

**ZA4972**

**Eurobarometer 71.2**

**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"/>
EB71.1 A	

B	country code <b>(106-107)</b> <input type="text"/> <input type="text"/>
EB71.1 B	

C	our survey number <b>(108-110)</b> <input type="text"/> <input type="text"/> <input type="text"/>
EB71.1 C	

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"/>
EB71.1 D	

ASK ITEM 28 ONLY IN TURKEY

ASK ITEM 29 ONLY IN CROATIA

ASK ITEM 30 ONLY IN FORMER YUGOSLAV REPUBLIC OF MACEDONIA

Q1 What is your nationality? Please tell me the country(ies) that applies(y).

(MULTIPLE ANSWERS POSSIBLE)

	(137-168)
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	31,
DK	32,

EB69.2 Q1

IF OTHER or DK in Q1 THEN CLOSE INTERVIEW

ASK QA TO EU27 + HR + TR + MK

QA1 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the life you lead?

(READ OUT)

	<b>(169)</b>
Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK	5

EB71.1 QA2

QA2	How would you judge the current situation in each of the following domains?
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(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)
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	(READ OUT)	Very good	Rather good	Rather bad	Very bad	DK
(170)	1 The area you live in	1	2	3	4	5
(171)	2 Health care provision in Malta	1	2	3	4	5
(172)	3 The provision of pensions in Malta	1	2	3	4	5
(173)	4 Unemployment benefits in Malta	1	2	3	4	5
(174)	5 The cost of living in Malta (N)	1	2	3	4	5
(175)	6 Relations in Malta between people from different cultural or religious backgrounds or nationalities	1	2	3	4	5
(176)	7 The way inequalities and poverty are addressed in Malta	1	2	3	4	5
(177)	8 How affordable energy is in Malta (M)	1	2	3	4	5
(178)	9 How affordable housing is in Malta (M)	1	2	3	4	5
(179)	10 The way public administration runs in Malta	1	2	3	4	5
(180)	11 The economic situation in Malta	1	2	3	4	5
(181)	12 Your personal job situation (N)	1	2	3	4	5
(182)	13 The financial situation of your household (N)	1	2	3	4	5
(183)	14 The employment situation in Malta	1	2	3	4	5

EB71.1 QA3a (items11-14) + EB70.1 QA5 (items 1-10)
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QA3	What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
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(ONE ANSWER PER LINE)

	READ OUT	BETTER	WORSE	SAME	DK
(184)	1 your life in general	1	2	3	4
(185)	2 The area you live in (N)	1	2	3	4
(186)	3 The healthcare system in Malta (N)	1	2	3	4
(187)	4 The provision of pensions in Malta (N)	1	2	3	4
(188)	5 Unemployment benefits in (OUR COUNTRY) (N)	1	2	3	4
(189)	6 The cost of living in Malta (N)	1	2	3	4
(190)	7 Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities (N)	1	2	3	4
(191)	8 The way inequalities which might lead to poverty are addressed in (OUR COUNTRY) (N)	1	2	3	4
(192)	9 How affordable energy is in (OUR COUNTRY) (N)	1	2	3	4
(193)	10 How affordable housing is in (OUR COUNTRY) (N)	1	2	3	4
(194)	11 The way public administration runs in (OUR COUNTRY) (N)	1	2	3	4
(195)	12 the economic situation in Malta	1	2	3	4
(196)	13 your personal job situation	1	2	3	4
(197)	14 the financial situation of your household	1	2	3	4
(198)	15 the employment situation in Malta	1	2	3	4

EB71.1 QA4 TREND MODIFIED

QA4	Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?
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(ONE ANSWER PER LINE)

	(READ OUT)	Improved	Got worse	Stayed about the same	DK
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(199)	1	your life in general	1	2	3	4
(200)	2	The area you live in	1	2	3	4
(201)	3	Health care provision in Malta	1	2	3	4
(202)	4	The provision of pensions in Malta	1	2	3	4
(203)	5	Unemployment benefits in Malta	1	2	3	4
(204)	6	The cost of living in Malta (N)	1	2	3	4
	7	Relations in Malta between people from different cultural or religious backgrounds or nationalities	1	2	3	4
(205)						
	8	The way inequalities and poverty are addressed in Malta	1	2	3	4
(206)						
(207)	9	The affordability of energy in Malta	1	2	3	4
(208)	10	The affordability of housing in Malta	1	2	3	4
	11	The way public administration runs in Malta	1	2	3	4
(209)						
(210)	12	the economic situation in Malta	1	2	3	4
(211)	13	your personal job situation	1	2	3	4
	14	the financial situation of your household	1	2	3	4
(212)						
(213)	15	the employment situation in Malta	1	2	3	4

NEW

Let's move on to another topic

ASK QB TO EU27 + HR + TR + MK

QB1 Please tell me whether or not each of the following situations has happened to you, as a result of the economic crisis.

