



Special Eurobarometer



European
Commission

Social Capital

Fieldwork December 2004

Publication February 2005

Special Eurobarometer 223 / Wave 62.2 – TNS Opinion & Social

This survey was requested by Directorate General Employment and Social Affairs coordinated by Directorate General Press and 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.

Table of contents

PRESENTATION	3
1. The context: what are the determinants of social capital?.....	5
1.1. The national or macro level: the way democracy works in the country.....	5
1.2. The community or mezzo level	7
1.2.1 <i>The Neighbourhood</i>	7
1.2.2 <i>The quality of the tap water</i>	9
1.2.3 <i>The air quality</i>	10
1.2.4 <i>Public services</i>	12
1.2.4.1 Public transport	12
1.2.4.2 Educational System	14
1.2.4.3 Health system.....	16
1.2.4.4 Social housing.....	19
1.2.4.5 Continuous training.....	22
1.2.4.6 Childcare facilities.....	25
1.3. The individual or micro level.....	28
1.3.1. <i>Financial situation</i>	28
1.3.2. <i>Current job</i>	30
1.3.3. <i>Own health</i>	31
1.3.4. <i>Personal safety</i>	32
1.3.5. <i>Housing</i>	33
1.3.6. <i>Relationship with work colleagues</i>	34
1.3.7. <i>Social life</i>	35
1.3.8. <i>Family life</i>	36
1.3.9. <i>Life in general</i>	38
2. Trust and socialization.....	40
2.1. General trust	40
2.2. Socialization	43
2.2.1. <i>Family, friends, leisure time and job</i>	43
2.2.2. <i>Frequency of socialization</i>	50
2.2.2.1. Meeting socially with friends.....	50
2.2.2.2. Meet work colleagues outside working time	51
2.2.2.3. Meet socially with neighbours	52
3. Informal Social Capital	54

3.1.1.	<i>Informal social capital: potential help or support</i>	54
3.1.2.	<i>Informal social capital: active help or support</i>	57
4.	Networks: associational activity	61
4.1.1.	<i>Associational activity: membership</i>	61
4.1.2.	<i>Associational activity: donors</i>	63
4.1.3.	<i>Associational activity: active participation</i>	65
4.1.4.	<i>The importance of voluntary work</i>	67
4.1.5.	<i>Importance of new communication technologies when doing voluntary work</i>	69
5.	Social capital and civic and political life	71
5.1.1.	<i>Importance of Politics</i>	71
5.1.2.	<i>Discussing politics and current affairs</i>	73
5.1.3.	<i>Feeling close to a political party</i>	75
5.1.4.	<i>Taking an active role in political issues</i>	76
5.1.5.	<i>Civic and political activities done during the last 12 months</i>	78
5.1.6.	<i>Behaviours that define good citizenship</i>	80
6.	The care of the elderly	81
6.1.1.	<i>Extra family responsibilities</i>	81
6.1.2.	<i>Solutions for the care of elderly parents</i>	82
7.	Conclusions	87

ANNEXES

Technical Specifications Questionnaire

PRESENTATION

The notion of Social Capital first appeared in Lyda Judson Hanifan's discussion of rural school community centres¹; he used the term to describe "those tangible substances count for most in the daily lives of people"². From that first description till now, the concept has known an in depth evolution. We are not dealing with a monolithic definition anymore: there is quite much theory and discussion about it so that it would seem more appropriate to talk about several types of Social Capital in order to have a more comprehensive approach to it. Using an inclusive definition, we could say that Social capital refers to those stocks of social trust, norms and networks that people can draw upon to solve common problems.

It has certainly taken some time for the term to come into a widespread usage and we have to wait until the 90's for the notion of Social Capital to be launched as a focus for research and policy discussion: it has been a useful way of entering into debates about civil society and is one central argument of intellectuals and political leaders reclaiming more public life. The terms have also been used by the World Bank with regards to economic and societal development arguing that "increasing evidence shows that social cohesion is critical for societies to prosper economically and for development to be sustainable"³. The economic institution dedicates a website to the subject⁴.

The above mentioned provides evidence that nowadays policy makers consider Social Capital as one of the factors that may contribute to a range of beneficial economic and social outcomes for a society. These outcomes include: high levels of welfare and growth in GDP, more efficiently functioning labour markets, higher educational attainment, lower levels of crime, better health and more effective institutions of government. Those are arguments for public authorities and government to intervene and promote the accumulation of Social Capital.

From the 80's, surveys investigating socio-cultural and political changes have also covered fields or domains related with Social Capital⁵.

Within the framework of the European Union, European institutions are aware of the importance of developing and strengthening Social Capital networks in order to assure social cohesion and eliminate social exclusion⁶. Moreover, the enlargement to 10 new member States last year implies challenges in terms of regional integration for which the development of the Social Capital may become essential. In this context of heightened awareness of people's values and day-to-day interaction, the DG Employment and Social Affairs was interested in measuring the level of Social Capital networks in the European Union and in two candidate countries (Bulgaria and Romania). For this purpose, 25.978 interviews were conducted between 22nd November and 19th December 2004.

¹ (Hanifan, 1916, 1920)

² (Hanifan, 1916: p.130)

³ (The World Bank, 1999)

⁴ <http://www1.worldbank.org/prem/poverty/scapital/index.htm>.

⁵ The best known are the « *World value survey* » <http://www.worldvaluessurvey.org/> and the "European Social Survey" <http://www.europeansocialsurvey.org/>.

⁶ In this direction, one important initiative has already been conducted focused on the local social capital networks: In 1998 the European Commission launched the Local Social Capital Pilot to help facilitate access to ESF (European Social Fund) support for people suffering social exclusion and for the groups that work for their social and professional inclusion. The pilot started in autumn 1999 and ended in 2002.

The methodology used is that of the Standard Eurobarometer polls from the General Direction Press and Communication (Unit "Opinion polls, press reviews, Europe Direct"). A technical note related to the conducting of the interviews by the institutes of the TNS Opinion & Social network is enclosed to this report. This note details the interview techniques, along with the confidence limits.

The report aims to present the main results obtained during this poll. This report is divided in 6 parts:

- ◆ The context and determinants of Social Capital: personal satisfaction with main social, economical and political domains as well as satisfaction with personal fields
- ◆ Trust and socialization: generalized trust and informal socialization (time spent in socializing with friends, neighbours and work colleagues)
- ◆ Informal Social Capital
- ◆ Networks and associational activities
- ◆ Social capital and political and civic commitment
- ◆ The care of elderly

As Social Capital is associated to a "community", in this report we will mainly analyse the results on the basis of the European average and at a national level. Any significant difference between the average obtained for the 15 "old Member States" (EU15), that for the ten "new Member States" (NMS) and that for the 25 making up the European Union as it currently stands (EU25), will be highlighted either on the chart in question or in the text.

1. The context: what are the determinants of social capital?

According to academic research, there are wide variations in levels and forms of social capital between nations, regions within nations and even within individuals. All these variations are probably explained by different factors such as history or culture, dimensions that couldn't be directly measured in this survey.

Yet, if the ease of building an upholding social capital depends on the environment provided by the State and its institution, it makes sense to start this analysis by studying the level of satisfaction with different domains such the private financial situation, the way democracy works in one's country or different public services. In fact, the OECD has suggested that levels of volunteering, informal socializing and participation in community projects are relatively high in countries such as the Netherlands and Sweden, both of which have extensive welfare systems.

Though, the determinants of social capital may also be related with the "social" life of individuals: a large number of friends or family, a good relation with work colleagues or neighbours etc.

In this first chapter will try to take a picture of this environment by designing the state of personal satisfaction in a wide range of life domains related to 1) what is provided by the State and institutions and 2) what depends on our personal relationships and social life.

As if personal satisfaction was composed of concentric circles, our analysis will proceed from the most external to the most internal and closest level.

1.1. The national or macro level: the way democracy works in the country

-Deep disparities among the different countries-

Research shows that the development of Social Capital highly depends on a society's environment. One of the components of this environment is of course the political and institutional framework within a society develops and works.

The relationship between democracy and social capital could appear to be symbiotic: is Democracy a product of a highly developed Social Capital or vice versa? It is difficult to answer this question. Democracy development can determine the "level of generalized trust and social networks a society may have⁷, yet its existence is no guarantee of either trust or a vibrant community". Our survey does not provide direct information about the quality or the stability of the different European Democracies, yet the data on citizen's satisfaction with national democracy will serve us as a first step to design which type of social environment best suits Social Capital.

When observing results for the average of the 25 EU member States, we see a clear division of opinion in the judgment of how democracy works in their country: 49% of Europeans express a positive opinion whereas a similar proportion (47%) declares they are unsatisfied.

This almost perfect split reflects deep disparities among the different countries. Citizens from northern European countries such as Denmark and Finland, as well as citizens from

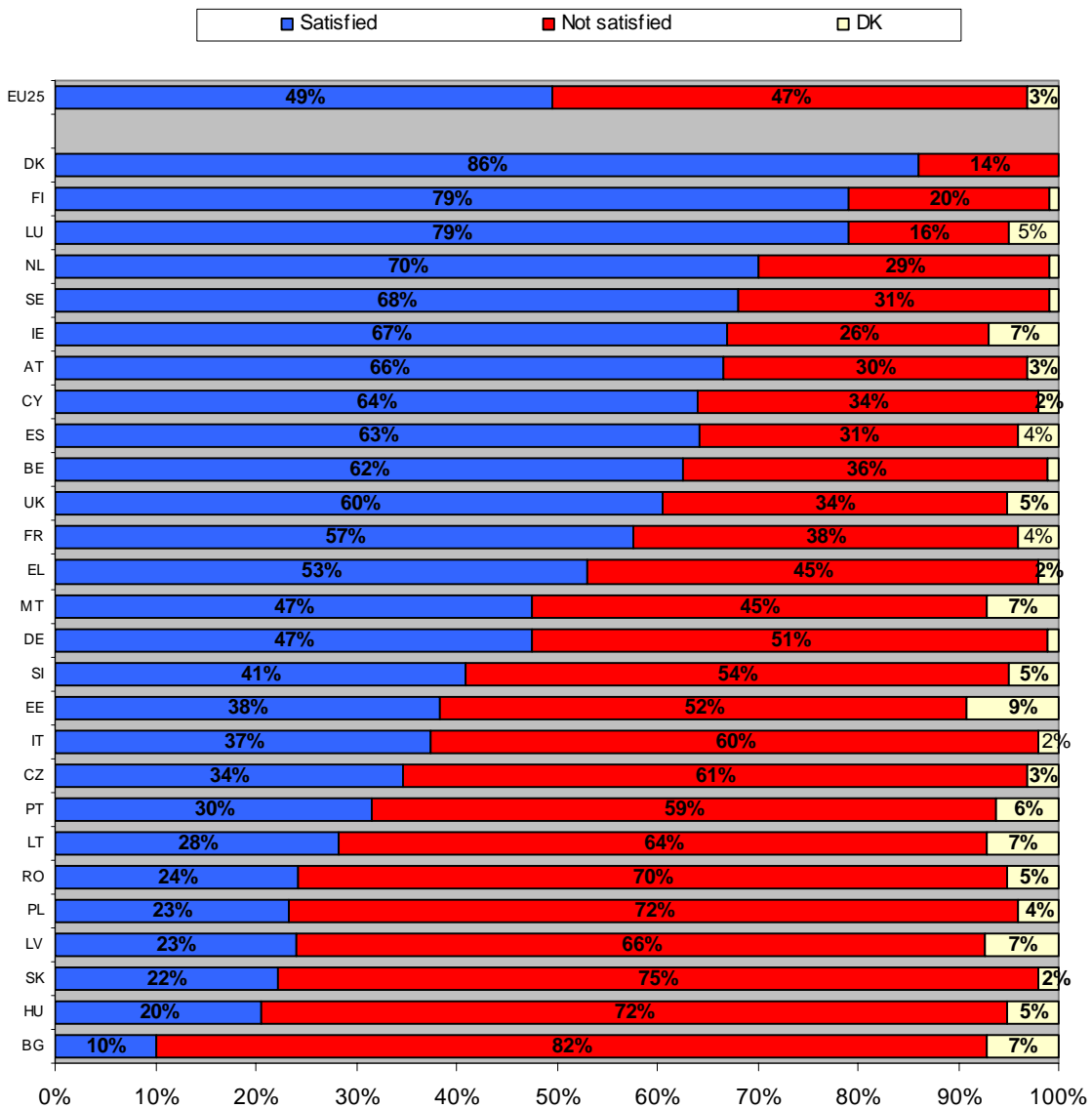
⁷ « Democracy and Trust », Mark Warren, ed. (Cambridge University Press): chapter 5 "Democracy and Social Capital", Eric.M.Uslaner

Luxembourg are by far the most satisfied with the functioning of their respective democracies. In Denmark this opinion is shared by almost nine out of ten respondents (86%) whereas in Finland and Luxembourg, this proportion is equal to 8 out of 10 (79%).

On the other extreme, as far as the 15 former member states are concerned, Democracy running in Portugal and Italy is source of discontent for 6 out of 10 interviewees. Even more critical shape is found in the majority of the 10 new members states: almost three quarters of the interviewed population in Hungary, Poland and Slovakia declare they are not satisfied with the democratic functioning in their respective countries.

In the Czech Republic, Lithuania and Latvia negative responses go from 61% to 66%. Cyprus is the only exception to this rule, with 64% of its citizens expressing their satisfaction with Cypriot democracy. With regards to the two candidate countries participating in the survey, opinions are extremely unfavourable with negative responses reaching 82% in Bulgaria and 70% in Romania.

*For each of the following, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied?
-The way democracy works in (OUR COUNTRY)*



1.2. The community or mezzo level

When talking about Social Capital, the community becomes essential. It is not only an environment of interaction closer than the national one, it can also be the framework in which certain problems, that cannot be handled either by individuals on their own or by the national authorities/government, are solved.

In order to examine this level, we will first measure citizens' satisfaction with their neighbourhood. Afterwards, we will continue by analysing the access facilities and quality of some public services, such health, education or transport, as well as their satisfaction with common elements such as the air citizens breathe or the tap water they consume.

1.2.1 The Neighbourhood

-A large majority of Europeans are satisfied with their neighbourhood, specially in the Scandinavian countries-

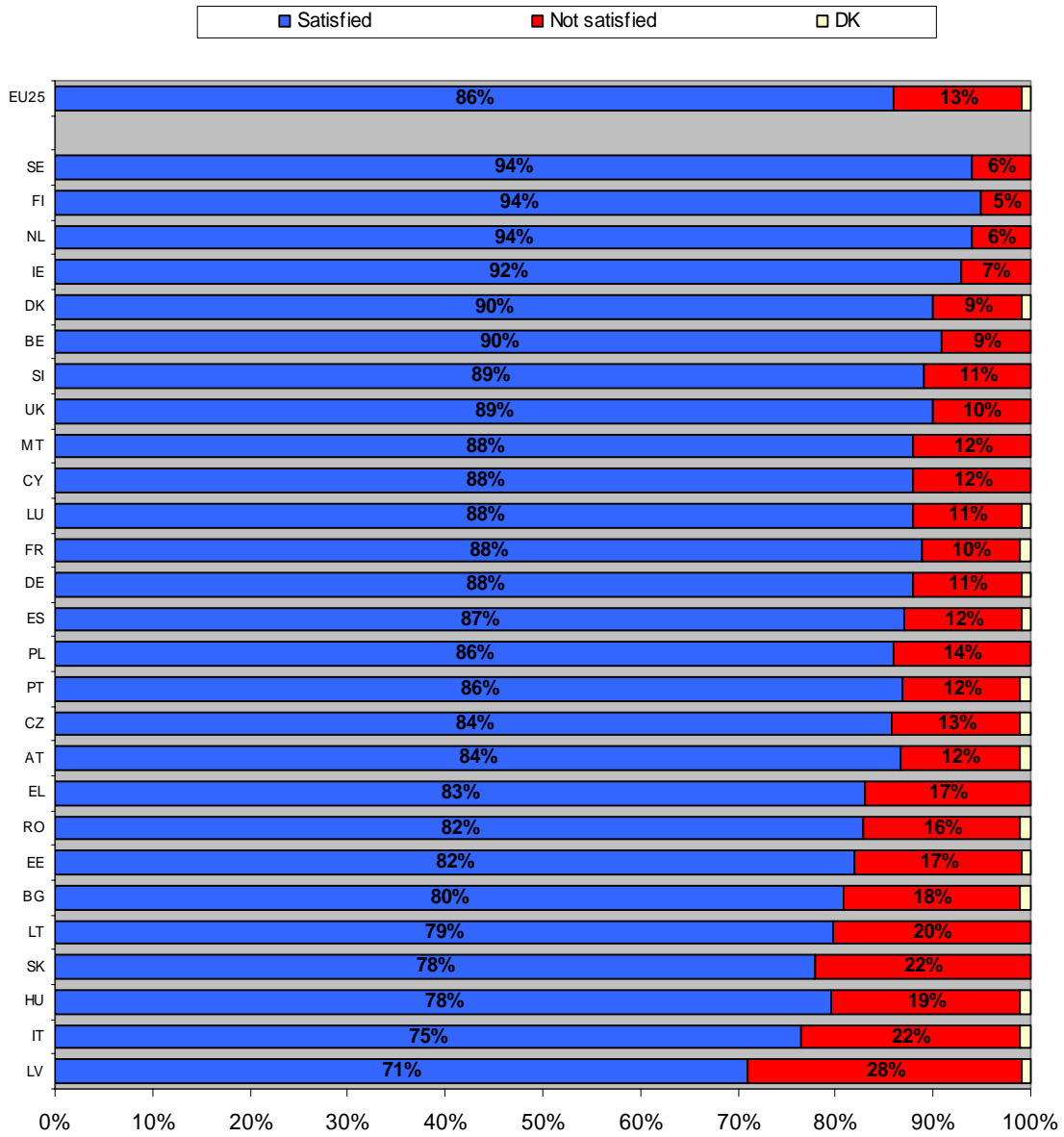
When we descend to this closer level, we can observe that more than 8 out of 10 European citizens declare being satisfied with their neighbourhood. Opinions are quite homogeneous as far as this point is concerned; even though, country results permit us to identify some nuances within this general picture.

Highest scores of satisfaction with this domain are found in the Northern European and Scandinavian countries: 9 out of 10 respondents in the Netherlands, Finland and Sweden as well as in Denmark and Ireland share this positive vision of their vicinity.

Within the 10 New member States, Slovenians, Cypriots and Maltese express almost the same level of satisfaction (the proportion is 9 out of ten).

Even if an overwhelming majority supports this favourable opinion in all the countries surveyed, in some States we can identify percentages of discontentment that are non negligible: in Latvia, Slovakia and Italy, with respectively 28% and 22% in the two last countries are not satisfied with their neighbourhood.

For each of the following, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied?
 -Your neighbourhood-

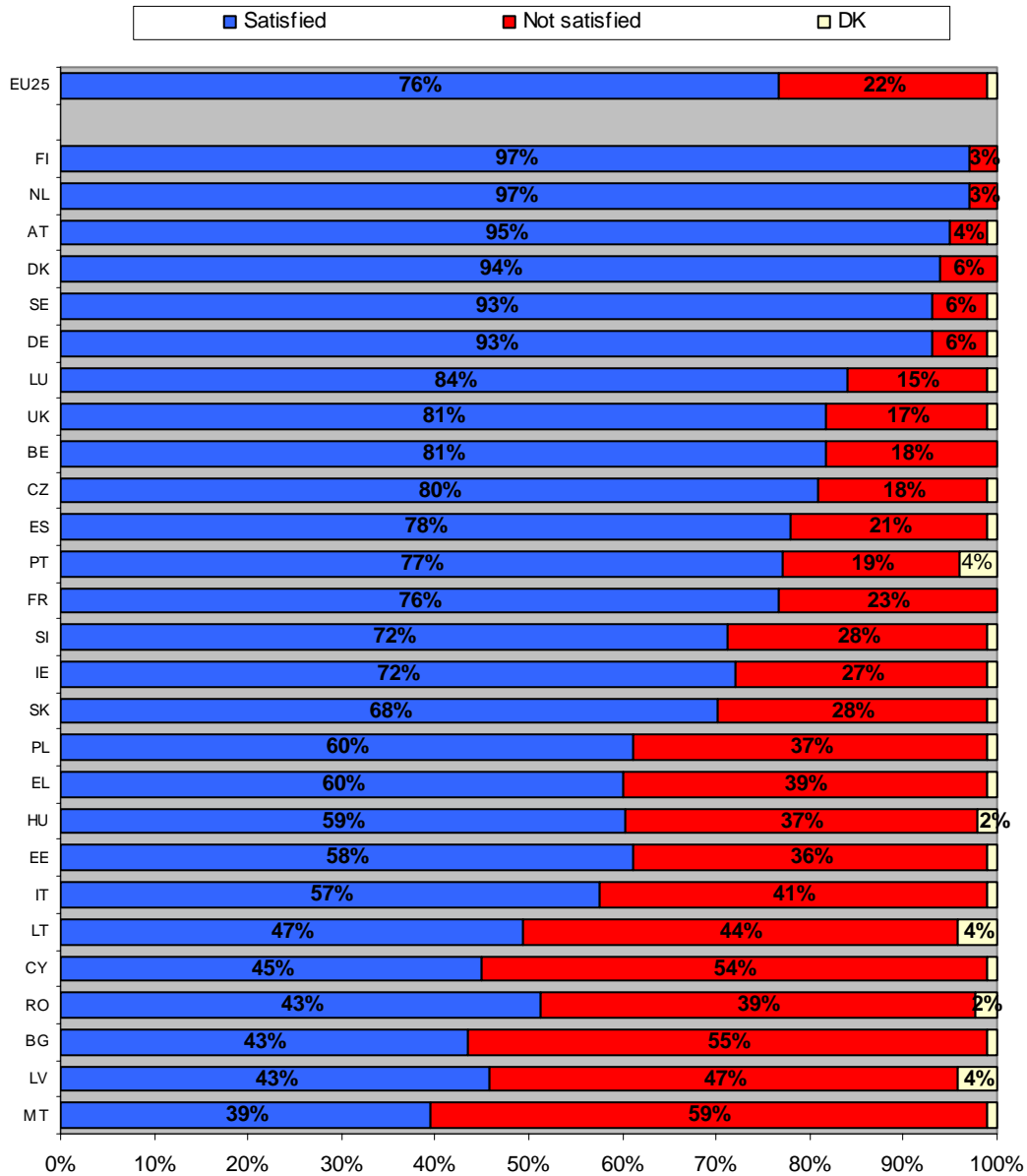


1.2.2 The quality of the tap water

-A clear cleavage between Old member States and New member States-

When analyzing ordinary elements of daily life, such as tap water or the air we breath, we can observe strong differences between the countries surveyed. One cleavage can be identified concerning this point between the *Old member States and the New member States*.

For each of the following, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied?
-The quality of tap water-



A first overview allows us to clearly distinguish countries in the North of Europe as those having the highest ratio of satisfaction with the quality of the tap water they consume: this opinion is almost unanimous in Finland, the Netherlands (both with a 97% score), Austria (95%), Denmark (94%) and Germany (93%).

The average in these five countries is 95%, almost 20 points above the EU 25 average. When we look to the 10 new member State results, we see that only the Czech Republic and Slovenia obtain results at the same level as the EU25 average (80% and 72% respectively). In fact, the average in the case of the 10 new member States drops to 57%.

An explanation can be found if we look closely at the results per country: almost 6 respondents out of 10 in Malta and Cyprus (59% and 54%) declare being unsatisfied with the quality of this element.

Criticism divides citizens in Latvia (47% compared to 44% of positive opinions) and Lithuania (44% compared to 47%), and keeps a significant level in Estonia, Poland and Hungary, where a third of the interviewed population criticizes the quality of the tap water.

It is note worth to remark that two countries among the old member States obtain significant levels of discontentment as well: these countries are Italy and Greece where 4 out of 10 citizens complain about this point. With regard to the two candidate countries participating in the survey, the level of discontentment seems to be especially important in Bulgaria (55%).

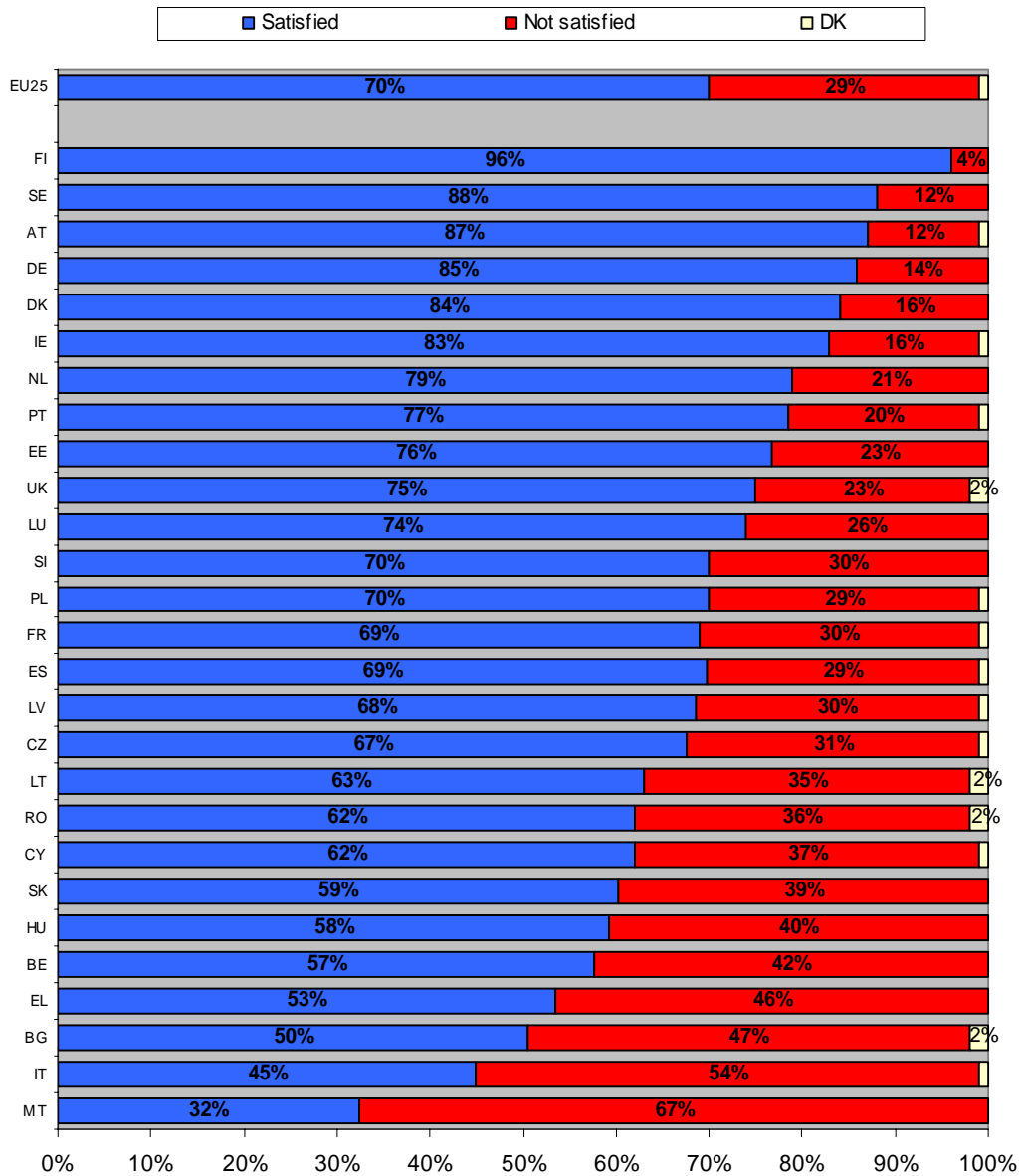
1.2.3 The air quality

Responses for the air quality differ, to some extent, to the pattern we have just analyzed regarding tap water. Again, countries in the North of Europe present a more positive shape as far as this subject is concerned whereas Italy and Greece rank at the top in terms of dissatisfaction. In this case, among the old Member States, negative opinion rises notably in Belgium (42%).

When looking at the new member States, citizens seem slightly more satisfied with this item compared to the water they drink. The average of positive opinions in these 10 countries reaches 63% with top scores found in Estonia (76%), Poland and Slovenia (both with 70%).

Yet we would like to stress the fact that more than 1 respondent out of 3 in these States criticizes the quality of the air in the area. The situation seems, in fact, specially critical in Malta where complaints constitute a large majority (67%).

For each of the following, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied?
 -The air quality-



With regard to the two candidate's countries, the population in Romania lines up with the EU10 average in terms of satisfaction (62%), opinions appear clearly divided in Bulgaria with 50% giving a positive answer and 47% replying in a negative way.

1.2.4 Public services

1.2.4.1 Public transport

-General satisfaction across Europe but marked criticism in Italy and Cyprus-

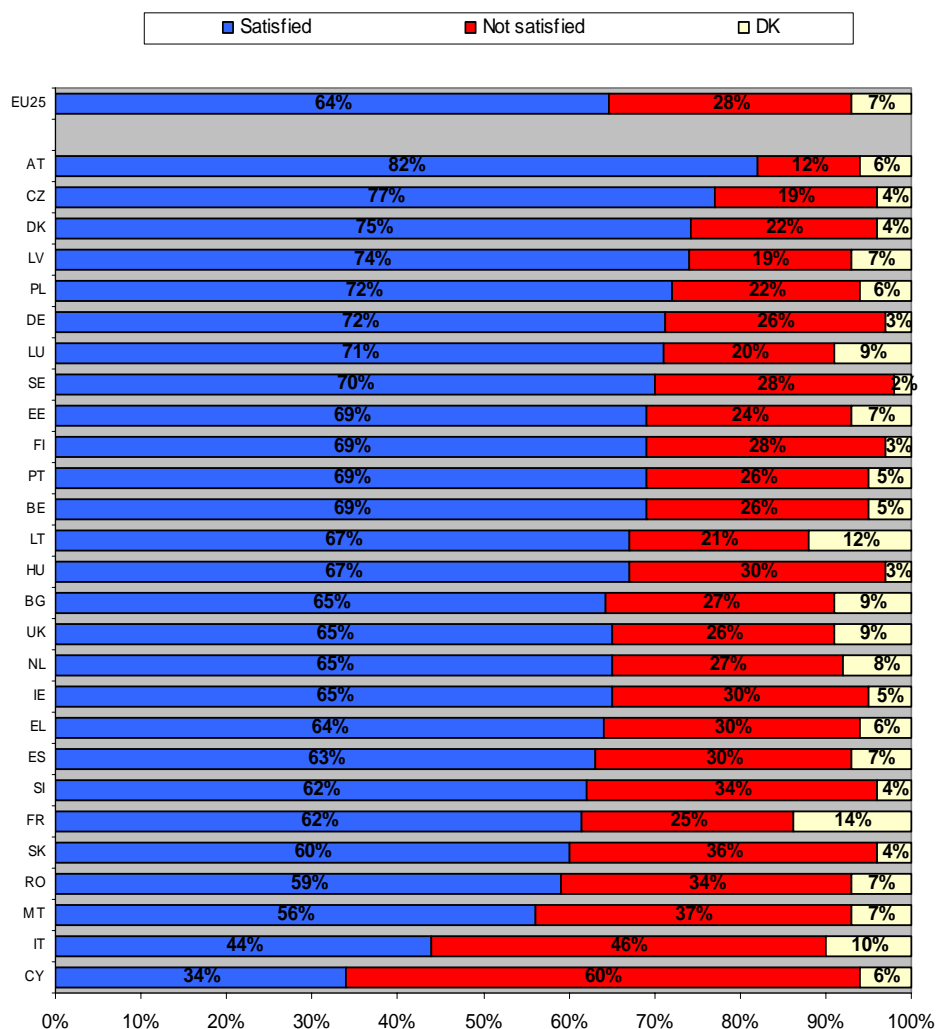
More than 6 out of 10 Europeans⁸ are satisfied with the access to public transport in their respective countries. The access to this service seems to be especially easy or acceptable in Austria (82%), the Czech Republic (77%) and Denmark (75%). Countries such as Germany, Luxembourg and Sweden score the same rate or beyond this 70% level.

The situation in terms of accessibility to public transport seems to be more open to criticism in Cyprus and Italy: 6 out of 10 citizens in the new Member State and close to 5 out of 10 in Italy declare being unsatisfied with this aspect.

As far as the two candidate countries are concerned, results lean towards the EU25 average, with slightly more positive results in Bulgaria (65% of interviewees declaring being satisfied) than in Romania (59%).

For each of the following public services, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied.

-Access to public transport-



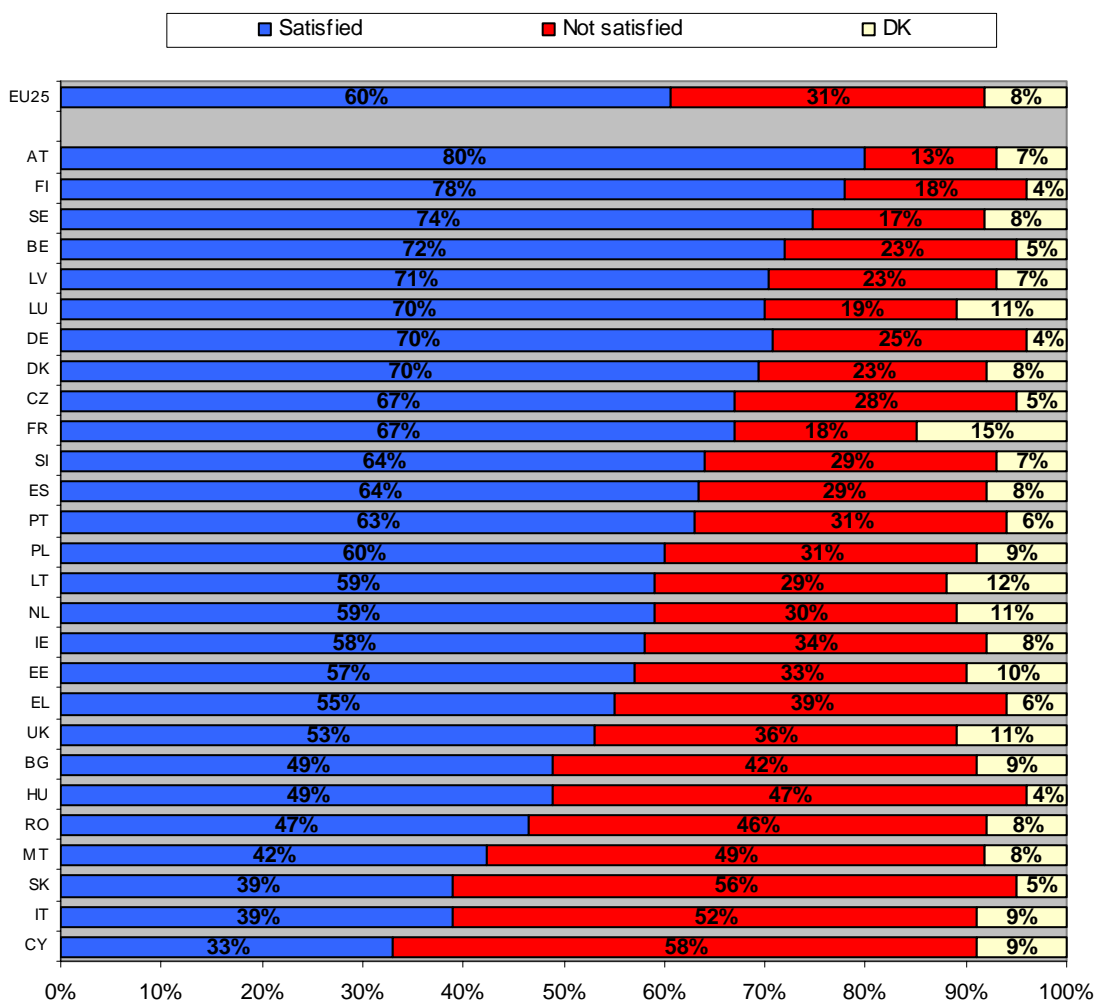
⁸ Results according to the EU25 average (Romania and Bulgaria are excluded)

When asking about the quality of public transport, answers indicate a higher level of disapproval. Even if 60% of the Europeans maintain their contentment with this aspect, we can find a third expressing negative opinions about it.

If, related to what we just saw in terms of access, discontent is especially significant in Cyprus (58%) and Italy (52%), yet the negative perception of this feature of public transport obtains important scores in several other countries such as Slovakia (56%), Malta (49%) or Hungary (47%).

We would like to stress the fact that more than one third of interviewees in Greece, Ireland and UK share this opinion.

