



Special Eurobarometer 391

SOCIAL CLIMATE

REPORT

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This survey has been requested by the European Commission, Directorate-General Employment, Social Affairs and Inclusion and co-ordinated by Directorate-General for Communication.

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

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Special Eurobarometer 391 / Wave EB77.4 – TNS Opinion & Social

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Social Climate

Conducted by TNS Opinion & Social at the request of
Directorate-General Employment, Social Affairs and Inclusion

Survey co-ordinated by Directorate-General Communication

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INTRODUCTION

This report presents the results of the fourth in a series of Eurobarometer surveys providing an up-to-date picture of European citizens' perceptions of the current social climate. It examines their views on 15 separate aspects relating to personal circumstances, the national picture and social protection and inclusion. How do Europeans judge the present situation, how does it compare with five years ago and what are their expectations over the next 12 months – will things improve, worsen or remain the same?

The first in this series of surveys was conducted in June 2009¹, just over a year after the European economy went into recession. By June 2010, when the second wave of the survey was conducted², whilst there were signs of improvement in some Member States, the overall position was still one of economic difficulty. Twelve months later, when the third wave was conducted in June 2011³, there had been further improvement in the situation with an increase in EU27 Gross Domestic Product (GDP) and a fall in unemployment. However, by the end of 2011, the European debt crisis had worsened and Greece, Italy, Ireland, Spain and Portugal had received a financial bail-out and required to implement austerity measures.

The latest wave of the Social Climate survey, carried out by TNS Opinion & Social network in the 27 Member States of the European Union between the 2nd and 17th June 2012, evaluates Europeans' current perceptions of their own situation and that of their country. 26.622 respondents from different social and demographic groups were interviewed face-to-face at home on behalf of DG Employment, Social Affairs and Inclusion. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Research and Speechwriting" Unit)⁴. A technical note on the manner in which interviews were conducted by the Institutes within the TNS Opinion & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals⁵.

The findings of this survey have been analysed firstly at EU level and secondly by country. Some of the results have also been compared with the three previous waves of the survey conducted in 2011, 2010, 2009. Where appropriate a range of socio-demographic variables – respondents' age, terminal education age, occupation and ability to pay household bills - have been used to provide further analysis.

¹ http://ec.europa.eu/public_opinion/archives/ebs/ebs_315_en.pdf

² http://ec.europa.eu/public_opinion/archives/ebs/ebs_349_en.pdf

³ http://ec.europa.eu/public_opinion/archives/ebs/ebs_370_en.pdf

⁴ http://ec.europa.eu/public_opinion/index_en.htm

⁵ The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent has the possibility of giving several answers to the question.

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

ABBREVIATIONS			
BE	Belgium	LV	Latvia
CZ	Czech Republic	LU	Luxembourg
BG	Bulgaria	HU	Hungary
DK	Denmark	MT	Malta
DE	Germany	NL	The Netherlands
EE	Estonia	AT	Austria
EL	Greece	PL	Poland
ES	Spain	PT	Portugal
FR	France	RO	Romania
IE	Ireland	SI	Slovenia
IT	Italy	SK	Slovakia
CY	Republic of Cyprus***	FI	Finland
LT	Lithuania	SE	Sweden
		UK	The United Kingdom
		EU27	European Union – 27 Member States
		EU15	BE, IT, FR, DE, LU, NL, DK, UK, IE, PT, ES, EL, AT, SE, FI*
		NMS12	BG, CZ, EE, CY, LT, LV, MT, HU, PL, RO, SL, SK**
		EURO AREA	BE, FR, IT, LU, DE, AT, ES, PT, IE, NL, FI, EL, EE, SI, CY, MT, SK

* EU15 refers to the 15 countries forming the European Union before the enlargements of 2004 and 2007

** The NMS12 are the 12 'new Member States' which joined the European Union during the 2004 and 2007 enlargements

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

* * * * *

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

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

EXECUTIVE SUMMARY

- Europeans are broadly neutral⁶ in their overall perception of the current situation. The EU social climate index, which takes into account views on personal circumstances, the national picture and social protection and inclusion, is -0.8 in 2012, slightly lower than the 2011 index (-0.6) and those recorded in 2009 and 2010 (both -0.7).
- At a national level the social climate index ranges from a high of 2.8 (in the Netherlands and Denmark) to a low of -5.8 (in Greece). The most positive perceptions are found in the Benelux and Nordic countries, along with Austria and Germany.
- The Member States with a positive index are Denmark and the Netherlands (both 2.8), Luxembourg (2.7), Sweden (2.6), Austria (2.5), Germany (2.0), Finland and Belgium (both 1.5), Malta and the UK (both 0.1). These ten Member States have formed the top ten by overall social climate index in each of the four years of the survey⁷.
- Eight of these ten Member States show an improvement in their social climate index since 2011, with the largest gains in Denmark (up 0.7 points) and Germany (up 0.6).
- Compared with the 2009 indices, nine of these ten Member States show an improvement, with the most notable in Germany (up 1.7), followed by Austria (up 0.9) and Sweden (up 0.8). The exception, Denmark, has reversed a decline between 2009 and 2011 and returned to its 2009 index level. The least positive perceptions are among southern and eastern Member States, along with Lithuania.
- Greece is the lowest ranked Member State with an index of -5.8, followed by Romania and Hungary (both -3.8), Portugal (-3.2), Italy (-3.1), Bulgaria and Cyprus (both -2.9), Poland (-2.6), Lithuania (-2.4) and Spain (-2.1).
- Greece has been the lowest ranked Member State on this overall measure in three of the last four years (in 2010 it was second to Romania).
- The social climate index has dropped in seven of these ten Member States since 2011, with the most marked decline in Italy (down 2.0), followed by Cyprus and Greece (down 1.2 in each). The index has improved in Romania (up 0.6), Lithuania (up 0.5) and Bulgaria (up 0.1). Compared with the 2009 indices only two Member States have improved, with a small increase in Lithuania (up 0.1) and a more notable increase in Bulgaria (up 0.7).

⁶A neutral index is an index score close to 0 on a scale from -10 to 10, meaning that respondent perception on an item is neither positive nor negative.

⁷ Estonia was ranked equal tenth with the UK in 2010

- The largest declines in the index since 2009 are in Cyprus (down 2.2), Greece (down 2.0), Romania (down 1.4), Poland (down 1.3), Italy (down 1.2) and Spain (down 1.1). Other Member States with a notable positive shift in their social climate index since 2011 are Latvia up 0.8 points (to -1.9) and France up 0.7 points (to -0.4).
- Respondents who say that they almost always struggle to pay their household bills have an overall social climate index of -3.8, compared with an index of 0.5 for those who almost never have difficulty paying them. The index has worsened since 2011 for those who almost always struggle (by 0.5 points), whilst it has improved for those who almost never do (by 0.2 points).
- Respondents who are unemployed have a lower overall social climate index (-3.1) than all other occupational groups, while those in managerial jobs have the highest index (1.1), and are the only occupational group with a positive score.
- Europeans hold more positive perceptions about their personal situation than they do about national indicators. In terms of their personal situation, they are most positive about the area in which they live (3.8) and their life in general (2.7), and somewhat less positive about their personal job situation (0.9) and the financial situation of their household (0.8).
- In terms of their perceptions of measures associated with social protection and inclusion, Europeans have a positive index on healthcare provision (1.2) and relations between people from different cultural and religious backgrounds or nationalities (0.4), but are less satisfied with pension provision and unemployment benefits (both -1.4), and even less so about the way inequalities and poverty are addressed in their country (-2.1).
- Europeans are least positive about national indicators, notably those that most immediately affect their own economic situation: the employment situation (-4.0), the affordability of housing (-3.3), their national economy and the cost of living (both -3.0), and the affordability of energy (-2.6). They are somewhat less negative about the way in which public administration runs (-1.5).
- The indices for eight of the 15 measures have declined from their 2011 levels by between 0.1 and 0.8 points, with three remaining the same and four increasing by between 0.1 and 0.4 points.
- The index for all of the personal measures has declined, with life in general and job situation both down 0.8 points; household financial situation down 0.7; and local area down 0.6.
- On the eleven other measures, the only notable drop is for the employment situation (down 0.5).
- The indices for the cost of living and the way in which poverty and inequalities are addressed have both increased by 0.4 points, and for relations between people from different cultural and religious backgrounds or nationalities by 0.3.

- The majority of Europeans expect no change to their personal situation in the next 12 months in relation to their local area (73%), their life in general (58%), and their job situation and household finances (both 59%). Those who expect change are fairly evenly divided between those thinking things will improve and those who believe they will get worse.
- Most Europeans expect either no change in relation to the six national indicators and five social protection and inclusion measures, or anticipate them to get worse, with few believing that the situation will improve.
- Europeans are more pessimistic in relation to the employment situation and the national economy relative to 2011, with the proportion expecting the situation to worsen increasing from 33% to 42% for employment, and from 36% to 42% for the economy.
- On each of the measures relating to respondents' personal circumstances, Europeans are most likely to think that their situation is similar to that five years ago. Where respondents do perceive things to have changed, they are more likely to say that they have got worse than that they have improved.
- There has been an increase since 2011 in the proportion of Europeans who think their personal situation has worsened on all four measures on the five year scale: life in general (+7 percentage points), the area in which they live (+6 points) and their personal job and household financial situations (+5 points each).
- Europeans widely perceive the national situation to have deteriorated when compared with five years ago across the six national indicators. Most respondents think that the situation is worse than it was five years ago in terms of the cost of living (82%), the affordability of energy (73%) and of housing (67%), and the national economy and the employment situation (both 70%).
- The proportion of Europeans who think the employment situation has worsened on the five year scale has increased by 6 percentage points since 2011.
- As was the case in 2011, the large majority of Europeans expect either no change in the five areas of social protection and inclusion, or anticipate things getting worse, with small minorities anticipating improvements. When compared with perceptions of the national situation, there is more of a tendency for people to expect things to remain the same and less of an expectation that they will get worse.
- Although the overall picture of Europeans' perceptions on these measures remains broadly similar to that presented in 2011, the proportion thinking that the situation is worse than it was five years ago has increased on all five measures, most notably in the areas of national healthcare and pension provision (both +6 percentage points) and benefits for the unemployed (+5 points).

I. SOCIAL CLIMATE INDEX

This first chapter of the report provides an overview of the current social climate in the EU and how this compares to perceptions held over the last four years. The chapter examines Europeans' overall perceptions of the current situation, taking into account their views on personal circumstances, the national picture and areas relating to social protection and inclusion. All these opinions are summarised into a single overall score.

The overall score is based on the results of two questions. The first of these asks respondents how satisfied they are, on the whole, with the life they lead, with answers given on a four point scale from very satisfied to not at all satisfied⁸. The second question asks respondents to judge the current situation in relation to fourteen different areas covering both their personal circumstances and social and economic factors within their country. Respondents' answers to these questions use four-point scale ranging from very good to very bad⁹. In order to calculate the overall social climate index, each measure is allocated a score between -10 and 10, as shown below:





























Q1: Satisfaction with the life you lead		Q2: Judgement of current situation in 14 areas	
Very satisfied	10	Very good	10
Fairly satisfied	3.33	Rather good	3.33
Not very satisfied	-3.33	Rather bad	-3.33
Not at all satisfied	-10	Very bad	-10
Don't know	Not scored	Don't know	Not scored

The overall social climate index for each respondent is then calculated as the mean of the scores for each of the fifteen measures (one at Q1 and fourteen at Q2).

The following table shows the social climate index for the EU as a whole, and for each of the 27 Member States, both for the latest wave (EB 77.4) and for the last three waves: EB72.1 (2009), EB73.5 (2010) and EB75.4 (2011).

⁸ Q1 "On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the life you lead? (READ OUT) Very satisfied, Fairly satisfied, Not very satisfied, Not at all satisfied, Don't know"

⁹ Q2 "How would you judge the current situation in each of the following? (SHOW CARD WITH SCALE – ONE ANSWER PER LINE) (READ OUT) The area you live in, Health care provision in (OUR COUNTRY), The provision of pensions in (OUR COUNTRY), Unemployment benefits in (OUR COUNTRY), The cost of living in (OUR COUNTRY), Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities, The way inequalities and poverty are addressed in (OUR COUNTRY), How affordable energy is in (OUR COUNTRY), How affordable housing is in (OUR COUNTRY), The way public administration runs in (OUR COUNTRY), The situation of the (NATIONALITY) economy, Your personal job situation, The financial situation of your household, The employment situation in (OUR COUNTRY)? Very good, Rather good, Rather bad, Very bad, Don't know"

OVERALL SOCIAL CLIMATE INDEX (Evaluation of the current situation)					
		EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
	EU27	-0.7	-0.7	-0.6	-0.8
	NL	2.6	2.4	2.5	2.8
	DK	2.8	2.4	2.1	2.8
	LU	2.3	2.5	2.8	2.7
	SE	1.8	2.3	2.2	2.6
	AT	1.6	2.3	2.7	2.5
	DE	0.3	0.7	1.4	2
	FI	1.4	1.4	1.1	1.5
	BE	1	0.8	1.2	1.5
	MT	-0.2	0.2	-0.3	0.1
	UK	0	0	-0.1	0.1
	FR	-0.8	-0.8	-1.1	-0.4
	EE	-0.4	0	-0.3	-0.4
	CZ	-0.3	-0.1	-0.9	-0.6
	SI	-0.5	-0.9	-1.3	-1.4
	IE	-1.8	-1.4	-1.6	-1.5
	SK	-1.6	-0.8	-1.7	-1.8
	LV	-2.2	-2.3	-2.7	-1.9
	ES	-1	-0.9	-1.6	-2.1
	LT	-2.5	-3.1	-2.9	-2.4
	PL	-1.3	-1.4	-1.7	-2.6
	CY	-0.7	-0.8	-1.7	-2.9
	BG	-3.6	-3.1	-3	-2.9
	IT	-1.9	-1.8	-1.1	-3.1
	PT	-2.3	-2.8	-2.7	-3.2
	HU	-3.7	-3.4	-3.6	-3.8
	RO	-2.4	-4.5	-4.4	-3.8
	EL	-3.8	-4.3	-4.6	-5.8

The overall social climate index for the EU27 stands at -0.8 in 2012. This represents a decline from a score of -0.6 in 2011, and is slightly lower than the index of -0.7 recorded in both 2009 and 2010.

As in previous years the index varies considerably between countries. The highest indices are found in the Benelux and Nordic countries, along with Austria and Germany. The Netherlands and Denmark have the highest indices (2.8 in each case), followed by Luxembourg (2.7), Sweden (2.6), Austria (2.5), Germany (2.0) and Finland and Belgium (both 1.5).

Malta and the UK are the only other Member States with a positive index, although only marginally so (0.1 in each case). These same ten Member States have formed the top ten by overall social climate index in each of the four years of the survey¹⁰.

The overall social climate index has improved in eight of these ten Member States since 2011 and declined slightly in two (Luxembourg and Austria). The biggest improvement can be seen in Denmark (+0.7), lifting it from fifth in the rankings in 2011 to equal first in 2012, and reversing a decline between 2009 and 2011. The second largest increase (+0.6) can be found in Germany, continuing a pattern of consistent and substantial improvement since 2009, which has seen the overall index increase from 0.3 to 2.0, comfortably the largest positive shift among the EU27 countries. The slight decline in Austria, from 2.7 in 2011 to 2.5 in 2012 sees it drop from second in the rankings in 2011 to fifth in 2012, although the index of 2.5 still represents a significant improvement since 2009 (1.6). Similarly, the index in Luxembourg, while declining from 2.8 in 2011 (ranked first) to 2.7 in 2012 (ranked third), is still higher than in 2009, when it was 2.3.

Nine of the ten lowest ranked Member States on this measure are southern and eastern European countries, the only exception being Lithuania. Greece is the lowest ranked Member State with an index of -5.8, followed by Romania and Hungary (both -3.8), Portugal (-3.2), Italy (-3.1), Bulgaria and Cyprus (both -2.9), Poland (-2.6), Lithuania (-2.4) and Spain (-2.1).

Greece has been the lowest ranked Member State on this overall measure in three of the last four years (in 2010 it was second to Romania). The index in Greece has declined in each of the survey years since 2009, although the decline from -4.6 in 2011 to -5.8 in 2012 is much more marked than in previous years, a reflection perhaps of the increasing economic and political turbulence that the country has been experiencing.

Other southern European countries that are experiencing particularly difficult economic circumstances have also seen a decline in the social climate index, in particular Italy, which has seen the single largest decline of any of the 27 Member States, from -1.1 in 2011 to -3.1 in 2012, reversing an improvement of 0.7 points seen in 2011. This is reflected in a drop in Italy's ranking, from thirteenth equal in 2011 to twenty-third in 2012. In Cyprus the index has declined from -1.7 in 2011 to -2.9 in 2012, following a drop of 0.9 points between 2010 and 2011. In ranking terms, this deterioration has seen Cyprus drop from fourteenth in 2009 to equal twenty-first in 2012. The overall index has also decreased since 2011, although less markedly, in Portugal (from -2.7 to -3.2) and Spain (from -1.6 to -2.1).

Among the eastern European Member States, the biggest decline since 2011 can be observed in Poland (from -1.7 to -2.6), whilst the largest improvement found in Romania (from -4.4 to -3.8).

Other countries which have seen a notable positive shift in overall perceptions since 2011 include Latvia (from -2.7 to -1.9), France (-1.1 to -0.4) and Lithuania (-2.9 to -2.4).

¹⁰ Estonia was ranked equal tenth with the UK in 2010

The next table shows how the overall social climate index at EU level varies by **socio-demographic characteristics**, for each of the four years.

OVERALL SOCIAL CLIMATE INDEX	EB 71.2 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
EU27	-0.7	-0.7	-0.6	-0.8
Sex				
Male	-0.5	-0.5	-0.5	-0.6
Female	-0.8	-0.8	-0.8	-1
Age				
15-24	-0.1	-0.2	-0.3	-0.7
25-39	-0.8	-0.8	-0.8	-1
40-54	-0.9	-0.8	-0.7	-0.8
55 +	-0.5	-0.6	-0.5	-0.7
Education (End of)				
15-	-1.5	-1.5	-1.4	-1.8
16-19	-1	-1	-0.9	-1.1
20+	0.1	0.1	0.2	0.2
Still studying	0.6	0.3	0.4	0
Respondent occupation scale				
Self-employed	-0.6	-0.5	-0.8	-0.7
Managers	0.6	0.5	0.7	1.1
Other white collars	-0.5	-0.5	-0.1	-0.7
Manual workers	-0.8	-0.8	-0.8	-0.8
House persons	-0.9	-1.6	-1.8	-2
Unemployed	-2.9	-2.4	-2.9	-3.1
Retired	-0.6	-0.6	-0.5	-0.7
Students	0.6	0.3	0.4	0
Difficulties paying bills				
Most of the time	-3	-3.6	-3.3	-3.8
From time to time	-1.6	-1.7	-1.7	-2
Almost never	0.3	0.4	0.3	0.5

The most notable socio-demographic differences are related to occupation scale and economic circumstances as measured by people's perceptions of difficulty in paying bills.

There is a strong relationship between how difficult people say they are finding it to pay their household bills and their overall social climate index. Thus those who say that they almost never find it difficult to pay their bills have a positive index in 2012 of 0.5, compared with an index of -2.0 for those who struggle some of the time, and -3.8 for those who almost always have difficulty paying household bills. The index has worsened somewhat since 2011 for those who sometimes struggle to pay their bills (by 0.3 points) and for those who almost always struggle (by 0.5 points), whilst it has improved for those who almost never struggle (by 0.2 points).

In terms of occupation scale, the most marked difference can be seen between the perceptions of the unemployed and all other occupational groups. Those who are unemployed have an overall social climate index of -3.1 in 2012, compared with the EU average of -0.8.

House persons (-2.0) have a somewhat lower index than all other groups with the exception of the unemployed, and have seen a year-on-year decline in the social climate index from -0.9 in 2009. Managers have the highest index (1.1, up from 0.7 in 2011), and are the only group with a positive score in 2012.

The overall social climate index is similar for each of the four age groups and has declined somewhat among each group since 2011. The most marked decline has been among young people aged 15-24, from -0.3 to -0.7. This follows on from smaller annual declines among this age group since 2009 when the index was -0.1 and was somewhat higher than the indices for each of the older age groups.

In terms of gender, men (-0.6) have a slightly higher index than women (-1.0), a consistent pattern since 2009. The index has declined slightly among both men and women since 2011.

In terms of age when leaving full-time education, those who left education at the age of 20 or older have the highest index (0.2) and those who left aged 15 or younger the lowest index (-1.8). The index has declined since 2011 among those who left education aged 15 or under (by 0.4 points), those who left aged 16-19 (by 0.2 points) and those still studying (by 0.4 points), but has remained unchanged among those who left education at the age of 20 or older.

II. CURRENT SITUATION

Having explored Europeans' overall perceptions of the social climate, this chapter of the report looks at the different measures that feed into their overall perception. These are examined in three sections; the first examines four factors related to people's personal situation, the second six (primarily economic) factors related to the national situation in their country and the third five factors related to social protection and social inclusion.

2.1. PERSONAL SITUATION





























This section focuses on people's current perceptions of their personal situation in four areas: their life in general; the area in which they live; their personal job situation; and the financial situation of their household.¹¹ The results are reported as indices following the method outlined in Chapter I. Each of the four aspects of people's personal situation is examined in turn for the EU as a whole, and for each of the 27 Member States, both for the latest wave and for the last three waves.

Europeans' overall **evaluation of their life in general** is positive (2.7), being the second highest EU level index across the fifteen survey measures. However the index of 2.7 in 2012 is the lowest in the series, and has declined by 0.8 points from the high of 3.5 in 2011.

As in previous years the index varies considerably between Member States. The highest indices are found in the Nordic and Benelux countries, Ireland and the UK, and Austria and Germany. Denmark has the highest index (7.8), as it has done in the three previous years, followed by Sweden (6.8), the Netherlands (6.6), Luxembourg (5.8) and Finland (5.2).

¹¹ Q1 "On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the life you lead? (READ OUT) Very satisfied, Fairly satisfied, Not very satisfied, Not at all satisfied, Don't know"

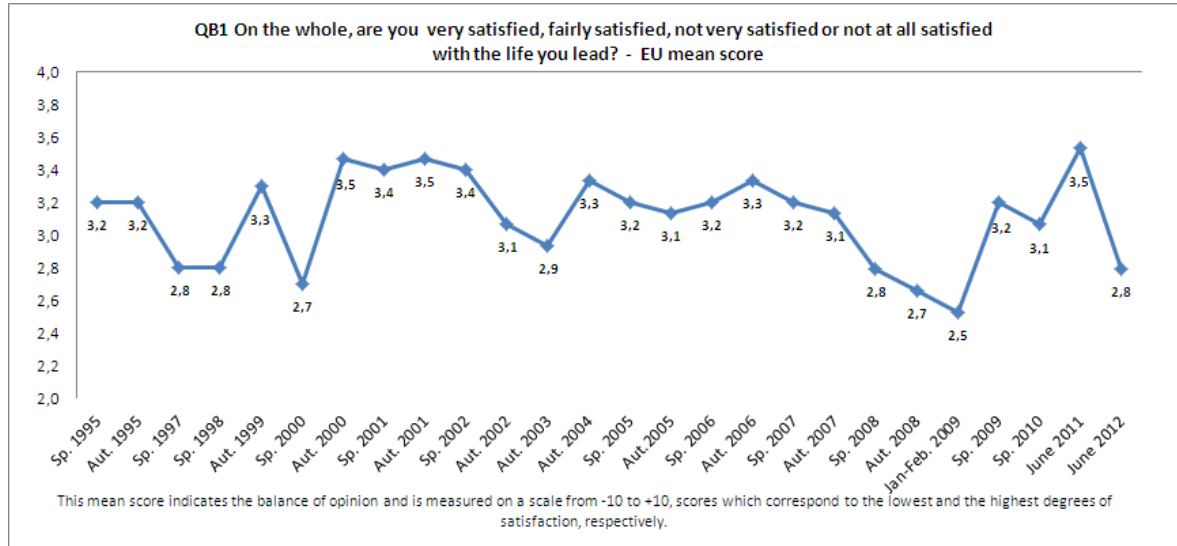
¹¹ Q2 "How would you judge the current situation in each of the following? (SHOW CARD WITH SCALE – ONE ANSWER PER LINE) (READ OUT). The area you live in, Your personal job situation, The financial situation of your household? Very good, Rather good, Rather bad, Very bad, Don't know"

Your life in general (Evaluation of the current situation)					
		EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
	EU27	3.2	3.1	3.5	2.7
	DK	8	7.7	7.5	7.8
	SE	6.5	6.6	6.8	6.8
	NL	6.4	6.1	6.5	6.6
	LU	5.7	5.7	6.2	5.8
	FI	5.9	5.6	5.8	5.2
	IE	5.3	5.8	5.7	4.7
	UK	5.3	5.1	5.2	4.6
	BE	4.9	4.7	5.1	4.5
	DE	3.9	3.9	4.5	4.2
	AT	3.6	4	3.9	3.9
	CY	4.6	4.7	5.1	3.7
	SI	3.9	4	3.5	3.6
	MT	3.9	3.9	4.6	3.2
	FR	3.4	3.4	3.6	3
	CZ	3.1	2.7	2.8	2.3
	PL	2.9	3	2.7	2.2
	ES	2.8	3.3	3.3	1.7
	SK	1.8	2.7	2.3	1.6
	EE	1.9	1.9	2.3	1.3
	LV	0.5	0.8	0.6	1.1
	IT	1.6	1.4	2.7	0.8
	LT	1.1	0.5	0.4	0.6
	RO	-0.2	-2.4	-0.9	-0.7
	HU	-0.8	0	-0.3	-0.9
	PT	0.5	-0.5	0.3	-1.2
	BG	-1.9	-2.2	-0.9	-1.6
	EL	-0.6	-0.7	-0.1	-1.8





























There are only five Member States where the net perception is negative, with Greece recording the lowest index (-1.8), followed by Bulgaria (-1.6), Portugal (-1.2), Hungary (-0.9) and Romania (-0.7).

Comparing the results with those from 2011, only six Member States show a year-on-year improvement in terms of people's satisfaction with their life as a whole, with Latvia (up 0.5 points) recording the largest increase. The largest declines are in Italy (down 1.9 points), Greece (down 1.7), Spain (down 1.6), Portugal (down 1.5), Malta and Cyprus (both down 1.4), and Ireland and Estonia (both down 1.0). In six of these eight countries the declines in 2012 follow an upturn in perceptions in 2011, the exceptions being Ireland and Spain, where the indices were similar in 2010 and 2011.

The index score of 2.8 for satisfaction with life in general has decreased by 7 points since 2011 (3.5), reaching the level from spring 2008. A gradual decline for the period from 2007-2009 is noticeable but this appears to have changed in 2011, when the score was a point higher than the lowest recorded on this line, 2.5 in January-February 2009, in the depths of the economic crisis.



The next table below shows how people rate **the area in which they live**.

The area you live in (Evaluation of the current situation)					
		EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
	EU27	4.2	4.2	4.4	3.8
	SE	7.6	7	7.3	7.9
	LU	6	6.5	6.8	6.9
	NL	6.1	6.2	6.7	6.7
	FI	6.1	6.2	6.1	5.8
	IE	6.3	6.2	6.3	5.7
	BE	6.1	5.7	5.9	5.6
	AT	4.8	5	5.2	5.2
	DE	5.1	5	5.2	5.2
	DK	5.7	4.9	5.5	5.1
	UK	5.2	5.4	5.3	4.8
	FR	5.3	5	5.2	4.6
	CY	5	4.7	4.7	3.7
	MT	4.3	3.6	4.5	3.7
	EE	3.8	3.4	4.2	3.6
	LT	3.8	3.3	3.8	3.5
	CZ	3.9	4.1	3.8	3.4
	PL	3.7	3.7	4	3.4
	ES	3.5	4.2	4.1	3.2
	SI	3.6	3.6	2.7	3.1
	SK	3.2	4	3.3	2.9
	LV	2.8	2.7	2.5	2.7
	PT	3	2.5	2.7	2.4
	RO	2.6	2.3	2.7	2.2
	HU	1.9	2.9	2.5	2
	IT	2.4	2.1	2.6	1.3
	BG	1	1.2	0.7	0.2
	EL	1.7	1.4	1.5	0

Europeans' overall evaluation of the area in which they live is positive, more so than their satisfaction with life in general, and is the highest EU level index across all of the fifteen survey measures. That said, the index of 3.8 in 2012 has declined by 0.6 points from the high of 4.4 in 2011.

The highest indices are again found in the Nordic and Benelux countries, along with Ireland, Austria, Germany and the UK. Respondents in Sweden, as in each of the three earlier waves, have the most positive perception of the area they live in, with an index in 2012 of 7.9, followed by Luxembourg (6.9), the Netherlands (6.7), Finland (5.8), Ireland (5.7), Belgium (5.6), Austria and Germany (both 5.2), Denmark (5.1) and the UK (4.8).

No Member State has a net negative perception of the area in which people live, but Greece and Bulgaria have an overall 'neutral' view, with indices of 0 and 0.2 respectively.





























Comparing the results with those from previous waves, only four Member States show a year-on-year improvement between 2011 and 2012. The biggest improvements are in Sweden, up 0.6 points to a four-year high of 7.9 and Slovenia, up 0.4 points, following a decline of 0.9 points in 2011. The index in Latvia has increased by 0.2 points and in Luxembourg by 0.1 point. Luxembourg has seen the largest increase of all EU Member States over the whole survey period, from 6.0 in 2009 to 6.9 in 2012.

The largest declines in people's perceptions of the area they live in are in Greece (down 1.5 points), Italy (down 1.3), Cyprus (down 1.0), Spain (down 0.9) and Malta (down 0.8). Across the 2009-2012 period, the largest overall declines are in Greece (from 1.7 to 0), Cyprus (from 5.0 to 3.7) and Italy (from 2.4 to 1.3).

At the EU level, the overall index of 0.9 for **people's personal job situation** in 2012 is positive even though the index has declined 0.8 points from its highest point of 1.7 recorded in 2011. Nonetheless the EU level index for personal job situation is the fourth highest among the fifteen survey measures.

The highest indices are found in the Nordic and Benelux countries, along with Austria, Germany, and the UK (and in this case, Estonia) broadly reflecting the pattern seen to date in this section. Ireland, however, ranks eighteenth out of the twenty-seven Member States on personal job situation, compared with the fifth place on local area and sixth on life in general.

As in 2011, respondents in Sweden have the most positive perception of their job situation, with an index of 5.7, followed by Denmark (5.6), Luxembourg (4.6), Finland (4.4), the Netherlands (4.1), Austria (4.0), Belgium (3.5), Germany (3.4), Estonia (2.4) and the UK (2.1).

