

# EUSERS SUMMER SCHOOL

Performance and Governance of Services of General Interest.

*Critical perspectives on Energy, Telecommunications, Transport and Water Reforms in the EU*

*June, 27<sup>th</sup> – July 1<sup>st</sup> 2016*

## Public opinion analysis and Eurobarometer data

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# Eurobarometer (EB) surveys

- Since 1973, the European Commission has been monitoring the evolution of public opinion in the Member States.
- Millions of EU citizens have been asked about a broad variety of issues, from their satisfaction with life to the perceived quality of several services of general interest (transport, energy, electricity, water supply, etc.)
- All these data are publicly available for free.
- Surveys are classified in four categories, according to their topics and to the sample of respondents.

# Eurobarometer (EB) surveys


- **Standard EB** (from 1973 on). Each survey consists of approximately 1000 face-to-face interviews per country. Two reports are published every year. Most of the questions are constant over time.
- **Special EB** reports (from 1973 on) are based on in-depth thematical studies carried out on specific topics, like (among others) urban mobility (SEB 406, 2013) or rail competition (SEB 388, 2012).
- **Flash EB** (from 1989 on) are ad hoc surveys conducted at the request of any service of the European Commission. Flash surveys are carried out relatively quickly and may focus on specific target groups.
- **Qualitative EB** (from 1992 on) studies investigate in-depth the motivations, the feelings, the reactions of selected social groups towards a given subject.

- [-] ZACAT
- [-] ISSP
- [-] CSES
- [-] Eurobarometer
  - [-] Standard & Special Eurobarometer
  - [-] Central and Eastern Eurobarometer
  - [-] Candidate Countries Eurobarometer
- [-] European Values Study (EVS)
- [-] Studies from Eastern Europe
- [-] ALLBUS (GGSS)
- [-] Politbarometer (German documentation only)
- [-] Election Studies (Germany)
- [-] Childhood, adolescence and becoming an adult 1991-1997 (bilingual documentation)
- [-] LebensRäume



From the drop-down menu you can select any **Standard or Special EB** issue from 1973 on. The registration to the archive will allow you to download all the microdata and interview results.

Use of ZACAT is free of charge. Published datasets and accompanying documentation can be browsed without prior registration. Analysing, creating tables and downloading require accepting the [GESIS terms of use](#).

