

EUROBAROMETER 59.2

MAY-JUNE 2003

BASIC ENGLISH QUESTIONNAIRE

EUROPEAN OPINION RESEARCH GROUP

Note: The basic questionnaire is provided only as a guide to the survey questions. Please see the SPSS data definitions and document statements or the codebook for changes in coding schemes and for country specific answer categories (political parties, income, regions etc.).

A.	YOUR SURVEY NUMBER	<input type="text"/>					
B.	COUNTRY CODE	<input type="text"/>	<input type="text"/>				
C.	OUR SURVEY NUMBER	5	9	2			
D.	INTERVIEW NUMBER	<input type="text"/>					

Q.1. What is your nationality? Please tell me the country(ies) that applies(y).
(MULTIPLE ANSWERS POSSIBLE)

Belgium	1,	→ Q.2
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,	
Other countries	16,	→ Close interview
DK	17,	

EB59.1 - Q.1. - TREND

Q.2.

What is your opinion on each of the following statements?
Please tell me for each statement, whether you are for it or against it.

	READ OUT – ROTATE	FOR	AGAINST	DK
1	A European Monetary Union with one single currency, the euro	1	2	3
2	One common foreign policy among the member states of the European Union, towards other countries	1	2	3
3	A common defence and security policy among European Union member states	1	2	3
4	The enlargement of the European Union to include new countries	1	2	3
5	The European Union being responsible for matters that cannot be effectively handled by national, regional and local governments	1	2	3
6	The resignation of the President of the European Commission and the European Commissioners if they do not have the support of a majority in the European Parliament	1	2	3
7	Teaching school children about the way European Union institutions work	1	2	3

EB59.1 - Q.23. - TREND

Q.3.

In your opinion, would you say that the United States tend to play a positive role, a negative role or neither a positive nor a negative role regarding...?

	READ OUT	POSITIVE	NEGATIVE	NEITHER POSITIVE NOR NEGATIVE	DK
1	peace in the world	1	2	3	4
2	the fight against terrorism	1	2	3	4
3	growth of the world economy	1	2	3	4
4	the fight against poverty in the world	1	2	3	4
5	protection of the environment	1	2	3	4

EB59.1 - Q.27. - TREND

Now let's talk about agriculture.

Q.4. European Union agricultural policy aims to benefit consumers as well as farmers. With which of the following statements do you agree? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- It ensures that the food you buy is safe to eat 1,
- It ensures that the food you buy is of good quality 2,
- It ensures that the food you buy is healthy..... 3,
- It ensures that the food you buy is reasonably priced 4,
- It ensures that you know enough about where your food comes from (M)..... 5,
- It ensures that you have enough information about how
the food was produced and processed 6,
- It ensures that farm animals are well treated 7,
- It favours consumers rather than farmers 8,
- It favours farmers rather than consumers 9,
- It favours equally farmers and consumers 10,
- None of these (SPONTANEOUS)..... 11,
- DK..... 12,

EB57.0 - Q.2. - TREND MODIFIED

Q.5. In your opinion, should the European Union use an agricultural policy to...?

	READ OUT	YES	NO	DK
1	ensure stable and adequate incomes for farmers	1	2	3
2	make European agriculture more competitive on world markets	1	2	3
3	help farmers to adapt their production to consumers' expectations	1	2	3
4	defend farmers' interests in their dealings with intermediaries and distributors	1	2	3
5	favour and improve life in the countryside	1	2	3
6	reduce development gaps between regions	1	2	3
7	encourage the diversification of agricultural products and activities	1	2	3
8	favour methods of organic production	1	2	3
9	promote the respect of the environment	1	2	3
10	protect the specificity of European agricultural products	1	2	3
11	protect the taste of European agricultural products	1	2	3
12	protect medium or small sized farms	1	2	3
13	ensure that agricultural products are healthy and safe	1	2	3
14	ensure that the well-being of farm animals is respected (N)	1	2	3

EB57.0 - Q.3. - TREND MODIFIED

Q.6. And do you think that the European Union's agricultural policy currently plays its role rather well or rather badly to...?

	READ OUT	RATHER WELL	RATHER BADLY	DK
1	ensure stable and adequate incomes for farmers	1	2	3
2	make European agriculture more competitive on world markets	1	2	3
3	help farmers to adapt their production to consumers' expectations	1	2	3
4	defend farmers' interests in their dealings with intermediaries and distributors	1	2	3
5	favour and improve life in the countryside	1	2	3
6	reduce development gaps between regions	1	2	3
7	encourage the diversification of agricultural products and activities	1	2	3
8	favour methods of organic production	1	2	3
9	promote the respect of the environment	1	2	3
10	protect the specificity of European agricultural products	1	2	3
11	protect the taste of European agricultural products	1	2	3
12	protect medium or small sized farms	1	2	3
13	ensure that agricultural products are healthy and safe	1	2	3
14	ensure that the well-being of farm animals is respected (N)	1	2	3

EB57.0 - Q.4. - TREND MODIFIED

Q.7. The European Union is subsidizing agricultural products less and less. However, it is granting more funds to the protection and development of the overall rural economy and to direct support to farmers. Do you think that this development is...? (SHOW CARD - READ OUT - ONE ANSWER ONLY)

- a very good thing 1
- a fairly good thing..... 2
- a fairly bad thing..... 3
- a very bad thing 4
- neither good nor bad thing (SPONTANEOUS) 5
- DK..... 6

EB57.0 - Q.5. - TREND

Let's talk about another topic: immigration and the right of asylum.

Q.8. How much concern do you feel about each of the following problems? (SHOW CARD WITH SCALE)

	READ OUT	A LOT OF CONCERN	SOME CONCERN	LITTLE CONCERN	NO CONCERN	DK
1	Unemployment	1	2	3	4	5
2	Customs fraud and smuggling	1	2	3	4	5
3	Terrorism	1	2	3	4	5
4	Cheating the consumer	1	2	3	4	5
5	Drug trafficking and usage	1	2	3	4	5
6	Petty crime and urban violence	1	2	3	4	5
7	Organised crime	1	2	3	4	5
8	Abuse of citizens' rights by the state	1	2	3	4	5
9	Corruption	1	2	3	4	5
10	Money laundering and financial crime	1	2	3	4	5
11	War	1	2	3	4	5
12	Illegal immigration	1	2	3	4	5
13	Greater social inequality	1	2	3	4	5
14	Trafficking in human beings	1	2	3	4	5

EB59.2 - NEW

Q.9. For each of the issues we have just mentioned, could you tell me whether coordinated action at European Union level is very desirable, fairly desirable, not very desirable or not at all desirable? (SHOW CARD WITH SCALE)

	READ OUT	VERY DESIRABLE	FAIRLY DESIRABLE	NOT VERY DESIRABLE	NOT AT ALL DESIRABLE	DK
1	Unemployment	1	2	3	4	5
2	Customs fraud and smuggling	1	2	3	4	5
3	Terrorism	1	2	3	4	5
4	Cheating the consumer	1	2	3	4	5
5	Drug trafficking and usage	1	2	3	4	5
6	Petty crime and urban violence	1	2	3	4	5
7	Organised crime	1	2	3	4	5
8	Abuse of citizens' rights by the state	1	2	3	4	5
9	Corruption	1	2	3	4	5
10	Money laundering and financial crime	1	2	3	4	5
11	War	1	2	3	4	5
12	Illegal immigration	1	2	3	4	5
13	Greater social inequality	1	2	3	4	5
14	Trafficking in human beings	1	2	3	4	5

