

Flash Eurobarometer 277  
October-November 2009

Urban Audit perception survey 2009

Basic bilingual questionnaire

The GALLUP Organization

# FLASH 277 – URBAN AUDIT

## EC - DG REGIONAL POLICY

**Q1. Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with each of the following issues:**

- Very satisfied ..... 1
- Rather satisfied ..... 2
- Rather unsatisfied ..... 3
- Not at all satisfied ..... 4
- [DK/NA] ..... 9

- A. Public transport in [CITY NAME], for example the bus, tram or metro ..... 1 2 3 4 9
- B. Health care services offered by doctors and hospitals in [CITY NAME] ..... 1 2 3 4 9
- C. Sports facilities in [CITY NAME] such as sport fields and indoor sport halls ..... 1 2 3 4 9
- D. Cultural facilities in [CITY NAME] such as concert halls, theatres, museums and libraries ..... 1 2 3 4 9
- E. The beauty of streets and buildings in your neighborhood ..... 1 2 3 4 9
- F. Public spaces in [CITY NAME] such as markets, squares, pedestrian areas. .... 1 2 3 4 9
- G. Green spaces such as parks and gardens inside [CITY NAME] ..... 1 2 3 4 9
- H. Outdoor recreation outside / around [CITY NAME], such as walking, cycling or picnicking ..... 1 2 3 4 9

**Q1. En général, veuillez me dire si vous êtes très satisfait, plutôt satisfait, plutôt insatisfait ou pas du tout satisfait de chacun des thèmes suivants :**

- Très satisfait ..... 1
- Plutôt satisfait ..... 2
- Plutôt pas satisfait ..... 3
- Pas satisfait du tout ..... 4
- [NSP/SR] ..... 9

- A. Le transport public à [NOM DE VILLE], par exemple le bus, le tramway ou le métro ..... 1 2 3 4 9
- B. Les services de santé proposés par les médecins et les hôpitaux à [NOM DE VILLE] ..... 1 2 3 4 9
- C. Les installations sportives à [NOM DE VILLE] comme les terrains de sports et les salles pour les sports en intérieur ..... 1 2 3 4 9
- D. Les espaces culturels à [NOM DE VILLE] comme les salles de concert, les théâtres, les musées et les bibliothèques ..... 1 2 3 4 9
- E. La beauté des rues et des bâtiments dans votre voisinage ..... 1 2 3 4 9
- F. Les espaces publics à [NOM DE VILLE] comme les marchés, les squares, les zones piétonnes ..... 1 2 3 4 9
- G. Les espaces verts comme les parcs et les jardins à [NOM DE VILLE] ..... 1 2 3 4 9
- H. Les activités d'extérieur / aux alentours de [NOM DE VILLE] comme marcher, faire du vélo ou pique-niquer ..... 1 2 3 4 9

**Q2. I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements?**

- Strongly agree..... 1
  - Somewhat agree..... 2
  - Somewhat disagree ..... 3
  - Strongly disagree ..... 4
  - [DK/NA]..... 9
- 
- A. In [CITY NAME], it is easy to find a good job..... 1 2 3 4 9
  - B. The presence of foreigners is good for [CITY NAME]..... 1 2 3 4 9
  - C. Foreigners who live in [CITY NAME] are well integrated ..... 1 2 3 4 9
  - D. In [CITY NAME], it is easy to find good housing at a reasonable price ..... 1 2 3 4 9
  - E. Generally speaking, most people in [CITY NAME] can be trusted ..... 1 2 3 4 9
  - F. In [CITY NAME], poverty is a problem. .... 1 2 3 4 9
  - G. When you contact administrative services of [CITY NAME], they help you efficiently ..... 1 2 3 4 9
  - H. In [CITY NAME], air pollution is a big problem..... 1 2 3 4 9
  - I. In [CITY NAME], noise is a big problem ..... 1 2 3 4 9
  - J. [CITY NAME] is a clean city ..... 1 2 3 4 9
  - K. [CITY NAME] spends its resources in a responsible way..... 1 2 3 4 9
  - L. [CITY NAME] is committed to the fight against climate change (e.g; reducing energy consumption in housing or promoting alternatives to transport by car)..... 1 2 3 4 9
  - M. [CITY NAME] is a healthy city to live in ..... 1 2 3 4 9

**Q2. Je vais vous lire quelques affirmations. Pouvez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas d'accord du tout avec chacune de ces affirmations?**

