

Social climate

Summary report

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SPECIAL EUROBAROMETER 315

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Conducted by TNS Opinion & Social at the request
of the European Commission's Directorate-General
for Employment, Social Affairs and Equal
Opportunities

Survey co-ordinated by the European
Commission's Directorate-General
for Communication

TNS Opinion & Social
Avenue Herrmann Debroux, 40
1160 Brussels
Belgium

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INTRODUCTION AND METHODOLOGY

Over a year into one of the greatest economic crises of the modern era, issues surrounding the quality of Europeans' social reality are becoming increasingly pressing. The effects of the economic crisis on Europeans' satisfaction with life, on equality and social cohesion, as well as on citizens' personal living conditions, have generated a growing interest.

Against this background, the European Union's aim to improve the quality of life for all its citizens has great relevance. An immediate assessment of how well politicians actually have managed to respond to challenges, such as the recession, immigration and unemployment, just to name a few, will be reflected in this survey. This **summary** of the full report focuses on key findings and main conclusions. Consult the full report for the complete analysis of this survey.

This report explores Europe's social climate from three perspectives. These are:

1. The respondents' view of their **personal situation**. The focus lies here on citizens' life satisfaction and other general indicators of the quality of their personal everyday situation.
2. The perception of the **general situation**. Of main concern here are respondents' views on the more general building blocks of the social conditions of European countries, including factors such as employment, housing and perceptions of the economic situation.
3. Finally, Europeans' feelings toward **social protection and inclusion** are explored. The central factors here are Europeans' opinions on policies in the areas of pensions and unemployment as well as inequalities and cultural diversity.

These different areas are analysed **over time**, namely by asking about respondents' **satisfaction with the current situation**, **expectations for the coming year** and the **evaluation of the past five years**. Four batteries of questions have been designed to capture European opinion on these issues and two types of scores have been used. The first score, for satisfaction with the current situation, is used for two sets of questions – QA1 and QA2.

This mean score indicates the balance of opinion for each country and is measured on a scale from -10 to +10, scores which correspond to the lowest and highest degrees of satisfaction, respectively. Although a single figure gives us a good insight into the overall situation, it also simplifies a possibly very complex picture into a single score. For example, while a score approaching 0 could describe a situation in which about half of respondents were strongly dissatisfied and half strongly satisfied, it could equally indicate a large and balanced number of moderate responses.

The second score is used for questions QA3 and QA4 to measure expectations for the coming twelve months and the evaluation of the last five years. Here, a simple better-worse index is used. This score is calculated as the difference in percentage points between the proportion of responses answering *better* (QA3)/*improved* (QA4) and the proportion answering *worse* (QA3)/*got worse* (QA4). Unlike the first score explained above, the better-worse index only measures the balance between positive and negative ratings. The usually large proportions of respondents answering that things will stay or have stayed the same as well as the 'don't knows' are masked by this score which should be seen as a measurement of which view is larger in each country.

To deal with imperfections in the representativeness of the sample, all country results provided in this study are weighted according to standard socio-demographic characteristics. Scores for the EU average are weighted according to country size in order to ensure an accurate representation of public opinion in the EU.

The results of this report come from the special Eurobarometer no 315 conducted by TNS Opinion & Social network from 25th May to 17th June 2009. All interviews were conducted face-to-face in people's homes and in the appropriate national languages. The methodology is consistent with that used in Standard Eurobarometer polls managed by the European Commission's Directorate-General for Communication ('Public Opinion and Media Monitoring' unit). A technical note on the manner in which interviews were conducted is appended as an annex to this report. This note indicates the interview methods and the confidence intervals.

In this report, the countries are represented by their official abbreviations. These are listed below:

ABBREVIATIONS	
EU27	European Union – 27 Member States
DK/NA	Don't know / No answer
BE	Belgium
BG	Bulgaria
CZ	Czech Republic
DK	Denmark
DE	Germany
EE	Estonia
EL	Greece
ES	Spain
FR	France
IE	Ireland
IT	Italy
CY	Republic of Cyprus*
LT	Lithuania
LV	Latvia
LU	Luxembourg
HU	Hungary
MT	Malta
NL	The Netherlands
AT	Austria
PL	Poland
PT	Portugal
RO	Romania
SI	Slovenia
SK	Slovakia
FI	Finland
SE	Sweden
UK	The United Kingdom
MK**	Former Yugoslav Republic of Macedonia
HR	Croatia
TR	Turkey

* Cyprus as a whole is one of the 27 European Union Member States. However, the "*acquis communautaire*" is suspended in the part of the country that is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews conducted in the part of the country controlled by the government of the Republic of Cyprus are recorded in the category "CY" and included in the EU27 average.

** Provisional code which does not prejudice in any way the definitive nomenclature for this country which will be agreed following the conclusion of negotiations currently taking place on this subject at the United Nations.

The Eurobarometer web site can be consulted at the following address:

http://ec.europa.eu/public_opinion/index_en.htm

We would like to take the opportunity to thank all the respondents across the continent who have given of their time to take part in this survey.

Without their active participation, this study would simply not have been possible.

KEY FINDINGS

Three aspects of the current social climate are explored in this report: the **personal situation**, the **general situation** and **social protection and inclusion**.

In most European countries, a strong majority of respondents report a relatively high degree of satisfaction with their **personal situation**. In fact, compared to other aspects of the social climate, respondents view their personal situation the most positively. Europeans are quite satisfied with the current situation, particularly regarding their residential area and life in general, and view the prospects for the upcoming twelve months with optimism. This is even the case for those respondents who expressed negative opinions about developments in these areas over the past five years.

However, a different picture emerges for the **general situation**, with respondents being much less satisfied with matters such as the cost of living, the economic climate and employment. Public opinion is also pessimistic about the coming year, with negative ratings outweighing positive ones in almost all European countries. Developments in these aspects of everyday life over the last five years are viewed in a similarly negative fashion, with the prevalent feeling among Europeans being that the general situation has deteriorated rather than improved since 2004.

Europeans express diverse opinions regarding **social protection and inclusion**. While some countries show considerable satisfaction with the current situation, others indicate strong dissatisfaction, and this is particularly true for the provision of pensions and unemployment benefits. Throughout Europe, negative expectations and evaluations dominate, with a majority of respondents predicting that they expect their satisfaction with the way inequalities and poverty are addressed to decline and that relations between people from different cultural backgrounds will continue to worsen over the coming year.

The immediate picture these results give is one of **diversity**: respondents' relatively high levels of satisfaction with their own personal situations contrast with their very negative perceptions of the general situation. While apprehension regarding the socioeconomic situation is to be expected given the current circumstances, the low levels of satisfaction with key social policy areas and the very negative ratings on how such things are evolving are more unsettling.

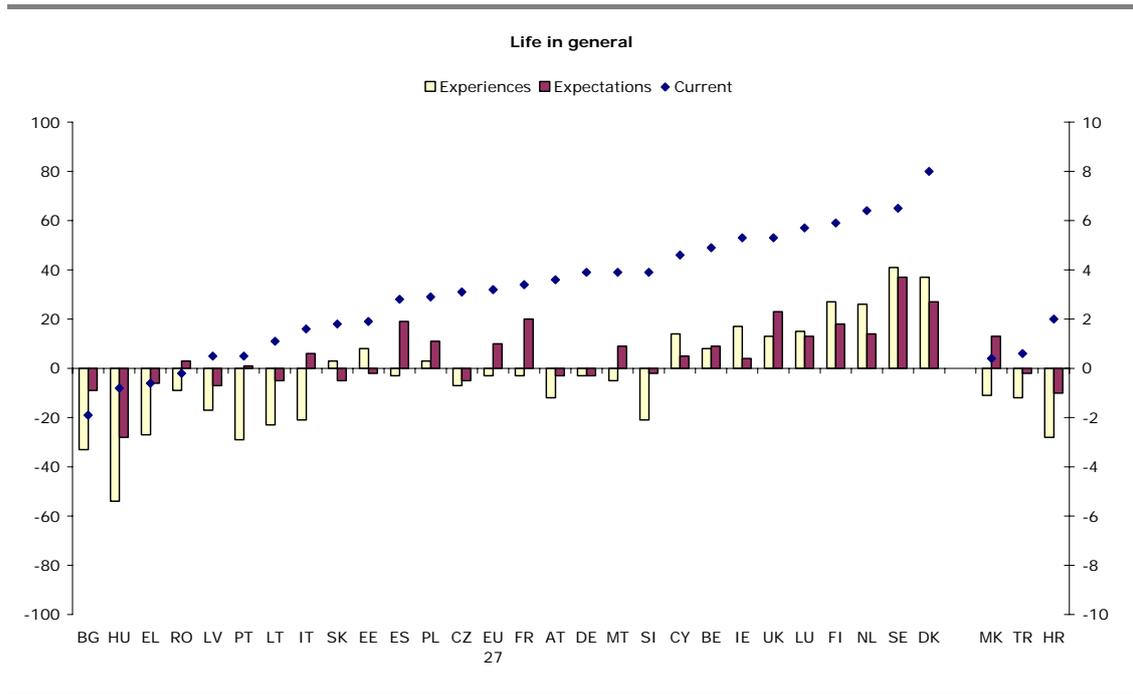
Another key finding is the **geographical divisions** that are noted for all three themes of the study. By and large, respondents in the Nordic and Benelux countries report far higher levels of satisfaction than those living in the Mediterranean and Central/Eastern Member States. Respondents in Northern and Western European countries also tend to have higher expectations for the coming year compared to their Southern and Eastern partners, and the same is true for how respondents evaluate developments over the last five years. Although respondents in many countries believe that things were better in 2004, several Eastern and Southern countries stand out in their particularly negative attitudes towards developments over recent years.

Another interesting observation is the **correlation at country level between how respondents evaluate the current situation and what respondents expect for the coming year**. Given the geographical divisions previously noted, these results might point to a worrying development. In general, it is some of the most prosperous Member States that have both the highest levels of satisfaction regarding the current situation and are most likely to expect positive changes in the near future. Several poorer Member States, on the other hand, are at the bottom of the satisfaction rankings and at the same time are among the least optimistic about the coming changes across the range of areas studied. While these perceptions might just be the reflection of temporary dissatisfaction linked to the recession, they could perhaps point to an **increasing divergence**, in which countries with good social conditions make further progress and countries with the worst social conditions fall even further behind.

1. PERSONAL SITUATION

In this section, we examine citizens' life satisfaction and other general indicators of their personal situation. The survey includes four batteries of questions that can help capture Europeans' opinions on this matter¹. Respondents' ratings of the current situation, experiences of the past five years and expectations for the coming twelve months are presented item by item.

1.1 General life situation



A majority of respondents in the European countries are fairly satisfied with the life they lead (EU average of +3.2). The three Scandinavian countries, together with the Netherlands, show the highest degree of satisfaction with mean values ranging between +5.9 to +8 (the latter score for Denmark). Negative scores are given by respondents from Romania (-0.2), Greece (-0.6), Hungary (-0.8) and Bulgaria (-1.9), all reporting very low satisfaction with their lives.

