

ZA5785

**Flash Eurobarometer 350
(Safety of Services)**

**Country Questionnaire
Malta (English)**

EB FLASH 350 - Safety of Services - MTE

D1 How old are you?

(WRITE DOWN - IF "REFUSAL" CODE '99')

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D2 Gender.

Male	1
Female	2

ASK ALL

I would like to ask you a few questions about health and safety issues in the provision of certain kind of services.

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Q1 Accidents resulting in physical harm or injury can happen when using some paid-for services. Which of the types of services in the following list do you think have the highest frequency of accidents?

(READ OUT – ROTATE – MAX. 3 ANSWERS)

Accommodation (hotels, camping sites, etc.) please do not think about food and restaurants	1
Organised outdoor leisure activities (skiing, canoeing, mountain biking, etc.)	2
Swimming pools	3
Amusement parks and fairgrounds	4
Beauty and wellness centres (hairdressers, tanning salons, spas, etc.)	5
DK/NA	6

NEW

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Q2 In the last two years, have you or anyone else from your household used any of the following paid-for services in Malta?

(READ OUT – ROTATE - MULTIPLE ANSWERS POSSIBLE)

Accommodation (hotels, camping sites, etc.) please do not think about food and restaurants	1
Organised outdoor leisure activities (skiing, canoeing, mountain biking, etc.)	2
Swimming pools	3
Amusement parks and fairgrounds	4
Beauty and wellness centres (hairdressers, tanning salons, spas, etc.)	5
DK/NA	6

NEW

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ASK Q3.1 TO Q3.5 ONLY IF THE RESPONDENT SAYS THAT HE OR SHE USED THIS SERVICE IN Q2

Q3 For each type of paid-for services you or someone else from your household used in the last two years in Malta, did any of the following happen?

(ONE ANSWER PER LINE)

	(READ OUT)	An accident, resulting in physical harm or injury, occurred	While using the service, you felt it was not safe and you stopped using it	None of this happened	DK/NA
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1	Accommodation (hotels, camping sites, etc.)	1	2	3	4
2	Organised outdoor leisure activities (skiing, canoeing, mountain biking, etc.)	1	2	3	4
3	Swimming pools	1	2	3	4
4	Amusement parks and fairgrounds	1	2	3	4
5	Beauty and wellness centres (hairdressers, tanning salons, spas, etc.)	1	2	3	4

NEW

SPLIT 1: TO ALL EXCEPT THOSE WHO HAD AT LEAST ONE ACCIDENT, Q3.1 TO Q3.5 ≠ 1. OTHERS, GO TO Q11

ASK Q4 and Q5 IF THE RESPONDENT USED AT LEAST ONCE AN ACCOMMODATION SERVICE, Q2=1

Q4 Thinking about the last time you used paid-for accommodation in Malta, please tell me how safe you considered the following aspects of the accommodation?

(ONE ANSWER PER LINE)

	(READ OUT)	Very safe	Fairly safe	Not very safe	Not at all safe	Not applicable	DK/NA
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1	The building itself, the room and the equipment (common areas, balconies, bathrooms, toilets, furniture, electrical appliances, etc.)	1	2	3	4	5	6
2	Equipment and signs in case of fire	1	2	3	4	5	6
3	Hygiene conditions (quality of water, cleanliness, etc.)	1	2	3	4	5	6
4	The heating system and security against carbon monoxide leaks	1	2	3	4	5	6
5	The pool and its surroundings	1	2	3	4	5	6
6	The recreational facilities (garden, playground, etc.)	1	2	3	4	5	6

NEW

Q5 Thinking about safety, the last time you used paid-for accommodation in Malta, please tell me if ...

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	I don't remember/ I'm not sure	DK/NA
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1	The premises and/or the equipment were in good enough condition	1	2	3	4
2	The staff seemed to be properly qualified in terms of safety precautions	1	2	3	4
3	Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)	1	2	3	4

NEW

ASK Q6 IF THE RESPONDENT ENGAGED AT LEAST ONCE IN AN ORGANISED OUTDOOR LEISURE ACTIVITY Q2=2

Q6 Thinking about safety, the last time you engaged in an organised outdoor activity in Malta, please tell me if ...

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	I don't remember/ I'm not sure	DK/NA
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1	The premises and/or the equipment were in good enough condition	1	2	3	4
2	The staff seemed to be properly qualified in terms of safety precautions	1	2	3	4
3	Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)	1	2	3	4

NEW

ASK Q7 IF THE RESPONDENT USED AT LEAST ONCE A SWIMMING POOL FACILITY
Q2=3

Q7 Thinking about safety, the last time you used a swimming pool facility in Malta, please tell me if ...

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	I don't remember/ I'm not sure	DK/NA
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1	The premises and/or the equipment were in good enough condition	1	2	3	4
2	The staff seemed to be properly qualified in terms of safety precautions	1	2	3	4
3	Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)	1	2	3	4

NEW

ASK Q8 IF THE RESPONDENT WENT AT LEAST ONCE TO AN AMUSEMENT PARK OR
A FAIRGROUND Q2=4

Q8 Thinking about safety, the last time you were in an amusement park or a fairground in Malta, please tell me if ...

