

Opinion Study for [country]

T1 Thank you for joining the Opinion Study for [country]. You can start participating by completing this survey! We have already sent you a postal invitation letter with a gift voucher to thank you for your participation (you should already have received it, but if not you should soon). The Opinion Study for [country] is an important project that aims to collect people's opinions relating to different aspects of life in [country], providing researchers with valuable insights about some of the most important topics in our society. This survey mainly asks about your opinion about poverty and inequalities, climate change, education, the use of the internet, and your experience in using medical services

Please click the button below to continue

T2 Your views are very important to us and you have been selected specifically so it is really important that you respond. Remember that we are interested in how you feel and think, and that there are no right or wrong answers.

Before you start answering, we would like to remind you that:

- If you don't want to answer a question just leave it blank and click the button at the bottom of the screen to move on
- Your participation in this project is entirely voluntary throughout its duration
- Your personal contact data will only be used to send you our online surveys and your thank you vouchers
- Your data will be handled in the strictest confidence, in accordance with the General Data Protection Regulation (GDPR) and only used for research.

For more information, or if you have any queries please contact [ENTER NAME] on our Freephone helpline number [ENTER PHONE NUMBER].

Please, click the button below to start the survey

MAKE IT EQUAL

Let's start with some questions about your views on poverty and inequalities.

w1eq1 How widespread would you say poverty is in [COUNTRY]?

- Very widespread (1)
- Somewhat widespread (2)
- Not very widespread (3)
- Not at all widespread (4)

Source: Eurobarometer 74.1 (2010), QA4

w1eq2 To what extent do you agree or disagree with the following statement?

Differences in income in [COUNTRY] are too large.

- Strongly agree (1)
- Agree (2)
- Neither agree nor disagree (3)
- Disagree (4)
- Strongly disagree (5)

Source: ISSP Social Inequality V (2019), Q4(a)

In all countries, there are differences or even conflicts between different social groups. The next questions ask you about how much tension you think there is between different social groups in [COUNTRY].

w1eq3 In your opinion, in [COUNTRY] how much tension is there between poor people and rich people?

- No tension at all (1)
- Not much tension (2)
- Some tension (3)
- A lot of tension (4)

Source: ISSP Social Inequality V (2019), Q12/CRONOS1 w2q29

w1eq4 In your opinion, in [COUNTRY] how much tension is there between young people and older people?

CRONOS 3 – Wave 1 Source Questionnaire

- No tension at all (1)
- Not much tension (2)
- Some tension (3)
- A lot of tension (4)

Source: ISSP Social Inequality V (2019), Q12

w1eq5 In your opinion, in [COUNTRY] how much tension is there between people from different race or ethnic groups?

- No tension at all (1)
- Not much tension (2)
- Some tension (3)
- A lot of tension (4)

Source: ISSP Social Inequality V (2019), Q12

Translation Note: use translation for “race or ethnic groups” from ESS 9 (B38)

w1eq6 In your opinion, in [COUNTRY] how much tension is there between men and women in general?

- No tension at all (1)
- Not much tension (2)
- Some tension (3)
- A lot of tension (4)

Source: New

w1eq7 Some people think the differences in wealth between the rich and the poor are too large, while others think they are too small. In your opinion, do you think the differences in wealth between the rich and the poor in [COUNTRY] are too large, too small or somewhere in between?

- Too large
- Somewhat large
- Neither too large nor too small
- Somewhat small
- Too small

Source: New

w1eq8 Some people feel angry about differences in wealth between the rich and the poor, while others do not. **How do you feel when you think about differences in wealth between the rich and the poor in [COUNTRY]?**

Please use the scale below, where 0 means not at all angry and 10 means extremely angry.

- 0 – Not at all angry (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 – Extremely angry (10)

Source: ISSP 2019 Inequality module (Q10)

There are different reasons why some people get ahead in life, that is being successful in their work or society. How important do you think each of the following is for getting ahead in life?

Translation note: use ISSP translation

w1eq9 **How important is coming from a wealthy family for getting ahead in life?**

- Essential (1)
- Very important (2)
- Fairly important (3)
- Not very important (4)
- Not important at all (5)

Source: ISSP social Inequality V (2019), Q1 (selected items)

w1eq10 **How important is hard work for getting ahead in life?**

- Essential (1)
- Very important (2)
- Fairly important (3)
- Not very important (4)

- Not important at all (5)

Source: ISSP social Inequality V (2019), Q1 (selected items)

w1eq11 How important is being lucky for getting ahead in life?

- Essential (1)
- Very important (2)
- Fairly important (3)
- Not very important (4)
- Not important at all (5)

Source: ISSP social Inequality V (2019), Q1 (selected items)

w1eq12 How important is knowing the right people for getting ahead in life?

- Essential (1)
- Very important (2)
- Fairly important (3)
- Not very important (4)
- Not important at all (5)

Source: ISSP social Inequality V (2019), Q1 (selected items)

w1eq13 How important is a person's religion for getting ahead in life?

- Essential (1)
- Very important (2)
- Fairly important (3)
- Not very important (4)
- Not important at all (5)

Source: ISSP social Inequality V (2019), Q1 (selected items)

w1eq14 How important is having a good education for getting ahead in life?

- Essential (1)
- Very important (2)
- Fairly important (3)
- Not very important (4)
- Not important at all (5)

Source: ISSP social Inequality V (2019), Q1 (selected items)

Now some questions about the responsibilities of governments. People have different views on what the responsibilities of governments should or should not be.

Translation note: 'governments' in the sense of all governments and NOT only the people now governing / present regime. The 'state' can be used instead of governments if appropriate. (from ESS 8 footnote 86)

w1eq15 How much responsibility do you think governments should have in reducing the differences in income between people with high incomes and those with low incomes?

Please use the scale below, where 0 means this should not be the government's responsibility at all and 10 means it should be entirely the government's responsibility.

- 0 – Should not be the government's responsibility at all (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 – Should be entirely the government's responsibility (10)

Source: loosely based on ISSP 2019 Social Inequality V (Q4a)

w1eq16 How much responsibility do you think governments should have in reducing the wage gap between men and women?

- 0 – Should not be the government's responsibility at all (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)

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- 9 (9)
- 10 – Should be entirely the government's responsibility (10)

Source: extension of ESS 8 (E6 – 8)

w1eq17 How much responsibility do you think governments should have in ensuring a reasonable standard of living for the unemployed?

- 0 – Should not be the government's responsibility at all (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 – Should be entirely the government's responsibility (10)

Source: ESS 8 (E7)

Translation Note: use translation for ESS 8

w1eq18 How much responsibility do you think governments should have in ensuring sufficient childcare services for working parents?

