

**Social security & social integration**

# **ATTITUDES OF EUROPEANS TO DISABILITY**

## **EUROBAROMETER 54.2**

**Employment & social affairs**



European Commission

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A Report prepared by the  
European Opinion Research Group (EORG)  
for the Education and Culture Directorate-General

**Employment & social affairs**

**European Commission**  
Directorate-General for Employment, Industrial Relations  
and Social Affairs  
Unit EMPL/E/4

Manuscript completed in May 2001

This report is available in English, French and German. The summary is also available in English, French and German.

The contents of this publication do not necessarily reflect the opinion or position of the European Commission, Directorate-General for Employment and Social Affairs.

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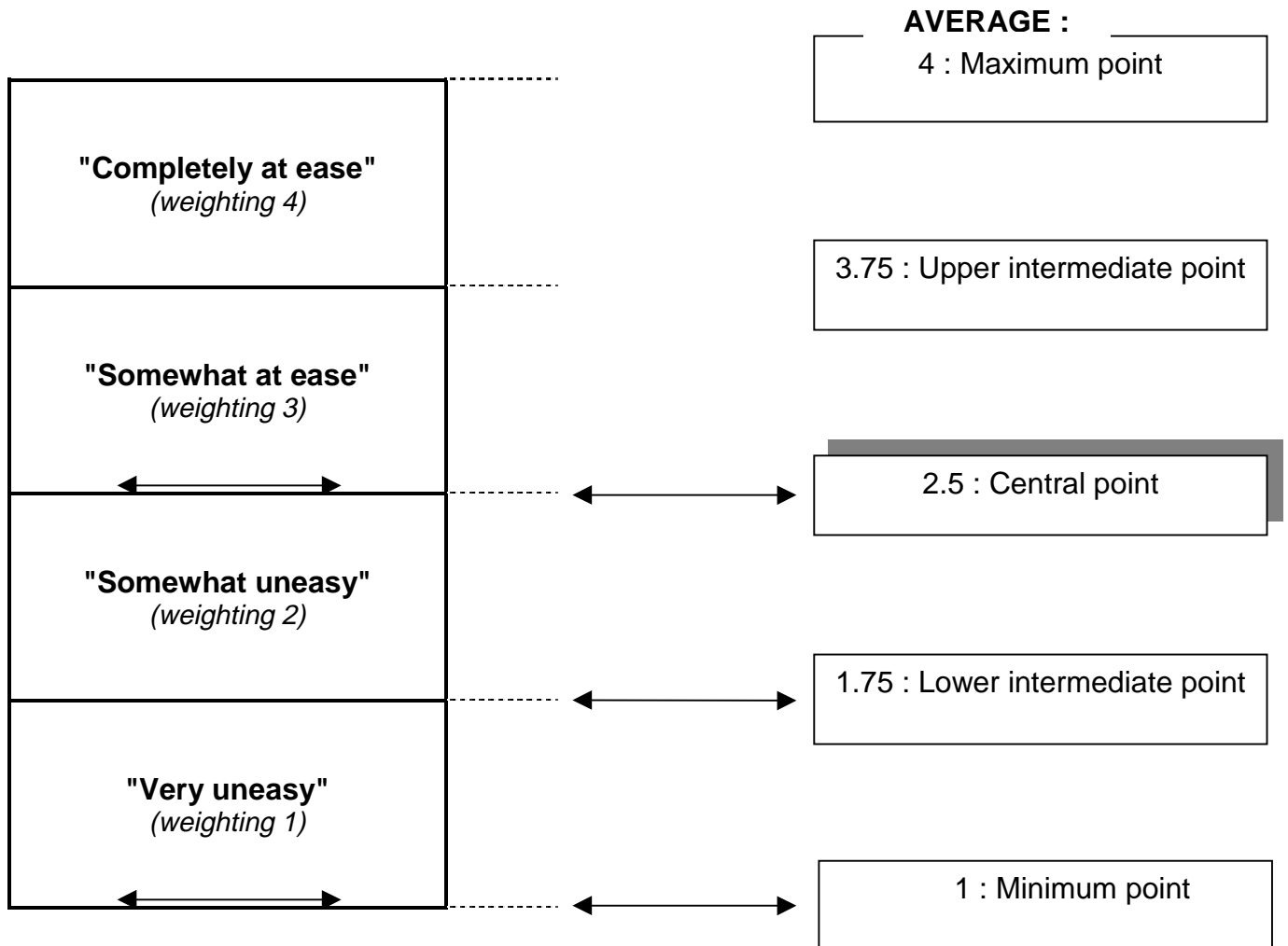
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Note for the reader : Interpretation charts

This report includes a number of questions on which respondents were asked to choose between four levels of response with weightings attached, running from 1 to 4. Since it allows averages to be calculated, this weighting system provides an instant comparison of the various countries' overall positions in relation to each other and in relation to the central point, which in this particular case is 2.5.

To allow readers to derive maximum information from the graphs and analyses based on this four-level standard weighting, the **chart** below (based on an example) shows the **different thresholds** applied in this study.

Example : Respondents are asked to state whether, in the presence of a person with a disability, they feel "completely at ease", "somewhat at ease", "somewhat uneasy" or "very uneasy". Each response carries a weighting, ranging from 1 to 4 ("very uneasy" = 1, "somewhat uneasy" = 2, etc.). The point of equilibrium is thus 2.5 ("central point") and the most marked response (in this particular example, "completely at ease") is reached when the average exceeds 3.75.



The abbreviations used in the graphs to designate the Member States are as follows :

<b>B</b>	Belgium
<b>DK</b>	Denmark
<b>D WEST</b>	<i>Old Länder</i>
<b>D TOTAL</b>	Germany
<b>D EAST</b>	<i>New Länder</i>
<b>GR</b>	Greece
<b>E</b>	Spain
<b>F</b>	France
<b>IRL</b>	Ireland
<b>I</b>	Italy
<b>L</b>	Luxembourg
<b>NL</b>	The Netherlands
<b>A</b>	Austria
<b>P</b>	Portugal
<b>FIN</b>	Finland
<b>S</b>	Sweden
<b>UK</b>	United Kingdom

One point needs to be noted regarding the distinction made between the old and the new German *Länder*, which was justified when eastern Germany was included in the list of countries covered by the Eurobarometer, in autumn 1990. This distinction has been maintained despite re-unification, since it frequently highlights clear differences of opinion between these two territories.

The abbreviation used to designate the European Union as a whole is «EU 15». The abbreviation «DK» means «Don't know».

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## INTRODUCTION

The integration of people with disabilities into society, as well as the provision of information to citizens about disabilities, are matters for which the public authorities, whether local, national or even international, bear responsibility, at least in part. Therefore, at the request of the European Commission (Education and Culture Directorate-General), the European Opinion Research Group, a consortium of agencies dealing with market surveys and public opinion surveys, comprising INRA - EUROPE and GfK *Worldwide*, conducted wave 54.2 of the STANDARD EUROBAROMETER<sup>1</sup> between 2 January and 6 February 2001.

This report, which analyses the results of this wave of surveys, is divided into five chapters:

**Chapter I** : Attitude of Europeans to persons with a disability

**Chapter II** : Access for people with disabilities to services and events

**Chapter III** : Responsibility for improving access to public places for people with disabilities

**Chapter IV** : Awareness of Europeans regarding disabilities

**Chapter V** : Europeans and the integration of people with disabilities

In each Member State, the questions in this report were put to a representative sample of the national population aged 15 and over. In total, 16 172 persons were questioned, i.e. an average of around 1 000 per Member State, except in Germany (2 000, of which 1 000 in the new Länder and 1 000 in the old Länder), the United Kingdom (1 300, of which 1 000 in Great Britain and 300 in Northern Ireland) and Luxembourg (600). The figures presented for the European Union as a whole are a weighted average of the national figures. For each Member State, the weighting used is the national population aged 15 and over as a proportion of the Community population of the same age<sup>2</sup>.

The numbering of the questions runs from 49 to 57, since the disabilities questionnaire forms part of a larger Eurobarometer covering other subjects too.

It should also be noted that the total of the percentages given in the graphs illustrating the report and in the tables forming the Annexes may exceed 100% where the respondent has the option of giving more than one answer to the same question. Similarly, the total may not add up to exactly 100%, but to a figure very close to this (for example, 99% or 101%), on account of rounding-off.

As educational systems are not uniform across the European Union it was decided to set subjective thresholds as regards level of education. The first level, "low", applies to persons who quit education by age 15 or under, while the second level, "medium" applies to those who quit between ages 16 and 19, and the third level, "high" applies to those who stayed in education beyond age 19.

The technical specifications shown in the Annex give details of all matters relating to the methodology (field dates, selection of the sample, population covered, weighting, confidence intervals, etc.). We should clarify some of the terms used in these specifications: the marginal weighting is that based on one variable, such as age or sex, whereas the crossed weighting is based on the cross-referencing of

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<sup>1</sup> The Eurobarometer surveys, or more precisely the "standard Eurobarometer surveys", have been conducted since 1973 (EB N° 0), for what was then the European Commission's Directorate-General X, now known as the Education and Culture Directorate-General. They have included Greece since autumn 1980, Portugal and Spain since autumn 1985, East Germany since autumn 1990, and Austria, Finland and Sweden since spring 1995.

<sup>2</sup> Cf. Annexed technical specifications.



two variables, e.g. age and sex. The NUTS regions are «a classification of the regions of the European Union in accordance with a three-level hierarchical structure». The Eurobarometer is weighted on the basis of the NUTS 2 regions.

The responses to the questions are all, or almost all, presented in the following way: first an analysis at the European level, presenting the question and the main results at EU-15 level (using graphs), then an analysis at Member State level, breaking down the EU-15 results by country, and finally, where appropriate, an analysis of the sociodemographic variables, emphasising the significance of one or another particular response.

\*\*\*\*\*

**CHAPTER I:  
ATTITUDE OF EUROPEANS TO PERSONS WITH A DISABILITY**

**In brief:**

- *Almost six Europeans in ten know someone in their immediate or wider circle who has a long-lasting illness, disability or infirmity.*
- *More than 5% of EU citizens regard themselves as having a disability.*
- *61% of Europeans who say they know a neighbour with a disability claim to have daily or weekly contacts with the person in question .*
- *Eight Europeans in ten feel at ease in the presence of people with disabilities.*
- *44% of respondents think that "other people" do not feel at ease in the presence of people with disabilities.*

**1 ALMOST SIX EUROPEANS IN TEN CLAIM TO KNOW SOMEONE WITH A LONG-LASTING ILLNESS, DISABILITY OR INFIRMITY**

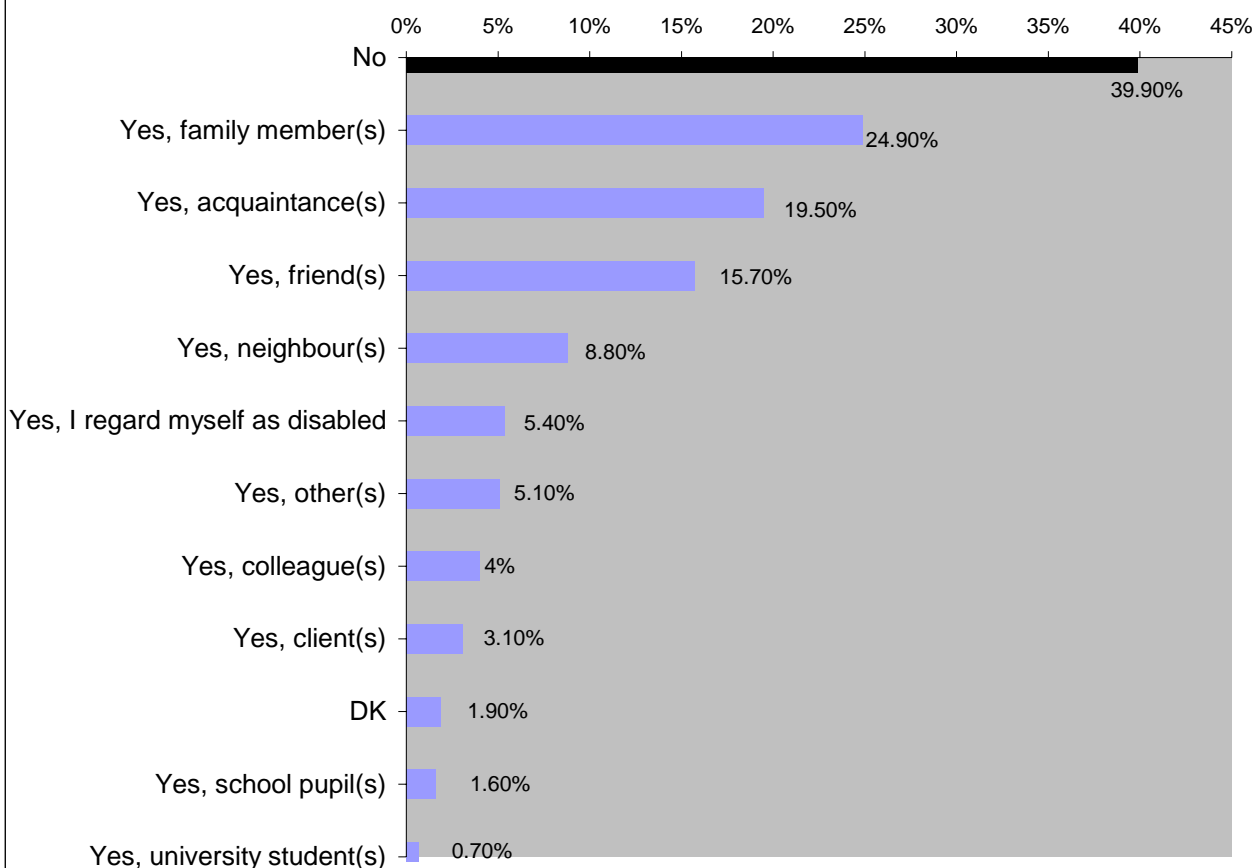
**1.1 Analysis at the European level**

To the question *"Do you personally know anyone who has any long-lasting illness, disability or infirmity that limits their activities in any way?"*, almost 40% of Europeans say they do not, and approximately 2% give no reply.

Conversely, the positive replies (which may be multiple) indicate that almost six Europeans in ten know someone of this nature in their immediate or wider circle. In descending order, the replies are as follows: a family member (25%), an acquaintance (20%), a friend (16%), a neighbour (9%), other (5%), a colleague (4%), a client (3%), a pupil at school (2%), a student at university (< 1%).

It should be noted that over 5% of Europeans regard themselves as having a disability.

**"Do you personally know anyone who has any long-lasting illness, disability or infirmity that limits their activities in any way? (IF YES) Who are they?"  
(Q.49-a, in %, figures for EU15)**



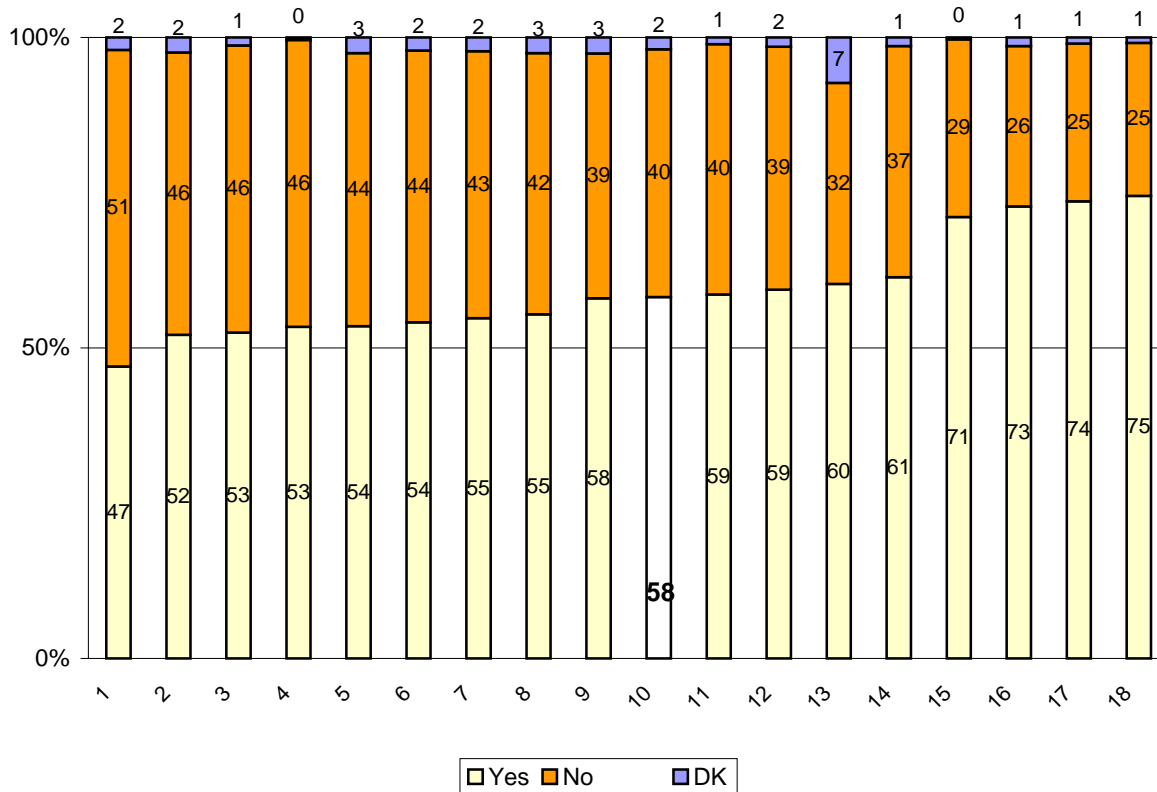
## 1.2 Analysis by country

The national analyses show three distinct groups of countries:

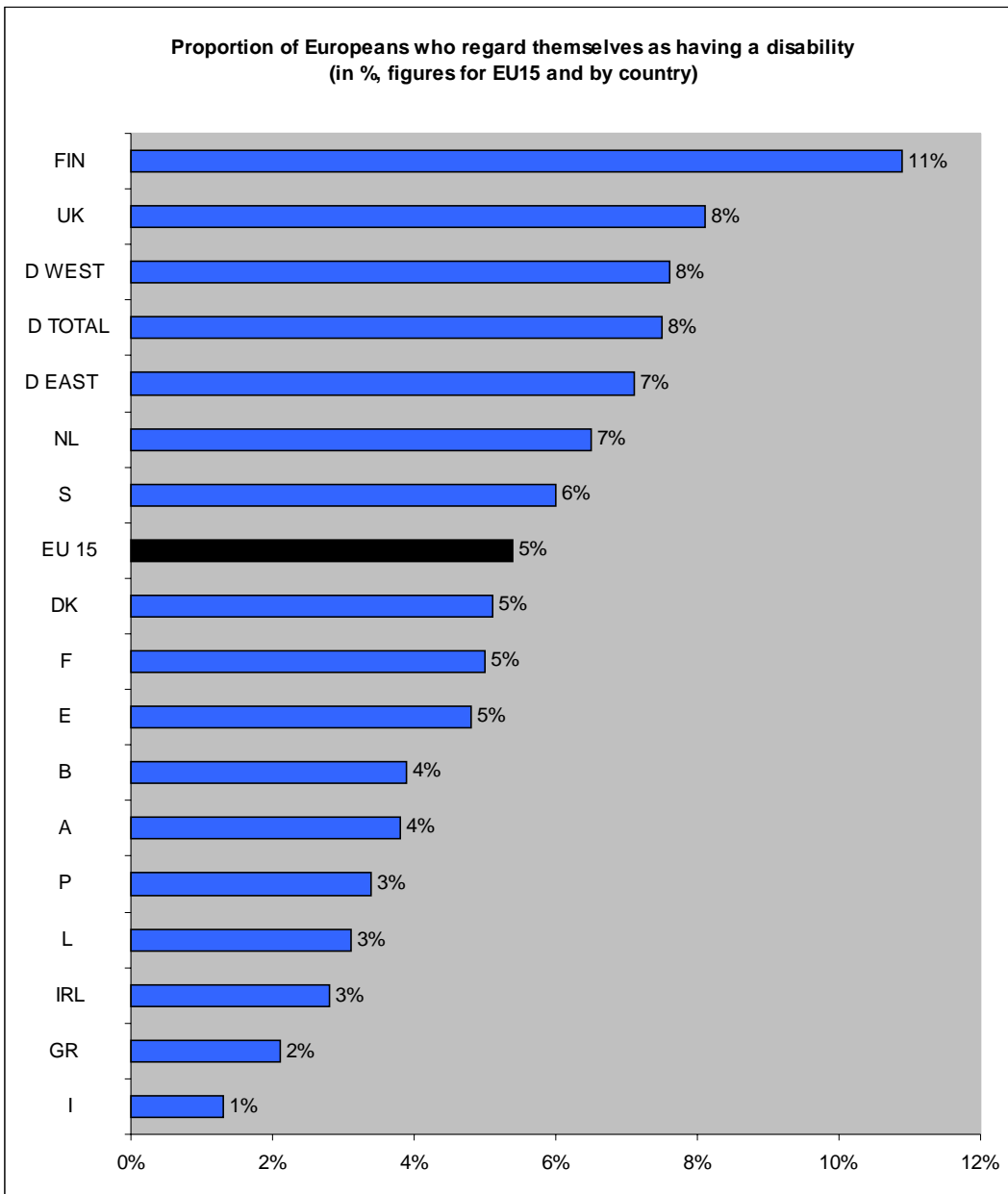
- In the first group, more than 70% claim to know at least one disabled person: Sweden (75%), Finland (74%), the Netherlands (73%) and Denmark (71%), four countries of north-western Europe.
- Italy (61%), Ireland (60%), Belgium (59%), Spain (59%) and the United Kingdom (58%) all hover around the EU-15 average of 58% claiming to know someone in their immediate or wider circle with a long-lasting illness, disability or infirmity. One feature of this second group is that more than 7% of the Irish are "don't knows", compared with the European average of just under 2%.
- In the third group, only a very small majority of respondents say they know a disabled person: Germany (55%), Austria (54%), France (54%), Portugal (53%) and Luxembourg (52%).

Greece is a case apart, with a minority of respondents (47%) claiming to know a disabled person.

