

Flash Eurobarometer 339
December 2011

The European emergency number 112

Basic questionnaire

TNS political & social

FL339 - 112 - UK

D1 How old are you?

(WRITE DOWN - IF "REFUSAL" CODE '99')

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D2 Gender.

Male
Female

1
2

SB Split ballot

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SB	Split ballot
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A
B

1
2

SB	Split ballot
----	--------------

A
B

1
2

DEMOGRAPHICS

ASK ALL

D4 How old were you when you stopped full-time education?

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

FL 999 D4

DEMOGRAPHIQUES

A TOUS

D4 A quel âge avez-vous arrêté vos études à temps complet ?

(ENQ. : SI "ETUDIE ENCORE", CODER '00' - SI "PAS D'ETUDE" CODER '01' - SI "REFUS" CODER '98' - SI "NSP" CODER '99')

FL 999 D4

D5 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)...

D5 En ce qui concerne votre occupation actuelle, diriez-vous que vous êtes indépendant, salarié, ouvrier ou diriez-vous que vous êtes sans activité professionnelle ? Cela signifie-t-il que vous êtes (un) ...

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

SI UNE REPOSE A L'UNE DES CATEGORIES PRINCIPALES EST DONNEE, LIRE LES SOUS-CATEGORIES

SELF-EMPLOYED	
Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect...)	3
Manager of a company	4
Other	5
EMPLOYEE	
Professional (employed doctor, lawyer, accountant, architect...)	6
General management, director or top management	7
Middle management	8
Civil servant	9
Office clerk	10
Other employee (salesman, nurse, etc...)	11
Other	12
MANUAL WORKER	
Supervisor \ foreman (team manager, etc ...)	13
Manual worker	14
Unskilled manual worker	15
Other	16
WITHOUT A PROFESSIONAL ACTIVITY	
Looking after the home	17
Student (full time)	18
Retired	19
Seeking a job	20
Other	21
Refusal (DO NOT READ OUT)	22

PROFESSION LIBERALE\ INDEPENDANT	
Agriculteur, sylviculteur, pêcheur	1
Commerçant, artisan	2
Profession libérale (avocat, médecin, comptable, architecte, ...)	3
Dirigeant d'une entreprise	4
Autre	5
EMPLOYEE	
Cadre employé (médecin sous convention, avocat, comptable, architecte, ...)	6
Direction générale, directeur ou direction supérieure	7
Cadre moyen	8
Fonctionnaire	9
Employé(e) de bureau	10
Autre salarié (commercial, infirmière, etc...)	11
Autre	12
OUVRIER	
Superviseur\ agent de maîtrise (chef d'équipe, etc...)	13
Ouvrier	14
Ouvrier non qualifié	15
Autre	16
SANS ACTIVITE PROFESSIONNELLE	
Femme\ Homme au foyer	17
Étudiant (temps plein)	18
Retraité	19
Demandeur d'emploi	20
Autre	21
Refus (NE PAS LIRE)	22

FL 999 D5

FL 999 D5

THE EUROPEAN EMERGENCY NUMBER 112

ASK ALL

Q1 Can you tell me what telephone number you would call in the event of an emergency in (OUR COUNTRY); for example, if someone needs urgent medical assistance or in case you need to contact the police or the fire brigade?

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

112	1,
National number(s)	2,
Other number(s)	3,
DK\NA	4,

FL314 Q1

LE NUMERO D'URGENCE EUROPEEN 112

A TOUS

Q1 Pouvez-vous me dire quel numéro de téléphone vous appelleriez en cas d'urgence en (NOTRE PAYS) ; par exemple, si quelqu'un a besoin d'une aide médicale d'urgence ou au cas où vous auriez besoin de contacter la police ou les pompiers ?