Your personal job situation (Evaluation of the current situation)					
		EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
	EU27	1.4	1.5	1.7	0.9
	SE	4.7	5.1	5.7	5.7
	DK	5.1	5.4	5.1	5.6
	LU	4.5	5.2	4.6	4.6
	FI	5	4.9	5.6	4.4
	NL	4.3	4	3.8	4.1
	AT	3.1	3.6	4.2	4
	BE	3.3	3.2	4	3.5
	DE	2.4	2.6	3.2	3.4
	EE	1.9	2.3	2.7	2.4
	UK	2.5	2.7	2.4	2.1
	FR	2	2.3	2.6	1.9
	MT	1.8	1.9	2.4	1.8
	CZ	1.9	1.8	2	1.8
	SK	0.8	1.7	1.6	0.7
	SI	1.2	1.3	1.3	0.7
	LV	-0.2	0	0.1	0.3
	PL	1	1.2	0.7	-0.3
	IE	0	0.7	0.1	-0.6
	CY	1.9	2.2	1.6	-0.7
	LT	-1.4	-1.2	-1.5	-0.9
	ES	0.1	0.5	0.7	-1.2
	IT	-0.3	0.2	0.8	-1.3
	PT	0.2	-0.5	-0.5	-1.6
	BG	-1.5	-1.3	-1.2	-1.8
	RO	-0.5	-2.9	-2.7	-2.4
	HU	-3	-2.9	-3	-3.1
	EL	-1	-2	-2.4	-4.5

The most negative perceptions of the respondent's personal job situation are seen in southern and eastern European Member States. Greece (-4.5) has the lowest index in 2012, followed by Hungary (-3.1), Romania (-2.4), Bulgaria (-1.8), Portugal (-1.6), Italy (-1.3) and Spain (-1.2).

Comparing the results at a national level with those from previous waves, only six Member States (Lithuania, Denmark, Romania, the Netherlands, Latvia and Germany) show a year-on-year improvement between 2011 and 2012; two (Sweden and Luxembourg) show no change; and the remainder show a decline.

The biggest improvement between 2011 and 2012 is in Lithuania, up 0.6 points to a four-year high of -0.9, followed by Denmark, up 0.5 points to a four-year high of 5.6. Sweden and Germany show the largest improvements in index between 2009 and 2012 (both up by one point), followed by Austria (up by 0.9 points).

The index for personal job situation has declined by at least one point since 2011 in seven Member States: Cyprus (down 2.3 points), Greece (down 2.1), Italy (down 2.1), Spain (down 1.9), Finland (down 1.2), Portugal (down 1.1) and Poland (down 1.0). In spite of its inclusion in this group, Finland still has the fourth highest index of the 27 Member States on this measure.

Across the 2009-2012 period, the largest overall declines in people's evaluation of their personal job situation are in Greece (down 3.5 points), Cyprus (down 2.6 points), Romania (down 1.9 points) and Portugal (down 1.8 points). In the case of Romania, however, a decline of 2.4 points between 2009 and 2010 has been followed by slight improvements in 2011 and 2012.





























With an EU level index of 0.8, Europeans' overall assessment of their **household's current financial situation** closely reflects their view of their personal job situation (0.9), and is the fifth highest index among the fifteen survey measures. However, the index has declined 0.7 points from the high of 1.5 observed in 2011.

The similarity between people's evaluation of their household finances and personal job situation are largely reflected at the individual Member State level, with the highest indices found in the Nordic and Benelux states, followed by Austria and Germany, the UK and, in this case, France.

Respondents in Sweden have the most positive perception of their household's current financial situation, with an index of 5.4, followed by Denmark (4.9), the Netherlands (4.5), Luxembourg (4.1), Finland (3.1), Belgium and Austria (both 3.0), Germany (2.6), the UK (2.2) and France (1.5). These ten Member States have been ranked in the top ten on this measure in each of the four survey years, with the most notable change in ranking being a gradual improvement in Austria from ninth in 2009 to equal sixth in 2012.

The most negative perceptions of household finances are again seen in southern and eastern European Member States. Greece (-4.3) has the lowest index in 2012, followed by Hungary (-3.2), Bulgaria (-2.8), Portugal (-2.1) and Romania (-1.9).

Eight Member States show a year-on-year improvement between 2011 and 2012, although the movements tend to be small. The biggest improvements are in Sweden and Lithuania (up 0.4 points), followed by Malta and the Netherlands (up 0.3 points). Austria, while its index remains at the same level as in 2011, has seen the largest improvement of any Member State on this measure since the first wave, from a baseline of 1.8 in 2009 to 3.0 in 2012.


The financial situation of your household (Evaluation of the current situation)				
	EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
 EU27	1.2	1.1	1.5	0.8
 SE	5	4.8	5	5.4
 DK	4.7	4.8	4.7	4.9
 NL	4.6	4	4.2	4.5
 LU	4.1	4.5	4.6	4.1
 FI	3.7	3.8	4	3.1
 BE	2.8	2.7	3.3	3
 AT	1.8	2.6	3	3
 DE	2	1.9	2.5	2.6
 UK	2.1	2.3	2.6	2.2
 FR	1.5	1.6	1.8	1.5
 MT	0.6	0.9	0.5	0.8
 EE	0.9	1.1	1.5	0.7
 CZ	0.6	0.8	0.8	0.6
 SI	1.1	0.8	0.9	0.4
 SK	0	1.1	0.4	0.2
 IE	0.7	1.1	0.8	0
 LV	-0.6	-0.7	-0.4	-0.2
 PL	0.2	0.1	0.1	-0.5
 ES	0.7	0.6	1.1	-0.6
 LT	-0.7	-0.8	-1	-0.6
 IT	0.5	0.4	1.5	-0.7
 CY	0.5	1.1	0.2	-1
 RO	-0.9	-2.8	-2.1	-1.9
 PT	-0.4	-1	-0.9	-2.1
 BG	-2.5	-2.3	-2.3	-2.8
 HU	-3.2	-2.5	-2.5	-3.2
 EL	-0.8	-1.9	-2.1	-4.3

The index for household financial situation has declined by at least one point since 2011 in five Member States: Italy and Greece (both down 2.2 points), Spain (down 1.7), and Portugal and Cyprus (both down 1.2).


Across the 2009-2012 period, the largest overall declines in people's evaluation of their household's financial situation are in Greece (down 3.5 points), Portugal (down 1.7), Cyprus (down 1.5), Spain (down 1.3) and Italy (down 1.2). In both Spain and Italy the deterioration in 2012 follows a notable upturn between 2010 and 2011.


This section concludes by providing an overview of the most notable **socio-demographic differences** on the four measures relating to people's personal situation. As was the case in relation to the overall social climate index, the key factors that differentiate how people feel about their personal situation are their perception of how difficult it is to pay their household bills, their occupation scale and, to a somewhat lesser extent, the age at which they left education.

There is a strong relationship between how difficult people are finding it to pay their household bills and their perceptions of their personal situation. Those who struggle to pay their bills most of the time have much lower indices than those who almost never struggle to do so on all four measures, with particularly large differences between these two groups in relation to their personal job situation and household financial situation.


EB77.4 (2012)	Your life in general	The area you live in	Your personal job situation	The financial situation of your household
EU27	2.7	3.8	0.9	0.8
 Difficulties paying bills				
Most of the time	-1.6	1.1	-4	-4.7
From time to time	1.2	2.8	-0.8	-1
Almost never	4.3	4.8	2.9	2.8

The results across the four survey years also show a more marked deterioration in the perceptions of those who routinely struggle to pay their household bills than among those who almost never struggle to pay bills. However, there are signs in 2012, when compared with 2011, that even the latter group is starting to find things more difficult:

Change in index 2012 vs. 2009 (EB77.4 - EB.71.2)	Your life in general	The area you live in	Your personal job situation	The financial situation of your household
 Difficulties paying bills				
Most of the time	-1.3	-1,0	-1.2	-0.7
Almost never	-0.1	-0.2	-0.2	-0.1


Change in index 2012 vs. 2011 (EB77.4 - EB.75.4)	Your life in general	The area you live in	Your personal job situation	The financial situation of your household
 Difficulties paying bills				
Most of the time	-0.9	-1.3	-1.1	-0.8
Almost never	-0.4	-0.4	-0.4	-0.3

In terms of the respondent's occupation scale the largest differences in the 2012 indices are between the unemployed, who score lowest on all four measures, and managers, who score highest on each measure:

EB77.4 (2012)	Your life in general	The area you live in	Your personal job situation	The financial situation of your household
EU27	2.7	3.8	0.9	0.8
 Respondent occupation scale				
Managers	4.7	5.1	4.4	3.4
Unemployed	-0.3	1.9	-5.9	-3.2

The pattern of declining indices across the four measures seen at the EU level is reflected across all occupational groups, although most markedly among other white collar workers, who show the largest decline among the occupational groups on these measures.

In terms of age when leaving full-time education, those who left education at the age of 15 or younger, or aged 16-19, are less satisfied with their personal situation than those who continued their education to age 20 or older and students:

EB77.4 (2012)	Your life in general	The area you live in	Your personal job situation	The financial situation of your household
EU27	2.7	3.8	0.9	0.8
 Education (End of)				
15-	1.7	3.5	-0.6	-0.3
16-19	2.2	3.6	0.6	0.5
20+	3.9	4.5	2.4	2.2
Still studying	4.4	4.2	1.7	1.8

2.2. COUNTRY SITUATION





























Having explored Europeans' perceptions of their personal situation, this next section looks at their views on the national picture, with a particular focus on economic indicators.

Respondents were asked to judge the current situation in relation to six aspects of life in their own country: the cost of living; the affordability of energy; the affordability of housing; the way public administration runs; the economic situation; and the employment situation.¹²

As before, the results are reported as indices. Each of the six aspects is examined in turn for the EU as a whole, and for each of the 27 Member States, both for the latest wave and for the last three waves.

¹² Q2 "How would you judge the current situation in each of the following? (SHOW CARD WITH SCALE – ONE ANSWER PER LINE) (READ OUT). The cost of living in (OUR COUNTRY), How affordable energy is in (OUR COUNTRY), How affordable housing is in (OUR COUNTRY), The way public administration runs in (OUR COUNTRY), The situation of the (NATIONALITY) economy, The employment situation in (OUR COUNTRY)? Very good, Rather good, Rather bad, Very bad, Don't know"

The table below summarises people's satisfaction with the **cost of living** in their country.

The cost of living in (OUR COUNTRY) (Evaluation of the current situation)					
		EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
	EU27	-3	-2.7	-3.4	-3
	SE	1.9	2.2	1.6	2.4
	NL	1.4	1.2	1.2	2.1
	AT	0.2	1.3	1	0.8
	DE	-0.5	-0.2	-0.7	0.7
	DK	1.4	1.4	0.4	0.6
	LU	0.4	-0.8	-1.5	-0.5
	BE	-2	-1.1	-1.6	-0.8
	FI	-1.3	-1	-2	-1.9
	UK	-2.3	-1.7	-3.2	-2.1
	FR	-3.9	-3.6	-4.7	-3.1
	ES	-3.6	-2.7	-4.5	-3.6
	SI	-4.1	-3.9	-4.4	-3.9
	CZ	-3.1	-3.1	-4.4	-4.3
	SK	-4.2	-3.3	-5.1	-4.9
	MT	-5.6	-4.8	-6.1	-4.9
	IE	-5.6	-4.9	-5.6	-4.9
	LV	-5.9	-5.1	-7.3	-5.4
	PL	-4.2	-4	-5	-5.6
	LT	-4.3	-5.2	-5.9	-5.6
	IT	-4.7	-4.1	-3.5	-5.7
	PT	-5.5	-5.2	-5.6	-5.8
	BG	-5.8	-5.5	-5.9	-5.9
	EE	-3.2	-3.4	-5.6	-6
	CY	-4.3	-3.6	-4.9	-6.1
	HU	-6.1	-6.1	-6.3	-6.3
	RO	-5.3	-6.5	-7	-6.6
	EL	-6.1	-6.2	-6.7	-7.5

Europeans' net evaluation of the cost of living in their country is somewhat negative, with an index of -3.0 at the EU level. This is among the four lowest overall indices for any of the fifteen survey measures. Still this index represents a slight improvement on the overall score of -3.4 recorded in 2011, but remains slightly lower than the high point of -2.7 in 2010.

The index varies considerably between Member States, with the highest indices again found in the Nordic and Benelux countries, Austria and Germany, and the UK and France. Having said this, only five Member States have a positive index on this measure, and only two – Sweden (2.4) and the Netherlands (2.1) – having an index of one or higher. Five Member States have an index of -6 or lower, with Greece having the lowest score (-7.5), followed by Romania (-6.6), Hungary (-6.3), Cyprus (-6.1) and Estonia (-6.0).

Comparing the results at a national level with those from 2011, eighteen Member States show an improvement in terms of people's satisfaction with the cost of living, reflecting the overall net improvement on this measure. The largest improvement is in Latvia (up 1.9 points), although this follows a sharp decline of 2.2 points between 2010 and 2011, which saw Latvia ranked lowest of the 27 Member States on this measure in 2011. The improvement in 2012 sees Latvia moving up to the seventeenth place in the rank order on this measure.

Other Member States which see improvements of one point or more on this measure in 2012 are France (1.6), Germany (1.4), Malta (1.2), the UK (1.1) and Luxembourg (1.0). The largest improvements between 2009 and 2012 are in Germany and Belgium (both up 1.2 points).





























The largest declines in perceptions of the cost of living since 2011 are in Italy (down 2.2 points), Cyprus (down 1.2), Greece (down 0.8) and Poland (down 0.6). Estonia has seen the largest deterioration on this measure of the 27 Member States since 2009 (down 2.8 points), with the second largest drop being in Cyprus (down 1.8 points).

People's evaluation of **how affordable energy currently is** in their country is similar to that for the overall cost of living, with an index of -2.6 at the EU level. The index is unchanged at the EU level since 2011, and somewhat lower than in 2009 (-2.2) and 2010 (-2.0).

There is again a large amount of variation between individual Member States, although this variation follows a somewhat different pattern from those seen earlier in the report. This is not unexpected, since energy prices in individual countries will reflect a range of different supply and demand conditions in each country that are not necessarily related to a country's overall economic situation¹³.

The most positive perceptions of the affordability of energy are in the Czech Republic (3.4), Estonia (3.1) and Latvia (2.3). These Member States have occupied the first three positions on this measure in each of the four survey years. Four other Member States have positive indices on this measure in 2012: the Netherlands (1.5), Austria and Luxembourg (both 0.6), and Denmark (0.4), with Sweden having a neutral score of zero. It is worth noting in this context that the cost to consumers of gas and electricity in both Denmark and Sweden is high relative to other EU countries.

¹³ including the geopolitical situation, import diversification, network costs, environmental protection costs, severe weather conditions and levels of excise and taxation
(http://epp.eurostat.ec.europa.eu/statistics_explained/index.php/Energy_price_statistics)

How affordable energy is in (OUR COUNTRY) (Evaluation of the current situation)				
	EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
 EU27	-2.2	-2	-2.6	-2.6
 CZ	3.2	3.2	2.9	3.4
 EE	3.8	4.4	3.5	3.1
 LV	3.2	2.9	1.9	2.3
 NL	0.3	1.2	1.1	1.5
 AT	0.1	1.2	1.3	0.6
 LU	0	0.5	0.2	0.6
 DK	1.1	0.6	0	0.4
 SE	0.1	-1.2	-2.2	0
 ES	1.7	1.1	0.2	-0.5
 BG	-5.9	-0.3	-0.5	-0.7
 DE	-2.1	-1.6	-1.4	-1.8
 SI	-1.3	-2.2	-2.5	-2
 FI	-2.2	-1	-3	-2.3
 UK	-3.3	-2.3	-4.1	-2.9
 FR	-2	-2.5	-3.9	-2.9
 BE	-2.8	-2.7	-3.7	-3
 SK	-2.8	-1.6	-3.6	-3.3
 PL	-3.6	-3.4	-4.3	-3.8
 IE	-3.7	-3.4	-4.4	-4.2
 IT	-2.9	-2.7	-2.4	-4.6
 LT	-3.7	-5.3	-5.1	-5.1
 MT	-4.9	-4.8	-5.9	-5.2
 PT	-4.7	-4.6	-5.1	-5.6
 HU	-5.9	-6	-5.9	-5.7
 RO	-4	-5.3	-6.1	-5.8
 EL	-5	-5.8	-6.3	-6.9
 CY	-4.4	-4.8	-5.9	-7.7

There is more similarity with earlier findings in terms of the countries with the most negative perceptions of the affordability of energy. Seven Member States have an index of -5 or lower on this measure: Cyprus (-7.7), Greece (-6.9), Romania (-5.8), Hungary (-5.7), Portugal (-5.6), Malta (-5.2) and Lithuania (-5.1).

Seventeen Member States show an improvement in terms of people's judgements of the affordability of energy relative to the position in 2011, with the largest improvements observed in Sweden (up 2.2 points), the UK (1.2 points) and France (1.0 points). Between 2009 and 2012 the index on this measure has improved by one point or more in just two Member States, Bulgaria and the Netherlands.

In Bulgaria, the net increase is 5.2 points, although this is entirely accounted for by a huge shift in perceptions between 2009 and 2010, when the index moved from -5.9 to -0.3¹⁴, followed by slight declines in 2011 and 2012. In the Netherlands the index has increased by 1.2 points over the same time period, from 0.3 in 2009 to 1.5 in 2012.

The largest declines in people's judgements of the affordability of energy relative to the position in 2011 are in Italy (-2.2) and Cyprus (-1.8). Cyprus has also seen the largest deterioration among the 27 Member States in perceptions of the affordability of energy since 2009 (down 3.3 points), followed by Spain (down 2.2 points), Greece (1.9), Romania (1.8) and Italy (1.7).





























Europeans' **evaluation of the affordability of housing** in their country is similar to their view of the overall cost of living, with an index of -3.3 at the EU level. This index is unchanged since 2011, but is slightly lower than the high point of -2.7 in 2010.

The index varies between Member States. As was the case in relation to perceptions of energy costs, there is no clear pattern in terms of countries with the highest indices, whilst those with the lowest indices broadly reflect the pattern seen on other measures.

Six Member States have a positive index on this measure, with the highest in Denmark (1.6), followed by Sweden (0.7), Estonia (0.5), Germany and Latvia (both 0.3) and Austria (0.1). The remaining 21 Member States have a negative index, with ten having an index of -5 or lower. Cyprus has the lowest index (-6.9), followed by Lithuania and Greece (both -5.8), Poland (-5.6), Romania (-5.5), Spain (-5.3), Hungary and Italy (both -5.2), and Luxembourg and Portugal (both -5.0).

Nineteen of the 27 Member States have seen an improvement in perceptions of the affordability of housing since 2011, with the largest improvements being in Malta (up 1.1 points), France (0.9), and the UK and Bulgaria (both 0.8).





























¹⁴ This may reflect the economic recovery in Bulgaria in 2010, following a rapid economic decline in 2009 http://epp.eurostat.ec.europa.eu/tgm/table.do?jsessionid=9ea7974b30dd8549af6fd90a4215b5a4bd09638f55ac_e34SbxiPb3uSb40Lb34LaxqRb30Ne0?tab=table&plugin=1&language=en&pcode=tsieb020

How affordable housing is in (OUR COUNTRY) (Evaluation of the current situation)				
	EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
 EU27	-3.1	-2.7	-3.3	-3.3
 DK	0.9	1.6	0.9	1.6
 SE	1.1	0.7	0.1	0.7
 EE	1.1	1.6	0.6	0.5
 DE	0.7	0.5	0.6	0.3
 LV	0.7	0.5	0	0.3
 AT	-0.2	0.6	0.8	0.1
 NL	0.1	-0.2	-0.6	-0.2
 CZ	-1.3	-1.2	-1	-0.5
 BG	-6.4	-1.2	-2	-1.2
 IE	-4.4	-3.1	-2.2	-1.6
 BE	-2.9	-2.1	-2.8	-2.1
 FI	-2	-1.7	-2.8	-2.5
 UK	-3.6	-3.1	-4.4	-3.6
 FR	-4	-3.3	-4.8	-3.9
 SK	-4	-3.4	-4.7	-4.2
 SI	-4	-4.4	-5.2	-4.5
 MT	-5	-4.6	-5.6	-4.5
 LU	-4.2	-4.2	-5.2	-5
 PT	-4.3	-4.3	-5	-5
 IT	-4.2	-3.6	-3.3	-5.2
 HU	-5.1	-5.1	-5	-5.2
 ES	-5.3	-4.1	-5.8	-5.3
 RO	-5.4	-5.7	-6.1	-5.5
 PL	-5	-5.3	-5.5	-5.6
 EL	-4.9	-5.1	-5.3	-5.8
 LT	-5.6	-5.9	-6	-5.8
 CY	-7.5	-6.5	-7.3	-6.9

Between 2009 and 2012 the index on this measure has improved by one point or more in just two Member States, Bulgaria and Ireland. In Bulgaria, the net increase is 5.2 points. As was the case in relation to the affordability of energy, this relates to a shift in perceptions between 2009 and 2010, when the index moved from -6.4 to -1.2. Ireland, in contrast, has seen a steady year-on-year improvement in perceptions of the affordability of housing since 2009, from -4.4 in 2009 to -1.6 in 2012.

The largest decline in satisfaction between 2011 and 2012 with housing costs is in Italy (-1.9), followed by Austria (-0.7) and Greece (-0.5). There have been no dramatic declines in any Member States between 2009 and 2012, with Italy (down 1.0) the only one showing a decline of at least one point, having improved slightly in 2010 and 2011, before falling back in 2012.

The fourth measure in this section concerns people's views of **the way that public administration runs** in their country.

The way public administration runs in (OUR COUNTRY) (Evaluation of the current situation)					
		EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
	EU27	-1.2	-1.3	-1.4	-1.5
	LU	1.5	1.6	2.4	2.4
	DE	1.2	1	1.4	2.2
	SE	1.5	2	1.7	2
	DK	1.6	1.2	0.8	1.9
	AT	1.2	1.7	1.8	1.7
	FI	1.4	0.9	0.5	1.5
	EE	1.5	1.4	1.6	1.2
	BE	0.4	0.1	0.3	1
	UK	-1.5	-0.4	-0.9	0
	NL	-0.2	-0.6	-0.5	0
	FR	-1.1	-1.3	-1.6	-0.8
	MT	-1	-0.6	-1.4	-1
	BG	-2.4	-2.2	-1.5	-1.5
	SK	-1.1	-0.9	-1.4	-1.6
	CZ	-1.1	-1	-1.8	-2.1
	SI	0.3	-1.2	-2.4	-2.3
	HU	-2.4	-2.2	-2.1	-2.7
	PL	-1.8	-1.7	-2	-3.1
	LT	-2	-3	-3.3	-3.2
	LV	-5	-5.6	-4.9	-3.2
	CY	-1.4	-1.1	-0.9	-3.4
	ES	-1.2	-1.3	-2.8	-3.7
	IE	-4	-4.1	-3.8	-3.8
	PT	-3.1	-3.5	-3.4	-3.9
	RO	-3.6	-6	-5.8	-4.2
	IT	-3.2	-2.8	-2.7	-5
	EL	-5	-6	-5.9	-7.1

Europeans' overall judgement of the way that public administration runs in their country is slightly negative, but less so than for the five other measures covered in this section, with an index of -1.5 at the EU level. There has been a slight but consistent deterioration in perceptions on this measure over the four years of the survey, with the index falling by 0.1 each year from a high of -1.2 in 2009.

As with other measures, there are large differences in perceptions between the 27 Member States. The pattern tends to follow that seen for most of the measures, with the highest indices found in the Nordic and Benelux countries, Germany, Austria and the UK, with Estonia also having relatively positive views on administration.

Luxembourg has the highest index (2.4), followed by Germany (2.2), Sweden (2.0), Denmark (1.9), Austria (1.7) and Finland (1.5).

Ten Member States have an index of -3 or worse on this measure. Greece has the most negative perceptions (-7.1), followed by Italy (-5.0), Romania (-4.2), Portugal (-3.9), Ireland (-3.8), Spain (-3.7), Cyprus (-3.4), Latvia and Lithuania (both -3.2) and Poland (-3.1).

Thirteen Member States show an improvement since 2011 in terms of people's satisfaction with the way that public administration runs in their country. The largest improvement is in Latvia (up 1.7 points), followed by Romania (1.6), Denmark (1.1) and Finland (1.0).





























The largest improvements between 2009 and 2012 in terms of perceptions of the cost of living are in Latvia (up 1.8 points), the UK (1.5) and Germany (1.0).

Perceptions of the way that public administration runs have worsened since 2011 in eleven Member States, with the largest declines in Cyprus (down 2.5 points) and Italy (down 2.3). Over the four survey years the single largest decline is in Slovenia, down 2.6 points from 0.3 in 2009 to -2.3 in 2012, although the index has stabilised in 2012 following drops in both 2010 and 2011. The indices in Spain (down 2.5 points), Greece (down 2.1) and Cyprus (down 2.0) have also dropped by two points or more between 2009 and 2012.

Europeans' **perceptions of the current economic situation in their country** are somewhat negative overall, and are similar to their views on the cost of living. The index of -3.0 at the EU level is similar to the score recorded in 2011 (-2.9), and represents an improvement on the indices of -4.1 and -3.6 recorded in 2009 and 2010 respectively.

The index varies between Member States, with the distance between the most positive and most negative ratings higher than for any other of the 15 measures, with the exception of health care provision.

The highest indices are again found in the Nordic and Benelux countries, Austria and Germany. Six Member States have a positive index on this measure, with the highest index being found in Sweden (3.8), followed by Germany (3.5), Luxembourg (2.8), Austria (1.9), Finland (1.3) and Denmark (1.2).

The economic situation in (OUR COUNTRY) (Evaluation of the current situation)					
		EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
	EU27	-4.1	-3.6	-2.9	-3
	SE	-1	3.1	4.4	3.8
	DE	-3.2	-0.4	3.2	3.5
	LU	1.4	2.3	3.4	2.8
	AT	-1.4	0.7	2.5	1.9
	FI	-0.2	0.1	0.3	1.3
	DK	2.4	-0.3	-0.2	1.2
	NL	0.1	0.3	1.5	0
	BE	-3.4	-2.6	-0.1	-0.1
	EE	-4.7	-2.5	-1.5	-1.2
	MT	-3.8	-2.1	-2.9	-2.3
	PL	-1.8	-1.4	-2.8	-2.6
	FR	-4.3	-4.2	-3.8	-3.1
	SK	-3.7	-3.3	-4.7	-4
	LT	-5.2	-6.1	-5.1	-4.2
	UK	-5.5	-5.2	-4.5	-4.3
	CZ	-4.4	-4.5	-5	-4.5
	LV	-8.3	-7.3	-7.1	-4.6
	SI	-2.8	-3.6	-5.5	-5.5
	BG	-5.7	-6.2	-5.9	-5.7
	IT	-4.8	-4.3	-3.9	-6.1
	PT	-5.9	-5.9	-6.3	-6.4
	HU	-7.3	-6.5	-6.1	-6.4
	RO	-5.1	-7.4	-7.3	-6.5
	CY	0.4	-2.3	-3.4	-6.8
	IE	-6.5	-7.1	-7.8	-7.3
	ES	-5.3	-6.2	-6.8	-7.5
	EL	-6.2	-7.9	-8.5	-8.6

Ten Member States have an index of -5 or lower, with respondents in Greece having the most negative perception of their country's current economic situation, their index of -8.6 being the lowest recorded in the 2012 survey, and indeed the lowest recorded on any measure across the four survey years. Greece is followed by Spain (-7.5), Ireland (-7.3), Cyprus (-6.8), Romania (-6.5), Hungary and Portugal (both -6.4), Italy (-6.1), Bulgaria (-5.7) and Slovenia (-5.5).

Comparing the results at a national level with those from 2011, fifteen Member States show a year-on-year improvement in terms of people's satisfaction with the current economic situation in their country. The largest improvement is in Latvia (up 2.5 points), followed by Denmark (up 1.4 points) and Finland (up 1.0).

There are some notable improvements in perceptions of the national economic situation at country level across the four years of the survey, with net increases of more than three points recorded in six Member States:





























- Germany has seen a particularly strong improvement in perceptions, with large year-on-year increases in 2010 and 2011 followed by a slight improvement in 2012, leading to an overall net improvement between 2009 and 2012 of 6.7 points. This improvement has seen Germany rise in the ranking on this measure from tenth of the 27 Member States in 2009 to second in 2012.
- Sweden has also seen a large increase between 2009 and 2012 of 4.8 points, with an increase of 4.1 points between 2009 and 2010 seeing it move from the sixth ranked Member State on this measure to the first, where it has remained since, although its index has fallen back by 0.6 points between 2011 and 2012.
- Like Germany, Latvia has seen a year-on-year improvement, from a low of -8.3 in 2009 (when it was ranked lowest of the 27 Member States) to a high of -4.6 in 2012 (and a ranking of seventeenth), a net gain of 3.7 points, reflecting a similar improvement in perceptions of the cost of living in the country reported earlier in this section.
- Estonia has also seen a positive trend each year in terms of how its people view the economic situation in the country, resulting in a 3.5 point net gain, from -4.7 in 2009 to -1.2 in 2012, and a rise from sixteenth position to ninth.
- Austria has seen a net gain of 3.3 points between 2009 (-1.4) and 2012 (1.9), although, like Sweden, has fallen back by 0.6 points between 2011 and 2012.
- Belgium too has seen a net gain of 3.3 points between 2009 (-3.4) and 2012 (-0.1), although the index has remained unchanged between 2011 and 2012.

The largest decline in perceptions of the current economic situation between 2011 and 2012 is in Cyprus (down 3.4 points), followed by Italy (down 2.2) and the Netherlands (down 1.5). The decline in the Netherlands, surprising in the context of the other results reported to date, reflects the actual economic situation in the Netherlands, which fell into recession in the third quarter of 2011 and where the economy remains precarious¹⁵.

By far the largest deterioration in satisfaction with the current national economic situation between 2009 and 2012 is to be seen in Cyprus where there has been a year-on-year decline, from an index of 0.4 in 2009 to -6.8 in 2012, a net drop of 7.2 points. This has resulted in Cyprus, whose banks have a large exposure to Greek debt, plummeting dramatically in the rankings on this measure from third of 27 Member States in 2009 to twenty-fourth in 2012. Other than Cyprus, only three other Member States have seen their index drop by more than two points between 2009 and 2012, Slovenia dropping 2.7 points from -2.8 in 2009 to -5.5 in 2012; Greece 2.4 points from -6.2 in 2009 to -8.6 in 2012; and Spain 2.2 points from -5.3 in 2009 to -7.5 in 2012.