Although not without exceptions, a geographical divide between Northern and Eastern European countries can be observed, with the latter country grouping

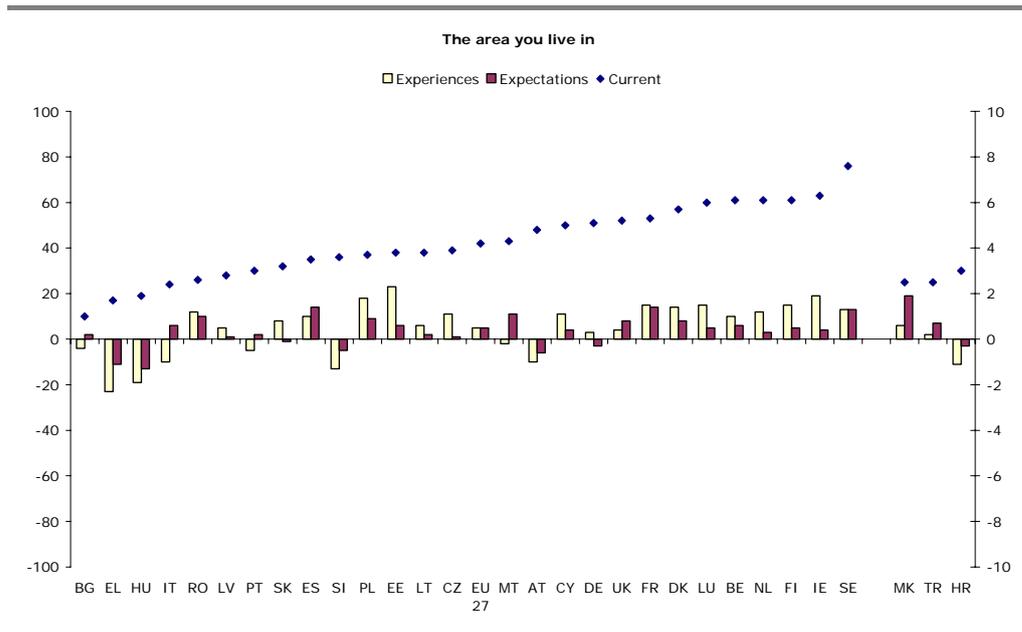
¹ QA1 On the whole, are you satisfied, fairly satisfied, not very satisfied or not at all satisfied with the life you lead?; QA2 How would you judge the current situation of: 1. The area you live in, 12. Your personal job situation, 13. The financial situation of your household; QA3 What are your expectations for the next twelve months; will the next twelve months be better, worse or the same, when it comes to...? 1. Your life in general, 2. The area you live in, 13. Your personal job situation, 14. The financial situation of your household; QA4 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...? 1. Your life in general, 2. The area you live in, 13. Your personal job situation, 14. The financial situation of your household.

showing much lower ratings. Low satisfaction with life is also displayed in several Mediterranean countries, whereas respondents living in states in Western Europe appear more positive.

Moving on to people's evaluations of how their life satisfaction compares with five years ago, the EU average lies at -3 percentage points, which implies that Europeans feel on average that their life satisfaction has got slightly worse. Responses from Sweden (+41), Denmark (+37) and Finland (+27) report the greatest perceived improvements, whereas very negative scores are given by respondents from Hungary (-54), Bulgaria (-33) and Portugal (-29). Each of the three candidate countries reports negative scores, all of which fall well below the EU average.

In examining Europeans' expectations for their satisfaction with life in the next twelve months, the difference between the proportion of respondents answering 'better' and the proportion of respondents answering 'worse' is examined. The better-worse index score for the EU average is +10 (on a scale from -100 to +100), which indicates that Europeans more frequently expect that their satisfaction with life will improve in the next 12 months than that it will get worse. The three countries with the highest expectations for the situation to improve better are Sweden (+37), Denmark (+27) and the UK (+23). Countries situated at the other end of the scale are Hungary (-28), Bulgaria (-9) and Latvia (-7). Considerable variation is found among the three candidate countries, as the Former Yugoslav Republic of Macedonia (+13) reveals a much higher degree of optimism than Turkey (-2) and Croatia (-10).

1.2 Residential area



Compared to life satisfaction, respondents hold a more satisfied view of the area they live in (EU average of 4.2). Sweden (+7.6) tops the ranking, followed by Ireland (+6.3), Belgium, the Netherlands and Finland (all +6.1). At the lower end of the scale, we find, once more, Hungary (+1.9), Greece (+1.7) and Bulgaria (+1). No countries report negative scores.

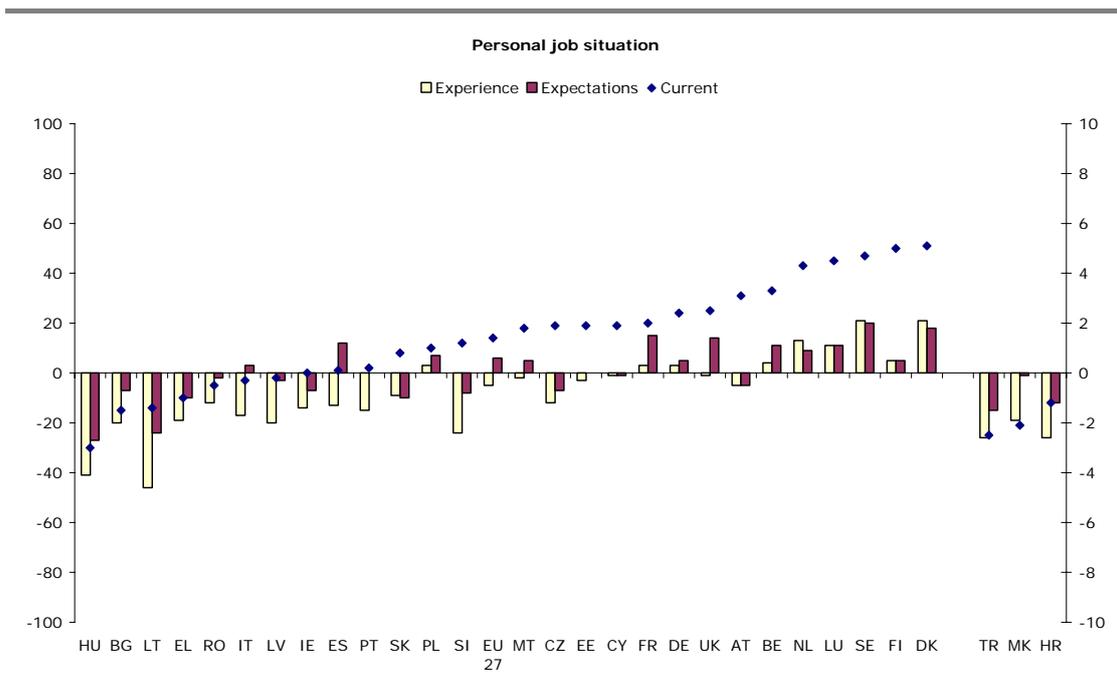
The geographical divide noted for the previous question is also evident here. Respondents living in Northern and Western European countries are much more likely to appreciate their residential area than those living in Southern and Eastern countries. While all three candidate country averages are lower than the EU average, none of them express dissatisfaction.

When Europeans are asked to compare the current situation regarding their residential area with their perceptions of the situation five years ago, the EU average (+5) indicates that this has improved. However, a country breakdown reveals vast differences within the European Union. Estonian (+23), Irish (+19) and Polish (+18) respondents give the strongest positive ratings, whereas Greek (-23), Hungarian (-19) and Slovenian (-13) respondents hold the strongest negative views. The candidate countries are also divided on the issue: larger proportions of respondents from the Former Yugoslav Republic of Macedonia (+6) and Turkey (+2) consider that things have improved rather than worsened. On the other hand, the proportion of respondents from Croatia (-11) who feel that conditions in their local area have

worsened are larger than those who feel things have improved over the last five years.

Turning now to Europeans' expectations for the coming year, it can be seen that positive expectations outweigh negative expectations (EU average of +5). France, Spain (+14) and Sweden (+13) are the countries with the largest proportion of optimistic respondents compared with negative ones. Respondents with negative expectations for the next year most strongly outnumber those having positive expectations in Hungary (-13), Greece (-11) and Austria (-6). Again, considerable variation is found among the candidate countries with respondents from the Former Yugoslav Republic of Macedonia (+19) and Turkey (+7) reporting more positive than negative expectations, whereas respondents from Croatia (-3) tend to anticipate their satisfaction with the area in which they live to worsen over the coming year.

1.3 Personal job situation



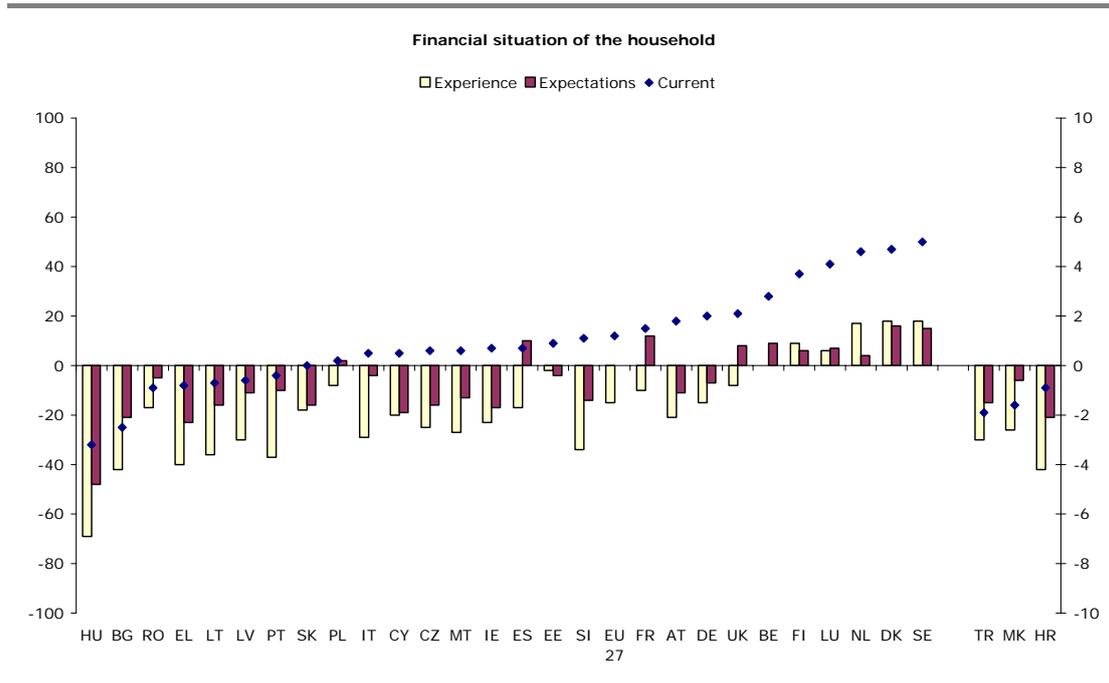
Moving on to Europeans' view of their personal job situation, a less positive perception is observed than in the case of the previous two items. The EU average is only just positive at +1.4 and respondents from seven EU countries indicate dissatisfaction with their work situation on average. Here, again, respondents from the Scandinavian countries, alongside Luxembourg and the Netherlands, appear the most satisfied; Denmark reporting the strongest degree of satisfaction with a score of +5.1. Several Central European countries, on the other hand, give negative

ratings. Respondents from Hungary report the highest degree of dissatisfaction with a score of -3. All three candidate countries show dissatisfaction with regard to their personal job situation, with respondents from Turkey (-2.5) viewing the situation the most negatively.

