

Flash Eurobarometer 326
March 2011

Survey on Passengers' Satisfaction with Rail Services

Basic questionnaire

The GALLUP Organization

Flash Eurobarometer 326 - Rail passengers' satisfaction

Questionnaire

S1. Have you travelled by train in the past 12 months, i.e. from [MONTH OF INTERVIEWING IN 2010] till [MONTH OF INTERVIEWING IN 2011] in [YOUR COUNTRY]? Please don't include those travels that you made by a sub-urban train, or within the city limit or to / from the airport.

- Yes [CONTINUE]..... 1
- No [THANK AND TERMINATE]..... 2
- [DK/NA] THANK AND TERMINATE] 9

Q1. How often do you travel by train [IN YOUR COUNTRY]?

- Most days 1
- 1-3 times per week 2
- 1-3 times per month..... 3
- Less than once a month 4
- [DK/NA]..... 9

Q2. What is the most frequent purpose of your rail trip [IN YOUR COUNTRY]?
ONLY ONE ANSWER IS POSSIBLE

- Travelling to work/school/university 1
- Business trips..... 2
- Leisure 3
- Other 4
- [DK/NA]..... 9

Q3. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the train stations [IN YOUR COUNTRY]?
[READ OUT - ROTATE - ONE ANSWER PER LINE]

- Very satisfied..... 1
- Rather satisfied 2
- Rather dissatisfied 3
- Very dissatisfied 4
- [Not applicable]..... 8
- [DK/NA]..... 9

- A. Connections with other modes of public transport..... 1 2 3 4 9
- B. Facilities for car parking..... 1 2 3 4 9
- C. Quality of the facilities and services (e. g. toilets, shops, cafes, etc.) 1 2 3 4 9
- D. Provision of information about train schedules/platforms 1 2 3 4 9
- E. Ease of buying tickets..... 1 2 3 4 9

- F. Easy and accessible complaint handling mechanism put in place 1 2 3 4 8 9
- G. Cleanliness / good maintenance of station facilities..... 1 2 3 4 9
- H. Your personal security in the station 1 2 3 4 9

Q4. Are you very satisfied, rather satisfied, rather dissatisfied or very dissatisfied with the following features of the trains [IN YOUR COUNTRY]?
 [READ OUT - ROTATE - ONE ANSWER PER LINE]

- Very satisfied..... 1
- Rather satisfied 2
- Rather dissatisfied 3
- Very dissatisfied 4
- [Not applicable]..... 8
- [DK/NA]..... 9

- A. Frequency of the trains 1 2 3 4 9
- B. Length of time the journey was scheduled to take (commercial speed/ the travelling speed of the trains) 1 2 3 4 9
- C. Punctuality/reliability (i.e. departing and arriving on time)..... 1 2 3 4 9
- D. Your personal security whilst on board..... 1 2 3 4 9
- E. Cleanliness and good maintenance of rail cars, including the toilet on the train..... 1 2 3 4 9
- F. The provision of information during the journey, in particular in case of delay 1 2 3 4 8 9
- G. Sufficient capacity for passengers in rail cars 1 2 3 4 9
- H. The comfort of the seating area 1 2 3 4 9
- I. Connections with other train services..... 1 2 3 4 8 9
- J. Availability of staff on trains..... 1 2 3 4 9
- K. Assistance and information for disabled or elderly people in station and in rail cars 1 2 3 4 9

D1. Gender
 [DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. How old are you?

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

D3. How old were you when you stopped full-time education?
 [Write in THE AGE WHEN EDUCATION WAS TERMINATED]

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

D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...
[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES]

- Self-employed**
- i.e. : - farmer, forester, fisherman 11
- owner of a shop, craftsman..... 12
- professional (lawyer, medical practitioner, accountant, architect,...) 13
- manager of a company..... 14
- other..... 15

- Employee**
- i.e. : - professional (employed doctor, lawyer, accountant, architect) 21
- general management, director or top management 22
- middle management..... 23
- Civil servant 24
- office clerk 25
- other employee (salesman, nurse, etc...) 26
- other..... 27

- Manual worker**
- i.e. : - supervisor / foreman (team manager, etc...)..... 31
- Manual worker 32
- unskilled manual worker 33
- other..... 34

- Without a professional activity**
- i.e. : - looking after the home 41
- student (full time)..... 42
- retired 43
- seeking a job 44
- other..... 45

- [Refusal]..... 99

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

- metropolitan zone..... 1
- other town/urban centre 2
- rural zone 3
- [Refusal]..... 9

Flash EB Series #326

Survey on passengers' satisfaction with rail services

Survey conducted by The Gallup Organization,
Hungary upon the request of
Directorate-General Mobility and Transport



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 special target survey “*Survey on rail passengers’ satisfaction*” (No 326) was conducted for the European Commission, Directorate-General for Mobility and Transport – Directorate D – Unit D2 - Rail Transport and Interoperability.

