



3rd European Quality of Life Survey

Technical Report

Working document for The European Foundation for the Improvement of Living and Working Conditions

Prepared by GfK EU3C

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1 Introduction

The European Foundation for the Improvement of Living and Working Conditions (Eurofound) commissioned GfK EU3C to carry out the 3rd wave of the European Quality of Life Survey (EQLS). GfK EU3C and its network of national institutes carried out the 3rd EQLS in the 27 European Member States (EU27) in Autumn/Winter 2011. In 2012 the survey was also implemented in seven non-EU countries: Croatia (HR), Iceland (IS), Kosovo (KO), the Former Yugoslav Republic of Macedonia (MK), Montenegro (ME), Serbia (RS) and Turkey (TR).

This unique, pan-European survey examines both the objective circumstances of European citizens' lives, and how they feel about those circumstances, and their lives in general. It looks at a range of issues, such as employment, income, education, housing, family, health and work-life balance. It also looks at subjective topics, such as people's levels of happiness, how satisfied they are with their lives, and how they perceive the quality of their societies. Many questions have remained identical in order to allow the building of trends with the previous EQLS waves.

In this report we provide a general overview and the background information on how the survey was implemented in the field. The report starts with a description of the **organisation of the fieldwork** by the coordination centre GfK EU3C and the national agencies in the GfK network. Next, we explain the **sampling methodology** adopted for the 3rd EQLS and subsequently, we report on the **development of the final questionnaires** and the **field force** used in the fields. The report ends with an overview of the **quality control measures** that have been applied during the preparation, implementation and finalisation of the survey.

More in-depth and detailed information on specific areas of the survey is described in the following additional reports

- Sampling Report
- Pre-test Report (EU27) / Report on Preparatory Phase (non-EU)
- Pilot Report
- Translation Report
- Data Editing and Cleaning Report
- Coding Report
- Weighting Report
- Quality Control Report

2 Methodology Section

The methodology section gives a brief and concise analysis of the stages of the survey. This overview is based on several detailed technical summaries describing the various stages of the fieldwork planning and implementation. An overview of the fieldwork period and proceedings can also be found in the last official timetable agreed upon with Eurofound and included in Annex A.

2.1 EQLS fieldwork organisation

2.1.1 Organisation

2.1.1.1 International Coordination team GfK EU3C

The 3rd EQLS was carried out by a network of national institutes, coordinated by GfK EU3C. Eurofound provided the questionnaire. The questionnaire was finalised together with GfK EU3C using insights gained from a quantitative and qualitative pre-test in the UK and in the French-speaking community of Belgium. Furthermore, a pilot phase was organised in all countries to test the survey and the survey materials (see later in this report). Eurofound participated in the monitoring of the implementation of fieldwork protocols by the signing off of planning documents and verifying feedback reports on the various stages of the fieldwork planning and implementation. Eurofound also carried out fieldwork visits to some of the national survey agencies to see how the 3rd EQLS was being implemented locally.

2.1.1.2 National institutes

The national fieldwork of the EQLS3 study is conducted by national fieldwork partners who were closely monitored by GfK EU3C. More than 80% of these agencies were GfK agencies allowing for more consistency in research methods. The national partners are listed in Table 1.

Table 1 List of the national fieldwork partners

Overall coordination: **GfK EU3C (Belgium)**

COUNTRY		NATIONAL FIELDWORK PARTNER
EU Member States		
AT	Austria	GfK Austria
BE	Belgium	GfK Significant
BG	Bulgaria	GfK Bulgaria
CY	Republic of Cyprus	Cypronetwork
CZ	Czech Republic	GfK Czech
DE	Germany	GfK SE
DK	Denmark	GfK Denmark
EE	Estonia	GfK Custom Research Baltic
EL	Greece	GfK Hellas
ES	Spain	GfK EMER
FI	Finland	Taloustutkimus Oy
FR	France	GfK ISL
HU	Hungary	GfK Hungaria
IE	Ireland	Ipsos MRBI
IT	Italy	GfK Eurisko
LT	Lithuania	GfK Custom Research Baltic
LU	Luxembourg	TNS Ilres
LV	Latvia	GfK Custom Research Baltic

COUNTRY		NATIONAL FIELDWORK PARTNER
MT	Malta	Allied Consultants Limited
NL	Netherlands	GfK Panel Services
PL	Poland	GfK Polonia
PT	Portugal	GfK Metris
RO	Romania	GfK Romania
SE	Sweden	GfK Sweden
SI	Slovenia	GfK Slovenija
SK	Slovakia	GfK Slovakia
UK	UK	GfK NOP
Non-EU countries		
TR	Turkey	GfK Türkiye
HR	Croatia	GfK Croatia
MK	Macedonia	GfK Skopje
KO	Kosovo	GfK Skopje
RS	Serbia	GfK Belgrade
ME	Montenegro	GfK Belgrade
IS	Iceland	Capacent

2.1.2 Fieldwork period

The fieldwork of the EQLS survey was launched in the 27 EU Member States on 12 September 2011 with the start of the interviewer briefings and the issuing of fieldwork assignments. The first interviews were carried out on 19 September with some countries joining in during the subsequent weeks.

In the non-EU countries, the national agencies started with their main fields for the EQLS survey between 8 May 2012 and 29 May 2012.

The table below shows the exact dates of the field start and the last day that an interview was conducted in a specific country. The final fieldwork dates can slightly differ from the official time table, as some countries needed to conduct extra interviews following quality control procedures or cleaning actions carried out by GfK EU3C.

Table 2 Fieldwork dates by country

COUNTRY		START OF FIELDWORK	END OF FIELDWORK
AT	Austria	23/09/2011	30/11/2011
BE	Belgium	27/09/2011	14/01/2012
BG	Bulgaria	27/09/2011	24/11/2011
CZ	Czech Rep.	28/09/2011	14/12/2011
CY	Cyprus	19/09/2011	21/12/2011
DE	Germany	28/09/2011	25/01/2012
DK	Denmark	28/09/2011	05/02/2012
EE	Estonia	26/09/2011	16/12/2011
EL	Greece	27/09/2011	02/12/2011
ES	Spain	03/10/2011	27/12/2011
FI	Finland	30/09/2011	04/01/2012
FR	France	06/10/2011	24/12/2011
HU	Hungary	01/10/2011	22/12/2011
IE	Ireland	19/09/2011	29/10/2011
IT	Italy	30/09/2011	26/01/2012
LT	Lithuania	05/10/2011	20/12/2011
LU	Luxembourg	19/09/2011	03/12/2011
LV	Latvia	27/09/2011	23/12/2011
MT	Malta	23/09/2011	11/12/2011
NL	Netherlands	03/01/2012	15/02/2012
PL	Poland	02/10/2011	20/12/2011

COUNTRY		START OF FIELDWORK	END OF FIELDWORK
PT	Portugal	29/09/2011	14/01/2012
RO	Romania	27/09/2011	20/12/2011
SE	Sweden	10/10/2011	18/12/2011
SI	Slovenia	28/09/2011	10/12/2011
SK	Slovakia	29/09/2011	30/11/2011
UK	United Kingdom	30/09/2011	12/02/2012
TR	Turkey	17/05/2012	04/08/2012
HR	Croatia	21/05/2012	20/07/2012
MK	Macedonia	08/05/2012	09/07/2012
KO	Kosovo	15/05/2012	19/07/2012
RS	Serbia	10/05/2012	20/07/2012
ME	Montenegro	10/05/2012	21/07/2012
IS	Iceland	29/05/2012	25/07/2012

In the EU27, general interviewing was concluded in most countries by the end of December 2011 with the exception of Germany, Denmark, Finland, Italy, the Netherlands, Portugal and the UK. Closing dates in January and February 2012 are mostly due to replacement interviews that became necessary based on the results of the quality control procedure or specific conditions reported in the weekly fieldwork reports. In addition, delays were incurred in the Netherlands due to some problems with the sampling with the local fieldwork agency. For the countries that did not reach the expected fieldwork deadlines GfK EU3C made country specific contingency plans with interim deadlines and fieldwork feedback on these deadlines. An example of such a contingency plan can be found in Annex B. For the EU27 countries extending their fieldwork to January, no interviews were conducted between Christmas and New Year, except for fixed appointments. Using the rule that interviewers had to try to contact a respondent at least 4 times (after the first initial attempt three further visits were performed in order to contact the household), the rigorous and systematic field sampling of the population resulted in an extended field period. The average fieldwork duration in the EU27 countries was 12 weeks.

In the 7 non-EU countries, general interviewing was concluded by the end of July 2012, except for Turkey that concluded fieldwork beginning of August 2012. For the non-EU countries a field plan was designed upfront for each country to allow monitoring the EQLS fieldwork closely and to be able to take the necessary actions timely when the field progress slowed down. An example of such a contingency plan can be found in Annex B. This approach proved to be effective. The average fieldwork duration in the non-EU countries was about 9 weeks (ranging from 8 up to 11 weeks).

The weekly progress by country is presented on the next page.

Table 3a Fieldwork progress by country – EU27

Country	w1 12.09-18.09	w2 19.09-25.09	w3 26.09-02.10	w4 03.10-09.10	w5 10.10-16.10	w6 17.10-23.10	w7 24.10-30.10	w8 31.10-06.11	w9 07.11-13.11	w10 14.11-20.11	w11 21.11-27.11	w12 28.11-04.12	w13 05.12-11.12	w14 12.12-18.12	w15 19.12-25.12	w16 26.12-01.01	w17 02.01-08.01	w18 09.01-15.01	w19 16.01-22.01	w20 23.01-29.01	w21 30.01-05.02	w22 06.02-12.02	w23 13.02-19.02	Total
Austria	1	16	106	89	103	103	39	52	137	253	110	23	0	0	0	0	0	0	0	0	0	0	0	1032
Belgium	0	25	47	63	62	85	69	61	64	62	53	34	69	71	74	65	85	24	0	0	0	0	0	1013
Bulgaria	0	7	161	190	176	196	74	53	40	57	46	0	0	0	0	0	0	0	0	0	0	0	0	1000
Cyprus	0	9	66	48	64	67	75	86	31	87	101	136	146	89	1	0	0	0	0	0	0	0	0	1006
Czech Rep.	2	0	11	54	66	167	5	5	0	99	194	230	144	35	0	0	0	0	0	0	0	0	0	1012
Germany	0	0	27	98	106	133	108	124	159	169	240	364	532	611	213	15	17	49	83	7	0	0	0	3055
Denmark	0	0	1	23	38	51	63	62	65	59	58	51	63	88	40	12	45	90	101	45	69	0	0	1024
Estonia	0	0	32	161	127	87	57	94	115	88	77	66	80	18	0	0	0	0	0	0	0	0	0	1002
Greece	0	0	34	150	101	222	154	186	60	42	23	32	0	0	0	0	0	0	0	0	0	0	0	1004
Spain	0	0	1	65	59	143	233	141	294	203	173	176	14	0	9	1	0	0	0	0	0	0	0	1512
Finland	0	0	0	9	132	200	143	116	88	40	67	48	35	92	36	12	2	0	0	0	0	0	0	1020
France	0	0	0	1	57	261	339	289	247	218	186	149	187	217	119	0	0	0	0	0	0	0	0	2270
Hungary	1	0	0	51	392	242	14	0	8	1	0	0	16	66	63	23	98	41	8	0	0	0	0	1024
Ireland	3	127	234	278	185	165	54	1	1	1	1	0	0	0	1	0	0	0	0	0	0	0	0	1051
Italy	0	0	0	18	304	423	429	371	295	190	108	31	26	23	5	0	0	1	16	10	0	0	0	2250
Luxembourg	0	0	0	143	262	149	18	26	105	19	79	119	201	12	1	0	0	0	0	0	0	0	0	1134
Lithuania	58	151	20	2	93	158	156	91	24	4	95	153	0	0	0	0	0	0	0	0	0	0	0	1005
Latvia	0	0	72	185	160	85	163	109	55	36	29	15	35	37	28	0	0	0	0	0	0	0	0	1009
Malta	0	13	30	76	75	81	63	85	88	124	74	103	186	0	0	3	0	0	0	0	0	0	0	1001
Netherlands	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	58	203	184	116	190	221	36	1008
Poland	1	0	0	122	619	376	318	188	279	168	36	50	63	34	8	0	0	0	0	0	0	0	0	2262
Portugal	0	4	155	161	73	83	82	86	61	45	34	17	49	78	16	15	40	14	0	0	0	0	0	1013
Romania	0	0	100	74	92	156	265	140	98	158	170	135	66	75	13	0	0	0	0	0	0	0	0	1542
Sweden	0	0	1	0	6	45	74	87	103	76	62	142	195	215	0	0	0	0	1	0	0	0	0	1007
Slovenia	0	0	19	42	62	92	85	110	106	124	188	145	35	0	0	0	0	0	0	0	0	0	0	1008
Slovakia	0	0	2	86	161	193	123	189	115	58	53	20	0	0	0	0	0	0	0	0	0	0	0	1000
UK	0	0	18	113	145	149	145	175	124	82	85	69	48	162	273	50	82	169	219	93	51	0	0	2252

Table 3b Fieldwork progress by country – non-EU

Country	w32 16.04-22.04	w33 23.04-29.04	w34 30.04-06.05	w35 07.05-13.05	w36 14.05-20.05	w37 21.05-27.05	w38 28.05-03.06	w39 04.06-10.06	w40 11.06-17.06	w41 18.06-24.06	w42 25.06-01.07	w43 02.07-08.07	w44 09.07-15.07	w45 16.07-22.07	w46 23.07-29.07	w47 30.07-05.08	Total
Turkey	3	13	5	0	2	113	179	217	157	206	205	220	306	117	167	125	2035
Croatia	0	0	0	0	0	102	173	134	93	88	86	142	141	42	0	0	1001
Macedonia	17	9	0	120	208	173	47	21	164	157	67	14	9	0	0	0	1006
Kosovo	12	10	3	0	98	136	115	123	176	54	71	46	199	33	0	0	1076
Serbia	1	22	3	43	88	99	137	106	97	96	100	137	36	37	0	0	1002
Montenegro	0	7	18	34	89	97	67	127	122	104	138	113	48	36	0	0	1000
Iceland	0	0	0	0	5	26	10	46	68	113	209	184	135	198	6	0	1000

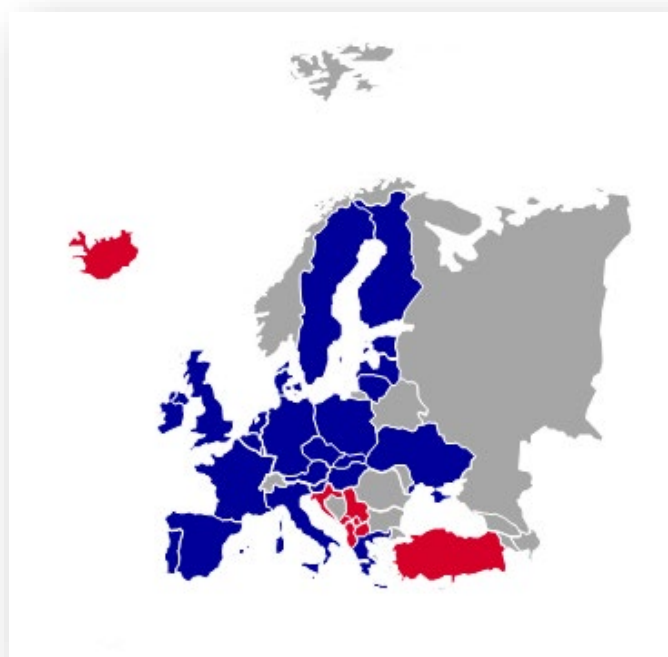
2.2 EQLS Sampling

2.2.1 Coverage

The geographical scope of the 3rd EQLS included the 27 EU Member States and seven non-EU countries: Croatia (HR), Iceland (IS), Kosovo (KO), the Former Yugoslav Republic of Macedonia (MK), Montenegro (ME), Serbia (RS) and Turkey (TR).

Table 4 Country Coverage

EU27		NON-EU	
AT	Austria	TR	Turkey
BE	Belgium	HR	Croatia
BG	Bulgaria	MK	Macedonia
CY	Cyprus	KO	Kosovo
CZ	Czech Republic	RS	Serbia
DE	Germany	ME	Montenegro
DK	Denmark	IS	Iceland
EE	Estonia		
EL	Greece		
ES	Spain		
FI	Finland		
FR	France		
IE	Ireland		
IT	Italy		
HU	Hungary		
LU	Luxembourg		
LT	Latvia		
LV	Lithuania		
MT	Malta		
NL	Netherlands		
PL	Poland		
PT	Portugal		
RO	Romania		
SE	Sweden		
SI	Slovenia		
SK	Slovakia		
UK	United Kingdom		



2.2.2 Universe

2.2.2.1 Target group definition

The universe (statistical population) within each country covered represents all persons aged 18 and over whose usual place of residence is in the territory of the countries included in the survey. The screener questionnaire (contact sheet) that was used at the doorstep to select the correct respondent has been designed to determine who of the household members living in the country fulfils this requirement or not and is included in Annex D. The same contact sheet was used for all 34 countries surveyed.

2.2.3 Sampling

The EQLS aims at strict scientific principles of survey sampling as explicit standards for quality. Eurofound therefore required an updated, good quality sampling frame (register) with addresses/persons whenever possible. The sampling frame should cover at least 95% of households/persons in the country. When such suitable sampling frame was not available for a country, the random route method was used for selection of households.

The table below gives an overview of the sampling method per country. RS stands for Random Sampling based on a register, RR stands for Enumerated Random Route.

Table-Sampling method by country

COUNTRY		SAMPLING METHOD
AT	Austria	RS
BE	Belgium	RS
BG	Bulgaria	RR
CZ	Czech Rep.	RS
CY	Cyprus	RR
DE	Germany	RR
DK	Denmark	RS
EE	Estonia	RR
EL	Greece	RR
ES	Spain	RR
FI	Finland	RS
FR	France	RR
HU	Hungary	RS
IE	Ireland	RS
IT	Italy	RR
LT	Lithuania	RR
LU	Luxembourg	RS
LV	Latvia	RS
MT	Malta	RS
NL	Netherlands	RS
PL	Poland	RS
PT	Portugal	RR
RO	Romania	RR
SE	Sweden	RS
SI	Slovenia	RS
SK	Slovakia	RR
UK	United Kingdom	RS
TR	Turkey	RR
HR	Croatia	RR
MK	Macedonia	RR

COUNTRY		SAMPLING METHOD
KO	Kosovo	RR
RS	Serbia	RR
ME	Montenegro	RR
IS	Iceland	RS

RS=Random Probability Sampling

RR=Enumerated Random Route

In total 16 countries (15 EU Member States and Iceland) are classified as **Random Probability Sampling** countries (RS).

Austria	Finland	Latvia	Sweden
Belgium	Hungary	Malta	Slovenia
Czech Republic	Ireland	Netherlands	United Kingdom
Denmark	Luxembourg	Poland	Iceland

In total 18 countries (12 EU Member States and 6 non EU countries) are classified as **Enumerated Random Route** countries (RR) because good enough sampling frames (covering 95% of the households/persons in a country) were not available. Samples of addresses were enumerated in advance by the national agencies.

Bulgaria	Greece	Lithuania	Turkey	Serbia
Cyprus	Spain	Portugal	Croatia	Montenegro
Germany	France	Romania	Macedonia	
Estonia	Italy	Slovakia	Kosovo	

For each country surveyed, EQLS samples are representative of the universe to be covered. A sample of eligible individuals was surveyed in each country/territory, by applying probability sampling procedures for their selection; i.e. theoretically all members of the statistical population had a known non-zero probability of inclusion in the sample.

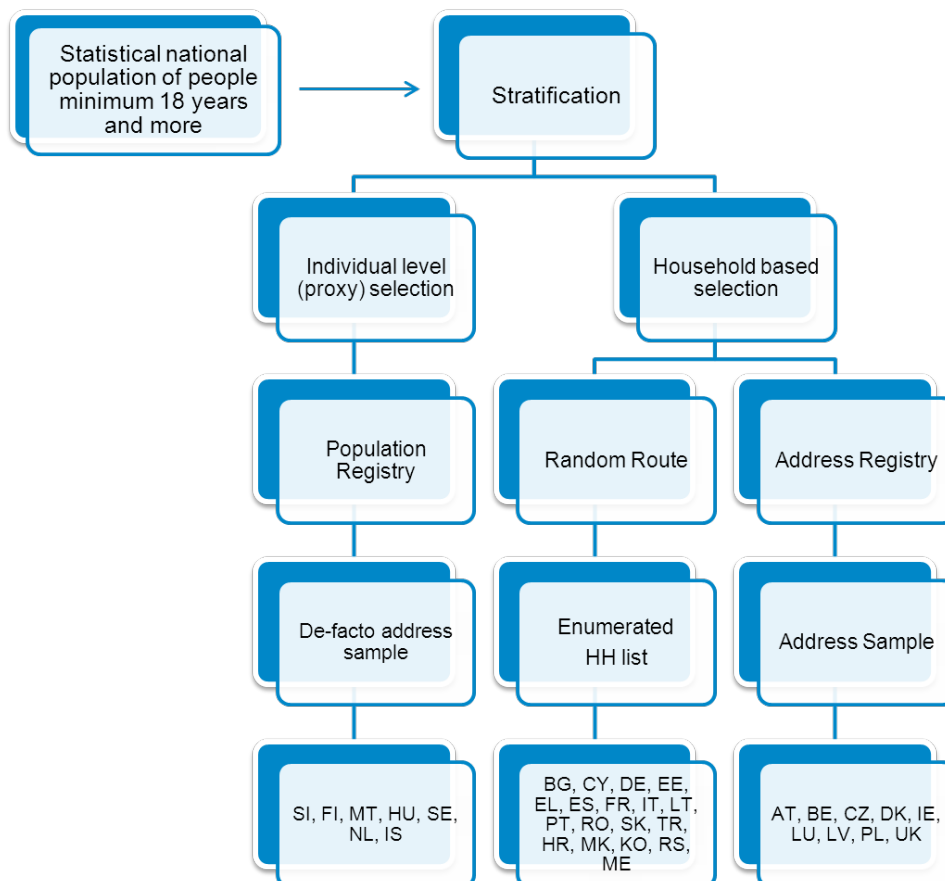
The eligible respondent was the person with the **next upcoming birthday** among the adult household members and there was only one interview per household. In order to avoid significant problems of non-response, at least three recalls were made after the initial visit before an address could be defined as a noncontact. One of those 4 contact attempts needed to fall in a weekend, one on an evening and they needed to be spread over a period of at least two weeks. Some agencies continued to make recalls beyond the minimum of 3 in order to secure as many interviews as possible and help to increase the response rate

The graph below provides an overview of the three major **sampling approaches** used (samples from registries of individuals, samples from registries of addresses/households, and enumerated address samples via standard random route sampling) and how GfK EU3C allocated countries in terms of the sampling approach used.

The sampling strategy adopted in each country was evaluated jointly by GfK EU3C and Eurofound before the start of the survey. During this review, the accuracy of the stratification, adequate representation of the population, and size and distribution of the selected clusters were assessed.

- Households and individuals were selected using a random, stratified sampling procedure. Where more than one eligible person was available, one individual per household was sampled through the next birthday rule, which means that the person, whose birthday was next, was interviewed.