For each of the following public services, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied.
-Quality of public transport-



Citizens in Bulgaria and Romania are divided with regards to the quality of their public transport: if 49% and 47% in this order declare being satisfied with it, a similar proportion (42% and 46%) expresses the contrary.

1.2.4.2 Educational System

- A large majority of Europeans are satisfied with the facilities in terms of Educational structures...-

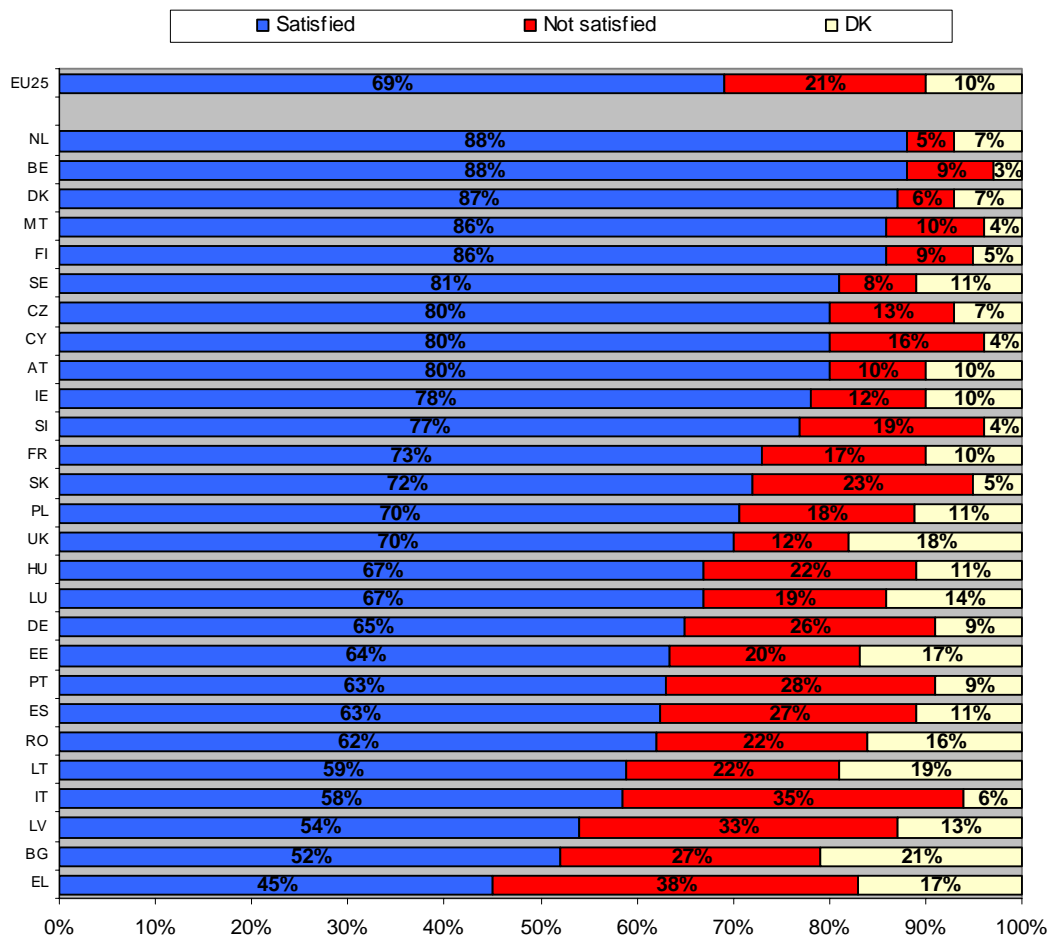
The access to the Educational system in the European Union shows a positive situation in most of the countries. Having a look at the EU25 average, we can observe that almost 7 out of 10 citizens are satisfied with the facilities in terms of Educational structures currently existing in their respective countries.

This situation is strongly confirmed in Belgium, Denmark the Netherlands and Finland, by almost the 90% of the population. A similar level can be found in Sweden and Austria (81% and 80% respectively).

Among the new member States, results in Malta, Cyprus and the Czech Republic are close to the Northern European countries: 86% of Maltese and 80% of Cypriots and Czechs claim being satisfied with this aspect of their Educational System.

Yet, the intensity of negative opinions is far from being negligible in Greece (38%), Italy (35%) and Latvia (33%). On other hand, as far as this aspect of education is concerned, Romanians seem to be more satisfied than their neighbours (62% compared to 52% in Bulgaria).

For each of the following public services, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied.
 -Access to the educational system-



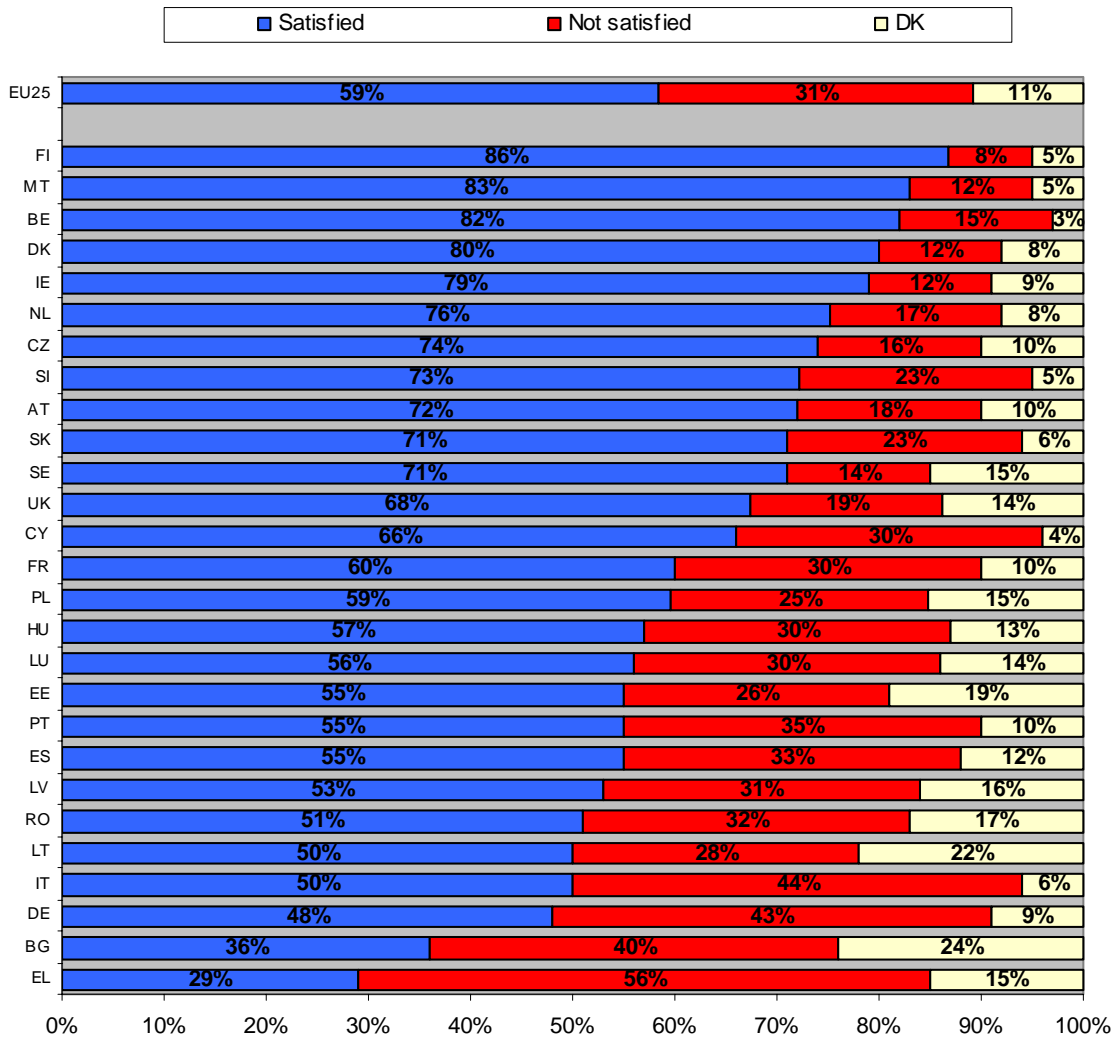
-...Yet, high differences in terms of quality seem to persist-

In terms of quality, the situation of European educational systems presents clear nuances. While citizens in countries such as Finland, Belgium or Denmark express overwhelming support to the overall quality of their respective educational schemes, Germans and, above all, Greeks are particularly discontented with this point.

In Italy and in Germany, almost 45% of the population is not satisfied with this situation. In Greece, opinions are predominantly negative with almost 6 out of 10 interviewees criticizing the quality of their educational framework.

In the two candidate countries surveyed, again the situation is viewed more positively in Romania (51% of positive answers compared to 36% in Bulgaria).

For each of the following public services, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied.
-Quality of the educational system-



1.2.4.3 Health system

-An overall satisfactory situation but heterogeneous national realities-

Even more than what was observed with regard to the educational system, the Health system proves to be a determinant domain when it comes to put into evidence countries' particularities and the level of social welfare development.

If the European averages (66% of positive results and 32% of contrary opinions) lead us to believe that the situation in terms of access is fairly satisfactory, national results prove that situations present differences and are far more complex than what an overall glance can show.

We can easily identify those countries with either a large welfare state tradition or a wealthy economy, reflected in the overwhelming "satisfaction" response rate obtained among their respective citizens: this is the case for Belgium, Denmark, Austria, Luxembourg France or Netherlands. All of them obtain scores between 81% and 90%.

Continuing with the analysis of the 15 old member States, Southern country results, with the exception of Spain, are rather more disappointing.

For 6 out of 10 citizens in Greece and half of interviewees in Italy as well as Portugal, assessments in terms of accessibility to particular health systems are unsatisfactory.

Moving to the countries that joined the European Union in May 2004, the situation is satisfactory mainly in Malta (77%), the Czech Republic (75%) and Slovenia (69%).

On the other side of the ranking, access to the health system in Poland and the three Baltic States, especially Latvia (61%), is criticized by a majority of respondents.

For each of the following public services, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied.
 - Access to the health system-



In terms of quality of the national health system, the situation is fairly similar to that observed above.

Results as far as this point is concerned, seem to show a gap between northern and southern countries with marked differences between the responses collected in Belgium or Austria compared to those obtained in Greece, Italy or Portugal: while in the first case 92% and 88% of the interviewees affirm their satisfaction with regards to the standards of quality in their health system, 73% among the Greeks, and 55% amongst Italians and Portuguese possess a negative image as far as this particular subject is concerned.

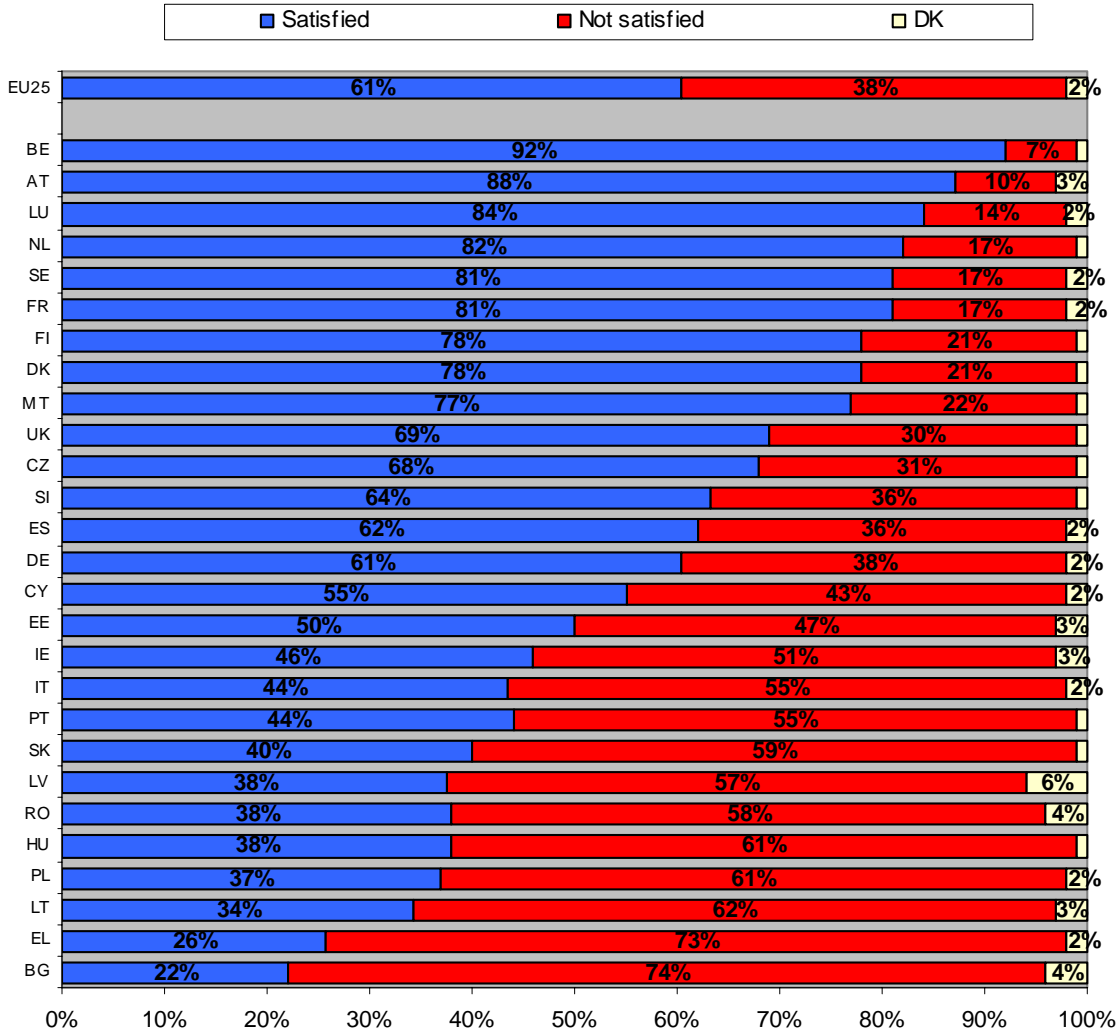
In the new member States, the Maltese, followed by the Czechs and the Slovenians are by far the most satisfied with their health system.

Yet, following the critics of Hungarians, Lithuanians, Poles and, to a lesser extent, Latvians and Slovaks, health structures seem to be deteriorated or not developed enough in these countries.

Moreover, looking at the results in the candidate countries, we can note the overwhelming weight of criticism in Bulgaria (74%) as well as its importance in Romania, where these responses reach a majority of the interviewees (58%).

For each of the following public services, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied.

- *Quality of the health system-*



1.2.4.4 Social housing

-Scandinavian and northern countries better informed and more satisfied-

Generally speaking, there seems to be a lack of knowledge amongst Europeans with regard to the access and quality of national social housing, probably due to the fact that this kind of service is very specific, and its use/access is not generalized.

In terms of access, the EU25 average rate of "Don't know" is equal to 33%: in other words, 1 out of 3 interviewees is not able to express a concrete opinion about this subject. Similar proportions are found when looking at the satisfied and unsatisfied population within the 25 Member States.

However, national results present a wide gradation of situations. Citizens in Austria and Finland seem to be better informed about the system of social housing as the "Don't know" rate falls down to 20% (22% in the case of Austria and 19% as far as Finland is concerned).

In these countries, most of the opinions with regard to the access are positive: in Austria 64% are satisfied with this aspect of social housing, whereas the percentage in Finland is 59%.

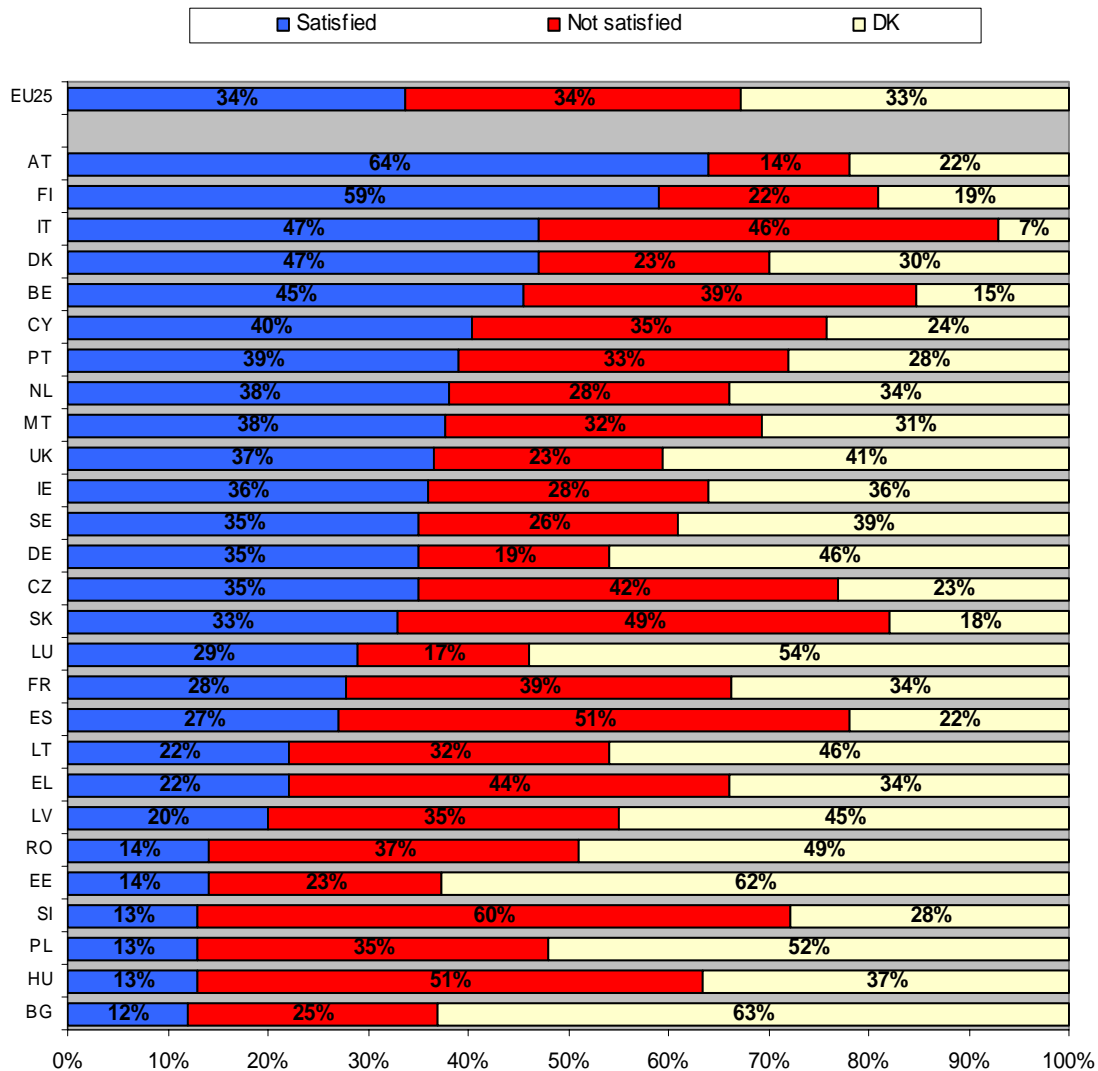
Amongst the group of "old" member states, the three Mediterranean countries, Greece, Italy and in particular Spain show the highest rates of discontent with scores equal to 44%, 46% and 51% respectively.

Within the 10 new members, citizens in Poland and especially in Estonia seem to have the lower level of knowledge about this service: the rates of "don't know" reach respectively 52% and 62%.

Cypriots and Maltese are relatively more satisfied with the access to social housing whereas a majority of Slovaks (49%), Hungarians (51%) and in particular Slovenians (60%) states being unsatisfied with this aspect.

It is worth noting the level of "Don't know" reached in Romania (49%) and is particularly high in Bulgaria (63%).

For each of the following public services, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied.
 - Access to the social housing-



Logically, the lack of knowledge amongst citizens persists when asked about the quality of social housing.

Interviewees in Scandinavian countries and States in the North of Europe seem to possess more elements to judge, and seem also to be the most satisfied with the quality of this public service in their respective countries.

According to their level of satisfaction, we could conclude that the standards of social housing are especially developed in Austria (65%), Finland (65%), Belgium (58%), Denmark (58%), the Netherlands (53%) and Sweden (50%).

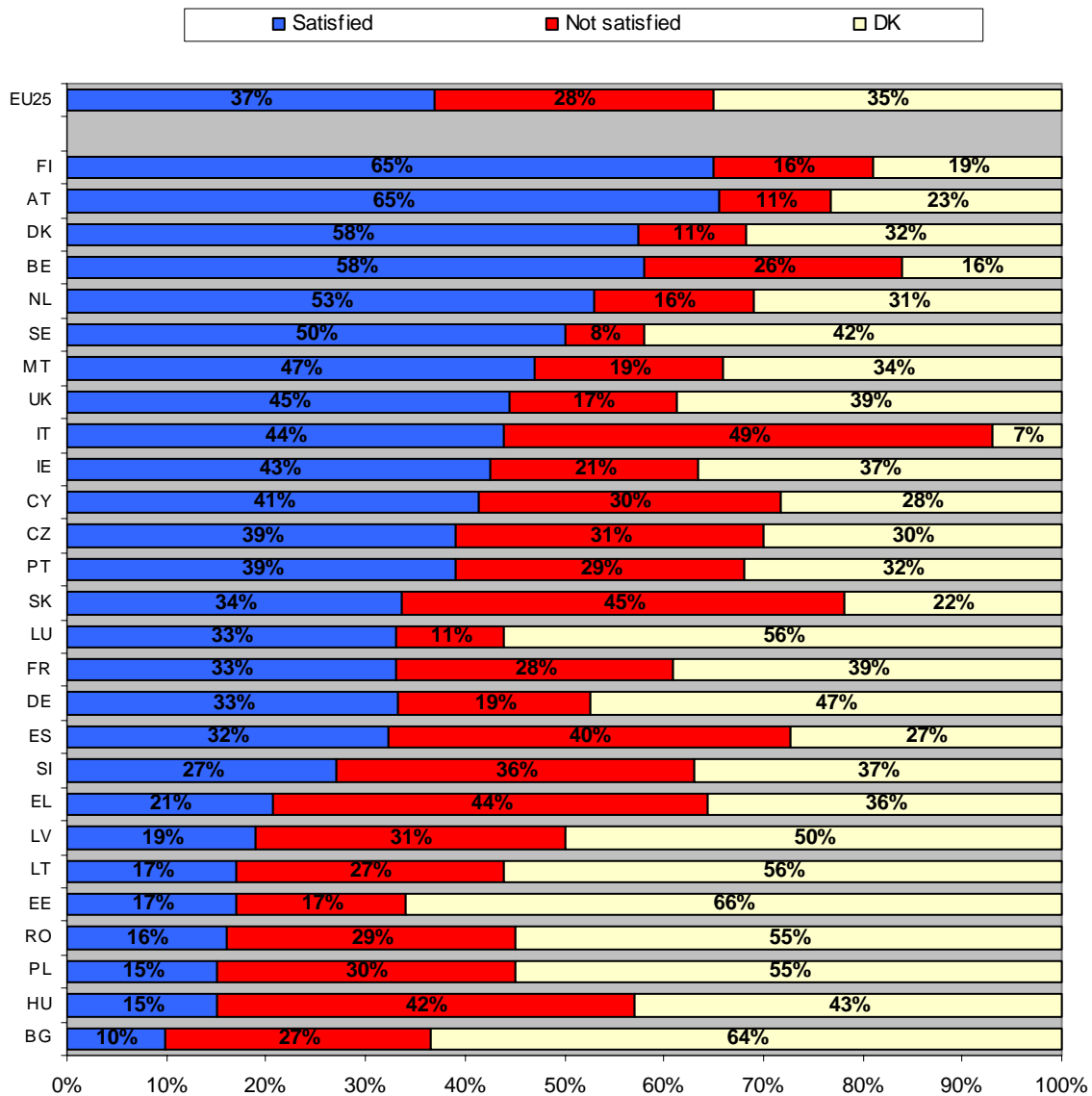
We can see once again a North/South cleavage developing with regards to this aspect: Greeks, Spaniards and Italians are, amongst the 15 old member States, the most unsatisfied with the quality of social housing.

Negative opinions arrive, in these countries, at 40%, 44% and 49% level respectively.

If we look at results in the 10 new member States, we observe a vast majority of “Don’t know” answers in Poland as well as in the 3 Baltic countries, principally in Estonia where 2 out of 3 citizens were not able to give a clear opinion about this subject. This lack of information is also the dominant tendency in the two candidate countries surveyed, especially as far as Bulgaria is concerned (64%).

Yet again, Maltese (47%), Cypriots (41%) and, to a lesser extent, Czechs (39%) are the most satisfied with the quality of their national social housing system.

For each of the following public services, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied.
 - Quality of social housing-



1.2.4.5 Continuous training

-Generalized access in most of the Member States-

The article 150 of the EC Treaty states that *“The Community shall implement a vocational training policy which shall support and supplement the action of the Member States while fully respecting the responsibility of the Member States for the content and organization of vocational training”*.

One of the strategic goals set in the Lisbon Agenda⁹ is that *“The Union become the most competitive and dynamic knowledge-based economy in the world”*. The development of vocational or continuous training is a crucial and integral part of this strategy.

In this line, a report adopted in 2001 by the Ministers of Education of the EU 15 member States, points out as one of the main objectives of the strategy *“facilitating the access of all to education and training system”*.

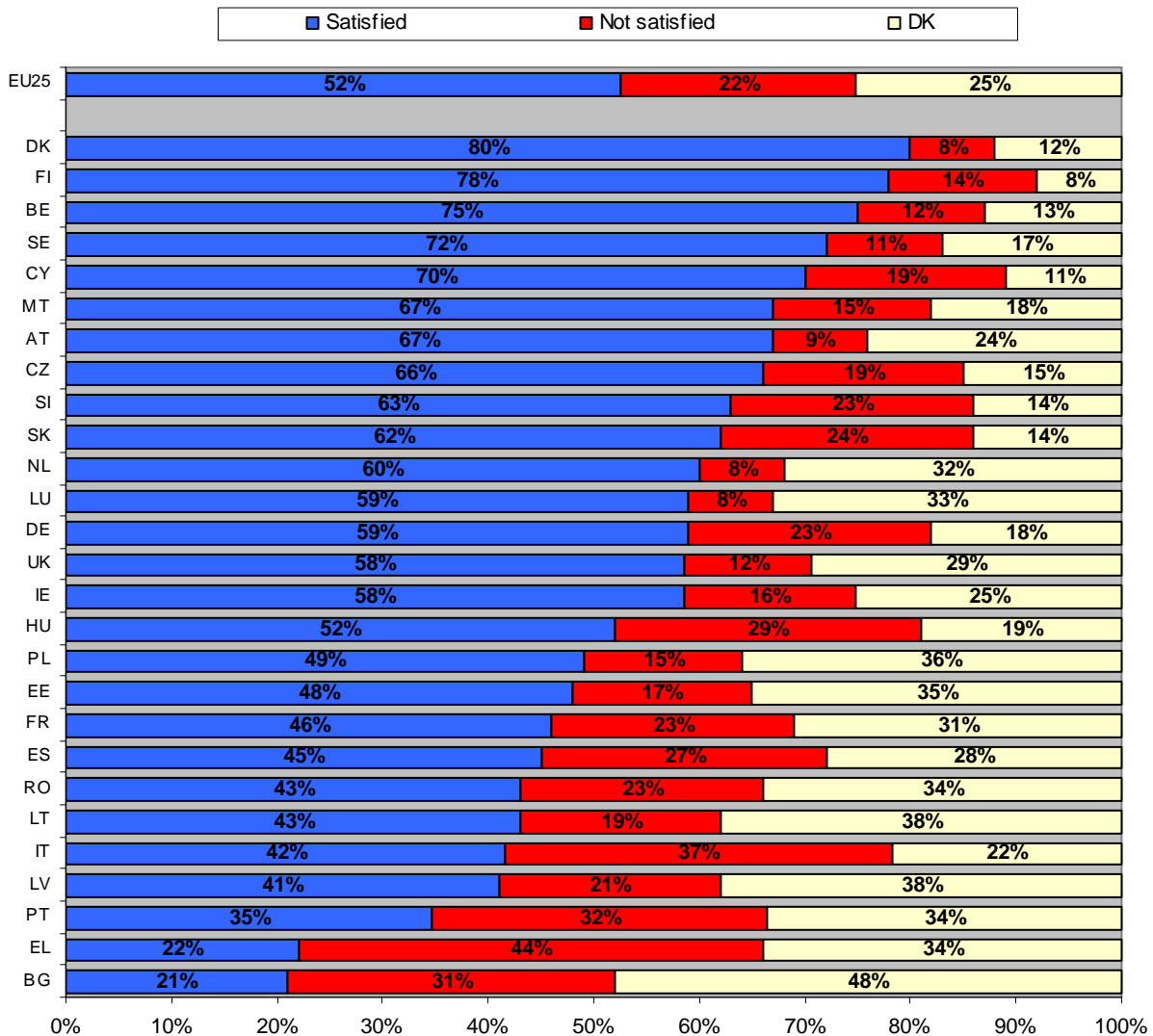
The results of the survey show that access seems to be generalized in most of the 25 Member States. Belgium (75%), Finland (78%) and, in particular, Denmark (80%) stand out in terms of satisfaction of their respective citizens with the access to vocational training.

Amongst the 10 new member States, five countries stand out in this direction: Slovakia (62%), Slovenia (63%), Czech Republic (66%), Malta (67%) and Cyprus (70%).

On the other hand, the access looks especially complicated in Greece, where a majority declares being unsatisfied with it.

⁹ In March 2000, the Lisbon European Council presented a ten-year strategy intended to make the European Union the most competitive and dynamic economy in the world, with stronger growth, creating jobs and favouring social and environmental policies leading to sustainable development and greater social cohesion.

For each of the following public services, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied.
 - Access to continuous training-



Nevertheless, we would like to emphasize that 1 out of 4 Europeans “do not know” when asked about continuous training.

A brief look at the socio-demographic characteristics proves that this lack of opinion is directly related to the age of interviewees: while amongst population aged 55 and above, the “Don’t know” rates reaches 39%, amongst the youngest this percentage falls down to 18%.

According to what was just said, the **age at the end of education** also presents this difference between those who left school at the age of 15 years or less (39% of non response rate) and those still studying (19%).

As far as the two candidate countries are concerned, non responses dominate the answers in Bulgaria while in Romania, even if one third of the interviewees are not able to express an opinion, either a relative majority of the population declares being satisfied with it (43%). This seems to prove the lack of information people show in these countries about this specific issue.

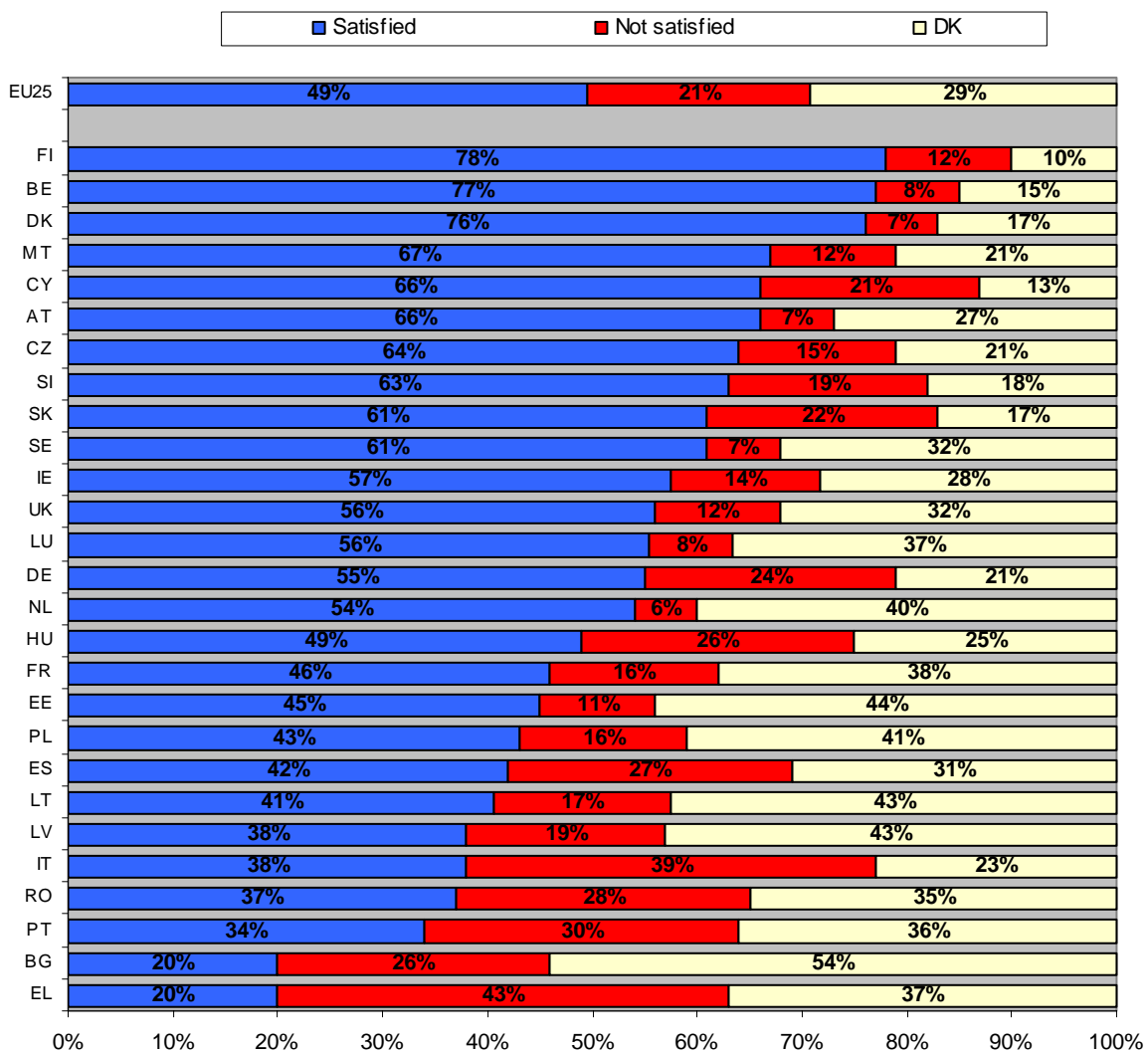
In terms of quality, the most satisfied citizens are found in Finland (78%), Belgium (77%), Denmark (76%) and Malta (67%). This first group of countries is followed by Cyprus (66%), the Czech Republic (64%), Slovenia (61%), Sweden and Slovakia (both with 61%).

Once more, critics represent a relative majority in Greece reaching 43% of interviewees.

Consequently with what was just analyzed in terms of access, we can note a non negligible level of “do not know” (29%), which is especially high in the Netherlands (40%), and in the three Baltic States: 44% in Estonia and 43% in Lithuania and Latvia.

For each of the following public services, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied.

