Special Eurobarometer

European Commission

EUROBAROMETER

Social climate

Full report

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This survey was requested by the European Commission's Directorate-General for Employment, Social Affairs and Equal Opportunities and coordinated by the Directorate-General for Communication

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SPECIAL EUROBAROMETER 315

Social climate

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

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

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INTRODUCTION AND METHODOLOGY

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

Against this background, the European Union's aim to improve the quality of life for all its citizens has great relevance. An immediate assessment of how well politicians actually have managed to respond to challenges, such as the recession, immigration and unemployment, just to name a few, will be reflected in this survey.

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

1. The respondents' view of their **personal situation**. The focus lies here on citizens' life satisfaction and other general indicators of the quality of their personal everyday situation.

2. The perception of the **general situation**. Of main concern here are respondents' views on the more general building blocks of the social conditions of European countries, including factors such as employment, housing and perceptions of the economic situation.

3. Finally, Europeans' feelings toward **social protection and inclusion** are explored. The central factors here are Europeans' opinions on policies in the areas of pensions and unemployment as well as inequalities and cultural diversity.

These different areas are analysed **over time**, namely by asking about respondents' **satisfaction with the current situation**, **expectations for the coming year** and the **evaluation of the past five years**. Four batteries of questions have been designed to capture European opinion on these issues and two types of scores have been used. The first score, for satisfaction with the current situation, is used for two sets of questions – QA1 and QA2. This mean score indicates the balance of opinion for each country and is measured on a scale from -10 to +10, scores which correspond to the lowest and highest degrees of satisfaction, respectively.

Although a single figure gives us a good insight into the overall situation, it also simplifies a possibly very complex picture into a single score. For example, while a score approaching 0 could describe a situation in which about half of respondents were strongly dissatisfied and half strongly satisfied, it could equally indicate a large and balanced number of moderate responses.

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

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

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

In this report, the countries are represented by their official abbreviations. The abbreviations used in this report correspond to:

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

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

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

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The Eurobarometer web site can be consulted at the following address:
http://ec.europa.eu/public_opinion/index_en.htm

We would like to take the opportunity to thank all the respondents across the continent who have given of their time to take part in this survey.
Without their active participation, this study would simply not have been possible.

1. PERSONAL SITUATION

In this section, we examine citizens' life satisfaction and three other items that together indicate the quality of respondents' personal everyday situation. These four questions[1] help capture Europeans' ratings of the current situation, experience of the past five years and expectations of the coming twelve months.

When results at the country level are examined, divisions between countries are often commented upon. These divisions are purely geographically constructed and no political meaning is attached to this.

1.1 General life situation

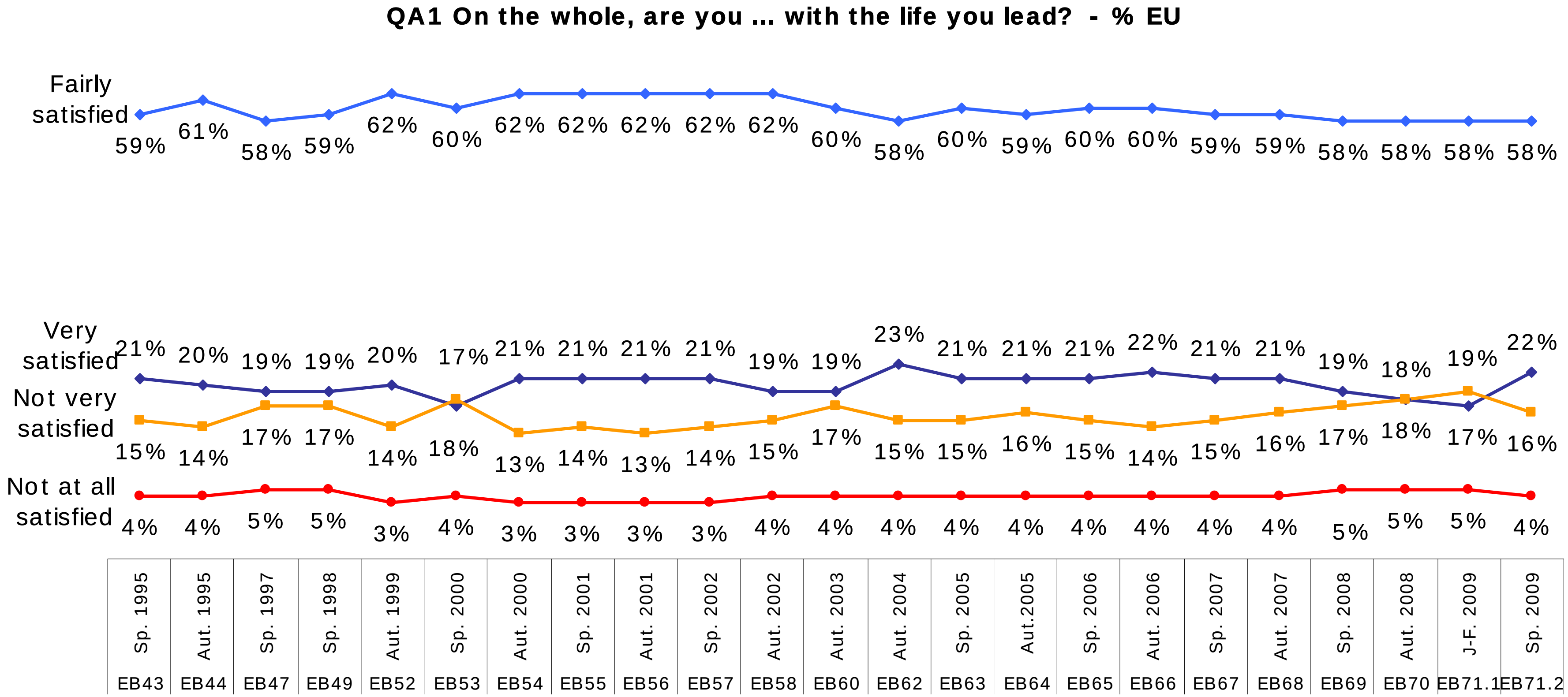
- Four out of five Europeans are satisfied with the life they lead –

The survey results show that a vast majority (80%) of citizens in the European Union is satisfied with the life they lead and about one fifth (22%) are very satisfied (Figure 1). One in every five respondents (20%) reports discontent. Only 4% feel dissatisfaction to a strong degree.

These results appear as fairly stable when compared to European opinion on general life situation since 1995. Throughout the last 14 years, the majority of Europeans have reported to feel fairly satisfied with the life they lead and only relatively small fluctuations are noted for dissatisfaction.

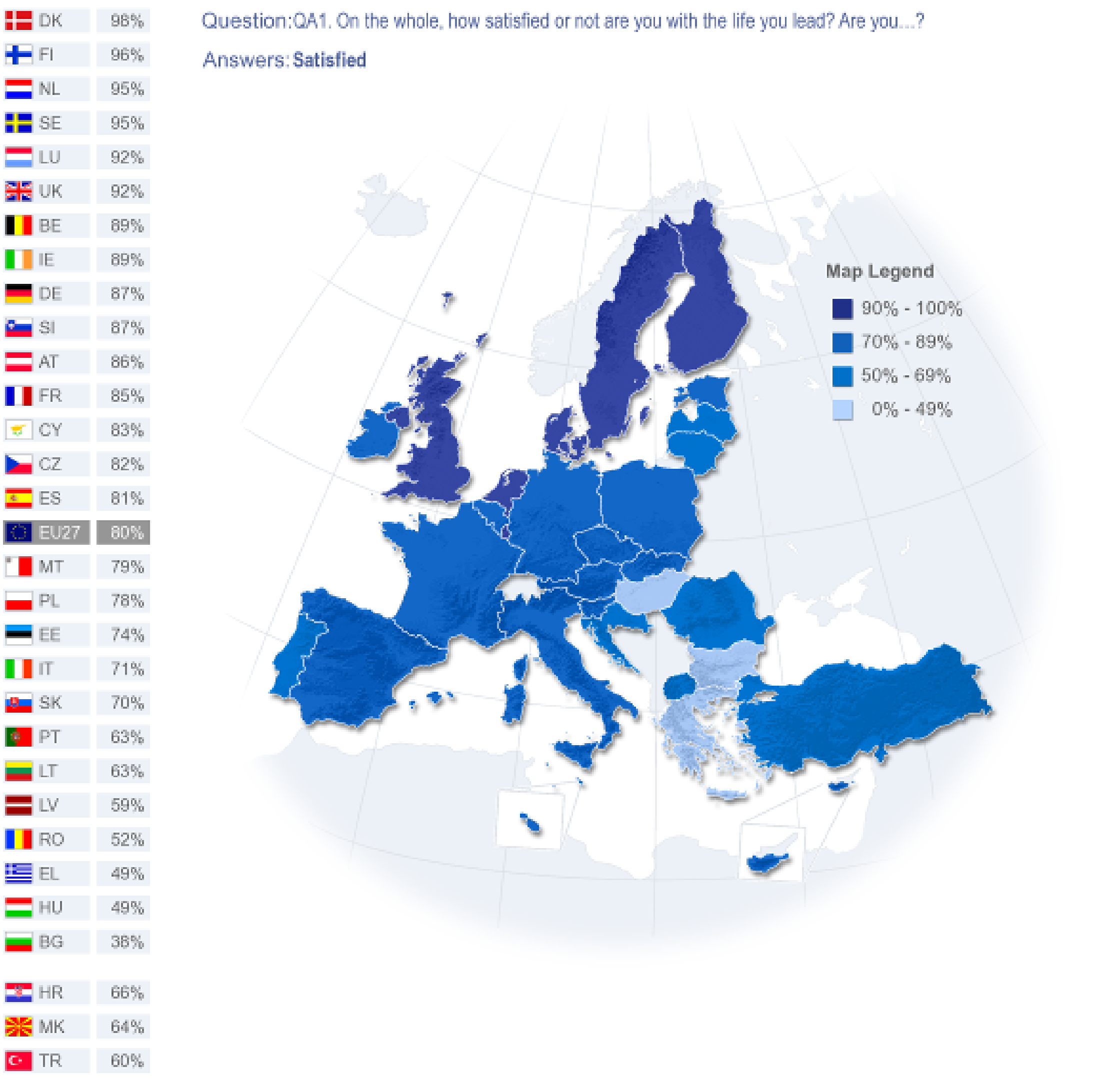
[1] QA1 - On the whole, are you satisfied, fairly satisfied, not very satisfied or not at all satisfied with the life you lead?, QA2 - How would you judge the current situation of… 1. The area you live in, 12. Your personal job situation, 13. The financial situation of your household, QA3 - What are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

Figure 1 – QA1 trend data 1995-2009



Considerable differences appear at the country level (Figure 2). Although not without exceptions, a geographical divide between Northern and Eastern European countries can be noted, with the latter country grouping showing much lower satisfaction with life. Several Mediterranean countries also exhibit dissatisfaction with life, whereas Western states appear more positive. The highest degree of satisfaction is reported in Denmark (98%), Finland (96%), Sweden and the Netherlands (both 95%). On the contrary, large proportions of the respondents in Bulgaria (56%), Greece and Hungary (51%) feel dissatisfied with the life they lead.

Figure 2 – QA1 country results



Unlike some Southern and Eastern EU states, satisfaction pervades in the three candidate countries; two out of three citizens (66%) in Croatia feel satisfied as do six out of ten (60%) citizens in Turkey and in the Former Yugoslavian Republic of Macedonia (64%). Several differences appear at the socio-demographic breakdown (Figure 3), not least for age where younger age cohorts report far more frequently to be satisfied with the life they lead than older Europeans; 88% of those aged 15-24 compared to 76% of those aged 40-54. Education is equally significant as 87% of those who stayed in full-time education until the age of 20 say they feel satisfied compared to 72% of those who left school at 15. Occupation also appears as highly significant as managers and students most often report feeling satisfied (both 92%) whereas those unemployed (56%) report satisfaction the least often. In effect, respondents without employment (43%) are also those that most frequently report not to be satisfied. A similarly strong trend is noted for respondents' financial difficulties. Just above half (51%) of those that regularly struggle with paying their bills feel satisfied with their life. The same is true for as many as 89% of those that almost never face financial difficulties.

Figure 3 – QA1 socio-demographic analysis

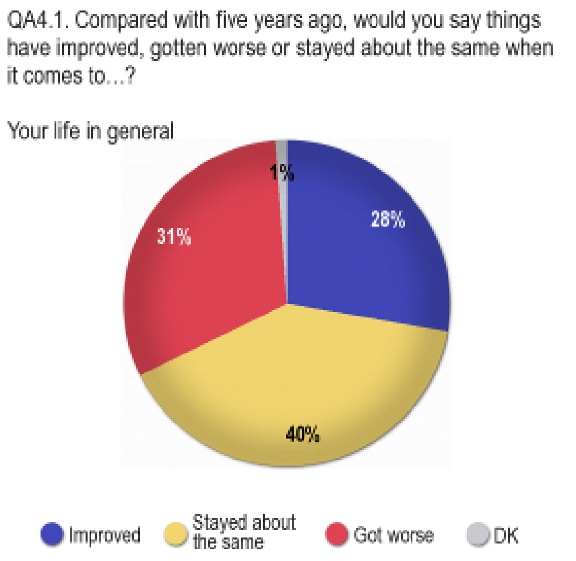
QA1 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the life you lead?

	Satisfied	Not satisfied	DK
EU27	80%	20%	0%
Sex			
Male	81%	19%	0%
Female	80%	20%	0%
Age			
15-24	88%	11%	1%
25-39	80%	20%	0%
40-54	76%	23%	1%
55 +	78%	22%	0%
Education (End of)			
15-	72%	28%	0%
16-19	78%	22%	0%
20+	87%	13%	0%
Still studying	92%	8%	0%
Respondent occupation scale			
Self- employed	80%	19%	1%
Managers	92%	8%	0%
Other white collars	86%	14%	0%
Manual workers	79%	21%	0%
House persons	76%	24%	0%
Unemployed	56%	43%	1%
Retired	77%	23%	0%
Students	92%	8%	0%
Difficulties to pay bills			
Most of the time	51%	48%	1%
From time to time	70%	30%	0%
Almost never	89%	11%	0%

- Europeans' general life situation has moved in different directions over the last five years–

Compared with five years ago, a majority of 40% of Europeans report that their general life situation has stayed about the same (Figure 4). The remaining 60% are fairly equally split between improvement and deterioration; around a third (28%) of respondents believes it has improved, while 31% think it has actually worsened. A further 1% has no opinion on the matter.

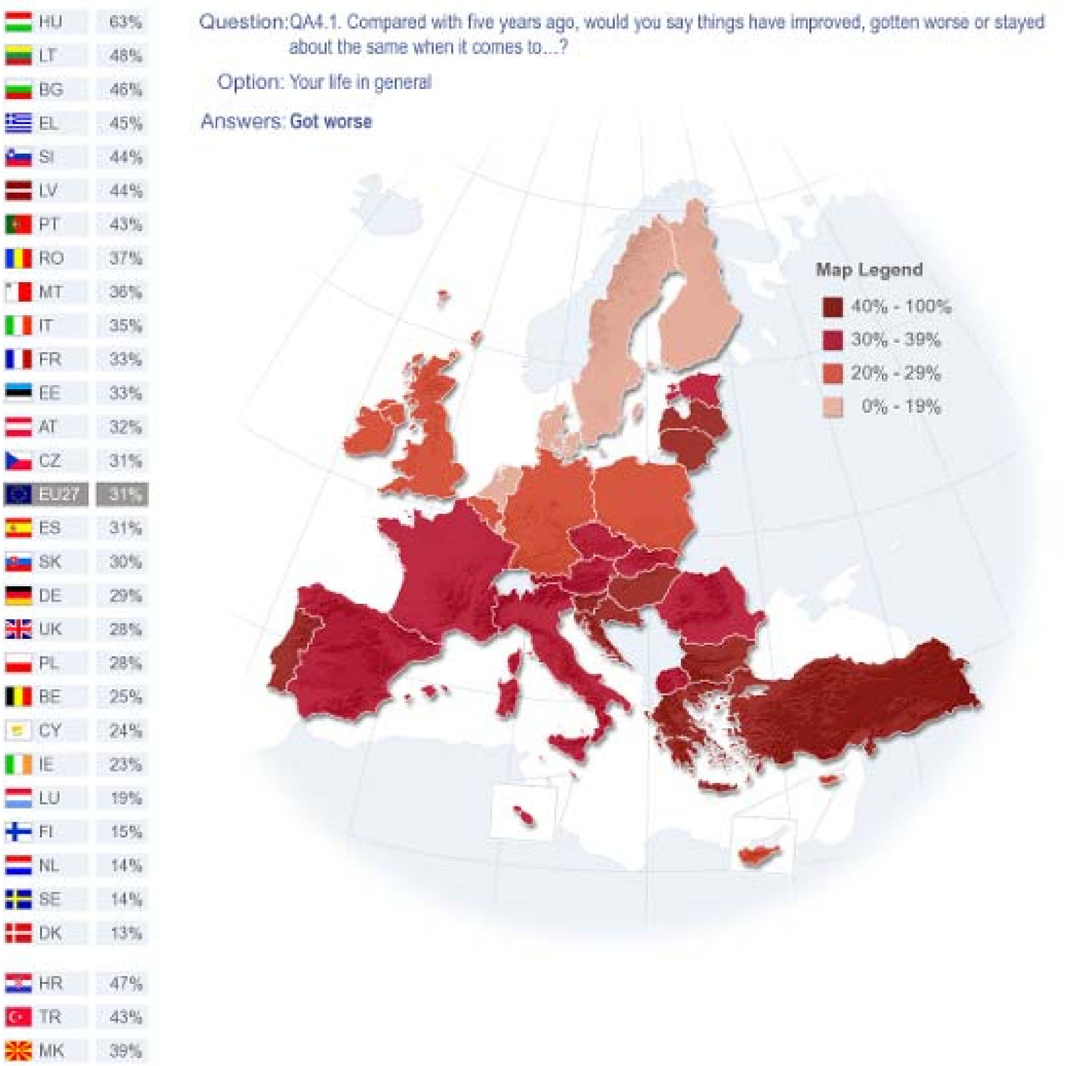
Figure 4 – QA4.1 EU average results



Respondents in Sweden (55%), Denmark (50%) and Finland (42%) are the respondents most likely to report an improvement compared with five years ago while Hungarians (63%), Lithuanians (48%) and Bulgarians (46%) are the most likely to report that their situation has worsened (Figure 5). Large proportions in most countries feel that little has changed, not least in Italy (50%), Austria (47%) and the Netherlands (46%).

Like several Eastern and Southern EU members, the three candidate countries also report high numbers of respondents feeling that things have worsened. Indeed, for all three countries the feeling of decline reaches a qualified majority; Croatia (47%), Turkey (43%) and the Former Yugoslav Republic of Macedonia (39%).

Figure 5 – QA4.1 country results



A socio-demographic breakdown (Figure 6) reveals that age, education and financial situation bear significant influence on how progress in people's general life situation is perceived. Gender carries a limited influence as men (30%) are only slightly more inclined to report improvement than what women (27%) are. Older respondents 55+ (12%) tend to report improvement far less frequently than what younger people do (47% for those aged 15-24 and 41% for those aged 25-39). Instead, older people tend to think that things have stayed the same (50% among the 55+, 37% among those 40-54). Considerable proportions also feel that there has been a decline of their general life situation; 37% of the 55+ and 36% of the respondents aged 40-54 are of this view.

Turning to education, it shows that less educated people (14%) are not as likely to report an improvement of their general life situation than respondents who finished education at the age of 20 or later (40%). A similar pattern is to be found for occupation. Here managers (48%) and other white collars (36%) stand out as the most satisfied compared with those respondents that are retired (11%) and unemployed (18%). The unemployed (59%) are also the most likely to report decline. Financial difficulties also shows to be of significance as a third (33%) of those that almost never have problems paying their bills feel there has been an improvement and only 16% is of the same opinion among those that have regular financial difficulties. We can also note that there is a strong correlation between how one assesses the current situation and the development of the past five years. A third (33%) of those that feel satisfied with life today feels things have got better, whereas this figure shrinks to 9% for those that are unsatisfied with their current life situation.

Figure 6 – QA4.1 socio-demographic analysis

QA4.1 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

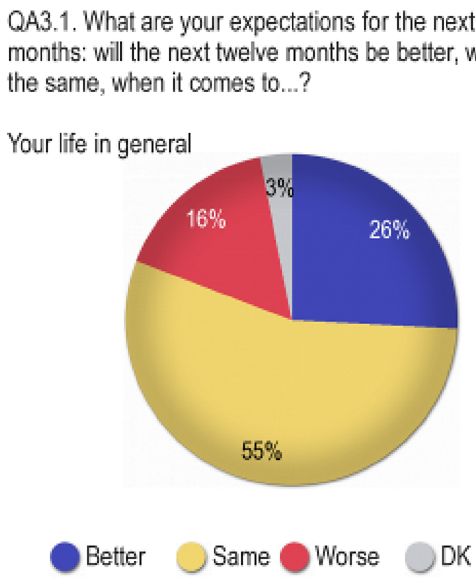
Your life in general

	Improved	Stayed about the same	Got worse	DK
EU27	28%	40%	31%	1%
Sex				
Male	30%	39%	30%	1%
Female	27%	40%	32%	1%
Age				
15-24	47%	34%	17%	2%
25-39	41%	31%	27%	1%
40-54	26%	37%	36%	1%
55 +	12%	50%	37%	1%
Education (End of)				
15-	14%	44%	41%	1%
16-19	26%	38%	35%	1%
20+	40%	37%	22%	1%
Still studying	45%	41%	12%	2%
Respondent occupation scale				
Self- employed	31%	36%	32%	1%
Managers	48%	36%	16%	0%
Other white collars	36%	39%	24%	1%
Manual workers	34%	34%	31%	1%
House persons	21%	44%	34%	1%
Unemployed	18%	22%	59%	1%
Retired	11%	51%	37%	1%
Students	45%	41%	12%	2%
Difficulties to pay bills				
Most of the time	16%	24%	59%	1%
From time to time	23%	34%	42%	1%
Almost never	33%	44%	22%	1%
Satisfaction with life				
Satisfied	33%	43%	23%	1%
Not satisfied	9%	26%	64%	1%

- More than half of Europeans expect their general life satisfaction to stay the same over the coming year –

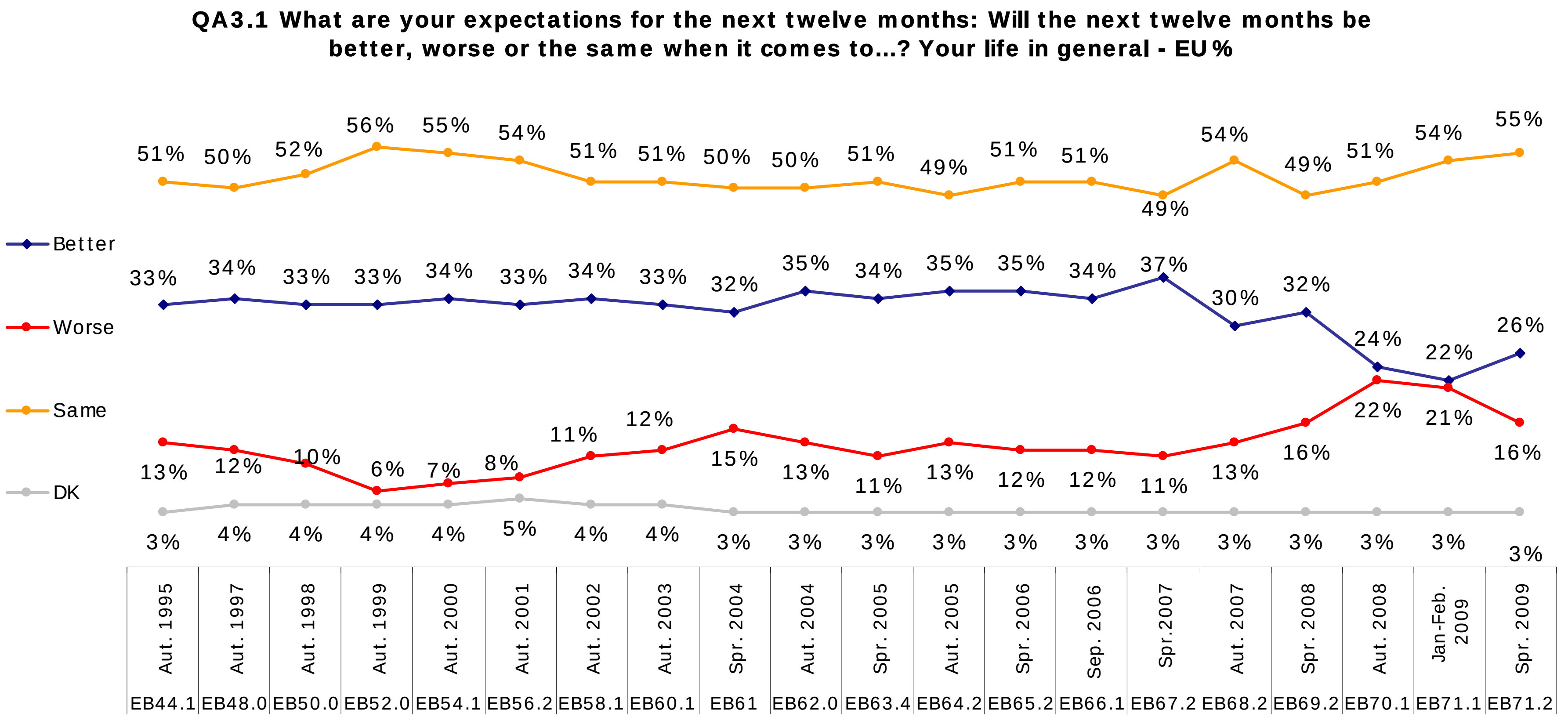
When asked about their expectations for the next twelve months, over half of Europeans (55%) stated that they believe their general life situation to remain the same (Figure 7). Slightly over a quarter (26%) believes that their general situation will improve while 16% actually think it will worsen. A further 3% feel hesitant about the matter.

Figure 7 – QA3.1 EU average results



Trend data over the percentage of respondents expecting improvement contrasts our findings (Figure 8). Studying the evolution of Europeans' expectations for their general life satisfaction, we see a fairly volatile curve since the end of 2007 and even more so since the onset of the financial crisis in 2008. Little variation has been recorded apart from this and the steep fall over the last two years does indeed stand out. By January 2009, the average proportion expecting improvement was 22% which was the lowest percentage recorded up until that point. The last survey (26%) reveals a slight upwards trend, but the proportion of respondents expecting improvement is still comparatively small.

Figure 8 – QA3.1 – trend data 1995-2009

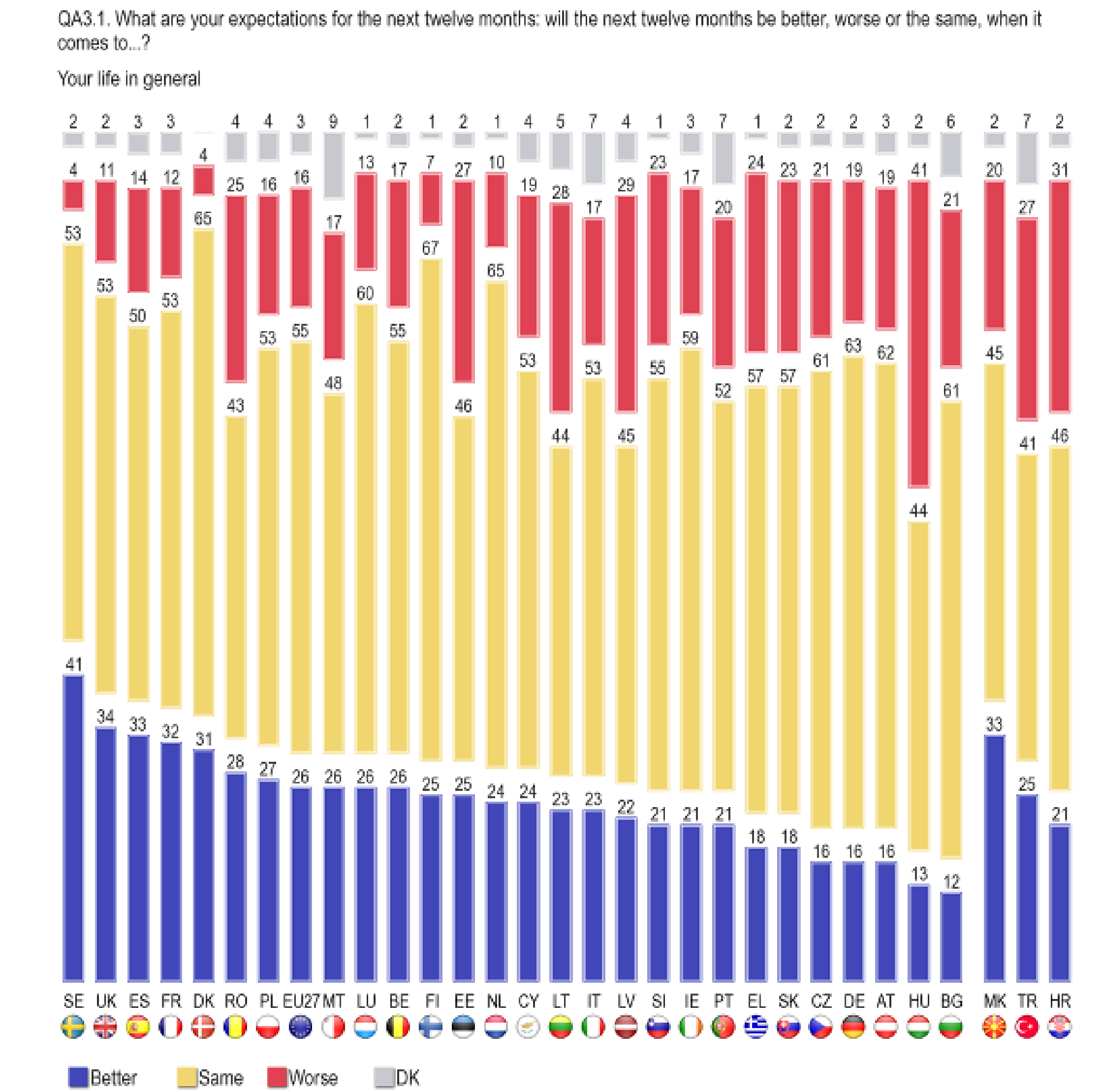


Turning to results at the country level (Figure 9), it shows that the majority view in most countries is that things will stay the same not least in Finland (67%) and the Netherlands (65%). Considerable optimism is however to be found in several countries. Respondents in Sweden (41%), the UK (34%) are the most optimistic for the coming year. Also the Spaniards (33%), French (32%) and Danes (31%) expect a change for the better to a relatively large extent.

As also noted for the current situation, a much less positive picture is recorded in Bulgaria (12%) and Hungary (13%). Indeed, Hungarians are those most likely to expect a worsening of their life situation over the next twelve months as more than four in every ten respondents (41%) expect things to worsen.

Expectations in the three candidate countries appear fairly varied. Large proportions in all three countries expect things to stay the same, but there is also considerable anticipation for both improvement and decline. A third (33%) of the respondents from the Former Yugoslav Republic of Macedonia look ahead to improvement as do a fourth (25%) of the Turks and a fifth (21%) of the Croats. At the same time, almost a third (31%) of the Croats think that their life in general will deteriorate. This percentage is slightly smaller in Turkey (27%) and in the Former Yugoslav Republic of Macedonia (21%).

Figure 9 – QA3.1 country results



A socio-demographic breakdown (Figure 10) reveals several significant differences, not least within gender and age. Men (28%) are a bit more optimistic for what the future has in store than what women are (24%). A stronger difference is noted for age where the youngest cohort aged 15-24 (46%) is more likely to expect improvement than what older respondents aged 55 and over (12%). Rather, older respondents (65%) tend to expect things to stay as they currently are. Education also shows to be of great relevance here as the longer the time respondents have spent in education, the more likely it is that their expectations of life in general will be positive. Indeed, 29% of those that studied until the age of 20 have positive expectations as compared to 17% of those who left school at 15. Those with the lowest education level (21%) are also the ones most likely to have negative expectations. The most hopeful group are those still studying as almost half (45%) expects things to improve over the coming year. Turning to occupation we can note that those unemployed (36%), together with students (45%) as just noted, are the groups most likely to expect an improvement over the next twelve months. Only 11% among those retired expect a turn for the better. Moreover, financial difficulties seem to carry some influence here. Only 12% of those that never have problems paying their bills expect their life situation to deteriorate, but this figure grows to 29% for those that regularly experience financial difficulties. Both groups are however quite similar when it comes to positive expectations. Last but not least we can note that the way respondents rate their current life situation influences their prospects for the coming year. About a third (34%) of those that currently feel unsatisfied anticipate deterioration whereas only 12% of those that are satisfied expect the same.

Figure 10 – QA3.1 socio-demographic analysis

QA3.1 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...? Your life in general

	Better	Same	Worse	DK
EU27	26%	55%	16%	3%
Sex				
Male	28%	53%	16%	3%
Female	24%	56%	17%	3%
Age				
15-24	46%	42%	9%	3%
25-39	36%	46%	14%	4%
40-54	22%	57%	19%	2%
55 +	12%	65%	20%	3%
Education (End of)				
15-	17%	59%	21%	3%
16-19	24%	55%	18%	3%
20+	29%	55%	13%	3%
Still studying	45%	46%	6%	3%
Respondent occupation scale				
Self- employed	30%	51%	17%	2%
Managers	28%	59%	11%	2%
Other white collars	28%	54%	14%	4%
Manual workers	27%	52%	17%	4%
House persons	21%	60%	17%	2%
Unemployed	36%	34%	25%	5%
Retired	11%	66%	20%	3%
Students	45%	46%	6%	3%
Difficulties to pay bills				
Most of the time	28%	37%	29%	6%
From time to time	26%	49%	21%	4%
Almost never	25%	61%	12%	2%
Satisfaction with life				
Satisfied	28%	57%	12%	3%
Not satisfied	17%	44%	34%	5%

Summary of the scorecard

Europeans' opinion on their current, coming and past life situation is summarized in the table below (Figure 11). Countries are ranked according to their evaluation of the current situation. Here we look at the mean score of responses, which indicates the net opinion for each country. Although this gives us a good representation of the overall situation, it should be kept in mind that it also simplifies a possibly very complex picture. The mean score is, in turn, converted to a scale from -10 to +10. The two extremes of the scale indicate the lowest degree of satisfaction and the highest degree of satisfaction respectively. A score at 0, in turn, indicates an opinion neither very satisfied nor very dissatisfied. A score of 0 would also be given to countries where public opinion is polarized at the two extremes.

Respondents' assessments of the situation compared with five years ago and their expectations for the coming year are based on the size of the proportions of people that report decline alternatively improvement. Here we study the 'better-worse index', where the proportion of people that believes there has been an improvement is subtracted by the proportion of people that thinks there has been a decline. A positive score thus indicates that the sense of improvement outweighs negative evaluations. A negative score, in turn, means that the sense of decline is stronger than the sense of improvement.

A single plus sign (+) indicates that positive evaluations/expectations outweigh negative ones. Two plus signs (++) report that the proportion of people who view the situation as an improvement/expect an improvement constitutes a majority out of the three answer options ("better", "worse", "the same"). The same method counts for cases where negative evaluations are greater, but here the results are presented with a minus sign/s (- and - - respectively).

The scorecard shows that the current situation is rated fairly positively in EU27 (+3.2). However, the better-worse index score of -3 indicates that Europeans evaluate the last five years' development in somewhat negative terms. The better-worse index for expectations for the coming year is +10, which indicate considerable optimism for the coming 12 months.

The three Nordic countries together with the Netherlands and Luxembourg top the ranking as respondents in these countries assess the current situation far more positively than other countries polled. Respondents in these countries are also more likely to have a positive better-worse index score for both expectations for the coming year and evaluations of the last five years.

Indeed, positive evaluations of the last five years are in majority both in Sweden (+37) and Denmark (+41). The better-worse index for expectations for the coming year is also positive, however not to the same extent as evaluations of the last five years. Rather, here respondents tend to think that things will stay the same.

Bulgaria, Hungary, Greece and Romania are placed at the bottom of the list as all show a negative index score for their current satisfaction with life. Respondents in these countries also tend to evaluate the last five years' development in very negative terms. In fact, negative evaluations are in majority in seven countries at the bottom of the list. The correlation between current situation and expectations is clear also here. Answers from respondents in Bulgaria (-9), Hungary (-28) and Greece (-6) all indicate that negative expectation outweighs positive beliefs.

The better-worse index reveals an EU average of -3, which implies that perceptions of deterioration are slightly larger than positive evaluations (Figure 6). Sweden (+41), Denmark (+37) and Finland (+27) report the greatest inclination towards improvement, whereas very negative scores are given by Hungarian (-54), Bulgarian (-33) and Portuguese respondents (-29). All of the three candidate countries report negative scores, which all fall much below the EU average.

The three candidate countries fall below the EU27 average as all three are less satisfied with the current situation and evaluate the last five years' in negative terms. Respondents in Croatia and Turkey are also less optimistic about the future than the EU average, but citizens in the Former Yugoslav Republic of Macedonia (+13) show optimism before the coming 12 months.

Figure 11 – Country ranking: General life situation

COUNTRY RANKING: Your life in general

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	3.2	-	-3	40%	+	+10	55%
DK	8	+ +	+37	36%	+	+27	65%
SE	6.5	+ +	+41	30%	+	+37	53%
NL	6.4	+	+26	46%	+	+14	65%
FI	5.9	+	+27	42%	+	+18	67%
LU	5.7	+	+15	44%	+	+13	60%
UK	5.3	+ +	+13	30%	+	+23	53%
IE	5.3	+ +	+17	35%	+	+4	59%
BE	4.9	+	+8	42%	+	+9	55%
CY	4.6	+	+14	38%	+	+5	53%
DE	3.9	-	-3	45%	-	-3	63%
SI	3.9	- -	-21	33%	=	...	55%
MT	3.9	- -	-5	32%	+	+9	48%
AT	3.6	-	-12	47%	-	-3	62%
FR	3.4	=	...	36%	+	+20	53%
CZ	3.1	-	-7	45%	-	-5	61%
PL	2.9	=	...	38%	+	+11	53%
ES	2.8	=	...	41%	+	+11	53%
SK	1.8	=	...	36%	-	-5	57%
EE	1.9	+ +	+8	26%	=	...	46%
IT	1.6	-	-21	50%	+	+6	53%
LT	1.1	- -	-23	26%	-	-5	44%
PT	0.5	- -	-29	41%	=	...	52%
LV	0.5	- -	-17	27%	-	-7	45%
RO	-0.2	- -	-9	33%	+	+3	43%
EL	-0.6	- -	-27	37%	-	-6	57%
HU	-0.8	- -	-54	28%	-	-28	44%
BG	-1.9	- -	-33	39%	-	-9	61%
HR	2	- -	-28	33%	-	-10	46%
TR	0.6	- -	-12	25%	=	...	41%
MK	0.4	- -	-11	32%	+	+13	45%

+ + = the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

+ = the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations

- = the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations

- - = the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

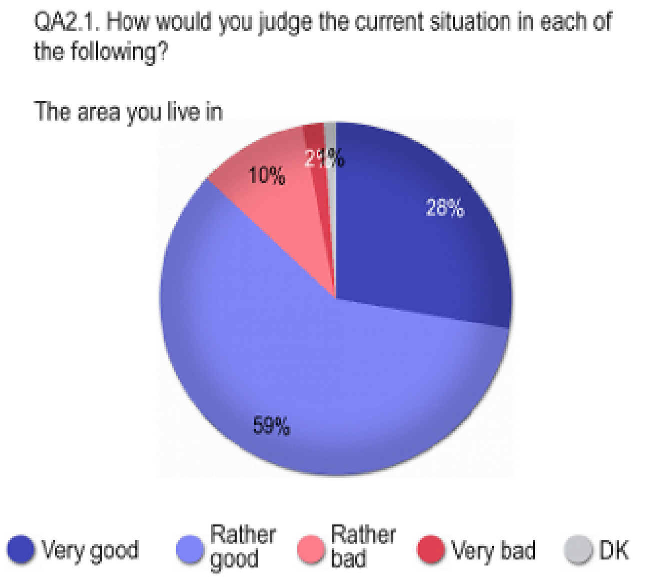
= = equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

1.2 Residential area

- Two in every three Europeans feel satisfied with the area they live in -

A large majority of Europeans is happy with the area they live in as 87% assess this as good (Figure 12). Almost a third (28%) assesses their residential area as very good. A further 12% of respondents view their area of living as bad and out of these only 2% consider it to be very bad.

Figure 12 – QA2.1 EU average results

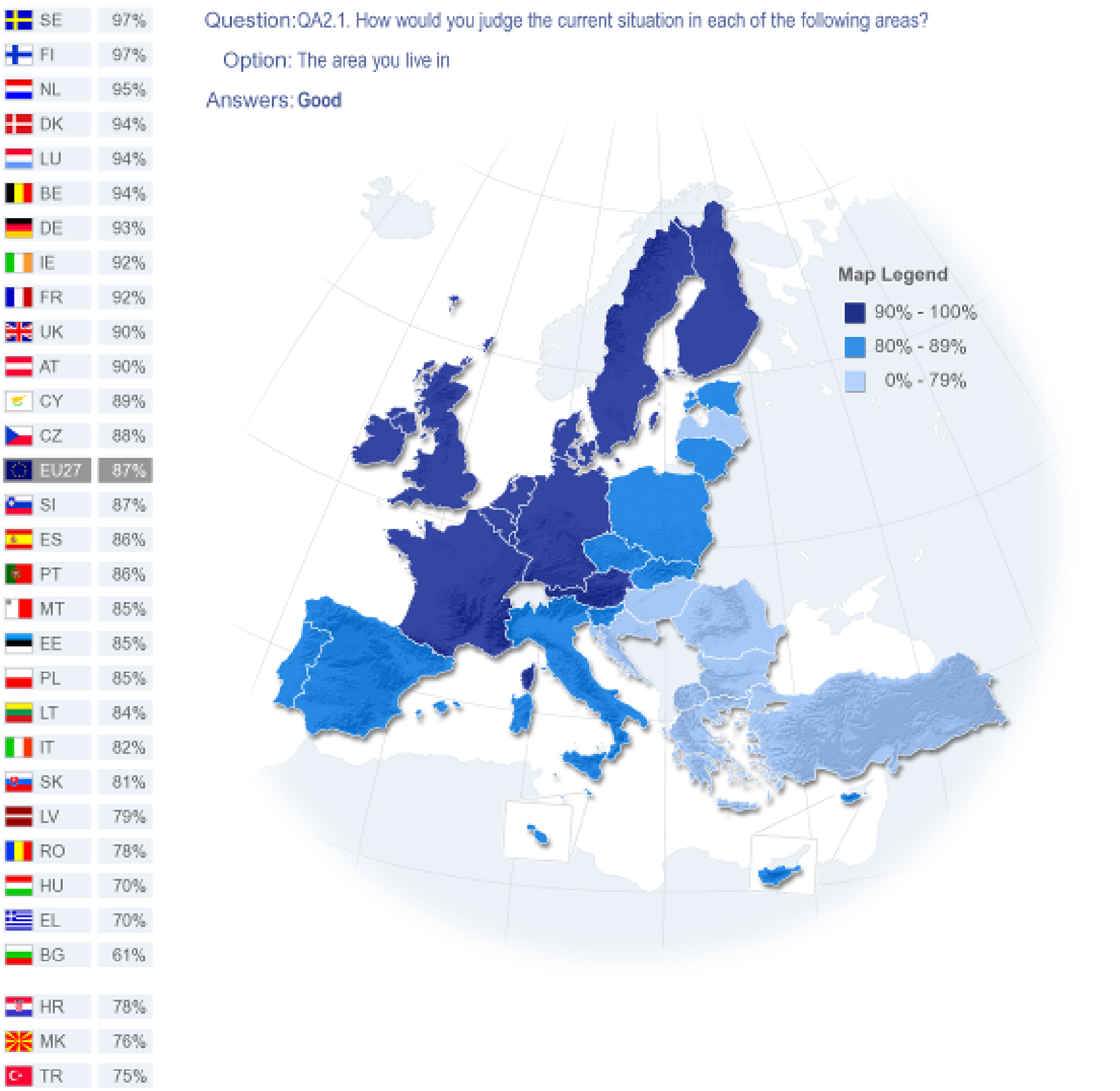


An examination of the national results emphasizes the extent of the geographical divide previously noted (Figure 13). While Northern European citizens such as the Finns (97%), the Swedes (97%) and citizens of the Netherlands (95%), Belgium, Denmark and Luxembourg (all 94%) are the most satisfied with the area they live in, Eastern and Southern Europeans such as Bulgarians (61%), Greeks and Hungarians (70% each) are much less likely to feel content.

The three candidate countries are to be satisfied with their residential area to a similar degree. Croats (78%) appear as the most satisfied and respondents from the

Former Yugoslav Republic of Macedonia (76%) and Turkey (75%) are only slightly less so.

Figure 13 – QA2.1 country results



In terms of socio-demographic characteristics (Figure 14), it shows that education, occupation and financial difficulties influence the satisfaction with area of living. Gender and subjective urbanisation show to be of little significance here; men (88%) and rural dwellers (89%) are only marginally more satisfied than what women (87%) and respondents living in large towns (85%).

Concerning the education it shows that the longer respondents have studied, the more likely they are to be satisfied with the area they live in. Indeed, 83% of those who completed their education at 15 years of age or below judge the area they live in as good compared to 91% who ended their education at or after 20 years of age. This factor seems to have a close link to occupation. Here, managers (93%), students and white collar workers (90%) are more likely to judge their residential area as good than what unemployed (75%) respondents do. The same trend is noted for financial difficulties as 92% of those that never have problems paying their bills feel satisfied. This figure shrinks to 71% among those that have financial difficulties most of the time.

Figure 14 – QA2.1 socio-demographic analysis

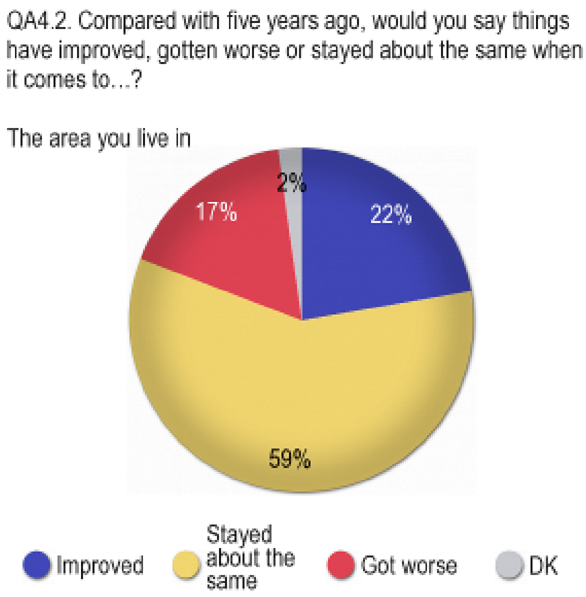
QA2.1 How would you judge the current situation in each of the following?
The area you live in

	Good	Bad	DK
EU27	87%	12%	1%
Sex			
Male	88%	12%	0%
Female	87%	13%	0%
Age			
15-24	88%	12%	0%
25-39	87%	13%	0%
40-54	86%	14%	0%
55 +	88%	11%	1%
Education (End of)			
15-	83%	17%	0%
16-19	87%	13%	0%
20+	91%	9%	0%
Still studying	90%	10%	0%
Respondent occupation scale			
Self- employed	87%	13%	0%
Managers	93%	7%	0%
Other white collars	90%	10%	0%
Manual workers	88%	12%	0%
House persons	83%	17%	0%
Unemployed	75%	24%	1%
Retired	88%	11%	1%
Students	90%	10%	0%
Subjective urbanisation			
Rural village	89%	11%	0%
Small/mid size town	87%	13%	0%
Large town	85%	14%	1%
Difficulties to pay bills			
Most of the time	71%	28%	1%
From time to time	83%	17%	0%
Almost never	92%	8%	0%

- Most Europeans feel that their area of living has stayed about the same over the last five years -

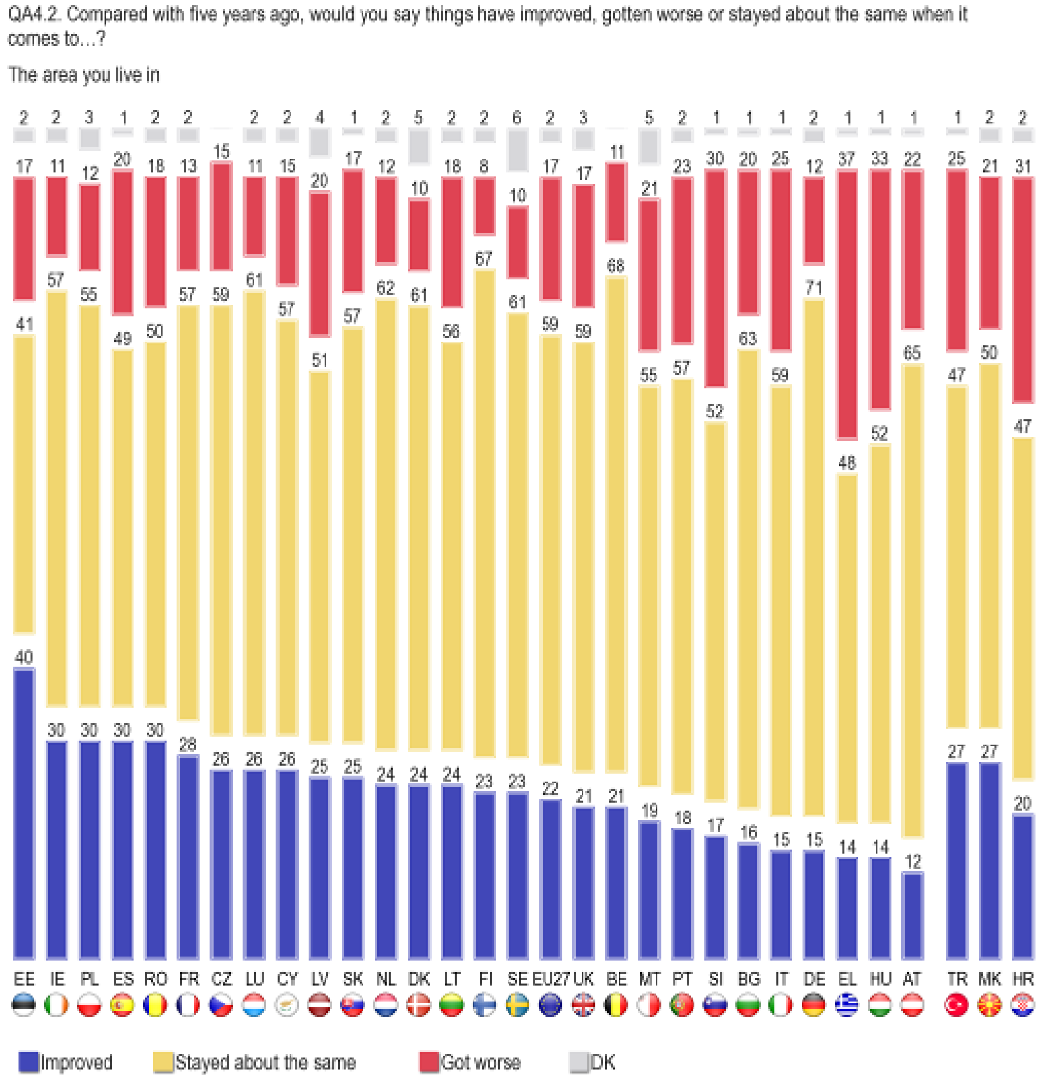
Compared with five years ago, about two in every three (59%) respondents report that the area they live in stayed just about the same (Figure 15). About a fifth (22%) remarks that it has improved while 17% believe that it has actually worsened. A further 2% feel undecided.

Figure 15 – QA4.2 EU average results



At the country level several differences are noted (Figure 16). Estonians (40%), Irish, Spaniards, Poles and Romanians (all 30%) are the respondents most likely to report an improvement compared with five years ago while the Greeks (37%) and Hungarians (33%) are the ones most likely to report decline. However, the majority of Europeans thinks that things have stayed the same, not least in Germany and Belgium where 71% and 68% respectively report that the last five years have brought about little change.

Figure 16 – QA4.2 country results



The socio-demographic breakdown shows some relevant differences (Figure 17). Men (24%) are slightly more likely to report that the area they live in has improved than their female (20%) counterparts. Within the age cohorts we can see that older people 55+ (14%) are less likely to report an improvement over the last five years compared with younger respondents aged 15-24 (29%). The same counts for the less educated; 15% of those that finished their education at 15 or earlier feel optimistic whereas this figure goes up to 27% among those that completed their studies at 20 years of age or later.

Occupation is of similar significance. Managers and students (28% each) are the socio-economic groups most likely to report an improvement in the area they live in. This figure is significantly higher than that for the retired (15%) who are the least likely to report that an improvement has taken place since 2004.

Figure 17 – QA4.2 socio-demographic analysis

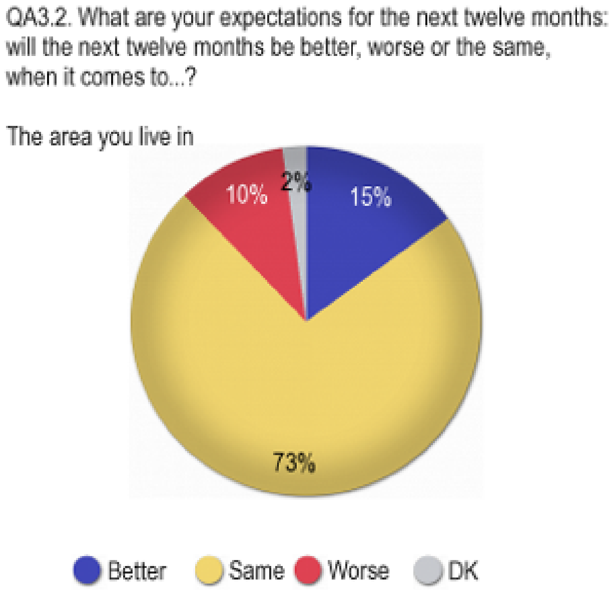
QA4.2 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?
The area you live in

	Improved	Stayed about the same	Got worse	DK
EU27	22%	59%	17%	2%
Sex				
Male	24%	57%	17%	2%
Female	20%	61%	17%	2%
Age				
15-24	29%	52%	15%	4%
25-39	29%	51%	17%	3%
40-54	21%	60%	18%	1%
55 +	14%	67%	18%	1%
Education (End of)				
15-	15%	62%	21%	2%
16-19	21%	60%	17%	2%
20+	27%	57%	14%	2%
Still studying	28%	55%	13%	4%
Respondent occupation scale				
Self- employed	22%	57%	19%	2%
Managers	28%	57%	12%	3%
Other white collars	26%	57%	14%	3%
Manual workers	25%	56%	17%	2%
House persons	17%	60%	22%	1%
Unemployed	20%	53%	24%	3%
Retired	15%	67%	17%	1%
Students	28%	55%	13%	4%
Difficulties to pay bills				
Most of the time	17%	50%	30%	3%
From time to time	21%	55%	22%	2%
Almost never	23%	62%	13%	2%

- A large majority of Europeans expects their area of living to stay the same over the coming year -

When asked about their expectations for the next twelve months, one in ten (10%) Europeans stated that they believe their area of living will worsen (Figure 18). Fifteen per cent were more optimistic and thought it would improve while nearly three out of four people (73%) expect it to stay the same. A further 2% have no opinion on the matter.

Figure 18 – QA3.2 EU average results

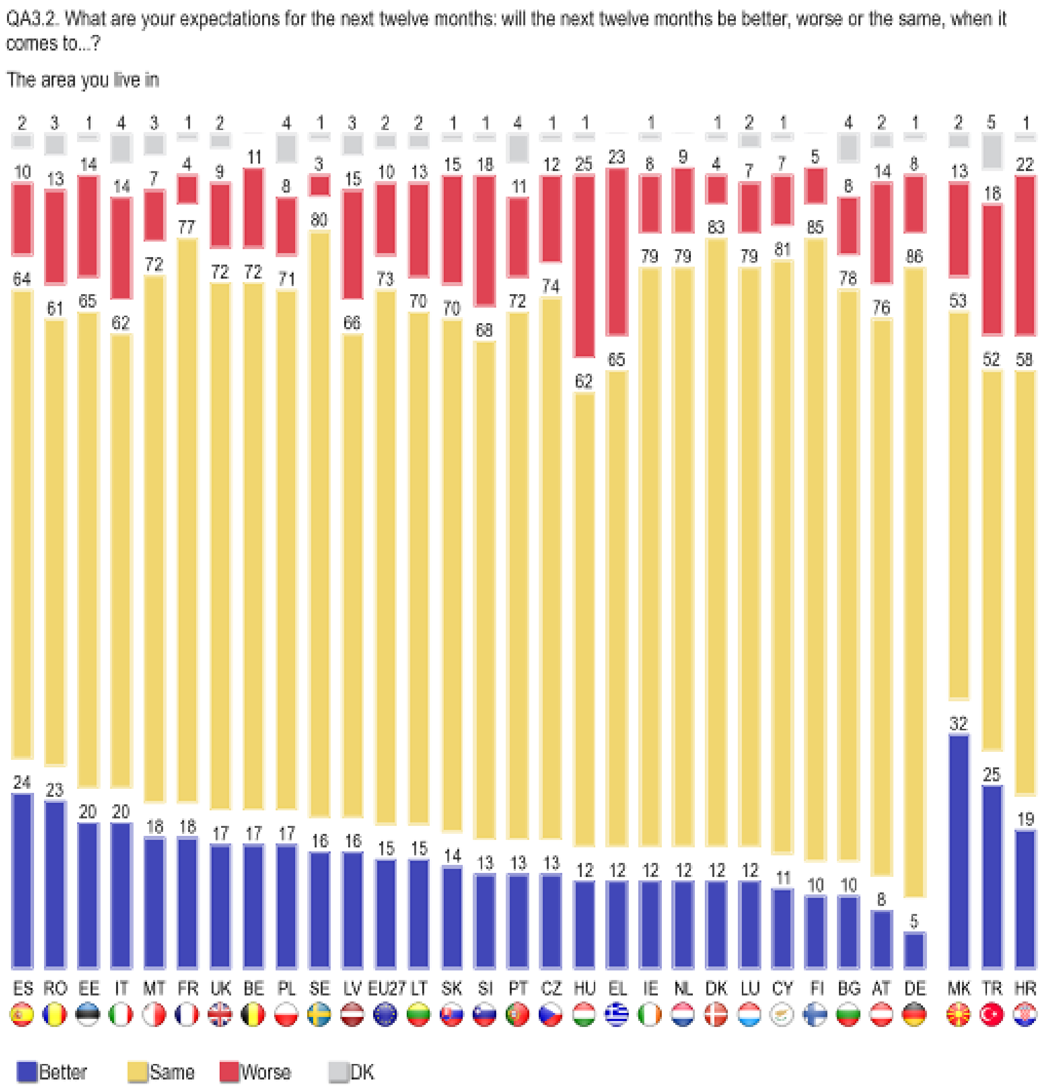


Also in most countries are expectations for things to stay the same in majority (see Figure 19), not least in Germany (86%), Finland (85%) and Sweden (80%). Respondents in Spain (24%), Romania (23%), Estonia and Italy (both 20%) are the most hopeful about the area they live in over the next twelve months as about a fifth expects improvement.

The opposite is true for Hungary (25%), Greece (23%) and Slovenia (18%) where a considerable number of people expect a worsening of the situation.

Considerable proportions of citizens in the Former Yugoslav Republic of Macedonia (32%), Turkey (25%) and Croatia (19%) expect their residential area to improve over the coming year, but also here are expectations for things to stay the same in majority.

Figure 19 – QA3.2 country results



The socio-demographic analysis (Figure 20) reveals that the youngest age groups – those aged 39 or less (21%) are more likely to have positive expectations about the area they live in over the next twelve months than older respondents (14% for those aged between 40 and 54 years and 10% of those aged 55 and over).

Education is also significant in this respect. As the level of education increases, respondents are more likely to believe that the area they live in will improve in the coming year. About a sixth (17%) of those that left education at 20 years of age or beyond expects improvement, whereas this figure shrinks to 12% for those that left schooling at 15 or earlier.

Turning to occupation it shows that students (21%) are the most positive while the retired (10%) are the least likely to have positive expectations about the area they live in over the next twelve months. Urbanisation only carries little influence, but it should be noted that rural dwellers (75%) are slightly more inclined to expect no change than what respondents living in cities (71%) are.

Figure 20 – QA3.2 socio-demographic analysis

QA3.2 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
The area you live in

	Better	Same	Worse	DK
EU27	15%	73%	10%	2%
Sex				
Male	16%	72%	10%	2%
Female	15%	73%	10%	2%
Age				
15-24	21%	69%	8%	2%
25-39	21%	67%	10%	2%
40-54	14%	73%	11%	2%
55 +	10%	78%	10%	2%
Education (End of)				
15-	12%	74%	12%	2%
16-19	15%	73%	10%	2%
20+	17%	72%	10%	1%
Still studying	21%	71%	6%	2%
Respondent occupation scale				
Self- employed	19%	68%	11%	2%
Managers	17%	73%	8%	2%
Other white collars	17%	72%	9%	2%
Manual workers	16%	72%	10%	2%
House persons	14%	72%	13%	1%
Unemployed	19%	66%	13%	2%
Retired	10%	78%	10%	2%
Students	21%	71%	6%	2%
Subjective urbanisation				
Rural village	14%	75%	9%	2%
Small/mid size town	16%	71%	11%	2%
Large town	16%	71%	11%	2%

Summary of the scorecard

The scorecard (Figure 21) shows that the current situation is assessed fairly positively in the Member States (EU average +4.2). Evaluations of the last five years and expectations for the coming 12 months are however dominated by feelings that things have, alternatively will, stay the same.

Sweden tops the list together with Ireland, the Netherlands, Finland and Belgium. Although not to a very strong degree, these countries show positive better-worse index scores for both evaluation of the last five years and expectations for the coming month. This is so as the proportion of people that anticipate things to stay the same are in majority in as good as all countries polled.

Although all countries report a positive index score for the current situation, satisfaction is much lower in Bulgaria, Greece, Hungary and Italy that are at the bottom of the list. A negative better-worse index score for evaluation of the last five years is reported in Bulgaria (-4), Greece (-23), Hungary (-19) and Italy (-10). However, only in Hungary (-13) and Greece (-11) are negative expectations for the coming year proportionally larger than optimistic

The better-worse index reveals that Greeks (-23) and Hungarians (-19) have the largest preponderance of negative evaluations (Figure 19). So does also Slovenia (-13), Italy and Austria (both -10). Yet the majority of countries have positive index scores. Positive evaluations are proportionally the strongest in Estonia (+23), Ireland (+19) and Poland (+18).

The better-worse index reveals that positive expectations outweigh negative expectations as the EU presents an average of +5 (Figure 21). France, Spain (both +14) and Sweden (+13) are the countries with the largest proportion of optimistic respondents compared with pessimistic ones. The opposite is true for Hungary (-13), Greece (-11) and Austria (-6). Again, considerable variation is found among the candidate countries with respondents from the Former Yugoslav Republic of Macedonia (+19) and Turkey (+7) reporting more positive than negative expectations, whereas Croats (-3) overall anticipate things to worsen over the coming year.

Figure 21 – Country ranking: Residential area

COUNTRY RANKING: The area you live in

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	4.2	+	+5	59%	+	+5	73%
SE	7.6	+	+13	61%	+	+13	80%
IE	6.3	+	+19	57%	+	+4	79%
NL	6.1	+	+12	62%	=	...	79%
FI	6.1	+	+15	67%	+	+5	85%
BE	6.1	+	+10	68%	+	+6	72%
LU	6	+	+15	61%	+	+5	79%
DK	5.7	+	+14	61%	+	+8	83%
FR	5.3	+	+15	57%	+	+14	77%
UK	5.2	+	+4	59%	+	+8	72%
DE	5.1	+	+3	71%	-	-3	86%
CY	5	+	+11	57%	+	+4	81%
AT	4.8	-	-10	65%	-	-6	76%
MT	4.3	=	...	55%	+	+11	72%
CZ	3.9	+	+11	59%	=	...	74%
EE	3.8	+	+23	41%	+	+6	65%
LT	3.8	+	+6	56%	=	...	70%
PL	3.7	+	+18	55%	+	+9	71%
SI	3.6	-	-13	52%	-	-5	68%
ES	3.5	+	+10	49%	+	+14	64%
SK	3.2	+	+8	57%	=	...	70%
PT	3	-	-5	57%	=	...	72%
LV	2.8	+	+5	51%	=	...	66%
RO	2.6	+	+12	50%	+	+10	61%
IT	2.4	-	-10	59%	+	+6	62%
HU	1.9	-	-19	52%	-	-13	62%
EL	1.7	-	-23	48%	-	-11	65%
BG	1	-	-4	63%	=	...	78%
HR	3	-	-11	47%	=	...	58%
TR	2.5	=	...	47%	+	+7	52%
MK	2.5	+	+2	47%	+	+19	53%

+ +	= the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'
+	= the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations
-	= the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations
- -	= the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'
=	= equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

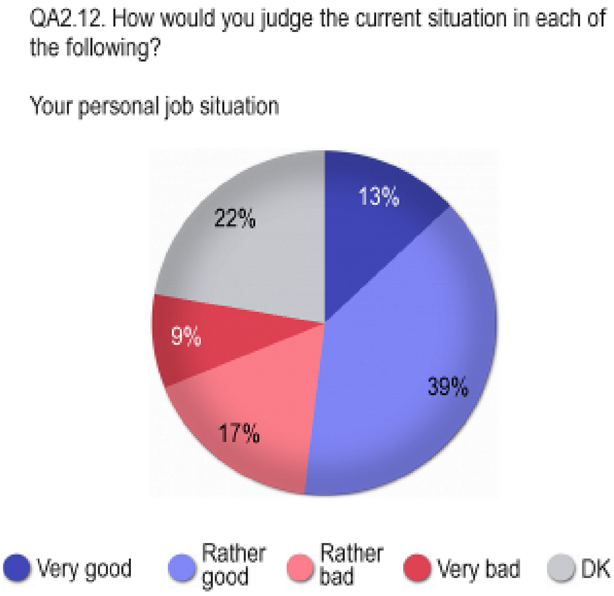
Positive ratings of the current situation are also found in the three candidate countries, with the highest score being reported in Croatia (+3). However, only respondents in Croatia report negative index score for both evaluation of the last five years and expectations for the coming year. Respondents in Turkey and the Former Yugoslav Republic of Macedonia have a more positive outlook on both of these dimensions. It should be noted that the majority in all countries polled both believes that things have stayed the same over the last five years and expect things to remain the way they are over the coming twelve months.

1.3 Personal job situation

- Every second European sees the personal job situation as good -

Slightly over half (52%) of Europeans would judge their personal job situation as good, and about one in every six (13%) see their personal job situation as very good (Figure 22). Just over a fourth (26%) considers their personal employment to be bad, and here a considerable proportion views their situation as very bad (9%). A further 22% do not have an opinion on the matter.

