



## **Flash Eurobarometer 345**

# **ACCESSIBILITY**

## **REPORT**

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This survey has been requested by the European Commission, Directorate-General Justice and co-ordinated by Directorate-General for Communication.

This document does not represent the point of view of the European Commission. The interpretations and opinions contained in it are solely those of the authors.

**Flash Eurobarometer 345 - TNS Political & Social**

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### **Accessibility**

Conducted by TNS Political & Social at the request of  
Directorate-General Justice

Survey co-ordinated by Directorate-General for Communication

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## INTRODUCTION

The European Union takes action on behalf of its citizens to prevent discrimination on the grounds of racial or ethnic origin, religion or belief, age, sexual orientation or disability.

Official statistics state that 80 million people in the European Union (or one out of every six citizens) are affected by some kind of disability. This figure is expected to rise in line with predictions for an increasing proportion of older citizens overall in future years.

On 30 March 2007 the EU signed the UN Convention on the Rights of People with Disabilities (UNCRPD) and by 22 January 2011 the Convention had entered into force with respect to the EU. Central to the core of that Convention is an approach which promotes the active inclusion and full participation of disabled people in society. This corresponds to the EU stance on disability as not being a matter of discretion but rather a human rights issue.

As full citizens of the EU, people with disabilities have equal rights and are entitled to dignity, equal treatment, independent living and full participation in society. One of the central purposes of the EU's long-term strategy for the active inclusion of people with disabilities is to make it possible for them to enjoy those rights.

In November 2010 the EU adopted the European Disability Strategy which serves to expand on the UNCRPD and takes into account the experience of the Disability Action Plan (2004-2010). It outlines the initiatives the Commission will take during the current decade (up to 2020) and has the following European principle underpinning it: 'Nothing about disabled people without disabled people'.

Accessibility is one of the eight priority area objectives of the European Disability Strategy. The proposed action to meet the accessibility objective is to make goods and services accessible to people with disabilities and promote the market of assistive devices. In early 2011 the European Commission Vice-President, Viviane Reding, announced a commitment to presenting a proposal for a 'European Accessibility Act'.

The EU intends to become a world leader in developing products and services that are accessible to people with disabilities. The importance of accessibility is seen to be two-fold for the EU: ensuring fundamental rights and equal opportunities for disabled citizens and also as a way of creating jobs and growth by taking advantage of growing market opportunities.

***Purpose of the Flash Eurobarometer survey on "Accessibility"***

The focus of this research was to help identify and analyse accessibility issues for disabled citizens living within the EU. In January 2011 the European Commission Vice-President, Viviane Reding, announced commitment to 'working hard to get all the actors on board to make sure that products and services, public buildings and spaces become more accessible to all our citizens, and to this end we will launch a study to identify the issues at stake'.

This research forms part of that study and reports on the following:

- The profile of people with disabilities
- Difficulties encountered with accessibility (transport/buildings/communication technology/voting/websites)
- General attitudes to accessibility for disabled people (accessibility means designing, building and adapting goods and services in such a way that people with disabilities can have access to them and use them like everybody else)
- Opinions of how better accessibility of goods and services would affect the lives of disabled people and others with accessibility issues
- How better accessibility of goods and services would affect opportunities for industry to sell products to
- Willingness to purchase or pay more for products with accessibility for all as part of their design
- Attitudes to policies and solutions regarding accessibility for disabled and elderly people.

***Methodological note on the survey***

The interviews were carried out by telephone (fixed-line and mobile phone) between the 15th and the 17th of March 2012 with nationally representative samples of EU citizens (aged 15 and older) living in the 27 Member States. The target sample size in most countries was 1,000 interviews; in total, 25,516 interviews were conducted. Statistical results were weighted to correct for known demographic discrepancies. More details on the survey methodology can be found in the annex to this report.

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

#### ABBREVIATIONS

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

\* EU15 refers to the 15 countries forming the European Union before the enlargements of 2004 and 2007: Belgium, Denmark, Germany, Greece, Spain, France, Ireland, Italy, Luxembourg, The Netherlands, Austria, Portugal, Finland, Sweden and the United Kingdom.

\*\* The NMS12 are the 12 'new Member States' which joined the European Union during the 2004 and 2007 enlargements. These are Bulgaria, the Czech Republic, Estonia, the Republic of Cyprus, Lithuania, Latvia, Hungary, Malta, Poland, Romania, Slovenia and Slovakia.

\*\*\*\*\*

*The Eurobarometer web site can be consulted at the following address:*

[http://ec.europa.eu/public\\_opinion](http://ec.europa.eu/public_opinion)

*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 simply not have been possible.*



## MAIN FINDINGS

### ***Profile of people with disabilities in the EU***

- Almost three in ten respondents (29%) say that they or someone in their household has a longstanding illness or health problem which has lasted, or is expected to last, for 6 months or more.
- In five countries the incidence of disability is higher than average with around two in five respondents saying that they or someone in their household has a longstanding illness or health problem: Poland (44%), Estonia (42%), Hungary (41%), Finland (39%) and Malta (38%).
- 29% of respondents say that they or someone in their household has been limited in the activities they usually do because of a health problem for at least the last 6 months. About one in eight (12%) describe their limitation as severe.
- There are six countries where more than one in three respondents say that they or a member of their household has been limited by a health problem for at least the last six months: Germany (39%), Latvia (39%), Estonia (35%), the Netherlands (35%), Austria (35%) and the UK (35%).

### ***Difficulties of accessibility that people with disabilities are facing in their daily lives***

- It is mobility issues that cause the most difficulty amongst EU citizens that say that they or a member of their household have a longstanding illness or health problem.
- Nearly two in five respondents (38%) who say that they or a member of their household have a longstanding illness or health problem have experienced difficulties using the sidewalk or crossing the street with a traffic light. The same proportion (38%) say that they have experienced difficulties entering into a building or an open public space, while more than a third (36%) have experienced difficulties taking a taxi, bus, train or flight.
- Around a quarter of those who say that they or a member of their household have a longstanding illness or health problem have experienced difficulties using a computer or telephone (26%) or when buying a product or service they needed (online purchasing included) (24%).
- Fewer than one in five respondents (18%) who say that they or a member of their household have a longstanding illness or health problem has experienced difficulties voting in an election.

- Just under one in five respondents (19%) who say that they or a member of their household have a longstanding illness or health problem has experienced difficulties using official authorities' websites, while slightly fewer (17%) have experienced difficulties using commercial websites.

### ***Views on better accessibility for people with disabilities***

- Almost all respondents (97%) agree that people with disabilities should be able to participate fully in society like people without disabilities (ie. they should be able to go to school, get a job, access shops and supermarkets, go on holidays etc). Eight in ten respondents (80%) totally agree with this statement.
- More than nine in ten respondents (93%) agree that barriers to accessibility make it more difficult for people with a disability to attend schools, to have a job, to vote and/or to freely move around and go on holiday. Two in three (66%) say that they 'totally agree'.

### ***Impact of better accessibility of products and services***

- 7 in 10 Europeans believe better accessibility of goods and services would very much improve the lives of people with disabilities, the elderly and others with accessibility issues (72% say this when asked just about people with disabilities and the elderly and 69% say this when asked about people with disabilities, the elderly and others such as pregnant women and those travelling with luggage).
- 84% of Europeans believe better accessibility of goods and services would improve opportunities for industry to sell products to people with disabilities and the elderly. Almost half (47%) of Europeans believe that accessibility would very much improve opportunities for industry.
- Two thirds (66%) of respondents say that they would buy, or pay, more for products if they were more accessible and better designed for all, with specific reference to the inclusion of people with disabilities and the elderly.

### ***How to improve and guarantee accessibility***

There is widespread support among Europeans for a range of measures to improve accessibility:

- 86% of Europeans agree that having similar accessibility solutions across Europe would enable people with disabilities to travel, study and work in another EU country. Countries with the highest level of agreement with this statement are Malta (96%), Italy (94%), Ireland (93%), Lithuania (92%) and Greece (92%).

- 96% of Europeans agree that when public authorities provide goods and services they should be obliged to ensure that they are also accessible to people with disabilities.
- 94% of Europeans agree that more money should be spent on eliminating physical obstacles which make the lives of people with disabilities and the elderly difficult.
- 93% of Europeans agree that manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell.
- 85% of Europeans agree that it should be possible to complain and go to court to seek sanctions against manufacturers and service providers who do not comply with binding measures to improve accessibility.
- When asked to what extent respondents agree that 'existing rules on accessibility (in their own country) are sufficient to ensure them a good access to goods and services', opinion overall across Europe is divided: 48% agree whilst 47% disagree.
- 78% of Europeans think that having common rules on accessibility in the EU will make it easier for companies to operate in another EU country.

## I. PROFILE OF PEOPLE WITH DISABILITIES AND THE DIFFICULTIES OF ACCESSIBILITY THEY ARE FACING IN THEIR DAILY LIFE

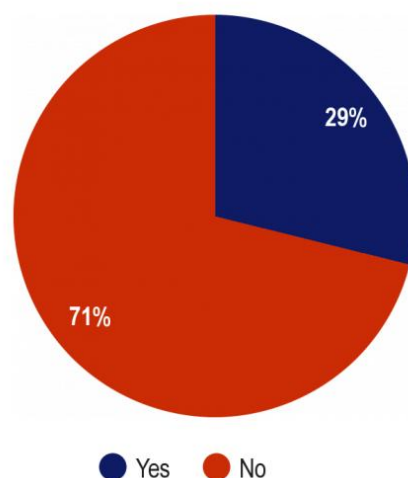
In order to contextualise later findings on the attitudes of EU citizens towards accessibility for people with disabilities it was important to first establish a profile of people with disabilities in the EU. The survey therefore started by asking respondents whether they or anyone in their household has any longstanding illness or health problem which has lasted, or was expected to last, for 6 months or more. This was followed up by a question aimed at assessing the extent to which any health problem has limited either the respondent or a member of their household in their daily activities. Finally in this section respondents were asked about the accessibility difficulties that they, or any member of their household, have experienced in their daily lives.

### 1. INCIDENCE OF DISABILITY

#### - Almost three in ten respondents say that they or someone in their household has a longstanding illness or health problem -

Almost three in ten Europeans (29%) say that they or someone in their household has a longstanding illness or health problem, which has lasted, or was expected to last, for 6 months or more. However, 71% of respondents say that no one in their household has a condition of this type.

Q1. Do you or someone in your household have any longstanding illness or health problem which has lasted, or is expected to last, for 6 months or more?

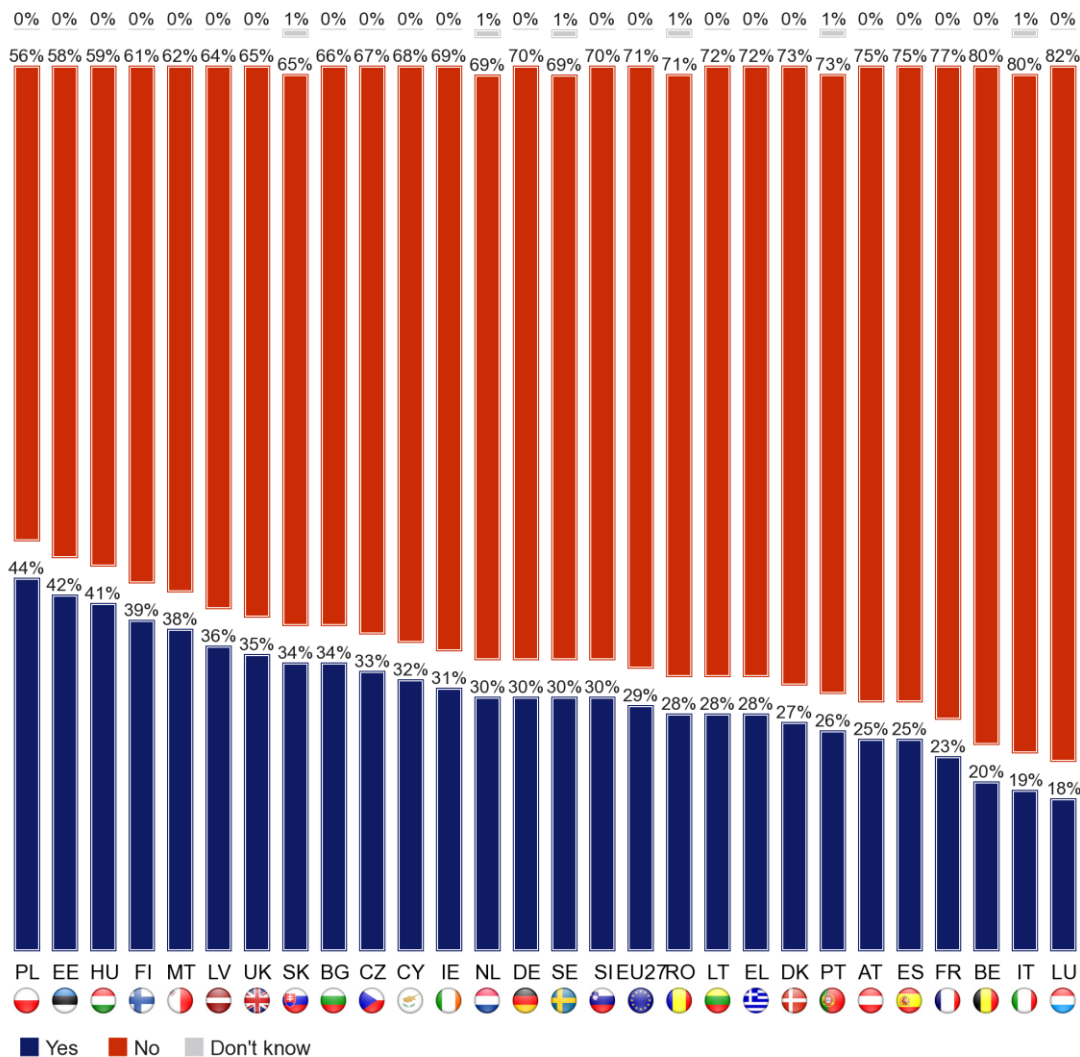


**Incidence of disability - national variations**

The incidence of longstanding illness or health problems varies between the different EU countries. In five countries, the incidence is higher than average with around two in five respondents saying that they or someone in their household has a longstanding illness or health problem: Poland (44%), Estonia (42%), Hungary (41%), Finland (39%) and Malta (38%). In contrast to this, one in five or fewer respondents in Belgium (20%), Italy (19%) and Luxembourg (18%) say that someone in their household has a long-standing condition of this kind.

Respondents living in the NMS12 countries are more likely than respondents living in the EU15 countries to say that someone in their household has a longstanding illness or health problem (37% versus 27%).



Q1. Do you or someone in your household have any longstanding illness or health problem which has lasted, or is expected to last, for 6 months or more?



**Incidence of disability – socio-demographic variations**

Respondents who left education aged 15 or under are most likely to say that they or someone in their household have a longstanding illness or health problem (37%). This falls to 31% among respondents who left education aged 16-19 and 27% for those who left aged 20 or over and just 18% for those still studying at the time of this survey. Other findings suggested, not surprisingly, that incidence of disability is more likely among older people. For example, 40% of respondents aged 55 or over say that they or someone in their household have a long standing illness or health problem which is higher than for other age groups (just 16% of 15-24 year olds for example). In addition, 36% of respondents who are not working say that they or someone in their household is experiencing this level of impairment.

**Q1 Do you or someone in your household have any longstanding illness or health problem which has lasted, or is expected to last, for 6 months or more?**

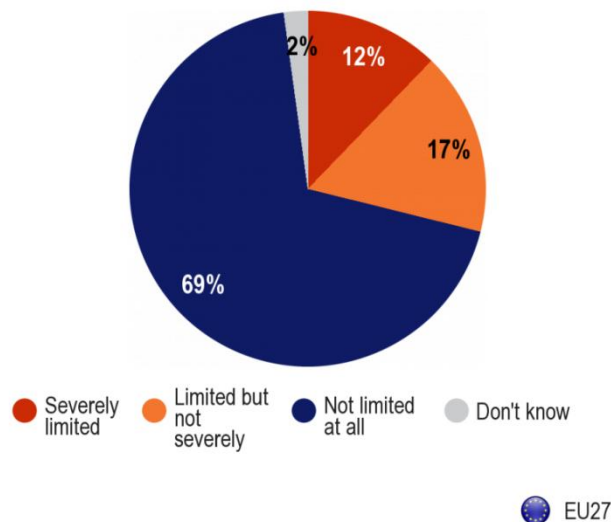
	Yes	No	Don't know
EU27	29%	71%	0%
 <b>Education (End of)</b>			
15-	37%	63%	0%
16-19	31%	69%	0%
20+	27%	73%	0%
Still studying	18%	82%	0%
 <b>Respondent occupation scale</b>			
Self-employed	24%	76%	0%
Employee	22%	78%	0%
Manual workers	24%	76%	0%
Not working	36%	64%	0%

## 2. EXTENT OF LIMITATION DUE TO HEALTH PROBLEM

### - 29% of respondents say that they or someone in their household has been limited by a health problem for at least the last 6 months -

All respondents were asked to what extent they or someone in their household have, for at least the last six months, been limited in the activities they usually do because of a health problem. Overall 29% of respondents say that they or a member of their household has been limited in some way, with one in eight (12%) describing this as severe limitation and 17% saying that it has limited them but not severely. On the other hand, almost seven in ten (69%) say that they have not been limited at all by a condition of this type for the duration of the last 6 months or more.

Q2. For at least the last 6 months, to what extent have you or someone in your household been limited because of a health problem, in activities people usually do?

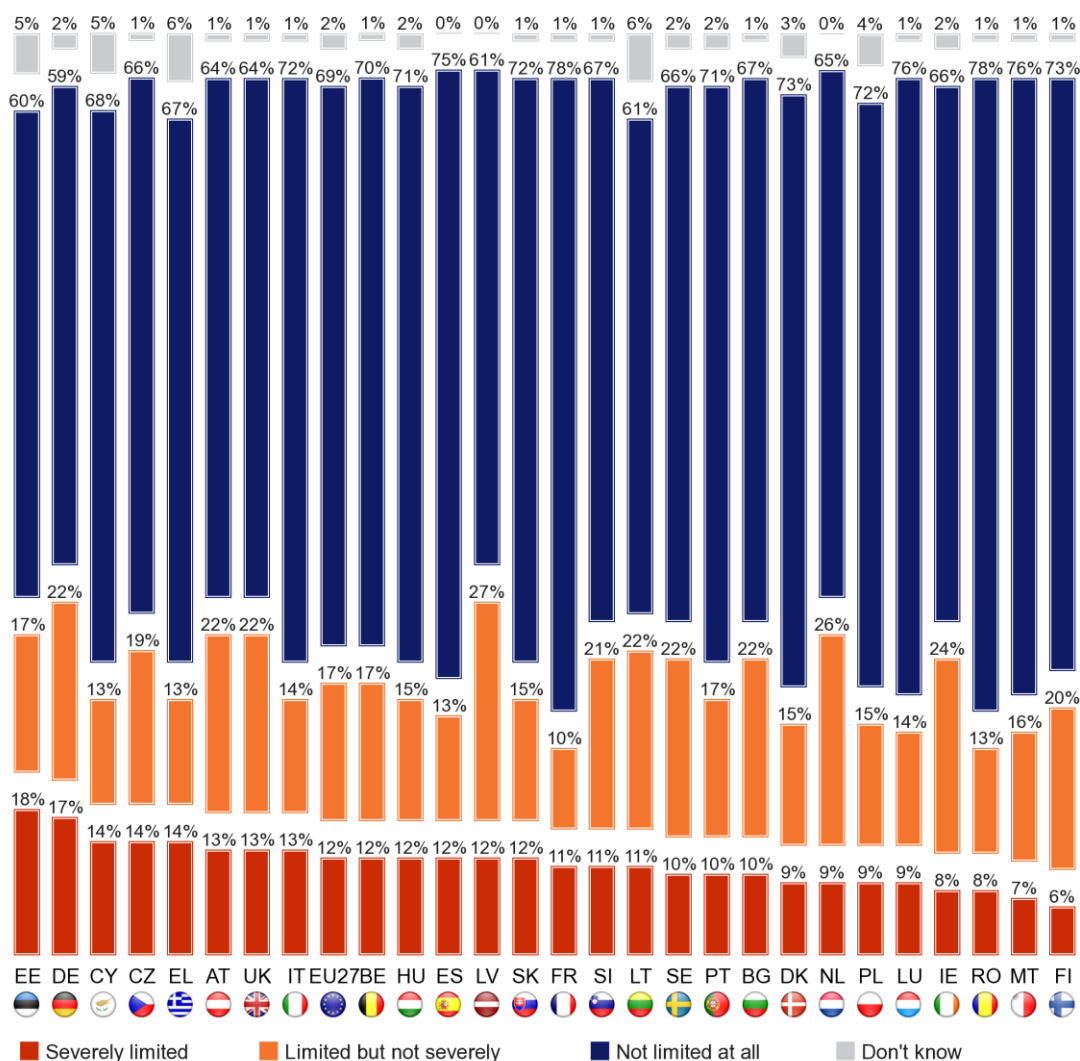


### ***Extent of limitation by health problem – national variations***

There are some national differences in the findings which are worth noting. Looking firstly at the findings for all those experiencing some limitation in their daily activities (combining severely limited and limited but not severely). There are six countries where more than one in three respondents say that they or a member of their household has been limited by a health problem for at least the last six months: Germany (39%), Latvia (39%), Estonia (35%), the Netherlands (35%), Austria (35%) and the UK (35%). However, it is only in Germany and Estonia that a significantly greater than average proportion of respondents describe their limitation as severe (17% and 18% respectively compared with a finding for the whole of the EU of 12%).

In contrast to findings for the previous question on the incidence of disability, respondents living in the NMS12 countries are less likely than respondents living in EU15 countries to say that someone in their household has been limited by a health problem (26% versus 30%). There is a similar pattern for severe limitation with 10% of respondents living in the NMS12 countries saying that they or a member of their household has been severely limited compared with 13% of respondents living in the EU15 countries.

Q2. For at least the last 6 months, to what extent have you or someone in your household been limited because of a health problem, in activities people usually do?








### **Extent of limitation by health problem – socio-demographic variations**

The pattern of findings is similar to the earlier question about longstanding illness and health problems. Respondents who left education aged 15 or under are most likely to say that they or someone in their household have been limited by a health problem for at least the last six months (39%), and also have the highest incidence of severely limited household members (19%). Again, not surprisingly, having activities limited by a health problem is more likely among older people. For example, 38% of respondents aged 55 or over say that they or someone in their household has been limited by a health problem and 17% of this age group say they have been severely limited, which are both significantly higher than for all other age groups. In addition, 36% of respondents who are not working say that they or someone in their household has been limited because of a health problem for at least the last six months and 16% have been severely limited for that time period.

Q2 For at least the last 6 months, to what extent have you or someone in your household been limited because of a health problem, in activities people usually do?

	Severely limited	Limited but not severely	Not limited at all	Don't know
EU27	12%	17%	69%	2%
 <b>Age</b>				
15-24	6%	15%	78%	1%
25-39	8%	14%	76%	2%
40-54	12%	16%	70%	2%
55 +	17%	21%	60%	2%
 <b>Education (End of)</b>				
15-	19%	20%	60%	1%
16-19	12%	18%	68%	2%
20+	11%	15%	72%	2%
Still studying	7%	17%	75%	1%
 <b>Respondent occupation scale</b>				
Self-employed	10%	14%	74%	2%
Employee	8%	15%	76%	1%
Manual workers	7%	15%	76%	2%
Not working	16%	20%	63%	1%

It is also interesting to note that nearly seven out of ten respondents (68%) who say that they or someone in their household have a longstanding illness have been limited because of a health problem in the last six months.

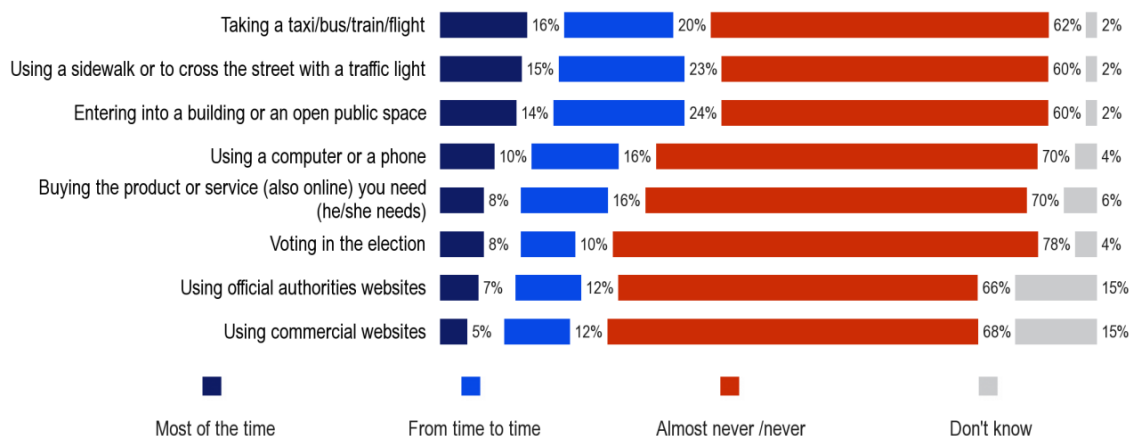
### 3. ACCESSIBILITY DIFFICULTIES

#### - Accessibility issues relating to mobility caused most difficulty for EU citizens that have any longstanding illness –

The following section details the findings of a question asked of only those respondents who say that they or a member of their household has a longstanding illness or health problem which has lasted, or is expected to last, six months or more. Respondents were asked how often they or the person in their household with a disability have experienced a range of different accessibility difficulties.

The chart below provides an overview of all of the different types of accessibility difficulties. It shows that it is mobility issues that cause the most difficulty – entering a building or an open public space (38%), using a sidewalk or crossing the street with a traffic light (38%) and taking a taxi, bus, train or flight (36%). Each of these, plus the accessibility issues that cause overall less difficulty, are discussed separately in detail below.

Q6. Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:



EU27

*BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)*

### 3.1. Difficulties taking a taxi/bus/train/flight

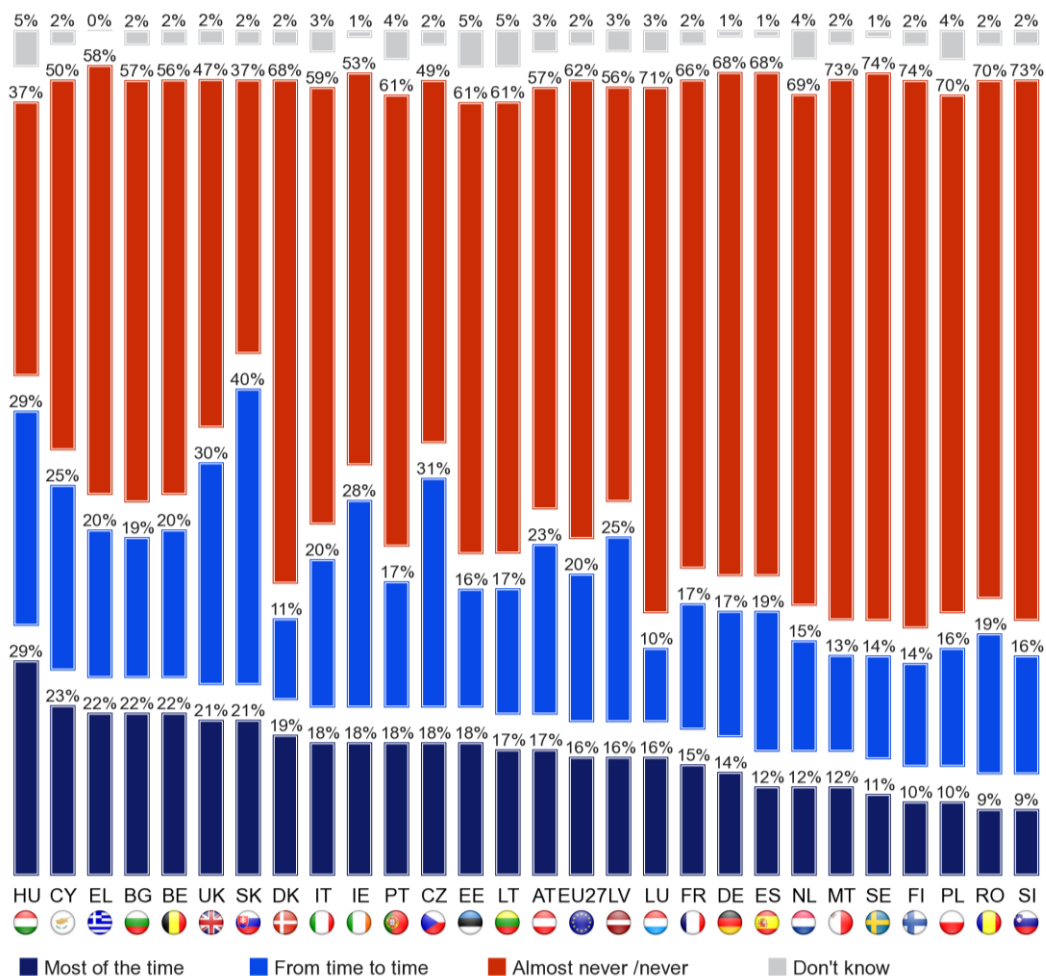
More than a third (36%) of respondents who say that they or a member of their household have a longstanding illness or health problem have experienced difficulties taking a taxi, bus, train or flight. One in six (16%) have experienced this difficulty most of the time, while one in five (20%) say that this happened to them from time to time. On the other hand, 62% say that they or members of their household have almost never or never experienced difficulties taking a taxi/bus/train or flight.

#### Difficulties taking a taxi/bus/train/flight – national variations

There are some differences by EU country. Respondents who say they or a member of their household have a longstanding illness or health problem and live in the following countries are most likely to have experienced difficulty taking a taxi, bus, train or flight: Slovakia (61%), Hungary (58%), UK (51%), Czech Republic (49%), Republic of Cyprus (48%) and Ireland (46%). In contrast the incidence of experiencing this difficulty among those with a longstanding illness or health problem is lowest in the following countries: Finland (24%), Sweden (25%), Malta (25%), Slovenia (25%) and Luxembourg (26%).

Q6.1. Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

Taking a taxi/bus/train/flight



BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)

**Difficulties taking a taxi/bus/train/flight – socio-demographic variations**

There is some variation in the findings for this question by occupation scale, with those who are employees or not working particularly likely to identify difficulties when taking a taxi, bus, train or flight. 37% of both employees and those who are not working say that they, or the person in their household who has some kind of disability have experienced difficulties. This compares to 30% of those who are self-employed and 34% of manual workers. It is also noticeable that people who are living alone are more likely to have experienced difficulty (42%), as well as those living in large towns (39%).

**Q6.1** Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

**Taking a taxi/bus/train/flight**

	Total 'Yes'	Total 'No'	Don't know
EU27	36%	62%	2%
<b>Subjective urbanisation</b>			
Rural village	34%	64%	2%
Small/ mid-size town	36%	62%	2%
Large town	39%	59%	2%
<b>Respondent occupation scale</b>			
Self-employed	30%	69%	1%
Employee	37%	61%	2%
Manual workers	34%	64%	2%
Not working	37%	60%	3%
<b>Number of people in household 15+</b>			
1	42%	55%	3%
2	32%	65%	3%
3	37%	61%	2%
4+	37%	61%	2%
<b>Pay more for accessible products</b>			
Yes	40%	58%	2%
No	28%	70%	2%
<b>State ensures accessibility</b>			
Total 'Agree'	37%	61%	2%
Total 'Disagree'	28%	70%	2%
<b>Providers ensure accessibility</b>			
Total 'Agree'	37%	61%	2%
Total 'Disagree'	27%	72%	1%

*BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)*

***Difficulties taking a taxi/bus/train/flight – attitudinal variations***

Around two in five respondents (40%) who say they would be willing to buy, or pay, more for products with better accessibility design features have also experienced difficulties taking a taxi, bus, train or flight. This is significantly higher than for those who say they would not buy, or pay, more for these products and have also experienced difficulties taking a taxi, bus, train or flight (28%).

In addition, 37% of respondents who agree that both the state and manufacturers should provide goods and services that are accessible to people with disabilities have also experienced difficulties taking a taxi, bus, train or flight. This is significantly higher than the proportion disagreeing with these statements that have also experienced difficulties taking a taxi, bus, train or flight (state 28%, manufacturers 27%).

**3.2. Difficulties using the sidewalk or crossing the street with a traffic light**

Nearly two in five respondents (38%) who say that they or a member of their household have a longstanding illness or health problem have experienced difficulties using the sidewalk or crossing the street with a traffic light. Fifteen per cent of respondents have experienced this difficulty most of time, while around one in four (23%) say that it occurred from time to time. On the other hand, 60% say that they or members of their household have almost never/never experienced difficulties.