¹⁵ http://epp.eurostat.ec.europa.eu/cache/ITY_PUBLIC/2-15052012-AP/EN/2-15052012-AP-EN.PDF

The last measure examined in this section concerns people's level of satisfaction with the **employment situation** in their country

The employment situation in (OUR COUNTRY) (Evaluation of the current situation)		EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
 EU27		-4.4	-4	-3.5	-4
 AT		-1.7	0	2	1.7
 DE		-4.1	-2.3	0.6	1.4
 LU		-0.9	0.9	1.5	0.8
 NL		0.8	0.6	1.6	-0.1
 SE		-2.4	-0.6	0.6	-0.3
 FI		-2.2	-1.6	0	-0.5
 BE		-2.8	-2.1	-0.1	-0.5
 DK		0.6	0.1	-0.1	-0.9
 MT		-3.4	-1.4	-2.2	-0.9
 EE		-5.1	-4.8	-3.4	-3.3
 CZ		-4.1	-4.4	-4	-4
 FR		-5.3	-4.6	-4	-4.2
 UK		-4.6	-3.5	-3.8	-4.3
 LT		-5.6	-6.1	-5.3	-4.3
 PL		-3.2	-3.2	-3.9	-4.9
 LV		-7.2	-6.9	-6.2	-5
 SK		-5.1	-4.8	-5	-5.2
 HU		-6.3	-6	-5.8	-6.1
 CY		-1.5	-2.5	-4.1	-6.2
 IT		-4.8	-4.7	-4.1	-6.4
 BG		-4.9	-6.1	-6.2	-6.4
 SI		-4.1	-5.1	-5.9	-6.6
 PT		-6.2	-5.8	-6.2	-6.7
 RO		-4.9	-7.2	-7.1	-6.9
 IE		-6.8	-7.4	-8.1	-7.5
 EL		-5.8	-6.6	-7.9	-8.2
 ES		-6.4	-7	-7.7	-8.2

Europeans assess the employment situation in their country more negatively than they do any of the other dimensions they are asked about in the survey, with an index of -4.0 at the EU level. The index has declined from -3.5 in 2011, returning to its 2010 level, but is higher than the index of -4.4 recorded in 2009.

Variation in the index between Member States broadly reflects the pattern seen on most measures, with the highest indices found in Austria, Germany and the Benelux and Nordic countries, together, in this case, with Malta; and the lowest indices found in southern and eastern European states, together with Ireland. Only three Member States have a positive index on this measure, with Austria having the highest index (1.7), followed by Germany (1.4) and Luxembourg (0.8).

Ten Member States have an index of lower than -6. Respondents in Spain and Greece have the most negative perceptions of their countries' current employment situation, each with an index of -8.2, followed by Ireland (-7.5); Romania (-6.9); Portugal (-6.7); Slovenia (-6.6); Italy and Bulgaria (both -6.4); Cyprus (-6.2); and Hungary (-6.1).

Not surprisingly, there is a strong relationship between the respondents' perceptions of the employment situation in their country and the level of unemployment in the country concerned, with higher indices generally found in Member States with relatively low levels of unemployment, and vice versa¹⁶. For example, Austria Germany, Luxembourg and the Netherlands, which score highest on this measure, have the four lowest current unemployment rates in the EU27 (although not in the same rank order); and Spain and Greece, which score lowest on this measure, have the highest unemployment rates in the EU27. There are some exceptions to this rule, most notably Romania, which has the ninth lowest unemployment rate in the EU27, but ranks twenty-fourth in terms of respondents' perceptions of the employment situation in the country. Of course, people's perceptions of the employment situation in their country may be influenced by a wider range of factors than simply the rate of unemployment.

People's judgements of the employment situation in their country have improved in seven Member States since 2011, with the largest improvements observed in Malta (up 1.3 points), Latvia (1.2) and Lithuania (1.0). These improvements reflect reductions in the unemployment rate over the past 12 months in each of these Member States.

Germany, which, as noted earlier, has seen a particularly strong improvement in people's evaluation of its economic situation since 2009, has also seen the largest net improvement in perceptions of the employment situation in the country between 2009 and 2012, with a net increase of 5.5 points over this period. Austria has also seen a notable net gain of 3.4 points, similar to the gain of 3.3 points in relation to the economic situation, although both indices have declined slightly since 2011, in spite of unemployment in Austria falling slightly over this period. Other Member States in which the index on the employment situation has shown a net improvement of more than two points since 2009 are Malta (up 2.5 points), Belgium (2.3), Latvia (2.2) and Sweden (2.1).


The largest decline in perceptions of the current employment situation in the country between 2011 and 2012 can be seen in Italy (down 2.3 points), followed by Cyprus (down 2.1), the Netherlands (down 1.7) and Poland (down 1.0). With the exception of Poland, each of these Member States (together with Greece, Spain and Portugal) have seen the largest relative increases in the rate of unemployment in the past year.

¹⁶ Based on an analysis of the most recently published Eurostat unemployment statistics
http://epp.eurostat.ec.europa.eu/cache/ITY_PUBLIC/3-02072012-AP/EN/3-02072012-AP-EN.PDF


The largest drops in satisfaction with the current employment situation between 2009 and 2012 are to be seen in Cyprus, Slovenia and Greece, reflecting a similar pattern seen earlier in relation to judgements of the economic situation more generally. In Cyprus the index has declined 4.7 points from -1.5 in 2009 to -6.2 in 2012; in Slovenia 2.5 points from -4.1 in 2009 to -6.6 in 2012; and in Greece 2.4 points from -5.8 in 2009 to -8.2 in 2012.

When it comes to **the socio-demographic analysis**, the key factors that differentiate how people feel about the situation in their country are their perception of how difficult it is to pay their household bills, their occupational scale and, to a somewhat lesser extent, the age at which they completed their education.

Reflecting the pattern of findings concerning respondents' personal situation, those who struggle to pay their bills most of the time have much lower indices than those who almost never struggle to do so on all six measures relating to the national situation:

EB77.4 (2012)	The cost of living in (OUR COUNTRY)	How affordable energy is in (OUR COUNTRY)	How affordable housing is in (OUR COUNTRY)	The way public administration runs in (OUR COUNTRY)	The economic situation in (OUR COUNTRY)	The employment situation in (OUR COUNTRY)
EU27	-3.0	-2.6	-3.3	-1.5	-3.0	-4.0
 Difficulties paying bills						
Most of the time	-6.0	-4.7	-5.4	-4.1	-5.8	-6.7
From time to time	-4.5	-3.5	-4.1	-2.7	-4.4	-5.2
Almost never	-1.7	-1.8	-2.4	-0.4	-1.8	-2.8

In terms of the respondent's occupational status, the largest differences in the 2012 indices are again between the unemployed, who score lowest on all of the measures, and managers, who generally score highest. The difference in perceptions between the two groups is particularly marked in relation to the situation of the economy and the employment situation:

EB77.4 (2012)	The cost of living in (OUR COUNTRY)	How affordable energy is in (OUR COUNTRY)	How affordable housing is in (OUR COUNTRY)	The way public administration runs in (OUR COUNTRY)	The economic situation in (OUR COUNTRY)	The employment situation in (OUR COUNTRY)
EU27	-3.0	-2.6	-3.3	-1.5	-3.0	-4.0
 Respondent occupation scale						
Managers	-1.3	-1.7	-2.2	-0.1	-0.8	-1.9
Unemployed	-4.7	-3.3	-4.6	-3.1	-5.0	-6.8

The unemployed, together with other white collar workers and housepersons, are also more likely than average to give lower scores on these measures than in previous years, while managers tend to report slightly improved scores.

In terms of age of leaving education, those who left education at 15 or younger, or aged 16-19, have more negative perceptions of the national situation than those who continued their education beyond the age of 19, and those who are currently studying:

EB77.4 (2012)	The cost of living in (OUR COUNTRY)	How affordable energy is in (OUR COUNTRY)	How affordable housing is in (OUR COUNTRY)	The way public administration runs in (OUR COUNTRY)	The economic situation in (OUR COUNTRY)	The employment situation in (OUR COUNTRY)
EU27	-3.0	-2.6	-3.3	-1.5	-3.0	-4.0
Education (End of)						
15-	-3.9	-3.5	-3.8	-2.0	-4.3	-5.1
16-19	-3.5	-3.0	-3.4	-1.7	-3.3	-4.1
20+	-1.8	-1.8	-2.7	-0.8	-1.8	-3.0
Still studying	-2.0	-1.4	-2.3	-1.1	-2.2	-3.0

2.3. SOCIAL PROTECTION AND INCLUSION





























The final section of this chapter examines Europeans' satisfaction with aspects of social protection and inclusion in their country. Respondents are asked to evaluate five specific areas: provision of health care; provision of pensions; unemployment benefits; relations between people from different cultural or religious backgrounds, or nationalities; and the way in which inequalities and poverty are addressed.¹⁷ As before, the results are reported as indices. Each of the five aspects of social protection and inclusion is examined in turn for the EU as a whole, and for each of the 27 Member States, both for the latest wave and for the last three waves.

Europeans' overall **evaluation of health care provision in their country** is positive, with an overall index of 1.2. Health care provision is the third highest rated of the fifteen dimensions covered in the survey, behind the area in which people live and their life in general. The index has remained quite stable since 2009.

Fifteen Member States have a net positive perception of healthcare provision in their country, with the rank order of countries broadly reflecting the pattern seen in most of the earlier findings. The Benelux countries occupy the top three places, with Belgium (6.3) having the highest index, followed by the Netherlands (6.1) and Luxembourg (5.9). These three Member States are then followed by Austria (4.9), Sweden (4.4), the UK (4.2), Denmark (3.9) and Malta (3.8).

Twelve Member States have a net negative perception of healthcare provision in their country. Greece has the lowest index (-6.3), followed by Poland (-4.0), Romania (-3.9), Bulgaria (-3.5), Latvia (-2.8) and Hungary (-2.5).





























¹⁷ Q2 "How would you judge the current situation in each of the following? (SHOW CARD WITH SCALE – ONE ANSWER PER LINE) (READ OUT) Health care provision in (OUR COUNTRY), The provision of pensions in (OUR COUNTRY), Unemployment benefits in (OUR COUNTRY), Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities, The way inequalities and poverty are addressed in (OUR COUNTRY)? Very good, Rather good, Rather bad, Very bad, Don't know"

Health care provision in (OUR COUNTRY) (Evaluation of the current situation)				
	EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
 EU27	1.3	1.3	1.2	1.2
 BE	5.5	5.3	6.3	6.3
 NL	5.1	4.6	5.3	6.1
 LU	5	5.2	5.3	5.9
 AT	4.7	4.6	5.2	4.9
 SE	3.6	3.9	3.2	4.4
 UK	4.3	4.4	4	4.2
 DK	3.2	2.9	2.9	3.9
 MT	2.7	3.2	3.6	3.8
 FI	3.1	2.9	2.7	3.3
 FR	2.6	2.7	2.3	3.3
 DE	1	1.3	1.5	3.2
 ES	2.3	2.7	2.2	1.7
 SI	0.9	1.3	1.5	1.6
 CZ	1.5	2.3	1.1	1.4
 EE	0.6	0.8	0.5	0.6
 CY	0.2	0.6	0.8	-0.3
 IE	-1.7	-1.5	-1.3	-1.1
 SK	-0.3	0.5	-1.6	-1.2
 LT	-1.1	-1.2	-1.5	-1.4
 IT	-0.1	-0.3	0.1	-1.8
 PT	-1	-1.5	-0.9	-1.9
 HU	-2.1	-1.9	-2.2	-2.5
 LV	-1.8	-2.7	-2.6	-2.8
 BG	-3.4	-2.9	-2.8	-3.5
 RO	-3	-4.2	-5.1	-3.9
 PL	-1.7	-2.3	-2.4	-4
 EL	-3.1	-3.6	-3.7	-6.3

Comparing the results at a national level with those from 2011, sixteen Member States show a year-on-year improvement in terms of people's satisfaction with healthcare provision in their country. The largest improvement is in Germany (up 1.7 points), which has also seen the largest improvement of all EU Member States since 2009, up 2.2 points from 1.0 to 3.2. Other Member States in which the index has improved by one point or more since 2011 are Sweden and Romania (both up 1.2 points), and Denmark and France (both up 1 point).

The largest declines in satisfaction with healthcare provision between 2011 and 2012 are in Greece (down 2.6 points), Italy (down 1.9) and Poland (down 1.6). Across the 2009-2012 period, the largest overall declines are in Greece (down 3.2 points) and Poland (down 2.3).

The second measure in this section concerns people's views of **the provision of pensions** in their country.

The provision of pensions in (OUR COUNTRY) (Evaluation of the current situation)					
		EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
	EU27	-1	-1.2	-1.5	-1.4
	LU	4.6	4.5	4.9	4.9
	NL	3.9	3.7	3.4	3.6
	DK	3.2	3.1	3	3.3
	AT	2.9	2.5	3.1	2.7
	BE	1.5	1.1	1.3	1.8
	FI	1.1	1	0.2	1.3
	DE	-0.3	-0.1	0.1	1.2
	SE	0.4	0.8	0.2	0.3
	MT	0.5	0.8	-1.5	0.3
	UK	0.1	0.6	-0.2	0.3
	FR	-0.1	-0.8	-1.2	0.3
	IE	-1.3	-1	-0.7	-0.5
	SI	-0.1	-0.8	-1.1	-1.1
	ES	-0.5	-1.1	-2	-1.3
	CY	-0.9	-0.4	-1	-1.4
	CZ	-1.8	-1.8	-3.2	-3.2
	LT	-1.4	-4	-4.5	-3.3
	HU	-3.6	-3.4	-3.8	-3.9
	SK	-2.4	-2	-3.9	-4.2
	EE	-0.6	-1.5	-3.4	-4.4
	IT	-2.3	-2.2	-1.5	-4.4
	LV	-3.2	-4.2	-5.1	-4.6
	PT	-4.3	-4	-4.2	-4.7
	PL	-3.4	-3.8	-4	-5.5
	BG	-4.7	-4.5	-4.9	-5.5
	RO	-3.9	-6.1	-6.2	-5.5
	EL	-5.4	-6	-6.3	-7.2

Europeans' net judgement of pension provision in their country is slightly negative, with an index of -1.4 at the EU level. There has been a slight deterioration in perceptions on this measure over the four years of the survey, with the index falling from a high of -1.0 in 2009, although the 2012 index is similar to the 2011 score (-1.5).

Differences in the levels of satisfaction with pension provision at country level broadly follow the pattern for most of the measures, with the highest index found in Luxembourg (4.9), followed by the Netherlands (3.6), Denmark (3.3) and Austria (2.7). The lowest level of satisfaction with pension provision is found in Greece (-7.2), followed by Romania, Bulgaria and Poland (all -5.5), Portugal (-4.7), Latvia (-4.6), Italy and Estonia (both -4.4) and Slovakia (-4.2).





























Fourteen Member States show an improvement since 2011 in terms of people's satisfaction with pension provision in their country. The largest improvements are in Malta (up 1.8 points), France (1.5), Lithuania (1.2), and Finland and Germany (both 1.1). Germany also has the largest improvement between 2009 and 2012, with an increase of 1.5 points from -0.3 to 1.2.

The index for pension provision is lower than in 2011 in ten Member States, with the largest declines in Italy (down 2.9 points) and Poland (down 1.5 points). Over the four survey years, however, the single largest decline is in Estonia, where the index has dropped each year, falling 3.8 points in total from -0.6 in 2009 to -4.4 in 2012.

Europeans' **overall satisfaction with unemployment benefits in their country** is at the same level as their satisfaction with pension provision, with an index of -1.4 at the EU level. The index has declined slightly since 2011, when it was -1.2, returning to the level recorded in 2010.

Differences in perception between the 27 Member States broadly follow the pattern for most of the measures, with the highest index found in Luxembourg (4.5), followed by the Netherlands (3.6), Austria (3.5), Denmark (3.1) and Belgium (2.3).





























Eight Member States have an index of -4 or lower, most of these being southern and eastern European countries. Greece has the lowest score (-7.5), followed by Romania and Hungary (both -5.7), Bulgaria (-5.3), Poland (-4.8), Portugal and Italy (both -4.5) and Estonia (-4.2).

Unemployment benefits in (OUR COUNTRY) (Evaluation of the current situation)				
	EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
 EU27	-1.2	-1.4	-1.2	-1.4
 LU	2.4	3.8	4.7	4.5
 NL	3.5	3	3.1	3.6
 AT	3.1	2.9	3.7	3.5
 DK	2.4	2.9	2.2	3.1
 BE	1.9	2	2.8	2.3
 DE	0.2	0.2	1.6	1.7
 FI	0.5	0.9	0.1	1.1
 FR	0.5	0.4	0.3	1.1
 MT	-1	-0.7	-0.8	0.7
 IE	0.3	0.1	0.8	0.6
 UK	0.1	0.1	0.5	0.2
 SE	-0.5	-0.5	-1.1	-0.6
 SI	-0.3	-0.3	0.9	-0.9
 LT	-2.8	-4	-3.7	-2.5
 CY	-0.9	-0.6	-1.5	-2.9
 ES	-1.6	-2.5	-3.4	-3
 CZ	-2	-2.1	-3.6	-3.3
 LV	-3.7	-3.3	-4.4	-3.7
 SK	-3.2	-2.9	-3.8	-3.8
 EE	-3.1	-3.4	-4.2	-4.2
 IT	-3.4	-3.1	-2.4	-4.5
 PT	-3.6	-3.8	-3.7	-4.5
 PL	-3.4	-3.1	-3.5	-4.8
 BG	-5	-5	-4.9	-5.3
 HU	-4.2	-4.3	-5	-5.7
 RO	-4.3	-5.9	-6.3	-5.7
 EL	-5.3	-5.8	-6	-7.5

Twelve Member States show an improvement since 2011 in terms of people's satisfaction with unemployment benefits in their country. The largest improvements are in Malta (up 1.5 points), Lithuania (1.2) and Finland (1.0). Luxembourg has the largest improvement between 2009 and 2012 (up 2.1 points from 2.4 to 4.5).

The largest declines in satisfaction with unemployment benefits between 2011 and 2012 are in Italy (down 2.1 points), Slovenia (down 1.8), Greece (down 1.5), Cyprus (down 1.4) and Poland (down 1.3). Over the four survey years, the largest declines are in Greece (down 2.2 points) and Cyprus (down 2.0).

The report looks next at how satisfied Europeans are with the national situation in terms of **relations between people from different cultural or religious backgrounds or nationalities**.





























Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities (Evaluation of the current situation)				
	EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
 EU27	0.3	0.3	0.1	0.4
 LU	2.5	2.9	2.8	2.3
 MT	-0.2	0.3	0.8	2.1
 EE	1.4	2	1.8	1.7
 UK	1.4	1.5	1.3	1.5
 IE	1	1.3	1.8	1.5
 DE	0.6	0.7	0.6	1.4
 FI	1.5	0.3	0.5	1.4
 SK	0.2	1.6	1.6	1.3
 NL	0.1	0	0.1	1.3
 LV	1.3	1.9	1.2	1.2
 BG	0.8	1.4	1.4	1.2
 AT	0.2	1	1.1	1.2
 LT	1.4	1.4	0.8	1
 RO	1.3	-0.3	-0.4	0.7
 PL	0.8	1.4	0.6	0.4
 DK	-0.7	-0.6	-1	0.4
 ES	0.8	1.7	0.9	0.3
 SE	-0.1	-0.4	-0.1	0.1
 SI	0.3	0.5	0	-0.2
 BE	0.4	-0.2	-0.6	-0.2
 PT	0.6	0.4	0.5	-0.4
 HU	-0.7	-0.4	-1.1	-0.5
 CY	0.3	0.3	-0.8	-0.6
 CZ	-1	-0.1	-1.3	-0.6
 IT	-0.8	-1.1	-0.5	-0.8
 FR	-0.6	-1.1	-1.4	-0.9
 EL	-1.7	-1	-2	-3

Overall, Europeans' perceptions of relations in their country between people from different cultural or religious backgrounds or nationalities are broadly neutral, with an index of 0.4 at the EU level. This compares with an index of 0.1 in 2011, and 0.3 in both 2009 and 2010.

There is less variation between Member States on this measure than on any of the other survey measures. Eighteen Member States have a positive score, with the highest index in Luxembourg (2.3), followed by Malta (2.1). Apart from Greece (-3.0), all Member States have an index better than -1.0.

The index on this measure has improved by one point or more between 2011 and 2012 in four Member States: Denmark (by 1.4 points), Malta (1.3), the Netherlands (1.2) and Romania (1.1). Greece (down one point since 2011 and 1.3 points since 2009) and Portugal (down 0.9 points since 2011 and one point since 2009) show the largest declines on this measure.

The last measure examined in this section is Europeans' satisfaction with **the way in which inequalities and poverty are addressed** in their country.

The way inequalities and poverty are addressed in (OUR COUNTRY) (Evaluation of the current situation)					
		EB 72.1 (2009)	EB 73.5 (2010)	EB 75.4 (2011)	EB 77.4 (2012)
	EU27	-2	-2.2	-2.5	-2.1
	LU	0.9	0.4	1.1	0.9
	MT	-0.1	-0.1	0	0.9
	DK	-0.3	-0.6	-0.9	0.9
	AT	-0.3	0.4	0	0.5
	NL	0.3	-0.1	-0.9	0.5
	UK	-0.3	-0.4	-0.9	0
	FI	0	-0.8	-1.4	-0.1
	BE	-1	-1.5	-1.6	-0.5
	SE	0	-0.1	-1	-0.7
	DE	-1.6	-1.9	-1.8	-0.7
	IE	-1.9	-2.1	-2.4	-1.4
	ES	-1.7	-1.1	-2.2	-2.2
	SI	-2.2	-2.3	-2.6	-2.5
	CZ	-2	-1.6	-3.2	-2.8
	IT	-2.1	-2.3	-1.8	-2.8
	FR	-3.8	-4	-4.2	-2.9
	SK	-2.7	-2.2	-3	-3
	CY	-1.1	-1.3	-2.3	-3.3
	PT	-3.4	-3.4	-3.2	-3.6
	PL	-2.4	-2.1	-3	-3.7
	BG	-4.6	-4	-4.5	-3.7
	EE	-3.2	-3.2	-3.9	-4
	LT	-4	-5.1	-5.5	-4.6
	LV	-5.2	-5.7	-6.1	-4.7
	HU	-5	-4.6	-4.9	-5.1
	RO	-3.7	-5.8	-5.7	-5.2
	EL	-4.7	-4.8	-5.7	-6.3

Overall, Europeans have a negative view of the way in which inequalities and poverty are addressed in their country, with an index of -2.1 at the EU level, although this is an improvement on the low point of -2.5 recorded in 2011.


Only five Member States have a positive score on this measure: Luxembourg, Malta and Denmark (all 0.9), and Austria and the Netherlands (both 0.5). The UK has a neutral score of zero. Six Member States have an index of -4 or lower, with Greece having the lowest index (-6.3), followed by Romania (-5.2), Hungary (-5.1), Latvia (-4.7), Lithuania (-4.6) and Estonia (-4.0).

The biggest improvements in perceptions of the way in which inequalities and poverty are addressed relative to 2011 are recorded in Denmark (up 1.8 points), the Netherlands and Latvia (both up 1.4 points) and France and Finland (both up 1.3 points). In each case, these improvements follow declines in both 2010 and 2011.


The largest declines in the index between 2011 and 2012 are in Cyprus and Italy (both down one point). Cyprus (down 2.2 points since 2009) and Greece (down 1.6 points) show the largest declines on this measure since 2009, with the index in each case dropping for the past three years.

The most notable **socio-demographic differences** in relation to these five measures are again related to difficulty paying household bills, occupation scale and age of leaving education.


Reflecting earlier findings, those who struggle to pay their bills most of the time have much lower indices than those who almost never struggle to do so on all five measures:

EB77.4 (2012)	Health care provision in (OUR COUNTRY)	The provision of pensions in (OUR COUNTRY)	Unemployment benefits in (OUR COUNTRY)	Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities	The way inequalities and poverty are addressed in (OUR COUNTRY)
EU27	1.2	-1.4	-1.4	0.4	-2.1
 Difficulties paying bills					
Most of the time	-1.1	-3.9	-4.1	-0.9	-4.3
From time to time	-0.1	-2.7	-2.7	-0.1	-2.9
Almost never	2.3	-0.3	-0.2	0.8	-1.3

In terms of occupation scale, the largest differences are again between the unemployed, who have the least positive perceptions of the occupational groups, and managers, who have the most positive views:

EB77.4 (2012)	Health care provision in (OUR COUNTRY)	The provision of pensions in (OUR COUNTRY)	Unemployment benefits in (OUR COUNTRY)	Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities	The way inequalities and poverty are addressed in (OUR COUNTRY)
EU27	1.2	-1.4	-1.4	0.4	-2.1
 Respondent occupation scale					
Managers	2.7	0.1	0.8	1.2	-1.0
Unemployed	0.1	-2.6	-3.4	-0.1	-3.3

In terms of age when leaving full-time education, those aged 15 or younger, or 16-19, have more negative perceptions of the national situation than those who continued their education beyond the age of 19, and those who are still in education:

EB77.4 (2012)	Health care provision in (OUR COUNTRY)	The provision of pensions in (OUR COUNTRY)	Unemployment benefits in (OUR COUNTRY)	Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities	The way inequalities and poverty are addressed in (OUR COUNTRY)
EU27	1.2	-1.4	-1.4	0.4	-2.1
 Education (End of)					
15-	0.7	-1.9	-2.3	-0.1	-2.5
16-19	0.8	-1.8	-1.8	0.3	-2.3
20+	2.0	-0.5	-0.3	0.6	-1.8
Still studying	2.1	-1.3	-0.8	0.9	-1.1


III. EXPECTATIONS FOR THE NEXT 12 MONTHS

The final two chapters of the report examine whether Europeans think that things will improve, get worse or remain the same in the forthcoming year, and how they perceive the current situation compared with five years ago - is it better, worse or similar? For both chapters the results for the 15 measures used in the survey are analysed at overall EU and Member State levels, with comparisons made between the results of the 2012 wave and those from the 2011 survey only. The results are presented in percentage terms rather than as indices. Comparisons are also made between EU15 and NMS12 Member States and socio-demographic groups on the 2012 results.

This chapter begins with an overview of Europeans' perceptions of what they think will happen over the course of the next year in terms of their personal situation, before examining perceptions in relation to national issues and concluding with a review of what Europeans think the short-term future holds in relation to aspects of social protection and inclusion.

3.1. PERSONAL SITUATION

On each of the measures relating to respondents' personal circumstances, most Europeans expect things to remain unchanged in the next twelve months, with a broadly even balance of opinion among the remainder between those who expect things to be get better and those who think they will get worse¹⁸.

Personal situation (Expectations for the next 12 months)	Better		Worse		Same	
	EB75.4 (2011)	EB77.4 (2012)	EB75.4 (2011)	EB77.4 (2012)	EB75.4 (2011)	EB77.4 (2012)
 EU27						
General life situation	26%	22%	14%	17%	57%	58%
Residential area	15%	13%	9%	12%	74%	73%
Personal job situation	19%	16%	10%	14%	60%	59%
Household financial situation	19%	17%	18%	20%	60%	59%

¹⁸ Q3 "What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to....? (ONE ANSWER PER LINE) (READ OUT) Your life in general, The area you live in, Your personal job situation, The financial situation of your household? Better, Worse, Same, Don't know"

NB The statements relating to national situation and social protection and inclusion are also asked in this question

Around three quarters of Europeans (73%) anticipate no change in their local area, with 13% expecting things to get better and 12% things to get worse. Around three in five (58%) expect no change in their life in general, with just over one in five (22%) anticipating an improvement and one in six (17%) believing that their life will get worse.

Similar proportions expect no change in their job situation and household finances (both 59%). Those who expect their job situation to change are divided between those expecting things to get better (16%) and those thinking that they will worsen (14%), with the remainder (11%) unsure how the situation will change. Fewer respondents (4%) are uncertain how their household finances will change, with one in five (20%) expecting them to get worse and one in six (17%) thinking that they will improve.

These figures are similar to those reported in 2011, although the proportion of Europeans who think their personal situation will worsen has increased slightly on all four measures.

The most notable differences between EU15 and NMS12 are that, in relation to household finances, NMS12 (26%) are more likely than EU15 (19%) to expect things to get worse; and, in relation to their local area, NMS12 (18%) are more likely than EU15 (12%) to anticipate improvement.

At a national level, respondents in Estonia, Latvia and Sweden tend to have the most consistently positive views in terms of their current personal situation.

In terms of the balance of opinion on each of the four measures¹⁹, respondents in Estonia have the most positive views in relation to the area in which they live, 28% expecting it to improve and 5% expecting it to get worse; and the second most positive views behind Sweden about their job situation, with 25% expecting it to get better and 7% thinking it will get worse.

Latvia has the most positive views about household finances, with 27% expecting them to improve and 8% expecting them to get worse. It has the second most positive views after Sweden on life in general, with a third (34%) believing their quality of life will improve and less than one in ten (9%) expecting it to deteriorate. It also has the second most positive views on the local area, behind Estonia, with 24% expecting it to get better and only 5% thinking it will get worse.

Sweden has the most positive outlook on life in general, with four in ten (41%) expecting their life to improve and only 3% thinking it will get worse; and on job situation, with over a quarter (27%) expecting it to get better and 3% thinking it will get worse. Sweden has the second most positive views behind Latvia about household finances, with 24% expecting them to improve and 6% expecting them to get worse.

Respondents in Greece have by far the most negative outlook in relation to their personal situation, followed by those in Portugal, Cyprus and Hungary.

¹⁹ i.e. the difference between the proportion of respondents who say things will improve and the proportion who say they will get worse on a particular measure

Greece has the most negative outlook of any EU Member State across all four measures. It is the only Member State where a majority (54%) think their life in general will get worse, with only 12% expecting it to improve. In relation to the area where they live, only 8% of respondents in Greece expect an improvement, with almost half (49%) thinking their area will deteriorate. In terms of job situation, the picture is similar, with 7% anticipating an improvement and 46% expecting things to get worse. Respondents in Greece are particularly pessimistic about their household financial situation, with two thirds (66%) thinking it will get worse and 9% expecting it to improve. Greece is the only Member State where a majority expect this situation to get worse.

Looking at shifts in opinion between 2011 and 2012, respondents in Romania stand out in terms of a notable positive shift in outlook on their personal circumstances, with Latvia also seeing small improvements.

The balance of opinion in Romania has *improved* between 2011 and 2012 on all four measures more than in any other EU Member State:

- 33% of respondents expect their life in general to improve, and 18% expect it to get worse, compared with 26% and 28% respectively in 2011
- 30% expect the area they live in to improve, 11% expect it to get worse (vs. 22% and 16%)
- 24% expect their job situation to improve, 16% expect it to get worse, (vs. 13% and 24%)
- 30% expect their household finances to improve, 22% expect them to get worse, (vs. 19% and 33%)

Cyprus, Spain and Italy stand out as having the most negative shifts of opinion relative to 2011, although the shifts in Italy are less marked than in either Spain or Cyprus.