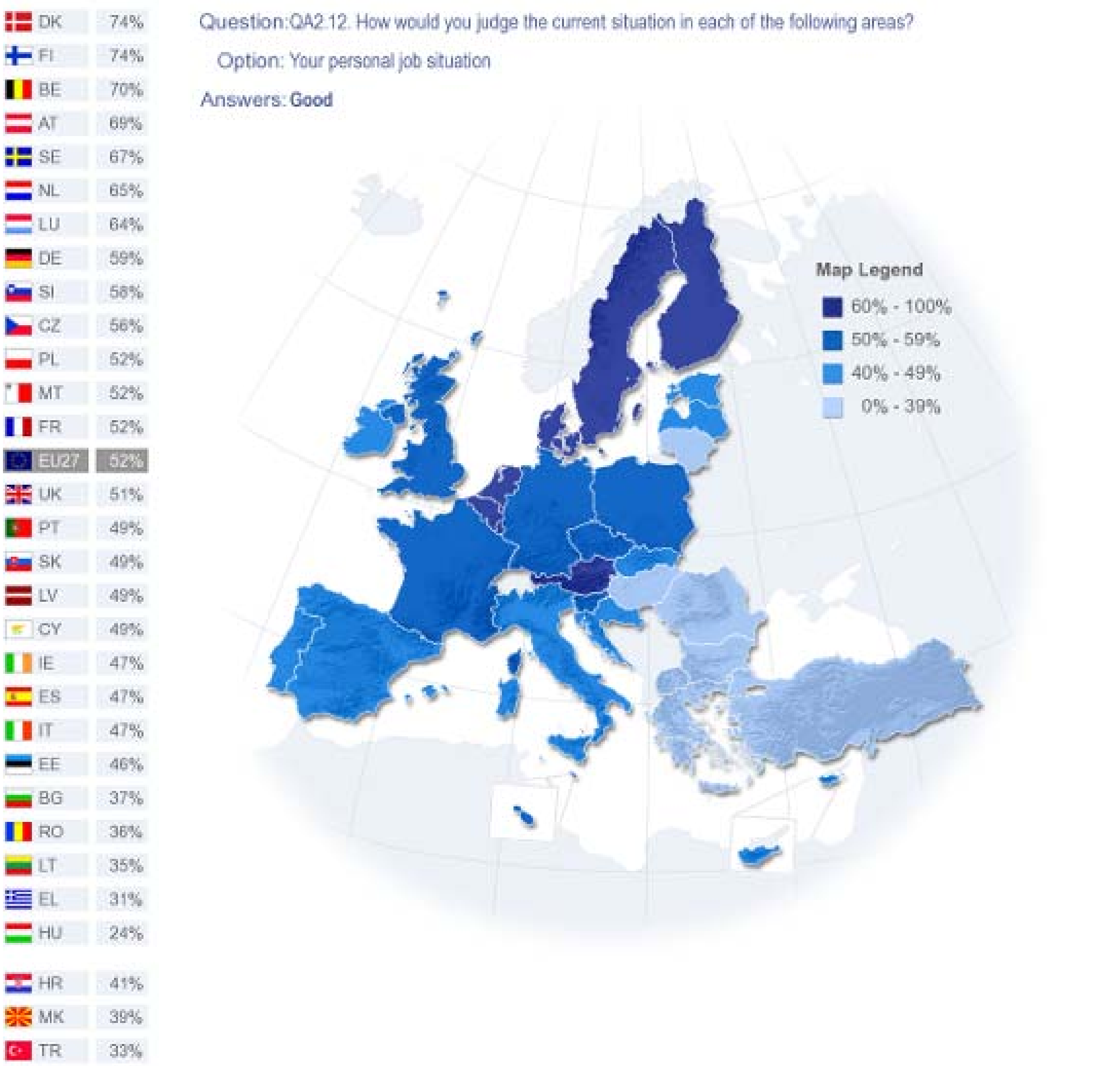
Figure 22 – QA2.12 EU average results



Citizens from Denmark, Finland (both 74%), Belgium (70%) and Austria (69%) are the most likely to be satisfied with their job situation (Figure 23). At the opposite, a minority of respondents from Hungary (24%) and Greece (31%) is likely to judge their job situation as good.

Among the three candidates, Croats (41%) appear as the most satisfied whereas fewer Turks (33%) and respondents from the Former Yugoslav Republic of Macedonia (39%) view their job situation as good.

Figure 23 – QA2.12 country results



The socio-demographic breakdown shows that men (57%) are more likely to regard their personal job situation as good than what women (47%) are (Figure 24). Women (27%) are also much less likely to have formed an opinion on the matter. A stronger trend is noted within the age groups as those 25-39 (63%) and 40-54 years of age (62%) are much more likely to consider their personal job situation to be good than those in the youngest (49%) and oldest (37%) age cohorts. These two latter groups are also more inclined to not have made up their mind about this issue.

Turning to education, it shows that the later respondents finish their education, the more likely they are to consider their personal job situation as good. Among the highly educated respondents seven out of ten (69%) feel that their work situation is good, whereas this figure shrinks to one in every third (34%) among those that left education at the age of 15. A strong pattern is also noted for occupation as managers (88%) are the most likely to consider their situation to be good and, quite unsurprisingly, the unemployed (10%) are the least likely to find it so.

Financial difficulties are also relevant here as over half (55%) of those that have problems paying their bills feels that their job situation is bad. The same is true for only 15% of those that never or almost never experience financial difficulties.

Figure 24 – QA2.12 socio-demographic analysis

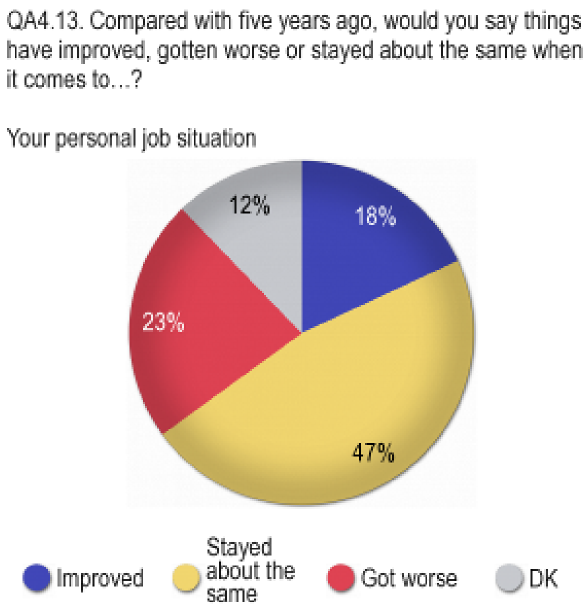
QA2.12 How would you judge the current situation in each of the following?
Your personal job situation

	Good	Bad	DK
EU27	52%	26%	22%
Sex			
Male	57%	26%	17%
Female	47%	26%	27%
Age			
15-24	49%	24%	27%
25-39	63%	32%	5%
40-54	62%	32%	6%
55 +	37%	18%	45%
Education (End of)			
15-	34%	27%	39%
16-19	54%	31%	15%
20+	69%	20%	11%
Still studying	42%	16%	42%
Respondent occupation scale			
Self- employed	69%	28%	3%
Managers	88%	11%	1%
Other white collars	75%	23%	2%
Manual workers	71%	26%	3%
House persons	27%	31%	42%
Unemployed	10%	82%	8%
Retired	31%	15%	54%
Students	42%	16%	42%
Difficulties to pay bills			
Most of the time	28%	55%	17%
From time to time	46%	38%	16%
Almost never	60%	15%	25%

- Europeans perceive their personal job situation as more or less the same as five years ago -

With respect to their personal job situation compared to five years ago, a relatively varied view is reported across the EU (Figure 25). Slightly less than half (47%) of respondents state that their situation has stayed just about the same, a further 18% observe that the situation has improved for them and an additional 23% believe it has actually worsened. A further 12% feel unsure of how to evaluate the recent development of their personal job situation.

Figure 25 – QA4.13 EU average results

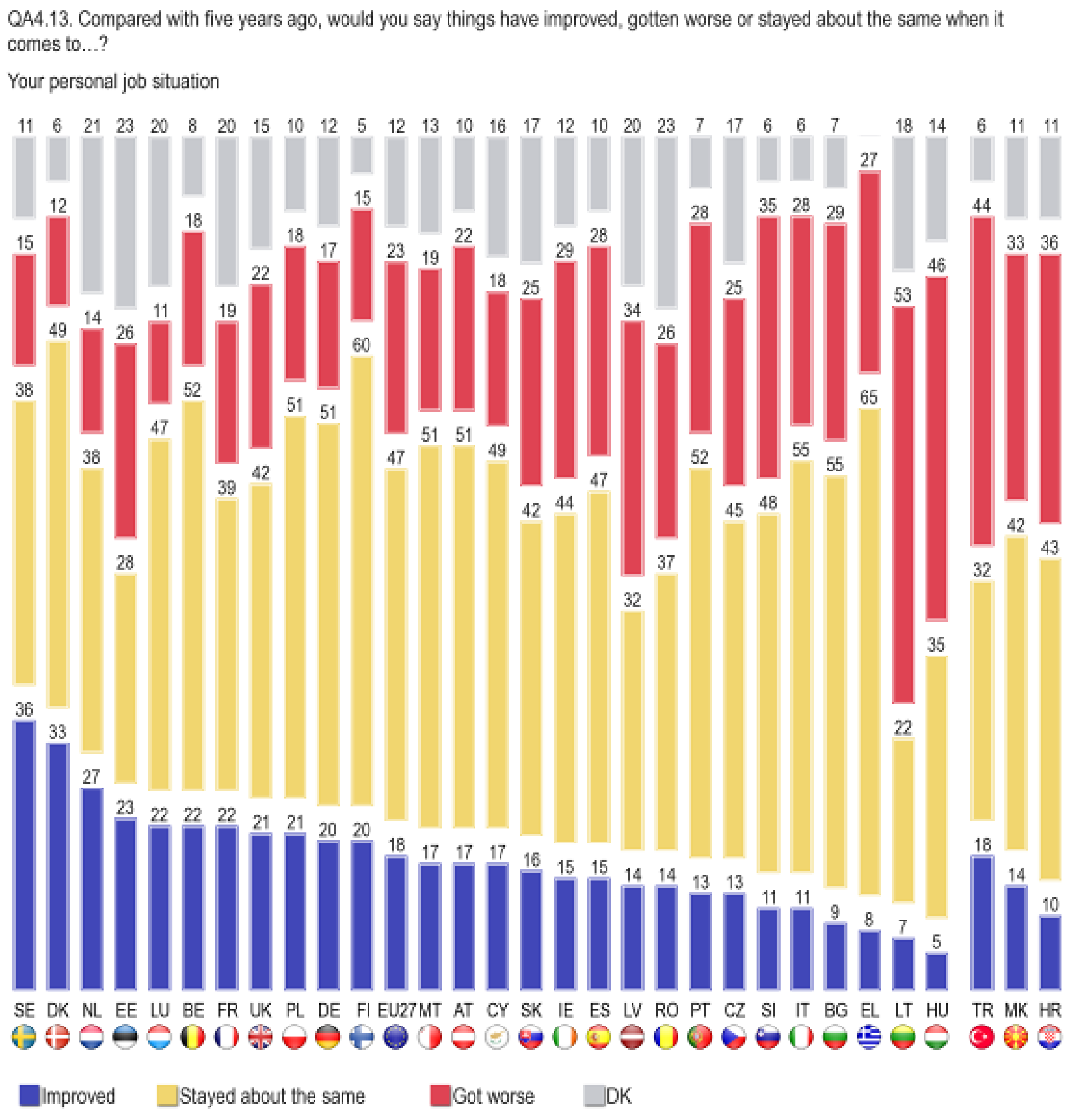


The majority in most countries reports (Figure 26) that things have stayed the same, not least in Finland (60%), Italy and Bulgaria (both 55%). As was the case for the general life situation, Northern Europeans such as the Swedes (36%) and the Danes (33%) are most likely to report an improvement compared to five years ago while Eastern countries such as Lithuania (53%), Hungary (46%) and Slovenia (35%) are the most likely to state that their job situation has deteriorated.

Also in the candidate countries do large proportions of respondents report decline, not least in Turkey (44%) where this view forms a qualified majority. The Former

Yugoslav Republic of Macedonia (33%) and Croatia (36%) also report large proportions of people that see a decline over the last five years. However, the majority believe that things have stayed the same (42% and 43% respectively).

Figure 26 – QA4.13 country results



Several socio-demographic and economic factors seem to affect perceptions of the personal job situation (Figure 27). Turning first to gender, we can note that men (21%) are more likely to state that their personal job situation has improved than women (15%).

A clear pattern can be noted for age as the oldest age group (5%) are the least likely to report an improvement in their job situation. On the contrary, about a third (31%) of respondents aged 25-39 report an improvement. One should note that several of the older respondents are retired and therefore cannot have an opinion on the matter. This might explain the high don't know rate (24%) for this group.

Those who finished their education at 15 years of age (7%) are the least likely to report an improvement in their job situation, whereas those that studied until the age of 20 or later (29%) are the most likely to have experienced an improvement. A similar trend is noted for occupation. Managers (38%) are the most likely to report an improvement in their personal job situation and the retired (4%), house persons and the unemployed (both 5%) are the least likely to agree to this.

Financial difficulties are also of relevance here; almost half (47%) of those that regularly experience financial difficulties see their situation as an improvement whereas this figure shrinks to 14% among those that are more financially secure.

Figure 27 – QA4.13 socio-demographic analysis

QA4.13 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

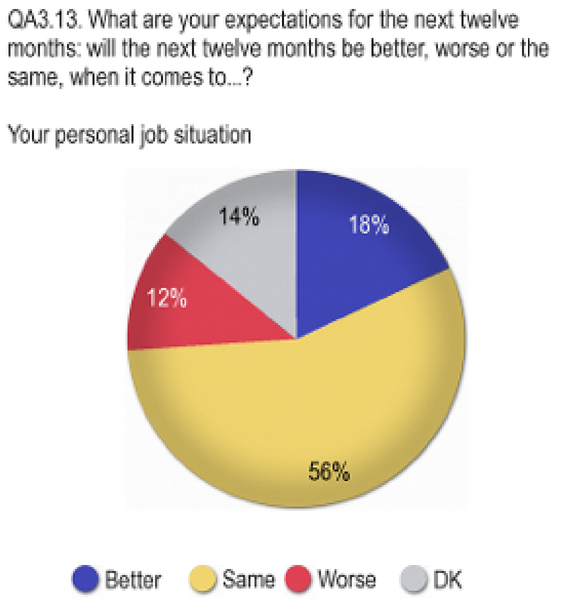
Your personal job situation

	Improved	Stayed about the same	Got worse	DK
EU27	18%	47%	23%	12%
Sex				
Male	21%	44%	25%	10%
Female	15%	50%	21%	14%
Age				
15-24	28%	37%	16%	19%
25-39	31%	39%	27%	3%
40-54	16%	51%	30%	3%
55 +	5%	54%	17%	24%
Education (End of)				
15-	7%	49%	24%	20%
16-19	17%	47%	28%	8%
20+	29%	46%	18%	7%
Still studying	20%	46%	8%	26%
Respondent occupation scale				
Self- employed	25%	44%	28%	3%
Managers	38%	50%	11%	1%
Other white collars	29%	49%	20%	2%
Manual workers	26%	47%	24%	3%
House persons	5%	56%	21%	18%
Unemployed	5%	20%	70%	5%
Retired	4%	52%	16%	28%
Students	20%	46%	8%	26%
Difficulties to pay bills				
Most of the time	10%	35%	47%	8%
From time to time	15%	43%	33%	9%
Almost never	21%	51%	14%	14%

- Little change is expected for the personal job situation over the coming year -

Regarding Europeans' expectations for the coming year, over half of the respondents (56%) state that they believe it will remain the same (Figure 28). About a fifth (18%) anticipates their job situation to improve while 12% foresee decline. A further 14% feel undecided about the matter.

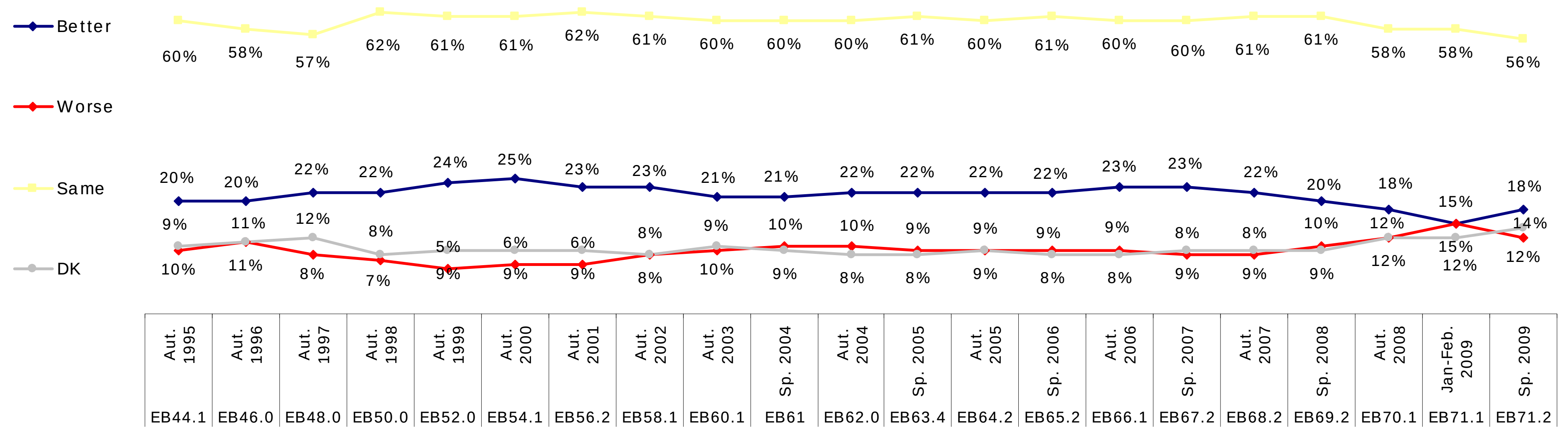
Figure 28 – QA3.13 EU average results



Little variation is recorded for positive expectations for Europeans' job situation over the last 14 years (Figure 29). Positive expectations reached its highest point (25%) in December 2000, but have since experienced a consistent downturn, particularly from 2007 onwards. However, the latest survey (18%) shows an upward movement away from the fairly gloomy situation recorded in January 2009 (15%). Nonetheless, Europeans still view their job prospects much less optimistically compared with the average over the last 14 years.

Figure 29 – QA3.13 trend data 1995-2009

QA3.13 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
Your personal job situation - % EU

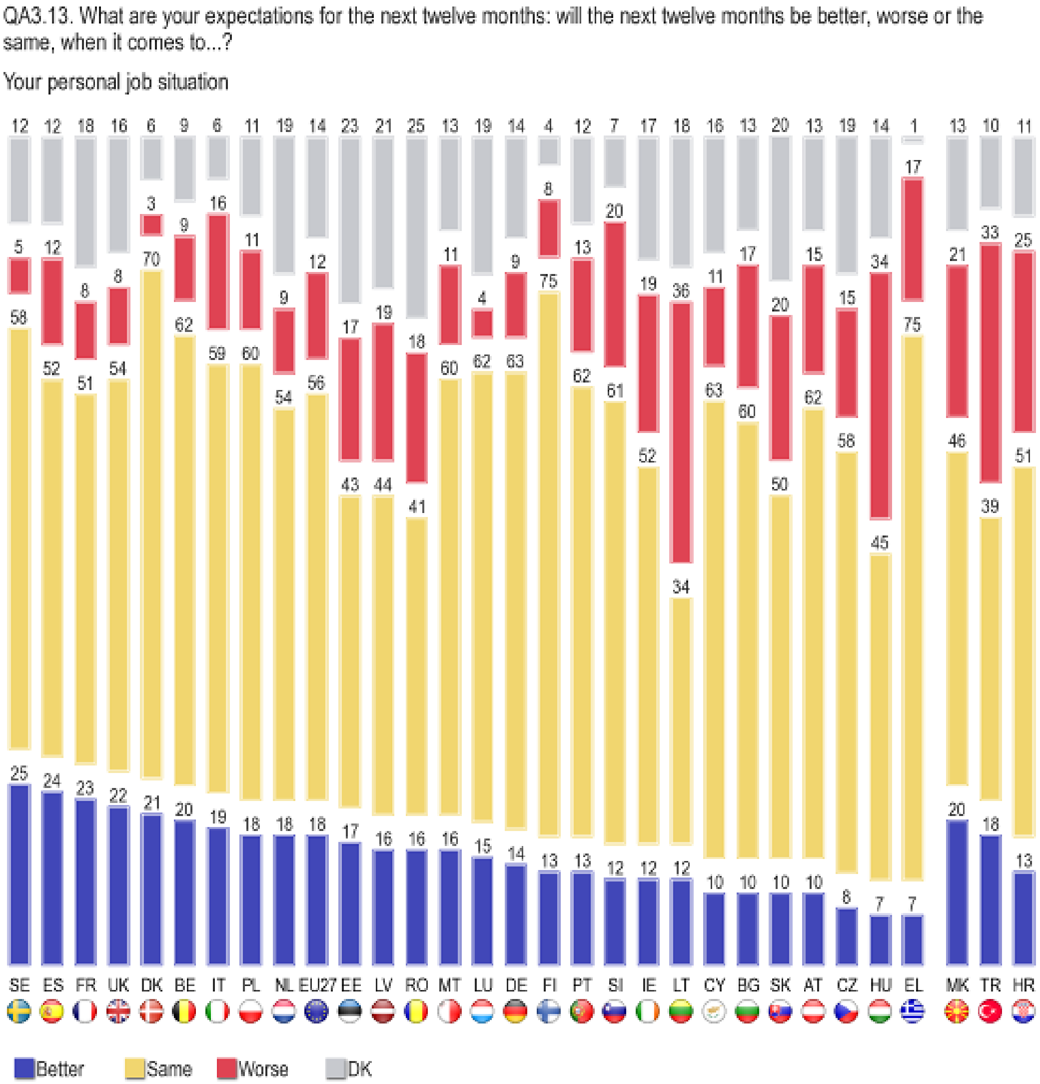


The previously noted geographical divide is obvious once more when we turn to results at the country level (Figure 30). More than a third of the respondents in Lithuania (36%) and Hungary (34%) expect their personal job situation to worsen over the coming year. Considerable proportions of respondents in Slovakia and Slovenia (both 20%) as well as in Latvia and Ireland (both 19%) also report negative expectations. On the contrary, very few respondents feel that their personal job situation is likely to worsen in Denmark (3%), Luxembourg (4%) and Sweden (5%). The Swedes (25%) - together with the Spaniards (24%) and the French (23%) - also appear as the most optimistic about their personal job situation.

However, the majority view in most countries is that things will stay the same, not least in Finland and Greece (both 75%) as well as Denmark (70%). Worthy of note is also that large proportions of people do not know what to expect for the coming year. A fourth of the respondents in Romania (25%) feel hesitant about the matter, as do 23% in Estonia and 21% in Latvia.

Turning to the three candidate countries, respondents expect decline to a fairly large extent. A third (33%) of Turkish respondents feels so as do a fourth (25%) of the respondents in Croatia and a fifth (21%) of the people in the Former Yugoslav Republic of Macedonia. However, also here the common view is that their personal job situation will stay the same.

Figure 30 – QA3.13 country results



A socio-demographic breakdown reveals several significant factors, although the majority view within all groups is that things will stay the same (Figure 31). Turning to gender, it shows that men (20%) are slightly more optimistic than women (16%). A stronger correlation is noted between age and expectations as it seems as the younger you are the more you are likely to have positive expectations for the coming year. More than a third (36%) of young respondents aged 15-24 expects things to improve while the same is true for only 4% for those aged 55 and over. Instead, older respondents tend to expect things to stay the same (60%). It is likely that their proximity to retirement limit their prospect in this regard.

Moreover, it shows that the longer the time respondents have spent in education, the more likely it is that their outlook on their job situation will be positive. Just above a fifth (21%) of respondents who left education at the age of 20 or beyond have positive expectations, which stands in contrast to 10% of those who left school at 15. A strong pattern is also noted for occupation. Here students (30%) and self-employed (26%) appear as most likely to anticipate an improvement, whereas respondents in less skilled positions are more likely to expect decline. In addition to this we can note a strong correlation between people's view on the current national employment situation and expectations for the coming year. Improvement is expected by 24% of those that see the current situation as good expect, but this figure shrinks to 17% for those that consider today's conditions as bad.

Figure 31 – QA3.13 socio-demographic analysis

QA3.13 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
Your personal job situation

	Better	Same	Worse	DK
EU27	18%	56%	12%	14%
Sex				
Male	20%	56%	13%	11%
Female	16%	57%	11%	16%
Age				
15-24	36%	41%	9%	14%
25-39	28%	53%	14%	5%
40-54	16%	64%	15%	5%
55 +	4%	60%	10%	26%
Education (End of)				
15-	10%	56%	12%	22%
16-19	18%	57%	14%	11%
20+	21%	61%	10%	8%
Still studying	30%	44%	5%	21%
Respondent occupation scale				
Self- employed	26%	56%	13%	5%
Managers	19%	70%	8%	3%
Other white collars	22%	62%	13%	3%
Manual workers	20%	60%	15%	5%
House persons	11%	58%	11%	20%
Unemployed	36%	32%	25%	7%
Retired	3%	58%	8%	31%
Students	30%	44%	5%	21%
National employment situation				
Good	24%	60%	8%	8%
Bad	17%	56%	13%	14%

Summary of the scorecard

The country scorecard shows that the personal job situation is overall positively assessed in the EU27 countries (Figure 32). The current situation receives an index score of +1.4. Evaluation of the last five years' development is negatively viewed as the better-worse score for this reaches -5. Nonetheless, positive expectations outweigh negative feelings as the index score for this is +6. A large proportion (56%) anticipates things to stay the same over the coming year.

The personal job situation is perceived the most positively in Denmark, Finland, Sweden, Luxembourg and the Netherlands. These countries are far above the EU average when it comes to assessing the current situation and the development over the last five years. Expectations for the coming year are overall positive in these countries, but positive feelings are much less intense among respondents in Finland.

At the bottom of the list are Hungary, Bulgaria, Lithuania and Greece situated. The current situation is evaluated fairly negatively in these countries as all report index scores of -1 or below. Evaluation of the last five years' development is viewed in very negative terms, not least in Lithuania (-46). Expectations for the coming twelve months are also downbeat, not least in Hungary (-27) and Lithuania (-24).

The better-worse index reveals that negative scores exceed positive feelings by far. The EU average of -5 shows that the proportion of Europeans that feel that things have got worse is proportionally larger than those respondents reporting positive evaluations. Yet, several EU countries report proportionally very large numbers of people that think things have improved. This is the case not least for Denmark and Sweden (both +21) as well as the Netherlands (+13). The largest predominance of feelings that things have got worse is found among Lithuanians (-46), Hungarians (-41) and Slovenians (-24). In all of the three candidate countries, negative responses outweigh positive evaluations; the Former Yugoslav Republic of Macedonia (-19), Turkey and Croatia (both -26).

Despite these gloomy results, the better-worse index reveals a positive (optimistic) general anticipation. For the EU average, positive expectations score 6 percentage points higher than negative ones, thereby raising the EU average to +6.

Considerable variation is nevertheless noted at the country level. Sweden (+20), Denmark (+18) and France (+15) reports proportionally more respondents anticipating things to improve than to decline. The opposite is true for Hungarians (-27) and Lithuanians (-24) as well as Greeks and Slovaks (both -10) who all report proportionally large numbers of negative expectations. Among the candidate countries, the situation appears the least gloomy in Former Yugoslav Republic of Macedonia (-1), whereas Turkey (-15) and Croatia (-12) show a stronger preponderance of negative expectations.

Studying the scorecard for the three candidate countries, personal job situation appears troublesome, although not to the extent as reported in Hungary. The current situation is in all three candidate countries negatively assessed with index scores ranging from -1.2 in Croatia to -2.5 in Turkey. The last five years' development is viewed as a decline in all three countries, and expectations for the coming year are pessimistic, although less so in the Former Yugoslav Republic of Macedonia (-1) that is more or less divided between positive and negative prospects.

Figure 32 – Country ranking: Personal job situation

COUNTRY RANKING: Your personal job situation

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	1.4	-	-5	47%	+	+6	56%
DK	5.1	+	+21	49%	+	+18	70%
FI	5	+	+5	60%	+	+5	75%
SE	4.7	+	+21	38%	+	+20	58%
LU	4.5	+	+11	47%	+	+11	62%
NL	4.3	+	+13	38%	+	+9	54%
BE	3.3	+	+4	52%	+	+11	62%
AT	3.1	-	-5	51%	-	-5	62%
UK	2.5	=	...	42%	+	+14	54%
DE	2.4	+	+3	51%	+	+5	63%
FR	2	=	...	39%	+	+15	51%
CY	1.9	=	...	49%	=	...	63%
CZ	1.9	-	-12	45%	-	-7	58%
EE	1.9	=	...	28%	=	...	43%
MT	1.8	=	...	51%	+	+5	60%
SI	1.2	-	-24	48%	-	-8	61%
PL	1	=	...	51%	+	+7	60%
SK	0.8	-	-9	42%	-	-10	50%
PT	0.2	-	-15	52%	=	...	62%
ES	0.1	-	-13	47%	+	+12	52%
IE	0	-	-14	44%	-	-7	52%
LV	-0.2	--	-20	32%	=	...	44%
IT	-0.3	-	-17	55%	=	...	59%
RO	-0.5	-	-12	37%	=	...	41%
EL	-1	-	-19	65%	-	-10	75%
LT	-1.4	--	-46	22%	--	-24	34%
BG	-1.5	-	-20	55%	-	-7	60%
HU	-3	--	-41	35%	-	-27	45%
HR	-1.2	-	-26	43%	-	-12	51%
TR	-2.5	--	-26	32%	-	-15	39%
MK	-2.1	-	-19	42%	=	...	46%

\+ + = the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

\+ = the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations

\- = the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations

\- - = the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

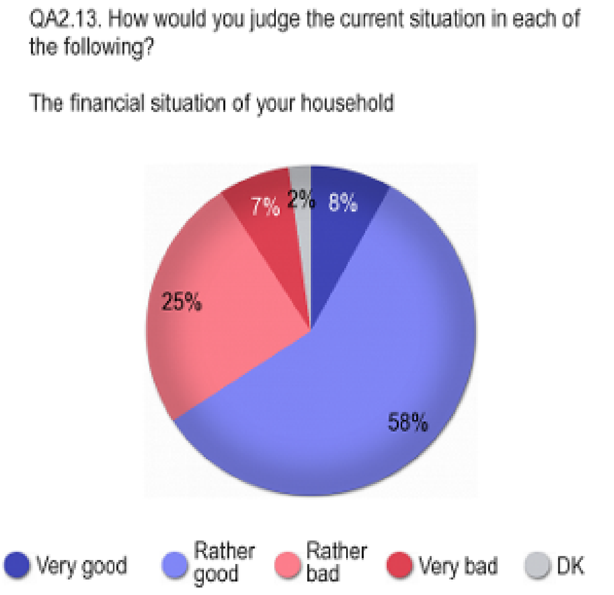
= = equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

1.4 Financial situation of the household

- A majority Europeans views their household finances as good -

Two in three (66%) Europeans would judge the financial situation of their household to be good (Figure 33). Of these 8% consider their situation to be very good. A further third (32%) sees their situation as bad. Also here a notable proportion (7%) views it as very bad. Just 2% of Europeans are not sure about the matter.

Figure 33 – QA2.13 EU average results

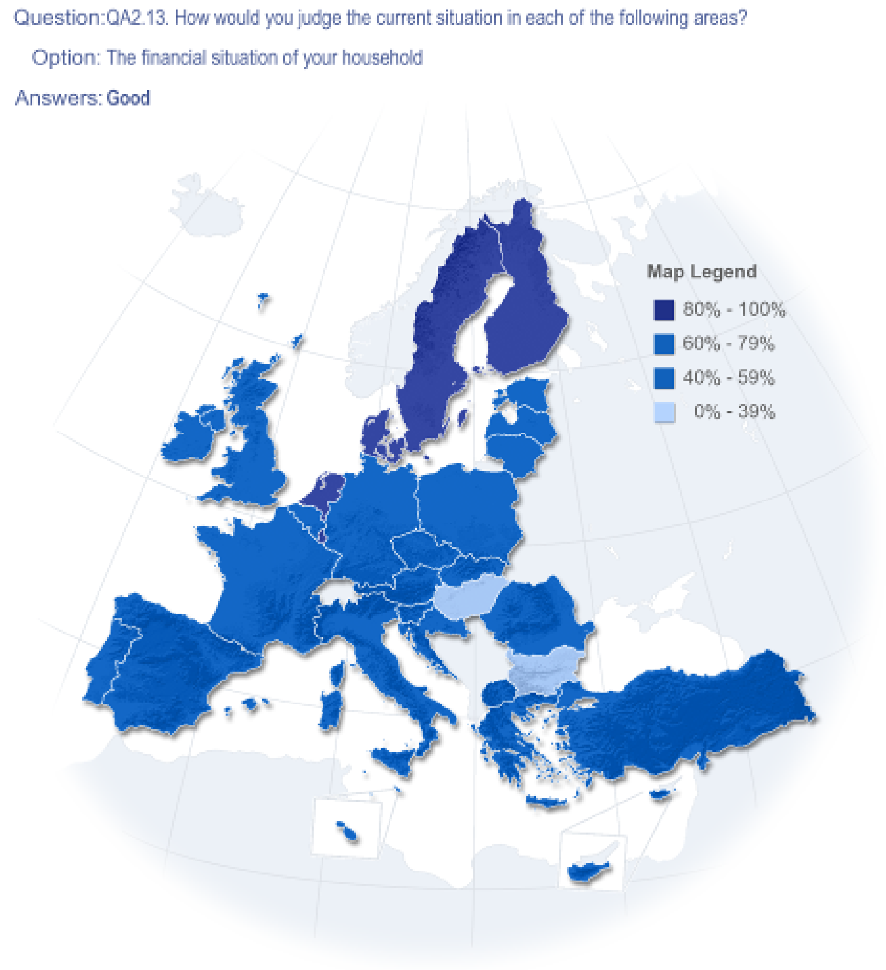


Citizens from Sweden (89%), Denmark, the Netherlands and Finland (88% each) are the most likely to be content with their household financial situation (Figure 38). Citizens from Hungary (75%), Bulgaria (65%) are the most likely to judge their financial situation as bad, which reminds us of the geographical divide previously noted.

The three candidate countries all fall below the EU average as only 40% of Turks, 47% of respondents from the Former Yugoslav Republic of Macedonia and 51% of Croats view their situation as good.

Figure 34 – QA2.13 country results

SE	89%
NL	88%
DK	88%
FI	88%
LU	86%
BE	79%
UK	74%
DE	74%
FR	70%
AT	69%
SI	68%
EU27	66%
EE	65%
ES	65%
MT	62%
IE	61%
IT	60%
CZ	60%
CY	60%
PL	57%
SK	52%
LV	50%
EL	50%
PT	50%
LT	49%
RO	46%
BG	31%
HU	24%
HR	51%
MK	47%
TR	40%



In terms of socio-demographic characteristics, men (68%) are a little more likely to see their household financial situation as good than what women (63%) are (Figure 35). A trend is also noted within the age cohorts as the youngest age group (70%) is more likely to consider the financial situation of their household to be good than what respondents aged 40-54 (63%) do.

Education is also of relevance here as the later respondents finish their education the more likely they are to consider their financial situation as good. The majority of those that left education at the age of 20 or later (78%) view their situation as good, but the same is true only for 56% of those that finished studying at 15.

Turning to occupation we can see once again that managers (87%) are the most satisfied while the unemployed (28%) are less content. Quite naturally, it also shows that one's financial situation influences one's household finances. A majority of 82% of those that almost never have problems paying their bills view the financial situation of their household as good, but the opposite is true for those with financial difficulties as 78% view their situation as bad.

Figure 35 – QA2.13 socio-demographic analysis

QA2.13 How would you judge the current situation in each of the following?

The financial situation of your household

	Good	Bad	DK
EU27	66%	32%	2%
Sex			
Male	68%	30%	2%
Female	63%	35%	2%
Age			
15-24	70%	25%	5%
25-39	65%	33%	2%
40-54	63%	36%	1%
55 +	65%	33%	2%
Education (End of)			
15-	56%	43%	1%
16-19	63%	36%	1%
20+	78%	21%	1%
Still studying	72%	22%	6%
Respondent occupation scale			
Self- employed	70%	29%	1%
Managers	87%	12%	1%
Other white collars	75%	24%	1%
Manual workers	65%	33%	2%
House persons	58%	41%	1%
Unemployed	28%	70%	2%
Retired	65%	33%	2%
Students	72%	22%	6%
Difficulties to pay bills			
Most of the time	21%	78%	1%
From time to time	47%	52%	1%
Almost never	82%	16%	2%

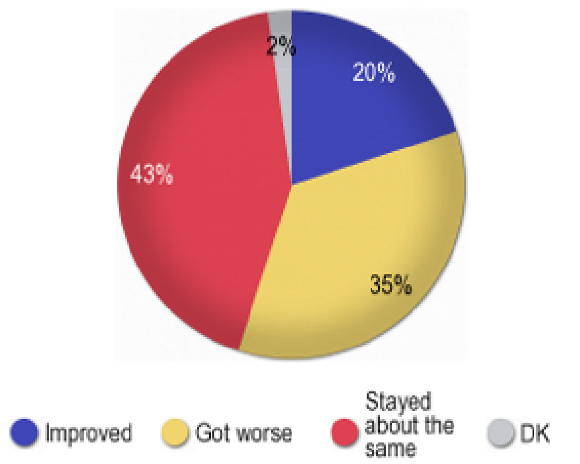
- Varied views across Europe concerning the last five years' evolution of household finances -

In comparison with the situation five years ago, 43% of European citizens report that their household finances have stayed more or less the same (Figure 36). A fifth (20%) judge that it has improved while 35% feel that it has worsened. A further 2% do not have an opinion on the matter.

Figure 36 – QA4.14 EU average results

QA4.14. Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

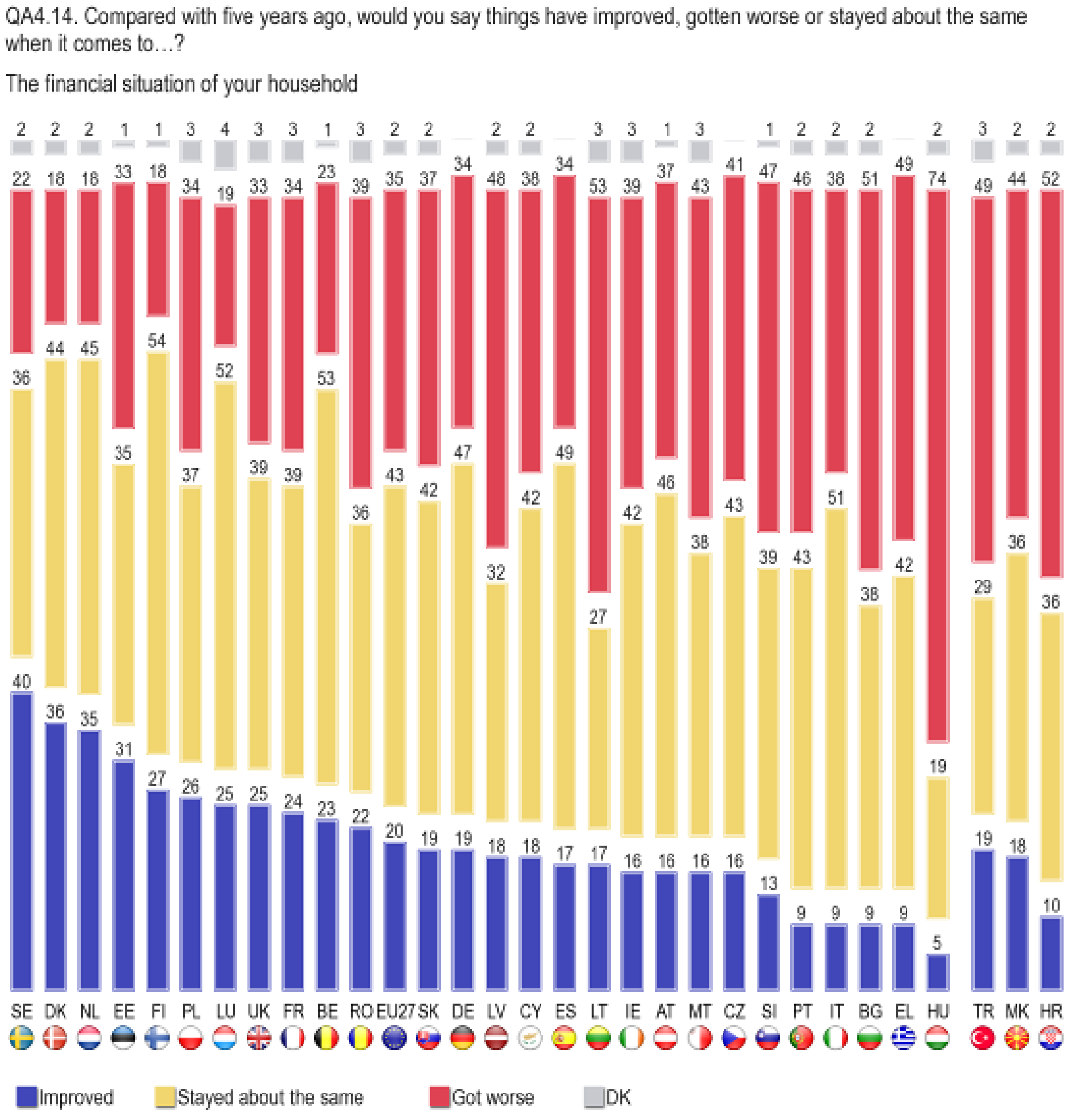
The financial situation of your household



Northern Europeans such as the Swedes (40%), the Danes (36%) and citizens of the Netherlands (35%) are the most likely to report an improvement compared with five years ago while once again, Hungarians (74%) and Lithuanians (53%) are the respondents most likely to think that their financial situation has worsened (Figure 37). Large proportions of people across Europe report that things have stayed the same. An absolute majority is of this view in Finland (54%), Belgium (53%), Luxembourg (52%) and Italy (51%).

Decline is most frequently reported in the three candidate states where about half of the Croats (52%) and Turks (49%) are of this view and 44% of the respondents from the Former Yugoslav Republic of Macedonia.

Figure 37 – QA4.14 country results



With respect to socio-demographic characteristics, men (22%) are more likely than women (17%) to feel that their household financial situation has improved (Figure 38). The majority of men and women (43%) tend to think that things have stayed the same. Turning to age, it is the oldest age group (7%) that is the least likely to report an improvement over the last five years. The opposite is true for younger respondents aged 25-39 among which 33% feel that things have improved. Respondents aged 40-54 (40%) are most likely to think that their finances have worsened.

Large variation is found along the occupational scale where managers (42%) are the most likely to report improvement in their household financial situation while, conversely, retired people (6%) are the least likely to be of the same opinion. Respondents without employment tend to think that things have deteriorated (66%) as do a large proportion of house persons (41%). The majority of retired (53%), house persons (46%) and students (45%) feel that their finances have stayed the same.

Figure 38 – Qa4.14 socio-demographic analysis

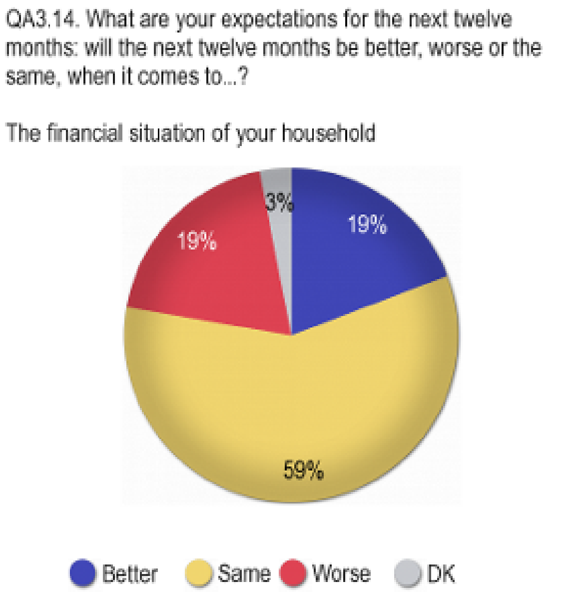
QA4.14 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…? % EU
The financial situation of your household

	Improved	Stayed about the same	Got worse	DK
EU27	20%	43%	35%	2%
Sex				
Male	22%	43%	33%	2%
Female	17%	43%	38%	2%
Age				
15-24	28%	40%	25%	7%
25-39	33%	34%	32%	1%
40-54	19%	40%	40%	1%
55 +	7%	53%	39%	1%
Occupation				
Self-employed	24%	40%	35%	1%
Managers	42%	40%	17%	1%
Other white collars	30%	42%	27%	1%
Manual workers	24%	40%	35%	1%
House persons	11%	46%	41%	2%
Unemployed	9%	23%	66%	2%
Retired	6%	53%	40%	1%
Students	25%	45%	23%	7%

- A majority of Europeans expect the financial situation of their household to stay the same -

When asked about their expected household financial situation for the next twelve months, 59% of Europeans replied that it would remain the same while 19% believed it would improve (Figure 39). Another 19% thinks it will worsen and an additional 3% do not have an opinion on the matter.

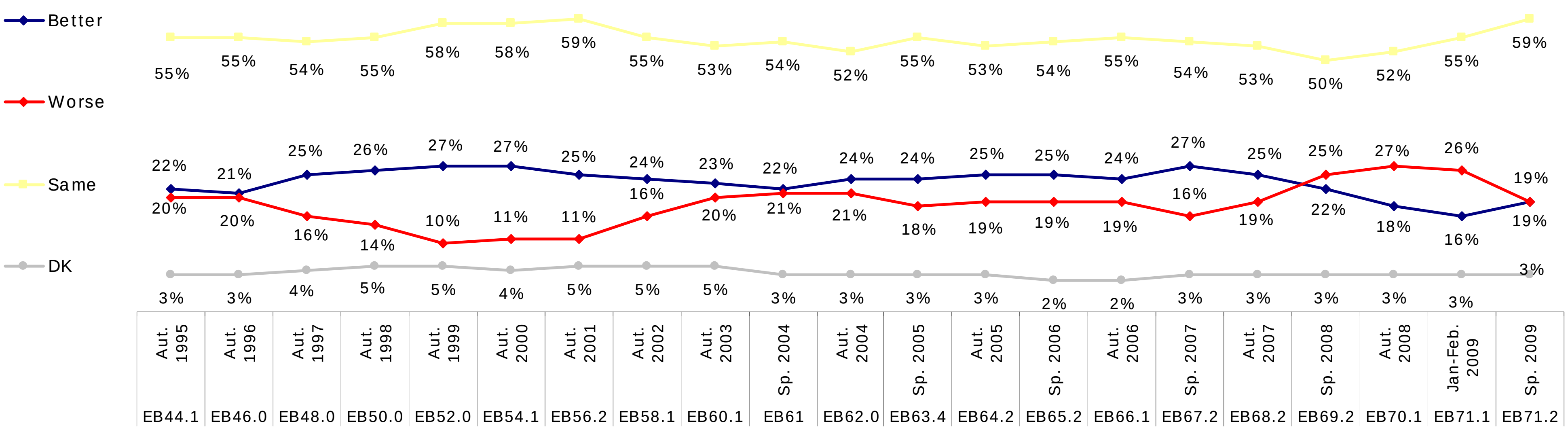
Figure 39 – QA3.14 EU average results



Trend data for the last 14 years reveals considerable fluctuation over time (Figure 40). The average percentage expecting improvement has moved from 22% in 1995 up to 27% in May 2007 and again down to 16% in January 2009. Also here a strong downwards turn is recoded since the onset of the financial crisis. Although the latest survey (19%) reveals a slight improvement from January 2009, current expectations are still much less optimistic than what has normally been the situation over the last one and a half decades.

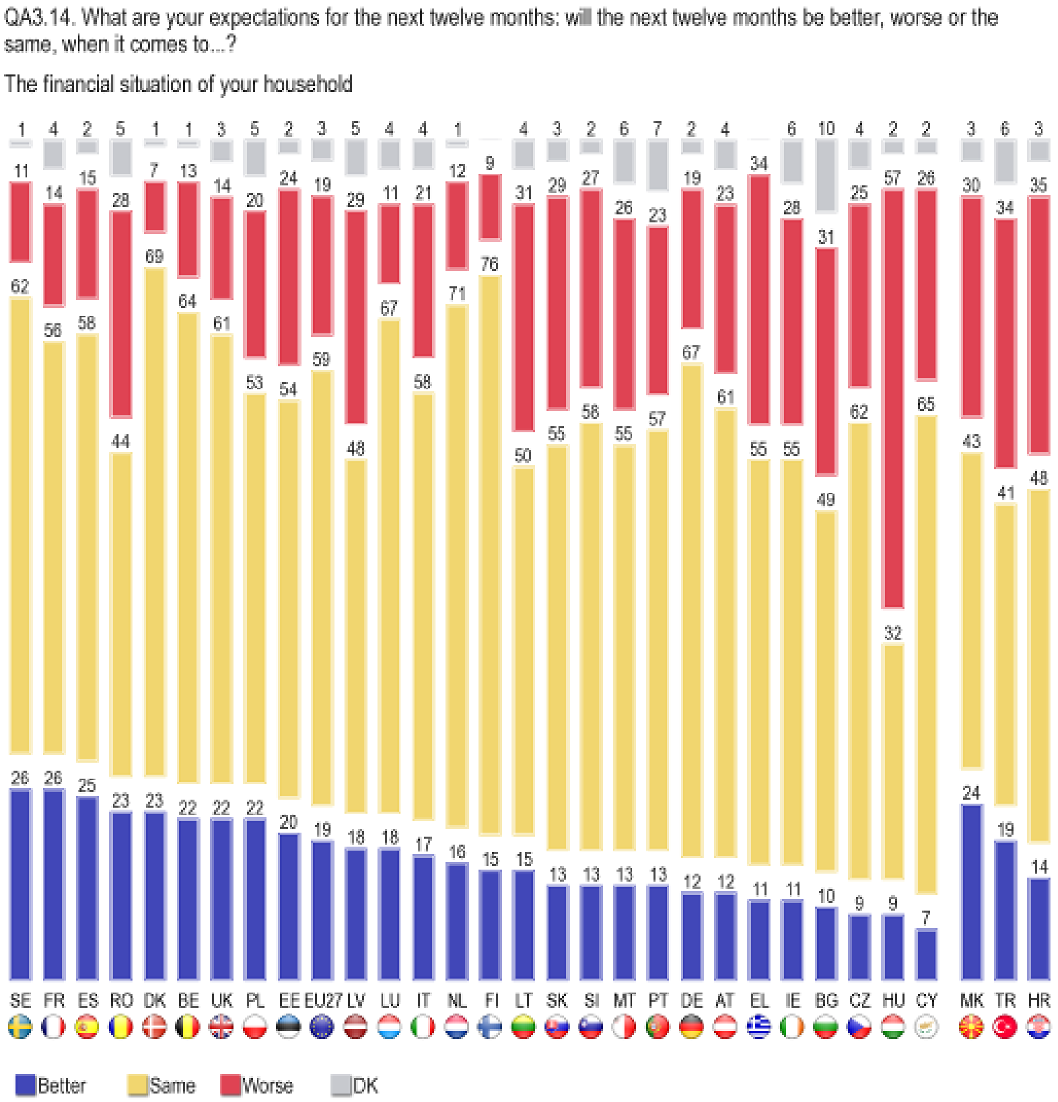
Figure 40 – QA3.14 trend data 1995-2009

QA3.14 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
The financial situation of your household - % EU



The French (26%), the Swedes (26%) and the Spaniards (25%) are the most confident with respect to their household financial situation over the next year while, again, the majority of Hungarians (57%) tend to expect a decline (Figure 41). About a third of the respondents from Bulgaria (31%), Latvia and Slovakia (both 29%) expect their household finances to deteriorate over the coming year. However, in most countries people tend to think that things will stay more or less the same. More than seven out of each tenth (71%) Dutch respondents expect no change as do a large proportion in Denmark (69%), Luxembourg and Germany (both 67%).

Figure 41 – QA3.14 country results



The socio-demographic analysis reveals some interesting differences (Figure 42), although the majority view within all groups is that the coming year will bring about little change. With regard to gender, men (20%) appear as only a tad more optimistic than women (18%). A stronger pattern is found within the age cohorts where, as previously noted, younger respondents (15-24; 30%) are more likely to expect improvement that what older citizens (55+; 7%) are. Turning to education we can note a similar pattern as high education levels seem linked to high degrees of optimism. Indeed, 22% of those that left education at 20 or beyond expect improvement but the same is true only for 12% of those that left schooling at 15.

In this regard household composition is also of some relevance. About a fourth (23%) of those that live in large households (four or more people) has positive expectations, but this figure shrinks to 15% for those that live in pairs and those that live by themselves.

Moreover, unemployed people (31%) are the most likely to expect an improvement in their household financial situation over the next twelve months and those retired (7%) are less so. Ownership of a house or flat also seems to be influential. Those that own their home are more prone to expect status quo whereas those that rent their place of living are more likely to expect both improvement (24%) and decline (20%).

Respondents' financial difficulties are also relevant here. About a third (37%) of those that struggle with paying their bills expect things to worsen over the coming year, but only 13% of those that are more financially secure are of the same opinion. Instead, the majority (68%) of those that almost never have problems with paying their bills anticipate things to stay the same.

Figure 42 – QA3.14 socio-demographic analysis

QA3.14 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
The financial situation of your household

	Better	Same	Worse	DK
EU27	19%	59%	19%	3%
Sex				
Male	20%	59%	18%	3%
Female	18%	59%	20%	3%
Age				
15-24	30%	53%	12%	5%
25-39	29%	49%	19%	3%
40-54	17%	59%	21%	3%
55 +	7%	68%	23%	2%
Education (End of)				
15-	12%	61%	24%	3%
16-19	19%	56%	22%	3%
20+	22%	61%	15%	2%
Still studying	26%	58%	9%	7%
Household composition				
1	15%	62%	20%	3%
2	15%	62%	20%	3%
3	22%	56%	18%	4%
4+	23%	55%	18%	4%
Respondent occupation scale				
Self- employed	26%	54%	18%	2%
Managers	21%	64%	13%	2%
Other white collars	22%	59%	16%	3%
Manual workers	20%	56%	20%	4%
House persons	16%	59%	22%	3%
Unemployed	31%	34%	31%	4%
Retired	7%	69%	22%	2%
Students	26%	58%	9%	7%
Ownership house/ apartment				
Yes	16%	62%	19%	3%
No	24%	52%	20%	4%
Difficulties to pay bills				
Most of the time	23%	36%	37%	4%
From time to time	21%	48%	27%	4%
Almost never	17%	68%	13%	2%

Summary of the scorecard

The scorecard (Figure 43) reveals that the current financial situation of the household is assessed positively, although not to any large extent. The EU27 average of +1.2 for the current situation is positive, but evaluation of the last five years' development leaves a better-worse index of -15. Net expectations for the coming year are neutral as positive and negative prospects outweigh each other. It is also important to note that the majority of Europeans (59%) expects things to stay the same.

At country level, the ranking is led by Sweden, Denmark, the Netherlands, Luxembourg and Finland. Here, evaluation of the current situation ranges from +5 in Sweden to +3.7 in Finland. Better-worse index for the last five years' development is positive in all five countries but positive assessments are only in majority in Sweden (+18). Expectations for the coming year are dominated by positive feelings in these countries, not least in Denmark (+16) and Sweden (+15), but in no country are positive expectations in majority. Rather, the majority of respondents tend to expect household finances to stay the same over the coming year.

Turning now to the better-worse index for respondents' evaluation of their household finances compared with five years ago, the EU average (-15) shows a relatively large predominance of negative evaluations (figure 42). However, the opposite is true for several countries, not least Sweden and Denmark (both +18), as well as for the Netherlands (+17). The largest proportions of negative evaluations are observed among Hungarians (-69), Bulgarians (-42) and Greeks (-40). Opinion in the candidate countries is also in line with these last results, with negative evaluations appearing the most frequently in Croatia (-42).

For the better-worse index the EU average of 0 indicates equal proportions of people anticipating improvement and decline. Positive expectations are proportionally rather large in Denmark (+16), Sweden (+15) and France (+12). The opposite situation is true for Hungarians (-48), Greeks (-23) and Bulgarians (-21), as they show a large proportion of respondents expecting a deterioration rather than an improvement. The candidate countries' net expectations are all leaning against a downturn with the situation being the worst in Croatia (-21).

At the bottom of the scorecard are Hungary, Bulgaria, Romania, Greece and Lithuania situated. Here, the index score for evaluation of the current situation ranges from -3.2 in Hungary to -0.7 in Lithuania. The last five years' development is assessed very negatively, not least in Hungary (-69), Bulgaria (-42) and Greece (-40). Negative evaluations of the last five years are in majority in all of these countries. Expectations for the coming year are also very downbeat, particularly in Hungary (-48) where pessimistic prospects are in majority.

The evaluation of the current situation is negative in all of the three candidate countries. Respondents from the Former Yugoslav Republic of Macedonia (-1.6) evaluate the current situation the most negatively out of the three, but view of the last five years' development and expectations for the coming year are less downbeat among Macedonian citizens than what is the situation in Turkey and Croatia. Indeed, respondents in Croatia view the last period (-42) and the coming year (-21) the most negatively out of the three candidates.

Figure 43 – Country ranking: Financial situation of the household

COUNTRY RANKING: The financial situation of your household

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	1.2	-	-15	43%	=	0	59%
DK	4.7	+	+18	44%	+	+16	69%
SE	5	++	+18	36%	+	+15	62%
NL	4.6	+	+17	45%	+	+4	71%
FI	3.7	+	+9	54%	+	+6	76%
LU	4.1	+	+6	52%	+	+7	67%
UK	2.1	-	-8	39%	+	+8	61%
IE	0.7	-	-23	42%	-	-17	55%
BE	2.8	=	...	53%	+	+9	64%
CY	0.5	-	-20	42%	-	-19	65%
DE	2	-	-15	47%	-	-7	67%
SI	1.1	--	-34	39%	-	-14	58%
MT	0.6	--	-27	38%	-	-13	55%
AT	1.8	-	-21	46%	-	-11	61%
FR	1.5	-	-10	39%	+	+12	56%
CZ	0.6	-	-25	43%	-	-16	62%
PL	0.2	-	-8	37%	=	...	53%
ES	0.7	-	-17	49%	+	+10	58%
SK	0	-	-18	42%	-	-16	55%
EE	0.9	=	...	35%	-	-4	54%
IT	0.5	-	-29	51%	-	-4	58%
LT	-0.7	--	-36	27%	-	-16	50%
PT	-0.4	--	-37	43%	-	-10	57%
LV	-0.6	--	-30	32%	-	-11	48%
RO	-0.9	--	-17	36%	-	-5	44%
EL	-0.8	--	-40	42%	-	-23	55%
HU	-3.2	--	-69	19%	--	-48	32%
BG	-2.5	--	-42	38%	-	-21	49%
HR	-0.9	--	-42	36%	-	-21	48%
TR	-1.9	--	-30	29%	-	-15	41%
MK	-1.6	--	-26	36%	-	-6	43%

\+ + = the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

\+ = the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations

\- = the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations

\- - = the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

= = equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

2. GENERAL SITUATION

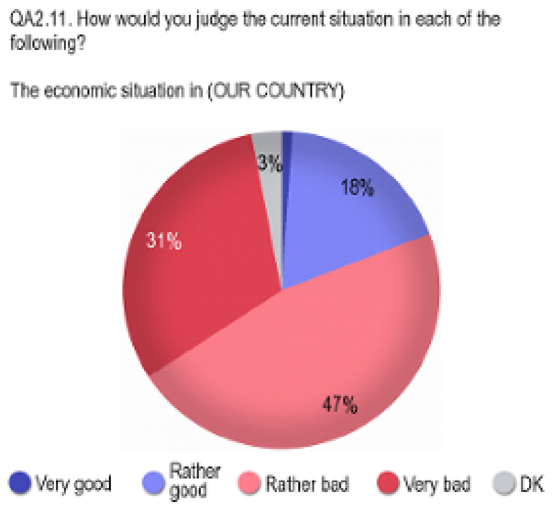
In this section we examine citizens' responses to their general situation. Six questions are asked to determine European citizens' views on this issue[2]; in each instance respondents give ratings of the current situation, their experience of the past five years and their expectations of the next twelve months.

2.1 Economic situation

- A large majority thinks the current economic situation is bad -

When asked about the current economic situation in their country, almost 78% of respondents say it is *rather* or *very* bad and 31% think it is *very* bad (Figure 44). On the contrary, 19% say it is *very* or *rather* good, but only 1% rate it as very good.

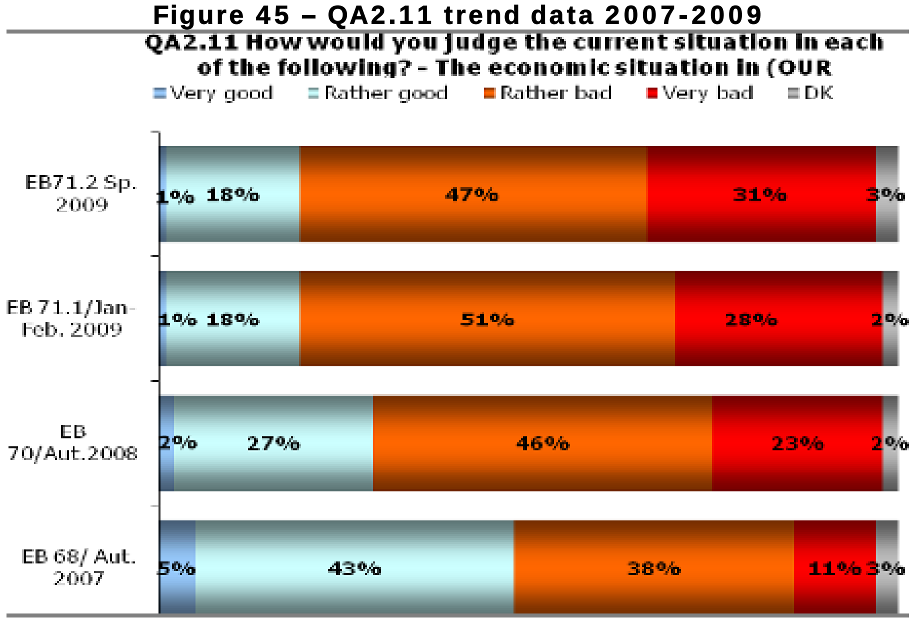
Figure 44 – QA2.11 EU average results



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

These results have changed considerably, becoming much more negative since 2007 when almost one in two (48%) said that the situation was good, 49% say it was bad and 3% are undecided (Figure 45).

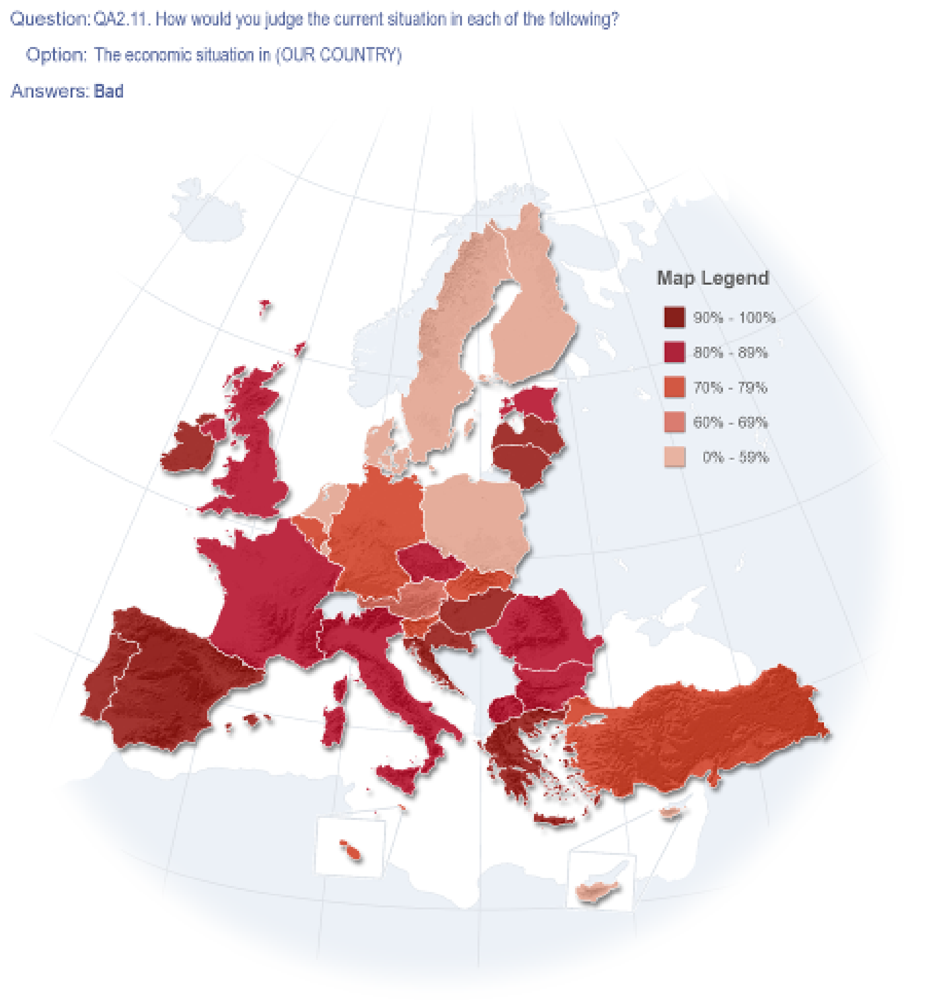
Figure 45 – QA2.11 trend data 2007-2009



On a country level, most respondents in the majority of countries say the situation is bad and in the Eastern and Southern Member States citizens are even more likely than in Northern/Western Member States to feel this way (Figure 46). In seven Member States, nine out of 10 people or more judge the economic situation as bad. This is the highest in Latvia (98%), followed by Hungary (96%), Portugal (93%), Greece (92%), Lithuania (91%) and Spain (90%). The only Northern/Western Member States where nine out of ten citizens rate the economic situation as bad is Ireland (90%).

Figure 46 – QA2.11 country results

LV	98%
HU	96%
PT	93%
EL	92%
LT	91%
IE	90%
ES	90%
BG	88%
EE	88%
RO	86%
IT	85%
CZ	83%
UK	82%
FR	81%
SK	79%
EU27	78%
BE	77%
MT	76%
DE	74%
SI	71%
AT	62%
PL	59%
SE	57%
FI	50%
NL	47%
CY	39%
LU	32%
DK	27%
HR	91%
MK	87%
TR	76%



In the three candidate countries the picture is similar, with 91% in Croatia, 87% in the Former Yugoslav Republic of Macedonia and 76% in Turkey saying that the economic situation is bad. However, there are a number of exceptions where the majority of citizens feel that the current economic situation is good. These are Denmark (71%), Luxembourg (61%), Cyprus (57%) and the Netherlands (52%). In Finland respondents are divided between those who say it is good (49%) and those who say it is bad (50%) with 1% undecided.

On a socio-demographic level, men (22%) are significantly more likely than women (17%) to think the economic situation is good (Figure 47). Age is also significant with younger people being more likely to consider the situation as good than the older cohorts. Twenty three percent of younger citizens aged 15-24 judge the situation as good compared to 17% of those aged 55 and older.

The more educated citizens are, the less inclined they are to view the situation as bad. Of those who studied until age 20 or later, 72% say it is bad compared to 84% of those who only studied until age 15 or before. Similarly to what we have observed before, students (70%) and managers (72%) are also significantly less likely than those in any other profession to consider the economic situation as bad while respondents who are unemployed (86%) are the most likely to think so. Respondents who report that they have difficulties to pay their bills most of the time (85%) are also more likely to consider the situation as bad than those who say they almost never struggle to pay the bills (74%).

Figure 47 – QA2.11 socio-demographic analysis

QA2.11 How would you judge the current situation in each of the following?

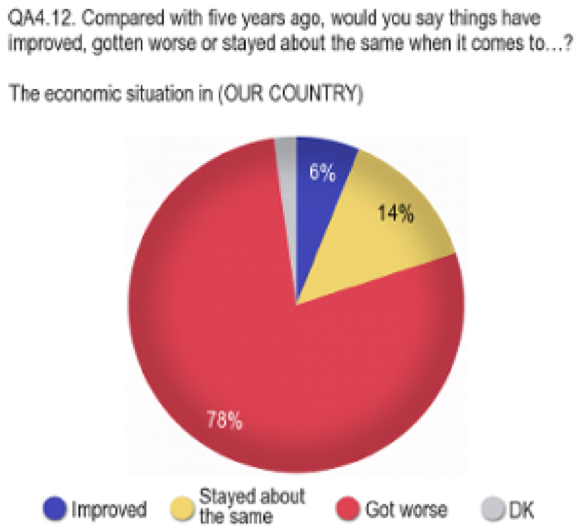
The economic situation in (OUR COUNTRY) - % EU

	Good	Bad	DK
EU27	19%	78%	3%
Sex			
Male	22%	76%	2%
Female	17%	79%	4%
Age			
15-24	23%	73%	4%
25-39	20%	78%	2%
40-54	18%	80%	2%
55 +	17%	79%	4%
Education (End of)			
15-	13%	84%	3%
16-19	18%	80%	2%
20+	26%	72%	2%
Still studying	25%	70%	5%
Respondent occupation scale			
Self- employed	21%	77%	2%
Managers	27%	72%	1%
Other white collars	22%	77%	1%
Manual workers	17%	81%	2%
House persons	17%	80%	3%
Unemployed	11%	86%	3%
Retired	18%	78%	4%
Students	25%	70%	5%
Difficulties to pay bills			
Most of the time	11%	85%	4%
From time to time	15%	83%	2%
Almost never	23%	74%	3%

- Almost 8 in 10 Europeans say the economic situation in their country has deteriorated -

When asked how they feel about the economic situation in their country compared with five years ago, 78% of Europeans consider that it got worse, however this is perhaps not surprising considering the global financial situation (Figure 48). Fourteen percent say that it stayed about the same and just 6% think that it has improved. Two percent were undecided about the matter.