**"Do you personally know anyone who has any long-lasting illness, disability or infirmity that limits their activities in any way?" (If YES) Who are they? (Q.49-a, in%, figures by country and EU15)**



As regards the proportions of Europeans regarding themselves as disabled, the situation varies widely from country to country. At the upper end of the scale are Finland (11%), the United Kingdom (8%), Germany (8%), the Netherlands (7%) and Sweden (6%). The EU-15 average is 5%. The lower end of the scale comprises Denmark (5%), France (5%), Spain (5%), Belgium (4%), Austria (4%), Portugal (3%), Luxembourg (3%), Ireland (3%) and Greece (2%). Italy brings up the rear with just a little over 1%.



### 1.3 Analysis by sociodemographic variables

The following sociodemographic categories are significantly more likely to claim not to know any disabled persons: men, 15-24 year-olds, students and the unemployed. In contrast, the self-unemployed, managers and the retired are the most likely to claim to know a disabled person. In terms of incomes, the majority of those on the highest incomes claim to know disabled persons. As regards age, the pattern seems to be that those most engaged in working life are the most likely to claim to know disabled persons: the rate rises from 50% of 15-24 year-olds to 56% of 25-39 year-olds and still higher to 64% of 40-54 year-olds, then falling back to 60% for the over-55s.

## 2 FREQUENCY OF CONTACTS WITH PERSONS WITH A DISABILITY

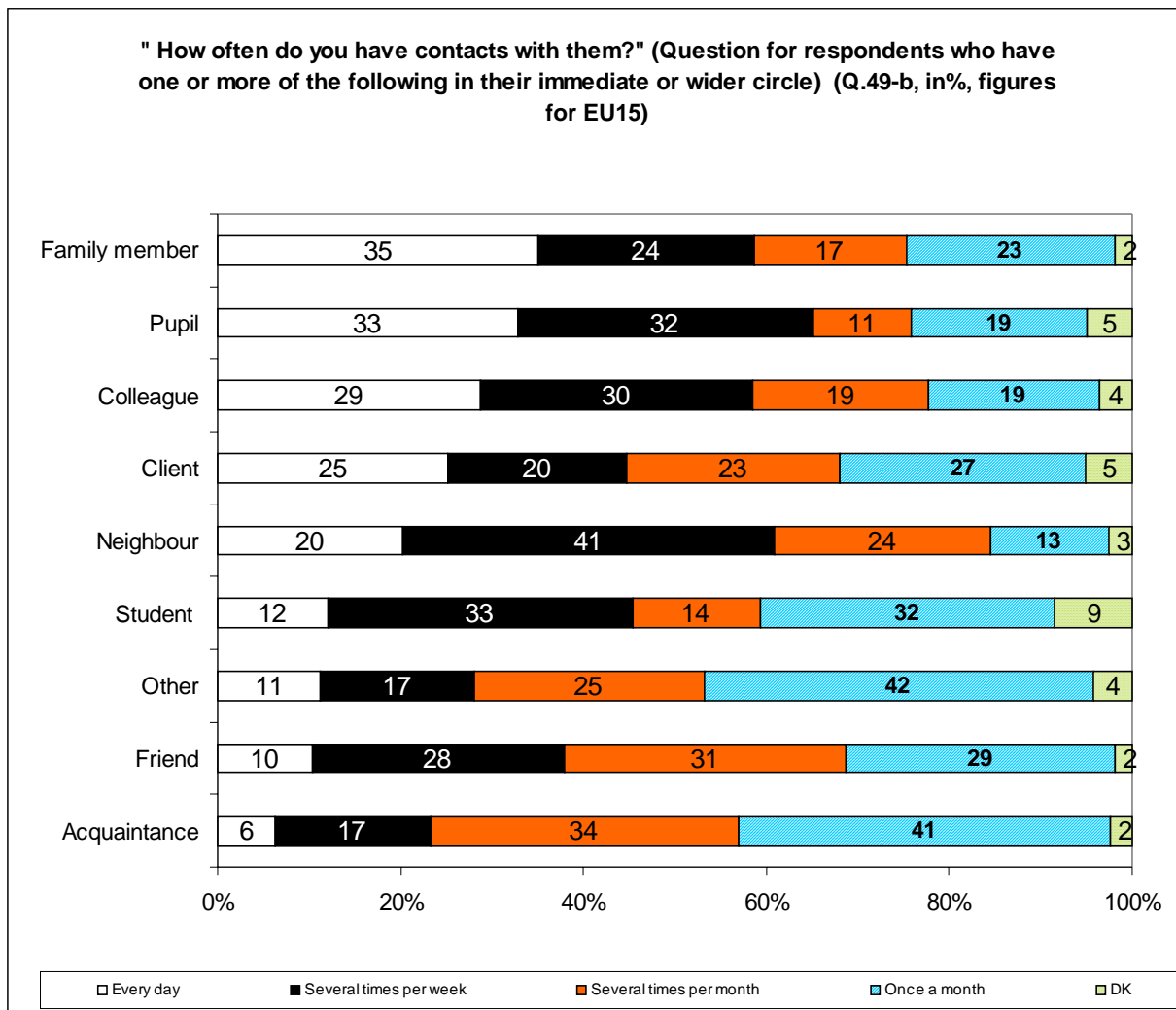
### 2.1 Analysis at European level

Those who, in answer to the first question, claimed to know "anyone who has any long-lasting illness, disability or infirmity that limits their activities in any way" were then asked to state how often they had contacts with the individual(s) in question.

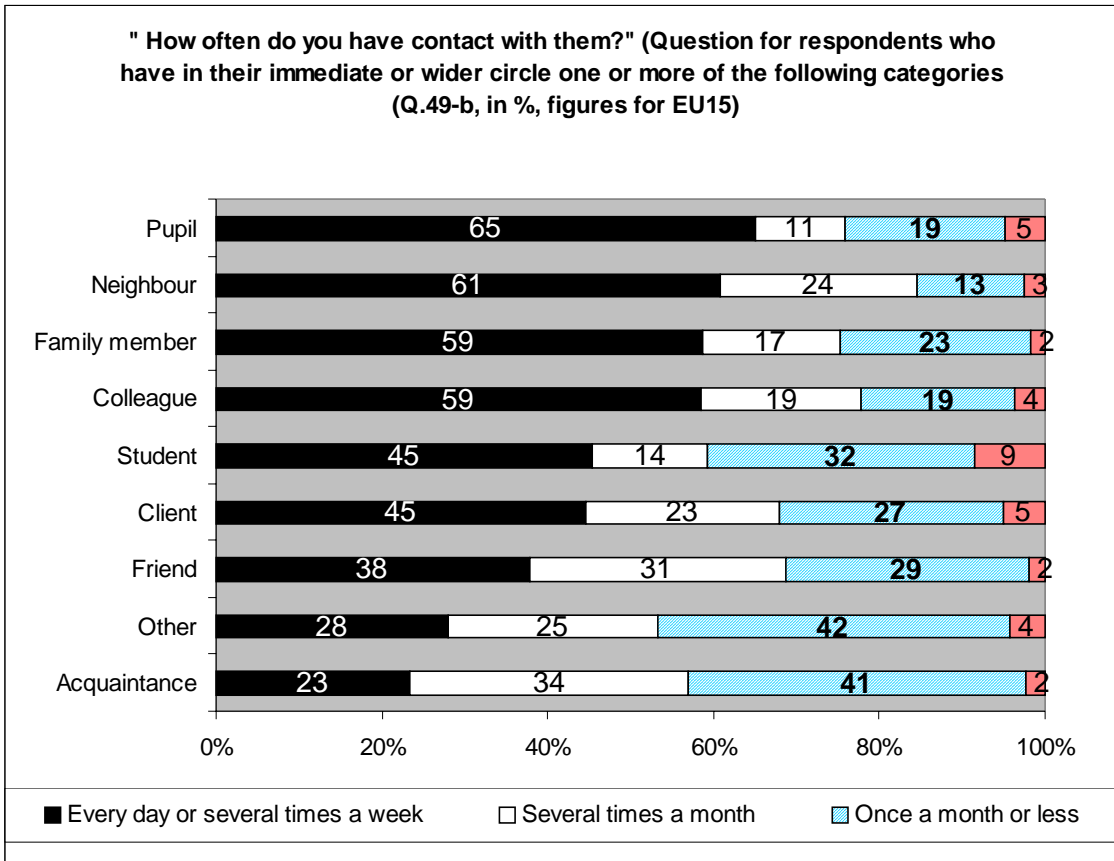
35% of those with a disabled family member are in daily contact with that person, this figure rising to 58% if we combine the answers "every day" and "several times per week". Contact "every day" remains above 25% with regard to "pupils" (33%), "colleagues" (29%) and "clients" (25%).

Six Europeans in ten who claim to know a neighbour with a disability say they have contacts with that person every day or several times per week.

The lowest frequencies of "contact every day" are in respect of "students" (12%), "other" (11%), "friends" (10%) and "acquaintances" (6%).



The table below shows the responses "every day" and "several times per week" combined. Note in particular that the percentage is a high 65% for the category "pupils". The percentage is below 50% for the following categories: "students" (45%), "clients" (45%), "friends" (38%), "other" (28%) and "acquaintances" (23%).



## 2.2 Analysis by country

To give us a constant indicator allowing comparisons to be made between countries we will keep the "cumulative frequency" criterion (i.e. the combined total of the responses "every day" and "several times per week").

### 2.2.1 If it is a family member who has a disability

The United Kingdom has the highest "cumulative frequency" of contacts if it is a family member who has a disability, with a score of 72%. The EU average is 59%, above which we find Germany (59.4%), Italy (61%), Portugal (63%), Ireland (63%), Greece (67%) and Spain (67%).

Below the EU-15 average but above the arithmetic mean, the following all have fairly similar response rates: Austria (57%), Sweden (55%), Luxembourg (55%), Belgium (54%) and Finland (53%).

Finally, three countries stand out markedly from the rest at below 50%: Denmark (49.7%), France (44%) and the Netherlands (36%).

### 2.2.2 If it is a friend who has a disability

Spain and Portugal have the highest "cumulative frequency" of contacts if it is a friend who has a disability (both 56%).

Slightly above the EU-15 average of 38% are Greece (42%), Ireland (41%), Italy (39%) and the United Kingdom (39%). The corresponding figures for Germany, Denmark, Luxembourg, France, Austria, Finland and Sweden range, in descending order, from 37% (Germany) to 30% (Sweden).

Below this level are the remaining two countries: the Netherlands (24%) and Belgium (22%).

### **2.2.3 If it is an acquaintance who has a disability**

Again, Portugal (34%) and Spain (33%) have the highest "cumulative frequency" of contacts if it is an acquaintance who has a disability, well above the EU-15 average of 23%. Luxembourg, Greece, the United Kingdom and Austria form a second group (scoring between 26% and 30%). Italy (24%) and France (23%) are around the EU average. A final group with fairly similar figures comprises Germany (20%), Belgium (19%), Denmark (18%), Finland (17%), Sweden (17%), Ireland (16%) and the Netherlands (15%).

### **2.2.4 If it is a neighbour who has a disability**

The EU-15 average is 61%, with much smaller variations between countries than in the previous cases. Above the average are Germany, the United Kingdom, Portugal, the Netherlands, Greece, France and Spain, with values ranging from 62% to 60%. Below the average are Belgium (53%), Finland (52%), Ireland (51%), Luxembourg (46%), Italy (45%), Sweden (44%), Denmark (44%) and Austria (42%).

### **2.2.5 If it is a colleague who has a disability**

Well above the EU-15 average of 59% are the United Kingdom (79%) and Greece (78%). All the other Member States are within ten points of the average, with the exceptions of France (45%) and Luxembourg (45%).

### **2.2.6 If it is a client who has a disability**

The variations between countries are extremely wide in this case, values ranging from 20% for Spain to 78% for the United Kingdom.

Leading the list are the United Kingdom (78%) and Portugal (74%), followed by Denmark (63%) and Finland (62%). Then comes Belgium (54%), followed by six Member States with scores within five points of the EU-15 average: the Netherlands (47%), Ireland (47%), Luxembourg (45%), Germany (45%), France (44%) and Italy (41%).

Four countries bring up the rear: Austria (31%), Sweden (29%), Greece (23%) and Spain (20%).

### **2.2.7 If it is a school pupil who has a disability**

65% of Europeans who know a disabled school pupil claim to be in daily or weekly contact with the individual in question. Again, the average conceals wide national variations: leading the list are Portugal (91%), Italy (84%) and the United Kingdom (83%); then come Belgium, France and Spain, at just a few points above the EU average, followed by the Netherlands, Germany, Ireland, Greece, Finland and Luxembourg at between five and ten points below the average. And finally, below the 50% level are Sweden (48%), Denmark (46%) and Austria (44%).

### **2.2.8 If it is a university student who has a disability**

45% of those who claim to know a disabled student say they have daily or weekly contact with the individual in question. The variation between countries could not be bigger, the values ranging from 100% for Luxembourg to 0% for Greece and Spain. Between these two extremes, four groups of countries can be discerned: the first group has values below 30% (Austria, Finland, France); the second group lies around the EU-15 average of 45% (Italy, Sweden, Denmark, the Netherlands); the third group lies around 60% (Belgium and Germany); and the top group comprises the United Kingdom (74%), Ireland (79%), Portugal (90%) and Luxembourg (100%).

### **2.2.9 If it is some other category of person who has a disability**

28% of those Europeans who claim to know a disabled person not fitting into one of the category described above say they have daily or weekly contact with the individual in question. Below this average are Finland (7%), Ireland (18%), Germany (21%), Italy (22%) and Belgium (22%); then come



Spain, Austria, Sweden and Greece, all within around three points of the EU average; then Portugal (38%), Luxembourg (41%), France (42%), the Netherlands (42%) and Denmark (43%); and finally, topping the response chart, the United Kingdom with 49%.

### **2.2.10 Conclusions of the analysis by country**

Analysing the recurrences in the responses to the above questions, we can try to sort the Member States into groups. The sorting criterion will be whether the majority of responses are above or below the EU average.

Portugal and the United Kingdom are the only two countries whose results are systematically above the EU average (9 results out of 9).

Similarly, Spain, Greece and Italy are usually above the EU average (5 or 6 results out of 9). These countries of southern Europe (along with Portugal too) show real homogeneity in their responses. In these countries, when someone knows a disabled person, the frequency of contacts with that individual is, on average, higher than in the rest of the European Union.

Next comes a group of countries of north-western Europe which stick close to the EU average: Germany, Ireland, Luxembourg, Belgium and the Netherlands.

The majority of the results for Denmark, Austria and France are below the EU average, emphasising that the frequency of daily or weekly contact with disabled persons is lower in these countries than in the rest of the Union.

Finally, two Nordic countries, Sweden and Finland, stand out markedly from the rest of the Member States, with results virtually always below the EU average (8 results out of 9).

## **2.3 Analysis by sociodemographic variables**

On average, taking the 9 categories of disabled persons listed above (points 2.2.1 to 2.2.9), the cumulative (i.e. daily + weekly) frequency of contacts with them is highest among students, women, 15-24 year-olds, manual workers and low earners. Conversely, those who have the lowest frequency of contacts with these disabled persons are those who stayed in education until age 20 or over, men, the over-55s, the retired and the highest earners.

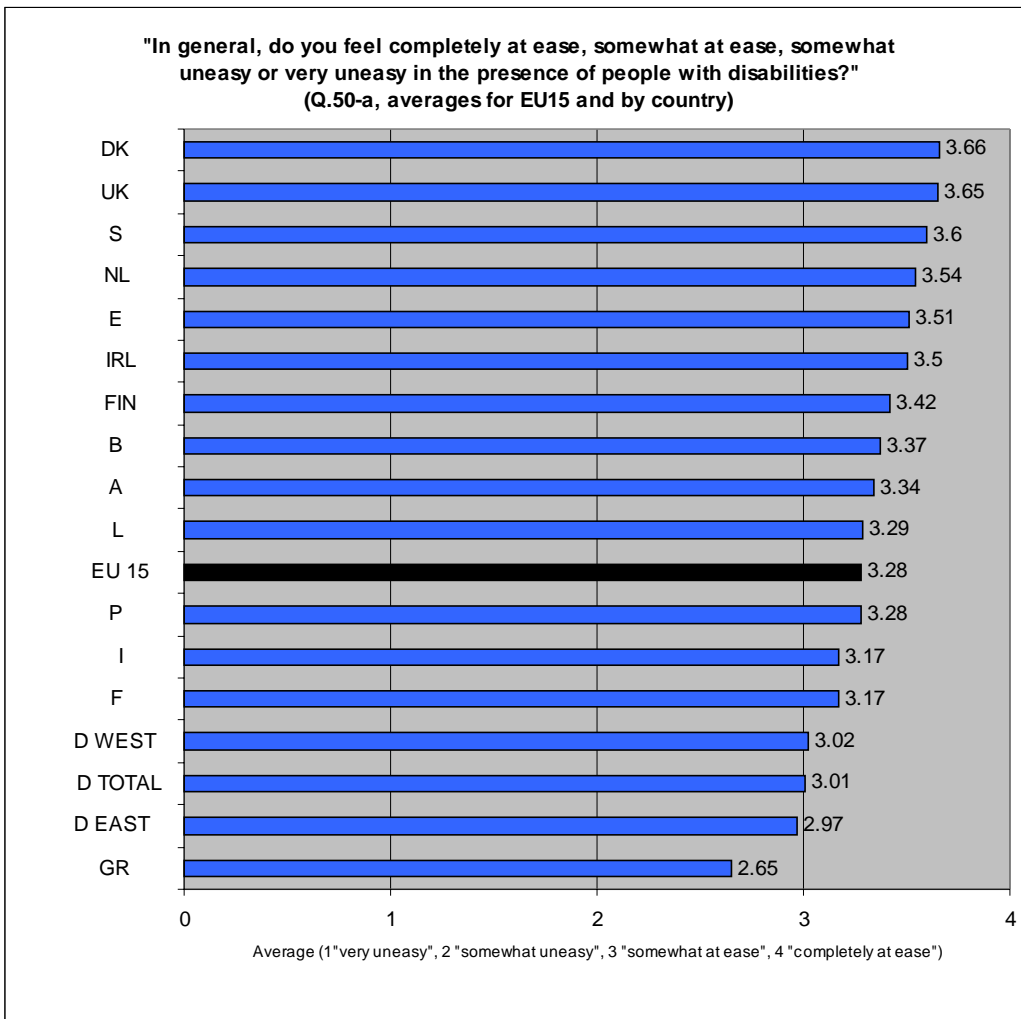
## **3 EIGHT EUROPEANS IN TEN FEEL AT EASE IN THE PRESENCE OF PEOPLE WITH DISABILITIES**

### **3.1 Analysis at European level**

Respondents were asked to say whether they felt at ease or uneasy in the presence of people with disabilities.

They were given the choice of four levels of answer, namely "completely at ease", "somewhat at ease", "somewhat uneasy" and "very uneasy", to which weights were assigned, ranging from 4 to 1 (*Please see the interpretation chart on page 6 of this report*).

The EU-15 average is 3.28, indicating that Europeans on balance feel very much at ease in the presence of people with disabilities.



### 3.2 Analysis by country

Before we begin, it should be noted that all countries' scores are above the central point (2.5), thus indicating that in all Member States people generally feel at ease in the presence of persons with a disability.

The countries where people feel most at ease in the presence of persons with a disability are Denmark, the United Kingdom, Sweden, the Netherlands, Spain and Ireland, the average score for each of these countries being at least 3.5.

Between the "3.5"s and the EU-15 average of 3.28 we find a second group of countries: Finland (3.42), Belgium (3.37), Austria (3.34), Luxembourg (3.29) and Portugal (3.28), where the public also claim to be "completely at ease". Italy (3.17) and France (3.17) come close behind, falling into the category "somewhat at ease".

Finally, at the lower end of the scoring scale come Germany with 3.01 (2.97 for East Germany) and, most noticeably, Greece (2.65).

### 3.3 Analysis by sociodemographic variables

Of all the sociodemographic groups considered, it is those who stayed in education until age 20 or above who feel most strongly "at ease" when in the presence of persons with a disability. Women, the 40-54 age-group, manual workers, managers, the self-employed and the highest earners also consider themselves to be more at ease than the European average. In contrast, those who feel least "at ease"

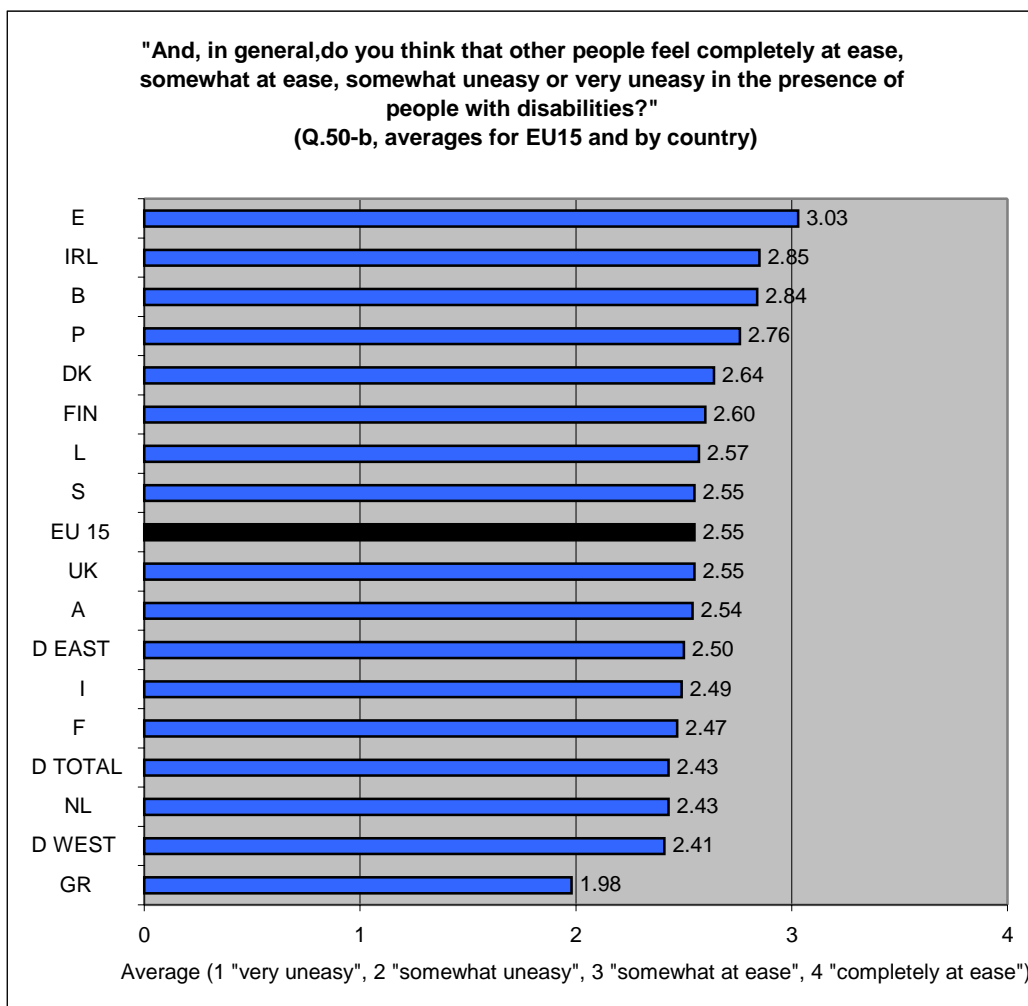
in their relationships with disabled persons are students, men, the 15-24 age-group, the unemployed and the lowest earners.

