

European Commission

**Eurobarometer 54: Euro, servizi finanziari,
tecnologie dell'informazione e della
comunicazione**

2000

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Università degli Studi di Milano-Bicocca
Dipartimento di Sociologia e Ricerca Sociale

EUROBAROMETER 54.0

OCTOBER-NOVEMBER 2000

BASIC ENGLISH QUESTIONNAIRE

EUROPEAN OPINION RESEARCH GROUP

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

YOUR SURVEY NUMBER

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+---+---+---+---+---+
|   |   |   |   |   |
+---+---+---+---+---+

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COUNTRY CODE

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+---+---+
|   |   |
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OUR SURVEY NUMBER

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|   |   |   |
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INTERVIEW NUMBER

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

- | | | | |
|---|---|-----|-----------------|
| Belgium..... | 5 | 1, | |
| Denmark..... | | 2, | |
| Germany..... | | 3, | |
| Greece..... | | 4, | |
| Spain..... | | 5, | |
| France..... | | 6, | |
| Ireland..... | | 7, | |
| Italy..... | | 8, | |
| Luxembourg..... | | 9, | |
| Netherlands..... | | 10, | |
| Portugal..... | | 11, | |
| United Kingdom (Great Britain, Northern Ireland)..... | | 12, | |
| Austria..... | | 13, | |
| Sweden..... | | 14, | |
| Finland..... | | 15, | |
| Other countries..... | | 16, | CLOSE INTERVIEW |
| DK..... | | 17, | CLOSE INTERVIEW |

EB53.0 - Q.1 - TREND

Q.2. How well informed do you feel about the single European currency, that is the euro? Do you feel you are... (READ OUT)?

- | | | |
|-----------------------------|---|---|
| Very well informed..... | 6 | 1 |
| Well informed..... | | 2 |
| Not very well informed..... | | 3 |
| Not at all informed..... | | 4 |
| DK..... | | 5 |

EB52.0 - Q.51 - TREND

Q.3. Personally, would you say that the single European currency, the euro, is a topic that you are very interested in, fairly interested in, not very interested in or not at all interested in?

- | | | |
|-------------------------------|---|---|
| Very interested in..... | 7 | 1 |
| Fairly interested in..... | | 2 |
| Not very interested in..... | | 3 |
| Not at all interested in..... | | 4 |
| DK..... | | 5 |

EB52.0 - Q.53 - TREND

Q.4. From what you have heard or read, has the value of the euro been irrevocably fixed against the (NATIONAL CURRENCY)?

Yes..... 8 1
 No..... 2
 DK..... 3

EB52.0 - Q.54 - TREND

DO NOT ASK IN DK, S AND UK

Q.5. On 1st January 1999 (GR: 19th June 2000), the irrevocable value of the euro against the (NATIONAL CURRENCY) was fixed. Do you know how much one euro is worth in (NATIONAL CURRENCY)? (INT.: DO NOT PROMPT - FILL IN ALL FIGURES (BEFORE AND AFTER THE DOT) OF THE VALUE MENTIONED - IF "DON'T KNOW", CODE: 0000,00000)

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| | | | | | | | | | | | | | | | | | | | |
+---+---+---+---+---+---+---+---+---+---+
  
```

EB52.0 - Q.55 - TREND MODIFIED

ASK ALL

Q.6. a) From what you have heard or read, when will it be possible to pay in euro by cheque or by card in (OUR COUNTRY)? (SHOW CARD - ONE ANSWER ONLY)
 b) And in other European Union countries participating in the euro? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	a. in (OUR COUNTRY)	b. in other European Union countries participating in the euro
A. It has been possible, since 1st January 1999	10 1	11 1
B. It has been possible, since 1st January 2000	2	2
C. From 1st January 2001	3	3
D. From 1st January 2002	4	4
E. Later	5	5
F. Never (SPONTANEOUS)	6	6
G. DK	7	7

EB52.0 - Q.56 - TREND

Q.7. From which month in which year do you think it will no longer be possible to pay in (NATIONAL CURRENCY)? (IF "DK", CODE: 00.0000; IF "ALWAYS POSSIBLE TO PAY IN (NATIONAL CURRENCY)", CODE: 99.9999)

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+---+---+---+---+---+---+---+---+---+---+ 12
| | | | | | | | | | | | | | | | | | | | |
+---+---+---+---+---+---+---+---+---+---+
  
```

EB54.0 - NEW

DO NOT ASK Q.8 TO Q.22 IN DK, S and UK
 DO NOT ASK Q.8 TO Q.20 IN GR

Q.8. From 1st January 1999, the general public can make payments in euro by card, cheque, standing order or bank transfer. Have you, yourself, already made payments ...?

