European Commission

Flash Eurobarometer 398

WORKING CONDITIONS

SUMMARY

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

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

Flash Eurobarometer 398 - TNS Political & Social

Eurobarometer

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Working Conditions

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

Survey co-ordinated by the European Commission,
Directorate-General for Communication
(DG COMM "Strategy, Corporate Communication Actions and
Eurobarometer" Unit)

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INTRODUCTION

Working conditions are one of the key areas covered by European Union law. This legislation include provisions that define minimum requirements for all workers in a range of areas including working hours, information and consultation of workers, health and safety at work as well as conditions for part time, full time and temporary agency workers[1].

To further explore Europeans' actual experiences of working conditions Directorate General for Employment, Social Affairs and Inclusion commissioned the following survey. This survey was designed to explore a range of questions about working conditions and occupational health and safety, including:

- Workers' general opinions about the state and trends of working conditions in their country,
- Satisfaction with their working conditions in general, as well as specific areas such as working hours, workload, autonomy and work-life balance,
- Access to paid holidays, work breaks and flexibility at work,
- Information and consultation at the workplace, and
- Health and safety at work, including the experience of work-related health problems or accidents.

Respondents were divided into two broad groups with five more specific subgroups:

- Working population: including group A (employees and manual workers) and group B (self-employed)
- Those with some past work experience: including group C (looking for work), group D (students) and group E (retired).

Some questions were specifically asked to these target groups, as indicated by the letter or letters in the question number.

Results are first analysed at EU level, and then comparisons between individual Member States are made. In addition to standard socio-demographic comparisons across age, gender and education lines, results comparing the working and non-working population, and also by specific groups or company size are also discussed, where relevant and noteworthy.

[1] http://ec.europa.eu/social/main.jsp?catId=706

This survey was carried out by TNS Political & Social network in the 28 Member States of the European Union between 3rd and 5th April 2014. Some 26.571 respondents from different social and demographic groups were interviewed via telephone (landline and mobile phone) in their mother tongue on behalf of the European Commission, DG Employment, Social Affairs and Inclusion. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Strategy, Corporate Communication Actions and Eurobarometer" Unit)[2.]. A technical note on the manner in which interviews were conducted by the Institutes within the TNS Political & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals[3].

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

ABBREVIATIONS			
BE	Belgium	LT	Lithuania
BG	Bulgaria	LU	Luxembourg
CZ	Czech Republic	HU	Hungary
DK	Denmark	MT	Malta
DE	Germany	NL	The Netherlands
EE	Estonia	AT	Austria
EL	Greece	PL	Poland
ES	Spain	PT	Portugal
FR	France	RO	Romania
IE	Ireland	SI	Slovenia
IT	Italy	SK	Slovakia
CY	Republic of Cyprus*	FI	Finland
LV	Latvia	SE	Sweden
		UK	The United Kingdom
HR	Croatia		
		EU28	European Union – 28 Member States

* Cyprus as a whole is one of the 28 European Union Member States. However, the 'acquis' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU28 average.

* * * * *

We wish to thank the people throughout the European Union who have given their time to take part in this survey. Without their active participation, this study would not have been possible.

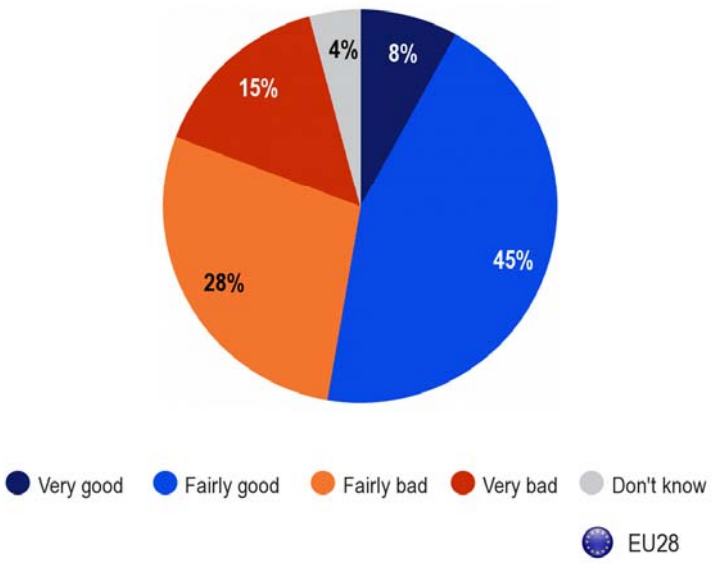
[2] http://ec.europa.eu/public_opinion/index_en.htm

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

I. WORKING CONDITIONS AND THEIR EVOLUTION IN THE LAST 5 YEARS

- A majority say working conditions in their country are good –

Q1. Working conditions are defined as working time, work organisation, health and safety at work, employee representation and relation with the employer. From your own experience and/or from what you know from your friends and relatives who are currently working, what do you think the working conditions are like in (OUR COUNTRY) today?



Base: Total number of respondents

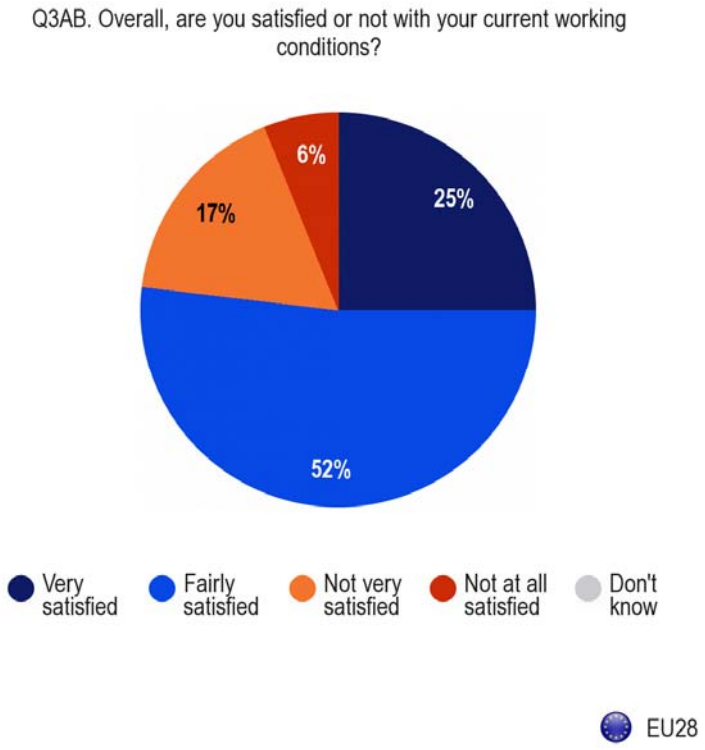
Just over half of the respondents say that working conditions in their country are good (53%), with 8% saying they are 'very good' and 45% that they are 'fairly good'[4]. On the other hand, more than one quarter say conditions are 'fairly bad' (28%), while 15% think they are 'very bad'.

