

ZA5233

Eurobarometer 73.3

**Country Specific Questionnaire
Malta (English)**

A	your survey number (101-105)
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

EB73.2 A

B	country code (106-107)
	<input type="text"/> <input type="text"/>

EB73.2 B

C	our survey number (108-110)
	<input type="text"/> <input type="text"/> <input type="text"/>

EB73.2 C

D	Interview number (111-116)
	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>

EB73.2 D

E	Split ballot	(117)
	A	1
	B	2

EB73.2 E

ASK ITEM 28 ONLY IN ICELAND

ASK ITEM 29 ONLY IN NORWAY

Q1 What is your nationality? Please tell me the country(ies) that applies(y).

(MULTIPLE ANSWERS POSSIBLE)

	(138-168)
Belgium	1,
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,
Republic of Cyprus	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Bulgaria	26,
Romania	27,
Other countries	30,
DK	31,

EB73.2 Q1

IF OTHER or DK in Q1 THEN CLOSE INTERVIEW

ASK D15b ONLY IF NOT DOING ANY PAID WORK CURRENTLY - CODES 1 TO 4 IN D15a

D15a What is your current occupation?

D15b Did you do any paid work in the past? What was your last occupation?

	(169-170)	(171-172)
	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
NON-ACTIVE		
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, etc.)	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 a desk	13	13
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
Never did any paid work		19

EB73.2 D15a D15b

D7 Could you give me the letter which corresponds best to your own current situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(173-174)

MARRIED OR REMARRIED	
Living without children	1
Living with the children of this marriage	2
Living with the children of a previous marriage	3
Living with the children of this marriage and of a previous marriage	4
SINGLE LIVING WITH A PARTNER	
Living without children	5
Living with the children of this union	6
Living with the children of a previous union	7
Living with the children of this union and of a previous union	8
SINGLE	
Living without children	9
Living with children	10
DIVORCED OR SEPARATED	
Living without children	11
Living with children	12
WIDOW	
Living without children	13
Living with children	14
Other (SPONTANEOUS)	15
Refusal (SPONTANEOUS)	16

EB73.2 D7

D11 How old are you?

(175-176)

<input type="text"/>	<input type="text"/>
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EB73.2 D11

ASK QA IN EU27 + IS + NW

D16 Which of the following computer-related activities have you ever carried out?

(SHOW CARD - READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(177-185)
Copying or moving a file or folder	1,
Using copy and paste tools to duplicate or move information within a document	2,
Using basic arithmetic formulas in a spreadsheet	3,
Compressing (or zipping) files	4,
Connecting and installing new devices, as a printer or a modem	5,
Writing a computer program using a specialised programming language	6,
None (SPONTANEOUS)	7,
You have never used a computer (SPONTANEOUS)	8,
DK	9,

EB73.2 D16

QA1 When did you last use the Internet?

(DO NOT READ OUT – ONE ANSWER ONLY)

	(186)
Within the last 3 months (N)	1
Between 3 months and a year ago (N)	2
More than one year ago (M)	3
Never used it (M)	4
DK	5

EB73.2 QA1

ASK QA2 AND QA3 IF “USE THE INTERNET WITHIN THE LAST 3 MONTHS”, CODE 1 IN QA1 – OTHERS GO TO QA4

QA2 On average, how often did you use the Internet in the last 3 months?

(READ OUT – ONE ANSWER ONLY)

	(187)
Everyday\ Almost everyday	1
At least once a week (but not every day)	2
At least once a month (but not every week)	3
Less often than once a month	4
DK	5

EB73.2 QA2

QA3 Where have you used the Internet in the last 3 months (using a computer or any other means)?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(188-193)

At home	1,
At place of work (other than home)	2,
At school/ university/ other study centre	3,
At another person's home	4,
Somewhere else (Internet café, public library, etc.)	5,
DK	6,

EB73.2 QA3

ASK QA4 IF "USED THE INTERNET IN THE LAST 12 MONTHS", CODE 1 TO 2 IN QA1 – OTHERS GO TO QA5

QA4 Over the last 12 months, have you used the Internet to compare price or quality of different services (such as financial products, travel, gas, electricity or telecom services)?

(194)

Yes	1
No	2
DK	3

EB73.2 QA4

ASK ALL

And now let's talk about situations commonly faced by consumers.

(IF NECESSARY, GIVE EXAMPLES OF GOODS OR SERVICES: CLOTHES, BOOKS, CDS, COMPUTERS, MOBILE PHONES OR FINANCIAL PRODUCTS)

QA5 Have you bought any goods or services by post, phone or the Internet, over the last 12 months?

(READ OUT – CODES 1 AND 2 ARE MULTIPLE)

(195-198)

Yes, goods	1,
Yes, services	2,
Neither	3,
DK	4,

EB73.2 QA5

QA6	Suppose you ordered a good by post, phone or the Internet, do you think you have the right to return the good you ordered 4 days after its delivery and get your money back, without giving any reason?
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(199)

Yes	1
No	2
DK	3

EB73.2 QA6

QA7	Imagine that a new fridge you bought 18 months ago breaks down. You didn't buy any extended commercial guarantee. Do you have the right to have it repaired or replaced for free?
-----	---

(200)

Yes	1
No	2
That depends (SPONTANEOUS)	3
DK	4

EB73.2 QA7

(PROMPT IF NECESSARY: THE INFORMATION ON THE PRICE OF THE CALL IS NOT SHOWN IN THE ADVERT)
--

QA8	An advertisement in your newspaper says: "Free sunglasses, just call this number to collect them". You call the number and later you discover that it is a very costly premium rate telephone number. Was the advertisement legal or illegal?
-----	---

(201)

Legal	1
Illegal	2
Allowed for certain goods (SPONTANEOUS)	3
DK	4

EB73.2 QA8

QA9 Imagine you purchase car insurance over the telephone, the internet or by post. Two days later you discover a better deal with another provider and you decide to cancel the original contract. Do you have the right to do that?

(READ OUT – ONE ANSWER ONLY)

(202)

Yes, but you won't get your money back	1
Yes, but you have to pay an administration fee	2
Yes, and without paying anything	3
No	4
DK	5

EB73.2 QA9

QA10 Imagine a salesman calls uninvited at your door demonstrating a vacuum cleaner. You buy the vacuum cleaner from him, but two days later you discover a better deal. Do you have the right to return the vacuum cleaner and get your money back without giving any reason?

(203)

Yes	1
No	2
This practice does not happen in Malta (SPONTANEOUS)	4
DK	5

EB73.2 QA10

QA11 Imagine you receive by post two educational DVDs that you have not ordered, together with a 50 Euros bill for the products. Are you obliged to pay the bill?

(READ OUT – ONE ANSWER ONLY)

(204)

Yes, you are obliged to pay	1
No, provided that you send the DVDs back	2
No, and you are not obliged to send the DVDs back	3
DK	4

EB73.2 QA11

QA12 Have you personally bought an airline ticket over the last 12 months? Please note that holidays packages and tickets bought via travel agencies must be included

(205)

Yes	1
No	2
DK	3

EB73.2 QA12

QA13 Which rule do you think applies about advertising the price of air tickets?

