

ZA5479

Eurobarometer 75.1

**Country Questionnaire
Malta (English)**

A	your survey number (101-105) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
EB74.3 A	

B	Country (106-107) <input type="text"/> <input type="text"/>
EB74.3 B	

C	our survey number (108-110) <input type="text"/> <input type="text"/> <input type="text"/>
EB74.3 C	

D	Interview number (111-116) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
EB74.3 D	

Q1 What is your nationality? Please tell me the country(ies) that applies(y).

(MULTIPLE ANSWERS POSSIBLE)

	(137-165)
Belgium	1,
Denmark	2,
Germany	3,
Greece	4,
Spain	5,
France	6,
Ireland	7,
Italy	8,
Luxembourg	9,
Netherlands	10,
Portugal	11,
United Kingdom (Great Britain, Northern Ireland)	12,
Austria	13,
Sweden	14,
Finland	15,
Republic of Cyprus	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Bulgaria	26,
Romania	27,
Other countries	28,
DK	29,

EB74.3 Q1

IF OTHER or DK in Q1 THEN CLOSE INTERVIEW

D10 Gender.

	(166)
Male	1
Female	2

EB74.3 D10

WOMEN IN THE EUROPEAN UNION.

In the following questions, we are going to talk about maternity and paternity leaves, not about parental leave.

QA1 On average, in the EU, women earn 17% less than men (this is known as the gender pay gap between women and men). According to you, which of the following measures would contribute most to reducing the pay gap between women and men in Malta?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(187)

Genuinely transparent pay scales within companies (e.g. the annual publication of company pay scales)	1
Financial penalties for companies which do not respect equal pay between women and men	2
Encourage better distribution between women and men in all kinds of jobs (nurses, secretaries, airline pilots etc.)	3
Financial penalties for companies which do not respect equal opportunities between women and men in access to promotion	4
Other (SPONTANEOUS)	5
DK	6

NEW

QA2 Please tell me to what extent you agree or disagree with the following statement about maternity leave: Maternity leave has a negative impact on women's careers.

(READ OUT – ONE ANSWER ONLY)

(188)

Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK	5

NEW

QA3	Currently, the length of maternity leave and the amount paid vary in the EU from one Member State to another. There has been a debate in the EU over extending maternity leave, the European Parliament proposing that it should be established at 20 weeks with 100% of salary in all Member States where it is currently less than 20 weeks. Some people say that this is a good thing, because it is essential social progress. But others say that it is a bad thing, because it represents too high a cost for the finances of the relevant countries. Do you personally think that it is...?
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(READ OUT – ONE ANSWER ONLY)

(189)

A very good thing	1
Rather good thing	2
A rather bad thing	3
Very bad thing	4
Neither a good nor a bad thing (SPONTANEOUS)	5
DK	6

NEW

QA4	And generally speaking, which of the following solutions would you prefer for maternity leave in Malta?
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(READ OUT – ONE ANSWER ONLY)

(190)

Longer maternity leave than at present, even if the pay was lower than today	1
Shorter maternity leave than today, but paid at 100% of salary	2
No change (SPONTANEOUS)	3
DK	4

NEW

ASK QA5a, QA6 and Q5b ONLY IN COUNTRIES WHERE PATERNITY LEAVE DOES NOT EXIST – ASK QA5a AND QA6 ONLY TO MEN – WOMEN GO TO QA5b

QA5a	In some EU countries there is paternity leave lasting two weeks on average, wholly or almost wholly paid. If you were to have a child, would you take paternity leave if it existed in Malta?
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(READ OUT – ONE ANSWER ONLY)

(191)

Yes, definitely	1
Yes, probably	2
No, probably not	3
No, definitely not	4
Not applicable (SPONTANEOUS)	5
DK	6

NEW

ASK QA6 IF "NO", CODE 3 OR 4 IN QA5a – OTHERS GO TO QA7

QA6 And under which of the following conditions might you decide to take paternity leave?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(192-196)
An assurance that it would not have any impact on your career	1,
A fully-paid paternity leave	2,
You would not take paternity leave, whatever the pay (SPONTANEOUS)	3,
Not applicable\ does not feel involved (SPONTANEOUS)	4,
DK	5,

NEW

ASK QA5b TO WOMEN, CODE 2 IN D10 – MEN GO TO QA7

QA5b In some EU countries there is paternity leave lasting two weeks on average, wholly or almost wholly paid. If you were to have a child, would you encourage your partner\ husband to take paternity leave if it existed in Malta?

(READ OUT – ONE ANSWER ONLY)

	(197)
Yes, definitely	1
Yes, probably	2
No, probably not	3
No, definitely not	4
Not applicable (SPONTANEOUS)	5
DK	6

NEW

ASK ALL

QA7 In the EU, 45% of people in the labour market are women. According to you, which of the following measures would be the most effective for enabling Europeans to reconcile their private and working lives better?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

	(198)
Develop flexibility within companies and public services (teleworking, flexible hours, etc.)	1
Encourage a balance between women and men in the sharing of domestic tasks and in the care of children and dependents	2
Make childcare outside the home easier (develop crèches and nurseries and reduce the costs)	3
Other (SPONTANEOUS)	4
DK	5

NEW

QA8 Nowadays in the EU, 17% of women are in an insecure situation. According to you, which of the following are the main reasons for the insecurity which women experience in the EU?

