

ZA4234

Eurobarometer 63.2

**Radioactive Waste, Transport Services, Farm Animal's Welfare,
and Means of Payment**

**Country Specific Questionnaire
United Kingdom**

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

EB63.1 A

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

EB63.1 B

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

EB63.1 C

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

EB63.1 D

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

(MULTIPLE ANSWERS POSSIBLE) Code respondents OFFICIAL nationality. English,

(117-143)

Belgium	1,
Denmark	2,
Germany	3,
Greece	4,
Spain	5,
France	6,
Ireland	7,
Italy	8,
Luxembourg	9,
Netherlands	10,
Portugal	11,
United Kingdom (Great Britain, Northern Ireland)	12,
Austria	13,
Sweden	14,
Finland	15,
Cyprus (South)	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Other countries	26,
DK	27,

EB63.1 Q1

IF OTHER or DK THEN CLOSE INTERVIEW

QA1 How well informed do you think you are about radioactive waste?

(READ OUT – ONE ANSWER ONLY)

(144)

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

EB56.2 Q1 TREND

[Empty box]

QA2 Are you totally in favour, fairly in favour, fairly opposed or totally opposed to energy produced

(READ OUT – ONE ANSWER ONLY)

(145)

Totally in favour	1
Fairly in favour	2
Fairly opposed	3
Totally opposed	4
DK	5

EB63.2 NEW

IF "OPPOSED TO THE ENERGY PRODUCED BY NUCLEAR POWER STATIONS", CODE 3

[Empty box]

QA3 And if the issue of radioactive waste was solved, would you then be totally in favour, fairly in

(READ OUT – ONE ANSWER ONLY)

(146)

Totally in favour	1
Fairly in favour	2
Fairly opposed	3
Totally opposed	4
DK	5

EB63.2 NEW

ASK ALL

[Empty box]

QA4 For each of the following statements, please tell me if you... .

(SHOW CARD – ONE ANSWER PER LINE)

	(READ OUT)	strongly	tend to	tend to	strongly	DK
--	------------	----------	---------	---------	----------	----

(147)	1	The use of nuclear energy	1	2	3	4	5
(148)	2	We could reduce our	1	2	3	4	5
(149)	3	An advantage of nuclear	1	2	3	4	5

EB56.2 Q9 TREND MODIFIED

QA5 For each of the following statements, please tell me whether you think it is true or false.

(SHOW CARD)

(READ OUT) True. False. DK

(150)	1	There are several types of radioactive waste	1	2	3
(151)	2	There are Hospitals which produce low level	1	2	3
(152)	3	Some Non-nuclear industries produce low level	1	2	3
(153)	4	Some Research centres produce radioactive waste	1	2	3
(154)	5	High level radioactive waste is produced only in	1	2	3
(155)	6	Radioactive waste is produced in similar quantities	1	2	3
(156)	7	All radioactive waste is very dangerous	1	2	3

EB56.2 Q3 TREND MODIFIED

QA6 Do you think that the storage of low level radioactive waste is something that represents...?

(READ OUT – ONE ANSWER ONLY)

	(157)
a very high risk	1
a fairly high risk	2
a low risk	3
no risk at all	4
DK	5

EB63.2 NEW

QA7 And do you think that the transport of low level radioactive waste is something that

(READ OUT – ONE ANSWER ONLY)

	(158)
a very high risk	1
a fairly high risk	2
a low risk	3
no risk at all	4
DK	5

EB63.2 NEW

QA8 As in other industrial activities, the nuclear industry may wish to recycle non-contaminated

(READ OUT – ONE ANSWER ONLY)

(159)

Yes, certainly	1
Yes, probably	2
No, probably not	3
No, certainly not	4
DK	5

EB63.2 NEW

QA9 If the responsible authorities would allow the use of recycled material (construction materials,

(SHOW CARD - READ OUT – MULTIPLE ANSWERS POSSIBLE)

(160-167)

The construction of roads in your neighborhood	1,
As foundation material for your house or pathways leading to it	2,
The production of metal foils used for the packaging of your food	3,
The manufacture of cars	4,
The manufacture of rails for railways	5,
None/I would never accept the use of such a recycled material	6,
Other (SPONTANEOUS)	7,
DK	8,

EB63.2 NEW

QA10 For each of the following statements about how radioactive waste is currently dealt with in the

(SHOW CARD)