- Quality to continuous training-



1.2.4.6 Childcare facilities

-Slovenians, Finns and Danes, the most satisfied with the access to this service-

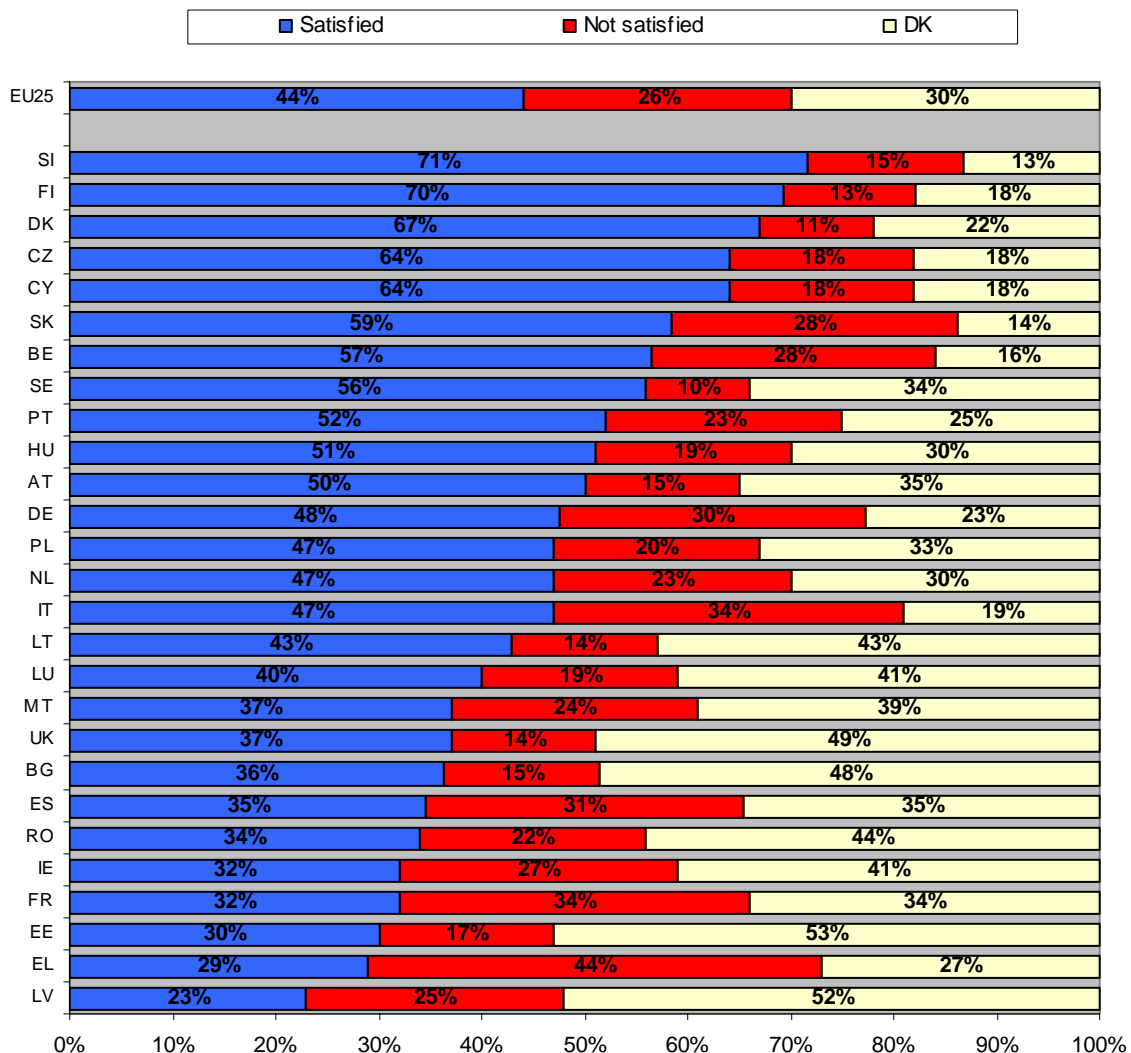
Results for the **EU 25 average** show us that 4 out of 10 interviewees declare being satisfied with the access to childcare facilities in their respective countries while almost 3 out of ten are not content with it.

When observing the country results we can note that a large majority of citizens in Slovenia (71%), Finland (70%) and Denmark (67%) affirm they are satisfied with the access to childcare services.

This is certainly not the case for the Greek population, where a relative majority has a negative vision about how the access to this service is currently working.

On the other hand, almost 1 out of 2 citizens in the UK answered “do not take any position” to this question.

For each of the following public services, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied.
 - Access to childcare facilities-



Looking at the level of “don’t know” at 30%, it would seem that we are facing a service that concerns those categories of the population that have children.

In effect, when looking at the age of respondents, we can note that the lack of information is more patent amongst the youngest (35%) and within the oldest age group (39%), whereas the highest rate of responses is found among citizens between 25 and 39: almost 8 out of 10 express a clear point of view.

A majority amongst persons living in a single member household (44%) does not know when asking about this subject. This “non response” rate falls down to 21% in households with 4 or more members.

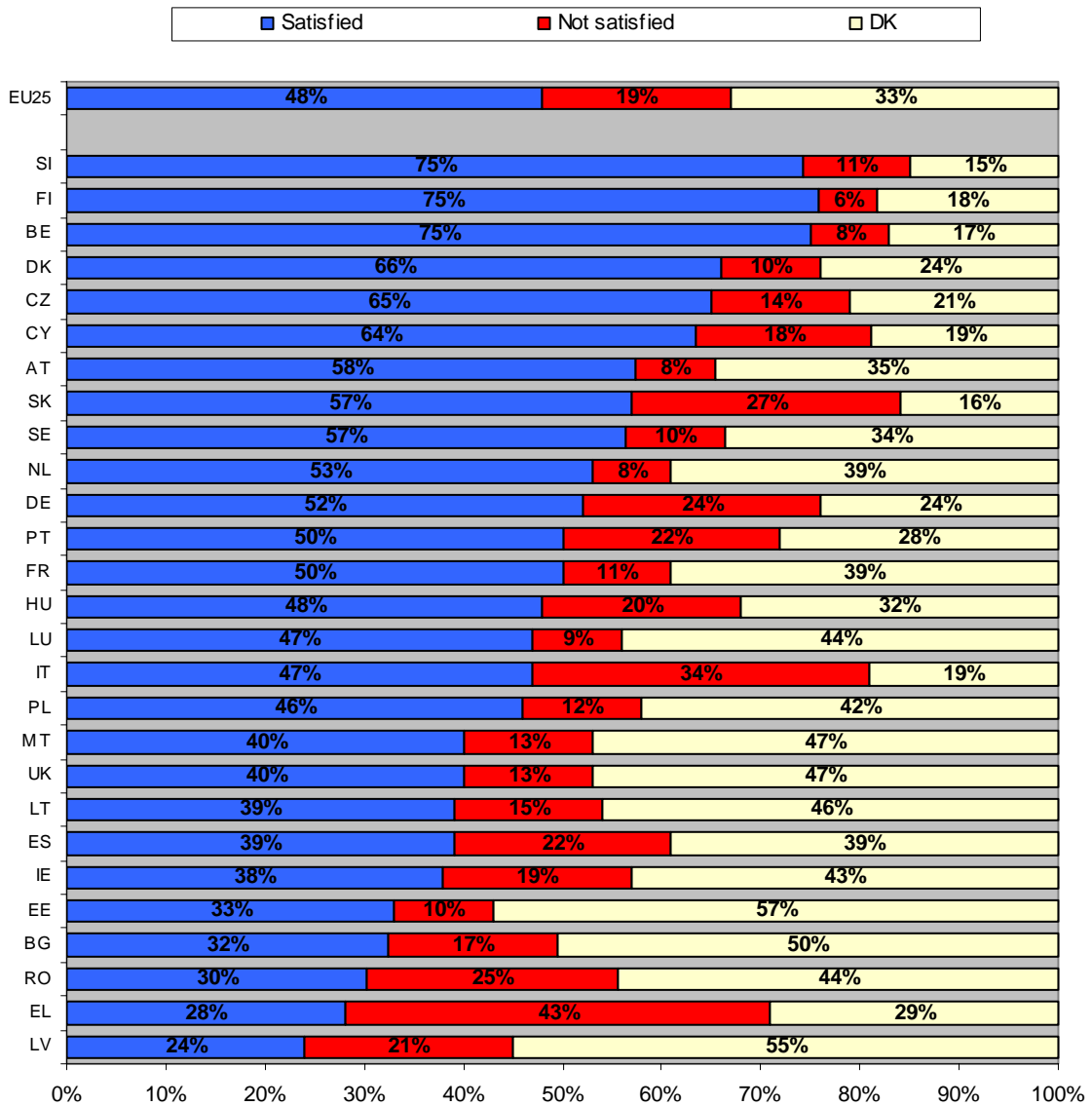
As far as quality of childcare facilities is concerned, the shape remains more or less unaltered: Once more, Finland and Slovenia are countries that stand out in terms of satisfaction with 3 out of 4 of their citizens having a positive opinion of this aspect of the service.

Belgium, with the same positive score, and Denmark (66%) close this top 4 ranking.

Greece is the only country where a relative majority declares being not satisfied with the quality of this service, and the UK keeps standing out as the country with a higher level of “do not know” concerning this point.

Looking at results in the two candidate countries we can also observe a very important lack of information (50% in Bulgaria and 44% in Romania don’t have a concrete opinion about this kind of facility).

For each of the following public services, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied.
 - Quality of childcare facilities-



1.3. The individual or micro level

When talking about social Capital, academics use to say that "*The population is...characterized by a level of social capital and a structure of individual social capitals*"¹⁰. Social capital would be then principally a *micro concept* that may be aggregated to the national (macro) level.

Different domains will be analyzed as far as this micro level is concerned: those related to socialization of the individual, at work or with family and friends; those dealing with the perception of individuals own health and the feeling of security and those related with the individual's financial and professional situation.

1.3.1. Financial situation

-A majority of Europeans satisfied with their financial situations. Yet, marked differences between New and Old Member States-

When observing results for the average of the **25 EU member States** we can note that a majority admits feeling satisfied with their financial situation (61%).

Again populations living in the North of Europe are more satisfied with this aspect of their lives than citizens from the South. It is particularly the case of respondents living in Luxembourg (88%), Denmark (81%), and the Netherlands (83%).

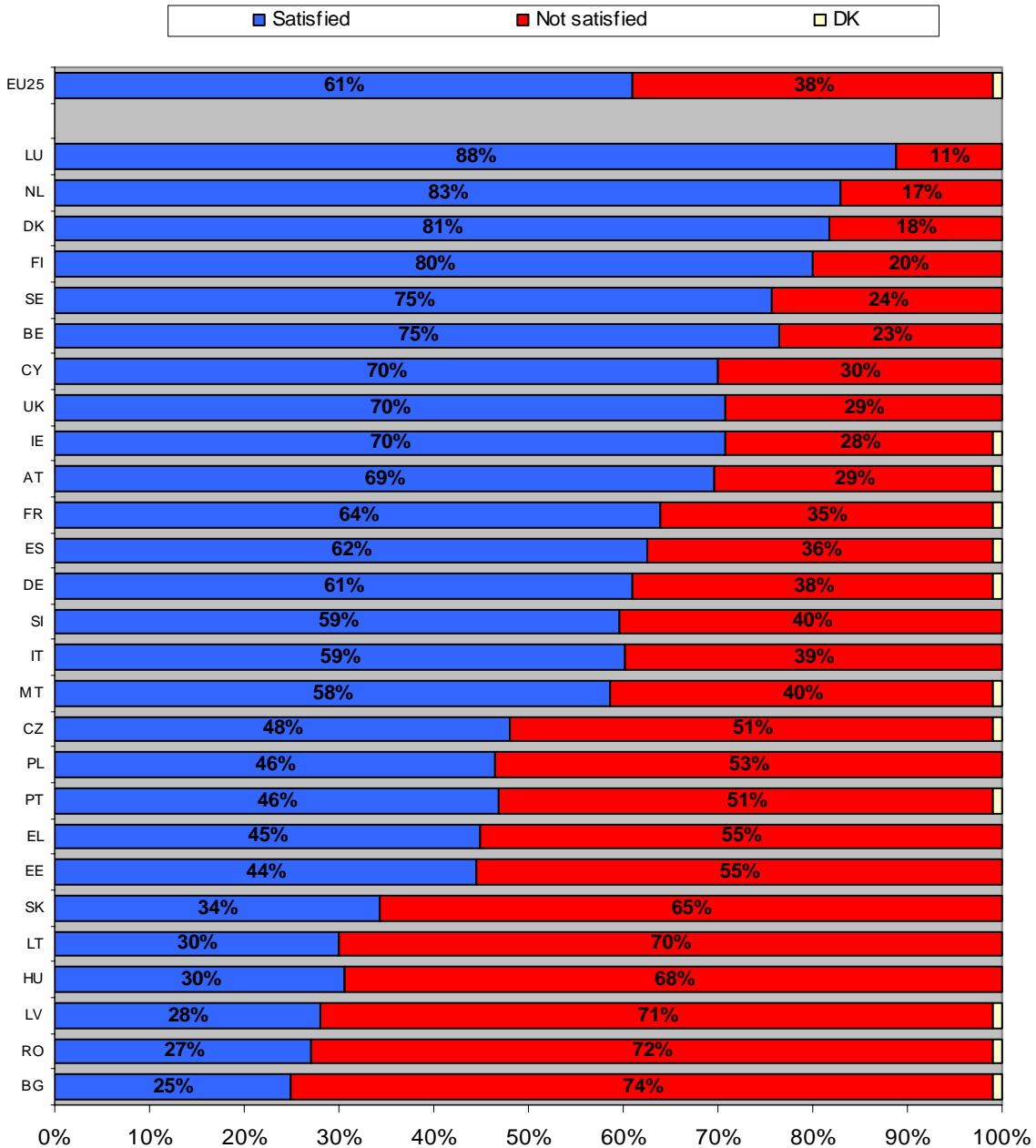
As far as the 15 old member States are concerned, just two countries diverge from this pattern with a majority of respondents declaring they are not satisfied with their financial situation: Greece (55%) and Portugal (51%).

We would like to stress the different perception between citizens in West Germany and citizens in East Germany: while the first one scores close to the EU25 average (64%), the level of contentment in the second case falls 17 points below (47%).

It is noteworthy that the cleavage ***old member States/new member States*** is also clearly marked for this indicator: while the average of satisfaction within the EU15 is equal to 69% amongst the EU10 this level decreases to 45% (24 points separate both averages).

¹⁰ Martin Paldam- "Social Capital: One or Many?-definition and measurement", article written for the *Journal of Economic Surveys*-June 2000.

For each of the following, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied?
 -Your financial situation-



Among the new members, dissatisfaction with their personal finances is especially significant in Latvia (28%), Hungary, Lithuania (both with the same score of 30%) and Slovakia (34%).

Yet, three countries, Cyprus, Malta and Slovenia, present a positive pattern as far as the situation of personal economy is concerned. In this direction, it is interesting to observe that Cyprus, with 7 out of 10 respondents content in this domain of their life, clearly scores at the same level as Western countries such as Ireland or the United Kingdom. In Slovenia and Malta, this proportion slides down to 6 out of 10 citizens.

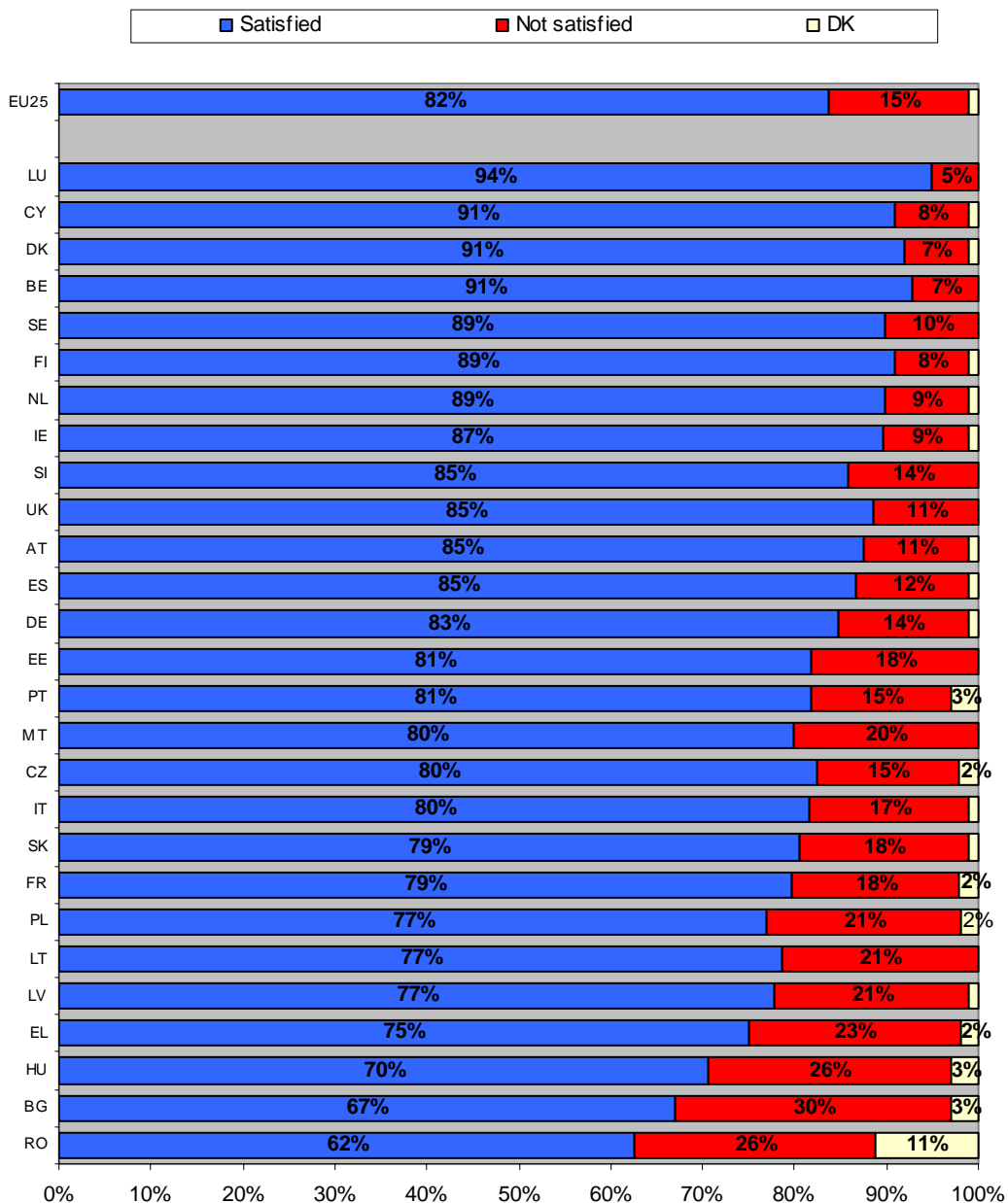
1.3.2. Current job

Apart from their financial situation, respondents were also asked whether they were satisfied with their current job¹¹ or not. Results are extremely positive in all the countries surveyed with overwhelming majorities of contentment amongst citizens in Luxembourg (94%), Belgium, Denmark and Cyprus (the three obtaining the same result, 91%). The European average in this case is 82%. Nevertheless, the current job situation seems problematic for around 1 out of 5 citizens in Hungary (26%) and Greece (23%). This level is somewhat higher in Bulgaria, with 30% of the population declaring being unsatisfied with their professional situation.

For each of the following, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied?

-Your current job-

(Base: population currently working)



¹¹ This item is analyzed filtered by working population

1.3.3. Own health

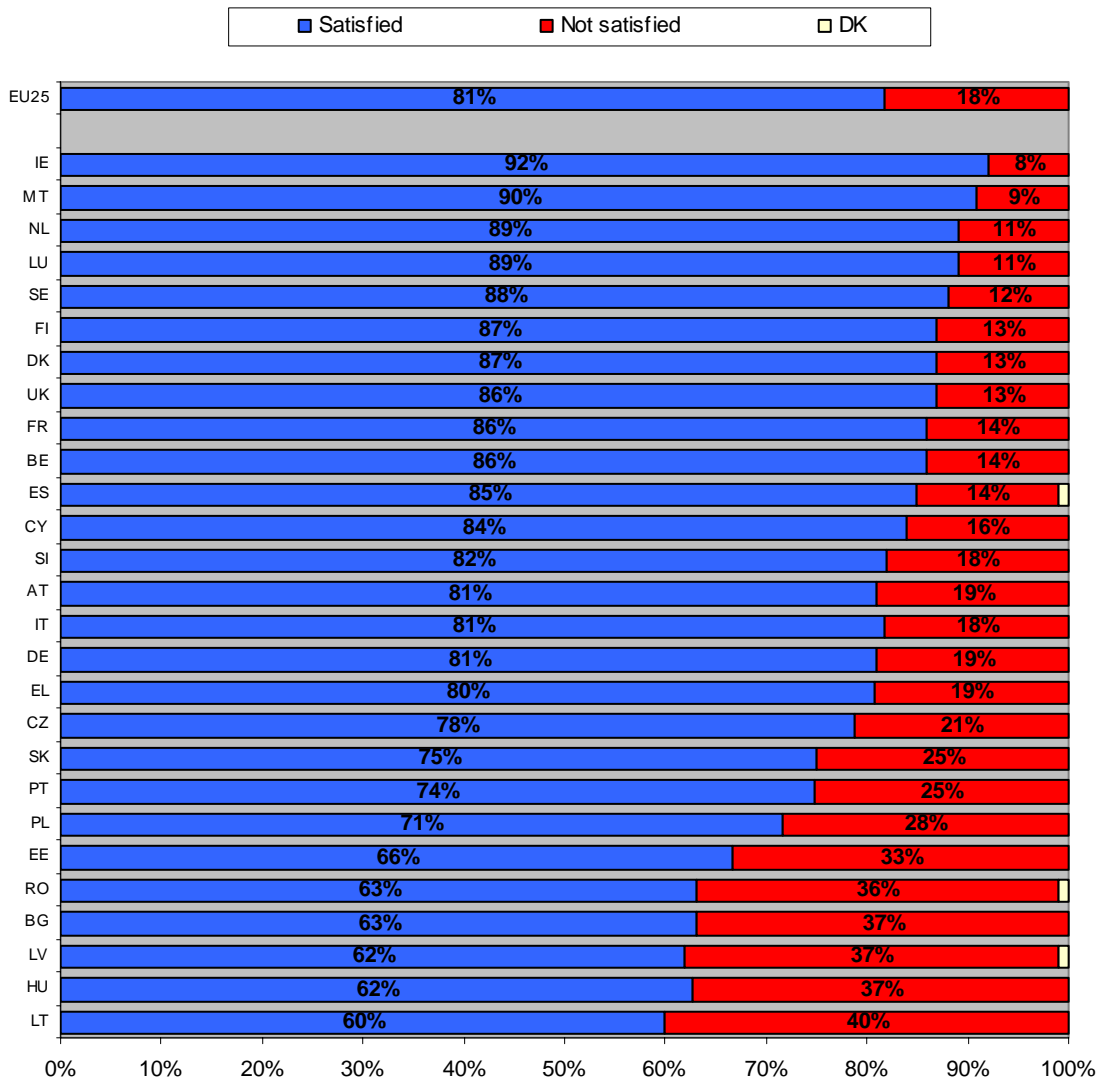
-Europeans, satisfied with their own health-

Can social capital lead to better health? Or is it easier for social capital networks to develop among “healthy” populations? These questions may seem excessively simplistic.

Yet Social Capital research does not completely neglect the mutual relationship between measures of social connectedness and mortality rates. It is worth remembering that in the 19th century, Emile Durkheim found a close link between the incidence of suicide and the degree to which individuals are integrated into society¹².

The first approach to this interaction starts measuring the way Europeans evaluate their healthiness.

*For each of the following, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied?
-Your own health-*



¹² Emile Durkheim, “Suicide : a study in Sociology”, 1897

The perception Europeans have about their own health seem to be very positive according to the answers obtained: 8 out of 10 European citizens declare they are satisfied with their own health. This evaluation is even more optimistic in Malta and especially in Ireland, where it has been stated by more than 90% of the interviewees.

In contrast, almost 4 out of 10 citizens in Hungary along with the Baltic States of Latvia and Lithuania recognize they are not satisfied with their own health. Similar proportions are found in Bulgaria and Romania.

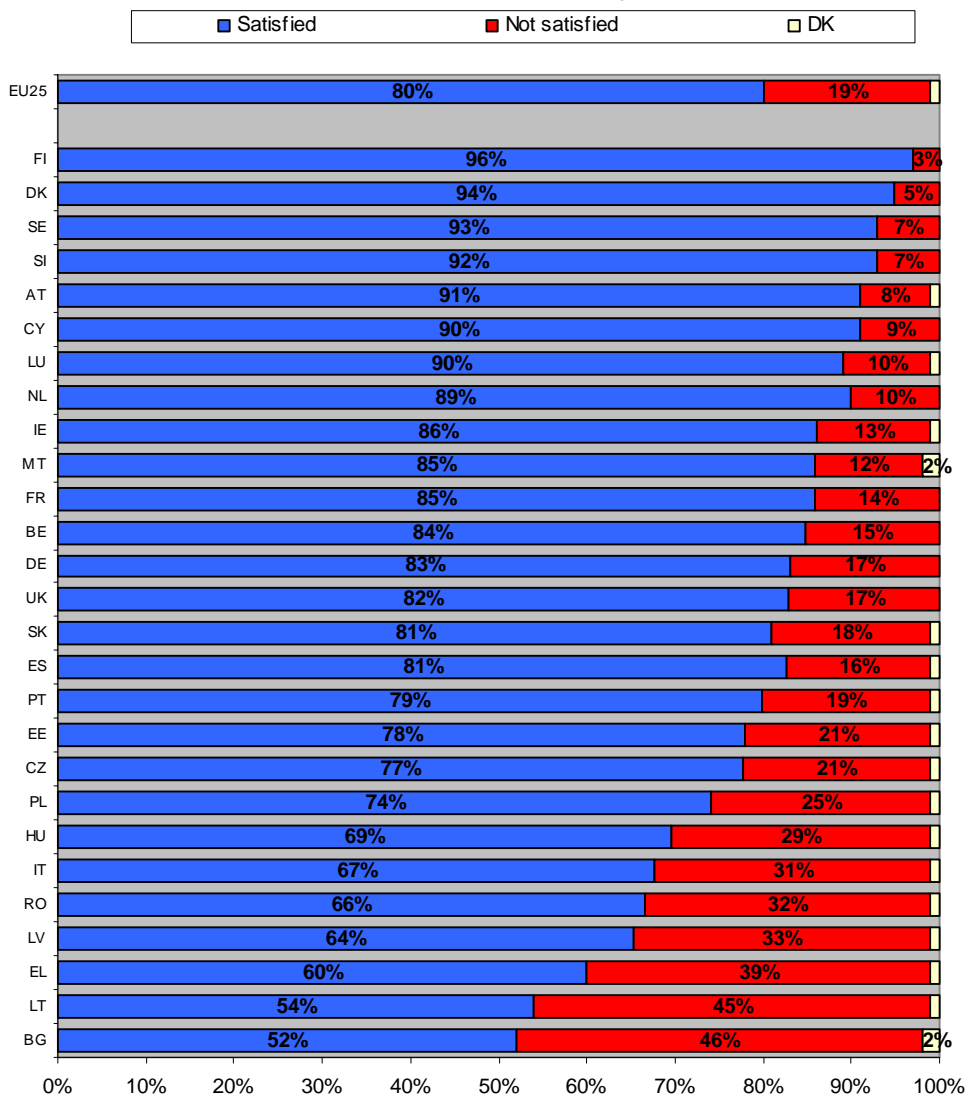
1.3.4. Personal safety

-Finland, the safest country within the Union-

As far as personal safety is concerned, once more the European average points out very positive results: 80% of the EU25 citizens are satisfied with their personal security. According to the overwhelming answers given by respondent (96%),

Finland seems to lead the ranking as the safest country in Europe. It is follow by Denmark and Sweden (with 94% and 93%) along with Slovenia (92%), Austria (91%), Luxembourg and Cyprus (both obtaining 90%).

*For each of the following, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied?
-Your personal safety-*



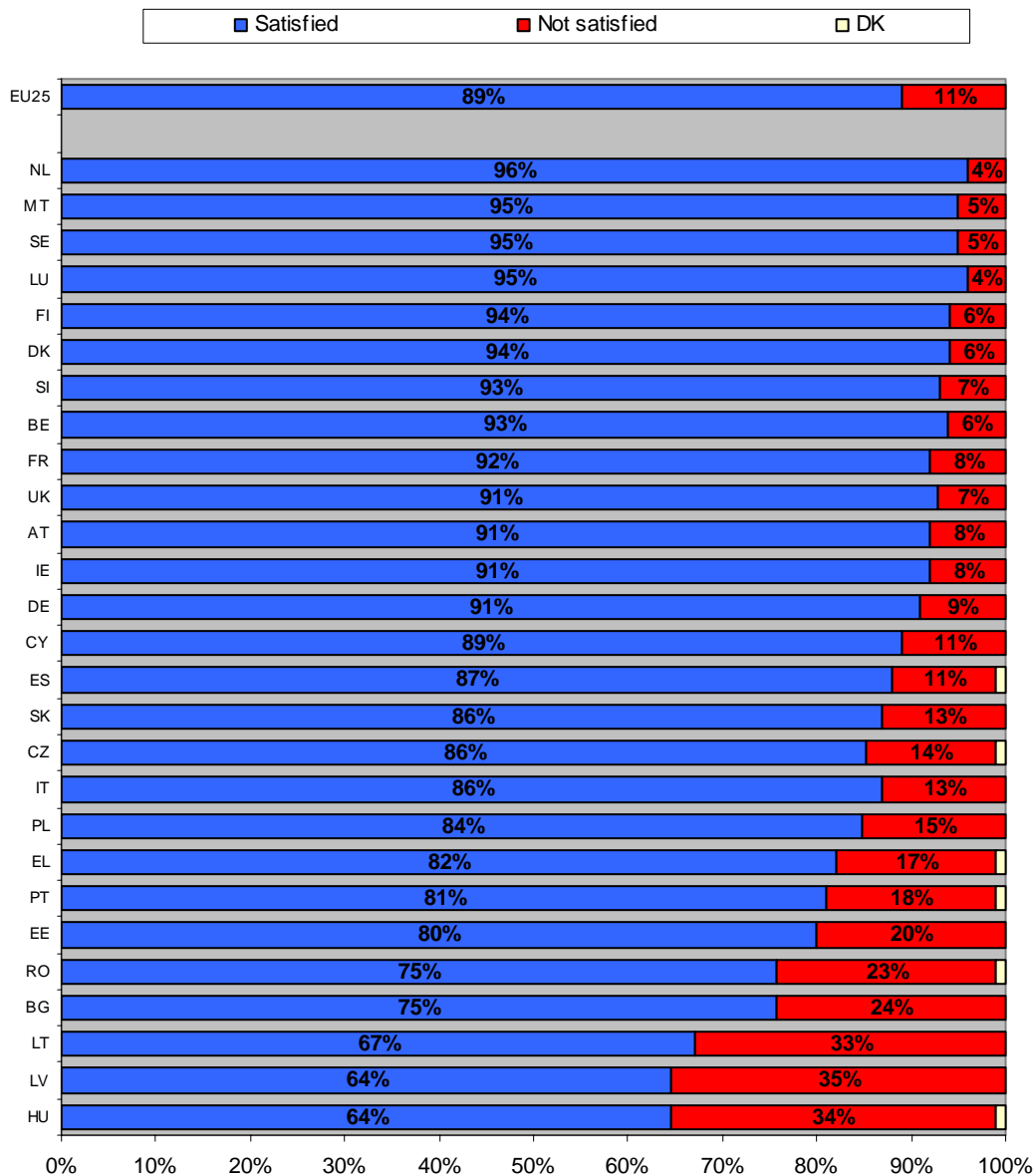
National results show, however, some shadows in this positive general trend. It is the case of Italy and Latvia (with around 30% of the population being unsatisfied with their personal security) along with Greece (with almost 4 out of 10 feeling this way) and in particular with Lithuania, where 45% of the interviewees share this opinion.

1.3.5. Housing

-Housing, unsatisfying for almost 1 out of 3 citizens in the Latvia, Lithuania and Hungary -

9 out of 10 Europeans are satisfied with their current housing. This overwhelming opinion becomes almost unanimous in Sweden, Luxembourg, and The Netherlands; amongst the 10 new member States, also in Malta almost all the interviewees expressed assent to it.

*For each of the following, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied?
-Your home, housing-*



Countries in the southern part of Europe, such as Portugal, Italy or Greece, together with Poland and Estonia are somewhat behind this EU 25 average: the proportion in these cases is 8 out of 10.

Housing seems unsatisfying for more than 3 out of ten citizens in the two Baltic countries (35% in Latvia and 33% in Lithuania declared so) as well as in Hungary (34%). In these three member States the situation looks somewhat worse than in Bulgaria or Romania, where the proportion of unsatisfied persons with this essential aspect of private life falls down to 24% and 23% respectively.

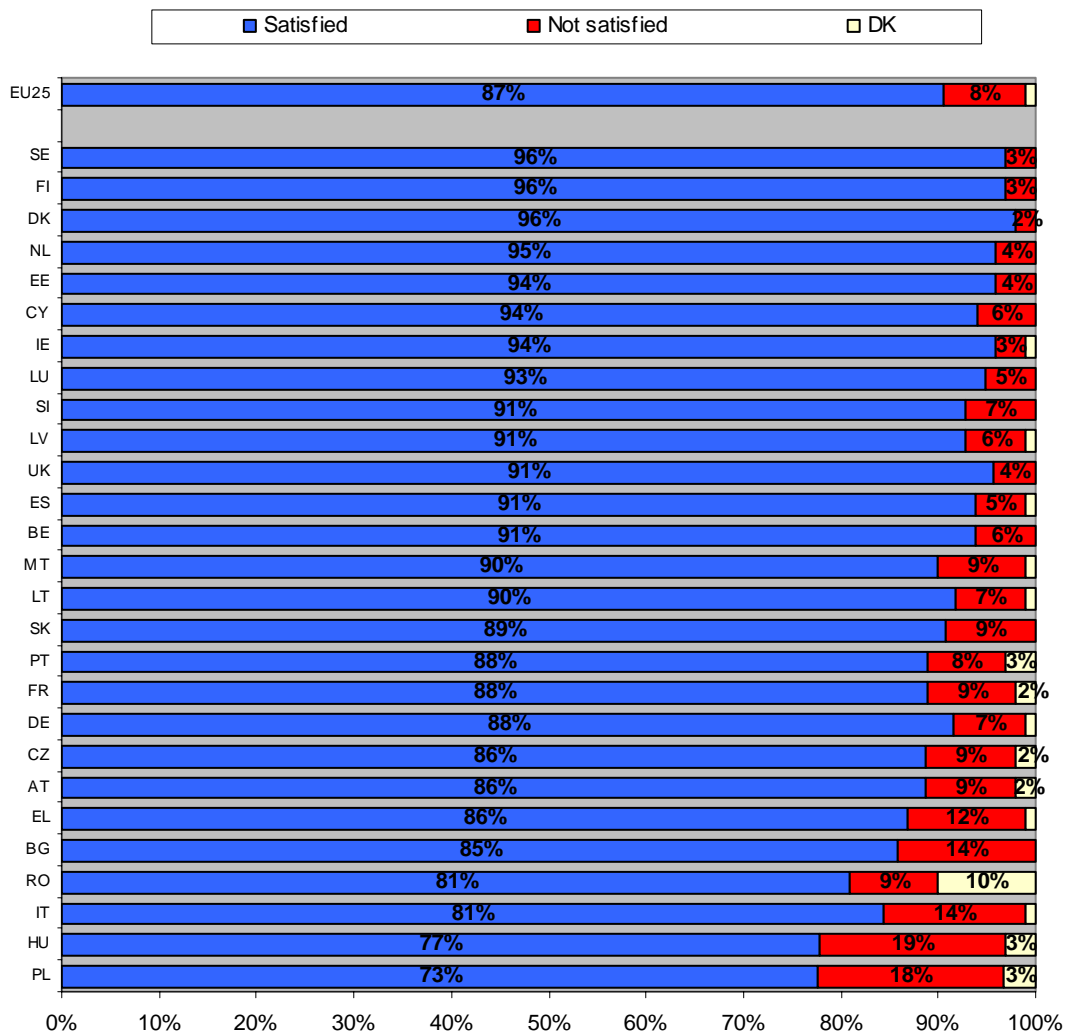
1.3.6. Relationship with work colleagues

-An overwhelming majority of Europeans is happy with this aspect of their life-

We now enter the sphere of socialization. When asked whether they were satisfied or not with their relationship with people interviewees work with¹³, almost 90% of Europeans answered they were happy with this aspect of their social life.

For each of the following, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied?

