





# Table of Contents

Austria.....	1
I. Survey details .....	3
I.1 Fieldforce.....	3
I.2 Briefing of interviewers.....	3
II. Sampling .....	4
III. Fieldwork procedures .....	5
III.1 Final disposition codes .....	5
III.2 Outcome indicators .....	6
III.3 The use and estimated effectiveness of the response enhancement techniques.....	7
III.4 Soft refusal conversion .....	8
III.5 Quality control of interviewing .....	8
IV. Qualitative report of the fieldwork agency .....	9
V. Weighting.....	10
VI. Country-specific variables.....	11



## I. Survey details

<i>Fieldwork organization:</i>	SPECTRA
<i>Fieldwork period:</i>	08/06/2009 – 30/06/2009
<i>Languages (s) of interviewing:</i>	German
<i>Mode of interviewing:</i>	Phone interviews: 70% fixed line, 30% mobile
<i>Number of interviewers:</i>	50
<i>Translation:</i>	Questionnaire was provided by EUI in local language and the fieldwork agency was asked to review and suggest changes if necessary. Changes were then either accepted or rejected by EUI.

### I.1 Fieldforce

A total number of CATI-Studio Manager, 2 Supervisors and 50 interviewers were working on this survey.

All interviewers were experienced interviewers (average 3.8 years, minimum 0.5 years, and maximum 11 years of experience as an interviewer). 43 of the interviewers attended the official training for the EES which was held on the 8th June by the Senior Researcher, the CATI-Studio Manager and one Supervisor. The remaining 7 interviewers were trained separately by the Supervisor.

In addition to the training, the interviewers were provided a detailed training manual with information on the objective of the study, the selection of the eligible respondent, information on how to conduct the study and detailed information on the questions.

### I.2 Briefing of interviewers

Number of interviewers received EES specific personal briefing at central training	43
Length of EES specific personal briefing per interviewer	120 mins
Written EES instructions	yes
Training in refusal conversion	yes



## II. Sampling

<i>Universe:</i>	general population, aged 18 and over.
<i>Coverage:</i>	National
<i>Sample size:</i>	1.000
<i>Selection of households:</i>	RDD
<i>Selection of respondents:</i>	Most recent birthday within the household.
<i>Number of recalls:</i>	Up to 15 attempts

**Table I. Regional distribution of the sample**

Basis of classification: NUTS 2 level

	Total 18+ population*	EES regional breakdown					
		all interviews		(landline)		(mobile)	
		N	%	N	%	N	%
AT 11: Burgenland	231,710	35	3.5	29	4.1	6	2.1
AT 12: Lower Austria (Niederösterreich)	1,290,409	192	19.2	145	20.5	47	16.2
AT 13: Vienna (Wien)	1,294,014	193	19.3	121	17.1	72	24.7
AT 21: Carinthia (Kärnten)	466,980	70	7	48	6.8	22	7.6
AT 22: Styria (Steiermark)	987,800	147	14.7	101	14.2	46	15.8
AT 31: Upper Austria (Oberösterreich)	1,149,325	171	17.1	133	18.8	38	13.1
AT 32: Salzburg	430,186	64	6.4	42	5.9	22	7.6
AT 33: Tyrol (Tirol)	562,229	84	8.4	63	8.9	21	7.2
AT 34: Vorarlberg	293,088	44	4.4	27	3.8	17	5.8
Total	6,705,739	1000	100	709	100	291	100

\* source: EUSTAT, 2007



### III. Fieldwork procedures

#### III.1 Final disposition codes

**Table 2. Fieldwork outcome**

Completed interviews	<b>1.0/1.10</b>	<b>1000</b>
Eligible, non-interview (Category 2)	<b>2.000</b>	<b>7615</b>
Refusal and breakoff	<b>2.100</b>	<b>7004</b>
Refusal	<b>2.110</b>	<b>7002</b>
Household-level refusal	2.111	5607
Known-respondent refusal	2.112	1,395
Break off	2.120	2
Non-contact	<b>2.200</b>	<b>333</b>
Respondent never available	2.210	217
Telephone answering device (confirming HH)	<b>2.220</b>	<b>116</b>
Answering machine household-no message left	2.221	9
Answering machine household-message left	2.222	107
Other, non-refusals	<b>2.300</b>	<b>278</b>
Deceased respondent	2.310	0
Physically or mentally unable/incompetent	2.320	180
Language problem	<b>2.330</b>	<b>98</b>
Household-level language problem	2.331	0
Respondent language problem	2.332	98
No interviewer available for needed language	2.333	0
Miscellaneous	2.350	0
Unknown eligibility, non-interview (Category 3)	<b>3.000</b>	<b>408</b>
Unknown if housing unit	<b>3.100</b>	<b>408</b>
Not attempted or worked	3.110	0
Always busy	3.120	4
No answer	3.130	82
Answering machine-don't know if household	3.140	93
Call blocking	3.150	229
Technical phone problems	3.160	0
Housing unit, unknown if eligible respondent	3.200	0
No screener completed	3.210	0
Other	3.900	0
Not eligible (Category 4)	<b>4.000</b>	<b>5931</b>
Out of sample - other strata than originally coded	4.100	0
Fax/data line	4.200	195
Non-working/disconnect	<b>4.300</b>	<b>3797</b>
Non-working number	4.310	3797
Disconnected number	4.320	0
Temporarily out of service	4.330	0