(SHOW CARD – READ OUT – MAX. 2 ANSWERS)

	(199-205)
Insecure work (seasonal or temporary work, etc.)	1,
Forced part-time working	2,
The pay gap between women and men	3,
Career breaks and/or part-time working due to family obligations and the impact on the amount of pension	4,
The rise in one-parent families, in particular mothers raising their children alone	5,
Other (SPONTANEOUS)	6,
DK	7,

NEW

QA9 In 2008, almost 60% of the university degrees in the EU were obtained by women. However, they are still in the minority in responsible positions in most areas of the world of work. Given equal qualifications and skills, do you think that the obstacles facing women in reaching positions of responsibility are very significant, fairly significant, not very significant or not at all significant in each of the following areas?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

(READ OUT)	Very significant	Fairly significant	Not very significant	Not at all significant	DK
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(206)	1	Political parties	1	2	3	4	5
(207)	2	Senior levels of public administration	1	2	3	4	5
(208)	3	Big companies	1	2	3	4	5
(209)	4	SMEs	1	2	3	4	5
(210)	5	Community organisations	1	2	3	4	5

NEW

QA10 Which of the following measures do you think would be most effective in ensuring women's access to positions of responsibility in enterprises and high levels of public administration?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

Impose quotas by law for boards of directors in enterprise and other decision-making bodies	(211) 1
Encourage enterprises and public administrations to take measures to foster equality between women and men ("code of good practice") and to fight against stereotypes	2
Encourage training and support measures to encourage women to take more responsibilities in enterprises and at high levels of public administration	3
Other (SPONTANEOUS)	4
DK	5

NEW

In the EU, women account on average for one in four of representatives in national parliaments and governments.

QA11a Which of the following do you think are the reasons why women are under-represented in politics? Firstly?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

	(212)
The existence of persistent stereotypes	1
The political world is dominated by men who do not value the skills of women enough	2
The measures to encourage parity between women and men in politics are ineffective	3
Women have little interest in this type of career \ do not give priority to this type of career	4
Women get more interested in local public life than national and European public life	5
The media pay less attention to women than to men during election campaigns	6
Women are too often placed in disadvantageous positions on electoral lists	7
Other (SPONTANEOUS)	8
DK	9

NEW

QA11b And then?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(213-221)
The existence of persistent stereotypes	1,
The political world is dominated by men who do not value the skills of women enough	2,
The measures to encourage parity between women and men in politics are ineffective	3,
Women have little interest in this type of career \ do not give priority to this type of career	4,
Women get more interested in local public life than national and European public life	5,
The media pay less attention to women than to men during election campaigns	6,
Women are too often placed in disadvantageous positions on electoral lists	7,
Other (SPONTANEOUS)	8,
DK	9,

NEW

QA12	According to you, which of the following would be the most effective measure to encourage better political representation of women?
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(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(222)

Parity on the electoral lists drawn up by political parties at every election	1
Impose quotas by law during elections	2
Introducing a system of financial incentives\ penalties for political parties to make them respect a balance between women and men	3
Putting in place training and support measures to encourage women to take part in political life	4
Other (SPONTANEOUS)	5
DK	6

NEW

QA13a	What are the main reasons which would discourage you from voting at next local elections?
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(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(223-230)

You are not interested in local politics	1,
You have no confidence in local political representatives	2,
Your main concerns are not enough taken into account at local elections	3,
You feel ill-informed about the local issues	4,
Your vote has no impact\ voting changes nothing	5,
Other (SPONTANEOUS)	6,
DK	8,

NEW

QA13b	What are the main reasons which would discourage you from voting at next national elections?
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(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(231-238)

You are not interested in national politics	1,
You have no confidence in national political representatives	2,
Your main concerns are not enough taken into account at national elections	3,
You feel ill-informed about the national issues	4,
Your vote has no impact\ voting changes nothing	5,
Other (SPONTANEOUS)	6,
DK	8,

NEW

QA13c	What are the main reasons which would discourage you from voting at next European elections?
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(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(239-246)

You are not interested in European politics	1,
You have no confidence in European political representatives	2,
Your main concerns are not enough taken into account at European elections	3,
You feel ill-informed about the European issues	4,
Your vote has no impact\ voting changes nothing	5,
Other (SPONTANEOUS)	6,
DK	8,

NEW

QA14	Currently, when a restraining order - a court decision which prevents someone who is guilty of violence from approaching their victim - is pronounced in one Member State, it is not valid in the other Member States of the EU. To what extent are you personally in favour or opposed the proposal that a restraining order pronounced in one Member State should be valid in all EU Member States?
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(READ OUT – ONE ANSWER ONLY)

(247)

Strongly in favour	1
Fairly in favour	2
Fairly opposed	3
Strongly opposed	4
DK	5

NEW

QA15	Which of the following measures do you think needs to be a priority in a European strategy to eliminate violence against women?
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(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(248)

A European-wide free phone number for women seeking help and advice	1
Best-practice sharing among police authorities from the different Member States on support to victims	2
European information campaigns to raise public awareness about that issue	3
A European observatory on violence against women charged with collecting statistics and data	4
Other (SPONTANEOUS)	5
DK	6

NEW

ENERGY IN THE EUROPEAN UNION

QA16 During the past year, have you done any of the following to save energy?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(269-279)

Cut down on heating or\ and air conditioning	1,
Cut down on lighting and the use of domestic electrical appliances	2,
Insulated your house (walls, windows, etc.)	3,
Took initiatives to save energy at work	4,
Used your car less	5,
Reduced your driving speed	6,
Changed your car to another one which uses less fuel	7,
Used public transport more	8,
None	9,
Other (SPONTANEOUS)	10,
DK	11,

EB65.3 QD16

QA17 The EU and its Member States have set an objective to reduce energy use by 20% by 2020. To do so, do you think that this objective must be compulsory in all the EU Member States?