(READ OUT – ONE ANSWER ONLY)

(206)

The advert must state the total amount to be paid, including taxes, fees and charges	1
The advert must state the airline's flight price, but this does not have to include taxes, fees and charges	2
There is no specific rule for what information has to be shown	3
DK	4

EB73.2 QA13

QA14 Please think about the last time you signed a contract for a service, for example, gas, electricity, mobile phone, bank account or insurance. Did you read its terms and conditions?

(READ OUT – ONE ANSWER ONLY)

(207)

Yes, carefully and completely	1
Yes, but only partially	2
No	3
You have never signed this kind of contract (SPONTANEOUS)	4
DK	5

EB73.2 QA14

ASK QA15 IF "NO, HAS NOT READ" OR "YES, BUT ONLY PARTIALLY", CODE 2 OR 3 IN QA14 – OTHERS GO TO QA16

QA15 Why did you not read it all?

(SHOW CARD - READ OUT – MULTIPLE ANSWERS POSSIBLE)

(208-217)

The contract was too long/ required too much time to read	1,
The contract was too difficult to understand	2,
The print size was too small	3,
The seller did not give you enough time to read it before signing it	4,
You trusted the service provider	5,
It was not worthwhile as these forms always contain the same information	6,
These forms contain little useful information	7,
You have to accept whatever it says in any case	8,
Other (SPONTANEOUS)	9,
DK	10,

EB73.2 QA15

ASK ALL

Now a few general questions about consumer affairs and the comparison of goods and services.

QA16 Thinking about Maltese consumer organisations or public agencies/ authorities, can you please name any organisations representing and protecting consumers in Malta that you have heard of?

(DO NOT READ OUT – DO NOT SHOW CARD – MULTIPLE ANSWERS POSSIBLE)

(218-280)

Malta Consumers' Association	1,
Consumer and Competition Division	2,
Malta Tourism Authority	3,
Malta Financial Services Authority	4,
Civil Aviation Department	5,
Malta Communications Authority	6,
Medicines Authority	7,
Broadcasting Authority	8,
-	9,
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-	59,
-	60,
-	61,
Other	62,
DK	63,

EB73.2 QA16

QA17 Thinking about the last time you purchased a good, such as a household appliance or electronic good, which of the following did you consult in order to make a comparison?

(SHOW CARD - READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(281-291)
General media (radio, TV, newspapers)	1,
Specialised consumer magazines	2,
Internet – price comparison websites	3,
Internet – online shops (excluding price comparison websites)	4,
Internet – other websites	5,
Visiting different shops	6,
Friends and family	7,
Never bought this kind of good before (SPONTANEOUS)	8,
Other (SPONTANEOUS)	9,
None, do not compare (SPONTANEOUS)	10,
DK	11,

EB73.2 QA17

QA18 In the last 12 months, how often have you compared the price of goods by looking at the price per unit measure for example, price per kilo, per metre or per litre?

(READ OUT – ONE ANSWER ONLY)

(292)

Always	1
Often	2
Sometimes	3
Rarely	4
Never	5
DK	6

EB73.2 QA18

ASK QA19 TO QA24 IF "USE THE INTERNET", CODE 1 TO 3 IN QA1 – OTHERS GO TO QA25

And now let's talk about online shopping.

QA19 When did you last buy or order goods or services for private use via a website? Note that order or purchase goods or services by email is not considered as a purchase or order over the Internet.

(READ OUT – ONE ANSWER ONLY)

(293)

Within the last 3 months	1
Between 3 months and a year ago	2
Over a year ago	3
Never	4
DK	5

EB73.2 QA19

ASK QA20 IF "OVER A YEAR AGO" OR "NEVER BOUGHT OR ORDERED", CODE 3 OR 4 IN QA19 – OTHERS GO TO QA21

QA20 Why have you not bought/ordered any goods or services over the Internet for your own private use in the last 12 months?

(DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

(294-307)

You did not need to buy/order any goods or services	1,
You prefer to shop in person, you like to see the goods	2,
You are loyal to shops	3,
This is the force of habit	4,
Relevant information about goods or services are difficult to find on a website	5,
Lack of skills	6,
Delivery of goods ordered over the Internet is a problem (it takes too long or it is logistically difficult, etc.)	7,
Payment security concerns (giving credit card details over the Internet, etc.)	8,
Privacy concerns (giving personal details over the Internet, etc.)	9,
Trust concerns about receiving or returning goods and complaints/ redress concerns	10,
You don't have a payment card allowing you to pay over the Internet	11,
Speed of your Internet connection is too slow	12,
Other	13,
DK	14,

EB73.2 QA20

ASK QA21 TO QA22 IF "HAS BOUGHT/ ORDERED GOODS OR SERVICES VIA A WEBSITE", CODE 1 TO 3 IN QA19 – OTHERS GO TO QA23a

QA21 Thinking about the last time you purchased a good or a service over the Internet for private use. Did you read the conditions of sale?

(READ OUT – ONE ANSWER ONLY)

(308)

Yes, carefully and completely	1
Yes, but only partially	2
No	3
DK	4

EB73.2 QA21

ASK QA22 IF "NO" OR "ONLY PARTIALLY", CODE 2 OR 3 IN QA21 – OTHERS GO TO QA23a

QA22 Why did you not read it all? Please still refer to the last time you purchased a good or a service on the Internet.

(SHOW CARD - READ OUT – MULTIPLE ANSWERS POSSIBLE)

(309-317)

The terms and conditions were too long/ required too much time to read	1,
The terms and conditions were too difficult to understand	2,
The print size was too small	3,
You trusted the website	4,
It was not worthwhile as these forms always contain the same information	5,
These forms contain little useful information	6,
You have to accept whatever it says in any case	7,
Other (SPONTANEOUS)	8,
DK	9,

EB73.2 QA22

SPLIT: DO NOT ASK QA23a IN IS AND NO – IS AND NO GO TO QA23b - ASK QA23a IF "HAS BOUGHT OR ORDERED GOODS OR SERVICES VIA A WEBSITE IN THE LAST 12 MONTHS", CODE 1 OR 2 IN QA19 – OTHERS GO TO QA24

QA23a In the last 12 months did you buy or order any goods or services over the Internet for private purpose from...?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(318-322)

Sellers based in Malta	1,
Sellers based in other EU countries	2,
Sellers based in the rest of the world	3,
Country of origin of sellers not known (SPONTANEOUS)	4,
DK	5,

EB73.2 QA23a

DO NOT ASK QA24 IN IS AND NO – IS AND NO GO TO QA25 - ASK QA24 IF “USE THE INTERNET”, CODE 1 TO 3 IN QA1 – OTHERS GO TO QA25

QA24 Imagine you are buying goods or services over the Internet from a website based in another EU country which is aimed at Maltese consumers because the site is available in Maltese, shows prices in Euro and offers delivery to Malta. Which consumer protection laws apply to the transaction?

(READ OUT – ONE ANSWER ONLY)

(328)

The laws of Malta	1
The laws of the country of the trader	2
Both (SPONTANEOUS)	3
That depends (SPONTANEOUS)	4
DK	5

EB73.2 QA24

ASK ALL

(PROMPT IF NECESSARY: You might have told people like family, friends or colleagues)

QA25 I would now like you to think about the last problem you had as a consumer. This could be any problem, related to a good, a service, a retailer or a provider. How many people, apart from the employees of the business concerned, did you tell, in total, about the last problem you had as a consumer?