EB59.2 - NEW

Q.10. I am going to read out some measures. For each of them, can you please tell me whether it is very important, fairly important, not very important or not at all important to you personally?
(SHOW CARD WITH SCALE)

	READ OUT	VERY IMPORTANT	FAIRLY IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	DK
1	Give more powers to the police	1	2	3	4	5
2	Give more powers to private security companies	1	2	3	4	5
3	Fight corruption	1	2	3	4	5
4	Install surveillance cameras in the streets	1	2	3	4	5
5	Increase checks on anyone wishing to enter the country	1	2	3	4	5
6	Increase civic education in schools	1	2	3	4	5
7	Increase penalties for petty crime	1	2	3	4	5
8	Improve police training about citizens' rights	1	2	3	4	5
9	Fight poverty	1	2	3	4	5
10	Improve the resources available to courts so that they can administer justice more quickly	1	2	3	4	5
11	Have more police	1	2	3	4	5
12	Have more social workers	1	2	3	4	5
13	Give more powers to social workers	1	2	3	4	5
14	Fight local crime	1	2	3	4	5
15	Fight international crime	1	2	3	4	5

EB59.2 - NEW

Q.11. For each of the issues we have just mentioned, could you tell me whether coordinated action at European Union level is very desirable, fairly desirable, not very desirable or not at all desirable? (SHOW CARD WITH SCALE)

	READ OUT	VERY DESIRABLE	FAIRLY DESIRABLE	NOT VERY DESIRABLE	NOT AT ALL DESIRABLE	DK
1	Give more powers to the police	1	2	3	4	5
2	Give more powers to private security companies	1	2	3	4	5
3	Fight corruption	1	2	3	4	5
4	Install surveillance cameras in the streets	1	2	3	4	5
5	Increase checks on anyone wishing to enter the country	1	2	3	4	5
6	Increase civic education in schools	1	2	3	4	5
7	Increase penalties for petty crime	1	2	3	4	5
8	Improve police training about citizens' rights	1	2	3	4	5
9	Fight poverty	1	2	3	4	5
10	Improve the resources available to courts so that they can administer justice more quickly	1	2	3	4	5
11	Have more police	1	2	3	4	5
12	Have more social workers	1	2	3	4	5
13	Give more powers to social workers	1	2	3	4	5
14	Fight local crime	1	2	3	4	5
15	Fight international crime	1	2	3	4	5

EB59.2 - NEW

Q.12. For each of the following measures, can you tell me whether you, personally, are completely in favour, somewhat in favour, somewhat against or completely against adopting this measure in all countries of the European Union? (SHOW CARD WITH SCALE)

	READ OUT	COMPLETELY IN FAVOUR	SOMEWHAT IN FAVOUR	SOMEWHAT AGAINST	COMPLETELY AGAINST	DK
1	Improve police and judicial co-operation between European Union member states	1	2	3	4	5
2	Create a body which can coordinate criminal inquiries throughout all European Union countries	1	2	3	4	5
3	Allow the police of a neighbouring European Union country to chase suspects into (OUR COUNTRY)	1	2	3	4	5
4	Create a common European Union database of criminals	1	2	3	4	5
5	Set up a European arrest warrant which simplifies current extradition arrangements	1	2	3	4	5
6	Give the accused the same rights of defence in all member states of the European Union	1	2	3	4	5
7	Strengthen entry controls into European Union member states from other countries	1	2	3	4	5
8	Permit border guards from another European Union member state to guard (NATIONALITY) frontiers	1	2	3	4	5
9	Make penalties imposed in one European Union member state valid in all others	1	2	3	4	5
10	Allow a person sentenced to prison in another European Union member state to serve their sentence in their own country	1	2	3	4	5
11	Allow a person accused of crimes in another European Union member state to return to their own country while awaiting trial	1	2	3	4	5
12	Take common measures across the European Union to replace prison for minor offences with non-custodial sentences, such as community work	1	2	3	4	5
13	Conclude agreements between the European Union and other countries to fight international crime	1	2	3	4	5

EB59.2 - NEW

Q.13. For each of the following, could you please tell me if you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	Every individual should have the right to settle in any country they choose in the world	1	2	3
2	The right of asylum is a fundamental human right	1	2	3
3	Border controls should be abolished throughout the world	1	2	3
4	The absence of a coherent immigration and asylum European Union policy drives immigrants and asylum seekers into the hands of criminal networks	1	2	3

EB59.2 - NEW

Q.14. I am now going to read out some views about immigration and immigrants. For each of these can you tell me whether you completely agree, tend to agree, tend to disagree or completely disagree? (SHOW CARD WITH SCALE)

	READ OUT	COMPLETELY AGREE	TEND TO AGREE	TEND TO DISAGREE	COMPLETELY DISAGREE	DK
1	Immigrants are fleeing poverty in their own country	1	2	3	4	5
2	There are too many immigrants in (OUR COUNTRY)	1	2	3	4	5
3	Immigration makes a positive contribution to the cultural diversity of (OUR COUNTRY)	1	2	3	4	5
4	Immigrants are responsible for a lot of petty crime	1	2	3	4	5
5	Legal immigrants should have exactly the same rights as the (NATIONALITY)	1	2	3	4	5
6	Legal immigrants should have the right to vote in local elections	1	2	3	4	5
7	Immigrants should adapt to the (NATIONALITY) customs	1	2	3	4	5
8	We need immigrants to work in some sectors of our economy	1	2	3	4	5
9	(OUR COUNTRY) should do more to help legal immigrants integrate into (NATIONALITY) society	1	2	3	4	5
10	We can reduce immigration by increasing aid to poor countries	1	2	3	4	5
11	Poor countries should discourage their people from leaving	1	2	3	4	5
12	Immigration has always existed and will continue to exist	1	2	3	4	5
13	Immigrants who continue to follow customs which are against our (NATIONALITY) values should be expelled, even if they are legally settled	1	2	3	4	5
14	We should legalise the status of illegal immigrants who have been working in (OUR COUNTRY) for several years	1	2	3	4	5
15	Legal immigrants should be allowed to bring in their spouse and children	1	2	3	4	5

EB59.2 - NEW

Q.15. I am now going to read out some views about asylum and asylum seekers who seek refuge in (OUR COUNTRY). For each of these can you tell me whether you completely agree, tend to agree, tend to disagree or completely disagree? (SHOW CARD WITH SCALE)