- 0 – Should not be the government's responsibility at all (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 – Should be entirely the government's responsibility (10)

Source: ESS 8 (E8)

Translation Note: use translation for ESS 8

w1eq19 How much responsibility do you think governments should have in ensuring a reasonable standard of living for the old?

- 0 – Should not be the government's responsibility at all (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 – Should be entirely the government's responsibility (10)

Source: ESS 8 (E6)

Translation Note: use translation for ESS 8

MAKE IT GREEN

The following questions are about your views on climate change and climate policies.

w1gq1 How much have you thought about climate change before today?

- Not at all (1)
- Very little (2)
- Some (3)
- A lot (4)
- A great deal (5)

Source: ESS 8 (D20)

w1gq2 You may have heard the idea that the world's climate is changing due to increases in temperature over the past 100 years. What is your personal opinion on this? Do you think the world's climate is changing?

- Definitely changing (1)
- Probably changing (2)

CRONOS 3 – Wave 1 Source Questionnaire

- Probably not changing (3)
- Definitely not changing (4)

Source: ESS 8 (D19)

w1gq3 Do you think that climate change is caused by natural processes, human activity, or both?

- Entirely by natural processes (1)
- Mainly by natural processes (2)
- About equally by natural processes and human activity (3)
- Mainly by human activity (4)
- Entirely by human activity (5)
- I don't think climate change is happening (6)

Source: ESS 8 (D22)

w1gq4 When, if at all, do you think the [country] will start feeling the effects of climate change?

- We are already feeling the effects (1)
- In the next 10 years (2)
- In the next 25 years (3)
- In the next 50 years (4)
- In the next 100 years (5)
- Beyond the next 100 years (6)
- Never (7)

Source: CAST Climate Change Survey (Q9)

w1gq5 How worried are you about climate change?

- Not at all worried
- Not very worried
- Somewhat worried
- Very worried
- Extremely worried

Source: ESS 8 (D24)

w1gq6 Thinking about the world as a whole, how serious do you think global warming is?

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- Not at all serious (1)
- Not very serious (2)
- Somewhat serious (3)
- Very serious (4)
- Extremely serious (5)

Source: WVS (V111 W5)

Translation note: translate 'how serious' in the sense of how serious of a problem (relevance), not how strong (magnitude)

w1gq7 Thinking about the world as a whole, how serious do you think is the loss of plant or animal species, that is, the loss of biodiversity?

- Not at all serious (1)
- Not very serious (2)
- Somewhat serious (3)
- Very serious (4)
- Extremely serious (5)

Source: WVS (V112 W5)

w1gq8 Thinking about the world as a whole, how serious do you think is pollution of rivers, lakes and oceans?

- Not at all serious (1)
- Not very serious (2)
- Somewhat serious (3)
- Very serious (4)
- Extremely serious (5)

Source: WVS (V113 W5)

w1gq9 To what extent do you feel a personal responsibility to try to reduce climate change?

- 0 – Not at all (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)

CRONOS 3 – Wave 1 Source Questionnaire

- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 – A great deal (10)

Source: ESS 8 (D23)

w1gq10 To what extent do you feel it is the [COUNTRY] government's responsibility to try to reduce climate change?

- 0 – Not at all (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 – A great deal (10)

Source: CAST Climate Change Survey (Q8)

w1gq11 To what extent do you feel it is the responsibility of business and industry to try to reduce climate change?

- 0 – Not at all (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 – A great deal (10)

Source: CAST Climate Change Survey (Q6)

w1gq12 Here are two statements people sometimes make when discussing the environment and economic growth. **Which of them comes closer to your own point of view?**

- Protecting the environment should be given priority, even if it causes slower economic growth and some loss of jobs.
- Economic growth and creating jobs should be given priority, even if the environment suffers to some extent.

Source: WVS (V104 W5)

w1gq13 **To what extent are you in favour or against increasing taxes on fossil fuels, such as oil, gas and coal in [country] in order to reduce climate change?**

- Strongly in favour
- Somewhat in favour
- Neither in favour nor against
- Somewhat against
- Strongly against

Source: ESS 8 (D30)

w1gq14 **To what extent are you in favour or against using public money to subsidise renewable energy such as wind and solar power in [country] in order to reduce climate change?**

- Strongly in favour
- Somewhat in favour
- Neither in favour nor against
- Somewhat against
- Strongly against

Source: ESS 8 (D31)

w1gq15 **To what extent are you in favour or against a law banning the sale of the least energy efficient household appliances in [country] in order to reduce climate change?**

- Strongly in favour
- Somewhat in favour
- Neither in favour nor against
- Somewhat against

- Strongly against

Source: ESS 8 (D32)

w1gq16 How willing would you be to pay higher prices for goods and services in order to protect the environment?

- Very willing (1)
- Somewhat willing (2)
- Neither willing nor unwilling (3)
- Somewhat unwilling (4)
- Very unwilling (5)

Source: ISSP 1993 (Q8, V24)

w1gq17 How willing would you be to pay higher taxes in order to protect the environment?

- Very willing (1)
- Somewhat willing (2)
- Neither willing nor unwilling (3)
- Somewhat unwilling (4)
- Very unwilling (5)F

Source: ISSP 1993 (Q8, V25)

w1gq18 How willing would you be to accept cuts in your standard of living in order to protect the environment?

- Very willing (1)
- Somewhat willing (2)
- Neither willing nor unwilling (3)
- Somewhat unwilling (4)
- Very unwilling (5)

Source: ISSP 1993 (Q8, V26)

MAKE IT STRONG

Now some questions about your views and experience of educational opportunities.

w1sq1 To what extend do you think the following statement applies in [COUNTRY]?

Overall, everyone in [COUNTRY] has a fair chance of achieving the level of education they seek.

Please use the scale below, where 0 means does not apply at all and 10 means applies completely.

- 0 – Does not apply at all (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 – Applies completely (10)

Source: ESS 9 (G6)

w1sq2 To what extend do you think the following statement applies to you?

Compared to other people in [COUNTRY], I have had a fair chance of achieving the level of education I was seeking.

- 0 – Does not apply at all (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 – Applies completely (10)

Source: ESS 9 (G4)

w1sq3 How satisfied or dissatisfied are you with the level of education you have reached?

Please use the scale below, where 0 means very dissatisfied and 10 means very satisfied.

- 0 – Very dissatisfied (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 – Very satisfied (10)

Source: EQLS 2003 (Q41)

w1sq4 Which topics would you like to see being taught more in compulsory education?

Please select up to three options.