Special technological circumstances	4.400	469
Number changed	4.410	464
Cell phone	4.420	0
Call forwarding	4.430	5
Residence to residence	4.431	5
Non-residence to residence	4.432	0
Pager	4.440	0
Non-residence	4.500	471
Business, government office, other organizations	4.510	446
Institution	4.520	24
Group quarters	4.530	1
No eligible respondent	4.700	31
Quota filled	4.800	968
Other	4.900	0
Total phone numbers used		14954

### III.2 Outcome indicators

**Table 3. Outcome rates**

I=Complete Interviews (1.1)	1,000
P=Partial Interviews (1.2)	0
R=Refusal and break off (2.1)	7,004
NC=Non-Contact (2.2)	333
O=Other (2.0, 2.3)	278
e=estimated proportion of cases of unknown eligibility that are eligible (enter a value in line 62 or accept the value in line 62 as a default)	0.634
Estimate of e is based on proportion of eligible households among all numbers for which a definitive determination of status was obtained (a very conservative estimate). This will be used if you do not enter a different estimate in line 62.	0.634
UH=Unknown household (3.1)	408
UO=Unknown other (3.2, 3.9)	0
<hr/>	
Response Rate 1	
$I / (I+P) + (R+NC+O) + (UH+UO)$	0.111
Response Rate 2	
$(I+P) / (I+P) + (R+NC+O) + (UH+UO)$	0.111
Response Rate 3	
$I / ((I+P) + (R+NC+O) + e(UH+UO))$	0.113
Response Rate 4	
$(I+P) / ((I+P) + (R+NC+O) + e(UH+UO))$	0.113
<hr/>	
Cooperation Rate 1	
$I / (I+P+R+O)$	0.121
Cooperation Rate 2	



$(I+P)/((I+P)+R+O)$	0.121
Cooperation Rate 3	
$I/((I+P)+R)$	0.125
Cooperation Rate 4	
$(I+P)/((I+P)+R)$	0.125
Refusal Rate 1	
$R/((I+P)+(R+NC+O) + UH + UO)$	0.776
Refusal Rate 2	
$R/((I+P)+(R+NC+O) + e(UH + UO))$	0.789
Refusal Rate 3	
$R/((I+P)+(R+NC+O))$	0.813
Contact Rate 1	
$(I+P)+R+O / (I+P)+R+O+NC+ (UH + UO)$	0.918
Contact Rate 2	
$(I+P)+R+O / (I+P)+R+O+NC + e(UH+UO)$	0.933
Contact Rate 3	
$(I+P)+R+O / (I+P)+R+O+NC$	0.961

The average interview length was: 32,3 min.

### III.3 The use and estimated effectiveness of the response enhancement techniques

Due to the length of the interview in combination with the used method it was very important that the interviewers satisfy the respondents from the very first minute. Although our interviewers reported on the objective of the study in combination with what the study is about and how important it is, the most effective enhancement techniques were:

- To inform the respondents that the study is anonymous and they can reject to answer a question, if they do not want to.
- To tell the respondents, that this study is about Austria and the opinion of the Austrian population – and they are allowed to participate as a part of the population.
- To inform the respondents, that there are no questions which check their knowledge – it's all about their opinion.
- To inform the respondents, that the results of the study will be published and also can be read back by them.



### III.4 Soft refusal conversion

In case of soft refusal, an experienced interviewer (other than the one who called the respondent previously) specifically trained for this task called up the respondent, politely introduced the survey again and asked for cooperation. If respondent refused this time too, no more contacts were made with him/her. If the person was cooperative, the interviewer conducted the interview. It could happen that the respondent was willing to take part but did not have time to complete the survey at the time of the re-call, in this case interviewer fixed an appointment with him/her.

