

Survey management and development  
**European Quality of Life Survey 2016:**  
**Technical and fieldwork report**

[European Quality of Life Survey 2016](#)

Eurofound (2018), European Quality of Life Survey 2016: Technical and fieldwork report. On-line working paper.

**Authors:** Kantar Public

**Research Manager:** Tadas Leoncikas

**Eurofound reference number:** WPEF18016

**Related report/s:**

Eurofound (2017), *European Quality of Life Survey 2016: Quality of life, quality of public services, and quality of society*, Publications Office of the European Union, Luxembourg.

Eurofound (2018), European Quality of Life Survey 2016: Quality Assessment. On-line working paper (WPEF18059)

© European Foundation for the Improvement of Living and Working Conditions (Eurofound), 2018  
Reproduction is authorised provided the source is acknowledged.

For any use or reproduction of photos or other material that is not under the Eurofound copyright, permission must be sought directly from the copyright holders.

The European Foundation for the Improvement of Living and Working Conditions (Eurofound) is a tripartite European Union Agency, whose role is to provide knowledge in the area of social, employment and work-related policies. Eurofound was established in 1975 by Council Regulation (EEC) No. 1365/75 to contribute to the planning and design of better living and working conditions in Europe.

**European Foundation for the Improvement of Living and Working Conditions**

**Telephone:** (+353 1) 204 31 00

**Email:** [information@eurofound.europa.eu](mailto:information@eurofound.europa.eu)

**Web:** [www.eurofound.europa.eu](http://www.eurofound.europa.eu)

## Contents

Note on reporting in European Quality of Life Survey 2016 (EQLS 2016) .....	0
A. Technical Report: project management, sampling, questionnaire development, translation process, mode of the survey, interviewing and weighting.....	1
1. Introduction: survey overview and objectives.....	1
2. Fieldwork organisation.....	1
3. Sampling.....	4
4. Questionnaire development and translation process .....	18
5. Pilot testing.....	32
6. Interviewing.....	41
7. Weighting .....	58
B. Fieldwork report: implementation and quality control.....	62
1. Fieldwork period .....	62
2. Quality control.....	65
3. Ethics, privacy and data protection .....	68
4. Main irregularities in the implementation of fieldwork .....	69
5. EQLS 2016 fieldwork outcomes .....	70
C. Overview of the web add-on .....	112
1. Target respondents and contact strategy.....	112
2. Questionnaire.....	114
3. Linking face-to-face data with web add-on data .....	115
4. Fieldwork progress for the web-add on.....	115

## List of figures and tables

Figure 1 Coverage of the EQLS 2016 .....	4
Figure 2 Illustration of the steps of the TRAPD model.....	26
Figure 3 Illustration of the steps of the harmonisation process .....	28
Figure 4 Illustration of the steps of the adaptation process .....	29
Figure 5 Example of a promocard (brochure) in English .....	49
Figure 6 Example of an introduction letter in English .....	51
Figure 7 Example of a ‘Sorry you were out’ card in English.....	52
Figure 8 Example of an invitation letter for target C respondents in English .....	53
Figure 9 Number of persons present during the interview (EU28) .....	57
Figure 10 Number of persons present during the interview (EU candidate countries) .....	57
Figure 11: Respondent’s cooperation during the interview (as reported by interviewers) (EU28).....	58

Figure 12: Respondent’s cooperation during the interview (as reported by interviewers) (EU candidate countries) .....	58
Figure 13: EQLS 2016 Response rates by country.....	78
Table 1 National fieldwork agencies .....	3
Table 2 List of countries covered by the survey and sample sizes .....	5
Table 3 Stratification information by country .....	7
Table 4 PSUs, by country .....	8
Table 5 Type of sampling frames by country .....	10
Table 6 Names of sampling frames used and estimates of their coverage, by country using register.....	12
Table 7 Information on enumeration process for mainstage data collection by country .....	14
Table 8 Geographical areas not covered by the EQLS 2016.....	16
Table 9 Cognitive testing: gender and age quotas .....	19
Table 10 Cognitive testing: main findings and outcomes .....	20
Table 11 Target languages by country .....	24
Table 12 Information on fieldwork for pilot survey .....	33
Table 13 Outcomes of the pilot survey.....	36
Table 14 Response rates for pilot survey.....	37
Table 15 CAPI infrastructure and scripting in each country .....	41
Table 16 Number of interviewers with more than 40 interviews and maximum number of interviews per interviewer per country.....	43
Table 17: Field force per country .....	44
Table 18 Information on training sessions for interviewers before the start of fieldwork by country .....	47
Table 19 Incentives used during fieldwork by country .....	54
Table 20 Interviews duration by country.....	55
Table 21 Sample design and design weight calculation .....	59
Table 22: List of population targets.....	60
Table 23: Weekly fieldwork progress for the EQLS 2016 by country .....	62
Table 24: List of outcome codes used for the EQLS 2016.....	71
Table 25: Outcome categories and estimated ineligible ratio by country .....	74
Table 26: AAPOR rates of fieldwork outcomes per country .....	76
Table 27: Fieldwork progress EQLS 2016 web add-on .....	117
Table 28 : Face-to-face fieldwork vs. web add-on fieldwork (targets A and B).....	119

## **Note on reporting in European Quality of Life Survey 2016 (EQLS 2016)**

This document presents an overview of the technical specifications and methodology, as well as the preparation and implementation of the survey. It represents a summary of the individual reports covering specific aspects of the EQLS 2016 project.

Section A of this report concerns project management, sampling, questionnaire development, translation process, mode of the survey and interviewing, and information on weighting.

Section B describes fieldwork implementation, quality control, the main irregularities in the implementation of fieldwork, and fieldwork outcomes.

Section C offers an overview of the implementation of the web add-on survey which was carried out as an exploratory study.

For more detailed information on particular aspects of the survey, please consult the specific reports. In addition to the current Technical and Fieldwork report, the following reports are available from Eurofound on request:

- sample evaluation, enumeration and weighting report;
- quality assurance report;
- translation report;
- coding report;
- data cleaning and editing report.

## **A. Technical Report: project management, sampling, questionnaire development, translation process, mode of the survey, interviewing and weighting**

### **1. Introduction: survey overview and objectives**

The European Quality of Life Survey 2016 was carried out from September 2016 to March 2017 by [Kantar Public](#) Brussels (formerly TNS Belgium) on behalf of the European Foundation for the Improvement of Living and Working Conditions (Eurofound). This unique, pan-European survey, which is carried out every four years, examines the objective circumstances of European citizens' lives, and how they feel about those circumstances and their lives in general. It covers a range of subjects including employment, income, education, housing, family, health and work-life balance. It also looks at subjective topics, such as people's levels of happiness, how satisfied they are with their lives, and how they perceive the quality of their societies.

By conducting the survey regularly, it has also become possible to track key trends in the quality of people's lives over time. Over the years, the EQLS has developed into a valuable set of indicators which complements traditional indicators of economic growth and the standard of living, such as GDP or income<sup>1</sup>.

The 4th edition of the EQLS covers the 28 Member States of the European Union and the five EU candidate countries (Albania, the former Yugoslav Republic of Macedonia, Montenegro, Serbia and Turkey). The fieldwork started at the beginning of September 2016 in the 28 EU Member States, and in November 2016 in all five EU candidate countries. In total, 36,908 people were surveyed in the 33 countries, with a target sample of between 1,000 to 2,000 individuals per country.

This section of the report details the following aspects:

- fieldwork organisation and project management;
- sampling (coverage, universe and sample size, sampling method, respondent selection);
- questionnaire development and translation process;
- mode of the survey (data collection, coding, length and context of the interviews);
- interviewing (field force, training, fieldwork material);
- weighting strategy.

### **2. Fieldwork organisation**

This chapter provides an overview of the organisation of the teams working on the EQLS 2016.

#### *2.1. Kantar Public central coordination team*

---

<sup>1</sup> <https://www.eurofound.europa.eu/surveys/european-quality-of-life-surveys>

Although the fieldwork for the EQLS 2016 was carried out by a network of national institutes, these were coordinated by the Kantar Public central coordination team in Brussels. The central team was in direct contact with Eurofound throughout the set-up and implementation phases. In compliance with the survey specifications and Eurofound's input, the central team was in charge of performing cognitive pre-tests on the questionnaire, finalising the questionnaire and translating it into local languages, designing sampling, preparing briefing materials, supervising the fieldwork progress, and preparing the final deliverables for the project.

Kantar Public's central coordination team and Eurofound also jointly or separately carried out fieldwork visits to certain national institutes during the briefing and the fieldwork phases, to support the local teams and to ensure the correct implementation of the survey.

## *2.2. Triple I centre*

Kantar Public Triple I was called upon in order to ensure optimal implementation and management of the survey in terms of quality control. The Triple I centre in Brussels is a unit of the company specifically dedicated to technical assistance for surveys, as well as fieldwork coordination and monitoring. Thanks to a centralised CAPI infrastructure, Triple I, can amongst others, control the work carried out by local interviewers in any country and at any time and check real-time performance measures for local teams (e.g. the response rate, the number of interviews completed, the fieldwork results, etc.). The Triple I central coordination team was in charge of CAPI programming and scripting, issuing of samples, day-to-day fieldwork coordination and monitoring (both quality and progress), maintaining direct and daily contact with the national institutes, and data processing.

The Triple I team was in constant contact with the central coordination team throughout all the stages of the survey to ensure the survey was managed to the highest standards.

## *2.3. Network of national institutes*

The fieldwork for the EQLS 2016 was conducted by Kantar Public's national partner agencies, closely monitored by the central coordination and Triple I teams. The list of national partners can be found in Table 1.

**Table 1 National fieldwork agencies**

<b>Country</b>		<b>National fieldwork agency</b>
<b>EU Member States</b>		
<b>AT</b>	Austria	Gallup Austria / Spectra
<b>BE</b>	Belgium	Kantar TNS Belgium
<b>BG</b>	Bulgaria	Kantar TNS BBSS
<b>CY</b>	Cyprus	CYMAR
<b>CZ</b>	Czech Republic	Kantar TNS AISA
<b>DE</b>	Germany	Foerster & Thelen
<b>DK</b>	Denmark	Kantar TNS Gallup DK
<b>EE</b>	Estonia	Kantar TNS Emor
<b>EL</b>	Greece	Kantar TNS ICAP
<b>ES</b>	Spain	Kantar TNS Spain
<b>FI</b>	Finland	Kantar TNS Gallup Oy
<b>FR</b>	France	Effience3
<b>HR</b>	Croatia	Hendal Market Research
<b>HU</b>	Hungary	Kantar TNS Hoffmann
<b>IE</b>	Ireland	Behaviour & Attitudes
<b>IT</b>	Italy	Lorien Consulting / Lexis Research
<b>LT</b>	Lithuania	Kantar TNS Lithuania
<b>LU</b>	Luxembourg	Kantar TNS ILRES
<b>LV</b>	Latvia	Kantar TNS Latvia
<b>MT</b>	Malta	Misco
<b>NL</b>	Netherlands	Kantar TNS Nipo
<b>PL</b>	Poland	Kantar Public Poland
<b>PT</b>	Portugal	Kantar TNS Portugal
<b>RO</b>	Romania	Kantar TNS CSOP
<b>SE</b>	Sweden	Kantar TNS Sifo
<b>SI</b>	Slovenia	Mediana
<b>SK</b>	Slovakia	Kantar TNS Slovakia
<b>UK</b>	United Kingdom	Kantar TNS UK



EU candidate countries		
AL	Albania	IDRA
ME	Montenegro	Kantar TNS Medium Gallup
MK	FYR Macedonia	Kantar TNS BRIMA
RS	Republic of Serbia	Kantar TNS Medium Gallup
TR	Turkey	Kantar TNS Piar

### 3. Sampling

This chapter details the coverage, universe and sample size, the sampling methods used in each country, and information on allocation and stratification of the sample. More detailed information on the sampling procedure followed for the EQLS 2016 can be found in the Sample evaluation, enumeration and weighting report.

#### 3.1. Coverage, universe and sample size

The EQLS 2016 was conducted in the 28 Member States of the European Union and in the five EU candidate countries (Albania, former Yugoslav Republic of Macedonia, Montenegro, Serbia and Turkey).

*Figure 1 Coverage of the EQLS 2016*



The **target population** for the survey consists of all persons aged 18 who reside in private households in the country (meaning their usual place of residence is in the country) at the time of data collection. The technical specifications exclude those who lived in a country for less than six months or cannot speak a language of the survey well enough to respond to the questionnaire or live in institutions (such as prisons, military barracks, hospitals and nursing homes).

Table 2 details the list of countries covered by the survey, the target sample size and the final achieved sample size after quality control. Certain countries did achieve higher sample sizes however some cases that were initially thought to be complete were re-categorized, notably in Turkey (see Quality Assurance Report on Eurofound's website for more information).

**Table 2 List of countries covered by the survey and sample sizes**

Country		Target sample size	Achieved final sample size, after quality control
<b>EU28 countries</b>			
<b>AT</b>	Austria	1000	1181
<b>BE</b>	Belgium	1000	1017
<b>BG</b>	Bulgaria	1000	1016
<b>CY</b>	Cyprus	1000	1009
<b>CZ</b>	Czech Republic	1000	1014
<b>DE</b>	Germany	1600	1631
<b>DK</b>	Denmark	1000	1020
<b>EE</b>	Estonia	1000	1001
<b>EL</b>	Greece	1000	1096
<b>ES</b>	Spain	1000	1005
<b>FI</b>	Finland	1000	1052
<b>FR</b>	France	1200	1198
<b>HR</b>	Croatia	1000	1011
<b>HU</b>	Hungary	1000	1042
<b>IE</b>	Ireland	1000	1011
<b>IT</b>	Italy	2000	2007
<b>LT</b>	Lithuania	1000	1005
<b>LU</b>	Luxembourg	1000	1021
<b>LV</b>	Latvia	1000	1000
<b>MT</b>	Malta	1000	1000
<b>NL</b>	Netherlands	1000	1010
<b>PL</b>	Poland	1000	1009
<b>PT</b>	Portugal	1000	1070
<b>RO</b>	Romania	1000	1004
<b>SE</b>	Sweden	1000	1053
<b>SI</b>	Slovenia	1000	1003
<b>SK</b>	Slovakia	1000	1019
<b>UK</b>	United Kingdom	1300	1304
<b>EU candidate countries</b>			
<b>AL</b>	Albania	1000	1011
<b>ME</b>	Montenegro	1000	1000
<b>MK</b>	FYR Macedonia	1000	1013
<b>RS</b>	Serbia	1000	1056
<b>TR</b>	Turkey	2000	2019

Country	Target sample size	Achieved final sample size, after quality control
<b>TOTAL</b>	<b>36100</b>	<b>36908</b>

### 3.2. Overview of sample design

For the EQLS 2016, a stratified, clustered, multi-stage sample design was used to select respondents. Random probability sampling procedures were used at all stages of sample selection for the project, and all members of the survey population had a known non-zero chance of being included in the sample.

Depending on the availability of high-quality registers, sampling was carried out using individual-level, household-level and address-level registers or through enumeration using a random-walk approach. Country-level samples were stratified by region and degree of urbanisation. In each stratum, primary sampling units (PSUs) were randomly selected proportional to population size. Subsequently, a random sample of individuals or households was drawn in each PSU. Finally, unless individual-level registers were used, in each household the respondent was randomly selected.

The sampling was done in the following stages:

Stage 1. Selection of Primary Sampling Units (PSU's)

Stage 2. Selection of addresses in PSUs

Stage 3. Selection of households at the address (if more than one household at that address)

Stage 4. Selection of respondents in the household

### 3.3. Sample stratification

As in previous waves, stratified sampling design was used for the EQLS 2016. The sample was stratified by two variables: geo-administrative region and level of urbanisation.

Special attention was paid to ensuring consistency of stratification across countries. This was done by using [NUTS](#) (Classification of Territorial Units for Statistics) regions which is a hierarchical system for dividing up the economic territory of the EU<sup>2</sup> and Eurostat's DEGURBA ('degree of urbanisation') that distinguishes three urbanisation levels: cities (densely populated areas), towns and suburbs (intermediate density areas), and rural areas (thinly populated areas).

The sources used for stratification for each country can be found in Table 3. Most countries could use NUTS2 (19), however 6 countries used NUTS3 and France and Italy used NUTS1. Four small countries (Cyprus, Luxembourg, Malta and Montenegro), don't have a NUTS classification and the entire country is one entity.

Most countries were able to use DEGURBA to define urban and rural areas. There were six exceptions: FYROM (national statistical office), Montenegro (polling station data), Serbia (national statistical office), Spain (Habitat), Turkey (national statistical office) and the United Kingdom (government classification, only for Scotland).

---

<sup>2</sup> <http://ec.europa.eu/eurostat/web/nuts>

**Table 3 Stratification information by country**

Country	Region	Urban/Rural
<b>EU28 countries</b>		
<b>Austria</b>	NUTS2	DEGURBA
<b>Belgium</b>	NUTS2	DEGURBA
<b>Bulgaria</b>	NUTS2	DEGURBA
<b>Croatia</b>	NUTS2	DEGURBA
<b>Cyprus</b>	LAU1 (districts)	DEGURBA
<b>Czech Republic</b>	NUTS2	DEGURBA
<b>Denmark</b>	NUTS2	DEGURBA
<b>Estonia</b>	NUTS2	DEGURBA
<b>Finland</b>	NUTS2	DEGURBA
<b>France</b>	NUTS1	DEGURBA
<b>Germany</b>	NUTS2	DEGURBA
<b>Greece</b>	NUTS2	DEGURBA
<b>Hungary</b>	NUTS2	DEGURBA
<b>Ireland</b>	NUTS3	DEGURBA
<b>Italy</b>	NUTS1	DEGURBA
<b>Latvia</b>	NUTS3	DEGURBA
<b>Lithuania</b>	NUTS3	DEGURBA
<b>Luxembourg</b>	5 regions based on electoral districts: Luxembourg city, Rest of Centre, North, East and South	DEGURBA
<b>Malta</b>	None	DEGURBA
<b>Netherlands</b>	NUTS2	DEGURBA
<b>Poland</b>	NUTS2	DEGURBA
<b>Portugal</b>	NUTS2	DEGURBA
<b>Romania</b>	NUTS2	DEGURBA
<b>Slovakia</b>	NUTS2	DEGURBA
<b>Slovenia</b>	NUTS3	DEGURBA
<b>Spain</b>	NUTS2	Population size categories
<b>Sweden</b>	NUTS2	DEGURBA

Country	Region	Urban/Rural
<b>UK</b>	NUTS2	DEGURBA (England, Wales and Northern Ireland only) Scottish Government Urban/Rural Classification (Scotland only)
<b>EU candidate countries</b>		
<b>Albania</b>	NUTS3	DEGURBA
<b>FYROM</b>	NUTS3	State Institute of Statistics data
<b>Montenegro</b>	3 Regions (North, Central and South)	Calculation of urban/rural typology at Polling station level
<b>Serbia</b>	NUTS2	Urban/Rural classification as defined by the National Statistical Office
<b>Turkey</b>	NUTS2	Administratively defined rural areas as published by the Turkish Statistical Institute

One of the important decisions to make in face-to-face sampling design is which units to use as clusters. The following tables shows the selection of PSUs by country.

**Table 4 PSUs, by country**

Country	PSUs	Number of PSUs
<b>EU28 countries</b>		
<b>Austria</b>	Electoral wards	120
<b>Belgium</b>	Statistical sector	125
<b>Bulgaria</b>	LAU2	100
<b>Croatia</b>	LAU2	70
<b>Cyprus</b>	LAU2	100
<b>Czech Republic</b>	LAU2	125
<b>Denmark</b>	LAU2	143
<b>Estonia</b>	LAU2	100
<b>Finland</b>	Postcode	140
<b>France</b>	LAU2	80
<b>Germany</b>	LAU2	160
<b>Greece</b>	LAU2	125
<b>Hungary</b>	LAU2	100
<b>Ireland</b>	LAU 2	67
<b>Italy</b>	LAU2	125

Disclaimer: This working paper has not been subject to the full Eurofound evaluation, editorial and publication process.

Country	PSUs	Number of PSUs
Latvia	Combination of local parishes and LAU2	100
Lithuania	Electoral ward	100
Luxembourg	LAU2	80
Malta	Statistical grouping of registered voters	100
Netherlands	LAU2	100
Poland	LAU2	70
Portugal	LAU2	100
Romania	LAU2	100
Slovakia	LAU2, except 6 large LAU2s that are split into a total of 483 electoral districts	100
Slovenia	Electoral wards	100
Spain	Secciones Censales (statistical sections)	100
Sweden	3-digit postal codes	100
UK	LAU2	130
<b>EU candidate countries</b>		
Albania	Voting Centre Areas (Electoral/Polling Area)	67
FYROM	Polling Stations	105
Montenegro	Polling stations	70
Serbia	Polling stations	70
Turkey	Blocks and villages drawn from the Turkish National Address Database (UAVT)	200

### 3.4. Sampling frames

The design and implementation of sampling in the EQLS 2016 varied depending on the availability of sample frames in each country. A sampling frame can be an actual list (like the registers) or a mechanism for generating a list or selections (like the enumeration process)

One of the main differences was between three main types of sampling design:

1. Randomly selecting addresses using existing sampling frames,
2. Randomly selecting individuals using existing sampling frames,
3. Enumeration prior to data collection through random walk (ad-hoc sampling frame).

Table 5 reports the type of sampling frames employed by country. In total, 18 countries were able to use registers (of addresses or individuals) and 15 countries applied the enumeration/random route method.

**Table 5 Type of sampling frames by country**

<b>Country</b>	<b>Register or Enumeration</b>
<b>EU28 countries</b>	
Austria	Register - addresses
Belgium	Register - addresses
Bulgaria	Enumeration
Croatia	Enumeration
Cyprus	Enumeration
Czech Republic	Register - addresses
Denmark	Register - addresses
Estonia	Register - addresses
Finland	Register - individuals
France	Enumeration
Germany	Enumeration
Greece	Enumeration
Hungary	Enumeration
Ireland	Register - addresses
Italy	Enumeration
Latvia	Register - addresses
Lithuania	Register - addresses
Luxembourg	Enumeration
Malta	Register - addresses
Netherlands	Register - addresses
Poland	Register - addresses
Portugal	Enumeration
Romania	Enumeration
Slovakia	Register - addresses
Slovenia	Register - individuals
Spain	Register – addresses
Sweden	Register - individuals
UK	Register – addresses

Country	Register or Enumeration
<b>EU candidate countries</b>	
Albania	Enumeration
FYR Macedonia	Enumeration
Montenegro	Enumeration
Serbia	Enumeration
Turkey	Register – addresses

### 3.4.1. Information on sampling frames in countries using register

This section and the table below provide the details of the sampling frames and the estimate of the coverage of used sampling frames. Very few frames have undergone a formal independent evaluation of their coverage, thus the comments are often based on estimates.

In Finland and Slovenia, registers of individuals were used for sampling. Following the first stage of sample selection consisting of selecting PSUs, individuals were selected with random systematic selection for inclusion in the sample.

In Sweden, a register of individuals was also used as a sampling frame, but because the country has many sparsely populated regions it is common practice to pre-recruit respondents by telephone. Individuals selected from the register were matched with telephone numbers from the register and other sources.

In Poland, Estonia and Spain, registers of individuals were used for sampling. However, at individual level the quality of the registers is questionable due to migration. Thus, it was decided to use these registers of individuals as address registers, as this solution was preferable to conducting enumeration.



**Table 6 Names of sampling frames used and estimates of their coverage, by country using register**

Country	Name	Coverage
<b>Austria</b>	Austrian Postal Services (Personendatenbank)	More than 3.700.000 addresses are available, i.e. a coverage of at least 98%
<b>Belgium</b>	Orgassim	100 % coverage in terms of age, gender, province, district and degree of urbanisation. But for 2% of the addresses the statistical sector cannot be determined due to delay between the edition of the most recent Orgassim database and the NIS-database which makes the link between the address and the statistical sector. (official statistics by NIS are behind)
<b>Czech Republic</b>	Register of Enumeration Districts and Buildings (RSO)	100%
<b>Denmark</b>	OIS - Offentlig information system.	100%
<b>Estonia</b>	Estonian Population Register	All people with a permit to live in Estonia are in the Estonian Population Register but since there is no obligation to update addresses in case of change of address, there are some specific discrepancies in this register between addresses and persons living in Estonia. Using the frame as an address frame (rather than individual frame) will improve the quality of the sample.
<b>Finland</b>	National Population Register Centre (www.vrk.fi)	Register contains basic information about all Finnish citizens and foreign citizens residing permanently in Finland. Coverage estimated to be near 100%
<b>Ireland</b>	The GeoDirectory	Circa 10% ineligible addresses (derelict; vacant; holiday homes, etc.)
<b>Latvia</b>	Register of residential addresses of the Office of Citizenship and Migration Affairs	The register includes all addresses for which at least one person has officially declared his/her residence. Continuously updated when individuals declare their residence, the register is expected to cover all eligible addresses; specific estimates on non-coverage are not available.
<b>Lithuania</b>	State Register of Addresses	100% of all addresses, including households, business and other non-residential premises
<b>Malta</b>	Electoral Register	100%
<b>Netherlands</b>	Cendris Postafgiftenbestand	100%
<b>Poland</b>	Pesel	95%

Country	Name	Coverage
<b>Slovakia</b>	Register of Addresses, the Cadastre Register and the 2011 Census Register	Census provides a near 100% complete register, but may not include new buildings. The Census information will be updated with the supplementary registers, to ensure that the coverage is up to date. The coverage was near 100% at the time of fieldwork.
<b>Slovenia</b>	Central Register Population (CRP).	100%
<b>Spain</b>	Population Register	100%
<b>Sweden</b>	SPAR (Population Register)	All registered residents - both Swedish and foreign nationals are covered in the register
<b>Turkey</b>	TUIK (Turkish Statistical Institute)	Coverage 100% of addresses in TUIK.
<b>UK</b>	Postcode Address File (PAF)	98% of all residential households in the UK (low of 97.5% in Wales, high of 98.8% in North West)

### 3.4.2. Enumeration

In 15 countries, (good quality) sampling frames were not available. In these countries addresses were enumerated as a separate sampling procedure which took place in the PSUs that were randomly selected in a previous step. Enumeration was carried out well in advance of the mainstage fieldwork, to allow for quality checks, data cleaning, selection of addresses and sorting into batches for purposes of sample release.

The process of enumeration started in April 2016 with a pilot test of enumeration in all countries. The same PSUs picked for the pilot of the enumeration were then used for conducting pilot interviews with the respondents. Enumerators followed instructions issued specifically for the EQLS 2016 project and translated into the language(s) of their country. The mainstage enumeration followed the selection of mainstage PSUs and was conducted from June to August 2016. The enumerated addresses were then sorted into batches and issued to fieldwork agencies.

During the enumeration, enumerators were given randomly selected starting points and followed random routes to identify the addresses. Kantar Public issued universal instructions for enumeration and random route procedures, which were then followed by enumerators in all countries.