(READ OUT – ONE ANSWER ONLY)

(280)

Yes, definitely	1
Yes, probably	2
No, probably not	3
No, definitely not	4
DK	5

NEW

QA18	According to you as an energy consumer, which two of the following measures would allow you to decrease your energy bills?
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(SHOW CARD – READ OUT – MAX. 2 ANSWERS)

(281-286)

Creating the conditions for different energy providers to compete and giving the possibility for consumers to easily change their energy provider	1,
Widespread the installation of “smart” energy meters in each household, meaning energy meters that allow for more efficient use of the energy by using energy when it is cheaper, permitting users to regulate their energy consumption (household devices, heating from a distance, etc.)	2,
Making energy bills simpler and easier to understand	3,
Tax breaks for consumers who improve the energy efficiency of their household (solar panels, innovative materials, heat insulation of windows and doors, etc.)	4,
Other (SPONTANEOUS)	5,
DK	6,

NEW

QA19a	Because of the existence of 27 national networks, the EU does not have an integrated energy network According to you, which would be the main advantages of putting in place such a network? Firstly?
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(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(287)

Safer delivery of energy	1
Decrease in energy costs	2
Better use of varying types of energy, particularly use of renewables	3
Increased solidarity among the EU Member States	4
Greater capacity for the EU to negotiate major contracts with countries outside its borders or with regional networks as the Mediterranean or Baltic networks	5
Other (SPONTANEOUS)	6
DK	7

NEW

QA19b And secondly?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(288-294)

Safer delivery of energy	1,
Decrease in energy costs	2,
Better use of varying types of energy, particularly use of renewables	3,
Increased solidarity among the EU Member States	4,
Greater capacity for the EU to negotiate major contracts with countries outside its borders or with regional networks as the Mediterranean or Baltic networks	5,
Other (SPONTANEOUS)	6,
DK	7,

NEW

QA20 116 million European citizens (i.e. almost a quarter of the whole European population) are at risk of falling into poverty and exclusion. Do you think that specific energy tariff measures could contribute to avoid these people falling into poverty and exclusion?

(READ OUT – ONE ANSWER ONLY)

(295)

Yes, definitely	1
Yes, probably	2
No, probably not	3
No, definitely not	4
DK	5

NEW

QA21 The European Parliament would like to put in place a European Community for energy. In this case, please tell me to what extent you agree or disagree with the following statement:
Establishing a European Community for energy would, among other things, allow the EU to have a stronger voice on the international scene concerning energy issues.

(READ OUT – ONE ANSWER ONLY)

(296)

Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK	5

NEW

EUROPEANS AND THE EUROPEAN OMBUDSMAN

QB1 How informed do you feel you are about the Charter of Fundamental Rights of the EU?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

	(317)
Very well informed	1
Fairly well informed	2
Not very well informed	3
Not at all informed	4
Have never heard of it (SPONTANEOUS)	5
DK	6

NEW

QB2 Based on what you know and using a scale from 1 to 10, how would you judge the performance of the EU administration in each of the following areas? '1' means that the EU administration's performance in a specific area is "not at all satisfactory" and '10' means that its performance is "very satisfactory".

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	1	2	3	4	5	6	7	8	9	10	DK
		Not at all satisfactory									Very satisfactory	

(318-319)	1	Effectiveness of the EU administration	1	2	3	4	5	6	7	8	9	10	11
	2	Service mindedness of the EU administration	1	2	3	4	5	6	7	8	9	10	11
(320-321)													
(322-323)	3	Transparency of the EU administration	1	2	3	4	5	6	7	8	9	10	11

NEW

When they encounter poor or failed administration in the institutions and bodies of the EU, European citizens, residents, associations and companies can make a complaint to the European Ombudsman. There are also ombudsmen in the Member States.

QB3 According to you, which of the following responsibilities of the European Ombudsman are the most important?

(SHOW CARD – READ OUT – MAX. 3 ANSWERS)

(324-331)

Promotes the right of EU citizens to good administration by the EU institutions	1,
Promotes the right of EU citizens to gain access to documents of the EU institutions	2,
Seeks to strengthen the service-mindedness of the EU administration	3,
Ensures that EU citizens know about their rights and how to make use of them	4,
Seeks redress for complainants in cases of maladministration	5,
Works with ombudsmen in the Member States to ensure that citizens' complaints about the EU are resolved effectively	6,
Other (SPONTANEOUS)	7,
DK	8,

NEW

QB4 How interested are you personally to get informed about the responsibilities of the European Ombudsman? Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

(332)

Very interested	1
Somewhat interested	2
Not very interested	3
Not at all interested	4
DK	5

NEW

QB5	From the following European citizens' rights, which are the most important to you personally?
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(SHOW CARD – READ OUT – MAX. 3 ANSWERS)

(333-341)

The right to good administration by EU institutions	1,
The right to submit complaints to the European Ombudsman	2,
The right to have access to documents of the EU institutions	3,
The right to petition the European Parliament	4,
The right to move and reside freely in the EU	5,
The right to propose legislation through a citizens' initiative	6,
The right to vote in European elections if you move to another Member State	7,
Other (SPONTANEOUS)	8,
DK	9,

NEW

E-COMMUNICATIONS

D43a Do you own a fixed telephone in your household?

D43b Do you own a personal mobile telephone?

	(362)	(363)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB74.3 D43a D43b

D46 Which of the following goods do you have?

(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	(364-373)
Television	1,
DVD player	2,
Music CD player	3,
Computer	4,
An Internet connection at home	5,
A car	6,
An apartment\ a house which you have finished paying for	7,
An apartment\ a house which you are paying for	8,
None (SPONTANEOUS)	9,
DK	10,

EB74.3 D46

ASK QC1 IF "OWN A PERSONAL MOBILE PHONE", CODE 1 IN D43b - OTHERS GO TO QC2

QC1 Does your mobile phone subscription allow you to access Internet for playing or downloading audio\ video content, sending and receiving e-mails?