(NE PAS LIRE - PLUSIEURS REPONSES POSSIBLES)

112	1,
Numéro(s) national(ux)	2,
Autre(s) numéro(s)	3,
NSP\SR	4,

FL314 Q1

ASK Q2a TO SPLIT A

Q2a If you called any emergency number during the last 12 months, was this call made... ?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

- | | |
|---|----|
| To "112" in (OUR COUNTRY) | 1, |
| To other emergency number(s) in (OUR COUNTRY) | 2, |
| To "112" in another EU country | 3, |
| To other emergency number(s) in another EU country | 4, |
| No, you did not call any emergency number in the last 12 months (DO NOT READ OUT) | 5, |
| DK\NA | 6, |

FL314 Q3

POSER Q2a AU SPLIT A

Q2a Si vous avez appelé un numéro d'urgence au cours des 12 derniers mois, cet appel a-t-il été fait ...?

(LIRE – PLUSIEURS REPONSES POSSIBLES)

- | | |
|--|----|
| Vers le "112" en (NOTRE PAYS) | 1, |
| Vers un/d'autre(s) numéro(s) d'urgence en (NOTRE PAYS) | 2, |
| Vers le "112" dans un autre pays de l'Union européenne | 3, |
| Vers un/d'autre(s) numéro(s) d'urgence dans un autre pays de l'Union Européenne | 4, |
| Non, vous n'avez appelé aucun numéro d'urgence au cours des 12 derniers mois (NE PAS LIRE) | 5, |
| NSP\SR | 6, |

FL314 Q3

ASK Q2b TO SPLIT B

POSER Q2b AU SPLIT B

Q2b If you called any emergency number during the last 12 months, what number did you call? (M)

Q2b Si vous avez appelé un numéro d'urgence au cours des 12 derniers mois, quel numéro avez-vous appelé? (M)

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE) (M)

(NE PAS LIRE - PLUSIEURS REPONSES POSSIBLES) (M)

- "112" in (OUR COUNTRY) 1,
- Other emergency number(s) in (OUR COUNTRY) 2,
- "112" in another EU country 3,
- Other emergency number(s) in another EU country 4,
- No, you did not call any emergency number in the last 12 months 5,
- DK\NA 6,

- Le "112" en (NOTRE PAYS) 1,
- Un\ d'autre(s) numéro(s) d'urgence en (NOTRE PAYS) 2,
- Le "112" dans un autre pays de l'Union européenne 3,
- Un\ d'autre(s) numéro(s) d'urgence dans un autre pays de l'Union Européenne 4,
- Non, vous n'avez appelé aucun numéro d'urgence au cours des 12 derniers mois 5,
- NSP\SR 6,

FL314 Q3 TREND MODIFIED

FL314 Q3 TREND MODIFIED

Q3 Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?

Q3 Pouvez-vous me dire quel numéro de téléphone vous permet d'appeler les services d'urgence partout dans l'Union européenne ?

(DO NOT READ OUT - ONE ANSWER ONLY)

(NE PAS LIRE - UNE SEULE REPONSE)

- 112 1
- Other number(s) 2
- DK\NA 3

- 112 1
- Autre(s) numéro(s) 2
- NSP\SR 3

FL314 Q2

FL314 Q2

Q4 112 is the emergency number that can be used to call emergency services anywhere in the European Union. During the last 12 months, have you seen or heard any information regarding the emergency number "112" in (OUR COUNTRY)?

Q4 112 est le numéro d'urgence qui peut être utilisé pour appeler les services d'urgence partout dans l'Union Européenne. Au cours des 12 derniers mois, avez-vous vu ou entendu de quelconques informations concernant le numéro d'urgence "112" en (NOTRE PAYS) ?

(ONE ANSWER ONLY)

(UNE SEULE REPONSE)

Yes	1
No	2
DK\NA	3

Oui	1
Non	2
NSP\SR	3

NEW BASED ON FL314Q4A

NEW BASED ON FL314Q4A

ASK Q5 IF ANSWER IS CODE 1 IN Q4 – OTHERS GO TO Q6

POSER Q5 SI CODE 1 EN Q4 – LES AUTRES ALLER EN Q6

Q5 Where did you see or hear information regarding the European Emergency number 112?

