

Flash Eurobarometer 264
November 2009

EU citizens' perceptions about competition policy

Basic bilingual questionnaire

The GALLUP Organization

Flash 264 – COMPETITION

Q1. For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

[READ OUT - ROTATE - ONE ANSWER PER LINE]

- Totally agree 1
- Tend to agree..... 2
- Tend to disagree..... 3
- Totally disagree 4
- [I am not qualified to answer – SPONTANEOUS]..... 8
- [DK/NA]..... 9

- A. Competition between companies allows for better prices for consumers. 1 2 3 4 8 9
- B. Competition between companies allows for more choice for consumers..... 1 2 3 4 8 9
- C. Agreement on prices between companies should not be allowed. 1 2 3 4 8 9
- D. Financial aid from governments to companies may give these companies an unfair advantage over their competitors..... 1 2 3 4 8 9
- E. Companies which receive financial aid from their governments should not be allowed to compete on a European level. 1 2 3 4 8 9
- F. Mergers between large companies distort competition..... 1 2 3 4 8 9
- G. Controlling competition between companies at national and European level provides benefits to consumers and to the society in our country..... 1 2 3 4 8 9
- H. Small companies need to be protected from large companies' competition. 1 2 3 4 8 9

Q1. Pour chacune des affirmations suivantes, veuillez me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord :

[LIRE - FAIRE UNE ROTATION - UNE REPONSE PAR LIGNE]

- Tout à fait d'accord 1
- Plutôt d'accord 2
- Plutôt pas d'accord..... 3
- Pas du tout d'accord 4
- [Je n'ai pas la compétence pour répondre – SPONTANE]..... 8
- [NSP/SR] 9

- A. La concurrence entre les entreprises permet d'obtenir de meilleurs prix pour les consommateurs 1 2 3 4 8 9
- B. La concurrence entre les entreprises permet aux consommateurs d'avoir plus de choix..... 1 2 3 4 8 9
- C. Les entreprises ne devraient pas être autorisées à s'entendre entre elles sur les prix 1 2 3 4 8 9
- D. L'aide financière des gouvernements aux entreprises peut donner à ces entreprises un avantage déloyal sur leurs concurrents 1 2 3 4 8 9
- E. Les entreprises qui bénéficient d'une aide financière de leurs gouvernements ne devraient pas être autorisées à entrer en concurrence au niveau européen..... 1 2 3 4 8 9
- F. Les fusions entre grandes entreprises faussent la concurrence..... 1 2 3 4 8 9
- G. Contrôler la concurrence entre les entreprises au niveau national et européen offre des avantages aux consommateurs et à la société en général dans notre pays 1 2 3 4 8 9
- H. Les petites entreprises ont besoin d'être protégées de la concurrence des grandes entreprises 1 2 3 4 8 9

Q2. Concerning the issues that we just discussed, have you heard or read in the media (TV, Radio, Internet, press, etc.) about competition in the last year?

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

Q3. Based on your own experience, in which of the following sectors is a lack of competition, in prices and product choice, causing the most problems for consumers? Firstly? Any other?

[2 ANSWERS]

- telecommunications and internet 1
- energy (gas and electricity) 2
- financial services (banks, insurance, etc.) 3
- transport services (railways, airlines, etc.) 4
- food distribution..... 5
- pharmaceutical products (medicines, health related products) 6
- other sector, please specify 7
- [none of these] 8
- [DK/NA]..... 9

Q2. Concernant les questions dont nous venons de parler, avez-vous entendu ou lu dans les médias (Télévision, Radio, Internet, presse écrite, etc) quelque chose à propos de la concurrence au cours de l'année passée ?

- Oui 1
- Non 2
- [NSP/SR] 9

Q3. D'après votre expérience, dans lequel des secteurs suivants le manque de concurrence, en termes de prix et de choix des produits, provoque-t-il le plus de problèmes pour les consommateurs ? En premier lieu? Et en second ?

