

Flash Eurobarometer 244
July / September 2008

Consumer protection and consumer rights
in Estonia, Latvia and Lithuania, wave 1

Special Target Survey (population aged 21-45)

Conducted for the European Commission,
Directorate-General SANCO, Health and Consumer Protection

Basic questionnaire

The GALLUP Organization

**EB FLASH QUESTIONNAIRE DG SANCO
Estonia**

Context: to gather baseline data and measure impact of information campaign on EU consumer rights and promoting consumer organisations

Remark: All that appears between brackets is spontaneous.

Geographical area: government controlled area Estonia

Target: general public aged 21 – 45 years

I. Consumer problems

Q1. Have you over the past two years...

- Yes 1
- No 2
- [DK/NA] 9

- a) bought a computer, DVD player or other electronic or household appliance . 1 2 9
- b) bought a package holiday..... 1 2 9
- c) bought a ticket for an airline or charter flight 1 2 9
- d) bought something on the internet or via teleshopping 1 2 9
- e) bought a mobile phone or used the services of a mobile phone company 1 2 9
- f) taken out a consumer credit 1 2 9

Q2. Have you over the past two years had any problems with

[READ OUT - ONE ANSWER PER LINE]

- Yes 1
- No 2
- [Don't Know/Not Applicable]..... 9

- a) Telephone and/or mobile phone companies 1 2 9
- b) Shops selling household or electronic devices (washing machine, computers, etc) 1 2 9
- c) Banks or other credit providers 1 2 9
- d) Tour operators/ Travel agencies 1 2 9
- e) Airlines or charter flight companies 1 2 9
- f) Buying on the internet or via teleshopping 1 2 9

Q3 If yes, what did you do when this happened to you?

(DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

- I complain to the seller or service provider 1
- I seek information about my rights..... 2
- I ask help from a non-governmental consumer association 3
- I ask help from a government consumer authority 4
- I ask advice from friends and/or family 5
- I consult a lawyer 6
- I file an official complaint (court, authorities) 7

Other	8
Nothing.....	9
DK/NA.....	10

Q4. Have you over the past two years been victim of a misleading advertising or a commercial practice that you considered to be unfair?

[READ OUT - ONE ANSWER PER LINE]

- Yes 1
- No 2
- [Don't Know/Not Applicable]..... 9

Q5. For the following situations, please tell me if you know your rights as consumer and/if you would be interested to learn more about your rights

- you know your rights well enough and would not like to know more 1
- you know some of your rights, but would like to know more 2
- you don't know your rights and would like to know more . 3
- you don't know your rights, but don't want to know more . 4
- [DK/NA] 9

- a) when an electronic or household device you just bought does not work properly 1 2 9
- b) the payments on the credit you took include unexpected additional fees and charges 1 2 9
- c) when your package holiday is different from what the brochure promised 1 2 9
- d) when your flight is delayed or cancelled..... 1 2 9
- e) when you don't like what you ordered via the Internet or via teleshopping.... 1 2 9
- f)) when you have a problem with your phone bill 1 2 9
- g) when you came across a misleading advertising 1 2 9

Q6. Where would you go for information or advice about your consumer rights if you have a problem with a product, a service or a seller?

[DO NOT READ OUT –ONE ANSWER POSSIBLE]

- Government, Ministry, Public Authority 01
- dial phone number 6207 707 02
- non-governmental consumer association 03
- shopkeepers, sellers or service providers..... 04
- friends and relatives 05
- lawyers 06
- the EU contact points 07
- the European Consumer Centre 08
- search the Internet 09
- other 10
- DK/NA 11

Q7. What institutions and organizations/associations dealing with protection of consumers' rights do you know?

[DO NOT READ OUT –MULTIPLE ANSWER POSSIBLE]

- a) Consumer Protection Board (Eesti Tarbijakaitseamet) 1
- b) Estonian Consumers Union (Eesti Tarbijakaitse Liit – ETL) 2
- c) Association of Consumers' Protection Ugandi (Tarbijate Kaitse Ühendus UGANDI) 3

d) Consumer Protection Advisory Centre of Tallinn (Tallinna Tarbijakaitse Nõuandla)	4	
e) The European Consumer Centre in Estonia (Euroopa Liidu Tarbija Noustamiskeskus)	6	5
f) Pärnumaa Consumer Protection Association.....	6	
g) Saaremaa Consumer Protection Association.....	7	
h) Tartu consumer Protection and Advisory Centre	8	

ASK ONLY ORGANIZATIONS/ASSOCIATIONS WHICH WERE NOT MENTIONED IN Q7.

