

**ZA4743**

**Eurobarometer 69.1**

**Country Specific Questionnaire  
Malta (English)**

A	your survey number <b>(101-105)</b>
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

EB68.2 A
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B	country code <b>(106-107)</b>
	<input type="text"/> <input type="text"/>

EB68.2 B
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C	our survey number <b>(108-110)</b>
	<input type="text"/> <input type="text"/> <input type="text"/>

EB68.2 C
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D	Interview number <b>(111-116)</b>
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

EB68.2 D
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Q1	What is your nationality? Please tell me the country(ies) that applies(y).
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(MULTIPLE ANSWERS POSSIBLE)
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(137-165)

Belgium	1,
Denmark	2,
Germany	3,
Greece	4,
Spain	5,
France	6,
Ireland	7,
Italy	8,
Luxembourg	9,
Netherlands	10,
Portugal	11,
United Kingdom (Great Britain, Northern Ireland)	12,
Austria	13,
Sweden	14,
Finland	15,
Republic of Cyprus	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Bulgaria	26,
Romania	27,
Other countries	28,
DK	29,

EB68.2 Q1
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IF OTHER or DK in Q1 THEN CLOSE INTERVIEW

QA1 For each of the following types of discrimination, could you please tell me whether, in your opinion, it is very widespread, fairly widespread, fairly rare or very rare in Malta?  
Discrimination on the basis of...

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Very wide spre ad	Fairl y wide spre ad	Fairl y rare	Very rare	Non- exist ent (SP ONT ANE OUS )	DK
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(166)	1	Ethnic origin	1	2	3	4	5	6
(167)	2	Gender	1	2	3	4	5	6
(168)	3	Sexual orientation (for example being gay or lesbian) (M)	1	2	3	4	5	6
(169)	4	Age	1	2	3	4	5	6
(170)	5	Religion or belief (M)	1	2	3	4	5	6
(171)	6	Disability	1	2	3	4	5	6

EB65.4 QA1 TREND SLIGHTLY MODIFIED

QA2 If you compare the situation with 5 years ago, would you say that the following types of discrimination are more common or less common in Malta? Discrimination on the basis of...

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Far more widesprea d	Slightly more widesprea d	Slightly less widesprea d	Far less widesprea d	DK
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(172)	1	Ethnic origin	1	2	3	4	5
(173)	2	Gender	1	2	3	4	5
(174)	3	Sexual orientation (for example being gay or lesbian) (M)	1	2	3	4	5
(175)	4	Age	1	2	3	4	5
(176)	5	Religion or belief (M)	1	2	3	4	5
(177)	6	Disability	1	2	3	4	5

EB65.4 QA2 TREND SLIGHTLY MODIFIED

QA3 In the past 12 months have you personally felt discriminated against or harassed on the basis of one or more of the following grounds? Was it a discrimination on basis of...? Please tell me all that apply.

(DO NOT READ OUT – SHOW CARD WITH LETTERS – MULTIPLE ANSWERS POSSIBLE)

	(178-186)
Ethnic origin	1,
Gender	2,
Sexual orientation	3,
Age	4,
Religion or belief	5,
Disability	6,
No	7,
For another reason	8,
DK	9,

NEW

QA4	In the past 12 months, have you witnessed someone being discriminated against or harassed on the basis of one or more of the following grounds? Was it discrimination on basis of...? Please tell me all that apply.
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(SHOW CARD - MULTIPLE ANSWERS POSSIBLE)
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	<b>(187-195)</b>
Ethnic origin	1,
Gender	2,
Sexual orientation	3,
Age	4,
Religion or belief	5,
Disability	6,
No	7,
For another reason	8,
DK	9,

NEW
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QA5	We have just been discussing discrimination based on ethnic origin, gender, sexual orientation, age, religion or belief, and\ or disability. Some people may experience discrimination on the basis of more than only one of these characteristics. If they experience discrimination on several grounds, we call this 'multiple discrimination'. Could you please tell me whether, in your opinion, multiple discrimination is very widespread, fairly widespread, fairly rare or very rare in Malta?
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(SHOW CARD – READ OUT)
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	<b>(196)</b>
Very widespread	1
Fairly widespread	2
Fairly rare	3
Very rare	4
Non-existent (SPONTANEOUS)	5
DK	6

NEW
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QA6 For each of the following situations, please tell me using this scale from 1 to 10 how you would personally feel about it. On this scale, '1' means that you would be "very uncomfortable" and '10' means that you would be "totally comfortable" with this situation.

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE) - (IF RESPONDENT EXPERIENCES ANY DIFFICULTY IN UNDERSTANDING THE TERM 'ROMA', EXPLAIN AS INSTRUCTED IN BRIEFING)

	(READ OUT – ROTATE)	1 Very unco mfort able	2	3	4	5	6	7	8	9	10 Total ly comf ortab le	Indiff erent (SP ONT ANE OUS )	DK
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(197-198)	1	Having a Roma as a neighbour	1	2	3	4	5	6	7	8	9	10	11	12
(199-200)	2	Having a disabled person as a neighbour	1	2	3	4	5	6	7	8	9	10	11	12
(201-202)	3	Having a homosexual (gay man or lesbian woman) as a neighbour	1	2	3	4	5	6	7	8	9	10	11	12
(203-204)	4	Having a person from a different ethnic origin than yours as a neighbour	1	2	3	4	5	6	7	8	9	10	11	12
(205-206)	5	Having a person with a different religion or belief than yours as a neighbour	1	2	3	4	5	6	7	8	9	10	11	12

