

EUROBAROMETER 60.2

NOVEMBER-DECEMBER 2003

BASIC ENGLISH QUESTIONNAIRE

EUROPEAN OPINION RESEARCH GROUP

Note: The basic questionnaire is provided only as a guide to the survey questions. Please see the SPSS data definitions and document statements or the codebook for changes in coding schemes and for country specific answer categories (political parties, income, regions etc.).

A.	YOUR SURVEY NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
B.	COUNTRY CODE	<input type="text"/>	<input type="text"/>			
C.	OUR SURVEY NUMBER	6	0	2		
D.	INTERVIEW NUMBER	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
E.	SPLIT BALLOT	1	<input type="checkbox"/>	A		
		2	<input type="checkbox"/>	B		

Q.1. What is your nationality? Please tell me the country(ies) that applies(y).
(MULTIPLE ANSWERS POSSIBLE)

Belgium	1,	} —> Q.2
Denmark	2,	
Germany	3,	
Greece	4,	
Spain	5,	
France	6,	
Ireland	7,	
Italy	8,	
Luxembourg	9,	
Netherlands	10,	
Portugal	11,	
United Kingdom (Great Britain, Northern Ireland)	12,	
Austria	13,	
Sweden	14,	
Finland	15,	
Other countries	16,	} —> Close interview
DK	17,	

EB60.1 - Q.1. - TREND

Let's start with some questions about employment and social policies.

Q.2. Have you often, sometimes or never seen, read or heard anything about the part the European Union plays in...? (SHOW CARD WITH SCALE)

	READ OUT	OFTEN	SOMETIMES	NEVER	DK
1	job creation and the fight against unemployment	1	2	3	4
2	working conditions	1	2	3	4
3	the fight against social exclusion, poverty and discrimination	1	2	3	4
4	the reform of the national systems of social protection (pensions, healthcare, etc.)	1	2	3	4
5	equality between women and men	1	2	3	4
6	the employment and social policy issues related to the enlargement of the European union to include new member states	1	2	3	4

EB60.2 - NEW

Q.3. Before this interview, were you aware or not that...? (SHOW CARD)

	READ OUT	YES	NO	DK
1	a considerable share of the European Union's budget is contributing to national and local projects in the areas of employment, training, the fight against social exclusion, and equality between women and men	1	2	3
2	the European Union sets guidelines for the national employment policies in (OUR COUNTRY)	1	2	3
3	best practices of employment policies are exchanged among the member states of the European Union	1	2	3
4	the European Union sets important rules in the area of labour law and health and safety at work	1	2	3
5	the European Union promotes agreements between employers and trade unions at European Union level	1	2	3
6	National policies to fight poverty and social exclusion are co-ordinated at European Union level	1	2	3
7	member states have started to discuss at European Union level how best to reform national pension systems	1	2	3
8	the European Union bans discrimination on the grounds of racial or ethnic origin, religion or belief, age, disability and sexual orientation	1	2	3
9	the European Union sets rules for equality between women and men at work	1	2	3

EB60.2 - NEW

Q.4. From the following list, please tell me which are your main sources of information about what the European Union does in the area of employment and social policies?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Daily national newspapers	1,
Daily regional or local newspapers (N).....	2,
Other newspapers, magazines	3,
TV	4,
Radio	5,
The Internet website of the European Union, Europa (N)	6,
Other Internet websites (M).....	7,
Books, brochures, information leaflets	8,
European Union information on notice boards, posters or in information offices of the European Union (M).....	9,
Employment agencies/offices (N) (INT.: USE APPROPRIATE NAME IN EACH COUNTRY - B: ORBEM, D: ARBEITSAMMT, ETC.)	10,
Professional associations or trade unions.....	11,
National, regional or local government, politicians (M).....	12,
Non-governmental organisations (NGOs) (M).....	13,
At work/through employers (N)	14,
School, university, other educational or training institutions (N).....	15,
Others (SPONTANEOUS)	16,
I am not interested in European Union employment and social affairs policies (SPONTANEOUS) (N)	17,
DK.....	18,

EB55.1 - Q.45. - TREND MODIFIED

Q.5. And do you think that, in the future, the following sources could be useful for you to get information about European Union employment and social policies?

	READ OUT	YES	NO	DK
1	Daily national newspapers	1	2	3
2	Daily regional or local newspapers	1	2	3
3	Other newspapers, magazines	1	2	3
4	TV	1	2	3
5	Radio	1	2	3
6	The Internet website of the European Union: Europa	1	2	3
7	Other Internet websites	1	2	3
8	Books, brochures, information leaflets	1	2	3
9	European Union information on notice boards, posters or in information offices of the European Union	1	2	3
10	Employment agencies/offices (N) (USE APPROPRIATE NAMES IN EACH COUNTRY - B: ORBEM, D: ARBEITSAMMT, ETC.)	1	2	3
11	Professional associations or trade unions	1	2	3
12	National, regional or local government, politicians	1	2	3
13	Non-governmental organisations (NGOs)	1	2	3
14	At work/through employers	1	2	3
15	School, university, other educational or training institutions	1	2	3

EB60.2 - NEW

Q.6. In general, is it fairly important or fairly unimportant for you to have access to information about what the European Union does in the following areas?

	READ OUT	FAIRLY IMPORTANT	FAIRLY UNIMPORTANT	DK
1	Job creation and the fight against unemployment	1	2	3
2	Working conditions	1	2	3
3	The fight against social exclusion, poverty and discrimination	1	2	3
4	The reform of the national systems of social protection (pensions, healthcare, etc.)	1	2	3
5	Equality between women and men	1	2	3
6	The employment and social policy issues related to the enlargement of the European union to include new member states	1	2	3

EB60.2 - NEW

Q.7. In general, would you say that what you see, read or hear about what the European Union does in the area of employment and social affairs is very positive, fairly positive, fairly negative or very negative?

Very positive	1
Fairly positive	2
Fairly negative.....	3
Very negative	4
DK.....	5

EB60.2 - NEW

Q.8. After the enlargement of the European Union to include new member countries in May 2004, would you wish to receive more information, the same amount of information as today or less information about what the European Union does in the area of employment and social policies?

More information	1
The same amount as today.....	2
Less information.....	3
DK.....	4

EB60.2 - NEW

Let's move to another topic: financial services.