- GfK EU3C used a multistage stratified sample for EQLS. Each country was divided into strata defined by region (based on NUTS level 2/3 or equivalent) and degree of urbanization (see stratification plans per country in the Sampling report). In the Netherlands and Sweden a one-stage random stratified sampling of registered individuals was carried out (which served as proxies for their households) because in these countries a register on individual level has been used for sampling. In the Netherlands 2000 postal delivery points have been randomly selected from the total population of postal delivery points after stratification by region and degree of urbanization. In Sweden a well-defined simple probability sampling design within each defined region, using the national registry as sampling frame, guaranteed a wide geographical spread and heterogeneous spectrum of respondents.
- In each country, the sample was allocated to the geographic strata proportionately to the number of persons living there.
- Institutionalized populations were not included in EQLS (institutionalised populations refer to prisons, nursing homes etc.).
- GfK EU3C used a scientific sampling strategy which encompasses a known selection probability for any individual included in the study. This makes it possible to extrapolate the data to the whole 18+ population. Regardless of the sampling strategy (e.g. registry based or random route) households and individuals were selected with a known probability. The number of eligible individuals (at the time of the screening of the eligible respondent) in the household was recorded and was used to correct within-household selection probabilities.



Detailed descriptions of the sampling frame and its characteristics from each country are provided in the **EQLS Sampling Report**.

Based on the above mentioned principles the sample was selected using random probability methods. No quotas or other non-random solutions were implemented.

Table 5 Sample source by country

COUNTRY		SAMPLE SOURCE
AT	Austria	Random sample, national population registry <i>Austrian Personendatenbank</i>
BE	Belgium	Random sample, national population registry <i>Orgassim</i>
BG	Bulgaria	Enumeration, Random route
CY	Cyprus	Enumeration, Random route
CZ	Czech Republic	Random sample, national population registry <i>Register Municipal Census</i>
DE	Germany	Enumeration, Random route
DK	Denmark	Random sample, national population registry <i>Danish street register</i>
EE	Estonia	Enumeration, Random route
EL	Greece	Enumeration, Random route
ES	Spain	Enumeration, Random route
FI	Finland	Random sample, national population registry <i>National Population Registry</i>
FR	France	Enumeration, Random route
IE	Ireland	Random sample, national population registry <i>Geo-Directory</i>
IT	Italy	Enumeration, Random route
HU	Hungary	Name based sample <i>Central Population Register</i>
LU	Luxembourg	Random sample, national population registry <i>National Postal Services</i>
LT	Lithuania	Enumeration, Random route
LV	Latvia	Random sample, national population registry <i>State Land Services Register of addresses</i>
MT	Malta	Name based sample <i>Electoral Register</i>
NL	Netherlands	Random sample, national population registry <i>Cendris Postafgiftenbestand</i>
PL	Poland	Random sample, national population registry <i>Pesel</i>
PT	Portugal	Enumeration, Random route
RO	Romania	Enumeration, Random route
SE	Sweden	Name based sample <i>SPAR</i>
SI	Slovenia	Name based sample <i>Central Population Register (SURs)</i>
SK	Slovakia	Enumeration, Random route
UK	UK	Random sample, national population registry <i>Royal Mail Postcode Address File (PAF)</i>

COUNTRY		SAMPLE SOURCE
TR	Turkey	Enumeration, Random route
HR	Croatia	Enumeration, Random route
MK	Macedonia	Enumeration, Random route
KO	Kosovo	Enumeration, Random route
RS	Serbia	Enumeration, Random route
ME	Montenegro	Enumeration, Random route
IS	Iceland	National population registry, name-based register of citizens and legal residents, updated every month <i>Statistics Iceland</i>

2.2.3.1 Allocation of the EQLS sample

EQLS samples were stratified according to geographic regions (NUTS 2 level or below¹) and level of urbanisation. The **regions and urbanisation levels used for sample stratification** are provided in the EQLS Sampling Report. The samples were clustered geographically in Primary Sampling Units (PSUs), with the exception of Netherlands, Malta and Sweden where samples were not clustered because they were drawn from individual based registers. The below table provides an overview of the number of strata per country and the number of sampling units used.

Table 6 Allocation of the EQLS sample

COUNTRY		REGION LEVEL	REGION CATEGORIES	URBANISATION CATEGORIES	PSU's
AT	Austria	NUTS2	9	9	200
BE	Belgium	NUTS2	11	4	100
BG	Bulgaria	NUTS2	6	8	167
CY	Cyprus	Districts	5	2	100
CZ	Czech Rep.	NUTS2	8	5	130
DE	Germany	NUTS2	39	10	429
DK	Denmark	NUTS2	5	6	180
EE	Estonia	NUTS3	5	3	150
EL	Greece	NUTS2	13	5	110
ES	Spain	NUTS2	17	6	300
FI	Finland	NUTS2	4	3	250
FR	France	UDA regions	9	6	450
HU	Hungary	NUTS2	7	3	120
IE	Ireland	NUTS2	5	2	140
IT	Italy	NUTS2	21	4	253
LU	Luxembourg	Electoral districts	5	3	204
LT	Lithuania	NUTS2	10	4	150
LV	Latvia	NUTS2	6	4	100
MT	Malta	Local statistical regions			1000
NL	Netherlands	NUTS2	12	5	2000
PL	Poland	NUTS2	16	7	375

¹ http://epp.eurostat.ec.europa.eu/portal/page/portal/nuts_nomenclature/introduction

COUNTRY		REGION LEVEL	REGION CATEGORIES	URBANISATION CATEGORIES	PSU's
PT	Portugal	NUTS2	7	4	160
RO	Romania	NUTS2	8	5	225
SE	Sweden	NUTS2	8	10	1000
SI	Slovenia	NUTS3	2	6	110
SK	Slovakia	NUTS2	8	6	150
UK	UK	NUTS1	10	4	250
TR	Turkey	NUTS2	26	3	256
HR	Croatia	Local statistical regions	6	4	110
MK	Macedonia	NUTS3	8	2	100
KO	Kosovo	UNMIK districts	7	2	100
RS	Serbia	NUTS2	4	8	170
ME	Montenegro	NUTS2	3	2	50
IS	Iceland	NUTS2	2	3	36

2.2.3.2 Enumeration phase

In those countries where a good representative sample could not be derived from registries, a random route sampling took place, as a separate preliminary research step (*'enumeration'*). Prior to the interviewing phase, the random route address information was collected by designated enumerators at each starting point and the obtained information was compiled into a database. One must stress here that the process of enumeration was carried out **prior to interviewing** and was a completely separate process. This was moreover done to ensure good quality sample in countries not using registers.

The aim of this phase was to create a sample of addresses by collecting the exact address information for the sampled areas; e.g. street name, house number, apartment/door number, name of the resident where available.

The preliminary enumeration of addresses was conducted by qualified and specifically trained individuals. The enumerators were selected on the basis of substantial previous experience with random route sampling implementation. GfK EU3C has created **EQLS Enumerator instructions** (see Annex C) which provided detailed information on the specific sampling steps to follow and the way of documentation.

Table 7 EQLS Enumeration overview

COUNTRY	TARGET SAMPLE SIZE	NUMBER OF ENUMERATORS FOR EQLS	PSU's COVERED	ENUMERATION PERIOD
Bulgaria	1000	53	167	12-07-2011 to 24-07-2011
Cyprus	1000	25	100	01-06-2011 to 20-07-2011
Germany	3000	160	429	29-07-2011 to 15-08-2011
Estonia	1000	29	150	27-07-2011 to 19-08-2011
Greece	1000	44	110	27-07-2011 to 05-08-2011
Spain	1500	80	300	11-07-2011 to 29-08-2011
France	2250	200	450	18-07-2011 to 12-08-2011
Italy	2250	246	253	01-07-2011 to 29-08-2011
Lithuania	1000	20	150	29-07-2011 to 09-09-2011
Portugal	1000	28	160	20-05-2011 to 06-07-2011
Romania	1500	131	225	21-07-2011 to 27-07-2011
Slovakia	1000	38	150	04-07-2011 to 31-07-2011

COUNTRY	TARGET SAMPLE SIZE	NUMBER OF ENUMERATORS FOR EQLS	PSU'S COVERED	ENUMERATION PERIOD
Turkey	2000	55	256	05-03-2012 to 14-05-2012
Croatia	1000	14	110	05-03-2012 to 14-05-2012
Macedonia	1000	24	100	05-03-2012 to 10-04-2012
Kosovo	1000	20	100	05-03-2012 to 10-04-2012
Serbia	1000	4	170	05-03-2012 to 12-04-2012
Montenegro	1000	3	50	05-03-2012 to 16-04-2012

These designated enumerators carried out the random route procedure from all starting points to identify all addresses falling in the sampling interval, also indicating which of these might not be eligible/effective (non-residence, abandoned dwellings, etc.). In case of multi-dwelling apartments, the correct dwelling units were also selected by using a fixed interval random route selection procedure.

Generally a complete list of all units matching the sampling interval in a defined random route was collected, with information on eligibility of the units (e.g. if they looked like inhabited households). In some countries enumerators systematically omitted the enumeration of clearly ineligible units (shops, institutions, etc.), but in others these units were not easily distinguishable without actual contact with the persons inside and hence remained in the enumerated sample (e.g. small business office located in the block of living apartments). Prior to finalising samples and issuing the lists of addresses to the interviewers, they were cleared from the non-eligible items (banks, schools, warehouses, etc.) where it was possible to identify them by local supervisors or on the basis of the quality control of enumerated samples by the coordination team.

The goal of the enumeration was to **develop a sample list for each PSU with about 2-3 times as many non-ineligible addresses as needed to complete the interviewing target in the particular PSU** (the Sampling Report has details about the addresses accumulated for the fieldwork in each participating country.)

Based on the result of this enumeration, a sample list was created for each PSU in each country, in electronic format. Interviewers were provided with a list of units to be contacted (excluding the clearly ineligible ones) and they had no role in the selection of sampled addresses/dwellings. The results of the enumeration were **verified through quality control procedures** (at least 10% of PSUs, for details, see the Quality Control Report).

Table 8 Proportion of back checks on enumerated samples

COUNTRY	BACK CHECKS ON ENUMERATED SAMPLES	COUNTRY	BACK CHECKS ON ENUMERATED SAMPLES
Bulgaria	11%	Turkey	11%
Cyprus	12%	Croatia	14%
Germany	10%	Macedonia	12%
Estonia	11%	Kosovo	12%
Greece	11%	Serbia	11%
Spain	11%	Montenegro	14%
France	10%		
Italy	11%		
Lithuania	11%		
Portugal	11%		
Romania	11%		
Slovakia	11%		

Regardless of the source of the sample, each sampled unit was issued on a separate contact sheet to interviewers in order to administer subsequent fieldwork activity. The list of units either contained individuals (where population registry was used for sampling) or addresses (address list obtained from registries or via the above described preliminary enumeration process).

2.2.3.3 Respondent selection

Subsequent to the creation of the sample lists based on the results of enumeration or the samples obtained from registry sources, individuals living in the sampled households were visited for an interview. One resident belonging to the target population (18 years and over) was identified in each household sampled, using the so called 'next birthday' method.

The eligibility of the person in the household was determined with a simple decision rule, supported by a screener sheet, which verified if there was anybody in the household eligible for the survey. The screener questionnaire is attached in Annex D of this report. No proxy interviewing was allowed.

In countries where a name-based register had been used for sampling, the respondent was randomly preselected from the registry; hence the 'next birthday' rule was not necessary. This was the case in the following countries.

COUNTRY
Hungary
Malta
Sweden
Slovenia
Iceland

2.2.3.4 Telephone facilitation

The described scheme of sampling (address and respondent selection) was used in all countries. In Finland and Sweden there are considerable barriers to door-to-door sampling therefore the first contact attempt was allowed to be carried out via telephone, if a number was available from the registry records. In both countries the quality of telephone numbers did not raise any specific quality concerns. In Sweden and Finland those dwellings where a working telephone number could not be attributed the sampled individual's household was contacted face-to-face.

In Iceland the contact procedure had to be refined to meet the country specifics. Given the Icelandic situation with geographical distances and hence the established practices of (pre-) contact making, telephone contact as a first contact (and refusal as one of the possible outcomes) needed to be considered reasonable for the EQLS survey and therefore was approved by Eurofound.

In all other countries a face-to-face visit was the standard contacting form to achieve cooperation in the study.

2.2.3.5 Sample size

In 26 countries the target number of interviews was 1000, and in the 8 countries with the largest population an increased sample size was used.

The table below summarises the target number of interviews as well as the overall number of achieved interviews in the 3rd EQLS which is 43 636 in total (35 516 interviews across the EU27 and 8120 interviews within the non-EU countries).

Table 9 Number of completed interviews

COUNTRY		TARGET N° OF INTERVIEWS	N° OF ACHIEVED INTERVIEWS
AT	Austria	1000	1032
BE	Belgium	1000	1016
BG	Bulgaria	1000	1001
CY	Cyprus	1000	1007
CZ	Czech Rep.	1000	1012
DE	Germany	3000	3068
DK	Denmark	1000	1025
EE	Estonia	1000	1006
EL	Greece	1000	1005
ES	Spain	1500	1512
FI	Finland	1000	1021
FR	France	2250	2275
HU	Hungary	1000	1027
IE	Ireland	1000	1051
IT	Italy	2250	2252
LU	Luxembourg	1000	1006
LT	Lithuania	1000	1157
LV	Latvia	1000	1010
MT	Malta	1000	1001
NL	Netherlands	1000	1009
PL	Poland	2250	2266
PT	Portugal	1000	1018
RO	Romania	1500	1548
SE	Sweden	1000	1009
SI	Slovenia	1000	1008
SK	Slovakia	1000	1006
UK	UK	2250	2250
TR	Turkey	2000	2035
HR	Croatia	1000	1001
MK	Macedonia	1000	1006
KO	Kosovo	1000	1076
RS	Serbia	1000	1002
ME	Montenegro	1000	1000
IS	Iceland	1000	1000
TOTAL	ALL	43 000	43 636

2.3 Questionnaire

The questionnaire of the current wave had its foundations in the predecessor waves, but included new questions as well. At every new wave of data collection, the EQLS questionnaire has expanded and been adapted in order to integrate concerns raised in the social debate and emerging issues, and to build on lessons from technical field reports from earlier waves. Nonetheless, many questions have remained identical in order to allow the building of trends. The master questionnaire of the 3rd EQLS is included in Annex D. The questionnaire was identical for all the 34 countries surveyed .

For the EU27 countries, the questionnaire was translated into 25 languages. There are 31 unique language versions (31 different questionnaires); altogether there are 34 country versions, as

sometimes the same version was used in different countries (e.g. Lithuanian Russian and Estonian Russian are counted separately).

For the non-EU countries, the questionnaire was translated into 7 languages (Turkish, Croatian, Macedonian, Albanian, Serbian, Montenegrin, Icelandic). In addition, as an 8th language, Serbia amended the Hungarian translation to meet the country specifics. Serbia translated the questionnaire into Serbian which was then amended by Kosovo and Montenegro to meet their respective country specifics. Macedonia provided the Albanian version which was reviewed by Kosovo to create its own country specific version.

The questionnaire was translated into the following languages:

COUNTRY	LANGUAGE(S)		
Austria	German		
Belgium	Dutch	French	
Bulgaria	Bulgarian		
Cyprus	Greek		
Czech Republic	Czech		
Germany	German		
Denmark	Danish		
Estonia	Estonian	Russian	
Greece	Greek		
Spain	Spanish	Catalan	
Finland	Finnish	Swedish	
France	French		
Hungary	Hungarian		
Ireland	English		
Italy	Italian		
Luxembourg	French	German	Luxemburgish
Lithuania	Lithuanian	Russian	
Latvia	Latvian	Russian	
Malta	Maltese	English	
Netherlands	Dutch		
Poland	Polish		
Portugal	Portuguese		
Romania	Romanian		
Sweden	Swedish		
Slovenia	Slovene		
Slovakia	Slovak	Hungarian	
United Kingdom	English		
Turkey	Turkish		
Croatia	Croatian		
FYROM	Macedonian	Albanian	
Kosovo	Albanian	Serbian Latin	Serbian Cyrillic
Serbia	Serbian Latin	Serbian Cyrillic	Hungarian
Montenegro	Montenegrin	Serbian Latin	Serbian Cyrillic
Iceland	Icelandic		

2.3.1 Overview of the phases of questionnaire development and translation

Questionnaire translation and verification was a thorough multi-layered process, involving a questionnaire review, a pre-test, a 5-phase translation process and validation of new questionnaire elements, a review of trend questions and a pilot stage. Each stage was subject to approval and was documented in the project's technical reports. Further information on the process can be found in the [Translation Report](#).

The list below provides an overview of the process stages:

- *Questionnaire development:* the EQLS 2007 questionnaire was reviewed with the help of the EQLS Questionnaire Development Group.
- *Questionnaire validation:* a pre-test was conducted in French in Belgium and in English in the United Kingdom using a mixed method approach with 30 cognitive interviews and 61 face-to-face interviews.
- *Translation process:* all new questionnaire elements were translated by two independent local translators. The two versions were compared, back-translated and checked. The final version was approved by Eurofound. Trend elements were reviewed by the local project manager at the national agencies and checked by GfK EU3C.
- *Quality check – Translation validation:* an extra quality check was performed which consisted of both new and trend questions being proofread and evaluated by EQLS experts appointed by Eurofound or experts appointed by GfK EU3C.
- *Pilot:* local agencies tested the local language scripts to ensure their accuracy before the pilot. Following the pilot evaluation, a few questions were adapted and additional elements were added to the glossary.

2.3.2 Questionnaire development and pre-test

The questionnaire of the EQLS was created by Eurofound and was tested in various ways to ensure that it provides a valid measurement of the concepts surveyed.

A pre-test was carried out on the basis of the draft questionnaire to test especially the new questions added for the 3rd wave of the EQLS. Question wordings were tested in English (in the UK) and French (in Belgium), with 30 cognitive interviews and 61 real life interviews to obtain respondent (and interviewer) feedback on the new questions and their meaning for respondents. The results of this pre-test validation were analysed in detail, including definitions and possible interpretations of terms used in the questions, adaptability of the question to self-employed respondents, and issues specific to Belgium and the UK. The results of the pre-test interviews were used for the final questionnaire formulation. Some questions were re-formulated, others were kept unchanged and some were removed altogether as a result of the pre-test. The conclusions drawn from the analysis of the test questions were also used to make changes in other questions and terms that proved to be unclear to respondents during the pre-test. Details of the pre-test are described in the **Pre-test Report**.

2.3.3 Translation and translation validation

2.3.3.1 Process

Translations were managed centrally by GfK EU3C. The source questionnaire was established in English and national translations were developed based on this master questionnaire. A more detailed review of the translation process can be found in the Translation report.

EU27 countries



Two different procedures were used to review trend translations (i.e. unchanged or slightly modified items from the previous wave of EQLS) and translate new questions.

The review of **trend translations** consisted of 4 parts:

- a *review* by local project managers, who indicated if the change they proposed was major (i.e. substantial) or minor (slight grammar changes, typos etc.). Local partners were instructed to change translations only if the old translation distorted the intended meaning or there was some other serious mistake with the translation – so if the old translation was not literal, but the meaning was correct, old versions were to be kept to preserve comparability of survey results. A review was also done by research professionals in each country.
- *checks* and acceptance or rejection of the proposed changes by *GfK EU3C*
- *checks* and acceptance or rejection by the *EQLS experts*
- in debated cases, *final* decision by *Eurofound*

In the case of entirely **new questions**, a 5-phase translation process was employed (followed by checks by EQLS experts and then Eurofound). The CVs of all translators were checked for appropriate qualifications and experience by GfK EU3C and approved in advance by Eurofound.

- First, two *independent translations* from English to the local language were prepared, before being synthesized into *one draft version* by the local partner agencies.
- The *process of reconciliation* of the two independent translations consisted of checking both translations and either accepting the one that was a better translation overall, using parts of each translation or propose a third version if it seemed necessary. This process was implemented by research professionals (typically at the national partner agency) with a thorough knowledge of survey research and full proficiency in the source language (English).
- This synthesised version was *back-translated* into English by professional translators who had extensive experience with questionnaire “language”, but were not familiar with the source questionnaire.
- Back-translations were then checked and commented by GfK EU3C. This consisted of GfK EU3C’s translation experts *comparing the English master to the back translation*, and commenting on items where there seemed to be a discrepancy between the two. Then, these comments were checked by a researcher at the national agency (preferably the researcher who worked on the reconciled draft version and was aware of the terminology and possible translation issues). Corrections were made if necessary based on explanations provided by the GfK EU3C experts.
- Finally, these new translations were reviewed by the EQLS experts and, for debated items, by Eurofound, resulting in the *final document*.

Non-EU countries



Given the fact the EQLS was implemented for the first time in Serbia, Kosovo, Montenegro and Macedonia, and taking into account the fact that Croatia and Turkey exhibit certain particular features as seen in analysis of previous EQLS data, a more extensive translation process was applied to ensure the high quality translations.

The translation process in the non-EU countries consisted of a *first translation*, a *back-translation* and a *translation validation process including a number of cognitive interviews*. The translation team comprised a project manager, two independent translators and a person responsible for the translation validation process and cognitive interviews. The CVs of the team were reviewed and approved by Eurofound.

- For each language, two local translators working *independently translated* the questionnaire.
 - o As this is the first time EQLS is carried out in Kosovo, Montenegro and Serbia all questions were translated into Montenegrin and Serbian.
 - o For Albanian, Croatian, Macedonian and Turkish only the new questions and those that were modified had to be translated. For the latter languages the trend questions and those that were only slightly modified were to be taken from 2007 EQLS questionnaires and reviewed by the local translation teams. The local translation teams reviewed the translated questions and logged all decisions taken during the process in the translation logbook.
- A *reconciled version* of the two independent translations was developed by the local project manager
- These synthesised versions were then *back-translated* into English by professional translators who had no access to the source questionnaire.
 - o For Croatian, Macedonian, Albanian and Turkish only the new and modified questions were back-translated.
 - o For Montenegrin and Serbian for all the questions a back-translation was provided.
- On the basis of the back-translation the local translation team carried out a translation control: they *compared the back-translation to the English master* to check for discrepancies in meaning (not word choice). In the case of discrepancies these were verified with the translators and if necessary corrected and logged in the logbook.
- A *translation validation exercise* was carried out by a native speaker independent of the translators. This exercise was recorded in detail in the translation logbook. The post back-translation was again compared to the English master. Possible translation errors were identified by focusing solely on the wording of the items. In case of translation errors a final correction was made.
- Next to this, *cognitive interviews* were realised to test that the language was properly understood and that the questions read naturally as to ensure that the translations were correct and fluent. Based on the cognitive interviews we also evaluated how the main concepts of the questionnaire were perceived by the respondents, verified the adequacy of interviewer guidelines and glossary and drew information that could be applied or emphasized in interviewer training as well as, possibly, in data interpretation (later on). For each language 5 cognitive interviews were conducted:

- On the basis of the outcomes of the translation process, the validated translations were subjected to a *final review* by GfK EU3C in cooperation with Eurofound. In addition, the changes that were made to the final master of the questionnaire for the EU27 have been implemented in the questionnaire translations of the EU Candidate and IPA countries.

Iceland



The translation team in Iceland comprised a project manager, two independent translators and a person responsible for the back-translation (CV's approved by Eurofound). The translation team was briefed, monitored and supported by GfK EU3C during the entire process.

The translation process for Iceland for the main questionnaire consisted of a *first translation* and a *back-translation*. All questions of the questionnaire were translated and back-translated (given that there was no previous translation available). The translation process was the same as that applied for new questions in the EU27. Since the decision to include Iceland in the EQLS came later than for the other non-EU countries it was not possible to include cognitive interviews in the process in time to be able to start the fieldwork at the same time as all the other non-EU countries therefore this step was omitted..

2.3.3.2 Languages and national adaptations

For the EU27, the questionnaire was translated into 25 distinct languages, with 34 country-specific language versions. For the non-EU, 8 languages were necessary (the questionnaire was translated into 7 distinct languages and Hungarian was taken from the EU27 countries). Serbian had 3 country-specific language versions (for Serbia, Kosovo and Montenegro). Albanian had 2 country-specific language versions (for Macedonia and Kosovo).

