

Flash Eurobarometer 285
January 2010

The European Emergency Number 112 (wave 3)

Basic bilingual questionnaire

The GALLUP Organization

Flash 285 – EMERGENCY NUMBER 112 DG INFSO

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 ANSWER]

- 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. 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 European emergency number “112”? And have you seen or heard any information about the national emergency number(s)?

[READ OUT – ONE ANSWER ONLY]

- Yes, regarding 112 1
- Yes, regarding national emergency numbers 2
- Yes, about both..... 3
- No 4
- [DK/NA]..... 9

Q1. Pouvez-vous me dire quel numéro de téléphone vous appelleriez en cas d’urgence en [PAYS] ; par exemple, si quelqu’un a besoin d’une aide médicale d’urgence ou au cas où vous auriez besoin de contacter la police ou les pompiers ?

[NE PAS LIRE- PLUSIEURS REPONSES POSSIBLES]

- 112 1
- Numéro(s) nationa(ux)l..... 2
- Autre(s) numéro(s)..... 3
- [NSP/SR]..... 9

Q2. Pouvez-vous me dire quel numéro de téléphone vous permet d’appeler les services d’urgence partout dans l’Union européenne ?

[NE PAS LIRE]

- 112 1
- Autre(s) numéro(s)..... 2
- [NSP/SR]..... 9

Q3. 112 est le numéro d’urgence qui peut être utilisé pour appeler les services d’urgence partout dans l’Union européenne.

Au cours des 12 derniers mois, avez-vous vu ou entendu de quelconques informations concernant le numéro d’urgence européen “112” ? Et avez-vous vu ou entendu de quelconques informations sur le(s) numéro(s) d’urgence nationa (ux) l ?

[LIRE – UNE SEULE REPONSE POSSIBLE]

- Oui, concernant le 112 1
- Oui, concernant les numéros d’urgence nationaux 2
- Oui, concernant les deux 3
- Non..... 4
- [NSP/SR]..... 9

[IF THE ANSWER IS 1 OR 3 TO Q3]

Q3A. Where did you see/hear information regarding the European emergency number “112”?

[READ OUT – MULTIPLE ANSWER]

- Media (television, radio, newspapers, internet)..... 1
- Through your telecommunications operator (payphones, directories, bills) 2
- Other..... 3
- [DK/NA]..... 9

Q4. 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

[SI LA REPONSE EST 1 OU 3 POUR LA Q3]

Q3A. Où avez-vous vu / entendu des informations sur le numéro d’urgence européen “112” ?

[LIRE – PLUSIEURS REPONSES POSSIBLES]

- Média (télévision, radio, journaux, internet)..... 1
- Par l’intermédiaire de votre opérateur de télécommunications (téléphones publics, annuaires téléphoniques, factures) 2
- Autre 3
- [NSP/SR]..... 9

Q4. Veuillez me dire dans quelle mesure vous êtes d’accord ou pas avec les déclarations suivantes :

[LIRE - UNE SEULE REPONSE PAR LIGNE]

- Tout à fait d’accord 1
- Plutôt d’accord..... 2
- Plutôt pas d’accord 3
- Pas du tout d’accord 4
- [NSP/SR]..... 9

- A. Il est très utile d’avoir en Europe un numéro d’urgence disponible partout dans l’Union européenne. 1 2 3 4 9
- B. En [PAYS], les gens sont suffisamment informés de l’existence du numéro d’urgence européen 112. 1 2 3 4 9
- C. [PAYS] devrait faire plus pour aider les utilisateurs handicapés à joindre les services d’urgence par le biais du 112, par exemple en fournissant des téléphones adaptés..... 1 2 3 4 9

Q5. In the last five years, have you called the European emergency number 112 or a national emergency number in [COUNTRY] or in another EU country in the event of emergency?

[READ OUT – ONE ANSWER ONLY]

- Yes, only 112..... 1
- Yes, only national emergency numbers..... 2
- Yes, both 112 and national emergency numbers..... 3
- [Other numbers]..... 4
- [No, I have not called any emergency number] 5
- [DK/NA]..... 9

[IF THE ANSWER IS 4, 5 OR 9 IN Q5 SKIP TO D1]

LONG QUESTIONNAIRE

Q6. Please think about the LAST occasion when you called an emergency number. Was this call made...

