

4th European Quality of Life Survey

Source Questionnaire

Information note

This is the final source questionnaire (approved on 31 August 2016) of the fourth European Quality of Life Survey (4th EQLS), which took place in 2016. The questionnaire was translated into 24 languages (37 unique language versions) across the 28 EU countries, and 5 languages (6 language versions) in five non-EU countries.

Interviews were conducted face-to-face in national languages in the participants' homes using Computer Assisted Personal Interviewing (CAPI).

The **interviewer instructions** and **routing/scripting instructions** are written in CAPITAL letters. In addition to this questionnaire, a glossary is available on request.

This document also contains information about whether the questions were used in previous waves of the EQLS: the year(s) is indicated above each question. In the questionnaire for the 4th EQLS, about half of the items (131) have been used in previous waves of the survey, representing a four, three or a two-year trend. These figures do not include the household grid.

The standard conditions for use of Eurofound's research material, including the 4th EQLS questionnaire, are as follows:

1. The original source of the data must be acknowledged in any publication/ disseminated materials in which it appears.
2. A copy of such published/disseminated material(s) (or URL reference in the case of online usage) must be provided for Eurofound's files and sent to Eszter Sandor (esa@eurofound.europa.eu) at the European Foundation for the Improvement of Living and Working Conditions, Wyattville Road, Loughlinstown, Co. Dublin, Ireland.

I am conducting a study commissioned by Eurofound (the European Foundation for the Improvement of Living and Working Conditions). This is a European survey that is being carried out in each EU Member State and neighbouring countries. The aim is to explore how people feel about their quality of life. The results will be used to help to improve living conditions for everyone living in Europe. The current survey is the fourth wave of a series, so the results will show how living conditions have changed in [COUNTRY] and in Europe over the last twelve years. Do you have time to answer my questions now? The survey takes about 40-45 minutes to complete. Your answers will remain anonymous and participation is voluntary. You can refrain from answering a question at any stage. You can terminate the interview whenever you want. The European Foundation is a publicly funded European Union agency based in Ireland. Eurofound is specialized in research on working and living conditions in Europe.

HH0. UNIQUE ID NUMBER

INTERVIEWER: ENTER THE UNIQUE ID NUMBER which is the link with the contact sheet)
THE UNIQUE NUMBER INCLUDES REFERENCE TO COUNTRY CODE ETC

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ASK ALL

2003, 2007, 2011, 2016

HH1. I'd like to start by asking you a few questions about your household.

Including yourself, can you please tell me how many people usually live in this household?

INTERVIEWER: WRITE DOWN THE EXACT NUMBER OF PEOPLE LIVING IN THIS HOUSEHOLD

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ASK ALL

2003, 2007, 2011, 2016 modified gender to sex

HH2.

INTERVIEWER: NOW OBTAIN INFORMATION THAT YOU NEED TO ENTER ON HOUSEHOLD GRID ON NEXT PAGE, STARTING WITH THE RESPONDENT

- (INTERVIEWER: CODE THE SEX OF THE RESPONDENT IN GRID BELOW)
- Let's start with you. What was your age last birthday?
- SKIP FOR RESPONDENT
- (INTERVIEWER: SHOW CARD D) Which of these categories best describes your situation?

ASK ALL

2003, 2007, 2011, 2016 modified by adding grandparent, working pensioner and leave options

HH3. Now think about the other members of your household, starting with the oldest one.

INTERVIEWER: FOR SECOND HOUSEHOLD MEMBER, START WITH THE OLDEST MEMBER OF THE HOUSEHOLD. REPEAT GRID QUESTIONS A-D FOR ALL OTHER HOUSEHOLD MEMBERS.

- Could you tell me whether this person is male or female?
- What was this person's age last birthday?
- INTERVIEWER: SHOW CARD C What is this person's relationship to you?
- INTERVIEWER: SHOW CARD D SKIP IF CHILD IS UNDER 14 AND CODE 13 Which of these categories best describes his/her situation?

HOUSEHOLD GRID

		A		B	C	D
		INTERVIEWER: Code for respondent		Age	Relationship to respondent	Principal economic status
		Male	Female		Code from list below	Code from list below
1	Respondent	1	2			
2	Person 2	1	2			
3	Person 3	1	2			
4	Person 4	1	2			
5	Person 5	1	2			
6	Person 6	1	2			
7	Person 7	1	2			
8	Person 8	1	2			
9	Person 9	1	2			
10	Person 10	1	2			

RELATIONSHIP CODES [CARD C]

- 1 your spouse/partner
- 2 your son/daughter
- 3 your stepchild
- 4 your parent, step-parent or parent-in-law
- 5 your daughter-in-law or son-in-law
- 6 your grandchild
- 7 your grandparent
- 8 your brother/sister (incl. half and step siblings)
- 9 other relative (aunts and uncles, etc.)
- 10 other non-relative

ECONOMIC STATUS CODES [CARD D]:

- 1 at work as employee or employer/self-employed
- 2 employed, on childcare leave
- 3 employed, on other special leave (e.g. sickness; not holiday)
- 4 in receipt of retirement pension *and* at work as employee or employer/self-employed
- 5 at work as relative assisting on family business or farm*
- 6 unemployed less than 12 months
- 7 unemployed 12 months or more
- 8 unable to work due to long-term illness or disability
- 9 retired
- 10 Full-time homemaker / fulfilling domestic tasks
- 11 in education (at school, university, etc.) / student
- 12 other (NOT ASKED/NOT ON CARD)
- 13 child is under 14 (NOT ASKED/NOT ON CARD)**

* If paid a formal wage or salary for work in family business or farm, code as 1 ('at work as employee')

ASK ALL

New 2016

Q1 Do you have any children that are not living in your household?

- 1. Yes GO TO Q2
- 2. No GO TO Q4

99. (Refusal)

ASK IF (Q1=1)

New 2016

Q2 How many are under 18?

INTERVIEWER: ENTER NUMBER OF CHILDREN, IF NONE ENTER '00' AND CODE 99 FOR REFUSAL

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ASK IF (Q1=1)

New 2016

Q3 And how many are 18 or older?

INTERVIEWER: ENTER NUMBER OF CHILDREN, IF NONE ENTER '00' AND CODE 99 FOR REFUSAL

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ASK ALL

2003, 2007, 2011, moved to front in 2016

Q4 (Q30) All things considered, how satisfied would you say you are with your life these days?

Please tell me on a scale of 1 to 10, where 1 means very dissatisfied and 10 means very satisfied.

INTERVIEWER: SHOW SCREEN Q4 (SCALE) AND ENTER A SCORE OR 98 FOR DON'T KNOW, 99 FOR REFUSAL

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ASK ALL

2003, 2007, 2011, moved to front in 2016

Q5 (Q41) Taking all things together on a scale of 1 to 10, how happy would you say you are?

Here 1 means you are very unhappy and 10 means you are very happy.

INTERVIEWER: SHOW SCREEN Q5 AND ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL

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Q6a, c, d, e, f: ASK ALL

Q6b: ASK IF RESPONDENT HAS PAID WORK (HH2D<5)

2003, 2007, 2011, moved to front and f added in 2016

Q6 (Q40) Could you please tell me on a scale of 1 to 10 how satisfied you are with each of the following items, where 1 means you are very dissatisfied and 10 means you are very satisfied?

INTERVIEWER: READ OUT AND SHOW Q6 (scale).

FOR EACH ITEM ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL.

2003, 2007, 2011, 2016	a. Your education	
2003, 2007, 2011, 2016	b. Your present job	
2003, 2007, 2011, 2016	c. Your present standard of living	
2003, 2007, 2011, 2016	d. Your accommodation	
2003, 2007, 2011, 2016	e. Your family life	
New 2016	f. Your local area as a place to live	

Q7a, c, d, e, f: ASK ALL

Q7b: ASK IF RESPONDENT HAS CHILDREN (HH3c=2,3,6 OR Q1=1)

2003, 2007, 2011, a. modified by adding "my", b, f, g added in 2016

Q7 (Q29a-d) To what extent do you agree or disagree with the following statements?

INTERVIEWER: READ OUT AND SHOW CARD Q7 (answer codes) – ONE ANSWER PER STATEMENT

		1	2	3	4	5	98	99
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	(Don't know)	(Refusal)
2003, 2007, 2011, modified 2016	a. I am optimistic about my future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New 2016	b. I am optimistic about my children's or grandchildren's future	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2011, 2016	c. I generally feel that what I do in life is worthwhile	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2011, 2016	d. I feel I am free to decide how to live my life	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2011, 2016	e. In my daily life, I seldom have time to do the things I really enjoy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New 2016	f. I find it difficult to deal with important problems that come up in my life.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New 2016	g. When things go wrong in my life, it generally takes me a long time to get back to normal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASK IF RESPONDENT IS NOT IN PAID WORK (HH2D=5 to12)
2003, 2007, 2011, 2016

Q8 (Q1) Have you ever had a paid job?

- | | |
|------------------|-----------|
| 1. Yes | GO TO Q12 |
| 2. No | GO TO Q17 |
| 98. (Don't know) | GO TO Q17 |
| 99. (Refusal) | GO TO Q17 |

ASK IF RESPONDENT IS IN PAID WORK (HH2D<5)
2011, modified in 2016 by limiting to two options

Q9 (Q2) Are you working as an employee or are you self-employed?