Languages that were used in more than one country are indicated in the table below with the source version and adaptations. The choice of these languages is based on a cut-off point of approximately 5% of the country population, i.e. minority languages spoken by more than 5% of the population were included.

Table 10 National Adaptations

LANGUAGE	SOURCE	ADAPTATIONS		
Dutch	Netherlands	Belgium		
English	EQLS	UK	Ireland	Malta
French	Belgium	France	Luxembourg	
German	Germany	Austria	Luxembourg	
Greek	Greece	Cyprus		
Russian	Estonia	Latvia	Lithuania	
Swedish	Sweden	Finland		
Hungarian	Hungary	Serbia		
Albanian	Macedonia	Kosovo		
Serbian	Serbia	Kosovo	Montenegro	

2.3.4 Pilot testing

A pilot phase was organised before launching the EQLS main field phase. This approach was applied for the EU27 countries and later on as well for the non-EU countries.

The goal of the pilot exercise was to simulate the real study and to verify if all fieldwork materials were appropriate. The materials tested in the pilot included the CAPI and PAPI questionnaire, the glossary, the contact sheet on paper and the online version, the introductory letter, the promo-cards and the sorry-you-were-out cards in all the languages of each country. It was also an opportunity to test the routing of the questionnaire and the technical infrastructure and processes.

In the EU27 countries a pilot was carried out between 20 July and 8 August 2011 with at least 25 cases in each country covered by the EQLS, in at least three sampling points.

For all non-EU countries except Iceland the pilot started on 18 April and ran until 8 May 2012; in Iceland the pilot was carried out between 8 May and 25 May 2012. National agencies were instructed to complete 25 interviews as if they were real interviews in the main field phase of the study.

National implementation teams made proposals for final adjustments on the basis of the pilot tests in each country. Based on the observations of the pilot report, a number of questions were revised addressing issues such as clearer formulation of unclear questions and response options and addition of extra instructions (in the questionnaire and/or in the glossary). Besides this, the pilot also gave the opportunity to handle a few queries for example regarding the correct data-entry of the contact sheets.

Table 11a EQLS Questionnaire test phases in the EU27 countries

COUNTRY	PRE-TEST COGNITIVE	PRE-TEST LIVE EQLS INTERVIEWS	PILOT (FIELD TRIAL)
AT			X
BE	X	X	X
BG			X
CY			X
CZ			X
DE			X
DK			X
EE			X
EL			X
ES			X
FI			X
FR			X
HU			X
IE			X
IT			X
LU			X
LT			X
LV			X
MT			X
NL			X
PL			X
PT			X
RO			X
SE			X
SI			X
SK			X
UK	X	X	X

Table 11b EQLS Questionnaire test phases in the non-EU countries

COUNTRY	COGNITIVE INTERVIEWS (PREPARATORY PHASE)	PILOT INTERVIEWS (FIELD TRIAL)
TR	X	X
HR	X	X
MK	X	X
KO	X	X
RS	X	X
ME	X	X
IS		X

2.3.5 Mode of the survey

The interviewing in the 3rd EQLS was supported by CAPI (Computer Aided Personal Interviewing) in 20 out of the 27 EU Member States, and in 2 out of the 7 non-EU countries. Elsewhere, national agencies implemented the study with pen-and-paper questionnaires (PAPI). GfK EU3C provided the countries with the programming of the questionnaire and the contact sheet. The PAPI countries could also use this, because it was fit for input purposes for PAPI.

The centralised scripting / programming solution has been used in 32 out of the 34 countries. Only in Luxembourg and Italy the main questionnaire was programmed by local institutes. Based on the pilot test results and further checks using pre-scripted (dummy) interviews, the EQLS implemented a rigorous control of CAPI programming accuracy. The process of verification included several layers: verification of the central² dummy data files to verify filters and answer options. Beside the technical check of the survey structure, the actual script was reviewed by GfK EU3C for the final go-ahead in all languages.

Table 12 Data collection technique (CAPI/PAPI)

COUNTRY	INTERVIEW METHOD	COUNTRY	INTERVIEW METHOD
AT	CAPI	TR*	PAPI
BE	CAPI	HR*	PAPI
BG*	PAPI	MK	CAPI
CY*	PAPI	KO*	PAPI
CZ	CAPI	RS*	PAPI
DE	CAPI	ME*	PAPI
DK*	PAPI	IS	CAPI
EE	CAPI		
EL*	PAPI		
ES	CAPI		
FI	CAPI		
FR	CAPI		
HU	CAPI		

² Including the local Italian and Luxembourg script

COUNTRY	INTERVIEW METHOD	COUNTRY	INTERVIEW METHOD
IE	CAPI		
IT	CAPI		
LT	CAPI		
LU	CAPI		
LV	CAPI		
MT	CAPI		
NL	CAPI		
PL	CAPI		
PT	CAPI		
RO	CAPI		
SE*	PAPI		
SI*	PAPI		
SK*	PAPI		
UK	CAPI		

2.3.6 Coding

The EQLS survey does not include open-ended questions; therefore there was no need for coding on this type of questions.

The nationally relevant levels of completed education (recorded in a country specific closed question) were converted into ISCED³ first digit categories to reach harmonised education categories across the whole dataset. No manual coding of the education level was involved.

Finally, income information that referred to the national currency in each country was recoded to euros based on the exchange rates on 16 May 2011.

2.3.7 Length of the interview

On average, the questionnaire of the 3rd EQLS interviews was approximately 38 minutes in the EU27 Member States, with a relatively modest variation across countries, but – as generally – substantial differences *within* countries. In the non-EU countries, the questionnaire of the took an average of 39 minutes, with similar variations as those for the EU.

The table below offers details on variance of the questionnaire length in each country. This table is based on the start and end hour as registered manually by the interviewer in order to have a consistent analysis among all the countries (for CAPI interview duration is both automatically recorded and manually recorded by the interviewer; for PAPI there is only a manually recorded indication of duration). An interview duration of 15 min was chosen as the lowest cut-off point for an interview to be accepted.

³ <http://www.oecd.org/dataoecd/7/2/1962350.pdf>

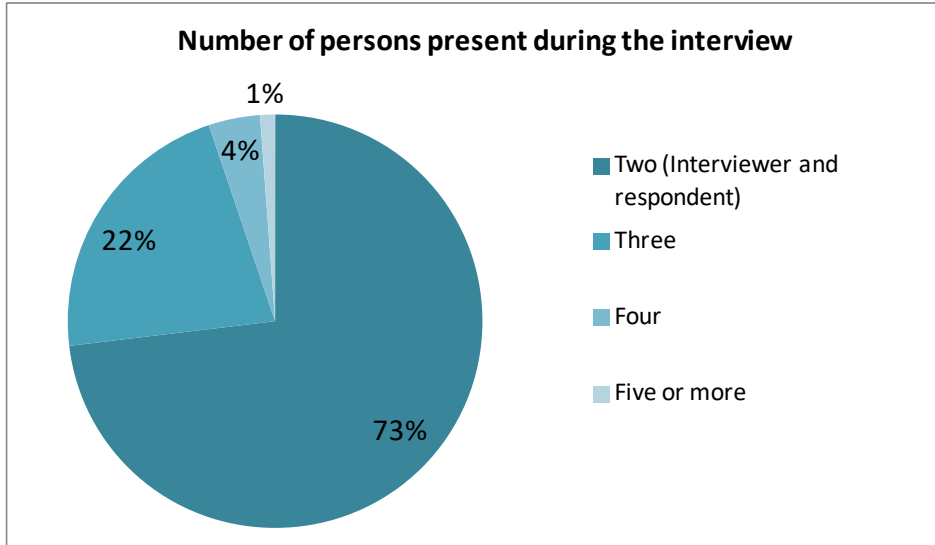
Table 13 Interviews duration (average, min-max minutes, categories) by country

COUNTRY		MINUTES			% DISTRIBUTION ACROSS LENGTH CATEGORIES				
		AVERAGE	MIN	MAX	<20	20-29	30-39	40-49	50<
EU27		38	15	95					
AT	Austria	40	15	95	1.6	10.8	36.7	30.7	20.2
BE	Belgium	34	15	90	5.6	23.9	42.7	17.1	10.7
BG	Bulgaria	44	15	90	1.1	3.4	21.7	44.9	28.3
CY	Cyprus	34	15	90	8.0	13.1	46.6	25.9	6.3
CZ	Czech Rep.	43	15	95	1.3	8.2	28.0	38.8	23.7
DE	Germany	40	15	95	1.8	10.1	36.2	34.6	17.3
DK	Denmark	41	15	95	1.5	8.7	37.9	29.8	22.1
EE	Estonia	40	15	94	3.8	14.2	34.4	25.8	21.8
EL	Greece	39	15	95	0.3	6.6	35.7	45.3	12.0
ES	Spain	33	15	95	8.5	30.8	37.3	16.3	7.1
FI	Finland	41	15	95	1.0	10.5	38.3	28.8	21.4
FR	France	38	15	95	3.0	13.3	42.3	25.8	15.6
HU	Hungary	35	15	90	7.1	24.9	37.5	21.3	9.2
IE	Ireland	37	15	90	4.8	14.6	45.6	22.1	13.3
IT	Italy	38	20	95	2.1	28.9	31.6	21.6	15.9
LU	Luxembourg	41	15	95	2.2	16.1	33.8	25.5	22.4
LT	Lithuania	34	15	95	7.5	25.3	42.8	16.3	8.1
LV	Latvia	37	15	94	6.5	22.2	36.2	20.0	15.2
MT	Malta	41	15	95	1.7	8.1	34.9	35.4	19.8
NL	Netherlands	44	15	95	1.5	5.5	30.5	32.6	29.9
PL	Poland	33	15	95	8.0	32.4	37.5	15.9	6.2
PT	Portugal	35	15	95	7.6	22.8	41.9	18.3	9.4
RO	Romania	31	15	95	16.2	30.8	34.3	13.2	5.5
SE	Sweden	47	15	95	0.5	2.4	19.2	37.9	40.0
SI	Slovenia	43	15	95	7.5	2.5	24.4	36.3	29.2
SK	Slovakia	43	15	90	2.6	3.2	19.8	46.9	27.5
UK	UK	36	15	95	5.4	17.9	45.1	19.6	12.0
NON-EU		39	15	115	1.5	13.1	34.1	34.2	17.1
TR	Turkey	34	15	108	1.3	25.5	45.8	21.6	5.8
HR	Croatia	41	15	95	0.1	4.2	30.4	48.3	17.0
MK	Macedonia	34	15	115	8.4	30.5	32.3	22.1	6.8
KO	Kosovo	47	15	105	0.2	1.0	14.9	46.9	37.0
RS	Serbia	42	17	90	0.5	4.7	36.9	33.9	24.0
ME	Montenegro	43	18	102	0.1	2.1	29.5	49.8	18.5
IS	Iceland	41	15	115	0.4	12.6	38.6	27.9	20.5

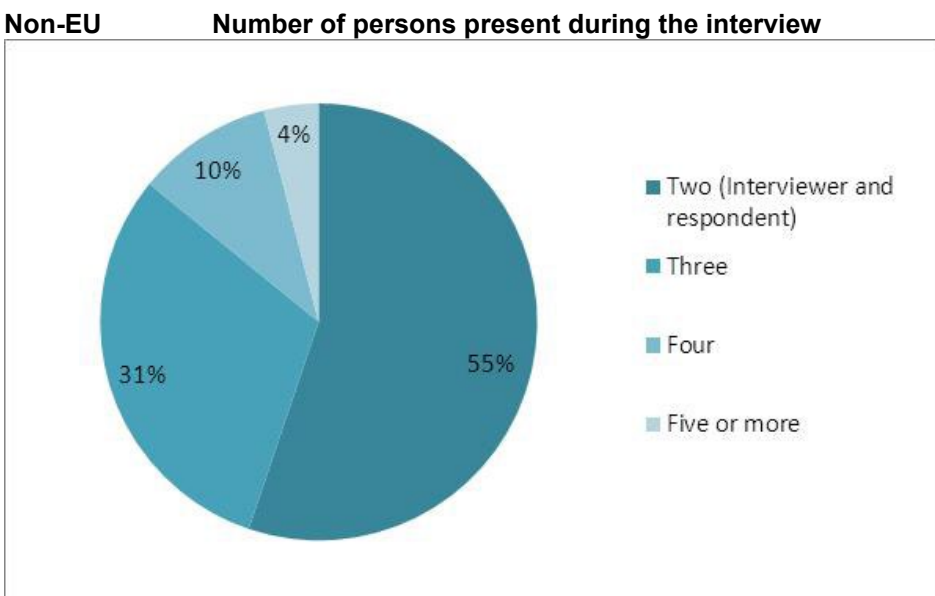
2.3.8 Context of the interview

With regard to the context of the interview the interviewers also registered the number of persons that were present during the interview. The interviewer also assessed the degree of cooperation of the respondent. This information is presented in the graphs below.

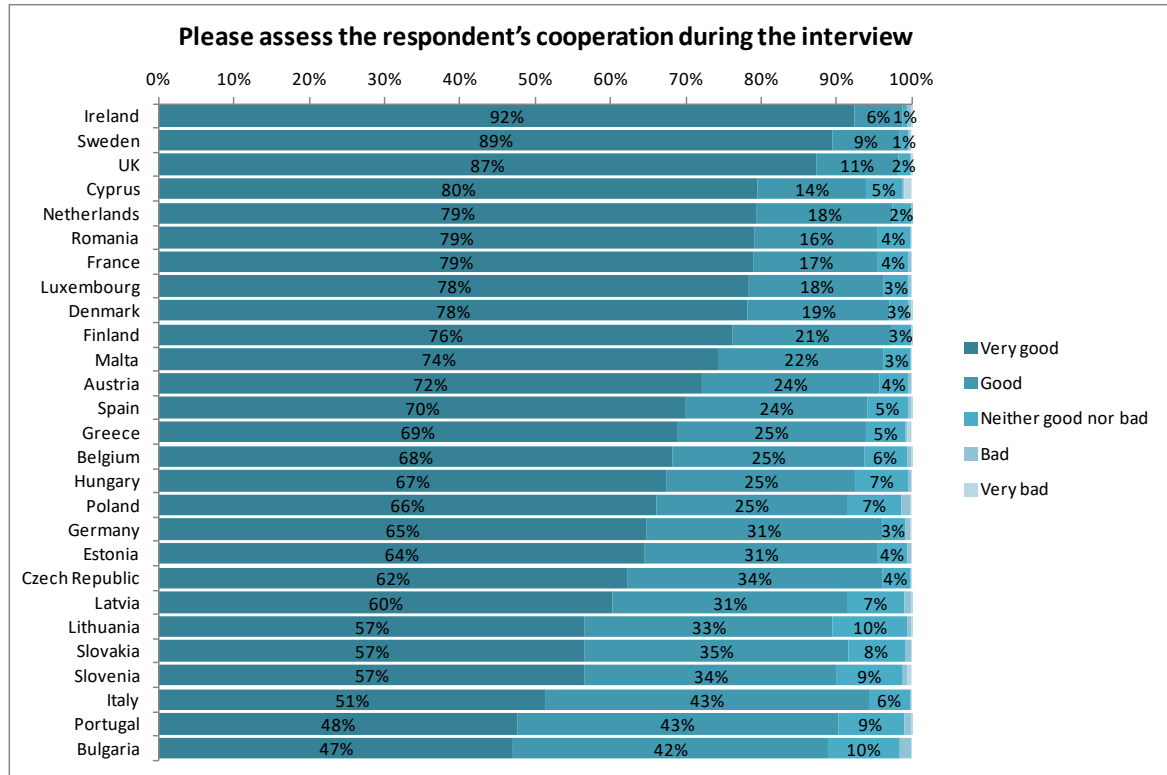
EU27



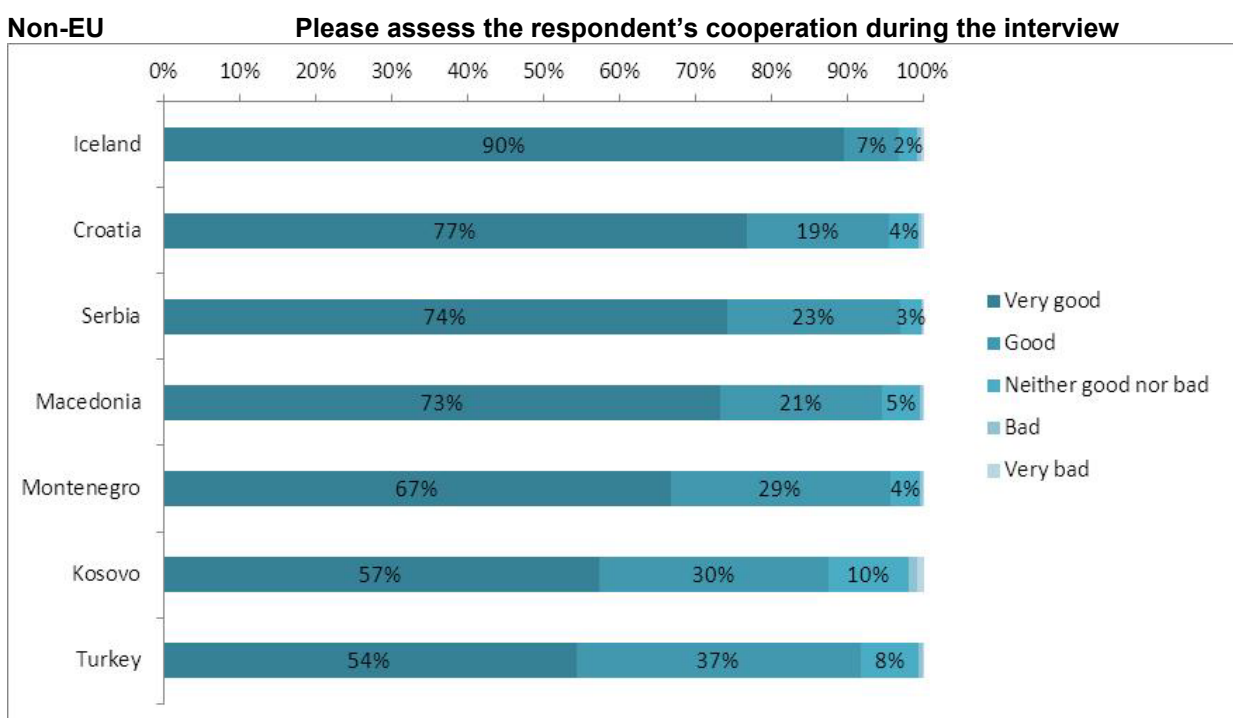
Non-EU



EU27



Non-EU



2.4 Interviewing

2.4.1 Field force

Eurofound's requirements were that the EQLS used interviewers with at least one year experience in survey research and who had participated in at least three face-to-face non-marketing surveys in the past 5 years. The number of interviews per interviewer was set at a minimum of 10 and a maximum of 30.

Interviewer cooperation and motivation was excellent in the majority of countries where the EQLS was carried out.

Nonetheless, field force retention issues hampered fieldwork progress in some countries (e.g. UK). Due to retention problems, the original goal of a minimum of 10 interviews per interviewer could not be enforced. In almost all countries, there were interviewers who left fieldwork with only a couple interviews completed. The rule regarding a minimum of 10 interviews per interviewer was discussed with Eurofound and it was agreed that it would be considered as a principal recommendation however in some countries an exception was made so as not to jeopardise the completion of the fieldwork in a timely manner.

On the other hand, the same circumstances triggered national institutes to retain well-performing interviewers, who sometimes conducted more than the originally planned maximum number of 30 interviews (e.g. in Turkey).

The table below provides a summary of the number of interviewers reported at the set-up and the number of active interviewers across all weeks based on the completed interviews.

Table 14 Field force per country

COUNTRY	SAMPLE SIZE	TOTAL EQLS FIELD FORCE (REPORTED AT SET UP)	ACTIVE EQLS FIELD FORCE ACROSS ALL WEEKS (BASED ON COMPLETES)
AT	1000	85	57
BE	1000	100	89
BG*	1000	75	74
CY*	1000	60	39
CZ	1000	150	188
DE	3000	240	252
DK*	1000	50	91
EE	1000	39	48
EL*	1000	65	61
ES	1500	100	116
FI	1000	55	57
FR	2250	220	207
HU	1000	120	135
IE	1000	65	66
IT	2250	245	243
LT	1000	40	44
LU	1000	20	32
LV	1000	100	59
MT	1000	40	49
NL	1000	67	66

COUNTRY	SAMPLE SIZE	TOTAL EQLS FIELD FORCE (REPORTED AT SET UP)	ACTIVE EQLS FIELD FORCE ACROSS ALL WEEKS (BASED ON COMPLETES)
PL	2250	400	189
PT	1000	50	75
RO	1500	152	121
SE*	1000	100	77
SI*	1000	120	64
SK*	1000	73	52
UK	1000	180	170
TR	2000	78	125
HR	1000	90	109
MK	1000	36	37
KO	1000	36	48
RS	1000	85	94
ME	1000	40	69
IS	1000	38	64

2.4.2 Interviewer training

The training approach was two-fold, encompassing firstly a central briefing of the national field and project managers and secondly the national briefings in all participating countries.

2.4.2.1 Training the national field and project managers

One of the most important aims of GfK is to achieve high methodological standards and thus homogenous quality, thereby striving for optimal comparability in the data collected across all the participating countries. Therefore, uniform instructions, both for interviewers and project managers are of key importance.

Before going into field, all the national field and project managers involved received project training. This can be considered as a “train-the-trainer” method, as they in their turn were to brief their interviewers in detail for the fieldwork.

For the EU27 countries, GfK EU3C organised the EQLS training of the field and project managers from the participating countries by means of a one-day EQLS seminar in Brussels (before the main field start). The seminar took place on Friday 2 September 2011 and was attended by the GfK EU3C team, the Eurofound team and at least one representative of each national agency.

The seminar started with a general session to explain the research objectives and to emphasize the importance of the EQLS survey. The Eurofound team also provided some background information on the agency and presented the aims of the project. After the introduction session, three workshops were organised. For this purpose, the attendees were split up in 3 smaller groups. Every group received an in-depth training on the following topics:

1. How to contact the respondents?
2. How to perform fieldwork?
3. How to follow up on fieldwork and how to control the field quality?

The workshops were guided by means of PowerPoint presentations. Furthermore, the different field materials were shown and discussed (promo card/brochure, introduction letter, sorry-you-were-out card, contact sheet, main questionnaire, glossary, show cards, back check questionnaire).

The non-EU countries were briefed (before the pilot start) during a seminar on the 12th of April 2012 at the GfK offices in Leuven. In the presence of Eurofound representatives, the GfK EU3C team explained the research objectives and background of the EQLS. The field managers were then trained in how to work with the contact sheet, the questionnaire and the fieldwork follow-up tool. This training covered the same topics as mentioned above.