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No
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(234)	1	You lost your job	1	2
(235)	2	Someone from your family, a relative, or a close friend lost their job	1	2
(236)	3	One of your colleagues has lost their job	1	2

NEW

QB2 And thinking about the current economic crisis and its potential impact on the job-market, how would you rate your concern, if at all, about each of the following? Please use a scale from 1 to 5 where '1' means that you are "no at all concerned", and '5' that you are "very concerned".

SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT)	1 Not at all concerned	2	3	4	5 Very concerned	Not Applicable (SPONTANEOUS)	DK
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(237)	1	(ONLY IF QB1.1=2) You losing your job	1	2	3	4	5	6	7
(238)	2	Your partner (spouse, etc.) losing their job	1	2	3	4	5	6	7
(239)	3	Your children losing their job	1	2	3	4	5	6	7

NEW

QB3	Some analysts say that the impact of the economic crisis on the job market has already reached its peak and things will recover little by little; others, on the contrary, say that the worst is still to come. Which of the two statements is closer to your opinion?
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(ONE ANSWER ONLY)

(240)

The impact of the crisis on jobs has already reached its peak	1
The worst is still to come	2
DK	3

NEW

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?

	(241-242)	(243-244)
	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

EB70.1 D15a D15b

Let's now talk about another topic.

ASK QC TO EU27 + HR + TR + MK

QC1 Have you ever heard or read about the European Globalisation adjustment Fund that is a fund to help victims of globalisation?

(ONE ANSWER ONLY)

	(265)
Yes, and you are very familiar with it	1
Yes, but you are not very familiar with it	2
No, you have never heard or read about it	3
DK	4

NEW

Let's now talk about another topic.

ASK QD TO EU27 + HR + TR + MK

QD1 Have you heard of...?

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No
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(286)	1	The European Social Fund - ESF	1	2
(287)	2	The European Regional Development Fund – ERDF	1	2
(288)	3	The Erasmus Programme	1	2
(289)	4	The EU "Lisbon Strategy" for Growth and Jobs	1	2

TREND MODIFIED EB65.3 QC1

QD2 Can you tell me what the European Social Fund or ESF is all about, or what you think it might do?

(OPEN QUESTION - ENTER ALL SPONTANEOUS ANSWERS – MULTIPLE ANSWERS POSSIBLE)

10 2 (290,291-310)

EB65.3 QC2

QD3 The European Social Fund (ESF) is the European Union fund dedicated to helping European citizens develop their skills and improve their job prospects. The European Union dedicates some 10% of its overall budget to the European Social Fund. Would you say that this share of the budget is too much, about right or too little?

(READ OUT – ONE ANSWER ONLY)

	<b>(311)</b>
Too much	1
About right	2
Too little	3
DK	4

EB65.3 QC3

QD4 How many times have you changed employer in your working life so far?

(DO NOT COUNT VACATION JOBS WHILE IN FULL-TIME EDUCATION) (IF "DK" CODE '99' - IF "NEVER HAD ANY PAID WORK" CODE '98')

**(312-313)**  
 times

EB70.1 QF13

QD5 For how long have you been working for your current employer or last employer if you are not currently working?

(IF "DK" CODE '99' - IF "NEVER HAD ANY PAID WORK" CODE '98')

**(314-315)**  
 years

EB65.3 QC5

QD6 In your opinion, which two assets should one emphasize in order to easily find a job today?

(READ OUT – MAX. 2 ANSWERS)

	<b>(316-324)</b>
Level of one's qualifications	1,
Professional experience	2,
Language skills	3,
Computer skills	4,
Ability to adapt	5,
Willingness to work abroad	6,
None of these (SPONTANE)	7,
Other (SPONTANE)	8,
DK	9,

EB65.3 QC6

ASK QD7 IF "CURRENTLY WORK", CODE 5 to 18 in D15a - OTHERS GO TO QD8

QD7 How confident would you say you are in your ability to keep your job in the coming months?  
Are you...?

(READ OUT – ONE ANSWER ONLY)

(325)

Very confident	1
Fairly confident	2
Not very confident	3
Not at all confident	4
DK	5

EB65.3 QC7

ASK ALL

QD8 Would you say that you are very confident, fairly confident, not very confident or not at all confident in having a job in 2 years time?

(READ OUT – ONE ANSWER ONLY)

(326)

Very confident	1
Fairly confident	2
Not very confident	3
Not at all confident	4
Not looking for a job in 2 years (SPONTANEOUS)	5
DK	6

EB70.1 QF14

QD9 During the last 12 months, have you participated in any training courses?

