food product has a label which shows its possible benefits for your health, would you be much more inclined, slightly more inclined or not more inclined to buy it?

	(398)	
Much more inclined	1	
Slightly more inclined	2	
Not more inclined	3	
Don't know	4	

EB53.0 - NEW

Q72. And if, on the other hand, a food product has a label which shows its harmful effects on your health, would you be much less inclined, slightly less inclined or not less inclined to buy it?

	(399)	
Much less inclined	1	
Slightly less inclined	2	
Not less inclined	3	
Don't know	4	

EB53.0 - NEW

**INTERVIEWER - READ OUT TO RESPONDENT**

You get genetically modified organisms (also called GMOs) by taking genes from one species and modifying them or transferring to another animal or vegetable species.

Q73. To what extent would you say you are informed about genetically modified organisms and their possible effects? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

	(400)	
I feel informed about it including some of the possible effects	1	
I have heard about it, but I do not know about the possible effects	2	
I have never heard of it	3	
Don't know	4	

EB53.0 - NEW

**INTERVIEWER READ TO RESPONDENT**

Information about the use of genetically modified organisms in the production of food products.

Q74. Please tell me whether you tend to agree or tend to disagree with each of the following statements? (SHOW CARD)

READ OUT	TEND TO AGREE	TEND TO DISAGREE	DON'T KNOW	
1. .... has to be shown on the label even if those genetic modified organisms are present in some of the ingredients	1	2	3	(401)
2. .... has to be shown on the label only if those genetic modified organisms are present in the end product	1	2	3	(402)
3. .... has to be clear	1	2	3	(403)
4. .... is currently clear	1	2	3	(404)
5. .... has to be comprehensive	1	2	3	(405)
6. .... is currently comprehensive	1	2	3	(406)
7. .... has to be reliable, that is based on checks	1	2	3	(407)
8. .... is currently reliable	1	2	3	(408)

EB53.0 - NEW

Q75. If a food product is completely free from genetically modified organisms, would you like to be informed about it, or not?

	(409)	
Yes	1	
No	2	
Don't know	3	

EB53.0 - NEW

Q76a.

If a food product has a label showing that it contains no genetically modified organisms, would you be much more inclined, slightly more inclined or not more inclined to buy it?

Much more inclined  
Slightly more inclined  
Not more inclined  
Don't know

(410)	
1	
2	
3	
4	

EB53.0 - NEW

Q76b.

If, on the other hand, a food product has a label showing that it contains genetically modified organisms, would you be much less inclined, slightly less inclined or not less inclined to buy it?

Much less inclined  
Slightly less inclined  
Not less inclined  
Don't know

(411)	
1	
2	
3	
4	

EB53.0 - NEW

Q77.

In your opinion, where should information on genetically modified organisms be found?  
(SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

On food product labels 1 (412)  
On posters, in the shops 1 (413)  
In leaflets distributed by the producer or retailer 1 (414)  
From a specific telephone number/a consumer helpline 1 (415)  
On multimedia information points in the shop 1 (416)  
From the Internet site of the producer or retailer 1 (417)  
From the Internet site of public authorities 1 (418)  
By teletext, etc. 1 (419)  
Elsewhere (SPONTANEOUS) 1 (420)  
Nowhere (SPONTANEOUS) 1 (421)  
Don't know 1 (422)

EB53.0 - NEW

Now, one question about emergency numbers.

Q78

Imagine you are on a trip to another country in the European Union and you have an emergency (an accident, you are attacked, a fire). Which telephone number would you call for help? (INTERVIEWER: DO NOT READ OUT)

112 1  
999 2  
Others 5  
Don't know 6

(423)

EB53.0 - NEW

**INTERVIEWER – READ OUT TO RESPONDENT**

Information and communication technologies are taking an increasingly prominent place in our private and working lives. It is now possible to link up computers, telephones, televisions, video recorders and communication satellites. For example, from your computer, your television, your mobile phone, you can get in contact with different people, different service suppliers, etc. all over the world.