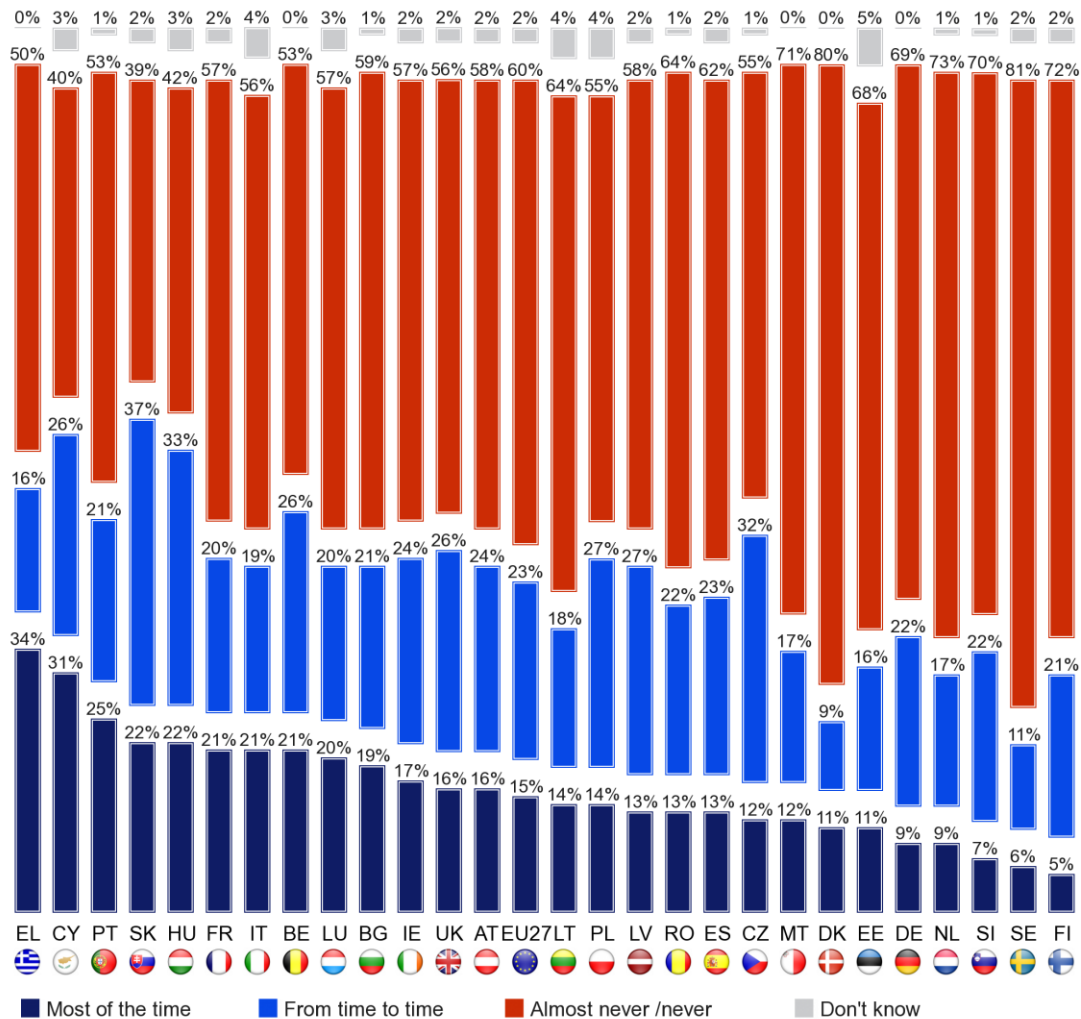
***Difficulties using the sidewalk or crossing the street with a traffic light – national variations***

Once again there are some differences by EU country. Half or more of respondents who say they or a member of their household has a longstanding illness or health problem and live in the following countries are most likely to have experienced difficulty using the sidewalk or crossing the street with a traffic light: Slovakia (59%), Republic of Cyprus (57%), Hungary (55%) and Greece (50%). Slightly fewer, but still significantly more than average, have experienced similar difficulties in Belgium (47%), Portugal (46%) and the Czech Republic (44%). In contrast the incidence of experiencing this difficulty among those with a longstanding illness or health problem is lowest in the following countries: Sweden (17%), Finland (26%), the Netherlands (26%), Estonia (27%) and Malta (29%).

Respondents from countries in the NMS12 group are more likely to have experienced this difficulty than those in the EU15 countries (42 versus 36%).

Q6.3. Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

Using a sidewalk or to cross the street with a traffic light



BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)

**Difficulties using the sidewalk or crossing the street with a traffic light – socio-demographic variations**

There are a few variations in the findings for this question by occupation scale, with those who are not working most likely to identify difficulties when using the sidewalk or crossing the street with a traffic light (40%). This is in contrast to 32% of self-employed respondents who have experienced difficulties. In addition, there are differences by the level of urbanisation, with 41% of those in large towns and 39% of those in rural villages commenting on a difficulty compared with 35% of those living in small mid-size towns.

Q6.3 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

Using a sidewalk or to cross the street with a traffic light

	Total 'Yes'	Total 'No'	Don't know
EU27	38%	60%	2%
<b>Subjective urbanisation</b>			
Rural village	39%	59%	2%
Small/ mid-size town	35%	63%	2%
Large town	41%	57%	2%
<b>Respondent occupation scale</b>			
Self-employed	32%	67%	1%
Employee	37%	62%	1%
Manual workers	36%	63%	1%
Not working	40%	58%	2%
<b>Pay more for accessible products</b>			
Yes	42%	56%	2%
No	30%	68%	2%
<b>State ensures accessibility</b>			
Total 'Agree'	38%	60%	2%
Total 'Disagree'	31%	68%	1%
<b>Providers ensure accessibility</b>			
Total 'Agree'	39%	59%	2%
Total 'Disagree'	26%	72%	2%

BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)

### **Difficulties using the sidewalk or crossing the street with a traffic light – attitudinal variations**

More than two in five respondents (42%) who say they would be willing to buy, or pay, more for products with better accessibility design features have also experienced difficulties using the sidewalk or crossing the street with a traffic light. This is significantly higher than those who say they would not buy, or pay, more for these products and have also experienced difficulties using the sidewalk or crossing the street with a traffic light (30%).

In addition, just under two in five respondents who agree that both the state and manufacturers should provide goods and services that are accessible to people with disabilities have also experienced difficulties using the sidewalk or crossing the street with a traffic light (state 38% and manufacturers 39%). This is significantly higher than the proportion that disagree and have also experienced difficulties using the sidewalk or crossing the street with a traffic light (state 31%, manufacturers 26%).

### **3.3. Difficulties entering into a building or an open public space**

Nearly two in five respondents (38%) who say that they or a member of their household has a longstanding illness or health problem have experienced difficulties entering into a building or an open public space. One in seven (14%) have experienced difficulty most of time, while approximately one in four (24%) say that they have experienced this difficulty from time to time. On the other hand, 60% say that they or members of their household have almost never or never experienced difficulties of this nature.

#### ***Difficulties entering into a building or an open public space – national variations***

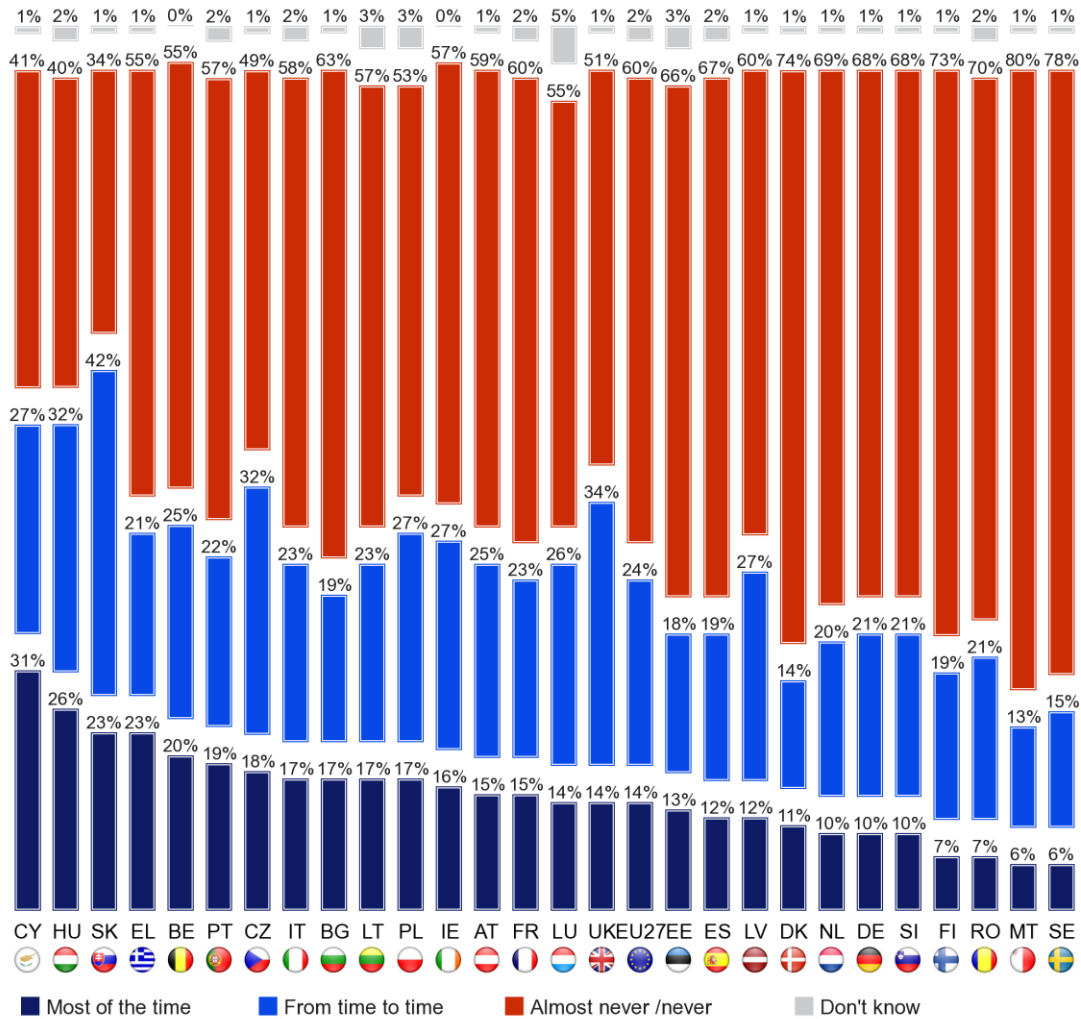
Once again there are some differences by EU country. Half or more of respondents who say that they or a member of their household have a longstanding illness or health problem and live in Slovakia (65%), the Republic of Cyprus (58%), Hungary (58%) and the Czech Republic (50%) have experienced difficulties entering into a building or open public space. Slightly fewer, but still significantly more than average, have experienced similar difficulties in the UK (48%), Belgium (45%), Greece (44%) and Poland (44%). In contrast the incidence of experiencing this difficulty among those with a longstanding illness or health problem is lowest in the following countries: Malta (19%), Sweden (21%), Denmark (25%) and Finland (26%).

Difficulties entering a building or public open space are more likely to have occurred in the NMS12 countries (44%, compared with the finding for the EU15 of 38%) for people with a longstanding illness or health problem.



Q6.2. Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

Entering into a building or an open public space



BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)

**Difficulties entering into a building or an open public space – socio-demographic variations**

There are a few variations in the findings for this question by occupation scale, with those who are manual workers most likely to identify difficulties when entering a building or an open public space. Forty-three per cent of manual workers say that they or the person in their household who has some kind of disability have experienced difficulties of this kind. This compares to 37% of those who are self-employed or employees and 39% of those who are not working.

Q6.2 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

Entering into a building or an open public space

	Total 'Yes'	Total 'No'	Don't know
EU27	38%	60%	2%
<b>Respondent occupation scale</b>			
Self-employed	37%	62%	1%
Employee	37%	61%	2%
Manual workers	43%	56%	1%
Not working	39%	59%	2%
<b>Pay more for accessible products</b>			
Yes	43%	56%	1%
No	32%	66%	2%
<b>State ensures accessibility</b>			
Total 'Agree'	39%	59%	2%
Total 'Disagree'	25%	74%	1%
<b>Providers ensure accessibility</b>			
Total 'Agree'	40%	59%	1%
Total 'Disagree'	26%	72%	2%

*BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)*

### **Difficulties entering into a building or an open public space – attitudinal variations**

More than two in five respondents (43%) who say they would be willing to buy, or pay, more for products with better accessibility design features have also experienced difficulties entering into a building or an open public space. This is significantly higher than for those who say they would not buy, or pay, more for these products and have also experienced difficulties entering into a building or an open public space (32%).

In addition, around two in five respondents who agree that both the state and manufacturers should provide goods and services that are accessible to people with disabilities have also experienced difficulties entering into a building or an open public space (state 39% and manufacturers 40%). This is significantly higher than the proportion that disagrees and has also experienced difficulties entering into a building or an open public space (state 25%, manufacturers 26%).

### 3.4. Difficulties using a computer or phone

Overall fewer respondents (26%) who say that they or a member of their household have a longstanding illness or health problem have experienced difficulties using a computer or phone. One in ten respondents (10%) have experienced this kind of difficulty most of time, while one in six (16%) say that it only occurred from time to time. On the other hand, 70% say that they or members of their household have almost never or never experienced difficulties.

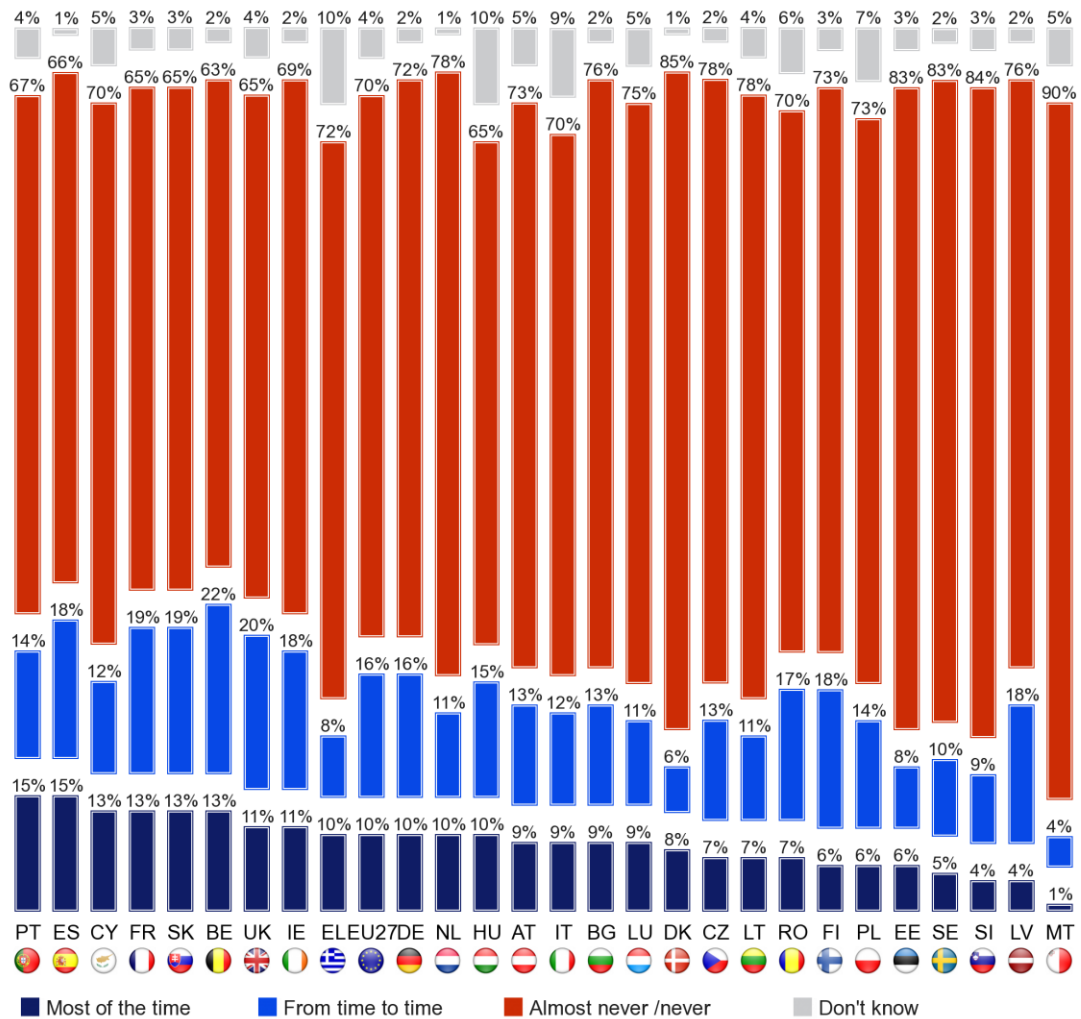
#### ***Difficulties using a computer or phone – national variations***

There are a few differences by EU country. Respondents who say they or a member of their household have a longstanding illness or health problem and live in the following countries are most likely to have experienced difficulties using a computer or phone: Belgium (35%), Spain (33%), France (32%), Slovakia (32%) and the UK (31%). In contrast the incidence of experiencing this difficulty among those with a longstanding illness or health problem is extremely low in Malta (5%) but also significantly lower in the following countries: Slovenia (13%), Estonia (14%), Denmark (14%) and Sweden (15%).

In contrast to the patterns of incidences of difficulties discussed earlier, problems using a computer or phone are more likely to have occurred in the EU15 countries than the NMS12 countries (27% versus 22%).

Q6.4. Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

Using a computer or a phone



BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)

**Difficulties using a computer or phone – attitudinal variations**

There are no socio-demographic variations and just one significant variation in the attitudinal findings for this question. 30% of respondents who would be willing to buy more or pay more for accessible products have experienced difficulties using a computer or phone, compared with 18% of those that say ‘no’ they would not be willing to pay more for these kinds of products.

Q6.4 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

Using a computer or a phone

	Total 'Yes'	Total 'No'	Don't know
EU27	26%	70%	4%
<b>Pay more for accessible products</b>			
Yes	30%	66%	4%
No	18%	77%	5%

*BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)*

### 3.5. Difficulties buying a product or service needed (also online)

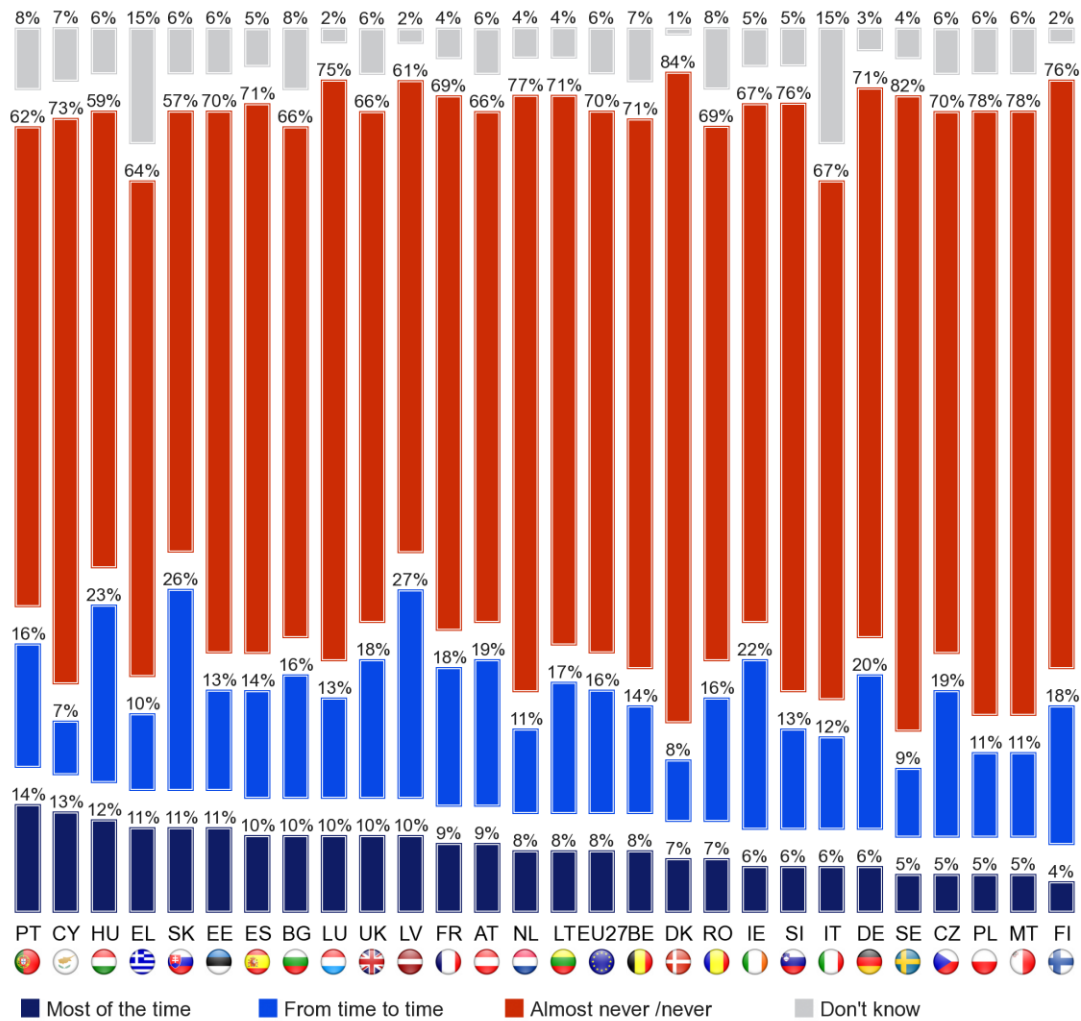
Just under one in four respondents (24%) who say that they or a member of their household have a longstanding illness or health problem have experienced difficulties buying a product or service they needed. 8% of respondents have experienced difficulty of this type most of time, while one in six (16%) say that it happened from time to time. On the other hand, 70% say that they or members of their household have almost never or never experienced difficulties.

#### **Difficulties buying a product or service – national variations**

There are four countries that stand out in terms of where respondents who say they or a member of their household have a longstanding illness or health problem are more likely to have experienced difficulty buying a product or service: Latvia (37%), Slovakia (37%), Hungary (35%) and Portugal (30%). In contrast the incidence of experiencing this difficulty among those with a longstanding illness or health problem is lowest in the following countries: Sweden (14%), Denmark (15%), Malta (16%) and Poland (16%).

Q6.5. Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

Buying the product or service (also online) you need (he/she needs)



BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)

**Difficulties buying a product or service – socio-demographic variations**

There are a couple of variations in the findings for this question by the level of urbanisation, with those living in large towns more likely than those living in rural villages to say that they or the person in their household who have some kind of disability have experienced difficulties buying a product or service (25% versus 22%). In addition, employees are more likely than self-employed people to have experienced difficulties (26% and 21% respectively).

Q6.5 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

Buying the product or service (also online) you need (he/she needs)

	Total 'Yes'	Total 'No'	Don't know
EU27	24%	70%	6%
<b>Subjective urbanisation</b>			
Rural village	22%	73%	5%
Small/ mid-size town	23%	70%	7%
Large town	25%	68%	7%
<b>Respondent occupation scale</b>			
Self-employed	21%	77%	2%
Employee	26%	71%	3%
Manual workers	24%	74%	2%
Not working	23%	68%	9%
<b>Pay more for accessible products</b>			
Yes	28%	66%	6%
No	17%	77%	6%
<b>State ensures accessibility</b>			
Total 'Agree'	24%	70%	6%
Total 'Disagree'	16%	79%	5%
<b>Providers ensure accessibility</b>			
Total 'Agree'	24%	70%	6%
Total 'Disagree'	19%	78%	3%

*BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)*

### **Difficulties buying a product or service – attitudinal variations**

More than a quarter of respondents (28%) who say they would be willing to buy, or pay, more for products with better accessibility design features have also experienced difficulties buying a product or service. This is significantly higher than for those who say they would not buy, or pay, more for these products and have also experienced difficulties buying a product or service (17%).

In addition, 24% of respondents who agree that both the state and manufacturers should provide goods and services that are accessible to people with disabilities have also experienced difficulties buying a product or service. This is significantly higher than the proportion that disagrees and has also experienced difficulties buying a product or service (state 16%, manufacturers 19%).

### 3.6. Difficulties voting in elections

Fewer than one in five respondents (18%) who say that they or a member of their household have a longstanding illness or health problem have experienced difficulties voting in an election. Eight per cent of respondents experienced difficulty most of the time whilst voting, while one in ten (10%) said that it happens only from time to time. More than three-quarters of respondents (78%) said that they or members of their household have almost never or never experienced difficulties whilst voting.

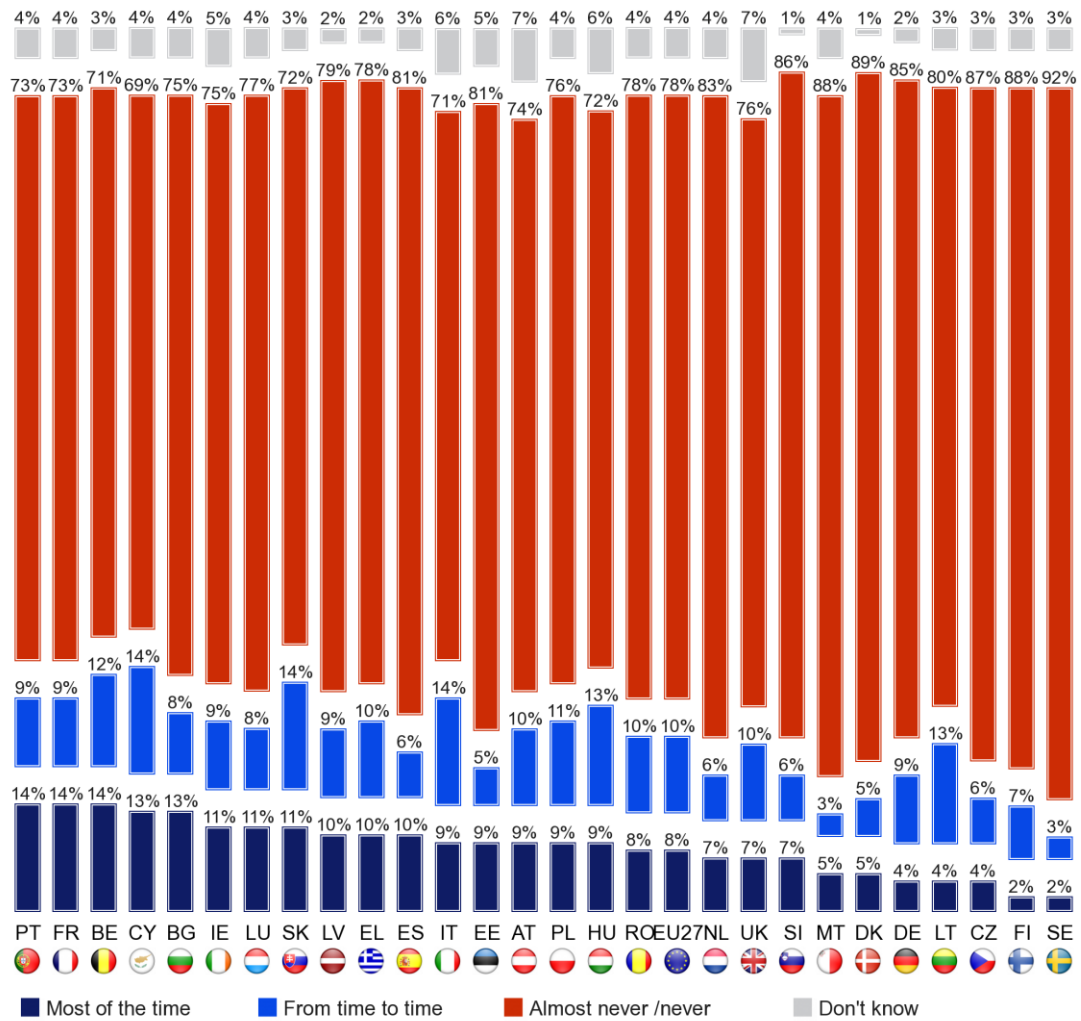
#### ***Difficulties voting in elections – national variations***

There are several differences by EU country. Respondents who say that they or a member of their household have a longstanding illness or health problem and live in the following countries were the most likely to have experienced difficulties voting in the election: the Republic of Cyprus (27%), Belgium (26%), Slovakia (25%), France (23%), Portugal (23%) and Hungary (22%). In contrast, countries most likely to have respondents who say that they have almost never/never experienced this kind of difficulty were Sweden (92%), Denmark (89%) and Malta (88%).



Q6.6. Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

Voting in the election



BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)


**Difficulties voting in elections – socio-demographic variations**

There are a couple of variations in the findings for this question by the level of urbanisation, with those living in large towns more likely than those living in small/mid-size towns to say that they or the person in their household who has some kind of disability has experienced difficulties voting in elections (19% versus 16%). In addition, those that are not working (19%) are more likely than self-employed people and employees (16% and 15%) to have experienced difficulties voting.


Q6.6 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

Voting in the election

	Total 'Yes'	Total 'No'	Don't know
EU27	18%	78%	4%

 Subjective urbanisation

Rural village	18%	79%	3%
Small/ mid-size town	16%	79%	5%
Large town	19%	77%	4%

 Respondent occupation scale

Self-employed	16%	79%	5%
Employee	15%	81%	4%
Manual workers	18%	79%	3%
Not working	19%	77%	4%

Pay more for accessible products

Yes	21%	75%	4%
No	13%	83%	4%

*BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)*

### **Difficulties voting in elections – attitudinal variations**

One in five respondents (21%) who would be willing to pay more for accessible products has experienced difficulties voting in elections, compared with 13% of those that said 'no' they would not be willing to pay more.

### **3.7. Difficulties using official authorities' websites**

Just under one in five respondents (19%) who say that they or a member of their household has a longstanding illness or health problem has experienced difficulties using official authorities' websites. Seven per cent of respondents experience this kind of difficulty most of the time, while 12% said that it was from time to time. Two in three respondents (66%) say that they or members of their household have almost never/never experienced difficulties.

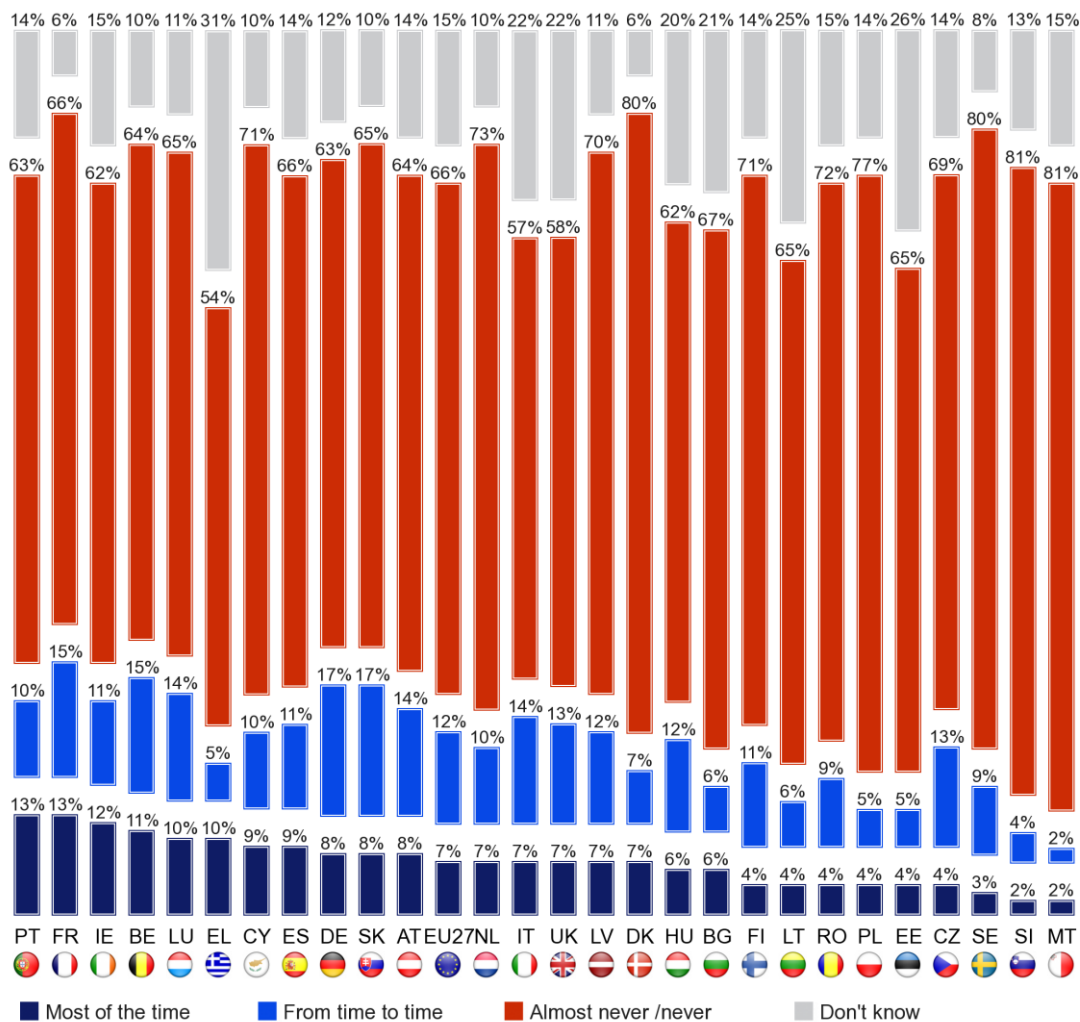
**Difficulties using official authorities’ websites – national variations**

A quarter or more respondents in four countries, a significantly higher proportion than average, said that they or a member of their household who has a longstanding illness or health problem has experienced difficulties using official authorities’ websites: France (28%), Belgium (26%), Germany (25%) and Slovakia (25%). In contrast, countries most likely to have respondents who say that they have almost never or never experienced this kind of difficulty were Malta (81%), Slovenia (81%), Sweden (80%), and Denmark (80%).