READ OUT	YES	NO	DK
1) ...by card in euro	13 1	2	3
2) ...by cheque in euro	14 1	2	3
3) ...through standing order, or bank transfer in euro	15 1	2	3

EB52.0 - Q.59 - TREND

(IF "YES", CODE 1 IN Q.8.1 OR Q.8.2 OR Q.8.3)

Q.9. Where did you make these payments? (READ OUT - SEVERAL ANSWERS POSSIBLE)

In (OUR COUNTRY).....	16	1,
In another country / other countries participating in the euro.....		2,
DK.....		3,

EB52.0 - Q.60 - TREND

(IF "NEVER PAID IN EURO", IF NO "YES" IN Q.8.1 AND Q.8.2 AND Q.8.3)

Q.10. Is this why you have not yet paid in euro?

READ OUT	YES	NO	DK
1. You are afraid of confusing the (NATIONAL CURRENCY) and euro	17	2	3
2. You do not have an account in euro	18	2	3
3. You have not asked for a cheque book in euro	19	2	3
4. You asked for a cheque book in euro but it was refused	20	2	3
5. You think there are bank charges for using the euro (IN OUR COUNTRY)	21	2	3
6. Not all shops accept payment in euro	22	2	3
7. You did not know that you could already pay in euro	23	2	3
8. You do not see the point of paying in euro at the moment	24	2	3
9. You think it is difficult to pay in euro if the amount is shown in (NATIONAL CURRENCY)	25	2	3
10. To date, you haven't needed to	26	2	3

EB52.0 - Q.61 - TREND

(IF "NEVER PAID IN EURO", IF NO "YES" IN Q.8.1 AND Q.8.2 AND Q.8.3)

Q.11. When do you think you, yourself, will start paying in euro by card, cheque drawn in euro, standing order, or bank transfer? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

This year.....	27	1
Next year.....		2
Not before notes and coins in euro become available, on 1st January 2002.....		3
Not before the (NATIONAL CURRENCY) is no longer available at all.....		4
It is not relevant for me (no account, no cheque or card in euro, etc.).....		5
Never (SPONTANEOUS).....		6
DK.....		7

EB52.0 - Q.62 - TREND MODIFIED (ITEM DROPPED)

ASK ALL (BUT NOT IN UK, S, DK AND GR)

Q.12. Which of the following statements come closest to your own opinion with regards to the possibility of making payments with cheques or cards in euro as of now? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

One can get used to the euro.....	28	1,
It doesn't make it easier to understand the euro.....		2,
It is cheaper to pay in euro.....		3,
It is more expensive to pay in euro.....		4,
It is more practical/easier.....		5,
It is more complicated.....		6,
It is useful in preparing for the future.....		7,
It is not really useful at the moment.....		8,
I am not interested (SPONTANEOUS).....		9,
None of these reasons (SPONTANEOUS).....		10,
DK.....		11,

EB52.0 - Q.63 - TREND

Q.13. Have you ever made some financial investments like life-assurance, buying stocks and shares, etc., in euro?

Yes.....	29	1
No.....		2
DK.....		3

EB52.0 - Q.64 - TREND

Q.14. When do you think you will ask for your bank account to be in euro only? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

It's already done.....	30	1
This year.....		2
Next year.....		3
Not before notes and coins in euro become available, on 1st January 2002.....		4
Not before the (NATIONAL CURRENCY) is no longer available at all.....		5
It is not relevant for me (no account, no cheque or card in euro, etc.).....		6
When it is possible (SPONTANEOUS).....		7
Never (SPONTANEOUS).....		8
DK.....		9

EB52.0 - Q.65 - TREND MODIFIED (ITEM DROPPED)

Q.15. a) Some shops are already displaying prices in (NATIONAL CURRENCY) and in euro. Have you ever seen this dual pricing in large shops or supermarkets? (IF YES) Very often, fairly often, sometimes or rarely?
 b) And have you ever seen this dual pricing in small shops? (IF YES) Very often, fairly often, sometimes or rarely?

	No	Yes, very often	Yes, fairly often	Yes, sometimes	Yes, rarely	DK
a) In large shops/supermarkets	31 1	2	3	4	5	6
b) In small shops	32 1	2	3	4	5	6

EB52.0 - Q.66 - TREND MODIFIED

(IF "YES", CODE 2,3,4 OR 5 IN Q.15.a OR Q.15.b)

Q.16. a) When you see that prices are displayed both in (NATIONAL CURRENCY) and in euro in a shop, what do you look at? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

Only prices in (NATIONAL CURRENCY)..... 33 1
 Sometimes prices in euro, too..... 2
 Always prices in euro, too..... 3
 Only prices in euro..... 4
 DK..... 5

EB52.0 - Q.67a - TREND MODIFIED

(IF "SOMETIMES", "ALWAYS" OR "ONLY" LOOKS AT PRICES IN EURO, CODES 2,3 OR 4 IN Q.16.a)

Q.16. b) Do you look at prices in euro for...? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

All products..... 34 1
 Only basic products such as bread, milk, petrol, etc..... 2
 DK..... 3

