



## **Flash Eurobarometer 412**

# **LITHUANIA AFTER THE EURO CHANGEOVER**

## **REPORT**

Fieldwork: January 2015

Publication: January 2015

This survey has been requested by the European Commission, Directorate-General for Economic and Financial Affairs and co-ordinated by the 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 412 - TNS Political & Social**

**Project title** Flash EB 412 survey among the general public AFTER euro changeover in Lithuania – January 2015

**Linguistic Version** EN

**Catalogue Number** KC-01-15-047-EN-N

**ISBN** 978-92-79-45359-5

**DOI** 10.2765/396675

© European Union, 2015

## **Flash Eurobarometer 412**

### **Lithuania after the euro changeover**

Conducted by TNS Political & Social at the request of  
the European Commission,  
Directorate-General for Economic and Financial Affairs

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

## TABLE OF CONTENTS

<b>INTRODUCTION</b> .....	<b>3</b>
<b>MAIN FINDINGS</b> .....	<b>5</b>
<b>I. SUPPORT FOR THE EURO</b> .....	<b>8</b>
<b>1.1 General perceptions of the euro</b> .....	<b>8</b>
<b>1.2 Consequences at the national level</b> .....	<b>11</b>
<b>1.3 Personal consequences of the euro's introduction</b> .....	<b>13</b>
<b>II. THE LITHUANIAN CHANGEOVER: GENERAL ASSESSMENTS</b> .....	<b>15</b>
<b>2.1 The success of changeover</b> .....	<b>15</b>
<b>2.2 Problems during changeover</b> .....	<b>16</b>
<b>III. PERSONAL EXPERIENCES WITH THE EURO</b> .....	<b>20</b>
<b>3.1 Handling of euro banknotes and coins</b> .....	<b>20</b>
<b>3.2 Euro coin mini-kits</b> .....	<b>23</b>
<b>3.3 Security features</b> .....	<b>27</b>
<b>IV. BECOMING FAMILIAR WITH EURO PRICING</b> .....	<b>30</b>
<b>4.1 Still thinking in old currency?</b> .....	<b>30</b>
<b>4.2 Conversion from Lithuanian litas to euro</b> .....	<b>33</b>
<b>4.3 Understanding the value of the euro</b> .....	<b>35</b>
<b>4.4 The euro calculator</b> .....	<b>37</b>
<b>4.5 Usefulness of the dual displays of prices</b> .....	<b>40</b>
<b>4.6 The correct implementation of the dual displays of prices</b> .....	<b>42</b>
<b>V. CONCERNS ABOUT THE CHANGEOVER</b> .....	<b>44</b>
<b>5.1 Correctness of prices in euro</b> .....	<b>44</b>
<b>5.2 The euro's expected impact on inflation</b> .....	<b>48</b>
<b>VI. INFORMATION ABOUT THE EURO</b> .....	<b>51</b>
<b>6.1 Perceived levels of knowledge</b> .....	<b>51</b>
<b>6.2 Sources of information</b> .....	<b>53</b>
<b>6.3 Quality of information</b> .....	<b>54</b>
<b>6.4 Further information needs</b> .....	<b>65</b>

**Annexes**

**Technical specifications**

**Questionnaire**

**Tables**

## INTRODUCTION

On 1 January 2015, Lithuania joined the euro area, becoming the 19th country within the 28 EU Member States to adopt the euro as its currency. This report analyses the findings of a survey conducted among citizens of Lithuania immediately after the introduction of the euro within the country. It examines their attitudes towards the new currency and the changeover process.

In detail, the survey provides measures on:

- General perceptions of the euro;
- Personal experiences of using euro banknotes and euro coins; converting Lithuanian litas to euros and understanding values in euros;
- Whether respondents found the system of dual display of prices useful and accurate;
- Personal experiences of using euro coin starter kits;
- Awareness of the security features of euro banknotes;
- General perceptions of the success of the changeover;
- Whether they have any concerns about price conversions and price rounding being performed incorrectly;
- If Lithuanians have concerns about an increase in inflation as a result of the changeover to the euro;
- Their preferred sources and channels of information regarding the changeover;
- How well informed they feel about the euro;
- Their level of satisfaction with information received from national authorities;
- The usefulness of euro spots, ads and the euro calculator;

Most of the results of this survey are compared with those from the last six countries that joined the euro area: Latvia on 1 January 2014<sup>1</sup>, Estonia on 1 January 2011<sup>2</sup>, Slovakia on 1 January 2009<sup>3</sup>, Malta and Cyprus on 1 January 2008<sup>4</sup>, and Slovenia on 1 January 2007<sup>5</sup>. In each of these countries, immediately after the changeover, the Directorate-General for Economic and Financial Affairs of the European Commission conducted a Flash Eurobarometer survey in order to measure citizens' perceptions regarding the new currency and its implementation. As the questionnaires were essentially the same and the data collection periods similar in all seven surveys, direct comparisons between the results can be made. Some questions are also compared with a survey that was conducted exclusively in Lithuania in September 2014.<sup>6</sup>

---

<sup>1</sup> [http://ec.europa.eu/public\\_opinion/flash/fl\\_393\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_393_en.pdf)

<sup>2</sup> [http://ec.europa.eu/public\\_opinion/flash/fl\\_309\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_309_en.pdf)

<sup>3</sup> [http://ec.europa.eu/public\\_opinion/flash/fl\\_259\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_259_en.pdf)

<sup>4</sup> [http://ec.europa.eu/public\\_opinion/flash/fl\\_222\\_223\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_222_223_en.pdf)

<sup>5</sup> [http://ec.europa.eu/public\\_opinion/flash/fl\\_205\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_205_en.pdf)

<sup>6</sup> [http://ec.europa.eu/public\\_opinion/flash/fl\\_402\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_402_en.pdf)

This survey was carried out by the TNS Political & Social network in Lithuania. 1,000 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, Directorate-General for Economic and Financial Affairs. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Strategy, Corporate Communication Actions and Eurobarometer" Unit)<sup>7</sup>. A technical note on the manner in which interviews were conducted by the Institute within the TNS Political & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals<sup>8</sup>.

Interviews were conducted in Lithuania between the 16<sup>th</sup> and 19<sup>th</sup> January 2015. Interviews conducted in the other six countries used in analyses took place as follows: in Latvia between 15<sup>th</sup> and 18<sup>th</sup> January 2014; in Estonia between the 16<sup>th</sup> and 20<sup>th</sup> January 2011; in Slovakia between the 16<sup>th</sup> and 20<sup>th</sup> January 2009; in Malta and Cyprus between the 2<sup>nd</sup> and 6<sup>th</sup> February 2008; and in Slovenia between the 29<sup>th</sup> January and 3<sup>rd</sup> February 2007. In each country, approximately 1,000 interviews were conducted. The national samples were representative of the population aged 15 or over.

\* \* \* \* \*

*We wish to thank all the people interviewed who took the time to participate in this survey. Without their active participation, this survey would not have been possible.*

---

<sup>7</sup> [http://ec.europa.eu/public\\_opinion/index\\_en.htm](http://ec.europa.eu/public_opinion/index_en.htm)

<sup>8</sup> 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.

## MAIN FINDINGS

### ***Support for the euro***

- Six out of ten people (60%) think that having the euro is a good thing for Lithuania, while roughly a quarter believe it is not a good thing.
- Around eight out of ten people (79%) think that the euro is a good thing for the EU, while a tenth do not.
- Following the adoption of the euro on January 1 there was a big increase in the proportion of people who say that introducing the euro will have positive consequences for Lithuania: nearly two-thirds of people now think they will be positive (63%), up from 44% in September 2014 and around one-third in April 2013 (35%).
- There was a similar jump in the proportion of people who think the personal consequences of the euro will be positive: over half of the respondents now think they will be positive (54%), up from over a third in September 2014 (37%).

### ***The Lithuanian changeover: general assessments***

- Nearly nine out of ten respondents (86%) think that the changeover to the euro was smooth and efficient. This result is broadly in line with data from other euro area countries shortly after the changeover.
- Very few people (5%) experienced problems when exchanging Lithuanian litas cash into euro cash or withdrawing euro cash from banks in the first week of January.
- Of the people who did experience problems, 34% experienced longer-than-usual queues at counters, and 23% encountered longer-than usual queues at ATMs.

### ***Personal experiences with the euro***

- Just over half of people think that it was easy to distinguish and manipulate euro coins following the changeover (54%).
- Respondents found banknotes easier to distinguish and manipulate than coins: over three quarters of people (77%) say they found this easy.
- Respondents in Lithuania found the experience of handling euro coins and banknotes more problematic than most other countries. Only respondents in Estonia found euro coins less easy to distinguish and manipulate (48%); elsewhere, results ranged from 81% in Cyprus to 57% in Latvia. The same pattern emerged for euro banknotes as well.
- Less than a fifth of people (18%) in Lithuania bought one or more euro coin starter-kits.
- The purchasing of euro coin starter kits was lower in Lithuania than in the other six countries under discussion.
- Over half of the respondents mentioned the watermark (53%), and four out of ten mentioned (40%) the banknotes' raised print, when asked to identify some security features of euro banknotes.



***Becoming familiar with euro pricing***

- When making common purchases such as in day-to-day shopping, people are slightly more likely to make mental calculations in euros (39%) than in Lithuania litas (35%).
- Respondents in Lithuania have been quicker to start thinking in euros than people in Estonia (28%) and Slovakia (33%), but slower than people in the other four countries, when it comes to everyday purchases.
- But when it comes to making exceptional purchases, more respondents still think in litas (38%) than in euros (25%).
- Three quarters of respondents (75%) say they find it easy to convert Lithuanian litas into euros.
- Seven out of ten respondents (70%) say that it was easy to understand the value of an item in euros.
- Two-thirds of respondents (67%) say that they received the euro calculator and 70% of those who did say that they found them useful.
- Over two-thirds of people in Lithuania (67%) say they find the dual displays of prices useful following the changeover.
- However, among the seven countries under discussion Lithuania has the lowest proportion of respondents who considered the dual display of pricing to be useful.
- Over three quarters of people (77%) have the impression that the dual displays of prices were implemented correctly or mostly correctly.
- Lithuania has the lowest proportion of respondents who say that the dual displays of prices were implemented correctly or mostly correctly (77%) among the seven countries. In the other countries, the proportion of people who thought this ranged from 80% in Cyprus to 90% in Slovenia

***Concerns about the changeover***

- Nearly half of the respondents (47%) say that price conversions were correct either often or very often during and after the changeover.
- Four out of ten respondents (40%) think that the rounding of prices was correct either often or very often.
- A majority of people (58%) think that the euro will increase inflation in Lithuania, while around a quarter (26%) think the euro will help maintain price stability.

***Information about the euro***

- Over nine out of ten people in Lithuania (92%) feel informed about the euro – which is in line with the results from other countries.
- Most respondents (86%) obtained information about the introduction of the euro from the media.
- Over half of the respondents (55%) think that television was the most efficient source of information.
- Nearly nine out of ten people (86%) feel satisfied with the information the national authorities provided.
- 84% of people saw the euro spots on television, and nearly nine out of ten people say that they found them useful.

- A relative majority of respondents in Lithuania say that they saw the euro advertisements placed in magazines and newspapers in their country: 49% saw them, versus 45% who did not.
- Lithuania has the lowest proportion of respondents who saw these euro advertisements among the seven euro area countries.
- Of those who say they saw the advertisements, over eight out of ten found them useful (84%).
- Nearly a quarter of people (24%) say they would like more information about the euro's security features – though a quarter (25%) say they don't require any more information about the euro.

## I. SUPPORT FOR THE EURO

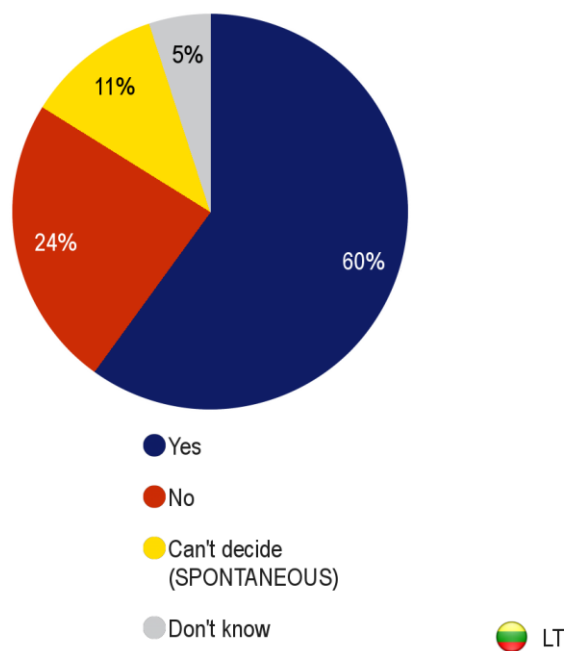
This opening chapter – not included in earlier editions of this survey – sets out the context by asking respondents about their perceptions of the euro. In particular, they are asked whether the currency will be a good thing for Lithuania, and whether it will have positive consequences both for the country and for the EU.

### 1.1 General perceptions of the euro

Respondents were first asked to say, generally speaking whether they think that having the euro is a good thing for their country. Six out of ten people (60%) say that having the euro is a good thing for Lithuania, while roughly a quarter (24%) think that it is not a good thing. Around a tenth of respondents (11%) say spontaneously that they can't decide, and 5% don't know if having the euro is a good thing.

Q13.1. Generally speaking, do you think that...?

Having the euro is a good thing for your country



A similar question was put to respondents living in countries already using the euro in October 2014. Then, 57% of people said that having the euro was a good thing, and 33% said it was a bad thing<sup>9</sup>.

**When looking at the socio-demographic variables**, younger respondents appear somewhat more likely to feel that the euro is a good thing for Lithuania: 67% of 15-24 year-olds say this, compared with 55-58% of people aged 40 or over. Respondents who have completed university or the equivalent are also more inclined to regard the euro as a good thing for the country (66% vs. 55%).

<sup>9</sup> [http://ec.europa.eu/public\\_opinion/flash/fl\\_405\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_405_en.pdf)

Q13.1 Generally speaking, do you think that...?

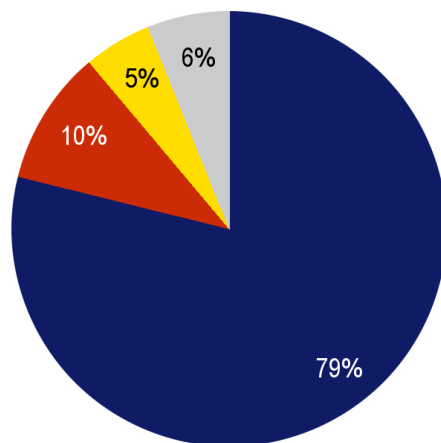
Having the euro is a good thing for your country

	Yes	No	Can't decide (SPONTANEOUS)	Don't know (SPONTANEOUS)
LT	60%	24%	11%	5%
<b>Age</b>				
15-24	67%	23%	7%	3%
25-39	63%	24%	10%	3%
40-54	55%	25%	15%	7%
55+	58%	23%	12%	7%
<b>Have completed University or equivalent</b>				
Yes	66%	20%	10%	4%
No	55%	27%	13%	5%
<b>Education (End of)</b>				
15-	30%	27%	25%	18%
16-19	51%	30%	15%	4%
20+	65%	21%	9%	5%
Still studying	73%	18%	7%	2%

Respondents are more likely to feel that having the euro is a good thing for the EU than for Lithuania specifically. Nearly eight out of ten people (79%) say that having the euro is a good thing for the EU, and only a tenth (10%) think that it is not a good thing. Around a tenth of respondents combined say that they can't decide (5%) or that they don't know (6%).

Q13.2. Generally speaking, do you think that...?

Having the euro is a good thing for the EU



- Yes
- No
- Can't decide (SPONTANEOUS)
- Don't know



These results show that people in Lithuania are more positive about the euro's effects on the EU than respondents already living within the euro area. In the euro area, 69% of respondents in October 2014 said that having the euro is a good thing for the EU, while a fifth (20%) considered it a bad thing<sup>10</sup>.

**In terms of the socio-demographics**, women are slightly more likely than men (81% vs. 76%) to believe that having the euro is a good thing for the EU, as are younger respondents: 82-83% of people aged 39 or below say this, versus 75-77% of people aged 40 or over.

Q13.2 Generally speaking, do you think that...?

Having the euro is a good thing for the EU

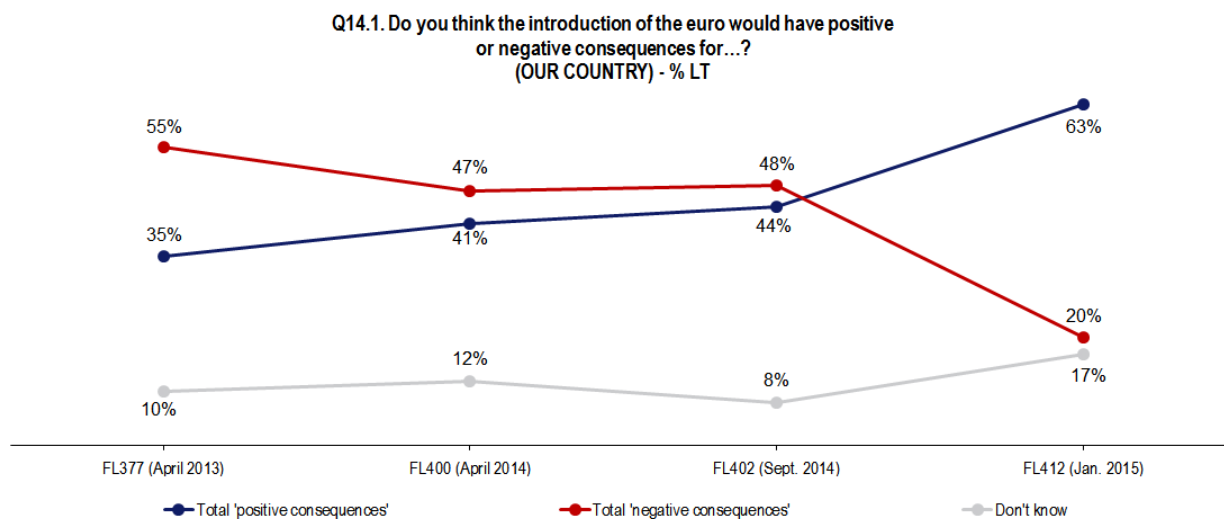
	Yes	No	Can't decide (SPONTANEOUS)	Don't know (SPONTANEOUS)
LT	79%	10%	5%	6%
<b>Sex</b>				
Male	76%	12%	6%	6%
Female	81%	8%	5%	6%
<b>Age</b>				
15-24	82%	15%	0%	3%
25-39	83%	8%	4%	5%
40-54	77%	10%	9%	7%
55 +	75%	8%	7%	10%
<b>Have completed University or equivalent</b>				
Yes	82%	7%	6%	5%
No	77%	12%	5%	6%

<sup>10</sup> [http://ec.europa.eu/public\\_opinion/flash/fl\\_405\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_405_en.pdf)

## 1.2 Consequences at the national level

Following the adoption of the euro on January 1, there was a substantial increase in the proportion of people who say that introducing the euro will have positive consequences for Lithuania. Nearly two-thirds of respondents (63%) now feel this way, up from 44% in September 2014, and 35% in April 2013.

Only a fifth of people (20%) say that the euro will have negative consequences for Lithuania, whereas in the past a majority of respondents said the consequences would be negative, such as in September 2014 (48% negative vs. 44% positive), and April 2013 (55% negative vs. 35% positive).



**The socio-demographic analysis** shows that people aged 39 or below (65-66%) are slightly more likely than older respondents (61%) to say that introducing the euro will have positive consequences for Lithuania. People who finished university or the equivalent are also more likely to say this (71% vs. 58% who have not completed university). In terms of occupation, employees (68%) and self-employed people (67%) are more inclined to say that introducing the euro will have positive consequences for Lithuania than manual workers (55%) or people who are not working (60%).

Q14.1 Do you think the introduction of the euro would have positive or negative consequences for...?

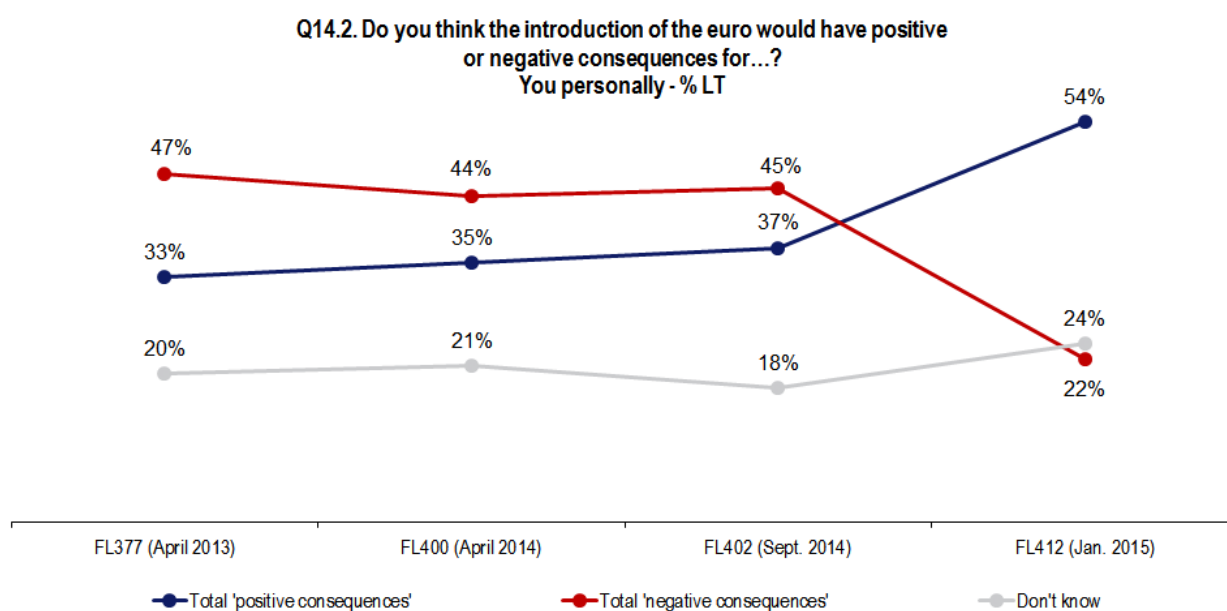
For [OUR COUNTRY]

	Total 'Positive consequences'	Total 'Negative consequences'	Don't know (SPONTANEOUS)
LT	63%	20%	17%
<b>Age</b>			
15-24	65%	25%	10%
25-39	66%	20%	14%
40-54	61%	21%	18%
55 +	61%	18%	21%
<b>Respondent occupation scale</b>			
Self-employed	67%	27%	6%
Employee	68%	19%	13%
Manual workers	55%	29%	16%
Not working	60%	20%	20%
<b>Have completed University or equivalent</b>			
Yes	71%	17%	12%
No	58%	23%	19%

### 1.3 Personal consequences of the euro's introduction

The pattern is very similar when it comes to people's personal expectations of the euro's introduction, with a large increase in the proportion of people who think the consequences will be positive following the currency's adoption. Over half of respondents (54%) now say that the consequences will be positive, up from 37% in September 2014, and 33% in April 2013.

