

Flash Eurobarometer 314
January 2011

The European Emergency number 112 (wave 4)

Basic questionnaire

The GALLUP Organization

European emergency number 112 – February 2011.

Q1. Can you tell me what telephone number you would call in the event of an emergency in [COUNTRY]; for example, if someone needs urgent medical assistance or in case you need to contact the police or the fire brigade?

[DO NOT READ OUT- MULTIPLE ANSWERS POSSIBLE]

- 112 1
- National number(s) 2
- Other number(s) 3
- [DK/NA] 9

Q2. Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?

[DO NOT READ OUT]

- 112 1
- Other number(s) 2
- [DK/NA] 9

Q3 If you called any emergency number during the last 12 months, was this call made...?

[READ OUT – MULTIPLE ANSWERS POSSIBLE]

- to “112” in [COUNTRY] 1
- to other emergency number(s) in [COUNTRY] 2
- to “112” in other EU country 3
- to other emergency number(s) in other EU country 4
- [No, I did not called any emergency number in the last 12 months] 5
- [DK/NA] 9

Q4A. 112 is the emergency number that can be used to call emergency services anywhere in the European Union.

During the last 12 months, have you seen or heard any information regarding the emergency number “112” in [COUNTRY]? And have you seen or heard any information about other emergency number(s) in [COUNTRY]?

[READ OUT – ONE ANSWER ONLY]

- Yes, regarding 112.....1
- Yes, regarding other (national) emergency numbers.....2
- Yes, about both3
- No.....4
- [DK/NA].....9

IF THE ANSWER IS 1 OR 3 TO Q4A, CONTINUE, OTHERWISE GO TO Q5

Q4B. Where did you see/hear information regarding the European emergency number “112”?

[READ OUT – MULTIPLE ANSWERS POSSIBLE]

- Television1
- Radio2
- Newspapers3
- Internet.....4
- Through an SMS from your telecommunications operator while roaming.....5
- Through other means by your telecommunications operator (payphones, directories, bills)6
- Other7
- [DK/NA].....9

Q5. If you were traveling in other EU country/countries in the last 12 months, were you informed about the possibility to use the emergency number “112” in that EU country/countries?

- Yes.....1
- No.....2
- [I did not travel in other EU country in the last 12 months.....]8

Q6. Please tell me to what extent you agree or disagree with the following statements:

[READ OUT - ONE ANSWER PER LINE]

- Totally agree 1
- Tend to agree 2
- Tend to disagree..... 3
- Totally disagree 4
- [DK/NA]..... 9

- A. It is very useful to have a Europe-wide emergency number available everywhere in the European Union..1 2 3 4 9
- B. In [COUNTRY], people are adequately informed about the existence of the European emergency number 112.....1 2 3 4 9
- C. [COUNTRY] should do more to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones..1 2 3 4 9

D1. Gender [DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. How old are you?

- [][] years old
- [00] [REFUSAL/NO ANSWER]

D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES - ONE ANSWER ONLY]

- SELF-EMPLOYED

- i.e. : - farmer, forester, fisherman.....11
- owner of a shop, craftsman.....12
- professional (lawyer, medical practitioner, accountant, architect,...)13
- manager of a company14
- other.....15

- Employee

→ i.e. :	- professional (employed doctor, lawyer, accountant, architect).....	21
	- general management, director or top management.....	22
	- middle management.....	23
	- Civil servant.....	24
	- office clerk.....	25
	- other employee (salesman, nurse, etc...).....	26
	- other.....	27
	- Manual worker	
→ i.e. :	- supervisor / foreman (team manager, etc...).....	31
	- Manual worker.....	32
	- unskilled manual worker.....	33
	- other.....	34
	- Without a professional activity	
→ i.e. :	- looking after the home.....	41
	- student (full time).....	42
	- retired.....	43
	- seeking a job.....	44
	- other.....	45
	- [Refusal].....	99

D6. Would you say you live in a ...?

- metropolitan zone.....	1
- other town/urban centre.....	2
- rural zone.....	3
- [Refusal].....	9

D10. Do you have any impairment that has a substantial effect on your ability to carry out normal day-to-day activities?