(WRITE DOWN – IF “TO NO ONE” CODE ‘00’ – IF “AT LEAST ONE PERSON, BUT I CANNOT REMEMBER EXACTLY TO HOW MANY PEOPLE” CODE ‘97’ - IF “NEVER HAD A PROBLEM” CODE ‘98’ - IF “DK” CODE ‘99’ – IF YOU ARE GIVEN A RANGE, TRY TO HAVE THE BEST ESTIMATE)

(329-330)

people

EB73.2 QA25

(PROMPT IF NECESSARY: You might have told people like family, friends or colleagues)

QA26 I would now like you to think about the last good experience you had with a good, a service, a retailer or a provider. How many people, apart from the employees of the business concerned, did you tell, in total, about the last good experience you had as a consumer?

(WRITE DOWN – IF “NONE” code ‘00’ – IF “AT LEAST ONE PERSON, BUT I CANNOT REMEMBER EXACTLY TO HOW MANY PEOPLE” CODE ‘97’ - IF “NEVER HAD A GOOD EXPERIENCE” CODE ‘98’ - IF “DK” CODE ‘99’)

(331-332)

people

EB73.2 QA26

(PROMPT IF NECESSARY: Problems might include things like: goods that are damaged, faulty or not as advertised, late delivery, poor installation, unsatisfactory repair, maintenance, cleaning etc.)

QA27 In the past 12 months have you encountered any problems for which you had legitimate cause for complaint with a good, a service, a retailer or a provider?

(333)

Yes	1
No	2
DK	3

EB73.2 QA27

SPLIT: ASK QA28 IF “NO PROBLEM” OR “DO NOT KNOW”, CODE 2 OR 3 IN QA27 – OTHERS GO TO QA29

QA28 If you had experienced such a problem in the last 12 months, do you think that you would have made a complaint to the retailer, the provider or the manufacturer?

(334)

Yes	1
No	2
DK	3

EB73.2 QA28

SPLIT: ASK QA29 TO QA37 IF "HAS ENCOUNTERED A PROBLEM", CODE 1 IN QA27 – OTHERS GO TO QA38

QA29 Could you please tell me how many of these problems have you encountered over the last 12 months?

(WRITE DOWN – IF "NONE" CODE '00' – IF "DON'T REMEMBER HOW MUCH" CODE '98' - IF "DK" CODE '99')

(335-336)

problem(s)

EB73.2 QA29

Now we would like you to estimate the total value of financial losses you have experienced as a result of this problem. As a reminder, please look at this list which outlines some of the costs we are talking about. Please do not include in your estimate anything that has now been fully recompensed by any insurance policy, but do include anything where an insurance has not left you fully compensated. (SHOW LIST – DO NOT READ OUT)

A Administrative or travel costs B Putting things right at your own expense, such as the cost of replacing or repairing the goods or paying for the services again C Cost of expert advice or assistance D Paying for any "knock on" damage or inconvenience caused to you or any of your possessions as a result of the problem E Reduction in value of the goods or any other possessions as a result of the problem

QA30 Thinking about the last problem you encountered, could you please estimate the total value of any financial losses involved as a result of this problem? It doesn't matter if you are not entirely sure, we are interested in your estimations.

(WRITE DOWN – IF "NONE" CODE '000000' – IF "REFUSAL" CODE '999998' – IF "DK" CODE '999999')

(337-342)

Euros

EB73.2 QA30

(PROMPT IF NECESSARY: an out-of-Court dispute settlement body is an independent body which can be an arbitrator, a mediator or an ombudsman and it helps the consumer and the business to reach a solution to their dispute without the direct intervention of a Court.)

QA31 As a consequence of the problem(s) you encountered, did you take any of the following actions?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

(343-348)

Yes, you took the business(es) concerned to an out-of-Court dispute settlement body (ADR)
Yes, you took the business(es) concerned to Court
Yes, you made a complaint to the retailer/ provider
Yes, you made a complaint to the manufacturer
No
DK

- 1,
- 2,
- 3,
- 4,
- 5,
- 6,

EB73.2 QA31

QA32 For how many of the problems that you encountered in the last 12 months did you make a complaint to the retailer(s)/ provider(s)/ manufacturer(s)?

(WRITE DOWN – IF “NONE” CODE ‘00’ – IF “DON’T REMEMBER HOW MUCH” CODE ‘98’ - IF “DK” CODE ‘99’)

(349-350)

problem(s)

EB73.2 QA32

QA33 For how many of the problems that you encountered in the last 12 months did you make a complaint to a public authority or a consumer organisation as well as or instead of the retailer(s)/ provider(s)/ manufacturer(s)?

(WRITE DOWN – IF “NONE” CODE ‘00’ – IF “DON’T REMEMBER HOW MUCH” CODE ‘98’ - IF “DK” CODE ‘99’)

(351-352)

problem(s)

EB73.2 QA33

ASK QA34 IF "NO COMPLAINT MADE TO A THIRD PART", CODE '00' OR '99' IN QA33 – OTHERS GO TO QA35

QA34 Thinking about the last time you encountered this kind of problem but did not make a complaint to a public authority or a consumer organisation, why did you not complain?

(SHOW CARD - READ OUT – MULTIPLE ANSWERS POSSIBLE)

(353-361)

You were not sure about your rights as a consumer	1,
You did not know how/to whom to complain	2,
The sums involved were too small	3,
You believed you were unlikely to get a satisfactory result	4,
You thought it would take too long	5,
You already received a satisfactory result from the retailer/ provider of the good/ service	6,
It would take too much effort	7,
Other (SPONTANEOUS)	8,
DK	9,

EB73.2 QA34

ASK QA35 IF "HAS MADE A COMPLAINT TO A THIRD PART", CODE '01' TO '98' IN QA33 – OTHERS GO TO QA36

QA35 Thinking about the last time you made a complaint to a public authority or a consumer organisation about the problem you had, were you satisfied with the help you received?

(READ OUT – ONE ANSWER ONLY)

(362)

Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK	5

EB73.2 QA35

ASK QA36 IF "DID NOT TAKE THE BUSINESS CONCERNED TO COURT", CODE 1, 3-6 IN QA31– OTHERS GO TO QA37

QA36 Thinking about the last time you encountered this kind of problem but didn't take the businesses concerned to Court, what were the main reasons for that?

(SHOW CARD - READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(363-372)
You did not know how to proceed	1,
You did not want to do it on your own	2,
The sums involved were too small	3,
It would have taken too much effort	4,
You thought the procedure would be too expensive with respect to the sum involved	5,
You thought the procedure would be too complicated	6,
You thought it would take too long	7,
You already received a satisfactory result from the seller/ provider of the good/ service	8,
Other (SPONTANEOUS)	9,
DK	10,

EB73.2 QA36

ASK QA37 IF "DID NOT TAKE THE BUSINESS CONCERNED TO AN OUT-OF-COURT DISPUTE SETTLEMENT BODY", CODE 2 TO 6 IN QA31– OTHERS GO TO QA38a

QA37 Thinking about the last time you encountered such a problem but didn't take the business concerned to an out-of-court dispute settlement body (ADR), what were the main reasons for that?