**Table 7 Information on enumeration process for mainstage data collection by country**

Country		Total number of PSUs enumerated	Number of enumerators	Start-End dates
AL	Albania	67	17	31/05/2016 – 04/07/2016
BG	Bulgaria	100	80	08/06/2016 – 30/06/2016
CY	Cyprus	100	27	28/05/2016 – 27/06/2016
DE	Germany	160	67	06/06/2016 – 05/07/2016
EL	Greece	125	62	03/06/2016 – 30/06/2016
FR	France	80	59	03/06/2016 – 07/07/2016 23/07/2016 - 23/08/2016 ( <i>enumeration conducted in two waves</i> )
HR	Croatia	70	28	11/06/2016 – 04/07/2016
HU	Hungary	100	88	26/05/2016 – 28/06/2016
IT	Italy	125	97	01/06/2016 – 04/07/2016
LU	Luxembourg	80	9	02/06/2016 – 04/07/2016
ME	Montenegro	70	25	27/05/2016 – 28/06/2016 ( <i>re-enumeration of some PSUs conducted within enumeration timetable</i> )
MK	FYR Macedonia	105	52	07/06/2016 – 12/08/2016 ( <i>re-enumeration of some PSUs conducted within enumeration timetable</i> )
PT	Portugal	100	24	06/06/2016 – 02/07/2016
RO	Romania	100	46	02/06/2016 – 09/07/2016
RS	Serbia	70	53	31/05/2016 – 04/07/2016 ( <i>re-enumeration of some PSUs conducted within enumeration timetable</i> )

All enumerators were trained by the local agencies between 24 and 29 May 2016 following Kantar Public's instructions. An enumeration plan designed by Kantar Public was delivered to all the agencies, and Kantar Public also provided country-specific sampling plans and stratification plans. Enumeration was conducted according to those two documents.

Local offices were responsible for a minimum of 10% control of the random walk procedure (by means of mapping or re-visiting). They were also responsible for a full review of all addresses collected and recorded by enumerators, to check whether they were correctly recorded and edited, so that they would be clear for the interviewers. In case there was a typo in an address or the address was not clear enough, local managers corrected them manually in the excel file. Countries reported about their quality checks and sent final lists of addresses in MS Excel format to the Operations team.

In all countries, Kantar Public checked for deviations from the country specific enumeration plan in at least 10% of the PSUs (Quality Assurance target n.58).

The quality control on enumeration followed a three-step approach:

- at least 10% of PSUs checked by local offices and controlled by Kantar Public central team (MS Excel quality control enumeration files);
- Kantar Public central team performed additional checks on the data file of addresses and cleaned data when relevant;
- Kantar Public central team (sampling team) performed additional checks using GPS coordinates and maps of the areas.

Only 1% of addresses checked revealed deviations from the country specific enumeration plans. Kantar Public central team ensured that when a deviation was found, actions were taken to correct it. In addition to this, the central team performed the following checks:

1. All selected PSUs were covered. Result: all countries fulfilled the task.
2. Minimum number of addresses had been listed (80-100). Result: all countries fulfilled the task.
3. There were no duplicated addresses within a sampling point. Result: in almost all countries some duplicates were identified. After further investigation, it was discovered that duplicates appeared due to a technical peculiarity of the Nfield system: if a task was re-assigned to another interviewer, a new record for the same address was created in the contact log. Such duplicated addresses were identified and excluded from the list.
4. In three countries, duplicated addresses turned out to be real mistakes and countries were required to re-enumerate some sampling points:
  - in Macedonia (FYROM): 25 PSUs were fully or partially re-enumerated;
  - in Serbia: 9 PSUs were fully or partially re-enumerated;
  - in Montenegro: 6 PSUs were fully or partially re-enumerated.

Centralised cleaning was applied to correct mistakes. In all 15 countries except Portugal, less than 1% of the checked addresses presented mistakes. In Portugal this figure was around 3%.

More details about the quality control of the enumeration stage can be found in the Quality assurance report.

### **3.4.3. Non-coverage**

Certain areas were excluded from sampling due to various reasons unrelated to survey organisation and design, but due to practical reasons of distance, location, safety, and other reasons. Table 8 below presents a list of areas not covered in the EQLS 2016.

**Table 8 Geographical areas not covered by the EQLS 2016**

<b>Country</b>	<b>Geographical areas not covered</b>	<b>% of total population of country</b>
<b>Belgium</b>	Sint-Jans-Mol (Dangerous due to recent bombing)	0.79%
<b>Croatia</b>	All Islands of Croatia (42 inhabited Islands in total)	3.30%
<b>Cyprus</b>	Areas not under the control of the Republic of Cyprus (Northern Cyprus)	27%
<b>Czech Republic</b>	All LAU2s with less than 50 addresses were excluded prior to selection. These exclusions were made due to the cost constraints of covering these areas and the likelihood that they could not achieve the number of interviews required. The loss in coverage was compensated for by over-sampling the slightly less rural LAU2s. Given that the under-coverage amounts to only circa 3-4 interviews the impact in terms of bias is minimal.	0.35%
<b>Denmark</b>	Islands off the coast only accessible by ferry	0.49%
<b>Finland</b>	Åland Islands & some very rural areas	0.82%
<b>France</b>	Corsica	0.50%
	Guadeloupe	0.70%
	Martinique	0.60%
	Guyana	0.10%
	Réunion	1.00%
<b>Greece</b>	The islands in the Ionian Sea	1.90%
	The islands in the northern Aegean Sea	1.90%
	The islands in the southern Aegean Sea	2.80%
<b>Lithuania</b>	Curonian Spit /Isthmus	0.07%
<b>Montenegro</b>	Some very rural areas	1.1%
<b>The Netherlands</b>	The northern islands (Texel, Vlieland, Terschelling, Ameland, Schiermonnikoog)	0.20%
<b>Portugal</b>	Azores	2.30%
	Madeira	2.40%
<b>Slovakia</b>	Very remote areas, military bases, dangerous areas	1.50%
<b>Spain</b>	Ceuta	1.80%

Disclaimer: This working paper has not been subject to the full Eurofound evaluation, editorial and publication process.

Country	Geographical areas not covered	% of total population of country
	Melilla	1.60%
Sweden	A few mountainous areas in the north	2.3%
Turkey	Due to the ongoing civil war in Syria, the regions along the Turkey - Syria border were unstable. Turkey requested the exclusion from surveying the following provinces: Hatay Province (TR631) Ağrı Province (TRA21) Bingöl Province (TRB13) Hakkâri Province (TRB24) Kilis Province (TRC13) Diyarbakır Province (TRC22) Şanlıurfa Province (TRC21) Mardin Province (TRC31) Şırnak Province (TRC33)	7.91%
United Kingdom	The Scottish Highlands and Islands	0.35%
	The Scilly Isles	0.004%

### 3.5. Sample release method

The strategy for sample release agreed between Eurofound and Kantar Public Brussels consisted of releasing the sample in several batches, in order to increase the accuracy of estimates of the size of the gross sample to be issued. This method constituted an improvement on the method used to calculate the gross (issued) sample used in the previous waves of EQLS, in which the actual achieved response rate of the survey was not taken into account.

The first batch of addresses was to be used to estimate the likely response rate in the country, and its maximum size was limited to twice the target number of interviews in a PSU.

A second batch was then issued based on the achieved response rates with the first sample batch. Additionally, if the target sample size was not achieved after issuing the second batch, supplementary batches were issued to achieve the target sample size.

In more detail:

- The **first batch** was released using the same criteria for urban and rural PSUs for all countries. A ratio of 2:1 addresses/individuals, to target interviews was issued as a first batch in all PSUs, except where the ratio provided in the sampling plan was lower, in which case the first batch was issued based on this ratio.
- After the first three weeks of fieldwork, based on the actual fieldwork implementation information, such as response rate, calculations were made to estimate the gross sample size needed to achieve the target sample size in each country. In some countries, there was no need for the extra sample to be issued. In others, **the supplementary (second) batch** of sample was estimated and issued in order to achieve the target sample size. Prior to finalising the calculation, the central sampling team reviewed the contact data and identified anomalies, i.e. those sampling points which had extremely high or extremely low contact and co-operation rates. These anomalies were excluded from the data prior to calculation of the second batch.
- Once the first batch was issued, an additional sample was only released if the following **two criteria** were met within a given PSU:
  - All households had been visited at least once;
  - Households without a final outcome had been visited at least twice.

### 3.6. Household and respondent selection

This section provides information on the selection process for households and respondents. With regard to households, where more than one household was identified at a dwelling/address, the contact script required the interviewer to enumerate all households and input the data. The script then asked the interviewer to input how many households there were and to list them (e.g. household 1=Flat 21A, household 2=Flat 21B). The script then used a random number generator to select one household, thus giving equal probability of selection to each household at a same given address.

As for respondent selection, in countries where registers of individuals were used (Sweden, Finland, Slovenia), a named person from the selected sample was asked to respond to the interview. In the remaining countries, the respondent within the household was selected using a set procedure by the script, using the following procedure: Where more than one 18+ year-old lived in the household, the contact script required the interviewer to enumerate all individuals aged 18 or over by initials. The script asked the interviewer to input the number of individuals and then asked the interviewer to list them (e.g. individual 1=JD, individual 2=AB, etc.). It then used a random number generator to select the individual, thus giving equal probability of selection to each individual.

## 4. Questionnaire development and translation process

This chapter includes an overview of the various steps followed to develop the questionnaire that was later used in the field, namely cognitive testing, the translation process and pilot testing.

Note that the EQLS 2016 questionnaire was developed in consultation with international experts and the social partners. Approximately 44% of the questions asked in the EQLS 2016 were new questions while the rest were brought through from previous waves of the survey. For reference, the source questionnaire on Eurofound's website indicates which questions were asked in each survey.

In parallel with the cognitive testing, as part of quality assurance Eurofound commissioned [Capstan](#)<sup>3</sup> to carry out a translatability assessment which is now common practice for high-quality cross-national surveys. This involves specialized linguists who have acquired experience in questionnaire adaptation or in documenting cross-linguistic equivalence problems to detect potential issues at an early stage, i.e. before the draft items become a *source version*. The contractor produced templates listing which questions required a change in the source questionnaire or which might be problematic for translation and the reasons and solutions as well as guidelines for translators. Capstan also participated in the cognitive test review teleconference between Eurofound and Kantar Public and gave feedback afterwards.

### 4.1. Cognitive testing

A cognitive testing phase was conducted in order to test the first version of the questionnaire (in English) provided by Eurofound. In particular, the aim of the cognitive exercise was to:

- identify what respondents thought and felt when they were answering the questions, and the extent to which their thought process matched the one anticipated from the wording of the questionnaire;

---

<sup>3</sup> <http://www.capstan.be/guide/>

- explore whether respondents were able to understand specific terms and definitions and identify any misunderstanding of the questions' wording;
- highlight any areas of sensitivity;
- identify any omissions.

#### 4.1.1. Cognitive testing: methodology

The 30 cognitive interviews were conducted in London by the core research team in the (UK) between 20 and 26 January 2016. All researchers received training in cognitive interviewing methods and techniques. Participants were recruited by telephone, with quotas set to ensure that all key groups were sufficiently covered. The quotas set for gender and age categories are detailed in Table 9:

**Table 9 Cognitive testing: gender and age quotas**

Age	Male	Female
18-24	3	2
25-34	2	3
35-44	3	2
45-54	2	3
55-64	3	2
65+	2	3

Additional targets were set. The quotas below are non-interlocking, i.e. quotas were set separately for single variables and not for multiple variables (as is the case above with gender and age). Nonetheless, all the quotas below included a mix of gender:

- level of education
  - at least 5 people who left education at lower secondary level (O level or equivalent / GCSE);
  - at least 5 people who left education at university level;
- employment
  - at least 5 people not in employment (codes 4-6 at Q4);
- children
  - at least 5 people with children of school age;
- long-term care
  - at least 5 people who have someone close to them who has needed long-term care.

Interviews lasted around 50-75 minutes each and were conducted using a hall-test approach, i.e. participants were invited to a central location in order to test their reactions to the questionnaire and collect their feedback in a more controlled and neutral environment. A mixture of cognitive interviewing techniques were used, including: observation, think aloud, probing techniques (both concurrent and retrospective) and paraphrasing, tailoring these to each respondent as appropriate.



### 4.1.2. Cognitive testing: main findings

Overall, the cognitive test found that respondents were all engaged with the interview and the subject of quality of life was felt to be far-reaching and of high interest. Participants were also pleased to be part of such a large project, understood the purpose and importance of the cognitive interview, and found the experience enjoyable.

The questionnaire was mostly comprehensible and the topics covered were all seen as relevant to the subject. Nevertheless, certain questions presented significant issues, therefore key changes and minor recommendations were suggested.

The most significant outcomes of this cognitive exercise are summarised in Table 10:

**Table 10 Cognitive testing: main findings and outcomes**

Initial question number	Initial wording of the question/item	Main issue(s)	Recommendation(s)	Outcome
HH2	What is your sex? Male / female / other	This question caused widespread bemusement. While people eventually understood the purpose of the question, it was felt to be clumsy, reductive and potentially offensive to the transgender community.	Do not ask the question.	The interviewer was required to code the sex of the respondent without posing the question directly to him/her.
Q27.2	How frequently do you do each of the following?  Participate in training mostly related to your personal life	Inappropriate wording, which caused a high level of confusion combining training and personal life (usually seen in terms of physical training). Training is seen as essentially vocational / work-related.	Do not use the word “training” in a personal context.  Replace with term such as “courses”, and, instead of “personal life”, change wording to “leisure/recreation” or “personal development”.	Item was changed into: “Training or courses mostly for non-professional reasons” (Q28.2)

Initial question number	Initial wording of the question/item	Main issue(s)	Recommendation(s)	Outcome
Q70	<p>How easy or difficult would it be for your household to afford each of the following, if you or someone else in your household needed it tomorrow?</p> <ol style="list-style-type: none"> <li>1) GP, family doctor or health centre services</li> <li>2) Hospital or specialist services</li> <li>3) Emergency healthcare</li> <li>4) Dental care</li> <li>5) Psychologist, psychiatrist or other mental health services</li> </ol>	<p>This question caused some serious misunderstandings mostly related to the fact that most or all of the health services mentioned among the items are “free” or state-funded. The word “afford” was confused with accessibility. Some people thought about private healthcare. The fact that some respondents had medical insurance also made the question difficult to understand in a consistent way.</p>	<p>Reformulate the question: instead of “afford” possibly ask about paying for, or covering the costs.</p>	<p>The question was re-worded in the following way: “How easy or difficult would it be for you to cover expenses for each of the following, if you needed to use it tomorrow?” (Q67)</p>

Initial question number	Initial wording of the question/item	Main issue(s)	Recommendation(s)	Outcome
Q71.1-3	<p>To what extent do you agree or disagree with the following statements?</p> <p>1) Certain people are given unfair advantages in GP, family doctor or health centre services in my area</p> <p>2) All residents are treated equally in GP, family doctor or health centre services in my area</p> <p>3) Corruption is common in GP, family doctor or health centre services in my area</p>	<p>Most people answered on the basis of perceptions but had never really associated the issue of corruption with GPs and found the question unusual. The questions were repetitive – (1) and (2) were seen as the same and the meaning of corruption was not always known.</p>	<p>Merge (1) and (2) into one statement, talk about “treated equally/unequally”, and use the term “patients” instead of “residents”. Include a short definition of corruption.</p>	<p>Items (1) and (2) were merged: “All people are treated equally in these services in my area”. (Q66.1)</p> <p>A definition of corruption was added: “If respondents ask, by corruption we mean abuse of power for private gain. This includes corruption in service delivery (e.g. bribes/informal payments) as well as beyond/outside of it (e.g. in public procurement or marketing relations, misuse of position, fraud in reimbursement and embezzlement)).</p>
Q98	<p>Some people think that there are people who tend to be towards the top of our society and people who tend to be towards the bottom. On this card, there is a scale that runs from top to bottom. Where would you place yourself on this scale nowadays?</p>	<p>The question was seen as both sensitive and vague at the same time. Sensitive in that some people felt it was offensive to talk in terms of top/bottom of society with the implicit value judgement inherent in this wording. Vague in that it was unclear whether the question referred to (self-stated) social status or something else.</p>	<p>Clearly state the topic and avoid the terms “top” and “bottom” of society.</p>	<p>This question was not included in the final version of the questionnaire.</p>

Initial question number	Initial wording of the question/item	Main issue(s)	Recommendation(s)	Outcome
Q105.5	Over the last 12 months, have you...?  Engaged in an [online peer-to-peer transaction/sharing economy transaction/collaborative consumption?	This question was not understood by any respondents. While almost all were aware of some of the examples of specific services/apps, none of the generic terms used to categorise them were familiar at all.	Do not ask the question.	This question was not included in the final version of the questionnaire.

#### 4.2. Translation process

In order to ensure effective cross-country comparability and the collection of reliable results, an inter-disciplinary methodology based on documentation and quality assurance has been carried out over the years for the EQLS for the translation process. The complex and challenging translation process was coordinated by the Kantar Public Brussels translation team, which was responsible for training, assisting the local project managers and translators involved in the project and ensuring the whole process was thoroughly documented.

Since the questionnaire contained several types of questions, a translation guide was created to identify the types of questions and explain what action to undertake. The purpose of this document was to collate all the instructions for the translation step. In the translation guide, three types of questions were identified:

**Trend questions:** these questions were already asked in previous waves. Eurofound provided the translated questionnaires from the previous wave (3<sup>rd</sup> EQLS in 2007) and the translators had to keep the same translations for this 4<sup>th</sup> wave. In case of issues, translators could review them during the review step. As a result, some improvements were made.

**Modified questions:** for these questions only parts of previously asked questions were modified. As for the trend questions, Kantar Public Brussels provided the translated questionnaires of the 3<sup>rd</sup> EQLS, and translators were asked to adapt the translation using the questionnaire from the previous wave.

**New questions:** these questions were introduced to the questionnaire and had not been asked before in the previous waves. Therefore, a fresh translation was required. For those questions the translation notes from the translatability assessment document were displayed adjacent to the text so the translators knew how to accurately convey the meaning of the English source text.

Each type of question corresponded to an action, which was described in the translation guide. For trend questions it read, "Insert trend", for modified questions it read "Insert trend and modify" and for new questions, "new: to translate".

#### 4.2.1. Translation process: languages

Overall, a total of 44 language versions of the questionnaire were used for the EQLS 2016. For 29 versions, translations were done from English to national languages. For languages which are spoken in more than one country, the questionnaires were adapted (in 5 cases) or harmonised (in 7 cases). Finally, the English versions for Ireland, Malta and the United Kingdom did not follow the translation process, as they were adapted directly from the master questionnaire.

Table 11 below details the list of languages used in each country for the EQLS 2016:

**Table 11 Target languages by country**

Country	Language	Separate translation process required?	Adapted/harmonised
<b>EU28 countries</b>			
<b>Austria</b>	German	Yes	Harmonised
<b>Belgium</b>	Dutch	Yes	
	French	Yes	Harmonised
<b>Bulgaria</b>	Bulgarian	Yes	
<b>Croatia</b>	Croatian	Yes	
<b>Cyprus</b>	Greek	Yes	Harmonised
<b>Czech Republic</b>	Czech	Yes	
<b>Denmark</b>	Danish	Yes	
<b>Estonia</b>	Estonian	Yes	
	Russian	Yes	
<b>Finland</b>	Finnish	Yes	
	Swedish	No	Adapted from Sweden
<b>France</b>	French	Yes	Harmonised
<b>Germany</b>	German	Yes	Harmonised
<b>Greece</b>	Greek	Yes	Harmonised
<b>Hungary</b>	Hungarian	Yes	
<b>Ireland</b>	English	No	Adapted from source questionnaire
<b>Italy</b>	Italian	Yes	
<b>Latvia</b>	Latvian	Yes	
	Russian	Yes	Harmonised
<b>Lithuania</b>	Lithuanian	Yes	
<b>Luxembourg</b>	French	Yes	Harmonised

Disclaimer: This working paper has not been subject to the full Eurofound evaluation, editorial and publication process.

Country	Language	Separate translation process required?	Adapted/harmonised
	German	No	Adapted from Germany
	Luxembourgish	Yes	
<b>Malta</b>	Maltese	Yes	
	English	No	Adapted from source questionnaire
<b>Netherlands</b>	Dutch	Yes	
<b>Poland</b>	Polish	Yes	
<b>Portugal</b>	Portuguese	Yes	
<b>Romania</b>	Romanian	Yes	
	Hungarian	No	Adapted from Hungary
<b>Slovakia</b>	Slovakian	Yes	
<b>Slovenia</b>	Slovenian	Yes	
<b>Spain</b>	Spanish (Castilian)	Yes	
	Catalan	Yes	
<b>Sweden</b>	Swedish	Yes	
<b>United Kingdom</b>	English	No	Adapted from source questionnaire
<b>EU candidate countries</b>			
<b>Albania</b>	Albanian	Yes	
<b>Montenegro</b>	Montenegrin	Yes	
	Serbian	No	Adapted from Serbia
<b>FYR Macedonia</b>	Macedonian	Yes	
	Albanian	Yes	
<b>Serbia</b>	Serbian	Yes	
	Hungarian	No	Adapted from Hungary
<b>Turkey</b>	Turkish	Yes	

#### 4.2.2. Translation process: TRAPD methodology

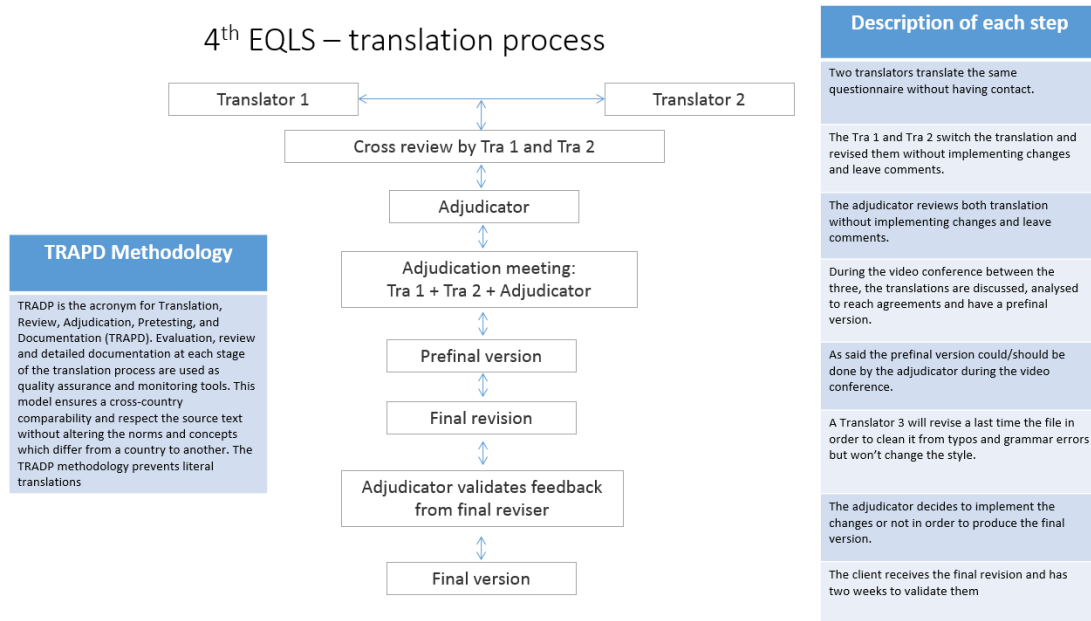
An inter-disciplinary approach was implemented to ensure the high-quality translation of the survey and the respect of different cultural codes. The objective was to apply a methodology that avoids overly literal, word-for-word translations was applied in order to collect and evaluate data in the same manner across the countries concerned.

All translated documents should be equivalent in terms of the following:

- Semantics - identical meaning in the target version and the source text;
- Concepts - the same concepts/ideas are identical across cultural populations, although the wording to explain them may differ ;
- Norms - the translated text addresses social norms that may differ across cultures. For example, in some cultures people are less inclined to give personal information or address certain topics than in other cultures.

Therefore, the TRADP methodology was chosen for the EQLS 2016. TRADP is the acronym for Translation, Review, Adjudication, Pretesting, and Documentation (TRAPD). Evaluation, review and detailed documentation at each stage of the translation process were used as quality assurance and monitoring tools. This model helps to try and achieve cross-country comparability, respects the source text without altering the norms and concepts which differ from one country to another and prevents literal translations by creating equivalent meanings. Kantar Public Brussels ensured that all people involved had the relevant skills, competence and extensive experience in translation as required by Eurofound. In total, 114 linguists worked on the translation phase and 37 project managers were appointed as adjudicators. Before being able to work on the translation and adjudication, the CVs of all the potential people involved in the process were submitted to Eurofound for approval – 176 CVs in total. More details about the TRAPD approach employed for the EQLS 2016 can be found in the Translation report. The diagram below presents an overview of the steps followed during the TRAPD process:

Figure 2 Illustration of the steps of the TRAPD model



As previously mentioned, as part of the questionnaire development, Eurofound provided a translatability assessment, which was designed to ascertain whether there would be any issues to achieve equivalent translations. The assessment specifically spotted or circumvented potential linguistic, sociolinguistic, or cultural issues that could arise during the translation of words, expressions, idioms, and images that are culturally specific to the source language and its structure. A set of 14 pre-defined translatability categories were used to report on and to better frame the potential translation, adaptation and cultural issues identified. For each segment of the questionnaire, the linguists either selected the category “Straightforward” if they saw no potential translation issue, or selected one of the other 13 categories (which signalled the type of potential issue) and proposed alternative phrasing or translation notes for

translators. A translation note clarified the meaning of the source text in a segment to put translators on the right track<sup>4</sup>. The translatability categories are listed below:

1. **Straightforward** - No potential translation or adaptation problems identified during the advance translation of this segment into languages from at least two language groups.
2. **Known difficulty, known workarounds** - A translation/adaptation difficulty has been recognised in this segment and has been encountered in the past. Satisfactory solutions to this issue have been successfully implemented.
3. **Potentially ambiguous** - The current wording or content of this segment could be interpreted in more than one way and it is desirable to disambiguate the source version of this segment before submitting it for translation/adaptation.
4. **Unnecessarily complex** - The current wording or syntax of this segment is somewhat contorted, for example due to use of several clauses, questions embedded in questions or unnecessary use of passive voice. The source version can be simplified without loss of meaning.
5. **Requires review** - The current source version of this segment is not suitable for translation/adaptation and needs to be edited before submitting for translation/adaptation.
6. **Potential cultural issue** - The semantic content of this segment may be difficult to adapt in a particular cultural or language group.
7. **Double-barrelled** - A question touches upon more than one issue, yet allows only for one answer. Many double-barrelled questions can be detected by the existence of the grammatical conjunction “and” in them.
8. **Potential lay-out issue** - The draft source layout may not work in the target language. Typical examples are table headings or text boxes that are tailored to a concise English expression, and may not accommodate cross-linguistic expansion.
9. **Agreement issue** - There is either an agreement issue within the segment (e.g. subject-verb agreement, or sequence of tenses, or a pronoun-antecedent agreement) or an agreement issue between two segments (e.g. no grammatical match between a question and response options).
10. **Inconsistency** - In this segment, a different term, expression or form of address has been used versus other occurrences of similar content; and this inconsistency seems to be unintentional.
11. **Potential register issue** - The segment is grammatically correct and straightforward to translate/adapt, but uses a register that may not be suitable for the target population (e.g. register too elevated, or too formal, or too informal).
12. **Redundancy issue** - This segment contains a tautology or unnecessary repetition. Removing it would not alter the meaning of the segment.
13. **Logical problem** - This segment contains a logical problem or there is a logical problem between this segment and another segment, and this issue seems to be unintentional.
14. **Other potential issue** - The current wording or content of this segment is likely to give rise to translation or adaptation problems in some languages, to the extent that functional equivalence may be difficult to achieve.