Q8. Have you ever heard of :

- Yes	1
- No	2
- [DK/NA]	9

a) Consumer Protection Board (Eesti Tarbijakaitseamet)	1	
b) Estonian Consumers Union (Eesti Tarbijakaitse Liit – ETL)	2	
c) Association of Consumers' Protection Ugandi (Tarbijate Kaitse Ühendus UGANDI)	4	3
d) Consumer Protection Advisory Centre of Tallinn (Tallinna Tarbijakaitse Nõuandla)	4	
e) The European Consumer Centre in Estonia (Euroopa Liidu Tarbija Noustamiskeskus)	6	5
f) Pärnumaa Consumer Protection Association.....	6	
g) Saaremaa Consumer Protection Association.....	7	
h) Tartu consumer Protection and Advisory Centre	8	

IF YES TO ANY OF THE ITEM IN Q7 OR Q8 FROM A-H

Q9A. Did you ever ask this or any of these organisations for information or help ?
[READ OUT - ONE ANSWER POSSIBLE]

- Yes	1
- No	2
- [DK/NA]	9

Q9B. If yes, how satisfied were you with the outcome?

- Very satisfied	1
- Rather satisfied	2
- Rather dissatisfied.....	3
- Dissatisfied	4

ASK ALL

Q10. Who would you trust most to give you correct information and advice on your consumer rights, firstly? And than secondly?

[READ OUT – ROTATE – ONE ANSWER ONLY]

- The Government	01
- A non-governmental consumer association.....	02
- phone number 6207 707	03
-Shopkeepers, sellers or service providers	05
- Friends and relatives.....	06
- Lawyers	07

- The EU contact points..... 08
 - OTHER..... 09
 - [DK/NA] 99
- Firstly:1 2 3 4 5 6 7 8 9 99
 Secondly:1 2 3 4 5 6 7 8 9 99

ASK ALL

Q11. Would you be willing to support an independent consumer organisation by ...?

- Yes 1
- No 2
- [DK/NA] 9

- a) Paying an annual membership fee of 200 EEK
- b) Giving this association a donation which you can deduct from your income taxes
- c) Giving this association a percentage of your taxes instead of paying them to the Government

Q12. Have you in last 2 years noticed any information / advertising campaign regarding consumer rights?

- Yes 1
- No 2
- [DK/NA] 9

If the answer is “yes” in Q12.

Q13. What was it about?

[DO NOT READ OUT –MULTIPLE ANSWER POSSIBLE]

- Consumer contracts (Don't buy a pig in a bag! – Ära osta pörsast kotis!) 1
- Sustainable consumption (TV clips on Estonian MTV) 2
- e-commerce (Shopped Yourself Naked on the Internet? – Šoppasid end Internetis paljaks?) 3
- other 4
- I don't remember 5

Q14 Compared to other EU countries, do you think consumers in Estonia have the same, less or more consumer rights and protection?

- Same 1
- Less..... 2
- More 3
- [DK/NA] 9

Q15 Compared to other EU countries, do you think sellers and service providers in Estonia respect consumer rights and protection rules equally, better or worse?

- Equally 1
- Better..... 2
- Worse 3
- [DK/NA] 9

Q16. In general, would you say that the Estonian justice system is efficient in punishing businesses that mislead or cheat consumers?

- Yes 1
- No 2
- [DK/NA] 9

D1. Gender

(DO NOT ASK - MARK APPROPRIATE)

- Male 1
- Female 2

D2. How old are you?

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

D3. How old were you when you stopped full-time education?