Country results vary from 87% in Denmark to 16% in Greece.

Respondents who are currently working are much more likely to say working conditions in their country are good when compared to people with working experience who are not currently working (61% vs. 46%). Employees are more likely to say that working conditions in their country are good compared to self-employed and manual workers (64% vs. 54% and 52% respectively).

[4] Q1 Working conditions are defined as working time, work organisation, health and safety at work, employee representation and relation with the employer. From your own experience and/or from what you know from your friends and relatives who are currently working, what do you think the working conditions are like in (OUR COUNTRY) today?

- More than three quarters are satisfied with their current working conditions -



Base: Respondents in target A and B (n=13991)

More than three quarters (77%) of the current working population are satisfied with their working conditions with 25% 'very satisfied' and 52% 'fairly satisfied' with their conditions. Almost one in five (17%) say they are 'not very satisfied', while 6% are 'not satisfied at all'.

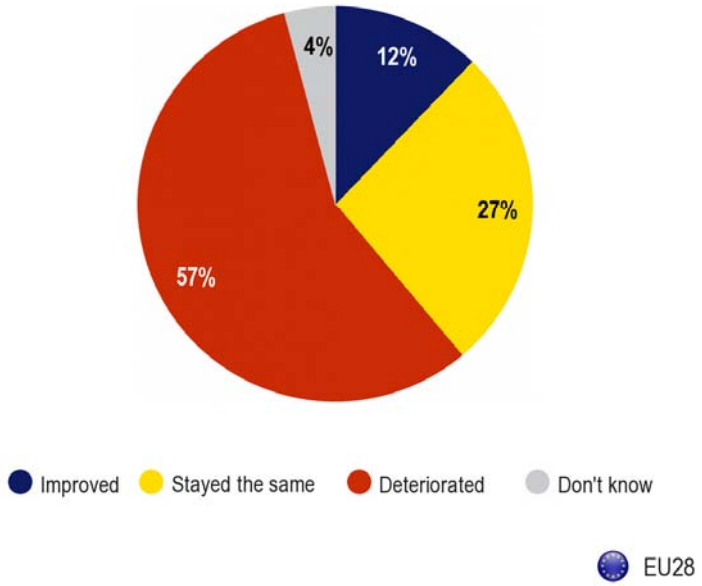
Greece is the only country where fewer than half of all working respondents are satisfied with their current working conditions (38%), although satisfaction in Spain (53%), Romania and Croatia (both 60%) is also notably lower than the EU average.

71% of respondents who have had work experience in the past but who are not currently working were also satisfied with their working conditions the last time they worked.[5]

[5] Q3CDE When you think about your last experience of work would you say you were satisfied or not with the working conditions?

- Most respondents say working conditions in their country have deteriorated in the last 5 years -

Q2. From your own experience and/or from what you know from your friends and relatives who are currently working, do you think over the last 5 years the working conditions in (OUR COUNTRY) have...



Base: Total number of respondents

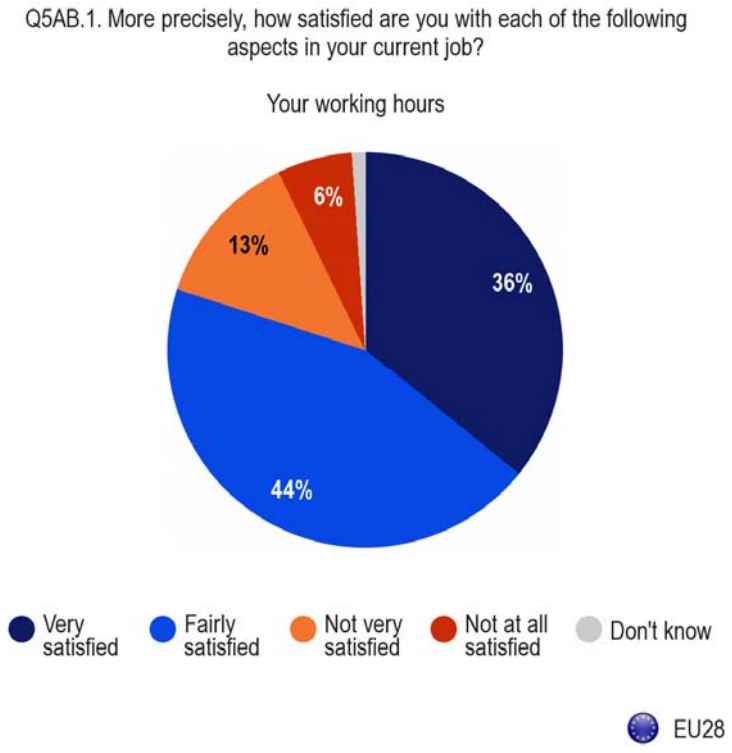
All respondents were asked whether they thought working conditions in their country had improved, stayed the same, or deteriorated over the last five years6. Most think working conditions have deteriorated during this period (57%). Just over one quarter (27%) think conditions have stayed the same, while 12% think conditions have improved.

Those who are currently working are more likely than those with past work experience to say conditions have stayed the same (29% vs. 23%), while those with past experience are more pessimistic - 64% say conditions have deteriorated, compared to 56% of those who are currently working.

[6] Q2 From your own experience and/or from what you know from your friends and relatives who are currently working, do you think over the last 5 years the working conditions in (OUR COUNTRY) have...

II. DETAILED SATISFACTION REGARDING WORKING CONDITIONS

- Most respondents are satisfied with their working hours -



Base: Respondents in target A and B (n=13991)

Most of the working population (80%) are satisfied with their **working hours**, while 80% of those not currently working were also satisfied with their hours during their last experience of employment.

The majority of respondents in all Member States are/were satisfied with working hours.

Excessive working hours is the main reason respondents express dissatisfaction with their working hours (48%), followed by being constrained by shift work (28%) or being unable to influence their work schedule (28%).

Almost nine in ten respondents who are currently working (87%) say they are satisfied with **how interesting their tasks are at work**, and at least seven out of ten in each Member State agree. The results for those with work experience who are not currently working are similar (82% satisfied)

Around three quarters (74%) are satisfied with their **workload or the pace of their work**, while 75% of those not currently working say this about their last experience of work.

Greece is the only country where fewer than half of those who are currently working are satisfied with their workload or pace of work (48%). Respondents in Spain (58%) are also less likely to say they are satisfied in this area.