- Tout à fait d'accord ..... 1
  - Plutôt d'accord..... 2
  - Plutôt pas d'accord ..... 3
  - Pas d'accord du tout ..... 4
  - [NSP/SR]..... 9
- 
- A. A [NOM DE VILLE], il est facile de trouver un bon emploi..... 1 2 3 4 9
  - B. La présence d'étrangers est bénéfique pour [NOM DE VILLE]..... 1 2 3 4 9
  - C. Les étrangers qui vivent à [NOM DE LA VILLE] sont bien intégrés ..... 1 2 3 4 9
  - D. A [NOM DE LA VILLE] il est facile de trouver un bon logement à un prix raisonnable ..... 1 2 3 4 9
  - E. En général, on peut faire confiance à la plupart des gens à [NOM DE VILLE] ..... 1 2 3 4 9
  - F. A [NOM DE VILLE], la pauvreté est un problème..... 1 2 3 4 9
  - G. Lorsque vous contactez les services administratifs de [NOM DE LA VILLE], ils vous aident efficacement ..... 1 2 3 4 9
  - H. A [NOM DE LA VILLE] la pollution de l'air est un gros problème ..... 1 2 3 4 9
  - I. A [NOM DE LA VILLE] Le bruit est un gros problème..... 1 2 3 4 9
  - J. [NOM DE LA VILLE] est une ville propre ..... 1 2 3 4 9
  - K. [NOM DE LA VILLE] dépense ses ressources de manière responsable ..... 1 2 3 4 9
  - L. [NOM DE VILLE] participe au combat contre le changement climatique (par ex : réduire la consommation d'énergie dans les logements ou promouvoir les alternatives au transport automobile)..... 1 2 3 4 9
  - M. [NOM DE VILLE] est une ville saine où vivre ..... 1 2 3 4 9

**Q3. For each of the following statements, please tell me, if this always, sometimes, rarely or never happens to you?**

- Always..... 1
- Sometimes..... 2
- Rarely..... 3
- Never ..... 4
- [DK/NA]..... 9

- A. You have difficulty paying your bills at the end of the month ..... 1 2 3 4 9
- B. You feel safe in [CITY NAME] ..... 1 2 3 4 9
- C. You feel safe in your neighbourhood..... 1 2 3 4 9

**Q4A. How many minutes per day do you usually spend to go to your working/training place?**

- Less than 10 minutes ..... 1
- Between 10-20 minutes ..... 2
- Between 20-30 minutes ..... 3
- Between 30-45 minutes ..... 4
- Between 45-60 minutes ..... 5
- More than 60 minutes ..... 6
- [Does not commute, work from home]..... 7
- [Doesn't work or attend training]..... 8
- [DK/NA]..... 9

**Q3. Pour chacune des propositions suivantes, pouvez-vous me dire si cela vous arrive toujours, parfois, rarement ou jamais?**

- Toujours ..... 1
- Parfois ..... 2
- Rarement ..... 3
- Jamais..... 4
- [NSP/SR]..... 9

- A. Vous avez des difficultés à payer vos factures à la fin du mois..... 1 2 3 4 9
- B. Vous vous sentez en sécurité à [NOM DE LA VILLE] ..... 1 2 3 4 9
- C. Vous vous sentez en sécurité dans le quartier où vous vivez ..... 1 2 3 4 9

**Q4A. Combien de minutes par jour passez-vous habituellement à vous rendre sur votre lieu de travail / de formation ?**

- Moins de 10 minutes ..... 1
- Entre 10 et 20 minutes..... 2
- Entre 20 et 30 minutes..... 3
- Entre 30 à 45 minutes ..... 4
- Entre 45 à 60 minutes ..... 5
- Plus de 60 minutes ..... 6
- [Ne se déplace pas, travaille depuis la maison] ..... 7
- [Ne travaille pas ou ne suit pas de formation]..... 8
- [NSP/SR]..... 9

[ASK ONLY IF ANSWER IN Q4A IS "1-6"]

**Q4B. Which means of transport do you mostly/primarily use to go to your working/training place?**

[READ OUT - ONLY ONE ANSWER IS POSSIBLE]

- Public transport ..... 1
- Car..... 2
- Biking ..... 3
- Walking ..... 4
- Motorbike..... 5
- Other..... 6
- [DK/NA]..... 9

[ASK ALL]

**Q4C. How often do you use public transport in [CITY NAME]?**

- Never ..... 1
- Less than once a month..... 2
- At least once a month..... 3
- At least once a week, but not every day ..... 4
- Every day ..... 5
- [DK/NA]..... 9