(SHOW CARD - READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(373-383)
You simply did not know that such things exist	1,
Yo did not know how to proceed	2,
The sums involved were too small	3,
It would have taken too much effort	4,
You thought the procedure would be too expensive with respect to the sum involved	5,
The other party was not willing to use these mechanisms	6,
You thought it would take too long	7,
These mechanisms were not available	8,
You already received a satisfactory result from the seller/ provider of the good/ service	9,
Other (SPONTANEOUS)	10,
DK	11,

EB73.2 QA37

ASK ALL

QA38a How much would you have to lose in financial terms, because of a problem with a good, a service, a retailer or a provider, to convince you to take the business concerned to Court as an individual?

QA38b How much would you have to lose in financial terms, because of a problem with a good, a service, a retailer or a provider, to convince you to take the business concerned to an out-of-Court dispute settlement body as an individual?

(SHOW CARD WITH SCALE – ONE ANSWER PER COLUMN)

(READ OUT)	(384-385)	(386-387)
	QA38a	QA38b
	TO A COURT	TO AN OUT-OF-COURT DISPUTE SETTLEMENT BODY
20 euros or less	1	1
From 21 euros to 50 euros	2	2
From 51 euros to 100 euros	3	3
From 101 euros to 200 euros	4	4
From 201 euros to 500 euros	5	5
From 501 euros to 1.000 euros	6	6
From 1.001 euros to 2.500 euros	7	7
From 2.501 euros to 5.000 euros	8	8
More than 5.000 euros	9	9
I would never take the business concerned to Court/an out of court dispute settlement body as an individual no matter the sum involved (SPONTANEOUS)	10	10
DK/ Refusal	11	11

EB73.2 QA38a QA38b

QA39 In a typical week how many hours do you spend shopping (please include both grocery shopping and other types of shopping including comparing offers between goods and services and on-line shopping)?

(WRITE DOWN – IF “NONE” CODE ‘00’ – IF “DK” CODE ‘99’)

(388-389)

		hour(s) a week
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EB73.2 QA39

QA40	There are programmes on the TV (and radio), which show problems frequently encountered by consumers and provide advice on rights and actions to be pursued. How often have you watched or listened to such programmes during the last 12 months?
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(READ OUT – ONE ANSWER ONLY)

	(390)
At least once a week	1
About once a month	2
Less often than once a month	3
Never	4
Never heard of it (SPONTANEOUS)	5
DK	6

EB73.2 QA40

QA41	In the last 12 months, did you go look for information on your rights as a consumer?
------	--

	(391)
Yes	1
No	2
DK	3

EB73.2 QA41

The following questions address commonly occurring consumer issues.

QA42	The same flat-screen TV is on sale in both shop A and B. Which one is cheaper?
------	--

(SHOW PICTURE – LIRE – ONE ANSWER ONLY)

	(392)
The one sold in shop A	1
The one sold in shop B	2
They are the same price	3
Refusal (SPONTANEOUS)	4
DK	5

EB73.2 QA42

QA43	Thinking now about savings or deposit accounts, which of the following would be the best interest rate?
------	---

(READ OUT – ONE ANSWER ONLY)

(393)

1%	1
2%	2
3%	3
4%	4
Refusal (SPONTANEOUS)	5
DK	6

EB73.2 QA43

QA44	A family is charged interest at 6% per year on a 50.000 euro home loan. How much is the interest for the first year?
------	--

(READ OUT – ONE ANSWER ONLY)

(394)

300 Euros	1
3.000 Euros	2
5.000 Euros	3
6.000 Euros	4
Refusal (SPONTANEOUS)	5
DK	6

EB73.2 QA43

QA45	Looking at this picture, please could you tell me how many grams of fat there are in 100 grams of this product?
------	---

(SHOW PICTURE – WRITE DOWN – IF “NONE” CODE ‘000.0’ – IF “REFUSAL” CODE ‘999.8’ - IF “DK” CODE ‘999.9’)

(395-399)

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	g fat/ 100g
----------------------	----------------------	----------------------	----------------------	----------------------	-------------

EB73.2 QA45

QA46	Still looking at the same picture, could you please tell me by which date is it suggested that you can eat this product?
------	--

(SHOW PICTURE – WRITE DOWN – IF “NO DATE” CODE ‘00’ – IF “REFUSAL” CODE ‘98’ - IF “DK” CODE ‘99’)

(400-401)

(402-405)

<input type="text"/>	<input type="text"/>	months	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	year
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EB73.2 QA46

QA47a Among the logos on this card, please select the ones you are familiar with?

(SHOW LOGOS – MULTIPLE ANSWERS POSSIBLE)

(406-412)

Logo A	1,
Logo B	2,
Logo C	3,
Logo D	4,
Logo E	5,
You have never seen them before (SPONTANEOUS)	6,
DK	7,

EB73.2 QA47a

QA47b1	And could you select which of the statements you think is the right meaning for logo A?
--------	---

QA47b2	And for logo B?
--------	-----------------

QA47b3	And for logo C?
--------	-----------------

QA47b4	And for logo D?
--------	-----------------

QA47b5	And for logo E?
--------	-----------------

(SHOW LOGOS – SHOW STATEMENTS – ONE ANSWER PER COLUMN)
--

	(413-414)	(415-416)	(417-418)	(419-420)	(421-422)
(READ OUT)	QA47b1	QA47b2	QA47b3	QA47b4	QA47b5
	LOGO A	LOGO B	LOGO C	LOGO D	LOGO E
The product meets strict ecological standards: it is eco-friendly	1	1	1	1	1
The product will be detrimental to your health if not used properly	2	2	2	2	2
The product is organically farmed	3	3	3	3	3
The product is made of paper that can be recycled	4	4	4	4	4
The product has been made in the EU	5	5	5	5	5
The product conforms with the relevant European legislation	6	6	6	6	6
The food is in direct contact with material that is non edible (e.g. plastic)	7	7	7	7	7
The product is a traditional speciality guaranteed	8	8	8	8	8
The product has a protected geographical origin	9	9	9	9	9
The product is highly efficient in energy consumption	10	10	10	10	10
DK	11	11	11	11	11

EB73.2 QA47b1 QA47b2QA47b3QA47b4QA47b5
--

QA48 In general, when choosing and buying goods and services, how...?

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT)	Very	Quite a lot	Not very	Not at all	DK
--	------------	------	-------------	----------	------------	----

(423)	1	Confident do you feel as a consumer	1	2	3	4	5
(424)	2	Knowledgeable do you feel as a consumer	1	2	3	4	5
(425)	3	Well protected do you feel by consumer law	1	2	3	4	5

EB73.2 QA48

QA49 Is your mother tongue different from the official language(s) spoken in Malta?