Difficulties using official authorities’ websites are also particularly likely to have occurred in EU15 countries (22%, compared with NMS12 countries 12%).

Q6.7. Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

Using official authorities websites



*BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)*

**Difficulties using official authorities' websites – socio-demographic variations**

There are differences in the findings by age, occupation scale and age the respondent left education. Respondents aged 55+ (16%), and also to some extent those aged 15-24 (19%), are less likely to report having this kind of difficulty than those aged 25-39 (23%) and 40-54 (24%). In addition, employees (24%) are more likely to report this difficulty than any other occupation scale group (18% for all others). 17% of respondents who had left education at the age of 15 or under have experienced difficulty using official websites but this rises to 20% of those leaving education aged 16-19 and 21% of those who left education aged 20 or more.

**Q6.7 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:**

**Using official authorities websites**

	Total 'Yes'	Total 'No'	Don't know
EU27	19%	66%	15%
<b>Age</b>			
15-24	19%	73%	8%
25-39	23%	69%	8%
40-54	24%	67%	9%
55 +	16%	62%	22%
<b>Education (End of)</b>			
15-	17%	54%	29%
16-19	20%	68%	12%
20+	21%	67%	12%
Still studying	18%	71%	11%
<b>Respondent occupation scale</b>			
Self-employed	18%	71%	11%
Employee	24%	69%	7%
Manual workers	18%	73%	9%
Not working	18%	62%	20%
<b>Pay more for accessible products</b>			
Yes	21%	64%	15%
No	16%	70%	14%

*BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)*

***Difficulties using official authorities' websites – attitudinal variations***

Around one in five respondents (21%) who would be willing to pay more for accessible products has experienced difficulties using official authorities' websites, compared with 16% of those that say 'no' they would not be willing to pay more.

**3.8. Difficulties using commercial websites**

17% of respondents who said that they or a member of their household has a longstanding illness or health problem has experienced difficulties using commercial websites. 5% of respondents have experienced this kind of difficulty most of the time, while one in eight (12%) say that it is from time to time. More than two in three respondents (68%) say that they or members of their household had almost never or never experienced difficulties.

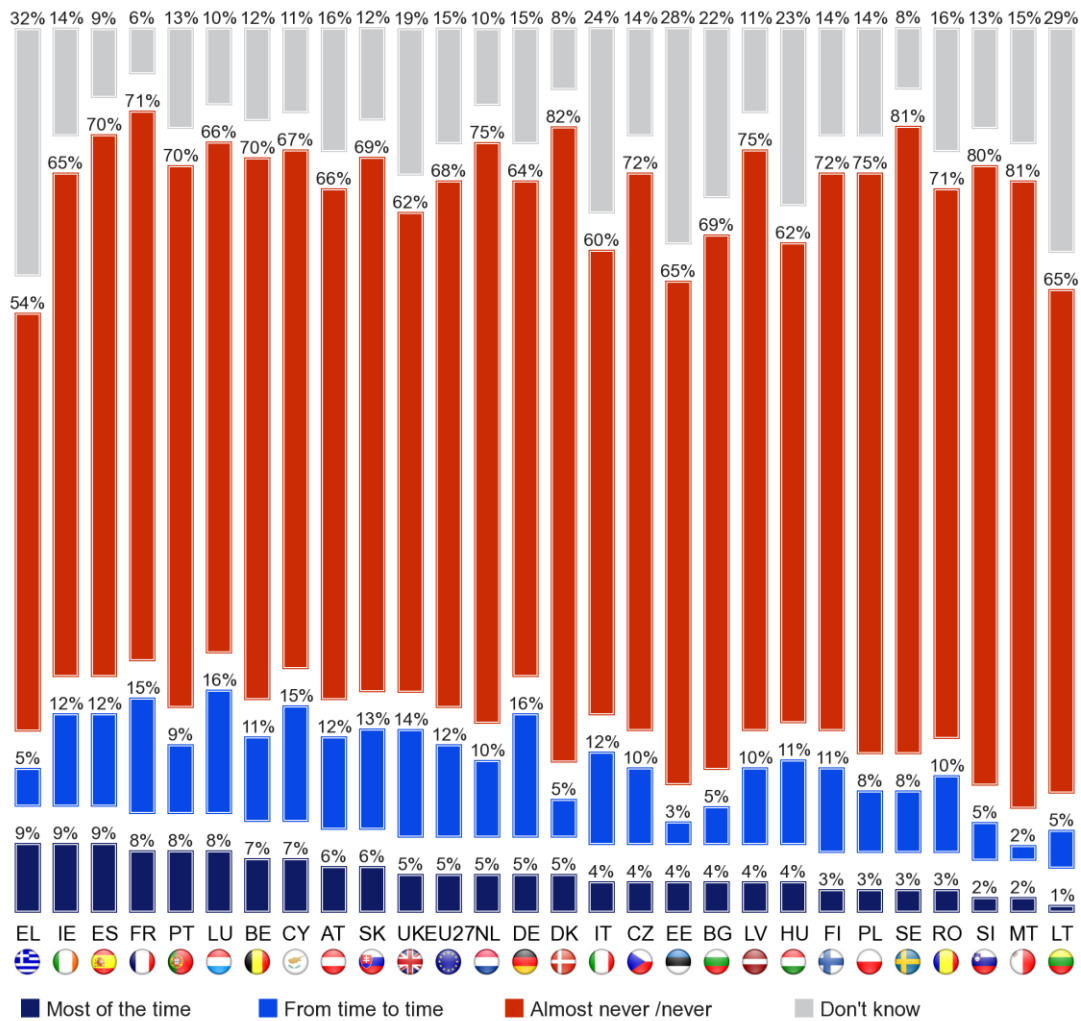
***Difficulties using commercial websites – national variations***

Findings are similar across each of the 27 EU countries, with the exception of France where a significantly higher than average proportion of respondents who say that they or a member of their household has a longstanding illness or health problem has experienced difficulties using commercial websites (23%). In contrast, countries most likely to have respondents who say that they have almost never or never experienced this kind of difficulty were Denmark (82%), Sweden (81%), and Malta (81%).

Difficulties using commercial websites are also particularly likely to have occurred in EU15 countries (19%, compared with 12% in NMS12 countries).

Q6.8. Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

Using commercial websites



BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)

**Difficulties using commercial websites – socio-demographic variations**

There are differences in the findings by age, occupation scale and age the respondent left education. However, in a similar way to the findings for official websites it may be prudent to look at these in the context of the expected demographic profile of commercial website users in general. For instance, those aged 55+ (14%) are less likely to report having this kind of difficulty than those aged 15-24 (19%), 25-39 (19%) and 40-54 (22%). Employees (21%) are more likely to report this difficulty than any other occupation scale group. 14% of respondents who had left education at the age of 15 of under have experienced difficulty using official websites but this rises to 17% of those leaving education aged 16-19 and 19% of those who left education aged 20 or more.

Q6.8 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

Using commercial websites

	Total 'Yes'	Total 'No'	Don't know
EU27	17%	68%	15%
<b>Age</b>			
15-24	19%	75%	6%
25-39	19%	74%	7%
40-54	22%	71%	7%
55 +	14%	62%	24%
<b>Education (End of)</b>			
15-	14%	57%	29%
16-19	17%	70%	13%
20+	19%	69%	12%
Still studying	19%	71%	10%
<b>Respondent occupation scale</b>			
Self-employed	17%	75%	8%
Employee	21%	73%	6%
Manual workers	18%	74%	8%
Not working	15%	64%	21%
<b>Pay more for accessible products</b>			
Yes	19%	66%	15%
No	14%	71%	15%

*BASE = Respondents who say that they or someone in their household have any longstanding illness or health problem (n=7403)*

### **Difficulties using commercial websites – attitudinal variations**

19% of respondents who would be willing to pay more for accessible products have experienced difficulties using commercial websites, compared with 14% of those that said 'no' they are not willing to pay more for these products.

## II. PERCEPTION OF IMPROVED ACCESSIBILITY OF GOODS AND SERVICES AND BENEFITS IN REMOVING BARRIERS

### 1. VIEWS ON A BETTER ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

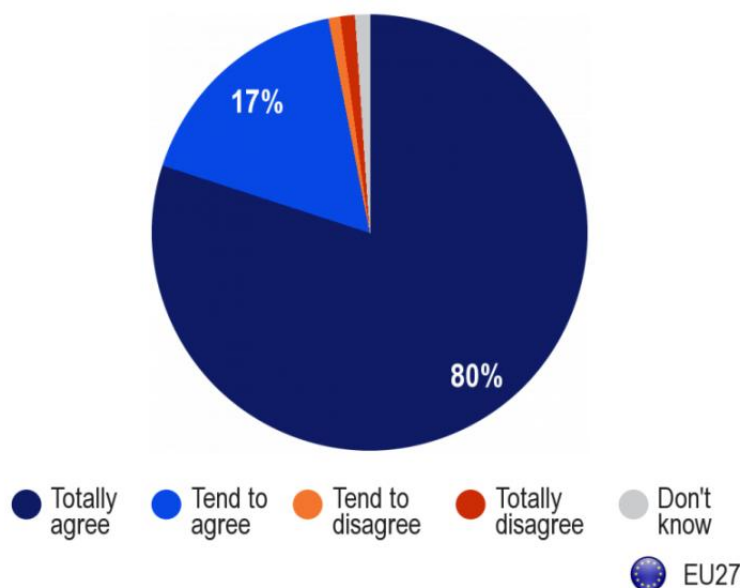
**- Almost all respondents agreed that barriers to accessibility make life more difficult for people with disabilities and supported their right to participate fully in society -**

All respondents were asked a couple of questions aimed at assessing their overall attitudes to the issue of accessibility for people with disabilities.

#### 1.1. Attitudes towards the participation of people with disabilities in society

Respondents were asked to what extent they agreed or disagreed that people with disabilities should be able to participate in society like people without disabilities. They were given the examples of going to school, getting a job, accessing shops and supermarkets and going on holiday. Almost all respondents (97%) agree that people with disabilities should be able to participate fully in society, with eight in ten (80%) saying that they totally agreed.

Q3. To what extent do you agree that people with disabilities should be able to participate in society like people without disabilities? This means for example that they should be able to go to school, get a job, to access shops and supermarkets, go on holidays etc...



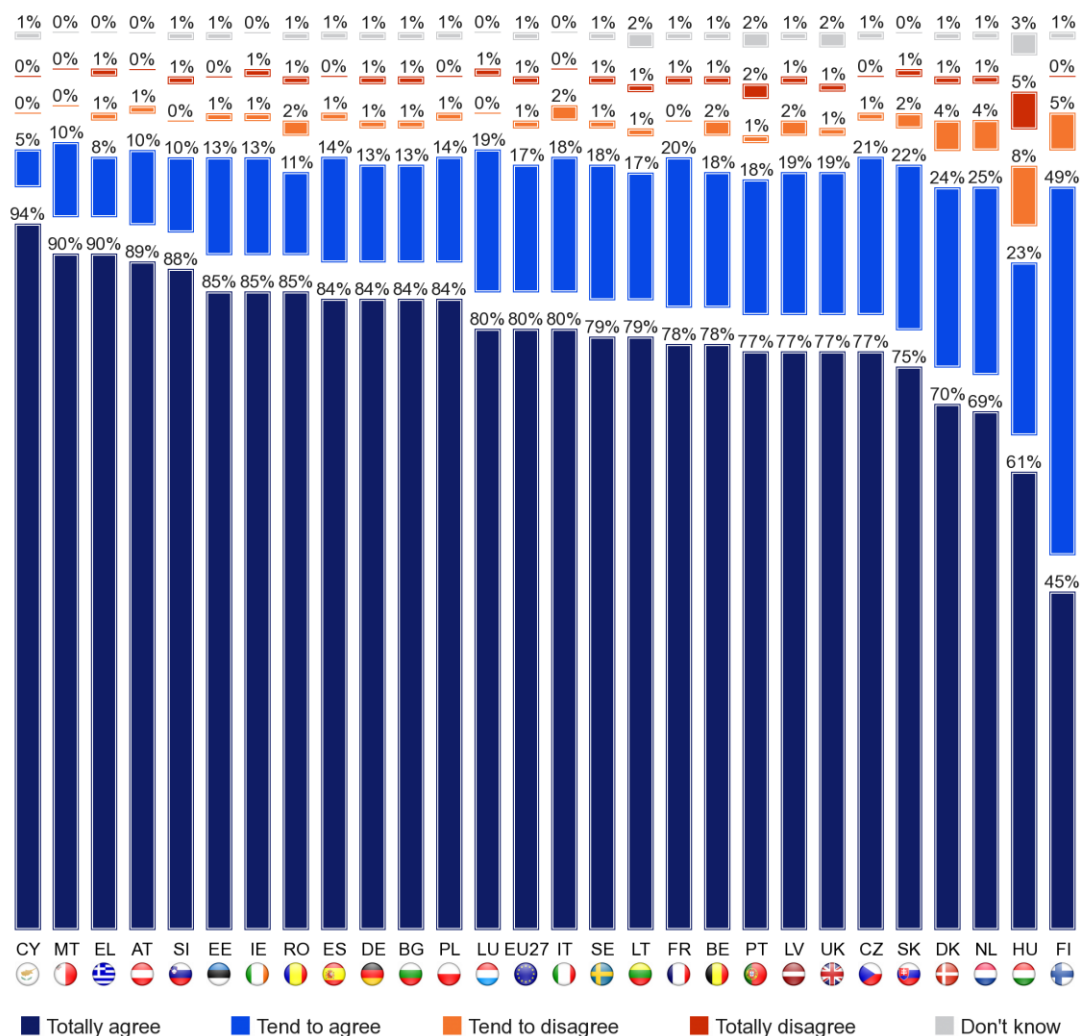


**Attitudes towards the participation of people with disabilities in society – national variations**

There are some differences by country which are worth mentioning. Looking at the ‘total agree’ findings is most informative and shows that Hungary is the country with the lowest overall level of agreement (84%). Respondents in Finland are also significantly less likely to ‘totally agree’ that people with disabilities should be able to participate in society in the same way as people without disabilities (45%), although their overall level of agreement (‘totally agree and ‘tend to agree’ combined) is in line with other countries (94%). To a lesser extent, the same is true for Denmark and the Netherlands where a lower than average proportion of respondents said that they ‘totally agree’ with the statement (70% and 69% respectively) but their overall agreement was similar to other countries (both 94%).

On the other hand, the proportion of respondents who said that they ‘totally agree’ is highest in the Republic of Cyprus (94%), Greece (90%), Malta (90%), Austria (89%) and Slovenia (88%).

Q3. To what extent do you agree that people with disabilities should be able to participate in society like people without disabilities? This means for example that they should be able to go to school, get a job, to access shops and supermarkets, go on holidays etc...



***Attitudes towards the participation of people with disabilities in society – socio-demographic variations***

The differences in the findings for this question are clearest when reported on at the 'totally agree' level. The views of women on the issue of the participation of people with disabilities in society are stronger than men: 82% said that they 'totally agree' compared with 78% of men. In terms of age it is the middle two age groups that are most likely to 'totally agree' (25-39 83% and 40-54 81%), compared with those aged 15-24 and 55 and over (both 78%).

Respondents who left education aged 15 or under are less likely than those leaving at 16-19 or 20 and over to have particularly high levels of total agreement about the participation of people with disabilities (77%, 80% and 81% respectively). In addition, 83% of employees say that they 'totally agree' with the statement compared with fewer self-employed people, manual workers and people who were not working (80%, 80% and 78% respectively).

Q3 To what extent do you agree that people with disabilities should be able to participate in society like people without disabilities? This means for example that they should be able to go to school, get a job, to access shops and supermarkets, go on holidays etc...

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know
EU27	80%	17%	1%	1%	1%
<b>Sex</b>					
Male	78%	18%	2%	1%	1%
Female	82%	15%	1%	1%	1%
<b>Age</b>					
15-24	78%	19%	1%	1%	1%
25-39	83%	15%	1%	1%	0%
40-54	81%	16%	1%	1%	1%
55 +	78%	18%	1%	1%	2%
<b>Education (End of)</b>					
15-	77%	18%	2%	1%	2%
16-19	80%	17%	1%	1%	1%
20+	81%	16%	1%	1%	1%
Still studying	79%	18%	1%	1%	1%
<b>Respondent occupation scale</b>					
Self-employed	80%	16%	2%	1%	1%
Employee	83%	15%	1%	1%	0%
Manual workers	80%	18%	1%	0%	1%
Not working	78%	18%	2%	1%	1%
<b>Accessibility difficult because of barriers</b>					
Total 'Agree'	81%	16%	1%	1%	1%
Total 'Disagree'	67%	24%	4%	4%	1%
<b>Common rules good for companies</b>					
Total 'Yes'	81%	16%	1%	1%	1%
Total 'No'	72%	21%	3%	2%	2%
<b>Pay more for accessible products</b>					
Yes	83%	14%	1%	1%	1%
No	74%	22%	2%	1%	1%
<b>State ensures accessibility</b>					
Total 'Agree'	81%	16%	1%	1%	1%
Total 'Disagree'	51%	31%	8%	5%	5%
<b>Providers ensure accessibility</b>					
Total 'Agree'	81%	16%	1%	1%	1%
Total 'Disagree'	56%	30%	5%	5%	4%

### **Attitudes towards the participation of people with disabilities in society – attitudinal variations**

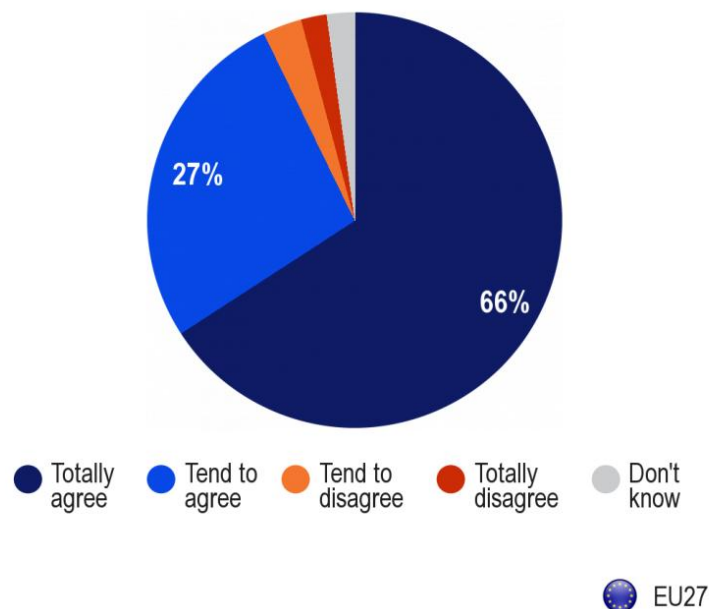
Around four in five respondents who say they agree with the attitudinal statements aimed at assessing views on barriers to accessibility, common rules on accessibility, paying more for accessible products, and the state and manufacturers ensuring accessible goods and services also said that they 'totally agree' that people with disabilities should be able to participate fully in society. This is significantly higher than the proportion disagreeing with the statements and also totally agreeing that people with disabilities should be able to participate fully in society.

#### **1.2. Views on barriers to accessibility making it more difficult for people with disabilities**

Respondents were asked to what extent they agreed or disagreed that barriers make it more difficult for people with a disability to have a job, vote and/or freely move around and go on holidays.

Overall more than nine in ten respondents (93%) agree that barriers make it difficult for people with disabilities, with two in three (66%) saying that they 'totally agree' and 27% saying that they 'tend to agree'.

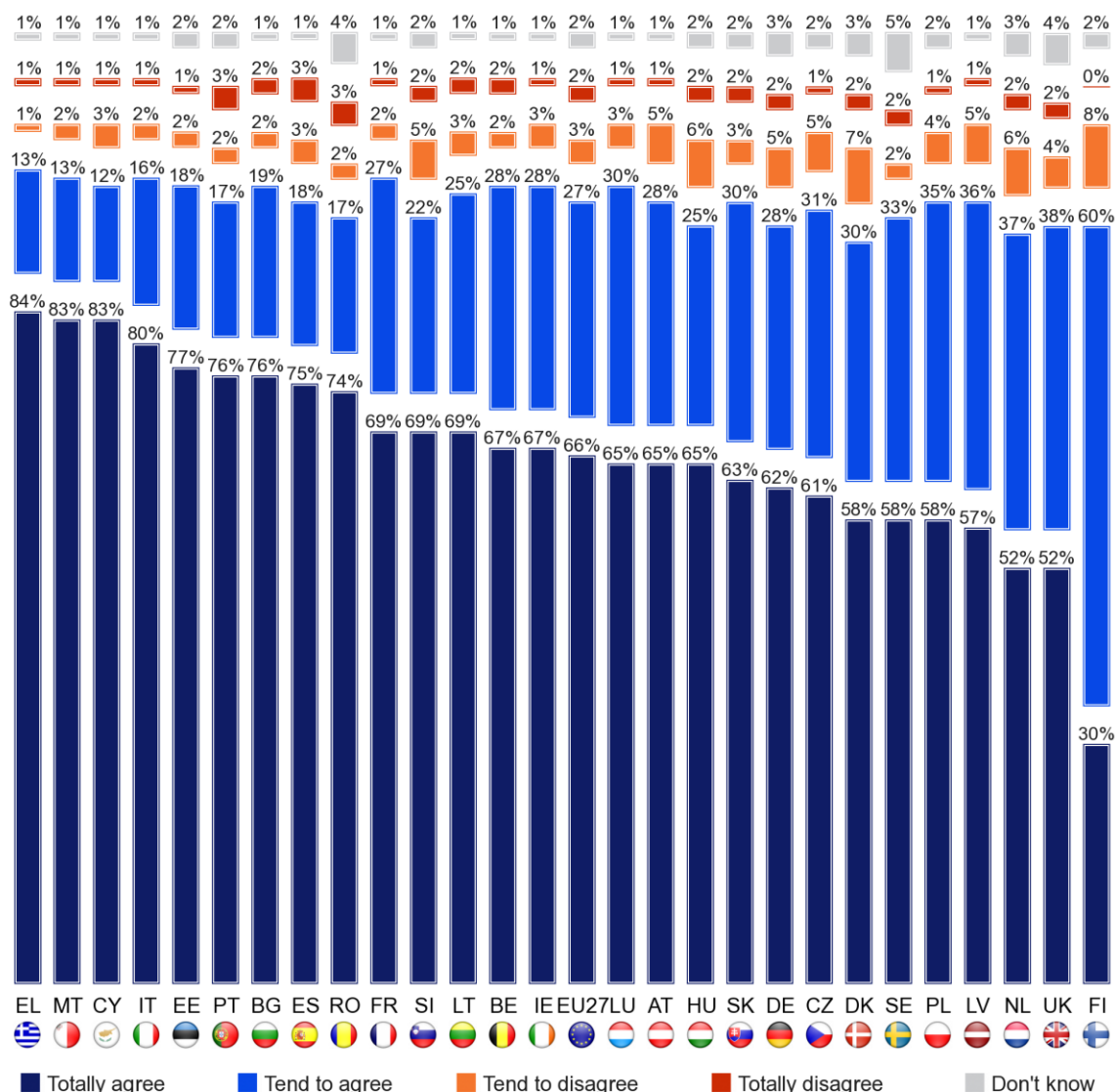
Q4. To what extent do you agree that barriers to accessibility make it more difficult for people with a disability to attend schools, to have a job, to vote and/or to freely move around, go on holidays?



**Views on barriers to accessibility making it more difficult for people with disabilities – national variations**

Overall EU citizens are clearly in agreement that barriers exist that make life more difficult for people with disabilities. However, there are some differences by country which are worth highlighting. Once again, looking at the ‘totally agree’ findings is most informative. The following countries have the lowest level of total agreement: Finland (30%), the UK (52%), the Netherlands (52%), Latvia (57%), Sweden and Poland (both 58%). With the exception of Latvia and Poland, all of these countries also have lower than average overall agreement, which combines ‘totally agree’ with ‘tend to agree’.

Q4. To what extent do you agree that barriers to accessibility make it more difficult for people with a disability to attend schools, to have a job, to vote and/or to freely move around, go on holidays?



***Views on barriers to accessibility making it more difficult for people with disabilities – socio-demographic variations***

Once again, the differences in the findings for this question are clearest when reported on at the 'totally agree' level. The views of women on the issue of barriers to accessibility are stronger than men: 67% said that they 'totally agree' compared with 64% of men. In terms of age it is the youngest age group that are least likely to 'totally agree': 15-24 50% compared with 25-39 67%, 40-54 70% and 55 and over 69%.

Respondents who are still in education are also least likely to 'totally agree' with the statement about barriers to accessibility (50%), contrasting with, for example, 69% of those that left education aged 15 or younger. On the other hand, manual workers and the self-employed (69% and 68% respectively) are more likely to totally agree that barriers to accessibility make it difficult for people with disabilities, compared with employees (66%) and those that are not working (65%).

In addition, respondents who say that they or a member of their household has a longstanding illness or health condition, as well as those who have been severely limited in the last six months because of a health problem, are most likely to say that they 'totally agree' with the statement regarding barriers to accessibility (67% and 71% respectively).

Q4 To what extent do you agree that barriers to accessibility make it more difficult for people with a disability to attend schools, to have a job, to vote and/or to freely move around, go on holidays?

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know
EU27	66%	27%	3%	2%	2%
<b>Sex</b>					
Male	64%	28%	4%	2%	2%
Female	67%	26%	3%	2%	2%
<b>Age</b>					
15-24	50%	42%	4%	2%	2%
25-39	67%	27%	4%	1%	1%
40-54	70%	24%	3%	2%	1%
55 +	69%	23%	3%	2%	3%
<b>Education (End of)</b>					
15-	69%	22%	4%	2%	3%
16-19	68%	25%	3%	2%	2%
20+	67%	26%	4%	2%	1%
Still studying	50%	43%	4%	1%	2%
<b>Respondent occupation scale</b>					
Self-employed	68%	25%	4%	1%	2%
Employee	66%	28%	3%	2%	1%
Manual workers	69%	26%	3%	1%	1%
Not working	65%	27%	4%	2%	2%
<b>Sick since and/or for 6 months</b>					
Yes	67%	25%	4%	2%	2%
No	65%	28%	3%	2%	2%
<b>Limited accessibility since/ during 6 months</b>					
Limited	67%	25%	4%	2%	2%
Severely	71%	21%	3%	3%	2%
Not severely	65%	27%	4%	1%	3%
No	65%	28%	3%	2%	2%
<b>Disabled must participate in society</b>					
Total 'Agree'	67%	27%	3%	1%	2%
Total 'Disagree'	42%	34%	10%	10%	4%
<b>Common rules good for companies</b>					
Total 'Yes'	67%	27%	3%	2%	1%
Total 'No'	55%	32%	7%	3%	3%
<b>Pay more for accessible products</b>					
Yes	69%	25%	3%	2%	1%
No	57%	32%	6%	2%	3%
<b>State ensures accessibility</b>					
Total 'Agree'	67%	27%	3%	1%	2%
Total 'Disagree'	42%	35%	10%	7%	6%
<b>Providers ensure accessibility</b>					
Total 'Agree'	67%	26%	3%	2%	2%
Total 'Disagree'	40%	40%	10%	4%	6%

***Views on barriers to accessibility making it more difficult for people with disabilities – attitudinal variations***

More than two in three respondents who say that they agree with the attitudinal statements aimed at assessing views on the participation of people with disabilities in society, common rules on accessibility, paying more for accessible products and the state and manufacturers ensuring accessible goods and services also said that they 'totally agree' that barriers to accessibility make it more difficult for people with disabilities. This is significantly higher than the proportion who disagree with the statements and also totally agree that barriers to accessibility make it more difficult for people with disabilities.



## 2. IMPACT OF BETTER ACCESSIBILITY OF PRODUCTS AND SERVICES

Accessibility to products and services is important in terms of ensuring the fundamental rights and equal opportunities of EU citizens with disabilities. Furthermore there are growing market opportunities for accessible products and services as a result of an ageing population within the EU. The following section reports on questions asked about both aspects of accessibility: firstly how better accessibility of products and services would improve the lives of those affected by disability (plus other groups such as the elderly, pregnant women and those travelling with luggage etc); and secondly how better access to those products and services will affect opportunities for industry to sell products to that section of the population.

**- 95% of Europeans believe better accessibility will improve the lives of people with disabilities, the elderly and others with accessibility issues; for 7 in 10 the improvements will be substantial -**

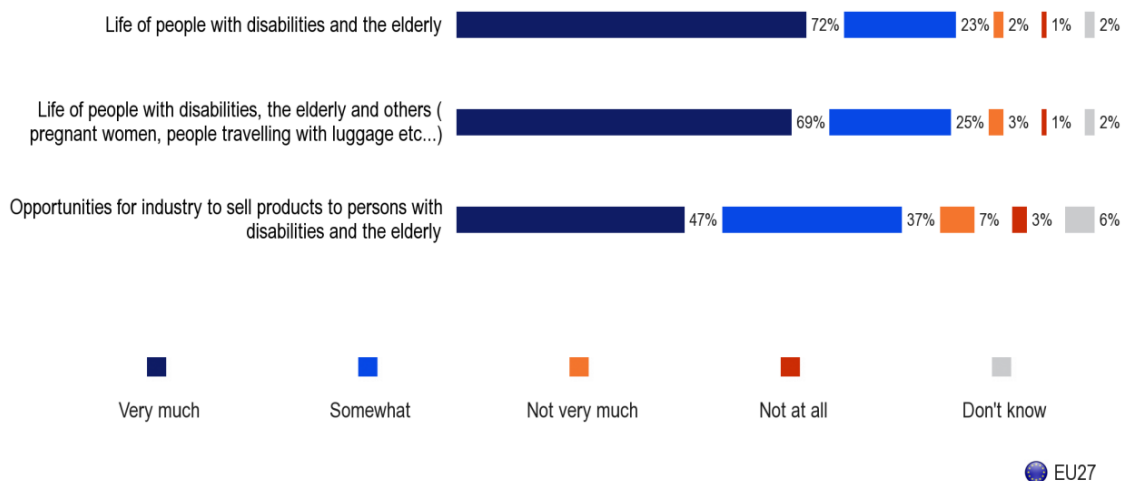
Respondents were asked to state if, in their opinion, better accessibility of goods and services would improve the lives of people with disabilities and the elderly. The aggregate findings across all 27 EU Member States show that more than seven in ten (72%) believe that better accessibility of goods and services would very much improve the lives of people with disabilities and the elderly. A further 23% of respondents say that better accessibility of goods and services would somewhat improve the lives of this group of people. Therefore, overall 95% of respondents from across the EU agree with the proposition that better accessibility will improve the lives of people with disabilities and the elderly.

Respondents were then asked a similar question about how, in their opinion, better accessibility of goods and services would not only improve the lives of people with disabilities and the elderly but also other groups of people with possible accessibility issues, such as pregnant women and those travelling with luggage. Seven in ten respondents (69%) believe that better accessibility of goods and services would very much improve the lives of this group of people, while a further quarter (25%) say that better accessibility of goods and services would somewhat improve their lives.

- **84% of Europeans believe better accessibility will improve opportunities to sell products to people with disabilities and the elderly; for 47% the improvements will be substantial -**

Respondents were also asked to comment on how better access to products and services would improve opportunities for industry to sell products to people with disabilities and the elderly. Almost half (47%) of respondents believe opportunities would be very much improved, while a further 37% think that they would be somewhat improved. Overall a total of 84% respondents believe that better accessibility of goods and services would lead to an improvement in opportunities to sell products to people with disabilities and the elderly.

