



**National Statistics Opinions and Lifestyle Survey – Technical Report –
April 2013**

1. The sample

The Opinions and Lifestyle Survey uses a random probability sample stratified by region, the proportion of households with no car, the proportion of households where the household reference person is in the National Statistics Socio-economic Classification (NS-SEC) categories one to three and the proportion of people who are aged over 65 years. In common with most other ONS surveys, OPN uses the Royal Mail's Postcode Address File (PAF) of 'small users' as the sampling frame. The PAF contains approximately 26 million addresses in Great Britain. It is updated every three months, and is the most complete address database in the UK. The Opinions and Lifestyle sample covers Great Britain, excluding the Isles of Scilly and the Scottish Highlands and Islands.

Each month 67 postal sectors are selected, with probability proportionate to size. Within each sector, 30 addresses are chosen randomly giving an initial sample of 2,010 addresses each month.

One person per household is randomly selected as the respondent. The interviewer determines the household composition and the respondent is selected from amongst all the over-16s using a Kish grid. The data are subsequently weighted to correct for unequal probability of selection. The interviewer must interview the selected respondent - proxy interviews are not taken.

2. Field Work

Advance letters are sent to all addresses, prior to the interview, giving a brief account of the survey. Interviews are carried out face-to-face by ONS interviewers who have been trained to carry out National Statistics surveys. The interviewing period starts in the first week of the calendar month and continues for the duration of the month. Interviewers are instructed to make up to eight calls at an address at different times and on different days of the week.

As with all National Statistics surveys, a quality check on field work is carried out. Recall interviews are conducted with a proportion of respondents to make sure that the interviews took place with the correct respondent and that responses to questions are consistent.

3. Response Rate for April 2013

The small users' Postcode Address File includes some addresses at which no private households are living, for example businesses and empty properties. The expected proportion of such addresses, which are classified as ineligible, is about 9-10%. These are excluded from the set sample before response rates are calculated.

The final response rate is the number of achieved interviews as a percentage of the eligible sample. The response rate detailed below is for the entire Opinions and Lifestyle sample and may not reflect the number of cases in your data. The response rate for April was 57 per cent (responding cases).

	Number	Initial sample (%)	Response rate (%)
Set Sample of Addresses	2010		100
†† Ineligible Addresses	194		10
Eligible Addresses	1815		90
Eligible Households	1813		100
No interview – refusal	581		32
† Unknown Eligibility	18		1
No interview – non-contact	183		10
Interviews	1031		57

† Unknown eligibility also includes a proportion of unallocated cases.

†† Ineligible addresses also include a proportion of unallocated cases.

4. Opinions and Lifestyle Core Changes – January 2012

As a result of some harmonised changes between the ONS social surveys, there have been some alterations to variables NSSECB (and other NSSEC 'Socio-economic class' variables: NSSECAC, NSECAC5, NSECAC3), SOC2010 and SIC2007. Prior to January 2012, all respondents were routed to these classifications and were given a value. From January 2012, only those who have worked in the last 8 years or are full time students are given a classification. For SOC2010 (occupation coding) and SIC2007 (industry coding), all those who have not worked in the last 8 years and are not full time students are combined as system missing values. In the NSSEC variables, those respondents who have not worked in the last 8 years and are not full time students have been classed as 'non-classifiable'.

5. Weighting the data

Weighting factors are applied to Opinions and Lifestyle data to correct for unequal probability of selection caused by interviewing only one adult per household, or restricting the eligibility of the module to certain types of respondent. This is accounted for in the design weight, *wta* (see 5.2). The weighting system also adjusts for some non-response bias by calibrating the Opinions and Lifestyle sample to ONS population totals. This is integrated into the final weight variables, *indwgt* and *hwwgt* (see 5.4).

Despite the considerable efforts made by interviewers to maximize response rates, a proportion of selected individuals decline to take part or cannot be contacted. In order to compensate for possible non-response bias, the Opinions and Lifestyle sample is divided into weighting classes of age-group

by sex and Government Office Region. Population data for these sub-groups are provided by ONS, and survey data are grossed to population totals within these sub-groups

Grossing up the data by age and sex and by region to ONS population totals will reduce the standard errors of survey estimates if the survey variable is correlated with age, sex and region.

5.1 Using weighted data

The final supplied weights should be used in your statistical analyses to produce survey estimates. Some statistical packages will properly account for the weighting and other complex sample design features in statistical tests. However where these are not available, some analysts will use simpler, approximate tests. It is important when doing so to make use of actual sample sizes, rather than weighted (grossed) sample sizes in such tests, or the test will act as if the sample was the size of the population and all comparisons will become apparently significant.

5.2 Calculation of the design weight

i. Unit of Analysis: Individual (Weight A (wta))

The Opinions and Lifestyle' sampling methodology selects 2010 households from across the UK and randomly selects one person from each household. The probability of selection, therefore, is inversely proportional to the number of adults in the household. *Weight A* controls for this feature of the sample design by adjusting for the unequal probability of selection. It is calculated by dividing the number of adults in the sampled household by the average number of adults per household.

ii. Unit of Analysis: Household

On occasions a module may collect information about the household rather than the individual and the appropriate unit of analysis will be the household rather than the individual. For example, the questions might be concerned with details about the accommodation which could be supplied by any adult member of the household. In this case no design weight is required because the information is collected from every household in the responding sample.

5.3 Calibrating the Opinions and Lifestyle Sample to ONS Population Totals

After the initial design weights have been produced, the data are calibrated to ONS population totals. The method uses a standard calibration approach that produces weights which adjust to more than one margin.

5.4 Derivation of the Final Weights

In the final stage of the weighting procedure, the design weight is multiplied by the calibration factor.

i. Unit of Analysis: Individual (indwgt)

The final individual weight (*indwgt*) is the product of the individual calibration factor (which is produced to represent the ONS population totals) and the rescaled design weight (*wta*) (that is the product of *wta* and the population total for adults divided by the number of respondents).

ii. Unit of Analysis: Household (hhwgt) (variable provided on request)

The final household weight (*hhwgt*) is the product of the household calibration factor and the household, rescaled design weight. Ideally this design weight

would be the total number of households in the population divided by the number of responding households in the sample. However the total number of households in the population is not known. The ratio is estimated by dividing the total number of people in the population by the number of people in all the responding households.

The design weight (*wta*) and the final weight (*indwgt*) are supplied in each survey month.

6. Effective Sample Size

This method of sampling and the consequent weighting affect the standard errors of the survey estimates. The effect can be shown by calculating the Effective Sample Size which gives the size of an equal probability sample which is equivalent in precision to the unequal probability sample actually used. The Effective Sample Size will vary slightly from one month to another with the proportions of interviews in different sized households. On average the Effective Sample Size of the Opinions and Lifestyle Survey is 84 per cent to 86 per cent of the actual sample of individuals, when *Weight A* is applied. An achieved sample of 1800 individual adults in the Opinions and Lifestyle Survey is equivalent to an equal probability sample of about 1500.

7. Standard errors

The Opinions and Lifestyle Survey is a sample survey and thus estimates are subject to sampling variability. The size of the sampling variability is dependent on several factors, including the size of the sample, and the effect of stratification, clustering and weighting, and the impact varies for different estimates. Standard errors, giving an indication of the amount that a given estimate deviates from a true population value, are supplied for the majority of estimates in the spreadsheet which accompanies this report.

The standard errors supplied take into account both the weighting applied to the data, and the stratified, clustered sample design. The deft (design factor) shown for each standard error is a measure of the effect of the sample design. It is the ratio of the standard error (taking into account the complex design) to the standard error that would be associated with a *simple random sample* design without these design features.

If base numbers for an estimate are low, the standard error will not be supplied. The standard error spreadsheet also contains lower and upper levels of the 95% confidence interval for each estimate.

8. Conclusion

The Opinions and Lifestyle Survey uses a probability based sample which is recognised as a robust method for collecting reliable data. This report and the accompanying documents are designed to provide everything necessary to use and report on your data with confidence. However, we welcome any further queries you may have and are always interested in seeing any papers or publications resulting from the survey.