The results of these attempts are summarised in the table below:

**Table 4. Soft refusal conversion success rate**

	all	Turned to hard refusal		Turned to other status		Converted into interview		Success rate
		N	% of all	N	% of all	N	% of all	% of all contacted
Soft Refusal	428	260	61%	134	31%	34	8%	12%

### III.5 Quality control of interviewing

The outcome of the quality control is summarised below. Based on these check no corrective action was necessary

<i>N of interviews back-checked:</i>	138
<i>Mode of back-checking:</i>	phone (70% fixed line, 30% mobile)
<i>Eligible person interviewed:</i>	100%
<i>Sat. with interviewers (top2box):</i>	88%



## IV. Qualitative report of the fieldwork agency



### In their own words:

In general, our CATI-Studio uses a permanent quality control. The SPECTRA CATI-Supervising team is assisted by special developed Software which allows audio and visual quality control.

Previous evaluations (verbal and numeric evaluations) as well as the working frequency of an interviewer are defining the control frequency of an interviewer via an algorithm. This technique guarantees that each interviewer is controlled within spaced intervals. The decision on which interviewers are controlled in which time frame, is not at random but follows certain regularity. Via a visual mark our CATI-Supervising team knows when an interviewer (who is logged in) has to be controlled.

A checklist helps to evaluate the interviewers. This information is written into the data base and can be used by our CATI-Supervising team in chronological order.

Within the EES survey, 46 interviewers were monitored (as a result of the permanent evaluation). During the interviewer evaluation 138 interviews were monitored and back-checked by the supervisors. More detailed:

- 46 interviewers were monitored
- 138 interviews were back-checked during the interviewer controls

121 interviews were evaluated “green” (positive), 17 interviews were evaluated “yellow” (medium), which was due to the interviewers speech rate. The interviewers concerned were immediately briefed by the supervisors and reminded, to read each question slowly and understandingly, so there is no misunderstanding on the respondents’ side.

The monitoring and back-checks were spread over the whole fieldwork; 63 interviews were controlled in the 1st week, 49 interviews were controlled in the 2nd week and 26 interviews in the 3rd week.

The evaluation outcome of the interviewers as well as the back-check is positive. All interviewers worked professional, and the rule, which person in the household should be interviewed was followed strictly and without any misunderstanding (especially, as the interviewers are very familiar with this selection rule). The only problem at the beginning of the survey was that some interviewers were afraid of the length of the interview. But the more familiar the interviewers got with the survey, the questionnaire and the reactions of the respondents, the more they lost their fear.



## V. Weighting

A non-response population weighting was implemented on the EES dataset to correct for sampling disparities. The following variables were used in the raking procedure:

Age

Sex

Region

Education

The table below presents a comparison of the sample (unweighted and weighted) and the universe.

**Table 5. Weighting targets**

	Label	Class size by EUSTATS 2007 ('000)	Proportion in universe	Number of cases in EES	Unweighted proportion in EES	Weighted proportion in ESS
<b>Age&amp;Sex</b>						
1	male, 18-29	633701	9.450	66	6.600	9.450
2	female, 18-29	618729	9.227	34	3.400	9.227
3	male, 30-49	1303307	19.436	146	14.600	19.436
4	female, 30-49	1285467	19.170	188	18.800	19.170
5	male, 50-64	714787	10.659	132	13.200	10.659
6	female, 50-64	746717	11.135	162	16.200	11.136
7	male 65+	568799	8.482	121	12.100	8.482
8	female 65+	834232	12.441	151	15.100	12.441
	<i>total</i>	<i>6705739</i>	<i>100</i>	<i>1000</i>	<i>100</i>	<i>100</i>
<b>Education</b>						
2	Primary education+Lower secondary or second stage of basic education - level 1 & 2 (ISCED 1997)	2100489	32.853	165	16.500	32.853
3	Upper secondary education - level 3 (ISCED 1997)	3094379	48.397	500	50.000	48.397
4	Post-secondary non-tertiary education - level 4 (ISCED 1997)	467407	7.310	114	11.400	7.310
5	Tertiary education - levels 5-6 (ISCED 1997)	731414	11.440	221	22.100	11.440
	<i>total</i>	<i>6393689</i>	<i>100</i>	<i>1000</i>	<i>100</i>	<i>100</i>
<b>Regions (based on NUTS)</b>						
AT11	Burgenland	236214	3.523	35	3.500	3.523
AT12	Lower Austria (Niederösterreich)	1287287	19.197	192	19.200	19.197
AT13	Vienna (Wien)	1327750	19.800	193	19.300	19.800
AT21	Carinthia (Kärnten)	467489	6.971	70	7.000	6.971
AT22	Styria (Steiermark)	995492	14.845	147	14.700	14.845
AT31	Upper Austria (Oberösterreich)	1130677	16.861	171	17.100	16.861
AT32	Salzburg	424823	6.335	64	6.400	6.335
AT33	Tyrol (Tirol)	551813	8.229	84	8.400	8.229
AT34	Vorarlberg	284195	4.238	44	4.400	4.238
	<i>total</i>	<i>6705739</i>	<i>100</i>	<i>1000</i>	<i>100</i>	<i>100</i>



