

Flash Eurobarometer 209
April 2007 / November 2007 / May-June 2008

Consumer protection in Cyprus (wave 1-3)

Basic questionnaires

The GALLUP Organization

Flash EB Series #209

Consumer Protection in Cyprus

Conducted by
The Gallup Organisation Hungary
upon the request of the EC Directorate-General
SANCO, Health and Consumer Protection



Survey co-ordinated by the Directorate-General
Communication of the European Commission

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Any interpretations or opinions expressed in
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THE GALLUP ORGANIZATION

EB FLASH QUESTIONNAIRE DG SANCO
Questionnaire Version 3
VAGUE 1
03/04/2007
Cyprus

Q1. Have you over the past two years...

- Yes 1
- No 2
- [DK/NA] 9

- a) bought a computer, DVD player or other electronic or household appliance 1 2 9
- b) taken out a credit with a shop or bank for a major purchase like a car, washing machine etc. 1 2 9
- c) bought a package holiday 1 2 9
- d) bought a ticket for an airline or charter flight 1 2 9
- e) bought something on the internet or via teleshopping 1 2 9
- f) bought a mobile phone or used the services of a mobile phone company 1 2 9

Q2. Have you over the past two years had any problems with
[READ OUT - ONE ANSWER PER LINE]

- Yes 1
- No 2
- [DK/NA] 9

- a) Telephone and/or mobile phone companies 1 2 9
- b) Shops selling household or electronic devices (washing machine, computers, etc) 1 2 9
- c) Banks or other credit providers 1 2 9
- d) Tour operators/ Travel agencies 1 2 9
- e) Airlines or charter flight companies 1 2 9
- f) Buying on the internet or via teleshopping 1 2 9

Q3. What did you do when this happens to you?
 [DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE]

- I complain to the seller 1
- I seek information about my rights 2
- I ask help from a consumer association 3
- I ask advice from friends and/or family 4
- I consult a lawyer 5
- I file an official complaint (court, authorities) 6
- Other 7
- Nothing 8
- DK/NA 9

Q4. Do you think you know your rights as a consumer

- Yes 1
- No 2
- [DK/NA] 9

- a) when an electronic or household appliance you bought does not work properly 1 2 9
- b) when taking out a credit to make a major purchase (car, washing machine, etc...) 1 2 9
- c) when you book a package holiday trip 1 2 9
- d) when you have booked a ticket for a flight 1 2 9
- e) when you have ordered something via the Internet or via teleshopping 1 2 9
- f) when you have a problem with your phone bill 1 2 9

Q5. Would you be interested in knowing more about your rights:

- Yes 1
- No 2
- [DK/NA] 9

- a) when an electronic or household device you just bought does not work properly 1 2 9
- b) the payments on the credit you took to make a major purchase (computer, car, washing machine) include unexpected additional fees and charges 1 2 9
- c) when your package holiday is different from what the brochure promised 1 2 9
- d) when your flight is delayed or cancelled 1 2 9
- e) when you don't like what you ordered via the Internet or via teleshopping 1 2 9
- f) when you have a problem with your phone bill 1 2 9

Q6. Where would you go at the first place for information or advice about your consumer rights if you have a problem with a product, a service or a seller? Than secondly?
 [DO NOT READ OUT – TWO ANSWERS POSSIBLE]

- Government, Ministry, Public Authority01
- phone number 142902
- consumer association03
- shopkeepers, sellers or banks.....04
- friends and relatives05
- lawyers06
- the EU.....07
- the European Consumer Centre.....08
- Other.....09
- DK/NA.....99

First answer:
 Second answer:

Q7. What institutions and organizations/associations dealing with protection of consumers' rights do you know?
 [DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE]

- a) phone number 1429 1
- b) Competition and Consumer Protection Service, Ministry of Commerce, Industry and Tourism.....2
- c) Cyprus Consumers Association3
- d) The Cyprus Union of Consumers and Quality of Life4
- e) Cyprus Confederation of Workers – Consumer body.....5
- f) Cyprus Workers Federation – Consumer Unit.6
- g) The European Consumer Centre in Cyprus7
- h) Petros Markou8

[ASK ONLY ORGANIZATIONS/ASSOCIATIONS WHICH WERE NOT MENTIONED IN Q7.]