EB52.0 - Q.67b - TREND MODIFIED

Q.17. In your opinion, around how much does each of the following products cost in euro? (INT. READ OUT ITEMS, DO NOT READ OUT POSSIBLE ANSWERS)

READ OUT	1 euro or less (SPONTANEOUS)	>1-2 euros (SPONTANEOUS)	>2-5 euros (SPONTANEOUS)	>5-10 euros (SPONTANEOUS)	>10-30 euros (SPONTANEOUS)	more than 30 euros (SPONTANEOUS)	DK
1. A packet of cigarettes	35 1	2	3	4	5	6	7
2. 10 litres of petrol	36 1	2	3	4	5	6	7
3. A pair of shoes	37 1	2	3	4	5	6	7
4. Six eggs	38 1	2	3	4	5	6	7
5. A CD, compact disk	39 1	2	3	4	5	6	7
6. One litre of milk	40 1	2	3	4	5	6	7
7. A takeaway pizza	41 1	2	3	4	5	6	7

EB54.0 - NEW

DO NOT ASK Q.18 TO Q.20 IN D, A AND NL

Q.18. Some shops are displaying this logo. Have you ever noticed it, or not? (SHOW LOGO)

Yes..... 42 1
 No..... 2
 DK..... 3

EB52.0 - Q.70 - TREND

Q.19. What do you think it means? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

That you can also pay in euro there.....	43	1,
That you can find information about the euro there.....		2,
That prices are also displayed in euro there.....		3,
Other answers (SPONTANEOUS).....		4,
DK.....		5,

EB52.0 - Q.71 - TREND

Q.20. This logo means that prices are displayed in euro as well as in (NATIONAL CURRENCY). This logo also means that the shopkeeper applies the official conversion rate and uses the rounding rules. Would you have more confidence or less confidence in that shopkeeper or would it make no difference?

More confidence.....	44	1
Less confidence.....		2
No difference.....		3
DK.....		4

EB52.0 - Q.72 - TREND MODIFIED

Q.21. From 1st January 2002, banks will only issue euro coins and notes and people will have to start paying with euro coins and notes. On the whole, for the general public, do you think this changeover will take place...? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

... without any difficulty.....	45	1
... with some temporary difficulties.....		2
... with some long-term difficulties.....		3
... with great difficulty.....		4
DK.....		5

EB52.0 - Q.73 - TREND MODIFIED (INTRO)

Q.22. And, specifically for you, do you think this changeover, from 1st January 2002, will take place...? (SHOW SAME CARD - READ OUT - ONE ANSWER ONLY)

... without any difficulty.....	46	1
... with some temporary difficulties.....		2
... with some long-term difficulties.....		3
... with great difficulty.....		4
DK.....		5

EB52.0 - Q.74 - TREND

Q.23. For each of the following aspects linked to the introduction of euro coins and notes, would you say you are very worried, fairly worried, not very worried or not at all worried? (SHOW CARD WITH SCALE)

READ OUT	VERY WORRIED	FAIRLY WORRIED	NOT VERY WORRIED	NOT AT ALL WORRIED	DK
1. Not recognising the different euro coins and notes (N)	47 1	2	3	4	5
2. Being cheated when getting your change	48 1	2	3	4	5
3. Being cheated by retailers when they set prices in euro	49 1	2	3	4	5
4. Having difficulties in comparing prices in euro between shops	50 1	2	3	4	5
5. Having difficulties in remembering prices in euro	51 1	2	3	4	5
6. Making a mistake in mentally converting euro into (NATIONAL CURRENCY)	52 1	2	3	4	5
7. Having difficulties in understanding your bills, your pay slip or your statements in euro	53 1	2	3	4	5
8. Making a mistake in mentally converting (NATIONAL CURRENCY) into euro	54 1	2	3	4	5

EB52.0 - Q.75 - TREND MODIFIED

Q.24. For each of the following statements, please tell me if you tend to agree or tend to disagree?

READ OUT	Tend to agree	Tend to disagree	DK
1. Banks give enough information about management of bank accounts	55 1	2	3
2. Having a bank account is very expensive	56 1	2	3
3. It is very difficult to win in a dispute with a bank	57 1	2	3
4. Buying on credit is more useful than dangerous	58 1	2	3
5. You never know beforehand how much it is going to cost to borrow money	59 1	2	3
6. You can borrow as much as you like, there are no real checks	60 1	2	3
7. The problem of borrowing more than you can pay back does not exist in (OUR COUNTRY)	61 1	2	3
8. Financial institutions clearly explain the way their mortgages work and the risks involved (M)	62 1	2	3
9. It is very difficult to compare the conditions linked to different mortgage options	63 1	2	3
10. It is very difficult to win in a dispute with insurance companies (N)	64 1	2	3
11. With insurance policies, you never know in advance how well you are covered (N)	65 1	2	3

EB52.0 - Q.76 - TREND MODIFIED

Q.25. In your opinion, in general, does (NATIONAL) legislation ensure or not ...?