- Q.9. What are your top 3 financial priorities? (SHOW CARD - MAX. 3 ANSWERS POSSIBLE)
- Paying the bills..... 1,
 - Saving for retirement..... 2,
 - Paying off debts 3,
 - Buying a house/apartment 4,
 - Passing on money to my children/grand-children..... 5,
 - Protecting my family in case I am ill/unable to work 6,
 - Having some savings for emergencies 7,
 - Living as well as I can on my current income 8,
 - Starting up a business (N)..... 9,
 - Other (SPONTANEOUS) 10,
 - DK..... 11,

EB58.1 - Q.53. - TREND MODIFIED

- Q.10. I find thinking about my finances and financial services ...
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- enjoyable..... 1,
 - interesting 2,
 - comforting 3,
 - intimidating..... 4,
 - complicated..... 5,
 - dull 6,
 - depressing 7,
 - None of them (SPONTANEOUS)..... 8,
 - DK..... 9,

EB58.1 - Q.54. - TREND

Q.11. Do you personally have...?

	READ OUT	YES	NO	DK
1	a current account which comes with a payment card or a chequebook (N)	1	2	3
2	a deposit account which pays interest but has no payment card or chequebook (N)	1	2	3
3	a chequebook	1	2	3
4	a credit card (VISA, EUROCARD/MASTERCARD, AMERICAN EXPRESS, DINERS)	1	2	3
5	another type of card (COUNTRY SPECIFIC NAME - EXAMPLE: (B) BANCONTACT, (DK) DANKORT, (AUT) BANKOMAT, ETC.) (M)	1	2	3
6	a life assurance policy	1	2	3
7	a private pension plan	1	2	3
8	stocks / shares	1	2	3
9	collective investments (UK: UNIT TRUST, OEIC, F+B: SICAV, APPROPRIATE NAME IN EACH COUNTRY)	1	2	3
10	bonds	1	2	3
11	a mortgage	1	2	3
12	a second mortgage (N)	1	2	3
13	a loan lasting more than 12 months to buy a car	1	2	3
14	a loan lasting more than 12 months to buy something else (other than a house or a car)	1	2	3
15	an overdraft facility on a current account	1	2	3

EB58.1 - Q.57. - TREND MODIFIED

IF "YES", CODE 1 IN Q.11. ITEM 12, OTHERS GO TO Q.13.a.

- Q.12. a) If you have a second mortgage, is it to..., or not?
 b) And is it to..., or not?

	READ OUT	YES	NO	DK
a	purchase another property or renovate your current property	1	2	3
b	make another purchase (e.g. purchasing a new car)	1	2	3

EB60.2 - NEW

ASK ALL

- Q.13. a) Have you ever used the phone to...? (M)

	READ OUT	YES	NO	DK
1	order a product or service (N)	1	2	3
2	pay for something such as books, hotel or travel reservations, etc. (M)	1	2	3
3	make a bank transaction (M)	1	2	3
4	make use of other financial transactions (M)	1	2	3

EB58.1 - Q.58. -TREND MODIFIED

IF "NO", CODE 2 IN Q.13.a. ITEM 2, OTHERS GO TO Q.14.a.

- Q.13. b) Why have you never used the phone to pay for something such as books, hotel or travel reservations? (SHOW CARD - READ OUT - ONE ANSWER ONLY) (M)

I do not have a payment card.....	1
I have never had the opportunity to	2
I do not think it is safe.....	3
I am not interested in paying that way	4
Other (SPONTANEOUS)	5
DK.....	6

EB58.1 - Q. 59. - TREND MODIFIED

ASK ALL

Q.14. a) Have you ever used the Internet (FR: including MINITEL) to...? (M)

	READ OUT	YES	NO	DK
1	order a product or service (N)	1	2	3
2	pay for something such as books, hotel or travel reservations, etc. (M)	1	2	3
3	make a bank transaction (M)	1	2	3
4	make use of other financial transactions (M)	1	2	3

EB58.1 - Q.58. - TREND MODIFIED

IF "NO", CODE 2 IN Q.14.a. ITEM 2, OTHERS GO TO Q.15.a.

Q.14. b) Why have you never used the Internet (FR: including MINITEL) to pay for something such as books, hotel or travel reservations? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

I do not use the Internet	1
I do not know where to find such things on the Internet.....	2
Paying for something on the Internet is too complicated	3
Paying for something on the Internet is not safe	4
I am not interested in paying that way	5
I do not have a payment card.....	6
Other reasons (SPONTANEOUS).....	7
DK.....	8

EB60.2 - NEW

ASK ALL

- Q.15. a) For each of the following, can you tell me if you have ever obtained it from a firm located in another country of the European Union? (SHOW CARD - ONE ANSWER ONLY)
- b) And for each of these services, would you consider obtaining it from a firm located in another country of the European Union within the next 5 years? (SHOW SAME CARD – ONE ANSWER ONLY)

READ OUT		Q.15.a.			Q.15.b.		
		YES	NO	DK	YES	NO	DK
1	Bank account	1	2	3	1	2	3
2	Credit card	1	2	3	1	2	3
3	A private pension plan	1	2	3	1	2	3
4	Car insurance	1	2	3	1	2	3
5	Life assurance	1	2	3	1	2	3
6	Mortgage	1	2	3	1	2	3
7	Stocks/shares	1	2	3	1	2	3
8	Collective investments (UK: UNIT TRUST, OEIC, F+B: SICAV, APPROPRIATE NAME IN EACH COUNTRY)	1	2	3	1	2	3
9	Other	1	2	3	1	2	3

EB58.1 - Q.60. a. & b. - TREND

- Q.15. c) Are there any obstacles, preventing you from using financial services elsewhere in the European Union? (M)
(IF YES) Which ones? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

No, no obstacle 1,
 Yes, lack of information 2,
 Yes, bad information 3,
 Yes, too risky 4,
 Yes, necessary to have large amounts to invest 5,
 Yes, difficulties due to distance 6,
 Yes, poor legal protection in the event of problems 7,
 Yes, language problems 8,
 Others (SPONTANEOUS)..... 9,
 DK 10,

EB58.1 - Q.60. c. - TREND MODIFIED

- Q.16. a) Which one of the following means of payment do you prefer to use to pay for an important purchase in (OUR COUNTRY)? By important purchase, I mean a purchase of at least 100 euro (DK, UK, S: EQUIVALENT OF 100 EURO IN DOMESTIC CURRENCY). (SHOW CARD - ONE ANSWER ONLY)
- b) And which one would you prefer to use to pay for an important purchase in another member country of the European Union? (SHOW SAME CARD - ONE ANSWER ONLY)

	READ OUT	Q.16.a.	Q.16.b.
		IN (OUR COUNTRY)	IN ANOTHER MEMBER COUNTRY
1	Cash	1	1
2	Cheque	2	2
3	Credit card (SUCH AS: EUROCARD/MASTERCARD, VISA, AMERICAN EXPRESS, OR DINERS) or other bank card (M)	3	3
4	Bank or postal transfer	4	4
5	Other form of payment (SPONTANEOUS)	5	5
6	Never bought anything in another member country (SPONTANEOUS)		6
7	DK	6	7

EB58.1 - Q.61. a. & b. - TREND MODIFIED

IF CODES 1, 2, 3, 4 OR 5 IN Q.16.a.