- Maths and sciences
- Entrepreneurship and financial competences
- Use of digital tools and programming
- Critical thinking, media and democracy
- Climate change, environment and eco-friendly behaviours
- Other

Source: Flash Eurobarometer 478 (Q5 modified)

w1sq5 What would be (or would have been) your main motivation for embracing a Science, Technology, Engineering and Mathematics (STEM) education?

Please select all that apply.

- Finding a career path which I am passionate and proud about
- Earning more money
- Working in the jobs of the future
- Having a job with strong prospects
- Having a more secure job
- I am/was not interested in a STEM education

Source: The women's Forum Barometer - 2021 G20 Barometer on gender equality (p.57)

Programming Note: last option is exclusive

Translation note: adapt the “STEM” term used at national level

w1sq6 Which, if any, of the following have you done during your studies?

Please select all that apply.

- I studied abroad (1)
- I did an internship or work placement abroad (2)
- I attended a language course abroad (3)
- I went to a summer school, workshop or similar activity abroad (4)
- None of these (5) → *Go to w1sq8*

Source: loosely based on Eurograduate Pilot Survey 2022 (t+5) (A2.1a and A2.1a1)

Programming Note: last option is exclusive

[Ask if option 1, 2, 3 and/or 4 selected in w1sq6]

w1sq7 Was your stay abroad supported by a mobility programme?

Please select all that apply.

- Yes, by an EU programme (e.g. Erasmus) (1)
- Yes, by a national programme (2)
- Yes, by another programme (3)
- No (4)

Source: Eurograduate Pilot Survey 2022 (t+5) (A2.1a5)

Programming Note: last option is exclusive

w1sq8 Are you familiar with the Erasmus programme (offering learning mobility for pupils, students, adult learners, and trainees?)

- Yes, I have heard about it (1)
- Yes, I have participated in it (2)
- No, I have never heard about this programme (3) → *Go to w1sq10*

Source: New

Translation note: ‘pupils’, ‘students’, ‘adult learners’ and ‘trainees’ should be four different terms in all translation

[Ask if option 1 or 2 selected in w1sq8]

w1sq9 Have you applied to any of the following Erasmus opportunities?

Please select all that apply.

- Learning or professional experience in another country (1)
- Short-term individual or group travel experience throughout Europe (2)
- Language learning opportunities (3)
- Virtual exchanges in higher education (4)
- Other opportunities (5)

Source: New

Translation notes: use national EU pages for exact translations

w1sq10 How important do you think it is for young people to have training schemes such as apprenticeships?

- Very important (1)
- Important (2)
- Not very important (3)
- Not at all important (4)

Source: Understanding Society, Wave 13 (Apvocimp), modified

w1sq11 Have you ever participated in an apprenticeship or internship?

Please select all that apply.

- Yes, in an unpaid apprenticeship (1)
- Yes, in a paid apprenticeship (2)
- Yes, in an unpaid internship (3)
- Yes, in a paid internship (4)
- Never participated in an apprenticeship or internship (5)

Source: loosely based on ESS 3 (D1)

Programming note: last option is exclusive

w1sq12 In the last 12 months, have you participated in training courses, including online courses, for professional or work-related reasons?

Please select all that apply.

- Yes, I have done this using my own/my family resources (1)
- Yes, I have done this using resources provided by my employer (2)

CRONOS 3 – Wave 1 Source Questionnaire

- Yes, I have participated in training courses using resources provided by public institutions/NGO (3)
- No, I have not participated in training courses (4)

Source: EQLS 2016 (Q28a)

Programming note: last option is exclusive

w1sq13 In the last 12 months, have you participated in training courses, including online courses, for non-professional reasons?

Please select all that apply.

- Yes, I have done this using my own/my family resources (1)
- Yes, I have done this using resources provided by my employer (2)
- Yes, I have participated in training courses using resources provided by public institutions/NGO (3)
- No, I have not participated in training courses (4)

Source: EQLS 2016 (Q28b)

Programming note: last option is exclusive

Now some questions about your views on education policies.

w1sq14 Which of the following topics should be a priority for the EU in the years to come?

Please select up to three options.

- Protecting the environment and fighting climate change (1)
- Improving education and training (2)
- Boosting employment and tackling unemployment (3)
- Fighting poverty and economic and social inequality (4)
- Improving health and wellbeing (5)
- Bringing young people from different parts of the EU together (6)

Source: Flash Eurobarometer 478 (Q1, first six options only)

Programming note: not for UK and Iceland

w1sq15 Now imagine there is a fixed amount of money that can be spent on tackling unemployment. **Would you be against or in favour of the government spending more on**

education and training programmes for the unemployed at the cost of reducing unemployment benefit?

- Strongly against (1)
- Against (2)
- In favour (3)
- Strongly in favour (4)

Source: ESS 8 (E34)

Translation Note: 'fixed amount' in the sense of 'a given or set amount'. (from ESS 8 footnote 110)

w1sq16 In general, how much do you trust scientists?

Please use the scale below, where 0 means I don't trust them at all and 10 means I have complete trust.

- 0 – Don't trust at all (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 – Trust completely (10)

Source: Wellcome Global Monitor 2018, Chapter 3 (based on Q12)

MAKE IT DIGITAL

The following questions are focused on your use of the internet and how comfortable you are with different digital activities.

w1dq1 Imagine you wanted to access the Internet. At which of these locations would you be able to do it?

Please select all that apply.

CRONOS 3 – Wave 1 Source Questionnaire

- At home
- At my workplace
- On the move
- At some other place
- I have no access to the Internet

Source: ESS 10 (G1)

Programming note: last option available only in paper version

w1dq2 In the last month, what devices have you used to access the Internet?

Please select all that apply.

- Desktop computer
- Laptop or notebook
- Tablet (e.g. iPad, Windows Tablet)
- Smartphone
- Smart TV
- Smart speaker (e.g. Alexa)
- I have no access to the Internet

Source: Canadian Internet Use Survey 2022 (DV_Q010)

Programming note: last option available only in paper version

w1dq3 In the last month, how often, if at all, did you typically use the Internet on any device whether for work or personal use?

- Almost all the time
- Several times a day
- Once a day
- Several times a week
- Several times a month
- Less often
- Never

Source: ISSP 2024 – Digital Societies (Q1)

People have different skills when it comes to using digital technology. The following questions ask about digital skills. There is no correct or wrong answer. Please select the answer that better reflects your skillset.

w1dq4 How true is the following statement about you?

I know how to use word processing software on a digital device, such as computer or smartphone.

- Not at all true of me
- Not very true of me
- Somewhat true of me
- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on [Eurostat \(DigiComp 2.0, Chapter 3\)](#)

w1dq5 (How true is the following statement about you?)