National Statistics Opinions and Lifestyle Survey



MODULE INSTRUCTIONS

April 2013

Cycle 04/13

The Opinions and Lifestyle Survey is only asked of the respondent selected using the Kish grid. Some modules may apply only to certain sections of the population. Check the 'addressed to whom' column for further details.

Module	Title	Addressed to whom	Estimated Average Duration
01	Classificatory Questions	All	12
MDO	Rail Services	All	5

Time allowances (based on a full quota of 30 addresses)

The Opinions and Lifestyle Survey runs to a tight timetable. The individual times given above for individual modules are intended as a rough guide. You should run through the questionnaire using training cases before starting fieldwork.

If you experience difficulties with the times allowed, contact the Field Office via the Field Enquiry Line without delay.

You should claim the *actual* time spent **up to** these maxima.

- 8 days (48 hours) England, Scotland and Wales within sampled area – excludes travel time to area (4 days (24 hours) for half quotas)
- Up to 3 hours to read Opinions and Lifestyle Module of the Standard Instruction Manual and the Opinions and Lifestyle Survey Module Instructions for your quota month. (*Opinions and Lifestyle Module of the Standard Instruction Manual may only be claimed once on your first Opinions and Lifestyle quota in the survey year*)
- Up to 1½ hours to read these monthly instructions and work through training cases.
- Up to 2 hours to prepare for your quota.

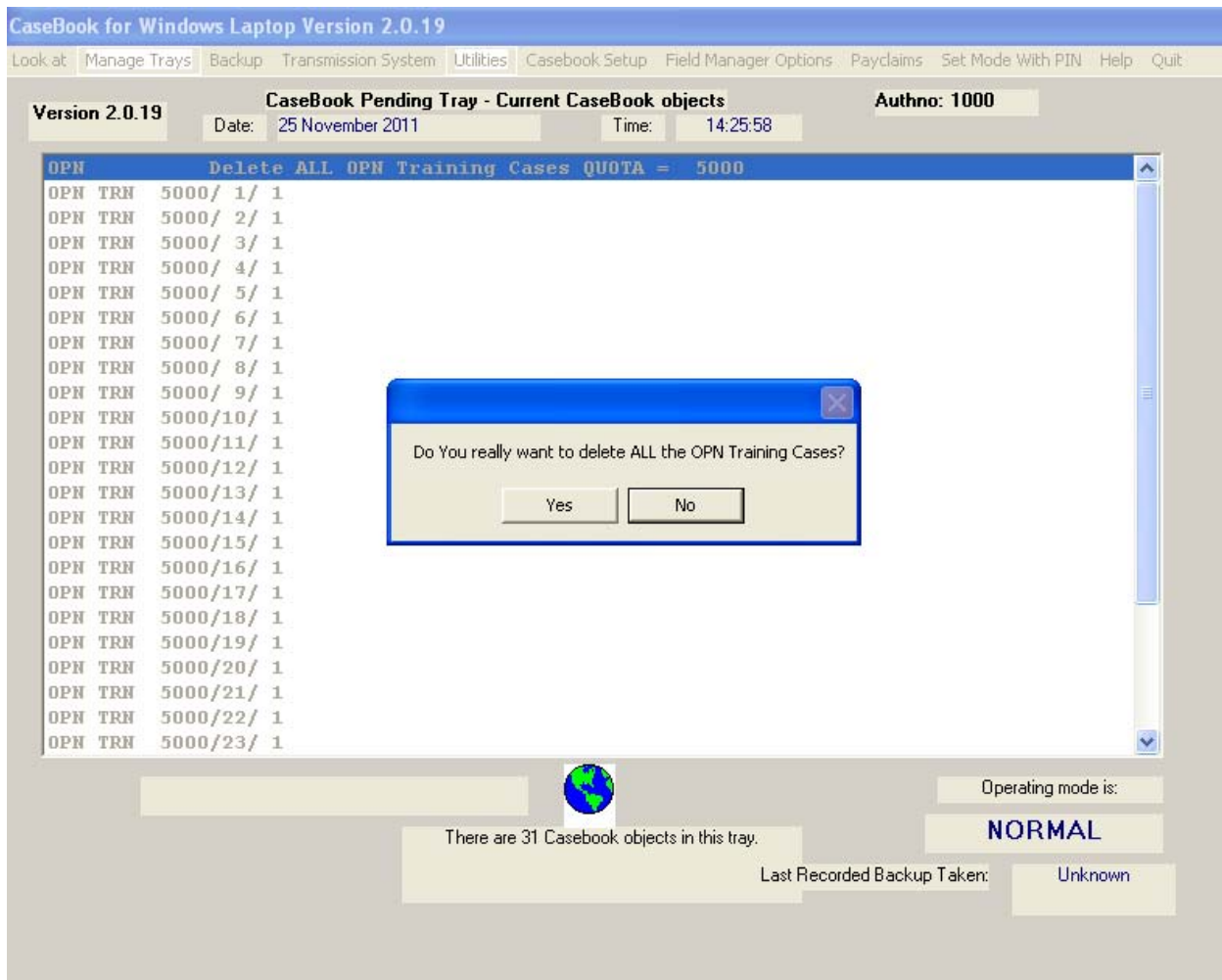
NOTE 1: If an Interpreter is used then please specify if this interpreter was a professional ONS interpreter, if the interpreter was the interviewer or if the interpreter was a family member or friend.

*****NOTE FOR MAY 2012 ONWARDS.**

To enable appropriate editing of the data by the Research Team, we ask that when interviewers suppress soft checks within the Opinions and Lifestyle Survey questionnaire, they enter information regarding the reasons why this check was suppressed in a note.

All error suppressions are recorded and in order to know whether the suppression is legitimate or the error has come up due to a programming problem, a note is required. Your help in taking this on would be greatly appreciated.

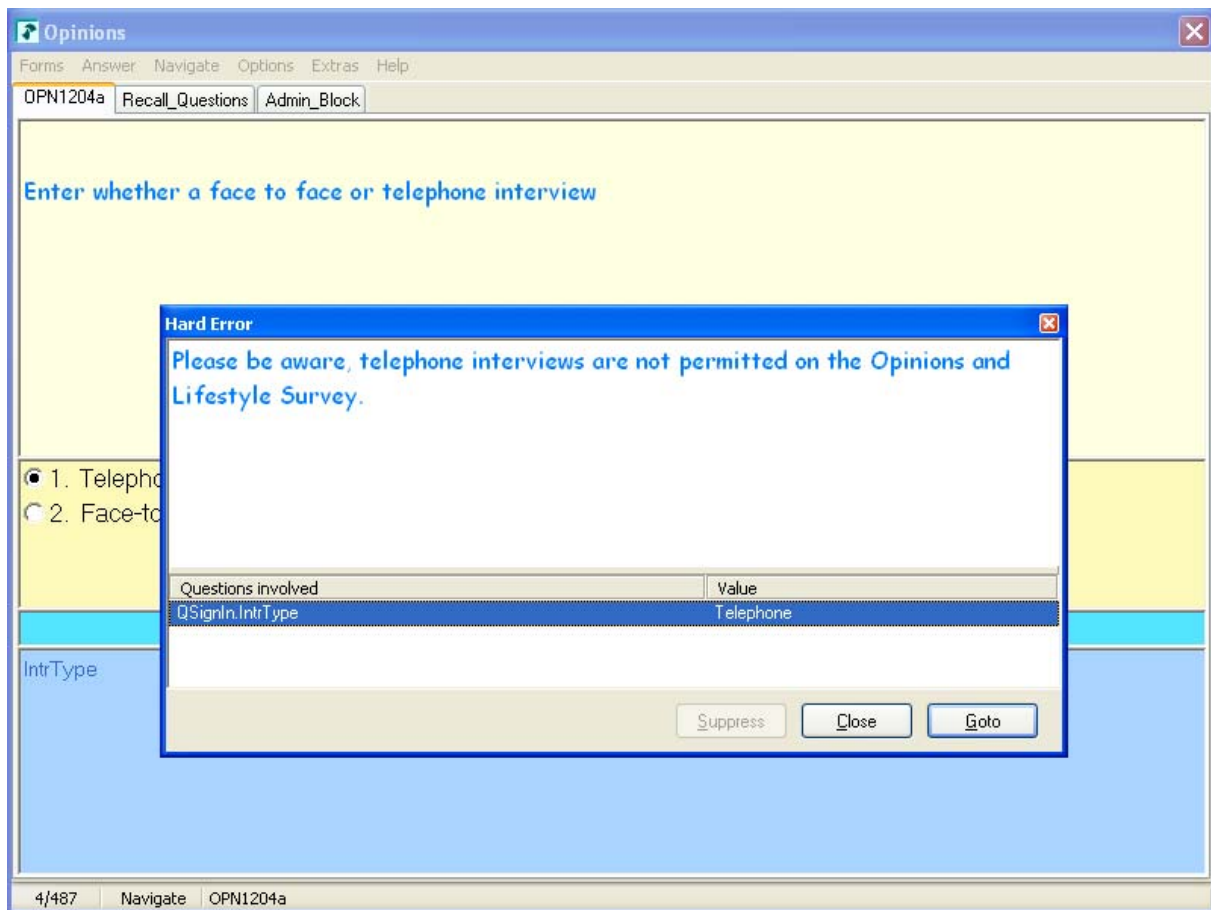
NOTE 2: From December 2011, the Opinions and Lifestyle questionnaire includes an additional 'Delete ALL OPN Training Cases' qob. This has been produced in response to requests from interviewers working on Opinions and Lifestyle and is designed to free up space in the Casebook Pending tray **after** the completion of training cases in a given month. The warning message shown below will appear before the training cases are actually deleted. Please take care not to delete the training cases accidentally when loading up questionnaire qobs as you will be unable to test the questionnaire prior to the start of the field period without them. In the event that training cases are deleted accidentally in this way, interviewers will need to request training cases to be re-scattered via the Survey Enquiry Line.