(READ OUT) True. False. DK

(168)	1	Radioactive waste is currently buried deep	1	2	3
(169)	2	Less dangerous radioactive waste is put in solid	1	2	3
(170)	3	Radioactive waste is sent to other countries for	1	2	3
(171)	4	High level radioactive waste is stored temporarily,	1	2	3
(172)	5	Radioactive waste is dumped at sea	1	2	3

EB56.2 Q7 TREND MODIFIED

QA11 For the moment, with some exceptions, most countries have not taken a decision on the final

(SHOW CARD – ONE ANSWER PER LINE)

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

(173)	1	This shows that it is	1	2	3	4	5
(174)	2	A solution for highly	1	2	3	4	5
(175)	3	This shows that there is no	1	2	3	4	5
(176)	4	Deep underground disposal	1	2	3	4	5

EB56.2 Q5 TREND MODIFIED

QA12 Which, if any, of the following would you trust to give you information about the way

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

National agencies in charge of dealing with radioactive waste	(177-186)	1,
The UK government		2,
Non-governmental organisations (NGOs) concerned about the environment		3,
Independent scientists		4,
The media		5,
The European Union		6,
The nuclear industry		7,
International organisations working on peaceful uses of nuclear technology		8,
None of these (SPONTANEOUS)		9,
DK		10,

EB56.2 Q2 TREND

QA13 If a deep underground disposal site for radioactive waste were to be built near your home,

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

Transport of waste to the disposal site	(187)	1
The risks of radioactive leaks while the site is in operation		2
The risks due to a terrorist attack		3
The possible effects on the environment and health		4
A major drop in local property prices		5
None of these (SPONTANEOUS)		6
Other (SPONTANEOUS)		7
DK		8

EB56.2 Q6 TREND MODIFIED

QA14 If a deep underground disposal site for radioactive waste were to be built near your home,

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(188)

- I would like to be directly consulted and to participate in the decision making 1
- I would like local non-governmental organizations to be consulted and to 2
- I would leave the responsible authorities to decide on this matter 3
- None of these (SPONTANEOUS) 4
- DK 5

EB63.2 NEW

QA15 In the European Union, each member State remains fully responsible for the management of

(SHOW CARD – ONE ANSWER PER LINE)

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

(189)	1	Since management of	1	2	3	4	5
(190)	2	The European Union should	1	2	3	4	5
(191)	3	It is high time for each	1	2	3	4	5

EB63.2 NEW

Now, moving on another topic.

DO NOT ASK ITEM 2 in MT and CY

QB1 Which of the following services, if any, have you used during the last twelve months?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(192-198)

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

EB63.2 NEW

ASK ALL

QB2 Would you be willing to purchase services from a transport company established in another

(READ OUT – ONE ANSWER ONLY)

(199)

Certainly	1
Probably	2
Probably not	3
Certainly not	4
DK	5

EB63.2 NEW

QB3 When buying a ticket would you say that you have a contract with a transport company or not?

(200)

Yes	1
No	2
DK	3

EB63.2 NEW

QB4 When buying a ticket from a transport company, you have a contract with this company. Are

(201)

Yes	1
No	2
DK	3

EB63.2 NEW

QB5 The European Union has reinforced the rights of air transport passengers. Have you

		Yes	No	DK
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(202) 1 heard of these rights 1 2 3

(203) 2 seen the list of those rights in an airport (Charter of 1 2 3

(204) 3 requested the implementation of these rights 1 2 3

EB63.2 NEW

QB6 In your opinion, are the transport services where you live attractive enough to encourage you

	(READ OUT)	Yes	No	DK
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(205) 1 for urban transport 1 2 3

(206) 2 for medium and long distance transport 1 2 3

EB63.2 NEW

IF "USE LOCAL URBAN TRANSPORT", CODE 1 in QB1 then ASK QB7 to QB9

QB7 For each of the following statements related to urban transport services, could you please tell

(SHOW CARD – ONE ANSWER PER LINE)

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

(207)	1	Information on prices and	1	2	3	4	5
(208)	2	People with reduced mobility	1	2	3	4	5
(209)	3	Making suggestions or filing	1	2	3	4	5
(210)	4	When things do not run as	1	2	3	4	5

EB63.2 NEW

QB8 Do you know where to make suggestions or to file a complaint concerning the urban transport

		(211)
Yes		1
No		2
DK		3

EB63.2 NEW

QB9 For each of the following aspects of urban transport services, would you say that, in general,