(READ OUT – ONE ANSWER ONLY)

(327)

Yes	1
No	2
DK	3

EB65.3 QC9

ASK QD10 IF "YES", CODE 1 in QD9 - OTHERS GO TO QD11

QD10 Who funded this training? Was it...?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(328-333)
Your current employer	1,
The Maltese Government and\ or a public organisation within Malta	2,
The European Union	3,
Yourself	4,
Other (SPONTANEOUS - SPECIFY)	5,
DK	6,

EB65.3 QC10

ASK QD10o IF "OTHER" IN QD10

QD10o Which other?

(WRITE DOWN ALL OTHER SPONATNEOUS ANSWERS)

10 2 (334,335-354)

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EB65.3 QC10o

ASK QD11 IF "CURRENTLY WORKING", CODE 5 to 18 in D15a - OTHERS GO TO QD12

QD11 Thinking about yourself, do you think that in order for you to keep your job?

(READ OUT – ONE ANSWER ONLY)

	(355)
Your education and training to date is sufficient	1
You should follow a more specialised training but you cannot currently do this	2
You should follow training and you will do so	3
DK	4

NEW

ASK QD12 IF "NOT CURRENTLY WORK" AND "NOT RETIRED", CODE 1 TO 3 IN D15a - OTHERS GO TO QD13

QD12 Thinking about yourself, do you think that in order to find a job soon...? (M)

(READ OUT – ONE ANSWER ONLY)

	(356)
Your education and training to date is sufficient	1
You should follow a more specialised training but you cannot currently do this	2
You should follow a more specialised training and you intend doing this	3
You are not looking for a job (SPONTANEOUS)	4
DK	5

EB70.1 QF18 TREND SLIGHTLY MODIFIED

ASK QD13 IF "CANNOT PARTICIPATE IN A TRAINING", CODE 2 in QD11 or QD12 - OTHERS GO TO QD14

QD13 From the following list, what are the main reasons preventing you from taking part in a training course?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(357-369)
You do not have the necessary experience or qualifications	1,
You cannot afford it	2,
Your current employer will not support you	3,
Training conflicts with your work schedule	4,
You do not have time because of family responsibilities	5,
There is no training offered close enough to where you are	6,
You do not know about any training offers	7,
You are not comfortable with the idea of going back to something that is like school	8,
Your age prevents you from doing it	9,
Your health prevents you from doing it	10,
You cannot participate for other personal reasons	11,
Other (SPONTANEOUS)	12,
DK	13,

EB65.3 QC13

ASK QD14 TO QD16 IF "CURRENTLY WORK", CODE 5 to 18 in D15a - OTHERS GO TO QD17

QD14 If you were to be laid-off, how would you rate on a scale of 1 to 10, the likelihood of you finding a job in the next six months? '1' means that it "would be not at all likely" and '10' means that it "would be very likely".

(SHOW CARD WITH SCALE - READ OUT)

(370-371)

1 Not at all likely					10 Very likely				
1	2	3	4	5	6	7	8	9	10

DK 11

EB70.1 QF15

QD15 If you were to be laid-off, how would you find a job?

(READ OUT – MAX. 2 ANSWERS)

(372-378)

By applying for the same kind of job, in the same location, but for another employer	1,
By applying for the same kind of job but in a different location	2,
By applying for a completely different kind of job in the same location	3,
By applying for a completely different kind of job in another location	4,
By starting your own business	5,
Other (SPONTANE)	6,
DK	7,

EB65.3 QC15

QD16 If you were to be laid-off, how much do you think the unemployment insurance and the welfare system in Malta will compensate you for the loss of income during the first six months as a percentage of your current income?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(379)

91 to 100% of your current income	1
71 to 90% of your current income	2
51 to 70% of your current income	3
31 to 50% of your current income	4
30% or less of your current income	5
DK	6

EB70.1 QF16

ASK QD17 IF "NOT WORKING" BUT NOT RETIRED, CODE 1 to 3 in D15a - OTHERS GO TO QD18

QD17 In your opinion, what would be the easiest way to find a job?

(READ OUT - MAX. 2 ANSWERS)

(380-388)

By applying for the same kind of job as your last one, in the same location, but for another employer	1,
By applying for the same kind of job as your last one, but in a different location	2,
By applying for a completely different kind of job than your last one, but still in the same location	3,
By applying for a completely different kind of job than your last one, and in a different location	4,
By taking up any job	5,
By starting your own business	6,
Not looking for a job (SPONTANEOUS)	7,
Other (SPONTANEOUS)	8,
DK	9,

EB65.3 QC17

ASK ALL

QD18 Please tell me, for each of the following statements, to what extent you agree or disagree with it.