*-Your relationship with people you work with-
(Base: population currently working)*



¹³ This item is analyzed filtered by working population

1.3.7. Social life

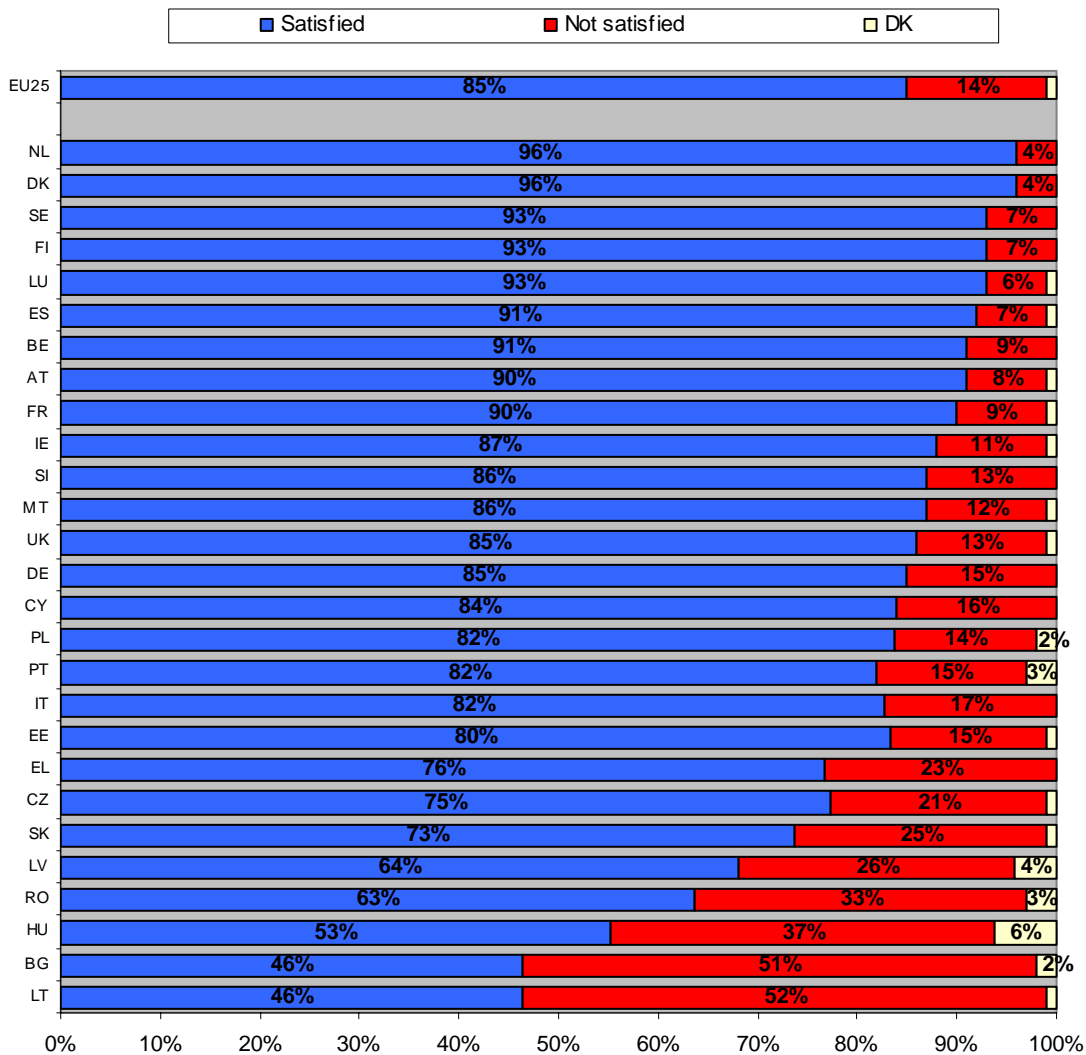
-Finns, Dutch and Swedes, specially satisfied with their social life-

It is difficult to define the meaning of social life: is it the number of friends or acquaintances a person has, or is it based on the interaction with those friends and on the number/quality of moments a person spends with them? Interviewees had probably a mix of both concepts in mind when answering this question.

Looking at the EU25 average, we discovered that a large majority of Europeans (85%) is satisfied with this aspect of their lives.

Once more, some northern countries stand out as far as this domain is concerned: Danes and Dutch (with scores of 96%), principally, followed by Finns, Swedes and Luxembourgers (with 93%) are the most satisfied with their social lives.

*For each of the following, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied?
-Your social life-*



Focusing on the EU15 results, we can observe that the “relatively” lowest level of satisfaction corresponds to Greeks: 76% expressed contentment with this point whereas 23% disagreed.

Within the group of 10 countries that integrated the EU in May 2004, Slovenians, Maltese and Cypriots lead in this direction (scoring respectively at 86% and 84%).

On the contrary the situation looks more problematic once again in Latvia, Hungary and in particular in Lithuania. In Latvia 2 out of 3 interviewees evaluate their social life positively while 1 out of 4 are not satisfied with this field of their life.

In Hungary, the percentage of discontented people rises to 37% while in Lithuania those being openly unsatisfied with the social domain of their lives represent a majority (52%).

As far as the candidate countries are concerned, the worst results are once again found in Bulgaria (52% expressing a negative opinion).

1.3.8. Family life

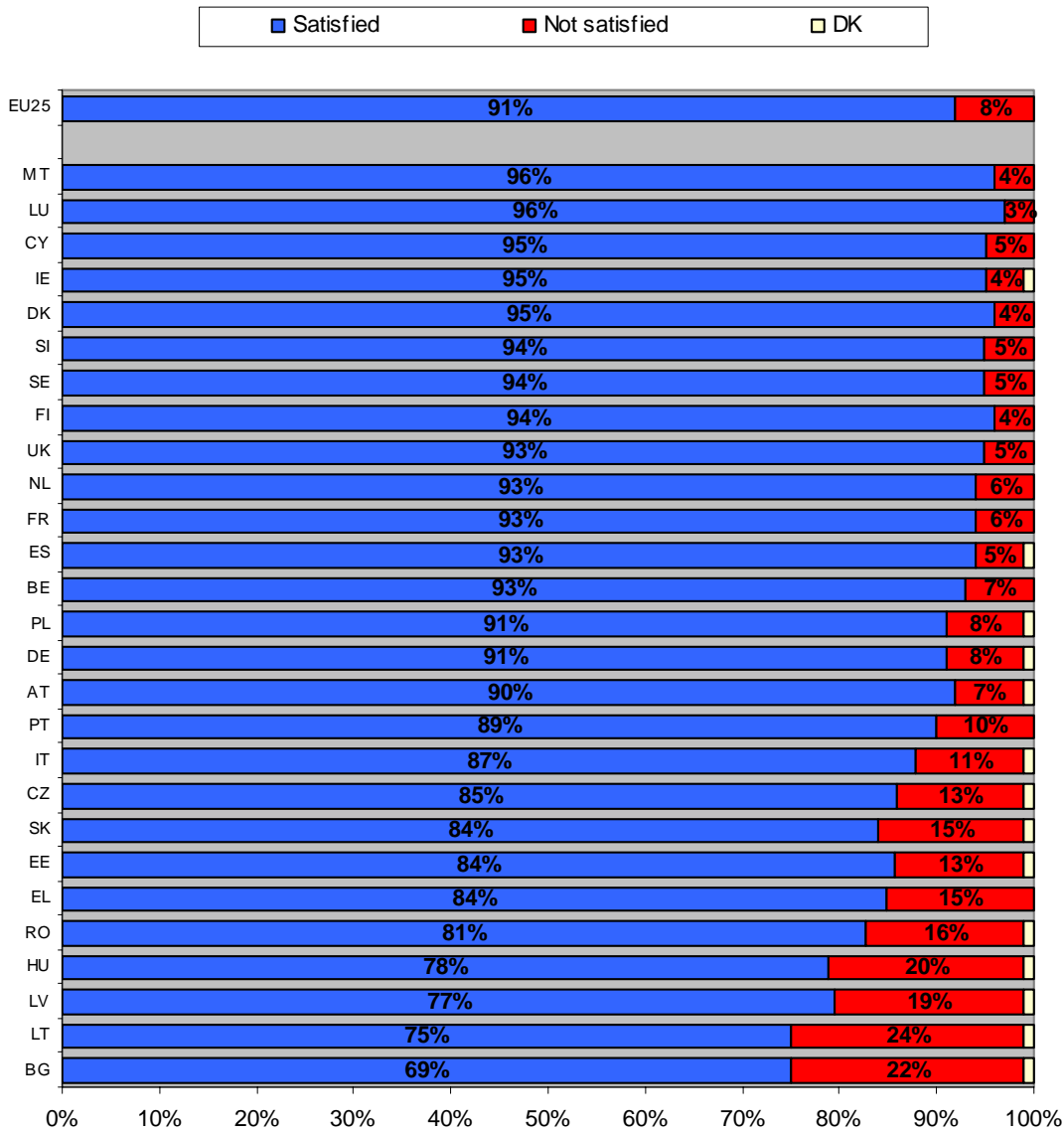
-An extremely positive trend -

As was the case for the social life, an overview of Europeans family life gives back an extremely positive trend. An overwhelming majority within the 25 member States are satisfied with their family life.

Almost all the surveyed countries are in the average level: just Greeks, Italians and Portuguese within the group of old members are situated slightly below the 91% average, obtaining in that order 84%, 87% and 89%.

Looking at the 10 new member States, while Cyprus, Malta, Slovenia and Poland obtain the best results, with more than 9 out of 10 interviewees affirming their satisfaction, Hungary, Latvia and Lithuania occupy the bottom of this ranking.

For each of the following, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied?
 -Your family life-



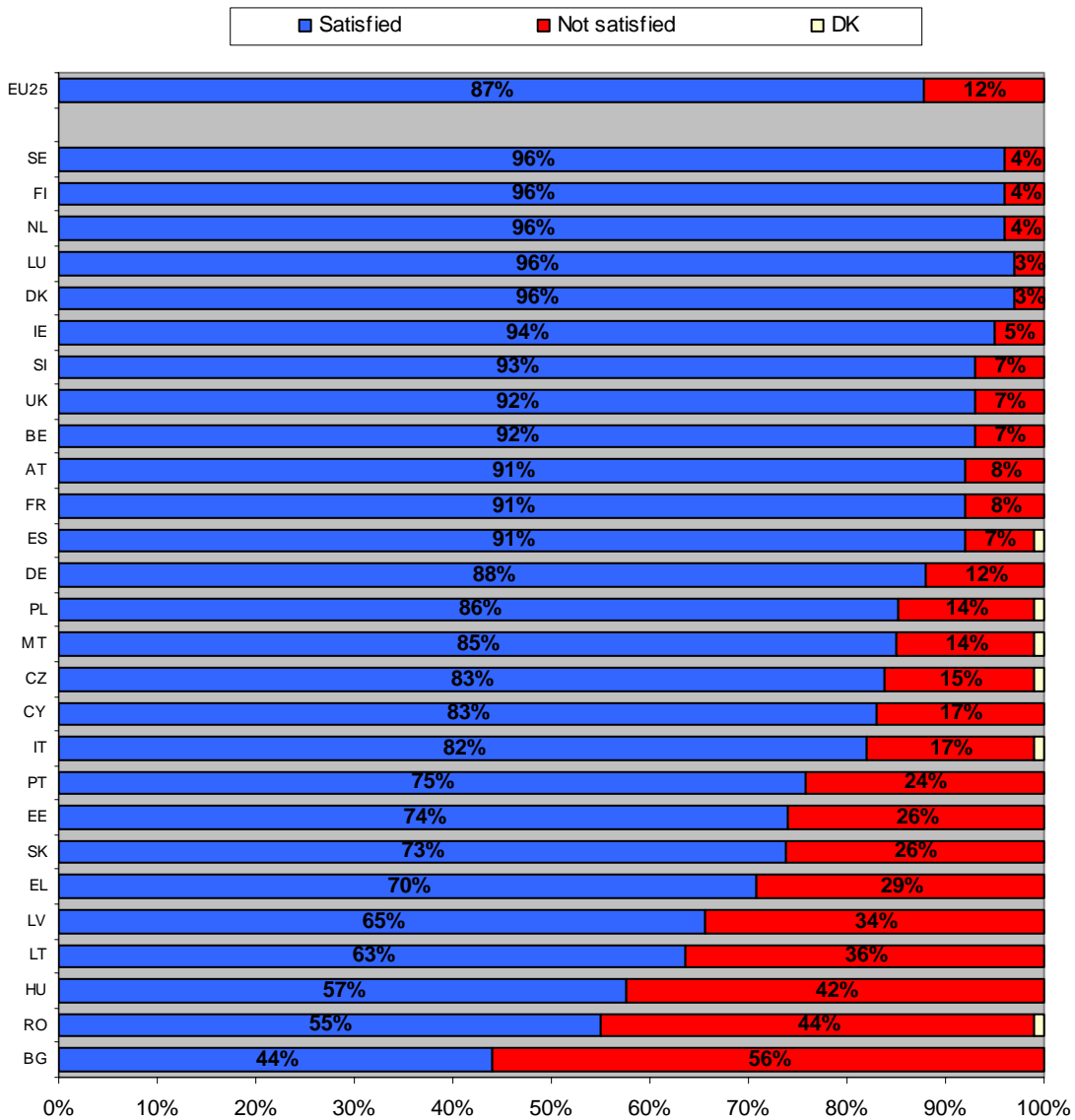
With regards to the two candidate countries surveyed, once again results look more positive in Romania with 80% of the population content with this domain of life whereas in Bulgaria this proportion falls 12 points down.

1.3.9. Life in general

To conclude this chapter, we will proceed to comment the results as far as *life in general* is concerned. Looking at the average, and after having analyzed a wide range of elements, we conclude that Europeans are, generally speaking, a satisfied people: almost 9 out of 10 interviewees expressed their opinion in this direction (87%).

Country results confirm a pattern we have seen throughout the entire chapter: satisfaction standards in the northern part of Europe, especially in the Scandinavian Peninsula along with Denmark and the Netherlands (96% in those four countries) are higher than in the rest of Europe.

*For each of the following, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied?
-Your life in general-*



If Greeks stand out as the “relatively” most critical population within the group of 15 old member States, three new members present difficult situations: Hungary (42% of unsatisfied population), and two Baltic States, Latvia (34%) and Lithuania (36%).

With regard to the two candidate countries, Romania presents a better situation compared to its neighbour: while 55% of Romanians are satisfied with their life, a similar proportion in Bulgaria declares the opposite.

From a socio-demographic point of view, young people feel happier with their life in general than oldest. Life satisfaction seems to be also related to the level of education a citizen has acquired: amongst those who studied full-time till the age of 20 and more, the feeling of having a fulfilled life is stronger than in the case of those who stopped their education at their 15s.

Professional status looks somewhat determinant as far as contentment with life is concerned: it is stronger amongst managers and self-employed, while scores start dropping amongst manual workers, house persons and falls radically amongst unemployed.

In conclusion, looking at the difference between old and new member states, we can affirm that the cleavage is insignificant in the case of Cyprus, Malta and Slovenia, the standards of which are close to the old member States.

Yet, inside both groups, the 15 OMS and the 10NMS, there exists significant disparities; respondents’ opinions in Greece, Italy and Portugal as well as in Hungary, Latvia and Lithuania seem to reflect a lack in terms of State protection and welfare development, and are probably expressing the discontent with a difficult economic situation.

2. Trust and socialization

2.1. General trust

-Deep cleavage between Finland, Sweden, the Netherlands, Denmark and the rest of the member States-

The most celebrated measure of social capital is Putnam's Instrument¹⁴: the density of voluntary organizations. Even though, the concept of trust is essential when measuring Social capital, J.S.Coleman, defined Social Capital as people's ability to work voluntarily together with others for a common purpose in groups and organizations¹⁵.

But this ability to cooperate, according to Fukuyama and Dasgupta¹⁶, can be ascribed to the level of trust: It would appear that it is easier to build a strong and beneficial social capital if people trust the rest of the members of society.

Trust measuring defines social capital as "the quantity of trust" a person has in other members of a community¹⁷.

In order to measure this generalized trust, we have used a standard question that has been asked in the "World Values survey" since the 90's: *"Generally speaking would you say that most people can be trusted, or that you can't be too careful in dealing with people?"*. For the rest of the analysis we will use this question as a cross variable.

When looking at results we find out that a majority of Europeans does not easily trust people: almost 6 out of 10 interviewees said *"you can't be too careful in dealing with people"*. Just 30% of respondents in the European Union believe that *"most people can be trusted"*.

National results show a deep cleavage between 4 northern countries (Finland, Sweden, Netherlands and Denmark) and the rest of the member States.

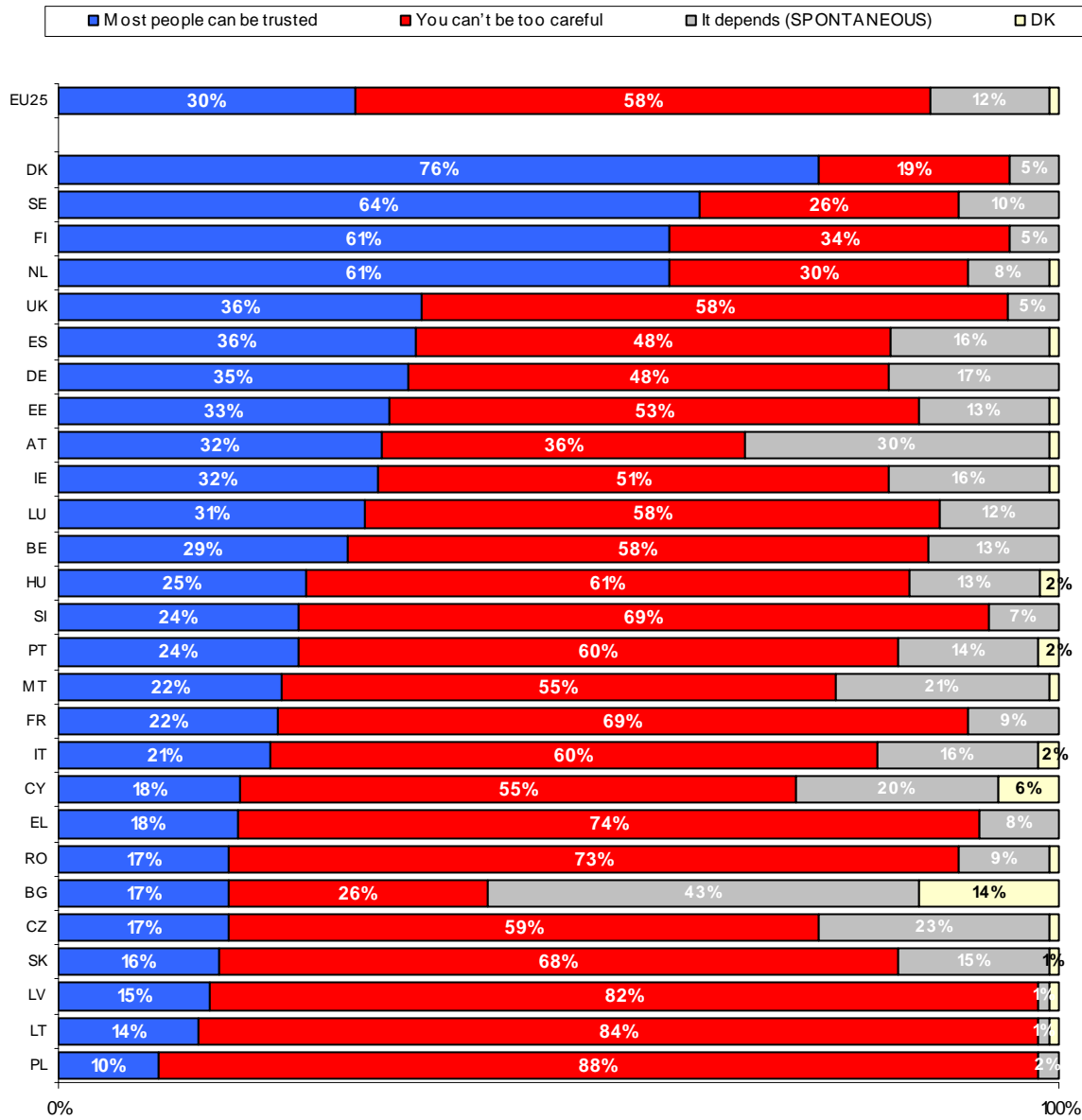
¹⁴ Robert.D.Putnam defines social capital as *networks*. See Putnam, R.D., 2000. *"Bowling alone. The collapse and revival of American Community"*. Simon & Schuster: NY

¹⁵ Coleman, J.S., 1988. « Social capital in the creation of human capital ». *American Journal of Sociology* 94.

¹⁶ Fukuyama, F., 1995. "Trust. The Social Virtues and the creation of prosperity". Hamish Hamilton, London.
Dasgupta, P. & Serageldin, I., 1999. "Social Capital: a Multifaceted approach". The World Bank, Washington D.C.

¹⁷ Martin Paldam, 2000 « Social Capital : one or many ? », article published in the *Journal of Economic Surveys*.

Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people?



The graph clearly illustrates this difference: we can observe that a large majority of citizens in Sweden (64%), Finland, The Netherlands (both obtaining 61%) and in particular in Denmark (76%) possess a generalized trust towards unknown members of society.

On the other hand, the highest level of lack of general trust is found in Latvia, Lithuania and Poland where between 82% and 88% of interviewees mistrust people.

Among the group of 15 old member States, Greeks and French stand out as the citizens that believe the least in the reliability of people.

With regards to the two candidate countries surveyed, patterns are very different: while a large majority of Romanians (73%) believes that one is never too careful in dealing with people, in Bulgaria, citizens tend to believe that trusting or distrusting people depends on the situation (43%).

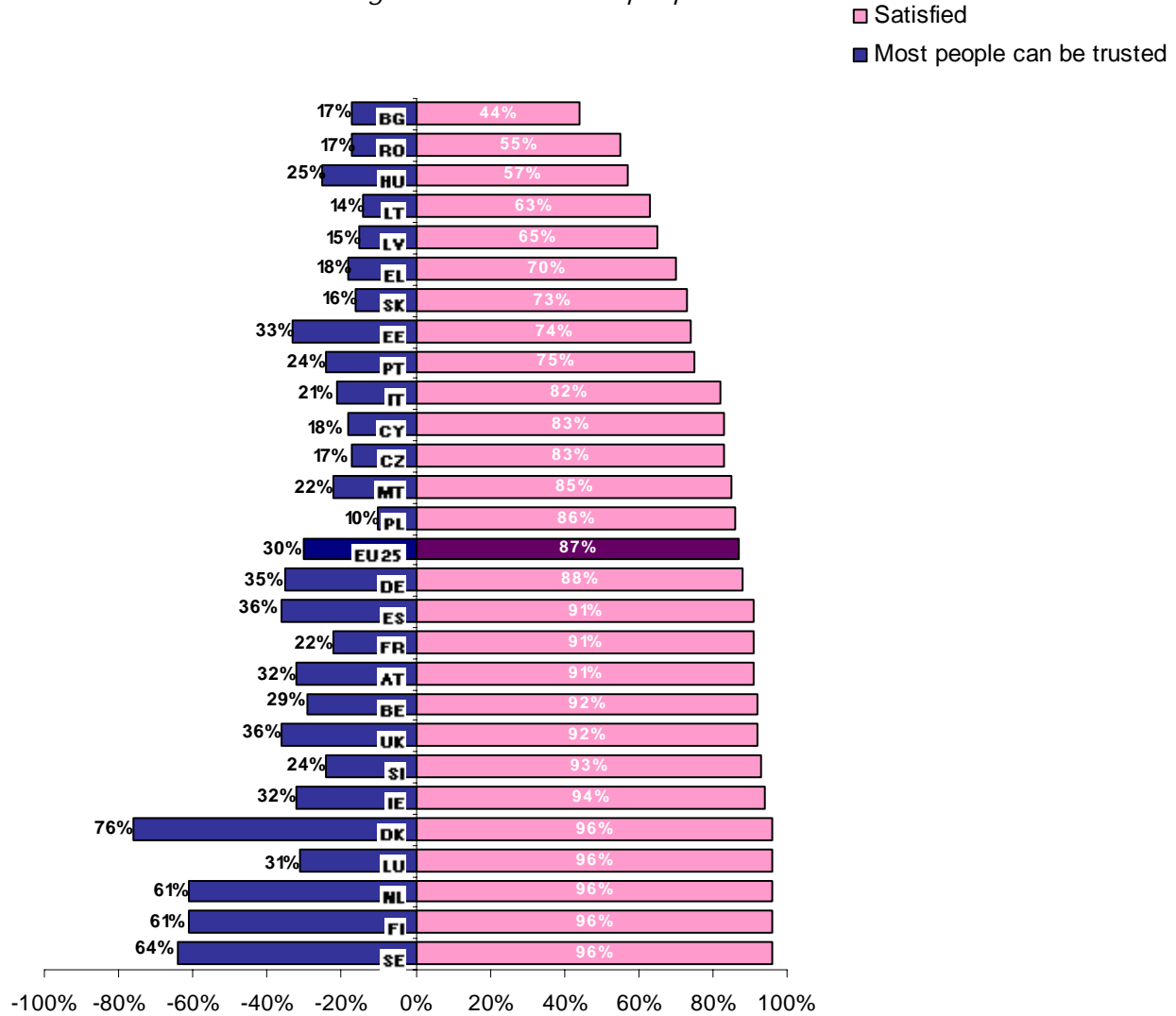
It is worth remembering that in terms of satisfaction with different domains of life and with different aspects of the welfare state, the same four northern countries we have just seen obtained the highest results, whereas Latvians and Lithuanians were found amongst the most critical with those different aspects.

It may be interesting to study the relation between the trust variable and the level of satisfaction with life in general and with the way democracy works in the country.

As we see, people who trust other people are somewhat more satisfied with their life in general (93%) than people who don't (84%).

When looking at the satisfaction with the way democracy works in their country, we can note that the difference between *trusters* and *distrusters* is even higher: 64% amongst the first group are satisfied, whereas this proportion within the second group falls down to 42% (22 points of difference).

-Satisfaction with life in general and trust in people-



2.2. Socialization

2.2.1. Family, friends, leisure time and job

-Family and friends extremely and unanimously important for Europeans-

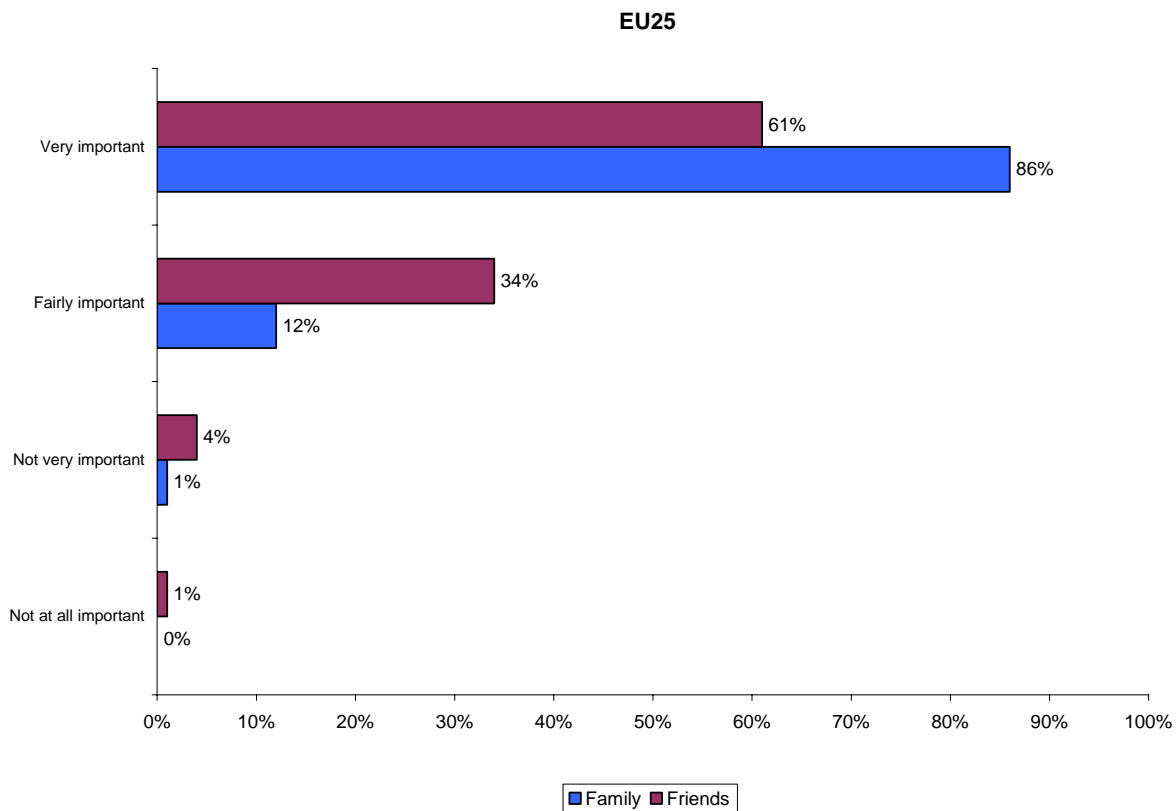
There is a strong “informal” component within social capital. From a certain point of view, Social Capital describes relationships among people; a primary level of social capital networks can be found within families or amongst a group of friends, neighbours interacting together for a common purpose.

In this sense it is vital to study how individuals interact and socialize within their society.

In this chapter, we will first examine the importance of several vectors of socialization (family, friends, job and leisure time). Afterwards we will study the frequency Europeans socialize with friends, neighbours and work colleagues, and finally we will analyze whether the level of general trust may influence this aspect of an individual's life.

An overwhelming majority of Europeans declares that family (98%) and friends (95%) are important in their lives. Links with family are however stronger: 86% of interviewees affirm that family is very important for them whereas the most positive result in the case of friends is equal to 61%.

*-How important is each of the following in your life? Would you say that it is very important, fairly important, not very important or not at all important in your life?
Family & Friends*



Family is extremely important in Greece, where 97% of the population ranked it as very important. In this direction, results over 90% are also found in Cyprus (94%), Sweden and Malta (93% in both cases) along with United Kingdom and Ireland (92% in both cases).

*-Importance Family-
Results per country*

	Very important	Fairly important	Not very important	Not at all important	DK	Important	Not important
EU25	86%	12%	1%	0%	0%	98%	1%
BE	82%	15%	2%	1%	0%	97%	3%
DK	88%	10%	2%	0%	-	98%	2%
D-W	85%	13%	1%	0%	0%	98%	2%
DE	86%	13%	1%	0%	0%	98%	1%
D-E	90%	10%	0%	0%	0%	100%	0%
EL	97%	2%	0%	-	0%	99%	0%
ES	88%	12%	0%	-	0%	100%	0%
FR	86%	12%	1%	0%	0%	98%	1%
IE	92%	7%	0%	0%	0%	99%	0%
IT	78%	19%	2%	1%	0%	97%	3%
LU	94%	5%	1%	0%	0%	99%	1%
NL	81%	16%	3%	0%	0%	97%	3%
AT	78%	17%	3%	1%	1%	96%	3%
PT	83%	15%	1%	0%	0%	99%	1%
FI	87%	11%	1%	0%	0%	98%	1%
SE	93%	6%	1%	0%	0%	99%	1%
UK	92%	6%	1%	0%	0%	98%	1%
CY	94%	6%	0%	-	-	100%	0%
CZ	88%	11%	1%	0%	0%	99%	1%
EE	80%	18%	1%	0%	1%	98%	1%
HU	91%	7%	1%	0%	0%	98%	2%
LV	84%	13%	1%	0%	1%	98%	1%
LT	84%	14%	2%	0%	0%	98%	2%
MT	93%	7%	-	-	0%	100%	-
PL	90%	9%	0%	0%	0%	99%	1%
SK	92%	7%	1%	0%	0%	99%	1%
SI	92%	8%	0%	-	-	100%	0%
BG	91%	7%	1%	0%	1%	98%	1%
RO	86%	11%	1%	0%	2%	97%	2%

As far as friendship is concerned, we can observe that it is very important for almost 8 out of 10 citizens in the Netherlands, Sweden, and UK, whereas only 28% of the interviewees in Malta, 39% in Lithuania and 40% in Poland think in the same way.

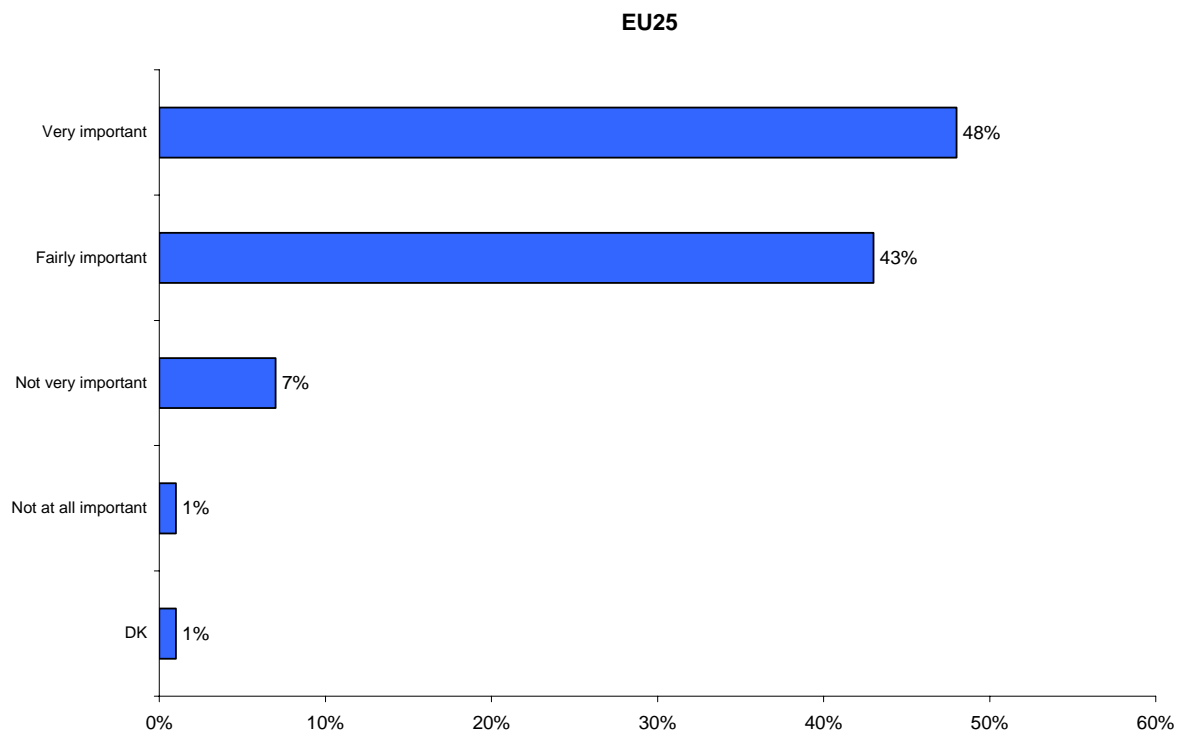
*-Importance of friends-
Results per country*

	Very important	Fairly important	Not very important	Not at all important	DK	Important	Not important
EU25	61%	34%	4%	1%	0%	95%	4%
BE	58%	35%	6%	1%	0%	93%	7%
DK	70%	28%	2%	0%	0%	98%	2%
D-W	62%	35%	3%	0%	0%	97%	3%
DE	62%	35%	3%	0%	0%	97%	3%
D-E	61%	35%	4%	0%	-	95%	5%
EL	74%	22%	3%	1%	-	97%	3%
ES	65%	31%	4%	0%	0%	96%	4%
FR	59%	36%	3%	1%	0%	95%	4%
IE	81%	18%	1%	-	0%	99%	1%
IT	49%	43%	5%	2%	0%	92%	7%
LU	65%	32%	3%	0%	0%	97%	3%
NL	79%	19%	2%	0%	0%	98%	2%
AT	57%	37%	5%	1%	0%	94%	6%
PT	67%	29%	3%	1%	0%	96%	4%
FI	70%	29%	1%	0%	0%	98%	1%
SE	76%	23%	1%	0%	-	99%	1%
UK	78%	20%	2%	0%	0%	98%	2%
CY	69%	27%	3%	1%	-	96%	4%
CZ	57%	39%	4%	0%	0%	96%	4%
EE	49%	43%	7%	1%	0%	92%	8%
HU	51%	34%	12%	2%	0%	85%	14%
LV	46%	44%	8%	1%	1%	90%	9%
LT	39%	46%	12%	2%	0%	86%	14%
MT	28%	44%	23%	4%	0%	73%	27%
PL	40%	55%	4%	0%	1%	95%	5%
SK	51%	45%	4%	0%	0%	95%	4%
SI	68%	30%	2%	0%	-	98%	2%
BG	62%	32%	5%	1%	0%	94%	6%
RO	29%	53%	14%	2%	1%	82%	16%

Leisure time is considered important by 91% of European citizens. This overwhelming majority becomes almost unanimous in Cyprus (98%), the Netherlands (97%) and Sweden (96%). Still largely positive, relatively lowest results are found in Hungary (82%), Latvia and Lithuania (84%).

If we cross friendship and leisure time results with life satisfaction in general we can observe that there are 9 and 12 points of difference in favour of those satisfied overall with their lives: 97% compared to 88% in the case of friends and 93% against 81% in the second case.

