ZA6285

Flash Eurobarometer 414
(Preferences of Europeans towards Tourism, 2015)

Country Questionnaire
Malta (English)

FL414 TourismMTE

D1	How old are you?

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

D2	Gender.

Male	1
Female	2

ASK ALL

Q1	During 2014, how many times did you travel for professional or personal reasons where you were away from home for a minimum of one night?

INT.: IF "NO TRAVEL", CODE 000 - IF "DON'T KNOW", CODE 999

FL392 Q1

ASK Q2A AND Q2B IF RESPONDENTS TRAVELLED A MINIMUM OF ONE NIGHT, Q1›0 AND ≠ 99 –OTHERS GO TO Q3

Q2A: CODES 4 AND 5 ARE EXCLUSIVE

Q2A	Thinking only about your personal travels in 2014, which of the following types of holiday did you take?

(READ OUT –MULTIPLE ANSWERS POSSIBLE EXCEPT ANSWER 4 = EXCLUSIVE)

Holidays with more than 13 consecutive nights away	1,
Holidays between 4 and 13 consecutive nights away	2,
Short-stay trip (up to 3 consecutive nights away)	3,
No trip at all (DO NOT READ OUT)	4,
DK/NA (DO NOT READ OUT)	5,

FL392 Q2A

Q2B	Thinking only about your personal travels in 2014, how many times did you stay for a minimum of four consecutive nights in the following types of accommodation?

(READ OUT - ONE ANSWER ONLY)

		1	2	3	4	5 times or more	None/ zero	DK/ NA (DO NOT READ OUT)
1	In paid accommodation (such as a hotel, a rented apartment or house) with less than 20 guests	1	2	3	4	5	6	7
2	In paid accommodation with more than 20 guests	1	2	3	4	5	6	7
3	In own property/ second home	1	2	3	4	5	6	7
4	At friends or relatives	1	2	3	4	5	6	7
5	On a camping site (tent, motorhome, caravan, etc.)	1	2	3	4	5	6	7
6	In another type of accomodation	1	2	3	4	5	6	7

FL392 Q2B

ASK Q3 ONLY IF THE RESPONDENT SAYS THAT HE OR SHE DID NOT STAY AWAY IN 2014, Q2A=4 OR Q1=0, OTHERS GO TO Q4A

Q3A: ROTATE ITEMS 1 TO 7

Q3A: ITEM 6 SHOULD ALWAYS BE ASKED AFTER ITEM 5 (N)

Q3A	What were the main reasons why you did NOT go on holiday in 2014? Firstly?

(READ OUT - ONE ANSWER ONLY)

Financial reasons	1
Lack of free time due to work or study commitments	2
Lack of free time due to family commitments	3
Prefer to stay at home, no motivation to travel	4
Lack of facilities for persons with disabilities	5
Health reasons	6
Administrative problems (getting a visa, etc.)	7
Other (DO NOT READ OUT)	8
DK/NA (DO NOT READ OUT)	9

NEW BASED ON FL392 Q3A

Q3B: ROTATE ITEMS 1 TO 7

Q3B: ITEM 6 SHOULD ALWAYS BE ASKED AFTER ITEM 5 (N)

	Q3B: CODE 9 IS EXCLUSIVE
	Q3B: EXCLUDE ANSWER GIVEN IN Q3A
Q3B	And then?
	(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Financial reasons	1,
Lack of free time due to work or study commitments	2,
Lack of free time due to family commitments	3,
Prefer to stay at home, no motivation to travel	4,
Lack of facilities for persons with disabilities	5,
Health reasons	6,
Administrative problems (getting a visa, etc.)	7,
Other (DO NOT READ OUT)	8,
DK/NA (DO NOT READ OUT)	9,

	NEW BASED ON FL392 Q3B
	ASK Q4A TO Q7 IF RESPONDENTS SAY THAT THEY TRAVELLED AT LEAST ONCE FOR A MINIMUM OF FOUR NIGHTS (Q2A=1 OR 2) – OTHERS GO TO Q8
	Q4A: EXCLUDE 'OWN COUNTRY' FROM THE COUNTRY LIST
Q4A	To which country did you go for your main holiday in 2014? By ‘main holiday’ we mean the holiday that was the most important for you in 2014.
	(DO NOT READ OUT - ONE ANSWER ONLY)

IN YOUR COUNTRY	
In Malta	1
OUTSIDE YOUR COUNTRY IN THE EUROPEAN UNION	
Austria	2
Belgium	3
Bulgaria	4
Croatia	5
Cyprus	6
Czech Republic	7
Denmark	8
Estonia	9
Finland	10
France	11
Germany	12
Greece	13
Hungary	14
Ireland	15
Italy	16
Latvia	17
Lithuania	18

Luxembourg	19
Malta	20
Netherlands	21
Poland	22
Portugal	23
Romania	24
Slovakia	25
Slovenia	26
Spain	27
Sweden	28
United Kingdom	29
OUTSIDE THE EUROPEAN UNION	
USA or Canada	30
The Caribbean, Central or South America	31
North Africa / The Middle East	32
Asia / Oceania	33
Other	34
DK/NA	35

FL392 Q4A TREND MODIFIED

Q4B: EXCLUDE ANSWER GIVEN IN Q4A

Q4B: CODE 35 AND 36 ARE EXCLUSIVE

Q4B: EXCLUDE 'OWN COUNTRY' FROM THE COUNTRY LIST

Q4B	And to which other country or countries did you go in 2014?

