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SCREENER1: What is your citizenship? IF DIFFERENT FROM INTERVIEWING COUNTRY'S CITIZENSHIP TERMINATE THE INTERVIEW!

IN BALTIC STATES, WHERE APPROPRIATE:

Q0 RESPONDENT'S STATUS:

- 1 - citizen
- 2 - permanent resident

SCREENER2: (For Baltic States & Romania): **What interviewing language do you prefer?** APPLY APPROPRIATE QUESTIONNAIRE!

SETUP (COUNTRY CODE, SETTLEMENT ID, INTERVIEWER - INTREVIEW PARAMETERS, DATES AND TIMES ETC.)

(CCEB 2003.2 Q35.A.)

Q1.a. In your opinion, in five years' time, will the European Union play a more important, a less important or the same role in your daily life?

-
- 1 - more important
 - 2 - less important
 - 3 - same role
-
- 9 - DK / no opinion (spontaneous)
 - X - Refusal (spontaneous)

(CCEB 2003.2 Q35.B.)

Q2.b. And in five years' time, *would you like* the European Union to play a more important, a less important or the same role in your daily life?

-
- 1 - more important
 - 2 - less important
 - 3 - same role
-
- 9 - DK / no opinion (spontaneous)
 - X - Refusal (spontaneous)

(CCEB 2003.2 Q36.)

Q3. For each of the following areas, do you think that decisions should be made solely by the (NATIONALITY) government, or made jointly within the European Union, once (COUNTRY) becomes a member?
(SHOW CARD)

	Solely by COUNTRY	Jointly with the EU	DK / no opinion	Refusal
1. defence	1	2	9	X
2. protection of the environment	1	2	9	X
3. currency	1	2	9	X
4. humanitarian aid	1	2	9	X
5. health and social welfare	1	2	9	X
6. basic rules for broadcasting and press	1	2	9	X
7. the fight against poverty - social exclusion	1	2	9	X
8. the fight against unemployment	1	2	9	X
9. agriculture and fishing policy	1	2	9	X
10. supporting regions which are experiencing economic difficulties	1	2	9	X
11. education	1	2	9	X
12. scientific and technological research	1	2	9	X
13. information about the European Union, its policies and institutions	1	2	9	X
14. foreign policy towards countries outside the European Union	1	2	9	X
15. cultural policy	1	2	9	X

(CCEB 2003.2 Q37)

Q4. And for each of the following?
(SHOW CARD)

	Solely by COUNTRY	Jointly with the EU	DK / no opinion	Refusal
1. immigration policy	1	2	9	X
2. rules for political asylum	1	2	9	X
3. the fight against organised crime	1	2	9	X
4. police	1	2	9	X
5. justice	1	2	9	X
6. accepting refugees	1	2	9	X
7. juvenile crime prevention	1	2	9	X
8. urban crime prevention	1	2	9	X
9. the fight against drugs	1	2	9	X
10. the fight against trade in, and exploitation of human beings	1	2	9	X
11. The fight against international terrorism	1	2	9	X

(CCEB.2003.2.Q38)

Q5. What is your opinion on each of the following statements?

Please tell me for each statement, whether you are for it or against it.

(READ OUT - ROTATE - MARK ON « R » FIELD WHERE YOU BEGIN ASKING THE LIST)

R	READ OUT - ROTATE	For	Against	DK	Refusal
A	1. A European Monetary Union with one single currency, the euro	1	2	9	X
B	2. One common foreign policy among the member states of the European Union, towards other countries	1	2	9	X
C	3. A common defence and security policy among European Union member states	1	2	9	X
D	4. The enlargement of the European Union to include new countries	1	2	9	X
E	5. The European Union being responsible for matters that cannot be effectively handled by national, regional and local governments	1	2	9	X
F	6. The resignation of the President of the European Commission and the European Commissioners if they do not have the support of a majority in the European Parliament	1	2	9	X
G	7. Teaching school children about the way European Union institutions work	1	2	9	X

Q6. The European Union already has a Common Security and Foreign Policy and a European Security and Defence Policy. There is now a debate about how much further these should be developed. Do you tend to agree or tend to disagree with each of the following statements?

(READ OUT - ROTATE - MARK ON « R » FIELD WHERE YOU BEGIN ASKING THE LIST)

R		Tend to agree	Tend to disagree	DK	Refused
A	1. The European Union should have a rapid military reaction force that can be sent quickly to trouble spots when an international crisis occurs	1	2	9	X
B	2. When an international crisis occurs, European Union member states should agree a common position	1	2	9	X
C	3. The European Union should have its own Foreign Minister, who can be the spokesperson for a common European Union position	1	2	9	X
D	4. The European Union should have its own seat on the United Nations Security Council	1	2	9	X
E	5. Member states which have opted for neutrality should have a say in European Union foreign policy	1	2	9	X
F	6. Countries which will join the European Union in 2004 as a result of enlargement should already have a say in European Union foreign policy	1	2	9	X
G	7. European Union foreign policy should be independent of United States foreign policy	1	2	9	X
H	8. The European Union should guarantee Human Rights in each member state, even if this is contrary to the wishes of some member states	1	2	9	X
I	9. The European Union should work to guarantee Human Rights around the world, even if this is contrary to the wishes of some other countries	1	2	9	X
J	10. The European Union should have a common immigration policy towards people from outside the European Union	1	2	9	X
K	11. The European Union should have a common asylum policy towards asylum seekers	1	2	9	X

(CCEB 2003.2 Q40.)

Q7. In your opinion, should decisions concerning European defence policy be taken by national government, by NATO or by the European Union?

1 - National governments

2 - NATO

3 - The European Union

4 - Other (spontaneous)

9 – DK (spontaneous)

X - Refusal (spontaneous)

(CCEB 2003.2 Q41A.)

Q8.a. In your opinion, would you say that the United States tend to play a positive role, a negative role or neither a positive nor a negative role in the following?
(SHOW CARD)

READ OUT	Positive	Negative	Neither positive nor negative	DK	Refused
1. Peace in the world	1	2	3	9	X
2. Fight against terrorism	1	2	3	9	X
3. Growth of the world economy	1	2	3	9	X
4. Fight against poverty in the world	1	2	3	9	X
5. Protection of the environment	1	2	3	9	X

(CCEB 2003.2 Q41B.)

Q8.b. In your opinion, would you say that the European Union tend to play a positive role, a negative role or neither a positive nor a negative role in the following?
(SHOW CARD)

READ OUT	Positive	Negative	Neither positive nor negative	DK	Refused
1. Peace in the world	1	2	3	9	X
2. Fight against terrorism	1	2	3	9	X
3. Growth of the world economy	1	2	3	9	X
4. Fight against poverty in the world	1	2	3	9	X
5. Protection of the environment	1	2	3	9	X

Q9.Now, I am going to read out a list of actions that the European Union could undertake. For each one, please tell me if, in your opinion, it should be a priority, or not?