- mobility impairment.....	1
- visual or hearing impairment.....	2
- other type of impairment.....	3
- no impairment.....	4
- [DK/NA].....	9

Flash Eurobarometer Series
#314

The European Emergency Number 112

Survey conducted by The Gallup Organization
Hungary upon the request of Directorate-
General for Information Society and Media



Coordinated by Directorate-General
Communication

This document does not reflect the views of the
European Commission.
The interpretations and opinions contained in it
are solely those of the authors.

THE GALLUP ORGANIZATION

II. Survey details

This general population survey “*The European Emergency number 112*” (N° 314) was conducted for the European Commission, DG Information Society and Media – B2.

Telephone interviews were conducted in each country, with the exception of Bulgaria, the Czech Republic, Estonia, Latvia, Lithuania, Hungary, Poland, Romania and Slovakia where both telephone and face-to-face interviews were conducted (70% webCATI and 30% F2F interviews).

Interviews were conducted in each country from 3rd to 7th of January, 2011 by the following institutes:

Belgium	BE	Gallup Europe	(Interviews: 03/01/2011 - 07/01/2011)
Czech Republic	CZ	Focus Agency	(Interviews: 03/01/2011 - 07/01/2011)
Denmark	DK	Norstat Denmark	(Interviews: 03/01/2011 - 07/01/2011)
Germany	DE	IFAK	(Interviews: 03/01/2011 - 07/01/2011)
Estonia	EE	Saar Poll	(Interviews: 03/01/2011 - 07/01/2011)
Greece	EL	Metroanalysis	(Interviews: 03/01/2011 - 07/01/2011)
Spain	ES	Gallup Spain	(Interviews: 03/01/2011 - 07/01/2011)
France	FR	Efficiencie3	(Interviews: 03/01/2011 - 07/01/2011)
Ireland	IE	Gallup UK	(Interviews: 03/01/2011 - 07/01/2011)
Italy	IT	Demoskopoea	(Interviews: 03/01/2011 - 07/01/2011)
Cyprus	CY	CYMAR	(Interviews: 03/01/2011 - 07/01/2011)
Latvia	LV	Latvian Facts	(Interviews: 03/01/2011 - 07/01/2011)
Lithuania	LT	Baltic Survey	(Interviews: 03/01/2011 - 07/01/2011)
Luxembourg	LU	Gallup Europe	(Interviews: 03/01/2011 - 07/01/2011)
Hungary	HU	Gallup Hungary	(Interviews: 03/01/2011 - 07/01/2011)
Malta	MT	MISCO	(Interviews: 03/01/2011 - 07/01/2011)
Netherlands	NL	MSR	(Interviews: 03/01/2011 - 07/01/2011)
Austria	AT	Spectra	(Interviews: 03/01/2011 - 07/01/2011)
Poland	PL	Gallup Poland	(Interviews: 03/01/2011 - 07/01/2011)
Portugal	PT	Consulmark	(Interviews: 03/01/2011 - 07/01/2011)
Slovenia	SI	Cati d.o.o	(Interviews: 03/01/2011 - 07/01/2011)
Slovakia	SK	Focus Agency	(Interviews: 03/01/2011 - 07/01/2011)
Finland	FI	Norstat Finland Oy	(Interviews: 03/01/2011 - 07/01/2011)
Sweden	SE	Norstat Sweden	(Interviews: 03/01/2011 - 07/01/2011)
United Kingdom	UK	Gallup UK	(Interviews: 03/01/2011 - 07/01/2011)
Bulgaria	BG	Vitoshia	(Interviews: 03/01/2011 - 07/01/2011)
Romania	RO	Gallup Romania	(Interviews: 03/01/2011 - 07/01/2011)

Representativeness of the results

Each national sample is representative of the population aged 15 years and above.

Sample sizes

In all EU countries the target sample size was 1500 respondents, the table below shows the achieved sample size by country.

A weighting factor was applied to the national results in order to compute a marginal total where each country contributes to the European Union result in proportion to its population.