#### 4 MORE THAN 40% OF EUROPEANS THINK THAT OTHER PEOPLE FEEL UNEASY IN THE PRESENCE OF PEOPLE WITH DISABILITIES

##### 4.1 Analysis at European level

After being asked how at ease or how ill at ease they personally feel in the presence of people with disabilities, respondents were then asked to say how they think "other people" feel in the same situation. The question appears to have been sufficiently destabilising to cause a drop of roughly 0.7 points in the EU-15 average rating, from 3.28 to 2.55.

The EU-15 average now lies only just above the central point (2.5). But the rating, corresponding to "somewhat at ease", conceals wide contrasts between countries.



##### 4.2 Analysis by country

Only Spain scores higher than the "3" mark, at 3.03 (compared with 3.51 for the preceding question), thus continuing to show quite a high level of feeling "at ease".

Then come Ireland, Belgium, Portugal, Denmark, Finland, Luxembourg, Sweden and the United Kingdom, with average scores between the "3" mark and the EU-15 average of 2.55. Just below the EU-15 average comes Austria (2.54), still just within the "somewhat at ease" category.

Italy, France, Germany and the Netherlands score a little below the central point of 2.5, indicating that they tend to think "other people" feel a certain amount of unease in the presence of people with disabilities.

At the bottom of the scale, Greece, with a score of 1.98, scores even lower than it did for the preceding question (2.65).

### **4.3 Analysis by sociodemographic variables**

The responses are relatively homogeneous across all the sociodemographic groups, with no major differences apparent according to social class, professional status, sex, age or education.

## CHAPTER II : ACCESS FOR PEOPLE WITH DISABILITIES TO SERVICES AND EVENTS

### **In brief:**

- *88% of Europeans think that access to public transport is difficult for blind people (54% think it is "very difficult" and 34% "fairly difficult").*
- *59% of respondents think that access to schools or universities is difficult for deaf people.*
- *85% of Europeans think that access to public transport is difficult for physically disabled people.*
- *Almost three Europeans in four think that access to public services (including public transport) is difficult for intellectually disabled people.*
- *76% of respondents think that access to a selection of seven "standard" public services and events is difficult for blind people (average calculated on the basis of the cumulative responses "very difficult" and "fairly difficult" for each of these services and events); the corresponding figures are 73% for the intellectually disabled, 71% for the physically disabled and 54% for the deaf.*
- *57% of Europeans think that access to public places for people with disabilities has improved over the last ten years.*

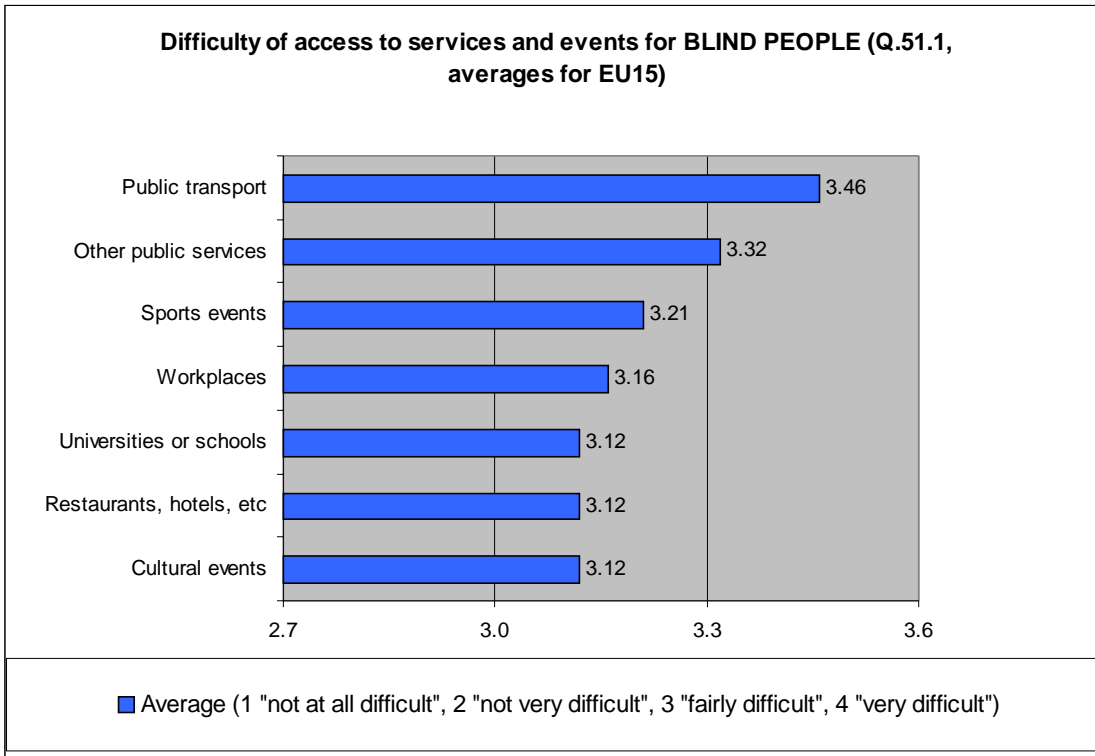
Respondents were asked to answer the following question: "For each of the following groups [*blind people; deaf people; physically disabled people; intellectually disabled people*] do you think that, generally speaking, access to [*public transport; other public services; restaurants, hotels, etc.; university or school; workplace; sports events; cultural events*] is very difficult, fairly difficult, not very difficult, or not at all difficult?" The replies to this "multiple" question are analysed in points 1 to 4 of this Chapter. Point 5 analyses Europeans' views on whether access to services and events for people with disabilities has improved (or not) over the last ten years.

## **1 ACCESS FOR BLIND PEOPLE**

### **1.1 Analysis at European level**

European public opinion overwhelmingly believes that access to services (both public and occupational) and events is "very difficult" for blind people. The average scores in all cases are above the "3" mark. Europeans seem to be particularly critical of the great difficulties blind people face in obtaining access to public transport (3.46) and other public services (3.32), as well as sports events (3.21).

With an average score of approximately 3.1, access for blind people to workplaces, school/university, restaurants/hotels and cultural events is generally rated "fairly difficult".

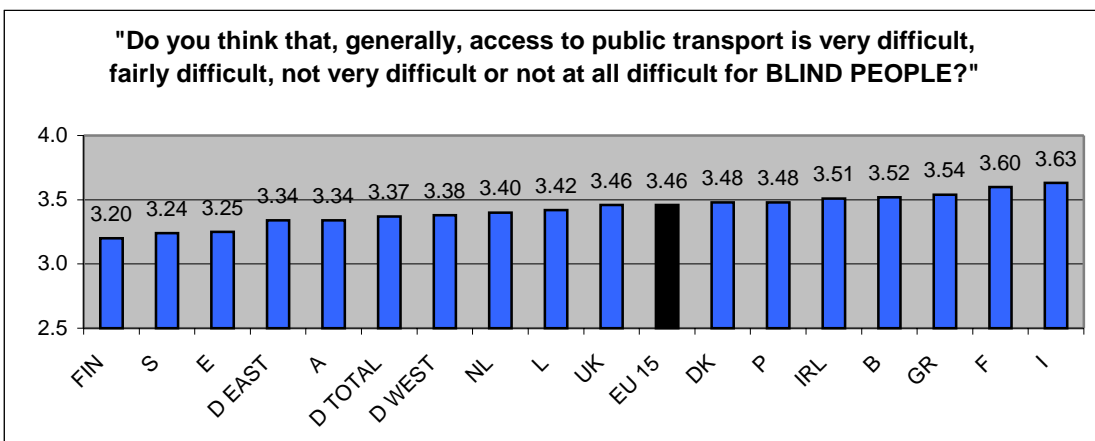


## 1.2 Analysis by country

### 1.2.1 Access to public transport

The EU-15 average is 3.46, corresponding to a general rating of "very difficult". The span is from 3.20 for Finland to 3.63 for Italy.

With scores above the "3.3" mark, 12 countries rate access to public transport for blind people as being "very difficult". Only Spain, Sweden and Finland post average scores of 3.25 or below, corresponding to a rating of "fairly difficult".

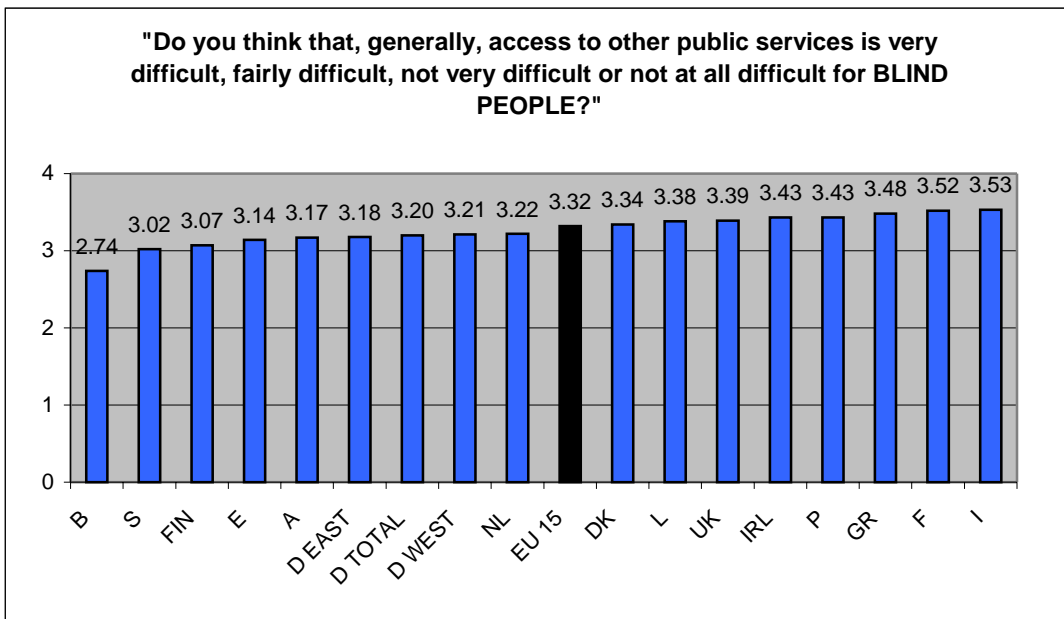


### 1.2.2 Access to other public services

Concealed within the EU-15 average rating of 3.32 (i.e. "very difficult"), the range of national scores is narrower than for the previous question.

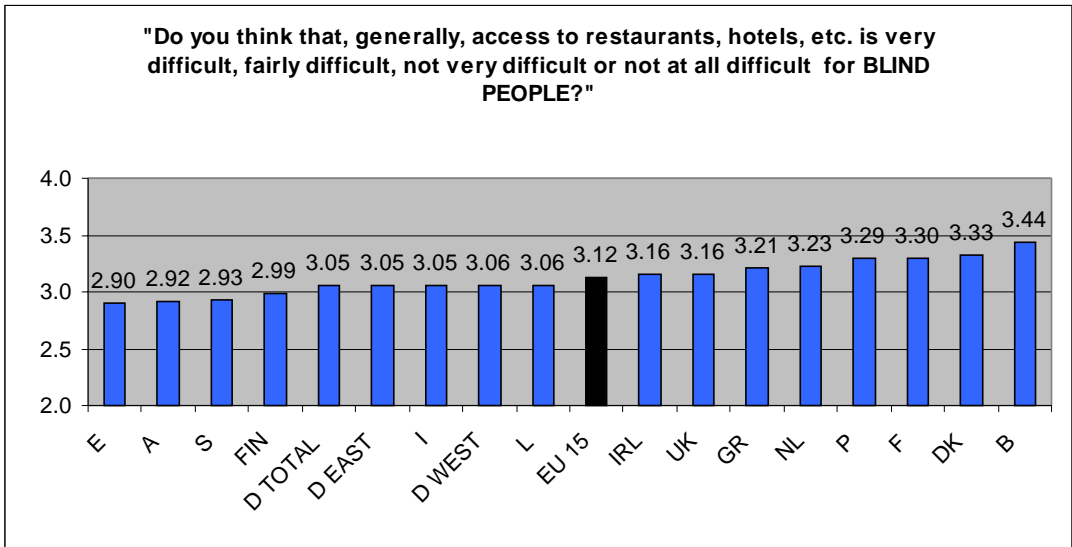
Belgium is at one end of the scale with an average of 2.74, while Italy (again) is at the other with an average of 3.53. Despite this relative homogeneity, two separate groups of countries can be distinguished:

- those with a score above the EU-15 average: Italy, France, Greece, Portugal, Ireland, United Kingdom, Luxembourg and Denmark, where the general opinion is that access to "other public services" is "very difficult";
- those with a score below the EU-15 average: the Netherlands, Germany, Austria, Spain, Finland, Sweden and Belgium, which consider access to be "fairly difficult".



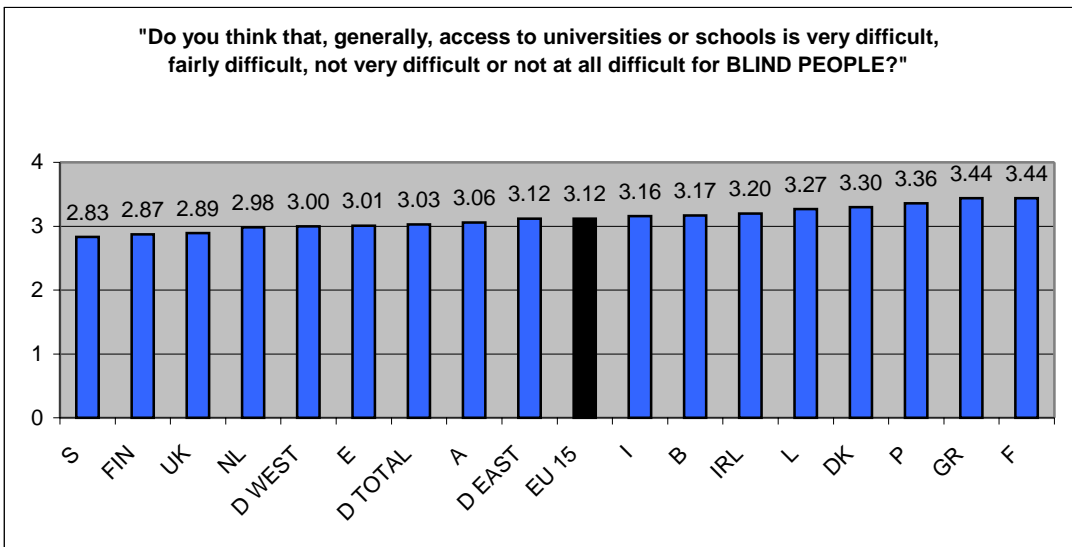
### 1.2.3 Access to restaurants, hotels, etc

The majority of Europeans rate access to restaurants, hotels, etc. for blind people as "fairly difficult" (3.12). Belgium (3.44), Denmark (3.33), France (3.3) and Portugal (3.29) are the most critical, rating conditions of access as "very difficult". The average scores for all the other countries are above the central point of 2.5, ranging from 2.9 (Spain) to 3.23 (the Netherlands), corresponding to a rating of "fairly difficult".



#### 1.2.4 Access to schools or universities

On the question of access to education (school or university) for blind people, the public is again critical. The majority of Europeans rate such access as "fairly difficult" (3.12). Five countries rate it "very difficult": France (3.44), Greece (3.44), Portugal (3.36), Denmark (3.3) and Luxembourg (3.27), while the others are all close to the EU average, ranging from 2.83 for Sweden to 3.2 for Ireland.

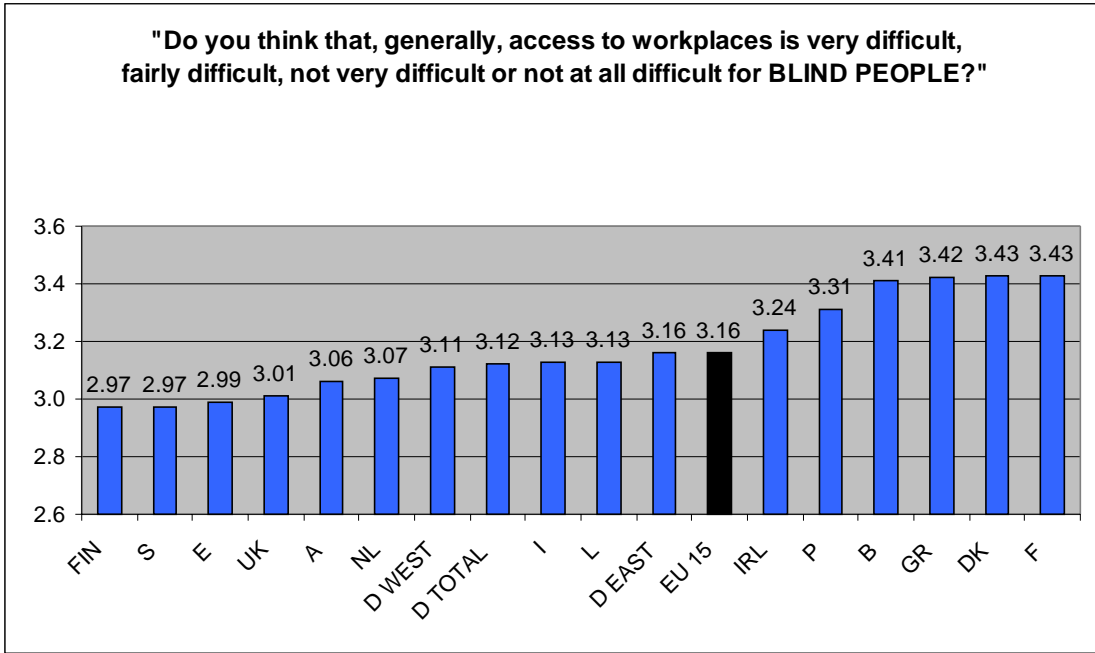


#### 1.2.5 Access to workplaces

While public opinion is, on average, fairly negative regarding conditions of access to workplaces for blind people (3.16), the Member States can be divided into three groups according to the severity of their opinions:

- a first group of countries (France, Denmark, Greece, Belgium and Portugal) has scores between 3.3 and 3.4, reflecting a very negative opinion on this subject;
- a second group (Luxembourg, Italy, Germany, the Netherlands, Austria) has scores within approximately 0.1 of the EU-15 average, reflecting a fairly negative opinion;
- Finland (2.97), Sweden (2.97), Spain (2.99) and the United Kingdom (3.01) offer slightly less negative responses, albeit still above the central point (2.5).



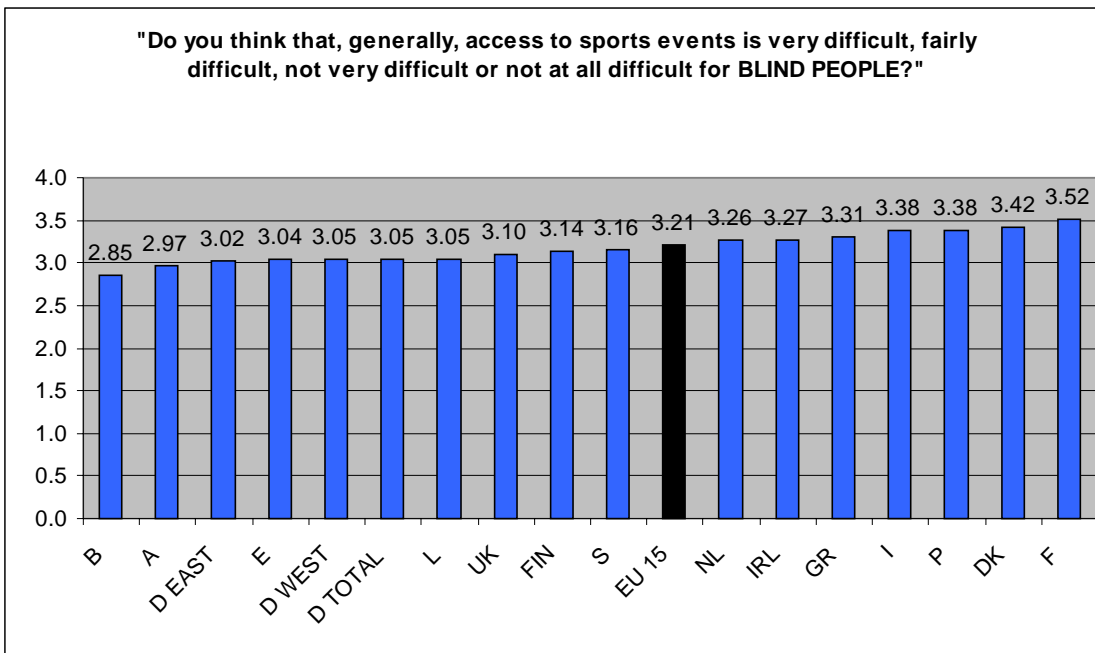


### 1.2.6 Access to sports events

European opinion rates access to sports events for blind people as at best "fairly difficult" and at worst "very difficult", with an average EU-15 score of 3.21, just below the "3.25" mark.

All the Member States score well above the central point (2.5). Seven countries consider access conditions to be "very difficult": France (3.52), Denmark (3.42), Portugal (3.38), Italy (3.38), Greece (3.31), Ireland (3.27) and the Netherlands (3.26).