INTERVIEWER: READ OUT – ONE ANSWER ONLY

INTERVIEWER: By 'employee' we mean someone who gets a salary from an employer or a temporary employment agency. 'Self-employed' includes people who have their own business or are partners in a business as well as freelancers. A self-employed person may or may not have employees.

- | |
|------------------|
| 1. Employee |
| 2. Self-employed |
| 98. (Don't know) |
| 99. (Refusal) |

ASK IF RESPONDENT HAS PAID WORK AND IS NOT SELF-EMPLOYED (HH2D<5, Q8#2)
2003, 2007, modified in 2011, modified in 2016

MODIFIED in 2011 by limiting the category of respondents only to those who currently have paid work

MODIFIED in 2016 by excluding self-employed and rewording question

Q10 (Q3) What kind of employment contract do you have in your main job?

INTERVIEWER: READ OUT – ONE ANSWER ONLY

- | |
|---|
| 1. An unlimited permanent contract |
| 2. A fixed term contract of less than 12 months |
| 3. A fixed term contract of 12 months or more |
| 4. A temporary employment agency contract |
| 5. An apprenticeship or other training scheme |
| 6. No written contract |
| 7. Other |
| 98. (Don't know) |
| 99. (Refusal) |

ASK IF RESPONDENT IS IN PAID WORK (HH2D<5)
 2003, 2007, MODIFIED answer categories in 2011, 2016
Q11 (Q4) What is your current occupation?

INTERVIEWER: SHOW CARD Q11/Q12 AND CODE IN THE GRID
 ONE ANSWER ONLY OR ENTER 98 FOR DON'T KNOW, 99 FOR REFUSAL

SHOW CARD Q10/Q11 Please tell me the code that matches your occupation	Occupation Code
Manager Such as business executive, managing director, finance manager, sales and marketing manager, human resource manager, senior government official, bank manager, hotel manager, restaurant manager, factory owner	1 (10)
Professional Such as doctor, dentist, qualified nurse or midwife, lawyer, judge, architect, scientist, professor, teacher, engineer, IT professional, journalist, psychologist, accountant, artist	2 (20)
Technician or junior professional Such as construction supervisor, air traffic controller, pilot, dental assistant, physical therapist, junior nurse, optician, broker, insurance agent, specialised secretary (like legal or medical secretary), police inspector, customs inspector, telecommunications engineering, real estate agent, credit and loans offices, IT supporting worker, sports instructor, photographer, chef	3 (30)
Clerical support worker Such as secretary, switchboard operator, payroll clerk, typist, data entry clerk, post man, production clerk, bookkeeper, receptionist	4 (40)
Service worker Such as travel attendant, cook, waitress, hairdresser, transport conductor, undertaker, driving instructor, building caretaker, health care assistant, child care worker, teachers' aide, fire-fighter, police officer, prison guard, security guard	5 (50)
Sales worker Such as shop keeper, shop assistant, sales person, service station attendant, cashier	6 (52)
Skilled agricultural forestry and fishery worker – Such as gardener, crop and animal producer, farmer, fisherman	7 (60)
Craft and related trades worker Such as brick layer, carpenter, electrician, roofer, plumber, painter, welder, blacksmith, toolmaker, mechanic, upholsterer, tile-setter, printer, repair worker, instrument maker, foreman, motor mechanic, seamstress, baker, butcher, tailor, cabinet-maker, handicraft worker	8 (70)
Plant and machine operator or assembler Such as miner, plant operator, machine operator, electronic equipment assembler driver, lifting truck operator	9 (80)
Elementary occupations Such as cleaner, farm labourer, building construction labourer, hand packer, porter, unskilled factory worker, kitchen helper, street cleaner, garbage collector, messenger, meter reader, refuse sorter	10 (90)
Armed forces occupation	11 (00)

(Don't know) 98
 (Refusal) 99

IF RESPONDENT IS A WORKING PENSIONER (HH2D=4), GO TO Q12
 OTHERWISE GO TO Q13

ASK IF RESPONDENT HAD PAID WORK (Q8=1) OR IS A WORKING PENSIONER (HH2D=4)
 2003, 2007, MODIFIED answer categories in 2011, 2106
Q12 (Q5) What was your last occupation?

INTERVIEWER: SHOW CARD Q11/Q12 AND CODE IN THE GRID
 ONE ANSWER ONLY OR ENTER 98 FOR DON'T KNOW, 99 FOR REFUSAL

SHOW CARD Q10/Q11 Please tell me the code that matches your occupation	Occupation Code
Manager Such as business executive, managing director, finance manager, sales and marketing manager, human resource manager, senior government official, bank manager, hotel manager, restaurant manager, factory owner	1 (10)
Professional Such as doctor, dentist, qualified nurse or midwife, lawyer, judge, architect, scientist, professor, teacher, engineer, IT professional, journalist, psychologist, accountant, artist	2 (20)
Technician or junior professional Such as construction supervisor, air traffic controller, pilot, dental assistant, physical therapist, junior nurse, optician, broker, insurance agent, specialised secretary (like legal or medical secretary), police inspector, customs inspector, telecommunications engineering, real estate agent, credit and loans offices, IT supporting worker, sports instructor, photographer, chef	3 (30)
Clerical support worker Such as secretary, switchboard operator, payroll clerk, typist, data entry clerk, post man, production clerk, bookkeeper, receptionist	4 (40)
Service worker Such as travel attendant, cook, waitress, hairdresser, transport conductor, undertaker, driving instructor, building caretaker, health care assistant, child care worker, teachers' aide, fire-fighter, police officer, prison guard, security guard	5 (50)
Sales worker Such as shop keeper, shop assistant, sales person, service station attendant, cashier	6 (52)
Skilled agricultural forestry and fishery worker – Such as gardener, crop and animal producer, farmer, fisherman	7 (60)
Craft and related trades worker Such as brick layer, carpenter, electrician, roofer, plumber, painter, welder, blacksmith, toolmaker, mechanic, upholsterer, tile-setter, printer, repair worker, instrument maker, foreman, motor mechanic, seamstress, baker, butcher, tailor, cabinet-maker, handicraft worker	8 (70)
Plant and machine operator or assembler Such as miner, plant operator, machine operator, electronic equipment assembler driver, lifting truck operator	9 (80)
Elementary occupations Such as cleaner, farm labourer, building construction labourer, hand packer, porter, unskilled factory worker, kitchen helper, street cleaner, garbage collector, messenger, meter reader, refuse sorter	10 (90)
Armed forces occupation	11 (00)

(Don't know) 98
 (Refusal) 99

ASK IF RESPONDENT HAS PAID WORK (HH2D<5)

2007, MODIFIED in 2011, 2016

Q13 (Q6) Do you work in the...?

INTERVIEWER: SHOW CARD Q13 AND READ OUT – ONE ANSWER ONLY

1. Central, regional or local government administration
2. Other public sector
3. Private sector
4. Other

98. (Don't know)

99. (Refusal)

ASK IF RESPONDENT HAS PAID WORK (HH2D<5)

2003, 2007, Modified in 2011, 2016

Q14 (Q7) How many hours do you normally work per week in your main job, including any paid or unpaid overtime?

INTERVIEWER: ENTER HOURS PER WEEK OR 998 FOR DON'T KNOW, 999 FOR REFUSAL

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hours per week

ASK IF RESPONDENT HAS PAID WORK (HH2D<5)

2003, 2007, 2011, 2016

Q15 (Q7a) Apart from your main work, have you also worked at an additional paid job or business or in agriculture at any time during the past four weeks?

1. Yes GO TO Q16
2. No GO TO Q17

98. (Don't Know)

99. (Refusal)

ASK IF (Q15=1)

2003, 2007, 2011, 2016

Q16 (Q7b) About how many hours per week did you work in this additional job or business or in agriculture? Please give an average figure for the last 4 working weeks.

INTERVIEWER: ENTER HOURS PER WEEK OR 998 FOR DON'T KNOW, 999 FOR REFUSAL

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hours per week

ASK ALL

2011, modified wording in 2016

Q17 (Q8) Regardless of whether you currently have a job or not, we would like to ask about your preferred number of working hours.

If you could freely choose the number of your working hours while taking into account the need to earn your living, how many hours per week would you prefer to work at present?

If you would prefer not to work at all, indicate zero.

INTERVIEWER: ENTER HOURS PER WEEK OR 997 FOR NOT APPLICABLE IF UNABLE TO WORK FOR HEALTH REASONS, 998 FOR DON'T KNOW, 999 FOR REFUSAL

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hours per week

ASK IF RESPONDENT HAS A WORKING PARTNER LIVING IN THE HOUSEHOLD (HH3C=1 and HH3D<5)

2011, 2016

Q18 (Q9) You mentioned that your partner is in employment. How many hours does your partner normally work per week including any paid or unpaid overtime?