Q8. Have you ever heard of :

- Yes1
- No2
- [DK/NA].....9

- a) phone number 14291 2 9
- b) Competition and Consumer Protection Service, Ministry of Commerce, Industry and Tourism...1 2 9
- c) Cyprus Consumers Association1 2 9
- d) The Cyprus Union of Consumers and Quality of Life1 2 9
- e) Cyprus Confederation of Workers – Consumer body.....1 2 9
- f) Cyprus Workers Federation – Consumer Unit.1 2 9
- g) The European Consumer Centre in Cyprus1 2 9
- h) Petros Markou1 2 9

[IF YES TO ANY OF THE ITEM IN Q7 OR Q8 FROM A-H]

Q9. Did you ever ask this or any of these organization/magazine for information or help ?
 [READ OUT- ONE ANSWER POSSIBLE]

- Yes1
- No2
- [DK/NA].....9

ASK ALL

Q10. Who would you trust most to give you correct information and advice on your consumer rights?

[READ OUT – ROTATE – ONE ANSWER ONLY]

- The Government.....01
- A consumer association02
- phone number 142903
- shopkeepers, sellers or banks.....04
- friends and relatives05
- lawyers06
- the EU.....07
- Other.....08
- [DK/NA].....09

ASK ALL

Q11. Would you encourage your friends or relatives to ask Cyprus Consumer Association for information or advice?

[READ OUT– ONE ANSWER ONLY]

- Yes, probably.....1
- No, probably not2
- [DK/NA].....9

ASK ALL

Q12. Would you be willing to support an independent Cyprus Consumer Association by...?

- Yes1
- No2
- [DK/NA].....9

a) Paying an annual membership fee of ten Cypriot pounds.....1 2 9

b) Giving this association a donation which you can deduct from your income taxes.....1 2 9

Q13. Would you be interested to subscribe to a (non-profit) consumer magazine that gives you results of independent comparative tests/quality and price of products and services and information about your rights/advice?

- Yes1
- No2
- [DK/NA].....9

Q14. Compared to other EU countries, do you think consumers in Cyprus have the same, less or more consumer rights and protection?

- Same1
- Less2
- More3
- [DK/NA].....9

Q15. Compared to other EU countries, do you think sellers in Cyprus respect more, less or the same consumer rights and protection rules?

- Same 1
- Less 2
- More 3
- [DK/NA] 9

Q16. In general, would you say that the Cypriot justice system is efficient in punishing businesses that mislead or cheat consumers?

- Yes 1
- No 2
- [DK/NA] 9

D1. Gender

[DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. How old are you?

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

D3. How old were you when you stopped full-time education?

[WRITE IN THE AGE WHEN EDUCATION WAS TERMINATED]

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

D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES -]

- Self-employed

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

- other	15
- Employee	
→ i.e. : - professional (employed doctor, lawyer, accountant, architect)	21
- general management, director or top management	22
- middle management	23
- Civil servant.....	24
- office clerk	25
- other employee (salesman, nurse, etc...)	26
- other	27
- Manual worker	
→ i.e. : - supervisor / foreman (team manager, etc...).....	31
- Manual worker	32
- unskilled manual worker	33
- other	34
- Without a professional activity	
→ i.e. : - looking after the home	41
- student (full time)	42
- retired	43
- seeking a job	44
- other	45
- [Refusal]	99

D6. Would you say you live in a ...?

- metropolitan zone	1
- other town/urban centre.....	2
- rural zone	3
- [Refusal].....	9

Survey details

This „Flash 209 – Consumer protection and consumer rights Special Target Survey " was conducted for the European Commission, Directorate-General SANCO, Health and Consumer Protection.