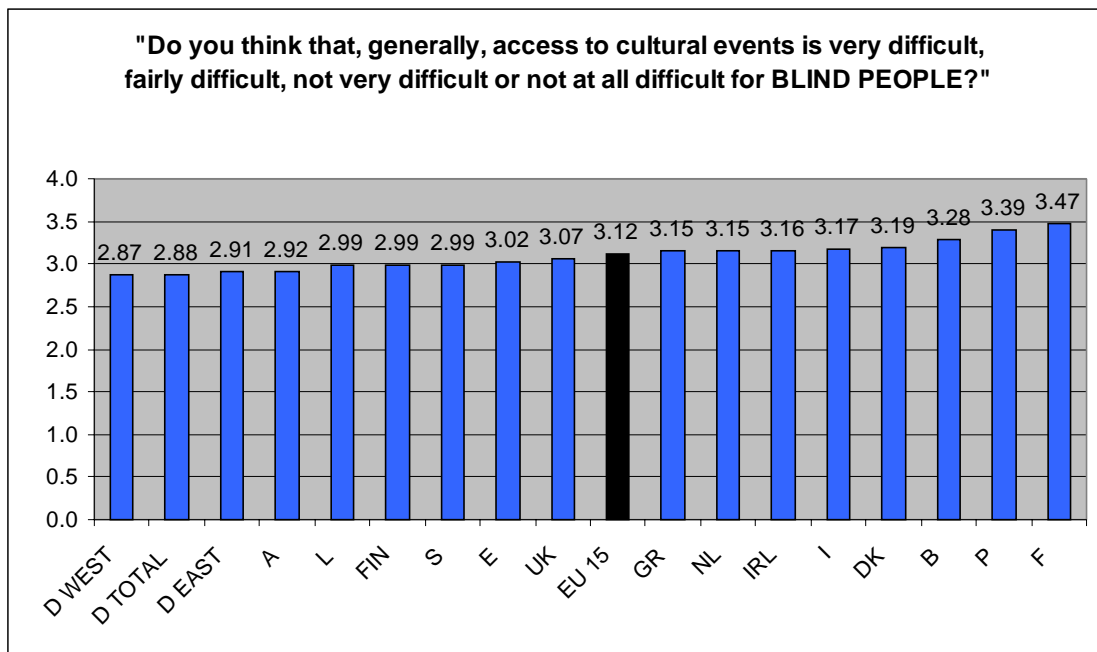
Below this level, the remaining Member States all rate access as "fairly difficult", the averages ranging from 2.85 for Belgium to 3.16 for Sweden.



### 1.2.7 Access to cultural events

The average European's view on ease of access to cultural events for blind people is firmly negative (EU-15 average of 3.12).

Belgium, Portugal and France all consider access to be "very difficult" (averages ranging from 3.28 to 3.47). All the other Member States has average scores well above the central point (2.5), reflecting a rating of "fairly difficult".



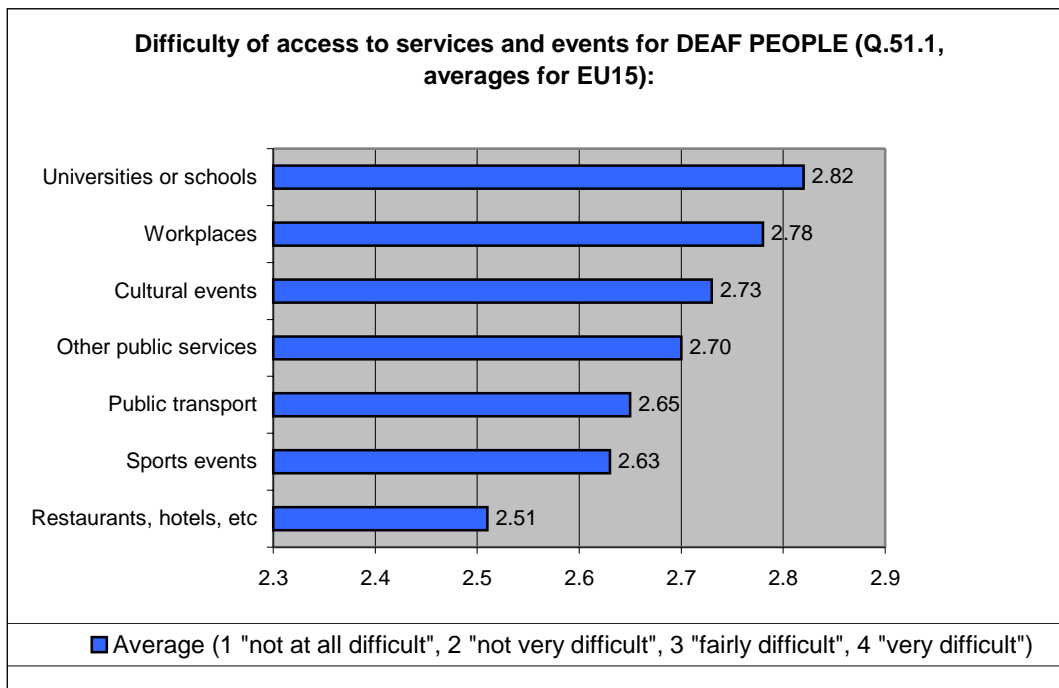
### 1.3 The sociodemographic variables

The sociodemographic analysis concerning ease of access for disabled persons to services and events is presented at point 4.4 of this Chapter.

## 2 ACCESS FOR DEAF PEOPLE

### 2.1 Analysis at European level

Once again, European public opinion generally considers access to services and events for the hearing-impaired to be difficult, with respondents expressing a negative view in respect of each of the services or events mentioned in the questionnaire. With average scores of 2.7 or above, four services or events are rated particularly critically as regards ease of access (universities/schools, workplaces, cultural events, other public services). European opinion is slightly less critical as regards ease of access to public transport and sports events (2.6). Only the question of access to restaurants and hotels receives a relatively neutral response (2.51).



## 2.2 Analysis by country

### 2.2.1 Access to public transport

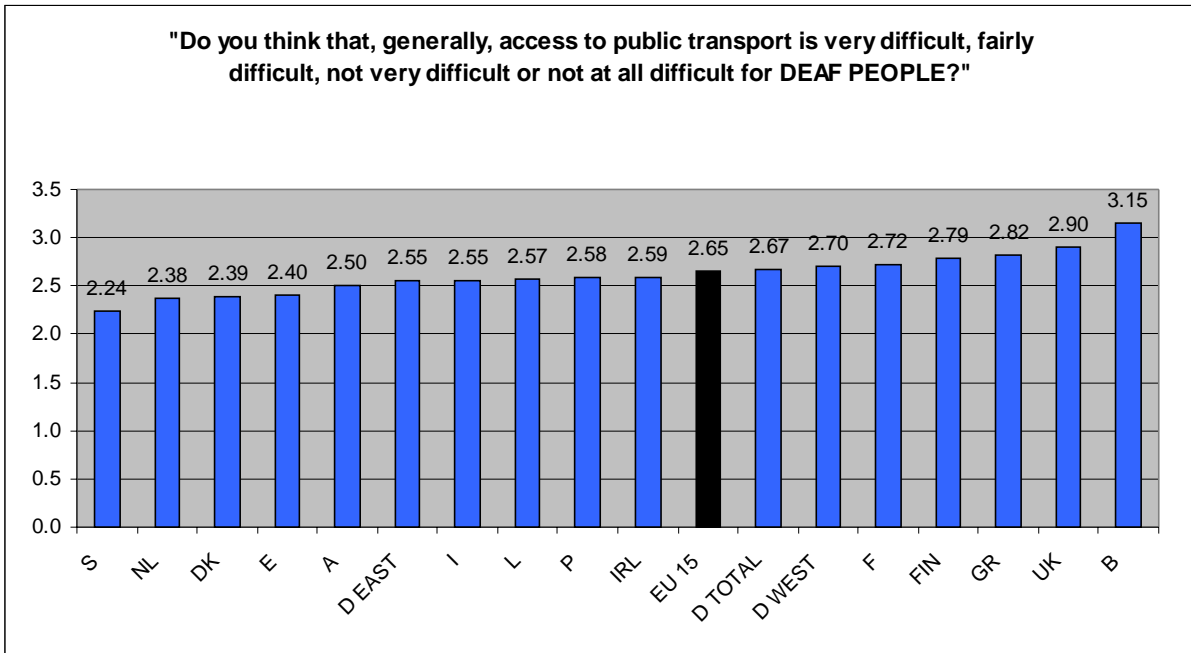
The first point to note on this first question is the fairly wide divergence of scores, ranging from 2.24 for Sweden (access "not very difficult") to 3.15 for Belgium (access "fairly difficult").

The EU-15 average (2.65) represents a general rating of "fairly difficult".

At the lower end of the scale, four countries consider that access to public transport for deaf people is "not very difficult": Sweden (2.24), the Netherlands (2.38), Denmark (2.39) and Spain (2.4). One Member State posts a totally neutral score: Austria (2.5).

At the upper end of the scale lie Belgium (3.15), the United Kingdom (2.9) and Greece (2.82).

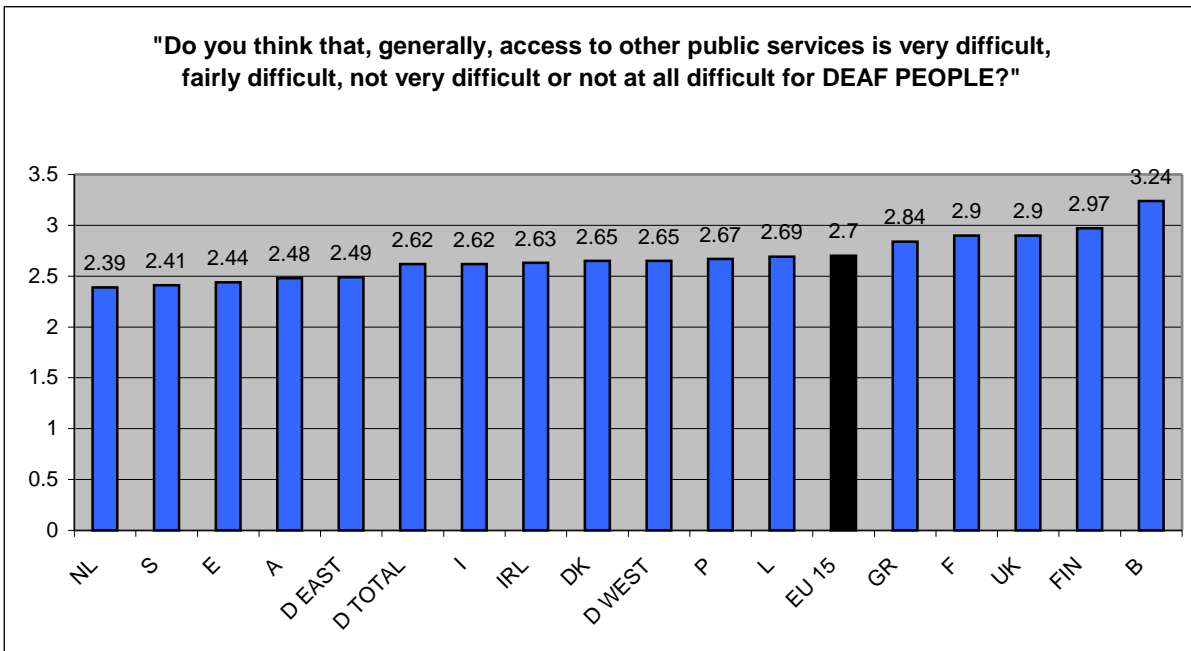
Between these two groups lie Italy, Luxembourg, Portugal, Ireland, Germany, France and Finland, all of which post average scores to within approximately 0.1 point of the EU average.



### 2.2.2 Access to other public services

In ascending order, the following five countries post scores above the EU average of 2.7: Greece (2.84), France, the United Kingdom, Finland and Belgium (3.24). Below the EU average of 2.7, but above the central point (2.5), we find a group of countries with scores around 2.6: Germany, Italy, Ireland, Denmark, Portugal and Luxembourg.

Only in four countries does a majority consider access to "other public services" for deaf people to be "not very difficult": the Netherlands (2.39), Sweden (2.41), Spain (2.44) and Austria (2.48).

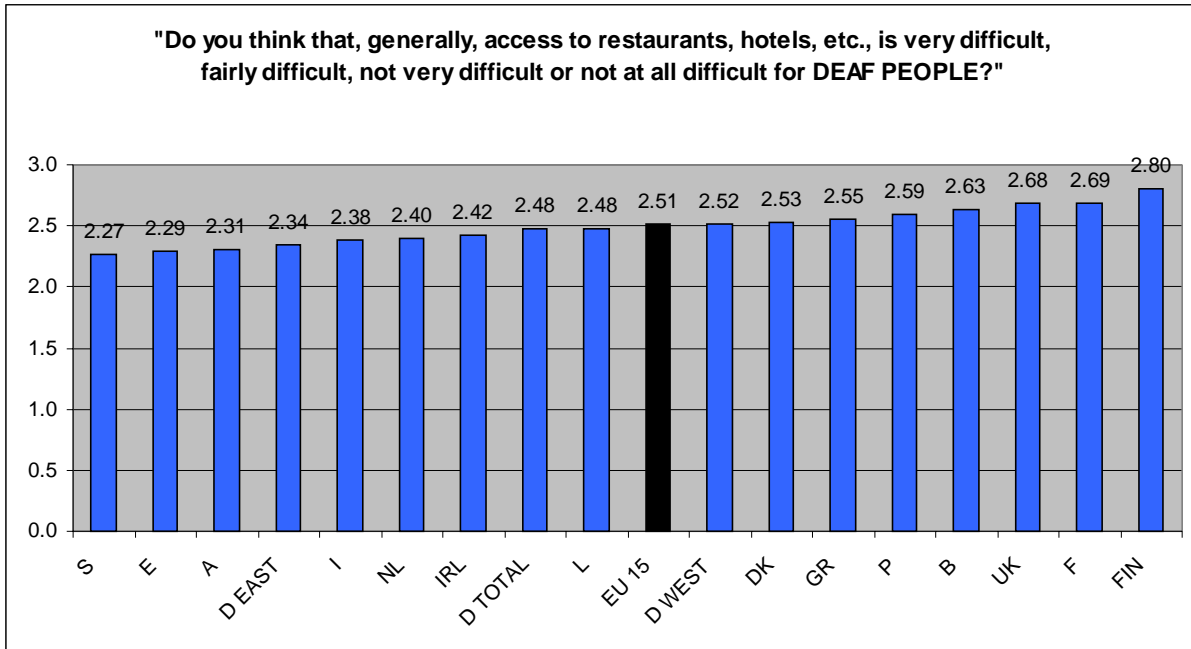


### 2.2.3 Access to restaurants, hotels, etc

The EU-15 average of 2.51 coincides with the central point (2.50), this question seeming to elicit a less critical response than the previous ones. Seven countries score above the central point, in ascending

order these being Denmark (2.53), Greece, Portugal, Belgium, the United Kingdom, France and Finland (2.8).

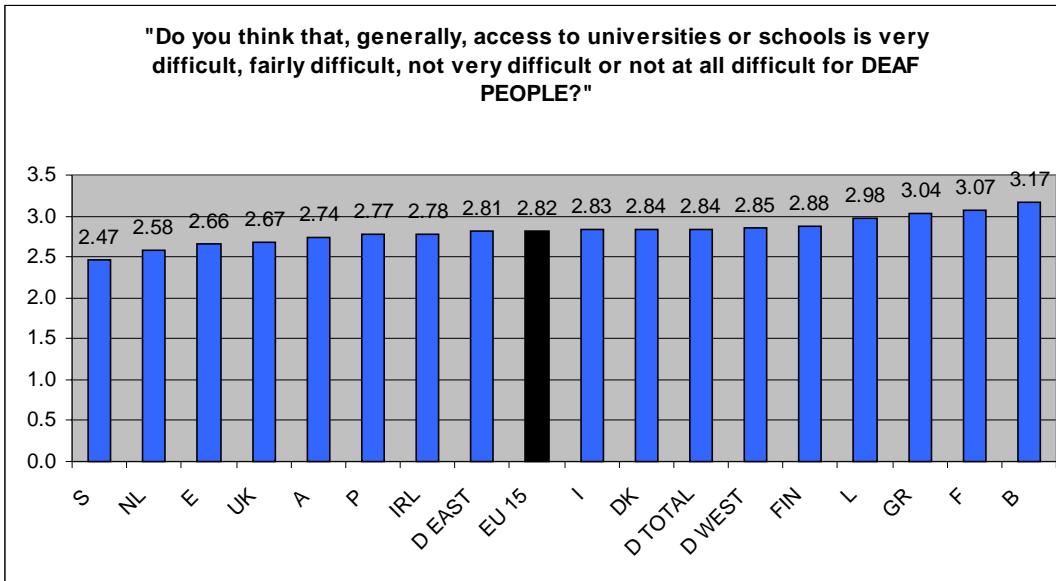
The other countries lie below both the central point and the EU-15 average. In descending order they are: Germany (2.48), Ireland, the Netherlands, Italy, Austria, Spain and Sweden.



#### 2.2.4 Access to schools or universities

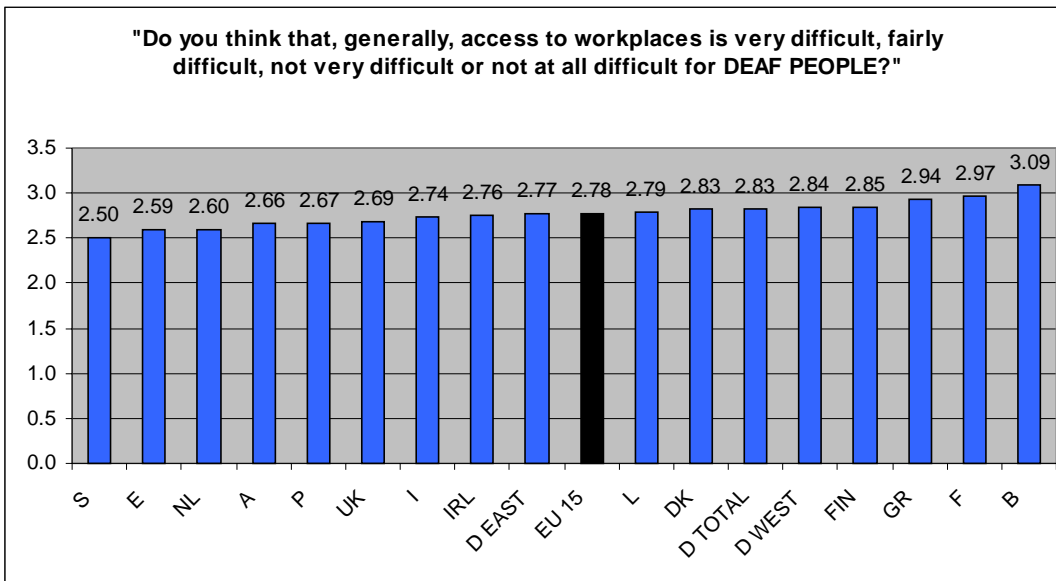
Not surprisingly, access to schools or universities for deaf people is a question which preoccupies many Europeans. A majority consider access fairly difficult (EU-15 average of 2.82). Once again, Belgium leads the list (with a score of 3.16), followed by seven other countries in which a majority considers access for deaf people to schools or universities to be fairly difficult. These are, in descending order: France, Greece, Luxembourg, Finland, Germany, Denmark and Italy. With scores below the EU-15 average come Ireland, Portugal, Austria, the United Kingdom, Spain and the Netherlands.

Sweden is the only country where a majority considers that access to schools or universities for the hearing-impaired is "not very difficult".



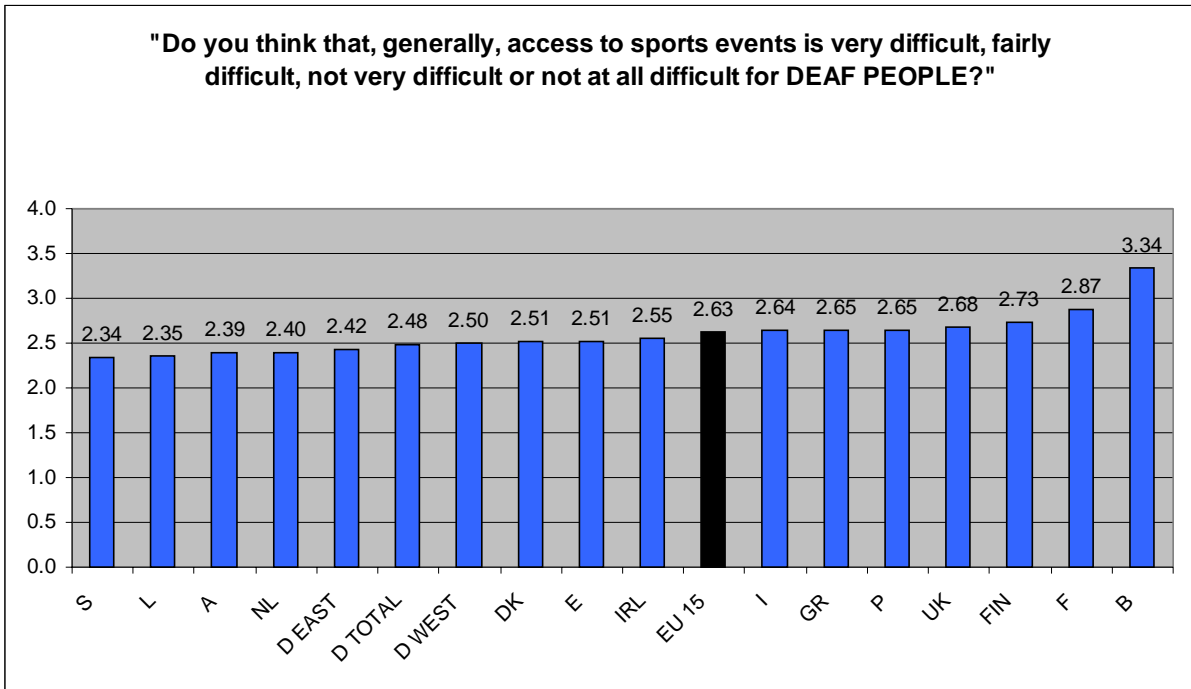
### 2.2.5 Access to workplaces

The question of access to workplaces also seems to crystallise the preoccupations of many Europeans, the majority considering that deaf people face "fairly difficult" conditions of access to workplaces (EU-15 average 2.78). Once again, Belgium heads the list, while at the other end comes Sweden, with a score precisely on the central point (2.5).