The table below shows the seminar agenda for the EU27:

Time	Activity
08:30 AM	Meet & Greet breakfast GfK Network national agencies
09:30 AM	Welcome & seminar kick-off Ellen Claes – GfK
09:45 AM	Introduction by Eurofound Tadas Leoncikas, Branislav Mikulic, Eurofound Introduction about Eurofound, its mission concerning QOL in Europe and the aim of the survey.
10:30 AM	Plenary sessions Nick Moon GfK UK - Case study Elfie Ettinger GfK AT - Methods to ensure a good response rate
11:00 AM	Coffee break For the briefing sessions, the countries will be split into 3 smaller groups (A B C)
11:15 AM	BRIEFING FIELDWORK Nancy Heremans - GfK Eszter Sandor - Eurofound In this session, the questionnaire will be briefed in more detail and the interviewer briefing instructions will be explained. Documents : questionnaire, glossary, show cards
12:30 AM	Lunch
13.30 PM	BRIEFING CONTACT PROCEDURE AND CONTACT SHEET Ellen Claes - GfK Branislav Mikulic - Eurofound In this session, the contact procedure and the contact sheet (paper and online version) will be briefed in more detail. Documents : contact sheet, introduction letter, promo card/brochure, sorry-you-were out card
14.45 PM	Coffee break
15:00 PM	BRIEFING FOLLOW UP TOOL AND QUALITY CONTROL Kim De Cuyper - GfK Tadas Leoncikas; Sophia MacGoris - Eurofound In this session, the follow up tool and the quality control measures will be briefed in more detail. Documents : back check questionnaire
16:15 PM	Conclusions and closing of the seminar (round up)

The table below shows the seminar agenda for the non-EU countries:

Time	Activity
09:00 AM	Meet & Greet All participants
09:15 AM	Seminar kick-off Sara Gysen – GfK
09:30 AM	Introduction by Eurofound Tadas Leoncikas and Robert Anderson – Eurofound Introduction about Eurofound, its mission concerning quality of life in Europe and the aim of the survey.
10:00 AM	EQLS Contact procedure and use of the contact sheet Sara Gysen/Nancy Heremans – GfK In this session, the contact procedure and the contact sheet (paper and online version) will be briefed in more detail. Documents : Contact sheet, introduction letter, promocard
11:15 AM	Coffee break
11:30 AM	EQLS Fieldwork Nancy Heremans – GfK In this session, the questionnaire will be briefed in more detail and the interviewer briefing instructions/fieldwork guidelines will be explained. Documents : Questionnaire, glossary, showcards
12:45 AM	Lunch
13:45 PM	EQLS Fieldwork follow-up Kim De Cuyper – GfK In this session we will explain how to follow-up on fieldwork (tool)
14:15 PM	EQLS Quality control process Sara Gysen – GfK, Sophia MacGoris – Eurofound In this session, the quality control measures will be briefed in more detail. Documents : back check questionnaire (for completes, refusals, no contacts)
15:30 PM	Questions, conclusions and closing of the seminar
16:00 PM	End of Seminar
16:00- 16.30 PM	Administration with national agencies GfK EU3C and national agencies

After the seminar, the PowerPoint presentations were sent to the national agencies and the frequently asked questions (FAQ) were added to the EQLS Project Manual as to provide the national agencies with a good guideline document for the national briefings.

2.4.2.2 Training the national interviewers

The national field and project managers who attended the “train the trainer” seminar were responsible for organising the field force training in their respective countries.

After the seminar and before the field start, all interviewers participated in in-depth briefings held by the national field and project managers. Training was predominantly given in-person, using the EQLS Project Manual as a guideline. Based on the EQLS Project Manual, written interviewer instructions were developed in the target languages. These written interviewer instructions were provided to all interviewers participating in the EQLS survey.

The field force training took about half a day in every country. The training covered

- a general introduction of the study
- an explanation of the expected fieldwork to conduct (general interviewing, refusal conversion, fieldwork protocol, contact procedure)
- fieldwork materials (the use of the promo card/brochure, the introduction letter, the sorry-you-were-out card, the contact sheet, the main questionnaire, the glossary and the show cards)
- technical aspects (inputting data, etc.)

No interviewer was allowed to conduct interviews without the training described above.

Table 15 Interviewer training for the 3rd EQLS

INTERVIEWER TRAINING FOR THE 3 RD EQLS				
COUNTRY	IN CENTRAL LOCATION BY LOCAL RESEARCH DIRECTOR/PROJECT MANAGER	PERSONALLY BY SUPERVISORS IN REGIONAL CENTRES	BY TELEPHONE (TELECONFERENCE)	OTHER
Austria			Field manager, project manager f2f team on 19.09.2011 (85 interviewers)	
Belgium	Training on 14.09.2011 (N=2x20 interviewers), on 15.09.2011 (N=20 interviewers) and on 16.09.2011 (N=2x20 interviewers)			
Bulgaria	40 interviewers on 20.09.2011	35 interviewers on 20.09.2011		
Cyprus	30 interviewers on 14.09.2011 and 21.09.2011			
Czech Republic	6 supervisors personally in GfK office on 12.09.2011		150 interviewers on 15-21.09.2011	
Denmark	6 supervisors on 19.09.2011	50 interviewers on 20.09.2011 & 21.09.2011		
Estonia	39 interviewers on 22.09.2011			
Finland	Pauliina Aho at HQ (national: 2 nd of September general info about project (42 interviewers)	Eija Karvinen at HQ (=regional in the metropolitan area) on 20.09.2011 (5 interviewers)	Terttu Lindqvist week of 19.09.2011 (55 interviewers)	Written instructions for the whole project team)

COUNTRY	IN CENTRAL LOCATION BY LOCAL RESEARCH DIRECTOR/PROJECT MANAGER	PERSONALLY BY SUPERVISORS IN REGIONAL CENTRES	BY TELEPHONE (TELECONFERENCE)	OTHER
France			All the interviewers were briefed by groups of 20 interviewers and 1 instructor during a telecon of 90 min	Written instructions
Germany			240 interviewers	Web meeting with teleconference and written training and our interviewers could call the institute services at weekend
Greece	24 interviewers on 19.09.2011	31 interviewers on 19.09.2011	10 interviewers on 19.09.2011	
Hungary		60 interviewers on 20-22.09.2011	60 interviewers on 20-22. 09.2011	
Ireland	65 interviewers on 14.09.2011 & 19.09.2011 & 20.09.2011			
Italy	20 interviewers on 19.09.2011	60 interviewers on 20.09.2011	240 interviewers on 20.09.2011 and 21.09.2011	
Latvia	26 interviewers (divided into 2 groups) on 19.09.2011 and 24 interviewers on 29.09.2011	30 interviewers on 20-22.09.2011		
Lithuania	35 interviewers on 15.09.2011		5 interviewers on 16.09.2011	
Luxembourg	20 interviewers on 20.09.2011			
Malta	40 interviewers on 19.09.2011			
Netherlands	65 interviewers on 03-04.01.2012.		2 interviewers	Oral
Poland		130 interviewers on 19.09.2011 and 20.09.2011	24 supervisors	

COUNTRY	IN CENTRAL LOCATION BY LOCAL RESEARCH DIRECTOR/PROJECT MANAGER	PERSONALLY BY SUPERVISORS IN REGIONAL CENTRES	BY TELEPHONE (TELECONFERENCE)	OTHER
Portugal	30 interviewers on 15.09.2011	20 interviewers		
Romania	11 coordinators on 15.09.2011	32 interviewers on 19- 21.09.2011	120 interviewers	
Slovakia	73 interviewers on 16.09.2011			
Slovenia	20 interviewers on 19.09.2011	100 interviewers on 19- 21.09.2011		
Spain		50 supervisors on 12.09.2011 + 85 interviewers on 19.09.2011	15 interviewers on 19.09.2011	
Sweden		50 interviewers on 19- 21.09.2011	50 interviewers on 19- 21.09.2011	
UK				Video briefing of 180 interviewers

COUNTRY	IN CENTRAL LOCATION BY LOCAL RESEARCH DIRECTOR/PROJECT MANAGER	PERSONALLY BY SUPERVISORS IN REGIONAL CENTRES	BY TELEPHONE (TELECONFERENCE)	OTHER
Turkey	Training on 14.05.2012 for regional supervisor and supervisors	Training for 78 interviewers on 16.05.2012		
Croatia	Training on 8.05.2012 for 90 interviewers			
Macedonia	Training on 8-9.05.2012 for 36 interviewers			
Kosovo	Training on 14.05.2012 for 36 interviewers			
Serbia	Training on 9.05.2012 for 85 interviewers			
Montenegro	Training on 9.05.2012 for 40 interviewers			
Iceland	Training on 10-11.05.2012 for 38 Additional training during field			

2.4.3 Fieldwork support materials

GfK EU3C and Eurofound provided the national institutes with a number of materials that interviewers should utilise for their work:

- **Questionnaire and Contact Sheet** were provided to record the outcome of their work, each in the national language(s) used for interviewing. In Finland, Sweden and Iceland, where initial contacts were made by telephone prior to the first visit, the contact sheet was adapted to accommodate the registration of telephone contacts prior to face to face visits.
- **The Glossary and Show Cards supported the questionnaire.** The glossary contained an explanation and/or interpretation of certain topics/words/phrases. The show card listed the answer categories of several questions. Regardless of data capture technique, show cards were provided to respondents on paper.
- **Training materials** were provided for enumerators as well as for interviewers in the national language(s) of the country where they operated. The EQLS Project Manual provided a comprehensive overview of contact sheet administration and questionnaire annotation.
- A colour **brochure (promocard)** was made available by Eurofound to support interviewing in the countries. This brochure was used by the interviewers when making contact with the households they visited.
- **Introduction letters**, which were signed by the directors of Eurofound, GfK EU3c and the local agency, briefly presented the survey and its importance to respondents and encouraged them to participate. These letters were translated into the languages of interviewing in each country. In some countries, these letters were sent in advance where this is common practice, e.g. the Netherlands or where a first contact attempt by telephone was allowed, e.g. Sweden and Finland. In principle the letters were handed over to households and respondents during the first contact. The introduction letters were also left behind if there was no contact achieved, or interviewers faced a soft refusal.
- **Sorry-you-were-out cards** were used in all countries to improve cooperation. The small cards indicated that the interviewer visited the household and that no one was in. This card provided contact details of the interviewer for respondents to make contact if they wanted to.
- In the signed introductory letter **email addresses** of relevant managers of the national institute, GfK EU3C and Eurofound were listed. These could be used when respondents wanted to verify the project or could refuse participation without being in contact with the interviewer. In general these opportunities were reported to be sparsely used by respondents (i.e. there were about ten email inquiries overall): however they were important to enhance the credibility of the project.
- Eurofound also announced the survey to national **press** agencies and newspapers to publicise the study and to enhance respondent cooperation by such indirect means. The **website** of Eurofound as well as the website of GfK EU3C and the site of a number of national agencies had a segment that advertised the study to potential respondents.

All fieldwork support materials are archived with Eurofound, and were subject to their prior approval.

2.5 Quality control

Eurofound puts a strong emphasis on quality and the EQLS is no different. Each stage of the study was subject to detailed documentation, and specific controls were put in place to verify compliance with the technical specifications. The most important of these were:

- Signing off sample allocation prepared by GfK EU3C in association with national partners
- Questionnaire verification (pre-tests, pilot interviews)
- Questionnaire translation verification
- Enumeration control (via geocoding and mapping, at least 10% of the PSUs) for countries where registry based sampled were not available
- Interviewing verification (CATI, postal or face-to-face back check, random 10% of the cases)
- Weekly fieldwork reports to Eurofound and regular meetings and email exchanges for updates and resolution of problems encountered
- Fieldwork visits by Eurofound
- Signing off on all draft deliverables from GfK EU3C strategy, coding, datasets, etc.

GfK EU3C has provided Eurofound with a series of reports throughout the survey preparation and implementation. A specific **Quality Control Report** was prepared that summarises all efforts and procedures that were in place to maintain survey integrity, with their results.

As part of the Quality Control Plan for the 3rd EQLS data validation checks have been carried out by GfK EU3C.

Eurofound also carried out fieldwork visits to some of the national survey agencies to see how the 3rd EQLS was being implemented locally.

2.5.1 Fieldwork visits by Eurofound

In total 9 EU27 countries were visited between 13 October and 2 November 2011. No fieldwork visits were scheduled for the non-EU countries. The countries visited were: France, Germany, Ireland, Italy, Latvia, Lithuania, the Netherlands, Spain and the United Kingdom.

The country visit consisted of a meeting with the project team responsible for the national fieldwork management and was followed by accompanying interviewers in the field. Through the fieldwork visits Eurofound aimed to get a better view on the way the survey was implemented in practice, and looked into any methodological challenges or ways for survey improvement, as well as ensuring, where possible that procedures were being followed. The national agencies were contacted by the Eurofound team to set up the visits and kept GfK EU3C informed.

Feedback on the visits was provided to GfK EU3C to enable them to inform the local agencies of Eurofound's observations and recommend any action that was necessary. No major problems were identified during the course of the visits.

2.5.2 Data validation: general approach

Due to using one software (ConfirmIt) and one master questionnaire a major part of the cleaning process usually necessary for surveys became redundant. Data validation was more efficient due to a programmed set-up, e.g. question Q3 "In your job, are you ..." is only applicable to employed respondents and it is not possible to record data from unemployed respondents for this question. Filters and skips were thoroughly checked before the beginning of the field (via test interviews and dummy data files).

GfK EU3C accords great importance to data validation and data editing. In order to draw the line between data manipulation and responsible data editing a three step process was followed as explained in the **Data Cleaning Report**:

- Screening Phase: systematically looking for problems with the data;
- Diagnostic Phase: identifying the condition of the suspect data;
- Treatment Phase: deleting or editing the data or leaving it as is.



Source: Vandenbroeck J, Argeseanu Cunningham S, Eeckels R, Herbst K (2005) Data cleaning, Detecting, Diagnosing, and Editing Data Abnormalities, PLoS Med 2(10):e267

For the field in the non-EU countries GfK EU3C developed a system of automatic correction e-mails that were sent out daily to the agencies in case errors were found in the daily automatic data control check. In the correction e-mails the errors were listed. They also included a request to the agencies to provide the correct data instantly.

Due to this procedure which allowed very close monitoring and correction, the amount of data cleaning work was reduced considerably.

A schematic overview of the different automatic correction mails:

Incorrect uniqueid (main qre: HH0) – HH0correcties	Incorrect interviewer number (main qre: P1 – Unavailableinterviewnu mbers)
End time before start time	Main qre wo CS
Double unique id	Date out of scope
CS complete wo main qre	Main qre wo complete CS

2.5.3 Back Checking

As part of the Quality Control Plan for the 3rd EQLS back checks have been carried out by the agencies in the different countries during the fieldwork. Back checking aims at checking the quality of the work of the interviewers and the response data that are gathered. Regular back checking is also likely to prevent interviewers from working incorrectly or inaccurately.

Feedback on the basis of the outcomes of the back checks is looped back to the local field responsible and the individual interviewer with the aim to address problematic aspects and to optimise quality throughout the field.

Back checks in the 3rd EQLS involved re-contacting three types of target persons to verify important issues in the contact procedure, the interview process and the data collection:

- respondents with whom a completed interview has been conducted (back check of completes),
- individuals who refused to participate in the study (back check of refusals), and
- addresses/households which the interviewer has not been able to contact during the EQLS field (back check of non-contacts).

For each back check round a fixed percentage of the completed interviews, refusals and no contacts in each country has been randomly selected and checked. The whole process is described in detail in the Data editing and cleaning Report.

Refusal back-check could not be carried out in AT, BG, DE, IT, LU and PL due to privacy issues, financial restrictions or for not being acceptable in the country. Bback-check for no contacts was not carried out in BG, FR, IT and LU either because of lack of phone numbers, because of financial limitations or of not being acceptable in that country.

2.5.4 Response

The table below presents an overview of the average item non response per country

The item non response is calculated by summing the codes of “Refusal”, “Don’t know” and “Not applicable” of each question. This sum is afterwards divided by the total number of questions that a respondent was asked and contained at least 1 of these codes^[1]. The result is represented as a percentage.

Two cut off points were used in the analysis: more than 40% item non response and more than 25% item non response. This resulted in respective n=6 and n=58 cases of high item non response. A more detailed analysis of the 58 cases showed however a typical respondent pattern: lower educated, older people, who typically provide more item non response. Because of this pattern, the final cut off point is set at more than 40% item non response. The respondent(s) qualifying on this cut off resulted in a dropped interview when the detailed back check also showed issues. GfK EU3C has chosen 40% as a cut of point which is stricter than the rule that Eurostat applies for his surveys: “Any questionnaire containing more than 50% item non-response must be rejected”.

^[1] This means that it is divided at a maximum by 181 questions.

Table 16 Item non response

COUNTRY	AVG. ITEM NON RESPONSE	ITEM NON RESPONSE >25% (N=)	ITEM NON RESPONSE >40% (N=)
Austria	2,5%	1	
Belgium	2,3%	0	
Bulgaria	5,4%	8	2
Cyprus	2,4%	1	
Czech Rep.	3,0%	1	
Germany	3,0%	3	
Denmark	2,1%	0	
Estonia	4,1%	2	1
Greece	2,6%	1	1
Spain	3,0%	0	
Finland	1,8%	1	
France	1,8%	1	
Hungary	4,1%	3	
Ireland	2,5%	0	
Italy	2,6%	3	1
Luxembourg	3,8%	1	
Lithuania	3,1%	4	
Latvia	4,2%	0	
Malta	4,9%	2	
Netherlands	2,4%	0	
Poland	3,9%	4	
Portugal	3,3%	0	
Romania	4,6%	7	
Sweden	2,6%	0	
Slovenia	3,1%	3	
Slovakia	4,1%	8	
United Kingdom	3,2%	4	1
Turkey	4,9%	26	6
Croatia	2,5%	0	
Macedonia	4,0%	5	
Kosovo	6,3%	29	10
Serbia	3,4%	0	
Montenegro	5,2%	5	
Iceland	2,0%	3	1

2.5.5 Error Messages

In the programming of the questionnaire, two kinds of error messages were included:

- hard error messages that highlight extreme/illogic answers and oblige interviewers to review their answers

- soft error messages, also referred to as warnings, show a pop up to the interviewer where an “illogic” answer is given and request the interviewer to verify the response with the respondent. An interviewer can however continue with the next Question without changing the answer.

Despite the warning messages a number of “warnings” (i.e. illogic or rather implausible responses) remained in the interview. A high number of warnings per interview can be considered as suspicious. In the table below, the distribution of the number of warnings per country is presented. Given that for the EU27 countries the total number of warnings was only 5, on a total of 54 warning checks, we decided not to exclude interviews only based on this analysis as there is no excess of warnings. These results however were taken into account in addition to the back check results and data validation in Alberta. The same holds for the non-EU countries.

The table below also shows that PAPI countries tend to have a slightly higher number of warnings arising in comparison to CAPI countries. The details – number and type of warnings – for respondents with at least one warning can be found in a separate “warning” data file, where per respondent all information is available.

Table 19 Overview Warning Messages

COUNTRY		No WARNING	1 WARNING	2 WARNINGS	3 WARNINGS	4 WARNINGS	5 WARNINGS
AT	Austria	93%	6%	1%	0%	0%	0%
BE	Belgium	94%	5%	1%	0%	0%	0%
BG*	Bulgaria	63%	34%	2%	0%	0%	0%
CY*	Cyprus	98%	2%	0%	0%	0%	0%
CZ	Czech Rep.	94%	5%	1%	0%	0%	0%
DE	Germany	95%	4%	0%	0%	0%	0%
DK*	Denmark	80%	18%	1%	0%	0%	0%
EE	Estonia	90%	8%	1%	0%	0%	0%
EL*	Greece	90%	7%	3%	0%	0%	0%
ES	Spain	92%	6%	1%	0%	0%	0%
FI	Finland	91%	7%	1%	0%	0%	0%
FR	France	93%	6%	1%	0%	0%	0%
HU*	Hungary	95%	4%	1%	0%	0%	0%
IE	Ireland	83%	12%	4%	1%	0%	0%
IT	Italy	96%	4%	0%	0%	0%	0%
LU	Luxembourg	93%	7%	1%	0%	0%	0%
LT	Lithuania	92%	7%	1%	0%	0%	0%
LV	Latvia	89%	10%	2%	0%	0%	0%
MT	Malta	82%	13%	5%	0%	0%	0%
NL	Netherlands	93%	5%	1%	0%	0%	0%
PL	Poland	91%	7%	1%	0%	0%	0%
PT	Portugal	93%	6%	1%	0%	0%	0%
RO	Romania	87%	10%	2%	1%	0%	0%
SE*	Sweden	92%	7%	0%	0%	0%	0%
SI*	Slovenia	94%	6%	0%	0%	0%	0%
SK*	Slovakia	90%	8%	2%	0%	0%	0%
UK	United Kingdom	86%	12%	2%	0%	0%	0%
TR*	Turkey	86%	13%	1%	0%	0%	0%
HR*	Croatia	95%	5%	0%	0%	0%	0%
MK	Macedonia	98%	2%	0%	0%	0%	0%
KO*	Kosovo	97%	3%	0%	0%	0%	0%
RS*	Serbia	87%	12%	1%	0%	0%	0%
ME*	Montenegro	93%	5%	1%	1%	0%	0%
IS	Iceland	87%	12%	1%	0%	0%	0%

*PAPI

3 EQLS 2011- 2012 fieldwork outcomes

In the following paragraphs specific fieldwork outcomes for the 3rd EQLS will be presented.

The fieldwork outcomes are mainly based on the contact sheet database. This database is built on the contact sheet questionnaire that can also be found in Annex D. The data file should be read as follows. For each question asked in the contact sheet the database contains two types of variables:

- “_lv” contains the information from the “last contact attempt”
- “_v1 to _v12” contain the info from “contact attempt 1 to contact attempt 12”

Some of the terminology used concerning the contact sheet:

- Contact attempt = the interviewer made a phone call or went to the address, but did not necessarily have someone on the phone or personally meet someone at the door. In other words, contact attempts also include no contacts.
- Contact = the interviewer had someone on the phone or met someone at the door
- Personal visit = the interviewer went to the address

During the fieldwork, some questions were only asked once for example, the number of household members who were 18 years old or more (18+) which was only recorded during the 1st contact. This information was copied to other contacts and contact attempts as to enrich the data file to a maximum. This implies that if the number of household members had been recorded at the 3rd contact (attempt), and the interviewer conducted in total 4 contact attempts, the information about the household members is available at all 4 contact attempts. This way of thinking provides more information when doing non response analysis, e.g. also for the “no contact” at the 1st attempt information becomes available on the number of 18+ household members which would allow a link between e.g. being at home on a certain timeframe and household size 18+. This choice moreover makes it easier when analysing the data without thorough knowledge of the contact sheet structure, e.g. if someone wants to zoom in on the 4th contact (attempt), the information on household size had to be looked for at the 3rd contact (attempt).

In the following paragraphs we give an insight into the fieldwork outcomes for each country based on the data gathered on the contact sheet. Firstly an overview is given of the final outcome recorded on the last visit and secondly an overall picture is presented on the response rates for all countries covered in the survey. Response rate calculation per country can be found in Annex E.

The higher/lower numbers of the final outcomes in the countries need to be seen in the context of the country specific field information.