Figure 48 – QA4.12 EU average results

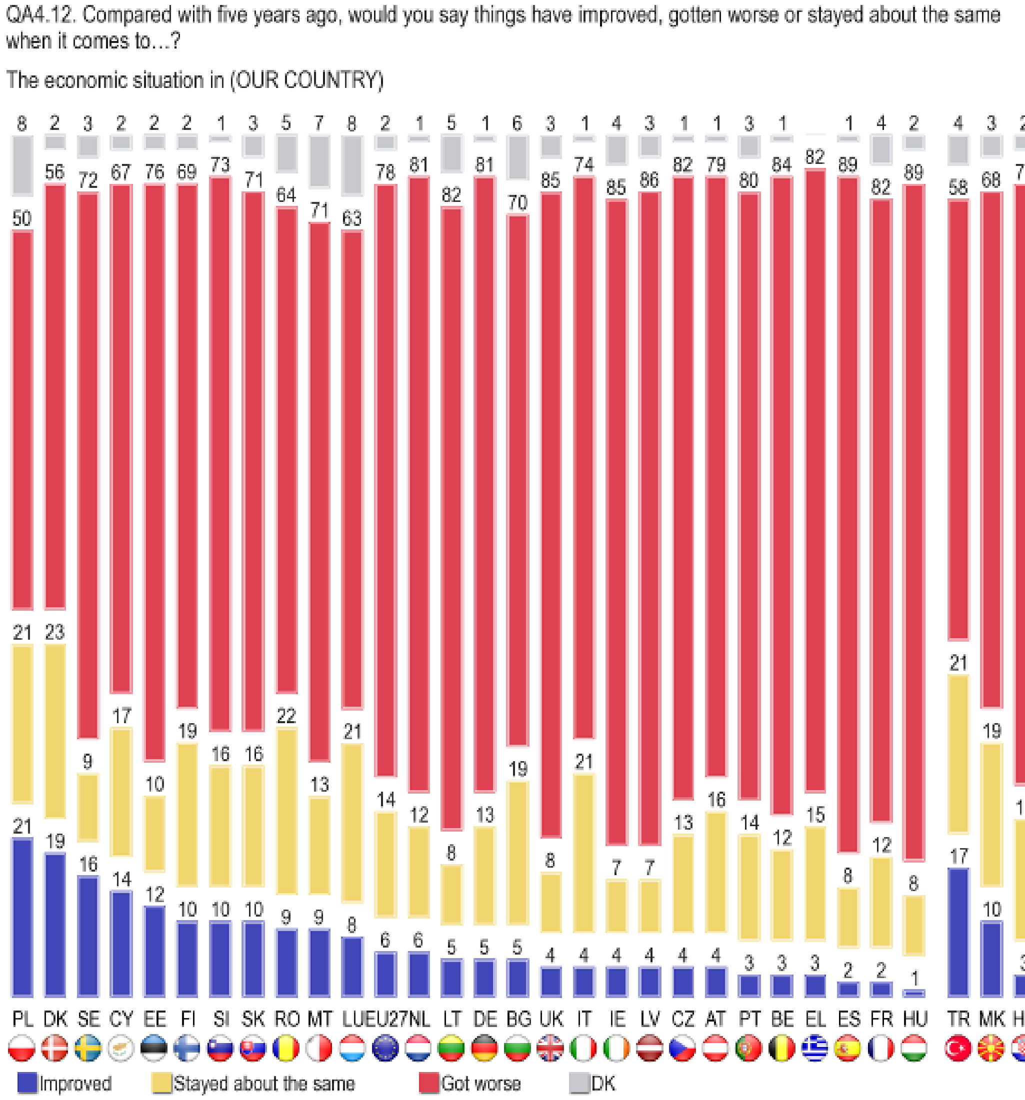


On a country level the majority of citizens in all Member States say the situation is worse (Figure 49). The countries where this is the most pronounced, with at least 8 out of 10 respondents saying it is worse, are Hungary and Spain (both 89%), Latvia (86%), the UK and Ireland (both 85%), and Belgium (84%).

Citizens in Poland are the least likely of all to say it got worse, although the majority (50%) still felt this way. Apart from 8% who are undecided, the rest are divided equally between those who think it stayed the same and those who say it actually improved (both 21%). The other countries where respondents are also more likely than average to consider the situation actually improved are Denmark (19%), Sweden (16%), Cyprus (14%) and Estonia (12%), although they remain the minority.

In the three candidate countries the pattern is similar with the majority of citizens thinking that the economic situation has become worse over the past five years. This is highest in Croatia (79%) followed by the Former Yugoslav Republic of Macedonia (68%) and Turkey (58%). Of the three candidate countries, Turkey has the highest level of respondents who think it had actually improved (17%).

Figure 49 – QA4.12 country results



In terms of socio-demographics, women (79%) are more likely than men (76%) to report that the economic situation got worse over the past five years (Figure 50). As respondents get older, they are also more likely to feel that it is worse – 80% of those aged 55 or older feel this way as opposed to 71% of 15-24 years old.

Citizens who are less educated are also more inclined to consider that the situation is worse compared to those who are more educated. Eighty one percent of those who studied until age 15 or before say things have worsened in this regard, compared to 76% of those who studied until age 20 or later.

Once again, occupation is relevant. Students (68%) are again the least likely to think that the situation is worse than five years ago while citizens who are unemployed (83%) are more likely than others to consider that it is worse.

How difficult one finds it to pay bills and one's opinion about the national economy is also relevant. Eighty two percent of those who say they struggle to pay their bills most of the time feel the economic situation is worse than five years ago compared to 77% of those who report almost never struggling to pay bills. Also relevant is the respondent's view of the current economic situation. Among those who find the current situation good, 52% feel that the last five years have brought about decline. This figure grows to a considerable 85% among those who see the current situation as bad.

Figure 50 – QA4.12 socio-demographic analysis

QA4.12 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

The economic situation in (OUR COUNTRY)

	Improved	Stayed about the same	Got worse	DK
EU27	6%	14%	78%	2%
Sex				
Male	8%	14%	76%	2%
Female	4%	14%	79%	3%
Age				
15-24	9%	14%	71%	6%
25-39	7%	14%	77%	2%
40-54	6%	14%	79%	1%
55 +	4%	14%	80%	2%
Education (End of)				
15-	3%	14%	81%	2%
16-19	5%	14%	79%	2%
20+	9%	13%	76%	2%
Still studying	11%	15%	68%	6%
Respondent occupation scale				
Self- employed	8%	13%	78%	1%
Managers	7%	13%	78%	2%
Other white collars	7%	16%	76%	1%
Manual workers	6%	13%	79%	2%
House persons	5%	15%	77%	3%
Unemployed	5%	9%	83%	3%
Retired	4%	15%	78%	3%
Students	11%	15%	68%	6%
Difficulties to pay bills				
Most of the time	3%	13%	82%	2%
From time to time	5%	13%	80%	2%
Almost never	7%	14%	77%	2%
Situation of national economy				
Good	18%	27%	52%	3%
Bad	3%	11%	85%	1%

- The majority of Europeans think the economic situation will be worse in the next year -

Europeans' economic outlook for the next twelve months remains fairly gloomy, with the majority (46%) saying that they expect the situation to worsen (Figure 51). Thirty percent expect it to be the same as it is now while 20% think it will be better. Four percent are undecided.

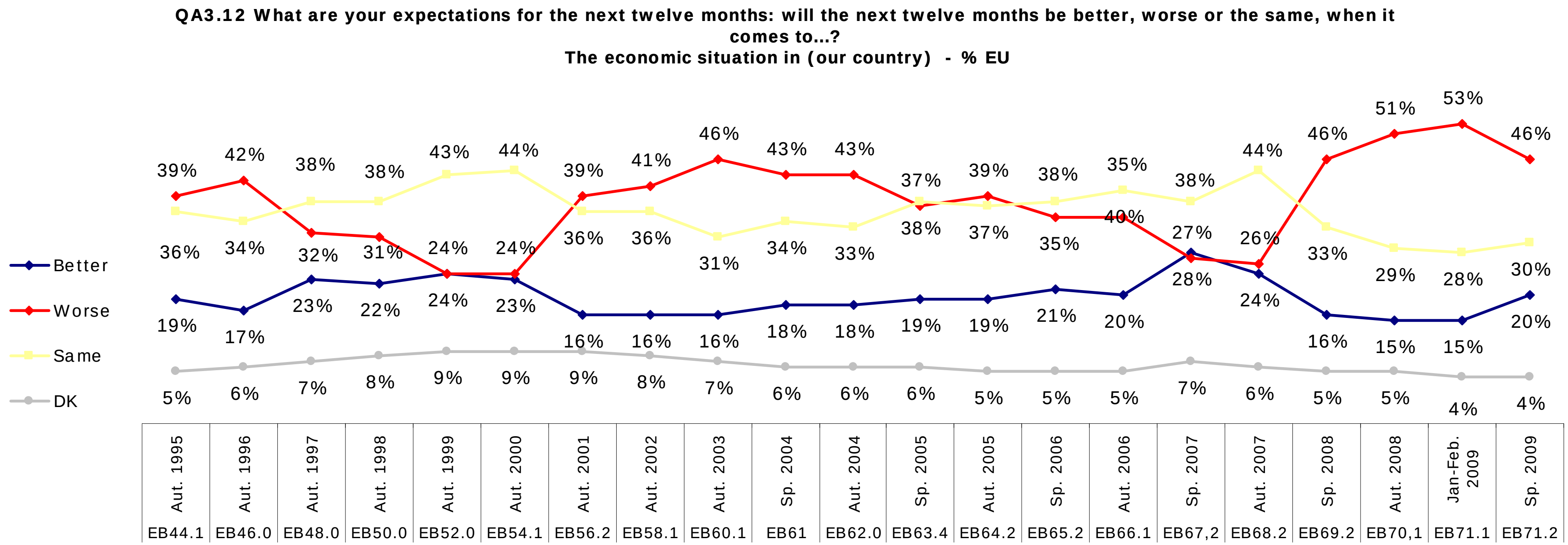
Figure 51 – QA3.12 EU average results

These results have fluctuated over time. The majority of EU citizens are negative about the economic outlook between 1995 and 1996 as well as 2001 and 2004 (Figure 52). Between 1999 and 2000, as well as in 2007, the picture was a bit confused with an equal divide between those who expected a worsening of the situation and those who anticipated the contrary. In 2005 Europeans were mostly divided between those who expected the economic situation to stay the same and those who expected it to worsen.

However, a sharp increase in negative expectations is evident between the last wave of research in 2007 (26%) and the first wave in 2008 (46%); perhaps not surprisingly so as this was around the same time the global financial crisis became a reality. Since January/February 2009 (53%) where negativity was at its highest point since 1995 it has now decreased slightly to 46%.

At the same time, positivity in economic outlook has increased, with those expecting the situation to be better increasing from a low point of 15% in January/February 2009 to 20% in this wave of research (May/June 2009).

Figure 52 – QA3.12 trend data 1995-2009



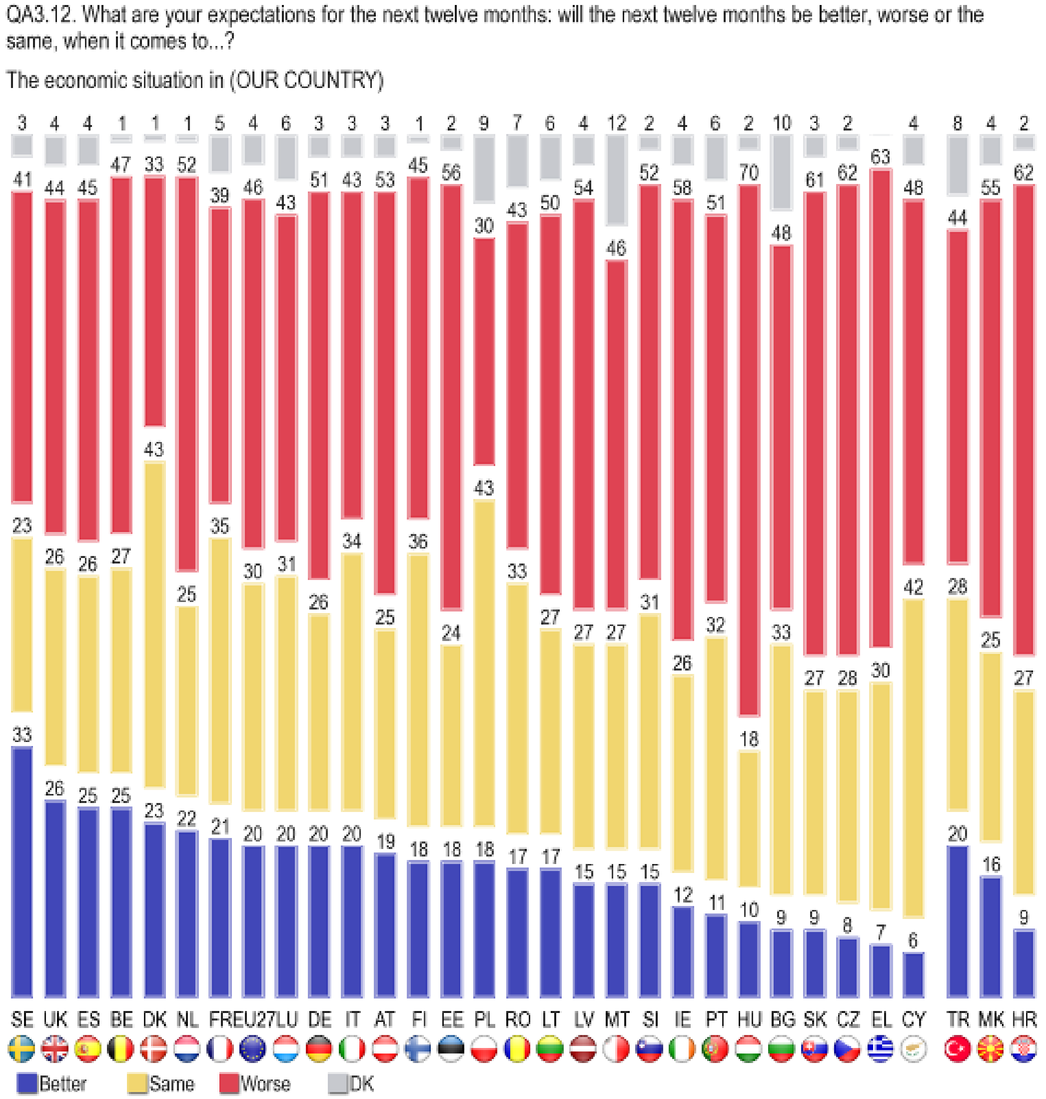
At the country level, most respondents in the majority of Member States still say they expect the economic situation to worsen over the next year. This is most evident in Hungary (70%), Greece (63%), the Czech Republic (62%) and Slovakia (61%) (Figure 53).

Two exceptions are Denmark and Poland, where the majority of citizens expect the situation to remain the same, with 43% in both countries compared to 33% in Denmark who expect it to deteriorate and 30% in Poland who expect the same.

It appears that citizens in Northern/ Western Member States on the whole are slightly more positive than those in Eastern/ Southern Member states, and are more likely to say they think the economy will improve. While they are still a minority, respondents in Sweden (33%) are most inclined of all to say it will improve, followed by those in the UK (26%), Spain and Belgium (both 25%), Denmark (23%), the Netherlands (22%), and France (21%).

Respondents in Turkey appear to be the most positive about the economic outlook of the three candidate countries, with 20% saying the economic situation will improve over the next year. However a relative majority (44%) still think it will worsen. This was also the case in the Former Yugoslav Republic of Macedonia where 55% expect it to get worse and Croatia where 62% say the same.

Figure 53 – QA3.12 country results



The socio-demographic analysis indicates that men (22%) are significantly more likely than women (18%) to think that the economic situation will get better in the next twelve months (Figure 54). This is also the case for younger citizens between the ages of 15-24, 28% of whom think it will improve compared to 16% of those aged 55 years and older. The same pattern is evident when looking at education, where 22% of the more educated respondents who studied until age 20 or later expect a better economic situation as opposed to 16% of those who studied until age 15 or before.

As far as occupation is concerned, unemployed people (49%) and the retired (49%) are most inclined to think the situation will worsen, while white collar workers (34%) are most likely to say it will stay the same while students (27%) are most likely to expect an improvement. Citizens who struggle to pay their bills most of the time (53%) are much more inclined to expect the economic situation to deteriorate compared with those who almost never have problems paying their bills (43%). In addition, it shows that those who consider the current economic situation as bad (50%) are more likely to expect decline than what those are that see the current situation as good (30%). This group is also almost as inclined to expect improvement as 28% are of this opinion. Among those that see the current situation as bad, this figure shrinks to 18%.

Figure 54 – QA3.12 socio-demographic analysis

QA3.12 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

The economic situation in (OUR COUNTRY)

	Better	Same	Worse	DK
EU27	20%	30%	46%	4%
Sex				
Male	22%	29%	45%	4%
Female	18%	31%	46%	5%
Age				
15-24	28%	28%	38%	6%
25-39	22%	30%	44%	4%
40-54	19%	31%	47%	3%
55 +	16%	30%	49%	5%
Education (End of)				
15-	16%	30%	49%	5%
16-19	19%	31%	46%	4%
20+	22%	30%	45%	3%
Still studying	27%	29%	38%	6%
Respondent occupation scale				
Self- employed	23%	29%	45%	3%
Managers	24%	26%	47%	3%
Other white collars	22%	34%	42%	2%
Manual workers	19%	31%	46%	4%
House persons	19%	31%	46%	4%
Unemployed	20%	27%	49%	4%
Retired	15%	31%	49%	5%
Students	27%	29%	38%	6%
Difficulties to pay bills				
Most of the time	16%	27%	53%	4%
From time to time	17%	30%	49%	4%
Almost never	22%	31%	43%	4%
Situation of national economy				
Good	28%	39%	30%	3%
Bad	18%	28%	50%	4%

Summary of the scorecard

The scorecard (Figure 55) shows that the current economic situation is rated negatively on the whole (EU27: -4.1), that the evolution over the past five years is rated much more negatively than positively (EU27: -72) and that the expectation for the next twelve months is mostly negative as well (EU27: -26).

The current situation is rated worst of all by citizens in the Southern/ Eastern Member States of Latvia (-8.3), Hungary (-7.3), Ireland (-6.5), Greece (-6.2) and Portugal (-5.9). On the contrary, citizens who rate it best of all are those in Denmark (+2.4), Luxembourg (+1.4) and Cyprus (+0.4).

In terms of the evolution of the situation, negative responses outweigh positive responses in all countries, however the highest incidence of negativity is found in Hungary (-88), followed by Spain (-87), Latvia (-82) and in the UK, Ireland and Belgium (all -81). While there are no countries where the positive responses are proportionally predominant, it is clear that the countries whose citizens are the most positive about the current situation are more likely than others to say the situation has not changed over the past five years. This is the case in Denmark (23% the same) and in Luxembourg (21%) while Cyprus (17%) shows relatively high levels of people saying it stayed the same as well.

Negative expectations for the coming twelve months outweigh positive ones everywhere and are most pronounced, as is the case with evolution ratings, in Hungary (-60) and Greece (-56). Again, in Denmark (43%) and Cyprus (42%), two of the countries whose citizens are the most positive about the current situation and the evolution, respondents are the most likely to expect the situation not to change in the next year.

Of the three candidates, respondents in Croatia are again most likely to rate the current situation worst (-6.8). Their negative ratings of the evolution (-76) and expectations (-53) also outweigh their positive ratings to a greater extent than in the other two candidate countries.

Figure 55 – Country ranking: Economic situation

COUNTRY RANKING: The economic situation in (OUR COUNTRY)

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	-4.1	--	-72	14%	--	-26	30%
DK	2.4	--	-37	23%	-	-10	43%
LU	1.4	--	-55	21%	--	-23	31%
CY	0.4	--	-53	17%	--	-42	42%
NL	0.1	--	-75	12%	--	-30	25%
FI	-0.2	--	-59	19%	--	-27	36%
SE	-1	--	-56	9%	--	-8	23%
AT	-1.4	--	-75	16%	--	-34	25%
PL	-1.8	--	-29	21%	-	-12	43%
SI	-2.8	--	-63	16%	--	-37	31%
DE	-3.2	--	-76	13%	--	-31	26%
BE	-3.4	--	-81	12%	--	-22	27%
SK	-3.7	--	-61	16%	--	-52	27%
MT	-3.8	--	-62	13%	--	-31	27%
FR	-4.3	--	-80	12%	--	-18	35%
CZ	-4.4	--	-78	13%	--	-54	28%
EE	-4.7	--	-64	10%	--	-38	24%
IT	-4.8	--	-70	21%	--	-23	34%
RO	-5.1	--	-55	22%	--	-26	33%
LT	-5.2	--	-77	8%	--	-33	27%
ES	-5.3	--	-87	8%	--	-20	26%
UK	-5.5	--	-81	8%	--	-18	26%
BG	-5.7	--	-65	19%	--	-39	33%
PT	-5.9	--	-77	14%	--	-40	32%
EL	-6.2	--	-79	15%	--	-56	30%
IE	-6.5	--	-81	7%	--	-46	26%
HU	-7.3	--	-88	8%	--	-60	18%
LV	-8.3	--	-82	7%	--	-39	27%
TR	-4.1	--	-41	21%	--	-24	28%
MK	-6.6	--	-58	19%	--	-39	25%
HR	-6.8	--	-76	16%	--	-53	27%

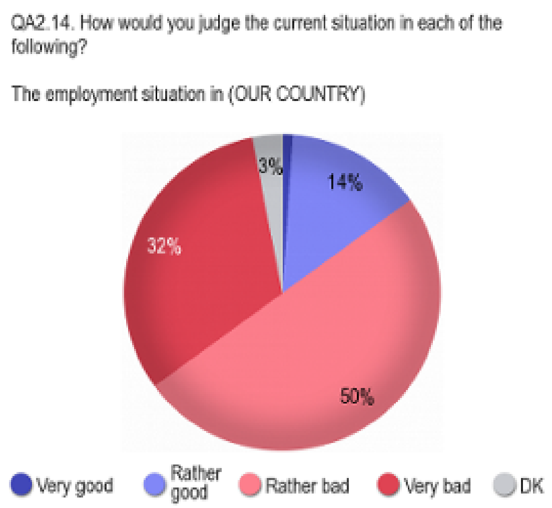
+ +	= the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'
+	= the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations
-	= the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations
- -	= the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'
=	= equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

2.2 Employment situation

- The vast majority of Europeans think the employment situation in their country is bad -

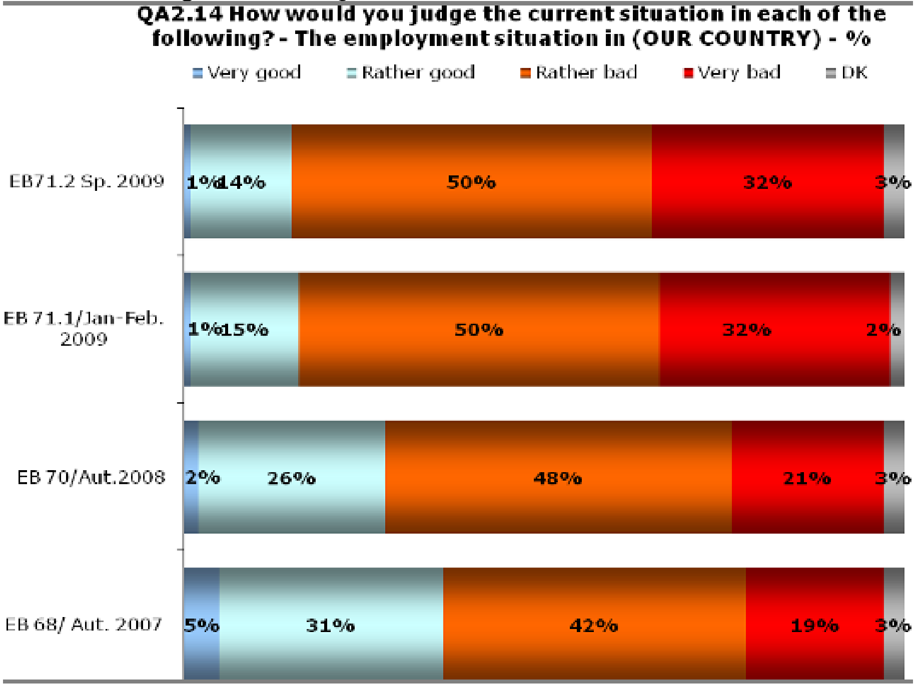
Eighty two percent of Europeans think the employment situation in their country is bad. About one in three (32%) judge the situation to be very bad. On the contrary, only 15% of citizens think the employment situation is good with only 1% saying that it is very good. A further three percent is undecided on the matter (Figure 56).

Figure 56 – QA2.14 EU average results



It appears that European opinion about the employment situation has become even more negative since 2007 when 61% of EU citizens said the situation was bad and 36% thought it was good (Figure 57).

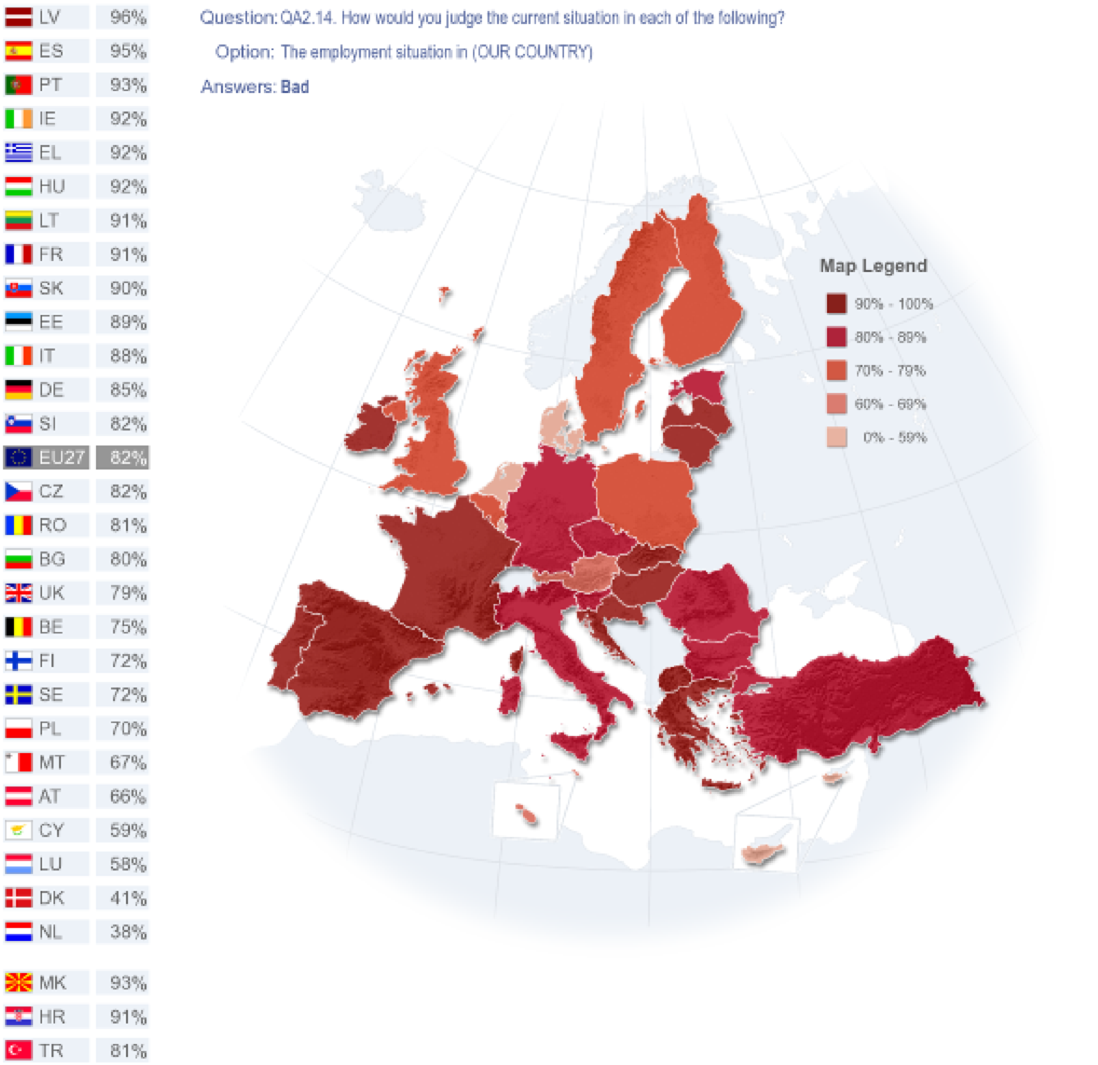
Figure 57 – QA2.14 trend data 2007-2009



In the majority of countries, most respondents judge the employment situation as being bad (Figure 58). This appears to be most prevalent however in the Eastern/Southern Member States, with the highest levels in Latvia (96%), Spain (95%), Portugal (93%), Hungary, Ireland and Greece (all 92%), Lithuania and France (both 91%) and Slovakia (90%).

There are two countries however in that the majority of citizens feel the employment situation is good. These are the Netherlands (59%) and Denmark (57%). Other Member States where there is a fairly high prevalence of citizens saying the situation is good - although they are the minority compared to those saying it is bad - include Luxembourg (37%), Cyprus (35%), Austria (33%), Finland (27%) and Sweden (26%) (Figure 59).In all three candidate countries more than 8 out of 10 people think that the employment situation is bad – 93% in the Former Yugoslav Republic of Macedonia, 91% in Croatia and 81% in Turkey.

Figure 58 – QA2.14 country results



Looking at a socio-demographic breakdown yields some interesting findings. Males (17%) are more likely than females (13%) to see the employment situation as good. The same pattern is evident when looking at age with younger respondents aged 15-24 (20%) being more likely to think the situation is good than any other age cohort. It furthermore shows that the more educated citizens are the less likely they are to say that they situation is bad – 78% of those who studied until age 20 or longer feel this way compared to 88% of those who studied until age 15 or before.

Occupation again shows a pattern that has been observed with other indicators earlier in this report. Managers (75%) and students (72%) are the least likely to feel that the employment situation is bad and, as could be expected, those who are unemployed are the most likely to think it is so (95%). Position on the social staircase also has a bearing. A high 88% of those who position themselves at the lower end judge the situation as bad, however it decreases to 74% amongst those who position themselves higher up the ladder.

Figure 59 – QA2.14 socio-demographic analsysis

QA2.14 How would you judge the current situation in each of the following?

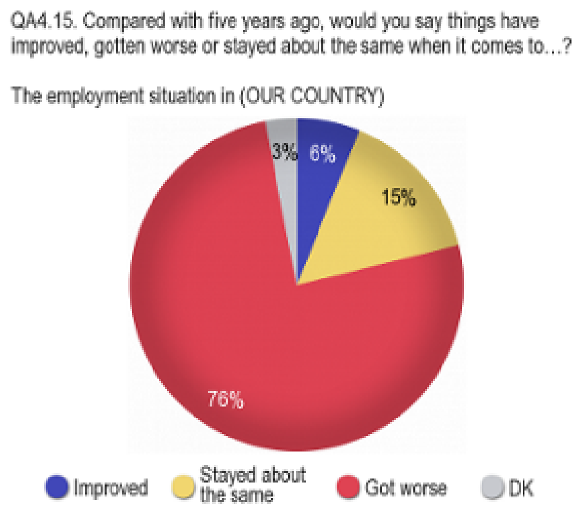
The employment situation in (OUR COUNTRY)

	Good	Bad	DK
EU27	15%	82%	3%
Sex			
Male	17%	81%	2%
Female	13%	84%	3%
Age			
15-24	20%	77%	3%
25-39	16%	82%	2%
40-54	15%	84%	1%
55 +	12%	84%	4%
Education (End of)			
15-	8%	88%	4%
16-19	14%	84%	2%
20+	20%	78%	2%
Still studying	23%	72%	5%
Respondent occupation scale			
Self- employed	17%	81%	2%
Managers	24%	75%	1%
Other white collars	19%	80%	1%
Manual workers	14%	84%	2%
House persons	12%	85%	3%
Unemployed	4%	95%	1%
Retired	11%	84%	5%
Students	23%	72%	5%
Self-positioning on the social staircase			
Low (1-4)	9%	88%	3%
Medium (5-6)	14%	84%	2%
High (7-10)	24%	74%	2%

- The vast majority of Europeans think the employment situation is worse than five years ago-

Three out of four European citizens (76%) think the employment situation in their country is worse now than five years ago. Fifteen percent say it stayed about the same, while 6% feel it has actually improved. A further three percent could not decide on the matter (Figure 60).

Figure 60 – QA4.15 EU average results

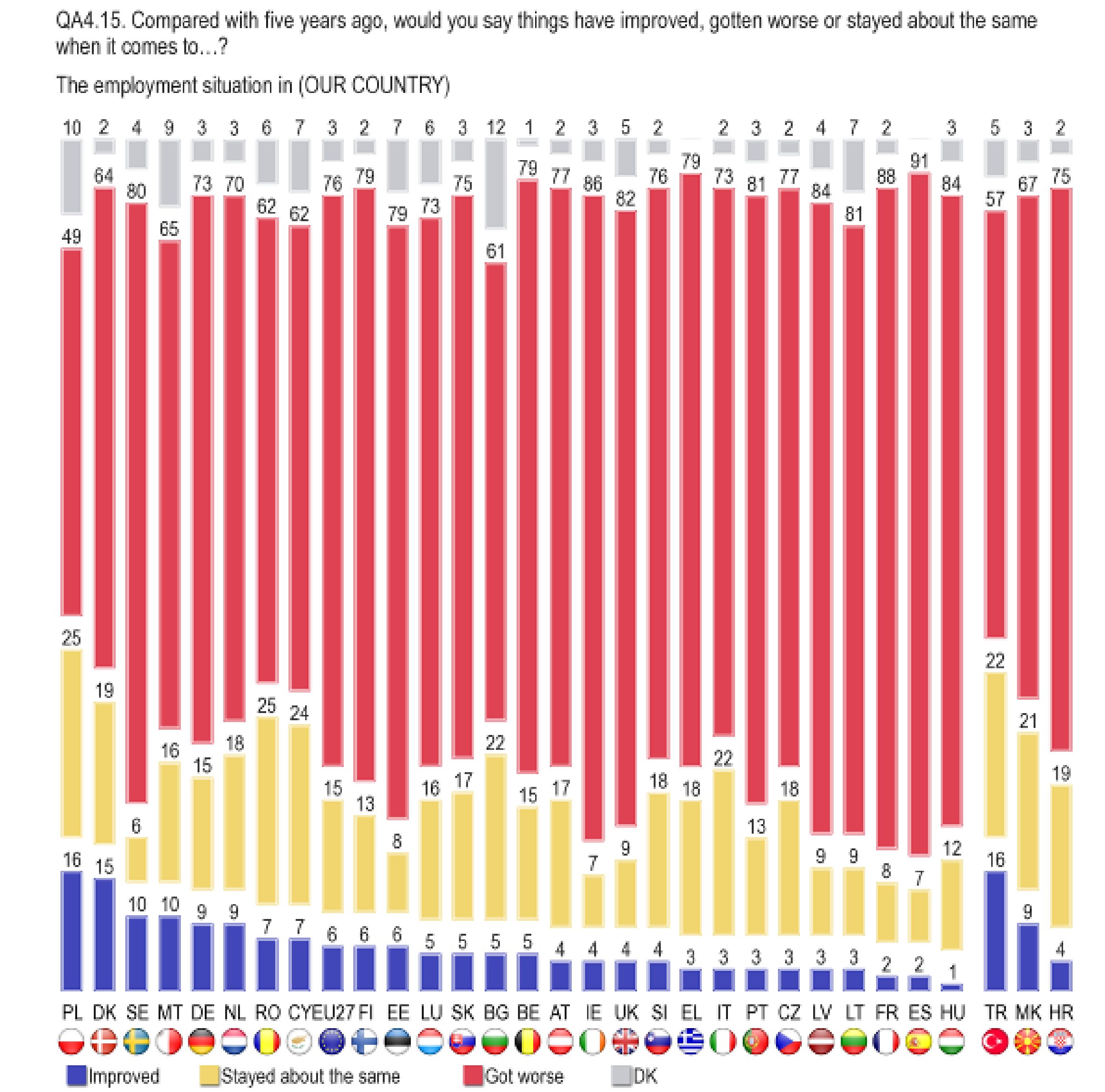


At the country level a similar picture emerges, with a large majority of citizens in all Member States reporting that the employment situation got worse in the past five years (Figure 61). This is particularly true in Spain (91%), France (88%), Ireland (86%), Latvia and Hungary (both 84%), the UK (82%), and Lithuania and Portugal (both 81%).In a number of countries there are relatively high levels of respondents who think the situation has not changed from five years ago, albeit still fewer than those who feel the situation is worse.

These countries are Poland and Romania (both 25%), Cyprus (24%), and Bulgaria and Italy (both 22%). The countries with the highest levels of respondents who think things have improved are Poland (16%) and Denmark (15%).

In the three candidate countries the majority of citizens also say the employment situation is worse than five years ago. This is the case for 75% of respondents in Croatia, 67% in the Former Yugoslav Republic of Macedonia and 57% in Turkey. In the latter country however there are also fairly high levels of those who say the situation remained unchanged (22%) and those who think it has improved (16%).

Figure 61 – QA4.15 country results



The socio-demographic analysis shows that women (78%) are more likely than men (74%) to state that the employment situation has worsened compared to five years ago. The same is true for older citizens, aged 55+ (79%) compared to younger citizens aged 15-24 (67%) (Figure 62).

Figure 62 – QA4.15 socio-demographic analysis

QA4.15 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

The employment situation in (OUR COUNTRY)

	Improved	Stayed about the same	Got worse	DK
EU27	6%	15%	76%	3%
Sex				
Male	8%	15%	74%	3%
Female	4%	14%	78%	4%
Age				
15-24	9%	16%	67%	8%
25-39	7%	16%	75%	2%
40-54	5%	15%	78%	2%
55 +	4%	13%	79%	4%
Education (End of)				
15-	3%	12%	82%	3%
16-19	5%	15%	77%	3%
20+	8%	15%	74%	3%
Still studying	9%	17%	64%	10%
Respondent occupation scale				
Self- employed	7%	18%	72%	3%
Managers	10%	15%	73%	2%
Other white collars	6%	17%	75%	2%
Manual workers	6%	15%	77%	2%
House persons	4%	15%	78%	3%
Unemployed	2%	9%	87%	2%
Retired	3%	14%	78%	5%
Students	9%	17%	64%	10%
Self-positioning on the social staircase				
Low (1-4)	4%	12%	80%	4%
Medium (5-6)	5%	15%	77%	3%
High (7-10)	9%	17%	71%	3%
Nat. situation of employment				
Good	19%	29%	48%	4%
Bad	3%	12%	82%	3%

Citizens' level of education is once again significant. The more educated respondents, who studied until age 20 or later (74%), are significantly less likely to think that the employment situation has deteriorated compared to their less educated counterparts who studied until age 15 or before (82%).

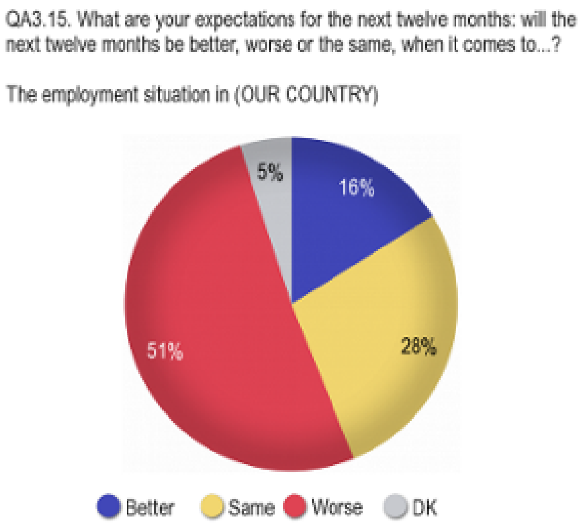
Respondents who position themselves lower down the social staircase (80%) are more inclined to think the economic situation is worse than 5 years ago vs. those who feel to be of a higher standing (71%).

The same is true for respondents who consider the current employment situation as bad as a majority of 82% expect decline. This is to be compared with 48% among those that feel that the current situation is good.

- One in two Europeans expect the employment situation to be worse in the next twelve months -

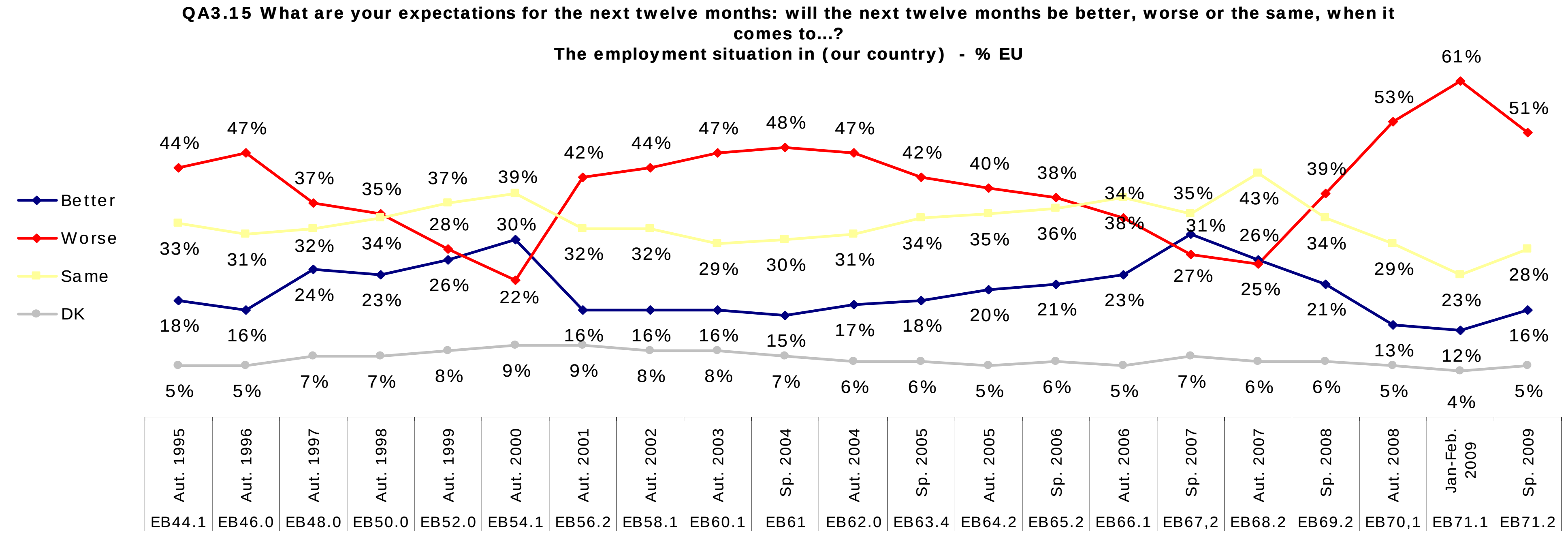
When asked about their expectations for the employment situation over the next twelve months, 51% of European citizens expect things to be worse. Twenty eight percent say it will remain unchanged and 16% think it will be better. A further five percent are undecided (Figure 63).

Figure 63 – QA3.15 EU average results



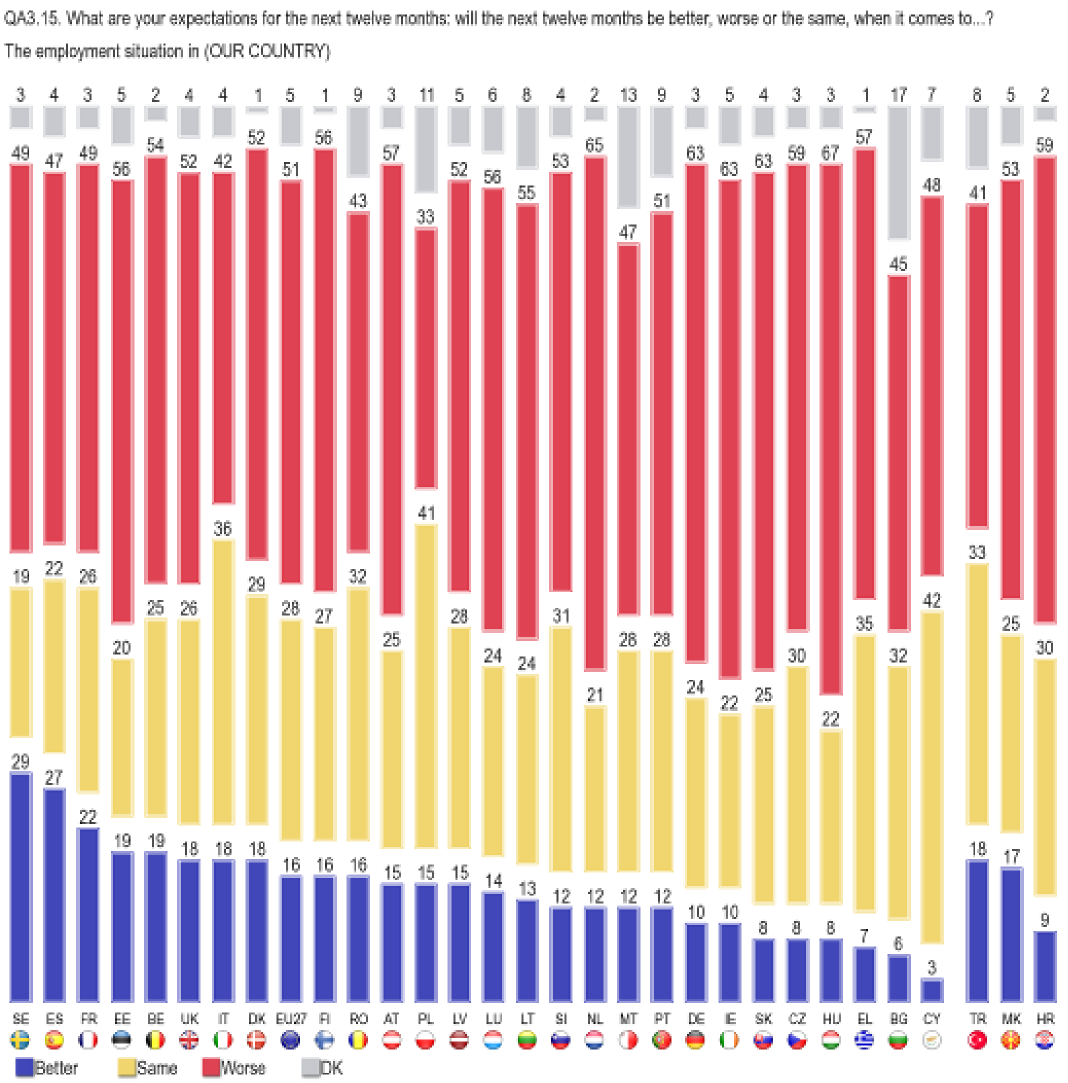
European opinion on this issue has fluctuated since 1995. Between 1995 and 1997 as well as 2001 and 2006, the majority of Europeans were negative in their outlook on the employment situation (Figure 64). Between 1998 and 2000 as well as 2006 and 2007, however, most people expected it to remain stable. Since 2007 when only 25% of citizens felt the outlook for the twelve months was bad there has been a sharp increase in negativity. Negative sentiment in this survey is down significantly though compared to January/February 2009 when it was at its highest point (61%) since 1995.

Figure 64 – QA3.15 trend data 1995-2009



Looking at the countries specifically, the majority of citizens in most Member States expect the employment situation to be worse in the next twelve months (Figure 65). The countries where this is most prevalent are Hungary (67%), the Netherlands (65%), and Slovakia, Ireland and Germany (all 63%).

Figure 65 – QA3.15 country results



Poland is an exception, where 33% expect the situation to deteriorate, 11% are undecided, 15% expect an improvement and the majority of citizens actually expect the situation to stay the same over the next year (41%). Member States where a relatively high number of citizens expect the situation to remain stable, although they are not a majority, are Cyprus (42%), Italy (36%) and Greece (35%). Sweden (29%), Spain (27%) and France (22%) have more citizens who feel the employment situation will be better than other countries, although they are the minority. In all the three candidate countries the majority of citizens also expect the situation to worsen – 59% in Croatia, 53% in the Former Yugoslav Republic of Macedonia and 41% in Turkey.

In terms of social-demographics gender does not have much influence on respondents' expectations about the employment situation in the next year, however age does to a large extent (Figure 66). Younger respondents in the 15-24 year age group (25%) are significantly more likely than those in the oldest 55 year+ (12%) age group to expect the situation to improve. Similarly, the more educated citizens are the more likely they are to expect an improvement: 17% of those who studied until age 20 or older, as opposed to 14% of those who studied until age 15 or before say the employment situation will likely be better in a year's time.

Respondents who already see the national employment situation as bad (54%) are more likely to expect it to deteriorate than those who see the current situation as good (37%). Furthermore, respondents who judge the current employment situation as good (37%) are less likely to expect decline that what those are that consider today's situation to be bad (54%).

Figure 66 – QA3.15 socio-demographic analysis

QA3.15 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

The employment situation in (OUR COUNTRY)

	Better	Same	Worse	DK
EU27	16%	28%	51%	5%
Sex				
Male	17%	28%	51%	4%
Female	15%	29%	51%	5%
Age				
15-24	25%	29%	39%	7%
25-39	19%	30%	48%	3%
40-54	15%	27%	55%	3%
55 +	12%	27%	55%	6%
Education (End of)				
15-	14%	27%	54%	5%
16-19	16%	29%	51%	4%
20+	17%	27%	53%	3%
Still studying	23%	31%	39%	7%
Respondent occupation scale				
Self- employed	19%	27%	51%	3%
Managers	17%	26%	55%	2%
Other white collars	17%	31%	49%	3%
Manual workers	15%	29%	52%	4%
House persons	17%	28%	51%	4%
Unemployed	22%	24%	52%	2%
Retired	11%	28%	54%	7%
Students	23%	31%	39%	7%
Self-positioning on the social staircase				
Low (1-4)	13%	26%	55%	6%
Medium (5-6)	18%	28%	50%	4%
High (7-10)	18%	30%	49%	3%
Nat. situation of employment				
Good	24%	36%	37%	3%
Bad	15%	27%	54%	4%

Summary of the scorecard

The scorecard (Figure 67) shows that the current employment situation is rated negatively on the whole (EU27: -4.4), that the evolution over the past five years is rated much more negatively than positively (EU27: -70) and that the expectation for the next twelve months is mostly negative as well (EU27: -35).

The evaluation of the current situation is most negative in Latvia (-7.2) followed by Ireland (-6.8), Spain (-6.4), Hungary (-6.3) and Portugal (-6.2). The situation is rated most positively in the Netherlands (+0.8) and Denmark (+0.6).

In terms of the evolution, negative ratings outweigh positive ones in all countries, and those countries with the most positive rating of the current situation do not rate the evolution mostly positively, nor do they show a relatively high incidence of people saying the situation stayed the same. Citizens who rate the current situation most negatively also tend to rate the evolution in the same way. This is the case in Spain (-89), France (-86), Hungary (-83), Ireland (-82) and Latvia (-81).

In terms of expectations, negative responses in all countries outweigh positive ones. This is most notable in Hungary (-59, the only country where citizens rate the current situation, the evolution and the expectation amongst the worst), as well as Slovakia (-55), Germany and the Netherlands (both -53).

While respondents in the Former Yugoslav Republic of Macedonia (-7.7) rate the current situation the worst of the candidates, citizens in Croatia rate the evolution most negative (-71) and they have the highest incidence of negative expectations as well (-50).

Figure 67 – Country ranking: Employment situation

COUNTRY RANKING: The employment situation in (OUR COUNTRY)

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	-4.4	--	-70	15%	--	-35	28%
NL	0.8	--	-61	18%	--	-53	21%
DK	0.6	--	-49	19%	--	-34	29%
LU	-0.9	--	-68	16%	--	-42	24%
CY	-1.5	--	-55	24%	--	-45	42%
AT	-1.7	--	-73	17%	--	-42	25%
FI	-2.2	--	-73	13%	--	-40	27%
SE	-2.4	--	-70	6%	--	-20	19%
BE	-2.8	--	-74	15%	--	-35	25%
PL	-3.2	--	-33	25%	-	-18	41%
MT	-3.4	--	-55	16%	--	-35	28%
DE	-4.1	--	-64	15%	--	-53	24%
SI	-4.1	--	-72	18%	--	-41	31%
CZ	-4.1	--	-74	18%	--	-51	30%
UK	-4.6	--	-78	9%	--	-34	26%
IT	-4.8	--	-70	22%	--	-24	36%
RO	-4.9	--	-55	25%	--	-27	32%
BG	-4.9	--	-56	22%	--	-39	32%
SK	-5.1	--	-70	17%	--	-55	25%
EE	-5.1	--	-73	8%	--	-37	20%
FR	-5.3	--	-86	8%	--	-27	26%
LT	-5.6	--	-78	9%	--	-42	24%
EL	-5.8	--	-76	18%	--	-50	35%
PT	-6.2	--	-78	13%	--	-39	28%
HU	-6.3	--	-83	12%	--	-59	22%
ES	-6.4	--	-89	7%	--	-20	22%
IE	-6.8	--	-82	7%	--	-53	22%
LV	-7.2	--	-81	9%	--	-37	28%
TR	-4.4	--	-41	22%	--	-23	33%
HR	-6.6	--	-71	19%	--	-50	30%
MK	-7.7	--	-58	21%	--	-36	25%

+ +	= the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'
+	= the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations
-	= the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations
- -	= the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'
=	= equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

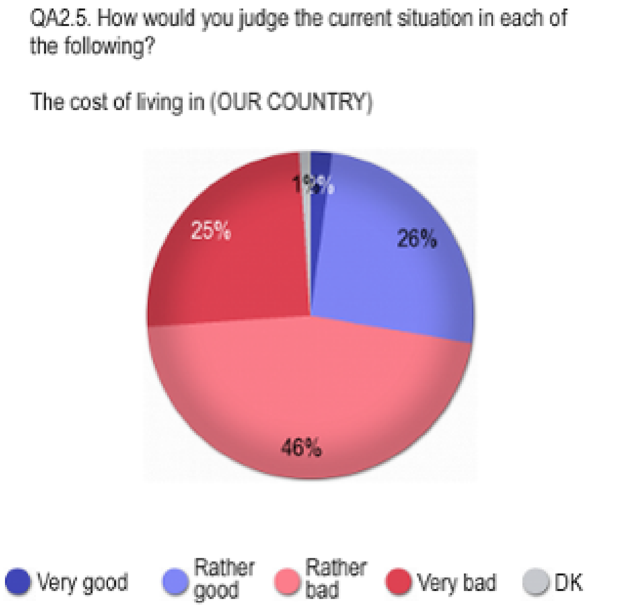
2.3 Cost of living

- The majority think the cost of living in their country is bad –

The survey shows that a quarter (25%) of respondents judge the cost of living in their country to be *very bad*. A further 46% see the situation as somewhat bad. This means that the vast majority of Europeans (71%) judge the cost of living in their country to be *very* or *rather* bad (Figure 68).

Twenty six percent are of the opinion that the cost of living in their country is rather good, and only a further 2% say it is very good. One percent of the sample cannot form an opinion on the matter.

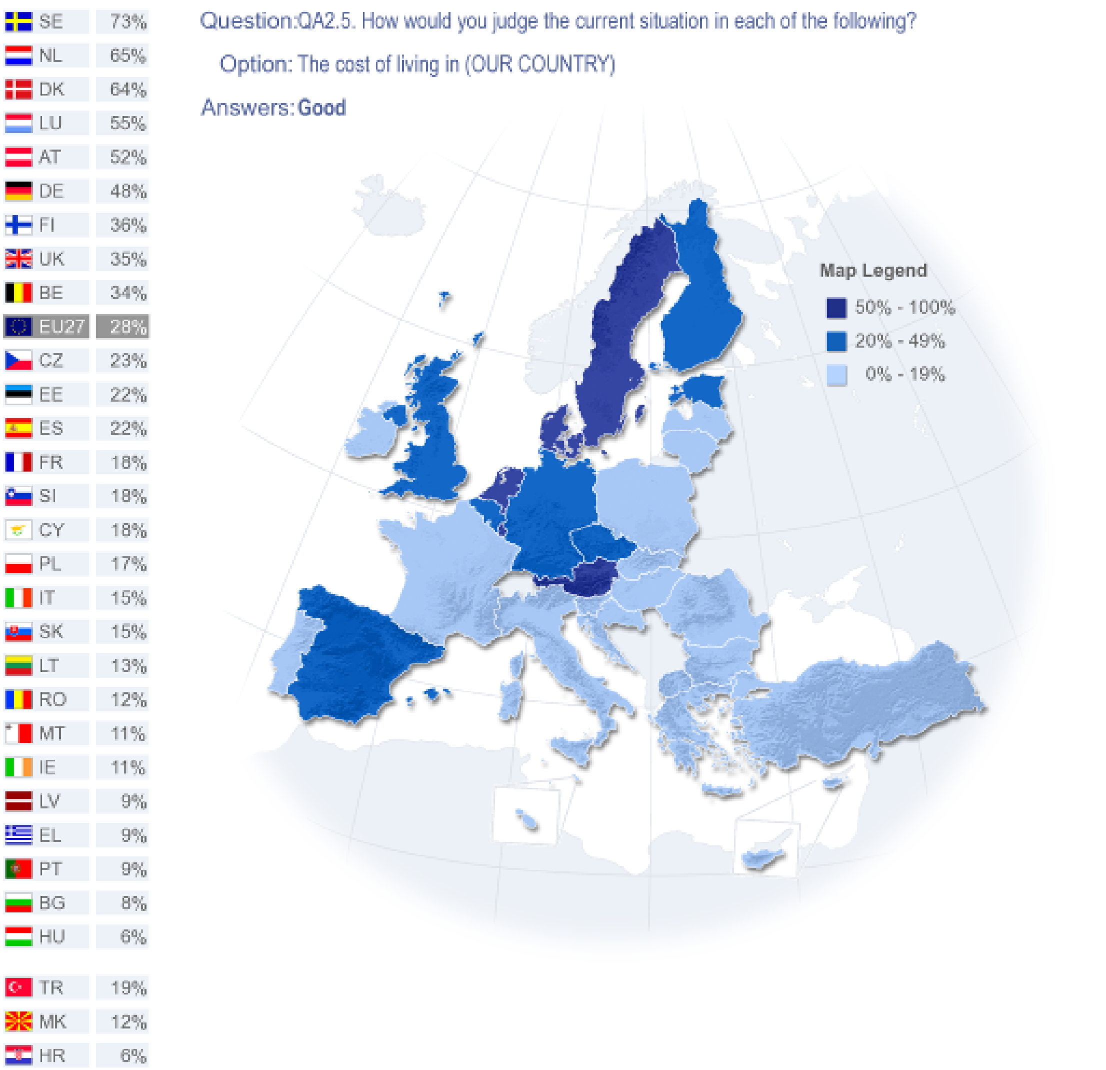
Figure 68 – QA2.5 EU average results



Analysis at a country level indicates vast differences in opinion between citizens of different Member States (Figure 69). The citizens in Sweden judge their cost of living the best with 73% saying that it is good, followed by citizens in the Netherlands (65%) and Denmark (64%). More than half the citizens in Luxembourg (55%) and Austria (52%) also feel that the cost of living in their respective countries is good.
On the contrary, in the majority of countries less than a fifth of respondents rate the cost of living as good: Hungary (6%), Bulgaria (8%), Latvia, Greece and Portugal (all

9%), Ireland and Malta (both 11%), Romania (12%), Latvia (13%), Slovakia and Italy (both 15%), Poland (17%), and Cyprus, Slovenia and France (all 18%).

Figure 69 – QA2.5 country results



In general, citizens of the Nordic EU Member States (Sweden 73%, Denmark 64%, Finland 36%) and those in the majority of Western/Northern Member States rate their cost of living better than citizens in the Eastern and Southern Member States, albeit with some exceptions – in France only 18% judge the cost of living as good and in Ireland only 11% feel it is good. Of the Eastern and Southern Member States, citizens in the Czech Republic (23%), Estonia and Spain (both 22%) rate their cost of living the best while in Hungary only 6% of citizens feel the cost of living is good.

Of the three candidate countries, respondents in Croatia judge their cost of living the worst (only 6% feel it was good), while 12% of respondents in the Former Yugoslav Republic of Macedonia and 19% of respondents in Turkey feel that way.

The socio-demographic breakdown shows many factors that have an influence on how the cost of living in one's country is judged (Figure 70). In terms of gender, men (31% saying it is good) are significantly more likely to judge the cost of living better than women (25%). Likewise, younger respondents aged 15-24 (30%) and older respondents aged 55+ (30%) judge the cost of living slightly better than those aged 25-54 (26%). This finding indicates that the age cohorts that represent the labour force are considerably more negative than other groups.

Figure 70 – QA2.5 socio-demographic analsysis

QA2.5 How would you judge the current situation in each of the following?

The cost of living in (OUR COUNTRY)

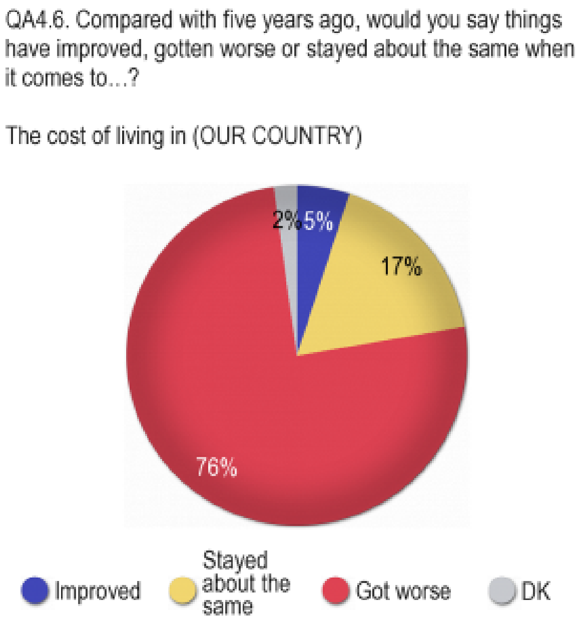
	Good	Bad	DK
EU27	28%	71%	1%
Sex			
Male	31%	68%	1%
Female	25%	74%	1%
Age			
15-24	30%	67%	3%
25-39	26%	73%	1%
40-54	26%	73%	1%
55 +	30%	69%	1%
Education (End of)			
15-	22%	77%	1%
16-19	24%	75%	1%
20+	37%	62%	1%
Still studying	34%	62%	4%
Respondent occupation scale			
Self- employed	30%	69%	1%
Managers	41%	58%	1%
Other white collars	28%	72%	0%
Manual workers	24%	75%	1%
House persons	25%	75%	0%
Unemployed	16%	83%	1%
Retired	29%	70%	1%
Students	34%	62%	4%
Difficulties to pay bills			
Most of the time	12%	87%	1%
From time to time	18%	81%	1%
Almost never	36%	63%	1%

The higher the level of education the more likely a respondent is to judge the cost of living as good. Of those who completed their studies at or after age 20, 37% say the cost of living is good; likewise 34% of those who are still studying. However this is higher than those who completed their education at 15 years of age or below (22% saying it is good) and those who completed their studies at age 16-19 (24% answers it is good). Managers rate the cost of living much better than respondents in any other occupation (41% answer that is good) followed by students (34%). As can perhaps be expected, respondents who are unemployed rate the cost of living the worst (only 16% saying it is good). Thirty six percent of those who say they almost never struggle to pay bills rate the cost of living as good compared to only 12% of those who report struggling to do so most of the time.

- The majority of Europeans feel the cost of living in their country has increased over the last 5 years –

Compared to 5 years ago, 76% of European Union citizens feel that the cost of living in their country got worse (Figure 71). Seventeen percent feel that is has stayed about the same and only 5% feel that he cost of living has improved. A further 2% are undecided.

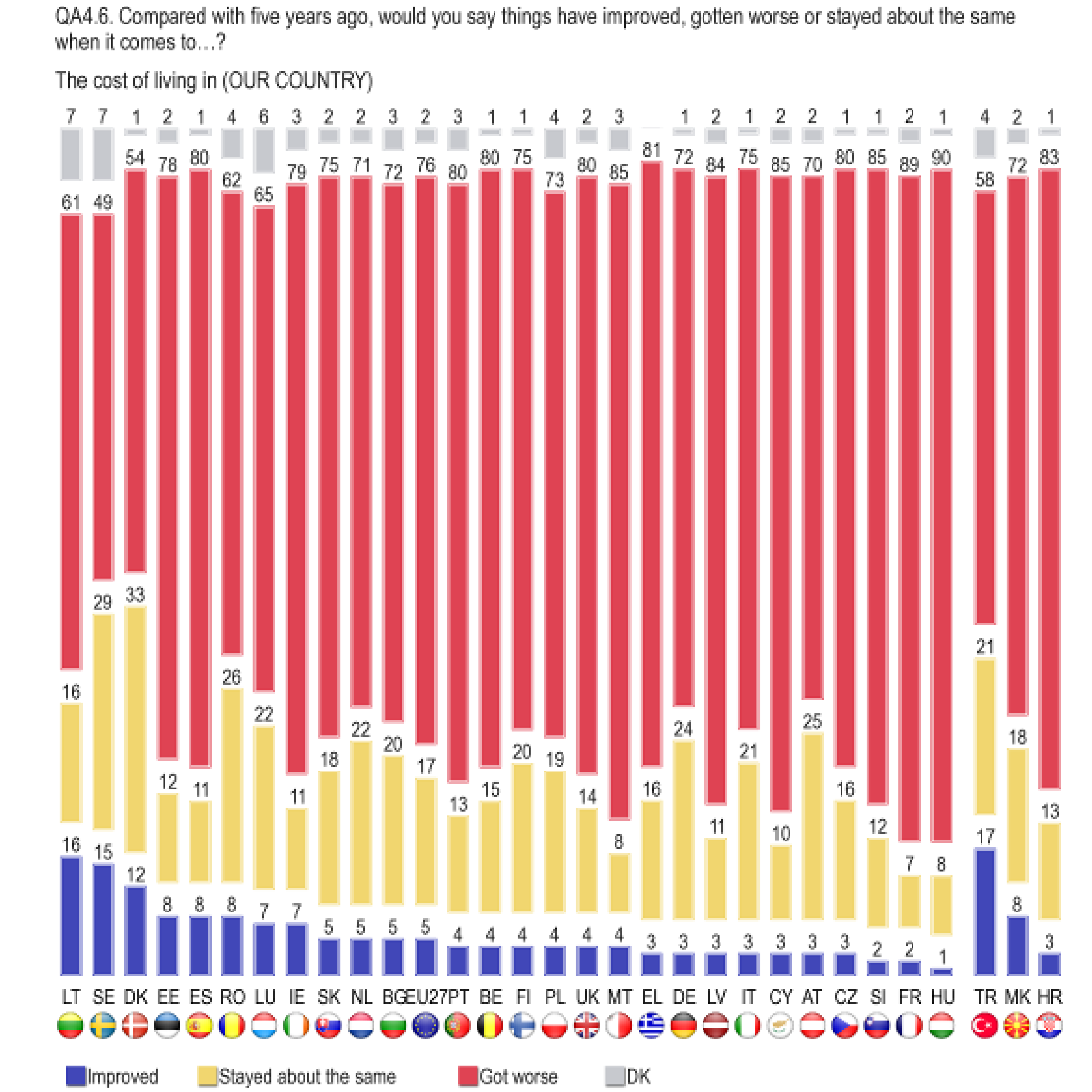
Figure 71 – QA4.6 EU average results



The picture looks no different at a country level, with the majority of respondents in every one of the Member States saying that the cost of living got worse over the past five years (Figure 72). This is most prevalent in Hungary (90%), France (89%), Slovenia, Cyprus and Malta (all 85%), and Latvia (84%).

While not a majority, citizens are more likely to say the situation stayed the same in Denmark (33%) and Sweden (29%) than in other countries. The highest incidence of respondents reporting that the situation actually improved is found in Lithuania (16%) and Sweden (15%).

Figure 72 – QA4.6 country results



The socio-economic breakdown indicates some interesting differences. Women (78%) are slightly more likely than men (74%) to say that the cost of living got worse over the past 5 years (Figure 73).

Figure 73 – QA4.6 socio-demographic results

QA4.6 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

The cost of living in (OUR COUNTRY)

	Improved	Stayed about the same	Got worse	DK
EU27	5%	17%	76%	2%
Sex				
Male	5%	19%	74%	2%
Female	4%	16%	78%	2%
Age				
15-24	7%	17%	69%	7%
25-39	5%	17%	77%	1%
40-54	4%	16%	79%	1%
55 +	4%	18%	77%	1%
Education (End of)				
15-	4%	17%	78%	1%
16-19	4%	16%	79%	1%
20+	6%	18%	75%	1%
Still studying	6%	18%	68%	8%
Respondent occupation scale				
Self- employed	6%	18%	75%	1%
Managers	6%	18%	75%	1%
Other white collars	5%	18%	75%	2%
Manual workers	4%	16%	78%	2%
House persons	4%	17%	77%	2%
Unemployed	3%	12%	83%	2%
Retired	3%	19%	77%	1%
Students	6%	18%	68%	8%
Difficulties to pay bills				
Most of the time	4%	13%	82%	1%
From time to time	4%	15%	79%	2%
Almost never	5%	19%	74%	2%

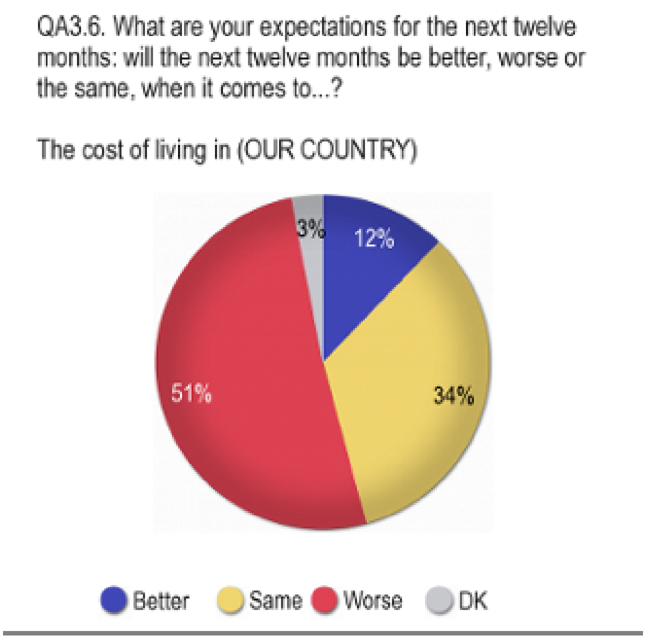
Respondents in the older age groups (25-39: 77%, 40-54: 79%, 55+: 77%) are also more likely than younger respondents, aged 15-24, (69%) to say that the cost of living got worse over the past 5 years. In terms of occupation, citizens who are unemployed (83%) are perhaps not surprisingly more likely than those in other occupations to say that the cost of living got worse over the past 5 years while students (68%) are the least likely to feel this way.

