

Flash Eurobarometer 288
March 2010

Monitoring the social impact of the crisis:
Public perceptions in the European Union (wave 3)

Basic bilingual questionnaire

The GALLUP Organization

Flash 288 – FINANCIAL CRISIS DG EMPL

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]

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

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

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

[ASK ALL]

D20. Including yourself, how many people who are residents of [COUNTRY], age 15 or over, currently live in your household?

- [DK/NA] 99

D21. How many children under 15 years of age are now living in your household?

- [DK/NA] 99

D22. On a scale from 1 to 10, where would you place the current living standards of your household? Please choose one number from 1 to 10, where “1” stands for “very poor”, and “10” stands for “very wealthy”, while the remaining numbers indicates something in between these two positions.

(READ OUT – ONE ANSWER ONLY)

01 Very poor	02	03	04	05	06	07	08	09	10 Very wealthy	DK/NA
01	02	03	04	05	06	07	08	09	10	99

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

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

[POSER A TOUS]

D20. Vous y-compris, combien de personnes résidant en [PAYS], âgées de 15 ans ou plus, vivent actuellement dans votre foyer ?

- [NSP/SR] 99

D21. Combien d’enfants de moins de 15 ans vivent actuellement dans votre foyer ?

- [NSP/SR] 99

D22. Sur une échelle allant de 1 à 10, où placeriez-vous le niveau de vie actuel de votre foyer ? Veuillez choisir un chiffre entre 1 et 10, où “1” correspond à “très pauvre”, et “10” correspond à “très riche”. Les chiffres intermédiaires représentent quelque chose entre ces deux positions.

(LIRE – UNE SEULE REPONSE POSSIBLE)

01 Très pauvre	02	03	04	05	06	07	08	09	10 Très riche	NSP/SR
01	02	03	04	05	06	07	08	09	10	99

Q1. Generally speaking, would you say that poverty has strongly decreased, slightly decreased, slightly increased or strongly increased in the last 12 months in...?

(ONE ANSWER ONLY PER LINE)

- Strongly decreased 1
- Slightly decreased 2
- Slightly increased 3
- Strongly increased 4
- Stayed the same (SPONTANEOUS) 5
- [DK/NA] 9

- A. ... The area where you live?..... 1 2 3 4 5 9
- B. ...(OUR COUNTRY)?..... 1 2 3 4 5 9
- C. ... The European Union? 1 2 3 4 5 9

Q2. If you were to say how many poor people there are in (OUR COUNTRY), would you say that... ?

(ONE ANSWER ONLY)

- 1 person out of 3 - or about 30% - is poor in (OUR COUNTRY) 1
- 1 person out of 5 - or 20%..... 2
- 1 person out of 10 - or 10%..... 3
- 1 person out of 20 - or 5%..... 4
- Less than 5%..... 5
- [DK/NA] 9

Q1. De manière générale, diriez-vous que la pauvreté a fortement diminué, a légèrement diminué, a légèrement augmenté ou fortement augmenté au cours des 12 derniers mois dans...?

(UNE SEULE REPONSE PAR LIGNE)

- Fortement diminué 1
- Légèrement diminué..... 2
- Légèrement augmenté 3
- Fortement augmenté..... 4
- Est restée semblable (REPONSE SPONTANEE)..... 5
- [NSP/SR] 9

- A. ... La région où vous vivez?..... 1 2 3 4 5 9
- B. ...(LE PAYS)? 1 2 3 4 5 9
- C. ... L'Union Européenne? 1 2 3 4 5 9

Q2. Si vous deviez estimer le nombre de personnes pauvres qui vivent en [PAYS], diriez-vous ...?

(UNE SEULE REPONSE POSSIBLE)

- 1 personne sur 3 – ou environ 30% - est pauvre en [PAYS]..... 1
- 1 personne sur 5 – ou 20%..... 2
- 1 personne sur 10 – ou 10%..... 3
- 1 personne sur 20 – ou 5%..... 4
- Moins de 5%..... 5
- [NSP/SR] 9

Q3. Which of the following best describes how your household is keeping up with all its bills and credit commitments at present?