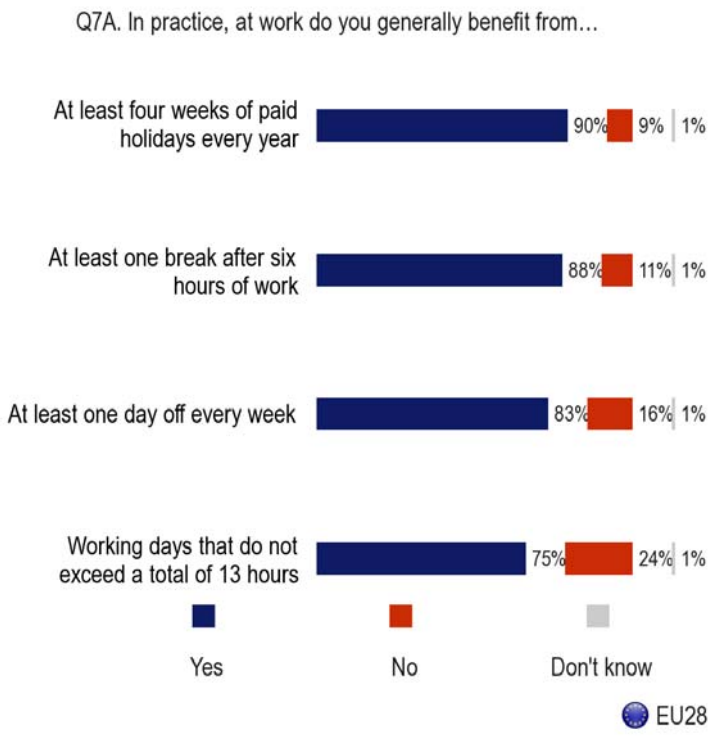
83% of those currently working and 79% of those with work experience are or were satisfied with **the autonomy** they have/had at work.

At least six in ten currently working respondents in each Member State say they are satisfied with the autonomy they have at work.

Around three quarters of both current workers and those with past work experience are or were satisfied with their **work-life balance** (74%). In all but one Member State the majority of workers are satisfied with their work-life balance, the exception being Greece, where 46% of those currently working express satisfaction with their work-life balance.

III. WORKERS 'VIEWS ON THEIR WORKING CONDITIONS

- Most workers agree they benefit from appropriate work breaks and holiday periods -



Base: Respondents in target A who work full-time for one employer (n=7845)

A large majority of employees and manual workers say they generally benefit from at least four weeks of paid holidays each year (90%), while 88% agree they get at least one break after six hours of work[7]. Just over eight in ten say they have at least one day off each week (83%), while 75% say they generally benefit from working days that do not exceed a total of 13 hours.

In all but two Member States at least eight out of ten employees and manual workers say they benefit from at least **four weeks of paid holidays** each year. The exceptions are Greece and Poland, where 60% and 73% respectively say they benefit from at least four weeks of paid holiday.

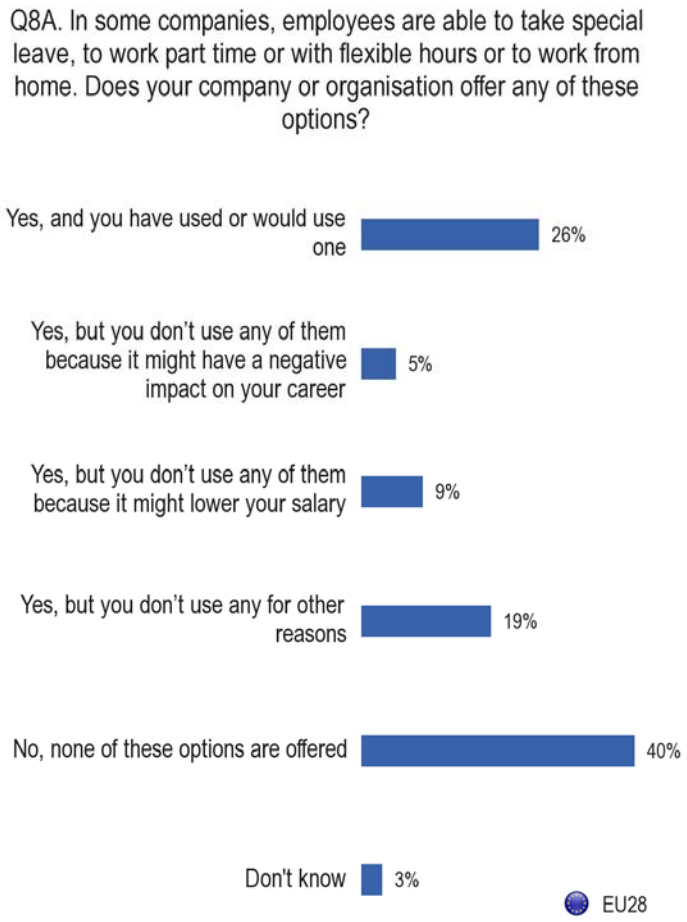
Employees and manual workers in Estonia (96%), the Czech Republic (95%) and Sweden (94%) are the most likely to say they generally benefit from **at least one break after six hours of work**. At the other end of the scale 73% of those in Greece and 80% in Romania say the same.

In all but three Member States at least seven out of ten say they have **at least one day off every week**.

[7] Q7A.1 In practice, at work do you generally benefit from...

There is a greater range in the results for **working days that do not exceed 13 hours**. Estonia is the only country where at least nine out of ten employees and manual workers say this is generally the case (90%). 84% of this group of workers in Italy and 83% of those in Austria and Sweden also say their working days generally do not exceed 13 hours. Slovakia and Greece are the only Member States where less than half say their working days do not exceed 13 hours (45% and 48% respectively).