Fieldwork

Telephone interviews were conducted in each country from 21st to 29th of March, 2011 by the following institutes:

Belgium	BE	Gallup Europe	(Interviews: 03/21/2011 - 03/29/2011)
Czech Republic	CZ	Focus Agency	(Interviews: 03/21/2011 - 03/29/2011)
Denmark	DK	Norstat Denmark	(Interviews: 03/21/2011 - 03/29/2011)
Germany	DE	IFAK	(Interviews: 03/21/2011 - 03/29/2011)
Estonia	EE	Saar Poll	(Interviews: 03/21/2011 - 03/29/2011)
Greece	EL	Metroanalysis	(Interviews: 03/21/2011 - 03/29/2011)
Spain	ES	Gallup Spain	(Interviews: 03/21/2011 - 03/29/2011)
France	FR	Effience3	(Interviews: 03/21/2011 - 03/29/2011)
Ireland	IE	Gallup UK	(Interviews: 03/21/2011 - 03/29/2011)
Italy	IT	Demoskopea	(Interviews: 03/21/2011 - 03/29/2011)
Latvia	LV	Latvian Facts	(Interviews: 03/21/2011 - 03/29/2011)
Lithuania	LT	Baltic Survey	(Interviews: 03/21/2011 - 03/29/2011)
Luxembourg	LU	Gallup Europe	(Interviews: 03/21/2011 - 03/29/2011)
Hungary	HU	Gallup Hungary	(Interviews: 03/21/2011 - 03/29/2011)
Netherlands	NL	MSR	(Interviews: 03/21/2011 - 03/29/2011)
Austria	AT	Spectra	(Interviews: 03/21/2011 - 03/29/2011)
Poland	PL	Gallup Poland	(Interviews: 03/21/2011 - 03/29/2011)
Portugal	PT	Consulmark	(Interviews: 03/21/2011 - 03/29/2011)
Slovenia	SI	Cati d.o.o	(Interviews: 03/21/2011 - 03/29/2011)
Slovakia	SK	Focus Agency	(Interviews: 03/21/2011 - 03/29/2011)
Finland	FI	Norstat Finland Oy	(Interviews: 03/21/2011 - 03/29/2011)
Sweden	SE	Norstat Sweden	(Interviews: 03/21/2011 - 03/29/2011)
United Kingdom	UK	Gallup UK	(Interviews: 03/21/2011 - 03/29/2011)
Bulgaria	BG	Vitosh	(Interviews: 03/21/2011 - 03/29/2011)
Romania	RO	Gallup Romania	(Interviews: 03/21/2011 - 03/29/2011)

Representativeness of the results

Target of the sample were passengers of railways aged 15 years and above in 25 European Union Member States.

Sample sizes

In most EU countries the target sample size was 400 respondents, but in Estonia, Latvia, Luxembourg and Slovenia the target sample size was 300 respondents. The table below shows the achieved sample size by country.

Due to absence of systematic information regarding rail passengers, a non-response weighting (controlling for specific socio-demographic parameters such as age, sex, etc.) was not carried out in the sample. However, for calculating average figures for multiple countries (most notably the overall average for the EU countries), a weight factor was assigned to each country in the proportion of the total Eurobarometer population.

The table below presents, for each of the countries:

- (1) the number of interviews actually carried out
- (2) the population-weighted total number of interviews

Total interviews

	Total Interviews			
	Conducted	% of Total	EU27 weighted	% of Total (weighted)
Total	9708	100	9708	100
BE	400	4.1	205	2.1
BG	404	4.2	155	1.6
CZ	411	4.2	206	2.1
DK	402	4.1	103	1.1
DE	400	4.1	1654	17.0
EE	305	3.1	27	0.3
EL	402	4.1	223	2.3
ES	403	4.2	887	9.1
FR	400	4.1	1205	12.4
IE	400	4.1	80	0.8
IT	409	4.2	1186	12.2
LV	307	3.2	46	0.5
LT	408	4.2	66	0.7
LU	301	3.1	9	0.1
HU	413	4.3	199	2.1
NL	401	4.1	313	3.2
AT	400	4.1	163	1.7
PL	410	4.2	749	7.7
PT	401	4.1	209	2.2
RO	412	4.2	426	4.4
SI	309	3.2	40	0.4
SK	410	4.2	106	1.1
FI	400	4.1	102	1.1
SE	400	4.1	177	1.8
UK	400	4.1	1170	12.1

Questionnaires

1. The questionnaire prepared for this survey is reproduced at the end of this results volume, in English.
2. The institutes listed above translated the questionnaire in their respective national language(s).

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.

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