(SHOW CARD – ONE ANSWER PER LINE)

	(READ OUT)	Very	Rather	Rather	Not at all	DK
--	------------	------	--------	--------	------------	----

(212)	1	Routes	1	2	3	4	5
(213)	2	Frequency	1	2	3	4	5
(214)	3	Speed	1	2	3	4	5
(215)	4	Punctuality	1	2	3	4	5
(216)	5	Comfort	1	2	3	4	5
(217)	6	Behaviour of the staff	1	2	3	4	5
(218)	7	Information on delays and	1	2	3	4	5
(219)	8	Price	1	2	3	4	5
(220)	9	Service hours	1	2	3	4	5
(221)	10	Security	1	2	3	4	5

EB63.2 NEW

IF "USE INTER-CITY RAIL TRANSPORT", CODE 2 in QB1 then ASK QB10 to QB12

QB10 For each of the following statements related to inter-city rail transport services, could you

(SHOW CARD – ONE ANSWER PER LINE)

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

(222)	1	Information on prices and	1	2	3	4	5
(223)	2	People with reduced mobility	1	2	3	4	5
(224)	3	Making suggestions or filing	1	2	3	4	5
(225)	4	When things do not run as	1	2	3	4	5

EB63.2 NEW

QB11 Do you know where to make suggestions or to file a complaint concerning inter-city rail

		(226)
Yes	1	
No	2	
DK	3	

EB63.2 NEW

QB12 For each of the following aspects of inter-city rail services, would you say that you are very

(SHOW CARD – ONE ANSWER PER LINE)

	(READ OUT)	Very	Rather	Rather	Not at all	DK
--	------------	------	--------	--------	------------	----

(227)	1	Speed	1	2	3	4	5
(228)	2	Punctuality	1	2	3	4	5
(229)	3	Comfort	1	2	3	4	5
(230)	4	Behaviour of the staff	1	2	3	4	5
(231)	5	Information in case of	1	2	3	4	5
(232)	6	Compensation schemes	1	2	3	4	5
(233)	7	Price	1	2	3	4	5
(234)	8	Frequency	1	2	3	4	5
(235)	9	Security	1	2	3	4	5

EB63.2 NEW

IF "USE AIR TRANSPORT", CODE 3 in QB1 then ASK QB13 to QB17

QB13 For each of the following statements related to air transport services, could you please tell me

(SHOW CARD – ONE ANSWER PER LINE)

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

(236)	1	People with reduced mobility	1	2	3	4	5
(237)	2	You are informed as a	1	2	3	4	5
(238)	3	Making suggestions or filing	1	2	3	4	5
(239)	4	When things do not run as	1	2	3	4	5

EB63.2 NEW

QB14 Where would you turn to in order to make suggestions or to file a complaint concerning air

(READ OUT - ONE ANSWER ONLY)

		(240)
Air transport companies	1	
National competent authorities	2	
Consumer associations	3	
It depends (SPONTANEOUS)	4	
Elsewhere (SPONTANEOUS)	5	
DK	6	

EB63.2 NEW

QB15 For each of the following aspects of air transport services, would you say that, in general, you

(SHOW CARD – ONE ANSWER PER LINE)

	(READ OUT)	Very	Rather	Rather	Not at all	DK
--	------------	------	--------	--------	------------	----

(241)	1	Punctuality	1	2	3	4	5
(242)	2	Comfort	1	2	3	4	5
(243)	3	Behaviour of the staff	1	2	3	4	5
(244)	4	Information in case of delays	1	2	3	4	5
(245)	5	Baggage handling	1	2	3	4	5
(246)	6	Compensation schemes	1	2	3	4	5
(247)	7	Price	1	2	3	4	5
(248)	8	Security	1	2	3	4	5

EB63.2 NEW

[Empty box]

QB16 In the last twelve months, have you personally made a complaint about the quality of air

[Empty box]

(249)

Yes	1
No	2
DK	3

EB63.2 NEW

IF "YES", CODE 1 in QB16

[Empty box]

QB17 Would you say that your complaint was dealt with very well, fairly well, fairly badly or very

(READ OUT – ONE ANSWER ONLY)

(250)

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

EB63.2 NEW

IF "USE FERRY SERVICES", CODE 5 in QB1

[Empty box]