[POSER SEULEMENT SI LA REPONSE A Q4A EST "1-6"]

**Q4B. Quels moyens de transport utilisez-vous le plus souvent / principalement pour vous rendre sur votre lieu de travail / de formation**

[LIRE - UNE SEULE RÉPONSE POSSIBLE]

- Transport public..... 1
- Voiture ..... 2
- Vélo ..... 3
- Marche..... 4
- Mobylette / moto ..... 5
- Autre ..... 6
- [NSP/SR]..... 9

[DEMANDER A TOUS]

**Q4C. A quelle fréquence utilisez-vous les transports publics à [NOM DE VILLE] ?**

- Jamais..... 1
- Moins d'une fois par mois..... 2
- Un moins une fois par mois..... 3
- Au moins une fois par semaine, mais pas tous les jours ..... 4
- Tous les jours..... 5
- [NSP/SR] ..... 9

**Q4D. Why don't you use public transport?**

[DO NOT READ OUT - OPEN ENDED WITH PRECODES - MULTIPLE ANSWERS POSSIBLE]

- Not frequent enough.....01
- Too congested .....02
- Too many variations in time schedule / time  
schedule is not reliable .....03
- Not adapted to my itinerary .....04
- Not easy to access either from where you  
live or to where you need to go .....05
- Not safe .....06
- I do not like public transport .....07
- Too expensive.....08
- Other.....09
- [DK/NA].....99

**Q5. Among the following issues, which are the three most important for your city?**

[READ OUT - ROTATE - ONLY THREE ANSWERS ARE POSSIBLE]

- Urban safety .....01
- Air pollution .....02
- Noise .....03
- Public transport .....04
- Health services.....05
- Social services.....06
- Education and training .....07
- Jobs creation / reduce unemployment.....08
- Housing conditions .....09
- Road infrastructure .....10
- [DK/NA].....99

**Q4D. Pourquoi n'utilisez-vous pas les transports publics ?**

[NE PAS LIRE - QUESTIONS OUVERTES AVEC PRE-CODES - PLUSIEURS RÉPONSES POSSIBLES]

- Pas assez fréquents ..... 01
- Trop engorgés ..... 02
- Trop de changements dans les plannings  
d'horaires / les horaires ne sont pas assez  
fiables ..... 03
- Pas adaptés à mon itinéraire..... 04
- Pas facilement accessible de là où vous vivez  
ou vers là où vous avez besoin d'aller..... 05
- Pas sûr ..... 06
- Je n'aime pas les transports publics..... 07
- Trop chers ..... 08
- Autre ..... 09
- [NSP/SR] ..... 99

**Q5. Parmi les thèmes suivants, quels sont les trois plus importants pour votre ville ?**

[LIRE - FAIRE UNE ROTATION - SEULEMENT TROIS RÉPONSES POSSIBLES]

- La sécurité urbaine ..... 01
- La pollution de l'air..... 02
- Le bruit ..... 03
- Les transports publics..... 04
- Les services de santé..... 05
- Les services sociaux..... 06
- L'éducation et la formation..... 07
- La création d'emploi / réduire le chômage ..... 08
- Les conditions de logement ..... 09
- Les infrastructures routières ..... 10
- [NSP/SR] ..... 99

**D1. Gender**

*[DO NOT ASK - MARK APPROPRIATE]*

- [1] Male
- [2] Female

**D2. How old are you?**

- [ ][ ] years old
- [00] [REFUSAL/NO ANSWER]

**D3. Age when finished full time education**

*[EXACT AGE IN 2 DIGITS]*

- [ ][ ] years old
- [99] [REFUSAL/NO ANSWER]
- [01] [NEVER BEEN IN FULL TIME EDUCATION]
- [00] [STILL IN FULL TIME EDUCATION]

**D1. Sexe**

*[NE PAS DEMANDER - NOTER COMME APPROPRIE]*

- [1] Homme
- [2] Femme

**D2. Quel âge avez-vous?**

- [ ][ ] ans
- [00] [REFUS/PAS DE REPONSE]

**D3. Age où vous avez terminé vos études à temps plein**

*[EXACT AGE IN 2 DIGITS]*

- [ ][ ] ans
- [99] [REFUS/PAS DE REPONSE]
- [01] [Jamais suivi des études à temps plein]
- [00] [ Toujours en train de poursuivre des études à temps plein]

**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]*

**- 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

**D4. Concernant votre emploi actuel, êtes vous indépendant, employé, ouvrier ou sans activité professionnelle? Cela veut-il dire que vous êtes un(une)...**