I know how to create files (e.g. document, image, video) incorporating several elements (e.g. text, picture, table, chart, animation, sound) on a digital device, such as computer or smartphone.

- Not at all true of me
- Not very true of me
- Somewhat true of me
- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on [Eurostat \(DigiComp 2.0, Chapter 3\)](#)

w1dq6 (How true is the following statement about you?)

I know how to write code in a programming language.

- Not at all true of me
- Not very true of me
- Somewhat true of me
- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on [Eurostat \(DigiComp 2.0, Chapter 3\)](#)

w1dq7 (How true is the following statement about you?)

I know how to find information about goods or services on the internet.

- Not at all true of me
- Not very true of me
- Somewhat true of me
- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on Eurostat (DigiComp 2.0, Chapter 3)

w1dq8 (How true is the following statement about you?)

I know how to seek health-related information (e.g. injuries, diseases, nutrition, improving health etc.) on the Internet.

- Not at all true of me
- Not very true of me
- Somewhat true of me
- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on Eurostat, Chapter 3 (DigiComp 2.0)

w1dq9 (How true is the following statement about you?)

I know how to check the truthfulness of the information or content I find on the internet.

- Not at all true of me
- Not very true of me
- Somewhat true of me
- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on Eurostat (DigiComp 2.0, Chapter 3)

w1dq10 (How true is the following statement about you?)

I know how to send and receive e-mails.

- Not at all true of me
- Not very true of me

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- Somewhat true of me
- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on Eurostat (DigiComp 2.0, Chapter 3)

w1dq11 (How true is the following statement about you?)

I know how to use online instant messaging (e.g. via Skype, iMessage, Facebook Messenger, WhatsApp, Viber, Snapchat, Signal, Telegram).

- Not at all true of me
- Not very true of me
- Somewhat true of me
- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on Eurostat (DigiComp 2.0, Chapter 3)

Translation Note: NCs to check the most common online instant messaging apps are included/irrelevant ones removed

w1dq12 (How true is the following statement about you?)

I know how to participate in social media (e.g. creating user profile, posting content to Facebook, X/ formerly known as Twitter, Instagram, Snapchat, TikTok, LinkedIn etc.).

- Not at all true of me
- Not very true of me
- Somewhat true of me
- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on Eurostat (DigiComp 2.0, Chapter 3)

w1dq13 (How true is the following statement about you?)

I know how to limit the access to my profile or content on social media.

- Not at all true of me
- Not very true of me
- Somewhat true of me

CRONOS 3 – Wave 1 Source Questionnaire

- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on [Eurostat \(DigiComp 2.0, Chapter 3\)](#)

w1dq14 (How true is the following statement about you?)

I know how to refuse requests for using my personal data for advertising and marketing purposes on the internet.

- Not at all true of me
- Not very true of me
- Somewhat true of me
- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on [Eurostat \(DigiComp 2.0, Chapter 3\)](#)

w1dq15 (How true is the following statement about you?)

I know how to change the settings in my internet browser to prevent or limit cookies.

- Not at all true of me
- Not very true of me
- Somewhat true of me
- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on [Eurostat \(DigiComp 2.0, Chapter 3\)](#)

w1dq16 (How true is the following statement about you?)

I know how to use internet banking (including mobile banking).

- Not at all true of me
- Not very true of me
- Somewhat true of me
- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on [Eurostat \(DigiComp 2.0, Chapter 3\)](#)

w1dq17 (How true is the following statement about you?)

I know how to sell goods or services via the internet.

- Not at all true of me
- Not very true of me
- Somewhat true of me
- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on Eurostat (DigiComp 2.0, Chapter 3)

w1dq18 (How true is the following statement about you?)

I know how to look for a job via the internet.

- Not at all true of me
- Not very true of me
- Somewhat true of me
- Mostly true of me
- Very true of me
- I don't understand what this means

Source: based on Eurostat (DigiComp 2.0, Chapter 3)

w1dq19 **In the last 12 months, have you participated in any training courses to improve your digital skills?**

Please select all that apply.

- Yes, I have done this using my own/my family resources (1)
- Yes, I have done this using resources provided by my employer (2)
- Yes, I have participated in training courses using resources provided by public institutions/NGO (3)
- No, I have not participated in training courses (4)

Source: New

Translation note: use the same response options as in w1sq13 and w1sq14

Programming note: last option is exclusive

MAKE IT HEALTHY

The following questions are about your experience of using various medical services.

w1hq1 In the last 12 months, have you needed to see a general practitioner (GP)?

- Yes, but I was unable to do so → *Go to w1hq2*
- Yes, and I was able to do so → *Go to w1hq3*
- No → *Go to w1hq3*

Source: New

Translation note: 'general practitioner (GP)' can be family doctor in some countries

[Ask if option 1 is selected in w1hq1]

w1hq2 Which of the reason(s) below explains why you were unable to see a general practitioner (GP) in the last 12 months?

Please select all that apply.

- The waiting list was too long
- Could not pay for it
- Could not take time off work
- Had other commitments
- There were no appointments available
- Other

Source: ESS 11 (D15)

w1hq3 In the last 12 months, have you needed to see medical specialists (excluding dentists and mental health services)?

- Yes, but I was unable to do so → *Go to w1hq4*
- Yes, and I was able to do so → *Go to w1hq6*
- No → *Go to w1hq6*

Source: ESS 11

[Ask if option 1 is selected in w1hq3]

w1hq4 Which of the reason(s) below explains why you were unable to see medical specialists (excluding dentists and mental health services) in the last 12 months?

Please select all that apply.

- The waiting list was too long → *Go to w1hq5*
- Could not pay for it → *Go to w1hq6*
- Could not take time off work → *Go to w1hq6*
- Had other commitments → *Go to w1hq6*
- There were no appointments available → *Go to w1hq6*

Other → *Go to w1hq6*

Source: ESS 11 (D15), modified

Programming note: for web version, if option 1 is selected, respondents should be asked w1hq5 regardless of whether they have selected other options or not

[Ask if option 1 is selected in w1hq4]

w1hq5 You mentioned that the waiting list to see medical specialists was too long. **How long would you have had to wait for your appointment?**

- Less than one month
- One to two months
- Three to five months
- Six to eight months
- Nine months to one year
- More than a year
- I don't know

Source: New

w1hq6 **In the last 12 months, have you needed to see a dentist?**

- Yes, but I was unable to do so → *Go to w1hq7*
- Yes, and I was able to do so → *Go to w1hq8*
- No → *Go to w1hq8*

Source: New

[Ask if option 1 is selected in w1hq6]

w1hq7 **Which of the reason(s) below explains why you were unable to see a dentist in the last 12 months?**

Please select all that apply.