Just over a fifth of people (22%) think that the euro will have negative consequences for them personally, whereas previously a majority of respondents felt that the consequences would be negative, as in September 2014 (45% negative vs. 37% positive), and April 2013 (47% negative vs. 33% positive).



**In terms of the socio-demographic variables**, younger respondents are more likely to think that the euro will have positive consequences for them personally: 62% of 15-24 year-olds expect positive consequences, but this falls to 43% among people aged 55 or over. In terms of occupation, employees (60%) are the most likely, and people who are not working the least likely (48%) to believe that the introduction of the euro will have positive consequences for them. Individuals who finished university or the equivalent are also more likely to expect positive consequences (59% vs. 49%).



Q14.2 Do you think the introduction of the euro would have positive or negative consequences for...?

For you personally

	Total 'Positive consequences'	Total 'Negative consequences'	Don't know (SPONTANEOUS)
LT	54%	22%	24%
<b>Age</b>			
15-24	62%	23%	15%
25-39	59%	19%	22%
40-54	55%	23%	22%
55 +	43%	24%	33%
<b>Respondent occupation scale</b>			
Self-employed	56%	24%	20%
Employee	60%	21%	19%
Manual workers	53%	25%	22%
Not working	48%	24%	28%
<b>Have completed University or equivalent</b>			
Yes	59%	18%	23%
No	49%	27%	24%

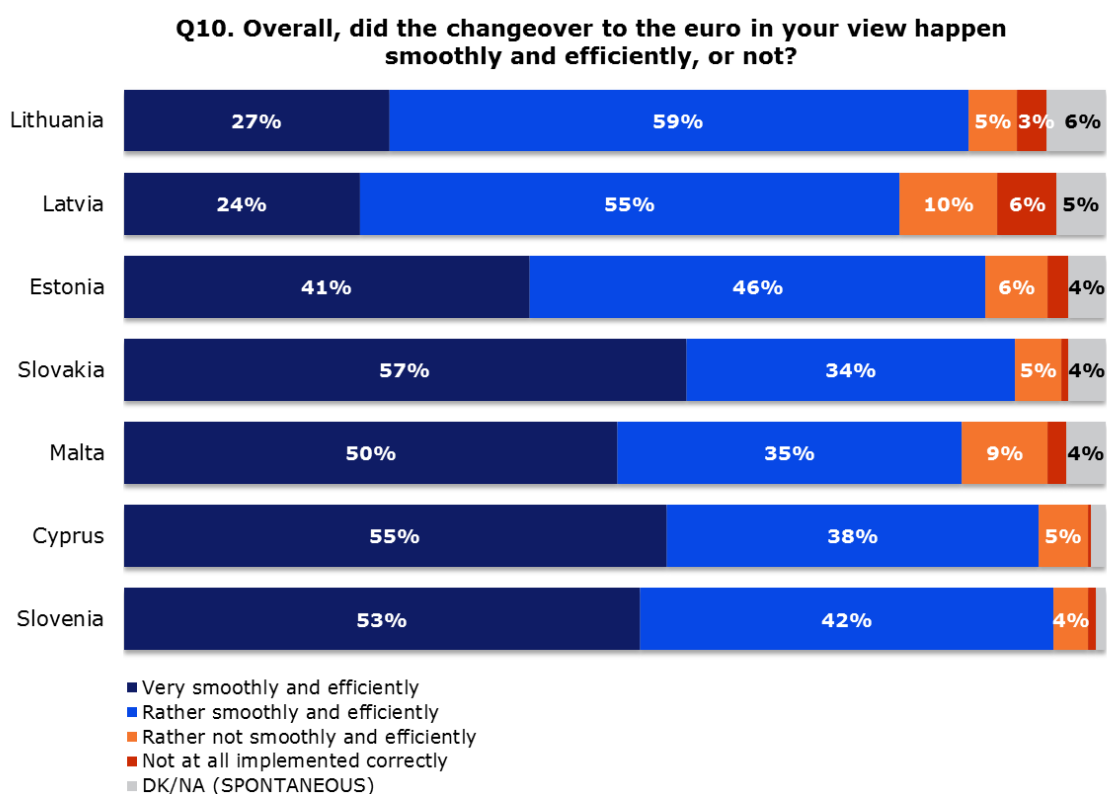
## II. THE LITHUANIAN CHANGEOVER: GENERAL ASSESSMENTS

This chapter tests the respondents' overall perceptions of how successful the changeover to the euro has been and whether they experienced any problems in the first week of January when they tried changing litas into euros or withdrawing the euros from banks.

### 2.1 The success of changeover

Respondents were asked how smoothly and efficiently they felt the changeover to the euro had happened overall. Nearly nine out of ten respondents (86%) say that the changeover was smooth and efficient, with over a quarter (27%) saying that it was very smooth and efficient. Less than a tenth of respondents (8%) feel that the changeover was not smooth and efficient, or not at all implemented correctly.

These results put Lithuania very much in line with other euro area countries shortly after their respective changeover periods. Among those countries, Slovenia (95%) had the highest proportion of people who thought that the changeover to the euro had happened smoothly and efficiently, while Latvia (79%) had the lowest. Lithuania is in the middle of this range. However, people in Lithuania (27%) are noticeably less likely than respondents in other countries – with the exception of Latvia (24%) – to think that the changeover went very smoothly and efficiently.



**When looking at the socio-demographic breakdowns**, there is almost no difference between men and women (86% vs. 85%) in terms of whether they feel that the changeover went smoothly and efficiently, men are somewhat more likely to say that things went very smoothly and efficiently (30% vs. 24%). People who live in large towns are slightly more likely than those living in rural villages (87% vs. 81%) to think that the changeover happened smoothly and efficiently. Respondents who finished university or the equivalent are also more likely to say this (91% vs. 82%).

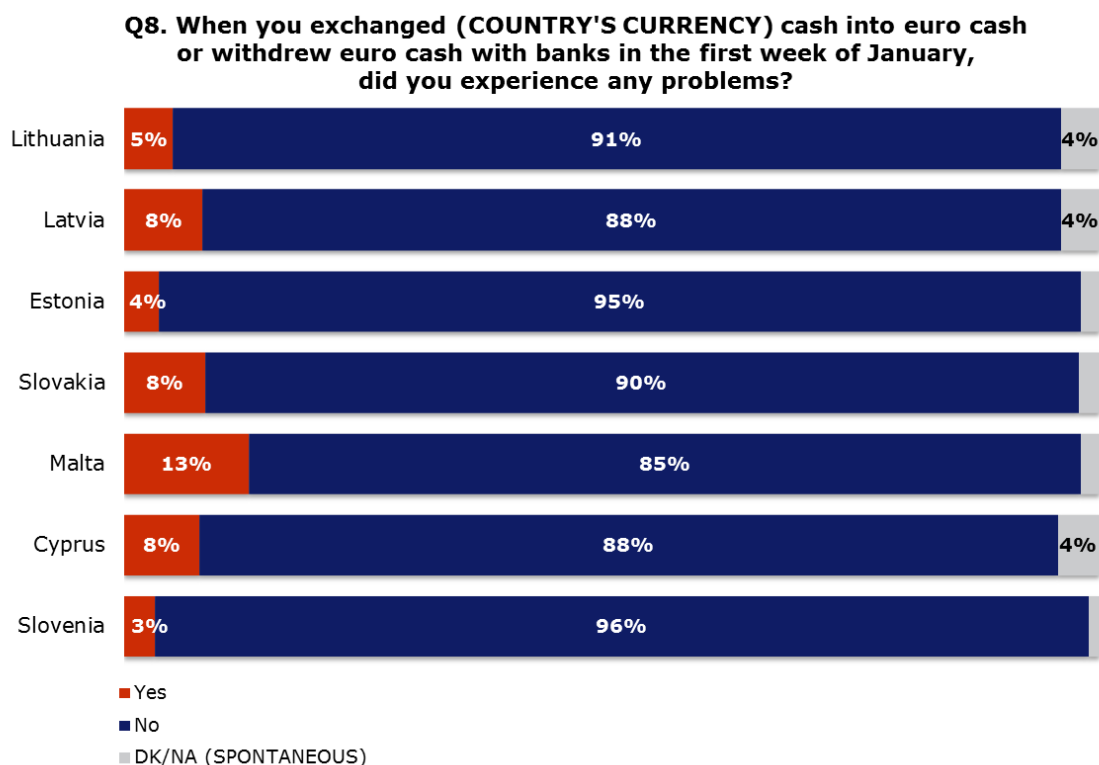
**Q10 Overall, did the changeover to the euro in your view happen smoothly and efficiently, or not?**

	Very smoothly and efficiently	Rather smoothly and efficiently	Rather not smoothly and efficiently	Not at all implemented correctly	Don't know (SPONTANEOUS)	Total 'Smoothly and efficiently'
LT	27%	59%	5%	3%	6%	86%
<b>Sex</b>						
Male	30%	56%	5%	4%	5%	86%
Female	24%	61%	6%	3%	6%	85%
<b>Subjective urbanisation</b>						
Rural village	20%	61%	5%	5%	9%	81%
Small/ Mid-size town	24%	61%	6%	3%	6%	85%
Large town	32%	55%	6%	3%	4%	87%
<b>Have completed University or equivalent</b>						
Yes	37%	54%	4%	2%	3%	91%
No	20%	62%	6%	4%	8%	82%

## 2.2 Problems during changeover

Very few respondents in Lithuania (5%) say that they experienced any problems when exchanging Lithuanian litas or withdrawing euro cash from banks in the first week of January. Over nine out of ten people (91%) say that they had no problems doing these things immediately after the changeover.

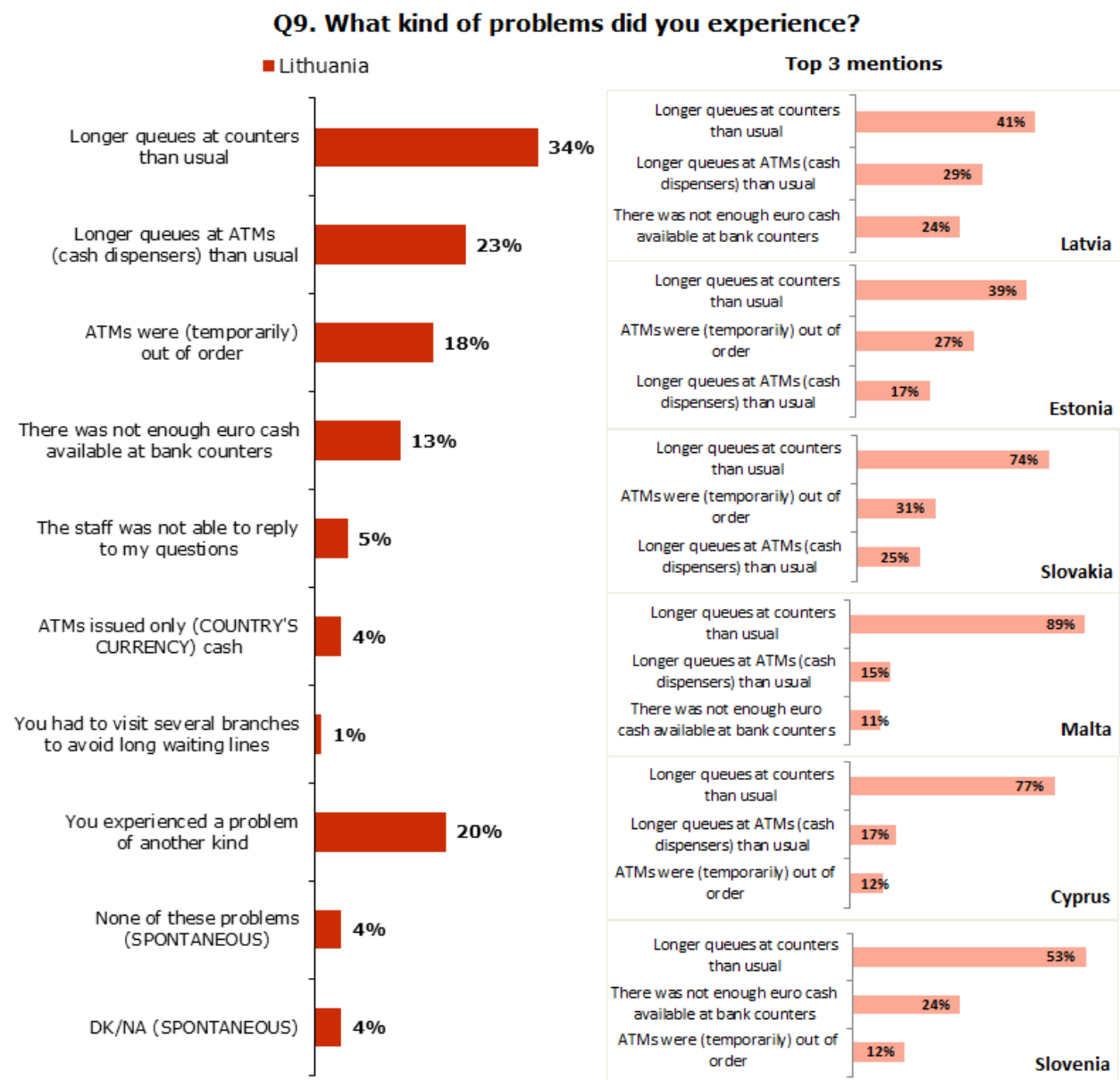
Lithuania compares with other euro area countries in terms of the problems experienced exchanging or withdrawing money shortly after the changeover to the euro. Only people in Slovenia (96%) and Estonia (95%) experienced fewer problems than people in Lithuania whereas respondents in Malta (85%) were the least likely to say they had no trouble exchanging or withdrawing money.



There are very few differences when looking at the socio-demographic variables.

People who said they experienced problems were then asked what kind of problems they had. It should be noted that the sample sizes are very small on this question, and the results should therefore be treated with caution.

Longer-than-usual queues at counters was the main problem which people encountered (34%). Nearly a quarter of people (23%) experienced longer than usual queues at ATMs, and just under a fifth of respondents (18%) found that ATMs were temporarily out of order. Over a tenth of people (13%) also report that there was not enough euro cash available at bank counters. Only a handful of people experienced other specific problems, though a fifth (20%) say they experienced a different kind of problem from those listed.



Base: Respondents who experienced problems (n=52)

Longer-than-usual queues at counters have been the most common problem for each of the previous changeovers. However, people in Lithuania (34%) were less likely to have experienced this than people in other countries, where the proportion of people who had this problem previously ranged from 39% in Estonia to 89% in Slovakia.

Respondents in Lithuania (23%) were less likely to have experienced longer queues at ATMs than people in Latvia (29%) and Slovakia (25%), but more likely to have experienced this than respondents in the other countries. People in Lithuania (18%) were also less likely to experience ATMs being temporarily out of order than respondents in Slovakia (31%) and Estonia (27%).

### III. PERSONAL EXPERIENCES WITH THE EURO

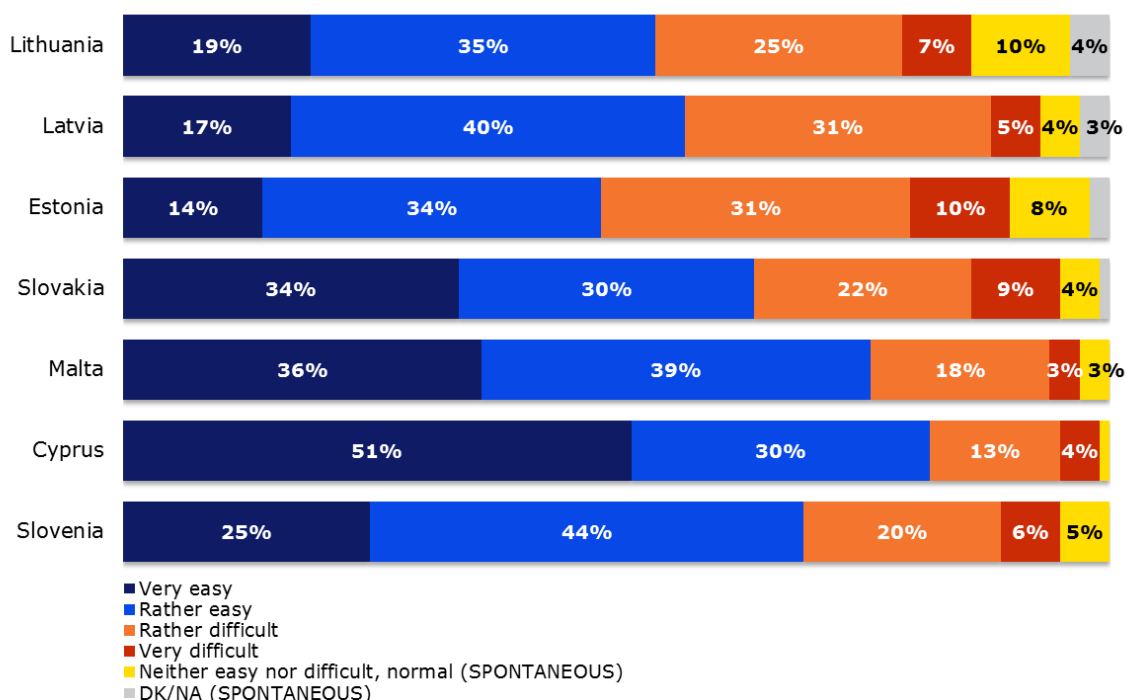
The third chapter of this report discusses how easy or problematic respondents found the experience of changing their national currency. This section also looks into whether respondents bought euro coin starter-kits, and tests their familiarity of the various security features of euro banknotes.

#### 3.1 Handling of euro banknotes and coins

Respondents were asked how easy or difficult it was to distinguish and to manipulate euro coins. A majority of people in Lithuania (54%) think that it was easy to distinguish and manipulate euro coins, with just under a fifth (19%) saying it was very easy to do so. Nearly a third of respondents (32%) say they found euro coins difficult to deal with.

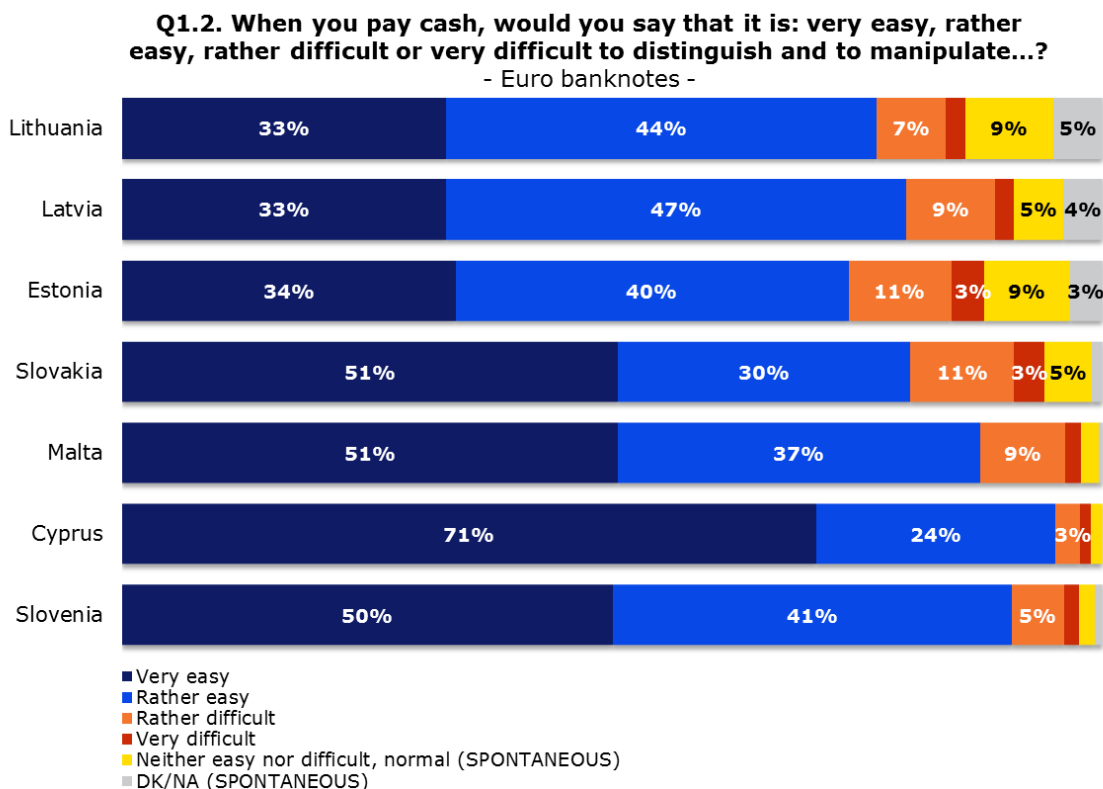
These results show that respondents in Lithuania found the experience of handling euro coins more problematic than people in most other countries. Estonia (48%) is the only country where a smaller proportion of respondents said that it was easy to distinguish and manipulate euro coins. Elsewhere, a much higher proportion of respondents said they found it easy, such as in Cyprus (81%) and Malta (75%).

**Q1.1. When you pay cash, would you say that it is: very easy, rather easy, rather difficult or very difficult to distinguish and to manipulate...?**  
- Euro coins -



As seen previously in other countries, respondents in Lithuania found banknotes easier to distinguish and manipulate than coins. Over three quarters of people (77%) say they found this easy, with a third (33%) saying it was very easy. Less than a tenth of respondents (9%) think that euro banknotes are not easy to deal with.

But as with coins, respondents in other countries – with the exception of Estonia (74%) – were more likely to say that using euro banknotes was easy. In some of these countries, notably Cyprus (95%) and Slovenia (91%), a very high proportion of people said that it was easy.



**When looking at the socio-demographic analysis**, men are somewhat more likely than women to say it was easy to handle the euro coins (57% vs. 51%) and also euro banknotes (81% vs. 73%).

Younger respondents are also more likely to have found the new currency easy to handle: 15-24 year-olds are substantially more likely to say this than people aged 55 or over both when it comes to coins (74% vs. 40%) and banknotes (85% vs. 66%).

Respondents who live in large towns (59% and 82%) are more likely to find euro coins and banknotes easy to distinguish and manipulate than those who live in rural villages (50% and 74%).