---

<sup>4</sup> More information on the translatability assessment of survey questionnaires can be found here: [https://www.europeansurveyresearch.org/conf/uploads/93/403/56/130716\\_ESRA2013\\_Dept\\_TranslatabilityAssessment.pdf](https://www.europeansurveyresearch.org/conf/uploads/93/403/56/130716_ESRA2013_Dept_TranslatabilityAssessment.pdf)

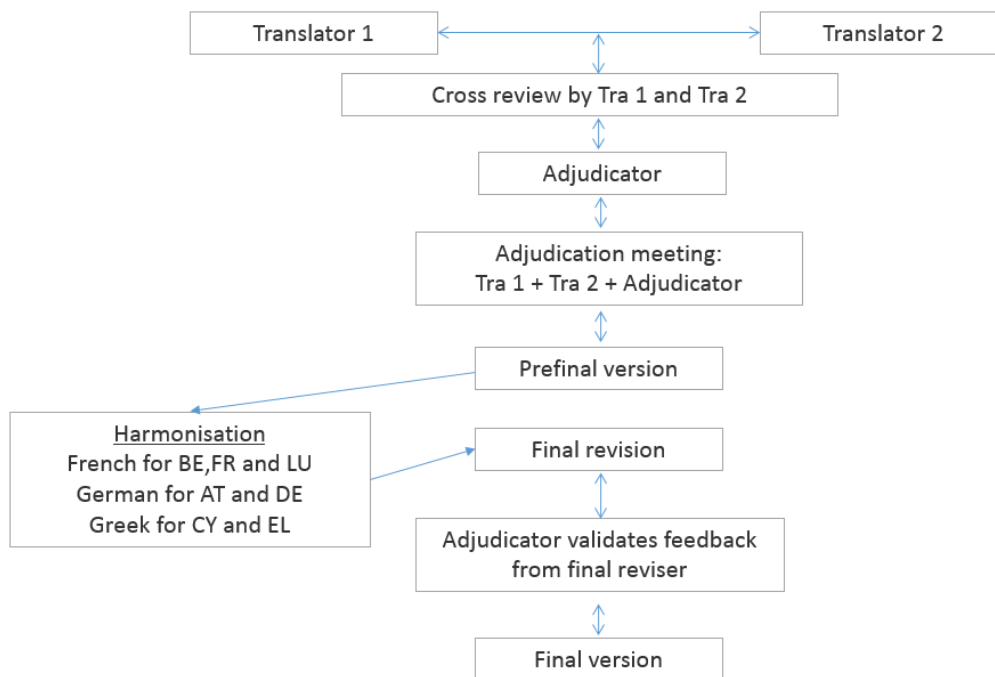


### 4.2.3. National adaptations

#### 4.2.3.1 Harmonisation

For languages which are spoken in two or more countries, but for which country specificities, differences in expressions and in the dialects exist, the harmonisation process was followed. Separate translations were first completed for each country and followed the normal translation process until the adjudication meeting. Subsequently, the harmonisation step was implemented to make the best possible translation in the context of each country. Each adjudicator from each of the countries was involved in this harmonisation stage.

*Figure 3 Illustration of the steps of the harmonisation process*

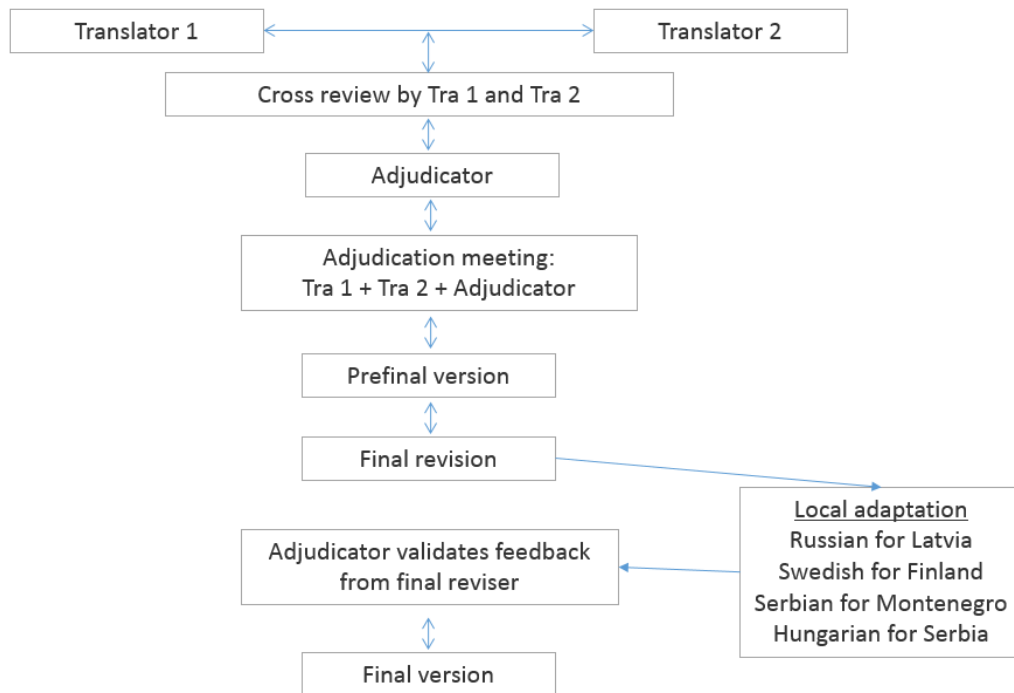


#### 4.2.3.2 Adaptation

For countries where the same language is spoken and a separate translation process was not required because there were no major differences, a final version of the questionnaire was submitted to the adjudicators to adapt for their country<sup>5</sup>.

<sup>5</sup> Please note that German for Luxembourg did not follow the whole process as initially planned. Since very few interviews are conducted in German in Luxembourg, it was agreed with Eurofound that the standard translation process would not be followed. This questionnaire followed the adaptation process instead so that the German for Germany was localised for Luxembourg by the local team.

Figure 4 Illustration of the steps of the adaptation process



#### 4.2.4. Other translated fieldwork material

Along with the main questionnaire, Kantar Public Brussels and Eurofound also collaborated in the creation of various fieldwork documents. Each team member in the local institutes (interviewers, enumerators, project managers, etc.) was required to use these documents, therefore they were translated from English into all the local languages. The materials are explained in more detail in section 6.3 of this report.

The translated fieldwork documents are listed below:

- screener (already included in the main questionnaire)
- promo card
- information/introduction letter
- contact sheet
- enumeration manual (only for countries where enumeration was implemented: Bulgaria, Cyprus, Croatia, Germany, Greece, France, Hungary, Italy, Luxembourg, Portugal, Romania and the five EU candidate countries)
- implementation manual including a list of “item by item guidelines”, also referred to as a glossary in this particular case
- ‘Sorry you were out’ card
- web add-on invitation letters and reminders
- pilot web questionnaires
- presentation slides used for interviewers’ briefings

Kantar Public Brussels coordinated all the translation phases related to these documents. Some documents were translated from scratch and some of them, based on the previous versions used during the 3<sup>rd</sup> EQLS in 2012, were only modified if necessary. The materials were first translated by Kantar Public Brussels’ network of independent translators and then revised. As these documents contained rather a lot of technical jargon, the local institutes

were asked to revise them to ensure that the materials met their requirements. The translation of the fieldwork documents occurred over the course of May and June 2016.

For more details about the translation process followed for these materials, please consult the Translation report.

### 4.3. Coding

The EQLS 2016 did not include any open-ended descriptive questions and the need for coding was reduced to a minimum through a careful design of the questionnaire, with the help of cognitive interviews. The only open-ended questions in the survey regard numerical values (age, number of hours, income). Therefore, no manual coding was required. The only coding actions that were conducted were applied to existing coding schemes for closed questions that were adapted for use in the EQLS 2016.

In all countries, data was collected using the CAPI technique (tablets – NFIELD software). The advantage of using this technology for both data collection and transmission, is that it minimizes the risk of coding errors, both within the closed-ended questions and for the variables which require additional coding (income and education). The coding process for the occupation (ISCO) and the income was implemented in the field by the interviewer during the interview.

For respondents' occupation, the codes were included in the questionnaire and in the final script. Occupation was recorded using the major unit codes of the ISCO-08 structure (the latest classification):

1. Managers
2. Professionals
3. Technicians and associate professionals
4. Clerical support workers
5. Service and sales workers
6. Skilled agricultural, forestry and fishery workers
7. Craft and related trades workers
8. Plant and machine operators and assemblers
9. Elementary occupations
10. Armed forces occupations

The category n°5 (Service and sales workers) was split into two categories. In the end, the main questionnaire used 11 occupational categories (see Q11 in the questionnaire). During the interviews, each category was accompanied by a list of examples which was shown to the respondents on the screen. This ensured that respondents would select the appropriate code.

For income, the information was recorded using two questions:

- An open-ended question asking respondents the monthly net income of their household. (Q96).
- In case respondents refused to answer or answered that they did not know in Q96, they were presented with pre-defined ranges of weekly, monthly and yearly net income (Q97ABC). The respondents could choose whether to select a range corresponding to their weekly, monthly or yearly income, depending on the measure they were most used to. The tables with the different ranges were shown on the screen and presented by the interviewers to the respondents, who were asked to select the range that applied to their situation. All values included in the ranges were presented in local currency.

- The scale was nearly the same as the one used in the 3<sup>rd</sup> EQLS in 2012 for the sake of consistency and comparability of the results. The scale constructed for the income intervals was the same for each country to allow comparisons between countries. However, to cover the very different income levels across Europe, in the five highest-income countries the top income level was split, allowing for more detailed information. In addition, based on data from the 3<sup>rd</sup> EQLS, some of the income intervals were not shown in various countries (see coding report for further information).

The coding process for the region (NUTS) and education (ISCED) variables was implemented at the data processing stage.

NUTS2 codes were used in the sampling frames and were used to create a regional variable in the final data set. The coding process for the region information was implemented as follows:

- The NUTS2 of selected PSUs was already known during sample selection for each country. The scripts had address information appended to each case (interview) prior to the start of fieldwork. Hence, the NUTS2 code was automatically included with each interview;
- PSUs were never split between NUTS2 regions;
- The dataset contained both the name of the NUTS2 region (or other relevant level of geographical entities for smaller countries) and the alphanumeric code which corresponds to the codes system used by Eurostat<sup>6</sup>.

Finally, for education, the latest version of the International Standard Classification of Education (ISCED) was used – ISCED 2011<sup>7</sup>. ISCED belongs to the United Nations International Family of Economic and Social Classifications, which are applied in statistics worldwide with the purpose of assembling, compiling and analysing cross-nationally comparable data. ISCED is the reference classification for organising education programmes and related qualifications by levels and fields of education.

Using ISCED made it possible to compare educational levels between the 33 countries covered in the EQLS 2016 survey. In order to achieve a high quality ISCED coding, the process was the following:

- 1) Kantar Public Brussels proposed to Eurofound the source of information (i.e., ISCED 2011 taken to draw the national lists;
- 2) Each country-specific list was edited based on the content of the 3<sup>rd</sup> EQLS and adapted to make sure it was in line with the latest changes or updates in the national educational systems;
- 3) This list was adapted to national specificities and using specific examples for each country. The national institutes checked those lists and proceeded with the necessary changes in order to also make them relevant for persons who acquired education in the previous education systems. Kantar Public Brussels also worked together with the national institutes to make the lists exhaustive (covering all ISCED and nationally relevant categories), but not too long, so that they did not constitute a burden for the interviewers or the respondents.
- 4) Each country list, together with a table that shows how categories used are convertible to ISCED, was then submitted to the Eurofound team for approval prior to the pilot survey in May 2016.

---

<sup>6</sup> <http://ec.europa.eu/eurostat/web/nuts/overview>

<sup>7</sup> <http://www.uis.unesco.org/Education/Documents/isced-2011-en.pdf>

- 5) Each item on the list corresponds to the nine 2011 ISCED codes. The national lists were matched with these codes, so that a variable that is comparable across countries could be built.
- 6) Additionally, the possibility that the respondents studied abroad was taken into account. For this, two spontaneous (not shown to the respondent or read out by the interviewers) categories were added:
  - education up to ISCED 4 completed abroad
  - education ISCED 5 and above completed abroad

These categories were not recoded into specific ISCED categories.

Once the country-specific lists of ISCED categories were finalised, they were included in the script of the final questionnaire (Q87). These categories were shown to the respondents on screen when they were asked this question, in order to help them select the category that best applied to them.

For more information on the coding methodology and on the coding process, please consult the EQLS 2016 Coding report.

## 5. Pilot testing

Once the questionnaire had been translated into all the languages of the survey, the next step was to conduct a full pilot survey across all of the countries covered by the EQLS 2016. The pilot served two main objectives:

- to test all the aspects of the questionnaire;
- to test the methodology in terms of survey administration, contact procedure and interviewer instructions.

The pilot survey constituted a full rehearsal of the mainstage fieldwork. The overall process of the pilot can be summarised as follows:

1. Kantar Public Brussels provided written instructions (wave manual and fieldwork material) and a feedback template form to the national agencies. All documents were provided in national languages;
2. The fieldwork agency picked sampling points which conformed to the set criteria of selection for pilot procedures: even distribution of sampling points across urban and rural settings, and where applicable, the need to conduct interviews in all fieldwork languages in a country;
3. Kantar Public Brussels provided national agencies with maps of sampling points and addresses (from enumeration and registers where applicable);
4. Kantar Public Brussels central coordination team conducted a WebEx briefing with managers of the agencies (covering wave manual and fieldwork material);
5. National partners selected their experienced interviewers to carry out the interviews in each sampling point;
6. National agencies conducted pilot interviewer training;
7. Pilot interviews were carried out
8. Results were checked and controlled for quality by national agencies;
9. Results were checked and controlled by the Triple I team;
10. Agencies provided written feedback reports to Kantar Public Brussels.

The fieldwork for the pilot started gradually from 9 June and ended in most countries by or before 4 July. Some countries started later and some needed more time to finish fieldwork. interviewers were required to follow contact procedures identical to what would be followed in the mainstage interview, with multiple contact attempts, etc. although this was not always possible given the timetable for completion of the pilot before starting mainstage fieldwork.

For quality purposes, a second pilot was conducted in Germany and in Hungary, both starting at the end of July 2016. In Germany, the first pilot returned a very low response rate (about 5% unadjusted response rate), hence the need to identify whether this should be considered as a structural issue or rather a function of the individual PSUs selected for the pilot fieldwork. In Hungary, the average interview length was significantly lower than in other countries (30 minutes), hence the need to identify the source of shorter interviews and whether this issue had a negative impact on the quality.

In each country (except in Hungary during their second pilot), around 30 interviews were conducted in both urban and rural PSUs. In bilingual countries, 40 interviews were conducted to be able to test each language.

Table 12 includes the main information about the fieldwork for the pilot survey (briefing dates, fieldwork dates, average interview length, number of interviews conducted and number of PSUs active). Table 13 reports the results of the fieldwork for the pilot survey, while Table 14 reports the response rate, cooperation rate, refusal rate and contact rate.

**Table 12 Information on fieldwork for pilot survey**

Country	Briefing dates	Fieldwork dates	Average interview length	Number of interviews	Number of PSUs
<b>EU28 countries</b>					
<b>Austria</b>	14 June	15 June – 11 July	69 minutes	29	4 (3 urban – 2 rural)
<b>Belgium</b>	6 June	8 June – 1 July	47 minutes	38	4 (3 intermediate – 1 rural)
<b>Bulgaria</b>	10 June	13 June – 27 June	40-65 minutes	30	3 (1 urban – 1 intermediate – 1 rural)
<b>Cyprus</b>	10 June	13 June – 27 June	46 minutes	30	3 (2 urban – 1 rural)
<b>Czech Republic</b>	7 June	13 June – 2 August	45 minutes	32	4 (4 urbans)
<b>Germany (first pilot)</b>	4 June	6 June – 5 July	56 minutes	20	3 (1 urban – 1 rural – 1 intermediate)
<b>Germany (second pilot)</b>	18 July	25 July – 9 August	55 minutes	41	4 (2 urban – 1 rural – 1 intermediate)
<b>Denmark</b>	2 June	7 June – 3 July	61 minutes	30	
<b>Estonia</b>	3 June	6 June – 4 July	56 minutes	41	4 (1 urban – 1 intermediate – 2 rural)
<b>Greece</b>	14 and 15 June	17 June – 11 July	49 minutes	30	3 (2 urban – 1 intermediate)
<b>Spain</b>	13 June	27 June – 28 July	41 minutes	40	4 (2 urban – 1 intermediate – 1 rural)
<b>Finland</b>	25 May	16 June – 09 August	54 minutes	38	5 (4 urban – 1 intermediate)
<b>France</b>	20 June	21 June – 11	45 minutes	29	3 (2 urban – 1 rural)

Country	Briefing dates	Fieldwork dates	Average interview length	Number of interviews	Number of PSUs
		August			
<b>Croatia</b>	13 and 14 June	15 June – 1 July	50 minutes	30	3 (2 urban – 1 intermediate)
<b>Hungary (first pilot)</b>	6 June	14 June – 29 June	30 minutes	30	3 (3 urban)
<b>Hungary (second pilot)</b>	19 July	22 July – 7 August	56 minutes	18	3 (3 urban)
<b>Ireland</b>	7 June	15 June – 30 June	50 minutes	37	2 (1 intermediate – 1 rural)
<b>Italy</b>	9 June	10 June – 11 July	50 minutes	35	3 (1 urban – 1 intermediate – 1 rural)
<b>Lithuania</b>	7 June	9 June – 4 July	48 minutes	30	3 (1 urban – 1 intermediate – 1 rural)
<b>Luxembourg</b>	14 June	15 June – 8 July	60 minutes	41	4 (1 urban – 2 intermediate – 1 rural)
<b>Latvia</b>	13 June	14 June – 3 July	47 minutes	40	4 (1 urban – 2 intermediate – 1 rural)
<b>Malta</b>	6 June	9 June – 25 July	45 minutes	39	4 (1 urban – 2 intermediate – 1 rural)
<b>The Netherlands</b>	7 June	8 June – 4 July	60 minutes	28	3 (2 urban – 1 intermediate)
<b>Poland</b>	29 June	30 June – 29 August	48 minutes	31	3 (2 urban – 1 rural)
<b>Portugal</b>	3 June	16 June – 30 June	40 minutes	31	3 (2 urban – 1 intermediate)
<b>Romania</b>	10 June and 13 June	15 June – 7 July	46 minutes	32	3 (1 urban – 1 intermediate – 1 rural)
<b>Sweden</b>	Pre-recruitment: 31 May	Pre-recruitment: 31 May – 27 June			
	Fieldwork: 20 June	Fieldwork: 21 June – 1 July	65 minutes	30	3 (2 urban – 1 rural)
<b>Slovenia</b>	16 June	16 June – 4 July	45 minutes	30	3 (1 urban – 1 intermediate – 1 rural)
<b>Slovakia</b>	14 June	15 June – 4 July	40-45 minutes	30	3 (2 urban – 1 rural)
<b>United Kingdom</b>	3 June	6 June – 4 July	49 minutes	30	
<b>EU candidate countries</b>					

<b>Country</b>	<b>Briefing dates</b>	<b>Fieldwork dates</b>	<b>Average interview length</b>	<b>Number of interviews</b>	<b>Number of PSUs</b>
<b>Albania</b>	9 June	13 June -24 June	40 minutes	30	3 (1 urban – 2 rural)
<b>Montenegro</b>	10 June	11 June – 28 June	47 minutes	40	4 (2 urban – 2 rural)
<b>FYR Macedonia</b>	13 June	16 June – 25 June	38 minutes	40	4 (2 urban – 2 rural)
<b>Serbia</b>	13 June	18 June – 28 June	46 minutes	30	3 (2 urban – 1 rural)
<b>Turkey</b>	10 June	11 June – 28 June	48 minutes	30	4 (4 urban)



**Table 13 Outcomes of the pilot survey**

Country	Interviews	Refusals and break-offs	Non-contacts	Unknown eligibility	Ineligible	Eligible	Attempted
Austria	29	28	32		1	89	90
Belgium	37	24	10	1	8	71	80
Bulgaria	30	15	5		1	50	51
Cyprus	30	7	14		7	51	58
Czech Republic	32	22	37		1	91	92
Germany	41	113	63		7	217	224
Denmark	30	43	19		5	92	97
Estonia	41	28	12		6	81	87
Greece	30	130	236		38	396	434
Spain	40	16	113		9	169	178
Finland	38	50	56		4	144	148
France	29	26	37	1	2	92	95
Croatia	30	31	16			77	77
Hungary	18	66	24		1	108	109
Ireland	37	11	11		1	59	60
Italy	35	76	18		13	129	141
Lithuania	30	35	16		1	81	82
Luxembourg	41	110	117		10	268	278
Latvia	40	21	14		4	75	79
Malta	39	32	25		2	96	98
The Netherlands	28	59	40		11	127	138
Poland	31	25	57		8	113	121
Portugal	31	24	18			73	73
Romania	32	26	31		5	89	94
Sweden	30		0			30	30
Slovenia	30	22	28	2	18	80	100
Slovakia	30	13	68			111	111
United Kingdom	35	16	10	1	3	61	66
Albania	30	6	4		1	40	41
Montenegro	40	1	10			51	51
FYR Macedonia	40	4	1			45	45
Serbia	30	14	6			50	50
Turkey	30	14	54			98	98

**Table 14 Response rates for pilot survey**

Country	Response rate	Cooperation rate	Refusal rate	Contact rate
<b>EU28 countries</b>				
<b>Austria</b>	33%	45%	31%	72%
<b>Belgium</b>	51%	61%	33%	85%
<b>Bulgaria</b>	60%	67%	30%	90%
<b>Cyprus</b>	59%	73%	14%	80%
<b>Czech Republic</b>	35%	52%	24%	67%
<b>Germany</b>	14%	18%	56%	75%
<b>Denmark</b>	33%	38%	47%	85%
<b>Estonia</b>	51%	59%	35%	85%
<b>Greece</b>	8%	16%	33%	46%
<b>Spain</b>	24%	35%	9%	68%
<b>Finland</b>	26%	41%	35%	64%
<b>France</b>	31%	49%	28%	63%
<b>Croatia</b>	39%	48%	40%	81%
<b>Hungary</b>	21%	24%	59%	80%
<b>Ireland</b>	63%	77%	19%	81%
<b>Italy</b>	27%	31%	59%	88%
<b>Lithuania</b>	37%	45%	43%	81%
<b>Luxembourg</b>	15%	24%	41%	64%
<b>Latvia</b>	53%	66%	28%	81%
<b>Malta</b>	41%	51%	33%	80%
<b>The Netherlands</b>	22%	29%	46%	76%
<b>Poland</b>	27%	42%	22%	65%
<b>Portugal</b>	42%	55%	33%	77%
<b>Romania</b>	36%	46%	29%	79%
<b>Sweden</b>	100%	100%	0%	100%
<b>Slovenia</b>	37%	49%	27%	74%
<b>Slovakia</b>	27%	31%	12%	87%
<b>United Kingdom</b>	56%	67%	26%	84%
<b>EU candidate countries</b>				
<b>Albania</b>	75%	81%	15%	93%
<b>Montenegro</b>	78%	98%	2%	80%
<b>FYR Macedonia</b>	89%	91%	9%	98%
<b>Serbia</b>	60%	65%	28%	92%
<b>Turkey</b>	25%	30%	12%	85%

Disclaimer: This working paper has not been subject to the full Eurofound evaluation, editorial and publication process.

In order to assess the main findings and issues encountered during the pilot phase in each country, the local agencies were asked to fill in a document to provide their feedback, which was subsequently summarised and condensed in a general Pilot report. During the seminar of July 2016, Eurofound, Kantar Public Brussels and the local agencies jointly examined the results. The fieldwork proceedings and the questionnaire were also scrutinised and the Pilot report was updated following the seminar.

## 5.2. *Main findings of the pilot survey*

### 5.2.1. **Main findings of the pilot: questionnaire and translation**

Regarding the pilot feedback on the questionnaire and the translation, the questionnaire was widely considered to be interesting and easy to understand, even though it was considered to be too long in many countries. Very minor translation issues were mentioned. It was rated as a higher standard than usual face-to-face questionnaires in most countries, and some agencies even reported that the thorough process of translation and adjudication resolved all issues and polished the questionnaire.

The main issues that were signalled by the national agencies were:

- the questions about **“corruption”** were perceived as sensitive in many countries (particularly in Sweden);
- the questions about the **evaluation of services** were perceived as indistinguishable from one another;
- the differentiation between **public health care and private health care** was unclear to respondents in many countries. Most questions dealt with public health care, but this excluded people using private health care. In some countries (particularly in Turkey) citizens relying mostly on private health care services represent a large part of the population.

Based on all the aforementioned observations and general comments, the English source questionnaire and where relevant the target language questionnaires were updated whenever possible and deemed as necessary..

The translation process prior to the pilot was deemed long but efficient, as very few agencies reported translation issues in the pilot survey itself. The only significant issues concerned Malta and the Maltese translation and as a consequence some amendments were made for the final version. The explanation for this is that Maltese is a recent language, which stems from the mingling of civilisations (Arabic, Sicilian, Italian, French and English influences) and languages over centuries. Maltese was officially declared a national language only in 1934.

The main issues found in the Maltese translation were the following:

- Q12: The interviewers found that the Maltese translation of item 2 “Other public sector” was not clear. Given respondent misunderstanding, this translation was slightly revised introducing a different wording for main stage fieldwork.
- Q51: The Maltese translation of item 3 (“I have felt downhearted and depressed”) was not understood in the exact same way as it would be understood in the English language. The level of emotion conveyed in the English word “depressed” was much stronger than the level of emotion conveyed through the way it was translated into Maltese. Therefore, this translation was improved for main stage fieldwork.
- Q89: the Maltese translation of item 3 (“Replacing any worn-out furniture”) did not hold the same meaning as in the English version. The Maltese word used for “worn-out” seemed to be understood by respondents as “antique”, in terms of a collectable

piece of furniture that has a high value because of its age and quality. This translation was changed for the main stage.

### 5.2.2. Main findings of the pilot: sampling

The pilot enabled a full testing of sampling and implementation procedures.

The Central coordination team approved the selection of PSUs for the pilot and requested that the agencies submit a gross list of addresses/individuals. The addresses for the pilot PSUs were then split into batches and loaded onto the servers, which allowed the individual agencies to use them for fieldwork. Whenever the batches were exhausted, additional batches were loaded for individual countries.

