

Flash Eurobarometer 268
March / May / November 2009

Consumer protection and consumer rights
in Estonia, Latvia and Lithuania (wave 2 and 3)

Special Target Survey (population aged 21-45)

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

Basic questionnaire (EN)

The GALLUP Organization

Survey questionnaire

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 servant24
 - office clerk25
 - other employee (salesman, nurse, etc...)26
 - other27

- Manual worker

→ i.e. : - supervisor / foreman (team manager, etc...)31
 - Manual worker 32
 - unskilled manual worker33
 - other34

- Without a professional activity

→ i.e. : - looking after the home41
 - student (full time)42
 - retired43
 - seeking a job44
 - other45

- (Refusal)99

D5. NUTS region (not to be asked)

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

- metropolitan zone1
- other town/urban centre2
- rural zone 9

FLASH 268 – CONSUMER PROTECTION - ESTONIA

Target: general public aged 21 – 45 years

I. Campaign awareness

Q1a. Have you over the past weeks seen/heard messages about consumer rights?

- Yes 1
- No 2 *GO TO Q1B*
- [DK/NA] 9 *GO TO Q1B*

IF THE ANSWER IS “YES”

Q1a_a. Can you please tell me what this/these message/s was/were?

[DO NOT READ - OPEN ENDED - CODE]

[MULTIPLE ANSWER POSSIBLE]

- The exact slogan is mentioned “Know your consumer rights!”
message with Kalevipoeg 01 *SKIP TO Q2*
- Message about the consumer rights –in general 02
- Messages about the consumer rights regarding internet
shopping 03
- Message about the consumer rights holiday packages 04
- Message about the consumer rights regarding returning faulty
goods 05
- Messages about internet shopping –without mentioning the
consumer rights 06
- Message about holiday packages–without mentioning the
consumer right 07
- Message about returning faulty goods internet shopping –
without mentioning the consumer right 08
- Messages about people not knowing their right as consumer
in Estonia 09
- Messages about consumer rights in EU 10
- Other answers 12
- [DK/NA] 99

Q1b. Have you over the past weeks see/heard advertisements/news articles saying that ‘Know your consumer rights’

- Yes 1 *SKIP TO Q2*
- No 2
- [DK/NA] 9

Q1c. Have you over the past weeks seen/heard advertisement, messages, information about consumer rights regarding returning faulty goods, holiday packages or internet shopping?

- Yes 1

- No 2 *SKIP TO Q5*
 - [DK/NA] 9 *SKIP TO Q5*
- Q1d. Have you over the past weeks see/heard advertisements/news articles with Kalevipoeg about consumer rights'**
- Yes 1
 - No 2
 - [DK/NA] 9
- Q2-Q3A-Q3 WILL BE ASKED FROM THOSE, WHO ANSWERED "YES " IN Q1A, OR Q1B OR Q1c**
- Q2. Where did you see/hear this/these messages about consumer rights?**
[MULTIPLE ANSWER POSSIBLE]
- on TV 1
 - on radio 2
 - in a newspaper/magazine 3
 - in brochure/leaflet 4
 - on the internet 5
 - from family, friends, colleagues 6
 - other 7
 - [DK/NA] 9
- Q3A. Did you find the information you have received through these messages/this information campaign**
- very useful..... 4
 - useful..... 3
 - not useful or 2
 - not useful at all? 1
 - [DK/NA] 9
- Q3. Did you find the information about your rights as a consumer of returning faulty goods, holiday packages, and internet shopping, provided through the campaign on consumer rights**
- Agree 1
 - Disagree 2
 - [DK/NA] 9
- a) easy to understand 1 2 9
- b) easy to remember?..... 1 2 9
- c) convincing ? 1 2 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
- Q6a. How would you look for information and advice about your consumer rights?**
[MORE THAN ONE ANSWER POSSIBLE]
- search the internet 1
 - making phone calls 2
 - visit an information and advice office 3
 - ask friends and relatives 4
 - [DK/NA] 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
 - www.consumer.ee 03
 - non-governmental consumer association 04
 - shopkeepers, sellers or service providers 05
 - friends and relatives 06
 - lawyers 07
 - the EU contact points 08
 - the European Consumer Centre 09
 - search the Internet 10
 - other 11
 - [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]
- Consumer Protection Board (Eesti Tarbijakaitseamet) 1
 - website www.consumer.ee 2
 - Estonian Consumers Union (Eesti Tarbijakaitse Liit – ETL) 3
 - Association of Consumers' Protection Ugandi (Tarbijate Kaitse Ühendus UGANDI) 4
 - Consumer Protection Advisory Centre of Tallinn (Tallinna Tarbijakaitse Nõuandla) 5
 - The European Consumer Centre in Estonia (Euroopa Liidu Tarbija Noustamiskeskus) 6
 - Pärnumaa Consumer Protection Association 7