	(374)
Yes	1
No	2
DK	3

EB72.5 QA1

ASK ALL

QC2 And thinking about all household members, including yourself, please indicate for each of the following how many of them are available in your household.

(SHOW CARD - ONE ANSWER PER LINE)

	(READ OUT)	1	2	3	4	5	6	7	8	9+	0	DK
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(375-376)	1	Mobile phone accesses on a contract (billed)	1	2	3	4	5	6	7	8	9	10	11
(377-378)	2	Mobile phone accesses on a pre-paid arrangement (pre-paid cards)	1	2	3	4	5	6	7	8	9	10	11
(379-380)	3	(ONLY IF MOBILE PHONE IN ITEM 1 OR 2) Mobile phone subscription giving access to Internet e.g. for playing or downloading audio\ video content or sending and receiving e-mails	1	2	3	4	5	6	7	8	9	10	11

EB72.5 QA2

ASK QC3 IF "OWN A PERSONAL MOBILE PHONE", CODE 1 IN D43b – OTHERS GO TO QC4

QC3 For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not appli cabl e (SP ONT ANE OUS)	DK
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(381)	1	Your mobile communication never cuts-off while on a call	1	2	3	4	5	6
(382)	2	You are always able to connect to the mobile network to make a phone call	1	2	3	4	5	6
(383)	3	You limit your calls with your mobile phone because you are concerned about communication charges	1	2	3	4	5	6
(384)	4	(ONLY IF CODE 1 IN QC1) You limit the use of mobile Internet access because you are concerned about charges	1	2	3	4	5	6

EB72.5 QA3a TREND MODIFIED

ASK QC4 IF "TELEVISION IN THE HOUSEHOLD", CODE 1 IN D46 - OTHERS GO TO QC5

QC4 Does your household receive the television via...?

(SHOW CARD - READ OUT – MULTIPLE ANSWERS POSSIBLE)

An aerial (on the roof or on the top of the TV set)	(385-391) 1,
Digital Terrestrial Television (aerial + decoder) (Ex. Multiplus)	2,
A cable TV network (analog = directly connected to the TV set)	3,
A cable TV network + decoder (digital TV)	4,
Satellite TV via a satellite dish + decoder	5,
The telephone network + modem and\ or decoder	6,
DK	7,

EB72.5 QA9 TREND MODIFIED

ASK QC5 TO QC8 IF "INTERNET IN THE HOUSEHOLD", CODES 5 IN D46 – OTHERS GO TO QC9

QC5 How does your household access the Internet from home?

(SHOW CARD - READ OUT – MULTIPLE ANSWERS POSSIBLE)

(392-400)

Via a dial-up connection using a standard telephone line or an ISDN line	1,
Via ADSL, XDSL or similar type of connection on the fixe telephone line using a modem, a box or a router (Broadband Internet)	2,
Via the cable TV network using a cable modem, box or router (Broadband Internet)	3,
Via the mobile phone network	4,
Via the satellite network	5,
Via a power line (SPONTANEOUS)	6,
Via an optical fibre line (SPONTANEOUS)	7,
Other (SPONTANEOUS)	8,
DK	9,

EB72.5 QA10 TREND MODIFIED

QC6 Does any household member, including yourself, use a PC or a wifi connected device, at home to make phone calls over the Internet?

(READ OUT – ONE ANSWER ONLY)

(401)

No	1
Yes, you (or a member of your household) call users who have subscribed to the same Internet phone service as you, for free (INT.: Internet call sites such as SKYPE)	2
Yes, you (or a member of your household) make cheap international calls to landlines or mobile phones by mean of an Internet phone service	3
Yes both options (SPONTANEOUS)	4
DK	5

EB72.5 QA15 TREND MODIFIED

QC7	For each of the following, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.
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(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not Appli cabl e (SP ONT ANE OUS)	DK
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(402)	1	Your Internet connection never breaks down	1	2	3	4	5	6
(403)	2	The download\ upload speed and capacity matches your contract conditions	1	2	3	4	5	6
(404)	3	In case of problems, your Internet provider gives you a useful answer	1	2	3	4	5	6

EB72.5 QA16 (ITEMS 1 AND 3) + EB72.5 QA14 (ITEM 2) TREND MODIFIED

QC8	Have you or someone in your household ever considered changing Internet service provider?
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(SHOW CARD – READ OUT – ROTATE ITEMS 2 TO 11 – MULTIPLE ANSWERS POSSIBLE)

	(405-417)
No, you and the members of your household never considered it	1,
Yes, but you and the members of your household are satisfied with the current service you get	2,
Yes, but there are no other Internet access providers in the area of your household which would deliver good value for money	3,
Yes, you or someone in your household has already changed	4,
Yes, you or someone in your household changes each time there are better conditions offered by another Internet provider	5,
Yes, but you and the members of your household are bound by your contract conditions to your current provider	6,
Yes, but you and the members of your household are getting the Internet access via a package (bundle) which makes it difficult to switch to another provider	7,
Yes, but you and the members of your household do not want to lose your current e-mail address(es)\ web page(s) hosted on the server of the Internet service provider	8,
Yes, there are more interesting offers from other providers but you and the members of your household do not trust them	9,
Yes, but it takes too much effort and time to do it	10,
Yes, but you and the members of your household did not know it is actually possible to change provider	11,
Other (SPONTANEOUS)	12,
DK	13,

EB72.5 QA17

ASK QC9 IF "NO INTERNET ACCESS AT HOME", NO CODE 5 IN D46 – OTHERS GO TO QC10

QC9 You said you do not have Internet access at home. Among the following list, which ones best explain why your household does not have access to the Internet?