(SHOW CARD – ONE ANSWER PER LINE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(389)	1	Life-time jobs with the same employer are a thing of the past	1	2	3	4	5
(390)	2	Work contracts should become more flexible to encourage job creation	1	2	3	4	5
(391)	3	Being able to change easily from one job to another is a useful asset to help people find a job nowadays	1	2	3	4	5
(392)	4	In Malta many people retire too early	1	2	3	4	5
(393)	5	Regular training improves one's job opportunities	1	2	3	4	5

EB65.3 QC18

QD19	For each of the following measures, how effective do you think they are in getting more people into work and staying at work longer in their life?
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(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)
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	(READ OUT)	Very effective	Fairly effective	Not very effective	Not at all effective	DK
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(394)	1	Increasing child care facilities	1	2	3	4	5
(395)	2	Increasing care facilities for elderly persons and other dependents	1	2	3	4	5
(396)	3	Discouraging early retirement	1	2	3	4	5
(397)	4	Increasing the difference in income between working and non-working people	1	2	3	4	5
(398)	5	Promoting geographical mobility of people\ workers	1	2	3	4	5
(399)	6	Supporting people who want to start their own business	1	2	3	4	5
(400)	7	Transforming undeclared work into regular jobs	1	2	3	4	5
(401)	8	Regular training for people at work	1	2	3	4	5

EB65.3 QC19
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QD20	Please tell me to what extent you think the European Union has a positive or negative impact on each of the following employment and social policies.
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(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)
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	(READ OUT)	Very positive impact	Fairly positive impact	Fairly negative impact	Very negative impact	DK
(402)	1 Setting minimum standards for working conditions throughout the EU	1	2	3	4	5
(403)	2 Creating new job opportunities and fighting unemployment	1	2	3	4	5
(404)	3 Reducing regional disparities in unemployment	1	2	3	4	5
(405)	4 Exchanging best practices in employment policies among the Member States of the EU	1	2	3	4	5
(406)	5 Improving access to education and training	1	2	3	4	5
(407)	6 Promoting dialogue between employers and trade unions	1	2	3	4	5
(408)	7 Fighting against social exclusion and poverty	1	2	3	4	5
(409)	8 Promoting equality between women and men	1	2	3	4	5
(410)	9 Combatting other forms of discrimination	1	2	3	4	5
(411)	10 Coordinating the reform of the national systems of social protection (pensions, healthcare, etc.)	1	2	3	4	5

EB65.3 QC20
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QD21	Overall, how interested would you be in receiving detailed information on the employment and social policies funded by the European Union? Would you be...?
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(READ OUT – ONE ANSWER POSSIBLE)

	<b>(412)</b>
Very interested	1
Fairly interested	2
Not very interested	3
Not at all interested	4
DK	5

EB65.3 QC21

QD22	In general, would you say that what you see, read or hear about what the European Union does in the area of employment and social affairs is very positive, fairly positive, fairly negative or very negative?
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(READ OUT – ONE ANSWER ONLY)

	<b>(413)</b>
Very positive	1
Fairly positive	2
Fairly negative	3
Very negative	4
DK	5

EB65.3 QC22

Let's now talk about another topic.

ASK QE TO EU27 + HR + TR + MK

Discrimination is understood to mean when a person or group is treated less favourably than others because of specific personal characteristics.

QE1 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 spread	Fairly wide spread	Fairly rare	Very rare	Non-existent (SPONTANEOUS)	DK
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(434)	1	Ethnic origin	1	2	3	4	5	6
(435)	2	Gender	1	2	3	4	5	6
(436)	3	Sexual orientation (for example being gay or lesbian) (M)	1	2	3	4	5	6
(437)	4	Age	1	2	3	4	5	6
(438)	5	Religion or belief (M)	1	2	3	4	5	6
(439)	6	Disability	1	2	3	4	5	6

EB69.1 QA1 TREND MODIFIED

QE2	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...
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(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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(440)	1	Ethnic origin	1	2	3	4	5
(441)	2	Gender	1	2	3	4	5
	3	Sexual orientation (for example being gay or lesbian) (M)	1	2	3	4	5
(442)							
(443)	4	Age	1	2	3	4	5
(444)	5	Religion or belief (M)	1	2	3	4	5
(445)	6	Disability	1	2	3	4	5

EB69.1 QA2 TREND MODIFIED

QE3	In the past 12 months have you personally felt discriminated against or harassed on the basis of one or more of the following grounds? Please tell me all that apply.
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(DO NOT READ OUT – SHOW CARD WITH LETTERS – MULTIPLE ANSWERS POSSIBLE)

	(446-454)
Ethnic origin	1,
Gender	2,
Sexual orientation	3,
Age	4,
Religion or belief	5,
Disability	6,
For another reason (M)	7,
No (M)	8,
DK	9,