READ OUT	Yes	No	DK
1. The transparency of financial information	66 1	2	3
2. The protection of consumers' rights	67 1	2	3
3. A possible recovery action against banks and insurance companies	68 1	2	3
4. Security when making a transaction	69 1	2	3
5. The protection of confidential information	70 1	2	3

EB52.0 - Q.77 - TREND SLIGHTLY MODIFIED

Q.26. Each member state has its own consumer protection standards. Do you think that these standards should be harmonised in the European Union, or not? (IF YES) Totally or in part?

No.....	71	1
Yes, totally.....		2
Yes, in part.....		3
DK.....		4

EB52.0 - Q.78 - TREND MODIFIED

Q.27. The opening up of markets and technological developments such as Telephone Banking (NATIONAL EQUIVALENT), the Internet, etc. allows us increasingly to use remote banking and financial services. In your opinion, does the current (NATIONAL) legislation ensure or not ...?

READ OUT	Yes	No	DK
1. The transparency of financial information	72 1	2	3
2. The protection of consumers' rights	73 1	2	3
3. The protection of confidential information	74 1	2	3
4. Security when making a transaction	75 1	2	3
5. A possible recovery action against banks and insurance companies	76 1	2	3

EB52.0 - Q.79 - TREND

Q.28. The marketing of financial services in the market implies continuously introducing new technologies and techniques. In your opinion, is it necessary or not to take measures in the European Union to protect consumers in the use of these new technologies? (IF YES) Totally or in part?

No.....	77	1
Yes, totally.....		2
Yes, in part.....		3
DK.....		4

EB52.0 - Q.80 - TREND MODIFIED

Q.29. In your opinion, are there obstacles preventing consumers from using financial services anywhere in the European Union? (IF YES) Which ones? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE)

No, no obstacles.....	78	1,
Yes, lack of information.....		2,
Yes, bad information.....		3,
Yes, too risky.....		4,
Yes, necessary to have large amounts to invest.....		5,
Yes, difficulties due to distance.....		6,
Yes, poor legal protection in the event of problems.....		7,
Yes, language problems.....		8,
Others (SPONTANEOUS).....		9,
DK.....		10,

EB52.0 - Q.81 - TREND

Q.30. a) Which one of the following means of payment do you prefer to use to pay for an important purchase in (OUR COUNTRY)? By important purchase, I mean a purchase of at least (EQUIVALENT OF 100 EUROS IN DOMESTIC CURRENCY). (SHOW CARD - ONE ANSWER ONLY)

b) And what means of payment do you prefer to use to pay for an important purchase in another member country of the European Union? (SHOW SAME CARD - ONE ANSWER ONLY)

READ OUT	a) In (OUR COUNTRY)	b) In another member country
1. Cash	79 1	80 1
2. Electronic purse (B: CARTE "PROTON", APPROPRIATE NAME IN OTHER COUNTRIES) (N)	2	2
3. Cheque	3	3
4. Credit card (SUCH AS: EUROCARD/MASTERCARD, VISA, AMERICAN EXPRESS, OR DINERS) or debit card (SUCH AS B: BANCONTACT/MISTERCASH; UK: SWITCH CARD; DK: DANKORT; ETC.) (M)	4	4
5. Bank transfer	5	5
6. Postal transfer	6	6
7. Other form of payment (SPONTANEOUS)	7	7
8. DK	8	8
9. Never bought anything in another member country (SPONTANEOUS)	-----	9

EB52.0 - Q.82a&b - TREND MODIFIED (LIST ITEMS)

Q.31. a) (IF CODES 1,2,3,4,5 OR 6 IN Q.30.a) For which reasons do you prefer to use this means of payment in (OUR COUNTRY)? (SHOW CARD - SEVERAL ANSWERS POSSIBLE)
 b) (IF CODES 1,2,3,4,5 OR 6 IN Q.30.b) Why do you prefer to use this means of payment in another member country of the European Union? (SHOW SAME CARD - SEVERAL ANSWERS POSSIBLE)

READ OUT	a) In (OUR COUNTRY)	b) In another member country
1. Because the price is good (M)	81 1,	82 1,
2. Because it is easy (M)	2,	2,
3. To avoid the risks of a dispute (M)	3,	3,
4. To avoid the risk of loss or theft (M)	4,	4,
5. To avoid being attacked	5,	5,
6. For safety reasons, for example because there is a confidential code (EQUIVALENT IN EACH COUNTRY, FOR EXAMPLE PIN, PIN CODE, CODE SECRET, ETC.)	6,	6,
7. Other (SPONTANEOUS)	7,	7,
8. DK	8,	8,

EB52.0 - Q.83 - TREND SLIGHTLY MODIFIED

ASK ALL

Q.32. Have you ever made payments, by telephone, by computer (FR: by Minitel), by Internet, etc.? (IF YES) Have you ever made such payments using a card with a confidential code (EQUIVALENT IN EACH COUNTRY, FOR EXAMPLE PIN, PIN CODE, CODE SECRET, ETC.), or not?