(READ OUT – ONE ANSWER ONLY)

	(426)
No	1
Yes, but it does not cause you difficulty as a consumer	2
Yes, and it causes you difficulty as a consumer	3
DK	4

EB73.2 QA49

QA50 Which of the following applies to the place where you live?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

	(427)
It is owned outright by you/ your household	1
It is owned by you/ your household with a mortgage	2
You/ your household are tenants or subtenants paying rent at the prevailing or market rate	3
Your accommodation is rented at a reduced rate (lower price than the market price)	4
Your accommodation is provided free	5
DK/ Refusal	6

EB73.2 QA50

QA51	A household may have different sources of income and more than one household member may contribute to it. Thinking of your household's total income, is your household able to make ends meet (namely, to pay for its usual necessary expenses)...?
------	---

(READ OUT – ONE ANSWER ONLY)

	(428)
With great difficulty	1
With difficulty	2
With some difficulty	3
Quite easily	4
Easily	5
Very easily	6
Refusal/ prefer not to answer (SPONTANEOUS)	7
DK	8

EB73.2 QA51

ASK QA52 IF "OWNED BY YOU/ YOUR HOUSEHOLD WITH A MORTGAGE", CODE 2 IN QA50 – OTHERS GO TO QA53

QA52	In the last twelve months, has your household been in arrears for the mortgage repayment of its main dwelling, i.e. has been unable to pay on time due to financial difficulties?
------	---

(READ OUT – ONE ANSWER ONLY)

	(429)
Yes, once	1
Yes, twice or more	2
No	3
Refusal/ prefer not to answer (SPONTANEOUS)	4
DK	5

EB73.2 QA52

ASK QA53 IF "TENANTS OR SUBTENANTS PAYING RENT", CODE 3 IN QA50 – OTHERS GO TO QA54

QA53	In the last 12 months, has your household been in arrears for the rent for its main dwelling, i.e. has been unable to pay on time due to financial difficulties?
------	--

(READ OUT – ONE ANSWER ONLY)

	(430)
Yes, once	1
Yes, twice or more	2
No	3
Refusal/ prefer not to answer (SPONTANEOUS)	4
DK	5

EB73.2 QA53

ASK ALL

QA54 Can your household afford a meal with meat, chicken, fish (or vegetarian equivalent) every second day?

	(431)
Yes	1
No	2
Refusal/ prefer not to answer (SPONTANEOUS)	3
DK	4

EB73.2 QA54

QA55 Which of the following best describe your current home?

(READ OUT – ONE ANSWER ONLY)

	(432)
It is a detached house	1
It is a semi-detached or terraced house	2
It is an apartment/ flat in a building with less than 10 dwellings	3
It is an apartment/ flat in a building with 10 or more dwellings	4
It is some other kind of accommodation	5
DK	6

EB73.2 QA55

QA56 Do you have any of the following problems with your current home?

(ONE ANSWER PER LINE)

(READ OUT) Yes No DK

(433)	1	A leaking roof	1	2	3
(434)	2	Damp walls/ floors/ foundation	1	2	3
(435)	3	Rot in window frames or floor	1	2	3

EB73.2 QA56

ASK QA57 IF AGED 16+, CODE '16' AND MORE IN D11 AND IF "LIVING WITH A PARTNER", CODE 1 TO 8 IN D7 – OTHERS GO TO D8bis

QA57 Thinking of you and your spouse or partner, who is more likely to take decisions on...?

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT)	More you	Balanced	More your partner	Never arisen (SPONTANEOUS)	DK
--	------------	----------	----------	-------------------	----------------------------	----

(436)	1	Everyday shopping	1	2	3	4	5
(437)	2	Expensive purchases of consumer durables and furniture	1	2	3	4	5

EB73.2 QA57

ASK ALL

D8bis What is the highest level of education (general or vocational) you have successfully completed (usually by obtaining a certificate or diploma)?

(USE ISCED CODES 97) - IF "REFUSAL" CODE '98'

(438-439)

--	--

EB73.2 D8bis

SPLIT: ASK D15c1 TO D15e1 IF "CURRENTLY WORKING", CODE 5 TO 18 IN D15a – OTHERS GO TO D15c2

D15c1 Can you specify what your current job is?

(USE ISCO 88 CODES) - IF "REFUSAL" CODE '98'

(440-441)

--	--

EB73.2 D15c1

D15d1 Do you work...?

(READ OUT – ONE ANSWER ONLY)

(442)

Full time	1
Part time	2
Refusal (SPONTANEOUS)	3

EB73.2 D15d1

ASK D15e1 IF "EMPLOYEE", CODE 10 TO 18 IN D15a – OTHERS GO TO D41

D15e1 Can you tell me if you are...?

(READ OUT – ONE ANSWER ONLY)

(443)

An employee with a permanent job or work contract of unlimited duration	1
An employee with a temporary job or work contract of limited duration	2
Refusal (SPONTANEOUS)	3

EB73.2 D15e1

SPLIT: ASK D15c2 TO D15e2 IF "NOT CURRENTLY WORKING" BUT "WORKED IN THE PAST", CODE 1 TO 4 IN D15a and CODE 5 TO 18 in D15b – OTHERS GO TO D41

D15c2 Can you specify what your last job was?

(USE ISCO 88 CODES) - IF "REFUSAL" CODE '98'

(444-445)

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EB73.2 D15c2

D15d2 Did you work...?

(READ OUT – ONE ANSWER ONLY)

(446)

Full time	1
Part time	2
Refusal (SPONTANEOUS)	3

EB73.2 D15d2

ASK D15e2 IF "WAS AN EMPLOYEE", CODE 10 TO 18 IN D15b – OTHERS GO TO D41

D15e2 Can you tell me if you were...?

(READ OUT – ONE ANSWER ONLY)

(447)

An employee with a permanent job or work contract of unlimited duration	1
An employee with a temporary job or work contract of limited duration	2
Refusal (SPONTANEOUS)	3

EB73.2 D15e2

ASK ALL

D41 You personally, were you born...?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(448)

in Malta	1
in another Member Country of the European Union	2
in Europe, but not in a Member Country of the European Union	3
in Asia, in Africa or in Latin America	4
in Northern America, in Japan or in Oceania	5
Refusal (SPONTANEOUS)	6

EB73.2 D41

ASK QB ONLY IN EU27

Let's talk about another topic

We would like to find out more about the diversity of people living in Europe, their origins, their sense of identity, their connections to other countries and cultures. Here are some questions on your sense of national and European identity.

QB1 People differ in what they think it means to be Maltese. In your view, among the following, what do you think are the most important characteristics to be Maltese?

(SHOW CARD – READ OUT – ROTATE – MAX. 3 ANSWERS)

	(469-481)
To be a Christian	1,
To share Maltese cultural traditions	2,
To be born in Malta	3,
To have at least one Maltese parents	4,
To feel Maltese	5,
(ONLY TO UNILANGUAGE COUNTRIES) To master (COUNTRY LANGUAGE)	6,
(ONLY TO MULTILANGUAGE COUNTRIES) To master one of the official languages of Malta	7,
To exercise citizens' rights, for example voting in Malta	8,
To have been brought up in Malta	9,
Being active in any association or organization in Malta	10,
Other (SPONTANEOUS)	11,
None (SPONTANEOUS)	12,
DK	13,

EB71.3 QE2

QB2 In your opinion, which of the following are the two most important elements that go to make up a European identity?