Q5 Où avez-vous vu ou entendu des informations sur le numéro d'urgence européen "112" ?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(LIRE – PLUSIEURS REPONSES POSSIBLES)

Television	1,
Radio	2,
Newspapers	3,
Internet	4,
Through an SMS from your telecommunications operator while roaming	5,
Through other means by your telecommunications operator (payphone, directories, bills)	6,
Through discussions with relatives, friends or colleagues (N)	7,
On public displays (transports, school, police station...) (N)	8,
Other (DO NOT READ OUT)	9,
DK\NA	10,

A la télévision	1,
A la radio	2,
Dans les journaux	3,
Sur Internet	4,
Par le biais d'un SMS de votre opérateur de télécommunications lorsque vous étiez en itinérance	5,
Par des moyens autres fournis par votre opérateur de télécommunications (téléphones publics, annuaires téléphoniques, factures)	6,
En discutant avec des proches, des amis ou des collègues (N)	7,
Sur des panneaux d'affichage (transports, école, poste de police...) (N)	8,
Autre (NE PAS LIRE)	9,
NSP\SR	10,

FL314 Q4B TREND MODIFIED

FL314 Q4B TREND MODIFIED

Q6 Have you seen or heard any information about other emergency number(s) in (OUR COUNTRY)?

Q6 Avez-vous vu ou entendu des informations sur un/d'autre(s) numéro(s) d'urgence en (NOTRE PAYS) ?

(ONE ANSWER ONLY)

(UNE SEULE REPONSE)

Yes	1
No	2
DK\NA	3

Oui	1
Non	2
NSP\SR	3

NEW BASED ON FL314Q4A

NEW BASED ON FL314Q4A

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Q7	Please tell me to what extent you agree or disagree with the following statements:
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Q7	Veillez me dire dans quelle mesure vous êtes d'accord ou pas avec les déclarations suivantes :
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(READ OUT - ONE ANSWER)

(LIRE - UNE REPONSE)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK\NA
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		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP\SR
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1	In (OUR COUNTRY), people are adequately informed about the existence of the European emergency number 112	1	2	3	4	5
2	Enough is being done in (OUR COUNTRY) to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones (M)	1	2	3	4	5

1	En (NOTRE PAYS), les gens sont suffisamment informés de l'existence du numéro d'urgence européen 112	1	2	3	4	5
2	On en fait assez en (NOTRE PAYS) pour aider les utilisateurs handicapés à joindre les services d'urgence par le biais du 112, par exemple en fournissant des téléphones adaptés (M)	1	2	3	4	5

FL314Q6B (item 1) + FL314 Q6C TREND MODIFIED (item 2)

FL314Q6B (item 1) + FL314 Q6C TREND MODIFIED (item 2)

Q8 In the past 12 months have you travelled in another EU country?

Q8 Au cours des 12 derniers mois, avez-vous voyagé dans un autre pays de l'UE?

(READ OUT - ONE ANSWER ONLY)

(LIRE - UNE SEULE REPONSE)

Yes, once	1
Yes, from 2 to 5 times	2
Yes, more than 5 times	3
No	4
DK\NA	5

Oui, une fois	1
Oui, de 2 à 5 fois	2
Oui, plus de 5 fois	3
Non	4
NSP\SR	5

NEW

NEW

(DO NOT READ OUT

Yes	1
No	2

D22	Could you tell me how many people aged 15 years or more live in your household, yourself included?
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(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

	Number of people aged 15 or more in the household
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FLASH EUROBAROMETER 339
"The European emergency number 112"
TECHNICAL SPECIFICATIONS

Between the 15th of December and the 20th of December 2011, TNS Political & Social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the survey FLASH EUROBAROMETER 339 about "The European emergency number 112".