The main finding concerning the sampling procedure in the pilot was related to the **management of batches**. The sample management procedure tested in the pilot survey showed that issuing individual batches for each individual country per team was not practical and could lead to delays in the process during the mainstage fieldwork due to the number of requests and the capacity of the central team. Thus, a recommendation was put forward to only issue Batches 1 and 2 by the central team, and leave the issuing of additional addresses to the individual countries, upon fulfilment of respective criteria. These criteria were designed and decided upon before the mainstage fieldwork and formed part of the revised sample release strategy.

Other issues and findings related to the sampling procedure were:

- **Locating addresses** - Nearly all agencies reported that in general, the fieldwork addresses were easy to find, although there were some exceptions (rural and sparsely populated areas). Overall, interviewers in countries where a register was used seemed to have more problems in locating the addresses than interviewers in countries where enumeration was used.
- Although not all countries using a register mentioned problematic issues, the main issues mentioned were related to rural PSUs where addresses were sometimes far away from each other and therefore sometimes hard to find.
- In the countries that carried out the enumeration (see point 3.4.2) process before the pilot, the fact that enumerators gave descriptions of the addresses seemed to have helped interviewers to find the addresses easily. However, even in these countries, the random order of the addresses, as opposed to sorting by location, was an issue mentioned by several agencies.
- Given these problems, it was decided to sort the order of addresses by their street name *within each batch* of addresses, but not to affect the selection of addresses. Also, interviewers were provided with a map locating the addresses.
- **Vacant properties, issues with accessing buildings, refusals** - A minority of countries had to issue additional batches, sometimes as far as the third or fourth batch of addresses. This is mainly due to a high number of vacant and demolished buildings or a high number of refusals. Some countries (particularly Croatia, Finland, Portugal) also reported problems with accessing the selected addresses. In line with expectations, the problem of access was reported for apartment buildings, properties in city centres, gated communities, security barriers and doors. These problems were taken into account while drafting the final implementation manual for interviewers, which included sections about contact procedures and interviewer doorstep techniques. In addition, national institutes ensured interviewers received proper training on contact procedures and measures to achieve a good response rate before the main survey, following instructions provided by the central team in Brussels.
- **Respondent selection procedure** – Some interviewers remarked on the random selection procedure for individual respondents at a sampled address, saying that the procedure breaks the “conversational” flow of the interview, and makes it easier for respondents to break off the interview. A few agencies mentioned that they would

prefer to work with the next or last birthday rule, rather than the automatic selection provided by the script. However, it was not possible to amend the selection approach, since selecting respondents by the script, as detailed in point 3.6 this report, provides the most reliable way of randomly selecting the respondent.

- **Eligibility of categories of respondents** - The selection procedure also raised the issue of two categories of respondents who are considered eligible to take part in the survey by definition of the sampling universe, but in practice cannot take part. One category is permanently ill members of the household and another category is people who are away at work for less than 6 months. Although people in both categories are very unlikely to take part in the survey, they are still considered eligible. A recommendation was put forward to collect more complete feedback on these two categories during the mainstage survey, so that information can be used to implement changes in the next round of surveys.

### 5.2.3. Main findings of the pilot: interviewing

One of the main issues that arose during the pilot survey was related to the fact that telephone pre-recruitment was implemented in Sweden, which resulted in a response rate of 10.3%. This was mainly due to time constraints during the pilot survey compared to the longer time allowed for the mainstage survey. In order to improve the pre-recruitment procedure and the response rate, the following recommendations were put forward after the pilot phase and implemented during the mainstage survey:

- create a strong team of the best and most experienced telephone recruiters;
- hold regular group meetings with the recruiters to share feedback and learnings over the fieldwork period;
- hold a weekly competition among the recruiters for the best response rate;
- Closely monitor the recruitment and give continuous feedback to the recruiters.

Other more general findings and issues related to interviewing which emerged during the pilot testing were:

- **Length of the questionnaire** - The main obstacle to engaging potential respondents proved to be the length of the interview.
- **Introduction and presentation of the survey** - In some countries, mentioning EU and European projects seemed to reduce the cooperation rate whereas this proved to be the opposite in other countries and mentioning EU, Europe and Eurofound helped to obtain consent for the interview. Some countries found that mentioning quality of life prompted questions and dissatisfaction. Despite the desire of certain countries for flexibility in presenting the survey, for ethical reasons both the topic and the institution commissioning the survey had to be mentioned.
- **Social importance of the survey** - One of the main findings of the pilot was that mentioning the social importance of the survey and its potential impact could improve response rates. Some agencies reported respondents asking how their interview would make a difference. More broadly, adding an argument on the social importance of the survey in research literature (which is different from the personal importance of the topic or the survey to the respondent) is an important factor contributing to higher response rates. Following this, a specific section was added in the interviewer manual which instructed interviewers to convey information about the “societal impact of the survey”, with concrete examples on how EQLS data contributed to policy design at national, EU and international levels.
- **Use of the software** - All agencies universally reported the absence of problems using the NFIELD software for conducting the interviews.
- **Outcome codes** - Some interviewers reported issues about using and understanding the outcome codes. It was therefore decided with the agencies, to focus more on

outcome codes during the briefings for the mainstage survey, including the use of interactive role play.

## 6. Interviewing

This chapter presents an overview of all aspects of the EQLS 2016 related to interviewing: data collection method, field force, training of fieldwork managers and interviewers, material used in the field, incentives for respondents, and length and context of the interviews.

### 6.1. Data collection

The interviewing for the EQLS 2016 was supported by CAPI (Computer Aided Personal Interviewing) in all the 33 countries covered. The software used in all countries was Nfield (NIPO Software) and each interviewer was provided with a tablet which was used to input data. Given the clear advantage in terms of eliminating the possibility of data error, scripting of the contact sheet and questionnaire was carried out by the central coordination team on one platform for 31 out of 33 countries. Belgium and the UK were the only countries where the questionnaire was programmed by the local agencies because Windows tablets were used in these two countries.

**Table 15 CAPI infrastructure and scripting in each country**

Country	Number of CAPI stations used*	EQLS 2016 CAPI Software	Centralised scripting
<b>EU28 countries</b>			
<b>Austria</b>	81	Nfield	Yes
<b>Belgium</b>	95	Nfield	No
<b>Bulgaria</b>	83	Nfield	Yes
<b>Cyprus</b>	40	Nfield	Yes
<b>Czech Republic</b>	90	Nfield	Yes
<b>Germany</b>	101	Nfield	Yes
<b>Denmark</b>	58	Nfield	Yes
<b>Estonia</b>	67	Nfield	Yes
<b>Greece</b>	57	Nfield	Yes
<b>Spain</b>	50	Nfield	Yes
<b>Finland</b>	39	Nfield	Yes
<b>France</b>	97	Nfield	Yes
<b>Croatia</b>	70	Nfield	Yes
<b>Hungary</b>	63	Nfield	Yes
<b>Ireland</b>	59	Nfield	Yes
<b>Italy</b>	101	Nfield	Yes
<b>Lithuania</b>	65	Nfield	Yes

Country	Number of CAPI stations used*	EQLS 2016 CAPI Software	Centralised scripting
<b>Luxembourg</b>	25	Nfield	Yes
<b>Latvia</b>	64	Nfield	Yes
<b>Malta</b>	39	Nfield	Yes
<b>The Netherlands</b>	71	Nfield	Yes
<b>Poland</b>	72	Nfield	Yes
<b>Portugal</b>	53	Nfield	Yes
<b>Romania</b>	69	Nfield	Yes
<b>Sweden</b>	53	Nfield	Yes
<b>Slovenia</b>	53	Nfield	Yes
<b>Slovakia</b>	67	Nfield	Yes
<b>United Kingdom</b>	101	Nfield	No
<b>EU candidate countries</b>			
<b>Albania</b>	34	Nfield	Yes
<b>FYR Macedonia</b>	27	Nfield	Yes
<b>Montenegro</b>	64	Nfield	Yes
<b>Serbia</b>	57	Nfield	Yes
<b>Turkey</b>	101	Nfield	Yes

\* Since the tablets given to each one of the interviewers are considered as CAPI stations, the number of CAPI stations in this table is the same as the number of interviewers

## 6.2. Field force

The EQLS 2016 requirements for the selection of field force were that interviewers must be native speakers of the language used in the country (or part of country), with at least one-year's experience in survey research and that interviewers must have participated in at least three face-to-face social surveys in the past five years. In addition, the maximum number of interviews per interviewer was set at 40 for the main stage fieldwork. Pilot interviews were not included in this total.

During the course of fieldwork, Luxembourg made a formal request to Eurofound to relax this requirement as only a limited number of experienced interviewers were available in that country. This was mainly due to the restrictions of the Luxembourgish labour law, oversaturation issues and a high number of interviewer drop-outs after the beginning of fieldwork.

Other countries reported more than 40 interviews per interviewer (see Table 16) and the main reasons for the deviations are the following:

In all of the countries, there were cases where some interviewers had already scheduled appointments before reaching 40 interviews. Therefore, they went on interviewing

respondents who accepted to take part in the survey, even after the maximum limit of 40 interviews was attained.

In some regions of Cyprus and Malta, the main reason was that the national institutes faced some field force capacity issues. In Denmark and Poland, some PSUs interviewers did not perform well and had to be replaced by the most experienced and more productive ones (who, therefore, had already achieved interviews in other PSUs) in order to complete the fieldwork on time.

In Albania, Finland and Greece, the same interviewers (often the most experienced ones) were sent to the most remote and/or difficult regions of the country, and this explains why for some of them the number of interviews achieved is extremely high (most notably in Finland).

**Table 16 Number of interviewers with more than 40 interviews and maximum number of interviews per interviewer per country**

Country	Interviewers with more than 40 interviews	Max. number of interviews per interviewer
<b>EU28 countries</b>		
<b>Austria</b>	3	69
<b>Belgium</b>	1	47
<b>Bulgaria</b>	0	30
<b>Cyprus</b>	8	61
<b>Czech Republic</b>	1	41
<b>Germany</b>	2	46
<b>Denmark</b>	3	89
<b>Estonia</b>	1	43
<b>Greece</b>	2	43
<b>Spain</b>	3	71
<b>Finland</b>	8	111
<b>France</b>	4	66
<b>Croatia</b>	0	37
<b>Hungary</b>	3	44
<b>Ireland</b>	3	45
<b>Italy</b>	5	53
<b>Lithuania</b>	4	59
<b>Luxembourg</b>	12	64
<b>Latvia</b>	3	56
<b>Malta</b>	7	60
<b>The Netherlands</b>	2	47
<b>Poland</b>	2	61
<b>Portugal</b>	2	49
<b>Romania</b>	1	51



Country	Interviewers with more than 40 interviews	Max. number of interviews per interviewer
Sweden	6	90
Slovenia	3	49
Slovakia	1	41
United Kingdom	2	67
<b>EU candidate countries</b>		
Albania	8	66
FYR Macedonia	0	32
Montenegro	11	66
Serbia	1	44
Turkey	4	53

Table 17 reports summary data on the field force per country. In total, 2,166 interviewers worked on the EQLS 2016 and the number of active interviewers throughout the fieldwork period per country ranges from 25 in Luxembourg to 101 in Germany, Italy, the United Kingdom and Turkey. Although, as noted above, there were cases of interviewers conducting more than 40 interviews in some countries, the average number of interviews per interviewer remains below 40 in all countries (except for Luxembourg, where it reaches 40.8).

**Table 17: Field force per country**

Country	Sample size	Number of completed interviews	No. of active interviewers throughout FW period	Average number of interviews per interviewer
<b>EU 28 countries</b>				
Austria	1000	1181	81	14.6
Belgium	1000	1017	95	10.7
Bulgaria	1000	1019	83	12.3
Cyprus	1000	1015	40	25.4
Czech Republic	1000	1041	90	11.6
Germany	1600	1631	101	16.1
Denmark	1000	1025	58	17.7
Estonia	1000	1003	67	15
Greece	1000	1096	57	19.2
Spain	1000	1010	50	20.2
Finland	1000	1052	39	27
France	1200	1200	97	12.4
Croatia	1000	1019	70	14.6
Hungary	1000	1139	63	18.1

Country	Sample size	Number of completed interviews	No. of active interviewers throughout FW period	Average number of interviews per interviewer
Ireland	1000	1011	59	17.1
Italy	2000	2041	101	20.2
Lithuania	1000	1007	65	15.5
Luxembourg	1000	1021	25	40.8
Latvia	1000	1002	64	15.7
Malta	1000	1001	39	25.7
The Netherlands	1000	1011	71	14.2
Poland	1000	1016	72	14.1
Portugal	1000	1087	53	20.5
Romania	1000	1030	69	14.9
Sweden	1000	1053	53	19.9
Slovenia	1000	1004	53	18.9
Slovakia	1000	1041	67	15.5
United Kingdom	1300	1307	101	12.9
<b>EU candidate countries</b>				
Albania	1000	1020	34	30
FYR Macedonia	1000	1048	27	38.8
Montenegro	1000	1016	64	15.9
Serbia	1000	1063	57	18.6
Turkey	2000	2507	101	24.8

The high number of interviewer drop-outs due to high refusal rates and the complexity of the survey hampered fieldwork progress in Italy and Austria. In Austria, another factor which slowed down completion of the fieldwork which was that other large-scale surveys were conducted at the same time as the EQLS 2016 (most notably the European Social Survey) which reduced the availability of interviewers. For these reasons, it was decided, in agreement with Eurofound, that KP would call on sub-contractors (Lexis in Italy and Spectra in Austria) to provide extra field-force to finalise the main fieldwork.

### 6.3. Training

The quality of any survey depends directly on the training and instructions all project staff receive. All fieldwork managers and interviewers who took part in the implementation of the EQLS 2016 received training on all the relevant aspects of the survey.

#### Training of national field managers

To ensure the successful delivery of the project and that all members of the network of partners had a strictly identical level of understanding of the set-up and implementation processes, Kantar Public Brussels gathered all local partners and fieldwork managers for two

seminars in Brussels. The first seminar took place on 12 February 2016 and aimed at training and briefing the local partners about all the aspects of the project preparation. In particular, the aim was to:

- provide the local partners with background information about the survey and allow them to meet the Eurofound and Kantar Public coordination teams;
- familiarise them with the questionnaire;
- brief them on the translation process;
- present the sampling design and fieldwork coordination;
- introduce the pilot survey;
- provide an overview on quality control procedures.

During the sessions, these aspects were presented by means of PowerPoint presentations, and then delivered in digital version to all the local agencies.

This first seminar was preceded by a meeting between the Eurofound team, the Kantar Public Brussels team and the sampling team at Kantar Public Brussels' offices on 11 February 2016.

The second seminar took place after the pilot survey, on 12 July 2016 and gathered the fieldwork managers responsible for managing the implementation of the EQLS 2016 from all the countries covered by the survey. In particular, the objectives of the second seminar were:

- to give an overview of the project progress;
- to hold a pilot debriefing session;
- to prepare the mainstage fieldwork and brief local fieldwork managers on fieldwork monitoring and contact procedures;
- to explain the sample management process.

During this second seminar, the aspects were presented in the sessions through PowerPoint presentations, which were then delivered in digital version to all the local agencies. The sessions on fieldwork monitoring and contact procedure included a workshop aimed at providing an in-depth training on measures to improve the response rate, door-step techniques, use of fieldwork material and quality control.

### **Training of national interviewers**

In the period between the end of the seminar and the start of the fieldwork, project managers who attended the second seminar were responsible for organising the briefing sessions for the interviewers in each country.

The briefings were mostly held face-to-face. The national agencies used the implementation manual provided by the Central coordination team and approved by Eurofound, together to hold interactive workshops on door-step techniques and contact procedures.

In all countries, the trainings covered:

- a general introduction to the survey
- an overview of the survey methodology
- measures to achieve a good response rate
- contact procedures
- outcome codes
- questionnaire
- fieldwork material
- electronic contact sheet
- quality control procedures
- web add-on invitations (only in Germany, Poland, Slovenia and the UK)

No interviewer was allowed to work on the survey without having received the training described above.

The local agencies were required to send the PowerPoint presentations to be used during the training sessions to the Central coordination team. The PowerPoint presentations were checked by Kantar Public Brussels prior to the local training sessions to make sure that all the areas were covered and constituted part of the final deliverables for the project. In addition, the Eurofound team conducted visits during training sessions in some of the countries (Austria, Germany, Lithuania, Netherlands) to check if all the relevant areas were covered and to provide support to fieldwork managers in case of doubts on particular aspects.

Table 18 details the initial briefing sessions held in each country before the mainstage survey. Other interviewers were trained whenever needed by the local agencies during the course of the fieldwork and these are not reflected in the data in the table below. These briefings followed the same procedures and covered the same areas as the ones taking place before the start of fieldwork.

**Table 18 Information on training sessions for interviewers before the start of fieldwork by country**

Country	Date and location of the briefing session(s)	Mode of briefing	No. of interviewers briefed
<b>EU28 countries</b>			
<b>Austria</b>	Vienna, 23/8/2016 Salzburg, 31/8/2016 Graz, 1/9/2016	Face-to-face	42
<b>Belgium</b>	Brussels, 5-6-7-8/9/2016	Face-to-face	77
<b>Bulgaria</b>	1-2/9/2016	Online seminar	95
<b>Cyprus</b>	Limassol, 1/9/2016 Nicosia, 2/9/2016	Face-to-face	34
<b>Czech Republic</b>	Prague, 2/9/2016	Online seminar	106
<b>Germany</b>	29/8-7/9/2016	Online seminar	67
<b>Denmark</b>	Horsens, Jutland, 15/8/2016 Copenhagen, 18/8/2016	Face-to-face	56
<b>Estonia</b>	Tallinn, 9/9/2016	Face-to-face	65
<b>Greece</b>	Athens, 4/9/2016	Face-to-face	57
<b>Spain</b>	Madrid and Barcelona 5/9/2016	Face-to-face	41
<b>Finland</b>	Helsinki, 26/8/2016	Face-to-face	39
<b>France</b>	5/9/2016	Online seminar	43
<b>Croatia</b>	Zagreb, Rijeka, Varaždin, Osijek, Split, 29/8-4/9/2016	Face-to-face Online seminar	49
<b>Hungary</b>	Budapest, Székesfehérvár, Páces, Kecskemét, Miskolc, 5-9/9/2016	Face-to-face	48
<b>Ireland</b>	Dublin, 23/8/2016 Athlone, 25/8/2016	Face-to-face	60

Country	Date and location of the briefing session(s)	Mode of briefing	No. of interviewers briefed
	Cork, 29/8/2016		
<b>Italy</b>	Milan, 30-31/8 – 1-2/9/2016	Face-to-face	115
<b>Lithuania</b>	Vilnius, 5/9/2016 Kaunas, 7/9/2016 Siauliai, 9/9/2016	Face-to-face	55
<b>Luxembourg</b>	Luxembourg, 5-6/9/2016	Face-to-face	22
<b>Latvia</b>	Rīga, 18/8/2016 Rexene, 23/8/2016 Rīga, 26/8/2016 Valmier, 29/8/2016	Face-to-face	63
<b>Malta</b>	Birkirkara, 2-5-6/9/2016	Face-to-face	32
<b>The Netherlands</b>	Amsterdam, 25/8 – 6/9/2016	Face-to-face	70
<b>Poland</b>	Warsaw, 5/9/2016	Face-to-face	57
<b>Portugal</b>	Porto, 29/8/2016 Lisbon, 30/9/2016	Face-to-face	35
<b>Romania</b>	Bucharest, 31/8 – 2-4/9/2016	Face-to-face Online seminar	58
<b>Sweden</b>	Gothenburg, 2/9/2016	Online seminar Only interviewers working in the proximity of Gothenburg participated face-to-face due to geographical constraints	40
<b>Slovenia</b>	Vransko, 2/9/2016	Face-to-face	48
<b>Slovakia</b>	Poprad, 22/8/2016 Bratislava, 24/8/2016	Face-to-face	47
<b>United Kingdom</b>	London, Warwick, Manchester, Edinburgh, York, Bristol, 5-6/9/2016	Face-to-face	105
<b>EU candidate countries</b>			
<b>Albania</b>	Tirana, 25/11/2016	Face-to-face	31
<b>FYR Macedonia</b>	Skopje, 23/11/2016	Face-to-face	65
<b>Montenegro</b>	Podgorica, 22/11/2016	Face-to-face	38
<b>Serbia</b>	Belgrade, 22/11/2016	Face-to-face	62
<b>Turkey</b>	Istanbul, 24/11/2016	Face-to-face	81

#### 6.4. *Fieldwork materials*

Kantar Public Brussels and Eurofound worked together to produce and deliver to the national agencies, a number of fieldwork materials that interviewers used in all the countries covered during the implementation of the survey.

- **Contact sheet and questionnaire (including screener)** – Final versions of contact sheet and questionnaire in national languages were provided to the national agencies and were uploaded on the tablets used by the interviewers.
- **Interviewer manual** - This manual provided national institutes and their interviewers with essential information and guidelines to follow in order to ensure high quality fieldwork. The following aspects were covered: background information about the EQLS 2016, information about methodology, fieldwork, training and quality control, contact and respondent selection procedures, guidelines on professional ethics and interviewing strategy and a questionnaire manual. The latter included a glossary which included explanations of terms and expressions used in the questionnaire for the local team and especially for the interviewers and the respondents, and a logbook for the interviewers. Interviewer manuals were loaded on to the tablets used by interviewers and were found to be useful for referencing purposes.
- **Promo card (brochure)** – Hard copies of the promo card were produced by Eurofound in all national languages and provided to each national agency. The promo card provides information on the survey and legitimises the interviewers' work. Different strategies regarding the use of the promo cards were implemented in each country, according to local practice:
  - In the majority of countries surveyed, the promo card was distributed by the interviewer during the initial contact with a potential respondent or left in the mailbox in case no contact was established.
  - In some countries, the promo card was sent by post to the potential respondents (BE, CZ, DE, FI, SE).
  - In some countries, the promo card was both sent by post and then shown to the respondent when first contact was established (ES, LT, NL, PL).
  - In Malta, the promo card was left in the letterbox by the interviewer in case no contact was established.

Turkey was the only country where the promo card was not used out of concerns that this would have made initial contact more difficult.

As reported by interviewers, the promo cards proved to be very useful in explaining the objective of the survey, gaining the trust of the respondents, and securing their participation.

*Figure 5 Example of a promocard (brochure) in English*

## Fourth European Quality of Life Survey

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



- **Letter of introduction** – According to local practices suggested by the national agencies, these letters were handed over to households and respondents by the interviewer during the first contact (in AL, BG, HR, CY, EL, HU, IE, IT, LT, MK, ME, PT, RO, SK, SI, TR) or sent by post before the first contact (in AT, BE, CZ, DK, EE, FI, FR, DE, LV, LU, MT, NL, PL, RS, ES, SE, UK)<sup>8</sup>. Introduction letters were also left in the letterbox or on the door-step if no contact was achieved or left to the potential respondent in case of soft refusal. These letters were signed by the directors of Eurofound, Kantar Public Brussels (TNS opinion at the time) and the local agency. They briefly presented the survey and encouraged the potential respondent to take part in it. The text of the introduction letters was the same for all countries, except for Montenegro and Sweden. In Montenegro, mentions of Eurofound were changed into the full name “European Foundation for the Improvement of Living and Working Conditions” to avoid confusion with a company having a similar name and operating in the country. In Sweden, where respondents were pre-recruited via telephone, a letter for respondents without telephone number was used. The introduction letter proved to be extremely useful in securing respondents’ participation and was reported by the national agencies as being very effective during recruitment.

---

<sup>8</sup> In Sweden, the letter and the promo card were sent to respondents for whom phone numbers were not available.

Figure 6 Example of an introduction letter in English



Dear Sir/Madam,

**Subject: Fourth European Quality of Life Survey 2016**

Eurofound\* is carrying out its fourth survey on quality of life from September to December 2016.

The survey measures how people all over Europe feel about their living conditions, their health and well-being, and their society. The survey will show how well-being has developed in [COUNTRY] and other European countries since 2003.

In conjunction with TNS Opinion, an international survey agency, Eurofound will interview approximately 36,000 persons across 33 European countries.

The cooperation of people like you – who have been randomly selected to provide their opinions – is the most important factor in obtaining objective and up-to-date information. Having a comprehensive picture on quality of life across Europe is invaluable to all of us – policymakers, researchers, and members of the public.

We will be contacting you over the next few days to arrange an interview which will last about 45 minutes.

All information gathered will be treated in the strictest confidence, and the anonymity of each interviewee is guaranteed. You can be assured that your name will not be linked to the responses and it will not be possible to identify individual respondents.

For further information about the survey, including previous results, you should refer to Eurofound's website: [www.eurofound.europa.eu/surveys/eqls/index.htm](http://www.eurofound.europa.eu/surveys/eqls/index.htm). The first results of this survey will be available on the website in 2017.

If you need any clarification regarding the survey, we will be happy to answer you personally, either by telephone or email:

**National contact:** name; tel: xxxxxxxx; e-mail: xxxxx@xxxxx  
**TNS coordination centre contact:** Nicolas Bécuwe; tel: +3226617214; e-mail: nicolas.becuwe@tns-opinion.com  
**Eurofound contact:** Sophia MacGoris; e-mail: smg@eurofound.europa.eu

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



Juan Menéndez-Valdés  
Director  
Eurofound



Nicolas Bécuwe  
Senior Director  
TNS Opinion

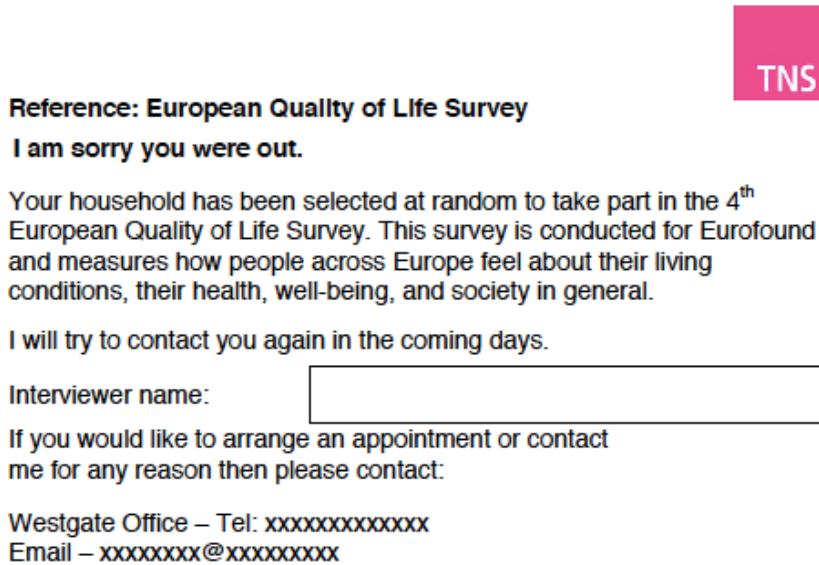
Name  
Project Manager  
National agency

\* The European Foundation for the Improvement of Living and Working Conditions (Eurofound) is a tripartite European Union Agency, whose role is to provide knowledge in the area of social and work-related policies. Eurofound was established in 1975 by Council Regulation (EEC) No. 1365/75, to contribute to the planning and design of better living and working conditions in Europe.