NEW

QA7	In Malta, when a company wants to hire someone and has the choice between two candidates with equal skills and qualifications, which of the following criteria may, in your opinion, put one candidate at a disadvantage?
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(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

	<b>(207-221)</b>
The candidate's name	1,
The candidate's address	2,
The candidate's way of speaking, his or her accent	3,
The candidate's skin colour or ethnic origin	4,
The candidate's gender	5,
The candidate's sexual orientation (for example, being gay or lesbian) (M)	6,
The candidate's age	7,
A disability	8,
The expression of a religious belief (for example wearing a visible religious symbol)	9,
Whether the candidate is a smoker or not	10,
The candidate's look, dress-sense or presentation	11,
The candidate's general physical appearance (size, weight, face, etc.)	12,
None of those (SPONTANEOUS)	13,
Others (SPONTANEOUS)	14,
DK	15,

EB65.4 QA5 TREND SLIGHTLY MODIFIED



QA8 And using a scale from 1 to 10, please tell me how you would feel about having someone from each of the following categories in the highest elected political position in Malta?

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE) - (IF NECESSARY, EXPLAIN TO THE RESPONDENT THAT THIS WOULD BE THE PRESIDENT\ PRIME MINISTER\ CHANCELLOR, ETC. AS RELEVANT IN YOUR NATIONAL CONTEXT)

	(READ OUT – ROTATE)	1 Very unco mfort able	2	3	4	5	6	7	8	9	10 Total ly comf ortab le	Indiff erent (SP ONT ANE OUS )	DK
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(222-223)	1	A woman	1	2	3	4	5	6	7	8	9	10	11	12
	2	A homosexual (gay man or lesbian woman)	1	2	3	4	5	6	7	8	9	10	11	12
(224-225)	3	A person from a different ethnic origin than the majority of the population	1	2	3	4	5	6	7	8	9	10	11	12
(226-227)	4	A person aged under 30	1	2	3	4	5	6	7	8	9	10	11	12
(228-229)	5	A person from a different religion than the majority of the population	1	2	3	4	5	6	7	8	9	10	11	12
(230-231)	6	A disabled person	1	2	3	4	5	6	7	8	9	10	11	12
(232-233)	7	A person aged over 75	1	2	3	4	5	6	7	8	9	10	11	12
(234-235)														

NEW

QA9	Would you be in favour of or opposed to specific measures being adopted to provide equal opportunities for everyone in the field of employment? Measures such as, for example special training schemes or adapted selection and recruitment processes, for people depending on their...(M)
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(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Totally in favour	Rather in favour	Somewhat opposed	Totally opposed	DK
(236)	1 Ethnic origin	1	2	3	4	5
(237)	2 Gender	1	2	3	4	5
(238)	3 Age	1	2	3	4	5
(239)	4 Religion or belief (M)	1	2	3	4	5
(240)	5 Disability	1	2	3	4	5
(241)	6 Sexual orientation	1	2	3	4	5

EB65.4 QA9 TREND MODIFIED

QA10	To what extent do you support or oppose the following in the work place?
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(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Totally support	Somewhat support	Somewhat oppose	Totally oppose	DK
(242)	1 Monitoring the composition of the work-force to evaluate the representation of people from ethnic minorities	1	2	3	4	5
(243)	2 Monitoring the recruitment procedures to ensure that candidates from ethnic minorities have the same chance of being selected for interview or hired as other candidates with similar skills and qualifications	1	2	3	4	5

NEW

QA11	In general, would you say that enough effort is made in Malta to fight all forms of discrimination?
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(SHOW CARD – READ OUT – ONE ANSWER ONLY)

	<b>(244)</b>
Yes, definitely	1
Yes, to some extent	2
No, not really	3
No, definitely not	4
DK	5

EB65.4 QA10

QA12	Do you know your rights if you are the victim of discrimination or harassment?
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(READ OUT)

	<b>(245)</b>
Yes	1
No	2
That depends (SPONTANEOUS)	3
DK	4

EB65.4 QA14

Let's now talk about another topic.

QB1 How well informed do you think you are about radioactive waste?

(READ OUT – ONE ANSWER ONLY)

	<b>(266)</b>
Very well informed	1
Fairly well informed	2
Not very well informed	3
Not at all informed (M)	4
DK	5

EB63.2 QA1 TREND SLIGHTLY MODIFIED

QB2 Are you totally in favour, fairly in favour, fairly opposed or totally opposed to energy production by nuclear power stations? (M)

(READ OUT – ONE ANSWER ONLY)

	<b>(267)</b>
Totally in favour	1
Fairly in favour	2
Fairly opposed	3
Totally opposed	4
DK	5

EB63.2 QA2 TREND SLIGHTLY MODIFIED

ASK QB3 IF "OPPOSED TO THE ENERGY PRODUCTION BY NUCLEAR POWER STATIONS", CODE 3 or 4 in QB2 - OTHERS GO TO QB4

QB3 And if there was a permanent and safe solution for the management of radioactive waste, would you then be totally in favour, fairly in favour, fairly opposed or totally opposed to energy production by nuclear power stations? (M)

(READ OUT – ONE ANSWER ONLY)

	<b>(268)</b>
Totally in favour	1
Fairly in favour	2
Fairly opposed	3
Totally opposed	4
I do not think there is a solution (SPONTANEOUS) (N)	5
DK	6