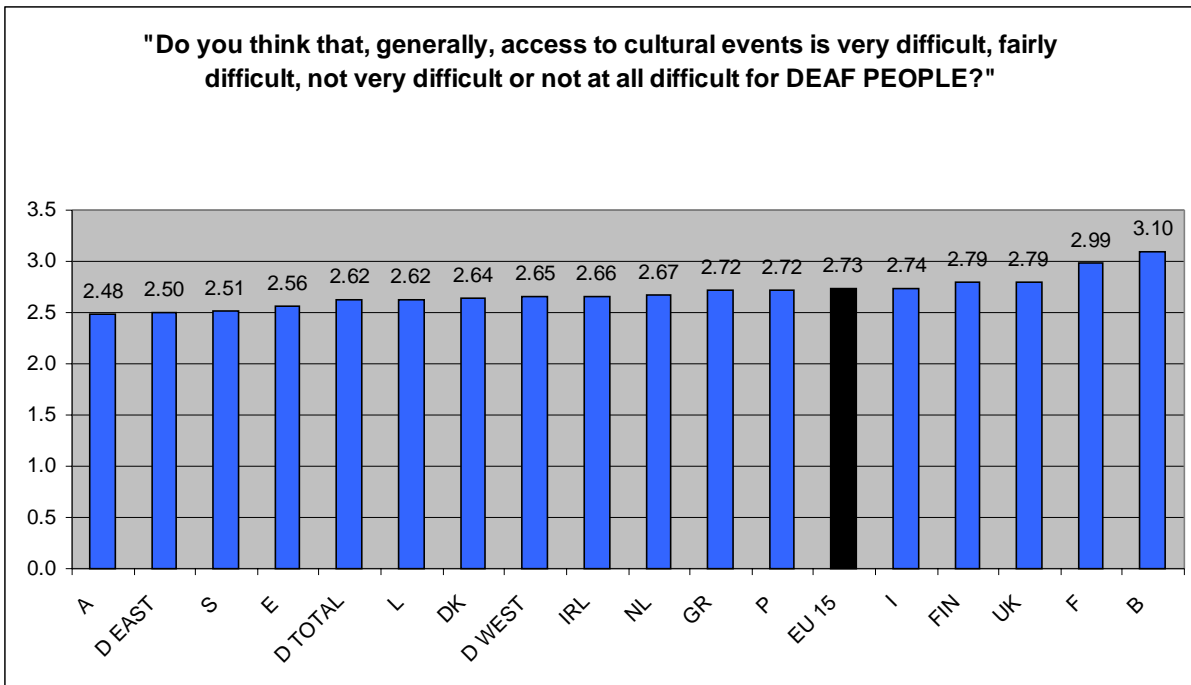
### 2.2.6 Access to sports events

Once again, Belgium, with a score of 3.34, heads those countries that consider access to sports events to be "fairly difficult" for deaf people. On the other side of the coin, only five countries respond positively (or only just positively), considering such access to be "not very difficult". These are: Sweden (2.34), Luxembourg (2.35), Austria (2.39), the Netherlands (2.4) and Germany (2.48).



### 2.2.7 Access to cultural events

Yet again, Belgium stands out with a relatively high average score (3.1) compared to the EU-15 average (2.73). Clearly, a majority of Europeans considers conditions of access to cultural events to be a problem for deaf people, with only one country out of the 15 (Austria) posting an average score (2.48) lower than the central point (2.5).



### 2.3 The sociodemographic variables

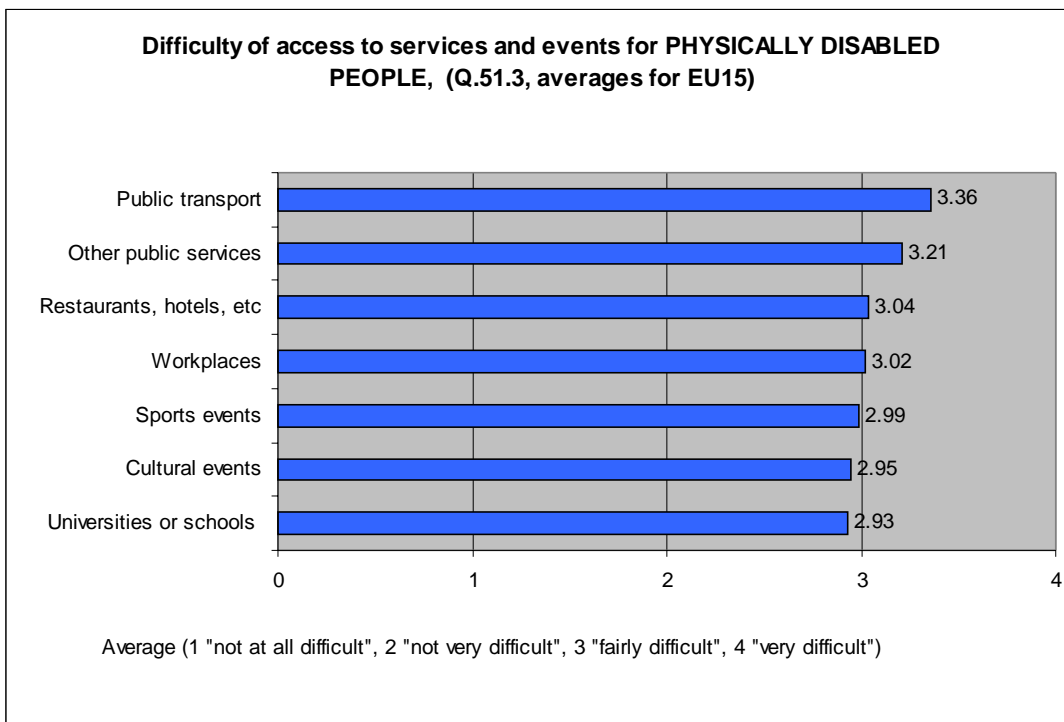
The sociodemographic analysis concerning ease of access for disabled persons to services and events is presented at point 4.4 of this Chapter.

### 3 ACCESS FOR PHYSICALLY DISABLED PEOPLE

#### 3.1 Analysis at European level

When asked about ease of access to services and events for physically disabled people, Europeans once again show their concerns, especially as regards public services and, more especially still, public transport. These two areas obtain very severe scores (3.21 and 3.36 respectively), reflecting ratings of "fairly difficult" and "very difficult".

There is a little less concern as regards ease of access for physically disabled persons to places of entertainment, educational institutions and work.



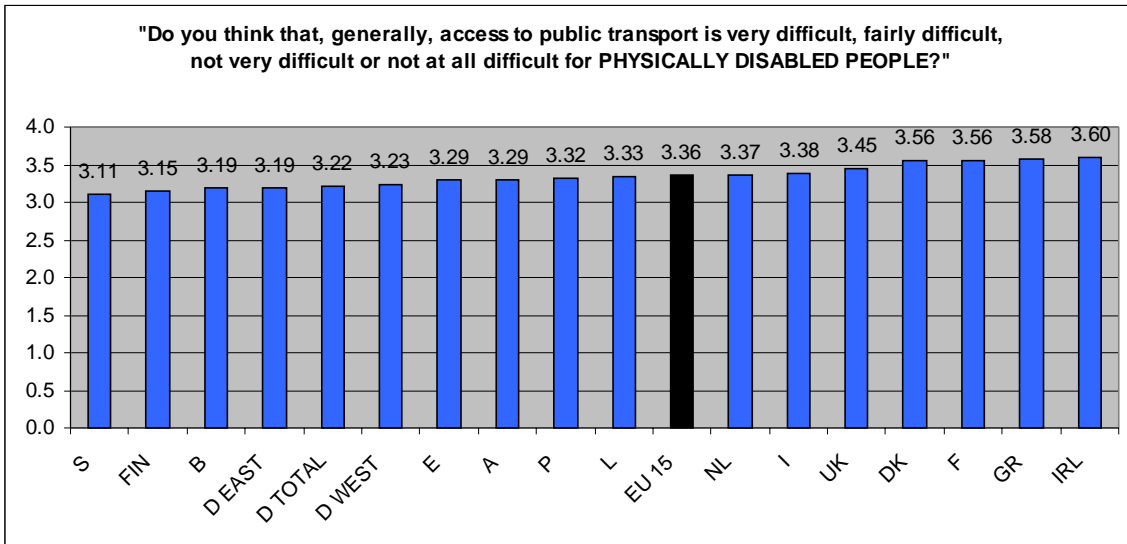
#### 3.2 Analysis by country

##### 3.2.1 Access to public transport

A resounding majority of Europeans (3.36) considers access to public transport for physically disabled people to be "very difficult". Seven countries post scores above the EU-15 average, namely the Netherlands, Italy, the United Kingdom, Denmark, France, Greece and Ireland, which heads the field with a score of 3.6.

Sweden is at the bottom end of the scale with a score of 3.11, followed by Finland (3.15), Belgium (3.19), Germany (3.22), Spain (3.29), Austria (3.29), Portugal (3.32) and Luxembourg (3.33).



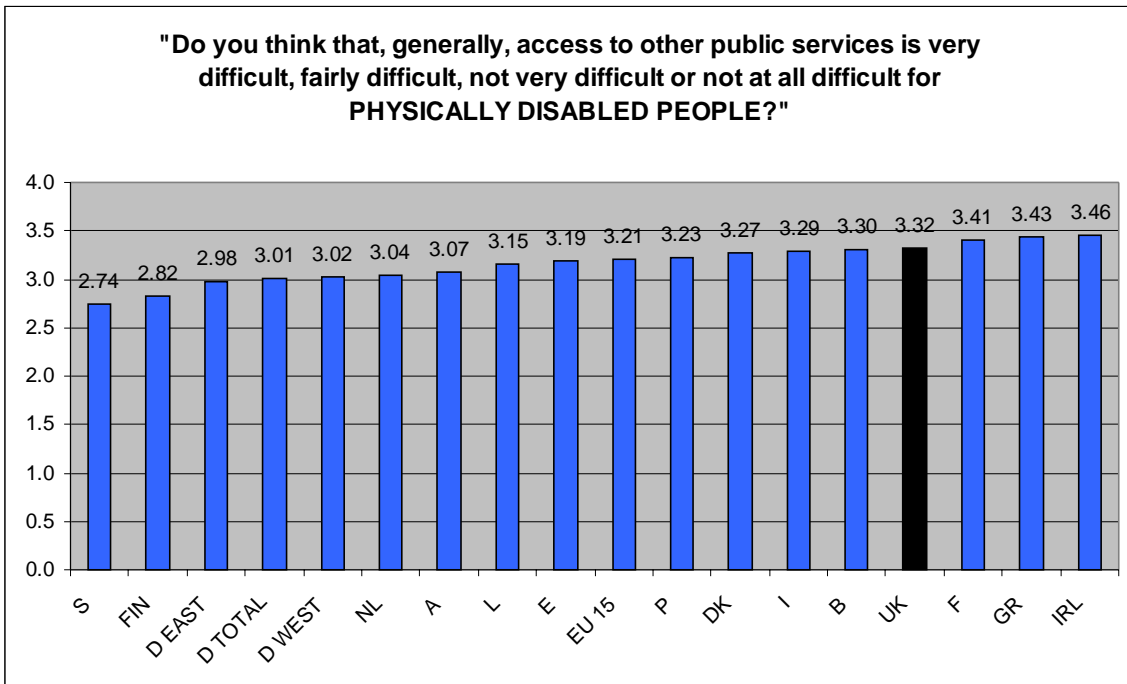


### 3.2.2 Access to other public services

Europeans are also concerned about ease of access for physically disabled people to "other public services", a majority rating this as "fairly difficult" (EU-15 average: 3.21). Again, Ireland, Greece and France stand out as the most critical (with scores around 3.4). Denmark, Italy, Belgium and the United Kingdom are also in this group, rating access as "very difficult".

Germany, the Netherlands, Austria, Luxembourg, Spain and Portugal all post scores around the EU-15 average, reflecting relatively critical opinions and a rating of "fairly difficult".

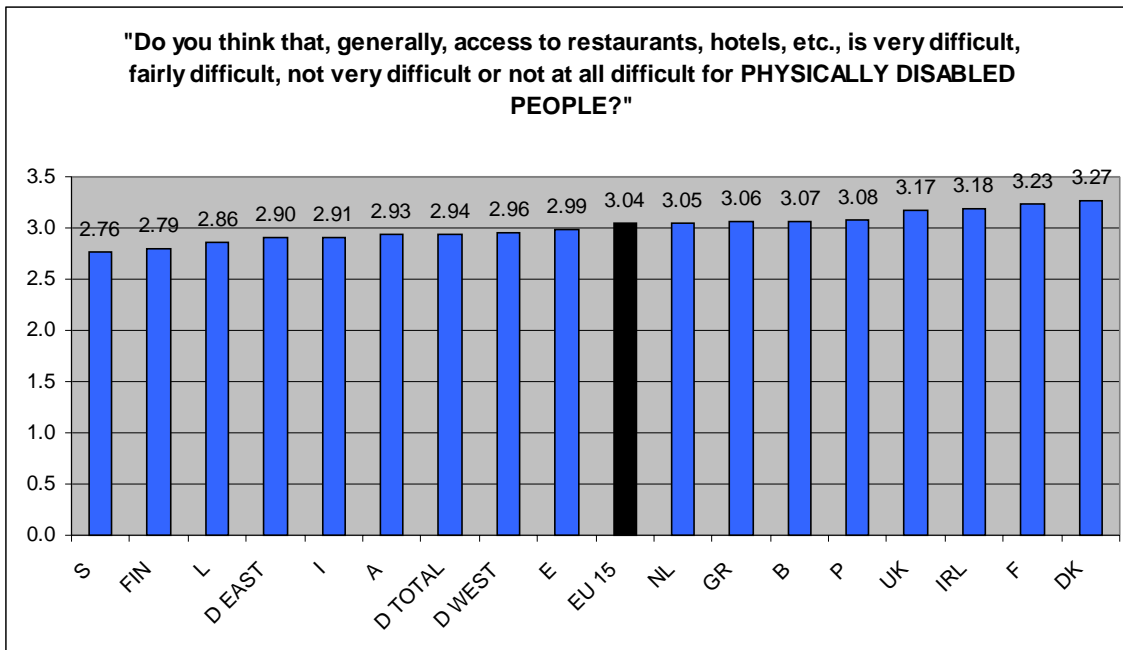
At the bottom end of the ladder, the two Nordic countries give the most positive responses: Sweden (2.74) and Finland (2.82).



### 3.2.3 Access to restaurants, hotels, etc

Europeans are also very critical about conditions of access to restaurants, hotels, etc for physically disabled people (EU-15 average: 3.04). Eight countries lie to the right of the EU-15 average, namely, in ascending order: the Netherlands (3.05), Greece (3.06), Belgium (3.07), Portugal (3.08), the United Kingdom (3.17), Ireland (3.18), France (3.23) and Denmark (3.27). Denmark is the only country in which the majority opinion is that such access is "very difficult".

Sweden and Finland occupy the two lowest positions (2.7). They are joined, in the group of countries posting scores below the "3" barrier, by Luxembourg, Italy, Austria, Germany and Spain.

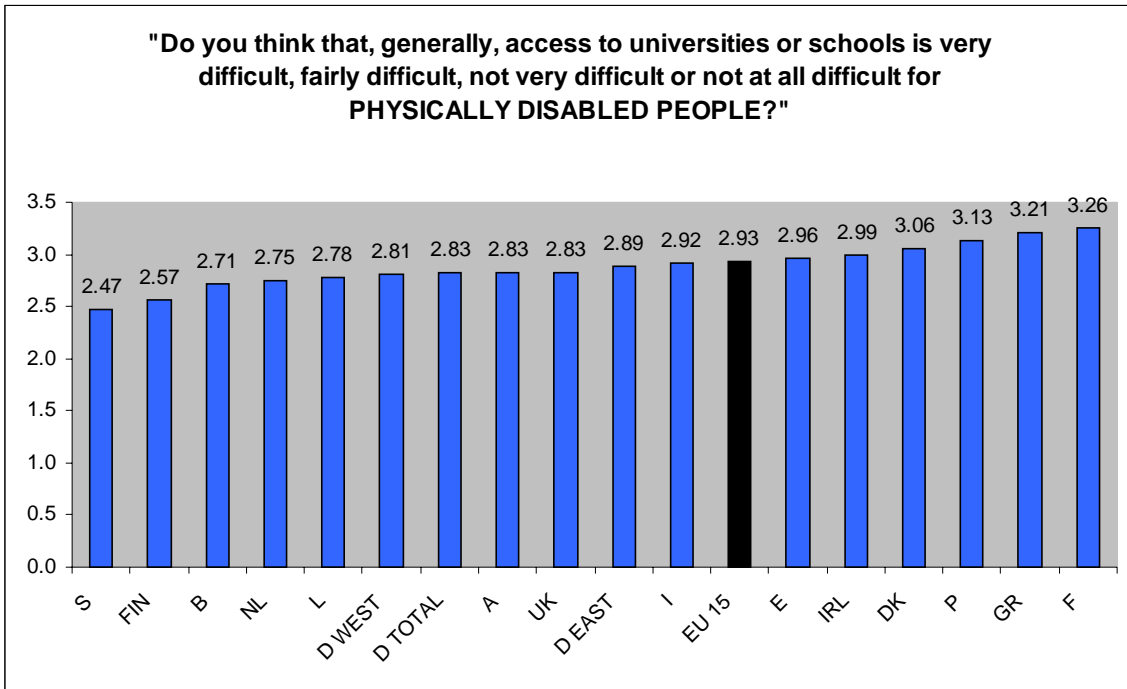


### 3.2.4 Access to schools or universities

The problem of access to schools or universities for physically disabled people reveals a fairly wide spread of opinion. The only country where a majority considers such access to be "very difficult" is France (3.26), which is followed by three other countries posting scores of 3 or above: Greece, Portugal and Denmark.

At the bottom of the scale, as it often is in this series of questions, lies Sweden, the only country where the majority opinion is that access to places of education and training for physically disabled people is "not very difficult". We should also mention Finland, which lies at the upper limit of the central point with a score of 2.57.

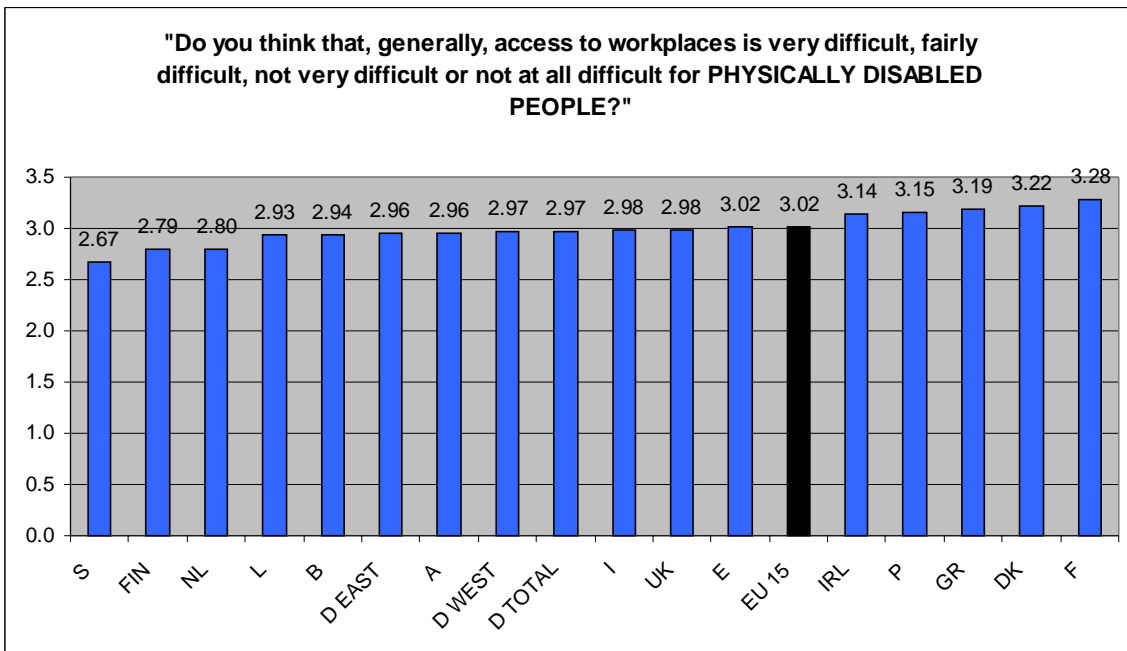
Between these two groups of countries lie the other 9 Member States, with average scores ranging from 2.71 to 2.99.



### 3.2.5 Access to workplaces

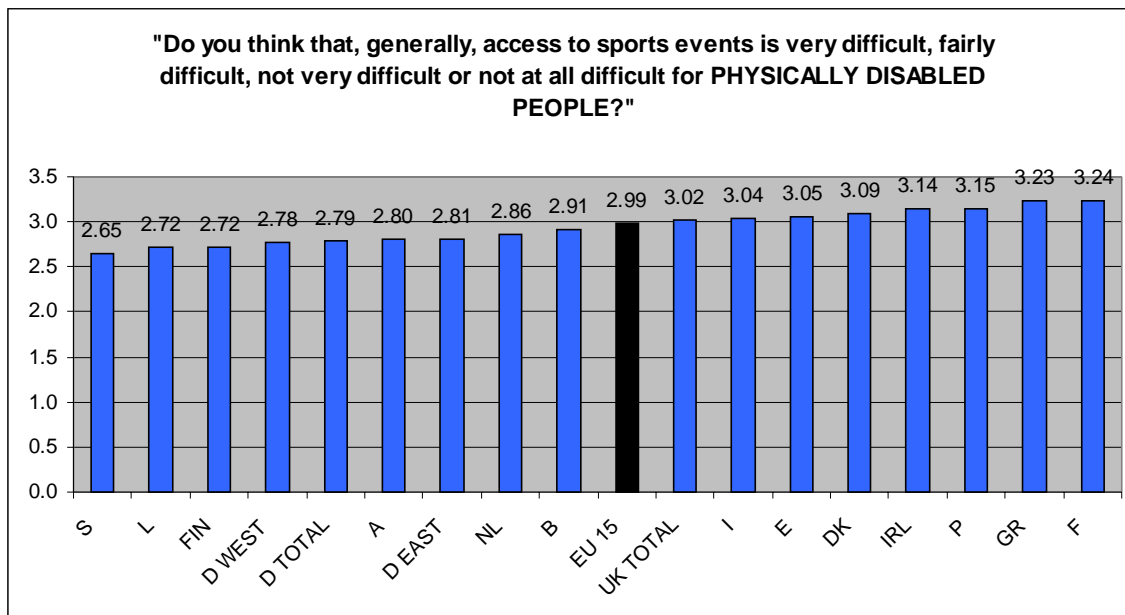
On this specific point, the opinions of the Member States are unanimous: access to workplaces for the physically disabled is either "fairly difficult" (14 countries) or "very difficult" (France, with a score of 3.28).