FINAL OUTCOME LAST VISIT (17 CATEGORIES)																		
country	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	Total
Austria	0	9	22	0	470	479	45	0	1032	0	0	1	1	7	18	3	2	2089
Belgium	7	13	28	3	228	678	53	18	1013	3	8	7	11	8	77	6	3	2164
Bulgaria	10	10	22	0	298	310	7	2	1000	1	0	6	2	2	9	5	0	1684
Cyprus	0	0	0	0	36	204	38	1	1006	0	0	0	0	0	0	0	0	1285
Czech Republic	11	8	7	0	241	813	8	4	1012	10	6	45	22	9	88	1	1	2286
Germany	25	23	17	0	770	3517	92	6	3055	2	1	0	3	7	12	0	0	7530
Denmark	159	516	94	10	299	1550	30	0	1024	0	0	1	5	6	17	8	1	3720
Estonia	2	15	10	3	453	338	3	20	1002	0	4	5	5	2	15	4	1	1882
Greece	22	13	87	24	5	1188	56	0	1004	1	0	0	1	1	24	4	1	2431
Spain	80	276	405	25	755	1726	30	1	1512	2	2	7	5	3	61	5	0	4895
Finland	12	4	10	3	550	784	7	7	1020	1	2	19	18	21	165	18	2	2643
France	34	142	37	8	2127	2348	64	96	2270	17	38	72	40	22	260	20	25	7620
Hungary	31	23	12	2	6	1327	12	63	1024	0	1	4	28	7	9	9	0	2558
Ireland	46	43	103	16	432	218	14	1	1051	3	10	54	14	17	84	13	7	2126
Italy	13	1	39	0	559	2697	46	70	2250	0	4	0	9	4	79	9	3	5783
Lithuania	25	12	19	7	598	709	6	11	1134	1	3	15	11	6	16	2	2	2577
Luxembourg	5	8	117	26	1777	3152	247	207	1005	0	0	6	77	13	472	6	46	7164
Latvia	189	222	126	32	512	390	1	30	1009	1	2	11	7	3	12	1	1	2549
Malta	9	24	46	0	143	268	3	80	1001	0	0	0	1	0	0	1	0	1576
Netherlands	66	41	80	5	586	1278	72	14	1008	0	5	17	24	16	184	29	7	3432
Poland	3	4	10	3	415	973	1	13	2262	0	1	4	9	2	4	4	1	3709
Portugal	97	7	241	0	958	584	7	0	1013	2	2	26	17	9	40	12	3	3018
Romania	9	18	58	0	571	430	8	20	1542	0	4	4	9	0	19	2	0	2694
Sweden	1	0	0	0	209	962	8	1	1007	0	0	0	0	1	0	0	0	2189
Slovenia	1	7	18	1	262	761	8	14	1008	0	1	8	8	2	16	3	0	2118
Slovakia	2	1	8	0	222	389	1	5	1000	2	0	0	0	1	2	2	0	1635
UK	50	96	106	17	2629	2836	55	54	2252	17	30	168	69	83	447	70	11	8990
Total EU27	909	1536	1722	185	16111	30909	922	738	35516	63	124	480	396	252	2130	237	117	92347

FINAL OUTCOME LAST VISIT (17 CATEGORIES)																		
country	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	Total
Turkey	171	484	233	9	83	1262	2	0	2035	0	0	0	0	0	0	0	0	4279
Croatia	18	28	19	2	363	724	5	2	1001	1	1	1	8	8	10	3	1	2195
Macedonia	13	0	0	0	16	273	0	0	1006	0	0	0	0	0	2	0	0	1310
Kosovo	0	0	0	0	2	120	0	3	1076	0	0	0	0	0	0	0	0	1201
Serbia	49	73	8	1	97	1017	1	2	1002	1	0	0	0	0	0	0	0	2251
Montenegro	0	0	0	0	18	1204	1	0	1000	0	0	0	0	0	0	0	0	2223
Iceland	0	0	0	0	1601	3212	17	1	1000	0	325	0	0	0	0	0	0	6156
Total non-EU	251	585	260	12	2180	7812	26	8	8120	2	326	1	8	8	12	3	1	19615
TOTAL	1160	2121	1982	197	18291	38721	948	746	43636	65	450	481	404	260	2142	240	118	111962

Legend:

1 Non-residential address
2 Address not found/demolished
3 Vacant property
4 Area inaccessible/dangerous
5 No contact
6 Upfront refusal

7 Other language
8 Ineligible
9 Completed interview
10 Partial interview
11 Fixed appointment
12 Selected respondent currently not at home

13 Selected respondent away for fieldwork period
14 Selected respondent ill at home/hospital
15 Refusal by selected respondent
16 Selected respondent physically or mentally unable
17 Selected respondent has language difficulties

The response rates were calculated based on the following formula:

$$RR = \frac{I}{I + P + R + NC + O}$$

Where

RR = response rate

I = completed interviews

P=partial interviews

R= upfront refusals + refusals by the selected respondent

NC= non-contact

O = other, includes interviews deleted during the quality check

The following tables provide the summary response rate calculations for EU27 and non-EU countries. For information the fieldwork outcomes include the corresponding codes from the American Association for Public Opinion Research (AAPOR) standard definitions.

The country-specific response rates can be found in Annex E.

EU27 response rate calculation

AAPOR code	Outcome	N	% of gross sample	% of net sample
	Addresses used	92435	100,00%	
	Deadwood addresses + other			
3.18	Address not found/demolished	1536	1,66%	
4.61	Vacant property	1722	1,86%	
4.51	Non-residential address	909	0,98%	
3.17	Area inaccessible/dangerous	185	0,20%	
4.8	Appointment	124	0,13%	
	Total deadwood + other	4476	4,84%	
	Non-eligibles			
4.7	No-one eligible at address	738	0,80%	
2.33	Outcome of the visits - language difficulties	1039	1,12%	
2.32	Outcome of the visits - selected adult physically or mentally unable	237	0,26%	
	Total non-eligible	2014	2,18%	
	Net sample	85945	92,98%	100,00%
	Non-contacts			
2.24	Results of visits - no reply	16111	17,43%	18,75%
2.25	Outcome of the visits - no contact with selected adult	480	0,52%	0,56%
2.25	Outcome of the visits - selected adult away for fieldwork period	396	0,43%	0,46%
2.25	Outcome of the visits - selected adult ill at home/hospital	252	0,27%	0,29%
	Total non-contacts	17239	18,65%	20,06%
	Refusals			
2.111	Results of visits - upfront refusal	30909	33,44%	35,96%
2.112	Outcome of the visits - selected adult refused to be interviewed	2130	2,30%	2,48%
1.0 + 2.12	Outcome of the visits - interview terminated	63	0,07%	0,07%
	Total refusals	33102	35,81%	38,52%
	Response rate			
	Deleted interviews after back-checking, Alberta, item non response	88	0,10%	0,10%
1.0	Completed interviews	35516	38,42%	41,32%

Non-EU response rate calculation

AAPOR code	Outcome	N	% of gross sample	% of net sample
	Addresses used	19615	100,00%	
	Deadwood addresses + other			
3.18	Address not found/demolished	585	2.98%	
4.61	Vacant property	260	1.32%	
4.51	Non-residential address	251	1.28%	
3.17	Area inaccessible/dangerous	12	0.06%	
4.8	Appointment	326	1.66%	
	Total deadwood + other	1434	7.30%	
	Non-eligibles			
4.7	No-one eligible at address	8	0.04%	
2.33	Outcome of the visits - language difficulties	27	0.14%	
2.32	Outcome of the visits - selected adult physically or mentally unable	3	0.02%	
	Total non-eligible	38	0.19%	
	Net sample	18161	92.50%	100,00%
	Non-contacts			
2.24	Results of visits - no reply	2180	11.10%	12.00%
2.25	Outcome of the visits - no contact with selected adult	1	0.01%	0.01%
2.25	Outcome of the visits - selected adult away for fieldwork period	8	0.04%	0.04%
2.25	Outcome of the visits - selected adult ill at home/hospital	8	0.04%	0.04%
	Total non-contacts	2197	11.19%	12.10%
	Refusals			
2.111	Results of visits - upfront refusal	7812	39.79%	43.02%
2.112	Outcome of the visits - selected adult refused to be interviewed	12	0.06%	0.07%
1.0 + 2.12	Outcome of the visits - interview terminated	2	0.01%	0.01%
	Total refusals	7826	39.86%	43.09%
	Response rate			
	Deleted interviews after back-checking, Alberta, item non response	18	0.09%	0.10%
1.0	Completed interviews	8120	41.36%	44.71%

Annexes

Annex A Time table

A.1 EU27

Milestones	Type of work/action	Responsible		Notes
30.11.2010	Signature of the framework contract	EF	GfK	
	SET UP			
12.01.2011- 13.01.2011	Kick-off meeting for preparation of fieldwork	EF	GfK	Dublin
January 2011	Informing participating countries/fieldwork preparation		GfK	
17.01.2011	Submission of description of LFS as stratification/weighting source	EF		
25.01.2011	Submission of pre-test plan		GfK	
04.02.2011	Submission of sampling frame information		GfK	
10.02.2011	Feedback on sampling frame information	EF		
10.02.2011	3 rd questionnaire development group meeting	EF		
09.02.2011	Send approval of pre-test plan to GfK	EF		
11.02.2011	Submission of translators details		GfK	
18.02.2011	Approval of suggested translators	EF		
21.02.2011	Delivery of previous data files (EQLS2 and trend data)	EF		
21.02.2011	Master questionnaire (English) and glossary sent to GfK	EF		
24.02.2011	Submission of pre-test fieldwork materials in EN to EF		GfK	
28.02.2011	Approval of pre-test fieldwork materials in EN by EF	EF		
28.02.2011	Translation of master questionnaire and glossary into French		GfK	
04.03.2011	Approval of French translations	EF		
07.03.2011- 28.03.2011	Pre-test of the master questionnaire in UK and BE (French)		GfK	
08.04.2011	Submission of pre-test report to EF		GfK	
19.04.2011- 20.04.2011	Meeting with EF (and experts) to discuss pre-test results and project progress	EF	GfK	
02.05.2011	Delivery of template for quality control plan	EF		Sent on 10/08
03.05.2011	Delivery of post pre-test master (English) questionnaire	EF		Delivered 11/05
05.05.2011	Submission of finalised master (English) questionnaire		GfK	
06.05.2011	Approval of final master (English) questionnaire	EF		
10.05.2011- 31.05.2011	Translation of questionnaire in local languages		GfK	
	Submission of quality control plan to EF		GfK	Delivered 30/09

Milestones	Type of work/action	Responsible		Notes
13.05.2011	Submission of sampling plans to EF Submission of weighting and coding strategy to EF		GfK	
27.05.2011	Approval of sampling, weighting and coding strategy	EF		Sampling approved 15/06; ISCED 04/07
01.06.2011	Submission of questionnaires in <u>all languages</u> to EF		GfK	Completed 07/11
01.06.2011- 20.06.2011	Validation of translations of questionnaires by EF – ‘in batches’ approach to send comments	EF		Ongoing 11/07
20.06.2011	Delivery of comments on translations to GfK	EF		Ongoing 11/07
27.06.2011	Submission of finalised translations to EF		GfK	Ongoing 11/07
27.06.2011	Submission of draft interviewer manual and draft fieldwork materials in English		GfK	
04.07.2011	Approval of questionnaire translations in all languages	EF		Ongoing 11/07
04.07.2011	Approval of draft interviewer manual and draft fieldwork materials in English	EF		
05.07.2011- 08.07.2011	Preparation and distribution of fieldwork materials for interviewers		GfK	
12.07.2011	Completion of sampling (registers and enumeration) for pilot		GfK	Extended for 2 nd Batch of countries
12.07.2011- 19.07.2011	Briefing of interviewers participating in pilot		GfK	Extended
20.07.2011- 29.07.2011	Pilot phase in <u>first batch of countries</u> (&languages), N=25/country		GfK	Batch I
01.08.2011- 08.08.2011	Pilot phase in <u>second batch of countries</u> (&languages), N=25/country		GfK	Batch II
11.08.2011- 12.08.2011	Meeting with EF to discuss progress and preparations for main fieldwork	EF	GfK	Leuven
15.08.2011- 19.08.2011	Finalisation of all fieldwork materials		GfK	
16.08.2011	Completion of sampling (registers and enumeration) for main phase		GfK	Postponed from 01 to 16 August
17.08.2011	Submission of codebook and ‘empty’ SPSS file		GfK	EF-GfK meeting held on 28.09.2011 in Leuven; datafile template received on 15.11.2011
19.08.2011	Submission of pilot report		GfK	Delivered 26.08, final – 23.09.2011
22.08.2011	Submission of all final fieldwork materials in English to EF		GfK	Delivered in portions and posted on the online octopus platform
26.08.2011	Approval of all final fieldwork materials in English	EF		Reviewed and approved in portions as delivered in September

Milestones	Type of work/action	Responsible		Notes
30.08.2011	Completion of 10% back-check of enumerated addresses		GfK	Back check carried out end August beginning September before fieldwork start; reporting on back check in sampling report delivered 30.09.2011
01.09.2011	Approval of codebook and 'empty' SPSS file	EF		GfK-EF exchange in Sept-Nov 2011
01.09.2011	Meeting with Eurofound	EF	GfK	Brussels
02.09.2011	Seminar coordination centre and network	EF	GfK	Brussels
07.09.2011-09.09.2011	Briefing of interviewers		GfK	Actual dates in document delivered to EF prior to fieldwork and in interim report
Sept 2011	Submission of final translations of all fieldwork materials		GfK	Delivered in batches prior to fieldwork throughout September; all updated finals delivered 13-16/12
09.09.2011	Submission sampling report to EF		GfK	Postponed, samples approved in batches, Report delivered 30.09.2011
	FIELDWORK			
12.09.2011	Start of fieldwork for 3 rd EQLS		GfK	Weekly FW reports
12.09.2011-14.10.2011	Fieldwork visits by EF	EF		carried out 13.10-2.11.2011
30.10.2011	End of first 7 weeks of fieldwork		GfK	
04.11.2011	Submission of report on first 7 weeks of fieldwork to EF		GfK	Delivered 7.11.2011; Final version delivered 14.12.2011
04.11.2011	Submission of interim data file on first 7 weeks of fieldwork to EF		GfK	Delivered to EF 21.12.2011 (includes data for 13 weeks)
Week 05.12.2011	End of fieldwork for IE, AT, ES, SK, EL, BG, LU, LT, CZ		GfK	Countries that reached originally set deadline of 4.12.2011
Week 12.12.2011	End of fieldwork for PL, SI, EE, RO, MT,		GfK	High n countries that reach deadline before 23.12.11, and countries that needed week extra to finish fieldwork
23.12.2011	End of fieldwork for FR, CY, SE, IT, FI, LV		GfK	Deadline for high n countries, extension for countries that did not reach deadline of week 05.12.2011

Milestones	Type of work/action	Responsible		Notes
27.01.2012	End of fieldwork for DE (ok 20.01), PT (ok 20.01), HU (ok 20.01), BE (ok 13.01),			Countries that request longer fieldwork period, contingency plans will be provided to EF + 'fieldwork break in Christmas holiday'
17.02.2012	End of fieldwork for NL			See special fieldwork plan for NL
17.02.2012	End of Fieldwork for the UK en DK			Extended deadline for UK and DK approved by EF
	DATAPROCESSING & REPORTING			
05.12.2011-15.03.2012	Post-fieldwork coding, data editing, checking, preparation dataset, tables and documents		GfK	
17.02.2012	Submission of draft technical fieldwork report to EF		GfK	Extended on the basis of GfK request due to longer field
29.02.2012	Agreement on the structure and on the adjustments of draft technical report by EF	EF		
20.07.2012	Delivery of final draft dataset, tables and reports to EF		GfK	
27.07.2012	Approval of final draft dataset, tables and reports by EF	EF		
13.04.2012	Presentation in the EQLS Advisory Committee meeting	EF	GfK	Brussels

A.2 NON-EU

Milestones	Actual dates	Type of work/action	Responsible		Notes
Feb/Mar 2012		Signature of the contract	EF	GfK	✓
Feb/Mar 2012		IS: receive project manual, final master (English) questionnaire and field materials and translation guidelines		GfK	✓
Feb/Mar 2012		IPA/CC: receive project manual including information implementation and enumeration guidelines		GfK	✓
		SAMPLING			
Feb/Mar 2012	22.02.2012 23.04.2012	Submission sampling plan IS for approval Submission of revised version of sampling plan IS		GfK	✓
Feb/Mar 2012	24.02.2012 04.05.2012	Approval of sampling plan IS Approval of revised sampling plan IS	EF		5 w. days after receipt ✓
Feb/Mar 2012		IS: Design stratification and weighting plan		NA	Completion 11.03.2012 ✓
Feb/Mar 2012		IPA/CC: Update data stratification and weighting plan		NA	Completion 11.03.2012 ✓
17.03.2012	26.04.2012	Submission of stratification and weighting plans IPA/CC/IS		GfK	✓

Milestones	Actual dates	Type of work/action	Responsible		Notes
24.03.2012	04.05.2012	Approval stratification and weighting plans IPA/CC/IS	EF		5 w. days after receipt Approval of stratification plans Feedback on weighting plans
01.03.2012-30.03.2012		Sampling from register IS		NA	✓
Feb/Mar 2012		Preparation enumeration IPA/CC		NA	✓
Feb/Mar 2012	29.02.2012 30.03.2012 10.04.2012	Submission information on enumeration and enumerators IPA/CC Update Update		GfK	✓
Feb 2012	08.03.2012 04.04.2012	Approval information on enumeration and enumerators Feedback Feedback	EF		4 w. days after receipt
Mar 2012		Briefing enumerators IPA/CC		NA	✓
Mar 2012		Enumeration IPA/CC + 10% quality control on enumeration*		NA + GfK	✓
30.03.2012	14.05.2012 10.04.2012 14.05.2012 10.04.2012 12.04.2012 16.04.2012 02.05.2012	Completion of sampling IPA/CC/IS (one month prior to fieldwork) - enumeration + 10% quality control on enumeration - sampling from register Completion of sampling HR Completion of sampling MK Completion of sampling TR Completion of sampling KO Completion of sampling RS Completion of sampling ME Completion of sampling IS		NA + GfK	✓
30.03.2012	22.05.2012	Submission of draft sampling report, enumeration and register checking report		GfK	GfK to finalise sampling report
16.04.2012	22.05.2012	Approval of draft sampling report, enumeration and register checking report Feedback on sampling report	EF		10 w. days after receipt – sampling report to be finalised following completion of fieldwork
FIELD MATERIALS					
Feb/Mar2012	29.02.2012 09.03.2012	Submission of details of translators IS Submission of updated details of translators IS		GfK	✓
Feb/Mar2012	08.03.2012	Approval of suggested translators IS Feedback	EF		3 w. days after receipt
Feb-Mar 2012		IPA/CC: Finalisation field materials (incl. QRE) + adapt local field materials (incl. QRE) to 2 nd /3 rd language in country		NA	✓
Mar 2012		IS: translation process QRE and field materials		NA	✓
30.03.2012	10.04.2012	Submission of ISCED coding IS		GfK	✓
23.03.2012	26.04.2012	Submission all final local questionnaires + field materials IPA/CC		GfK	✓
30.03.2012	26.04.2012	Submission local questionnaire + field materials IS		GfK	✓
05.04.2012		Approval of ISCED coding	EF		✓
05.04.2012		Approval final local questionnaires + field materials IPA/CC	EF		✓

Milestones	Actual dates	Type of work/action	Responsible		Notes
05.04.2012		Approval final local questionnaire + field materials IS	EF		4 w. days after receipt
16.04.2012	11.05.2012	Submission of translation report		GfK	✓
30.04.2012		Approval of translation report	EF		10 w. days after receipt.
		FIELD			
11.04.2012	11.04.2012	Meeting with EF (Leuven)	EF	GfK	✓
12.04.2012	12.04.2012	Seminar with national agencies (Leuven)		GfK + NA	✓
13.04.2012-17.04.2012	17.04.2012 – 04.05.2012	Briefing interviewers		NA	✓
18.04.2012-25.04.2012	18.04.2012 – 07.05.2012	Pilot		NA	✓
25.04.2012	02.05.2012 07.06.2012	Submission of pilot report Submission of final version of pilot report		GfK	✓
27.0.2012		Approval of pilot report	EF		2 w. days after receipt (subject to successful pilot)
30.04.2012	21.05.2012 08.05.2012 15.05.2012 17.05.2012 10.05.2012 10.05.2012 29.05.2012	Start of fieldwork 3 rd EQLS Start fieldwork HR Start fieldwork MK Start fieldwork KO Start fieldwork TR Start fieldwork RS Start fieldwork ME Start fieldwork IS		NA	Start date contingent on successful outcome of pilot and approval of pilot report ✓
30.04.2012-22.07.2012		Fieldwork 3 rd EQLS (12 weeks)		NA	✓
30.04.2012-22.07.2012		Fieldwork visits by EF	EF		No visits have been conducted
30.04.2012-22.07.2012		Submission of weekly field progress reports		GfK	✓
30.04.2012-22.07.2012		Biweekly Back checks		GfK + NA	Checks to be implemented immediately after NAs receive sample from GfK ✓
11.06.2012		End of first 6 weeks of fieldwork		NA	✓
18.06.2012		Submission of interim fieldwork report (six weeks of field)		GfK	✓
18.06.2012		Submission of interim data file and contact sheet dat afile (six weeks of field)		GfK	✓
22.07.2012	20.07.2012 09.07.2012 19.07.2012 04.08.2012 20.07.2012 21.07.2012 25.07.2012	End of fieldwork End fieldwork HR End fieldwork MK End fieldwork KO End fieldwork TR End fieldwork RS End fieldwork ME End fieldwork IS		NA	Extension of deadline for TR and IS approved by EF
		DATAPROCESSING & REPORTING			
23.07.2012-30.10.2012		Post-fieldwork coding, data editing, checking, preparation dataset tables and documents		GfK	✓
28.09.2012		Submission of draft technical fieldwork report, sampling report, weighting report, editing and cleaning report, quality control and assurance		GfK	✓
28.09.2012		Submission of draft dataset and contact sheet datafile and tables		GfK	✓

Milestones	Actual dates	Type of work/action	Responsible		Notes
12.10.2012		Comments on draft technical fieldwork report, dataset contact sheet datafile and tables	EF		10 w. days after receipt
26.10.2012		Submission of final technical fieldwork report, dataset contact sheet datafile and tables		GfK	
12.11.2012		Approval of final technical fieldwork report, dataset contact sheet datafile and tables	EF		10 w. days after receipt
19.11.2012		Submission of updated technical fieldwork, sampling, weighting, editing and cleaning, quality control and assurance reports and final datasets (questionnaire and contact sheet) to cover all countries covered by the 3 rd EQLS		GfK	

Annex B Example of Country Contingency Plan / Field Plan

B.1 EU27 Contingency Plan

For the countries that did not reach the expected fieldwork deadlines, GfK EU3C made country specific contingency plans with interim deadlines and fieldwork feedback on these deadlines.

COUNTRY (Sample : 1000 – Deadline: 19/01/2012) ✓					
Date	Completes	Total completes	% Total Completes	Achieved?	Actions
22/12/2011		890	89%		
02/01/2012	+ 0	890	89%	-	Christmas Break: possibility to fix appointments, interviewing is paused to not distort the data.
05/01/2012	+10 (+1%)	900	90%	No (87.5%)	Starting up January fieldwork
12/01/2012				Target is almost achieved (99.7%)	
19/01/2012	+100 (+10%)	1000	100%	Yes (104%)	Target is reached

B.2 Non-EU Field Plan

SERBIA (RS) – PAPI – SAMPLE N=1000				
Planned field start : 10/05/2012 – Actual field start : 10/05/2012				
Date	Completes	Total completes	% Total Completes	Achieved? Yes-No
10/05/2012	0	0	0%	/
17/05/2012	+40	40	4%	Yes
24/05/2012	+60	100	10%	Yes (10.4%)
31/05/2012	+100	200	20%	Yes (22.0%)
07/06/2012	+110	310	31%	Yes (31.8%) (318 in system, 318 on paper)
14/06/2012	+120	430	43%	No (31.8%) (318 in system, 387 on paper) 18/06: 420 in system; data entry happens regularly and number increasing
21/06/2012	+120	550	55%	No (50.1%) (501 in system, 501 on paper) 25/06: 511 in system
28/06/2012	+120	670	67%	No (51.1%) (511 in system, 536 on paper)
05/07/2012	+120	790	79%	No (63.3%) (633 in system, 701 on paper)
12/07/2012	+80	870	87%	Yes on paper (778=77.8% in system, 908=90.8% on paper) DATA ENTRY TO CATCH UP 16/07: 899 in system; data entry improved significantly
19/07/2012	+70	940	94%	97.1% (971 in system, 975 on paper)
23/07/2012	+60	1000	100%	98.0% (980 in system)
27/07/2012				100.3% (1003 in system)

Annex C Enumeration Instructions

C.1 EU27

Enumeration is a separate process from interviewing to control for the selection of addresses that will be applied in the Random Route countries. It will be at the second stage of the sample design, i.e. after the sampling points and start addresses have been randomly selected (see sampling plans), one month prior to fieldwork.