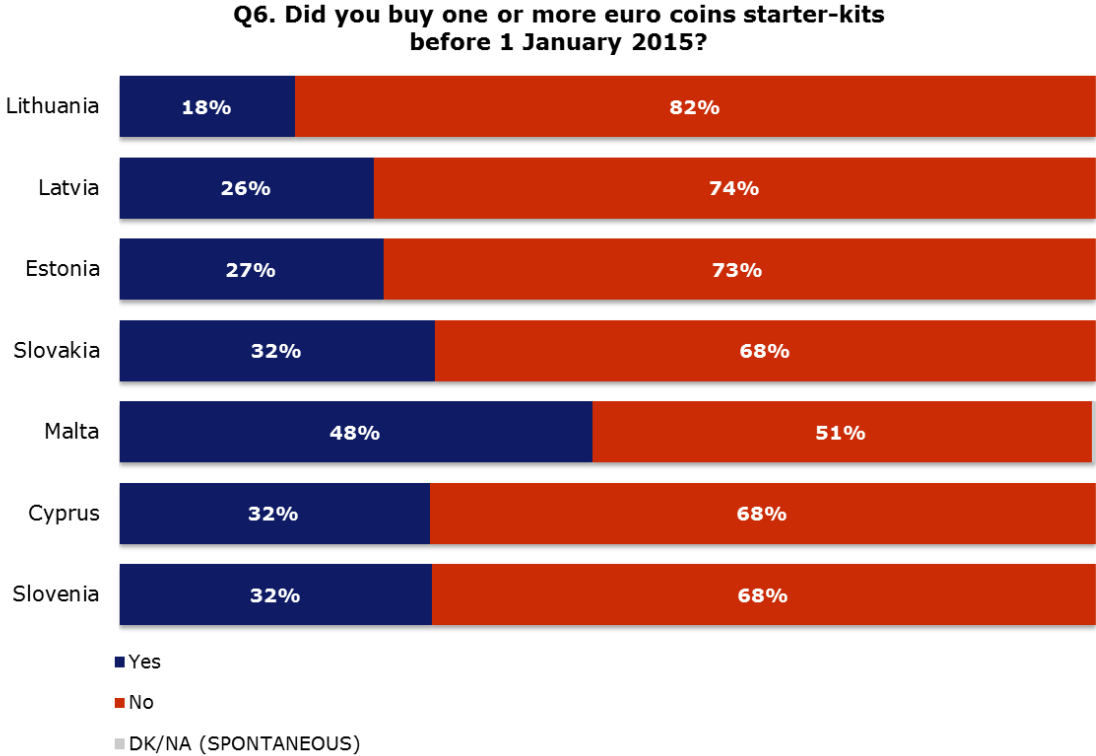
Q1 When you pay cash, would you say that it is: very easy, rather easy, rather difficult or very difficult to distinguish and to manipulate...?

Total 'Easy'		
	Euro coins	Euro banknotes
LT	54%	77%
<b>Sex</b>		
Male	57%	81%
Female	51%	73%
<b>Age</b>		
15-24	74%	85%
25-39	68%	83%
40-54	46%	76%
55 +	40%	66%
<b>Subjective urbanisation</b>		
Rural village	50%	74%
Small/ Mid-size town	52%	73%
Large town	59%	82%

### 3.2 Euro coin mini-kits

Respondents were asked if they had bought one or more euro coin starter-kits before January 1, 2015. Less than a fifth of people in Lithuania (18%) say that they did so.

The uptake of euro coin starter kits was lower in Lithuania than in the other six countries under discussion. Elsewhere, the proportion of respondents who bought a euro coin starter-kit before the changeover ranged from 48% in Malta to 26% Latvia.

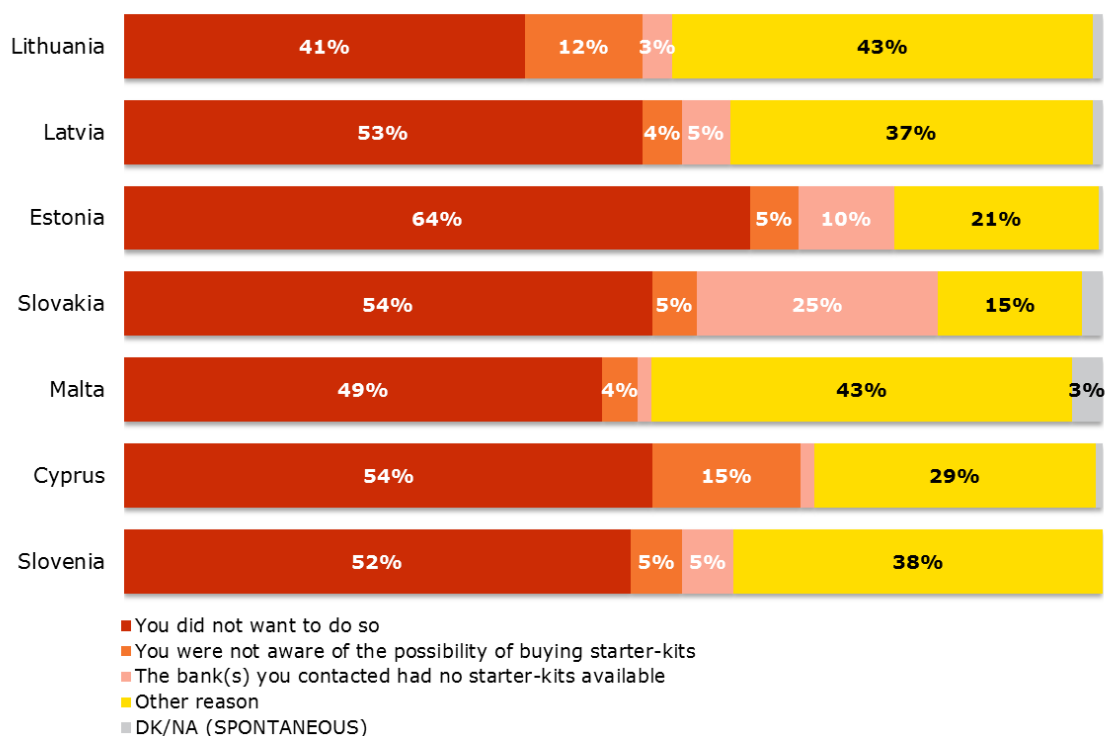


Since the base size is low for purchasing euro coins starter-kits, socio-demographic analysis cannot be carried out.

People who did not buy a euro coin starter-kit were asked their reason for not doing so. Four out of ten people (41%) say that they did not want one, while over a tenth (12%) say that they were not aware of the possibility of buying one. Over four out of ten respondents (43%) had another reason for not buying a kit.

Respondents in Lithuania are the least likely to say that they did not buy a euro coin starter-kit because they did not want one. Elsewhere, the proportion of people who gave this answer ranged from 64% in Estonia to 49% in Malta. However, people in Lithuania were the second most likely to say that they were not aware of the possibility of purchasing a starter kit, after those in Cyprus (15%), and also the most likely – alongside people in Malta (43%) – to give another reason for not buying the kit.

#### Q7a. Why did you not buy a euro coins starter-kit?



**Base:** Respondents who did not buy a euro coins starter-kit (n=820)

**The socio-demographic data** show that people aged 55 or over were the most likely, and those aged 25-39 the least likely to have bought a euro coins starter-kit (23% vs. 11%). Self-employed people (20%) are the most likely of the different occupational groups to have bought one, with manual workers (12%) the least likely.

Among people who did not buy a starter-kit, young respondents are the most likely to say that they were not aware of the possibility of buying one: 24% of 15-24 year-olds say this, compared with only 7-11% of older respondents. Conversely, 15-24 year-olds are the least likely to say that they didn't want one of the kits (30% vs. 42-45% of people in other age groups).

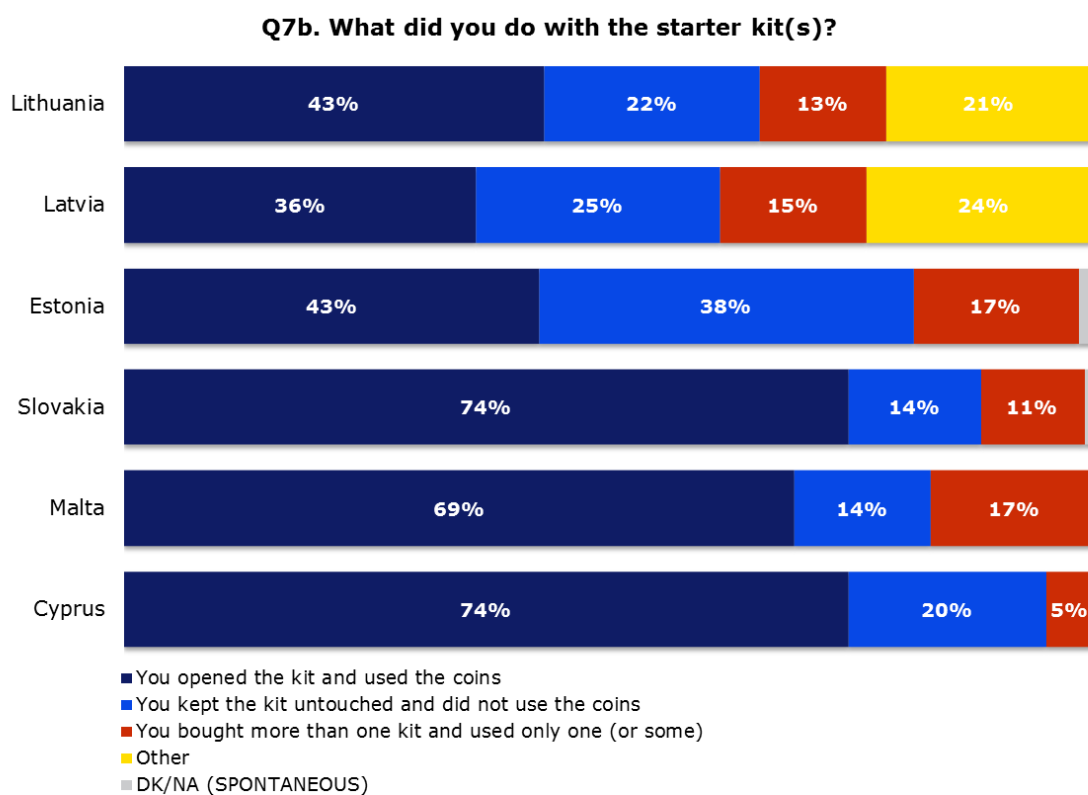
**Q7A Why did you not buy a euro coins starter-kit?**

	You did not want to do so	You were not aware of the possibility of buying starter-kits	The bank(s) you contacted had no starter-kits available	Other reason	Don't know (SPONTANEOUS)
LT	41%	12%	3%	43%	1%
<b>Age</b>					
15-24	30%	24%	3%	41%	2%
25-39	44%	11%	2%	43%	0%
40-54	45%	7%	5%	7%	2%
55 +	42%	9%	3%	45%	1%
<b>Respondent occupation scale</b>					
Self-employed	42%	13%	4%	40%	1%
Employee	41%	6%	5%	46%	2%
Manual workers	48%	11%	3%	38%	0%
Not working	41%	16%	2%	40%	1%

**Base:** Respondents who did not buy a euro coins starter-kit (n=820)

Respondents who bought at least one euro coins starter-kit were asked what they did with them. In Lithuania, over four out of ten respondents opened the kit and used the coins (43%), while over a fifth kept the kit untouched and did not use the coins (22%). Over a tenth of people say that they bought more than one kit and used only one or some of them (13%), and roughly a fifth say they that did something else with their starter-kit (21%).

Looking at the six countries together, they are split broadly into two groups on this issue. People in Cyprus (74%), Slovakia (74%) and Malta (69%) were relatively likely to say that they opened their starter-kit and used the coins, whereas respondents in Estonia (43%), Lithuania (43%) and Latvia (36%) are noticeably less likely to have done this. Lithuania (21%) and Latvia (24%) are the only countries where a substantial proportion of respondents said they had another use for the kits.



**Base:** Respondents who bought a euro coins starter-kit (n=176)

Since a small proportion of respondents bought a starter kit, socio-demographic analysis cannot be carried out.

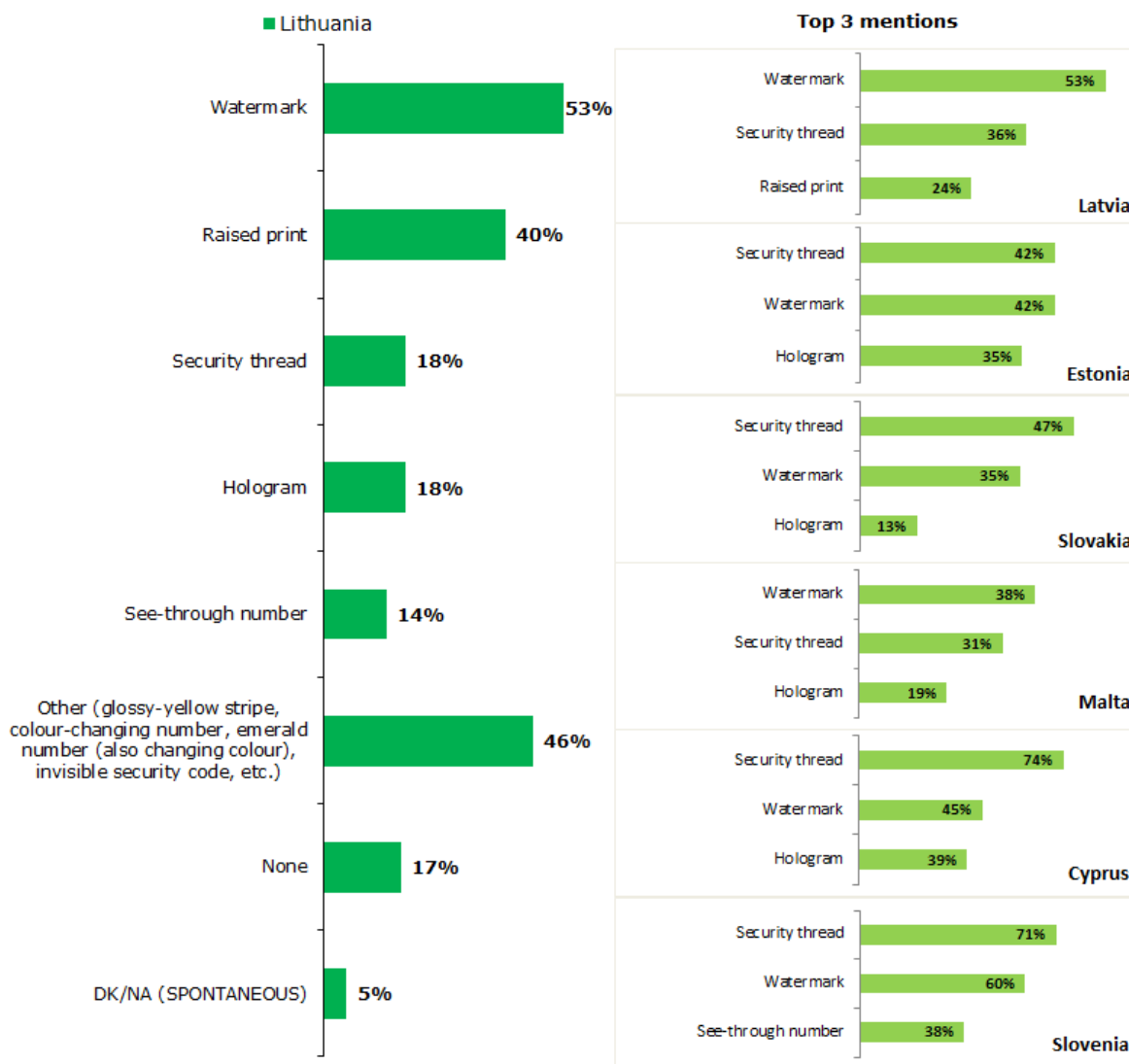
### 3.3 Security features

Euro banknotes have various security features incorporated into them that allow the general public to recognise their authenticity at a glance. Due to the special printing procedure, the banknotes have a unique feel. On every banknote, the initials of the ECB are in raised print. Held against the light, the watermark, the security thread and the see-through number become visible. All three of these features can be seen from the front and back of genuine banknotes. By tilting the banknote, a shifting image appears on the hologram at the front; on the back, the glossy stripe (on the €5, €10 and €20 notes) or the colour-changing number (on the €50, €100, €200 and €500 banknotes) become visible.

Since May 2013, the new Europa series of banknotes has started to enter in circulation, with the new €5 and €10 banknotes marking the first update of euro banknotes since its introduction in 2002. The new banknotes feature an enhanced watermark and a hologram with a portrait of the Greek goddess Europa. A numeral in one corner of the bill changes from green to blue when passed in front of a light. On the front there is a series of short raised lines on the left and right edges. These and other changes are intended to deter counterfeiting of the banknotes, with new versions of other higher-denomination banknotes set to be rolled out in the near future.

Respondents were asked which of the euro banknotes' security features they were able to list, without being given any prompting. Over half of the respondents mentioned the watermark (53%), and four out of ten were aware of the banknotes' raised print (40%). Just under a fifth mentioned the security thread and the hologram (both 18%), and 14% of people knew about the see-through number. Nearly half of the respondents (46%) mentioned some other type of security feature. Less than a fifth of the respondents (17%) were unable to name any of the euro banknotes' security features.

**Q11. Which security features of euro banknotes can you list?**



When the survey was carried out in Cyprus, Slovenia and Malta, respondents were prompted with a list of security features and asked which ones they recognised. Also, the list of security features has changed across different waves of the survey so only those that are comparable have been displayed.

Bearing this in mind, it is clear that the results in Lithuania stand out, since in all other countries the watermark and the security thread are the two features mentioned most frequently by respondents. Uniquely in Lithuania’s case, raised print supplants the security thread in the top two. Lithuania has the highest proportion of respondents who know about the banknotes’ raised print (40%), but the lowest proportion who mention the security thread (18%).

**Looking at the socio-demographic variables**, men in Lithuania are somewhat more likely than women to mention certain security features, notably the hologram (23% vs. 14%) and the watermark (56% vs. 51%).

In terms of age, people aged 55 or over are slightly more likely than younger respondents to have been unable to identify any of the banknotes' security features (20% vs. 14-16%).

Employees (59%) are the most likely to know about the watermark, while manual workers (44%) are the least likely to know about it. Employees are also the most likely, and manual workers the least likely, to know about the raised print (48% vs. 32%), and also the hologram (22% vs. 8%).

Individuals who have completed university or equivalent are more likely to know about all the banknotes' security features, whereas those who have not finished university are more likely to be unable to name any of them (20% vs. 12%).

Q11 Which security features of euro banknotes can you list? (MULTIPLE ANSWERS POSSIBLE)

	Watermark	Raised print	Security thread	Hologram	See-through number	Other	None	Don't know (SPONT-ANEOUS)
LT	53%	40%	18%	18%	14%	46%	17%	5%
<b>Sex</b>								
Male	56%	41%	20%	23%	15%	43%	16%	4%
Female	51%	40%	17%	14%	14%	49%	17%	6%
<b>Age</b>								
15-24	57%	38%	14%	15%	12%	45%	16%	3%
25-39	58%	45%	20%	24%	16%	51%	16%	3%
40-54	52%	40%	22%	21%	7%	45%	14%	6%
55 +	49%	38%	17%	14%	12%	45%	20%	6%
<b>Respondent occupation scale</b>								
Self-employed	54%	40%	23%	19%	13%	42%	17%	4%
Employee	59%	48%	22%	22%	17%	50%	13%	4%
Manual workers	44%	32%	23%	8%	17%	46%	21%	5%
Not working	50%	36%	15%	16%	12%	44%	20%	5%
<b>Have completed University or equivalent</b>								
Yes	56%	44%	22%	22%	16%	52%	12%	5%
No	51%	38%	16%	16%	13%	43%	20%	5%



## IV. BECOMING FAMILIAR WITH EURO PRICING

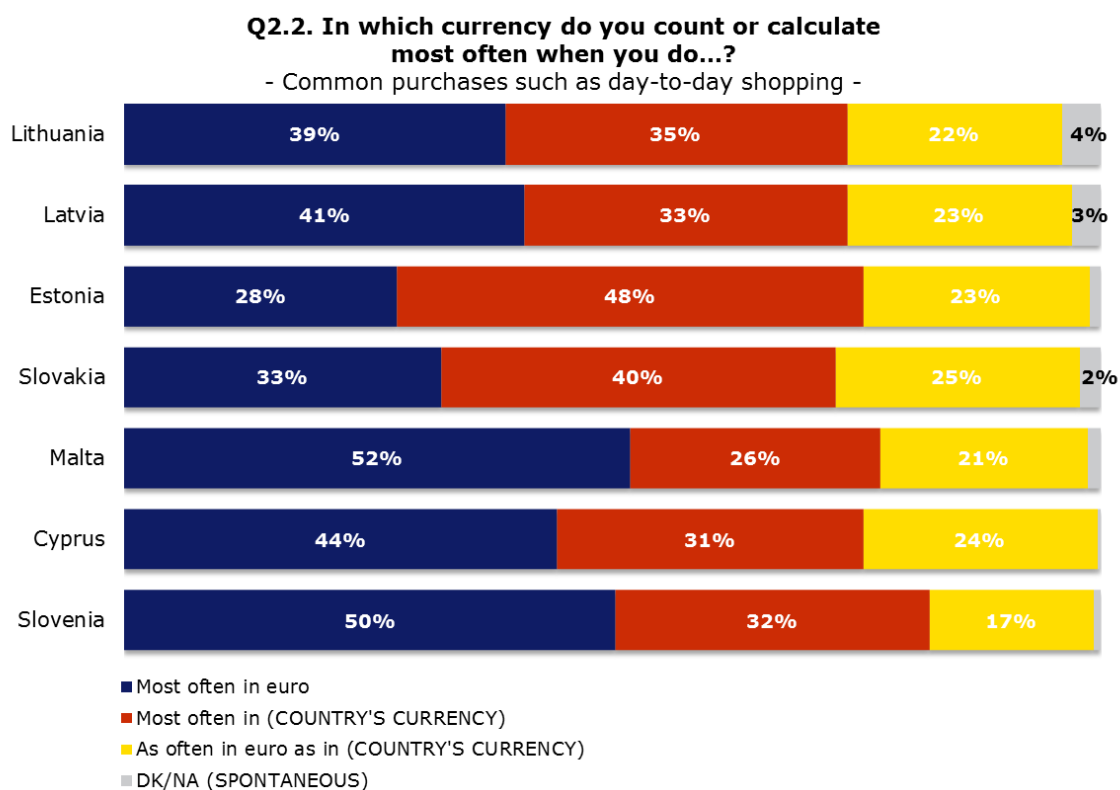
This chapter deals with the practical challenge of getting to grips with a new currency. In particular, it examines how quickly people in Lithuania have been able to start 'thinking' in euros, and whether they have found it easy to convert the old litas into euro. It also asks how useful various measures to ease the transition have been, such as providing euro calculators and mandating the dual display of prices.

### 4.1 Still thinking in old currency?

Following the changeover, respondents were asked whether they now use the euro, or still use the old litas to make mental calculations when it comes to making both common everyday purchases, and also exceptional purchases.