Q5. In your opinion, better accessibility of goods and services would improve:

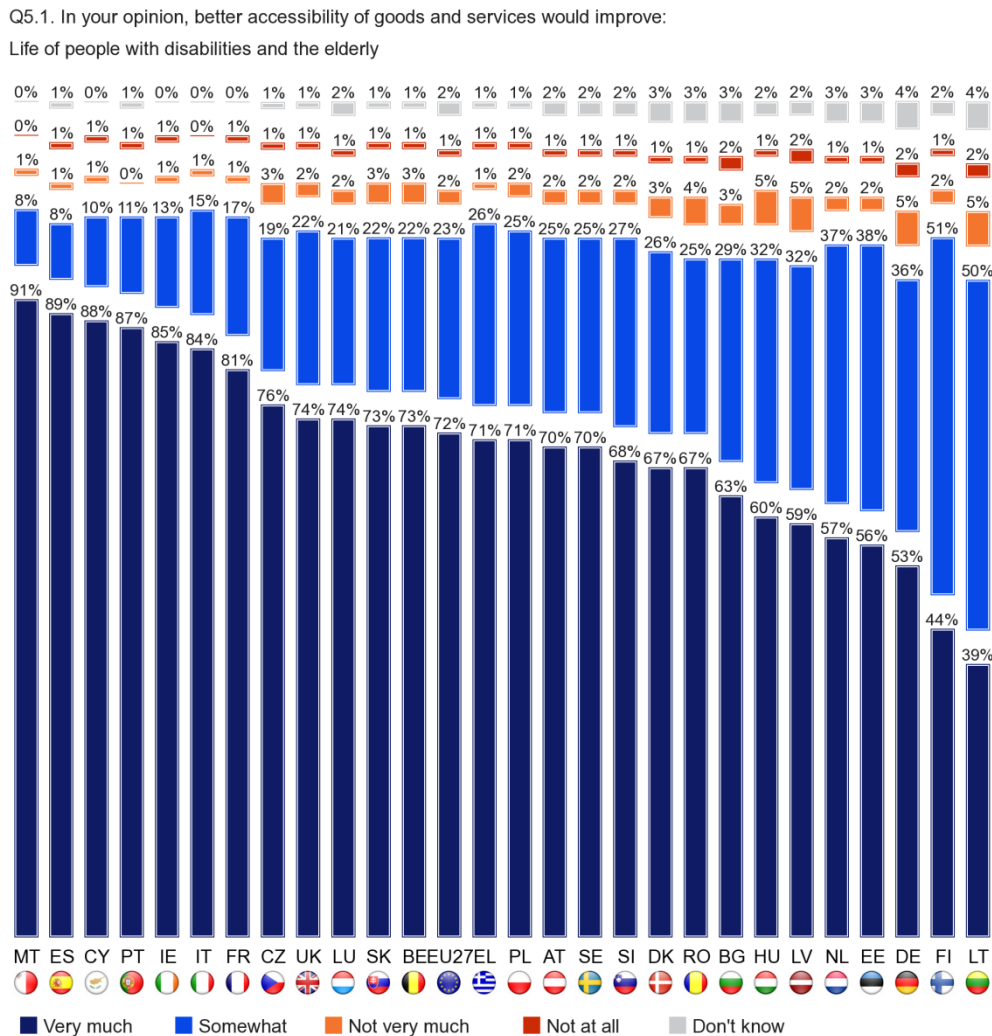


## 2.1. Impact of better accessibility of products and services on the lives of people with disabilities and the elderly

### ***'Better accessibility of products and services would improve the lives of the disabled and the elderly' –national variations***

The overall findings which combine very much improve and somewhat improve are very high across all countries. However, looking at the findings for the very much improve measure reveals wide levels of differentiation between individual Member States. A strong belief in the positive effects of improving accessibility for the disabled and elderly is at the highest levels in Malta (91%), Spain (89%), Republic of Cyprus (88%), Portugal (87%), Ireland (85%) and Italy (84%). In contrast, the following countries are considerably less likely to say that better accessibility of goods and services would very much improve the lives of people with disabilities and the elderly: Lithuania (39%), Finland (44%), Germany (53%), Estonia (56%) and Netherlands (57%).

It is worth noting that EU15 states are more likely than the NMS12 countries to say that better accessibility of goods and services would very much improve the lives of people with disabilities and the elderly (74% versus 68% respectively).



**'Better accessibility of products and services would improve the lives of the disabled and the elderly' - socio-demographic variations**

There are also some differences in the findings by socio-demographic sub-groups. Women are more likely than men to say that better accessibility will very much improve the lives of people with disabilities and elderly (74% women compared to 70% men). Those aged between 25 and 54 are more likely to say improving accessibility would very much improve the lives of people with disabilities and the elderly (75% of 25-39 year olds and 76% of 40-54 year olds) than are those in the youngest (64%) and oldest age group (71%).

Respondents who say that they or a member of their household have experienced severe limitations to their normal activities are more likely to say that improving accessibility to goods and services would improve the lives of people with disabilities and the elderly very much (75%) than those who have experienced less severe limitations (69%).

## Q5.1 In your opinion, better accessibility of goods and services would improve:

## Life of people with disabilities and the elderly

	Very much	Somewhat	Not very much	Not at all	Don't know
EU27	72%	23%	2%	1%	2%
<b>Sex</b>					
Male	70%	25%	3%	1%	1%
Female	74%	21%	2%	1%	2%
<b>Age</b>					
15-24	64%	31%	3%	1%	1%
25-39	75%	22%	2%	-	1%
40-54	76%	20%	2%	1%	1%
55 +	71%	22%	3%	1%	3%
<b>Limited accessibility since/ during 6 months</b>					
Limited	71%	23%	3%	1%	2%
Severely	75%	20%	2%	2%	1%
Not severely	69%	26%	2%	1%	2%
No	73%	23%	2%	1%	1%
<b>Disabled must participate in society</b>					
Total 'Agree'	73%	23%	2%	1%	1%
Total 'Disagree'	45%	35%	10%	8%	2%
<b>Accessibility difficult because of barriers</b>					
Total 'Agree'	74%	22%	2%	1%	1%
Total 'Disagree'	52%	34%	8%	5%	1%
<b>State ensures accessibility</b>					
Total 'Agree'	74%	22%	2%	1%	1%
Total 'Disagree'	40%	39%	10%	7%	4%
<b>Providers ensure accessibility</b>					
Total 'Agree'	74%	22%	2%	1%	1%
Total 'Disagree'	43%	43%	7%	4%	3%

***'Better accessibility of products and services would improve the lives of the disabled and the elderly' – attitudinal variations***

There are also significant differences for this measure depending on respondents' beliefs about the participation of people with disabilities in society. Just under three-quarters (73%) of those that agree with the statement 'people with disabilities should be able to participate in society like people without disabilities' also believe that better accessibility of goods and services would very much improve their lives. In contrast, amongst the group of respondents who disagree with the statement about participation in society, just 45% believe that improved accessibility would very much improve the lives of people with disabilities and the elderly.

Respondents who agree that 'barriers to accessibility make it more difficult for people with a disability to attend schools, have a job, vote and/or freely move around and go on holidays' are more likely to agree that better accessibility would very much improve the lives of people with disabilities and the elderly than those who disagree with this statement (74% of those that agree versus 52% of those that disagree).

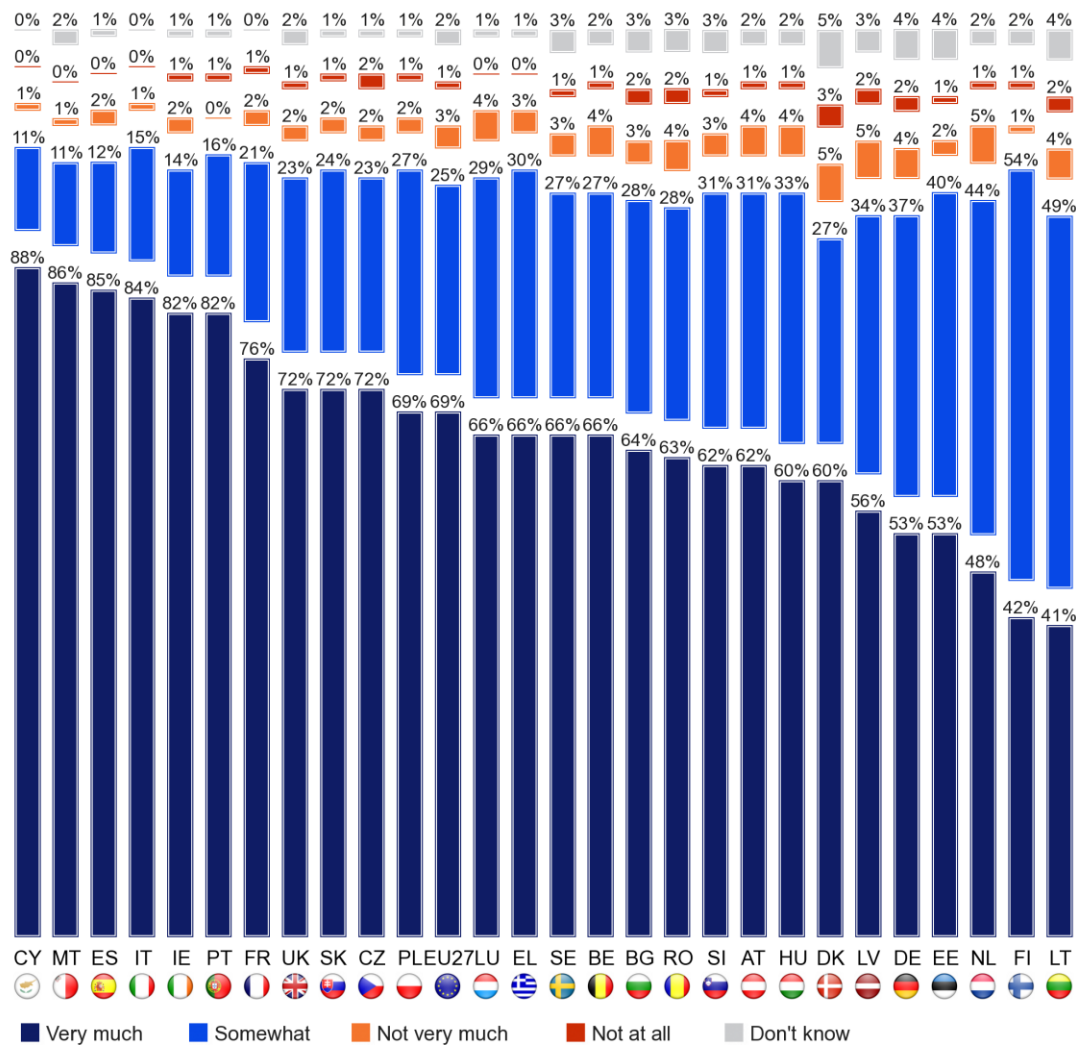
**2.2. Impact of better accessibility of products and services on the lives of people with disabilities, the elderly and others (pregnant women, people travelling with luggage etc.)*****'Better accessibility of products and services would improve the lives of people with disabilities, the elderly and others' - national variations***

Once again, the findings which combine the two categories very much improve and somewhat improve remain very high across all countries. However, when the findings for very much improve are examined, significant differences between countries are revealed. Strong belief in the positive effect of better accessibility for people with disabilities, the elderly and others is at the highest levels in Republic of Cyprus (88%), Malta (86%), Spain (85%), Italy (84%), Portugal and Ireland (both 82%). In contrast, countries with the lowest levels of respondents saying that better accessibility would very much improve the lives of people with disabilities, the elderly and others are Lithuania (41%), Finland (42%), and Netherlands (48%).

Countries belonging to the EU15 group are more likely than the NMS12 countries to say that better accessibility of goods and services will very much improve the lives of people with disabilities, the elderly and others with accessibility (70% versus 66% respectively).

Q5.2. In your opinion, better accessibility of goods and services would improve:

Life of people with disabilities, the elderly and others ( pregnant women, people travelling with luggage etc...)



**'Better accessibility of products and services would improve the lives of people with disabilities, the elderly and others' -socio-demographic variations**

Women are more likely than men to say that better accessibility would very much improve the lives of people with disabilities, the elderly and others (71% women compared to 67% men). Those aged between 25 and 54 are also more likely to say that better accessibility would very much improve the lives of people with disabilities, the elderly and others (72% of 25-54 year olds) than are those in the youngest age group (60%).

## Q5.2 In your opinion, better accessibility of goods and services would improve:

Life of people with disabilities, the elderly and others ( pregnant women, people travelling with luggage etc...)

	Very much	Somewhat	Not very much	Not at all	Don't know
EU27	69%	25%	3%	1%	2%
<b>Sex</b>					
Male	67%	27%	3%	1%	2%
Female	71%	24%	2%	1%	2%
<b>Age</b>					
15-24	60%	33%	5%	1%	1%
25-39	72%	26%	1%	-	1%
40-54	72%	24%	2%	1%	1%
55 +	69%	23%	3%	2%	3%
<b>Disabled must participate in society</b>					
Total 'Agree'	70%	25%	2%	1%	2%
Total 'Disagree'	46%	38%	8%	7%	1%
<b>Accessibility difficult because of barriers</b>					
Total 'Agree'	71%	25%	2%	1%	1%
Total 'Disagree'	50%	34%	8%	6%	2%
<b>State ensures accessibility</b>					
Total 'Agree'	70%	25%	2%	1%	2%
Total 'Disagree'	41%	38%	11%	6%	4%
<b>Providers ensure accessibility</b>					
Total 'Agree'	71%	25%	2%	1%	1%
Total 'Disagree'	39%	42%	10%	5%	4%

**'Better accessibility of products and services would improve the lives of people with disabilities, the elderly and others' – attitudinal variations**

Seven in ten (70%) of those that agree with the statement that 'people with disabilities should be able to participate in society like people without disabilities' also believe that better accessibility would very much improve the lives of people with disabilities, the elderly and others. In contrast, amongst the group of respondents who disagree with this statement about participation in society, just 46% believe that better accessibility would very much improve the lives of people with disabilities, the elderly and others affected by accessibility issues.

Respondents who agree that 'barriers to accessibility make it more difficult for people with a disability to attend schools, have a job, vote and/or freely move around and go on holidays' are also more likely to agree that better accessibility would very much improve the lives of people with disabilities, the elderly and others than are those who disagree with this statement (71% of those that agree versus 50% of those that disagree).

### **2.3. Impact of better accessibility of products and services on the opportunities for industry**

#### ***'Better accessibility of goods and services would improve opportunities for industry to sell products to persons with disabilities and the elderly' - national variations***

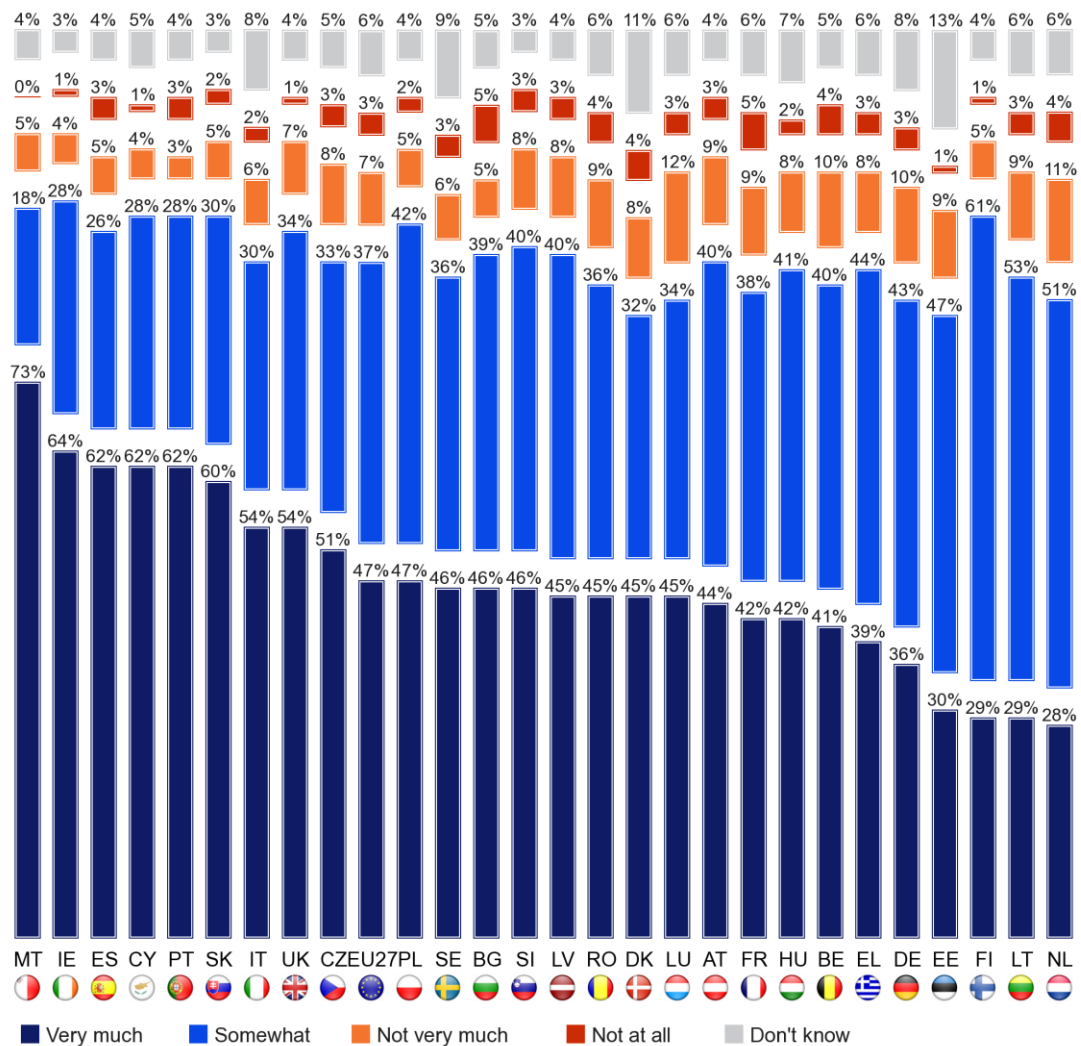
The countries with the overall highest level of respondents saying that better accessibility to goods and services will improve (very much or somewhat) opportunities to sell products to people with disabilities and the elderly are Ireland (92%), Malta (91%), Portugal, Republic of Cyprus, Slovakia and Finland (all 90%). On the other hand, the countries with the lowest proportion of respondents saying better accessibility would improve opportunities to sell are Denmark (77%) Estonia (77%), Luxembourg, Germany and the Netherlands (all three 79%).

However, there are greater differences between individual Member States when the findings for those that say accessibility to goods and services would very much improve the opportunities to sell products to people with disabilities and the elderly are examined. A strong belief in the positive effect on sales opportunities of better accessibility for people with disabilities and the elderly is at the highest levels in Malta (73%), Ireland (64%), Spain, Portugal and the Republic of Cyprus (all 62%). In contrast, countries with the lowest level of respondents saying that better accessibility to goods and services would very much improve opportunities are the Netherlands (28%), Lithuania (29%), Finland (29%), Estonia (30%) and Germany (36%).



Q5.3. In your opinion, better accessibility of goods and services would improve:

Opportunities for industry to sell products to persons with disabilities and the elderly



**'Better accessibility of goods and services would improve opportunities for industry to sell products to persons with disabilities and the elderly' – socio-demographic variations**

Respondents aged 55 and over are the least likely age group to say that better accessibility of goods and services would improve opportunities to sell products and services to people with disabilities and the elderly: 78% of those aged 55 and over say this compared to 88% of 25-39 year olds, 86% of 15-24 year olds and 86% of 40-54 year olds.

Q5.3 In your opinion, better accessibility of goods and services would improve:

Opportunities for industry to sell products to persons with disabilities and the elderly

	Very much	Somewhat	Not very much	Not at all	Don't know
EU27	47%	37%	7%	3%	6%
<b>Age</b>					
15-24	45%	41%	9%	2%	3%
25-39	49%	39%	7%	1%	4%
40-54	50%	36%	6%	3%	5%
55 +	44%	34%	8%	4%	10%
<b>Limited accessibility since/ during 6 months</b>					
Limited	45%	37%	7%	4%	7%
Severely	45%	33%	10%	4%	8%
Not severely	45%	40%	6%	3%	6%
No	48%	36%	8%	3%	5%
<b>Disabled must participate in society</b>					
Total 'Agree'	47%	37%	7%	3%	6%
Total 'Disagree'	28%	43%	14%	11%	4%
<b>Accessibility difficult because of barriers</b>					
Total 'Agree'	48%	37%	7%	3%	5%
Total 'Disagree'	34%	37%	14%	9%	6%
<b>State ensures accessibility</b>					
Total 'Agree'	48%	37%	7%	3%	5%
Total 'Disagree'	26%	40%	17%	12%	5%
<b>Providers ensure accessibility</b>					
Total 'Agree'	48%	37%	7%	3%	5%
Total 'Disagree'	28%	40%	17%	9%	6%

**'Better accessibility of goods and services would improve opportunities for industry to sell products to persons with disabilities and the elderly' – attitudinal variations**

Under half of respondents (47%) who agree with the statement that 'people with disabilities should be able to participate in society like people without disabilities' also believe that better accessibility of goods and services would very much improve opportunities for industry. In contrast, amongst the group of respondents who disagree with this statement about participation in society, just 28% believe that better accessibility would very much improve opportunities for industry to sell relevant products.

Respondents who agree that 'barriers to accessibility make it more difficult for people with disabilities to attend schools, have a job, vote and/or freely move around and go on holidays' are more likely to agree that better accessibility would very much improve opportunities for industry than are those who disagree with this statement (48% of those that agree versus 34% of those that disagree).

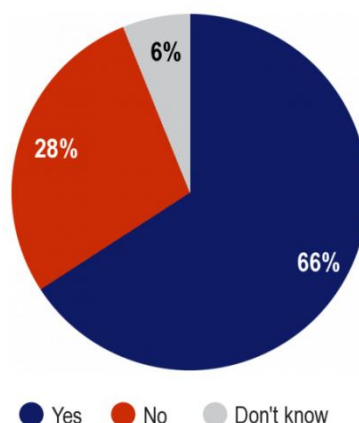
Those respondents who agree with the statements about public authorities and manufacturers being obliged to provide goods and services that are also accessible to people with disabilities are also more likely than those that disagree that better accessibility would very much improve opportunities for industry; public authorities 48% agree versus 26% disagree; manufacturers 48% agree versus 28% disagree.

#### 2.4. Likelihood of buying, or paying, more for products if they were more accessible and better designed for all

- **Two-thirds of Europeans say they would buy, or pay, more for products if they were more accessible and better designed for all -**

Respondents were asked a direct question to assess whether or not making products more accessible and better designed would affect their behaviour as consumers. Two thirds (66%) of respondents say that they would buy, or pay, more for products if they were more accessible and better designed for all, with specific reference to inclusion of people with disabilities and the elderly. On the other hand, 28% say that it would make no difference to their purchasing behaviour.

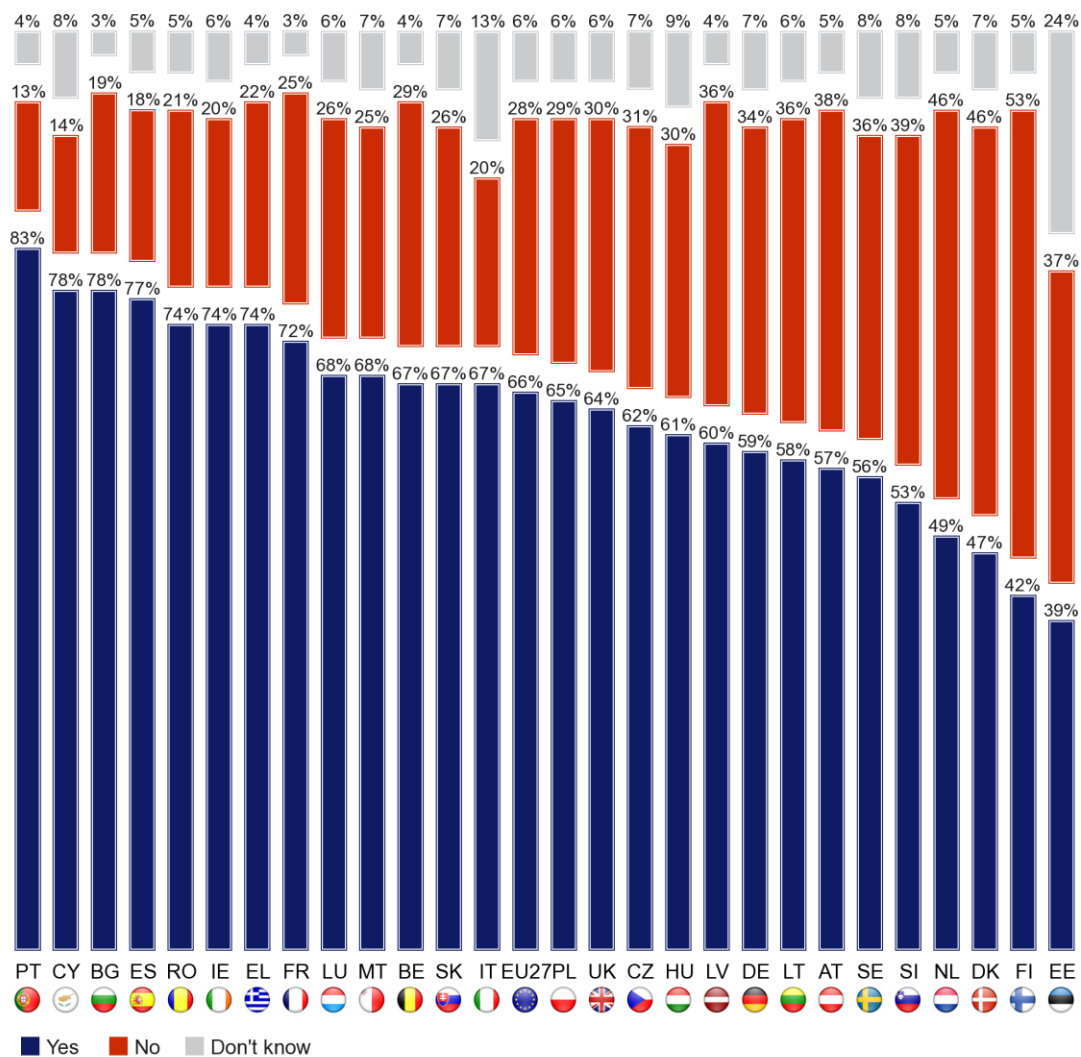
Q8. Do you think that you or your family would buy more or pay more for products if they were more accessible and better designed for all (including people with disabilities and the elderly)?



**Likelihood of buying, or paying, more for products if they were more accessible and better designed for all - national variations**

Although 66% is the aggregate figure across all 27 EU Member States for those stating they would be willing to buy more or pay more for products if they were designed with accessibility in mind, findings differ widely by individual country. In fact, there is a difference of 44 percentage points between countries with the highest and lowest proportions. The following countries are particularly likely to say that they would change their purchasing behaviour favourably towards these products: Portugal (83%), Republic of Cyprus (78%), Bulgaria (78%), and Spain (77%). Those countries that are least likely to be positive towards accessible and better designed products are Estonia (39%), Finland (42%), Denmark (47%) and the Netherlands (49%).

Q8. Do you think that you or your family would buy more or pay more for products if they were more accessible and better designed for all ( including people with disabilities and the elderly)?



***Likelihood of buying, or paying, more for products if they were more accessible and better designed for all – socio-demographic variations***

Looking at the findings for all 27 Member States, but analysed by demographic categories, there are a variety of significant differences between sub-groups. Women are more likely to be positive about buying products with accessibility designed into them than men (67% women compared to 64% men).

The youngest age group (15-24 year olds) are more likely to say that they would not buy, or pay, more for these products (30%) compared to those aged 55 and over (26%). There are also differences based on the age the respondent left education. Those who left education at 15 or under are more likely to say that they would buy, or pay, more for these products (70%) than those leaving education aged 20 or older (63%) or those that are still studying (64%).


It is interesting to note that respondents who say that they or someone in their household do not have a longstanding illness are slightly more likely than respondents with a disability to say that they would buy, or pay, more for products designed to be accessible to all (67% versus 64%).

Q8 Do you think that you or your family would buy more or pay more for products if they were more accessible and better designed for all ( including people with disabilities and the elderly)?


	Yes	No	Don't know
EU27	66%	28%	6%

 Sex

Male	64%	30%	6%
Female	67%	26%	7%

 Age

15-24	66%	30%	4%
25-39	66%	28%	6%
40-54	66%	28%	6%
55 +	66%	26%	8%

 Education (End of)

15-	70%	22%	8%
16-19	68%	25%	7%
20+	63%	31%	6%
Still studying	64%	31%	5%

Sick since and/or for 6 months

Yes	64%	30%	6%
No	67%	27%	6%

Disabled must participate in society

Total 'Agree'	67%	27%	6%
Total 'Disagree'	49%	41%	10%

Accessibility difficult because of barriers

Total 'Agree'	67%	27%	6%
Total 'Disagree'	56%	39%	5%

State ensures accessibility

Total 'Agree'	67%	27%	6%
Total 'Disagree'	43%	50%	7%

Providers ensure accessibility

Total 'Agree'	68%	26%	6%
Total 'Disagree'	38%	58%	4%

***Likelihood of buying, or paying, more for products if they were more accessible and better designed for all – attitudinal variations***

There are also significant differences for this measure depending on respondents' beliefs about the participation of people with disabilities in society. Around two thirds (67%) of those that agree with the statement that 'people with disabilities should be able to participate in society like people without disabilities' say that they would buy, or pay, more for products designed to be accessible to all. In contrast, amongst the group of respondents who disagree with this statement about participation in society, just 49% indicate willingness to increase consumption of, or pay more for, these products.

Respondents who agree that barriers to accessibility make it more difficult for people with a disability to attend schools, have a job, vote and/or freely move around and go on holidays are more likely to say yes to potentially buying these products than those that disagree with this statement (67% of those that agree versus 56% of those that disagree)

Respondents who agree with the statement 'when public authorities provide goods and services they should be obliged to ensure that these are also accessible to people with disabilities' are significantly more positive about buying, or paying, more for products with accessibility designed into them (67% of those that agree with this statement say yes versus 43% of those that disagree). Similarly those respondents who agree that 'manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell' are more likely to say they would increase their consumption of products with more accessibility (68% of those that agree with this statement versus 38% that disagree).

### III. HOW TO IMPROVE AND GUARANTEE ACCESSIBILITY

The following section of the report details the findings for a range of questions relating to various policy options for improving and guaranteeing accessibility for people with disabilities. These statements reflect opinion on the challenges and changes that improving accessibility may entail and bring into focus ideas to do with how improvements could be funded as well as reviewing opinion about changes to the legal framework in this policy area.

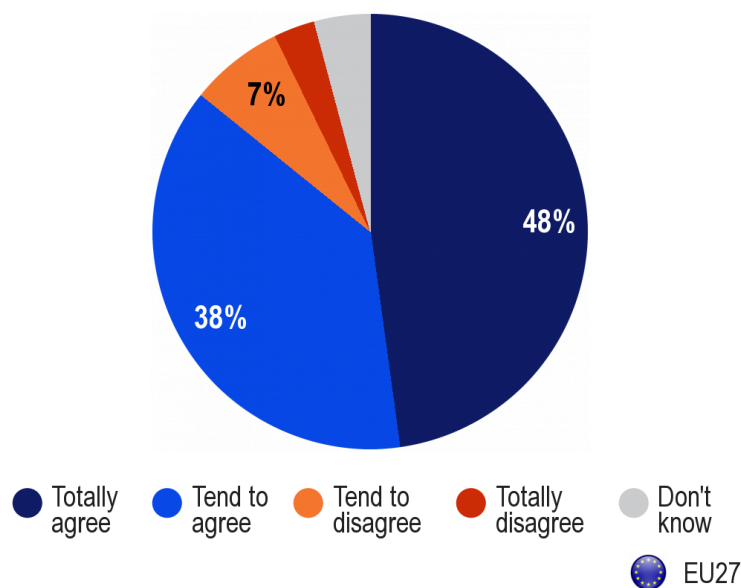
#### 1. ATTITUDES TOWARDS SIMILAR ACCESSIBILITY SOLUTIONS ACROSS EUROPE

**- 86% of Europeans agree that having similar accessibility solutions across Europe would enable people with disabilities to travel, study and work in another EU country -**

When asked to what extent respondents agree that having similar accessibility solutions across Europe would enable people with disabilities to travel, study and work in another EU country, there was a high level of agreement overall. 86% of Europeans agree (48% totally agree and 38% tend to agree), while one in ten (10%) disagree (3% totally disagree and 7% tend to disagree).