Negative scores strongly outweigh positive scores when it comes to assessing the evolution of respondents' personal job over the past five years. The EU average of -5 shows that the proportion of Europeans who feel that things have got worse is larger than that of those reporting positive evaluations. Yet several EU countries report relatively large numbers of people who think things have improved. This is the case for Denmark and Sweden (both +21) as well as the Netherlands (+13). Respondents from Lithuania (-46), Hungary (-41) and Slovenia (-24) tended most strongly to feel that their satisfaction with their personal job situation had worsened. In each of the three candidate countries negative responses outweigh positive evaluations: the Former Yugoslav Republic of Macedonia scores -19, while Turkey and Croatia both score -26.

When Europeans are asked to rate their expectations for their personal job situation over the coming year, a general anticipation that things will improve is reported. The EU average is +6, meaning that positive expectations are six percentage points more frequent than negative ones. However, a country breakdown reveals considerable variation. In Sweden (+20), Denmark (+18) and France (+15), many more respondents anticipate that their personal job situation will improve than think that it will worsen. By contrast, respondents in Hungary (-27), Lithuania (-24), Greece and Slovakia (both -10) are the most pessimistic on average about their personal job situation in the year to come. Among the candidate countries, the situation appears the least gloomy in the Former Yugoslav Republic of Macedonia (-1), whereas Turkey (-15) and Croatia (-12) show a strong preponderance of negative expectations.

1.4 Financial situation of the household



The picture about household finances resembles that of the personal job situation: a low EU average (+1.2) and a relatively high degree of satisfaction among the Nordic countries contrasting with dissatisfaction among Eastern and Southern Member States.

Indeed, the geographical divide is particularly apparent with respect to Europeans' household finances. The Mediterranean countries and Central European states fall below the EU average, whereas respondents from Scandinavia and the Benelux countries indicate relatively high degrees of satisfaction. The strongest degree of discontent is observed in Hungary (-3.2), Bulgaria (-2.5) and Romania (-0.9).

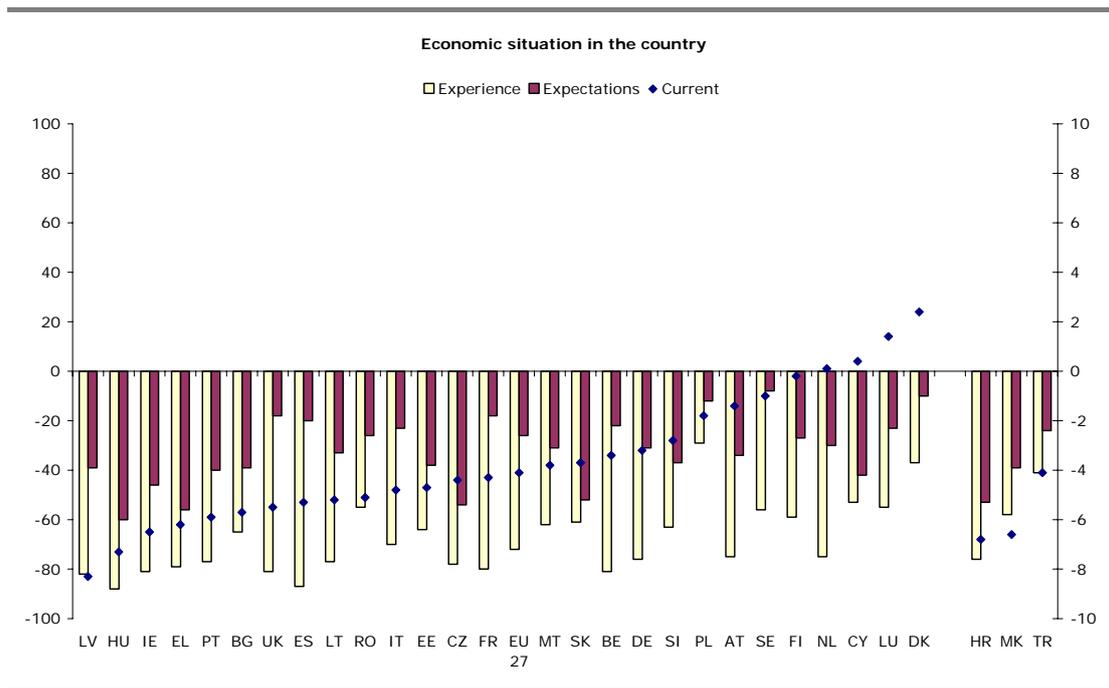
Turning now to respondents' evaluations of their household finances compared to five years ago, the EU average (-15) shows that more people think that their financial situation has worsened than improved. However, there are some countries where the opposite is true, most strongly in Sweden and Denmark (both +18), as well as the Netherlands (+17). The largest proportions of negative evaluations are observed among Hungarians (-69), Bulgarians (-42) and Greeks (-40). In the candidate countries too, respondents felt that the situation had worsened, with negative evaluations appearing the most frequently in Croatia (-42).

The proportion of EU respondents expecting improvements is equal to that expecting a worsening of their household's financial situation over the next year (score of 0). In Sweden (+15), France (+12) and Spain (+10), the positive outweigh the negative evaluations. The opposite is true for respondents from Hungary (-48), Greece (-23) and Bulgaria (-21), where a much larger proportion of respondents expect a deterioration rather than an improvement. The balance is negative in the candidate countries with the situation being the worst in Croatia (-21).

2. GENERAL SITUATION

Having explored the personal elements of the European social climate, we now turn to respondents' views on the economic and social situations in their countries. Six items² were covered in order to reveal Europeans' feelings of satisfaction and discontent: the economic and employment situation, the cost of living, the affordability of energy and housing, and the way the public administration is run.

2.1 Economic situation



Since respondents were surveyed during the economic crisis, it is little surprising that they tend to express dissatisfaction with the economic situation in their country (EU average of -4.1). An overwhelming majority of 23 Member States indicated overall discontent, with the strongest expressions of dissatisfaction being found in Latvia (-8.3), Hungary (-7.3), Ireland (-6.5) and Greece (-6.2). Respondents from Denmark (+2.4), on the other hand, tend to express satisfaction, as do respondents from Luxembourg (+1.4), Cyprus (+0.4) and the Netherlands (+0.1), albeit to a smaller extent.

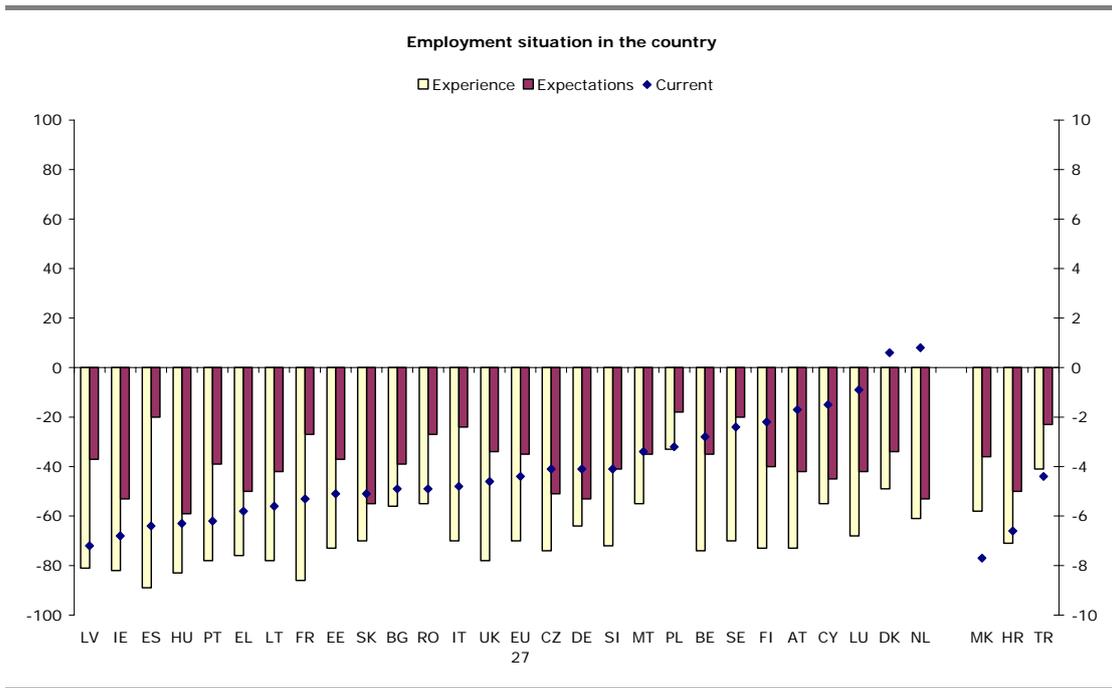
² QA2 How would you judge the current situation in each of the following? 5. The cost of living, 8. The affordability of energy, 9. The affordability of housing, 10. The way the public administration is run, 11. The economic situation, 14. The employment situation; QA3 What are your expectations for the next twelve months; will the next twelve months be better, worse or the same, when it comes to...? 6. The cost of living, 9. How affordable energy is in (OUR COUNTRY), 10. How affordable housing is in (OUR COUNTRY), 11. The way the public administration is run, 12. The economic situation, 15. The employment situation in (OUR COUNTRY); QA4 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...? 6. The cost of living, 9. How affordable energy is in (OUR COUNTRY), 10. How affordable housing is in (OUR COUNTRY), 11. The way the public administration is run, 12. The economic situation, 15. The employment situation in (OUR COUNTRY).

Respondents from the three candidate countries also view the economic situation negatively, with people from Croatia (-6.8) expressing the most dissatisfaction, while those from the Former Yugoslav Republic of Macedonia (-6.6) and Turkey (-4.1) also fall below the EU average.

When respondents are asked to evaluate the economic situation compared with five years ago, we see a strong majority of respondents considering that it has worsened. The EU score is as low as -72 with all European countries showing negative evaluations that are much stronger than positive ratings. Negative ratings dominate least in Poland (-29) and Denmark (-37), while the strongest negative evaluations overall are found in Hungary (-88), Spain (-87) and Latvia (-82). Among the three candidate countries, only respondents from Croatia (-76) view the developments over the last five years even more pessimistically than the average for the EU, while those from the Former Yugoslav Republic of Macedonia (-58) and Turkey (-41) are more positive.

With regard to expectations for the coming year, the EU score of -26 indicates a fairly large predominance of negative expectations. These are weakest in Sweden (-8), Denmark (-10) and Poland (-12). Respondents from Hungary (-60), Greece (-56) and the Czech Republic (-54) most frequently hold negative expectations. The three candidate countries are similarly pessimistic. Respondents from Croatia (-53) and the Former Yugoslav Republic of Macedonia (-39) have expectations for the economic situation in the upcoming year that are more negative than the EU average, whereas Turkish respondents (-24) are slightly more positive.

2.2 Employment situation



European citizens expressed overwhelming dissatisfaction with the employment situation in their country (EU average of -4.4). While the lowest levels of dissatisfaction were recorded in Latvia (-7.2), Ireland (-6.8) and Estonia (-5.8), gloomy results were provided by respondents in 25 EU Member States. Only responses from the Netherlands and Denmark show a net satisfaction rating with the employment situation in their country.