- Almost six in ten have access to some form of flexibility at work -



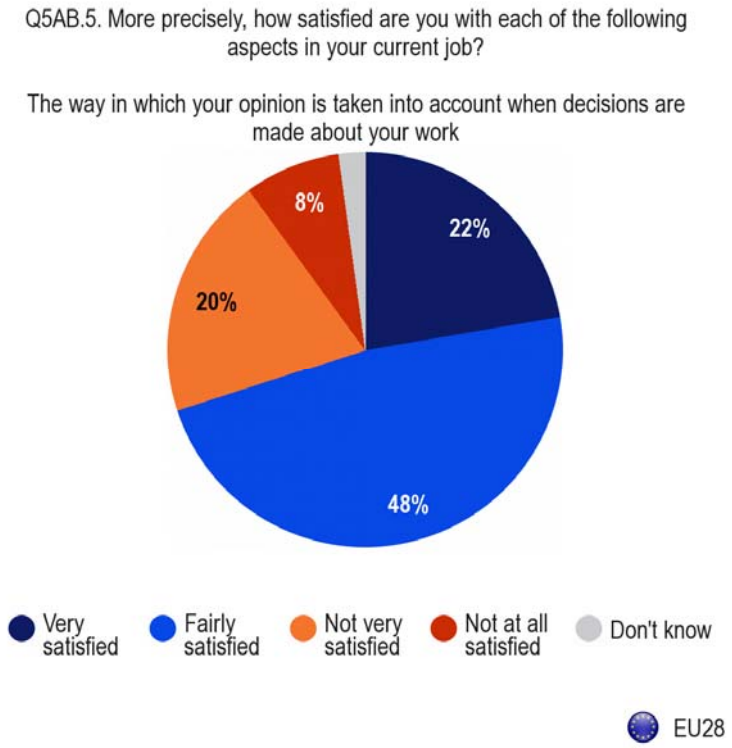
(MULTIPLE ANSWERS)
Base: Respondents in target A who work full-time for one employer (n=7845)

Most employees and manual workers say they have access to some form of flexibility at work, such as special leave or working from home (56%)[8]. Just over one quarter say they have these kinds of options and have either used one, or would use one (26%).

[8] Q8A In some companies, employees are able to take special leave, to work part time or with flexible hours or to work from home. Does your company or organisation offer any of these options? Yes, and you have used or would use one; Yes, but you don't use any of them because it might have a negative impact on your career; Yes, but you don't use any of them because it might lower your salary ; Yes, but you don't use any for other reasons; No, none of these options are offered.

Three in ten (30%) have these kinds of options but don't use them: 5% because of the possible negative impact on their career, 9% because it might lower their salary, and 19% for other reasons. Four in ten employees and manual workers say they do not have any of these kinds of options on offer at their company (40%).

- Seven out of ten are satisfied with the way their opinions are considered in decisions made about their work -



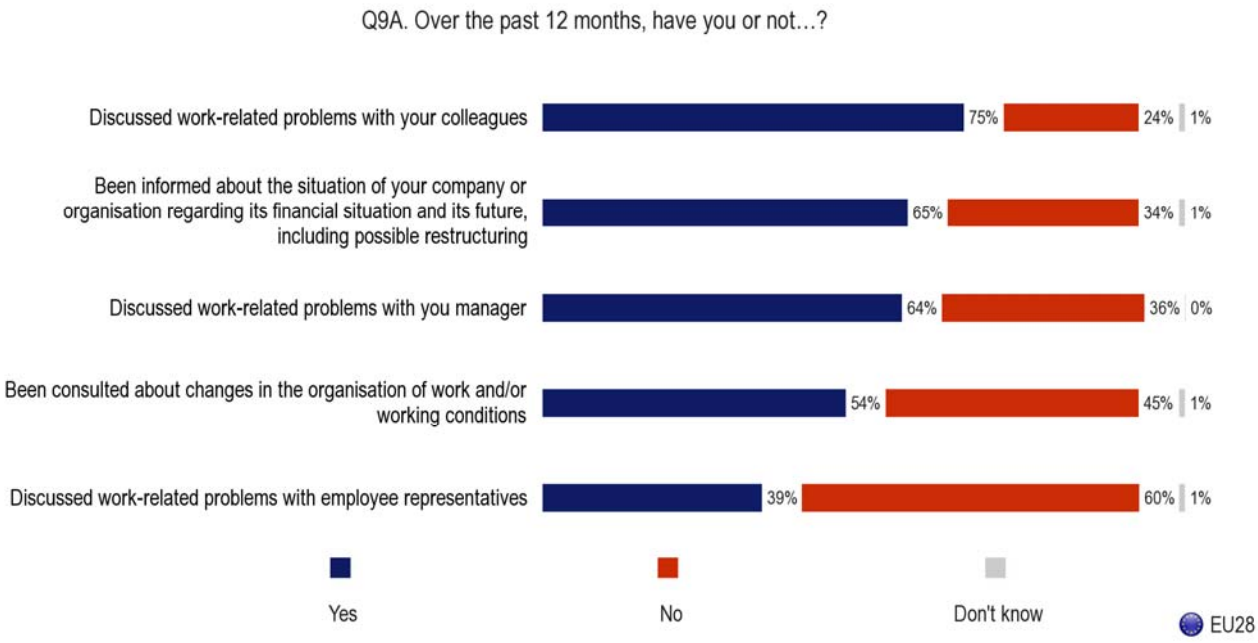
Base: Respondents in target A (n=11727)

Within the working population most respondents are satisfied with the way their opinion is taken into account when decisions are made about their work (70%), with at least half of the working population in each Member State being satisfied in this area. The results are similar for those with past work experience.

67% of the respondents who have experience of work, but are not currently working say they were satisfied with the way their opinion was considered when decisions were made about their work during their last experience of employment[9].

[9] Q5CDE.5 More precisely, how satisfied were you with each of the following aspects during your last experience of work? The way in which your opinion was taken into account when decisions were made about your work

- Discussions about work-related problems are most likely to occur with colleagues -



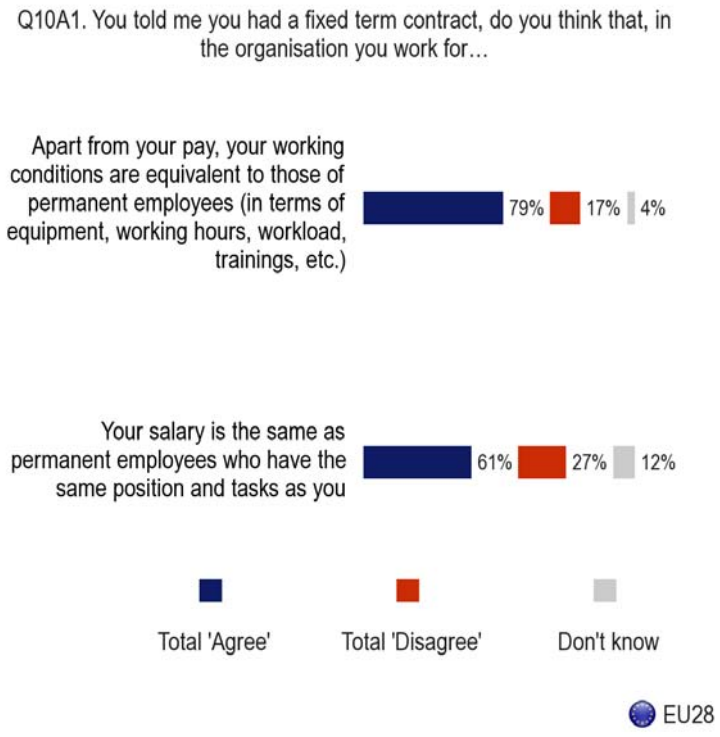
Base: Respondents in target A (n=11727)

Amongst the working population, discussions about work-related problems are most likely to occur with colleagues (75%), followed by managers (64%) or employee representatives (39%).