READ OUT	Priority	Not a priority	DK	Refusal
1. Successful enlargement of the European Union to include new member countries	1	2	9	X
2. Getting closer to European citizens, for example by giving them more information about the European Union, its policies and its institutions	1	2	9	X
3. Successfully implementing the single European currency, the euro	1	2	9	X
4. Fighting poverty and social exclusion	1	2	9	X
5. Protecting the environment	1	2	9	X
6. Guaranteeing the quality of food products	1	2	9	X
7. Protecting consumers and guaranteeing the quality of other products	1	2	9	X
8. Fighting unemployment	1	2	9	X
9. Reforming the institutions of the European Union and the way they work	1	2	9	X
10. Fighting organised crime and drug trafficking	1	2	9	X
11. Asserting the political and diplomatic importance of the European Union around the world	1	2	9	X
12. Maintaining peace and security in Europe	1	2	9	X
13. Guaranteeing the rights of the individual and respect for the principles of democracy in Europe	1	2	9	X
14. Fighting terrorism	1	2	9	X
15. Fighting illegal immigration	1	2	9	X

NOW, LET'S TURN TO ANOTHER TOPIC: INFORMATION AND COMMUNICATION TECHNOLOGY

(NEW)

Q11) Which of the following do you use ?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

	Uses	Doesn't use	DK / no opinion	Refused
1. a computer	1	2	9 ↓	X ↓
2. the Internet	1	2		
3. A mobile phone <i>[TRANSLATOR: Use most usual name in country: GSM, Handi, etc.]</i>	1	2		
4. A mobile phone allowing me to access the internet	1	2		
5. A Personal Organizer, Personal Digital Assistant / PDA "Personal Digital Assistant" such as Psion, Palm Pilot, etc.	1	2		
6. TV	1	2		
10. None of these (1-6) (SPONTANEOUS)	1	2		
IF "USES TV=1", ASK ITEMS 7,8,9, OTHERS SKIP TO INSTRUCTION BEFORE Q12				
7. Cable TV	1	2		
8. Satellite TV	1	2		
9. Digital TV	1	2		

ASK IF USES THE INTERNET, ITEM 2 IN Q11 = 1, OTHERS SKIP TO Q14.

(NEW)

Q12. Where do you use the Internet?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	Mentioned	Did not mention	DK / no opinion	Refused
1. At work	1	2	9 ↓	X ↓
2. At home, for work purposes	1	2		
3. At home, for other reasons	1	2		
4. At school	1	2		
5. At university	1	2		
6. In a friend's house	1	2		
7. At a public internet access point (e.g.: a public office, a library, an internet centre in the street)	1	2		
8. In Internet cafés/cyber cafés	1	2		
9. Elsewhere (SPONTANEOUS)	1	2		

ASK IF USES THE INTERNET, ITEM 2 IN Q11 = 1, OTHERS SKIP TO Q14.

(NEW)

Q13. How often do you usually use the Internet, including e-mail?

(SHOW CARD – READ OUT – ONE ANSWER POSSIBLE)

1. Every day or nearly every day
 2. Several times a week
 3. Approximately once a week
 4. Approximately once a month
 5. Less often
-
6. other (spontaneous)
 7. DK (spontaneous)
 8. Refused

IF DOES NOT USE THE INTERNET, ITEM 2 IN Q11 =2, OTHERS GO TO Q17.

(NEW)

Q14. Why do you not use the Internet?

(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	Mentioned	Did not mention	DK / no opinion	Refused
1. I don't know exactly what it is	1	2	9	X
2. I have no time	1	2		
3. I have no computer at home	1	2		
4. I have no computer at work	1	2		
5. The Internet connection is too expensive	1	2		
6. Computers are too expensive	1	2		
7. There is no public Internet access	1	2		
8. Internet is too complicated	1	2		
9. I don't know how to use a computer	1	2		
10. There are technical barriers	1	2		
11. The content is not useful for me	1	2		
12. The Internet is not secure enough	1	2		
13. There are language barriers	1	2		
14. Problems with service provider	1	2		
15. Other reasons (SPONTANEOUS)	1	2		
16. Don't want to, not interested (SPONTANEOUS)	1	2	↓	↓

IF DOES NOT USE THE INTERNET, ITEM 2 IN Q11 =2, OTHERS GO TO Q17.

(NEW)

Q15. For you personally, what would encourage you to use the Internet?

(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	Mentioned	Did not mention	DK / no opinion	Refused
1. If computer training was offered that meets my needs	1	2	9	X
2. If free computer training was provided	1	2		
3. If computers cost less	1	2		
4. If there were subsidies or tax incentives for computer purchase	1	2		
5. If Internet connection cost less	1	2		
6. If there were public Internet access points in my area	1	2		
7. If there were free public Internet access points	1	2		
8. If technical barriers were removed	1	2		
9. If I could find more easily useful information about the Internet	1	2		
10. If the Internet provided useful information for me	1	2		
11. If more on-line government/public utilities were available	1	2		
12. If more on-line information about my local community was available	1	2		
13. If more information was available in my native language	1	2		
14. Nothing (SPONTANEOUS)	1	2		

IF DOES NOT USE THE INTERNET, ITEM 2 IN Q11 =2, OTHERS GO TO Q17.

(NEW)

Q16. In what way do you think the Internet would change your daily life?

(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	Mentioned	Did not mention	DK / no opinion	Refused
1. I would have more contacts with people	1	2	9	X
2. I would have less contact with people	1	2		
3. I would feel more integrated where I live	1	2		
4. I would feel less integrated where I live	1	2		
5. I would be better informed about the relevant issues for my daily life	1	2		
6. I would be less informed about the relevant issues for my daily life	1	2		
7. It would be easier for me to use public services/utilities	1	2		
8. It would be more difficult to use public services/utilities	1	2		
9. I would save money	1	2		
10. I would spend more money	1	2		
11. I would participate in more groups or associations, including virtual communities	1	2		
12. I would participate in fewer groups or associations	1	2		
13. I would feel more included in society	1	2		
14. I would feel less included in society	1	2		
15. Others (SPONTANEOUS)	1	2		
16. The internet would not change my daily life (SPONTANEOUS)	1	2	↓	↓

ASK ALL!

(NEW)

Q17. Why do you or would you mainly use the internet?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	Mentioned	Did not mention	DK / no opinion	Refused
1. to do my job	1	2	9 ↓	X ↓
2. to get a job or improve my job	1	2		
3. to search for and/or use educational and learning material	1	2		
4. to sell / buy or find information on products and services	1	2		
5. to get other information or free services, including tourism	1	2		
6. to read or listen to the news	1	2		
7. to access cultural sites	1	2		
8. to access local or national administration or public utilities	1	2		
9. to access health information and services	1	2		
10. to contact family and friends	1	2		
11. to get in contact with new people, chatrooms, forums	1	2		
12. leisure activities, games	1	2		
13. to connect to communities/organisations on-line	1	2		
14. for other reasons	1	2		
15. nothing (I have/would have no reason)	1	2		

(NEW)

Q18. Have you ever had any kind of computer training?

1 - yes

2 - no

9 - DK

X -Refusal

IF HAVE HAD COMPUTER TRAINING, CODE 1 IN Q18

(NEW)

Q19. Which kind?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	Mentioned	Did not mention	DK / no opinion	Refused
1. At school	1	2	9 ↓	X
2. At university	1	2		↓
3. Paid for by employer	1	2		
4. By public employment service	1	2		
5. At a vocational training institute	1	2		
6. In a centre for adult education	1	2		
7. At an other public Internet centre/access point	1	2		
8. Offered by a private sector training institute	1	2		
9. By family or friends	1	2		
10. By colleagues at work	1	2		
11. Other training (SPONTANEOUS)	1	2		

D7a) What is your current occupation ?**D7b)** (IF NOT DOING ANY PAID WORK CURRENTLY - CODES 1 TO 4 IN D7a)**Did you do any paid work in the past? What was your last occupation ?**

OCCUPATION	D7a) current	D7b) last
NOT WORKING		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	①	
Student	②	
Unemployed or temporarily not working	③	
Retired or unable to work through illness	④	
SELF EMPLOYED		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, ...)	7	7
Owner of a shop, craftsmen, other self employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10
General management, director or top management (Managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at desk	13	13
Employed position, not at desk but travelling (salesmen, driver, ...)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, ...)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
NEVER DID ANY PAID WORK		19

ASK FORM ACTIVE OR UNEMPLOYED, CODE 3 OR 5 to 18 in D7a, OTHERS SKIP TO Q21.