*-How important is each of the following in your life? Would you say that it is very important, fairly important, not very important or not at all important in your life?
Leisure time*



*-Importance of leisure time-
Results per country*

	Very important	Fairly important	Not very important	Not at all important	DK	Important	Not important
EU25	48%	43%	7%	1%	1%	91%	8%
BE	54%	40%	5%	1%	0%	94%	6%
DK	50%	43%	4%	0%	2%	94%	4%
D-W	35%	52%	13%	1%	0%	87%	13%
DE	36%	51%	12%	1%	0%	87%	13%
D-E	40%	49%	10%	0%	0%	89%	11%
EL	56%	32%	9%	2%	1%	88%	11%
ES	57%	38%	5%	0%	0%	95%	5%
FR	53%	42%	4%	0%	1%	95%	4%
IE	52%	40%	7%	1%	1%	92%	7%
IT	47%	47%	5%	1%	0%	93%	6%
LU	65%	30%	4%	0%	0%	95%	5%
NL	67%	29%	2%	0%	1%	97%	3%
AT	49%	39%	9%	1%	1%	88%	11%
PT	49%	40%	8%	2%	1%	89%	10%
FI	52%	42%	5%	0%	0%	95%	5%
SE	60%	36%	3%	0%	1%	96%	3%
UK	58%	35%	5%	1%	1%	93%	6%
CY	64%	33%	2%	0%	-	98%	2%
CZ	39%	51%	9%	1%	1%	89%	10%
EE	37%	52%	8%	1%	2%	89%	9%
HU	41%	41%	13%	3%	1%	82%	16%
LV	33%	51%	12%	2%	2%	84%	14%
LT	35%	49%	13%	2%	1%	84%	15%
MT	59%	36%	5%	0%	-	95%	5%
PL	36%	52%	8%	1%	2%	88%	10%
SK	37%	53%	8%	1%	1%	90%	9%
SI	57%	38%	4%	0%	0%	96%	4%
BG	43%	37%	15%	3%	1%	80%	18%
RO	33%	45%	16%	4%	3%	78%	19%

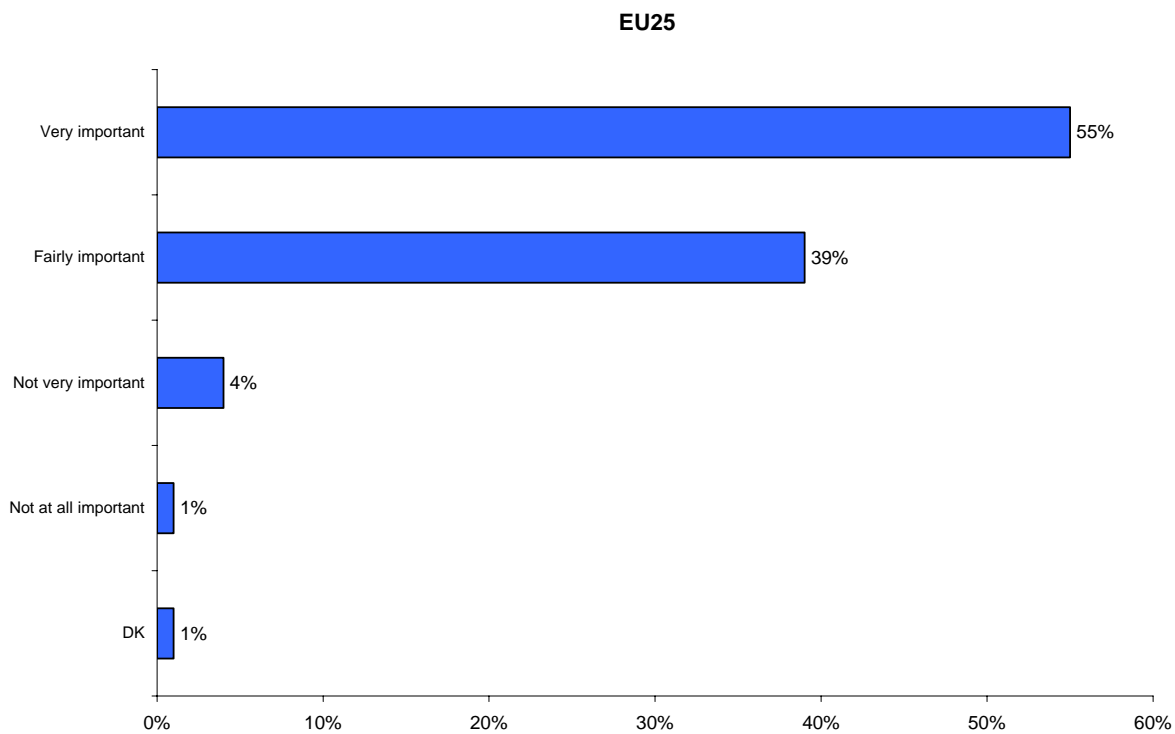
With regard to work, results stay in this direction: 95% of Europeans currently working said their job is important in their life. More than half (55%) declared actually that it is very important.

Among the different countries, Greece obtains the highest score as far as the most positive point of the scale is concerned with almost 9 out of 10 persons (86% concretely) expressing this opinion. In Denmark, Germany, the Netherlands and Sweden this proportion is 1 out of 2 citizens.

-How important is each of the following in your life? Would you say that it is very important, fairly important, not very important or not at all important in your life?

Your job

(Base: population currently working)



2.2.2. Frequency of socialization

2.2.2.1. Meeting socially with friends

- *Friends, an essential element of Europeans social life-*

While more than 60% of the Europeans meet socially with friends once a week or more, 26% do it on a monthly basis (once a month or more) and 9% do this social activity less frequently. A small 4% of the interviewees declare they never visit or see friends.

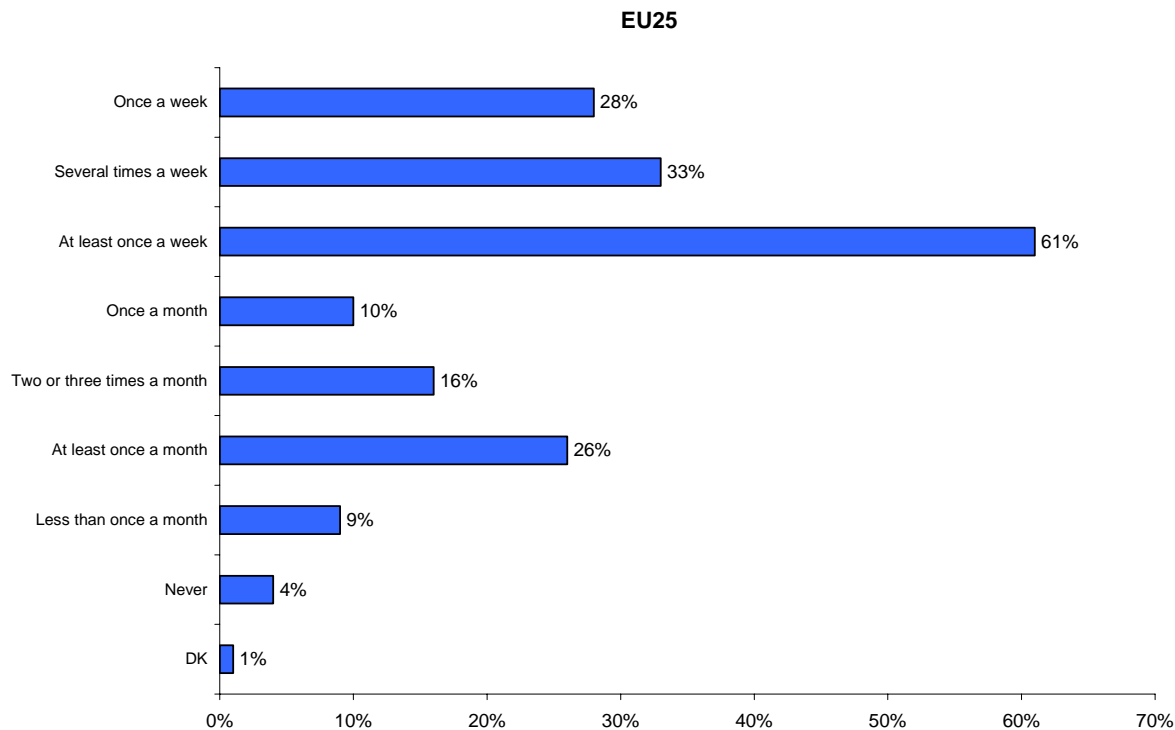
An analysis by country shows that the Dutch are by far those having a more intensive life in terms of social interaction with friends: 79% declared they usually visit or go out with friends at least once a week, furthermore, 55% do it several times a week.

In this direction, Greeks, Portuguese, Cypriots and Swedes have this weekly frequency more than other citizens (more than 70% declared meeting socially with friends once a week or more).

Finns, together with Poles and Estonians have a different rhythm as far as their social contacts with friends are concerned: even if a majority, relative in the case of Estonians, meet socially on a weekly basis, a non negligible proportion does it two or three times a month or even just once a month.

This is the case for 35% of respondents in Finland, 32% in Poland and 31% in Estonia. In the Baltic Republic, 19% declared they are used to seeing or going out with their friends less than once per month.

*-How often do you...?-
Meet socially with friends*



From a socio-demographic point of view, we can observe that logically, the younger the interviewer the more frequently he/she meets socially with friends: 7 out of 10 Europeans between 15 and 24 years old meet friends several times a week and an additional 21% do it at least once a week.

Logically, school and university are vectors of this socialisation: amongst those still studying almost the frequency of these contacts increases and almost 8 out of 10 see friends several times a week.

As far as the age of end of education is concerned, the higher the level obtained the more active the individual is in terms of friend relationships.

2.2.2.2. Meet work colleagues outside working time

-Meeting work colleagues, a practice extremely widespread and frequent in the south of Europe-

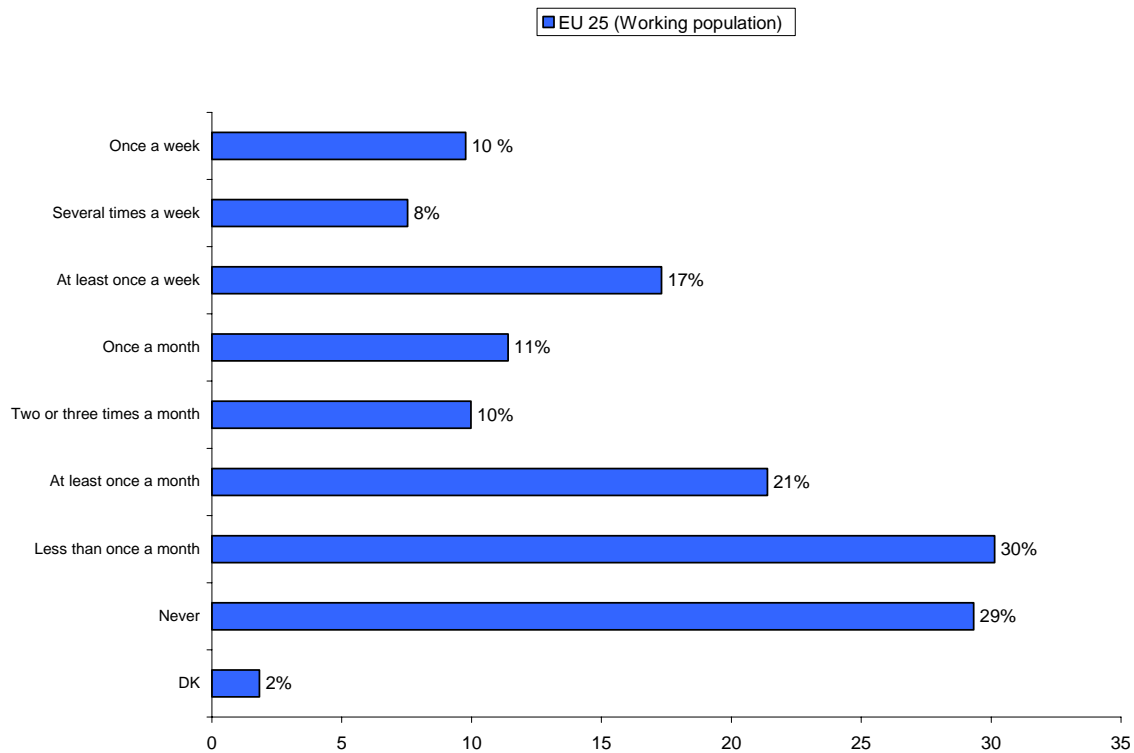
Almost 20% of the European population meet work colleagues outside working time at least once a week. A similar proportion does it on a monthly basis whereas 16% do it with less frequency.

If we filter these results by working population, we can observe that socialization with work colleagues is extremely widespread and frequent in the countries of the Southern part of Europe, specially in Portugal: we can observe that half of Portuguese meet professional colleagues on a weekly basis, as 27% of them do it several times a week and 23% once a week. In addition, 22% go out with work partners at least once a month or more.

Spain and Greece follow with 32% and 36% of the working population meeting colleagues on weekly basis and 27% and 31% respectively doing it several times a month or at least once a month.

When looking at results in the northern countries, we can note that this kind of practise is more frequently done on monthly basis, specially in Finland (38%), Austria (36%), Sweden and Denmark (35%).

*-How often do you...?-
Meet socially work colleagues outside work*



2.2.2.3. Meet socially with neighbours

-Socializing with neighbours, a very strong practice in the Baltic States-

Meeting socially with neighbours is a custom unequally practiced in Europe. When looking at the EU 25 average, we can observe that there is not a dominant practice in this kind of interaction: 27% of the interviewees declared they go out with neighbours for leisure at least once a week, whereas 19% affirm they do it once a month or more and 17% with less frequency.

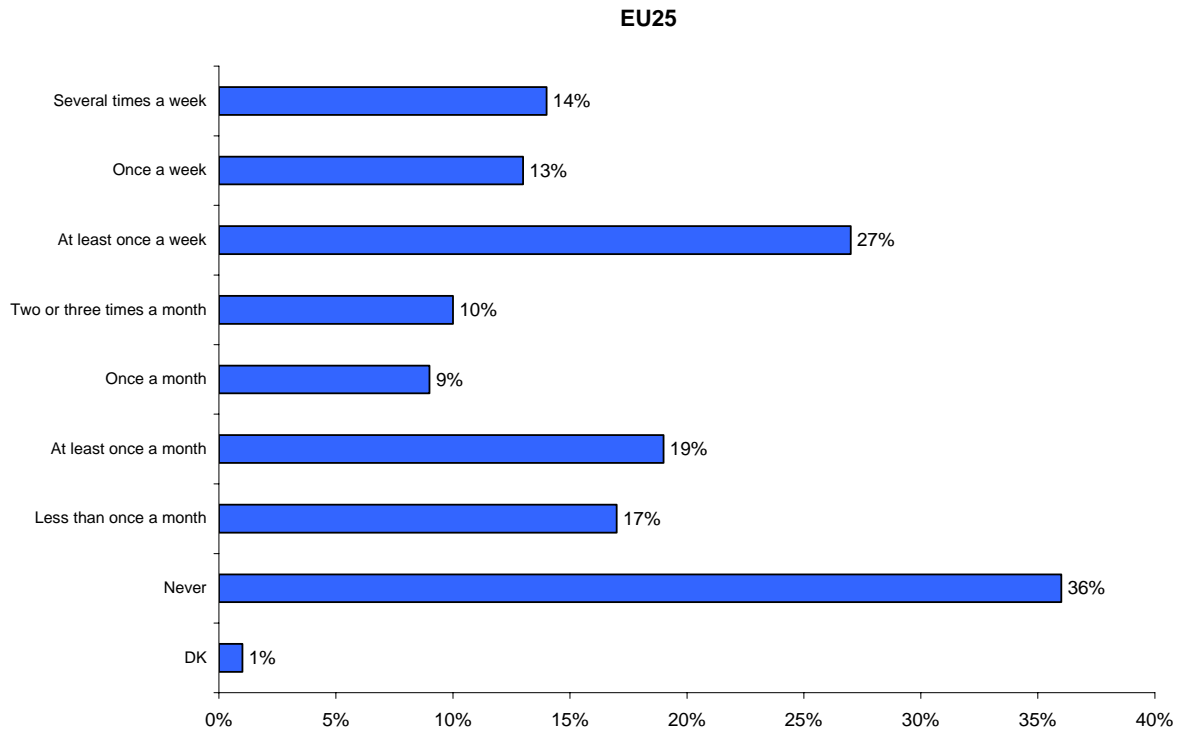
More than one third of Europeans declared they never meet socially with their neighbours.

Practices vary fairly strong between Member States: citizens in Latvia and Lithuania have an especially *demanding* life as almost 2 out of 3 interviewees declared they meet socially with neighbours once a week or more.

This type of social relation is fairly frequent in Portugal, Slovakia, the Netherlands, Slovenia, Cyprus and Greece. In these six countries more than half of respondents used to interact with neighbours on a weekly basis.

On the contrary, in Hungary, Spain, and especially in Italy citizens are less used to establish this type of affinity with neighbours: in fact we find here highest levels of answer “Never” (respectively 54%, 55% and 62%).

*-How often do you...?-
Meet socially with neighbours*



3. Informal Social Capital

As already mentioned, Putnam states that social capital can be measured according to “the density of voluntary organizations existing inside a community”¹⁸. Opening that definition, Martin Paldam points out to the fact that people form links with others.

In this direction, he gives an alternative definition of Social Capital as being the “measure of the amount of networks” a person has built¹⁹. Following this theory, a voluntary organisation constitutes just one particular network that can be joined but, at the same time, almost everybody has constituted networks that are independent of organizations, informal networks one can count on in specific moments.

In this chapter we will try to find out whether those networks exist and are able to provide help or support to citizens in specific situations.

Here we are interested in both passive and active aspects of the action of providing help or support: in which situations could the interviewee rely on friends, work colleagues or acquaintances to receive help or support and, vice versa, in which situations have the interviewees already helped or supported friends, work colleagues, neighbours or acquaintances.

3.1.1. Informal social capital: potential help or support

- ***Citizens from the North of Europe especially optimistic about the help they could get from others*** -

When looking at the European average results, we can observe that citizens can count on other people, friends, colleagues or acquaintances, mainly to discuss personal problems (cited by almost 6 out of 10 interviewees), help with household tasks (48%) and receiving help in case they were threatened or assaulted (44%).

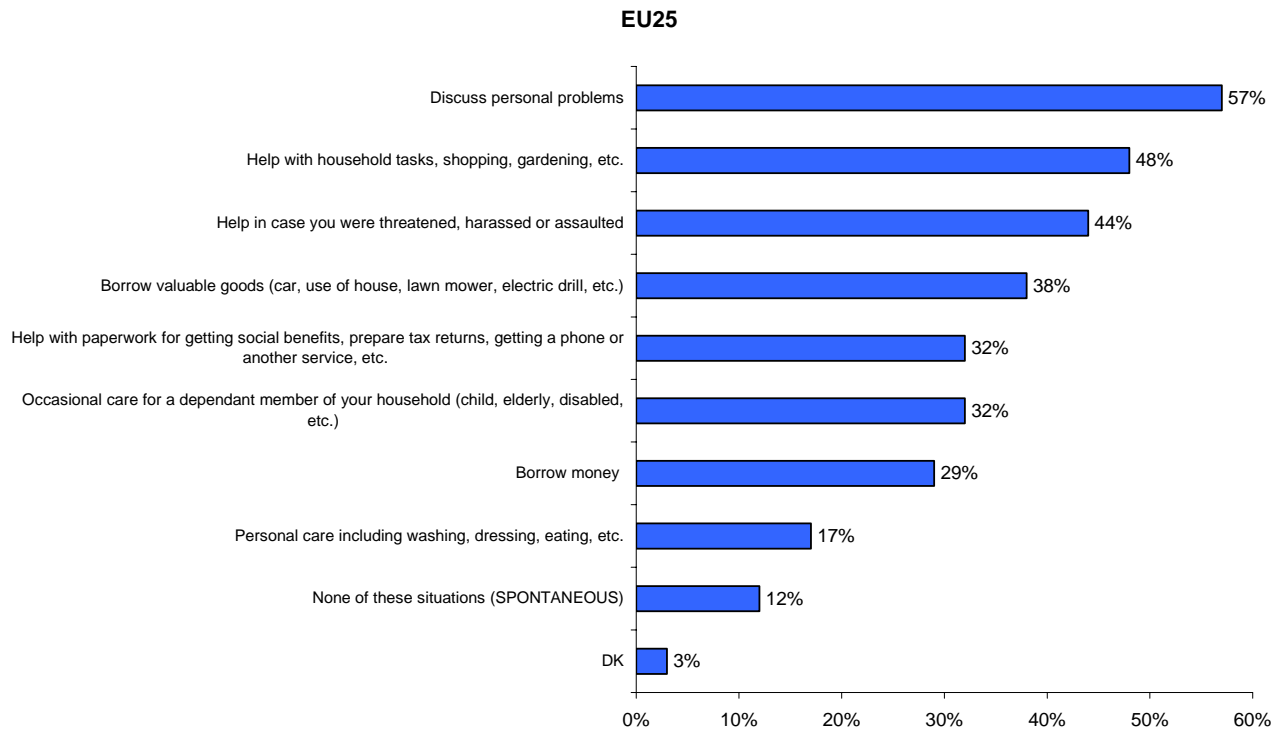
Almost 4 out of 10 respondents reply that they could also count on someone to borrow valuable goods, whereas 1 out of 3 mention the help with paperwork and the occasional care of dependant members of their household.

Closing the list, more than a quarter of respondents could count on others to lend them money, but only 17% would have someone to rely on for receiving personal care if necessary.

¹⁸ See Putnam, R.D., 2000. *Bowling alone. The collapse and revival of American Community*. Simon & Schuster: NY

¹⁹ Martin Paldam, 2000 « Social Capital : one or many ? », article published in the *Journal of Economic Surveys*.

*In which of the following situations would you be able to rely on friends, work colleagues, neighbours or acquaintances to receive help or support?
(Please, we do not mean people who would be paid for it)
Multiple answers*



It is interesting to analyse more in depth results for those situations demanding higher levels of personal implications such as receiving personal care, including washing, eating etc, and occasional care for a dependant member of the household.

We can observe that the intensity of these informal support “networks” varies between countries.

It seems that citizens in countries of the north of Europe, like Denmark, the Netherlands and Sweden can count more than the rest of Europeans on the help and support of others if personal or occasional care is requested.

The first situation is mentioned by 31% of respondents in Sweden, 30% in Denmark and 29% in the Netherlands. Informal networks would be even stronger if the second situation occurs: 55% of Danes, 51% of Swedes and 48% of Dutch affirmed so.

At the other end of the scale, it seems that getting this help would be more difficult in Greece, Italy or Hungary.

*In which of the following situations would you be able to rely on friends, work colleagues, neighbours or acquaintances to receive help or support?
Results per country*

	Help with household tasks, shopping, gardening, etc.	Occasional care for a dependant member of your household (child, elderly, disabled, etc.)	Personal care including washing, dressing, eating, etc.	Help with paperwork for getting social benefits, prepare tax returns, getting a phone or another service, etc.	Discuss personal problems	Borrow money	Borrow valuable goods (car, use of house, lawn mower, electric drill, etc.)	Help in case you were threatened, harassed or assaulted	None of these situations (SPONTANEOUS)	DK
EU25	48%	32%	17%	32%	57%	29%	38%	44%	12%	3%
BE	56%	32%	21%	37%	52%	21%	38%	50%	14%	0%
DK	68%	55%	30%	53%	74%	43%	70%	68%	3%	2%
D-W	61%	39%	18%	37%	62%	23%	39%	50%	10%	1%
DE	61%	38%	17%	38%	63%	23%	38%	52%	10%	1%
D-E	62%	34%	12%	41%	70%	23%	35%	59%	9%	1%
EL	34%	18%	7%	20%	56%	27%	22%	28%	18%	0%
ES	40%	33%	23%	36%	52%	31%	35%	34%	19%	6%
FR	44%	31%	15%	30%	57%	23%	43%	53%	10%	2%
IE	55%	34%	13%	24%	51%	25%	38%	47%	9%	3%
IT	25%	19%	9%	20%	45%	14%	16%	18%	21%	3%
LU	53%	39%	19%	38%	60%	26%	40%	56%	10%	2%
NL	71%	48%	29%	50%	70%	36%	64%	70%	4%	2%
AT	48%	27%	9%	26%	59%	26%	39%	35%	11%	4%
PT	41%	17%	15%	26%	40%	20%	20%	23%	19%	6%
FI	51%	52%	24%	33%	58%	35%	46%	57%	6%	1%
SE	64%	51%	31%	46%	73%	54%	73%	70%	3%	1%
UK	52%	34%	23%	32%	61%	36%	49%	63%	10%	2%
CY	26%	19%	4%	24%	49%	20%	28%	23%	30%	0%
CZ	55%	34%	14%	26%	57%	40%	46%	54%	5%	3%
EE	49%	22%	14%	18%	60%	44%	25%	31%	9%	6%
HU	39%	8%	5%	14%	60%	20%	29%	15%	17%	1%
LV	60%	38%	24%	34%	61%	47%	33%	44%	3%	6%
LT	47%	24%	14%	22%	49%	42%	25%	40%	6%	4%
MT	44%	22%	11%	17%	41%	7%	9%	24%	25%	2%
PL	50%	37%	13%	32%	55%	47%	33%	34%	6%	3%
SK	53%	35%	15%	34%	69%	39%	38%	43%	4%	2%
SI	76%	48%	25%	55%	73%	45%	55%	69%	4%	1%
BG	42%	19%	8%	19%	57%	54%	25%	33%	9%	3%
RO	49%	14%	8%	14%	58%	50%	12%	28%	13%	2%

This first look may lead us to think that most wealthy economies and most developed welfare systems are the main determinant in relation to the existence and density of these networks. Yet, this would be a precipitated statement or at least an incomplete one.

In fact, citizens in Cyprus, amongst the most satisfied with their public services or with their financial situation, could count on others to receive personal care only in 4% of the cases.

On the contrary, in spite of being between the most critical with different life domains, 24% of Latvians would be able to get personal care in that situation.

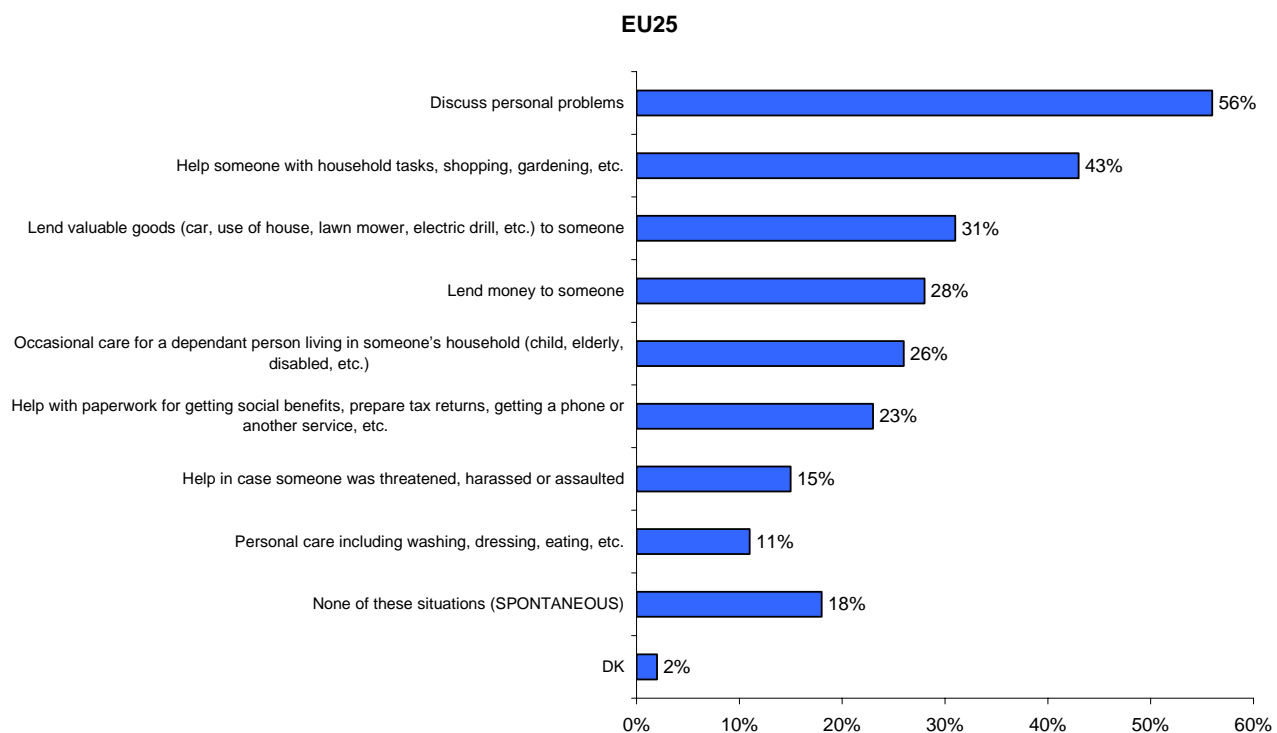
3.1.2. Informal social capital: active help or support

- **Almost 8 citizens out of 10 provided others with some kind of support in the past 12 months-**

Are Europeans able to give the same kind of support they can receive in specific situations? In parallel to what we have just seen, in the past 12 months Europeans mainly gave help or support to friends, work colleagues or other acquaintances to discuss personal problems (56%) and to help someone with household tasks (43%). Yet just 15% of them affirm they helped someone that was threatened or assaulted. This apparently “low” result has to be related to the frequency of such assaults or threats and therefore need to be nuanced.

*And in which of the following situations did you, yourself, help or support friends, work colleagues, neighbours or other acquaintances in the past twelve months?
(Please note that we do not mean help provided in the context of a formal organisation, or help you have been paid for)*

(MULTIPLE ANSWER POSSIBLE)



Europeans give somewhat less than what they could receive when talking about lending valuable goods (31%). 26% of them provided occasional care for a dependant person living in someone's household, and only 11% offered personal care to someone. They lent money almost in the same proportion they could borrow (28%) but they helped people with paperwork less compared to the occasions they declare they could be assisted (23%).

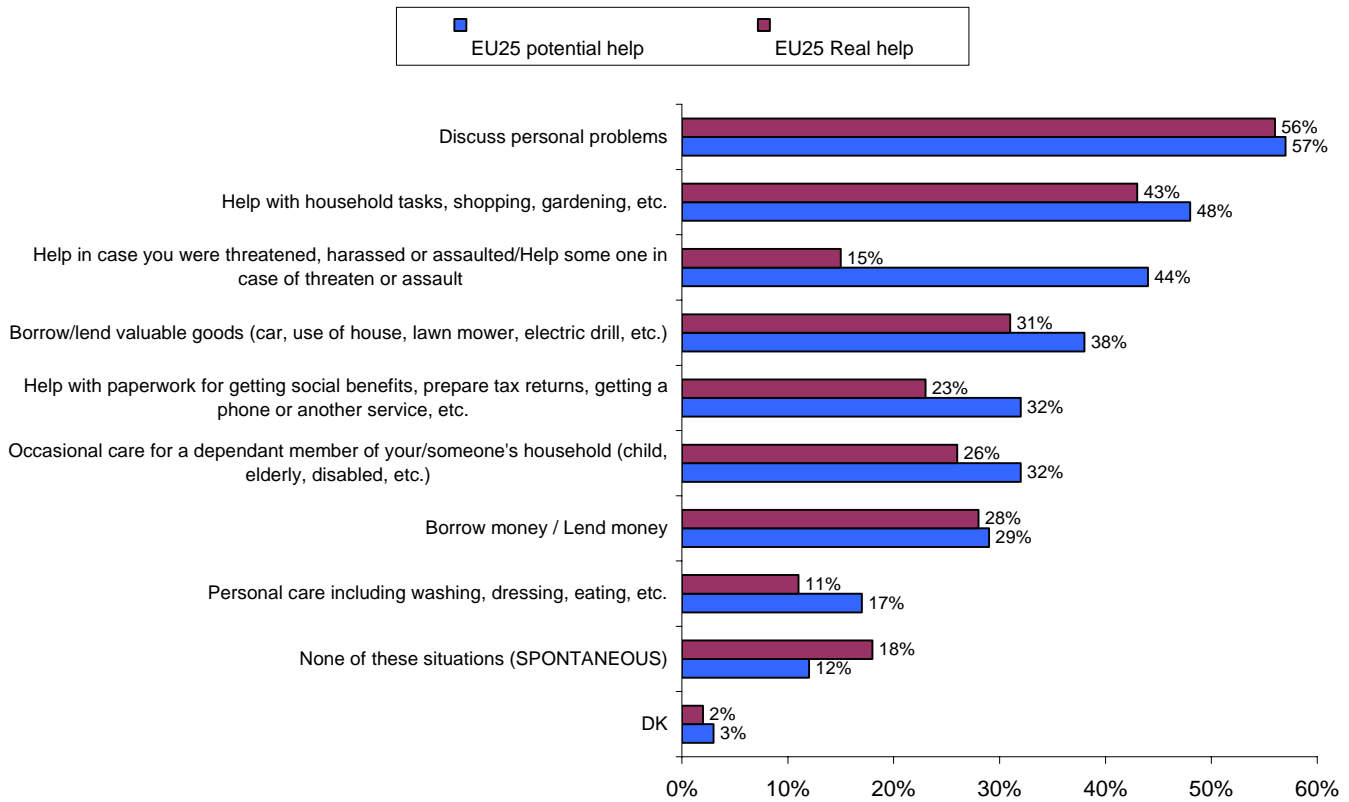
If we look once more at those situations that demand more direct implication, we can observe that Belgians (16%), Spaniards (19%) and especially Latvians (23%) provided more personal care during the past 12 months.

As far as occasional care for a dependant member of the household is concerned, respondents in Scandinavian countries along with Latvia seem to have assisted more frequently others in those situations.

*And in which of the following situations did you, yourself, help or support friends, work colleagues, neighbours or other acquaintances in the past twelve months?
National results*

	Help someone with household tasks, shopping, gardening, etc.	Occasional care for a dependant person living in someone's household (child, elderly, disabled, etc.)	Personal care including washing, dressing, eating, etc.	Help with paperwork for getting social benefits, prepare tax returns, getting a phone or another service, etc.	Discuss personal problems	Lend money to someone	Lend valuable goods (car, use of house, lawn mower, electric drill, etc.) to someone	Help in case you were threatened, harassed or assaulted	None of these situations (SPONTANEOUS)	DK
EU25	43%	26%	11%	23%	56%	28%	31%	15%	18%	2%
BE	57%	32%	16%	29%	60%	23%	33%	24%	13%	1%
DK	63%	36%	12%	34%	74%	34%	57%	15%	10%	1%
D-W	45%	23%	10%	24%	55%	19%	27%	11%	22%	1%
DE	45%	23%	9%	24%	57%	19%	27%	11%	21%	1%
D-E	47%	24%	7%	25%	64%	17%	29%	9%	18%	0%
EL	32%	18%	7%	14%	56%	30%	19%	11%	20%	0%
ES	34%	27%	18%	24%	46%	29%	29%	15%	27%	5%
FR	49%	29%	13%	34%	64%	29%	39%	20%	12%	2%
IE	51%	31%	10%	16%	51%	30%	33%	19%	14%	3%
IT	22%	19%	10%	13%	44%	15%	16%	7%	25%	2%
LU	49%	36%	8%	32%	64%	27%	33%	24%	16%	1%
NL	60%	39%	9%	36%	72%	28%	55%	17%	8%	1%
AT	40%	23%	6%	17%	56%	25%	29%	11%	16%	2%
PT	31%	12%	9%	10%	32%	11%	13%	6%	35%	3%
FI	56%	42%	11%	20%	63%	37%	42%	10%	9%	1%
SE	62%	43%	15%	35%	72%	36%	54%	15%	5%	0%
UK	50%	27%	14%	27%	61%	40%	39%	26%	15%	1%
CY	35%	23%	11%	17%	58%	29%	35%	8%	23%	0%
CZ	57%	39%	13%	17%	57%	36%	39%	28%	9%	2%
EE	51%	22%	11%	15%	62%	50%	22%	15%	9%	4%
HU	43%	10%	5%	12%	54%	23%	30%	6%	20%	1%
LV	63%	42%	23%	30%	62%	56%	31%	28%	4%	3%
LT	54%	26%	14%	20%	51%	45%	23%	22%	5%	5%
MT	49%	31%	11%	18%	49%	8%	9%	8%	18%	2%
PL	41%	24%	8%	20%	51%	46%	24%	7%	14%	2%
SK	60%	39%	17%	29%	68%	41%	38%	33%	4%	1%
SI	68%	28%	11%	33%	67%	32%	41%	21%	10%	0%
BG	44%	17%	7%	16%	59%	49%	23%	20%	10%	3%
RO	50%	14%	7%	13%	59%	53%	13%	12%	13%	-

It would be interesting to compared graphically results of passive and active support. We would like once more to stress out the fact that we are analysing “potentiality” on one hand and “reality” on the other. It would be therefore too easy and precipitated to get to the conclusion that citizens are actually *less generous* than expected.