(SHOW CARD – READ OUT – ROTATE – MAX. 2 ANSWERS)

	(482-492)
Common history	1,
Geography	2,
Democratic values	3,
A high level of social protection	4,
Common culture	5,
Common religious' heritage	6,
The single currency, the Euro (N)	7,
Symbols: flag, hymn and motto ("unity in diversity") (N)	8,
Other (SPONTANEOUS)	9,
None/ There is no European identity (SPONTANEOUS)	10,
DK	11,

EB71.3 QE1 TREND MODIFIED

QB3	Thinking now about the fact that you are European, how important is it to you personally to be European? Being European...(M)
-----	---

(READ OUT – ONE ANSWER ONLY)

(493)

Matters a lot to you	1
Matters somewhat to you	2
Does not matter much to you	3
Does not matter at all to you	4
DK	5

EB69.2 QB4

(INT.: Please code according to what the country is now for example, if the country no longer exists or has changed name or ownership)

QB4 I am now going to ask you some questions about where you and your family were born.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

(READ OUT)	Malt a or a plac e that is part of Malt a toda y	Anot her coun try that is toda y a mem ber of the EU	Anot her coun try in Euro pe, inclu ding Turk ey, but not a mem ber of the EU	USA, Can ada, Japa n, Aust ralia or New Zeal and	Anot her coun try outsi de Euro pe	Refu sal (SP ONT ANE OUS)	DK
------------	--	--	---	--	---	--	----

(494)	1	You were born in	1	2	3	4	5	6	7
(495)	2	Your mother was born in	1	2	3	4	5	6	7
(496)	3	Your father was born in	1	2	3	4	5	6	7
(497)	4	Your grandmother on your mother's side was born in	1	2	3	4	5	6	7
(498)	5	Your grandfather on your mother's side was born in	1	2	3	4	5	6	7
(499)	6	Your grandmother on your father's side was born in	1	2	3	4	5	6	7
(500)	7	Your grandfather on your father's side was born in	1	2	3	4	5	6	7

NEW

We just discussed the country where your grandparents were born. Let's now speak about their citizenship when they were born.

(INT.: Please code according to what the citizenship is now, for example, if the country no longer exists or has changed name or ownership)

QB5 Could you please tell me how many of your 4 grandparents were born as a citizen of Malta?

(READ OUT – ONE ANSWER ONLY)

	(501)
1 grandparent	1
2 grandparents	2
3 grandparents	3
4 grandparents	4
None	5
DK	6

NEW

We are also interested in other types of connections people may have with other countries.

QB6 For each of these next statements, please tell me if it applies to you or not.

(ONE ANSWER PER LINE)

	(READ OUT)	Yes	No	Refusal (SPONTA NEOUS)	DK
(502)	1 You have close relatives (brothers, sisters, children, parents) who live in a country other than Malta	1	2	3	4
(503)	2 You have close friends who live in a country other than Malta	1	2	3	4
(504)	3 You have close friends in Malta who have moved here from abroad	1	2	3	4
(505)	4 You live or have lived with a partner of a different citizenship than your own	1	2	3	4
(506)	5 You are fluent in at least one other language other than English	1	2	3	4
(507)	6 You have worked (including volunteering and traineeships) for at least three consecutive months in a country other than Malta	1	2	3	4
(508)	7 You have attended school or studied for at least half an academic year in a country other than Malta	1	2	3	4
(509)	8 You have lived for reasons other than study or work for at least three consecutive months in a country other than Malta	1	2	3	4
(510)	9 You own real property/ properties in a country other than Malta (not timesharing)	1	2	3	4
(511)	10 You regularly spend your holidays/weekends in one particular country other than Malta)	1	2	3	4
(512)	11 You regularly follow news, cultural life or sports from a country other than Malta	1	2	3	4
(513)	12 You regularly eat food at home that is typical of a country other than Malta	1	2	3	4

NEW

QB7a	What is(are) your mother tongue(s)?
------	-------------------------------------

QB7b	And what other language(s) do you speak well enough to be able to have a conversation?
------	--

(DO NOT SHOW CARD – MULTIPLE ANSWERS POSSIBLE)
--

(DO NOT READ OUT)	(514-544)	(545-575)
	QB7a	QB7b
	MONOTHER TONGUE(S)	OTHER LANGUAGE(S)
German	1,	1,
English	2,	2,
Arabic	3,	3,
Bulgarian (N)	4,	4,
Catalan (N)	5,	5,
Chinese	6,	6,
Danish	7,	7,
Spanish	8,	8,
Estonian (N)	9,	9,
Finnish	10,	10,
French	11,	11,
Greek	12,	12,
Hungarian (N)	13,	13,
Italian	14,	14,
Latvian (N)	15,	15,
Lithuanian (N)	16,	16,
Luxembourgish (N)	17,	17,
Maltese	18,	18,
Dutch	19,	19,
Polish	20,	20,
Portuguese	21,	21,
Romanian (N)	22,	22,
Russian (N)	23,	23,
Slovak (N)	24,	24,
Slovenian (N)	25,	25,
Swedish	26,	26,
Czech	27,	27,
Turkish (N)	28,	28,
Other (SPECIFY)	29,	29,
None	30,	30,
DK	31,	31,

EB64.3 D48a&b&c&d TREND MODIFIED

ASK QB7ao IF "OTHER", CODE 29 IN QB7a

QB7ao Which other(s)?

(DO NOT READ OUT – DO NOT SHOW CARD – MULTIPLE ANSWERS POSSIBLE)

2 2 (576,577-580)

--

NEW

ASK QB7bo IF "OTHER", CODE 29 IN QB7b

QB7bo Which other(s)?

(DO NOT READ OUT – DO NOT SHOW CARD – MULTIPLE ANSWERS POSSIBLE)

10 2 (581,582-601)

--

NEW

ASK ALL

QB8 How likely do you think it is that you will move to another country within the next ten years, to live there?

(READ OUT – ONE ANSWER ONLY)

(602)

Very likely	1
Fairly likely	2
Not very likely	3
Not at all likely	4
DK	5

NEW

ASK QB9 IF “LIKELY TO MOVE TO ANOTHER COUNTRY”, CODE 1 OR 2 IN QB8 – OTHERS GO TO QB10a

QB9 And if you were to move, where would it be?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(603)

Another country that is today a member of the EU	1
Another country in Europe, including Turkey, but not a member of the EU	2
USA, Canada, Japan, Australia or New Zealand	3
Another country outside Europe	4
DK	5

NEW

ASK ALL

QB10a Which country other than Malta do you feel the most attached to? Firstly?

QB10b And secondly?

(DO NOT SHOW CARD – ONE ANSWER PER COLUMN)

(DO NOT READ OUT)	(604-634)	(635-665)
	QB10a FIRSTLY	QB10b SECONDLY
Austria	1,	1,
Belgium	2,	2,
Bulgaria	3,	3,
Czech Republic	4,	4,
Denmark	5,	5,
Finland	6,	6,
France	7,	7,
Germany	8,	8,
Greece	9,	9,
Hungary	10,	10,
Ireland	11,	11,
Italy	12,	12,
Poland	13,	13,
Portugal	14,	14,
Romania	15,	15,
Slovakia	16,	16,
Spain	17,	17,
Sweden	18,	18,
Netherlands	19,	19,
United Kingdom	20,	20,
United States	21,	21,
Israel	22,	22,
Morocco	23,	23,
Algeria	24,	24,
Albania	25,	25,
Russia	26,	26,
China	27,	27,
Turkey	28,	28,
Other (SPECIFY)	29,	29,
None	30,	30,
DK	31,	31,

EB60.1 Q42 TREND MODIFIED

ASK QB10ao IF "OTHER", CODE 29 IN QB10a

QB10ao Which other?