Q.17. a) Why do you prefer to use this mean of payment in (OUR COUNTRY)?
(SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

IF CODES 1, 2, 3, 4 OR 5 IN Q.16.b.

b) Why do you prefer to use this mean of payment in another member country of the European Union? (SHOW SAME CARD - MULTIPLE ANSWERS POSSIBLE)

	READ OUT	Q.17.a.	Q.17.b.
		IN (OUR COUNTRY)	IN ANOTHER MEMBER COUNTRY
1	Because it is cheap (M)	1,	1,
2	Because it is easy (M)	2,	2,
3	To avoid the risk of a dispute	3,	3,
4	To avoid the risk of loss or theft	4,	4,
5	To avoid being attacked	5,	5,
6	For security / safety reasons, e.g. because there is a (PIN CODE, CONFIDENTIAL CODE, ETC. INT.: USE APPROPRIATE NAME IN EACH COUNTRY)	6,	6,
7	Other (SPONTANEOUS)	7,	7,
8	DK	8,	8,

EB58.1 - Q.62. a. & b. - TREND MODIFIED

ASK ALL

Q.18. a) An electronic purse (e.g.: (B) CARTE "PROTON", APPROPRIATE NAME IN EACH COUNTRY WHERE AVAILABLE) is a card which the holder loads with money from his or her bank account. It can then be used for payments, in particular minor purchases such as a newspaper or a loaf of bread in shops, which accept such cards. It has the advantage of being quick and easy and does not involve a confidential code, but if you lose the card, you lose the money stored on it. Have you ever used such an electronic purse? (M)

Yes..... 1

No..... 2

Does not exist in (OUR COUNTRY) (SPONTANEOUS) 3

DK..... 4

EB58.1 - Q.63. - TREND MODIFIED

Q.18. b) Would you consider using such an electronic purse within the next few years?

Yes 1
 No..... 2
 DK..... 3

EB60.2 - NEW

Q.19. For each of the following statements, do you believe it is very easy, fairly easy, fairly difficult or very difficult to...?

	READ OUT	VERY EASY	FAIRLY EASY	FAIRLY DIFFICULT	VERY DIFFICULT	DK
1	compare information from banks, about bank account features and charges	1	2	3	4	5
2	win in a dispute with a bank	1	2	3	4	5
3	know beforehand how much it is going to cost to borrow money	1	2	3	4	5
4	understand the information given by financial institutions about the way their mortgages work and the risks involved	1	2	3	4	5
5	compare information about different mortgages	1	2	3	4	5
6	win in a dispute with an insurance company	1	2	3	4	5
7	change banks (N)	1	2	3	4	5
8	know in advance how well you are covered by insurance policies	1	2	3	4	5

EB58.1 - Q.64. - TREND MODIFIED

Q.20. For each of the following statements, please tell me if you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	Having a bank account is expensive	1	2	3
2	Buying on credit is more useful than dangerous	1	2	3
3	You can borrow as much as you like, there are no real checks	1	2	3
4	The problem of borrowing more than you can pay back does not exist in (OUR COUNTRY)	1	2	3
5	The marketing techniques of financial institutions are aggressive	1	2	3
6	The information I get from financial institutions is clear and understandable	1	2	3
7	My rights as a consumer are adequately protected in relation to financial services	1	2	3
8	There are easy ways to settle disputes with banks and insurance companies	1	2	3
9	Financial transactions are generally secure	1	2	3
10	The confidential information I give to banks or insurance companies is adequately protected	1	2	3
11	I trust using the telephone for banking transactions	1	2	3
12	I trust using the Internet for banking transactions and payments	1	2	3
13	Transactions on the Internet are generally secure	1	2	3
14	If I make a transaction on the Internet, it is harder to sort out any problems that may arise	1	2	3

EB58.1 - Q.65. - TREND

Q.21. For each of the following, please tell me if it applies to you, or not?

	READ OUT	YES	NO	DK
1	I expect financial institutions to give me advice	1	2	3
2	I make my own decisions about what to do with my money	1	2	3
3	I usually trust the advice given by financial institutions	1	2	3

EB60.2 - NEW

SPLIT BALLOT A

Q.22. Each European Union member country has its own consumer protection standards.
Do you think that these standards should be harmonised in the European Union, or not?
(IF YES) Totally or in part?

- No 1
- Yes, totally 2
- Yes, in part..... 3
- DK..... 4

EB58.1 - Q.66. - TREND

SPLIT BALLOT B

Q.22. Each European Union member country has its own consumer protection standards in relation to
financial services.
Do you think that these standards should be harmonised in the European Union, or not?
(IF YES) Totally or in part?

- No 1
- Yes, totally 2
- Yes, in part..... 3
- DK..... 4

EB58.1 - Q.66. - TREND MODIFIED

Let's move on to another topic: illegal and harmful content on the Internet.

Q.23. a) Do you have, in your household, any child under your responsibility in each of the following age bans? (SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

b) And thinking about the child whose birthday is closest to the date of this interview (first birthday to come), is it a boy or a girl?

(INT.: CODE IN THE **APPROPRIATE ROW AND COLUMN OF Q.23.b.** - IF TWINS, CHOOSE THE ELDEST)

	READ OUT	Q.23.a.	Q.23.b.	
			GIRL	BOY
1	Under 6	1,	1	2
2	6 - 7 years old	2,	1	2
3	8 - 9 years old	3,	1	2
4	10 - 11 years old	4,	1	2
5	12 - 13 years old	5,	1	2
6	14 - 15 years old	6,	1	2
7	16 - 17 years old	7,	1	2
8	I do not have any children under 18 in my household	8,		

EB60.2 - NEW

ASK Q.24. IN REFERENCE TO THE GIRL OR BOY SELECTED IN Q23.b., OTHERS (CODE 8 IN Q.23.a.) GO TO Q.31.