As could probably be expected, respondents who experience difficulties to pay bills are also more likely to say that the cost of living is worse compared to five years ago than those who do not report such problems. Those who say that they almost never struggle to pay bills (74%) are less likely to say that the cost of living has deteriorated in the past 5 years than those who struggle to pay bills from time to time (79%) and those who struggle to pay them most of the time (82%).

- One in two Europeans expect the cost of living in their country to worsen over the next year –

When asked what their expectations of the cost of living are for the next twelve months, 51% of respondents think it would be worse (Figure 74). Thirty four percent expect the cost of living to stay the same as it is currently while only 12% expect it to be better. Three percent are undecided.

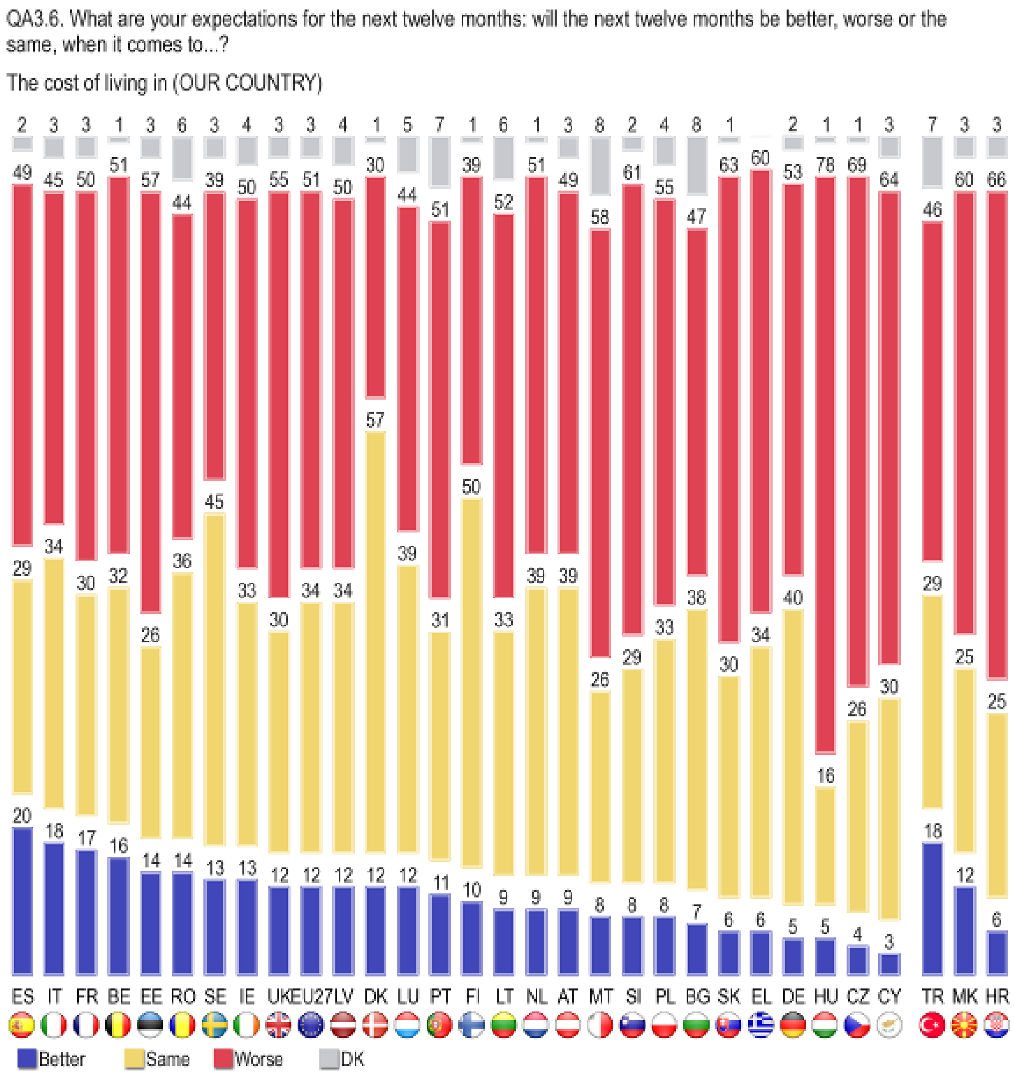
Figure 74 – QA3.6 EU average results



On a country level, most citizens in the majority of countries expect the situation to deteriorate over the next year, most notably in Hungary (78%), the Czech Republic (69%), Cyprus (64%), Slovakia (63%) and Greece (60%) (Figure 75).

Citizens in the Nordic EU Member States are most likely to expect the cost of living to remain stable over the next year (Denmark 57%, Finland 50%, and Sweden 45%). Citizens of Spain appear to be the most positive about the cost of living improving over the next year, with 20% saying it will be better, followed by citizens in Italy (18%), France (17%) and Belgium (16%). While not without exception, citizens in the Eastern Member States are seemingly less hopeful that the cost of living will improve than those in the Northern, Western and Southern Member States. Two clear exceptions are Romania where 14% say they expect the situation to improve and Latvia where 12% expect it to improve.

Figure 75 – QA3.6 country results



The three candidate countries present interesting differences regarding their expectation of the cost of living. In Turkey, citizens are as optimistic about the situation as the most optimistic Member States, with 18% expecting their cost of living to improve. On the contrary, in Croatia only 6% expect an improvement and 66% expect the situation to worsen, and in the Former Yugoslav Republic of Macedonia 12% expect the cost of living to improve and 60% expect it to worsen.

The socio-demographic data reveals a number of interesting differences, not least age (Figure 76). It appears that younger citizens are less likely to expect the cost of living to worsen (45% of those aged 15-24) while those in the 40-54 year old age group is the most likely to expect the situation to get worse (55%).

Figure 76 – QA3.6 socio-demographic analysis

QA3.6 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

The cost of living in (OUR COUNTRY)

	Better	Same	Worse	DK
EU27	12%	34%	51%	3%
Sex				
Male	12%	34%	51%	3%
Female	12%	33%	52%	3%
Age				
15-24	16%	34%	45%	5%
25-39	15%	33%	50%	2%
40-54	11%	33%	55%	1%
55 +	9%	35%	53%	3%
Education (End of)				
15-	11%	32%	54%	3%
16-19	11%	33%	54%	2%
20+	12%	37%	49%	2%
Still studying	17%	35%	42%	6%
Respondent occupation scale				
Self- employed	14%	35%	50%	1%
Managers	13%	38%	47%	2%
Other white collars	12%	35%	51%	2%
Manual workers	12%	32%	54%	2%
House persons	12%	32%	53%	3%
Unemployed	13%	28%	57%	2%
Retired	9%	35%	53%	3%
Students	17%	35%	42%	6%
Difficulties to pay bills				
Most of the time	12%	25%	60%	3%
From time to time	12%	30%	55%	3%
Almost never	12%	37%	49%	2%

As the level of education increases, respondents are less likely to expect the cost of living to get worse over the coming year. Forty nine percent of those who studied until age 20 or beyond expect the situation to worsen, compared to 54% of those who studied until age 16-19 or 15 and before. In terms of occupation, those who are unemployed are more negative than those in other occupations, with 57% expecting the cost of living to worsen over the next year. This is in contrast to 47% of those who are in management positions and 42% of students who say the cost of living will be worse. Last but not least, citizens who report difficulties to pay bills are more likely to say that the cost of living will worsen (60%) than those whose financial situation is better, with only 49% of them expecting a decline.

Summary of the scorecard

The scorecard (Figure 77) shows that the current rating of the cost of living is negative on the whole (EU27: -3), that the evolution over the past five years is rated much more negatively than positively (EU27: -71) and that the expectation for the next twelve months is also more negative than positive (EU27: -39).

The countries with the best mean scores on the current situation are the Northern/ Western Member States of Sweden (+1.9), Denmark and the Netherlands (both +1.4), Luxembourg (+0.4) and Austria (+0.2). The countries where the current situation is rated most negatively are the Eastern and Southern Member States of Latvia (-5.9), Bulgaria (-5.8), Ireland and Malta (both -5.6) and Portugal (-5.5).

When relating satisfaction of the current situation compared to five years ago, it is clear that in all countries the situation is rated worse, with the EU27 average index score being -71 and only 17% of EU citizens say the situation has stayed the same. The index scores on the evolution for Sweden (-34) and Denmark (-42), where the evaluation of the current situation was more positive than elsewhere, are relatively better than in other countries though but this is not the case in the Netherlands (-66).

Relatively high numbers of people in Sweden (29%) and Denmark (33%) also report the situation having stayed the same. The index scores on the evolution for Latvia (-81), where the evaluation of the current situation was more negative than elsewhere, was amongst the worst of all. Other countries where the index scores were the most negative are Hungary (-89), France (-87), Slovenia (-83) and Cyprus (-82). Looking at expectations for the coming twelve months, the index shows that EU citizens have a more negative outlook than a positive one (EU27 index score -39). This expectation is again the most negative in Hungary (-73) where the lowest percentage also expects the situation to stay the same (16%), followed by the Czech Republic (-65) and Cyprus (-61). The expectation is the least negative in the countries who are the most positive about the current situation and the evolution, namely Sweden (-26) and Denmark (-18) and these countries have of the highest percentages of people expecting the situation to stay the same (Sweden 45% and Denmark 57%).

Figure 77 – Country ranking: The cost of living

COUNTRY RANKING: The cost of living in (OUR COUNTRY)

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	-3	--	-71	17%	--	-39	34%
SE	1.9	--	-34	29%	-	-26	45%
DK	1.4	--	-42	33%	-	-18	57%
NL	1.4	--	-66	22%	--	-42	39%
LU	0.4	--	-58	22%	--	-32	39%
AT	0.2	--	-67	25%	--	-40	39%
DE	-0.5	--	-69	24%	--	-48	40%
FI	-1.3	--	-71	20%	-	-29	50%
BE	-2	--	-76	15%	--	-35	32%
UK	-2.3	--	-76	14%	--	-43	30%
CZ	-3.1	--	-77	16%	--	-65	26%
EE	-3.2	--	-70	12%	--	-43	26%
ES	-3.6	--	-72	11%	--	-29	29%
FR	-3.9	--	-87	7%	--	-33	30%
SI	-4.1	--	-83	12%	--	-53	29%
PL	-4.2	--	-69	19%	--	-47	33%
SK	-4.2	--	-70	18%	--	-57	30%
CY	-4.3	--	-82	10%	--	-61	30%
LT	-4.3	--	-45	16%	--	-43	33%
IT	-4.7	--	-72	21%	--	-27	34%
RO	-5.3	--	-54	26%	--	-30	36%
PT	-5.5	--	-76	13%	--	-40	31%
IE	-5.6	--	-72	11%	--	-37	33%
MT	-5.6	--	-81	8%	--	-50	26%
BG	-5.8	--	-67	20%	--	-40	38%
LV	-5.9	--	-81	11%	--	-38	34%
EL	-6.1	--	-78	16%	--	-54	34%
HU	-6.1	--	-89	8%	--	-73	16%
TR	-3.9	--	-41	21%	--	-28	29%
MK	-6.2	--	-64	18%	--	-48	25%
HR	-6.9	--	-80	13%	--	-60	25%

+ + = the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

+ = the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations

- = the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations

- - = the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

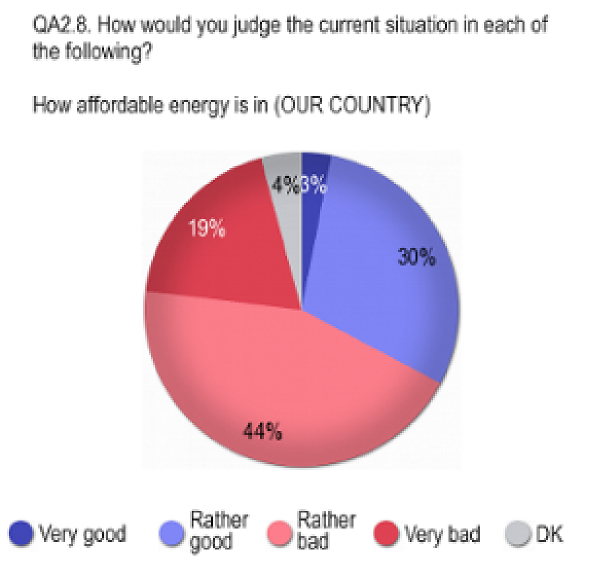
= = equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

2.4 Affordability of energy

- Most Europeans see the affordability of energy in their country as bad –

Sixty three percent Europeans judge the affordability of energy in their country to be bad, and 19% feel it is very bad (Figure 78). Thirty three percent of citizens say the affordability of energy is good, but only 3% think it is very good. Four percent do not have an opinion on the matter.

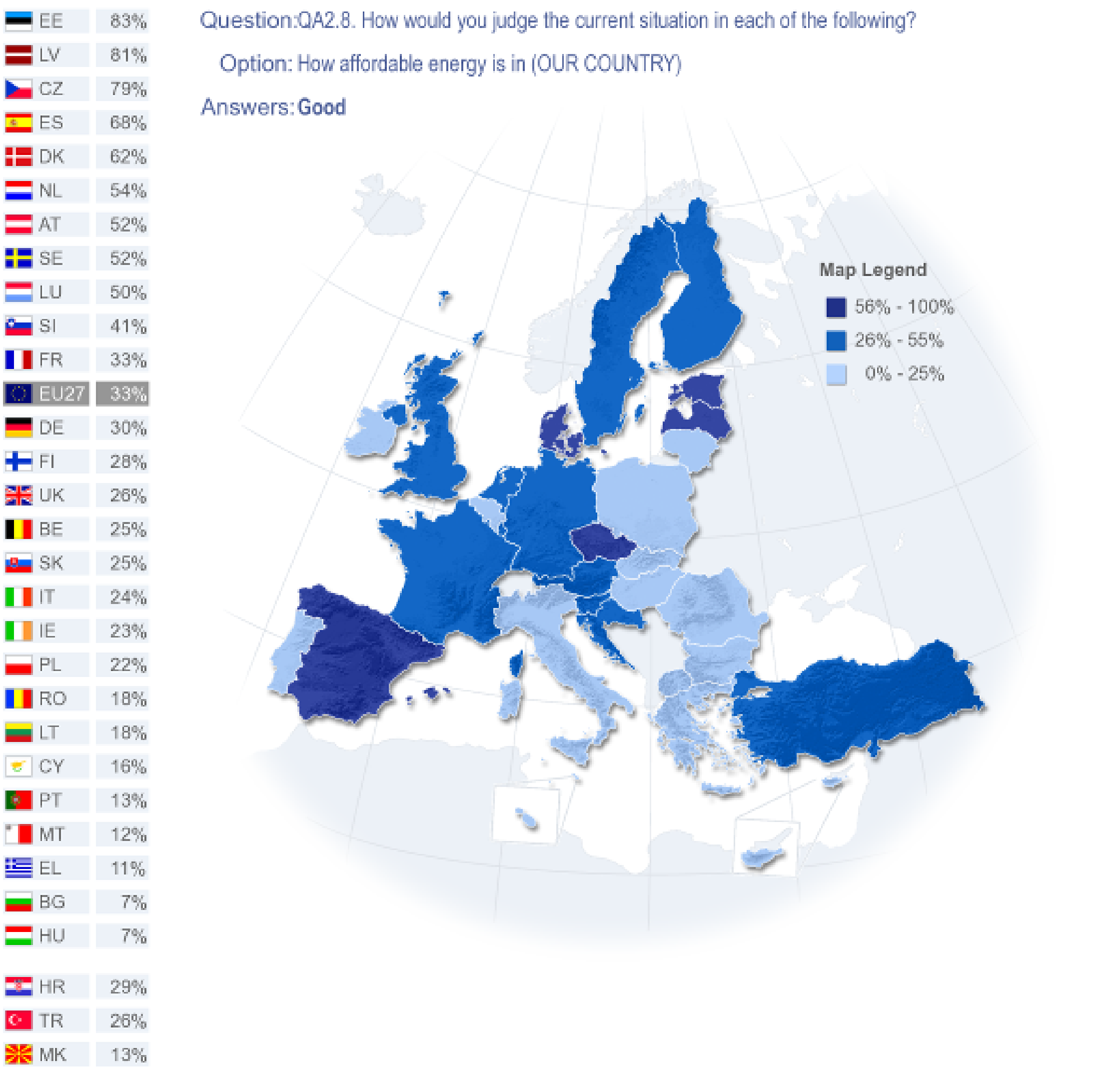
Figure 78 – QA2.8 EU average results



At the country level, it is interesting to note that there are no clear differences between Eastern and Western Member States (Figure 79). Rather, the three countries where the respondents rate the affordability of energy the best are the Eastern Member States of Estonia (83%), Latvia (81%) and the Czech Republic (79%), followed by Spain (68%) and Denmark (62%). The two countries who rate the affordability of energy the lowest are the Eastern Member States of Hungary and Bulgaria, where only 7% of respondents in each country say the affordability of energy is good.

Among the three candidates, citizens in Croatia rate the affordability of energy the best, with 29% saying it is good, followed by Turkey (26%). However, only 13% of respondents in the Former Yugoslav Republic of Macedonia feel the same way.

Figure 79 – QA2.8 country results



A number of large differences emerge in analysis of the socio-demographic breakdown (Figure 80). The younger citizens are, the more likely they are to say the affordability of energy is good (40% of 15-24 years old hold this view compared to 30% of those aged 55+). Students (42%) and respondents in managerial positions (40%) are also more likely to judge the situation as good than those who do manual work and those who are retired (both 30%). Citizens who are unemployed are the least likely of all to think that energy is affordable (27%).

Quite expectedly, struggling to pay ones' bills is also relevant here. Citizens who say they almost never have difficulties paying their bills are more likely to judge the affordability of energy is good (37%) compared to only 21% of those who say they struggle to pay bills most of the time.

Figure 80 – QA2.8 socio-demographic analysis

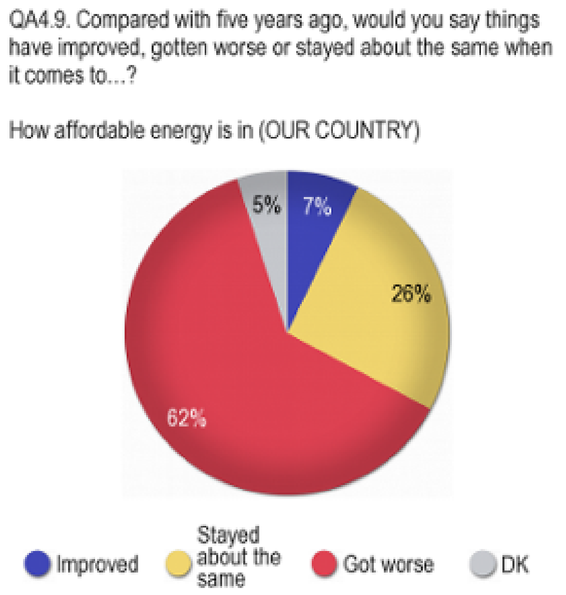
QA2.8 How would you judge the current situation in each of the following?
How affordable energy is in (OUR COUNTRY) - % EU

	Good	Bad	DK
EU27	33%	63%	4%
Sex			
Male	35%	61%	4%
Female	30%	65%	5%
Age			
15-24	40%	48%	12%
25-39	33%	65%	2%
40-54	31%	67%	2%
55 +	30%	66%	4%
Education (End of)			
15-	29%	67%	4%
16-19	30%	68%	2%
20+	38%	59%	3%
Still studying	42%	43%	15%
Respondent occupation scale			
Self- employed	32%	65%	3%
Managers	40%	59%	1%
Other white collars	35%	63%	2%
Manual workers	30%	67%	3%
House persons	35%	60%	5%
Unemployed	27%	69%	4%
Retired	30%	67%	3%
Students	42%	43%	15%
Difficulties to pay bills			
Most of the time	21%	76%	3%
From time to time	28%	69%	3%
Almost never	37%	59%	4%

- The majority of Europeans think the affordability of energy is worse than it was five years ago –

With respect to the affordability of energy compared to five years ago, 62% of respondents say that the situation has actually worsened (Figure 81). Twenty six percent think it has stayed about the same and only 7% feel it has improved. Five percent are undecided.

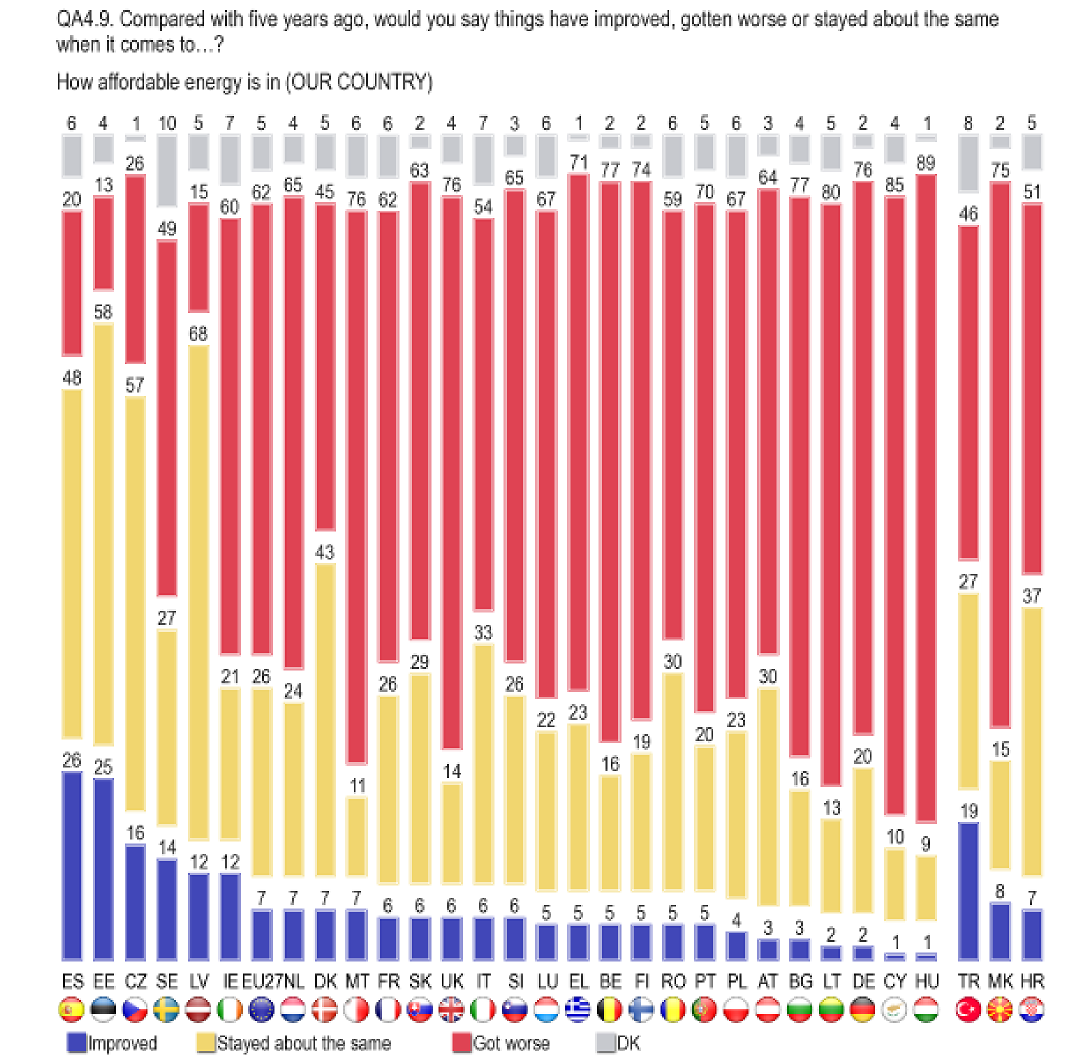
Figure 81 – QA4.9 EU average results



The majority of respondents in most countries say that the affordability of energy is worse compared to five years ago (Figure 82). Respondents in Hungary are most likely to say the situation is worse (89%), followed by those in Cyprus (85%), Lithuania (80%), Bulgaria and Belgium (both 77%).

Respondents in Spain (26%) and Estonia (25%) together with the Czech Republic (16%) were more likely than those in other countries to think the affordability of energy has actually improved.

Figure 82 – QA4.9 country results



In terms of socio-demographic analysis, age and occupation are relevant factors affecting perceptions of the affordability of energy (Figure 83). Older respondents are more likely to judge the affordability of energy as having worsened over the past five years. Sixty-six percent of those in the 55+ and 40-54 years old age groups think the situation is worse now compared to 49% of 15-24 years old.

Retired citizens and those in managerial positions are significantly more likely to say the affordability of energy has deteriorated (66% of both groups) than those in other occupations. This is in contrast to 55% of house persons and 46% of students who feel the same.

Moving on to difficulties to pay bills, it shows that the majority of all categories feel that things have worsened. Among those that struggle to pay their bills most of the time, 67% feel that energy prices got worse over the last five years. Similarly, 61% of those that almost never have difficulties to pay bills are of the same opinion.

Figure 83 – QA4.9 socio-demographic analysis

QA4.9 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

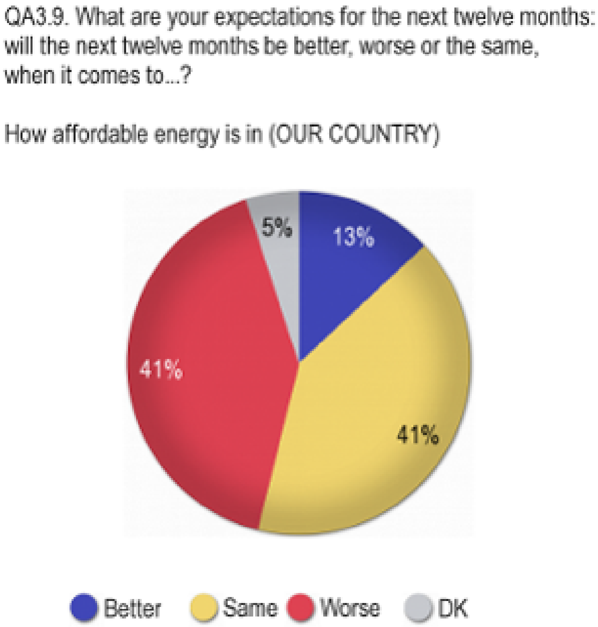
How affordable energy is in (OUR COUNTRY)

	Improved	Stayed about the same	Got worse	DK
EU27	7%	26%	62%	5%
Sex				
Male	9%	26%	61%	4%
Female	6%	27%	62%	5%
Age				
15-24	12%	26%	49%	13%
25-39	9%	28%	60%	3%
40-54	6%	26%	66%	2%
55 +	5%	26%	66%	3%
Education (End of)				
15-	6%	28%	62%	4%
16-19	7%	25%	65%	3%
20+	8%	26%	63%	3%
Still studying	12%	27%	46%	15%
Respondent occupation scale				
Self- employed	8%	30%	60%	2%
Managers	7%	25%	66%	2%
Other white collars	7%	28%	62%	3%
Manual workers	9%	23%	64%	4%
House persons	6%	32%	55%	7%
Unemployed	7%	25%	64%	4%
Retired	5%	26%	66%	3%
Students	12%	27%	46%	15%
Difficulties to pay bills				
Most of the time	7%	22%	67%	4%
From time to time	7%	25%	64%	4%
Almost never	8%	27%	61%	4%

- Europeans are divided on whether the affordability of energy will be the same or worse in the next year –

Regarding Europeans' expectations of the affordability of energy in the coming twelve months it is interesting to note that they are equally divided between those who expect it to remain the same and those who expect it to worsen (both 41%) (Figure 84). Only 13% anticipate the situation to improve, and a further 5% are undecided on the matter.

Figure 84 – QA3.9 EU average results

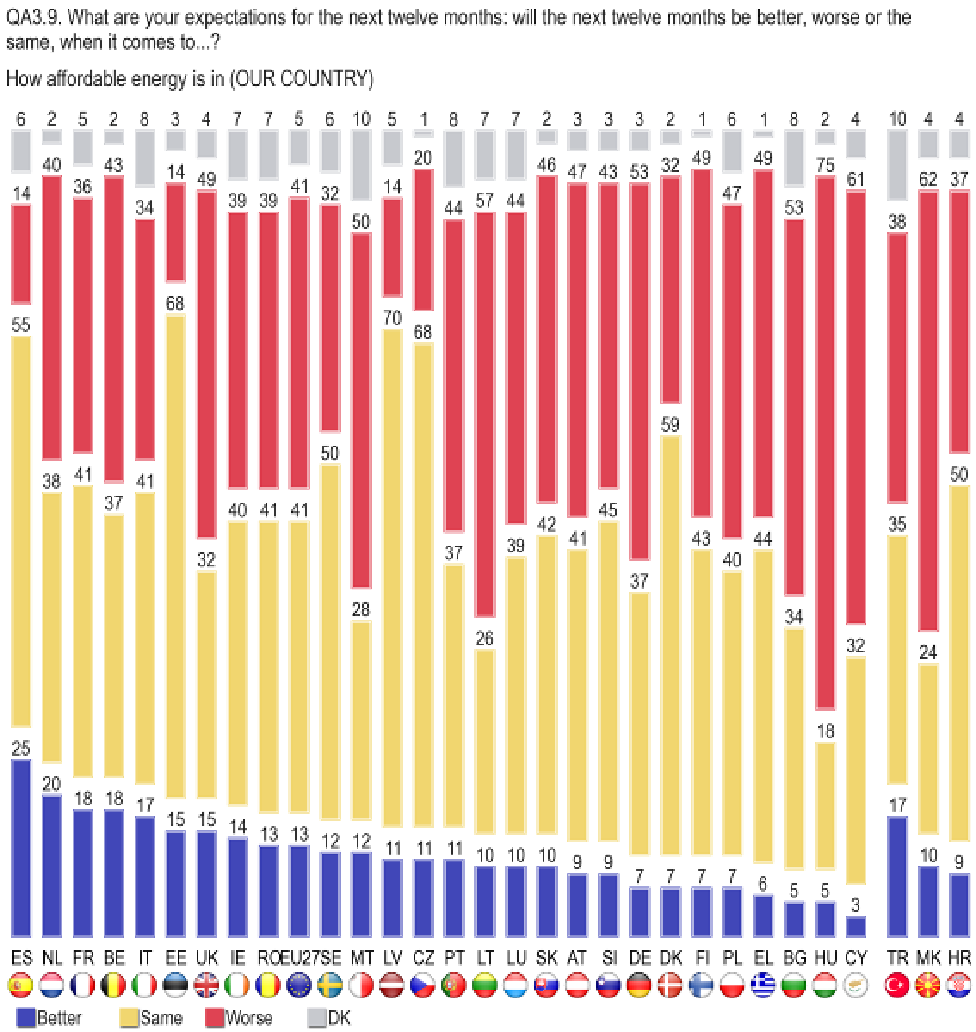


The majority view in most countries is that the affordability of energy will worsen over the next twelve months (Figure 85). The two countries where this view is most widely held are Hungary (75%) and Cyprus (61%). Some countries however are exceptions with most respondents in a country feeling that it would stay the same. These countries are Latvia (70%), the Czech Republic and Estonia (both 68%), Denmark (59%), Spain (55%), Sweden (50%), Slovenia (45%) and Greece (44%).

The countries in which respondents are most likely to say that the affordability of energy will improve over the next year, albeit that they are a minority, are Spain (25%), the Netherlands (20%), France and Belgium (both 18%) and Italy (17%).

Of the three candidate countries, respondents in Turkey were most positive about the affordability of energy in the coming year, with 17% expecting it to improve, 35% expecting it to stay the same and 38% expecting it to worsen. A further 10% were undecided. In Croatia most respondents think the situation will remain the same (50%) while the majority in the Former Yugoslav Republic of Macedonia feel it would worsen (62%).

Figure 85 – QA3.9 country results



The socio-demographic breakdown reveals several interesting factors, not least of which is age (Figure 86). The older citizens are the more likely to expect the affordability of energy to worsen. Forty-four percent of those aged 55+ expect the situation to worsen compared to 32% of those aged 15-24.

Students (29%) followed by white collar workers (37%) are the least likely of respondents in all occupations to expect the affordability of energy to deteriorate; rather these citizens expect the situation to stay the same (43% of students and 44% of white collar workers).

Difficulties to pay one's bills also influence one's expectation of the affordability of energy. Forty eight percent of those who say they struggle to pay their bills most of the time expect the situation to deteriorate compared to 40% of those who almost never struggle financially. It should be noted though that these citizens are not more likely to expect the situation to improve but rather they are more likely to expect it to stay the same. Forty three percent of those who almost never struggle to pay their bills expect the affordability of energy to remain the same compared to 33% of those who struggle to pay their bills most of the time.

Figure 86 – QA3.9 socio-demographic analysis

QA3.9 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

How affordable energy is in (OUR COUNTRY) - % EU

	Better	Same	Worse	DK
EU27	13%	41%	41%	5%
Sex				
Male	14%	41%	41%	4%
Female	13%	41%	41%	5%
Age				
15-24	17%	41%	32%	10%
25-39	17%	40%	40%	3%
40-54	13%	41%	43%	3%
55 +	9%	42%	44%	5%
Education (End of)				
15-	11%	40%	44%	5%
16-19	14%	40%	42%	4%
20+	14%	42%	41%	3%
Still studying	17%	43%	29%	11%
Respondent occupation scale				
Self- employed	16%	41%	41%	2%
Managers	15%	42%	41%	2%
Other white collars	16%	44%	37%	3%
Manual workers	14%	39%	43%	4%
House persons	13%	42%	39%	6%
Unemployed	14%	37%	44%	5%
Retired	9%	42%	44%	5%
Students	17%	43%	29%	11%
Difficulties to pay bills				
Most of the time	13%	33%	48%	6%
From time to time	14%	39%	43%	4%
Almost never	13%	43%	40%	4%

Summary of the scorecard

The scorecard (Figure 87) of country rankings for the affordability of energy shows that the evaluation of the current situation is negative with an overall mean score of -2.2. The mean scores of most of the Member States echo this negativity, and the situation is rated worst of all in Hungary and Bulgaria (both -5.9). There are some exceptions where the overall rating of the current situation is positive, and most notably so in Estonia (+3.8), the Czech Republic and Latvia (both +3.2), and Spain (+1.7).

The better-worse index of citizens' evaluation of the evolution of the affordability of energy over the past five years shows a very similar picture. First of all, the overall EU27 score of -55 shows that the situation is rated proportionally much more negative than positive. This is most pronounced however in Hungary (-88) where the least number of people also say the situation stayed the same (9%), followed by Cyprus (-84), Lithuania (-78), and Bulgaria and Germany (both -74). The evolution is rated proportionally most positive in mostly the same countries that rate the current situation the best, i.e. Estonia (+12) and Spain (+6). In these countries, respondents are also most likely to say the situation stayed the same (Estonia: 58%) and Spain: 48%). This was also the case in the Czech Republic (57%) and Latvia (68%).

In terms of expectations, Spain (+11) is the only country where positive expectations proportionally outweigh negative ones. Negative expectations outweigh positive ones in the same Member States where the ratings of the current situation and the evolution were also the most negative, namely Hungary (-70), Cyprus (-58), Bulgaria (-48) and Lithuania (-47).

The picture in the candidates is similar with respondents in the Former Yugoslav Republic of Macedonia rating the current situation worst (-6.4); their negative score for the evolution (-67) and the expectations (-52) also outweigh the positive ones the furthest.

Figure 87 – Country ranking: Affordability of energy

COUNTRY RANKING: How affordable energy is in (OUR COUNTRY)

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	-2.2	--	-55	26%	-	-28	41%
EE	3.8	+	+12	58%	=	...	68%
CZ	3.2	-	-10	57%	-	-9	68%
LV	3.2	=	...	68%	-	-3	70%
ES	1.7	+	+6	48%	+	+11	55%
DK	1.1	--	-38	43%	-	-25	59%
NL	0.3	--	-58	24%	--	-20	38%
SE	0.1	--	-35	27%	-	-20	50%
AT	0.1	--	-61	30%	--	-38	41%
LU	0	--	-62	22%	--	-34	39%
SI	-1.3	--	-59	26%	-	-34	45%
FR	-2	--	-56	26%	-	-18	41%
DE	-2.1	--	-74	20%	--	-46	37%
FI	-2.2	--	-69	19%	--	-42	43%
BE	-2.8	--	-72	16%	--	-25	37%
SK	-2.8	--	-57	29%	--	-36	42%
IT	-2.9	--	-48	33%	-	-17	41%
UK	-3.3	--	-70	14%	--	-34	32%
PL	-3.6	--	-63	23%	--	-40	40%
IE	-3.7	--	-48	21%	-	-25	40%
LT	-3.7	--	-78	13%	--	-47	26%
RO	-4	--	-54	30%	-	-26	41%
CY	-4.4	--	-84	10%	--	-58	32%
PT	-4.7	--	-65	20%	--	-33	37%
MT	-4.9	--	-69	11%	--	-38	28%
EL	-5	--	-66	23%	--	-43	44%
HU	-5.9	--	-88	9%	--	-70	18%
BG	-5.9	--	-74	16%	--	-48	34%
HR	-3.1	--	-44	37%	-	-28	50%
TR	-3.1	--	-27	27%	--	-21	35%
MK	-6.4	--	-67	15%	--	-52	24%

++ = the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

\+ = the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations

\- = the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations

-- = the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

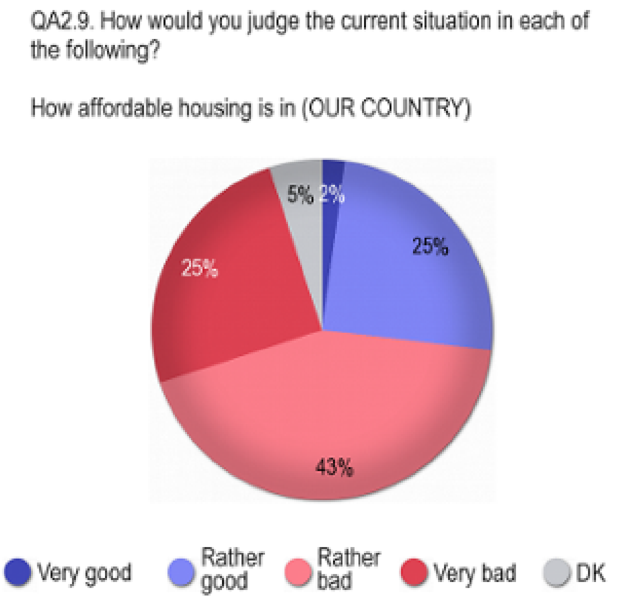
= = equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

2.5 Affordability of housing

- Two in three Europeans think the affordability of housing in their country is bad –

Two in three (68%) Europeans consider the affordability of housing in the country as bad, and one in four (25%) judge it as very bad (Figure 88). On the contrary, 27% of citizens rate the situation to be good, and only 2% judge it to be very good. Five percent do not have an opinion.

Figure 88 – QA2.9 EU average results

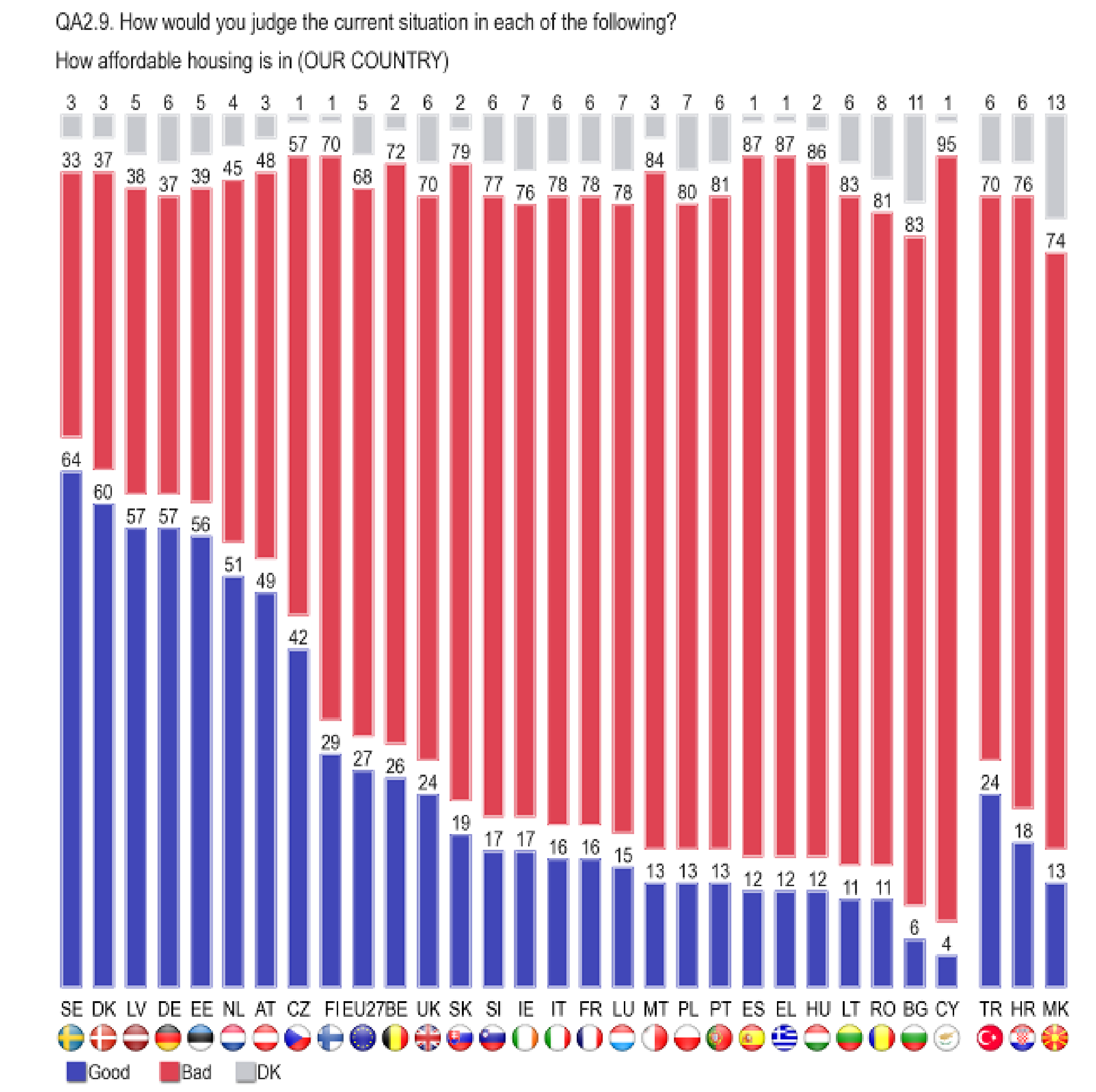


The majority of citizens in most countries judge the affordability of housing to be bad (Figure 89). However there are some exceptions where the majority actually judge the situation to be good, namely Sweden (64%), Denmark (60%), Latvia and Germany (both 57%), Estonia (56%), and the Netherlands (51%). In Austria, citizens are divided between those saying it is good (49%) and bad (48%).

A clear divide emerges between Eastern/Southern Member States and Northern/ Western Member States regarding the issue of housing with the majority of Eastern/Southern Member States representing the countries where respondents are most likely to say that the housing situation is poor. The countries whose citizens are most likely to say this are Cyprus (95%), Spain and Greece (both 87%), Hungary (86%), Malta (84%), Bulgaria and Lithuania (both 83%), Portugal and Romania (both 81%), and Poland (80%).

In the three candidate countries the majority of citizens rate the affordability of housing as bad. In Croatia, 76% of citizens feel it is bad, 74% of those in the Former Yugoslav Republic of Macedonia and 70% in Turkey.

Figure 89 – QA2.9 country results



In terms of socio-demographic characteristics, males (28%) are slightly more likely than females (25%) to judge the affordability of housing in their country as good

(Figure 90). Age is also relevant – respondents who are 55 years or older (65%) and those who are 15-24 (61%) are less likely than those aged 25-39 (73%) and those aged 40-54 (72%) to say the affordability of housing is bad. Citizens in managerial positions (34%) are more likely than those in other occupations to think that the affordability of housing is good while those who are unemployed (16%) are the least likely to say so.

As was seen before, the more likely someone is to say they are having difficulties to pay their bills, the more likely they are to feel that the affordability of housing is bad. Eighty one percent of those who have difficulties to pay their bills most of the time say the situation is bad compared to 62% of those who almost never struggle to pay their bills.

Figure 90 – QA2.9 socio-demographic analysis

QA2.9 How would you judge the current situation in each of the following?

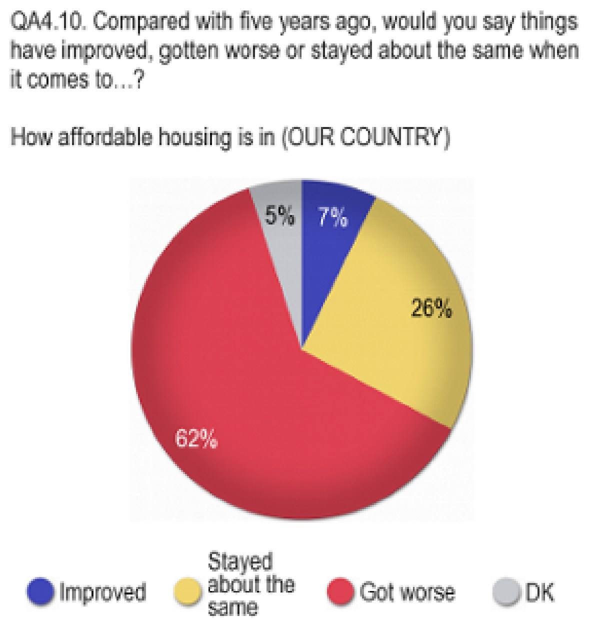
How affordable housing is in (OUR COUNTRY)

	Good	Bad	DK
EU27	27%	68%	5%
Sex			
Male	28%	67%	5%
Female	25%	69%	6%
Age			
15-24	29%	61%	10%
25-39	25%	73%	2%
40-54	26%	72%	2%
55 +	28%	65%	7%
Education (End of)			
15-	23%	70%	7%
16-19	26%	70%	4%
20+	31%	67%	2%
Still studying	29%	59%	12%
Respondent occupation scale			
Self- employed	28%	69%	3%
Managers	34%	64%	2%
Other white collars	28%	70%	2%
Manual workers	25%	72%	3%
House persons	23%	72%	5%
Unemployed	16%	80%	4%
Retired	28%	64%	8%
Students	29%	59%	12%
Difficulties to pay bills			
Most of the time	15%	81%	4%
From time to time	19%	77%	4%
Almost never	33%	62%	5%

- The majority of Europeans are of the opinion that the affordability of housing has worsened in the past five years -

Sixty two percent of respondents feel the affordability of housing is worse now compared with five years ago (Figure 91). Twenty six percent say it stayed about the same, and only 7% feel the situation has improved. Five percent of respondents are unsure about this matter.

Figure 91 – QA4.10 EU average results

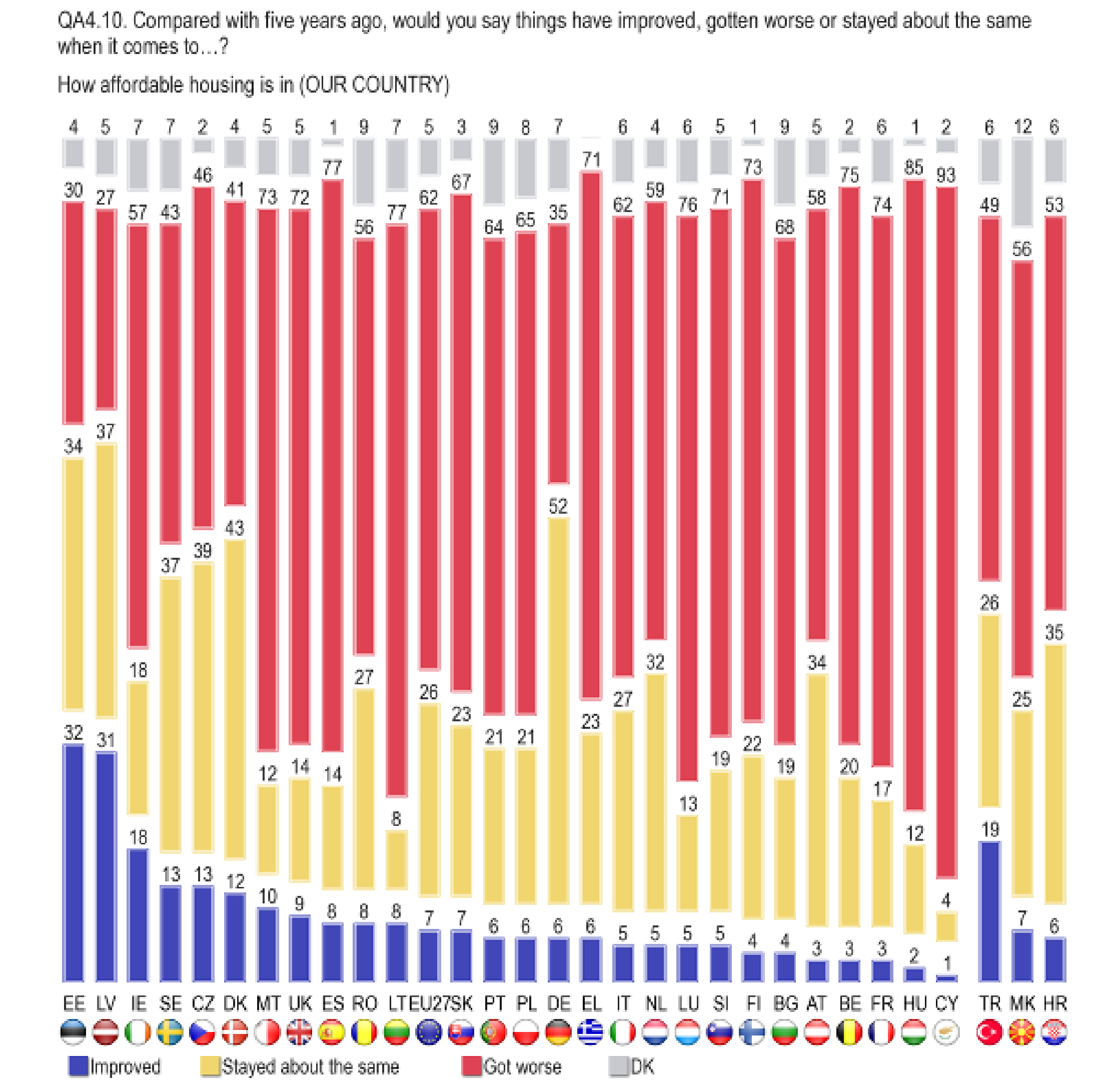


On a country level, most respondents in the vast majority of Member States rated the affordability of housing worse compared to five years ago (Figure 92). Most notably, the countries in which respondents are the most likely to report that the situation is worse are Cyprus (93%), Hungary (85%), Spain and Lithuania (both 77%), Belgium (75%) and France (74%).

Exceptions where the majority of citizens think that the situation has stayed the same over the past five years are Germany (52%), Denmark (43%), Latvia (37%), Estonia (34%) and Austria (both 34%). In Estonia (32%) and Latvia (31%) there is also a considerable number of citizens who feel the situation has improved, unlike in Germany (6%) and Denmark (12%).

In the three candidate countries, most citizens think the situation has worsened. Although a minority, those in Turkey are the most likely to say that their situation has improved (19%) compared to 6% in Croatia and 7% in the Former Yugoslav Republic of Macedonia.

Figure 92 – QA4.10 country results



In terms of socio-demographics, a number of significant differences are evident (Figure 93). These include age, where younger respondents are less likely to answer that the affordability of housing became worse in the past five years than older respondents (55% of 15-24 years old say this compared to 65% of 25-49 years old, 64% of those aged 40-54 and 61% of those aged 55+). Education is also of relevance; those who are more educated are less likely to say the situation is worse, compared with those who are less educated. Sixty percent of those who completed their studies at age 20 or later say the situation is worse compared to 64% amongst those who completed their studies at age 16-19 and age 15 or earlier. Citizens who are unemployed are once again significantly more likely than those in any occupation to say the affordability of the housing situation has worsened (70%) while students are the least likely to hold that view (53%). As was seen before, difficulties to pay the bills also have an impact on one's judgement of the evolution of the affordability of housing. Those who have difficulties to pay their bills most of the time (72%) are much more likely to judge the situation has deteriorated compared with those who state they almost never struggle to pay their bills (58%).

Figure 93 – QA4.10 socio-demographic analysis

QA4.10 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

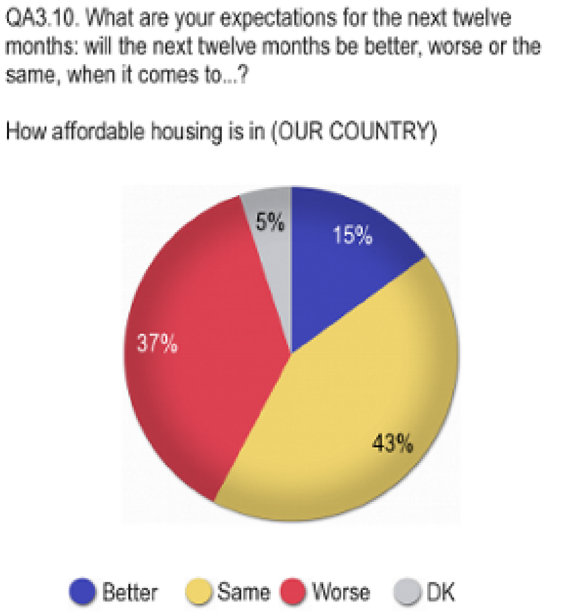
How affordable housing is in (OUR COUNTRY)

	Improved	Stayed about the same	Got worse	DK
EU27	7%	26%	62%	5%
Sex				
Male	7%	27%	61%	5%
Female	5%	26%	63%	6%
Age				
15-24	9%	24%	55%	12%
25-39	8%	24%	65%	3%
40-54	6%	27%	64%	3%
55 +	5%	28%	61%	6%
Education (End of)				
15-	6%	25%	64%	5%
16-19	6%	26%	64%	4%
20+	8%	28%	60%	4%
Still studying	9%	24%	53%	14%
Respondent occupation scale				
Self- employed	7%	28%	61%	4%
Managers	8%	29%	60%	3%
Other white collars	7%	29%	61%	3%
Manual workers	7%	24%	65%	4%
House persons	6%	27%	62%	5%
Unemployed	6%	20%	70%	4%
Retired	5%	28%	61%	6%
Students	9%	24%	53%	14%
Difficulties to pay bills				
Most of the time	4%	20%	72%	4%
From time to time	6%	23%	67%	4%
Almost never	7%	29%	58%	6%

- A small majority of Europeans think housing affordability will stay the same in the next year -

When asked about their expectations in terms of the affordability of housing in the next twelve months, most respondents (43%) expect it to remain the same and 37% expect the situation to decline (Figure 94). Fifteen percent expect the situation to improve while 5% are undecided on the matter.

Figure 94 – QA3.10 EU average results



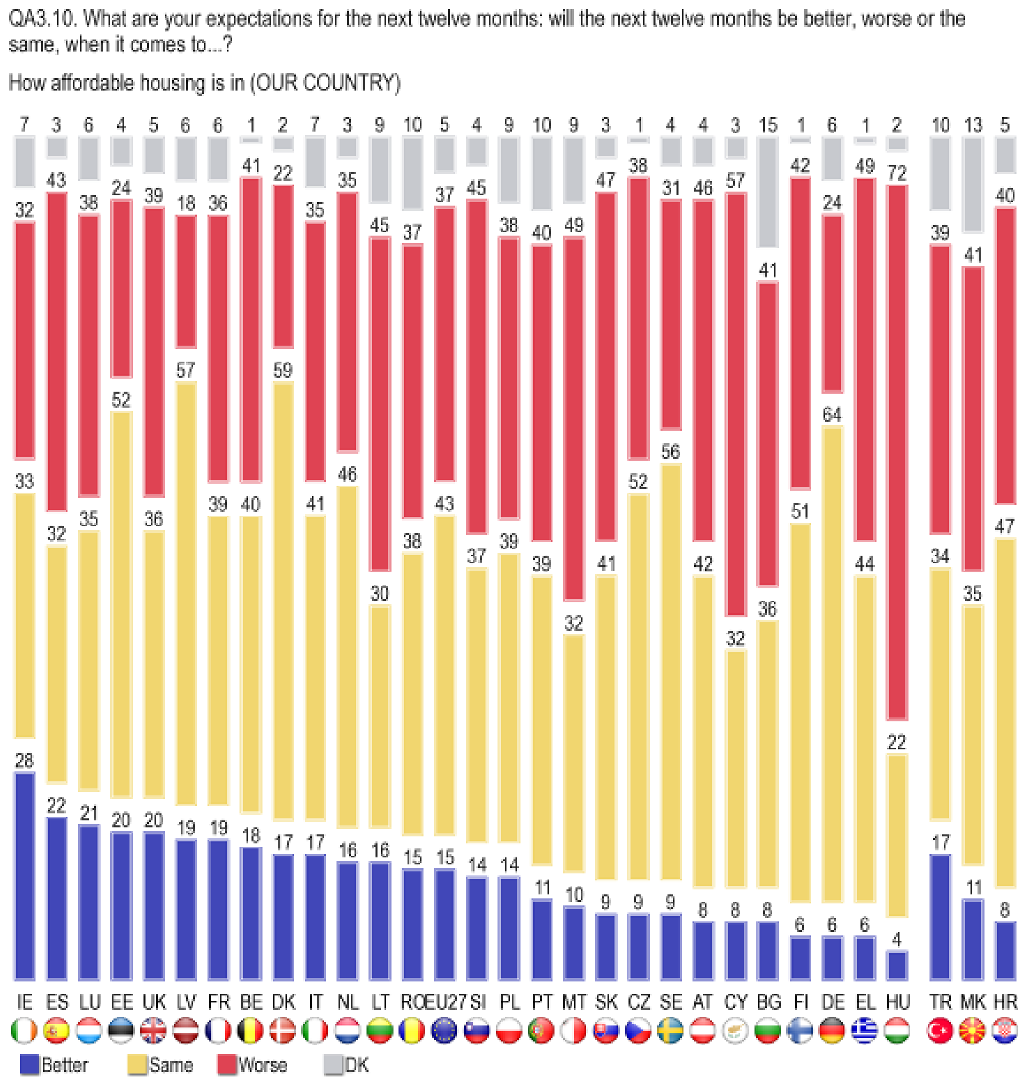
Responses to the question about housing affordability over the next year were quite varied between Member States (Figure 95). The majority of respondents in fourteen Member States say that the situation will worsen while the majority in thirteen Member States feels it will stay the same. Respondents in Hungary (72%) are by far the most likely to think it will deteriorate, followed by those in Cyprus (57%), Malta and Greece (49% both) and Slovakia (47%).

Respondents in Germany (64%) are the most likely of all to expect the situation to remain unchanged, followed by those in Denmark (59%), Latvia (57%) and Sweden (56%).

In five Member States respondents are almost equally divided between these two options, i.e. Ireland (32% worse, 33% stay the same), Belgium (41% worse, 40% stay the same), Romania (37% worse, 38% stay the same), Poland (38% worse, 39% stay the same) and Portugal (40% worse, 39% stay the same).

Citizens in Eastern and Southern Member States tend to say housing affordability will worsen while those in Northern and Western Member States tend to expect it will stay the same. Citizens in Ireland are the most likely to say that the affordability of housing will improve (28%), although they are still in the minority.

Figure 95 – QA3.10 country results



The socio-economic breakdown shows some interesting differences (Figure 96). The younger citizens are the more likely to state that housing affordability will improve in the next five years (19% of 15-24 years vs. 10% of those aged 55+), while older people are more likely to expect the situation to remain stable (46% of those aged 55+ compared to 38% of 15-24 year olds). The level of education is also of relevance. The more educated a respondent is the more likely he or she is to anticipate housing affordability to improve (11% of those who finished schooling by age 15 or before vs. 16% of those who finished schooling by age 20 or later feel this way). Occupation is another influential factor, with citizens who are retired (10%) and house persons (11%) significantly less likely than those in other occupations to say that the situation will get better, and students (20%) the most likely to feel that it will improve.

Figure 96 – QA3.10 socio-demographic analysis

QA3.10 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

How affordable housing is in (OUR COUNTRY)

	Better	Same	Worse	DK
EU27	15%	43%	37%	5%
Sex				
Male	15%	44%	36%	5%
Female	14%	42%	38%	6%
Age				
15-24	19%	38%	34%	9%
25-39	18%	42%	37%	3%
40-54	14%	44%	38%	4%
55 +	10%	46%	37%	7%
Education (End of)				
15-	11%	43%	39%	7%
16-19	14%	43%	38%	5%
20+	16%	47%	33%	4%
Still studying	20%	38%	32%	10%
Respondent occupation scale				
Self- employed	17%	46%	33%	4%
Managers	17%	48%	32%	3%
Other white collars	18%	45%	34%	3%
Manual workers	15%	42%	39%	4%
House persons	11%	44%	40%	5%
Unemployed	15%	36%	45%	4%
Retired	10%	45%	37%	8%
Students	20%	38%	32%	10%
Difficulties to pay bills				
Most of the time	13%	33%	48%	6%
From time to time	14%	39%	42%	5%
Almost never	15%	47%	32%	6%

Also of relevance are financial conditions: Citizens who almost never struggle to pay their bills (47%) are most likely to answer that the housing situation will stay the same as opposed to those who struggle to pay bills most of the time (33%). The latter are more likely to think the situation will worsen (48%) than the former (32%).

Summary of the scorecard

The scorecard (Figure 97) shows that the current rating of the affordability of housing is negative on the whole (EU27: -3.1), that the evolution over the past five years is rated more negatively than positively (EU27: -55) and that the expectation for the next twelve months is also more negative than positive (EU: -22).

The overall rating of the current situation is most negative in the Eastern and Southern Member States of Bulgaria (-6.4), Lithuania (-5.6), Romania (-5.4), Spain (-5.3) and Hungary (-5.1). There are some exceptions where the mean score rating of the situation is positive, and mostly so in Sweden and Estonia (both +1.1), Denmark (+0.9), Germany and Latvia (both +0.7).

In Cyprus, the evolution of the situation compared with five years ago is rated most negative of all with an index score of (-92). In Hungary (-83) there is also a strong tendency to rate the evolution more negatively than positively. Citizens in Latvia (+4) who rate the current situation positively are also likely to judge the evolution more positively than negatively, while citizens in Germany (52%) and Denmark (43%) are more inclined of all to say the situation has not changed.

In terms of expectations, Latvia is the only country where positive and negative expectations outweigh each other. In Hungary (-68), a similar pattern to the rating of the current situation and the evolution is observed with negative expectations outweighing positive ones more than in any other Member State.

In the candidate countries, citizens in the Former Yugoslav Republic of Macedonia rate the current situation the worst (-5.6) and are most inclined to have negative reactions to the evolution of the situation (-49). However citizens in Croatia, who are most likely to rate the evolution as the same tend to have the most negative expectations about housing affordability in the future.

Figure 97 – Country ranking: Affordability of housing

COUNTRY RANKING: How affordable housing is in (OUR COUNTRY)

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	-3.1	--	-55	26%	-	-22	43%
SE	1.1	--	-30	37%	-	-22	56%
EE	1.1	=	...	34%	-	-4	52%
DK	0.9	-	-29	43%	-	-5	59%
DE	0.7	-	-29	52%	-	-18	64%
LV	0.7	+	+4	37%	=	...	57%
NL	0.1	--	-54	32%	-	-19	46%
AT	-0.2	--	-55	34%	--	-38	42%
CZ	-1.3	--	-33	39%	-	-29	52%
FI	-2	--	-69	22%	-	-36	51%
BE	-2.9	--	-72	20%	--	-23	40%
UK	-3.6	--	-63	14%	--	-19	36%
SI	-4	--	-66	19%	--	-31	37%
FR	-4	--	-71	17%	-	-17	39%
SK	-4	--	-60	23%	--	-38	41%
LU	-4.2	--	-71	13%	--	-17	35%
IT	-4.2	--	-57	27%	-	-18	41%
PT	-4.3	--	-58	21%	--	-29	39%
IE	-4.4	--	-39	18%	-	-4	33%
EL	-4.9	--	-65	23%	--	-43	44%
MT	-5	--	-63	12%	--	-39	32%
PL	-5	--	-59	21%	-	-24	39%
HU	-5.1	--	-83	12%	--	-68	22%
ES	-5.3	--	-69	14%	--	-21	32%
RO	-5.4	--	-48	27%	-	-22	38%
LT	-5.6	--	-69	8%	--	-29	30%
BG	-6.4	--	-64	19%	--	-33	36%
CY	-7.5	--	-92	4%	--	-49	32%
TR	-3.3	--	-30	26%	--	-22	34%
HR	-4.2	--	-47	35%	-	-32	47%
MK	-5.6	--	-49	25%	--	-30	35%

+ + = the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

\+ = the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations

\- = the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations

\- - = the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

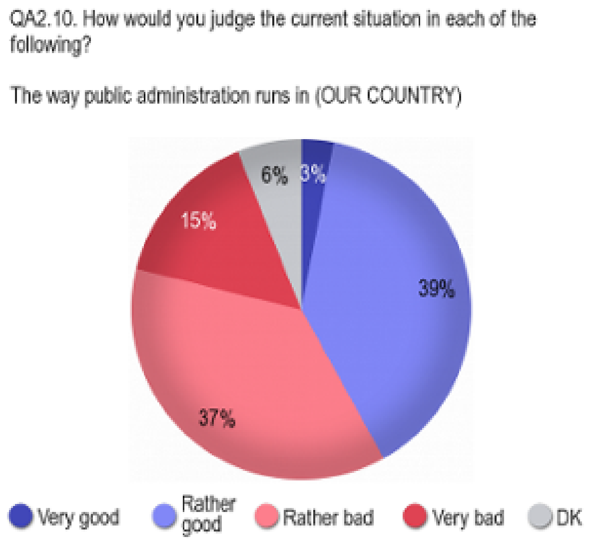
= = equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

2.6 The way the public administration is run

- One in two Europeans think the way public administration is run in their country, is bad -

Just more than half of the respondents (52%) think the way public administration is run in their country is bad (Figure 98). Fifteen percent of citizens feel it is very bad. On the contrary, 42% of citizens think it is run in a good way, but only 3% judge it to be run in a very good way. Six percent of citizens do not have an opinion in this regard.

Figure 98 – QA2.10 EU average results



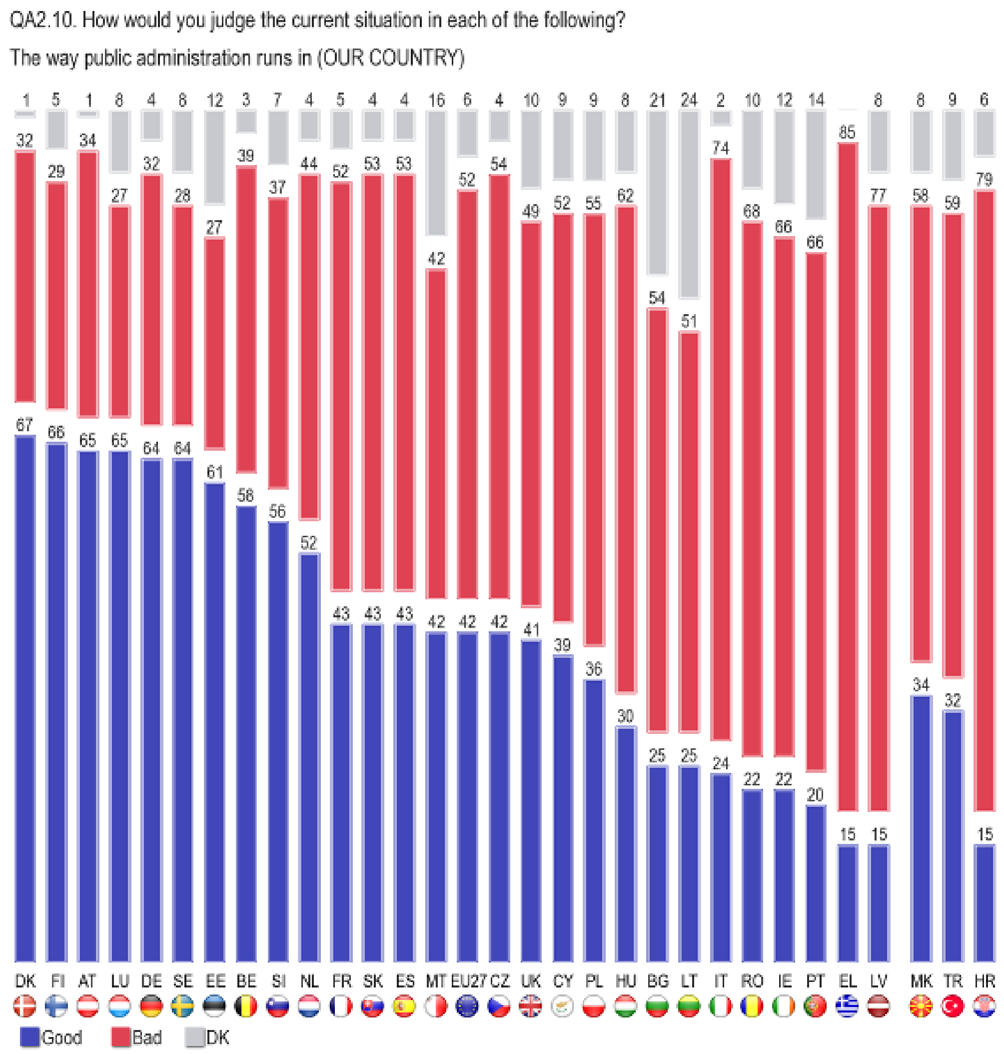
Analysis on a country level yields some interesting findings, not dissimilar to what has been observed in other sections of this report.