This survey has been requested by the EUROPEAN COMMISSION, Directorate-General for Information Society and Media. It is a general public survey co-ordinated by the Directorate-General for Communication ("Research and Speechwriting" Unit). The FLASH EUROBAROMETER 339 covers the population of the respective nationalities of the European Union Member States, resident in each of the 27 Member States and aged 15 years and over. The survey covers the national population of citizens (in these countries) as well as the population of citizens of all the European Union Member States that are residents in these countries and have a sufficient command of the national languages to answer the questionnaire. All interviews were carried using the TNS e-Call center (our centralized CATI system). In every country respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

It should be noted that the previous wave of this Flash Eurobarometer survey was conducted with a different methodology (both telephone and face-to-face interviews) in Bulgaria, the Czech Republic, Estonia, Latvia, Lithuania, Hungary, Poland, Romania and Slovakia. In these countries, the change of methodology may have had an impact on the results.

TNS have developed their own RDD sample generation capabilities based on using contact telephone numbers from responders to random probability or random location face to face surveys, such as Eurobarometer, as seed numbers. The approach works because the seed number identifies a working block of telephone numbers and reduces the volume of numbers generated that will be ineffective. The seed numbers are stratified by NUTS2 region and urbanisation to approximate a geographically representative sample. From each seed number the required sample of numbers are generated by randomly replacing the last two digits. The sample is then screened against business databases in order to exclude as many of these numbers as possible before going into field. This approach is consistent across all countries.

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.001	15/12/2011	20/12/2011	8.939.546
BG	Bulgaria	TNS BBSS	1.002	15/12/2011	20/12/2011	6.537.510
CZ	Czech Rep.	TNS Aisa s.r.o	1.000	15/12/2011	20/12/2011	9.012.443
DK	Denmark	TNS Gallup A/S	1.002	15/12/2011	20/12/2011	4.561.264
DE	Germany	TNS Infratest	1.500	15/12/2011	20/12/2011	64.409.146
EE	Estonia	TNS Emor	1.000	15/12/2011	20/12/2011	945.733
EL	Greece	TNS ICAP	1.001	15/12/2011	20/12/2011	8.693.566
ES	Spain	TNS Demoscopia S.A	1.500	15/12/2011	20/12/2011	39.035.867
FR	France	TNS Sofres	1.503	15/12/2011	20/12/2011	47.756.439
IE	Ireland	IMS Millward Brown	1.000	15/12/2011	20/12/2011	3.522.000
IT	Italy	TNS Infratest	1.501	15/12/2011	20/12/2011	51.862.391
CY	Rep. of Cyprus	CYMAR	751	15/12/2011	20/12/2011	660.400
LV	Latvia	TNS Latvia	1.004	15/12/2011	20/12/2011	1.447.866
LT	Lithuania	TNS Lithuania	1.006	15/12/2011	20/12/2011	2.829.740
LU	Luxembourg	TNS Dimarso	752	15/12/2011	20/12/2011	404.907
HU	Hungary	TNS Hoffmann Kft	1.007	15/12/2011	20/12/2011	8.320.614
MT	Malta	MISCO International Ltd	755	15/12/2011	20/12/2011	335.476
NL	Netherlands	TNS NIPO	1.502	15/12/2011	20/12/2011	13.371.980
AT	Austria	TNS Austria	1.001	15/12/2011	20/12/2011	7.009.827
PL	Poland	TNS OBOP	1.500	15/12/2011	20/12/2011	32.413.735
PT	Portugal	TNS EUROTESTE	1.000	15/12/2011	20/12/2011	8.080.915
RO	Romania	TNS CSOP	1.505	15/12/2011	20/12/2011	18.246.731
SI	Slovenia	RM PLUS	1.003	15/12/2011	20/12/2011	1.759.701
SK	Slovakia	TNS AISA Slovakia	1.000	15/12/2011	20/12/2011	4.549.955
FI	Finland	TNS Gallup Oy	1.006	15/12/2011	20/12/2011	4.440.004
SE	Sweden	TNS SIFO	1.000	15/12/2011	20/12/2011	7.791.240
UK	United Kingdom	TNS UK	1.500	15/12/2011	20/12/2011	51.848.010
TOTAL EU27			30.302	15/12/2011	20/12/2011	408.787.006

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Political & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence limits	± 1.9 points	± 2.5 points	± 2.7 points	± 3.0 points	± 3.1 points

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