Q.24. And does he/she use the Internet in any of the following places? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Yes, at home 1,
- Yes, at school..... 2,
- Yes, at a friend's home..... 3,
- Yes, in someone else's home..... 4,
- Yes, in an Internet cafe 5,
- Yes, in a library/other public place..... 6,
- Yes, somewhere else 7,
- No**, he/she does not use the Internet 8,
- DK 9,

EB60.2 - NEW

Q.25. Have you set any rules for him/her about using any of the following either in your household or elsewhere? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Yes, for the television..... 1,
- Yes, for the mobile/cell phone (INT.: USE APPROPRIATE NAMES IN EACH COUNTRY) 2,
- Yes, for electronic games consoles such as Playstation, Xbox, GameCube, Gameboy, etc. 3,
- Yes, for the Internet 4,
- Yes, for the computer (apart from the Internet) 5,
- Yes, there are rules, but not set by me 6,
- No, no rules have been set 7,
- DK..... 8,

EB60.2 - NEW

IF CODE 4 IN Q.25., OTHERS GO TO Q.27.

Q.26. What rules have you set regarding how he/she uses the Internet?
(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- He/she is not allowed to give out any personal information..... 1,
- There are some websites that he/she is not allowed to visit 2,
- He/she is to tell me/us if he/she finds something on the Internet that makes him/her feel uncomfortable 3,
- He/she is not allowed to use rude language in e-mails or chat-rooms 4,
- He/she is not allowed to meet in person someone he/she only met on the Internet..... 5,
- He/she is not allowed to copy documents/pictures..... 6,
- He/she is not allowed to go to chat-rooms/to talk to strangers in chat-rooms 7,
- He/she is not allowed to download music or films 8,
- He/she is not allowed to download software 9,
- Rules regarding how much time he/she is allowed to spend on the Internet..... 10,
- Keeping phone lines free at certain times of the day..... 11,
- Ensuring that access to the Internet is shared fairly between family members 12,
- Other rules 13,
- DK..... 14,

EB60.2 - NEW

IF CODE 1 TO 7 IN Q.23.a

Q.27. Do you feel that you need more information, or not, about how to protect the children from your household from illegal or harmful content and contact on the Internet?

- Yes..... 1
- No 2
- DK..... 3

EB60.2 - NEW

Q.28. Would you say that the children in your household know what to do if a situation on the Internet makes them feel uncomfortable?

- Yes..... 1
- No 2
- DK..... 3

EB60.2 - NEW

Q.29. From whom would you like to receive information about using the Internet in a safer way?
(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- School(s)..... 1,
- Parents association (IRL: parents/teacher association)/other parents groups 2,
- Government/local authority 3,
- The Internet service provider or the telephone company 4,
- Software companies..... 5,
- Computer retailer 6,
- Your employer..... 7,
- Associations, non-profit organisations/non-governmental organisations (NGOs) 8,
- TV, radio, newspapers 9,
- Police 10,
- Other source 11,
- I don't want to receive such information 12,
- DK..... 13,

EB60.2 - NEW

IF CODE 1 TO 11 IN Q.29., OTHERS GO TO Q.31.

Q.30. How would you like to receive this information? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- By letter..... 1,
- By e-mail..... 2,
- From a website 3,
- By SMS/text message..... 4,
- By telephone (other than SMS/text message)..... 5,
- In newspapers..... 6,
- In a computer magazine 7,
- From TV 8,
- From the radio..... 9,
- In a library 10,
- From a CD Rom..... 11,
- From another medium..... 12,
- DK..... 13,

EB60.2 - NEW

ASK ALL

Q.31. Do you know where or to whom you can report illegal or harmful content on the Internet? (DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

- Yes, hotlines 1,
- Yes, the police 2,
- Yes, the Internet service provider 3,
- Yes, school(s) 4,
- Yes, parents association..... 5,
- Yes, associations, non-profit organisations, non-governmental organisations (NGOs)..... 6,
- Others 7,
- No, I do not know where I can report illegal or harmful content on the Internet..... 8,
- DK..... 9,

EB60.2 - NEW

Let's conclude with some questions about detergents, toiletries or beauty products and paints or varnishes.

Q.32. Do you ever buy...?

	READ OUT	YES	NO	DK
1	detergents or household cleaners	1	2	3
2	toiletries or beauty products	1	2	3
3	paints or varnishes	1	2	3

EB60.2 - NEW

IF CODE 1 IN Q.32. FOR ITEM 1, OTHERS GO TO Q.34.

Q.33. a) When you are about to buy detergents or household cleaners, do you always, sometimes, rarely or never pay attention to the following on the packaging?
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	ALWAYS	SOME-TIMES	RARELY	NEVER	DK
1	The colour and design	1	2	3	4	5
2	The cap/closure	1	2	3	4	5
3	The pictures/text explaining how to use it	1	2	3	4	5
4	Instructions on how much to use	1	2	3	4	5
5	The list of what it is made of	1	2	3	4	5
6	The text telling me what precautions to take	1	2	3	4	5
7	The pictures or symbols of risks or dangers	1	2	3	4	5
8	The manufacturer's phone number	1	2	3	4	5
9	The phone number of emergency services or an anti-poison centre	1	2	3	4	5
10	The text telling me what to do in case of injuries/accidents/health problems	1	2	3	4	5

EB60.2 - NEW

IF "NEVER", CODE 4 IN Q.33.a. FOR ITEM 3 OR ITEM 4, OTHERS GO TO Q.33.c.

Q.33. b) Why do you never pay attention to the instructions on how to use or how much to use, when buying detergents or household cleaners?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- I know how to use these products 1,
- I always buy the same brands 2,
- The writing is too small 3,
- The instructions are not understandable 4,
- They contain too much information 5,
- They do not contain enough information 6,
- They are too technical 7,
- I don't like reading instructions (SPONTANEOUS) 8,
- Other (SPONTANEOUS) 9,
- DK 10,

EB60.2 - NEW

IF "NEVER", CODE 4 IN Q.33.a. FOR ITEM 6 OR ITEM 7, OTHERS GO TO Q.33.d.