Telephone interviews were conducted in Cyprus between the 21/04/2007 and the 26/04/2007 by Cymar Cypriot partner institute.

Representativeness of the results

The national sample was representative of the population aged between 25 – 45 years.

Sizes of the sample

The sample size was planned 500 respondents in Cyprus, 501 interviews were conducted in all.

A weighting factor was applied to the national results in order to compute a marginal total for the country in proportion to its population.

Questionnaires

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

Table of results

VOLUME B : RESPONDENTS' DEMOGRAPHICS

The VOLUME C presents the Cypriot results with the following sociodemographic characteristics of respondents as breakdowns:

Sex (Male, Female)

Age (25-29, 30-34, 35-39, 40 - 45)

Age (25-35, 36-45)

Education (15&-, 16-20, 21&+, Still in full time education)

Subjective urbanisation (Metropolitan zone, Other town/urban centre, Rural zone)

Occupation (Self-employed, Employee, Manual worker, Not working)

Statistical significance of the results

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

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

As an example, examine this illustrative case:

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

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

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

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

Various sample sizes are in rows;

Various observed results are in columns:

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3

Q1a	Have you over the past weeks seen/heard messages about consumer rights?	
	Yes	1
	No	2 GO TO Q1b
	[DK/NA].....	9 GO TO Q1b

IF THE ANSWER IS “YES”

Q1a_a	Can you please tell me what this/these message/s was/were?	
	[DO NOT READ - OPEN ENDED - CODE]	
	The exact slogan is mentioned “You are a consumer, you have rights”.....	01 SKIP TO Q2
	Message about the consumer rights –in general	02
	Messages about the consumer rights regarding bank loans	03
	Message about the consumer rights holiday packages.....	04
	Message about the consumer rights regarding internet shopping	05
	Messages about bank loans –without mentioning the consumer rights	06
	Message about holiday packages–without mentioning the consumer right	07
	Message about internet shopping –without mentioning the consumer right.....	08
	Messages about people not knowing their right as consumer in Cyprus	09
	Messages about consumer rights in EU	10
	Messages related to Cyprus Consumer Association.....	11
	Other answers	12
	[DK/NA].....	99

Q1b	Have you over the past weeks seen/heard advertisements/news articles saying that ‘You are a consumer, you have rights’?	
	Yes	1 SKIP TO Q2
	No	2
	[DK/NA].....	9

Q1c	Have you over the past weeks seen/heard advertisement, messages, information about consumer rights regarding bank loans, holiday packages or internet shopping?	
	Yes	1
	No	2 SKIP TO Q4A
	[DK/NA].....	9 SKIP TO Q4A

Q2-Q3A-Q3 WILL BE ASKED FROM THOSE, WHO ANSWERED “YES “ IN Q1A, OR Q1B OR Q1C

Q2	Where did you see/hear this/these messages about consumer rights?	
	on TV	1
	on radio.....	2
	in a newspaper/magazine	3
	in brochure/leaflet	4
	on the internet	5
	from family, friends, colleagues	6
	other	7
	[DK/NA]	9

Q3A.	Have you found the information you have received through this advertisement campaign	
	very useful	4
	useful	3