[READ OUT – ONE ANSWER ONLY]

- to “112” in [COUNTRY] 1
- to a national emergency number in [COUNTRY]..... 2
- to “112” in other EU country..... 3
- to a national emergency number in other EU country 4
- [DK/NA]..... 9

Q5. Au cours des cinq dernières années, avez-vous appelé dans un cas d’urgence le numéro d’urgence européen 112 ou un numéro d’urgence national en [PAYS] ou dans un autre pays de l’Union européenne ?

[LIRE – UNE SEULE REPONSE POSSIBLE]

- Oui, uniquement le 112..... 1
- Oui, uniquement les numéros d’urgence nationaux 2
- Oui, à la fois le 112 et les numéros d’urgence nationaux 3
- [Autres numéros] 4
- [Non, je n’ai appelé aucun numéro d’urgence] 5
- [NSP/SR] 9

SI LA REPONSE POUR LA Q5 EST 4, 5 OU 9, ALLEZ DIRECTEMENT A D1

QUESTIONNAIRE LONG

Q6. Veuillez penser à la DERNIERE fois que vous avez appelé un numéro d’urgence. Cet appel a été fait ...

[LIRE – UNE SEULE REPONSE POSSIBLE]

- vers le “112” en [PAYS] 1
- vers un numéro d’urgence national en [PAYS] 2
- vers le “112” dans un autre pays de l’Union européenne..... 3
- vers un numéro d’urgence national dans un autre pays de l’Union européenne..... 4
- [NSP/SR] 9

Q7. What kind of telephone did you use?

[READ OUT – ONE ANSWER ONLY]

- Public payphone 1
- Fixed telephone 2
- Mobile telephone 3
- Via Internet (VoIP) 4
- [DK/NA] 9

Q8. Did you experience any technical difficulty in establishing or maintaining the call?

[READ OUT – ONE ANSWER ONLY]

- No, I didn't experience any technical difficulty 1
- I got no dialling tone or the phone went dead 2
- I got a busy tone or the phone rang but nobody answered 3
- Other technical problems 4
- [DK/NA] 9

Q7. Quel type de téléphone avez-vous utilisé ?

[LIRE – UNE SEULE REPONSE POSSIBLE]

- Téléphone public 1
- Téléphone fixe 2
- Téléphone mobile 3
- Via Internet (Voix sur IP) 4
- [NSP/SR] 9

Q8. Avez-vous rencontré des difficultés techniques dans l'émission ou la gestion de l'appel ?

[LIRE – UNE SEULE REPONSE POSSIBLE]

- Non, je n'ai rencontré aucune difficulté technique 1
- Je n'ai eu aucune tonalité ou l'appel n'a pas abouti 2
- La ligne était occupée ou le téléphone a sonné, mais personne n'a répondu 3
- Autres problèmes techniques 4
- [NSP/SR] 9

[ASK Q8A ONLY IF EMERGENCY CALL WAS MADE IN ANOTHER EU COUNTRY (ANSWER 3 OR 4 TO Q6)]

Q8A. Did you experience any communication problem because of the language you used?

[READ OUT – ONE ANSWER ONLY]

- Yes, we had a communication problem because of languages 1
- No, we communicated in a language of the visited country 2
- No, we communicated in a language different from the one/s of the visited country 3
- [DK/NA]..... 9

Q9. Did you provide information about your location to the emergency operator?

[READ OUT - ONE ANSWER ONLY]

- Yes, I gave the exact address 1
- Yes, but I could not give the exact address 2
- No, the operator did not ask for it although I could have provided this information 3
- No, I could not state my location 4
- [DK/NA]..... 9

[POSER LA Q8A SEULEMENT SI UN APPEL D'URGENCE A ETE EFFECTUE DANS UN AUTRE PAYS DE L'UNION EUROPEENNE (REPONSE 3 OU 4 POUR LA Q6)]

Q8A. Avez-vous rencontré des problèmes de communication en raison de la langue que vous avez utilisée ?