(ONE ANSWER ONLY)

- I am / we are keeping up without any difficulties..... 1
- I am / we are keeping up but struggle to do so from time to time..... 2
- I am / we are keeping up but it is a constant struggle 3
- I am / we are falling behind with some bills / credit commitments 4
- I am / we are having real financial problems and have fallen behind with many bills and credit commitments 5
- [DK/NA] 9

Q3. Quelle situation décrit le mieux comment votre foyer fait face à toutes ses factures et remboursements de crédits actuellement?

(UNE SEULE REPONSE POSSIBLE)

- Je fais/ Nous faisons face sans problème 1
- Je fais/Nous faisons face, mais je rencontre/nous rencontrons des difficultés passagères..... 2
- Je fais/Nous faisons face, mais c'est une lutte permanente 3
- Je n'arrive pas/nous n'arrivons pas à payer certaines factures ou crédits 4
- J'ai / Nous avons de réelles difficultés financières et je n'arrive pas/nous n'arrivons pas à payer de nombreuses factures ou crédits 5
- [NSP/SR] 9

Q4. a. In the last six months, have you noted any changes in your ability to afford healthcare for you or your relatives?

(IF YES)

Has it become much more easy, somewhat more easy, somewhat more difficult, much more difficult?

(ONE ANSWER ONLY PER LINE)

b. And your ability to afford childcare for your children?

c. And your ability to afford long-term care for you or your relatives?

- Yes, much more easy 1
- Yes, somewhat more easy 2
- Yes, somewhat more difficult 3
- Yes, much more difficult 4
- No, no changes..... 5
- Not applicable 8
- [DK/NA] 9

- A. Healthcare for you or your relative? 1 2 3 4 5 8 9
- B. Childcare for your children? 1 2 3 4 5 8 9
- C. Long-term care for you or your relatives? 1 2 3 4 5 8 9

Q4. a. Au cours des six derniers mois, avez-vous remarqué de quelconques changements dans votre capacité à financer les soins de santé pour vous-même ou vos proches ?

(SI OUI)

Cela a-t-il été beaucoup plus facile, plutôt plus facile, plutôt plus difficile, beaucoup plus difficile ?

(UNE SEULE REPONSE PAR LIGNE)

b. Et concernant votre capacité à financer la garde de vos enfants ?

c. Et votre capacité à financer des soins quotidiens de longue durée pour vous-même ou vos proches ?

- Oui, beaucoup plus facile..... 1
- Oui, plutôt plus facile..... 2
- Oui, plutôt plus difficile..... 3
- Oui, bien plus difficile 4
- Non, pas de changement 5
- Ne s'applique pas..... 8
- [NSP/SR] 9

- A. Soins de santé pour vous-même ou vos proches? 1 2 3 4 5 8 9
- B. L'éducation de vos enfants? 1 2 3 4 5 8 9
- C. Soins quotidiens de longue durée pour vous-même ou vos proches? 1 2 3 4 5 8 9

Q5. From the following possible answers, how would you say your pension will fare in the future?

(READ OUT - ROTATE - ONE ANSWER ONLY)

- Your pension will not be affected by economic and financial events..... 1
- You will receive lower pension benefits than what you expected 2
- You will have to retire later than you had planned to 3
- You will have to save more for when you are retired 4
- Other(SPONTANEOUS)..... 8
- [DK/NA] 9

Q6. How worried are you, if at all, that your income in old age will not be adequate enough to enable you to live in dignity. Please express your opinion on a scale of 1 to 10, where 1 means 'Not worried at all' and 10 means 'Very worried'.

(ONE ANSWER ONLY)

01 Not worried at all	02	03	04	05	06	07	08	09	10 Very worried	DK/NA
01	02	03	04	05	06	07	08	09	10	99

Q5. Parmi les réponses possibles suivantes, selon vous, comment cela se passera t'il pour votre retraite dans le futur ?