	not useful or	2
	not useful at all?	1
	[DK/NA]	9
Q3.	Did you find the information about your rights as a consumer of bank loans, holiday packages, and internet shopping, provided through the campaign on consumer rights ...	
	Agree	1
	Disagree	2
	[DK/NA].....	9
	a) easy to understand ?	1 2 9
	b) easy to remember?	1 2 9
	c) convincing ?	1 2 9
Q4A	Do you think you know your rights as a consumer	
	- Yes	1
	- No.....	2
	- [DK/NA]	9
	a) when an electronic or household appliance you bought does not work properly.....	1 2 9
	b) when taking out a credit to make a major purchase (car, washing machine, etc...)...	1 2 9
	c) when you book a package holiday trip	1 2 9
	d) when you have booked a ticket for a flight.....	1 2 9
	e) when you have ordered something via the Internet or via teleshopping.....	1 2 9
	f) when you have a problem with your phone bill	1 2 9
Q4.	Would you be interested in knowing more about your rights as a consumer:	
	Yes	1
	No	2
	[DK/NA].....	9
	a) when an electronic or household device you just bought does not work properly.....	1 2 9
	b) the payments on the credit you took to make a major purchase (computer, car, washing machine) include unexpected additional fees and charges	1 2 9
	c) when your package holiday is different from what the brochure promised	1 2 9
	d) when your flight is delayed or cancelled	1 2 9
	e) when you don't like what you ordered via the Internet or via teleshopping.....	1 2 9
	f) when you have a problem with your phone bill	1 2 9
Q6.	Where would you go for information or advice about your consumer rights if you have a problem with a product, a service or a seller?	
	[DO NOT READ OUT – ONE ANSWER ONLY]	
	Government, Ministry, Public Authority	01
	phone number 1429	02
	consumer association.....	03
	shopkeepers, sellers or banks.....	04
	friends and relatives	05
	lawyers	06
	the EU.....	07
	the European Consumer Centre.....	08
	Other.....	09
	[DK/NA].....	99

Q7. What institutions and organizations/associations dealing with protection of consumers' rights do you know?

[DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE]

phone number 1429	1
Competition and Consumer Protection Service, Ministry of Commerce, Industry and Tourism	2
Cyprus Consumers Association	3
The Cyprus Union of Consumers and Quality of Life	4
Cyprus Confederation of Workers – Consumer body	5
Cyprus Workers Federation – Consumer Unit	6
The European Consumer Centre in Cyprus	7
Petros Markou	8

ASK ONLY ORGANIZATIONS/ASSOCIATIONS WHICH WERE NOT MENTIONED IN Q7.

Q8. Have you ever heard of :

Yes	1
No	2
[DK/NA]	9
a) phone number 1429	1 2 9
b) Competition and Consumer Protection Service, Ministry of Commerce, Industry and Tourism	1 2 9
c) Cyprus Consumers Association	1 2 9
d) The Cyprus Union of Consumers and Quality of Life	1 2 9
e) Cyprus Confederation of Workers – Consumer body	1 2 9
f) Cyprus Workers Federation – Consumer Unit	1 2 9
g) The European Consumer Centre in Cyprus	1 2 9
h) Petros Markou	1 2 9

IF YES TO ANY OF THE ITEM IN Q7 OR Q8 FROM A-H

Q9 Did you ever ask this or any of these organization/magazine for information or help ?

[READ OUT - ONE ANSWER POSSIBLE]

Yes	1
No	2
[DK/NA]	9

ASK ALL

Q10 Who would you trust most to give you correct information and advice on your consumer rights?

[READ OUT – ROTATE – ONE ANSWER ONLY]

The Government	01
A consumer association	02
phone number 1429	03
shopkeepers, sellers or banks	05
friends and relatives	06
lawyers	07
the EU	08
Other	09
[DK/NA]	99

ASK ALL

Q11 Would you encourage your friends or relatives to ask Cyprus Consumer Association for information or advice?

[READ OUT- ONE ANSWER ONLY]

- Yes, probably..... 1
- No, probably not 2
- [DK/NA]..... 9

ASK ALL

Q12 Would you be willing to support an independent Cyprus Consumer Association by...?

- Yes 1
- No 2
- [DK/NA]..... 9

- a) Paying an annual membership fee of ten Cypriot pounds 1 2 9
- b) Giving this association a donation which you can deduct from your income taxes 1 2 9

Q13 Would you be interested to subscribe to a (non-profit) consumer magazine that gives you results of independent comparative tests/quality and price of products and services and information about your rights/advice?