(Write in THE AGE WHEN EDUCATION WAS TERMINATED)

- [][] years old
- [99] [REFUSAL/NO ANSWER]
- [01] [NEVER BEEN IN FULL TIME EDUCATION]
- [00] [STILL IN FULL TIME EDUCATION]

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

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

- Self-employed

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

D5. NUTS region (not to be asked)

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

- metropolitan zone.....1
- other town/urban centre2
- rural zone..... 9

FLASH 244 - CONSUMER RIGHTS

I. Consumer problems

Q1. Have you over the past two years...

- Yes1
 - No2
 - [DK/NA]9
-
- a) bought a computer, DVD player or other electronic or household appliance1 2 9
 - b) bought a package holiday1 2 9
 - c) bought a ticket for an airline or charter flight1 2 9
 - d) bought something on the internet or via teleshopping1 2 9
 - e) bought a mobile phone or used the services of a mobile phone company1 2 9
 - f) taken out a consumer credit1 2 9

Q2. Have you over the past two years had any problems with

(READ OUT - ONE ANSWER PER LINE)

- Yes1
 - No2
 - [DK/NA]9
-
- a) Telephone and/or mobile phone companies1 2 9
 - b) Shops selling household or electronic devices (washing machine, computers, etc)1 2 9
 - c) Banks or other credit providers1 2 9
 - d) Tour operators/ Travel agencies1 2 9
 - e) Airlines or charter flight companies1 2 9
 - f) Buying on the internet or via teleshopping1 2 9

Q3. If yes, what did you do when this happened to you?

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- I complain to the seller or service provider1
- I seek information about my rights2
- I ask help from a non-governmental consumer association3
- I ask help from a government consumer authority4
- I ask advice from friends and/or family5
- I consult a lawyer6

- I file an official complaint (court, authorities).....7
- Other8
- Nothing.....9
- [DK/NA]99

Q5. For the following situations, please tell me if you know your rights as consumer and/if you would be interested to learn more about your rights

- you know your rights well enough and would not like to know more.....1
- you know some of your rights, but would like to know more.....2
- you don't know your rights and would like to know more3
- you don't know your rights, but don't want to know more4
- [DK/NA]9

- a) when an electronic or household device you just bought does not work properly..... 1 2 3 4 9
- b) the payments on the credit you took include unexpected additional fees and charges 1 2 3 4 9
- c) when your package holiday is different from what the brochure promised..... 1 2 3 4 9
- d) when your flight is delayed or cancelled..... 1 2 3 4 9
- e) when you don't like what you ordered via the Internet or via teleshopping..... 1 2 3 4 9
- f) when you have a problem with your phone bill 1 2 3 4 9

Q6. Where would you go for information or advice about your consumer rights if you have a problem with a product, a service or a seller?

(DO NOT READ OUT - ONE ANSWER POSSIBLE)

- Government, Ministry, Public Authority01
- a non-governmental consumer association03
- shopkeepers, sellers or service providers04
- friends and relatives.....05
- lawyers06
- the EU contact point07
- the European Consumer Centre.....08
- search the Internet.....09
- Other10
- [DK/NA]99

Q7. What institutions and organizations/associations dealing with protection of consumers' rights do you know?

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Consumer Rights Protection Center (Pateretaju tiesību aizsardzības centrs)1
- Club for Protection of consumer interests (Patērētāju interešu aizstāvības klubs)2
- Latvian National Association for Consumer Protection (Patērētāju interešu aizstāvības asociācija)3
- Consumer support centre4
- The European Consumer Centre in Latvia (Eiropas Patērētāju informēšanas centrs)5

ASK ONLY ORGANIZATIONS/ASSOCIATIONS WHICH WERE NOT MENTIONED IN Q7.

Q8. Have you ever heard of :

- Yes1
- No2
- [DK/NA]9

- a) Consumer Rights Protection Center (Pateretaju tiesību aizsardzības centrs)1 2 9
- b) Club for Protection of consumer interests (Patērētāju interešu aizstāvības klubs)1 2 9
- c) Latvian National Association for Consumer Protection (Patērētāju interešu aizstāvības asociācija). 1
2 9
- d) Consumer support centre1 2 9
- e) The European Consumer Centre in Latvia (Eiropas Patērētāju informēšanas centrs)1 2 9

IF YES TO ANY OF THE ITEM IN Q7 OR Q8 FROM A-F

Q9. Did you ever ask this or any of these organization/magazine for information or help ?