EB69.1 QA3 TREND MODIFIED

QE4	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? Please tell me all that apply.
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(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

(455-463)

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

EB69.1 QA4 TREND MODIFIED

QE5	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)

(464-478)

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)	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,
Others (SPONTANEOUS) (M)	13,
None of those (SPONTANEOUS) (M)	14,
DK	15,

EB69.1 QA7 TREND MODIFIED

QE6	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?
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(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 uncomf ortable	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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(479-480)	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
(481-482)	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
(483-484)	4	A person aged under 30	1	2	3	4	5	6	7	8	9	10	11	12
(485-486)	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
(487-488)	6	A disabled person	1	2	3	4	5	6	7	8	9	10	11	12
(489-490)	7	A person aged over 75	1	2	3	4	5	6	7	8	9	10	11	12
(491-492)														

EB69.1 QA8

QE7 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...

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Totally in favour	Rather in favour	Somewhat opposed	Totally opposed	DK
--	---------------------	-------------------	------------------	------------------	-----------------	----

(493)	1	Ethnic origin	1	2	3	4	5
(494)	2	Gender	1	2	3	4	5
(495)	3	Sexual orientation (M)	1	2	3	4	5
(496)	4	Age	1	2	3	4	5
(497)	5	Religion or belief (M)	1	2	3	4	5
(498)	6	Disability	1	2	3	4	5

EB69.1 QA9 TREND MODIFIED

QE8 To what extent do you support or oppose the following in the work place?

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Totally support	Somewhat support	Somewhat oppose	Totally oppose	DK
--	---------------------	-----------------	------------------	-----------------	----------------	----

(499)	1	Monitoring the composition of the work-force to evaluate the representation of people from ethnic minorities	1	2	3	4	5
(500)	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

EB69.1 QA10

QE9	In general, would you say that enough effort is made in Malta to fight all forms of discrimination?
-----	---

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

	<b>(501)</b>
Yes, definitely	1
Yes, to some extent	2
No, not really	3
No, definitely not	4
DK	5

EB69.1 QA11

QE10	Do you know your rights if you are the victim of discrimination or harassment?
------	--

(READ OUT)

	<b>(502)</b>
Yes	1
No	2
That depends (SPONTANEOUS)	3
DK	4

EB69.1 QA12

QE11	Do you think that diversity is sufficiently reflected in the media, in terms of...?
------	---

SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Yes, very much so	Yes, to some extent	No, not really	No, definitely not	DK
--	---------------------	-------------------	---------------------	----------------	--------------------	----

<b>(503)</b>	1	Ethnic origin	1	2	3	4	5
<b>(504)</b>	2	Gender	1	2	3	4	5
<b>(505)</b>	3	Sexual orientation	1	2	3	4	5
<b>(506)</b>	4	Age	1	2	3	4	5
<b>(507)</b>	5	Religion or belief (M)	1	2	3	4	5
<b>(508)</b>	6	Disability	1	2	3	4	5

NEW

QE12	Do you think that due to the economical crisis the policies promoting equality and diversity in (OUR COUNTRY), will be considered less important and receive less funding?
------	--

(READ OUT – ONE ANSWER ONLY)

(509)

Yes, very much so	1
Yes, to some extent	2
No, not really	3
No, definitely not	4
DK	5

NEW

QE13	Do you think that the economical crisis will contribute to an increase of discrimination on the basis of... in the labour market?
------	---

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Yes, very much so	Yes, to some extent	No, not really	No, definitely not	DK
--	---------------------	-------------------	---------------------	----------------	--------------------	----

(510)	1	Ethnic origin	1	2	3	4	5
(511)	2	Gender	1	2	3	4	5
(512)	3	Sexual orientation	1	2	3	4	5
(513)	4	Age	1	2	3	4	5
(514)	5	Religion or belief (M)	1	2	3	4	5
(515)	6	Disability	1	2	3	4	5

NEW

QE14	Do you think that enough is being done to increase diversity in your work place as far as... is concerned?
------	--

SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

(READ OUT – ROTATE)	Yes, very much so	Yes, to some extent	No, not really	No, definitely not	DK
---------------------	-------------------	---------------------	----------------	--------------------	----

(516)	1	Ethnic origin	1	2	3	4	5
(517)	2	Gender	1	2	3	4	5
(518)	3	Sexual orientation	1	2	3	4	5
(519)	4	Age	1	2	3	4	5
(520)	5	Religion and belief	1	2	3	4	5
(521)	6	Disability	1	2	3	4	5

NEW

QE15a	In case you are the victim of discrimination or harassment, to whom would you prefer to report your case? Firstly?
-------	--

QE15b	And then?
-------	-----------

QE15c	And finally?
-------	--------------

(ONE ANSWER PER COLUMN)

(READ OUT – ROTATE)	(522) QE15a FIRSTLY	(523) QE15b AND THEN	(524) QE15c AND FINALLY
Trade Unions	1	1	1
NGO's - associations	2	2	2
Tribunals	3	3	3
Body for the promotion of equal treatment (SPECIFY THE NAME ACCORDING THE COUNTRY)	4	4	4
Lawyer	5	5	5
Police	6	6	6
Other (SPONTANEOUS)	7	7	7
DK	8	8	8

NEW

QE16 Do you have friends or acquaintances who are...?