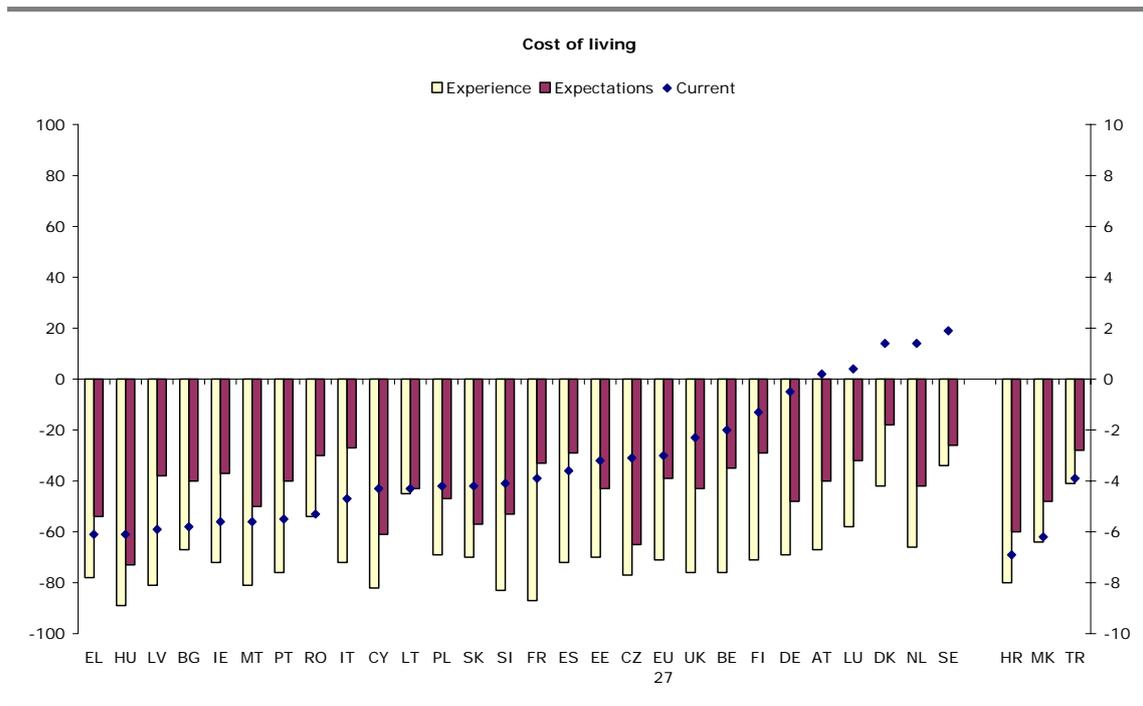
While the geographical divide is not very strong, we can still discern a tendency for Southern and Central European countries to score lower than northern European countries. Respondents from the three candidate countries provide very bleak assessments. Citizens of the Former Yugoslav Republic of Macedonia (-7.7) report the highest degree of dissatisfaction, while satisfaction in the other two candidate countries is at or below the EU average.

When asked to evaluate the employment situation compared with five years ago, negative responses again predominate in all European and candidate countries (EU average of -70). The most negative ratings are given by Spain (-89), France (-86) and Hungary (-83). The least negative assessments were provided by respondents from Poland (-33) and Denmark (-49). Respondents living in the candidate countries also predominantly think that the employment situation has worsened, although to

differing degrees: Croatian respondents (-71) are particularly dissatisfied whereas in Turkey (-41) negative opinions dominate to a lesser degree.

Europeans' expectations for the coming year are fairly negative. The EU average (-35) indicates that the proportion of people who expect the employment situation to improve is much smaller than the proportion of people expecting a further deterioration. The bleakest outlook was found in Hungary (-59), Slovakia (-55), Germany, Ireland and the Netherlands (all -53). The most positive outlook was found in Poland (-18), Sweden and Spain (both -20) but even in these countries overall expectations for the employment situation in the coming year are negative. In the candidate countries, expectations are also negative, varying between -23 in Turkey and -50 in Croatia.

2.3 Cost of living

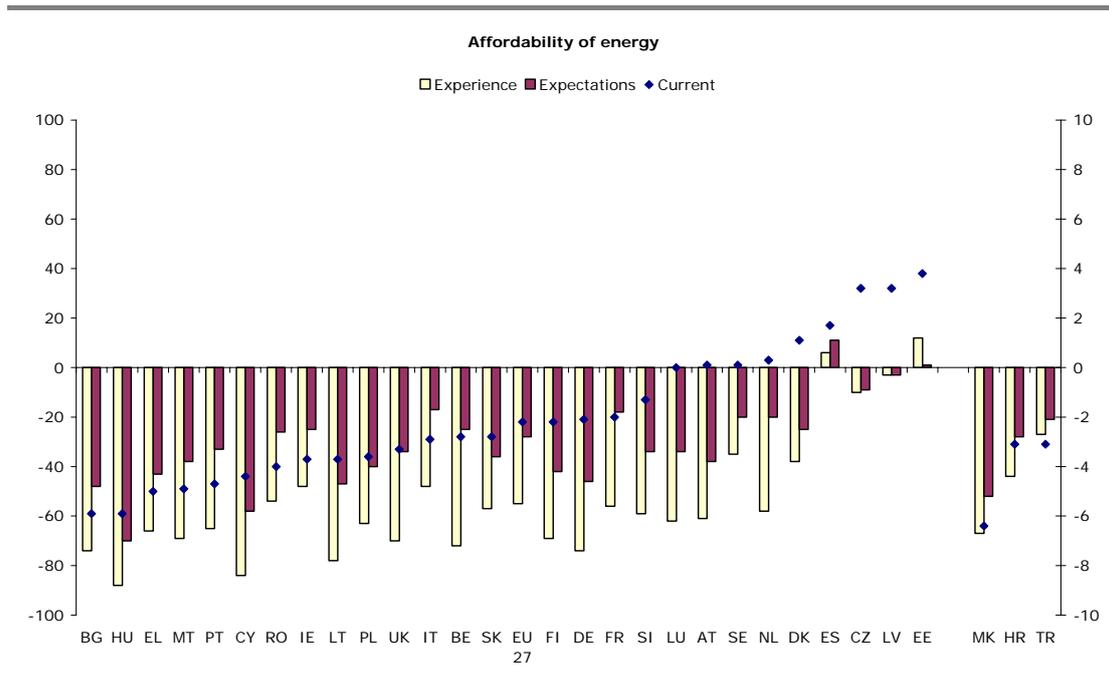


In general, respondents are dissatisfied with the cost of living (EU average of -3). In a large majority of 22 EU countries discontent over this matter prevails, with views being the most negative in Greece and Hungary (both -6.1), Latvia (-5.9) and Bulgaria (-5.8). In some countries average scores are positive, but they are not particularly high, including in Sweden (+1.9), the Netherlands and Denmark (both +1.4). Negative assessments also prevail in the candidate countries, where respondents from Croatia (-6.9) emerge as the most dissatisfied.

When asked to compare the current cost of living with the situation five years ago, most Europeans report that things have got worse. Indeed, the EU score is -71, indicating that a vast majority of respondents perceive a deterioration of the cost of living. Negative evaluations dominate least in Sweden (-34), Denmark (-42) and Lithuania (-45), while the perceptions of worsening costs of living are strongest in Hungary (-89), France (-87) and Slovenia (-83). The three candidate countries also feel that the cost of living has worsened, most acutely in Croatia (-80) and least in Turkey (-41).

Europeans' expectations for the coming year are similarly gloomy, with a score of -39. No European country reports more positive than negative expectations. The anticipation of a negative development is, yet again, strongest in Hungary (-73) but negative expectations are also particularly common in the Czech Republic (-65) and Cyprus (-61). Respondents' outlooks in the candidate countries are also particularly bleak, although none of them expect a worsening to the extent that Hungary does.

2.4 Affordability of energy



In the main, respondents expressed dissatisfaction with the affordability of energy. The EU average score is low at -2.2, and in a large majority of 18 EU countries dissatisfaction prevails.

A predominance of satisfaction is only recorded in eight EU countries: Estonia (+3.8), the Czech Republic and Latvia (both +3.2), Spain (+1.7) and Denmark (+1.1) stand out, whereas the score is only slightly positive in the Netherlands (+0.3), Austria and Sweden (both +0.1).

The highest degree of dissatisfaction is reported by respondents from Hungary and Bulgaria (both -5.9). Respondents from several Mediterranean countries, including Greece (-5), Malta (-4.9), Portugal (-4.7) and Cyprus (-4.4), also express strong dissatisfaction with energy prices.

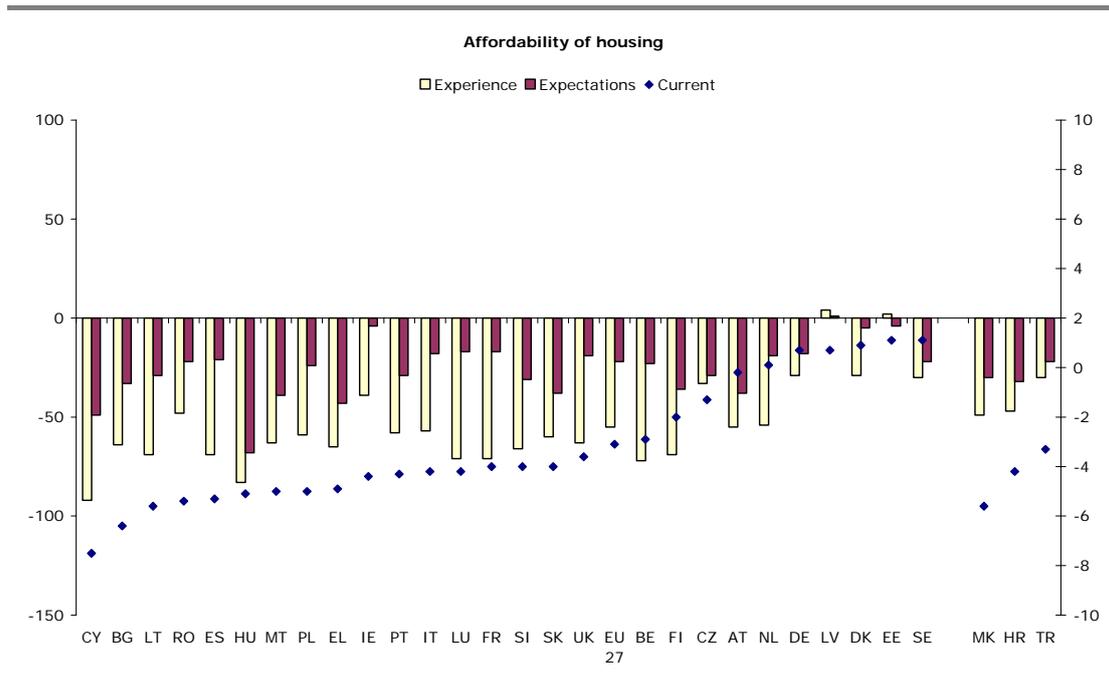
Interestingly, respondents from two of the Baltic countries (Estonia +3.8 and Latvia +3.2) indicate relatively high satisfaction in this regard, whereas respondents from Lithuania (-3.7) are dissatisfied. Respondents' views on energy prices can thus vary greatly even within a comparatively small geographical area.

Europeans were also asked to evaluate the affordability of energy prices compared to their perceptions of the situation five years ago. With an EU average score of -55,

the predominant feeling among Europeans is that the situation has got worse. As was the case for expectations of energy affordability, only in Estonia (+12) and Spain (+6) is the proportion of respondents feeling that energy affordability has improved larger than the proportion of respondents feeling that things have got worse. The opposite is reported in all other European countries, particularly in Hungary (-88), Lithuania (-78), Germany and Bulgaria (both -74). Negative evaluations also dominate public opinion in the candidate countries with a strong contrast between more moderate feelings in Turkey (-27) compared to a very negative assessment in the Former Yugoslav Republic of Macedonia (-67).