- Yes 1
- No 2
- [DK/NA]..... 9

Q14 Compared to other EU countries, do you think consumers in Cyprus have the same, less or more consumer rights and protection?

- Same 1
- Less 2
- More 3
- [DK/NA]..... 9

Q15 Compared to other EU countries, do you think sellers in Cyprus respect consumer rights and protection rules equally, better or worse?

- Equally..... 1
- Better 2
- Worse 3
- [DK/NA]..... 9

Q16 In general, would you say that the Cypriot justice system is efficient in punishing businesses that mislead or cheat consumers?

- Yes 1
- No 2
- [DK/NA]..... 9

D1. Gender

[DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. How old are you?

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

D3. How old were you when you stopped full-time education?

[WRITE IN THE AGE WHEN EDUCATION WAS TERMINATED]

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

D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES -]

- Self-employed

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

- Employee

- i.e. : - professional (employed doctor, lawyer, accountant, architect) 21
- general management, director or top management 22
- middle management 23
- Civil servant 24
- office clerk 25
- other employee (salesman, nurse, etc...) 26
- other 27

- Manual worker

- i.e. : - supervisor / foreman (team manager, etc...) 31
- Manual worker 32
- unskilled manual worker 33
- other 34

- Without a professional activity

- i.e. : - looking after the home 41
- student (full time) 42
- retired 43
- seeking a job 44
- other 45
- [Refusal] 99

D6. Would you say you live in a ...?

- metropolitan zone 1
- other town/urban centre 2
- rural zone 3

- [Refusal] 9

Survey details

This „Flash 209 – Consumer protection and consumer rights Special Target Survey, wave 2" was conducted for the European Commission, Directorate-General SANCO, Health and Consumer Protection.

Telephone interviews were conducted in Cyprus between the 13/11/2007 and the 17/11/2007 by Cymar Cypriot partner institute.

Representativeness of the results

The national sample was representative of the population aged between 25 – 45 years.

Sizes of the sample

The sample size was planned 500 respondents in Cyprus, 501 interviews were conducted in all.

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Occupation (Self-employed, Employee, Manual worker, Not working)

Sampling error

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N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3

D1. Gender [DO NOT ASK - MARK APPROPRIATE]

[1] Male

[2] Female

D2. How old are you?

[][] years old

[00] [REFUSAL/NO ANSWER]

D3. How old were you when you stopped full-time education? [Write in THE AGE WHEN EDUCATION WAS TERMINATED]

[][] years old

[00] [STILL IN FULL TIME EDUCATION]

[01] [NEVER BEEN IN FULL TIME EDUCATION]

[99] [REFUSAL/NO ANSWER]

D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES - ONE ANSWER ONLY]

- SELF-EMPLOYED

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

- Employee

- i.e. : - professional (employed doctor, lawyer, accountant, architect) 21
- general management, director or top management 22
- middle management 23
- Civil servant..... 24
- office clerk 25
- other employee (salesman, nurse, etc...)..... 26
- other 27

1.1.

- 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

D5. Region = "European Administrative Regional Unit" (N.U.T.S. 2)

[2 DIGITS]

D6. Would you say you live in a ...?

- metropolitan zone	1
- other town/urban centre.....	2
- rural zone	3
- [Refusal]	9

Q1a Have you over the past months seen/heard messages about consumer rights?

Yes 1

No 2 GO TO Q1b

[DK/NA]..... 9 GO TO Q1b

IF THE ANSWER IS “YES”

Q1a_a Can you please tell me what this/these message/s was/were?