(LIRE - FAIRE UNE ROTATION - UNE SEULE REPONSE POSSIBLE)

- Votre retraite ne sera pas affectée par des événements économiques et financiers 1
- Vous recevrez des prestations de retraite plus faibles que ce à quoi vous vous attendiez 2
- Vous aurez à prendre votre retraite plus tard que vous l'aviez prévu 3
- Vous aurez à économiser davantage pour quand vous serez à la retraite..... 4
- Autre(REPONSE SPONTANEE)..... 8
- [NSP/SR]..... 9

Q6. Dans quelle mesure êtes-vous inquiet/inquiète, si vous l'êtes, du fait que votre revenu pour vos vieux jours ne soit pas approprié pour vous permettre de vivre dans la dignité. Veuillez exprimer votre opinion sur une échelle allant de 1 à 10, sur laquelle 1 signifie que vous n'êtes 'pas du tout inquiet/inquiète' et 10 signifie que vous êtes 'très inquiet/inquiète'.

(UNE SEULE REPONSE POSSIBLE)

01 Pas du tout inquiet/inquiète	02	03	04	05	06	07	08	09	10 Très inquiet/inquiète	NSP/SR
01	02	03	04	05	06	07	08	09	10	99

Q9. Has your household at any time during the past 12 months run out of money to pay ordinary bills or buying food or other daily consumer items?

(ONE ANSWER ONLY)

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

Q7. What are your expectations for the 12 months to come, will the next 12 months be better, worse or the same when it comes to the financial situation of your household?

(ONE ANSWER ONLY)

The next 12 months will be...

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

Q9. Est-ce que votre foyer, à tout moment au cours de ces 12 derniers mois, a été à court d'argent pour payer les factures courantes ou acheter de la nourriture ou autres articles de consommation courante ?

(UNE SEULE REPONSE POSSIBLE)

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

Q7. Quelles sont vos attentes pour les 12 mois à venir? Ces mois seront-ils meilleurs, pires ou identiques en ce qui concerne la situation financière de votre foyer ?

(UNE SEULE REPONSE POSSIBLE)

Les 12 prochains mois seront...

- ... Meilleurs 1
- ... Pires..... 2
- ... Identiques 3
- [NSP/SR]..... 9

Q8. Looking at the next 12 months, would you say there is a high risk, a moderate risk, a low risk or no risk at all of falling behind with...?

(ONE ANSWER PER LINE)

(READ OUT – ROTATE)

- High risk 1
- Moderate risk..... 2
- Low risk 3
- No risk at all 4
- Not applicable 8
- [DK/NA] 9

- A. ... Paying your rent or mortgage on time 1 2 3 4 8 9
- B. ... Being able to cope with an unexpected expense of €1,000 1 2 3 4 8 9
- C. ... Repaying consumer loans (such as loans to buy electrical appliances, furniture, etc.) on time..... 1 2 3 4 8 9
- D. ... Paying ordinary bills or buying food or other daily consumer items 1 2 3 4 8 9

Q10. How likely do you think it is that you will need to leave your accommodation within the next 12 months because you can no longer afford it?

Is it...

(ONE ANSWER ONLY)

- Very likely 1
- Fairly likely 2
- Fairly unlikely 3
- Very unlikely 4
- [DK/NA] 9

Q8. En regardant les 12 prochains mois, diriez-vous qu'il y a un risque élevé, un risque modéré, un faible risque ou pas du tout de risque que vous preniez du retard à ...?

(UNE SEULE REPONSE PAR LIGNE)

(LIRE – FAIRE UNE ROTATION)

- Risque élevé 1
- Risque modéré..... 2
- Risque faible 3
- Pas de risque du tout 4
- Ne s'applique pas..... 8
- [NSP/SR] 9

- A. ... Payer votre loyer ou prêt hypothécaire à temps 1 2 3 4 8 9
- B. ... Etre capable de faire face à une dépense imprévue de 1 000€ 1 2 3 4 8 9
- C. ... Rembourser des prêts à la consommation (tels que des prêts pour acheter des appareils électroménagers, meubles, etc) à temps 1 2 3 4 8 9
- D. ... Payer des factures courantes ou acheter de la nourriture ou autres articles de consommation courante 1 2 3 4 8 9

Q10. Selon vous, dans quelle mesure est-il probable que vous ayez à quitter votre logement au cours des 12 prochains mois car vous n'avez plus les moyens de le payer ?