No.....	83	1
Yes, already paid this way BUT WITHOUT a card using a confidential code.....	2	
Yes, already paid this way WITH a card using a confidential code.....	3	
DK.....	4	

EB52.0 - Q.84 - TREND

Q.33. (IF "NO", CODE 1 IN Q.32) Why have you never made such payments this way? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

I do not have a payment card (N).....	84	1
I have never had the opportunity to.....	2	
I do not think it's safe.....	3	
I am not interested in paying that way.....	4	
I can't remember my confidential code (EQUIVALENT IN EACH COUNTRY) (SPONTANEOUS).....	5	
Other (SPONTANEOUS).....	6	
DK.....	7	

EB47.0 - Q.61 - TREND MODIFIED

ASK ALL

Q.34. a) Would you be ready to use a pre-paid card, an electronic purse such as (eg. B: carte "Proton", APPROPRIATE NAME IN EACH COUNTRY) to pay for a minor purchase in (OUR COUNTRY), such as a newspaper or a loaf of bread?
 b) And when you travel abroad?

READ OUT	Yes	No	Does not exist (SPONTANEOUS)	DK
a) In (OUR COUNTRY)	85 1	2	3	4
b) Abroad	86 1	2	3	4

EB47.0 - Q.62 - TREND

Q.35. a) Do you have a savings account, that is a deposit account which pays interest but does not have a payment card or a cheque book, with ...? (IF "YES", GO TO NEXT ITEM)
 b) (IF NO) Why not? (SHOW CARD - ONE ANSWER ONLY)

READ OUT	If No					
	Yes	Never had one	Closed by myself	Closed by institution	Other/DK	
1. a bank	87	1	2	3	4	5
2. a savings bank (APPROPRIATE NAME IF EXISTS IN THE COUNTRY)	88	1	2	3	4	5
3. a building society (APPROPRIATE NAME IF EXISTS IN THE COUNTRY)	89	1	2	3	4	5
4. the post office	90	1	2	3	4	5

EB54.0 - NEW

Q.36. a) Do you have a current account, that is an account with a payment card or a cheque book, with ...?
 (IF "YES", GO TO NEXT ITEM)
 b) (IF NO) Why not? (SHOW CARD - ONE ANSWER ONLY)

READ OUT	If No					
	Yes	Never had one	Closed by myself	Closed by institution	Other/DK	
1. a bank	91	1	2	3	4	5
2. a savings bank (IF EXISTING IN THE COUNTRY)	92	1	2	3	4	5
3. a building society (IF EXISTING IN THE COUNTRY)	93	1	2	3	4	5
4. the post office	94	1	2	3	4	5

EB54.0 - NEW

Q.37. Do you have a ...?

READ OUT	Yes	No	DK	
1. cheque book	95	1	2	3
2. credit card (VISA, EUROCARD/MASTERCARD, AMERICAN EXPRESS, DINERS)	96	1	2	3
3. another type of bank card (COUNTRY SPECIFIC NAME ; EXAMPLES: BANCONTACT (BE), DANKORT (DK), BANKOMAT (AUT), ETC.)	97	1	2	3

EB54.0 - NEW

Q.38. a) Do you have a mortgage lasting...?

READ OUT	Yes	No	DK	
1. less than 10 years	98	1	2	3
2. 10 to 20 years	99	1	2	3
3. more than 20 years	100	1	2	3

EB52.0 - Q.88.b - TREND MODIFIED

Q.38. b) Do you personally have ...?

	Yes	No	DK
1. a loan lasting more than 12 months to buy a car	101 1	2	3
2. a loan lasting more than 12 months to buy something else	102 1	2	3
3. an overdraft facility on a current account	103 1	2	3

EB52.0 - Q.88. - TREND MODIFIED

D.15. a) What is your current occupation ?

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

	a) CURRENT OCCUPATION	b) LAST OCCUPATION
NOT WORKING		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	104 1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	105 1
Fisherman	6	2
Professional (lawyer, medical practitioner, accountant, architect, ...)	7	3
Owner of a shop, craftsmen, other self employed person	8	4
Business proprietors, owner (full or partner) of a company	9	5
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	6
General management, director or top management (managing directors, director general, other director)	11	7
Middle management, other management (department head, junior manager, teacher, technician)	12	8
Employed position, working mainly at a desk	13	9
Employed position, not at a desk but travelling (salesmen, driver, ...)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, ...)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
NEVER DID ANY PAID WORK		15

EB52.1 - D.15 - DEMO TREND

NOW, LET'S TALK ABOUT ANOTHER TOPIC.

- Q.39. Do you use a computer ...
 a) ... (IF CODE 5 TO 18 IN D.15.a) at work?
 b) ... and at home, for your work?
 c) ... (ASK ALL) at home, but for other reasons than for your work?
 d) ... at school or university?