In the majority of Northern/Western Member States, most citizens say that the way the public administration runs, is good (Figure 99). This is most prevalent in Denmark (67%), Finland (66%), Austria and Luxembourg (both 65%), and Germany and Sweden (both 64%).

On the contrary, in most Eastern/Southern Member States, the majority of respondents say that the way the public administration runs is bad. This is most notable in Greece (85%), Latvia (77%), Italy (74%) and Romania (68%).

In the three candidate countries the level of judging the running of the public administration as bad is most notable in Croatia (79%). In Turkey 59% of respondents say it is bad and 32% think it is good. In the Former Yugoslav Republic of Macedonia 58% judge it as bad and 34% as good.

Figure 99 – QA2.10 country results



The socio-demographic breakdown (Figure 100) indicates that the level of education is influential in the judgement of the way the public administration is run, with the more educated citizens being more likely to say that it is good (those who studied until age 20 or older: 48%) than those who are less educated (those who studied until age 16-19 and 15 or younger: 40%).

Another relevant indicator is occupation. Managers (49%), those retired (46%) and students (44%) are more likely to rate public administration as good, compared with those in other occupations. It also shows that positioning on the social stair case is important in this regard. Of those that consider themselves to be of a higher standing 47% rate the administration as good. This figure shrinks to 35% among those that see themselves to be of a lower standing.

Figure 100 – QA2.10 socio-demographic analysis

QA2.10 How would you judge the current situation in each of the following?

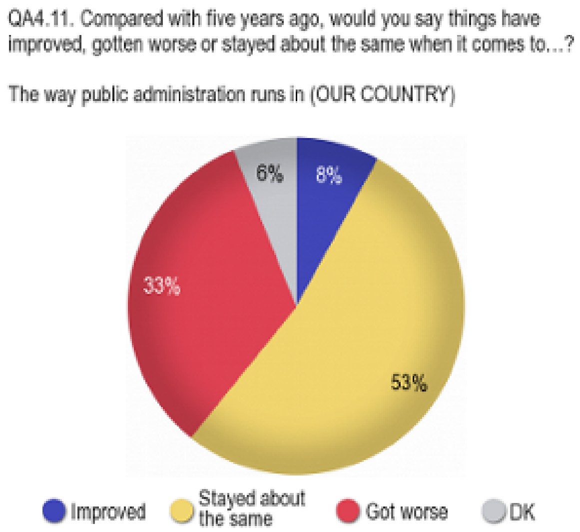
The way public administration runs in (OUR COUNTRY)

	Good	Bad	DK
EU27	42%	52%	6%
Sex			
Male	43%	52%	5%
Female	41%	51%	8%
Age			
15-24	43%	45%	12%
25-39	39%	56%	5%
40-54	41%	55%	4%
55 +	45%	49%	6%
Education (End of)			
15-	40%	53%	7%
16-19	40%	55%	5%
20+	48%	49%	3%
Still studying	44%	43%	13%
Respondent occupation scale			
Self- employed	39%	58%	3%
Managers	49%	49%	2%
Other white collars	42%	54%	4%
Manual workers	39%	55%	6%
House persons	39%	55%	6%
Unemployed	33%	60%	7%
Retired	46%	47%	7%
Students	44%	43%	13%
Self-positioning on the social staircase			
Low (1-4)	35%	57%	8%
Medium (5-6)	44%	51%	5%
High (7-10)	47%	48%	5%

- Just over one in two Europeans think the way public administration is run in their country has stayed about the same compared to five years ago -

When asked about the way public administration is run compared to five years ago, 53% of EU citizens feel that it stayed about the same (Figure 101). One third (33%) thinks it has actually gotten worse however, while only 8% say it has improved. A further 6% of respondents are undecided.

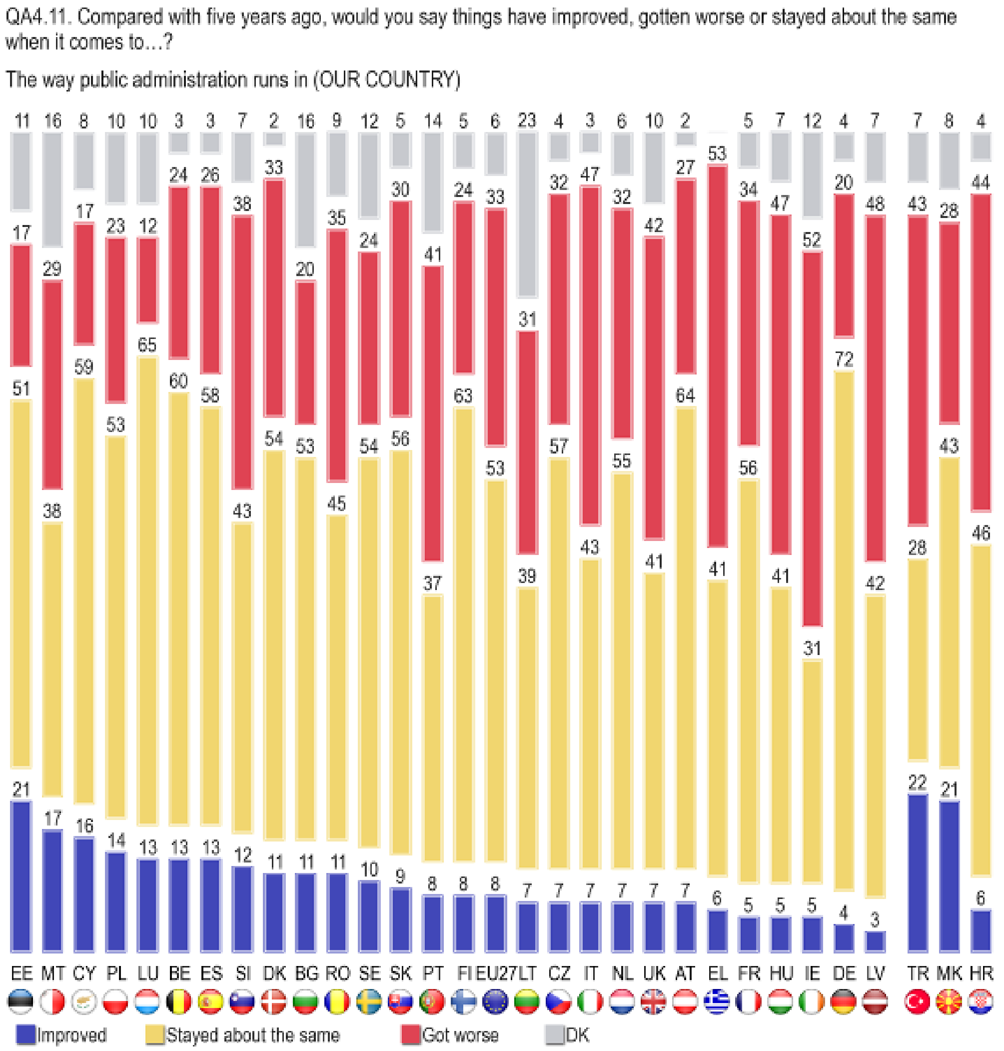
Figure 101 – QA4.11 EU average results



In the vast majority of countries, most citizens say the way the public administration is run has remained unchanged compared to five years ago. Citizens in Germany (72%), Luxembourg (65%), Austria (64%), Finland (63%) and Belgium (60%) are the most likely to feel this way (Figure 102).

There are four exceptions where a small majority of citizens feel the situation has worsened over time. These are Greece (53%), Ireland (52%), Latvia (48%), Hungary and Italy (both 47%). Citizens in Estonia (21%), Malta (17%) and Cyprus (16%) are the most likely to say that the way the public administration is run has improved over time, although they remain the minority.

Figure 102 – QA4.11 country results



It is interesting to note that, of the 13 countries that have a higher than EU average percentage of respondents who say the situation has improved, the majority (nine countries) are Eastern and Southern Member States. Apart from Estonia (21%), Malta (17%) and Cyprus (16%), these countries are Poland (14%), Spain (13%), Slovenia (12%), Romania and Bulgaria (both 11%), and Slovakia (9%). Northern/Western Member States with a higher than average percentage of respondents who think it is better are Luxembourg and Belgium (both 13%), Denmark (11%), and Sweden (10%).

There are a number of relevant factors when looking at the socio-demographic analysis (Figure 103). It appears that the older citizens are, the less likely to think that the way the public administration is run has improved. Amongst younger citizens aged 15-24, 11% report that the situation has improved, compared to only 6% of those who are 55 years or older.

Education is again a relevant indicator, with the more educated respondents being more inclined to say the situation is unchanged and less likely to say it has worsened. Fifty nine percent of respondents who studied until age 20 or older say the public administration is run the same way as before and 28% say it is worse, compared to 51% of those who studied until age 15 or before saying it is the same and 37% of them saying it is worse.

Figure 103 – QA4.11 socio-demographic analysis

QA4.11 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

The way public administration runs in (OUR COUNTRY)

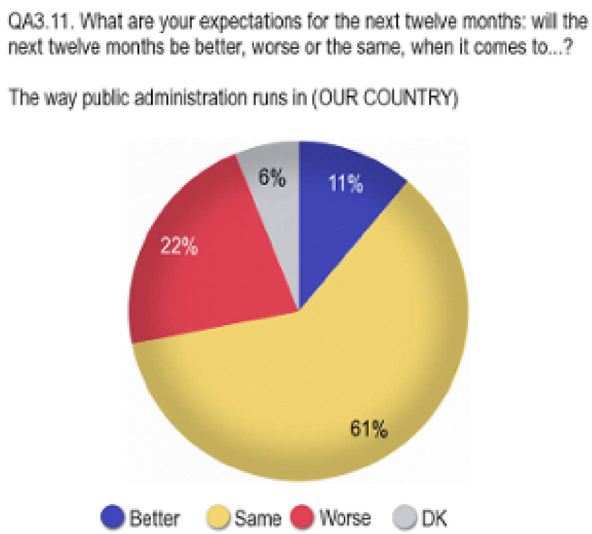
	Improved	Stayed about the same	Got worse	DK
EU27	8%	53%	33%	6%
Sex				
Male	9%	54%	32%	5%
Female	7%	52%	34%	7%
Age				
15-24	11%	52%	23%	14%
25-39	9%	53%	33%	5%
40-54	7%	54%	36%	3%
55 +	6%	54%	34%	6%
Education (End of)				
15-	6%	51%	37%	6%
16-19	7%	51%	36%	6%
20+	9%	59%	28%	4%
Still studying	12%	53%	20%	15%
Respondent occupation scale				
Self- employed	9%	53%	36%	2%
Managers	10%	59%	28%	3%
Other white collars	9%	54%	32%	5%
Manual workers	7%	53%	35%	5%
House persons	7%	50%	36%	7%
Unemployed	7%	48%	38%	7%
Retired	7%	54%	33%	6%
Students	12%	53%	20%	15%
Self-positioning on the social staircase				
Low (1-4)	7%	49%	37%	7%
Medium (5-6)	8%	55%	31%	6%
High (7-10)	10%	55%	30%	5%

Managers (28%) and students (20%) are also less likely than those in any other occupation to say that the situation has worsened, while managers instead are more likely to feel it has remained unchanged (59%), students are more inclined than anyone else to think it has actually improved (12%). Self-positioning on the social-staircase is relevant also here. Those with a higher position are more likely to feel that things have stayed the same (55%) than those who position themselves lower down in the social ladder (49%).

- More than 6 in 10 Europeans think the way public administration is run in their country, will stay the same in the next year -

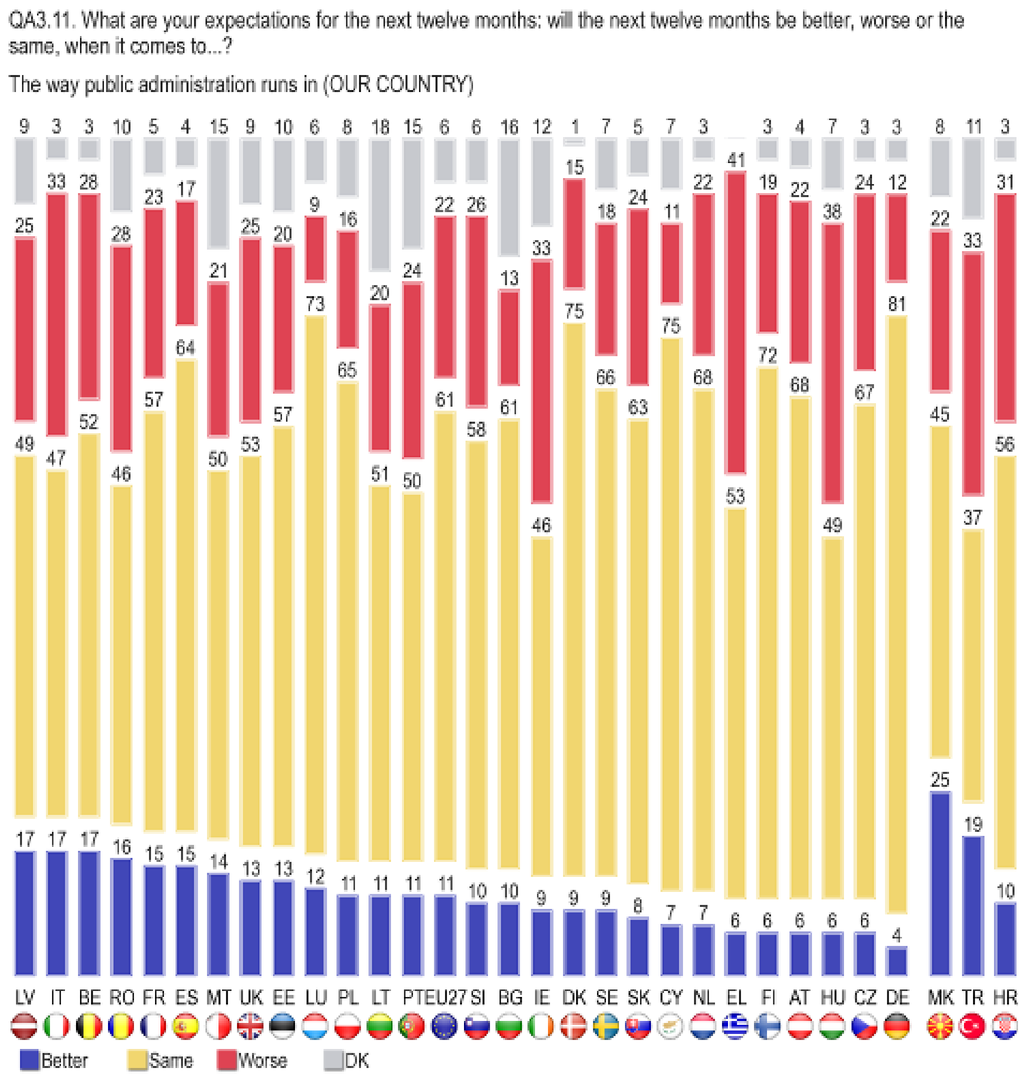
Sixty-one percent of respondents anticipate the way the public administration is run in their country to remain unchanged in the next year (Figure 104). Twenty-two percent expect it to deteriorate however, while 11% think it will improve. Six percent of Europeans are not sure about this matter.

Figure 104 – QA3.11 EU average results



In all EU Member States the majority of citizens expect the way the public administration is run to remain the same in the next year (Figure 105). This is most notable in Germany (81%), Denmark and Cyprus (both 75%), Luxembourg (73%) and Finland (72%).

Figure 105 – QA3.11 country results



The highest levels of an expectation that the situation will worsen, are found in Greece (41%), Hungary (38%), as well as Ireland and Italy (both 33%). Italy however also has one of the highest levels of expectation that the public administration will be better (17%), as is the case in Latvia and Belgium (both also at 17%), although these opinions represent the minority. Amongst the three candidate countries, the Former Yugoslav Republic of Macedonia has the highest expectation that the way the public administration is run will improve in the coming year (25%), with 45% thinking it will remain unchanged and 22% saying it will worsen. In Turkey (37%) and Croatia (56%) the majority of citizens expect it to remain the same.

In terms of the socio-demographic analysis, males (62%) are slightly more likely than females (59%) to expect the way public administration is run to remain unchanged (Figure 106). Younger people are more likely to expect the situation to be better in the next year than older citizens (14% of 15-24 years old compared to 9% of those aged 55+). Citizens who are more educated are less likely to anticipate the situation to worsen, with 21% of those who studied until age 20 or later saying this as opposed to 24% of those who studied until age 15 or before. Position on the social staircase is of some relevance also here. Those that position themselves lower (26%) are more likely to expect decline than those are that feel to be of a higher standing (21%).

Figure 106 – QA3.11 socio-demographic analysis

QA3.11 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
The way public administration runs in (OUR COUNTRY)

	Better	Same	Worse	DK
EU27	11%	61%	22%	6%
Sex				
Male	11%	62%	22%	5%
Female	11%	59%	23%	7%
Age				
15-24	14%	59%	17%	10%
25-39	13%	59%	23%	5%
40-54	11%	62%	24%	3%
55 +	9%	62%	23%	6%
Education (End of)				
15-	10%	59%	24%	7%
16-19	11%	60%	23%	6%
20+	12%	64%	21%	3%
Still studying	13%	62%	15%	10%
Respondent occupation scale				
Self- employed	14%	60%	23%	3%
Managers	11%	67%	20%	2%
Other white collars	14%	59%	23%	4%
Manual workers	12%	59%	24%	5%
House persons	11%	59%	24%	6%
Unemployed	12%	56%	26%	6%
Retired	9%	62%	22%	7%
Students	13%	62%	15%	10%
Self-positioning on the social staircase				
Low (1-4)	10%	57%	26%	7%
Medium (5-6)	11%	63%	21%	5%
High (7-10)	13%	62%	21%	4%

Summary of the scorecard

The scorecard (Figure 107) shows that the current rating of the way the public administration is run is negative on the whole (EU27: -1.2), that the evolution over the past five years is rated more negatively than positively (EU27: -25) and that the expectation for the next twelve months is also more negative than positive (EU27: -11).

The negative rating of the current situation is most pronounced in Greece and Latvia (both -5), followed by Romania (-3.6), Italy (-3.2), Portugal (-3.1), and Hungary and Bulgaria (both -2.4). On the contrary, citizens in Denmark (+1.6) rate the situation most positively, followed by Estonia, Sweden and Luxembourg (all +1.5), Germany and Austria (both +1.2).

On an EU level, the evolution of the situation is rated more negatively than positively with an index score of -25. It is rated most positive by respondents in Estonia (+4) while citizens in Denmark (54%), Sweden (54%), Austria (64%), Luxembourg (65%) and Germany (72%) are amongst those most likely to report that the situation has remained unchanged. The highest incidence of negative ratings is evident in Ireland and Greece (both -47), followed by Latvia (-45) and Hungary (-42).

Citizens of Greece (-35), Hungary (-32) and Ireland (-24) are also most likely to have a more negative expectation of the next twelve months than those in other countries. Respondents in Germany (81%), Denmark and Cyprus (both 75%), Luxembourg (73%), Finland (72%), Austria and the Netherlands (both 68%), Czech Republic (67%) and Sweden (66%) are likely to say they expect the situation not to change.

Of the three candidate countries, respondents in Croatia are the most negative about the current situation (-4.9), they have the most negative evaluation of the evolution (-38) and the most negative expectations about the future (-21).

Figure 107 – Country ranking: The way the public administration is run

COUNTRY RANKING: The way public administration runs in (OUR COUNTRY)

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	-1.2	-	-25	53%	-	-11	61%
DK	1.6	-	-22	54%	-	-6	75%
SE	1.5	-	-14	54%	-	-9	66%
LU	1.5	=	...	65%	=	...	73%
EE	1.5	+	+4	51%	-	-7	57%
FI	1.4	-	-16	63%	-	-13	72%
DE	1.2	-	-16	72%	-	-8	81%
AT	1.2	-	-20	64%	-	-16	68%
BE	0.4	-	-11	60%	-	-11	52%
SI	0.3	-	-26	43%	-	-16	58%
NL	-0.2	-	-25	55%	-	-15	68%
MT	-1	-	-12	38%	-	-7	50%
FR	-1.1	-	-29	56%	-	-8	57%
CZ	-1.1	-	-25	57%	-	-18	67%
SK	-1.1	-	-21	56%	-	-16	63%
ES	-1.2	-	-13	58%	=	...	64%
CY	-1.4	=	...	59%	-	-4	75%
UK	-1.5	--	-35	41%	-	-12	53%
PL	-1.8	-	-9	53%	-	-5	65%
LT	-2	-	-24	39%	-	-9	51%
HU	-2.4	--	-42	41%	-	-32	49%
BG	-2.4	-	-9	53%	-	-3	61%
PT	-3.1	--	-33	37%	-	-13	50%
IT	-3.2	--	-40	43%	-	-16	47%
RO	-3.6	-	-24	45%	-	-12	46%
IE	-4	--	-47	31%	-	-24	46%
LV	-5	--	-45	42%	-	-8	49%
EL	-5	--	-47	41%	-	-35	53%
TR	-2.2	--	-21	28%	-	-14	37%
MK	-2.8	-	-7	43%	=	...	45%
HR	-4.9	-	-38	46%	-	-21	56%

+ + = the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

\+ = the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations

\- = the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations

\- - = the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

= = equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

3. SOCIAL PROTECTION AND INCLUSION

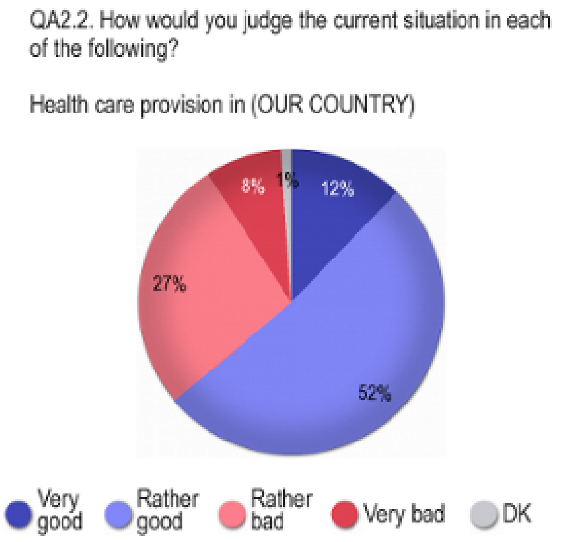
In this section we examine citizens' reactions to social protection and inclusion. Five questions were asked to determine European citizens' views on this issue[3]; in each instance respondents gave ratings of the current situation, their experience of the past five years and their expectations of the next twelve months.

3.1 Health care provision

-A majority regard health care provisions as satisfactory –

Sixty four percent of EU citizens say that health care provision in their country is good, and 12% feel it is very good (Figure 108). A third (35%) feel that it is bad, but only 8% think it is very bad. One percent is undecided on this matter.

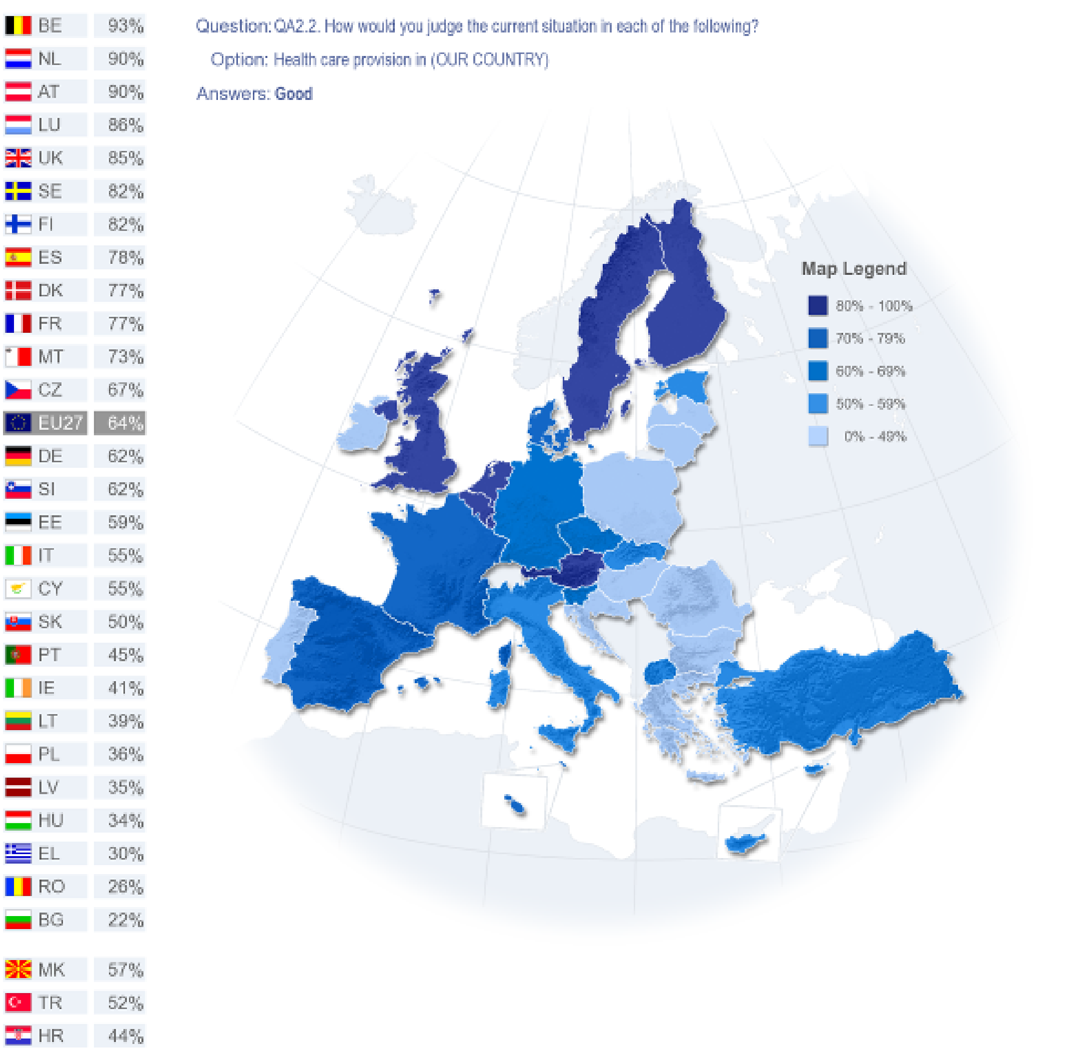
Figure 108 – QA2.2 EU average results



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

When analysing health care provision on a country level, the first insight is that more than 8 in 10 citizens in a number of countries rate the healthcare as good (Figure 109). This is true for citizens in Belgium (93%) followed by those in the Netherlands and Austria (both 90%), Luxembourg (86%), the UK (85%), and Sweden and Finland (both 82%). It is also clear that there is a difference between Northern/Western Member States where the majority of citizens tend to rate the provision of health care as good, and Eastern/Southern Member States where there is a higher incidence of citizens who rate it as bad. In some countries, the majority of citizens actually judge healthcare provision as bad. These countries are Bulgaria (74%), Romania (71%), Hungary (65%), Poland (60%), Latvia (58%), Lithuania and Ireland (both 57%), and Portugal (53%).

Figure 109 – QA2.2 country results



Socio-demographic analysis shows that respondents aged 15-24 (67%) and 55+ (65%) are more likely to rate health care as good than those aged 25-39 or 40-54 (both 62%) (Figure 110). Citizens who are more educated, i.e. studied until age 20 or later (68%), are also more likely to rate healthcare as good than those who are less educated, studying until age 15 or below (63%) or age 16-19 (62%).

Position on the social staircase is also significant in this regard. Those that position themselves high on the social ladder (70%) see health care provision as good, whereas those lower down (55%) are less satisfied.

Figure 110 – QA2.2 socio-demographic analysis

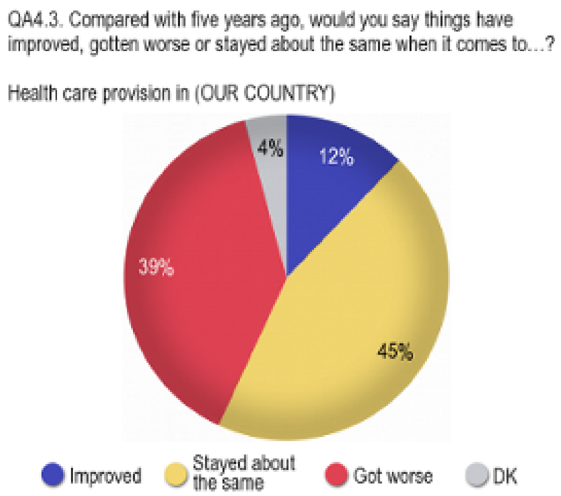
QA2.2 How would you judge the current situation in each of the following?
Health care provision in (OUR COUNTRY)

	Good	Bad	DK
EU27	64%	35%	1%
Sex			
Male	65%	33%	2%
Female	63%	36%	1%
Age			
15-24	67%	29%	4%
25-39	62%	36%	2%
40-54	62%	37%	1%
55 +	65%	34%	1%
Education (End of)			
15-	63%	36%	1%
16-19	62%	37%	1%
20+	68%	31%	1%
Still studying	68%	27%	5%
Self-positioning on the social staircase			
Low (1-4)	55%	43%	2%
Medium (5-6)	65%	33%	2%
High (7-10)	70%	29%	1%

- The majority of European citizens say health care provision has stayed the same over the past five years -

When asked how health care provision compares to five years ago, 45% of citizens say it stayed about the same and 39% say it became worse (Figure 111). Only 12% think it improved and a further 4% do not know.

Figure 111 – QA4.3 EU average results

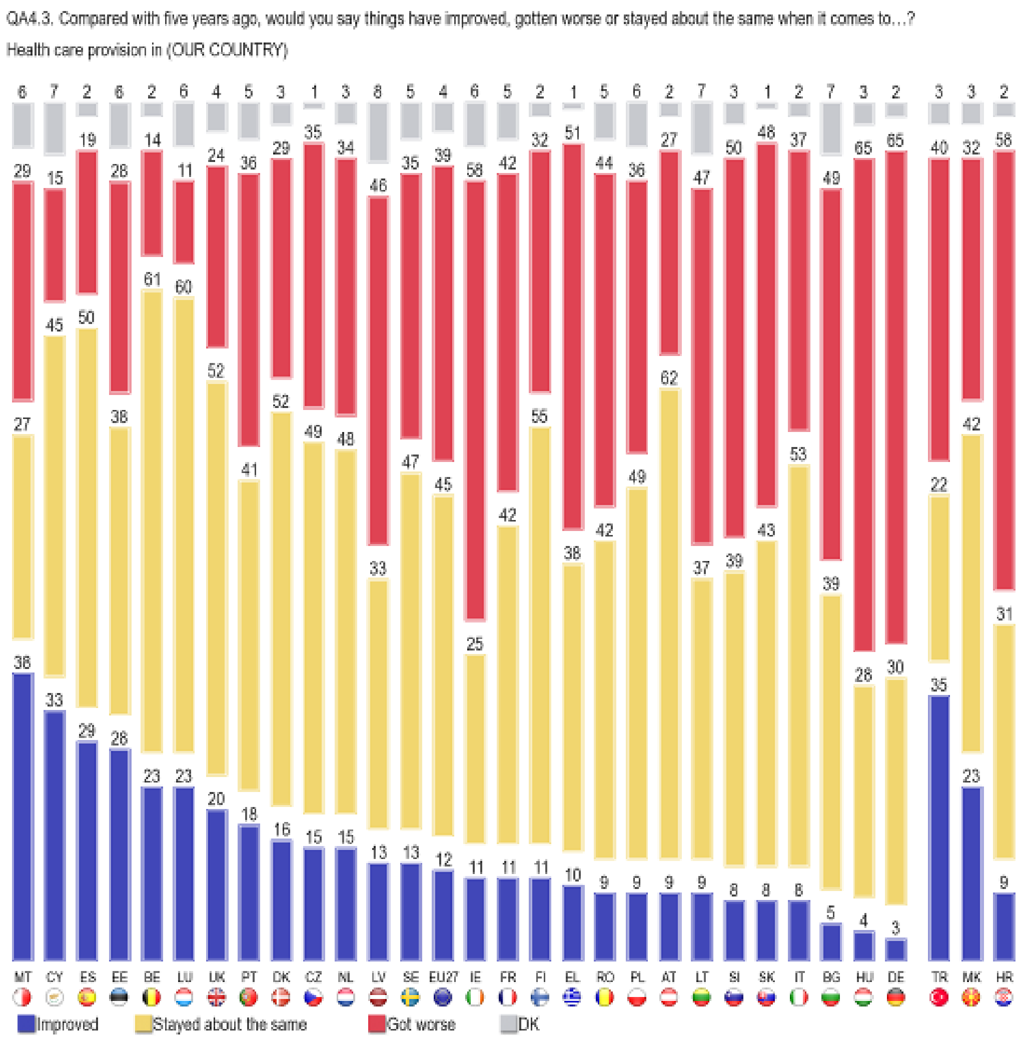


In most countries the majority of respondents say that health care provision has stayed the same in the past five years (Figure 112). There are however exceptions where the majority of citizens feel that the situation has deteriorated. These are Germany and Hungary (both 65%), Ireland (58%), Greece (51%), Slovenia (50%), Bulgaria (49%), Slovakia (48%), Lithuania (47%) and Latvia (46%).

In Malta, the majority of respondents actually consider that health care has improved (38%), while 27% say it is the same and 29% feel it is worse.

In two of the three candidate countries, the majority of respondents think that healthcare worsened - Croatia (58%) and Turkey (40%). However, in Turkey, 35% say it improved compared to only 9% in Croatia. In the Former Yugoslav Republic of Macedonia the majority (42%) think it stayed about the same, 32% consider healthcare is worse and 23% feel it is better.

Figure 112 – QA4.3 country results



A socio-demographic analysis shows that younger citizens are the least likely to consider that health care provision has become worse in the past five years, with 26% of those aged 15-24 saying so (Figure 113). Similarly, students (24%) are also less likely than respondents in any other occupation to say the situation is worse.

As was the case before, self-positioning on the social staircase is again significant. Forty-five percent of respondents who place themselves low on the social staircase say the provision of health care has deteriorated, compared to 35% who place themselves high.

Figure 113 – QA4.3 socio-demographic analysis

QA4.3 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

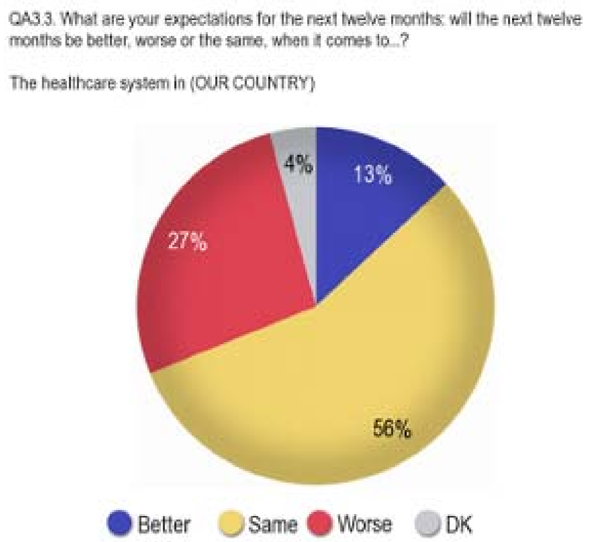
Health care provision in (OUR COUNTRY)

	Improved	Stayed about the same	Got worse	DK
EU27	12%	45%	39%	4%
Sex				
Male	13%	45%	38%	4%
Female	12%	45%	40%	3%
Age				
15-24	17%	46%	26%	11%
25-39	13%	46%	38%	3%
40-54	10%	43%	45%	2%
55 +	11%	45%	42%	2%
Education (End of)				
15-	13%	46%	39%	2%
16-19	11%	44%	42%	3%
20+	12%	45%	40%	3%
Still studying	17%	46%	24%	13%
Self-positioning on the social staircase				
Low (1-4)	10%	41%	45%	4%
Medium (5-6)	13%	45%	39%	3%
High (7-10)	14%	48%	35%	3%

- The majority of European citizens expect health care provision to stay the same over the next year -

When asked about their expectations of the health care system for the next twelve months, 56% of citizens expect it to remain the same while 27% expect it to be worse. Only 13% expect an improvement and 4% had no opinion on the matter (Figure 114).

Figure 114 – QA3.3 socio-demographic analysis

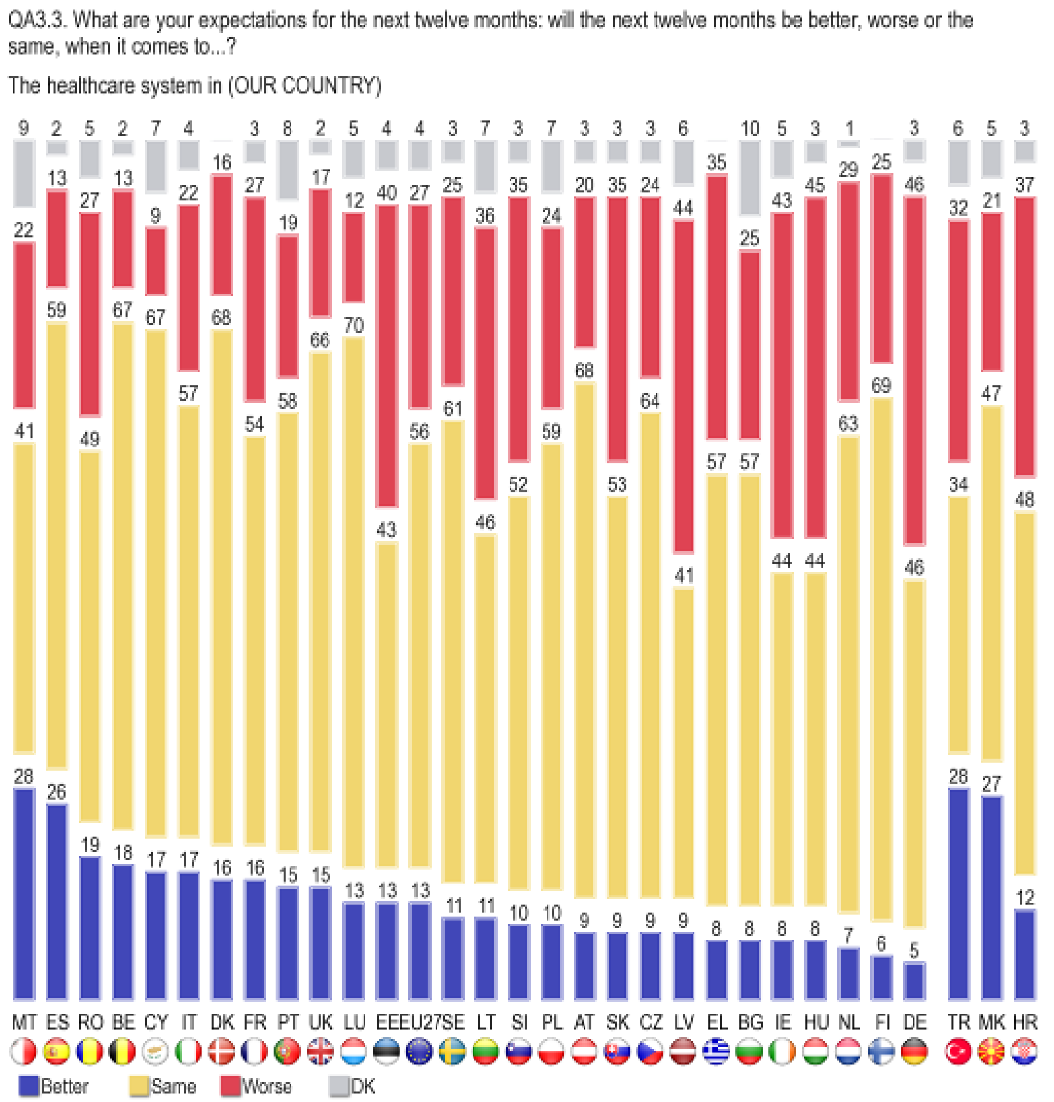


In the majority of countries most respondents expect health care provision to remain the same over the next 12 months. The exceptions are Latvia where a relative majority (44%) expect it to become worse while 41% think it will remain the same (Figure 115). Two other exceptions are Hungary and Germany where citizens are divided between those who feel the situation will stay the same (Hungary: 44%, Germany: 46%) and those who say it will become worse (Hungary: 45%, Germany: 46%).

Malta (28%) has the highest incidence of respondents who feel the health care system will improve in the next year, followed by Spain (26) although they are not the majority.

In all three candidate countries the majority of citizens expect health care provision to remain the same: Croatia (48%), the Former Yugoslav Republic of Macedonia (47%) and Turkey (34%).

Figure 115 – QA3.3 country results



In terms of socio-demographics, males (58%) are slightly more likely than females (55%) to expect the provision of health care to remain the same over the next twelve months (Figure 116). Respondents in the youngest age cohort (15-24) are the least likely of all to expect the situation to be worse (17%), while those in the 40-54 age cohort (31%) and the 55+ cohort (30%) are most likely to anticipate health care to worsen.

Self-positioning on the social staircase is once more significant. Respondents who place themselves high on the social staircase (59%) are more likely to expect to remain the same than those who place themselves low on the social staircase (53%).

Figure 116 – QA3.3 socio-demographic analysis

QA3.3 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

Health care provision in (OUR COUNTRY)

	Better	Same	Worse	DK
EU27	13%	56%	27%	4%
Sex				
Male	13%	58%	26%	3%
Female	14%	55%	28%	3%
Age				
15-24	18%	59%	17%	6%
25-39	15%	57%	25%	3%
40-54	12%	55%	31%	2%
55 +	11%	56%	30%	3%
Education (End of)				
15-	14%	57%	26%	3%
16-19	13%	56%	27%	4%
20+	12%	56%	30%	2%
Still studying	17%	60%	17%	6%
Self-positioning on the social staircase				
Low (1-4)	12%	53%	31%	4%
Medium (5-6)	14%	57%	26%	3%
High (7-10)	14%	59%	24%	3%

Summary of the scorecard

The scorecard (Figure 117) shows that health care is rated positively on the whole (EU27: +1.3), but that the evolution over the past five years is rated more negatively than positively (EU27: -27) and that the expectation for the next twelve months is more negative than positive as well (EU27: -14).

In terms of the rating of the current situation, respondents in Belgium (+5.5) rate it the best, followed by those in the Netherlands (+5.1), Luxembourg (+5.0), Austria (+4.7) and the UK (+4.3). It is rated worst by those in Bulgaria (-3.4), Greece (-3.1) and Hungary (-2.1).

The evolution compared with five years ago is rated most positively by people in Cyprus (+18), Luxembourg (+12), Spain (+10), and Malta and Belgium (both +9). Some of the countries where respondents rate the current situation best also judge the evolution most positively, for example Luxembourg and Belgium.

In terms of expectations for the next year, positive expectations outweigh negative ones to the greatest extent in Spain (+13), Cyprus (+8), Malta (+6), Belgium (+5) and Luxembourg (+1). Expectations are most negative in Germany (-41), Hungary (-37), and Latvia and Ireland (both -35).

Citizens in Luxembourg, Belgium, Malta and Spain have a relatively positive evaluation of the current situation, they rate the evolution mostly positively and their expectations are also, on the whole, more positive than negative. The opposite is true for respondents in Hungary, where all scores are negative, as well as in Greece and Bulgaria.

Croatia rates all three measures worst among the candidate countries with a current rating of -1.1, an evolution index of -49 and an expectation index score of -25.

Figure 117 – Country ranking: Health care provision

COUNTRY RANKING: Health care provision in (OUR COUNTRY)

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	1.3	-	-27	45%	-	-14	56%
BE	5.5	+	+9	61%	+	+5	67%
NL	5.1	-	-19	48%	-	-22	63%
LU	5	+	+12	60%	=	...	70%
AT	4.7	-	-18	62%	-	-11	68%
UK	4.3	-	-4	52%	=	...	66%
SE	3.6	-	-22	47%	-	-14	61%
DK	3.2	-	-13	52%	=	...	68%
FI	3.1	-	-21	55%	-	-19	69%
MT	2.7	++	+9	27%	+	+6	41%
FR	2.6	-	-31	42%	-	-11	54%
ES	2.3	+	+10	50%	+	+13	59%
CZ	1.5	-	-20	49%	-	-15	64%
DE	1	--	-62	30%	-	-41	46%
SI	0.9	--	-42	39%	-	-25	52%
EE	0.6	=	...	38%	-	-27	43%
CY	0.2	+	+18	45%	+	+8	67%
IT	-0.1	-	-29	53%	-	-5	57%
SK	-0.3	--	-40	43%	-	-26	53%
PT	-1	-	-18	41%	-	-4	58%
LT	-1.1	--	-38	37%	-	-25	46%
IE	-1.7	--	-47	25%	-	-35	44%
PL	-1.7	-	-27	49%	-	-14	59%
LV	-1.8	--	-33	33%	--	-35	41%
HU	-2.1	--	-61	28%	--	-37	44%
RO	-3	--	-35	42%	-	-8	49%
EL	-3.1	--	-41	38%	-	-27	57%
BG	-3.4	--	-44	39%	-	-17	57%
MK	0.1	-	-9	42%	+	+6	47%
TR	0	--	-5	22%	=	...	34%
HR	-1.1	--	-49	31%	-	-25	48%

++ = the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

\+ = the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations

\- = the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations

-- = the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

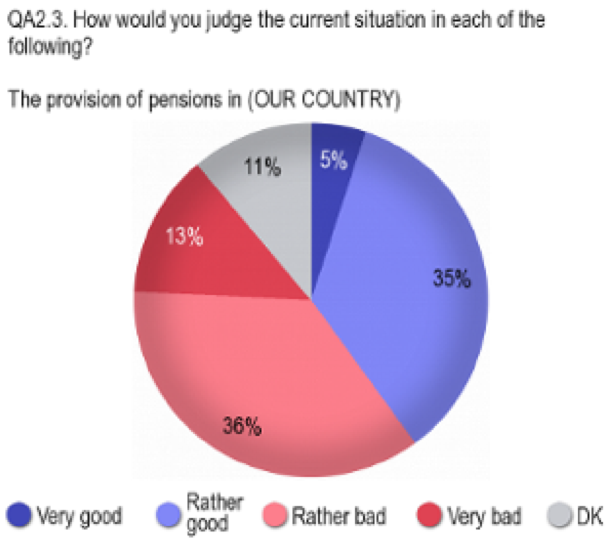
= = equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

3.2 Provision of pensions

- One in two Europeans say the provision of pensions in their country is bad -

About one in every two citizens (49%) consider the provision of pensions on their country is bad, and 13% say it is very bad (Figure 118). On the contrary, 40% of citizens think the provision of pensions is good, with 5% saying it is very good. One in every ten respondents do not have an opinion on this matter.

Figure 118 – QA2.3 EU average results



In 15 Member States, the majority of citizens feel that the provision of pensions is bad, while the majority of citizens in the other Member States think it is good (Figure 119).

There is a clear regional skew evident here. While not without exception, the countries in which the majority of respondents feel the provision of pensions is bad are mostly Eastern/Southern Member States, while the countries in which the majority consider the provision of pensions is good are mostly Northern/Western Member States.

The highest levels of citizens saying the provision of pensions is bad is evident in Greece (87%), Portugal (82%), Bulgaria and Hungary (both 73%), and Romania (70%).

The countries where citizens are most likely to say the provision of pensions is good, are the Netherlands (79%), Austria (75%), Luxembourg (72%), Denmark (66%), Belgium (61%) and Finland (60%). It should also be noted that there were quite high levels of indecision evident in Malta (30%), the UK (23%) and Luxembourg (20%).

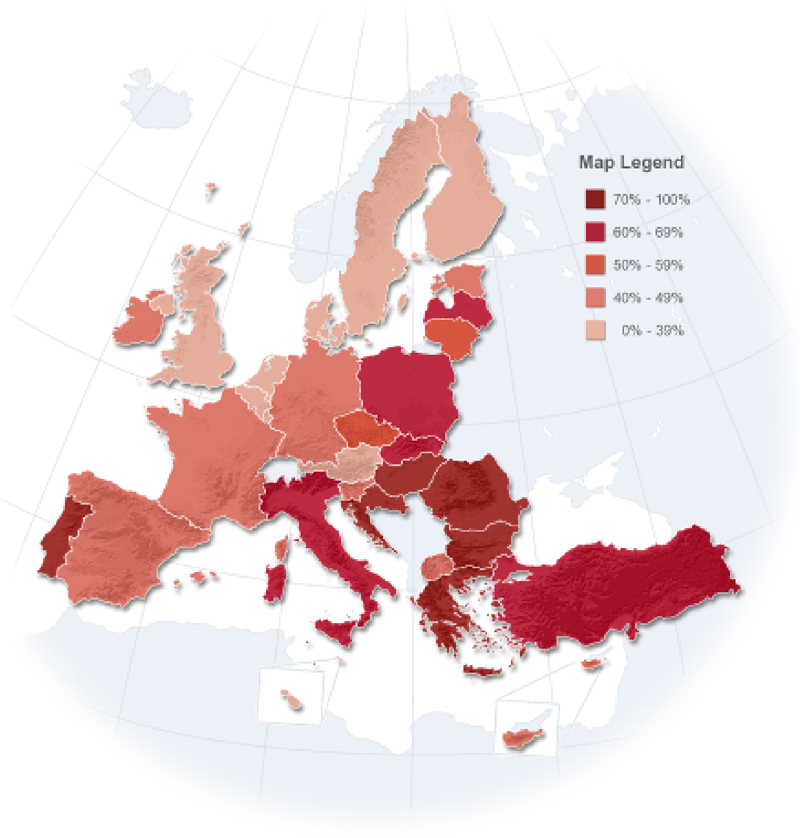
Figure 119 – QA2.3 country results

EL	87%
PT	82%
BG	73%
HU	73%
RO	70%
PL	69%
LV	66%
IT	63%
SK	62%
CZ	58%
LT	51%
EU27	49%
DE	46%
EE	45%
IE	45%
SI	45%
ES	44%
CY	43%
FR	42%
SE	37%
UK	34%
FI	33%
MT	31%
BE	31%
AT	22%
DK	18%
NL	11%
LU	8%
HR	86%
TR	66%
MK	49%

Question: QA2.3. How would you judge the current situation in each of the following?

Option: The provision of pensions in (OUR COUNTRY)

Answers: Bad



A number of relevant factors become apparent when analysing the socio-demographics (Figure 120). Age is influential in that the older citizens are, the more likely they are to say the provision of pensions is good. Thirty three percent of respondents in the 15-25 year age group judge it as good, compared to 46% of those in the 55+ age group. Interestingly, many younger people aged 15-24 do not have an opinion (29%), probably because it is an issue far removed from their daily reality. The more educated citizens are, the less likely they are to say the provision of pensions is bad. Forty five percent of those who studied until age 20 or later report this compared to 54% of those who studied until age 15 or sooner.

It is interesting to note that, in terms of occupation, pensioners, who are the ones most directly affected by this issue, are most inclined to feel that pensions are good (46%), together with managers (46%). The unemployed (28%) are least likely to consider it as good. In addition, citizens who do not have difficulties paying their bills (46%) are more likely to say pensions are good than those who are experiencing difficulties to pay bills (23%).

Figure 120 – QA2.3 socio-demographic analysis

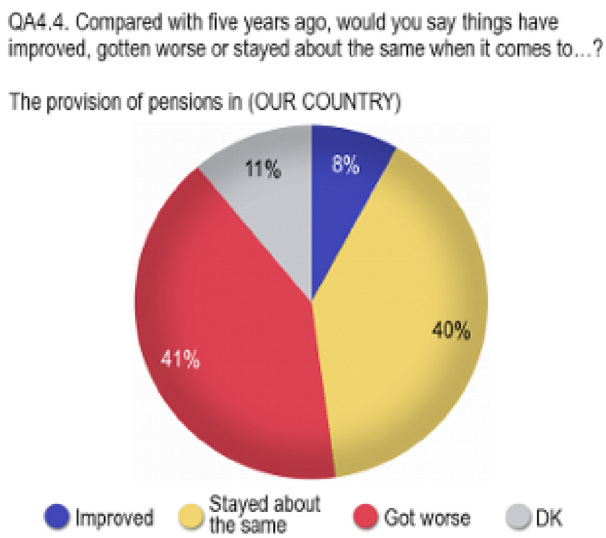
QA2.3 How would you judge the current situation in each of the following?
The provision of pensions in (OUR COUNTRY)

	Good	Bad	DK
EU27	40%	49%	11%
Sex			
Male	41%	48%	11%
Female	39%	50%	11%
Age			
15-24	33%	38%	29%
25-39	35%	51%	14%
40-54	38%	53%	9%
55 +	46%	51%	3%
Education (End of)			
15-	40%	54%	6%
16-19	37%	52%	11%
20+	46%	45%	9%
Still studying	35%	36%	29%
Respondent occupation scale			
Self- employed	33%	58%	9%
Managers	46%	46%	8%
Other white collars	40%	51%	9%
Manual workers	36%	51%	13%
House persons	41%	48%	11%
Unemployed	28%	53%	19%
Retired	46%	51%	3%
Students	35%	36%	29%
Difficulties to pay bills			
Most of the time	23%	63%	14%
From time to time	32%	57%	11%
Almost never	46%	44%	10%

- Europeans are divided on whether or not the provision of pensions is worse or the same as five years ago -

When asked how they feel about pensions compared to five years ago, 41% of citizens say it got worse and 40% think it stayed about the same (Figure 121). Only 8% say it got better, and 1 in 10 people (11%) do not have an opinion in this regard.

Figure 121 – QA4.4 EU average results

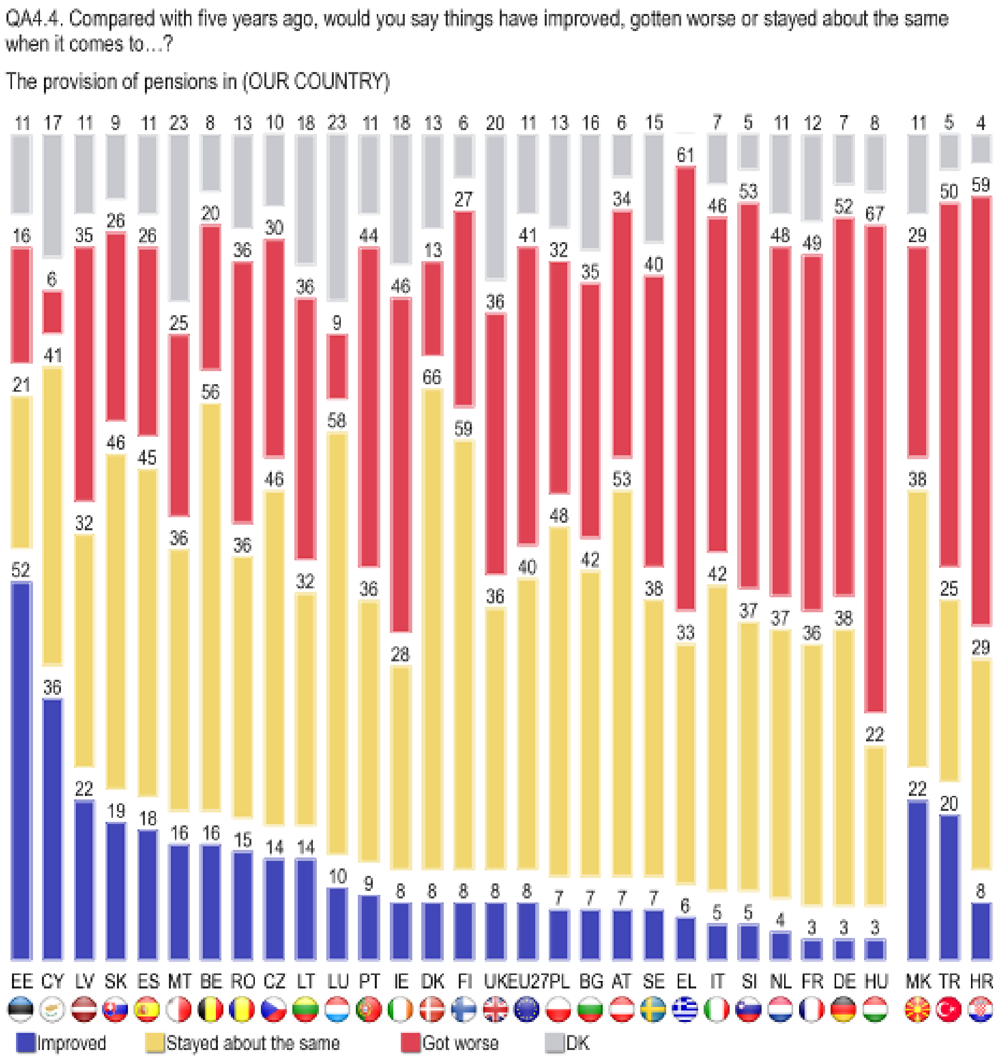


The picture that emerges when looking at citizens' feelings about the provision of pensions compared to five years ago is very similar to that of the EU27, with countries being divided in terms of having a majority saying either it has stayed the same, or it is worse (Figure 122).

Countries with the highest levels of respondents saying pensions are worse are Hungary (67%), Greece (61%), Slovenia (53%) and Germany (52%).

Countries with the highest levels of respondents thinking pensions are the same are Denmark (66%), Finland (59%), Luxembourg (58%), Belgium (56%) and Austria (53%). In only one Member State, Estonia, do the majority of citizens say the provision of pensions is better than it was five years ago (52%), compared to 21% feeling it stayed the same and 16% judging it as worse. Other countries with relatively high levels of citizens thinking it is better, albeit not a majority, are Cyprus (36%) and Latvia (22%). Citizens in two Member States are divided between feeling pensions are the same and feeling they are worse. These countries are Romania and the UK in both of which 36% say it is the same and 36% think it is worse.

Figure 122 – QA4.4 country results



In two of the three candidate countries the majority of citizens consider pensions are worse (59% in Croatia and 50% in Turkey). In the Former Yugoslav Republic of Macedonia the majority answers it is the same (38%), 29% think it is worse and 22% consider it is better.

It is interesting to note that citizens in the 40-54 year old age group (47%), i.e. those nearing retirement, are the most likely of all age groups to say pensions are worse now while citizens aged 55+ (46%) are most likely to report that the provision of pensions is the same as five years ago. In terms of occupation, a similar picture is evident with those who are retired (47%) most inclined to saying pensions are the same and managers (46%) most likely to think it got worse (Figure 123). Citizens who almost never struggle to pay the bills (43%) are much more likely to think it stayed about the same than those who struggle most of the time (33%).

Figure 123 – QA4.4 socio-demographic analysis

QA4.4 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

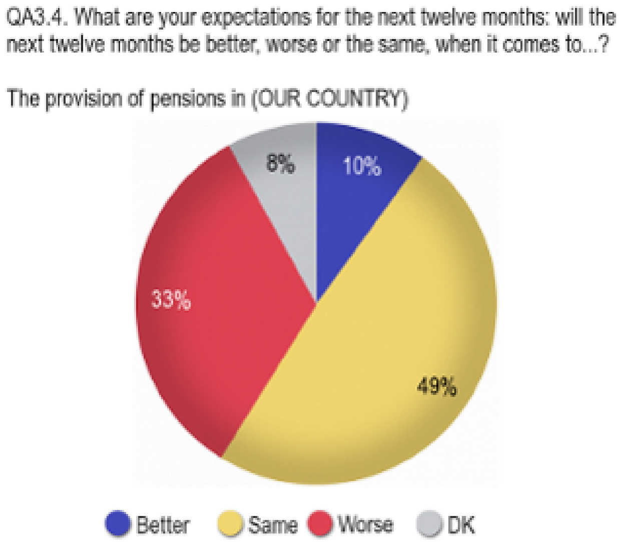
The provision of pensions in (OUR COUNTRY)

	Improved	Stayed about the same	Got worse	DK
EU27	8%	40%	41%	11%
Sex				
Male	8%	40%	41%	11%
Female	7%	40%	41%	12%
Age				
15-24	10%	35%	27%	28%
25-39	8%	39%	40%	13%
40-54	7%	38%	47%	8%
55 +	7%	46%	43%	4%
Education (End of)				
15-	8%	44%	42%	6%
16-19	8%	39%	42%	11%
20+	7%	41%	43%	9%
Still studying	9%	34%	27%	30%
Respondent occupation scale				
Self- employed	8%	39%	43%	10%
Managers	8%	39%	46%	7%
Other white collars	7%	41%	42%	10%
Manual workers	8%	37%	43%	12%
House persons	7%	41%	41%	11%
Unemployed	8%	35%	39%	18%
Retired	8%	47%	41%	4%
Students	9%	34%	27%	30%
Difficulties to pay bills				
Most of the time	5%	33%	50%	12%
From time to time	8%	38%	44%	10%
Almost never	8%	43%	38%	11%

- One in two Europeans expect the provision of pensions to remain the same in the next twelve months -

When asked about their expectations for the provision of pensions in the next twelve months, 49% of citizens say they expect it to stay the same (Figure 124). One in three (33%) say they expect it to be worse while 10% expect it to improve. Eight percent do not have an opinion about the matter.

Figure 124 – QA3.4 EU average results

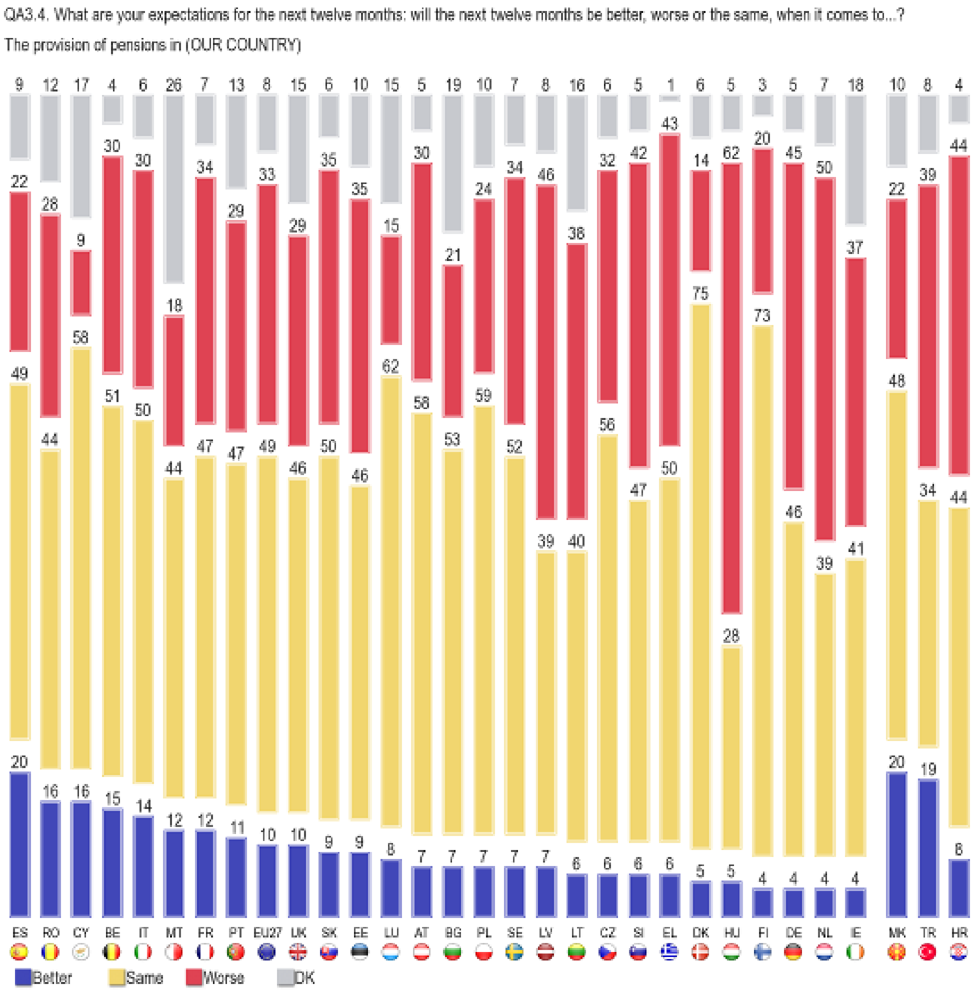


In the majority of Member States, most citizens expect the provision of pensions to remain the same (Figure 125). This is most evident in Denmark (75%) and Finland (73%), followed by Luxembourg (62%), Poland (59%), Austria and Cyprus (both 58%), and the Czech Republic (56%).

In some Member States, however, a majority of citizens express the view that the provision of pensions will be worse in the next twelve months. These are Hungary (62%), the Netherlands (50%) and Latvia (46%).

Although they remain the minority, in Spain 20% of citizens expect pensions to improve, followed by Romania and Cyprus (both 16%), Belgium (15%) and Italy (14%).

Figure 125 – QA3.4 country results



While there are again no significant differences in terms of gender, age is of relevance here. The older citizens are, the more likely they are to expect that the provision of pensions will stay the same in the next year (Figure 126). Forty six percent of those aged 15-24 feel this way, increasing to 51% of respondents aged 55+.

Occupation is again important, with managers (39%) being the most likely to expect the situation to worsen while citizens who are retired (52%) are the most likely to expect it to remain unchanged.

Figure 126 – QA3.4 socio-demographic analysis

QA3.4 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

The provision of pensions in (OUR COUNTRY)

	Better	Same	Worse	DK
EU27	10%	49%	33%	8%
Sex				
Male	10%	49%	33%	8%
Female	10%	48%	33%	9%
Age				
15-24	13%	46%	22%	19%
25-39	12%	47%	32%	9%
40-54	9%	48%	37%	6%
55 +	9%	51%	35%	5%
Education (End of)				
15-	10%	51%	32%	7%
16-19	10%	48%	33%	9%
20+	9%	49%	36%	6%
Still studying	11%	48%	22%	19%
Respondent occupation scale				
Self- employed	11%	49%	34%	6%
Managers	8%	48%	39%	5%
Other white collars	11%	49%	32%	8%
Manual workers	11%	47%	33%	9%
House persons	11%	48%	33%	8%
Unemployed	12%	45%	30%	13%
Retired	8%	52%	35%	5%
Students	11%	48%	22%	19%
Difficulties to pay bills				
Most of the time	10%	49%	33%	8%
From time to time	11%	48%	33%	8%
Almost never	9%	51%	31%	9%

Summary of the scorecard

The scorecard (Figure 127) shows that the provision of pensions is rated negatively on the whole (EU27: -1), that the evolution over the past five years is rated more negatively than positively (EU27: -33) and that the expectation for the next twelve months is also more negative than positive as well (EU27: -23).

In terms of evaluating the current situation, most countries have a negative mean score, the lowest of which are found in Greece (-5.4), Bulgaria (-4.7), Portugal (-4.3), Romania (-3.9) and Hungary (-3.6). Countries where citizens are the most positive are Luxembourg (+4.6), the Netherlands (+3.9) and Denmark (+3.2).

In rating the evolution, in most countries negative responses outweigh positive responses and most notably so in Hungary (-64), one of the Member States where the current situation was also rated the worst. Other countries where the evolution is most negatively rated are Greece (-55), Germany (-49) and Slovenia (-48). On the contrary, in Estonia (+36) and Cyprus (+30) the evolution is rated more positive than negative. There tends to be a higher incidence of respondents who say the situation has not changed in Denmark (66%) where the current situation was also evaluated positively.

In terms of the outlook, respondents in Hungary (-57) are yet again the most negative of all, followed by those in the Netherlands (-46), Germany (-41), Latvia (-39) and Greece (-37). Cyprus (+7) is the only country where positive scores outweighed negative ones, however the numbers of respondents who expect things to remain the same are relatively high in Denmark (75%) and Luxembourg (62%).