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

IN YOUR COUNTRY	
In Malta	1,
OUTSIDE YOUR COUNTRY IN THE EUROPEAN UNION	
Austria	2,
Belgium	3,
Bulgaria	4,
Croatia	5,
Cyprus	6,
Czech Republic	7,
Denmark	8,
Estonia	9,
Finland	10,
France	11,
Germany	12,
Greece	13,
Hungary	14,
Ireland	15,
Italy	16,
Latvia	17,
Lithuania	18,

Luxembourg	19,
Malta	20,
Netherlands	21,
Poland	22,
Portugal	23,
Romania	24,
Slovakia	25,
Slovenia	26,
Spain	27,
Sweden	28,
United Kingdom	29,
OUTSIDE THE EUROPEAN UNION	
USA or Canada	30,
The Caribbean, Central or South America	31,
North Africa / The Middle East	32,
Asia / Oceania	33,
Other (DO NOT READ OUT)	34,
None (DO NOT READ OUT)	35,
DK/NA	36,

FL392 Q4B TREND MODIFIED

Q5A: ROTATE ITEMS 1 TO 8

Q5A	What were your main reasons for going on holiday in 2014? Firstly?

(READ OUT – ONE ANSWER ONLY)

Sun/beach	1
Wellness/Spa/health treatment	2
City trips	3
Sport-related activities (e.g. scuba-diving, cycling etc.)	4
Nature (mountain, lake, landscape, etc.)	5
Culture (e.g. religious, gastronomy, arts)	6
Visiting family/friends/relatives	7
Specific events (Sporting events/festivals/clubbing)	8
Other (DO NOT READ OUT)	9
DK/NA (DO NOT READ OUT)	10

FL392 Q5A

Q5B: ROTATE ITEMS 1 TO 8 - ROTATION SHOULD BE THE SAME AS IN Q5A

Q5B: CODE 10 IS EXCLUSIVE

Q5B: EXCLUDE ANSWER GIVEN IN Q5A

Q5B	And then?

(READ OUT – MAX. 3 ANSWERS)

Sun/beach	1,
Wellness/Spa/health treatment	2,
City trips	3,
Sport-related activities (e.g. scuba-diving, cycling etc.)	4,
Nature (mountain, lake, landscape etc.)	5,
Culture (e.g. religious, gastronomy, arts)	6,
Visiting family/ friends / relatives	7,
Specific events (sporting events/festivals/clubbing)	8,
Other (DO NOT READ OUT)	9,
DK/NA (DO NOT READ OUT)	10,

FL392 Q5B

Q6 In 2014, how many times did you go on any of the following types of holiday?

(READ OUT - ONE ANSWER ONLY)

		1	2	3	4	5 times or more	None/ zero	DK/ NA (DO NOT READ OUT)
1	All-inclusive holiday (transport + accommodation + food + drinks)	1	2	3	4	5	6	7
2	Other types of package travel (not all-inclusive)	1	2	3	4	5	6	7
3	Tourism services purchased separately	1	2	3	4	5	6	7

FL392 Q6

Q7: ROTATE ITEMS 1 TO 7

Q7: CODE 9 IS EXCLUSIVE

Q7 Did you organise your holiday in 2014 using any of the following methods? By “organise”, we mean searching for information, looking for prices and booking your transportation, accommodation, etc.

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

The Internet	1,
Over the phone	2,
By post	3,
Over the counter at a travel agency	4,
Through someone you know	5,

Over the counter of a transportation company (airline company, railway company, etc.)	6,
On-site (place of holidays)	7,
Other (DO NOT READ OUT)	8,
DK/NA (DO NOT READ OUT)	9,

FL392 Q7 TREND MODIFIED

ASK ALL

Q8A: ROTATE ITEMS 1 TO 7

Q8A	Which of the following would make you go back to the same place for a holiday? Firstly?