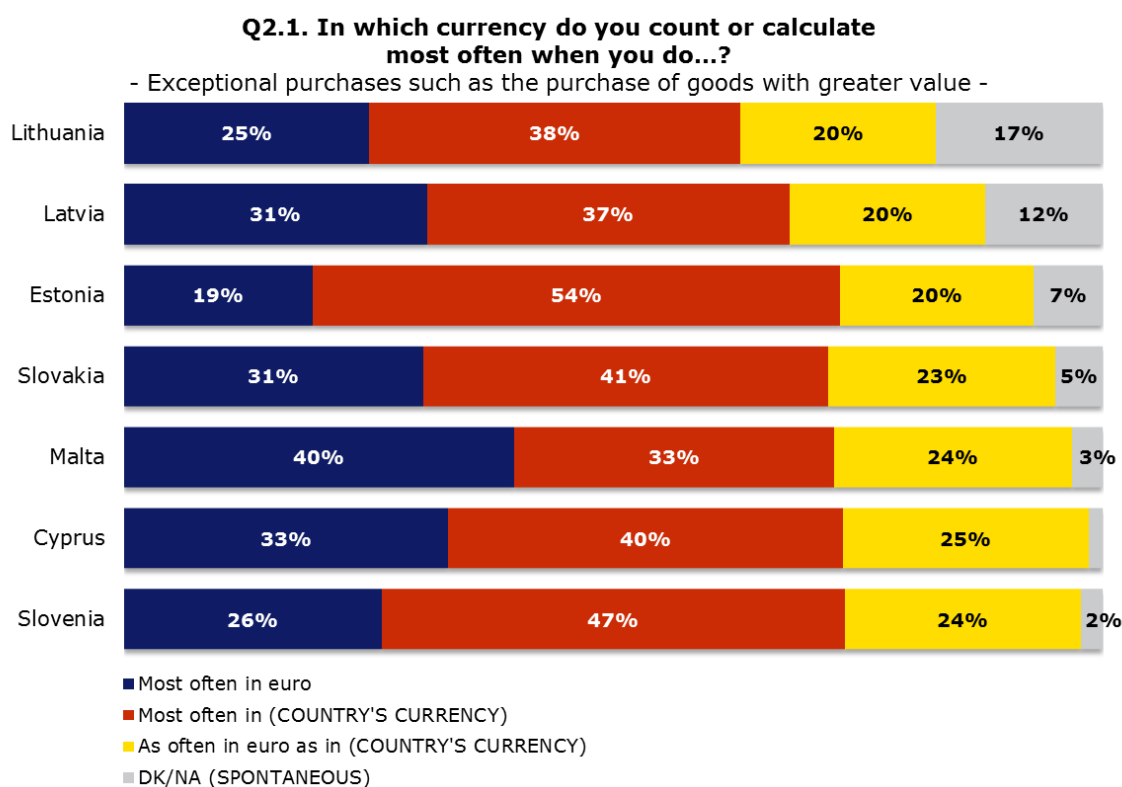
Nearly four out of ten respondents (39%) in Lithuania most often use the euro to count or make calculations when making common purchases such as day-to-day shopping whereas a third say they still use the Lithuania litas (35%). Over a fifth of people (22%) say they use the euro to make these mental calculations as often as they use the litas.

The following graph shows that respondents in Lithuania have been quicker to start thinking in euros than people in some other countries, specifically Estonia (28%) and Slovakia (33%). But elsewhere, a higher proportion of respondents said they made mental calculations only in euros when making common purchases, such as in Malta (52%) and Slovenia (50%).



As was the case in other countries, fewer respondents in Lithuania make their calculations only in euros when it comes to making exceptional purchases: a quarter of people (25%) say they do this, but a higher proportion (38%) make their calculations for exceptional purchases in Lithuanian litas. A fifth of people (20%) say they use the euro to count or make calculations for this type of purchase as often as they use the litas.

This time, the data show that only Estonia (19%) had a lower proportion of respondents who used only the euro to make their calculations for exceptional purchases. Lithuania lags behind other countries in terms of the proportion of people only thinking in euros when making exceptional purchases, especially when compared to those in Malta (40%).



**Socio-demographic analysis shows** that women are more likely than men to say that they most often think in euros when making common purchases (42% vs. 35%). However, men are more likely than women to do so when making exceptional purchases (29% vs. 22%).

Younger respondents aged 15-24 are the most likely to think in euros both when making common purchases (50% vs. 35-37% of older respondents) and also exceptional purchases (34% vs. 23-24%).

Manual workers (42% for common purchases and 27% for exceptional purchases) and people who are not working (43% and 28%) are more likely to think in euros when making both common purchases and exceptional purchases, respectively, than self-employed people (31% and 21%) and employees (33% and 22%).

## Q2.1 In which currency do you count or calculate most often when you do...?

## Exceptional purchases such as the purchase of goods with greater value


	Most often in euro	Most often in Lithuanian litas	As often in euro as in Lithuanian litas	Don't know (SPONTANEOUS)
LT	25%	38%	20%	17%

 Sex

Male	29%	35%	22%	14%
Female	22%	41%	19%	18%

 Age

15-24	34%	37%	27%	2%
25-39	24%	45%	19%	12%
40-54	23%	40%	20%	7%
55 +	23%	31%	17%	29%

 Respondent occupation scale

Self-employed	21%	36%	35%	8%
Employee	22%	46%	21%	11%
Manual workers	27%	42%	16%	15%
Not working	28%	33%	18%	21%

## Q2.2 In which currency do you count or calculate most often when you do...?

## Common purchases such as day-to-day shopping


	Most often in euro	Most often in Lithuanian litas	As often in euro as in Lithuanian litas	Don't know (SPONTANEOUS)
LT	39%	35%	22%	4%

 Sex

Male	35%	34%	27%	4%
Female	42%	36%	18%	4%

 Age

15-24	50%	27%	23%	0%
25-39	35%	40%	21%	4%
40-54	37%	37%	22%	7%
55 +	36%	36%	21%	7%

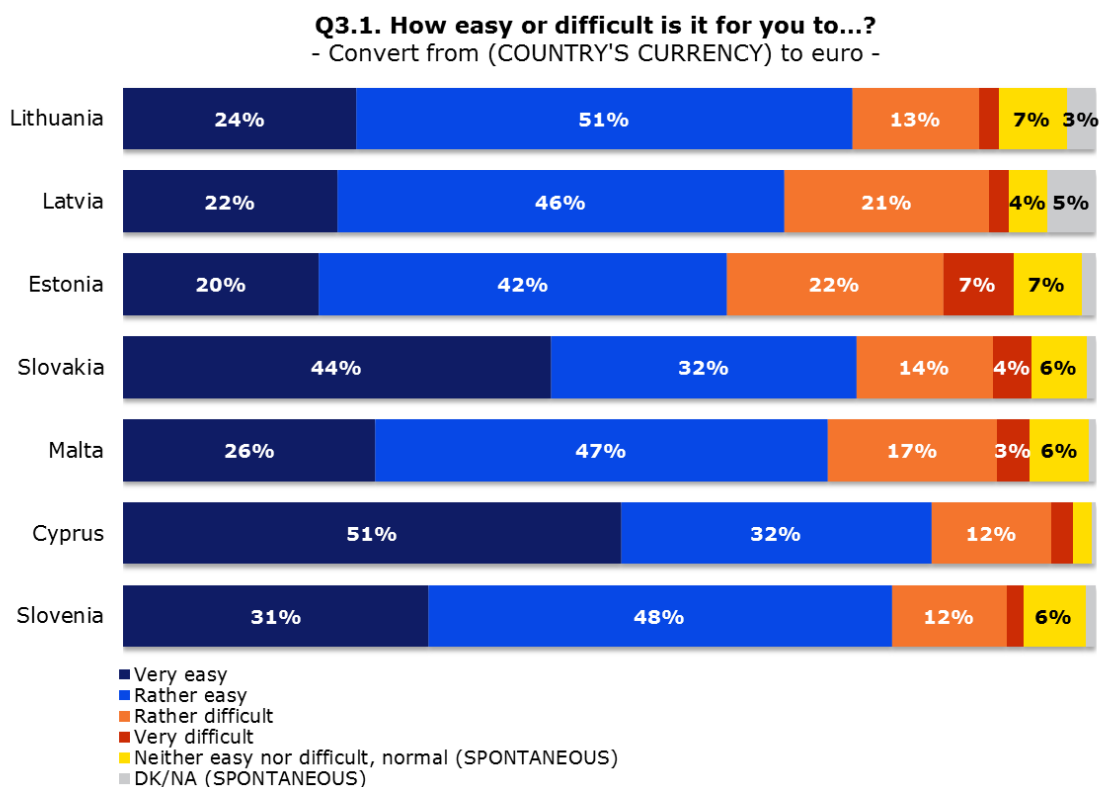
 Respondent occupation scale

Self-employed	31%	38%	29%	2%
Employee	33%	42%	21%	4%
Manual workers	42%	31%	26%	1%
Not working	43%	31%	21%	5%

## 4.2 Conversion from Lithuanian litas to euro

Respondents were asked how easy or difficult they found it to convert Lithuanian litas into euro. Three quarters of respondents (75%) say that this was easy, with around a quarter (24%) finding it very easy. Only 15% of respondents say that they found it difficult to convert litas into euro.

On this question Lithuania sits in the middle of the range of other euro area countries. In some countries, notably Cyprus (83%) and Slovenia (79%), a higher proportion of people said they found the currency conversion easy. But in Estonia (62%) and Latvia (68%), for example, a comparatively small proportion of respondents said this.



**The socio-demographic data** show that men are more likely than women (82% vs. 68%) to say that they found it easy to convert Lithuanian litas into euro. In terms of the different age groups, 25-39 year-olds (82%) are the most likely to say they found the conversion easy, while those aged 55 or over (67%) are the least likely to say this.

Individuals who finished university or the equivalent are also more likely to think that converting litas into euros was easy (82% vs. 71%).

## Q3.1 How easy or difficult is it for you to...?

## Convert from Lithuanian litas to euro

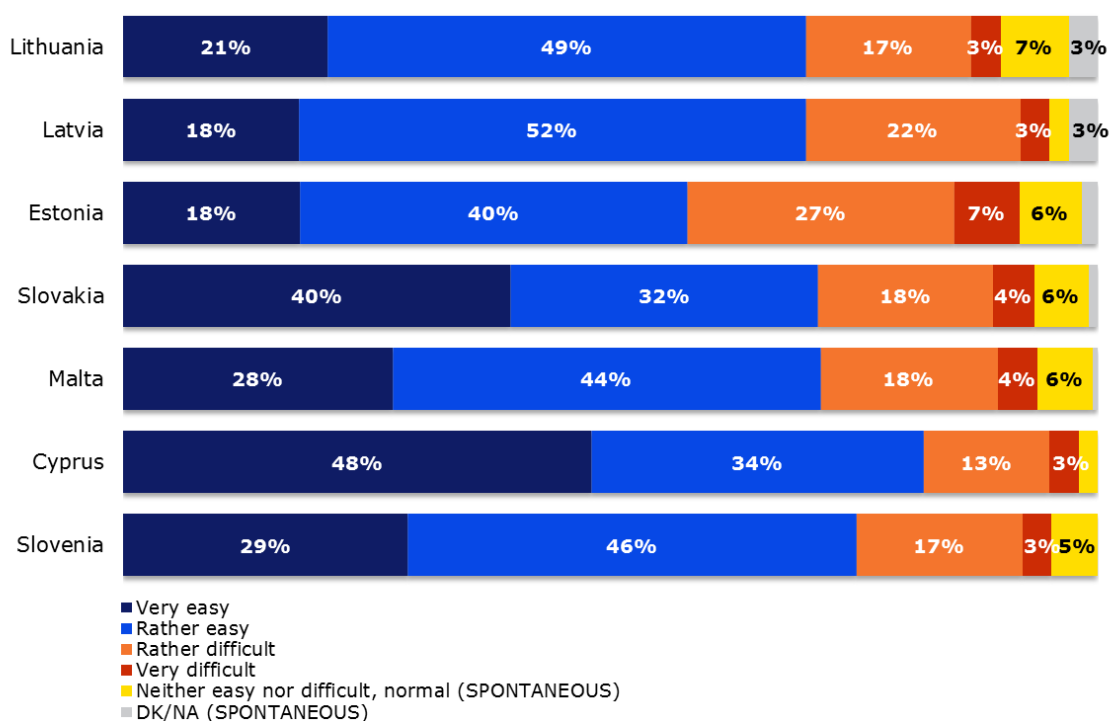
	Total 'Easy'	Total 'Difficult'	Neither easy nor difficult, normal (SPONTANEOUS)	Don't know (SPONTANEOUS)
LT	75%	15%	7%	3%
<b>Sex</b>				
Male	82%	9%	6%	3%
Female	68%	22%	7%	3%
<b>Age</b>				
15-24	77%	15%	5%	3%
25-39	82%	11%	5%	2%
40-54	77%	14%	6%	3%
55 +	67%	21%	9%	3%
<b>Have completed University or equivalent</b>				
Yes	82%	11%	5%	2%
No	71%	19%	7%	3%

### 4.3 Understanding the value of the euro

Respondents were asked how easy or difficult it was for them to understand the value of something priced in euros. In line with the earlier findings, seven out of ten respondents (70%) say that it was easy to understand the value of something in euros, with around a fifth (21%) saying that they find this very easy. However, a fifth of respondents (20%) think that it is difficult to understand the value of things in euros.

Again, Lithuania is in the middle of the range when comparing the results from other euro area countries. At one extreme 82% of people in Cyprus said that it was easy to understand the value of things priced in euros, and at the other, only 58% of respondents in Estonia said this.

**Q3.2. How easy or difficult is it for you to...?**  
- Understand the value in euro -



**In terms of the socio-demographic variables**, men are more likely than women (74% vs. 66%) to say that it was easy for them to understand the value of something priced in euros. People aged 55 or over stand out as being less likely than younger respondents to say that they found this easy (59% vs. 73-77%).

Respondents living in large towns (76%) are also more likely to have found it easy to understand the value of something in euros than those living in rural villages (60%). Respondents who completed university or the equivalent are also more likely to have found this easy (73% vs. 67%).

## Q3.2 How easy or difficult is it for you to...?

## Understand the value in euro

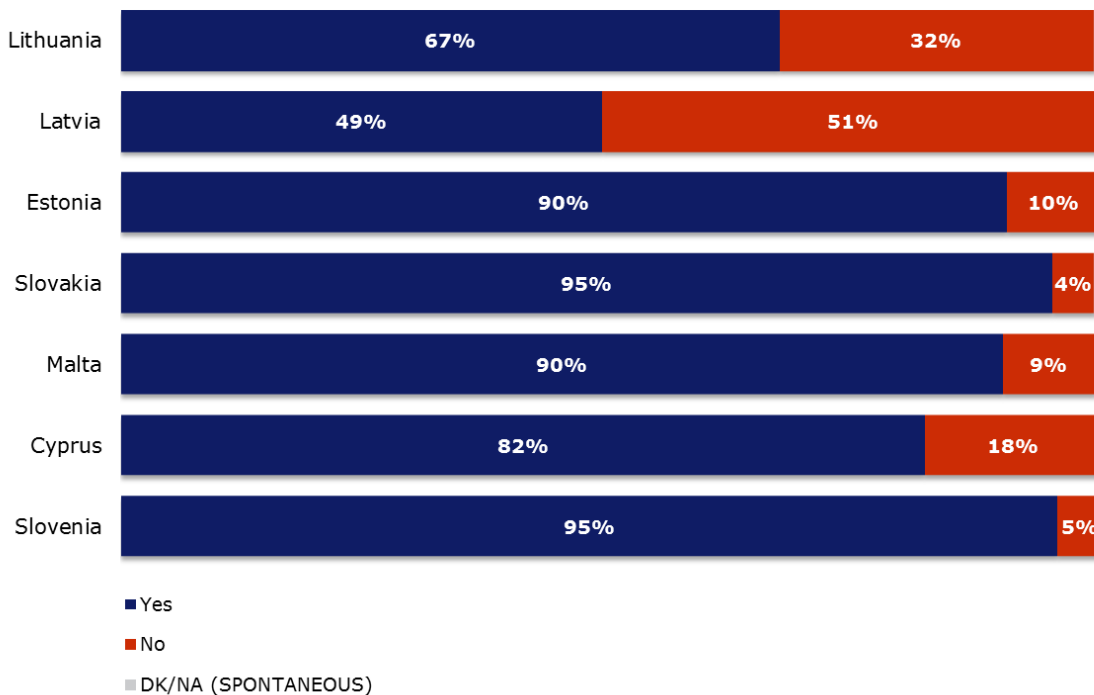
	Total 'Easy'	Total 'Difficult'	Neither easy nor difficult, normal (SPONTANEOUS)	Don't know (SPONTANEOUS)
LT	70%	20%	7%	3%
<b>Sex</b>				
Male	74%	13%	9%	4%
Female	66%	25%	6%	3%
<b>Age</b>				
15-24	74%	21%	3%	2%
25-39	77%	15%	6%	2%
40-54	73%	17%	8%	2%
55 +	59%	24%	11%	6%
<b>Subjective urbanisation</b>				
Rural village	60%	25%	12%	3%
Small/ Mid-size town	69%	21%	7%	3%
Large town	76%	15%	6%	3%
<b>Have completed University or equivalent</b>				
Yes	73%	17%	8%	2%
No	67%	22%	7%	4%

#### 4.4 The euro calculator

Two-thirds of respondents (67%) say that they received the euro calculator, with the remaining third of people (32%) having not done so.

Looking at the other countries' results, it is clear that while more respondents in Lithuania received the calculator than in Latvia (49%), Lithuania lags significantly further behind other countries when it comes to the proportion of people who received the calculator. In the remaining five countries, the proportion who received it ranged from 82% in Cyprus to 95% in both Slovakia and Slovenia.

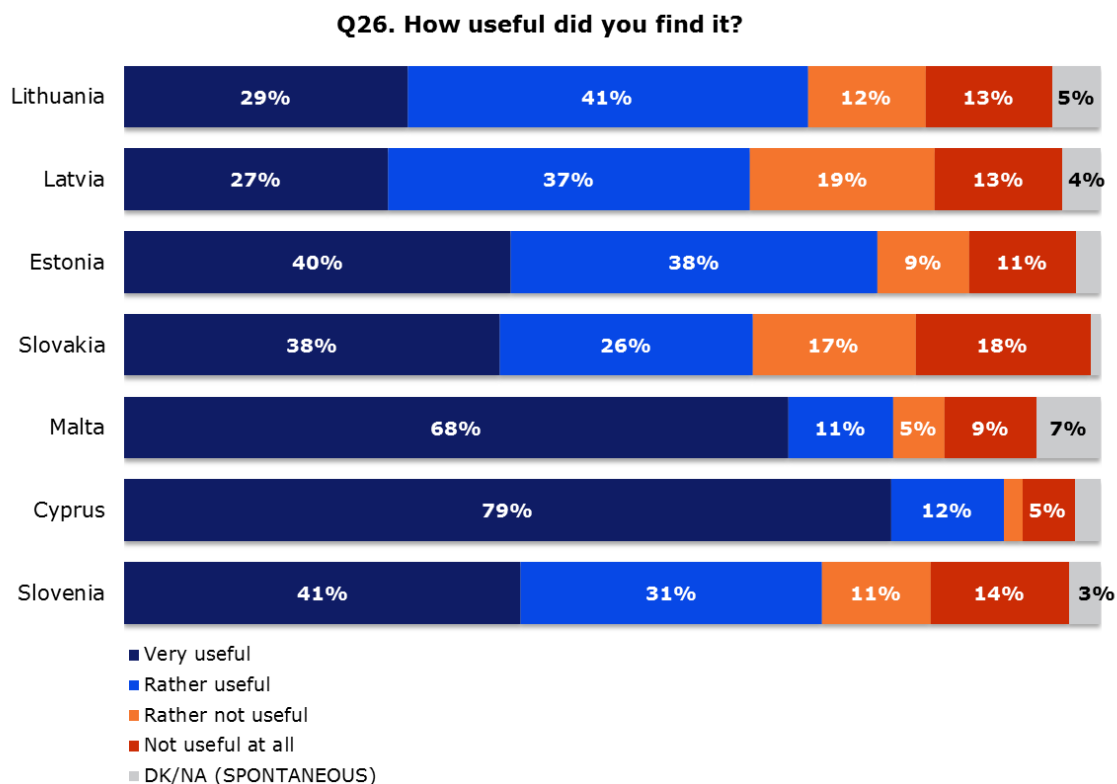
##### Q25. Have you received the euro calculator?





Seven out of ten respondents in Lithuania who received a calculator say that they found it useful, with 29% saying they found it very useful. A quarter of respondents (25%) did not think it was useful.

People in Lithuania were more likely to find the calculator useful than those in Latvia and Slovakia (both 64%), but less so than people in the other four countries. In some of those countries, a very substantial proportion of respondents found the calculator useful, especially in Cyprus (91%).





**Base:** Respondents who received a euro calculator (n=671)

**Socio-demographic analysis shows** that women are more likely than men both to say that they received the calculator (71% vs. 63%) and that they found it useful (73% vs. 66%).

Of the occupation groups, employees (71%) are the most likely to have received a calculator, with manual workers (59%) the least likely to have done so. But people who are not working are the most likely to say that they found it useful, with self-employed people the least likely to think so (73% vs. 64%).

Q26 How useful did you find it?

