

Flash Eurobarometer 209
May 2007 / December 2007 / May-June 2008

Consumer protection in Hungary (wave 1-3)

Basic questionnaires

The GALLUP Organization

Flash EB Series #209

Consumer Protection in Hungary

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



Survey organised and managed by the
Eurobarometer Team of Directorate-General
“Communication”

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this report are those of the authors alone.

THE GALLUP ORGANIZATION

**QUESTIONNAIRE DG SANCO
HU Version FINAL WAVE 1**

Good morning / afternoon, I'm _____ from COMPANY. We are conducting a survey for the European Commission as part of preparations of an information campaign on the rights you have when buying products and services. How many PERSONS are there in your household who are between THE AGES OF 25 AND 45?

0 - 0 THANK AND TERMINATE

INTERVIEWER READ: For this particular study we would like to interview people in this age group, and I am not allowed to interview anyone else.

Thank you again for your willingness and cooperation.

1 - 1 CONTINUE WITH INTRO1

2 - 2 or more SKIP TO INTRO2

INTRO 1

May I please speak to this person in your household?

INTRO 2

I would like to interview the person in the family who HAD HIS OR HER birthday most recently OF those FAMILY MEMBERS WHO are between 25 and 45 years of age. Who would THIS PERSON be out of THOSE YOU MENTIONED? May I speak to him/her?

ONCE ELIGIBLE RESPONDENT IS REACHED

I would like to ask you to participate in a brief survey as part of preparations of an information campaign on the rights you have when buying products and services. The survey is commissioned by the European Commission. Please help me with your answers, it will not take more than 8 minutes. The questionnaire is anonymous; your responses will be used to generate statistics for our country. You can refuse to answer any of the questions, should you wish to.

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 |
| - 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 |

Main Questionnaire

I. Consumer problems

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

| | |
|---------------|---|
| - Yes | 1 |
| - Yes | 2 |
| - [Yes] | 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

QU:3.5

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 ok

QU:3.5

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 |

QU:1

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

QU:3.5

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) I complain to the seller 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

QU:3.5

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?

[DO NOT READ OUT - SEVERAL ANSWERS POSSIBLE]

- Government, Ministry, Public Authority 1
- consumer association 2
- shopkeepers, sellers or banks 3
- friends and relatives 4
- lawyers 5
- the EU 6
- a consumer magazine like Kosar 7
- Other 8
- [DK/NA] 9

QU:1

Q7. Who would you trust most to give you correct information and advice on your consumer rights?

[READ OUT – CHOOSE – ONE ANSWER ONLY]

- The Government, 1
- A consumer association 2
- Shopkeepers, sellers or banks 3
- Friends and relatives 4
- Lawyers 5
- The EU 6
- a consumer magazine like Kosar 7
- OTHER 8
- [DK/NA] 9

QU:1

Q7a. How would you try to find information and advice about consumer rights FIRSTLY?
 [READ OUT – RECODE IN THE PRE-CODED LIST – ONE ANSWER ONLY PER QUESTION]

- by phone.....1
- search on web2
- send letter3
- write e-mail4
- Other.....5
- [DK/NA].....9

Firstly: 1 2 3 4 5 9
 Secondly: 1 2 3 4 5 9

QU:1

Q8. What institutions and organizations/associations dealing with protection of consumers' rights do you know?
 [DO NOT READ OUT - RECODE IN THE PRE-CODED LIST - MULTIPLE ANSWERS POSSIBLE.]

- a) General Inspectorate for Consumer Protection (FVF).....1
- b) Tudatos Vásárlók Egyesülete2
- c) Fogyasztóvédelmi Egyesületek Országos Szövetsége, [FEOSZ].....3
- d) Országos Fogyasztóvédelmi Egyesület [OFE].....4
- e) The European Consumer Centre in Budapest5
- f) Kosar consumer magazine.....6
- h) Fogyasztóvédelmi és Edekszövetség Alapítvány7
- i) Other.....8
- z) DK/NA.....9

QU:1

[ASK ONLY ORGANIZATIONS/ASSOCIATIONS WHICH WERE NOT MENTIONED IN Q8.]