EB63.2 QA3 TREND MODIFIED

ASK ALL

QB4 For each of the following statements, please tell me if you totally agree, tend to agree, tend to disagree or totally disagree with it. (M)

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
(269)	1 The use of nuclear energy enables European countries to diversify their energy sources	1	2	3	4	5
(270)	2 We could reduce our dependence on oil if we use more nuclear energy	1	2	3	4	5
(271)	3 An advantage of nuclear power is that it emits less greenhouse gases than other energy sources such as oil or coal (M)	1	2	3	4	5

EB63.2 QA4 TREND SLIGHTLY MODIFIED

QB5	For each of the following statements, please tell me whether you think it is true or false.
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(SHOW CARD)

	(READ OUT)	True.	False.	DK
(272)	1 There are several categories of radioactive waste, for example low, intermediate and high level radioactive waste (M)	1	2	3
(273)	2 Some hospitals produce low level radioactive waste (M)	1	2	3
(274)	3 Some non-nuclear industries produce low level radioactive waste	1	2	3
(275)	4 Some scientific research centres produce radioactive waste (M)	1	2	3
(276)	5 High level radioactive waste is produced only in nuclear reactors	1	2	3
(277)	6 Radioactive waste is produced in similar quantities to other waste such as chemical waste (M)	1	2	3
(278)	7 All radioactive waste is very dangerous	1	2	3

EB63.2 QA5 TREND MODIFIED

QB6	And for each of the following statements about how radioactive waste is currently dealt with in Malta, please tell me if you think it is true or false. (M)
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(SHOW CARD)

	(READ OUT)	True.	False.	DK
(279)	1 Some radioactive waste is currently placed deep underground at special disposal sites (M)	1	2	3
(280)	2 Some radioactive waste is put into solid form and packed in steel drums (M)	1	2	3
(281)	3 Some radioactive waste is sent to other countries for disposal (final storage) (M)	1	2	3
(282)	4 Some radioactive waste is stored temporarily, pending a final decision on disposal (final storage) (M)	1	2	3
(283)	5 Some radioactive waste is dumped at sea (M)	1	2	3

EB63.2 QA10 TREND MODIFIED

QB7 For each of the following statements, please tell me to what extent you agree or disagree. (M)

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(284)	1	A solution for high level radioactive waste should be developed now and not left for future generations (M)	1	2	3	4	5
(285)	2	There is no safe way of getting rid of high level radioactive waste (M)	1	2	3	4	5
(286)	3	Deep underground disposal represents the most appropriate solution for long-term management of high level radioactive waste (M)	1	2	3	4	5

EB63.2 QA11 TREND MODIFIED

QB8 Which of the following, if any, would you trust to give you information about the way radioactive waste is managed in Malta?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

National agencies in charge of dealing with radioactive waste	(287-297) 1,
The Maltese Government	2,
Non-governmental organisations (NGOs) concerned about the environment	3,
Scientists (M)	4,
The media	5,
The European Union	6,
The nuclear industry	7,
International organisations working on peaceful uses of nuclear technology	8,
None of these (SPONTANEOUS)	9,
Other (SPONTANEOUS) (N)	10,
DK	11,

EB63.2 QA12 TREND MODIFIED

QB9	If a deep underground disposal site for radioactive waste were to be built near your home, what would worry you most ?
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(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(298)

Transport of waste to the disposal site	1
The risk of radioactive leaks while the site is in operation	2
The risk due to a terrorist attack	3
The possible effects on the environment and health	4
A major drop in local property prices	5
None of these (SPONTANEOUS)	6
Other (SPONTANEOUS)	7
DK	8

EB63.2 QA13

QB10	Thinking about the hypothetical construction of an underground disposal site for radioactive waste near your home, with which of the following do you agree the most?
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(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(299)

You would like to be directly consulted and to participate in the decision making process	1
You would like local non-governmental organisations to be consulted and to participate in the decision making process	2
You would leave the responsible authorities to decide on this matter	3
None of these (SPONTANEOUS)	4
DK	5

EB63.2 QA14



QB11 To what extent do you agree or disagree with the following statements?

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(300)	1	Each EU Member State should be fully responsible for the management of its own radioactive waste	1	2	3	4	5
(301)	2	Harmonized and consistent methodologies should be developed within the EU to manage radioactive waste	1	2	3	4	5
(302)	3	Each EU Member State should have a management plan for radioactive waste which specifies fixed deadlines	1	2	3	4	5
(303)	4	The EU should be able to monitor national practices and programmes for managing radioactive waste	1	2	3	4	5

NEW

Now let's talk about another topic.

QC1 Please tell me if you have purchased any goods or services in the last 12 months, in Malta or elsewhere in any of the following ways? (M)

(SHOW CARD WITH SCALE – MULTIPLE ANSWERS POSSIBLE PER LINE)

	(READ OUT)	Yes, from a seller\ provider located in Malta	Yes, from a seller\ provider located in another EU country	Yes, from a seller\ provider located outside the EU	No	DK
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(324-328)	1	Via the Internet (website, email, etc.)	1,	2,	3,	4,	5,
(329-333)	2	By phone	1,	2,	3,	4,	5,
(334-338)	3	By post (catalogues, mail order, etc.)	1,	2,	3,	4,	5,
(339-343)	4	From a sales representative who visited you at your home or work place	1,	2,	3,	4,	5,

EB65.1 QB1 TREND MODIFIED (scale)

QC2 In the last 12 months, have you...?