(NEW)

Q20. Telework occurs when paid workers carry out all, or part of, their work away from their normal places of activity, usually from home, using information and communication technologies. Do you currently telework, or not?

(IF YES)

Regularly or occasionally?

(IF NOT)

Would you be interested in teleworking, or not?

1 - Yes, regularly

2 - Yes, occasionally

3 - No, but I would be interested in trying teleworking

4 - No, and I would not be interested in trying teleworking

9 - DK

X - Refusal

NOW, LET'S TURN TO ANOTHER TOPIC, I WILL LIST SOME QUESTIONS THAT REGARD PEOPLE'S SENSE OF SAFETY IN EUROPE, IMMIGRATION ISSUES, AND CITIZENS' OPINIONS TOWARDS ISSUES THAT ARE CONNECTED TO THE INTEGRATION PROCESS OF THE EUROPEAN UNION

(NEW)

Q21. How much concern do you feel about each of the following problems?

(SHOW CARD - READ OUT - **ONE ANSWER IS POSSIBLE IN EACH LINE**)

	A lot of concern	Some concern	Little concern	No concern	DK/ no opinion	Refused
1. Unemployment	1	2	3	4	9	X
2. Customs fraud	1	2	3	4	9	X
3. Terrorism	1	2	3	4	9	X
4. Cheating the consumer	1	2	3	4	9	X
5. Drug trafficking and usage	1	2	3	4	9	X
6. Organised crime	1	2	3	4	9	X
7. Authorities abusing citizens' rights	1	2	3	4	9	X
8. Petty crime and urban violence	1	2	3	4	9	X
9. Corruption	1	2	3	4	9	X
10. War	1	2	3	4	9	X
11. Illegal immigration	1	2	3	4	9	X
12. Financial crime and money laundering	1	2	3	4	9	X
13. Threats to the welfare state and rising inequalities	1	2	3	4	9	X
14. Human trafficking	1	2	3	4	9	X

(NEW)

Q22. Could you tell me, for each of the issues we have just mentioned, whether coordinated action at EU level is very desirable, fairly desirable, not very desirable or not at all desirable to tackle it

(SHOW CARD)

	very desirable	fairly desirable	not very desirable	not at all desirable	DK/ no opinion	Refused
1. Unemployment	1	2	3	4	9	X
2. Customs fraud	1	2	3	4	9	X
3. Terrorism	1	2	3	4	9	X
4. Cheating the consumer	1	2	3	4	9	X
5. Drug trafficking and usage	1	2	3	4	9	X
6. Organised crime	1	2	3	4	9	X
7. Authorities abusing citizens' rights	1	2	3	4	9	X
8. Petty crime and urban violence	1	2	3	4	9	X
9. Corruption	1	2	3	4	9	X
10. War	1	2	3	4	9	X
11. Illegal immigration	1	2	3	4	9	X
12. Financial crime and money laundering	1	2	3	4	9	X
13. Threats to the welfare state and rising inequalities	1	2	3	4	9	X
14. Human trafficking	1	2	3	4	9	X

(NEW)

Q23. I am going to list some policy measures. For each of them, can you please tell me whether it is very important, fairly important, somewhat important, or not at all important to you personally.

(SHOW CARD)

	very important	fairly important	somewhat important	not at all important	DK/ no opinion	Refused
1. Increase police powers	1	2	3	4	9	X
2. Increase the powers of private security companies	1	2	3	4	9	X
3. Fight corruption	1	2	3	4	9	X
4. Install surveillance cameras in the streets	1	2	3	4	9	X
5. Increase controls on people wishing to enter the country	1	2	3	4	9	X
6. Improve civic education in schools	1	2	3	4	9	X
7. Increase the severity of sentences passed on petty and minor criminals	1	2	3	4	9	X
8. Improve police training about citizens' rights	1	2	3	4	9	X
9. Fight against poverty	1	2	3	4	9	X
10. Improve the facilities available to courts so that they can administer justice more quickly	1	2	3	4	9	X
11. Have more police	1	2	3	4	9	X
12. Have more social workers	1	2	3	4	9	X
13. Increase powers of the social workers	1	2	3	4	9	X
14. Fight local crime	1	2	3	4	9	X
15. Fight international crime	1	2	3	4	9	X

(NEW)

Q24. Returning to the items we have just mentioned, could you tell me, for each of them, whether coordinated action at the EU level is very desirable, fairly desirable, not very desirable or not at all desirable.

(SHOW CARD)

	very desirable	fairly desirable	not very desirable	not at all desirable	DK/ no opinion	Refused
1. Increase police powers	1	2	3	4	9	X
2. Increase the powers of private security companies	1	2	3	4	9	X
3. Fight corruption	1	2	3	4	9	X
4. Install surveillance cameras in the streets	1	2	3	4	9	X
5. Increase controls on people wishing to enter the country	1	2	3	4	9	X
6. Improve civic education in schools	1	2	3	4	9	X
7. Increase the severity of sentences passed on petty and minor criminals	1	2	3	4	9	X
8. Improve police training about citizens' rights	1	2	3	4	9	X
9. Fight against poverty	1	2	3	4	9	X
10. Improve the facilities available to courts so that they can administer justice more quickly	1	2	3	4	9	X
11. Have more police	1	2	3	4	9	X
12. Have more social workers	1	2	3	4	9	X
13. Increase powers of the social workers	1	2	3	4	9	X
14. Fight local crime	1	2	3	4	9	X
15. Fight international crime	1	2	3	4	9	X

(NEW)

Q25. I am going to list some actions that have been agreed or proposed at European Union level. For each of these, can you tell me whether you are personally completely in favour, somewhat in favour, not much in favour, not at all in favour of adopting this measure in all countries of the EU ?

(SHOW CARD)

	Completely in favour	Somewhat in favour	Not much in favour	Not at all in favour	DK/No opinion	Refused
1. Creating a common judicial body which can coordinate inquiries across several countries	1	2	3	4	9	X
2. Allow the police of a neighbouring EU country to chase <i>suspects</i> onto our territory	1	2	3	4	9	X
3. Create a common EU criminals database	1	2	3	4	9	X
4. Set up an European arrest warrant which simplifies current extradition arrangements	1	2	3	4	9	X
5. Give the accused the same rights of defence in all member states of the EU	1	2	3	4	9	X
6. Strengthen border controls between EU member states and other countries	1	2	3	4	9	X
7. Improve the police and judiciary co-operation at the EU level	1	2	3	4	9	X
8. Permit border guards from a neighbouring EU member state to guard frontiers in (OUR COUNTRY)	1	2	3	4	9	X
9. Extend the validity of sanctions taken in one member state to all others	1	2	3	4	9	X
10. Allow a person sentenced to prison in another member state to serve their sentence in their own country	1	2	3	4	9	X
11. Allow a person accused of crimes in another member state to return to their own country while awaiting trial	1	2	3	4	9	X
12. Take common measures across the EU to replace prison with non-custodial sentences, such as community work, for minor offences	1	2	3	4	9	X
13. Conclude agreements between the EU and non EU countries to fight international crime	1	2	3	4	9	X

(NEW)

Q26. For each of the following, could you please tell me if you agree or disagree with it?