The picture for those with work experience (who are not currently working) is similar. Three quarters (75%) discussed work-related problems with their colleagues during their last experience of work, while 68% discussed these with their manager and 43% discussed them with employee representatives[10]. Around half were informed about the situation of your company or organisation regarding its financial situation and its future, including possible restructuring (53%) or were consulted about changes in the organisation of work and/or working conditions (51%).

[10] Q9CDE During your last experience of work...

- Most fixed term contract employees think their salary and conditions are equivalent to permanent employees -

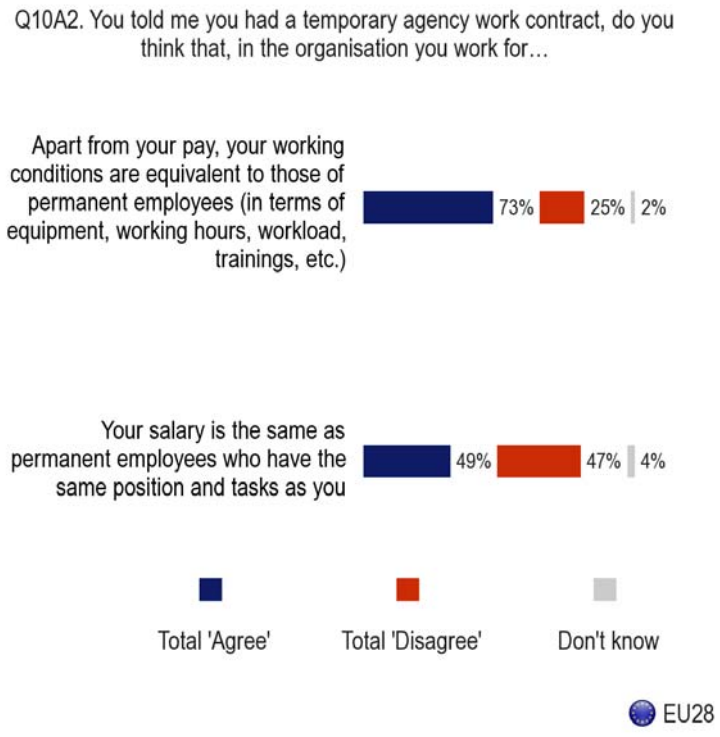


Base: Respondents in target A with fixed term contract (n=1516)

Employees on a fixed term contract were asked several questions about their conditions[11]. Almost eight out of ten agree their working conditions are equivalent to those of permanent employees (79%), while 61% say their salary is the same as permanent employees with the same position and tasks.

[11] Q10A1.1 You told me you had a fixed term contract, do you think that, in the organisation you work for… Your salary is the same as permanent employees who have the same position and tasks as you; Apart from your pay, your working conditions are equivalent to those of permanent employees (in terms of equipment, working hours, workload, trainings, etc.)

- Most temporary agency contract employees think their conditions are equivalent to permanent employees, but fewer say this about salary -



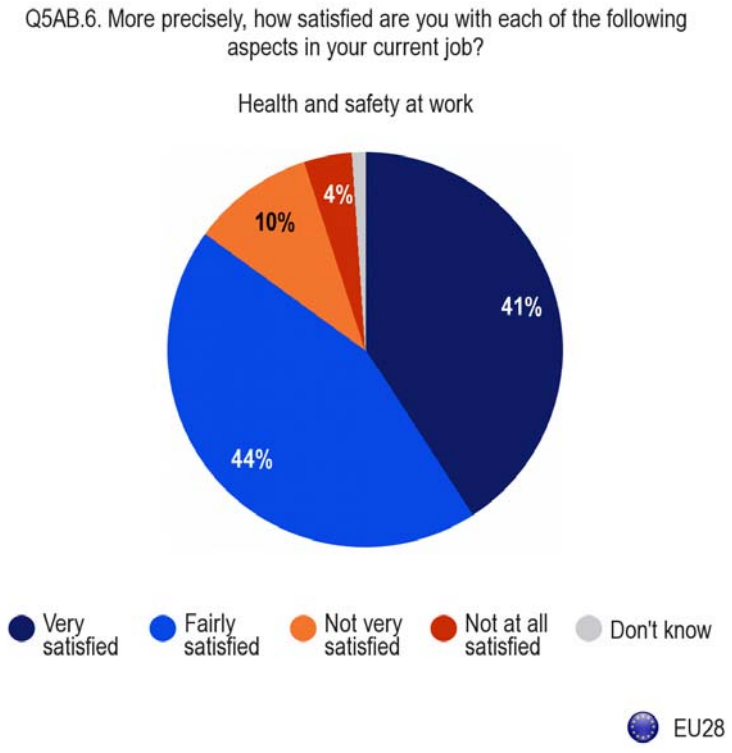
Base: Respondents in target A with temporary Employment agency contract (n=206)

Amongst those employed with a temporary agency work contract 73% agree their working conditions are equivalent to those of permanent employees[12]. However, far fewer - 49% - agree their salaries are the same as permanent employees with the same position and tasks.

[12] Q10A1.1 You told me you had a temporary agency work contract, do you think that, in the organisation you work for… Your salary is the same as permanent employees who have the same position and tasks as you; Apart from your pay, your working conditions are equivalent to those of permanent employees (in terms of equipment, working hours, workload, trainings, etc.)

IV. HEALTH AND SAFETY AT WORK

- A large majority are satisfied with health and safety at work -



Base: Respondents in target A and B (n=13991)