Q9. Have you ever heard of:

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

- a) General Inspectorate for Consumer Protection (FVF).....1 2 9
- b) Tudatos Vásárlók Egyesülete1 2 9
- c) Fogyasztóvédelmi Egyesületek Országos Szövetsége, [FEOSZ]1 2 9
- d) Országos Fogyasztóvédelmi Egyesület [OFE].....1 2 9
- e) The European Consumer Centre in Budapest1 2 9
- f) Kosar consumer magazine.....1 2 9
- h) Fogyasztóvédelmi és Edekszövetség Alapítvány1 2 9

QU:4.

[f the answer is "yes" to any of the item in Q8 or Q9]

Q10. Have you ever asked this or any of these (organization/magazine) for information or help ?
 [READ OUT - ONE ANSWER POSSIBLE]

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

QU:1

IF THERE WERE MORE THAN ONE ANSWER IN Q8 OR Q9

Q10A. Please think about the LAST time you asked for information or help. Which organization was it?

[READ OUT - ONE ANSWER POSSIBLE]

- a) General Inspectorate for Consumer Protection (FVF).....1

| | |
|--|---|
| b) Tudatos Vásárlók Egyesülete | 2 |
| c) Fogyasztóvédelmi Egyesületek Országos Szövetsége, [FEOSZ] | 3 |
| d) Országos Fogyasztóvédelmi Egyesület [OFE] | 4 |
| e) The European Consumer Centre in Budapest | 5 |
| f) Kosar consumer magazine..... | 6 |
| h) Fogyasztóvédelmi és Edekszövetség Alapítvány | 7 |
| i) other | 8 |

QU:1

Q11. Please tell me whether you agree or disagree with the following statements regarding the service received from ANSWER IN Q10A

[READ OUT – ONE ANSWER PER LINE]

| | |
|-------------------------|---|
| Totally agree | 4 |
| Somewhat agree..... | 3 |
| Somewhat disagree | 2 |
| Totally disagree | 1 |
| [DK/NA]..... | 9 |

- a) The people working at (NATIONAL ORGANISATION / ASSOCIATION) were helpful 1 2 3 4 9
 b) The advice received from (NATIONAL ORGANISATION / ASSOCIATION) was useful 1 2 3 4 9
 c) The handling of my request to (NATIONAL ORGANISATION / ASSOCIATION) was effective 1 2 3 4 9

QU:2

Q12. Would you encourage your friends or relatives to ask (ANSWER IN Q10A) for information and / or advice?

[READ OUT – ONE ANSWER ONLY]

| | |
|---------------------------|---|
| - Yes, definitely | 4 |
| - Yes, probably..... | 3 |
| - No, probably not | 2 |
| - No, definitely not..... | 1 |
| - [DK/NA]..... | 9 |

QU:1

Q13. Would you be willing to support an independent Hungarian Consumer Association by...?

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

- a) Paying an annual membership fee of 4200 HUF, if this included 12 issues of an independent consumer magazine with results of comparative tests of products and services' 1 2 9
 b) Giving this association a percentage of your taxes instead of paying them to the Government .. 1 2 9
 c) Giving this association a donation which you can deduct from your income taxes 1 2 9

QU:2

Q14. Would you be interested to subscribe to an independent consumer magazine with results of comparative tests of products and services at a price of 3200 HUF per year for 12 issues ?

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

QU:1

Q15. Would you buy at a newsstand for 289 HUF an independent consumer magazine that gives you results of comparative tests/quality and price of products and services?

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

QU:1

Q16. Compared to other EU countries, do you think consumers in Hungary have the same, less or more consumer rights and protection?

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

QU:1

Q17. Compared to other EU countries, do you think sellers in Hungary respect consumer rights and protection rules the same, less or more?

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

QU:1

Q18. In general, would you say that the Hungarian justice system is efficient in punishing businesses that mislead or cheat consumers?

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

QU:1

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 Hungary between the 06/05/2007 and the 11/05/2007 by our institute, Gallup Organization, Hungary.

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 1000 respondents in Hungary, 1009 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 (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 |

EB FLASH QUESTIONNAIRE DG SANCO
Questionnaire
Hungary
WAVE 2

Good morning / afternoon, I'm _____ from COMPANY. We are conducting a survey for the European Commission as part of preparations of an information campaign on the rights you have when buying products and services. How many PERSONS are there in your household who are between THE AGES OF 25 AND 45?