Q79. a) Which of the following do you have at home? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

b) (INT. ASK QUESTION ONLY FOR THOSE ITEMS THE RESPONDENT HAS AT HOME)

And do you yourself use at home,... or not?

c. (IF NOT USING ITEM) Are you interested in this, or not?

	a. Have at home	b. Personal use	c) Interested			
			DOES NOT USE, INTERESTED	DOES NOT USE, NOT INTERESTED	DON'T KNOW	
1. Satellite dish	1 (424)	1 (635)	1	2	3	(440)
2. Cable Television	1 (425)	1 (636)	1	2	3	(441)
3. Subscription to a digital TV service, such as OnDigital	1 (426)	1 (637)	1	2	3	(442)
4. A DVD player connected to your television	1 (427)	1 (638)	1	2	3	(443)
5. Game Console (e.g. Playstation)	1 (428)	1 (639)	1	2	3	(444)
6. Desktop Computer or PC	1 (429)	1 (640)	1	2	3	(445)
7. Laptop computer	1 (430)	1 (641)	1	2	3	(446)
8. Palm computer/personal organiser (such PSION, Palm Pilot, etc.)	1 (431)	1 (642)	1	2	3	(447)
9. CD-ROM driver built in or connected to your PC	1 (432)	1 (643)	1	2	3	(448)
10. Internet/World Wide Web connection	1 (433)	1 (644)	1	2	3	(449)
11. Fax working without a computer	1 (434)	1 (645)	1	2	3	(450)
12. Mobile telephone	1 (435)	1 (646)	1	2	3	(451)
13. An ISDN Line (eg Faster Modem Access)	1 (436)	1 (647)	1	2	3	(452)
14. Don't know	1 (437)					

EB 50.1 - Q.2 - TREND MODIFIED

(IF "DOES NOT HAVE AN ISDN LINE (eg. Faster Modem Access)", CODE 13 IN Q.79a)

Q80 What, if any, are the reasons why you do not have an ISDN line? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

I have never heard of it	1 (453)
I do not know enough about it	1 (454)
I only use it in my workplace / in my university / at school	1 (455)
I do not need it at home	1 (456)
I do not know yet which system or commercial package really suits my needs	1 (457)
It is too expensive	1 (458)
It is too complicated	1 (459)
I do not have the necessary equipment (computer, access to the Internet, etc.)	1 (460)
I do not have the time to use it	1 (461)
I do not have the time to learn how to use it	1 (462)
I do not know, it's not me who decides about these things in my family	1 (463)
I would like to buy it but my partner is not yet convinced	1 (464)
I am not interested in new technologies in general	1 (465)
Other reasons (SPONTANEOUS)	1 (466)
Don't know	1 (467)

EB53.0 - NEW

**ASK ALL**

Q81. Which, if any, of these are you planning to buy in the next six months? (**SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE**)

1.	Satellite dish	1 (468)
2.	Cable Television	1 (469)
3.	Subscription to a digital TV service, such as On Digital	1 (470)
4.	A DVD player connected to your television	1 (471)
5.	Game Console (e.g. Playstation)	1 (472)
6.	Desktop Computer or PC	1 (473)
7.	Laptop computer	1 (474)
8.	Palm computer/Personal organiser (such as PSION, Palm Pilot, etc.)	1 (475)
9.	CD-ROM driver built in or connected to your PC	1 (476)
10.	Internet / World Wide Web connection	1 (477)
11.	Fax working without a computer	1 (478)
12.	Mobile telephone	1 (479)
13.	An ISDN Line (eg. Faster Modem Access)	1 (480)
14.	Don't know	1 (481)

EB53.0 - NEW

**(INTERVIEW INSTRUCTION. : Q.82 TO Q.87 ARE ASKED ONLY IF RESPONDENT PERSONALLY USES THE INTERNET, CODE 10 IN Q.79b)**

Q82	Which of the following, if any, have you done on-line in the last three months? <b>(SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)</b>	
	Visited the web site of a museum	1 (482)
	Visited the web site of a political party	1 (483)
	Visited the web site of your local authority	1 (484)
	Visited a web site of the government	1 (485)
	Downloaded free software	1 (486)
	Searched for educational material and documents	1 (487)
	Searched for information which concerns your health	1 (488)
	Searched for information on sport or leisure activities	1 (489)
	Searched for job opportunities	1 (490)
	Searched for information about a specific product	1 (491)
	Prepared or considered a holiday by searching for places to visit, accommodation, etc.	1 (492)
	Bought a CD	1 (493)
	Bought a book	1 (494)
	Bought software	1 (495)
	Carried out operations on your bank account	1 (496)
	Bought stocks or shares	1 (497)
	Read articles on the web sites of national newspapers	1 (498)
	Built your own web site	1 (499)
	Listened to radio or music on the Internet using Real audio Player, Windows Media Player or QuickTime	1 (500)
	Watched TV channels on the Internet using Real audio Player, Windows Media Player or QuickTime	1 (501)
	Played computer games	1 (502)
	Made a telephone call using the Internet	1 (503)
	Made a bid in on-line auctions	1 (504)
	Held Video-Conferencing over the Internet using a web cam	1 (505)
	E-mailed family, friends or colleagues	1 (506)
	Answered to a public opinion survey / market research on the Internet	1 (507)
	Something else (SPONTANEOUS)	1 (508)
	DK	1 (509)