(SHOW CARD - ONE ANSWER PER LINE) (M)

	(READ OUT)	Yes, several times	Yes, but only once or twice	No	DK
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(344)	1	Made a trip to another EU country, primarily for shopping (TRIPS MADE FOR THIS PURPOSE, for purchasing clothes, electronics, etc.)	1	2	3	4
(345)	2	Purchased goods or services, whilst on holiday or on a business trip in another EU country (excluding purchases linked to the trip such as travel, accommodation, leisure activities, meals) (M)	1	2	3	4
(346)	3	Tried to purchase goods or services in another EU country but you were unable to because you live in a different country (N)	1	2	3	4
(347)	4	Heard of the European Consumer centre\ Euroguichets (N)	1	2	3	4

EB65.1 QB2 TREND MODIFIED

ASK QC3 IF "HAS MADE AT LEAST ONE EU CROSS-BORDER PURCHASE", CODE 2 in QC1.1, QC1.2, QC1.3 or QC1.4 or CODE 1 or 2 in QC2.1 or QC2.2 – OTHERS GO TO QC4

THIS INCLUDES PURCHASES FROM QC1 OR QC2

QC3 In the last 12 months, approximately what was the total value of the goods or services you said you have purchased from sellers\ providers located in other European Union countries? Please tell me how much you spent, even if it's an approximate amount.

(CODE THE EXACT VALUE - PLEASE WRITE DOWN NNNNNNN - IF "REFUSAL", CODE '9999998' - IF "DK", CODE '9999999')

(348-354)

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NEW

ASK ALL

QC4 In the last 12 months, in Malta have you come across advertisements or offers from sellers\ providers located in other EU countries? (M)

(READ OUT – ONE ANSWER ONLY)

	(355)
Often	1
Sometimes	2
Rarely	3
Never	4
DK	5

EB65.1 QB11 TREND SLIGHTLY MODIFIED

We're now going to talk about advertisements which are either unsolicited, misleading or even fraudulent. Misleading or deceptive advertisements are those which contain false information or present factually correct information in a misleading manner about the goods or services to be sold, whereas fraudulent advertisements actually attempt to obtain money without selling anything, for example a lottery scam.

QC5 Have any of the following happened to you in the last 12 months in Malta or elsewhere?

(SHOW CARD WITH SCALE – MULTIPLE ANSWERS POSSIBLE PER LINE)

(READ OUT)	Yes, from a seller located in Malta	Yes, from a seller located in another EU country	Yes, from a seller located outside the EU	Yes, but you do not know where a seller's provider was located	No	DK
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(356-361)	1	You came across unsolicited commercial advertisements or offers (cold calls, spam emails, etc.)	1,	2,	3,	4,	5,	6,
(362-367)	2	You came across misleading or deceptive advertisements or offers (M)	1,	2,	3,	4,	5,	6,
(368-373)	3	You responded to an advertisement or offer that turned out to be misleading or deceptive (N)	1,	2,	3,	4,	5,	6,
(374-379)	4	You came across fraudulent advertisements or offers (N)	1,	2,	3,	4,	5,	6,
(380-385)	5	You responded to an advertisement or offer that turned out to be fraudulent (N)	1,	2,	3,	4,	5,	6,

EB65.1 QB12 TREND MODIFIED

QC6 In the last 12 months, have you been unduly coerced or pressurised to purchase something or sign up to a contract?

(READ OUT – ONE ANSWER ONLY) (READ OUT: "We are talking about in Malta or elsewhere in the EU.") (M)

(386)

Yes, on several occasions	1
Yes, but only once or twice	2
No	3
DK	4

EB65.1 QB14

"Unfair contract terms" are terms by which the seller\ provider imposes unreasonable demands on the consumer, e.g.allowing the seller\ provider to change the contract terms without informing the consumer.

QC7 In the past 12 months, have you come across what you regard as unfair consumer contract terms, in Malta or in other EU countries? (M)

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE) (M)

(387-390)

Yes, from a seller\ provider located in Malta (M)	1,
Yes, from a seller\ provider located in other EU countries (M)	2,
No	3,
DK	4,

EB65.1 QB16 TREND MODIFIED

ASK QC8 IF "HAS MADE AT LEAST ONE PURCHASE VIA INTERNET OR PHONE OR POST", CODE 1 to 3 in QC1.1, QC1.2 or QC1.3 – OTHERS GO TO QC9

Let's now talk about shopping at a distance. By this we mean purchasing for example via the Internet, by phone or by post.

QC8 During the past 12 months have any of the following situations happened to you when purchasing something at a distance in Malta or elsewhere? (M)

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	<b>(391-398)</b>
(IF '1' IN QC1.1 or QC1.2 or QC1.3) A delay in the delivery of something purchased from a seller\ provider located in Malta	1,
(IF '1' IN QC1.1 or QC1.2 or QC1.3) You purchased something from a seller\ provider located in Malta and it was not delivered at all	2,
(IF '2' IN QC1.1 or QC1.2 or QC1.3) A delay in the delivery of something purchased from a seller\ provider located in another EU country	3,
(IF '2' IN QC1.1 or QC1.2 or QC1.3) You purchased something from a seller\ provider located in another EU country and it was not delivered at all	4,
(IF '3' IN QC1.1 or QC1.2 or QC1.3) A delay in the delivery of something purchased from a seller\ provider located outside the EU	5,
(IF '3' IN QC1.1 or QC1.2 or QC1.3) You purchased something from a seller\ provider located outside the EU and it was not delivered at all	6,
None of these (SPONTANEOUS)	7,
DK	8,