[DO NOT READ - OPEN ENDED - CODE]

The exact slogan is mentioned "You are a consumer, you have rights"..... 01 SKIP TO Q1c

Message about the consumer rights –in general 02

Messages about the consumer rights regarding bank loans 03

Message about the consumer rights holiday packages..... 04

Message about the consumer rights regarding internet shopping 05

Messages about bank loans –without mentioning the consumer rights 06

Message about holiday packages–without mentioning the consumer right 07

Message about internet shopping –without mentioning the consumer right..... 08

Messages about people not knowing their right as consumer in Cyprus 09

Messages about consumer rights in EU 10

Messages related to Cyprus Consumer Association..... 11

Other answers 12

[DK/NA]..... 99

Q1b Have you over the past months see/heard advertisements/news articles saying that 'You are a consumer, you have rights'?

Yes 1

No 2

[DK/NA]..... 9

Q1c Have you over the past months seen/heard advertisement, messages, information about consumer rights regarding bank loans, holiday packages, or internet shopping?

Yes 1

No 2

[DK/NA]..... 9

Q2-Q3A-Q3 WILL BE ASKED FROM THOSE, WHO ANSWERED “YES “ IN Q1A, OR Q1B OR Q1C

Q2 Where did you see/hear this/these messages about consumer rights?

on TV 1

on radio..... 2

in a newspaper/magazine 3

in brochure/leaflet 4

on the internet 5

from family, friends, colleagues 6

other 7

[DK/NA] 9

Q3A. Have you found the information you have received through this advertisement campaign very useful 4

	useful	3
	not useful or	2
	not useful at all?	1
	[DK/NA]	9
Q3.	Did you find the information about your rights as a consumer of bank loans, holiday packages, and internet shopping, provided through the campaign on consumer rights ...	
	Agree	1
	Disagree	2
	[DK/NA].....	9
	a) easy to understand ?	1 2 9
	b) easy to remember?	1 2 9
	c) convincing ?	1 2 9
Q4A	Do you think you know your rights as a consumer	
	- Yes	1
	- No.....	2
	- [DK/NA]	9
	a) when an electronic or household appliance you bought does not work properly.....	1 2 9
	b) when taking out a credit to make a major purchase (car, washing machine, etc....)	1 2 9
	c) when you book a package holiday trip	1 2 9
	d) when you have booked a ticket for a flight.....	1 2 9
	e) when you have ordered something via the Internet or via teleshopping.....	1 2 9
	f) when you have a problem with your phone bill	1 2 9
Q4.	Would you be interested in knowing more about your rights as a consumer:	
	Yes	1
	No	2
	[DK/NA].....	9
	a) when an electronic or household device you just bought does not work properly	1 2 9
	b) the payments on the credit you took to make a major purchase (computer, car, washing machine) include unexpected additional fees and charges	1 2 9
	c) when your package holiday is different from what the brochure promised	1 2 9
	d) when your flight is delayed or cancelled	1 2 9
	e) when you don't like what you ordered via the Internet or via teleshopping.....	1 2 9
	f) when you have a problem with your phone bill	1 2 9
Q6.	Where would you go for information or advice about your consumer rights if you have a problem with a product, a service or a seller?	
	[DO NOT READ OUT – ONE ANSWER ONLY]	
	Government, Ministry, Public Authority	01
	phone number 1429	02
	consumer association.....	03
	shopkeepers, sellers or banks.....	04
	friends and relatives	05
	lawyers	06
	the EU.....	07
	the European Consumer Centre.....	08
	Other.....	09
	[DK/NA].....	99

Q7. What institutions and organizations/associations dealing with protection of consumers' rights do you know?

[DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE]

phone number 1429	1
Competition and Consumer Protection Service, Ministry of Commerce, Industry and Tourism	2
Cyprus Consumers Association	3
The Cyprus Union of Consumers and Quality of Life	4
Cyprus Confederation of Workers – Consumer body	5
Cyprus Workers Federation – Consumer Unit	6
The European Consumer Centre in Cyprus	7
Petros Markou	8

ASK ONLY ORGANIZATIONS/ASSOCIATIONS WHICH WERE NOT MENTIONED IN Q7.