	READ OUT	COMPLETELY AGREE	TEND TO AGREE	TEND TO DISAGREE	COMPLETELY DISAGREE	DK
1	Asylum seekers are treated in a humane manner in (OUR COUNTRY)	1	2	3	4	5
2	It takes too long to accept or reject asylum applications	1	2	3	4	5
3	Most people seeking asylum are in fact doing so for economic reasons	1	2	3	4	5
4	Asylum seekers should be permitted to work, while their applications are being considered	1	2	3	4	5
5	Asylum seekers should be allowed to send their children to school, while their applications are being considered	1	2	3	4	5
6	Asylum seekers should be made to stay in detention centres, while their applications are being considered	1	2	3	4	5
7	Asylum seekers should only be given food and shelter	1	2	3	4	5
8	Asylum seekers should be entitled to welfare benefits	1	2	3	4	5
9	Asylum seekers whose applications have been accepted should have exactly the same benefits as (NATIONALITY) citizens	1	2	3	4	5
10	Asylum seekers should be made to go back to their country, once it is safe for them to do so	1	2	3	4	5
11	Asylum seekers choose countries where they think that their application is most likely to succeed	1	2	3	4	5
12	Asylum seekers choose the most prosperous countries	1	2	3	4	5
13	Asylum seekers choose countries where members of their communities already live	1	2	3	4	5
14	Rules for asylum seekers should be the same throughout the European Union	1	2	3	4	5
15	The acceptance or rejection of an asylum application in one European Union country should apply automatically in all others	1	2	3	4	5

EB59.2 - NEW

Q.16. I am now going to read out some measures which have been proposed at European Union level to provide better guarantees for the rights of citizens, and to help them with access to courts. For each of the following, can you tell me whether you are, personally, completely in favour, somewhat in favour, somewhat against or completely against? (SHOW CARD WITH SCALE)

	READ OUT	COMPLETELY IN FAVOUR	SOMEWHAT IN FAVOUR	SOMEWHAT AGAINST	COMPLETELY AGAINST	DK
1	Temporarily exclude from the European Union a member state if it has repeatedly committed human rights abuses	1	2	3	4	5
2	Take common measures to fight racism throughout the European Union	1	2	3	4	5
3	Set up harmonised legislation throughout the European Union to guarantee the rights of minorities	1	2	3	4	5
4	Set up harmonised legislation throughout the European Union to guarantee the rights of immigrants	1	2	3	4	5
5	Guarantee that citizens from any member state can settle freely, without paperwork, in any other member state	1	2	3	4	5
6	Allow European Union citizens who are settled in (OUR COUNTRY) to draw the same welfare benefits as us	1	2	3	4	5
7	Guarantee that judicial decisions in civil and family matters, such as divorce, child custody or inheritance, are recognised throughout the European Union	1	2	3	4	5
8	Develop European Union wide legislation in civil and family matters, such as divorce, child custody or inheritance	1	2	3	4	5
9	Guarantee that judicial decisions in commercial matters, such as consumer rights or business disputes, are recognised throughout the European Union	1	2	3	4	5
10	Set up European Union-wide measures to simplify citizens' access to courts	1	2	3	4	5
11	Make eligibility for legal aid in one European Union country valid in all others	1	2	3	4	5
12	Set up a mediation network among European Union countries to make it easier for citizens to resolve cross-border disputes	1	2	3	4	5

EB59.2 - NEW

Now we can talk about the place of people belonging to minority groups in terms of race, religion and culture within (NATIONALITY) society.

Q.17. For each of the following opinions, could you please tell me whether you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	It is a good thing for any society to be made up of people from different races, religions or cultures	1	2	3
2	(OUR COUNTRY) has always consisted of various cultural or religious groups	1	2	3
3	(OUR COUNTRY)'s diversity in terms of race, religion or culture adds to its strengths	1	2	3
4	In order to be fully accepted members of (NATIONALITY) society, people belonging to these minority groups must give up their own culture	1	2	3
5	In order to be fully accepted members of (NATIONALITY) society, people belonging to these minority groups must give up such parts of their religion or culture which may be in conflict with (NATIONALITY) law	1	2	3
6	In order to be fully accepted members of (NATIONALITY) society, people belonging to minority groups must give up religious or cultural practices such as polygamy or female circumcision (N)	1	2	3
7	In two or three generations' time, people belonging to these minority groups will be like all other members of society	1	2	3
8	There is a limit to how many people of other races, religions or cultures a society can accept	1	2	3
9	(OUR COUNTRY) has reached its limits; if there were to be more people belonging to these minority groups we would have problems	1	2	3
10	Not everybody belonging to these minority groups wants to be a full member of (NATIONALITY) society	1	2	3
11	Whether people belonging to these minority groups can be fully accepted members of (NATIONALITY) society depends on which group they belong to	1	2	3
12	People belonging to these minority groups are so different, they can never be fully accepted members of (NATIONALITY) society	1	2	3

EB53.0 - Q.59. - TREND MODIFIED

Q.18. For each of the following statements, please tell me whether you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	Legally established immigrants from outside the European Union should have the same social rights as the (NATIONALITY) citizens	1	2	3
2	Legally established immigrants from outside the European Union should have the right to bring members of their immediate family in (OUR COUNTRY)	1	2	3
3	Legally established immigrants from outside the European Union should be sent back to their country of origin if they have been convicted of serious offences	1	2	3
4	Legally established immigrants from outside the European Union should be sent back to their country of origin if they are unemployed	1	2	3
5	Legally established immigrants from outside the European Union should all be sent back to their country of origin	1	2	3
6	Legally established immigrants from outside the European Union should be able to become naturalised easily	1	2	3
7	All illegal immigrants should be sent back to their country of origin without exception	1	2	3
8	Employers who hire illegal workers should be punished more severely	1	2	3
9	As regards illegal immigrants, whether they are allowed to stay in (OUR COUNTRY) should always depend on their personal circumstances	1	2	3
10	All immigrants, whether legal or illegal, and their children, even those who were born in (OUR COUNTRY), should be sent back to their country of origin	1	2	3
11	The right to asylum in (OUR COUNTRY) should be easier to obtain	1	2	3

EB53.0 - Q.61. - TREND

Let's move to another topic: rail services.

Q.19. a.1) In the last twelve months, on average, how often have you used the train for journeys within (OUR COUNTRY)? (SHOW CARD WITH SCALE - READ OUT - ONE ANSWER ONLY)

IF CODE 1 TO 4 IN Q.19.a.1, OTHERS GO TO Q.19.a.2.

b.1) For which purpose(s), have you used the train?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Q.19. a.2) In the last twelve months, on average, how often have you used the train for journeys to another country, whether to be from (OUR COUNTRY) or from another EU country?
(SHOW CARD WITH SCALE - READ OUT - ONE ANSWER ONLY)

IF CODE 1 TO 4 IN Q.19.a.2, OTHERS GO TO Q.20.a.

b.2) For which purpose(s), have you used the train?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

	READ OUT	Q.19.a.						Q.19.b.	
		EVERY DAY	ABOUT ONCE OR TWICE A WEEK	ABOUT ONCE OR TWICE A MONTH	LESS THAN ONCE A MONTH	NEVER	DK	FOR BUSINESS, WORK OR STUDY	FOR LEISURE, TOURISM OR OTHER PERSONAL REASONS
1	for journeys within (OUR COUNTRY)	1	2	3	4	5	6	1,	2,
2	for journeys to another country	1	2	3	4	5	6	1,	2,