Amongst the three candidate countries, citizens in Croatia rate the current situation worst (-5.6). Their negative ratings of the evolution (-51) and of the next twelve months (-36) outweigh the positive ones more so than in the other two candidate countries.

Figure 127 – Country ranking: Provision of pensions

COUNTRY RANKING: The provision of pensions in (OUR COUNTRY)

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	-1	--	-33	40%	-	-23	49%
LU	4.6	=	...	58%	-	-7	62%
NL	3.9	--	-44	37%	--	-46	39%
DK	3.2	-	-5	66%	-	-9	75%
AT	2.9	-	-27	53%	-	-23	58%
BE	1.5	-	-4	56%	-	-15	51%
FI	1.1	-	-19	59%	-	-16	73%
MT	0.5	-	-9	36%	-	-6	44%
SE	0.4	--	-33	38%	-	-27	52%
UK	0.1	-	-28	36%	-	-19	46%
SI	-0.1	--	-48	37%	-	-36	47%
FR	-0.1	--	-46	36%	-	-22	47%
DE	-0.3	--	-49	38%	-	-41	46%
ES	-0.5	-	-8	45%	=	...	49%
EE	-0.6	++	+36	21%	-	-26	46%
CY	-0.9	+	+30	41%	+	+7	58%
IE	-1.3	--	-38	28%	-	-33	41%
LT	-1.4	--	-22	32%	-	-32	40%
CZ	-1.8	-	-16	46%	-	-26	56%
IT	-2.3	--	-41	42%	-	-16	50%
SK	-2.4	-	-7	46%	-	-26	50%
LV	-3.2	--	-13	32%	--	-39	39%
PL	-3.4	-	-25	48%	-	-17	59%
HU	-3.6	--	-64	22%	--	-57	28%
RO	-3.9	-	-21	36%	-	-12	44%
PT	-4.3	--	-35	36%	-	-18	47%
BG	-4.7	-	-28	42%	-	-14	53%
EL	-5.4	--	-55	33%	-	-37	50%
MK	-1.2	-	-7	38%	=	...	48%
TR	-2.7	--	-30	25%	--	-20	34%
HR	-5.6	--	-51	29%	-	-36	44%

++ = the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

\+ = the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations

\- = the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations

-- = the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

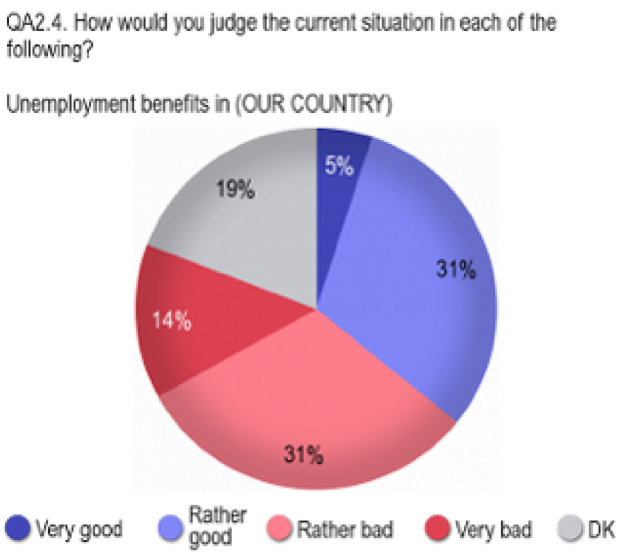
= = equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

3.3 Unemployment benefits

- Almost one in two Europeans say that unemployment benefits in their country are bad -

When asked to judge unemployment benefits in their country, 45% of citizens say it is bad, with 14% thinking it is very bad (Figure 128). There are 36% of citizens who consider it is good, and 5% who say it is very good. Almost one in five are undecided on this matter (19%).

Figure 128 – QA2.4 EU average results



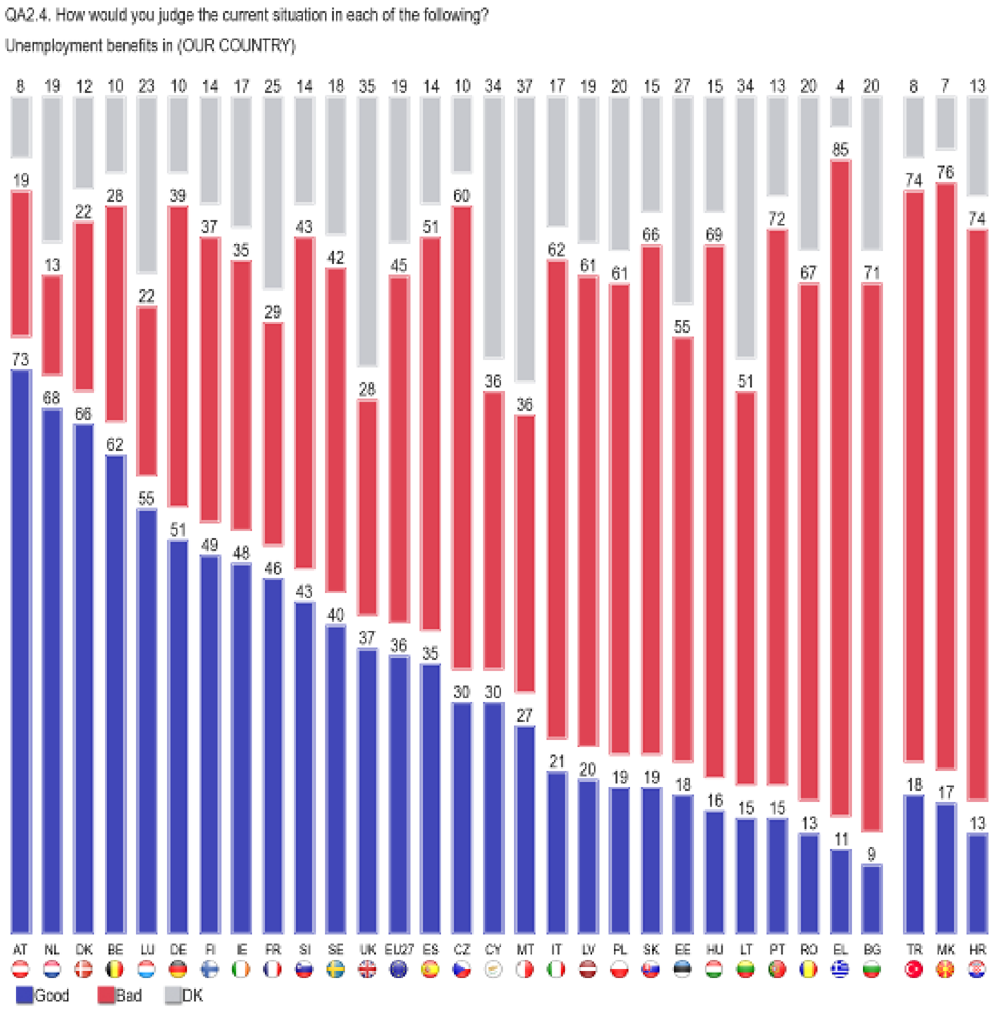
The majority of citizens in 16 Member States think that the unemployment benefits in their country are bad while the majority in 10 Member States consider it as good (Figure 129). In one country, Slovenia, respondents are divided between those saying it is bad and those thinking it is good (both 43%).

There is again a noteworthy geographical difference here, with those countries where most citizens say it is bad, tending to be Eastern/Southern Member States while those countries where most think it is good tending to be Northern/Western Member States.

Countries where citizens are most likely to say unemployment benefits are bad are Greece (85%), Portugal (72%), Bulgaria (71%), Hungary (69%), Romania (67%) and Slovakia (66%). Countries where citizens are most likely to say unemployment benefits are good are Austria (73%), the Netherlands (68%), Denmark (66%), Belgium (62%), Luxembourg (55%) and Germany (51%).

In all three of the candidate countries, the majority of respondents say that unemployment benefits are bad (the Former Yugoslav Republic of Macedonia: 76%; Turkey and Croatia: both 74%).

Figure 129 – QA2.4 country results



	AT	NL	DK	BE	LU	DE	FI	IE	FR	SI	SE	UK	EU27	ES	CZ	CY	MT	IT	LV	PL	SK	EE	HU	LT	PT	RO	EL	BG	TR	MK	HR
Good	73	68	66	62	55	51	49	48	46	43	40	37	36	35	30	30	27	21	20	19	19	18	16	15	15	13	11	9	18	17	13
Bad	19	13	22	28	22	39	37	35	29	43	42	28	45	51	60	36	36	62	61	61	66	55	69	51	72	67	85	71	74	76	74
DK	8	19	12	10	23	10	14	17	25	14	18	35	19	14	10	34	37	17	19	20	15	27	15	34	13	20	4	20	8	7	13

In terms of socio-demographics, males (39%) are more likely than females (33%) to say unemployment benefits are good. The same is true of citizens in the 55+ age cohort (33%) compared to 37% for 15-24 year olds and 40-54 year olds, and 38% for 40-54 year olds (Figure 130).

Citizens' level of education is also relevant with those who are more educated, i.e., studied until age 20 or later (44%) much more likely to rate unemployment benefits as good than those who are less educated, i.e. studied until age 15 or before (28%).

Managers (47%) are more likely than respondents from any other occupation to see unemployment benefits as good while those who are unemployed (65%) are most likely to think they are bad.

Figure 130 – QA2.4 socio-demographic analysis

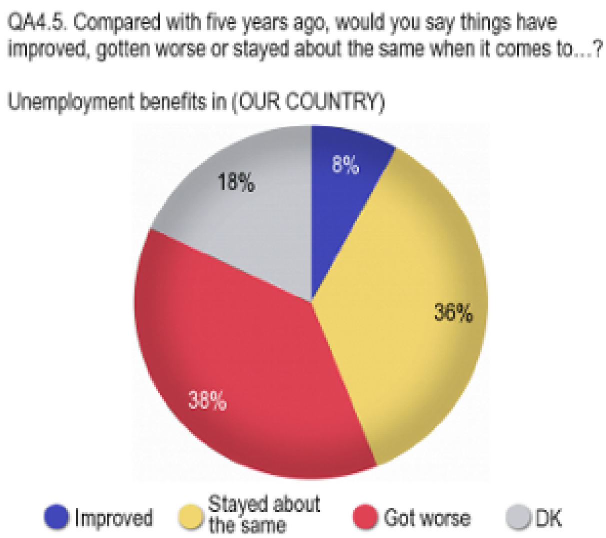
QA2.4 How would you judge the current situation in each of the following?
Unemployment benefits in (OUR COUNTRY)

	Good	Bad	DK
EU27	36%	45%	19%
Sex			
Male	39%	44%	17%
Female	33%	47%	20%
Age			
15-24	37%	43%	20%
25-39	38%	50%	12%
40-54	37%	50%	13%
55 +	33%	41%	26%
Education (End of)			
15-	28%	49%	23%
16-19	36%	48%	16%
20+	44%	40%	16%
Still studying	38%	38%	24%
Respondent occupation scale			
Self- employed	37%	49%	14%
Managers	47%	38%	15%
Other white collars	37%	51%	12%
Manual workers	39%	46%	15%
House persons	34%	49%	17%
Unemployed	28%	65%	7%
Retired	32%	39%	29%
Students	38%	38%	24%

- Europeans are divided on whether unemployment benefits stayed the same or are worse compared with five years ago -

Thirty eight percent of citizens consider unemployment benefits are worse than they were five years ago while 36% say they are the same (Figure 131). Only 8% of citizens say they have improved and the remaining 18% are undecided.

Figure 131 – QA4.5 EU average results



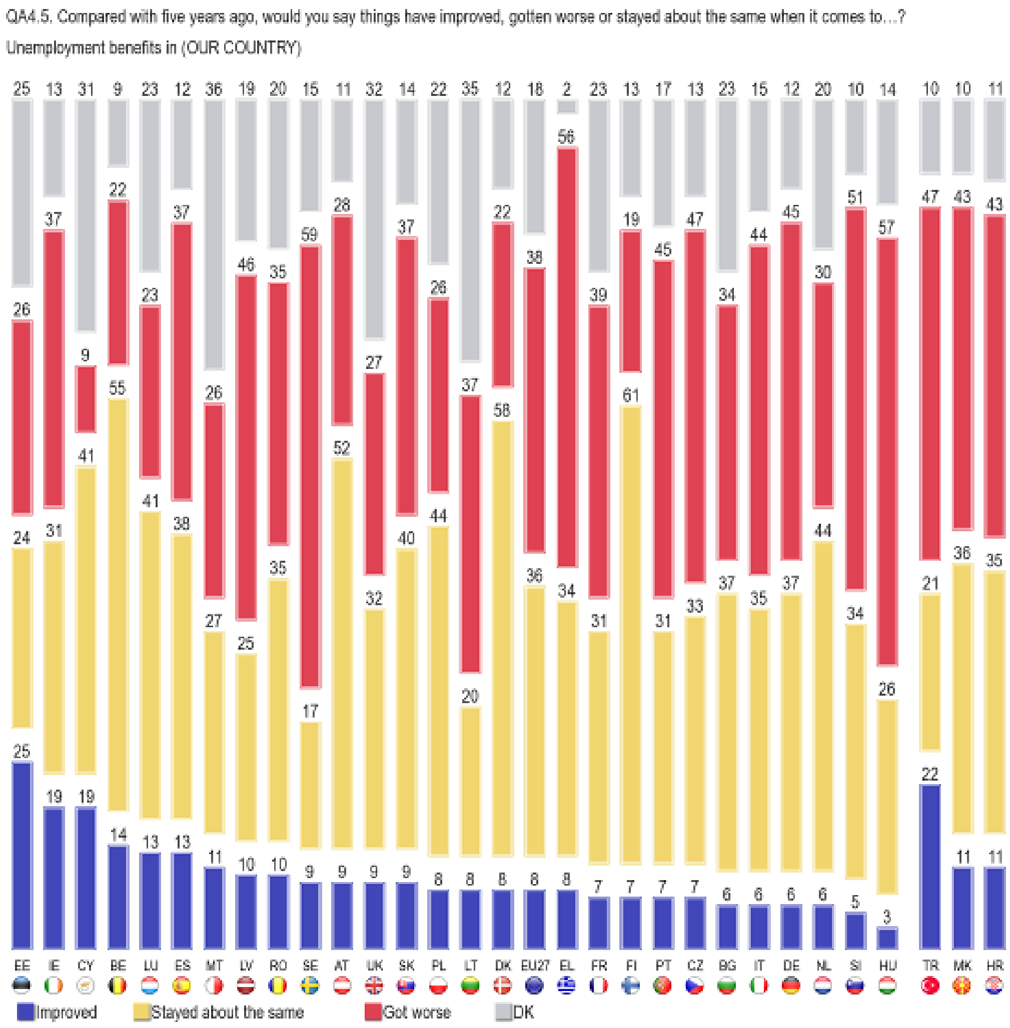
In 13 EU Member States, a relative majority of respondents say unemployment benefits are worse than five years ago, while in 12 the majority consider it has remained unchanged (Figure 132). In four Member States respondents are divided, and in no single Member State does the majority say it has improved.

The countries where citizens are most likely to say unemployment benefits has worsened are Sweden (59%), Hungary (57%), Greece (56%) and Slovenia (51%).

In Finland (61%), Denmark (58%), Belgium (55%) and Austria (52%), citizens are most likely to say unemployment benefits stayed the same compared to five years ago.

In the three candidate countries the majority of citizens consider unemployment benefits are worse (47% in Turkey and 43% in both Croatia and the Former Yugoslav Republic of Macedonia).

Figure 132 – QA4.5 country results



The socio-economic breakdown shows that the more educated citizens are the more likely they are to feel that unemployment benefits stayed the same compared to 2004 (Figure 133). Thirty nine percent of those who studied until age 20 or later feel this way compared to 34% of those who studied until age 15 or earlier.

The people who are most directly affected by unemployment benefits, i.e. people who are unemployed (48%) are more likely than those in any other occupation to think that these benefits have deteriorated while white collar workers (40%) are most likely to think it has stayed the same.

Figure 133 – QA4.5 socio-demographic analysis

QA4.5 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

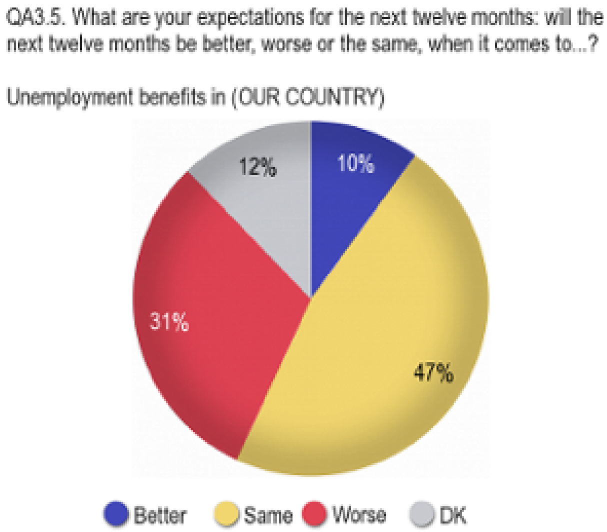
Unemployment benefits in (OUR COUNTRY)

	Improved	Stayed about the same	Got worse	DK
EU27	8%	36%	38%	18%
Sex				
Male	9%	37%	37%	17%
Female	7%	36%	38%	19%
Age				
15-24	12%	32%	32%	24%
25-39	11%	39%	38%	12%
40-54	7%	38%	43%	12%
55 +	6%	34%	36%	24%
Education (End of)				
15-	6%	34%	40%	20%
16-19	8%	36%	40%	16%
20+	9%	39%	36%	16%
Still studying	10%	34%	28%	28%
Respondent occupation scale				
Self- employed	9%	39%	36%	16%
Managers	9%	39%	36%	16%
Other white collars	8%	40%	39%	13%
Manual workers	9%	36%	42%	13%
House persons	7%	37%	38%	18%
Unemployed	10%	32%	48%	10%
Retired	5%	35%	35%	25%
Students	10%	34%	28%	28%

- The majority of Europeans expect unemployment benefits to stay the same over the next twelve months -

When asked about their expectations regarding unemployment benefits, the majority of citizens (47%) expect it to stay about the same (Figure 134). Thirty one percent think it will deteriorate while 10% expect it to be better. A further 12% do not have an opinion.

Figure 134 – QA3.5 EU average results



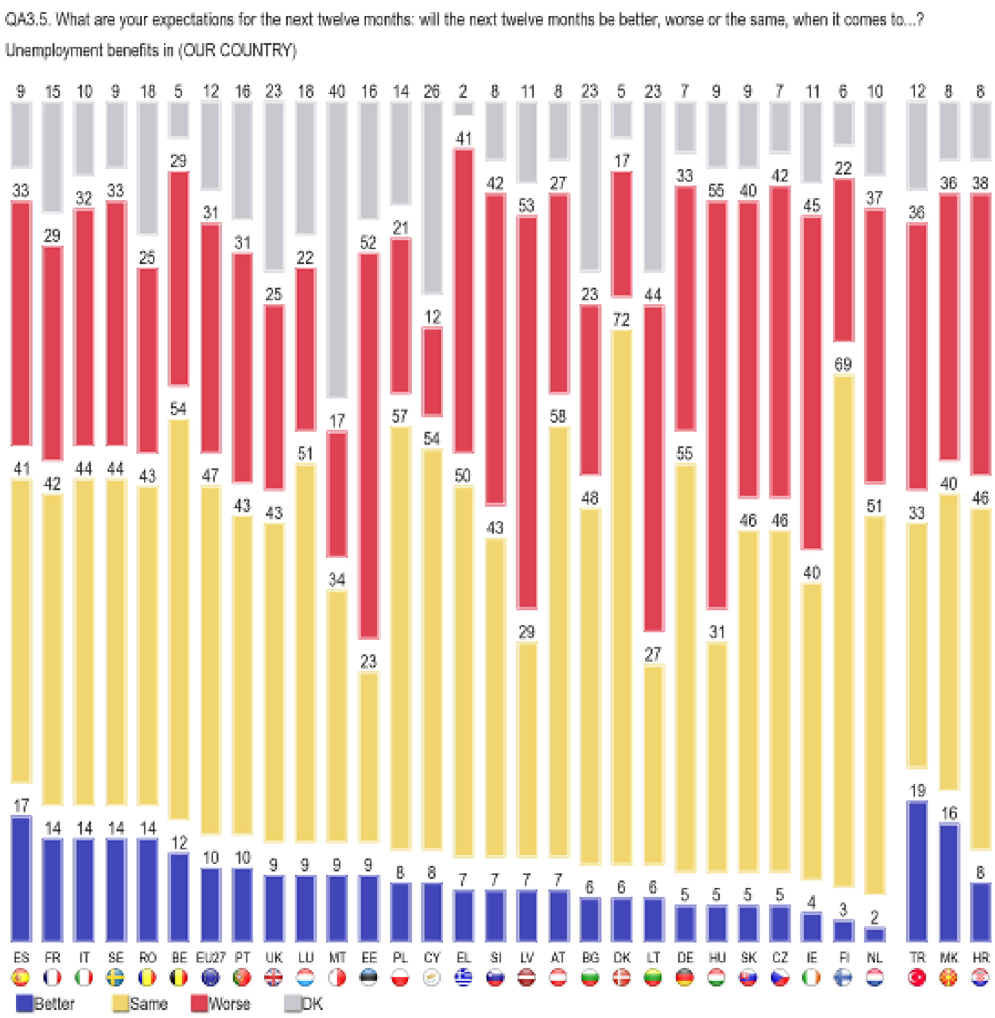
In the majority of countries, most respondents expect unemployment benefits to remain about the same. This is most prevalent in Denmark (72%), Finland (69%), Austria (58%), Poland (57%), Germany (55%), and Belgium and Cyprus (both 54%) (Figure 135).

The exceptions, where the majority of citizens expect unemployment benefits to worsen, are Hungary (55%), Latvia (53%), Estonia (52%) and Ireland (45%).

While there is not a majority in any country who expect unemployment benefits to be better, the countries where this figure is the highest are Spain (17%), and France, Italy, Sweden and Romania (all 14%).

In two of the three candidate countries the majority think unemployment benefits will stay the same. This is the case in Croatia (46%) and the Former Yugoslav Republic of Macedonia (40%). In Turkey, however, a small majority say it will be worse (36%) compared to 33% who consider it will remain unchanged.

Figure 135 – QA3.5 country results



In terms of socio-demographics, respondents in the youngest age group (15-24) are the least likely to expect unemployment benefits to be worse in twelve months (26%) (Figure 136). Education is also important to take into account. Respondents who have studied until age 20 or later (51%) are significantly more likely to say things will remain unchanged than those who studied until age 15 or earlier (45%).

It is important to note that citizens who are unemployed tend to have a more negative outlook than those in other occupations. Thirty nine percent of them expect unemployment benefits to deteriorate.

Figure 136 – QA3.5 socio-demographical analysis

QA3.5 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

Unemployment benefits in (OUR COUNTRY)

	Improved	Stayed about the same	Got worse	DK
EU27	10%	47%	31%	12%
Sex				
Male	9%	48%	32%	11%
Female	10%	46%	30%	14%
Age				
15-24	16%	43%	26%	15%
25-39	12%	49%	31%	8%
40-54	8%	49%	35%	8%
55 +	7%	46%	30%	17%
Education (End of)				
15-	8%	45%	31%	16%
16-19	10%	47%	32%	11%
20+	9%	51%	31%	9%
Still studying	15%	47%	22%	16%
Respondent occupation scale				
Self- employed	11%	49%	29%	11%
Managers	9%	51%	31%	9%
Other white collars	10%	49%	33%	8%
Manual workers	11%	47%	32%	10%
House persons	10%	48%	31%	11%
Unemployed	13%	42%	39%	6%
Retired	6%	46%	29%	19%
Students	15%	47%	22%	16%

Summary of the scorecard

The scorecard (Figure 137) shows that unemployment benefits are rated negatively on the whole (EU27: -1.2), that the evolution over the past five years is rated more negatively than positively (EU27: -30) and that the expectation for the next twelve months is also more negative than positive (EU27: -21).

The current situation is rated worst of all by respondents in Greece (-5.3), Bulgaria (-5), Romania (-4.3) and Hungary (-4.2), while it is rated best by citizens of the Netherlands (+3.5), Austria (+3.1), Luxembourg and Denmark (both +2.4) and Belgium (+1.9).

In rating the evolution, the index scores indicate that citizens in Hungary (-54) rate it most negative of all (they also rate the current situation amongst the worst), followed by those in Sweden (-50) and in Greece (-48). Cyprus (+10) is the only country where positive scores outweigh negative ones in this regard, however the countries who rated the current situation the best, all have relatively high numbers who say the situation has not changed: Finland (61%), Denmark (58%), Belgium (55%), and Austria (52%).

In the rating of expectations for the next twelve months, the same pattern as in the evolution rating is evident, with citizens in Hungary (-50) most likely to rate it mostly negatively. While no countries have a positive index score, Denmark (72%), Finland (69%), Austria (58%) and Poland (57%) have relatively high numbers of citizens saying they don't expect the situation to change.

In the candidate countries, gloomy feelings about the current situation and the past development as well as the coming year are very manifest. This is particularly so in Croatia and the Former Yugoslav Republic of Macedonia.

Figure 137 – Country ranking: Unemployment benefits

COUNTRY RANKING: Unemployment benefits in (OUR COUNTRY)

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	-1.2	--	-30	36%	-	-21	47%
NL	3.5	-	-24	44%	-	-35	51%
AT	3.1	-	-19	52%	-	-20	58%
DK	2.4	-	-14	58%	-	-11	72%
LU	2.4	-	-10	41%	-	-13	51%
BE	1.9	-	-8	55%	-	-17	54%
FI	0.5	-	-12	61%	-	-19	69%
FR	0.5	--	-32	31%	-	-15	42%
IE	0.3	--	-18	31%	--	-41	40%
DE	0.2	--	-39	37%	-	-28	55%
UK	0.1	-	-18	32%	-	-16	43%
SI	-0.3	--	-46	34%	-	-35	43%
SE	-0.5	--	-50	17%	-	-19	44%
CY	-0.9	+	+10	41%	-	-4	54%
MT	-1	-	-15	27%	-	-8	34%
ES	-1.6	-	-24	38%	-	-16	41%
CZ	-2	--	-40	33%	-	-37	46%
LT	-2.8	--	-29	20%	--	-38	27%
EE	-3.1	=	...	24%	--	-43	23%
SK	-3.2	-	-28	40%	-	-35	46%
PL	-3.4	-	-18	44%	-	-13	57%
IT	-3.4	--	-38	35%	-	-18	44%
PT	-3.6	--	-38	31%	-	-21	43%
LV	-3.7	--	-36	25%	--	-46	29%
HU	-4.2	--	-54	26%	--	-50	31%
RO	-4.3	-	-25	35%	-	-11	43%
BG	-5	-	-28	37%	-	-17	48%
EL	-5.3	--	-48	34%	-	-34	50%
TR	-3.8	--	-25	21%	--	-17	33%
HR	-5	--	-32	35%	-	-30	46%
MK	-5.1	--	-32	36%	-	-20	40%

+ + = the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

\+ = the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations

\- = the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations

\- - = the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

= = equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

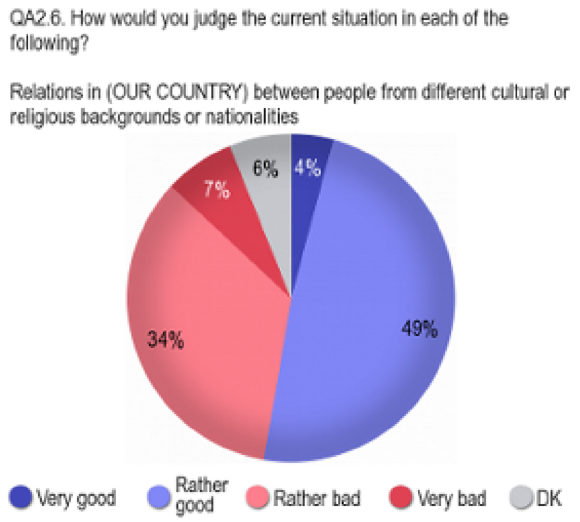
3.4 Relations between people from different cultural backgrounds

- The majority of Europeans consider relations between people to be good -

Contrary to the rather gloomy picture that has emerged in the previous sections of this report, relations between people appear not to be a source of negativity for most Europeans.

When asked how they would judge the relations between people from different cultural or religious backgrounds or nationalities, the majority of citizens (53%) consider them to be good and 4% say they are very good (Figure 138). Forty one percent think relations are bad and only 7% consider them to be very bad. A further 6% answer they do not know.

Figure 138 – QA2.6 EU average results

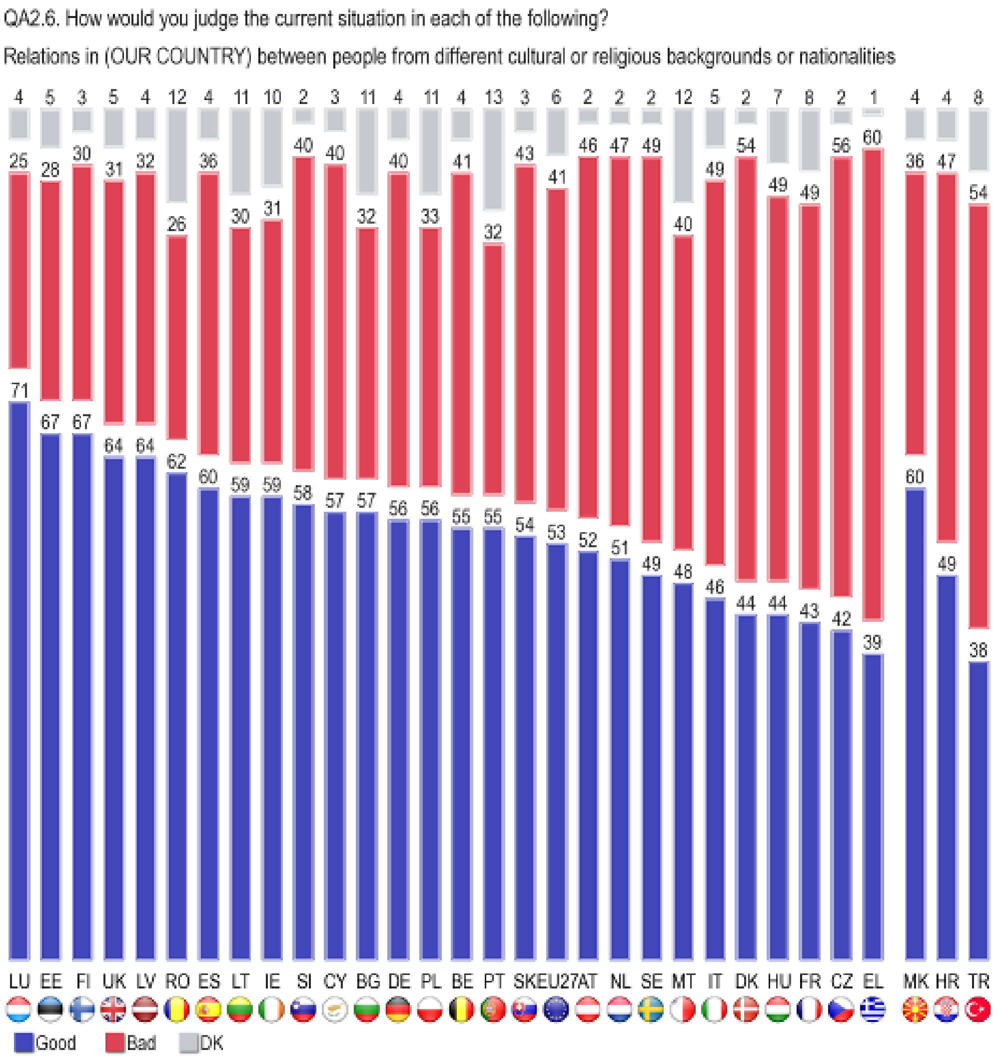


In the majority of countries most respondents feel that relations between people are good. This is most prevalent in Luxembourg (71%), Estonia (67%), Finland (67%), the UK and Latvia (both 64%), Romania (62%) and Spain (60%) (Figure 139).

Of the three candidates, the Former Yugoslav Republic of Macedonia (60%) has the highest incidence of respondents who feel relations between people are good, followed by those in Croatia (49%) and then Turkey (38%).

There are a number of noteworthy exceptions to the rule where the majority of citizens say relations between people are bad. Greece (60%) has the highest incidence of citizens who say relations are bad, followed by the Czech Republic (56%), Denmark (54%), and Italy, Hungary and France (all 49%). It is worth noting that Swedes are perfectly divided on the question.

Figure 139 – QA2.6 country results



Age is an influential factor when it comes to the relations between people. As citizens get older they are slightly less likely to say relations between people are good (Figure 140). Fifty six percent of the 15-24 year old age cohort say relations are good, but amongst those aged 55+ this drops to 52%.

Once again, respondents who place themselves low on the social staircase (51%) are less likely to find that relations between people are good than their counterparts who place themselves high on the social staircase (57%).

Figure 140 – QA2.6 socio-demographic analysis

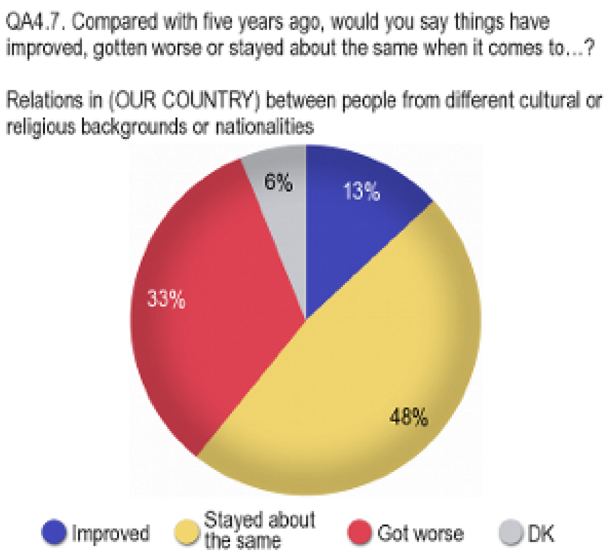
QA2.6 How would you judge the current situation in each of the following?
Relations in (OUR COUNTRY) between people from different cultural

	Good	Bad	DK
EU27	53%	41%	6%
Sex			
Male	55%	40%	5%
Female	53%	41%	6%
Age			
15-24	56%	40%	4%
25-39	54%	42%	4%
40-54	54%	41%	5%
55 +	52%	39%	9%
Education (End of)			
15-	53%	38%	9%
16-19	53%	41%	6%
20+	54%	42%	4%
Still studying	57%	40%	3%
Self-positioning on the social staircase			
Low (1-4)	51%	41%	8%
Medium (5-6)	54%	40%	6%
High (7-10)	57%	39%	4%

- The majority of Europeans say relations between people have not changed compared to five years ago -

When asked to compare current relations between people with how things were five years ago 48% of citizens say it stayed about the same and 33% state things have deteriorated (Figure 141). Thirteen percent consider relations have actually improved while 6% of citizens have no opinion on this matter.

Figure 141 – QA4.7 EU average results



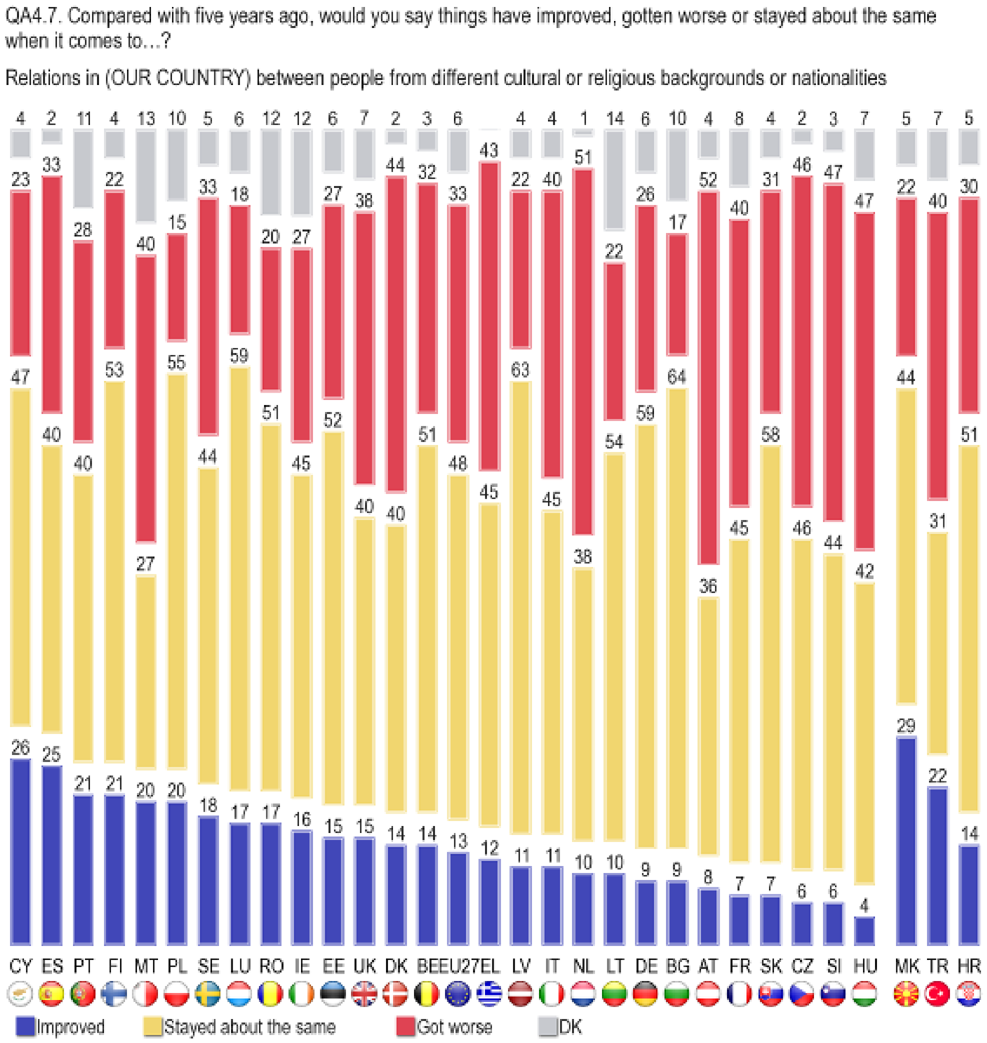
In the majority of countries citizens tend to judge relations between people as having stayed about the same (Figure 142). This is most notable in Bulgaria (64%), Latvia (63%), Germany and Luxembourg (both 59%), and Slovakia (58%).

There are a number of exceptions though where the majority of citizens actually feel relations are worse compared to five years ago. In Denmark (44%) and Hungary (47%) most respondents say that relations had deteriorated over the past five years while the majority also think that current relations were already bad (as was reported earlier). In Austria (52%), the Netherlands (51%), Slovenia (47%) and

Malta (40%) the majority of respondents say that relations had deteriorated over the past five years, but that current relations are good.

In two of the three candidate countries the majority of citizens feel relations have stayed the same (51% in Croatia and 44% in the Former Yugoslav Republic of Macedonia). In Turkey most citizens say relations are now worse (40%).

Figure 142 – QA4.7 country reuslts



The socio-demographic analysis reveals that citizens in the 40-54 year old category (37%) are more likely than those in any other age group to feel that relations between people have worsened over the past five years (Figure 143). Education is also somewhat relevant as those respondents with higher education (14%) are more likely to think relations have improved, compared to those with the least education (12%).

Figure 143 – QA4.7 socio-demographic analysis

QA4.7 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

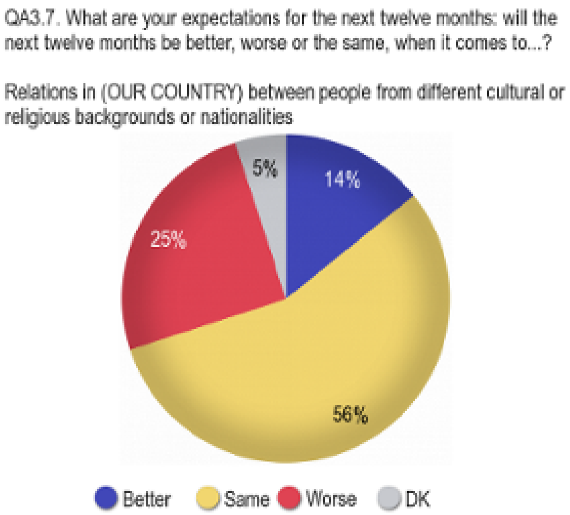
Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities

	Improved	Stayed about the same	Got worse	DK
EU27	13%	48%	33%	6%
Sex				
Male	15%	47%	33%	5%
Female	12%	48%	33%	7%
Age				
15-24	21%	44%	26%	9%
25-39	15%	49%	32%	4%
40-54	12%	47%	37%	4%
55 +	10%	49%	34%	7%
Education (End of)				
15-	10%	47%	35%	8%
16-19	12%	47%	35%	6%
20+	14%	49%	33%	4%
Still studying	24%	44%	24%	8%

- The majority of Europeans also expect relations between people to remain unchanged in the next twelve months -

When asked about their expectations for the next twelve months the majority of Europeans (56%) expect relations between people to remain the same. One quarter (25%) expect relations to get worse while 14% expect it to get better. Five percent of respondents do not have an opinion in this regard (Figure 144).

Figure 144 – QA3.7 EU average results

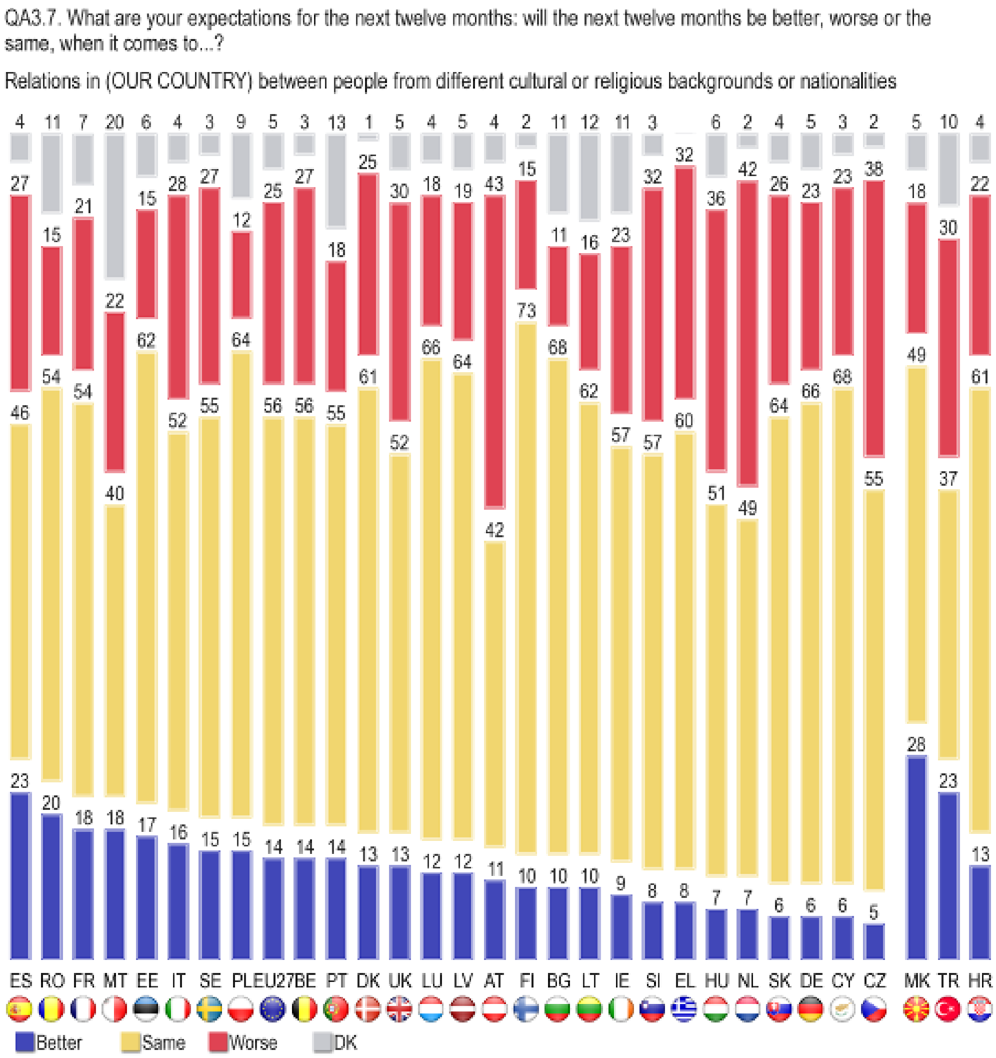


In all Member States except one the majority of citizens expect relations to remain the same in the next twelve months (Figure 145). This is most notable in Finland (73%), Bulgaria and Cyprus (both 68%), and Luxembourg and Germany (both 66%).

The one exception is Austria where citizens are divided on the issue, with 43% expecting relations to worsen and 42% expecting things to remain the same. The highest incidence, albeit not a majority, of citizens expecting relations to improve is in Spain (23%) followed by Romania (20%).

In the three candidate countries the majority of citizens also expect the situation to remain the same. In Croatia this is true for 61% of citizens, in the Former Yugoslav Republic of Macedonia for 49% and in Turkey for 37%. It is interesting to note that the Former Yugoslav Republic of Macedonia (28%) has a higher incidence of expecting that relations will get better in the next year than any of the current Member States.

Figure 145 – QA3.7 country results



The socio-demographic analysis shows that respondents in the 40-54 year old age category (29%) are again the most likely to expect relations between people to deteriorate while those in the 15-24 year old age group (18%) are the least likely to expect things to get worse (Figure 146).

Figure 146 – QA3.3 socio-demographic analysis

QA3.3 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

Health care provision in (OUR COUNTRY)

	Improved	Stayed about the same	Got worse	DK
EU27	14%	56%	25%	5%
Sex				
Male	14%	56%	25%	5%
Female	13%	56%	25%	6%
Age				
15-24	20%	56%	18%	6%
25-39	16%	56%	24%	4%
40-54	12%	55%	29%	4%
55 +	10%	56%	26%	8%
Education (End of)				
15-	11%	55%	25%	9%
16-19	13%	56%	26%	5%
20+	14%	57%	26%	3%
Still studying	22%	56%	17%	5%

Summary of the scorecard

The scorecard (Figure 147) shows that relations between people are rated positively on the whole (EU27: +0.3), but that the evolution over the past five years is rated more negatively than positively (EU27: -20) and that the expectation for the next twelve months is also more negative than positive (EU27: -11).

The evaluation of the current situation is for the most part positive and the countries that are most positive of all are Luxembourg (+2.5), Finland (+1.5) and the UK, Estonia and Lithuania (all +1.4). Respondents in Greece (-1.7), Czech Republic (-1), Italy (-0.8), and Hungary and Denmark (both -0.7) are the most negative in their evaluation.

In rating the development of relations between people, citizens in Poland (+5) have positive scores on the better-worse index. However, the countries that rated the current situation the best all have relatively high numbers of people saying the situation has not changed: Luxembourg (59%), Lithuania (54%), Finland (53%), Estonia (52%) and the UK (40%).Those who rate the evolution worst are citizens from Austria (-44) and Hungary (-43).

Negative responses also outweigh positive ones in most countries in terms of the expectations for the next twelve months. The most negative responses are found in the Netherlands (-35), the Czech Republic (-33), Austria (-32) and Hungary (-29).
The most positive responses are evident in Romania (+5) while all the other countries that rate the current situation the best have relatively high numbers of people saying the situation will remain the same: Luxembourg (66%), Finland (73%), the UK (52%), and Lithuania and Estonia (both 62%).

Of the three candidate countries, respondents in Turkey rate the current situation worst (-1.2) and they also judge the evolution most negatively (-18) while those in Croatia have the most negative expectations score (-9). Citizens in the Former Yugoslav Republic of Macedonia however have a positive evaluation of the current situation (+0.6), and they are more likely to rate the evolution (+7) and the coming twelve months (+10) positive than negative.

Figure 147 – Country ranking: Relations between people from different cultural backgrounds

COUNTRY RANKING: Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	0.3	-	-20	48%	-	-11	56%
LU	2.5	=	...	59%	-	-6	66%
FI	1.5	=	...	53%	-	-5	73%
UK	1.4	-	-23	40%	-	-17	52%
EE	1.4	-	-12	52%	=	...	62%
LT	1.4	-	-12	54%	-	-6	62%
LV	1.3	-	-11	63%	-	-7	64%
RO	1.3	-	-3	51%	+	+5	54%
IE	1	-	-11	45%	-	-14	57%
PL	0.8	+	+5	55%	=	...	64%
ES	0.8	-	-8	40%	=	...	46%
BG	0.8	-	-8	64%	=	...	68%
DE	0.6	-	-17	59%	-	-17	66%
PT	0.6	-	-7	40%	-	-4	55%
BE	0.4	-	-18	51%	-	-13	56%
CY	0.3	=	...	47%	-	-17	68%
SI	0.3	--	-41	44%	-	-24	57%
AT	0.2	--	-44	36%	--	-32	42%
SK	0.2	-	-24	58%	-	-20	64%
NL	0.1	--	-41	38%	-	-35	49%
SE	-0.1	-	-15	44%	-	-12	55%
MT	-0.2	--	-20	27%	-	-4	40%
FR	-0.6	-	-33	45%	-	-3	54%
DK	-0.7	--	-30	40%	-	-12	61%
HU	-0.7	--	-43	42%	-	-29	51%
IT	-0.8	-	-29	45%	-	-12	52%
CZ	-1	-	-40	46%	-	-33	55%
EL	-1.7	-	-31	45%	-	-24	60%
MK	0.6	+	+7	44%	+	+10	49%
HR	-0.8	-	-16	51%	-	-9	61%
TR	-1.2	--	-18	31%	-	-7	37%

+ + = the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

\+ = the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations

\- = the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations

\- - = the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

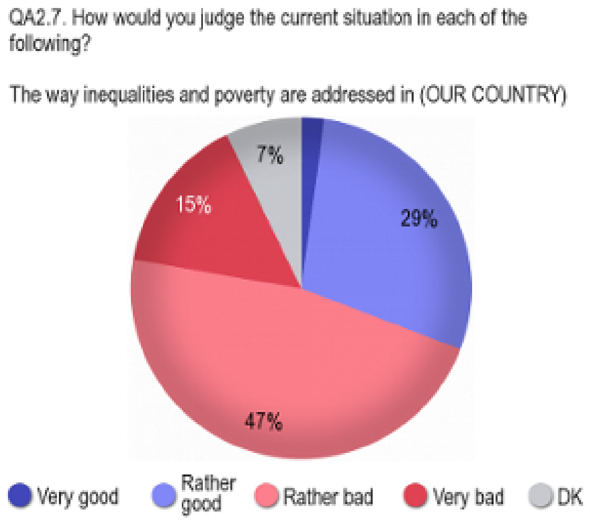
= = equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

3.5 The way inequalities and poverty are addressed

- The majority of Europeans say the way inequalities and poverty are addressed, is bad -

Overall, 62% of European citizens say the way inequalities are addressed are bad, compared to 31% who think it is good (Figure 148). Fifteen percent of citizens feel the way these inequalities are addressed are very bad, while only 2% consider it to be very good. Seven percent do not have an opinion on this matter.

Figure 148 – QA2.7 EU average results

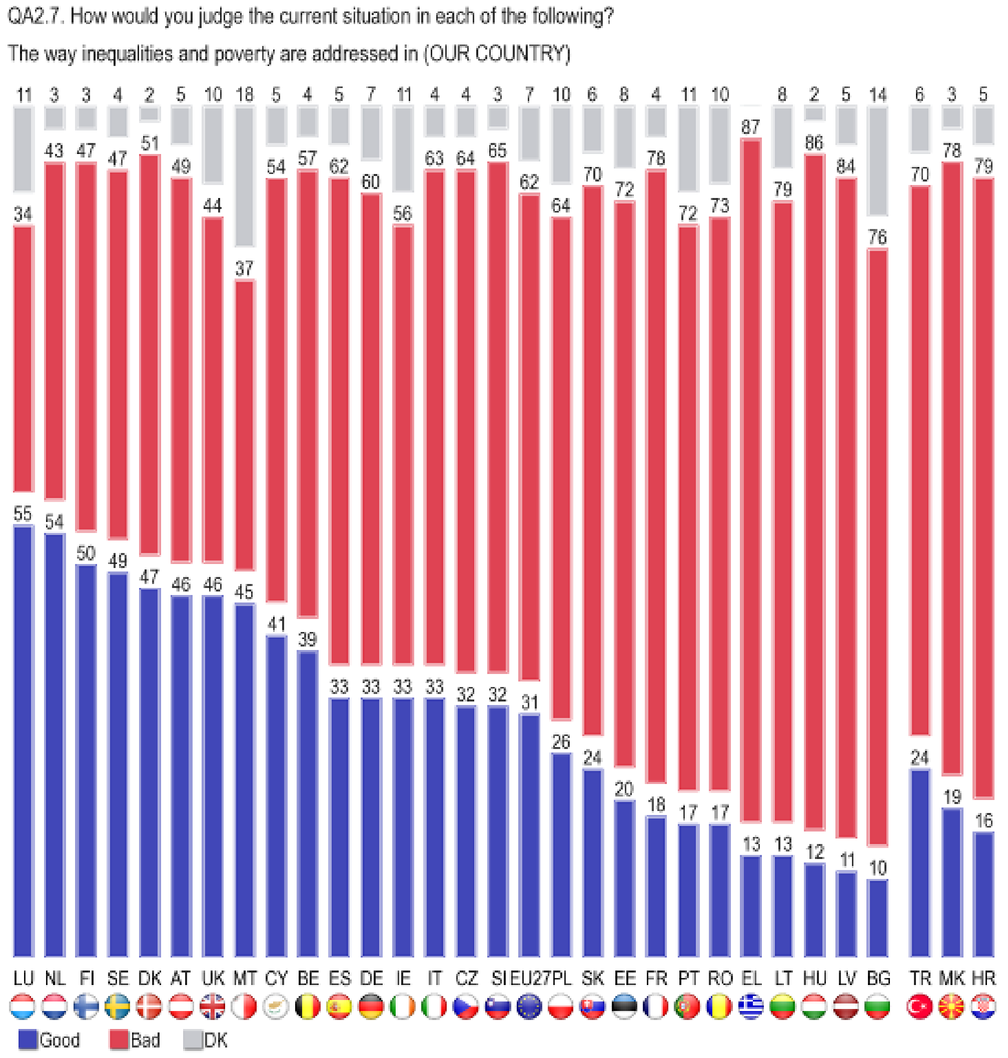


An interesting picture with significant regional skews emerges at a country level. While the majority of respondents in most countries say the way inequalities and poverty are addressed is bad, citizens in Eastern/Southern Member States are more likely to feel this way than those in Northern/Western Member States (Figure 149).

Citizens in Greece (87%), Hungary (86%), Latvia (84%), Lithuania (79%), France (78%) and Bulgaria (76%) are most likely to consider the way inequalities and poverty are addressed as bad.

There are six countries, only one of which is not a Northern/Western Member State, where the majority of citizens say the way inequalities and poverty are addressed is good. These countries are Luxembourg (55%), the Netherlands (54%), Finland (50%), Sweden (49%), the UK (46%) with the exception of Malta (45%).

Figure 149 – QA2.7 country results



In terms of socio-demographics, males (33%) are more likely than females (30%) to say the way inequalities and poverty are addressed is good (Figure 150). The same is true for citizens in the youngest age cohort, 15-24, 38% of whom say it is good compared to 31% of those aged 25-39, 29% of those aged 40-54 and 30% of those aged 55+.

Education is another relevant indicator – the more educated respondents are, the more likely they are to say the way inequalities and poverty are addressed is good. Thirty four percent of those who studied until age 20 or later feel this way compared to only 28% of those who studied until age 15 or earlier.

Citizens who are unemployed (73%) and therefore presumably more likely to be affected by this issue are more likely than those in other occupations to say the way inequalities and poverty are addressed is bad. Students (53%) are the least likely to say this.

Figure 150 – QA2.7 socio-demographic analysis

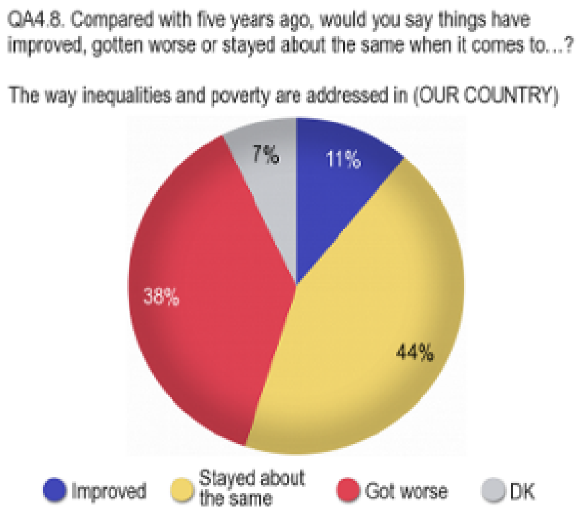
QA2.7 How would you judge the current situation in each of the following?
The way inequalities and poverty are addressed in (OUR COUNTRY)

	Good	Bad	DK
EU27	31%	62%	7%
Sex			
Male	33%	61%	6%
Female	30%	63%	7%
Age			
15-24	38%	54%	8%
25-39	31%	64%	5%
40-54	29%	67%	4%
55 +	30%	61%	9%
Education (End of)			
15-	28%	63%	9%
16-19	30%	64%	6%
20+	34%	62%	4%
Still studying	38%	53%	9%
Respondent occupation scale			
Self- employed	35%	60%	5%
Managers	36%	61%	3%
Other white collars	33%	63%	4%
Manual workers	29%	65%	6%
House persons	32%	60%	8%
Unemployed	21%	73%	6%
Retired	31%	60%	9%
Students	38%	53%	9%
Difficulties to pay bills			
Most of the time	21%	74%	5%
From time to time	27%	67%	6%
Almost never	35%	58%	7%

- The majority of Europeans say the way inequalities and poverty are addressed has remained the same over the last five years -

When asked how they feel about the way inequalities and poverty are addressed compared to five years ago, 44% of citizens report that it has stayed about the same, while 38% think it is worse (Figure 151). Eleven percent think it has actually improved while 7% of citizens do not know.

Figure 151 – QA4.8 EU average results



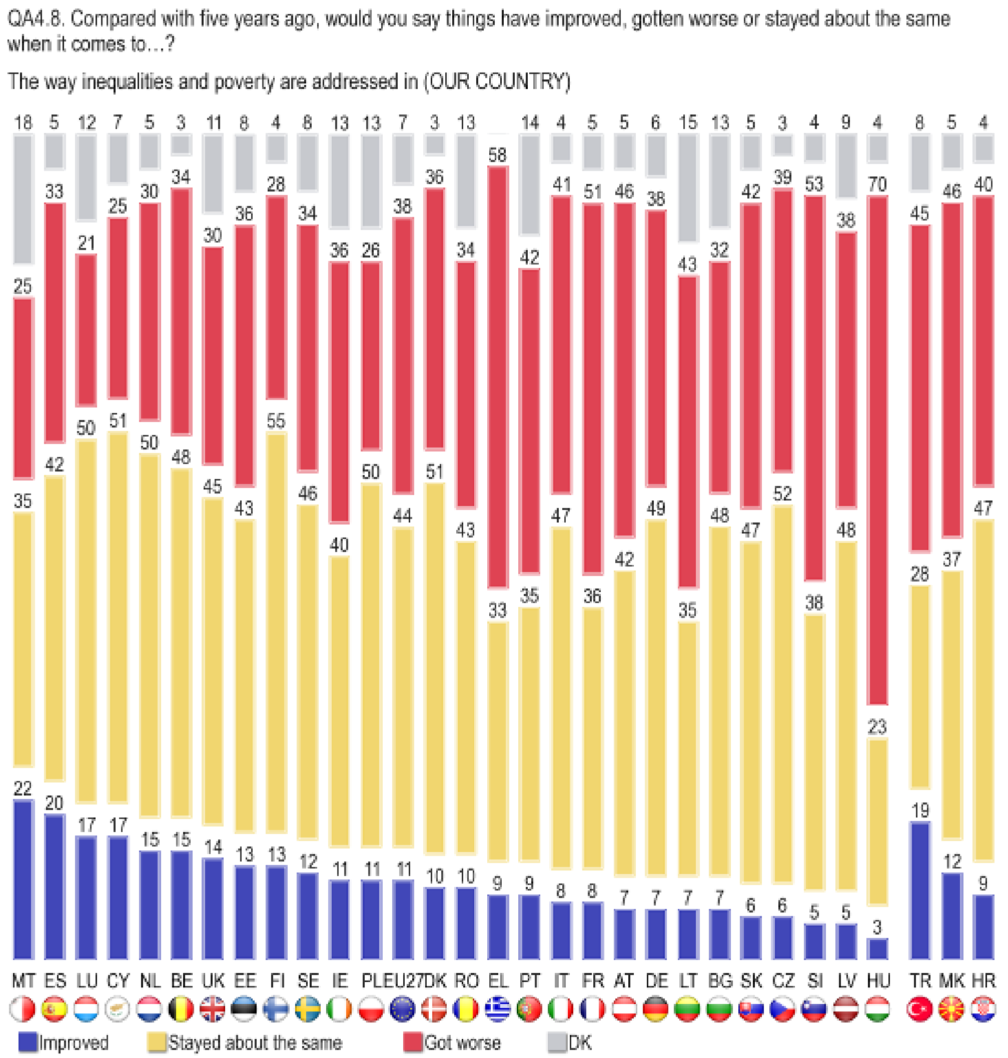
In the majority of countries, most citizens say the way inequalities and poverty are addressed has stayed the same compared to five years ago. Countries in which citizens where the most likely to feel this are Finland (55%), the Czech Republic (52%), Denmark and Cyprus (both 51%), Luxembourg, the Netherlands and Poland (all 50%) (Figure 152).

There are a few exceptions where the majority of citizens actually say that the way inequalities and poverty are addressed is worse than five years ago. By far the most notable is Hungary (70%). Other such countries include Slovenia (53%), France (51%), Austria (46%), Lithuania (43%) and Portugal (42%).

In Malta (22%) and Spain (20%) at least one in five respondents say the situation has actually improved in the past five years, although they are not the majority.

In only one of the three candidate countries (Croatia: 47%), most citizens say that the way inequalities and poverty are addressed has not changed much in the past five years. In the Former Yugoslav Republic of Macedonia (46%) and in Turkey (45%) the majority think the situation is worse.

Figure 152 – QA4.8 country results



The socio-demographic analysis reveals that respondents in the youngest age group (15-24: 28%) are less likely than those in other age cohorts to consider the way inequalities and poverty are addressed has worsened (Figure 153). In the 25-39 year old group this is true for 37% of respondents, while 43% of the 40-54 year olds group and 40% of the 55+ age group feel the same way.

Thirty-five percent of citizens who almost never have difficulties in paying their bills say the way poverty and inequalities is addressed is worse compared to 50% of those who admit they have most of the time difficulties to pay bills.

Figure 153 – QA4.8 socio-demographic analysis

QA4.8 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to...?

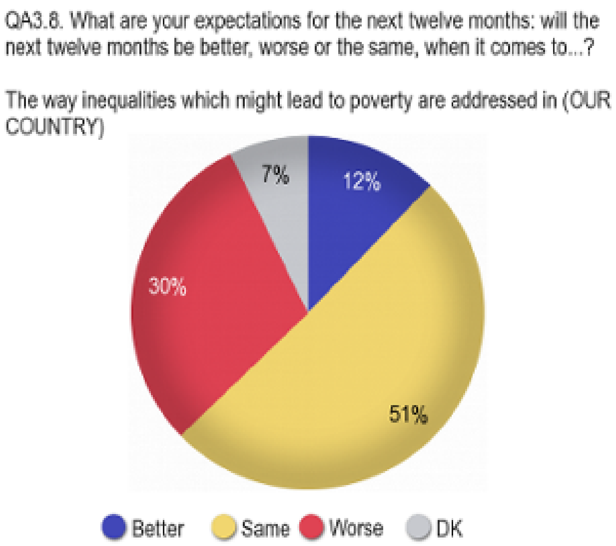
The way inequalities and poverty are addressed in (OUR COUNTRY)

	Improved	Stayed about the same	Got worse	DK
EU27	11%	44%	38%	7%
Sex				
Male	11%	45%	38%	6%
Female	10%	44%	38%	8%
Age				
15-24	17%	42%	28%	13%
25-39	11%	46%	37%	6%
40-54	9%	44%	43%	4%
55 +	8%	44%	40%	8%
Education (End of)				
15-	8%	43%	41%	8%
16-19	10%	44%	40%	6%
20+	12%	46%	37%	5%
Still studying	19%	42%	26%	13%
Difficulties to pay bills				
Most of the time	8%	35%	50%	7%
From time to time	9%	42%	42%	7%
Almost never	11%	47%	35%	7%

- One in two Europeans expect the way inequalities and poverty are addressed to remain the same in the next twelve months -

Fifty one percent of citizens expect the way inequalities and poverty are addressed not to change over the next year (Figure 154). Thirty percent however expect it to deteriorate while only 12% anticipate an improvement. Seven percent could not decide how they feel about this issue.

Figure 154 – QA3.8 EU average



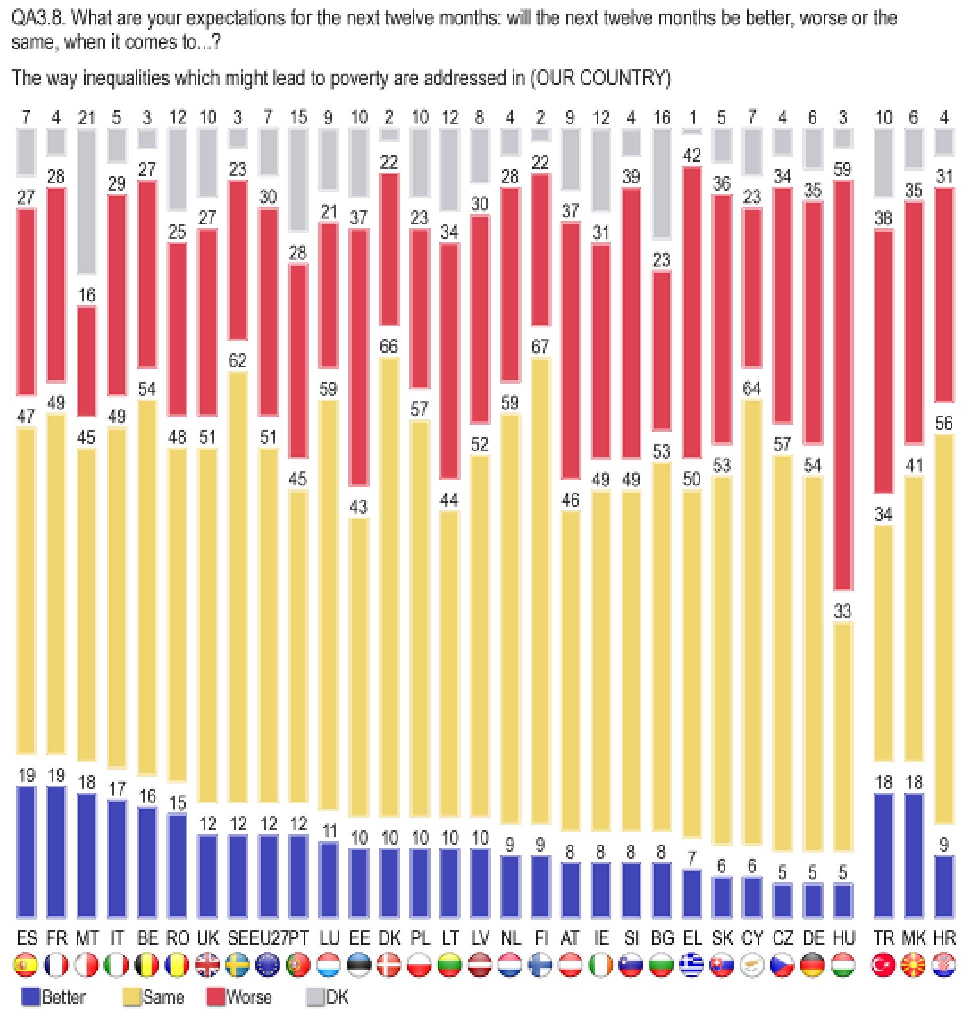
In all countries barring one the majority of citizens expect the way inequalities and poverty are addressed not to change in the next year (Figure 155). This is most notable in Finland (67%), Denmark (66%), Cyprus (64%) and Sweden (62%).

The exception is Hungary where the majority (59%) actually expects the way inequalities and poverty are addressed to become worse in the next twelve months, while 33% expect it to remain stable and only 5% expect it to improve.

Countries where the highest levels of expectation of improvement is noted are Spain and France (both 19%), Malta (18%), Italy (17%), Belgium (16%) and Romania (15%).

In two of the three candidate countries the pattern follows that of the norm. In Croatia 56% of citizens expect the situation to remain the same and in the Former Yugoslav Republic of Macedonia 41% expect the same. In Turkey, the majority (38%) expect things to deteriorate, while 34% expect it to remain the same and 18% anticipate an improvement.