In Cyprus the balance of opinion has *deteriorated* more than in any other EU Member State on all four measures:

- 14% expect their life to get better, and 32% expect it to get worse, compared with 25% and 19% in 2011
- 8% expect their local area to improve, 18% expect it to deteriorate, (vs. 17% and 9%)
- 5% expect an improvement in their job situation, 28% think it will get worse (vs. 10% and 13%)
- 5% expect their household's financial situation to become better, while 47% expect it to become worse (vs. 9% and 29%)

The most notable shifts in opinion among respondents in Spain are in relation to their life in general, with 19% expecting it to get better, and 22% expecting it to get worse, compared with 30% and 10% respectively in 2011; and their household's financial situation, with 13% thinking it will improve and 26% that it will worsen (compared with 19% and 11% in 2011).

There are some notable **socio-demographic differences** in relation to how respondents expect their personal situation to change in the next 12 months. Younger people, in particular those aged 15-24, are relatively optimistic and older people (particularly those aged 55+) tend to be more pessimistic. Those who left full-time education aged 20 or older have the most positive views, whilst those who left education aged 15 or younger have the most negative expectations. The differences by age are reflected in terms of occupation scale by students being more optimistic and those who are retired more pessimistic. Managers are also relatively optimistic, in particular when compared with housepersons. Reflecting the findings in Chapter II, those who almost never have difficulties paying their household bills are much more optimistic than those who find it difficult to pay them most of the time.

3.2. COUNTRY SITUATION

This section covers Europeans' perceptions of what they think will happen in the next 12 months in six areas relating to their own country: the cost of living; how affordable energy is; how affordable housing is; the country's economic situation; its employment situation; and the way in which public administration is handled²⁰.


As in 2011, the large majority of Europeans expect either no change in these areas or think things will get worse, with few believing the situation will improve.

Most Europeans (57%) expect the cost of living in their country to increase (ie get worse), with a third (32%) thinking it will stay the same and less than one in ten (9%) expecting it to decrease (ie get better). Expectations concerning the affordability of energy are similar, with just over half of respondents (52%) saying it will worsen, just over a third (35%) anticipating no change and one in ten (10%) expecting it to improve.

Europeans are evenly divided between those thinking housing will become less affordable (43%) and those expecting no change (42%), while a small minority (11%) expect housing to become more affordable.

²⁰ Q3 "What are your expectations for the next twelve months: will the next twelve months be better, worse, or the same, when it comes to? (ONE ANSWER PER LINE) (READ OUT) The cost of living, How affordable energy is in (COUNTRY), How affordable housing is in (COUNTRY), The way public administration runs in (OUR COUNTRY), The economic situation in (OUR COUNTRY), The employment situation in (OUR COUNTRY)? Better, Worse, Same, Don't know" NB The statements relating to personal situation and social protection and inclusion are also asked in this question

The majority (59%) expect no change in the way public administration is run, although the balance of opinion is negative, with a quarter (25%) expecting things to get worse and around one in ten (11%) thinking they will get better.

Country situation (Expectations for the next 12 months)	Better		Worse		Same	
	EB75.4 (2011)	EB77.4 (2012)	EB75.4 (2011)	EB77.4 (2012)	EB75.4 (2011)	EB77.4 (2012)
 EU27						
Economic situation	20%	16%	36%	42%	40%	38%
Employment situation	21%	16%	33%	42%	41%	38%
Cost of living	9%	9%	59%	57%	30%	32%
Affordability of energy	9%	10%	53%	52%	34%	35%
Affordability of housing	10%	11%	43%	43%	42%	42%
The way public administration is run	10%	11%	25%	25%	60%	59%

In relation to both the economic and employment situations in their country, the largest group of respondents (42%) expect the situation to get worse, slightly fewer (38%) think it will stay the same, while around one in six (16%) expect it to get better.

Europeans' views on how things will change in the short term are similar to those found in 2011 in relation to the cost of living, the affordability of energy and housing, and the way in which public administration is run. However, Europeans are more pessimistic in relation to the employment situation and the national economy, with the proportion expecting the situation to worsen increasing from 33% to 42% for employment and from 36% to 42% for the economy.

The most notable difference between EU15 and NMS12 is that respondents in EU15 (53%) are more likely than those in NMS12 (44%) to think energy will become less affordable in the next 12 months.

Analysis of these findings at Member State level reveals some consistent patterns of relative optimism and pessimism in the different Member States. Those that stand out as being the most optimistic are Latvia and Estonia and, to a lesser extent, France. Respondents in Denmark have the most optimistic views on both the economy and employment.

Latvia has the most positive views about housing costs, 11% thinking they will improve and 9% that they will get worse; and the second most positive views on energy costs, with 11% anticipating an improvement and 9% a deterioration; and employment, with 26% expecting the situation to improve and 13% expecting it to get worse.

Estonia has the most positive views about energy costs, with 23% expecting them to improve and 18% expecting them to get worse; and on the way the administration is run, with 18% expecting an improvement and 9% a deterioration.

It has the second most positive views on the affordability of housing, with 16% expecting it to become more affordable and 15% thinking it will become less so; and on the economy, with 31% thinking it will improve against 21% who believe it will get worse.

The expectations in France, whilst not as positive as those in either Latvia or Estonia, are among the most optimistic in the EU27. This may reflect a changing national mood following the recent Presidential election. Most notably, France has the second most positive views concerning the way public administration is run, with 21% expecting things to get better and 13% thinking they will get worse.

As noted above, Denmark has the most positive outlook in relation to both the national economy and the employment situation. Around three in ten (31%) expect the economy to improve, with 18% thinking it will get worse; and 36% think the employment situation will get better, with 16% thinking it will get worse.

The most pessimistic Member States on these measures are Greece, Portugal and Cyprus, followed by Slovenia and Hungary. Among the Member States that tend to have more positive views of the *current* situation (see Chapter II), the Netherlands and the UK are the most pessimistic about the *future*.

Greece has the most negative balance of opinion on four of the six measures: the affordability of energy, with 6% expecting an improvement and 77% that things will get worse; the way in which public administration is run (10% and 65% respectively); the economy (9% and 79%); and employment (9% and 80%). It has the second most pessimistic outlook on the cost of the living, with 7% expecting an improvement and 79% thinking things will get worse. Only the Czech Republic has a more negative balance of opinion on this measure, with 2% anticipating improvement and 75% deterioration.

Portugal has the most negative outlook on housing costs, with 5% expecting an improvement and 64% that things will get worse; and the second most pessimistic perception of the way in which public administration is run (4% and 49% respectively).

Cyprus has the second most pessimistic views in terms of the economy and employment, in each case 5% expecting an improvement and 73% thinking things will get worse.

The most notable positive shifts in opinion since 2011 on these measures are in Romania and France. The balance of opinion in Romania has improved on all six measures, and more than in any other Member State on four, the most notable shifts being that:

- 26% of respondents expect the way public administration is run to improve, and 24% expect it to get worse, compared with 12% and 41% respectively in 2011
- 27% expect the economy to improve, 35% expect it to get worse (vs. 15% and 53%)
- 26% expect the employment situation to improve, and 36% expect it to get worse (vs. 14% and 53%)

The balance of opinion in France has also improved on all six measures. It has improved more than in any other Member State on the affordability of housing, and more than all others except Romania on the cost of living and the way public administration is run. The largest shift in France concerns the affordability of housing, with 25% of respondents expecting housing to become more affordable and 30% expecting it to become less so, compared with 10% and 50% respectively in 2011.

The most negative shifts are in Italy, Spain and the Netherlands. In Italy opinion has become more negative on all six measures, and has deteriorated more than in any other Member State on the cost of living and affordability of housing, and more than anywhere but Spain on energy costs. The most notable shifts are:

- 12% of respondents expect the cost of living to improve, and 56% expect it to get worse, compared with 17% and 42% respectively in 2011
- 13% expect energy to become more affordable, 47% expect it to become less so, (vs. 18% and 34%)
- 13% expect housing to become more affordable, and 46% expect it to become less so (vs. 17% and 34%)

Opinion has also become more negative on all six measures in Spain, and has deteriorated more than in any other Member State on the affordability of energy and the way public administration is run; and more than in all but Italy on the cost of living and affordability of housing. The most notable shifts are:

- 6% of respondents expect energy to become more affordable, and 36% expect it to become less so, compared with 12% and 22% respectively in 2011
- 7% expect the way public administration is run to improve, 43% expect it to get worse (vs. 9% and 24%)

In the Netherlands opinion has worsened dramatically since 2011 in relation to both the economy and the employment situation, a reflection of the country entering and staying in a recession with the economy shrinking from Q3 2011²¹. In 2012, 16% of respondents in the Netherlands think the economic situation will improve, while 53% believe it will get worse. This compares with 30% and 28% respectively in 2011. Views on employment have deteriorated more markedly: 12% think the employment situation will improve and 60% believe it will get worse (vs. 30% and 22%).

Other notable shifts in opinion are:

- Luxembourg has the second largest negative shift in opinion on employment after the Netherlands, with 16% thinking it will improve, and 45% that it will get worse (vs. 26% and 23%)
- Germany has the second largest negative shift on the economy after the Netherlands, with 13% expecting it to improve, and 27% expecting it to get worse (vs. 28% and 15%)
- There is a notable increase in the proportion of respondents in Cyprus expecting public administration to get worse (+16 points to 33%)
- In contrast, respondents in Sweden (-27 points to 26%) and Finland (-24 points to 44%) are much less likely to believe energy affordability will worsen
- Latvia has the second largest positive shift in opinion on the economy after Romania, with 26% expecting it to improve, and 16% expecting it to get worse (vs. 18% and 31%)
- Greece has the second largest positive shift on employment after Romania. Whilst only 9% expect the employment situation to improve, and 80% expect it to get worse, this still represents an improvement on 2011 (3% and 86%)


The **socio-demographic differences** in relation to how respondents expect the national situation to change in the next 12 months generally reflect those found in relation to the respondent's personal situation, with younger people (aged 15-24) relatively optimistic and older people (those aged 55+, but also, in this case, those aged 40-54) more pessimistic. Those who left full-time education aged 20 or older again have the most positive views, with those who left education aged 15 or younger having the most negative expectations. There are less pronounced differences in relation to occupation scale than was the case for personal indicators, with the exception that students are more optimistic than other groups. Those who almost never have difficulties paying their household bills are again more positive than those who find it difficult to pay them most of the time.

²¹ http://epp.eurostat.ec.europa.eu/cache/ITY_PUBLIC/2-15052012-AP/EN/2-15052012-AP-EN.PDF

3.3. SOCIAL PROTECTION AND INCLUSION

The final section of this chapter examines Europeans' expectations as to what will happen to areas of social protection and inclusion over the next year²².

As in 2011, most Europeans expect no change in the five areas of social protection and inclusion or think things will get worse, with small minorities anticipating improvements. When compared with perceptions of the national situation, Europeans are more likely to expect things to remain the same and less likely to think they will get worse.

Social protection and inclusion (Expectations for the next 12 months)	Better		Worse		Same	
	EB75.4 (2011)	EB77.4 (2012)	EB75.4 (2011)	EB77.4 (2012)	EB75.4 (2011)	EB77.4 (2012)
 EU27						
Healthcare system	12%	12%	30%	32%	55%	53%
Provision of pensions	8%	11%	38%	40%	48%	44%
Unemployment benefits	9%	9%	33%	37%	49%	46%
Relations between people from different cultural backgrounds	13%	13%	24%	25%	58%	57%
The way inequalities and poverty are addressed	11%	13%	31%	31%	53%	52%

Just over half of Europeans (53%) think the healthcare system in their country will remain the same in the next 12 months, with around a third (32%) thinking it will get worse and 12% that it will get better.

In relation to pension provision, Europeans are divided between those thinking it will stay the same (44%) and thinking it will deteriorate (40%), with 11% expecting it to improve. Views on unemployment benefits are broadly similar, with 46% anticipating no change, 37% expecting them to get worse and 9% thinking they will improve.

In terms of relations between people from different cultural or religious backgrounds, or nationalities, most (57%) think there will be no change, a quarter (25%) expect things to get worse and 13% think they will get better.

A small majority (52%) expect the way their country addresses inequality and poverty to remain unchanged, with three in ten (31%) thinking that this will deteriorate and 13% believing it will improve.

²² Q3 "What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...? (ONE ANSWER PER LINE) (READ OUT). The healthcare system in (OUR COUNTRY), The provision of pensions in (OUR COUNTRY), Unemployment benefits in (OUR COUNTRY), Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities, The way inequalities and poverty are addressed in (OUR COUNTRY)? Better. Worse, Same, Don't know" NB Measures relating to personal situation and the national picture are also included in this question

On these five measures the most notable difference compared with 2011 is an increase from 33% to 37% of respondents expecting unemployment benefits to worsen.

Respondents in EU15 are more likely than those on NMS12 to think that relations between people with different cultural and religious backgrounds or nationalities will worsen in the next 12 months (27% vs. 18%) and less likely to think relations will remain the same (56% vs. 63%).

Among the 27 Member States, Estonia stands out as being the most optimistic in terms of the balance of opinion on these indicators, and is the only Member State in which there is a positive balance of opinion on each of the five measures, albeit a relatively modest positive balance in most cases. After Estonia, Malta and France have the next most positive outlook.

Estonia has particularly positive views on relations between people with different cultural and religious backgrounds or nationalities in the country, with 23% expecting them to improve and 7% expecting them to get worse.

Malta has particularly positive expectations of its healthcare system, 23% expecting it to improve and 8% expecting it to get worse.

France has a particularly positive outlook on the way the country addresses inequality and poverty, with a third of respondents (33%) expecting it to improve and less than one in five (18%) thinking it will get worse.

Most Member States have a negative balance of opinion on all or most of the indicators, with the most pessimistic views again being found in Greece, followed by Portugal, Slovenia, the Netherlands and Spain, with the Czech Republic, Cyprus and Hungary not far behind.

In Greece 8% of respondents expect its healthcare system to improve, compared with three quarters (75%) who think it will get worse; 7% expect pension provision to improve and eight in ten (79%) expect it to decline; and 7% think unemployment benefits will improve and eight in ten (78%) expect them to get worse.

Perceptions in Greece on relations between people with different cultural and religious backgrounds or nationalities and the way the country addresses inequality and poverty are less negative. However, only 6% expect relations between people with different backgrounds to improve and two thirds (65%) believe that they will deteriorate; and only 8% expect the approach to inequality and poverty to get better and two thirds (67%) think it will get worse.

Whilst Portugal, Slovenia, the Netherlands and Spain demonstrate the next most negative outlook, on most measures their views are significantly less pessimistic than those in Greece. Portugal, Slovenia and Spain rank in the bottom six Member States (measured in terms of balance of opinion) on each of the measures, while the Netherlands has less negative views than the other three Member States on relations between people with different backgrounds and the way the country addresses inequality and poverty.

Respondents in the Netherlands are most pessimistic in terms of pension provision, with only 2% of respondents thinking that this will improve in the next 12 months, compared with 72% expecting pension provision to get worse, a similar result to that found in Greece in terms of the balance of opinion.

Moving on to look at shifts in the balance of opinion on these measures between 2011 and 2012, the most notable *positive* shifts, as was the case in relation to the national indicators, are to be found in Romania and France, with Latvia showing smaller improvements.

Romania has improved on all of the measures, and more than in any other Member State on three of them, with the most notable shifts being:

- 28% expect the healthcare system to improve, and 27% expect it to deteriorate (vs. 14% and 50% respectively)
- 25% expect pension provision to get better, and 29% expect it to get worse (vs. 13% and 49%)
- 22% expect unemployment benefits to improve, and 27% expect them to get worse (vs. 12% and 49%)

France has also improved on all five measures and improved more than any other Member State in relation to pension provision, with 28% expecting it to get better and 23% that it will get worse (vs. 9% and 36% in 2011); and on the way the country addresses inequality and poverty, with a third (33%) expecting this to get better and 18% expecting it to get worse (vs. 13% and 33%).

The most negative shifts are in Cyprus and Spain, and to a lesser extent Italy, with the balance of opinion becoming notably more negative across all five indicators in these Member States.

In Cyprus the balance of opinion has deteriorated more than in any other EU Member State on three measures:

- 6% expect pension provision to improve, and 41% expect it to get worse (vs. 12% and 23% respectively in 2011)
- 5% expect unemployment benefits to get better, and 46% expect them to get worse (vs. 11% and 26%)
- 4% expect the way the country addresses inequality and poverty to deteriorate, and 52% expect it to improve (vs. 10% and 34%).

In Spain, opinion has deteriorated more than in any other Member State regarding the healthcare system and relations between people with different cultural and religious backgrounds or nationalities. The shift in expectations regarding the healthcare system in Spain is particularly marked, with only 7% thinking it will improve, and 49% that it will get worse, compared with 15% and 20% respectively in 2011.


The **socio-demographic differences** in relation to how respondents expect these measures to change reflect those found in relation to the national situation, with younger people (aged 15-24) relatively optimistic and those aged 40+ more pessimistic; those leaving education aged 20 or older most positive and those leaving aged 15 or younger most negative; students more optimistic than other occupational groups; and respondents who almost never have difficulties paying bills more positive than those who find it difficult to pay them most of the time.

IV. CHANGES IN THE LAST 5 YEARS

This final chapter examines Europeans' perceptions of whether the current situation is better or worse, or unchanged, relative to the situation five years ago for each of the 15 measures²³. The first part of this chapter explores how Europeans perceive their personal situation compared to five years ago. It then examines Europeans' perceptions in relation to national issues, before concluding with a review of opinions on areas of social protection and inclusion.

4.1. PERSONAL SITUATION

On each of the measures relating to respondents' personal circumstances, Europeans are most likely to think that their personal situation is similar to that five years ago. Where respondents do perceive things to have changed, however, they are more likely to say that they have got worse than that they have improved.

Personal situation (Changes in the last 5 years)	Improved		Got worse		Stayed about the same	
	EB75.4 (2011)	EB77.4 (2012)	EB75.4 (2011)	EB77.4 (2012)	EB75.4 (2011)	EB77.4 (2012)
 EU27						
General life situation	28%	22%	30%	37%	41%	40%
Residential area	20%	16%	18%	24%	60%	58%
Personal job situation	19%	15%	23%	28%	48%	47%
Household financial situation	18%	15%	35%	40%	45%	43%

The majority of Europeans (58%) think that the area they live in has not changed compared with five years ago, with about one in six (16%) thinking it has got better and one in four (24%) it has become worse.

Just under half of Europeans (47%) perceive no change in their personal job situation in recent years, while 15% say that their situation has improved in this respect, compared with almost twice as many (28%) reporting that it has got worse. Europeans present a more negative view of how the financial situation of their household has changed compared with five years ago. While more than two in five (43%) say that it has not changed, almost as many (40%) perceive it to have deteriorated, whilst only 15% say that it has improved.

²³ Q4 "Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to....? (ONE ANSWER PER LINE) (READ OUT) Your life in general, The area you live in, Your personal job situation, The financial situation of your household" Improved, Got worse, Stayed about the same, Don't know

In terms of their life in general, two in five Europeans (40%) say that things have stayed about the same compared with five years ago, with just under two in five (37%) saying that they have got worse and just over one in five (22%) that they have improved.

There has been an increase since 2011 in the proportion of Europeans who think their personal situation has worsened on all four measures: life in general (+7 percentage points), the area in which they live (+6 points) and their personal job and household financial situations (+5 points each).

Respondents in the EU15 are generally less likely than those in NMS12 to think that their personal situation has worsened, particularly in relation to their household finances (38% vs. 50% respectively) and their life in general (35% vs. 45% respectively).

Nationally, respondents in Sweden have by far the most positive perceptions of any Member State of how their personal situation has changed compared with five years ago. Respondents in Finland, Luxembourg and Denmark are also relatively positive in their assessment of how their lives have changed.

Respondents in Sweden have the most positive views of any Member State on three of the four measures. It is the only Member State where a majority of respondents (60%) think their life in general has improved, with one in ten (10%) feeling it has got worse. Sweden is also most positive in relation to job situation, with 43% saying it has improved and one in ten (10%) reporting it to have got worse; and household finances, which nearly half (47%) say have improved and 15% say have got worse.

After Sweden, the most positive views are in Finland, where 42% say that their life in general has improved and 13% that it has got worse; and 28% say the area in which they live has improved, with 8% saying it has got worse, the most positive finding for any Member State.

In contrast, perceptions of change are much more negative in Greece than in any other Member State. After Greece, Portugal has the least positive views, with those in Hungary and Spain also having relatively negative perceptions.

In Greece the perception that household finances have worsened is very spread, with nine in ten (91%) reporting this to be the case. Large majorities also believe their life in general (84%), their local area (73%) and their job situation (64%) are worse.

In Portugal, seven in ten think their life in general and household finances are worse (70% and 71% respectively) and around half believe their personal job situation and local area have worsened (52% and 50% respectively).

Among the other Member States, a majority in Hungary (67%), Cyprus (65%), Spain (59%), Slovenia and Romania (both 56%), Bulgaria (55%) and Italy and Ireland (both 51%) say their household financial situation has worsened.

In terms of shifts in perceptions between 2011 and 2012, the most positive are observed in Latvia, followed by Lithuania and Romania.

Latvia has seen the most positive shifts of any Member State on all four measures, although the shifts are relatively small. The largest shifts relate to life in general, where 24% perceive things to have improved and 45% think they have got worse, compared with 20% and 55% respectively in 2011; and to household finances, where 17% think the situation has got better and 47% that it has got worse (vs. 13% and 56%).

Lithuania has seen similar levels of improvement on these two measures, with 19% of respondents perceiving their life to have got better and 46% thinking it has got worse, (vs. 17% and 56%); and 14% thinking their household finances have improved and 48% that they have deteriorated (vs. 12% and 57%). Like Latvia and Lithuania, Romania has seen improvements across all four indicators, although these have been small.

The most negative shifts are seen in Cyprus, Spain and Italy.

In Cyprus perceptions have deteriorated significantly on all four measures, and more than in any other EU Member State in relation to life in general and the respondent's personal job situation. The actual shifts on each measure are:

- 17% say their life has improved and 52% that it has got worse (vs. 32% and 34%)
- 6% of respondents say their job situation has improved and 40% think it has got worse (vs. 17% and 21%)
- 19% perceive their local area to have got better and 36% think it has got worse, (vs. 33% and 20%)
- 6% say their household's financial situation has become better, while 65% say it has got worse (vs. 13% and 47%)

The shifts in opinion in Spain are similar in scale:

- 13% report that their life has improved, and 54% think it has got worse, (vs. 25% and 37%)
- 8% perceive their local area to have got better, while 46% think it has got worse, (vs. 24% and 26%)
- 7% think their job situation has improved and 48% think it has got worse, (vs. 13% and 33%)
- 5% feel the financial situation of their household has improved, while 59% think it has deteriorated (vs. 12% and 41%)

The most notable shifts in opinion in Italy concern life in general, with 9% saying it has improved and 44% that it has got worse (vs. 19% and 24%); and household finances, which 5% say have improved and 51% say have worsened (vs. 11% and 30%).

There are some notable socio-demographic differences in relation to how respondents perceive their current situation compared with five years ago.


There is a strong relationship between how difficult people are finding it to pay their household bills and their perceptions of their personal situation: those who struggle to pay their bills most of the time are much more likely to think their personal situation has got worse than those who almost never struggle to do so.

In terms of occupation scale, the unemployed have particularly negative perceptions of how their life has changed, whilst managers have the most positive perceptions.

Younger people, in particular those aged 15-24, are relatively positive and older people (aged 40+) tend to be more negative. Those who left full-time education aged 20 or older have the most positive views, those who left education aged 15 or younger the most negative perceptions.

4.2. COUNTRY SITUATION

This section covers Europeans' perceptions of six areas: the cost of living, energy and housing affordability, the national economic and employment situation, and the way public administration is run²⁴.

Country situation (Changes in the last 5 years)	Improved		Got worse		Stayed about the same	
	EB75.4 (2011)	EB77.4 (2012)	EB75.4 (2011)	EB77.4 (2012)	EB75.4 (2011)	EB77.4 (2012)
 EU27						
Economic situation	12%	10%	68%	70%	17%	18%
Employment situation	12%	9%	64%	70%	20%	18%
Cost of living	3%	2%	80%	82%	15%	14%
Affordability of energy	5%	4%	70%	73%	22%	20%
Affordability of housing	5%	5%	65%	67%	25%	24%
The way public administration is run	7%	5%	38%	41%	49%	49%

Europeans widely perceive the national situation to have deteriorated compared with five years ago across the six indicators. Most respondents think the situation is worse than it was five years ago in terms of the cost of living (82%), the affordability of energy (73%) and housing (67%) and the economic situation and employment situation (both 70%).

²⁴ Q4 "Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to.....? (ONE ANSWER PER LINE) (READ OUT) The cost of living, How affordable energy is in (COUNTRY), How affordable housing is in (COUNTRY), The way public administration runs in (OUR COUNTRY), The economic situation in (OUR COUNTRY), The employment situation in (OUR COUNTRY) Improved, Got worse, Stayed about the same, Don't know" NB The statements relating to personal situation and social protection and inclusion are also asked in this question

A large minority (41%) think the way public administration is run has got worse, while only 5% think it has improved.

The results on each indicator are slightly more negative than in 2011, with the biggest change being an increase from 64% to 70% in the proportion of Europeans who think the employment situation has worsened, with the proportion believing it has improved falling from 12% to 9%.

The largest differences between EU15 and NMS12 are that respondents in EU15 are more likely to think the employment situation has *improved* (10% vs. 4%); energy has become less affordable (75% vs. 66%) and housing has become less affordable (69% vs. 61%).

The Member States that stand out as having the most negative views on how the national situation has changed are Greece, Portugal, Cyprus, Slovenia and Spain. More than nine in ten perceive the national situation to have deteriorated in relation to:

- the economic situation and employment (both 99%), cost of living (97%) and affordability of energy (95%) in Greece
- the economic situation (96%), employment (93%), cost of living (91%) and affordability of energy (95%) in Cyprus
- the economic situation and employment (both 93%) and cost of living (92%) in Portugal
- the economic situation and employment (both 93%) and cost of living (91%) in Slovenia
- the economic situation (94%) and employment situation (95%) in Spain

In terms of Member States that have relatively positive views on these measures, perhaps the most striking finding concerns the difference between perceptions of the economic situation and employment situation in Germany and those in all other EU Member States. Respondents in Germany have much more positive perceptions than other EU Member States of their economic situation relative to five years ago, and *by far* the most positive perceptions in terms of the employment situation. This is consistent with the finding in Chapter II that Germany has seen a particularly strong improvement between 2009 and 2012 in perceptions of its economic situation and employment situation.

In terms of its economic situation, 38% of respondents in Germany perceive things to have improved, while 25% think they have got worse. Sweden has the second most positive perception, but with a negative balance of opinion, 30% seeing it as having improved and 36% thinking it has got worse.

In terms of the employment situation, 42% of respondents in Germany think things have got better and 23% think they have got worse. This compares with Malta, which has the next most positive balance of opinion on employment, but with only 13% perceiving the situation to have improved and 47% seeing it as having got worse. Sweden's relatively

positive view of its economy is not matched in terms of its views of the employment situation (11% improved and 59% worsened), although this is still a more positive judgement than in most Member States.

Other notable findings are that:

- Sweden has by far the least negative perceptions in relation to the cost of living, although still only one in ten respondents (10%) think it has improved, compared with 47% who think it has worsened;
- Estonia is the only Member State where there is a positive balance of opinion concerning the affordability of energy, with 20% perceiving it to have become more affordable and 17% thinking it has become less so;
- Estonia (18% improved, 28% worsened), Ireland (29% and 41%) and Latvia (14% and 27%) have considerably less negative views about housing costs than most other Member States;
- Estonia (17% improved, 14% worsened) and Luxembourg (10% and 9%) are the only Member States where there is a positive balance of opinion on the way public administration is run.

The shifts in perceptions of how the national situation has changed compared with five years ago do not follow as clear a pattern as on other measures. In part, this is because Member States that already had very negative readings in 2011 cannot fall much further on certain measures. Hence, for example, Greece, Portugal, Cyprus, Slovenia and Spain, while their perceptions have generally deteriorated since 2011, do not feature among those showing the largest drops.

The main patterns that do emerge are that perceptions in Romania, Latvia and Lithuania have improved on all six indicators; that Italy has seen the largest overall decline in perceptions across these measures; and a notable increase in perceptions of the economic and employment situations in their country worsening in Sweden and the Benelux countries, and to a lesser extent the other Nordic States.

In Latvia and Romania, the largest positive shifts are in relation to the way public administration is run, although the proportions reporting that the situation has improved remain small. In Latvia, 10% say the way public administration is run has improved, while 30% say it has got worse (vs. 3% and 47% in 2011). In Romania, 9% think it has improved, while 49% think it has got worse (vs. 3% and 65%)

Lithuania has seen the largest net improvement of the Member States in relation to employment, against a trend of net decline in 21 Member States, but the predominant view remains that the employment situation has worsened compared with five years ago: only 6% perceive there to have been an improvement and 60% a deterioration, although this compares with 4% and 75% respectively in 2011.

Opinion in Italy has worsened on all six measures, with the largest change concerning the affordability of energy, with 4% of respondents seeing an improvement and 74% a deterioration, compared with 10% and 54% in 2011.

Sweden and the Netherlands have particularly large shifts in opinion on employment. In Sweden, 11% now think the employment situation has improved, compared with 33% in 2011 and 59% that it has got worse, compared with 37%; in the Netherlands, only 2% think the employment situation has improved, compared with 10% in 2011, and 82% that it has got worse, compared with 56% in 2011. Luxembourg, Belgium and Austria have seen similar, but somewhat smaller shifts on this measure.

The most notable shifts in opinion in Italy concern life in general, with 9% saying it has improved and 44% that it has got worse (vs. 19% and 24%); and household finances, which 5% say have improved and 51% say have worsened (vs. 11% and 30%).


Socio-demographic differences on these measures are less marked than in relation to respondents' personal situation. Those who struggle to pay their bills most of the time have somewhat more negative views than those who almost never struggle to do so, but the differences are much less pronounced than in relation to their personal situation. In terms of occupation, the unemployed have somewhat more negative perceptions than managers and students, but otherwise perceptions are similar across the groups.

Those aged 15-24 are more positive than other age groups and those who left education aged 20 or older have more positive views than those who left at an earlier age, though not markedly so.

4.3. SOCIAL PROTECTION AND INCLUSION

The final section of this chapter focuses on Europeans' views on the situation now compared with five years ago in relation to social protection and inclusion: the healthcare system, state provisions in terms of pensions and unemployment benefits; relations in the country between people from different cultural, religious or national backgrounds; and the way inequalities and poverty are addressed²⁵.

²⁵ Q4 "Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to.....? (ONE ANSWER PER LINE) (READ OUT) The healthcare system in (OUR COUNTRY), The provision of pensions in (OUR COUNTRY), Unemployment benefits in (OUR COUNTRY), Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities, The way inequalities and poverty are addressed in (OUR COUNTRY) Improved, Got worse, Stayed about the same, Don't know" NB The statements relating to personal and national situation are also asked in this question

Social protection and inclusion (Changes in the last 5 years)	Improved		Got worse		Stayed about the same	
	EB75.4 (2011)	EB77.4 (2012)	EB75.4 (2011)	EB77.4 (2012)	EB75.4 (2011)	EB77.4 (2012)
 EU27						
Healthcare system	11%	8%	44%	50%	42%	40%
Provision of pensions	5%	4%	52%	58%	35%	32%
Unemployment benefits	7%	6%	44%	49%	34%	33%
Relations between people from different cultural backgrounds	12%	11%	35%	37%	47%	47%
The way inequalities and poverty are addressed	8%	7%	44%	46%	42%	43%

As was the case in 2011, the large majority of Europeans perceive the five areas of social protection and inclusion to have got worse or remained the same compared with five years ago, with few respondents perceiving them to have improved.