- Saaremaa Consumer Protection Association 8
- Tartu consumer Protection and Advisory Centre 9

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 2 9
- b) website www.consumer.ee 1 2 9
- c) Estonian Consumers Union (Eest Tarbijakaitse Liit – ETL) 1 2 9
- d) Association of Consumers’ Protection Ugandi (Tarbijate Kaitse Ühendus UGANDI) 1 2 9
- e) Consumer Protection Advisory Centre of Tallinn (Tallinna Tarbijakaitse Nõuandla) 1 2 9
- f) The European Consumer Centre in Estonia (Euroopa Liidu Tarbija Noustamiskeskus) 1 2 9
- g) Pärnumaa Consumer Protection Association 1 2 9
- h) Saaremaa Consumer Protection Association..... 1 2 9
- i) Tartu consumer Protection and Advisory Centre 1 2 9

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

IF THE ANSWER IS “YES”

Q9B. Which one?

[OPEN ENDED - DO NOT READ. JUST CODE]

[IF RESPONDENT GIVE MORE THAN ONE ANSWER, ASK ABOUT THE LAST OCCASION !!]

- Consumer Protection Board (Eesti Tarbijakaitseamet)..... 1
- website www.consumer.ee 2
- Estonian Consumers Union (Eest Tarbijakaitse Liit – ETL)..... 3
- Association of Consumers’ Protection Ugandi (Tarbijate Kaitse Ühendus UGANDI) 4
- Consumer Protection Advisory Centre of Tallinn (Tallinna Tarbijakaitse Nõuandla) 5
- The European Consumer Centre in Estonia (Euroopa Liidu Tarbija Noustamiskeskus) 6
- Pärnumaa Consumer Protection Association 7
- Saaremaa Consumer Protection Association 8
- Tartu consumer Protection and Advisory Centre 9
- other..... 10

IF THE ANSWER IS “YES”

Q9C. How satisfied were you with the outcome?

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

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]

- website www.consumer.ee 01
- The Government 02
- A non-governmental consumer association 03
- phone number 6207 707 04
- shopkeepers, sellers or service providers 05
- friends and relatives..... 06
- lawyers 07
- the EU contact points..... 08
- other..... 09
- [DK/NA] 99

Q10b. And than secondly?

[READ OUT – ROTATE – ONE ANSWER ONLY]

- website www.consumer.ee 01
- The Government 02
- A non-governmental consumer association 03
- phone number 6207 707 04
- shopkeepers, sellers or service providers 05
- friends and relatives..... 06
- lawyers 07
- the EU contact points..... 08
- other..... 09
- [DK/NA] 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 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

Q12. 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
- Q13. 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
- Q14. 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
- Q15. Have you over the past months 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

IF Q15 = YES

Q16. 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] 99

Q17. Have you over the past months been victim of a misleading advertising or a commercial practice that you considered to be unfair?

[READ OUT]

- Yes 1

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

FLASH 268 – CONSUMER PROTECTION - ESTONIA

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I. Campaign awareness

Q1a. Have you over the past weeks seen/heard messages about consumer rights?

- Yes 1
- No 2 *GO TO Q1B*
- [DK/NA] 9 *GO TO Q1B*

IF THE ANSWER IS “YES”

Q1a_a. Can you please tell me what this/these message/s was/were?