[LIRE – UNE SEULE REPONSE POSSIBLE]

- Oui, nous avons eu un problème de communication à cause des langues..... 1
- Non, nous avons communiqué dans la langue du pays où nous étions..... 2
- Non, nous avons communiqué dans une langue différente de celle(s) du pays dans lequel nous étions 3
- [NSP/SR] 9

Q9. Avez-vous fourni des informations relatives à votre localisation à l'opérateur du service d'urgence ?

[LIRE - UNE SEULE REPONSE POSSIBLE]

- Oui, j'ai donné l'adresse exacte 1
- Oui, mais je ne pouvais pas donner l'adresse exacte 2
- Non, l'opérateur ne l'a pas demandé même si j'aurais pu lui fournir ces informations 3
- Non, je ne pouvais pas indiquer ma localisation 4
- [NSP/SR] 9

Q10. What was the follow-up given to your call?

[READ OUT- ONE ANSWER ONLY]

- An emergency unit arrived on the spot..... 1
- An emergency unit was sent, but did not arrive..... 2
- I received information on the phone about what to do/where to go in order to solve the problem..... 3
- I was told the situation was not an emergency, so no follow-up was needed..... 4
- Other..... 5
- [DK/NA]..... 9

D1. Gender

[DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. How old are you?

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

Q10. Quelle a été la suite donnée à votre appel ?

[LIRE- UNE SEULE REPONSE POSSIBLE]

- Une unité de secours est arrivée sur place 1
- Une unité de secours a été envoyée, mais n'est pas arrivée 2
- J'ai reçu des informations par téléphone concernant ce qu'il fallait faire / où aller pour résoudre le problème 3
- On m'a dit que la situation n'était pas une situation d'urgence, et donc qu'aucune suite n'était requise 4
- Autre 5
- [NSP/SR] 9

D1. Sexe

[NE PAS DEMANDER - NOTER COMME APPROPRIE]

- [1] Homme
- [2] Femme

D2. Quel âge avez-vous?

- [][] ans
- [00] [REFUS/PAS DE REPONSE]

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]

- Self-employed

→ i.e. :	- farmer, forester, fisherman	11
	- owner of a shop, craftsman.....	12
	- professional (lawyer, medical practitioner, accountant, architect,...).....	13
	- manager of a company	14
	- 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
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D4. Concernant votre emploi actuel, êtes vous indépendant, employé, ouvrier ou sans activité professionnelle? Cela veut-il dire que vous êtes un(une)...

[SI UNE REPONSE EST DONNEE A LA CATEGORIE PRINCIPALE, LIRE LES SOUS CATEGORIES RESPECTIVES]

- profession libérale/ indépendant

→ i.e. :	- agriculteur, sylviculteur, pêcheur	11
	- commerçant, artisan	12
	- profession libérale (avocat, médecin, comptable, architecte...).....	13
	- Dirigeant d'entreprise	14
	- Autre	15

- Employé (e)

→ i.e. :	- Cadre employé (médecin sous convention, avocat, comptable, architecte)	21
	- Direction générale, directeur ou direction supérieure	22
	- Cadre moyen	23
	- Fonctionnaire	24
	- employé(e) de bureau.....	25
	- Autre salarié (commercial, infirmière etc...)	26
	- Autre	27

- Ouvrier

→ i.e. :	- superviseur/agent de maîtrise (chef d'équipe, etc...).....	31
	- Ouvrier	32
	- Ouvrier non qualifié	33
	- Autre	34

- Sans activité professionnelle

→ i.e. :	- Femme/ Homme au foyer	41
	- Etudiant (temps plein)	42
	- Retraité	43
	- Demandeur d'emploi	44
	- Autre	45

- [Refus]	99
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D6. Would you say you live in a ...?

- metropolitan zone 1
- other town/urban centre 2
- rural zone 3
- [DK/NA] 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

D6. Diriez-vous que vous vivez ...?