(DO NOT READ OUT – DO NOT SHOW THE CARD – ONE ANSWER ONLY)

1 2 (666,667-668)

--	--

NEW

ASK QB10bo IF "OTHER", CODE 29 IN QB10b

QB10bo Which other?

(DO NOT READ OUT – DO NOT SHOW THE CARD – ONE ANSWER ONLY)

1 2 (669,670-671)

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NEW

ASK QB11 IF "FEEL ATTACHED TO ANOTHER COUNTRY", CODE 1 TO 29 IN QB10a – OTHERS GO TO QB13

QB11 And what are the three main reasons you feel attached to (COUNTRY IN QB10a)?

(SHOW CARD – READ OUT – ROTATE - MAX. 3 ANSWERS)

(672-686)

You have close relatives (brothers, sisters, children, parents) who live in this country	1,
You have close friends who live in this country	2,
You have close friends who have moved here from this country	3,
You live or have lived with a partner from this country	4,
You have worked (including volunteering and traineeships) in this country	5,
You have studied in this country	6,
You have lived for reasons other than study or work in this country	7,
You own real property/ properties in this country	8,
You regularly spend your holidays/ weekends in this country	9,
You regularly follow news, cultural life or sports from this country	10,
You regularly eat food at home that is typical of this country	11,
You were born in this country or you lived there before	12,
Other (SPONTANEOUS)	13,
No particular reason (SPONTANEOUS)	14,
DK	15,

NEW

ASK QB12 IF "FEEL ATTACHED TO A SECOND OTHER COUNTRY", CODE 1 TO 29 IN QB10b – OTHERS GO TO QB13

QB12 And what are the three main reasons you feel attached to (COUNTRY IN QB10b)?

(SHOW CARD – READ OUT – ROTATE - MAX. 3 ANSWERS)

(687-701)

You have close relatives (brothers, sisters, children, parents) who live in this country	1,
You have close friends who live in this country	2,
You have close friends who have moved here from this country	3,
You live or have lived with a partner from this country	4,
You have worked (including volunteering and traineeships) in this country	5,
You have studied in this country	6,
You have lived for reasons other than study or work in this country	7,
You own real property/ properties in this country	8,
You regularly spend your holidays/ weekends in this country	9,
You regularly follow news, cultural life or sports from this country	10,
You regularly eat food at home that is typical of this country	11,
You were born in this country or you lived there before	12,
Other (SPONTANEOUS)	13,
No particular reason (SPONTANEOUS)	14,
DK	15,

NEW

ASK ALL

QB13 People may feel different levels of attachment to their village, town or city, to their region, to their country or to the European Union. Please tell me how attached you feel to...

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT)	Very attached	Fairly attached	Not very attached	Not at all attached	DK
(702)	1 (ONLY TO SPLIT A) Your city/ town/ village	1	2	3	4	5
(703)	2 (ONLY TO SPLIT B) The city/ town/ village where you live (M)	1	2	3	4	5
(704)	3 (ONLY TO SPLIT A) Your region	1	2	3	4	5
(705)	4 (ONLY TO SPLIT B) The region where you live (M)	1	2	3	4	5
(706)	5 Malta	1	2	3	4	5
(707)	6 (COUNTRY QB10a) (N)	1	2	3	4	5
(708)	7 (COUNTRY QB10b) (N)	1	2	3	4	5
(709)	8 The European Union	1	2	3	4	5

EB68.1 QA10 + EB67.1 QA14 (items 3,4) TREND MODIFIED

QB14 For each of the following statements, please tell me which situation applies to you.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	One of the majority groups in Malta	One of the minority groups in Malta in terms of religion, culture or ethnic origin	Neither one nor the other – No specific group (SPONTANEOUS)	Refusal (SPONTANEOUS)	DK
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(710)	1	You have the feeling that you belong to	1	2	3	4	5
(711)	2	You have the feeling that people in Malta generally perceive you as belonging to	1	2	3	4	5

NEW (BASED ON EB66.3 QA24)

QB15 Regardless of whether you or others think that you belong to the majority or to a minority group, for which of the following reasons, if any, could people in Malta perceive you as belonging to a specific group? If you have no opinion or prefer not to answer, please say so.

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(712-725)
Your physical condition or appearance	1,
Your religion	2,
Your name	3,
Your age	4,
The area where you live	5,
Your skin colour or ethnic origin	6,
Your clothes, the way you are dressed	7,
Your language or accent	8,
Your social background	9,
Your occupation	10,
Your culture, values, lifestyle	11,
Other (SPONTANEOUS)	12,
Refusal (SPONTANEOUS)	13,
DK	14,

NEW

ASK QC ONLY IN EU27

Let's talk about another topic

QC1 Please tell me to what extent you think each of the following affects your health. (M)

(ONE ANSWER PER LINE)

	(READ OUT)	To a large extent	To some extent	Not at all	DK
--	------------	-------------------	----------------	------------	----

(746)	1	The quality of the air outdoors	1	2	3	4
(747)	2	The quality of the air indoors	1	2	3	4
(748)	3	The quality of drinking/ tap water	1	2	3	4
(749)	4	The quality of water in rivers and lakes	1	2	3	4
(750)	5	Noise	1	2	3	4
(751)	6	The dumping of waste	1	2	3	4
(752)	7	The quality of food	1	2	3	4
(753)	8	Chemicals	1	2	3	4
(754)	9	Exposure to sun	1	2	3	4
(755)	10	Housing conditions	1	2	3	4
(756)	11	Mobile phone handsets	1	2	3	4
(757)	12	Mobile phone masts	1	2	3	4
(758)	13	Household electrical equipment	1	2	3	4
(759)	14	Computers	1	2	3	4
(760)	15	High tension power lines	1	2	3	4

EB66.2 QB6

QC2 As far as you are aware, which of the following are sources of electromagnetic fields?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(761-772)
Household appliances (e.g. hair dryer, vacuum cleaner, microwave oven, mixer) (M)	1,
Computers	2,
Mobile telephones	3,
Mobile communication masts (M)	4,
High tension power lines	5,
Wireless computer networks	6,
Anti-theft devices (e.g. motion detectors of alarm systems, security gates/ barriers) (M)	7,
Induction heating (e.g. cooker, heater) (M)	8,
Radar equipment	9,
All of these (SPONTANEOUS)	10,
None (SPONTANEOUS)	11,
DK	12,

EB66.2 QB1

QC3 How concerned are you about the potential health risks of electromagnetic fields? (M)

(READ OUT – ONE ANSWER ONLY)

(773)

Very concerned	1
Fairly concerned	2
Not very concerned	3
Not at all concerned	4
DK	5

EB66.2 QB2

QC4 Have you received any information about potential health risks linked to electromagnetic fields?