Q9.2. Please tell me to what extent do you agree with the following statements regarding people with disabilities:

Having similar accessibility solutions across Europe would enable them to travel, study and work in another EU country

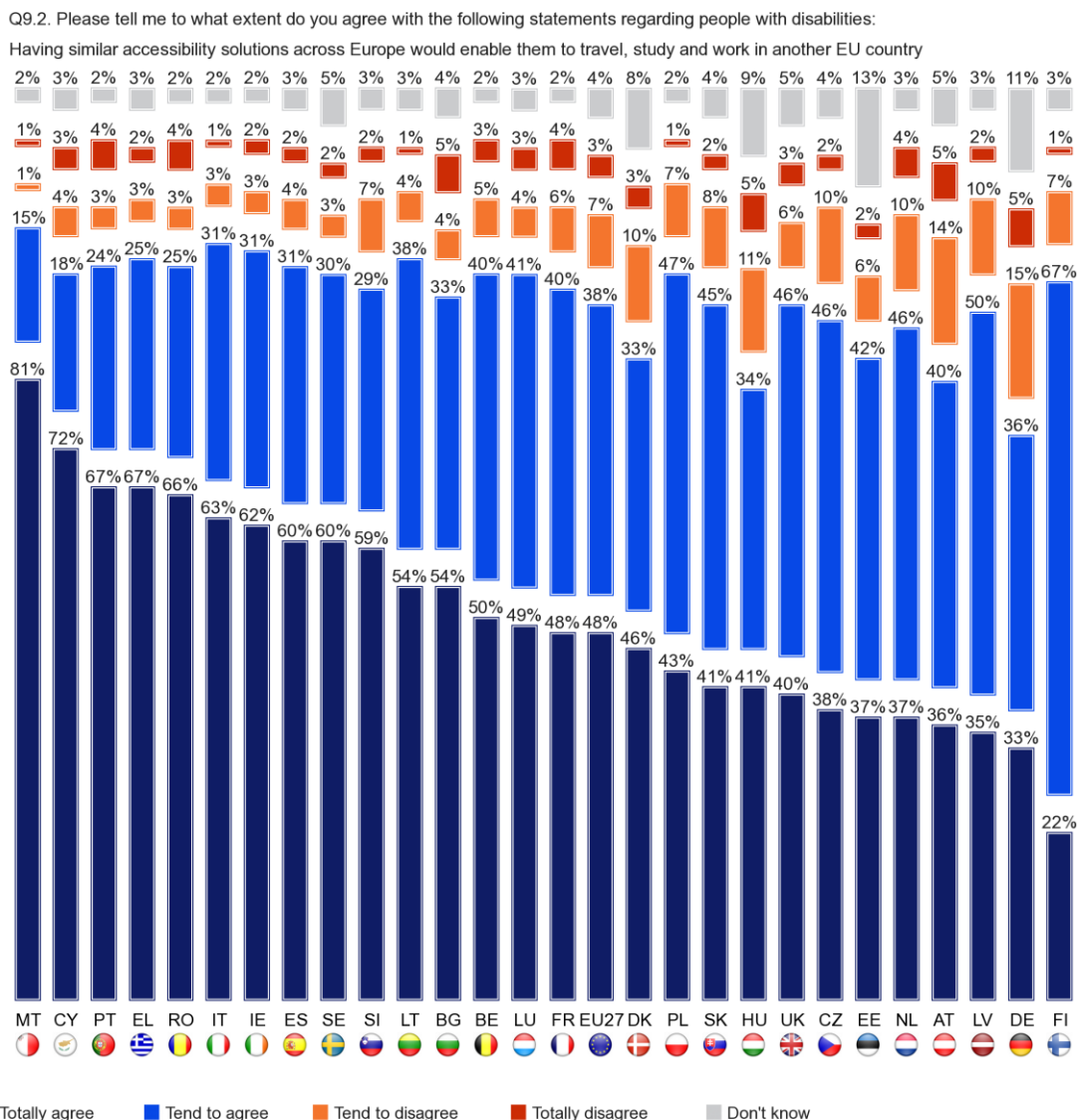




**Attitudes towards similar accessibility solutions across Europe - national variations**

As the following chart shows there is only a few differences by country, although there is a difference of 27 percentage points between the country with the highest and lowest level of agreement (combined totally agree and tend to agree). A very high majority of respondents in Malta (96%) agree with the statement regarding similar accessibility solutions across Europe while in the country with the lowest level of agreement, Germany, this drops to approximately seven in ten (69%). Other countries that have high levels of agreement with this statement overall are Italy (94%), Ireland (93%), Lithuania (92%) and Greece (92%).

The following five countries all have a high level of respondents who totally agree that having similar accessibility solutions across Europe would enable them to travel, study and work in another EU country: Malta (81%), Republic of Cyprus (72%), Portugal (67%), Greece (67%) and Romania (66%).





### **Attitudes towards similar accessibility solutions across Europe - socio-demographic variations**

Those aged between 15 and 24 are more likely to agree with this statement regarding similar accessibility solutions across Europe (90%) than those in the oldest age category (80% of those aged 55+). On the other hand, respondents who are not working (84%) are less likely to agree with this statement than those in work (88% self-employed, 87% for both employees and manual workers).

Respondents who say that they or someone in their household do not have a longstanding illness are less likely to agree with the statement (79%) than those who do (89%).

Q9.2 Please tell me to what extent do you agree with the following statements regarding people with disabilities:

Having similar accessibility solutions across Europe would enable them to travel, study and work in another EU country

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know
EU27	48%	38%	7%	3%	4%
 <b>Age</b>					
15-24	50%	40%	7%	2%	1%
25-39	49%	40%	7%	2%	2%
40-54	48%	39%	8%	2%	3%
55 +	46%	34%	7%	5%	8%
 <b>Respondent occupation scale</b>					
Self-employed	50%	38%	7%	2%	3%
Employee	46%	41%	8%	2%	3%
Manual workers	50%	37%	7%	3%	3%
Not working	49%	35%	7%	4%	5%
<b>Number of people in household 15+</b>					
1	45%	36%	7%	5%	7%
2	48%	38%	7%	3%	4%
3	51%	37%	7%	2%	3%
4+	51%	38%	6%	2%	3%
<b>Sick since and/or for 6 months</b>					
Yes	42%	37%	9%	5%	7%
No	51%	38%	6%	2%	3%
<b>Limited accessibility since/ during 6 months</b>					
Limited	43%	37%	9%	4%	7%
Severely	44%	32%	9%	6%	9%
Not severely	43%	40%	9%	3%	5%
No	50%	38%	6%	3%	3%
<b>Disabled must participate in society</b>					
Total 'Agree'	49%	37%	7%	3%	4%
Total 'Disagree'	32%	34%	11%	14%	9%

***Attitudes towards similar accessibility solutions across Europe – attitudinal variations***

As might be expected the proportion of respondents who agree with the statement about having similar accessibility solutions across Europe is significantly higher among those who also agree that people with disabilities must participate in society (86%) than among those that disagree about participation of people with disabilities (66%).

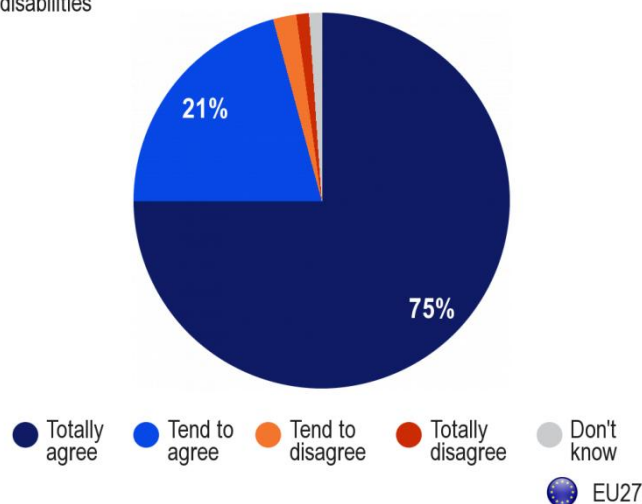
## 2. ATTITUDES TOWARDS PUBLIC AUTHORITIES BEING OBLIGED TO PROVIDE GOODS AND SERVICES WHICH ARE ALSO ACCESSIBLE TO PEOPLE WITH DISABILITIES

- **96% of Europeans agree that when public authorities provide goods and services they should be obliged to ensure that they are also accessible to people with disabilities -**

When respondents were asked to what extent they agree that when public authorities provide goods and services they should be obliged to ensure that they are also accessible to people with disabilities, 96% agree (75% totally agree and 21% tend to agree) while just 3% disagree (1% totally disagree and 2% tend to disagree).

Q9.3. Please tell me to what extent do you agree with the following statements regarding people with disabilities:

When public authorities provide goods and services they should be obliged to ensure that these are also accessible to people with disabilities



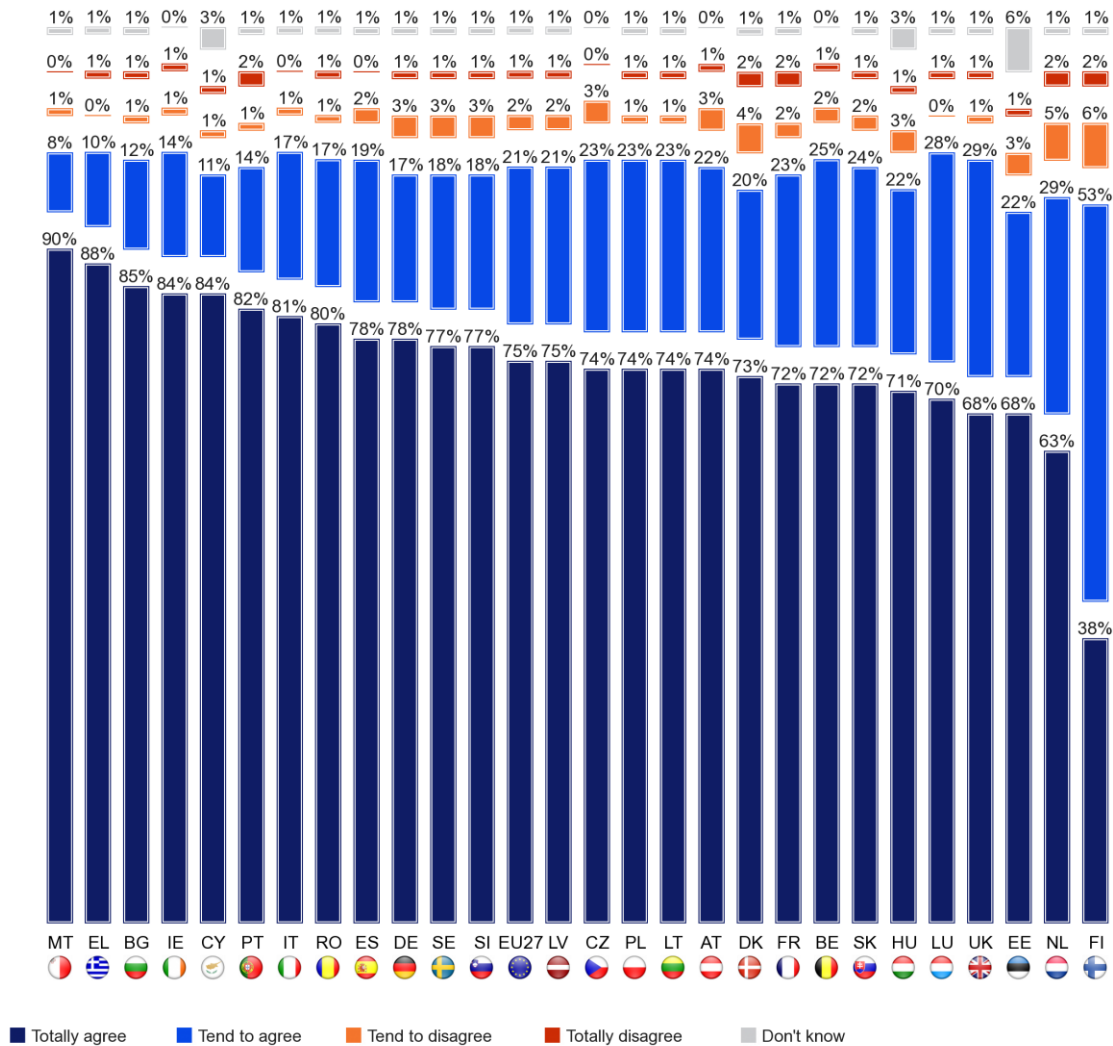
### ***Attitudes towards public authorities being obliged to provide goods and services which are also accessible to people with disabilities - national variations***

The following chart illustrates the differences in responses between individual EU countries. There are only 8 percentage points between the country with the highest and lowest level of agreement to this statement. The following five countries all have the highest level of agreement of 98% (either totally or tend to agree); Ireland, Greece, Italy, Luxembourg and Malta. The lowest level of agreement overall was in Estonia (90%).

The following five countries all have high proportions of respondents who totally agree that when public authorities provide goods and services they should be obliged to ensure that they are also accessible to people with disabilities: Malta (90%), Greece (88%), Bulgaria (85%), Ireland (84%) and Republic of Cyprus (84%).

Q9.3. Please tell me to what extent do you agree with the following statements regarding people with disabilities:

When public authorities provide goods and services they should be obliged to ensure that these are also accessible to people with disabilities



**Attitudes towards public authorities being obliged to provide goods and services which are also accessible to people with disabilities - socio-demographic variations**

The issue of public authorities being obliged to provide accessible good and services is something that has high levels of agreement across all demographic sectors with little variance. There is a difference, however, in the level of agreement by age group: the youngest (15-24 year olds) and oldest (55+) age groups are less likely to agree with this statement than those aged 25-39 (95% for both youngest and oldest categories versus 98% for 25-39).

Q9.3 Please tell me to what extent do you agree with the following statements regarding people with disabilities:

When public authorities provide goods and services they should be obliged to ensure that these are also accessible to people with disabilities

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know
EU27	75%	21%	2%	1%	1%
<b>Age</b>					
15-24	68%	27%	2%	2%	1%
25-39	76%	22%	2%	-	-
40-54	76%	20%	2%	1%	1%
55 +	76%	19%	2%	1%	2%
<b>Providers ensure accessibility</b>					
Total 'Agree'	78%	20%	1%	1%	-
Total 'Disagree'	40%	36%	13%	9%	2%

### ***Attitudes towards public authorities being obliged to provide goods and services which are also accessible to people with disabilities - attitudinal variations***

It is interesting to note that respondents who agree with the statement 'manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell' are in greater proportions amongst those that also agree with the statement about public authorities similar obligations (98% of those that agree manufacturers need to provide versus 76% of those that think they need not).

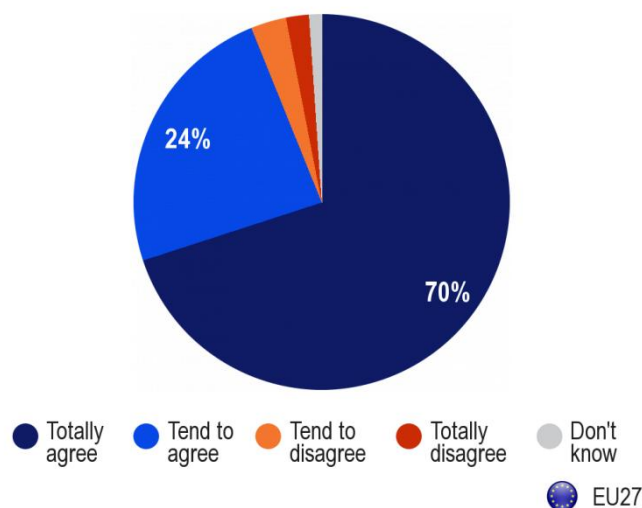
### 3. ATTITUDES TOWARDS MORE MONEY BEING SPENT ON ELIMINATING PHYSICAL OBSTACLES WHICH MAKE THE LIVES OF PEOPLE WITH DISABILITIES AND THE ELDERLY DIFFICULT

- **94% of Europeans agree that more money should be spent on eliminating physical obstacles which make the lives of people with disabilities and the elderly difficult -**

When asked to what extent respondents agree that more money should be spent on eliminating physical obstacles which make the lives of people with disabilities and the elderly difficult, 94% agree with the statement (70% totally agree and 24% tend to agree), while only one in twenty (5%) disagree (2% totally disagree and 3% tend to disagree).

Q9.4. Please tell me to what extent do you agree with the following statements regarding people with disabilities:

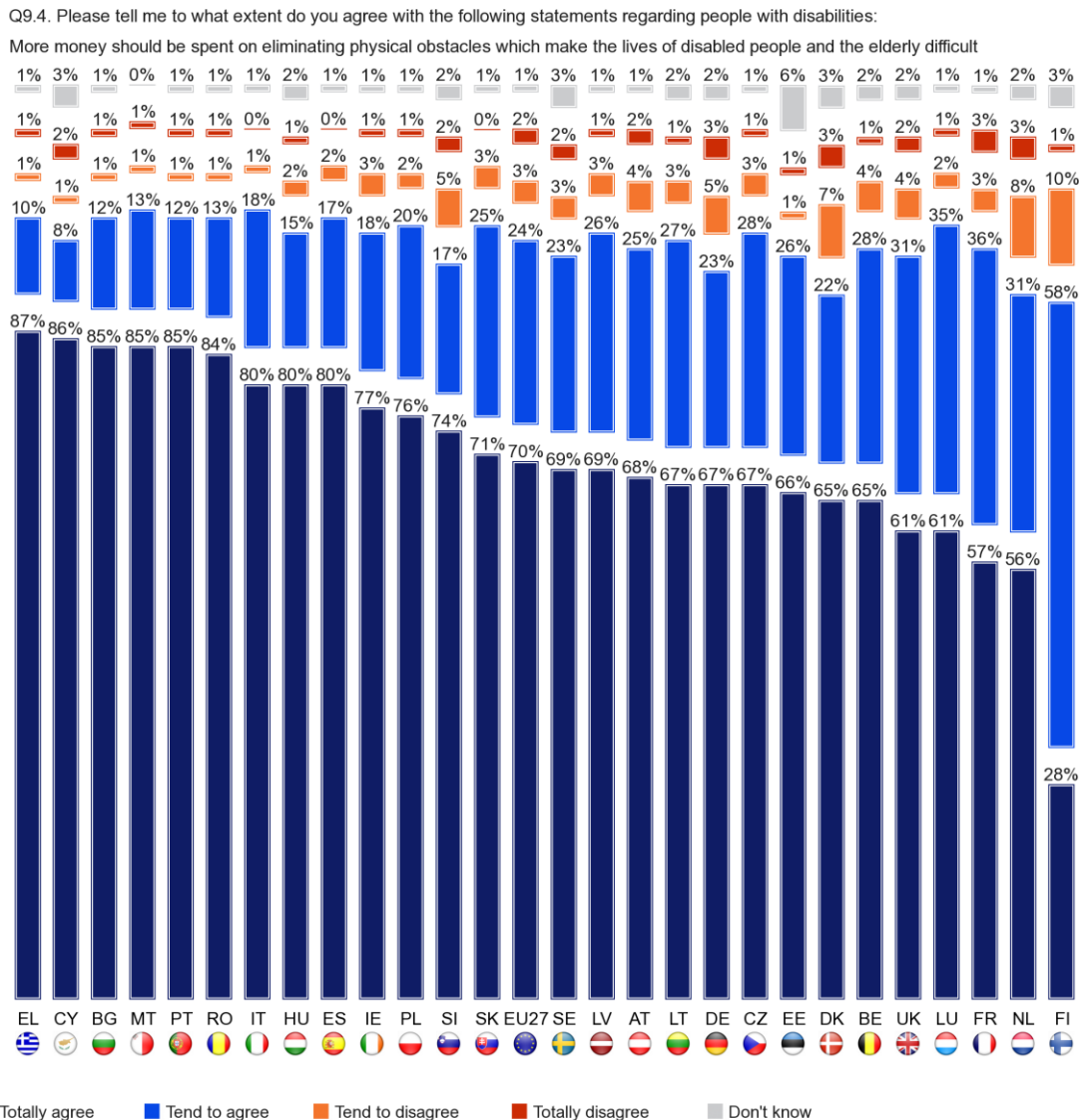
More money should be spent on eliminating physical obstacles which make the lives of disabled people and the elderly difficult



#### ***Attitudes towards more money being spent on eliminating physical obstacles which make the lives of people with disabilities and the elderly difficult - national variations***

While levels of agreement with this statement remain high across all countries, as the following chart illustrates there are differences between Member States. There is a difference of 14 percentage points between the country with the highest and lowest level of overall agreement (combined totally agree and tend to agree). A very high majority of the Maltese (98%) and those from Italy (also 98%) agree with this statement at some level, while in the country with the lowest level of agreement, Finland, this level drops to 86%.

The following six countries all have a high level of respondents who say that they totally agree that more money should be spent on eliminating physical obstacles which make the lives of people with disabilities and the elderly difficult: Greece (87%), Republic of Cyprus (86%), Bulgaria, Malta and Portugal (all at 85%) and Romania (84%).



**Attitudes towards more money being spent on eliminating physical obstacles which make the lives of people with disabilities and the elderly difficult - socio-demographic variations**

Women are more likely to totally agree than men that more money should be spent on eliminating physical obstacles (74% versus 67%). Those aged between 15 and 24 are less likely to totally agree with this statement (60%) than were those in other age categories (69% of those aged 25-39, 72% of those aged 40-54 and 74% of those aged 55+). Respondents who are manual workers (75%) are also more likely to totally agree with this statement than those in other working categories (68% self-employed, 67% employees).



Respondents who say that they or another member of the household has a longstanding illness or health problem are more likely to totally agree with the statement that more money should be spent on eliminating physical obstacles than those who do not (74% versus 69%).

On the other hand, respondents who say that they or someone in their household have experienced severe limitations to their normal activities are less likely to totally agree that more money should be spent on eliminating physical obstacles than those who have experienced less severe limitations (76% and 70% respectively).

Q9.4 Please tell me to what extent do you agree with the following statements regarding people with disabilities:

More money should be spent on eliminating physical obstacles which make the lives of disabled people and the elderly difficult

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know
EU27	70%	24%	3%	2%	1%
<b>Age</b>					
15-24	60%	33%	4%	2%	1%
25-39	69%	25%	3%	2%	1%
40-54	72%	23%	3%	1%	1%
55 +	74%	20%	3%	1%	2%
<b>Respondent occupation scale</b>					
Self-employed	68%	25%	5%	1%	1%
Employee	67%	27%	3%	2%	1%
Manual workers	75%	21%	2%	1%	1%
Not working	72%	22%	3%	2%	1%
<b>Sick since and/or for 6 months</b>					
Yes	74%	21%	2%	2%	1%
No	69%	25%	3%	2%	1%
<b>Limited accessibility since/ during 6 months</b>					
Limited	73%	21%	3%	2%	1%
Severely	76%	18%	3%	2%	1%
Not severely	70%	24%	3%	1%	2%
No	69%	25%	3%	2%	1%

***Attitudes towards more money being spent on eliminating physical obstacles which make the lives of people with disabilities and the elderly difficult - attitudinal variations***

Those respondents who agree with the statements about public authorities and manufacturers being obliged to ensure that goods and services are also accessible to people with disabilities are also more likely to agree that more money should be spent on eliminating physical obstacles which make the lives of people with disabilities and the elderly difficult: public authorities 95% agree versus 65% disagree; manufacturers 96% agree versus 67% disagree.

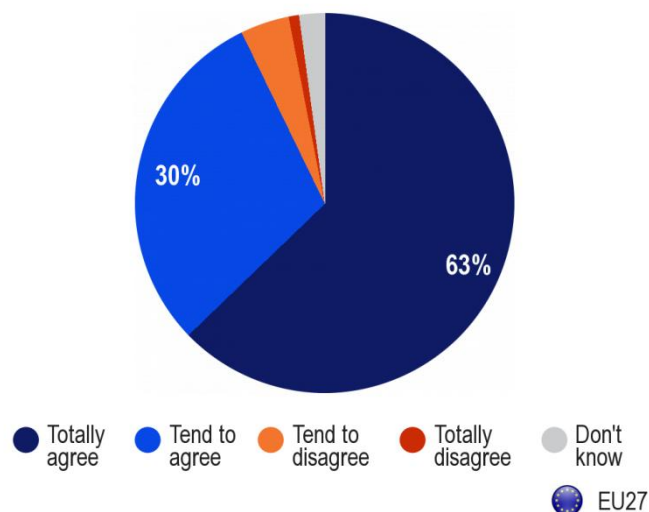
#### 4. ATTITUDES TOWARDS MANUFACTURERS AND SERVICE PROVIDERS BEING REQUIRED TO ENSURE ACCESSIBILITY OF THE GOODS AND SERVICES THAT THEY SELL

**- 93% of Europeans agree that manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell-**

When respondents were asked to what extent they agree that manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell 93% agree with this statement (63% totally agree and 30% tend to agree).

Q9.5. Please tell me to what extent do you agree with the following statements regarding people with disabilities:

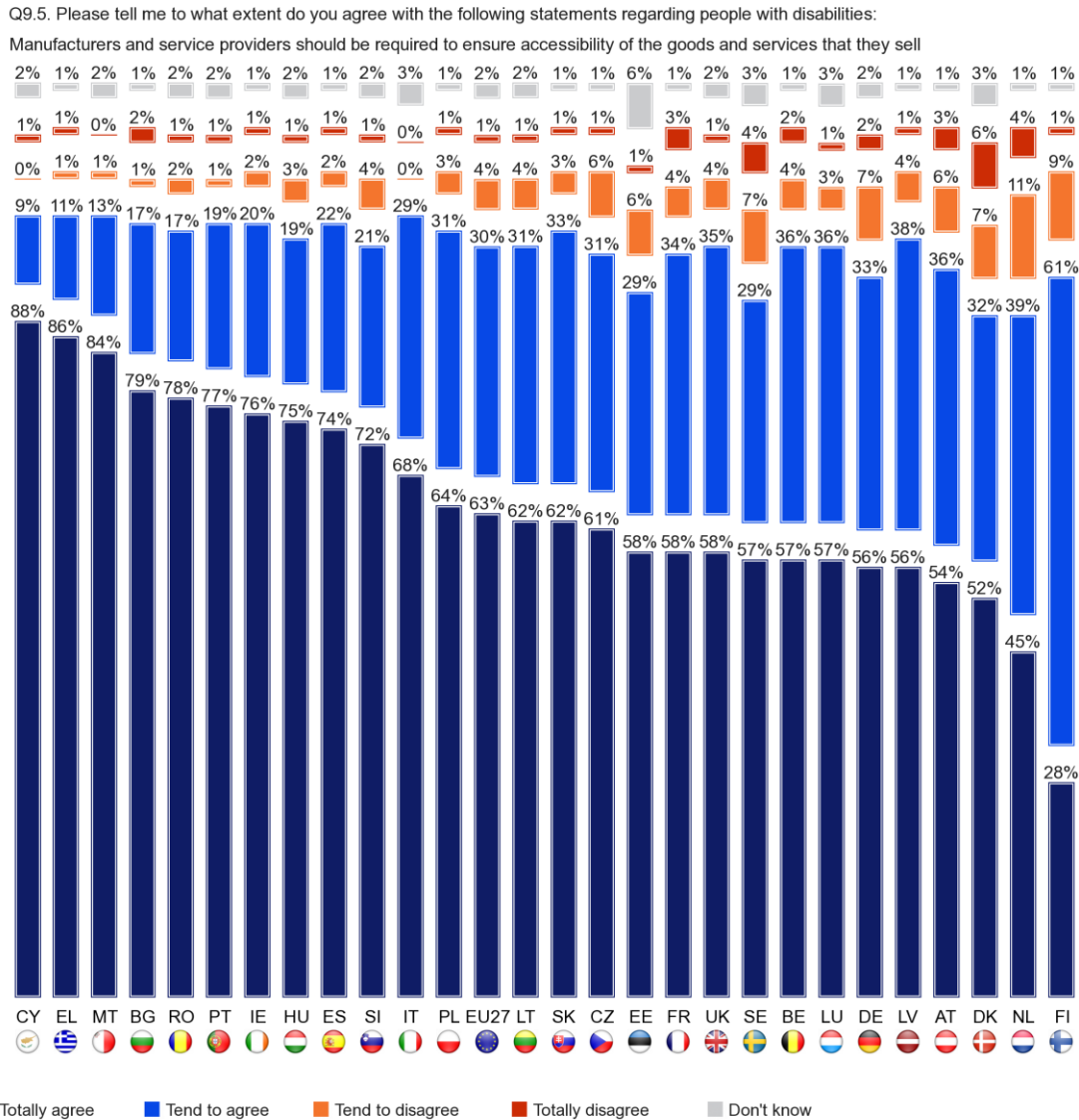
Manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell



#### ***Attitudes towards manufacturers and service providers being required to ensure accessibility of the goods and services that they sell - national variations***

As the following chart illustrates the overall agreement levels (combined totally agree and tend to agree) remain relatively high across all the individual Member States. There is a difference of 13 percentage points between the country with the highest and lowest level of agreement. The highest level of agreement overall is 97%, recorded in the following four countries: Greece, Italy, Republic of Cyprus and Malta. The lowest level of agreement overall is 84%, found in the Netherlands and Denmark.

The following three countries all have very high proportions of respondents who totally agree that manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell: Republic of Cyprus (88%), Greece (86%), Malta (84%) and Bulgaria (79%).



***Attitudes towards manufacturers and service providers being required to ensure accessibility of the goods and services that they sell - socio-demographic variations***

Women are more likely to totally agree with this statement than men (65% versus 61%). Those aged between 15 and 24 are less likely to totally agree with this statement (55%) than those in other age categories (61% of those aged 25-39, 63% of those aged 40-54 and 68% of those aged 55 and over). Respondents who are not working (65%) and those who are manual workers (64%) are more likely to totally agree with this statement than those in other working categories (58% self-employed, 61% employees).

Respondents who say that they or another member of the household has a longstanding illness or health problem are more likely to totally agree with the statement that manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell (67%) than those who do not (62%).

Respondents who say that they or someone in their household has experienced severe limitations to their normal activities for at least the last six months because of a health problem are more likely to totally agree that manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell (67%) compared to those who have experienced less severe limitations (63%).

Q9.5 Please tell me to what extent do you agree with the following statements regarding people with disabilities:

**Manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell**

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know
EU27	63%	30%	4%	1%	2%
<b>Sex</b>					
Male	61%	31%	5%	2%	1%
Female	65%	29%	3%	1%	2%
<b>Age</b>					
15-24	55%	39%	4%	2%	-
25-39	61%	32%	5%	1%	1%
40-54	63%	30%	4%	2%	1%
55 +	68%	25%	3%	1%	3%
<b>Respondent occupation scale</b>					
Self-employed	58%	31%	6%	3%	2%
Employee	61%	32%	4%	2%	1%
Manual workers	64%	31%	3%	1%	1%
Not working	65%	28%	3%	2%	2%
<b>Sick since and/or for 6 months</b>					
Yes	67%	26%	3%	2%	2%
No	62%	31%	4%	2%	1%
<b>Limited accessibility since/ during 6 months</b>					
Limited	65%	28%	4%	1%	2%
Severely	67%	25%	3%	2%	3%
Not severely	63%	30%	5%	1%	1%
No	62%	31%	4%	2%	1%
<b>Common rules good for companies</b>					
Total 'Yes'	66%	29%	3%	1%	1%
Total 'No'	48%	35%	10%	5%	2%
<b>State ensures accessibility</b>					
Total 'Agree'	65%	30%	3%	1%	1%
Total 'Disagree'	24%	33%	21%	19%	3%

### ***Attitudes towards manufacturers and service providers being required to ensure accessibility of the goods and services that they sell - attitudinal variations***

Those respondents who agree with the statement 'when public authorities provide goods and services they should be obliged to ensure that these are also accessible to people with disabilities' are also more likely to agree that manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell (95% of those that think public authorities should provide accessible goods and services versus 57% of those that disagree).

Furthermore two thirds (66%) of those that say that common rules would be good for companies also totally agree that manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell, which is significantly higher than the corresponding proportion for respondents who disagree that common rules would be positive (48%).

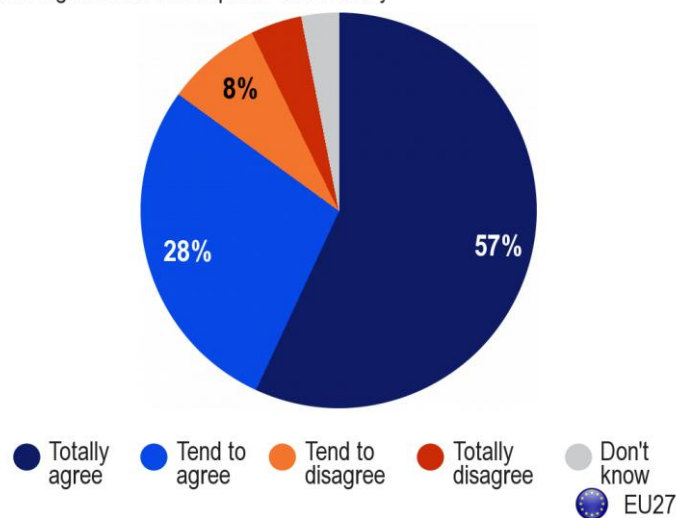
## 5. ATTITUDES TOWARDS SEEKING SANCTIONS AGAIN MANUFACTURERS AND SERVICE PROVIDERS WHO DO NOT COMPLY WITH BINDING MEASURES TO IMPROVE ACCESSIBILITY

- **85% of Europeans agree that it should be possible to complain and go to court to seek sanctions against manufacturers and service providers who do not comply with binding measures to improve accessibility –**

Respondents were asked to what extent they agree that it should be possible to complain and go to court to seek sanctions against manufacturers and service providers who do not comply with binding measures to improve accessibility. 85% of respondents agree with this statement (57% totally agree and 28% tend to agree) while one in eight (12%) disagree (4% totally disagree and 8% tend to disagree).