Enumeration will be applied in the following EU countries (all random route countries):

1. Bulgaria
2. Germany
3. Cyprus
4. Estonia
5. Greece
6. Spain
7. France
8. Italy
9. Lithuania
10. Portugal
11. Romania
12. Slovakia

The enumerator will always be a different person from the interviewer working in the sampling points. The enumerator walks the random walk and writes down the details of every address in the sampling point that normally would be selected for interview on the random route.

The exact random route procedures are described in the national sampling plans. The exact number of eligible addresses to be enumerated varies per country and is also specified in the national sampling plans.

At each selected address along the random route, the “enumerator” writes down the status - is the address eligible for selection, or is it an institution or deadwood - and continues to follow the route until the required number of eligible addresses has been enumerated.

Ineligible addresses

The following addresses are ineligible:

1. Vacant/derelict addresses
2. Institutional addresses, e.g. stores, businesses, hospitals, nursing homes and prisons.

Nb. Addresses where people live for instance in sheltered housing should be included in the sample.

If in doubt, enumerators should make a note next to the address.

The selection of households in multi-household buildings is incorporated in the random route procedures of each country.

Using these standard procedures, the enumerator enumerates the household to be interviewed. If there is no easy access to the building, enumerators use the doorbells starting at the top left end and ending at the bottom right using the same selection interval as when they would have had access. Enumerators then proceed along the random route.

There is no actual contact with the household at the enumeration stage.

The following table lists for all the EU27 random route countries the minimum number of eligible addresses to be enumerated in each sample point, the maximum cluster size and the number of back-up addresses included in the enumeration.

RR Countries	Country code	Sample size	No. of sampling points	Max cluster size	Back-up sample (number of households)	Total number of households to be enumerated (gross sample)
Bulgaria	BG	1000	167	12	8	2004
Cyprus	CY	1000	100	20	10	2000
Germany	DE	3000	429	15	7	6435
Estonia	EE	1000	150	15	5	2250
Greece	EL	1000	110	12	10	1320
Spain	ES	1500	300	12	8	3600
France	FR	2250	450	12	12	5400
Italy	IT	2250	253	18	22	4554
Lithuania	LT	1000	150	20	10	3000
Portugal	PT	1000	160	15	5	2400
Romania	RO	1500	225	10	10	2250
Slovakia	SK	1000	150	10	10	1500

The enumeration data is gathered in an enumeration file per country (excel format) using the following instructions. The template for the file is provided by GfK EU3C.

ALL COUNTRIES - PLEASE FILL IN THE INFORMATION BELOW/FOLLOW INSTRUCTIONS BELOW

Country

Total number of sampling points = [total number must match sampling plan]

List the sampling point numbers used for the pilot here

Columns to be completed on the enumeration sheet

Country: Please fill in your country name (abbreviation/country code!)

Stratification: Please fill in the stratification code. You can find this in your stratification matrix (sheet: stratification codes) (*see file in attachment*)

Sample point: Please fill in the sample point where the address is located. You can find this in your stratification matrix (sheet: sample point numbers) (*see file in attachment*)

Enumerator: Please give the name of the enumerator (surname and first name)

Urbanisation: Please fill in the urbanisation level. You can find the list of urbanisation levels in your sampling plan.

Region: Please fill in the region. You can find the list of possible regions in your sampling plan.

Sample: This concerns the main sample. Please fill in the information for the main sample (the total number should add up to your maximum cluster size)

Unique ID: please leave the column 'UNIQUE ID' empty

Postal code

City

Street

Streetnt: Please fill in the street number as well as the apartment number if relevant

Resp name: You can leave this column empty.

Additional : here you can fill out additional information to identify the address (e.g. description of house/flat)

Eligible: indicate "eligible" when address can be used in fieldwork; indicate "ineligible" when address cannot be used for fieldwork (e.g. because it is a company (and not a private residence); or it is demolished and nobody lives there anymore ...)

Extra1 : This column is only to be used in case it is necessary to add extra information on the address

Please mark the information for the pilot addresses in RED.

Please provide postcode, town name, street name, street number, apartment number for each address in the order they were enumerated.

Please include ineligible addresses in a separate row that you came across and type in "INELIGIBLE ADDRESS" so that the random route can be traced.

Any deviations from the sampling plan

Please note any deviations from the sampling plan here. These need to be approved by the client in advance.

After enumeration, the head office will sort out the ineligible addresses and for each sampling point prepare the list of eligible households to be contacted during fieldwork. The head office will also prepare the back-up address lists. GfKEU3C in Belgium will check the lists and will send these to Eurofound for approval.

C.2 NON-EU

a) Enumeration

Enumeration is a separate process from interviewing to control for the selection of addresses that will be applied in the Random Route countries. It will be at the second stage of the sample design, i.e. after the sampling points and start addresses have been randomly selected (see sampling plans), one month prior to fieldwork.

Enumeration will be applied in the following non-EU countries (all random route countries):

1. Croatia
2. Turkey
3. FYROM
4. Kosovo
5. Serbia
6. Montenegro

The enumerator will always be a different person from the interviewer working in the sampling points. The enumerator walks the random walk and writes down the details of every address in the sampling point that normally would be selected for interview on the random route.

GfKEU3C will provide the national agencies with a template for writing down the details of every address.

The national sampling plans specify:

- The exact random route procedures are described
- The exact number of eligible addresses to be enumerated (varies per country)

At each selected address along the random route, the enumerator writes down the status - is the address eligible for selection, or is it an institution or deadwood - and continues to follow the route until the required number of eligible addresses has been enumerated.

When is an address considered as ineligible?

The following addresses are ineligible:

- Vacant/derelict addresses
- Institutional addresses, e.g. stores, businesses, hospitals, nursing homes and prisons.

Nb. Addresses where people live for instance in sheltered housing should be included in the sample. If in doubt, enumerators should make a note next to the address.

What to do with multi-household buildings?

The selection of households in multi-household buildings is incorporated in the random route procedure in the sampling plan of each country. Using these standard procedures, the enumerator enumerates the household to be interviewed. If there is no easy access to the building, enumerators use the doorbells starting at the top left end and ending at the bottom right using the same selection interval as when they would have had access. Enumerators then proceed along the random route.

Important:

There is no actual contact with the household at the enumeration stage.

Overview table:

RR Countries	Country code	Sample size	No. of sampling points	Max cluster size	Back-up sample (number of households)	Total number of households to be enumerated (gross sample)
Turkey	TR	2000	256	16 (+ 4 backup)	4	5120
Croatia	HR	1000	110 (+ 20 backup)	20	20 each in 20 back-up sample points	2600
Macedonia	MK	1000	100	20 (+ 10 backup)	10	3000
Kosovo	KO	1000	1000	20 (+10 backup)	10	3000
Serbia	RS	1000	170	12 (+ 6 backup)	6	3060
Montenegro	ME	1000	50	40 (+ 20 backup)	20	3000

The enumeration data is gathered in an enumeration file per country (excel format) using the following instructions. The template for the file is provided by GfK EU3C.

ALL COUNTRIES - PLEASE FILL IN THE INFORMATION BELOW/FOLLOW INSTRUCTIONS BELOW

Country

Total number of sampling points = [total number must match sampling plan]

List the sampling point numbers used for the pilot here

Columns to be completed on the enumeration sheet

Country: Please fill in your country name (abbreviation/country code!)

Stratification: Please fill in the stratification code. You can find this in your stratification matrix (sheet: stratification codes) (*see file in attachment*)

Sample point: Please fill in the sample point where the address is located. You can find this in your stratification matrix (sheet: sample point numbers) (*see file in attachment*)

Enumerator: Please give the name of the enumerator (surname and first name)

Urbanisation: Please fill in the urbanisation level. You can find the list of urbanisation levels in your sampling plan.

Region: Please fill in the region. You can find the list of possible regions in your sampling plan.

Sample: This concerns the main sample. Please fill in the information for the main sample (the total number should add up to your maximum cluster size)

Unique ID: please leave the column 'UNIQUE ID' empty

Postal code

City

Street

Streetnt: Please fill in the street number as well as the apartment number if relevant

Resp name: You can leave this column empty.

Additional : here you can fill out additional information to identify the address (e.g. description of house/flat)

Eligible: indicate "eligible" when address can be used in fieldwork; indicate "ineligible" when address cannot be used for fieldwork (e.g. because it is a company (and not a private residence); or it is demolished and nobody lives there anymore ...)

Extra1 : This column is only to be used in case it is necessary to add extra information on the address

Please mark the information for the pilot addresses in RED.

Please provide postcode, town name, street name, street number, apartment number for each address in the order they were enumerated.

Please include ineligible addresses in a separate row that you came accross and type in "INELIGIBLE ADDRESS" so that the random route can be traced.

Any deviations from the sampling plan

Please note any deviations from the sampling plan here. These need to be approved by the client in advance.

b) Steps after enumeration

After enumeration, the head office will sort out the ineligible addresses and for each sampling point prepare the list of eligible households to be contacted during fieldwork. The head office will also prepare the back-up address lists. GfKEU3C in Belgium will check the lists and will send these to Eurofound for approval.

Annex D Fieldwork materials

D.1 EQLS Source Questionnaire

Because of readability and layout the Source questionnaire has been included as a separate file within the Report. Please click the icon to view the Questionnaire.



EQLS 2011
Questionnaire English

D.2 EQLS Screener questionnaire (Contact Sheet)

Third European Quality of Life Survey 2011 - Contact Sheet

INTERVIEWER: Hello / good afternoon / good evening, my name is [INTERVIEWER'S NAME] and I am from the research agency [NAME OF NATIONAL AGENCY]. We are conducting an EU-wide survey about how people feel about their quality of life and I would like to ask your help. Your household has been selected at random as part of a representative sample of the [COUNTRY] public and I'd like to ask someone living in the house for their views on a number of different aspects of their life.

Third European Quality of Life Survey 2011 - Contact Sheet

Unique ID number									
Interviewer number									

Note: this Unique id looks like Country code + 7 digits e.g. UK9876543

Address Details

Street					N		D	U	
Postal code					Town/City				

DU = Dwelling Unit Number (apartment/flat/household number) in multi-unit building

Visit records

	1st visit	2nd visit	3rd visit	4th visit																				
Date (dd/mm/yy)	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>						<table border="1"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>						<table border="1"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>						<table border="1"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>					
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Visit type	<table border="1"><tr><td></td></tr></table>		<table border="1"><tr><td></td></tr></table>		<table border="1"><tr><td></td></tr></table>		<table border="1"><tr><td></td></tr></table>																	
	5th visit	6th visit	7th visit	8th visit																				
Date (dd/mm/yy)	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>						<table border="1"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>						<table border="1"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>						<table border="1"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>					
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	9th visit	10th visit	11th visit	12th visit																				
Date (dd/mm/yy)	<table border="1"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>						<table border="1"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>						<table border="1"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>						<table border="1"><tr><td></td><td></td><td></td><td></td><td></td></tr></table>					
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Visit type	<table border="1"><tr><td></td></tr></table>		<table border="1"><tr><td></td></tr></table>		<table border="1"><tr><td></td></tr></table>		<table border="1"><tr><td></td></tr></table>																	

Note: Visit type: 1 Personal visit, 2 By telephone
a refusal can never be by telephone, 1st visit needs to be a personal visit
24 hour clock has to be filled in e.g.: 19:15

Address details

1 What kind of address is this? ... (Please choose the code that applies)

Farm	1	Other type of dwelling	6
Detached house	2	Non residential address	7
Semi-detached house	3	Address Not Found/ Demolished	8
Terraced house	4	Vacant property	9
Multi-unit building	5	Area inaccessible /dangerous	10

If codes 7, 8, 9 & 10: END WITH THIS CONTACT SHEET and GO TO NEXT ADDRESS (USE A NEW CONTACT SHEET)

Outcome of visits

2

	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th
Contact	1	1	1	1	1	1	1	1	1	1	1	1
No contact	2	2	2	2	2	2	2	2	2	2	2	2
Upfront refusal	3	3	3	3	3	3	3	3	3	3	3	3
Other language	4	4	4	4	4	4	4	4	4	4	4	4

If code 1 - Contact - go to the "selection of respondent" section

If code 2 - No reply/contact - plan a NEW VISIT

If code 3 - UPFRONT REFUSAL - record the gender of the contact person and move to a NEW ADDRESS (NEW CONTACT SHEET)

If code 4 - Person at the door is not speaking the language - record the gender of the contact person and move to a NEW ADDRESS (NEW CONTACT SHEET)

GENDER	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th
Male	1	1	1	1	1	1	1	1	1	1	1	1
Female	2	2	2	2	2	2	2	2	2	2	2	2

Selection of respondent

Note: the definition of a household is:

"A household comprises one person living alone or a group of people living at the same address in a non-institutional dwelling, who have that address as their only or main residence, and who either share at least one main meal a day or share the living accommodation (or both)."

3 Including yourself, how many people aged 18 or over live in this household? (Look at inclusion rules in box below)

--	--

indicate code 0 if no one eligible; then move to NEW ADDRESS (NEW CONTACT SHEET)

INCLUDE: <ul style="list-style-type: none"> People who normally live at the address but are away for less than 6 months People away at work for whom this is the main address Boarders and lodgers 	EXCLUDE: <ul style="list-style-type: none"> People aged 18+ who live elsewhere due to work Spouses who are separated and no longer resident People away for 6 months or more People resident in country for less than 6 months
--	---

4 Ask for the name (or initial) and birthday of each eligible person aged 18+ in the household. Then select the person who has the next birthday (next birthday rule) as the respondent

	Name/Initials	birthday				Gender			Name/Initials	birthday				Gender	
		d	d	m	m	M	F			d	d	m	m	M	F
1						1	2	7					1	2	
2						1	2	8					1	2	
3						1	2	9					1	2	
4						1	2	10					1	2	
5						1	2	11					1	2	
6						1	2	12					1	2	

5 From the grid above, enter the number of person selected as the respondent

--	--

6 Enter a phone number for the selected respondent (998 = No telephone; 999 = Refusal)

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

Outcome of contacts

7	Contacts											
	1st	2nd	3rd	4th	5th	6th	7th	8th	9th	10th	11th	12th
Interview completed	1	1	1	1	1	1	1	1	1	1	1	1
interview not realised because												
Partial interview	2	2	2	2	2	2	2	2	2	2	2	2
Fixed an appointment	3	3	3	3	3	3	3	3	3	3	3	3
Selected respondent currently not at home	4	4	4	4	4	4	4	4	4	4	4	4
Selected respondent away for fieldwork period	5	5	5	5	5	5	5	5	5	5	5	5
Selected respondent ill at home/hospital	6	6	6	6	6	6	6	6	6	6	6	6
Refusal by selected respondent	7	7	7	7	7	7	7	7	7	7	7	7
Selected respondent physically or mentally unable	8	8	8	8	8	8	8	8	8	8	8	8
Selected respondent has language difficulty	9	9	9	9	9	9	9	9	9	9	9	9

If codes 1, 2, 5, 6, 7, 8 & 9 END OF CONTACT SHEET and move to NEW ADDRESS

If code 3 : plan a NEW VISIT and note down appointment date/time under "fixed appointment"

If code 4 : plan a **NEW VISIT** (at least 4 visits, spread over 2 weeks, at least once in a weekend)

		Fixed appointment															
		1st visit				2nd visit				3rd visit				4th visit			
Date (dd/mm/yy)																	
	Hour (hh/mm)																
		5th visit				6th visit				7th visit				8th visit			
Date (dd/mm/yy)																	
	Hour (hh/mm)																
		9th visit				10th visit				11th visit				12th visit			
Date (dd/mm/yy)																	
	Hour (hh/mm)																

D.3 Brochure/Promo-card

Third European Quality of Life Survey

How happy am I with my life? Do I have decent housing? Do my children have somewhere safe to play? A good quality of life is what we all want, but for many people it is hard to find. By learning more about how people in Europe really live and what problems they face we can start to do something about it, and make a real difference in people's everyday lives. The European Quality of Life Survey seeks to learn more, to do just that.



www.eurofound.europa.eu

D.4 Introduction letter



Eurofound



Dear Sir / Madam,

Subject: 3rd European Survey on Quality of Life 2011

Eurofound* is carrying out the third edition of its survey on quality of life from September to December 2011. Eurofound has asked GfK to interview approximately 40,000 Europeans about their employment situation, living conditions, family life, community life, health and well-being. Your household has been randomly selected to take part in this Survey in [COUNTRY]. The interview will last about 40 minutes. It is very important that your household takes part in this study. Your opinions count and contribute to obtaining a good picture of quality of life in Europe.

All information gathered will be treated in the strictest confidentiality and the anonymity of each interviewee is guaranteed. Your name will not be linked to the responses and it will not be possible to identify individual respondents.

For further information about the European Quality of Life Survey, including the results of previous editions, you may refer to the following link on Eurofound's website, <http://www.eurofound.europa.eu/surveys/eqls/index.htm>. The first results of this Survey will be available on the website during the summer of 2012.

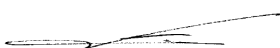
In case you have any doubts or need any clarification regarding this Survey we will be happy to answer them personally by telephone or by e-mail:

National contact: xxxxxx; tel: xxxxxxxx; e-mail: xxxxxxxx@gfk.com

GfK coordination centre contact: Ellen Claes; e-mail: ellen.claes@gfk.com

Eurofound contact: Sophia MacGoris; e-mail: smg@eurofound.europa.eu

We hope you will find the survey interesting. Thank you very much for your participation.



Juan Menéndez-Valdés
Director
Eurofound



Kris Vloeberghs
Managing Director
Significant GfK

[A.N. Other
Title
National agency]

* The European Foundation for the Improvement of Living and Working Conditions (Eurofound) is an autonomous body of the European Union, created to assist the formulation of future policy on social and work-related matters: <http://www.eurofound.europa.eu/>

D.5 Sorry-you-were-out card



(company name)

(address)

(TEL. number)

(email)

Today, one of our interviewers tried to reach you,
within the context of the research-study (name / description study):

.....

The interviewer will try to reach you in person again during the coming days. If you wish, you
can contact the interviewer for more information or to arrange an appointment:

Name of interviewer :

Tel :

D.6 Show Cards

Show Card Q15	
1	Very likely
2	Quite likely
3	Neither likely nor unlikely
4	Quite unlikely
5	Very unlikely

Show Card Q35	
1	A member of your family / relative
2	A friend, neighbour, or someone else, who does not belong to your family or relatives
3	A service provider, institution or organisation
4	Nobody

D.7 Glossary

EQLS 2011 – Glossary (English master) FINAL VERSION (MAIN PHASE) – 07 09 2011

Household grid

GLOSSARY HH1

This question asks for the total number of people in the household (**including** children). You will have already recorded the number of people aged 18 or older on the **contact form** to select the respondent.

If you should discover at this stage that you have been given the wrong information for the contact form selection:

- Do NOT change the contact form or redo the selection procedure
- DO record the **correct information at HH1**
- (MAKE a note of what happened beside the household grid.)

Remember: a **household** comprises one person living alone or a group of people living at the same address in a non-institutional dwelling, who have that address as their only or main residence, and who either share at least one main meal a day or share the living accommodation (or both).

Please include: people away for less than six months (for example, people on holiday, or away working temporarily).

Please exclude: people away for six months or more (for example, students), or temporary visitors.

GLOSSARY HH3

HH3b Children aged younger than one year old should be coded as '1'.

HH3d This question establishes the 'economic statuses of all household members.

In case of a few statuses that may apply, respondent should be asked to choose the main (principal) one.

Some more information about the categories is provided below:

1. At work as employee or employer/self-employed

This category includes all types of paid work, whether for an employer, or on the respondent's own account as self-employed.

Please include:

- Casual, part-time and temporary work.
- People absent from work last week because of sickness or injury, holiday or compassionate leave, provided that they have a job to go back to with the same employer or as self-employed in the same field.
- People who were temporarily laid off, or on strike, or locked out, again provided that they have a job with the same employer to go back to, or to the same self-employed status.
- People whose contract of employment incorporates regular but intermittent work (e.g. some staff in educational institutions, or professional sportsmen, whose wages are paid only during term-time or in the season, and who therefore may not have worked last week).
- Someone who owns a business is considered as self-employed and therefore also belongs to code 1 as long as they are working in this business and not just living off its profits.

Annex E Response rates by country

RESPONSE RATE CALCULATION			
AUSTRIA	N	% of gross sample	% of net sample
Addresses used	2089	100,00%	
Deadwood addresses + other			
Address not found/demolished	9	0,43%	
Vacant property	22	1,05%	
Non residential address	0	0,00%	
Area inaccessible/dangerous	0	0,00%	
Appointment	0	0,00%	
Total deadwood + other	31	1,48%	
Non-eligibles			
No-one eligible at address	0	0,00%	
Outcome of the visits - language difficulties	47	2,25%	
Outcome of the visits - selected adult physically or mentally unable	3	0,14%	
Total non-eligible	50	2,39%	
Net sample	2008	96,12%	100,00%
Non-contacts			
Results of visits - no reply	470	22,50%	23,41%
Outcome of the visits - no contact with selected adult	1	0,05%	0,05%
Outcome of the visits - selected adult away for fieldwork period	1	0,05%	0,05%
Outcome of the visits - selected adult ill at home/hospital	7	0,34%	0,35%
Total non-contacts	479	22,93%	23,85%
Refusals			
Results of visits - upfront refusal	479	22,93%	23,85%
Outcome of the visits - selected adult refused to be interviewed	18	0,86%	0,90%
Outcome of the visits - interview terminated	0	0,00%	0,00%
Total refusals	497	23,79%	24,75%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	0	0,00%	0,00%
Completed interviews	1032	49,40%	51,39%

RESPONSE RATE CALCULATION			
BELGIUM	N	% of gross sample	% of net sample
Addresses used	2169	100,00%	
Deadwood addresses + other			
Address not found/demolished	13	0,60%	
Vacant property	28	1,29%	
Non residential address	7	0,32%	
Area inaccessible/dangerous	3	0,14%	
Appointment	8	0,37%	
Total deadwood + other	59	2,72%	
Non-eligibles			
No-one eligible at address	18	0,83%	
Outcome of the visits - language difficulties	56	2,58%	
Outcome of the visits - selected adult physically or mentally unable	6	0,28%	
Total non-eligible	80	3,69%	
Net sample	2030	93,59%	100,00%
Non-contacts			
Results of visits - no reply	228	10,51%	11,23%
Outcome of the visits - no contact with selected adult	7	0,32%	0,34%
Outcome of the visits - selected adult away for fieldwork period	11	0,51%	0,54%
Outcome of the visits - selected adult ill at home/hospital	8	0,37%	0,39%
Total non-contacts	254	11,71%	12,51%
Refusals			
Results of visits - upfront refusal	678	31,26%	33,40%
Outcome of the visits - selected adult refused to be interviewed	77	3,55%	3,79%
Outcome of the visits - interview terminated	3	0,14%	0,15%
Total refusals	758	34,95%	37,34%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	5	0,23%	0,25%
Completed interviews	1013	46,70%	49,90%

RESPONSE RATE CALCULATION			
BULGARIA	N	% of gross sample	% of net sample
Addresses used	1684	100,00%	
Deadwood addresses + other			
Address not found/demolished	10	0,59%	
Vacant property	22	1,31%	
Non residential address	10	0,59%	
Area inaccessible/dangerous	0	0,00%	
Appointment	0	0,00%	
Total deadwood + other	42	2,49%	
Non-eligibles			
No-one eligible at address	2	0,12%	
Outcome of the visits - language difficulties	7	0,42%	
Outcome of the visits - selected adult physically or mentally unable	5	0,30%	
Total non-eligible	14	0,83%	
Net sample	1628	96,67%	100,00%
Non-contacts			
Results of visits - no reply	298	17,70%	18,30%
Outcome of the visits - no contact with selected adult	6	0,36%	0,37%
Outcome of the visits - selected adult away for fieldwork period	2	0,12%	0,12%
Outcome of the visits - selected adult ill at home/hospital	2	0,12%	0,12%
Total non-contacts	308	18,29%	18,92%
Refusals			
Results of visits - upfront refusal	310	18,41%	19,04%
Outcome of the visits - selected adult refused to be interviewed	9	0,53%	0,55%
Outcome of the visits - interview terminated	1	0,06%	0,06%
Total refusals	320	19,00%	19,66%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	0	0,00%	0,00%
Completed interviews	1000	59,38%	61,43%