	Agree	Disagree	DK/ no opinion	Refused
1. Human beings should have the right to settle in any country of their choice	1	2	9	X
2. Asylum is a fundamental right	1	2	9	X
3. Border controls should be abolished throughout the world	1	2	9	X
4. The absence of a coherent immigration and asylum policy drives immigrants and asylum seekers into hands of criminal networks	1	2	9	X

(NEW)

**Q27. I am now going to list a series of opinions about immigration and immigrants.
For each of these can you tell me whether you completely agree, somewhat agree, somewhat disagree or completely disagree with this opinion**

(SHOW CARD)

	Completely agree	Somewhat agree	Somewhat disagree	Completely disagree	DK/ no opinion	refused
1. Immigrants are fleeing poverty or wars which ravage their own country	1	2	3	4	9	X
2. There are too many immigrants in our country	1	2	3	4	9	X
3. Immigration contributes positively to the cultural diversity of our country	1	2	3	4	9	X
4. Immigrants are responsible for a lot of petty crime	1	2	3	4	9	X
5. Legal immigrants should have exactly the same rights as [NATIONALITY]	1	2	3	4	9	X
6. Legal immigrants should have the right to vote in local elections	1	2	3	4	9	X
7. Immigrants should adapt completely to the laws and customs of [OUR COUNTRY]	1	2	3	4	9	X
8. We need immigrants to work in some sectors of our economy	1	2	3	4	9	X
9. Our country should do more to help legal immigrants integrate	1	2	3	4	9	X
10. We can reduce immigration by increasing aid to poor countries	1	2	3	4	9	X
11. Poor countries must discourage their people from leaving	1	2	3	4	9	X
12. Whether we like it or not, immigration has always existed and will continue to exist	1	2	3	4	9	X
13. Immigrants who continue to follow customs which are against our values should be expelled, even if they are legally settled	1	2	3	4	9	X
14. We should legalise those illegal immigrants who have been working in our country for several years	1	2	3	4	9	X
15. Legal immigrants should be allowed to bring in their spouse and children	1	2	3	4	9	X

(NEW)

Q28. I am now going to list a series of opinions about asylum and asylum seekers who seek refuge in our country. For each of these can you tell me whether you completely agree, somewhat agree, somewhat disagree or completely disagree with this opinion.

(SHOW CARD)

	Completely agree	Somewhat agree	Somewhat disagree	Completely disagree	DK/ no opinion	refused
1. Asylum seekers are treated in a humane and understanding manner in our country	1	2	3	4	9	X
2. The decision-making process for accepting or rejecting asylum applications is too slow	1	2	3	4	9	X
3. Most asylum seekers are in fact economic migrants	1	2	3	4	9	X
4. Asylum seekers should be permitted to work while their applications are being considered	1	2	3	4	9	X
5. Asylum seekers should be allowed to send their children to school while their applications are being considered	1	2	3	4	9	X
6. Asylum seekers should be made to stay in detention camps while their applications are being considered	1	2	3	4	9	X
7. Asylum seekers should be entitled to social benefits	1	2	3	4	9	X
8. Asylum seekers should be given only the minimum humanitarian aid	1	2	3	4	9	X
9. Asylum seekers whose applications have been accepted should have exactly the same benefits as [NATIONALITY] citizens	1	2	3	4	9	X
10. Asylum seekers should be sent back to their countries once it is safe to do so	1	2	3	4	9	X
11. Asylum seekers tend to choose countries where they think that their asylum application will be most likely to succeed	1	2	3	4	9	X
12. Asylum seekers tend to choose the most prosperous countries	1	2	3	4	9	X
13. Asylum seekers tend to choose countries where members of their communities already live	1	2	3	4	9	X
14. Rules for asylum seekers should be the same across the EU	1	2	3	4	9	X
15. The acceptance or rejection of an asylum application in one EU country should be automatically valid in all others	1	2	3	4	9	X

(NEW)

Q29. I am now going to list some actions which have been proposed at the EU level to provide better guarantees for the rights of citizens and to help them with access to courts. For each of the following can you tell me whether you are, personally, completely in favour, somewhat in favour, not much in favour or not at all in favour.

(SHOW CARD)

	Completely in favour	Somewhat in favour	Not much in favour	Not at all in favour	DK/No opinion	Refused
1. Punish a member state which has repeatedly committed human rights abuses by temporarily excluding it from the EU	1	2	3	4	9	X
2. Promote common action across the EU to fight racism	1	2	3	4	9	X
3. Set up harmonised legislation across the EU to guarantee the rights of minorities	1	2	3	4	9	X
4. Set up harmonised legislation across the EU about the rights of immigrants	1	2	3	4	9	X
5. Guarantee that citizens from any member state can settle freely, without paperwork, in any other member state	1	2	3	4	9	X
6. Allow EU citizens who are settled in our country to draw the same social benefits as us, once our country becomes a full member in the European Union	1	2	3	4	9	X
7. Guarantee that judicial decisions in commercial matters are recognised across the EU	1	2	3	4	9	X
8. Guarantee that judicial decisions in civil and family matters, such as divorce, child custody or inheritance, are recognised across the EU	1	2	3	4	9	X
9. Move towards EU-wide legislation in civil and family matters, such as divorce, child custody or inheritance	1	2	3	4	9	X
10. Set up EU-wide measures to simplify citizens' access to courts	1	2	3	4	9	X
11. Make eligibility for legal aid in one EU country valid across the EU	1	2	3	4	9	X
12. Set up a mediation network among EU countries to reduce the burden of cross-border litigation on citizens	1	2	3	4	9	X

NOW, LET'S TURN TO ANOTHER TOPIC: THE USAGE AND SATISFACTION WITH UTILITIES AND BASIC SERVICES

(NEW)

Q31. a) In general, would you say that access to mobile telephone services is easy or difficult for you?

(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

b) And to fixed telephone services?

c) And to electricity supply services?

d) And to gas supply services?

e) And to water supply services?

f) And to postal services?

g) And to transport services within towns/cities (bus, tram, underground, etc)?

h) And to rail services between towns/cities?

(SHOW SAME CARD WITH SCALE)

READ OUT	Easy access	Difficult access	No access (SPONT.)	DK / No opinion	Refused
a) Mobile telephone services	1	2	3	9	X
b) Fixed telephone services	1	2	3	9	X
c) Electricity supply services	1	2	3	9	X
d) Gas supply services	1	2	3	9	X
e) Water supply services	1	2	3	9	X
f) Postal services	1	2	3	9	X
g) Transport services within towns/cities	1	2	3	9	X
h) Rail services between towns/cities	1	2	3	9	X

(NEW)

Q32 a) In general, would you say that the price you pay for the mobile telephone services you use is fair, or unfair?

(SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

(IF RESPONDENT REQUESTS FURTHER EXPLANATION ABOUT "FAIR" READ OUT: "FAIR, MEANING THAT THE PRICE YOU PAY CORRESPONDS WITH THE VALUE YOU GET FOR IT.")

b) And for fixed telephone services?

c) And for electricity supply services?

d) And for gas supply services?

e) And for water supply services?

f) And for postal services?

g) And for transport services within towns/cities (bus, tram, underground, etc)?

h) And for rail services between towns/cities?