Q.33. c) Why do you never pay attention to the safety instructions when buying detergents or household cleaners? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- I know how to use these products 1,
- I always buy the same brands 2,
- The writing is too small 3,
- The safety instructions are not understandable 4,
- They contain too much information 5,
- They do not contain enough information 6,
- The safety instructions are too technical 7,
- The products are supposed to be safe 8,
- I know that to do in case of problems 9,
- I don't like reading instructions (SPONTANEOUS) 10,
- Other (SPONTANEOUS) 11,
- DK 12,

EB60.2 - NEW

IF CODE 1 IN Q.32. FOR ITEM 1

Q.33. d) How important are each of the following characteristics for a detergent or household cleaner?
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	VERY IMPORTANT	FAIRLY IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	DK
1	It is safe	1	2	3	4	5
2	It is not expensive	1	2	3	4	5
3	It is effective (cleans/washes well)	1	2	3	4	5
4	The shape and colours of the packaging are attractive	1	2	3	4	5
5	It is advertised on TV or in the newspapers	1	2	3	4	5
6	It is easy to use	1	2	3	4	5
7	It does not cause allergies	1	2	3	4	5
8	It does not irritate/affect my skin	1	2	3	4	5
9	It has a safety cap	1	2	3	4	5
10	It does not contain chemicals that harm the environment	1	2	3	4	5
11	It tells me how to protect myself	1	2	3	4	5
12	It tells me what to do in case of accident, injuries or health problems	1	2	3	4	5
13	There are clear symbols or pictures of risks and dangers	1	2	3	4	5
14	It does not contain chemicals that harm my health	1	2	3	4	5

EB60.2 - NEW

Q.33. e) Where do you normally keep detergents or household cleaners?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- In the kitchen..... 1,
- In the bathroom 2,
- In a workroom, storage room or garden shed..... 3,
- In the garage 4,
- On the balcony 5,
- Anywhere, no specific place 6,
- It depends on the product (SPONTANEOUS) 7,
- Other (SPONTANEOUS) 8,
- DK 9,

EB60.2 - NEW

- Q.33. f) And, more specifically, do you usually keep them...?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- in a cupboard near the sink 1,
 in a place where you can easily reach them..... 2,
 hidden in a special place so that children cannot find them..... 3,
 in a place high enough so that the children cannot reach them..... 4,
 locked away..... 5,
 You don't have a special place for them, you keep them where you find room 6,
 It depends (SPONTANEOUS)..... 7,
 Other (SPONTANEOUS) 8,
 DK..... 9,

EB60.2 - NEW

IF CODE 1 IN Q.32. FOR ITEM 2, OTHERS GO TO Q.35.

- Q.34. a) When you are about to buy toiletries or beauty products, do you always, sometimes, rarely or never pay attention to the following on the packaging?
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	ALWAYS	SOMETIMES	RARELY	NEVER	DK
1	The colour and design	1	2	3	4	5
2	The cap/closure	1	2	3	4	5
3	The pictures/text explaining how to use it	1	2	3	4	5
4	Instructions on how much to use	1	2	3	4	5
5	The list of what it is made of	1	2	3	4	5
6	The text telling me what precautions to take	1	2	3	4	5
7	The pictures or symbols of risks or dangers	1	2	3	4	5
8	The manufacturer's phone number	1	2	3	4	5
9	The phone number of emergency services or an anti-poison centre	1	2	3	4	5
10	The text telling me what to do in case of injuries/accidents/health problems	1	2	3	4	5

EB60.2 - NEW

IF "NEVER", CODE 4 IN Q.34.a. FOR ITEM 3 OR ITEM 4, OTHERS GO TO Q.34.c.

Q.34. b) Why do you never pay attention to the instructions on how to use or how much to use, when buying toiletries or beauty products?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- I know how to use these products 1,
- I always buy the same brands 2,
- The writing is too small 3,
- The instructions are not understandable 4,
- They contain too much information 5,
- They do not contain enough information 6,
- They are too technical 7,
- I don't like reading instructions (SPONTANEOUS) 8,
- Other (SPONTANEOUS) 9,
- DK 10,

EB60.2 - NEW

IF "NEVER", CODE 4 IN Q.34.a. FOR ITEM 6 OR ITEM 7, OTHERS GO TO Q.34.d.

Q.34. c) Why do you never pay attention to the safety instructions when buying toiletries or beauty products? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- I know how to use these products 1,
- I always buy the same brands 2,
- The writing is too small 3,
- The safety instructions are not understandable 4,
- They contain too much information 5,
- They do not contain enough information 6,
- The safety instructions are too technical 7,
- These products are supposed to be safe 8,
- I know what to do in case of problems 9,
- I don't like reading instructions (SPONTANEOUS) 10,
- Other (SPONTANEOUS) 11,
- DK 12,

EB60.2 - NEW

IF CODE 1 IN Q.32. FOR ITEM 2

Q.34. d) How important are each of the following characteristics for toiletries or beauty products?
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	VERY IMPORTANT	FAIRLY IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	DK
1	It is safe	1	2	3	4	5
2	It is not expensive	1	2	3	4	5
3	It is effective	1	2	3	4	5
4	The shape and colours of the packaging are attractive	1	2	3	4	5
5	It is advertised on TV or in the newspapers	1	2	3	4	5
6	It is easy to use	1	2	3	4	5
7	It does not cause allergies	1	2	3	4	5
8	It does not irritate/affect my skin	1	2	3	4	5
9	It has a safety cap	1	2	3	4	5
10	It does not contain chemicals that harm the environment	1	2	3	4	5
11	It tells me how to protect myself	1	2	3	4	5
12	It tells me what to do in case of accident, injuries or health problems	1	2	3	4	5
13	There are clear symbols or pictures of risks and dangers	1	2	3	4	5
14	It does not contain chemicals that harm my health	1	2	3	4	5

EB60.2 - NEW

Q.34. e) Where do you normally keep toiletries or beauty products?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- In the bedroom 1,
- In the bathroom 2,
- In another room 3,
- Anywhere, no specific place 4,
- It depends on the product (SPONTANEOUS) 5,
- Other (SPONTANEOUS) 6,
- DK 7,

EB60.2 - NEW

- Q.34. f) And, more specifically, do you usually keep them...?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- in a cupboard near the sink 1,
 in a place where you can easily reach them..... 2,
 hidden in a special place so that children cannot find them..... 3,
 in a place high enough so that the children cannot reach them..... 4,
 locked away..... 5,
 you don't have a special place for them, you keep them where you find room..... 6,
 It depends (SPONTANEOUS)..... 7,
 Other (SPONTANEOUS) 8,
 DK..... 9,

EB60.2 - NEW

IF CODE 1 IN Q.32. FOR ITEM 3, OTHERS GO TO Q.36.a

- Q.35. a) When you are about to buy paints or varnishes, do you always, sometimes, rarely or never pay attention to the following on the packaging?
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	ALWAYS	SOMETIMES	RARELY	NEVER	DK
1	The colour and design	1	2	3	4	5
2	The cap/closure	1	2	3	4	5
3	The pictures/text explaining how to use it	1	2	3	4	5
4	Instructions on how much to use	1	2	3	4	5
5	The list of what it is made of	1	2	3	4	5
6	The text telling me what precautions to take	1	2	3	4	5
7	The pictures or symbols of risks or dangers	1	2	3	4	5
8	The manufacturer's phone number	1	2	3	4	5
9	The phone number of emergency services or an anti-poison centre	1	2	3	4	5
10	The text telling me what to do in case of injuries/accidents/health problems	1	2	3	4	5

EB60.2 - NEW

IF "NEVER", CODE 4 IN Q.35.a. FOR ITEM 3 OR ITEM 4, OTHERS GO TO Q.35.c.