QB18 For each of the following statements related to ferries, could you please tell me to what extent

(SHOW CARD – ONE ANSWER PER LINE)

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

(251)	1	Information on prices and	1	2	3	4	5
(252)	2	People with reduced mobility	1	2	3	4	5
(253)	3	You are informed as a	1	2	3	4	5
(254)	4	Making suggestions or filing	1	2	3	4	5
(255)	5	When things do not run as	1	2	3	4	5

EB63.2 NEW

IF "USE INTERNATIONAL BUS SERVICES", CODE 4 in QB1

QB19 For each of the following statements related to international bus services, could you please

(SHOW CARD – ONE ANSWER PER LINE)

(READ OUT) Fully agree Tend to Tend to Fully DK

(256)	1	Information on prices and	1	2	3	4	5
(257)	2	People with reduced mobility	1	2	3	4	5
(258)	3	You are informed as a	1	2	3	4	5
(259)	4	Making suggestions or filing	1	2	3	4	5
(260)	5	When things do not run as	1	2	3	4	5

EB63.2 NEW

ASK ALL

QB20 For each of the following statements related to travel within the European Union, could you

(SHOW CARD – ONE ANSWER PER LINE)

(READ OUT) Fully agree Tend to Tend to Fully DK

(261)	1	In the European Union,	1	2	3	4	5
(262)	2	Planning an international	1	2	3	4	5
(263)	3	Purchasing tickets for an	1	2	3	4	5

EB63.2 NEW

IF "TRAVELLING ACROSS BORDER IN THE EUROPEAN UNION IS NOT AS EASY AS

QB21 Why do you think that travel involving crossing a border in the European Union is more difficult

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(264-273)

you lack information	1,
the information is not reliable	2,
purchasing different tickets is too difficult	3,
the prices for travelling are too high	4,
there are problems linked to frequency of transports offered	5,
there are problems linked to punctuality of transports offered	6,
there are connection problems	7,
None of these (SPONTANEOUS)	8,
Other (SPONTANEOUS)	9,
DK	10,

EB63.2 NEW

ASK ALL

QB22 Do you think that the possibility to buy one single ticket for combined travelling (train-air) for

(READ OUT – ONE ANSWER ONLY)

(274)

Yes, definitely	1
Yes, probably	2
No, probably not	3
No, definitely not	4
DK	5

EB63.2 NEW

QB23 If there were a single enquiry service giving information about all possible means, schedules

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(275)

Certain to	1
Very likely	2
Fairly likely	3
Fairly unlikely	4
Very unlikely	5
Certain not to	6
DK	7

EB63.2 NEW

[Empty box]

QB24 When you are planning a journey, do you find it difficult to decide which means of transport is

[Empty box]

(276)

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

EB63.2 NEW

[Empty box]

QB25 Do you think prices are clearly indicated for air transport?

[Empty box]

(277)

Yes	1
No	2
DK	3

EB63.2 NEW

Now, moving on another topic.

QC1 How often do you personally buy food for your household?

(READ OUT - ONE ANSWER ONLY)

(278)

Always	1
Often	2
Sometimes	3
Hardly ever	4
Never	5
DK	6

EB63.2 NEW

QC2 On a weekly basis, how often do you eat meat (poultry, beef, pork, fish, etc.)?

(READ OUT - ONE ANSWER ONLY)

(279)

Once a week	1
Two or three times a week	2
Four or five times a week	3
More than five times a week	4
Never	5
DK	6

EB63.2 NEW

QC3 When you purchase meat (poultry, beef, pork, fish, etc.) do you think about the

(READ OUT - ONE ANSWER ONLY)

(280)

Yes, most of the time	1
Yes, some of the time	2
No, very rarely	3
No, I never consider it	4
I never purchase meat (SPONTANEOUS)	5
DK	6

EB63.2 NEW

[Empty box]

QC4 Have you ever visited a farm which rears animals?

