PIPED MUSIC THE FACTS

Amid the many claims and counter-claims made about piped music (also called muzak, canned music or elevator music), objectively researched facts about piped music's effects and its real popularity can be very hard to find. This sheet presents the facts about people's real attitudes to piped music and its effects on human health.

MORE PEOPLE HATE PIPED MUSIC THAN LIKE IT

Contrary to what is often believed, objectors to piped music outnumber those who like it, as the following surveys reveal:

The Sunday Times

said it is the single thing they most detested about modern life

April 1994, Gatwick Airport

In April 1994, Gatwick Airport Management carried out a survey of travellers' attitudes to the piped music then being played in the airport. Of the 68,077 who replied, 43% said they disliked the piped music, only 34% said they liked it, the remainder had no opinion. (Gatwick Airport has since discontinued its piped music). This is the largest impartial survey ever carried out.

November 1998 NOP

In November 1998 NOP carried out an opinion poll on the general public's attitudes to piped music. This showed that 34% of people disliked piped music and only 30% liked it (36% were indifferent). Among those aged over 45, a majority hated it, as did a majority of those in the 'A-B' social groups. Even among younger people (those aged under 25), 21% said they disliked piped music.

November 2011 LBC 97.3 Radio

On 6th November 2011 Petrie Hosken on LBC 97.3 Radio did an hour-long programme about piped music, following a survey by Immedia that had found at least 50% of people would walk out of shops with piped music. Callers-in generally supported the views of those in the survey.

Gatwick Airport Management

43% said they disliked it 34% said they liked it, 23% had no opinion.

NOP Opinion Poll

34% disliked **30**% liked 36% had no opinion.

> LBC RADIO Would walk out

> > of a shop

January 1997 The Sunday Times

In January 1997, a poll for The Sunday Times asked people what was 'the single thing they most detested about modern life'. Third in the list of hated things came **piped music**, with 17% citing it. (The first two most hated things were other forms of noise).

BBC Poll 67% Hated Piped tv in trains February 2005 BBC & C2C Trains In February 2005 a BBC poll of travellers on c2c trains in Essex found that 67% objected to the piped television then being introduced on the trains, some by barricading themselves in the toilets. The piped television was speedily dropped

University of Cardiff

Piped music harmed rather than helped productivity.

Barclays Bank of older people alienated

M&S and ASDA

August 2010 University of Cardiff

In August 2010 a study by researchers from the University of Cardiff found the effects of piped music in the work place to be generally negative i.e. piped music harmed rather than helped productivity. People working in shops often find the repetition of the same limited selection of music highly irritating but they may feel powerless to protest.

November 2013 Barclays Bank

In November 2013 a survey commissioned by Barclays Bank showed that 61% of older people find piped music in shops and banks their biggest bugbear, one that makes them feel alienated.

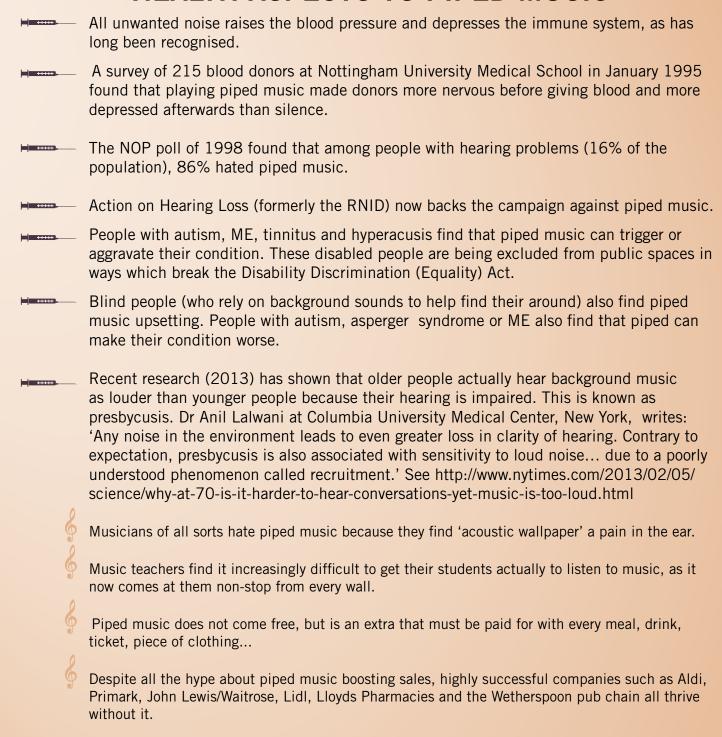
June 2016 Marks and Spencer stopped playing

response to protests

piped music in its stores in response to years of March 2017 ASDA agreed to trial Quiet Hours in

There can now be no doubt about the widespread dislike of piped music.

THERE ARE ALSO IMPORTANT HEALTH ASPECTS TO PIPED MUSIC



The facts on this sheet were collated by Pipedown, the Campaign for Freedom from Piped Music. Pipedown campaigns for the freedom not to have to listen to piped music in every public place: shops, pubs, restaurants, airports, hospitals, train and bus stations, swimming baths and doctors' surgeries.

Pipedown has helped persuade Marks and Spencer and Waterstones to drop their piped music and is now pushing for legislation to ban it in those places such as hospitals, where it is often literally impossible to escape. We are also collaborating actively with Action on Hearing Loss's SpeakEasy Campaign.



Pipedown