- ‘Sorry you were out’ card – These cards were left behind by the interviewers when they visited the household, but no-one was in at the time of the visit. They were left in two cases: in case of an agreed appointment and the respondent was not at home, and after two or three visits. This is an established practice of Kantar Public to ensure better response rate, as leaving a card at first visit is found to increase the risk of upfront refusals. The cards provided contact details of the interviewer and of the national agency, so that potential respondents could make contact and fix an appointment if they wanted to.



Figure 7 Example of a 'Sorry you were out' card in English



- **Web add-on invitation letters** (only in Germany, Poland, Slovenia and the UK)
  - In the four countries chosen to carry out the web add-on exercise, interviewers were provided with invitation letters to be handed to the respondents. Three versions of this letter were prepared: one for contacted respondents who agreed to leave their email address (target A), one for contacted respondents who did not leave their email address (target B) and one for non-contacted people (target C). This letter encouraged the potential online survey respondent to take part, and provided instructions on how to log-in to the website hosting the survey, a link and a QR code, and a unique login number (for target B and C respondents).

Figure 8 Example of an invitation letter for target C respondents in English



## 6.5. Incentives

In order to encourage respondents to take part in the survey, incentives were used in many of the countries covered by the EQLS 2016. The incentives were decided upon by the local agencies according to local practice. In most cases, incentives consisted of non-monetary rewards (such as gifts or vouchers). The incentives were of a monetary nature in only a few countries.

Table 19 details the incentives used in each country (if any). Unless otherwise specified, these incentives were administered by interviewers following the completion of the interview.

**Table 19 Incentives used during fieldwork by country**

Country	Incentives used (if any)
<b>EU28 countries</b>	
<b>Austria</b>	€15 cash, then raised to €30 at the end of January
<b>Belgium</b>	No incentives
<b>Bulgaria</b>	A small gift, value of €5 approximately
<b>Cyprus</b>	No incentives
<b>Czech Republic</b>	No incentives
<b>Germany</b>	Cash, €10, administered after the interview over post
<b>Denmark</b>	No incentives
<b>Estonia</b>	Pedestrian reflectors, value of €1 approximately
<b>Greece</b>	Shopping vouchers, value of €4
<b>Spain</b>	No incentives
<b>Finland</b>	No incentives
<b>France</b>	Shopping vouchers, value of €10. Increased to €20 (beginning of February 2017). Increased to €30 (end of February 2017 - for two pending interviews)
<b>Croatia</b>	No incentives
<b>Hungary</b>	No incentives
<b>Ireland</b>	No incentives
<b>Italy</b>	No incentives at start of FW. Introduced incentive (5-euro scratch card) on 7 October 2016. Incentive did not work and resources were moved to incentives for interviewers in mid-November
<b>Lithuania</b>	A chocolate bar or pedestrian reflector, value of €1 approximately
<b>Luxembourg</b>	No incentives
<b>Latvia</b>	Sweets / confectionary or a souvenir, value of €1 approximately
<b>Malta</b>	A branded fieldwork agency 2017 pocket diary, value of €3 approximately
<b>Netherlands</b>	Shopping vouchers, value of €15, then changed into €15 cash in November 2016, administered after the interview over post
<b>Poland</b>	No incentives
<b>Portugal</b>	No incentives
<b>Romania</b>	Shopping vouchers, value of €3
<b>Sweden</b>	No incentives
<b>Slovenia</b>	No incentives
<b>Slovakia</b>	No incentives
<b>United Kingdom</b>	Shopping vouchers, value of €5
<b>EU candidate countries</b>	
<b>Albania</b>	No incentives
<b>Montenegro</b>	Small present, value of €5 approximately

Country	Incentives used (if any)
FYR Macedonia	Small present, value of €7 approximately
Serbia	Small present, value of €5 approximately
Turkey	No incentives

## 6.6. Length and context of the interviews

### 6.6.1. Length

On average, interviews for the EQLS 2016 lasted 40 minutes in the EU28 Member States, with modest variation across countries, but large variation within countries. In the EU candidate countries, interviews lasted on average 35 minutes.

Table 20 below shows the average length and the minimum and maximum length in each country. As can be observed, the average duration of interviews varies from 33 minutes in Slovakia to 54 in Sweden. In all countries, interviews lasted at least 20 minutes (as interviews lasting less than 20 minutes were classified as failed, see below). As for the maximum duration, 169 interviews lasted longer than 100 minutes and the longest interview took 183 minutes (in Italy). After a more accurate analysis of longer interviews, it was found that these were more characteristic of older respondents, who might require more assistance in completing the interview (see Data cleaning and editing report for a detailed analysis of longer interviews).

**Table 20 Interviews duration by country**

Country	Average	Min	Max
<b>EU28 countries</b>			
Austria	45	20	138
Belgium	45	20	180
Bulgaria	36	20	121
Cyprus	38	20	95
Czech Republic	36	20	110
Germany	48	20	172
Denmark	48	20	139
Estonia	44	20	118
Greece	34	20	84
Spain	38	20	87
Finland	46	20	154
France	43	20	163
Croatia	36	20	158
Hungary	34	20	76
Ireland	34	20	105
Italy	41	20	183

Country	Average	Min	Max
Lithuania	37	20	97
Luxembourg	49	21	138
Latvia	42	21	126
Malta	39	20	130
Netherlands	48	21	166
Poland	37	20	98
Portugal	34	20	110
Romania	33	20	71
Sweden	54	21	166
Slovenia	37	20	111
Slovakia	33	20	90
UK	43	20	142
<b>EU candidate countries</b>			
Albania	34	20	91
FYR Macedonia	34	20	164
Montenegro	37	20	169
Serbia	34	20	118
Turkey	36	20	161

A rule was established that a main interview (interview excluding the screener questions), could not be shorter than 20 minutes. Any shorter interview was recorded as a partial interview. During fieldwork, the data monitoring procedure helped to identify a number of short interviews. None of the too-short interviews were detected at the data processing stage.

### 6.6.2. Context

With regard to the context of the interview, the interviewers recorded the number of persons present during the interview and assessed the respondent's degree of cooperation. This data is presented in the graphs below. The majority of interviews in EU28 (77%) and in EU candidate countries (51%) were conducted only in the presence of the interviewer and the respondent. In EU candidate countries, more interviews were conducted with three (31.3% vs. 19.6%), four (12.4% vs. 2.7%) or five (5.2% vs. 0.7%) persons present compared to EU28 countries.

Figure 9 Number of persons present during the interview (EU28)

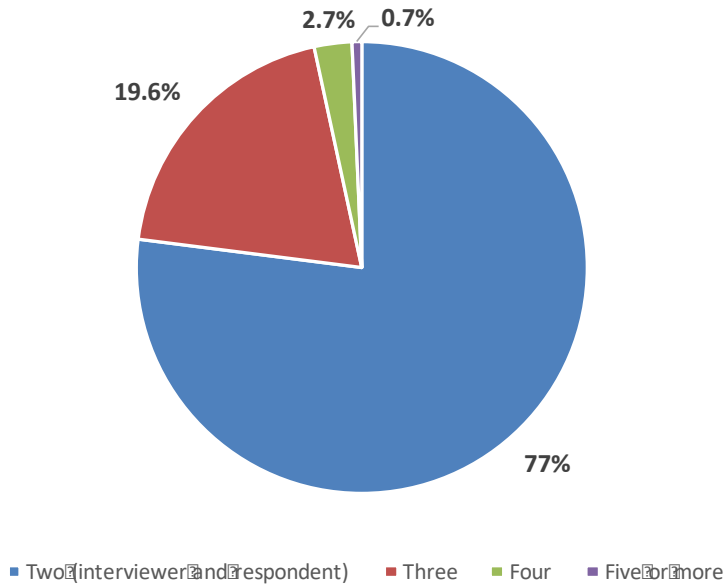
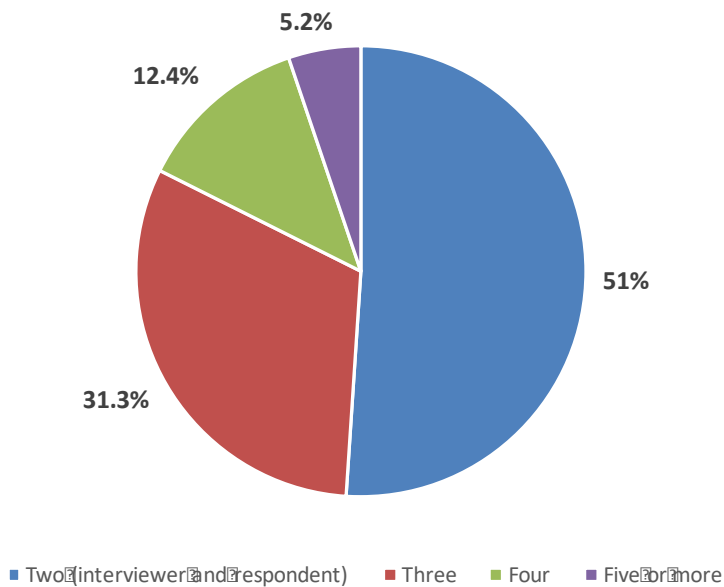


Figure 10 Number of persons present during the interview (EU candidate countries)



As shown in Figure 11 and Figure 12, respondent cooperation as reported by interviewers was generally very good or good in all the countries surveyed. The level of cooperation reported as being at least ‘good’ ranges from 98% of the interviews in Finland and Luxembourg to 74% of the interviews in Turkey. In all countries, the proportion of interviews for which respondents’ cooperation was reported as being bad or very bad was only 3% or less.

Figure 11: Respondent's cooperation during the interview as reported by interviewers (EU28)

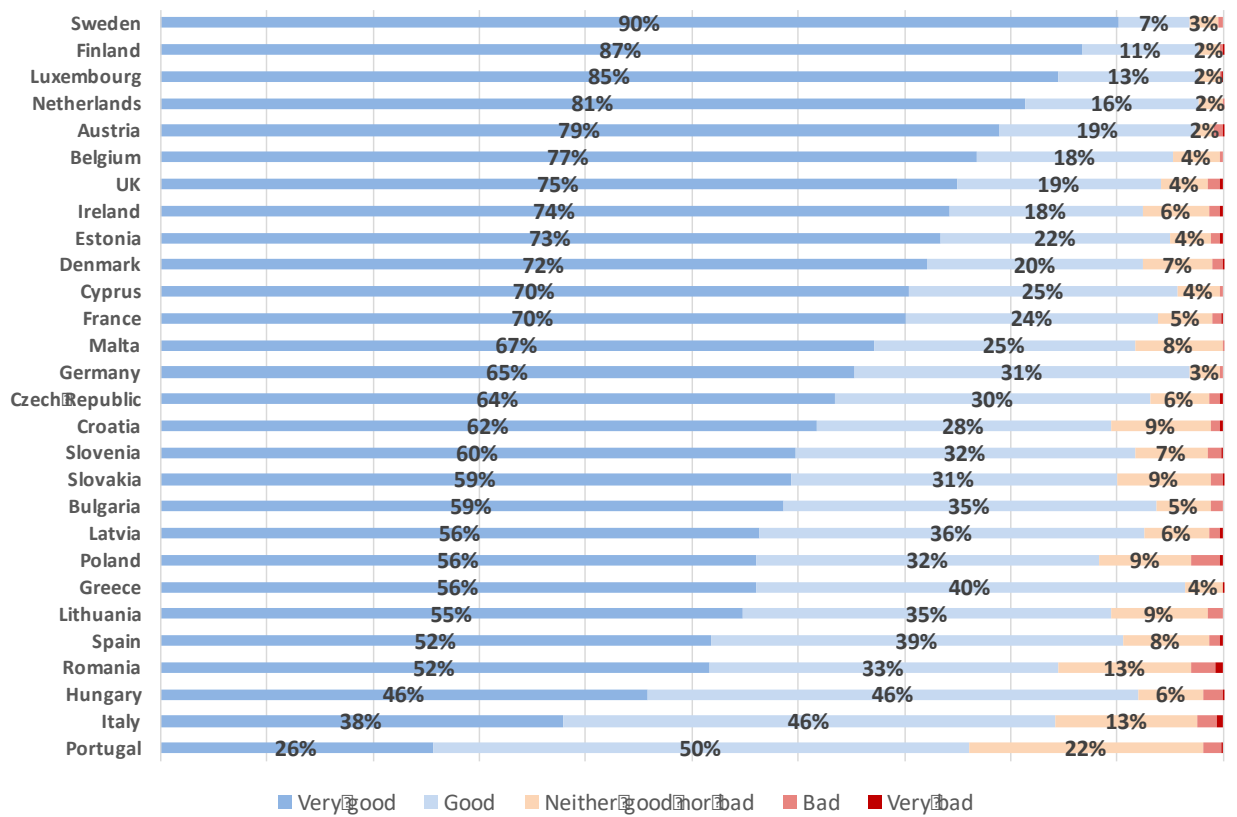
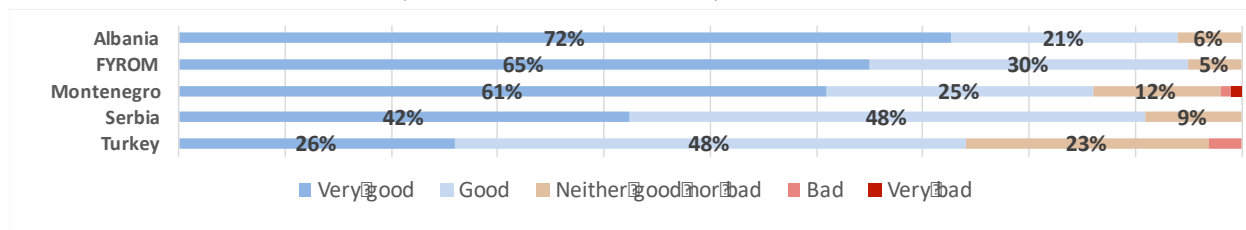


Figure 12: Respondent's cooperation during the interview as reported by interviewers (EU candidate countries)



## 7. Weighting

This chapter provides an overview on the weighting process, weighting design and how weights affect the effective sample sizes. For more details about the weightings applied for the EQLS 2016, please see the Sample evaluation, enumeration and weighting report.

### 7.1. Design weights

For each country, design weights were calculated to correct for unequal probabilities of selection. For each respondent, the design weight was calculated by multiplying the probabilities of selection at each stage of sampling. The final design weights act as the pre-weights for the next stage of weighting.

The weighting process followed five stages:

- Stage 1. The probability of selection of the PSU was calculated
- Stage 2. The probability of selection of the addresses or individuals was calculated
- Stage 3. The probability of selection in multi-dwelling addresses was calculated (when relevant)
- Stage 4. The probability of selection in multi household dwellings was calculated (when relevant)
- Stage 5. The probability of selection of an individual in the selected household was calculated (when relevant)

The final design weights for each country were calculated based on the product of the probabilities used in the selection of the individuals. The design weight calculations for each sample design are summarised in the table below.

**Table 21 Sample design and design weight calculation**

Sample design	Design weight calculation
<b>Register of Individuals (PSU is final sampling unit)</b>	$1/(P_{PSU} \times P_{individual})$
<b>Register of Individuals (SSU is final sampling unit)</b>	$1/(P_{PSU} \times P_{SSU} \times P_{individual})$
<b>Register of addresses (PSU is final sampling unit)</b>	$1/(P_{PSU} \times P_{address} \times P_{DW} \times P_{HH} \times P_{Ind})$
<b>Register of addresses (SSU is final sampling unit)</b>	$1/(P_{PSU} \times P_{SSU} \times P_{address} \times P_{DW} \times P_{HH} \times P_{Ind})$
<b>Enumeration (PSU is final sampling unit) (note we have excluded <math>P_{DW}</math> from this calculation as we assume it is 1)</b>	$1/(P_{PSU} \times P_{address-enumeration} \times P_{HH} \times P_{Ind})$
<b>Enumeration (SSU is final sampling unit) (note we have excluded <math>P_{DW}</math> from this calculation as we assume it is 1)</b>	$1/(P_{PSU} \times P_{SSU} \times P_{address-enumeration} \times P_{HH} \times P_{Ind})$

## 7.2. Population targets

The population targets for a number of socio-demographic variables used during the calibration stage were set in line with the recommendations in the ‘Revision of the weighting strategy in the European Quality of Life Survey (EQLS)’ report. These socio-demographic variables were: age by gender, household size at household level, highest education level, activity status, and region by urbanisation. However, following an initial analysis of the design-weighted respondent data against the population targets, it became clear that there were large differences in respect of educational attainment. Some of these differences were felt to be due to the difficulty in capturing educational attainment given the complexity of national education systems, which might help explain why a high level of non-response to this question was found in most countries. Calibration weights were therefore run, including and excluding educational attainment. After an analysis of the calibrated weights for a number of key criteria, educational attainment was excluded.



Table 22 presents the revised list of socio-demographic criteria, the categories and the sources for the population targets.

*Table 22: List of population targets*

Socio Demographics	Categories	Source	Used in 3 <sup>rd</sup> EQLS
<b>Age by Gender</b> <sup>9</sup>	M/F18-29, M/F30-39, M/F40-49, M/F59-59, M/F60-69, M/F70+	Eurostat	Yes
<b>Household Size at household level</b> <sup>10</sup>	1 person HH, 2 person HH, 3 person HH and 4+ person HH	EU-SILC	Yes
<b>Activity Status</b>	employed, not employed	EU-SILC <sup>11</sup>	No
<b>Region by Urbanisation</b>	NUTS – level dependent on Country (either 1, 2 or 3) DEGURBA (1.Cities, 2.Towns & Suburbs and 3.Rural Areas), for other countries where DEGURBA is not available urbanisation categories were used as defined in the sampling plan.	Eurostat/Local country Statistical unit	Region: Yes DEGURBA: No

The only exceptions to this were Albania, FYROM, Montenegro and Turkey. In Albania, working status was excluded from the calibration stage due to an issue with the mismatch in the population figures and the information collected in the survey. In FYROM and in Montenegro, three household size categories were used (1-person households; 2-person households; 3 or more-person households), rather than four, given that the available population data for these two countries did not allow us to differentiate between households composed by three persons and households composed by four or more persons. In Turkey, region and urbanisation were weighted separately due to the large number of region categories used in the weighting variable.

For more information on weighting, please consult the Sample evaluation, enumeration and weighting report.

<sup>9</sup> Age is based on age on 1 January. In questionnaire we ask age at last birthday. This will cause some bias in the population targets.

<sup>10</sup> This is based on the % of total population of households with 1 person living in them, 2 people, 3 people and 4+ people. EU-SILC microdata were used to generate inputs for creation of weights; Eurofound kindly acknowledges that the access to the data for these purposes was granted by Eurostat under the project RPP 80/2017 EU-SILC.

<sup>11</sup> EU-SILC preferred due to use of self-assignment of status.

### **Guidelines on applying weights in processing the EQLS 2016 data**

There are five weighting variables in the dataset:

- the weight named WCalib\_crossnational\_EU28 is recommended for analysis of within-the-EU data. This weight is suitable for country level, within-country analysis and EU28 averages. This weight is available for 2nd, 3rd and 4th waves and for EU countries only.
- The WCalib\_crossnational\_total weight can be used for whole-survey averages (although these are rarely needed) and for EU candidate countries. It can also be used for various country subgroupings that can be custom made, e.g. Eastern Europe, Balkan countries etc, so it can also be used for EU28 averages after selecting the relevant countries. However, this is only available for the 4th EQLS.
- The WCalib weight should generate the same results as the above two weights at country level or below country level. This should be used when calculating confidence intervals or significance at country level. It should not be used for cross-national groups. This weight is available for all waves and all countries.
- The Final\_grossing\_weight is available only for the 4th EQLS, for averages/percentages it will have the same result as the WCalib weight and it produces estimated counts within the population. This should not be used for confidence intervals and significance.
- The Design\_weight only takes into account selection probability and does not include calibration for age, gender, urbanisation etc. This is sometimes used in regression. It is differently calculated in different waves of the survey. In the 4th wave it is a grossing weight, scaled up to population level, so may not result in the correct significance and confidence intervals.

For further information please see the 4th EQLS Sample Evaluation, Enumeration and Weighting Report.

## B. Fieldwork report: implementation and quality control

Section B of this technical report considers aspects related to fieldwork implementation and data collection, i.e. fieldwork period, quality control, and main irregularities and issues encountered (together with counter-measures taken).

### 1. Fieldwork period

This chapter reports the fieldwork period and the overview of the week-by-week progress by country.

The fieldwork in all EU28 countries started between 5 and 15 September 2016, with 12 weeks allotted for data collection. The last interview was conducted on 28 February 2017.

Although fieldwork started on time in most of the EU28 countries, Kantar Public faced delays in finalising fieldwork in several countries. The main obstacle in finalising fieldwork on time were the challenges in applying the methodology (respondents' selection and closure of every contact opened), availability of experienced interviewers and the low response rates faced in some countries. Nine countries completed fieldwork within the deadline (week 12): Belgium, Bulgaria, Cyprus, Czech Republic, Spain, Ireland, Luxembourg, Latvia and Slovenia. with the fieldwork being gradually completed in the other countries by the end of February. Austria was the last country to complete fieldwork -the last interview was conducted on 27 February.

The fieldwork in the EU candidate countries started later due to some delays encountered by Eurofound in receiving funding, hence fieldwork started in these countries between 18 and 27 November 2016 and finished on 22 March 2017, when the last interview was conducted in Turkey. In Montenegro, fieldwork was re-opened in order to conduct additional interviews after 16 had been removed for quality reasons.

The following table reports the weekly fieldwork progress per country for the EQLS 2016.

*Table 23: Weekly fieldwork progress for the EQLS 2016 by country*

Country	W1: 5-11 September 2016	W2: 12-18 September 2016	W3: 19-25 September 2016	W4: 26 September – 2 October 2016	W5: 3-9 October 2016	W6: 10-16 October 2016	W7: 17-23 October 2016	W8: 24-30 October 2016	W9: 31 October – 6 November 2016	W10: 7-13 November 2016
<b>EU28 countries</b>										
Austria	22	42	50	26	32	28	43	46	15	17
Belgium	22	120	139	57	21	48	91	133	126	73
Bulgaria	173	335	348	147	0	0	0	0	0	0
Cyprus	200	208	105	17	92	138	111	44	87	13
Czech Republic	1	33	28	53	107	70	81	169	168	120
Germany		12	21	21	11	7	9	16	30	87
Denmark	58	140	137	36	58	53	60	51	44	21
Estonia	30	149	95	14	85	105	62	111	52	20
Greece	29	52	16	0	12	60	0	58	210	121
Spain	355	172	141	6	36	30	18	38	3	0
Finland	87	120	66	14	36	87	86	85	51	6
France	6	14	38	63	75	53	74	108	75	65

Croatia	5	69	71	22	100	85	165	94	12	17
Hungary	2	39	54	52	102	145	113	213	86	40
Ireland	19	41	53	21	88	84	145	96	79	29
Italy	14	62	186	121	91	59	81	35	28	51
Lithuania		62	90	51	53	83	112	76	17	4
Luxembourg	118	174	50	21	155	106	76	62	21	12
Latvia	64	154	81	26	29	117	62	107	60	23
Malta	74	174	115	19	69	83	55	32	67	18
Netherlands	4	66	87	57	73	71	67	94	88	41
Poland	2	58	240	130	38	42	38	40	47	2
Portugal	24	86	27	28	82	62	78	56	85	101
Romania		4	64	111	112	73	44	6	19	10
Sweden	2	2	7	4	36	46	125	100	49	39
Slovenia	94	179	141	49	52	98	88	74	49	23
Slovakia	33	68	82	35	23	6	13	16	22	24
United Kingdom		90	120	86	91	77	72	51	56	49
<b>EU candidate countries</b>										
Albania										
Montenegro										
FYROM										
Serbia										
Turkey										
Country	W11: 14-20 November 2016	W12: 21-27 November 2016	W13: 28 November – 3 December 2016	W14: 4-11 December 2016	W15: 12-18 December 2016	W16: 19-25 December 2016	W17: 26 December 2016 – 1 January 2017	W18: 2-8 January 2017	W19: 9-15 January 2017	W20: 16-22 January 2017
<b>EU28 countries</b>										
Austria	64	81	54	2	0	0	1	0	3	46
Belgium	95	90	2							
Bulgaria	0	0	0	0	5	7	3	1		
Cyprus										
Czech Republic	157	39	15							
Germany	74	128	232	174	147	102	120	172	199	66
Denmark	26	30	15	55	76	16	13	55	81	0
Estonia	58	78	28	27	39	14	25	9	2	0
Greece	253	159	39	0	0	4	23	44	15	1
Spain	28	77	88	17	0	0	0	0	0	1
Finland	60	88	9	106	148	3				
France	49	39	48	55	89	49	26	39	29	33
Croatia	134	125	83	35	1	0	0	0	0	0
Hungary	16	59	43	52	48	0	0	0	73	2
Ireland	111	228	17	0	0	0	0	0	0	0
Italy	51	122	89	36	42	88	111	224	296	130

**Disclaimer:** This working paper has not been subject to the full Eurofound evaluation, editorial and publication process.

Lithuania	16	134	45	36	21	40	4	56	64	43		
Luxembourg	110	57	55	4								
Latvia	75	34	41	31	92	6						
Malta	75	64	18	68	70							
Netherlands	48	53	31	29	39	29	20	36	52	21		
Poland	5	2	40	238	66	28						
Portugal	93	157	129	79								
Romania	6	222	113	141	82	0	0	0	0	23		
Sweden	75	97	58	106	135	24	18	13	97	3		
Slovenia	49	58	21	19	10							
Slovakia	78	216	87	35	36	0	18	39	79	48		
United Kingdom	94	164	122	85	150							
<b>EU candidate countries</b>												
Albania		27	34	72	38	92	75	33	65	61		
Montenegro		31	47	96	131	38	52	9	23	22		
FYROM		2	44	33	82	107	43	41	25	15		
Serbia	28	273	182	152	75	49	21	66	45	15		
Turkey		3	6	113	89	154	171	142	217	161		
<b>Country</b>	<b>W21: 23-29 January 2017</b>	<b>W22: 30 January – 5 February 2017</b>	<b>W23: 6-12 February 2017</b>	<b>W24: 13-19 February 2017</b>	<b>W25: 20-26 February 2017</b>	<b>W26: 27 February – 5 March 2017</b>	<b>W27: 6-12 March 2017</b>	<b>W28: 13-22 March 2017</b>	<b>Additional: 8-22 May 2017</b>	<b>Total completed</b>	<b>Total failed</b>	<b>Total final</b>
<b>EU28 countries</b>												
Austria	39	76	181	162	142	9				1181	0	1181
Belgium										1017	0	1017
Bulgaria										1019	3	1016
Cyprus										1015	6	1009
Czech Republic										1041	27	1014
Germany	3									1631	0	1631
Denmark										1025	5	1020
Estonia										1003	2	1001
Greece										1096	0	1096
Spain										1010	5	1005
Finland										1052	0	1052
France	34	73	60	4	2					1200	2	1198
Croatia	1									1019	8	1011
Hungary										1139	97	1042
Ireland										1011	0	1011
Italy	123	1								2041	34	2007
Lithuania										1007	2	1005
Luxembourg										1021	0	1021
Latvia										1002	2	1000

**Disclaimer:** This working paper has not been subject to the full Eurofound evaluation, editorial and publication process.