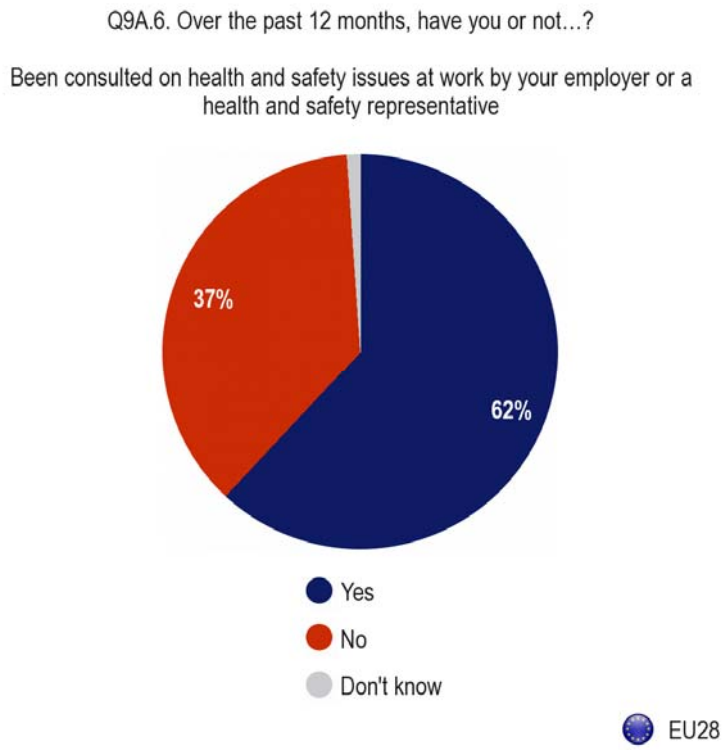
Amongst those currently working, more than eight out of ten express satisfaction with workplace health and safety at their current job (85%), with 41% 'very satisfied'[13]. Just over one in ten express dissatisfaction (14%), although only a small proportion are 'not at all satisfied' with their workplace health and safety (4%).

At least seven out of ten members of the working population in all but one Member State say they are satisfied with health and safety at their current job. Satisfaction is most widespread in Austria, the UK, the Netherlands, Belgium (all 92%), Ireland and Denmark (both 91%). Greece is the exception, with 53% expressing satisfaction with their workplace health and safety.

Respondents with previous work experience (but who are not currently working) were also asked how satisfied they were with health and safety at their last workplace[14]. Almost eight in ten (79%) express satisfaction, with 38% 'very satisfied'. One in five say they were not satisfied, with 12% 'not very satisfied' and 8% 'not at all satisfied'.

[13] Q5AB.6 More precisely, how satisfied are you with each of the following aspects in your current job? Health and safety at work
[14] Q5AB.6 More precisely, how satisfied were you with each of the following aspects during your last experience of work? Health and safety at work

- A majority say they have been consulted on health and safety issues by an employer or health and safety representative -



Base: Respondents in target A (n=11727)

Just over six in ten employees and manual workers say they have been consulted on health and safety issues at work by their employer or a health and safety representative (62%)[15].

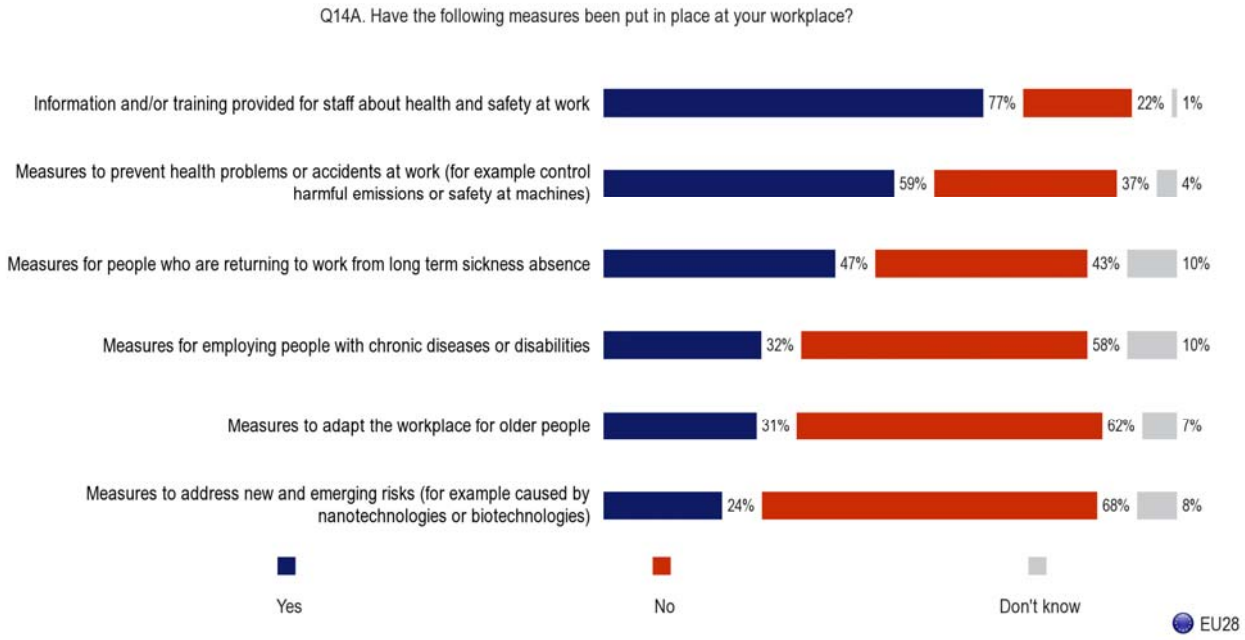
There is a broad range of responses across EU28. Employees and manual workers in Slovakia (90%), the Czech Republic (87%) and Hungary (82%) are the most likely to say they have been consulted. In contrast 25% in Greece, 37% in Croatia, 38% in Malta and 39% in Cyprus say the same.

Current workers who are satisfied with working conditions are more likely to say they have been consulted compared to those who are dissatisfied 65%% vs. 50%).

Those who say working conditions in their country have improved over the last five years are more likely to say they have been consulted compared to those who say conditions have deteriorated (73% vs. 52%).

[15] Q9A.6 Over the past 12 months, have you or not...? Been consulted on health and safety issues at work by your employer or a health and safety representative

- More than three quarters of current workers say health and safety information and/or training is available in their workplace -



Base: Respondents in target A (n=11727)

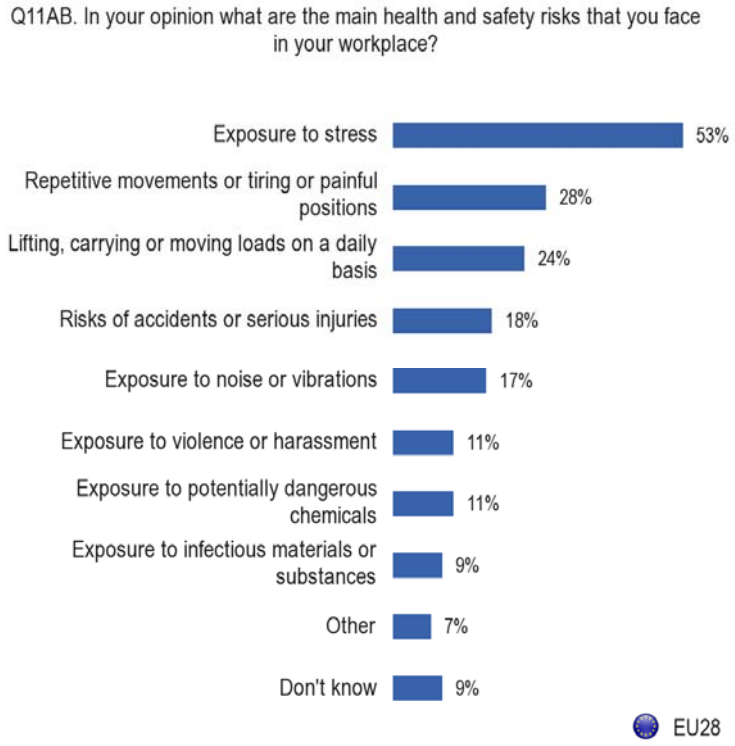
Employees and manual workers were asked whether any of a range of health and safety measures had been implemented in their workplace[16]. More than three quarters (77%) say health and safety information and/or training is provided at work, while 59% say there are measures to prevent health problems or accidents at work.