Figure 155 – QA3.8 country results



In terms of socio-demographics, citizens aged 15-24 (21%) are again less likely to expect the way inequalities and poverty are addressed to become worse than older citizens (25-39: 29%; 40-54: 33%; 55 years and over: 32%). The level of difficulty to pay bills is significant in that the more respondents say it is difficult, the more likely they are to expect the situation to get worse (Figure 156).

Figure 156 – QA3.8 socio-demographic analysis

QA3.8 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

The way inequalities which might lead to poverty are addressed in (OUR COUNTRY)

	Better	Same	Worse	DK
EU27	12%	51%	30%	7%
Sex				
Male	12%	52%	30%	6%
Female	12%	51%	29%	8%
Age				
15-24	19%	51%	21%	9%
25-39	15%	51%	29%	5%
40-54	11%	51%	33%	5%
55 +	8%	52%	32%	8%
Education (End of)				
15-	9%	50%	33%	8%
16-19	12%	51%	31%	6%
20+	13%	54%	29%	4%
Still studying	19%	52%	20%	9%
Difficulties to pay bills				
Most of the time	12%	42%	38%	8%
From time to time	13%	49%	32%	6%
Almost never	12%	54%	28%	6%

Summary of the scorecard

The scorecard (Figure 157) shows that the current rating of the way inequalities and poverty are addressed is negative on the whole (EU27: -2), that the evolution over the past five years is rated more negatively than positively (EU27: -27) and that the expectation for the next twelve months is also more negative than positive (EU27: -18).

On the whole, citizens in most countries rate the current situation mostly negatively, with two exceptions. These are Luxembourg (+0.9) and the Netherlands (0.3). The most negative ratings of the current situation are found in Latvia (-5.2), Hungary (-5), Greece (-4.7) and Bulgaria (-4.6).

The evolution index scores indicate that negative ratings proportionally outweigh positive ones in all countries. The countries where the negative scores are the highest, are Hungary (-67) and Greece (-49) - both countries where the current situation is also rated amongst the worst. While the Netherlands and Luxembourg do not show positive index scores, it should be noted that a relatively high percentage of respondents there say the situation has remained unchanged (both 50%).

The expectation index shows a similar picture to the evolution index, with citizens in Hungary (-54) and Greece (-35) most negative in their outlook. The only country where positive and negative expectations outweigh each other is Malta while in the Netherlands and Luxembourg a relatively high percentage of respondents expect the situation to remain unchanged (both 59%).

Among the three candidates, respondents in the Former Yugoslav Republic of Macedonia rate the current situation the most negative (-4.7) and their index score for the evolution is the worst (-34). However, citizens in Croatia have the most negative outlook (-22).

Figure 157 – Country ranking: The way inequalities and poverty are addressed

COUNTRY RANKING: The way inequalities and poverty are addressed in (OUR COUNTRY)

	EVALUATION OF THE CURRENT SITUATION	SITUATION COMPARED WITH FIVE YEARS AGO			EXPECTATIONS FOR THE COMING 12 MONTHS		
			Better-worse index	% The same		Better-worse index	% The same
EU27	-2	-	-27	44%	-	-18	51%
LU	0.9	=	...	50%	-	-10	59%
NL	0.3	-	-15	50%	-	-19	59%
SE	0	-	-22	46%	-	-11	62%
FI	0	-	-15	55%	-	-13	67%
MT	-0.1	=	...	35%	=	...	45%
DK	-0.3	-	-26	51%	-	-12	66%
UK	-0.3	-	-16	45%	-	-15	51%
AT	-0.3	--	-39	42%	-	-29	46%
BE	-1	-	-19	48%	-	-11	54%
CY	-1.1	-	-8	51%	-	-17	64%
DE	-1.6	-	-31	49%	-	-30	54%
ES	-1.7	-	-13	42%	-	-8	47%
IE	-1.9	-	-25	40%	-	-23	49%
CZ	-2	-	-33	52%	-	-29	57%
IT	-2.1	-	-33	47%	-	-12	49%
SI	-2.2	--	-48	38%	-	-31	49%
PL	-2.4	-	-15	50%	-	-13	57%
SK	-2.7	-	-36	47%	-	-30	53%
EE	-3.2	-	-23	43%	-	-27	43%
PT	-3.4	--	-33	35%	-	-16	45%
RO	-3.7	-	-24	43%	-	-10	48%
FR	-3.8	--	-43	36%	-	-9	49%
LT	-4	--	-36	35%	-	-24	44%
BG	-4.6	-	-25	48%	-	-15	53%
EL	-4.7	--	-49	33%	-	-35	50%
HU	-5	--	-67	23%	--	-54	33%
LV	-5.2	-	-33	48%	-	-20	52%
TR	-3.2	--	-26	28%	--	-20	34%
HR	-4.6	-	-31	47%	-	-22	56%
MK	-4.7	--	-34	37%	-	-17	41%

\+ + = the proportion of people that believe things have got better/will get better is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

\+ = the proportion of people that believe things have got better/will get better outweighs negative evaluations/expectations

\- = the proportion of people that believe things have got worse/will get worse outweighs positive evaluations/expectations

\- - = the proportion of people that believe things have got worse/will get worse is in majority out of the three answer options 'the same', 'better/improved', 'worse/got worse'

= = equal proportions of positive and negative expectations/evaluations. All differences that fall below a 95% confidence level are here presented as =.

THREE AGGREGATE MEASURES OF THE SOCIAL CLIMATE

This section aims to provide a synopsis of the current situation for the three areas examined in the report, namely: 1) the personal situation, 2) the general situation, and 3) social protection and inclusion. In order to offer a comprehensive overview of the social climate in Europe, the average result for each area has been calculated, combining the results for all the questions included under each of the three themes. The table below (Figure 158) presents the overall results for the current situation for each area. The countries are ranked according to their overall average index score for all three areas.[4]

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

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

Responses concerning social protection and inclusion are more ambivalent but are slightly negative overall (EU average of -0.6). This theme includes questions on health care, pension provision, unemployment benefits, relations between people

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

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

Figure 158 – Country ranking: Average index score for the current situation

OVERALL COUNTRY RANKING OF THE CURRENT SITUATION

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

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

CONCLUSION

The purpose of this survey was to offer an in-depth examination of the social climate in the EU and the three candidate countries. The objectives of the study were to explore the nature of the current key social concerns of European citizens, to measure their evaluations of the past five years and their expectations for the coming twelve months. In so doing, we have sought to achieve a comprehensive, evidence-based analysis that can address topical queries regarding social conditions in today's Europe.

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

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

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

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

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

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

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

ANNEX

SPECIAL EUROBAROMETER 315
‘Social climate’
TECHNICAL SPECIFICATIONS

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

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

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

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

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

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

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

QUESTIONNAIRE

IF OTHER or DK THEN CLOSE INTERVIEW

ASK QA TO EU27 + HR + TR + MK

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

(READ OUT)

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

EB71.1 QA2

SI AUTRE ou NSP ALORS FIN D'INTERVIEW

POSER LES QA EN UE27 + HR + TR + MK

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

(LIRE)

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

EB71.1 QA2

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

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

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

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

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

(MONTRER CARTE AVEC ECHELLE - UNE REPONSE PAR LIGNE)

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

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

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

(ONE ANSWER PER LINE)

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

EB71.1 QA4 TREND MODIFIED

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

(UNE REPONSE PAR LIGNE)

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

EB71.1 QA4 TREND MODIFIED

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

(ONE ANSWER PER LINE)

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

NEW

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

(UNE REPONSE PAR LIGNE)

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

NEW

TABLES

QA1 D'une façon générale, êtes-vous très satisfait(e), plutôt satisfait(e), plutôt pas satisfait(e) ou pas du tout satisfait(e) de la vie que vous menez ?
QA1 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the life you lead?
QA1 Sind Sie insgesamt gesehen mit dem Leben, das Sie führen sehr zufrieden, ziemlich zufrieden, nicht sehr zufrieden oder überhaupt nicht zufrieden?

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB71	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
printemps 2009	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1
Très satisfait(e)	**22**	*+5*	**37**	*+9*	**3**	*0*	**17**	*+7*	**72**	*+7*	**26**	*+4*	**25**	*+5*	**20**	*+8*	**10**	*+2*	**41**	*+4*	**1**	*-3*	**16**	*0*
Plutôt satisfait(e)	**58**	*0*	**52**	*-8*	**35**	*+4*	**65**	*-6*	**26**	*-7*	**63**	*+1*	**62**	*0*	**61**	*-2*	**64**	*+1*	**48**	*-4*	**48**	*+2*	**65**	*+2*
Plutôt pas satisfait(e)	**16**	*-3*	**9**	*-1*	**35**	*-3*	**15**	*-1*	**2**	*0*	**9**	*-4*	**10**	*-4*	**15**	*-4*	**21**	*-4*	**7**	*0*	**41**	*+2*	**15**	*-2*
Pas du tout satisfait(e)	**4**	*-1*	**2**	*0*	**21**	*+2*	**3**	*0*	**0**	*0*	**2**	*-1*	**3**	*-1*	**4**	*-2*	**5**	*+1*	**2**	*0*	**10**	*-1*	**4**	*0*
NSP	**0**	*-1*	**0**	*0*	**6**	*-3*	**0**	*0*	**0**	*0*	**0**	*0*	**0**	*0*	**0**	*0*	**0**	*0*	**2**	*0*	**0**	*0*	**0**	*0*
Satisfait(e)	**80**	*+5*	**89**	*+1*	**38**	*+4*	**82**	*+1*	**98**	*0*	**89**	*+5*	**87**	*+5*	**81**	*+6*	**74**	*+3*	**89**	*0*	**49**	*-1*	**81**	*+2*
Pas satisfait(e)	**20**	*-4*	**11**	*-1*	**56**	*-1*	**18**	*-1*	**2**	*0*	**11**	*-5*	**13**	*-5*	**19**	*-6*	**26**	*-3*	**9**	*0*	**51**	*+1*	**19**	*-2*

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
2nd column: % change from EB71 spring 2009	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1
Very satisfied	**20**	*+7*	**8**	*+4*	**36**	*+6*	**8**	*+3*	**14**	*+6*	**44**	*-1*	**5**	*0*	**32**	*+3*	**51**	*+1*	**20**	*+5*	**15**	*+7*	**4**	*+2*
Fairly satisfied	**65**	*-1*	**63**	*+7*	**47**	*-8*	**51**	*+5*	**49**	*+9*	**48**	*0*	**44**	*+4*	**47**	*-6*	**44**	*-2*	**66**	*0*	**63**	*-1*	**59**	*+15*
Not very satisfied	**11**	*-4*	**24**	*-6*	**14**	*+1*	**31**	*-4*	**26**	*-12*	**6**	*+1*	**35**	*-2*	**16**	*+1*	**4**	*0*	**12**	*-4*	**17**	*-4*	**29**	*-9*
Not at all satisfied	**4**	*-1*	**5**	*-4*	**2**	*0*	**9**	*-5*	**11**	*-3*	**2**	*0*	**16**	*-2*	**4**	*+1*	**1**	*+1*	**2**	*0*	**3**	*-2*	**8**	*-7*
DK	**0**	*-1*	**0**	*-1*	**1**	*+1*	**1**	*+1*	**0**	*0*	**0**	*0*	**0**	*0*	**1**	*+1*	**0**	*0*	**0**	*-1*	**2**	*0*	**0**	*-1*
Satisfied	**85**	*+6*	**71**	*+11*	**83**	*-2*	**59**	*+8*	**63**	*+15*	**92**	*-1*	**49**	*+4*	**79**	*-3*	**95**	*-1*	**86**	*+5*	**78**	*+6*	**63**	*+17*
Not satisfied	**15**	*-5*	**29**	*-10*	**16**	*+1*	**40**	*-9*	**37**	*-15*	**8**	*+1*	**51**	*-4*	**20**	*+2*	**5**	*+1*	**14**	*-4*	**20**	*-6*	**37**	*-16*

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB71 Frühling 2009	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1
Sehr zufrieden	**9**	*+2*	**24**	*+4*	**14**	*+4*	**42**	*+8*	**52**	*+1*	**40**	*+8*	**16**	*-6*	**17**	*-2*	**11**	*+2*
Ziemlich zufrieden	**43**	*-1*	**63**	*-3*	**56**	*-6*	**54**	*-9*	**43**	*-2*	**52**	*-6*	**50**	*-2*	**43**	*+1*	**53**	*+1*
Nicht sehr zufrieden	**35**	*-1*	**11**	*-2*	**23**	*0*	**4**	*+1*	**4**	*+1*	**7**	*-1*	**20**	*0*	**17**	*-1*	**16**	*-2*
Überhaupt nicht zufrieden	**13**	*+2*	**2**	*+1*	**6**	*+1*	**0**	*0*	**1**	*0*	**1**	*-1*	**7**	*+1*	**20**	*-1*	**20**	*0*
WN	**0**	*-2*	**0**	*0*	**1**	*+1*	**0**	*0*	**0**	*0*	**0**	*0*	**7**	*+7*	**3**	*+3*	**0**	*-1*
Zufrieden	**52**	*+1*	**87**	*+1*	**70**	*-2*	**96**	*-1*	**95**	*-1*	**92**	*+2*	**66**	*-8*	**60**	*-1*	**64**	*+3*
Unzufrieden	**48**	*+1*	**13**	*-1*	**29**	*+1*	**4**	*+1*	**5**	*+1*	**8**	*-2*	**27**	*+1*	**37**	*-2*	**36**	*-2*

QA2.1 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?
L'endroit où vous habitez
QA2.1 How would you judge the current situation in each of the following?
The area you live in
QA2.1 Wie beurteilen Sie die gegenwärtige Lage in den Bereichen auf dieser Liste?
Die Gegend in der Sie leben

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB70 automne 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Très bonne	28	+10	49	+22	11	+6	23	+7	42	+14	36	+8	35	+8	29	+7	24	+10	52	+20	14	+7	17	+7
Plutôt bonne	59	-2	45	-16	50	+3	65	-3	52	-6	58	-7	58	-6	60	-2	61	-5	40	-14	56	+7	69	+3
Plutôt mauvaise	10	-6	5	-6	31	-7	11	-3	5	-6	5	-2	6	-2	10	-3	13	-3	5	-7	22	-8	12	-8
Très mauvaise	2	-2	1	0	7	-1	1	-1	0	-1	1	+1	1	0	1	-2	2	-1	2	+1	8	-5	2	-2
NSP	1	0	0	0	1	-1	0	0	1	-1	0	0	0	0	0	0	0	-1	1	0	0	-1	0	0
Bonne	87	+8	94	+6	61	+9	88	+4	94	+8	94	+1	93	+2	89	+5	85	+5	92	+6	70	+14	86	+10
Mauvaise	12	-8	6	-6	38	-8	12	-4	5	-7	6	-1	7	-2	11	-5	15	-4	7	-6	30	-13	14	-10

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB70 autumn 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Very good	39	+16	8	+3	38	+1	15	+6	25	+15	47	+4	12	+4	31	+15	47	+15	34	+10	22	+9	10	+8
Rather good	53	-14	74	+20	51	-2	64	+1	59	+1	47	+2	58	+3	54	-14	48	-12	56	-10	63	-1	76	+21
Rather bad	6	-1	14	-15	8	-1	16	-5	14	-12	5	-3	25	-5	12	+2	5	-1	9	+1	12	-6	11	-23
Very bad	2	0	4	-7	3	+2	4	-1	2	-2	1	-2	5	-2	3	-2	0	-1	1	0	2	-2	2	-5
DK	0	-1	0	-1	0	0	1	-1	0	-2	0	-1	0	0	0	-1	0	-1	0	-1	1	0	1	-1
Good	92	+2	82	+23	89	-1	79	+7	84	+16	94	+6	70	+7	85	+1	95	+3	90	0	85	+8	86	+29
Bad	8	-1	18	-22	11	+1	20	-6	16	-14	6	-5	30	-7	15	0	5	-2	10	+1	14	-8	13	-28

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu EB70 Herbst 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Sehr gut	15	+5	18	+1	17	+7	45	+12	66	+11	39	+19	21	+7	19	+5	21	+10
Ziemlich gut	63	+3	69	+5	64	-7	52	-12	31	-7	51	-11	57	+9	56	0	55	-2
Ziemlich schlecht	18	-7	11	-5	16	0	3	0	2	-3	7	-7	17	-10	18	-3	15	-5
Sehr schlecht	4	0	2	-1	2	0	0	0	0	-1	2	-2	5	-5	7	-1	9	-2
WN	0	-1	0	0	1	0	0	0	1	0	1	+1	0	-1	0	-1	0	-1
Gut	78	+8	87	+6	81	0	97	0	97	+4	90	+8	78	+16	75	+5	76	+8
Schlecht	22	-7	13	-6	18	0	3	0	2	-4	9	-9	22	-15	25	-4	24	-7

QA2.2 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?
Les prestations des services de santé en (NOTRE PAYS)
QA2.2 How would you judge the current situation in each of the following?
Health care provision in (OUR COUNTRY)
QA2.2 Wie beurteilen Sie die gegenwärtige Lage in den Bereichen auf dieser Liste?
Das Gesundheitswesen in (UNSER LAND)

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB70 automne 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Très bonne	**12**	*+2*	**38**	*+4*	**0**	*-2*	**11**	*+5*	**22**	*+6*	**7**	*0*	**7**	*0*	**4**	*-3*	**5**	*+3*	**9**	*+6*	**3**	*+1*	**10**	*+1*
Plutôt bonne	**52**	*+7*	**55**	*-3*	**22**	*+7*	**56**	*+4*	**55**	*+6*	**55**	*+7*	**55**	*+9*	**57**	*+18*	**54**	*+6*	**32**	*+7*	**27**	*+7*	**68**	*+10*
Plutôt mauvaise	**27**	*-5*	**5**	*-2*	**50**	*-7*	**28**	*-3*	**20**	*-8*	**33**	*-5*	**32**	*-7*	**32**	*-11*	**32**	*-5*	**32**	*-5*	**41**	*-2*	**16**	*-10*
Très mauvaise	**8**	*-3*	**1**	*0*	**24**	*+1*	**5**	*-6*	**2**	*-4*	**4**	*-2*	**5**	*-2*	**7**	*-3*	**6**	*-4*	**25**	*-7*	**29**	*-6*	**5**	*-1*
NSP	**1**	*-1*	**1**	*+1*	**4**	*+1*	**0**	*0*	**1**	*0*	**1**	*0*	**1**	*0*	**0**	*-1*	**3**	*0*	**2**	*-1*	**0**	*0*	**1**	*0*
Bonne	**64**	*+9*	**93**	*+1*	**22**	*+5*	**67**	*+9*	**77**	*+12*	**62**	*+7*	**62**	*+9*	**61**	*+15*	**59**	*+9*	**41**	*+13*	**30**	*+8*	**78**	*+11*
Mauvaise	**35**	*-8*	**6**	*-2*	**74**	*-6*	**33**	*-9*	**22**	*-12*	**37**	*-7*	**37**	*-9*	**39**	*-14*	**38**	*-9*	**57**	*-12*	**70**	*-8*	**21**	*-11*

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB70 autumn 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Very good	**13**	*+2*	**3**	*+1*	**7**	*0*	**2**	*+1*	**3**	*+1*	**39**	*+7*	**2**	*+1*	**17**	*-1*	**36**	*-2*	**31**	*+8*	**2**	*0*	**1**	*+1*
Rather good	**64**	*0*	**52**	*+14*	**48**	*-5*	**33**	*+1*	**36**	*+4*	**47**	*-3*	**32**	*+8*	**56**	*-6*	**54**	*+4*	**59**	*-5*	**34**	*+13*	**44**	*+18*
Rather bad	**18**	*-2*	**34**	*-6*	**31**	*+4*	**43**	*-1*	**47**	*-2*	**10**	*-3*	**47**	*-1*	**20**	*+7*	**8**	*-3*	**9**	*-2*	**45**	*0*	**41**	*-11*
Very bad	**3**	*0*	**10**	*-9*	**11**	*+3*	**15**	*-3*	**10**	*-4*	**2**	*-1*	**18**	*-7*	**3**	*0*	**1**	*0*	**0**	*-1*	**15**	*-14*	**12**	*-9*
DK	**2**	*0*	**1**	*0*	**3**	*-2*	**7**	*+2*	**4**	*+1*	**2**	*0*	**1**	*-1*	**4**	*0*	**1**	*+1*	**1**	*0*	**4**	*+1*	**2**	*+1*
Good	**77**	*+2*	**55**	*+15*	**55**	*-5*	**35**	*+2*	**39**	*+5*	**86**	*+4*	**34**	*+9*	**73**	*-7*	**90**	*+2*	**90**	*+3*	**36**	*+13*	**45**	*+19*
Bad	**21**	*-2*	**44**	*-15*	**42**	*+7*	**58**	*-4*	**57**	*-6*	**12**	*-4*	**65**	*-8*	**23**	*+7*	**9**	*-3*	**9**	*-3*	**60**	*-14*	**53**	*-20*

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu EB70 Herbst 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Sehr gut	**2**	*+2*	**8**	*+3*	**3**	*+1*	**17**	*+1*	**22**	*-3*	**30**	*+8*	**5**	*+1*	**9**	*+4*	**9**	*+3*
Ziemlich gut	**24**	*+4*	**54**	*-2*	**47**	*+5*	**65**	*+1*	**60**	*+5*	**55**	*-1*	**39**	*+1*	**43**	*+8*	**48**	*+2*
Ziemlich schlecht	**49**	*-5*	**31**	*0*	**41**	*-3*	**15**	*-3*	**14**	*-2*	**9**	*-7*	**37**	*-2*	**33**	*-2*	**24**	*-4*
Sehr schlecht	**22**	*-1*	**6**	*-1*	**8**	*-3*	**2**	*0*	**2**	*-1*	**4**	*0*	**17**	*0*	**13**	*-10*	**17**	*-2*
WN	**3**	*0*	**1**	*0*	**1**	*0*	**1**	*+1*	**2**	*+1*	**2**	*0*	**2**	*0*	**2**	*0*	**2**	*+1*
Gut	**26**	*+6*	**62**	*+1*	**50**	*+6*	**82**	*+2*	**82**	*+2*	**85**	*+7*	**44**	*+2*	**52**	*+12*	**57**	*+5*
Schlecht	**71**	*-6*	**37**	*-1*	**49**	*-6*	**17**	*-3*	**16**	*-3*	**13**	*-7*	**54**	*-2*	**46**	*-12*	**41**	*-6*

QA2.3 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?
Le système des retraites en (NOTRE PAYS)
QA2.3 How would you judge the current situation in each of the following?
The provision of pensions in (OUR COUNTRY)
QA2.3 Wie beurteilen Sie die gegenwärtige Lage in den Bereichen auf dieser Liste?
Die Rentenversorgung in (UNSER LAND)

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB70 automne 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Très bonne	5	+1	12	+2	0	-1	4	+2	19	+7	4	+1	3	0	2	-1	3	+2	7	+4	1	0	3	+2
Plutôt bonne	35	+5	49	-4	11	+5	29	+6	47	-5	43	+4	45	+8	51	+18	38	+7	29	-3	11	+3	40	+7
Plutôt mauvaise	36	-4	26	0	44	-2	42	-6	16	-8	38	-4	38	-5	35	-11	37	-6	27	-3	43	0	36	-3
Très mauvaise	13	-5	5	0	29	-7	16	-6	2	-1	8	-5	8	-6	8	-6	8	-7	18	-1	44	-4	8	-9
NSP	11	+3	8	+2	16	+5	9	+4	16	+7	7	+4	6	+3	4	0	14	+4	19	+3	1	+1	13	+3
Bonne	40	+6	61	-2	11	+4	33	+8	66	+2	47	+5	48	+8	53	+17	41	+9	36	+1	12	+3	43	+9
Mauvaise	49	-9	31	0	73	-9	58	-12	18	-9	46	-9	46	-11	43	-17	45	-13	45	-4	87	-4	44	-12

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB70 autumn 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Very good	4	+1	1	0	3	-1	1	0	3	+2	25	+6	2	+1	7	+2	20	-7	19	+9	1	0	0	0
Rather good	43	+4	30	+9	35	+6	22	+9	28	+1	47	-3	17	-1	32	-10	59	+4	56	-3	18	+6	11	+4
Rather bad	34	-5	45	-3	32	-8	43	-2	41	-2	7	-7	49	+1	25	+2	10	+2	19	-5	47	+3	57	+1
Very bad	8	-2	18	-8	11	0	23	-12	10	-6	1	-1	24	0	6	-1	1	0	3	0	22	-12	25	-9
DK	11	+2	6	+2	19	+3	11	+5	18	+5	20	+5	8	-1	30	+7	10	+1	3	-1	12	+3	7	+4
Good	47	+5	31	+9	38	+5	23	+9	31	+3	72	+3	19	0	39	-8	79	-3	75	+6	19	+6	11	+4
Bad	42	-7	63	-11	43	-8	66	-14	51	-8	8	-8	73	+1	31	+1	11	+2	22	-5	69	-9	82	-8

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu EB70 Herbst 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Sehr gut	1	0	6	+3	2	0	4	+2	5	-1	7	0	1	+1	5	+3	10	+1
Ziemlich gut	17	+2	43	+8	25	+3	56	+7	45	+1	36	+2	11	+5	22	+6	33	-3
Ziemlich schlecht	45	-4	34	-13	45	-4	30	-8	29	-1	23	-8	41	+6	41	+1	24	-3
Sehr schlecht	25	-4	11	-1	17	-4	3	0	8	+2	11	0	45	-11	25	-11	25	+4
WN	12	+6	6	+3	11	+5	7	-1	13	-1	23	+6	2	-1	7	+1	8	+1
Gut	18	+2	49	+11	27	+3	60	+9	50	0	43	+2	12	+6	27	+9	43	-2
Schlecht	70	-8	45	-14	62	-8	33	-8	37	+1	34	-8	86	-5	66	-10	49	+1

QA2.4 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?
Les allocations chômages en (NOTRE PAYS)
QA2.4 How would you judge the current situation in each of the following?
Unemployment benefits in (OUR COUNTRY)
QA2.4 Wie beurteilen Sie die gegenwärtige Lage in den Bereichen auf dieser Liste?
Die Arbeitslosenunterstützung in (UNSER LAND)

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB70 automne 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Très bonne	**5**	*0*	**14**	*+1*	**1**	*0*	**4**	*-2*	**12**	*+1*	**6**	*0*	**6**	*0*	**4**	*-2*	**2**	*+1*	**13**	*+8*	**0**	*0*	**2**	*0*
Plutôt bonne	**31**	*+2*	**48**	*-5*	**8**	*-2*	**26**	*-6*	**54**	*-1*	**47**	*+5*	**45**	*+5*	**39**	*+5*	**16**	*0*	**35**	*-2*	**11**	*+3*	**33**	*+12*
Plutôt mauvaise	**31**	*-5*	**22**	*0*	**42**	*-4*	**43**	*+4*	**20**	*0*	**30**	*-7*	**31**	*-6*	**31**	*-7*	**38**	*+1*	**19**	*-10*	**44**	*-2*	**36**	*-7*
Très mauvaise	**14**	*-1*	**6**	*+2*	**29**	*-1*	**17**	*+1*	**2**	*-1*	**7**	*-1*	**8**	*-2*	**15**	*0*	**17**	*-1*	**16**	*0*	**41**	*-2*	**15**	*-2*
NSP	**19**	*+4*	**10**	*+2*	**20**	*+7*	**10**	*+3*	**12**	*+1*	**10**	*+3*	**10**	*+3*	**11**	*+4*	**27**	*-1*	**17**	*+4*	**4**	*+1*	**14**	*-3*
Bonne	**36**	*+2*	**62**	*-4*	**9**	*-2*	**30**	*-8*	**66**	*0*	**53**	*+5*	**51**	*+5*	**43**	*+3*	**18**	*+1*	**48**	*+6*	**11**	*+3*	**35**	*+12*
Mauvaise	**45**	*-6*	**28**	*+2*	**71**	*-5*	**60**	*+5*	**22**	*-1*	**37**	*-8*	**39**	*-8*	**46**	*-7*	**55**	*0*	**35**	*-10*	**85**	*-4*	**51**	*-9*

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB70 autumn 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Very good	**4**	*+1*	**1**	*0*	**2**	*-1*	**1**	*0*	**1**	*0*	**16**	*0*	**1**	*0*	**4**	*0*	**17**	*-2*	**20**	*+6*	**2**	*+1*	**0**	*0*
Rather good	**42**	*+3*	**20**	*+5*	**28**	*+3*	**19**	*+1*	**14**	*+3*	**39**	*-1*	**15**	*+3*	**23**	*-11*	**51**	*-3*	**53**	*-5*	**17**	*+4*	**15**	*+6*
Rather bad	**23**	*-8*	**39**	*-4*	**28**	*0*	**36**	*+1*	**39**	*-1*	**17**	*-4*	**42**	*-2*	**26**	*+6*	**11**	*0*	**16**	*-2*	**40**	*-8*	**52**	*-2*
Very bad	**6**	*-1*	**23**	*-4*	**8**	*+3*	**25**	*+5*	**12**	*-2*	**5**	*+1*	**27**	*-1*	**10**	*+2*	**2**	*+1*	**3**	*0*	**21**	*+1*	**20**	*-7*
DK	**25**	*+5*	**17**	*+3*	**34**	*-5*	**19**	*-7*	**34**	*0*	**23**	*+4*	**15**	*0*	**37**	*+3*	**19**	*+4*	**8**	*+1*	**20**	*+2*	**13**	*+3*
Good	**46**	*+4*	**21**	*+5*	**30**	*+2*	**20**	*+1*	**15**	*+3*	**55**	*-1*	**16**	*+3*	**27**	*-11*	**68**	*-5*	**73**	*+1*	**19**	*+5*	**15**	*+6*
Bad	**29**	*-9*	**62**	*-8*	**36**	*+3*	**61**	*+6*	**51**	*-3*	**22**	*-3*	**69**	*-3*	**36**	*+8*	**13**	*+1*	**19**	*-2*	**61**	*-7*	**72**	*-9*

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu EB70 Herbst 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Sehr gut	**1**	*+1*	**6**	*-3*	**1**	*-2*	**5**	*0*	**6**	*0*	**8**	*-2*	**1**	*0*	**3**	*+2*	**2**	*-1*
Ziemlich gut	**12**	*+2*	**37**	*-2*	**18**	*-4*	**44**	*-3*	**34**	*-5*	**29**	*-3*	**12**	*+3*	**15**	*+3*	**15**	*-1*
Ziemlich schlecht	**42**	*-3*	**33**	*+2*	**48**	*0*	**32**	*-1*	**32**	*-1*	**16**	*-4*	**39**	*+3*	**45**	*+4*	**31**	*+4*
Sehr schlecht	**25**	*-3*	**10**	*0*	**18**	*0*	**5**	*+1*	**10**	*+2*	**12**	*+1*	**35**	*-8*	**29**	*-9*	**45**	*-2*
WN	**20**	*+3*	**14**	*+3*	**15**	*+6*	**14**	*+3*	**18**	*+4*	**35**	*+8*	**13**	*+2*	**8**	*0*	**7**	*0*
Gut	**13**	*+3*	**43**	*-5*	**19**	*-6*	**49**	*-3*	**40**	*-5*	**37**	*-5*	**13**	*+3*	**18**	*+5*	**17**	*-2*
Schlecht	**67**	*-6*	**43**	*+2*	**66**	*0*	**37**	*0*	**42**	*+1*	**28**	*-3*	**74**	*-5*	**74**	*-5*	**76**	*+2*

QA2.5 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?
Le coût de la vie en (NOTRE PAYS)
QA2.5 How would you judge the current situation in each of the following?
The cost of living in (OUR COUNTRY)
QA2.5 Wie beurteilen Sie die gegenwärtige Lage in den Bereichen auf dieser Liste?
Die Lebenshaltungskosten in (UNSER LAND)

1re colonne: EB71 printemps 2009 2ième colonne: % changement par rapport à EB70 automne 2008	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Très bonne	2	+1	2	+1	1	0	1	0	10	+3	2	+1	2	+1	2	+1	1	0	1	+1	0	0	1	-1
Plutôt bonne	26	+6	32	+3	7	+3	22	0	54	+7	49	+16	46	+16	36	+18	21	+8	10	+2	9	+2	21	+1
Plutôt mauvaise	46	-3	49	-5	44	-1	55	-1	31	-8	40	-12	43	-10	52	-5	55	-1	41	-1	40	-4	52	-2
Très mauvaise	25	-4	17	+2	44	-3	21	0	4	-1	8	-5	8	-7	9	-14	21	-6	47	-1	51	+2	26	+3
NSP	1	0	0	-1	4	+1	1	+1	1	-1	1	0	1	0	1	0	2	-1	1	-1	0	0	0	-1
Bonne	28	+7	34	+4	8	+3	23	0	64	+10	51	+17	48	+17	38	+19	22	+8	11	+3	9	+2	22	0
Mauvaise	71	-7	66	-3	88	-4	76	-1	35	-9	48	-17	51	-17	61	-19	76	-7	88	-2	91	-2	78	+1

1st column: EB71 spring 2009 2nd column: % change from EB70 autumn 2008	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Very good	0	0	1	0	1	0	1	0	1	+1	9	+7	0	0	1	0	7	+3	6	+2	1	+1	0	0
Rather good	18	+8	14	+3	17	-4	8	+3	12	+2	46	+27	6	+2	10	-3	58	0	46	+12	16	+3	9	+4
Rather bad	54	-3	49	+6	48	-4	41	+8	57	-1	35	-18	45	-2	41	-3	30	-3	42	-9	51	-2	48	-3
Very bad	27	-5	36	-8	33	+7	49	-11	28	-2	8	-18	48	0	45	+5	3	-1	5	-5	30	-2	42	-2
DK	1	0	0	-1	1	+1	1	0	2	0	2	+2	1	0	3	+1	2	+1	1	0	2	0	1	+1
Good	18	+8	15	+3	18	-4	9	+3	13	+3	55	+34	6	+2	11	-3	65	+3	52	+14	17	+4	9	+4
Bad	81	-8	85	-2	81	+3	90	-3	85	-3	43	-36	93	-2	86	+2	33	-4	47	-14	81	-4	90	-5

erste Spalte: EB71 Frühling 2009 zweite Spalte: % eränderungen im Vergleich zu EB70 Herbst 2008	RO		SI		SK		FI		SE		UK		HR		TR		MK	
	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Sehr gut	1	+1	0	0	0	-1	1	0	6	+3	3	+2	0	0	4	+3	1	+1
Ziemlich gut	11	+3	18	+3	15	+1	35	+7	67	+6	32	+8	6	+2	15	+3	11	+4
Ziemlich schlecht	45	+1	51	-5	55	+2	56	-3	23	-7	40	-6	33	-2	45	+3	32	0
Sehr schlecht	41	-5	31	+3	29	-1	7	-4	2	-1	23	-5	60	+1	33	-10	56	-4
WN	2	0	0	-1	1	-1	1	0	2	-1	2	+1	1	-1	3	+1	0	-1
Gut	12	+4	18	+3	15	0	36	+7	73	+9	35	+10	6	+2	19	+6	12	+5
Schlecht	86	-4	82	-2	84	+1	63	-7	25	-8	63	-11	93	-1	78	-7	88	-4

QA2.6 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?
Les rapports entre les personnes d'origines culturelles ou religieuses différentes ou de nationalités différentes en (NOTRE PAYS)
QA2.6 How would you judge the current situation in each of the following?
Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities
QA2.6 Wie beurteilen Sie die gegenwärtige Lage in den Bereichen auf dieser Liste?
Die Beziehungen zwischen Menschen mit unterschiedlichem kulturellen oder religiösen Hintergrund oder verschiedener Nationalitäten in (UNSER LAND)

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB70 automne 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Très bonne	**4**	*+1*	**5**	*+2*	**7**	*+1*	**4**	*+2*	**4**	*+1*	**3**	*-1*	**3**	*-1*	**3**	*-1*	**5**	*+2*	**8**	*+3*	**4**	*0*	**4**	*0*
Plutôt bonne	**49**	*+4*	**50**	*+1*	**50**	*+2*	**38**	*+2*	**40**	*+7*	**55**	*+9*	**53**	*+6*	**44**	*-4*	**62**	*+2*	**51**	*+6*	**35**	*-1*	**56**	*+9*
Plutôt mauvaise	**34**	*-2*	**35**	*-5*	**25**	*-2*	**44**	*-3*	**46**	*-3*	**35**	*-5*	**37**	*-2*	**42**	*+6*	**25**	*-3*	**23**	*-6*	**42**	*-2*	**31**	*-4*
Très mauvaise	**7**	*-2*	**6**	*0*	**7**	*-2*	**12**	*+1*	**8**	*-6*	**3**	*-3*	**3**	*-3*	**4**	*-1*	**3**	*-1*	**8**	*-3*	**18**	*+3*	**5**	*0*
NSP	**6**	*-1*	**4**	*+2*	**11**	*+1*	**2**	*-2*	**2**	*+1*	**4**	*0*	**4**	*0*	**7**	*0*	**5**	*0*	**10**	*0*	**1**	*0*	**4**	*-5*
Bonne	**53**	*+5*	**55**	*+3*	**57**	*+3*	**42**	*+4*	**44**	*+8*	**58**	*+8*	**56**	*+5*	**47**	*-5*	**67**	*+4*	**59**	*+9*	**39**	*-1*	**60**	*+9*
Mauvaise	**41**	*-4*	**41**	*-5*	**32**	*-4*	**56**	*-2*	**54**	*-9*	**38**	*-8*	**40**	*-5*	**46**	*+5*	**28**	*-4*	**31**	*-9*	**60**	*+1*	**36**	*-4*

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB70 autumn 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Very good	**3**	*+2*	**1**	*0*	**3**	*-2*	**7**	*+1*	**8**	*+4*	**14**	*+5*	**3**	*+1*	**4**	*-1*	**3**	*0*	**6**	*+4*	**4**	*0*	**5**	*+3*
Rather good	**40**	*+2*	**45**	*+9*	**54**	*-5*	**57**	*-4*	**51**	*0*	**57**	*+1*	**41**	*+3*	**44**	*+1*	**48**	*+1*	**46**	*+5*	**52**	*0*	**50**	*+12*
Rather bad	**41**	*-1*	**38**	*-2*	**34**	*+6*	**27**	*+3*	**26**	*0*	**23**	*-2*	**38**	*-1*	**28**	*+2*	**43**	*-2*	**40**	*-6*	**27**	*+2*	**24**	*-11*
Very bad	**8**	*-4*	**11**	*-8*	**6**	*+2*	**5**	*0*	**4**	*-1*	**2**	*-3*	**11**	*-1*	**12**	*+6*	**4**	*0*	**6**	*-1*	**6**	*0*	**8**	*-2*
DK	**8**	*+1*	**5**	*+1*	**3**	*-1*	**4**	*0*	**11**	*-3*	**4**	*-1*	**7**	*-2*	**12**	*-8*	**2**	*+1*	**2**	*-2*	**11**	*-2*	**13**	*-2*
Good	**43**	*+4*	**46**	*+9*	**57**	*-7*	**64**	*-3*	**59**	*+4*	**71**	*+6*	**44**	*+4*	**48**	*0*	**51**	*+1*	**52**	*+9*	**56**	*0*	**55**	*+15*
Bad	**49**	*-5*	**49**	*-10*	**40**	*+8*	**32**	*+3*	**30**	*-1*	**25**	*-5*	**49**	*-2*	**40**	*+8*	**47**	*-2*	**46**	*-7*	**33**	*+2*	**32**	*-13*

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu EB70 Herbst 2008	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1	EB 71.2	EB 70.1
Sehr gut	**5**	*0*	**4**	*+1*	**3**	*-1*	**4**	*-1*	**5**	*+1*	**10**	*+5*	**4**	*0*	**6**	*+2*	**10**	*+2*
Ziemlich gut	**57**	*+7*	**54**	*+3*	**51**	*+5*	**63**	*+2*	**44**	*+2*	**54**	*+3*	**45**	*+6*	**32**	*-2*	**50**	*+7*
Ziemlich schlecht	**21**	*-1*	**33**	*-3*	**37**	*0*	**28**	*-1*	**42**	*-3*	**24**	*-5*	**31**	*-1*	**38**	*+5*	**22**	*-7*
Sehr schlecht	**5**	*-4*	**7**	*0*	**6**	*-3*	**2**	*0*	**7**	*0*	**7**	*-2*	**16**	*-1*	**16**	*-4*	**14**	*-2*
WN	**12**	*-2*	**2**	*-1*	**3**	*-1*	**3**	*0*	**2**	*0*	**5**	*-1*	**4**	*-4*	**8**	*-1*	**4**	*0*
Gut	**62**	*+7*	**58**	*+4*	**54**	*+4*	**67**	*+1*	**49**	*+3*	**64**	*+8*	**49**	*+6*	**38**	*0*	**60**	*+9*
Schlecht	**26**	*-5*	**40**	*-3*	**43**	*-3*	**30**	*-1*	**49**	*-3*	**31**	*-7*	**47**	*-2*	**54**	*+1*	**36**	*-9*

QA2.7 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?
La manière dont les inégalités et la pauvreté sont traitées en (NOTRE PAYS)
QA2.7 How would you judge the current situation in each of the following?
The way inequalities and poverty are addressed in (OUR COUNTRY)
QA2.7 Wie beurteilen Sie die gegenwärtige Lage in den Bereichen auf dieser Liste?
Die Art und Weise der Auseinandersetzung mit sozialer Benachteiligung und Armut in (UNSER LAND)

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB70	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
automne 2008	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1
Très bonne	2	0	6	+5	1	0	3	+1	6	-1	1	0	1	-1	0	-3	1	0	3	+1	0	0	1	-1
Plutôt bonne	29	+4	33	-3	9	0	29	+1	41	+1	34	+6	32	+5	23	-1	19	+4	30	+1	13	+2	32	+2
Plutôt mauvaise	47	-2	45	-3	48	-3	50	0	42	+1	49	-5	50	-3	56	+6	53	-2	38	-2	53	+2	50	+2
Très mauvaise	15	-3	12	-1	28	+1	14	-1	9	-1	9	-4	10	-4	15	-4	19	-1	18	-1	34	-4	12	+1
NSP	7	+1	4	+2	14	+2	4	-1	2	0	7	+3	7	+3	6	+2	8	-1	11	+1	0	0	5	-4
Bonne	31	+4	39	+2	10	0	32	+2	47	0	35	+6	33	+4	23	-4	20	+4	33	+2	13	+2	33	+1
Mauvaise	62	-5	57	-4	76	-2	64	-1	51	0	58	-9	60	-7	71	+2	72	-3	56	-3	87	-2	62	+3

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
2nd column: % change from EB70 autumn 2008	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1
Very good	1	0	1	-1	1	0	1	0	1	+1	6	+3	0	0	2	-1	5	0	4	+1	2	0	0	0
Rather good	17	+2	32	+7	40	-2	10	-1	12	+1	49	+9	12	+2	43	+1	49	-1	42	+9	24	+7	17	+6
Rather bad	54	-1	47	-2	44	+2	46	+2	56	+1	30	-8	48	-4	29	+6	37	0	41	-8	50	-5	54	-2
Very bad	24	-1	16	-4	10	+5	38	0	23	-1	4	-5	38	+3	8	+2	6	+1	8	-1	14	-3	18	-7
DK	4	0	4	0	5	-5	5	-1	8	-2	11	+1	2	-1	18	-8	3	0	5	-1	10	+1	11	+3
Good	18	+2	33	+6	41	-2	11	-1	13	+2	55	+12	12	+2	45	0	54	-1	46	+10	26	+7	17	+6
Bad	78	-2	63	-6	54	+7	84	+2	79	0	34	-13	86	-1	37	+8	43	+1	49	-9	64	-8	72	-9

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB70 Herbst 2008	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1
Sehr gut	1	+1	1	0	1	0	3	0	6	+2	6	+3	1	0	4	+2	1	-1
Ziemlich gut	16	+6	31	+3	23	-1	47	+8	43	-1	40	+3	15	+3	20	+7	18	+4
Ziemlich schlecht	50	+4	49	-1	55	-1	43	-6	39	-2	34	-3	45	+4	43	+2	36	-1
Sehr schlecht	23	-15	16	-2	15	-1	4	-3	8	+1	10	-2	34	-5	27	-10	42	-1
WN	10	+4	3	0	6	+3	3	+1	4	0	10	-1	5	-2	6	-1	3	-1
Gut	17	+7	32	+3	24	-1	50	+8	49	+1	46	+6	16	+3	24	+9	19	+3
Schlecht	73	-11	65	-3	70	-2	47	-9	47	-1	44	-5	79	-1	70	-8	78	-2

QA2.8 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?
Le caractère abordable des coûts de l'énergie en (NOTRE PAYS)
QA2.8 How would you judge the current situation in each of the following?
How affordable energy is in (OUR COUNTRY)
QA2.8 Wie beurteilen Sie die gegenwärtige Lage in den Bereichen auf dieser Liste?
Bezahlbare Energie in (UNSER LAND)

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB70	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
automne 2008	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1
Très bonne	3	+1	2	+2	1	-4	22	+3	7	+2	2	+1	1	0	1	0	22	+11	2	+2	1	+1	9	+4
Plutôt bonne	30	+6	23	0	6	-33	57	0	55	+2	30	+9	29	+9	26	+10	61	-2	21	+4	10	+3	59	+3
Plutôt mauvaise	44	-2	56	+4	45	+13	16	-2	31	-2	54	-2	55	-2	55	-2	12	-5	43	-1	52	+3	21	-4
Très mauvaise	19	-4	18	-6	45	+30	4	-1	4	-1	13	-8	14	-7	18	-6	2	-1	29	-6	35	-9	5	0
NSP	4	-1	1	0	3	-6	1	0	3	-1	1	0	1	0	0	-2	3	-3	5	+1	2	+2	6	-3
Bonne	33	+7	25	+2	7	-37	79	+3	62	+4	32	+10	30	+9	27	+10	83	+9	23	+6	11	+4	68	+7
Mauvaise	63	-6	74	-2	90	+43	20	-3	35	-3	67	-10	69	-9	73	-8	14	-6	72	-7	87	-6	26	-4

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
2nd column: % change from EB70 autumn 2008	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1
Very good	1	0	2	+1	1	+1	16	+6	1	+1	4	+3	0	0	0	-1	5	+2	5	+1	2	+1	0	0
Rather good	32	+12	22	+5	15	+4	65	+2	17	-4	46	+17	7	+3	12	+1	49	0	47	+11	20	+5	13	+7
Rather bad	48	-5	49	+2	49	-2	12	-7	55	+6	36	-13	48	+7	50	-2	34	-4	41	-7	48	-3	50	-5
Very bad	14	-7	20	-10	33	-4	3	-1	23	-2	8	-8	45	-9	34	+4	7	+3	6	-4	26	-1	34	-2
DK	5	0	7	+2	2	+1	4	0	4	-1	6	+1	0	-1	4	-2	5	-1	1	-1	4	-2	3	0
Good	33	+12	24	+6	16	+5	81	+8	18	-3	50	+20	7	+3	12	0	54	+2	52	+12	22	+6	13	+7
Bad	62	-12	69	-8	82	-6	15	-8	78	+4	44	-21	93	-2	84	+2	41	-1	47	-11	74	-4	84	-7

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB70 Herbst 2008	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1
Sehr gut	1	0	2	+1	1	0	1	0	6	+3	3	+2	2	0	4	+3	1	0
Ziemlich gut	17	+2	39	+5	24	0	27	+6	46	+7	23	+9	27	+4	22	+8	12	+2
Ziemlich schlecht	49	+7	45	-4	54	+3	58	0	32	-9	40	-6	40	-5	40	0	27	+2
Sehr schlecht	28	+5	12	-1	19	-3	12	-6	10	0	30	-6	26	+2	26	-10	59	-4
WN	5	-14	2	-1	2	0	2	0	6	-1	4	+1	5	-1	8	-1	1	0
Gut	18	+2	41	+6	25	0	28	+6	52	+10	26	+11	29	+4	26	+11	13	+2
Schlecht	77	+12	57	-5	73	0	70	-6	42	-9	70	-12	66	-3	66	-10	86	-2

QA2.9 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?
Le caractère abordable du coût du logement en (NOTRE PAYS)
QA2.9 How would you judge the current situation in each of the following?
How affordable housing is in (OUR COUNTRY)
QA2.9 Wie beurteilen Sie die gegenwärtige Lage in den Bereichen auf dieser Liste?
Erschwinglicher Wohnraum in (UNSER LAND)

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB70	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
automne 2008	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1
Très bonne	**2**	*+1*	**2**	*+1*	**0**	*-2*	**4**	*0*	**6**	*+1*	**5**	*+2*	**4**	*+1*	**2**	*-1*	**13**	*+6*	**1**	*0*	**0**	*-1*	**1**	*0*
Plutôt bonne	**25**	*+3*	**24**	*+1*	**6**	*-27*	**38**	*+1*	**54**	*0*	**52**	*-1*	**53**	*0*	**56**	*+7*	**43**	*-3*	**16**	*+4*	**12**	*+1*	**11**	*-2*
Plutôt mauvaise	**43**	*0*	**51**	*-1*	**36**	*+2*	**43**	*+3*	**33**	*+1*	**33**	*-1*	**33**	*-2*	**31**	*-9*	**34**	*+2*	**42**	*+3*	**51**	*+4*	**46**	*+8*
Très mauvaise	**25**	*-5*	**21**	*-2*	**47**	*+26*	**14**	*-4*	**4**	*-1*	**4**	*-1*	**4**	*-1*	**5**	*+1*	**5**	*-4*	**34**	*-10*	**36**	*-5*	**41**	*-6*
NSP	**5**	*+1*	**2**	*+1*	**11**	*+1*	**1**	*0*	**3**	*-1*	**6**	*+1*	**6**	*+2*	**6**	*+2*	**5**	*-1*	**7**	*+3*	**1**	*+1*	**1**	*0*
Bonne	**27**	*+4*	**26**	*+2*	**6**	*-29*	**42**	*+1*	**60**	*+1*	**57**	*+1*	**57**	*+1*	**58**	*+6*	**56**	*+3*	**17**	*+4*	**12**	*0*	**12**	*-2*
Mauvaise	**68**	*-5*	**72**	*-3*	**83**	*+28*	**57**	*-1*	**37**	*0*	**37**	*-2*	**37**	*-3*	**36**	*-8*	**39**	*-2*	**76**	*-7*	**87**	*-1*	**87**	*+2*

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
2nd column: % change from EB70 autumn 2008	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1
Very good	**0**	*0*	**1**	*0*	**0**	*-1*	**11**	*+7*	**1**	*+1*	**1**	*+1*	**1**	*+1*	**0**	*-1*	**4**	*+2*	**5**	*0*	**1**	*0*	**0**	*0*
Rather good	**16**	*+8*	**15**	*+3*	**4**	*0*	**46**	*+5*	**10**	*+4*	**14**	*+2*	**11**	*+1*	**13**	*+1*	**47**	*+5*	**44**	*+2*	**12**	*+4*	**13**	*+9*
Rather bad	**52**	*-1*	**49**	*+1*	**29**	*+2*	**28**	*-7*	**40**	*+7*	**50**	*+9*	**49**	*+3*	**45**	*-3*	**39**	*-6*	**39**	*-3*	**43**	*+8*	**54**	*0*
Very bad	**26**	*-8*	**29**	*-7*	**66**	*0*	**10**	*-6*	**43**	*-13*	**28**	*-16*	**37**	*-5*	**39**	*+6*	**6**	*-2*	**9**	*+1*	**37**	*-14*	**27**	*-13*
DK	**6**	*+1*	**6**	*+3*	**1**	*-1*	**5**	*+1*	**6**	*+1*	**7**	*+4*	**2**	*0*	**3**	*-3*	**4**	*+1*	**3**	*0*	**7**	*+2*	**6**	*+4*
Good	**16**	*+8*	**16**	*+3*	**4**	*-1*	**57**	*+12*	**11**	*+5*	**15**	*+3*	**12**	*+2*	**13**	*0*	**51**	*+7*	**49**	*+2*	**13**	*+4*	**13**	*+9*
Bad	**78**	*-9*	**78**	*-6*	**95**	*+2*	**38**	*-13*	**83**	*-6*	**78**	*-7*	**86**	*-2*	**84**	*+3*	**45**	*-8*	**48**	*-2*	**80**	*-6*	**81**	*-13*

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB70 Herbst 2008	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1
Sehr gut	**0**	*-1*	**0**	*-1*	**1**	*0*	**0**	*0*	**6**	*+4*	**2**	*+1*	**1**	*0*	**3**	*+2*	**1**	*0*
Ziemlich gut	**11**	*-2*	**17**	*-3*	**18**	*+3*	**29**	*+5*	**58**	*+7*	**22**	*+9*	**17**	*0*	**21**	*+6*	**12**	*+1*
Ziemlich schlecht	**41**	*-2*	**50**	*+4*	**51**	*+2*	**61**	*-1*	**29**	*-7*	**40**	*-7*	**44**	*+3*	**44**	*0*	**29**	*+2*
Sehr schlecht	**40**	*+13*	**27**	*-3*	**28**	*-6*	**9**	*-4*	**4**	*-3*	**30**	*-5*	**32**	*-4*	**26**	*-9*	**45**	*-3*
WN	**8**	*-8*	**6**	*+3*	**2**	*+1*	**1**	*0*	**3**	*-1*	**6**	*+2*	**6**	*+1*	**6**	*+1*	**13**	*0*
Gut	**11**	*-3*	**17**	*-4*	**19**	*+3*	**29**	*+5*	**64**	*+11*	**24**	*+10*	**18**	*0*	**24**	*+8*	**13**	*+1*
Schlecht	**81**	*+11*	**77**	*+1*	**79**	*-4*	**70**	*-5*	**33**	*-10*	**70**	*-12*	**76**	*-1*	**70**	*-9*	**74**	*-1*

QA2.10 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?
Le fonctionnement de l'administration publique en (NOTRE PAYS)
QA2.10 How would you judge the current situation in each of the following?
The way public administration runs in (OUR COUNTRY)
QA2.10 Wie beurteilen Sie die gegenwärtige Lage in den Bereichen auf dieser Liste?
Das Funktionieren der öffentlichen Verwaltung in (UNSER LAND)

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB70	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
automne 2008	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1
Très bonne	**3**	*+1*	**7**	*+3*	**1**	*0*	**4**	*+2*	**11**	*+1*	**9**	*+2*	**8**	*+2*	**3**	*-2*	**6**	*+4*	**2**	*+2*	**1**	*0*	**3**	*+2*
Plutôt bonne	**39**	*+3*	**51**	*0*	**24**	*-1*	**38**	*+1*	**56**	*+2*	**58**	*-2*	**56**	*0*	**47**	*+6*	**55**	*+4*	**20**	*-2*	**14**	*+4*	**40**	*+4*
Plutôt mauvaise	**37**	*-2*	**30**	*-4*	**38**	*0*	**41**	*-6*	**27**	*-2*	**25**	*0*	**27**	*-1*	**37**	*-1*	**23**	*-4*	**33**	*-3*	**46**	*-3*	**39**	*-4*
Très mauvaise	**15**	*-1*	**9**	*0*	**16**	*-1*	**13**	*+2*	**5**	*-2*	**5**	*0*	**5**	*-1*	**9**	*-2*	**4**	*0*	**33**	*+5*	**39**	*-1*	**14**	*+1*
NSP	**6**	*-1*	**3**	*+1*	**21**	*+2*	**4**	*+1*	**1**	*+1*	**3**	*0*	**4**	*0*	**4**	*-1*	**12**	*-4*	**12**	*-2*	**0**	*0*	**4**	*-3*
Bonne	**42**	*+4*	**58**	*+3*	**25**	*-1*	**42**	*+3*	**67**	*+3*	**67**	*0*	**64**	*+2*	**50**	*+4*	**61**	*+8*	**22**	*0*	**15**	*+4*	**43**	*+6*
Mauvaise	**52**	*-3*	**39**	*-4*	**54**	*-1*	**54**	*-4*	**32**	*-4*	**30**	*0*	**32**	*-2*	**46**	*-3*	**27**	*-4*	**66**	*+2*	**85**	*-4*	**53**	*-3*

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
2nd column: % change from EB70 autumn 2008	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1
Very good	**1**	*0*	**2**	*+1*	**1**	*-1*	**1**	*0*	**1**	*+1*	**10**	*+5*	**1**	*0*	**3**	*0*	**3**	*+1*	**8**	*+3*	**1**	*0*	**0**	*0*
Rather good	**42**	*+4*	**22**	*+5*	**38**	*-12*	**14**	*-2*	**24**	*+5*	**55**	*+8*	**29**	*+5*	**39**	*-3*	**49**	*-5*	**57**	*+3*	**35**	*+10*	**20**	*+8*
Rather bad	**39**	*-1*	**51**	*0*	**37**	*+8*	**40**	*-7*	**41**	*+2*	**20**	*-12*	**43**	*-1*	**28**	*+5*	**35**	*+1*	**30**	*-2*	**39**	*-5*	**49**	*-8*
Very bad	**13**	*-1*	**23**	*-6*	**15**	*+6*	**37**	*+11*	**10**	*-4*	**7**	*-2*	**19**	*-2*	**14**	*+5*	**9**	*+5*	**4**	*-3*	**16**	*-4*	**17**	*-6*
DK	**5**	*-2*	**2**	*0*	**9**	*-1*	**8**	*-2*	**24**	*-4*	**8**	*+1*	**8**	*-2*	**16**	*-7*	**4**	*-2*	**1**	*-1*	**9**	*-1*	**14**	*+6*
Good	**43**	*+4*	**24**	*+6*	**39**	*-13*	**15**	*-2*	**25**	*+6*	**65**	*+13*	**30**	*+5*	**42**	*-3*	**52**	*-4*	**65**	*+6*	**36**	*+10*	**20**	*+8*
Bad	**52**	*-2*	**74**	*-6*	**52**	*+14*	**77**	*+4*	**51**	*-2*	**27**	*-14*	**62**	*-3*	**42**	*+10*	**44**	*+6*	**34**	*-5*	**55**	*-9*	**66**	*-14*

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB70 Herbst 2008	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1	71.2	70.1
Sehr gut	**0**	*-1*	**4**	*+2*	**2**	*+1*	**4**	*0*	**7**	*+1*	**4**	*+1*	**0**	*-1*	**4**	*+3*	**3**	*+1*
Ziemlich gut	**22**	*+5*	**52**	*+10*	**41**	*+7*	**62**	*-3*	**57**	*+1*	**37**	*+3*	**15**	*+2*	**28**	*+10*	**31**	*+5*
Ziemlich schlecht	**42**	*-6*	**29**	*-6*	**42**	*-4*	**25**	*+1*	**23**	*-3*	**29**	*-3*	**40**	*+3*	**38**	*-4*	**28**	*-2*
Sehr schlecht	**26**	*0*	**8**	*-5*	**11**	*0*	**4**	*+2*	**5**	*+1*	**20**	*+6*	**39**	*-3*	**21**	*-9*	**30**	*-3*
WN	**10**	*+2*	**7**	*-1*	**4**	*-4*	**5**	*0*	**8**	*0*	**10**	*-7*	**6**	*-1*	**9**	*0*	**8**	*-1*
Gut	**22**	*+4*	**56**	*+12*	**43**	*+8*	**66**	*-3*	**64**	*+2*	**41**	*+4*	**15**	*+1*	**32**	*+13*	**34**	*+6*
Schlecht	**68**	*-6*	**37**	*-11*	**53**	*-4*	**29**	*+3*	**28**	*-2*	**49**	*+3*	**79**	*0*	**59**	*-13*	**58**	*-5*

QA2.11 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?
La situation économique en (NOTRE PAYS)
QA2.11 How would you judge the current situation in each of the following?
The economic situation in (OUR COUNTRY)
QA2.11 Wie beurteilen Sie die gegenwärtige Lage in den Bereichen auf dieser Liste?
Die Lage der (STAATSANGEHÖRIGKEIT) Wirtschaft

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB71 printemps 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Très bonne	**1**	*0*	**1**	*+1*	**0**	*0*	**1**	*+1*	**16**	*+9*	**1**	*0*	**1**	*0*	**1**	*-1*	**0**	*0*	**1**	*+1*	**0**	*-1*	**0**	*-1*
Plutôt bonne	**18**	*0*	**21**	*+4*	**6**	*-2*	**15**	*-4*	**55**	*+2*	**24**	*-5*	**23**	*-5*	**20**	*-6*	**11**	*-9*	**7**	*+3*	**8**	*0*	**9**	*-1*
Plutôt mauvaise	**47**	*-4*	**54**	*-10*	**47**	*-11*	**49**	*-4*	**24**	*-11*	**51**	*-9*	**52**	*-8*	**54**	*-4*	**57**	*-4*	**35**	*+3*	**42**	*-3*	**50**	*+1*
Très mauvaise	**31**	*+3*	**23**	*+5*	**41**	*+11*	**34**	*+7*	**3**	*-1*	**22**	*+12*	**22**	*+12*	**24**	*+11*	**31**	*+14*	**55**	*-8*	**50**	*+4*	**40**	*0*
NSP	**3**	*+1*	**1**	*0*	**6**	*+2*	**1**	*0*	**2**	*+1*	**2**	*+2*	**2**	*+1*	**1**	*0*	**1**	*-1*	**2**	*+1*	**0**	*0*	**1**	*+1*
Bonne	**19**	*0*	**22**	*+5*	**6**	*-2*	**16**	*-3*	**71**	*+11*	**25**	*-5*	**24**	*-5*	**21**	*-7*	**11**	*-9*	**8**	*+4*	**8**	*-1*	**9**	*-2*
Mauvaise	**78**	*-1*	**77**	*-5*	**88**	*0*	**83**	*+3*	**27**	*-12*	**73**	*+3*	**74**	*+4*	**78**	*+7*	**88**	*+10*	**90**	*-5*	**92**	*+1*	**90**	*+1*

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB71 spring 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Very good	**0**	*0*	**1**	*0*	**3**	*-1*	**0**	*0*	**0**	*0*	**7**	*+1*	**0**	*0*	**1**	*0*	**6**	*+3*	**4**	*+1*	**1**	*0*	**0**	*-1*
Rather good	**13**	*+1*	**13**	*+2*	**54**	*+1*	**1**	*-1*	**7**	*-1*	**54**	*-4*	**3**	*-1*	**17**	*-3*	**46**	*+2*	**32**	*-3*	**31**	*+6*	**6**	*+1*
Rather bad	**53**	*-6*	**49**	*-3*	**33**	*-3*	**22**	*-14*	**57**	*-6*	**29**	*0*	**34**	*-4*	**50**	*-9*	**40**	*-4*	**52**	*0*	**46**	*-10*	**49**	*+3*
Very bad	**28**	*+1*	**36**	*+1*	**6**	*0*	**76**	*+14*	**34**	*+6*	**3**	*-2*	**62**	*+4*	**26**	*+12*	**7**	*-1*	**10**	*+3*	**13**	*0*	**44**	*-3*
DK	**6**	*+4*	**1**	*0*	**4**	*+3*	**1**	*+1*	**2**	*+1*	**7**	*+5*	**1**	*+1*	**6**	*0*	**1**	*0*	**2**	*-1*	**9**	*+4*	**1**	*0*
Good	**13**	*+1*	**14**	*+2*	**57**	*0*	**1**	*-1*	**7**	*-1*	**61**	*-3*	**3**	*-1*	**18**	*-3*	**52**	*+5*	**36**	*-2*	**32**	*+6*	**6**	*0*
Bad	**81**	*-5*	**85**	*-2*	**39**	*-3*	**98**	*0*	**91**	*0*	**32**	*-2*	**96**	*0*	**76**	*+3*	**47**	*-5*	**62**	*+3*	**59**	*-10*	**93**	*0*

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu EB71 Frühling 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Sehr gut	**0**	*0*	**1**	*0*	**0**	*-2*	**2**	*0*	**3**	*+2*	**1**	*0*	**1**	*+1*	**3**	*0*	**1**	*0*
Ziemlich gut	**10**	*-3*	**27**	*-11*	**16**	*-25*	**47**	*-8*	**37**	*+2*	**14**	*0*	**6**	*-4*	**17**	*-1*	**11**	*-15*
Ziemlich schlecht	**50**	*-6*	**51**	*+3*	**57**	*+13*	**44**	*+4*	**48**	*-3*	**34**	*0*	**32**	*-12*	**43**	*+4*	**27**	*-2*
Sehr schlecht	**36**	*+10*	**20**	*+7*	**22**	*+12*	**6**	*+3*	**9**	*-3*	**48**	*-1*	**59**	*+14*	**33**	*-5*	**60**	*+17*
WN	**4**	*-1*	**1**	*+1*	**5**	*+2*	**1**	*+1*	**3**	*+2*	**3**	*+1*	**2**	*+1*	**4**	*+2*	**1**	*0*
Gut	**10**	*-3*	**28**	*-11*	**16**	*-27*	**49**	*-8*	**40**	*+4*	**15**	*0*	**7**	*-3*	**20**	*-1*	**12**	*-15*
Schlecht	**86**	*+4*	**71**	*+10*	**79**	*+25*	**50**	*+7*	**57**	*-6*	**82**	*-1*	**91**	*+2*	**76**	*-1*	**87**	*+15*

QA2.12 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?
Votre situation professionnelle
QA2.12 How would you judge the current situation in each of the following?
Your personal job situation
QA2.12 Wie beurteilen Sie die gegenwärtige Lage in den Bereichen auf dieser Liste?
Ihre persönliche berufliche Situation

1re colonne: EB71 printemps 2009 2ième colonne: % changement par rapport à EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Très bonne	13	+2	21	+4	3	0	11	+1	43	-2	16	+3	15	+2	15	+2	11	+1	11	0	3	-1	8	+1
Plutôt bonne	39	-4	49	-1	34	-1	45	-4	31	-1	44	-5	44	-4	42	-4	35	-1	36	-2	28	-8	39	-9
Plutôt mauvaise	17	-2	13	-2	31	-4	15	-1	8	+1	12	-3	13	-2	14	-4	13	+1	16	-3	20	-4	19	-4
Très mauvaise	9	0	4	0	17	+1	6	0	6	+1	6	+2	7	+1	11	+3	6	-1	17	+1	12	+1	14	+2
NSP	22	+4	13	-1	15	+4	23	+4	12	+1	22	+3	21	+3	18	+3	35	0	20	+4	37	+12	20	+10
Bonne	52	-2	70	+3	37	-1	56	-3	74	-3	60	-2	59	-2	57	-2	46	0	47	-2	31	-9	47	-8
Mauvaise	26	-2	17	-2	48	-3	21	-1	14	+2	18	-1	20	-1	25	-1	19	0	33	-2	32	-3	33	-2

1st column: EB71 spring 2009 2nd column: % change from EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Very good	10	+6	2	-1	10	-1	8	+3	5	0	24	-1	2	-1	13	+2	26	+2	18	+3	8	+3	2	+1
Rather good	42	-5	45	0	39	0	41	-1	30	-4	40	0	22	+2	39	-11	39	-5	51	+2	44	-2	47	+10
Rather bad	12	-4	28	-2	13	-2	19	-2	23	-3	5	-1	28	+2	15	-1	9	+1	14	-5	18	-6	24	-2
Very bad	6	-1	11	-3	5	+2	16	0	18	+4	3	-1	24	-5	7	+1	3	0	3	0	9	+1	8	-8
DK	30	+4	14	+6	33	+1	16	0	24	+3	28	+3	24	+2	26	+9	23	+2	14	0	21	+4	19	-1
Good	52	+1	47	-1	49	-1	49	+2	35	-4	64	-1	24	+1	52	-9	65	-3	69	+5	52	+1	49	+11
Bad	18	-5	39	-5	18	0	35	-2	41	+1	8	-2	52	-3	22	0	12	+1	17	-5	27	-5	32	-10

erste Spalte: EB71 Frühling 2009 zweite Spalte: % eränderungen im Vergleich zu EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Sehr gut	4	+1	10	-3	7	+3	42	-4	38	-1	23	-1	5	-1	4	0	8	0
Ziemlich gut	32	0	48	-2	42	-2	32	+2	29	-5	28	-6	36	-2	29	-7	31	-6
Ziemlich schlecht	21	+1	19	+3	19	-3	11	+4	9	+2	12	+1	23	0	33	+5	17	+1
Sehr schlecht	11	+1	9	0	9	+2	4	0	6	+1	10	+1	20	+3	25	-2	30	-2
WN	32	-3	14	+2	23	0	11	-2	18	+3	27	+5	16	0	9	+4	14	+7
Gut	36	+1	58	-5	49	+1	74	-2	67	-6	51	-7	41	-3	33	-7	39	-6
Schlecht	32	+2	28	+3	28	-1	15	+4	15	+3	22	+2	43	+3	58	+3	47	-1

QA2.13 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?
La situation financière de votre ménage
QA2.13 How would you judge the current situation in each of the following?
The financial situation of your household
QA2.13 Wie beurteilen Sie die gegenwärtige Lage in den Bereichen auf dieser Liste?
Die finanzielle Situation Ihres Haushalts