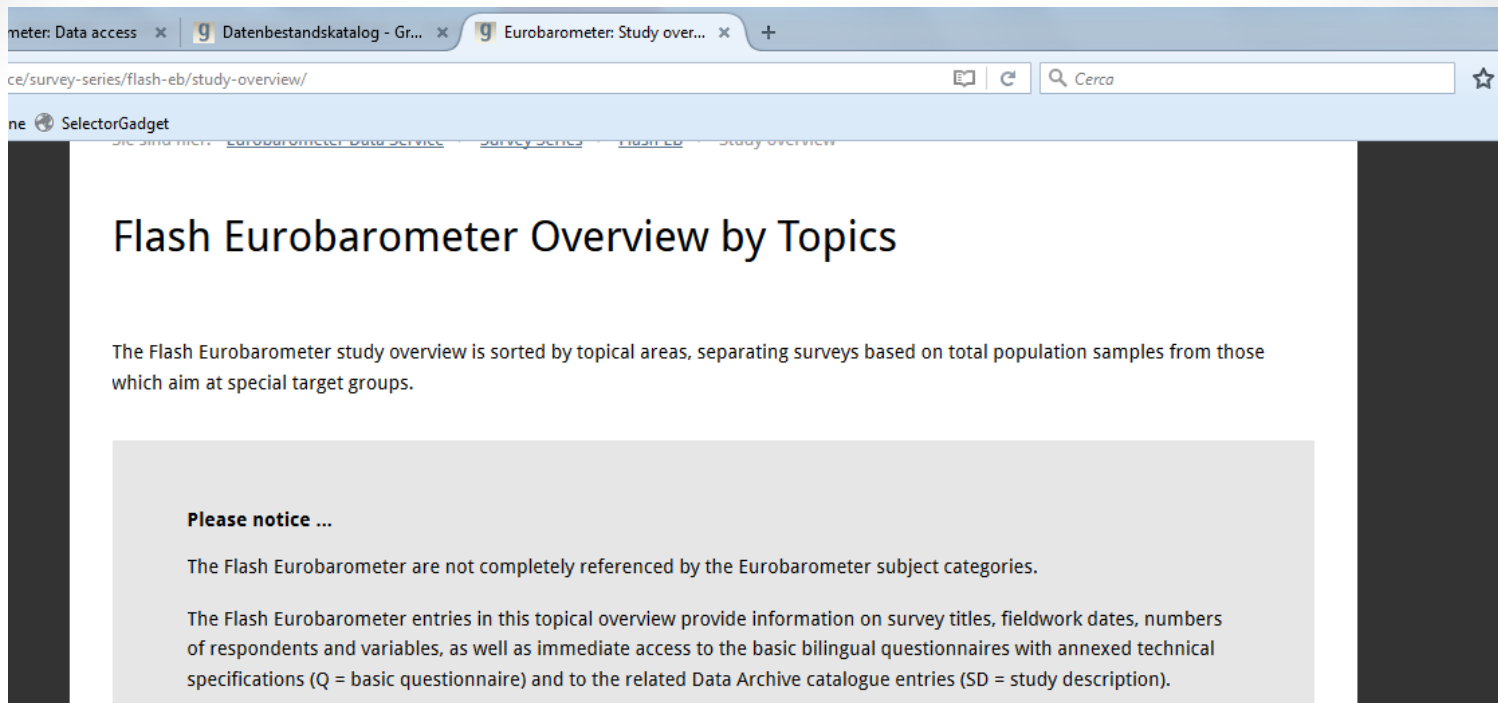
Please click on  in the left frame to view the ZACAT catalogue structure. If you click on the name (and not the icon!) of a catalogue further information will be provided for some catalogues. A [user guide](#) is always available from the respective link in the top-right menu.

**Note:** The restriction on online analyses and tabulation of Eurobarometer pre-release editions have been lifted. Thus, you can analyse pre-releases just like any other study.

**Note:** Online analyses and tabulations no longer require registering and logging on. Operations that required an authentication before now just ask you to comply with the GESIS terms of use.

Your [comments and remarks](#) are appreciated!

- The online study catalogue (<http://zocat.gesis.org/webview/>) provides with a detailed description of each survey and with all the data sets collected (available in Stata or SPSS format).



- As far as **Flash EB** are concerned, a full documentation about the topics and structure of each survey is available at: <http://www.gesis.org/eurobarometer-data-service/survey-series/flash-eb/study-overview/>



- As for the Standard and Special EB, also data on Flash EB surveys are freely downloadable from the on line data catalogue (<https://dbk.gesis.org/dbksearch/GDESC2.asp?no=0002&search=&search2=&DB=e&tab=0&notabs=&nf=1&af=&ll=10>)


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### GN0002: EB - Flash Eurobarometer



The Flash Eurobarometer were launched by the European Commission in the late eighties, turning out a Monthly Monitor between in 1994 and 1995. These "small scale" surveys are conducted in all EU member states at times, occasionally reducing or enlarging the scope of countries as a function of specific topics. The typical sample size is 500-1000 respondents per country and interviews are usually conducted by phone in the respective national language. The Flash Eurobarometer include series on special topics (Common Currency, EU Enlargement, Information Society, Entrepreneurship, Innovation) as well as special target group polls, particularly company managers with enterprise related topics.

**Study List**

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- ▾ [ZA2143](#) Flash Eurobarometer 9 (Maastricht Summit)
- ▾ [ZA2144](#) Flash Eurobarometer 8 (United Europe)
- ▾ [ZA2146](#) Flash Eurobarometer 10 (Managers)
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- ▾ [ZA2363](#) Flash Eurobarometer 19 (Single European Market)
- ▾ [ZA2364](#) Flash Eurobarometer 20 (Internal Market)
- ▾ [ZA2365](#) Flash Eurobarometer 21 (Managers)