- zone métropolitaine 1
- autre ville/centre urbain 2
- zone rurale 3
- [NSP/SR] 9

D10. Avez-vous un handicap qui a un impact sur votre capacité à effectuer vos activités quotidiennes normales?

- handicap moteur 1
- handicap visuel ou auditif 2
- autre type de handicap 3
- pas de handicap 4
- [NSP/NR] 9

Flash EB Series #285

The European Emergency Number 112

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



Survey co-ordinated by
Directorate General Communication

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view of the European Commission.
The interpretations and opinions contained in it
are solely those of the authors.

THE GALLUP ORGANISATION

Survey details

This general population survey “*The European Emergency number 112*” (N° 285) was conducted for the European Commission, DG Information Society and Media – B2.

Telephone interviews were conducted in each country, with the exception of the Bulgaria, 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).

Telephone interviews were conducted in each country between the 7/01/2010 and the 11/01/2010 by the following institutes:

Belgium	BE	Gallup Europe	(Interviews: 07/01/2010 - 11/01/2010)
Czech Republic	CZ	Focus Agency	(Interviews: 07/01/2010 - 11/01/2010)
Denmark	DK	Hermelin	(Interviews: 07/01/2010 - 11/01/2010)
Germany	DE	IFAK	(Interviews: 07/01/2010 - 11/01/2010)
Estonia	EE	Saar Poll	(Interviews: 07/01/2010 - 11/01/2010)
Greece	EL	Metroanalysis	(Interviews: 07/01/2010 - 11/01/2010)
Spain	ES	Gallup Spain	(Interviews: 07/01/2010 - 11/01/2010)
France	FR	Efficiencie3	(Interviews: 07/01/2010 - 11/01/2010)
Ireland	IE	Gallup UK	(Interviews: 07/01/2010 - 11/01/2010)
Italy	IT	Demoskopoea	(Interviews: 07/01/2010 - 11/01/2010)
Cyprus	CY	CYMAR	(Interviews: 07/01/2010 - 11/01/2010)
Latvia	LV	Latvian Facts	(Interviews: 07/01/2010 - 11/01/2010)
Lithuania	LT	Baltic Survey	(Interviews: 07/01/2010 - 11/01/2010)
Luxembourg	LU	Gallup Europe	(Interviews: 07/01/2010 - 11/01/2010)
Hungary	HU	Gallup Hungary	(Interviews: 07/01/2010 - 11/01/2010)
Malta	MT	MISCO	(Interviews: 07/01/2010 - 11/01/2010)
Netherlands	NL	MSR	(Interviews: 07/01/2010 - 11/01/2010)
Austria	AT	Spectra	(Interviews: 07/01/2010 - 11/01/2010)
Poland	PL	Gallup Poland	(Interviews: 07/01/2010 - 11/01/2010)
Portugal	PT	Consulmark	(Interviews: 07/01/2010 - 11/01/2010)
Slovenia	SI	Cati d.o.o	(Interviews: 07/01/2010 - 11/01/2010)
Slovakia	SK	Focus Agency	(Interviews: 07/01/2010 - 11/01/2010)
Finland	FI	Norstat Finland Oy	(Interviews: 07/01/2010 - 11/01/2010)
Sweden	SE	Hermelin	(Interviews: 07/01/2010 - 11/01/2010)
United Kingdom	UK	Gallup UK	(Interviews: 07/01/2010 - 11/01/2010)
Bulgaria	BG	Vitoshia	(Interviews: 07/01/2010 - 11/01/2010)
Romania	RO	Gallup Romania	(Interviews: 07/01/2010 - 11/01/2010)