Q9.6. Please tell me to what extent do you agree with the following statements regarding people with disabilities:

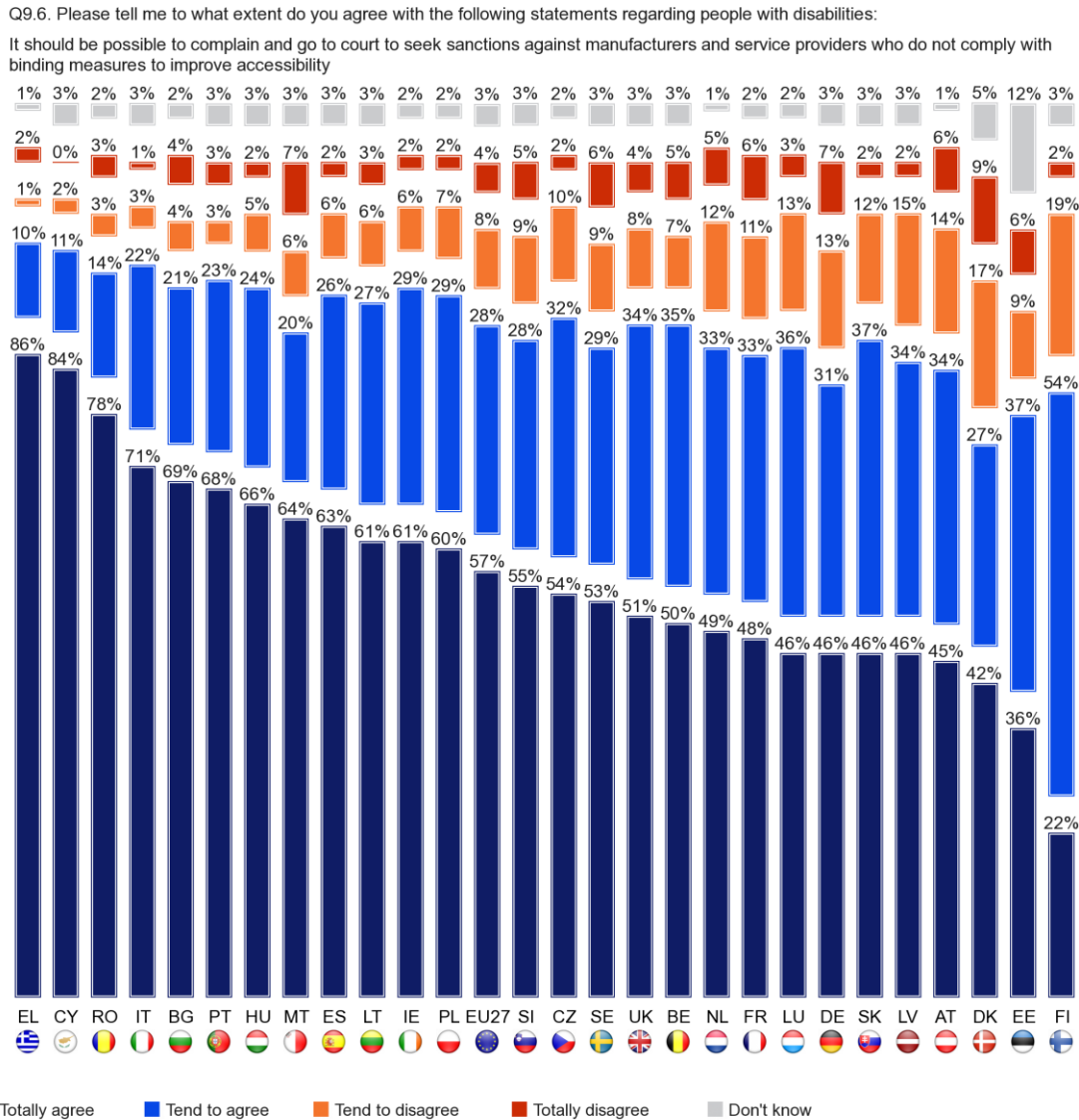
It should be possible to complain and go to court to seek sanctions against manufacturers and service providers who do not comply with binding measures to improve accessibility



### ***Attitudes towards seeking sanctions against manufacturers and service providers who do not comply with binding measures to improve accessibility - national variations***

As the following chart illustrates there is some variation between the responses from the individual Member States. There is a difference of 27 percentage points between the country with the highest and lowest level of agreement. The highest level of agreement overall is 96%, recorded in Greece and the lowest is for Denmark at 69%. The following three countries also have high levels of overall agreement: Republic of Cyprus (95%), Italy (93%) and Romania (92%).

The following three countries all have very high levels of respondents who totally agree with this statement: Greece (86%), Republic of Cyprus (84%) and Romania (78%). In contrast, in Finland just 22% totally agree with this statement.



**Attitudes towards seeking sanctions against manufacturers and service providers who do not comply with binding measures to improve accessibility - socio-demographic variations**

Women are more likely to agree at some level with this statement than men (87% versus 84%). Those aged between 15 and 24 are less likely to totally agree with this statement (53%) than were those in other age categories (56% of those aged 25-39, 58% of those aged 40-54 and 59% of those aged 55+). Respondents who are not working (59%) and manual workers (64%) are more likely to totally agree with this statement than those in other working status categories (52% self-employed, 54% employees).






Respondents who say that they or someone in their household has a longstanding illness or health problem are more likely to totally agree with the statement that it should be possible to complain and go to court to seek sanctions against manufacturers and service providers (60%) than those who do not (55%).

Respondents who say that they or someone in their household has experienced severe limitations to their normal activities for at least the last six months because of a health problem are more likely to totally agree that it should be possible to complain and go to court to seek sanctions against manufacturers and service providers (61%) than those that have experienced less severe limitations (57%) or those that have experienced no limitations at all (56%).

**Q9.6 Please tell me to what extent do you agree with the following statements regarding people with disabilities:**

**It should be possible to complain and go to court to seek sanctions against manufacturers and service providers who do not comply with binding measures to improve accessibility**

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know
EU27	57%	28%	8%	4%	3%
 <b>Sex</b>					
Male	57%	27%	9%	5%	2%
Female	57%	30%	7%	3%	3%
 <b>Age</b>					
15-24	53%	33%	10%	3%	1%
25-39	56%	31%	8%	3%	2%
40-54	58%	28%	8%	4%	2%
55 +	59%	25%	7%	5%	4%
 <b>Respondent occupation scale</b>					
Self-employed	52%	28%	10%	8%	2%
Employee	54%	31%	10%	3%	2%
Manual workers	64%	27%	6%	2%	1%
Not working	59%	27%	7%	4%	3%
<b>Sick since and/or for 6 months</b>					
Yes	60%	27%	7%	3%	3%
No	55%	29%	9%	4%	3%
<b>Limited accessibility since/ during 6 months</b>					
Limited	58%	27%	8%	4%	3%
Severely	61%	24%	7%	5%	3%
Not severely	57%	29%	9%	3%	2%
No	56%	29%	8%	4%	3%
<b>State ensures accessibility</b>					
Total 'Agree'	58%	29%	8%	3%	2%
Total 'Disagree'	29%	23%	22%	24%	2%
<b>Providers ensure accessibility</b>					
Total 'Agree'	59%	29%	7%	3%	2%
Total 'Disagree'	23%	24%	25%	26%	2%

***Attitudes towards seeking sanctions against manufacturers and service providers who do not comply with binding measures to improve accessibility - attitudinal variations***

Those respondents who agree with the statement 'when public authorities provide goods and services they should be obliged to ensure that these are also accessible to people with disabilities' are also more likely to agree that it should be possible to complain and go to court to seek sanctions against manufacturers and service providers (87% of those that agree with the statement about public authorities providing accessible goods and services versus 52% that disagree).

Similarly those that show agreement with the statement 'manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell' are also more likely to agree that it should be possible to complain and go to court to seek sanctions against manufacturers and service providers who do not comply with binding measures to improve accessibility (88% of those that agree with the statement about manufacturers providing accessible goods and services versus 47% of those that disagree).

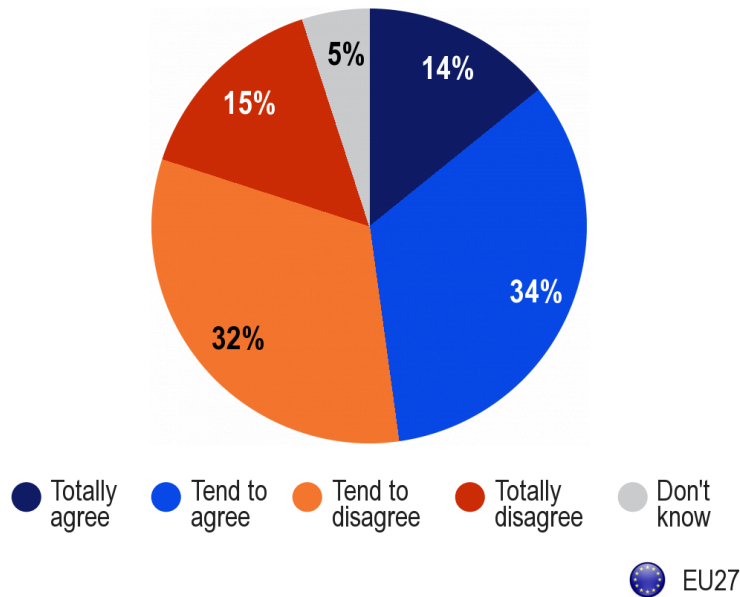
## 6. ATTITUDES TOWARDS EXISTING RULES ON ACCESSIBILITY

- **Nearly half of Europeans disagree that existing rules on accessibility in their own country are sufficient to ensure good access to goods and services -**

This question asked respondents to consider the rules in their own country regarding accessibility. When asked to what extent respondents agree that 'existing rules on accessibility are sufficient to ensure them a good access to goods and services', the findings within each country show that opinion is divided. Across Europe as a whole, 48% agree with the statement (14% totally agree and 34% tend to agree) whilst 47% disagree (15% totally disagree and 32% tend to disagree).

Q9.1. Please tell me to what extent do you agree with the following statements regarding people with disabilities:

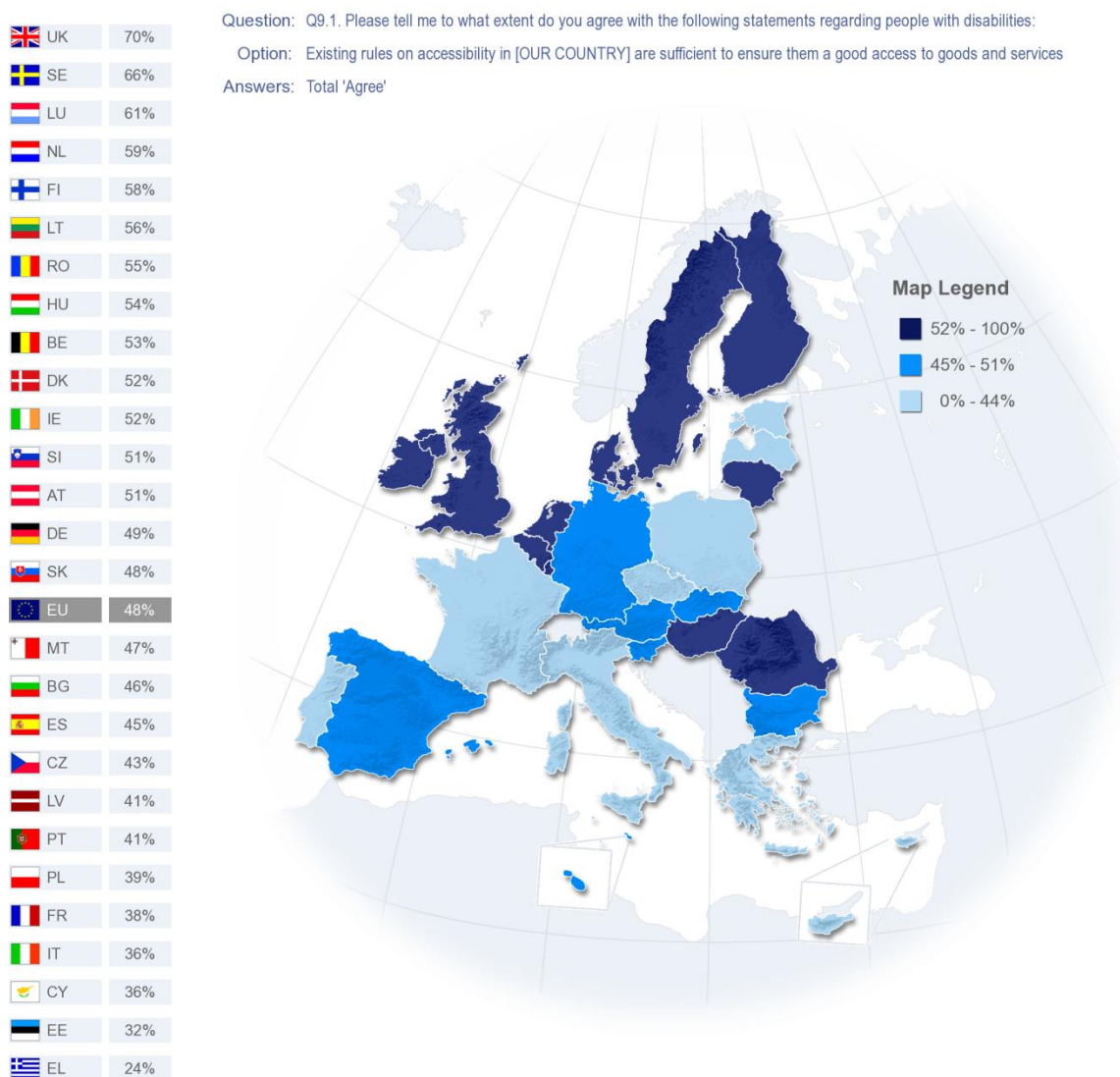
Existing rules on accessibility in [OUR COUNTRY] are sufficient to ensure them a good access to goods and services



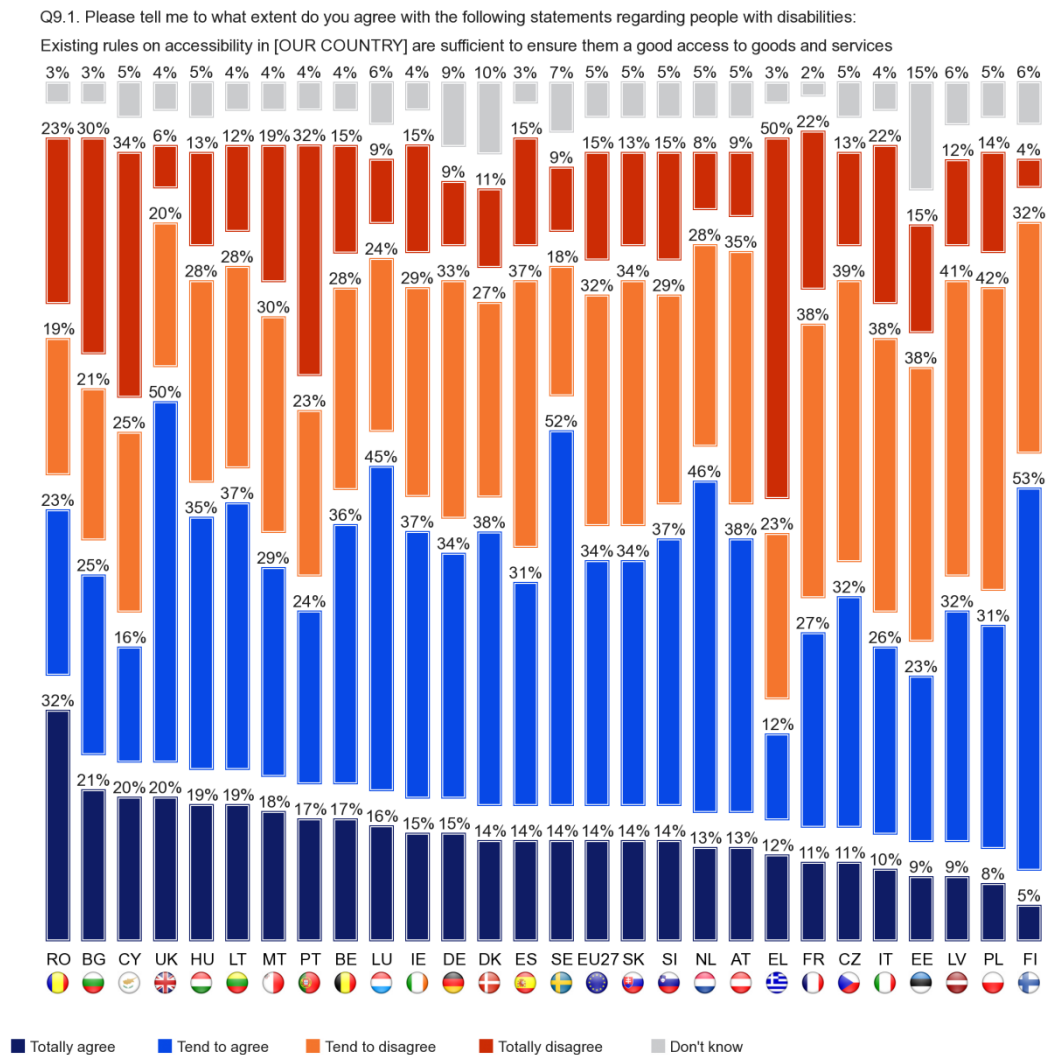
### Attitudes towards existing rules on accessibility - national variations

As the following chart illustrates the differences in response to this statement between individual EU countries are wide ranging. There is a difference of 46 percentage points between the country with the highest and lowest level of agreement (combined totally agree and tend to agree). In the UK seven in ten (70%) agree that existing rules are adequate while in the country with the lowest level of agreement, Greece, around a quarter (24%) agree. Other countries that have high levels of agreement with this statement overall are Sweden (66%), Luxembourg (61%), the Netherlands (59%) and Finland (58%).

The map below shows a geographical clear pattern between countries located in the north of the European Union and those located in the south.



It is interesting to look at individual country data for this question by the proportion that totally agrees with this statement. Around a third (32%) of respondents living in Romania say that they totally agree that rules in their country are sufficient, while the following five countries have around one in five respondents who totally agree: Bulgaria (21%), Republic of Cyprus (20%), United Kingdom (20%), Hungary (19%) and Lithuania (19%).



**Attitudes towards existing rules on accessibility - socio-demographic variations**

Men are more likely to agree than women that existing rules in their country are sufficient to ensure good access to goods and services (53% men compared to 43% women). Those aged between 15 and 24 are more likely to agree with this statement (57%) than those in the middle and older age categories (46% of 25-39 year olds, 45% of 40-54 year olds and 48% of those aged 55+).

Respondents who say that they or a member of their household have experienced severe limitations to their normal activities for at least the last six months because of a health problem are less likely to agree that existing rules are sufficient (44%) compared to those have experienced less severe limitations (50%).

Q9.1 Please tell me to what extent do you agree with the following statements regarding people with disabilities:

Existing rules on accessibility in [OUR COUNTRY] are sufficient to ensure them a good access to goods and services

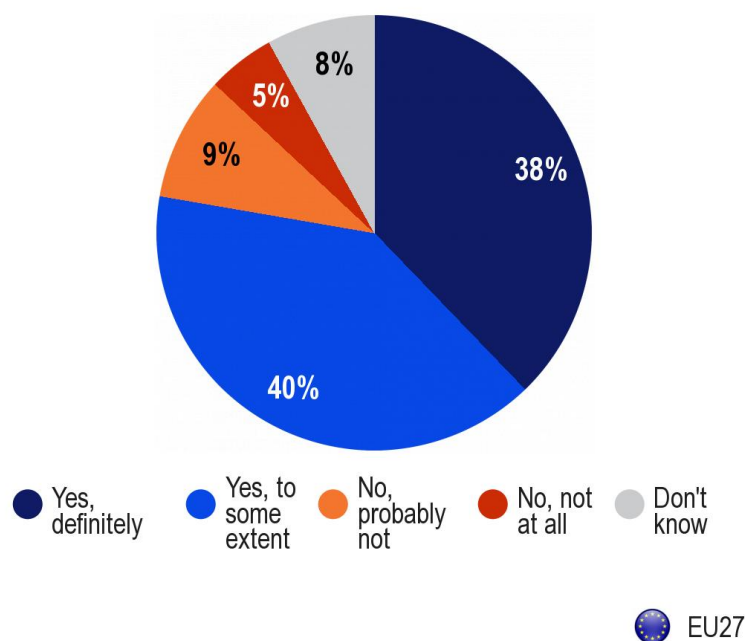
	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know
EU27	14%	34%	32%	15%	5%
<b>Sex</b>					
Male	17%	36%	28%	14%	5%
Female	12%	31%	35%	17%	5%
<b>Age</b>					
15-24	15%	42%	29%	11%	3%
25-39	13%	33%	34%	16%	4%
40-54	13%	32%	33%	16%	6%
55 +	17%	31%	30%	16%	6%
<b>Limited accessibility since/ during 6 months</b>					
Limited	14%	33%	32%	16%	5%
Severely	15%	29%	33%	19%	4%
Not severely	14%	36%	32%	13%	5%
No	15%	34%	31%	15%	5%

## 7. ATTITUDES TOWARDS HAVING COMMON RULES ON ACCESSIBILITY MAKING IT EASIER FOR COMPANIES TO OPERATE

- **78% of Europeans think that having common rules on accessibility in the EU will make it easier for companies to operate in another EU country -**

When asked to what extent respondents think that having common rules on accessibility in the EU will make it easier for companies to operate in another EU country, 78% say that they think it will make it easier (38% definitely, 40% to some extent) while one in seven (14%) say that they do not think common rules on accessibility in the EU would be advantageous to companies within it (5% not at all, 9% probably not).

Q7. Do you think that having common rules on accessibility in the EU will make it easier for companies to operate in another EU country?

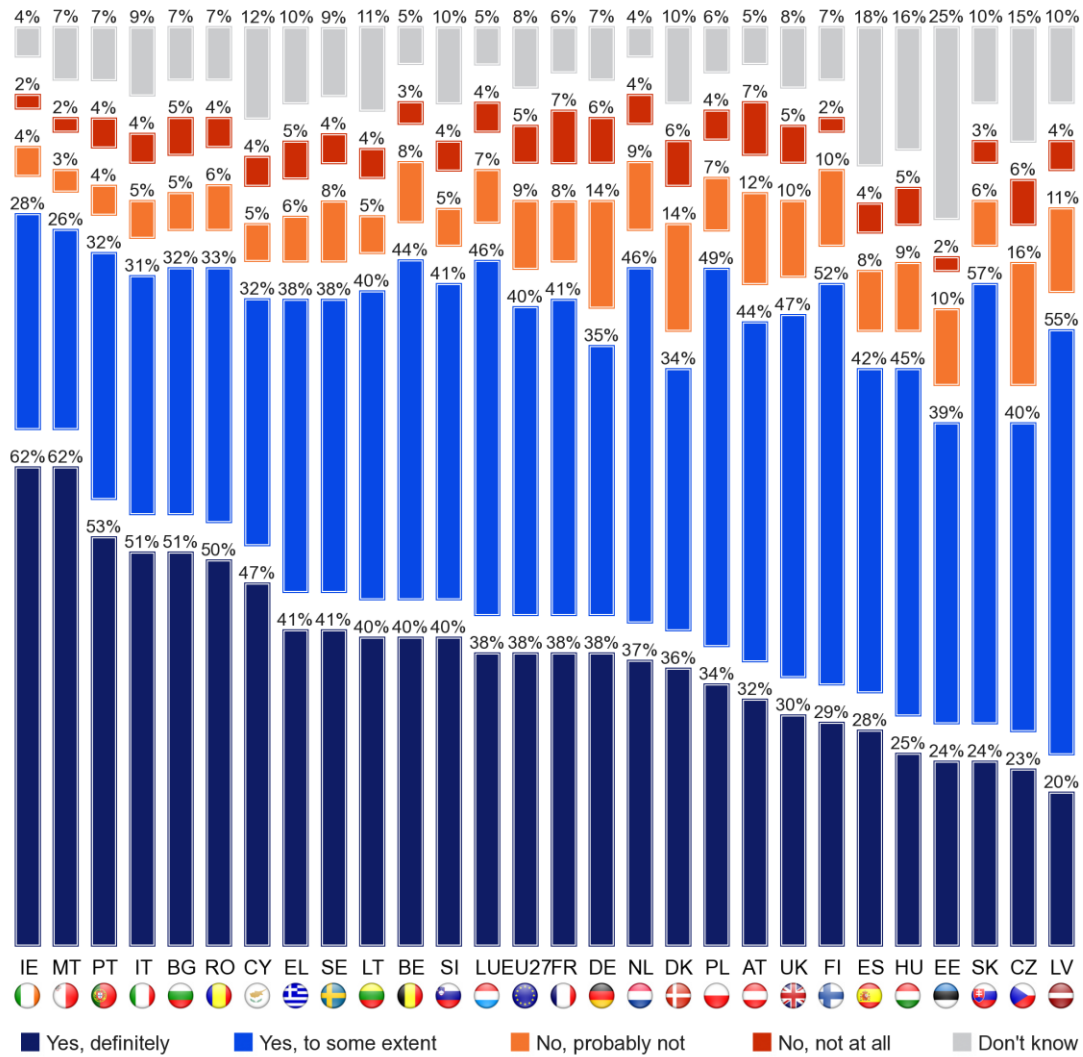


### ***Attitudes towards having common rules on accessibility making it easier for companies to operate - national variations***

As the following chart illustrates there is some variation between the responses from the individual Member States. There is a difference of 27 percentage points between the country with the highest and lowest level of positive response. The highest proportion saying yes overall is 90% and was recorded in Ireland. The lowest is 63% and was recorded in both the Czech Republic and Estonia. The following three countries also have high levels of overall agreement that common rules would be beneficial: Malta (88%), Portugal (85%), Luxembourg and Belgium (both 84%).

Looking now at those countries where particularly strong views are held. The following two countries have very high proportions of respondents saying that it would definitely make it easier if there were common rules on accessibility: Ireland (62%) and Malta (also 62%). In contrast, the following countries all have a considerably lower than average proportion of respondents saying ‘yes, definitely’: Latvia (20%), Czech Republic (23%), Slovakia (24%), Estonia (24%) and Hungary (25%).

Q7. Do you think that having common rules on accessibility in the EU will make it easier for companies to operate in another EU country?





### **Attitudes towards having common rules on accessibility making it easier for companies to operate - socio-demographic variations**

Men are more likely to say that they think common rules would definitely be beneficial to EU companies than women (41% versus 35% 'yes'). Younger age groups - those aged between 15 and 24 and 25-39 are more likely to say that common rules would make it easier (definitely and probably combined) for companies (82% of 15-24 year olds and 83% of 25-39 year olds) than those in older age categories (79% of those aged 40-54 and 71% of those aged 55 and over).

Employees (82%) are most likely to say that common rules would be useful, followed by manual workers (81%) and the self-employed (77%), while a lower figure of 74% was recorded for this measure amongst those not working.

Q7 Do you think that having common rules on accessibility in the EU will make it easier for companies to operate in another EU country?

	Yes, definitely	Yes, to some extent	No, probably not	No, not at all	Don't know
EU27	38%	40%	9%	5%	8%
<b>Sex</b>					
Male	41%	37%	10%	6%	6%
Female	35%	42%	8%	4%	11%
<b>Age</b>					
15-24	31%	51%	11%	3%	4%
25-39	38%	45%	8%	3%	6%
40-54	40%	39%	9%	5%	7%
55 +	39%	32%	8%	7%	14%
<b>Respondent occupation scale</b>					
Self-employed	39%	38%	10%	7%	6%
Employee	38%	44%	9%	3%	6%
Manual workers	38%	43%	8%	6%	5%
Not working	37%	37%	9%	5%	12%
<b>Sick since and/or for 6 months</b>					
Yes	34%	39%	9%	7%	11%
No	40%	40%	9%	4%	7%
<b>Limited accessibility since/ during 6 months</b>					
Limited	35%	40%	9%	6%	10%
Severely	34%	37%	9%	8%	12%
Not severely	36%	41%	9%	5%	9%
No	39%	40%	9%	4%	8%
<b>State ensures accessibility</b>					
Total 'Agree'	39%	40%	8%	5%	8%
Total 'Disagree'	17%	35%	23%	17%	8%
<b>Providers ensure accessibility</b>					
Total 'Agree'	39%	41%	8%	4%	8%
Total 'Disagree'	20%	34%	23%	16%	7%

***Attitudes towards having common rules on accessibility making it easier for companies to operate – attitudinal variations***

Those respondents who agree with the statement 'when public authorities provide goods and services they should be obliged to ensure that these are also accessible to people with disabilities' are also more likely to be of the opinion that having common rules on accessibility in the EU will make it easier for companies to operate in another EU country (79% of those that agree with the statement about public authorities providing accessible goods and services versus 52% of those that disagree).

Similarly those respondents who agree with the statement 'manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell' are also more likely to be positive about having common rules (80% of those that agree with the statement about manufacturers providing accessible goods and services versus 54% of those that disagree).

## **ANNEXES**

## **TECHNICAL SPECIFICATIONS**



## **FLASH EUROBAROMETER 345**

### **“Accessibility”**

## **TECHNICAL SPECIFICATIONS**

Between the 15th of March and the 17th of March 2012, TNS Political & Social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the survey FLASH EUROBAROMETER 345 about "Accessibility".

This survey has been requested by the EUROPEAN COMMISSION, Directorate-General for DG JUSTICE. It is a general public survey co-ordinated by the Directorate-General for Communication ("Research and Speechwriting" Unit). The FLASH EUROBAROMETER 345 covers the population of the respective nationalities of the European Union Member States, resident in each of the 27 Member States and aged 15 years and over. The survey covers the national population of citizens (in these countries) as well as the population of citizens of all the European Union Member States that are residents in these countries and have a sufficient command of the national languages to answer the questionnaire. All interviews were carried using the TNS e-Call center (our centralized CATI system). In every country respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

TNS have developed their own RDD sample generation capabilities based on using contact telephone numbers from responders to random probability or random location face to face surveys, such as Eurobarometer, as seed numbers. The approach works because the seed number identifies a working block of telephone numbers and reduces the volume of numbers generated that will be ineffective. The seed numbers are stratified by NUTS2 region and urbanisation to approximate a geographically representative sample. From each seed number the required sample of numbers are generated by randomly replacing the last two digits. The sample is then screened against business databases in order to exclude as many of these numbers as possible before going into field. This approach is consistent across all countries.



European  
Commission

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.001	15/03/2012	17/03/2012	8.939.546
BG	Bulgaria	TNS BBSS	1.000	15/03/2012	17/03/2012	6.537.510
CZ	Czech Rep.	TNS Aisa s.r.o	1.000	15/03/2012	17/03/2012	9.012.443
DK	Denmark	TNS Gallup A/S	502	15/03/2012	17/03/2012	4.561.264
DE	Germany	TNS Infratest	1.000	15/03/2012	17/03/2012	64.409.146
EE	Estonia	TNS Emor	1.001	15/03/2012	17/03/2012	945.733
EL	Greece	TNS ICAP	993	15/03/2012	17/03/2012	8.693.566
ES	Spain	TNS Demoscopia S.A	1.003	15/03/2012	17/03/2012	39.035.867
FR	France	TNS Sofres	1.004	15/03/2012	17/03/2012	47.756.439
IE	Ireland	IMS Millward Brown	1.000	15/03/2012	17/03/2012	3.522.000
IT	Italy	TNS Infratest	1.000	15/03/2012	17/03/2012	51.862.391
CY	Rep. of Cyprus	CYMAR	1.000	15/03/2012	17/03/2012	660.400
LV	Latvia	TNS Latvia	1.000	15/03/2012	17/03/2012	1.447.866
LT	Lithuania	TNS Lithuania	1.000	15/03/2012	17/03/2012	2.829.740
LU	Luxembourg	TNS Dimarso	1.003	15/03/2012	17/03/2012	404.907
HU	Hungary	TNS Hoffmann Kft	1.000	15/03/2012	17/03/2012	8.320.614
MT	Malta	MISCO International Ltd	503	15/03/2012	17/03/2012	335.476
NL	Netherlands	TNS NIPO	501	15/03/2012	17/03/2012	13.371.980
AT	Austria	TNS Austria	1.001	15/03/2012	17/03/2012	7.009.827
PL	Poland	TNS OBOP	1.001	15/03/2012	17/03/2012	32.413.735
PT	Portugal	TNS EUROTESTE	1.000	15/03/2012	17/03/2012	8.080.915
RO	Romania	TNS CSOP	1.003	15/03/2012	17/03/2012	18.246.731
SI	Slovenia	RM PLUS	1.000	15/03/2012	17/03/2012	1.759.701
SK	Slovakia	TNS AISA Slovakia	1.000	15/03/2012	17/03/2012	4.549.955
FI	Finland	TNS Gallup Oy	1.000	15/03/2012	17/03/2012	4.440.004
SE	Sweden	TNS SIFO	1.000	15/03/2012	17/03/2012	7.791.240
UK	United Kingdom	TNS UK	1.000	15/03/2012	17/03/2012	51.848.010
<b>TOTAL EU27</b>			<b>25.516</b>	<b>15/03/2012</b>	<b>17/03/2012</b>	<b>408.787.006</b>

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 Political & 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:

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

## **QUESTIONNAIRE**

**FL345 - Accessibility - Questionnaire**

D1 | How old are you?

(WRITE DOWN - IF "REFUSAL" CODE '99')

--	--

D1 | Quel est votre âge ?

(NOTER EN CLAIR - SI "REFUS" CODER '99')

--	--

D2 | Gender.

Male	1
Female	2

ASK ALL

D2 | Sexe du répondant.

Homme	1
Femme	2

A TOUS

Q1 | Do you or someone in your household have any longstanding illness or health problem which has lasted, or is expected to last, for 6 months or more?