Half of Europeans (50%) think that the healthcare system in their country has got worse in the last five year. Four in ten (40%) think it has stayed the same and less than one in ten (8%) think it has improved.

Perceptions concerning unemployment benefits are similar, with around half of respondents (49%) thinking they have got worse, a third (33%) that they have remained the same and only 6% that they have got better. Over one in ten respondents (12%) don't know.

In relation to pension provision, the balance of opinion is more negative, with nearly six in ten Europeans (58%) believing that provision has deteriorated, a third (32%) that it has stayed the same and only 4% that it has got better.

In terms of relations between people from different cultural or religious backgrounds, or nationalities, the most common view (47%) is that there has been no change, but the overall balance of opinion is negative, with nearly four in ten (37%) thinking things have got worse, compared with 11% who think that relations have improved.

In relation to the way that inequality and poverty are addressed, similar proportions think things have got worse (46%) and have remained unchanged (43%), with only 7% thinking they have got better.

Although the overall picture of Europeans' perceptions on these measures remains broadly similar to that presented in 2011 the proportion of Europeans thinking that the situation is worse than it was five years ago has increased on all five measures, most notably in the areas of national healthcare and pension provision (both +6 percentage points), and benefits for the unemployed (+5 points).

Respondents in EU15 are more likely than those in NMS12 to think that relations between people from different cultural, religious or national backgrounds have worsened

(40% vs. 29% respectively) and less likely to believe the situation is worse in relation to the healthcare system (47% vs. 56%) and the provision of unemployment benefits (47% vs. 55%).

Among the 27 Member States, Malta stands out as having the most positive perceptions of change on these indicators, with Estonia, Finland, Luxembourg and Denmark also tending to have less negative perceptions than other Member States.

Malta has the most positive balance of opinion on three of the five measures (the healthcare system, pension provision and the way that the country addresses inequality and poverty), and has a particularly positive view on its healthcare system. Nearly half of respondents in Malta (47%) say the system has improved, compared with only 17% who say it has got worse. This is a considerably more positive result than for any other Member State, with Belgium, where 17% see improvement and 12% deterioration, the next most positive. This result for Malta chimes with the earlier finding (see Chapter III) that Malta has a particularly optimistic view relative to all other Member States of how its healthcare system will change in the next 12 months.

The only other measure where there is a positive balance of opinion in any of the Member States is relations between people with different cultural and religious backgrounds or nationalities. Here Estonia has the most positive perception of the situation relative to five years ago, with around a quarter of respondents (24%) thinking relations have improved and half as many (12%) saying they have got worse. Malta also has a positive balance of opinion regarding this indicator, with the same proportion as in Estonia (24%) seeing improvement and a slightly higher proportion (17%) seeing deterioration.

By far the most strongly negative views are again found in Greece, followed by Portugal, Spain, Slovenia and Hungary, with Italy, Romania and the Czech Republic not far behind.

Greece has the most negative perceptions on all five measures. Almost all respondents think that pension provision (98%), unemployment benefits (97%) and the healthcare system (94%) are worse than five years ago; nearly nine in ten (87%) that the way that the country addresses inequality and poverty has deteriorated; and eight in ten (79%) that relations between people with different cultural and religious backgrounds or nationalities have got worse.

Portugal has particularly negative views in relation to pension provision (1% thinking it has improved, 81% that it has got worse) and unemployment benefits (1% and 80% respectively). These are also poorly perceived areas in Spain, where 75% think unemployment benefits are worse than five years ago, compared with 2% who think they have got better; and 73% think pension provision is worse, compared with 1% who believe it has improved. Similar views on pension provision are held in the Netherlands, where nearly three quarters (73%) perceive it to be worse than five years ago and only 2% to feel that it has improved. This is a notably more negative view than for the other four measures in the Netherlands.

Hungary has the most negative views after Greece and Portugal in relation to unemployment benefits (1% thinking it has improved, 79% that it has got worse) and the way in which poverty and inequality are addressed (2% and 65% respectively). Slovenia has the most negative perceptions after Greece on relations between people with different cultural and religious backgrounds or nationalities (3% thinking they have improved, 54% that they have got worse), with a similar balance of opinion in Cyprus (8% and 57% respectively), while Romania has the most negative views after Greece and Portugal of the healthcare system (7% thinking it has improved, 67% that it has got worse).

The most notable positive shifts between 2011 and 2012 on these measures are in Romania, followed by Lithuania, Denmark, Finland and Latvia. The balance of opinion in Romania has improved on all of the measures, and more than in any other Member State on two of the indicators. The most notable shifts are:

- 7% think that the healthcare system is better, and 67% think it is worse, compared with 2% and 81% respectively in 2011
- 3% believe unemployment benefits have improved, 63% believe they have got worse (vs. 1% and 76%)
- 13% believe relations between people with different cultural and religious backgrounds or nationalities have improved, 28% that they have got worse (vs. 4% and 39%)

Denmark has the largest improvement concerning relations between people with different cultural and religious backgrounds or nationalities (22% improved and 24% got worse, compared with 15% and 44% respectively in 2011); and in terms of how the country addresses inequality and poverty (13% improved and 24% got worse, compared with 9% and 37%). Lithuania shows the most improvement concerning pension provision, with 4% thinking it has improved and 52% thinking it is worse, compared with 3% and 66% respectively in 2011.

The most negative shifts are in Cyprus, Spain and Italy.

In Cyprus, the balance of opinion has deteriorated more than in any other EU Member State in relation to pension provision, unemployment benefits and the way that the country addresses inequality and poverty. This was also the case in terms of how respondents in Cyprus felt these areas would develop in the next 12 months (see Chapter III):

- 16% think pension provision has improved, and 45% think it has got worse, compared with 29% and 26% respectively in 2011
- 7% believe unemployment benefits have improved, 50% that they have deteriorated (vs. 17% and 27%)
- 6% perceive the way the country addresses inequality and poverty to have improved, and 66% think it has got worse (vs. 13% and 50%).

In Spain, the balance of opinion has deteriorated more than in any other EU Member State in relation to the healthcare system and relations between people with different cultural and religious backgrounds or nationalities. The shift in perceptions on the healthcare system is particularly marked, with only 6% of respondents in 2012 thinking it has improved, and 64% believing it has got worse, compared with 16% and 34% respectively in 2011. These findings again reflect perceptions relating to the next 12 months reported in Chapter III.

Socio-demographic differences on these measures are similar to those noted in relation to the national situation. Those who struggle to pay their bills most of the time have somewhat more negative views than those who almost never struggle to do so. In terms of occupation, students have the least negative perceptions, followed by managers, whilst the unemployed have somewhat more negative perceptions than other groups. Those aged 15-24 are more positive than other age groups and those who left education aged 20 or older have slightly more positive views than those who left at an earlier age.

CONCLUSIONS

The Social Climate survey, conducted for DG Employment, Social Affairs and Inclusion for the fourth time, provides an overview of the social climate in the European Union. It measures the nature of the current situation regarding key social concerns of EU citizens, their expectations for the coming twelve months and their evaluations of how things have changed compared with five years ago. The survey explores three broad components of the social climate: Europeans' perceptions on different aspects of their personal lives, their opinions of the general situation in their country, and their view of the state of social protection and inclusion. The survey enables analysis of how the public mood varies between the 27 Member States within the EU and between different socio-demographic groups across the EU, and monitors how public opinion and perceptions change over time.

The overall 2012 EU social climate, which summarises Europeans' views across the three areas of personal circumstance, the national picture and social protection and inclusion, has slightly declined, from -0.6 in 2011 to -0.8 in 2012. The index is now at a low point in the four year series, with indices of -0.7 recorded in 2009 and 2010. Nonetheless, the index, based on a scale from +10 to -10, still presents Europeans as a whole as being broadly neutral in their evaluation of the current situation.

However, the overall picture masks very substantial differences between countries and different socio-demographic grouping.

At a national level the social climate index ranges from a high of 2.8 in the Netherlands and Denmark to a low of -5.8 in Greece, with the most positive perceptions being found in the Benelux and Nordic countries, along with Austria and Germany, and the least positive among southern and eastern Member States, along with Lithuania. This pattern is consistent with the earlier surveys in the series, but the 2012 survey shows the gap between the higher and lower ranked Member States widening.

Thus, among the ten Member States with a positive social climate index in 2012²⁶, eight show an improvement in their index since 2011 and nine show an improvement since 2009. In contrast, among the ten with the lowest index in 2012²⁷, the social climate index has dropped in seven countries since 2011, and eight since 2009.

The largest declines, relative to their position in both 2009 and 2011, are found predominantly among the southern European Member States that are experiencing a particularly challenging economic climate, most notably Italy, Cyprus and Greece, but also Spain and Portugal. In contrast, the social climate index in Germany has increased significantly more than in any other Member State since 2009.

²⁶ Denmark (2.8), the Netherlands (2.8), Luxembourg (2.7), Sweden (2.6), Austria (2.5), Germany (2.0), Finland (1.5), Belgium (1.5), Malta (0.1) and the UK (0.1).

²⁷ Greece (-5.8), Romania (-3.8), Hungary (-3.8), Portugal (-3.2), Italy (-3.1), Bulgaria (-2.9), Cyprus (-2.9), Poland (-2.6), Lithuania (-2.4) and Spain (-2.1).

Among the Member States with lower social climate indices in 2012, three – the Baltic states of Latvia and Lithuania, and Romania – buck this general trend, all showing improvements of 0.5 points or more over their 2011 index. France has also seen a strong improvement of 0.7 points relative to 2011, which might reflect a 'bounce' in optimism in the country following the recent change in government.

In terms of socio-demographics there are also wide disparities between groupings, most notably in relation to how difficult respondents say they are finding it to pay their household bills. Thus, those who say that they almost never find it difficult to pay their bills have a positive index in 2012 of 0.5, compared with an index of -3.8 for those who almost always have difficulty paying household bills. Again this gap is widening, with the index worsening since 2011 for those who always struggle (by 0.5 points), whilst it has improved for those who almost never struggle (by 0.2 points).

Similarly, in terms of employment status, there are marked differences between the perceptions of the unemployed, who have an overall social climate index of -3.1 in 2012, slightly lower than in 2011, and those in managerial jobs, who have the highest index (1.1) up from 0.7 in 2011, and who are the only occupational group with a positive score in 2012.

As in the three previous surveys, Europeans assess their personal situation positively on balance, especially in relation to their life in general and the area in which they live, but less so in terms of their job situation and the financial situation of their household. This contrasts with their assessment of most of the national indicators, where the balance of opinion is generally negative. There are two exceptions to this rule – there is a positive balance of opinion on both healthcare provision and relations between people from different cultural and religious backgrounds or nationalities. Europeans are particularly critical in their assessment of the economic indicators – especially the employment situation, as well as the affordability of housing, the national economic situation and the cost of living, and, to a slightly lesser extent the affordability of energy. They are also relatively critical about the way in which inequalities and poverty are addressed in their country.

While the finding that Europeans assess their personal situation more positively than the national situation holds true across all socio-demographic groups, it again masks differences between those who are struggling in their personal situation and those who are in a stronger position. For example, the unemployed record a similar score for their own job situation and the national employment than managers do; and those who almost always struggle to pay bills have a similar score for their household financial situation and the national economic situation than those who almost never struggle to pay bills. Thus, the extent to which people assess their own situation as being worse than the national situation depends strongly on how their own circumstances are affected by what is happening in their country.

Europeans' assessment of their personal situation has worsened relative to 2011 on all four of the measures and it is this change that mainly drives the overall decline in the social climate index. This downward trend is a reversal of a weaker upward trend seen in 2011, suggesting that the sense of emerging optimism contained in last year's study has

decreased, following a particularly challenging economic and political climate in the period between the two surveys., none of the other indices have declined to any extent, with the exception of the employment situation, and there have been slight improvements in the evaluation of the way poverty and inequalities are addressed and relations between people from different cultural and religious backgrounds or nationalities, and in respondents' assessment of the cost of living.

These findings may suggest that, while Europeans have become accustomed over the past few years to the difficult macroeconomic situation, more are feeling its effects now than was the case a year ago. This conclusion is supported by an increase in the proportion of Europeans who think their situation is worse than five years ago on all four measures relating to their personal situation.

Looking to the future, the majority of Europeans do not expect their personal circumstances to change in the next twelve months and are as likely to think they will get better as to anticipate them getting worse. However, Europeans are more pessimistic in their predictions of what will happen in their country in the next twelve months, in particular when it comes to the employment and economic situations.

The results on what Europeans expect to happen across the 15 indicators in the next 12 months reveal some interesting findings at Member State level, with some optimism about the future in the Baltic states, particularly Latvia and Estonia, a more positive outlook in Romania relative to 2011, and further signs of a new-found sense of optimism in France. These findings reflect improvements in the social climate index in Latvia, Romania and France relative to 2011.

Nonetheless a mood of pessimism colours the outlook in most Member States, especially in Greece, but also in other Member States that have the most negative perceptions of the current situation – particularly Portugal, Cyprus, Hungary, Slovenia and Spain. There are also signs that pessimism is spreading more widely in the population compared with 2011, particularly in Cyprus, Spain and Italy.

Beyond these Member States, there are indications of growing concern among respondents in those countries that otherwise have more positive views, most notably the Netherlands, where opinion has worsened dramatically since 2011 in relation to both the economy and the employment situation, with a similar though less striking trend apparent in Luxembourg. Even in Germany, where confidence in the national economic situation has grown since 2009 more than in any other Member State, there has been a substantial increase since 2011 in the proportion of respondents who think the economic situation will worsen in the next twelve months and a corresponding fall in the proportion who expect it to improve. Although these findings are not yet reflected in any overall deterioration in how respondents in these countries evaluate their current personal situation, they may signal a growing sense of the risk of 'contagion' through their countries' economic exposure to the debt crisis in southern Europe, and may be a foreboding of worse to come. The coming period will be critical in determining whether these findings mark the start of a longer term downward trend or of an improvement in Europeans' perceptions or their personal circumstances and the situation in their country.

ANNEXES

TECHNICAL SPECIFICATIONS

SPECIAL EUROBAROMETER 391

Social Climate

TECHNICAL SPECIFICATIONS

Between the 2th and 17th of June 2012, TNS Opinion & Social, a consortium created between TNS plc and TNS opinion, carried out the wave 77.4 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Research and Speechwriting".

The SPECIAL EUROBAROMETER 391 is part of wave 77.4 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over.

The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

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

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

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

Statistical Margins due to the sampling process (at the 95% level of confidence)											
<i>various sample sizes are in rows</i>						<i>various observed results are in columns</i>					
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.059	02/06/12	17/06/12	8.866.411
BG	Bulgaria	TNS BBSS	1.008	02/06/12	11/06/12	6.584.957
CZ	Czech Rep.	TNS Aisa	1.004	02/06/12	14/06/12	8.987.535
DK	Denmark	TNS Gallup DK	1.008	02/06/12	17/06/12	4.533.420
DE	Germany	TNS Infratest	1.505	02/06/12	17/06/12	64.545.601
EE	Estonia	Emor	1.005	02/06/12	17/06/12	916.000
IE	Ireland	Ipsos MRBI	997	02/06/12	15/06/12	3.375.399
EL	Greece	TNS ICAP	1.000	02/06/12	15/06/12	8.693.566
ES	Spain	TNS Demoscopia	1.011	02/06/12	17/06/12	39.035.867
FR	France	TNS Sofres	1.027	02/06/12	17/06/12	47.620.942
IT	Italy	TNS Infratest	1.026	02/06/12	17/06/12	51.252.247
CY	Rep. of Cyprus	Synovate	504	02/06/12	17/06/12	651.400
LV	Latvia	TNS Latvia	1.024	02/06/12	17/06/12	1.448.719
LT	Lithuania	TNS LT	1.028	02/06/12	17/06/12	2.849.359
LU	Luxembourg	TNS ILReS	503	02/06/12	16/06/12	404.907
HU	Hungary	TNS Hoffmann Kft	1.009	02/06/12	17/06/12	8.320.614
MT	Malta	MISCO	500	02/06/12	16/06/12	335.476
NL	Netherlands	TNS NIPO	1.003	02/06/12	17/06/12	13.288.200
AT	Austria	Österreichisches Gallup-Institut	1.001	02/06/12	17/06/12	6.973.277
PL	Poland	TNS OBOP	1.000	02/06/12	17/06/12	32.306.436
PT	Portugal	TNS EUROTESTE	1.001	02/06/12	17/06/12	8.080.915
RO	Romania	TNS CSOP	1.043	02/06/12	14/06/12	18.246.731
SI	Slovenia	RM PLUS	1.005	02/06/12	17/06/12	1.748.308
SK	Slovakia	TNS Slovakia	1.000	02/06/12	17/06/12	4.549.954
FI	Finland	TNS Gallup Oy	1.017	02/06/12	17/06/12	4.412.321
SE	Sweden	TNS GALLUP	1.033	02/06/12	17/06/12	7.723.931
UK	United Kingdom	TNS UK	1.301	02/06/12	17/06/12	51.081.866
TOTAL EU27			26.622	02/06/12	17/06/12	406.834.359

QUESTIONNAIRE

QB1 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the life you lead?

(READ OUT)

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

EB75.4 QB1

QB2 How would you judge the current situation in each of the following?

(SHOW CARD WITH SCALE - ONE ANSWER PER LINE)

	(READ OUT)	Very good	Rather good	Rather bad	Very bad	DK
1	The area you live in	1	2	3	4	5
2	Health care provision in (OUR COUNTRY)	1	2	3	4	5
3	The provision of pensions in (OUR COUNTRY)	1	2	3	4	5
4	Unemployment benefits in (OUR COUNTRY)	1	2	3	4	5
5	The cost of living in (OUR COUNTRY)	1	2	3	4	5
6	Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities	1	2	3	4	5
7	The way inequalities and poverty are addressed in (OUR COUNTRY)	1	2	3	4	5
8	How affordable energy is in (OUR COUNTRY)	1	2	3	4	5
9	How affordable housing is in (OUR COUNTRY)	1	2	3	4	5
10	The way public administration runs in (OUR COUNTRY)	1	2	3	4	5
11	The situation of the (NATIONALITY) economy	1	2	3	4	5
12	Your personal job situation	1	2	3	4	5
13	The financial situation of your household	1	2	3	4	5
14	The employment situation in (OUR COUNTRY)	1	2	3	4	5

EB75.4 QB2

QB3 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

(ONE ANSWER PER LINE)

	(READ OUT)	Better	Worse	Same	DK
1	Your life in general	1	2	3	4
2	The area you live in	1	2	3	4
3	The healthcare system in (OUR COUNTRY)	1	2	3	4
4	The provision of pensions in (OUR COUNTRY)	1	2	3	4
5	Unemployment benefits in (OUR COUNTRY)	1	2	3	4
6	The cost of living in (OUR COUNTRY)	1	2	3	4
7	Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities	1	2	3	4
8	The way inequalities and poverty are addressed in (OUR COUNTRY)	1	2	3	4
9	How affordable energy is in (OUR COUNTRY)	1	2	3	4
10	How affordable housing is in (OUR COUNTRY)	1	2	3	4
11	The way public administration runs in (OUR COUNTRY)	1	2	3	4
12	The economic situation in (OUR COUNTRY)	1	2	3	4
13	Your personal job situation	1	2	3	4
14	The financial situation of your household	1	2	3	4
15	The employment situation in (OUR COUNTRY)	1	2	3	4

EB75.4 QB3





























QB4 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?
(ONE ANSWER PER LINE)

	(READ OUT)	Improved	Got worse	Stayed about the same	DK
1	Your life in general	1	2	3	4
2	The area you live in	1	2	3	4
3	The healthcare system in (OUR COUNTRY)	1	2	3	4
4	The provision of pensions in (OUR COUNTRY)	1	2	3	4
5	Unemployment benefits in (OUR COUNTRY)	1	2	3	4
6	The cost of living in (OUR COUNTRY)	1	2	3	4
7	Relations in (OUR COUNTRY) between people from different cultural or religious backgrounds or nationalities	1	2	3	4
8	The way inequalities and poverty are addressed in (OUR COUNTRY)	1	2	3	4
9	How affordable energy is in (OUR COUNTRY)	1	2	3	4
10	How affordable housing is in (OUR COUNTRY)	1	2	3	4
11	The way public administration runs in (OUR COUNTRY)	1	2	3	4
12	The economic situation in (OUR COUNTRY)	1	2	3	4
13	Your personal job situation	1	2	3	4
14	The financial situation of your household	1	2	3	4
15	The employment situation in (OUR COUNTRY)	1	2	3	4

EB75.4 QB4





























TABLES

QB1 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the life you lead?

	%	Very satisfied		Fairly satisfied		Not very satisfied		Not at all satisfied		DK		Total 'Satisfied'		Total 'Not satisfied'	
		EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.	EB	Diff.
		77.4	EB 75.4	77.4	EB 75.4	77.4	EB 75.4	77.4	EB 75.4	77.4	EB 75.4	77.4	EB 75.4	77.4	EB 75.4
 EU 27		20	-5	56	0	18	4	5	1	1	0	76	-5	23	5
 BE		28	-10	62	10	9	0	1	0	0	0	90	0	10	0
 BG		2	-2	38	-6	37	1	17	2	6	5	40	-8	54	3
 CZ		9	-4	68	0	19	3	3	1	1	0	77	-4	22	4
 DK		70	3	28	-1	2	-1	0	-1	0	0	98	2	2	-2
 DE		27	-3	61	3	9	0	3	1	0	-1	88	0	12	1
 EE		8	-5	59	-4	26	6	7	3	0	0	67	-9	33	9
 IE		34	-12	54	9	8	1	2	1	2	1	88	-3	10	2
 EL		4	-4	38	-8	35	2	23	10	0	0	42	-12	58	12
 ES		13	-10	56	-3	25	13	6	0	0	0	69	-13	31	13
 FR		17	-8	64	6	13	1	5	1	1	0	81	-2	18	2
 IT		5	-8	57	-11	31	14	6	4	1	1	62	-19	37	18
 CY		30	-9	49	-2	15	7	5	3	1	1	79	-11	20	10
 LV		10	0	55	6	27	-4	8	-2	0	0	65	6	35	-6
 LT		10	-3	49	4	30	1	10	-3	1	1	59	1	40	-2
 LU		42	-6	53	5	4	1	1	0	0	0	95	-1	5	1
 HU		5	-1	42	-4	37	2	15	3	1	0	47	-5	52	5
 MT		24	-13	54	6	17	5	5	2	0	0	78	-7	22	7
 NL		55	1	40	-1	4	0	1	0	0	0	95	0	5	0
 AT		23	2	63	-4	12	1	1	0	1	1	86	-2	13	1
 PL		11	-1	61	-7	19	6	4	0	5	2	72	-8	23	6
 PT		2	-1	43	-15	39	8	15	7	1	1	45	-16	54	15
 RO		3	-3	44	1	41	10	10	-9	2	1	47	-2	51	1
 SI		20	-4	65	6	13	0	2	-2	0	0	85	2	15	-2
 SK		10	-5	59	0	27	6	4	0	0	-1	69	-5	31	6
 FI		36	-5	58	2	5	2	1	1	0	0	94	-3	6	3
 SE		54	-3	44	4	2	-1	0	0	0	0	98	1	2	-1
 UK		32	-8	57	7	8	1	3	1	0	-1	89	-1	11	2





























QB2.1 How would you judge the current situation in each of the following?

The area you live in

	%	Very good		Rather good		Rather bad		Very bad		DK		Total 'Good'		Total 'Bad'	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		26	-4	58	0	12	2	3	1	1	1	84	-4	15	3
 BE		41	-6	53	8	6	-1	0	-1	0	0	94	2	6	-2
 BG		7	-3	50	-1	30	1	12	3	1	0	57	-4	42	4
 CZ		17	-5	69	4	13	1	1	0	0	0	86	-1	14	1
 DK		37	-5	53	4	9	1	1	0	0	0	90	-1	10	1
 DE		36	-1	55	2	7	-1	1	0	1	0	91	1	8	-1
 EE		21	-7	64	5	14	3	1	-1	0	0	85	-2	15	2
 IE		44	-6	49	4	6	2	1	0	0	0	93	-2	7	2
 EL		8	-4	49	-7	28	5	15	7	0	-1	57	-11	43	12
 ES		20	-5	61	-2	15	5	3	1	1	1	81	-7	18	6
 FR		31	-8	59	6	7	0	3	2	0	0	90	-2	10	2
 IT		7	-3	64	-9	20	6	8	5	1	1	71	-12	28	11
 CY		31	-5	50	-2	14	5	5	2	0	0	81	-7	19	7
 LV		18	2	57	-2	20	1	4	-1	1	0	75	0	24	0
 LT		22	-3	61	2	14	0	3	1	0	0	83	-1	17	1
 LU		56	-1	41	3	3	0	0	-1	0	-1	97	2	3	-1
 HU		11	-4	62	1	21	1	5	1	1	1	73	-3	26	2
 MT		23	-12	62	10	13	3	2	-1	0	0	85	-2	15	2
 NL		54	-1	43	2	3	0	0	-1	0	0	97	1	3	-1
 AT		36	1	56	-2	7	1	1	0	0	0	92	-1	8	1
 PL		19	-5	63	1	14	3	2	0	2	1	82	-4	16	3
 PT		8	2	74	-6	16	3	2	1	0	0	82	-4	18	4
 RO		13	-4	61	0	19	1	6	2	1	1	74	-4	25	3
 SI		15	3	69	0	14	-2	2	-1	0	0	84	3	16	-3
 SK		15	-6	66	6	16	-1	2	0	1	1	81	0	18	-1
 FI		40	-5	57	4	3	1	0	0	0	0	97	-1	3	1
 SE		69	6	30	-4	1	-2	0	0	0	0	99	2	1	-2
 UK		34	-7	56	6	8	2	2	-1	0	0	90	-1	10	1





























QB2.2 How would you judge the current situation in each of the following?

Health care provision in (OUR COUNTRY)

	%	Very good		Rather good		Rather bad		Very bad		DK		Total 'Good'		Total 'Bad'	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		15	1	47	-1	26	-1	11	1	1	0	62	0	37	0
 BE		49	-1	46	1	4	-1	1	1	0	0	95	0	5	0
 BG		1	0	21	-6	50	2	26	4	2	0	22	-6	76	6
 CZ		8	-1	60	5	26	-2	5	-2	1	0	68	4	31	-4
 DK		27	4	56	4	14	-6	2	-3	1	1	83	8	16	-9
 DE		19	8	62	7	17	-11	2	-3	0	-1	81	15	19	-14
 EE		4	-1	58	4	28	-4	8	1	2	0	62	3	36	-3
 IE		6	-2	38	4	35	4	19	-3	2	-3	44	2	54	1
 EL		0	-1	9	-12	37	-10	54	24	0	-1	9	-13	91	14
 ES		9	-5	60	2	27	4	3	-1	1	0	69	-3	30	3
 FR		21	6	60	2	16	-6	3	-1	0	-1	81	8	19	-7
 IT		3	-3	38	-12	38	6	20	9	1	0	41	-15	58	15
 CY		7	-4	44	-3	31	1	15	6	3	0	51	-7	46	7
 LV		2	1	28	-1	44	-1	23	2	3	-1	30	0	67	1
 LT		2	0	37	0	46	1	13	0	2	-1	39	0	59	1
 LU		44	5	49	-2	6	0	0	-2	1	-1	93	3	6	-2
 HU		1	-1	31	0	46	-1	21	2	1	0	32	-1	67	1
 MT		25	0	57	1	16	3	1	-3	1	-1	82	1	17	0
 NL		50	8	41	-6	8	-1	1	0	0	-1	91	2	9	-1
 AT		33	-2	58	-1	9	4	0	-1	0	0	91	-3	9	3
 PL		1	-2	20	-9	45	1	32	11	2	-1	21	-11	77	12
 PT		1	0	34	-11	49	6	15	5	1	0	35	-11	64	11
 RO		1	0	18	6	50	4	29	-10	2	0	19	6	79	-6
 SI		8	-1	63	4	24	-1	5	0	0	-2	71	3	29	-1
 SK		4	2	39	3	41	-4	15	-1	1	0	43	5	56	-5
 FI		20	5	62	-1	16	-2	2	-1	0	-1	82	4	18	-3
 SE		29	7	58	2	11	-8	2	-1	0	0	87	9	13	-9
 UK		30	0	56	2	10	0	4	-1	0	-1	86	2	14	-1





























QB2.3 How would you judge the current situation in each of the following?

The provision of pensions in (OUR COUNTRY)

	%	Very good		Rather good		Rather bad		Very bad		DK		Total 'Good'		Total 'Bad'	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		5	0	35	1	37	1	18	1	5	-3	40	1	55	2
 BE		14	-1	52	8	28	-4	4	-2	2	-1	66	7	32	-6
 BG		0	0	7	-3	47	1	37	6	9	-4	7	-3	84	7
 CZ		1	0	27	3	43	-1	26	1	3	-3	28	3	69	0
 DK		20	4	56	-1	15	-3	2	0	7	0	76	3	17	-3
 DE		8	3	56	7	27	-4	6	-4	3	-2	64	10	33	-8
 EE		1	1	13	-9	51	4	30	6	5	-2	14	-8	81	10
 IE		5	-1	37	5	24	-2	14	0	20	-2	42	4	38	-2
 EL		0	0	3	-2	35	-8	62	13	0	-3	3	-2	97	5
 ES		2	0	36	6	47	2	10	-5	5	-3	38	6	57	-3
 FR		5	1	48	13	33	-6	8	-6	6	-2	53	14	41	-12
 IT		1	-3	15	-20	48	8	33	17	3	-2	16	-23	81	25
 CY		4	-2	34	0	38	7	16	0	8	-5	38	-2	54	7
 LV		0	0	15	3	46	1	33	-4	6	0	15	3	79	-3
 LT		1	1	17	5	58	7	18	-11	6	-2	18	6	76	-4
 LU		28	-3	52	8	5	-2	1	-1	14	-2	80	5	6	-3
 HU		1	0	18	-2	47	3	28	-1	6	0	19	-2	75	2
 MT		7	4	41	9	29	-3	8	-7	15	-3	48	13	37	-10
 NL		25	2	52	-1	15	1	3	-1	5	-1	77	1	18	0
 AT		18	-1	55	-1	21	3	3	1	3	-2	73	-2	24	4
 PL		1	0	9	-10	44	2	42	12	4	-4	10	-10	86	14
 PT		0	0	8	-2	61	-4	28	5	3	1	8	-2	89	1
 RO		0	-1	7	2	49	8	38	-8	6	-1	7	1	87	0
 SI		3	-2	41	3	39	1	14	-1	3	-1	44	1	53	0
 SK		1	0	17	0	47	-1	31	3	4	-2	18	0	78	2
 FI		5	1	58	11	28	-10	4	-1	5	-1	63	12	32	-11
 SE		6	1	49	1	32	2	8	-1	5	-3	55	2	40	1
 UK		8	2	45	6	28	2	11	-1	8	-9	53	8	39	1





























QB2.4 How would you judge the current situation in each of the following?