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	DK
--	------------	-----	----	----

(525)	1	People whose ethnic origin is different from yours	1	2	3
(526)	2	Roma	1	2	3
(527)	3	Homosexual	1	2	3
(528)	4	Disabled	1	2	3
(529)	5	Of a different religion or have different beliefs than you	1	2	3

EB69.1 D47

QE17 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)

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,

EB69.1 D51

ASK QE17o IF "ANY OTHER MINORITY GROUP", CODE 6 IN QE17 - OTHERS GO TO D44

QE17o Which other(s)?

(WRITE DOWN - CODE AT THE OFFICE)

5	2	(537,538-547)

NEW

ASK ALL

D44 Do you consider yourself to be...?

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

(548-549)

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

EB69.1 D44

QE18 Do you suffer from a chronic physical or mental health problem which affects you in your daily activities?

(550)

Yes	1
No	2
Refusal (SPONTANEOUS)	3

EB69.1 D48

Let's now talk about another topic.

QF1 In your opinion, is it very important, fairly important, not very important or not at all important to help people in developing countries? (M)

(READ OUT - ONE ANSWER ONLY)

(571)

Very important	1
Fairly important	2
Not very important	3
Not at all important	4
DK	5

EB62.2 QC1 TREND MODIFIED

QF2 Have you ever heard or read about the Millennium Development Goals?

(ONE ANSWER ONLY)

(572)

Yes, and you know what it is	1
Yes, but you don't really know what it is	2
No	3
DK	4

EB67.1 QC7

QF3 Development aid means giving grants or loans to developing countries which aim to promote economic development and human welfare. We are not talking here about humanitarian aid (that is assistance provided in emergency situations like war, natural disaster, famine, etc.), but about development aid. In your opinion, which of the following are the two main motivations for richer countries to provide development aid to poor countries?

(READ OUT – ROTATE – MAX. 2 ANSWERS)

(573-583)

Self-interest for example helping poor countries trade will enable them to buy more products from rich countries	1,
Prevent and avoid favourable conditions for terrorism	2,
Contribute to global stability	3,
Encourage democracy and good governance	4,
Have a clear conscience	5,
Gain political allies	6,
Avoid citizens of these countries emigrating to rich countries	7,
To help people who are in need (SPONTANEOUS)	8,
Other (SPONTANEOUS – SPECIFY)	9,
None (SPONTANEOUS)	10,
DK	11,

EB67.1 QC1

QF4	Which one of the following, do you think, is best placed to help poor people to develop?
-----	--

(READ OUT – ONE ANSWER ONLY)

	<b>(584)</b>
The United Nations	1
The European Union	2
The USA	3
China	4
Japan	5
(OUR COUNTRY)	6
Other (SPONTANEOUS)	7
DK	8

EB67.1 QC1

QF5	The European Union committed to increasing the level of its developing aid towards developing countries. Given the current economic situation, which of the following propositions best describes your opinion?
-----	---

(READ OUT – ONE ANSWER ONLY)

	<b>(585)</b>
We should increase European aid to developing countries beyond what is already promised	1
We should keep our initial promise to developing countries, but no more	2
We should not increase the levels of aid to developing countries even though it has been promised	3
We should reduce aid to developing countries as we can no longer afford it	4
DK	5

NEW

QF6	In your opinion what are the two biggest challenges currently facing developing countries?
-----	--

(READ OUT – MAX. 2 ANSWERS)

(586-596)

The economic crisis	1,
Food crisis	2,
Poverty	3,
Health issues	4,
Energy	5,
Climate change	6,
Migration flows	7,
Poor governance	8,
Civil unrest/ conflict	9,
Other (SPONTANEOUS)	10,
DK	11,

NEW

QF7	Would you say that the current level of European Union's contribution to the developing countries is...?
-----	--

(READ OUT – ONE ANSWER ONLY)

(597)

Too high	1
Too small	2
About right	3
DK	4

NEW

QF8	Generally speaking, do you think that the Maltese media talk too much, about the right amount or too little about development of poor countries?
-----	--

(ONE ANSWER ONLY)

(598)

Too much	1
Enough	2
Too little	3
DK	4

NEW

QF9	Do you think there is added value in bringing a European perspective to the global debate?
-----	--

(ONE ANSWER ONLY)

(599)

Yes, very much so	1
Yes, to some extent	2
No, not really	3
No, definitely not	4
DK	5

NEW

Let's now talk about another topic.