Est-ce...

(UNE SEULE REPONSE POSSIBLE)

- Très probable 1
- Assez probable 2
- Assez peu probable 3
- Très peu probable 4
- [NSP/SR] 9

[Q11 AND Q12 NOT TO BE ASKED TO THOSE WHO ARE IN EDUCATION (D4 = 42 student) OR ARE NO LONGER WORKING (D4 = 43 retired) OR ARE LOOKING FOR WORK (D4 = 44 seeking a job) OR ARE LOOKING AFTER THE HOME (D4 = 41 looking after the home)]

Q11. How confident would you say you are in your ability to keep your job in the next 12 months?

(ONE ANSWER ONLY)

- Very confident 1
- Fairly confident 2
- Not very confident 3
- Not at all confident 4
- [DK/NA] 9

Q12. If you were to be laid-off, how would you rate on a scale from 1 to 10, the likelihood of you finding a job in the next six months? "1" means that it "would not at all be likely" and 10 means that "it would be very likely"

(ONE ANSWER ONLY)

01 Not at all likely	02	03	04	05	06	07	08	09	10 Very likely	DK/NA
01	02	03	04	05	06	07	08	09	10	99

Q11 ET Q12 NE DOIVENT PAS ETRE POSEES A CEUX QUI N'ONT JAMAIS TRAVAILLE (D4=42 étudiant) OU QUI NE TRAVAILLENT PLUS (D4=43 Retraité) OU QUI CHERCHENT UN TRAVAIL (D4=44 A la recherche d'un emploi) OU QUI S'OCCUPENT DE LA MAISON (D4=41 S'occupe de la maison)

Q11. Dans quelle mesure diriez-vous que vous êtes confiant(e) en ce qui concerne votre capacité à conserver votre emploi au cours des 12 prochains mois ?

(UNE SEULE REPONSE POSSIBLE)

- Très confiant(e) 1
- Assez confiant(e) 2
- Pas très confiant(e) 3
- Pas du tout confiant(e) 4
- [NSP/SR] 9

Q12. Si vous deviez être licencié(e), sur une échelle allant de 1 à 10, comment évalueriez-vous vos chances de retrouver un emploi dans les six prochains mois ? "1" signifie que cela "ne serait pas du tout probable" et 10 signifie que cela "serait très probable"

(UNE SEULE REPONSE POSSIBLE)

01 Pas du tout probable	02	03	04	05	06	07	08	09	10 Très probable	NSP/SR
01	02	03	04	05	06	07	08	09	10	99

Flash EB Series #288

**Monitoring
the social impact
of the crisis:
public perceptions
in the European Union**
Wave 3

Survey conducted by The Gallup Organization,
Hungary upon the request of
Directorate-General Employment, Social Affairs
and Equal Opportunities



Coordinated by Directorate-General
Communication

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

THE GALLUP ORGANIZATION

II. Survey details

This general population survey “*Monitoring the social impact of the crisis: public perceptions in the European Union – Wave 3*” (Flash Eurobarometer N° 288) was conducted for the European Commission, DG Employment, Social Affairs and Equal Opportunities – Directorate E – Unit E 2 Inclusion, Social Policy Aspects of Migration, Streamlining of Social Policies.

The current Flash Eurobarometer is the third wave of a trend study to monitor the social impact of the economic crisis in the EU. The first survey was conducted in July 2009 (Flash Eurobarometer survey N° 276) and the second survey in December 2009 (Flash Eurobarometer survey N° 286).

Sample design

The implicit assumption inherent in fixed-line telephone surveys is that their sampling frame can provide a reasonable coverage of the target population, i.e. in the case of this survey, the EU adult population. However, with mobile phones replacing fixed-line telephones in certain societal segments in several of the EU Member States, fixed-line telephone surveys can no longer reach a significant part of the Union’s population.