[2 REPONSES]

- Télécommunications et Internet..... 1
- Energie (gaz et électricité)..... 2
- Services financiers (banques, assurances, etc.) 3
- Services de transport (chemins de fer, compagnies aériennes, etc.)..... 4
- Distribution des produits alimentaires..... 5
- Produits pharmaceutiques (médicaments, produits liés à la santé)..... 6
- Autre secteur, veuillez préciser 7
- [Aucun de ceux-ci] 8
- [NSP/SR] 9

Q4. You just said that in the following sector companies are not sufficiently competing with each other:

[insert first answer of Q3]

What is the main problem, in that sector?

[READ OUT - MULTIPLE ANSWERS POSSIBLE]

- Prices are too high 1
- The quality of the products or services is not satisfactory 2
- There is too little choice or no choice at all..... 3
- It is difficult or impossible to change suppliers 4
- [Other] 5
- [DK/NA]..... 9

Q5. You just said that in the following sector companies are not sufficiently competing with each other:

[insert second answer of Q3]

What is the main problem?

[READ OUT - MULTIPLE ANSWERS POSSIBLE]

- Prices are too high 1
- The quality of the products or services is not satisfactory 2
- There is too little choice or no choice at all..... 3
- It is difficult or impossible to change suppliers 4
- [DK/NA]..... 9

Q4. Vous venez de dire que, dans le secteur suivant les entreprises ne sont pas suffisamment en concurrence les unes avec les autres :

[Insérer la première réponse en Q3]

Quel est le principal problème, dans ce secteur?

[LIRE - PLUSIEURS REPONSES POSSIBLES]

- Les prix sont trop élevés..... 1
- La qualité des produits ou des services n'est pas satisfaisante 2
- Il y a trop peu de choix ou pas de choix du tout 3
- Il est difficile ou impossible de changer de fournisseurs..... 4
- [Autre] 5
- [NSP/SR] 9

Q5. Vous venez de dire que, dans le secteur suivant les entreprises ne sont pas suffisamment en concurrence les unes avec les autres :

[Insérer la seconde réponse en Q3]

Quel est le principal problème?

[LIRE - PLUSIEURS REPONSES POSSIBLES]

- Les prix sont trop élevés..... 1
- La qualité des produits ou des services n'est pas satisfaisante 2
- Il y a trop peu de choix ou pas de choix du tout 3
- Il est difficile ou impossible de changer de fournisseurs..... 4
- [NSP/SR] 9

Q6. On which field of competition policy do you feel the need to be better informed?

[READ OUT - MULTIPLE ANSWERS POSSIBLE]

- Prohibiting agreements on prices (cartels)..... 1
- Prohibiting the abuse of a strong position of big companies 2
- Controlling the merger of companies..... 3
- Controlling financial aid from government to companies 4
- [None of these – not interested] 5
- [None of these – already sufficiently informed]..... 6
- [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
- [99] [REFUSAL/NO ANSWER]
- [01] [NEVER BEEN IN FULL TIME EDUCATION]
- [00] [STILL IN FULL TIME EDUCATION]

Q6. Dans quel domaine de la politique de la concurrence ressentez-vous le besoin d'être mieux informé ?

[LIRE - PLUSIEURS REPONSES POSSIBLES]

- Interdiction des accords sur les prix (cartels)..... 1
- Interdiction de l'abus d'une position forte des grandes entreprises..... 2
- Contrôle de la fusion d'entreprises 3
- Contrôle de l'aide financière du gouvernement aux entreprises 4
- [Aucun de ceux-ci - pas intéressé]..... 5
- [Aucun de ceux-ci - déjà suffisamment informé] 6
- [NSP/SR] 9

D1. Sexe

[NE PAS DEMANDER - NOTER COMME APPROPRIE]

- [1] Homme
- [2] Femme

D2. Quel âge avez-vous?

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

D3. Quel âge aviez-vous quand vous avez terminé vos études à temps plein?

[Noter l'âge de fin d'études]

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

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

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

- Self-employed

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

- Employee

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

- Manual worker

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

- Without a professional activity

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

- [Refusal]	99
-------------------	----

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

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

- profession libérale/ indépendant

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

- Employé (e)

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

- Ouvrier

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

- Sans activité professionnelle

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

- [Refus]	99
-----------------	----

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

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

D6. Diriez-vous que vous vivez ...?