0 - 0 THANK AND TERMINATE

INTERVIEWER READ: For this particular study we would like to interview people in this age group, and I am not allowed to interview anyone else.
Thank you again for your willingness and cooperation.

1 - 1 CONTINUE WITH INTRO1

2 - 2 or more SKIP TO INTRO2

INTRO 1

May I please speak to this person in your household?

INTRO 2

I would like to interview the person in the family who HAD HIS OR HER birthday most recently OF those FAMILY MEMBERS WHO are between 25 and 45 years of age. Who would THIS PERSON be out of THOSE YOU MENTIONED? May I speak to him/her?

ONCE ELIGIBLE RESPONDENT IS REACHED

I would like to ask you to participate in a brief survey as part of preparations of an information campaign on the rights you have when buying products and services. The survey is commissioned by the European Commission. Please help me with your answers, it will not take more than 8 minutes. The questionnaire is anonymous; your responses will be used to generate statistics for our country. You can refuse to answer any of the questions, should you wish to.

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 |
| - 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 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 OUT - OPEN ENDED - CODE]

- The exact slogan is mentioned: "AZ EUBAN MINDEN FOGYASZTÓ
ÉLHET A JOGAIVAL. LEGYEN TISZTÁBAN VELÜK." 01 SKIP TO Q2
- The teaser slogan is mentioned: "EGY KLIKKÉRT MEGMONDOM" 02
- Message about the consumer rights – in general 03
- Mezga family talking about consumer rights 04
- Messages about the consumer rights regarding consumer loans 05
- Message about the consumer rights holiday packages 06
- Message about the consumer rights regarding internet shopping 07
- Message about the consumer rights regarding food labels 08
- Message about the consumer rights regarding warranty 09
- Message about the consumer rights regarding product safety 10
- Message about the consumer rights regarding unfair contracts 11
- Message about the consumer rights regarding mobile phone-roaming 12
- Message about the consumer rights regarding travel by airplanes 13
- Messages about people not knowing their right as consumer in HUNGARY 14
- Messages about consumer rights in EU 15
- Messages related to KOSAR magazine 16
- Other answers 17
- [DK/NA] 99

Q1b. Have you over the past weeks see/heard advertisement saying that "AZ EUROPAI UNIÓBAN MINDEN FOGYASZTÓ ÉLHET A JOGAIVAL. LEGYEN TISZTÁBAN VELÜK"

- Yes.....1 SKIP TO Q2
- No2
- [DK/NA]9

Q1c Have you over the past weeks seen/heard advertisement, messages, information about consumer rights regarding different products and services like mobile phones/roaming, consumer loans, holiday packages or internet shopping etc.?

- Yes.....1
- No2 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?

MULTIPLE ANSWERS POSSIBLE

- On TV.....1
- On the internet2
- In a newspaper/magazine3
- in brochure/leaflet4
- from family, friends, colleagues.....5
- Other6
- [DK/NA]9

Q3A. Have you found the information you have received through this information campaign

- very useful.....4
- useful3
- not useful or2
- not useful at all?1
- [DK/NA]9

Q3. Did you find the information about your rights as a consumer of mobile phones, consumer loans, holiday packages, internet shopping and other services, provided through the campaign on consumer rights

- Agree1
 - Disagree.....2
 - [DK/NA]9
-
- a) easy to understand?1 2 9
 - b) easy to remember?.....1 2 9
 - c) convincing?1 2 9
 - d) detailed and informative enough?1 2 9

Main Questionnaire

I. Consumer problems

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

- Yes.....1
- No2
- [DK/NA]9

- a) when an electronic or household appliance you bought does not work properly1 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 trip1 2 9
- d) when you have booked a ticket for a flight1 2 9
- e) when you have ordered something via the Internet or via teleshopping1 2 9
- f) when you have a problem with your phone bill1 2 9

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

- Yes.....1
- No2
- [DK/NA]9

- a) when an electronic or household device you just bought does not work properly1 2 9
- b) the payments on the credit you took to make a major purchase (computer, car, washing machine) include unexpected additional fees and charges1 2 9
- c) when your package holiday is different from what the brochure promised1 2 9
- d) when your flight is delayed or cancelled1 2 9
- e) when you don't like what you ordered via the Internet or via teleshopping1 2 9
- f) when you have a problem with your phone bill1 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?