(SHOW CARD - READ OUT – MULTIPLE ANSWERS POSSIBLE)

(418-429)

You or someone in your household plan to subscribe\ connect in the next six months	1,
You and the members of your household do not know exactly what the Internet is	2,
No-one in your household is interested in the Internet	3,
The local area of your household is not covered by a broadband access network infrastructure	4,
The initial installation cost for the broadband network is too high	5,
The monthly subscription cost of broadband Internet is too high	6,
The cost of buying a personal computer and modem is too high	7,
The monthly subscription cost is too high	8,
The interested members of your household have access at work, school or elsewhere and this is sufficient	9,
You or someone in your household are concerned about access to unsuitable content	10,
Other (SPONTANEOUS)	11,
DK	12,

EB72.5 QA19

ASK ALL

QC10 By bundle, we mean a combined package offering more than one communication service from the same provider at a single price. Does your household buy two or more of the following services as part of a bundle?

(READ OUT – MIN. 2 ANSWERS)

(430-436)

Television channels	1,
Fixed telephony	2,
Mobile telephony	3,
Internet access	4,
None	5,
Other (SPONTANEOUS)	6,
DK	7,

EB72.5 QA24

QC11 What do you personally think about these kinds of communication packages?

(SHOW CARD - READ OUT – MULTIPLE ANSWERS POSSIBLE)

(437-443)

It is more convenient because there is only one invoice	1,
It is cheaper than paying separately for each service	2,
Packages offer less transparency and clarity about the cost and conditions of each service	3,
Packages are not interesting because you are bound to the same provider for all services	4,
Packages are not interesting because you get services you do not really need	5,
Other (SPONTANEOUS)	6,
DK	7,

EB72.5 QA25

QC12 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Total ly agre e	Tend to agre e	Tend to disa gree	Total ly disa gree	Not appli cabl e (SP ONT ANE OUS)	DK
--	------------	--------------------------	-------------------------	----------------------------	-----------------------------	--	----

(444)

1	You can easily compare the terms of services and tariffs included in current bundle offers	1	2	3	4	5	6
2	You regularly read comparisons of tariffs bundles	1	2	3	4	5	6

(445)

NEW

ASK QC13 IF "HAVE A BUNDLE", NO CODE 5-7 IN QC10 – OTHERS GO TO QC14

QC13 Have you or someone in your household ever considered changing your bundle provider?

(SHOW CARD – READ OUT – ROTATE ITEMS 2 TO 10 – MULTIPLE ANSWERS POSSIBLE)

(446-457)

No, you and the members of your household never considered it	1,
Yes, but you and the members of your household are satisfied with the current service you get	2,
Yes, but there are no other Bundle providers in the area of your household which would deliver good value for money	3,
Yes, you or someone in your household has already changed and are bound for the time being by your contract conditions to your current provider	4,
Yes, but eventually your provider offered you better conditions and you decided not to switch	5,
Yes, but you don't want to take the risk of a temporary loss of service during the switching process	6,
Yes, but you don't want to take the risk of having to pay more than one provider during the switching process	7,
Yes, but it is not clear what steps you would need to take to switch	8,
Yes, but you and the members of your household do not want to lose your current e-mail address(es)\ web page(s) hosted on the server of the Internet service provider	9,
Yes, but it takes too much effort and time to do it	10,
Other (SPONTANEOUS)	11,
DK	12,

NEW

ASK ALL

QC14 Companies like telecom providers collect personal data such as name, address and credit card details. In case any of your personal data was lost, stolen or altered in any way, would you like to be informed or not?

(READ OUT- ONE ANSWER ONLY)

(458)

Yes, under all circumstances	1
Yes, but only if you risk financial harm as a result of your data being lost, stolen or altered	2
No	3
DK	4

EB72.5 QA20

INTERNAL MARKET

QD1 What comes to your mind when you hear the words "Internal Market of the EU"?

(WRITE DOWN – OPEN ENDED QUESTION – CODE AT THE OFFICE – MULTIPLE ANSWERS POSSIBLE)

10 2 (479,480-499)

--

FL263 Q1

QD2a Have you worked or do you currently work in an EU Member State other than your "home country" (i.e. where you lived most of your life)? By working, we mean working for a longer term, at least 6 months or more, for a company or as a self-employed in the other country. This excludes business trips, or short term deployments from your company to another EU Member State.

(READ OUT – ONE ANSWER ONLY)

(500)

Yes, in the past	1
Yes, currently	2
No	3
DK	4

FL263 Q2a

QD2b Would you consider working in another EU Member State than Malta?

(READ OUT – ONE ANSWER ONLY)

(501)

Yes	1
No, because you are not interested	2
No, because there are too many obstacles	3
DK	4

FL263 Q2b

QD3a	In relation to working in another EU Member State, what do you or would you consider as the main practical difficulty for you? Firstly?
------	---

QD3b	And secondly?
------	---------------

(PRE-CODED OPENED QUESTION – DO NOT SHOW CARD – ONE ANSWER PER COLUMN)
--

	(502-503)	(504-505)
(DO NOT READ OUT)	QD3a	QD3b
	Firstly	Secondly
Language barriers	1	1
Cultural differences	2	2
Bureaucracy involved	3	3
Family considerations	4	4
Tax implications	5	5
You cannot afford to live in another EU Member State	6	6
Your qualifications will not be recognised and you will not find a corresponding job	7	7
Lack of information about the opportunities	8	8
Difficulty in finding an appropriate job	9	9
You are concerned that social security standards (such as pensions, healthcare or unemployment) are lower	10	10
Other	11	11
None	12	12
DK	13	13