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[MULTIPLE ANSWER POSSIBLE]

- The exact slogan is mentioned “Know your consumer rights!”
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in Estonia 09
- Messages about consumer rights in EU 10
- Other answers 12
- [DK/NA] 99

Q1b. Have you over the past weeks see/heard advertisements/news articles saying that ‘Know your consumer rights’

- Yes 1 *SKIP TO Q2*
- No 2
- [DK/NA] 9

Q1c. Have you over the past weeks seen/heard advertisement, messages, information about consumer rights regarding returning faulty goods, holiday packages or internet shopping?

- Yes 1

- No 2 *SKIP TO Q5*
 - [DK/NA] 9 *SKIP TO Q5*
- Q1d. Have you over the past weeks see/heard advertisements/news articles with Kalevipoeg about consumer rights'**
- Yes 1
 - No 2
 - [DK/NA] 9
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- 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

Q6a. How would you look for information and advice about your consumer rights?

[MORE THAN ONE ANSWER POSSIBLE]

- search the internet 1
- making phone calls 2
- visit an information and advice office 3
- ask friends and relatives 4
- [DK/NA] 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
- www.consumer.ee 03
- non-governmental consumer association 04
- shopkeepers, sellers or service providers 05
- friends and relatives 06
- lawyers 07
- the EU contact points 08
- the European Consumer Centre 09
- search the Internet 10
- other 11
- [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]

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- Pärnumaa Consumer Protection Association 7

- Saaremaa Consumer Protection Association 8
- Tartu consumer Protection and Advisory Centre 9

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 2 9
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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

IF THE ANSWER IS “YES”

Q9B. Which one?

[OPEN ENDED - DO NOT READ. JUST CODE]

[IF RESPONDENT GIVE MORE THAN ONE ANSWER, ASK ABOUT THE LAST OCCASION !!]

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- website www.consumer.ee 2
- Estonian Consumers Union (Eest Tarbijakaitse Liit – ETL)..... 3
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- Pärnumaa Consumer Protection Association 7
- Saaremaa Consumer Protection Association 8
- Tartu consumer Protection and Advisory Centre 9
- other..... 10

IF THE ANSWER IS “YES”

Q9C. How satisfied were you with the outcome?

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

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]

- website www.consumer.ee 01
- The Government 02
- A non-governmental consumer association 03
- phone number 6207 707 04
- shopkeepers, sellers or service providers 05
- friends and relatives..... 06
- lawyers 07
- the EU contact points..... 08
- other..... 09
- [DK/NA] 99

Q10b. And than secondly?

[READ OUT – ROTATE – ONE ANSWER ONLY]

- website www.consumer.ee 01
- The Government 02
- A non-governmental consumer association 03
- phone number 6207 707 04
- shopkeepers, sellers or service providers 05
- friends and relatives..... 06
- lawyers 07
- the EU contact points..... 08
- other..... 09
- [DK/NA] 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 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

Q12. 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
- Q13. 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
- Q14. 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
- Q15. Have you over the past months 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

IF Q15 = YES

Q16. 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] 99

Q17. Have you over the past months been victim of a misleading advertising or a commercial practice that you considered to be unfair?

[READ OUT]

- Yes 1

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

**EB FLASH QUESTIONNAIRE DG SANCO
VAGUE 2
Latvia**

Context: to interim measurement of impact of information campaign on EU consumer rights

Remark: All that appears between brackets is spontaneous.

Geographical area: government controlled area Latvia

Target: general public aged 21 – 45 years

I. Campaign awareness

Q1a. Have you over the past weeks seen/heard messages about consumer rights?

- Yes.....1
- No2 GO TO Q1b
- [DK/NA]9 GO TO Q1b

[IF THE ANSWER IS "YES"]

Q1a_a. Can you please tell me what this/these message/s was/were?