Unemployment benefits in (OUR COUNTRY)

	%	Very good		Rather good		Rather bad		Very bad		DK		Total 'Good'		Total 'Bad'	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		6	0	32	1	33	1	19	3	10	-5	38	1	52	4
 BE		16	-5	53	2	22	3	5	0	4	0	69	-3	27	3
 BG		0	0	8	-4	45	4	33	0	14	0	8	-4	78	4
 CZ		2	0	23	4	42	0	27	-1	6	-3	25	4	69	-1
 DK		19	7	54	-2	17	-4	3	-1	7	0	73	5	20	-5
 DE		10	0	56	5	22	-2	6	1	6	-4	66	5	28	-1
 EE		1	0	16	1	42	1	29	2	12	-4	17	1	71	3
 IE		12	-3	45	6	20	-1	14	1	9	-3	57	3	34	0
 EL		0	0	2	-5	32	-11	65	19	1	-3	2	-5	97	8
 ES		1	0	24	4	49	1	21	-3	5	-2	25	4	70	-2
 FR		7	1	48	10	24	-2	5	-3	16	-6	55	11	29	-5
 IT		2	-2	14	-8	40	-1	33	15	11	-4	16	-10	73	14
 CY		2	-1	25	-6	36	8	23	7	14	-8	27	-7	59	15
 LV		1	0	19	4	40	-1	26	-5	14	2	20	4	66	-6
 LT		3	1	20	6	47	4	15	-7	15	-4	23	7	62	-3
 LU		25	0	46	8	8	0	1	0	20	-8	71	8	9	0
 HU		0	-1	7	-4	47	3	42	6	4	-4	7	-5	89	9
 MT		7	3	35	9	22	-4	6	-4	30	-4	42	12	28	-8
 NL		22	4	54	2	13	-1	3	-1	8	-4	76	6	16	-2
 AT		22	1	56	-1	15	2	2	0	5	-2	78	0	17	2
 PL		1	-1	10	-8	46	5	33	9	10	-5	11	-9	79	14
 PT		0	0	9	-4	58	1	27	8	6	-5	9	-4	85	9
 RO		0	0	5	0	45	5	36	-9	14	4	5	0	81	-4
 SI		6	-6	39	-2	34	4	16	8	5	-4	45	-8	50	12
 SK		2	1	16	0	47	-1	27	3	8	-3	18	1	74	2
 FI		7	1	51	10	27	-7	5	-2	10	-2	58	11	32	-9
 SE		4	0	40	3	39	5	9	-5	8	-3	44	3	48	0
 UK		11	1	36	3	23	4	13	2	17	-10	47	4	36	6





























QB2.5 How would you judge the current situation in each of the following?

The cost of living in (OUR COUNTRY)

	%	Very good		Rather good		Rather bad		Very bad		DK		Total 'Good'		Total 'Bad'	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		3	1	26	2	43	-1	27	-2	1	0	29	3	70	-3
 BE		5	0	39	6	46	0	10	-6	0	0	44	6	56	-6
 BG		0	0	6	-1	48	1	45	0	1	0	6	-1	93	1
 CZ		1	0	16	-1	50	3	33	-1	0	-1	17	-1	83	2
 DK		8	2	50	1	33	-4	7	1	2	0	58	3	40	-3
 DE		5	2	54	11	34	-9	6	-3	1	-1	59	13	40	-12
 EE		0	-1	9	-2	42	1	48	2	1	0	9	-3	90	3
 IE		1	1	15	3	44	2	39	-6	1	0	16	4	83	-4
 EL		0	0	3	-1	32	-9	65	10	0	0	3	-1	97	1
 ES		1	0	17	1	58	9	23	-11	1	1	18	1	81	-2
 FR		0	-1	23	11	55	3	20	-13	2	0	23	10	75	-10
 IT		1	-2	8	-12	45	-4	45	17	1	1	9	-14	90	13
 CY		0	-1	11	-6	35	-5	53	11	1	1	11	-7	88	6
 LV		1	1	10	7	46	14	42	-21	1	-1	11	8	88	-7
 LT		0	0	7	1	50	1	42	-2	1	0	7	1	92	-1
 LU		4	1	43	12	45	-10	8	-2	0	-1	47	13	53	-12
 HU		0	-1	5	0	44	0	50	0	1	1	5	-1	94	0
 MT		0	0	12	6	50	5	36	-11	2	0	12	6	86	-6
 NL		12	4	61	4	22	-6	4	-2	1	0	73	8	26	-8
 AT		9	1	49	-4	36	2	5	1	1	0	58	-3	41	3
 PL		0	-1	10	-2	45	-1	44	5	1	-1	10	-3	89	4
 PT		0	0	4	-1	55	-1	41	2	0	0	4	-1	96	1
 RO		0	0	5	2	38	0	55	-3	2	1	5	2	93	-3
 SI		0	0	18	5	56	-1	26	-3	0	-1	18	5	82	-4
 SK		1	0	11	0	52	5	36	-4	0	-1	12	0	88	1
 FI		1	1	34	4	51	-7	14	3	0	-1	35	5	65	-4
 SE		9	5	68	0	19	-3	2	-1	2	-1	77	5	21	-4
 UK		3	2	35	6	40	2	21	-8	1	-2	38	8	61	-6





























QB2.6 How would you judge the current situation in each of the following?

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

	%	Very good		Rather good		Rather bad		Very bad		DK		Total 'Good'		Total 'Bad'	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		5	0	51	4	31	-2	8	-1	5	-1	56	4	39	-3
 BE		4	0	44	3	44	1	6	-4	2	0	48	3	50	-3
 BG		6	-1	59	0	21	-3	7	2	7	2	65	-1	28	-1
 CZ		4	1	42	5	42	-3	10	-3	2	0	46	6	52	-6
 DK		4	0	52	15	37	-10	5	-5	2	0	56	15	42	-15
 DE		5	0	61	11	26	-8	3	-2	5	-1	66	11	29	-10
 EE		5	0	66	-1	20	0	4	1	5	0	71	-1	24	1
 IE		6	-3	59	3	22	1	5	0	8	-1	65	0	27	1
 EL		4	0	28	-7	35	0	32	8	1	-1	32	-7	67	8
 ES		3	-3	53	-2	32	5	8	1	4	-1	56	-5	40	6
 FR		2	1	39	4	42	-4	9	-1	8	0	41	5	51	-5
 IT		2	-3	45	3	34	-5	14	3	5	2	47	0	48	-2
 CY		5	-1	45	5	35	0	14	-2	1	-2	50	4	49	-2
 LV		6	1	60	-2	25	0	6	0	3	1	66	-1	31	0
 LT		5	1	56	3	27	3	6	0	6	-7	61	4	33	3
 LU		10	-5	66	3	18	2	4	1	2	-1	76	-2	22	3
 HU		4	1	42	2	36	-1	11	-4	7	2	46	3	47	-5
 MT		9	3	59	10	21	-3	2	-6	9	-4	68	13	23	-9
 NL		4	0	62	13	29	-10	3	-3	2	0	66	13	32	-13
 AT		10	0	52	2	30	-2	5	0	3	0	62	2	35	-2
 PL		5	-1	52	3	26	2	10	1	7	-5	57	2	36	3
 PT		2	-1	46	-4	29	-1	11	6	12	0	48	-5	40	5
 RO		5	2	52	7	23	-1	9	-5	11	-3	57	9	32	-6
 SI		3	0	50	1	37	-1	9	3	1	-3	53	1	46	2
 SK		7	-4	57	2	29	1	3	-1	4	2	64	-2	32	0
 FI		4	1	64	11	26	-12	3	0	3	0	68	12	29	-12
 SE		3	-1	49	1	42	3	4	-4	2	1	52	0	46	-1
 UK		8	0	59	3	24	0	5	-1	4	-2	67	3	29	-1





























QB2.7 How would you judge the current situation in each of the following?

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

	%	Very good		Rather good		Rather bad		Very bad		DK		Total 'Good'		Total 'Bad'	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		2	0	29	4	48	0	16	-3	5	-1	31	4	64	-3
 BE		3	-1	43	11	45	-2	7	-8	2	0	46	10	52	-10
 BG		1	1	17	6	47	-6	24	-3	11	2	18	7	71	-9
 CZ		1	0	26	2	49	-1	22	-1	2	0	27	2	71	-2
 DK		8	3	50	13	34	-10	5	-7	3	1	58	16	39	-17
 DE		3	1	38	11	47	-4	6	-5	6	-3	41	12	53	-9
 EE		1	1	16	-1	52	0	26	0	5	0	17	0	78	0
 IE		4	1	33	5	38	0	15	-5	10	-1	37	6	53	-5
 EL		1	0	6	-2	41	-5	52	8	0	-1	7	-2	93	3
 ES		1	-2	26	0	57	6	12	-4	4	0	27	-2	69	2
 FR		1	0	21	6	58	6	16	-13	4	1	22	6	74	-7
 IT		2	-2	24	-5	49	0	20	5	5	2	26	-7	69	5
 CY		2	0	22	-7	49	3	25	6	2	-2	24	-7	74	9
 LV		1	0	12	6	50	8	32	-15	5	1	13	6	82	-7
 LT		0	0	11	6	57	4	30	-6	2	-4	11	6	87	-2
 LU		6	-1	52	1	28	2	5	0	9	-2	58	0	33	2
 HU		0	0	9	-5	52	6	36	-1	3	0	9	-5	88	5
 MT		6	0	48	6	29	-2	5	-4	12	0	54	6	34	-6
 NL		7	3	49	10	35	-6	7	-6	2	-1	56	13	42	-12
 AT		8	0	44	5	37	-3	5	-3	6	1	52	5	42	-6
 PL		2	1	16	-5	52	3	25	5	5	-4	18	-4	77	8
 PT		0	-1	17	2	57	-5	21	6	5	-2	17	1	78	1
 RO		1	1	8	0	49	5	36	-7	6	1	9	1	85	-2
 SI		1	0	28	3	52	-2	17	0	2	-1	29	3	69	-2
 SK		1	-1	20	1	59	2	17	-1	3	-1	21	0	76	1
 FI		3	1	47	14	42	-10	6	-4	2	-1	50	15	48	-14
 SE		4	1	39	0	46	2	8	-2	3	-1	43	1	54	0
 UK		4	1	46	8	36	-1	8	-4	6	-4	50	9	44	-5





























QB2.8 How would you judge the current situation in each of the following?

How affordable energy is in (OUR COUNTRY)

	%	Very good		Rather good		Rather bad		Very bad		DK		Total 'Good'		Total 'Bad'	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		2	-1	27	0	46	1	22	0	3	0	29	-1	68	1
 BE		3	0	21	4	54	2	22	-6	0	0	24	4	76	-4
 BG		4	-4	43	3	35	2	14	-1	4	0	47	-1	49	1
 CZ		25	2	52	1	19	-1	3	-1	1	-1	77	3	22	-2
 DK		4	0	51	4	36	-4	6	0	3	0	55	4	42	-4
 DE		1	-1	33	-3	52	3	12	1	2	0	34	-4	64	4
 EE		20	-3	58	-1	13	0	5	2	4	2	78	-4	18	2
 IE		1	0	17	-2	48	8	31	-5	3	-1	18	-2	79	3
 EL		0	0	4	-2	38	-5	58	8	0	-1	4	-2	96	3
 ES		3	-3	46	1	35	0	11	3	5	-1	49	-2	46	3
 FR		1	0	22	6	55	3	18	-8	4	-1	23	6	73	-5
 IT		2	-1	12	-13	49	-1	33	14	4	1	14	-14	82	13
 CY		0	0	5	-4	23	-19	71	23	1	0	5	-4	94	4
 LV		12	0	63	2	18	0	5	-2	2	0	75	2	23	-2
 LT		0	0	8	-2	55	3	35	-1	2	0	8	-2	90	2
 LU		4	0	52	3	35	0	4	-2	5	-1	56	3	39	-2
 HU		1	0	7	-1	49	6	43	-5	0	0	8	-1	92	1
 MT		0	-1	11	4	47	5	40	-8	2	0	11	3	87	-3
 NL		10	4	55	-3	25	-1	5	-1	5	1	65	1	30	-2
 AT		7	-2	51	-3	35	6	6	1	1	-2	58	-5	41	7
 PL		1	0	18	2	52	4	26	-5	3	-1	19	2	78	-1
 PT		0	0	6	2	54	-10	39	8	1	0	6	2	93	-2
 RO		0	0	6	-1	48	6	43	-4	3	-1	6	-1	91	2
 SI		1	0	29	2	57	2	12	-4	1	0	30	2	69	-2
 SK		1	0	19	-1	57	5	21	-5	2	1	20	-1	78	0
 FI		2	0	28	9	52	-8	17	-1	1	0	30	9	69	-9
 SE		5	3	47	13	35	-3	9	-13	4	0	52	16	44	-16
 UK		2	0	27	8	44	1	25	-9	2	0	29	8	69	-8





























QB2.9 How would you judge the current situation in each of the following?

How affordable housing is in (OUR COUNTRY)

	%	Very good		Rather good		Rather bad		Very bad		DK		Total 'Good'		Total 'Bad'	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		2	0	23	0	46	3	26	-2	3	-1	25	0	72	1
 BE		3	1	29	3	51	2	16	-6	1	0	32	4	67	-4
 BG		4	1	38	7	36	-2	16	-4	6	-2	42	8	52	-6
 CZ		7	1	43	5	35	-4	14	-2	1	0	50	6	49	-6
 DK		6	2	63	5	26	-5	2	-2	3	0	69	7	28	-7
 DE		4	0	49	-3	37	6	6	0	4	-3	53	-3	43	6
 EE		7	-2	48	1	31	0	9	0	5	1	55	-1	40	0
 IE		3	-2	37	7	36	1	19	-4	5	-2	40	5	55	-3
 EL		0	0	9	-1	44	-5	46	6	1	0	9	-1	90	1
 ES		1	0	7	-1	52	8	38	-8	2	1	8	-1	90	0
 FR		0	0	15	5	57	3	24	-7	4	-1	15	5	81	-4
 IT		1	-2	10	-9	47	-2	38	12	4	1	11	-11	85	10
 CY		0	0	8	4	27	-4	62	-1	3	1	8	4	89	-5
 LV		6	-1	48	2	34	1	8	-3	4	1	54	1	42	-2
 LT		0	0	8	1	45	2	44	-2	3	-1	8	1	89	0
 LU		1	0	13	3	45	-1	39	0	2	-2	14	3	84	-1
 HU		0	-1	9	-2	51	3	38	0	2	0	9	-3	89	3
 MT		1	1	17	6	44	2	34	-9	4	0	18	7	78	-7
 NL		3	0	47	4	41	-1	7	-2	2	-1	50	4	48	-3
 AT		5	-2	47	-3	37	3	8	2	3	0	52	-5	45	5
 PL		0	-1	10	0	43	2	43	0	4	-1	10	-1	86	2
 PT		0	0	6	0	61	0	31	1	2	-1	6	0	92	1
 RO		1	1	9	1	43	6	41	-7	6	-1	10	2	84	-1
 SI		0	0	14	3	53	5	31	-8	2	0	14	3	84	-3
 SK		1	0	16	1	51	5	31	-5	1	-1	17	1	82	0
 FI		1	0	28	4	52	-6	18	1	1	1	29	4	70	-5
 SE		4	1	56	4	32	-2	5	-4	3	1	60	5	37	-6
 UK		2	0	21	4	45	5	28	-7	4	-2	23	4	73	-2





























QB2.10 How would you judge the current situation in each of the following?

The way public administration runs in (OUR COUNTRY)

	%	Very good		Rather good		Rather bad		Very bad		DK		Total 'Good'		Total 'Bad'	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		3	-1	37	0	37	1	18	1	5	-1	40	-1	55	2
 BE		7	-1	56	7	31	-1	5	-5	1	0	63	6	36	-6
 BG		2	1	33	0	38	-1	13	1	14	-1	35	1	51	0
 CZ		2	0	35	0	40	-1	21	4	2	-3	37	0	61	3
 DK		11	2	60	8	23	-7	4	-4	2	1	71	10	27	-11
 DE		11	2	62	5	19	-6	4	-2	4	1	73	7	23	-8
 EE		4	0	57	-4	22	2	5	1	12	1	61	-4	27	3
 IE		1	0	19	-2	42	9	27	-4	11	-3	20	-2	69	5
 EL		0	-1	3	-4	36	-8	60	13	1	0	3	-5	96	5
 ES		0	-1	19	-9	53	10	25	2	3	-2	19	-10	78	12
 FR		1	0	49	11	32	-7	14	-2	4	-2	50	11	46	-9
 IT		1	-2	12	-14	47	-1	38	17	2	0	13	-16	85	16
 CY		2	-2	24	-17	40	10	28	12	6	-3	26	-19	68	22
 LV		1	1	22	8	50	6	21	-15	6	0	23	9	71	-9
 LT		0	0	19	1	46	3	18	0	17	-4	19	1	64	3
 LU		12	0	64	-1	15	-1	5	0	4	2	76	-1	20	-1
 HU		1	-2	27	-2	46	5	21	2	5	-3	28	-4	67	7
 MT		3	2	36	-3	32	0	13	-2	16	3	39	-1	45	-2
 NL		3	0	50	5	37	2	7	-5	3	-2	53	5	44	-3
 AT		10	0	58	-2	26	2	4	0	2	0	68	-2	30	2
 PL		1	-1	21	-9	48	9	21	4	9	-3	22	-10	69	13
 PT		0	0	14	-1	55	-5	23	7	8	-1	14	-1	78	2
 RO		1	1	16	7	48	8	29	-15	6	-1	17	8	77	-7
 SI		2	1	31	-1	45	4	19	-2	3	-2	33	0	64	2
 SK		2	0	35	0	44	0	14	1	5	-1	37	0	58	1
 FI		5	3	63	6	25	-8	4	-1	3	0	68	9	29	-9
 SE		9	1	63	4	21	-2	3	-1	4	-2	72	5	24	-3
 UK		3	-1	49	10	29	-1	10	-5	9	-3	52	9	39	-6





























QB2.11 How would you judge the current situation in each of the following?

The situation of the (NATIONALITY) economy

	%	Very good		Rather good		Rather bad		Very bad		DK		Total 'Good'		Total 'Bad'	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		4	0	26	0	39	0	29	1	2	-1	30	0	68	1
 BE		2	-2	49	0	42	6	5	-5	2	1	51	-2	47	1
 BG		1	1	6	0	49	2	41	-4	3	1	7	1	90	-2
 CZ		1	1	15	2	50	3	34	-5	0	-1	16	3	84	-2
 DK		7	4	57	11	30	-12	4	-2	2	-1	64	15	34	-14
 DE		19	2	65	2	13	-3	1	-1	2	0	84	4	14	-4
 EE		1	-1	41	4	44	-2	11	-2	3	1	42	3	55	-4
 IE		0	0	4	0	33	9	62	-9	1	0	4	0	95	0
 EL		0	0	0	0	20	-1	80	1	0	0	0	0	100	0
 ES		0	0	1	-2	34	-7	64	8	1	1	1	-2	98	1
 FR		0	0	20	4	59	5	17	-7	4	-2	20	4	76	-2
 IT		2	-1	6	-10	42	-8	49	19	1	0	8	-11	91	11
 CY		0	-2	7	-17	34	-10	59	30	0	-1	7	-19	93	20
 LV		0	0	13	10	53	17	32	-28	2	1	13	10	85	-11
 LT		0	0	11	5	63	4	25	-7	1	-2	11	5	88	-3
 LU		8	-5	74	2	15	4	0	-1	3	0	82	-3	15	3
 HU		0	-1	5	-1	44	-1	50	3	1	0	5	-2	94	2
 MT		3	2	29	5	41	-4	21	0	6	-3	32	7	62	-4
 NL		4	-4	48	-11	39	11	7	3	2	1	52	-15	46	14
 AT		8	-1	65	-4	23	6	3	0	1	-1	73	-5	26	6
 PL		1	0	27	1	47	0	19	-1	6	0	28	1	66	-1
 PT		0	0	2	-1	48	-1	50	3	0	-1	2	-1	98	2
 RO		0	0	4	2	41	7	52	-9	3	0	4	2	93	-2
 SI		0	0	8	0	51	1	41	0	0	-1	8	0	92	1
 SK		0	0	16	2	56	6	27	-7	1	-1	16	2	83	-1
 FI		3	1	66	11	26	-11	3	-2	2	1	69	12	29	-13
 SE		18	-8	69	8	10	1	1	0	2	-1	87	0	11	1
 UK		1	0	16	0	48	4	32	-3	3	-1	17	0	80	1





























QB2.12 How would you judge the current situation in each of the following?

Your personal job situation

	%	Very good		Rather good		Rather bad		Very bad		DK		Total 'Good'		Total 'Bad'	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		12	-1	40	-3	19	4	11	2	18	-2	52	-4	30	6
 BE		19	-5	54	6	11	0	2	-1	14	0	73	1	13	-1
 BG		2	-1	35	-5	30	5	19	1	14	0	37	-6	49	6
 CZ		9	-1	46	1	18	4	4	-2	23	-2	55	0	22	2
 DK		48	3	32	-1	6	-2	5	-1	9	1	80	2	11	-3
 DE		20	3	48	1	11	2	4	-1	17	-5	68	4	15	1
 EE		10	-1	38	-1	10	0	4	1	38	1	48	-2	14	1
 IE		7	-3	38	3	19	5	19	2	17	-7	45	0	38	7
 EL		1	0	17	-10	29	5	32	12	21	-7	18	-10	61	17
 ES		4	-7	37	-4	23	5	19	6	17	0	41	-11	42	11
 FR		8	-3	47	2	12	1	6	2	27	-2	55	-1	18	3
 IT		2	-3	40	-16	32	9	17	8	9	2	42	-19	49	17
 CY		7	-5	25	-6	14	2	15	6	39	3	32	-11	29	8
 LV		7	1	45	1	17	-3	14	1	17	0	52	2	31	-2
 LT		5	1	34	2	26	4	14	-5	21	-2	39	3	40	-1
 LU		28	5	43	-9	7	3	3	1	19	0	71	-4	10	4
 HU		2	0	24	0	29	0	25	0	20	0	26	0	54	0
 MT		9	-1	49	0	13	-1	7	4	22	-2	58	-1	20	3
 NL		27	4	39	-2	9	0	4	0	21	-2	66	2	13	0
 AT		24	-1	57	4	9	0	3	1	7	-4	81	3	12	1
 PL		5	-1	40	-8	26	6	12	4	17	-1	45	-9	38	10
 PT		1	0	34	-8	36	2	14	6	15	0	35	-8	50	8
 RO		2	0	24	1	28	7	17	-5	29	-3	26	1	45	2
 SI		9	0	44	-7	23	7	10	0	14	0	53	-7	33	7
 SK		6	-4	46	2	23	6	8	1	17	-5	52	-2	31	7
 FI		37	-6	36	6	9	0	6	3	12	-3	73	0	15	3
 SE		45	-1	35	0	7	-1	3	0	10	2	80	-1	10	-1
 UK		21	2	37	1	12	0	11	2	19	-5	58	3	23	2





























QB2.13 How would you judge the current situation in each of the following?

The financial situation of your household

	%	Very good		Rather good		Rather bad		Very bad		DK		Total 'Good'		Total 'Bad'	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		8	-1	54	-5	26	3	9	3	3	0	62	-6	35	6
 BE		13	-6	70	6	14	0	2	0	1	0	83	0	16	0
 BG		1	0	29	-5	44	1	23	3	3	1	30	-5	67	4
 CZ		4	-1	57	-1	30	0	7	1	2	1	61	-2	37	1
 DK		34	-2	57	7	6	-5	2	0	1	0	91	5	8	-5
 DE		12	2	66	-2	16	-1	3	0	3	1	78	0	19	-1
 EE		3	-2	61	-6	27	4	8	4	1	0	64	-8	35	8
 IE		5	-1	51	-6	30	5	11	2	3	0	56	-7	41	7
 EL		1	-1	20	-16	43	4	36	14	0	-1	21	-17	79	18
 ES		1	-5	49	-12	33	10	13	5	4	2	50	-17	46	15
 FR		5	-1	67	2	20	0	5	1	3	-2	72	1	25	1
 IT		2	-3	47	-19	35	12	12	8	4	2	49	-22	47	20
 CY		3	-3	45	-10	34	7	17	5	1	1	48	-13	51	12
 LV		3	1	51	0	34	0	10	-2	2	1	54	1	44	-2
 LT		2	1	45	1	43	2	9	-4	1	0	47	2	52	-2
 LU		22	-2	65	-3	9	5	1	0	3	0	87	-5	10	5
 HU		0	-1	24	-5	51	1	23	5	2	0	24	-6	74	6
 MT		5	2	58	-2	27	1	8	-1	2	0	63	0	35	0
 NL		29	1	59	2	8	-3	2	0	2	0	88	3	10	-3
 AT		17	1	62	-3	18	2	2	0	1	0	79	-2	20	2
 PL		2	-1	47	-6	35	6	11	1	5	0	49	-7	46	7
 PT		0	0	30	-12	54	7	13	6	3	-1	30	-12	67	13
 RO		1	0	36	-3	43	6	17	-5	3	2	37	-3	60	1
 SI		2	-1	59	-1	32	3	7	2	0	-3	61	-2	39	5
 SK		3	-1	53	0	36	1	6	0	2	0	56	-1	42	1
 FI		15	-6	68	-1	13	4	3	2	1	1	83	-7	16	6
 SE		39	4	52	-4	6	0	2	0	1	0	91	0	8	0
 UK		13	-1	63	1	17	0	6	2	1	-2	76	0	23	2





























QB2.14 How would you judge the current situation in each of the following?

The employment situation in (OUR COUNTRY)

	%	Very good		Rather good		Rather bad		Very bad		DK		Total 'Good'		Total 'Bad'	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		2	0	20	-2	42	-2	34	5	2	-1	22	-2	76	3
 BE		3	-2	42	-2	49	6	5	-2	1	0	45	-4	54	4
 BG		1	1	4	0	44	-3	49	3	2	-1	5	1	93	0
 CZ		1	0	18	2	51	-3	30	2	0	-1	19	2	81	-1
 DK		1	-2	40	-5	50	4	7	3	2	0	41	-7	57	7
 DE		8	3	57	6	27	-7	5	0	3	-2	65	9	32	-7
 EE		1	0	20	2	55	-4	21	2	3	0	21	2	76	-2
 IE		0	0	3	0	30	9	66	-9	1	0	3	0	96	0
 EL		0	0	1	-1	25	-3	74	4	0	0	1	-1	99	1
 ES		0	-1	1	-1	24	-5	75	7	0	0	1	-2	99	2
 FR		0	0	9	-3	66	2	23	2	2	-1	9	-3	89	4
 IT		1	-2	6	-9	38	-11	54	22	1	0	7	-11	92	11
 CY		0	-2	7	-7	41	-12	51	23	1	-2	7	-9	92	11
 LV		0	0	11	5	51	6	36	-12	2	1	11	5	87	-6
 LT		0	0	9	3	64	7	24	-10	3	0	9	3	88	-3
 LU		3	-1	57	-7	34	8	3	0	3	0	60	-8	37	8
 HU		0	-1	5	-1	47	0	46	1	2	1	5	-2	93	1
 MT		2	2	42	10	33	-12	13	-3	10	3	44	12	46	-15
 NL		4	-3	45	-17	43	19	6	2	2	-1	49	-20	49	21
 AT		7	1	62	-6	27	4	2	0	2	1	69	-5	29	4
 PL		1	0	11	-5	50	-1	35	9	3	-3	12	-5	85	8
 PT		0	0	3	-1	42	-6	55	8	0	-1	3	-1	97	2
 RO		0	0	4	-1	37	4	56	-5	3	2	4	-1	93	-1
 SI		0	0	5	-2	41	-5	54	8	0	-1	5	-2	95	3
 SK		0	-1	10	-2	50	1	39	2	1	0	10	-3	89	3
 FI		1	-2	47	0	44	-1	7	3	1	0	48	-2	51	2
 SE		4	-1	43	-11	46	12	6	1	1	-1	47	-12	52	13
 UK		1	0	16	-1	49	-2	33	6	1	-3	17	-1	82	4





























QB3.1 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

Your life in general

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		22	-4	17	3	58	1	3	0
 BE		27	-3	15	4	58	-1	0	0
 BG		16	-3	15	3	66	2	3	-2
 CZ		11	-3	23	1	65	3	1	-1
 DK		28	-3	4	0	68	4	0	-1
 DE		16	-3	10	-1	71	4	3	0
 EE		35	-6	14	1	50	5	1	0
 IE		23	-2	8	-1	65	3	4	0
 EL		12	5	54	5	32	-10	2	0
 ES		19	-11	22	12	56	-1	3	0
 FR		31	-1	14	5	52	-3	3	-1
 IT		17	-7	20	7	55	-3	8	3
 CY		14	-11	32	13	48	-3	6	1
 LV		34	2	9	-4	55	3	2	-1
 LT		24	-5	17	2	56	5	3	-2
 LU		27	-6	13	5	58	1	2	0
 HU		14	-2	30	1	54	2	2	-1
 MT		21	-2	15	2	53	-3	11	3
 NL		21	-5	15	5	63	0	1	0
 AT		16	-5	13	4	68	0	3	1
 PL		21	-4	20	5	56	2	3	-3
 PT		8	-3	33	0	51	0	8	3
 RO		33	7	18	-10	44	2	5	1
 SI		15	-1	25	8	59	-7	1	0
 SK		20	-5	22	2	56	3	2	0
 FI		25	-3	5	1	69	2	1	0
 SE		41	-4	3	1	56	4	0	-1
 UK		31	-3	12	-1	56	5	1	-1





























QB3.2 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

The area you live in

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		13	-2	12	3	73	-1	2	0
 BE		15	-3	11	4	74	-1	0	0
 BG		15	-2	10	4	73	-1	2	-1
 CZ		8	-2	11	1	80	1	1	0
 DK		10	-3	5	1	84	1	1	1
 DE		6	-1	5	0	88	1	1	0
 EE		28	-1	5	0	66	1	1	0
 IE		10	1	5	0	82	-1	3	0
 EL		8	4	49	8	42	-12	1	0
 ES		11	-7	18	11	69	-5	2	1
 FR		17	-2	4	1	77	0	2	1
 IT		13	-6	19	6	64	-1	4	1
 CY		8	-9	18	9	72	-2	2	2
 LV		24	3	5	-1	70	-2	1	0
 LT		19	0	5	1	75	1	1	-2
 LU		15	2	4	1	80	-3	1	0
 HU		12	-2	22	5	65	-3	1	0
 MT		15	-2	7	2	74	1	4	-1
 NL		10	-2	8	0	81	2	1	0
 AT		11	-4	11	4	77	0	1	0
 PL		17	0	9	2	72	-1	2	-1
 PT		6	-1	28	6	61	-7	5	2
 RO		30	8	11	-5	55	-5	4	2
 SI		9	-1	21	7	69	-6	1	0
 SK		15	-5	15	3	69	3	1	-1
 FI		10	-5	3	0	86	4	1	1
 SE		13	-3	4	0	83	4	0	-1
 UK		17	0	10	3	72	-2	1	-1





