1re colonne: EB71 printemps 2009 2ième colonne: % changement par rapport à EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Très bonne	**8**	*+1*	**16**	*+4*	**1**	*0*	**5**	*0*	**35**	*+4*	**10**	*+1*	**9**	*0*	**9**	*+3*	**4**	*0*	**7**	*-1*	**3**	*0*	**4**	*+2*
Plutôt bonne	**58**	*+2*	**63**	*-3*	**30**	*-3*	**55**	*-4*	**53**	*-3*	**66**	*0*	**65**	*+1*	**58**	*0*	**61**	*-4*	**54**	*0*	**47**	*+2*	**61**	*+6*
Plutôt mauvaise	**25**	*-2*	**17**	*-2*	**46**	*+1*	**33**	*+3*	**10**	*0*	**19**	*-1*	**20**	*-2*	**24**	*-6*	**27**	*+1*	**27**	*+5*	**35**	*-5*	**28**	*-5*
Très mauvaise	**7**	*-1*	**3**	*0*	**19**	*+2*	**6**	*+2*	**2**	*0*	**4**	*0*	**5**	*+1*	**8**	*+2*	**7**	*+3*	**9**	*-1*	**15**	*+3*	**7**	*-1*
NSP	**2**	*0*	**1**	*+1*	**4**	*0*	**1**	*-1*	**0**	*-1*	**1**	*0*	**1**	*0*	**1**	*+1*	**1**	*0*	**3**	*-3*	**0**	*0*	**0**	*-2*
Bonne	**66**	*+3*	**79**	*+1*	**31**	*-3*	**60**	*-4*	**88**	*+1*	**76**	*+1*	**74**	*+1*	**67**	*+3*	**65**	*-4*	**61**	*-1*	**50**	*+2*	**65**	*+8*
Mauvaise	**32**	*-3*	**20**	*-2*	**65**	*+3*	**39**	*+5*	**12**	*0*	**23**	*-1*	**25**	*-1*	**32**	*-4*	**34**	*+4*	**36**	*+4*	**50**	*-2*	**35**	*-6*

1st column: EB71 spring 2009 2nd column: % change from EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Very good	**6**	*+4*	**3**	*+1*	**4**	*-1*	**3**	*+2*	**2**	*0*	**25**	*0*	**0**	*-1*	**3**	*-1*	**30**	*+3*	**10**	*0*	**3**	*0*	**1**	*+1*
Rather good	**64**	*+1*	**57**	*+8*	**56**	*-11*	**47**	*0*	**47**	*-2*	**61**	*-1*	**24**	*-5*	**59**	*+2*	**58**	*-3*	**59**	*0*	**54**	*+1*	**49**	*+12*
Rather bad	**22**	*-3*	**30**	*-5*	**32**	*+9*	**38**	*0*	**37**	*-1*	**9**	*-1*	**52**	*+4*	**27**	*-2*	**8**	*0*	**26**	*-1*	**29**	*-3*	**39**	*-4*
Very bad	**5**	*-2*	**7**	*-5*	**7**	*+3*	**11**	*-3*	**13**	*+3*	**2**	*0*	**23**	*+3*	**9**	*+2*	**2**	*0*	**3**	*0*	**10**	*+1*	**8**	*-8*
DK	**3**	*0*	**3**	*+1*	**1**	*0*	**1**	*+1*	**1**	*0*	**3**	*+2*	**1**	*-1*	**2**	*-1*	**2**	*0*	**2**	*+1*	**4**	*+1*	**3**	*-1*
Good	**70**	*+5*	**60**	*+9*	**60**	*-12*	**50**	*+2*	**49**	*-2*	**86**	*-1*	**24**	*-6*	**62**	*+1*	**88**	*0*	**69**	*0*	**57**	*+1*	**50**	*+13*
Bad	**27**	*-5*	**37**	*-10*	**39**	*+12*	**49**	*-3*	**50**	*+2*	**11**	*-1*	**75**	*+7*	**36**	*0*	**10**	*0*	**29**	*-1*	**39**	*-2*	**47**	*-12*

erste Spalte: EB71 Frühling 2009 zweite Spalte: % eränderungen im Vergleich zu EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Sehr gut	**3**	*+1*	**3**	*-1*	**4**	*+1*	**18**	*+1*	**37**	*+7*	**14**	*-1*	**3**	*0*	**4**	*0*	**4**	*0*
Ziemlich gut	**43**	*+1*	**65**	*+1*	**48**	*-5*	**70**	*-2*	**52**	*-6*	**60**	*-2*	**48**	*-2*	**36**	*-5*	**43**	*-5*
Ziemlich schlecht	**40**	*+2*	**25**	*0*	**37**	*+3*	**10**	*+1*	**7**	*-1*	**17**	*+2*	**29**	*-2*	**35**	*+5*	**27**	*+5*
Sehr schlecht	**12**	*-2*	**6**	*0*	**8**	*+1*	**1**	*-1*	**3**	*0*	**7**	*+1*	**19**	*+5*	**24**	*-1*	**25**	*0*
WN	**2**	*-2*	**1**	*0*	**3**	*0*	**1**	*+1*	**1**	*0*	**2**	*0*	**1**	*-1*	**1**	*+1*	**1**	*0*
Gut	**46**	*+2*	**68**	*0*	**52**	*-4*	**88**	*-1*	**89**	*+1*	**74**	*-3*	**51**	*-2*	**40**	*-5*	**47**	*-5*
Schlecht	**52**	*0*	**31**	*0*	**45**	*+4*	**11**	*0*	**10**	*-1*	**24**	*+3*	**48**	*+3*	**59**	*+4*	**52**	*+5*

QA2.14 Comment jugez-vous la situation actuelle de chacun des domaines suivants ?
La situation de l'emploi en (NOTRE PAYS)
QA2.14 How would you judge the current situation in each of the following?
The employment situation in (OUR COUNTRY)
QA2.14 Wie beurteilen Sie die gegenwärtige Lage in den Bereichen auf dieser Liste?
Die Lage auf dem Arbeitsmarkt in (UNSER LAND)

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB71 printemps 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Très bonne	**1**	*0*	**1**	*0*	**0**	*-1*	**1**	*+1*	**8**	*0*	**1**	*0*	**1**	*0*	**1**	*0*	**0**	*-1*	**0**	*0*	**0**	*0*	**0**	*0*
Plutôt bonne	**14**	*-1*	**23**	*0*	**8**	*-4*	**16**	*-1*	**49**	*-4*	**12**	*-14*	**11**	*-12*	**9**	*-4*	**6**	*-5*	**6**	*+3*	**7**	*+2*	**5**	*-3*
Plutôt mauvaise	**50**	*0*	**58**	*-6*	**51**	*+3*	**53**	*+1*	**35**	*0*	**63**	*+5*	**61**	*+3*	**52**	*-8*	**57**	*-3*	**34**	*+6*	**47**	*+1*	**44**	*+7*
Très mauvaise	**32**	*0*	**17**	*+5*	**29**	*+1*	**29**	*-1*	**6**	*+3*	**21**	*+8*	**24**	*+8*	**35**	*+11*	**32**	*+7*	**58**	*-8*	**45**	*-3*	**51**	*-3*
NSP	**3**	*+1*	**1**	*+1*	**12**	*+1*	**1**	*0*	**2**	*+1*	**3**	*+1*	**3**	*+1*	**3**	*+1*	**5**	*+2*	**2**	*-1*	**1**	*0*	**0**	*-1*
Bonne	**15**	*-1*	**24**	*0*	**8**	*-5*	**17**	*0*	**57**	*-4*	**13**	*-14*	**12**	*-12*	**10**	*-4*	**6**	*-6*	**6**	*+3*	**7**	*+2*	**5**	*-3*
Mauvaise	**82**	*0*	**75**	*-1*	**80**	*+4*	**82**	*0*	**41**	*+3*	**84**	*+13*	**85**	*+11*	**87**	*+3*	**89**	*+4*	**92**	*-2*	**92**	*-2*	**95**	*+4*

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB71 spring 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Very good	**0**	*0*	**1**	*0*	**2**	*0*	**0**	*0*	**0**	*0*	**5**	*+2*	**0**	*0*	**1**	*-3*	**5**	*+3*	**3**	*0*	**1**	*0*	**0**	*0*
Rather good	**7**	*+2*	**10**	*-1*	**33**	*-7*	**2**	*-1*	**4**	*0*	**32**	*-4*	**6**	*+2*	**23**	*+3*	**54**	*0*	**30**	*-6*	**21**	*+3*	**6**	*+3*
Rather bad	**56**	*-5*	**53**	*+6*	**48**	*+3*	**37**	*+2*	**55**	*-2*	**50**	*+2*	**43**	*+5*	**42**	*-4*	**35**	*-3*	**54**	*+2*	**49**	*-7*	**44**	*+7*
Very bad	**35**	*+3*	**35**	*-5*	**11**	*+3*	**59**	*-2*	**36**	*+2*	**8**	*-2*	**49**	*-8*	**25**	*+8*	**3**	*-1*	**12**	*+5*	**21**	*+1*	**49**	*-10*
DK	**2**	*0*	**1**	*0*	**6**	*+1*	**2**	*+1*	**5**	*0*	**5**	*+2*	**2**	*+1*	**9**	*-4*	**3**	*+1*	**1**	*-1*	**8**	*+3*	**1**	*0*
Good	**7**	*+2*	**11**	*-1*	**35**	*-7*	**2**	*-1*	**4**	*0*	**37**	*-2*	**6**	*+2*	**24**	*0*	**59**	*+3*	**33**	*-6*	**22**	*+3*	**6**	*+3*
Bad	**91**	*-2*	**88**	*+1*	**59**	*+6*	**96**	*0*	**91**	*0*	**58**	*0*	**92**	*-3*	**67**	*+4*	**38**	*-4*	**66**	*+7*	**70**	*-6*	**93**	*-3*

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu EB71 Frühling 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Sehr gut	**0**	*0*	**0**	*-1*	**0**	*-1*	**1**	*0*	**2**	*+1*	**2**	*+1*	**1**	*+1*	**3**	*+2*	**1**	*0*
Ziemlich gut	**12**	*+4*	**16**	*-4*	**8**	*-3*	**26**	*-15*	**24**	*-2*	**16**	*+2*	**7**	*-2*	**14**	*+5*	**5**	*-4*
Ziemlich schlecht	**47**	*+8*	**53**	*+6*	**56**	*+6*	**60**	*+7*	**57**	*-2*	**41**	*-5*	**35**	*0*	**45**	*+12*	**22**	*+3*
Sehr schlecht	**34**	*-10*	**29**	*-2*	**34**	*-1*	**12**	*+8*	**15**	*+2*	**38**	*+1*	**56**	*+2*	**36**	*-20*	**71**	*+2*
WN	**7**	*-2*	**2**	*+1*	**2**	*-1*	**1**	*0*	**2**	*+1*	**3**	*+1*	**1**	*-1*	**2**	*+1*	**1**	*-1*
Gut	**12**	*+4*	**16**	*-5*	**8**	*-4*	**27**	*-15*	**26**	*-1*	**18**	*+3*	**8**	*-1*	**17**	*+7*	**6**	*-4*
Schlecht	**81**	*-2*	**82**	*+4*	**90**	*+5*	**72**	*+15*	**72**	*0*	**79**	*-4*	**91**	*+2*	**81**	*-8*	**93**	*+5*

QA3.1 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
Votre vie en général
QA3.1 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
Your life in general
QA3.1 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Ihr Leben im Allgemeinen

1re colonne: EB71 printemps 2009	**EU27**		**BE**		**BG**		**CZ**		**DK**		**D-W**		**DE**		**D-E**		**EE**		**IE**		**EL**		**ES**	
2ième colonne: % changement par rapport à EB71 printemps 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Meilleurs	**26**	*+4*	**26**	*+4*	**12**	*-2*	**16**	*+5*	**31**	*+5*	**17**	*+1*	**16**	*-1*	**12**	*-6*	**25**	*-2*	**21**	*+7*	**18**	*+1*	**33**	*+5*
Moins bons	**16**	*-5*	**17**	*-7*	**21**	*-6*	**21**	*-17*	**4**	*-2*	**18**	*-1*	**19**	*-1*	**22**	*-2*	**27**	*+2*	**17**	*-6*	**24**	*-4*	**14**	*-2*
Sans changement	**55**	*+1*	**55**	*+2*	**61**	*+8*	**61**	*+12*	**65**	*-3*	**63**	*+1*	**63**	*+2*	**63**	*+7*	**46**	*-1*	**59**	*+1*	**57**	*+3*	**50**	*-4*
NSP	**3**	*0*	**2**	*+1*	**6**	*0*	**2**	*0*	**0**	*0*	**2**	*-1*	**2**	*0*	**3**	*+1*	**2**	*+1*	**3**	*-2*	**1**	*0*	**3**	*+1*

1st column: EB71 spring 2009	**FR**		**IT**		**CY**		**LV**		**LT**		**LU**		**HU**		**MT**		**NL**		**AT**		**PL**		**PT**	
2nd column: % change from EB71 spring 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Better	**32**	*+3*	**23**	*+4*	**24**	*+4*	**22**	*+7*	**23**	*+8*	**26**	*+2*	**13**	*0*	**26**	*+11*	**24**	*+3*	**16**	*-1*	**27**	*+4*	**21**	*+10*
Worse	**12**	*-4*	**17**	*-9*	**19**	*-1*	**29**	*-4*	**28**	*-14*	**13**	*-5*	**41**	*-7*	**17**	*-4*	**10**	*-2*	**19**	*0*	**16**	*-7*	**20**	*-14*
Same	**53**	*+1*	**53**	*+4*	**53**	*-3*	**45**	*-2*	**44**	*+5*	**60**	*+4*	**44**	*+6*	**48**	*-4*	**65**	*-1*	**62**	*+3*	**53**	*+4*	**52**	*+3*
DK	**3**	*0*	**7**	*+1*	**4**	*0*	**4**	*-1*	**5**	*+1*	**1**	*-1*	**2**	*+1*	**9**	*-3*	**1**	*0*	**3**	*-2*	**4**	*-1*	**7**	*+1*

erste Spalte: EB71 Frühling 2009	**RO**		**SI**		**SK**		**FI**		**SE**		**UK**		**HR**		**TR**		**MK**	
zweite Spalte: % eränderungen im Vergleich zu EB71 Frühling 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Besser	**28**	*+5*	**21**	*+1*	**18**	*+4*	**25**	*-1*	**41**	*+1*	**34**	*+6*	**21**	*0*	**25**	*-1*	**33**	*-1*
Schlechter	**25**	*-8*	**23**	*-1*	**23**	*-8*	**7**	*0*	**4**	*0*	**11**	*-4*	**31**	*+1*	**27**	*-3*	**20**	*-1*
Gleich	**43**	*+2*	**55**	*+1*	**57**	*+5*	**67**	*+1*	**53**	*-2*	**53**	*-2*	**46**	*-1*	**41**	*+5*	**45**	*+3*
WN	**4**	*+1*	**1**	*-1*	**2**	*-1*	**1**	*0*	**2**	*+1*	**2**	*0*	**2**	*0*	**7**	*-1*	**2**	*-1*

QA3.2 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
L'endroit où vous habitez
QA3.2 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
The area you live in
QA3.2 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Die Gegend in der Sie leben

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Meilleurs	**15**	**17**	**10**	**13**	**12**	**6**	**5**	**5**	**20**	**12**	**12**
Moins bons	**10**	**11**	**8**	**12**	**4**	**7**	**8**	**10**	**14**	**8**	**23**
Sans changement	**73**	**72**	**78**	**74**	**83**	**86**	**86**	**85**	**65**	**79**	**65**
NSP	**2**	**0**	**4**	**1**	**1**	**1**	**1**	**0**	**1**	**1**	**0**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Better	**24**	**18**	**20**	**11**	**16**	**15**	**12**	**12**	**18**	**12**	**8**
Worse	**10**	**4**	**14**	**7**	**15**	**13**	**7**	**25**	**7**	**9**	**14**
Same	**64**	**77**	**62**	**81**	**66**	**70**	**79**	**62**	**72**	**79**	**76**
DK	**2**	**1**	**4**	**1**	**3**	**2**	**2**	**1**	**3**	**0**	**2**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Besser	**17**	**13**	**23**	**13**	**14**	**10**	**16**	**17**	**19**	**25**	**32**
Schlechter	**8**	**11**	**13**	**18**	**15**	**5**	**3**	**9**	**22**	**18**	**13**
Gleich	**71**	**72**	**61**	**68**	**70**	**85**	**80**	**72**	**58**	**52**	**53**
WN	**4**	**4**	**3**	**1**	**1**	**0**	**1**	**2**	**1**	**5**	**2**

QA3.3 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
Les prestations des services de santé en (NOTRE PAYS)
QA3.3 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
The healthcare system in (OUR COUNTRY)
QA3.3 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Das Gesundheitssystem in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Meilleurs	**13**	**18**	**8**	**9**	**16**	**6**	**5**	**4**	**13**	**8**	**8**
Moins bons	**27**	**13**	**25**	**24**	**16**	**46**	**46**	**47**	**40**	**43**	**35**
Sans changement	**56**	**67**	**57**	**64**	**68**	**45**	**46**	**46**	**43**	**44**	**57**
NSP	**4**	**2**	**10**	**3**	**0**	**3**	**3**	**3**	**4**	**5**	**0**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Better	**26**	**16**	**17**	**17**	**9**	**11**	**13**	**8**	**28**	**7**	**9**
Worse	**13**	**27**	**22**	**9**	**44**	**36**	**12**	**45**	**22**	**29**	**20**
Same	**59**	**54**	**57**	**67**	**41**	**46**	**70**	**44**	**41**	**63**	**68**
DK	**2**	**3**	**4**	**7**	**6**	**7**	**5**	**3**	**9**	**1**	**3**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Besser	**10**	**15**	**19**	**10**	**9**	**6**	**11**	**15**	**12**	**28**	**27**
Schlechter	**24**	**19**	**27**	**35**	**35**	**25**	**25**	**17**	**37**	**32**	**21**
Gleich	**59**	**58**	**49**	**52**	**53**	**69**	**61**	**66**	**48**	**34**	**47**
WN	**7**	**8**	**5**	**3**	**3**	**0**	**3**	**2**	**3**	**6**	**5**

QA3.4 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
Le système des retraites en (NOTRE PAYS)
QA3.4 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
The provision of pensions in (OUR COUNTRY)
QA3.4 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Das Rentensystem in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Meilleurs	**10**	**15**	**7**	**6**	**5**	**4**	**4**	**4**	**9**	**4**	**6**
Moins bons	**33**	**30**	**21**	**32**	**14**	**45**	**45**	**42**	**35**	**37**	**43**
Sans changement	**49**	**51**	**53**	**56**	**75**	**45**	**46**	**50**	**46**	**41**	**50**
NSP	**8**	**4**	**19**	**6**	**6**	**6**	**5**	**4**	**10**	**18**	**1**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Better	**20**	**12**	**14**	**16**	**7**	**6**	**8**	**5**	**12**	**4**	**7**
Worse	**22**	**34**	**30**	**9**	**46**	**38**	**15**	**62**	**18**	**50**	**30**
Same	**49**	**47**	**50**	**58**	**39**	**40**	**62**	**28**	**44**	**39**	**58**
DK	**9**	**7**	**6**	**17**	**8**	**16**	**15**	**5**	**26**	**7**	**5**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Besser	**7**	**11**	**16**	**6**	**9**	**4**	**7**	**10**	**8**	**19**	**20**
Schlechter	**24**	**29**	**28**	**42**	**35**	**20**	**34**	**29**	**44**	**39**	**22**
Gleich	**59**	**47**	**44**	**47**	**50**	**73**	**52**	**46**	**44**	**34**	**48**
WN	**10**	**13**	**12**	**5**	**6**	**3**	**7**	**15**	**4**	**8**	**10**

QA3.5 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
Les allocations chômages en (NOTRE PAYS)
QA3.5 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
Unemployment benefits in (OUR COUNTRY)
QA3.5 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Die Arbeitslosenunterstützung in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Meilleurs	**10**	**12**	**6**	**5**	**6**	**5**	**5**	**3**	**9**	**4**	**7**
Moins bons	**31**	**29**	**23**	**42**	**17**	**34**	**33**	**31**	**52**	**45**	**41**
Sans changement	**47**	**54**	**48**	**46**	**72**	**54**	**55**	**59**	**23**	**40**	**50**
NSP	**12**	**5**	**23**	**7**	**5**	**7**	**7**	**7**	**16**	**11**	**2**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Better	**17**	**14**	**14**	**8**	**7**	**6**	**9**	**5**	**9**	**2**	**7**
Worse	**33**	**29**	**32**	**12**	**53**	**44**	**22**	**55**	**17**	**37**	**27**
Same	**41**	**42**	**44**	**54**	**29**	**27**	**51**	**31**	**34**	**51**	**58**
DK	**9**	**15**	**10**	**26**	**11**	**23**	**18**	**9**	**40**	**10**	**8**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Besser	**8**	**10**	**14**	**7**	**5**	**3**	**14**	**9**	**8**	**19**	**16**
Schlechter	**21**	**31**	**25**	**42**	**40**	**22**	**33**	**25**	**38**	**36**	**36**
Gleich	**57**	**43**	**43**	**43**	**46**	**69**	**44**	**43**	**46**	**33**	**40**
WN	**14**	**16**	**18**	**8**	**9**	**6**	**9**	**23**	**8**	**12**	**8**

QA3.6 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
Le coût de la vie en (NOTRE PAYS)
QA3.6 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
The cost of living in (OUR COUNTRY)
QA3.6 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Die Lebenshaltungskosten in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Meilleurs	**12**	**16**	**7**	**4**	**12**	**5**	**5**	**3**	**14**	**13**	**6**
Moins bons	**51**	**51**	**47**	**69**	**30**	**50**	**53**	**63**	**57**	**50**	**60**
Sans changement	**34**	**32**	**38**	**26**	**57**	**43**	**40**	**32**	**26**	**33**	**34**
NSP	**3**	**1**	**8**	**1**	**1**	**2**	**2**	**2**	**3**	**4**	**0**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Better	**20**	**17**	**18**	**3**	**12**	**9**	**12**	**5**	**8**	**9**	**9**
Worse	**49**	**50**	**45**	**64**	**50**	**52**	**44**	**78**	**58**	**51**	**49**
Same	**29**	**30**	**34**	**30**	**34**	**33**	**39**	**16**	**26**	**39**	**39**
DK	**2**	**3**	**3**	**3**	**4**	**6**	**5**	**1**	**8**	**1**	**3**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Besser	**8**	**11**	**14**	**8**	**6**	**10**	**13**	**12**	**6**	**18**	**12**
Schlechter	**55**	**51**	**44**	**61**	**63**	**39**	**39**	**55**	**66**	**46**	**60**
Gleich	**33**	**31**	**36**	**29**	**30**	**50**	**45**	**30**	**25**	**29**	**25**
WN	**4**	**7**	**6**	**2**	**1**	**1**	**3**	**3**	**3**	**7**	**3**

QA3.7 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
Les rapports entre les personnes d'origines culturelles ou religieuses différentes ou de nationalités différentes en (NOTRE PAYS)
QA3.7 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities (N)
QA3.7 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Die Beziehungen zwischen Menschen mit unterschiedlichem kulturellen oder religiösen Hintergrund oder verschiedener Nationalitäten in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Meilleurs	**14**	**14**	**10**	**5**	**13**	**7**	**6**	**4**	**17**	**9**	**8**
Moins bons	**25**	**27**	**11**	**38**	**25**	**22**	**23**	**24**	**15**	**23**	**32**
Sans changement	**56**	**56**	**68**	**55**	**61**	**66**	**66**	**66**	**62**	**57**	**60**
NSP	**5**	**3**	**11**	**2**	**1**	**5**	**5**	**6**	**6**	**11**	**0**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Better	**23**	**18**	**16**	**6**	**12**	**10**	**12**	**7**	**18**	**7**	**11**
Worse	**27**	**21**	**28**	**23**	**19**	**16**	**18**	**36**	**22**	**42**	**43**
Same	**46**	**54**	**52**	**68**	**64**	**62**	**66**	**51**	**40**	**49**	**42**
DK	**4**	**7**	**4**	**3**	**5**	**12**	**4**	**6**	**20**	**2**	**4**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Besser	**15**	**14**	**20**	**8**	**6**	**10**	**15**	**13**	**13**	**23**	**28**
Schlechter	**12**	**18**	**15**	**32**	**26**	**15**	**27**	**30**	**22**	**30**	**18**
Gleich	**64**	**55**	**54**	**57**	**64**	**73**	**55**	**52**	**61**	**37**	**49**
WN	**9**	**13**	**11**	**3**	**4**	**2**	**3**	**5**	**4**	**10**	**5**

QA3.8 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
La manière dont les inégalités et la pauvreté sont traitées en (NOTRE PAYS)
QA3.8 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
The way inequalities which might lead to poverty are addressed in (OUR COUNTRY)
QA3.8 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Die Art und Weise der Auseinandersetzung mit sozialer Benachteiligung, die zu Armut in (UNSER LAND) führen kann

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Meilleurs	**12**	**16**	**8**	**5**	**10**	**6**	**5**	**5**	**10**	**8**	**7**
Moins bons	**30**	**27**	**23**	**34**	**22**	**34**	**35**	**36**	**37**	**31**	**42**
Sans changement	**51**	**54**	**53**	**57**	**66**	**54**	**54**	**53**	**43**	**49**	**50**
NSP	**7**	**3**	**16**	**4**	**2**	**6**	**6**	**6**	**10**	**12**	**1**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Better	**19**	**19**	**17**	**6**	**10**	**10**	**11**	**5**	**18**	**9**	**8**
Worse	**27**	**28**	**29**	**23**	**30**	**34**	**21**	**59**	**16**	**28**	**37**
Same	**47**	**49**	**49**	**64**	**52**	**44**	**59**	**33**	**45**	**59**	**46**
DK	**7**	**4**	**5**	**7**	**8**	**12**	**9**	**3**	**21**	**4**	**9**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Besser	**10**	**12**	**15**	**8**	**6**	**9**	**12**	**12**	**9**	**18**	**18**
Schlechter	**23**	**28**	**25**	**39**	**36**	**22**	**23**	**27**	**31**	**38**	**35**
Gleich	**57**	**45**	**48**	**49**	**53**	**67**	**62**	**51**	**56**	**34**	**41**
WN	**10**	**15**	**12**	**4**	**5**	**2**	**3**	**10**	**4**	**10**	**6**

QA3.9 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
Le caractère abordable des coûts de l'énergie en (NOTRE PAYS)
QA3.9 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
How affordable energy is in (OUR COUNTRY)
QA3.9 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Bezahlbare Energie in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Meilleurs	**13**	**18**	**5**	**11**	**7**	**7**	**7**	**7**	**15**	**14**	**6**
Moins bons	**41**	**43**	**53**	**20**	**32**	**51**	**53**	**60**	**14**	**39**	**49**
Sans changement	**41**	**37**	**34**	**68**	**59**	**39**	**37**	**31**	**68**	**40**	**44**
NSP	**5**	**2**	**8**	**1**	**2**	**3**	**3**	**2**	**3**	**7**	**1**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Better	**25**	**18**	**17**	**3**	**11**	**10**	**10**	**5**	**12**	**20**	**9**
Worse	**14**	**36**	**34**	**61**	**14**	**57**	**44**	**75**	**50**	**40**	**47**
Same	**55**	**41**	**41**	**32**	**70**	**26**	**39**	**18**	**28**	**38**	**41**
DK	**6**	**5**	**8**	**4**	**5**	**7**	**7**	**2**	**10**	**2**	**3**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Besser	**7**	**11**	**13**	**9**	**10**	**7**	**12**	**15**	**9**	**17**	**10**
Schlechter	**47**	**44**	**39**	**43**	**46**	**49**	**32**	**49**	**37**	**38**	**62**
Gleich	**40**	**37**	**41**	**45**	**42**	**43**	**50**	**32**	**50**	**35**	**24**
WN	**6**	**8**	**7**	**3**	**2**	**1**	**6**	**4**	**4**	**10**	**4**

QA3.10 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
Le caractère abordable du coût du logement en (NOTRE PAYS)
QA3.10 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
How affordable housing is in (OUR COUNTRY)
QA3.10 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Bezahlbare Energie in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Meilleurs	**15**	**18**	**8**	**9**	**17**	**7**	**6**	**4**	**20**	**28**	**6**
Moins bons	**37**	**41**	**41**	**38**	**22**	**23**	**24**	**29**	**24**	**32**	**49**
Sans changement	**43**	**40**	**36**	**52**	**59**	**64**	**64**	**61**	**52**	**33**	**44**
NSP	**5**	**1**	**15**	**1**	**2**	**6**	**6**	**6**	**4**	**7**	**1**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Better	**22**	**19**	**17**	**8**	**19**	**16**	**21**	**4**	**10**	**16**	**8**
Worse	**43**	**36**	**35**	**57**	**18**	**45**	**38**	**72**	**49**	**35**	**46**
Same	**32**	**39**	**41**	**32**	**57**	**30**	**35**	**22**	**32**	**46**	**42**
DK	**3**	**6**	**7**	**3**	**6**	**9**	**6**	**2**	**9**	**3**	**4**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Besser	**14**	**11**	**15**	**14**	**9**	**6**	**9**	**20**	**8**	**17**	**11**
Schlechter	**38**	**40**	**37**	**45**	**47**	**42**	**31**	**39**	**40**	**39**	**41**
Gleich	**39**	**39**	**38**	**37**	**41**	**51**	**56**	**36**	**47**	**34**	**35**
WN	**9**	**10**	**10**	**4**	**3**	**1**	**4**	**5**	**5**	**10**	**13**

QA3.11 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
Le fonctionnement de l'administration publique en (NOTRE PAYS)
QA3.11 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
The way public administration runs in (OUR COUNTRY)
QA3.11 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Das Funktionieren der öffentlichen Verwaltung in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Meilleurs	**11**	**17**	**10**	**6**	**9**	**4**	**4**	**3**	**13**	**9**	**6**
Moins bons	**22**	**28**	**13**	**24**	**15**	**11**	**12**	**17**	**20**	**33**	**41**
Sans changement	**61**	**52**	**61**	**67**	**75**	**82**	**81**	**76**	**57**	**46**	**53**
NSP	**6**	**3**	**16**	**3**	**1**	**3**	**3**	**4**	**10**	**12**	**0**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Better	**15**	**15**	**17**	**7**	**17**	**11**	**12**	**6**	**14**	**7**	**6**
Worse	**17**	**23**	**33**	**11**	**25**	**20**	**9**	**38**	**21**	**22**	**22**
Same	**64**	**57**	**47**	**75**	**49**	**51**	**73**	**49**	**50**	**68**	**68**
DK	**4**	**5**	**3**	**7**	**9**	**18**	**6**	**7**	**15**	**3**	**4**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Besser	**11**	**11**	**16**	**10**	**8**	**6**	**9**	**13**	**10**	**19**	**25**
Schlechter	**16**	**24**	**28**	**26**	**24**	**19**	**18**	**25**	**31**	**33**	**22**
Gleich	**65**	**50**	**46**	**58**	**63**	**72**	**66**	**53**	**56**	**37**	**45**
WN	**8**	**15**	**10**	**6**	**5**	**3**	**7**	**9**	**3**	**11**	**8**

QA3.12 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
La situation économique en (NOTRE PAYS)
QA3.12 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
The economic situation in (OUR COUNTRY)
QA3.12 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Die wirtschaftliche Lage in (UNSER LAND)

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB71 printemps 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Meilleurs	**20**	*+5*	**25**	*+9*	**9**	*0*	**8**	*0*	**23**	*+2*	**21**	*+8*	**20**	*+7*	**16**	*+3*	**18**	*+3*	**12**	*+6*	**7**	*-2*	**25**	*+7*
Moins bons	**46**	*-7*	**47**	*-10*	**48**	*-3*	**62**	*-4*	**33**	*-13*	**49**	*-3*	**51**	*-1*	**60**	*+6*	**56**	*-3*	**58**	*-14*	**63**	*-5*	**45**	*-6*
Sans changement	**30**	*+2*	**27**	*+1*	**33**	*+2*	**28**	*+5*	**43**	*+12*	**27**	*-5*	**26**	*-6*	**21**	*-9*	**24**	*+1*	**26**	*+10*	**30**	*+8*	**26**	*0*
NSP	**4**	*0*	**1**	*0*	**10**	*+1*	**2**	*-1*	**1**	*-1*	**3**	*0*	**3**	*0*	**3**	*0*	**2**	*-1*	**4**	*-2*	**0**	*-1*	**4**	*-1*

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB71 spring 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Better	**21**	*+3*	**20**	*+4*	**6**	*-2*	**15**	*+6*	**17**	*+9*	**20**	*+3*	**10**	*0*	**15**	*+1*	**22**	*+11*	**19**	*+6*	**18**	*+4*	**11**	*+4*
Worse	**39**	*-7*	**43**	*-6*	**48**	*-8*	**54**	*-4*	**50**	*-14*	**43**	*-8*	**70**	*-3*	**46**	*-1*	**52**	*-15*	**53**	*+4*	**30**	*-17*	**51**	*-15*
Same	**35**	*+4*	**34**	*+4*	**42**	*+11*	**27**	*-3*	**27**	*+3*	**31**	*+4*	**18**	*+2*	**27**	*+6*	**25**	*+5*	**25**	*-9*	**43**	*+12*	**32**	*+12*
DK	**5**	*0*	**3**	*-2*	**4**	*-1*	**4**	*+1*	**6**	*+2*	**6**	*+1*	**2**	*+1*	**12**	*-6*	**1**	*-1*	**3**	*-1*	**9**	*+1*	**6**	*-1*

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu EB71 Frühling 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Besser	**17**	*+5*	**15**	*-2*	**9**	*0*	**18**	*+4*	**33**	*+7*	**26**	*+10*	**9**	*-2*	**20**	*-2*	**16**	*-10*
Schlechter	**43**	*-7*	**52**	*-2*	**61**	*-6*	**45**	*-10*	**41**	*+1*	**44**	*-11*	**62**	*+1*	**44**	*-1*	**55**	*+16*
Gleich	**33**	*+4*	**31**	*+4*	**27**	*+6*	**36**	*+6*	**23**	*-9*	**26**	*+1*	**27**	*+3*	**28**	*+5*	**25**	*-6*
WN	**7**	*-2*	**2**	*0*	**3**	*0*	**1**	*0*	**3**	*+1*	**4**	*0*	**2**	*-2*	**8**	*-2*	**4**	*0*

QA3.13 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
Votre situation professionnelle
QA3.13 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
Your personal job situation
QA3.13 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Ihre persönliche berufliche Situation

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB71	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
printemps 2009	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1
Meilleurs	18	+3	20	+3	10	+1	8	0	21	+2	15	+3	14	+2	13	+1	17	+1	12	+5	7	-3	24	+4
Moins bons	12	-3	9	-2	17	+2	15	-8	3	-1	9	-2	9	-2	9	-2	17	+1	19	-1	17	-3	12	-4
Sans changement	56	-2	62	-1	60	-4	58	+3	70	-2	63	-1	63	-2	64	-1	43	0	52	-4	75	+7	52	-7
NSP	14	+2	9	0	13	+1	19	+5	6	+1	13	0	14	+2	14	+2	23	-2	17	0	1	-1	12	+7

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
2nd column: % change from EB71 spring 2009	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1
Better	23	+2	19	+3	10	+1	16	+6	12	+6	15	+1	7	0	16	+10	18	+4	10	-2	18	+3	13	+4
Worse	8	0	16	-7	11	-5	19	-2	36	-10	4	-4	34	-6	11	-1	9	+2	15	+2	11	-5	13	-11
Same	51	-1	59	+3	63	+9	44	-2	34	+6	62	+4	45	+2	60	-3	54	-5	62	-1	60	+4	62	+5
DK	18	-1	6	+1	16	-5	21	-2	18	-2	19	-1	14	+4	13	-6	19	-1	13	+1	11	-2	12	+2

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB	EB
EB71 Frühling 2009	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1	71.2	71.1
Besser	16	+4	12	0	10	+1	13	+1	25	+4	22	+6	13	-1	18	-2	20	-5
Schlechter	18	-3	20	+6	20	-4	8	+4	5	0	8	0	25	+6	33	+1	21	-2
Gleich	41	+3	61	-7	50	+5	75	-7	58	-5	54	-9	51	-1	39	0	46	0
WN	25	-4	7	+1	20	-2	4	+2	12	+1	16	+3	11	-4	10	+1	13	+7

QA3.14 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
La situation financière de votre ménage
QA3.14 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
The financial situation of your household
QA3.14 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Die finanzielle Situation Ihres Haushaltes

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB71 printemps 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Meilleurs	**19**	*+3*	**22**	*+6*	**10**	*-2*	**9**	*-1*	**23**	*0*	**12**	*+2*	**12**	*+2*	**10**	*-2*	**20**	*-1*	**11**	*+6*	**11**	*-1*	**25**	*+5*
Moins bons	**19**	*-7*	**13**	*-12*	**31**	*-4*	**25**	*-14*	**7**	*-3*	**18**	*-2*	**19**	*-3*	**24**	*-5*	**24**	*-3*	**28**	*-4*	**34**	*-4*	**15**	*-6*
Sans changement	**59**	*+4*	**64**	*+6*	**49**	*+4*	**62**	*+13*	**69**	*+3*	**68**	*+1*	**67**	*+1*	**63**	*+5*	**54**	*+3*	**55**	*-2*	**55**	*+5*	**58**	*+2*
NSP	**3**	*0*	**1**	*0*	**10**	*+2*	**4**	*+2*	**1**	*0*	**2**	*-1*	**2**	*0*	**3**	*+2*	**2**	*+1*	**6**	*0*	**0**	*0*	**2**	*-1*

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB71 spring 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Better	**26**	*+4*	**17**	*+2*	**7**	*-2*	**18**	*+4*	**15**	*+4*	**18**	*-1*	**9**	*-2*	**13**	*+5*	**16**	*0*	**12**	*-1*	**22**	*+4*	**13**	*+5*
Worse	**14**	*-8*	**21**	*-11*	**26**	*-2*	**29**	*-8*	**31**	*-14*	**11**	*0*	**57**	*0*	**26**	*-4*	**12**	*-2*	**23**	*-1*	**20**	*-9*	**23**	*-19*
Same	**56**	*+3*	**58**	*+9*	**65**	*+6*	**48**	*+2*	**50**	*+9*	**67**	*0*	**32**	*+1*	**55**	*+1*	**71**	*+2*	**61**	*+2*	**53**	*+7*	**57**	*+14*
DK	**4**	*+1*	**4**	*0*	**2**	*-2*	**5**	*+2*	**4**	*+1*	**4**	*+1*	**2**	*+1*	**6**	*-2*	**1**	*0*	**4**	*0*	**5**	*-2*	**7**	*0*

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu EB71 Frühling 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Besser	**23**	*+4*	**13**	*-3*	**13**	*+3*	**15**	*-1*	**26**	*0*	**22**	*+2*	**14**	*-1*	**19**	*-2*	**24**	*-7*
Schlechter	**28**	*-5*	**27**	*-1*	**29**	*-11*	**9**	*-1*	**11**	*+2*	**14**	*-6*	**35**	*+4*	**34**	*-1*	**30**	*+5*
Gleich	**44**	*+2*	**58**	*+4*	**55**	*+9*	**76**	*+2*	**62**	*-1*	**61**	*+4*	**48**	*-2*	**41**	*+5*	**43**	*+2*
WN	**5**	*-1*	**2**	*0*	**3**	*-1*	**0**	*0*	**1**	*-1*	**3**	*0*	**3**	*-1*	**6**	*-2*	**3**	*0*

QA3.15 Quelles sont vos attentes pour les douze prochains mois : les douze prochains mois seront-ils meilleurs, moins bons ou sans changement, en ce qui concerne … ?
La situation de l'emploi en (NOTRE PAYS)
QA3.15 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?
The employment situation in (OUR COUNTRY)
QA3.15 Welche Erwartungen haben Sie an die nächsten 12 Monate? Werden die nächsten 12 Monate besser, schlechter oder gleich sein, wenn es um Folgendes geht?
Die Lage auf dem Arbeitsmarkt in (UNSER LAND)

1re colonne: EB71 printemps 2009	EU27		BE		BG		CZ		DK		D-W		DE		D-E		EE		IE		EL		ES	
2ième colonne: % changement par rapport à EB71 printemps 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Meilleurs	**16**	*+4*	**19**	*+8*	**6**	*0*	**8**	*+1*	**18**	*+7*	**10**	*+2*	**10**	*+2*	**9**	*+1*	**19**	*+7*	**10**	*+6*	**7**	*0*	**27**	*+11*
Moins bons	**51**	*-10*	**54**	*-13*	**45**	*-4*	**59**	*-13*	**52**	*-18*	**62**	*0*	**63**	*0*	**67**	*0*	**56**	*-12*	**63**	*-18*	**57**	*-13*	**47**	*-8*
Sans changement	**28**	*+5*	**25**	*+3*	**32**	*+2*	**30**	*+11*	**29**	*+11*	**25**	*-2*	**24**	*-2*	**21**	*0*	**20**	*+4*	**22**	*+11*	**35**	*+12*	**22**	*-2*
NSP	**5**	*+1*	**2**	*+2*	**17**	*+2*	**3**	*+1*	**1**	*0*	**3**	*0*	**3**	*0*	**3**	*-1*	**5**	*+1*	**5**	*+1*	**1**	*+1*	**4**	*-1*

1st column: EB71 spring 2009	FR		IT		CY		LV		LT		LU		HU		MT		NL		AT		PL		PT	
2nd column: % change from EB71 spring 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Better	**22**	*+6*	**18**	*+4*	**3**	*0*	**15**	*+8*	**13**	*+8*	**14**	*+1*	**8**	*0*	**12**	*-1*	**12**	*+6*	**15**	*+2*	**15**	*+2*	**12**	*+6*
Worse	**49**	*-7*	**42**	*-11*	**48**	*-15*	**52**	*-12*	**55**	*-19*	**56**	*-8*	**67**	*-9*	**47**	*+4*	**65**	*-11*	**57**	*+2*	**33**	*-19*	**51**	*-22*
Same	**26**	*+1*	**36**	*+8*	**42**	*+16*	**28**	*+4*	**24**	*+9*	**24**	*+6*	**22**	*+7*	**28**	*+6*	**21**	*+5*	**25**	*-3*	**41**	*+13*	**28**	*+13*
DK	**3**	*0*	**4**	*-1*	**7**	*-1*	**5**	*0*	**8**	*+2*	**6**	*+1*	**3**	*+2*	**13**	*-9*	**2**	*0*	**3**	*-1*	**11**	*+4*	**9**	*+3*

erste Spalte: EB71 Frühling 2009	RO		SI		SK		FI		SE		UK		HR		TR		MK	
zweite Spalte: % eränderungen im Vergleich zu EB71 Frühling 2009	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1	EB 71.2	EB 71.1
Besser	**16**	*+5*	**12**	*0*	**8**	*+1*	**16**	*+5*	**29**	*+13*	**18**	*+5*	**9**	*0*	**18**	*+1*	**17**	*-4*
Schlechter	**43**	*-10*	**53**	*-8*	**63**	*-12*	**56**	*-10*	**49**	*-8*	**52**	*-13*	**59**	*-5*	**41**	*-12*	**53**	*+4*
Gleich	**32**	*+7*	**31**	*+7*	**25**	*+11*	**27**	*+5*	**19**	*-4*	**26**	*+7*	**30**	*+7*	**33**	*+10*	**25**	*-1*
WN	**9**	*-2*	**4**	*+1*	**4**	*0*	**1**	*0*	**3**	*-1*	**4**	*+1*	**2**	*-2*	**8**	*+1*	**5**	*+1*

QA4.1 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
Votre vie en général
QA4.1 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
Your life in general
QA4.1 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Ihr Leben im Allgemeinen

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**28**	**33**	**13**	**24**	**50**	**26**	**26**	**22**	**41**	**40**	**18**
Se sont déteriorées	**31**	**25**	**46**	**31**	**13**	**29**	**29**	**33**	**33**	**23**	**45**
Sont restées les mêmes	**40**	**42**	**39**	**45**	**36**	**45**	**45**	**44**	**26**	**35**	**37**
NSP	**1**	**0**	**2**	**0**	**1**	**0**	**0**	**1**	**0**	**2**	**0**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**28**	**30**	**14**	**38**	**27**	**25**	**34**	**9**	**31**	**40**	**20**
Got worse	**31**	**33**	**35**	**24**	**44**	**48**	**19**	**63**	**36**	**14**	**32**
Stayed about the same	**41**	**36**	**50**	**38**	**27**	**26**	**44**	**28**	**32**	**46**	**47**
DK	**0**	**1**	**1**	**0**	**2**	**1**	**3**	**0**	**1**	**0**	**1**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**31**	**14**	**28**	**23**	**33**	**42**	**55**	**41**	**19**	**31**	**28**
Verschlechtert	**28**	**43**	**37**	**44**	**30**	**15**	**14**	**28**	**47**	**43**	**39**
Ist etwa gleich geblieben	**38**	**41**	**33**	**33**	**36**	**42**	**30**	**30**	**33**	**25**	**32**
WN	**3**	**2**	**2**	**0**	**1**	**1**	**1**	**1**	**1**	**1**	**1**

QA4.2 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
L'endroit où vous habitez
QA4.2 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
The area you live in
QA4.2 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Die Gegend in der Sie leben

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**22**	**21**	**16**	**26**	**24**	**13**	**15**	**22**	**40**	**30**	**14**
Se sont déteriorées	**17**	**11**	**20**	**15**	**10**	**12**	**12**	**11**	**17**	**11**	**37**
Sont restées les mêmes	**59**	**68**	**63**	**59**	**61**	**73**	**71**	**66**	**41**	**57**	**48**
NSP	**2**	**0**	**1**	**0**	**5**	**2**	**2**	**1**	**2**	**2**	**1**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**30**	**28**	**15**	**26**	**25**	**24**	**26**	**14**	**19**	**24**	**12**
Got worse	**20**	**13**	**25**	**15**	**20**	**18**	**11**	**33**	**21**	**12**	**22**
Stayed about the same	**49**	**57**	**59**	**57**	**51**	**56**	**61**	**52**	**55**	**62**	**65**
DK	**1**	**2**	**1**	**2**	**4**	**2**	**2**	**1**	**5**	**2**	**1**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**30**	**18**	**30**	**17**	**25**	**23**	**23**	**21**	**20**	**27**	**27**
Verschlechtert	**12**	**23**	**18**	**30**	**17**	**8**	**10**	**17**	**31**	**25**	**21**
Ist etwa gleich geblieben	**55**	**57**	**50**	**52**	**57**	**67**	**61**	**59**	**47**	**47**	**50**
WN	**3**	**2**	**2**	**1**	**1**	**2**	**6**	**3**	**2**	**1**	**2**

QA4.3 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
Les prestations des services de santé en (NOTRE PAYS)
QA4.3 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
Health care provision in (OUR COUNTRY)
QA4.3 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Das Gesundheitswesen in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**12**	**23**	**5**	**15**	**16**	**3**	**3**	**3**	**28**	**11**	**10**
Se sont déteriorées	**39**	**14**	**49**	**35**	**29**	**66**	**65**	**62**	**28**	**58**	**51**
Sont restées les mêmes	**45**	**61**	**39**	**49**	**52**	**29**	**30**	**34**	**38**	**25**	**38**
NSP	**4**	**2**	**7**	**1**	**3**	**2**	**2**	**1**	**6**	**6**	**1**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**29**	**11**	**8**	**33**	**13**	**9**	**23**	**4**	**38**	**15**	**9**
Got worse	**19**	**42**	**37**	**15**	**46**	**47**	**11**	**65**	**29**	**34**	**27**
Stayed about the same	**50**	**42**	**53**	**45**	**33**	**37**	**60**	**28**	**27**	**48**	**62**
DK	**2**	**5**	**2**	**7**	**8**	**7**	**6**	**3**	**6**	**3**	**2**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**9**	**18**	**9**	**8**	**8**	**11**	**13**	**20**	**9**	**35**	**23**
Verschlechtert	**36**	**36**	**44**	**50**	**48**	**32**	**35**	**24**	**58**	**40**	**32**
Ist etwa gleich geblieben	**49**	**41**	**42**	**39**	**43**	**55**	**47**	**52**	**31**	**22**	**42**
WN	**6**	**5**	**5**	**3**	**1**	**2**	**5**	**4**	**2**	**3**	**3**

QA4.4 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
Le système des retraites en (NOTRE PAYS)
QA4.4 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
The provision of pensions in (OUR COUNTRY)
QA4.4 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Die Rentenversorgung in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**8**	**16**	**7**	**14**	**8**	**3**	**3**	**4**	**52**	**8**	**6**
Se sont déteriorées	**41**	**20**	**35**	**30**	**13**	**55**	**52**	**39**	**16**	**46**	**61**
Sont restées les mêmes	**40**	**56**	**42**	**46**	**66**	**35**	**38**	**50**	**21**	**28**	**33**
NSP	**11**	**8**	**16**	**10**	**13**	**7**	**7**	**7**	**11**	**18**	**0**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**18**	**3**	**5**	**36**	**22**	**14**	**10**	**3**	**16**	**4**	**7**
Got worse	**26**	**49**	**46**	**6**	**35**	**36**	**9**	**67**	**25**	**48**	**34**
Stayed about the same	**45**	**36**	**42**	**41**	**32**	**32**	**58**	**22**	**36**	**37**	**53**
DK	**11**	**12**	**7**	**17**	**11**	**18**	**23**	**8**	**23**	**11**	**6**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**7**	**9**	**15**	**5**	**19**	**8**	**7**	**8**	**8**	**20**	**22**
Verschlechtert	**32**	**44**	**36**	**53**	**26**	**27**	**40**	**36**	**59**	**50**	**29**
Ist etwa gleich geblieben	**48**	**36**	**36**	**37**	**46**	**59**	**38**	**36**	**29**	**25**	**38**
WN	**13**	**11**	**13**	**5**	**9**	**6**	**15**	**20**	**4**	**5**	**11**

QA4.5 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
Les allocations chômages en (NOTRE PAYS)
QA4.5 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
Unemployment benefits in (OUR COUNTRY)
QA4.5 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Die Arbeitslosenunterstützung in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**8**	**14**	**6**	**7**	**8**	**6**	**6**	**4**	**25**	**19**	**8**
Se sont déteriorées	**38**	**22**	**34**	**47**	**22**	**46**	**45**	**43**	**26**	**37**	**56**
Sont restées les mêmes	**36**	**55**	**37**	**33**	**58**	**36**	**37**	**42**	**24**	**31**	**34**
NSP	**18**	**9**	**23**	**13**	**12**	**12**	**12**	**11**	**25**	**13**	**2**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**13**	**7**	**6**	**19**	**10**	**8**	**13**	**3**	**11**	**6**	**9**
Got worse	**37**	**39**	**44**	**9**	**46**	**37**	**23**	**57**	**26**	**30**	**28**
Stayed about the same	**38**	**31**	**35**	**41**	**25**	**20**	**41**	**26**	**27**	**44**	**52**
DK	**12**	**23**	**15**	**31**	**19**	**35**	**23**	**14**	**36**	**20**	**11**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**8**	**7**	**10**	**5**	**9**	**7**	**9**	**9**	**11**	**22**	**11**
Verschlechtert	**26**	**45**	**35**	**51**	**37**	**19**	**59**	**27**	**43**	**47**	**43**
Ist etwa gleich geblieben	**44**	**31**	**35**	**34**	**40**	**61**	**17**	**32**	**35**	**21**	**36**
WN	**22**	**17**	**20**	**10**	**14**	**13**	**15**	**32**	**11**	**10**	**10**

QA4.6 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
Le coût de la vie en (NOTRE PAYS)
QA4.6 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
The cost of living in (OUR COUNTRY)
QA4.6 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Die Lebenshaltungskosten in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**5**	**4**	**5**	**3**	**12**	**3**	**3**	**2**	**8**	**7**	**3**
Se sont déteriorées	**76**	**80**	**72**	**80**	**54**	**70**	**72**	**81**	**78**	**79**	**81**
Sont restées les mêmes	**17**	**15**	**20**	**16**	**33**	**26**	**24**	**15**	**12**	**11**	**16**
NSP	**2**	**1**	**3**	**1**	**1**	**1**	**1**	**2**	**2**	**3**	**0**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**8**	**2**	**3**	**3**	**3**	**16**	**7**	**1**	**4**	**5**	**3**
Got worse	**80**	**89**	**75**	**85**	**84**	**61**	**65**	**90**	**85**	**71**	**70**
Stayed about the same	**11**	**7**	**21**	**10**	**11**	**16**	**22**	**8**	**8**	**22**	**25**
DK	**1**	**2**	**1**	**2**	**2**	**7**	**6**	**1**	**3**	**2**	**2**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**4**	**4**	**8**	**2**	**5**	**4**	**15**	**4**	**3**	**17**	**8**
Verschlechtert	**73**	**80**	**62**	**85**	**75**	**75**	**49**	**80**	**83**	**58**	**72**
Ist etwa gleich geblieben	**19**	**13**	**26**	**12**	**18**	**20**	**29**	**14**	**13**	**21**	**18**
WN	**4**	**3**	**4**	**1**	**2**	**1**	**7**	**2**	**1**	**4**	**2**

QA4.7 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
Les rapports entre les personnes d'origines culturelles ou religieuses différentes ou de nationalités différentes en (NOTRE PAYS)
QA4.7 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities
QA4.7 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Die Beziehungen zwischen Menschen mit unterschiedlichem kulturellen oder religiösen Hintergrund oder verschiedener Nationalitäten in (UNSER LAND)

	EU27	**BE**	**BG**	**CZ**	**DK**	**D-W**	**DE**	**D-E**	**EE**	**IE**	**EL**
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**13**	**14**	**9**	**6**	**14**	**10**	**9**	**5**	**15**	**16**	**12**
Se sont déteriorées	**33**	**32**	**17**	**46**	**44**	**25**	**26**	**27**	**27**	**27**	**43**
Sont restées les mêmes	**48**	**51**	**64**	**46**	**40**	**59**	**59**	**59**	**52**	**45**	**45**
NSP	**6**	**3**	**10**	**2**	**2**	**6**	**6**	**9**	**6**	**12**	**0**

	ES	**FR**	**IT**	**CY**	**LV**	**LT**	**LU**	**HU**	**MT**	**NL**	**AT**
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**25**	**7**	**11**	**26**	**11**	**10**	**17**	**4**	**20**	**10**	**8**
Got worse	**33**	**40**	**40**	**23**	**22**	**22**	**18**	**47**	**40**	**51**	**52**
Stayed about the same	**40**	**45**	**45**	**47**	**63**	**54**	**59**	**42**	**27**	**38**	**36**
DK	**2**	**8**	**4**	**4**	**4**	**14**	**6**	**7**	**13**	**1**	**4**

	PL	**PT**	**RO**	**SI**	**SK**	**FI**	**SE**	**UK**	**HR**	**TR**	**MK**
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**20**	**21**	**17**	**6**	**7**	**21**	**18**	**15**	**14**	**22**	**29**
Verschlechtert	**15**	**28**	**20**	**47**	**31**	**22**	**33**	**38**	**30**	**40**	**22**
Ist etwa gleich geblieben	**55**	**40**	**51**	**44**	**58**	**53**	**44**	**40**	**51**	**31**	**44**
WN	**10**	**11**	**12**	**3**	**4**	**4**	**5**	**7**	**5**	**7**	**5**

QA4.8 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
La manière dont les inégalités et la pauvreté sont traitées en (NOTRE PAYS)
QA4.8 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
The way inequalities and poverty are addressed in (OUR COUNTRY)
QA4.8 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Die Art und Weise der Auseinandersetzung mit sozialer Benachteiligung und Armut in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**11**	**15**	**7**	**6**	**10**	**7**	**7**	**7**	**13**	**11**	**9**
Se sont déteriorées	**38**	**34**	**32**	**39**	**36**	**38**	**38**	**38**	**36**	**36**	**58**
Sont restées les mêmes	**44**	**48**	**48**	**52**	**51**	**49**	**49**	**49**	**43**	**40**	**33**
NSP	**7**	**3**	**13**	**3**	**3**	**6**	**6**	**6**	**8**	**13**	**0**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**20**	**8**	**8**	**17**	**5**	**7**	**17**	**3**	**22**	**15**	**7**
Got worse	**33**	**51**	**41**	**25**	**38**	**43**	**21**	**70**	**25**	**30**	**46**
Stayed about the same	**42**	**36**	**47**	**51**	**48**	**35**	**50**	**23**	**35**	**50**	**42**
DK	**5**	**5**	**4**	**7**	**9**	**15**	**12**	**4**	**18**	**5**	**5**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**11**	**9**	**10**	**5**	**6**	**13**	**12**	**14**	**9**	**19**	**12**
Verschlechtert	**26**	**42**	**34**	**53**	**42**	**28**	**34**	**30**	**40**	**45**	**46**
Ist etwa gleich geblieben	**50**	**35**	**43**	**38**	**47**	**55**	**46**	**45**	**47**	**28**	**37**
WN	**13**	**14**	**13**	**4**	**5**	**4**	**8**	**11**	**4**	**8**	**5**

QA4.9 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
Le caractère abordable des coûts de l'énergie en (NOTRE PAYS)
QA4.9 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
How affordable energy is in (OUR COUNTRY)
QA4.9 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Bezahlbare Energie in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**7**	**5**	**3**	**16**	**7**	**2**	**2**	**3**	**25**	**12**	**5**
Se sont déteriorées	**62**	**77**	**77**	**26**	**45**	**75**	**76**	**81**	**13**	**60**	**71**
Sont restées les mêmes	**26**	**16**	**16**	**57**	**43**	**21**	**20**	**15**	**58**	**21**	**23**
NSP	**5**	**2**	**4**	**1**	**5**	**2**	**2**	**1**	**4**	**7**	**1**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**26**	**6**	**6**	**1**	**12**	**2**	**5**	**1**	**7**	**7**	**3**
Got worse	**20**	**62**	**54**	**85**	**15**	**80**	**67**	**89**	**76**	**65**	**64**
Stayed about the same	**48**	**26**	**33**	**10**	**68**	**13**	**22**	**9**	**11**	**24**	**30**
DK	**6**	**6**	**7**	**4**	**5**	**5**	**6**	**1**	**6**	**4**	**3**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**4**	**5**	**5**	**6**	**6**	**5**	**14**	**6**	**7**	**19**	**8**
Verschlechtert	**67**	**70**	**59**	**65**	**63**	**74**	**49**	**76**	**51**	**46**	**75**
Ist etwa gleich geblieben	**23**	**20**	**30**	**26**	**29**	**19**	**27**	**14**	**37**	**27**	**15**
WN	**6**	**5**	**6**	**3**	**2**	**2**	**10**	**4**	**5**	**8**	**2**

QA4.10 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
Le caractère abordable du coût du logement en (NOTRE PAYS)
QA4.10 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
How affordable housing is in (OUR COUNTRY)
QA4.10 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Erschwinglicher Wohnraum in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**7**	**3**	**4**	**13**	**12**	**7**	**6**	**5**	**32**	**18**	**6**
Se sont déteriorées	**62**	**75**	**68**	**46**	**41**	**35**	**35**	**36**	**30**	**57**	**71**
Sont restées les mêmes	**26**	**20**	**19**	**39**	**43**	**51**	**52**	**52**	**34**	**18**	**23**
NSP	**5**	**2**	**9**	**2**	**4**	**7**	**7**	**7**	**4**	**7**	**0**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**8**	**3**	**5**	**1**	**31**	**8**	**5**	**2**	**10**	**5**	**3**
Got worse	**77**	**74**	**62**	**93**	**27**	**77**	**76**	**85**	**73**	**59**	**58**
Stayed about the same	**14**	**17**	**27**	**4**	**37**	**8**	**13**	**12**	**12**	**32**	**34**
DK	**1**	**6**	**6**	**2**	**5**	**7**	**6**	**1**	**5**	**4**	**5**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**6**	**6**	**8**	**5**	**7**	**4**	**13**	**9**	**6**	**19**	**7**
Verschlechtert	**65**	**64**	**56**	**71**	**67**	**73**	**43**	**72**	**53**	**49**	**56**
Ist etwa gleich geblieben	**21**	**21**	**27**	**19**	**23**	**22**	**37**	**14**	**35**	**26**	**25**
WN	**8**	**9**	**9**	**5**	**3**	**1**	**7**	**5**	**6**	**6**	**12**

QA4.11 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
Le fonctionnement de l'administration publique en (NOTRE PAYS)
QA4.11 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
The way public administration runs in (OUR COUNTRY)
QA4.11 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Das Funktionieren der öffentlichen Verwaltung in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**8**	**13**	**11**	**7**	**11**	**5**	**4**	**3**	**21**	**5**	**6**
Se sont déteriorées	**33**	**24**	**20**	**32**	**33**	**18**	**20**	**25**	**17**	**52**	**53**
Sont restées les mêmes	**53**	**60**	**53**	**57**	**54**	**73**	**72**	**67**	**51**	**31**	**41**
NSP	**6**	**3**	**16**	**4**	**2**	**4**	**4**	**5**	**11**	**12**	**0**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**13**	**5**	**7**	**16**	**3**	**7**	**13**	**5**	**17**	**7**	**7**
Got worse	**26**	**34**	**47**	**17**	**48**	**31**	**12**	**47**	**29**	**32**	**27**
Stayed about the same	**58**	**56**	**43**	**59**	**42**	**39**	**65**	**41**	**38**	**55**	**64**
DK	**3**	**5**	**3**	**8**	**7**	**23**	**10**	**7**	**16**	**6**	**2**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**14**	**8**	**11**	**12**	**9**	**8**	**10**	**7**	**6**	**22**	**21**
Verschlechtert	**23**	**41**	**35**	**38**	**30**	**24**	**24**	**42**	**44**	**43**	**28**
Ist etwa gleich geblieben	**53**	**37**	**45**	**43**	**56**	**63**	**54**	**41**	**46**	**28**	**43**
WN	**10**	**14**	**9**	**7**	**5**	**5**	**12**	**10**	**4**	**7**	**8**

QA4.12 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
La situation économique en (NOTRE PAYS)
QA4.12 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
The economic situation in (OUR COUNTRY)
QA4.12 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Die wirtschaftliche Lage in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**6**	**3**	**5**	**4**	**19**	**4**	**5**	**7**	**12**	**4**	**3**
Se sont déteriorées	**78**	**84**	**70**	**82**	**56**	**81**	**81**	**82**	**76**	**85**	**82**
Sont restées les mêmes	**14**	**12**	**19**	**13**	**23**	**14**	**13**	**9**	**10**	**7**	**15**
NSP	**2**	**1**	**6**	**1**	**2**	**1**	**1**	**2**	**2**	**4**	**0**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**2**	**2**	**4**	**14**	**4**	**5**	**8**	**1**	**9**	**6**	**4**
Got worse	**89**	**82**	**74**	**67**	**86**	**82**	**63**	**89**	**71**	**81**	**79**
Stayed about the same	**8**	**12**	**21**	**17**	**7**	**8**	**21**	**8**	**13**	**12**	**16**
DK	**1**	**4**	**1**	**2**	**3**	**5**	**8**	**2**	**7**	**1**	**1**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**21**	**3**	**9**	**10**	**10**	**10**	**16**	**4**	**3**	**17**	**10**
Verschlechtert	**50**	**80**	**64**	**73**	**71**	**69**	**72**	**85**	**79**	**58**	**68**
Ist etwa gleich geblieben	**21**	**14**	**22**	**16**	**16**	**19**	**9**	**8**	**16**	**21**	**19**
WN	**8**	**3**	**5**	**1**	**3**	**2**	**3**	**3**	**2**	**4**	**3**

QA4.13 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
Votre situation professionnelle
QA4.13 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
Your personal job situation
QA4.13 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Ihre persönliche berufliche Situation

	EU27	**BE**	**BG**	**CZ**	**DK**	**D-W**	**DE**	**D-E**	**EE**	**IE**	**EL**
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**18**	**22**	**9**	**13**	**33**	**20**	**20**	**20**	**23**	**15**	**8**
Se sont déteriorées	**23**	**18**	**29**	**25**	**12**	**17**	**17**	**19**	**26**	**29**	**27**
Sont restées les mêmes	**47**	**52**	**55**	**45**	**49**	**51**	**51**	**51**	**28**	**44**	**65**
NSP	**12**	**8**	**7**	**17**	**6**	**12**	**12**	**10**	**23**	**12**	**0**

	ES	**FR**	**IT**	**CY**	**LV**	**LT**	**LU**	**HU**	**MT**	**NL**	**AT**
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**15**	**22**	**11**	**17**	**14**	**7**	**22**	**5**	**17**	**27**	**17**
Got worse	**28**	**19**	**28**	**18**	**34**	**53**	**11**	**46**	**19**	**14**	**22**
Stayed about the same	**47**	**39**	**55**	**49**	**32**	**22**	**47**	**35**	**51**	**38**	**51**
DK	**10**	**20**	**6**	**16**	**20**	**18**	**20**	**14**	**13**	**21**	**10**

	PL	**PT**	**RO**	**SI**	**SK**	**FI**	**SE**	**UK**	**HR**	**TR**	**MK**
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**21**	**13**	**14**	**11**	**16**	**20**	**36**	**21**	**10**	**18**	**14**
Verschlechtert	**18**	**28**	**26**	**35**	**25**	**15**	**15**	**22**	**36**	**44**	**33**
Ist etwa gleich geblieben	**51**	**52**	**37**	**48**	**42**	**60**	**38**	**42**	**43**	**32**	**42**
WN	**10**	**7**	**23**	**6**	**17**	**5**	**11**	**15**	**11**	**6**	**11**

QA4.14 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
La situation financière de votre ménage
QA4.14 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
The financial situation of your household
QA4.14 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Die finanzielle Situation Ihres Haushaltes

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**20**	**23**	**9**	**16**	**36**	**19**	**19**	**19**	**31**	**16**	**9**
Se sont déteriorées	**35**	**23**	**51**	**41**	**18**	**33**	**34**	**37**	**33**	**39**	**49**
Sont restées les mêmes	**43**	**53**	**38**	**43**	**44**	**47**	**47**	**44**	**35**	**42**	**42**
NSP	**2**	**1**	**2**	**0**	**2**	**1**	**0**	**0**	**1**	**3**	**0**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**17**	**24**	**9**	**18**	**18**	**17**	**25**	**5**	**16**	**35**	**16**
Got worse	**34**	**34**	**38**	**38**	**48**	**53**	**19**	**74**	**43**	**18**	**37**
Stayed about the same	**49**	**39**	**51**	**42**	**32**	**27**	**52**	**19**	**38**	**45**	**46**
DK	**0**	**3**	**2**	**2**	**2**	**3**	**4**	**2**	**3**	**2**	**1**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**26**	**9**	**22**	**13**	**19**	**27**	**40**	**25**	**10**	**19**	**18**
Verschlechtert	**34**	**46**	**39**	**47**	**37**	**18**	**22**	**33**	**52**	**49**	**44**
Ist etwa gleich geblieben	**37**	**43**	**36**	**39**	**42**	**54**	**36**	**39**	**36**	**29**	**36**
WN	**3**	**2**	**3**	**1**	**2**	**1**	**2**	**3**	**2**	**3**	**2**

QA4.15 Diriez-vous que, par rapport à il y a cinq ans, les choses se sont améliorées, déteriorées ou sont restées les mêmes en ce qui concerne … ?
La situation de l'emploi en (NOTRE PAYS)
QA4.15 Compared with five years ago, would you say things have improved, gotten worse or stayed about the same when it comes to…?
The employment situation in (OUR COUNTRY)
QA4.15 Haben sich die Dinge im Vergleich zu vor fünf Jahren Ihrer Ansicht nach verbessert oder verschlechtert oder sind sie gleich geblieben, wenn es um Folgendes geht?
Die Lage auf dem Arbeitsmarkt in (UNSER LAND)

	EU27	BE	BG	CZ	DK	D-W	DE	D-E	EE	IE	EL
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Se sont améliorées	**6**	**5**	**5**	**3**	**15**	**9**	**9**	**8**	**6**	**4**	**3**
Se sont déteriorées	**76**	**79**	**61**	**77**	**64**	**73**	**73**	**77**	**79**	**86**	**79**
Sont restées les mêmes	**15**	**15**	**22**	**18**	**19**	**16**	**15**	**12**	**8**	**7**	**18**
NSP	**3**	**1**	**12**	**2**	**2**	**2**	**3**	**3**	**7**	**3**	**0**

	ES	FR	IT	CY	LV	LT	LU	HU	MT	NL	AT
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Improved	**2**	**2**	**3**	**7**	**3**	**3**	**5**	**1**	**10**	**9**	**4**
Got worse	**91**	**88**	**73**	**62**	**84**	**81**	**73**	**84**	**65**	**70**	**77**
Stayed about the same	**7**	**8**	**22**	**24**	**9**	**9**	**16**	**12**	**16**	**18**	**17**
DK	**0**	**2**	**2**	**7**	**4**	**7**	**6**	**3**	**9**	**3**	**2**

	PL	PT	RO	SI	SK	FI	SE	UK	HR	TR	MK
	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2	EB 71.2
Verbessert	**16**	**3**	**7**	**4**	**5**	**6**	**10**	**4**	**4**	**16**	**9**
Verschlechtert	**49**	**81**	**62**	**76**	**75**	**79**	**80**	**82**	**75**	**57**	**67**
Ist etwa gleich geblieben	**25**	**13**	**25**	**18**	**17**	**13**	**6**	**9**	**19**	**22**	**21**
WN	**10**	**3**	**6**	**2**	**3**	**2**	**4**	**5**	**2**	**5**	**3**