

QUANTITATIVE QUESTIONNAIRE – CATI VERSION

Project : THE FIFTH ACT  
Job No : BDH8228c  
Interview No :  
Interview Date :  
Interview Start, End, Length :

INTRODUCTION

ASK TO SPEAK TO THE PERSON WHO IS (OR WOULD BE) RESPONSIBLE FOR DECIDING HOW INFORMATION ABOUT INDIVIDUALS AND SUPPLIERS IS STORED AND KEPT SECURED WITHIN THE ORGANISATION [PUBLIC AUTHORITIES ONLY; OR RESPONSIBLE FOR MAKING INFORMATION ABOUT THE ORGANISATION AVAILABLE TO THE PUBLIC] YOU MAY NEED TO ASK AROUND DEPARTMENTS.

IF “DON’T KNOW” ASK TO SPEAK TO SOMEONE WHO MIGHT KNOW EG COMPANY SECRETARY, FINANCIAL OR MANAGING DIRECTOR OR A MEMBER OF THE PERSONEL DEPARTMENT.

NB WE ARE LOOKING FOR THE PERSONAL RESPONSIBLE ON A DAY TO DAY BASIS RATHER THAN SOMEONE WHO HAS OVERALL RESPONSIBILITY AT HEAD OFFICE FOR EXAMPLE.

IF THERE IS NO-ONE IN THIS ROLE THANK AND CLOSE AND CODE AS APPROPRIATE.

Good morning/afternoon/evening. My name is \_\_\_\_\_ and I am calling from Quaestor Research, an independent market research company.

We are carrying out some research about how organisations handle information [PUBLIC AUTHORITIES ONLY: and how public authorities make information about their operations available.]

As an independent market research company we adhere to the MRS Code of Conduct, so I can assure you any information you give me will be treated as private and confidential. Your responses will remain anonymous and will not be reported on an individual basis, but mixed in with others.

The interview will last approximately 15-20 minutes

I'd like to emphasise we are not selling anything, this is purely research and you will not receive any follow-ups from this research.

Your call maybe monitored or recorded for quality control purposes but this will not be used for any other reason than this research.

INTERVIEWER ONLY READ OUT IF RESPONDENT SHOWS CONCERN.

If you wish to check the validity of this research please ring the Market Research Society on 0500 39 69 99.

INTERVIEWER CHECK RESPONDENT OR ANOTHER MEMBER OF THEIR HOUSEHOLD DOESN'T WORK IN ADVERTISING, MARKETING OR MARKET RESEARCH

ADDITIONAL OUTCOMES CODES REQUIRED SPECIFICALLY FOR THIS PROJECT: TO BE RECOGNISED AND REPORTED BOTH INDIVIDUALLY AND UNDER THE GENERAL CATEGORY OF 'DOES NOT FIT CRITERIA':

NO-ONE RESPONSIBLE FOR INFORMATION HANDLING

RECORD SAMPLE TYPE

Private companies  
Public authorities – Education  
Public authorities – Health

Public authorities - Local government/parish councils etc  
Public authorities – Police/armed forces  
Public authorities – Central government

COMMENT: PUBLIC AUTHORITIES ONLY

QUES S1a

SCRIPT

Can you tell me whether you are responsible for the Data Protection Act, The Freedom of Information Act or both of these?

CODES MULTICHECK

Data Protection Act

Freedom of Information Act

Both

Neither

COMMENT IF NEITHER ASK TO SPEAK TO SOMEBODY WHO IS RESPONSIBLE FOR ONE OR OTHER OF THESE, OTHERWISE T&C

CHECK QUOTAS

QUES S2

SCRIPT

Can I ask whether your organisation holds any information about any of the following?

CODES MULTI CHECK

Employees

Customers

Clients

Suppliers

None of these

COMMENT IF CODES NONE OF THESE THANK AND CLOSE

COMMENT: PRIVATE COMPANIES ONLY

QUES S3

SCRIPT

Firstly, we need to speak to people working for companies of different sizes. Please could you tell me how many employees are employed by your organisation.