In countries where mobile phone users could not – or could not easily – be reached via fixed-line telephones, a mixed-mode methodology ensured that these individuals were contacted by face-to-face (F2F) interviews or by including mobile phones in the sampling frame. This methodology ensured that the reported results were representative of the EU27 population (for citizens above 15 years-of-age).

Group 1: countries with only fixed-line telephone interviews

In the countries of group 1 (such as Germany, Malta, the Netherlands and Sweden) a fixed-line random digit dial (RDD) sample was used to represent the adult population. In most countries in Group 1, fixed-line telephone coverage remains at levels well above 80%.

Note that even in the case of fixed-line RDD samples, a certain number of mobile phone numbers were included in the sample as a consequence of call forwarding and number portability (see, for example, Cyprus).

In most EU countries, the target sample size was 1,000 respondents; in Cyprus, Luxembourg and Malta, however, just 500 interviews were conducted. The table below shows the achieved sample size by mode of interviewing and country.

Country	Fixed-line	Mobile	Total
DK	1,005	0	1,005
DE	1,006	0	1,006
EL	1,006	0	1,006
FR	1,009	0	1,009
IE	1,000	0	1,000
CY	479	22	501
LU	503	0	503
MT	501	0	501
NL	1,003	0	1,003
SI	1,011	0	1,011
SE	1,010	0	1,010
UK	1,000	0	1,000
<i>Total</i>	<i>10,533</i>	<i>22</i>	<i>10,555</i>

Group 2: countries with both fixed-line and mobile phone interviews

Combinations of fixed-line and mobile phone random digit dial (RDD) samples were used in Austria, Belgium, Finland, Italy, Portugal and Spain. Although these countries used to have fixed-line telephone penetration rates close to saturation, the emergence of mobile phones has led to an increase in the number of people who no longer have a fixed-line telephone – resulting in high proportions of mobile-only individuals.

A full dual frame approach was used; mobile phone interviews were not limited to respondents who were “mobile-only” but also included dual users – having both a fixed-line telephone and a mobile phone. The RDD samples were developed by Gallup. The table below shows – once again – the achieved sample size by mode of interviewing and country.

Country	Fixed-line	Mobile	Total
BE	604	398	1,002
ES	604	396	1,000
IT	603	398	1,001
AT	514	488	1,002
PT	597	404	1,001
FI	138	865	1,003
<i>Total</i>	<i>3,060</i>	<i>2,949</i>	<i>6,009</i>

Group 3: countries with fixed-line, mobile phone and face-to-face interviews

In many eastern European countries, fixed-line telephone coverage never approached saturation – and these countries always had a significant number of people without a fixed-line telephone. These countries are now characterised by a high proportion of mobile-only households and an above average proportion of households without any telephone (mobile or fixed).

In Bulgaria, the Czech Republic, Estonia, Hungary, Latvia, Lithuania, Poland, Romania and Slovakia fixed-line and mobile phone RDD samples were combined with face-to-face interviewing. RDD samples were developed by Gallup, and a random route method was used to select the face-to-face segment of the sample.

Country	Fixed-line	Mobile	Face-to-face	Total
CZ	348	353	300	1,001
EE	379	327	312	1,018
LV	350	353	300	1,003
LT	352	352	300	1,004
HU	352	354	300	1,006
PL	365	347	300	1,012
SK	350	351	305	1,006
BG	352	352	300	1,004
RO	351	358	300	1,009
<i>Total</i>	<i>3,199</i>	<i>3,147</i>	<i>2,717</i>	<i>9,063</i>

Fieldwork

Interviews were conducted from March 5 to March 9, 2010 by Gallup's network of fieldwork organisations:

Belgium	BE	Gallup Europe	(Interviews: 5/03/2010 - 9/03/2010)
Czech Republic	CZ	Focus Agency	(Interviews: 5/03/2010 - 9/03/2010)
Denmark	DK	Hermelin	(Interviews: 5/03/2010 - 9/03/2010)
Germany	DE	IFAK	(Interviews: 5/03/2010 - 9/03/2010)
Estonia	EE	Saar Poll	(Interviews: 5/03/2010 - 9/03/2010)
Greece	EL	Metroanalysis	(Interviews: 5/03/2010 - 9/03/2010)
Spain	ES	Gallup Spain	(Interviews: 5/03/2010 - 9/03/2010)
France	FR	Effience3	(Interviews: 5/03/2010 - 9/03/2010)
Ireland	IE	Gallup UK	(Interviews: 5/03/2010 - 9/03/2010)
Italy	IT	Demoskopoea	(Interviews: 5/03/2010 - 9/03/2010)
Cyprus	CY	CYMAR	(Interviews: 5/03/2010 - 9/03/2010)
Latvia	LV	Latvian Facts	(Interviews: 5/03/2010 - 9/03/2010)
Lithuania	LT	Baltic Survey	(Interviews: 5/03/2010 - 9/03/2010)
Luxembourg	LU	Gallup Europe	(Interviews: 5/03/2010 - 9/03/2010)
Hungary	HU	Gallup Hungary	(Interviews: 5/03/2010 - 9/03/2010)
Malta	MT	MISCO	(Interviews: 5/03/2010 - 9/03/2010)
Netherlands	NL	MSR	(Interviews: 5/03/2010 - 9/03/2010)
Austria	AT	Spectra	(Interviews: 5/03/2010 - 9/03/2010)
Poland	PL	Gallup Poland	(Interviews: 5/03/2010 - 9/03/2010)
Portugal	PT	Consulmark	(Interviews: 5/03/2010 - 9/03/2010)
Slovenia	SI	Cati d.o.o	(Interviews: 5/03/2010 - 9/03/2010)
Slovakia	SK	Focus Agency	(Interviews: 5/03/2010 - 9/03/2010)
Finland	FI	Norstat Finland Oy	(Interviews: 5/03/2010 - 9/03/2010)
Sweden	SE	Hermelin	(Interviews: 5/03/2010 - 9/03/2010)
United Kingdom	UK	Gallup UK	(Interviews: 5/03/2010 - 9/03/2010)
Bulgaria	BG	Vitoshia	(Interviews: 5/03/2010 - 9/03/2010)
Romania	RO	Gallup Romania	(Interviews: 5/03/2010 - 9/03/2010)

Contact procedures

As many as three attempts were made to contact every sampled telephone number (fixed-line or mobile) or household in the face-to-face samples. Calls were staggered over times of day and days of the week to maximise the chance of making contact with potential respondents.

For the fixed-line telephone sample and face-to-face sample, interviewers asked to speak to the person with the most recent birthday. If this person was not available at the time of the call or visit, the particular unit was re-contacted once or twice before being abandoned.

For the mobile sample, interviews were conducted with the person who answered the phone. Interviewers verified that the person was an adult; if the person was not an adult, they were screened out as ineligible.

Questionnaires

The questionnaire prepared for this survey, in English, is reproduced at the end of this annex. Gallup's network of fieldwork organisations translated the questionnaire in their respective national language(s). Copies of each national questionnaire are annexed to the results (volume tables).

Weighting

The purpose of weighting is to adjust the sample so that the sample profile on key variables reflects that of the population. Data for this Flash N° 288 were weighted to match national parameters on sex, age, region and telephone ownership. The weighting of the dataset had the following steps:

In the *first step*, basic **selection probability weights** were applied. These weights correct for over-coverage of households with multiple fixed telephone lines and under-coverage of persons living in households with more than one eligible person. The selection probability of those from the mobile RDD frames was assumed to be 1.

In the *second step*, on a country-by-country basis, a **post-stratification (non-response) population weighting** was carried out. As non-response rates vary by societal segments, the sample characteristics reflect these differences (e.g. there are usually fewer men and especially fewer young people in the samples than in the universe or population). In the same step, weights were calculated that corrected estimations based on the merged **dual (or triple) frame** samples, i.e. weights that deal with phone ownership. The telephone ownership parameter was created with measures from the *Special Eurobarometer N° 239 “E-communications household survey – 2007”*. This survey was used to estimate the percentage of adults who fall into each of four categories: those who have only a fixed-line telephone, those who have both a fixed-line and mobile phone, those who have only a mobile phone, and (only in countries with a face-to-face subsample) those who have no telephone at all.