(READ OUT – ONE ANSWER ONLY)

(281)

Yes, once	1
Yes, two or three times	2
Yes, more than three times	3
No, never	4
DK	5

EB63.2 NEW

[Empty box]

QC5 In your opinion, from the following list, for which three farm animals should the current level of

(SHOW CARD – READ OUT – ROTATE ITEMS – MAX. 3 ANSWERS)

(282-296)

Laying hens, kept for egg production	1,
Broilers, chickens kept for meat production	2,
Turkeys	3,
Ducks/geese	4,
Dairy cows	5,
Beef cattle	6,
Calves	7,
Pigs	8,
Farmed fish	9,
Horses	10,
Rabbits	11,
Sheep	12,
All of the above (SPONTANEOUS)	13,
None of the above (SPONTANEOUS)	14,
DK	15,

EB63.2 NEW

[Empty box]

QC6 When purchasing eggs, meat or milk can you easily identify from the label those products

(READ OUT – ONE ANSWER ONLY)

(297)

Yes, most of the time	1
Yes, some of the time	2
No, very rarely	3
No, never	4
DK/NOT APPLICABLE	5

EB63.2 NEW

QC7 Do you believe that buying animal welfare friendly products could have a positive impact on

(READ OUT – ONE ANSWER ONLY)

(298)

Yes, certainly	1
Yes, probably	2
No, probably not	3
No, certainly not	4
DK	5

EB63.2 NEW

QC8 In general, how would you rate the welfare/protection of the following farmed animals?

(SHOW CARD – ROTATE ITEMS – ONE ANSWER PER LINE)

(READ OUT)	Very good	Fairly good	Fairly bad	Very bad	DK
------------	-----------	-------------	------------	----------	----

(299)	1	Laying hens (producing	1	2	3	4	5
(300)	2	Dairy cows (producing milk)	1	2	3	4	5
(301)	3	Pigs (producing meat)	1	2	3	4	5

EB63.2 NEW

QC9 When you buy eggs do they mostly come from hens kept...?

(READ OUT – ROTATE ITEMS – ONE ANSWER ONLY)

(302)

in battery cage production systems	1
in other caged production systems (cages with a perch, dust-bath and nest,	2
in non-caged indoor systems (barns, etc.)	3
in free-range systems or outside	4
I don't buy hens' eggs (SPONTANEOUS)	5
I do not pay attention to the type of system (SPONTANEOUS)	6
DK	7

EB63.2 NEW

[Empty box]

QC10 What additional cost would you be willing to pay for hen's eggs sourced from an animal

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(303)

No additional cost	1
An additional 5%	2
An additional 10%	3
An additional 25%	4
More than an additional 25%	5
DK/NOT APPLICABLE	6

EB63.2 NEW

[Empty box]

QC11 From the following subjects related to the welfare/protection of animals, please indicate the

(SHOW CARD – READ OUT– MULTIPLE ANSWERS POSSIBLE)

(304-307)

The transport of farmed animals	1,
The slaughter of farmed animals	2,
The conditions under which animals are kept on farms	3,
DK	4,

EB63.2 NEW

[Empty box]

QC12 In the United Kingdom's current food and agricultural policy, do you believe that animal

(READ OUT – ONE ANSWER ONLY)

(308)

too much importance	1
not enough importance	2
just about the right level of importance	3
DK	4

EB63.2 NEW

[Empty box]

QC13 Within the European Union do you believe that the welfare/protection of farm animals is...?

(READ OUT – ONE ANSWER ONLY)

(309)

better than in other parts of the world	1
worse than in other parts of the world	2
about the same as in other parts of the world	3
DK	4

EB63.2 NEW

Now, moving on another topic.

QD1 What are your top three financial priorities?

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

(310-320)

Paying the bills	1,
Saving for retirement	2,
Paying off debts	3,
Buying a house/apartment	4,
Passing on money to my children/grand-children	5,
Protecting my family in case I am ill/unable to work	6,
Having some savings for emergencies	7,
Living as well as I can on my current income	8,
Starting up a business	9,
Other (SPONTANEOUS)	10,
DK	11,

EB60.2 Q9 TREND / CCEB2003.5 Q11 TREND

QD2 I find thinking about my finances and financial services...

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(321-329)

enjoyable	1,
interesting	2,
comforting	3,
intimidating	4,
complicated	5,
dull	6,
depressing	7,
None of them (SPONTANEOUS)	8,
DK	9,

EB60.2 Q10 TREND / CCEB2003.5 Q12 TREND

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QD3 Among the following financial services, which one(s) do you personally have?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(330-345)