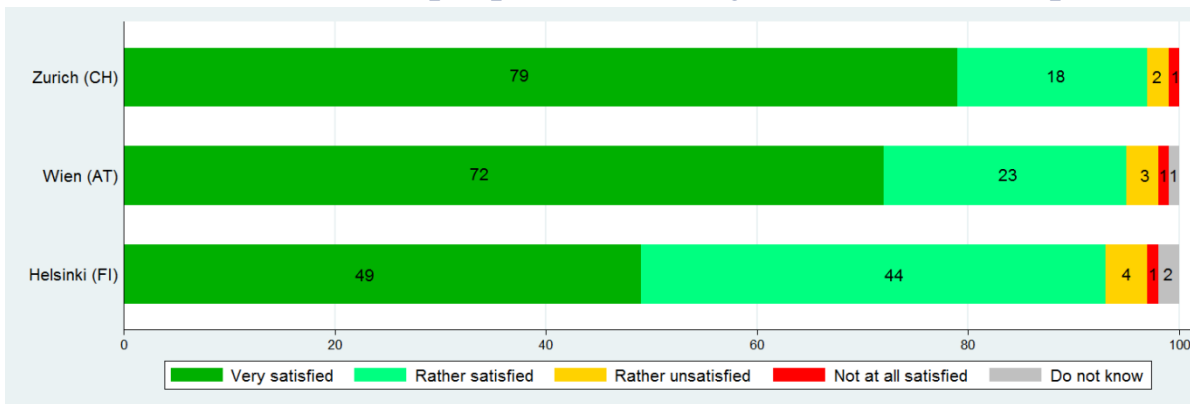
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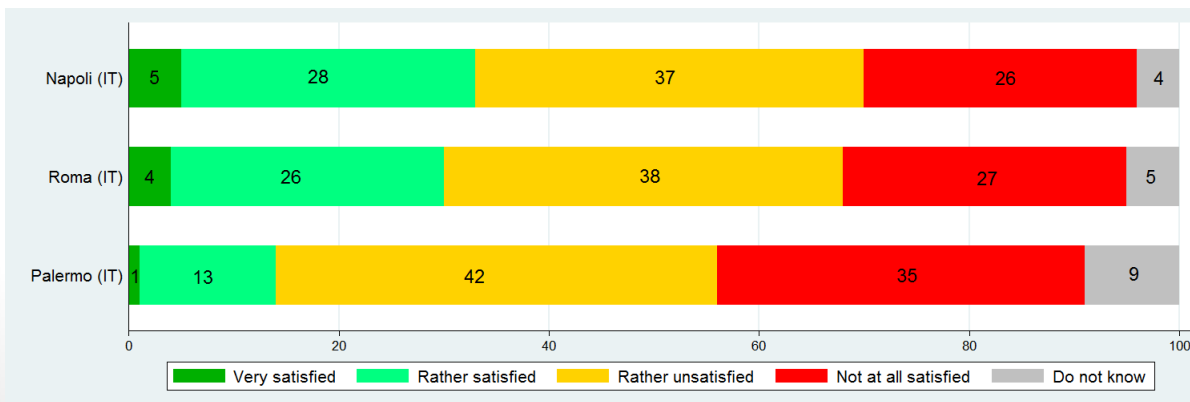
# Eurobarometer (EB) surveys

- Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or not at all satisfied with public transport (bus, tram, metro) in your city (FEB 419, 2015).

In 2015, most satisfied people were living in Northern Europe



While the most dissatisfied ones were in Italian cities



# Eurobarometer (EB) surveys

- Some general warnings when using EB data:
- Even if the region of residence of the respondents is available in most surveys, data from Standard and Special EB can be compared only at the country-level (see documentation about weighting at <http://www.gesis.org/eurobarometer-data-service/survey-series/standard-special-eb/weighting-overview/>).
- This may be an issue whenever you want to study citizens' satisfaction with public services whose supply is highly differentiated (in terms of governance, providers, prices, etc.) within countries.
- Nevertheless, several Flash EB are focused on sub-national samples, which makes aggregate data representative of each territorial unit.
- An example is represented by the Urban Audit studies (FEB 156-2004, 194-2006, 277-2009, 366-2012, 419-2015), aimed at investigating citizens' satisfaction with public transport in a sample of major EU cities.