[DO NOT READ - OPEN ENDED - CODE]

- The slogan is mentioned "Runā droši! (Tās ir tavas pateretaja tiesības.)" (Speak Up – (These are your consumer rights))01 SKIP TO Q2
- Message about the consumer rights – in general02
- Message about the consumer rights regarding internet shopping03
- Message about the consumer rights regarding holiday packages04
- Message about the consumer rights regarding consumer credit05
- Message about internet shopping – without mentioning the consumer rights06
- Message about holiday packages – without mentioning the consumer right07
- Message about consumer credit – without mentioning the consumer right08
- Messages about people not knowing their right as consumer in Latvia09
- Messages about consumer rights in EU10
- Other answers12
- [DK/NA]99

Q1b. Have you over the past weeks see/heard advertisements/news articles saying that "Runā droši! (Tās ir tavas pateretaja tiesības.)" (Speak Up – (These are your consumer rights))?

- Yes.....1 SKIP TO Q2
- No2
- [DK/NA]9

Q1c. Have you over the past weeks seen/heard advertisement, messages, information about consumer rights regarding consumer credit, holiday packages or internet shopping?

- Yes.....1

- No2 SKIP TO Q5
- [DK/NA]9 SKIP TO Q5

Q1d. Have you over the past weeks see/heard advertisements/news articles with a woman/Linda who learns about consumer rights?

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

Q2-Q3-Q4 WILL BE ASKED FROM THOSE, WHO ANSWERED “YES “IN Q1a, OR Q1b OR Q1c OR Q1d.

Q2. Where did you see/hear this/these messages about consumer rights?

- On TV.....1
- On radio2
- In a newspaper/magazine3
- In brochure/leaflet4
- On the internet5
- From family, friends, colleagues6
- Other7
- [DK/NA]9

Q3. Did you find the information you have received through these messages/this information campaign

- Very useful4
- Useful3
- Not useful or2
- Not useful at all?1
- [DK/NA]9

Q4. Did you find the information about your rights as a consumer of consumer credit, holiday packages, and internet shopping, provided through the campaign on consumer rights

- Agree1
- Disagree2
- [DK/NA]9
- a) Easy to understand ?1 2 9
- b) Easy to remember?1 2 9
- c) Convincing ?1 2 9

II. Interest in consumer rights

[ASK ALL]

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

III Sources of information on consumer rights

Q6a. How would you look for information and advice about your consumer rights?
More than one answer possible

- Search the internet	1
- Making phone calls	2
- Visit an information and advice office	3
- Ask friends and relatives	4
- [DK/NA]	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
- 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]

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 centre	4
The European Consumer Centre in Latvia (Eiropas Patērētāju informēšanas centrs)	5
Other	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) Consumer Rights Protection Center 1 2 9
- b) Club for Protection of consumer interests..... 1 2 9
- c) Latvian National Association for Consumer Protection..... 1 2 9
- d) Consumer support center 1 2 9
- e) The European Consumer Centre in Latvia 1 2 9

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

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

[IF THE ANSWER IS "YES" IN Q9]

Q9A. Which one?

ONLY ONE ANSWER IS POSSIBLE

- Consumer Rights Protection Center 1
- Club for Protection of consumer interests..... 2
- Latvian National Association for Consumer Protection 3
- Consumer support center 4
- The European Consumer Centre in Latvia 5
- [DK/NA] 9

[IF THE ANSWER IS "YES" IN Q9]

Q9B. 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

- Shopkeepers, sellers or service providers04
- Friends and relatives05
- Lawyers06
- The EU contact points07
- The European Consumer Centre08
- Other09
- [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 non-governmental consumer organisation by...?

- Yes 1
- No 2
- [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 taxes 1 2 9
- c) Giving this association a percentage of your taxes instead of paying them to the Government 1 2 9

Q12. Compared to other EU countries, do you think consumers in Latvia have the same, less or more consumer rights and protection?

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

Q13. Compared to other EU countries, do you think sellers and service providers in Latvia respect consumer rights and protection rules equally, better or worse?

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

Q14. In general, would you say that the Latvian justice system is efficient in punishing businesses that mislead or cheat consumers?

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

**EB FLASH QUESTIONNAIRE DG SANCO
VAGUE 3
Latvia**

Context: to interim measurement of impact of information campaign on EU consumer rights

Remark: All that appears between brackets is spontaneous.

Geographical area: government controlled area Latvia

Target: general public aged 21 – 45 years

I. Campaign awareness

Q1a. Have you over the past weeks seen/heard messages about consumer rights?