QB3.3 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

The healthcare system in (OUR COUNTRY)

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		12	<i>0</i>	32	<i>2</i>	53	<i>-2</i>	3	<i>0</i>
 BE		14	<i>1</i>	14	<i>1</i>	72	<i>-1</i>	0	<i>-1</i>
 BG		11	<i>-5</i>	22	<i>5</i>	61	<i>2</i>	6	<i>-2</i>
 CZ		7	<i>0</i>	36	<i>-9</i>	57	<i>10</i>	0	<i>-1</i>
 DK		10	<i>-3</i>	15	<i>-7</i>	74	<i>9</i>	1	<i>1</i>
 DE		5	<i>0</i>	30	<i>-12</i>	64	<i>14</i>	1	<i>-2</i>
 EE		24	<i>-1</i>	16	<i>0</i>	58	<i>2</i>	2	<i>-1</i>
 IE		9	<i>0</i>	34	<i>-3</i>	52	<i>6</i>	5	<i>-3</i>
 EL		8	<i>4</i>	75	<i>12</i>	16	<i>-16</i>	1	<i>0</i>
 ES		7	<i>-8</i>	49	<i>29</i>	41	<i>-22</i>	3	<i>1</i>
 FR		19	<i>7</i>	22	<i>-7</i>	56	<i>1</i>	3	<i>-1</i>
 IT		14	<i>-3</i>	36	<i>12</i>	46	<i>-10</i>	4	<i>1</i>
 CY		10	<i>-7</i>	25	<i>11</i>	61	<i>-5</i>	4	<i>1</i>
 LV		14	<i>3</i>	20	<i>-3</i>	63	<i>0</i>	3	<i>0</i>
 LT		13	<i>1</i>	16	<i>0</i>	69	<i>2</i>	2	<i>-3</i>
 LU		12	<i>0</i>	13	<i>-5</i>	72	<i>5</i>	3	<i>0</i>
 HU		11	<i>-1</i>	43	<i>8</i>	45	<i>-6</i>	1	<i>-1</i>
 MT		23	<i>-5</i>	8	<i>-2</i>	62	<i>6</i>	7	<i>1</i>
 NL		5	<i>-1</i>	49	<i>0</i>	45	<i>2</i>	1	<i>-1</i>
 AT		12	<i>-1</i>	20	<i>2</i>	66	<i>-1</i>	2	<i>0</i>
 PL		12	<i>0</i>	33	<i>11</i>	52	<i>-10</i>	3	<i>-1</i>
 PT		5	<i>-2</i>	50	<i>11</i>	39	<i>-9</i>	6	<i>0</i>
 RO		28	<i>14</i>	27	<i>-23</i>	40	<i>8</i>	5	<i>1</i>
 SI		5	<i>-2</i>	45	<i>10</i>	49	<i>-6</i>	1	<i>-2</i>
 SK		13	<i>2</i>	38	<i>-10</i>	48	<i>9</i>	1	<i>-1</i>
 FI		9	<i>1</i>	17	<i>1</i>	73	<i>-2</i>	1	<i>0</i>
 SE		11	<i>-2</i>	17	<i>0</i>	71	<i>2</i>	1	<i>0</i>
 UK		13	<i>-2</i>	26	<i>0</i>	59	<i>4</i>	2	<i>-2</i>





























QB3.4 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

The provision of pensions in (OUR COUNTRY)

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		11	3	40	2	44	-4	5	-1
 BE		11	1	41	4	46	-5	2	0
 BG		9	-3	25	7	54	-1	12	-3
 CZ		2	-1	56	-2	40	4	2	-1
 DK		4	-3	25	-3	68	7	3	-1
 DE		5	2	35	-3	57	2	3	-1
 EE		21	-2	17	1	58	2	4	-1
 IE		5	1	30	-9	50	10	15	-2
 EL		7	5	79	-1	13	-3	1	-1
 ES		5	-5	52	18	39	-11	4	-2
 FR		28	19	23	-13	41	-9	8	3
 IT		11	-4	50	18	34	-14	5	0
 CY		6	-6	41	18	46	-8	7	-4
 LV		10	3	24	-8	62	5	4	0
 LT		10	-3	19	-5	66	10	5	-2
 LU		10	3	26	-2	55	2	9	-3
 HU		6	0	48	-1	42	1	4	0
 MT		10	0	25	5	47	-2	18	-3
 NL		2	-2	72	15	23	-12	3	-1
 AT		10	-2	30	5	54	-5	6	2
 PL		8	-1	39	12	49	-9	4	-2
 PT		3	-1	60	1	31	0	6	0
 RO		25	12	29	-20	38	7	8	1
 SI		4	0	53	4	40	-2	3	-2
 SK		10	0	42	0	45	1	3	-1
 FI		7	2	14	-8	76	6	3	0
 SE		8	-1	20	7	68	-6	4	0
 UK		9	1	41	3	45	4	5	-8





























QB3.5 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

Unemployment benefits in (OUR COUNTRY)

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		9	<i>0</i>	37	<i>4</i>	46	<i>-3</i>	8	<i>-1</i>
 BE		9	<i>1</i>	48	<i>23</i>	41	<i>-23</i>	2	<i>-1</i>
 BG		8	<i>-2</i>	25	<i>7</i>	51	<i>-4</i>	16	<i>-1</i>
 CZ		2	<i>0</i>	52	<i>-4</i>	42	<i>5</i>	4	<i>-1</i>
 DK		7	<i>0</i>	26	<i>3</i>	64	<i>-2</i>	3	<i>-1</i>
 DE		5	<i>0</i>	20	<i>-2</i>	70	<i>4</i>	5	<i>-2</i>
 EE		18	<i>-2</i>	16	<i>0</i>	57	<i>4</i>	9	<i>-2</i>
 IE		5	<i>0</i>	42	<i>-7</i>	45	<i>9</i>	8	<i>-2</i>
 EL		7	<i>5</i>	78	<i>1</i>	14	<i>-4</i>	1	<i>-2</i>
 ES		5	<i>-4</i>	58	<i>17</i>	33	<i>-10</i>	4	<i>-3</i>
 FR		19	<i>12</i>	18	<i>-10</i>	49	<i>-3</i>	14	<i>1</i>
 IT		10	<i>-6</i>	47	<i>16</i>	34	<i>-10</i>	9	<i>0</i>
 CY		5	<i>-6</i>	46	<i>20</i>	39	<i>-7</i>	10	<i>-7</i>
 LV		9	<i>1</i>	22	<i>-15</i>	61	<i>12</i>	8	<i>2</i>
 LT		8	<i>0</i>	18	<i>-6</i>	66	<i>9</i>	8	<i>-3</i>
 LU		8	<i>-4</i>	21	<i>6</i>	55	<i>1</i>	16	<i>-3</i>
 HU		6	<i>0</i>	54	<i>-1</i>	37	<i>3</i>	3	<i>-2</i>
 MT		7	<i>-3</i>	17	<i>-1</i>	49	<i>7</i>	27	<i>-3</i>
 NL		1	<i>-2</i>	63	<i>15</i>	31	<i>-10</i>	5	<i>-3</i>
 AT		10	<i>-3</i>	22	<i>7</i>	62	<i>-3</i>	6	<i>-1</i>
 PL		8	<i>-1</i>	29	<i>10</i>	55	<i>-7</i>	8	<i>-2</i>
 PT		4	<i>1</i>	62	<i>1</i>	26	<i>-1</i>	8	<i>-1</i>
 RO		22	<i>10</i>	27	<i>-22</i>	40	<i>9</i>	11	<i>3</i>
 SI		4	<i>0</i>	64	<i>19</i>	29	<i>-16</i>	3	<i>-3</i>
 SK		9	<i>1</i>	42	<i>1</i>	43	<i>-1</i>	6	<i>-1</i>
 FI		7	<i>-1</i>	12	<i>-6</i>	76	<i>8</i>	5	<i>-1</i>
 SE		14	<i>-3</i>	16	<i>3</i>	66	<i>3</i>	4	<i>-3</i>
 UK		6	<i>-2</i>	41	<i>5</i>	42	<i>2</i>	11	<i>-5</i>





























QB3.6 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

The cost of living in (OUR COUNTRY)

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		9	<i>0</i>	57	<i>-2</i>	32	<i>2</i>	2	<i>0</i>
 BE		9	<i>-1</i>	55	<i>-1</i>	35	<i>1</i>	1	<i>1</i>
 BG		9	<i>-5</i>	43	<i>0</i>	44	<i>6</i>	4	<i>-1</i>
 CZ		2	<i>0</i>	75	<i>-2</i>	23	<i>3</i>	0	<i>-1</i>
 DK		5	<i>0</i>	45	<i>3</i>	50	<i>-2</i>	0	<i>-1</i>
 DE		3	<i>0</i>	61	<i>-7</i>	35	<i>8</i>	1	<i>-1</i>
 EE		13	<i>-2</i>	63	<i>-3</i>	22	<i>4</i>	2	<i>1</i>
 IE		7	<i>-1</i>	52	<i>-6</i>	36	<i>7</i>	5	<i>0</i>
 EL		7	<i>5</i>	79	<i>-6</i>	13	<i>1</i>	1	<i>0</i>
 ES		5	<i>-4</i>	60	<i>8</i>	32	<i>-4</i>	3	<i>0</i>
 FR		21	<i>10</i>	43	<i>-15</i>	32	<i>4</i>	4	<i>1</i>
 IT		12	<i>-5</i>	56	<i>14</i>	28	<i>-10</i>	4	<i>1</i>
 CY		4	<i>-2</i>	67	<i>3</i>	26	<i>-1</i>	3	<i>0</i>
 LV		10	<i>4</i>	38	<i>-21</i>	49	<i>17</i>	3	<i>0</i>
 LT		16	<i>0</i>	28	<i>-1</i>	53	<i>2</i>	3	<i>-1</i>
 LU		11	<i>-1</i>	49	<i>-2</i>	39	<i>4</i>	1	<i>-1</i>
 HU		6	<i>-2</i>	69	<i>5</i>	24	<i>-2</i>	1	<i>-1</i>
 MT		4	<i>-3</i>	62	<i>-1</i>	25	<i>4</i>	9	<i>0</i>
 NL		2	<i>-1</i>	73	<i>7</i>	24	<i>-5</i>	1	<i>-1</i>
 AT		11	<i>-1</i>	44	<i>2</i>	42	<i>-1</i>	3	<i>0</i>
 PL		8	<i>-1</i>	58	<i>5</i>	31	<i>-3</i>	3	<i>-1</i>
 PT		4	<i>1</i>	70	<i>-5</i>	22	<i>4</i>	4	<i>0</i>
 RO		22	<i>9</i>	40	<i>-17</i>	33	<i>7</i>	5	<i>1</i>
 SI		4	<i>1</i>	71	<i>0</i>	24	<i>0</i>	1	<i>-1</i>
 SK		9	<i>1</i>	64	<i>-7</i>	26	<i>6</i>	1	<i>0</i>
 FI		5	<i>2</i>	41	<i>-19</i>	53	<i>16</i>	1	<i>1</i>
 SE		6	<i>-2</i>	28	<i>-16</i>	64	<i>19</i>	2	<i>-1</i>
 UK		6	<i>-1</i>	68	<i>-5</i>	24	<i>6</i>	2	<i>0</i>





























QB3.7 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

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

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		13	<i>0</i>	25	<i>1</i>	57	<i>-1</i>	5	<i>0</i>
 BE		11	<i>-1</i>	38	<i>2</i>	50	<i>-1</i>	1	<i>0</i>
 BG		12	<i>-7</i>	7	<i>0</i>	74	<i>8</i>	7	<i>-1</i>
 CZ		4	<i>-1</i>	33	<i>-1</i>	61	<i>2</i>	2	<i>0</i>
 DK		14	<i>-1</i>	14	<i>-6</i>	71	<i>7</i>	1	<i>0</i>
 DE		9	<i>1</i>	20	<i>0</i>	66	<i>0</i>	5	<i>-1</i>
 EE		23	<i>-1</i>	7	<i>0</i>	66	<i>1</i>	4	<i>0</i>
 IE		9	<i>0</i>	19	<i>5</i>	63	<i>-5</i>	9	<i>0</i>
 EL		6	<i>3</i>	65	<i>7</i>	29	<i>-9</i>	0	<i>-1</i>
 ES		7	<i>-5</i>	36	<i>15</i>	53	<i>-9</i>	4	<i>-1</i>
 FR		20	<i>8</i>	23	<i>-6</i>	50	<i>-2</i>	7	<i>0</i>
 IT		15	<i>-6</i>	31	<i>4</i>	48	<i>1</i>	6	<i>1</i>
 CY		4	<i>-3</i>	45	<i>7</i>	50	<i>-2</i>	1	<i>-2</i>
 LV		13	<i>1</i>	8	<i>-3</i>	77	<i>2</i>	2	<i>0</i>
 LT		12	<i>1</i>	6	<i>-1</i>	78	<i>5</i>	4	<i>-5</i>
 LU		12	<i>-1</i>	16	<i>1</i>	69	<i>-1</i>	3	<i>1</i>
 HU		9	<i>-1</i>	28	<i>-2</i>	60	<i>4</i>	3	<i>-1</i>
 MT		11	<i>-1</i>	10	<i>-4</i>	67	<i>7</i>	12	<i>-2</i>
 NL		7	<i>-2</i>	30	<i>-5</i>	62	<i>8</i>	1	<i>-1</i>
 AT		13	<i>-1</i>	25	<i>1</i>	58	<i>0</i>	4	<i>0</i>
 PL		13	<i>-1</i>	15	<i>1</i>	68	<i>4</i>	4	<i>-4</i>
 PT		5	<i>1</i>	35	<i>3</i>	47	<i>-7</i>	13	<i>3</i>
 RO		26	<i>11</i>	14	<i>-8</i>	51	<i>-1</i>	9	<i>-2</i>
 SI		5	<i>0</i>	40	<i>6</i>	54	<i>-3</i>	1	<i>-3</i>
 SK		12	<i>-1</i>	22	<i>4</i>	63	<i>-3</i>	3	<i>0</i>
 FI		12	<i>3</i>	11	<i>-12</i>	75	<i>8</i>	2	<i>1</i>
 SE		18	<i>0</i>	19	<i>0</i>	61	<i>-1</i>	2	<i>1</i>
 UK		14	<i>1</i>	25	<i>1</i>	58	<i>0</i>	3	<i>-2</i>





























QB3.8 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

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

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		13	<i>2</i>	31	<i>0</i>	52	<i>-1</i>	4	<i>-1</i>
 BE		13	<i>-1</i>	27	<i>1</i>	59	<i>1</i>	1	<i>-1</i>
 BG		12	<i>-2</i>	15	<i>0</i>	62	<i>1</i>	11	<i>1</i>
 CZ		3	<i>0</i>	37	<i>-1</i>	59	<i>2</i>	1	<i>-1</i>
 DK		16	<i>2</i>	16	<i>-4</i>	66	<i>2</i>	2	<i>0</i>
 DE		7	<i>1</i>	27	<i>-2</i>	61	<i>2</i>	5	<i>-1</i>
 EE		19	<i>-2</i>	15	<i>-3</i>	62	<i>6</i>	4	<i>-1</i>
 IE		8	<i>1</i>	24	<i>-1</i>	59	<i>2</i>	9	<i>-2</i>
 EL		8	<i>5</i>	67	<i>0</i>	25	<i>-4</i>	0	<i>-1</i>
 ES		6	<i>-4</i>	47	<i>17</i>	44	<i>-11</i>	3	<i>-2</i>
 FR		33	<i>20</i>	18	<i>-15</i>	44	<i>-6</i>	5	<i>1</i>
 IT		15	<i>-4</i>	37	<i>9</i>	43	<i>-5</i>	5	<i>0</i>
 CY		4	<i>-6</i>	52	<i>18</i>	42	<i>-11</i>	2	<i>-1</i>
 LV		14	<i>3</i>	11	<i>-9</i>	70	<i>5</i>	5	<i>1</i>
 LT		11	<i>2</i>	15	<i>-7</i>	71	<i>8</i>	3	<i>-3</i>
 LU		17	<i>0</i>	17	<i>3</i>	59	<i>-3</i>	7	<i>0</i>
 HU		8	<i>-3</i>	45	<i>3</i>	44	<i>0</i>	3	<i>0</i>
 MT		12	<i>-4</i>	10	<i>-5</i>	64	<i>10</i>	14	<i>-1</i>
 NL		7	<i>1</i>	36	<i>-10</i>	55	<i>9</i>	2	<i>0</i>
 AT		12	<i>0</i>	27	<i>3</i>	54	<i>-4</i>	7	<i>1</i>
 PL		10	<i>-1</i>	29	<i>6</i>	57	<i>-2</i>	4	<i>-3</i>
 PT		5	<i>0</i>	50	<i>1</i>	36	<i>-3</i>	9	<i>2</i>
 RO		24	<i>11</i>	28	<i>-11</i>	40	<i>-2</i>	8	<i>2</i>
 SI		5	<i>0</i>	51	<i>6</i>	42	<i>-5</i>	2	<i>-1</i>
 SK		9	<i>-1</i>	33	<i>1</i>	56	<i>0</i>	2	<i>0</i>
 FI		11	<i>1</i>	13	<i>-11</i>	75	<i>10</i>	1	<i>0</i>
 SE		14	<i>-5</i>	12	<i>-2</i>	71	<i>8</i>	3	<i>-1</i>
 UK		13	<i>1</i>	25	<i>-2</i>	59	<i>3</i>	3	<i>-2</i>





























QB3.9 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

How affordable energy is in (OUR COUNTRY)

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		10	<i>1</i>	52	<i>-1</i>	35	<i>1</i>	3	<i>-1</i>
 BE		17	<i>6</i>	50	<i>-11</i>	33	<i>6</i>	0	<i>-1</i>
 BG		10	<i>-3</i>	25	<i>1</i>	58	<i>2</i>	7	<i>0</i>
 CZ		9	<i>0</i>	22	<i>-7</i>	68	<i>7</i>	1	<i>0</i>
 DK		6	<i>1</i>	41	<i>-1</i>	51	<i>-1</i>	2	<i>1</i>
 DE		4	<i>-1</i>	75	<i>3</i>	19	<i>-2</i>	2	<i>0</i>
 EE		23	<i>1</i>	18	<i>2</i>	56	<i>-4</i>	3	<i>1</i>
 IE		8	<i>-2</i>	50	<i>-8</i>	36	<i>10</i>	6	<i>0</i>
 EL		6	<i>3</i>	77	<i>-4</i>	16	<i>1</i>	1	<i>0</i>
 ES		6	<i>-6</i>	36	<i>14</i>	54	<i>-7</i>	4	<i>-1</i>
 FR		20	<i>8</i>	39	<i>-15</i>	35	<i>5</i>	6	<i>2</i>
 IT		13	<i>-5</i>	47	<i>13</i>	36	<i>-7</i>	4	<i>-1</i>
 CY		5	<i>0</i>	64	<i>0</i>	26	<i>-1</i>	5	<i>1</i>
 LV		11	<i>1</i>	9	<i>-7</i>	78	<i>6</i>	2	<i>0</i>
 LT		7	<i>1</i>	47	<i>-1</i>	44	<i>3</i>	2	<i>-3</i>
 LU		13	<i>1</i>	44	<i>-12</i>	39	<i>11</i>	4	<i>0</i>
 HU		5	<i>-3</i>	66	<i>4</i>	28	<i>-1</i>	1	<i>0</i>
 MT		6	<i>-2</i>	61	<i>3</i>	26	<i>1</i>	7	<i>-2</i>
 NL		3	<i>-1</i>	54	<i>5</i>	41	<i>-2</i>	2	<i>-2</i>
 AT		10	<i>-2</i>	47	<i>1</i>	40	<i>1</i>	3	<i>0</i>
 PL		8	<i>0</i>	49	<i>2</i>	39	<i>0</i>	4	<i>-2</i>
 PT		4	<i>1</i>	67	<i>-5</i>	23	<i>2</i>	6	<i>2</i>
 RO		20	<i>8</i>	45	<i>-6</i>	30	<i>0</i>	5	<i>-2</i>
 SI		6	<i>1</i>	60	<i>-2</i>	32	<i>1</i>	2	<i>0</i>
 SK		10	<i>1</i>	47	<i>-13</i>	41	<i>11</i>	2	<i>1</i>
 FI		5	<i>2</i>	44	<i>-24</i>	50	<i>21</i>	1	<i>1</i>
 SE		9	<i>0</i>	26	<i>-27</i>	62	<i>27</i>	3	<i>0</i>
 UK		7	<i>1</i>	61	<i>-13</i>	29	<i>11</i>	3	<i>1</i>





























QB3.10 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

How affordable housing is in (OUR COUNTRY)

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		11	<i>1</i>	43	<i>0</i>	42	<i>0</i>	4	<i>-1</i>
 BE		11	<i>2</i>	46	<i>-6</i>	42	<i>4</i>	1	<i>0</i>
 BG		11	<i>-1</i>	24	<i>4</i>	57	<i>1</i>	8	<i>-4</i>
 CZ		6	<i>-2</i>	34	<i>-4</i>	59	<i>6</i>	1	<i>0</i>
 DK		9	<i>4</i>	25	<i>-3</i>	64	<i>-1</i>	2	<i>0</i>
 DE		3	<i>-1</i>	39	<i>6</i>	54	<i>-2</i>	4	<i>-3</i>
 EE		16	<i>-4</i>	15	<i>-1</i>	65	<i>4</i>	4	<i>1</i>
 IE		22	<i>-5</i>	26	<i>-2</i>	45	<i>8</i>	7	<i>-1</i>
 EL		9	<i>4</i>	63	<i>-1</i>	27	<i>-3</i>	1	<i>0</i>
 ES		9	<i>-3</i>	50	<i>5</i>	38	<i>-2</i>	3	<i>0</i>
 FR		25	<i>15</i>	30	<i>-20</i>	39	<i>4</i>	6	<i>1</i>
 IT		13	<i>-4</i>	46	<i>12</i>	36	<i>-8</i>	5	<i>0</i>
 CY		7	<i>1</i>	58	<i>-1</i>	32	<i>0</i>	3	<i>0</i>
 LV		11	<i>-1</i>	9	<i>-4</i>	77	<i>5</i>	3	<i>0</i>
 LT		8	<i>0</i>	32	<i>-6</i>	56	<i>8</i>	4	<i>-2</i>
 LU		13	<i>2</i>	51	<i>-7</i>	33	<i>4</i>	3	<i>1</i>
 HU		5	<i>-2</i>	62	<i>5</i>	31	<i>-2</i>	2	<i>-1</i>
 MT		5	<i>0</i>	47	<i>-2</i>	38	<i>5</i>	10	<i>-3</i>
 NL		9	<i>1</i>	53	<i>5</i>	36	<i>-5</i>	2	<i>-1</i>
 AT		10	<i>-2</i>	43	<i>6</i>	42	<i>-5</i>	5	<i>1</i>
 PL		9	<i>-1</i>	42	<i>1</i>	44	<i>1</i>	5	<i>-1</i>
 PT		5	<i>2</i>	64	<i>-4</i>	25	<i>1</i>	6	<i>1</i>
 RO		22	<i>9</i>	33	<i>-13</i>	36	<i>4</i>	9	<i>0</i>
 SI		11	<i>4</i>	52	<i>0</i>	35	<i>-2</i>	2	<i>-2</i>
 SK		11	<i>0</i>	47	<i>-6</i>	40	<i>5</i>	2	<i>1</i>
 FI		4	<i>1</i>	41	<i>-19</i>	54	<i>17</i>	1	<i>1</i>
 SE		8	<i>2</i>	27	<i>-18</i>	62	<i>16</i>	3	<i>0</i>
 UK		9	<i>-1</i>	50	<i>-1</i>	38	<i>3</i>	3	<i>-1</i>





























QB3.11 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

The way public administration runs in (OUR COUNTRY)

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		11	<i>1</i>	25	<i>0</i>	59	<i>-1</i>	5	<i>0</i>
 BE		15	<i>-2</i>	21	<i>-8</i>	63	<i>10</i>	1	<i>0</i>
 BG		14	<i>-5</i>	12	<i>4</i>	64	<i>3</i>	10	<i>-2</i>
 CZ		4	<i>-1</i>	29	<i>-1</i>	65	<i>4</i>	2	<i>-2</i>
 DK		9	<i>-3</i>	16	<i>-6</i>	74	<i>9</i>	1	<i>0</i>
 DE		3	<i>-1</i>	12	<i>-2</i>	81	<i>2</i>	4	<i>1</i>
 EE		18	<i>-2</i>	9	<i>0</i>	67	<i>2</i>	6	<i>0</i>
 IE		8	<i>0</i>	27	<i>2</i>	55	<i>1</i>	10	<i>-3</i>
 EL		10	<i>5</i>	65	<i>5</i>	24	<i>-10</i>	1	<i>0</i>
 ES		7	<i>-2</i>	43	<i>19</i>	47	<i>-17</i>	3	<i>0</i>
 FR		21	<i>10</i>	13	<i>-11</i>	61	<i>0</i>	5	<i>1</i>
 IT		15	<i>-4</i>	42	<i>11</i>	39	<i>-7</i>	4	<i>0</i>
 CY		5	<i>-5</i>	33	<i>16</i>	56	<i>-11</i>	6	<i>0</i>
 LV		13	<i>0</i>	10	<i>-10</i>	73	<i>12</i>	4	<i>-2</i>
 LT		8	<i>0</i>	13	<i>-2</i>	70	<i>8</i>	9	<i>-6</i>
 LU		13	<i>-2</i>	7	<i>-1</i>	77	<i>2</i>	3	<i>1</i>
 HU		10	<i>-3</i>	34	<i>7</i>	53	<i>-1</i>	3	<i>-3</i>
 MT		7	<i>-6</i>	15	<i>-4</i>	56	<i>2</i>	22	<i>8</i>
 NL		11	<i>2</i>	26	<i>-8</i>	58	<i>5</i>	5	<i>1</i>
 AT		11	<i>0</i>	17	<i>3</i>	70	<i>-3</i>	2	<i>0</i>
 PL		10	<i>-2</i>	26	<i>7</i>	59	<i>-2</i>	5	<i>-3</i>
 PT		4	<i>1</i>	49	<i>1</i>	37	<i>-3</i>	10	<i>1</i>
 RO		26	<i>14</i>	24	<i>-17</i>	43	<i>4</i>	7	<i>-1</i>
 SI		7	<i>3</i>	41	<i>11</i>	50	<i>-11</i>	2	<i>-3</i>
 SK		14	<i>3</i>	26	<i>3</i>	56	<i>-6</i>	4	<i>0</i>
 FI		6	<i>-1</i>	11	<i>-8</i>	81	<i>9</i>	2	<i>0</i>
 SE		9	<i>0</i>	6	<i>-3</i>	81	<i>3</i>	4	<i>0</i>
 UK		7	<i>-2</i>	23	<i>-3</i>	63	<i>7</i>	7	<i>-2</i>





























QB3.12 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

The economic situation in (OUR COUNTRY)

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		16	-4	42	6	38	-2	4	0
 BE		23	-6	31	4	45	2	1	0
 BG		15	-10	36	9	42	2	7	-1
 CZ		6	-3	54	3	39	1	1	-1
 DK		31	0	18	-1	50	2	1	-1
 DE		13	-15	27	12	53	1	7	2
 EE		31	-12	21	1	46	11	2	0
 IE		11	-2	49	-10	35	12	5	0
 EL		9	6	79	-9	11	2	1	1
 ES		11	-5	55	12	32	-4	2	-3
 FR		25	10	35	-3	33	-9	7	2
 IT		14	-7	52	15	30	-10	4	2
 CY		5	-6	73	15	20	-10	2	1
 LV		26	8	16	-15	55	7	3	0
 LT		16	-2	22	-4	60	8	2	-2
 LU		19	-9	37	17	40	-8	4	0
 HU		12	-4	59	16	28	-11	1	-1
 MT		9	-6	43	7	35	2	13	-3
 NL		16	-14	53	25	30	-10	1	-1
 AT		20	-11	27	11	47	-1	6	1
 PL		14	-1	32	4	48	-1	6	-2
 PT		5	0	67	-4	23	3	5	1
 RO		27	12	35	-18	31	3	7	3
 SI		9	-1	64	5	26	-2	1	-2
 SK		14	-1	46	-1	38	2	2	0
 FI		12	-5	31	-3	56	8	1	0
 SE		23	-2	22	8	53	-5	2	-1
 UK		16	-5	47	5	34	1	3	-1





























QB3.13 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

Your personal job situation

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		16	-3	14	4	59	-1	11	0
 BE		18	-4	6	1	69	4	7	-1
 BG		12	-5	12	2	67	2	9	1
 CZ		6	-2	12	-1	63	5	19	-2
 DK		20	-1	3	0	74	0	3	1
 DE		13	-3	6	1	70	4	11	-2
 EE		25	-6	7	2	49	6	19	-2
 IE		11	-3	15	3	61	3	13	-3
 EL		7	2	46	11	38	-8	9	-5
 ES		13	-6	20	12	59	-6	8	0
 FR		24	1	6	2	53	-6	17	3
 IT		15	-7	25	10	53	-6	7	3
 CY		5	-5	28	15	47	-9	20	-1
 LV		22	-1	5	-2	59	2	14	1
 LT		13	-3	16	-1	57	6	14	-2
 LU		20	-3	6	3	64	5	10	-5
 HU		10	0	31	9	49	-10	10	1
 MT		11	-2	8	-1	55	2	26	1
 NL		15	-3	11	2	56	2	18	-1
 AT		15	-5	7	1	71	4	7	0
 PL		13	-5	15	3	64	0	8	2
 PT		6	-1	30	2	55	-3	9	2
 RO		24	11	16	-8	36	-2	24	-1
 SI		11	1	22	8	61	-8	6	-1
 SK		13	-2	17	3	55	-1	15	0
 FI		12	-4	6	-1	77	5	5	0
 SE		27	-5	3	1	65	3	5	1
 UK		22	0	8	-1	58	3	12	-2





