EB59.2 - NEW

ASK ALL

- Q.20. a) Do you tend to agree or tend to disagree with each of the following statements relating to rail services within (OUR COUNTRY)?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	The overall quality of rail services is good	1	2	3
2	The trains are frequent enough	1	2	3
3	The trains are punctual	1	2	3
4	Crime in trains is not common	1	2	3
5	There are very few trains accidents in (OUR COUNTRY)	1	2	3
6	The trains are clean	1	2	3
7	The railway stations are clean	1	2	3
8	It is easy to travel with luggage	1	2	3
9	Information provided in trains is good	1	2	3
10	Catering facilities provided on trains are good	1	2	3
11	Facilities for people with reduced mobility or disabilities are good	1	2	3
12	It is easy to get to the railway stations	1	2	3
13	Ticket prices for trains in (OUR COUNTRY) are fair	1	2	3

EB59.2 - NEW

Q.20. b) Do you tend to agree or tend to disagree with each of the following statements relating to international rail services?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	The overall quality of international train services is good	1	2	3
2	Trains for international rail services are frequent enough	1	2	3
3	International trains are punctual	1	2	3
4	Crime on international trains is not common	1	2	3
5	There are very few international trains accidents	1	2	3
6	International trains are clean	1	2	3
7	Railway stations for international rail services are clean	1	2	3
8	It is easy to travel with luggage on international trains	1	2	3
9	Information provided in international trains is good			
10	Catering facilities provided on international trains are good	1	2	3
11	International trains facilities for people with reduced mobility or disabilities are good	1	2	3
12	Ticket prices for international trains are fair	1	2	3

EB59.2 - NEW

Q.21. In general, when you plan to take the train, where do you get information about timetables? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

On the Internet	1,
By phone	2,
From a travel agency.....	3,
In a railway station.....	4,
Other (SPONTANEOUS)	5,
I never get information about train timetables (SPONTANEOUS).....	6,
DK	7,

EB59.2 - NEW

Q.22. For each the following statements, please tell me if you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	The overall quality of information about <u>domestic</u> rail services is good	1	2	3
2	Information about timetables for <u>domestic</u> rail services is good	1	2	3
3	Information about <u>domestic</u> train delays and cancellations is good	1	2	3
4	Information about the rights and obligations of <u>domestic</u> rail users is good	1	2	3
5	Information about <u>domestic</u> train fares is good	1	2	3
6	Information about booking <u>domestic</u> rail services is good	1	2	3
7	Information about luggage on <u>domestic</u> rail services is good	1	2	3
8	Information about complaint handling regarding <u>domestic</u> rail services is good	1	2	3
9	The overall quality of information about <u>international</u> rail services is good	1	2	3
10	Information about timetables for <u>international</u> rail services is good	1	2	3
11	Information about <u>international</u> train delays and cancellations is good	1	2	3
12	Information about the rights and obligations of <u>international</u> trains users is good	1	2	3
13	Information about <u>international</u> trains fares is good	1	2	3
14	Information about booking <u>international</u> rail services is good	1	2	3
15	Information about luggage on <u>international</u> rail services is good	1	2	3
16	Information about complaint handling regarding <u>international</u> rail services is good	1	2	3

EB59.2 - NEW

Q.23. In the last twelve months, have you personally made a complaint about the quality of the rail services, either to the railway company itself or to a complaint-handling body?

- Yes..... 1
- No 2
- DK..... 3

EB59.2 - NEW

IF "YES", CODE 1 IN Q.23., OTHERS GO TO Q.26.

Q.24. Would you say that your complaint was handled very well, fairly well, neither well nor badly, fairly badly or very badly?

- Very well 1
- Fairly well..... 2
- Neither well nor badly 3
- Fairly badly 4
- Very badly..... 5
- DK..... 6

EB59.2 - NEW

IF "FAIRLY BADLY" OR "VERY BADLY", CODE 4 OR 5 IN Q.24., OTHERS GO TO Q.26.

Q.25. Why do you consider that your complaint was badly handled?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- I got no reply 1,
- I only got a reply after a long delay 2,
- The reply did not address my complaint 3,
- The reply did not accept my complaint..... 4,
- My problem was not resolved 5,
- Other reason (SPONTANEOUS) 6,
- DK..... 7,

EB59.2 - NEW

ASK ALL

Q.26. For each of the following, please tell me if you tend to agree or tend to disagree?

	READ OUT	TEND TO AGREE	TEND TO DISAGREE	DK
1	If safety standards are met, competition is the best way to make the railways more efficient	1	2	3
2	As with air transport, low cost carriers should be able to operate international train services, if they comply with strict rules	1	2	3
3	Railway companies should co-operate more to improve international rail services	1	2	3
4	For all European high speed train services you should always be able to get a single ticket even if this involves several companies	1	2	3
5	International trains should be more frequent	1	2	3
6	If sleeping berths were offered at comparable prices as air transport, I would consider using trains for long trips	1	2	3
7	If the costs for car-sleeper trains were comparable to transport by car, I would consider using trains for long trips	1	2	3
8	If trains could carry multi purpose vehicles and caravans, I would consider using trains for long trips	1	2	3
9	The European Union should subsidise unprofitable international rail services	1	2	3

EB59.2 - NEW

Let's move to another topic: consumers but we are not talking here about food safety.

- Q.27. a) Do you think that, as a consumer, you have a high level of protection in (OUR COUNTRY)?
 b) And, you, as a consumer in the other countries of the European Union?

	READ OUT	YES	NO	IT DEPENDS (SPONTANEOUS)	DK
a	in (OUR COUNTRY)	1	2	3	4
b	in the other countries of the European Union	1	2	3	4

EB59.2 - NEW

The Single European Market allows free movement of products and services.

- Q.28. As a consumer, do you think the Single European Market has a very positive, fairly positive, fairly negative, very negative or no effect on...? (SHOW CARD WITH SCALE)

	READ OUT	VERY POSITIVE	FAIRLY POSITIVE	FAIRLY NEGATIVE	VERY NEGATIVE	NO EFFECT	DK
1	the price of non-food products	1	2	3	4	5	6
2	the price of food products	1	2	3	4	5	6
3	the price of services	1	2	3	4	5	6
4	the quality of non-food products	1	2	3	4	5	6
5	the quality of services	1	2	3	4	5	6
6	the choice of non-food products	1	2	3	4	5	6
7	the choice of food products	1	2	3	4	5	6
8	the choice of services	1	2	3	4	5	6

EB59.2 - NEW

- Q.29. Over the last 12 months, have you bought or ordered products or services for private use from shops or sellers located in another European Union country, or not?

Yes..... 1
 No 2
 DK..... 3

EB57.2 - Q.16. - TREND

IF YES, CODE 1 IN Q.29., OTHERS GO TO Q.31.

- Q.30. a) How did you buy or order them?
(SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

FOR EACH WAY IDENTIFIED IN Q.30.a.

- b) What was the approximate total value of what you bought or ordered?
(SHOW CARD WITH SCALE - ONE ANSWER ONLY)

READ OUT		a) WAYS	b) TOTAL AMOUNT				
			LESS THAN 50 EURO	FROM 50 TO 99 EURO	FROM 100 TO 199 EURO	200 EURO OR MORE	DK
1	On a trip or trips primarily for shopping purposes	1,	1	2	3	4	5
2	On holiday or on a business trip, excluding items such as travel, accommodation, meals, leisure activities	2,	1	2	3	4	5
3	On the Internet	3,	1	2	3	4	5
4	By mail order, catalogue, telephone sales	4,	1	2	3	4	5
5	From a sales representative located in another European Union country, who came to visit you at home or your place of work	5,	1	2	3	4	5
6	DK	6,					

EB57.2 - Q.17. a. & b. - TREND

ASK ALL

Q.31. a) In the last 12 months, have you seen or heard advertising or information coming from shops or sellers located in another European Union country in any of these ways?
(SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

b) Was it requested or not?