- Yes.....1
- No2 GO TO Q1b
- [DK/NA]9 GO TO Q1b

[IF THE ANSWER IS "YES"]

Q1a_a. Can you please tell me what this/these message/s was/were?

[DO NOT READ - OPEN ENDED - CODE]

- The slogan is mentioned "Runā droši! (Tās ir tavas pateretaja tiesības.)" (Speak Up – (These are your consumer rights))01 SKIP TO Q2
- Message about the consumer rights – in general02
- Message about the consumer rights regarding internet shopping03
- Message about the consumer rights regarding holiday packages04
- Message about the consumer rights regarding consumer credit05
- Message about internet shopping – without mentioning the consumer rights06
- Message about holiday packages – without mentioning the consumer right07
- Message about consumer credit – without mentioning the consumer right08
- Messages about people not knowing their right as consumer in Latvia09
- Messages about consumer rights in EU10
- Other answers12
- [DK/NA]99

Q1b. Have you over the past weeks see/heard advertisements/news articles saying that "Runā droši! (Tās ir tavas pateretaja tiesības.)" (Speak Up – (These are your consumer rights))?

- Yes.....1 SKIP TO Q2
- No2
- [DK/NA]9

Q1c. Have you over the past weeks seen/heard advertisement, messages, information about consumer rights regarding consumer credit, holiday packages or internet shopping?

- Yes.....1

- No2 SKIP TO Q5
- [DK/NA]9 SKIP TO Q5

Q1d. Have you over the past weeks see/heard advertisements/news articles with a woman/Linda who learns about consumer rights?

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

Q2-Q3-Q4 WILL BE ASKED FROM THOSE, WHO ANSWERED “YES “IN Q1a, OR Q1b OR Q1c OR Q1d.

Q2. Where did you see/hear this/these messages about consumer rights?

- On TV.....1
- On radio2
- In a newspaper/magazine3
- In brochure/leaflet4
- On the internet5
- From family, friends, colleagues6
- Other7
- [DK/NA]9

Q3. Did you find the information you have received through these messages/this information campaign

- Very useful4
- Useful3
- Not useful or2
- Not useful at all?1
- [DK/NA]9

Q4. Did you find the information about your rights as a consumer of consumer credit, holiday packages, and internet shopping, provided through the campaign on consumer rights

- Agree1
- Disagree2
- [DK/NA]9
- a) Easy to understand ?1 2 9
- b) Easy to remember?1 2 9
- c) Convincing ?1 2 9

II. Interest in consumer rights

[ASK ALL]

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

III Sources of information on consumer rights

Q6a. How would you look for information and advice about your consumer rights? More than one answer possible

- Search the internet	1
- Making phone calls	2
- Visit an information and advice office	3
- Ask friends and relatives	4
- [DK/NA]	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
- 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]

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 centre	4
The European Consumer Centre in Latvia (Eiropas Patērētāju informēšanas centrs)	5
Other	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) Consumer Rights Protection Center 1 2 9
- b) Club for Protection of consumer interests..... 1 2 9
- c) Latvian National Association for Consumer Protection..... 1 2 9
- d) Consumer support center 1 2 9
- e) The European Consumer Centre in Latvia 1 2 9

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

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

[IF THE ANSWER IS "YES" IN Q9]

Q9A. Which one?

ONLY ONE ANSWER IS POSSIBLE

- Consumer Rights Protection Center 1
- Club for Protection of consumer interests..... 2
- Latvian National Association for Consumer Protection 3
- Consumer support center 4
- The European Consumer Centre in Latvia 5
- [DK/NA] 9

[IF THE ANSWER IS "YES" IN Q9]

Q9B. 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

- Shopkeepers, sellers or service providers04
- Friends and relatives05
- Lawyers06
- The EU contact points07
- The European Consumer Centre08
- Other09
- [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 non-governmental consumer organisation by...?

- Yes 1
- No 2
- [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 taxes 1 2 9
- c) Giving this association a percentage of your taxes instead of paying them to the Government 1 2 9

Q12. Compared to other EU countries, do you think consumers in Latvia have the same, less or more consumer rights and protection?