- zone métropolitaine..... 1
- autre ville/centre urbain 2
- zone rurale 3
- [Refus] 9

Flash EB Series #264

EU citizens' perceptions about competition policy

Survey conducted by The Gallup Organization,
Hungary upon the request of
Directorate General for Competition



Coordinated by Directorate General for
Communication

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

THE GALLUP ORGANIZATION

II. Survey details

This general population survey “*EU citizens’ perceptions about competition policies*” (Flash Eurobarometer N° 264) was conducted for the European Commission, Directorate General Competition, Unit R – Registry and Resources.

Telephone interviews were conducted in each of the EU Member States, with the exception of Bulgaria, the Czech Republic, Estonia, Latvia, Lithuania, Hungary, Poland, Romania and Slovakia, where both telephone and face-to-face interviews were conducted (70% webCATI and 30% F2F interviews).

Telephone interviews were conducted in each country between 16/11/2009 and 20/11/2009 by the following institutes:

Belgium	BE	Gallup Europe	(Interviews: 16/11/2009 - 20/11/2009)
Czech Republic	CZ	Focus Agency	(Interviews: 16/11/2009 - 20/11/2009)
Denmark	DK	Hermelin	(Interviews: 16/11/2009 - 20/11/2009)
Germany	DE	IFAK	(Interviews: 16/11/2009 - 20/11/2009)
Estonia	EE	Saar Poll	(Interviews: 16/11/2009 - 20/11/2009)
Greece	EL	Metroanalysis	(Interviews: 16/11/2009 - 20/11/2009)
Spain	ES	Gallup Spain	(Interviews: 16/11/2009 - 20/11/2009)
France	FR	Efficienc3	(Interviews: 16/11/2009 - 20/11/2009)
Ireland	IE	Gallup UK	(Interviews: 16/11/2009 - 20/11/2009)
Italy	IT	Demoskopia	(Interviews: 16/11/2009 - 20/11/2009)
Cyprus	CY	CYMAR	(Interviews: 16/11/2009 - 20/11/2009)
Latvia	LV	Latvian Facts	(Interviews: 16/11/2009 - 20/11/2009)
Lithuania	LT	Baltic Survey	(Interviews: 16/11/2009 - 20/11/2009)
Luxembourg	LU	Gallup Europe	(Interviews: 16/11/2009 - 20/11/2009)
Hungary	HU	Gallup Hungary	(Interviews: 16/11/2009 - 20/11/2009)
Malta	MT	MISCO	(Interviews: 16/11/2009 - 20/11/2009)
Netherlands	NL	MSR	(Interviews: 16/11/2009 - 20/11/2009)
Austria	AT	Spectra	(Interviews: 16/11/2009 - 20/11/2009)
Poland	PL	Gallup Poland	(Interviews: 16/11/2009 - 20/11/2009)
Portugal	PT	Consulmark	(Interviews: 16/11/2009 - 20/11/2009)
Slovenia	SI	Cati d.o.o	(Interviews: 16/11/2009 - 20/11/2009)
Slovakia	SK	Focus Agency	(Interviews: 16/11/2009 - 20/11/2009)
Finland	FI	Norstat Finland Oy	(Interviews: 16/11/2009 - 20/11/2009)
Sweden	SE	Hermelin	(Interviews: 16/11/2009 - 20/11/2009)
United Kingdom	UK	Gallup UK	(Interviews: 16/11/2009 - 20/11/2009)
Bulgaria	BG	Vitoshia	(Interviews: 16/11/2009 - 20/11/2009)
Romania	RO	Gallup Romania	(Interviews: 16/11/2009 - 20/11/2009)

Representativeness of the results

Each national sample was representative of the population aged 15 years and above.

Sample sizes

In most EU countries the target sample size was 1,000 respondents. In Cyprus, Luxembourg and Malta, 500 interviews were conducted. The table below shows the achieved sample sizes by country.

A weighting factor was applied to the national results in order to compute a marginal total where each country contributes to the EU27 result in proportion to its population size.