Just under half (47%) say there are measures in place for people returning from long term sickness while 32% say their workplace has measures for employing people with chronic diseases or disabilities. Three in ten (31%) say there are measures to adapt their workplace for older people while 24% say their workplace has measures to address new and emerging risks.

The larger the company the respondent works for, the more likely they are to say that the company has each of these measures in place.

[16] Q14A.1 Have the following measures been put in place at your workplace?

- Exposure to stress is considered to be the main workplace health and safety risk by current workers and those with past work experience -



(MAX. 3 ANSWERS)
Base: Respondents in target A and B (n=13991)

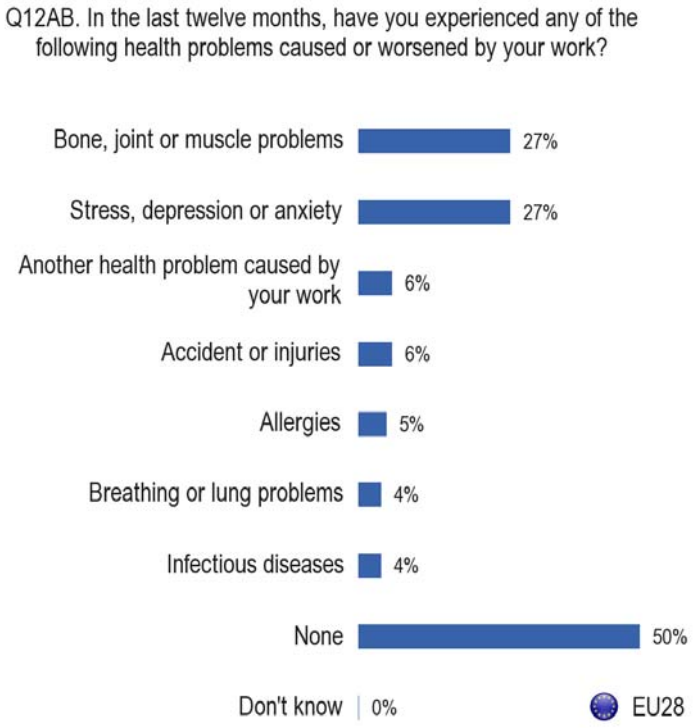
Amongst current workers exposure to stress is considered as one of the main health and safety risks they face in their workplace (53%)[17]. More than one quarter mention repetitive movements or tiring or painful positions (28%) while 24% mention lifting, carrying or moving loads on a daily basis.

In all but one Member State, those currently working are most likely to say that exposure to **stress** is the main health and safety risk at work. Those in Sweden are the most likely to mention stress (67%), followed by those in Belgium, Croatia (59%), Hungary and Romania (58%). At the other end of the scale 34% of those in Estonia and 36% in Lithuania mention stress.

Almost one in five say the risk of accidents or serious injury was the main health and safety risk (18%) while 17% mention exposure to noise or vibrations. Around one in ten mention exposure to violence or harassment (11%) or potentially dangerous chemicals (11%) while 9% mention exposure to infectious materials.

[17] Q11AB In your opinion what are the main health and safety risks that you face in your workplace? (Max. 3 answers)

- At least one quarter have experienced bone, joint or muscle problems, or stress, depression or anxiety either caused by or exacerbated by work -

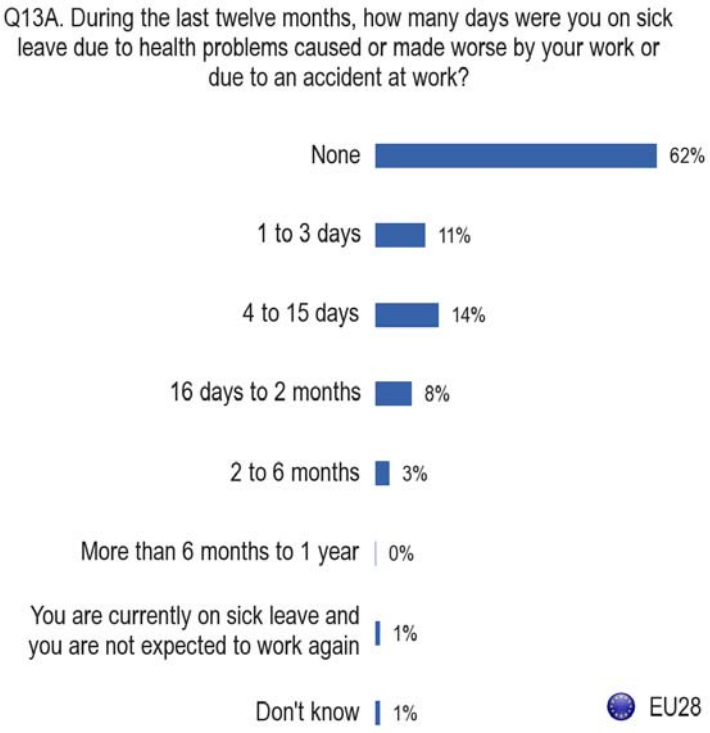


(MAX. 3 ANSWERS)
Base: Respondents in target A and B (n=13991)

At least one quarter of those currently working have experienced bone, joint or muscle problems, or stress, depression or anxiety either caused by or exacerbated by work (both 27%). Women are more likely than men to say they have experienced stress, depression or anxiety (31% vs. 24%) or bone, joint or muscle problems (32% vs. 23%). Men are more likely than women to say they had an accident or injury at work (8% vs. 4%).

Stress, depression or anxiety is the most mentioned work related health problem in the majority of Member States.