	YES	NO	DK
a. At work	106 1	2	3
b. At home, for your work	107 1	2	3
c. At home, but for other reasons than for your work	108 1	2	3
d. At school or university	109 1	2	3

EB54.0 NEW

IF "NO" OR "DK" IN Q.39.a AND Q.39.b AND Q.39.c AND Q.39.d, GO TO Q.46
 IF AT LEAST ONCE "YES", CODE 1 IN Q.39.a OR Q.39.b OR Q.39.c OR Q.39.d, GO TO Q.39.e

- Q.39. e) What do you use a computer for? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Word processing.....	110	1,
Accounting, statistics, calculations, etc.....		2,
Preparing presentations.....		3,
Other graphics or visual applications.....		4,
Playing games.....		5,
Buying or booking something on-line.....		6,
E-mail.....		7,
Chat rooms and forums.....		8,
Multimedia like CD-Rom or DVD.....		9,
Watching TV or listening to radio via the Internet.....		10
Building your own Website.....		11
Looking for a job on the Internet.....		12
Searching for information about local or national government or about public utilities and services via the Internet.....		13
Searching for other information via the Internet.....		14
Other (SPONTANEOUS).....		15
DK.....		16

EB54.0 NEW

Q.40. Where did you learn how to use a computer? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

At school.....	111	1,
At university.....		2,
At work on your own or with the assistance of colleagues.....		3,
At work in a training course organised in-house.....		4,
In a job placement.....		5,
At a meeting of a club or special interest group.....		6,
At a friend's place.....		7,
At home on your own.....		8,
In a training course paid for by your employer.....		9,
In a training course paid for by a government agency.....		10
In a training course paid for by yourself.....		11
In an Internet café/ a cyber café.....		12
In a public office or place like a library.....		13
Other (SPONTANEOUS).....		14
DK.....		15

EB34.2 - Q.59 - TREND MODIFIED

Q.41. Why did you learn how to use a computer? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

To do my job.....	112	1,
To keep my job.....		2,
To get a job.....		3,
To get a promotion in my job.....		4,
To search for educational material and documents.....		5,
To communicate by e-mail with family or friends.....		6,
To buy products and services on the Internet.....		7,
To get free products, free services or free software via the Internet.....		8,
To get access to local or national administrations or public utilities via the Internet.....		9,
To get access to other information via the Internet.....		10
Other (SPONTANEOUS).....		11
DK.....		12

EB54.0 - NEW

Q.42. Which, if any, of these computer training qualifications do you have? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Degree in computer science.....	113	1,
School certificate in the use of computers.....		2,
Certificate in the use of computers from a public training institution.....		3,
Certificate in the use of computers from a private company.....		4,
Certificate in the use of computers as a result of distance learning.....		5,
Other (SPONTANEOUS).....		6,
None (SPONTANEOUS).....		7,
DK.....		8,

EB54.0 - NEW

Q.43. a) (IF CODE 5 TO 18 IN D.15.a ASK Q.43.a, OTHERS GO TO Q.46) Have you ever had computer training for your job, or not?
 (IF "YES", CONTINUE WITH Q.43.b, IF "NO" GO TO Q.44)

Yes..... 114 1
 No..... 2
 DK..... 3

EB54.0 - NEW

IF "YES", CODE 1 IN Q.43.a, ASK Q.43.b,c,d,e

Q.43. b) Did your last computer training take place in your work place, or not?
 c) Was your last computer training organised by an external training institute, or not?
 d) Was it organised within your normal working hours, or not?
 e) Was it paid for by your employer, or not?

	Yes	No	DK
b. In your work place	115 1	2	3
c. Organised by an external training institute	116 1	2	3
d. Within your normal working hours	117 1	2	3
e. Paid for by your employer	118 1	2	3

EB54.0 - NEW

Q.44. (IF CODE 5 TO 18 IN D.15.a) In your opinion, how important is it to be able to use a computer in your job? Is it very important, fairly important, not very important or not at all important?

Very important..... 119 1
 Fairly important..... 2
 Not very important..... 3
 Not at all important..... 4
 DK..... 5

EB54.0 - NEW

Q.45. a) (IF CODE 5 TO 18 IN D.15.a) Telework occurs when paid workers carry out all, or part of, their work away from their normal places of activity, usually from home, using information and communication technologies. Do you currently telework, or not? (IF YES) Regularly or occasionally?