[DO NOT READ OUT -SEVERAL ANSWERS POSSIBLE]

- Government, Ministry, Public Authority01
- consumer association02
- shopkeepers, sellers or banks03
- friends and relatives04
- lawyers05
- the EU06
- a consumer magazine like Kosar07
- Országos Fogyasztóvédelmi Egyesület08
- Other09
- [DK/NA]99

Q7. How would you try to find information and advice about consumer rights FIRSTLY?

[READ OUT – RECODE IN THE PRE-CODED LIST – ONE ANSWER ONLY PER QUESTION]

- by phone1
- search on web2
- send letter3
- write e-mail4
- Other5
- [DK/NA]9

Firstly: 1 2 3 4 5 9
Secondly: 1 2 3 4 5 9

QU:2

Q8. What institutions and organizations/associations dealing with protection of consumers' rights do you know?
 [DO NOT READ OUT-RECODE IN THE PRE-CODED LIST-MULTIPLE ANSWERS POSSIBLE.]

| | |
|--|---|
| a) General Inspectorate for Consumer Protection (FVF)..... | 1 |
| b) Tudatos Vásárlók Egyesülete..... | 2 |
| c) Fogyasztóvédelmi Egyesületek Országos Szövetsége, [FEOSZ] | 3 |
| d) Országos Fogyasztóvédelmi Egyesület [OFE]..... | 4 |
| e) The European Consumer Centre in Budapest..... | 5 |
| f) Kosar consumer magazine..... | 6 |
| h) Fogyasztóvédelmi és Edekszövetség Alapítvány..... | 7 |
| i) Other..... | 8 |
| j) DK/NA..... | 9 |

[ASK ONLY ORGANIZATIONS/ASSOCIATIONS WHICH WERE NOT MENTIONED IN Q8.]

Q9. Have you ever heard of:

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

| | | | |
|--|---|---|---|
| a) General Inspectorate for Consumer Protection (FVF)..... | 1 | 2 | 9 |
| b) Tudatos Vásárlók Egyesülete | 1 | 2 | 9 |
| c) Fogyasztóvédelmi Egyesületek Országos Szövetsége, [FEOSZ] | 1 | 2 | 9 |
| d) Országos Fogyasztóvédelmi Egyesület [OFE]..... | 1 | 2 | 9 |
| e) The European Consumer Centre in Budapest | 1 | 2 | 9 |
| f) Kosar consumer magazine..... | 1 | 2 | 9 |
| h) Fogyasztóvédelmi és Edekszövetség Alapítvány..... | 1 | 2 | 9 |

[If the answer is "yes" to any of the item in Q8 or Q9]

Q10. Have you ever asked this or any of these (organization/magazine) for information or help ?
 [READ OUT - ONE ANSWER POSSIBLE]

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

Q11. Who would you trust most to give you correct information and advice on your consumer rights?
 [READ OUT – ROTATE – ONE ANSWER POSSIBLE]

| | |
|--|----|
| - The Government | 01 |
| - A consumer association | 02 |
| - Shopkeepers, sellers or banks | 03 |
| - Friends and relatives | 04 |
| - Lawyers..... | 05 |
| - The EU | 06 |
| - a consumer magazine like Kosar..... | 07 |
| - Országos Fogyasztóvédelmi Egyesület..... | 08 |
| - OTHER | 09 |
| - [DK/NA]..... | 99 |

Q11A. Have you ever asked OFE for information or help?

[READ OUT - ONE ANSWER POSSIBLE]

- Yes.....1
- No2
- [DK/NA]9

IF ANSWER IS "YES"

Q11B. Please tell me whether you agree or disagree with the following statements regarding the service received from OFE

[READ OUT – ONE ANSWER PER LINE]

- Totally agree.....4
- Somewhat agree3
- Somewhat disagree.....2
- Totally disagree1
- [DK/NA]9

- a) The people working at OFE were helpful.....1 2 3 4 9
- b) The advice received from OFE was useful1 2 3 4 9
- c) The handling of my request at OFE was effective1 2 3 4 9

Q12. Would you encourage your friends or relatives to ask OFE for information and / or advice?