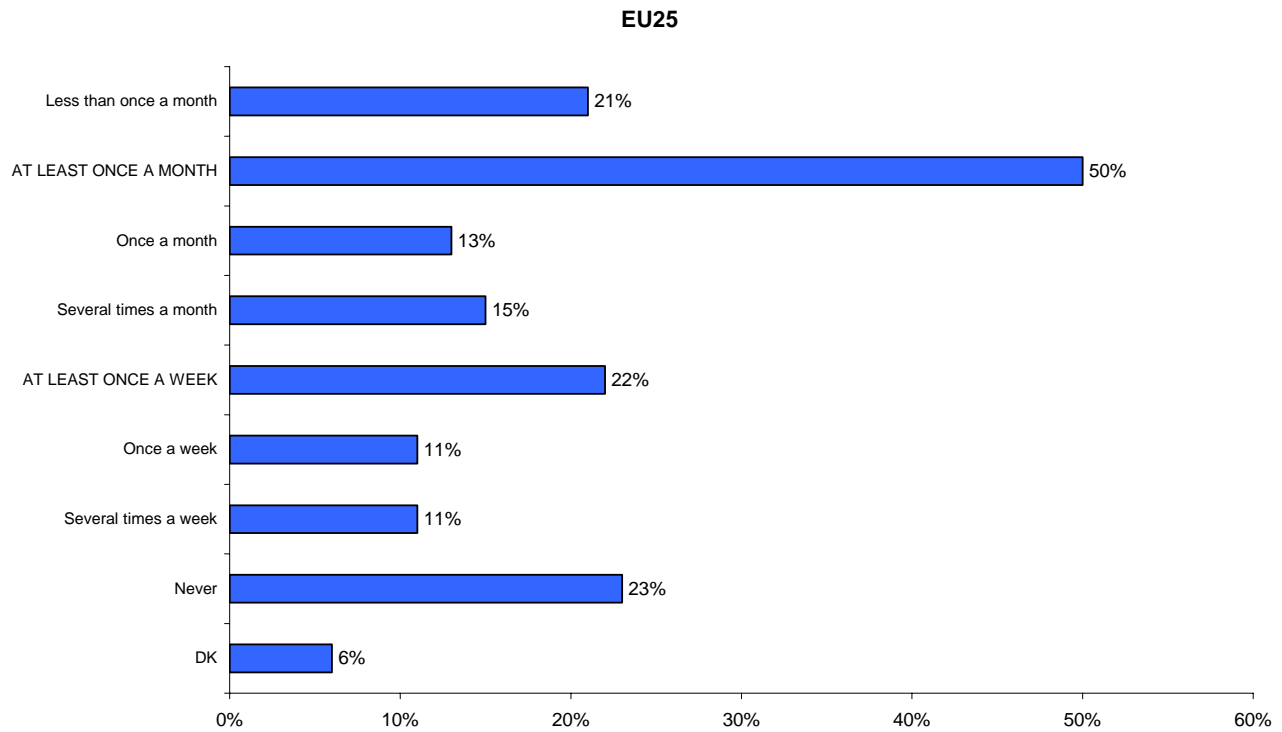


In a more direct way, interviewees were asked how many times per week they actively provide help for other people, not counting what they do for their family, in their work or within voluntary organisations.

We can note that 22% of European interviewees claim that they offer active help to other people once a week or more. Overall, 1 out of 2 citizens in the European Union provides others with active support at least once a month.

This is the case of almost 7 out of 10 interviewees in Finland, Latvia, Slovenia and the Netherlands. Latvians seem to offer this help on a more frequent basis (35% declare doing something for others at least once a week). They are followed by the English (31%) and the Dutch (30%).

Not counting anything you do for your family, in your work, or within voluntary organisations, how often do you actively provide help for other people?



4. Networks: associational activity

One of the most famous definitions of Social Capital says it generally refers to the collective value of all social networks and the inclination that arises from these networks to do things for each other, what Robert Putnam calls “norms of reciprocity”²⁰.

Even if it is not the only way to measure the level of social capital existing in a community, networks of civic engagement, such as neighbourhood associations, sports clubs, cooperatives and others are an essential form of social capital and their density may not give us the exact “amount” of social capital but could help us to understand how members of a community cooperate for mutual benefit.

In this chapter we will discover the associational life of Europeans and its different dimensions: membership, donors and active participation.

We will also examine the importance of some new communication technologies when working or collaborating with an association as well as the meaning of voluntary work in Europeans' lives.

4.1.1. Associational activity: membership

-Formal networks specially developed in northern and Scandinavian countries-

The majority of Europeans (52%) are not members of any of the associations proposed in the list. Amongst the different types of associations, sport clubs are the civic engagement network most widespread among citizens of the current European Union with 20% of the interviewees declaring being members of these kinds of clubs or recreation organizations.

In second place, cultural associations dealing with education, arts or music, are mentioned by 11% of respondents. In similar proportions, interviewees declare they are members of a religious or church organisation (10%), and that they are affiliated to a Trade Union (10%).

Below that level, 8% of citizens are members of a charity or social organisation whereas 5% joined a professional or business association.

The rest of the associations presented in the list obtain response rates that oscillate between the 4% for the organizations for environmental protection to the 1% obtained by groups for the defence of elderly rights.

A more detailed analysis of the results by country reveals some differences. It seems that northern-Scandinavian countries show a differentiated pattern in terms of associational life that the rest of the European Union.

Around 90% of the population in Sweden, Denmark and the Netherlands belongs in terms of membership to at least one of the organisations proposed.

High levels of associations are found also in Finland and Luxembourg where almost 75% of the population is involved as member in one or several civic organisations.

²⁰ “Bowling Alone: The Collapse and Revival of American Community” by Robert D. Putnam (New York: [Simon & Schuster](#), 2000).

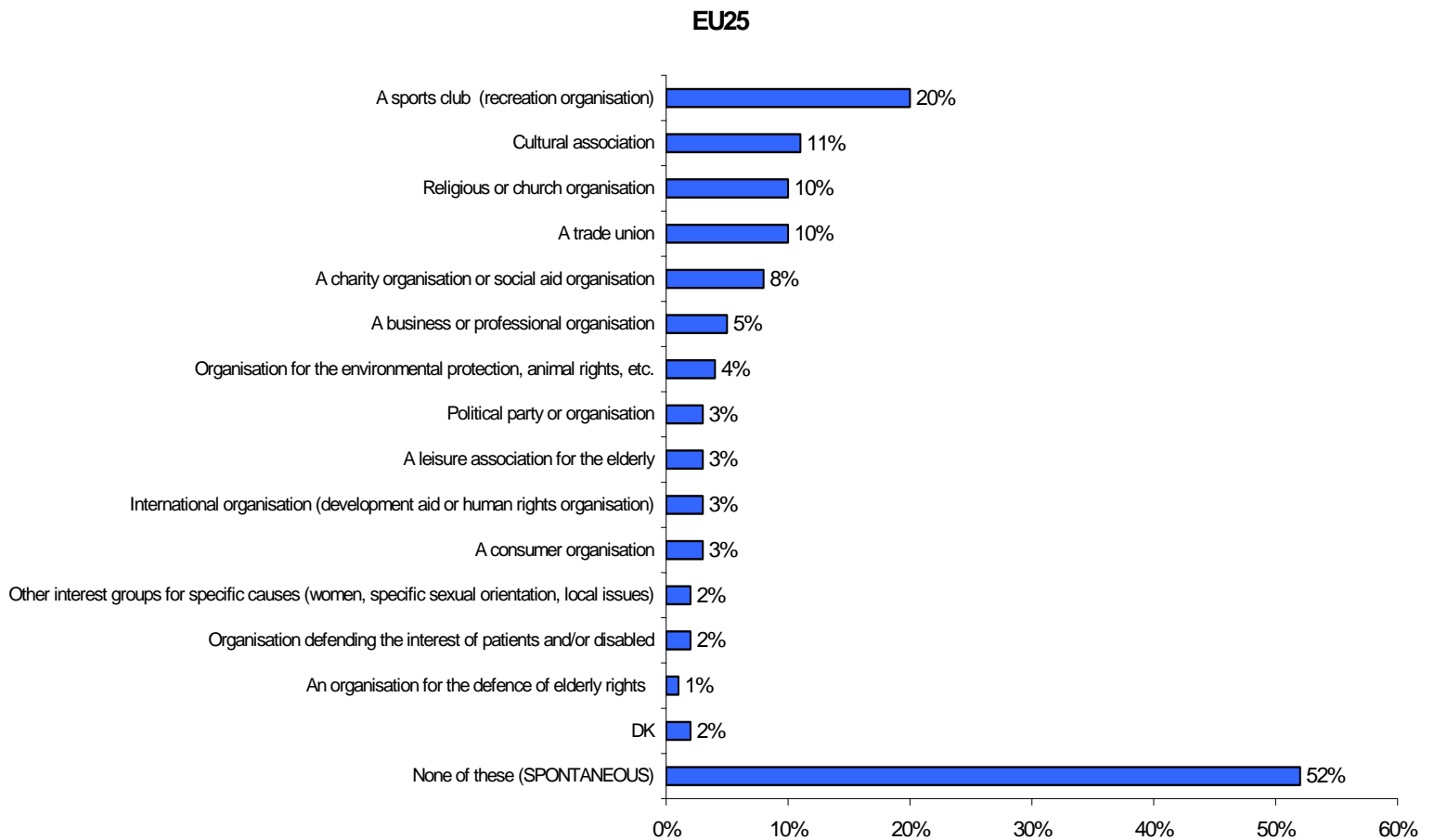
Danes and Swedes are most frequently affiliated to a trade union (cited by 58% and 55% in that order) and sport clubs (obtaining 38% and 43% respectively).

Looking more attentively to results in Sweden we can notice the importance that churches and religious organisations have in citizen’s lives. We would like to stress the fact that according to official figures, more than 90% of the population are non-active members of the Lutheran Protestant State Church.

In this sense, academic research stresses the potential of protestant religion as vector of integration in the community, whereas more hierarchical structures appear to form a poorer soil to build social capital.

In the case of the Netherlands, it is worth noting that 29% declare they are members of an organisation for the protection of the environment or the defence of animal rights.

*Now, I would like you to look carefully at the following list of organisations and activities.
Please, say in which, if any, you are a member.
(MULTIPLE ANSWERS POSSIBLE)*



The contrast between these habits and those found in the rest of the countries surveyed is strong.

Around 3 out of 4 citizens interviewed in Hungary, Greece and Portugal declared not being associated to or member of any of the organisations in the list. Spain and Hungary have scores above a 70% level.

The proportion of people not linked to an organisation via membership increases to 81% and 82% in Romania and Bulgaria, the two candidate countries surveyed. We would like to add that amongst the NMS, Slovenia seems to have a stronger activity as far as this domain is concerned.

In terms of socio-demographic breakdowns we can observe some interesting differences:

- More men than women seem to be member of an organisation.
- Civic network membership appears to be directly linked to the level of education: the longer the respondent stayed in full-time education the higher the level of membership found.

When crossing results by general satisfaction with life and by trust in people, further differences are found: satisfied individuals seem to be more frequently members of organisations than those who are not so (68% amongst non-satisfied declared they were not members of any of the organisations in the list).

Similarly, those possessing high levels of trust towards the other members of society have also higher levels of implication with civic groups and associations at this level (while 58% between distrusters affirm not being members of one of the proposed groups, this proportion drops to 39% amongst trusters).

4.1.2. Associational activity: donors

-Charity and religious organizations are the main receivers of donors-

Excluding any membership fees, it seems that a majority of respondents do not donate money to any organisation among those presented in the list.

This would be the case of 54% of the interviewees. For those donating money, charity or social organisations and, to a lesser extent, religious or church organisations are the main receivers. The first ones are mentioned by 20% of Europeans while the second ones by 13%.

Below the 10% level, organisations defending the rights of patients/disabled, along with groups for the protection of the environment and associations for the defence of human rights and international causes, get donations from 7% of interviewees. Sports clubs follow with 6%.

It is worth noting that, members excluded, only 1% of respondents admit donating money to a political party and only 2% economically support a trade union.

Analysing results per country, the highest proportion of donors is found in Malta, where more than 8 out of 10 interviewees donate money to one or several groups.

The Mediterranean country is followed by citizens in the Netherlands (it seems that almost 8 out of 10 respondents donates money), Luxembourg (almost 3 out of 4 could be classed as donors) along with the Scandinavian countries (in Sweden the proportion of donors drops to 6 out of 10 citizens whereas in Finland it would be around 7 out of 10).

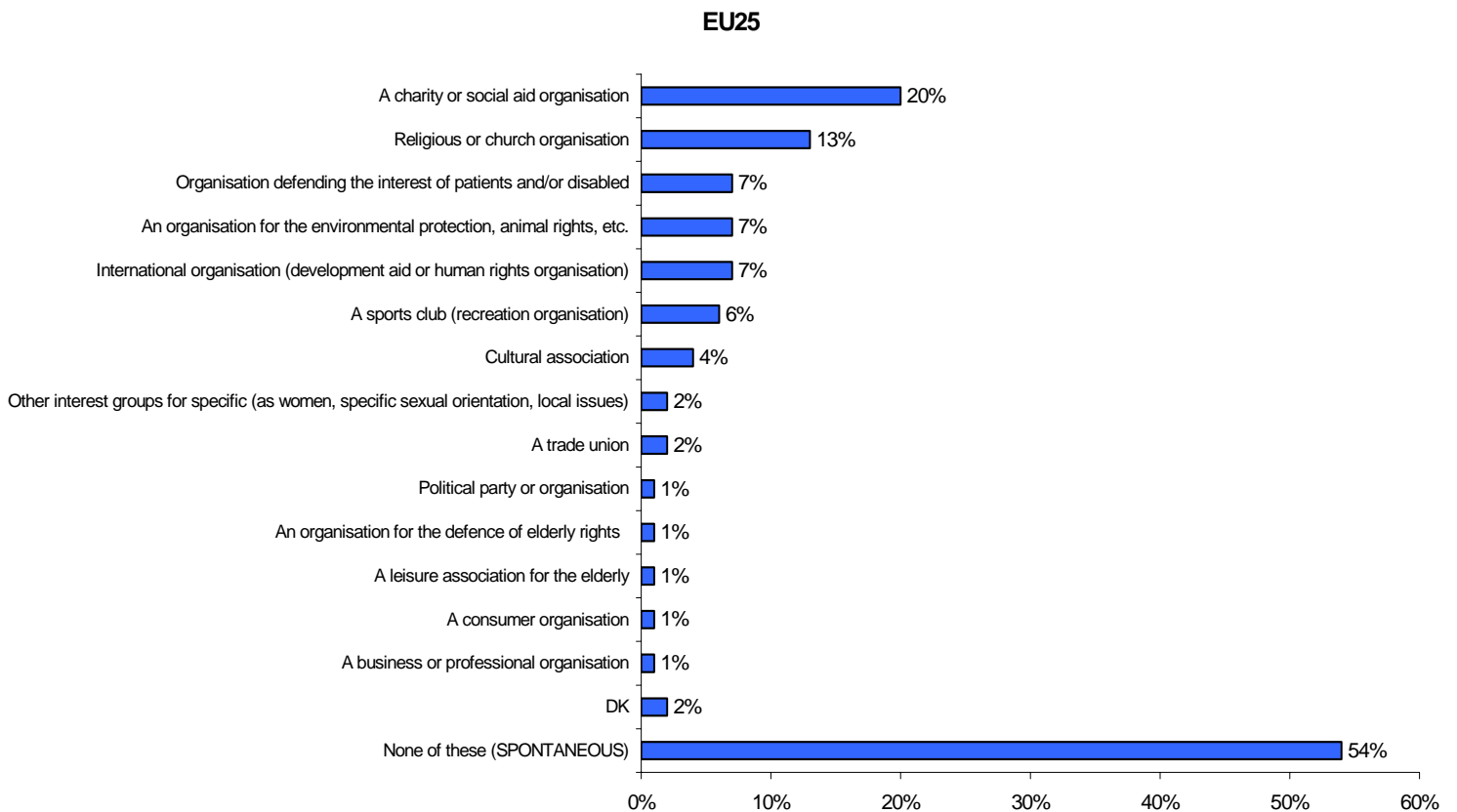
In Malta, religious organisations and associations defending patients rights are by far the main beneficiaries of this economic support.

Citizens in Luxembourg mainly donate money to charity and social organisations, followed by recreation organisations and international groups fighting for development aid or human rights.

Development and human rights organisations, along with environmental groups are the principal receivers of monetary donations in the Netherlands, whereas charity or social aid organisations are more widespread in Finland and Sweden.

On the opposite side of the table, Poles, Czechs and Greeks are less financially committed with this type of civic networks.

*And to which, if any, do you donate money? (We do not talk about any membership fees)
(MULTIPLE ANSWERS POSSIBLE)*



From a socio-demographic point of view, it is to be noted that, logically, economic donations are more widespread among the oldest age groups than among the younger populations. Equally, the longer the respondent studied full-time, the more common becomes the practice of donating money to an organisation.

Looking at the breakdown in terms of satisfaction with life and trust, we can observe the same phenomenon already commented in the membership sub-chapter: the more satisfied the interviewed is with his life, the more he donates money to associations (almost half of respondents classified as satisfied are also donors whereas this proportion amongst unsatisfied is only 3 out of 10).

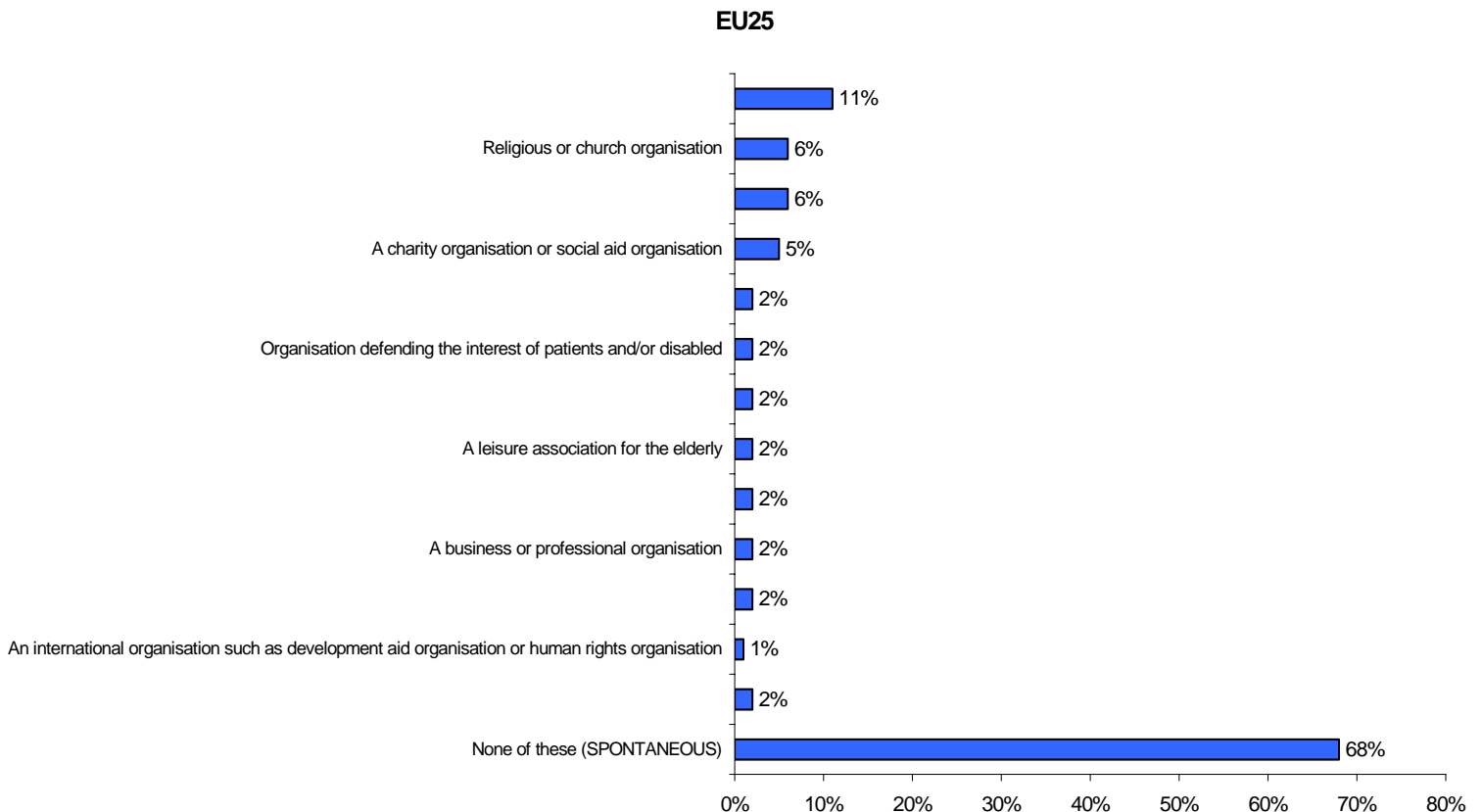
The same can be said as far as trusters are concerned: the more a person trusts other members of society, the more predisposed to donate money he/she is (6 out of 10 persons donate money amongst the group that trusts society while only 4 out of 10 do it between those that distrust others).

4.1.3. Associational activity: active participation

-Higher levels of active participation in Scandinavian and Northern countries-

3 out of 10 Europeans participate actively in organisations or do voluntary work. This unpaid contribution is spread out and covers, in small proportions, almost all the types of groups proposed in the list. Though, it is somewhat more frequent in sport clubs or recreation organizations (11%) and, to a lesser extent, in cultural associations (6%) and religious organisations (6%).

*And, for which, if any, do you currently participate actively or do voluntary work?
(MULTIPLE ANSWERS POSSIBLE)*

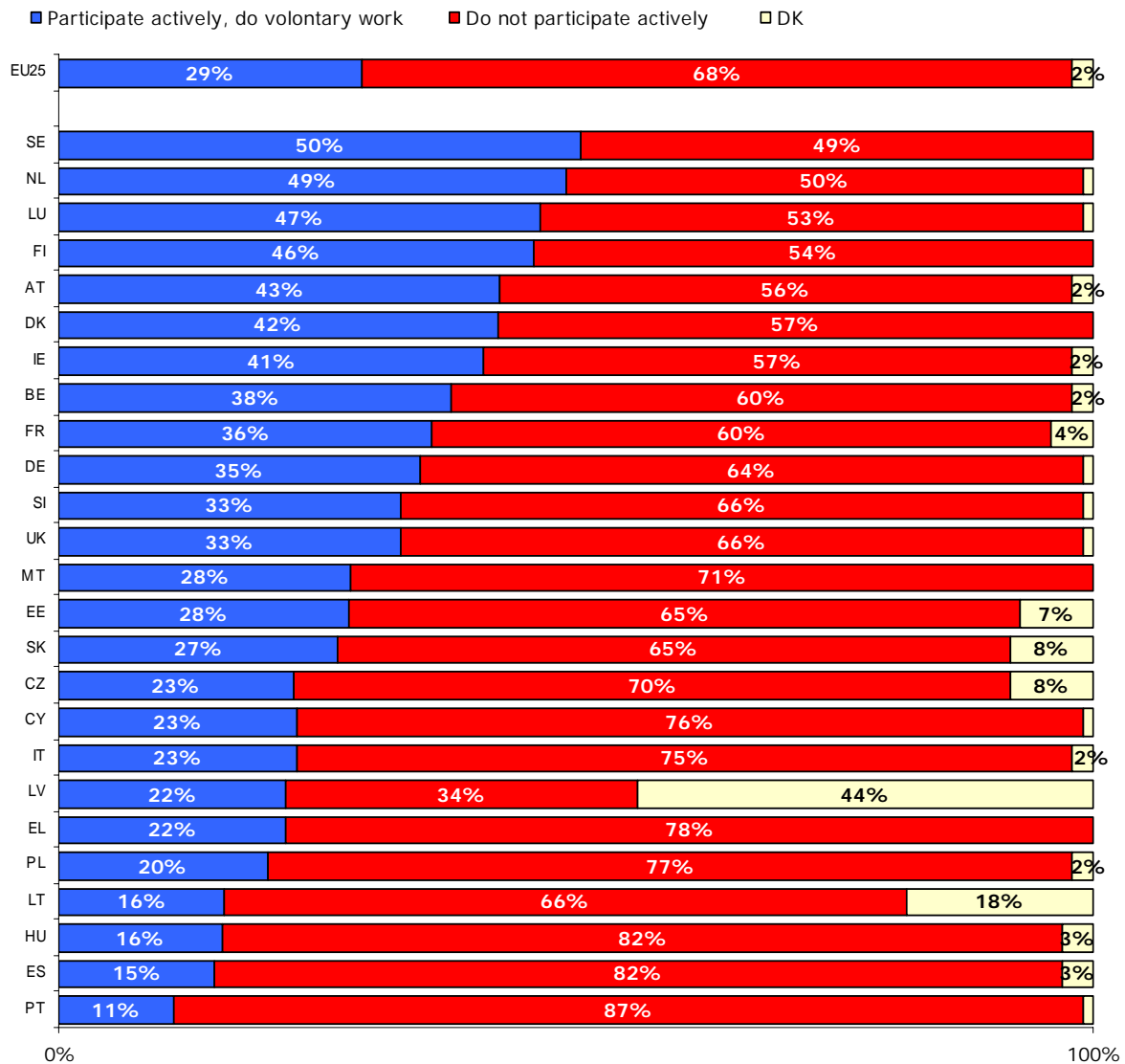


An analysis by country highlights once again the difference between the Scandinavian nations and northern countries compared to the rest of the members States of the European Union.

Swedes and Dutch are predominantly the populations with the highest level of active participation in civic groups and networks. In these countries one out of two citizens does voluntary work or contributes dynamically to an organisational activity.

Citizens in Luxembourg and Finland follow with a minor difference (47% and 46% respectively); almost at the same level, we find important rates of voluntary work in Denmark (42%), Austria (43%) and Ireland (41%). The graphic below shows the total percentages per country of people actively participating in organisations.

*And, for which, if any, do you currently participate actively or do voluntary work?
(% of persons doing voluntary job- not doing voluntary job)*



Looking at which associations they mainly participate in, we can note that these countries stick to the general pattern, that is to say sport clubs and cultural organisations.

Nevertheless, it is worth noting that 13% of the population in the Netherlands and 10% in Ireland affirm to collaborate actively with the church or religious organisations.

Participation levels are much lower not only in the 10 new Member States, but also in the Mediterranean and southern countries part of the former 15 member States: within this group voluntary work only reaches 15% and 11% of the population in Spain and Portugal respectively.

Activity is not much higher in Greece or Italy with scores of 22% and 23% respectively.

As far as the New member States are concerned, Slovenia has the top rate of participation with 1 out of 3 citizens doing some voluntary work or participating actively in this kind of civic networks.

On the other side of the table, Lithuania and Hungary possess the lowest level of active association.

In Bulgaria and Romania, only 10% of the population appear to do voluntary work.

In socio-demographic terms, the main differences in the levels of active commitment with an organisation relate to gender and to the age until which the respondent remained in full-time education: men are more actively involved in civic networks than women (33% compared to 26%); equally, the longer the respondent studied, the more he is actively involved in organisations (40% amongst those having studied longer against 21% between people remaining until the age of 15 or less in full-time education).

Managers are also more involved in these types of activities than the rest of the professional groups (43%).

Looking at the breakdowns for satisfaction with life and trust in people, we can observe that there are strong differences between the network commitment amongst satisfied people and amongst trusters compared to those having a negative perception of both aspects: 31% of people declaring being satisfied with life in general currently do voluntary work whereas this percentage only reaches 19% amongst unsatisfied people. Almost 4 out of 10 persons in the group of trusters participate actively in an organisation while this proportion drops to 1 out of four inside the other group.

4.1.4. The importance of voluntary work

- Even it is not yet widespread, voluntary work is considered as being important for a large majority of Europeans-

Even if voluntary work is not yet widespread in Europe, it is considered as being important for their lives by almost 60% of Europeans. 1 out of 3 interviewees believes the contrary.

Looking at national results we can see that there is no direct correlation between this opinion and the level of active participation obtained in the country.

Indeed, large majorities of citizens in Spain (77%), Greece (74%) or Italy (71%), amongst the less actively committed populations in Europe, share this vision on the significance of voluntary work.

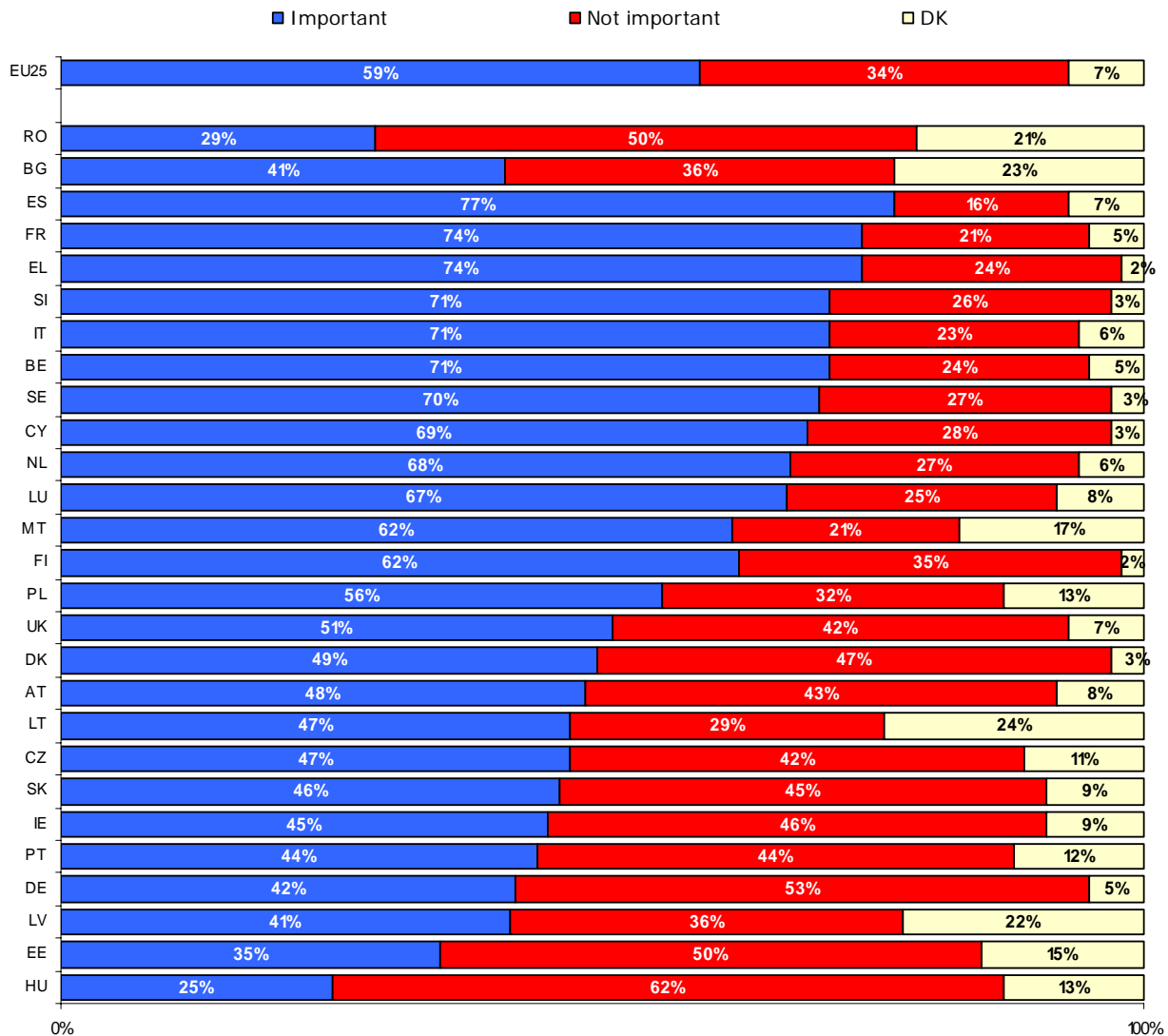
Danes, more active in terms of participation, are divided between positive and negative judgements (49% and 47%).

In terms of socio-demographics the only significant difference relates again to the age until which respondents remained in full time education: 65% between those remaining until 20 years or plus believe voluntary work is very or fairly important for them while this percentage is 55% amongst those that studied only until the age of 15.

There are also 10 points of difference between the positive responses given by people who satisfied with life in general (60%) compared to those that declare being unsatisfied (50%).

How important is each of the following in your life? Would you say it is very important, fairly important, not very important or not at all important in your life?

-Voluntary work-



4.1.5. Importance of new communication technologies when doing voluntary work

- Mobile telephone and Internet, important work tools for voluntary work -

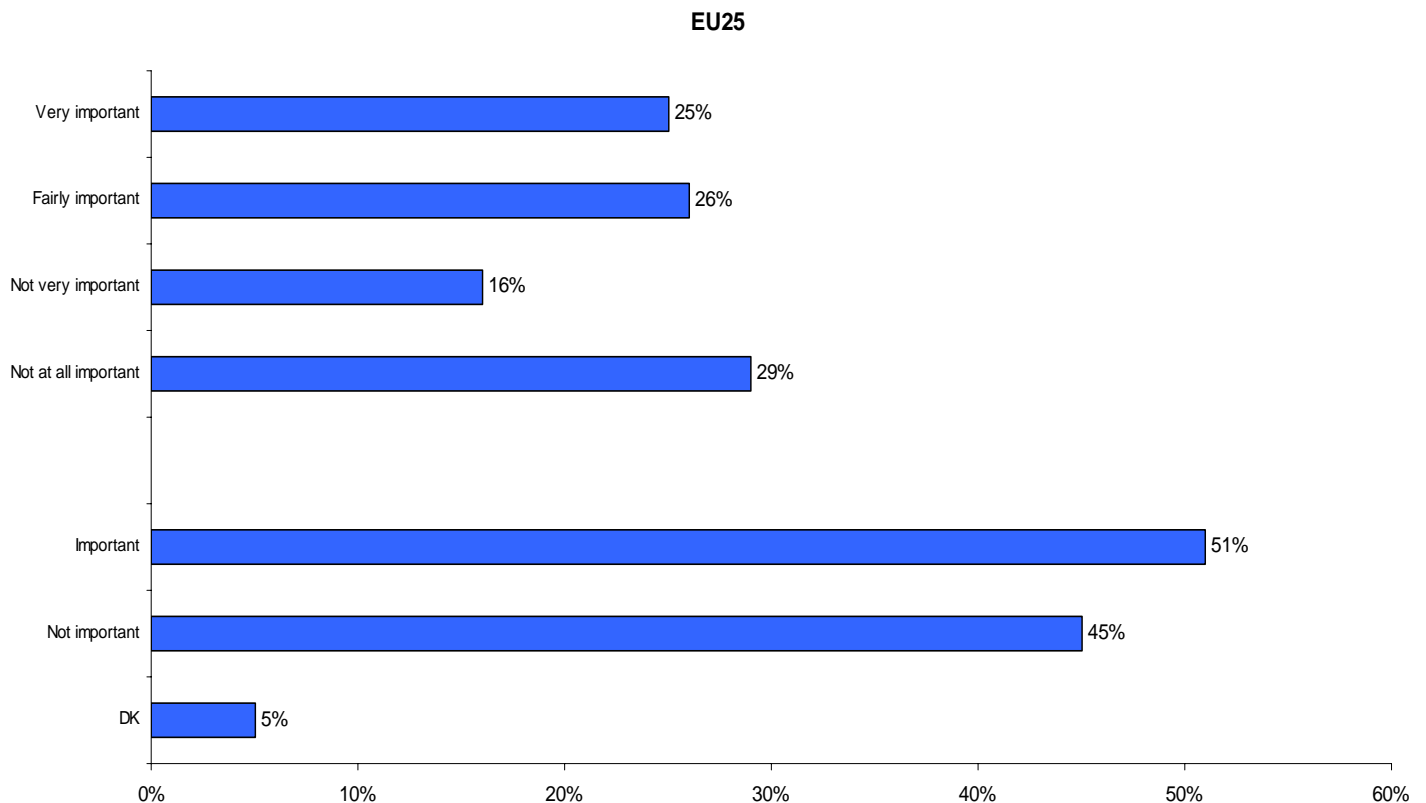
We asked people participating or collaborating with voluntary activities about the importance that communication tools such as the Internet or the mobile telephone may have in this field.

As far as the Internet is concerned, a slight majority believes it is important in their active networking life (51% compared to 45% that don't consider this instrument as a main tool for the execution of their tasks). Given the narrow basis of respondents in some of the countries, any interpretation must be read carefully. It seems, nevertheless that some countries count more than others on the importance of this instrument when doing voluntary work. This is the case of Denmark (71%), Italy (61%) and Belgium (61%). Looking at the responses in the 10 new Member States, the Internet seems to be an essential tool for volunteers in the three Baltic countries.