(SHOW SAME CARD)

READ OUT	Fair	Unfair	Excessive (SPONT.)	Not applicable	DK / No opinion	Refused
a) Mobile telephone services	1	2	3	8	9	X
b) Fixed telephone services	1	2	3	8	9	X
c) Electricity supply services	1	2	3	8	9	X
d) Gas supply services	1	2	3	8	9	X
e) Water supply services	1	2	3	8	9	X
f) Postal services	1	2	3	8	9	X
g) Transport services within towns/cities	1	2	3	8	9	X
h) Rail services between towns/cities	1	2	3	8	9	X

(NEW)

Q33. a) Overall, what do you think of the quality of mobile telephone services that you use? Would you say it is very good, fairly good, fairly bad, or very bad?

(SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

b) And of the quality of fixed telephone services?

c) And of the quality of electricity supply services?

d) And of the quality of gas supply services?

e) And of the quality of water supply services?

f) And of the quality of postal services?)

g) And of the quality of transport services within towns/cities (bus, tram, underground, etc.)?

h) And of the quality of rail services between towns/cities?

(SHOW SAME CARD WITH SCALE)

READ OUT	Very good	Fairly good	Fairly bad	Very bad	Not applicable	DK	Ref.
a) Mobile telephone services	1	2	3	4	8	9	X
b) Fixed telephone services	1	2	3	4	8	9	X
c) Electricity supply services	1	2	3	4	8	9	X
d) Gas supply services	1	2	3	4	8	9	X
e) Water supply services	1	2	3	4	8	9	X
f) Postal services	1	2	3	4	8	9	X
g) Transport services within towns/cities	1	2	3	4	8	9	X
h) Rail services between towns/cities	1	2	3	4	8	9	X

(NEW)

Q34. a) In general, would you say the information (bills, contracts, advertising, tickets, leaflets, etc.) you receive from your mobile telephone service provider is clear, or unclear?

(SHOW CARD WITH SCALE - If GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

b) And from your fixed telephone service provider?

c) And from your electricity supply service provider?

d) And from your gas supply service provider?

e) And from your water supply service provider?

f) And from your postal service provider(s)?

g) And from the providers of transport service within towns/cities?

h) And from the providers of rail service between town/cities?

(SHOW SAME CARD)

READ OUT	Clear	Unclear	Not applicable	DK	Ref.
a) From your mobile telephone service provider	1	2	8	9	X
b) From your fixed telephone service provider	1	2	8	9	X
c) From your electricity supply service provider	1	2	8	9	X
d) From your gas supply service provider	1	2	8	9	X
e) From your water supply service provider	1	2	8	9	X
f) From your postal service provider	1	2	8	9	X
g) From providers of transport service within towns/cities	1	2	8	9	X
h) From providers of rail service between towns/cities	1	2	8	9	X

(NEW)

Q35. a) In general, would you say that the terms and conditions of your contract with your mobile telephone service provider are fair, or unfair?

(SHOW CARD WITH SCALE - IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

(IF RESPONDENT REQUESTS FURTHER EXPLANATION ABOUT "FAIR" READ OUT: "FAIR, MEANING THAT IT TAKES YOUR INTERESTS IN ACCOUNT AS WELL.")

b) And with your fixed telephone service provider?

c) And with your electricity supply service provider?

d) And with your gas supply service provider?

e) And with your water supply service provider?

f) Would you say the general terms and conditions applicable to postal service provider, which are available from post offices, are fair, or unfair?

g) Would you say the terms and conditions of carriage from providers of transport services within towns/cities, sometimes printed on the reverse of the tickets, are fair, or unfair?

h) And the terms and conditions from providers of rail services between town/cities?

(SHOW SAME CARD)

READ OUT	Fair	Unfair	Not applicable	DK	Ref.
a) Mobile telephone service provider	1	2	8	9	X
b) Fixed telephone service provider	1	2	8	9	X
c) Electricity supply service provider	1	2	8	9	X
d) Gas supply service provider	1	2	8	9	X
e) Water supply service provider	1	2	8	9	X
f) Postal service provider	1	2	8	9	X
g) Provider of transport services within towns/cities	1	2	8	9	X
h) Provider of rail services between towns/cities	1	2	8	9	X

(NEW)

Q36. a) In the last twelve months, have you personally made a complaint, either to any complaint-handling body (ombudsman, regulator, consumer association, industry body, etc.) or to the service provider about any aspect of...?

(IF GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK “NOT APPLICABLE”)

(FOR EACH SERVICE WHICH RECEIVED CODE 1 (‘YES’) IN Q36.A., ASK)

b) Would you say your complaint was dealt with very well, fairly well, fairly badly or very badly?

	Q36.a					Q36.b					
	Yes	No	Not applicable	DK	Ref.	Very well	Fairly well	Fairly badly	Very badly	DK	Ref.
a) Mobile telephone services	1	2	8	9	X	1	2	3	4	9	X
b) Fixed telephone services	1	2	8	9	X	1	2	3	4	9	X
c) Electricity supply services	1	2	8	9	X	1	2	3	4	9	X
d) Gas supply services	1	2	8	9	X	1	2	3	4	9	X
e) Water supply services	1	2	8	9	X	1	2	3	4	9	X
f) Postal services	1	2	8	9	X	1	2	3	4	9	X
g) Transport services within towns/cities	1	2	8	9	X	1	2	3	4	9	X
h) Rail services between towns/cities	1	2	8	9	X	1	2	3	4	9	X

(NEW)

Q37. a) In general, would you say that customer service from your mobile telephone service provider is very good, fairly good, fairly bad or very bad? By that, I mean that I would like to know if the staffs are available, polite and if the service is quick, efficient and appropriate in urgent situations?

(SHOW CARD WITH SCALE - If GIVEN SERVICE IS NOT AVAILABLE, OR NOT USED BY RESPONDENT, MARK "NOT APPLICABLE")

b) And from your fixed telephone service provider?

c) And from your electricity supply service provider?

d) And from your gas supply service provider?

e) And from your water supply service provider?

f) And from your postal service provider(s)?

g) And from the providers of transport service within towns/cities?

h) And from the provider of rail services between towns/cities?

(SHOW SAME CARD WITH SCALE)

READ OUT	Very good	Fairly good	Fairly bad	Very bad	Not applicable	DK	Ref.
a) Mobile telephone service provider	1	2	3	4	8	9	X
b) Fixed telephone service provider	1	2	3	4	8	9	X
c) Electricity supply service provider	1	2	3	4	8	9	X
d) Gas supply service provider	1	2	3	4	8	9	X
e) Water supply service provider	1	2	3	4	8	9	X
f) Postal service provider	1	2	3	4	8	9	X
g) Provider of transport services within towns/cities	1	2	3	4	8	9	X
h) Provider of rail services between towns/cities	1	2	3	4	8	9	X

DEMOS

D1. What is your nationality?

(DO NOT PROBE - DO NOT READ OUT - ONE ANSWER ONLY)

-
- 1) Bulgarian
 - 2) Greek
 - 3) Czech
 - 4) Estonian
 - 5) Hungarian
 - 6) Latvian
 - 7) Lithuanian
 - 8) Maltese
 - 9) Polish
 - 10) Romanian
 - 11) Slovak
 - 12) Slovenian
 - 13) Turkish
 - 14) Russian
 - 15) Other
- 99) DK / no opinion (spontaneous)
00) Refusal (spontaneous)

D2. Are you ...?

- 1 - Single
 - 2 - Married
 - 3 - Living as married
 - 4 - Divorced
 - 5 - Separated
 - 6 - Widowed
-
- 9 - DK / no opinion (spontaneous)
X - Refusal (spontaneous)

D3a. How old were you when you stopped full-time education?