- Could not pay for it
- Could not take time off work
- Had other commitments
- There were no appointments available
- The waiting list was too long
- Other

Source: ESS 11 (D15), modified

w1hq8 **In the last 12 months, have you needed to see a psychologist, psychiatrist or other mental health services specialist?**

- Yes, but I was unable to do so → *Go to w1hq9*

CRONOS 3 – Wave 1 Source Questionnaire

- Yes, and I was able to do so → *Go to w1hq11*
- No → *Go to w1hq11*

Source: New

[Ask if option 1 is selected in w1hq8]

w1hq9 **Which of the reason(s) below explains why you were unable to see a psychologist, psychiatrist or other mental health services specialist in the last 12 months?**

Please select all that apply.

- The waiting list was too long → *Go to w1hq10*
- Could not pay for it → *Go to w1hq11*
- Could not take time off work → *Go to w1hq11*
- Had other commitments → *Go to w1hq11*
- There were no appointments available → *Go to w1hq11*
- Other → *Go to w1hq11*

Source: ESS 11 (D15), modified

Programming note: for web version, if option 1 is selected, respondents should be asked w1hq10 regardless of whether they have selected other options or not

[Ask if option 1 is selected in w1hq9]

w1hq10 You mentioned that the waiting list to see a psychologist, psychiatrist or other mental health services specialist was too long. **How long would you have had to wait for your appointment?**

- Less than one month
- One to two months
- Three to five months
- Six to eight months
- Nine months to one year
- More than a year
- I don't know

Source: New

w1hq11 **In the last 12 months, have you needed diagnostic tests or scans, such as blood test or x-ray, prescribed by a doctor?**

- Yes, but I was unable to do so → *Go to w1hq12*
- Yes, and I was able to do so → *Go to w1hq14*
- No → *Go to w1hq14*

Source: New

[Ask if option 1 is selected in w1hq11]

w1hq12 **Which of the reason(s) below explains why you were unable to have diagnostic tests or scans prescribed by a doctor in the last 12 months?**

Please select all that apply.

- The waiting list was too long → *Go to w1hq13*
- Could not pay for it → *Go to w1hq14*
- Could not take time off work → *Go to w1hq14*
- Had other commitments → *Go to w1hq14*
- There were no appointments available → *Go to w1hq14*
- Other → *Go to w1hq14*

Source: ESS 11 (D15), modified

Programming note: for web version, if option 1 is selected, respondents should be asked w1hq13 regardless of whether they have selected other options or not

[Ask if option 1 is selected in w1hq12]

w1hq13 You mentioned that the waiting list to do diagnostic tests prescribed by a doctor was too long. **How long would you have had to wait for your appointment?**

- Less than one month
- One to two months
- Three to five months
- Six to eight months
- Nine months to one year
- More than a year
- I don't know

Source: New

w1hq14 **Have you or someone else in your household whom you are responsible for used the hospital or medical specialist services in the last 12 months?**

- Yes → *go to w1hq15*
- No → *skip to end of section*

Source: EQLS 2016 Q61

[Ask if option 1 is selected in w1hq14]

w1hq15 **How satisfied or dissatisfied were you with the expertise and professionalism of the staff the last time you used the hospital or medical specialist services?**

Please use the scale below, where 0 means very dissatisfied and 10 means very satisfied.

- 0 – Very dissatisfied (0)
- 1 (1)
- 2 (2)

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- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 – Very satisfied (10)

Source: EQLS 2016 Q62

[Ask if option 1 is selected in w1hq14]

w1hq16 **How satisfied or dissatisfied were you with the personal attention you were given, including staff attitude and time devoted, the last time that you used the hospital or medical specialist services?**

- 0 – Very dissatisfied (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)
- 8 (8)
- 9 (9)
- 10 – Very satisfied (10)

Source: EQLS 2016 Q62

[Ask if option 1 is selected in w1hq14]

w1hq17 **How satisfied or dissatisfied were you with being informed and consulted about your care the last time that you used the hospital or medical specialist services?**

- 0 – Very dissatisfied (0)
- 1 (1)
- 2 (2)
- 3 (3)
- 4 (4)
- 5 (5)
- 6 (6)
- 7 (7)

CRONOS 3 – Wave 1 Source Questionnaire

- 8 (8)
- 9 (9)
- 10 – Very satisfied (10)

Source: EQLS 2016 Q62

DEMOGRAPHICS

Finally, some questions about yourself.

w1xq1 Including yourself, how many people – including children – live here regularly as members of this household?

- [Input number]

Source: ESS 10 (F1)

w1xq2 Which one of the following best describes your legal marital status now?

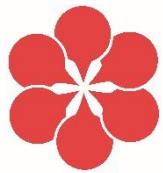
- Legally Married
- In a legally registered civil union
- Legally separated
- Legally divorced / Civil union dissolved
- Widowed / Civil partner died
- None of these (NEVER married or in registered civil union)

Source: ESS 10 (F11)

w1xq3 Which of the following options best describes the area where you live?

- a big city
- The suburbs or outskirts of a big city
- A town or a small city
- A country village
- A farm or home in the countryside

Source: ESS 10 (F14)



Opinion Study for [country]

T3 Thank you very much for completing this first survey, we are very grateful. We will get in touch in November and send you another survey along with a voucher to thank you for your participation.

Meanwhile, if you have any queries, you can contact us via [insert email] or on the Freephone helpline number [insert phone number]

OPINION STUDY FOR [COUNTRY]

Thank you for joining the Opinion Study for [country]. You can start participating by completing this survey! Along with this questionnaire, we have also sent you a gift voucher to thank you for your participation.

The Opinion Study for [country] is an important project that aims to collect people's opinions relating to different aspects of life in [country], providing researchers with valuable insights about some of the most important topics in our society.

This survey mainly asks about your opinion about poverty and inequalities, climate change, education, and your experience in using medical services.



Any Questions?

If you have any questions about this questionnaire, or about the Opinion Study for [Country] survey, please contact us using the details below.

Tel: [Telephone No.]
E-mail: [e-mail address]

All responses will be treated in the strictest confidence and in accordance with the EU's General Data Protection Regulation (GDPR).

We are very grateful that you are taking the time to complete our questionnaire.

Please complete the questionnaire using BLACK or BLUE INK.

If you do not know the answer to a question or would prefer not to give an answer, you may leave the question blank.

If you make a mistake or change your mind, please completely fill the box or circle  to show the mistake and then tick the correct answer.

► Let's start with some questions about your views on poverty and inequalities.

A1. How widespread would you say poverty is in [country]?

- 1 Very widespread
- 2 Somewhat widespread
- 3 Not very widespread
- 4 Not at all widespread

A2. To what extent do you agree or disagree with the following statement?