(774)

Yes	1
No	2
DK	3

NEW

ASK QC5 TO QC7 IF "HAS RECEIVED INFORMATION", CODE 1 IN QC4 – OTHERS GO TO QC8

QC5 Generally speaking, how satisfied are you with the information you received about potential health risks linked to electromagnetic fields?

(READ OUT – ONE ANSWER ONLY)

(775)

Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK	5

EB66.2 QB3 TREND MODIFIED (FILTER)

QC6	What are the two main ways of how you received this information about potential health risks linked to electromagnetic fields?
-----	--

(SHOW CARD – READ OUT – MAX. 2 ANSWERS)

(776-790)

Newspapers and magazines	1,
Specialist publications (science or health journals)	2,
Official publications	3,
Books	4,
Television	5,
The radio	6,
Discussions with friends and relatives	7,
Personalised correspondence	8,
Internet	9,
Exhibitions and conferences	10,
Information at your workplace	11,
Specific courses/ seminars	12,
Instruction manuals (N)	13,
Other (SPONTANEOUS)	14,
DK	15,

NEW

ASK QC7 IF "NOT SATISFIED", CODE 3 OR 4 IN QC5 – OTHERS GO TO QC8

QC7	Which of the following reasons best explains why you are not satisfied with the information you have about the potential health risks linked to electromagnetic fields? The information is...
-----	---

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(791)

Not trustworthy	1
Insufficient	2
Not objective	3
Complicated	4
Badly explained	5
Not interesting	6
Not communicated in an appropriate way	7
Other (SPONTANEOUS)	8
DK	9

EB66.2 QB4

QC8	From the following, which are the two main ways of how you would prefer to receive information about potential health risks linked to electromagnetic fields?
-----	---

(SHOW CARD – READ OUT – MAX. 2 ANSWERS)

(792-806)

Newspapers and magazines	1,
Specialist publications (science or health journals) (M)	2,
Official publications	3,
Books	4,
Television	5,
Radio	6,
Discussions with friends and relatives (N)	7,
Personalised correspondence	8,
The Internet	9,
Exhibitions and conferences (M)	10,
Information at your workplace	11,
Specific courses/ seminars	12,
Instruction manuals (N)	13,
Other (SPONTANEOUS)	14,
DK	15,

EB66.2 QB9 TREND MODIFIED

QC9	In your opinion, do public bodies act effectively or not to protect you from potential health risks linked to electromagnetic fields?
-----	---

(READ OUT – ONE ANSWER ONLY)

(807)

Yes, very effectively	1
Yes, fairly effectively	2
No, not very effectively	3
No, not at all effectively	4
DK	5

EB66.2 QB7

QC10	And, in your opinion, how could the European Union intervene to support the Maltese authorities in protecting you from potential health risks linked to electromagnetic fields?,
------	--

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(808-817)
In developing guidance for public health protection	1,
In reviewing the status of scientific evidence	2,
In financing research	3,
In harmonising national policies	4,
In informing the public	5,
In setting safety standards for products	6,
In setting safety standards for working conditions	7,
Other (SPONTANEOUS)	8,
None (SPONTANEOUS)	9,
DK	10,

NEW

ASK ALL

DEMOGRAPHICS

NO QUESTIONS D1 TO D6

D7 ASKED BEFORE QA

D8 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99')

(838-839)

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EB73.2 D8

NO QUESTION D9

D10 Gender.

(840)

Male	1
Female	2

EB73.2 D10

D11 ASKED BEFORE QA

NO QUESTION D12 TO D14

D15a&b ASKED BEFORE QA

NO QUESTIONS D16 TO D24

D25 Would you say you live in a...?

(READ OUT)

(841)

Rural area or village	1
Small or middle sized town	2
Large town	3
DK	4

EB73.2 D25

NO QUESTIONS D26 TO D39

D40a Could you tell me how many people aged 15 years or more live in your household, yourself included?

(INT.: READ OUT - WRITE DOWN)

(842-843)

EB73.2 D40a

D40b Could you tell me how many children less than 10 years old live in your household?

(INT.: READ OUT - WRITE DOWN)

(844-845)

EB73.2 D40b

D40c Could you tell me how many children aged 10 to 14 years old live in your household?

(INT.: READ OUT - WRITE DOWN)

(846-847)

EB73.2 D40c

NO QUESTIONS D41 AND D42

D43a Do you own a fixed telephone in your household?

D43b Do you own a personal mobile telephone?

	(848)	(849)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB73.2 D43a D43b

NO QUESTIONS D44 AND D45

D46 Which of the following goods do you have?

(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

(850-859)

Television	1,
DVD player	2,
Music CD player	3,
Computer	4,
An Internet connection at home	5,
A car	6,
An apartment\ a house which you have finished paying for	7,
An apartment\ a house which you are paying for	8,
None (SPONTANEOUS)	9,
DK	10,

EB73.2 D46

NO QUESTIONS D47 TO D59

D60 During the last twelve months, would you say you had difficulties to pay your bills at the end of the month...?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(860)

Most of the time	1
From time to time	2
Almost never\ never	3
Refusal (SPONTANEOUS)	4

EB73.2 D60

D61 On the following scale, step '1' corresponds to "the lowest level in the society"; step '10' corresponds to "the highest level in the society". Could you tell me on which step you would place yourself?

(SHOW CARD - ONE ANSWER ONLY)

		(861-862)
1	The lowest level in the society	1
2		2
3		3
4		4
5		5
6		6
7		7
8		8
9		9
10	The highest level in the society	10
	Refusal (SPONTANEOUS)	11

EB73.2 D61

D62 Could you tell me if...?

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT)	Everyday Almost everyday	Two or three times a week	About once a week	Two or three times a month	Less often	Never	No Internet access (SPONTANEOUS)

(863)

1	You use the Internet at home, in your home	1	2	3	4	5	6	7
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(864)

2	You use the Internet on your place of work	1	2	3	4	5	6	7
---	--	---	---	---	---	---	---	---

(865)

3	You use the Internet somewhere else (school, university, cyber-café, etc.)	1	2	3	4	5	6	7
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EB73.2 D62

INTERVIEW PROTOCOL

P1 DATE OF INTERVIEW

(886-887) (888-889)
DAY MONTH

EB73.2 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.: USE 24 HOUR CLOCK)
(890-891) (892-893)
HOUR MINUTES

EB73.2 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(894-896)
MINUTES

EB73.2 P3

P4 Number of persons present during the interview, including interviewer

(897)
Two (interviewer and respondent) 1
Three 2
Four 3
Five or more 4

EB73.2 P4

P5 Respondent cooperation

(898)
Excellent 1
Fair 2
Average 3
Bad 4

EB73.2 P5

P6 Size of locality

(LOCAL CODES)
(899-900)
LOCAL CODES

EB73.2 P6

P7 | Region

(LOCAL CODES)

(901-902)

EB73.2 P7

P8 | Postal code

(903-910)

EB73.2 P8

P9 | Sample point number

(911-918)

EB73.2 P9

P10 | Interviewer number

(919-926)

EB73.2 P10

ASK ONLY in LU, BE, ES, FI, EE, LV, AND MT

P13 | Language of interview

(935)

Maltese

1

English

2

EB73.2 P13