*[SI UNE REPONSE EST DONNEE A LA CATEGORIE PRINCIPALE, LIRE LES SOUS CATEGORIES RESPECTIVES]*

**- profession libérale/ indépendant**

- i.e. : - agriculteur, sylviculteur, pêcheur ..... 11
- commerçant, artisan ..... 12
- profession libérale (avocat, médecin, comptable, architecte...)..... 13
- Dirigeant d'entreprise ..... 14
- Autre ..... 15

**- Employé (e)**

- i.e. : - Cadre employé (médecin sous convention, avocat, comptable, architecte) ..... 21
- Direction générale, directeur ou direction supérieure ..... 22
- Cadre moyen ..... 23
- Fonctionnaire ..... 24
- employé(e) de bureau..... 25
- Autre salarié (commercial, infirmière etc...) ..... 26
- Autre ..... 27

**- Ouvrier**

- i.e. : - superviseur/agent de maîtrise (chef d'équipe, etc...)..... 31
- Ouvrier ..... 32
- Ouvrier non qualifié ..... 33
- Autre ..... 34

**- Sans activité professionnelle**

- i.e. : - Femme/ Homme au foyer ..... 41
- Etudiant (temps plein) ..... 42
- Retraité ..... 43
- Demandeur d'emploi ..... 44
- Autre ..... 45

- [Refus] ..... 99



**D5. Household composition**

**Which of the following best describes your household composition?**

[READ OUT - ONE ANSWER ONLY]

- Single person household..... 1
- Married or cohabiting couple, no children or no children living at home..... 2
- Single parent, one or more children living at home ..... 3
- - Married or cohabiting couple, with one or more children living at home..... 4
- Other..... 5
- [DK/NA]..... 9

**D6. Were you born in the city, if no how long have you been living in [CITY NAME]?**

[WRITE IN:]

- [ ][ ] years
- [01] [1 year or less]
- [00] [Was born there]

**D5. Composition du foyer**

**Parmi les propositions suivantes, laquelle décrit le mieux la composition de votre foyer ?**

[LIRE - UNE SEULE RÉPONSE POSSIBLE]

- Foyer d'une seule personne ..... 1
- Marié ou vit en couple, sans enfant ou sans enfant vivant dans le foyer..... 2
- Foyer monoparental, un ou plusieurs enfant(s) vivant dans le foyer ..... 3
- - Marié ou en couple cohabitant, avec un ou plusieurs enfants vivant dans le foyer ..... 4
- Autre..... 5
- [NSP/NR]..... 9

**D6. Êtes-vous né dans cette ville, et si non depuis combien de temps vivez-vous à [NOM DE VILLE] ?**

[NOTER :]

- [ ][ ] des années
- [01] [1 an ou moins]
- [00] [Né ici]

Flash EB Series #277

# Urban Audit perception survey 2009

Conducted by  
The Gallup Organisation, Hungary  
upon the request of Directorate General for  
Regional Policy



Survey co-ordinated by  
Directorate General Communication

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

**THE GALLUP ORGANISATION**

## Survey details

This special target group survey “*Urban Audit Perception survey among the general population in selected cities in the 27 Member States, Croatia, and Turkey*” (No 277) was conducted for the European Commission, Regional Policy Unit B2 Development of Cohesion Policy and DG Communication Unit A3 - Research and political analysis.

Telephone interviews were conducted between 30/10/2009 and 04/11/2009 (according the contract for FL277a, b, c) and between 05/11/2009 and 10/11/2009 (according the contract for FL277d) by the following institutes:

Belgium	BE	Gallup Europe	(Interviews: 30/10/2009 - 04/10/2009)
Czech Republic	CZ	Focus Agency	(Interviews: 30/10/2009 - 04/10/2009)
Denmark	DK	Hermelin	(Interviews: 30/10/2009 - 04/10/2009)
Germany	DE	IFAK	(Interviews: 30/10/2009 - 04/10/2009)
Estonia		EE Saar Poll	(Interviews: 05/11/2009 - 10/10/2009)
Greece	EL	Metroanalysis	(Interviews: 30/10/2009 - 04/10/2009)
Spain	ES	Gallup Spain	(Interviews: 30/10/2009 - 04/10/2009)
France	FR	Efficiencie3	(Interviews: 30/10/2009 - 10/10/2009)
Ireland	IE	Gallup UK	(Interviews: 30/10/2009 - 04/10/2009)
Italy	IT	Demoskopoea	(Interviews: 30/10/2009 - 04/10/2009)
Cyprus	CY	CYMAR	(Interviews: 30/10/2009 - 04/10/2009)
Latvia	LV	Latvian Facts	(Interviews: 30/10/2009 - 04/10/2009)
Lithuania	LT	Baltic Survey	(Interviews: 30/10/2009 - 04/10/2009)
Luxembourg	LU	Gallup Europe	(Interviews: 30/10/2009 - 04/10/2009)
Hungary	HU	Gallup Hungary	(Interviews: 30/10/2009 - 04/10/2009)
Malta	MT	MISCO	(Interviews: 30/10/2009 - 04/10/2009)
Netherlands	NL	MSR	(Interviews: 30/10/2009 - 04/10/2009)
Austria	AT	Spectra	(Interviews: 30/10/2009 - 04/10/2009)
Poland	PL	Gallup Poland	(Interviews: 30/10/2009 - 04/10/2009)
Portugal	PT	Consulmark	(Interviews: 30/10/2009 - 04/10/2009)
Slovenia	SI	Cati d.o.o	(Interviews: 30/10/2009 - 04/10/2009)
Slovakia	SK	Focus Agency	(Interviews: 30/10/2009 - 04/10/2009)
Finland	FI	Norstat Finland Oy	(Interviews: 30/10/2009 - 04/10/2009)
Sweden	SE	Hermelin	(Interviews: 30/10/2009 - 04/10/2009)
United Kingdom	UK	Gallup UK	(Interviews: 30/10/2009 - 04/10/2009)
Bulgaria	BG	Vitoshia	(Interviews: 30/10/2009 - 04/10/2009)
Romania	RO	Gallup Romania	(Interviews: 30/10/2009 - 04/10/2009)
Croatia	HR	Gallup Croatia	(Interviews: 30/10/2009 - 04/10/2009)
Turkey	TR	Konsensus	(Interviews: 30/10/2009 - 10/10/2009)

### ***Representativeness of the results***

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

**Sample sizes**

This perception survey included all capital cities of the countries concerned, together with more cities in the larger countries. In each city the target sample size was 500 respondents. The following 75 cities were selected:

<i>Country</i>	<i>City</i>	<i>Country</i>	<i>City</i>
Belgium	Antwerpen	Lithuania	Vilnius
	Brussel	Luxembourg (G.D.)	Luxembourg
	Liège	Hungary	Budapest
Bulgaria	Burgas		Miskolc
	Sofia	Malta	Valletta
Czech Republic	Ostrava	Netherlands	Amsterdam
	Praha		Groningen
Denmark	Aalborg		
	København	Austria	Graz
Germany	Berlin		Wien
	Dortmund	Poland	Białystok
	Essen		Gdańsk
	Hamburg		Kraków
	Leipzig		Warszawa
	München	Portugal	Braga
	Rostock		Lisboa
Estonia	Tallinn	Romania	București
Ireland	Dublin		Cluj-Napoca
Greece	Athina		Piatra Neamț
	Irakleio	Slovenia	Ljubljana
Spain	Barcelona	Slovakia	Bratislava
	Madrid		Kosice
	Málaga	Finland	Helsinki
	Oviedo		Oulu
France	Bordeaux	Sweden	Malmö
	Lille		Stockholm
	Marseille	United Kingdom	Belfast
	Paris		Cardiff
	Rennes		Glasgow
Strasbourg	London		
Italy	Bologna		Manchester
	Napoli		Newcastle
	Palermo	Croatia	Zagreb
	Roma	Turkey	Ankara
	Torino		Antalya
Verona	Diyarbakır		
Cyprus	Lefkosia		İstanbul
Latvia	Riga		

**SAMPLE**

We had to use different sample sources (for the starting phone numbers to cover the fixed line phone population in the given cities) that would be adequate to solve the problem of how to create for a STG survey the best possible random sample.

In some cases the pre-fixes clearly mark city boundaries, in some others it had to be generated from zip-codes, and there were a number of cases, where the only solution was to do start with a random sample and screen for the city boundaries. We had a Q0 question where interviewees had to confirm that they indeed live in the respective cities.

### ***Questionnaires***

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

### ***Qualitative evaluation of the fieldwork***

Partner institutes did not report particular issues with this general population survey. The translation of the questions did not pose any exceptional challenge. The fieldwork of the survey went smoothly and was finished within the deadline. All deadlines in the project were kept.

The attached tables describe the field outcomes of the study. The overall response rate for the study is 17%, ranging from 9% in Austria to 52 in Latvia.

The achieved samples are generally good representations of the universe covered.

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