CODES FIXED

1-50

51-100

101-250

251-500

500+

CHECK QUOTAS

COMMENT: PRIVATE COMPANIES ONLY

QUES S4a

SCRIPT

Which of the following best describes the industry you work in? READ OUT

CODES FIXED

Agriculture hunting and forestry

Fishing

Mining and Quarrying

Manufacturing

Electricity, gas and water supply

Construction

Wholesale and retail trade; repair of motor vehicles and personal and household goods

Hotels and restaurants

Transport, storage and communication

Financial intermediation  
Real estate, renting and business activities  
Public administration and defence  
Education  
Health and social work  
Other community, social and personal service activities  
Private household with employed persons  
Extra-territorial organisations and bodies

COMMENT PUBLIC AUTHORITIES ONLY, PRIVATE COMPANIES SKIP TO Q1A

QUES S4b

SCRIPT

Which of the following best describes your public authority? READ OUT

CODES FIXED

A Scottish authority  
A UK based Scottish authority  
A Scottish based UK authority  
Not Scottish at all

QUES S5

SCRIPT

What type of public authority do you work for? PROBE TO FIT CODES

CODES FIXED

LARGE

Central Government  
Central government departments  
Non departmental bodies  
Local Government  
Local authorities  
District Councils (Northern Ireland)  
Fire authorities  
Welsh local authorities  
Fire authorities  
Police  
Police authorities  
Police forces  
NHS  
Primary Care Trusts  
Strategic Health Authority  
Mental Health Authorities  
Special Health Authorities  
Education  
Higher Education

SMALL/MEDIUM

Local Government  
Parish meetings  
Internal drainage boards  
Port Health authorities  
Magistrates courts committees  
Passenger transport executives  
District drainage commissioners  
Waste authorities  
Passenger transport authorities  
National Parks  
Parish/community councils  
NHS  
Independent practitioners (GPs, opticians, pharmacists and dentists)  
Acute trusts  
Ambulance trusts

Local Health Boards  
Trusts (Wales)  
Health Regulators  
HSS Boards  
Community Health Councils  
HSS Trust Agencies and councils  
Ambulance Service (Northern Ireland)  
Education  
Further Education Colleges  
Secondary schools  
Primary schools  
District policing partnerships  
Publicly owned companies

QUES Q1a

SCRIPT

And can you tell me your job title please?

CODES OPEN

QUES Q1b

SCRIPT

And what is the job title or position of the person you report to?

CODES OPEN

QUES Q2

SCRIPT

How important would you say each of the following are within your business or organisation?

LOOP

Equal opportunities  
Health and safety  
Freedom of Information  
Staff development  
Security  
Data Protection  
Risk management

CODES FIXED

Very important  
Quite important  
Not very important  
Not at all important  
(Don't know)

COMMENT IF FREEDOM OF INFORMATION ACT ONLY AT S1 SKIP TO Q14a OTHERWISE CONTINUE

I'm now going to ask you some questions relating to the Data Protection Act. I'd like to remind you at this stage that your answers will be kept strictly confidential and cannot be attributed to you or your organisation.

QUES Q3

SCRIPT

How familiar would you say you are with the Data Protection Act?

CODES FIXED

Very familiar  
Quite familiar  
Not very familiar  
Not at all familiar  
(Don't know)

QUES Q4

P:\Online & Comms\Online\COI\JWT\Content\Documents\2.0\_About\_us\2.2\_Research\2.2.1\_Data Protection\DP\_annual\_track\_2005\_-\_data\_controller\_questionnaire.docx

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SCRIPT

What rights are you aware of that are given to individuals about whom your organisation processes personal information? DO NOT READ OUT

CODES OPEN

The right to see information

The right to correct inaccurate information

The right to ask for information to be removed

The right to confidentiality

The right to say who can see the information

The right to claim compensation for information held inaccurately

Other (write in)

None

Don't know

QUES Q5

SCRIPT

I am now going to read out a list of rights that may or may not be given to individuals about whom your organisation processes personal information. Please tell me which you believe to be true. READ OUT ONE AT A TIME -

ROTATE

CODES MULTI CHECK

The right to see information

The right to correct inaccurate information

The right to ask for information to be removed

The right to confidentiality

The right to say who can see the information

The right to claim compensation for information held inaccurately

(None of these)

QUES Q6

SCRIPT

What steps have been taken within the organisation to ensure that all relevant employees are aware of the Data Protection Act? DO NOT READ OUT

CODES MULTI CHECK

Intranet information for all

Internal emails to all

Internal emails to key individuals

Internal leaflets/publications

Notice/display boards

One to one training for relevant people

Department training meetings

Part of the induction for all new staff

Part of the induction for relevant staff

None

Other (write in)

Don't know

QUES Q7

SCRIPT

Where would you go to get advice on your responsibilities regarding the Data Protection Act? DO NOT READ OUT

CODES MULTICHECK

Solicitor

Citizens Advice Bureau

Head Office

Trade association

Accountant

Public library

Chamber of Commerce

Business Link

Information Commissioner website

Information Commissioner (by telephone)

Information Commissioner (not by website or telephone)

Other (write in)

(Don't know)

QUES Q8

SCRIPT

Can you tell me of any organisations you are aware of that are responsible for enforcing the Data Protection Act? DO

NOT READ OUT

CODES MULTICHECK

Information Commissioners Office (ICO)

Scottish Information Commissioner

Department for Constitutional Affairs

Government

Data Protection Agency

Data Protection Registrar/Commissioner

Other (write in)

None

(Don't know)

QUES Q9

SCRIPT

If I asked you whether you needed to notify or register with the Information Commissioner to comply with the Data Protection Act, which of the following statements would be most applicable to your organisation.