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	I don't remember/ I'm not sure	DK/NA
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1	The premises and/or the equipment were in good enough condition	1	2	3	4
2	The staff seemed to be properly qualified in terms of safety precautions	1	2	3	4
3	Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)	1	2	3	4

NEW

ASK Q9 IF THE RESPONDENT WENT AT LEAST ONCE TO A BEAUTY AND WELLNESS CENTRE Q2=5

Q9	Thinking about safety, the last time you went to a beauty and wellness centre (hairdresser, tanning salon, spa, etc.) in Malta, please tell me if ...
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(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	I don't remember/ I'm not sure	DK/NA
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1	The premises and/or the equipment were in good enough condition	1	2	3	4
2	The staff seemed to be properly qualified in terms of safety precautions	1	2	3	4
3	Information regarding safety was displayed (warning signs about risks, instructions on use, emergency exits, etc.)	1	2	3	4

NEW

SPLIT 2 : Q10 TO Q15

ASK Q10 ONLY IF THE RESPONDENT SAYS THAT HE OR SHE EXPERIENCED AN ACCIDENT REGARDING ACCOMMODATION, Q3.1 =1

IF THE RESPONDENT EXPERIENCED AN ACCIDENT IN Q3.1, THEN THE RESPONDENT WILL BE TOLD: 'Can I now ask you a question about the accident which happened while using a paid-for accommodation?'

Q10 Was the accident in the accommodation related to any of the following?

(READ OUT – ROTATE - ONE ANSWER ONLY)

General safety (common areas, bedrooms, balconies, bathrooms, public toilets, furniture, electrical appliances, etc.)	1
Fire	2
Hygiene (water, chemicals, etc.)	3
Carbon monoxide leak	4
Pool safety (no lifeguard, poorly maintained, etc.)	5
Recreational facilities (garden, playground, etc.)	6
Other (DO NOT READ OUT)	7
None (DO NOT READ OUT)	8
DK/NA	9

NEW

ASK Q11 to Q15 ONLY IF THE RESPONDENT SAYS THAT HE OR SHE EXPERIENCED AN ACCIDENT, Q3.1 TO Q3.5 =1

IF MORE THAN ONE ACCIDENT OCCURRED, ONE WILL RANDOMLY BE SELECTED WITH ANSWERS GIVEN IN Q3 AND THE RESPONDENT WILL BE TOLD: 'Can I now ask you some questions about the accident which happened while using 'NAME OF THE SERVICE' (INFORMATION FROM Q3 INSERTED)?'

Q11 What was/were the consequence(s) of the accident?

(READ OUT – MULTIPLE ANSWERS)

Superficial injuries (slight burning, graze, etc.)	1
Infection, poisoning	2
Drowning or nearly drowning	3
Electric shock	4
Serious psychological effects	5
Serious physical injury with temporary consequences (broken bone, twist, strain, etc.)	6
Serious physical injury which lead to a permanent disability	7
The accident was fatal	8
Other (DO NOT READ OUT)	9
DK/NA	10

NEW

Q12 In your opinion, was the accident caused by...?

(READ OUT – ROTATE – MULTIPLE ANSWERS)

Bad state of the premises/ the equipment	1
Insufficient competence of service provider/ staff responsible	2
Insufficient instructions on use	3
Insufficient warning about risks	4
Insufficient supervision	5
Lack of/ poor emergency procedures	6
My own fault/ the own fault of the user	7
Other (DO NOT READ OUT)	8
DK/NA	9

NEW

Q13 Did the accident happen to a child under 15 years of age?

Yes	1
No	2
DK/NA	3

NEW

Q14 Did you or someone from your household make an official complaint about the accident?

(READ OUT – ONE ANSWER ONLY)

No	1
Yes and you never received any reply	2
Yes and the outcome is not yet known	3
Yes and you obtained financial compensation	4
Yes and you obtained another kind of compensation	5
DK/NA	6

NEW

ASK Q15 IF “DID NOT MAKE AN OFFICIAL COMPLAINT”, Q14=1

Q15 Why did you or someone from your household not make an official complaint about the accident?

(READ OUT – MAX. 3 ANSWERS)

You did not know how or who or where to complain	1
It was unlikely that you would get a satisfactory solution to the problem you encountered	2
You were not sure of your rights as a consumer	3
You thought it would take too long	4
You have tried to complain about other problems in the past but did not get anywhere	5

Other (DO NOT READ OUT)	6
DK/NA	7

NEW

D4 How old were you when you stopped full-time education?

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

FL349 D4

D5a 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?

(ONE ANSWER ONLY)

Self-employed	1
Employee	2
Manual worker	3
Without a professional activity	4
Refusal (DO NOT READ OUT)	5

FL349 D5a

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

D5b Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect...)	3
Manager of a company	4
Other\ Refusal (DO NOT READ OUT)	5

FL349 D5b

ASK D5c IF EMPLOYEE, CODE 2 IN D5a

D5c Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Professional (employed doctor, lawyer, accountant, architect...)	1
General management, director or top management	2
Middle management	3
Civil servant	4
Office clerk	5

Other employee (salesman, nurse, ...)	6
Other\ Refusal (DO NOT READ OUT)	7

FL349 D5c

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a

D5d Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Supervisor\ foreman (team manager, ...)	1
Manual worker	2
Unskilled manual worker	3
Other\ Refusal (DO NOT READ OUT)	4

FL349 D5d

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a

D5e Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Looking after the home	1
Student (full time)	2
Retired	3
Seeking a job	4
Other\ Refusal (DO NOT READ OUT)	5

FL349 D5e

D12 Which locality do you live in?

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

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D13 Would you say you live in a...?

(READ OUT – ONE ANSWER ONLY)

Rural area or village	1
Small or middle sized town	2
Large town	3
DK (DO NOT READ OUT)	4

D18 Have you got a mobile phone?

(DO NOT READ OUT)

Yes	1
No	2

D20 Have you got a landline phone?

(DO NOT READ OUT)

Yes	1
No	2

D22 Could you tell me how many people aged 15 years or more live in your household, yourself included?

(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

Number of people aged 15 or more in the household