FL263 Q3a&b TREND SLIGHTLY MODIFIED

QD4	From what you know, do you think that doctors and nurses are allowed to practice their profession in an EU Member State other than the one where they obtained their qualification?
-----	---

(READ OUT – ONE ANSWER ONLY)

	(506)
Yes, both doctors and nurses	1
Yes, nurses but not doctors	2
Yes, doctors but not nurses	3
No neither doctors nor nurses	4
DK	5

FL263 Q4

QD5a	When using the service of a hairdresser, does it matter to you in which specific EU country he\ she obtained his\ her working experience?
------	---

(READ OUT – ONE ANSWER ONLY)

(507)

Yes, the working experience should come from Malta	1
Yes, the working experience should come from some specific EU Member States only	2
No, the working experience can come from any EU Member State	3
DK	4

FL263 Q5a

QD5b	Have you ever used the service of a hairdresser, knowing or assuming that he\ she has obtained his\ her working experience in another EU Member State?
------	--

(508)

Yes	1
No	2
DK	3

FL263 Q5b

QD6a	When using the service of a doctor, does it matter to you in which specific EU country he\ she obtained his\ her qualification?
------	---

(READ OUT – ONE ANSWER ONLY)

(509)

Yes, the qualification should come from Malta	1
Yes, the qualification should come from some specific EU Member States only	2
No, the qualification can come from any EU Member State	3
DK	4

FL263 Q6a

QD6b	Have you ever used in the past the service of a doctor, knowing or assuming that he or she has obtained the qualification in another EU Member State?
------	---

(510)

Yes	1
No	2
DK	3

FL263 Q6b

QD7	The EU gives you rights in a number of areas, such as free movement of people and goods. If you were going to an EU country other than your country of residence or buying something from abroad and wanted to know your rights, where would you first look for information?
-----	--

(SHOW CARD – READ OUT – ROTATE – ONE ANSWER ONLY)

	(511)
National government website	1
Official EU website	2
National assistance service (such as consumer organisation, legal advice office or other such organisation in Malta)	3
EU assistance service (such as a European Consumer Centre, Europe Direct phone line or EU walk-in information office, European employment advisor, SOLVIT or another such organisation available in Malta)	4
Friends, family, colleagues	5
Social network (such as Facebook, Twitter, Digg, Reddit)	6
Other (SPONTANEOUS)	7
None (SPONTANEOUS)	8
DK	9

NEW

QD8	If you had a problem with a public authority in an EU country other than your country of residence breaching what you believe are your EU rights, where would you first turn for help?
-----	--

(SHOW CARD – READ OUT – ROTATE – ONE ANSWER ONLY)

	(512)
Courts or judicial system in that country	1
EU institutions	2
National Ombudsman in that country	3
National administration in that country	4
SOLVIT	5
Representative organisation (e.g. consumer or business organisation)	6
Other (SPONTANEOUS)	7
None (SPONTANEOUS)	8
DK	9

NEW

QD9 If you have done one of the following, how easy or difficult was it?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Very easy	Fairly easy	Fairly difficult	Very difficult	Not applicable (SPONTANEOUS)	DK
--	------------	-----------	-------------	------------------	----------------	------------------------------	----

(513)	1	Switching provider for gas, electricity or phone	1	2	3	4	5	6
(514)	2	Obtaining redress after a problem travelling by bus or train in the EU	1	2	3	4	5	6
(515)	3	Obtaining redress after a problem travelling by plane in the EU	1	2	3	4	5	6
(516)	4	Buying a car from another EU country	1	2	3	4	5	6
(517)	5	Renting a car in another EU country	1	2	3	4	5	6
(518)	6	Reclaiming VAT from another EU country	1	2	3	4	5	6
(519)	7	Shopping online from another EU country	1	2	3	4	5	6
(520)	8	Opening a bank account in another EU country	1	2	3	4	5	6
(521)	9	Obtaining a residence card from another EU country	1	2	3	4	5	6
(522)	10	Transferring your social security rights to\ from another EU country	1	2	3	4	5	6
(523)	11	Obtaining recognition for your academic diplomas from another EU country	1	2	3	4	5	6
(524)	12	Getting information on your EU rights	1	2	3	4	5	6

NEW

QD10 According to you, are there common rules and laws in the EU to combat counterfeiting and piracy?

Yes	(525)	1
No		2
DK		3

FL263 Q11

QD11	Have you ever bought a product in good faith, only to find out later that it was counterfeit?
------	---

(526)

Yes	1
No	2
DK	3

FL263 Q12

ASK QD12 IF "HAVE EVER BOUGHT A COUNTERFEIT PRODUCT", CODE 1 IN QD11 – OTHERS GO TO QD13
--

QD12	What kind of product(s) was it?
------	---------------------------------

(DO NOT READ OUT - PRE-CODED OPENED QUESTION - MULTIPLE ANSWERS POSSIBLE)

(527-539)

Music	1,
Film	2,
Software	3,
Sports equipment	4,
Perfume	5,
Tobacco	6,
Pharmaceuticals	7,
Toys	8,
Consumer electronics	9,
Fashion wear and accessories	10,
Spare parts (automotive)	11,
Other	12,
DK	13,

FL263 Q13

ASK ALL

QD13 In your view, when is it acceptable or justified to buy counterfeit products? For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree. It is OK when ...