READ OUT – ROTATE

INTERVIEWER NOTE: IF RESPONDENT SEEMS CONCERNED, REMIND THEM THAT THEIR ANSWERS WILL BE KEPT CONFIDENTIAL AND CANNOT BE ATTRIBUTED TO THEM OR THEIR ORGANISATION

CODES FIXED

I have checked and my organisation is exempt

I do need to and have already done so

I do need to but have not yet done so

I have not yet checked whether I need to

It is head office's responsibility

It is somebody else's responsibility

I am aware that I have to but I don't know how to

I was not aware of the need to

I do not know what you mean by notify or register

QUES Q10

SCRIPT

To what extent would you agree or disagree with the following statements about the Data Protection Act?

LOOP - RANDOMISE

It is a burden on my organisation

It is a waste of resources

It adds value to the business

It improves customers' trust

It helps improve risk management

It improves information management

It means extra work but it is needed

CODES FIXED

Agree strongly

Agree slightly

Neither agree nor disagree

Disagree slightly

Disagree strongly

QUES Q11

SCRIPT

P:\Online & Comms\Online\COI\JWT\Content\Documents\2.0\_About\_us\2.2\_Research\2.2.1\_Data Protection\DP\_annual\_track\_2005\_-\_data\_controller\_questionnaire

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Where, if at all, have you heard or seen anything about data protection over the last 6 months? READ OUT

CODES FIXED

Newspapers/Magazines

Direct Mail

Leaflet

Radio

TV programmes

Presentations

Workshops

Conferences

Internet

Somewhere else (please specify)

Have not heard or seen anything

(Don't know)

QUES Q12

SCRIPT

Where, if at all, have you seen or heard anything about the Information Commissioners Office (ICO) over the last 6 months?

CODES FIXED

Newspapers/Magazines

Direct Mail

Leaflet

Radio

TV programmes

Presentations

Workshops

Conferences

Internet

Somewhere else (please specify)

Have not heard or seen anything

(Don't know)

QUES Q13a

SCRIPT

The Information Commissioner's padlock symbol makes people aware that their information is being collected and processed in accordance with the Data Protection Act. Which of the following statements apply to you?

CODES FIXED

I have never heard of this padlock symbol

I am aware of this padlock symbol but my organisation never uses it

I am aware of this padlock symbol and my organisation uses it

(Don't know)

COMMENT IF CODE 3 AT Q13a CONTINUE, OTHERWISE SKIP TO ROUTING AFTER Q13b

QUES Q13b

SCRIPT

Where does your organisation use the padlock symbol? DO NOT READ OUT

CODES MULTICHECK

Forms

Web site

Policy statements

Terms and conditions

Other (write in)

COMMENT IF PRIVATE COMPANY SAMPLE THANK AND CLOSE, IF PUBLIC AUTHORITY SAMPLE AND CODE 2 AT S1 CONTINUE. IF PUBLIC AUTHORITY SAMPLE BUT NOT CODE 2 AT S2 ASK TO SPEAK TO THE PERSON RESPONSIBLE FOR THE FREEDOM OF INFORMATION ACT , IF NOT POSSIBLE, THANK AND CLOSE

Deleted:

Moving on now to think about the Freedom of Information Act...

QUES Q14a

SCRIPT

Firstly, how familiar would you say you are with the Freedom of Information Act?

CODES FIXED

Very familiar

Quite familiar

Not very familiar

Not at all familiar

(Don't know)

QUES Q14b

SCRIPT

What rights are you aware of that the Freedom of Information Act will give to the public? DO NOT READ OUT

CODES MULTICHECK

The ability to access their own personal information

The right to access information held by public authorities

The ability to access all types of information whether personal or non-personal

The ability to see what their money is being spent on

The right to know what type of information is available

The ability to access environmental information

The ability to find out about issues relating to national security

The ability to see official information – minutes, planning documents

Other (write in)

(Don't know)

QUES Q15

SCRIPT

I am now going to read out a list of rights that may or may not be given to the public under the Freedom of Information Act. Please tell me which you believe to be true. READ OUT ONE AT A TIME

CODES MULTICHECK

The ability to access their own personal information

The right to access information held by public authorities

The ability to access all types of information whether personal or non-personal

The ability to see what their money is being spent on

The right to know what type of information is available

The ability to access environmental information

The ability to find out about issues relating to national security

The ability to see official information such as minutes and planning documents

(None of these)