The EU-15 average of 3.02 is very revealing. Between this average and the top score posted by France come four countries: Ireland (3.14), Portugal (3.15), Greece (3.19) and Denmark (3.22). Apart from Spain (whose score corresponds to the EU-15 average) all the other countries post scores below the "3" mark, starting with Sweden (2.67), Finland (2.7) and the Netherlands, the usual low scorers.



### 3.2.6 Access to sports events

All nationalities in the European Union believe that access to sports events is still "fairly difficult" for physically disabled people. However, some are more critical than others. The EU-15 average is 2.99, but the national ratings follow the usual pattern: France (3.24), Greece (3.23), Portugal (3.15) and Ireland (3.14) are the most critical, while Sweden, with a score of 2.65, is only just above the central point of 2.50.

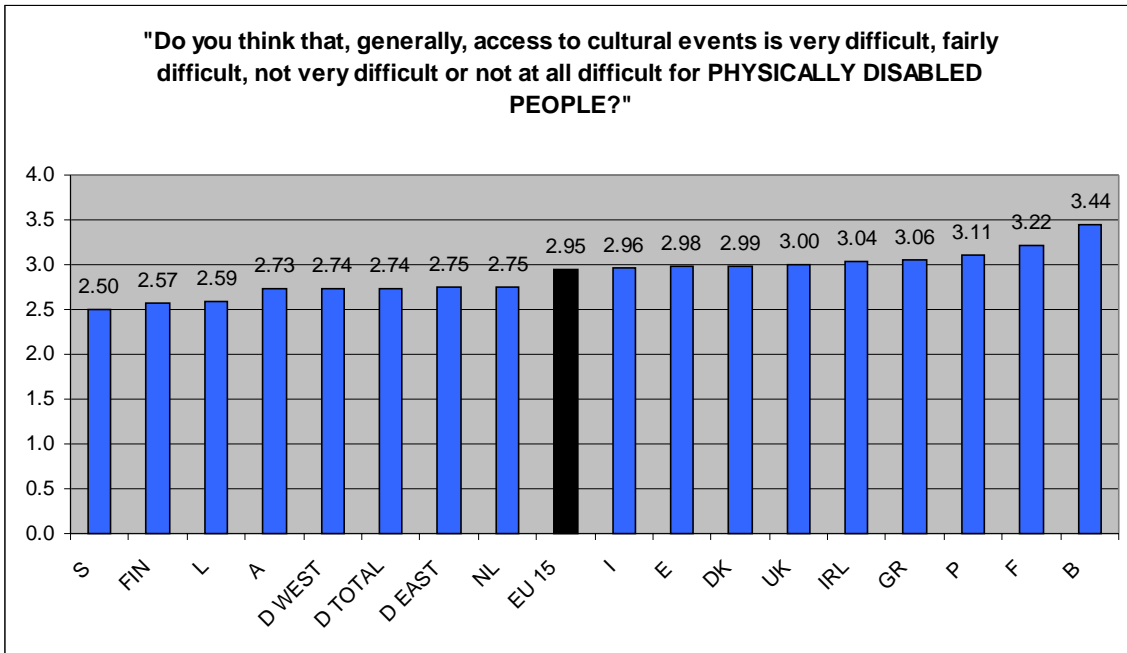


### 3.2.7 Access to cultural events

Most Europeans believe that access to cultural events is "fairly difficult" for the physically disabled. To the right of the EU-15 average of 2.95 we find, in ascending order: Italy (2.96), Spain (2.98), Denmark (2.99), the United Kingdom (3), Ireland (3.04), Greece (3.06), Portugal (3.11), France (3.22) and Belgium, which, with a score of 3.44, is the only country to rate such access "very difficult".

Below the EU-15 average there are three groups:

- the Netherlands, Germany and Austria (2.7)
- Luxembourg (2.59) and Finland (2.57)
- Sweden, at the precise central point (2.5)



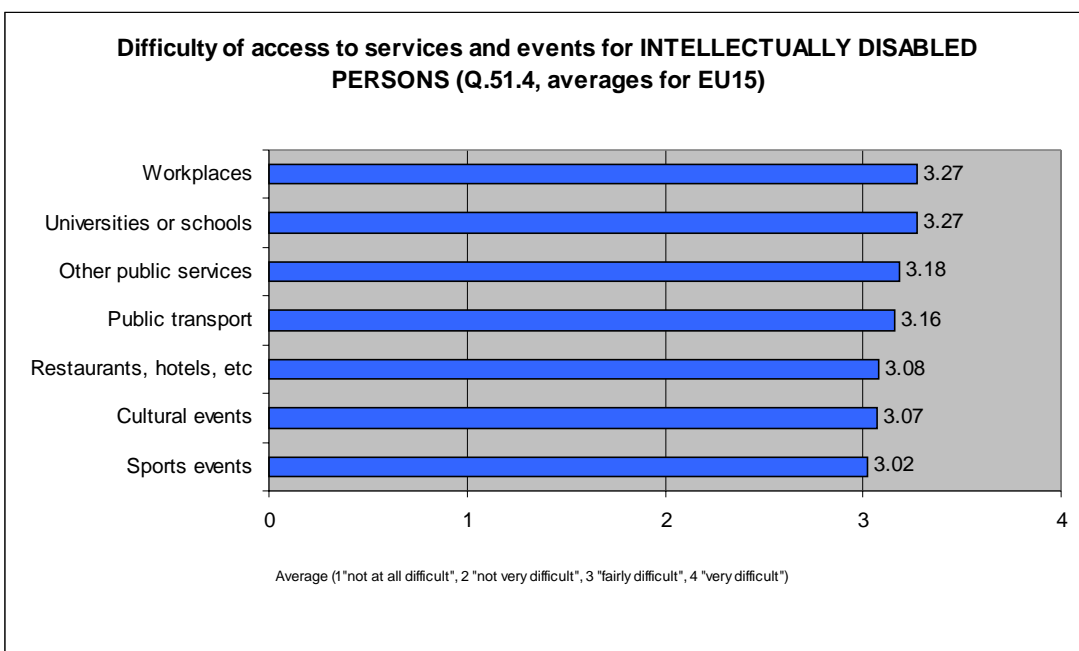
### 3.3 The sociodemographic variables

The sociodemographic analysis concerning ease of access for disabled persons to services and events is presented at point 4.4 of this Chapter.

## 4 ACCESS FOR INTELLECTUALLY DISABLED PEOPLE

### 4.1 Analysis at European level

A majority of Europeans considers access to services and events for intellectually disabled people to be either "very difficult" (workplaces and universities/schools) or "fairly difficult" (other public services, public transport, restaurants, hotels, etc, cultural events and sports events).

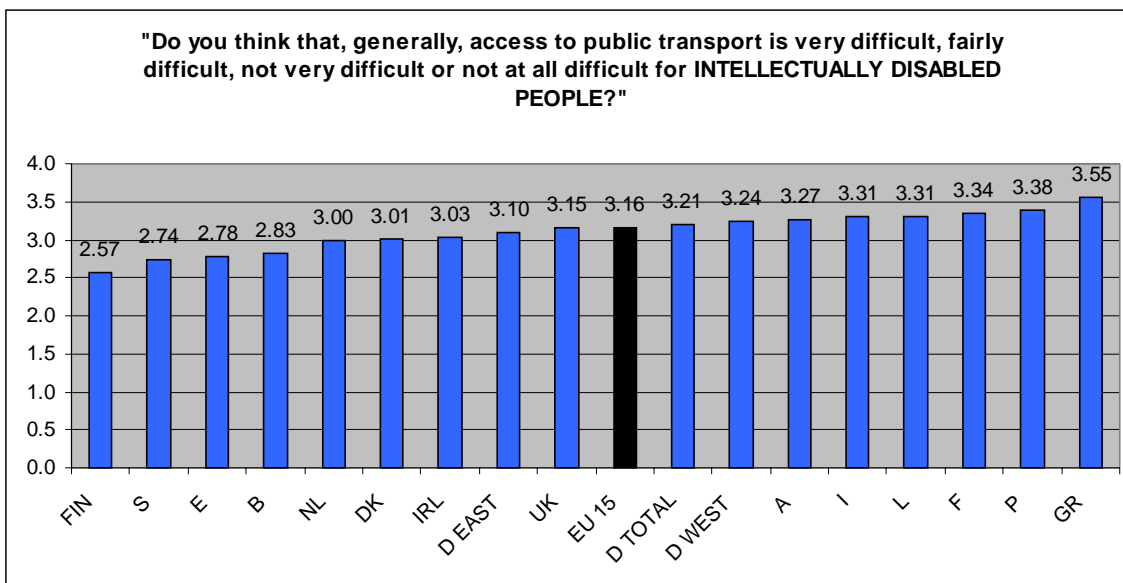


## 4.2 Analysis by country

### 4.2.1 Access to public transport

Six countries consider access to public transport to be "very difficult" for intellectually disabled persons: Austria (3.27), Italy (3.31), Luxembourg (3.31), France (3.34), Portugal (3.38) and Greece (3.55). Germany (3.21), the United Kingdom (3.15), Ireland (3.03), Denmark (3.01) and the Netherlands (3) are all very close to the EU-15 average (3.16)

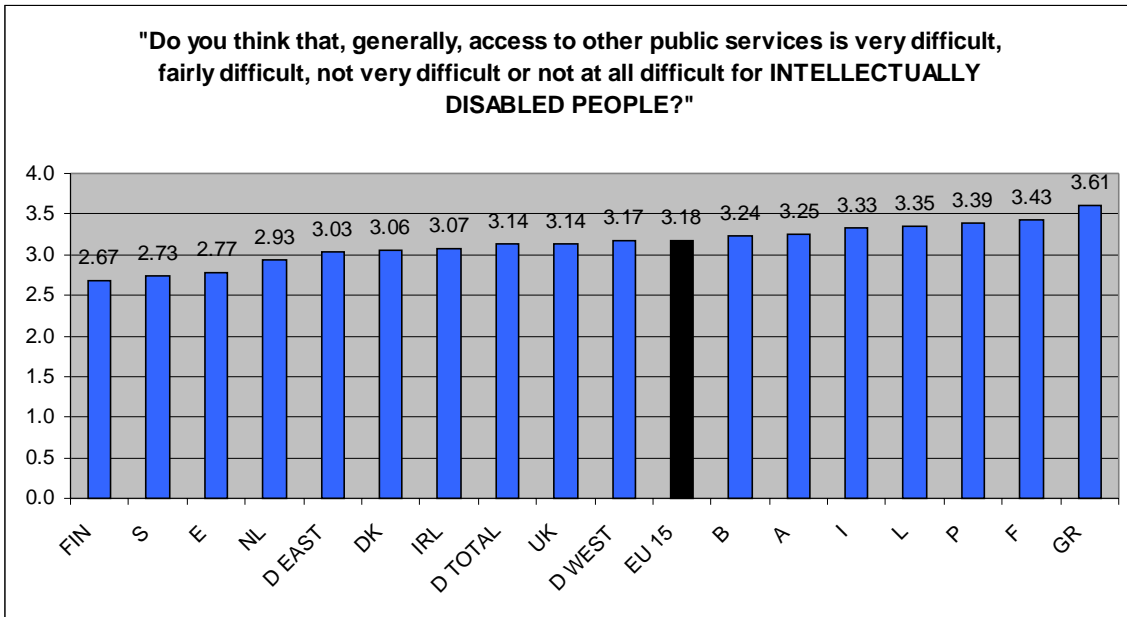
Below the "3" mark we find, in descending order: Belgium (2.83), Spain (2.78), Sweden (2.74) and Finland (2.57).



### 4.2.2 Access to other public services

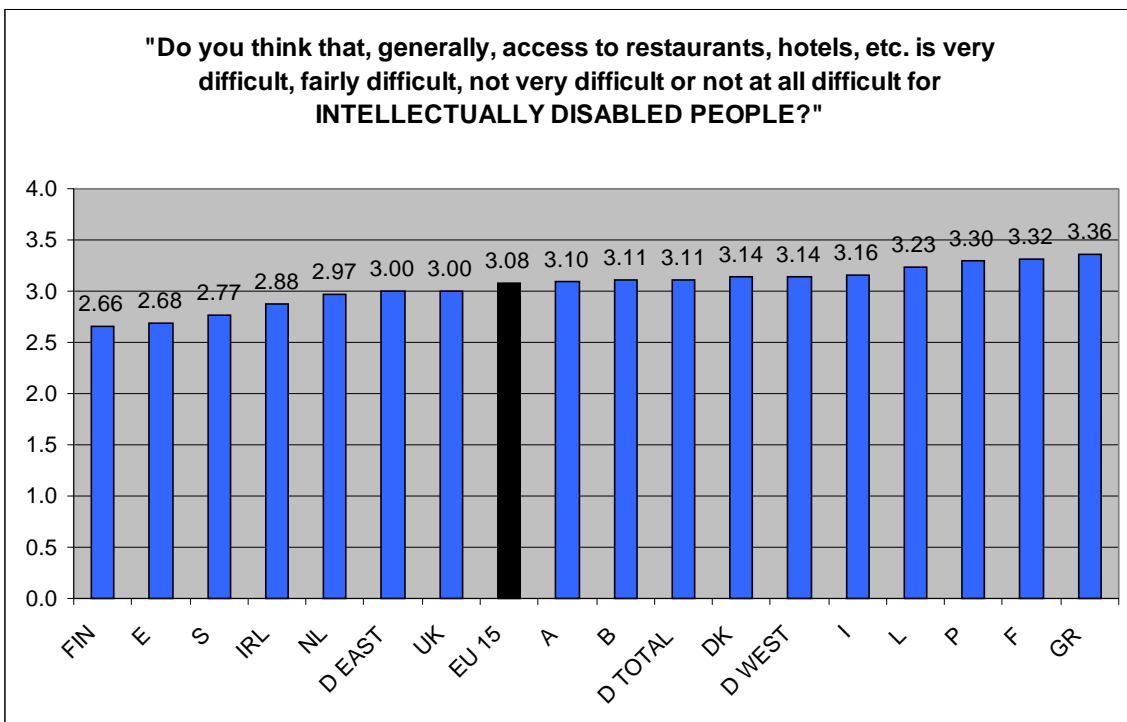
In five countries the majority view is that access to services and events for intellectually disabled people is "very difficult". These are Italy (3.33), Luxembourg (3.35), Portugal (3.39), France (3.43) and Greece (3.61).

In the other countries the majority view is that such access is "fairly difficult", with scores ranging from 2.67 to 3.25. In particular, four countries post scores below the "3" mark, namely the Netherlands, Spain, Sweden and Finland, the latter posting the lowest score of all (2.67).



#### 4.2.3 Access to restaurants, hotels, etc.

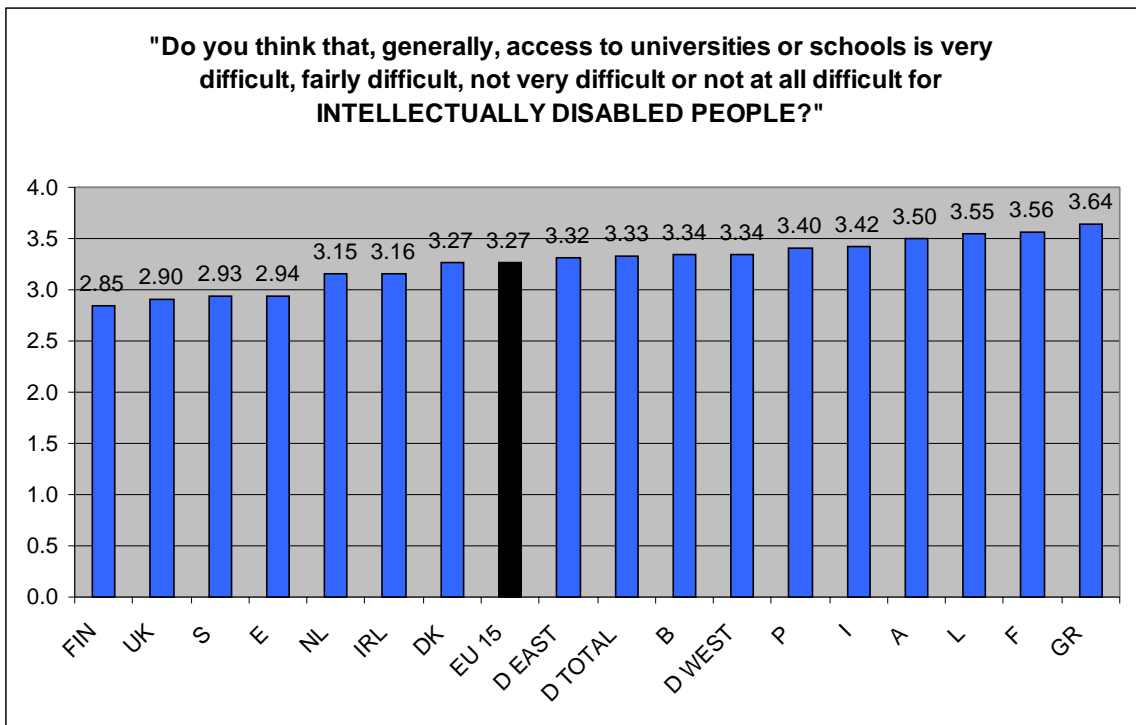
The majority of Europeans considers that access to restaurants and hotels for intellectually disabled people is difficult (3.08). Three countries consider such access to be "very difficult", namely Portugal (3.30), France (3.32) and Greece (3.36). The other countries' scores range from 2.66 to 3.23. Only Finland (2.66), Spain (2.68) and Sweden (2.77) post scores below the "3" bar.



#### 4.2.4 Access to schools or universities

Nine out of the 15 Member States consider access to schools or universities to be "very difficult" for intellectually disabled persons. The highest scores are posted by Greece (3.64), France (3.56) and Luxembourg (3.55).

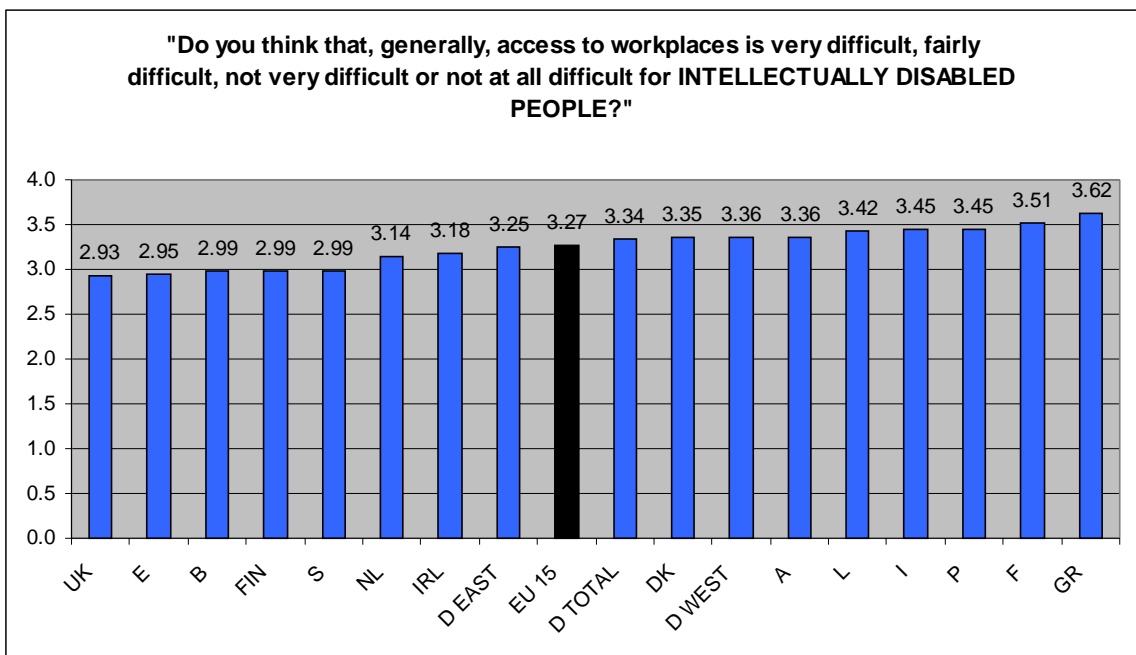
Only four countries have scores below the "3" bar, these being Spain (2.94), Sweden (2.93), the United Kingdom (2.90) and Finland (2.85).



#### 4.2.5 Access to workplaces

The EU-15 average is 3.27, corresponding to a rating of "very difficult". In fact eight of the 15 Member States post scores higher than 3.25, most notably France (3.51) and Greece (3.62).

Seven countries are less critical, rating access for this category of persons to workplaces as "fairly difficult". These are: the United Kingdom (2.93), Spain (2.95), Belgium (2.99), Finland (2.99), Sweden (2.99), the Netherlands (3.14) and Ireland (3.18).