(READ OUT - ONE ANSWER POSSIBLE)

- Yes1
- No2
- [DK/NA]9

Q9A. Which one?

- Consumer Rights Protection Center (Pateretaju tiesību aizsardzības centrs)1
- Club for Protection of consumer interests (Patērētāju interešu aizstāvības klubs)2
- Latvian National Association for Consumer Protection (Patērētāju interešu aizstāvības asociācija)3

- Consumer support centre4
- The European Consumer Centre in Latvia (Eiropas Patērētāju informēšanas centrs)5

Q9B. If yes, how satisfied were you with the outcome?

- Very satisfied 1
- Rather satisfied.....2
- Rather dissatisfied3
- Dissatisfied4
- [DK/NA]9

ASK ALL

Q10A. Who would you trust most to give you correct information and advice on your consumer rights firstly?

[READ OUT - ROTATE - ONE ANSWER ONLY]

- The Government01
- A non-governmental consumer association.....02
- Shopkeepers, sellers or service providers04
- Friends and relatives05
- Lawyers.....06
- The EU contact points07
- Other08
- [DK/NA]99

Q10B. And than secondly?

ASK ALL

Q11. Would you be willing to support an independent non-governmental consumer organisation by...?

- Yes 1
- No2
- [DK/NA]9

- a) Paying an annual membership fee of 8 Lats.....1 2 9
- b) Giving this association a donation which you can deduct from your income taxes1 2 9
- c) Giving this association a percentage of your taxes instead of paying them to the Government..1 2 9

Q14. Compared to other EU countries, do you think consumers in Latvia have the same, less or more consumer rights and protection?

- Same.....1
- Less2

- More.....3
- [DK/NA]9

Q15. Compared to other EU countries, do you think sellers and service providers in Latvia respect consumer rights and protection rules equally, better or worse?

- Equally1
- Better.....2
- Worse3
- [DK/NA]9

Q16. In general, would you say that the Latvian justice system is efficient in punishing businesses that mislead or cheat consumers?

- Yes1
- No2
- [DK/NA]9

D1. Gender

(DO NOT ASK - MARK APPROPRIATE)

Male..... 1
Female 2

D2. How old are you?

[][] years old
[99] [REFUSAL/NO ANSWER]

D3. How old were you when you stopped full-time education?

(Write in THE AGE WHEN EDUCATION WAS TERMINATED)

[][] years old
[99] [REFUSAL/NO ANSWER]
[01] [NEVER BEEN IN FULL TIME EDUCATION]
[00] [STILL IN FULL TIME EDUCATION]

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

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

- Self-employed

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

D5. NUTS region (not to be asked)

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

- metropolitan zone 1
- other town/urban centre..... 2
- rural zone 9

EB FLASH QUESTIONNAIRE DG SANCO
Lithuania

Context: to gather baseline data and measure impact of information campaign on EU consumer rights and promoting consumer organisations

Remark: All that appears between brackets is spontaneous.

Geographical area: government controlled area Lithuania

Target: general public aged 21 – 45 years

I. Consumer problems

Q1. Have you over the past two years...

- Yes 1
- No 2
- [DK/NA] 9

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- c) bought a ticket for an airline or charter flight 1 2 9
- d) bought something on the internet or via teleshopping 1 2 9
- e) bought a mobile phone or used the services of a mobile phone company 1 2 9
- f) taken out a consumer credit 1 2 9

Q2. Have you over the past two years had any problems with

[READ OUT - ONE ANSWER PER LINE]

- Yes 1
- No 2
- [DK/NA] 9

- a) Telephone and/or mobile phone companies 1 2 9
- b) Shops selling household or electronic devices (washing machine, computers, etc) 1 2 9
- c) Banks or other credit providers 1 2 9
- d) Tour operators/ Travel agencies 1 2 9
- e) Airlines or charter flight companies 1 2 9
- f) Buying on the internet or via teleshopping 1 2 9

Q3 If yes, what did you do when this happened to you?
 (DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

- I complain to the seller or service provider..... 1
- I seek information about my rights2
- I ask help from a non-governmental consumer association..... 3
- I ask help from a government consumer authority 4
- I ask advice from friends and/or family 5
- I consult a lawyer..... 6
- I file an official complaint (court, authorities) 7
- Other 8
- Nothing 9
- [DK/NA]..... 99