**Mobil only**

1	only mobile	2548181	38.000	158	15.800	38.000
0	mobile+fix phone	4157558	62.000	842	84.200	62.000
	<i>total</i>	<i>6705739</i>	<i>100</i>	<i>1000</i>	<i>100</i>	<i>100</i>

\*Source: EUSTAT, 2007

## VI. Country-specific variables

Q4: Which political party do you think would be best at dealing with [the most important issue]?

- |          |                              |
|----------|------------------------------|
| 01 - SPÖ | 05 - GRÜNE                   |
| 02 - ÖVP | 06 - Liste Hans Peter Martin |
| 03 - FPÖ | 07 - Junge Liberale          |
| 04 - BZÖ | 08 - KPÖ                     |

Q8: In a typical week, how many days do you watch the following news programmes?

- ZiB 19.30 (ORF1)
- Aktuell 19.20 (ATV)

(Q9: Is there any other channel on which you watch the news more often than these?)

Q10: Which one?

- |                |                |
|----------------|----------------|
| 01 - ORF1      | 12 - VOX       |
| 02 - ORF2      | 13 - 3sat      |
| 03 - ATV plus  | 14 - MTV       |
| 04 - ARD       | 15 - VIVA      |
| 05 - ZDF       | 16 - Eurosport |
| 06 - RTL       | 17 - DSF       |
| 07 - Sat.1     | 18 - Arte      |
| 08 - PRO7      | 19 - Gotv      |
| 09 - RTLII     | 20 - Premiere  |
| 10 - KABEL I   | 21 - EuroNews  |
| 11 - Super RTL |                |

Q12: In a typical week, how many days do you read the following newspapers?

- Neue Kronen Zeitung
- Der Standard
- Die Presse

(Q13: Is there any other newspaper that you read more frequently than these?)

Q14: Which one?

- |                       |                                      |
|-----------------------|--------------------------------------|
| 01 - Kurier           | 04 - KTZ- Neue Kärntner Tageszeitung |
| 02 - Wirtschaftsblatt | 05 - Neues Volksblatt                |
| 03 - Kleine Zeitung   | 06 - OÖN-OÖ Nachrichten              |



07 - SN - Salzburger Nachrichten  
08 - TT - Tiroler Tageszeitung  
09 - Neue Vbg. Tageszeitung

10 - VN - Vorarlberger Nachrichten  
11 - WZ - Wiener Zeitung

(Q24: A lot of people abstained in the European Parliament elections of June 4/7, while others voted. Did you cast your vote?)

Q25: Which party did you vote for?

01 - SPÖ  
02 - ÖVP  
03 - FPÖ  
04 - BZÖ

05 - GRÜNE  
06 - Liste Hans Peter Martin  
07 - Junge Liberale  
08 - KPÖ

Q26: If you had voted in the European Parliament elections, which party would you have voted for?

01 - SPÖ  
02 - ÖVP  
03 - FPÖ  
04 - BZÖ

05 - GRÜNE  
06 - Liste Hans Peter Martin  
07 - Junge Liberale  
08 - KPÖ

Q27: Which party did you vote for at the [General Election] of [Year of Last General Election]?

01 - SPÖ  
02 - ÖVP  
03 - FPÖ  
04 - BZÖ

05 - GRÜNE  
06 - Liste Hans Peter Martin  
07 - Junge Liberale  
08 - KPÖ

Q28: And if there was a general election tomorrow, which party would you vote for?

01 - SPÖ  
02 - ÖVP  
03 - FPÖ  
04 - BZÖ

05 - GRÜNE  
06 - Liste Hans Peter Martin  
07 - Junge Liberale  
08 - KPÖ

Q39: We have a number of parties in (country) each of which would like to get your vote. How probable is it that you will ever vote for the following parties? Please specify your views on a scale where 0 means “not at all probable” and 10 means “very probable”.

a - SPÖ  
b - ÖVP  
c - FPÖ  
d - BZÖ

e - GRÜNE  
f - Liste Hans Peter Martin  
g - Junge Liberale  
h - KPÖ



Q47: And about where would you place the following parties on this scale? Which number from 0 to 10, where 0 means “left” and 10 means “right” best describes (Party X)?