EB65.1 QB4 TREND MODIFIED

ASK QC9 IF "HAS MADE AT LEAST ONE PURCHASE VIA INTERNET OR PHONE OR POST WITHIN THE EU", CODE 1 or 2 in QC1.1, QC1.2 or QC1.3 – OTHERS GO TO QC10

QC9 You have the legal right to return a product or cancel a contract for a purchase made on the Internet, phone or post within 15 days without paying a penalty. This is known as the cooling-off period. Have you tried to do this in the last 12 months? (M)

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE – ONE ANSWER PER SET OF ITEMS '1-2' AND '3-4') (M)

(399-404)

(IF '1' IN QC1.1 or QC1.2 or QC1.3) Yes, from a seller\ provider located in Malta and he accepted this (M)	1,
(IF '1' IN QC1.1 or QC1.2 or QC1.3) Yes, from a seller\ provider located in Malta and he did not accept this (M)	2,
(IF '2' IN QC1.1 or QC1.2 or QC1.3) Yes, from a seller\ provider located in another EU country and he accepted this (M)	3,
(IF '2' IN QC1.1 or QC1.2 or QC1.3) Yes, from a seller\ provider located in another EU country and he did not accept this (M)	4,
No	5,
DK	6,

EB65.1 QB5 TREND MODIFIED



ASK QC10 IF "HAS MADE AT LEAST ONE PURCHASE FROM A SALES REPRESENTATIVE WITHIN THE EU", CODE 1 or 2 in QC1.4 – OTHERS GO TO QC11

Now thinking about any purchase you have made from someone visiting your home or work (known as doorstep selling).

QC10 You have the legal right to return a product or cancel a contract from a purchase made at your home or work within 15 days without paying a penalty. This is known as the cooling-off period. Now, thinking about anything you have bought from a sales representative at home or work, in the last 12 months, have you tried to return a product or cancel a contract within the cooling-off period? (M)

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE – ONE ANSWER PER SET OF ITEMS '1-2' AND '3-4') (M)

(405-410)

(IF '1' IN QC1.4) Yes, from a seller\ provider located in Malta and it was accepted (M)	1,
(IF '1' IN QC1.4) Yes, from a seller\ provider located in Malta and it was not accept (M)	2,
(IF '2' IN QC1.4) Yes, from a seller\ provider located in another EU country and it was accepted (M)	3,
(IF '2' IN QC1.4) Yes, from a seller\ provider located in another EU country and it was not accepted (M)	4,
No	5,
DK	6,

EB65.1 QB6 TREND MODIFIED

ASK ALL

QC11 When you buy goods which do not conform to the original sales contract or which show a defect within two years of delivery, you have the right to ask for the goods to be replaced, repaired, reduced in price or for the contract to be canceled. Have you tried to do any of these in the last 12 months? (M)

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE – ONE ANSWER PER SET OF ITEMS '1-2' AND '3-4') (M)

	<b>(411-416)</b>
Yes, and the seller\ provider located in Malta complied (M)	1,
Yes, and the seller\ provider located in Malta did not comply (M)	2,
Yes, and the seller\ provider located in other EU countries complied (M)	3,
Yes, and the seller\ provider located in other EU countries did not comply (M)	4,
No	5,
DK	6,

EB65.1 QB15 TREND MODIFIED

QC12 In the last 12 months, have you made any kind of formal complaint by writing, by telephone or in person, to a seller\ provider about a problem you encountered? (M)

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	<b>(417-422)</b>
Yes (N)	1,
No, because it was unlikely you would get a satisfactory remedy to the problem you encountered (N)	2,
No, because the sums involved were too small (N)	3,
No, because you did not know how or where to complain (N)	4,
No, you have not encountered any problems (N)	5,
DK	6,

EB65.1 QB24 TREND STRONGLY MODIFIED

ASK QC13 AND QC14 IF "YES", CODE 1 in QC12 - OTHERS GO TO QC15

QC13 In general, were you satisfied or not with the way your complaint(s) was(were) dealt with by the seller\ provider?

(READ OUT – ONE ANSWER ONLY)

	<b>(423)</b>
Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK	5

EB65.1 QB25 TREND SLIGHTLY MODIFIED (filter)

ASK QC14 IF "NOT SATISFIED", CODE 3 or 4 in QC13 - OTHERS GO TO QC15

QC14 What did you do when your complaint(s) was(were) not dealt with in a satisfactory manner?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	<b>(424-430)</b>
You asked for the advice of a consumer association\ consumer help desk	1,
You asked for the advice of a solicitor	2,
You brought the matter to an arbitration, mediation, conciliation body	3,
You brought the matter to court	4,
You took no further action	5,
Other (SPONTANEOUS)	6,
DK	7,

EB65.1 QB26

ASK ALL

QC15 Thinking generally about purchasing goods or services from sellers\ providers located elsewhere in the European Union, which we refer to as "cross-border shopping", please tell me to what extent you agree or disagree with each of the following statements.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
(431)	1 You are prepared to purchase goods and services in another EU language (M)	1	2	3	4	5
(432)	2 You know where to get information and advice about cross-border shopping in the EU	1	2	3	4	5
(433)	3 In the next 12 months, you intend to make cross-border purchases worth more than those you made in the past 12 months (M)	1	2	3	4	5
(434)	4 You are less interested in cross-border shopping, because you prefer to shop (only) in person and not by post, phone or through the Internet (M)	1	2	3	4	5
(435)	5 You are not interested in cross-border shopping because you do not have access to the Internet	1	2	3	4	5
(436)	6 You are not interested in making a cross-border purchase in the EU in the next 12 months (M)	1	2	3	4	5