(READ OUT - ONE ANSWER ONLY)

The quality of the accommodation	1
The natural features (landscape, weather conditions, etc.)	2
The general level of prices	3
How tourists are welcomed (e.g. services for children, customer care, "pets-welcomed" policy, etc.)	4
The quality of activities/services available (transport, restaurants, leisure activities, etc.)	5
Cultural and historical attractions	6
Accessible facilities for people with special needs (e.g. disabled, elderly, children with prams)	7
I don’t go back to the same place (DO NOT READ OUT)	8
Other (DO NOT READ OUT)	9
DK/NA (DO NOT READ OUT)	10

FL392 Q8A

Q8B: ROTATE ITEMS 1 TO 7 - ROTATION SHOULD BE THE SAME AS IN Q8A

Q8B: CODES 8 AND 10 ARE EXCLUSIVE

Q8B: EXCLUDE ANSWER GIVEN IN Q8A

Q8B	And then?

(READ OUT – MAX. 3 ANSWERS)

The quality of the accommodation	1,
The natural features (landscape, weather conditions, etc.)	2,
The general level of prices	3,
How tourists are welcomed (e.g. services for children, customer care, "pets-welcomed" policy, etc.)	4,
The quality of activities/services available (transport, restaurants, leisure activities, etc.)	5,
Cultural and historical attractions	6,

Accessible facilities for people with special needs (e.g. disabled, elderly, children with prams)	7,
I don't go back to the same place (DO NOT READ OUT)	8,
Other (DO NOT READ OUT)	9,
DK/NA (DO NOT READ OUT)	10,

FL392 Q8B

ASK Q9A IF RESPONDENTS SAY THAT THEY TRAVELLED AT LEAST ONCE FOR A MINIMUM OF FOUR NIGHTS (Q2A=1 OR 2) –OTHERS GO TO Q9B

Q9A Thinking about your main holiday in 2014, how satisfied were you with…? By 'main holiday' we mean the holiday that was the most important for you in 2014.

(READ OUT - ONE ANSWER ONLY)

		Very satisfied	Fairly satisfied	Not very satisfied	Not at all satisfied	DK/NA (DO NOT READ OUT)
1	The quality of the accommodation	1	2	3	4	5
2	The safety of the accommodation	1	2	3	4	5
3	The natural features (landscape , weather conditions, etc.)	1	2	3	4	5
4	The general level of prices	1	2	3	4	5
5	How tourists are welcomed (e.g. services for children, customer care, "pets-welcomed" policy, etc.)	1	2	3	4	5
6	The quality of activities/services available (transport, restaurants, leisure activities, etc)	1	2	3	4	5
7	Accessible facilities for people with special needs (e.g. disabled, elderly, children with prams)	1	2	3	4	5

FL392 Q9A

ASK Q9B ONLY IF THE RESPONDENT STAYED IN PAID ACCOMMODATION, Q2B.1 or Q2B.2=1-5, OTHERS GO TO Q9C

Q9B: ROTATE ITEMS 1 TO 6

Q9B: CODES 8 AND 9 ARE EXCLUSIVE

Q9B	Did you or any of your party experience any of the following safety issues while using paid accommodation during your main holiday in 2014?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Slip/Trip/Fall within the accommodation (with serious consequences)	1,
Food poisoning or food-related sickness	2,
Swimming pool incident (drowning/near drowning)	3,
Fire-related emergency situation	4,
Balcony fall or near fall	5,
Incident involving glass doors or windows	6,
Any other safety incident (DO NOT READ OUT)	7,
None (DO NOT READ OUT)	8,
DK/NA (DO NOT READ OUT)	9,

NEW BASED ON FL392 Q9B

ASK Q9C and Q9D IF RESPONDENTS TRAVELLED A MINIMUM OF ONE NIGHT IN 2014 (Q1>0 and ≠ 99) –OTHERS GO TO Q10

Q9C	Did you register a formal complaint about any service provided during your holiday in 2014?

Yes	1
No	2
DK/NA (DO NOT READ OUT)	3

FL392 Q9C

ASK Q9D ONLY IF THE RESPONDENT REGISTERED A FORMAL COMPLAINT (Q9C=1), OTHERS GO TO Q10

Q9D: ROTATE ITEMS 1 TO 4

Q9D: CODES 6 AND 7 ARE EXCLUSIVE

Q9D	For which of the following services did you register a formal complaint?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Accommodation	1,
Transport	2,
Restaurants	3,
Leisure activities	4,
Other (DO NOT READ OUT)	5,

None (DO NOT READ OUT)	6,
DK/NA (DO NOT READ OUT)	7,

FL392 Q9D

ASK ALL

Q10: ROTATE ITEMS 1 TO 8

Q10: CODE 10 IS EXCLUSIVE

Q10	Of the following information sources, which do you consider to be the most important when you make a decision about your travel plans?