Q.35. b) Why do you never pay attention to the instructions on how to use or how much to use, when buying paints or varnishes? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- I know how to use these products 1,
- I always buy the same brands 2,
- The writing is too small 3,
- The instructions are not understandable 4,
- They contain too much information 5,
- They do not contain enough information 6,
- They are too technical 7,
- I don't like reading instructions (SPONTANEOUS) 8,
- Other (SPONTANEOUS) 9,
- DK 10,

EB60.2 - NEW

IF "NEVER", CODE 4 IN Q.35.a. FOR ITEM 6 OR ITEM 7, OTHERS GO TO Q.35.d.

c) Why do you never pay attention to the safety instructions when buying paints or varnishes? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- I know how to use these products 1,
- I always buy the same brands 2,
- The writing is too small 3,
- The safety instructions are not understandable 4,
- They contain too much information 5,
- They do not contain enough information 6,
- The safety instructions are too technical 7,
- These products are supposed to be safe 8,
- I know what to do in case of problems 9,
- I don't like reading instructions (SPONTANEOUS) 10,
- Other (SPONTANEOUS) 11,
- DK 12,

EB60.2 - NEW

IF CODE 1 IN Q.32. FOR ITEM 3

Q.35. d) How important are each of the following characteristics for paints or varnishes?
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	VERY IMPORTANT	FAIRLY IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	DK
1	It is safe	1	2	3	4	5
2	It is not expensive	1	2	3	4	5
3	It is effective	1	2	3	4	5
4	The shape and colours of the packaging are attractive	1	2	3	4	5
5	It is advertised on TV or in the newspapers	1	2	3	4	5
6	It is easy to use	1	2	3	4	5
7	It does not cause allergies	1	2	3	4	5
8	It does not irritate/affect my skin	1	2	3	4	5
9	There is a safety cap	1	2	3	4	5
10	It does not contain chemicals that harm the environment	1	2	3	4	5
11	It tells me how to protect myself	1	2	3	4	5
12	It tells me what to do in case of accident, injuries or health problems	1	2	3	4	5
13	There are clear symbols or pictures of risks and dangers	1	2	3	4	5
14	The product does not contain chemicals that harm my health	1	2	3	4	5

EB60.2 - NEW

Q.35 e) Where do you normally keep paints and varnishes?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- In the kitchen 1,
- In the bathroom 2,
- In a workroom, storage room or garden shed 3,
- In the garage 4,
- On the balcony 5,
- Anywhere, no specific place 6,
- It depends (SPONTANEOUS) 7,
- Other (SPONTANEOUS) 8,
- DK 9,

EB60.2 - NEW

- Q.35. f) And, more specifically, do you usually keep them...?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- in a cupboard near the sink 1,
 a place where you can easily reach them..... 2,
 hidden in a special place so that children cannot find them..... 3,
 in a place high enough so that the children cannot reach them..... 4,
 locked away..... 5,
 you don't have a special place for them, you keep them where you find room..... 6,
 It depends (SPONTANEOUS)..... 7,
 Other (SPONTANEOUS) 8,
 DK 9,

EB60.2 - NEW

ASK ALL

- Q.36. a) What do you think the following symbols say about a product?
(SHOW EACH SYMBOL IN TURN - DO NOT READ OUT - DO NOT PROBE - ONE ANSWER ONLY)

	DO NOT READ OUT	LOGO A	LOGO B	LOGO C	LOGO D	LOGO E
1	Irritant (INT.: also accepted: makes my skin dry, makes my skin red, causes allergies, stings my eyes, makes me cough, etc.)	1	1	1	1	1
2	Highly concentrated (INT.: also accepted: strong, powerful, cleans well, etc.)	2	2	2	2	2
3	Flammable (INT.: also accepted: can catch fire, don't put it to close to flames, to a source of heat, etc.)	3	3	3	3	3
4	Toxic (INT.: also accepted: harmful, poison(ous), deadly, can kill me, etc.)	4	4	4	4	4
5	Corrosive (INT.: also accepted: can burn my skin, can make me blind, etc.)	5	5	5	5	5
6	Dangerous for the environment/polluting/not ecologically friendly (INT also accepted: polluting the air, the water, the earth, can kill fish, trees, etc.)	6	6	6	6	6
7	Keep away from children	7	7	7	7	7
8	Other	8	8	8	8	8
9	DK	9	9	9	9	9

EB60.2 - NEW

- Q.36. b) Would you definitely, probably, probably not or definitely not buy a product that carries this symbol? (INT: SHOW EACH LOGO IN TURN - SHOW CARD WITH SCALE - ONE ANSWER ONLY)

	READ OUT	LOGO A	LOGO B	LOGO C	LOGO D	LOGO E
1	Definitely	1	1	1	1	1
2	Probably	2	2	2	2	2
3	Probably not	3	3	3	3	3
4	Definitely not	4	4	4	4	4
5	DK	5	5	5	5	5

EB60.2 - NEW

DEMOGRAPHICS

D.1. In political matters people talk of "the left" and "the right".
How would you place your views on this scale? (SHOW CARD)
(INT.: DO NOT PROMPT - IF CONTACT HESITATES, TRY AGAIN)

LEFT									RIGHT
1	2	3	4	5	6	7	8	9	10

Refusal..... 11
DK..... 12

EB60.1 - D.1. - DEMO TREND

NO QUESTIONS D.2. TO D.6.

D.7. Could you give me the letter which corresponds best to your own current situation?
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Married..... 1
Remarried 2
Unmarried, currently living with partner 3
Unmarried, having never lived with a partner 4
Unmarried, having previously lived with a partner, but now on my own 5
Divorced..... 6
Separated 7
Widowed 8
Other (SPONTANEOUS) 9
Refusal (SPONTANEOUS)..... 10

EB60.1 - D.7. - DEMO TREND

D.8. How old were you when you stopped full-time education? (INT.:IF "STILL STUDYING", CODE '00')

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EB60.1 - D.8. - DEMO TREND

NO QUESTION D.9.