INTERVIEWER: ENTER HOURS PER WEEK OR 997 FOR NOT APPLICABLE, 998 FOR DON'T KNOW, 999 FOR REFUSAL

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hours per week

ASK IF RESPONDENT HAS PAID WORK (HH2D<5)

2011, modified categories in 2016

Q19 (Q11) In general, how do your working hours fit in with your family or social commitments outside work?

INTERVIEWER: SHOW CARD Q19 (answer codes) – ONE ANSWER ONLY

1. Very well
2. Rather well
3. Rather not well
4. Not at all well

98. (Don't know)

99. (Refusal)

ASK IF RESPONDENT HAS PAID WORK (HH2D<5)

2003, 2007, 2011, modified in 2016 by adding every day

Q20 (Q12) How often has each of the following happened to you during the last 12 months?

INTERVIEWER: READ OUT THE STATEMENTS AND SHOW CARD Q19 (answer codes) – ONE ANSWER PER STATEMENT

	1	2	3	4	5	6	98	99
	Every day	Several times a week	Several times a month	Several times a year	Less often/rarely	Never	(Don't know)	(Refusal)
a. I have come home from work too tired to do some of the household jobs which need to be done								
b. It has been difficult for me to fulfil my family responsibilities because of the amount of time I spend on the job								
c. I have found it difficult to concentrate at work because of my family responsibilities								

ASK IF RESPONDENT HAS PAID WORK (HH2D<5)

2003, 2007, Modified in 2011 by adding "or unlikely", modified from quite to rather in 2016

Q21 (Q15) Using this scale, how likely or unlikely do you think it is that you might lose your job in the next 6 months?

INTERVIEWER: SHOW CARD Q21 (answer codes) – ONE ANSWER ONLY

1. Very likely
2. Rather likely
3. Neither likely nor unlikely
4. Rather unlikely
5. Very unlikely

98. (Don't know)

99. (Refusal)

ASK IF RESPONDENT HAS PAID WORK (HH2D<5)

2011, modified from quite to rather in 2016

Q22 (Q16) If you were to lose or had to quit your job, how likely or unlikely is it that you will find a job of similar salary?

INTERVIEWER: SHOW CARD Q22 (answer codes) – ONE ANSWER ONLY

1. Very likely
2. Rather likely
3. Neither likely nor unlikely
4. Rather unlikely
5. Very unlikely

98. (Don't know)

99. (Refusal)

ASK ALL

2003, 2007, 2011, 2016

Q23 (Q17) How many rooms does the accommodation in which you live have, excluding the kitchen, bathrooms, hallways, storerooms and rooms used solely for business?

INTERVIEWER: ENTER NUMBER OF ROOMS OR 98 FOR DON'T KNOW, 99 FOR REFUSAL

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rooms

ASK ALL

2003, 2007, 2011, modified options in 2016

Q24 (Q18) Which of the following best describes your accommodation?

INTERVIEWER: READ OUT AND SHOW CARD Q24 – ONE ANSWER ONLY

1. Owned without mortgage (i.e. without any loans)
2. Owned with mortgage
3. Rented, from social, municipal or non-profit housing provider
4. Rented, from private landlord or company
5. Other

98. (Don't know)

99. (Refusal)

ASK ALL

2003, 2007, 2011, f modified in 2016

Q25 (Q19) Do you have any of the following problems with your accommodation?

INTERVIEWER: READ OUT

		1	2	98	99
		Yes	No	(Don't know)	(Refusal)
2003, 2007, 2011	a. Shortage of space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2003, 2007, 2011	b. Rot in windows, doors or floors	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2003, 2007, 2011	c. Damp or leaks in walls or roof	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2003, 2007, 2011	d. Lack of indoor flushing toilet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2007, 2011	e. Lack of bath or shower	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New 2016	f. Lack of facilities (heating or cooling) to keep a comfortable temperature at home	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASK ALL

2007, Modified in 2011 by adding "or unlikely", modified scale in 2016

Q26 (Q20) How likely or unlikely do you think it is that you will need to leave your accommodation within the next 6 months because you can no longer afford it?

INTERVIEWER: READ OUT AND SHOW CARD Q26 (answer codes) – ONE ANSWER ONLY

1. Very likely
2. Rather likely
3. Neither likely nor unlikely
4. Rather unlikely
5. Very unlikely

98. (Don't know)

99. (Refusal)

ASK ALL
2011, 2016

Q27 (Q21) How frequently do you do each of the following?

INTERVIEWER: SHOW CARD Q27 (answer codes) – ONE ANSWER ONLY PER STATEMENT

		1	2	3	4	5	98	99
		Every day or almost every day	At least once a week	One to three times a month	Less often	Never	(Don't know)	(Refusal)
2011, 2016	a. Attend religious services, apart from weddings, funerals or christenings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2011, 2016	b. Use the Internet other than for work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2011, 2016	c. Take part in sports or physical exercise	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2011, 2016	d. Participate in social activities of a club, society, or an association	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASK ALL
New 2016

Q28 Over the last 12 months, have you participated in training or courses, including online courses?

INTERVIEWER: SHOW CARD Q28 (answer codes) – ONE ANSWER ONLY PER STATEMENT

		Yes	No	(Don't know)	(Refusal)
New 2016	a. Training or courses mostly for professional/work-related reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
New 2016	b. Training or courses mostly for non-professional reasons	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASK ALL
2011, 2016

Q29 (Q22) Please look at the list of organisations and tell us, how often did you do unpaid voluntary work through the following organisations in the last 12 months?

INTERVIEWER: SHOW CARD Q29 (list of organisations and answer codes)
ONE ANSWER ONLY PER STATEMENT

	1	2	3	4	98	99
	Every week	Every month	Less often/ occasionally	Not at all	(Don't know)	(Refusal)
a. Community and social services (e.g. organisations helping the elderly, young people, disabled or other people in need).						
b. Educational, cultural, sports or professional associations						
c. Social movements (for example environmental, human rights) or charities (for example fundraising, campaigning)						

d. Political parties, trade unions						
e. Other voluntary organisations						

ASK ALL

2003, 2007, modified in 2011, e and f added in 2016

Q30 (Q23) Over the last 12 months, have you done any of the following activities?

INTERVIEWER: READ OUT

		1	2	98	99
		Yes	No	(Don't know)	(Refusal)
2003, Modified in 2007, 2011, 2106	a. Attended a meeting of a trade union, a political party or political action group				
2003, Modified in 2007, Modified in 2011, 2106	b. Attended a protest or demonstration				
2011, 2016	c. Signed a petition, including an e-mail or on-line petition				
2003, 2007, 2011, 2016	d. Contacted a politician or public official (other than routine contact arising from use of public services)				
New 2016	e. Commented on a political or social issue online				
New 2016	f. Boycotted certain products				

ASK ALL

New 2016

Q31 On the whole, how satisfied are you with the way democracy works in [country]?

Please tell me on a scale of 1 to 10, where 1 means very dissatisfied and 10 means very satisfied.

INTERVIEWER: SHOW CARD Q31 (scale). ENTER SCORE OR 98 FOR DON'T KNOW, 99 FOR REFUSAL

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ASK ALL

New 2016

Q32 On the whole, how satisfied are you with the present state of the economy in [country]?

Please tell me on a scale of 1 to 10, where 1 means very dissatisfied and 10 means very satisfied.

INTERVIEWER: SHOW CARD Q32 (scale). ENTER SCORE OR 98 FOR DON'T KNOW, 99 FOR REFUSAL

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ASK ALL

2003, 2007, 2011, 2016

Q33 (Q24) Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people?

Please tell me on a scale of 1 to 10, where 1 means that you can't be too careful and 10 means that most people can be trusted.

INTERVIEWER: SHOW CARD Q33 (scale). ENTER SCORE OR 98 FOR DON'T KNOW, 99 FOR REFUSAL

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ASK ALL

2003, 2007, option g added in 2011, 2016

Q34 (Q25) In all countries there sometimes exists tension between social groups.

In your opinion, how much tension is there between each of the following groups in this country?

INTERVIEWER: READ OUT AND SHOW CARD Q34 (answer codes) – ONE ANSWER ONLY PER STATEMENT

		1	2	3	98	99
		A lot of tension	Some tension	No tension	(Don't know)	(Refusal)
2003, 2007, 2011, 2016	a. Poor and rich people					
2003, 2007, 2011, 2016	b. Management and workers					
2003, 2007, 2011, 2016	c. Men and women					
2003, 2007, 2011, 2016	d. Old people and young people					
2003, 2007, 2011, 2016	e. Different racial and ethnic groups					
2007, 2011, 2016	f. Different religious groups					
2011, 2016	g. People with different sexual orientations					

ASK ALL

2007, 2011, c modified from "press" and g and h added in 2016

Q35 (Q28) Please tell me how much you personally trust each of the following institutions. Please tell me on a scale of 1 to 10, where 1 means that you do not trust at all, and 10 means that you trust completely.