	READ OUT	Q.31.a.	Q.31.b.		
		SEEN OR HEARD ADVERTISING OR INFORMATION	REQUESTED	NOT REQUESTED	DK
1	No, I have not seen or heard advertising or information	1,			
2	Yes, by e-mail	2,	1	2	3
3	Yes, by post, personally addressed to you	3,	1	2	3
4	Yes, through leaflets left in your post box	4,	1	2	3
5	Yes, by telephone	5,	1	2	3
6	Yes, on the Internet (N)	6,	1	2	3
7	Yes, on television	7,	1	2	3
8	Yes, on the radio	8,			
9	Yes, in newspapers or magazines	9,			
10	Yes, other way (SPONTANEOUS)	10,			
11	DK	11,			

EB57.2 - Q.18. - TREND MODIFIED

ASK ALL

Q.32. Has the introduction of euro notes and coins made you more interested in buying from shops or sellers located in another European Union country, or not?

Yes 1

No..... 2

DK..... 3

EB57.2 - Q.19.a. - TREND

- Q.33. a) Do you think that the safety of non-food products is guaranteed or not in (OUR COUNTRY)?
 b) And in the other countries of the European Union?

	READ OUT	YES	NO	IT DEPENDS (SPONTANEOUS)	DK
a	in (OUR COUNTRY)	1	2	3	4
b	In the other countries of the European Union	1	2	3	4

EB59.2 - NEW

- Q.34. a) Do you think that the safety of services offered to consumers is guaranteed or not in (OUR COUNTRY)?
 b) And in the other countries of the European Union?

	READ OUT	YES	NO	IT DEPENDS (SPONTANEOUS)	DK
a	in (OUR COUNTRY)	1	2	3	4
b	In the other countries of the European Union	1	2	3	4

EB59.2 - NEW

- Q.35. a) Do you think that the legislation on consumer protection is applied in practice or not in (OUR COUNTRY)?
 b) And in the other countries of the European Union?

	READ OUT	YES	NO	IT DEPENDS (SPONTANEOUS)	DK
a	in (OUR COUNTRY)	1	2	3	4
b	In the other countries of the European Union	1	2	3	4

EB59.2 - NEW

- Q.36. a) Do you think that, as a consumer, you have a high level of protection or not when you buy something on the Internet from a seller/company located in (OUR COUNTRY)?
 b) And, from a seller/company located in another country of the European Union?

	READ OUT	YES	NO	IT DEPENDS (SPONTANEOUS)	NOT APPLICABLE (SPONTANEOUS)	DK
a	in (OUR COUNTRY)	1	2	3	4	5
b	in another country of the European Union	1	2	3	4	5

EB59.2 - NEW

- Q.37. a) Do you think you can have access to ways to settle disputes or not when you buy products or services in (OUR COUNTRY)?
- b) And in the other countries of the European Union?

	READ OUT	YES	NO	IT DEPENDS (SPONTANEOUS)	DK
a	in (OUR COUNTRY)	1	2	3	4
b	In the other countries of the European Union	1	2	3	4

EB59.2 - NEW

- Q.38. Are you aware of ways to settle disputes between consumers and suppliers of products or services other than going to Court? By this, I mean mediation, conciliation and arbitration.

Yes 1
 No..... 2
 DK..... 3

EB59.2 - NEW

- Q.39. a) Do you think you know enough about your rights, as a consumer, under (NATIONALITY) laws?
- b) And, as a consumer, under European laws?

	READ OUT	YES	NO	DK
a	(NATIONALITY) laws	1	2	3
b	European laws	1	2	3

EB59.2 - NEW

- Q.40. a) Do you think that consumer associations have enough involvement in or should be more involved in formulating consumer protection policy in (OUR COUNTRY)?
- b) And, in the other countries of the European Union?

	READ OUT	ENOUGH INVOLVEMENT	MORE INVOLVED	DK
a	in (OUR COUNTRY)	1	2	3
b	In the other countries of the European Union	1	2	3

EB59.2 - NEW

Q.41. Other than in consumer policy, do you think that your rights, as a consumer, are sufficiently taken into account in European policies such as agricultural policy, transport policy, energy policy, telecommunication policy or competition policy?

Yes..... 1
No 2
It depends (SPONTANEOUS) 3
DK..... 4

EB59.2 - NEW

Q.42. In the last 3 years, have you bought any financial services from a firm located in another country of the European Union, or not? (INT.: BANK ACCOUNT, CREDIT CARD, CAR INSURANCE, HOME INSURANCE, LIFE INSURANCE, MORTGAGE, PERSONAL LOAN, STOCKS / SHARES, PRIVATE PENSION PLAN)

Yes..... 1
No 2
DK..... 3

EB59.2 - NEW

RE-CONTACT INFORMATION

IF "YES", CODE 1 IN Q.42.

A. Would you agree to being contacted by other researchers from (NAME OF AGENCY) to ask you further questions about financial services bought from a firm located in another country of the European Union?

Yes..... 1
No 2
DK..... 3

IF YES, CODE 1 IN A.

B. In order to do this, we would need to pass on your name and telephone number to this agency (NAME). They would only use it for research on this topic. Do you agree that we can pass your name and telephone number to (NAME)?

Yes..... 1
No 2

Let's end the questionnaire with a last topic: Internet.

Q.43. Which of the following do you use? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- A computer (N)..... 1,
- The Internet, including e-mails (M)..... 2,
- A mobile phone (INT.: USE MOST USUAL NAME IN COUNTRY: GSM, TELEFONINO, HANDI, ETC.) 3,
- A mobile phone with access to Internet (INT.: WAP) (N) 4,
- A Personal Organizer, Personal Digital Assistant (PDA) such as Psion, Palm Pilot, etc. 5,
- TV 6,

IF "USE TV", ASK ITEMS 7, 8 AND 9, OTHERS GO TO Q.44.

- (IF "USE TV") Cable TV 7,
- (IF "USE TV") Satellite TV 8,
- (IF "USE TV") Digital TV 9,
- None of these (SPONTANEOUS)..... 10,
- DK..... 11,

EB58.0 - Q.23. - TREND MODIFIED

IF "USE THE INTERNET", CODE 2 IN Q.43., OTHERS GO TO Q.47.

Q.44. Where do you use the Internet? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- At work 1,
- At home, for work purposes 2,
- At home, for other reasons 3,
- At school 4,
- At university. 5,
- In a friend's house..... 6,
- At a public Internet access point such as: a public office, a library, an Internet centre in the street 7,
- In Internet cafés/cyber cafés 8,
- Elsewhere (SPONTANEOUS) 9,
- DK..... 10,

EB55.2 - Q.55. b. - TREND

IF "USE THE INTERNET", CODE 2 IN Q.43., OTHERS GO TO Q.47.