Differences in income in [country] are too large.

- 1 Strongly agree
- 2 Agree
- 3 Neither agree nor disagree
- 4 Disagree
- 5 Strongly disagree

In all countries, there are differences or even conflicts between different social groups. The next questions ask you about how much tension you think there is between different social groups in [country].

A3. In your opinion, in [country] how much tension is there between poor people and rich people?

- 1 No tension at all
- 2 Not much tension
- 3 Some tension
- 4 A lot of tension

A4. In your opinion, in [country] how much tension is there between young people and older people?

- 1 No tension at all
- 2 Not much tension
- 3 Some tension
- 4 A lot of tension

A5. In your opinion, in [country] how much tension is there between people from different race or ethnic groups?

- 1 No tension at all
- 2 Not much tension
- 3 Some tension
- 4 A lot of tension

A6. In your opinion, in [country] how much tension is there between men and women in general?

- 1 No tension at all
- 2 Not much tension
- 3 Some tension
- 4 A lot of tension

A7. Some people think the differences in wealth between the rich and the poor are too large, while others think they are too small. In your opinion, do you think the differences in wealth between the rich and the poor in [country] are too large, too small or somewhere in between?

- 1 Too large
- 2 Somewhat large
- 3 Neither too large nor too small
- 4 Somewhat small
- 5 Too small

A8. Some people feel angry about differences in wealth between the rich and the poor, while others do not. How do you feel when you think about differences in wealth between the rich and the poor in [country]?



There are different reasons why some people get ahead in life, that is being successful in their work or society. How important do you think each of the following is for getting ahead in life?

A9. How important is coming from a wealthy family for getting ahead in life?

- 1 Essential
- 2 Very important
- 3 Fairly important
- 4 Not very important
- 5 Not important at all

A10. How important is hard work for getting ahead in life?

- 1 Essential
- 2 Very important
- 3 Fairly important
- 4 Not very important
- 5 Not important at all

A11. How important is being lucky for getting ahead in life?

- 1 Essential
- 2 Very important
- 3 Fairly important
- 4 Not very important
- 5 Not important at all

A12. How important is knowing the right people for getting ahead in life?

- 1 Essential
- 2 Very important
- 3 Fairly important
- 4 Not very important
- 5 Not important at all

A13. How important is a person's religion for getting ahead in life?

- 1 Essential
- 2 Very important
- 3 Fairly important
- 4 Not very important
- 5 Not important at all

A14. How important is having a good education for getting ahead in life?

- 1 Essential
- 2 Very important
- 3 Fairly important
- 4 Not very important
- 5 Not important at all

Now some questions about the responsibilities of governments. People have different views on what the responsibilities of governments should or should not be.

A15. How much responsibility do you think governments should have in reducing the differences in income between people with high incomes and those with low incomes?

Please use the scale below, where 0 means this should not be the government's responsibility at all and 10 means it should be entirely the government's responsibility.



A16. How much responsibility do you think governments should have in reducing the wage gap between men and women?



A17. How much responsibility do you think governments should have in ensuring a reasonable standard of living for the unemployed?

Should not be the government's responsibility at all



Should be entirely the government's responsibility

B3. Do you think that climate change is caused by natural processes, human activity, or both?

- 1 Entirely by natural processes
- 2 Mainly by natural processes
- 3 About equally by natural processes and human activity
- 4 Mainly by human activity
- 5 Entirely by human activity
- 6 I don't think climate change is happening

A18. How much responsibility do you think governments should have in ensuring sufficient childcare services for working parents?

Should not be the government's responsibility at all



Should be entirely the government's responsibility

B4. When, if at all, do you think the [country] will start feeling the effects of climate change?

- 1 We are already feeling the effects
- 2 In the next 10 years
- 3 In the next 25 years
- 4 In the next 50 years
- 5 In the next 100 years
- 6 Beyond the next 100 years
- 7 Never

A19. How much responsibility do you think governments should have in ensuring a reasonable standard of living for the old?

Should not be the government's responsibility at all



Should be entirely the government's responsibility

B5. How worried are you about climate change?

- 1 Not at all worried
- 2 Not very worried
- 3 Somewhat worried
- 4 Very worried
- 5 Extremely worried

The following questions are about your views on climate change and climate policies.

B1. How much have you thought about climate change before today?

- 1 Not at all
- 2 Very little
- 3 Some
- 4 A lot
- 5 A great deal

B2. You may have heard the idea that the world's climate is changing due to increases in temperature over the past 100 years. What is your personal opinion on this? Do you think the world's climate is changing?

- 1 Definitely changing
- 2 Probably changing
- 3 Probably not changing
- 4 Definitely not changing

B6. Thinking about the world as a whole, how serious do you think global warming is?

- 1 Not at all serious
- 2 Not very serious
- 3 Somewhat serious
- 4 Very serious
- 5 Extremely serious

B7. Thinking about the world as a whole, how serious do you think is the loss of plant or animal species, that is, the loss of biodiversity?

- 1 Not at all serious
- 2 Not very serious
- 3 Somewhat serious
- 4 Very serious
- 5 Extremely serious

B8. Thinking about the world as a whole, how serious do you think is pollution of rivers, lakes and oceans?

- 1 Not at all serious
- 2 Not very serious
- 3 Somewhat serious
- 4 Very serious
- 5 Extremely serious

B9. To what extent do you feel a personal responsibility to try to reduce climate change?



B10. To what extent do you feel it is the [country] government's responsibility to try to reduce climate change?



B11. To what extent do you feel it is the responsibility of business and industry to try to reduce climate change?



B12. Here are two statements people sometimes make when discussing the environment and economic growth. Which of them comes closer to your own point of view?

- 1 Protecting the environment should be given priority, even if it causes slower economic growth and some loss of jobs.
- 2 Economic growth and creating jobs should be given priority, even if the environment suffers to some extent.

B13. To what extent are you in favour or against increasing taxes on fossil fuels, such as oil, gas and coal in [country] in order to reduce climate change?

- 1 Strongly in favour
- 2 Somewhat in favour
- 3 Neither in favour nor against
- 4 Somewhat against
- 5 Strongly against

B14. To what extent are you in favour or against using public money to subsidise renewable energy such as wind and solar power in [country] in order to reduce climate change?

- 1 Strongly in favour
- 2 Somewhat in favour
- 3 Neither in favour nor against
- 4 Somewhat against
- 5 Strongly against

B15. To what extent are you in favour or against a law banning the sale of the least energy efficient household appliances in [country] in order to reduce climate change?