D.10. Gender.

Male 1
Female 2

EB60.1 - D.10. - DEMO TREND

D.11. How old are you?

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EB60.1 - D.11. - DEMO TREND

NO QUESTION D.12. TO D.14.

D.15. a) What is your current occupation?

IF NOT DOING ANY PAID WORK CURRENTLY – CODES 1 TO 4 IN D. 15. a.

b) Did you do any paid work in the past? What was your last occupation?

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

EB60.1 - D.15. - DEMO TREND

NO QUESTIONS D.16. TO D.18.

D.19. Are you in your household, the person who contributes most to the household income?
(READ OUT)

- Yes 1
 No 2
 Both equally 3
 DK 4

EB60.1 - D.19. - DEMO TREND

NO QUESTION D.20.

IF "NO", CODE 2 IN D.19.

D.21. a) What is the current occupation of the person who contributes most to the household income?

IF "NOT DOING ANY PAID WORK CURRENTLY", CODE 1 TO 4 IN D.21.a.

b) Did he/she do any paid work in the past? What was his/her last occupation?

	D.21.a. CURRENT OCCUPATION	D.21.b. LAST OCCUPATION
NON-ACTIVE	1	
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working		
Student		
Unemployed or temporarily not working		
Retired or unable to work through illness		
SELF EMPLOYED	5	1
Farmer		
Fisherman		
Professional (lawyer, medical practitioner, accountant, architect, etc.)		
Owner of a shop, craftsmen, other self-employed person		
Business proprietors, owner (full or partner) of a company	9	5
EMPLOYED	10	6
Employed professional (employed doctor, lawyer, accountant, architect)		
General management, director or top management (managing directors, director general, other director)		
Middle management, other management (department head, junior manager, teacher, technician)		
Employed position, working mainly at a desk		
Employed position, not at a desk but travelling (salesmen, driver, etc.)		
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		
NEVER DID ANY PAID WORK		15

EB60.1 - D.21. a. & b. - DEMO TREND

NO QUESTIONS D.22. TO D.24.

D.25. Would you say you live in a...? (READ OUT)

rural area or village	1
small or middle sized town	2
large town	3
DK.....	4

EB60.1 - D.25. - DEMO TREND

NO QUESTIONS D.26. TO D.28.

D.29. 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 BEFORE tax and other deductions.

B	1
T.....	2
P	3
F.....	4
E	5
H.....	6
L.....	7
N.....	8
R.....	9
M.....	10
S	11
K	12
Refusal.....	13
DK.....	14

EB60.1 - D.29. - DEMO TREND

INTERVIEW PROTOCOLE

P.1. - DATE OF INTERVIEW	DAY	MONTH	

P.2. - TIME OF THE BEGINNING OF THE INTERVIEW	HOUR	MINUTES	
(INT.:USE 24 HOUR CLOCK)			

P.3. - NUMBER OF MINUTES THE INTERVIEW LASTED	MINUTES		

- P.4. Number of persons present during the interview, including interviewer.
- Two (interviewer and respondent) 1
- Three 2
- Four 3
- Five or more 4

- P.5. Respondent cooperation
- Excellent 1
- Fair 2
- Average 3
- Bad 4

P.6. Size of locality (LOCAL CODES)

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P.7. Region (LOCAL CODES)

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P.8. Postal code

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P.9. Sample point number

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P.10. Interviewer number

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P.11. Weighting factor

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P.12. a) Fixed telephone available in the household?
Yes 1
No..... 2

b) Mobile telephone available in the household?
Yes 1
No..... 2

ASK ONLY IN LUXEMBOURG, BELGIUM AND FINLAND

P.13. Language of interview

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EB60.2 Q.36a/b

a.



b.



c.



d.



e.



Technical Specifications
Standard Eurobarometer 60.2
December 2003

1. INTRODUCTION

Between 1st October 2003 and 7th November 2003, the European Opinion Research Group, a consortium of Market and Public Opinion Research agencies, made out of INRA and GfK Worldwide, carried out wave 60.2 of the Standard Eurobarometer, on request of the European Commission, Directorate-General Press and Communication, Public Opinion Analysis Unit.

The following topics are covered in this wave:

- ✓ Communication and strategy (Q.2. to Q.8.)
- ✓ Financial services (Q.9. to Q.22.)
- ✓ Illegal and harmful content on the Internet (Q.23. to Q.31.)
- ✓ Safety Instructions 2: detergents and household products, paints and varnishes, toiletries and beauty products (Q.32. to Q.36.)

Standard Eurobarometer surveys cover the population of the respective nationalities of the European Union member states, aged 15 years and over, resident in each of the member states. The basic sample design applied in all member states is a multi-stage, random (probability) one. In each EU country, a number of sampling points is drawn with probability proportional to population size (for a total coverage of the country) and to population density.

For doing so, points are drawn systematically from each of the 'administrative regional units', after stratification by individual unit and type of area. Hence, they represent the whole territory of member states according to EUROSTAT NUTS 2 (or equivalent) and according to the distribution of resident population of the respective EU nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address is drawn at random. Further addresses are selected as every Nth address by standard random route procedures, from the initial address. In each household, respondent is drawn at random. All interviews are face-to-face in the respondent's home and in the appropriate national language.

2. COUNTRIES, NATIONAL INSTITUTES, FIELDWORK PERIOD, NET SAMPLE SIZE AND EXTRAPOLATION FIGURES

COUNTRY	INSTITUTE	START - END FIELDWORK	NET SAMPLE SIZE	EU POPULATION AGED 15+ (x 000)
Belgium	INRA BELGIUM	04/11 - 08/12	1017	8,458
Denmark	GfK DANMARK	08/11 - 08/12	1000	4,355
Germany (East)	INRA DEUTSCHLAND	04/11 - 20/11	1021	13,164
Germany (West)	INRA DEUTSCHLAND	04/11 - 20/11	1024	56,319
Greece	MARKET ANALYSIS	04/11 - 01/12	1002	8,899
Spain	INRA ESPAÑA	10/11 - 03/12	1000	34,239
France	CSA-TMO	06/11 - 20/11	1004	47,936
Ireland	LANSDOWNE Market Research	03/11 - 02/12	1007	3,004
Italy	INRA Demoskopea	07/11 - 30/11	997	49,531
Luxembourg	ILReS	06/11 - 04/12	600	357
The Netherlands	INTOMART	04/11 - 08/12	1016	13,010
Austria	SPECTRA	03/11 - 02/12	1032	6,770
Portugal	METRIS	07/11 - 29/11	1000	8,620
Finland	MDC MARKETING RESEARCH	05/11 - 11/12	1001	4,245
Sweden	GfK SVERIGE	04/11 - 12/12	1000	7,252
Great Britain	MARTIN HAMBLIN LTD	02/11 - 28/11	1038	46,370
Northern Ireland	ULSTER MARKETING SURVEYS	06/11 - 02/12	300	1,314
	Total Number of Interviews		16082	313,843

3. COMPARISON BETWEEN SAMPLE AND UNIVERSE, AND WEIGHTING

For each Standard Eurobarometer survey, a comparison between sample and universe is carried out, per country. The universe description is derived from EUROSTAT population data.