Q8. Have you ever heard of :

Yes	1
No	2
[DK/NA]	9
a) phone number 1429	1 2 9
b) Competition and Consumer Protection Service, Ministry of Commerce, Industry and Tourism	1 2 9
c) Cyprus Consumers Association	1 2 9
d) The Cyprus Union of Consumers and Quality of Life	1 2 9
e) Cyprus Confederation of Workers – Consumer body	1 2 9
f) Cyprus Workers Federation – Consumer Unit	1 2 9
g) The European Consumer Centre in Cyprus	1 2 9
h) Petros Markou	1 2 9

IF YES TO ANY OF THE ITEM IN Q7 OR Q8 FROM A-H

Q9 Did you ever ask this or any of these organization/magazine for information or help ?

[READ OUT - ONE ANSWER POSSIBLE]

Yes	1
No	2
[DK/NA]	9

ASK ALL

Q10 Who would you trust most to give you correct information and advice on your consumer rights?

[READ OUT – ROTATE – ONE ANSWER ONLY]

The Government	01
A consumer association	02
phone number 1429	03
shopkeepers, sellers or banks	05
friends and relatives	06
lawyers	07
the EU	08
Other	09
[DK/NA]	99

ASK ALL

Q11 Would you encourage your friends or relatives to ask Cyprus Consumer Association for information or advice?

[READ OUT- ONE ANSWER ONLY]

- Yes, probably..... 1
- No, probably not 2
- [DK/NA]..... 9

ASK ALL

Q12 Would you be willing to support an independent Cyprus Consumer Association by...?

- Yes 1
- No 2
- [DK/NA]..... 9

- a) Paying an annual membership fee of 20 euros 1 2 9
- b) Giving this association a donation which you can deduct from your income taxes 1 2 9

Q13 Would you be interested to subscribe to a (non-profit) consumer magazine that gives you results of independent comparative tests/quality and price of products and services and information about your rights/advice?

- Yes 1
- No 2
- [DK/NA]..... 9

Q14 Compared to other EU countries, do you think consumers in Cyprus have the same, less or more consumer rights and protection?

- Same 1
- Less 2
- More 3
- [DK/NA]..... 9

Q15 Compared to other EU countries, do you think sellers in Cyprus respect consumer rights and protection rules equally, better or worse?

- Equally..... 1
- Better 2
- Worse 3
- [DK/NA]..... 9

Q16 In general, would you say that the Cypriot justice system is efficient in punishing businesses that mislead or cheat consumers?

- Yes 1
- No 2
- [DK/NA]..... 9

Survey details

This „Flash 209 – Consumer protection and consumer rights Special Target Survey, wave 3" was conducted for the European Commission, Directorate-General SANCO, Health and Consumer Protection.

Telephone interviews were conducted in Cyprus between the 29/05/2008 and the 2/06/2008 by Cymar Cypriot partner institute.

Representativeness of the results

The national sample was representative of the population aged between 25 – 45 years.

Sizes of the sample

The sample size was planned 500 respondents in Cyprus, 502 interviews were conducted in all.

A weighting factor was applied to the national results in order to compute a marginal total for the country in proportion to its population.

Questionnaires

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

Table of results

VOLUME B: RESPONDENTS' DEMOGRAPHICS

The VOLUME C presents the Cypriot results with the following socio-demographic characteristics of respondents as breakdowns:

Sex (Male, Female)

Age (25-29, 30-34, 35-39, 40 - 45)

Age (25-35, 36-45)

Education (15&-, 16-20, 21&+, Still in full time education)

Subjective urbanisation (Town/urban centre, Rural zone)

Occupation (Self-employed, Employee, Manual worker, Not working)

Sampling error

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

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

As an example, examine this illustrative case:

1. One question has been answered by 500 people;
2. The analyzed result is around 50%;

3. We choose a significance level of 95 % (it is the level most often used by the statisticians, and it is the one chosen for the Table hereafter);

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

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

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

Various sample sizes are in rows;

Various observed results are in columns:

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3

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