EB65.1 QB21 TREND MODIFIED

QC16	For each of the following, would you be more confident making purchases from sellers\ providers located in another European Union country, in Malta or equally confident in both? (M)
------	---

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE) - (REMEMBER THE COMPARISON IS RELATED TO THE LOCATION OF THE SELLER\ PROVIDER)

	(READ OUT)	More confident in another EU country than in Malta	More confident in Malta than in another EU country	Equally confident	DK
--	------------	--	--	-------------------	----

(437)	1	Purchasing goods or services via the Internet	1	2	3	4
(438)	2	Purchasing goods or services by phone or post	1	2	3	4
(439)	3	Purchasing goods or services from sales representatives at your home or work	1	2	3	4
(440)	4	Purchasing goods or services from a seller\ provider whilst on holiday, on a shopping trip or a business trip (M)	1	2	3	4

EB65.1 QB22 TREND MODIFIED

QC17 And for each of the following situations, would you say that they are more likely to happen in another EU country than in Malta, more likely to happen in Malta than in another EU country or equally likely in both?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	More likely in another EU country than in Malta	More likely in Malta than in another EU country	Equally likely in both	DK
--	------------	---	---	------------------------	----

(441)	1	You could experience difficulties when resolving problems such as complaints, returns of faulty products, etc.	1	2	3	4
(442)	2	You could fall victim to scams or frauds when purchasing goods or services	1	2	3	4
(443)	3	You could experience delivery problems with goods or services	1	2	3	4
(444)	4	You could encounter sellers\ providers who do not respect consumer laws	1	2	3	4
(445)	5	You could experience problems when returning a product you bought at a distance within the cooling-off period	1	2	3	4

NEW

QC18 In the last 12 months, have you used the Internet to compare goods or services from different sellers\ providers, for example by visiting price comparison websites?

(SHOW CARD – MULTIPLE ANSWERS POSSIBLE)

Yes and you bought the item via the Internet	(446-450) 1,
Yes, but you bought the item in a shop	2,
Yes, but you did not buy the item	3,
No	4,
DK	5,

NEW

QC19	Among the following, which are the best ways to protect consumers? (M)
------	--

(SHOW CARD – ROTATION – READ OUT – MAX. 5 ANSWERS)
--

	<b>(451-465)</b>
Easy comparison of offers (M)	1,
Clear and transparent pricing	2,
Clear written information about the goods or services and the sales contract (M)	3,
The right to replace, repair, ask for a price reduction or terminate the contract when you buy a faulty product (N)	4,
The right to return products within the cooling-off period without giving a reason when you buy the product at home or at a distance (M)	5,
Obligation to indicate prices of goods in unit terms (price per kilo, per metre, per litre, etc.) (M)	6,
Legal obligation to ensure timely delivery	7,
Legal obligation to ensure safe goods and services	8,
Legal obligation not to mislead or deceive consumers (M)	9,
Ability of public authorities to investigate and prosecute sellers\ providers who do not respect consumer rights (M)	10,
Right as an individual to take a seller\ provider to court	11,
Right to join other consumers in a collective claim against a seller\ provider (M)	12,
Information and advice from consumer organisations	13,
None of these (SPONTANEOUS)	14,
DK	15,

EB65.1 QB27 TREND MODIFIED
----------------------------

QC20 For each of the following statements, please tell me if you agree or disagree with it. In Malta...

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
(466)	1 It is easy to resolve disputes with sellers\ providers through an arbitration, mediation or conciliation body (malfunctioning goods, late\ no delivery, etc.)	1	2	3	4	5
(467)	2 It is easy to resolve disputes with sellers\ providers through the courts	1	2	3	4	5
(468)	3 You trust independent consumer organisations to protect your rights as a consumer	1	2	3	4	5
(469)	4 You trust public authorities to protect your rights as a consumer	1	2	3	4	5
(470)	5 You would be more willing to defend your rights in court if you could join with other consumers who were complaining about the same thing	1	2	3	4	5
(471)	6 You feel that you are adequately protected by existing measures to protect consumers	1	2	3	4	5
(472)	7 In general, sellers\ providers in Malta respect your rights as a consumer	1	2	3	4	5

EB65.1 QB28



QC21	Have you purchased or signed up to any financial services (e.g. current account, savings account, insurance policy, mortgage, etc.) over the Internet, phone or post in the last 12 months? (M)
------	---

(SHOW CARD - READ OUT – MULTIPLE ANSWERS POSSIBLE)

	<b>(473-477)</b>
Yes, from a seller\ provider located in Malta	1,
Yes, from a seller\ provider located in another EU country	2,
Yes, from a seller\ provider located outside the EU	3,
No (M)	4,
DK	5,

EB65.1 QB8 TREND STRONGLY MODIFIED

QC22	How useful or not would it be if all financial service providers used a standard information sheet provided in the same layout in order to allow you to compare prices and offers?
------	--

(READ OUT)

	<b>(478)</b>
Very useful	1
Fairly useful	2
Not very useful	3
Not at all useful	4
DK	5

NEW

QC23	In your opinion, what are the main barriers you see in purchasing or signing up for financial services from sellers\ providers in another European Union country compared to Malta? Please, give up to 3 answers. (M)
------	--

(SHOW CARD – READ OUT – MAX. 3 ANSWERS)