QB3.14 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

The financial situation of your household

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		17	-2	20	2	59	-1	4	1
 BE		18	-4	11	0	70	3	1	1
 BG		14	-6	23	6	57	2	6	-2
 CZ		6	-4	33	3	59	2	2	-1
 DK		20	-2	5	1	74	1	1	0
 DE		13	-1	12	0	72	1	3	0
 EE		30	-6	13	0	54	4	3	2
 IE		10	-2	23	-1	60	2	7	1
 EL		9	6	66	5	23	-10	2	-1
 ES		13	-6	26	15	55	-12	6	3
 FR		28	4	12	1	56	-5	4	0
 IT		14	-6	27	12	53	-9	6	3
 CY		5	-4	47	18	42	-16	6	2
 LV		27	1	8	-7	63	6	2	0
 LT		17	-1	14	-3	67	6	2	-2
 LU		20	-2	10	4	68	-1	2	-1
 HU		10	-2	44	8	45	-5	1	-1
 MT		10	0	21	-2	63	2	6	0
 NL		12	-7	21	7	65	0	2	0
 AT		16	-4	11	0	69	4	4	0
 PL		15	-4	24	2	57	3	4	-1
 PT		6	0	45	3	42	-6	7	3
 RO		30	11	22	-11	43	0	5	0
 SI		11	2	34	7	53	-8	2	-1
 SK		13	-4	26	0	57	4	4	0
 FI		15	-3	7	-3	77	5	1	1
 SE		24	-6	6	-3	69	9	1	0
 UK		21	-1	13	-6	64	8	2	-1





























QB3.15 What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

The employment situation in (OUR COUNTRY)

	%	Better		Worse		Same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		16	-5	42	9	38	-3	4	-1
 BE		18	-12	35	15	46	-3	1	0
 BG		13	-6	37	9	41	-2	9	-1
 CZ		4	-5	49	8	45	-1	2	-2
 DK		36	-6	16	4	47	3	1	-1
 DE		14	-13	27	12	53	2	6	-1
 EE		28	-13	16	1	52	14	4	-2
 IE		12	-2	50	-8	33	10	5	0
 EL		9	6	80	-6	11	1	0	-1
 ES		13	-8	53	16	32	-6	2	-2
 FR		29	10	33	2	33	-13	5	1
 IT		15	-7	51	15	29	-9	5	1
 CY		5	-4	73	15	20	-10	2	-1
 LV		26	3	13	-9	57	5	4	1
 LT		14	-4	22	0	59	5	5	-1
 LU		16	-10	45	22	35	-12	4	0
 HU		11	-5	56	14	31	-8	2	-1
 MT		10	-5	26	0	49	9	15	-4
 NL		12	-18	60	38	27	-18	1	-2
 AT		20	-11	27	11	48	-1	5	1
 PL		11	-3	35	9	48	-4	6	-2
 PT		5	0	69	0	22	0	4	0
 RO		26	12	36	-17	30	2	8	3
 SI		10	0	63	9	25	-8	2	-1
 SK		14	-6	44	7	39	-2	3	1
 FI		13	-15	33	13	53	2	1	0
 SE		26	-16	21	10	51	7	2	-1
 UK		14	-3	49	5	34	-1	3	-1





























QB4.1 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

Your life in general

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		22	-6	37	7	40	-1	1	0
 BE		30	-6	23	0	47	6	0	0
 BG		7	-1	53	-3	39	4	1	0
 CZ		16	-5	40	6	44	-1	0	0
 DK		35	-12	19	3	45	9	1	0
 DE		28	-2	21	1	50	1	1	0
 EE		32	-5	37	4	31	2	0	-1
 IE		25	-1	34	1	40	-1	1	1
 EL		2	-4	84	14	14	-10	0	0
 ES		13	-12	54	17	33	-4	0	-1
 FR		24	-6	38	6	37	0	1	0
 IT		9	-10	44	20	46	-10	1	0
 CY		17	-15	52	18	31	-2	0	-1
 LV		24	4	45	-10	30	6	1	0
 LT		19	2	46	-10	34	8	1	0
 LU		37	-11	21	6	40	3	2	2
 HU		7	-3	58	7	34	-5	1	1
 MT		30	-5	38	7	31	-2	1	0
 NL		33	-10	21	4	45	5	1	1
 AT		23	-5	23	6	53	-2	1	1
 PL		22	-5	36	5	40	0	2	0
 PT		4	-7	70	16	25	-9	1	0
 RO		14	0	53	-4	31	3	2	1
 SI		12	-6	49	12	39	-6	0	0
 SK		19	-5	37	1	43	4	1	0
 FI		42	-5	13	2	44	3	1	0
 SE		60	-3	10	-1	29	3	1	1
 UK		35	-2	28	3	36	-1	1	0





























QB4.2 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

The area you live in

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		16	-4	24	6	58	-2	2	0
 BE		18	-4	14	7	67	2	1	1
 BG		15	3	31	-1	53	-2	1	0
 CZ		23	-4	17	2	60	2	0	0
 DK		16	-7	15	3	66	5	3	-1
 DE		11	-5	10	1	77	3	2	1
 EE		32	-4	17	3	49	1	2	0
 IE		17	-3	13	-1	68	3	2	1
 EL		2	-1	73	16	24	-15	1	0
 ES		8	-16	46	20	45	-3	1	-1
 FR		25	-2	13	2	60	-1	2	1
 IT		7	-6	39	12	52	-7	2	1
 CY		19	-14	36	16	44	-3	1	1
 LV		26	4	20	-3	52	-1	2	0
 LT		22	3	16	1	60	-5	2	1
 LU		26	-3	8	2	65	1	1	0
 HU		15	1	33	6	51	-7	1	0
 MT		28	-5	15	3	55	2	2	0
 NL		20	-5	12	2	67	4	1	-1
 AT		16	-3	15	4	68	-2	1	1
 PL		30	2	17	5	51	-7	2	0
 PT		10	-1	50	17	39	-15	1	-1
 RO		20	2	30	-1	48	-2	2	1
 SI		10	-3	40	9	50	-5	0	-1
 SK		15	-7	28	7	56	0	1	0
 FI		28	-3	8	3	62	0	2	0
 SE		21	-4	8	0	67	5	4	-1
 UK		17	-2	17	3	62	0	4	-1





























QB4.3 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

The healthcare system in (OUR COUNTRY)

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		8	-3	50	6	40	-2	2	-1
 BE		17	-7	12	1	70	6	1	0
 BG		5	0	58	1	35	1	2	-2
 CZ		10	1	46	0	43	-1	1	0
 DK		17	1	26	-7	55	8	2	-2
 DE		7	2	47	-12	44	10	2	0
 EE		21	-3	31	1	44	2	4	0
 IE		5	-2	63	3	28	1	4	-2
 EL		1	-1	94	19	5	-17	0	-1
 ES		6	-10	64	30	29	-19	1	-1
 FR		7	-2	45	1	45	2	3	-1
 IT		4	-6	58	17	36	-11	2	0
 CY		20	-9	37	20	39	-9	4	-2
 LV		9	4	50	-8	36	3	5	1
 LT		9	1	39	-2	48	3	4	-2
 LU		15	-6	15	-2	65	9	5	-1
 HU		4	-1	62	2	33	0	1	-1
 MT		47	-1	17	-2	34	4	2	-1
 NL		13	-1	41	1	44	0	2	0
 AT		11	-2	29	6	58	-4	2	0
 PL		8	-2	55	17	34	-15	3	0
 PT		5	-5	72	22	22	-15	1	-2
 RO		7	5	67	-14	23	9	3	0
 SI		3	-3	51	1	45	3	1	-1
 SK		6	0	61	-2	31	2	2	0
 FI		16	-1	30	1	52	0	2	0
 SE		15	-2	35	2	46	2	4	-2
 UK		15	-1	31	1	51	2	3	-2





























QB4.4 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

The provision of pensions in (OUR COUNTRY)

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		4	<i>-1</i>	58	<i>6</i>	32	<i>-3</i>	6	<i>-2</i>
 BE		8	<i>-3</i>	40	<i>14</i>	49	<i>-11</i>	3	<i>0</i>
 BG		3	<i>1</i>	55	<i>4</i>	31	<i>-4</i>	11	<i>-1</i>
 CZ		3	<i>-4</i>	63	<i>14</i>	31	<i>-7</i>	3	<i>-3</i>
 DK		6	<i>0</i>	28	<i>4</i>	59	<i>-5</i>	7	<i>1</i>
 DE		6	<i>4</i>	41	<i>-8</i>	48	<i>6</i>	5	<i>-2</i>
 EE		20	<i>-8</i>	32	<i>3</i>	42	<i>7</i>	6	<i>-2</i>
 IE		4	<i>-1</i>	50	<i>0</i>	32	<i>3</i>	14	<i>-2</i>
 EL		0	<i>0</i>	98	<i>5</i>	2	<i>-4</i>	0	<i>-1</i>
 ES		1	<i>-4</i>	73	<i>13</i>	23	<i>-6</i>	3	<i>-3</i>
 FR		5	<i>1</i>	56	<i>-5</i>	30	<i>3</i>	9	<i>1</i>
 IT		3	<i>-5</i>	74	<i>24</i>	20	<i>-18</i>	3	<i>-1</i>
 CY		16	<i>-13</i>	45	<i>19</i>	29	<i>-2</i>	10	<i>-4</i>
 LV		3	<i>0</i>	55	<i>-5</i>	34	<i>3</i>	8	<i>2</i>
 LT		4	<i>1</i>	52	<i>-14</i>	37	<i>15</i>	7	<i>-2</i>
 LU		6	<i>-1</i>	19	<i>2</i>	57	<i>2</i>	18	<i>-3</i>
 HU		2	<i>-2</i>	65	<i>3</i>	27	<i>-3</i>	6	<i>2</i>
 MT		16	<i>5</i>	27	<i>-4</i>	37	<i>-3</i>	20	<i>2</i>
 NL		2	<i>-1</i>	73	<i>12</i>	22	<i>-7</i>	3	<i>-4</i>
 AT		6	<i>-1</i>	35	<i>2</i>	52	<i>-3</i>	7	<i>2</i>
 PL		3	<i>-3</i>	59	<i>19</i>	34	<i>-13</i>	4	<i>-3</i>
 PT		1	<i>-2</i>	81	<i>10</i>	15	<i>-7</i>	3	<i>-1</i>
 RO		4	<i>3</i>	69	<i>-11</i>	21	<i>7</i>	6	<i>1</i>
 SI		1	<i>-1</i>	67	<i>8</i>	29	<i>-5</i>	3	<i>-2</i>
 SK		7	<i>-2</i>	50	<i>4</i>	38	<i>1</i>	5	<i>-3</i>
 FI		11	<i>1</i>	23	<i>-8</i>	59	<i>8</i>	7	<i>-1</i>
 SE		6	<i>0</i>	40	<i>8</i>	46	<i>-5</i>	8	<i>-3</i>
 UK		7	<i>1</i>	52	<i>9</i>	31	<i>-2</i>	10	<i>-8</i>





























QB4.5 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

Unemployment benefits in (OUR COUNTRY)

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		6	<i>-1</i>	49	<i>5</i>	33	<i>-1</i>	12	<i>-3</i>
 BE		8	<i>-5</i>	37	<i>19</i>	50	<i>-15</i>	5	<i>1</i>
 BG		3	<i>-1</i>	46	<i>0</i>	32	<i>0</i>	19	<i>1</i>
 CZ		3	<i>0</i>	66	<i>2</i>	25	<i>0</i>	6	<i>-2</i>
 DK		7	<i>0</i>	35	<i>0</i>	51	<i>1</i>	7	<i>-1</i>
 DE		10	<i>1</i>	28	<i>-5</i>	51	<i>5</i>	11	<i>-1</i>
 EE		15	<i>-5</i>	31	<i>2</i>	39	<i>9</i>	15	<i>-6</i>
 IE		10	<i>-4</i>	52	<i>3</i>	31	<i>4</i>	7	<i>-3</i>
 EL		0	<i>0</i>	97	<i>14</i>	2	<i>-11</i>	1	<i>-3</i>
 ES		2	<i>-3</i>	75	<i>10</i>	19	<i>-3</i>	4	<i>-4</i>
 FR		5	<i>-1</i>	35	<i>-3</i>	36	<i>4</i>	24	<i>0</i>
 IT		3	<i>-4</i>	63	<i>17</i>	24	<i>-10</i>	10	<i>-3</i>
 CY		7	<i>-10</i>	50	<i>23</i>	29	<i>-2</i>	14	<i>-11</i>
 LV		4	<i>1</i>	51	<i>-12</i>	29	<i>7</i>	16	<i>4</i>
 LT		7	<i>2</i>	44	<i>-9</i>	34	<i>13</i>	15	<i>-6</i>
 LU		10	<i>-7</i>	14	<i>4</i>	47	<i>7</i>	29	<i>-4</i>
 HU		1	<i>-1</i>	79	<i>12</i>	16	<i>-8</i>	4	<i>-3</i>
 MT		14	<i>5</i>	20	<i>-7</i>	35	<i>1</i>	31	<i>1</i>
 NL		3	<i>-1</i>	47	<i>9</i>	37	<i>0</i>	13	<i>-8</i>
 AT		12	<i>-3</i>	24	<i>4</i>	55	<i>1</i>	9	<i>-2</i>
 PL		5	<i>-2</i>	44	<i>11</i>	39	<i>-6</i>	12	<i>-3</i>
 PT		1	<i>-1</i>	80	<i>9</i>	14	<i>-5</i>	5	<i>-3</i>
 RO		3	<i>2</i>	63	<i>-13</i>	21	<i>6</i>	13	<i>5</i>
 SI		2	<i>-4</i>	72	<i>27</i>	21	<i>-19</i>	5	<i>-4</i>
 SK		5	<i>-1</i>	51	<i>4</i>	34	<i>0</i>	10	<i>-3</i>
 FI		13	<i>5</i>	14	<i>-7</i>	59	<i>2</i>	14	<i>0</i>
 SE		8	<i>-2</i>	53	<i>2</i>	29	<i>4</i>	10	<i>-4</i>
 UK		8	<i>0</i>	40	<i>7</i>	33	<i>0</i>	19	<i>-7</i>





























QB4.6 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

The cost of living in (OUR COUNTRY)

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		2	-1	82	2	14	-1	2	0
 BE		5	-1	79	-2	15	2	1	1
 BG		1	0	80	-2	18	3	1	-1
 CZ		2	0	87	4	11	-3	0	-1
 DK		4	-2	67	6	27	-4	2	0
 DE		2	0	76	-1	21	2	1	-1
 EE		4	-1	88	1	7	0	1	0
 IE		3	-3	82	0	12	2	3	1
 EL		0	0	97	1	3	-1	0	0
 ES		1	-1	89	0	9	1	1	0
 FR		1	0	87	-2	10	2	2	0
 IT		2	-4	83	15	14	-10	1	-1
 CY		2	0	91	2	6	-2	1	0
 LV		2	1	81	-9	14	7	3	1
 LT		6	0	65	-7	25	8	4	-1
 LU		2	-3	76	-1	20	5	2	-1
 HU		1	-1	88	3	10	-2	1	0
 MT		2	1	88	-1	7	-1	3	1
 NL		2	-1	76	1	21	1	1	-1
 AT		6	-1	65	3	28	-2	1	0
 PL		3	-2	80	7	15	-5	2	0
 PT		1	0	92	2	7	-1	0	-1
 RO		4	4	79	-8	15	4	2	0
 SI		1	-1	91	1	8	1	0	-1
 SK		3	-1	83	-3	12	3	2	1
 FI		4	-2	69	-4	25	5	2	1
 SE		10	-4	47	-4	38	9	5	-1
 UK		3	0	85	-2	10	2	2	0





























QB4.7 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

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

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		11	-1	37	2	47	0	5	-1
 BE		8	-2	51	5	39	-4	2	1
 BG		7	0	19	-4	70	5	4	-1
 CZ		5	0	48	6	46	-5	1	-1
 DK		22	7	24	-20	52	13	2	0
 DE		14	0	23	-1	57	2	6	-1
 EE		24	3	12	-3	59	-1	5	1
 IE		12	-4	28	7	52	-4	8	1
 EL		2	-2	79	13	19	-10	0	-1
 ES		4	-7	50	14	43	-5	3	-2
 FR		5	-1	51	3	38	0	6	-2
 IT		11	-2	45	6	40	-4	4	0
 CY		8	-6	57	6	34	2	1	-2
 LV		6	0	22	1	69	0	3	-1
 LT		8	1	17	-4	69	7	6	-4
 LU		7	-8	20	2	69	8	4	-2
 HU		7	1	43	-2	46	1	4	0
 MT		24	1	17	-5	50	9	9	-5
 NL		13	4	37	-18	48	14	2	0
 AT		13	1	33	1	50	-4	4	2
 PL		14	-1	23	4	57	2	6	-5
 PT		4	-1	47	7	40	-6	9	0
 RO		13	9	28	-11	50	4	9	-2
 SI		3	-1	54	6	41	-4	2	-1
 SK		9	-1	29	3	58	-3	4	1
 FI		17	-1	21	-12	58	11	4	2
 SE		19	-4	39	3	40	2	2	-1
 UK		15	-2	31	-2	49	6	5	-2





























QB4.8 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

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

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		7	-1	46	2	43	1	4	-2
 BE		11	-1	33	-2	54	3	2	0
 BG		6	2	34	-5	49	1	11	2
 CZ		3	0	47	3	49	-2	1	-1
 DK		13	4	24	-13	60	9	3	0
 DE		9	1	33	-3	53	4	5	-2
 EE		11	-6	28	-1	55	8	6	-1
 IE		7	0	41	5	44	-2	8	-3
 EL		1	0	87	8	12	-8	0	0
 ES		3	-3	63	10	31	-6	3	-1
 FR		5	-1	55	-3	35	5	5	-1
 IT		5	-5	57	12	35	-7	3	0
 CY		6	-7	66	16	27	-6	1	-3
 LV		6	2	32	-14	56	10	6	2
 LT		6	2	39	-12	50	13	5	-3
 LU		11	-4	18	1	62	4	9	-1
 HU		2	-2	65	8	31	-5	2	-1
 MT		20	0	21	0	46	0	13	0
 NL		9	1	35	-11	53	12	3	-2
 AT		11	2	32	1	52	-4	5	1
 PL		6	-2	42	9	47	-5	5	-2
 PT		2	-4	67	7	25	-4	6	1
 RO		6	5	55	-7	33	3	6	-1
 SI		3	-1	65	8	30	-6	2	-1
 SK		5	-1	45	1	47	0	3	0
 FI		14	1	26	-14	57	12	3	1
 SE		13	-1	37	-1	45	3	5	-1
 UK		12	1	33	0	50	3	5	-4





























QB4.9 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

How affordable energy is in (OUR COUNTRY)

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		4	-1	73	3	20	-2	3	0
 BE		5	0	80	-3	15	4	0	-1
 BG		3	1	66	-4	27	2	4	1
 CZ		16	1	25	-5	58	5	1	-1
 DK		5	0	59	-3	33	2	3	1
 DE		2	-1	83	4	13	-3	2	0
 EE		20	-5	17	1	59	3	4	1
 IE		3	-6	73	1	19	5	5	0
 EL		2	2	95	2	3	-4	0	0
 ES		4	-8	57	15	35	-6	4	-1
 FR		3	0	78	-2	14	1	5	1
 IT		4	-6	74	20	19	-13	3	-1
 CY		1	1	95	9	3	-8	1	-2
 LV		11	3	20	-7	66	3	3	1
 LT		2	1	75	-6	21	7	2	-2
 LU		4	-2	68	-3	23	6	5	-1
 HU		2	0	85	3	13	-2	0	-1
 MT		4	2	85	-4	8	1	3	1
 NL		4	0	63	4	28	-4	5	0
 AT		6	-1	58	5	34	-4	2	0
 PL		4	0	68	-2	25	1	3	1
 PT		1	0	89	4	9	-3	1	-1
 RO		3	1	76	-4	18	4	3	-1
 SI		3	0	82	6	14	-5	1	-1
 SK		5	1	71	-7	22	5	2	1
 FI		4	1	71	-11	23	9	2	1
 SE		6	1	57	-16	31	15	6	0
 UK		4	1	80	-4	13	3	3	0





























QB4.10 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

How affordable housing is in (OUR COUNTRY)

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		5	<i>0</i>	67	<i>2</i>	24	<i>-1</i>	4	<i>-1</i>
 BE		5	<i>2</i>	75	<i>-5</i>	19	<i>3</i>	1	<i>0</i>
 BG		8	<i>2</i>	53	<i>-5</i>	30	<i>2</i>	9	<i>1</i>
 CZ		11	<i>0</i>	41	<i>-3</i>	47	<i>4</i>	1	<i>-1</i>
 DK		15	<i>5</i>	37	<i>-6</i>	45	<i>1</i>	3	<i>0</i>
 DE		4	<i>-1</i>	49	<i>10</i>	42	<i>-5</i>	5	<i>-4</i>
 EE		18	<i>-2</i>	28	<i>-8</i>	48	<i>9</i>	6	<i>1</i>
 IE		29	<i>-7</i>	41	<i>2</i>	25	<i>7</i>	5	<i>-2</i>
 EL		5	<i>2</i>	85	<i>7</i>	10	<i>-8</i>	0	<i>-1</i>
 ES		3	<i>0</i>	85	<i>1</i>	10	<i>-2</i>	2	<i>1</i>
 FR		3	<i>1</i>	78	<i>-3</i>	14	<i>1</i>	5	<i>1</i>
 IT		3	<i>-4</i>	74	<i>17</i>	20	<i>-12</i>	3	<i>-1</i>
 CY		7	<i>6</i>	80	<i>-11</i>	11	<i>6</i>	2	<i>-1</i>
 LV		14	<i>-1</i>	27	<i>-3</i>	55	<i>4</i>	4	<i>0</i>
 LT		7	<i>0</i>	61	<i>-6</i>	26	<i>7</i>	6	<i>-1</i>
 LU		2	<i>0</i>	82	<i>0</i>	13	<i>2</i>	3	<i>-2</i>
 HU		0	<i>-3</i>	80	<i>2</i>	18	<i>0</i>	2	<i>1</i>
 MT		6	<i>2</i>	69	<i>-5</i>	19	<i>2</i>	6	<i>1</i>
 NL		5	<i>-2</i>	68	<i>3</i>	24	<i>0</i>	3	<i>-1</i>
 AT		5	<i>-2</i>	59	<i>9</i>	32	<i>-8</i>	4	<i>1</i>
 PL		5	<i>1</i>	65	<i>-3</i>	24	<i>1</i>	6	<i>1</i>
 PT		2	<i>1</i>	84	<i>4</i>	13	<i>-2</i>	1	<i>-3</i>
 RO		8	<i>3</i>	60	<i>-13</i>	25	<i>10</i>	7	<i>0</i>
 SI		5	<i>2</i>	75	<i>-1</i>	18	<i>-1</i>	2	<i>0</i>
 SK		7	<i>-1</i>	68	<i>-2</i>	23	<i>3</i>	2	<i>0</i>
 FI		3	<i>0</i>	70	<i>-6</i>	25	<i>5</i>	2	<i>1</i>
 SE		7	<i>1</i>	48	<i>-11</i>	40	<i>9</i>	5	<i>1</i>
 UK		5	<i>0</i>	73	<i>-2</i>	18	<i>4</i>	4	<i>-2</i>





























QB4.11 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

The way public administration runs in (OUR COUNTRY)

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		5	-2	41	3	49	0	5	-1
 BE		13	1	18	-2	67	0	2	1
 BG		9	0	24	-3	55	4	12	-1
 CZ		4	-4	46	5	49	1	1	-2
 DK		10	2	28	-13	59	11	3	0
 DE		5	0	13	-4	78	5	4	-1
 EE		17	-4	14	1	60	4	9	-1
 IE		6	1	46	3	39	0	9	-4
 EL		1	-3	88	16	11	-12	0	-1
 ES		2	-2	67	19	28	-17	3	0
 FR		5	-1	37	-4	52	5	6	0
 IT		4	-5	67	18	27	-11	2	-2
 CY		6	-10	46	20	44	-7	4	-3
 LV		10	7	30	-17	55	10	5	0
 LT		7	2	32	-3	49	6	12	-5
 LU		10	-5	9	0	75	5	6	0
 HU		8	-1	50	9	38	-5	4	-3
 MT		11	-1	32	0	42	-3	15	4
 NL		5	-4	39	1	51	4	5	-1
 AT		11	-1	21	4	66	-3	2	0
 PL		9	-2	36	8	48	-4	7	-2
 PT		2	-1	67	8	25	-6	6	-1
 RO		9	6	49	-16	36	11	6	-1
 SI		5	-1	59	13	34	-8	2	-4
 SK		8	-3	40	4	49	1	3	-2
 FI		5	-1	20	-4	70	4	5	1
 SE		9	-1	20	0	63	1	8	0
 UK		6	-1	32	-6	52	9	10	-2





























QB4.12 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

The economic situation in (OUR COUNTRY)

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		10	-2	70	2	18	1	2	-1
 BE		7	-6	69	9	23	-3	1	0
 BG		2	0	76	-4	19	3	3	1
 CZ		2	0	80	-3	18	4	0	-1
 DK		4	-3	80	9	14	-5	2	-1
 DE		38	-5	25	-2	34	8	3	-1
 EE		20	1	55	-10	22	8	3	1
 IE		2	0	86	-6	10	7	2	-1
 EL		0	0	99	2	1	-2	0	0
 ES		0	-1	94	1	5	0	1	0
 FR		2	0	83	3	12	-2	3	-1
 IT		2	-4	82	12	15	-8	1	0
 CY		1	-2	96	9	3	-6	0	-1
 LV		7	5	72	-12	18	6	3	1
 LT		6	2	71	-11	21	10	2	-1
 LU		5	-10	64	13	26	-2	5	-1
 HU		3	-1	85	3	11	-2	1	0
 MT		11	-1	64	5	19	-3	6	-1
 NL		2	-6	87	10	10	-3	1	-1
 AT		14	-6	47	5	37	1	2	0
 PL		15	2	49	-2	30	0	6	0
 PT		1	0	93	4	6	-3	0	-1
 RO		4	3	76	-11	17	7	3	1
 SI		1	-2	93	6	5	-3	1	-1
 SK		5	-1	74	-4	20	5	1	0
 FI		8	-3	54	0	35	3	3	0
 SE		30	-20	36	13	29	7	5	0
 UK		4	0	83	0	10	0	3	0





























QB4.13 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

Your personal job situation

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		15	-4	28	5	47	-1	10	0
 BE		23	-2	12	-2	58	6	7	-2
 BG		8	1	34	-1	54	1	4	-1
 CZ		11	-1	24	2	48	3	17	-4
 DK		26	-3	15	0	55	2	4	1
 DE		23	-1	12	0	55	2	10	-1
 EE		21	-3	21	-1	39	5	19	-1
 IE		11	0	37	4	42	-1	10	-3
 EL		2	-3	64	16	25	-10	9	-3
 ES		7	-6	48	15	41	-9	4	0
 FR		20	-6	18	3	44	2	18	1
 IT		6	-8	38	10	53	-2	3	0
 CY		6	-11	40	19	30	-14	24	6
 LV		16	4	32	-6	36	0	16	2
 LT		9	0	40	-8	35	7	16	1
 LU		21	-9	11	5	55	7	13	-3
 HU		5	0	49	6	36	-8	10	2
 MT		15	0	23	5	39	-7	23	2
 NL		19	-8	21	1	43	9	17	-2
 AT		23	-4	13	0	60	5	4	-1
 PL		15	-3	30	7	50	-4	5	0
 PT		3	-4	52	11	41	-7	4	0
 RO		7	2	40	-6	30	4	23	0
 SI		7	-7	39	11	50	-3	4	-1
 SK		14	-3	29	3	45	0	12	0
 FI		17	-6	13	0	63	5	7	1
 SE		43	-2	10	0	42	1	5	1
 UK		21	1	23	2	45	-2	11	-1





























QB4.14 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

The financial situation of your household

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		15	-3	40	5	43	-2	2	0
 BE		21	-6	21	0	57	6	1	0
 BG		7	0	55	-2	37	2	1	0
 CZ		10	-3	46	4	43	-1	1	0
 DK		29	-2	20	2	49	-1	2	1
 DE		23	2	22	-2	53	-1	2	1
 EE		24	-6	36	1	38	4	2	1
 IE		9	-2	51	3	37	-1	3	0
 EL		1	-2	91	15	8	-13	0	0
 ES		5	-7	59	18	35	-12	1	1
 FR		18	-6	33	4	46	4	3	-2
 IT		5	-6	51	21	43	-15	1	0
 CY		6	-7	65	18	28	-11	1	0
 LV		17	4	47	-9	35	5	1	0
 LT		14	2	48	-9	36	7	2	0
 LU		23	-8	19	7	56	3	2	-2
 HU		4	-3	67	5	29	-2	0	0
 MT		10	0	40	3	47	-4	3	1
 NL		23	-7	26	2	49	5	2	0
 AT		20	-7	23	0	55	6	2	1
 PL		17	-4	43	3	38	0	2	1
 PT		2	-3	71	14	26	-10	1	-1
 RO		9	2	56	-6	33	4	2	0
 SI		7	-2	56	11	36	-7	1	-2
 SK		15	-4	44	2	40	3	1	-1
 FI		25	-6	15	-1	58	6	2	1
 SE		47	-3	15	-1	36	4	2	0
 UK		21	-1	33	3	44	0	2	-2

QB4.15 Compared with five years ago, would you say things have improved, got worse or stayed about the same when it comes to...?

The employment situation in (OUR COUNTRY)

	%	Improved		Got worse		Stayed about the same		DK	
		EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4	EB 77.4	Diff. EB 75.4
 EU 27		9	-3	70	6	18	-2	3	-1
 BE		8	-9	63	14	28	-4	1	-1
 BG		1	0	76	0	18	-1	5	1
 CZ		3	-1	69	2	28	2	0	-3
 DK		5	-2	81	10	12	-7	2	-1
 DE		42	-3	23	0	30	3	5	0
 EE		11	0	59	-15	26	15	4	0
 IE		0	-2	88	-3	10	5	2	0
 EL		0	0	99	2	1	-2	0	0
 ES		0	-1	95	3	4	-2	1	0
 FR		2	-2	82	9	13	-4	3	-3
 IT		3	-2	81	12	15	-9	1	-1
 CY		1	-1	93	7	4	-5	2	-1
 LV		5	2	71	-12	21	9	3	1
 LT		6	2	60	-15	28	13	6	0
 LU		3	-7	72	16	19	-7	6	-2
 HU		2	-1	84	7	13	-5	1	-1
 MT		13	3	47	-1	32	-1	8	-1
 NL		2	-8	82	26	14	-14	2	-4
 AT		9	-12	46	9	43	4	2	-1
 PL		6	-5	59	12	30	-5	5	-2
 PT		1	0	93	6	6	-5	0	-1
 RO		4	3	75	-9	17	5	4	1
 SI		1	-2	93	9	5	-6	1	-1
 SK		4	-3	74	5	21	-1	1	-1
 FI		8	-7	56	7	33	1	3	-1
 SE		11	-22	59	22	25	1	5	-1
 UK		3	-1	81	6	13	-2	3	-3