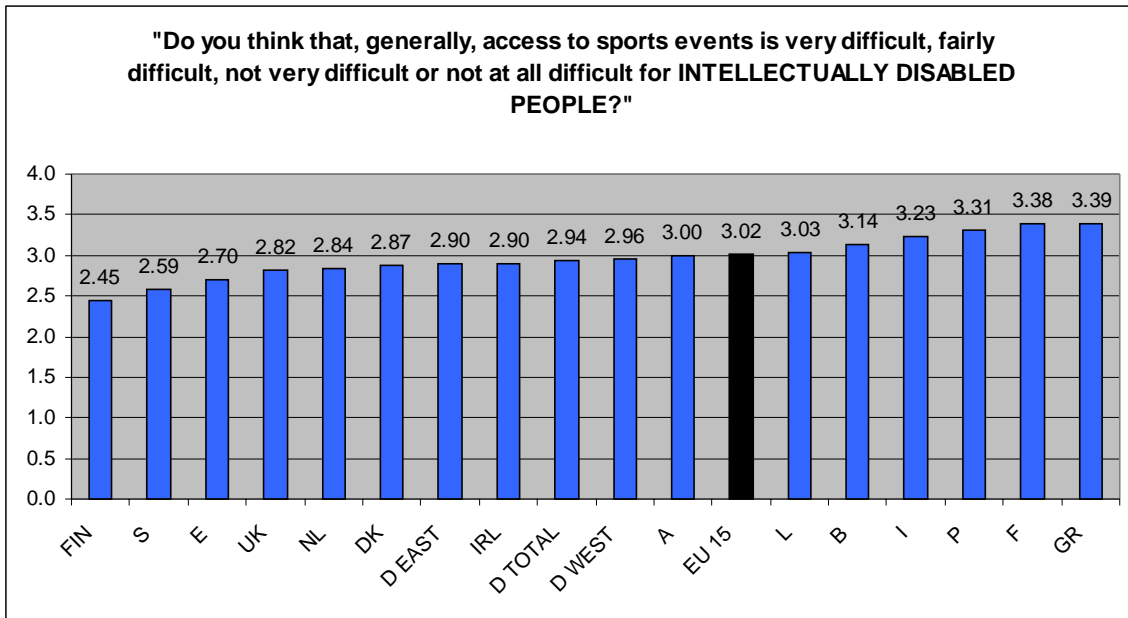




#### 4.2.6 Access to sports events

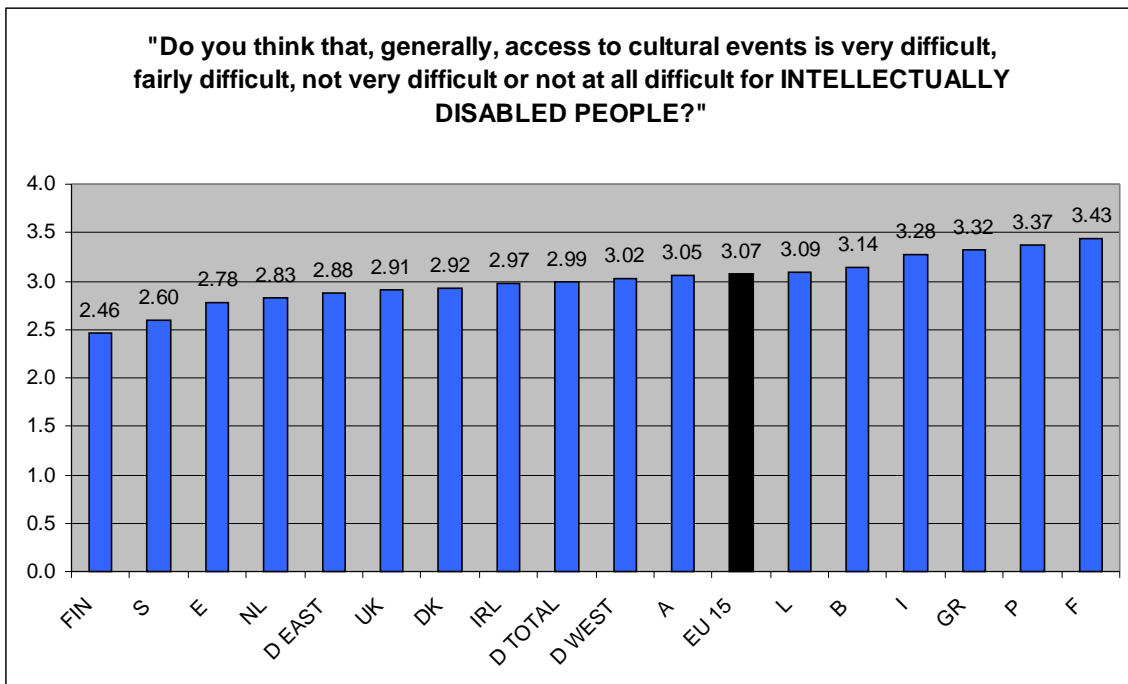
With an EU-15 average of 3.02, Europeans broadly take the view that access for intellectually disabled persons to sports events is "fairly difficult". Three countries even rate it "very difficult", namely Portugal (3.31), France (3.38) and Greece (3.39).

Only one country, Finland (2.45), posts a score below the central point of 2.50.



#### 4.2.7 Access to cultural events

The EU-15 average (3.07) underlines the trend observed in the previous questions, namely that most Europeans consider access for intellectually disabled persons to cultural events to be "fairly difficult". Four even consider it to be "very difficult": Italy (3.28), Greece (3.32), Portugal (3.37) and France (3.47). Once again, Finland is the only country to post a score below the central point, namely 2.46.



### 4.3 Conclusions of the analysis by country

Overall, the responses to the questions concerning ease of access for disabled persons to services and events show that the European public roundly condemns what it sees as all too widespread bad practice. Nevertheless, it should be said that the severity of public opinion varies from country to country.

Analysis of the responses to the questions covering the four categories of disability presented in this chapter shows the countries falling into two distinct groups, according to whether the majority of their responses are above or below the EU-15 average (*see graph below*). Even so, it should be borne in mind that all the EU-15 averages for these questions indicate that European public opinion generally considers access for disabled persons to services and events to be either "fairly difficult" or "very difficult".

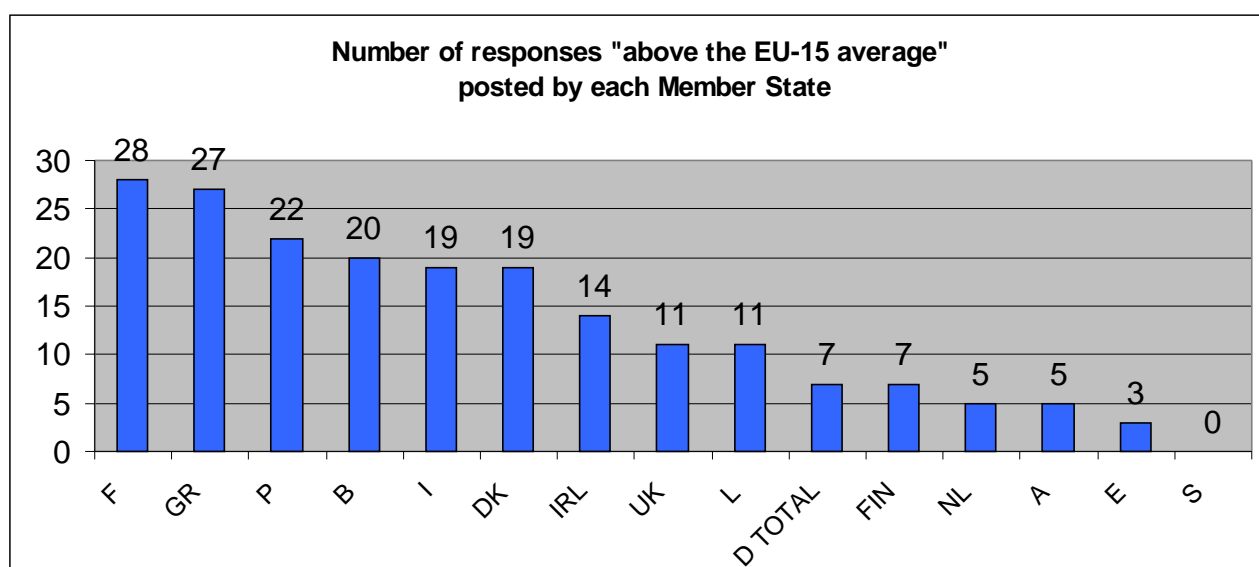
Of the 15 Member States, France is the only one that systematically posts scores above the EU-15 average: all of its 28 responses (four categories of disability, seven questions in each category) are above the EU-15 average, indicating a generally very critical attitude. Greece is almost, but not quite, as critical, with 27 of its 28 responses being above the EU-15 average.

Next come Portugal, Belgium and Italy, all demonstrating a fairly critical attitude (respectively 22, 20 and 19 responses out of 28 above the EU-15 average).

Ireland is right in the middle, with 14 responses above the EU-15 average and 14 below.

The United Kingdom and Luxembourg are the first two countries with more responses below the EU-15 average than above, and this trend continues with, in descending order, Germany, Finland, the Netherlands, Austria and Spain.

At the very bottom of the table is Sweden, the only country to post scores below the EU-15 average for every one of the 28 questions. It is true that Sweden is often held up as a shining example in terms of tailoring its infrastructures (both public and private) to people with disabilities. It seems logical, therefore, that Sweden should be less critical about conditions of access for people with disabilities to services and events than other countries which lack such infrastructures.



### 4.4 The sociodemographic variables

A sociodemographic analysis of all the responses mentioned under points 1 to 4 of this chapter yields the following results:

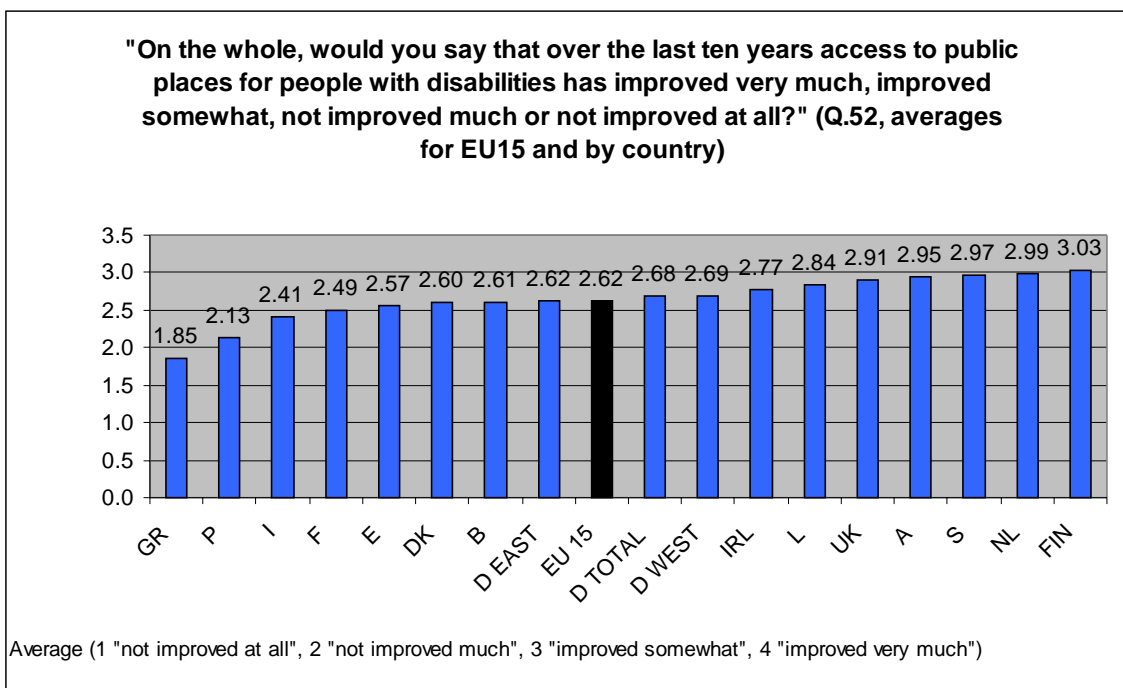
- The overall EU-15 average rating of difficulty of access to services and events (public transport, other public services, workplaces, universities or schools, restaurants or hotels, sports events and cultural events) for the four categories of disabled people considered (the blind, the deaf, the physically disabled and the intellectually disabled) is 3.03, confirming that public opinion overall is fairly critical in this respect (*cf. above*); against this yardstick (3.03), we can identify which sociodemographic groups are the most critical regarding conditions of access for disabled persons to services and events, these being: persons who left school before 16 years of age (average score 3.08), women (3.05), the 55s and over (3.07), pensioners (3.08), housepersons (3.07) and the lowest earners (3.07);
- Conversely, the following categories are more measured in their criticisms regarding conditions of access for disabled persons to services and events: students (2.94), 15-24 year-olds (2.98), men (3.02), managers (2.99) and the highest earners (2.99).

## 5 TREND IN CONDITIONS OF ACCESS TO PUBLIC PLACES FOR PEOPLE WITH DISABILITIES

### 5.1 Analysis at European level

Respondents were next asked to answer the following question: "On the whole, would you say that over the last ten years access to public places for people with disabilities has improved very much, improved somewhat, not improved much or not improved at all?". A weighting was assigned to each of these responses, ranging from 1 ("not improved at all") to 4 ("improved very much"). (*See the interpretation chart on page V of this report*).

The EU-15 average of 2.62 (i.e. above the central point of 2.5) indicates that the majority of citizens believe that access to public places for disabled people has improved somewhat.



### 5.2 Analysis by country

However, this EU-15 average conceals a range of contrasting national situations.

In four countries, the general opinion is that access to public places for disabled people has not improved much. These are: Greece (1.85), Portugal (2.13), Italy (2.41) and France (2.49).

Spain, Denmark, Belgium, Germany and Ireland all post scores very close to the European average, i.e. tending towards the view that access has "improved somewhat" over the last ten years. Even more positive in their assessment of how matters have improved are Luxembourg (2.84), the United Kingdom (2.91), Austria (2.95), Sweden (2.97), the Netherlands (2.99) and, at the top of the list, Finland (3.03), the only country to go over the "3" mark.

### **5.3 Analysis by sociodemographic variables**

The most positive ratings (above the EU-15 average of 2.62) are given by those still in education (2.65), men (2.65), 15-24 year-olds, managers and the highest earners (2.74). Conversely, those less convinced that conditions of access have improved include people who left school by age 15 (average score 2.58), women (2.59), 25-39 year-olds (2.60), housepersons (2.55), the self-employed (2.57), the unemployed (2.57) and the lowest earners (2.57 for those in socio-professional category "-").

## CHAPTER III : RESPONSIBILITY FOR IMPROVING ACCESS TO PUBLIC PLACES FOR PEOPLE WITH DISABILITIES

### **In brief:**

- 66% of Europeans consider that actual responsibility for improving access to public places for people with disabilities lies with local authorities, while 30% cite employers/companies and 16% cite the European Union (which ranks fifth).
- 58% of Europeans consider that responsibility for improving such access should lie with national government; 16% cite the European Union, which thus moves up into fourth place, ahead of voluntary and charitable organisations.

## **1 WHO IS ACTUALLY RESPONSIBLE?**

### **1.1 Analysis at European level**

Europeans were asked to say who they think is "actually" responsible for improving access to public places for people with disabilities. They were allowed to give more than one answer.

Almost two Europeans in three cite local authorities as being actually responsible for improving such access, followed by 55% citing national government. The main responsibility is therefore clearly seen as lying with the public authorities (whether national or local): "It's up to them to do something!", seems to be the majority view.

In third place come companies and employers (30%), two percentage points ahead of voluntary or charitable organisations (28%). This will certainly strike a chord with advocates of the Anglo-Saxon concept of "*corporate social responsibility*" (CSR<sup>3</sup>).

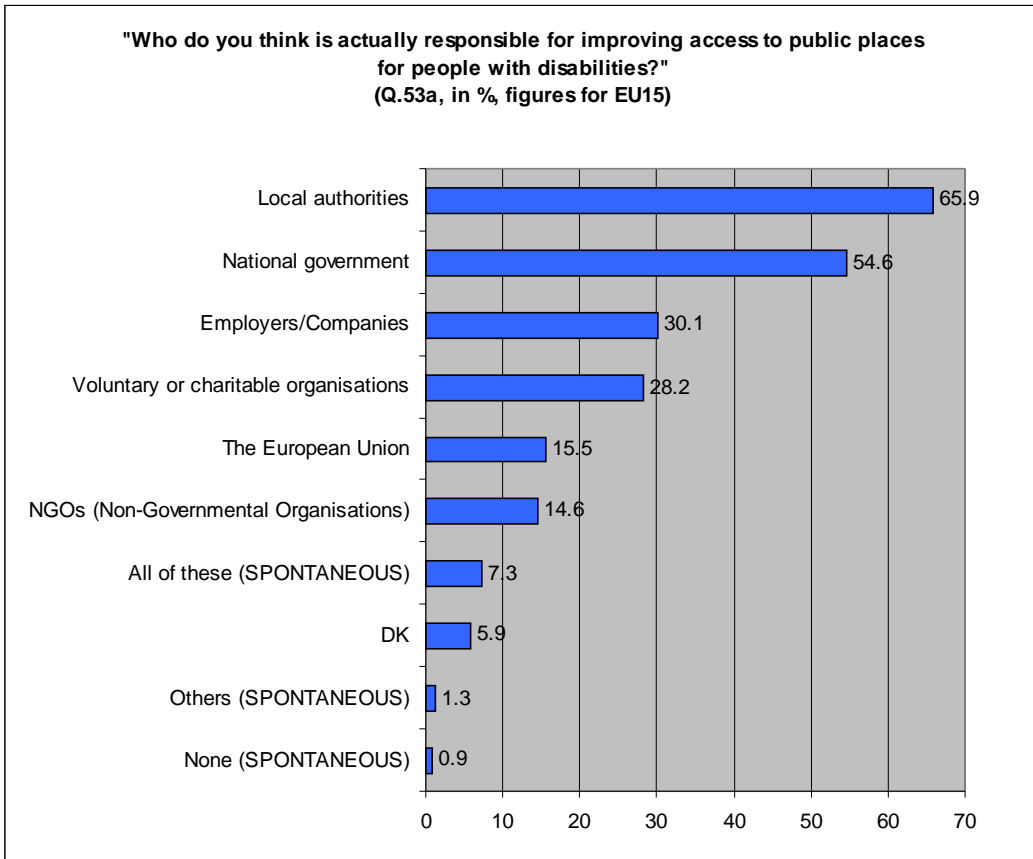
The European Union occupies fifth place, just above NGOs (15% and 14% respectively).

Some 7% of Europeans say spontaneously that all of the players mentioned above bear responsibility for improving access to public places for people with disabilities.

Finally, almost 6% of those surveyed "don't know", while just over 1% spontaneously name other parties than those specified as being responsible and just under 1% spontaneously say that none of the parties specified are responsible.

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<sup>3</sup> The CSR Europe network ([www.csreurope.org](http://www.csreurope.org)) gives its mission as being: "*To help companies achieve profitability, sustainable growth and human progress by placing Corporate Social Responsibility (CSR) in the mainstream of business practice*".



## 1.2 Analysis by country

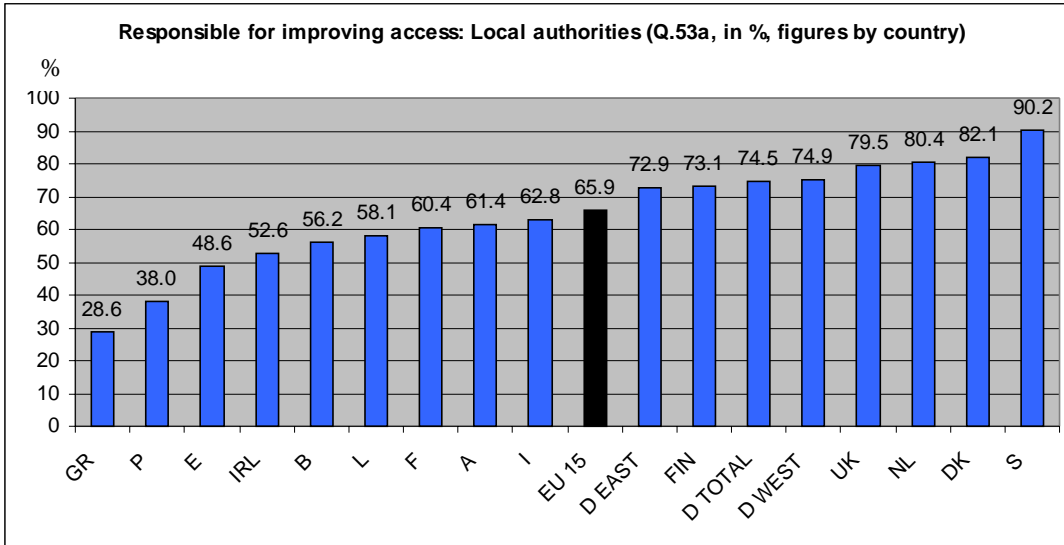
### 1.2.1 Local authorities

The view that responsibility lies with local authorities is clearly not unanimous in Europe. While the EU-15 average is 65%, this conceals wide disparities between Member States, with scores ranging from 29% for Greece to 90% for Sweden.

To the right of the EU-15 average we find Finland (73%), Germany (75%), the United Kingdom (80%), the Netherlands (80%), Denmark (82%) and Sweden (90%, as mentioned). These countries, from Scandinavia and the north-west of Europe, clearly see the local authorities as being responsible for improving access.

To the left of the EU-15 average we can distinguish two groups of countries:

- those scoring above the arithmetical mean of 50% : Ireland (53%), Belgium (56%), Luxembourg (58%), France (60%), Austria (61%) and Italy (63%) ;
- those scoring below the arithmetical mean of 50% : Greece (29%), Portugal (38%) and Spain (49%), three countries of southern Europe.