(CODE THE AGE OF EDUCATION TERMINATION,

IF STILL STUDYING: CODE 00,

IF NEVER WENT TO SCHOOL: CODE 01)

--	--

D3.b. What is your level of education? LOCAL CODES (such as primary school, worker's school, gymnasium, college, university degree, etc.)

LOCAL AGENCIES: APPLY CATEGORIES WHICH CORRESPOND TO THE OFFICIAL CENSUS-BUREAU CATEGORIES (AND PRESUMABLY YOU ARE REGULARLY USING) - THIS QUESTION WILL BE USED SOLELY FOR WEIGHTING PURPOSES. WE NEED INFORMATION ABOUT EDUCATION LEVEL WHICH CAN BE AN EFFICIENT INPUT FOR WEIGHTING PROCEDURES BASED ON POPULATION STATISTICS YOU WILL BE ABLE TO PROVIDE US WITH.

D4. What is the year of your birth?
(CODE LAST TWO DIGITS OF THE YEAR)

--	--

D5a. How many people live in your household, including yourself, all adults and children?
(CODE NUMBER OF ALL HOUSEHOLD MEMBERS)

--	--

D5b. And how many of them are under the age of 15?
(CODE NUMBER OF THOSE UNDER15)

--	--

D5c. And how many of them over 24?
(CODE NUMBER OF THOSE OVER 24)

--	--

D6. Do you or anyone else in your household own .. ?
(READ OUT)

	yes	no	DK	refusal
a) a house	1	2	9	X
b) an apartment	1	2	9	X
c) a colour TV set	1	2	9	X
d) a video recorder	1	2	9	X
e) a video camera	1	2	9	X
f) automatic washing machine	1	2	9	X
g) dishwasher	1	2	9	X
h) a PC / home computer	1	2	9	X
i) Internet access	1	2	9	X
j) a still camera	1	2	9	X
k) a second home or a holiday home/flat	1	2	9	X
l) mobile phone	1	2	9	X
m) microwave oven	1	2	9	X
n) HI-FI equipment	1	2	9	X
o) 2 or more cars	1	2	9	X
p) only one car	1	2	9	X

D8. Are you/were you paid - directly or indirectly - by the state, local government or other public administration?

1 - yes

2 - no

9 - DK / no opinion (spontaneous)

X - Refusal (spontaneous)

D10. Would you say you live in a ... ?

1 - rural area or village

2 - small or middle sized town

3 - large town

9 - DK / no opinion (spontaneous)

X - Refusal (spontaneous)

**D11.a. Do you consider yourself as belonging to a particular religion? (IF YES)
Which one? (SHOW CARD - ONE ANSWER ONLY)**

1 - Roman Catholic

2 - Greek Catholic

3 - Protestant*

4 - Orthodox**

5 - Jewish

6 - Muslim

7 - Buddhist

8 - Hindu

9 - Other

10 - None, I do not consider myself belonging to a particular religion

99 - DK / no opinion (spontaneous)

X - Refusal (spontaneous)

* In the Czech Republic used: "Protestant (Evangelical Church of Czech-Brethrens, Czechoslovak Hussite)", in Hungary: "Protestant (Reformed, Evangelist, etc.)" was used

** In Latvia: "Orthodox, Old Believers" was used

**D11.b. Do you attend religious services other than weddings or funerals several times a week, once a week, a few times a year, once a year or less, or never?
(ONE ANSWER ONLY)**

1 - several times a week

2 - once a week

3 - a few times a year

4 - once a year or less

5 - never

9 - DK / no opinion (spontaneous)

X - Refusal (spontaneous)

D12. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. (SHOW CARD)

Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc.

...Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into!

**INCOME DECILISES TO BE CHECKED WITH EACH LOCAL AGENCY;
LOCAL INCOME GROUPS APPLIED.**

- 1 - B
- 2 - T
- 3 - P
- 4 - F
- 5 - E
- 6 - H
- 7 - L
- 8 - N
- 9 - R
- 10 - M

99 - DK / no opinion (spontaneous)

X - Refusal (spontaneous)

D13. If there were a “General Election” tomorrow, (SAY IF CONTACT IS UNDER 18 YEARS: and you had a vote), which party would you vote for?
(DO NOT READ OUT - SPONTANEOUS ANSWER - ONLY ONE ANSWER)

LOCAL AGENCIES: APPLY PARTIES THAT ARE NORMALLY INCLUDED IN A POLITICAL SURVEY IN YOUR COUNTRY, IE. THOSE WHO COULD POSSIBLY REACH AT LEAST ONE PERCENT ON GENERAL ELECTIONS AT THE CURRENT TIME.

- 1 - Party A
 - 2 - Party B
 - 3 - Party C
 - 4 - Party D
 - 5 - Party E
 - 6 - Party F
 - 7 - Party G
 - 8 - Party H
 - 9 - Party I
 - 10 - Party J
 - 11 - Party K
 - 12 - Party L
 - 13 - Other Party
 - 14 - Would vote blank/would spoil the vote
 - 15 - Would not vote
-
- 99 - DK / no opinion (spontaneous)
 - X - Refusal (spontaneous)

D14. Sex of respondent
(DO NOT ASK - MARK APPROPRIATE)

- 1 - male
- 2 - female

COUNTRY			
BULGARIA	B	1	Up to 80 leva
	T	2	From 81 to 110 leva
	P	3	From 111 to 150 leva
	F	4	From 151 to 190 leva
	E	5	From 191 to 220 leva
	H	6	From 221 to 280 leva
	L	7	From 281 to 340 leva
	N	8	From 341 to 400 leva
	R	9	From 401 to 540 leva
	M	10	Over 541 leva
CYPRUS	B	1	Λιγότερο από £260
	T	2	£261-£442
	Π	3	£443-£627
	Φ	4	£628-£790
	E	5	£791-£957
	H	6	£958-£1100
	Λ	7	£1101-£1263
	N	8	£1264-£1521
	P	9	£1522-£1936
	M	10	£1937 και περισσότερα
CZECH REP.	B	1	Méně než 6 400 Kč
	T	2	6 401 – 9 300 Kč
	P	3	9 301 – 11 800 Kč
	F	4	11 801 – 14 000 Kč
	E	5	14 001 – 16 600 Kč
	H	6	16 601 – 19 400 Kč
	L	7	19 401 – 22 600 Kč
	N	8	22 601 – 26 700 Kč
	R	9	26 701 – 33 500 Kč
	M	10	33 501 a více Kč
ESTONIA	B	1	Up to 1750 kroons
	T	2	1751 - 2000 kroons
	P	3	2001 – 3000 kroons
	F	4	3001 - 3500 kroons
	E	5	3501 - 4000 kroons
	H	6	4001 - 5000 kroons
	L	7	5001 - 6000 kroons
	N	8	6001 - 7500 kroons
	R	9	7501 - 9000 kroons
	M	10	More than 9000 kroons
HUNGARY	B	1	0 – 42000 Ft
	T	2	43000 – 52000 Ft
	P	3	53000 – 60000 Ft
	F	4	61000 – 77000 Ft
	E	5	78000 – 88000 Ft
	H	6	89000 – 99000 Ft

