

Flash Eurobarometer 228
January 2008

The European Emergency Number 112 (wave 1)

Basic bilingual questionnaire

The GALLUP Organization

Questionnaire FL228
DG INFSO

Q1. Can you tell me what telephone number you would call in the event of an emergency IN [COUNTRY]; for example, if someone needs urgent medical assistance or in case you need to contact the police or the fire brigade?

[DO NOT READ OUT- MULTIPLE ANSWER]

- 1121
- National number(s)2
- Other number(s)3
- [DK/NA]9

Q2. Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?

[DO NOT READ OUT]

- 1121
- Other number(s)2
- [DK/NA]9

Q3. 112 is the emergency number that can be used to call emergency services anywhere in the European Union.

During the last 12 months, have you seen or heard any information regarding the European emergency number "112"? And have you seen or heard any information about the national emergency number(s)?

[READ OUT – ONE ANSWER ONLY]

- Yes, regarding 1121
- Yes, regarding national emergency numbers2
- Yes, about both3
- No4
- [DK/NA]9

IF THE ANSWER IS 1 OR 3 TO Q3

Q3A. Where did you see/hear information regarding the European emergency number "112"?

[READ OUT – MULTIPLE ANSWER]

- Media (television, radio, newspapers, internet)1
- Through your telecommunications operator
(payphones, directories, bills)2
- Other3
- [DK/NA]9

Q4. Please tell me to what extent you agree or disagree with the following statements:

[READ OUT - ONE ANSWER PER LINE]

- Totally agree 1
- Tend to agree 2
- Tend to disagree 3
- Totally disagree 4
- [DK/NA]..... 9

- A. It is very useful to have a Europe-wide emergency number available everywhere in the European Union. 1 2 3 4 9
- B. In [COUNTRY], people are adequately informed about the existence of the European emergency number 112. 1 2 3 4 9
- C. [COUNTRY] should do more to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones. 1 2 3 4 9

Q5. In the last five years, have you called the European emergency number 112 or a national emergency number in [COUNTRY] or in another EU country in the event of emergency?

[READ OUT – ONE ANSWER ONLY]

- Yes, only 112 1
- Yes, only national emergency numbers 2
- Yes, both 112 and national emergency numbers 3
- [Other numbers]..... 4
- [No, I have not called any emergency number] 5
- [DK/NA]..... 9

IF THE ANSWER IS 4, 5 OR 9 IN Q5 SKIP TO D1

LONG QUESTIONNAIRE

Q6. Please think about the LAST occasion when you called an emergency number. Was this call made...

[READ OUT – ONE ANSWER ONLY]

- to “112” in [COUNTRY] 1
- to a national emergency number in [COUNTRY] 2
- to “112” in other EU country 3
- to a national emergency number in other EU country 4
- [DK/NA]..... 9

Q7. What kind of telephone did you use?

[READ OUT – ONE ANSWER ONLY]

- Public payphone.....1
- Fixed telephone.....2
- Mobile telephone3
- Via Internet (VoIP)4
- [DK/NA].....9

Q8. Did you experience any technical difficulty in establishing or maintaining the call?

[READ OUT – ONE ANSWER ONLY]

- No, I didn't experience any technical difficulty1
- I got no dialling tone or the phone went dead2
- I got a busy tone or the phone rang but nobody answered3
- Other technical problems4
- [DK/NA].....9

[ASK Q8A ONLY IF EMERGENCY CALL WAS MADE IN ANOTHER EU COUNTRY (ANSWER 3 OR 4 TO Q6)]

Q8a. Did you experience any communication problem because of the language you used?

[READ OUT – ONE ANSWER ONLY]

- Yes, we had a communication problem because of languages1
- No, we communicated in a language of the visited country2
- No, we communicated in a language different from the one/s of the visited country3
- [DK/NA].....9

Q9. Did you provide information about your location to the emergency operator?

[READ OUT - ONE ANSWER ONLY]

- Yes, I gave the exact address1
- Yes, but I could not give the exact address2
- No, the operator did not ask for it although I could have provided this information3
- No, I could not state my location4
- [DK/NA]9

Q10. What was the follow-up given to your call?

[READ OUT- ONE ANSWER ONLY]

- An emergency unit arrived on the spot1
- An emergency unit was sent, but did not arrive2
- I received information on the phone about what to do/where to go in order to solve the problem3
- I was told the situation was not an emergency, so no follow-up was needed4
- Other5
- [DK/NA]9

D1. Gender [DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. How old are you?

- [][] years old
- [00] [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 - ONE ANSWER ONLY]

- SELF-EMPLOYED

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

- Employee

→ i.e. :	- professional (employed doctor, lawyer, accountant, architect).....	21
	- general management, director or top management.....	22
	- middle management.....	23
	- Civil 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

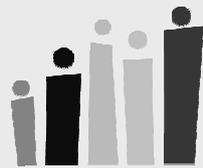
D10. . Do you have any impairment that has a substantial effect on your ability to carry out normal day-to-day activities?