RESPONSE RATE CALCULATION			
CYPRUS	N	% of gross sample	% of net sample
Addresses used	1285	100,00%	
Deadwood addresses + other			
Address not found/demolished	0	0,00%	
Vacant property	0	0,00%	
Non residential address	0	0,00%	
Area inaccessible/dangerous	0	0,00%	
Appointment	0	0,00%	
Total deadwood + other	0	0,00%	
Non-eligibles			
No-one eligible at address	1	0,08%	
Outcome of the visits - language difficulties	38	2,96%	
Outcome of the visits - selected adult physically or mentally unable	0	0,00%	
Total non-eligible	39	3,04%	
Net sample	1246	96,96%	100,00%
Non-contacts			
Results of visits - no reply	36	2,80%	2,89%
Outcome of the visits - no contact with selected adult	0	0,00%	0,00%
Outcome of the visits - selected adult away for fieldwork period	0	0,00%	0,00%
Outcome of the visits - selected adult ill at home/hospital	0	0,00%	0,00%
Total non-contacts	36	2,80%	2,89%
Refusals			
Results of visits - upfront refusal	204	15,88%	16,37%
Outcome of the visits - selected adult refused to be interviewed	0	0,00%	0,00%
Outcome of the visits - interview terminated	0	0,00%	0,00%
Total refusals	204	15,88%	16,37%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	0	0,00%	0,00%
Completed interviews	1006	78,29%	80,74%

RESPONSE RATE CALCULATION			
CZECH REPUBLIC	N	% of gross sample	% of net sample
Addresses used	2286	100,00%	
Deadwood addresses + other			
Address not found/demolished	8	0,35%	
Vacant property	7	0,31%	
Non residential address	11	0,48%	
Area inaccessible/dangerous	0	0,00%	
Appointment	6	0,26%	
Total deadwood + other	32	1,40%	
Non-eligibles			
No-one eligible at address	4	0,17%	
Outcome of the visits - language difficulties	9	0,39%	
Outcome of the visits - selected adult physically or mentally unable	1	0,04%	
Total non-eligible	14	0,61%	
Net sample	2240	97,99%	100,00%
Non-contacts			
Results of visits - no reply	241	10,54%	10,76%
Outcome of the visits - no contact with selected adult	45	1,97%	2,01%
Outcome of the visits - selected adult away for fieldwork period	22	0,96%	0,98%
Outcome of the visits - selected adult ill at home/hospital	9	0,39%	0,40%
Total non-contacts	317	13,87%	14,15%
Refusals			
Results of visits - upfront refusal	813	35,56%	36,29%
Outcome of the visits - selected adult refused to be interviewed	88	3,85%	3,93%
Outcome of the visits - interview terminated	10	0,44%	0,45%
Total refusals	911	39,85%	40,67%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	0	0,00%	0,00%
Completed interviews	1012	44,27%	45,18%

RESPONSE RATE CALCULATION			
GERMANY	N	% of gross sample	% of net sample
Addresses used	7539	100,00%	
Deadwood addresses + other			
Address not found/demolished	23	0,31%	
Vacant property	17	0,23%	
Non residential address	25	0,33%	
Area inaccessible/dangerous	0	0,00%	
Appointment	1	0,01%	
Total deadwood + other	66	0,88%	
Non-eligibles			
No-one eligible at address	6	0,08%	
Outcome of the visits - language difficulties	92	1,22%	
Outcome of the visits - selected adult physically or mentally unable	0	0,00%	
Total non-eligible	98	1,30%	
Net sample	7375	97,82%	100,00%
Non-contacts			
Results of visits - no reply	770	10,21%	10,44%
Outcome of the visits - no contact with selected adult	0	0,00%	0,00%
Outcome of the visits - selected adult away for fieldwork period	3	0,04%	0,04%
Outcome of the visits - selected adult ill at home/hospital	7	0,09%	0,09%
Total non-contacts	780	10,35%	10,58%
Refusals			
Results of visits - upfront refusal	3517	46,65%	47,69%
Outcome of the visits - selected adult refused to be interviewed	12	0,16%	0,16%
Outcome of the visits - interview terminated	2	0,03%	0,03%
Total refusals	3531	46,84%	47,88%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	9	0,12%	0,12%
Completed interviews	3055	40,52%	41,42%

RESPONSE RATE CALCULATION			
DENMARK	N	% of gross sample	% of net sample
Addresses used	3720	100,00%	
Deadwood addresses + other			
Address not found/demolished	516	13,87%	
Vacant property	94	2,53%	
Non residential address	159	4,27%	
Area inaccessible/dangerous	10	0,27%	
Appointment	0	0,00%	
Total deadwood + other	779	20,94%	
Non-eligibles			
No-one eligible at address	0	0,00%	
Outcome of the visits - language difficulties	31	0,83%	
Outcome of the visits - selected adult physically or mentally unable	8	0,22%	
Total non-eligible	39	1,05%	
Net sample	2902	78,01%	100,00%
Non-contacts			
Results of visits - no reply	299	8,04%	10,30%
Outcome of the visits - no contact with selected adult	1	0,03%	0,03%
Outcome of the visits - selected adult away for fieldwork period	5	0,13%	0,17%
Outcome of the visits - selected adult ill at home/hospital	6	0,16%	0,21%
Total non-contacts	311	8,36%	10,72%
Refusals			
Results of visits - upfront refusal	1550	41,67%	53,41%
Outcome of the visits - selected adult refused to be interviewed	17	0,46%	0,59%
Outcome of the visits - interview terminated	0	0,00%	0,00%
Total refusals	1567	42,12%	54,00%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	0	0,00%	0,00%
Completed interviews	1024	27,53%	35,29%

RESPONSE RATE CALCULATION			
ESTONIA	N	% of gross sample	% of net sample
Addresses used	1886	100,00%	
Deadwood addresses + other			
Address not found/demolished	15	0,80%	
Vacant property	10	0,53%	
Non residential address	2	0,11%	
Area inaccessible/dangerous	3	0,16%	
Appointment	4	0,21%	
Total deadwood + other	34	1,80%	
Non-eligibles			
No-one eligible at address	20	1,06%	
Outcome of the visits - language difficulties	4	0,21%	
Outcome of the visits - selected adult physically or mentally unable	4	0,21%	
Total non-eligible	28	1,48%	
Net sample	1824	96,71%	100,00%
Non-contacts			
Results of visits - no reply	453	24,02%	24,84%
Outcome of the visits - no contact with selected adult	5	0,27%	0,27%
Outcome of the visits - selected adult away for fieldwork period	5	0,27%	0,27%
Outcome of the visits - selected adult ill at home/hospital	2	0,11%	0,11%
Total non-contacts	465	24,66%	25,49%
Refusals			
Results of visits - upfront refusal	338	17,92%	18,53%
Outcome of the visits - selected adult refused to be interviewed	15	0,80%	0,82%
Outcome of the visits - interview terminated	0	0,00%	0,00%
Total refusals	353	18,72%	19,35%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	4	0,21%	0,22%
Completed interviews	1002	53,13%	54,93%

RESPONSE RATE CALCULATION			
GREECE	N	% of gross sample	% of net sample
Addresses used	2432	100,00%	
Deadwood addresses + other			
Address not found/demolished	13	0,53%	
Vacant property	87	3,58%	
Non residential address	22	0,90%	
Area inaccessible/dangerous	24	0,99%	
Appointment	0	0,00%	
Total deadwood + other	146	6,00%	
Non-eligibles			
No-one eligible at address	0	0,00%	
Outcome of the visits - language difficulties	57	2,34%	
Outcome of the visits - selected adult physically or mentally unable	4	0,16%	
Total non-eligible	61	2,51%	
Net sample	2225	91,49%	100,00%
Non-contacts			
Results of visits - no reply	5	0,21%	0,22%
Outcome of the visits - no contact with selected adult	0	0,00%	0,00%
Outcome of the visits - selected adult away for fieldwork period	1	0,04%	0,04%
Outcome of the visits - selected adult ill at home/hospital	1	0,04%	0,04%
Total non-contacts	7	0,29%	0,31%
Refusals			
Results of visits - upfront refusal	1188	48,85%	53,39%
Outcome of the visits - selected adult refused to be interviewed	24	0,99%	1,08%
Outcome of the visits - interview terminated	1	0,04%	0,04%
Total refusals	1213	49,88%	54,52%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	1	0,04%	0,04%
Completed interviews	1004	41,28%	45,12%

RESPONSE RATE CALCULATION			
SPAIN	N	% of gross sample	% of net sample
Addresses used	4895	100,00%	
Deadwood addresses + other			
Address not found/demolished	276	5,64%	
Vacant property	405	8,27%	
Non residential address	80	1,63%	
Area inaccessible/dangerous	25	0,51%	
Appointment	2	0,04%	
Total deadwood + other	788	16,10%	
Non-eligibles			
No-one eligible at address	1	0,02%	
Outcome of the visits - language difficulties	30	0,61%	
Outcome of the visits - selected adult physically or mentally unable	5	0,10%	
Total non-eligible	36	0,74%	
Net sample	4071	83,17%	100,00%
Non-contacts			
Results of visits - no reply	755	15,42%	18,55%
Outcome of the visits - no contact with selected adult	7	0,14%	0,17%
Outcome of the visits - selected adult away for fieldwork period	5	0,10%	0,12%
Outcome of the visits - selected adult ill at home/hospital	3	0,06%	0,07%
Total non-contacts	770	15,73%	18,91%
Refusals			
Results of visits - upfront refusal	1726	35,26%	42,40%
Outcome of the visits - selected adult refused to be interviewed	61	1,25%	1,50%
Outcome of the visits - interview terminated	2	0,04%	0,05%
Total refusals	1789	36,55%	43,94%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	0	0,00%	0,00%
Completed interviews	1512	30,89%	37,14%

RESPONSE RATE CALCULATION			
FINLAND	N	% of gross sample	% of net sample
Addresses used	2644	100,00%	
Deadwood addresses + other			
Address not found/demolished	4	0,15%	
Vacant property	10	0,38%	
Non residential address	12	0,45%	
Area inaccessible/dangerous	3	0,11%	
Appointment	2	0,08%	
Total deadwood + other	31	1,17%	
Non-eligibles			
No-one eligible at address	7	0,26%	
Outcome of the visits - language difficulties	9	0,34%	
Outcome of the visits - selected adult physically or mentally unable	18	0,68%	
Total non-eligible	34	1,29%	
Net sample	2579	97,54%	100,00%
Non-contacts			
Results of visits - no reply	550	20,80%	21,33%
Outcome of the visits - no contact with selected adult	19	0,72%	0,74%
Outcome of the visits - selected adult away for fieldwork period	18	0,68%	0,70%
Outcome of the visits - selected adult ill at home/hospital	21	0,79%	0,81%
Total non-contacts	608	23,00%	23,58%
Refusals			
Results of visits - upfront refusal	784	29,65%	30,40%
Outcome of the visits - selected adult refused to be interviewed	165	6,24%	6,40%
Outcome of the visits - interview terminated	1	0,04%	0,04%
Total refusals	950	35,93%	36,84%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	1	0,04%	0,04%
Completed interviews	1020	38,58%	39,55%

RESPONSE RATE CALCULATION			
FRANCE	N	% of gross sample	% of net sample
Addresses used	7628	100,00%	
Deadwood addresses + other			
Address not found/demolished	142	1,86%	
Vacant property	37	0,49%	
Non residential address	34	0,45%	
Area inaccessible/dangerous	8	0,10%	
Appointment	38	0,50%	
Total deadwood + other	259	3,40%	
Non-eligibles			
No-one eligible at address	96	1,26%	
Outcome of the visits - language difficulties	89	1,17%	
Outcome of the visits - selected adult physically or mentally unable	20	0,26%	
Total non-eligible	205	2,69%	
Net sample	7164	93,92%	100,00%
Non-contacts			
Results of visits - no reply	2127	27,88%	29,69%
Outcome of the visits - no contact with selected adult	72	0,94%	1,01%
Outcome of the visits - selected adult away for fieldwork period	40	0,52%	0,56%
Outcome of the visits - selected adult ill at home/hospital	22	0,29%	0,31%
Total non-contacts	2261	29,64%	31,56%
Refusals			
Results of visits - upfront refusal	2348	30,78%	32,77%
Outcome of the visits - selected adult refused to be interviewed	260	3,41%	3,63%
Outcome of the visits - interview terminated	17	0,22%	0,24%
Total refusals	2625	34,41%	36,64%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	8	0,10%	0,11%
Completed interviews	2270	29,76%	31,69%

RESPONSE RATE CALCULATION			
HUNGARY	N	% of gross sample	% of net sample
Addresses used	2570	100,00%	
Deadwood addresses + other			
Address not found/demolished	23	0,89%	
Vacant property	12	0,47%	
Non residential address	31	1,21%	
Area inaccessible/dangerous	2	0,08%	
Appointment	1	0,04%	
Total deadwood + other	69	2,68%	
Non-eligibles			
No-one eligible at address	63	2,45%	
Outcome of the visits - language difficulties	12	0,47%	
Outcome of the visits - selected adult physically or mentally unable	9	0,35%	
Total non-eligible	84	3,27%	
Net sample	2417	94,05%	100,00%
Non-contacts			
Results of visits - no reply	6	0,23%	0,25%
Outcome of the visits - no contact with selected adult	4	0,16%	0,17%
Outcome of the visits - selected adult away for fieldwork period	28	1,09%	1,16%
Outcome of the visits - selected adult ill at home/hospital	7	0,27%	0,29%
Total non-contacts	45	1,75%	1,86%
Refusals			
Results of visits - upfront refusal	1327	51,63%	54,90%
Outcome of the visits - selected adult refused to be interviewed	9	0,35%	0,37%
Outcome of the visits - interview terminated	0	0,00%	0,00%
Total refusals	1336	51,98%	55,28%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	12	0,47%	0,50%
Completed interviews	1024	39,84%	42,37%

RESPONSE RATE CALCULATION			
IRELAND	N	% of gross sample	% of net sample
Addresses used	2126	100,00%	
Deadwood addresses + other			
Address not found/demolished	43	2,02%	
Vacant property	103	4,84%	
Non residential address	46	2,16%	
Area inaccessible/dangerous	16	0,75%	
Appointment	10	0,47%	
Total deadwood + other	218	10,25%	
Non-eligibles			
No-one eligible at address	1	0,05%	
Outcome of the visits - language difficulties	21	0,99%	
Outcome of the visits - selected adult physically or mentally unable	13	0,61%	
Total non-eligible	35	1,65%	
Net sample	1873	88,10%	100,00%
Non-contacts			
Results of visits - no reply	432	20,32%	23,06%
Outcome of the visits - no contact with selected adult	54	2,54%	2,88%
Outcome of the visits - selected adult away for fieldwork period	14	0,66%	0,75%
Outcome of the visits - selected adult ill at home/hospital	17	0,80%	0,91%
Total non-contacts	517	24,32%	27,60%
Refusals			
Results of visits - upfront refusal	218	10,25%	11,64%
Outcome of the visits - selected adult refused to be interviewed	84	3,95%	4,48%
Outcome of the visits - interview terminated	3	0,14%	0,16%
Total refusals	305	14,35%	16,28%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	0	0,00%	0,00%
Completed interviews	1051	49,44%	56,11%

RESPONSE RATE CALCULATION			
ITALY	N	% of gross sample	% of net sample
Addresses used	5785	100,00%	
Deadwood addresses + other			
Address not found/demolished	1	0,02%	
Vacant property	39	0,67%	
Non residential address	13	0,22%	
Area inaccessible/dangerous	0	0,00%	
Appointment	4	0,07%	
Total deadwood + other	57	0,99%	
Non-eligibles			
No-one eligible at address	70	1,21%	
Outcome of the visits - language difficulties	49	0,85%	
Outcome of the visits - selected adult physically or mentally unable	9	0,16%	
Total non-eligible	128	2,21%	
Net sample	5600	96,80%	100,00%
Non-contacts			
Results of visits - no reply	559	9,66%	9,98%
Outcome of the visits - no contact with selected adult	0	0,00%	0,00%
Outcome of the visits - selected adult away for fieldwork period	9	0,16%	0,16%
Outcome of the visits - selected adult ill at home/hospital	4	0,07%	0,07%
Total non-contacts	572	9,89%	10,21%
Refusals			
Results of visits - upfront refusal	2697	46,62%	48,16%
Outcome of the visits - selected adult refused to be interviewed	79	1,37%	1,41%
Outcome of the visits - interview terminated	0	0,00%	0,00%
Total refusals	2776	47,99%	49,57%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	2	0,03%	0,04%
Completed interviews	2250	38,89%	40,18%

RESPONSE RATE CALCULATION			
LITHUANIA	N	% of gross sample	% of net sample
Addresses used	2598	100,00%	
Deadwood addresses + other			
Address not found/demolished	12	0,46%	
Vacant property	19	0,73%	
Non residential address	25	0,96%	
Area inaccessible/dangerous	7	0,27%	
Appointment	3	0,12%	
Total deadwood + other	66	2,54%	
Non-eligibles			
No-one eligible at address	11	0,42%	
Outcome of the visits - language difficulties	8	0,31%	
Outcome of the visits - selected adult physically or mentally unable	2	0,08%	
Total non-eligible	21	0,81%	
Net sample	2511	96,65%	100,00%
Non-contacts			
Results of visits - no reply	598	23,02%	23,82%
Outcome of the visits - no contact with selected adult	15	0,58%	0,60%
Outcome of the visits - selected adult away for fieldwork period	11	0,42%	0,44%
Outcome of the visits - selected adult ill at home/hospital	6	0,23%	0,24%
Total non-contacts	630	24,25%	25,09%
Refusals			
Results of visits - upfront refusal	709	27,29%	28,24%
Outcome of the visits - selected adult refused to be interviewed	16	0,62%	0,64%
Outcome of the visits - interview terminated	1	0,04%	0,04%
Total refusals	726	27,94%	28,91%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	21	0,81%	0,84%
Completed interviews	1134	43,65%	45,16%

RESPONSE RATE CALCULATION			
LUXEMBOURG	N	% of gross sample	% of net sample
Addresses used	7165	100,00%	
Deadwood addresses + other			
Address not found/demolished	8	0,11%	
Vacant property	117	1,63%	
Non residential address	5	0,07%	
Area inaccessible/dangerous	26	0,36%	
Appointment	0	0,00%	
Total deadwood + other	156	2,18%	
Non-eligibles			
No-one eligible at address	207	2,89%	
Outcome of the visits - language difficulties	293	4,09%	
Outcome of the visits - selected adult physically or mentally unable	6	0,08%	
Total non-eligible	506	7,06%	
Net sample	6503	90,76%	100,00%
Non-contacts			
Results of visits - no reply	1777	24,80%	27,33%
Outcome of the visits - no contact with selected adult	6	0,08%	0,09%
Outcome of the visits - selected adult away for fieldwork period	77	1,07%	1,18%
Outcome of the visits - selected adult ill at home/hospital	13	0,18%	0,20%
Total non-contacts	1873	26,14%	28,80%
Refusals			
Results of visits - upfront refusal	3152	43,99%	48,47%
Outcome of the visits - selected adult refused to be interviewed	472	6,59%	7,26%
Outcome of the visits - interview terminated	0	0,00%	0,00%
Total refusals	3624	50,58%	55,73%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	1	0,01%	0,02%
Completed interviews	1005	14,03%	15,45%

RESPONSE RATE CALCULATION			
LATVIA	N	% of gross sample	% of net sample
Addresses used	2550	100,00%	
Deadwood addresses + other			
Address not found/demolished	222	8,71%	
Vacant property	126	4,94%	
Non residential address	189	7,41%	
Area inaccessible/dangerous	32	1,25%	
Appointment	2	0,08%	
Total deadwood + other	571	22,39%	
Non-eligibles			
No-one eligible at address	30	1,18%	
Outcome of the visits - language difficulties	2	0,08%	
Outcome of the visits - selected adult physically or mentally unable	1	0,04%	
Total non-eligible	33	1,29%	
Net sample	1946	76,31%	100,00%
Non-contacts			
Results of visits - no reply	512	20,08%	26,31%
Outcome of the visits - no contact with selected adult	11	0,43%	0,57%
Outcome of the visits - selected adult away for fieldwork period	7	0,27%	0,36%
Outcome of the visits - selected adult ill at home/hospital	3	0,12%	0,15%
Total non-contacts	533	20,90%	27,39%
Refusals			
Results of visits - upfront refusal	390	15,29%	20,04%
Outcome of the visits - selected adult refused to be interviewed	12	0,47%	0,62%
Outcome of the visits - interview terminated	1	0,04%	0,05%
Total refusals	403	15,80%	20,71%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	1	0,04%	0,05%
Completed interviews	1009	39,57%	51,85%

RESPONSE RATE CALCULATION			
MALTA	N	% of gross sample	% of net sample
Addresses used	1579	100,00%	
Deadwood addresses + other			
Address not found/demolished	24	1,52%	
Vacant property	46	2,91%	
Non residential address	9	0,57%	
Area inaccessible/dangerous	0	0,00%	
Appointment	0	0,00%	
Total deadwood + other	79	5,00%	
Non-eligibles			
No-one eligible at address	80	5,07%	
Outcome of the visits - language difficulties	3	0,19%	
Outcome of the visits - selected adult physically or mentally unable	1	0,06%	
Total non-eligible	84	5,32%	
Net sample	1416	89,68%	100,00%
Non-contacts			
Results of visits - no reply	143	9,06%	10,10%
Outcome of the visits - no contact with selected adult	0	0,00%	0,00%
Outcome of the visits - selected adult away for fieldwork period	1	0,06%	0,07%
Outcome of the visits - selected adult ill at home/hospital	0	0,00%	0,00%
Total non-contacts	144	9,12%	10,17%
Refusals			
Results of visits - upfront refusal	268	16,97%	18,93%
Outcome of the visits - selected adult refused to be interviewed	0	0,00%	0,00%
Outcome of the visits - interview terminated	0	0,00%	0,00%
Total refusals	268	16,97%	18,93%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	3	0,19%	0,21%
Completed interviews	1001	63,39%	70,69%

RESPONSE RATE CALCULATION			
NETHERLANDS	N	% of gross sample	% of net sample
Addresses used	3433	100,00%	
Deadwood addresses + other			
Address not found/demolished	41	1,19%	
Vacant property	80	2,33%	
Non residential address	66	1,92%	
Area inaccessible/dangerous	5	0,15%	
Appointment	5	0,15%	
Total deadwood + other	197	5,74%	
Non-eligibles			
No-one eligible at address	14	0,41%	
Outcome of the visits - language difficulties	79	2,30%	
Outcome of the visits - selected adult physically or mentally unable	29	0,84%	
Total non-eligible	122	3,55%	
Net sample	3114	90,71%	100,00%
Non-contacts			
Results of visits - no reply	586	17,07%	18,82%
Outcome of the visits - no contact with selected adult	17	0,50%	0,55%
Outcome of the visits - selected adult away for fieldwork period	24	0,70%	0,77%
Outcome of the visits - selected adult ill at home/hospital	16	0,47%	0,51%
Total non-contacts	643	18,73%	20,65%
Refusals			
Results of visits - upfront refusal	1278	37,23%	41,04%
Outcome of the visits - selected adult refused to be interviewed	184	5,36%	5,91%
Outcome of the visits - interview terminated	0	0,00%	0,00%
Total refusals	1462	42,59%	46,95%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	1	0,03%	0,03%
Completed interviews	1008	29,36%	32,37%