INTERVIEWER: READ OUT AND SHOW CARD Q35 (scale)

		Do not trust at all							Trust completely			(Do n't know)	(Refus al)
2007, 2011, 2016	a. [NATIONALITY] parliament	1	2	3	4	5	6	7	8	9	10	98	99
2007, 2011, 2016	b. The legal system	1	2	3	4	5	6	7	8	9	10	98	99
2007, 2011, 2016	c. The news media	1	2	3	4	5	6	7	8	9	10	98	99
2007, 2011, 2016	d. The police	1	2	3	4	5	6	7	8	9	10	98	99
2007, 2011, 2016	e. The government	1	2	3	4	5	6	7	8	9	10	98	99
2011, 2016	f. The local (municipal) authorities	1	2	3	4	5	6	7	8	9	10	98	99
New 2016	g. Banks	1	2	3	4	5	6	7	8	9	10	98	99
New 2016	h. Humanitarian or charitable organisations	1	2	3	4	5	6	7	8	9	10	98	99

ASK ALL

2003, 2007, e added in 2011, question slightly different wording in 2016

Q36 (Q29) To what extent do you agree or disagree with the following statements?

INTERVIEWER: READ OUT AND SHOW CARD Q36 (answer codes) – ONE ANSWER PER STATEMENT

		1	2	3	4	5	98	99
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	(Don' t know)	(Refusal)
2003, 2007, 2011, 2016	a. I feel left out of society.							
2003, 2007, 2011, 2016	b. Life has become so complicated today that I almost can't find my way							
2007, modified in 2011, 2016	c. I feel that the value of what I do is not recognised by others							
2007, 2011, 2016	d. Some people look down on me because of my job situation or income							
2011, 2016	e. I feel close to people in the area where I live.							

ASK ALL

2003, 2007, 2011, modified in 2016 to reflect legal marital status

Q37 (Q31) Could I ask you about your current marital status? Which of the following descriptions best applies to you?

INTERVIEWER: READ OUT – ONE ANSWER ONLY

1. Never married
2. Married
3. Separated
4. Widowed
5. Divorced

98. (Don't know)

99. (Refusal)

ASK ALL

2003, 2007, 2011, modified in 2016

Q38 (Q33) On average, how often do you have direct face-to-face contact with the following people living outside your household?

INTERVIEWER: READ OUT AND SHOW CARD Q38 (answer codes) – ONE ANSWER PER STATEMENT

		1	2	3	4	5	97	98	99
		Every day or almost every day	At least once a week	One to three times a month	Less often	Never	(Don't have such relatives)	(Do n't know)	(Refusal)
New 2016	a. Any family members or relatives								
2003, 2007, 2011, 2016	b. Any of your friends or neighbours								

Code 97 is not available for Q38b.

ASK ALL

2003, modified in 2007, modified in 2011 by adding "the Internet", modified in 2016

Q39 (Q34) And on average, how often do you have contact with friends or family living outside your household by phone, the Internet or by post?

INTERVIEWER: READ OUT AND SHOW CARD Q39 (answer codes) – ONE ANSWER PER STATEMENT

		1	2	3	4	5	97	98	99
		Every day or almost every day	At least once a week	One to three times a month	Less often	Never	(Don't have such relatives)	(Don't know)	(Refusal)
2016	a. Any family members or relatives								
2003, 2007, 2011	b. Any of your friends or neighbours								

Code 97 is not available for Q39b.

Q40a, b, c, d, e : ASK ALL

Q40f: ASK IF RESPONDENT HAS CHILDREN UNDER 18 (HH3c=2-3 AND HH3a<18 OR Q1=1 AND Q2>1)

2003, 2007, Answer categories modified in 2011, f added in 2016

Q40 (Q35) From whom would you get support in each of the following situations?

For each situation, choose the most important source of support.

INTERVIEWER: READ OUT AND SHOW CARD Q40 (answer codes) – ONE ANSWER PER STATEMENT

		1	2	3	4	98	99
		A member of your family / relative	A friend, neighbour, or someone else, who does not belong to your family or relatives	A service provider, institution or organisation	Nobody	(Don't know)	(Refusal)
2003, Modified in 2007, Modified in 2011, 2016	a. If you needed help around the house when ill						
2003, Modified in 2007, Modified in 2011, 2016	b. If you needed advice about a serious personal or family matter						
2007, Modified in 2011, 2016	c. If you needed help when looking for a job						
2003, 2007, Modified in 2011, 2016	d. If you were feeling a bit depressed and wanting someone to talk to						

2003, Modified in 2007, Modified in 2011, 2016	e. If you needed to urgently raise [1/12 of annual national at risk-of-poverty threshold] to face an emergency						
New 2016	f. If you needed help in looking after your children						

ASK ALL

New 2016

Q41 On a scale of 1 to 10, how worried are you, if at all, that your income in old age will not be sufficient? 1 means not worried at all, 10 means extremely worried.

INTERVIEWER: SHOW CARD Q41 (SCALE). ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL

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Q42c, d, e: ASK ALL

Q42a: ASK IF RESPONDENT HAS CHILDREN UNDER 18 (HH3c=2-3 AND HH3a<18 OR Q1=1 AND Q2>1)

Q42b: ASK IF RESPONDENT HAS CHILDREN OVER 18 (HH3c=2-3 AND HH3a>=18 OR Q1=1 AND Q3>1) OR IF HAS GRANDCHILDREN IN THE HOUSEHOLD (HH3c=6)

2003, modified in 2007, modified in 2011, modified in 2016 by separating children/grandchildren and age of people cared for

Q42 (Q36) In general, how often are you involved in any of the following activities outside of paid work?

INTERVIEWER: READ OUT AND SHOW CARD Q42 (answer codes) - ONE ANSWER PER STATEMENT

		1	2	3	4	5	97	98	99
		Every day	Several days a week	Once or twice a week	Less often	Never	(Not applicable – no grandchildren)	(Don't know)	(Refusal)
2003, 2007, Modified in 2011, Modified in 2016	a. Caring for and/or educating your children								
2003, 2007, Modified in 2011, Modified in 2016	b. Caring for and/or educating your grandchildren								
2003, 2007, 2011, 2016	c. Cooking and / or housework								
2003, 2007, 2011, Modified in 2016	d. Caring for disabled or infirm family members, neighbours or friends under 75 years old								

2003, 2007, 2011, Modified in 2016	e. Caring for disabled or infirm family members, neighbours or friends aged 75 or over								
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ASK Q43 a, b, c, d, e RESPECTIVELY IF (Q42a, b, c, d, e < 4)
2003, modified in 2007, 2011, modified in 2016

Q43 (Q37) On average, how many hours per week are you involved in any of the following activities outside of paid work?

INTERVIEWER: ENTER NUMBER OF HOURS, IF DON'T KNOW ENTER 998, IF REFUSAL, ENTER 999

- a. Caring for and/or educating your children _____ hours
- b. Caring for and/or educating your grandchildren _____ hours
- c. Cooking and / or housework _____ hours
- d. Caring for disabled or infirm family members, neighbours or friends under 75 years old _____ hours
- e. Caring for disabled or infirm family members, neighbours or friends aged 75 or over _____ hours

ASK IF RESPONDENT HAS CARE RESPONSIBILITIES AT LEAST WEEKLY (Q42a, b, d or e < 4) AND IF RESPONDENT HAS PAID WORK (HH2D<5)
New 2016

Q44 How easy or difficult is it to combine paid work with your care responsibilities?

INTERVIEWER: READ OUT AND SHOW CARD Q44 (answer codes) – ONE ANSWER ONLY

- 1. Very easy
- 2. Rather easy
- 3. Rather difficult
- 4. Very difficult

98. (Don't know)

99. (Refusal)

ASK IF RESPONDENT HAS CARE RESPONSIBILITIES AT LEAST WEEKLY (Q42a, b, d or e < 4) AND IF RESPONDENT IS NOT IN PAID WORK (HH2D=5-12)
New 2016

Q45 How easy or difficult would it be to combine paid work (say 10 hours per week) with your care responsibilities?

INTERVIEWER: READ OUT AND SHOW CARD Q45 (answer codes) – ONE ANSWER ONLY

- 1. Very easy
- 2. Rather easy
- 3. Rather difficult
- 4. Very difficult

98. (Don't know)

99. (Refusal)

ASK IF RESPONDENT HAS PARTNER AND CHILDREN UNDER 18 (HH3c=1 AND HH2c=2-3 FOR WHICH HH3a<18 OR Q1=1 AND Q2>1)

New 2016

Q46 Do you spend more, less or the same amount of time as your partner does looking after your children?

INTERVIEWER: READ OUT - ONE ANSWER ONLY

1. More time than my partner does
2. The same amount of time as my partner does
3. Less time than my partner does

98. (Don't know)

99. (Refusal)

ASK ALL

2007, Modified in 2011 by rephrasing scale items, e and f added in 2016

Q47 (Q39) I am going to read out some areas of daily life in which you can spend your time. Could you tell me if you spend as much time as you would like to in each area, or if you wish you could spend 'less time' or 'more time' in that activity?

INTERVIEWER: READ OUT AND SHOW CARD Q47 – ONE ANSWER PER STATEMENT

		1	2	3	97	98	99
		Spend less time	Spend as much time as I currently do	Spend more time	(Not applicable)	(Don't know)	(Refusal)
2003, 2007, 2011, 2016	a. Contact with family members living in this household or elsewhere						
2003, 2007, 2011, 2016	b. Other social contact (not family)						
2003, 2007, 2011, 2016	c. Own hobbies/ interests						
2003, 2007, Modified in 2011, 2016	d. Voluntary work						
New 2016	e. Caring for children or grandchildren						
New 2016	f. Caring for disabled or infirm family members, neighbours or friends						

For Q47 b, c, d the 'not applicable' code is not shown.