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	---------------------	---------------	---------------	------------------	------------------	----

(540)	1	The price for the original\ authentic product is too high	1	2	3	4	5
(541)	2	It concerns luxury products	1	2	3	4	5
(542)	3	The original product is not or not yet available where you live	1	2	3	4	5
(543)	4	The quality of the product does not matter	1	2	3	4	5

FL263 Q14

QD14 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree to say that in general, counterfeit products...

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
(544)	1 Have the same quality as the original product	1	2	3	4	5
(545)	2 Pose a threat to health	1	2	3	4	5
(546)	3 Support child labour and illegal trafficking	1	2	3	4	5
(547)	4 Ruin businesses and jobs	1	2	3	4	5
(548)	5 Discourage companies from inventing new products and introducing them to the market	1	2	3	4	5
(549)	6 Support the economy of the countries where they are produced	1	2	3	4	5

FL263 Q15

QD15 Imagine that public authorities plan to spend taxpayers' money on an important project (for example building a hospital, a highway or a sewage-treatment plant) close to your home town. According to you, what should be the deciding factor when awarding contracts for such a project? The most important factor should be that...

(SHOW CARD – READ OUT – ROTATE – ONE ANSWER ONLY)

The company to which the contract is awarded is Maltese	(550) 1
The cheapest offer is chosen	2
The best offer is chosen across a mix of characteristics including the price and, for example, the quality, environmental considerations, social aspects and/or innovative aspects	3
The contract is awarded without delays so the project can be started as quickly as possible	4
DK	5

FL263 Q16 TREND MODIFIED

QD16	Still thinking about the same situation, when public authorities decide on how to spend the taxpayers' money, imagine they don't choose the cheapest offer. In which cases do you think that public authorities can accept a more expensive offer? Public authorities can accept a more expensive offer as long as it ensures that...
------	---

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
--	---------------------	---------------	---------------	------------------	------------------	----

(551)	1	Environmental aspects are taken into account	1	2	3	4	5
(552)	2	Social aspects are taken into account (for example jobs for long-term unemployed, young people or disabled are created)	1	2	3	4	5
(553)	3	Innovative aspects are taken into account (for example new technologies are implemented)	1	2	3	4	5
(554)	4	Small and medium sized companies are favoured	1	2	3	4	5
(555)	5	Aesthetic aspects are taken into account	1	2	3	4	5
(556)	6	The winning company is Maltese	1	2	3	4	5
(557)	7	The winning company employs local people to carry out the work	1	2	3	4	5

FL263 Q17 TREND MODIFIED

QD17	To what extent do you agree or disagree with the fact that common EU-wide rules for public authorities on how they have to award contracts help to combat favouritism and corruption?
------	---

(READ OUT – ONE ANSWER ONLY)

	(558)
Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK	5

FL263 Q19

QD18	Do you think that Maltese companies should be able to compete for public contracts in other countries?
------	--

(READ OUT – ONE ANSWER ONLY)

(559)

Yes, in any other country, including outside the EU	1
Yes, but only in other EU Member States	2
No	3
DK	4

FL263 Q20 TREND MODIFIED

QD19	Do you think that foreign companies should be able to compete for public contracts in Malta?
------	--

(READ OUT – ONE ANSWER ONLY)

(560)

Yes, any foreign companies, including from outside the EU	1
Yes, but only companies from other EU Member States	2
No	3
DK	4

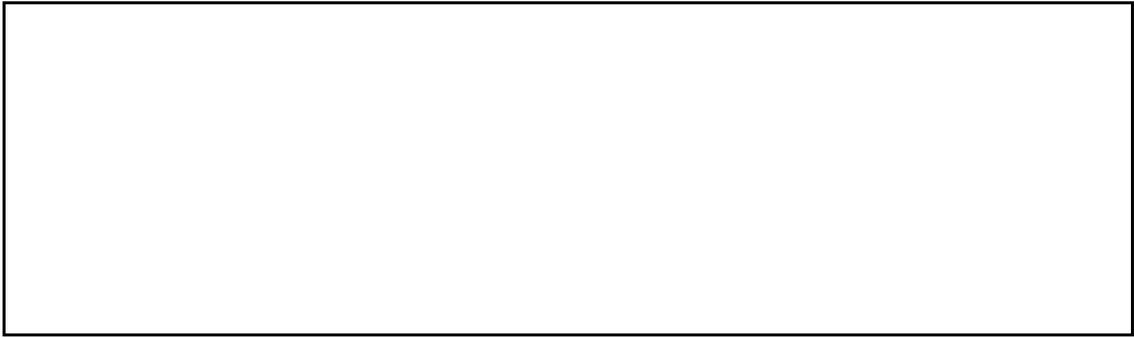
NEW

QD20 Please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements. The Internal Market in the EU...

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Strongly Agree	Tend to agree	Tend to disagree	Totally disagree	DK
(561)	1 Strengthens Malta in his competition with the USA, Japan or China	1	2	3	4	5
(562)	2 Provides for more jobs in the EU	1	2	3	4	5
(563)	3 Has increased the standard of living	1	2	3	4	5
(564)	4 Ensures a fair competition between companies in the EU	1	2	3	4	5
(565)	5 Provides for a bigger choice of products	1	2	3	4	5
(566)	6 Is only for the benefit of big companies	1	2	3	4	5
(567)	7 Is a threat to national identity and culture	1	2	3	4	5
(568)	8 Has worsened working conditions in Malta	1	2	3	4	5
(569)	9 Lowers national standards for consumer protection	1	2	3	4	5
(570)	10 Leads to lower prices for products and services in the EU	1	2	3	4	5
(571)	11 Tackles climate change	1	2	3	4	5
(572)	12 Includes too many different countries	1	2	3	4	5
(573)	13 Benefits poor or disadvantaged citizens	1	2	3	4	5
(574)	14 Has limited the negative impact of the financial crisis	1	2	3	4	5
(575)	15 Has flooded Malta with cheap labour	1	2	3	4	5

FL263 Q21 TREND MODIFIED



DEMOGRAPHICS

D1 In political matters people talk of "the left" and "the right".How would you place your views on this scale?