	<b>(479-492)</b>
Insufficient information (M)	1,
Misleading information (M)	2,
Incomprehensible information (M)	3,
Having the information presented in too many different ways (N)	4,
Risks related to fraud (M)	5,
Extra costs (M)	6,
Some sellers\ providers refuse because you live in another country (N)	7,
Lower level of consumer protection in other EU countries	8,
Having to communicate in another language	9,
Lack of personal contact when purchasing or signing up at a distance	10,
Different currencies (N)	11,
There are no different risks between other EU countries and Malta (SPONTANEOUS) (M)	12,
Other (SPONTANEOUS)	13,
DK	14,

EB65.1 QB10 TREND MODIFIED

QC24	In the past 12 months, have you purchased a package holiday, that is to say a combination of transport and accommodation from a company based in the European Union? (M)
------	--

(READ OUT – ONE ANSWER ONLY) - (IF NECESSARY, EXPLAIN THAT WE ARE TALKING ABOUT A PACKAGE BOOKED THROUGH A TOUR OPERATOR, WITH TRANSFERS AND THE SERVICES OF A REP AND NOT A HOTEL PLUS FLIGHT PACKAGED UP)

	<b>(493)</b>
Yes, and you did not encounter any problems with this package holiday\ purchase (N)	1
Yes, but you encountered problems with this package holiday\ purchase (N)	2
No	3
DK	4

EB65.1 QB19 TREND MODIFIED

QC25 Now thinking about any package holidays you have taken in the last 3 years, do you tend to agree or not with the following statements?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Tend to agree	Tend to disagree	Not applicable (not taken any trips in last 3 years)	DK
--	------------	---------------	------------------	--	----

(494)	1	Sufficient information was given to you by the package holiday operator on the details of the trip prior to your departure, for example on the type and category of the accommodation	1	2	3	4
(495)	2	The package holiday (transport arrangements, accommodation, etc.) was as it was marketed to you by the operator	1	2	3	4

NEW (BASED ON EB65.1 QB20)

We are now talking about non-food products, such as toys, cosmetics, electrical household appliances, tools, stationery, childcare articles, motor vehicles, clothes, etc.

QC26 Thinking about non-food items that you might purchase, which of the following aspects most frequently influence your choice? Please give me up to three answers.

(IF NECESSARY SHOW THE CARD WITH THE LIST OF NON-FOOD ITEMS) (SHOW CARD – READ OUT – ROTATE – MAX. 3 ANSWERS)

The brand	(496-504)	1,
The identity of the supplier		2,
Safety		3,
The price		4,
Ethical considerations		5,
The country where the product was made		6,
It depends on the product (SPONTANEOUS)		7,
Other (SPONTANEOUS)		8,
DK		9,

NEW

QC27	Thinking about all non-food products currently on the market in Malta, do you personally think that ...?
------	--

(IF NECESSARY SHOW THE CARD WITH THE LIST OF NON-FOOD ITEMS) (READ OUT)
---

	<b>(505)</b>
Essentially all products are safe	1
A small number of products are unsafe	2
A significant number of products are unsafe	3
Depends on the product (SPONTANEOUS)	4
DK	5

NEW
-----

QC28	In the last 12 months, have you heard of non-food products being recalled from the market?
------	--

(IF NECESSARY SHOW THE CARD WITH THE LIST OF NON-FOOD ITEMS) (SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)
---

	<b>(506-513)</b>
Yes, through word of mouth	1,
Yes, through television, radio, newspapers	2,
Yes, through the Internet	3,
Yes, through warning notices in shops	4,
Yes, through direct contact by the supplier	5,
No	6,
Other (SPONTANEOUS)	7,
DK	8,

NEW
-----

QC29 Have you ever been personally affected by a product recall from the market?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(514-521)

Yes, and you contacted the retailer\ distributor	1,
Yes, and you contacted the manufacturer	2,
Yes, and you contacted the national public authorities	3,
Yes, and you contacted a consumer organisation	4,
Yes, and you took some other action	5,
Yes, but you did not take any action	6,
No	7,
DK	8,

NEW

QC30 In the last two years, have you or a member of your immediate family suffered an injury or accident from a defective product?

(522)

Yes	1
No	2
DK	3

NEW

DEMOGRAPHICS

D1 In political matters people talk of "the left" and "the right".How would you place your views on this scale?

(SHOW CARD) - (INT.: DO NOT PROMPT - IF CONTACT HESITATES, TRY AGAIN)

(543-544)

1	2	3	4	5	6	7	8	9	10
Left									Righ t
1	2	3	4	5	6	7	8	9	10

Refusal (SPONTANEOUS) 11

DK 12

EB68.2 D1

NO QUESTIONS D2 TO D6

D7 Could you give me the letter which corresponds best to your own current situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(545-546)

Married	1
Remarried	2
Unmarried currently living with partner	3
Unmarried having never lived with a partner	4
Unmarried having previously lived with a partner, but now on my own	5
Divorced	6
Separated	7
Widowed	8
Other (SPONTANEOUS)	9
Refusal (SPONTANEOUS)	10

EB68.2 D7

D8 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99')

(547-548)

Input boxes for age

EB68.2 D8

NO QUESTION D9

D10 Gender.

(549)

Male	1
Female	2

EB68.2 D10

D11 How old are you?

(550-551)

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EB68.2 D11

NO QUESTION D12 TO D14

ASK D15b ONLY IF NOT DOING ANY PAID WORK CURRENTLY - CODES 1 TO 4 IN D15a

D15a What is your current occupation?