In the next section, we would like to ask you a few questions about your health.

ASK ALL

2003, 2007, 2011, question wording slightly modified in 2016

Q48 (Q42) In general, how is your health?

INTERVIEWER: READ OUT AND SHOW CARD Q48

1. Very good
2. Good
3. Fair
4. Bad
5. Very bad

98. (Don't know)
99. (Refusal)

ASK ALL

2003, modified in 2007, modified in 2011 (by adding definition), 2016

Q49 (Q43). Do you have any chronic (long-standing) physical or mental health problem, illness or disability? By chronic (long-standing) I mean illnesses or health problems which have lasted, or are expected to last, for 6 months or more.

INTERVIEWER: READ OUT

- | | |
|------------------|-----------|
| 1. Yes | Go to Q50 |
| 2. No | Go to Q51 |
| | |
| 98. (Don't know) | Go to Q51 |
| 99. (Refusal) | Go to Q51 |

ASK IF RESPONDENT HAS CHRONIC HEALTH PROBLEM (Q49=1)

2003, modified in 2007, modified in 2011 by changing "hampered" to "limited", 2016

Q50 (Q44) Are you limited in your daily activities by this physical or mental health problem, illness or disability?

INTERVIEWER: READ OUT

1. Yes, severely
2. Yes, to some extent
3. No

98. (Don't know)
99. (Refusal)

ASK ALL

2007, 2011, 2016

Q51 (Q45) Please indicate for each of the five statements which is closest to how you have been feeling over the last two weeks.

INTERVIEWER: READ OUT AND SHOW CARD Q51 (answer codes)

	1	2	3	4	5	6	98	99
<u>Over the last two weeks</u>	All of the time	Most of the time	More than half of the time	Less than half of the time	Some of the time	At no time	(Don't know)	(Refusal)
a. I have felt cheerful and in good spirits								
b. I have felt calm and relaxed								
c. I have felt active and vigorous								
d. I woke up feeling fresh and rested								
e. My daily life has been filled with things that interest me								

ASK ALL

2011, 2016

Q52 (Q46) Please indicate for each of the statements which is closest to how you have been feeling over the last two weeks.

INTERVIEWER: READ OUT AND SHOW CARD Q52 (answer codes)

	1	2	3	4	5	6	98	99
<u>Over the last two weeks</u>	All of the time	Most of the time	More than half of the time	Less than half of the time	Some of the time	At no time	(Don't know)	(Refusal)
a. I have felt particularly tense								
b. I have felt lonely								
c. I have felt downhearted and depressed								

In the next section we would like to ask you some questions about the area where you live.

ASK ALL

2003, 2007, 2011, 2016

Q53 (Q49) Would you consider the area in which you live to be...?

INTERVIEWER: READ OUT AND SHOW CARD Q53

1. The open countryside
2. A village/small town
3. A medium to large town
4. A city or city suburb

98. (Don't know)

99. (Refusal)

ASK ALL

Answer categories modified in 2011, 2016

Q54 (Q50) Please think about the area where you live now – I mean the immediate neighbourhood of your home. Do you have major, moderate or no problems with the following?

INTERVIEWER: READ OUT AND SHOW CARD Q54 (answer codes) – ONE ANSWER PER STATEMENT

		1	2	3	98	99
		Major problems	Moderate problems	No problems	(Don't know)	(Refusal)
2003, 2007, 2011, 2016	a. Noise					
2003, 2007, modified 2011, 2016	b. Air quality					
2007, 2011, 2016	c. Litter or rubbish on the street					
2011, modified 2016	d. Heavy traffic in your immediate neighbourhood					

ASK ALL

New 2016

Q55 To what extent do you agree or disagree with the following statements?

INTERVIEWER: READ OUT AND SHOW CARD Q55 (answer codes) – ONE ANSWER PER STATEMENT

		1	2	3	4	5	98	99
		Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	(Don't know)	(Refusal)
New 2016	a. I feel safe when I walk alone in this area after dark							
New 2016	b. I feel safe when I am at home alone at night							

ASK ALL

2011, wording slightly modified in 2016

Q56 (Q51) Thinking of physical access, distance, opening hours and the like, how easy or difficult is your access to the following services?

INTERVIEWER: READ OUT AND SHOW CARD Q56 (answer codes) – ONE ANSWER PER STATEMENT

		1	2	3	4	97	98	99
		Very difficult	Rather difficult	Rather easy	Very easy	Not Applicable (Service not used)	(Don't know)	(Refusal)
2011, 2016	a. Banking facilities (e.g bank branch, ATM)							
2011, 2016	b. Public transport facilities (bus, metro, tram, train etc.)							
2011, 2016	c. Cinema, theatre or cultural centre							
2011, 2016	d. Recreational or green areas							
New 2016	e. Grocery shop or supermarket							
New 2016	f. Recycling services including collection of recyclables							

ASK IF RESPONDENT IS IN PAID WORK (HH2D<5) OR IN EDUCATION (HH2D=11)

2003, modified in 2011, 2016

Q57 (Q52) About how much time (in minutes) in total per day do you usually spend getting to and from work or study using your usual mode of transportation?

INTERVIEWER: THIS MAY ALSO INCLUDE TAKING CHILDREN TO SCHOOL AND/OR PICKING THEM UP AGAIN IF THIS IS PART OF THE USUAL JOURNEY TO WORK OR STUDY

INTERVIEWER: RECORD TOTAL DAILY TIME FOR ROUND TRIP IN MINUTES FOR A NORMAL WEEKDAY OR 998 FOR DON'T KNOW, 999 FOR REFUSAL. IF RESPONDENT IS NOT COMMUTING, MARK 000

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minutes

ASK ALL

Q58 (Q53) In general, how would you rate the quality of each of the following public services in [COUNTRY]?

Please tell me on a scale of one to 10, where one means very poor quality and 10 means very high quality.

INTERVIEWER: READ OUT AND SHOW CARD Q58 (scale)

FOR EACH ITEM ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL

INTERVIEWER: LONG TERM CARE: SERVICES FOR DEPENDENT PEOPLE BECAUSE OF OLD AGE, CHRONIC ILLNESS OR DISABILITY. SERVICES MAY BE GIVEN IN THE PERSON'S HOME OR IN CARE INSTITUTIONS.

2003, 2007, 2011, 2016	a. Health services	_____
2003, 2007, 2011, 2016	b. Education system	_____
2003, 2007, 2011, 2016	c. Public transport	_____
Modified in 2007, 2011, 2016	d. Child care services	_____
Modified in 2007, Modified in 2011, 2016	e. Long term care services	_____
2011, 2016	f. Social/municipal housing	_____
2003, 2007, 2011, 2016	g. State pension system	_____

And now, let us talk about healthcare services in more detail.

ASK ALL

New 2016

Q59 In general, how do you rate the quality of the following two healthcare services in [COUNTRY]? Again, please tell me on a scale of 1 to 10, where 1 means very poor quality and 10 means very high quality.

INTERVIEWER: SHOW CARD Q59: ENTER SCORE OR 98 FOR DON'T KNOW, 99 FOR REFUSAL

INTERVIEWER: IF ASKED, THIS IS ABOUT SERVICES AVAILABLE FOR MOST OF THE PUBLIC

New 2016	a. GP, family doctor or health centre services	
New 2016	b. Hospital or medical specialist services	

ASK ALL

New 2016

Q60 Have you or someone else in your household used any of the following services in the last 12 months?

INTERVIEWER: Emergency healthcare includes both ambulance and other emergency healthcare options such as visits to 'first-aid'/emergency hospital department.

INTERVIEWER: READ OUT

		1	2	3	98	99
		I	Someone else in your household	Nobody	(Don't know)	(Refusal)
New 2016	a. GP, family doctor or health centre services					
New 2016	b. Emergency healthcare					
New 2016	c. Hospital or medical specialist services					
New 2016	d. Ordering prescriptions online or by telephone					
New 2016	e. Medical consultation online or by telephone					

ASK ALL

New 2016 (a modified version of 2011 Q47)

Q61 Thinking about the last time you needed to see or be treated by a GP, family doctor or health centre, to what extent did any of the following make it difficult or not for you to do so?

INTERVIEWER: READ OUT AND SHOW CARD Q61 (answer codes)

		1	2	3	97	98	99
		Very difficult	A little difficult	Not difficult at all	(Not applicable/ never needed to see doctor)	(Don't know)	(Refusal)
2003, 2007, 2011, 2016	a. Distance to GP/doctor's office / health centre						
2003, 2007, 2011, 2016	b. Delay in getting appointment						
2003, 2007, 2011, 2016	c. Waiting time to see doctor on day of appointment						
2003, 2007, 2011, 2016	d. Cost of seeing the doctor						
2011, 2016	e. Finding time because of work, care for children or for others						

ASK IF RESPONDENT USED GP SERVICES (Q60a=1)

New 2016

Q62 You mentioned that you used GP, family doctor or health centre services. On a scale of 1 to 10 where 1 means very dissatisfied and 10 means very satisfied, tell me how satisfied or dissatisfied you were with each of the following aspects the last time that you used the service.