- 1 Strongly in favour
- 2 Somewhat in favour
- 3 Neither in favour nor against
- 4 Somewhat against
- 5 Strongly against

B16. How willing would you be to pay higher prices for goods and services in order to protect the environment?

- 1 Very willing
- 2 Somewhat willing
- 3 Neither willing nor unwilling
- 4 Somewhat unwilling
- 5 Very unwilling

B17. How willing would you be to pay higher taxes in order to protect the environment?

- 1 Very willing
- 2 Somewhat willing
- 3 Neither willing nor unwilling
- 4 Somewhat unwilling
- 5 Very unwilling

B18. How willing would you be to accept cuts in your standard of living in order to protect the environment?

- 1 Very willing
- 2 Somewhat willing
- 3 Neither willing nor unwilling
- 4 Somewhat unwilling
- 5 Very unwilling

Now some questions about your views and experience of educational opportunities.

C1. To what extend do you think the following statement applies in [country]?

Overall, everyone in [country] has a fair chance of achieving the level of education they seek.

Please use the scale below, where 0 means does not apply at all and 10 means applies completely.



C2. To what extend do you think the following statement applies to you?

Compared to other people in [country], I have had a fair chance of achieving the level of education I was seeking.



C3. How satisfied or dissatisfied are you with the level of education you have reached?

Please use the scale below, where 0 means very dissatisfied and 10 means very satisfied.



C4. Which topics would you like to see being taught more in compulsory education?

Please select up to three options.

- 1 Maths and sciences
- 2 Entrepreneurship and financial competences
- 3 Use of digital tools and programming
- 4 Critical thinking, media and democracy
- 5 Climate change, environment and eco-friendly behaviours
- 6 Other:

C5. What would be (or would have been) your main motivation for embracing a Science, Technology, Engineering and Mathematics (STEM) education?

Please select all that apply.

- 1 Finding a career path which I am passionate and proud about
- 2 Earning more money
- 3 Working in the jobs of the future
- 4 Having a job with strong prospects
- 5 Having a more secure job
- 6 I am/was not interested in a STEM education

C6. Which, if any, of the following have you done during your studies?

Please select all that apply.

- 1 I studied abroad
- 2 I did an internship or work placement abroad
- 3 I attended a language course abroad
- 4 I went to a summer school, workshop or similar activity abroad
- 5 None of these

→ Go to C7
→ Skip to C8

C7. Was your stay abroad supported by a mobility programme?

Please select all that apply.

- 1 Yes, by an EU programme (e.g. Erasmus)
- 2 Yes, by a national programme
- 3 Yes, by another programme
- 4 No

C8. Are you familiar with the Erasmus programme offering learning mobility for pupils, students, adult learners, and trainees?

- 1 Yes, I have heard about it
- 2 Yes, I have participated in it
- 3 No, I have never heard about this programme

→ **Go to C9**

→ **Skip to C10**

C9. Have you applied to any of the following Erasmus opportunities?

Please select all that apply.

- 1 Learning or professional experience in another country
- 2 Short-term individual or group travel experience throughout Europe
- 3 Language learning opportunities
- 4 Virtual exchanges in higher education
- 5 Other opportunities

C10. How important do you think it is for young people to have training schemes such as apprenticeships?

- 1 Very important
- 2 Important
- 3 Not very important
- 4 Not at all important

C11. Have you ever participated in an apprenticeship or internship?

Please select all that apply.

- 1 Yes, in an unpaid apprenticeship
- 2 Yes, in a paid apprenticeship
- 3 Yes, in an unpaid internship
- 4 Yes, in a paid internship
- 5 Never participated in an apprenticeship or internship

C12. In the last 12 months, have you participated in training courses, including online courses, for professional or work-related reasons?

Please select all that apply.

- 1 Yes, I have done this using my own/my family resources
- 2 Yes, I have done this using resources provided by my employer
- 3 Yes, I have participated in training courses using resources provided by public institutions/NGO
- 4 No, I have not participated in training courses

C13. In the last 12 months, have you participated in training courses, including online courses, for non-professional reasons?

Please select all that apply.

- 1 Yes, I have done this using my own/my family resources
- 2 Yes, I have done this using resources provided by my employer
- 3 Yes, I have participated in training courses using resources provided by public institutions/NGO
- 4 No, I have not participated in training courses

Now some questions about your views on education policies.

C14. Which of the following topics should be a priority for the EU in the years to come?

Please select up to three options.

- 1 Protecting the environment and fighting climate change
- 2 Improving education and training
- 3 Boosting employment and tackling unemployment
- 4 Fighting poverty and economic and social inequality
- 5 Improving health and wellbeing
- 6 Bringing young people from different parts of the EU together

C15. Now imagine there is a fixed amount of money that can be spent on tackling unemployment.

Would you be against or in favour of the government spending more on education and training programmes for the unemployed at the cost of reducing unemployment benefit?

- 1 Strongly against
- 2 Against
- 3 In favour
- 4 Strongly in favour

C16. In general, how much do you trust scientists?

Please use the scale below, where 0 means I don't trust them at all and 10 means I have complete trust



The following questions are focused on your use of the internet and how comfortable you are with different digital activities.

D1. Imagine you wanted to access the Internet. At which of these locations would you be able to do it?

Please select all that apply.

- 1 At home
- 2 At my workplace
- 3 On the move
- 4 At some other place
- 5 I have no access to the Internet

D2. In the last month, what devices have you used to access the Internet?

Please select all that apply.

- 1 Desktop computer
- 2 Laptop or notebook
- 3 Tablet (e.g. iPad, Windows Tablet)
- 4 Smartphone
- 5 Smart TV
- 6 Smart speaker (e.g. Alexa)
- 7 I have no access to the Internet

D3. In the last month, how often, if at all, did you typically use the Internet on any device whether for work or personal use?

- 1 Almost all the time
- 2 Several times a day
- 3 Once a day
- 4 Several times a week
- 5 Several times a month
- 6 Less often
- 7 Never

People have different skills when it comes to using digital technology. The following questions ask about digital skills. There is no correct or wrong answer. Please select the answer that best reflects your skillset.

How true are the following statements about you?

D4. I know how to use word processing software on a digital device, such as computer or smartphone.

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D5. I know how to create files (e.g. document, image, video) incorporating several elements (e.g. text, picture, table, chart, animation, sound) on a digital device, such as computer or smartphone.

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D6. I know how to write code in a programming language.

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D7. I know how to find information about goods or services on the internet.

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D8. I know how to seek health-related information (e.g. injuries, diseases, nutrition, improving health etc.) on the Internet.

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D9. I know how to check the truthfulness of the information or content I find on the internet.

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D10. I know how to send and receive e-mails.