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

Q13. Compared to other EU countries, do you think sellers and service providers in Latvia respect consumer rights and protection rules equally, better or worse?

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

Q14. In general, would you say that the Latvian justice system is efficient in punishing businesses that mislead or cheat consumers?

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

**EB FLASH QUESTIONNAIRE DG SANCO
VAGUE 2
Lithuania**

Context: to interim measurement of impact of information campaign on EU consumer rights

Remark: All that appears between brackets is spontaneous.

Geographical area: government controlled area Lithuania

Target: general public aged 21 – 45 years

I. Campaign awareness

Q1a. Have you over the past weeks seen/heard messages about consumer rights?

- Yes 1
- No 2 GO TO Q1b
- [DK/NA] 9 GO TO Q1b

[IF THE ANSWER IS "YES"]

Q1a_a. Can you please tell me what this/these message/s was/were?

[DO NOT READ - OPEN ENDED - CODE]

- The slogan is mentioned "Žinok savo teises ir laimėk - Know your rights and win" 01 SKIP TO Q2
- Message about the consumer rights – in general 02
- Message about the consumer rights regarding internet shopping 03
- Message about the consumer rights regarding holiday packages 04
- Message about the consumer rights regarding consumer credit 05
- Message about internet shopping – without mentioning the consumer rights 06
- Message about holiday packages – without mentioning the consumer right 07
- Message about consumer credit – without mentioning the consumer right 08
- Messages about people not knowing their right as consumer in Lithuania 09
- Messages about consumer rights in EU 10
- Other answers 12
- [DK/NA] 99

Q1b. Have you over the past weeks see/heard advertisements/news articles saying that "Žinok savo teises ir laimėk - Know your rights and win"?

- Yes 1 SKIP TO Q2
- No 2
- [DK/NA] 9

Q1c. Have you over the past weeks seen/heard advertisement, messages, information about consumer rights regarding consumer credit, holiday packages or internet shopping?

- Yes 1

- No2 SKIP TO Q5
- [DK/NA]9 SKIP TO Q5

Q1d. Have you over the past weeks seen/heard advertisements/news articles with a consumer fighting for his rights in a boxing ring ?

- Yes1
- No2
- [DK/NA]9

Q2-Q3-Q4 WILL BE ASKED FROM THOSE, WHO ANSWERED “YES “IN Q1a, OR Q1b OR Q1c OR Q1d.

Q2. Where did you see/hear this/these messages about consumer rights?

- On TV1
- On radio2
- In a newspaper/magazine3
- In brochure/leaflet4
- On the internet5
- From family, friends, colleagues6
- Other7
- [DK/NA]9

Q3. Did you find the information you have received through these messages/this information campaign

- Very useful4
- Useful3
- Not useful or2
- Not useful at all?1
- [DK/NA]9

Q4. Did you find the information about your rights as a consumer of consumer credit, holiday packages, and internet shopping, provided through the campaign on consumer rights

- Agree1
- Disagree2
- [DK/NA]9

- a) Easy to understand? 1 2 9
- b) Easy to remember? 1 2 9
- c) Convincing ? 1 2 9

II. Interest in consumer rights

[ASK ALL]

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

III Sources of information on consumer rights

Q6a. How would you look for information and advice about your consumer rights?

More than one answer possible

- Search the internet	1
- Making phone calls	2
- Visit an information and advice office	3
- Ask friends and relatives	4
- [DK/NA]	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 institutas)	4
e) The European Consumer Centre in Lithuania (Europos Vartotojų Centras Lietuvoje)	5
f) Western Lithuanian Federation (Vakarų Lietuvos vartotojų federacija)	6

g) Consumer magazine Kurčs	7
h) Other	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) 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) Western Lithuanian Federation	1 2 9
g) Consumer magazine Kurčs	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

[IF THE ANSWER IS "YES" IN Q9]

Q9A. Which one?