Q.83 Has the fact that you use the Internet reduced the time you would otherwise spend ..., or not? **(SHOW CARD)**

READ OUT		YES	NO	DON'T KNOW	
1.	Watching TV	1	2	3	(510)
2.	Reading books	1	2	3	(511)
3.	Reading newspapers	1	2	3	(512)
4.	Listening to the radio	1	2	3	(513)
5.	With friends	1	2	3	(514)
6.	With your family	1	2	3	(515)
7.	Doing sport/physical activity	1	2	3	(516)

EB53.0 - NEW

Q84. Apart from your home, where else do you have access to the Internet? **(SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)**

In my office	1 (517)
In my university	1 (518)
At school	1 (519)
In a cyber cafe	1 (520)
In a friends house	1 (521)
Elsewhere (SPONTANEOUS)	1 (522)
Nowhere (SPONTANEOUS)	1 (523)
Don't know	1 (524)

EB53.0 - NEW

Q85. Are you satisfied or not with the speed of connection to the Internet?

	(525)
Satisfied	1
Not satisfied	2
It depends (SPONTANEOUS)	3
Don't know	4

EB53.0 - NEW

Q86. Which of the following have you considered in order to speed up your connection? **(SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)**

A faster modem	1 (526)
An ISDN line/modem	1 (527)
An ADSL connection	1 (528)
A connection through a cable TV network	1 (529)
None of these, I am happy with my speed of connection (SPONTANEOUS)	1 (530)
Don't know	1 (531)

EB53.0 - NEW

Q87. Do you think the price of high speed Internet connections such as those you can get through ISDN, cable or ADSL is affordable, or not?

	(532)
Affordable	1
Not	2
Don't know	3

EB53.0 - NEW

**ASK ALL**

- Q.88. I am going to name several examples of services you could have access to by using the Internet.
- a) Which of these services, if any, are you interested in? **(SHOW CARD – MULTIPLE RESPONSES POSSIBLE)**
- b) And could you please indicate for which of these you would be ready to pay a monthly subscription/access right of £6, in addition to communication costs? **(SHOW SAME CARD)**

	a) Interested	b) Ready to Pay
1. Browsing cultural and artistic web sites such as the web sites of Museums	1 (533)	1 (545)
2. Getting in contact, by e-mail, with a politician or taking part in political debates online	1 (534)	1 (546)
3. Learning and developing new skills or simply taking a qualification or a diploma by following a training programme from home, as if you attended the course in person	1 (535)	1 (547)
4. Getting a doctor's advice online on a health problem, for example receiving explanations about an X-ray, or blood test	1 (536)	1 (548)
5. Consulting from home, local town or council web sites, in order to get information, advice and documents you need	1 (537)	1 (549)
6. Completely organising a trip from home, by getting information on places, fares, bookings, etc., from web sites	1 (538)	1 (550)
7. Reading on a computer screen daily newspapers, or magazines	1 (539)	1 (551)
8. Buying online products such as videos, CDs, books, computer software or hardware	1 (540)	1 (552)
9. Looking for a job by consulting web sites which advertise job opportunities from private companies	1 (541)	1 (553)
10. Managing your personal bank account from home on your computer	1 (542)	1 (554)
11. Buying or selling shares on the Stock Exchange	1 (543)	1 (555)
12. Playing computer games online with people living far away from your home	1 (544)	1 (556)

EB50.1 - Q4 - TREND MODIFIED

**DEMOGRAPHICS**

D1. 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 AGAIN)

LEFT		RIGHT										
01	02	03	04	05	06	07	08	09	10	(557-558)		
											Refusal	1
											Don't know	2

NO QUESTIONS D2 TO D3

D4. ASK ALL - If there were a "General Election" tomorrow (SAY IF CONTACT UNDER 18 YEARS : and you had a vote), which party would you vote for?  
**SHOW CARD**

The Conservative Party	1	(560-561)
The Labour Party	2	
The Liberal Democrats	3	
The Referendum Party	4	
The Scottish National Party (SNP)	5	
Plaid Cymru	6	
The Green Party	7	
Other Party	20	
Would vote blank/would spoil your vote	21	
Would not vote/not British	22	
Don't know	23	
No answer	24	

*EB52.0- D4 - DEMO TREND*

NO QUESTIONS D5 AND D6

D7. Could you give me the letter which corresponds best to your current situation. (SHOW CARD READ OUT (ONE ANSWER ONLY))

Married	1	(562-563)
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	

D8. How old were you when you stopped full-time education? (IF STILL STUDYING : CODE 00 - GO TO D.10)

						(564-565)
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NO QUESTION D9

D10. SEX:

		(566)
Male	1	
Female	2	

D11. How old are you? IF REFUSED, ESTIMATE AGE

						(567-568)
--	--	--	--	--	--	-----------

D.12. How many people live in your household, including yourself, all adults and children?  
D.13. How many children under 15 are currently living at home?