(SHOW CARD) - (INT.: DO NOT PROMPT - IF CONTACT HESITATES, TRY AGAIN)

(754-755)

1	2	3	4	5	6	7	8	9	10
Left									Right
1	2	3	4	5	6	7	8	9	10

Refusal (SPONTANEOUS) 11

DK 12

EB74.3 D1

NO QUESTIONS D2 TO D6

D7 Could you give me the letter which corresponds best to your own current situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(756-757)

MARRIED OR REMARRIED	
Living without children	1
Living with the children of this marriage	2
Living with the children of a previous marriage	3
Living with the children of this marriage and of a previous marriage	4
SINGLE LIVING WITH A PARTNER	
Living without children	5
Living with the children of this union	6
Living with the children of a previous union	7
Living with the children of this union and of a previous union	8
SINGLE	
Living without children	9
Living with children	10
DIVORCED OR SEPARATED	
Living without children	11
Living with children	12
WIDOW	
Living without children	13
Living with children	14
Other (SPONTANEOUS)	15
Refusal (SPONTANEOUS)	16

EB74.3 D7

D8 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')

(758-759)

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EB74.3 D8

NO QUESTION D9

QUESTION D10 ASKED BEFORE QA

D11 How old are you?

(760-761)

--	--

EB74.3 D11

NO QUESTION D12 TO D14

ASK D15b ONLY IF NOT DOING ANY PAID WORK CURRENTLY - CODES 1 TO 4 IN D15a

D15a What is your current occupation?

D15b Did you do any paid work in the past? What was your last occupation?

	(762-763)	(764-765)
	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
NON-ACTIVE		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	7
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10
General management, director or top management (managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at a desk	13	13
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
Never did any paid work		19

EB74.2 D15a D15b

NO QUESTIONS D16 TO D24

D25 Would you say you live in a...?

(READ OUT)

(766)

Rural area or village	1
Small or middle sized town	2
Large town	3
DK	4

EB74.3 D25

NO QUESTIONS D26 TO D39

D40a Could you tell me how many people aged 15 years or more live in your household, yourself included?

(INT.: READ OUT - WRITE DOWN)

(767-768)

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EB74.3 D40a

D40b Could you tell me how many children less than 10 years old live in your household?

(INT.: READ OUT - WRITE DOWN)

(769-770)

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EB74.3 D40b

D40c Could you tell me how many children aged 10 to 14 years old live in your household?

(INT.: READ OUT - WRITE DOWN)

(771-772)

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EB74.3 D40c

NO QUESTIONS D41 AND D42

QUESTIONS D43a&b ASKED BEFORE QC

NO QUESTIONS D44 AND D45

QUESTION D46 ASKED BEFORE QC

NO QUESTIONS D47 TO D59

D60 During the last twelve months, would you say you had difficulties to pay your bills at the end of the month...?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

(773)

Most of the time
From time to time
Almost never\ never
Refusal (SPONTANEOUS)

1
2
3
4

EB74.3 D60

D61 On the following scale, step '1' corresponds to "the lowest level in the society"; step '10' corresponds to "the highest level in the society". Could you tell me on which step you would place yourself?

(SHOW CARD - ONE ANSWER ONLY)

(774-775)

1 The lowest level in the society
2
3
4
5
6
7
8
9
10 The highest level in the society
Refusal (SPONTANEOUS)

1
2
3
4
5
6
7
8
9
10
11

EB74.3 D61

INTERVIEW PROTOCOL

P1 Date of the interview

(796-797) (798-799)
[] [] DAY [] [] MONTH

EB74.3 P1

P2 Time of the beginning of the interview

(INT.: USE 24 HOUR CLOCK)
(800-801) (802-803)
[] [] HOUR [] [] MINUTES

EB74.3 P2

P3 Number of minutes the interview lasted

(804-806)
[] [] MINUTES

EB74.3 P3

P4 Number of persons present during the interview, including interviewer

	(807)
Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB74.3 P4

P5 Respondent cooperation

	(808)
Excellent	1
Fair	2
Average	3
Bad	4

EB74.3 P5

P6 Size of locality

(LOCAL CODES)
(809-810)
[] []

EB74.3 P6

P7 | Region

(LOCAL CODES)

(811-812)

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EB74.3 P7

P8 | Postal code

(813-820)

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EB74.3 P8

P9 | Sample point number

(821-828)

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EB74.3 P9

P10 | Interviewer number

(829-836)

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EB74.3 P10

P11 | LEAVE BLANK

(837-844)

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EB74.3 P11

ASK ONLY in LU, BE, ES, FI, EE, LV AND MT

P13 | Language of interview

(845)

Maltese
English

1
2

EB74.3 P13

D62	Could you tell me if...?
-----	--------------------------

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)
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(READ OUT)	Everyday \ Almost everyday	Two or three times a week	About once a week	Two or three times a month	Less often	Never	No Internet access (SPONTANEOUS)
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(866)

1	You use the Internet at home, in your home	1	2	3	4	5	6	7
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(867)

2	You use the Internet on your place of work	1	2	3	4	5	6	7
---	--	---	---	---	---	---	---	---

(868)

3	You use the Internet somewhere else (school, university, cyber-café, etc.)	1	2	3	4	5	6	7
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EB74.3 D62