(ONE ANSWER ONLY)

Yes	1
No	2
DK/NA	3

NEW

Q1 | Est-ce que vous-même ou une personne de votre foyer est atteint d'une maladie de longue durée ou d'un problème de santé ayant duré, ou étant prévu de durer, six mois ou plus ?

(UNE SEULE REPONSE)

Oui	1
Non	2
NSP/SR	3

NEW

Q2 | For at least the last 6 months, to what extent have you or someone in your household been limited because of a health problem, in activities people usually do?

(READ OUT – ONE ANSWER POSSIBLE)

Severely limited	1
Limited but not severely	2
Not limited at all	3
DK/NA	4

NEW

Q2 | Au cours des six derniers mois au moins, dans quelle mesure avez-vous vous-même ou une personne de votre foyer, été limité dans des activités habituelles à cause d'un problème de santé ?

(LIRE – UNE REPONSE POSSIBLE)

Limité de façon importante	1
Limité mais de façon peu importante	2
Pas limité du tout	3
NSP/SR	4

NEW



By 'people with disabilities' we mean people with some kind of physical, sensory, intellectual or mental impairment, or longstanding illness or health problem, which hinders their full participation in society on an equal basis with others or that are limited in the activities that people usually do. This group also includes people that due to old age are hindered in their activities because they are not able to hear, see or move as they could before.

Par « personne handicapée » nous entendons ici toute personne ayant des troubles physiques, sensoriels, intellectuels ou mentaux, atteinte d'une maladie ou d'un problème de santé de longue durée qui entrave sa pleine participation à la société sur une base d'égalité avec les autres ou qui est limitée dans ses activités habituelles. Cette catégorie comprend également les personnes qui ne peuvent plus mener à bien leurs activités du fait de leur grand âge, parce qu'elles ne sont plus capables d'entendre, de voir ou de se déplacer comme avant.

Q3 To what extent do you agree that people with disabilities should be able to participate in society like people without disabilities? This means for example that they should be able to go to school, get a job, to access shops and supermarkets, go on holidays etc...

Q3 Dans quelle mesure êtes-vous d'accord avec le fait que les personnes handicapées devraient pouvoir participer à la vie de la société comme les personnes sans handicap ? Ceci veut dire par exemple qu'elles devraient pouvoir aller à l'école, obtenir un emploi, accéder aux magasins et aux supermarchés, partir en vacances etc...

(READ OUT – ONE ANSWER POSSIBLE)

(LIRE – UNE SEULE REPONSE POSSIBLE)

Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK/NA	5

Tout à fait d'accord	1
Plutôt d'accord	2
Plutôt pas d'accord	3
Pas du tout d'accord	4
NSP/SR	5

NEW

NEW

Accessibility means designing, building and adapting goods and services in such a way that people with disabilities can have access to and use them like everybody else. This includes the physical environment such as buildings, streets and pavements, parking, transportation and related stations, as well as information and communication technologies such as computers, telephones and the internet.

« Accessibilité » signifie concevoir, construire et adapter des biens et des services de telle façon que les personnes ayant un handicap puissent y avoir accès et les utiliser comme tout le monde. Ceci inclut l'environnement physique comme les bâtiments, les rues, les trottoirs, les parkings, les moyens de transport publics et leurs stations\ arrêts\ gares, ainsi que les technologies de l'information et de la communication comme les ordinateurs, le téléphone et internet.

Q4 To what extent do you agree that barriers to accessibility make it more difficult for people with a disability to attend schools, to have a job, to vote and/or to freely move around, go on holidays?

Q4 Dans quelle mesure êtes-vous d'accord avec le fait que les obstacles à l'accessibilité rendent plus difficiles, pour les personnes handicapées, d'avoir accès aux écoles, d'obtenir un emploi, de voter, de se déplacer librement et/ou de partir en vacances?

(READ OUT – ONE ANSWER POSSIBLE)

(LIRE – UNE REPONSE POSSIBLE)

Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK/NA	5

Tout à fait d'accord	1
Plutôt d'accord	2
Plutôt pas d'accord	3
Pas du tout d'accord	4
NSP/SR	5

NEW

NEW

Q5 In your opinion, better accessibility of goods and services would improve:

(READ OUT - ONE ANSWER POSSIBLE)

		Very much	Somewhat	Not very much	Not at all	DK/NA
--	--	-----------	----------	---------------	------------	-------

1	Life of people with disabilities and the elderly	1	2	3	4	5
2	Life of people with disabilities, the elderly and others (pregnant women, people travelling with luggage etc...)	1	2	3	4	5
3	Opportunities for industry to sell products to persons with disabilities and the elderly	1	2	3	4	5

NEW

ASK Q6 if "Yes", CODE 1 IN Q1 – OTHERS GO TO Q7

Q6 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any the of the following:

(READ OUT - ONE ANSWER POSSIBLE)

		Most of the time	From time to time	Almost never /never	DK/NA
--	--	------------------	-------------------	---------------------	-------

1	Taking a taxi/bus/train/flight	1	2	3	4
2	Entering into a building or an open public space	1	2	3	4
3	Using a sidewalk or to cross the street with a traffic light	1	2	3	4

Q5 Selon vous, une meilleure accessibilité aux biens et aux services permettrait-elle d'améliorer... :

(LIRE – UNE REPOSE POSSIBLE)

		Beaucoup	Un peu	Pas beaucoup	Pas du tout	NSP/SR
--	--	----------	--------	--------------	-------------	--------

1	La vie des personnes handicapées et des personnes âgées	1	2	3	4	5
2	La vie des personnes handicapées, des personnes âgées et des autres (femmes enceintes, personnes voyageant avec des bagages etc...)	1	2	3	4	5
3	Les opportunités pour l'industrie de vendre des produits aux personnes handicapées et aux personnes âgées	1	2	3	4	5

NEW

POSER Q6 si « Oui », CODE 1 EN Q1 – LES AUTRES PASSENT DIRECTEMENT A Q7

Q6 Avez-vous vous-même ou une personne de votre foyer ayant un type de handicap, rencontré des difficultés d'accès dans les cas suivants:

(LIRE – UNE REPOSE POSSIBLE)

		La plupart du temps	De temps en temps	Presque jamais / jamais	NSP/SR
--	--	---------------------	-------------------	-------------------------	--------

1	Prendre un taxi/un bus/un train/un avion	1	2	3	4
2	Entrer dans un bâtiment ou un espace public	1	2	3	4
3	Utiliser un trottoir ou traverser une rue à un feu	1	2	3	4

4	Using a computer or a phone	1	2	3	4
5	Buying the product or service (also online) you need (he/she needs)	1	2	3	4
6	Voting in the election	1	2	3	4
7	Using official authorities websites	1	2	3	4
8	Using commercial websites	1	2	3	4

NEW

ASK ALL

Q7	Do you think that having common rules on accessibility in the EU will make it easier for companies to operate in another EU country?
----	--

(READ OUT - ONE ANSWER POSSIBLE)

Yes, very much	1
Yes, somewhat	2
No, not very much	3
No, not at all	4
DK/NA	5

NEW

Q8	Do you think that you or your family would buy more or pay more for products if they were more accessible and better designed for all (including people with disabilities and the elderly)?
----	---

(ONE ANSWER POSSIBLE)

Yes	1
No	2
DK/NA	3

NEW

4	Utiliser un ordinateur ou un téléphone	1	2	3	4
5	Acheter un produit ou service (également en ligne) dont il/elle a besoin	1	2	3	4
6	Voter aux élections	1	2	3	4
7	Utiliser les sites internet des administrations publiques	1	2	3	4
8	Utiliser des sites internet commerciaux	1	2	3	4

NEW

POSER A TOUS

Q7	Pensez-vous que le fait de disposer de règles communes en matière d'accessibilité au niveau de l'UE permettra aux entreprises d'opérer dans d'autres pays de l'UE ?
----	---

(LIRE - UNE REPONSE POSSIBLE)

Oui, tout à fait	1
Oui, plutôt	2
Non, plutôt pas	3
Non, pas du tout	4
NSP\PR	5

NEW

Q8	Pensez-vous que vous-même ou les membres de votre famille achèteraient davantage ou paieraient plus pour des produits s'ils étaient plus accessibles et mieux conçus pour tous (y compris les personnes handicapées et âgées)?
----	--

(UNE REPONSE POSSIBLE)

Oui	1
Non	2
NSP\PR	3

NEW

Q9 Please tell me to what extent do you agree with the following statements regarding people with disabilities:

(READ OUT - ONE ANSWER POSSIBLE)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA
1	Existing rules on accessibility in [OUR COUNTRY] are sufficient to ensure them a good access to goods and services (N)	1	2	3	4	5
2	Having similar accessibility solutions across Europe would enable them to travel, study and work in another EU country (N)	1	2	3	4	5
3	When public authorities provide goods and services they should be obliged to ensure that these are also accessible to people with disabilities (N)	1	2	3	4	5
4	More money should be spent on eliminating physical obstacles which make the lives of disabled people and the elderly difficult	1	2	3	4	5

Q9 Veuillez me dire dans quelle mesure vous êtes d'accord avec les affirmations suivantes concernant les personnes handicapées:

(LIRE - UNE REPOSE POSSIBLE)

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR
1	Les règles existantes en [NOTRE PAYS] en matière d'accessibilité sont suffisantes pour leur garantir un bon accès aux biens et aux services (N)	1	2	3	4	5
2	Appliquer des solutions similaires dans toute l'Europe leur permettrait de voyager, étudier et travailler dans un autre pays de l'UE (N)	1	2	3	4	5
3	Pour fournir des services ou des biens, les pouvoirs publics devraient être obligés de garantir leur accessibilité également aux personnes handicapées (N)	1	2	3	4	5
4	Plus d'argent devrait être dépensé pour supprimer les barrières physiques qui compliquent la vie des personnes handicapées et des personnes âgées	1	2	3	4	5

5	Manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell	1	2	3	4	5
6	It should be possible to complain and go to court to seek sanctions against manufacturers and service providers who do not comply with binding measures to improve accessibility	1	2	3	4	5

NEW BASED on EB65.4 QA4.6

D4 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99')

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FL904 D4

D5a As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity?

(ONE ANSWER ONLY)

Self-employed	1
Employee	2
Manual worker	3
Without a professional activity	4
Refusal (DO NOT READ OUT)	22

FL904 D5a

5	Les prestataires de services et les industriels devraient être obligés de garantir l'accessibilité des biens ou des services qu'ils commercialisent	1	2	3	4	5
6	Il devrait être possible de porter plainte ou d'intenter un procès pour obtenir des sanctions contre les prestataires de services et les industriels qui ne se conforment pas aux mesures obligatoires pour améliorer l'accessibilité	1	2	3	4	5

NEW BASED on EB65.4 QA4.6

D4 A quel âge avez-vous arrêté vos études à temps complet ?

(ENQ. : SI "ETUDIE ENCORE", CODER '00' - SI "PAS D'ETUDE" CODER '01' - SI "REFUS" CODER '98' - SI "DK" CODER '99')

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FL904 D4

D5a En ce qui concerne votre occupation actuelle, diriez-vous que vous êtes indépendant, salarié, ouvrier ou diriez-vous que vous êtes sans activité professionnelle ?

(UNE SEULE REPONSE)

Profession libérale\ Indépendant	1
Employé	2
Ouvrier	3
Sans activité professionnelle	4
Refus (NE PAS LIRE)	22

FL904 D5a

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

POSER D5b SI INDEPENDANT, CODE 1 EN D5a

D5b Would you say you are...?

D5b Diriez-vous que vous êtes ... ?

(READ OUT – ONE ANSWER ONLY)

(LIRE LES REPONSES – UNE SEULE REPONSE)

Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect,...)	3
Manager of a company	4
Other\ Refusal (DO NOT READ OUT)	5

Agriculteur, sylviculteur, pêcheur	1
Commerçant, artisan	2
Profession libérale (avocat, médecin, comptable, architecte, ...)	3
Dirigeant d'une entreprise	4
Autre\ Refus (NE PAS LIRE)	5

FL904 D5b

FL904 D5b

ASK D5c IF EMPLOYEE, CODE 2 IN D5a

POSER D5c SI EMPLOYE, CODE 2 EN D5a

D5c Would you say you are...?

D5c Diriez-vous que vous êtes ... ?

(READ OUT – ONE ANSWER ONLY)

(LIRE LES REPONSES – UNE SEULE REPONSE)

Professional (employed doctor, lawyer, accountant, architect, ...)	6
General management, director or top management	7
Middle management	8
Civil servant	9
Office clerk	10
Other employee (salesman, nurse, ...)	11
Other\ Refusal (DO NOT READ OUT)	12

Cadre employé (médecin sous convention, avocat, comptable, architecte, ...)	6
Direction générale, directeur ou direction supérieure	7
Cadre moyen	8
Fonctionnaire	9
Employé(e) de bureau	10
Autre salarié (commercial, infirmière, ...)	11
Autre\ Refus (NE PAS LIRE)	12

FL904 D5c

FL904 D5c

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a

POSER D5b SI OUVRIER, CODE 3 EN D5a

D5d Would you say you are...?

D5d Diriez-vous que vous êtes ... ?

(READ OUT – ONE ANSWER ONLY)

(LIRE LES REPONSES – UNE SEULE REPONSE)

Supervisor\ foreman (team manager, ...)	13
Manual worker	14
Unskilled manual worker	15
Other\ Refusal (DO NOT READ OUT)	16

Superviseur\ agent de maîtrise (chef d'équipe, ...)	13
Ouvrier	14
Ouvrier non qualifié	15
Autre\ Refus (NE PAS LIRE)	16

FL904 D5d

FL904 D5d

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a

POSER D5e SI SANS ACTIVITE PROFESSIONNELLE, CODE 4 EN D5a

D5e Would you say you are...?

D5e Diriez-vous que vous êtes ... ?

(READ OUT – ONE ANSWER ONLY)

(LIRE LES REPONSES – UNE SEULE REPONSE)

Looking after the home	17
Student (full time)	18
Retired	19
Seeking a job	20
Other\ Refusal (DO NOT READ OUT)	21

Femme\ Homme au foyer	17
Etudiant (temps plein)	18
Retraité	19
Demandeur d'emploi	20
Autre\ Refus (NE PAS LIRE)	21

FL904 D5e

FL904 D5e

D12 What region do you live in?

D12 Dans quelle région habitez-vous?

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

(CITER SI NECESSAIRE - UNE SEULE REPONSE)

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D13 Would you say you live in a...?

D13 Diriez-vous que vous vivez ... ?

(READ OUT - SINGLE CODE)

(CITER - UNE SEULE REPONSE)

Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK (DO NOT READ OUT)	4

Dans une commune rurale	1
Dans une ville petite ou moyenne	2
Dans une grande ville	3
NSP (NE PAS CITER)	4

D18 Have you got a mobile phone?

D18 Avez-vous un téléphone mobile ?

(DO NOT READ OUT)

(NE PAS CITER)

Yes	1
No	2

Oui	1
Non	2

D20 Have you got a landline phone?

D20 Avez-vous une ligne de téléphone fixe ?

(DO NOT READ OUT)

(NE PAS CITER)

Yes	1
No	2

Oui	1
Non	2

D22 Could you tell me how many people aged 15 years or more live in your household, yourself included?

D22 Pouvez-vous me dire combien de personnes âgées de 15 ans et plus vivent dans votre foyer, y compris vous-même ?

(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

(NOTER EN CLAIR - SI 'NE SAIT PAS' CODER '98' - SI REFUS CODER '99')

Number of people aged 15 or more in the household

Nombre de personnes âgées de 15 ans et plus dans le foyer





























## **TABLES**



Q1 Est-ce que vous-même ou une personne de votre foyer est atteint d'une maladie de longue durée ou d'un problème de santé ayant duré, ou étant prévu de durer, six mois ou plus ?

Q1 Do you or someone in your household have any longstanding illness or health problem which has lasted, or is expected to last, for 6 months or more?





























Q1 Haben Sie oder hat jemand in Ihrem Haushalt eine Langzeiterkrankung oder ein gesundheitliches Problem, das seit mindestens 6 Monaten andauert oder aller Wahrscheinlichkeit nach mindestens 6 Monate andauern wird?

		Oui	Non	NSP/SR
		Yes	No	DK/NA
		Ja	Nein	WN/KA
%		Flash EB 334	Flash EB 334	Flash EB 334
 EU 27		<b>29</b>	<b>71</b>	<b>0</b>
 BE		<b>20</b>	<b>80</b>	<b>0</b>
 BG		<b>34</b>	<b>66</b>	<b>0</b>
 CZ		<b>33</b>	<b>67</b>	<b>0</b>
 DK		<b>27</b>	<b>73</b>	<b>0</b>
 DE		<b>30</b>	<b>70</b>	<b>0</b>
 EE		<b>42</b>	<b>58</b>	<b>0</b>
 IE		<b>31</b>	<b>69</b>	<b>0</b>
 EL		<b>28</b>	<b>72</b>	<b>0</b>
 ES		<b>25</b>	<b>75</b>	<b>0</b>
 FR		<b>23</b>	<b>77</b>	<b>0</b>
 IT		<b>19</b>	<b>80</b>	<b>1</b>
 CY		<b>32</b>	<b>68</b>	<b>0</b>
 LV		<b>36</b>	<b>64</b>	<b>0</b>
 LT		<b>28</b>	<b>72</b>	<b>0</b>
 LU		<b>18</b>	<b>82</b>	<b>0</b>
 HU		<b>41</b>	<b>59</b>	<b>0</b>
 MT		<b>38</b>	<b>62</b>	<b>0</b>
 NL		<b>30</b>	<b>69</b>	<b>1</b>
 AT		<b>25</b>	<b>75</b>	<b>0</b>
 PL		<b>44</b>	<b>56</b>	<b>0</b>
 PT		<b>26</b>	<b>73</b>	<b>1</b>
 RO		<b>28</b>	<b>71</b>	<b>1</b>
 SI		<b>30</b>	<b>70</b>	<b>0</b>
 SK		<b>34</b>	<b>65</b>	<b>1</b>
 FI		<b>39</b>	<b>61</b>	<b>0</b>
 SE		<b>30</b>	<b>69</b>	<b>1</b>
 UK		<b>35</b>	<b>65</b>	<b>0</b>

Q2 Au cours des six derniers mois au moins, dans quelle mesure avez-vous vous-même ou une personne de votre foyer, été limité dans des activités habituelles à cause d'un problème de santé ?

Q2 For at least the last 6 months, to what extent have you or someone in your household been limited because of a health problem, in activities people usually do?





























Q2 Bitte sagen Sie mir, inwieweit Sie oder jemand in Ihrem Haushalt mindestens in den letzten 6 Monaten aufgrund eines gesundheitlichen Problems bei der Ausübung gewöhnlicher Tätigkeiten eingeschränkt war.

		Grandement limité(e)	Limité mais de façon peu importante	Pas limité du tout	NSP/SR	Total 'Limité'	Total 'Pas limité'
		Severely limited	Limited but not severely	Not limited at all	DK/NA	Total 'Limited'	Total 'Not limited'
		Stark eingeschränkt	Eingeschränkt, aber nicht stark	Überhaupt nicht eingeschränkt	WN/KA	Gesamt 'Eingeschränkt'	Gesamt 'Nicht eingeschränkt'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	12	17	69	2	29	69
	BE	12	17	70	1	29	70
	BG	10	22	67	1	32	67
	CZ	14	19	66	1	33	66
	DK	9	15	73	3	24	73
	DE	17	22	59	2	39	59
	EE	18	17	60	5	35	60
	IE	8	24	66	2	32	66
	EL	14	13	67	6	27	67
	ES	12	13	75	0	25	75
	FR	11	10	78	1	21	78
	IT	13	14	72	1	27	72
	CY	14	13	68	5	27	68
	LV	12	27	61	0	39	61
	LT	11	22	61	6	33	61
	LU	9	14	76	1	23	76
	HU	12	15	71	2	27	71
	MT	7	16	76	1	23	76
	NL	9	26	65	0	35	65
	AT	13	22	64	1	35	64
	PL	9	15	72	4	24	72
	PT	10	17	71	2	27	71
	RO	8	13	78	1	21	78
	SI	11	21	67	1	32	67
	SK	12	15	72	1	27	72
	FI	6	20	73	1	26	73
	SE	10	22	66	2	32	66
	UK	13	22	64	1	35	64

Q3 Dans quelle mesure êtes-vous d'accord avec le fait que les personnes handicapées devraient pouvoir participer à la vie de la société comme une personne sans handicap ? Ceci veut dire par exemple qu'elles devraient pouvoir aller à l'école, obtenir un emploi, accéder aux magasins et aux supermarchés, partir en vacances etc...

Q3 To what extent do you agree that people with disabilities should be able to participate in society like people without disabilities? This means for example that they should be able to go to school, get a job, to access shops and supermarkets, go on holidays etc...





























Q3 Inwieweit stimmen Sie zu, dass Menschen mit Behinderungen genauso am gesellschaftlichen Leben teilhaben können sollten, wie Menschen ohne Behinderungen? Das bedeutet zum Beispiel, dass sie in der Lage sein sollten, die Schule zu besuchen, eine Arbeitsstelle zu finden, Geschäfte und Supermärkte aufzusuchen, in den Urlaub zu fahren usw.

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total 'D'accord'	Total 'Pas d'accord'
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Lehne eher ab	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	80	17	1	1	1	97	2
	BE	78	18	2	1	1	96	3
	BG	84	13	1	1	1	97	2
	CZ	77	21	1	0	1	98	1
	DK	70	24	4	1	1	94	5
	DE	84	13	1	1	1	97	2
	EE	85	13	1	0	1	98	1
	IE	85	13	1	1	0	98	2
	EL	90	8	1	1	0	98	2
	ES	84	14	1	0	1	98	1
	FR	78	20	0	1	1	98	1
	IT	80	18	2	0	0	98	2
	CY	94	5	0	0	1	99	0
	LV	77	19	2	1	1	96	3
	LT	79	17	1	1	2	96	2
	LU	80	19	0	1	0	99	1
	HU	61	23	8	5	3	84	13
	MT	90	10	0	0	0	100	0
	NL	69	25	4	1	1	94	5
	AT	89	10	1	0	0	99	1
	PL	84	14	1	0	1	98	1
	PT	77	18	1	2	2	95	3
	RO	85	11	2	1	1	96	3
	SI	88	10	0	1	1	98	1
	SK	75	22	2	1	0	97	3
	FI	45	49	5	0	1	94	5
	SE	79	18	1	1	1	97	2
	UK	77	19	1	1	2	96	2

Q4 Dans quelle mesure êtes-vous d'accord avec le fait que les obstacles à l'accessibilité rendent plus difficiles, pour les personnes handicapées, d'avoir accès aux écoles, d'obtenir un emploi, de voter, de se déplacer librement et/ou de partir en vacances ?

Q4 To what extent do you agree that barriers to accessibility make it more difficult for people with a disability to attend schools, to have a job, to vote and/or to freely move around, go on holidays?

Q4 Inwieweit stimmen Sie zu, dass Zugänglichkeitsbarrieren es Menschen mit einer Behinderung erschweren, die Schule zu besuchen, einer Arbeit nachzugehen, zu wählen und/oder sich frei zu bewegen oder in den Urlaub zu fahren?

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total 'D'accord'	Total 'Pas d'accord'
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Lehne eher ab	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	66	27	3	2	2	93	5
	BE	67	28	2	2	1	95	4
	BG	76	19	2	2	1	95	4
	CZ	61	31	5	1	2	92	6
	DK	58	30	7	2	3	88	9
	DE	62	28	5	2	3	90	7
	EE	77	18	2	1	2	95	3
	IE	67	28	3	1	1	95	4
	EL	84	13	1	1	1	97	2
	ES	75	18	3	3	1	93	6
	FR	69	27	2	1	1	96	3
	IT	80	16	2	1	1	96	3
	CY	83	12	3	1	1	95	4
	LV	57	36	5	1	1	93	6
	LT	69	25	3	2	1	94	5
	LU	65	30	3	1	1	95	4
	HU	65	25	6	2	2	90	8
	MT	83	13	2	1	1	96	3
	NL	52	37	6	2	3	89	8
	AT	65	28	5	1	1	93	6
	PL	58	35	4	1	2	93	5
	PT	76	17	2	3	2	93	5
	RO	74	17	2	3	4	91	5
	SI	69	22	5	2	2	91	7
	SK	63	30	3	2	2	93	5
	FI	30	60	8	0	2	90	8
	SE	58	33	2	2	5	91	4
	UK	52	38	4	2	4	90	6

Q5.1 Selon vous, une meilleure accessibilité aux biens et aux services permettrait-elle d'améliorer... :





























La vie des personnes handicapées et des personnes âgées

Q5.1 In your opinion, better accessibility of goods and services would improve:

Life of people with disabilities and the elderly

Q5.1 Sind Sie der Meinung, dass eine bessere Zugänglichkeit von Produkten und Dienstleistungen die folgenden Dinge sehr stark, in gewissem Maße, nicht sehr stark oder überhaupt nicht verbessern würde?

Das Leben von Menschen mit Behinderungen und Senioren

	%	Beaucoup	Plutôt	Pas beaucoup	Pas du tout	NSP/SR	Total Améliorerait'	Total N'améliorerait pas'
		Very much	Somewhat	Not very much	Not at all	DK/NA	Total "Would improve"	Total "Would not improve"
		Sehr stark	In gewissem Maße	Nicht sehr stark	Überhaupt nicht	WN/KA	Total Améliorerait'	Total N'améliorerait pas'
		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
 EU 27		72	23	2	1	2	95	3
 BE		73	22	3	1	1	95	4
 BG		63	29	3	2	3	92	5
 CZ		76	19	3	1	1	95	4
 DK		67	26	3	1	3	93	4
 DE		53	36	5	2	4	89	7
 EE		56	38	2	1	3	94	3
 IE		85	13	1	1	0	98	2
 EL		71	26	1	1	1	97	2
 ES		89	8	1	1	1	97	2
 FR		81	17	1	1	0	98	2
 IT		84	15	1	0	0	99	1
 CY		88	10	1	1	0	98	2
 LV		59	32	5	2	2	91	7
 LT		39	50	5	2	4	89	7
 LU		74	21	2	1	2	95	3
 HU		60	32	5	1	2	92	6
 MT		91	8	1	0	0	99	1
 NL		57	37	2	1	3	94	3
 AT		70	25	2	1	2	95	3
 PL		71	25	2	1	1	96	3
 PT		87	11	0	1	1	98	1
 RO		67	25	4	1	3	92	5
 SI		68	27	2	1	2	95	3
 SK		73	22	3	1	1	95	4
 FI		44	51	2	1	2	95	3
 SE		70	25	2	1	2	95	3
 UK		74	22	2	1	1	96	3

Q5.2 Selon vous, une meilleure accessibilité aux biens et aux services permettrait-elle d'améliorer... :





























La vie des personnes handicapées, des personnes âgées et des autres (femmes enceintes, personnes voyageant avec des bagages etc...)

Q5.2 In your opinion, better accessibility of goods and services would improve:

Life of people with disabilities, the elderly and others ( pregnant women, people travelling with luggage etc...)

Q5.2 Sind Sie der Meinung, dass eine bessere Zugänglichkeit von Produkten und Dienstleistungen die folgenden Dinge sehr stark, in gewissem Maße, nicht sehr stark oder überhaupt nicht verbessern würde?

Das Leben von Menschen mit Behinderungen, Senioren und anderen (schwangeren Frauen, Reisenden mit Gepäck etc.)

		Beaucoup	Plutôt	Pas beaucoup	Pas du tout	NSP/SR	Total Améliorerait'	Total N'améliorerait pas'
		Very much	Somewhat	Not very much	Not at all	DK/NA	Total "Would improve"	Total "Would not improve"
		Sehr stark	In gewissem Maße	Nicht sehr stark	Überhaupt nicht	WN/KA	Total Améliorerait'	Total N'améliorerait pas'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	69	25	3	1	2	94	4
	BE	66	27	4	1	2	93	5
	BG	64	28	3	2	3	92	5
	CZ	72	23	2	2	1	95	4
	DK	60	27	5	3	5	87	8
	DE	53	37	4	2	4	90	6
	EE	53	40	2	1	4	93	3
	IE	82	14	2	1	1	96	3
	EL	66	30	3	0	1	96	3
	ES	85	12	2	0	1	97	2
	FR	76	21	2	1	0	97	3
	IT	84	15	1	0	0	99	1
	CY	88	11	1	0	0	99	1
	LV	56	34	5	2	3	90	7
	LT	41	49	4	2	4	90	6
	LU	66	29	4	0	1	95	4
	HU	60	33	4	1	2	93	5
	MT	86	11	1	0	2	97	1
	NL	48	44	5	1	2	92	6
	AT	62	31	4	1	2	93	5
	PL	69	27	2	1	1	96	3
	PT	82	16	0	1	1	98	1
	RO	63	28	4	2	3	91	6
	SI	62	31	3	1	3	93	4
	SK	72	24	2	1	1	96	3
	FI	42	54	1	1	2	96	2
	SE	66	27	3	1	3	93	4
	UK	72	23	2	1	2	95	3

Q5.3 Selon vous, une meilleure accessibilité aux biens et aux services permettrait-elle d'améliorer... :





























Les opportunités pour l'industrie de vendre des produits aux personnes handicapées et aux personnes âgées

Q5.3 In your opinion, better accessibility of goods and services would improve:

Opportunities for industry to sell products to persons with disabilities and the elderly

Q5.3 Sind Sie der Meinung, dass eine bessere Zugänglichkeit von Produkten und Dienstleistungen die folgenden Dinge sehr stark, in gewissem Maße, nicht sehr stark oder überhaupt nicht verbessern würde?

Die Chancen für die Industrie, Produkte an Menschen mit Behinderungen und an Senioren zu verkaufen

		Beaucoup	Plutôt	Pas beaucoup	Pas du tout	NSP/SR	Total Améliorerait'	Total N'améliorerait pas'
		Very much	Somewhat	Not very much	Not at all	DK/NA	Total "Would improve"	Total "Would not improve"
		Sehr stark	In gewissem Maße	Nicht sehr stark	Überhaupt nicht	WN/KA	Total Améliorerait'	Total N'améliorerait pas'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	47	37	7	3	6	84	10
	BE	41	40	10	4	5	81	14
	BG	46	39	5	5	5	85	10
	CZ	51	33	8	3	5	84	11
	DK	45	32	8	4	11	77	12
	DE	36	43	10	3	8	79	13
	EE	30	47	9	1	13	77	10
	IE	64	28	4	1	3	92	5
	EL	39	44	8	3	6	83	11
	ES	62	26	5	3	4	88	8
	FR	42	38	9	5	6	80	14
	IT	54	30	6	2	8	84	8
	CY	62	28	4	1	5	90	5
	LV	45	40	8	3	4	85	11
	LT	29	53	9	3	6	82	12
	LU	45	34	12	3	6	79	15
	HU	42	41	8	2	7	83	10
	MT	73	18	5	0	4	91	5
	NL	28	51	11	4	6	79	15
	AT	44	40	9	3	4	84	12
	PL	47	42	5	2	4	89	7
	PT	62	28	3	3	4	90	6
	RO	45	36	9	4	6	81	13
	SI	46	40	8	3	3	86	11
	SK	60	30	5	2	3	90	7
	FI	29	61	5	1	4	90	6
	SE	46	36	6	3	9	82	9
	UK	54	34	7	1	4	88	8

Q6.1 Avez-vous vous-même ou une personne de votre foyer ayant un type de handicap, rencontré des difficultés d'accès dans les cas suivants:





























Prendre un taxi/un bus/un train/un avion

Q6.1 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any of the following:

Taking a taxi/bus/train/flight

Q6.1 Haben Sie und/oder hat jemand in Ihrem Haushalt, der eine Behinderung hat, schon einmal Schwierigkeiten in einem der folgenden Bereiche gehabt?

Bei einer Fahrt mit einem Taxi, einem Bus oder Zug oder bei einem Flug

		La plupart du temps	De temps en temps	Presque jamais / jamais	NSP/SR	Total 'Oui'	Total 'Non'
		Most of the time	From time to time	Almost never / never	DK/NA	Total 'Yes'	Total 'No'
		Meistens	Gelegentlich	Fast nie/Nie	WN/KA	Gesamt 'Ja'	Gesamt 'Nein'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	16	20	62	2	36	62
	BE	22	20	56	2	42	56
	BG	22	19	57	2	41	57
	CZ	18	31	49	2	49	49
	DK	19	11	68	2	30	68
	DE	14	17	68	1	31	68
	EE	18	16	61	5	34	61
	IE	18	28	53	1	46	53
	EL	22	20	58	0	42	58
	ES	12	19	68	1	31	68
	FR	15	17	66	2	32	66
	IT	18	20	59	3	38	59
	CY	23	25	50	2	48	50
	LV	16	25	56	3	41	56
	LT	17	17	61	5	34	61
	LU	16	10	71	3	26	71
	HU	29	29	37	5	58	37
	MT	12	13	73	2	25	73
	NL	12	15	69	4	27	69
	AT	17	23	57	3	40	57
	PL	10	16	70	4	26	70
	PT	18	17	61	4	35	61
	RO	9	19	70	2	28	70
	SI	9	16	73	2	25	73
	SK	21	40	37	2	61	37
	FI	10	14	74	2	24	74
	SE	11	14	74	1	25	74
	UK	21	30	47	2	51	47



Q6.2 Avez-vous vous-même ou une personne de votre foyer ayant un type de handicap, rencontré des difficultés d'accès dans les cas suivants:





























Entrer dans un bâtiment ou un espace public

Q6.2 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any of the following:

Entering into a building or an open public space

Q6.2 Haben Sie und/oder hat jemand in Ihrem Haushalt, der eine Behinderung hat, schon einmal Schwierigkeiten in einem der folgenden Bereiche gehabt?