Opinions and Lifestyle Monthly Instructions: April 2013

NOTE 3: It is extremely important to note that **telephone interviews are not permitted** on the Opinions and Lifestyle Survey. It is fully appreciated that in extreme circumstance a telephone interview may be the only option to achieve an interview, however due to the design of the Opinions and Lifestyle Survey, telephone interviews are not appropriate. The modules on the Opinions and Lifestyle Survey can change on a monthly basis and are designed for face-to-face interviews. Modules can also sometimes involve split sample tests that look at testing aspects such as mode effect and use of showcards. Therefore it is vitally important that all interviews are carried out in the same way i.e. through face-to-face interviewing. An interview carried out over the telephone can be very different to those carried out face-to-face (e.g. ability to use showcards), and could therefore potentially achieve different results. The new April 2012 SIM has been updated and gives correct guidance. Also a hard-check has been added to **IntrType** to remind interviewers that all Opinions and Lifestyle Survey interviews must be carried out face-to-face.

IntrType asks whether an interview is face-to-face or via the telephone. From February 2012, if you now select 'telephone' a hard-check will appear to say "Please be aware, telephone interviews are not permitted on the Opinions and Lifestyle Survey".



Classificatory Questions

These questions are standard and are asked on the Opinions and Lifestyle Survey each month. They are similar to the questions asked on the CPS, but shorter in length.

Opinions and Lifestyle survey specific information

The Opinions and Lifestyle Survey is not part of the CPS. Therefore, a number of the classificatory questions in the CPS are not on this survey.

For the Opinions and Lifestyle survey it is only necessary to fully interview the selected respondent, that is the individual selected using the Kish grid. Basic information on all household members must be taken to determine who the selected respondent is.

Opinions and Lifestyle collects data for a number of government, charitable and academic sponsors every month. Respondent's answers to particular questions are passed on to the relevant question sponsors five weeks after the survey field period. To ensure that all respondents know who their data will be shared with, please ensure you read the entire 'Sponsors' paragraph at the start of the interview, each time you open the questionnaire at the selected address.

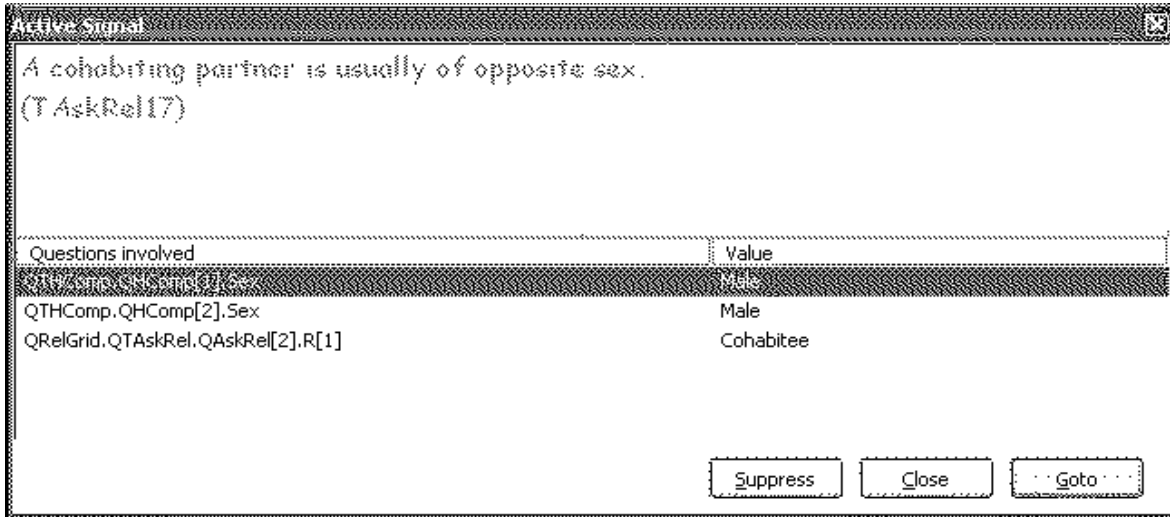
The core has been updated to bring the treatment of same sex couples in line with that of heterosexual couples. The changes and guidance are as follows:

1. LivWth12 - The third option has been removed from Livwith and the variable renamed to Livwith12. Same sex couples should now be coded as 'Yes'.
2. As LivWth12 has changed, there is no hard check in the relationship grid to flag cases where cohabiting couples of the same sex answer 'yes' to livwth12 as this is no longer relevant.
3. Family unit definition change

There is a new family unit block which contains amended code to prevent splitting the members of a same sex couple into two family units.

Currently both the original block and the new block will run in a questionnaire so that the family units can be derived as they are now, and in the new way. Eventually the original block will be deleted.

4. Please note that the following soft check will still be present for now at the relationship grid:



Client: Office of Rail Regulations

Target Group: All

Opinion Questions: All questions apart from MDO_Trav, MDO_Purp, MDO_NRailF and MDO_LeisF

This module is being asked on behalf of the Office of Rail Regulations. They are interested in information on rail services, as well as information on a comparator service.

The module has questions regarding the use of rail and satisfaction levels of rail services.

As well as questions regarding rail services, there are identical questions asking about a comparator service which is chosen based on the address. These services are as follows:

Electricity	Addresses 1 to 6
Internet	Addresses 7 to 12
Banking	Addresses 13 to 18
Mobile operator	Addresses 19 to 24
Air travel	Addresses 25 to 30

There are also 2 questions which are asked in a random order based on address. These questions are MDO_Tax[1] and MDO_Tax[2], which relate to roads and railways. They are asked in the following order:

Roads first, Railways second	All ODD addresses
Railways first, Roads second	All EVEN addresses

MDO_Trav (Showcard DO1) Asks respondent how often they travel by rail.

MDO_NRail Asks respondent why they have not travelled by rail if they haven't travelled by rail in the past 6 months. **Please remember the first option that was mentioned by the respondent so it can be coded later.**

MDO_NRailSp Asks respondent for the other reason why they do not use rail services.