A majority of Europeans anticipate that energy affordability will decline over the coming year (EU average of -28). Only among respondents from Spain (+11) and Estonia (+1) is the proportion of respondents thinking that the affordability of energy will improve larger than the proportion of respondents expecting this to worsen. The opposite is true for Hungary (-70), Bulgaria (-48) and Lithuania (-47) where negative expectations outweigh the positive predictions by far. The three candidate countries show similarly low figures, Turkey (-21) having the highest score and the Former Yugoslav Republic of Macedonia (-52) the lowest.

2.5 Affordability of housing



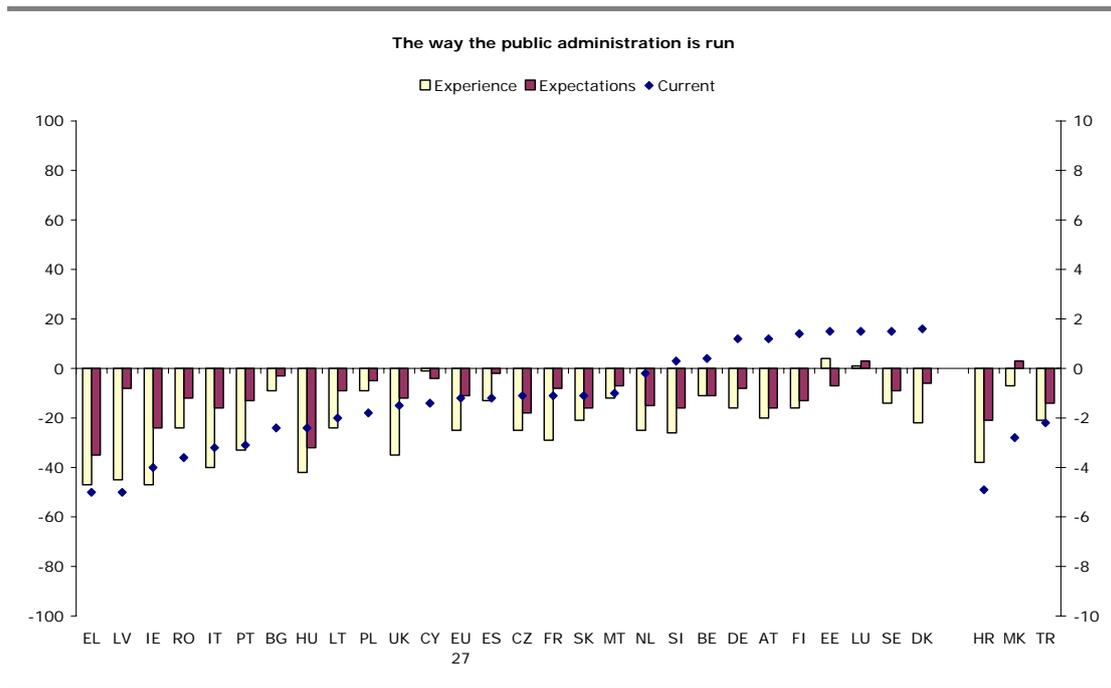
Europeans' views on the affordability of housing are similar to their opinions on energy prices. Here, however, the degree of satisfaction is even lower with an EU average score as low as -3.1.

Respondents tend to be satisfied, albeit moderately, in Sweden and Estonia (both +1.1), Denmark (+0.9), Germany and Latvia (both +0.7). Strong dissatisfaction, on the other hand, is expressed by respondents in Cyprus (-7.5), Bulgaria (-6.4), Latvia (-5.6), Romania (-5.4), Spain (-5.3) and Hungary (-5.1). Discontent is also prevalent in the three candidate countries.

When respondents are asked to compare the current affordability of housing with the situation five years ago, respondents are much more likely to answer that this has got worse (-55) than they are to answer that this has improved. Positive evaluations prevail, but only just, in two of the Baltic countries, namely Latvia (+4) and Estonia (+2). A general feeling that the affordability of housing has deteriorated over the last five years is most prevalent among Cypriots (-92), Hungarians (-83) and Belgians (-72). Very large proportions of respondents feeling that the situation has got worse are also found in the candidate countries, especially in the Former Yugoslav Republic of Macedonia (-49).

Turning now to expectations for the coming year, more Europeans anticipate that the affordability of housing will decline than expect it to improve (EU average of -22). Slightly more positive than negative expectations are found in Latvia (+1), while negative expectations in Hungary (-68), Cyprus (-49) and Greece (-43) most strongly outweigh positive expectations. Negative expectations for the affordability of housing are also very common in the candidate countries, with the outlook being the gloomiest in Croatia (-32).

2.6 The way the public administration is run



Europeans' satisfaction with the way their national public administrations are run is relatively low (EU average of -1.2). Respondents from Denmark (+1.6), Estonia, Luxembourg and Sweden (all +1.5), are the most satisfied. Respondents express dissatisfaction on average with the way the public administration is run in 18 EU Member States, the lowest scores being observed in Latvia and Greece (both -5), Ireland (-4), Romania (-3.6), Italy (-3.2) and Portugal (-3.1).

In each of the three candidate countries, respondents expressed dissatisfaction on average with the way in which their public administrations are run. Respondents from Croatia are about as dissatisfied (-4.9) as respondents from Latvia and Greece, while respondents from Turkey (-2.2) and the Former Yugoslav Republic of Macedonia (-2.8) are slightly less discontented.

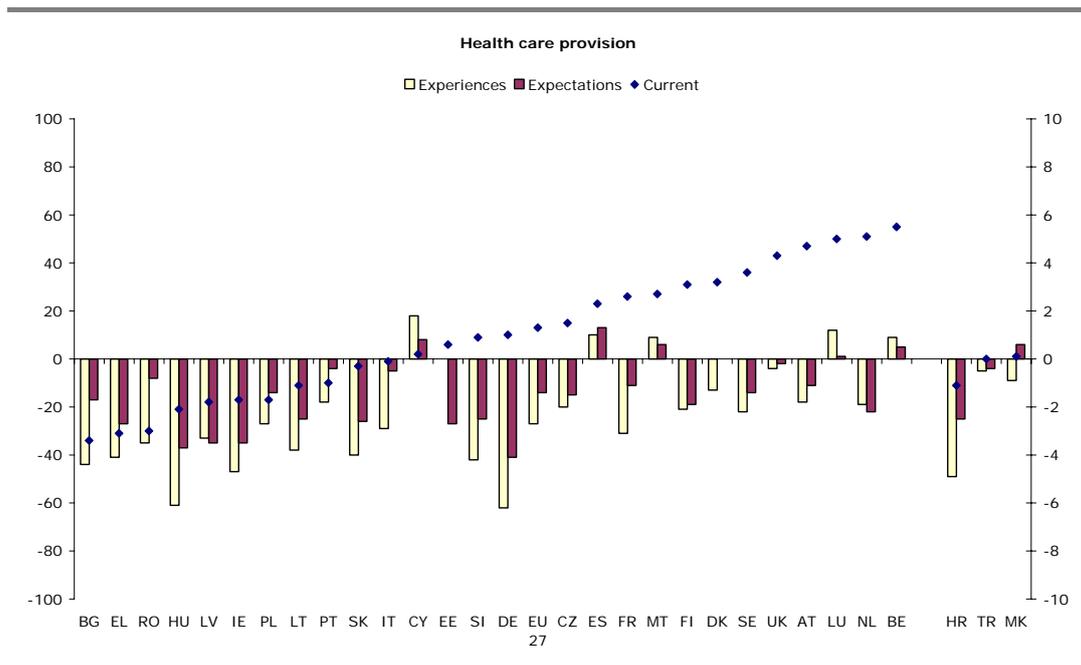
Negative scores also predominate in respondents' evaluations of how their public administrations are currently run in contrast to their perceptions of how the situation was five years ago. Only two EU countries report a predominance of positive evaluations, namely Estonia (+4) and Luxembourg (+1). The least favourable assessment of the evolution over the last five years can be observed in Ireland (-47), Latvia (-45) and Hungary (-42). The candidate countries all show negative scores, most pronounced in Croatia (-38).

Fairly negative responses were also given when respondents were asked about what they expect for the coming year. The EU average score of -11 indicates that Europeans are more likely to expect the way in which their public administrations are run to worsen than to improve. Among the EU countries, only respondents from Luxembourg (+3) tended to expect the manner in which their public administrations are run to improve during the coming year. The most pessimistic countries are Greece (-35), Hungary (-32) and Ireland (-24). A large diversity of opinions is found among the candidate countries as respondents from the Former Yugoslav Republic of Macedonia (+3) expect improvements while respondents from Croatia (-21) anticipate a deterioration.

3. SOCIAL PROTECTION AND INCLUSION

The third theme of this special Eurobarometer concerns Europeans' feelings toward social protection and inclusion. Five batteries of questions³ were asked in order to examine European public opinion on matters concerning health care, pension provision, unemployment benefits, relations between people from different cultural or religious backgrounds and the way inequalities and poverty are addressed.

3.1 Health care provision



Europeans' attitudes toward health care provision appear somewhat divided, with the EU average of 1.3 indicating a weak level of overall satisfaction. While respondents in 16 EU Member States express overall satisfaction, respondents from the other 11 Member States express discontent with health care provision. However, strong feelings of discontent are expressed by respondents from Bulgaria (-3.4), Greece (-3.1) and Romania (-3).

³ QA2 How would you judge the current situation in each of the following? 2. Health care provision in (OUR COUNTRY), 3. The provisions of pensions in (OUR COUNTRY), 3, 4. Unemployment benefits in (OUR COUNTRY), 6. Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities, 7. The way inequalities and poverty are addressed in (OUR COUNTRY); QA3 What are your expectations for the next twelve months; will the next twelve months be better, worse or the same, when it comes to...? 3. The healthcare system in (OUR COUNTRY), 4. The provision of pensions in (OUR COUNTRY), 5. Unemployment benefits in (OUR COUNTRY), 7. Relations in (OUR COUNTRY) between people from different cultural or religious background or nationalities, 8. The way inequalities which might lead to poverty are addressed in (OUR COUNTRY); QA4 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...? 3. The healthcare system in (OUR COUNTRY), 4. The provision of pensions in (OUR COUNTRY), 5. Unemployment benefits in (OUR COUNTRY), 7. Relations in (OUR COUNTRY) between people from different cultural or religious background or nationalities, 8. The way inequalities which might lead to poverty are addressed in (OUR COUNTRY).