ASK QG TO EU27

DO NOT ASK ITEM 2 in MT and CY

QG1 Which of the following services, if any, have you used during the last twelve months?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(620-626)

Local urban transport (Trams, Buses, Metro, etc.)	1,
Air transport	3,
International bus transport	4,
Ferry services	5,
None of these (SPONTANEOUS)	6,
DK	7,

EB63.2 QB1

QG2 When buying a ticket from a transport company, you have a contract with this company. Are you aware of rights and obligations linked to this contract?

(627)

Yes	1
No	2
DK	3

EB63.2 QB4

QG3 The European Union has strengthened the rights of air transport passengers. Have you already...? (M)

(ONE ANSWER PER LINE)

(READ OUT)	Yes	No	DK
------------	-----	----	----

(628)	1	Heard of these rights	1	2	3
(629)	2	Seen the list of those rights in an airport (Charter of Air Passenger Rights)	1	2	3
(630)	3	Requested the implementation of these rights	1	2	3

EB63.2 QB5

QG4 For each of the following statements related to air transport services, could you please tell me to what extent you agree or disagree.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Fully agree	Tend to agree	Tend to disagree	Fully disagree	DK
--	------------	-------------	---------------	------------------	----------------	----

(631)	1	You are informed as a passenger about your rights by the air transport companies	1	2	3	4	5
(632)	2	Making suggestions or filing complaints is an efficient means of improving air transport services	1	2	3	4	5
(633)	3	The treatment you receive from the company when things do not go as scheduled is satisfactory	1	2	3	4	5

EB63.2 QB13 TREND MODIFIED

QG5 For each of the following elements regarding air transport services, would you say that, in general, you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with it?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Very satisfied	Rather satisfied	Rather unsatisfied	Not at all satisfied	DK
--	------------	----------------	------------------	--------------------	----------------------	----

(634)	1	Punctuality	1	2	3	4	5
(635)	2	Comfort	1	2	3	4	5
(636)	3	Information in case of delays or cancellations	1	2	3	4	5
(637)	4	Information in case of loss, damage or delay of luggage (N)	1	2	3	4	5
(638)	5	Compensation offered in case of service failures (M)	1	2	3	4	5

EB63.2 QB15 TREND MODIFIED

QG6 Which of the following services would you contact in case of a problem of cancellation or delay of your flight in order to obtain your rights?

(READ OUT – MAX. 2 ANSWERS)

(639-646)

The airline company	1,
The Civil Aviation Authority	2,
A consumer association	3,
Lawyers	4,
The national authority in charge of the application of passengers rights	5,
None (SPONTANEOUS)	6,
Other (SPONTANEOUS)	7,
DK	8,

NEW

ASK QG7a TO QG7c IF "USE OF AIR TRANSPORT", CODE 3 IN QG1 – OTHERS GO TO QG8a

QG7a During the last twelve months, have you had to put up with a cancellation, a long delay, a denied boarding or loss/ damage of your luggage?

(READ OUT – ONE ANSWER ONLY)

(647)

Yes	1
No	2
DK	3

NEW

ASK QG7b AND QG7c IF "YES", CODE 1 IN QG7a – OTHERS GO TO QG8a

QG7b Have you already complained about this incident to a body in charge of complaint handling?

(READ OUT – ONE ANSWER ONLY)

(648)

Yes	1
No	2
DK	3

NEW

ASK QG7c IF "YES", CODE 1 IN QG7b – OTHERS GO TO QG8a

QG7c Would you say that your complaint was dealt with very well, fairly well, fairly badly or very badly?

(READ OUT – ONE ANSWER ONLY)

(649)

Very well	1
Rather well	2
Rather badly	3
Very badly	4
DK	5

NEW

ASK ALL

QG8a Would you say that, when you use air transport, the way your luggage is handled is very satisfactory, rather satisfactory, not very satisfactory or not at all satisfactory?