- |         |                             |
|---------|-----------------------------|
| a - SPÖ | e - GRÜNE                   |
| b - ÖVP | f - Liste Hans Peter Martin |
| c - FPÖ | g - Junge Liberale          |
| d - BZÖ | h - KPÖ                     |

Q81: And about where would you place the following parties on this scale? Which number from 0 to 10, where 0 means “already gone too far” and 10 means “should be pushed further” best describes (party X)?

- |         |                             |
|---------|-----------------------------|
| a - SPÖ | e - GRÜNE                   |
| b - ÖVP | f - Liste Hans Peter Martin |
| c - FPÖ | g - Junge Liberale          |
| d - BZÖ | h - KPÖ                     |

Q87: Do you consider yourself to be close to any particular party? If so, which party do you feel close to?

- |          |                              |
|----------|------------------------------|
| 01 - SPÖ | 05 - GRÜNE                   |
| 02 - ÖVP | 06 - Liste Hans Peter Martin |
| 03 - FPÖ | 07 - Junge Liberale          |
| 04 - BZÖ | 08 - KPÖ                     |

(Q89: Do you feel yourself a little closer to one of the political parties than others?)

Q90: Which party is that?

- |          |                              |
|----------|------------------------------|
| 01 - SPÖ | 05 - GRÜNE                   |
| 02 - ÖVP | 06 - Liste Hans Peter Martin |
| 03 - FPÖ | 07 - Junge Liberale          |
| 04 - BZÖ | 08 - KPÖ                     |

Q101: What is the highest level of education you have completed in your education?

- 01 - Noch Schüler/in (ohne ersten allgemeinbildenden Schulabschluss) [A]
- 02 - Schule beendet ohne ersten allgemeinbildenden Abschluss [B]
- 03 - Hauptschulabschluss, Volksschulabschluss 8. Klasse (auch bei Besuch einer mittleren/höheren Schule ohne entsprechenden Abschluss) [C]
- 04 - Berufsbildende mittlere Schule (z.B. Handelsschule) oder Polytechnikum (9. Klasse) [D]
- 05 - Berufsschule und Lehre [E]
- 06 - AHS oder Berufsbildende Höhere Schule [F]
- 07 - Matura oder Hochschulreife im zweiten Bildungsweg [G]
- 08 - Gesundheits- und Krankenpflegeschule, Schulen für medizinisch-technischen Fachdienst [H]
- 09 - Berufsakademie oder Kolleg (mit Diplomabschluss) [I]
- 10 - Bachalaureat (Hochschule, Universität, Fachhochschule) [J]
- 11 - Magisterium/Diplom (Hochschule, Universität, Fachhochschule) [K]
- 12 - Promotion od. Habilitation (Hochschule, Universität, Fachhochschule) [L]



Q113: Just to confirm that I understand your answer correctly, would you say, that your current / last job is [NAME OF THE CODE ASSIGNED]?

01 - Akademische und technische Berufe (wie: Arzt, Lehrer, Ingenieur, Künstler, Steuerberater)

02 - Höhere Verwaltungs- und Managementberufe (wie: Finanzmanager, Geschäftsführer, Regierungsdirektor, Gewerkschaftsführer)

03 - Büroberufe (wie: Sekretär, Büroangestellter, Büroleiter, Buchhalter)

04 - Vertriebsberufe (wie: Vertriebsmanager, Ladenbesitzer, Verkäufer, Versicherungsvertreter)

05 - Dienstleistungsberufe (wie: Restaurantbesitzer, Polizist, Kellner, Pflegepersonal, Friseur)

06 - Ausgebildete Arbeitskräfte in technischen und handwerklichen Berufen (wie: Werk- und Industriemeister, Kfz-Mechaniker, Drucker, Werkzeugmacher, Elektriker)

07 - Angelernte Arbeitskräfte in technischen und handwerklichen Berufen (wie: Maurer, Busfahrer, Zimmerer, Metallarbeiter, Bäcker)

08 - Ungelernte Arbeitskräfte in technischen und handwerklichen Berufen (wie: Hilfsarbeiter, Portier, ungelernter Fabrikarbeiter)

09 - Landarbeiter

10 - Landwirt

11 - In der Ausbildung

12 - Habe nie eine Beschäftigung ausgeübt