[READ OUT- ONE ANSWER POSSIBLE]

- Yes, definitely4
- Yes, probably3
- No, probably not2
- No, definitely not.....1
- [DK/NA]9

Q13. Would you be willing to support an independent Hungarian Consumer Association by...?

- Yes.....1
- No2
- [DK/NA]9

- a) Paying an annual membership fee of 4200 HUF, if this included 12 issues of an independent consumer magazine with results of comparative tests of products and services'1 2 9
- b) Giving this association a percentage of your taxes instead of paying them to the Government1 2 9
- c) Giving this association a donation which you can deduct from your income taxes1 2 9

Q16. Compared to other EU countries, do you think consumers in Hungary have the same, less or more consumer rights and protection?

- Same1
- Less2
- More.....3
- [DK/NA]9

Q17. Compared to other EU countries, do you think sellers in Hungary respect consumer rights and protection rules the same, less or more?

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

Q18. In general, would you say that the Hungarian 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 Hungary between the 09/12/2007 and the 13/12/2007 by our institute, Gallup Organization, Hungary.

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 1000 respondents in Hungary, 1006 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 (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 |

Questionnaire

EB FLASH QUESTIONNAIRE DG SANCO

Wave 3

Questionnaire - Hungary

Context: to measure interim impact of information campaign on EU consumer rights and promoting consumer organisations

Remark: All that appears between brackets is spontaneous.

Target: general public aged 25–45 years old

I. Campaign awareness

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: AZ EUBAN MINDEN FOGYASZTÓ ÉLHET A JOGAIVAL.
LEGYEN TISZTÁBAN VELÜK. " 01 SKIP TO Q1C
- The teaser slogan is mentioned: "EGY KLIKKÉRT MEGMONDOM" 02
- Message about the consumer rights –in general 03
- Mezga family talking about consumer rights 04
- Messages about the consumer rights regarding consumer loans 05
- Message about the consumer rights holiday packages 06
- Message about the consumer rights regarding internet shopping 07
- Message about the consumer rights regarding food labels 08
- Message about the consumer rights regarding guarantees on faulty products 09
- Message about the consumer rights regarding product safety 10
- Message about the consumer rights regarding unfair contracts 11
- Message about the consumer rights regarding mobile phone-roaming 12
- Message about the consumer rights regarding travel by airplanes 13
- Messages about people not knowing their right as consumer in HUNGARY 14
- Messages about consumer rights in EU 15
- Messages related to KOSAR magazine 16
- Other answers 17
- [DK/NA] 99

Q1b. Have you over the past months see/heard advertisement saying that "AZ EUROPAI UNIÓBAN MINDEN FOGYASZTÓ ÉLHET A JOGAIVAL. LEGYEN TISZTÁBAN VELÜK"

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

Q1c Have you over the past months seen/heard advertisement, messages, information about consumer rights regarding different products and services like consumer loans, internet shopping, guarantees on faulty products, etc.?

- Yes 1
- No 2 SKIP TO Q4
- [DK/NA] 9 SKIP TO Q4

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?

MULTIPLE ANSWER POSSIBLE

- on TV 1
- on the internet 2
- in a newspaper/magazine 3
- in brochure/leaflet 4
- from family, friends, colleagues 5
- other 6
- [DK/NA] 9

Q3A. Have you found the information you have received through this information 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 consumer loans, internet shopping, guarantees on faulty products 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
 - d) detailed and informative enough? 1 2 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 mobile 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 mobile 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 -SEVERAL ANSWER POSSIBLE]

| | |
|---|----|
| - Government, Ministry, Authority | 01 |
| - consumer association | 02 |
| - shopkeepers, sellers or banks..... | 03 |
| - friends and relatives | 04 |
| - lawyers | 05 |
| - the EU | 06 |
| - a consumer magazine like Kosar | 07 |
| - Országos Fogyasztóvédelmi Egyesület | 08 |
| - other | 09 |
| - [DK/NA]..... | 99 |

Q7. How would you try to find information and advice about consumer rights FIRSTLY? THAN SECONDLY
 [READ OUT – RECODE IN THE PRE-CODED LIST – ONE ANSWER ONLY PER QUESTION]

- by phone 1
- search on web 2
- send letter 3
- write e-mail 4
- OTHER 5
- [DK/NA]..... 9

Firstly: 1 2 3 4 5 9

Secondly: 1 2 3 4 5 9

Q8. What institutions and organizations/associations dealing with protection of consumers' rights do you know?
 [DO NOT READ OUT-RECODE IN THE PRE-CODED LIST- MULTIPLE ANSWERS POSSIBLE.]