The so-called *Raking Adjustment for Non-response* (raking) procedure was applied to weight the data of the Flash N° 288. The raking procedure performs iterative proportional fitting in contingency table analysis. In addition, the procedure can be used to deal with the problem of large variability of weights when weighting classes are formed based on a complete cross-classification of the auxiliary variables, with a large number of weighting classes with unstable response rates as a result.

Frame membership was used as the first variable in the raking model, and socio-demographic variables were imputed subsequently to the iteration. The following socio-demographic variables were used in all national raking procedures (with categories levels used):

Sex & Age	Activity	Regions (NUTS2)
Male, 15-29	Active worker	Note that levels might be collapsed to achieve convergence due to too many or too small classes.
Male, 30-49	Retired	
Male, 50 -64	Other non-active worker	
Male, 65+		
Female, 15-29		
Female, 30-49		
Female, 50 -64		
Female, 65+		

In the *last step*, a weight variable was created that projected the individual weight to the relative size of the country within the total geographical area covered. This weight was used for estimations based on more than one country (e.g. joint Nordic countries estimations, or EU27 estimations).

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.

	<i>Total Interviews</i>			
	Conducted	% of Total	EU27 weighted	% of Total (weighted)
Total	25627	100	25627	100
BE	1002	3.91	540	2.11
CZ	1001	3.91	541	2.11
DK	1005	3.92	272	1.06
DE	1006	3.93	4356	17.00
EE	1018	3.97	70	.27
EL	1006	3.93	589	2.30
ES	1000	3.90	2337	9.12
FR	1009	3.94	3173	12.38
IE	1000	3.90	211	.82
IT	1001	3.91	3123	12.19
CY	501	1.95	39	.15
LV	1003	3.91	121	.47
LT	1004	3.92	175	.68
LU	503	1.96	24	.09
HU	1006	3.93	525	2.05
MT	501	1.95	21	.08
NL	1003	3.91	824	3.21
AT	1002	3.91	431	1.68
PL	1012	3.95	1973	7.70
PT	1001	3.91	551	2.15
SI	1011	3.95	106	.41
SK	1006	3.93	278	1.08
FI	1003	3.91	269	1.05
SE	1010	3.94	465	1.81
UK	1000	3.90	3082	12.03
BG	1004	3.92	409	1.59
RO	1009	3.94	1122	4.38

Sampling error

Surveys are designed 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 be exactly equal to the true population quantity of interest for a variety of reasons. For example, 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.

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 not more than about 4.5 percentage points, and a sample of 1,000 will produce a margin of error of no more than about 3.1 percentage points.

Margin of error – at 95% confidence level – for a given survey estimate and sample size

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 maximum margin of sampling error when comparing individual country results between waves is ± 8.8 percentage points for countries with a sample size of 500 and ± 6.2 percentage points for countries with a sample size of 1000. More details on calculating the margin of error for differences between surveys can be found in Franklin's 2007 paper: "The Margin of Error for Differences in Polls"⁹.

Please note that in addition to sampling errors, question wording and practical difficulties in conducting surveys can introduce error or bias into the findings of public opinion polls.

Tables of results

VOLUME A: COUNTRY BY COUNTRY

The VOLUME A tables present the EU27 results country by country.

VOLUME B: RESPONDENTS' DEMOGRAPHICS

The VOLUME B tables present the EU27 results with the following socio-demographic characteristics of respondents as breakdowns:

Volume B:

Sex (*Male, Female*)

Age (*15-24, 25-39, 40-54, 55+*)

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

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

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

Number of adults (15+) in the household (*1,2,3,4,5+*)

Number of children in the household (*0,1,2,3+*)

Total number of household members (*1, 2, 3-4, 5+*)

Household's living standards (*Very poor, Fairly poor, Fairly wealthy, Very wealthy*)

⁹ <http://abcnews.go.com/images/PollingUnit/MOEFranklin.pdf>

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