MDO_NRailF Please enter the response option that was first mentioned in MDO_NRail.

MDO_Purp (Showcard DO2) Asks those who have travelled by rail in the past 6 months the purpose of travel.

- MDO_Leis** Asks respondents who have not selected leisure or visit friend/relatives as a purpose why they did not use rail for this purpose. **Please remember the first option that was mentioned by the respondent so it can be coded later.**
- MDO_LeisSp** Asks respondent for the other reason why they do not use rail services for leisure or visiting friends/relatives.
- MDO_LeisF** Please enter the response option that was first mentioned in MDO_Leis.
- MDO_PriRail (Showcard DO3)** Asks respondent how easy they find it to get the best price on rail fares and for the comparator service selected.
- MDO_ValRail (Showcard DO4)** Asks respondent if they feel they get value for money on rail fares and for the comparator service selected.
- MDO_ChaRail (Showcard DO5)** Asks respondent how much they expect prices to change for rail fares and for the comparator service selected.
- MDO_Tax[1] and MDO_Tax[2] (Showcards DO6, DO7 and DO8)**
Asks respondent how the cost of investment in roads/railways should be shared out between tax payers and users. **All ODD addresses will be asked about roads first and all EVEN addresses will be asked about railways first. Please note that at an EVEN address, showcard DO7 will be shown before showcard DO6.**
- MDO_Raila-f (Showcard DO9)** Asks respondent several satisfaction question about rail and the comparator service.
- MDO_Purch (Showcard DO10)** Asks respondent how they would prefer to buy a rail ticket.
- MDO_Stat (Showcard DO11)** Asks respondent how easy it is to get to their preferred station.
- MDO_WhyStat** Asks respondent why they find it hard to get to their preferred station if they said they find it quite hard or very hard.



Please remember to enter any comments you have on this module in the MintCom section

Opinions and Lifestyle Team,
Room 2.264
Office for National Statistics
Cardiff Road
Newport
Wales
NP10 8XG

Email: opinions@ons.gsi.gov.uk

**Phone your Opinions and Lifestyle contact or the Customer Response Team
on: 01633 455678**

Classification Questions

National Statistics Opinions and Lifestyle Survey: 2013

GorA

Government Office Region

- 1 North East
 - 2 North West
 - 3 Yorkshire and the Humber
 - 4 East Midlands
 - 5 West Midlands
 - 6 East of England
 - 7 London
 - 8 South East
 - 9 South West
 - 10 Wales
 - 11 Scotland
-

Ten1

Ways you occupy this accommodation?

- 1 Own it outright
 - 2 Buying it with the help of a mortgage or loan
 - 3 Pay part rent and part mortgage (shared ownership)
 - 4 Rent it
 - 5 Live here rent-free (including rent-free in relatives / friends property)
 - 6 Squatting
 - 8 Refused
 - 9 Don't know
-

Tied

Accommodation with job?

- 1 Yes
 - 2 No
 - 8 Refused
 - 9 Don't know
-

LLord

Who is your landlord?

- 1 the local authority/council/Scottish Homes?
 - 2 a housing association, charitable trust or Local Housing Company
 - 3 employer (organisation) of a household member?
 - 4 another organisation?
 - 5 relative/friend (before you lived here) of a household member
 - 6 employer (individual) of a household member?
 - 7 another individual private landlord?
 - 8 Refused
 - 9 Don't know
-

Furn

Accommodation provided..

- 1 furnished
- 2 partly furnished (e.g. carpets and curtains only)
- 3 or unfurnished?
- 8 Refused
- 9 Don't know

*DERIVED VARIABLE***Tengrp**

Grouped Tenure

- 1 Owns outright
- 2 Owns mortgage
- 3 Rents Local Authority/Housing Association
- 4 Rents privately
- 5 Squatting
- 8 Refused
- 9 Don't know

*DERIVED VARIABLE***DVHsize**

Number of people living in household

1..97

98 Refused

99 Don't know

*DERIVED VARIABLE***NumAdult**

Number of adults in household

1..97

98 Refused

99 Don't know

*DERIVED VARIABLE***NumChild**

Number of children in household (under 16)

1..97

98 Refused

99 Don't know

DERIVED VARIABLE

NumDepCh

Number of dependent children in household (under 16 or 16-18, never married and not foster child)

1..97
98 Refused
99 Don't know

DERIVED VARIABLE

N1to4

Children 0-4

0..97

DERIVED VARIABLE

N5to10

Children 5-10

0..97

DERIVED VARIABLE

N11to15

Children 11-15

0..97

RSEX

Sex of Respondent

1 Male
2 Female

RAGE

Age of Respondent

0..997

DERIVED VARIABLE

AGEX

Grouped Age

1 16 to 24
2 25 to 44
3 45 to 54
4 55 to 64
5 65 to 74
6 75 and over

DERIVED VARIABLE

AGEH

Grouped Age

- 1 16 to 17
- 2 18 to 19
- 3 20 to 24
- 4 25 to 29
- 5 30 to 34
- 6 35 to 39
- 7 40 to 44
- 8 45 to 49
- 9 50 to 54
- 10 55 to 64
- 11 65 to 74
- 12 75 or over

Respmar

Marital status of Respondent

- 1 single, that is never married,
- 2 married and living with your husband/wife,
- 3 married and separated from your husband/wife,
- 4 divorced,
- 5 or widowed?
- 6 a civil partner in a legally-recognised Civil Partnership,
- 7 Spontaneous only - In a legally-recognised Civil Partnership and separated from his/her civil partner
- 8 Spontaneous only - Formerly a civil partner, the Civil Partnership now legally dissolved
- 9 Spontaneous only - A surviving civil partner: his/her partner having since died

LivWth12

Living with someone in household as couple?

- 1 Yes
- 2 No

DERIVED VARIABLE

DeFact1

De Facto Marital status- grouped

- 1 Married / Cohabiting
- 2 Single
- 3 Widowed
- 4 Divorced / separated
- 5 Same sex cohabiting
- 6 Civil Partner
- 7 Former/separated Civil Partner

DERIVED VARIABLE

DeFacto

De Facto Marital status

- 1 Married
- 2 Cohabiting
- 3 Single
- 4 Widowed
- 5 Divorced
- 6 Separated
- 7 Same sex cohabiting
- 8 Civil Partner
- 9 Former/separated Civil Partner

RESPHidr

In whose name is the accommodation owned or rented?

- 1 This person alone
- 3 This person jointly
- 5 NOT owner/renter

RELHRP

Relationship to HRP

- 0 Household Reference Person
- 1 Spouse
- 2 Cohabitee
- 3 Son/daughter (incl. adopted)
- 4 Step-son/daughter
- 5 Foster child
- 6 Son-in-law/daughter-in-law
- 7 Parent/guardian
- 8 Step-parent
- 9 Foster parent
- 10 Parent-in-law
- 11 Brother/sister (incl. adopted)
- 12 Step-brother/sister
- 13 Foster brother/sister
- 14 Brother/sister-in-law
- 15 Grand-child
- 16 Grand-parent
- 17 Other relative
- 18 Other non-relative
- 19 Civil Partner

DERIVED VARIABLE

HHtypA

Household Type A

- 1 1 adult Aged 16 to 64
- 2 1 adult Aged 65+
- 3 2 adults Aged 16 to 64
- 4 2 adults, 1 at least 65+
- 5 3 adults all Ages
- 6 1 or 2 children
- 7 3 or more children

- 8 Refused
 - 9 Don't know
-

HHTypB

Household Type B

This is based on the circumstances of the household reference person.

Dependent children are those aged under 16 or aged 16-18, never married and still in non-advanced further education and not a foster child living in the household.