Malta										1001	1	1000
Netherlands	2	0	2	1						1011	1	1010
Poland										1016	7	1009
Portugal										1087	17	1070
Romania										1030	26	1004
Sweden	1	3	6	7						1053	0	1053
Slovenia										1004	1	1003
Slovakia	56	27								1041	22	1019
United Kingdom										1307	3	1304
<b>EU candidate countries</b>												
Albania	234	125	1	52	93	18				1020	9	1011
Montenegro	48	20	201	126	60	77	47	20	16	1064	64	1000
FYROM	53	114	143	86	185	39				1016	3	1013
Serbia	7	21	27	43	35	22	1			1063	7	1056
Turkey	176	248	536	176	173	116	1	23		2507	488	2019

## 2. Quality control

In this section, quality controls applied by Kantar Public at each stage of the process are described in detail. These include quality controls applied before the start of the fieldwork, during the fieldwork and after the fieldwork. This aspect is summarised in this section. More details are available in the Quality control report.

### 2.1. Quality control before fieldwork

Before the start of mainstage fieldwork, the following steps and measures were taken to ensure an effective quality control:

- cognitive testing of the new items of the questionnaire;
- translatability assessment (conducted by another supplier of Eurofound);
- TRAPD<sup>12</sup> translation;
- enumeration (enumeration pilot, enumeration training, quality control of enumeration);
- development of Implementation manual;
- pilot (pre-test of the questionnaire and of the methodology);
- briefing of fieldwork agencies (two central briefings: February and July 2016)
- training and briefing of interviewers (conducted prior to fieldwork);
- scripting including hard consistencies check.

### 2.2. Quality control during fieldwork

During fieldwork, the following quality control procedure was followed:

- Interim data checks were performed by the central team at completion of 10%, 30% and 100% of cases.
- A minimum of 10% of completed interviews were back-checked by national agencies. Initially, the sample for back-checking was selected by the agencies,

<sup>12</sup> Translation, Review, Adjudication, Pretesting, and Documentation

however starting from week 8 of the fieldwork, the coordination centre selected about 80% of the back-checking interviews. This selection was random, but ensured that each interviewer had at least one interview selected for back-checking. For the remaining 20%, national agencies also selected interviews based on their own quality criteria.

- In all countries, back-checks were mostly conducted by telephone and in cases where there was no telephone number indicated, the follow-up was done face-to-face. In Germany, back-checks were conducted by post only.
- Each week, the number of back-checks conducted were reported in the weekly monitoring report delivered to Eurofound.
- In the dataset delivered to Eurofound, interviews subject to back-checks have been indicated.

Back-checking information is available in the Quality control report (% of back-checks conducted per country, modes of back-checks and number of failed back checks).

### 2.3. *Quality control after fieldwork*

At the end of fieldwork, the Kantar Public central coordination team undertook quality checks to ensure data delivered was of the highest quality. These quality checks are reported mainly in the data editing and cleaning report and references are also made in the Quality control report. The sections below briefly describe the process and the main outcomes of these quality control procedures.

#### 2.3.1. **Outcome of data validation procedures**

Data validation procedures were applied to ensure that all the data was correct in terms of the crucial variables and that contact procedure rules were followed.

The outcomes for the main checks performed are reported below:

- **Consistency check**, to ensure that all cases were allocated to the correct country, region, degree of urbanisation and sampling point and that none of the variables had any of these values missing. The consistency check shows that all the cases were correctly allocated.
- **Eligibility check**, to ensure that the eligibility criteria were respected. The eligibility criterion that can be verified at the data processing stage is the *age* of respondents. No cases were identified having failed this quality criterion, i.e. all respondents were aged 18 or over.
- **Contact procedure analysis**, to ensure the contact procedure rules were respected -a minimum of four contacts attempts (visits) for each selected household/individual (ten if the contact was established by telephone), minimum 14-day period between the first and the last contact, at least one visit after 5 PM or during the weekend. The outcomes of the analysis are the following:
  - There were 8,555 cases closed with the final outcome 306 'No contact after 4 visits (final code)', out of which 1,338 were visited less than four times. A majority of addresses closed after too few contact attempts occurred towards the end of the fieldwork, which might suggest that the addresses were closed once the target sample size was reached.
  - There were 1,512 cases for which the rule of a two-week time period between the first and the last contact attempt was not respected, out of which 1,187 were visited within less than 10 days. In a majority of cases, this occurred towards the end of the fieldwork.
  - There were 686 addresses that were not visited after 5PM or during weekends.

- **Checks on the length of interviews**, to ensure that no main interview (interview excluding the screener questions) was shorter than 20 minutes. No short interviews were found at the data processing stage. However, during fieldwork, the data monitoring procedure showed a few short interviews which were removed from the dataset on discovery. After local quality controls, these interviews were classified as failed interviews. Additional quality control checks were also performed on the particularly long interviews, i.e. interviews lasting longer than 100 minutes. There were 169 such interviews. Longer interviews were more characteristic for older respondents, who might require more assistance in completing the interview. No values suggested that the interview length was recorded incorrectly.
- **Checks on duplicates**, to ensure duplicates or very similar cases are further investigated. No identical cases were found. There were 17 pairs of very similar cases (over 90% match). Of these, 16 were done by the same interviewer within a short period of time and were marked as interviews failing quality control in the dataset.

### 2.3.2. Outcome of data cleaning and editing

The purpose of data cleaning is to identify any irregularities at the variable level, or at the case level and provide appropriate corrections. The outcome for the main checks performed are reported below:

- **Straight-lining analysis**, to ensure respondents did not select the same response in the block of different questions with the same answer scale. A number of block questions were analysed. Namely, for each of these questions it was determined if a respondent chose the same response for each of the block items. Then, a ratio of straight-lined item blocks was established. All the cases in which at least 80% of items were straight-lined, were flagged and further analysed. There were 51 such cases, which were further investigated, analysing interview variables and protocol variables, as well as consistency of responses given to other questions. All the cases which had more than 90% of blocks straight-lined or had at least 80% of blocks straight-lined and proved to have inconsistencies mentioned above were flagged in the dataset. Ten cases showing a questionable pattern – i.e. that were conducted by the same interviewer within a short period of time or proved to have contradicting results – were removed.
- **Item non-response analysis**, to ensure there were no unusually high number of item non-responses. The ratio of spontaneous answers ('Don't know' 'Not applicable' or 'Refusal') compared to the number of questions asked was calculated for each respondent. The cases in which more than 25% of analysed questions were answered with spontaneous answers, were further analysed. There were 102 such cases. The interviews with 50% item non-response (9) were flagged as cases which failed quality control if the interviewer conducting those interviews conducted more than one interview with a high non-response rate in the same day.
- **Consistency checks in household grid analysis**, to ensure the information given by respondents (and coded by interviewers) about themselves, their household composition and other household members was consistent:
  - 161 cases were found where the respondent was less than 12 years older than their reported children;
  - 50 cases were found where the respondent was less than 12 years younger than their reported parent;
  - 20 cases were found where a respondent was less than 30 years older than their reported grandchild;
  - 19 cases were found where a respondent was less than 30 years younger than their reported grandparent;
  - 16 cases were found where a respondent reported to have a partner who is younger than 18 years old;



- 394 cases (out of which 95 were not caused by repetitions in the dataset) were found where respondent reported living with multiple partners in the same household;
- 9 cases were found where a respondent reported living with more than 2 parents in the household.

All these cases were corrected following a set of rules (for more details, see the Data editing and cleaning report).

For more details concerning the quality control procedures, please consult the Data editing and cleaning report and the Quality assurance report.

### **3. Ethics, privacy and data protection**

#### **3.1. *Ethical and confidentiality rules followed by interviewers***

The interviewers working on the EQLS 2016 were required to comply with ethical and confidentiality rules when conducting face-to-face interviews. Interviewers in all countries covered were briefed using the same rules in order to ensure harmonised fieldwork.

##### **3.1.1. Voluntary informed consent**

Interviewers ensured that survey participation from respondents was based on voluntary informed consent. Interviewers established informed consent by telling the respondent their full name, the fact that the interview was conducted on behalf of Eurofound, the name of their company or agency, the purpose of the study, the approximate length of the survey and the fact that participation is voluntary and confidential.

##### **3.1.2. Code of conduct**

The interviewers adhered to a set of rules concerning their conduct and the confidentiality of the project. The following guidelines were followed by all interviewers working on the EQLS 2016:

- Ensuring that survey participation from respondents was based on voluntary informed consent (as explained above).
- Being transparent as to the subject and purpose of data collection.
- Respecting the confidentiality of all information collected, including not passing on information about respondents to anyone other than for the purpose of collecting data for the assigned project.
- Respecting the rights and well-being of all individuals.
- Ensuring that respondents were not harmed or adversely affected by their professional activities.
- Ensuring that they collected data according to their interviewer training and project instructions.
- Remaining polite and professional at all times.
- Collecting data impartially, not influencing respondents.
- Obtaining agreement from a parent or responsible adult when interviewing vulnerable adults.
- Not sharing information about the project with anyone outside their organisation.
- Not sharing, under any circumstances, the following information with any third party:
  - The name, address, email address or telephone number of any person interviewed;
  - Any information collected from any person interviewed, regardless of whether that information relates to the person interviewed or to any other individual;
  - - Any information that identifies any individual whose details the interviewer obtained during the course of their work.

### 3.2. *Ethical and confidentiality rules followed by Kantar Public central coordination team*

Kantar Public Brussels has extensive experience in the validation and management of personal level data from large scale surveys and abides by professional codes of conduct established by the Market Research Society and Social Research Association, to ensure that all data is kept strictly confidential.

Kantar Public abides by the following recognised standards:

- The MRS<sup>13</sup> and ESOMAR<sup>14</sup> professional codes of conduct, which are designed to meet legislation and promote high quality research;
- The ISO 20252:2012<sup>15</sup> market research quality standard, which has specific requirements for the handling of personal information;
- The ISO 9001:2015<sup>16</sup> standard for quality management systems, which requires that agreed regulatory principles concerning the processing of records are followed;
- The Kantar Group is registered with Information Commissioner's Office (ICO)<sup>17</sup>;
- Kantar Public Brussels strictly complies with the Belgian Privacy Act of 8 December 1992 on the protection of privacy in relation to the processing of personal data<sup>18</sup>.

Kantar Public Brussels has robust physical, electronic and procedural safeguards in place to store and secure client information from unauthorised access and use, alteration and destruction. Policies and procedures have been developed to ensure all data is stored and managed in a secure and controlled way.

In addition, the company has a nominated individual responsible for Information Security and Data Protection who is supported by specific departmental representatives who have responsibility for their individual departments. Part of this responsibility includes ensuring security and confidentiality is maintained on an ongoing basis.

Kantar Public Brussels complied with the above codes and standards throughout all the phases of the project, including the initial phase of cognitive testing of the main questionnaire. During and after the recruitment phase for the cognitive testing, Kantar Public Brussels ensured that the personal data of the people recruited were kept confidential and not disclosed to third parties. In addition, video or audio recordings that might have been taken during the session were used for the purposes of this research by Kantar Public only. All views discussed during the cognitive phase will remain strictly confidential and the answers were used by Kantar Public only, to analyse the findings at an aggregate level. Individual views will never be shared inside or outside the company.

## 4. **Main irregularities in the implementation of fieldwork**

Although fieldwork started on time in most countries, Kantar Public had to face delays in finalising fieldwork in several EU28 countries. In order to address the main issues leading to these delays, actions were taken in the most problematic countries, i.e. Austria, Germany Italy

---

<sup>13</sup> [https://www.mrs.org.uk/pdf/code%20of%20conduct%20\(2012%20rebrand\).pdf](https://www.mrs.org.uk/pdf/code%20of%20conduct%20(2012%20rebrand).pdf)

<sup>14</sup> [https://www.esomar.org/uploads/public/knowledge-and-standards/codes-and-guidelines/ICCESOMAR\\_Code\\_English\\_.pdf](https://www.esomar.org/uploads/public/knowledge-and-standards/codes-and-guidelines/ICCESOMAR_Code_English_.pdf)

<sup>15</sup> <https://www.iso.org/standard/53439.html>

<sup>16</sup> <https://www.iso.org/standard/62085.html>

<sup>17</sup> <https://ico.org.uk/>

<sup>18</sup> [https://www.privacycommission.be/sites/privacycommission/files/documents/Privacy\\_Act\\_1992.pdf](https://www.privacycommission.be/sites/privacycommission/files/documents/Privacy_Act_1992.pdf)

and France. There were different reasons for these delays, for which examples and solutions are listed below:

#### **Delays**

- complexities of the project (e.g. respondent selection, number of re-visits)
- availability of interviewers due to project requirements, demand from other similar projects, etc.
- challenges for securing interviews due to the political context
- low cooperation rates and response rates,
- restrictions in the release of the sample
- specific approach to sample release in the initial stages which led to only a limited number of PSUs being active during the first weeks of fieldwork

#### **Solutions**

- conducting a second pilot to identify whether some issues were structural or linked to the individual PSUs selected for the pilot fieldwork
- sending of advance letters to selected addresses to increase cooperation
- fieldwork visits by Kantar Public, increased reporting and exchanges between the national partner and central coordination, applying additional resources at senior management level for close monitoring
- sub-contracting other agencies to secure extra interviewers
- interviewer replacement and interviewer re-training and re-briefing
- increased incentives to respondents and interviewers;
- setting of weekly targets for interviews by central coordination
- allow part of the selection procedure by telephone

#### **4.1. Central coordination during the fieldwork period**

This section details all the actions that were taken by the Central coordination team to coordinate and monitor fieldwork.

The central coordination was organised in the following manner:

- The Triple I team was responsible for coordination and monitoring of the fieldwork in each country. They reviewed progress made in each country on a daily basis and shared key observations with each national partner to help to understand how fieldwork was progressing;
- This team was also responsible for producing and reviewing weekly fieldwork monitoring reports each Monday. This report contained quantitative and qualitative information necessary to explain fieldwork progress;
- Weekly fieldwork reports were sent to Eurofound every Tuesday. They were followed up by a conference call that usually took place on Thursday or (in some and rare occasions) it was only followed-up by an exchange of e-mails.

Conference calls were attended by the project director, the two project managers and, in most cases, by the methods director responsible for sampling design. All observations from Eurofound were followed-up by the central team. After every conference call, detailed minutes were prepared and sent to Eurofound.

## **5. EQLS 2016 fieldwork outcomes**

This chapter presents the EQLS 2016 calculations of sample outcome and response rates, based on final codes assigned after all contact attempts had been exhausted. The EQLS 2016 required at least four physical visits to each address before assigning a final outcome code.

### 5.1. Calculation of outcome rates

The list of final outcome codes used by Kantar Public Brussels is based on the April 2015 update of “AAPOR Standard Definitions, Final Dispositions of Case Codes and Outcome Rates for Surveys” for telephone, in-person and household surveys<sup>19</sup>.

The table below lists all the outcome codes used for the EQLS 2016.

Table 24: List of outcome codes used for the EQLS 2016

AAPOR code	EQLS 2016 code	Outcome	Category	Abbreviation
<b>Contact with respondent, interview</b>				
1.1	18	Complete interview	Interview (cat. 1)	I – Complete interview
1.2	104	Dropped out (partial data saved, do not come back)	Interview (cat. 1)	P – Partial interview
<b>Contact with respondent, no interview</b>				
2.112	29	Interrupted interview (appointment)	Eligible, non-interview (cat. 2)	(Non-final code)
	105	Stopped, not saved (data not saved, re-visit is possible)	Eligible, non-interview (cat. 2)	(Non-final code)
2.111	303	Refusal by telephone (only if confirmed by supervisor)	Eligible, non-interview (cat. 2)	R – Refusal/Break-off
2.112	307	Refusal by selected respondent	Eligible, non-interview (cat. 2)	R – Refusal/Break-off
2.32	315	Selected is physically or mentally unable / incompetent	Eligible, non-interview (cat. 2)	O - Other
2.31	318	Selected respondent deceased	Eligible, non-interview (cat. 2)	O - Other
2.25	319	Selected respondent moved away	Eligible, non-interview (cat. 2)	O - Other
2.332	316	Selected person doesn't speak national languages	Eligible, non-interview (cat. 2)	O - Other
<b>No contact with the eligible respondent, contact with others</b>				
2.25	308	Selected is away for FW period	Eligible, non-interview (cat. 2)	R – Refusal/Break-off
	309	Selected respondent is not	Eligible, non-	(Non-final code)

<sup>19</sup> [https://www.aapor.org/AAPOR\\_Main/media/publications/Standard-Definitions2015\\_8theditionwithchanges\\_April2015\\_logo.pdf](https://www.aapor.org/AAPOR_Main/media/publications/Standard-Definitions2015_8theditionwithchanges_April2015_logo.pdf)

AAPOR code	EQLS 2016 code	Outcome	Category	Abbreviation
		available now	interview (cat. 2)	
<b><i>No contact with the eligible respondent, contact with household</i></b>				
2.111	317	Upfront refusal by another person from selected household	Eligible, non-interview (cat. 2)	R – Refusal/Break-off
2.111	313	Refusal by selected household	Eligible, non-interview (cat. 2)	R – Refusal/Break-off
2.331	311	Household language barrier (other person doesn't speak national languages)	Eligible, non-interview (cat. 2)	O - Other
<b><i>No contact with the eligible respondent, no contact with household</i></b>				
3.18	301	Address Not Found/ Demolished	Unknown eligibility, non-interview (cat. 3)	U – Unknown eligibility
3.17	321	Inaccessible/ dangerous area	Unknown eligibility, non-interview (cat. 3)	U – Unknown eligibility
2.23	320	Unable to enter the building	Eligible, non-interview (cat. 2)	NC – Non-contact
	305	No contact – No one at home	Eligible, non-interview (cat. 2)	(Non-final code)
2.24	306	No contact after 4 visits	Eligible, non-interview (cat. 2)	NC – Non-contact
2.11	304	Upfront refusal before household selection	Eligible, non-interview (cat. 2)	R – Refusal/Break-off
2.11	312	Upfront refusal by another household	Eligible, non-interview (cat. 2)	R – Refusal/Break-off
<b><i>Not eligible</i></b>				
4.50	302	Non-residential address	Not eligible (cat. 4)	Ineligible
4.60	310	Vacant / empty housing unit	Not eligible (cat. 4)	Ineligible
4.70	322	No adults aged 18+ and eligible for the survey living here	Not eligible (cat. 4)	Ineligible
<b><i>Other</i></b>				
3.90	20	System error	Unknown eligibility, non-	U – Unknown eligibility

Disclaimer: This working paper has not been subject to the full Eurofound evaluation, editorial and publication process.

AAPOR code	EQLS 2016 code	Outcome	Category	Abbreviation
			interview (cat. 3)	

Based on the above outcome codes, several outcome rates were calculated for this study. These rates are presented below, together with AAPOR definitions and formulas.

Abbreviations used:

**RR** = Response rate

**COOP** = Cooperation rate

**REF** = Refusal rate

**CON** = Contact rate I = Complete interview (1.1)

**P** = Partial interview (1.2)

**R** = Refusal and break-off (2.11, 2.12, 2.111, 2.112)

**NC** = Non-contact (2.23, 2.24, 2.25)

**O** = Other (2.31, 2.32, 2.331, 2.332)

**UH** = Unknown if household/occupied HU (3.17, 3.18)

**UO** = Unknown, other (3.90)

**e** = Estimated proportion of cases of unknown eligibility that are eligible. This estimate is based on the proportion of eligible units among all units in the EQLS sample for which a definitive determination of status was obtained. The formula used is the following:  $(I+R+O+NC) / [(I+R+O+NC) + \text{Ineligible}]$ .

#### *Response rate (RR3)*

$$RR3 = \frac{I}{(I + P) + (R + NC + O) + e(UH + UO)}$$

Response Rate 3 (RR3) estimates the proportion of cases of unknown eligibility that is actually eligible. In estimating “e”, one must be guided by the best available scientific information on what share of eligible cases make up the unknown cases and one must not select a proportion in order to boost the response rate. RR1 uses the same formula as RR3, but does not include the coefficient “e”, resulting in a higher response rate.

#### *Cooperation rate*

$$COOP3 = \frac{I}{(I + P) + R}$$

Cooperation Rate 3 (COOP3) defines those unable to do an interview as also incapable of cooperating and they are excluded from the base.

#### *Refusal rate*

$$REF2 = \frac{R}{(I + P) + (R + NC + O) + e(UH + UO)}$$

Refusal Rate 2 (REF2) includes estimated eligible cases among the unknown cases.

#### *Contact rate*

$$CON2 = \frac{(I + P) + R + O}{(I + P) + R + O + NC + e(UH + UO)}$$

Contact Rate 2 (CON2) includes in the base only the estimated eligible cases among the undetermined cases.

### 5.1.1. EQLS 2016 outcome categories by country

The following table presents the sample outcomes in AAPOR categories used in the calculation of the response rate (RR3), cooperation rate (COOP3), refusal rate (REF2), contact rate (CON2), along with the estimated ineligible ratio per country (e).

A high number of refusals/break-offs were observed in the following countries: Austria (1430), Germany (5907), Denmark (1033), Greece (2161), France (1243), Italy (4509), Luxembourg (2027), the Netherlands (1630), Poland (1596), Sweden (2690) and the UK (1983). In all these countries (except for Sweden, where the greatest part of the refusals came from the telephone pre-recruitment phase), the overwhelming majority of the refusals were upfront refusals before household selection (final outcome code 304).

With the exception of Austria, all countries in this list also reported a high number of upfront refusals in the European Quality of Life Survey conducted in 2012 (3<sup>rd</sup> EQLS): Germany (3517), Denmark (1550), Greece (1188), France (2127), Italy (2697), Luxembourg (3152), the Netherlands (1278), Poland (973), Sweden (962), and the UK (2836)<sup>20</sup>.

It should also be noted that this list of countries with high numbers of refusals includes the four countries (Austria, Germany, France and Italy) in which implementation of fieldwork was the most challenging<sup>21</sup>.

High numbers of partial interviews were reported in Austria (205), Germany (497), Denmark (100), France (306), Slovakia (123) and Turkey (139). Partial interviews include not only non-finalised interviews and drop-outs by respondents, but also short interviews (less than 20 minutes), which were re-coded as partial interviews at local level (see also section 6.6).

Table 25: Outcome categories and estimated ineligible ratio by country

Country/territory	Interview	Partial interview	Refusal/break-offs	Non-contact	Other eligible, non-interview	Unknown eligibility	Ineligible	Failed	TOTAL	Estimated ineligible ratio
<b>EU28 countries</b>										
<b>Austria</b>	1181	205	1586	424	62	47	52	0	3557	0.984
<b>Belgium</b>	1017	0	970	328	215	77	220	0	2827	0.920
<b>Bulgaria</b>	1016	29	589	58	29	40	163	3	1927	0.912
<b>Cyprus</b>	1009	2	573	179	150	61	122	6	2102	0.940
<b>Czech Republic</b>	1014	52	440	125	4	127	86	27	1875	0.948
<b>Germany</b>	1631	497	6014	258	478	62	118	0	9058	0.986
<b>Denmark</b>	1020	100	1320	346	114	78	127	5	3110	0.957

<sup>20</sup> [https://www.eurofound.europa.eu/sites/default/files/ef\\_files/surveys/eqls/2011/documents/technicalreport.pdf](https://www.eurofound.europa.eu/sites/default/files/ef_files/surveys/eqls/2011/documents/technicalreport.pdf)

<sup>21</sup> See section 4 "Main irregularities in the implementation of fieldwork".

Country/territory	Interview	Partial interview	Refusal/break-offs	Non-contact	Other eligible, non-interview	Unknown eligibility	Ineligible	Failed	TOTAL	Estimated ineligible ratio
<b>Estonia</b>	1001	50	737	407	29	146	97	2	2469	0.957
<b>Greece</b>	1096	14	2291	707	241	68	305	0	4722	0.934
<b>Spain</b>	1005	31	441	469	30	43	184	5	2208	0.914
<b>Finland</b>	1052	63	1203	574	87	63	72	0	3114	0.976
<b>France</b>	1198	306	1295	945	55	132	86	2	4019	0.976
<b>Croatia</b>	1011	38	626	173	37	148	128	8	2169	0.935
<b>Hungary</b>	1042	46	759	73	26	71	77	97	2191	0.961
<b>Ireland</b>	1011	85	539	393	44	36	75	0	2183	0.964
<b>Italy</b>	2007	36	4520	708	234	433	423	34	8395	0.946
<b>Lithuania</b>	1005	53	711	395	73	921	315	2	3475	0.874
<b>Luxembourg</b>	1021	85	2076	1022	240	265	205	0	4914	0.955
<b>Latvia</b>	1000	27	750	340	13	138	162	2	2432	0.928
<b>Malta</b>	1000	2	597	211	45	164	209	1	2229	0.899
<b>Netherlands</b>	1010	62	1654	563	156	68	101	1	3615	0.971
<b>Poland</b>	1009	15	1604	337	22	74	50	7	3118	0.983
<b>Portugal</b>	1070	34	759	164	20	90	109	17	2263	0.949
<b>Romania</b>	1004	56	439	306	7	54	78	26	1970	0.957
<b>Sweden</b>	1053	6	2866	2346	282	5	1000	0	7558	0.867
<b>Slovenia</b>	1003	76	775	67	262	6	83	1	2273	0.962
<b>Slovakia</b>	1019	123	470	167	9	65	108	22	1983	0.939
<b>UK</b>	1304	19	1983	742	107	87	207	3	4452	0.952
<b>TOTAL EU28</b>	<b>30809</b>	<b>2112</b>	<b>38587</b>	<b>12827</b>	<b>3071</b>	<b>3568</b>	<b>4962</b>	<b>271</b>	<b>96207</b>	<b>0.945</b>
<b>EU candidate countries</b>										
<b>Albania</b>	1011	42	493	78	34	159	124	9	1950	0.929
<b>FYR Macedonia</b>	1013	54	431	45	28	108	61	3	1743	0.961
<b>Montenegro</b>	1000	11	231	58	26	141	95	64	1626	0.933
<b>Serbia</b>	1056	33	379	55	5	16	55	7	1606	0.965
<b>Turkey</b>	2019	139	508	259	32	307	212	488	3964	0.930
<b>TOTAL CC</b>	<b>6099</b>	<b>279</b>	<b>2042</b>	<b>495</b>	<b>125</b>	<b>731</b>	<b>547</b>	<b>571</b>	<b>10889</b>	<b>0.941</b>
<b>TOTAL (overall)</b>	<b>36908</b>	<b>2391</b>	<b>40629</b>	<b>13322</b>	<b>3196</b>	<b>4299</b>	<b>5509</b>	<b>842</b>	<b>107096</b>	<b>0.945</b>



### 5.1.2. EQLS 2016 AAPOR rates of fieldwork outcomes

Based on the sample outcomes detailed in the table above, the following AAPOR outcome rates (response rate, cooperation rate, refusal rate and contact rate) were calculated for each country.