	D12 PEOPLE	D13 CHILDREN
	(569)	(570-571)
1	1	01
2	2	02
3	3	03
4	4	04
5	5	05
6	6	06
7	7	07
8	8	08
9 or more	9	09
None		10

NO QUESTION D14

D15a) What is your current occupation? **MUST BE ONE CODE**b) (IF NOT DOING ANY PAID WORK CURRENTLY - CODES 1 TO 4 IN D.15a ) Did you do any paid work in the past? What was your last occupation? **MUST BE ONE CODE**

	D15(a) CURRENT OCCUPATION	D15(b) LAST OCCUPATION
NOT WORKING	(572-573)	(574-575)
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	01	
Student	02 ASK	
Unemployed or temporarily not working	03 Q.15b	
Retired or unable to work through illness	04	
SELF EMPLOYED		
Farmer	05	01
Fisherman	06	02
Professional (lawyer, medical practitioner, accountant, architect,...)	07	03
Owner of a shop, craftsmen, other self employed person	08	04
Business proprietors, owner (full or partner) of a company	09	05
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	06
General management, director or top management (managing directors, director general, other director)	11	07
Middle management, other management (department head, junior manager, teacher, technician)	12	08
Employed position, working mainly at a desk	13	09
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

No Questions D16 to D18

D19. Are you ...?

READ OUT	YES	NO	
a) In your household the person mainly responsible for ordinary shopping and looking after the home	1	2	(576)
b) In your household the person who contributes most to the household income	1	2	(577)

No Question D20

**D21. (IF CODE 2 AT D19b)**

- a) What is the current occupation of the person who contributes most to the household income? **MUST BE ONE CODE**
- 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? **MUST BE ONE CODE**

	D21(a) CURRENT OCCUPATION	D21(b) LAST OCCUPATION
<b>NON ACTIVE</b>	(578-579)	<b>(580-581)</b>
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	01	
Student	02 ASK	
Unemployed or temporarily not working	03 Q.21b	
Retired or unable to work through illness	04	
<b>SELF EMPLOYED</b>		
Farmer	05	01
Fisherman	06	02
Professional (lawyer, medical practitioner, accountant, architect,...)	07	03
Owner of a shop, craftsmen, other self employed person	08	04
Business proprietors, owner (full or partner) of a company	09	05
<b>EMPLOYED</b>		
Employed professional (employed doctor, lawyer, accountant, architect)	10	06
General management, director or top management (managing directors, director general, other director)	11	07
Middle management, other management (department head, junior manager, teacher, technician)	12	08
Employed position, working mainly at a desk	13	09
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
<b>NEVER DID ANY PAID WORK</b>		15

No Questions D22 to D28

D29. 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.

	(582-583)
B	01
T	02
P	03
F	04
E	05
H	06
L	07
N	08
R	09
M	10
S	11
K	12
Refusal	13
Don't know	14

INTERVIEW PROTOCOL

P1. Date of interview	DAY		MONTH	
	(584-585)		(586-587)	

P2. Time of the beginning of the interview	HOUR		MINUTES	
	(588-589)		(590-591)	

USE 24 HOUR CLOCK

P3. Number of minutes the interview lasted	MINUTES		
	(592)	(593)	(594)

P4. Number of persons present during the interview, including interviewer.	Two (interviewer and respondent)	(595) 1	
	Three	2	
	Four	3	
	Five or more	4	
	P5. Respondent co-operation		
Excellent	1		
Fair	2		
Average	3		
	Bad	4	

INTERVIEWER: PLEASE LEAVE P6 AND P7 BLANK

P6. Size of locality (LOCAL CODES)			(597 - 598)
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P7. Region (LOCAL CODES)			(599 - 600)
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P11. Weighting Factor (INTERVIEWER PLEASE LEAVE BLANK)	<table border="1" style="width: 100%; height: 20px; border-collapse: collapse;"> <tr> <td style="width: 10%;"></td> </tr> </table>									(625 - 632)

P12. Telephone available in the household?	Yes	(633) 1	
	No	2	

P13 NOT RELEVANT IN UK