(READ OUT – MAX. 3 ANSWERS)

Personal experience	1,
Recommendations of friends, colleagues or relatives	2,
Paid for guidebooks and magazines	3,
Free catalogues, brochures	4,
Internet websites	5,
Social media sites	6,
Travel agencies / Tourism offices	7,
Newspaper, radio, TV	8,
Other (DO NOT READ OUT)	9,
DK/NA (DO NOT READ OUT)	10,

FL392 Q10

Q11: ROTATE ITEMS 1 TO 3

Q11: ITEMS 4, 5 AND 6 ARE EXCLUSIVE

Q11	In 2015, which of the following types of holidays do you plan to take?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Holidays with more than 13 consecutive nights away	1,
Holidays between 4 and 13 consecutive nights away	2,
Short-stay trip (up to 3 consecutive nights away)	3,
No decisions yet (DO NOT READ OUT)	4,
No trip at all (DO NOT READ OUT)	5,
DK/NA (DO NOT READ OUT)	6,

FL392 Q11

ASK Q12A and Q12B ONLY IF RESPONDENT PLANS TO TAKE A HOLIDAY IN 2015 (Q11=1-3), OTHERS GO TO Q13

Q12A: EXCLUDE 'OWN COUNTRY' FROM THE COUNTRY LIST

Q12A	In which country do you plan to spend your main holiday in 2015? By ‘main holiday’ we mean the holiday that will be the most important for you in 2015.

(DO NOT READ OUT - ONE ANSWER ONLY)

IN YOUR COUNTRY	
In Malta	1
OUTSIDE YOUR COUNTRY IN THE EUROPEAN UNION	
Austria	2
Belgium	3
Bulgaria	4
Croatia	5
Cyprus	6
Czech Republic	7
Denmark	8
Estonia	9
Finland	10
France	11
Germany	12
Greece	13
Hungary	14
Ireland	15
Italy	16
Latvia	17
Lithuania	18
Luxembourg	19
Malta	20
Netherlands	21
Poland	22
Portugal	23
Romania	24
Slovakia	25
Slovenia	26
Spain	27
Sweden	28
United Kingdom	29
OUTSIDE THE EUROPEAN UNION	
USA or Canada	30
The Caribbean, Central or South America	31
North Africa / The Middle East	32
Asia / Oceania	33
Other	34
DK/NA	35

FL392 Q12A TREND MODIFIED

Q12B: EXCLUDE ANSWER GIVEN IN Q12A

Q12B: CODE 35 AND 36 ARE EXCLUSIVE

Q12B: EXCLUDE 'OWN COUNTRY' FROM THE COUNTRY LIST

Q12B	And in which other country or countries do you plan to take a holiday in 2015?

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

IN YOUR COUNTRY	
In MALTA	1,
OUTSIDE YOUR COUNTRY IN THE EUROPEAN UNION	
Austria	2,
Belgium	3,
Bulgaria	4,
Croatia	5,
Cyprus	6,
Czech Republic	7,
Denmark	8,
Estonia	9,
Finland	10,
France	11,
Germany	12,
Greece	13,
Hungary	14,
Ireland	15,
Italy	16,
Latvia	17,
Lithuania	18,
Luxembourg	19,
Malta	20,
Netherlands	21,
Poland	22,
Portugal	23,
Romania	24,
Slovakia	25,
Slovenia	26,
Spain	27,
Sweden	28,
United Kingdom	29,
OUTSIDE THE EUROPEAN UNION	
USA or Canada	30,
The Caribbean, Central or South America	31,
North Africa / The Middle East	32,
Asia / Oceania	33,
Other	34,
None (DO NOT READ OUT)	35,
DK/NA	36,

FL392 Q12B TREND MODIFIED

ASK ALL

Q13: 3 ANSWERS POSSIBLE EXCEPT IF 1, 7, 8, 9 and 10, THEN 1 ANSWER ONLY

Q13: CODES 8, 9 AND 10 ARE EXCLUSIVE (N)

	Q13: CODES 2 AND 3 ARE MUTUALLY EXCLUSIVE
Q13	Does the current economic situation have an impact on your holiday plans for 2015?
	(READ OUT – 3. ANSWERS POSSIBLE EXCEPT IF 1, 7, 8, 9 and 10, THEN 1 ANSWER ONLY – ANSWERS 2 AND 3 ARE MUTUALLY EXCLUSIVE)

No, it does not change my holiday plans for 2015	1,
Yes, I will go on holiday and I am likely to spend less	2,
Yes, I will go on holiday and I am likely to spend more	3,
Yes, I will go on holiday and I am likely to change my destination	4,
Yes, I will go on holiday for a different number of days (shorter/longer)	5,
Yes, I will go on holiday at a different time of year (high/low season)	6,
Yes, and I will not go on holiday this year	7,
I do not go on holidays (DO NOT READ OUT)	8,
I haven't yet planned my holyday for 2015 (DO NOT READ OUT)	9,
DK/NA (DO NOT READ OUT)	10,

	FL392 Q13
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')

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

	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

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

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

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

D12 Which locality do you live in?

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

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