	Total 'Useful'	Total 'Not useful'	Don't know (SPONTANEOUS)
LT	70%	25%	5%
 <b>Sex</b>			
Male	66%	29%	5%
Female	73%	23%	4%
 <b>Respondent occupation scale</b>			
Self-employed	64%	35%	1%
Employee	68%	27%	5%
Manual workers	66%	24%	10%
Not working	73%	22%	5%

**Base:** Respondents who received a euro calculator (n=671)

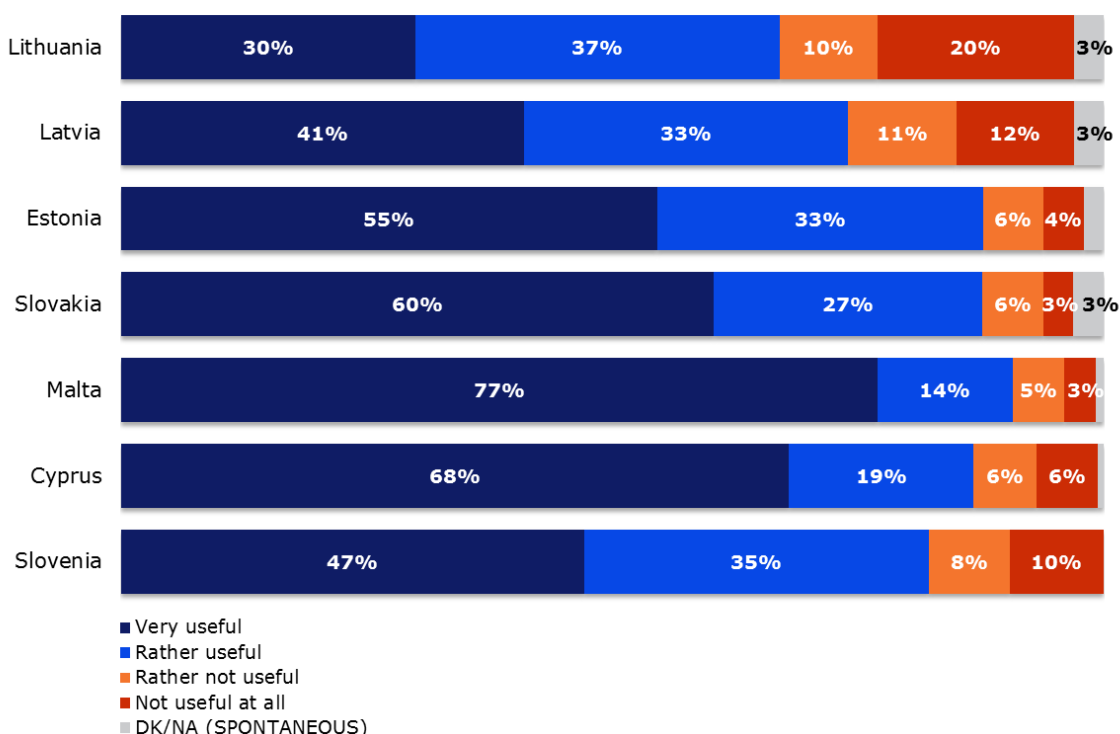
#### 4.5 Usefulness of the dual displays of prices

All retailers and service providers are required to display prices in both litas and euros for six months after the changeover, and respondents were asked whether they find this practice of dual pricing useful.

Over two-thirds of people in Lithuania (67%) say they find the dual displays of prices useful, with 30% finding it very useful. Three out of ten respondents (30%) do not find dual pricing useful, and of these 20% say that it is not useful at all.

Lithuania has the lowest proportion of respondents who considered the dual display of pricing to be useful following the changeover. Elsewhere, the proportion of people who found this approach useful ranged from 74% in Latvia to 91% in Malta.

Q4. Overall, do you find the dual displays of prices useful?



**In terms of the socio-demographic analysis**, young respondents are the most likely to think that the dual display of prices is useful: 80% of 15-24 year-olds find it useful, but this falls to 57% among 40-54 year-olds. Respondents who live in large towns are also more likely to find dual pricing useful than people who live in small towns or rural villages (74% vs. 62-65%).


In terms of occupation, employees (73%) are the most likely to consider the dual display of prices to be useful, while self-employed people (59%) and manual workers (60%) are the least likely to do so. Individuals who completed university or the equivalent are also more likely to take this view (73% vs. 63%).

## Q4 Overall, do you find the dual displays of prices useful?


	Total 'Useful'	Total 'Not useful'	Don't know (SPONTANEOUS)
LT	67%	30%	3%

 Age

15-24	80%	20%	0%
25-39	70%	27%	3%
40-54	57%	39%	4%
55 +	66%	29%	5%

 Subjective urbanisation

Rural village	65%	33%	2%
Small/ Mid-size town	62%	33%	5%
Large town	74%	24%	2%

 Respondent occupation scale

Self-employed	59%	38%	3%
Employee	73%	26%	1%
Manual workers	60%	39%	1%
Not working	65%	30%	5%

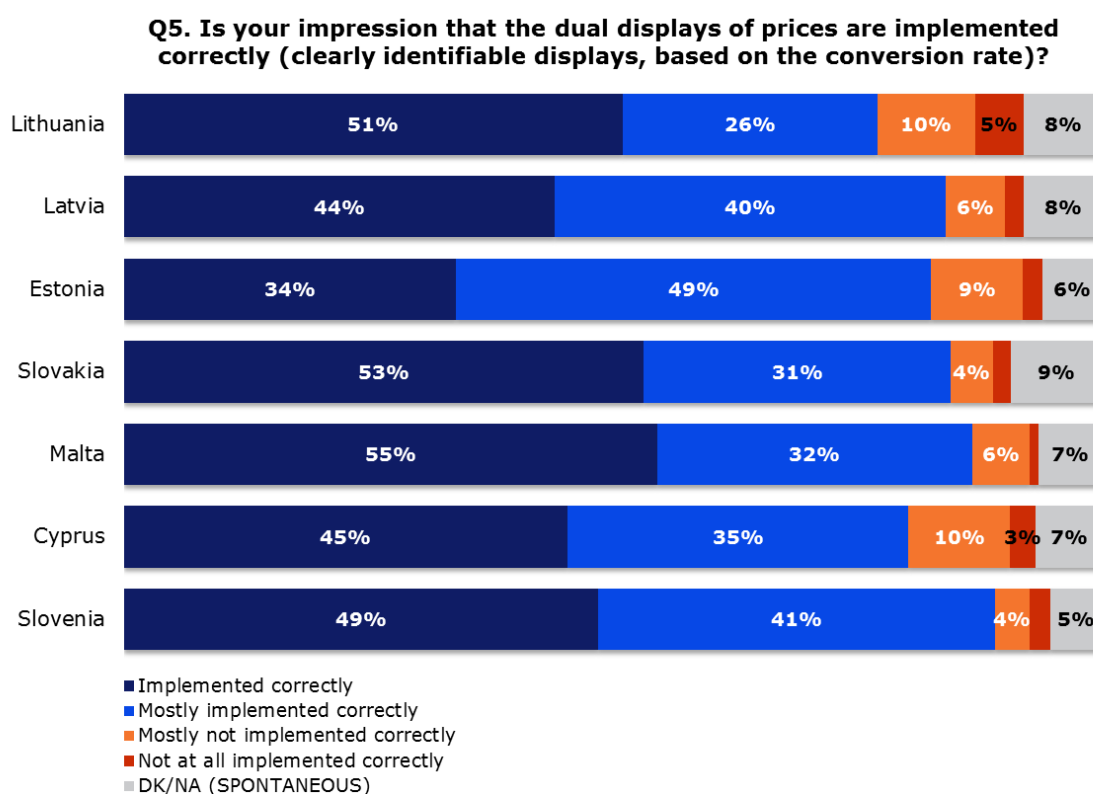
## Have completed University or equivalent

Yes	73%	24%	3%
No	63%	33%	4%

#### 4.6 The correct implementation of the dual displays of prices

Lastly in this section, respondents were asked if they have the impression that the dual displays of prices were implemented correctly. Over three quarters of people (77%) have the impression that they were implemented correctly or mostly correctly, with over half (51%) saying that they were implemented correctly. Just 15% of respondents feel that they were not implemented correctly.


But while a substantial majority of people think the dual displays of prices were implemented correctly or mostly correctly, Lithuania has the lowest proportion of respondents who take this view. In the other countries, the proportion of people who thought that the dual displays of prices were implemented correctly or mostly correctly ranged from 80% in Cyprus to 90% in Slovenia. Despite that, Lithuania has a relatively high proportion of people who think dual pricing was implemented totally correctly, exceeded only by Malta (55%) and Slovakia (53%).




**When looking at the differences between socio-demographic breakdowns,** it can be found that younger people are the most likely to feel that the dual display of prices was implemented correctly: 89% of 15-24 year-olds take this view, versus 72-77% of older respondents. In terms of occupation, employees (81%) are the most likely to say that dual pricing was correctly implemented, with people who are not working (74%) the least likely to do so.

Q5 Is your impression that the dual displays of prices are implemented correctly (clearly identifiable displays, based on the conversion rate)?

	Total 'Implemented correctly'	Total 'Not implemented correctly'	Don't know (SPONTANEOUS)
LT	77%	15%	8%

 Age			
15-24	89%	9%	2%
25-39	77%	18%	5%
40-54	72%	17%	11%
55 +	73%	15%	12%

 Respondent occupation scale			
Self-employed	79%	14%	7%
Employee	81%	14%	5%
Manual workers	77%	15%	8%
Not working	74%	15%	11%

## V. CONCERNS ABOUT THE CHANGEOVER

This chapter looks at price conversions and price rounding, and asks respondents whether these aspects of the changeover have been done accurately and fairly.

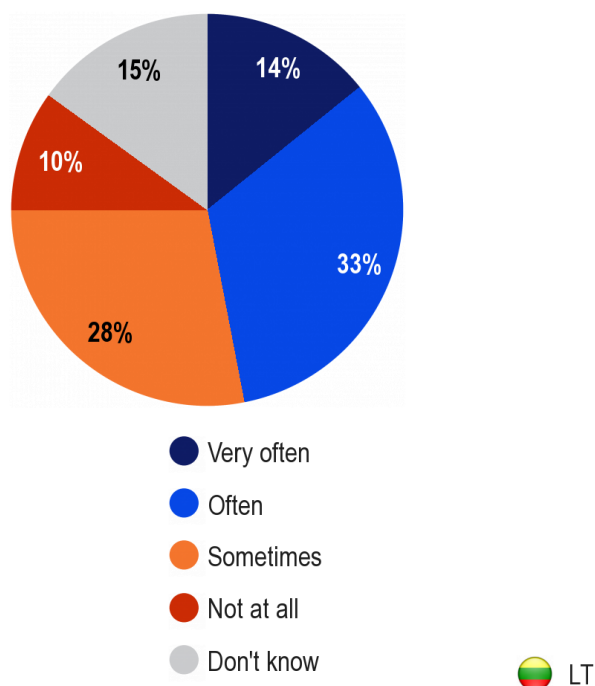
### 5.1 Correctness of prices in euro

Respondents were asked how often they felt that price conversions from the litas to the euro were correct during and after the changeover.

Nearly half of the respondents (47%) say that price conversion was correct either often or very often, with 14% saying it was correct very often, and 33% often. Over a quarter (28%) think that the conversion was correct sometimes, and just a tenth of people (10%) say that it was not at all correct. 15% of respondents don't know whether price conversions to the euro were correct or not.

Q12.1. During and after changeover to the euro how often did you feel that...

Price conversion to euro was correct

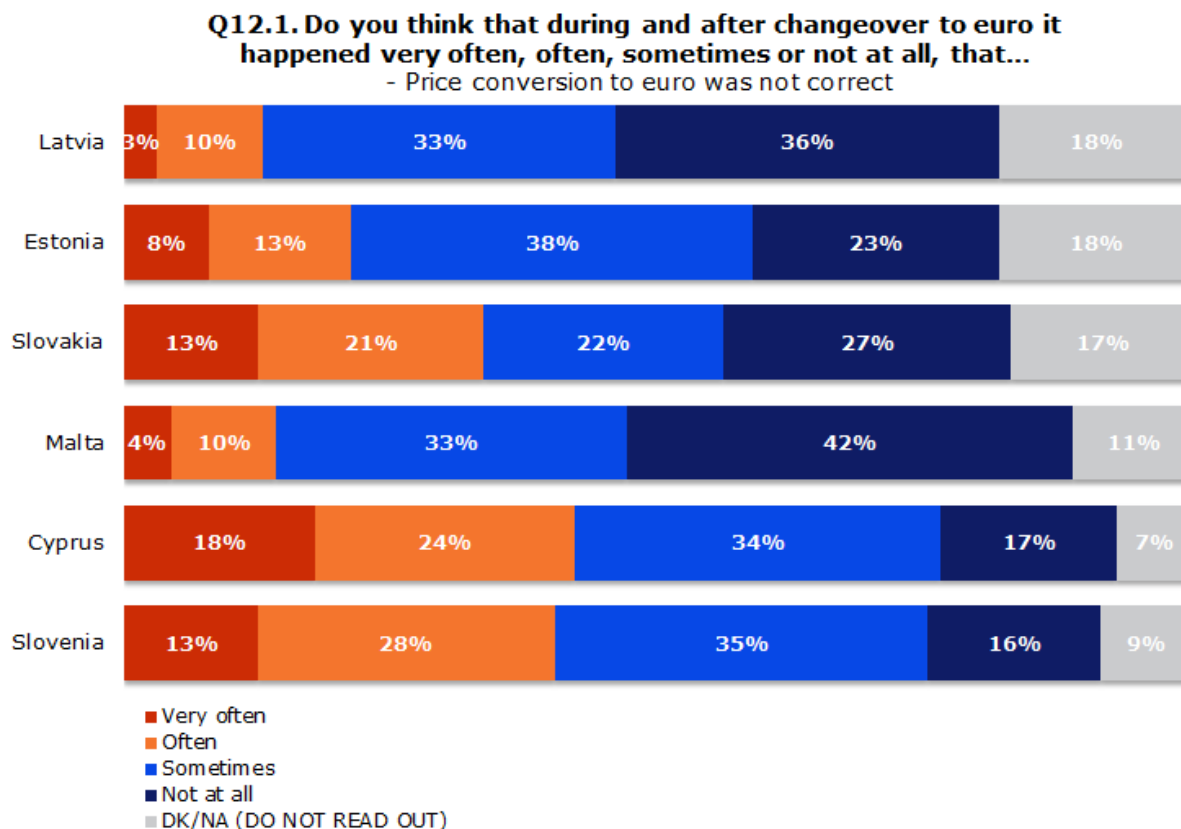


Direct comparison with the results from other Member States is not possible here since the wording of the question has been rephrased for this wave of the survey. Previously respondents were asked about the extent to which price conversions to the euro were incorrect during the changeover, effectively an inversion of the question as it stands now.

However, it is still possible to draw broad comparisons. In Lithuania, 38% of people feel that price conversions to the euro were incorrect all the time or some of the time, and this puts the country in the middle of the range of results recorded in other countries. The proportion of respondents who said the price conversions to the euro were incorrect

very often or sometimes during the changeover in their country ranged from 42% in Cyprus to 13% in Latvia.

However, only 14% of people in Lithuania say that price comparisons were correct very often, and this is relatively low by the standards of the other more recently acceded euro area countries. Elsewhere, the proportion of people who think that price conversions to the euro were not at all incorrect ranged from 42% in Malta to 16% in Slovenia.



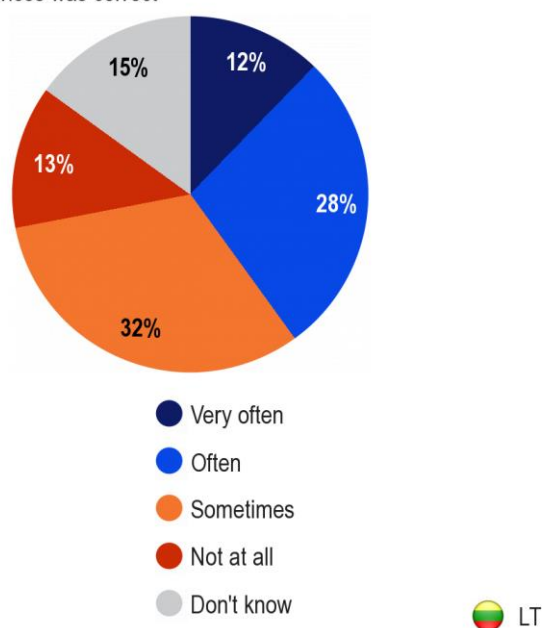


Respondents were also asked whether they thought the rounding of prices was correct, and views of people in Lithuania on this question are similar to – though slightly more critical than – those just seen for price conversions.

Four out of ten respondents (40%) think that the rounding of prices was correct either often or very often, with 12% saying it was correct very often, and 28% often. Over three out of ten respondents (32%) think that the rounding of prices was correct sometimes, or over a tenth of people (13%) feel that it was not at all correct. 15% of respondents don't know whether the rounding of prices was correct or not.

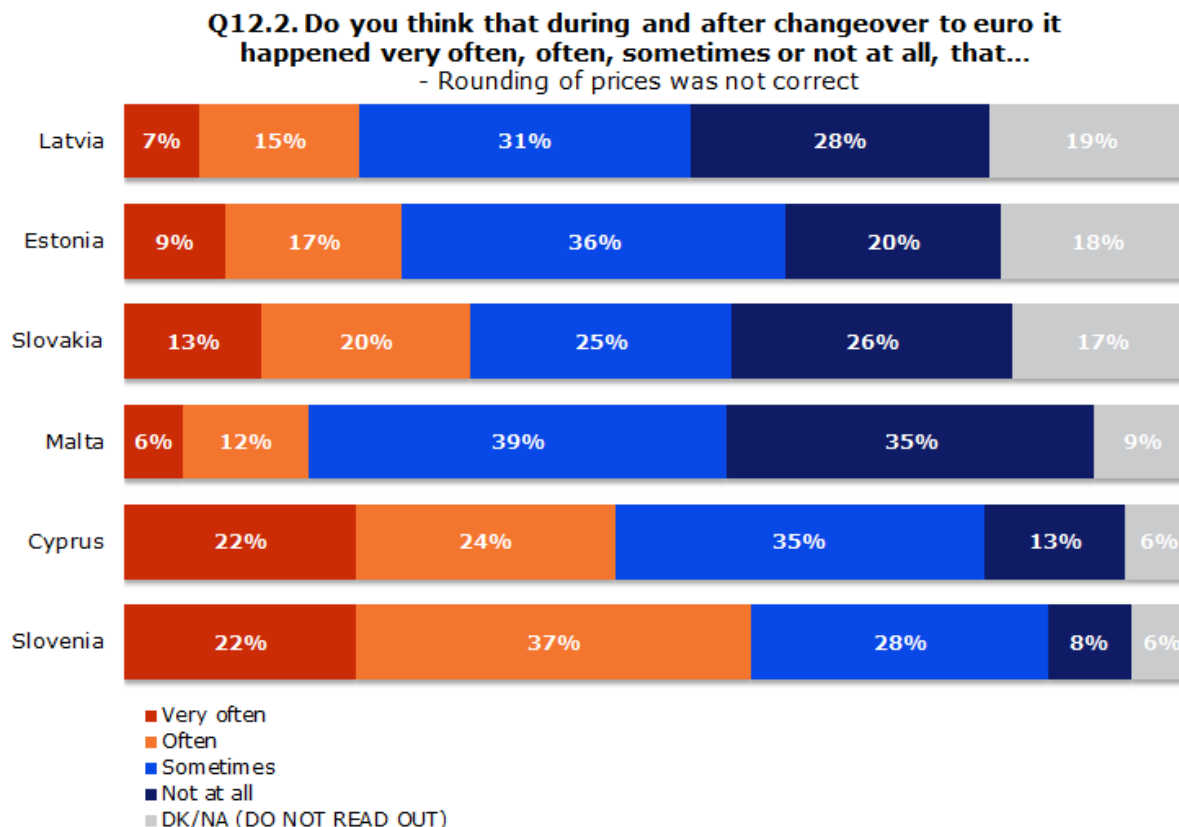
Q12.2. During and after changeover to the euro how often did you feel that...

Rounding of prices was correct



As before, it is possible to draw broad, but not direct, comparisons here with other euro area countries. In Lithuania, 45% of people feel that the rounding of prices was incorrect all the time or some of the time, and this again puts the country in the middle of the range. In the other six Member States under discussion, the proportion of respondents who said the rounding of prices was incorrect very often or sometimes ranged from 59% in Slovenia to 18% in Malta.

Once again, a relatively low proportion of respondents in Lithuania (13%) say that the rounding of prices was correct very often. Elsewhere, the proportion of respondents who think that the rounding of prices was not at all incorrect ranged from 35% in Malta to 8% in Slovenia.



**When looking at the socio-demographic variables**, it can be found that men are more likely than women to say that price conversion to the euro was correct often or very often (51% vs. 43%). Younger respondents are also more inclined to say this: 52% of 15-24 year-olds think that price conversion to the euro was correct often or very often, versus 43-45% of people aged 40 and above.

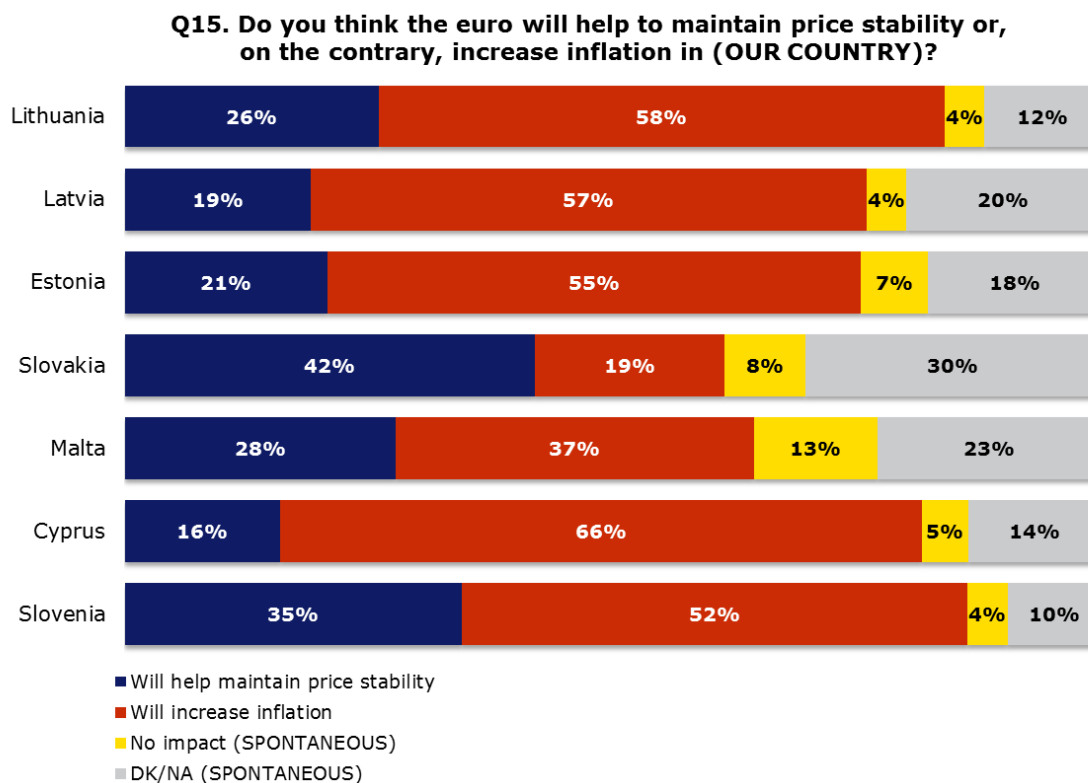
Self-employed people (56%) and employees (54%) are more likely than manual workers (32%) and people who are not working (43%) to feel that price conversion to the euro was correct often or very often. Individuals who finished university or equivalent are also more inclined to take this view (53% vs. 42%).

Q12 During and after changeover to the euro how often did you feel that...