A current account which comes with a payment card and/or a chequebook	1,
A deposit account which pays interests, but has no payment card or	2,
A chequebook	3,
A credit card (VISA, Mastercard, American Express, Diners, etc.)	4,
Another type of card (Debit Card)	5,
A life assurance policy	6,
A private pension plan	7,
Stocks/shares	8,
Collective investments (Unit Trust, OEIC)	9,
Bonds	10,
One or several mortgages	11,
A loan lasting more than 12 months to buy a car	12,
A loan lasting more than 12 months to buy anything but a car or a house	13,
An overdraft facility on a current account	14,
None of them (SPONTANEOUS)	15,
DK	16,

EB60.2 Q11 TREND MODIFIED / CCEB2003.5 Q13 TREND MODIFIED

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QD4a For each of the following, can you tell me if you have ever obtained it from a firm located in

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(346-356)

Bank account	1,
Credit card	2,
A private pension plan	3,
Car insurance	4,
Life assurance	5,
Mortgage	6,
Stocks/shares	7,
Collective investments (Unit Trusts)	8,
None of them (SPONTANEOUS)	9,
Other (SPONTANEOUS)	10,
DK	11,

EB60.2 Q15a TREND MODIFIED / CCEB2003.5 Q17a TREND MODIFIED

QD4b And can you tell me which ones you would consider obtaining from a firm located in another

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(357-367)

Bank account	1,
Credit card	2,
A private pension plan	3,
Car insurance	4,
Life assurance	5,
Mortgage	6,
Stocks/shares	7,
Collective investments (Unit Trusts)	8,
None of them (SPONTANEOUS)	9,
Other (SPONTANEOUS)	10,
DK	11,

EB60.2 Q15b TREND MODIFIED / CCEB2003.5 Q17b TREND MODIFIED

QD4c Are there any obstacles preventing you from using financial services elsewhere in the

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(368-377)

No, no obstacle	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 the distance	6,
Yes, poor legal protection in the event of problems	7,
Yes, language problems	8,
Other (SPONTANEOUS)	9,
DK	10,

EB60.2 Q15c TREND / CCEB2003.5 Q17c TREND

QD5a Which one of the following means of payment do you prefer to use to pay for an important

(SHOW CARD – READ OUT – ONE ANSWER POSSIBLE)

(378)

Cash	1
Cheque	2
Credit Card (Visa, Mastercard, etc.) or other bank card	3
Bank or Postal Transfer	4
Other form of payment (SPONTANEOUS)	5
DK	6

EB60.2 Q16a TREND MODIFIED / CCEB2003.5 Q18a TREND MODIFIED

QD5b And which one would you prefer to use to pay for an important purchase in another member

(SHOW CARD – READ OUT – ONE ANSWER POSSIBLE)

(379)

Cash	1
Cheque	2
Credit Card (Visa, Mastercard, etc.) or other bank card	3
Bank or Postal Transfer	4
Never bought anything in another member Country (SPONTANEOUS)	5
Other form of payment (SPONTANEOUS)	6
DK	7

EB60.2 Q16b TREND MODIFIED / CCEB2003.5 Q18b TREND MODIFIED

ASK QD6a IF "PREFER ONE OF THE MEANS OF PAYMENT PROPOSED TO PAY IN

ASK QD6b IF "PREFER ONE OF THE MEANS OF PAYMENT PROPOSED TO PAY IN

QD6a Why do you prefer to use this means of payment in the United Kingdom?

QD6b Why do you prefer to use this means of payment in another member Country of the European

(SHOW CARD – MULTIPLE ANSWERS POSSIBLE PER COLUMN)

(380-387)

(388-395)

	QD6a	QD6b
	IN THE UK	IN ANOTHER
Because it is cheap	1,	1,
Because it is easy	2,	2,
To avoid the risk of a dispute	3,	3,
To avoid the risk of loss or theft	4,	4,
To avoid being attacked	5,	5,
For security/ safety reasons, e.g. because there is a pin	6,	6,
Other (SPONTANEOUS)	7,	7,
DK	8,	8,

EB60.2 Q17a&b TREND / CCEB2003.5 Q19a TREND MODIFIED Q19b TREND

ASK ALL

QD7 When you are thinking about whether it is safe to use a bank or credit card to buy goods or

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

(396-402)

The reputation of the company that issues the bank or credit card	1,
The reputation of the company that you are buying from	2,
The level of security on the website of the company that you are buying from	3,
The possibility of getting back any money that is taken without your consent	4,
The possibility of getting your money back easily if there is something wrong	5,
Other (SPONTANEOUS)	6,
DK	7,

EB63.2 NEW

QD8 How many different passwords, PIN codes or other security codes do you have to remember

(READ OUT – ONE ANSWER ONLY)

(403)

One	1
2 or 3	2
4 or 5	3
Between 6 and 10	4
More than 10	5
DK	6

EB63.2 NEW

QD9a Do you personally have one or several bank or credit cards?