No..... 120 1
 Yes, regularly..... 2
 Yes, occasionally..... 3
 DK..... 4

EB54.0 - NEW

Q.45. b) (IF "REGULARLY" OR "OCCASIONALLY", CODE 2 OR 3 IN Q.45.a) In what ways does telework affect you personally? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

You are more productive in your job.....	121	1,
You are less productive in your job.....		2,
It increases the sense of autonomy in your job.....		3,
It decreases the sense of autonomy in your job.....		4,
You have more social interaction.....		5,
You have less social interaction.....		6,
It is easier to combine work and private life.....		7,
It is more difficult to combine work and private life.....		8,
It reduces the need to commute.....		9,
It increases the need to commute.....		10
Other (SPONTANEOUS).....		11
DK.....		12

EB54.0 - NEW

Q.45. c) (IF "NO", CODE 1 IN Q.45.a) In what ways do you think teleworking would affect you personally? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

You would be more productive in your job.....	122	1,
You would be less productive in your job.....		2,
It would increase the sense of autonomy in your job.....		3,
It would decrease the sense of autonomy in your job.....		4,
You would have more social interaction.....		5,
You would have less social interaction.....		6,
It would be easier to combine work and private life.....		7,
It would be more difficult to combine work and private life.....		8,
It would reduce the need to commute.....		9,
It would increase the need to commute.....		10
Other (SPONTANEOUS).....		11
DK.....		12

EB54.0 - NEW

ASK ALL

Q.46. In your opinion, how important is it to be able to use a computer in your daily life? Is it very important, fairly important, not very important or not at all important?

Very important.....	123	1
Fairly important.....		2
Not very important.....		3
Not at all important.....		4
DK.....		5

EB54.0 - NEW

Q.47. a) Do you use e-mail and/or the Internet, or not?

Yes.....	124	1
No.....		2
DK.....		3

EB54.0 - NEW

Q.47. b) (IF "YES", CODE 1 IN Q.47.a) Where do you use it? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

At home.....	125	1,
At work.....		2,
At school.....		3,
At university.....		4,
In a friend's house.....		5,
In a public office or place like a library.....		6,
In Internet cafés/cyber cafés.....		7,
Elsewhere (SPONTANEOUS).....		8,
DK.....		9,

EB54.0 - NEW

Q.48. a) (IF USING E-MAIL/THE INTERNET AT WORK, CODE 2 IN Q.47.b) Has using a computer, the e-mail/the Internet changed the way you work, or not?

Yes.....	126	1
No.....		2
DK.....		3

EB54.0 - NEW

Q.48. b) (IF "YES", CODE 1 IN Q.48.a) In what way? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

You have more contacts with people outside your company.....	127	1,
You have less contacts with people outside your company.....		2,
You work more closely with your colleagues.....		3,
You work less closely with your colleagues.....		4,
You use more skills in your job.....		5,
You use less skills in your job.....		6,
You have more responsibilities in your job.....		7,
You have less responsibilities in your job.....		8,
You carry out more tasks in one day.....		9,
You carry out less tasks in one day.....		10
It is easier to combine work and private life.....		11
It is more difficult to combine work and private life.....		12
You made savings, notably on mail.....		13
Other (SPONTANEOUS).....		14
DK.....		15

EB54.0 - NEW

DEMOGRAPHICS

NO QUESTION D1 TO D7

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

```

+---+---+ 128
|   |   |
|   |   |
+---+---+
    
```

EB52.1 - D.8 - DEMO TREND

NO QUESTION D9

D.10. SEX

```

Male..... 129 1
Female..... 2
    
```

EB52.1 - D.10 - DEMO TREND

D.11. How old are you?

```

+---+---+ 130
|   |   |
|   |   |
+---+---+
    
```

EB52.1 - D.11 - DEMO TREND

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?

	D.12 PEOPLE	D.13 CHILDREN
1	131 1	132 1
2	2	2
3	3	3
4	4	4
5	5	5
6	6	6
7	7	7
8	8	8
9 or more	9	9
None		10

EB52.1 - D.12 & D.13 - DEMO TREND

NO QUESTIONS D14 AND D16 TO D28

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

```

B..... 133 1
T..... 2
P..... 3
F..... 4
E..... 5
H..... 6
L..... 7
N..... 8
R..... 9
M..... 10
S..... 11
K..... 12
Refusal..... 13
DK..... 14
    
```

EB52.1 - D.29 - DEMO TREND

INTERVIEW PROTOCOLE

```

+-----+-----+-----+
| P.1. - Date of interview | DAY | MONTH |
+-----+-----+-----+
| |__|__| 134 | |__|__| 135 |
+-----+-----+-----+

```

```

+-----+-----+-----+
| P.2. - Time of the beginning of the interview | HOUR | MINUTES |
+-----+-----+-----+
| USE 24 HOUR CLOCK | |__|__| 136 | |__|__| 137 |
+-----+-----+-----+

```

```

+-----+-----+
| P.3. - Number of minutes the interview lasted | MINUTES |
+-----+-----+
| |__|__|__| 138 |
+-----+-----+

```

```

P.4. - Number of persons present during the interview, including interviewer.
      Two (interviewer and respondent)..... 139 1
      Three..... 2
      Four..... 3
      Five or more..... 4