	Total 'Often'	
	Price conversion to euro was correct	Rounding of prices was correct
LT	47%	40%
<b>Sex</b>		
Male	51%	42%
Female	43%	38%
<b>Age</b>		
15-24	52%	46%
25-39	49%	33%
40-54	43%	42%
55 +	45%	41%
<b>Respondent occupation scale</b>		
Self-employed	56%	43%
Employee	54%	44%
Manual workers	32%	40%
Not working	43%	37%
<b>Have completed University or equivalent</b>		
Yes	53%	44%
No	42%	37%

## 5.2 The euro's expected impact on inflation

A majority of people (58%) think that the euro will increase inflation in Lithuania, while just over a quarter (26%) believe that the euro will help maintain price stability. Only a very small minority (4%) spontaneously say that the euro will have no impact on prices, while over a tenth (12%) don't know what the impact will be.



These results are broadly in line with those recorded in other countries just after the changeover. The proportion of people who felt the euro would increase inflation ranged from 66% in Cyprus to 19% in Slovakia, while the proportion who believed that the euro would help maintain price stability ranged from 42% in Slovakia to 16% in Cyprus. Slovakia continues to stand out as the only Member State from the euro area where a majority of respondents said that the euro would help maintain price stability, and Lithuania joins the group of countries where a substantial majority feel that inflation is more likely than price stability.

Furthermore, when comparing these results with a similar question asked in Lithuania in September 2014, it appears that respondents are more positive about their perceptions of the euro. In September, 84% of respondents thought that introduction of the euro would increase prices, while only 11% thought that it would help keep prices stable<sup>11</sup>.

<sup>11</sup> [http://ec.europa.eu/public\\_opinion/flash/fl\\_402\\_en.pdf](http://ec.europa.eu/public_opinion/flash/fl_402_en.pdf)

**According to the socio-demographic data**, men are more likely than women to think that the introduction of the euro will help maintain price stability (31% vs. 22%), whereas women are more inclined to feel that it will increase inflation (52% vs. 63%).

Young people are also somewhat more inclined to take a favourable view: 32% of 15-24 year-olds say that the euro will help maintain price stability, versus 24-26% of older people.

Manual workers (25%) and those who do not work (24%) are least likely to think that the euro will help maintain price stability, especially when compared to the self-employed (30%).

Education is also significant, where those who completed university or equivalent are more likely to think that the introduction of the euro will help maintain price stability (31% vs. 23%). On the other hand, those had not completed university were more likely to think that it will increase inflation (62% vs. 52%).

**Q15 Do you think the euro will help to maintain price stability or, on the contrary, increase inflation in Lithuania?**

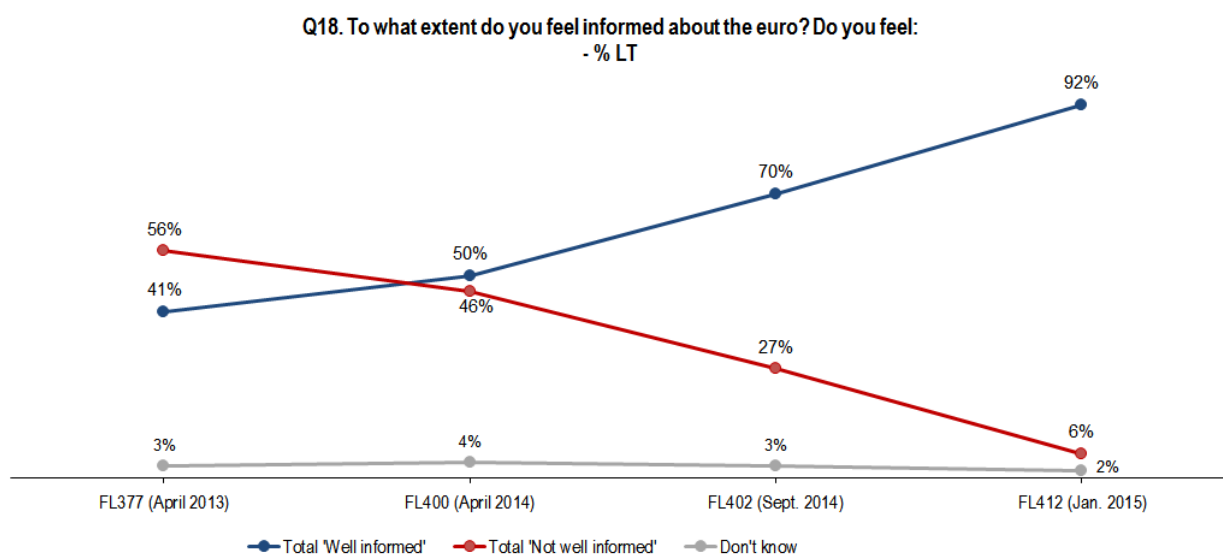
	Will help maintain price stability	Will increase inflation	No impact (SPONTANEOUS)	Don't know (SPONTANEOUS)
LT	26%	58%	4%	12%
<b>Sex</b>				
Male	31%	52%	5%	12%
Female	22%	63%	3%	12%
<b>Age</b>				
15-24	32%	63%	1%	4%
25-39	26%	55%	4%	15%
40-54	25%	60%	5%	7%
55 +	24%	55%	4%	17%
<b>Subjective urbanisation</b>				
Rural village	26%	55%	3%	16%
Small/ Mid-size town	23%	59%	5%	13%
Large town	29%	58%	3%	10%
<b>Respondent occupation scale</b>				
Self-employed	30%	56%	2%	12%
Employee	28%	58%	4%	10%
Manual workers	25%	44%	5%	26%
Not working	24%	60%	4%	12%
<b>Have completed University or equivalent</b>				
Yes	31%	52%	6%	11%
No	23%	62%	2%	13%

## VI. INFORMATION ABOUT THE EURO

The final chapter focuses on people's knowledge of the euro. It asks whether they feel informed about the currency, from where they received information about the euro, and whether they would like to receive additional information about it.

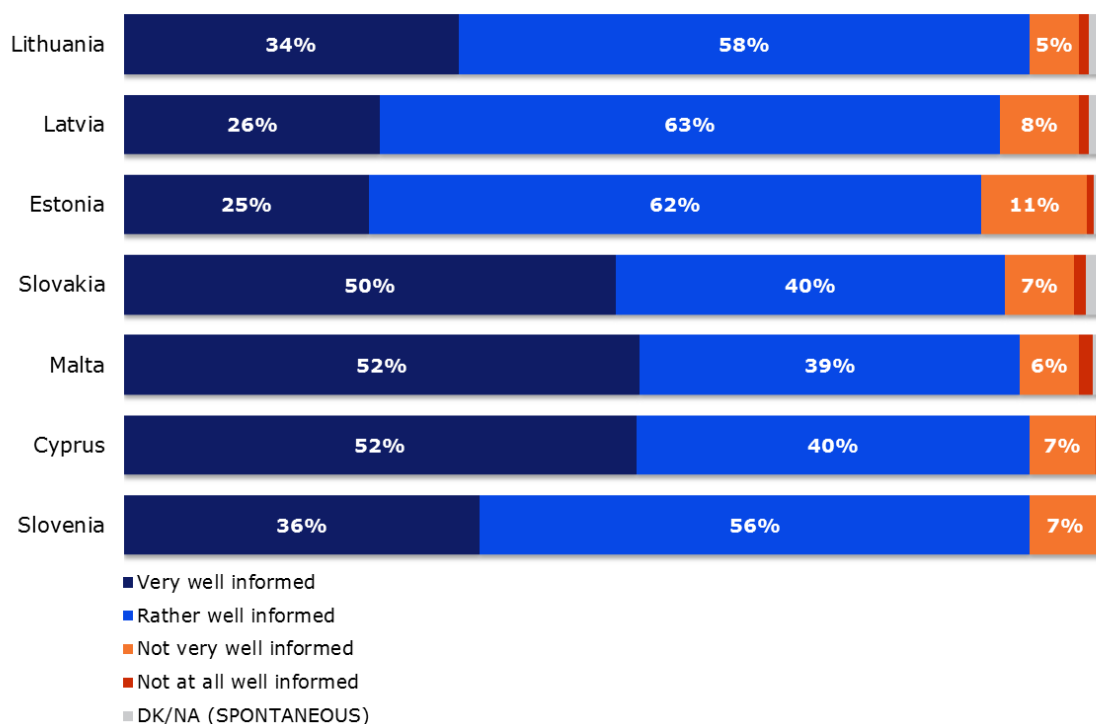
### 6.1 Perceived levels of knowledge

A substantial majority of people in Lithuania (92%) feel informed about the euro, with 34% of these saying they feel very well informed. Just 6% do not feel well informed. This result also continues an ongoing positive trend in Lithuania since April 2013, when only around four in ten respondents felt informed about the euro (41%).



This result is very typical of that seen in other Member States following the changeover, where the proportion of respondents who felt informed about the euro ranged from 92% in both Cyprus and Slovenia to 87% in Estonia. However, Malta (52%), Cyprus (52%) and Slovakia (50%) all had a noticeably higher proportion of people who felt that they were very well informed.

**Q18. To what extent do you feel informed about the euro? Do you feel...**



**According to the socio-demographic breakdowns**, young people are the most likely to feel informed about the euro: 98% of 15-24 year-olds say they feel well informed, compared to 85% of people aged 55 or over. Individuals who completed university or the equivalent are also slightly more likely to feel well informed about the euro (96% vs. 90%).

**Q18 To what extent do you feel informed about the euro? Do you feel...**

	Total 'Well informed'	Total 'Not well informed'	Don't know (SPONTANEOUS)
LT	92%	6%	2%
<b>Age</b>			
15-24	98%	2%	0%
25-39	95%	4%	1%
40-54	92%	6%	2%
55 +	85%	11%	4%
<b>Have completed University or equivalent</b>			
Yes	96%	3%	1%
No	90%	8%	2%

## 6.2 Sources of information

Respondents were asked where they obtained information about the introduction of the euro, and were given a list of nine likely sources.

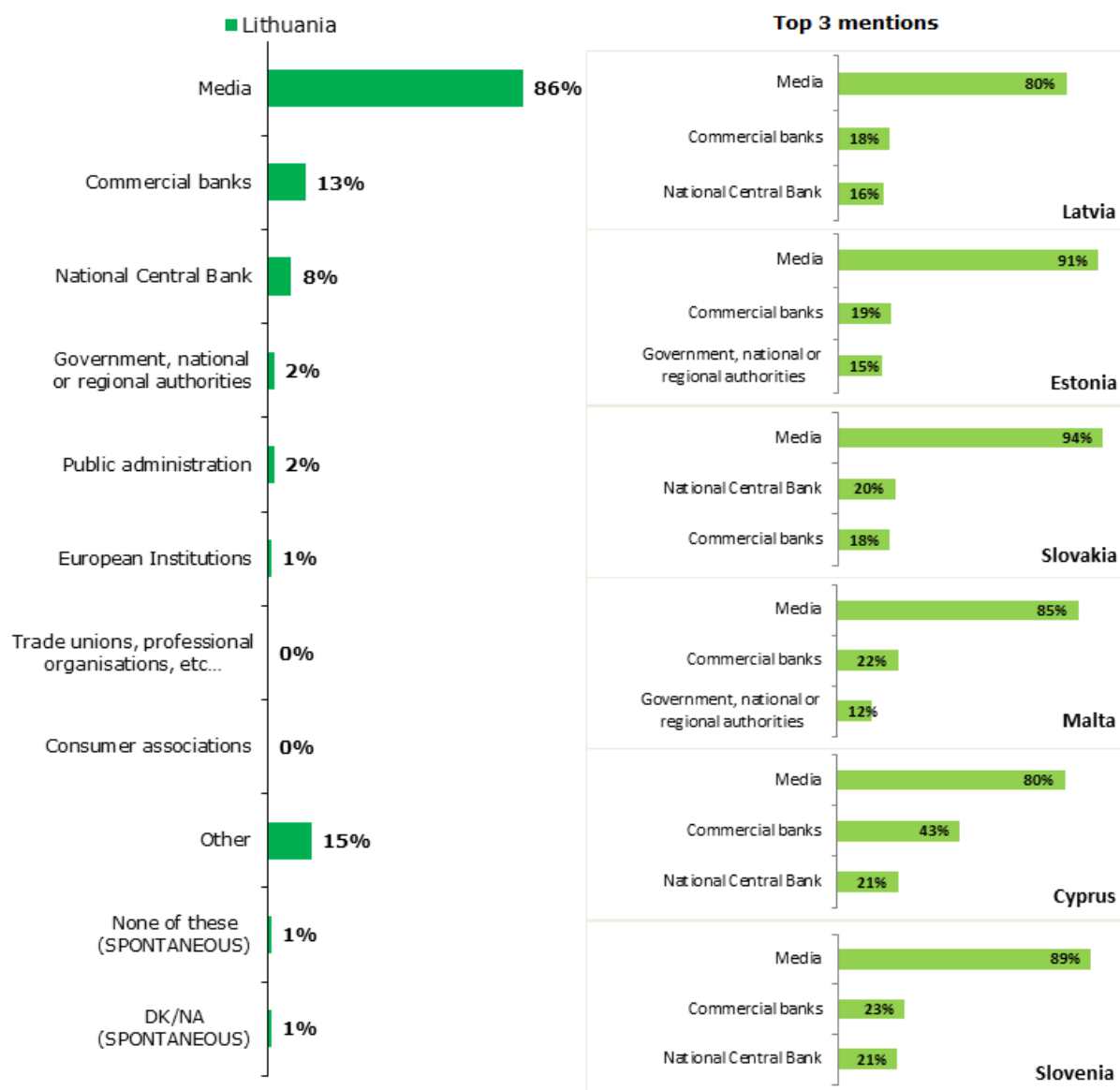
By far the most common source of information for people in Lithuania was the media, with nearly nine out of ten respondents (86%) saying they got their information in this way. Relatively few people relied on other sources of information, though roughly a tenth of respondents say they got information about the changeover from commercial banks (13%) or from the National Central Bank (8%). Only 2% of people obtained information from the government, or other authorities. 15% of respondents say they got information from other unnamed sources.

Lithuania follows a pattern set by other countries whereby the media is the dominant source of information about the euro's introduction. In the other six Member States under discussion, the proportion of people who received information from the media ranged from 94% in Slovakia to 80% in both Latvia and Malta.

However, people in Lithuania were less likely than people in other countries to obtain information from other sources. Only 13% of people in Lithuania got information from commercial banks, but elsewhere the proportion of respondents who did this ranged from 43% in Malta to 18% in Latvia. Similarly, people in other countries were more inclined to get their information both from their National Central Bank and, in some cases, from the government.



### Q16. Where do or did you get information about the introduction?



The **socio-demographic variations** are only very minor here, with all social groups relying heavily on the media for their information. Education is a factor, however: people who have completed university are somewhat more likely to have obtained information both from commercial banks (17% vs. 11%) and from the National Central Bank (12% vs. 5%).

Q16 Where do or did you get information about the introduction? (TWO ANSWERS POSSIBLE)

	Media	Commercial banks	National Central Bank
LT	86%	13%	8%
<b>Have completed University or equivalent</b>			
Yes	87%	17%	12%
No	86%	11%	5%

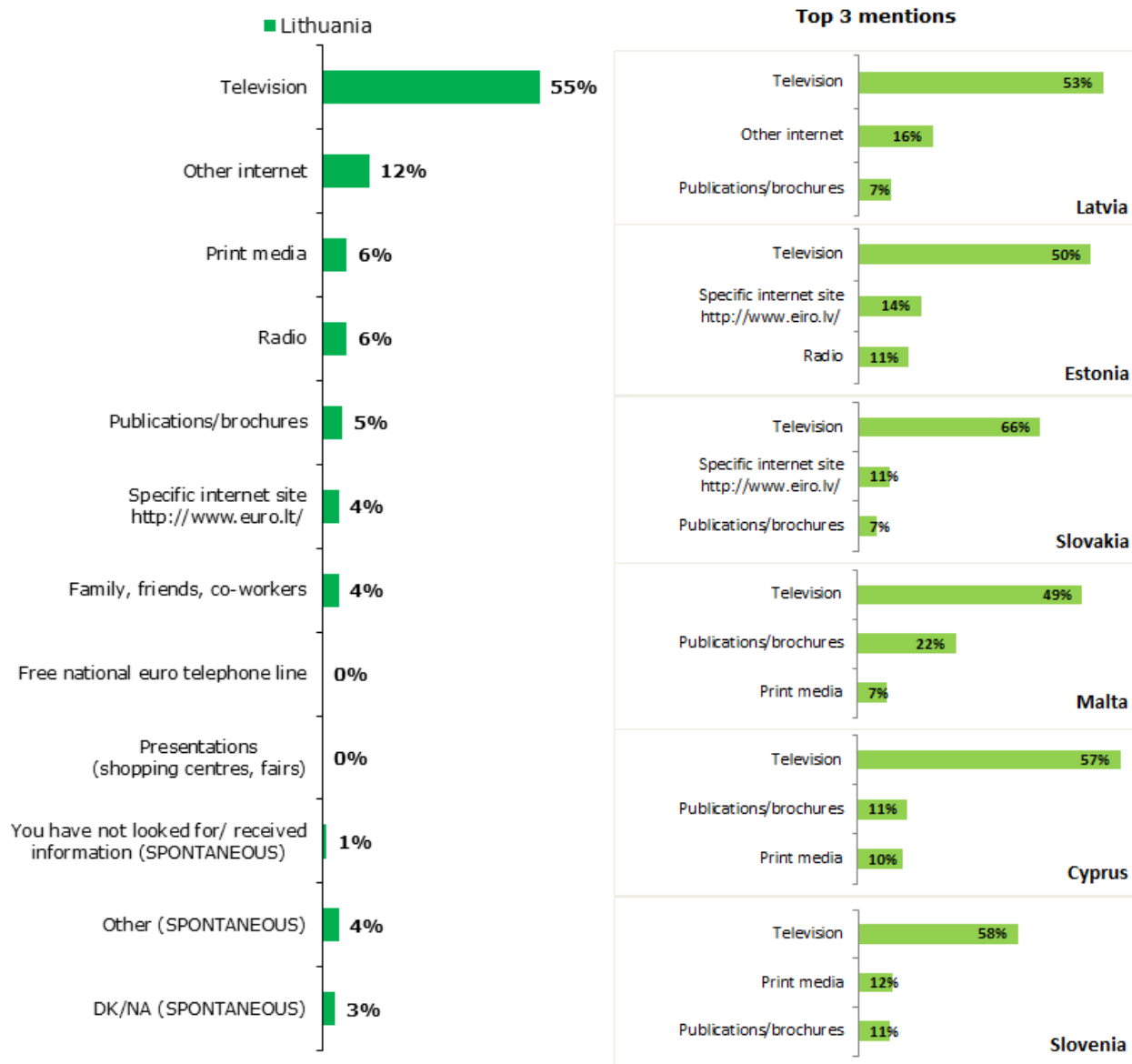
### 6.3 Quality of information

In this section respondents were first asked which source of information they found to be the most efficient during the changeover period.

A majority of respondents (55%) say that television was the most efficient source of information, and this was by far the most common answer. Over a tenth of people (12%) also cite “other internet sites” as the most useful source.

In contrast, relatively few respondents felt that print media (6%), radio (6%), publications/brochures (5%), the specific <http://www.euro.lt> website (4%), or family, friends, and co-workers (4%) were the most efficient information sources.

**Q17. Which channel was the MOST efficient source of information during the changeover period?**



The results from Lithuania are broadly in line with those from the other euro area countries, where television was also seen as by far the most efficient source of information during the changeover period. In the other six countries, the proportion of people mentioning television here ranged from 66% in Slovakia to 49% in Malta.

However, respondents in other countries were more likely to say that they used other sources of information as well. For example, over a tenth of respondents relied on publications/brochures in Malta (22%), Cyprus (11%) and Slovenia (11%). The specific website set up to provide information about the euro was also more widely used in Estonia (14%) and Slovakia (11%), with radio being a key source in Estonia (11%). Over a tenth of respondents also relied on print media in Slovenia (11%) and Cyprus (10%).

**The socio-demographic data** show that women are slightly more likely than men to regard television as the most efficient source of information (58% vs. 53%), whereas men are more likely to mention other internet sites (16% vs. 9%).

Older respondents are also more likely to think that television is the most efficient information source: 63-65% of people aged 40 or over say this, versus 34% of 15-24 year-olds. Roughly a quarter (24%) of 15-24 year-olds mention other internet sites, as opposed to only 2% of respondents aged 55 or over.

People living in rural villages are more likely to consider television to be the most efficient source of information than people in large towns (62% vs. 53%), while manual workers are noticeably more likely to do so than people in other occupational groups (73% vs. 52-56%), as are people who have not completed university or the equivalent (60% vs. 49%).

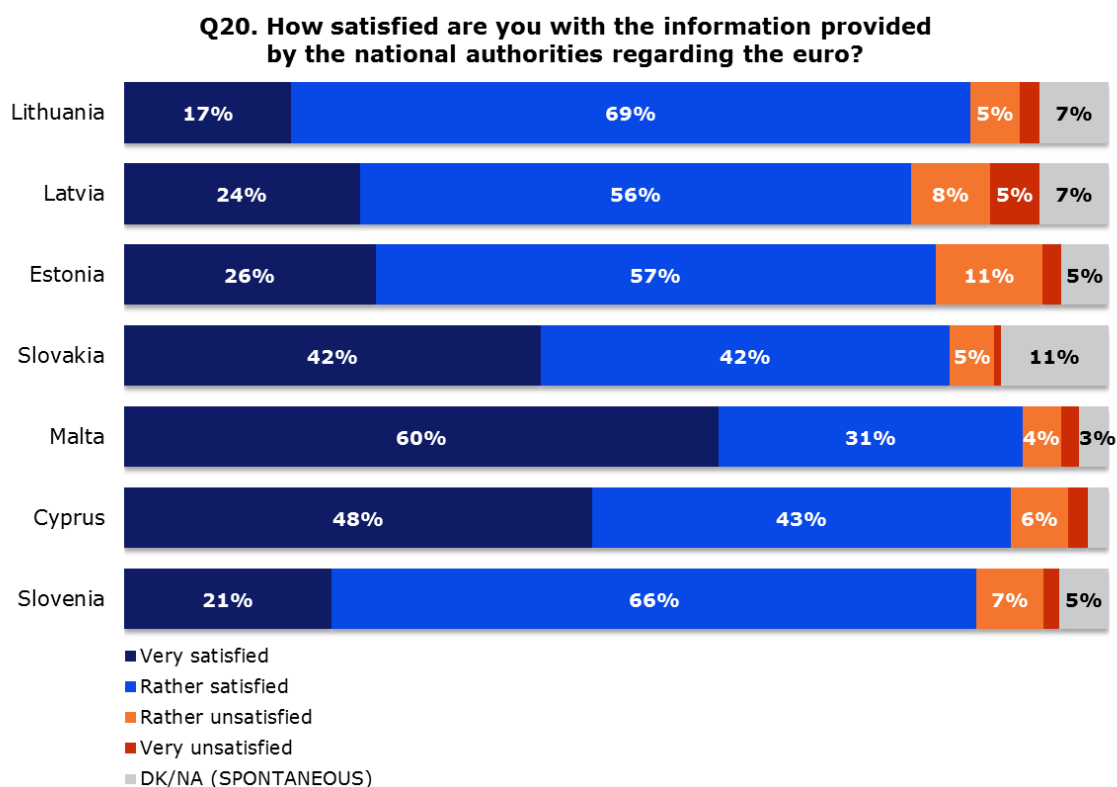
Q17 Which channel was the MOST efficient source of information during the changeover period?