*Table 26: AAPOR rates of fieldwork outcomes per country*

Country/territory	Response rate (RR3)	Cooperation rate (COOP3)	Refusal rate (REF2)	Contact rate (CON2)
<b>EU28 countries</b>				
<b>Austria</b>	34%	40%	45%	87%
<b>Belgium</b>	39%	51%	37%	85%
<b>Bulgaria</b>	58%	62%	34%	95%
<b>Cyprus</b>	51%	64%	29%	88%
<b>Czech Republic</b>	58%	67%	25%	86%
<b>Germany</b>	18%	20%	67%	96%
<b>Denmark</b>	34%	42%	44%	86%
<b>Estonia</b>	42%	56%	31%	77%
<b>Greece</b>	25%	32%	52%	83%
<b>Spain</b>	50%	68%	22%	75%
<b>Finland</b>	35%	45%	40%	79%
<b>France</b>	31%	43%	33%	73%
<b>Croatia</b>	50%	60%	31%	85%
<b>Hungary</b>	52%	56%	38%	93%
<b>Ireland</b>	48%	62%	26%	80%
<b>Italy</b>	25%	31%	57%	86%
<b>Lithuania</b>	33%	57%	23%	61%
<b>Luxembourg</b>	22%	32%	44%	73%
<b>Latvia</b>	44%	56%	33%	79%
<b>Malta</b>	50%	63%	30%	82%
<b>Netherlands</b>	29%	37%	47%	82%
<b>Poland</b>	33%	38%	52%	87%
<b>Portugal</b>	50%	57%	36%	88%
<b>Romania</b>	54%	67%	24%	81%
<b>Sweden</b>	16%	27%	44%	64%

Disclaimer: This working paper has not been subject to the full Eurofound evaluation, editorial and publication process.

Country/territory	Response rate (RR3)	Cooperation rate (COOP3)	Refusal rate (REF2)	Contact rate (CON2)
<b>Slovenia</b>	46%	54%	35%	97%
<b>Slovakia</b>	55%	63%	25%	88%
<b>UK</b>	31%	39%	47%	81%
<b>TOTAL EU28</b>	<b>34%</b>	<b>43%</b>	<b>43%</b>	<b>82%</b>
<b>EU candidate countries</b>				
<b>Albania</b>	56%	65%	27%	88%
<b>FYR Macedonia</b>	60%	68%	26%	91%
<b>Montenegro</b>	69%	81%	16%	87%
<b>Serbia</b>	68%	72%	25%	95%
<b>Turkey</b>	62%	76%	16%	83%
<b>TOTAL CC</b>	<b>63%</b>	<b>72%</b>	<b>21%</b>	<b>88%</b>
<b>TOTAL (overall)</b>	<b>37%</b>	<b>46%</b>	<b>40%</b>	<b>83%</b>

Figure 13 shows the response rate per country for the EQLS 2016. The response rate was 34% for the EU28 countries and 37% in total. The highest response rate was observed in the EU candidate countries: Montenegro (69%), Serbia (68%), Turkey (62%) and FYROM (60%). Although preceded by some EU28 countries in the list, Albania also reported a relatively high response rate (56%). A pattern can also be observed in Eastern EU Member States, where response rates were generally higher than in the rest of the EU. This is the case for Bulgaria (58%), the Czech Republic (58%), Slovakia (55%), Romania (54%) and Hungary (52%). The exception to this rule is Poland, which, due to a high number of refusals, reported a response rate of 33%, slightly below the EU28 average.

At the other end of the spectrum, the lowest response rates were found in Germany (18%) and in Sweden (16%). In the latter case, the two-stage approach, in which respondents for face-to-face interviews were first recruited by telephone, explains the low response rate, which in Sweden also has to take into account the outcomes of these first contacts by telephone. The impact of the pre-recruitment outcomes on the final response rate calculation can be ascertained using the figures from the table reporting CATI codes for Sweden in the section below: a high number of refusals or break-offs (R)<sup>22</sup> as well as a high number of non-contacts (NC)<sup>23</sup> can be observed for the telephone recruitment stage alone. The response rate after the pre-recruitment phase (i.e. without taking into account the outcomes of telephone pre-recruitment) is equal to 70%. Other studies in which telephone pre-recruitment was used in Sweden report similar response rate figures. This is the case, for instance, for the 6<sup>th</sup> European Working Conditions Survey (EWCS), in which the response rate for Sweden was less than 11%, the lowest among all countries surveyed and lower than in the EQLS 2016<sup>24</sup>. Although

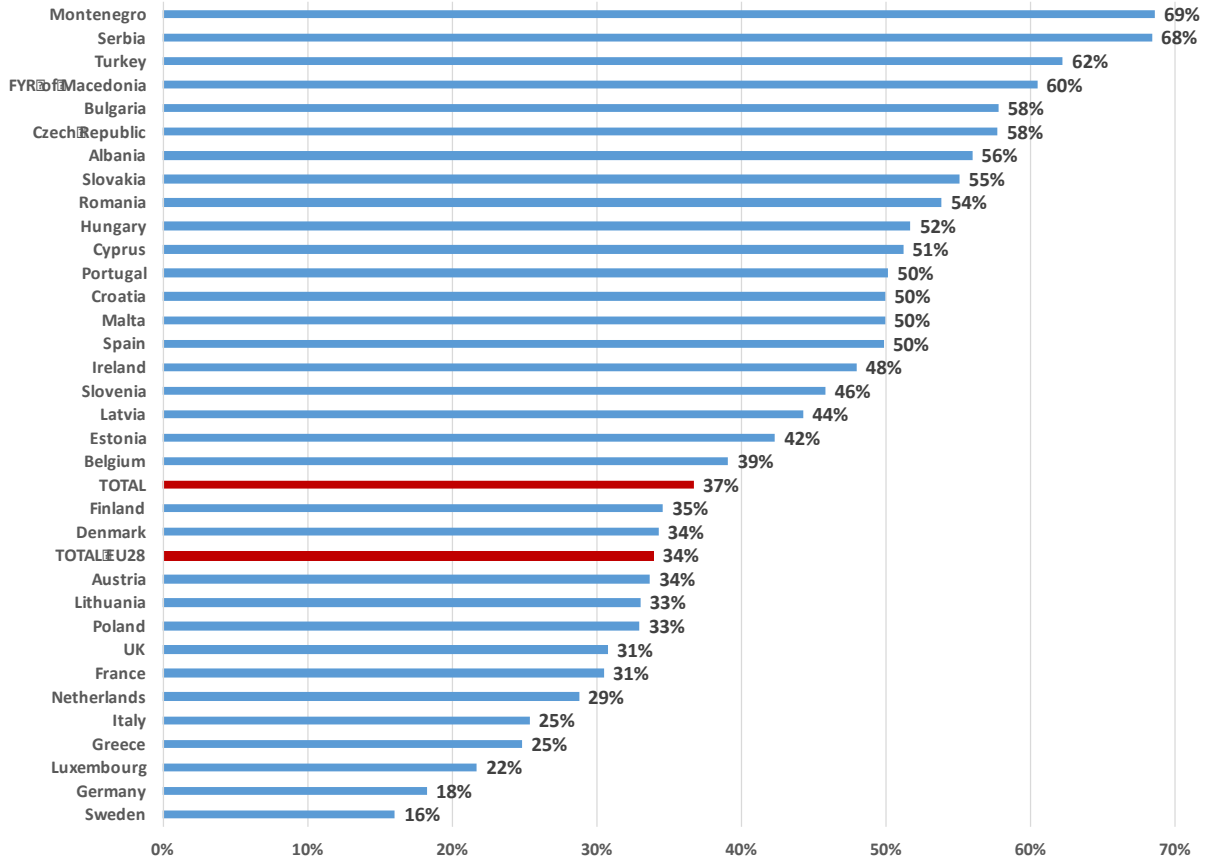
<sup>22</sup> The sum of the CATI outcome codes 2\_112 (Refusal by selected), 2\_111 (Refusal by another person from selected household) and 2\_11 (Refusal) is equal to 2561.

<sup>23</sup> The sum of the CATI outcome codes 2\_20 (Not reached 10 attempts), 2\_21 (Away for FW period) and 3\_15 (Blocked by blacklist) is equal to 2248.

<sup>24</sup> [https://www.eurofound.europa.eu/sites/default/files/ef\\_survey/field\\_ef\\_documents/6th\\_ewcs\\_-\\_technical\\_report.pdf](https://www.eurofound.europa.eu/sites/default/files/ef_survey/field_ef_documents/6th_ewcs_-_technical_report.pdf)

the target population in EWCS (individuals aged 15 or over living in private households and who are in employment) is different than that for the EQLS and, thus, the outcomes of the two surveys are not fully comparable, this finding still provides an indication of the general impact of the pre-recruitment phase on the response rate calculation.

Figure 13: EQLS 2016 response rates by country



### 5.2. Detailed reports of final outcome codes by country

The tables below report the breakdown of all the outcome codes by country.

AAPOR code	EQLS 2016 outcome code	Austria
1.1	18 Successful interview	1181
3.90	20 System error	0
1.2	104 Dropped out (partial data saved, do not come back)	205
3.18	301 Address Not Found/ Demolished	24
4.50	302 Non-residential address	23
2.111	303 Refusal by telephone (only if confirmed by supervisor)	166
2.11	304 Upfront refusal before household selection	1306
	305 No one at home (non-final code, appointment possible)	0

<b>2.24</b>	306 No contact after 4 visits (final code)	422
<b>2.112</b>	307 Refusal by selected	90
<b>2.25</b>	308 Away for FW period	16
<b>4.60</b>	310 Vacant/ empty housing unit	35
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	53
<b>2.11</b>	312 Upfront refusal by another household	4
<b>2.111</b>	313 Refusal by selected household	7
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	7
<b>2.332</b>	316 Selected person doesn't speak national languages	2
<b>2.111</b>	317 Upfront refusal by another person from selected household	13
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	2
<b>3.17</b>	321 Inaccessible/ dangerous area	0
<b>4.70</b>	322 No eligible respondents	1
<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Belgium</b>
<b>1.1</b>	18 Successful interview	1017
<b>3.90</b>	20 System error	1
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	0
<b>3.18</b>	301 Address Not Found/ Demolished	39
<b>4.50</b>	302 Non-residential address	32
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	2
<b>2.11</b>	304 Upfront refusal before household selection	0
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	312
<b>2.112</b>	307 Refusal by selected	597
<b>2.25</b>	308 Away for FW period	108
<b>4.60</b>	310 Vacant/ empty housing unit	101
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	38
<b>2.11</b>	312 Upfront refusal by another household	0
<b>2.111</b>	313 Refusal by selected household	360
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	89
<b>2.332</b>	316 Selected person doesn't speak national languages	67
<b>2.111</b>	317 Upfront refusal by another person from selected household	11
<b>2.31</b>	318 Selected respondent deceased	9
<b>2.25</b>	319 Selected respondent moved away	12
<b>2.23</b>	320 Unable to enter the building	16
<b>3.17</b>	321 Inaccessible/ dangerous area	5

<b>4.70</b>	322 No eligible respondents	11
-------------	-----------------------------	----

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Bulgaria</b>
<b>1.1</b>	18 Successful interview	1019
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	29
<b>3.18</b>	301 Address Not Found/ Demolished	11
<b>4.50</b>	302 Non-residential address	18
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	25
<b>2.11</b>	304 Upfront refusal before household selection	542
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	0
<b>2.112</b>	307 Refusal by selected	17
<b>2.25</b>	308 Away for FW period	4
<b>4.60</b>	310 Vacant/ empty housing unit	157
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	27
<b>2.11</b>	312 Upfront refusal by another household	0
<b>2.111</b>	313 Refusal by selected household	0
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	2
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	5
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	58
<b>3.17</b>	321 Inaccessible/ dangerous area	11
<b>4.70</b>	322 No eligible respondents	2

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Cyprus</b>
<b>1.1</b>	18 Successful interview	1015
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	2
<b>3.18</b>	301 Address Not Found/ Demolished	21
<b>4.50</b>	302 Non-residential address	33
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	16
<b>2.11</b>	304 Upfront refusal before household selection	533
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	154
<b>2.112</b>	307 Refusal by selected	15
<b>2.25</b>	308 Away for FW period	5
<b>4.60</b>	310 Vacant/ empty housing unit	117
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	140
<b>2.11</b>	312 Upfront refusal by another household	1
<b>2.111</b>	313 Refusal by selected household	1
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	7
<b>2.332</b>	316 Selected person doesn't speak national languages	3
<b>2.111</b>	317 Upfront refusal by another person from selected household	7
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	25
<b>3.17</b>	321 Inaccessible/ dangerous area	7
<b>4.70</b>	322 No eligible respondents	0

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Czech Republic</b>
<b>1.1</b>	18 Successful interview	1041
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	52
<b>3.18</b>	301 Address Not Found/ Demolished	17
<b>4.50</b>	302 Non-residential address	28
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	158
<b>2.11</b>	304 Upfront refusal before household selection	275
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	16
<b>2.112</b>	307 Refusal by selected	3
<b>2.25</b>	308 Away for FW period	3
<b>4.60</b>	310 Vacant/ empty housing unit	82
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	3
<b>2.11</b>	312 Upfront refusal by another household	2
<b>2.111</b>	313 Refusal by selected household	1
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	1
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	1
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	109
<b>3.17</b>	321 Inaccessible/ dangerous area	82
<b>4.70</b>	322 No eligible respondents	1

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Germany</b>
<b>1.1</b>	18 Successful interview	1631
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	497
<b>3.18</b>	301 Address Not Found/ Demolished	51
<b>4.50</b>	302 Non-residential address	10
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	110
<b>2.11</b>	304 Upfront refusal before household selection	5531
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	250
<b>2.112</b>	307 Refusal by selected	280
<b>2.25</b>	308 Away for FW period	70
<b>4.60</b>	310 Vacant/ empty housing unit	41
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	415
<b>2.11</b>	312 Upfront refusal by another household	18
<b>2.111</b>	313 Refusal by selected household	22
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	50
<b>2.332</b>	316 Selected person doesn't speak national languages	13
<b>2.111</b>	317 Upfront refusal by another person from selected household	53
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	8
<b>3.17</b>	321 Inaccessible/ dangerous area	1
<b>4.70</b>	322 No eligible respondents	7



<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Denmark</b>
<b>1.1</b>	18 Successful interview	1025
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	100
<b>3.18</b>	301 Address Not Found/ Demolished	19
<b>4.50</b>	302 Non-residential address	47
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	348
<b>2.11</b>	304 Upfront refusal before household selection	817
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	322
<b>2.112</b>	307 Refusal by selected	129
<b>2.25</b>	308 Away for FW period	26
<b>4.60</b>	310 Vacant/ empty housing unit	99
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	81
<b>2.11</b>	312 Upfront refusal by another household	2
<b>2.111</b>	313 Refusal by selected household	6
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	33
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	18
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	24
<b>3.17</b>	321 Inaccessible/ dangerous area	12
<b>4.70</b>	322 No eligible respondents	2

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Estonia</b>
<b>1.1</b>	18 Successful interview	1003
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	50
<b>3.18</b>	301 Address Not Found/ Demolished	36
<b>4.50</b>	302 Non-residential address	22
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	115
<b>2.11</b>	304 Upfront refusal before household selection	546
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	184
<b>2.112</b>	307 Refusal by selected	63
<b>2.25</b>	308 Away for FW period	7
<b>4.60</b>	310 Vacant/ empty housing unit	89
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	14
<b>2.11</b>	312 Upfront refusal by another household	3
<b>2.111</b>	313 Refusal by selected household	2
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	14
<b>2.332</b>	316 Selected person doesn't speak national languages	1
<b>2.111</b>	317 Upfront refusal by another person from selected household	8
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	223
<b>3.17</b>	321 Inaccessible/ dangerous area	88
<b>4.70</b>	322 No eligible respondents	1

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Greece</b>
<b>1.1</b>	18 Successful interview	1096
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	14
<b>3.18</b>	301 Address Not Found/ Demolished	4
<b>4.50</b>	302 Non-residential address	55
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	132
<b>2.11</b>	304 Upfront refusal before household selection	2048
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	574
<b>2.112</b>	307 Refusal by selected	82
<b>2.25</b>	308 Away for FW period	22
<b>4.60</b>	310 Vacant/ empty housing unit	283
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	207
<b>2.11</b>	312 Upfront refusal by another household	2
<b>2.111</b>	313 Refusal by selected household	9
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	26
<b>2.332</b>	316 Selected person doesn't speak national languages	8
<b>2.111</b>	317 Upfront refusal by another person from selected household	18
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	133
<b>3.17</b>	321 Inaccessible/ dangerous area	9
<b>4.70</b>	322 No eligible respondents	0

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Spain</b>
<b>1.1</b>	18 Successful interview	1010
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	31
<b>3.18</b>	301 Address Not Found/ Demolished	30
<b>4.50</b>	302 Non-residential address	10
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	50
<b>2.11</b>	304 Upfront refusal before household selection	342
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	455
<b>2.112</b>	307 Refusal by selected	35
<b>2.25</b>	308 Away for FW period	9
<b>4.60</b>	310 Vacant/ empty housing unit	175
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	25
<b>2.11</b>	312 Upfront refusal by another household	2
<b>2.111</b>	313 Refusal by selected household	3
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	4
<b>2.332</b>	316 Selected person doesn't speak national languages	1
<b>2.111</b>	317 Upfront refusal by another person from selected household	9
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	14
<b>3.17</b>	321 Inaccessible/ dangerous area	3
<b>4.70</b>	322 No eligible respondents	0

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Finland</b>
<b>1.1</b>	18 Successful interview	1052
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	63
<b>3.18</b>	301 Address Not Found/ Demolished	15
<b>4.50</b>	302 Non-residential address	8
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	339
<b>2.11</b>	304 Upfront refusal before household selection	0
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	189
<b>2.112</b>	307 Refusal by selected	792
<b>2.25</b>	308 Away for FW period	54
<b>4.60</b>	310 Vacant/ empty housing unit	18
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	0
<b>2.11</b>	312 Upfront refusal by another household	0
<b>2.111</b>	313 Refusal by selected household	0
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	40
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	72
<b>2.31</b>	318 Selected respondent deceased	2
<b>2.25</b>	319 Selected respondent moved away	45
<b>2.23</b>	320 Unable to enter the building	385
<b>3.17</b>	321 Inaccessible/ dangerous area	40
<b>4.70</b>	322 No eligible respondents	0

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>France</b>
<b>1.1</b>	18 Successful interview	1200
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	306
<b>3.18</b>	301 Address Not Found/ Demolished	72
<b>4.50</b>	302 Non-residential address	18
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	52
<b>2.11</b>	304 Upfront refusal before household selection	1110
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	918
<b>2.112</b>	307 Refusal by selected	95
<b>2.25</b>	308 Away for FW period	28
<b>4.60</b>	310 Vacant/ empty housing unit	53
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	46
<b>2.11</b>	312 Upfront refusal by another household	5
<b>2.111</b>	313 Refusal by selected household	1
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	7
<b>2.332</b>	316 Selected person doesn't speak national languages	2
<b>2.111</b>	317 Upfront refusal by another person from selected household	32
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	27
<b>3.17</b>	321 Inaccessible/ dangerous area	42
<b>4.70</b>	322 No eligible respondents	5

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Croatia</b>
<b>1.1</b>	18 Successful interview	1019
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	38
<b>3.18</b>	301 Address Not Found/ Demolished	19
<b>4.50</b>	302 Non-residential address	27
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	80
<b>2.11</b>	304 Upfront refusal before household selection	535
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	52
<b>2.112</b>	307 Refusal by selected	8
<b>2.25</b>	308 Away for FW period	3
<b>4.60</b>	310 Vacant/ empty housing unit	124
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	35
<b>2.11</b>	312 Upfront refusal by another household	2
<b>2.111</b>	313 Refusal by selected household	1
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	2
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	0
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	121
<b>3.17</b>	321 Inaccessible/ dangerous area	102
<b>4.70</b>	322 No eligible respondents	1

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Hungary</b>
<b>1.1</b>	18 Successful interview	1139
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	46
<b>3.18</b>	301 Address Not Found/ Demolished	31
<b>4.50</b>	302 Non-residential address	33
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	69
<b>2.11</b>	304 Upfront refusal before household selection	639
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	57
<b>2.112</b>	307 Refusal by selected	45
<b>2.25</b>	308 Away for FW period	7
<b>4.60</b>	310 Vacant/ empty housing unit	69
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	16
<b>2.11</b>	312 Upfront refusal by another household	2
<b>2.111</b>	313 Refusal by selected household	3
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	10
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	1
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	16
<b>3.17</b>	321 Inaccessible/ dangerous area	7
<b>4.70</b>	322 No eligible respondents	1



<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Ireland</b>
<b>1.1</b>	18 Successful interview	1011
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	85
<b>3.18</b>	301 Address Not Found/ Demolished	12
<b>4.50</b>	302 Non-residential address	17
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	76
<b>2.11</b>	304 Upfront refusal before household selection	358
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	339
<b>2.112</b>	307 Refusal by selected	71
<b>2.25</b>	308 Away for FW period	14
<b>4.60</b>	310 Vacant/ empty housing unit	60
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	24
<b>2.11</b>	312 Upfront refusal by another household	4
<b>2.111</b>	313 Refusal by selected household	4
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	12
<b>2.332</b>	316 Selected person doesn't speak national languages	8
<b>2.111</b>	317 Upfront refusal by another person from selected household	26
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	54
<b>3.17</b>	321 Inaccessible/ dangerous area	7
<b>4.70</b>	322 No eligible respondents	1

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Italy</b>
<b>1.1</b>	18 Successful interview	2041
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	36
<b>3.18</b>	301 Address Not Found/ Demolished	151
<b>4.50</b>	302 Non-residential address	279
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	11
<b>2.11</b>	304 Upfront refusal before household selection	4409
	305 No one at home (non-final code, appointment possible)	1
<b>2.24</b>	306 No contact after 4 visits (final code)	682
<b>2.112</b>	307 Refusal by selected	85
<b>2.25</b>	308 Away for FW period	14
<b>4.60</b>	310 Vacant/ empty housing unit	409
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	223
<b>2.11</b>	312 Upfront refusal by another household	2
<b>2.111</b>	313 Refusal by selected household	0
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	9
<b>2.332</b>	316 Selected person doesn't speak national languages	2
<b>2.111</b>	317 Upfront refusal by another person from selected household	13
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	25
<b>3.17</b>	321 Inaccessible/ dangerous area	3
<b>4.70</b>	322 No eligible respondents	0

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Lithuania</b>
<b>1.1</b>	18 Successful interview	1007
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	53
<b>3.18</b>	301 Address Not Found/ Demolished	280
<b>4.50</b>	302 Non-residential address	537
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	46
<b>2.11</b>	304 Upfront refusal before household selection	621
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	188
<b>2.112</b>	307 Refusal by selected	36
<b>2.25</b>	308 Away for FW period	9
<b>4.60</b>	310 Vacant/ empty housing unit	305
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	66
<b>2.11</b>	312 Upfront refusal by another household	3
<b>2.111</b>	313 Refusal by selected household	1
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	1
<b>2.332</b>	316 Selected person doesn't speak national languages	6
<b>2.111</b>	317 Upfront refusal by another person from selected household	4
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	207
<b>3.17</b>	321 Inaccessible/ dangerous area	104
<b>4.70</b>	322 No eligible respondents	1

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Luxembourg</b>
<b>1.1</b>	18 Successful interview	1021
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	85
<b>3.18</b>	301 Address Not Found/ Demolished	135
<b>4.50</b>	302 Non-residential address	123
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	49
<b>2.11</b>	304 Upfront refusal before household selection	1797
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	1012
<b>2.112</b>	307 Refusal by selected	194
<b>2.25</b>	308 Away for FW period	44
<b>4.60</b>	310 Vacant/ empty housing unit	160
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	215
<b>2.11</b>	312 Upfront refusal by another household	4
<b>2.111</b>	313 Refusal by selected household	3
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	11
<b>2.332</b>	316 Selected person doesn't speak national languages	14
<b>2.111</b>	317 Upfront refusal by another person from selected household	29
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	10
<b>3.17</b>	321 Inaccessible/ dangerous area	7
<b>4.70</b>	322 No eligible respondents	1

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Latvia</b>
<b>1.1</b>	18 Successful interview	1002
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	27
<b>3.18</b>	301 Address Not Found/ Demolished	52
<b>4.50</b>	302 Non-residential address	46
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	87
<b>2.11</b>	304 Upfront refusal before household selection	588
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	111
<b>2.112</b>	307 Refusal by selected	57
<b>2.25</b>	308 Away for FW period	19
<b>4.60</b>	310 Vacant/ empty housing unit	138
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	3
<b>2.11</b>	312 Upfront refusal by another household	4
<b>2.111</b>	313 Refusal by selected household	2
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	10
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	12
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	229
<b>3.17</b>	321 Inaccessible/ dangerous area	40
<b>4.70</b>	322 No eligible respondents	5

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Malta</b>
<b>1.1</b>	18 Successful interview	1001
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	2
<b>3.18</b>	301 Address Not Found/ Demolished	79
<b>4.50</b>	302 Non-residential address	75
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	74
<b>2.11</b>	304 Upfront refusal before household selection	450
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	197
<b>2.112</b>	307 Refusal by selected	49
<b>2.25</b>	308 Away for FW period	11
<b>4.60</b>	310 Vacant/ empty housing unit	196
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	41
<b>2.11</b>	312 Upfront refusal by another household	2
<b>2.111</b>	313 Refusal by selected household	3
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	4
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	19
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	14
<b>3.17</b>	321 Inaccessible/ dangerous area	10
<b>4.70</b>	322 No eligible respondents	2

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Netherlands</b>
<b>1.1</b>	18 Successful interview	1011
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	62
<b>3.18</b>	301 Address Not Found/ Demolished	19
<b>4.50</b>	302 Non-residential address	47
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	31
<b>2.11</b>	304 Upfront refusal before household selection	1267
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	556
<b>2.112</b>	307 Refusal by selected	292
<b>2.25</b>	308 Away for FW period	38
<b>4.60</b>	310 Vacant/ empty housing unit	60
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	110
<b>2.11</b>	312 Upfront refusal by another household	2
<b>2.111</b>	313 Refusal by selected household	2
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	37
<b>2.332</b>	316 Selected person doesn't speak national languages	9
<b>2.111</b>	317 Upfront refusal by another person from selected household	60
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	7
<b>3.17</b>	321 Inaccessible/ dangerous area	2
<b>4.70</b>	322 No eligible respondents	3

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Poland</b>
<b>1.1</b>	18 Successful interview	1016
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	15
<b>3.18</b>	301 Address Not Found/ Demolished	29
<b>4.50</b>	302 Non-residential address	27
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	15
<b>2.11</b>	304 Upfront refusal before household selection	1566
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	290
<b>2.112</b>	307 Refusal by selected	17
<b>2.25</b>	308 Away for FW period	5
<b>4.60</b>	310 Vacant/ empty housing unit	45
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	18
<b>2.11</b>	312 Upfront refusal by another household	4
<b>2.111</b>	313 Refusal by selected household	1
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	4
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	1
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	47
<b>3.17</b>	321 Inaccessible/ dangerous area	18
<b>4.70</b>	322 No eligible respondents	0