Q5. For the following situations, please tell me if you know your rights as consumer and/if you would be interested to learn more about your rights

- you know your rights well enough and would not like to know more.. 1
- you know some of your rights, but would like to know more 2
- you don't know your rights and would like to know more 3
- you don't know your rights, but don't want to know more 4
- [DK/NA]..... 9

- a) when an electronic or household device you just bought does not work properly..... 1 2 3 4 9
- b) the payments on the credit you took include unexpected additional fees and charges 1 2 3 4 9
- c) when your package holiday is different from what the brochure promised 1 2 3 4 9
- d) when your flight is delayed or cancelled..... 1 2 3 4 9
- e) when you don't like what you ordered via the Internet or via teleshopping..... 1 2 3 4 9
- f)) when you have a problem with your phone bill 1 2 3 4 9

Q6. Where would you go for information or advice about your consumer rights if you have a problem with a product, a service or a seller?
 [DO NOT READ OUT –ONE ANSWER POSSIBLE]

- Government, Ministry, Public Authority 01
- dial phone number 8 800 00008 02
- a non-governmental consumer association 03
- shopkeepers, sellers or service providers..... 04
- friends and relatives 05
- lawyers 06
- the EU contact point 07
- the European Consumer Centre 08
- search the Internet 09
- other 10
- [DK/NA] 99

Q7. What institutions and organizations/associations dealing with protection of consumers' rights do you know?

[DO NOT READ OUT –MULTIPLE ANSWER POSSIBLE]

- a) State Consumer Rights Protection Authority (Valstybinė vartotojų teisių apsaugos tarnyba)..... 1
- b) Lithuanian National Consumer Confederation (Lietuvos nacionaliė vartotojų federacija)..... 2
- c) Lithuanian Consumer Association (Lietuvos vartotojų asociacija) 3
- d) Lithuanian Consumer Institute (Lietuvos vartotojų institutes)..... 4
- e) The European Consumer Centre in Lithuania (Europos Vartotojų Centras)..... 5
- f) Western Lithuanian Federation (Vakarų Lietuvos vartotojų federacija) 6

ASK ONLY ORGANIZATIONS/ASSOCIATIONS WHICH WERE NOT MENTIONED IN Q7.

Q8. Have you ever heard of :

- Yes 1
- No 2
- [DK/NA] 9

- a) State Consumer Rights Protection Authority 1 2 9
- b) Lithuanian National Consumer Confederation 1 2 9
- c) Lithuanian Consumer Association 1 2 9
- d) Lithuanian Consumer Institute 1 2 9
- e) The European Consumer Centre in Lithuania..... 1 2 9
- f) Consumer magazine Kurįs..... 1 2 9

IF YES TO ANY OF THE ITEM IN Q7 OR Q8 FROM A-F

Q9. Did you ever ask this or any of these organization/magazine for information or help ?
[READ OUT - ONE ANSWER POSSIBLE]

- Yes 1
- No 2
- [DK/NA] 9

Q9A. If yes, how satisfied were you with the outcome?

- Very satisfied 1
- Rather satisfied 2
- Rather dissatisfied 3
- Dissatisfied 4
- [DK/NA] 9

ASK ALL

Q10. Who would you trust most to give you correct information and advice on your consumer rights firstly? And than secondly?

[READ OUT – ROTATE – ONE ANSWER ONLY]

- The Government 01
- A non-governmental consumer association 02
- phone number 8 800 00008 03
- Shopkeepers, sellers or service providers 04
- Friends and relatives 05
- Lawyers 06
- The EU contact points 07
- OTHER 08
- [DK/NA] 99

Firstly: 1 2 3 4 5 6 7 8 99

Secondly: 1 2 3 4 5 6 7 8 99

ASK ALL

Q11. Would you be willing to support an independent consumer organisation by...?

- Yes 1
- No 2
- [DK/NA] 9

a) Paying an annual membership fee of 50 Litas 1 2 9

b) Giving this association a donation which you can deduct from your income taxes 1 2 9

c) Giving this association a percentage of your taxes instead of paying them to the Government 1 2 9

Q13: Would you be interested to subscribe to a (non-profit) consumer magazine that gives you results of independent comparative tests/quality and price of products and services and information about your rights/advice?