Q.45. How often do you use the Internet, including e-mail?
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Every day or nearly every day	1
Several times a week.....	2
Approximately once a week	3
Approximately once a month	4
Less often.	5
Other (SPONTANEOUS) (N).....	6
DK.....	7

EB56.2 - Q.50 - TREND MODIFIED

IF "USE THE INTERNET", CODE 2 IN Q.43., OTHERS GO TO Q.47.

Q.46. On average, how many hours per week do you spend on the Internet, including e-mail?
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Less than one hour	1
Between 1 hour and up to 2 hours	2
Over 2 hours and up to 5 hours	3
Over 5 hours and up to 10 hours	4
Over 10 hours and up to 20 hours	5
Over 20 hours	6
It depends (SPONTANEOUS)	7
DK.....	8

EB59.2 - NEW

IF "DO NOT USE THE INTERNET", NO CODE 2 IN Q.43., OTHERS GO TO Q.50.

Q.47. Why do you not use the Internet?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

I don't know exactly what it is	1,
I have no time	2,
I have no computer at home	3,
I have no computer at work.....	4,
The Internet connection is too expensive.....	5,
Computers are too expensive	6,
There is no public Internet access	7,
Internet is too complicated	8,
I don't know how to use a computer.....	9,
There are technical barriers	10,
The content is not useful for me.....	11,
The Internet is not secure enough	12,
There are language barriers	13,
Problems with service provider	14,
Other reasons (SPONTANEOUS)	15,
Don't want to, not interested	16,
DK.....	17,

EB55.2 - Q.56. - TREND

IF "DO NOT USE THE INTERNET", NO CODE 2 IN Q.43., OTHERS GO TO Q.50.

- Q.48. For you personally, what would encourage you to use the Internet?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)
- If computer training was offered that meets my needs..... 1,
 - If free computer training was provided 2,
 - If computers cost less 3,
 - If there were subsidies or tax incentives for computer purchase. 4,
 - If Internet connection cost less 5,
 - If there were public Internet access points in my area 6,
 - If there were free public Internet access points..... 7,
 - If technical barriers were removed 8,
 - If I could find more easily useful information about the Internet 9,
 - If the Internet provided useful information for me..... 10,
 - If more on-line government/public utilities were available 11,
 - If more on-line information about my local community was available..... 12,
 - If more information was available in my native language..... 13,
 - Nothing (SPONTANEOUS)..... 14,
 - DK..... 15,

EB55.2 - Q.59. - TREND

IF "DO NOT USE THE INTERNET", NO CODE 2 IN Q.43., OTHERS GO TO Q.50.

Q.49. In what way do you think the Internet would change your daily life?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

- I would have more contact with people 1,
- I would have less contact with people 2,
- I would feel more integrated where I live..... 3,
- I would feel less integrated where I live. 4,
- I would be better informed about the relevant issues for my daily life..... 5,
- I would be less informed about the relevant issues for my daily life..... 6,
- It would be easier for me to use public services/utilities..... 7,
- It would be more difficult for me to use public services/utilities 8,
- I would save money 9,
- I would spend more money..... 10,
- I would participate in more groups or associations, including virtual communities (N)..... 11,
- I would participate in fewer groups or associations (N)..... 12,
- I would feel more included in society 13,
- I would feel less included in society 14,
- Others (SPONTANEOUS) 15,
- The Internet would not change my daily life (SPONTANEOUS) 16,
- DK..... 17,

EB55.2 - Q.63. b. - TREND MODIFIED

ASK ALL

Q.50. Which of the following information and services would you like to find on the Internet?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

How to contact different government offices	1,
Recruitment services	2,
Educational tools.....	3,
Health information and services.....	4,
Housing information	5,
Equal opportunity information	6,
Services and assistance to families and the youth.....	7,
Services and assistance to people with disabilities.....	8,
Services and assistance for low-income groups (M).....	9,
Information on pensions.....	10,
Information about my local community.....	11,
Information about transport (N).....	12,
Cultural items	13,
Tourism information	14,
Other (SPONTANEOUS)	15,
None	16,
DK.....	17,

EB55.2 - Q.62. - TREND MODIFIED

ASK ALL

Q.51. Why do you or would you mainly use the Internet?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

To do my job	1,
To get a job or improve my job	2,
To search for and/or use educational and learning material	3,
To sell/buy or find information on products and services	4,
To get other information on free services, including tourism	5,
To read or listen to the news	6,
To access cultural sites	7,
To access local or national administration or public utilities	8,
To access health information and services	9,
To contact family and friends	10,
To get in contact with new people, chatrooms, forums	11,
For leisure activities, games	12,
To connect to communities/organisations on-line	13,
Nothing (I have/would have no reason)	14,
For other reasons (SPONTANEOUS)	15,
DK	16,

EB59.2 - NEW

ASK ALL

Q.52. Have you ever had any kind of computer training?

Yes	1
No	2
DK	3

EB55.2 - Q.61. a. - TREND

IF "YES", CODE 1 IN Q.52.

Q.53. Which kind? (SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

At school	1,
At university	2,
Paid for by employer	3,
By public employment service.	4,
At a vocational training institute	5,
In a centre for adult education	6,
At an other public Internet centre/access point	7,
Offered by a private sector training institute.....	8,
By family or friends	9,
By colleagues at work	10,
Other training (SPONTANEOUS)	11,
DK.....	12,

EB55.2 - Q.61. b. - TREND

DEMOGRAPHICS

D.1. 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)

LEFT									RIGHT
1	2	3	4	5	6	7	8	9	10

Refusal..... 11
DK..... 12

EB59.1 - D.1. - DEMO TREND

NO QUESTIONS D.2. TO D.6.

D.7. Could you give me the letter which corresponds best to your own current situation?
(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Married..... 1
Remarried 2
Unmarried, currently living with partner..... 3
Unmarried, having never lived with a partner..... 4
Unmarried, having previously lived with a partner, but now on my own..... 5
Divorced..... 6
Separated 7
Widowed..... 8
Other (SPONTANEOUS)..... 9
Refusal (SPONTANEOUS)..... 10

EB59.1 - D.7. - DEMO TREND

D.8. How old were you when you stopped full-time education? (INT.: IF "STILL STUDYING", CODE '00')

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EB59.1 - D.8. - DEMO TREND

NO QUESTION D.9.

D.10. Gender.

Male..... 1
Female..... 2

EB59.1 - D.10. - DEMO TREND

D.11. How old are you?

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EB59.1 - D.11. - DEMO TREND

NO QUESTION D.12. TO D.14.

D.15. a) What is your current occupation?

IF NOT DOING ANY PAID WORK CURRENTLY – CODES 1 TO 4 IN D. 15. a.

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

	D.15.a. CURRENT OCCUPATION	D.15.b. 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	1
Fisherman	6	2
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	3
Owner of a shop, craftsmen, other self-employed person	8	4
Business proprietors, owner (full or partner) of a company	9	5
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	6
General management, director or top management (managing directors, director general, other director)	11	7
Middle management, other management (department head, junior manager, teacher, technician)	12	8
Employed position, working mainly at a desk	13	9
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
NEVER DID ANY PAID WORK		15

EB59.1 - D.15. - DEMO TREND

NO QUESTIONS D.16. TO D.18.