	Television	Other internet sites
LT	55%	12%
<b>Sex</b>		
Male	53%	16%
Female	58%	9%
<b>Age</b>		
15-24	34%	24%
25-39	51%	17%
40-54	63%	10%
55 +	65%	2%
<b>Subjective urbanisation</b>		
Rural village	62%	9%
Small/ Mid-size town	55%	11%
Large town	53%	13%
<b>Respondent occupation scale</b>		
Self-employed	52%	11%
Employee	53%	14%
Manual workers	73%	5%
Not working	56%	11%
<b>Have completed University or equivalent</b>		
Yes	49%	16%
No	60%	9%

Respondents were then asked how satisfied they were with the information provided by national authorities regarding the euro.

Nearly nine out of ten people (86%) feel satisfied with the information the national authorities provided, although only 17% of those say that they were very satisfied. Just 7% of respondents are dissatisfied with the information provided.

Comparing these results with those from the other six countries, respondents in Lithuania can be seen to have a similar overall level of satisfaction on this issue. In the other six Member States, the proportion of respondents expressing satisfaction with the information the national authorities provided ranged from 91% in Malta to 80% in Latvia. However, people in Lithuania are the least likely to say that they were very satisfied, with only 17% doing so. Elsewhere, the proportion of respondents saying they were very satisfied ranged from 60% in Malta to 21% in Slovenia.



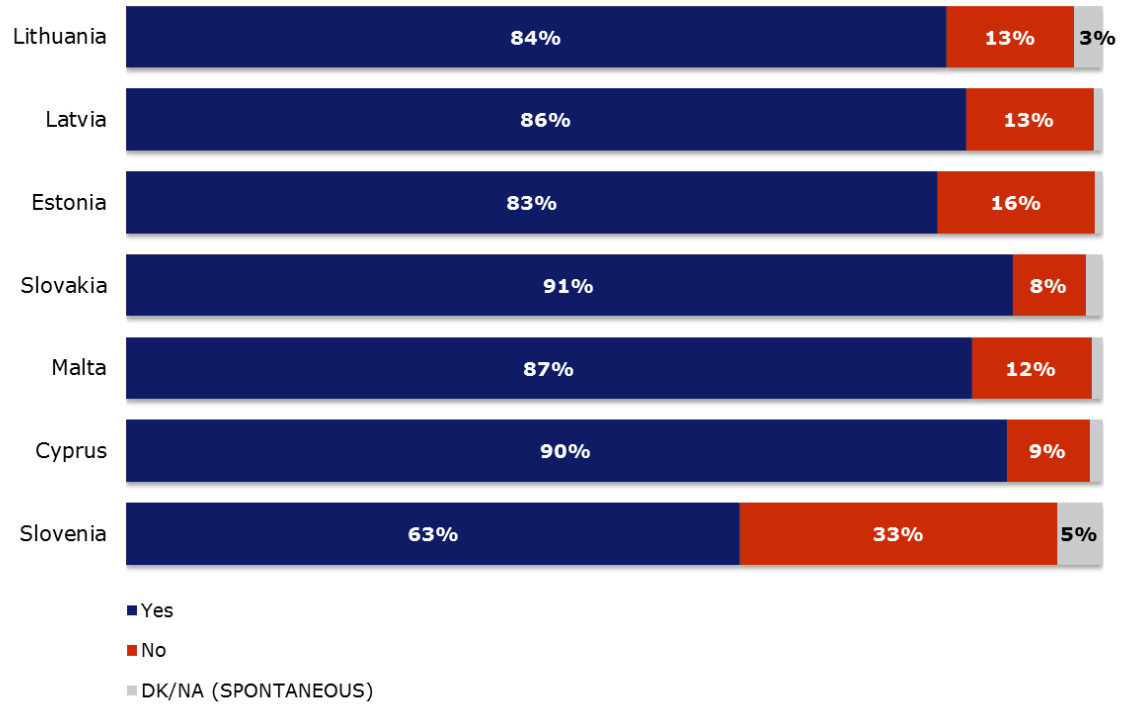
**The socio-demographic variations** are very small here, although one difference stands out among the occupational groups: 92% of employees and manual workers express satisfaction with the information the national authorities provided, but only 83% of people who are not working do so.

Q20 How satisfied are you with the information provided by the national authorities regarding the euro?

	Total 'Satisfied'	Total 'Not satisfied'	Don't know (SPONTANEOUS)
LT	86%	7%	7%
<b>Respondent occupation scale</b>			
Self-employed	86%	7%	7%
Employee	92%	5%	3%
Manual workers	92%	4%	4%
Not working	83%	8%	9%

Next, the respondents were asked if they saw the euro spots on television, and a substantial majority of people (84%) say that they did see them. Only around a tenth of people (13%) did not see the euro spots. This result puts Lithuania in the same bracket as the other euro area countries, where around 80-90% of respondents saw the euro spots – the exception being Slovenia, where only 63% of people saw them.

#### Q21. Have you seen the euro spots on TV?



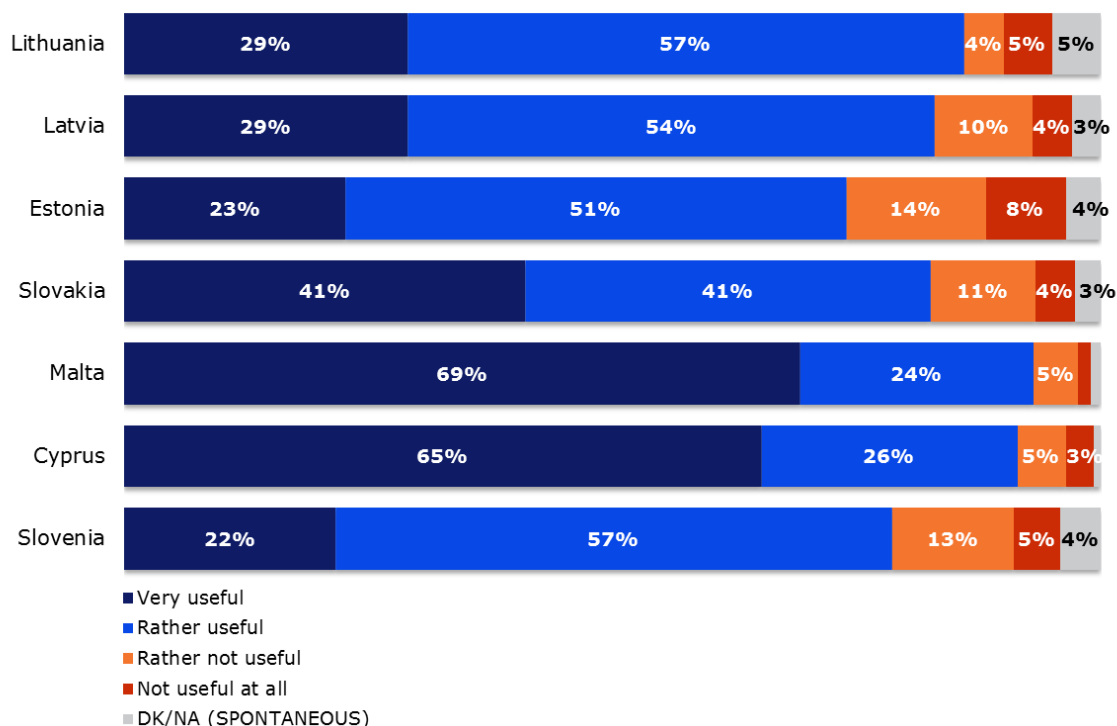
**The socio-demographic data show** that people in the 15-24 age group are the most likely, and those in the 25-39 group the least likely, to say that they saw the euro spots on TV (91% vs. 79%). In terms of occupation, self-employed people are less likely to have seen them than people in the other occupational groups (75% vs. 85-86%).

#### Q21 Have you seen the euro spots on TV?

	Yes	No	Don't know (SPONTANEOUS)
LT	84%	13%	3%
<b>Age</b>			
15-24	91%	8%	1%
25-39	79%	19%	2%
40-54	83%	13%	4%
55 +	87%	10%	3%
<b>Respondent occupation scale</b>			
Self-employed	75%	21%	4%
Employee	86%	11%	3%
Manual workers	85%	13%	2%
Not working	85%	13%	2%

Nearly nine out of ten respondents (86%) say that they had found the euro spots on TV useful, with around three out of ten (29%) saying they found them very useful. Only around a tenth of respondents (9%) did not find the euro spots useful. This result is broadly in line with those seen in other countries, where the proportion of respondents who found the euro spots useful ranged from 93% in Malta to 74% in Estonia. However, people in Lithuania were less likely to say they found the spots very useful than respondents in some of the other countries, notably Malta (69%) and Cyprus (65%).

### Q22. How useful did you find them?



**Base:** Respondents who saw the euro spots (n=845)

**Turning to the socio-demographics**, it can be found that younger respondents are more likely to feel that the euro spots on TV were useful: 92% of 15-24 year-olds say this, compared with 82% of people aged 55 or over.

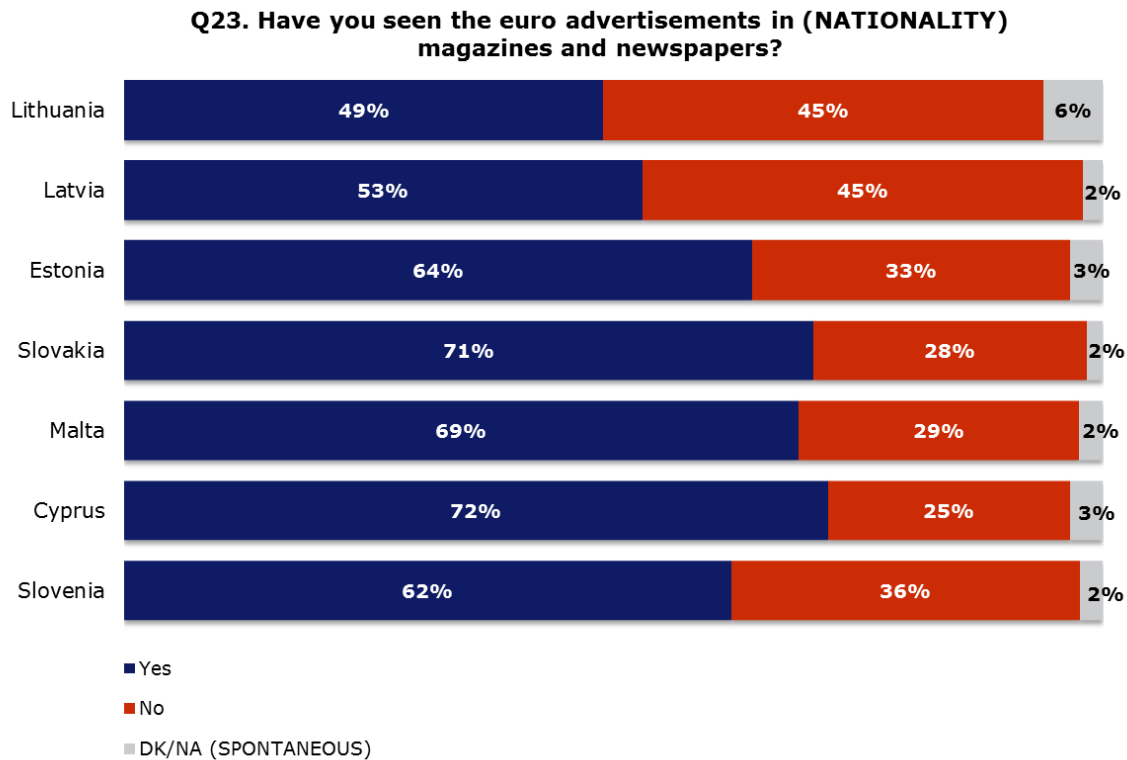
Q22 How useful did you find them?			
	Total 'Useful'	Total 'Not useful'	Don't know (SPONTANEOUS)
LT	86%	9%	5%
<b>Age</b>			
15-24	92%	6%	2%
25-39	86%	11%	3%
40-54	88%	8%	4%
55+	82%	10%	8%

**Base:** Respondents who saw the euro spots (n=845)



A relative majority of respondents in Lithuania say that they saw the euro advertisements placed in magazines and newspapers in their country: 49% saw them, versus 45% who did not.


Lithuania has the lowest proportion of respondents who saw the euro advertisements among the seven euro area countries. Elsewhere, the proportion of people who saw the advertisements ranged from 72% in Cyprus to 53% in Latvia.




In contrast with the results for the TV spots, **the socio-demographic analysis reveals** that older respondents are the ones who are most likely to have seen the euro advertisements placed in magazines and newspapers: 53-55% of people aged 40 or over saw them, compared with 42-45% of respondents aged 39 or under. In terms of occupation, self-employed people (55%) are the most likely to see the advertisements, while manual workers (41%) are the least likely to have done so.

Q23 Have you seen the euro advertisements in Lithuanian magazines and newspapers?

	Yes	No	Don't know (SPONTANEOUS)
LT	49%	45%	6%

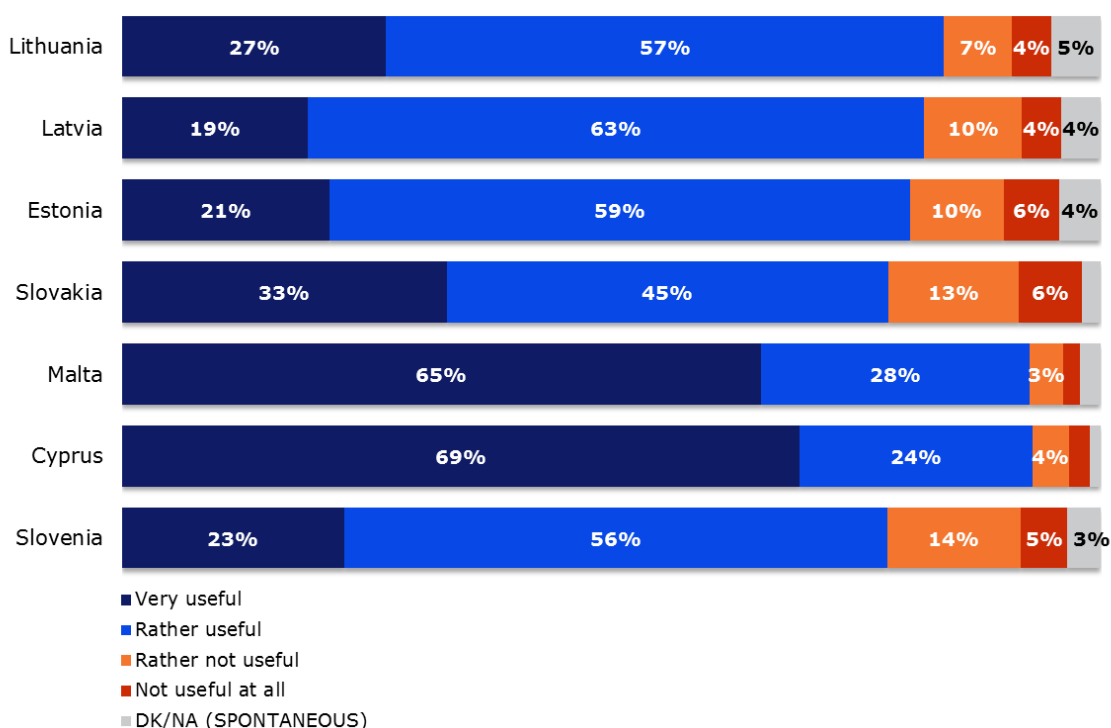
 Age			
15-24	45%	49%	6%
25-39	42%	52%	6%
40-54	53%	43%	4%
55 +	55%	38%	7%

 Respondent occupation scale			
Self-employed	55%	40%	5%
Employee	50%	45%	5%
Manual workers	41%	50%	9%
Not working	49%	45%	6%

Over eight out of ten people (84%) say that they had found the advertisements in magazines and newspapers useful, with over a quarter (27%) saying they considered them to be very useful. Only around a tenth of respondents (11%) did not find them useful.

Similar to the pattern observed with the perceived usefulness of TV spots, this result is broadly in line with those recorded in the other six countries, where the proportion of respondents who found the magazine and newspaper advertisements useful ranged from 93% in both Cyprus and Malta, to 78% in Slovakia. Cyprus (69%) and Malta (65%) again stood out in terms of the proportion of respondents who found these advertisements very useful.



#### Q24. How useful did you find them?



**Base:** Respondents who saw the euro advertisements (n=493)

**In terms of the socio-demographic variables**, women are somewhat more likely than men (88% vs. 81%) to feel that the magazine and newspaper advertisements were useful. In terms of age, 15-24 year-olds (91%) are the most likely, and 40-54 year-olds the least likely (81%), to think they were useful.

Q24 How useful did you find them?

	Total 'Useful'	Total 'Not useful'	Don't know (SPONTANEOUS)
LT	84%	11%	5%
 Sex			
Male	81%	14%	5%
Female	88%	7%	5%
 Age			
15-24	91%	9%	0%
25-39	83%	16%	1%
40-54	81%	11%	8%
55 +	86%	7%	7%

**Base:** Respondents who saw the euro advertisements (n=493)

#### 6.4 Further information needs

Finally, respondents were asked to identify the most important issues about the euro that they would like to have more information on. They were presented with eight options, and asked to choose a maximum of two of them.

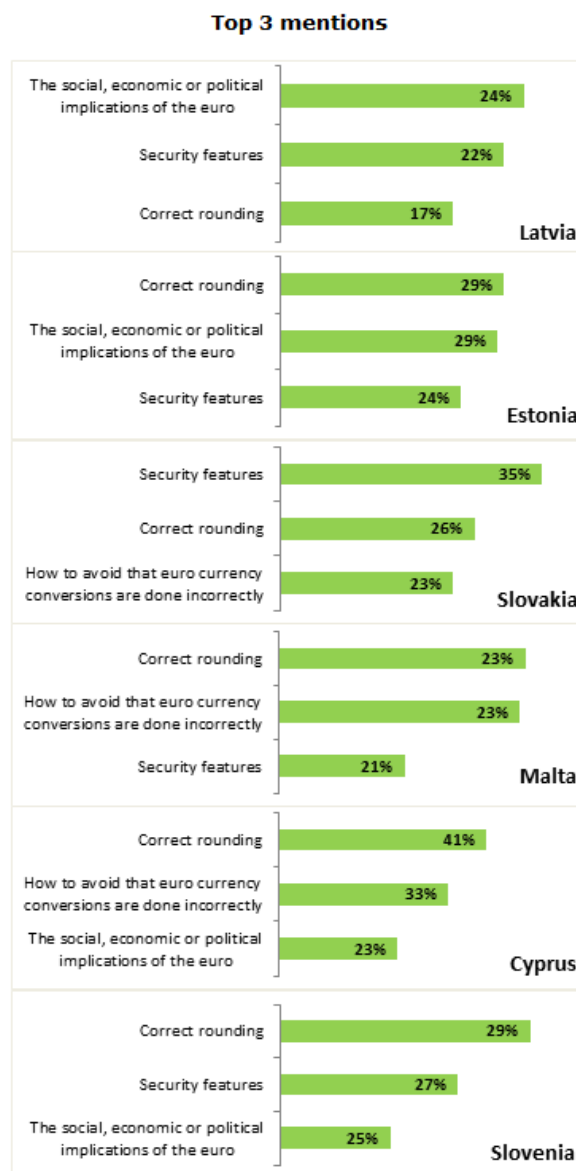
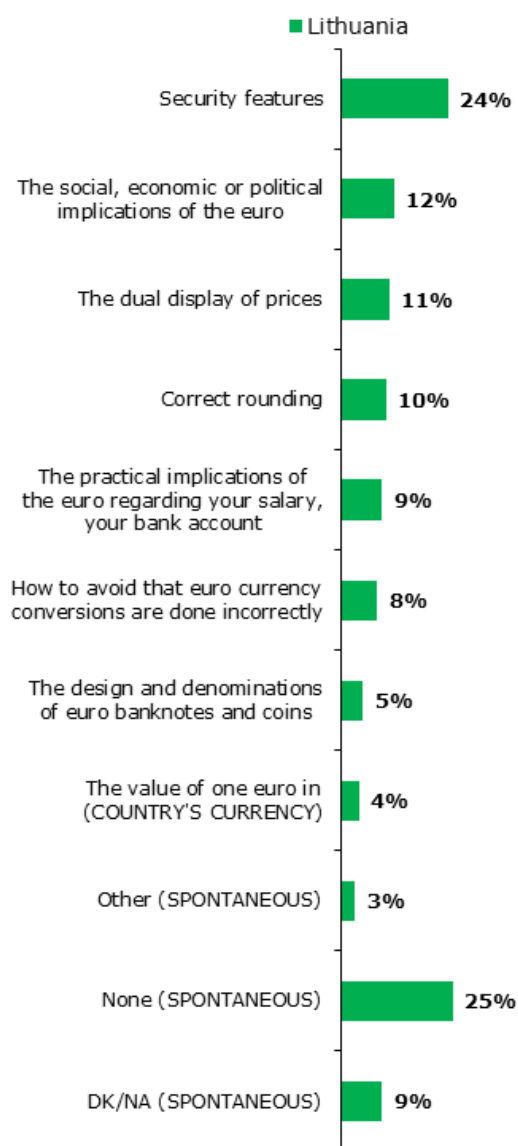
Respondents were most likely to say they wanted more information about the euro's security features: nearly a quarter of people (24%) mentioned this.

Over a tenth of respondents say they would like more information about the social, economic or political implications of the euro (12%), the dual display of prices (11%), and correct rounding (10%), with just under a tenth mentioning the practical implications of the euro regarding their salary and bank account (9%) and how to avoid incorrect euro currency conversions (8%). A quarter of people (25%) spontaneously say that there are no issues relating to the euro that they want more information on.

The euro's security features is the top answer in Slovakia (35%) and Lithuania (24%). In four of the other six countries correct rounding was the top answer, with relatively high proportions of people mentioning this in several places, notably 41% in Cyprus. In Latvia (24%) the social, economic or political implications of the euro was the top answer.

Lithuania's results stand out in that apart from the top answer of "security features", relatively few respondents mention any of the items on the list. With the exception of Latvia, in the other Member States at least 20% of respondents mentioned at least three issues relating to the euro that they would like more information on.

### Q19. What are the most important issues about the euro that you would like to have more information on?



According to the socio-demographic data, men are more likely than women (29% vs. 21%) to spontaneously say that there are no issues relating to the euro that they want more information on.

25-39 year-olds (34%) are the most likely to want more information on the euro's security features, while people aged 55 or over (15%) are the least inclined to say that they want more information about this. A third of people aged 55 or over (33%) say there are no issues that they want more information on, versus only 17% of 15-24 year-olds.