INTERVIEWER: READ OUT AND SHOW CARD Q62 (scale).

FOR EACH ITEM ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL.

INTERVIEWER: Staff includes also those not involved in treatment.

New 2016	a. Quality of the facilities (building, room, equipment)	_____
New 2016	b. Expertise and professionalism of staff	_____
New 2016	c. Personal attention you were given, including staff attitude and time devoted	_____
New 2016	d. Being informed or consulted about your care	_____

ASK ALL

New 2016

Q63 To what extent do you agree or disagree with the following about GP, family doctor or health centre services in your area? Please tell me on a scale of 1 to 10, where 1 means completely disagree and 10 means completely agree.

INTERVIEWER: READ OUT AND SHOW CARD Q63 (scale).

FOR EACH ITEM ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL.

INTERVIEWER: By corruption we mean abuse of power for private gain. This includes corruption in service delivery (e.g. bribes/informal payments) as well as beyond/outside of it (e.g. in public procurement or marketing relations, misuse of position, fraud in reimbursement and embezzlement).

New 2016	a. All people are treated equally in these services in my area	
New 2016	b. Corruption is common in these services in my area	

ASK IF RESPONDENT USED HOSPITAL SERVICES (Q60c=1)

New 2016

Q64 You mentioned that you used hospital or medical specialist services. On a scale of 1 to 10 where 1 means very dissatisfied and 10 means very satisfied, please tell me how satisfied or dissatisfied you were with each of the following aspects the last time the service was used.

INTERVIEWER: READ OUT AND SHOW CARD Q64 (scale).

FOR EACH ITEM ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL.

INTERVIEWER: Staff includes also those not involved in treatment.

New 2016	a. Quality of the facilities (building, room, equipment)	_____
New 2016	b. Expertise and professionalism of staff	_____
New 2016	c. Personal attention you were given, including staff attitude and time devoted	_____
New 2016	d. Being informed or consulted about your care	_____

ASK IF RESPONDENT HAS NOT USED, BUT SOMEONE ELSE IN THE HOUSEHOLD USED HOSPITAL SERVICES (Q60c#1, Q60c=2)

New 2016

Q65 You mentioned that someone else in your household used hospital or medical specialist services. On a scale of 1 to 10 where 1 means very dissatisfied and 10 means very satisfied, please tell me how satisfied or dissatisfied you were with each of the following aspects the last time the service was used.

INTERVIEWER: READ OUT AND SHOW CARD Q65 (scale).

FOR EACH ITEM ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL.

INTERVIEWER: Staff includes also those not involved in treatment.

New 2016	a. Quality of the facilities (building, room, equipment)	_____
New 2016	b. Expertise and professionalism of staff	_____
New 2016	c. Personal attention this person was given, including staff attitude and time devoted	_____
New 2016	d. Being informed or consulted about their care	_____

ASK ALL

New 2016

Q66 To what extent do you agree or disagree with the following statements about hospital or medical specialist services in your area? Please tell me on a scale of 1 to 10, where 1 means completely disagree and 10 means completely agree.

INTERVIEWER: READ OUT AND SHOW CARD Q66 (scale).

FOR EACH ITEM ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL.

INTERVIEWER: Corruption - if respondents ask, corruption includes bribery but is not limited to that so that other forms of misuse of one's position in services is included.

New 2016	a. All people are treated equally in these services in my area	
New 2016	b. Corruption is common in these services in my area	

ASK ALL

New 2016

Q67 How easy or difficult would it be for you to cover expenses for each of the following, if you needed to use it tomorrow?

INTERVIEWER: READ OUT AND SHOW CARD Q67 (answer codes)

INTERVIEWER: Emergency healthcare includes both ambulance and other emergency healthcare options such as visits to 'first-aid'/emergency hospital department.

		1	2	3	4	5	98	99
		Very easy	Rather easy	Neither easy nor difficult	Rather difficult	Very difficult	(Don't know)	(Refusal)
New 2016	a. GP, family doctor or health centre services							
New 2016	b. Dental care							
New 2016	c. Psychologist, psychiatrist or other mental health services							
New 2016	d. Emergency healthcare							
New 2016	e. Other hospital or medical specialist services							

Now I would like to turn to long term care. First, regarding formal care services.

These may be care services in the person's home or in residential care/nursing home.

INTERVIEWER: Definition for long-term care: that is services for dependent people because of old age, chronic illness or disability.

ASK ALL

New 2016

Q68 Have you, or someone close to you, used the following services in the last 12 months? Here we are asking about formal services, not care provided by families.

INTERVIEWER: READ OUT AND SHOW CARD Q68

	1	2	3	98	99
	Yes, I have	Yes, someone close to me has	Nobody has	(Don't know)	(Refusal)
a. Nursing care services at your/this person's home					
b. Home help or personal care services in your/this person's home					
c. Residential care or nursing home					

ASK IF (Q68=1 to a, b or c)

New 2016

Q69 You mentioned that you used long-term care in the last 12 months. How was it funded?

INTERVIEWER: READ OUT AND SHOW CARD Q69

		1	2	3	98	99
		Free of charge /100% funded	Partially funded	Fully paid by the user	(Don't know)	(Refusal)
ASK IF (Q68a=1)	a. Nursing care services at your home					
ASK IF (Q68b=1)	b. Home help or personal care services in your home					
ASK IF (Q68c=1)	c. Residential care or nursing home					

ASK IF (Q68=2 and Q68≠1 to a, b or c)

New 2016

Q70 You mentioned that someone close to you used long-term care in the last 12 months. How was it funded?

INTERVIEWER: READ OUT AND SHOW CARD Q70

		1	2	3	98	99
		Free of charge /100% funded	Partially funded	Fully paid by the user	(Don't know)	(Refusal)
ASK IF (Q68a=2)	a. Nursing care services at this person's home					
ASK IF (Q68b=2)	b. Home help or personal care services in this person's home					
ASK IF (Q68c=2)	c. Residential care or nursing home					

ASK IF (Q68=1 to a, b or c)

New 2016

Q71 What type of long term care have you used the most during the last 12 months?

INTERVIEWER: READ OUT AND SHOW CARD Q71

1. Nursing care services at your home
2. Home help or personal care services in your home
3. Residential care or nursing home

98. (Don't know)

99. (Refusal)

ASK Q72 IF AT LEAST 2 OF THE FOLLOWING CONDITIONS ARE FULLFILLED: Q68a≠1 AND Q68a=2, Q68b≠1 AND Q68b=2, Q68c≠1 AND Q68c=2)

New 2016

Q72 What type of long term care has been used the most during the last 12 months?

INTERVIEWER: READ OUT AND SHOW CARD Q72

1. Nursing care services at this person's home
2. Home help or personal care services in this person's home
3. Residential care or nursing home

98. (Don't know)

99. (Refusal)

ASK ALL USERS (Q68=1 or 2)

New 2016

Q73 (Q15) You mentioned that the main type of long-term care service used was [SERVICE]. On a scale of 1 to 10 where 1 means very dissatisfied and 10 means very satisfied, please tell me how satisfied or dissatisfied you were with each of the following aspects.

INTERVIEWER: READ OUT AND SHOW CARD Q73 (scale).

FOR EACH ITEM ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL.

If unsure which user to answer about (whose experience to base your answer on), think and report about yourself first, then person close to you. Facilities can refer to nursing home or the place where you/this person usually live(s).

a. Quality of the facilities (building, room, equipment)	
b. Expertise and professionalism of staff	
c. Personal attention you were/this person was given, including staff attitude and time devoted	
d. Being informed or consulted about your/this person's care	

ASK ALL USERS (Q68=1 or 2)

New 2016

Q74. To what extent did cost make it difficult for you to use long-term care services?

INTERVIEWER: READ OUT

1. Very difficult
2. A little difficult
3. Not difficult at all

98. (Don't know)

99. (Refusal)

ASK ALL

New 2016

Q75 To what extent do you agree or disagree with the following statements about long-term care services in your area? Please tell me on a scale of 1 to 10, where 1 means completely disagree and 10 means completely agree.

INTERVIEWER: Corruption - if respondents ask, corruption includes bribery but is not limited to that so that other forms of misuse of one's position in services is included

INTERVIEWER: READ OUT AND SHOW CARD Q75 (scale).

FOR EACH ITEM ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL.

New 2016	a. All people are treated equally in these services in my area	
New 2016	b. Corruption is common in these services in my area	

Now a last question about other sources of long-term care.

ASK ALL

New 2016

Q76 In the last 12 months, have you, or someone close to you, received regular (at least several times a week) help or care from any of the following people?

INTERVIEWER: READ OUT AND SHOW CARD Q76

INTERVIEWER: (b) excludes people already mentioned in (a)

	1	2	3	98	99
	Yes, me	Yes, someone close to me has	No	(Don't know)	(Refusal)
a. Family members, friends or neighbours in your/this person's home					
b. Someone outside the formal health and care services who was paid for their help					

And now I would like to turn to childcare, formal and informal, provided by anyone other than the child's parents or guardians.