- mobility impairment	1
- visual or hearing impairment.....	2
- other type of impairment	3
- no impairment	4
- [DK/NA].....	9

Flash Eurobarometer Series
#228

The European Emergency Number 112

Survey conducted by The Gallup Organization
Hungary upon the request of Directorate-
General for Information Society and Media



EUROBAROMETER

Coordinated by Directorate-General
Communication

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

THE GALLUP ORGANIZATION

Survey Details

This general population survey on “The European Emergency Number 112” was conducted for the European Commission, Directorate-General for Information Society and Media – B2.

Telephone interviews were conducted in each country with the exception of Bulgaria, Czech Republic, Estonia, Latvia, Lithuania, Hungary, Poland, Romania and Slovakia where both telephone and face-to-face interviews were conducted (70% webCATI and 30% F2F interviews).

Telephone interviews were conducted in each country between 1/07/2008 and the 1/11/2008 by these Institutes:

Belgium	BE	Gallup Europe	(Interviews : 01/07/2008 - 01/11/2008)
Czech Republic	CZ	Focus Agency	(Interviews : 01/07/2008 - 01/11/2008)
Denmark	DK	Hermelin	(Interviews : 01/07/2008 - 01/11/2008)
Germany	DE	IFAK	(Interviews : 01/07/2008 - 01/10/2008)
Estonia	EE	Saar Poll	(Interviews : 01/07/2008 - 01/11/2008)
Greece	EL	Metroanalysis	(Interviews : 01/07/2008 - 01/11/2008)
Spain	ES	Gallup Spain	(Interviews : 01/07/2008 - 01/11/2008)
France	FR	Efficienc3	(Interviews : 01/08/2008 - 01/11/2008)
Ireland	IE	Gallup UK	(Interviews : 01/07/2008 - 01/11/2008)
Italy	IT	Demoskopoa	(Interviews : 01/07/2008 - 01/11/2008)
Cyprus	CY	CYMAR	(Interviews : 01/07/2008 - 01/10/2008)
Latvia	LV	Latvian Facts	(Interviews : 01/07/2008 - 01/11/2008)
Lithuania	LT	Baltic Survey	(Interviews : 01/08/2008 - 01/11/2008)
Luxembourg	LU	Gallup Europe	(Interviews : 01/07/2008 - 01/11/2008)
Hungary	HU	Gallup Hungary	(Interviews : 01/07/2008 - 01/11/2008)
Malta	MT	MISCO	(Interviews : 01/07/2008 - 01/11/2008)
Netherlands	NL	Telder	(Interviews : 01/07/2008 - 01/11/2008)
Austria	AT	Spectra	(Interviews : 01/07/2008 - 01/11/2008)
Poland	PL	Gallup Poland	(Interviews : 01/07/2008 - 01/11/2008)
Portugal	PT	Consulmark	(Interviews : 01/07/2008 - 01/11/2008)
Slovenia	SI	Cati d.o.o	(Interviews : 01/07/2008 - 01/11/2008)
Slovakia	SK	Focus Agency	(Interviews : 01/07/2008 - 01/11/2008)
Finland	FI	Hermelin	(Interviews : 01/07/2008 - 01/11/2008)
Sweden	SE	Hermelin	(Interviews : 01/07/2008 - 01/11/2008)
United Kingdom	UK	Gallup UK	(Interviews : 01/07/2008 - 01/10/2008)
Bulgaria	BG	Vitosh	(Interviews : 01/07/2008 - 01/11/2008)
Romania	RO	Gallup Romania	(Interviews : 01/07/2008 - 01/11/2008)

Representativeness of the results

Each national sample is representative of the population aged 15 years and above.

Sizes of the sample

In most EU countries the target sample size was 1500 respondents.

A weighting factor was applied to the national results in order to compute a marginal total where each country contributes to the European Union result in proportion to its population.

The table below presents:

- (1) the number of interviews actually carried out in each country
- (2) the population-weighted total number of interviews for each country

TOTAL INTERVIEWS

	Total Interviews			
	Conducted	% of Total	EU27 Weighted	% on Total (weighted)
Total	40593	100	40593	100
BE	1502	3.7	861	2.1
BG	1503	3.7	670	1.7
CZ	1500	3.7	871	2.1
DK	1505	3.7	437	1.1
DE	1511	3.7	7116	17.5
EE	1509	3.7	114	0.3
EL	1506	3.7	932	2.3
ES	1501	3.7	3498	8.6
FR	1502	3.7	4816	11.9
IE	1500	3.7	319	0.8
IT	1503	3.7	4979	12.3
CY	1501	3.7	61	0.1
LV	1502	3.7	196	0.5
LT	1504	3.7	285	0.7
LU	1500	3.7	36	0.1
HU	1508	3.7	839	2.1
MT	1501	3.7	33	0.1
NL	1500	3.7	1329	3.3
AT	1500	3.7	669	1.6
PL	1504	3.7	3186	7.8
PT	1502	3.7	872	2.1
RO	1506	3.7	1789	4.4
SI	1502	3.7	172	0.4
SK	1520	3.7	447	1.1
FI	1500	3.7	433	1.1
SE	1501	3.7	744	1.8
UK	1500	3.7	4890	12.0