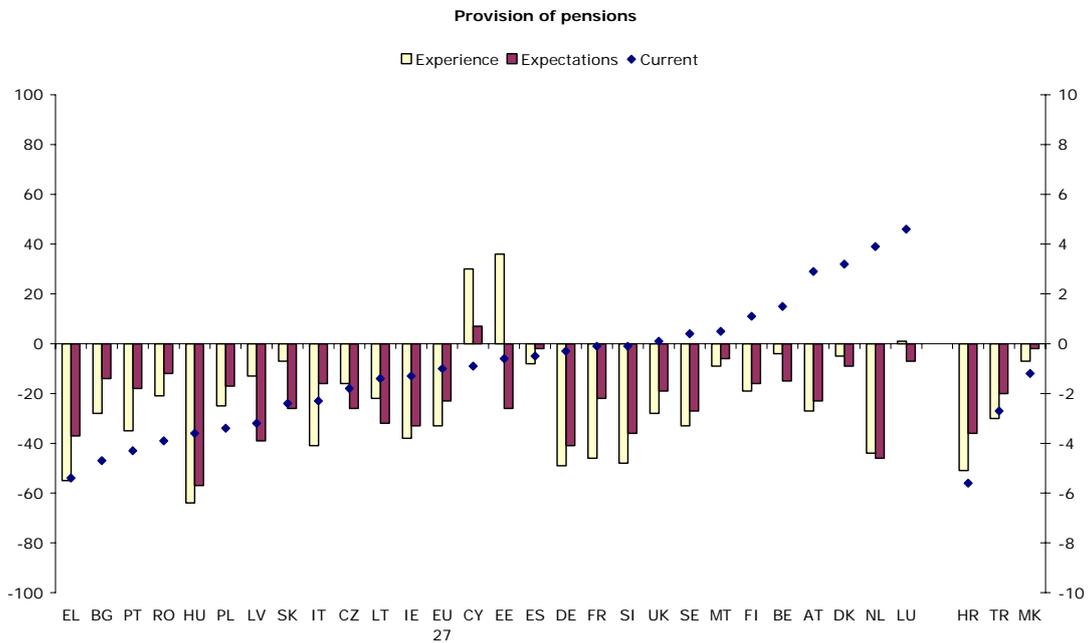
Dissatisfaction with health care is also particularly prevalent among Hungarian (-2.1), Latvian (-1.8), Irish and Polish (both -1.7) respondents.

At the higher end of the scale are the Benelux countries, with Belgium scoring +5.5. Respondents from Austria (+4.7), the UK (+4.3) and the Scandinavian countries also are relatively satisfied with health care provision in their countries. Once more, a geographical divide becomes apparent in which Western European countries show much higher levels of satisfaction than their Eastern and Southern partners.

Respondents were also asked to compare current health care provision to the situation five years ago. The EU average score of -27 shows that Europeans tend to think that the situation has got worse rather than better. However, the country breakdown shows great variation within Europe. In certain countries more respondents feel that health care provision has improved in the last five years than feel it has worsened, including in Cyprus (+18), Luxembourg (+12) and Spain (+10). Respondents in Germany (-62), Hungary (-61) and Ireland (-47) overwhelmingly consider that health care services have declined. Negative assessments also dominate among the candidate countries, although respondents in both Turkey (-5) and the Former Yugoslav Republic of Macedonia (-9) view the developments in health care provision over the last five years less negatively than respondents in the EU tend to.

Respondents in European countries show relatively diverse views in terms of their expectations for the coming twelve months. In most countries, the proportion of responses with negative expectations outweighs the proportion expecting improvement. This is especially the case for responses from Germany (-41), Hungary (-37), and Latvia and Ireland (both -35). However, scores for several countries show a predominance of positive expectations, including in Spain (+13), Cyprus (+8) and Malta (+6). Among the candidate countries, respondents from the Former Yugoslav Republic of Macedonia (+6) tend to expect an improvement in health care provision in the next twelve months. In Croatia (-25) and Turkey (-4), on the other hand, the proportion of people anticipating health care provision to worsen outweighs that of those with positive expectations.

3.2 Provision of pensions



Respondents tended to be quite dissatisfied with the provision of pensions (EU average score of -1), a majority of 18 EU Member States expressing dissatisfaction. Respondents indicated strongest overall feelings of dissatisfaction in Greece (-5.4), Bulgaria (-4.7), Portugal (4.3), Romania (-3.9) and Hungary (-3.6). On the other hand, respondents from the Benelux countries, Scandinavia, Austria and Malta show a comparably high sense of satisfaction with respondents in Luxembourg (+4.6) indicating a particularly strong degree of satisfaction with the provision of pensions.

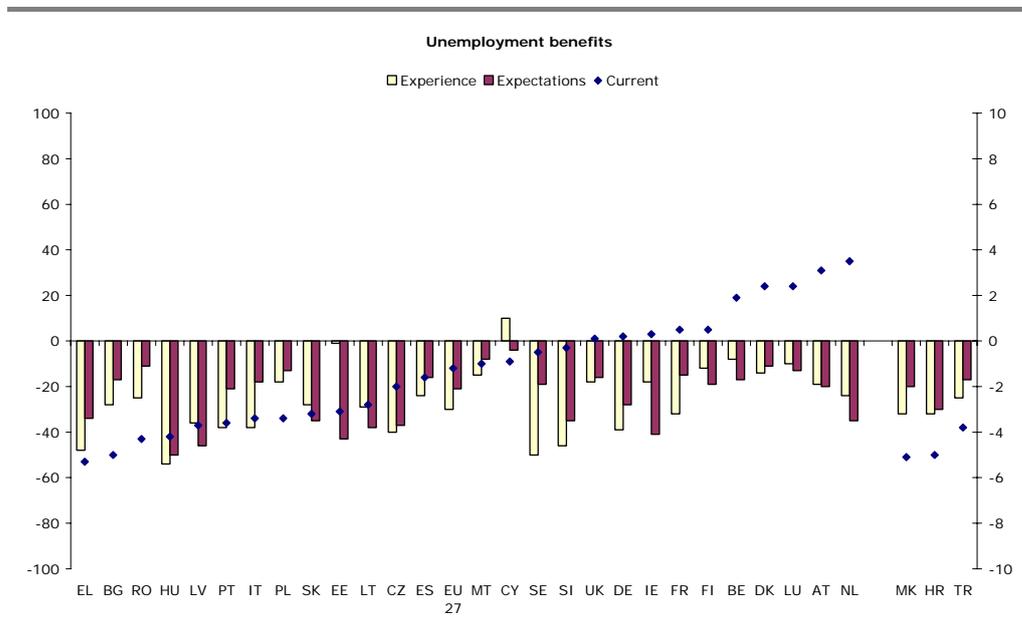
Responses regarding satisfaction with the provision of pensions again reveal geographical variation in Europe, with respondents from Benelux and Scandinavian countries tending to be satisfied, whereas people in Southern and Central Member States and the three candidate countries tend to express dissatisfaction. The three candidate countries score below the EU average, with dissatisfaction being strongest among Croatian respondents (-5.6).

Respondents' evaluations of pension provision compared with the situation five years ago are negative in most European countries, these evaluations being particularly negative in Hungary (-64), Greece (-55) and Germany (-49). Responses in Estonia (+36), Cyprus (+30) and Luxembourg (+1) are predominantly positive. In the three

candidate countries, negative assessments prevail, with respondents being particularly dissatisfied in Croatia (-51).

Europeans' expectations for pension provision in the coming year are overwhelmingly negative (EU average score of -23), as only respondents from Cyprus (+7) tend to report positive expectations. Opinion is particularly pessimistic in Hungary (-57), the Netherlands (-46) and Germany (-41). In the candidate countries, respondents tend to hold pessimistic expectations about pension provision over the next twelve months, but both the Former Yugoslav Republic of Macedonia (-2) and Turkey (-20) score above the EU average. Respondents from Croatia (-36), on the other hand, display a very strong degree of pessimism.

3.3 Unemployment benefits



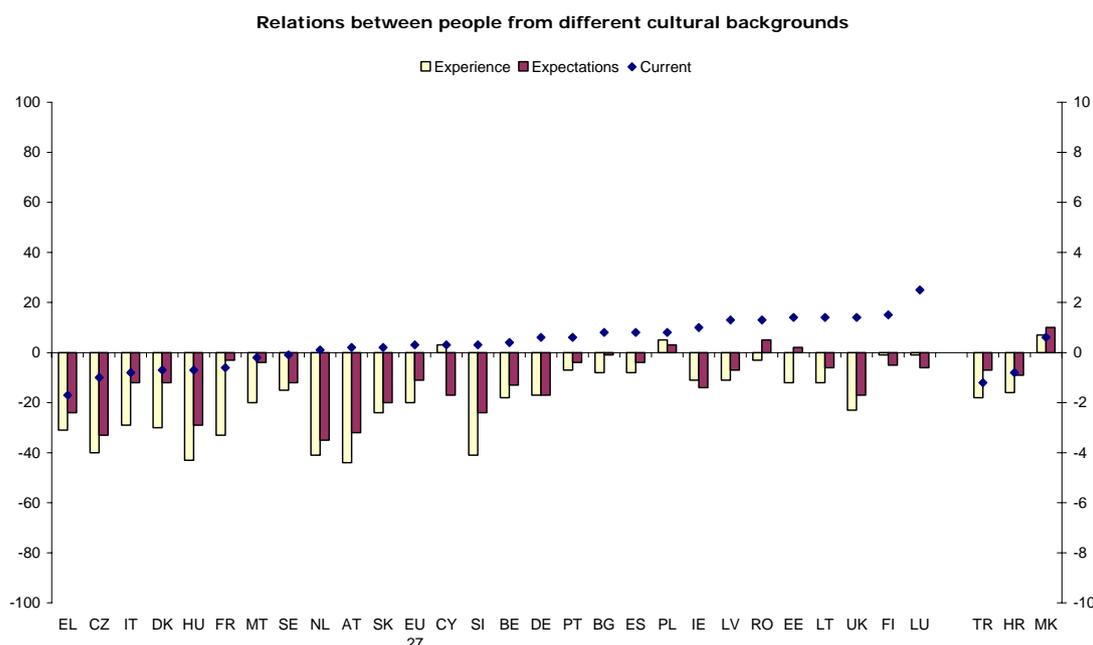
Europeans tend to be dissatisfied with unemployment benefits (EU average of -1.2), with particularly negative scores being found in Greece (-5.3), Bulgaria (-5), Romania (-4.3) and Hungary (-4.2). Respondents in the Benelux countries, together with Austria (+3.1) and Denmark (+2.4), indicate relatively high levels of satisfaction.

When respondents were asked to evaluate how unemployment benefits have changed over the last five years, most feel that this has worsened (EU average of -30). The least negative responses were found in Cyprus (+10) and Estonia (-1). The feeling that the situation with unemployment benefits has worsened over the last five

years was strongest in Hungary (-54), Sweden (-50) and Greece (-48). All of the three candidate countries have negative better-worse index scores, with the most negative responses in the Former Yugoslav Republic of Macedonia and Croatia (both -32).

Respondents tended to have a pessimistic outlook regarding unemployment benefits for the coming year, with negative expectations being larger than optimistic expectations in every country (EU average of -21). Negative ratings predominate particularly in Hungary (-50), Latvia (-46) and Estonia (-43). The imbalance between positive and negative responses is least marked in Cyprus (-4) and Malta (-8), as well as Romania and Denmark (both -11). The score is also negative for the three candidate countries, with negative expectations being the most dominant in Croatia (-30).