- 1 One person only
 - 2 HRP is married/cohabiting/in a civil partnership and has own/partner's dependent child(ren) in household
 - 3 HRP is married/cohabiting/in a civil partnership and does not have own/partner's dependent child(ren) in household
 - 4 HRP is lone parent not cohabiting and has own dependent child(ren) in household
 - 5 HRP is lone parent not cohabiting and has only non-dependent child(ren) in household
 - 6 All others
 - 8 Refused
 - 9 Don't know
-

DERIVED VARIABLE

HHType

Household Type B - Grouped

- 1 One person only
 - 2 HRP is married/cohabiting/in a civil partnership and has own/partner's dependent child(ren) in household
 - 3 HRP is married/cohabiting/in a civil partnership and does not have own/partner's dependent child(ren) in household
 - 4 HRP is lone parent not cohabiting and has own dependent child(ren) in household
 - 5 All others
 - 8 Refused
 - 9 Don't know
-

Parent

Are you or partner the parent of child 0-16 in household?

- 1 Yes
 - 2 No
 - 8 Refused
 - 9 Don't know
-

ParTod

Are you or partner the parent of child 0-4 in household?

- 1 Yes
 - 2 No
 - 8 Refused
 - 9 Don't know
-

Cars

Cars / vans available for use in household?

- 1 Yes
- 2 No
- 8 Refused
- 9 Don't know

Numcar

How many cars and/or vans are available?

- 0..97
- 98 Refused
- 99 Don't know

DERIVED VARIABLE**CAR**

Car/van available to the household

- 1 None
- 2 One
- 3 Two
- 4 Three or more

EdAgeCor

Age left full time education?

- 0..95
- 96 Not yet completed
- 98 Refused
- 99 Don't Know

HighEd1

Highest level of education qualification

- 1 Degree level qualification (or equivalent)
- 2 Higher educational qualification below degree level
- 3 A-Levels or Highers
- 4 ONC / National Level BTEC
- 5 O Level or GCSE equivalent (Grade A-C) or O Grade/CSE equivalent
- 6 GCSE grade D-G or CSE grade 2-5 or Standard Grade level 4-6
- 7 Other qualifications (including foreign qualifications below degree level)
- 8 No formal qualifications

highed4

Highest level of education (4 groupings)

- 1 Degree or equivalent
- 2 Below degree level

- 3 Other
 - 4 None (no qualifications)
 - 98 Refused
 - 99 Don't know
-

QualCh(C1 – C3)

Do you have any qualifications...

- 1 from school or home-schooling?
 - 2 from college or university?
 - 3 related to work?
 - 4 from government schemes?
 - 5 from an apprenticeship?
 - 6 gained in your leisure time or by teaching yourself?
 - 7 obtained in some other way?
 - 8 No qualifications (spontaneous only)
 - 9 Don't know (spontaneous only)
-

NatIdE(1 – 6)

National Identity in England

What do you consider your national identity to be, you may choose as many as apply, is it...

- 1 English
 - 2 Scottish
 - 3 Welsh
 - 4 Northern Irish
 - 5 British
 - 6 Other
 - 8 Refused
 - 9 Don't know
-

NatIdS(1 – 6)

National Identity in Scotland

What do you consider your national identity to be, you may choose as many as apply, is it...

- 1 English
 - 2 Scottish
 - 3 Welsh
 - 4 Northern Irish
 - 5 British
 - 6 Other
 - 8 Refused
 - 9 Don't know
-

NatIdW(1 – 6)

National Identity in Wales

What do you consider your national identity to be, you may choose as many as apply, is it...

- 1 English
 - 2 Scottish
 - 3 Welsh
 - 4 Northern Irish
 - 5 British
 - 6 Other
 - 8 Refused
 - 9 Don't know
-

Ethnic_mer

Ethnicity

- 1 English, Welsh, Scottish, Northern Irish, British
 - 2 Irish
 - 3 Gypsy or Irish Traveller
 - 4 Any other White background
 - 5 White and Black Caribbean
 - 6 White and Black African
 - 7 White and Asian
 - 8 Any other Mixed/Multiple Ethnic background
 - 9 Indian
 - 10 Pakistani
 - 11 Bangladeshi
 - 12 Chinese
 - 13 Any other Asian background
 - 14 African
 - 15 Caribbean
 - 16 Any other Black/African/Caribbean background
 - 17 Arab
 - 18 Any other Ethnic group
 - 98 Refusal
 - 99 Don't know
-

Natldo

Description of other national identity

STRING [255]

QHealth

How is your health in general?

- 1 Very good
 - 2 Good
 - 3 Fair
 - 4 Bad
 - 5 Very bad
 - 8 Refused
 - 9 Don't know
-

LSIII

Have you any long-standing illness, disability or infirmity?

- 1 Yes
 - 2 No
 - 8 Refused
 - 9 Don't know
-

IIIlim

Does this illness / disability limit any of your activities?

- 1 Yes
 - 2 No
 - 8 Refused
 - 9 Don't know
-

Schm12

On a govt. scheme in reference week

- 1 Work Club or Enterprise Club
 - 2 New Enterprise Allowance
 - 3 Work Experience
 - 4 Work Trial
 - 5 Work Programme
 - 6 Training For Success
 - 7 Steps to Work
 - 8 Training For Work
 - 9 Get Ready For Work
 - 50 Any other training scheme
 - 66 None of these
 - 97 Just 16 and non-response this time
-

Wrking

Did you do any paid work in reference week?

- 1 Yes
 - 2 No
 - 8 Refused
 - 9 Don't know
-

JbAway

Are you away from job or business?

- 1 Yes
 - 2 No
 - 3 Waiting to take up a new job/business already obtained
 - 8 Refused
 - 9 Don't know
-

OwnBus

Did you do any unpaid work for business you own?

- 1 Yes
 - 2 No
-

ReIBus

Did unpaid work for relatives business?

- 1 Yes
- 2 No

EverWk

Ever had a paid job

- 1 Yes
- 2 No
- 8 Refused
- 9 Don't know

Start

Are you available to start work in next two weeks?

- 1 Yes
- 2 No
- 8 Refused
- 9 Don't know

Look4

Did you look for work in the last four weeks

- 1 Yes
- 2 No

NoLoWa(01 – 10)

Main reasons respondent is not looking for work.

- 1 Waiting for the results of an application for a job/being assessed by a training agent
- 2 Student
- 3 Looking after the family/home
- 4 Temporarily sick or injured
- 5 Long-term sick or disabled
- 6 Believes no jobs available
- 7 Not yet started looking
- 8 Doesn't need employment
- 9 Retired from paid work
- 10 Any other reason

DERIVED VARIABLE**DVILO3a**

International Labour Organisation (ILO) employment status – 3 categories

- 1 InEmp (in employment or unpaid family worker)
 - 2 Unemp (unemployed)
 - 3 EclnAct (economically inactive)
 - 8 Refused
 - 9 Don't know
-

DERIVED VARIABLE

DVILO4a

ILO employment status – 4 categories

- 1 InEmpXuf (in employment not unpaid family worker)
 - 2 UFW (unpaid family worker)
 - 3 Unemp (unemployed)
 - 4 EcInAct (economically inactive)
 - 8 Refused
 - 9 Don't know
-

Stat

Working as an employee or self-employed

- 1 Employee
 - 2 Self-employed
 - 3 Government Scheme
 - 4 Unpaid family worker
 - 8 Refused
 - 9 Don't know
-

Supvis

Supervisory status

- 1 Yes
 - 2 No
 - 8 Refused
 - 9 Don't know
-

Manage

Do you have any managerial duties?

- 1 Manager
 - 2 Foreman/supervisor
 - 3 Not manager/supervisor
-

MpnE01

How many people worked for your employer at the place where you worked?

- 1 1-10
 - 2 11-19
 - 3 20-24
 - 4 Don't know but under 25
 - 5 25-49
 - 6 Don't know but over 24 and under 500
 - 7 50-499
 - 8 500 or more
-

MpnE02

How many people worked for your employer at the place where you worked?

- 1 1-10
 - 2 11-19
 - 3 20-24
 - 4 Don't know but under 25
 - 5 25-49
 - 6 50-249
 - 7 250-499
 - 8 Don't know between 50 and 499
 - 9 500 or more
-

MpnS01

How many people did you employ at the place where you worked?