ASK Q77 TO PEOPLE WHO HAVE CHILDREN OR CHILDREN IN THE HOUSEHOLD AGED 12 OR LESS ((HH3b2<=12 OR HH3b3<=12 OR HH3b4<=12 OR HH3b5<=12 OR HH3b6<=12 OR HH3b7<=12 OR HH3b8<=12 OR HH3b9<=12 OR HH3b10<=12) OR (Q1=1 AND Q2>0 AND Q2<>99))

New 2016

Q77 Please tell me the ages of your children or children in your household who received child care in the last 12 months.

INTERVIEWER: READ OUT AND TICK ALL THE APPLY
MULTIPLE ANSWERS POSSIBLE

1. Child/children aged less than 3
 2. Child/children aged 3 or over, but not yet attending school
 3. Child/children aged up to 12, and attending school
 4. None
-
98. (Don't know)
 99. (Refusal)

ASK IF (Q77= 1, 2 or 3)

New 2016

Q78 What is the main type of childcare received by the youngest child (outside of regular school hours)?

INTERVIEWER: READ OUT AND SHOW CARD Q78

Main type of care means one where the child spends most time in. In case a child at the moment does not receive care, but was receiving it in the last 12 months, please answer about the last care type received.

1. Childminding by child's grandparent(s)
2. Childminding by other household members or relatives, friends, neighbours or other informal arrangements, such as childminder without a contract
3. Childminding with a formal agreement or contract
4. Childcare facility (e.g. kindergarten, creche, nursery, playgroup, daycare centre) or after-school care
5. Other
98. (Don't know)
99. (Refusal)

ASK IF (Q78= 3, 4 or 5).

New 2016

Q79 You mentioned that the childcare mainly received by the youngest child is [SERVICE]. How many hours per week is it used?

INTERVIEWER: ENTER NUMBER OF HOURS, IF DON'T KNOW ENTER 998, IF REFUSAL, ENTER 999

--	--	--

hours

ASK IF (Q78= 3, 4 or 5).

New 2016

Q80 You mentioned that the childcare mainly received by the youngest child is [SERVICE]. How is it funded?

INTERVIEWER: READ OUT

1. Free of charge/100%funded
2. Partially funded
3. Fully paid by the user
98. (Don't know)
99. (Refusal)

ASK IF (Q78= 3, 4 or 5).

New 2016

Q81 You mentioned that the main form of childcare received by the youngest child is [SERVICE]. On a scale of 1 to 10 where 1 means very dissatisfied and 10 means very satisfied, please tell me how satisfied or dissatisfied you were with each of the following aspects.

INTERVIEWER: READ OUT AND SHOW CARD Q81 (scale).

FOR EACH ITEM ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL.

a. Quality of the facilities (building, room, equipment)	
b. Expertise and professionalism of staff/carers	
c. Personal attention the child was given, including staff/carers' attitude and time devoted	
d. Being informed or consulted about the child's care	
e. The curriculum and activities	

ASK IF (Q78= 3, 4 or 5).

New 2016

Q82 To what extent did cost make it difficult for you to use childcare services?

INTERVIEWER: READ OUT

1. Very difficult
2. A little difficult
3. Not difficult at all

98. (Don't know)

99. (Refusal)

ASK ALL

New 2016

Q83 To what extent do you agree or disagree with the following statements about childcare services in your area? Please tell me on a scale of 1 to 10, where 1 means completely disagree and 10 means completely agree.

INTERVIEWER: Corruption - if respondents ask, corruption includes bribery but is not limited to that so that other forms of misuse of one's position in services is included

INTERVIEWER: READ OUT AND SHOW CARD Q83 (scale).

FOR EACH ITEM ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL.

New 2016	a. All people are treated equally in these services in my area	
New 2016	b. Corruption is common in these services in my area	

Lastly, I would like to talk about schools.

INTERVIEWER: 'Schools' refer to the schools providing compulsory education

ASK ALL

New 2016

Q84

Please tell me the ages of your children or anyone in your household who attended school in the last 12 months.

INTERVIEWER: READ OUT

1. Aged up to 12
2. Aged 13 to 18
3. Aged 19 or over
4. None

98. (Don't know)

99. (Refusal)

ASK IF (Q84=1 or 2)

New 2016

Q85. You mentioned that your child or someone in your household attended school. On a scale of 1 to 10 where 1 means very dissatisfied and 10 means very satisfied, please tell me how satisfied or dissatisfied you were with each of the following aspects.

INTERVIEWER: SHOW CARD Q85 (scale) AND READ OUT

FOR EACH ITEM ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL.

a. Quality of the facilities (building, room, equipment)	
b. Expertise and professionalism of staff/teachers	
c. Personal attention you were/ this person was given, including staff/teachers' attitude and time devoted	
d. Being informed or consulted about this person's education	
e. The curriculum and activities	

ASK ALL

New 2016

Q86 To what extent do you agree or disagree with the following statements about school services in your area? Please tell me on a scale of 1 to 10, where 1 means completely disagree and 10 means completely agree.

INTERVIEWER: Corruption - if respondents ask, corruption includes bribery but is not limited to that so that other forms of misuse of one's position in services is included

INTERVIEWER: READ OUT AND SHOW CARD Q86 (scale).

FOR EACH ITEM ENTER SCORE GIVEN OR 98 FOR DON'T KNOW, 99 FOR REFUSAL.

New 2016	a. All people are treated equally in these services in my area	
New 2016	b. Corruption is common in these services in my area	

ASK ALL

2003, modified in 2007, 2011, modified in 2016

Q87 (Q48) What is the highest level of education you completed?

INTERVIEWER: SHOW CARD Q87 AND FILL IN THE CORRESPONDING CODE – ONE ANSWER ONLY

0. Early childhood Education (ISCED 01/ISCED 02)
1. Primary education (ISCED 1)
2. Lower secondary education (ISCED 2)
3. Upper secondary education (ISCED 3)
4. Post-secondary non-tertiary education (ISCED 4)
5. Short-cycle tertiary education (ISCED 5)
6. Bachelor or equivalent (ISCED 6)
7. Master or equivalent (ISCED 7)
8. Doctoral or equivalent (ISCED 8)

96. (Education up to ISCED 4 completed abroad)
97. (Education ISCED 5 and above completed abroad)
98. (Don't know)
99. (Refusal)

ASK ALL

2003, 2007, 2011, 2016

Q88 (Q58) A household may have different sources of income and more than one household member may contribute to it. Thinking of your household's total monthly income: is your household able to make ends meet....?

INTERVIEWER: READ OUT AND SHOW CARD Q88 – ONE ANSWER ONLY

1. Very easily
2. Easily
3. Fairly easily
4. With some difficulty
5. With difficulty
6. With great difficulty

98. (Don't know)
99. (Refusal)

ASK ALL

2003, 2007, 2011, 2016

Q89 (Q59) There are some things that many people cannot afford, even if they would like them. For each of the following things on this list, can I just check whether your household can afford it if you want it?

INTERVIEWER: READ OUT AND SHOW CARD Q89

	1	2	98	99
	Yes, can afford if want	No, cannot afford it	(Don't know)	(Refusal)
a. Keeping your home adequately warm				
b. Paying for a week's annual holiday away from home (not staying with relatives)				
c. Replacing any worn-out furniture				
d. A meal with meat, chicken, fish every second day if you wanted it				
e. Buying new, rather than second-hand, clothes				
f. Having friends or family for a drink or meal at least once a month				

The next questions are about things you might do to spend less.

ASK ALL

New 2016

Q90 Firstly, thinking about food, over the last two weeks did you or someone else in your household change your diet because money was needed for other essentials?

INTERVIEWER: READ OUT

		1	2	97	98	99
		Yes	No	(NA – didn't need/want to use the listed item)	(Don't know)	(Refusal)
New 2016	a. Gone without fresh fruit and vegetables					
New 2016	b. Bought cheaper cuts of meat or bought less than wanted					

ASK ALL

New 2016

Q91 And now thinking about visits to a doctor or a dentist, over the last 12 months did you or someone else in your household not go at all or delay a visit because money was needed for other essentials?

INTERVIEWER: READ OUT AND SHOW CARD Q91

		1	2	3	97	98	99
		Yes – Didn't go at all	Yes - Delayed a visit	No	(Not applicable – didn't need to go to doctor/dentist)	(Don't know)	(Refusal)
New 2016	a. Doctor						
New 2016	b. Dentist						

ASK ALL

New 2016

Q92 Over the last 12 months have you moved to a cheaper home, taken other people into your home or moved into someone else's home to save on housing costs?

INTERVIEWER: READ OUT
MULTIPLE ANSWERS POSSIBLE

1. Yes, moved to a cheaper home
2. Yes, taken other people into your home
3. Yes, moved into someone else's home
4. No

98. (Don't know)

99. (Refusal)

ASK ALL

2003, 2007, c and e added in 2011, d added in 2016

Q93 (Q60) Has your household been in arrears at any time during the past 12 months, that is, unable to pay as scheduled any of the following?