3.4 Relations between people from different cultural backgrounds



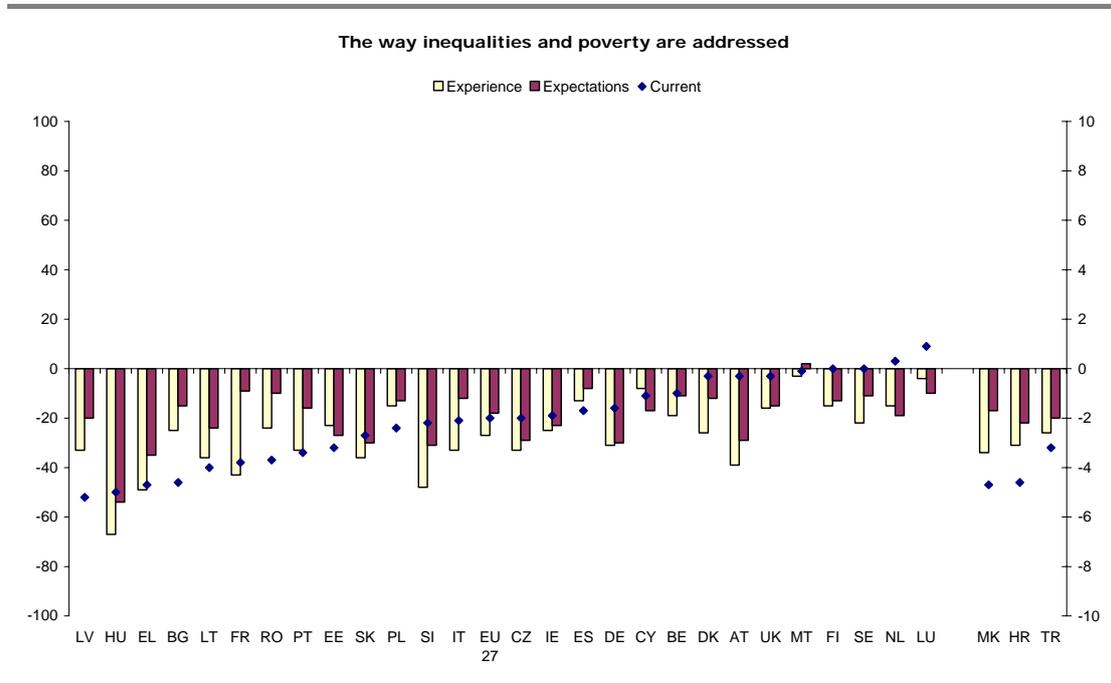
Cross-country differences in Europeans' satisfaction with relations between people from different cultural or religious backgrounds are small compared to the other dimensions of the social climate. The EU average lies at +0.3 and several countries score close to 0, indicating no dominance of either positive or negative opinions. Respondents from Luxembourg (+2.5) appear the most satisfied with relations between different communities, whereas Greeks (-1.7) deliver the most negative assessments.

The three candidate countries also score close to 0, with respondents from the Former Yugoslav Republic of Macedonia (+0.6) indicating some satisfaction with relations between people from different cultural or religious backgrounds, whereas Croatian (-0.8) and Turkish (-1.2) respondents are marginally dissatisfied.

Turning to respondents' perception of how relations between people of different cultural or religious backgrounds have evolved over the last five years, the only EU countries with a positive better-worse index score are Poland (+5) and Cyprus (+3). Respondents in all other EU countries are inclined to think that the situation has worsened, particularly in Austria (-44), Hungary (-43), Slovenia and the Netherlands (both -41). In the case of the candidate countries, a positive index score is recorded for the Former Yugoslav Republic of Macedonia (+7), whereas negative scores are recorded in Turkey (-18) and Croatia (-16).

Europeans' outlooks for the coming year are fairly negative, with an EU average score of -11, indicating that the number of people expecting the situation to get worse is larger than the number of respondents anticipating improvements. This is particularly true for the Netherlands (-35), the Czech Republic (-33) and Austria (-32). On the other hand, optimism just outweighs negative feelings for respondents in Romania (+5), Poland (+3) and Estonia (+2). Optimistic expectations for relations between people from different cultural or religious backgrounds in the next year are strongest of all in the Former Yugoslav Republic of Macedonia (+10). Negative expectations are, however, dominant in the other two candidate countries, Croatia (-9) and Turkey (-7).

3.5 The way inequalities and poverty are addressed



A very large proportion of Europeans express feelings of dissatisfaction when asked about the way inequalities and poverty are addressed (EU average of -2). Only respondents from Luxembourg (+0.9) and the Netherlands (+0.3) lean slightly towards satisfaction, but these scores are very low. Sweden and Finland have scores close to 0. The rest of the EU27 countries express dissatisfaction, with very negative values reported from Latvia (-5.2), Hungary (-5), Greece (-4.7) and Bulgaria (-4.6). The three candidate countries also reveal strong discontent, especially in the Former Yugoslav Republic of Macedonia (-4.7). A clear geographical divide can be noted between countries located in Northern Europe and those in Southern and Eastern Europe, with respondents being less dissatisfied in Northern Europe.

Europeans overwhelmingly feel that things have got worse over the last five years as far as inequalities and poverty are concerned (EU average of -27). The countries most pessimistic about recent developments are Hungary (-67), Greece (-49) and Slovenia (-48); the most positive aggregate responses were from Malta (-3) and Luxembourg (-4). Responses from the three candidate countries also show a predominance of negative ratings, with only Turkey (-26) scoring above the EU average.

Europeans are also not optimistic as far as the next twelve months are concerned: the EU score of -18 indicates a predominance of negative expectations. Malta (+2) is the only country with a positive better-worse index score. Hungarian (-54) respondents show the greatest predominance of negative expectations, followed by Slovenian (-31) and German (-30) respondents. The three candidate countries also have very low scores, with only the Former Yugoslav Republic of Macedonia (-17) scoring above the EU average.

THREE AGGREGATE MEASURES OF THE SOCIAL CLIMATE

This section aims to provide a synopsis of the current situation for the three areas examined in the report, namely: 1) the personal situation, 2) the general situation, and 3) social protection and inclusion. In order to offer a comprehensive overview of the social climate in Europe, the average result for each area has been calculated, combining the results for all the questions included under each of the three themes. The table below presents the overall results for the current situation for each area. The countries are ranked according to their overall average index score for all three areas.⁴

Respondents seem to evaluate their personal situation (EU average of +3.5) far more positively than they evaluate the other two areas of the study. This is a theme that includes questions on the respondent's life in general, local area, job situation and financial situation of the household. The highest scores for satisfaction with their personal situation are provided by respondents from Sweden (+6), Denmark (+5.9) and the Netherlands (+5.4). Only respondents from the EU Member States of Hungary (-1.5), Bulgaria (-1.4) and Greece (-0.3) report a negative overall index score, while respondents from two of the candidate countries (Turkey: -0.4, the FYR of Macedonia: -0.3) provide a marginally negative score.

Respondents assess the general situation in their countries more negatively (EU average of -3). This theme is an aggregate of assessments of the economic and employment situation, the cost of living, the affordability of energy and housing, and the way the public administration is run. Negative scores dominate the scoreboard, with Denmark (+1.4) and Sweden (+0.2) being the only two exceptions, while respondents from Greece (-5.5), Hungary (-5.5) and Bulgaria (-5.3) are the most strongly dissatisfied overall. These results indicate a widespread discontent with some of the more general aspects of social conditions in Europe, including employment, housing and the economic situation.

Responses concerning social protection and inclusion are more ambivalent but are slightly negative overall (EU average of -0.6). This theme includes questions on health care, pension provision, unemployment benefits, relations between people from different cultural or religious backgrounds and the way inequalities and poverty are addressed.

⁴ See Introduction and Methodology for a reminder of how the index score is constructed. The overall ranking is obtained by calculating the average index score for the three areas studied.

While respondents from the Netherlands (+2.7), Austria (+2.3) and Belgium (+1.7) are the most positive, respondents from Greece (-4.1), Bulgaria (-3.5) and Hungary (-3.2) show the lowest levels of satisfaction. Respondents living in the three candidate countries assess social protection and inclusion in their countries quite negatively.

OVERALL COUNTRY RANKING OF THE CURRENT SITUATION					
		PERSONAL SITUATION	GENERAL SITUATION	SOCIAL PROTECTION AND INCLUSION	OVERALL SCORE
	EU27	+2.5	-3	-0.6	-0.7
	DK	+5.9	+1.4	+1.5	+2.8
	NL	+5.4	-0.5	+2.7	+2.6
	LU	+5	-0.3	+3	+2.3
	SE	+6	+0.2	+0.5	+1.8
	AT	+3.3	-0.2	+2.3	+1.6
	FI	+5.1	-1.1	+1.3	+1.4
	BE	+4.4	-2.2	+1.7	+1
	DE	+3.3	-1.3	0	+0.3
	UK	+3.8	-3.6	+1.1	+/-0
	MT	+2.8	-4	+0.8	-0.2
	CZ	+2.5	-1.8	-1	-0.3
	EE	+2.2	-1.1	-1.2	-0.4
	SI	+2.4	-2.6	-0.3	-0.5
	CY	+3.1	-3.1	-0.5	-0.7
	FR	+3	-3.5	-0.3	-0.8
	ES	+1.7	-3.4	-0.2	-1
	PL	+2	-3.3	-2	-1.3
	SK	+1.6	-3.4	-1.8	-1.6
	IE	+2.9	-5.2	-0.9	-1.8
	IT	+1.1	-4.1	-1.8	-1.9
	LV	+0.7	-3.7	-2.6	-2.2
	PT	+0.9	-4.9	-2.4	-2.3
	RO	+0.6	-4.7	-2.8	-2.4
	LT	+0.5	-4.4	-1.8	-2.5
	BG	-1.4	-5.3	-3.5	-3.6
	HU	-1.5	-5.5	-3.2	-3.7
	EL	-0.3	-5.5	-4.1	-3.8
	TR	-0.4	-3.5	-2.2	-2.2
	HR	+0.6	-5.4	-3.5	-3.1
	MK	-0.3	-6	-2	-3.1

The countries are ranked according to their overall average score for the three blocks.

ANNEX

SPECIAL EUROBAROMETER 315

‘Social climate’

TECHNICAL SPECIFICATIONS

Between the 25th of May and the 17th of June 2009, TNS Opinion & Social, a consortium created between TNS plc and TNS opinion, carried out wave 71.2 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, “Research and Political Analysis”.

SPECIAL EUROBAROMETER 315 is part of EUROBAROMETER 71.2 and is carried out on request of the European Commission’s Directorate-General for Employment, Social Affairs and Equal Opportunities. The survey covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over. The EUROBAROMETER 71.2 has also been conducted in the three candidate countries (Croatia, Turkey and the Former Yugoslav Republic of Macedonia). In these countries, the survey covers the national population of citizens and the population of citizens of all the European Union Member States that are residents in these countries and have a sufficient command of the national languages to answer the questionnaire. The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the “administrative regional units”, after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard “random route” procedures, from the initial address. In each household, the respondent was drawn, at random (following the “closest birthday rule”). All interviews were conducted face-to-face in people’s homes and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview*) was used in those countries where this technique was available.