RESPONSE RATE CALCULATION			
POLAND	N	% of gross sample	% of net sample
Addresses used	3710	100.00%	
Deadwood addresses + other			
Address not found/demolished	4	0.11%	
Vacant property	10	0.27%	
Non residential address	3	0.08%	
Area inaccessible/dangerous	3	0.08%	
Appointment	1	0.03%	
Total deadwood + other	21	0.57%	
Non-eligibles			
No-one eligible at address	13	0.35%	
Outcome of the visits - language difficulties	2	0.05%	
Outcome of the visits - selected adult physically or mentally unable	4	0.11%	
Total non-eligible	19	0.51%	
Net sample	3670	98.92%	100.00%
Non-contacts			
Results of visits - no reply	415	11.19%	11.31%
Outcome of the visits - no contact with selected adult	4	0.11%	0.11%
Outcome of the visits - selected adult away for fieldwork period	9	0.24%	0.25%
Outcome of the visits - selected adult ill at home/hospital	2	0.05%	0.05%
Total non-contacts	430	11.59%	11.72%
Refusals			
Results of visits - upfront refusal	973	26.23%	26.51%
Outcome of the visits - selected adult refused to be interviewed	4	0.11%	0.11%
Outcome of the visits - interview terminated	0	0.00%	0.00%
Total refusals	977	26.33%	26.62%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	1	0.03%	0.03%
Completed interviews	2262	60.97%	61.63%

RESPONSE RATE CALCULATION			
PORTUGAL	N	% of gross sample	% of net sample
Addresses used	3022	100,00%	
Deadwood addresses + other			
Address not found/demolished	7	0,23%	
Vacant property	241	7,97%	
Non residential address	97	3,21%	
Area inaccessible/dangerous	0	0,00%	
Appointment	2	0,07%	
Total deadwood + other	347	11,48%	
Non-eligibles			
No-one eligible at address	0	0,00%	
Outcome of the visits - language difficulties	10	0,33%	
Outcome of the visits - selected adult physically or mentally unable	12	0,40%	
Total non-eligible	22	0,73%	
Net sample	2653	87,79%	100,00%
Non-contacts			
Results of visits - no reply	958	31,70%	36,11%
Outcome of the visits - no contact with selected adult	26	0,86%	0,98%
Outcome of the visits - selected adult away for fieldwork period	17	0,56%	0,64%
Outcome of the visits - selected adult ill at home/hospital	9	0,30%	0,34%
Total non-contacts	1010	33,42%	38,07%
Refusals			
Results of visits - upfront refusal	584	19,32%	22,01%
Outcome of the visits - selected adult refused to be interviewed	40	1,32%	1,51%
Outcome of the visits - interview terminated	2	0,07%	0,08%
Total refusals	626	20,71%	23,60%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	4	0,13%	0,15%
Completed interviews	1013	33,52%	38,18%

RESPONSE RATE CALCULATION			
ROMANIA	N	% of gross sample	% of net sample
Addresses used	2700	100,00%	
Deadwood addresses + other			
Address not found/demolished	18	0,67%	
Vacant property	58	2,15%	
Non residential address	9	0,33%	
Area inaccessible/dangerous	0	0,00%	
Appointment	4	0,15%	
Total deadwood + other	89	3,30%	
Non-eligibles			
No-one eligible at address	20	0,74%	
Outcome of the visits - language difficulties	8	0,30%	
Outcome of the visits - selected adult physically or mentally unable	2	0,07%	
Total non-eligible	30	1,11%	
Net sample	2581	95,59%	100,00%
Non-contacts			
Results of visits - no reply	571	21,15%	22,12%
Outcome of the visits - no contact with selected adult	4	0,15%	0,15%
Outcome of the visits - selected adult away for fieldwork period	9	0,33%	0,35%
Outcome of the visits - selected adult ill at home/hospital	0	0,00%	0,00%
Total non-contacts	584	21,63%	22,63%
Refusals			
Results of visits - upfront refusal	430	15,93%	16,66%
Outcome of the visits - selected adult refused to be interviewed	19	0,70%	0,74%
Outcome of the visits - interview terminated	0	0,00%	0,00%
Total refusals	449	16,63%	17,40%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	6	0,22%	0,23%
Completed interviews	1542	57,11%	59,74%

RESPONSE RATE CALCULATION			
SWEDEN	N	% of gross sample	% of net sample
Addresses used	2191	100,00%	
Deadwood addresses + other			
Address not found/demolished	0	0,00%	
Vacant property	0	0,00%	
Non residential address	1	0,05%	
Area inaccessible/dangerous	0	0,00%	
Appointment	0	0,00%	
Total deadwood + other	1	0,05%	
Non-eligibles			
No-one eligible at address	1	0,05%	
Outcome of the visits - language difficulties	8	0,37%	
Outcome of the visits - selected adult physically or mentally unable	0	0,00%	
Total non-eligible	9	0,41%	
Net sample	2181	99,54%	100,00%
Non-contacts			
Results of visits - no reply	209	9,54%	9,58%
Outcome of the visits - no contact with selected adult	0	0,00%	0,00%
Outcome of the visits - selected adult away for fieldwork period	0	0,00%	0,00%
Outcome of the visits - selected adult ill at home/hospital	1	0,05%	0,05%
Total non-contacts	210	9,58%	9,63%
Refusals			
Results of visits - upfront refusal	962	43,91%	44,11%
Outcome of the visits - selected adult refused to be interviewed	0	0,00%	0,00%
Outcome of the visits - interview terminated	0	0,00%	0,00%
Total refusals	962	43,91%	44,11%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	2	0,09%	0,09%
Completed interviews	1007	45,96%	46,17%

RESPONSE RATE CALCULATION			
SLOVENIA	N	% of gross sample	% of net sample
Addresses used	2118	100,00%	
Deadwood addresses + other			
Address not found/demolished	7	0,33%	
Vacant property	18	0,85%	
Non residential address	1	0,05%	
Area inaccessible/dangerous	1	0,05%	
Appointment	1	0,05%	
Total deadwood + other	28	1,32%	
Non-eligibles			
No-one eligible at address	14	0,66%	
Outcome of the visits - language difficulties	8	0,38%	
Outcome of the visits - selected adult physically or mentally unable	3	0,14%	
Total non-eligible	25	1,18%	
Net sample	2065	97,50%	100,00%
Non-contacts			
Results of visits - no reply	262	12,37%	12,69%
Outcome of the visits - no contact with selected adult	8	0,38%	0,39%
Outcome of the visits - selected adult away for fieldwork period	8	0,38%	0,39%
Outcome of the visits - selected adult ill at home/hospital	2	0,09%	0,10%
Total non-contacts	280	13,22%	13,56%
Refusals			
Results of visits - upfront refusal	761	35,93%	36,85%
Outcome of the visits - selected adult refused to be interviewed	16	0,76%	0,77%
Outcome of the visits - interview terminated	0	0,00%	0,00%
Total refusals	777	36,69%	37,63%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	0	0,00%	0,00%
Completed interviews	1008	47,59%	48,81%

RESPONSE RATE CALCULATION			
SLOVAKIA	N	% of gross sample	% of net sample
Addresses used	1639	100,00%	
Deadwood addresses + other			
Address not found/demolished	1	0,06%	
Vacant property	8	0,49%	
Non residential address	2	0,12%	
Area inaccessible/dangerous	0	0,00%	
Appointment	0	0,00%	
Total deadwood + other	11	0,67%	
Non-eligibles			
No-one eligible at address	5	0,31%	
Outcome of the visits - language difficulties	1	0,06%	
Outcome of the visits - selected adult physically or mentally unable	2	0,12%	
Total non-eligible	8	0,49%	
Net sample	1620	98,84%	100,00%
Non-contacts			
Results of visits - no reply	222	13,54%	13,70%
Outcome of the visits - no contact with selected adult	0	0,00%	0,00%
Outcome of the visits - selected adult away for fieldwork period	0	0,00%	0,00%
Outcome of the visits - selected adult ill at home/hospital	1	0,06%	0,06%
Total non-contacts	223	13,61%	13,77%
Refusals			
Results of visits - upfront refusal	389	23,73%	24,01%
Outcome of the visits - selected adult refused to be interviewed	2	0,12%	0,12%
Outcome of the visits - interview terminated	2	0,12%	0,12%
Total refusals	393	23,98%	24,26%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	4	0,24%	0,25%
Completed interviews	1000	61,01%	61,73%

RESPONSE RATE CALCULATION			
UK	N	% of gross sample	% of net sample
Addresses used	8992	100,00%	
Deadwood addresses + other			
Address not found/demolished	96	1,07%	
Vacant property	106	1,18%	
Non residential address	50	0,56%	
Area inaccessible/dangerous	17	0,19%	
Appointment	30	0,33%	
Total deadwood + other	299	3,33%	
Non-eligibles			
No-one eligible at address	54	0,60%	
Outcome of the visits - language difficulties	66	0,73%	
Outcome of the visits - selected adult physically or mentally unable	70	0,78%	
Total non-eligible	190	2,11%	
Net sample	8503	94,56%	100,00%
Non-contacts			
Results of visits - no reply	2629	29,24%	30,92%
Outcome of the visits - no contact with selected adult	168	1,87%	1,98%
Outcome of the visits - selected adult away for fieldwork period	69	0,77%	0,81%
Outcome of the visits - selected adult ill at home/hospital	83	0,92%	0,98%
Total non-contacts	2949	32,80%	34,68%
Refusals			
Results of visits - upfront refusal	2836	31,54%	33,35%
Outcome of the visits - selected adult refused to be interviewed	447	4,97%	5,26%
Outcome of the visits - interview terminated	17	0,19%	0,20%
Total refusals	3300	36,70%	38,81%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	2	0,02%	0,02%
Completed interviews	2252	25,04%	26,48%

RESPONSE RATE CALCULATION			
TURKEY	N	% of gross sample	% of net sample
Addresses used	4307	100.00%	
<i>Deadwood addresses + other</i>			
Address not found/demolished	489	11.35%	
Vacant property	237	5.50%	
Non residential address	173	4.02%	
Area inaccessible/dangerous	9	0.21%	
Appointment	0	0.00%	
<i>Total deadwood + other</i>	908	21.08%	
<i>Non-eligibles</i>			
No-one eligible at address	0	0.00%	
Outcome of the visits - language difficulties	2	0.05%	
Outcome of the visits - selected adult physically or mentally unable	0	0.00%	
<i>Total non-eligible</i>	2	0.05%	
Net sample	3397	78.87%	100.00%
<i>Non-contacts</i>			
Results of visits - no reply	84	1.95%	2.47%
Outcome of the visits - no contact with selected adult	0	0.00%	0.00%
Outcome of the visits - selected adult away for fieldwork period	0	0.00%	0.00%
Outcome of the visits - selected adult ill at home/hospital	0	0.00%	0.00%
<i>Total non-contacts</i>	84	1.95%	2.47%
<i>Refusals</i>			
Results of visits - upfront refusal	1262	29.30%	37.15%
Outcome of the visits - selected adult refused to be interviewed	0	0.00%	0.00%
Outcome of the visits - interview terminated	0	0.00%	0.00%
<i>Total refusals</i>	1262	29.30%	37.15%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	16	0.37%	0.47%
Completed interviews	2035	47.25%	59.91%

RESPONSE RATE CALCULATION			
CROATIA	N	% of gross sample	% of net sample
Addresses used	2195	100.00%	
<i>Deadwood addresses + other</i>			
Address not found/demolished	28	1.28%	
Vacant property	19	0.87%	
Non residential address	18	0.82%	
Area inaccessible/dangerous	2	0.09%	
Appointment	1	0.05%	
Total deadwood + other	68	3.10%	
<i>Non-eligibles</i>			
No-one eligible at address	2	0.09%	
Outcome of the visits - language difficulties	6	0.27%	
Outcome of the visits - selected adult physically or mentally unable	3	0.14%	
Total non-eligible	11	0.50%	
Net sample	2116	96.40%	100.00%
<i>Non-contacts</i>			
Results of visits - no reply	363	16.54%	17.16%
Outcome of the visits - no contact with selected adult	1	0.05%	0.05%
Outcome of the visits - selected adult away for fieldwork period	8	0.36%	0.38%
Outcome of the visits - selected adult ill at home/hospital	8	0.36%	0.38%
Total non-contacts	380	17.31%	17.96%
<i>Refusals</i>			
Results of visits - upfront refusal	724	32.98%	34.22%
Outcome of the visits - selected adult refused to be interviewed	10	0.46%	0.47%
Outcome of the visits - interview terminated	1	0.05%	0.05%
Total refusals	735	33.49%	34.74%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	0	0.00%	0.00%
Completed interviews	1001	45.60%	47.31%

RESPONSE RATE CALCULATION			
MACEDONIA (FYROM)	N	% of gross sample	% of net sample
Addresses used	1311	100.00%	
<i>Deadwood addresses + other</i>			
Address not found/demolished	0	0.00%	
Vacant property	0	0.00%	
Non residential address	13	0.99%	
Area inaccessible/dangerous	0	0.00%	
Appointment	0	0.00%	
<i>Total deadwood + other</i>	13	0.99%	
<i>Non-eligibles</i>			
No-one eligible at address	0	0.00%	
Outcome of the visits - language difficulties	0	0.00%	
Outcome of the visits - selected adult physically or mentally unable	0	0.00%	
<i>Total non-eligible</i>	0	0.00%	
Net sample	1298	99.01%	100.00%
<i>Non-contacts</i>			
Results of visits - no reply	16	1.22%	1.23%
Outcome of the visits - no contact with selected adult	0	0.00%	0.00%
Outcome of the visits - selected adult away for fieldwork period	0	0.00%	0.00%
Outcome of the visits - selected adult ill at home/hospital	0	0.00%	0.00%
<i>Total non-contacts</i>	16	1.22%	1.23%
<i>Refusals</i>			
Results of visits - upfront refusal	273	20.82%	21.03%
Outcome of the visits - selected adult refused to be interviewed	2	0.15%	0.15%
Outcome of the visits - interview terminated	0	0.00%	0.00%
<i>Total refusals</i>	275	20.98%	21.19%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	1	0.08%	0.08%
Completed interviews	1006	76.74%	77.50%

RESPONSE RATE CALCULATION			
KOSOVO	N	% of gross sample	% of net sample
Addresses used	1215	100.00%	
<i>Deadwood addresses + other</i>			
Address not found/demolished	0	0.00%	
Vacant property	0	0.00%	
Non residential address	0	0.00%	
Area inaccessible/dangerous	0	0.00%	
Appointment	0	0.00%	
<i>Total deadwood + other</i>	0	0.00%	
<i>Non-eligibles</i>			
No-one eligible at address	3	0.25%	
Outcome of the visits - language difficulties	0	0.00%	
Outcome of the visits - selected adult physically or mentally unable	0	0.00%	
<i>Total non-eligible</i>	3	0.25%	
Net sample	1212	99.75%	100.00%
<i>Non-contacts</i>			
Results of visits - no reply	2	0.16%	0.17%
Outcome of the visits - no contact with selected adult	0	0.00%	0.00%
Outcome of the visits - selected adult away for fieldwork period	0	0.00%	0.00%
Outcome of the visits - selected adult ill at home/hospital	0	0.00%	0.00%
<i>Total non-contacts</i>	2	0.16%	0.17%
<i>Refusals</i>			
Results of visits - upfront refusal	120	9.88%	9.90%
Outcome of the visits - selected adult refused to be interviewed	0	0.00%	0.00%
Outcome of the visits - interview terminated	0	0.00%	0.00%
<i>Total refusals</i>	120	9.88%	9.90%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	14	1.15%	1.16%
Completed interviews	1076	88.56%	88.78%

RESPONSE RATE CALCULATION			
SERBIA	N	% of gross sample	% of net sample
Addresses used	2252	100.00%	
<i>Deadwood addresses + other</i>			
Address not found/demolished	73	3.24%	
Vacant property	8	0.36%	
Non residential address	49	2.18%	
Area inaccessible/dangerous	1	0.04%	
Appointment	0	0.00%	
Total deadwood + other	131	5.82%	
<i>Non-eligibles</i>			
No-one eligible at address	2	0.09%	
Outcome of the visits - language difficulties	1	0.04%	
Outcome of the visits - selected adult physically or mentally unable	0	0.00%	
Total non-eligible	3	0.13%	
Net sample	2118	94.05%	100.00%
<i>Non-contacts</i>			
Results of visits - no reply	97	4.31%	4.58%
Outcome of the visits - no contact with selected adult	0	0.00%	0.00%
Outcome of the visits - selected adult away for fieldwork period	0	0.00%	0.00%
Outcome of the visits - selected adult ill at home/hospital	0	0.00%	0.00%
Total non-contacts	97	4.31%	4.58%
<i>Refusals</i>			
Results of visits - upfront refusal	1017	45.16%	48.02%
Outcome of the visits - selected adult refused to be interviewed	0	0.00%	0.00%
Outcome of the visits - interview terminated	1	0.04%	0.05%
Total refusals	1018	45.20%	48.06%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	1	0.04%	0.05%
Completed interviews	1002	44.49%	47.31%

RESPONSE RATE CALCULATION			
MONTENEGRO	N	% of gross sample	% of net sample
Addresses used	2224	100.00%	
Deadwood addresses + other			
Address not found/demolished	0	0.00%	
Vacant property	0	0.00%	
Non residential address	0	0.00%	
Area inaccessible/dangerous	0	0.00%	
Appointment	0	0.00%	
Total deadwood + other	0	0.00%	
Non-eligibles			
No-one eligible at address	0	0.00%	
Outcome of the visits - language difficulties	1	0.04%	
Outcome of the visits - selected adult physically or mentally unable	0	0.00%	
Total non-eligible	1	0.04%	
Net sample	2223	99.96%	100.00%
Non-contacts			
Results of visits - no reply	18	0.81%	0.81%
Outcome of the visits - no contact with selected adult	0	0.00%	0.00%
Outcome of the visits - selected adult away for fieldwork period	0	0.00%	0.00%
Outcome of the visits - selected adult ill at home/hospital	0	0.00%	0.00%
Total non-contacts	18	0.81%	0.81%
Refusals			
Results of visits - upfront refusal	1205	54.18%	54.21%
Outcome of the visits - selected adult refused to be interviewed	0	0.00%	0.00%
Outcome of the visits - interview terminated	0	0.00%	0.00%
Total refusals	1205	54.18%	54.21%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	0	0.00%	0.00%
Completed interviews	1000	44.96%	44.98%

RESPONSE RATE CALCULATION			
ICELAND	N	% of gross sample	% of net sample
Addresses used	6158	100.00%	
<i>Deadwood addresses + other</i>			
Address not found/demolished	0	0.00%	
Vacant property	0	0.00%	
Non residential address	0	0.00%	
Area inaccessible/dangerous	0	0.00%	
Appointment	326	5.29%	
<i>Total deadwood + other</i>	326	5.29%	
<i>Non-eligibles</i>			
No-one eligible at address	1	0.02%	
Outcome of the visits - language difficulties	17	0.28%	
Outcome of the visits - selected adult physically or mentally unable	0	0.00%	
<i>Total non-eligible</i>	18	0.29%	
Net sample	5814	94.41%	100.00%
<i>Non-contacts</i>			
Results of visits - no reply	1601	26.00%	27.54%
Outcome of the visits - no contact with selected adult	0	0.00%	0.00%
Outcome of the visits - selected adult away for fieldwork period	0	0.00%	0.00%
Outcome of the visits - selected adult ill at home/hospital	0	0.00%	0.00%
<i>Total non-contacts</i>	1601	26.00%	27.54%
<i>Refusals</i>			
Results of visits - upfront refusal	3212	52.16%	55.25%
Outcome of the visits - selected adult refused to be interviewed	0	0.00%	0.00%
Outcome of the visits - interview terminated	0	0.00%	0.00%
<i>Total refusals</i>	3212	52.16%	55.25%
Response rate			
Deleted interviews after back-checking, Alberta, item non response	1	0.02%	0.02%
Completed interviews	1000	16.24%	17.20%

Annex F Election dates adjacent to the period of fieldwork in the surveyed countries

EU countries	Start of fieldwork	End of fieldwork	Date of elections BEFORE			Date of elections AFTER	
			Parliamentary	Presidential	Local/Municipal	Parliamentary	Presidential
AT	23/09/2011	30/11/2011	28/09/2008	25/04/2010			
BE	27/09/2011	14/01/2012	13/06/2010				
BG	27/09/2011	24/11/2011	5/7/2009	23/10/2011,30/10/2011	23/11/2011		
CZ	28/09/2011	14/12/2011	28-29/05/2010		15-16/10/2010		
CY	19/09/2011	21/12/2011	22/05/2011				due 2013
GE	28/09/2011	25/01/2012	27/09/2009		18/12/2011		
DK	28/09/2011	5/2/2012	15/09/2011		17/11/2009		
EE	26/09/2011	16/12/2011	6/3/2011		18/10/2009		
EL	27/09/2011	2/12/2011	4/10/2009		7-14/11/2010	17/06/2012	
ES	3/10/2011	27/12/2011	9/3/2008		22/05/2011	20/11/2011	
FI	30/09/2011	4/1/2012	17/04/2011		26/10/2008, 18/10/2012		5/2/2012
FR	6/10/2011	24/12/2011		22/04/2007, 06/05/2007	20-27/03/2011	10-17/06/2012	22/04/2012, 06/05/2012
HU	1/10/2011	22/12/2011	11-25/04/2010		3/10/2010		
IE	19/09/2011	29/10/2011	25/02/2011		5/6/2009		
IT	30/09/2011	26/01/2012	13-14/04/2008		6-7/05/2012,20-21/05/2012		
LT	5/10/2011	20/12/2011	12-26/10/2008	17/05/2009	27/02/2011		
LU	19/09/2011	3/12/2011	7/6/2009		9/10/2011		
LV	27/09/2011	23/12/2011	17/09/2011		6/6/2009		
MT	23/09/2011	11/12/2011	8/3/2008		27/03/2010		
NL	3/1/2012	15/02/2012	9/6/2010		3/3/2010	12/9/2012	
PL	2/10/2011	20/12/2011	9/10/2011		21/11/2010,5/12/2010		

EU countries	Start of fieldwork	End of fieldwork	Date of elections BEFORE			Date of elections AFTER	
			<i>Parliamentary</i>	<i>Presidential</i>	<i>Local/Municipal</i>	<i>Parliamentary</i>	<i>Presidential</i>
T	29/09/2011	14/01/2012	5/6/2011		17/09/2009		
RO	27/09/2011	20/12/2011	30/11/2008	22/11/2009, 06/12/2009	10/6/2012		9/12/2012
SE	10/10/2011	18/12/2011	19/09/2010		19/09/2010		
SI	28/09/2011	10/12/2011	4/12/2011		10-24/10/2010		Oct 2012
SK	29/09/2011	30/11/2011	12/6/2010		27/11/2010	10/3/2012	
UK	30/09/2011	12/2/2012	6/5/2010		3/5/2012		
HR	21/05/2012	20/07/2012	4/12/2011		17/05/2009		
IS	29/05/2012	25/07/2012	25/04/2009	30/06/2012	29/05/2010		
KO	25/07/2012	19/07/2012	12/10/2010		15/11/2009,13/12/2009		
ME	10/5/2012	21/07/2012	29/03/2009	6/4/2008			
MK	8/5/2012	9/7/2012	5/6/2011	22/03/2009, 05/04/2009	5/4/2009		
RS	10/5/2012	20/07/2012	6/5/2012	6/05/2012, 20/05/2012	6/5/2012		
TR	17/05/2012	4/8/2012	12/6/2011		29/03/2009		