INTERVIEWER: READ OUT

		1	2	98	99
		Yes	No	(Don't know)	(Refusal)
2003, 2007, 2011, 2016	a. Rent or mortgage payments for accommodation				
2003, 2007, 2011, 2016	b. Utility bills, such as electricity, water, gas				
2011, 2016	c. Payments related to consumer loans, including credit card overdrafts (to buy electrical appliances, a car, furniture, etc.)				
New 2016	d. Telephone, mobile or internet connection bills				
2011, 2016	e. Payments related to informal loans from friends or relatives not living in your household				

ASK ALL, IF HH2D = code 1 or 2, record Q94a as code 1

Q94 (Q61) Have you or someone else in your household received any of the following types of income over the past 12 months? Please tick 'yes' or 'no' for each source of income.

INTERVIEWER: READ OUT

		1	2	98	99
		Yes	No	(Don't Know)	(Refusal)
2003, Modified in 2007, 2011, 2016	a. Wages or salaries, excluding income from self-employment				
2007, 2011, 2016	b. Income from self-employment or farming				
2003, 2007, 2011, modified 2016	c. Retirement pension				
New 2016	d. Money transferred from relatives, such as children or parents, or alimony				
New 2016	e. Child, family or care allowance/benefit				
New 2016	f. Unemployment benefit				
New 2016	g. Disability benefit/pension				
New 2016	h. Housing, rent or heating benefit				
New 2016	i. Social assistance or minimum income benefit				
2003, 2007, 2011, 2016	j. Other income (e.g. from savings, property or stocks, etc.)				

ASK ALL

2007, 2011, 2016

Q95 (Q62) If you add up the income from all sources for all the members of the household, do you know what your household's total net monthly income is, that is the amount that is left over after taxes have been deducted?

- 1 ☐ Yes ☐ Go to Q96
 2 ☐ No ☐ Go to Q97
 99 ☐ (Refusal) ☐ Go to Q97

ASK IF CODE 1 AT Q95

Modified in 2007, 2011, 2016

Q96 (Q63) Please can you tell me how much your household's NET income per MONTH is? If you don't know the exact figure, please give an estimate.

INTERVIEWER: WRITE IN AMOUNT OR 999999 FOR REFUSAL

Net monthly income amount in national currency: _____

IF REFUSAL AT Q96, GO TO Q97

ASK IF (Q95=2) OR (Q95=99) OR (Q96=999999)

2007, modified in 2011, 2016

Q97 (Q64) What range best matches your household's total net income?

INTERVIEWER: SHOW SCREEN TO THE RESPONDENT AND LET THEM SELECT AND VALIDATE THE ANSWER - ONE ANSWER ONLY

What range best matches your household's total net weekly income? What range best matches your household's total net monthly income? What range best matches your household's total net annual income?						
Code	WEEKLY		MONTHLY		YEARLY	
	less than	€12	less than	€ 50	less than	€ 600
	€12	€24	€ 50	€ 99	€ 600	€ 1,199
	€25	€34	€ 100	€ 149	€ 1,200	€ 1,799
	€35	€45	€ 150	€ 199	€ 1,800	€ 2,399
	€46	€59	€ 200	€ 249	€ 2,400	€ 2,999
	€60	€79	€ 250	€ 349	€ 3,000	€ 4,199
	€80	€99	€ 350	€ 449	€ 4,200	€ 5,399
	€100	€129	€ 450	€ 599	€ 5,400	€ 7,199
	€130	€169	€ 600	€ 749	€ 7,200	€ 8,999
	€170	€209	€ 750	€ 899	€ 9,000	€ 10,799
	€210	€259	€ 900	€ 1,124	€ 10,800	€ 13,499
	€260	€309	€ 1,125	€ 1,349	€ 13,500	€ 16,199
	€ 310	€ 379	€ 1,350	€ 1,649	€ 16,200	€ 19,799
	€ 380	€ 449	€ 1,650	€ 1,949	€ 19,800	€ 23,399
	€ 450	€ 524	€ 1,950	€ 2,249	€ 23,400	€ 26,999
	€ 525	€ 624	€ 2,250	€ 2,699	€ 27,000	€ 32,399
	€ 625	€ 724	€ 2,700	€ 3,149	€ 32,400	€ 37,799
	€ 725	€ 824	€ 3,150	€ 3,599	€ 37,800	€ 43,199
	€ 825	€ 924	€ 3,600	€ 4,049	€ 43,200	€ 48,599
	€ 925	€ 1,024	€ 4,050	€ 4,499	€ 48,600	€ 53,999
	€ 1,025	€ 1,249	€ 4,500	€ 5,499	€ 54,000	€ 65,999
	€ 1,250	€ 1,499	€ 5,500	€ 6,499	€ 66,000	€ 77,999
	€ 1,500	€ 1,849	€ 6,500	€ 7,999	€ 78,000	€ 95,999
	€ 1,850	or more	€ 8,000	or more	€ 96,000	or more
(98)	(Don't know)					
(99)	(Refusal)					

ASK ALL

2011, 2016

Q98 (Q65) When you compare the financial situation of your household 12 months ago and now would you say it has become better, worse or remained the same?

INTERVIEWER: READ OUT, ONE ANSWER ONLY

1. Better
2. The same
3. Worse

98. (Don't know)
99. (Refusal)

ASK ALL

New 2016

Q99 In which country were you born?

INTERVIEWER: DO NOT READ OUT – ONE ANSWER ONLY

Q100 in which country was your father born?

INTERVIEWER: DO NOT READ OUT – ONE ANSWER ONLY

Q101 In which country was your mother born?

INTERVIEWER: DO NOT READ OUT – ONE ANSWER ONLY

1. Albania
2. Austria
3. Belgium
4. Bosnia and Herzegovina
5. Bulgaria
6. China
7. Colombia
8. Croatia
9. Czech Republic
10. Denmark
11. Ecuador
12. Estonia
13. Finland
14. Former Yugoslav Republic of Macedonia
15. France
16. Germany
17. Greece
18. Hungary
19. India
20. Ireland
21. Italy
22. Latvia
23. Lithuania
24. Luxembourg
25. Malta
26. Montenegro
27. Morocco
28. Netherlands
29. Netherlands Antilles

30. Pakistan
 31. Philippines
 32. Poland
 33. Portugal
 34. Republic of Cyprus
 35. Republic of Serbia
 36. Romania
 37. Russia
 38. Slovakia
 39. Slovenia
 40. Spain
 41. Surinam
 42. Sweden
 43. Switzerland
 44. Syria
 45. Turkey
 46. Ukraine
 47. United Kingdom (Great Britain, Northern Ireland)
 48. United States
 49. Vietnam
 50. Other country
-
98. (Refusal)
 99. (Don't know)

Finally, I would like to ask a few questions about the Internet.

ASK IF (Q26b=1, 2 or 3)

New 2016

Q102 Over the last 12 months, have you been online?

1. Yes
 2. No
-
- 98 (Don't know)
 - 99 (Refusal)

ASK IF (Q102=1) OR IF (Q26b=1, 2,3 or 4)

New 2016

Q103 Over the last 12 months, have you ...?

		1	2	98	99
		Yes	No	(Don't Know)	(Refusal)
New 2016	a. Found a job online				
New 2016	b. Bought something online				
New 2016	c. Used any online facility of public administration (tax returns, applications for benefit claims, driving licence, passport, etc.)				
New 2016	d. Used online banking facilities (transfers, bill payments, etc.)				

ASK IF (Q102=1) OR IF (Q26b=1, 2,3 or 4)

New 2016

Q104 Over the last 12 months, have you ...?

		1	2	98	99
		Yes	No	(Don't Know)	(Refusal)
New 2016	a. Experienced online harassment				
New 2016	b. Experienced online privacy problems or fraud				

Thank you for this interview!

NA1 We are at the end of the questionnaire. (NAME OF THE INSTITUTE) has to run quality control procedures, i.e. to prove that the interview was effectively conducted. The data will also be available for Eurofound and will only be used as a matter of control. For that reason, I would like to ask for your name and phone number.

INTERVIEW FIRSTNAME AND LASTNAME

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PHONE NUMBER:

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ASK WEB1 ONLY IN DE, PL, SI AND UK AND IF Q102=1 OR Q27b=1,2,3,4

New 2016

Web1 Some time after the main survey we would like to ask a small number of questions, for respondents to reply online. People who respond to the online survey will be entered into a draw to win an iPad mini. Would you agree to receive such an invitation?

1. Yes
2. No

**GO TO WEB2
END INTERVIEW**

ASK IF Web1=1

Web2 Please tell me your email address.

INTERVIEW PROTOCOL

P1. NUMBER OF PERSONS DURING THE INTERVIEW, INCLUDING INTERVIEWER

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

P2. RESPONDENTS COOPERATION

1. Very good
2. Good
3. Neither good nor bad
4. Bad
5. Very bad

P3. SIZE OF LOCALITY

INTERVIEWER: ENTER THE LOCAL CODES

LOCAL CODES:

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P4. REGION

INTERVIEWER: ENTER THE LOCAL CODES

LOCAL CODES:

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