ABBREVIATIONS	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.000	29/05/2009	17/06/2009	8.786.805
BG	Bulgaria	TNS BBSS	1.009	29/05/2009	8/06/2009	6.647.375
CZ	Czech Rep.	TNS Aisa	1.033	29/05/2009	14/06/2009	8.571.710
DK	Denmark	TNS Gallup DK	1.001	25/05/2009	17/06/2009	4.432.931
DE	Germany	TNS Infratest	1.523	29/05/2009	14/06/2009	64.546.096
EE	Estonia	Emor	1.007	29/05/2009	14/06/2009	887.094
IE	Ireland	TNS MRBI	1.007	29/05/2009	11/06/2009	3.375.399
EL	Greece	TNS ICAP	1.000	29/05/2009	14/06/2009	8.691.304
ES	Spain	TNS Demoscopia	1.007	29/05/2009	14/06/2009	38.536.844
FR	France	TNS Sofres	1.078	29/05/2009	15/06/2009	46.425.653
IT	Italy	TNS Infratest	1.048	29/05/2009	14/06/2009	48.892.559
CY	Rep. of Cyprus	Synovate	501	27/05/2009	14/06/2009	638.900
LV	Latvia	TNS Latvia	1.012	29/05/2009	14/06/2009	1.444.884
LT	Lithuania	TNS Gallup Lithuania	1.022	29/05/2009	10/06/2009	2.846.756
LU	Luxembourg	TNS ILReS	504	25/05/2009	17/06/2009	388.914
HU	Hungary	TNS Hungary	1.000	29/05/2009	13/06/2009	8.320.614
MT	Malta	MISCO	500	29/05/2009	13/06/2009	335.476
NL	Netherlands	TNS NIPO	1.079	28/05/2009	16/06/2009	13.017.690
AT	Austria	Österreichisches Gallup-Institut	1.001	29/05/2009	11/06/2009	7.004.205
PL	Poland	TNS OBOP	1.000	29/05/2009	16/06/2009	32.155.805
PT	Portugal	TNS EUROTESTE	1.020	29/05/2009	16/06/2009	8.080.915
RO	Romania	TNS CSOP	1.023	29/05/2009	11/06/2009	18.246.731
SI	Slovenia	RM PLUS	1.022	28/05/2009	12/06/2009	1.729.298
SK	Slovakia	TNS AISA SK	1.037	29/05/2009	17/06/2009	4.316.438
FI	Finland	TNS Gallup Oy	999	29/05/2009	15/06/2009	4.353.495
SE	Sweden	TNS GALLUP	1.006	29/05/2009	13/06/2009	7.562.263
UK	United Kingdom	TNS UK	1.317	29/05/2009	15/06/2009	50.519.877
HR	Croatia	Puls	1.000	28/05/2009	14/06/2009	3.734.300
TR	Turkey	TNS PIAR	1.003	29/05/2009	12/06/2009	47.583.830
MK	Former Yugoslav Rep. of Macedonia	TNS Brima	1.009	29/05/2009	3/06/2009	1.648.012
TOTAL			26.756	25/05/2009	17/06/2009	453.722.173

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

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

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

QUESTIONNAIRE

IF OTHER or DK THEN CLOSE INTERVIEW

ASK QA TO EU27 + HR + TR + MK

QA1 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the life you lead?

(READ OUT)

	(169)
Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK	5

EB71.1 QA2

SI AUTRE ou NSP ALORS FIN D'INTERVIEW

POSER LES QA EN UE27 + HR + TR + MK

QA1 D'une façon générale, êtes-vous très satisfait(e), plutôt satisfait(e), plutôt pas satisfait(e) ou pas du tout satisfait(e) de la vie que vous menez ?

(LIRE)

	(169)
Très satisfait(e)	1
Plutôt satisfait(e)	2
Plutôt pas satisfait(e)	3
Pas du tout satisfait(e)	4
NSP	5

EB71.1 QA2

QA2 How would you judge the current situation in each of the following?

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

(READ OUT)	Very good	Rather good	Rather bad	Very bad	DK
------------	-----------	-------------	------------	----------	----

(170)	1	The area you live in	1	2	3	4	5
	2	Health care provision in (OUR COUNTRY)	1	2	3	4	5
(171)	3	The provision of pensions in (OUR COUNTRY)	1	2	3	4	5
(172)	4	Unemployment benefits in (OUR COUNTRY)	1	2	3	4	5
(173)	5	The cost of living in (OUR COUNTRY)	1	2	3	4	5
(174)	6	Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities	1	2	3	4	5
(175)	7	The way inequalities and poverty are addressed in (OUR COUNTRY)	1	2	3	4	5
(176)	8	How affordable energy is in (OUR COUNTRY) (M)	1	2	3	4	5
(177)	9	How affordable housing is in (OUR COUNTRY) (M)	1	2	3	4	5
(178)	10	The way public administration runs in (OUR COUNTRY)	1	2	3	4	5
(179)	11	The economic situation in (OUR COUNTRY) (M)	1	2	3	4	5
(180)	12	Your personal job situation	1	2	3	4	5
(181)	13	The financial situation of your household	1	2	3	4	5
(182)	14	The employment situation in (OUR COUNTRY)	1	2	3	4	5
(183)							

EB71.1 QA3a (items11-14) + EB70.1 QA5 (items 1-10)

QA2 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?

(MONTRER CARTE AVEC ECHELLE - UNE REPONSE PAR LIGNE)

(LIRE)	Très bonne	Plutôt bonne	Plutôt mauvaise	Très mauvaise	NSP
--------	------------	--------------	-----------------	---------------	-----

(170)	1	L'endroit où vous habitez	1	2	3	4	5
	2	Les prestations des services de santé en (NOTRE PAYS)	1	2	3	4	5
(171)	3	Le système des retraites en (NOTRE PAYS)	1	2	3	4	5
(172)	4	Les allocations chômage en (NOTRE PAYS)	1	2	3	4	5
(173)	5	Le coût de la vie en (NOTRE PAYS)	1	2	3	4	5
(174)	6	Les rapports entre les personnes d'origines culturelles ou religieuses différentes ou de nationalités différentes en (NOTRE PAYS)	1	2	3	4	5
(175)	7	La manière dont les inégalités et la pauvreté sont traitées en (NOTRE PAYS)	1	2	3	4	5
(176)	8	Le caractère abordable des coûts de l'énergie en (NOTRE PAYS)	1	2	3	4	5
(177)	9	Le caractère abordable du coût du logement en (NOTRE PAYS)	1	2	3	4	5
(178)	10	Le fonctionnement de l'administration publique en (NOTRE PAYS)	1	2	3	4	5
(179)	11	La situation économique en (NOTRE PAYS) (M)	1	2	3	4	5
(180)	12	Votre situation professionnelle	1	2	3	4	5
(181)	13	La situation financière de votre ménage	1	2	3	4	5
(182)	14	La situation de l'emploi en (NOTRE PAYS)	1	2	3	4	5
(183)							

EB71.1 QA3a (items11-14) + EB70.1 QA5 (items 1-10)

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QA3 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

(ONE ANSWER PER LINE)

	(READ OUT)	Better	Worse	Same	DK
--	------------	--------	-------	------	----

(184)	1	Your life in general	1	2	3	4
(185)	2	The area you live in (N)	1	2	3	4
(186)	3	The healthcare system in (OUR COUNTRY) (N)	1	2	3	4
(187)	4	The provision of pensions in (OUR COUNTRY) (N)	1	2	3	4
(188)	5	Unemployment benefits in (OUR COUNTRY) (N)	1	2	3	4
(189)	6	The cost of living in (OUR COUNTRY) (N)	1	2	3	4
(190)	7	Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities (N)	1	2	3	4
(191)	8	The way inequalities which might lead to poverty are addressed in (OUR COUNTRY) (N)	1	2	3	4
(192)	9	How affordable energy is in (OUR COUNTRY) (N)	1	2	3	4
(193)	10	How affordable housing is in (OUR COUNTRY) (N)	1	2	3	4
(194)	11	The way public administration runs in (OUR COUNTRY) (N)	1	2	3	4
(195)	12	The economic situation in (OUR COUNTRY)	1	2	3	4
(196)	13	Your personal job situation	1	2	3	4
(197)	14	The financial situation of your household	1	2	3	4
(198)	15	The employment situation in (OUR COUNTRY)	1	2	3	4

EB71.1 QA4 TREND MODIFIED

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QA3 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne ... ?

(UNE REPONSE PAR LIGNE)

	(LIRE)	Meilleurs	Moins bons	Sans changement	NSP
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(184)	1	Votre vie en général	1	2	3	4
(185)	2	L'endroit où vous habitez (N)	1	2	3	4
(186)	3	Les prestations des services de santé en (NOTRE PAYS) (N)	1	2	3	4
(187)	4	Le système des retraites en (NOTRE PAYS) (N)	1	2	3	4
(188)	5	Les allocations chômage en (NOTRE PAYS) (N)	1	2	3	4
(189)	6	Le coût de la vie en (NOTRE PAYS) (N)	1	2	3	4
(190)	7	Les rapports entre les personnes d'origines culturelles ou religieuses différentes ou de nationalités différentes en (NOTRE PAYS) (N)	1	2	3	4
(191)	8	La manière dont les inégalités et la pauvreté sont traitées en (NOTRE PAYS) (N)	1	2	3	4
(192)	9	Le caractère abordable des coûts de l'énergie en (NOTRE PAYS) (N)	1	2	3	4
(193)	10	Le caractère abordable du coût du logement en (NOTRE PAYS) (N)	1	2	3	4
(194)	11	Le fonctionnement de l'administration publique en (NOTRE PAYS) (N)	1	2	3	4
(195)	12	La situation économique en (NOTRE PAYS)	1	2	3	4
(196)	13	Votre situation professionnelle	1	2	3	4
(197)	14	La situation financière de votre ménage	1	2	3	4
(198)	15	La situation de l'emploi en (NOTRE PAYS)	1	2	3	4

EB71.1 QA4 TREND MODIFIED

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QA4 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

(ONE ANSWER PER LINE)

	(READ OUT)	Improved	Got worse	Stayed about the same	DK
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(199)	1	Your life in general	1	2	3	4
(200)	2	The area you live in	1	2	3	4
(201)	3	The healthcare system in (OUR COUNTRY)	1	2	3	4
(202)	4	The provision of pensions in (OUR COUNTRY)	1	2	3	4
(203)	5	Unemployment benefits in (OUR COUNTRY)	1	2	3	4
(204)	6	The cost of living in (OUR COUNTRY)	1	2	3	4
(205)	7	Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities	1	2	3	4
(206)	8	The way inequalities which might lead to poverty are addressed in (OUR COUNTRY)	1	2	3	4
(207)	9	How affordable energy is in (OUR COUNTRY)	1	2	3	4
(208)	10	How affordable housing is in (OUR COUNTRY)	1	2	3	4
(209)	11	The way public administration runs in (OUR COUNTRY)	1	2	3	4
(210)	12	The economic situation in (OUR COUNTRY)	1	2	3	4
(211)	13	Your personal job situation	1	2	3	4
(212)	14	The financial situation of your household	1	2	3	4
(213)	15	The employment situation in (OUR COUNTRY)	1	2	3	4

NEW

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QA4 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, détériorées ou sont restées les mêmes en ce qui concerne ... ?

(UNE REPONSE PAR LIGNE)

	(LIRE)	Se sont améliorées	Se sont détériorées	Sont restées les mêmes	NSP
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(199)	1	Votre vie en général	1	2	3	4
(200)	2	L'endroit où vous habitez	1	2	3	4
(201)	3	Les prestations des services de santé en (NOTRE PAYS)	1	2	3	4
(202)	4	Le système des retraites en (NOTRE PAYS)	1	2	3	4
(203)	5	Les allocations chômage en (NOTRE PAYS)	1	2	3	4
(204)	6	Le coût de la vie en (NOTRE PAYS)	1	2	3	4
(205)	7	Les rapports entre les personnes d'origines culturelles ou religieuses différentes ou de nationalités différentes en (NOTRE PAYS)	1	2	3	4
(206)	8	La manière dont les inégalités et la pauvreté sont traitées en (NOTRE PAYS)	1	2	3	4
(207)	9	Le caractère abordable des coûts de l'énergie en (NOTRE PAYS)	1	2	3	4
(208)	10	Le caractère abordable du coût du logement en (NOTRE PAYS)	1	2	3	4
(209)	11	Le fonctionnement de l'administration publique en (NOTRE PAYS)	1	2	3	4
(210)	12	La situation économique en (NOTRE PAYS)	1	2	3	4
(211)	13	Votre situation professionnelle	1	2	3	4
(212)	14	La situation financière de votre ménage	1	2	3	4
(213)	15	La situation de l'emploi en (NOTRE PAYS)	1	2	3	4

NEW