ONLY ONE ANSWER IS POSSIBLE

a) State Consumer Rights Protection Authority	1
b) Lithuanian National Consumer Confederation	2
c) Lithuanian Consumer Association	3
d) Lithuanian Consumer Institute	4
e) The European Consumer Centre in Lithuania	5
f) Western Lithuanian Federation	6
g) Consumer magazine Kurčs	7
h) [DK/NA]	8

[IF THE ANSWER IS "YES" IN Q9]

Q9B. 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 Government01
- A non-governmental consumer association02
- Phone number 8 800 00008.....03
- Shopkeepers, sellers or service providers04
- Friends and relatives05
- Lawyers06
- The EU contact points.....07
- The European Consumer Centre08
- Other09
- [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 non-governmental consumer organisation by...?

- Yes1
- No2
- [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
- No2
- [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
- Less2
- 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
- Better2
- 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

**EB FLASH QUESTIONNAIRE DG SANCO
VAGUE 3**

I. Campaign awareness

Q1a. Have you over the past months seen/heard messages about consumer rights?

- Yes..... 1
- No 2 GO TO Q1b
- [DK/NA] 9 GO TO Q1b

[IF THE ANSWER IS "YES"]

Q1a_a. Can you please tell me what this/these message/s was/were?

[DO NOT READ - OPEN ENDED - CODE]

- The slogan is mentioned "Žinok savo teises ir laimėk - Know your rights and win" 01 SKIP TO Q2
- Message about the consumer rights – in general 02
- Message about the consumer rights regarding internet shopping 03
- Message about the consumer rights regarding holiday packages 04
- Message about the consumer rights regarding consumer credit 05
- Message about internet shopping – without mentioning the consumer rights 06
- Message about holiday packages – without mentioning the consumer right 07
- Message about consumer credit – without mentioning the consumer right 08
- Messages about people not knowing their right as consumer in Lithuania 09
- Messages about consumer rights in EU 10
- Smart consumer election 11
- Other answers 12
- [DK/NA] 99

Q1b. [ASK ALL] Have you over the past months seen/heard advertisements/news articles saying "Žinok savo teises ir laimėk - Know your rights and win"?

- Yes..... 1 SKIP TO Q2
- No 2
- [DK/NA] 9

Q1c. Have you over the past months seen/heard advertisement, messages, information about consumer rights regarding consumer credit, holiday packages or internet shopping?

- Yes..... 1
- No 2 SKIP TO Q5
- [DK/NA] 9 SKIP TO Q5

Q1d. Have you over the past months seen/heard advertisements/news articles with a consumer fighting for his rights in a boxing ring ?

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

Q2-Q3-Q4 WILL BE ASKED FROM THOSE, WHO ANSWERED “YES “IN Q1a, OR Q1b OR Q1c OR Q1d.

Q2. Where did you see/hear this/these messages about consumer rights?

- On TV.....1
- On radio2
- In a newspaper/magazine3
- In brochure/leaflet4
- On the internet5
- From family, friends, colleagues6
- Other7
- [DK/NA]9

Q3. Did you find the information you have received through these messages/this information campaign

- Very useful4
- Useful.....3
- Not useful or2
- Not useful at all?1
- [DK/NA]9

Q4. Did you find the information about your rights as a consumer of consumer credit, holiday packages, and internet shopping, provided through the campaign on consumer rights

- Agree1
 - Disagree2
 - [DK/NA].....9
-
- a) Easy to understand? 1 2 9
 - b) Easy to remember?..... 1 2 9
 - c) Convincing ? 1 2 9

II. Interest in consumer rights

[ASK ALL]

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 more2
- 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 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

III Sources of information on consumer rights

Q6a. How would you look for information and advice about your consumer rights?

More than one answer possible

- Search the internet	1
- Making phone calls	2
- Visit an information and advice office	3
- Ask friends and relatives	4
- [DK/NA]	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 institutas)	4
e) The European Consumer Centre in Lithuania (Europos Vartotojų Centras Lietuvoje)	5
f) Western Lithuanian Federation (Vakarų Lietuvos vartotojų federacija)	6
g) Consumer magazine Kurįs	7
h) Other	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) 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) Western Lithuanian Federation 1 2 9
 - g) 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

[IF THE ANSWER IS "YES" IN Q9]

Q9A. Which one?