D15b Did you do any paid work in the past? What was your last occupation?

	(552-553)	(554-555)
	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
<b>NON-ACTIVE</b>		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
<b>SELF EMPLOYED</b>		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	7
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
<b>EMPLOYED</b>		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10
General management, director or top management (managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at a desk	13	13
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
Never did any paid work		19

EB68.2 D15a D15b



NO QUESTIONS D16 TO D24

D25 Would you say you live in a...?

(READ OUT)

	<b>(556)</b>
Rural area or village	1
Small or middle sized town	2
Large town	3
DK	4

EB68.2 D25

NO QUESTIONS D26 TO D39

D40a Could you tell me how many people aged 15 years or more live in your household, yourself included?

(INT.: READ OUT - WRITE DOWN)

**(557-558)**

EB68.2 D40a

D40b Could you tell me how many children less than 10 years old live in your household?

(INT.: READ OUT - WRITE DOWN)

**(559-560)**

EB68.2 D40b

D40c Could you tell me how many children aged 10 to 14 years old live in your household?

(INT.: READ OUT - WRITE DOWN)

**(561-562)**

EB68.2 D40c

D41 You personally, were you born...?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(563)

in Malta	1
in another Member Country of the European Union	2
in Europe, but not in a Member Country of the European Union	3
in Asia, in Africa or in Latin America	4
in Northern America, in Japan or in Oceania	5
Refusal (SPONTANEOUS)	6

EB68.2 D41

D42 Which of these proposals corresponds to your situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(564)

Your mother and your father were born in Malta	1
One of your parents was born in Malta and the other was born in another Member State of the EU	2
Your mother and your father were born in another Member State of the EU	3
One of your parents was born in Malta and the other was born outside of the EU	4
Your mother and your father were born outside the EU	5
One of your parents was born in another Member State of the EU and the other was born outside the EU (N)	6
DK\ Refusal (SPONTANEOUS)	7

EB68.2 D42 TREND MODIFIED

D43a Do you own a fixed telephone in your household?

D43b Do you own a personal mobile telephone?

(565)

(566)

	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB68.2 D43a D43b

D47 Do you have friends or acquaintances who are...?

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	DK
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(567)

1	People whose ethnic origin is different from yours	1	2	3
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(568)

2	Roma	1	2	3
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(569)

3	Homosexual	1	2	3
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(570)

4	Disabled	1	2	3
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(571)

5	Of a different religion or have different beliefs than you	1	2	3
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EB65.4 D47 TREND

D51 Where you live, do you consider yourself to be part of any of the following? Please tell me all that apply.

(READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(572-578)

An ethnic minority	1,
A religious minority	2,
A sexual minority	3,
A minority in terms of disability	4,
None of the above (SPONTANEOUS)	5,
Any other minority group (SPONTANEOUS - SPECIFY)	6,
DK	7,

NEW

ASK D51o IF "ANY OTHER MINORITY GROUP", CODE 6 IN D51 - OTHERS GO TO D44

D51o Which other(s)?

(WRITE DOWN - CODE AT THE OFFICE)

5 2 (579,580-589)

--

NEW

ASK ALL

D44 Do you consider yourself to be...?

(DO NOT READ - SHOW CARD - PRECODED LIST - ONE ANSWER ONLY)

	(590-591)
Catholic	1
Orthodox	2
Protestant	3
Other Christian	4
Jewish	5
Muslim	6
Sikh	7
Buddhist	8
Hindu	9
Atheist	10
Non believer/Agnostic	11
Other (SPONTANEOUS)	12
DK	13

EB66.1 D44

D48	Do you suffer from a chronic physical or mental health problem which affects you in your daily activities? (M)
-----	--

(592)

Yes	1
No	2
Refusal (SPONTANEOUS)	3

EB65.4 D48 TREND SLIGHTLY MODIFIED
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D46	Which of the following goods do you have?
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(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
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(593-602)

Television	1,
DVD player	2,
Music CD player	3,
Computer	4,
An Internet connection at home	5,
A car	6,
An apartment\ a house which you have finished paying for	7,
An apartment\ a house which you are paying for	8,
None (SPONTANEOUS)	9,
DK	10,

EB68.2 D46
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INTERVIEW PROTOCOL

P1 DATE OF INTERVIEW

(623-624) (625-626)  
[ ] [ ] DAY [ ] [ ] MONTH

EB68.2 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.: USE 24 HOUR CLOCK)  
(627-628) (629-630)  
[ ] [ ] HOUR [ ] [ ] MINUTES

EB68.2 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(631-633)  
[ ] [ ] [ ] MINUTES

EB68.2 P3

P4 Number of persons present during the interview, including interviewer

	(634)
Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB68.2 P4

P5 Respondent cooperation

	(635)
Excellent	1
Fair	2
Average	3
Bad	4

EB68.2 P5

P6 Size of locality

(LOCAL CODES)  
(636-637)  
[ ] [ ]

EB68.2 P6

P7 Region

(LOCAL CODES)

(638-639)

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EB68.2 P7

P8 Postal code

(640-647)

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EB68.2 P8

P9 Sample point number

(648-655)

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EB68.2 P9

P10 Interviewer number

(656-663)

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EB68.2 P10

P11 Weighting factor

(664-671)

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EB68.2 P11

ASK ONLY in LU, BE, ES, FI, EE, LV AND MT

P13 Language of interview

(672)

Maltese	1
English	2

EB68.2 P13