- 1 1-10
 - 2 11-19
 - 3 20-24
 - 4 Don't know but under 25
 - 5 25-49
 - 6 Don't know but over 24 and under 500
 - 7 50 employees plus
 - 8 500 or more
-

MpnS02

Number of employees (SE)

- 1 1-10
 - 2 11-19
 - 3 20-24
 - 4 Don't know but under 25
 - 5 25-49
 - 6 50-249
 - 7 250-499
 - 8 Don't know between 50 and 499
 - 9 500 or More
-

Solo

Working on own or with employees?

- 1 On own/with partner(s) but no employees
 - 2 With employees
 - 8 Refused
 - 9 Don't know
-

FtPtWk

Working full or part-time

- 1 Full-time
 - 2 Part-time
 - 8 Refused
 - 9 Don't know
-

ES2010

Employment status

- 1 Self-employed: large (25+ employees)
- 2 Self-employed: small (1-24 employees)
- 3 Self-employed: no employees
- 4 Manager: large (25+ employees)
- 5 Manager: small (1-24 employees)
- 6 Foreman or supervisor
- 7 Employee (not classified)
- 8 No employment status info given

*DERIVED VARIABLE***NSSECB**

NS-SEC full classification

- 1.0 Employers in large organisations
- 2.0 Higher managerial occupations
- 3.1 Higher professional (traditional) - employees
- 3.2 Higher professional (new) - employees
- 3.3 Higher professional (traditional) - self-employed
- 3.4 Higher professional (new) - self-employed
- 4.1 Lower prof & higher tech (traditional) - employees
- 4.2 Lower prof & higher tech (new) - employees
- 4.3 Lower prof & higher tech (traditional) - self-employed
- 4.4 Lower prof & higher tech (new) - self-employed
- 5.0 Lower managerial occupations
- 6.0 Higher supervisory occupations
- 7.1 Intermediate - clerical and administrative
- 7.2 Intermediate - sales and service
- 7.3 Intermediate - technical and auxiliary
- 7.4 Intermediate - engineering
- 8.1 Employers in small organisations (non-professional)
- 8.2 Employers in small organisations (agriculture)
- 9.1 Own account workers (non-professional)
- 9.2 Own account workers (agriculture)
- 10.0 Lower supervisory occupations
- 11.1 Lower technical craft
- 11.2 Lower technical process operative
- 12.1 Semi-routine sales
- 12.2 Semi-routine service
- 12.3 Semi-routine technical
- 12.4 Semi-routine operative
- 12.5 Semi-routine agricultural
- 12.6 Semi-routine clerical
- 12.7 Semi-routine childcare
- 13.1 Routine sales and service
- 13.2 Routine production
- 13.3 Routine technical
- 13.4 Routine operative
- 13.5 Routine agricultural
- 14.1 Never worked
- 14.2 Long-term unemployed
- 15.0 Full-time students
- 16.0 Occupations not stated or inadequately described
- 17.0 Not classifiable for other reasons
- 9998 Refusal

DERIVED VARIABLE

nssecac

NS-SEC 8 categories

- 1.10 Large employers and higher managerial occupations
- 1.20 Higher professional occupations
- 2.00 Lower managerial and professional occupations
- 3.00 Intermediate occupations
- 4.00 Small employers and own account workers
- 5.00 Lower supervisory & technical occupations
- 6.00 Semi-routine Occupations
- 7.00 Routine occupations 8.00 Not classified

DERIVED VARIABLE

NSECAC5

NS-SEC 5 categories

- 1 Managerial and professional occupations
- 2 Intermediate occupations
- 3 Small employers and own account workers
- 4 Lower supervisory & technical occupations
- 5 Semi-routine and routine occupations
- 6 Not classified

DERIVED VARIABLE

NSECAC3

NS-SEC 3 categories

- 1 Managerial and professional occupations
 - 2 Intermediate occupations
 - 3 Routine and manual occupations
 - 4 Not classified
-

sumgross

Annual Gross Income

1.00	Up to £519
2.00	£520 up to £1,039
3.00	£1,040 up to £1,559
4.00	£1,560 up to £2,079
5.00	£2,080 up to £2,599
6.00	£2,600 up to £3,119
7.00	£3,120 up to £3,639
8.00	£3,640 up to £4,159
9.00	£4,160 up to £4,679
10.00	£4,680 up to £5,199
11.00	£5,200 up to £6,239
12.00	£6,240 up to £7,279
13.00	£7,280 up to £8,319
14.00	£8,320 up to £9,359
15.00	£9,360 up to £10,399
16.00	£10,400 up to £11,439
17.00	£11,440 up to £12,479
18.00	£12,480 up to £13,519
19.00	£13,520 up to £14,559
20.00	£14,560 up to £15,599
21.00	£15,600 up to £16,639
22.00	£16,640 up to £17,679
23.00	£17,680 up to £18,719
24.00	£18,720 up to £19,759
25.00	£19,760 up to £20,799
26.00	£20,800 up to £23,399
27.00	£23,400 up to £25,999
28.00	£26,000 up to £28,599
29.00	£28,600 up to £31,199
30.00	£31,200 up to £33,799
31.00	£33,800 up to £36,399
32.00	£36,400 up to £38,999
33.00	£39,000 up to £41,599
34.00	£41,600 up to £44,199
35.00	£44,200 up to £46,799
36.00	£46,800 up to £49,399
37.00	£49,400 up to £51,999
38.00	£52,000 or more
96.00	Not enough information provided
97.00	No source of income
98.00	Refused
99.00	Don't know

INDWGT

Calibration Weight

Wta

Weight A – Individual Weight

NATIONAL STATISTICS OPINIONS SURVEY - April 2013 Module MDO - Rail Services

COMPUTE IF: (QID.Address >= 1) AND (QID.Address <= 6)

Service := Elec

COMPUTE IF: (QID.Address >= 7) AND (QID.Address <= 12)

Service := Inter

COMPUTE IF: (QID.Address >= 13) AND (QID.Address <= 18)

Service := Bank

COMPUTE IF: (QID.Address >= 19) AND (QID.Address <= 24)

Service := Mobile

COMPUTE IF: (QID.Address >= 25) AND (QID.Address <= 30)

Service := Air

Service randomly selected based on our random selection of address in our sample, so the service selected for each respondent is completely random.

COMPUTE IF: (((((((((((((QID.Address = 1) OR (QID.Address = 3)) OR (QID.Address = 5)) OR (QID.Address = 7)) OR (QID.Address = 9)) OR (QID.Address = 11)) OR (QID.Address = 13)) OR (QID.Address = 15)) OR (QID.Address = 17)) OR (QID.Address = 19)) OR (QID.Address = 21)) OR (QID.Address = 23)) OR (QID.Address = 25)) OR (QID.Address = 27)) OR (QID.Address = 29)

TaxRan := Roads

COMPUTE IF: (((((((((((((QID.Address = 2) OR (QID.Address = 4)) OR (QID.Address = 6)) OR (QID.Address = 8)) OR (QID.Address = 10)) OR (QID.Address = 12)) OR (QID.Address = 14)) OR (QID.Address = 16)) OR (QID.Address = 18)) OR (QID.Address = 20)) OR (QID.Address = 22)) OR (QID.Address = 24)) OR (QID.Address = 26)) OR (QID.Address = 28)) OR (QID.Address = 30)

TaxRan := Railways

Again the question asked first regarding roads and railways is completely random based on the random selection of the address.

Travel

How often do you travel by rail in the United Kingdom? (not including metro, or underground)

- (1) 3 or more times a week
- (2) Once or twice a week
- (3) 1 or 2 times a month
- (4) Once every 2-3 months
- (5) Once every 6 months
- (6) Less often than every 6 months
- (7) Never travel by rail in the UK

ASK IF: (Travel = Less often than every 6 months) OR (Travel = Never travel by rail in the UK)

NRail

Why have you not travelled by rail in the last 6 months?