Questionnaires

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

Sampling error

The results in a survey are valid only between the limits of a statistical margin caused by the sampling process. This margin varies with three factors:

1. The sample size (or the size of the analysed part in the sample): the greater the number of respondents is, the smaller the statistical margin will be;
2. The result in itself: the closer the result approaches 50%, the wider the statistical margin will be;
3. The desired degree of confidence: the more "strict" we are, the wider the statistical margin will be.

As an example, examine this illustrative case:

1. One question has been answered by 500 individuals;
2. The analysed result is around 50%;
3. We choose a significance level of 95 % (it is the level most often used by statisticians, and it is the one chosen for the Table hereafter);

In this illustrative case the statistical margin is: (+/- 4.4%) around the observed 50%. And as a conclusion: the result for the whole population lies between 45.6% and 54.4 %.

Hereafter, the statistical margins computed for various observed results are shown, on various sample sizes, at the 95% significance level.

STATISTICAL MARGINS DUE TO THE SAMPLING PROCESS (AT THE 95 % LEVEL OF CONFIDENCE)

Various sample sizes are in rows;

Various observed results are in columns:

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%
N=50	6.0	8.3	9.9	11.1	12.0	12.7	13.2	13.6	13.8	13.9
N=500	1.9	2.6	3.1	3.5	3.8	4.0	4.2	4.3	4.4	4.4
N=1000	1.4	1.9	2.2	2.5	2.7	2.8	3.0	3.0	3.1	3.1
N=1500	1.1	1.5	1.8	2.0	2.2	2.3	2.4	2.5	2.5	2.5
N=2000	1.0	1.3	1.6	1.8	1.9	2.0	2.1	2.1	2.2	2.2
N=3000	0.8	1.1	1.3	1.4	1.5	1.6	1.7	1.8	1.8	1.8
N=4000	0.7	0.9	1.1	1.2	1.3	1.4	1.5	1.5	1.5	1.5
N=5000	0.6	0.8	1.0	1.1	1.2	1.3	1.3	1.4	1.4	1.4
N=6000	0.6	0.8	0.9	1.0	1.1	1.2	1.2	1.2	1.3	1.3

Evaluation of the samples

The attached tables (after the Technical Report tables) provide a detailed insight to the within country weighting of the study. (For cross-country weights please refer to the table on previous page) The weighting of the dataset is a three-fold exercise.

In the *first step* we will apply the basic **selection probability weights**, primarily to avoid the overcoverage of households with multiple telephone lines. In the same step, we calculate the weights that corrects the estimations based on the merged **dual frame** samples, i.e., weights that deal with phone owners;

In the *second step*, on a country-by-country basis, a **nonresponse population weighting** was carried out. As nonresponse rates vary by social segments, the sample characteristics reflect such differences as well (i.e., there are usually less males and especially less young people in the samples than in the universe.) In this step, we compensated for the nonresponse bias that stems from the field execution process. The most advanced method for eliminating such deviations is the so-called *Raking Adjustment for Nonresponse* (raking). Gallup applied this method. This procedure performs iterative proportional fitting in contingency table analysis. This method is also used to deal with the problem of large variability of weights. When weighting classes are formed based on full cross-classification of the auxiliary variables, the result is a large number of weighting classes with unstable response rates.

However, one drawback is that raking assumes that the variables used for adjustment are independent. Raking works in the following way:

- 1) sets initial weight factor values in each cross-classification term to 1;
- 2) adjusts the weight factors of the first cross-classification term so the weighted sample is representative for the variables involved;
- 3) adjusts the weight factors for the next cross-classification term so the weighted sample becomes representative with respect to the variables involved (this might disrupt the representativeness with respect to the variables involved);
- 4) repeats this adjustment for all cross-classification terms;
- 5) repeats all steps until the factors do not change.

A common approach to weighting is to determine the sample weights adjusting for unequal probabilities of selection, revise these weights to compensate for different sub-class response rates, and finally modify the weights again to conform the weighted sample distribution for certain variables (e.g., age, gender, education, activity etc.) to the known population distributions of the same variables.

The following variables will be used in all national raking procedures (with categories levels used):

Age X Sex

male, 15-29
male, 30-49
male, 50+
female, 15-29
female, 30-49
female, 50+

Activity

Active worker
retired
Other non-active worker

Regions (NUTS2)

Please note that levels might be collapsed to achieve convergence or universe information is not available in the necessary detail.

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