(READ OUT – ONE ANSWER ONLY)

(650)

Very satisfactory	1
Rather satisfactory	2
Not very satisfactory	3
Not at all satisfactory	4
DK	5

NEW

QG8b	Nowadays, national authorities in charge of the application of the rules concerning delays, cancellations and denied boarding are not obliged to intervene in luggage related problem. Some say that it would be better to have the opportunity to complain about luggage to the same national authorities as the ones in charge of the complaints about cancellations, delays or denied boarding. Others, on the contrary, say that it is better to continue to address complaints about luggage to the various organisations and associations (airline companies, consumer associations, etc.) which are currently taking care of these problems. Which of those two opinions is the closest to what you think?
------	---

(ONE ANSWER ONLY)

(651)

To complain about luggage to the same national authorities in charge of the complaints regarding cancellations, delays or denied boarding	1
To complain about luggage to organisations and associations currently in charge of problems related to luggage	2
DK	3

NEW

QG9	Do you think prices are indicated unambiguously for air transport?
-----	--

(652)

Yes	1
No	2
DK	3

EB63.2 QB25

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)

(673-674)

1 Left	2	3	4	5	6	7	8	9	10 Right
1	2	3	4	5	6	7	8	9	10

Refusal (SPONTANEOUS) 11

DK 12

EB71.1 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)

(675-676)

MARRIED OR REMARRIED	
Living without children	1
Living with the children of this marriage	2
Living with the children of a previous marriage	3
Living with the children of this marriage and of a previous marriage	4
SINGLE LIVING WITH A PARTNER	
Living without children	5
Living with the children of this union	6
Living with the children of a previous union	7
Living with the children of this marriage and of a previous union	8
SINGLE	
Living without children	9
Living with children	10
DIVORCED OR SEPARATED	
Living without children	11
Living with children	12
WIDOW	
Living without children	13
Living with children	14
Other (SPONTANEOUS)	15
Refusal (SPONTANEOUS)	16

EB71.1 D7 TREND MODIFIED

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')

(677-678)

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EB71.1 D8

NO QUESTION D9

D10 Gender.

(679)

Male

1

Female

2

EB71.1 D10

D11 How old are you?

(680-681)

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EB71.1 D11

NO QUESTION D12 TO D14

D15a&b ARE ASKED BEFORE QC1

NO QUESTIONS D16 TO D24

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

(READ OUT)

(682)

Rural area or village

1

Small or middle sized town

2

Large town

3

DK

4

EB71.1 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)

(683-684)

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EB71.1 D40a

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

(INT.: READ OUT - WRITE DOWN)

(685-686)

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EB71.1 D40b

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

(INT.: READ OUT - WRITE DOWN)

(687-688)

--	--

EB71.1 D40c

D41 You personally, were you born...?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(689)

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

EB71.1 D41

D42 Which of these proposals corresponds to your situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(690)

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 European Union and the other was born outside the European Union	6
DK\ Refusal (SPONTANEOUS)	7

EB71.1 D42

D43a Do you own a fixed telephone in your household?

D43b Do you own a personal mobile telephone?

	(691)	(692)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB71.1 D43a D43b

D46 Which of the following goods do you have?

(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	(693-702)
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,

EB71.1 D46

D60 During the last twelve months, would you say you had difficulties to pay your bills at the end of the month...?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

	(703)
Most of the time	1
From time to time	2
Almost never / Never	3
Refusal (SPONTANEOUS)	4

NEW

D61 On the following scale, step '1' corresponds to "the lowest level in the society"; step '10' corresponds to "the highest level in the society". Could you tell me on which step you would place yourself?

(SHOW CARD - ONE ANSWER ONLY)

(704-705)

1	The lowest level in the society	1
2		2
3		3
4		4
5		5
6		6
7		7
8		8
9		9
10	The highest level in the society	10
	Refusal (SPONTANEOUS)	11

NEW

D62 Could you tell me if...?

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT)	Everyday \ Almost everyday	Two or three times a week	About once a week	Once or twice a month	Less often	Never	No Internet access (SPONTANEOUS)
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(706)

(707)

(708)

1	You use the Internet at home, in your home	1	2	3	4	5	6	7
2	You use the Internet on your place of work	1	2	3	4	5	6	7
3	You use the Internet somewhere else (school, university, cyber-café, etc.)	1	2	3	4	5	6	7

NEW

INTERVIEW PROTOCOL

P1 DATE OF INTERVIEW

(729-730)

(731-732)

DAY

MONTH

EB71.1 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.: USE 24 HOUR CLOCK)

(733-734)

(735-736)

HOUR

MINUTES

EB71.1 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(737-739)

MINUTES

EB71.1 P3

P4 Number of persons present during the interview, including interviewer

(740)

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

EB71.1 P4

P5 Respondent cooperation

(741)

Excellent	1
Fair	2
Average	3
Bad	4

EB71.1 P5

P6 Size of locality

(LOCAL CODES)

(742-743)

EB71.1 P6

P7 | Region

(LOCAL CODES)

(744-745)

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EB71.1 P7

P8 | Postal code

(746-753)

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EB71.1 P8

P9 | Sample point number

(754-761)

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EB71.1 P9

P10 | Interviewer number

(762-769)

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EB71.1 P10

P11 | Weighting factor

(770-777)

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EB71.1 P11

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

P13 | Language of interview

(778)

Maltese
English

1  
2

EB71.1 P13