	L	7	100000 – 110000 Ft	
	N	8	111000 – 130000 Ft	
	R	9	131000 – 165000 Ft	
	M	10	166000 Ft fölött	
LATVIA	B	1	0 - 59 Ls	
	T	2	60 - 69 Ls	
	P	3	70 - 99 Ls	
	F	4	100 - 119 Ls	
	E	5	120 - 139 Ls	
	H	6	140 - 169 Ls	
	L	7	170 - 200 Ls	
	N	8	201 - 299 Ls	
	R	9	300 - 399 Ls	
	M	10	400 Ls un vairāk	
LITHUANIA	B	1	iki 400 LT	
	T	2	401-600	
	P	3	601-700	
	F	4	701-800	
	E	5	801-1000	
	H	6	1001-1200	
	L	7	1201-1400	
	N	8	1401-1600	
	R	9	1601-1800	
	M	10	1801 ir daugiau	
MALTA	B	1	Sa Lm200	
	T	2	Lm201 - Lm250	
	P	3	Lm251 - Lm290	
	F	4	Lm291 - Lm340	
	E	5	Lm341 - Lm400	
	H	6	Lm401 - Lm450	
	L	7	Lm451 - Lm550	
	N	8	Lm551 - Lm700	
	R	9	Lm701 - Lm900	
	M	10	Aktar minn Lm900	
POLAND	B	1	do 500 zł	
	T	2	501 – 800 zł.	
	P	3	801 – 1000 zł.	
	F	4	1001 – 1200 zł.	
	E	5	1201 – 1400 zł.	
	H	6	1401 – 1600 zł.	
	L	7	1601 – 1800 zł.	
	N	8	1801 – 2100 zł.	
	R	9	2101 – 2400 zł.	
	M	10	powyżej 2401 zł.	
ROMANIA	B	1	0	1.000.000 lei
	T	2	1.000.001 lei	1.800.000 lei

P	3	1.800.001 lei	2.400.000 lei
F	4	2.400.001 lei	3.000.000 lei
E	5	3.000.001 lei	4.000.000 lei
H	6	4.000.001 lei	5.000.000 lei
L	7	5.000.001 lei	6.000.000 lei
N	8	6.000.001 lei	7.000.000 lei
R	9	7.000.001 lei	10.000.000 lei
M	10	10.000.001 lei	and more

SLOVAKIA	B	1	do 6 000 Sk
	T	2	6 001 – 8 000 Sk
	P	3	8 001 – 10 000 Sk
	F	4	10 001 – 12 000 Sk
	E	5	12 001 – 14 000 Sk
	H	6	14 001 – 16 000 Sk
	L	7	16 001 – 18 000 Sk
	N	8	18 001 – 20 000 Sk
	R	9	20 001 – 23 000 Sk
	M	10	23 001 a viac Sk

SLOVENIA	B	1	do 80.000 SIT
	T	2	od 81.000 SIT do 120.000 SIT
	P	3	od 121.000 SIT do 150.000 SIT
	F	4	od 151.000 SIT do 175.000 SIT
	E	5	od 176.000 SIT do 200.000 SIT
	H	6	od 201.000 SIT do 230.000 SIT
	L	7	od 231.000 SIT do 270.000 SIT
	N	8	od 271.000 SIT do 320.000 SIT
	R	9	od 321.000 SIT do 400.000 SIT
	M	10	od 401.000 SIT in več

TURKEY	B	1	100 milyondan az
	T	2	101-150 milyon arası
	P	3	151-200 milyon arası
	F	4	201-250 milyon arası
	E	5	251-300 milyon arası
	H	6	301-400 milyon arası
	L	7	401-500 milyon arası
	N	8	501-650 milyon arası
	R	9	651-800 milyon arası
	M	10	801 milyon üstü

C. TECHNICAL SPECIFICATIONS

C.1 Co-operating Agencies and Research Executives

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Czech Republic	THE GALLUP ORGANIZATION, CZECH REPUBLIC Husova 7/241, 11 000 Praha 1	Ms. Alena NEDOMOVA	420-222-221-021	420-222-222-234
Estonia	SAAR POLL Veetorni 4 10119Tallin	Mr. Andrus SAAR	372-6-311-302	372-6-312-486
Hungary	THE GALLUP ORGANIZATION, HUNGARY Fő tér 1., Zichy Kastély H-1033 Budapest	Mr. Gergely HIDEG	361-250-0999	361-250-0650
Latvia	LATVIAN FACTS Brivibas str. 106-2 LV1001 Riga	Mr. Aigars FREIMANIS	371-731-4002	371-727-4936
Lithuania	BALTIC SURVEYS Didlauiko 47 LT2057 Vilnius	Ms. Rasa ALISAUSKIENE	370-5-212-0104	370-5-212-7145
Malta	MISCO 3rd Floor Regency House, Republic street VLT04 Valletta	Mr. Anthony CARABOTT	356-2122-0303	356-2124-7512
Poland	THE GALLUP ORGANIZATION, POLAND ul. Krzywickiego 34 02-078 Warszawa	Ms. Hanna IGNACZEWSKA	48-22-622-4132	48-22-622-6716
Romania	THE GALLUP ORGANIZATION, ROMANIA Bd. Nicolae Titulescu Nr. 1, Bl. A7, Sc. 4, Et. 8, Ap. 116-117, Sector 1 78151 Bucuresti	Ms. Olga DEZSO	40-1-210-5016	40-1-211-0366
Slovakia	FOCUS Grossinglova 37 81000 Bratislava	Mr. Ivan DIANISKA	421-2-529-31366	421-2-529-31378
Slovenia	CATI d.o.o. Trzaska cesta 2 1000 Ljubljana	Mr. Bojana PLETESKI	386-1-241-0072	386-1-421-1970
Turkey	KONSENSUS Dikilitas Mah, Ayazmaderesi Cd. Mehmet Plaza No:30/3 Gayrettepe 80260 Istanbul	Mr. Murat SARI	90-212-216-3212	90-212-216-1814

C2. Administrative Regional Units in the Applicant Countries

BULGARIA

Sofia
Varna
Lovech
Montana
Rousse
Bourgas
Plovdiv
Sofia
Haskovo

CYPRUS

CZECH REPUBLIC

Praha
Stredni Cechy
Jihozapad
Severozapad
Severovychod
Jihovychod
Stredni Morava
Ostravsko

ESTONIA

Pohja-Eesti
Kesk-Eesti
Kirde-Eesti
Laane-Eesti
Louna-Eesti

HUNGARY

Kozep-Magyarország
Kozep-Dunántul
Nyugat-Dunántul
Del-Dunántul
Eszak-Magyarország
Eszak-Alföld
Del-Alföld

LATVIA

Riga
Vidzeme
Kurzeme
Zemgale
Latgale

LITHUANIA

Alytaus
Kauno
Klaipėdos
Marijampolės
Panevezio
Siauliai
Tauragės
Telsiai
Utenos
Vilniaus

MALTA

POLAND

Podlaskie
Lubelskie
Podkarpackie
Warmińsko-Mazurskie
Lubuskie
Opolskie
Mazowieckie
Kujawsko-Pomorskie
Łódzkie
Zachodnio-Pomorskie
Pomorskie
Wielkopolskie
Dolnośląskie
Śląskie
Mazowieckie
Świętokrzyskie

ROMANIA

Nord-Est
Sud-Est
Sud
Sud-Vest
Vest
Nord-Vest
Centru
Bucuresti

SLOVAKIA

Bratislavský
Západné Slovensko
Stredné Slovensko
Východné Slovensko

SLOVENIA

Pomurska
Podravska
Koroška
Savinjska
Zasavska
Spodnjeposavska
Dolenjska
Osrednjeslovenska
Gorenjska
Notranjsko-Krška
Goriška
Obalno-Krška

TURKEY

Mediterranean region
East Anatolian region
Aegean region
South-East Anatolian region
Central Anatolian region
Black Sea region
Marmara region

C.3 Sample Specifications

Between the 16th of June and the 18th of July 2003, The Gallup Organization Hungary carried out wave 2003.3 of the Candidate Countries Eurobarometer, at the common request of the EUROPEAN COMMISSION, Directorate-Generals Press and Communication and DG ICT and Gender, DG Justice and Home Affairs and DG Health and Consumer Protection.