The table below presents, for each of the countries:
 (1) the number of interviews actually carried out, and
 (2) the population-weighted total number of interviews

Total interviews

	Total Interviews			
	Conducted	% of Total	EU27 weighted	% of Total (weighted)
Total	25586	100	25586	100
BE	1001	3.9	539	2.1
BG	1001	3.9	408	1.6
CZ	1002	3.9	541	2.1
DK	1000	3.9	272	1.1
DE	1002	3.9	4349	17
EE	1018	4	70	0.3
EL	1001	3.9	588	2.3
ES	1006	3.9	2333	9.1
FR	1000	3.9	3168	12.4
IE	1003	3.9	211	0.8
IT	1000	3.9	3118	12.2
CY	502	2	39	0.2
LV	1004	3.9	120	0.5
LT	1000	3.9	175	0.7
LU	503	2	24	0.1
HU	1008	3.9	524	2
MT	501	2	21	0.1
NL	1000	3.9	822	3.2
AT	1004	3.9	430	1.7
PL	1007	3.9	1970	7.7
PT	1005	3.9	550	2.1
RO	1007	3.9	1120	4.4
SI	1000	3.9	106	0.4
SK	1008	3.9	278	1.1
FI	1002	3.9	269	1
SE	1000	3.9	464	1.8
UK	1000	3.9	3077	12

Questionnaires

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

Sampling error

Surveys are designed and conducted to provide an estimate of a true value of characteristics of a population at a given time. An estimate of a survey is unlikely to exactly equal the true population quantity of interest for a variety of reasons. One of these reasons is that data in a survey are collected from only some – a sample of – members of the population, this to make data collection cheaper and faster. The “margin of error” is a common summary of sampling error, which quantifies uncertainty about (or confidence in) a survey result.

Usually, one calculates a 95 percent confidence interval of the format: survey estimate +/- margin of error. This interval of values will contain the true population value at least 95% of time.

For example, if it was estimated that 45% of EU citizens are in favour of a single European currency and this estimate is based on a sample of 100 EU citizens, the associated margin of error is about 10 percentage points. The 95 percent confidence interval for support for a European single currency would be (45%-10%) to (45%+10%), suggesting that in the EU the support for a European single currency could range from 35% to 55%. Because of the small sample size of 100 EU citizens, there is considerable uncertainty about whether or not the citizens of the EU support a single currency.

As a general rule, the more interviews conducted (sample size), the smaller the margin of error. Larger samples are more likely to give results closer to the true population quantity and thus have smaller margins of error. For example, a sample of 500 will produce a margin of error of no more than about 4.5 percentage points, and a sample of 1,000 will produce a margin of error of no more than about 3 percentage points.

Margin of error (95% confidence interval)

Survey estimate	Sample size (n)									
	10	50	100	150	200	400	800	1000	2000	4000
5%	13.5%	6.0%	4.3%	3.5%	3.0%	2.1%	1.5%	1.4%	1.0%	0.7%
10%	18.6%	8.3%	5.9%	4.8%	4.2%	2.9%	2.1%	1.9%	1.3%	0.9%
25%	26.8%	12.0%	8.5%	6.9%	6.0%	4.2%	3.0%	2.7%	1.9%	1.3%
50%	31.0%	13.9%	9.8%	8.0%	6.9%	4.9%	3.5%	3.1%	2.2%	1.5%
75%	26.8%	12.0%	8.5%	6.9%	6.0%	4.2%	3.0%	2.7%	1.9%	1.3%
90%	18.6%	8.3%	5.9%	4.8%	4.2%	2.9%	2.1%	1.9%	1.3%	0.9%
95%	13.5%	6.0%	4.3%	3.5%	3.0%	2.1%	1.5%	1.4%	1.0%	0.7%

(The values in the table are the margin of error – at 95% confidence level – for a given survey estimate and sample size)

The examples show that the size of a sample is a crucial factor affecting the margin of error. Nevertheless, once past a certain point – a sample size of 800 or 1,000 – the improvement is small. For example, to reduce the margin of error to 1.5% would require a sample size of 4,000.

© European Communities
The Eurobarometer questionnaires are reproduced
by permission of its publishers,
the Office for Official Publications of the European Communities,
2 rue Mercier, L-2985 Luxembourg