- Yes 1
- No 2
- [DK/NA] 9

Q14 Compared to other EU countries, do you think consumers in Lithuania have the same, less or more consumer rights and protection?

- Same 1
- Less 2
- More 3
- [DK/NA] 9

Q15 Compared to other EU countries, do you think sellers and service providers in Lithuania respect consumer rights and protection rules equally, better or worse?

- Equally 1
- Better..... 2
- Worse 3
- [DK/NA] 9

Q16. In general, would you say that the Lithuanian justice system is efficient in punishing businesses that mislead or cheat consumers?

- Yes 1
- No 2
- [DK/NA] 9

D1. Gender

(DO NOT ASK - MARK APPROPRIATE)

Male 1
Female..... 2

D2. How old are you?

[][] years old
[99] [REFUSAL/NO ANSWER]

D3. How old were you when you stopped full-time education?

(Write in THE AGE WHEN EDUCATION WAS TERMINATED)

[][] years old
[99] [REFUSAL/NO ANSWER]
[0 1] [NEVER BEEN IN FULL TIME EDUCATION]
[00] [STILL IN FULL TIME EDUCATION]

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

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

- Self-employed

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

D5. NUTS region (not to be asked)

- D6. Would you say you live in a ... ?
- metropolitan zone.....1
 - other town/urban centre2
 - rural zone.....9

1 QU

Total: 26.5 QU

12. Survey details

This "Flash 244 – Consumer protection and consumer rights Special Target Survey, wave 1" was conducted for the European Commission, Directorate-General SANCO, Health and Consumer Protection.

Telephone interviews were conducted in Estonia between the 02/07/2008 and the 06/07/2008 by Saar Poll Estonian partner institute.

Representativeness of the results

The national sample was representative of the population aged between 21 – 45 years.

Sizes of the sample

The sample size was planned 1000 respondents in Estonia, 1000 interviews were conducted in all.

A weighting factor was applied to the national results in order to compute a marginal total for the country in proportion to its population.

Questionnaires

1. The questionnaire prepared for this survey is reproduced at the end of this results volume, in English (see hereafter).
2. The institute translated the questionnaire in their national language(s).

Table of results

VOLUME B: RESPONDENTS' DEMOGRAPHICS

The VOLUME C presents the Estonian results with the following socio-demographic characteristics of respondents as breakdowns:

Sex (Male, Female)

Age (21-29, 30-34, 35-39, 40 - 45)

Age (21-35, 36-45)

Education (15&-, 16-20, 21&+, Still in full time education)

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

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

Sampling error

The results in a survey are valid only between the limits of a statistical margin caused by the sampling process. This margin varies with three factors:

1. The sample size (or the size of the analyzed part in the sample): the greater the number of respondents is, the smaller the statistical margin will be;
2. The result in itself: the closer the result approaches 50%, the wider the statistical margin will be;
3. The desired degree of confidence: the more "strict" we are, the wider the statistical margin will be.

As an example, examine this illustrative case:

1. One question has been answered by 500 people;
2. The analyzed result is around 50%;
3. We choose a significance level of 95 % (it is the level most often used by the statisticians, and it is the one chosen for the Table hereafter);

In this illustrative case the statistical margin is: (+/- 4.4%) around the observed 50%. And as a conclusion: the result for the whole population lies between 45.6% and 54.4 %.

Hereafter, the statistical margins computed for various observed results are shown, on various sample sizes, at the 95% significance level.

STATISTICAL MARGINS DUE TO THE SAMPLING PROCESS (AT THE 95 % LEVEL OF CONFIDENCE)

Various sample sizes are in rows;

Various observed results are in columns:

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3

Survey details

This “Flash 244 – Consumer protection and consumer rights Special Target Survey, wave 1” was conducted for the European Commission, Directorate-General SANCO, Health and Consumer Protection in Latvia.

Telephone interviews were conducted in Latvia between the 15/09/2008 and the 19/09/2008 by Latvian Facts partner institute.