<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Portugal</b>
<b>1.1</b>	18 Successful interview	1087
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	34
<b>3.18</b>	301 Address Not Found/ Demolished	31
<b>4.50</b>	302 Non-residential address	56
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	139
<b>2.11</b>	304 Upfront refusal before household selection	581
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	120
<b>2.112</b>	307 Refusal by selected	28
<b>2.25</b>	308 Away for FW period	1
<b>4.60</b>	310 Vacant/ empty housing unit	105
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	16
<b>2.11</b>	312 Upfront refusal by another household	2
<b>2.111</b>	313 Refusal by selected household	1
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	4
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	8
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	44
<b>3.17</b>	321 Inaccessible/ dangerous area	3
<b>4.70</b>	322 No eligible respondents	3

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Romania</b>
<b>1.1</b>	18 Successful interview	1030
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	56
<b>3.18</b>	301 Address Not Found/ Demolished	23
<b>4.50</b>	302 Non-residential address	22
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	124
<b>2.11</b>	304 Upfront refusal before household selection	305
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	238
<b>2.112</b>	307 Refusal by selected	8
<b>2.25</b>	308 Away for FW period	6
<b>4.60</b>	310 Vacant/ empty housing unit	72
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	4
<b>2.11</b>	312 Upfront refusal by another household	0
<b>2.111</b>	313 Refusal by selected household	0
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	3
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	2
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	68
<b>3.17</b>	321 Inaccessible/ dangerous area	9
<b>4.70</b>	322 No eligible respondents	0

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Sweden</b>
<b>1.1</b>	18 Successful interview	1053
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	6
<b>3.18</b>	301 Address Not Found/ Demolished	0
<b>4.50</b>	302 Non-residential address	3
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	266
<b>2.11</b>	304 Upfront refusal before household selection	0
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	36
<b>2.112</b>	307 Refusal by selected	34
<b>2.25</b>	308 Away for FW period	5
<b>4.60</b>	310 Vacant/ empty housing unit	2
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	0
<b>2.11</b>	312 Upfront refusal by another household	0
<b>2.111</b>	313 Refusal by selected household	0
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	3
<b>2.332</b>	316 Selected person doesn't speak national languages	11
<b>2.111</b>	317 Upfront refusal by another person from selected household	5
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	10
<b>2.23</b>	320 Unable to enter the building	62
<b>3.17</b>	321 Inaccessible/ dangerous area	2
<b>4.70</b>	322 No eligible respondents	0

<b>CATI codes (pre-recruitment)</b>		<b>Sweden</b>
<b>2.332</b>	205 CATI Selected person doesn't speak national languages	195
<b>2.20</b>	207 CATI Not reached 10 attempts	2171
<b>2.21</b>	208 CATI Away for FW period	73
<b>2.112</b>	210 CATI Refusal by selected	1187
<b>4.3</b>	211 CATI Wrong telephone number	798
<b>2.111</b>	212 CATI Refusal by another person from selected household	81
<b>2.32</b>	214 CATI Selected is physically or mentally unable / incompetent	187
<b>2.31</b>	215 CATI Selected person has passed away	7
<b>2.25</b>	216 CATI Selected person has moved from address	64
	218 CATI Successful recruitment	1368
<b>2.11</b>	219 CATI Refusal	1293
<b>3.15</b>	225 CATI Blocked by blacklist	4

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Slovenia</b>
<b>1.1</b>	18 Successful interview	1004
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	76
<b>3.18</b>	301 Address Not Found/ Demolished	4
<b>4.50</b>	302 Non-residential address	0
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	62
<b>2.11</b>	304 Upfront refusal before household selection	0
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	65
<b>2.112</b>	307 Refusal by selected	583
<b>2.25</b>	308 Away for FW period	70
<b>4.60</b>	310 Vacant/ empty housing unit	13
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	0
<b>2.11</b>	312 Upfront refusal by another household	0
<b>2.111</b>	313 Refusal by selected household	0
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	58
<b>2.332</b>	316 Selected person doesn't speak national languages	3
<b>2.111</b>	317 Upfront refusal by another person from selected household	130
<b>2.31</b>	318 Selected respondent deceased	9
<b>2.25</b>	319 Selected respondent moved away	192
<b>2.23</b>	320 Unable to enter the building	2
<b>3.17</b>	321 Inaccessible/ dangerous area	2
<b>4.70</b>	322 No eligible respondents	0

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Slovakia</b>
<b>1.1</b>	18 Successful interview	1041
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	123
<b>3.18</b>	301 Address Not Found/ Demolished	15
<b>4.50</b>	302 Non-residential address	16
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	51
<b>2.11</b>	304 Upfront refusal before household selection	404
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	96
<b>2.112</b>	307 Refusal by selected	13
<b>2.25</b>	308 Away for FW period	3
<b>4.60</b>	310 Vacant/ empty housing unit	97
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	4
<b>2.11</b>	312 Upfront refusal by another household	0
<b>2.111</b>	313 Refusal by selected household	0
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	4
<b>2.332</b>	316 Selected person doesn't speak national languages	1
<b>2.111</b>	317 Upfront refusal by another person from selected household	2
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	71
<b>3.17</b>	321 Inaccessible/ dangerous area	34
<b>4.70</b>	322 No eligible respondents	8

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>United Kingdom</b>
<b>1.1</b>	18 Successful interview	1307
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	19
<b>3.18</b>	301 Address Not Found/ Demolished	26
<b>4.50</b>	302 Non-residential address	56
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	249
<b>2.11</b>	304 Upfront refusal before household selection	1239
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	720
<b>2.112</b>	307 Refusal by selected	363
<b>2.25</b>	308 Away for FW period	96
<b>4.60</b>	310 Vacant/ empty housing unit	94
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	40
<b>2.11</b>	312 Upfront refusal by another household	8
<b>2.111</b>	313 Refusal by selected household	32
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	47
<b>2.332</b>	316 Selected person doesn't speak national languages	17
<b>2.111</b>	317 Upfront refusal by another person from selected household	92
<b>2.31</b>	318 Selected respondent deceased	3
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	22
<b>3.17</b>	321 Inaccessible/ dangerous area	5
<b>4.70</b>	322 No eligible respondents	17

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Albania</b>
<b>1.1</b>	18 Successful interview	1020
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	42
<b>3.18</b>	301 Address Not Found/ Demolished	5
<b>4.50</b>	302 Non-residential address	152
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	3
<b>2.11</b>	304 Upfront refusal before household selection	402
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	57
<b>2.112</b>	307 Refusal by selected	58
<b>2.25</b>	308 Away for FW period	23
<b>4.60</b>	310 Vacant/ empty housing unit	101
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	18
<b>2.11</b>	312 Upfront refusal by another household	0
<b>2.111</b>	313 Refusal by selected household	0
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	16
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	30
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	21
<b>3.17</b>	321 Inaccessible/ dangerous area	2
<b>4.70</b>	322 No eligible respondents	0



<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>FYR of Macedonia</b>
<b>1.1</b>	18 Successful interview	1016
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	54
<b>3.18</b>	301 Address Not Found/ Demolished	7
<b>4.50</b>	302 Non-residential address	97
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	47
<b>2.11</b>	304 Upfront refusal before household selection	363
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	28
<b>2.112</b>	307 Refusal by selected	13
<b>2.25</b>	308 Away for FW period	4
<b>4.60</b>	310 Vacant/ empty housing unit	55
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	28
<b>2.11</b>	312 Upfront refusal by another household	5
<b>2.111</b>	313 Refusal by selected household	2
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	0
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	1
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	17
<b>3.17</b>	321 Inaccessible/ dangerous area	4
<b>4.70</b>	322 No eligible respondents	2

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Montenegro</b>
<b>1.1</b>	18 Successful interview	1064
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	11
<b>3.18</b>	301 Address Not Found/ Demolished	85
<b>4.50</b>	302 Non-residential address	46
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	13
<b>2.11</b>	304 Upfront refusal before household selection	202
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	15
<b>2.112</b>	307 Refusal by selected	14
<b>2.25</b>	308 Away for FW period	9
<b>4.60</b>	310 Vacant/ empty housing unit	86
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	25
<b>2.11</b>	312 Upfront refusal by another household	0
<b>2.111</b>	313 Refusal by selected household	0
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	1
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	2
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	43
<b>3.17</b>	321 Inaccessible/ dangerous area	10
<b>4.70</b>	322 No eligible respondents	0

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Serbia</b>
<b>1.1</b>	18 Successful interview	1063
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	33
<b>3.18</b>	301 Address Not Found/ Demolished	7
<b>4.50</b>	302 Non-residential address	3
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	16
<b>2.11</b>	304 Upfront refusal before household selection	343
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	39
<b>2.112</b>	307 Refusal by selected	15
<b>2.25</b>	308 Away for FW period	3
<b>4.60</b>	310 Vacant/ empty housing unit	52
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	5
<b>2.11</b>	312 Upfront refusal by another household	0
<b>2.111</b>	313 Refusal by selected household	3
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	0
<b>2.332</b>	316 Selected person doesn't speak national languages	0
<b>2.111</b>	317 Upfront refusal by another person from selected household	2
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	16
<b>3.17</b>	321 Inaccessible/ dangerous area	6
<b>4.70</b>	322 No eligible respondents	0

<b>AAPOR code</b>	<b>EQLS 2016 outcome code</b>	<b>Turkey</b>
<b>1.1</b>	18 Successful interview	2507
<b>3.90</b>	20 System error	0
<b>1.2</b>	104 Dropped out (partial data saved, do not come back)	139
<b>3.18</b>	301 Address Not Found/ Demolished	150
<b>4.50</b>	302 Non-residential address	80
<b>2.111</b>	303 Refusal by telephone (only if confirmed by supervisor)	13
<b>2.11</b>	304 Upfront refusal before household selection	465
	305 No one at home (non-final code, appointment possible)	0
<b>2.24</b>	306 No contact after 4 visits (final code)	3
<b>2.112</b>	307 Refusal by selected	16
<b>2.25</b>	308 Away for FW period	7
<b>4.60</b>	310 Vacant/ empty housing unit	203
<b>2.331</b>	311 Upfront language barrier (person doesn't speak national languages)	28
<b>2.11</b>	312 Upfront refusal by another household	7
<b>2.111</b>	313 Refusal by selected household	1
<b>2.32</b>	315 Selected person is physically or mentally unable - incompetent	2
<b>2.332</b>	316 Selected person doesn't speak national languages	2
<b>2.111</b>	317 Upfront refusal by another person from selected household	6
<b>2.31</b>	318 Selected respondent deceased	0
<b>2.25</b>	319 Selected respondent moved away	0
<b>2.23</b>	320 Unable to enter the building	256
<b>3.17</b>	321 Inaccessible/ dangerous area	77
<b>4.70</b>	322 No eligible respondents	2

## C. Overview of the web add-on

As part of the EQLS 2016 survey, a follow-up online survey (hereinafter referred to as *web add-on*) was conducted in Germany, Poland, Slovenia and the United Kingdom. The exercise took place during the fieldwork of the EQLS 2016 (September 2016 – March 2017) and was also piloted in June-July 2016 with selected questions asked in the EQLS 2016 face-to-face pilot survey.

This was an exploratory research project with the objectives of testing mode effect (difference between answers given in the face-to-face versus online mode), to try and include additional questions not asked during the mainstage fieldwork and to try and achieve interviews with respondents who could not be contacted during the face-to-face fieldwork.

### 1. Target respondents and contact strategy

There were three targets for the web add-on:

- **target A** - Respondents who answered the face-to-face survey, said they would be willing to answer an online survey and gave their e-mail addresses;
- **target B** – Respondents who answered the face-to-face survey, said they would be willing to answer an online survey but did not give an e-mail address;
- **target C** - Respondents from households with whom no contact was established by interviewers with any household members when the address was closed (after a minimum of 4 visits) and respondents who were selected to respond in the household, but with whom no contact was established after a minimum of 4 visits.

Respondents who refused to take part in the web-add on were not invited to this follow-up survey.

#### Respondents who answered the face-to-face survey

Respondents were recruited during the face-to-face survey. First, their eligibility was assessed by two questions:

*Q27b. How frequently do you do each of the following? Use the Internet other than for work:*

- (1) *Every day or almost every day*
- (2) *At least once a week*
- (3) *One to three times a month*
- (4) *Less often*
- (5) *Never*

(99) *Refusal*

(98) *Don't know*

*Q102. Over the last 12 months, have you been online?*

- (1) *Yes*
- (2) *No*

(99) *Refusal*

(98) *Don't know*

Only respondents who chose answer (1), (2), (3) or (4) in question Q27b or (1) in question Q102 were invited to take part in the web-add on survey. Namely, at the end of the face-to-face survey, they were asked:

*We would like to ask a small number of questions, for respondents to reply online. Would you agree to receive an invitation?*

And then they were asked:

*Please tell me your email address.*

If respondents gave their e-mail address (**Target A**), the address was recorded in the script by the interviewer and used to contact the respondent with the follow-up online questionnaire and reminders.

If the respondents did not give their e-mail address for any reason (**Target B**), the interviewer gave them a letter of invitation to answer the survey online. This invitation briefly explained the exercise and provided a link that they could use to enter the survey online using a unique code (provided on the invitation), allowing a link with their face-to-face answers.

#### **Non-contacted respondents**

When an address was considered to be closed for the face-to-face fieldwork, due to no one being at home after 4 visits, or the selected respondent was identified after household selection but no contact was established after four attempts (**Target C**), the interviewer left an invitation letter in the letterbox requesting them to participate in an online survey (Note: potential respondents were not re-contacted any further for a face-to-face interview if and once this invitation letter was left). The invitation letter explained the survey details, gave a link that potential respondents could type in their Internet browser and a unique login access code to access and answer the survey.

#### **Invitations and reminders**

The strategy developed for invitations and reminders to the participants had to be different for each target respondent group.

- **Target A** respondents received:
  - A letter of invitation at the end of the face-to-face interview explaining the exercise
  - An e-mail invitation with a link to fill the survey;
  - In case of non-response, a reminder e-mail invitation to fill the survey sent around two weeks after the invitation.
- **Target B** respondents received:
  - A letter of invitation at the end of the face-to-face interview explaining the exercise, with a link to take part in the survey and a unique login code;
  - In case of non-response, a postal reminder was sent to the potential respondents around two weeks after the invitation.
- **Target C** – They received:
  - A letter of invitation with a link to fill the survey and a unique login code, which was left after the contact was closed by the interviewer;
  - Provided that the name of the respondent was known, a postal reminder to the potential respondents was sent around two weeks after the invitations;
  - If respondent's name was unknown, a postal reminder was sent to the household around two weeks after the invitation.

### **1.1. Data protection**

In order to ensure full transparency in terms of data protection, when sending the invitation to the respondents to answer the survey, Kantar Public Brussels followed the following rules (in order to be compliant with the Belgium Data Protection Act 1998 following European Directive 1995):

- Reveal the name of the company conducting the survey (TNS opinion on behalf of Eurofound);
- Explain the purpose of the survey and the use that will be made of the data;

- Guarantee that in all circumstances personal information of individual respondents and their answers will be treated as confidential;
- The data obtained through this research will be used only for research purposes and will only be stored in anonymised form;
- Reminder that cooperation is voluntary;
- Reminder that participants are entitled to withdraw at any stage of the interview;
- ‘How to contact us’ section (postal address, e-mail address and a free-toll telephone number for respondents to contact us to discuss any concerns);
- Security measures: “Our web site has security measures in place to protect the loss, misuse and alteration of the information you provided to us”;
- Explain where the data is held and processed (i.e. Belgium).

These dimensions were highlighted in the letter/e-mail of invitation and in the reminder to take part in the survey. For respondents recruited during fieldwork, the following rules applied:

- Respondents had already given their consent during the face-to-face interview;
- Respondents’ e-mail addresses were stored in Kantar’s servers in Brussels, with measures taken to control and protect access to this data;
- Those e-mail addresses were then used to send invitations to the online survey;
- Those e-mail addresses were only used for the fourth EQLS web add-on invitation and reminders. No other use was or will be made of the e-mail addresses;
- Reminder that participants were interviewed face-to-face and they gave their consent to being interviewed online;
- The answers were stored in Kantar’s servers;
- After the EQLS is finished (complete analysis of the data end of 2017), the e-mail addresses will be erased from the servers;
- The above applies also for the postal addresses (when applicable).

## 1.2. *Incentive*

Respondents of the web-add on survey could participate in a raffle that was organised after the end of fieldwork. The respondents were informed through the invitation letter (and during the face-to-face interview for targets A and B) that they could win a mini iPad.

Respondents who took part in the pilot were offered the possibility to participate in the same raffle as the ones who participated in the main survey.

The winner of the raffle was drawn on Monday 3 July 2017 out of the list of all 164 persons – all web-add on participants that wished to take part in the lottery (the question about the raffle participation was asked at the end of the web-add on survey). To draw the winner, an online tool – Infowebmaster (<http://www.infowebmaster.fr/outils/generateur-nombre-aleatoire.php>) was used. The winner of the raffle – female from Slovenia was contacted over the telephone by the local institute in Slovenia (Mediana) and informed about the win. The Apple Store voucher was sent to her via e-mail.

## 2. **Questionnaire**

The questionnaire used for the web add-on was different for the pilot and for the main survey.

### *Pilot survey*

The pilot web-add on survey consisted of a short five-minute questionnaire that included questions already asked in the face-to-face survey.

For the pilot phase, letters of invitation left after non-contact were not tested, given that the pilot was already on-going when the contact strategy was finalised. The postal information was used in this case to send a letter of invitation to the non-contacted respondents.

### ***Main survey***

The main web-add on survey consisted of a 15-minute questionnaire that included questions already asked in the face-to-face survey, as well as new questions that were only asked online. The questionnaire was different for face-to-face respondents (targets A and B) and non-contacted (target C). For non-contacted respondents, some socio-demographic questions that were impossible to collect on field were added: the size of the household, the gender and age of household members, the education level, employment status and marital status of the web respondent, along with some basic information about their quality of life: life satisfaction, satisfaction with education, job, standard of living, accommodation, family life, local area, as well as their health status.

For contacted respondents, the questionnaire consisted of questions about their quality of life (questions from the face-to-face questionnaire) and their habits in using the Internet (new questions).

## **3. Linking face-to-face data with web add-on data**

One important aspect for Eurofound was to link data from the face-to-face fieldwork and the web add-on fieldwork.

These are the strategies proposed for different types of respondents.

### ***Respondents who answered the face-to-face survey (Targets A and B)***

- **Target A respondents** - These respondents' unique IDs and e-mail addresses were retrieved from the face-to-face survey data and integrated in the web-add on script. If a respondent answered the survey, they were linked by the unique ID number.
- **Target B respondents** - As e-mail addresses were not recorded, the unique login code included in the invitation letter (and in the reminder) through which the respondent accessed the web survey was used to link the face-to-face survey with the web add-on data.

Data from the web add-on survey were merged with the final face-to-face dataset and each respondent's face-to-face and web answers were linked.

### ***Non-contacted respondents***

Since e-mail addresses were not available for these respondents, the unique code included in the invitation letter (and in the reminder) through which the respondent accessed the web survey was used to link the face-to-face with the web add-on data.

Data from the web add-on for non-respondents were merged with their contact sheet data.

## **4. Fieldwork progress for the web-add on**

Fieldwork for the web add-on in the four selected countries (Germany, Poland, Slovenia and the UK) took place in parallel with fieldwork for the face-to-face surveys. The web-add on was launched on 13 September 2016, when the first invitations were provided to the respondents willing to take the survey, who did not wish to provide their e-mail address (Target B). The first email invitations were sent on 5 October 2016 and the exercise was closed on 13 March 2017.

The total number of interviews coming from all targets was 190. In total, 1,742 invitations were sent by email or post and the ratio between completed interviews and invitations sent is 10% for the four countries. As it can be observed, the bulk of the interviews came from Target A respondents, i.e. those who shared their email address during the face-to-face



interview (144 out of 182). At a country level, the United Kingdom is the country with the most interviews conducted (68, with a total ratio interviews/invitations of 9%). Slovenia (59) and Germany (53) follow closely, although the total ratio interviews/invitations for these two countries is much higher (21% and 20% respectively), due to a lower number of face-to-face respondents willing to share their email address and lower number of final non-contacts in those two countries. In contrast, only 10 interviews were conducted in Poland, with a total ratio interviews/invitations of 3%. The low number of web interviews conducted in Poland might be associated with the fact that, in this country, a higher number of respondents (38%) was not asked to participate at all because ineligible, compared with 15%-29% in the remaining three countries. The reason for this is that only respondents who said they had been online over the last 12 months (Q102) or who have used the Internet other than for work (Q27.2) were asked if they wanted to take part in the web survey. This might be a result of the fact that the oldest age group (55+) was overrepresented in Poland by 11 percentage points. Additionally, according to Eurostat ICT data, Internet penetration among the oldest age group is lower in Poland, compared to Germany, Slovenia and the UK.

Table 27 reports the number of invitations sent and the number of completed interviews by country for each target. The total number of interviews coming from all targets was 190. In total, 1,742 invitations were sent by email or post and the ratio between completed interviews and invitations sent is 10% for the four countries. As it can be observed, the bulk of the interviews came from Target A respondents, i.e. those who shared their email address during the face-to-face interview (144 out of 182). At a country level, the United Kingdom is the country with the most interviews conducted (68, with a total ratio interviews/invitations of 9%). Slovenia (59) and Germany (53) follow closely, although the total ratio interviews/invitations for these two countries is much higher (21% and 20% respectively), due to a lower number of face-to-face respondents willing to share their email address and lower number of final non-contacts in those two countries. In contrast, only 10 interviews were conducted in Poland, with a total ratio interviews/invitations of 3%. The low number of web interviews conducted in Poland might be associated with the fact that, in this country, a higher number of respondents (38%) was not asked to participate at all because ineligible, compared with 15%-29% in the remaining three countries. The reason for this is that only respondents who said they had been online over the last 12 months (Q102) or who have used the Internet other than for work (Q27.2) were asked if they wanted to take part in the web survey. This might be a result of the fact that the oldest age group (55+) was overrepresented in Poland by 11 percentage points. Additionally, according to Eurostat ICT data, Internet penetration among the oldest age group<sup>25</sup> is lower in Poland, compared to Germany, Slovenia and the UK<sup>26</sup>.

---

<sup>25</sup> Compared to EQLS data, in Eurostat data, the oldest age group is defined as 55-74 years old, thus excluding people aged 75+.

<sup>26</sup> Data available here: <http://ec.europa.eu/eurostat/web/digital-economy-and-society>

**Table 27: Fieldwork progress EQLS 2016 web add-on**

<b>EQLS 2016 face-to-face fieldwork</b>			
<b>Country</b>	<b>Target sample</b>	<b>Number of completed face-to-face interviews</b>	<b>Achieved target (%)</b>
<b>Germany</b>	1600	1631	102%
<b>Poland</b>	1000	1016	102%
<b>Slovenia</b>	1000	1005	101%
<b>United Kingdom</b>	1300	1307	101%
<b>TOTAL</b>	4900	4959	101%
<b>Web add-on fieldwork – TARGET A (e-mail invitations)</b>			
<b>Country</b>	<b>Number of invitations sent for web add-on</b>	<b>Number of completed web interviews</b>	<b>Completed web interviews/invitations sent (%)</b>
<b>Germany</b>	116	39	35%
<b>Poland</b>	38	2	5%
<b>Slovenia</b>	185	48	26%
<b>United Kingdom</b>	512	59	12%
<b>TOTAL</b>	851	148	17%
<b>Web add-on fieldwork – TARGET B (face-to-face respondents, postal invitations)</b>			
<b>Country</b>	<b>Number of invitations sent for web add-on</b>	<b>Number of completed web interviews</b>	<b>Completed web interviews/invitations sent (%)</b>
<b>Germany</b>	12	8	67%
<b>Poland</b>	5	1	20%
<b>Slovenia</b>	6	4	67%
<b>United Kingdom</b>	1	4	-see footnote <sup>27</sup>
<b>TOTAL</b>	25	17	60%
<b>Web add-on fieldwork – TARGET C (non-contacted, postal invitations)</b>			
<b>Country</b>	<b>Number of invitations sent for web add-on</b>	<b>Number of completed web interviews</b>	<b>Completed web interviews/invitations sent (%)</b>

<sup>27</sup> For explanations about this inconsistency, see following chapter on “Main irregularities in the implementation of fieldwork”.

<b>Germany</b>	250	6	2%
<b>Poland</b>	289	7	2%
<b>Slovenia</b>	65	7	11%
<b>United Kingdom</b>	263	5	2%
<b>TOTAL</b>	863	25	3%

<b>Web add-on fieldwork – TOTAL</b>			
<b>Country</b>	<b>Number of invitations sent for web add-on</b>	<b>Number of completed web interviews</b>	<b>Completed web interviews/invitations sent (%)</b>
<b>Germany</b>	378	53	20%
<b>Poland</b>	332	10	3%
<b>Slovenia</b>	256	59	21%
<b>United Kingdom</b>	776	68	9%
<b>OVERALL TOTAL</b>	<b>1742</b>	<b>190</b>	<b>11%</b>

For ease of reading, the outcomes of the face-to-face fieldwork and of the web add-on fieldwork for targets A and B (potential web survey respondents contacted during the face-to-face fieldwork) are compared in Table 28. As can be observed, out of 4,959 face-to-face respondents in the four countries, 875 agreed to receive an invitation for the web survey (18%), with large country differences ranging from 513 (39% of all face-to-face respondents) in the United Kingdom to 43 (4% of all face-to-face respondents) in Poland.

Overall, 165 web interviews were completed for targets A and B, i.e. 19% of the total invitations sent for those two targets and 3.3% of face-to-face respondents. Poland is the country in which the lowest results were achieved both in absolute and in relative terms: only 3 web interviews were completed for targets A and B, i.e. 7% of the invitations sent and 0.3% of the face-to-face respondents. At the other end of the spectrum, it can be observed that:

- The United Kingdom is the country in which the highest number of web interviews for these two targets was achieved (63, 12% of the invitations sent and 4.8% of the face-to-face respondents);
- The highest rate of completed web interviews on invitations sent for targets A and B can be found in Germany (37%);
- Slovenia is the country with the highest rate of completed web interviews on the number of face-to-face respondents (5.2%).

**Table 28 : Face-to-face fieldwork vs. web add-on fieldwork (targets A and B)**

<b>Country</b>	<b>Number of completed face-to-face interviews</b>	<b>Number of invitations for web add-on for targets A and B</b>	<b>Number of face-to-face interviews / number of invitations (targets A and B) (%)</b>	<b>Number of completed web interviews (targets A and B)</b>	<b>Completed web interviews / invitations sent (targets A and B) (%)</b>	<b>Completed web interviews (targets A and B) / completed face-to-face interviews (%)</b>
<b>Germany</b>	1631	128	8%	47	37%	2.9%
<b>Poland</b>	1016	43	4%	3	7%	0.3%
<b>Slovenia</b>	1005	191	19%	52	27%	5.2%
<b>United Kingdom</b>	1307	513	39%	63	12%	4.8%
<b>TOTAL</b>	4959	875	18%	165	19%	3.3%

WPEF18016

---

**The European Foundation for the Improvement of Living and Working Conditions (Eurofound) is a tripartite European Union Agency, whose role is to provide knowledge in the area of social, employment and work-related policies. Eurofound was established in 1975 by Council Regulation (EEC) No. 1365/75, to contribute to the planning and design of better living and working conditions in Europe.**