- a) General Inspectorate for Consumer Protection (FVF)..... 1
- b) Tudatos Vásárlók Egyesülete 2
- c) Fogyasztóvédelmi Egyesületek Országos Szövetsége, [FEOSZ] 3
- d) Országos Fogyasztóvédelmi Egyesület [OFE]..... 4
- e) The European Consumer Centre in Budapest 5
- f) Kosar consumer magazine 6
- h) Fogyasztóvédelmi és Erdekszövettség Alapítvány 7
- i) other 9

[ASK ONLY THOSE ITEMS THAT WERE NOT MENTIONED IN Q8.]

Q9. Have you ever heard of :

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

- a) General Inspectorate for Consumer Protection (FVF)..... 1 2 9
- b) Tudatos Vásárlók Egyesülete 1 2 9
- c) Fogyasztóvédelmi Egyesületek Országos Szövetsége, [FEOSZ] 1 2 9
- d) Országos Fogyasztóvédelmi Egyesület [OFE]..... 1 2 9
- e) The European Consumer Centre in Budapest 1 2 9
- f) Kosar consumer magazine 1 2 9
- h) Fogyasztóvédelmi és Erdekszövettség Alapítvány 1 2 9

[If the answer is "yes" to any of the item in Q8 or Q9]

Q10. Have you ever asked this or any of these(organization/magazine) for information or help ?
 [READ OUT - ONE ANSWER POSSIBLE]

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

Q11. Who would you trust most to give you correct information and advice on your consumer rights?

[READ OUT – ROTATE – ONE ANSWER ONLY]

- The Government, 1
- A consumer association 2
- Shopkeepers, sellers or banks 3
- Friends and relatives 4
- Lawyers 5
- The EU 6
- a consumer magazine like Kosar 7
- Országos Fogyasztóvédelmi Egyesület 08
- OTHER 8
- [DK/NA] 9

Q11A. Have you ever asked OFE for information or help ?

[READ OUT - ONE ANSWER POSSIBLE]

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

IF ANSWER IS "YES"

Q11B. Please tell me whether you agree or disagree with the following statements regarding the service received from OFE

[READ OUT – ONE ANSWER PER LINE]

- Totally agree 4
- Somewhat agree 3
- Somewhat disagree 2
- Totally disagree 1
- [DK/NA] 9

- a) The people working at OFE were helpful 1 2 3 4 9
- b) The advice received from OFE was useful 1 2 3 4 9
- c) The handling of my request at OFE was effective 1 2 3 4 9

Q12. Would you encourage your friends or relatives to ask OFE for information and / or advice?

[READ OUT – ONE ANSWER ONLY]

- Yes, definitely 4
- Yes, probably 3
- No, probably not 2
- No, definitely not 1
- [DK/NA] 9

Q13. Would you be willing to support an independent Hungarian consumer association by...?

| | |
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| - Yes | 1 |
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- a) Paying an annual membership fee of 4200 HUF, if this included 12 issues of an independent consumer magazine with results of comparative tests of products and services' 1 2 9
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Q16. Compared to other EU countries, do you think consumers in Hungary have the same, less or more consumer rights and protection ?

| | |
|----------------|---|
| -Same | 1 |
| - Less | 2 |
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Q17. Compared to other EU countries, do you think sellers in Hungary respect consumer rights and protection rules the same, less or more ?

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

Q18. In general, would you say that the Hungarian 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.

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Representativeness of the results

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Sizes of the sample

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| N=500 | 1,9 | 2,6 | 3,1 | 3,5 | 3,8 | 4,0 | 4,2 | 4,3 | 4,4 | 4,4 |
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| 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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