(Don't know)

CODES FIXED

Agree strongly

Agree slightly

Neither agree nor disagree

Disagree slightly

Disagree strongly

QUES Q16

SCRIPT

The Freedom of Information Act is due to be fully enforced in 2005. What obligations do you think this Act will put on public authorities? DO NOT READ OUT

CODES OPEN

Have a publication scheme

Review publication scheme

Make information available to anyone who requests it

Make the public aware of the form in which information is published

Make the public aware of any charges for information requested

Have a policy on records management

Make information about decisions and meetings available  
Other (Write in)  
None  
Don't know

QUES Q17

SCRIPT

I am now going to read out a list of obligations that may or may not be put on public authorities by the Freedom of Information Act. Of course there will be exceptions, but which of the following do you generally believe to be true?

READ OUT – ROTATE

CODES MULTI CHECK

Have a publication scheme

Review your publication scheme

Make information available to anyone who requests it

Make the public aware of the form in which information is published

Make the public aware of any charges for information requested

Have a policy on records management

Make information about decisions and meetings available

(None)

(Don't know)

QUES Q18

SCRIPT

What steps have been taken within the organisation to ensure that all relevant employees are aware of the Freedom of Information Act? DO NOT READ OUT

CODES MULTI CHECK

Intranet information for all

Internal emails for all

Internal emails to key individuals

Internal leaflets/publications

Notice/display boards

One to one training for relevant people

Department training meetings

Part of induction for all new staff

Part of induction for some staff

Awareness raising seminars/events

None

Other (write in)

Don't know

QUES Q19

SCRIPT

What, if any, monitoring mechanisms does your organisation have in place to ensure compliance with the Freedom of Information Act? DO NOT READ OUT

CODES MULTICHECK

Monitoring the number of requests for information

Review of publication scheme

Complaints procedure

Records Management reviews

Other (write in)

None

Don't know

QUES Q20

SCRIPT

What preparations have you made prior to full implementation of the Act? DO NOT READ OUT

CODES MULTICHECK

Implemented a publication scheme

Trained relevant staff

Implemented a request procedure

Implemented a complaints procedure

Implemented a records management policy

Publicised a publication scheme  
Reviewed a publication scheme  
Reviewed business practices to take into account the Act  
Other (write in)  
None

QUES Q21

SCRIPT

The Freedom of Information symbol tells the public that they are able to access information held by public authorities under the Freedom of Information Act. Which of the following statements apply to you?

CODES FIXED

I have never heard of this symbol  
I am aware of this symbol but my organisation does not use it  
I am aware of this symbol and my organisation uses it  
(Don't know)

QUES Q22

SCRIPT

To what extent would you agree or disagree with the following statements about the Freedom of Information Act?

LOOP - RANDOMISE

It is a burden on my organisation  
It increases trust  
It increases participation  
It improves records management  
It improves organisational knowledge internally  
It improves organisational knowledge externally  
It puts a strain on resources  
It has increased expenditure

QUES Q23

SCRIPT

On a scale of 1 to 5, 1 being not changed at all and 5 being changed significantly, how has the Freedom of Information Act changed your authority's relationship with the following?

LOOP

Public media eg press, journalists  
General public  
Suppliers/contractors  
Staff

CODES FIXED

1 – not changed at all  
2  
3  
4  
5 – changed significantly

QUES Q24

SCRIPT

Where do you turn for advice on the Freedom of Information Act? DO NOT READ OUT

In-house expert

Person responsible for Freedom of Information overall in the organisation  
Solicitor/legal department  
Department for Constitutional Affairs  
Information Commissioners Office  
Campaign for Freedom of Information  
Scottish Information Office

QUES Q25

SCRIPT

Finally, The Information Commissioner may be conducting some further research on this subject later in the year.  
Would you be willing to be contacted again to take part in this research?

INTERVIEWER NOTE: THE DETAILS OF THIS RESEARCH HAVE NOT YET BEEN CONFIRMED AND THE RESPONDENT WOULD BE ABLE TO DECLINE TO TAKE PART WHEN CONTACTED.

CODES FIXED

Yes

No

COMMENT: IF YES TAKE RESPONDENT NAME AND NAME OF COMPANY/ORGANISATION IF NO T&C

Thank you for your time and help. I'd like to confirm that my name is ..... and that I am calling from Quæstor.

As explained, this interview has been conducted under the MRS Code of Conduct.

The person at Quæstor responsible for this project is Anna Jackson and she can be contacted on..... There is a freephone number which you can call if you want to check that Quæstor is a Bonafide Market Research Bureau - 0500 39 69 99