ONLY ONE ANSWER IS POSSIBLE

- a) State Consumer Rights Protection Authority 1
- b) Lithuanian National Consumer Confederation 2
- c) Lithuanian Consumer Association 3
- d) Lithuanian Consumer Institute 4
- e) The European Consumer Centre in Lithuania 5
- f) Western Lithuanian Federation 6
- g) Consumer magazine Kurįs 7
- h) [DK/NA] 8

[IF THE ANSWER IS "YES" IN Q9]

Q9B. How satisfied were you with the outcome?

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

Q10: Are you aware of a consumer free phone line 8 800 00008 and would you consider calling there if you had a problem with a good or service?

- I know the number, I have already used it and would use it again 1
- I know the number, I have already used it but would not use it again 2
- I know the number and would use it 3
- I know the number but would not use it 4
- I haven't known the number but would consider using it in the future 5

- I haven't known the number and I'm not interested in using it 6
- [DK/NA] 9

[ASK ALL]

Q11. 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
- The European Consumer Centre 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]

Q12. Would you be willing to support an independent non-governmental consumer organisation by...?

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

- a) Paying an annual membership fee of 50 Litass 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. 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

Q14. 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

Q15. 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

Flash EB Series #268

Consumer protection and consumer rights in Estonia

Survey conducted by The Gallup Organization,
Hungary upon the request of the
European Commission,
Directorate-General “Health and Consumer
Protection”



Coordinated by Directorate-General
Communication

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

THE GALLUP ORGANIZATION

Survey details

This “Flash 268 – Consumer protection and consumer rights Special Target Survey, Estonia - wave 2” was conducted for the European Commission, Directorate-General SANCO, Health and Consumer Protection.

Telephone interviews were conducted in Estonia between the 07/03/2009 and the 11/03/2009 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, 1004 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.

Sampling error

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

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

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

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

Margin of error (95% confidence interval)

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

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

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

Survey details

This “Flash 268 – Consumer protection and consumer rights Special Target Survey, Estonia - wave 3” was conducted for the European Commission, Directorate-General SANCO, Health and Consumer Protection.

Telephone interviews were conducted in Estonia between the 27/05/2009 and the 31/05/2009 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.

Sampling error

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

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

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

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

Margin of error (95% confidence interval)

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

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

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

Flash EB Series #268

Consumer protection and consumer rights in Latvia

Survey conducted by The Gallup Organization,
Hungary upon the request of the
European Commission,
Directorate-General “Health and Consumer
Protection”



Coordinated by Directorate-General
Communication

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

THE GALLUP ORGANIZATION

Survey details

This “Flash 268 – Consumer protection and consumer rights Special Target Survey, wave 2 - Latvia ” was conducted for the European Commission, Directorate-General SANCO, Health and Consumer Protection.

Telephone interviews were conducted in Latvia between the 14-18 May, 2009 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, 1004 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).

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 268 – Consumer protection and consumer rights Special Target Survey, wave 3 - Latvia ” was conducted for the European Commission, Directorate-General SANCO, Health and Consumer Protection.

Telephone interviews were conducted in Latvia between the 2-6 November, 2009 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).

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;

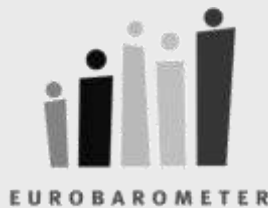
Various observed results are in columns:

	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

Flash EB Series #268

Consumer protection and consumer rights in Lithuania

Survey conducted by The Gallup Organization,
Hungary upon the request of the
European Commission,
Directorate-General “Health and Consumer
Protection”



Coordinated by Directorate-General
Communication

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THE GALLUP ORGANIZATION

Survey details

This “Flash 268 – Consumer protection and consumers’ rights Special Target Survey, wave 2 - Lithuania ” was conducted for the European Commission, Directorate-General SANCO, Health and Consumer Protection.

Telephone interviews were conducted in Lithuania between the 14-18 May, 2009 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, 1002 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).

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 268 – Consumer protection and consumers’ rights Special Target Survey, wave 3 - Lithuania ” was conducted for the European Commission, Directorate-General SANCO, Health and Consumer Protection.

Telephone interviews were conducted in Lithuania between the 2-6 November, 2009 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).

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:

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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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