In terms of occupation, employees (29%) are the most likely to want more information on the euro's security features, while manual workers (18%) are the least likely to want this. Individuals who have finished university are also more likely to want more information on security features (29% vs. 21%).

Q19 What are the most important issues about the euro that you would like to have more information on? (TWO ANSWERS POSSIBLE)


	Security features	The social, economic or political implications of the euro	The dual display of prices	None (SPONTANEOUS)
LT	24%	12%	11%	25%

 Sex

Male	23%	14%	10%	29%
Female	25%	11%	11%	21%

 Age

15-24	29%	13%	10%	17%
25-39	34%	17%	11%	21%
40-54	24%	11%	11%	23%
55 +	15%	10%	11%	33%

 Respondent occupation scale

Self-employed	24%	17%	11%	28%
Employee	29%	13%	9%	21%
Manual workers	18%	16%	7%	23%
Not working	22%	11%	13%	26%

## **ANNEXES**



## **TECHNICAL SPECIFICATIONS**

## **FLASH EUROBAROMETER 412**

### **"Lithuania after the changeover"**

### **TECHNICAL SPECIFICATIONS**

Between the 16th and the 19th of January 2015, TNS political & social, a consortium created between TNS UK and TNS opinion, carried out the survey FLASH EUROBAROMETER 412, 'Lithuania after the changeover'.

This survey has been requested by the EUROPEAN COMMISSION, Directorate-General for Economic and Financial Affairs. It is a general public survey co-ordinated by the Directorate-General for Communication ('Strategy, Corporate Communication Actions and Eurobarometer' Unit). The FLASH EUROBAROMETER 412 covers the national population of citizens as well as the population of citizens of all the European Union Member States that are resident in Lithuania 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). Respondents were called both on fixed lines and mobile phones. The basic sample design applied is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

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

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

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

<b>ABBR.</b>	<b>COUNTRIES</b>	<b>INSTITUTES</b>	<b>N° INTERVIEWS</b>	<b>FIELDWORK DATES</b>		<b>POPULATION 15+</b>
LT	Lithuania	TNS LT	1.000	16/01/2015	19/01/2015	2.829.740

## QUESTIONNAIRE

QC1, ROTATE STATEMENTS 1 & 2

QC1 When you pay cash, would you say that it is: very easy, rather easy, rather difficult or very difficult to distinguish and to manipulate...?

(READ OUT - ONE ANSWER ONLY)

		Very easy	Rather easy	Rather difficult	Very difficult	Neither easy nor difficult, normal	DK/NA (DO NOT READ OUT)
						(DO NOT READ OUT)	

1	Euro coins	1	2	3	4	5	6
2	Euro banknotes	1	2	3	4	5	6

FL393 Q1

PROG: QC2, ROTATE STATEMENTS 1 & 2

QC2 In which currency do you count or calculate most often when you do...?

(READ OUT - ONE ANSWER ONLY)

		Most often	Most often	As often in	DK/NA
--	--	------------	------------	-------------	-------

1	Exceptional purchases such as the	1	2	3	4
2	Common purchases such as day-to-day	1	2	3	4

FL393 Q2

QC3, ROTATE STATEMENTS 1 & 2

QC3 How easy or difficult is it for you to...?

(READ OUT - ONE ANSWER ONLY)

		Very easy	Rather easy	Rather difficult	Very difficult	Neither easy nor difficult, normal	DK/NA (DO NOT READ OUT)
1	Convert from Lithuanian litas to euro	1	2	3	4	5	6
2	Understand the value in euro	1	2	3	4	5	6

1	Convert from Lithuanian litas to euro	1	2	3	4	5	6
2	Understand the value in euro	1	2	3	4	5	6

FL393 Q3

QC4 Overall, do you find the dual displays of prices useful?

(READ OUT - ONE ANSWER ONLY)

Very useful	1
Rather useful	2
Rather not useful	3
Not useful at all	4
DK/NA (DO NOT READ OUT)	5

FL393 Q4

--

QC5	Is your impression that the dual displays of prices are implemented correctly (clearly identifiable displays, based on the conversion rate)?
-----	--

(READ OUT - ONE ANSWER ONLY)
------------------------------

Implemented correctly	1
Mostly implemented correctly	2
Mostly not implemented correctly	3
Not at all implemented correctly	4
DK/NA (DO NOT READ OUT)	5

FL393 Q5
----------

--

QC6	Did you buy one or more euro coins starter-kits before 1 January 2015?
-----	--

(ONE ANSWER ONLY)
-------------------

Yes	1
No	2
DK/NA (DO NOT READ OUT)	3

FL393 Q6
----------

ASK QC7A IF CODE 2 IN QC6
---------------------------

--

QC7A	Why did you not buy a euro coins starter-kit?
------	---

(READ OUT - ONE ANSWER ONLY)
------------------------------

You did not want to do so	1
You were not aware of the possibility of buying starter-kits	2
The bank(s) you contacted had no starter-kits available	3
Other reason	4
DK/NA (DO NOT READ OUT)	5

FL393 Q7a
-----------

ASK QC7B IF CODE 1 IN QC6

QC7B, ROTATE CODES 1 & 2

QC7B What did you do with the starter kit(s)?

(READ OUT - ONE ANSWER ONLY)

You kept the kit untouched and did not use the coins	1
You opened the kit and used the coins	2
You bought more than one kit and used only one (or some)	3
Other	4
DK/NA (DO NOT READ OUT)	5

FL393 Q7b

ASK ALL

QC8 When you exchanged Lithuanian litas cash into euro cash or withdrew euro cash with banks

(ONE ANSWER ONLY)

Yes	1
No	2
DK/NA (DO NOT READ OUT)	3

FL393 Q8

ASK QC9 IF CODE 1 IN QC8

QC9, RANDOMIZE CODES 1 TO 7

QC9: CODES 9 AND 10 ARE SINGLE

QC9 What kind of problems did you experience?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Longer queues at counters than usual	1,
You had to visit several branches to avoid long waiting lines	2,
There was not enough euro cash available at bank counters	3,
Longer queues at ATMs (cash dispensers) than usual	4,
ATMs issued only litas cash	5,
ATMs were (temporarily) out of order	6,
The staff was not able to reply to my questions	7,
You experienced a problem of another kind	8,
None of these problems (DO NOT READ OUT)	9,
DK/NA (DO NOT READ OUT)	10,



FL393 Q9

ASK ALL

QC10 Overall, did the changeover to the euro in your view happen smoothly and efficiently, or not?

(READ OUT - ONE ANSWER ONLY)

Very smoothly and efficiently	1
Rather smoothly and efficiently	2
Rather not smoothly and efficiently	3
Not at all implemented correctly	4
DK/NA (DO NOT READ OUT)	5

FL393 Q10

QC11: CODES 7 AND 8 ARE SINGLE

QC11 Which security features of euro banknotes can you list?

(DO NOT READ OUT - MULTIPLE ANSWERS POSSIBLE)

Security thread	1,
Watermark	2,
Hologram	3,
See-through number	4,
Raised print	5,
Other (glossy-yellow stripe, colour-changing number, emerald number (also	6,
None	7,
DK/NA (DO NOT READ OUT)	8,

FL393 Q11

QC12, ROTATE STATEMENTS 1 & 2

QC12 During and after changeover to the euro how often did you feel that...

		Very often	Often	Sometime	Not at all	DK/NA
--	--	------------	-------	----------	------------	-------

1	Price conversion to euro	1	2	3	4	5
2	Rounding of prices was	1	2	3	4	5

NEW BASED ON FL393 Q12

QC13, ROTATE STATEMENTS 1 & 2

QC13 Generally speaking, do you think that...?

(READ OUT - ONE ANSWER ONLY)

		Yes	No	Can't	DK/NA
--	--	-----	----	-------	-------

1	Having the euro is a good thing for your	1	2	3	4
2	Having the euro is a good thing for the	1	2	3	4

NEW BASED ON FL405 Q1

QC14, ROTATE STATEMENTS 1 & 2

QC14 Do you think the introduction of the euro would have positive or negative consequences for...?

(READ OUT - ONE ANSWER ONLY)

		Very positive consequences	Rather positive consequences	Rather negative consequences	Very negative consequences	DK/NA (DO NOT READ OUT)
--	--	----------------------------	------------------------------	------------------------------	----------------------------	-------------------------

1	For [OUR COUNTRY]	1	2	3	4	5
2	For you personally	1	2	3	4	5

FL402 Q13

QC15 Do you think the euro will help to maintain price stability or, on the contrary, increase inflation

(READ OUT - ONE ANSWER ONLY)

Will help maintain price stability	1
Will increase inflation	2
No impact (DO NOT READ OUT)	3
DK/NA (DO NOT READ OUT)	4

FL393 Q13

QC16, RANDOMIZE CODES 1 TO 8

CODES 10 AND 11 ARE SINGLE

QC16 Where do or did you get information about the introduction?

(READ OUT - TWO ANSWERS POSSIBLE)

Government, national or regional authorities	1,
Public administration	2,
National Central Bank	3,
European Institutions	4,
Commercial banks	5,
Media	6,
Trade unions, professional organisations, etc...	7,
Consumer associations	8,
Other	9,
None of these (DO NOT READ OUT)	10,
DK/NA (DO NOT READ OUT)	11,

FL393 Q14

QC17, RANDOMIZE CODES 1 TO 9. ITEM 6 ALWAYS FOLLOWS ITEM 5

QC17 Which channel was the MOST efficient source of information during the changeover period?

(READ OUT - ONE ANSWER ONLY)

Television	1,
Print media	2,
Publications/brochures	3,
Radio	4,
Specific internet site <a href="http://www.euro.lt/">http://www.euro.lt/</a>	5,
Other internet	6,
Free national euro telephone line	7,
Presentations (shopping centres, fairs)	8,
Family, friends, co-workers	9,
You have not looked for/ received information (DO NOT READ OUT)	10,
Other (DO NOT READ OUT)	11,
DK/NA (DO NOT READ OUT)	12,

FL393 Q15

QC18 To what extent do you feel informed about the euro? Do you feel...

(READ OUT - ONE ANSWER ONLY)

Very well informed	1
Rather well informed	2
Not very well informed	3
Not at all well informed	4
DK/NA (DO NOT READ OUT)	5

FL393 Q16

QC19, RANDOMIZE CODES 1 TO 8

QC19: CODES 10 AND 11 ARE SINGLE

QC19 What are the most important issues about the euro that you would like to have more

(READ OUT - TWO ANSWERS POSSIBLE)

Security features	1,
The value of one euro in Lithuanian litas	2,
Correct rounding	3,
How to avoid that euro currency conversions are done incorrectly	4,
The practical implications of the euro regarding your salary, your bank	5,
The social, economic or political implications of the euro	6,
The design and denominations of euro banknotes and coins	7,
The dual display of prices	8,
Other (DO NOT READ OUT)	9,
None (DO NOT READ OUT)	10,
DK/NA (DO NOT READ OUT)	11,

FL393 Q17

QC20 How satisfied are you with the information provided by the national authorities regarding the

(READ OUT - ONE ANSWER ONLY)

Very satisfied	1
Rather satisfied	2
Rather unsatisfied	3
Very unsatisfied	4
DK/NA (DO NOT READ OUT)	5

FL393 Q18

QC21 Have you seen the euro spots on TV?

(ONE ANSWER ONLY)

Yes	1
No	2
DK/NA (DO NOT READ OUT)	3

FL393 Q19

ASK QC22 IF CODE 1 IN QC21

QC22 How useful did you find them?

(READ OUT - ONE ANSWER ONLY)

Very useful	1
Rather useful	2
Rather not useful	3
Not useful at all	4
DK/NA (DO NOT READ OUT)	5

FL393 Q20

ASK ALL

QC23 Have you seen the euro advertisements in Lithuanian magazines and newspapers?

(ONE ANSWER ONLY)

Yes	1
No	2
DK/NA (DO NOT READ OUT)	3

FL393 Q21

ASK QC24 IF CODE 1 IN QC23

QC24 How useful did you find them?

(READ OUT - ONE ANSWER ONLY)

Very useful	1
Rather useful	2
Rather not useful	3
Not useful at all	4
DK/NA (DO NOT READ OUT)	5

FL393 Q22

ASK ALL

QC25 Have you received the euro calculator?

(ONE ANSWER ONLY)

Yes	1
No	2
DK/NA (DO NOT READ OUT)	3

FL393 Q23

ASK QC26 IF CODE 1 IN QC25

QC26 How useful did you find it?

(READ OUT - ONE ANSWER ONLY)


Very useful	1
Rather useful	2
Rather not useful	3
Not useful at all	4
DK/NA (DO NOT READ OUT)	5

FL393 Q24

## TABLES


QC1.1 When you pay cash, would you say that it is: very easy, rather easy, rather difficult or very difficult to distinguish and to manipulate...?

Euro coins

	Very easy	Rather easy	Rather difficult	Very difficult	Neither easy nor difficult, normal (DO NOT READ OUT)	Don't know	Total 'Easy'	Total 'Difficult'
 LT	19%	35%	25%	7%	10%	4%	54%	32%

QC1.2 When you pay cash, would you say that it is: very easy, rather easy, rather difficult or very difficult to distinguish and to manipulate...?

Euro banknotes

	Very easy	Rather easy	Rather difficult	Very difficult	Neither easy nor difficult, normal (DO NOT READ OUT)	Don't know	Total 'Easy'	Total 'Difficult'
 LT	33%	44%	7%	2%	9%	5%	77%	9%


QC2.1 In which currency do you count or calculate most often when you do...?

Exceptional purchases such as the purchase of goods with greater value

	Most often in euro	Most often in Lithuanian litas	As often in euro as in Lithuanian litas	Don't know
 LT	25%	38%	20%	17%


QC2.2 In which currency do you count or calculate most often when you do...?

Common purchases such as day-to-day shopping


	Most often in euro	Most often in Lithuanian litas	As often in euro as in Lithuanian litas	Don't know
 LT	39%	35%	22%	4%




**QC3.1 How easy or difficult is it for you to...?**  
Convert from Lithuanian litas to euro

	Very easy	Rather easy	Rather difficult	Very difficult	Neither easy nor difficult, normal (DO NOT READ OUT)	Don't know	Total 'Easy'	Total 'Difficult'
 LT	24%	51%	13%	2%	7%	3%	75%	15%


**QC3.2 How easy or difficult is it for you to...?**  
Understand the value in euro

	Very easy	Rather easy	Rather difficult	Very difficult	Neither easy nor difficult, normal (DO NOT READ OUT)	Don't know	Total 'Easy'	Total 'Difficult'
 LT	21%	49%	17%	3%	7%	3%	70%	20%


**QC4 Overall, do you find the dual displays of prices useful?**

	Very useful	Rather useful	Rather not useful	Not useful at all	Don't know	Total 'Useful'	Total 'Not useful'
 LT	30%	37%	10%	20%	3%	67%	30%

**QC5 Is your impression that the dual displays of prices are implemented correctly (clearly identifiable displays, based on the conversion rate)?**

	Implemented correctly	Mostly implemented correctly	Mostly not implemented correctly	Not at all implemented correctly	Don't know	Total 'Implemented correctly'	Total 'Not implemented correctly'
 LT	51%	26%	10%	5%	8%	77%	15%

**QC6 Did you buy one or more euro coins starter-kits before 1 January 2015?**

	Yes	No	Don't know
 LT	18%	82%	0%

**QC7A Why did you not buy a euro coins starter-kit?**

You did not want to do so	You were not aware of the possibility of buying starter-kits	The bank(s) you contacted had no starter-kits available	Other reason	Don't know
---------------------------	--	---	--------------	------------



LT	41%	12%	3%	43%	1%
----	-----	-----	----	-----	----

**QC7B What did you do with the starter kit(s)?**

You kept the kit untouched and did not use the coins	You opened the kit and used the coins	You bought more than one kit and used only one (or some)	Other	Don't know
--	---------------------------------------	--	-------	------------



LT	22%	43%	13%	21%	1%
----	-----	-----	-----	-----	----

**QC8 When you exchanged Lithuanian litas cash into euro cash or withdrew euro cash with banks in the first week of January, did you experience any problems?**

Yes	No	Don't know
-----	----	------------



LT	5%	91%	4%
----	----	-----	----

**QC9 What kind of problems did you experience?**


Longer queues at counters than usual	You had to visit several branches to avoid long waiting lines	There was not enough euro cash available at bank counters	Longer queues at ATMs (cash dispensers) than usual	ATMs issued only litas cash	ATMs were (temporarily) out of order	The staff was not able to reply to my questions	You experienced a problem of another kind
--------------------------------------	---	---	--	-----------------------------	--------------------------------------	---	---



LT	34%	1%	13%	23%	4%	18%	5%	20%
----	-----	----	-----	-----	----	-----	----	-----


## QC9 What kind of problems did you experience?

None of these problems (DO NOT READ OUT)	Don't know
--	------------

 LT	4%	4%
--	----	----


## QC10 Overall, did the changeover to the euro in your view happen smoothly and efficiently, or not?

Very smoothly and efficiently	Rather smoothly and efficiently	Rather not smoothly and efficiently	Not at all implemented correctly	Don't know	Total 'Smoothly and efficiently'	Total 'Not smoothly and efficiently'
-------------------------------	---------------------------------	-------------------------------------	----------------------------------	------------	----------------------------------	--------------------------------------

 LT	27%	59%	5%	3%	6%	86%	8%
--	-----	-----	----	----	----	-----	----


## QC11 Which security features of euro banknotes can you list?

Security thread	Watermark	Hologram	See-through number	Raised print
-----------------	-----------	----------	--------------------	--------------

 LT	18%	53%	18%	14%	40%
--	-----	-----	-----	-----	-----


## QC11 Which security features of euro banknotes can you list?

Other (glossy-yellow stripe, colour-changing number, emerald number (also changing colour), invisible security code, etc.)	None	Don't know
--	------	------------

 LT	46%	17%	5%
--	-----	-----	----

QC12.1 During and after changeover to the euro how often did you feel that...  
Price conversion to euro was correct


Very often	Often	Sometimes	Not at all	Don't know	Total 'Very often+ often'
------------	-------	-----------	------------	------------	---------------------------

 LT	14%	33%	28%	10%	15%	47%
--	-----	-----	-----	-----	-----	-----


**QC12.2 During and after changeover to the euro how often did you feel that...  
Rounding of prices was correct**

	Very often	Often	Sometimes	Not at all	Don't know	Total 'Very often+ often'
LT	12%	28%	32%	13%	15%	40%


**QC13.1 Generally speaking, do you think that...?  
Having the euro is a good thing for your country?**

	Yes	No	Can't decide (DO NOT READ OUT)	Don't know
 LT	60%	24%	11%	5%


**QC13.2 Generally speaking, do you think that...?  
Having the euro is a good thing for the EU**

	Yes	No	Can't decide (DO NOT READ OUT)	Don't know
 LT	79%	10%	5%	6%


**QC14.1 Do you think the introduction of the euro would have positive or negative consequences for...?  
For [OUR COUNTRY]**

	Very positive consequences	Rather positive consequences	Rather negative consequences	Very negative consequences	Don't know	Total 'Positive consequences'	Total 'Negative consequences'
 LT	11%	52%	16%	4%	17%	63%	20%


**QC14.2 Do you think the introduction of the euro would have positive or negative consequences for...?  
For you personally**

	Very positive consequences	Rather positive consequences	Rather negative consequences	Very negative consequences	Don't know	Total 'Positive consequences'	Total 'Negative consequences'
 LT	10%	44%	19%	3%	24%	54%	22%


QC15 Do you think the euro will help to maintain price stability or, on the contrary, increase inflation in Lithuania?

	Will help maintain price stability	Will increase inflation	No impact (DO NOT READ OUT)	Don't know
 LT	26%	58%	4%	12%


QC16 Where do or did you get information about the introduction?

	Government, national or regional authorities	Public administration	National Central Bank	European Institutions	Commercial banks	Media	Trade unions, professional organisations, etc...	Consumer associations
 LT	2%	2%	8%	1%	13%	86%	0%	0%


QC16 Where do or did you get information about the introduction?

	Other	None of these (DO NOT READ OUT)	Don't know
 LT	15%	1%	1%


QC17 Which channel was the MOST efficient source of information during the changeover period?

	Television	Print media	Publications/brochures	Radio	Specific internet site <a href="http://www.euro.lt/">http://www.euro.lt/</a>	Other internet	Free national euro telephone line	Presentations (shopping centres, fairs)
 LT	55%	6%	5%	6%	4%	12%	0%	0%


QC17 Which channel was the MOST efficient source of information during the changeover period?

	Family, friends, co-workers	You have not looked for/ received information (DO NOT READ OUT)	Other (DO NOT READ OUT)	Don't know
 LT	4%	1%	4%	3%


QC18 To what extent do you feel informed about the euro? Do you feel...

	Very well informed	Rather well informed	Not very well informed	Not at all well informed	Don't know	Total 'Well informed'	Total 'Not well informed'
 LT	34%	58%	5%	1%	2%	92%	6%


QC19 What are the most important issues about the euro that you would like to have more information on?

	Security features	The value of one euro in Lithuanian litas	Correct rounding	How to avoid that euro currency conversions are done incorrectly	The practical implications of the euro regarding your salary, your bank account	The social, economic or political implications of the euro	The design and denominations of euro banknotes and coins	The dual display of prices
 LT	24%	4%	10%	8%	9%	12%	5%	11%


QC19 What are the most important issues about the euro that you would like to have more information on?

	Other (DO NOT READ OUT)	None (DO NOT READ OUT)	Don't know
 LT	3%	25%	9%


QC20 How satisfied are you with the information provided by the national authorities regarding the euro?

	Very satisfied	Rather satisfied	Rather unsatisfied	Very unsatisfied	Don't know	Total 'Satisfied'	Total 'Not satisfied'
 LT	17%	69%	5%	2%	7%	86%	7%


QC21 Have you seen the euro spots on TV?

	Yes	No	Don't know
 LT	84%	13%	3%


QC22 How useful did you find them?

	Very useful	Rather useful	Rather not useful	Not useful at all	Don't know	Total 'Useful'	Total 'Not useful'
 LT	29%	57%	4%	5%	5%	86%	9%


QC23 Have you seen the euro advertisements in Lithuanian magazines and newspapers?

	Yes	No	Don't know
 LT	49%	45%	6%


QC24 How useful did you find them?

	Very useful	Rather useful	Rather not useful	Not useful at all	Don't know	Total 'Useful'	Total 'Not useful'
 LT	27%	57%	7%	4%	5%	84%	11%

QC25 Have you received the euro calculator?

	Yes	No	Don't know
 LT	67%	32%	1%

QC26 How useful did you find it?

	Very useful	Rather useful	Rather not useful	Not useful at all	Don't know	Total 'Useful'	Total 'Not useful'
 LT	29%	41%	12%	13%	5%	70%	25%