The Candidate Countries Eurobarometer 2003.3 covers citizens of each of the countries that are applying for European Union membership aged 15 and over, with the exception of Estonia, Latvia and Cyprus. In Estonia and Latvia, the survey covered permanent residents aged 15 and over. In Cyprus, the sample covered the territory of the Republic of Cyprus only. The basic sample design applied in all Candidate Countries is a multi-stage, random (probability) one. In each country, a number of sampling points were drawn with probability proportional to population size (for a total coverage of the country) and to population density.

For doing so, the points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the Candidate Countries Region according to the EUROSTAT NUTS 2 (or equivalent; if there are no such regions, we used NUTS 3 or equivalent regions for sampling) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses were selected as every Nth address by standard random route procedures, from the initial address. In each household, the respondent was drawn, at random. All interviews were face-to-face in people's home and in the appropriate national language. In countries with significant minorities the respondents had a chance to respond in their mother tongue (in Estonia, Latvia and Lithuania in Russian, and in Romania in Hungarian).

Countries	Institutes	Number of Interviews	Field Work Dates	Population (x 000)
Bulgaria	VITOSHA RESEARCH	1000	18-June – 2-July	7,891
(Republic of) Cyprus	CYMAR MARKET RESEARCH	500	18-June – 4-July	689
Czech Republic	CVVM	1000	16-June – 6-July	10,226
Estonia	SAAR POLL	1007	19-June – 6-July	1,360
Hungary	THE GALLUP ORGANIZATION, HUNGARY	1003	25-June – 18-July	10,195
Latvia	LATVIAN FACTS LTD.	1004	26-June – 6-July	2,345
Lithuania	BALTIC SURVEYS	1004	18-June – 29-June	3,475
Malta	MISCO	500	16-June – 5-July	386
Poland	THE GALLUP ORGANIZATION, POLAND	1000	16-June – 8-July	38,632
Romania	THE GALLUP ORGANIZATION, ROMANIA	1047	18-June – 2-July	22,435
Slovakia	FOCUS CENTER FOR SOCIAL AND MARKET ANALYSIS	1061	20-June – 7-July	5,331
Slovenia	CATI D.O.O.	1000	18-June – 16-July	1,980
Turkey	KONSENSUS RESEARCH & CONSULTANCY	1000	18-June – 30-June	67,803
Total number of interviews		12126		172,748

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from population data from national statistics. For all Candidate Countries a weighting procedure, using marginal and intercellular weighting, was carried out, based on this Universe description. As such in all countries, gender, age, region NUTS 2, settlement size, household size, and education level were introduced in the iteration procedure. For international weighting (i.e. CC-13 averages), Gallup applies the official population figures as provided by national statistics. The total population figures for input in this post-weighting procedure are listed above.

The results of the Candidate Countries Eurobarometer studies are reported in the form of tables, data files and analyses. Per question a Table of results is given with the full question text in English. The results are expressed as a percentage of the total. The results of the Eurobarometer surveys are analysed and made available through the Directorate-General Press and Communication, Opinion Polls of the European Commission, Office: Brey 7/41, B-1049 Brussels. The results are published on the Internet server of the European Commission: http://europa.eu.int/comm/public_opinion/. All Eurobarometer datafiles are stored at the "Zentral Archiv" (Universität Köln, Bachemer Strasse, 40, D-50869 Köln-Lindenthal), available through the CESSDA Database <http://www.nsd.uib.no/cessda/europe.html>. They are at the disposal of all institutes members of the European Consortium for Political Research (Essex), of the Inter-University Consortium for Political and Social Research (Michigan) and of all those interested in social science research.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits (in case of a sample of 1000 people – confidence intervals for N=500 sample are larger):

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence intervals	± 1.9%	± 2.5%	± 2.7%	± 3.0%	± 3.2%

C.4 Definition and weighted distribution of the socio-demographic and other variables used in cross-tabulations

C.4.1 Gender

The sample consists of the following breakdown by gender:

(1) Men	48 %
(2) Women	52 %

C.4.2 Age bands

On the basis of their age, respondents are grouped into the following four age bands:

(1) Aged 15 -24	21 %
(2) Aged 25 -39	29 %
(3) Aged 40 -54	25 %
(4) Aged 55+	25 %

C.4.3 Terminal education age

Terminal education age represents recoded categories of answers to the following question :

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

Respondents are grouped into the following 4 categories :

(1) respondents who left school at age fifteen or younger	40 %
(2) respondents who left school at ages 16 to 19	34 %
(3) respondents who stayed in school until they were aged 20 or older	15 %
(4) respondents who are still studying	11 %

C.4.4 Main economic activity scale

The main economic activity scale represents recoded answers to the following question:

"What is your current occupation?"

The original question shows the following distribution:

Self – employed

(1) Farmer	6 %
(2) Fisherman	0 %
(3) Professional (lawyer, medical practitioner, accountant, etc.)	1 %
(4) Owner of a shop, craftsman, self -employed person	6 %
(5) Business proprietor, owner (full or partner) of a company	1 %

Employed

(6) Employed professional (employed doctor, lawyer, practitioner, accountant, architect)	2 %
(7) General management, director or top management (managing director, director general, other director)	1 %
(8) Middle management, other management (department head, junior manager, teacher, technician)	4 %
(9) Employed position, working mainly at a desk	4 %
(10) Employed position, not at a desk but travelling (salesman, driver, etc.)	2 %
(11) Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	3 %
(12) Supervisor	0 %
(13) Skilled manual worker	8 %
(14) Other (unskilled) manual worker, servant	3 %

Non-active

(15) Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	16 %
(16) Student	11 %
(17) Unemployed or temporarily not working	9 %
(18) Retired or unable to work through illness	23 %

The recoded categories and their distribution for the main economic activity scale are as follows:

- | | |
|--|------|
| (1) Self employed = Farmer + Fisherman + Professional (lawyer, medical practitioner, accountant, architect, etc.) + Owner of a shop, craftsman, other self employed person + Business proprietor, owner (full or partner) of a company | 14 % |
| (2) Managers = Employed professional (employed doctor, lawyer, accountant, architect, etc.) + General management, director or top management (managing director, director general, other director) + Middle management, other management (department head, junior manager, teacher, technician) | 7 % |
| (3) Other white collars = Employed position, working mainly at a desk + Employed position, not at a desk but travelling (salesmen, driver, etc.) | 6 % |
| (4) Manual Workers = Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc) + Supervisor + Skilled manual worker + Other (unskilled) manual worker, servant | 14 % |
| (5) House persons = Responsible for ordinary shopping and looking after the home, or without any current occupation, not working | 16 % |
| (6) Unemployed = Unemployed + temporarily not working | 9 % |
| (7) Retired = Retired + unable to work through illness | 23 % |
| (8) Still studying = Student | 11 % |

In the tables, the category "Still studying" is displayed as part of the Terminal Education Age variable

C.4.5 Size of locality

On the basis of their own evaluation, respondents are grouped into the following groups according to the size of their settlement:

- | | |
|--------------------------------|------|
| (1) rural area or village | 40 % |
| (2) small or middle sized town | 32 % |
| (3) large town | 28 % |

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