D.19. Are you in your household, the person who contributes most to the household income?
(READ OUT)

- Yes 1
 No..... 2
 Both equally 3
 DK..... 4

EB59.1 - D.19. - DEMO TREND

NO QUESTION D.20.

IF "NO", CODE 2 IN D.19.

D.21. a) What is the current occupation of the person who contributes most to the household income?

IF "NOT DOING ANY PAID WORK CURRENTLY", CODE 1 TO 4 IN D.21.a.

b) Did he/she do any paid work in the past? What was his/her last occupation?

	D.21.a. CURRENT OCCUPATION	D.21.b. LAST OCCUPATION
NON-ACTIVE	1	
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working		
Student		2
Unemployed or temporarily not working		3
Retired or unable to work through illness		4
SELF EMPLOYED	5	1
Farmer		
Fisherman		6
Professional (lawyer, medical practitioner, accountant, architect, etc.)		7
Owner of a shop, craftsmen, other self-employed person		8
Business proprietors, owner (full or partner) of a company		9
EMPLOYED	10	6
Employed professional (employed doctor, lawyer, accountant, architect)		
General management, director or top management (managing directors, director general, other director)		11
Middle management, other management (department head, junior manager, teacher, technician)		12
Employed position, working mainly at a desk		13
Employed position, not at a desk but travelling (salesmen, driver, etc.)		14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)		15
Supervisor		16
Skilled manual worker		17
Other (unskilled) manual worker, servant		18
NEVER DID ANY PAID WORK		15

EB59.1 - D.21. a. & b. - DEMO TREND

NO QUESTIONS D.22. TO D.24.

D.25. Would you say you live in a...? (READ OUT)

rural area or village	1
small or middle sized town	2
large town	3
DK.....	4

EB59.1 - D.25. - DEMO TREND

NO QUESTIONS D.26. TO D.28.

D.29. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. (SHOW CARD) Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc...Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into BEFORE tax and other deductions.

B	1
T.....	2
P	3
F.....	4
E	5
H.....	6
L.....	7
N	8
R.....	9
M.....	10
S	11
K	12
Refusal.....	13
DK.....	14

EB59.1 - D.29. - DEMO TREND

INTERVIEW PROTOCOLE

P.1. - DATE OF INTERVIEW	DAY		MONTH	

P.2. - TIME OF THE BEGINNING OF THE INTERVIEW	HOUR		MINUTES	
(INT.:USE 24 HOUR CLOCK)				

P.3. - NUMBER OF MINUTES THE INTERVIEW LASTED	MINUTES			

- P.4. Number of persons present during the interview, including interviewer.
- Two (interviewer and respondent)..... 1
 - Three 2
 - Four 3
 - Five or more..... 4

- P.5. Respondent cooperation
- Excellent 1
 - Fair..... 2
 - Average 3
 - Bad 4

P.6. Size of locality (LOCAL CODES)

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P.7. Region (LOCAL CODES)

--	--

P.8. Postal code

--	--	--	--	--	--	--	--	--

P.9. Sample point number

--	--	--	--	--	--	--	--	--

P.10. Interviewer number

--	--	--	--	--	--	--	--	--

P.11. Weighting factor

--	--	--	--	--	--	--	--	--

P.12. a) Fixed telephone available in the household?
Yes 1
No..... 2

b) Mobile telephone available in the household?
Yes 1
No..... 2

ASK ONLY IN LUXEMBOURG, BELGIUM AND FINLAND

P.13. Language of interview

--

DO NOT ASK - OFFICE CODING

P.14. Record the distance between the respondent's home and the nearest international border to get in the nearest country.
Less than 50 km 1
51 - 99 km 2
100 - 199 km 3
More than 200 km 4

EB59.2 - NEW

Standard Eurobarometer 59.2
July 2003

INTRODUCTION

Between 9th May 2003 and 30th June 2003, the European Opinion Research Group, a consortium of Market and Public Opinion Research agencies, made out of INRA and GfK Worldwide, carried out wave 59.2 of the Standard Eurobarometer, on request of the European Commission, Directorate-General Press and Communication, Public Opinion Analysis Unit.

The following topics are covered in this wave:

- ✓ Standard (Q.1 – Q.3)
- ✓ Agriculture (Q.4 – Q.7)
- ✓ Immigration and the right of asylum, the place of people belonging to minority groups (Q.8 – Q.18)
- ✓ Rail services (Q.19 – Q.26)
- ✓ Consumer Policy Strategy (Q.27 – Q.42)
- ✓ ICT & Gender (Q.43 – Q.53)

Standard Eurobarometer surveys cover the population of the respective nationalities of the European Union member states, aged 15 years and over, resident in each of the member states. The basic sample design applied in all member states is a multi-stage, random (probability) one. In each EU country, a number of sampling points is drawn with probability proportional to population size (for a total coverage of the country) and to population density.

For doing so, points are drawn systematically from each of the 'administrative regional units', after stratification by individual unit and type of area. Hence, they represent the whole territory of member states according to EUROSTAT NUTS 2 (or equivalent) and according to the distribution of resident population of the respective EU nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address is drawn at random. Further addresses are selected as every Nth address by standard random route procedures, from the initial address. In each household, respondent is drawn at random. All interviews are face-to-face in the respondent's home and in the appropriate national language.

COUNTRIES, NATIONAL INSTITUTES, FIELDWORK PERIOD, NET SAMPLE SIZE AND EXTRAPOLATION FIGURES

COUNTRY	INSTITUTE	START - END FIELDWORK	NET SAMPLE SIZE	EU POPULATION AGED 15+ (x 000)
Belgium	INRA BELGIUM	09/05 – 19/06	1,030	8,326
Denmark	GfK DANMARK	09/05 – 22/06	1,000	4,338
Germany (East)	INRA DEUTSCHLAND	19/05 – 05/06	1,024	13,028
Germany (West)	INRA DEUTSCHLAND	17/05 – 13/06	1,014	55,782
Greece	MARKET ANALYSIS	19/05 – 17/06	1,001	8,793
Spain	INRA ESPAÑA	09/05 – 17/06	1,000	33,024
France	CSA-TMO	09/05 – 27/06	1,110	46,945
Ireland	LANSDOWNE Market Research	20/05 – 16/06	1,004	2,980
Italy	INRA Demoskopea	24/05 – 22/06	1,013	49,017
Luxembourg	ILReS	10/05 – 19/06	600	364
The Netherlands	INTOMART	19/05 – 19/06	1,001	12,705
Austria	SPECTRA	20/05 – 06/06	1,027	6,668
Portugal	METRIS	29/05 – 21/06	1,000	8,217
Finland	MDC MARKETING RESEARCH	23/05 – 18/06	1,022	4,165
Sweden	GfK SVERIGE	10/05 – 30/06	1,000	7,183
Great Britain	MARTIN HAMBLIN LTD	09/05 – 18/06	1,012	46,077
Northern Ireland	ULSTER MARKETING SURVEYS	21/05 – 04/06	303	1,273
	Total Number of Interviews		16,161	312,641

COMPARISON BETWEEN SAMPLE AND UNIVERSE, AND WEIGHTING

For each Standard Eurobarometer survey, a comparison between sample and universe is carried out, per country. The universe description is derived from EUROSTAT population data.