The table below presents, for each of the countries:

- (1) the number of interviews actually carried out
- (2) the population-weighted total number of interviews

TOTAL INTERVIEWS

	Total Interviews			
	Conducted	% of Total	EU27 weighted	% of Total (weighted)
Total	40574	100	40574	100
BE	1500	3.7	855	2.1
BG	1503	3.7	647	1.6
CZ	1500	3.7	857	2.1
DK	1501	3.7	431	1.1
DE	1500	3.7	6897	17.0
EE	1502	3.7	111	0.3
EL	1513	3.7	932	2.3
ES	1500	3.7	3700	9.1
FR	1500	3.7	5024	12.4
IE	1505	3.7	334	0.8
IT	1507	3.7	4945	12.2
CY	1503	3.7	62	0.2
LV	1500	3.7	191	0.5
LT	1501	3.7	277	0.7
LU	1504	3.7	38	0.1
HU	1502	3.7	831	2.0
MT	1504	3.7	33	0.1
NL	1502	3.7	1304	3.2
AT	1502	3.7	682	1.7
PL	1502	3.7	3124	7.7
PT	1508	3.7	872	2.1
RO	1500	3.7	1776	4.4
SI	1502	3.7	168	0.4
SK	1503	3.7	440	1.1
FI	1502	3.7	426	1.0
SE	1507	3.7	736	1.8
UK	1501	3.7	4880	12.0

Questionnaires

1. The questionnaire prepared for this survey is reproduced at the end of this results volume, in English.
2. The institutes listed above translated the questionnaire in their respective national language(s).

Occupation (*Self-employed, Employee, Manual worker, Not working*)

Impairment (*Any impairment, No impairment*)

Status of emergency numbers (*Sole emergency number, More emergency numbers*)

Sampling error

Surveys are designed and conducted to provide an estimate of a true value of characteristics of a population at a given time. An estimate of a survey is unlikely to exactly equal the true population quantity of interest for a variety of reasons. One of these reasons is that data in a survey are collected from only some – a sample of – members of the population, this to make data collection cheaper and faster. The “margin of error” is a common summary of **sampling error**, which quantifies uncertainty about (or confidence in) a survey result.

Usually, one calculates a 95 percent confidence interval of the format: **survey estimate +/- margin of error**. This interval of values will contain the true population value at least 95% of time.

For example, if it was estimated that 45% of EU citizens are in favour of a single European currency and this estimate is based on a sample of 100 EU citizens, the associated margin of error is about 10 percentage points. The 95 percent confidence interval for support for a European single currency would be *(45%-10%) to (45%+10%)*, suggesting that in the EU the support for a European single currency could range from 35% to 55%. Because of the small sample size of 100 EU citizens, there is considerable uncertainty about whether or not the citizens of the EU support a single currency.

As a general rule, the more interviews conducted (sample size), the smaller the margin of error. Larger samples are more likely to give results closer to the true population quantity and thus have smaller margins of error. For example, a sample of 500 will produce a margin of error of no more than about 4.5 percentage points, and a sample of 1,000 will produce a margin of error of no more than about 3 percentage points.

Margin of error (95% confidence interval)

Survey estimate	Sample size (n)									
	10	50	100	150	200	400	800	1000	2000	4000
5%	13.5%	6.0%	4.3%	3.5%	3.0%	2.1%	1.5%	1.4%	1.0%	0.7%
10%	18.6%	8.3%	5.9%	4.8%	4.2%	2.9%	2.1%	1.9%	1.3%	0.9%
25%	26.8%	12.0%	8.5%	6.9%	6.0%	4.2%	3.0%	2.7%	1.9%	1.3%
50%	31.0%	13.9%	9.8%	8.0%	6.9%	4.9%	3.5%	3.1%	2.2%	1.5%
75%	26.8%	12.0%	8.5%	6.9%	6.0%	4.2%	3.0%	2.7%	1.9%	1.3%
90%	18.6%	8.3%	5.9%	4.8%	4.2%	2.9%	2.1%	1.9%	1.3%	0.9%
95%	13.5%	6.0%	4.3%	3.5%	3.0%	2.1%	1.5%	1.4%	1.0%	0.7%

(The values in the table are the margin of error – at 95% confidence level – for a given survey estimate and sample size)

The examples show that the size of a sample is a crucial factor affecting the margin of error. Nevertheless, once past a certain point – a sample size of 800 or 1,000 – the improvement is small. For example, to reduce the margin of error to 1.5% would require a sample size of 4,000.

© European Communities
The Eurobarometer questionnaires are reproduced
by permission of its publishers,
the Office for Official Publications of the European Communities,
2 rue Mercier, L-2985 Luxembourg