When participating in or collaborating with voluntary activities, would you say that the use of the following communication tools is very important, fairly important, not very important, or not at all important?

-The Internet-

(Base: respondents doing voluntary work)



Mobile telephones are somewhat more important in the voluntary activity of Europeans. 61% declare it is very or fairly important when collaborating with associations while 37% declare this tool is not significant in their work as a volunteer.

Mobile phones appear to be essential in the case of Finns charity workers (79% consider it important) as well as for Spaniards and Luxembourgers.

5. Social capital and civic and political life

Academic research in Social Capital has stressed the relation between the vitality of Democracy and civic engagement. In this chapter we will try to find out whether societies identified until now as having a higher level of social capital have in fact a richer sense of political and civic engagement.

5.1.1. Importance of Politics

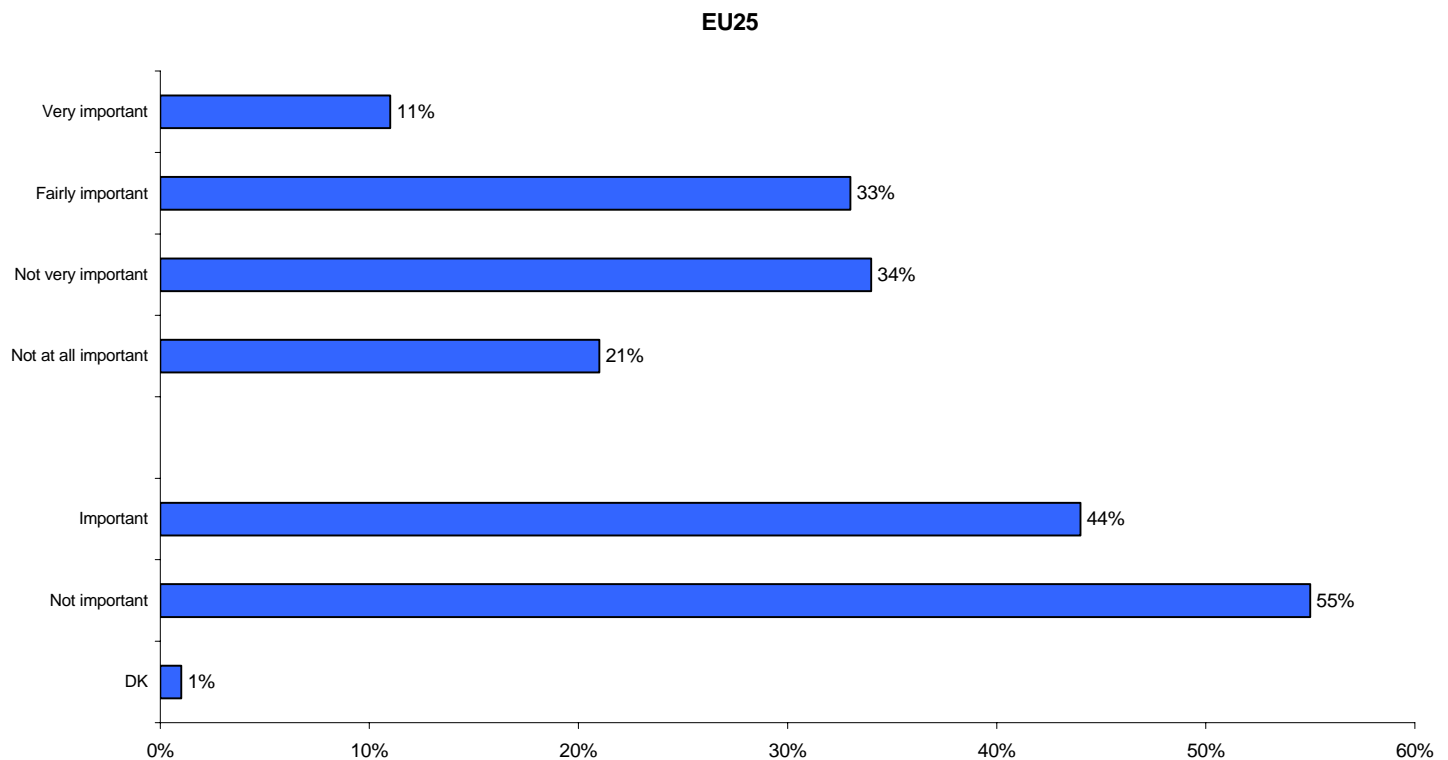
-Strong disaffection from politics amongst a majority of Europeans-

An overall view on the importance of politics in Europeans' lives reveals a rather negative image: a majority of respondents does not consider that politics is a significant element in their lives (55%).

The disaffection of citizens from this sphere of life is especially marked in Finland, Austria, Spain and Ireland where large majorities say politics is not important in their lives. On the contrary, citizens in Denmark (56%), Sweden (58%) and primarily in the Netherlands (75%) consider political affairs as being a necessary element in their lives.

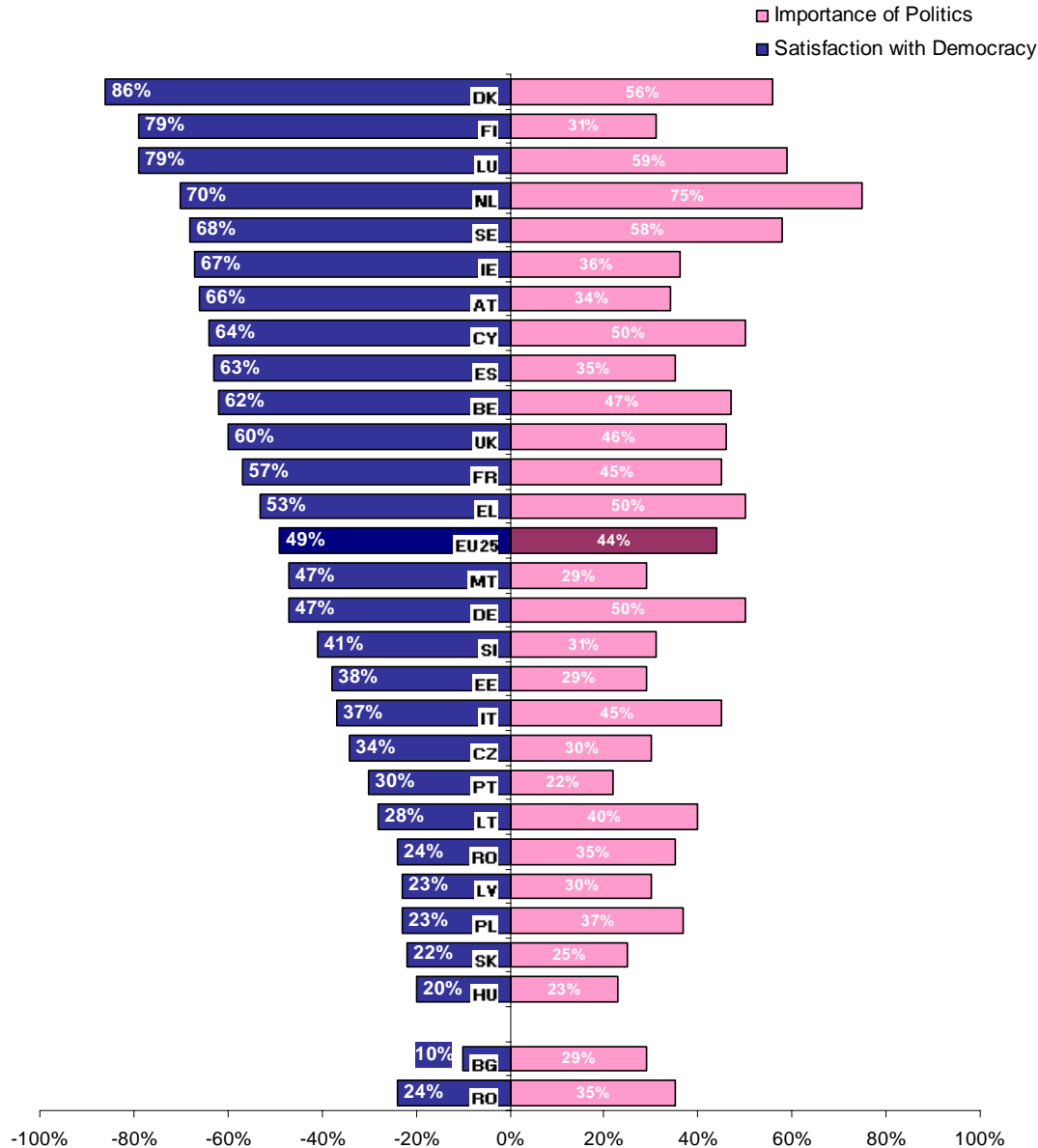
In the case of the 10 new Member States, the distancing of citizens from public affairs is particularly relevant in Hungary (75% of the population say politics are not important for them), Slovakia (74%) and Malta (71%).

How important is each of the following in your life? Would you say it is very important, fairly important, not very important or not at all important in your life?
-Politics-



In the case of Finland, Spain and Ireland, it seems that the estrangement from the political sphere is not especially linked to the way democracy works in those countries. Recalling results for that dimension, 80% of Finns and more than 60% of Spaniards and Irish respondents were satisfied with the functioning of their national democracies.

-Satisfaction with national democracy and importance of politics in citizens lives-



Yet, in Slovakia and Slovenia, the public was especially critical towards their respective democracies (72% and 75% were unsatisfied with its functioning). This fact could partly explain the disaffection as far as politics is concerned. In parallel, large majorities in Denmark, Sweden and in the Netherlands declared being satisfied with this domain.

From a socio-demographic point of view, the importance of politics seems to be higher in men's lives (49% compared to 39% in the case of the women). It is also related to the age up to which the respondent remained in full-time education: the longer the respondent studied the more important politics is in his life (58% among the highest category while results are equal to 32% in the lowest).

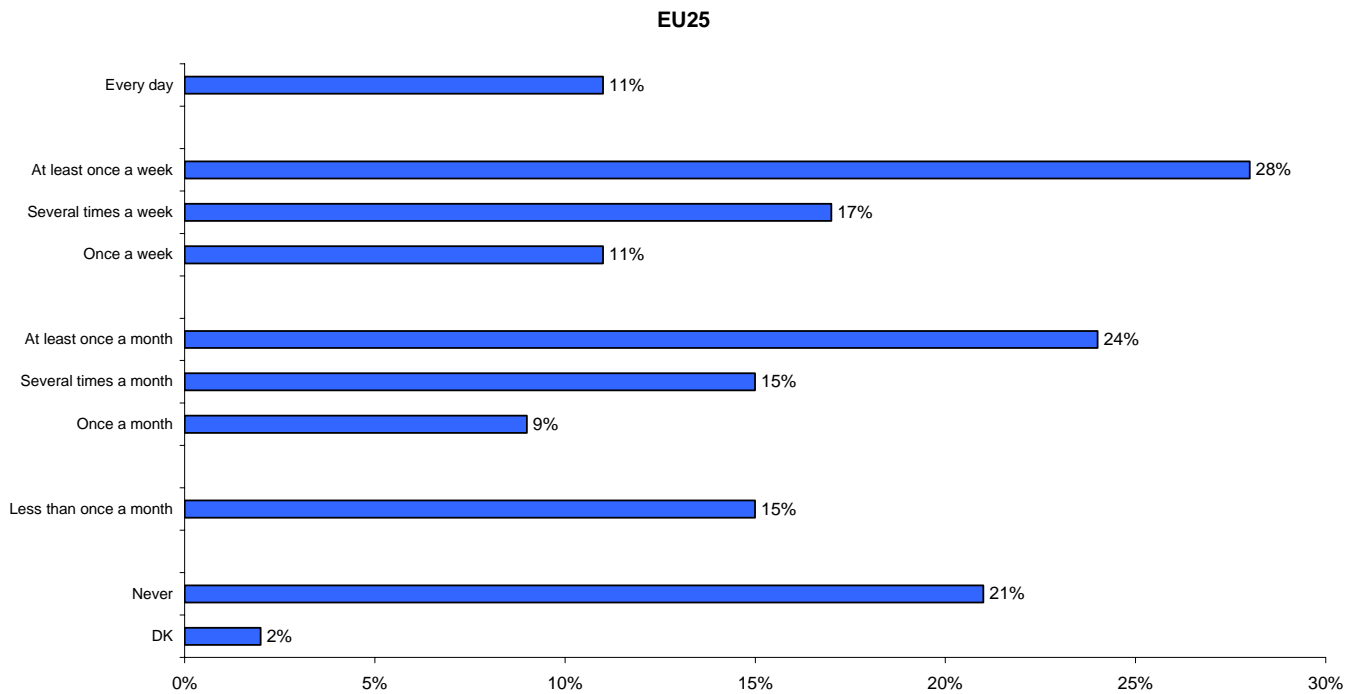
If we look at the political self-positioning scale, we can note that politics seem to be a more important for people situated on the left (55%) or on the right (52%), in comparison to those positioning themselves in the centre (42% consider politics important whereas 57% affirm the opposite).

5.1.2. Discussing politics and current affairs

-Yet, politics is presents in citizens' discussions and debates-

The importance of politics in peoples' lives can be measured also by the frequency with which they discuss politics or currents affairs. In these terms, we can observe that, for a majority of citizens, politics is present in their discussions and debates, although with different levels of intensity: 11% of interviewees, say they talk about politics everyday, while 28% do it at least once a week (11% just once a week and an additional 17% several times a week).

To a lesser extent, almost 1 out of 4 interviewees affirm they discuss on topics related to current affairs at least once a month while 15% of respondents discuss these subjects less often. 21% of Europeans admit they never talk about politics.

In general how often do you discuss politics and current affairs?

Results present slight variations within the 25 Member States.

In Spain, Italy, the United Kingdom and especially Portugal, around 1 out of 3 respondents admitted that they never talked about politics (in Portugal it was the case of almost 40% of the population).

On the other hand, we can observe that citizens in Northern and Scandinavian countries discuss these topics most often: in Denmark and Sweden almost 60% of the population talk about current affairs at some stage during the week (approximately 40% do it several times a week and around 20% do it everyday).

A similar pattern can be found in the Netherlands and Finland (with almost half of the respective populations discussing politics some time during the week).

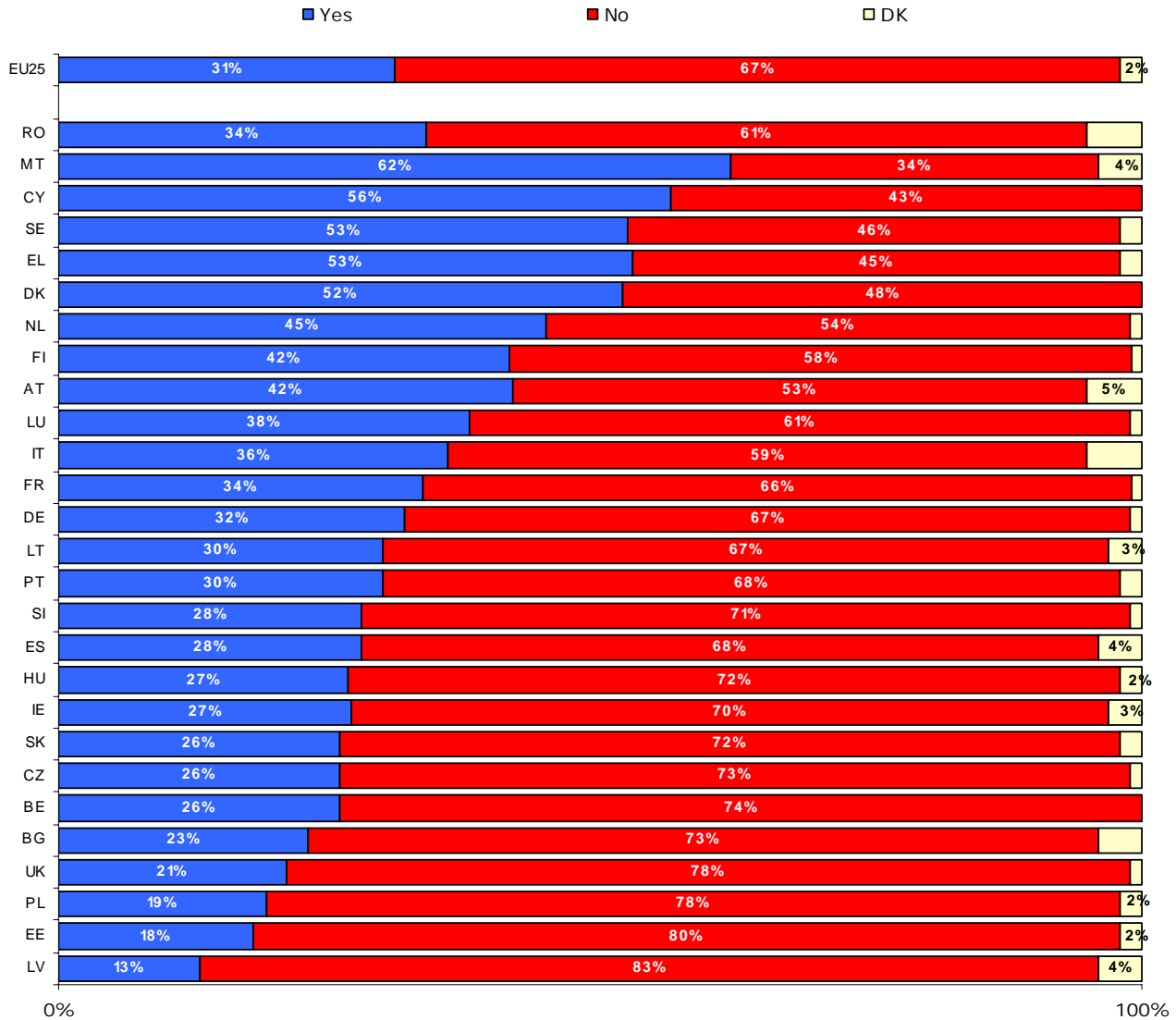
Looking at the new Member States, Slovenians and Estonians seem to be fonder of this category of topic than the rest of the interviewees. As far as the two candidate countries are considered, 40% of the population in both States discuss current affairs on a weekly basis.

From a socio-demographic point of view, interest in politics in terms of frequency of discussion of the topic, is strongly related to gender and to the age up to which the respondents stayed in full time education: 45% of men discuss politics every day or at least once a week while only 33% of women do so. Age of end of full-time education is directly linked to the presence of politics in every day conversations: the longer the respondent stayed in full time education the more he/she talks about politics.

5.1.3. Feeling close to a political party

Disaffection from politics in general is reflected in how close or distant citizens feel they are from political parties. Almost 7 out of 10 European citizens declare that they do not feel close to any particular party.

-Do you feel close to any particular party?-



As far as the former 15 Member States are concerned, the distance felt between individuals and political organizations is especially marked in the United Kingdom, where 78% of the population answered “no” to the question.

Belgium and Ireland follows in this direction obtaining respectively 74% and 70%. Among the group of 10 most recent Member States, Latvians and Estonians, together with the Poles feel particularly distant from political parties (the “no” reaches respectively 83%, 80% and 78% of the population).

A majority affirms they feel close to a specific political group in only three countries amongst the “old” Member States. This is the case of 53% of interviewees in Greece and Sweden and 52% in Denmark.

A socio-demographic analysis of the results highlights certain significant differences. Political affinity is directly related to the respondent’s age: people of 55 and more are more affectively linked to a political organisation than the youngest group. Equally, the longer an individual has studied the strongest the feeling of proximity to a party.

5.1.4. Taking an active role in political issues

-Disaffection from politics and from political action-

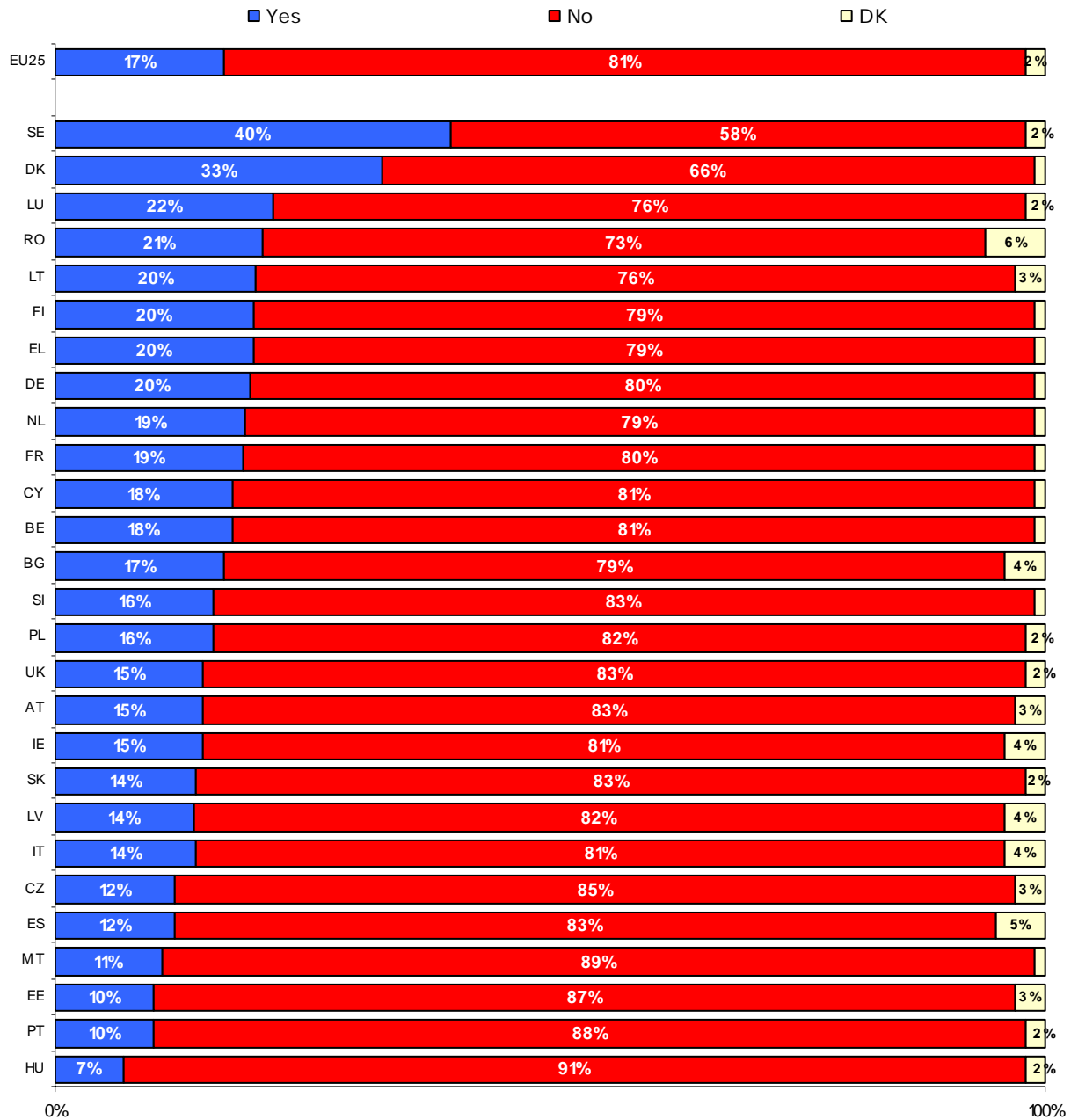
A large majority of European do not feel emotionally involved with a political organisation. When it comes to taking an active role in political issues, negative answers become overwhelming: 81% of citizens in the European Union would not commit themselves with a political group. Moreover, 56% answered “definitely not” to this question.

A North/South axes seems to occur here. In fact, amongst the 15 old Member States, citizens in the southern countries most frequently answered that they “definitely would not” take such a role in political affairs: in Greece, in spite of the affective closeness to a political organisation, 63% gave this response, and overall 79% say no.

In Spain we are talking about 63% of the population (total results for negative answer are 83%) while in Portugal 7 out of 10 interviewees are sure that they would never be actively committed with a political group (the total score for “no” is 88%).

When looking at the northern countries, 33% and 40% of interviewees in Denmark and Sweden would be able to participate in groups involved with political issues. Nevertheless, only 12% and 15% respectively, answered that they would do it “certainly”.

Would you take an active role in a group involved with political issues?



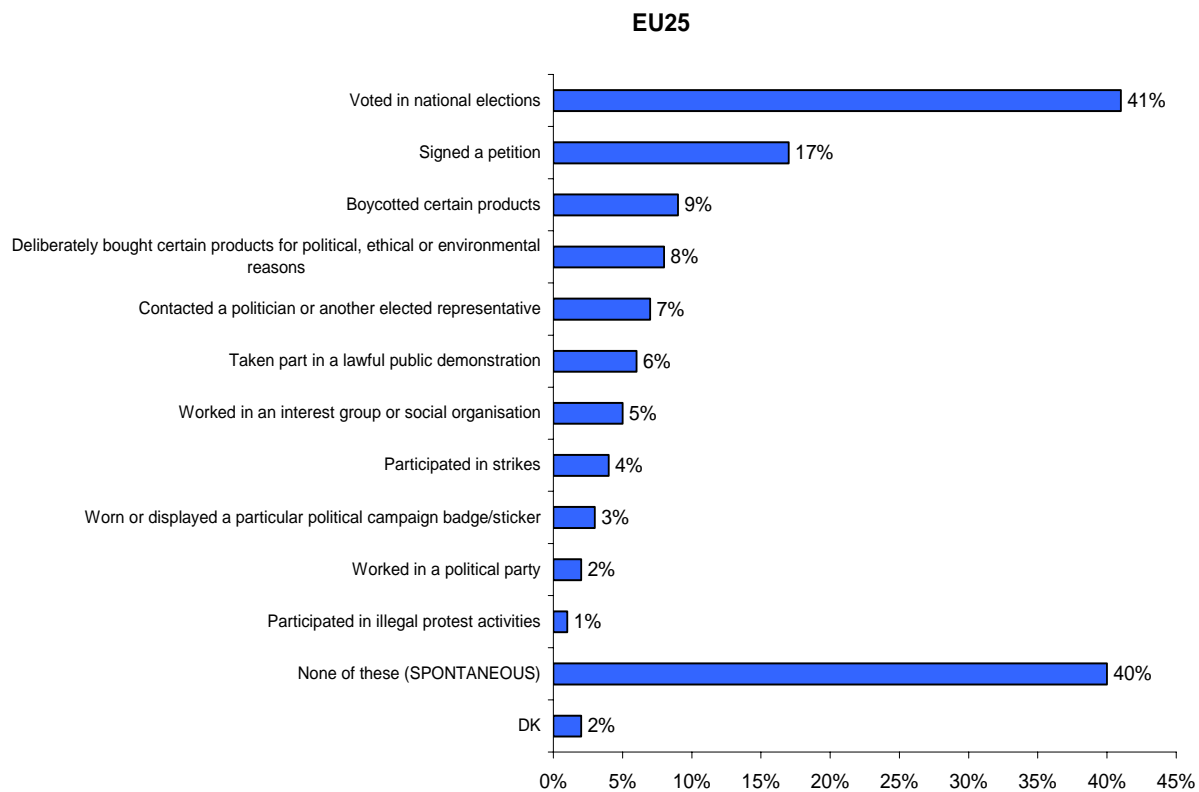
5.1.5. Civic and political activities done during the last 12 months

- In spite of disaffection from politics, there exists a non negligible level of civic involvement amongst Europeans-

While a majority of citizens would not take an active role in political issues, there is a non negligible level of involvement in terms of civic and political action in Europe. When looking at the EU25 average, we can observe that 41% of interviewees claim to have voted in national elections²¹. To a lesser extent, 17% of Europeans have signed a petition during the last 12 months.

With a result of 9%, the third most frequent quoted action is the boycott of certain products and 8% declare that they deliberately bought certain products for political or ethical reasons. Yet, 40% of interviewees did none of the proposed actions in the past year.

Which of the following, if any, have you done during the last twelve months? (MULTIPLE ANSWERS POSSIBLE)



²¹ By national election we intend any election (local, regional, national or European) celebrated in the national territory during last year.

In Denmark and Sweden around 1 quarter of the population boycotted certain products or deliberately bought certain products for political, ethical or environmental reasons. 42% of Swedes also signed a petition. This civic action was also carried out during the last year by almost a third of the French, English and Danish citizens.

A critical situation in terms of civic and political activity is observed in Portugal, where 7 out of 10 citizens did not do any of the suggested actions. Among the new Member States, we find also significant proportions of inactive citizens in Poland (57%) and Estonia (55%).

A quick glance at socio-demographic results shows that in terms of civic and political action, men and people between 25 and 54 years of age have been more active than the other gender and age categories.

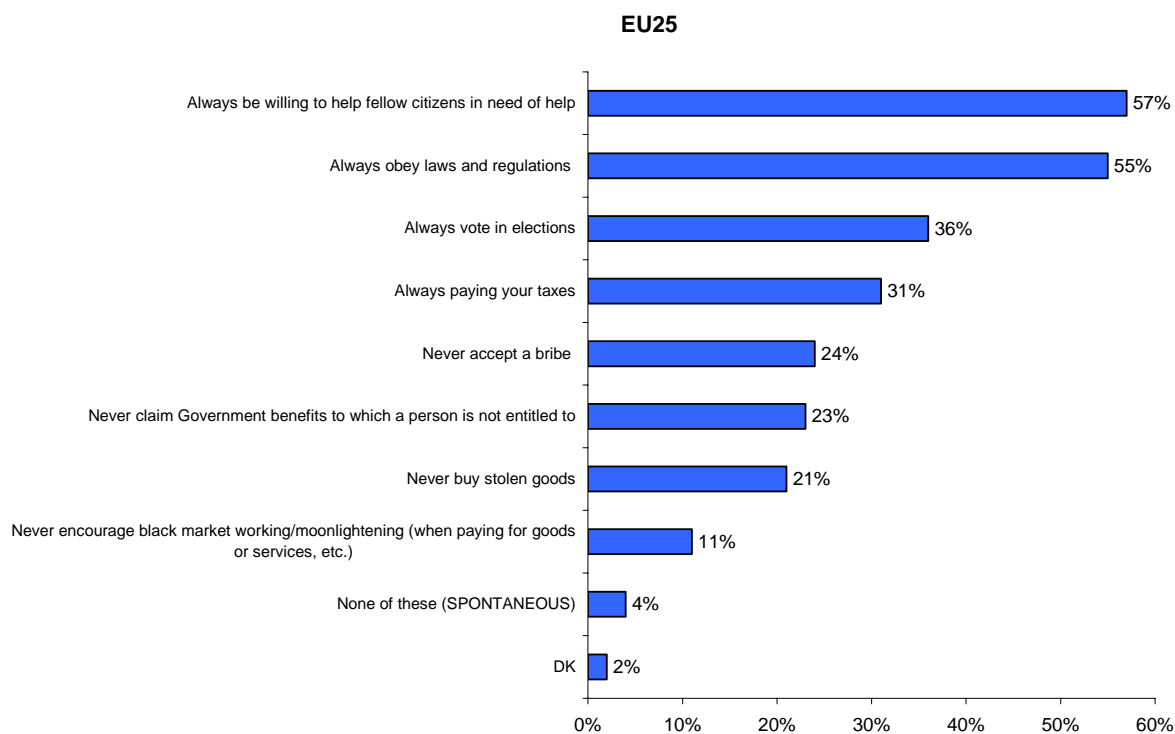
Once again, the level of education seems to be directly related to a higher level of civic involvement: the longer a person studied the more civic and political actions he undertook last year (only 27% amongst those having studied until the age of 20 or more, did not do any of the proposed actions).

5.1.6. Behaviours that define good citizenship

-Help others, the major element in the definition of good citizenship-

Which three behaviours characterise a good citizen? According to European's public opinion, good citizenship relies, principally, in willing to help fellow citizens (mentioned by 57% of the interviewees), in respect of laws and regulations (55%) and in political participation reflected in voting in elections (36%).

In your opinion, which three of the following behaviours are the most important for being a good citizen? (MAX. 3 ANSWERS)



National results reveal different patterns in terms of good citizenship: Northern and Scandinavian countries stand out as those giving more importance to willingness to help other members of society.

This characteristic is mentioned by 79% of the population in Sweden, Finland and the Netherlands, as well as by 78% of citizens in Denmark. A large majority of Slovenians and Czechs stress the same point.

Two out of three citizens in France give particular importance to voting in elections (in France this item obtains the top score) while the respect and obedience of laws and regulation stands out in Cyprus (84%).

6. The care of the elderly

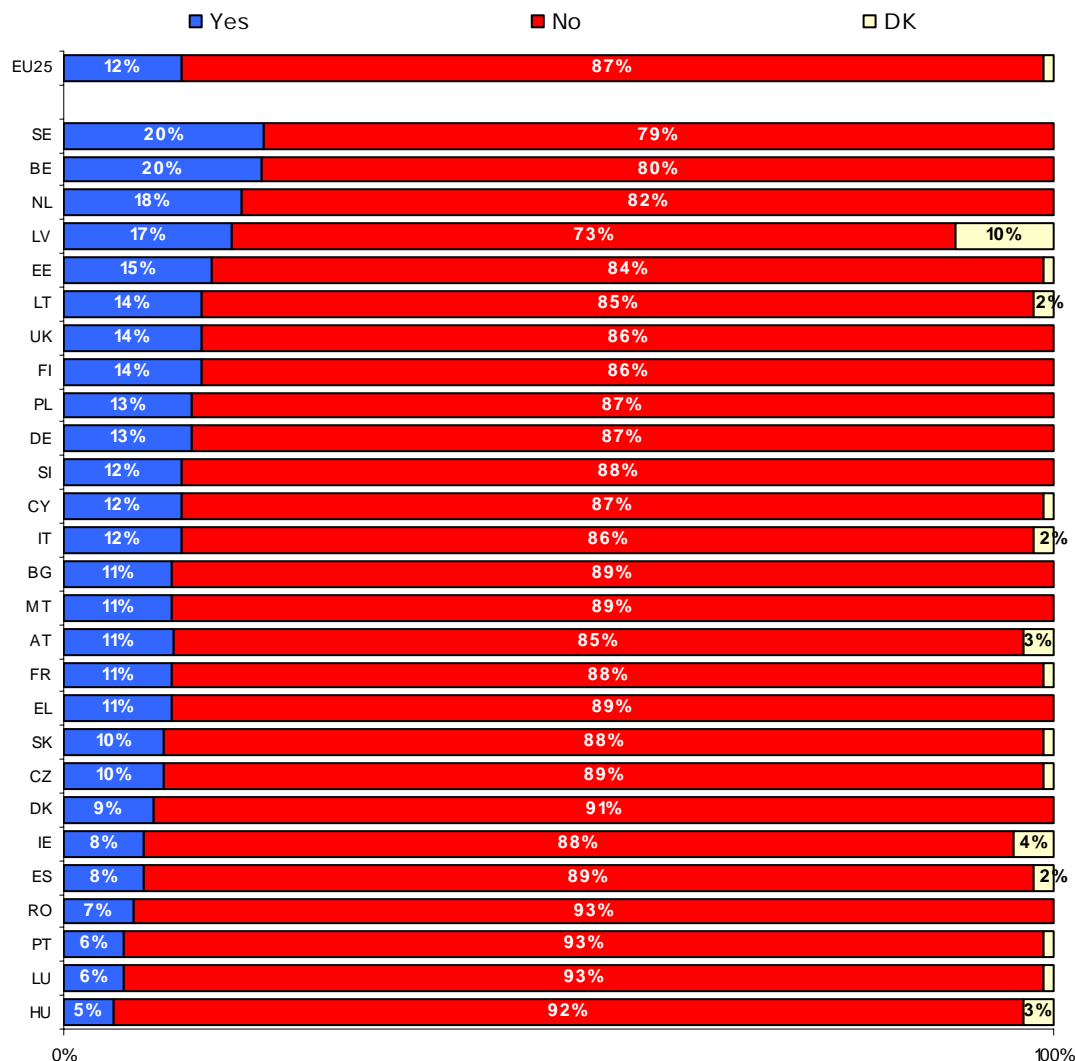
Ageing is becoming one of the most salient social, economic and demographic phenomena of our times. In the course of the new century ageing will certainly affect the social and economic foundations of our societies and the care of its elderly members will demand significant efforts from public institutions as well as from civic structures in order to adapt to the changing reality. This increasing group of retirees will need in the future healthcare, pensions, housing and community care. In this chapter we will analyse the point of view of Europeans on this crucial issue.