```

```

P.5. - Respondent cooperation
      Excellent..... 140 1
      Fair..... 2
      Average..... 3
      Bad..... 4

```

```

P.6. - Size of locality (LOCAL CODES)
                                           +---+---+ 141
                                           | | | |
                                           +---+---+

```

```

P.7. - Region (LOCAL CODES)
                                           +---+---+ 142
                                           | | | |
                                           +---+---+

```

```

P.8. - Postal code
                                           +---+---+---+---+---+---+---+---+ 143
                                           | | | | | | | | | |
                                           +---+---+---+---+---+---+---+---+

```

```

P.9. - SAMPLE POINT NUMBER
                                           +---+---+---+---+---+---+---+---+ 144
                                           | | | | | | | | | |
                                           +---+---+---+---+---+---+---+---+

```

```

P.10. - INTERVIEWER NUMBER
                                           +---+---+---+---+---+---+---+---+ 145
                                           | | | | | | | | | |
                                           +---+---+---+---+---+---+---+---+

```

```

P.11. - WEIGHTING FACTOR
                                           +---+---+---+---+---+---+---+---+ 146
                                           | | | | | | | | | |
                                           +---+---+---+---+---+---+---+---+

```

```

P.12. - Telephone available in the household?
      Yes..... 147 1
      No..... 2

```

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

+--+ 148
| |
+--+

STANDARD EUROBAROMETER 54.0 TECHNICAL SPECIFICATIONS

Between 7 October and 13 November 2000, the European Opinion Research Group, a consortium of Market and Public Opinion Research agencies, made out of INRA (EUROPE) and GfK Worldwide, carried out wave 54.0 of the Standard Eurobarometer, on request of the EUROPEAN COMMISSION, DG Education and Culture, 'Centre for the citizen – Public Opinion Analysis Unit'.

The Standard EUROBAROMETER 54.0 covers the population of the respective nationalities of the European Union Member States, aged 15 years and over, resident in each of the Member States. The basic sample design applied in all Member States is a multi-stage, random (probability) one. In each EU country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

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

COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES	POPULATION 15+ (x 000)
Belgium	INRA BELGIUM	1077	09/10 – 03/11	8,326
Denmark	GfK DANMARK	1002	10/10 – 08/11	4,338
Germany(East)	INRA DEUTSCHLAND	1034	11/10 – 30/10	13,028
Germany(West)	INRA DEUTSCHLAND	1029	11/10 – 28/10	55,782
Greece	MARKET ANALYSIS	1017	15/10 – 07/11	8,793
Spain	INRA ESPAÑA	1000	16/10 – 06/11	33,024
France	CSA-TMO	1013	09/10 – 28/10	46,945
Ireland	LANSDOWNE Market Research	1002	10/10 – 07/11	2,980
Italy	INRA Demoskopoea	983	27/10 – 10/11	49,017
Luxembourg	ILRes	612	10/10 – 06/11	364
The Netherlands	INTOMART	998	07/10 – 12/11	12,705
Austria	SPECTRA	1020	10/10 – 07/11	6,668
Portugal	METRIS	1000	11/10 – 09/11	8,217
Finland	MDC MARKETING RESEARCH	1005	10/10 – 13/11	4,165
Sweden	GfK SVERIGE	1000	11/10 – 12/11	7,183
Great Britain	INRA UK	1071	09/10 – 28/10	46,077
Northern Ireland	ULSTER MARKETING SURVEYS	309	11/10 – 26/10	1,273
	TOTAL NUMBER OF INTERVIEWS	16172		

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics. For all EU member-countries a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. As such in all countries, minimum gender, age, region NUTS 2 were introduced in the iteration procedure. For international weighting (i.e. EU averages), INRA (EUROPE) applies the official population figures as provided by EUROSTAT in the Regional Statistics Yearbook (data for 1997 or 1996). The total population figures for input in this post-weighting procedure are listed above.

The results of the Eurobarometer studies are reported in the form of tables, datafiles and analyses. Per question a table of results is given with the full question text in English, French and German. The results are expressed as a percentage of the total. The results of the Eurobarometer surveys are analysed and made available through the DG Education and Culture, 'Centre for the citizen – Public Opinion Analysis Unit' of the European Commission, rue de la Loi 200, B-1049 Brussels. The results are published on the internet server of the European Commission: <http://europa.eu.int/comm/dg10/epo>. All Eurobarometer datafiles are stored at the Zentral Archiv (Universität Köln, Bachemer Strasse, 40, D-50869 Köln-Lindenthal), available through the CESSDA Database <http://www.nsd.uib.no/cessda/europe.html>. They are at the disposal of all institutes members of the European Consortium for Political Research (Essex), of the Inter-University Consortium for Political and Social Research (Michigan) and of all those interested in social science research.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence limits	± 1.9%	± 2.5%	± 2.7%	± 3.0%	± 3.1%

**STANDARD EUROBAROMETER 54.0
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