(READ OUT – ONE ANSWER ONLY)

(404)

Yes, several	1
Yes, one	2
No	3
DK	4

EB63.2 NEW

IF "BANK OR CREDIT CARD HOLDER", CODE 1 or 2 in QD9a

QD9b Have you ever allowed anyone to use your personal bank or credit card?

(405)

Yes	1
No	2
DK	3

EB63.2 NEW

IF "HAVE ALREADY ALLOWED SOMEONE TO USE THEIR PERSONAL BANK OR CREDIT

QD9c To whom did you give permission to use your bank or credit card?

(SHOW CARD – READ OUT – MULTIPLE ANSWER POSSIBLE)

(406-412)

Your spouse/partner	1,
Your child	2,
Another member of your family	3,
A friend	4,
A colleague	5,
Other (SPONTANEOUS)	6,
DK	7,

EB63.2 NEW

IF "BANK OR CREDIT CARD HOLDER", CODE 1 or 2 in QD9a then ASK QD10a to QD10b

QD10a Have you ever had your bank or credit card...?

(READ OUT – ONE ANSWER ONLY)

(413)

stolen	1
lost	2
Both	3
None of these (SPONTANEOUS)	4
DK	5

EB63.2 NEW

[Empty box]

QD10b Has your bank or credit card ever been used without your consent?

[Empty box]

(414)

Yes, on several occasions	1
Yes, once	2
No	3
DK	4

EB63.2 NEW

IF "BANK OR CREDIT CARD HAS BEEN USED WITHOUT THEIR CONSENT", CODE 1 or 2

[Empty box]

QD10c The last time it happened to you, who used your bank or credit card without your consent?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(415)

Someone you did not know	1
Your spouse/partner	2
Your child	3
Another member of your family	4
A friend	5
A colleague	6
Other (SPONTANEOUS)	7
DK	8

EB63.2 NEW

[Empty box]

QD10d The last time someone used your bank or credit card without your consent, how much money

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(416)

Less than £100	1
Between £100 and £330	2
More than £330	3
Refuses to give the amount (SPONTANEOUS)	4
DK/Don't remember the amount (SPONTANEOUS)	5

EB63.2 NEW

[Empty box]

QD10e The last time someone used your bank or credit card without your consent, did you get any of

[Empty box]

(417)

No, none of it	1
Yes, about 25% of it	2
Yes, about 50% of it	3
Yes, about 75% of it	4
Yes, all of it	5
Yes, but don't remember the amount (SPONTANEOUS)	6
DK	7

EB63.2 NEW

ASK ALL

[Empty box]

QD11 For each of the following statements, do you believe it is very easy, fairly easy, fairly difficult or

(SHOW CARD - ONE ANSWER PER LINE)

	(READ OUT)	Very easy	Fairly easy	Fairly	Very	DK
--	------------	-----------	-------------	--------	------	----

(418)	1	compare information from	1	2	3	4	5
(419)	2	win in a dispute with a bank	1	2	3	4	5
(420)	3	know beforehand how much	1	2	3	4	5
(421)	4	understand the information	1	2	3	4	5
(422)	5	compare information about	1	2	3	4	5
(423)	6	win in a dispute with an	1	2	3	4	5
(424)	7	change banks	1	2	3	4	5
(425)	8	know in advance how well	1	2	3	4	5

EB60.2 Q19 TREND / CCEB2003.5 Q21 TREND

--

QD12 For each of the following statements, please tell me if you tend to agree or tend to disagree?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(426-440)

Having a bank account is expensive	1,
Buying on credit is more useful than dangerous	2,
You can borrow as much as you like, there are no real checks	3,
The problem of borrowing more than you can pay back does not exist in the	4,
The marketing techniques of financial institutions are aggressive	5,
The information I get from financial institutions is clear and understandable	6,
My rights as a consumer are adequately protected in relation to financial	7,
There are easy ways to settle disputes with banks and insurance companies	8,
Financial transactions are generally secure	9,
The confidential information I give to banks or insurance companies is	10,
I trust using the telephone for banking transactions	11,
I trust using the Internet for banking transactions and payments	12,
Transactions on the Internet are generally secure	13,
When someone makes a transaction on the Internet, it is more difficult for	14,
DK	15,

EB60.2 Q20 TREND MODIFIED / CCEB2003.5 Q22 TREND MODIFIED

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QD13 For each of the following, please tell me if it applies to you, or not.