There are 19 sample areas: one for each country of the European Union, in addition Germany is divided into East and West, and United Kingdom into Great Britain and Northern Ireland, one for Norway and one for Iceland.

Each sample area contains a number of interviews, this number may be somewhat above or below that aimed at. The target is 1,000 per sample area, except for Northern Ireland, 300, and Luxembourg and Iceland, 600.

WEIGHTS DELIVERED WITH THE EUROBAROMETER DATA SET:

There are 16 different weights used in the Eurobarometer survey.

W.1	WEIGHT RESULT FROM TARGET (also WEIGHTP or <u>WSAMPLE</u>)
W.2	DROPPED
W.3	WEIGHT SPECIAL GERMANY (also WEIGHTGER)
W.4	WEIGHT SPECIAL UNITED KINGDOM (also WEIGHT1)
W.5	WEIGHT EURO 6 (also WEIGHT6)
W.6	WEIGHT EURO 9 (also WEIGHT9)
W.7	WEIGHT EURO 10 (also WEIGHT2)
W.8	WEIGHT EURO 12 – Former EAST GERMANY (also WEIGHT3M)
W.9	WEIGHT EUROPE 12 (also WEIGHT3P)
W.10	WEIGHT EURO +3 (also WEIGHTNEW)
W.11	WEIGHT EUROPE 15 (also WEIGHT15 or <u>WEURO</u>)
W.12	WEIGHT NORWAY (also WEIGHTNOR)
W.13	WEIGHT TOTAL (also WEIGHT15P or <u>WCPLUS</u>)
W.14	WEIGHT STANDARD SIZE – GERMANY AND UNITED KINGDOM EXTRAPOLATED (also WEIGHTC or <u>WNATION</u>)
W.15 ¹	WEIGHT EURO 11 (without Greece)
W.16 ²	WEIGHT EURO 12 (with Greece)

For each EU member state, a national weighting procedure, using marginal (RIM) and intercellular weighting (Iterative Proportional Fitting - IPF), is carried out, based on this universe description. As such, in all countries, minimum gender, age, region NUTS 2 are introduced in the iteration procedure (W.1).

An additional factor (extrapolation) is added, to bring former East and West Germany together in one entity (W.3). Former East Germany counts for 20.8% and former West Germany counts for 79.2%.

¹ From Eurobarometer 59.2 onwards, this weight is not used anymore.

² Ibidem.

The same principle is used to bring Northern Ireland together with Great Britain, to form the United Kingdom (W.4). Here Northern Ireland counts for 2.5% and Great Britain, for 97.5%.

For the sake of analysis, historical weights were created, bringing countries together, contained in historical entities such as Europe of the 6, 9, 10, and 12. (W.5 from to W.10). Countries not inserted in these weights are set to 0.

In order to make a European 15 weight, the data are extrapolated using population figures for each sample area (15 members = 17 sample areas) (W.11).

Standard Eurobarometer surveys may include data from Norway. A special weight is created only for Norway (W.12).

For international weighting, INRA applies the official population figures as provided by EUROSTAT in the Regional Statistical Yearbook (data for 1997). Total population figures for input in this post-weighting procedure are listed above. The result is WEIGHT TOTAL (W.13)

W.14 extrapolates the new and old Länder to their respective proportion in the whole of Germany, (former East Germany (20.8%), former West Germany (79.2%) and does the same for Great Britain (97.5%) and Northern Ireland (2.5%). The other countries are left untouched.

From Eurobarometer 49 onwards, a new weight (W.15) was created to separate the 11 countries that accepted to introduce the euro, as of 01/01/1999.

From Eurobarometer 54 onwards, a new weight (W.16) was created to add Greece into the group of countries that accepted to introduce the euro. For an analysis of these 12 countries, use W.16.

From Eurobarometer 59.2 onwards, W.15 or W.16 are not used anymore. To compare results of euro-zone 12 (11), pre-in 3 (4) and EU15 use W.11.

PRECISION OF WEIGHTS:

Each weight is expressed in 10,000. This means that a person with weight equal to 1 will have the weight 10,000, a person with weight equal to 1.534 will have the weight 15,340. In other words, we use 4 decimal point digits. Hence, you need to divide by 10,000 to have the number of people interviewed contained in the data set.

WEIGHTED RESULTS

	W1	W3	W4	W5	W6	W7	W8	W9	W10	W11	W14
BE	1017	1017	1017	274	332	355	362	375	0	436	1017
DK	1000	1000	1000	0	168	180	184	190	0	221	1000
WG	1024	1621	1024	1839	2225	2383	2430	2517	0	2922	1621
GE	2045	2047	2045	1839	2225	2383	2430	3104	0	3603	2047
EG	1021	425	1021	0	0	0	0	587	0	681	425
GR	1002	1002	1002	0	0	369	376	389	0	452	1002
SP	1000	1000	1000	0	0	0	1443	1494	0	1735	1000
FR	1004	1004	1004	1535	1857	1989	2028	2100	0	2438	1004
IR	1007	1007	1007	0	117	125	127	132	0	153	1007
IT	997	997	997	1575	1905	2041	2081	2155	0	2502	997
LU	600	600	600	11	14	15	15	16	0	18	600
NL	1016	1016	1016	422	510	546	557	577	0	670	1016
AU	1032	1032	1032	0	0	0	0	0	1147	354	1032
PO	1000	1000	1000	0	0	0	363	376	0	437	1000
FI	1001	1001	1001	0	0	0	0	0	698	215	1001
SW	1000	1000	1000	0	0	0	0	0	1191	367	1000
NI	300	300	32	0	51	54	55	57	0	67	32
GB	1038	1038	1316	0	1857	1989	2028	2101	0	2438	1316
UK	1338	1338	1348	0	1908	2043	2084	2158	0	2505	1348
EU15	16059	16061	16069	5656	9036	10047	12050	13067	3036	16105	16071

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