6.1.1. Extra family responsibilities

-Highest extra family responsibility in Northern countries-

Only 12% of European citizens are actually caring or looking after a dependant person of 65 years old or over. Belgium, Sweden and the Netherlands are the countries with the highest rates of people having this extra family responsibility (with 20% and 18% affirming looking after a dependent person of 65 years of age or over).

Do you provide regular care to someone in this situation who is...65 or over?



6.1.2. Solutions for the care of elderly parents

-Family networks, essential in the care of elderly-

As far as the care of elderly parents is concerned, Europeans rely principally in family network for the care of a father or a mother in case that person no longer manages to live on his/her own.

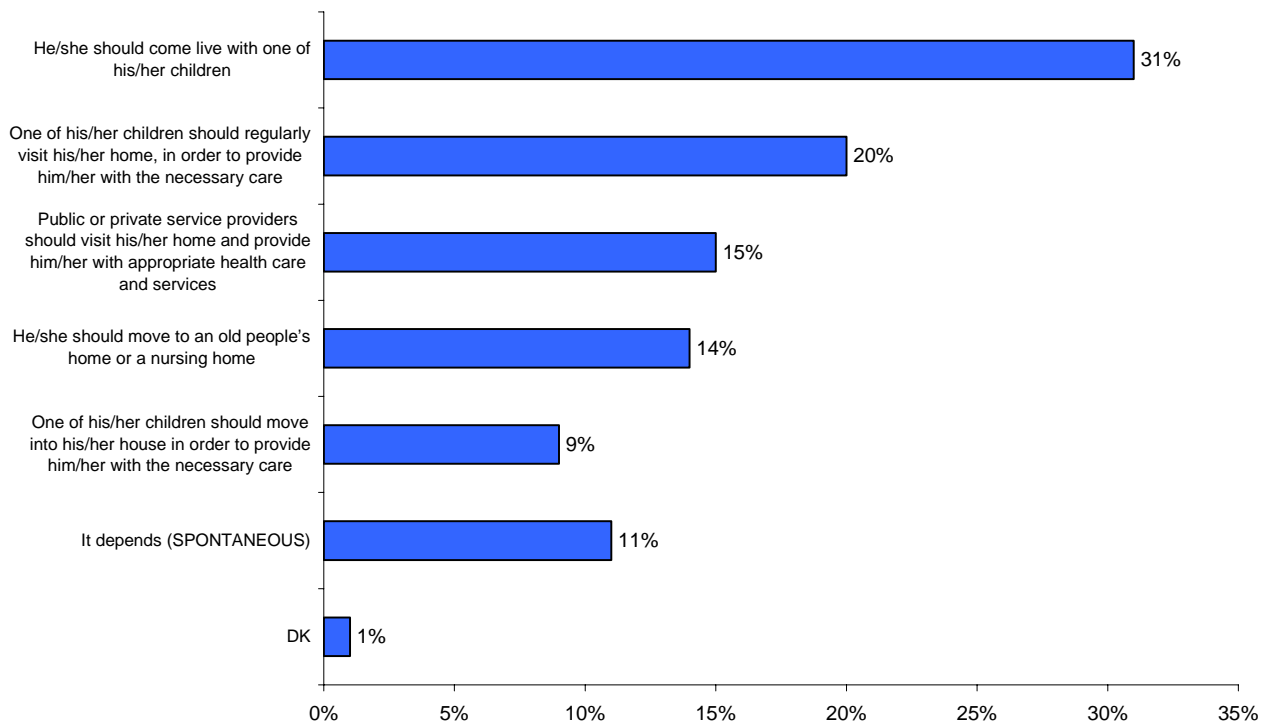
31% of interviewees favour the idea that the elderly parent comes live with one of his/her children. 20% believes the best solution would be that one of the children regularly visits their home in order to provide him/her with the necessary care.

External aid, provided by public or private services is favoured by 15% of interviewees in the European Union while 14% see nursing or old people homes as an adequate measure in such a case.

An additional 9% believes children should move into his/her parent's house and provide him/her with the necessary help and care.

Imagine an elderly father or mother who lives alone. In your opinion, what do you think would be best if this person could no longer manage to live on his/her own?

EU25



Results by country reveal differences in “cultures” or traditions when the care of elderly parents arises. The family appears as the strongest and preferred structure in societies in the South and East of Europe while in the Northern countries, traditionally most developed in terms of the Welfare State, external solutions and structures seem to constitute the best alternative.

Imagine an elderly father or mother who lives alone. In your opinion, what do you think would be best if this person could no longer manage to live on his/her own?

National results

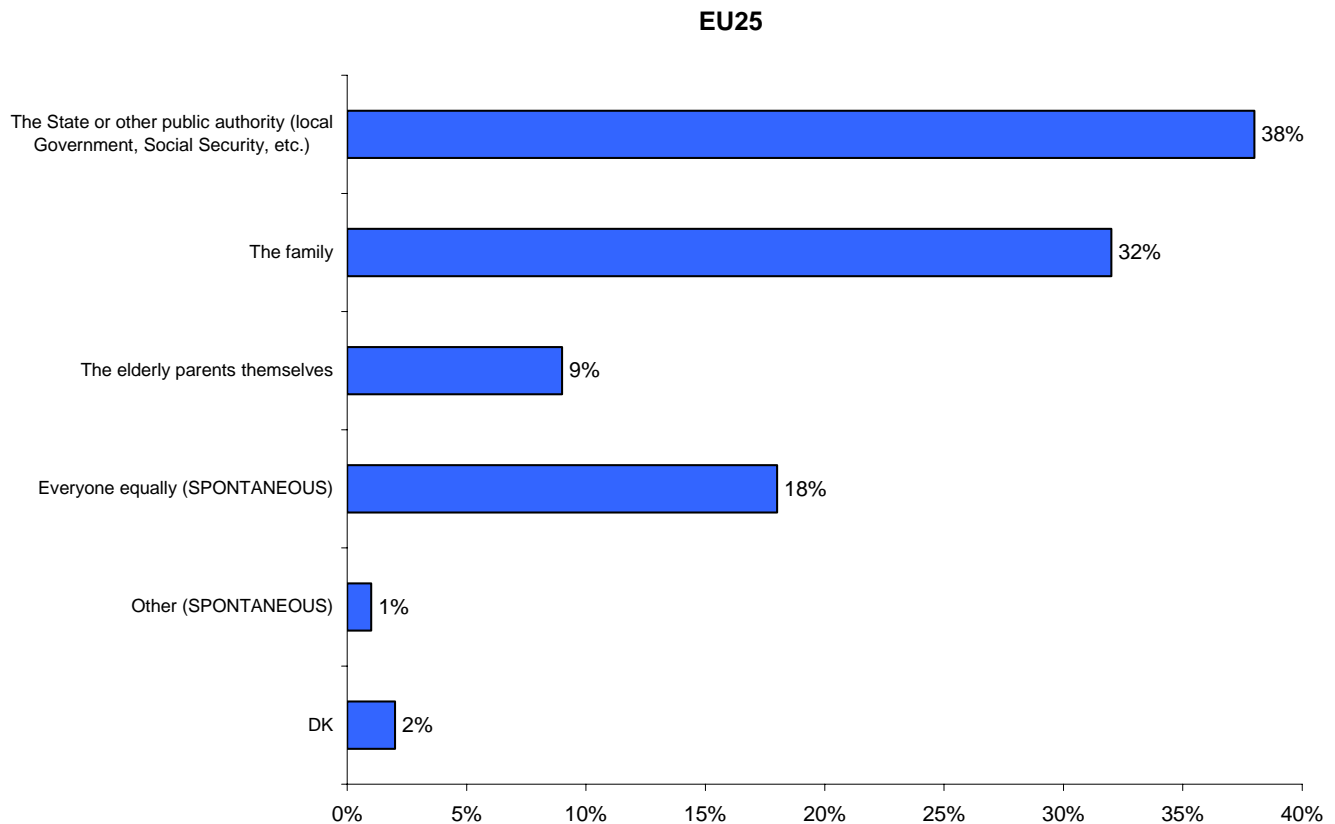
	He/she should come live with one of his/her children	One of his/her children should move into his/her house in order to provide him/her with the necessary care	One of his/her children should regularly visit his/her home, in order to provide him/her with the necessary care	Public or private service providers should visit his/her home and provide him/her with appropriate health care and services	He/she should move to an old people's home or a nursing home	It depends (SPONTANEOUS)	DK
EU25	31%	9%	20%	15%	14%	11%	1%
BE	23%	5%	17%	21%	23%	11%	0%
DK	10%	3%	17%	35%	29%	5%	1%
D-W	26%	11%	29%	14%	8%	11%	0%
DE	24%	11%	29%	15%	9%	12%	0%
D-E	17%	9%	27%	19%	13%	15%	1%
EL	53%	8%	25%	7%	4%	3%	0%
ES	42%	11%	11%	8%	11%	13%	3%
FR	28%	3%	14%	24%	20%	10%	1%
IE	30%	7%	26%	13%	7%	14%	3%
IT	40%	11%	21%	12%	3%	12%	1%
LU	23%	3%	12%	21%	22%	17%	2%
NL	8%	2%	22%	24%	36%	7%	1%
AT	23%	9%	19%	15%	12%	20%	1%
PT	47%	8%	14%	9%	13%	7%	1%
FI	7%	4%	25%	36%	20%	8%	0%
SE	7%	1%	15%	28%	41%	7%	1%
UK	23%	6%	18%	21%	16%	14%	2%
CY	38%	3%	29%	14%	13%	2%	-
CZ	32%	9%	21%	9%	11%	16%	2%
EE	30%	7%	34%	6%	12%	9%	2%
HU	29%	13%	22%	6%	13%	13%	3%
LV	37%	11%	23%	4%	8%	17%	1%
LT	55%	12%	19%	4%	6%	1%	3%
MT	27%	6%	16%	10%	32%	8%	0%
PL	47%	14%	18%	5%	11%	3%	1%
SK	34%	15%	21%	8%	8%	12%	2%
SI	30%	9%	16%	6%	28%	9%	0%
BG	39%	16%	26%	6%	3%	7%	2%
RO	42%	15%	21%	9%	3%	6%	4%

In fact, more than half of the interviewees in Lithuania and Greece (55% and 53% respectively) and significant proportions in Portugal (47%), Poland (47%), Spain (42%) and Italy (40%) believe that the most adequate solution for an elderly person, who becomes dependent, would be to live with one of his children.

A relative majority of Danes (35%) mentions public or private care services as the best solution while old people homes or nursing homes stand out in Sweden (41%) and the Netherlands (36%)

In terms of financial responsibility as far as this care is concerned, Europeans are divided between Public authorities (38%) and family (32%). Only 9% believes that the elderly parents themselves should be responsible for paying their care, while 18% spontaneously answer that parents, family and state, should contribute equally.

In general, who do you think should mainly be responsible for paying the care of elderly parents?



The economic responsibility of family is an overwhelming belief in Lithuania, where 88% of interviewees point to this social structure for its role as the main contributor.

As a matter of fact, in the new Member States public authorities seem practically inexistent in respondents subconscious: family appears to be essential from a financial perspective in Poland (62%), Hungary (56%) and Latvia (55%).

*In general, who do you think should mainly be responsible for paying the care of elderly parents?
National results*

	The elderly parents themselves	The family	The State or other public authority (local Government, Social Security, etc.)	Everyone equally (SPONTANEOUS)	Other (SPONTANEOUS)	DK
EU25	9%	32%	38%	18%	1%	2%
BE	19%	26%	39%	15%	1%	1%
DK	6%	5%	86%	2%	0%	1%
D-W	14%	33%	25%	26%	0%	1%
DE	12%	31%	28%	27%	0%	1%
D-E	5%	21%	41%	32%	-	1%
EL	5%	42%	43%	10%	0%	-
ES	10%	34%	29%	23%	2%	3%
FR	10%	36%	39%	11%	2%	2%
IE	4%	22%	43%	26%	2%	3%
IT	7%	34%	36%	20%	1%	1%
LU	16%	19%	44%	17%	1%	2%
NL	17%	7%	59%	13%	2%	2%
AT	6%	19%	31%	38%	1%	4%
PT	8%	38%	37%	14%	2%	2%
FI	11%	11%	64%	11%	1%	1%
SE	8%	6%	67%	18%	0%	0%
UK	4%	14%	58%	18%	1%	4%
CY	4%	29%	46%	21%	1%	0%
CZ	5%	30%	40%	21%	1%	3%
EE	4%	41%	35%	19%	1%	1%
HU	5%	56%	17%	20%	0%	2%
LV	3%	55%	24%	15%	-	3%
LT	2%	88%	5%	3%	1%	1%
MT	19%	18%	49%	11%	2%	2%
PL	7%	62%	25%	5%	0%	2%
SK	5%	24%	47%	22%	0%	2%
SI	8%	45%	24%	20%	2%	1%
BG	4%	36%	27%	29%	-	3%
RO	6%	57%	23%	9%	0%	5%

On the contrary, the state is the main actor in the former European Member especially in those countries with a strong Welfare State tradition: this is the case of Denmark (86%) the Scandinavian countries (67% in Sweden and 64% in Finland) together with the Netherlands (59%).

As already mentioned, southern countries still count strongly on the familiar network for paying the care of elderly parents.

It is interesting to look at socio-demographic breakdowns: family comes to mind first in the case of youngest interviewees (40% while the score amongst the eldest group is 30%). The most directly concerned, the category of 55 and more years old, rely somewhat more in the State (36%). Yet, the familiar structure is the first option for 30% of them.

As far as the size of household is concerned, it is interesting to note that interviewees living alone count strongly on public authorities while people in households formed by 4 members and more are divided between the liability of family and State (34% and 36%).

Unemployed, manual workers and other white collar rely more on the state than on the family.

7. Conclusions

Social Capital is over all an intangible concept built on a highly diversified field of potential networks. We analyzed this complex structure element by element in order to obtain at least a first impression about its presence and state within the European Union.

The most striking point of the results is the existence of a marked gap between the Northern or Scandinavian countries and the rest of the European Union. This North/South axis is much more alive as far as social capital is concerned than that of the old Member/new Member States. High levels of social trust, networking and civic involvement are found in these societies, sharing similar traditions in terms of history, culture and political development.

The strength of welfare systems seems to be a strong determinant in the development of social capital. The “Welfare State” is often considered as inhibiting individual initiative. In the case of Scandinavian and Northern countries it seems, on the contrary, to be transmitting a strong sense of individual commitment to its citizens.

On the other side of this axis, the “Welfare State” in the South of Europe (with Portugal and Greece as the most significant examples) seems to be going through difficult times. This crisis has effects on the social capital stocks of Southern societies. Family structure is stronger here than elsewhere in Europe. In theory, relations within the family can promote the development of trust and co-operative behaviour outside this immediate circle. However, in these countries, family ties which are too strong, together with deficiencies in the welfare systems, appear to be inhibiting wider “bridging” and networking relationships.

Finally, Europeans disaffection from politics, strongly marked as we have just seen, can be a sign of declining trust in political institutions and parties and is a potential threat for some dimensions of social capital. Specific trust, along with general trust, is an essential concept in the definition of Social Capital. This specific trust, especially weak in Southern countries, should be reinforced in order to see this essential element promoted and equally developed within the European Union.

ANNEXES

SPECIAL EUROBAROMETER N°223

« SOCIAL CAPITAL »

TECHNICAL SPECIFICATIONS

Between 22nd November and 19th December 2004, the TNS Opinion & Social, a consortium created between Taylor Nelson Sofres and EOS Gallup Europe, carried out wave 62.2 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General Press and Communication, Opinion Polls.

The SPECIAL EUROBAROMETER N°223 is part of wave 62.2 and covers the population of the respective nationalities of the European Union member States, resident in each of the Member States and aged 15 years and over. The basic sample design applied in all Member States is a multi-stage, random (probability) one. In each EU country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS 2 (or equivalent) and according to the distribution of the resident population of the respective EU-nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses were selected as every Nth address by standard random route procedures, from the initial address. In each household, the respondent was drawn, at random (following the *closest birthday rule*). All interviews have been conducted face-to-face in people's home and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview*) was used in those countries where this technique was available.

ABREVIATIONS	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES	POPULATION 15+
AT	Austria	Österreichisches Gallup-Institute	1.030	30-11 / 19-12-2004	6.679.444
BE	Belgium	TNS Dimarso	1.011	01-12 / 19-12-2004	8.598.982
DK	Denmark	TNS Gallup DK	1.011	29-11 / 19-12-2004	4.380.063
FR	France	TNS Sofres	1.004	27-11 / 19-12-2004	44.010.619
FI	Finland	TNS Gallup OY	1.028	26-11 / 19-12-2004	4.279.286
DE	Germany	TNS Infratest	1.533	26-11 / 14-12-2004	64.174.295
EL	Greece	TNS ICAP	1.000	27-11 / 18-12-2004	8.674.230
UK	United Kingdom	TNS UK	1.366	26-11 / 19-12-2004	47.685.578
IE	Ireland	TNS MRBI	1.000	26-11 / 19-12-2004	3.089.775
IT	Italy	TNS Abacus	1.005	02-12 / 19-12-2004	49.208.000
LU	Luxembourg	TNS ILReS	510	25-11 / 16-12-2004	367.199
NL	The Netherlands	TNS NIPO	1.016	22-11 / 15-12-2004	13.242.328
PT	Portugal	TNS EUROTESTE	1.000	01-12 / 19-12-2004	8.080.915
ES	Spain	TNS Demoscopia	1.045	24-11 / 18-12-2004	35.882.820
SE	Sweden	TNS GALLUP	1.009	24-11 / 14-12-2004	7.376.680
CY	Rep. Of Cyprus	Synovate	500	01-12 / 17-12-2004	552.213
CZ	Czech Rep.	TNS Aisa	1.120	26-11 / 13-12-2004	8.571.710
EE	Estonia	Emor	1.000	01-12 / 17-12-2004	887.094
HU	Hungary	TNS Hungary	1.000	25-11 / 18-12-2004	8.503.379
LV	Latvia	TNS Baltic Data House	1.000	27-11 / 19-12-2004	1.394.351
LT	Lithuania	TNS Gallup Lithuania	1.004	27-11 / 15-12-2004	2.803.661
MT	Malta	MISCO	500	24-11 / 16-12-2004	322.917
PL	Poland	TNS OBOP	1.000	29-11 / 17-12-2004	31.610.437
SK	Slovakia	TNS AISA SK	1.307	26-11 / 17-12-2004	4.316.438
SI	Slovenia	RM PLUS	1.000	29-11 / 19-12-2004	1.663.869
TOTAL			24.999	22-11 / 19-12-2004	366.356.283

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 EU member-countries a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. As such in all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Opinion & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

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

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

A your survey number

--	--	--	--	--

EB62.1 A

B country code

--	--

EB62.1 B

C our survey number

--	--	--

EB62.1 C

D Interview number

--	--	--	--	--	--

EB62.1 D

ASK ITEM 26 ONLY IN BULGARIA

ASK ITEM 27 ONLY IN ROMANIA

Q1 What is your nationality? Please tell me the country(ies) that applies(y).

(MULTIPLE ANSWERS POSSIBLE)

Belgium	1,
Denmark	2,
Germany	3,
Greece	4,
Spain	5,
France	6,
Ireland	7,
Italy	8,
Luxembourg	9,
Netherlands	10,
Portugal	11,
United Kingdom (Great Britain, Northern Ireland)	12,
Austria	13,
Sweden	14,
Finland	15,
Cyprus (South)	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Bulgaria	26,
Romania	27,
Other countries	28,
DK	29,

EB62.1 Q1 MODIFIED

IF "OTHER" or" DK" IN Q1 THEN CLOSE INTERVIEW

ASK D15b ONLY IF NOT DOING ANY PAID WORK CURRENTLY - CODE 1 TO 4 IN D15a

D15a What is your current occupation?

D15b Did you do any paid work in the past? What was your last occupation?

	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
NON-ACTIVE		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	7
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10
General management, director or top management (managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at a desk	13	13
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
NEVER DID ANY PAID WORK		19

EB62.1 D15a D15b

And thinking about Social Capital

ASK ALL, BULGARIA AND ROMENIA INCLUDED

QD1 For each of the following, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied?

(SHOW CARD - ROTATE ITEMS 1 TO 11 - ONE ANSWER PER LINE)

(READ OUT)	VERY SATISFIED	FAIRLY SATISFIED	NOT VERY SATISFIED	NOT AT ALL SATISFIED	NOT RELEVANT (SPONTANEOUS)	DK
------------	----------------	------------------	--------------------	----------------------	----------------------------	----

		1	2	3	4	5	6
1	Your life in general	1	2	3	4	5	6
2	Your own health	1	2	3	4	5	6
3	Your family life	1	2	3	4	5	6
4	Your social life	1	2	3	4	5	6
5	Your relationship with people you work with	1	2	3	4	5	6
6	Your personal safety	1	2	3	4	5	6
7	Your financial situation	1	2	3	4	5	6
8	Your home, housing	1	2	3	4	5	6
9	Your neighbourhood	1	2	3	4	5	6
10	The quality of the tap water	1	2	3	4	5	6
11	The air quality	1	2	3	4	5	6
12	Your current job	1	2	3	4	5	6
13	The way democracy works in (OUR COUNTRY)	1	2	3	4	5	6

EB62.2 NEW

QD2 For each of the following public services, please tell me if you are very satisfied, fairly satisfied, not very satisfied or not at all satisfied.

(SHOW CARD)

	(READ OUT)	VERY SATISFIED	FAIRLY SATISFIED	NOT VERY SATISFIED	NOT AT ALL SATISFIED	DK
1	Access to public transport	1	2	3	4	5
2	Quality of public transport	1	2	3	4	5
3	Access to the educational system	1	2	3	4	5
4	Quality of the educational system	1	2	3	4	5
5	Access to the health system	1	2	3	4	5
6	Quality of the health system	1	2	3	4	5
7	Access to social housing	1	2	3	4	5
8	Quality of social housing	1	2	3	4	5
9	Access to continuous training	1	2	3	4	5
10	Quality of continuous training	1	2	3	4	5
11	Access to childcare facilities	1	2	3	4	5
12	Quality of childcare facilities	1	2	3	4	5

EB62.2 NEW

QD3 Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people?

(READ OUT - ONE ANSWER ONLY)

Most people can be trusted	1
You can't be too careful	2
It depends (SPONTANEOUS)	3
DK	4

EB62.2 NEW

QD4 How important is each of the following in your life? Would you say it is very important, fairly important, not very important or not at all important in your life?

(SHOW CARD)

	(READ OUT)	VERY IMPORTANT	FAIRLY IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	DK
1	Family	1	2	3	4	5
2	Friends	1	2	3	4	5
3	Leisure time	1	2	3	4	5
4	Politics	1	2	3	4	5
5	Religion	1	2	3	4	5
6	Your job	1	2	3	4	5
7	Voluntary work	1	2	3	4	5

EB62.2 NEW

QD5 How often do you...?

(SHOW CARD)

	(READ OUT)	SEVERAL TIMES A WEEK	ONCE A WEEK	TWO OR THREE TIMES A MONTH	ONCE A MONTH	LESS THAN ONCE A MONTH	NEVER	DK
1	meet socially with friends	1	2	3	4	5	6	7
2	meet work colleagues outside working time	1	2	3	4	5	6	7
3	meet socially with neighbours	1	2	3	4	5	6	7

EB62.2 NEW

QD6 In which of the following situations would you be able to rely on friends, work colleagues, neighbours or acquaintances to receive help or support? (Please note that we do not mean people who would be paid for it)

(SHOW CARD - MULTIPLE ANSWER POSSIBLE)

Help with household tasks, shopping, gardening, etc.	1,
Occasional care for a dependant member of your household (child, elderly, disabled, etc.)	2,
Personal care including washing, dressing, eating, etc.	3,
Help with paperwork for getting social benefits, prepare tax returns, getting a phone or another service, etc.	4,
Discuss personal problems	5,
Borrow money	6,
Borrow valuable goods (car, use of house, lawn mower, electric drill, etc.)	7,
Help in case you were threatened, harassed or assaulted	8,
None of these situations (SPONTANEOUS)	9,
DK	10,

EB62.2 NEW

QD7 And in which of the following situations did you, yourself, help or support friends, work colleagues, neighbours or other acquaintances in the past twelve months? (Please note that we do not mean help provided in the context of a formal organisation, or help you have been paid for)

(SHOW CARD - MULTIPLE ANSWER POSSIBLE)

Help someone with household tasks, shopping, gardening, etc.	1,
Occasional care for a dependant person living in someone's household (child, elderly, disabled, etc.)	2,
Personal care including washing, dressing, eating, etc.	3,
Help with paperwork for getting social benefits, prepare tax returns, getting a phone or another service, etc.	4,
Discuss personal problems	5,
Lend money to someone	6,
Lend valuable goods (car, use of house, lawn mower, electric drill, etc.) to someone	7,
Help in case someone you know were threatened, harassed or assaulted	8,
None of these situations (SPONTANEOUS)	9,
DK	10,

EB62.2 NEW

QD8 Not counting anything you do for your family, in your work, or within voluntary organisations, how often do you actively provide help for other people?

(READ OUT - ONE ANSWER ONLY)

Several times a week	1
Once a week	2
Several times a month	3
Once a month	4
Less than once a month	5
Never	6
DK	7

EB62.2 NEW

QD9a Now, I would like you to look carefully at the following list of organisations and activities. Please, say in which, if any, you are a member.

(SHOW CARD - MULTIPLE ANSWERS POSSIBLE - SELECT ALL THAT APPLIES)

A sports club or club for outdoor activities (recreation organisation)	1,
Education, arts, music or cultural association	2,
A trade union	3,
A business or professional organisation	4,
A consumer organisation	5,
An international organisation such as development aid organisation or human rights organisation	6,
An organisation for the environmental protection, animal rights, etc.	7,
A charity organisation or social aid organisation	8,
A leisure association for the elderly	9,
An organisation for the defence of elderly rights	10,
Religious or church organisation	11,
Political party or organisation	12,
Organisation defending the interest of patients and/or disabled	13,
Other interest groups for specific causes such as women, people with specific sexual orientation or local issues	14,
None of these (SPONTANEOUS)	15,
DK	16,

EB62.2 NEW

QD9b And to which, if any, do you donate money? (We do not talk about any membership fees)

(SHOW CARD - MULTIPLE ANSWERS POSSIBLE - SELECT ALL THAT APPLIES)

A sports club or club for outdoor activities (recreation organisation)	1,
Education, arts, music or cultural association	2,
A trade union	3,
A business or professional organisation	4,
A consumer organisation	5,
An international organisation such as development aid organisation or human rights organisation	6,
An organisation for the environmental protection, animal rights, etc.	7,
A charity organisation or social aid organisation	8,
A leisure association for the elderly	9,
An organisation for the defence of elderly rights	10,
Religious or church organisation	11,
Political party or organisation	12,
Organisation defending the interest of patients and/or disabled	13,
Other interest groups for specific causes such as women, people with specific sexual orientation or local issues	14,
None of these (SPONTANEOUS)	15,
DK	16,

EB62.2 NEW

QD9c And, for which, if any, do you currently participate actively or do voluntary work?

(SHOW CARD - MULTIPLE ANSWERS POSSIBLE - SELECT ALL THAT APPLIES)

A sports club or club for outdoor activities (recreation organisation)	1,
Education, arts, music or cultural association	2,
A trade union	3,
A business or professional organisation	4,
A consumer organisation	5,
An international organisation such as development aid organisation or human rights organisation	6,
An organisation for the environmental protection, animal rights, etc.	7,
A charity organisation or social aid organisation	8,
A leisure association for the elderly	9,
An organisation for the defence of elderly rights	10,
Religious or church organisation	11,
Political party or organisation	12,
Organisation defending the interest of patients and/or disabled	13,
Other interest groups for specific causes such as women, people with specific sexual orientation or local issues	14,
None of these (SPONTANEOUS)	15,
DK	16,

EB62.2 NEW

IF "DO VOLUNTARY WORK", CODE 1 TO 14 IN QD9c

QD10 When participating in or collaborating with voluntary activities, would you say that the use of the following communication tools is very important, fairly important, not very important, or not at all important?

	(READ OUT)	VERY IMPORTANT	FAIRLY IMPORTANT	NOT VERY IMPORTANT	NOT AT ALL IMPORTANT	DK
1	The Internet	1	2	3	4	5
2	Mobile phone (GSM, cellular, handy, etc.)	1	2	3	4	5

EB62.2 NEW

ASK ALL

QD11 Some people have extra family responsibilities because they look after someone who is dependant and need help or care because this person is long-term ill, handicapped, disabled, etc. Do you provide regular care to someone in this situation who is...?

(READ OUT) YES NO DK

1	aged 19 or under	1	2	3
2	between 20 and 64	1	2	3
3	65 or over	1	2	3

EB62.2 NEW

QD12 Imagine an elderly father or mother who lives alone. In your opinion, what do you think would be best if this person could no longer manage to live on his/her own?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

He/she should come live with one of his/her children	1
One of his/her children should move into their house in order to provide him/her with the necessary care	2
One of his/her children should regularly visit their home, in order to provide him/her with the necessary care	3
Public or private service providers should visit their home and provide him/her with appropriate health care and services	4
He/she should move to an old people's home or a nursing home	5
It depends (SPONTANEOUS)	6
DK	7

EB62.2 NEW

QD13 In general, who do you think should mainly be responsible for paying the care of elderly parents?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

The elderly parents themselves	1
The family	2
The State or other public authority (local Government, Social Security, etc.)	3
Everyone equally (SPONTANEOUS)	4
Other (SPONTANEOUS)	5
DK	6

EB62.2 NEW

QD14 And now on to another topic. In general how often do you discuss politics and current affairs?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Never	1
Less than once a month	2
Once a month	3
Several times a month	4
Once a week	5
Several times a week	6
Every day	7
DK	8

EB62.2 NEW

QD15 Do you feel close to any particular party?

(ONE ANSWER ONLY)

Yes	1
No	2
DK	3

EB62.2 NEW

QD16 Would you take an active role in a group involved with political issues? Would you say...?

(READ OUT - ONE ANSWER ONLY)

Yes, definitely	1
Yes, probably	2
No, probably not	3
No, definitely not	4
DK	5

EB62.2 NEW

QD17 Which of the following, if any, have you done during the last twelve months?

(SHOW CARD - MULTIPLE ANSWERS POSSIBLE)

Contacted a politician or another elected representative	1,
Worked in a political party	2,
Worked in an interest group or social organisation	3,
Worn or displayed a particular political campaign badge/sticker	4,
Signed a petition	5,
Taken part in a lawful public demonstration	6,
Participated in illegal protest activities	7,
Boycotted certain products	8,
Deliberately bought certain products for political, ethical or environmental reasons	9,
Participated in strikes	10,
Voted in national elections	11,
None of these (SPONTANEOUS)	12,
DK	13,

EB62.2 NEW

QD18 In your opinion, which 3 of the following behaviours are the most important for being a good citizen?

(SHOW CARD - READ OUT - MAX. 3 ANSWERS)

Always be willing to help fellow citizens in need of help	1,
Always vote in elections	2,
Never claim Government benefits to which a person is not entitled to	3,
Always obey laws and regulations	4,
Always paying your taxes	5,
Never encourage black market working/moonlighting (when paying for goods or services, etc.)	6,
Never buy stolen goods	7,
Never accept a bribe	8,
None of these (SPONTANEOUS)	9,
DK	10,

EB62.2 NEW

QD19	Have you ever felt discriminated against over the last twelve months because of your sex, racial and/or ethnic origin, religion, disability, age or sexual orientation?
------	---

--

(READ OUT)	YES	NO	DK
------------	-----	----	----

1	at school, college or University	1	2	3
2	at the workplace or when looking for a job	1	2	3
3	when getting around, shopping or going out	1	2	3
4	when using public services or contacting public authorities	1	2	3
5	when looking for housing	1	2	3

EB62.2 NEW

DEMOGRAPHICS

ASK ALL

D1 In political matters people talk of "the left" and "the right". How would you place your views on this scale?

(SHOW CARD) - (INT.: DO NOT PROMPT - IF CONTACT HESITATES, TRY AGAIN)

LEFT						RIGHT			
1	2	3	4	5	6	7	8	9	10

Refusal 11

DK 12

EB62.1 D1

NO QUESTIONS D2 TO D6

D7 Could you give me the letter which corresponds best to your own current situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Married	1
Remarried	2
Unmarried, currently living with partner	3
Unmarried, having never lived with a partner	4
Unmarried, having previously lived with a partner, but now on my own	5
Divorced	6
Separated	7
Widowed	8
Other (SPONTANEOUS)	9
Refusal (SPONTANEOUS)	10

EB62.1 D7

D8 How old were you when you stopped full-time education?

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

EB62.1 D8

NO QUESTION D9

D10 Gender.

- | | |
|--------|---|
| Male | 1 |
| Female | 2 |

EB62.1 D10

D11 How old are you?

<input type="text"/>	<input type="text"/>
----------------------	----------------------

EB62.1 D11

NO QUESTION D12 TO D14

D15a b ASKED AFTER Q1

NO QUESTIONS D16 TO D24

D25 Would you say you live in a...?

(READ OUT)

- | | |
|----------------------------|---|
| rural area or village | 1 |
| small or middle sized town | 2 |
| large town | 3 |
| DK | 4 |

EB62.1 D25

NO QUESTIONS D26 TO D39

D40a1 Could you tell me how many people aged 15 to 24 live in your household, yourself included?

(INT.: READ OUT - WRITE DOWN)

<input type="text"/>	<input type="text"/>
----------------------	----------------------

EB62.1 D40a MODIFIED

D40a2 Could you tell me how many people aged 25 to 64 live in your household, yourself included?

(INT.: READ OUT - WRITE DOWN)

EB62.2 NEW

D40a3 Could you tell me how many people aged 65 or more live in your household, yourself included?

(INT.: READ OUT - WRITE DOWN)

EB62.2 NEW

D40b Could you tell me how many children less than 10 years old live in your household

(INT.: READ OUT - WRITE DOWN - IF "NONE" PLEASE CODE '00')

EB62.1 D40b

D40c Could you tell me how many children aged 10 to 14 years old live in your household?

(INT.: READ OUT - WRITE DOWN - IF "NONE", PLEASE CODE '00')

EB62.1 D40c

D41 You personally, were you born...?

SHOW CARD - READ OUT - ONE ANSWER ONLY)

in (OUR COUNTRY)	1
in another member country of the European Union	2
in Europe, but not in a member country of the European Union	3
in Asia, in Africa or in Latin America	4
in Northern America, in Japan or in Oceania	5
Refusal (SPONTANEOUS)	6

EB62.1 D41

DO NOT ASK ITEM 4 in BG and RO

D42 Which of these proposals corresponds to your situation?

(SHOW CARD - READ OUT - ONE ANSWER ONLY)

Your mother and your father were born in (OUR COUNTRY)	1
One of your parents was born in (OUR COUNTRY) and the other was born in another Member State of the European Union	2
Your mother and your father were born in another Member State of the European Union	3
At least one of your parents was born outside of the European Union	4
DK/Refusal (SPONTANEOUS)	5

EB62.1 D42

D43a Fixed telephone available in the household?

D43b Mobile telephone available in the household?

	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB62.1 D43a D43b

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

<input type="text"/>	<input type="text"/>	DAY	<input type="text"/>	<input type="text"/>	MONTH
----------------------	----------------------	-----	----------------------	----------------------	-------

EB62.1 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

(INT.:USE 24 HOUR CLOCK)

<input type="text"/>	<input type="text"/>	HOUR	<input type="text"/>	<input type="text"/>	MINUTES
----------------------	----------------------	------	----------------------	----------------------	---------

EB62.1 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

<input type="text"/>	<input type="text"/>	<input type="text"/>	MINUTES
----------------------	----------------------	----------------------	---------

EB62.1 P3

P4 Number of persons present during the interview, including interviewer

Two (interviewer and respondent)	1
Three	2
Four	3
Five or more	4

EB62.1 P4

P5 Respondent cooperation

Excellent	1
Fair	2
Average	3
Bad	4

EB62.1 P5

P6 Size of locality

(LOCAL CODES)

<input type="text"/>	<input type="text"/>
----------------------	----------------------

EB62.1 P6

P7 Region

(LOCAL CODES)

--	--

EB62.1 P7

P8 Postal code

--	--	--	--	--	--	--	--	--	--

EB62.1 P8

P9 Sample point number

--	--	--	--	--	--	--	--	--	--

EB62.1 P9

P10 Interviewer number

--	--	--	--	--	--	--	--	--	--

EB62.1 P10

P11 Weighting factor

--	--	--	--	--	--	--	--	--	--

EB62.1 P11

ASK ONLY in LU, BE, ES, FI, EE, LV and MT

P13 Language of interview

Language 1
Language 2
Language 3

1
2
3

EB62.1 P13