SET [15] OF

- (1) No need
- (2) Doesn't take me where I want
- (3) No station close enough
- (4) No parking available at station
- (5) Takes too much organising/Too difficult to organise
- (6) Door to door journey time too long
- (7) Trains too slow
- (8) Too difficult with luggage/Equipment/Shopping
- (9) Prefer car/Always use car/Car more convenient
- (10) Can't afford to/Rail travel too expensive
- (11) Car/bus/other options cheaper
- (12) Don't understand fares
- (13) Not reliable enough
- (14) Too crowded/Don't get a seat
- (15) Safety
- (16) Other

ASK IF: (Travel = Less often than every 6 months) OR (Travel = Never travel by rail in the UK)

AND: Other IN NRail

NRailSp

What is the other reason why have you not travelled by rail in the last 6 months?

STRING[255]

ASK IF: *(Travel = Less often than every 6 months) OR (Travel = Never travel by rail in the UK)*

NRailF

Please select option that was first mentioned earlier by the respondent.

- (1) No need
- (2) Doesn't take me where I want
- (3) No station close enough
- (4) No parking available at station
- (5) Takes too much organising/Too difficult to organise
- (6) Door to door journey time too long
- (7) Trains too slow
- (8) Too difficult with luggage/Equipment/Shopping
- (9) Prefer car/Always use car/Car more convenient
- (10) Can't afford to/Rail travel too expensive
- (11) Car/bus/other options cheaper
- (12) Don't understand fares
- (13) Not reliable enough
- (14) Too crowded/Don't get a seat
- (15) Safety
- (16) Other

ASK IF: *((((Travel = 3 or more times a week) OR (Travel = Once or twice a week)) OR (Travel = 1 or 2 times a month)) OR (Travel = Once every 2-3 months)) OR (Travel = Once every 6 months)*

Purpose

For what purposes have you travelled by rail in the last year?

SET [6] OF

- (1) Travel to/from work
- (2) Travel to/from education
- (3) For business
- (4) To visit friends or relatives
- (5) For leisure, shopping or entertainment
- (6) For personal business such as health or finance

ASK IF: *((((Travel = 3 or more times a week) OR (Travel = Once or twice a week)) OR (Travel = 1 or 2 times a month)) OR (Travel = Once every 2-3 months)) OR (Travel = Once every 6 months)*

AND: *NOT (To visit friends or relatives IN Purpose) OR NOT (For leisure, shopping or entertainment IN Purpose)*

LeisRel

Why have you not travelled by rail for leisure or to visit friends/relatives in the last year?

SET [15] OF

- (1) No need
- (2) Doesn't take me where I want
- (3) No station close enough
- (4) No parking available at station
- (5) Takes too much organising/Too difficult to organise
- (6) Door to door journey time too long

- (7) Trains too slow
- (8) Too difficult with luggage/Equipment/Shopping
- (9) Prefer car/Always use car/Car more convenient
- (10) Can't afford to/Rail travel too expensive
- (11) Car/bus/other options cheaper
- (12) Don't understand fares
- (13) Not reliable enough
- (14) Too crowded/Don't get a seat
- (15) Safety
- (16) Other

ASK IF: (((Travel = 3 or more times a week) OR (Travel = Once or twice a week)) OR (Travel = 1 or 2 times a month)) OR (Travel = Once every 2-3 months)) OR (Travel = Once every 6 months)
AND: Other IN LeisRel

LeisRelSp

What is the other reason why have you not travelled by rail for leisure or to visit friends/relatives in the last year?

STRING[255]

ASK IF: (((Travel = 3 or more times a week) OR (Travel = Once or twice a week)) OR (Travel = 1 or 2 times a month)) OR (Travel = Once every 2-3 months)) OR (Travel = Once every 6 months)
AND: NOT (To visit friends or relatives IN Purpose) OR NOT (For leisure, shopping or entertainment IN Purpose)

LeisRelF

Please select option that was first mentioned earlier by the respondent. If only one option available, please check with respondent that this is correct.

- (1) No need
- (2) Doesn't take me where I want
- (3) No station close enough
- (4) No parking available at station
- (5) Takes too much organising/Too difficult to organise
- (6) Door to door journey time too long
- (7) Trains too slow
- (8) Too difficult with luggage/Equipment/Shopping
- (9) Prefer car/Always use car/Car more convenient
- (10) Can't afford to/Rail travel too expensive
- (11) Car/bus/other options cheaper
- (12) Don't understand fares
- (13) Not reliable enough
- (14) Too crowded/Don't get a seat
- (15) Safety
- (16) Other

PriceRail

How easy do you find it to get the best price for rail fares?

- (1) Very easy
- (2) Quite easy
- (3) Neither easy nor hard
- (4) Quite difficult
- (5) Very difficult
- (6) No opinion/Don't know (Spontaneous only)

PriceCom

How easy do you find it to get the best price for comparator service?

- (1) Very easy
- (2) Quite easy
- (3) Neither easy nor hard
- (4) Quite difficult
- (5) Very difficult
- (6) No opinion/Don't know (Spontaneous only)

PriceElec

How easy do you find it to get the best price for electricity?

- (1) Very easy
- (2) Quite easy
- (3) Neither easy nor hard
- (4) Quite difficult
- (5) Very difficult
- (6) No opinion/Don't know (Spontaneous only)

PriceInter

How easy do you find it to get the best price for internet services?

- (1) Very easy
- (2) Quite easy
- (3) Neither easy nor hard
- (4) Quite difficult
- (5) Very difficult
- (6) No opinion/Don't know (Spontaneous only)

PriceBank

How easy do you find it to get the best price for bank services (such as overdraft charges and missed payments)?

- (1) Very easy
- (2) Quite easy
- (3) Neither easy nor hard
- (4) Quite difficult
- (5) Very difficult
- (6) No opinion/Don't know (Spontaneous only)

PriceMob

How easy do you find it to get the best price for a mobile phone tariff (such as a contract or pay as you go calls and texts)?

- (1) Very easy
- (2) Quite easy
- (3) Neither easy nor hard
- (4) Quite difficult
- (5) Very difficult
- (6) No opinion/Don't know (Spontaneous only)

PriceAir

How easy do you find it to get the best price for air travel?

- (1) Very easy
- (2) Quite easy
- (3) Neither easy nor hard
- (4) Quite difficult
- (5) Very difficult
- (6) No opinion/Don't know (Spontaneous only)

ValueRail

How satisfied are you with the value for money of rail travel?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied
- (6) No opinion/Don't know (Spontaneous Only)

ValueCom

How satisfied are you with the value for money of your comparator service?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

- (6) No opinion/Don't know (Spontaneous Only)

ValueElec

How satisfied are you with the value for money of your electricity service provider?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

- (6) No opinion/Don't know (Spontaneous Only)

ValueInter

How satisfied are you with the value for money of your internet service provider?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

- (6) No opinion/Don't know (Spontaneous Only)

ValueBank

How satisfied are you with the value for money of your bank (regarding charges such as overdraft charges and missed payments)?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

- (6) No opinion/Don't know (Spontaneous Only)

ValueMob

How satisfied are you with the value for money of your mobile phone operator (regarding contracts or pay as you go calls and texts)?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

- (6) No opinion/Don't know (Spontaneous Only)

ValueAir

How satisfied are you with the value for money of air travel'?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

- (6) No opinion/Don't know (Spontaneous Only)

ChangeRail

How much do you expect the prices of rail fares to change each year?

- (1) 10% less
- (2) 7.5% less
- (3) 5% less
- (4) 2.5% less
- (5) No change
- (6) 2.5% more
- (7) 5% more
- (8) 7.5% more
- (9) 10% more

ChangeCom

How much do you expect the prices of comparator service to change each year?

- (1) 10% less
- (2) 7.5% less
- (3) 5% less
- (4) 2.5% less
- (5) No change
- (6) 2.5% more
- (7) 5% more
- (8) 7.5% more
- (9) 10% more

ChangeElec

How much do you expect the prices of electricity to change each year?

- (1) 10% less
- (2) 7.5% less
- (3) 5% less
- (4) 2.5% less
- (5) No change
- (6) 2.5% more
- (7) 5% more
- (8) 7.5% more
- (9) 10% more

ChangeInter

How much do you expect the prices of internet services to change each year?