- Most employees and manual workers have not taken sick leave in the last 12 months due to work related or work exacerbated health problems -



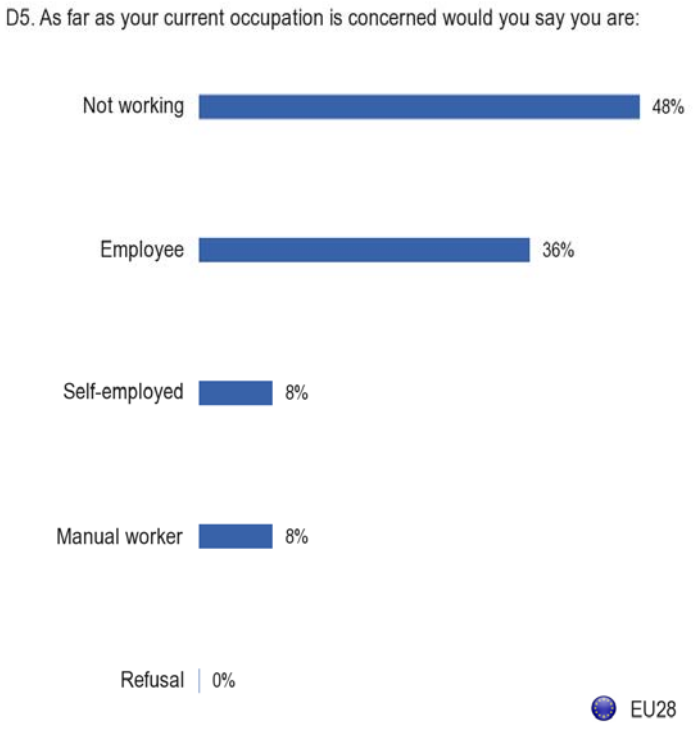
Base: Respondents in target A who have experienced at least one health problem (n=5904)

Most employees and manual workers have not taken sick leave in the last 12 months due to work related or work exacerbated health problems (62%).

In 25 Member States, at least half of the employees and manual say they have not taken any sick leave due to work related health problems or accidents. This is particularly the case for those in Spain (80%), the Czech Republic (79%), Romania (77%) and Portugal (75%). At the other end of the scale 42% of those in Malta, 45% in Belgium and 46% in Denmark say the same.

V. WORKING POPULATION PROFILE

- Almost half of all respondents classify themselves as not working -



Base: Total number of respondents

Respondents are most likely to say that they are not working, which includes retired persons, full time students, those looking after the home as well as those looking for work and other unemployed (48%)[18]. At least one third say they are an employee (36%), while 8% are manual workers and 8% are self-employed.

Employees and manual workers are most likely to work for companies with more than 250 employees (40%), followed by those with 11-50 employees (22%) and 51-250 employees (20%).

Most Europeans who are currently working are employed full time (76%).

Most European employees and manual workers only have one employer (87%) although at least one in ten employees and manual workers in Italy (14%), Spain (11%) and Ireland (10%) have more than two employers.

[18] D5 - As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a…

ANNEXES

TECHNICAL SPECIFICATIONS

FLASH EUROBAROMETER 398

"Working Conditions"

TECHNICAL SPECIFICATIONS

Between the 3rd and the 5th of April 2014, TNS Political & Social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the survey FLASH EUROBAROMETER 398 about "Working Conditions".

This survey has been requested by the EUROPEAN COMMISSION, Directorate-General for Employment, Social Affairs and Inclusion. It is a general public survey co-ordinated by the Directorate-General for Communication (DG COMM "Strategy, Corporate Communication Actions and Eurobarometer" Unit). The FLASH EUROBAROMETER 398 covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over. The survey covers the national population of citizens as well as the population of citizens of all the European Union Member States that are residents in these countries and have a sufficient command of the national languages to answer the questionnaire. All interviews were carried using the TNS e-Call center (our centralized CATI system). In every country respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

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

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

Statistical Margins due to the sampling process
(at the 95% level of confidence)

various sample sizes are in rows *various observed results are in columns*

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.003	3/04/2014	5/04/2014	8.939.546
BG	Bulgaria	TNS BBSS	1.000	3/04/2014	5/04/2014	6.537.510
CZ	Czech Rep.	TNS Aisa s.r.o	1.000	3/04/2014	4/04/2014	9.012.443
DK	Denmark	TNS Gallup A/S	1.009	3/04/2014	5/04/2014	4.561.264
DE	Germany	TNS Infratest	1.000	3/04/2014	4/04/2014	64.336.389
EE	Estonia	TNS Emor	1.000	3/04/2014	4/04/2014	945.733
IE	Ireland	IMS Millward Brown	1.000	3/04/2014	5/04/2014	3.522.000
EL	Greece	TNS ICAP	1.001	3/04/2014	5/04/2014	8.693.566
ES	Spain	TNS Demoscopia S.A	1.001	3/04/2014	4/04/2014	39.127.930
FR	France	TNS Sofres	1.005	3/04/2014	5/04/2014	47.756.439
HR	Croatia	Puls	1.002	3/04/2014	5/04/2014	3.749.400
IT	Italy	TNS ITALIA	1.000	3/04/2014	4/04/2014	51.862.391
CY	Rep. of Cyprus	CYMAR	500	3/04/2014	4/04/2014	660.400
LV	Latvia	TNS Latvia	1.000	3/04/2014	5/04/2014	1.447.866
LT	Lithuania	TNS LT	1.000	3/04/2014	4/04/2014	2.829.740
LU	Luxembourg	TNS Dimarso	502	3/04/2014	5/04/2014	434.878
HU	Hungary	TNS Hoffmann Kft	1.010	3/04/2014	4/04/2014	8.320.614
MT	Malta	MISCO International Ltd	502	3/04/2014	5/04/2014	335.476
NL	Netherlands	TNS NIPO	1.003	3/04/2014	5/04/2014	13.371.980
AT	Austria	TNS Austria	1.001	3/04/2014	5/04/2014	7.009.827
PL	Poland	TNS OBOP	1.000	3/04/2014	5/04/2014	32.413.735
PT	Portugal	TNS EUROTESTE	1.001	3/04/2014	5/04/2014	8.080.915
RO	Romania	TNS CSOP	1.005	3/04/2014	5/04/2014	18.246.731
SI	Slovenia	RM PLUS	1.002	3/04/2014	4/04/2014	1.759.701
SK	Slovakia	TNS AISA Slovakia	1.016	3/04/2014	5/04/2014	4.549.956
FI	Finland	TNS Gallup Oy	1.008	3/04/2014	5/04/2014	4.440.004
SE	Sweden	TNS SIFO	1.000	3/04/2014	4/04/2014	7.791.240
UK	United Kingdom	TNS UK	1.000	3/04/2014	5/04/2014	51.848.010
TOTAL EU28			**26.571**	**3/04/2014**	**5/04/2014**	**412.585.684**