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(READ OUT)	Yes	No	DK
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(441)	1	I expect financial institutions to give me advice	1	2	3
(442)	2	I make my own decisions about what to do with my	1	2	3
(443)	3	I usually trust the advice given by financial	1	2	3

EB60.2 Q21 TREND / CCEB2003.5 Q23 TREND

DEMOGRAPHICS

D1 In political matters people talk of "the left" and "the right". Thinking about your views, how

(SHOW CARD) - (INT.: DO NOT PROMPT - IF RESPONDENT HESITATES, READ OUT (444-445)

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

Refusal 11

DK 12

EB63.1 D1

NO QUESTIONS D2 TO D6

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

(SHOW CARD - READ OUT - ONE ANSWER ONLY) (446-447)

Married	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

EB63.1 D7

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

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO FULL-TIME EDUCATION", CODE '98' - IF (448-449)

EB63.1 D8

NO QUESTION D9

D10 Gender.

Male	1
Female	2

EB63.1 D10

D11	How old are you? (451-452)
	<input type="text"/>

EB63.1 D11

NO QUESTION D12 TO D14

ASK D15b ONLY IF NOT DOING ANY PAID WORK CURRENTLY – CODE 1 TO 4 IN D15a

D15a	What is your current occupation?
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D15b	Did you do any paid work in the past? What was your last occupation?
------	--

	(453-454)	(455-456)
	D15a	D15b
	CURRENT	LAST
NON-ACTIVE		
Responsible for ordinary shopping and looking after the	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant,	7	7
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
EMPLOYED		
Employed professional (employed doctor, lawyer,	10	10
General management, director or top management	11	11
Middle management, other management (department	12	12
Employed position, working mainly at a desk	13	13
Employed position, not at a desk but travelling (salesmen,	14	14
Employed position, not at a desk, but in a service job	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
NEVER DID ANY PAID WORK		19

EB63.1 D15a D15b

NO QUESTIONS D16 TO D24

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

(READ OUT)

(457)

rural area or village	1
small or middle sized town	2
large town	3
DK	4

EB63.1 D25

NO QUESTIONS D26 TO D39

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

INT.: READ OUT - WRITE DOWN)

(458-459)

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EB63.1 D40a

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

INT.: READ OUT - WRITE DOWN)

(460-461)

--	--

EB63.1 D40b

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

INT.: READ OUT - WRITE DOWN)

(462-463)

--	--

EB63.1 D40c

D41 Which of the following statements best describes where you were born. Were you born...

READ OUT - ONE ANSWER ONLY

(464)

in the United Kingdom	1
in another member country of the European Union	2
in Europe, but not in a member country of the European Union	3
in Asia, in Africa or in Latin America	4
in Northern America, in Japan or in Oceania	5
Refusal (SPONTANEOUS)	6

EB63.1 D41

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

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

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

EB63.1 D42

D43a Fixed telephone available in the household?

D43b Mobile telephone available in the household?

	(466)	(467)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB63.1 D43a D43b

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(468-469)

(470-471)

DAY

MONTH

EB63.1 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)

(472-473)

(474-475)

HOUR

MINUTES

EB63.1 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(476-478)

MINUTES

EB63.1 P3

P4 Number of persons present during the interview, including interviewer

(479)

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

EB63.1 P4

P5 Respondent cooperation

(480)

Excellent	1
Fair	2
Average	3
Bad	4

EB63.1 P5

P6 Size of locality

Local Codes

(481-482)

EB63.1 P6

P7	Region
	NUTS Level 2 Regions (See (483-484) <input type="text"/> <input type="text"/>
	EB63.1 P7
P8	Postal code
	(485-492) <input type="text"/> <input type="text"/>
	EB63.1 P8
P9	Sample point number
	(493-500) <input type="text"/> <input type="text"/>
	EB63.1 P9
P10	Interviewer number
	(501-508) <input type="text"/> <input type="text"/>
	EB63.1 P10
P11	Weighting factor
	(509-516) <input type="text"/> <input type="text"/>
	EB63.1 P11