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D11. I know how to use online instant messaging (e.g. via Skype, iMessage, Facebook Messenger, WhatsApp, Viber, Snapchat, Signal, Telegram).

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D12. I know how to participate in social media (e.g. creating user profile, posting content to Facebook, X/formerly known as Twitter, Instagram, Snapchat, TikTok, LinkedIn etc.).

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D13. I know how to limit the access to my profile or content on social media.

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D14. I know how to refuse requests for using my personal data for advertising and marketing purposes on the internet.

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D15. I know how to change the settings in my internet browser to prevent or limit cookies.

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D16. I know how to use internet banking (including mobile banking).

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D17. I know how to sell goods or services via the internet.

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D18. I know how to look for a job via the internet.

- 1 Not at all true of me
- 2 Not very true of me
- 3 Somewhat true of me
- 4 Mostly true of me
- 5 Very true of me
- 6 I don't understand what this means

D19. In the last 12 months, have you participated in any training courses to improve your digital skills?

Please select all that apply.

- 1 Yes, I have done this using my own/my family resources
- 2 Yes, I have done this using resources provided by my employer
- 3 Yes, I have participated in training courses using resources provided by public institutions/NGO
- 4 No, I have not participated in training courses

The following questions are about your experience of using various medical services.

E1. In the last 12 months, have you needed to see a general practitioner (GP)?

- 1 Yes, but I was unable to do so → Go to E2
- 2 Yes, and I was able to do so → Skip to E3
- 3 No

E2. Which of the reason(s) below explains why you were unable to see a general practitioner (GP) in the last 12 months?

Please select all that apply.

- 1 The waiting list was too long
- 2 Could not pay for it
- 3 Could not take time off work
- 4 Had other commitments
- 5 There were no appointments available
- 6 Other

E3. In the last 12 months, have you needed to see medical specialists (excluding dentists and mental health services)?

- 1 Yes, but I was unable to do so → Go to E4
- 2 Yes, and I was able to do so → Skip to E6
- 3 No

E4. Which of the reason(s) below explains why you were unable to see medical specialists (excluding dentists and mental health services) in the last 12 months?

Please select all that apply.

- 1 The waiting list was too long → Go to E5
- 2 Could not pay for it
- 3 Could not take time off work
- 4 Had other commitments
- 5 There were no appointments available
- 6 Other → Skip to E6

E5. You mentioned that the waiting list to see medical specialists was too long.

How long would you have had to wait for your appointment?

- 1 Less than one month
- 2 One to two months
- 3 Three to five months
- 4 Six to eight months
- 5 Nine months to one year
- 6 More than a year
- 7 I don't know

E6. In the last 12 months, have you needed to see a dentist?

- 1 Yes, but I was unable to do so → Go to E7
- 2 Yes, and I was able to do so → Skip to E8
- 3 No

E7. Which of the reason(s) below explains why you were unable to see a dentist in the last 12 months?

Please select all that apply.

- 1 Could not pay for it
- 2 Could not take time off work
- 3 Had other commitments
- 4 There were no appointments available
- 5 The waiting list was too long
- 6 Other

E8. In the last 12 months, have you needed to see a psychologist, psychiatrist or other mental health services specialist?

- 1 Yes, but I was unable to do so
- 2 Yes, and I was able to do so
- 3 No

→ **Go to E9**

→ **Skip to E11**

E9. Which of the reason(s) below explains why you were unable to see a psychologist, psychiatrist or other mental health services specialist in the last 12 months?

Please select all that apply.

- 1 The waiting list was too long
- 2 Could not pay for it
- 3 Could not take time off work
- 4 Had other commitments
- 5 There were no appointments available
- 6 Other

→ **Go to E10**

→ **Skip to E11**

E10. You mentioned that the waiting list to see a psychologist, psychiatrist or other mental health services specialist was too long.

How long would you have had to wait for your appointment?

- 1 Less than one month
- 2 One to two months
- 3 Three to five months
- 4 Six to eight months
- 5 Nine months to one year
- 6 More than a year
- 7 I don't know

E11. In the last 12 months, have you needed diagnostic tests or scans, such as blood test or x-ray, prescribed by a doctor?

- 1 Yes, but I was unable to do so
- 2 Yes, and I was able to do so
- 3 No

→ **Go to E12**

→ **Skip to E14**

E12. Which of the reason(s) below explains why you were unable to have diagnostic tests or scans prescribed by a doctor in the last 12 months?

Please select all that apply.

- 1 The waiting list was too long
- 2 Could not pay for it
- 3 Could not take time off work
- 4 Had other commitments
- 5 There were no appointments available
- 6 Other

→ **Go to E13**

→ **Skip to E14**

E13. You mentioned that the waiting list to do diagnostic tests prescribed by a doctor was too long.

How long would you have had to wait for your appointment?

- 1 Less than one month
- 2 One to two months
- 3 Three to five months
- 4 Six to eight months
- 5 Nine months to one year
- 6 More than a year
- 7 I don't know

E14. Have you or someone else in your household whom you are responsible for used the hospital or medical specialist services in the last 12 months?

- 1 Yes
- 2 No

→ Go to E15
→ Skip to F1

E15. How satisfied or dissatisfied were you with the expertise and professionalism of the staff the last time you used the hospital or medical specialist services?

Please use the scale below, where 0 means very dissatisfied and 10 means very satisfied.



E16. How satisfied or dissatisfied were you with the personal attention you were given, including staff attitude and time devoted, the last time that you used the hospital or medical specialist services?



E17. How satisfied or dissatisfied were you with being informed and consulted about your care the last time that you used the hospital or medical specialist services?



Finally, some questions about yourself.

F1. Including yourself, how many people – including children – live here regularly as members of this household?

F2. Which one of the following best describes your legal marital status now?

- 1 Legally married
- 2 In a legally registered civil union
- 3 Legally separated
- 4 Legally divorced/Civil union dissolved
- 5 Widowed/Civil partner died
- 6 None of these (NEVER married or in legally registered civil union)

F3. Which of the following options best describes the area where you live?

- 1 A big city
- 2 The suburbs or outskirts of a big city
- 3 A town or a small city
- 4 A country village
- 5 A farm or home in the countryside

F4. Please record the date when you finished completing this survey.

D	D	M	M	Y	Y	Y	Y
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T3. Thank you very much for completing this first survey, we are very grateful.

HOW TO RETURN THE QUESTIONNAIRE

When you have completed the questionnaire, please send it back to [Address] in the freepost envelope provided. Your answers will be treated in the strictest confidence.

We will get in touch in November and send you another questionnaire along with a voucher to thank you for your participation. Meanwhile, if you have any queries, you can contact us via [insert email] or on the Freephone helpline number [insert phone number].