Representativeness of the results

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

Sample sizes

In most 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	40609	100	40609	100
BE	1502	3.7	856	2.1
BG	1501	3.7	647	1.6
CZ	1507	3.7	858	2.1
DK	1506	3.7	432	1.1
DE	1508	3.7	6903	17.0
EE	1512	3.7	111	0.3
EL	1500	3.7	933	2.3
ES	1503	3.7	3703	9.1
FR	1505	3.7	5029	12.4
IE	1500	3.7	335	0.8
IT	1515	3.7	4949	12.2
CY	1501	3.7	62	0.2
LV	1512	3.8	191	0.5
LT	1505	3.7	277	0.7
LU	1505	3.7	38	0.1
HU	1506	3.7	831	2.0
MT	1504	3.7	33	0.1
NL	1500	3.7	1305	3.2
AT	1500	3.7	682	1.7
PL	1505	3.7	3127	7.7
PT	1503	3.7	873	2.1
RO	1503	3.7	1777	4.4
SI	1500	3.7	168	0.4
SK	1505	3.7	441	1.1
FI	1500	3.7	426	1.0
SE	1501	3.7	737	1.8
UK	1500	3.7	4884	12.0

Questionnaires

- 1.
2. The institutes listed above translated the questionnaire in their respective national language(s).
- 3.

Tables of results

VOLUME A: COUNTRY BY COUNTRY

The VOLUME A tables present the European Union results country by country.

VOLUME B: RESPONDENTS' DEMOGRAPHICS

The VOLUME B tables present the European Union results with the following socio-demographic characteristics of respondents as breakdowns:

Volume B:

Sex (*Male, Female*)

Age (*15-24, 25-39, 40-54, 55 +*)

Subjective urbanisation (*Metropolitan zone, Other town/urban centre, Rural zone*)

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

Impairment (*Any impairment, No impairment*)

Last call of emergency number (*Last call of 112 in the countries with more emergency numbers, Last call of 112 in the countries with sole emergency number (112) NL, DK, SE, FI, PT, RO, Last call of national emergency number, Last call of 112 in other EU country, Last call of national emergency number in other EU country*)

Group 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.

Evaluation of the samples

The attached tables (after the Technical Report tables) provide a detailed insight to the within country weighting of the study. (For cross-country weights please refer to the table on previous page) The weighting of the dataset is a three-fold exercise.

In the *first step* we will apply the basic **selection probability weights**, primarily to avoid the overcoverage of households with multiple telephone lines. In the same step, we calculate the weights that corrects the estimations based on the merged **dual frame** samples, i.e., weights that deal with phone owners;

In the *second step*, on a country-by-country basis, a **nonresponse population weighting** was carried out. As nonresponse rates vary by social segments, the sample characteristics reflect such differences as well (i.e., there are usually less males and especially less young people in the samples than in the universe.) In this step, we compensated for the nonresponse bias that stems from the field execution process. The most advanced method for eliminating such deviations is the so-called *Raking Adjustment for Nonresponse* (raking). Gallup applied this method. This procedure performs iterative proportional fitting in contingency table analysis. This method is also used to deal with the problem of large variability of weights when weighting classes are formed based on full cross-classification of the auxiliary variables, the result is a large number of weighting classes with unstable response rates.

However, one drawback is that raking assumes that the variables used for adjustment are independent. Raking works in the following way:

- 1) sets initial weight factor values in each cross-classification term to 1;
- 2) adjusts the weight factors of the first cross-classification term so the weighted sample is representative for the variables involved;
- 3) adjusts the weight factors for the next cross-classification term so the weighted sample becomes representative with respect to the variables involved (this might disrupt the representativeness with respect to the variables involved);
- 4) repeats this adjustment for all cross-classification terms;
- 5) repeats all steps until the factors do not change.

A common approach to weighting is to determine the sample weights adjusting for unequal probabilities of selection, revise these weights to compensate for different sub-class response rates, and finally modify the weights again to conform the weighted sample distribution for certain variables (e.g., age, gender, activity etc.) to the known population distributions of the same variables.

The following variables will be used in all national raking procedures (with categories levels used):

Age X Sex

male, 15-29
male, 30-49
male, 50 -64
male, 65+
female, 15-29
female, 30-49
female, 50 -64
female, 65+

Activity

Active worker
retired
Other non-active worker

Regions (NUTS)

Please note that levels might be collapsed to achieve convergence or universe information is not available in the necessary detail.

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