Beim Betreten eines Gebäude oder eines öffentlichen Raumes

		La plupart du temps	De temps en temps	Presque jamais / jamais	NSP/SR	Total 'Oui'	Total 'Non'
		Most of the time	From time to time	Almost never / never	DK/NA	Total 'Yes'	Total 'No'
		Meistens	Gelegentlich	Fast nie/Nie	WN/KA	Gesamt 'Ja'	Gesamt 'Nein'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	14	24	60	2	38	60
	BE	20	25	55	0	45	55
	BG	17	19	63	1	36	63
	CZ	18	32	49	1	50	49
	DK	11	14	74	1	25	74
	DE	10	21	68	1	31	68
	EE	13	18	66	3	31	66
	IE	16	27	57	0	43	57
	EL	23	21	55	1	44	55
	ES	12	19	67	2	31	67
	FR	15	23	60	2	38	60
	IT	17	23	58	2	40	58
	CY	31	27	41	1	58	41
	LV	12	27	60	1	39	60
	LT	17	23	57	3	40	57
	LU	14	26	55	5	40	55
	HU	26	32	40	2	58	40
	MT	6	13	80	1	19	80
	NL	10	20	69	1	30	69
	AT	15	25	59	1	40	59
	PL	17	27	53	3	44	53
	PT	19	22	57	2	41	57
	RO	7	21	70	2	28	70
	SI	10	21	68	1	31	68
	SK	23	42	34	1	65	34
	FI	7	19	73	1	26	73
	SE	6	15	78	1	21	78
	UK	14	34	51	1	48	51

Q6.3 Avez-vous vous-même ou une personne de votre foyer ayant un type de handicap, rencontré des difficultés d'accès dans les cas suivants:





























Utiliser un trottoir ou traverser une rue à un feu

Q6.3 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any of the following:

Using a sidewalk or to cross the street with a traffic light

Q6.3 Haben Sie und/oder hat jemand in Ihrem Haushalt, der eine Behinderung hat, schon einmal Schwierigkeiten in einem der folgenden Bereiche gehabt?

Bei der Benutzung eines Bürgersteigs oder der Überquerung einer Straße an einer Ampel

		La plupart du temps	De temps en temps	Presque jamais / jamais	NSP/SR	Total 'Oui'	Total 'Non'
		Most of the time	From time to time	Almost never / never	DK/NA	Total 'Yes'	Total 'No'
		Meistens	Gelegentlich	Fast nie/Nie	WN/KA	Gesamt 'Ja'	Gesamt 'Nein'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	15	23	60	2	38	60
	BE	21	26	53	0	47	53
	BG	19	21	59	1	40	59
	CZ	12	32	55	1	44	55
	DK	11	9	80	0	20	80
	DE	9	22	69	0	31	69
	EE	11	16	68	5	27	68
	IE	17	24	57	2	41	57
	EL	34	16	50	0	50	50
	ES	13	23	62	2	36	62
	FR	21	20	57	2	41	57
	IT	21	19	56	4	40	56
	CY	31	26	40	3	57	40
	LV	13	27	58	2	40	58
	LT	14	18	64	4	32	64
	LU	20	20	57	3	40	57
	HU	22	33	42	3	55	42
	MT	12	17	71	0	29	71
	NL	9	17	73	1	26	73
	AT	16	24	58	2	40	58
	PL	14	27	55	4	41	55
	PT	25	21	53	1	46	53
	RO	13	22	64	1	35	64
	SI	7	22	70	1	29	70
	SK	22	37	39	2	59	39
	FI	5	21	72	2	26	72
	SE	6	11	81	2	17	81
	UK	16	26	56	2	42	56

Q6.4 Avez-vous vous-même ou une personne de votre foyer ayant un type de handicap, rencontré des difficultés d'accès dans les cas suivants:





























Utiliser un ordinateur ou un téléphone

Q6.4 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any of the following:

Using a computer or a phone

Q6.4 Haben Sie und/oder hat jemand in Ihrem Haushalt, der eine Behinderung hat, schon einmal Schwierigkeiten in einem der folgenden Bereiche gehabt?

Bei der Benutzung eines Computers oder Telefons

%		La plupart du temps	De temps en temps	Presque jamais / jamais	NSP/SR	Total 'Oui'	Total 'Non'
		Most of the time	From time to time	Almost never / never	DK/NA	Total 'Yes'	Total 'No'
		Meistens	Gelegentlich	Fast nie/Nie	WN/KA	Gesamt 'Ja'	Gesamt 'Nein'
		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	10	16	70	4	26	70
	BE	13	22	63	2	35	63
	BG	9	13	76	2	22	76
	CZ	7	13	78	2	20	78
	DK	8	6	85	1	14	85
	DE	10	16	72	2	26	72
	EE	6	8	83	3	14	83
	IE	11	18	69	2	29	69
	EL	10	8	72	10	18	72
	ES	15	18	66	1	33	66
	FR	13	19	65	3	32	65
	IT	9	12	70	9	21	70
	CY	13	12	70	5	25	70
	LV	4	18	76	2	22	76
	LT	7	11	78	4	18	78
	LU	9	11	75	5	20	75
	HU	10	15	65	10	25	65
	MT	1	4	90	5	5	90
	NL	10	11	78	1	21	78
	AT	9	13	73	5	22	73
	PL	6	14	73	7	20	73
	PT	15	14	67	4	29	67
	RO	7	17	70	6	24	70
	SI	4	9	84	3	13	84
	SK	13	19	65	3	32	65
	FI	6	18	73	3	24	73
	SE	5	10	83	2	15	83
	UK	11	20	65	4	31	65

Q6.5 Avez-vous vous-même ou une personne de votre foyer ayant un type de handicap, rencontré des difficultés d'accès dans les cas suivants:





























Acheter un produit ou service (également en ligne) dont il/elle a besoin

Q6.5 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any of the following:

Buying the product or service (also online) you need (he/she needs)

Q6.5 Haben Sie und/oder hat jemand in Ihrem Haushalt, der eine Behinderung hat, schon einmal Schwierigkeiten in einem der folgenden Bereiche gehabt?

Beim Kauf eines Produkts oder einer Dienstleistung (auch online), die Sie benötigen (bzw. die er oder sie benötigt)

		La plupart du temps	De temps en temps	Presque jamais / jamais	NSP/SR	Total 'Oui'	Total 'Non'
		Most of the time	From time to time	Almost never / never	DK/NA	Total 'Yes'	Total 'No'
		Meistens	Gelegentlich	Fast nie/Nie	WN/KA	Gesamt 'Ja'	Gesamt 'Nein'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	8	16	70	6	24	70
	BE	8	14	71	7	22	71
	BG	10	16	66	8	26	66
	CZ	5	19	70	6	24	70
	DK	7	8	84	1	15	84
	DE	6	20	71	3	26	71
	EE	11	13	70	6	24	70
	IE	6	22	67	5	28	67
	EL	11	10	64	15	21	64
	ES	10	14	71	5	24	71
	FR	9	18	69	4	27	69
	IT	6	12	67	15	18	67
	CY	13	7	73	7	20	73
	LV	10	27	61	2	37	61
	LT	8	17	71	4	25	71
	LU	10	13	75	2	23	75
	HU	12	23	59	6	35	59
	MT	5	11	78	6	16	78
	NL	8	11	77	4	19	77
	AT	9	19	66	6	28	66
	PL	5	11	78	6	16	78
	PT	14	16	62	8	30	62
	RO	7	16	69	8	23	69
	SI	6	13	76	5	19	76
	SK	11	26	57	6	37	57
	FI	4	18	76	2	22	76
	SE	5	9	82	4	14	82
	UK	10	18	66	6	28	66

Q6.6 Avez-vous vous-même ou une personne de votre foyer ayant un type de handicap, rencontré des difficultés d'accès dans les cas suivants:





























Voter aux élections

Q6.6 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any of the following:

Voting in the election

Q6.6 Haben Sie und/oder hat jemand in Ihrem Haushalt, der eine Behinderung hat, schon einmal Schwierigkeiten in einem der folgenden Bereiche gehabt?

Bei der Teilnahme an einer Wahl

		La plupart du temps	De temps en temps	Presque jamais / jamais	NSP/SR	Total 'Oui'	Total 'Non'
		Most of the time	From time to time	Almost never / never	DK/NA	Total 'Yes'	Total 'No'
		Meistens	Gelegentlich	Fast nie/Nie	WN/KA	Gesamt 'Ja'	Gesamt 'Nein'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	8	10	78	4	18	78
	BE	14	12	71	3	26	71
	BG	13	8	75	4	21	75
	CZ	4	6	87	3	10	87
	DK	5	5	89	1	10	89
	DE	4	9	85	2	13	85
	EE	9	5	81	5	14	81
	IE	11	9	75	5	20	75
	EL	10	10	78	2	20	78
	ES	10	6	81	3	16	81
	FR	14	9	73	4	23	73
	IT	9	14	71	6	23	71
	CY	13	14	69	4	27	69
	LV	10	9	79	2	19	79
	LT	4	13	80	3	17	80
	LU	11	8	77	4	19	77
	HU	9	13	72	6	22	72
	MT	5	3	88	4	8	88
	NL	7	6	83	4	13	83
	AT	9	10	74	7	19	74
	PL	9	11	76	4	20	76
	PT	14	9	73	4	23	73
	RO	8	10	78	4	18	78
	SI	7	6	86	1	13	86
	SK	11	14	72	3	25	72
	FI	2	7	88	3	9	88
	SE	2	3	92	3	5	92
	UK	7	10	76	7	17	76

Q6.7 Avez-vous vous-même ou une personne de votre foyer ayant un type de handicap, rencontré des difficultés d'accès dans les cas suivants:





























Utiliser les sites internet des administrations publiques

Q6.7 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any of the following:

Using official authorities websites

Q6.7 Haben Sie und/oder hat jemand in Ihrem Haushalt, der eine Behinderung hat, schon einmal Schwierigkeiten in einem der folgenden Bereiche gehabt?

Bei der Nutzung von Webseiten von Behörden

		La plupart du temps	De temps en temps	Presque jamais / jamais	NSP/SR	Total 'Oui'	Total 'Non'
		Most of the time	From time to time	Almost never / never	DK/NA	Total 'Yes'	Total 'No'
		Meistens	Gelegentlich	Fast nie/Nie	WN/KA	Gesamt 'Ja'	Gesamt 'Nein'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	7	12	66	15	19	66
	BE	11	15	64	10	26	64
	BG	6	6	67	21	12	67
	CZ	4	13	69	14	17	69
	DK	7	7	80	6	14	80
	DE	8	17	63	12	25	63
	EE	4	5	65	26	9	65
	IE	12	11	62	15	23	62
	EL	10	5	54	31	15	54
	ES	9	11	66	14	20	66
	FR	13	15	66	6	28	66
	IT	7	14	57	22	21	57
	CY	9	10	71	10	19	71
	LV	7	12	70	11	19	70
	LT	4	6	65	25	10	65
	LU	10	14	65	11	24	65
	HU	6	12	62	20	18	62
	MT	2	2	81	15	4	81
	NL	7	10	73	10	17	73
	AT	8	14	64	14	22	64
	PL	4	5	77	14	9	77
	PT	13	10	63	14	23	63
	RO	4	9	72	15	13	72
	SI	2	4	81	13	6	81
	SK	8	17	65	10	25	65
	FI	4	11	71	14	15	71
	SE	3	9	80	8	12	80
	UK	7	13	58	22	20	58

Q6.8 Avez-vous vous-même ou une personne de votre foyer ayant un type de handicap, rencontré des difficultés d'accès dans les cas suivants:





























Utiliser des sites internet commerciaux

Q6.8 Have you and/or someone from your household who has some kind of disability ever experienced difficulties in any of the following:

Using commercial websites

Q6.8 Haben Sie und/oder hat jemand in Ihrem Haushalt, der eine Behinderung hat, schon einmal Schwierigkeiten in einem der folgenden Bereiche gehabt?





























Bei der Nutzung gewerblicher Webseiten

%		La plupart du temps	De temps en temps	Presque jamais / jamais	NSP/SR	Total 'Oui'	Total 'Non'
		Most of the time	From time to time	Almost never / never	DK/NA	Total 'Yes'	Total 'No'
		Meistens	Gelegentlich	Fast nie/Nie	WN/KA	Gesamt 'Ja'	Gesamt 'Nein'
		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	5	12	68	15	17	68
	BE	7	11	70	12	18	70
	BG	4	5	69	22	9	69
	CZ	4	10	72	14	14	72
	DK	5	5	82	8	10	82
	DE	5	16	64	15	21	64
	EE	4	3	65	28	7	65
	IE	9	12	65	14	21	65
	EL	9	5	54	32	14	54
	ES	9	12	70	9	21	70
	FR	8	15	71	6	23	71
	IT	4	12	60	24	16	60
	CY	7	15	67	11	22	67
	LV	4	10	75	11	14	75
	LT	1	5	65	29	6	65
	LU	8	16	66	10	24	66
	HU	4	11	62	23	15	62
	MT	2	2	81	15	4	81
	NL	5	10	75	10	15	75
	AT	6	12	66	16	18	66
	PL	3	8	75	14	11	75
	PT	8	9	70	13	17	70
	RO	3	10	71	16	13	71
	SI	2	5	80	13	7	80
	SK	6	13	69	12	19	69
	FI	3	11	72	14	14	72
	SE	3	8	81	8	11	81
	UK	5	14	62	19	19	62

Q7 Pensez-vous que le fait de disposer de règles communes en matière d'accessibilité au niveau de l'UE permettra aux entreprises d'opérer dans d'autres pays de l'UE ?

Q7 Do you think that having common rules on accessibility in the EU will make it easier for companies to operate in another EU country?

Q7 Glauben Sie, dass es für Unternehmen einfacher wäre, in einem anderen EU-Land geschäftlich tätig zu werden, wenn es in der EU gemeinsame Bestimmungen zur Barrierefreiheit geben würde?





























%		Oui, tout à fait	Oui, plutôt	Non, plutôt pas	Non, pas du tout	NSP/SR	Total 'Oui'	Total 'Non'
		Yes, definitely	Yes, to some extent	No, probably not	No, not at all	DK/NA	Total 'Yes'	Total 'No'
		Ja, voll und ganz	Ja, teilweise	Nein, wahrscheinlich nicht	Nein, gar keine	WN/KA	Gesamt 'Ja'	Gesamt 'Nein'
		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	 EU 27	38	40	9	5	8	78	14
	 BE	40	44	8	3	5	84	11
	 BG	51	32	5	5	7	83	10
	 CZ	23	40	16	6	15	63	22
	 DK	36	34	14	6	10	70	20
	 DE	38	35	14	6	7	73	20
	 EE	24	39	10	2	25	63	12
	 IE	62	28	4	2	4	90	6
	 EL	41	38	6	5	10	79	11
	 ES	28	42	8	4	18	70	12
	 FR	38	41	8	7	6	79	15
	 IT	51	31	5	4	9	82	9
	 CY	47	32	5	4	12	79	9
	 LV	20	55	11	4	10	75	15
	 LT	40	40	5	4	11	80	9
	 LU	38	46	7	4	5	84	11
	 HU	25	45	9	5	16	70	14
	 MT	62	26	3	2	7	88	5
	 NL	37	46	9	4	4	83	13
	 AT	32	44	12	7	5	76	19
	 PL	34	49	7	4	6	83	11
	 PT	53	32	4	4	7	85	8
	 RO	50	33	6	4	7	83	10
	 SI	40	41	5	4	10	81	9
	 SK	24	57	6	3	10	81	9
	 FI	29	52	10	2	7	81	12
	 SE	41	38	8	4	9	79	12
	 UK	30	47	10	5	8	77	15



Q8 Pensez-vous que vous-même ou les membres de votre famille achèteraient davantage ou paieraient plus pour des produits s'ils étaient plus accessibles et mieux conçus pour tous (y compris les personnes handicapées et âgées)?

Q8 Do you think that you or your family would buy more or pay more for products if they were more accessible and better designed for all ( including people with disabilities and the elderly)?

Q8 Glauben Sie, dass Sie oder Ihre Familie mehr Produkte kaufen oder für Produkte mehr bezahlen würden, wenn diese besser zugänglich und so gestaltet wären, dass sie den Bedürfnissen aller entsprechen (d.h. auch Menschen mit Behinderungen und Senioren)?

		Oui	Non	NSP/SR
		Yes	No	DK/NA
		Ja	Nein	WN/KA
%		Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	<b>66</b>	<b>28</b>	<b>6</b>
	BE	<b>67</b>	<b>29</b>	<b>4</b>
	BG	<b>78</b>	<b>19</b>	<b>3</b>
	CZ	<b>62</b>	<b>31</b>	<b>7</b>
	DK	<b>47</b>	<b>46</b>	<b>7</b>
	DE	<b>59</b>	<b>34</b>	<b>7</b>
	EE	<b>39</b>	<b>37</b>	<b>24</b>
	IE	<b>74</b>	<b>20</b>	<b>6</b>
	EL	<b>74</b>	<b>22</b>	<b>4</b>
	ES	<b>77</b>	<b>18</b>	<b>5</b>
	FR	<b>72</b>	<b>25</b>	<b>3</b>
	IT	<b>67</b>	<b>20</b>	<b>13</b>
	CY	<b>78</b>	<b>14</b>	<b>8</b>
	LV	<b>60</b>	<b>36</b>	<b>4</b>
	LT	<b>58</b>	<b>36</b>	<b>6</b>
	LU	<b>68</b>	<b>26</b>	<b>6</b>
	HU	<b>61</b>	<b>30</b>	<b>9</b>
	MT	<b>68</b>	<b>25</b>	<b>7</b>
	NL	<b>49</b>	<b>46</b>	<b>5</b>
	AT	<b>57</b>	<b>38</b>	<b>5</b>
	PL	<b>65</b>	<b>29</b>	<b>6</b>
	PT	<b>83</b>	<b>13</b>	<b>4</b>
	RO	<b>74</b>	<b>21</b>	<b>5</b>
	SI	<b>53</b>	<b>39</b>	<b>8</b>
	SK	<b>67</b>	<b>26</b>	<b>7</b>
	FI	<b>42</b>	<b>53</b>	<b>5</b>
	SE	<b>56</b>	<b>36</b>	<b>8</b>
	UK	<b>64</b>	<b>30</b>	<b>6</b>

Q9.1 Veuillez me dire dans quelle mesure vous êtes d'accord avec les affirmations suivantes concernant les personnes handicapées:





























Les règles existantes en [NOTRE PAYS] en matière d'accessibilité sont suffisantes pour leur garantir un bon accès aux biens et aux services

Q9.1 Please tell me to what extent do you agree with the following statements regarding people with disabilities:

Existing rules on accessibility in [OUR COUNTRY] are sufficient to ensure them a good access to goods and services

Q9.1 Bitte sagen Sie mir, inwieweit Sie den folgenden Aussagen in Bezug auf Menschen mit Behinderungen zustimmen.

Die bestehenden Bestimmungen zur Barrierefreiheit in [UNSER LAND] sind ausreichend, um ihnen einen guten Zugang zu Produkten und Dienstleistungen zu gewährleisten

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total 'D'accord'	Total 'Pas d'accord'
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Lehne eher ab	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	14	34	32	15	5	48	47
	BE	17	36	28	15	4	53	43
	BG	21	25	21	30	3	46	51
	CZ	11	32	39	13	5	43	52
	DK	14	38	27	11	10	52	38
	DE	15	34	33	9	9	49	42
	EE	9	23	38	15	15	32	53
	IE	15	37	29	15	4	52	44
	EL	12	12	23	50	3	24	73
	ES	14	31	37	15	3	45	52
	FR	11	27	38	22	2	38	60
	IT	10	26	38	22	4	36	60
	CY	20	16	25	34	5	36	59
	LV	9	32	41	12	6	41	53
	LT	19	37	28	12	4	56	40
	LU	16	45	24	9	6	61	33
	HU	19	35	28	13	5	54	41
	MT	18	29	30	19	4	47	49
	NL	13	46	28	8	5	59	36
	AT	13	38	35	9	5	51	44
	PL	8	31	42	14	5	39	56
	PT	17	24	23	32	4	41	55
	RO	32	23	19	23	3	55	42
	SI	14	37	29	15	5	51	44
	SK	14	34	34	13	5	48	47
	FI	5	53	32	4	6	58	36
	SE	14	52	18	9	7	66	27
	UK	20	50	20	6	4	70	26

Q9.2 Veuillez me dire dans quelle mesure vous êtes d'accord avec les affirmations suivantes concernant les personnes handicapées:





























Appliquer des solutions similaires dans toute l'Europe leur permettrait de voyager, étudier et travailler dans un autre pays de l'UE

Q9.2 Please tell me to what extent do you agree with the following statements regarding people with disabilities:

Having similar accessibility solutions across Europe would enable them to travel, study and work in another EU country

Q9.2 Bitte sagen Sie mir, inwieweit Sie den folgenden Aussagen in Bezug auf Menschen mit Behinderungen zustimmen.

Europaweit ähnliche Lösungen zur Barrierefreiheit würden es ihnen ermöglichen, in ein anderes EU-Land zu reisen, dort zu studieren und zu arbeiten

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total 'D'accord'	Total 'Pas d'accord'
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Lehne eher ab	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	48	38	7	3	4	86	10
	BE	50	40	5	3	2	90	8
	BG	54	33	4	5	4	87	9
	CZ	38	46	10	2	4	84	12
	DK	46	33	10	3	8	79	13
	DE	33	36	15	5	11	69	20
	EE	37	42	6	2	13	79	8
	IE	62	31	3	2	2	93	5
	EL	67	25	3	2	3	92	5
	ES	60	31	4	2	3	91	6
	FR	48	40	6	4	2	88	10
	IT	63	31	3	1	2	94	4
	CY	72	18	4	3	3	90	7
	LV	35	50	10	2	3	85	12
	LT	54	38	4	1	3	92	5
	LU	49	41	4	3	3	90	7
	HU	41	34	11	5	9	75	16
	MT	81	15	1	1	2	96	2
	NL	37	46	10	4	3	83	14
	AT	36	40	14	5	5	76	19
	PL	43	47	7	1	2	90	8
	PT	67	24	3	4	2	91	7
	RO	66	25	3	4	2	91	7
	SI	59	29	7	2	3	88	9
	SK	41	45	8	2	4	86	10
	FI	22	67	7	1	3	89	8
	SE	60	30	3	2	5	90	5
	UK	40	46	6	3	5	86	9

Q9.3 Veuillez me dire dans quelle mesure vous êtes d'accord avec les affirmations suivantes concernant les personnes handicapées:





























Pour fournir des services ou des biens, les pouvoirs publics devraient être obligés de garantir leur accessibilité également aux personnes handicapées

Q9.3 Please tell me to what extent do you agree with the following statements regarding people with disabilities:

When public authorities provide goods and services they should be obliged to ensure that these are also accessible to people with disabilities

Q9.3 Bitte sagen Sie mir, inwieweit Sie den folgenden Aussagen in Bezug auf Menschen mit Behinderungen zustimmen.

Öffentliche Behörden sollten bei der Bereitstellung von Produkten und Dienstleistungen verpflichtet sein zu gewährleisten, dass diese auch für Menschen mit Behinderungen zugänglich sind

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total 'D'accord'	Total 'Pas d'accord'
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Lehne eher ab	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	75	21	2	1	1	96	3
	BE	72	25	2	1	0	97	3
	BG	85	12	1	1	1	97	2
	CZ	74	23	3	0	0	97	3
	DK	73	20	4	2	1	93	6
	DE	78	17	3	1	1	95	4
	EE	68	22	3	1	6	90	4
	IE	84	14	1	1	0	98	2
	EL	88	10	0	1	1	98	1
	ES	78	19	2	0	1	97	2
	FR	72	23	2	2	1	95	4
	IT	81	17	1	0	1	98	1
	CY	84	11	1	1	3	95	2
	LV	75	21	2	1	1	96	3
	LT	74	23	1	1	1	97	2
	LU	70	28	0	1	1	98	1
	HU	71	22	3	1	3	93	4
	MT	90	8	1	0	1	98	1
	NL	63	29	5	2	1	92	7
	AT	74	22	3	1	0	96	4
	PL	74	23	1	1	1	97	2
	PT	82	14	1	2	1	96	3
	RO	80	17	1	1	1	97	2
	SI	77	18	3	1	1	95	4
	SK	72	24	2	1	1	96	3
	FI	38	53	6	2	1	91	8
	SE	77	18	3	1	1	95	4
	UK	68	29	1	1	1	97	2

Q9.4 Veuillez me dire dans quelle mesure vous êtes d'accord avec les affirmations suivantes concernant les personnes handicapées:





























Plus d'argent devrait être dépensé pour supprimer les barrières physiques qui compliquent la vie des personnes handicapées et des personnes âgées

Q9.4 Please tell me to what extent do you agree with the following statements regarding people with disabilities:

More money should be spent on eliminating physical obstacles which make the lives of disabled people and the elderly difficult

Q9.4 Bitte sagen Sie mir, inwieweit Sie den folgenden Aussagen in Bezug auf Menschen mit Behinderungen zustimmen.

Es sollte mehr Geld für die Beseitigung baulicher Hindernisse ausgegeben werden, die das Leben von Menschen mit Behinderungen und Senioren erschweren

%		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total 'D'accord'	Total 'Pas d'accord'
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Lehne eher ab	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	 EU 27	<b>70</b>	<b>24</b>	<b>3</b>	<b>2</b>	<b>1</b>	<b>94</b>	<b>5</b>
	 BE	<b>65</b>	<b>28</b>	<b>4</b>	<b>1</b>	<b>2</b>	<b>93</b>	<b>5</b>
	 BG	<b>85</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>97</b>	<b>2</b>
	 CZ	<b>67</b>	<b>28</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>95</b>	<b>4</b>
	 DK	<b>65</b>	<b>22</b>	<b>7</b>	<b>3</b>	<b>3</b>	<b>87</b>	<b>10</b>
	 DE	<b>67</b>	<b>23</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>90</b>	<b>8</b>
	 EE	<b>66</b>	<b>26</b>	<b>1</b>	<b>1</b>	<b>6</b>	<b>92</b>	<b>2</b>
	 IE	<b>77</b>	<b>18</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>95</b>	<b>4</b>
	 EL	<b>87</b>	<b>10</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>97</b>	<b>2</b>
	 ES	<b>80</b>	<b>17</b>	<b>2</b>	<b>0</b>	<b>1</b>	<b>97</b>	<b>2</b>
	 FR	<b>57</b>	<b>36</b>	<b>3</b>	<b>3</b>	<b>1</b>	<b>93</b>	<b>6</b>
	 IT	<b>80</b>	<b>18</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>98</b>	<b>1</b>
	 CY	<b>86</b>	<b>8</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>94</b>	<b>3</b>
	 LV	<b>69</b>	<b>26</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>95</b>	<b>4</b>
	 LT	<b>67</b>	<b>27</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>94</b>	<b>4</b>
	 LU	<b>61</b>	<b>35</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>96</b>	<b>3</b>
	 HU	<b>80</b>	<b>15</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>95</b>	<b>3</b>
	 MT	<b>85</b>	<b>13</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>98</b>	<b>2</b>
	 NL	<b>56</b>	<b>31</b>	<b>8</b>	<b>3</b>	<b>2</b>	<b>87</b>	<b>11</b>
	 AT	<b>68</b>	<b>25</b>	<b>4</b>	<b>2</b>	<b>1</b>	<b>93</b>	<b>6</b>
	 PL	<b>76</b>	<b>20</b>	<b>2</b>	<b>1</b>	<b>1</b>	<b>96</b>	<b>3</b>
	 PT	<b>85</b>	<b>12</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>97</b>	<b>2</b>
	 RO	<b>84</b>	<b>13</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>97</b>	<b>2</b>
	 SI	<b>74</b>	<b>17</b>	<b>5</b>	<b>2</b>	<b>2</b>	<b>91</b>	<b>7</b>
	 SK	<b>71</b>	<b>25</b>	<b>3</b>	<b>0</b>	<b>1</b>	<b>96</b>	<b>3</b>
	 FI	<b>28</b>	<b>58</b>	<b>10</b>	<b>1</b>	<b>3</b>	<b>86</b>	<b>11</b>
	 SE	<b>69</b>	<b>23</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>92</b>	<b>5</b>
	 UK	<b>61</b>	<b>31</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>92</b>	<b>6</b>

Q9.5 Veuillez me dire dans quelle mesure vous êtes d'accord avec les affirmations suivantes concernant les personnes handicapées:





























Les prestataires de services et les industriels devraient être obligés de garantir l'accessibilité des biens ou des services qu'ils commercialisent

Q9.5 Please tell me to what extent do you agree with the following statements regarding people with disabilities:

Manufacturers and service providers should be required to ensure accessibility of the goods and services that they sell

Q9.5 Bitte sagen Sie mir, inwieweit Sie den folgenden Aussagen in Bezug auf Menschen mit Behinderungen zustimmen.

Hersteller und Dienstleister sollten verpflichtet sein, die Zugänglichkeit der von ihnen verkauften Produkte und Dienstleistungen zu gewährleisten

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total 'D'accord'	Total 'Pas d'accord'
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Lehne eher ab	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	63	30	4	1	2	93	5
	BE	57	36	4	2	1	93	6
	BG	79	17	1	2	1	96	3
	CZ	61	31	6	1	1	92	7
	DK	52	32	7	6	3	84	13
	DE	56	33	7	2	2	89	9
	EE	58	29	6	1	6	87	7
	IE	76	20	2	1	1	96	3
	EL	86	11	1	1	1	97	2
	ES	74	22	2	1	1	96	3
	FR	58	34	4	3	1	92	7
	IT	68	29	0	0	3	97	0
	CY	88	9	0	1	2	97	1
	LV	56	38	4	1	1	94	5
	LT	62	31	4	1	2	93	5
	LU	57	36	3	1	3	93	4
	HU	75	19	3	1	2	94	4
	MT	84	13	1	0	2	97	1
	NL	45	39	11	4	1	84	15
	AT	54	36	6	3	1	90	9
	PL	64	31	3	1	1	95	4
	PT	77	19	1	1	2	96	2
	RO	78	17	2	1	2	95	3
	SI	72	21	4	1	2	93	5
	SK	62	33	3	1	1	95	4
	FI	28	61	9	1	1	89	10
	SE	57	29	7	4	3	86	11
	UK	58	35	4	1	2	93	5

Q9.6 Veuillez me dire dans quelle mesure vous êtes d'accord avec les affirmations suivantes concernant les personnes handicapées:





























Il devrait être possible de porter plainte ou d'intenter un procès pour obtenir des sanctions contre les prestataires de services et les industriels qui ne se conforment pas aux mesures obligatoires pour améliorer l'accessibilité

Q9.6 Please tell me to what extent do you agree with the following statements regarding people with disabilities:

It should be possible to complain and go to court to seek sanctions against manufacturers and service providers who do not comply with binding measures to improve accessibility

Q9.6 Bitte sagen Sie mir, inwieweit Sie den folgenden Aussagen in Bezug auf Menschen mit Behinderungen zustimmen.

Es sollte die Möglichkeit geben, sich zu beschweren und vor Gericht Sanktionen gegen Hersteller und Dienstleister anzustreben, die sich nicht an verbindliche Maßnahmen zur Verbesserung der Barrierefreiheit halten

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	NSP/SR	Total 'D'accord'	Total 'Pas d'accord'
		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Lehne eher ab	Stimme überhaupt nicht zu	WN/KA	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334	Flash EB 334
	EU 27	57	28	8	4	3	85	12
	BE	50	35	7	5	3	85	12
	BG	69	21	4	4	2	90	8
	CZ	54	32	10	2	2	86	12
	DK	42	27	17	9	5	69	26
	DE	46	31	13	7	3	77	20
	EE	36	37	9	6	12	73	15
	IE	61	29	6	2	2	90	8
	EL	86	10	1	2	1	96	3
	ES	63	26	6	2	3	89	8
	FR	48	33	11	6	2	81	17
	IT	71	22	3	1	3	93	4
	CY	84	11	2	0	3	95	2
	LV	46	34	15	2	3	80	17
	LT	61	27	6	3	3	88	9
	LU	46	36	13	3	2	82	16
	HU	66	24	5	2	3	90	7
	MT	64	20	6	7	3	84	13
	NL	49	33	12	5	1	82	17
	AT	45	34	14	6	1	79	20
	PL	60	29	7	2	2	89	9
	PT	68	23	3	3	3	91	6
	RO	78	14	3	3	2	92	6
	SI	55	28	9	5	3	83	14
	SK	46	37	12	2	3	83	14
	FI	22	54	19	2	3	76	21
	SE	53	29	9	6	3	82	15
	UK	51	34	8	4	3	85	12