- (1) 10% less
- (2) 7.5% less
- (3) 5% less
- (4) 2.5% less
- (5) No change
- (6) 2.5% more
- (7) 5% more
- (8) 7.5% more
- (9) 10% more

ChangeBank

How much do you expect the prices of bank services (such as overdraft charges and missed payments) to change each year?

- (1) 10% less
- (2) 7.5% less
- (3) 5% less
- (4) 2.5% less
- (5) No change
- (6) 2.5% more
- (7) 5% more
- (8) 7.5% more
- (9) 10% more

ChangeMob

How much do you expect the prices of a mobile phone tariff (such as a contract or pay as you go calls and texts) to change each year?

- (1) 10% less
- (2) 7.5% less
- (3) 5% less
- (4) 2.5% less
- (5) No change
- (6) 2.5% more
- (7) 5% more
- (8) 7.5% more
- (9) 10% more

ChangeAir

How much do you expect the prices of air travel to change each year?

- (1) 10% less
- (2) 7.5% less
- (3) 5% less
- (4) 2.5% less
- (5) No change
- (6) 2.5% more
- (7) 5% more
- (8) 7.5% more
- (9) 10% more

TaxRoads

If it was up to you, how would you share out the cost of investment in roads between tax payers and users of roads?

- (1) 100% by tax payers
- (2) 75% by tax payers
- (3) 50% by tax payers and 50% by users of roads
- (4) 75% by users of roads
- (5) 100% by users of roads

TaxRail

If it was up to you, how would you share out the cost of investment in railways between tax payers and users of railways?

- (1) 100% by tax payers
- (2) 75% by tax payers
- (3) 50% by tax payers and 50% by users of railways

- (4) 75% by users of railways
- (5) 100% by users of railways

ASK IF: (((Travel = 3 or more times a week) OR (Travel = Once or twice a week)) OR (Travel = 1 or 2 times a month)) OR (Travel = Once every 2-3 months)) OR (Travel = Once every 6 months)

DepRelRail

How satisfied are you with the rail services in your area based on...
...dependability and reliability?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ASK IF: (((Travel = 3 or more times a week) OR (Travel = Once or twice a week)) OR (Travel = 1 or 2 times a month)) OR (Travel = Once every 2-3 months)) OR (Travel = Once every 6 months)

ChangeRail

(How satisfied are you with the rail services in your area based on...)
...fairness and transparency of changes?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ASK IF: (((Travel = 3 or more times a week) OR (Travel = Once or twice a week)) OR (Travel = 1 or 2 times a month)) OR (Travel = Once every 2-3 months)) OR (Travel = Once every 6 months)

ContRail

(How satisfied are you with the rail services in your area based on...)
...ease of contacting the relevant service provider?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ASK IF: (((Travel = 3 or more times a week) OR (Travel = Once or twice a week)) OR (Travel = 1 or 2 times a month)) OR (Travel = Once every 2-3 months)) OR (Travel = Once every 6 months)

StaffRail

(How satisfied are you with the rail services in your area based on...)
...friendliness and helpfulness of staff?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ASK IF: (((Travel = 3 or more times a week) OR (Travel = Once or twice a week)) OR (Travel = 1 or 2 times a month)) OR (Travel = Once every 2-3 months)) OR (Travel = Once every 6 months)

InfoRail

(How satisfied are you with the rail services in your area based on...)
...the information available?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ASK IF: (((Travel = 3 or more times a week) OR (Travel = Once or twice a week)) OR (Travel = 1 or 2 times a month)) OR (Travel = Once every 2-3 months)) OR (Travel = Once every 6 months)

ServRail

(How satisfied are you with the rail services in your area based on...)
...the service overall?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

DepRelCom

How satisfied are you with the SERVICE available to you based on...
...dependability and reliability?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ChangeCom

(How satisfied are you with the SERVICE available to you based on...)
...fairness and transparency of changes?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ContCom

(How satisfied are you with the SERVICE available to you based on...)
...ease of contacting the relevant service provider?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

StaffCom

(How satisfied are you with the SERVICE available to you based on...)
...friendliness and helpfulness of staff?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

InfoCom

(How satisfied are you with the SERVICE available to you based on...)
...the information available?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ServCom

(How satisfied are you with the SERVICE available to you based on...)
...the service overall?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

DepRelElec

How satisfied are you with the electricity services available to you based on...
...dependability and reliability?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ChangeElec

(How satisfied are you with the electricity services available to you based on...)
...fairness and transparency of changes?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ContElec

(How satisfied are you with the electricity services available to you based on...)
...ease of contacting the relevant service provider?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

StaffElec

(How satisfied are you with the electricity services available to you based on...)
...friendliness and helpfulness of staff?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

InfoElec

(How satisfied are you with the electricity services available to you based on...)
...the information available?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ServElec

(How satisfied are you with the electricity services available to you based on...)
...the service overall?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

DepRelInt

How satisfied are you with the internet services available to you based on...
...dependability and reliability?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

Changelnt

(How satisfied are you with the internet services available to you based on...)
...fairness and transparency of changes?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ContInt

(How satisfied are you with the internet services available to you based on...)
...ease of contacting the relevant service provider?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

StaffInt

(How satisfied are you with the internet services available to you based on...)
...friendliness and helpfulness of staff?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

InfoInt

(How satisfied are you with the internet services available to you based on...)
...the information available?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ServInt

(How satisfied are you with the internet services available to you based on...)
...the service overall?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

DepRelBank

How satisfied are you with the banking services available to you based on...
...dependability and reliability?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ChangeBank

(How satisfied are you with the banking services available to you based on...)
...fairness and transparency of changes?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ContBank

(How satisfied are you with the banking services available to you based on...)
...ease of contacting the relevant service provider?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

StaffBank

(How satisfied are you with the banking services available to you based on...)
...friendliness and helpfulness of staff?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

InfoBank

(How satisfied are you with the banking services available to you based on...)
...the information available?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ServBank

(How satisfied are you with the banking services available to you based on...)
...the service overall?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

DepRelMob

How satisfied are you with the mobile operator services available to you based on...
...dependability and reliability?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ChangeMob

(How satisfied are you with the mobile operator services available to you based on...)
...fairness and transparency of changes?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ContMob

(How satisfied are you with the mobile operator services available to you based on...)
...ease of contacting the relevant service provider?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

StaffMob

(How satisfied are you with the mobile operator services available to you based on...)
...friendliness and helpfulness of staff?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

InfoMob

(How satisfied are you with the mobile operator services available to you based on...)
...the information available?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ServMob

(How satisfied are you with the mobile operator services available to you based on...)
...the service overall?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

DepRelAir

How satisfied are you with the air travel available to you based on...
...dependability and reliability?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ChangeAir

(How satisfied are you with the air travel available to you based on...)
...fairness and transparency of changes?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ContAir

(How satisfied are you with the air travel available to you based on...)
...ease of contacting the relevant service provider?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

StaffAir

(How satisfied are you with the air travel available to you based on...)
...friendliness and helpfulness of staff?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

InfoAir

(How satisfied are you with the air travel available to you based on...)
...the information available?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

ServAir

(How satisfied are you with the air travel available to you based on...)
...the service overall?

- (1) Very satisfied
- (2) Quite satisfied
- (3) Neither satisfied nor dissatisfied
- (4) Quite dissatisfied
- (5) Very dissatisfied

Purchase

Given a choice and assuming the fare was the same, how would you prefer to purchase a rail ticket?

- (1) In person at the station
- (2) At a station using a ticket machine
- (3) In person at a high street shop
- (4) Using the internet
- (5) Using a mobile phone
- (6) On the train from a conductor

Station

How easy is it for you to travel to your preferred station?

- (1) Very easy
- (2) Quite easy
- (3) Neither easy nor hard
- (4) Quite hard
- (5) Very hard

ASK IF: (Station = Quite hard) OR (Station = Very hard)

WhyStat

Why do you find it difficult to get to your preferred station?

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