There are 19 sample areas: one for each country of the European Union, in addition Germany is divided into East and West, and United Kingdom into Great Britain and Northern Ireland, one for Norway and one for Iceland.

Each sample area contains a number of interviews, this number may be somewhat above or below that aimed at. The target is 1,000 per sample area, except for Northern Ireland, 300, and Luxembourg and Iceland, 600.

WEIGHTS DELIVERED WITH THE EUROBAROMETER DATA SET:

There are 16 different weights used in the Eurobarometer survey.

W.1	WEIGHT RESULT FROM TARGET (also WEIGHTP or <u>WSAMPLE</u>)
W.2	DROPPED
W.3	WEIGHT SPECIAL GERMANY (also WEIGHTGER)
W.4	WEIGHT SPECIAL UNITED KINGDOM (also WEIGHT1)
W.5	WEIGHT EURO 6 (also WEIGHT6)
W.6	WEIGHT EURO 9 (also WEIGHT9)
W.7	WEIGHT EURO 10 (also WEIGHT2)
W.8	WEIGHT EURO 12 – Former EAST GERMANY (also WEIGHT3M)
W.9	WEIGHT EUROPE 12 (also WEIGHT3P)
W.10	WEIGHT EURO +3 (also WEIGHTNEW)
W.11	WEIGHT EUROPE 15 (also WEIGHT15 or <u>WEURO</u>)
W.12	WEIGHT NORWAY (also WEIGHTNOR)
W.13	WEIGHT TOTAL (also WEIGHT15P or <u>WCPLUS</u>)
W.14	WEIGHT STANDARD SIZE – GERMANY AND UNITED KINGDOM EXTRAPOLATED (also WEIGHTC or <u>WNATION</u>)
W.15 ¹	WEIGHT EURO 11 (without Greece)
W.16 ²	WEIGHT EURO 12 (with Greece)

For each EU member state, a national weighting procedure, using marginal (RIM) and intercellular weighting (Iterative Proportional Fitting - IPF), is carried out, based on this universe description. As such, in all countries, minimum gender, age, region NUTS 2 are introduced in the iteration procedure (W.1).

An additional factor (extrapolation) is added, to bring former East and West Germany together in one entity (W.3). Former East Germany counts for 20.8% and former West Germany counts for 79.2%.

¹ From Eurobarometer 59.2 onwards, this weight is not used anymore.

² Ibidem.

The same principle is used to bring Northern Ireland together with Great Britain, to form the United Kingdom (W.4). Here Northern Ireland counts for 2.5% and Great Britain, for 97.5%.

For the sake of analysis, historical weights were created, bringing countries together, contained in historical entities such as Europe of the 6, 9, 10, and 12. (W.5 from to W.10). Countries not inserted in these weights are set to 0.

In order to make a European 15 weight, the data are extrapolated using population figures for each sample area (15 members = 17 sample areas) (W.11).

Standard Eurobarometer surveys may include data from Norway. A special weight is created only for Norway (W.12).

For international weighting, INRA applies the official population figures as provided by EUROSTAT in the Regional Statistical Yearbook (data for 1997). Total population figures for input in this post-weighting procedure are listed above. The result is WEIGHT TOTAL (W.13)

W.14 extrapolates the new and old Länder to their respective proportion in the whole of Germany, (former East Germany (20.8%), former West Germany (79.2%) and does the same for Great Britain (97.5%) and Northern Ireland (2.5%). The other countries are left untouched.

From Eurobarometer 49 onwards, a new weight (W.15) was created to separate the 11 countries that accepted to introduce the euro, as of 01/01/1999.

From Eurobarometer 54 onwards, a new weight (W.16) was created to add Greece into the group of countries that accepted to introduce the euro. For an analysis of these 12 countries, use W.16.

From Eurobarometer 59.2 onwards, W.15 or W.16 are not used anymore. To compare results of euro-zone 12 (11), pre-in 3 (4) and EU15 use W.11.

PRECISION OF WEIGHTS:

Each weight is expressed in 10,000. This means that a person with weight equal to 1 will have the weight 10,000, a person with weight equal to 1.534 will have the weight 15,340. In other words, we use 4 decimal point digits. Hence, you need to divide by 10,000 to have the number of people interviewed contained in the data set.

WEIGHTED RESULTS

	W1	W3	W4	W5	W6	W7	W8	W9	W10	W11	W14
BE	1030	1030	1030	278	336	360	367	380	0	441	1030
DK	1000	1000	1000	0	168	180	184	190	0	221	1000
WG	1014	1606	1014	1821	2204	2360	2406	2492	0	2893	1606
GE	2038	2032	2038	1821	2204	2360	2406	3081	0	3576	2032
EG	1024	427	1024	0	0	0	0	588	0	683	427
GR	1001	1001	1001	0	0	368	375	389	0	451	1001
SP	1000	1000	1000	0	0	0	1443	1494	0	1735	1000
FR	1110	1110	1110	1697	2053	2199	2242	2322	0	2696	1110
IR	1004	1004	1004	0	116	125	127	132	0	153	1004
IT	1013	1013	1013	1600	1936	2074	2114	2190	0	2542	1013
LU	600	600	600	11	14	15	15	16	0	18	600
NL	1001	1001	1001	415	503	538	549	568	0	660	1001
AU	1027	1027	1027	0	0	0	0	0	1142	352	1027
PO	1000	1000	1000	0	0	0	363	376	0	437	1000
FI	1022	1022	1022	0	0	0	0	0	712	220	1022
SW	1000	1000	1000	0	0	0	0	0	1191	367	1000
NI	303	303	33	0	51	55	56	58	0	67	33
GB	1012	1012	1283	0	1811	1939	1977	2048	0	2377	1283
UK	1315	1315	1316	0	1862	1994	2033	2106	0	2445	1316
EU15	16161	16155	16162	5822	9191	10213	12219	13244	3045	16313	16156

COUNTRY ABBREVIATIONS:

Belgium	BEL
Denmark	DEN
Germany (East)	EGE
Germany (East & West)	GER
Germany (West)	WGE
Greece	GRE
Spain	SPA
France	FRA
Ireland	IRL
Italy	ITA
Luxembourg	LUX
The Netherlands	NET
Austria	AUS
Portugal	POR
Finland	FIN
Sweden	SWE
Great Britain	GB
Northern Ireland	NIR
United Kingdom	UK

RESULTS

Eurobarometer surveys results are reported in the form of tables, datafiles and analyses. Analyses are made available through - DG PRESS - Public Opinion Analysis Unit of the European Commission, rue de la Loi 200, B-1049 Brussels. Results are published on the Internet server of the European Commission:

http://europa.eu.int/comm/public_opinion/

All Eurobarometer datafiles are stored at the Zentral Archiv (Universität Köln, Bachemer Strasse, 40, D-50869 Köln-Lindenthal), available through the CESSDA Database: <http://www.nsd.uib.no/cessda/europe.html>

They are accessible to all institutes which are members of the European Consortium for Political Research (Essex), the Inter-University Consortium for Political and Social Research (Michigan) and all those interested in social science research.

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