Representativeness of the results

The national sample was representative of the population aged between 21 – 45 years.

Sizes of the sample

The sample size was planned 1000 respondents in Latvia 1001 interviews were conducted in all.

A weighting factor was applied to the national results in order to compute a marginal total for the country in proportion to its population.

Questionnaires

1. The questionnaire prepared for this survey is reproduced at the end of this results volume, in English (see hereafter).
2. The institute translated the questionnaire in their national language(s).

Table of results

VOLUME C: RESPONDENTS' DEMOGRAPHICS

The VOLUME C presents the Latvian results with the following socio-demographic characteristics of respondents as breakdowns:

Sex (Male, Female)

Age (21-29, 30-34, 35-39, 40-45)

Age2 (21-35, 36-45)

Education (15&-, 16-20, 21&+, Still in full time education)

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

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

Sampling error

The results in a survey are valid only between the limits of a statistical margin caused by the sampling process. This margin varies with three factors:

1. The sample size (or the size of the analyzed part in the sample): the greater the number of respondents is, the smaller the statistical margin will be;
2. The result in itself: the closer the result approaches 50%, the wider the statistical margin will be;
3. The desired degree of confidence: the more "strict" we are, the wider the statistical margin will be.

As an example, examine this illustrative case:

1. One question has been answered by 500 people;
2. The analyzed result is around 50%;
3. We choose a significance level of 95 % (it is the level most often used by the statisticians, and it is the one chosen for the Table hereafter);

In this illustrative case the statistical margin is: (+/- 4.4%) around the observed 50%. And as a conclusion: the result for the whole population lies between 45.6% and 54.4 %.

Hereafter, the statistical margins computed for various observed results are shown, on various sample sizes, at the 95% significance level.

STATISTICAL MARGINS DUE TO THE SAMPLING PROCESS (AT THE 95 % LEVEL OF CONFIDENCE)

Various sample sizes are in rows;

Various observed results are in columns:

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3

Survey details

This “Flash 244 – Consumer protection and consumer rights Special Target Survey, wave 1” was conducted for the European Commission, Directorate-General SANCO, Health and Consumer Protection.

Telephone interviews were conducted in Lithuania between the 14/07/2008 and the 18/07/2008 by Baltic Survey partner institute.

Representativeness of the results

The national sample was representative of the population aged between 21 – 45 years.

Sizes of the sample

The sample size was planned 1000 respondents in Lithuania, 1000 interviews were conducted in all.

A weighting factor was applied to the national results in order to compute a marginal total for the country in proportion to its population.

Questionnaires

1. The questionnaire prepared for this survey is reproduced at the end of this results volume, in English (see hereafter).
2. The institute translated the questionnaire in their national language(s).

Table of results

VOLUME B: RESPONDENTS' DEMOGRAPHICS

The VOLUME C presents the Lithuanian results with the following socio-demographic characteristics of respondents as breakdowns:

Sex (Male, Female)

Age (21-29, 30-34, 35-39, 40-45)

Age (21-35, 36-45)

Education (15&-, 16-20, 21&+, Still in full time education)

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

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

Sampling error

The results in a survey are valid only between the limits of a statistical margin caused by the sampling process. This margin varies with three factors:

1. The sample size (or the size of the analyzed part in the sample): the greater the number of respondents is, the smaller the statistical margin will be;
2. The result in itself: the closer the result approaches 50%, the wider the statistical margin will be;
3. The desired degree of confidence: the more "strict" we are, the wider the statistical margin will be.

As an example, examine this illustrative case:

1. One question has been answered by 500 people;
2. The analyzed result is around 50%;
3. We choose a significance level of 95 % (it is the level most often used by the statisticians, and it is the one chosen for the Table hereafter);

In this illustrative case the statistical margin is: (+/- 4.4%) around the observed 50%. And as a conclusion: the result for the whole population lies between 45.6% and 54.4 %.

Hereafter, the statistical margins computed for various observed results are shown, on various sample sizes, at the 95% significance level.

STATISTICAL MARGINS DUE TO THE SAMPLING PROCESS (AT THE 95 % LEVEL OF CONFIDENCE)

Various sample sizes are in rows;

Various observed results are in columns:

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3

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