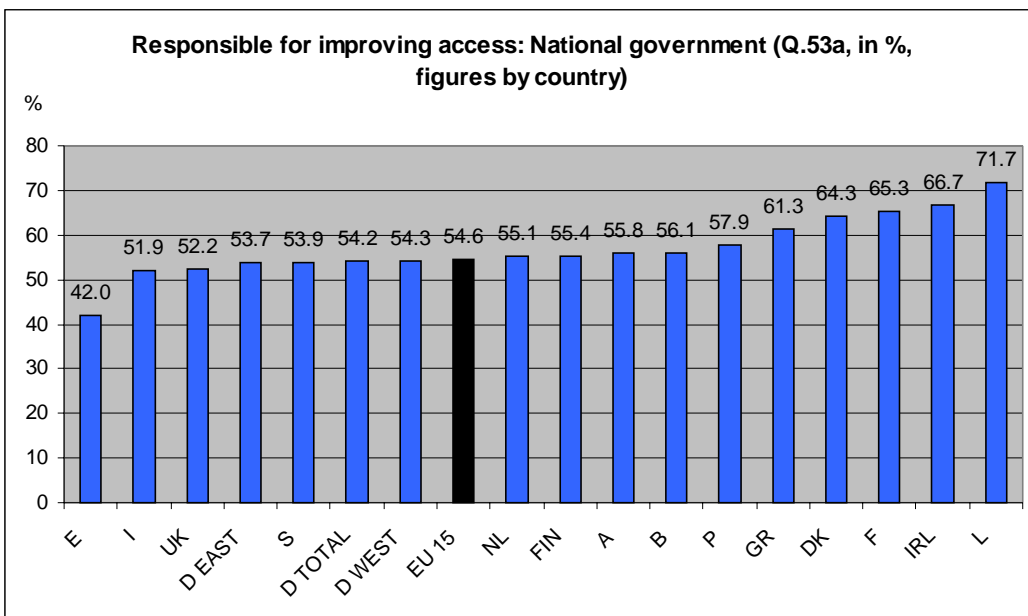
### 1.2.2 National government

Some 55% of Europeans think that their national government is responsible for improving access to public places for people with disabilities. While 14 of the 15 Member States post scores above 50%, Spain is the exception, with a mere 42%. But it should perhaps be remembered that in Spain the regional governments enjoy a very high degree of autonomy.

Around the 50% mark, we find, in ascending order, Italy, the United Kingdom, Sweden, Germany, the Netherlands (first country to exceed the EU-15 average), Finland, Austria, Belgium and Portugal.

Four countries post scores between 60 and 70%: Greece, Denmark, France and Ireland.

Finally, Luxembourg, with a score of 72%, is the most convinced that national government bears the chief responsibility.



### 1.2.3 Employers/companies

Three Europeans in ten think that companies and employers are responsible for improving access to public places for people with disabilities.

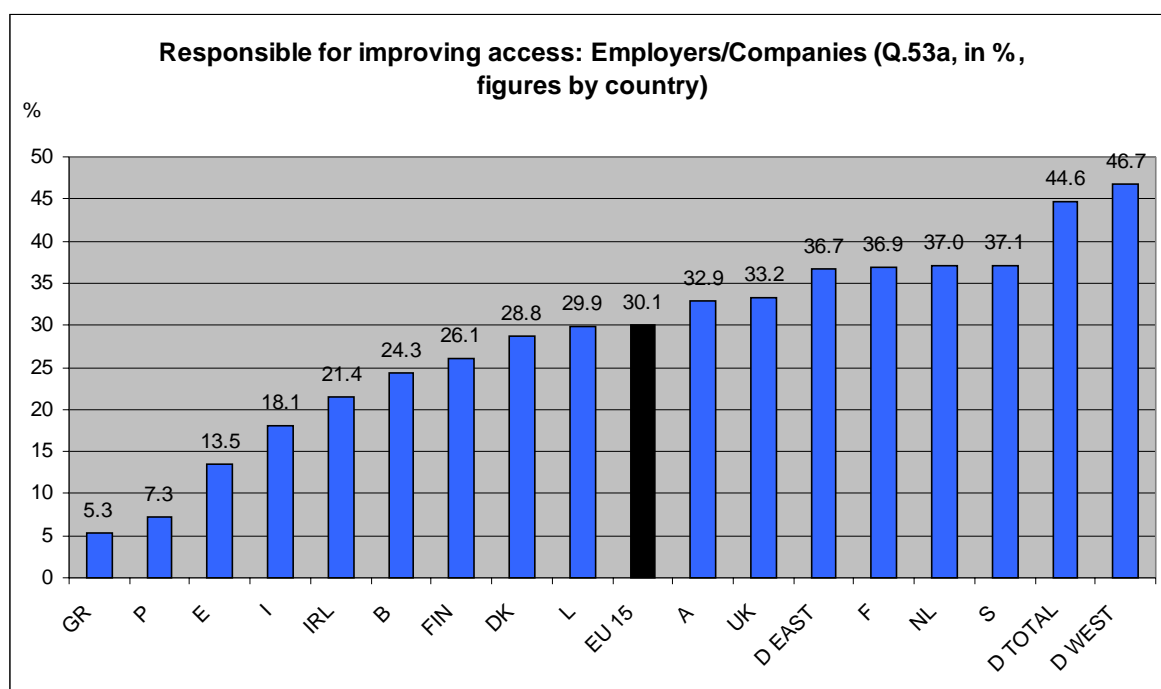
It is the countries of southern Europe who are least of this opinion, namely Greece (5%), Portugal (7%), Spain (13%) and Italy (18%).

To the right of the results posted by southern Europe lies a second group of countries, comprising Ireland (21%), Belgium (24%), Finland (26%), Denmark (29%) and Luxembourg (30%).

With scores just above the EU-15 average, Austria and the United Kingdom are just below the point where a third of respondents see employers and companies as responsible for improving access to public places for the disabled.

Above the 33% threshold, France, the Netherlands and Sweden all post very similar scores in the region of 37%.

Germany heads the list, with 47% of those questioned identifying companies/employers as responsible.



#### 1.2.4 Voluntary or charitable organisation

Reflecting the growing importance of the cooperative sector in the European Union, a not insignificant proportion of Europeans (29%) see voluntary or charitable organisations as carrying some responsibility for improving access to public places for disabled people

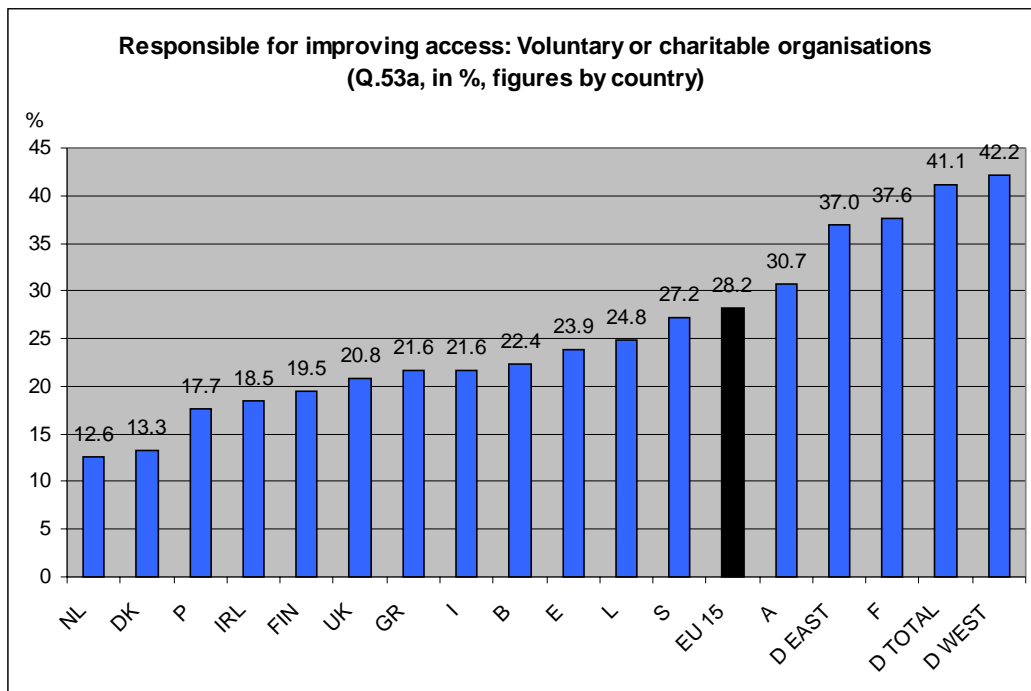
Germany posts the most impressive score, with 41% of respondents citing these types of organisations. It should be remembered in this context that the Federal Republic has a very active voluntary and cooperative sector.

A few points below their German neighbours, 38% of French people consider voluntary and charitable organisations to be responsible for improving conditions of access to public places for people with disabilities, as do 31% of Austrians.



The bulk of countries post scores between the EU-15 average and the 15% mark. They are, in descending order: Sweden (27%), Luxembourg (25%), Spain (24%), Belgium (22%), Italy (22%), Greece (22%), the United Kingdom (21%), Finland (20%), Ireland (19%) and Portugal (18%).

Below the 15% mark we find the Netherlands (13%) and Denmark (13%).



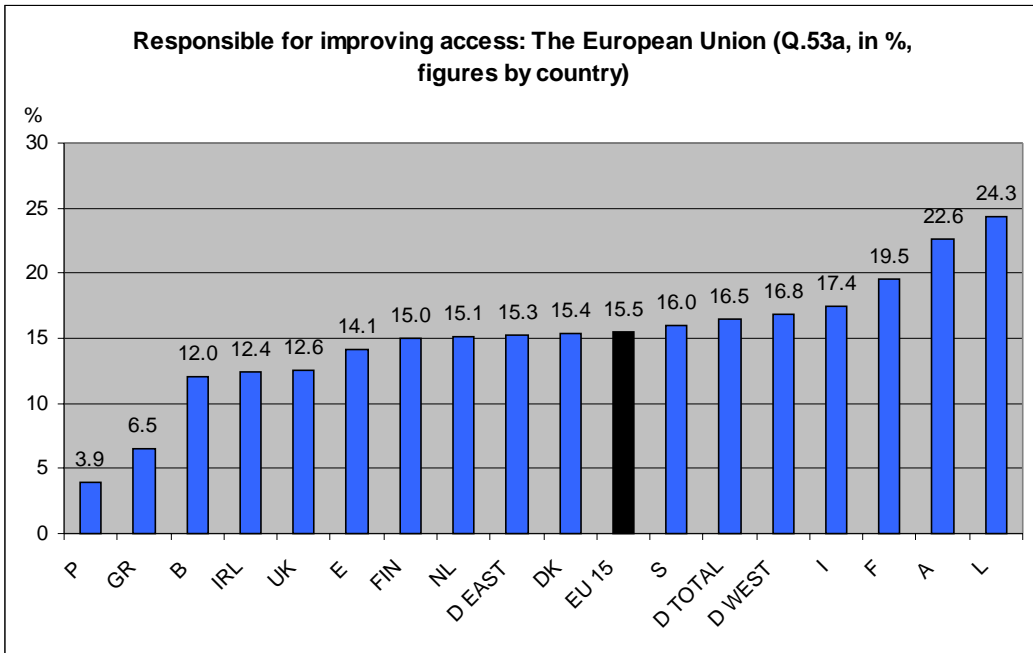
### 1.2.5 The European Union

According to 16% of Europeans, the European Union is responsible for improving access to public places for people with disabilities. Running somewhat counter to the principle of subsidiarity, this option strikes a particularly strong chord in Luxembourg (24%) and Austria (23%).

Seven countries post scores in the 15%-20% range, namely Finland, the Netherlands, Denmark, Sweden, Germany, Italy and France.

Belgium, Ireland and the United Kingdom form a third group, all with very similar scores around the 12% mark.

Finally, some way behind at the bottom end of the scale we find Greece (7%) and Portugal (4%).

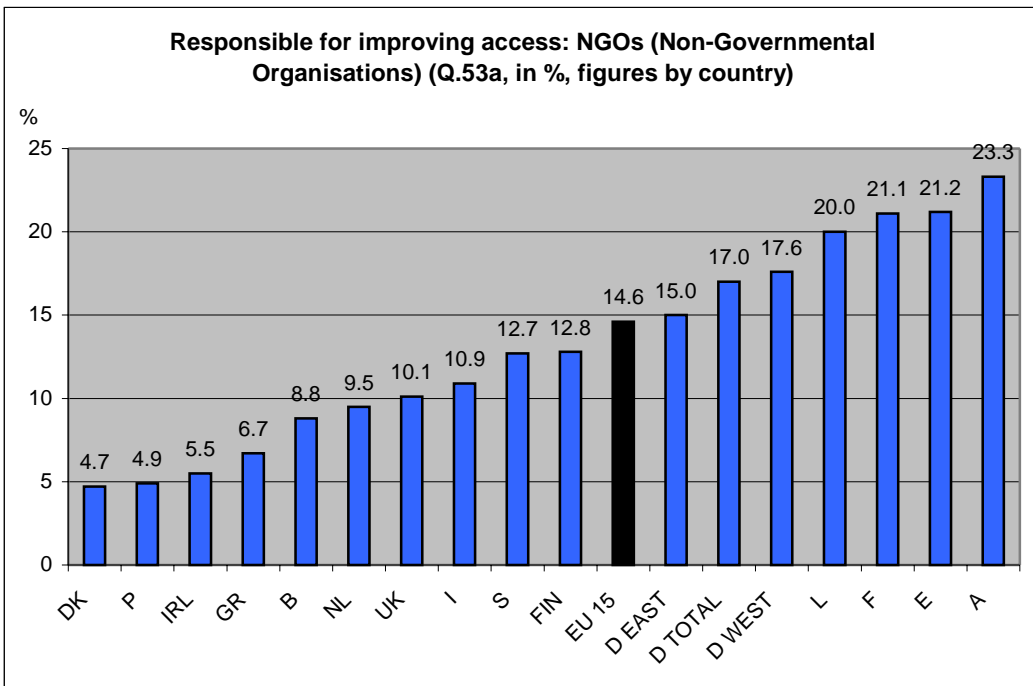


### 1.2.6 NGOs (Non-Governmental Organisations)

Some 15% of Europeans think that NGOs are actually responsible for improving access to public places for people with disabilities. This view is held most strongly in four countries: Austria (23%), Spain (21%), France (21%) and Luxembourg (20%). Germany, with a score of 17%, is 2 percentage points above the EU-15 average.

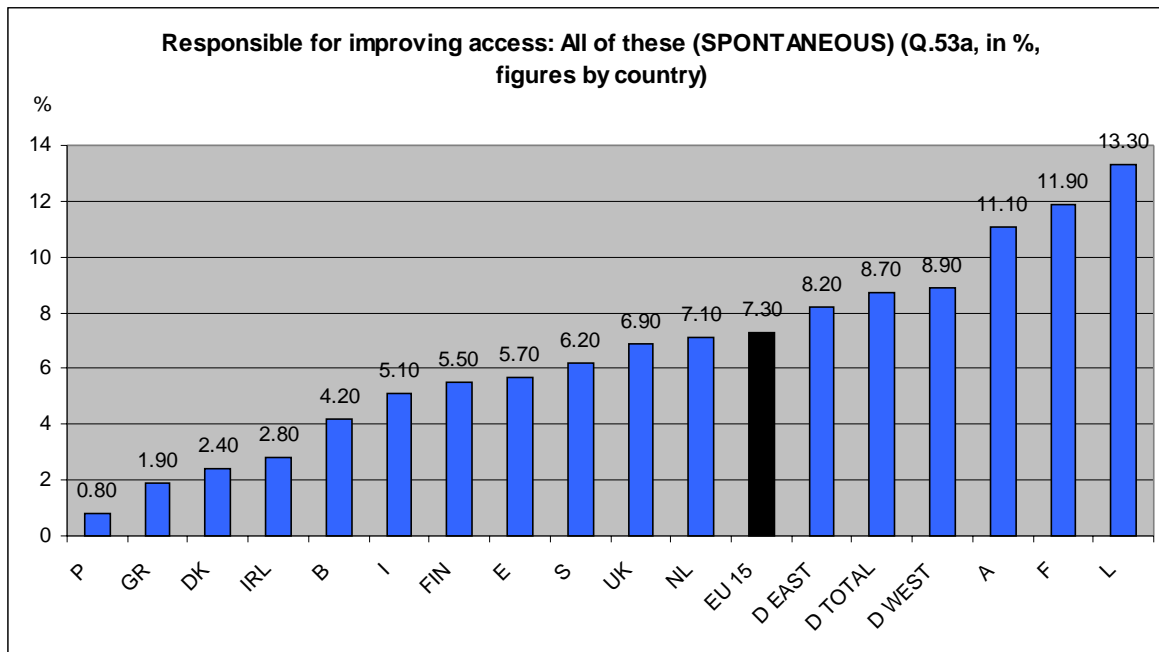
Below the EU-15 average, but above the 10% mark, are Finland and Sweden with 13%, Italy with 11% and the United Kingdom with 10%.

Finally, below the 10% mark are the following six countries (in descending order): the Netherlands (9.5%), Belgium (9%), Greece (7%), Ireland (6%), Portugal and Greece (both 5%).



### 1.2.7 All (SPONTANEOUS)

7% of Europeans think that all the players specified above are responsible for improving access to public places for people with disabilities. There are three countries with scores above the 10% mark: Austria (11%), France (12%) and Luxembourg (13%), while this response is given by less than 1% of Portuguese and less than 2% of Greeks.



### 1.3 Analysis by sociodemographic variables

Let us analyse, in descending order, the top six responses given by the European public.

On average, 66% of Europeans think that the local authorities are responsible for improving access to public places for people with disabilities. However, this percentage is even higher among the following sociodemographic categories: those who stayed in education until age 20 or beyond (72%), men (67%), the over-55s (68%), managers (76%) and the highest earners (74%).

Those who cite national government follow a similar pattern: here too, those who stayed in education until age 20 or beyond are the most likely to think this way (56%, compared with 55% for the EU-15 average), along with managers (59%) and high earners (58%). The least likely to identify national government as responsible are the unemployed and the over-55s.

While the response "employers /companies" averages 30% for EU-15, it is higher than this among the most educated (36%), 40-54 year-olds and managers (41%) and the highest earners (38%). In passing, it should be noted that company managers outscore the general public on this option (with a score 10 percentage points above the EU-15 average), thus recognising their own responsibility for improving access to public places for disabled people.

The EU-15 average for the response "voluntary or charitable organisations" is 28.2%, but higher than this from those still in education (31%), women (28.9%, compared with 27.5% for men), 15-24 year-olds, managers (31.7%) and the highest earners.

As regards those identifying the European Union as being responsible for improving access to public places for people with disabilities, the EU-15 average of 15.5% is exceeded chiefly by those who stayed in education until age 20 or beyond, men (16.2%, compared with 14.8% for women), the 15-24 and 40-54 age-groups, managers (20.7%), employees (17.3%), students (17.2%) and the highest earners (16.8%). Conversely, the European Union is cited less often by those who left school the

earliest (13.7%), women (14.8%), the over-55s, housepersons, the retired (12.8%) and the lowest earners (13.9%).

The EU-15 average for those citing NGOs is 14.6%, with higher scores than this being posted by the 15-24 age-group (17.1%), managers (18.4%), students (18%) and the highest earners (16.1%).

## **2 WHO SHOULD BE RESPONSIBLE?**

### **2.1 Analysis at European level**

As an extension of the preceding question, the following question was then put to respondents: "And, who do you think *should* be responsible for such improvements?" In other words, not so much a factual opinion as a wish.

National government now moves into top position (58%), above local authorities (51%, compared with 66% to the question "*who is actually responsible (...) ?*" So once again the authorities, whether central or local, are considered to carry the main burden of responsibility.

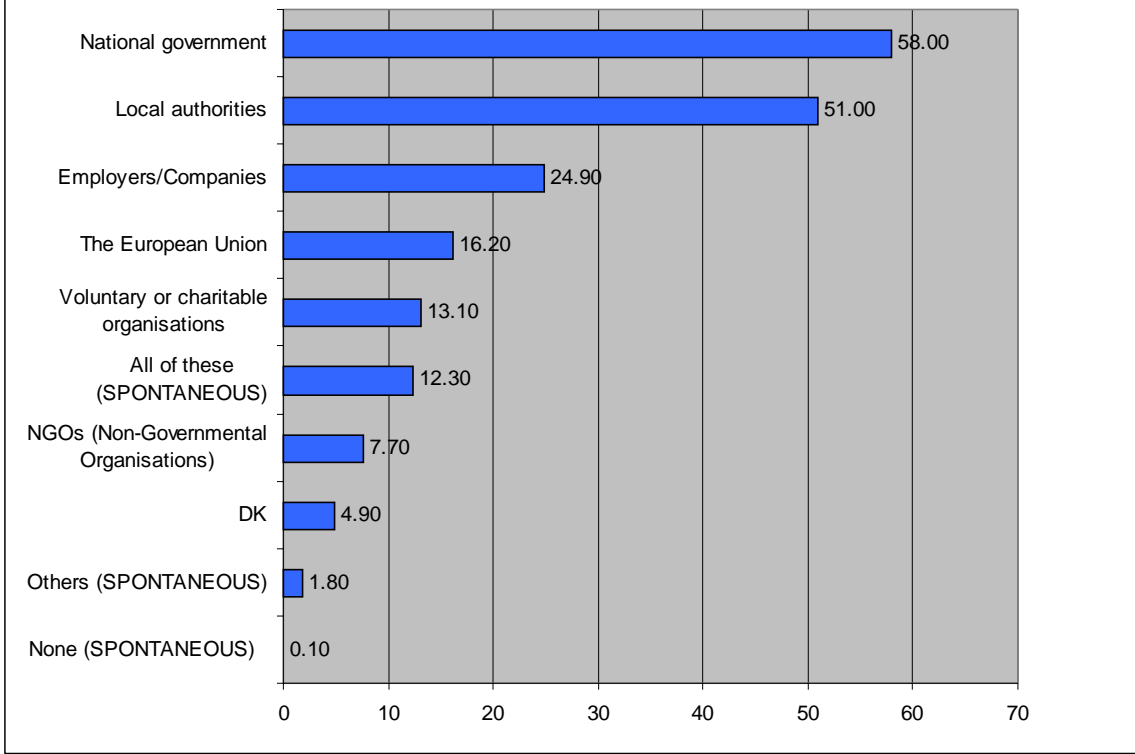
The response "Employers / Companies", cited by 30% of Europeans for the previous question, is now cited by only one in four.

The European Union moves up into fourth position, cited by 16% of Europeans (a real increase of 0.7 percentage points), ahead of voluntary or charitable organisations, which obtain a score of 13% (compared with 28% for the previous question).

More than 12% of Europeans now express the wish that "all" the players mentioned should be responsible for improving access to public places for the disabled (compared with 7% for the previous question).

NGOs (Non-Governmental Organisations) now receive a score of around 8% (compared with 15% previously).

**"And who do you think SHOULD be responsible for such improvements?" (Q.53-b, in %, EU15)**



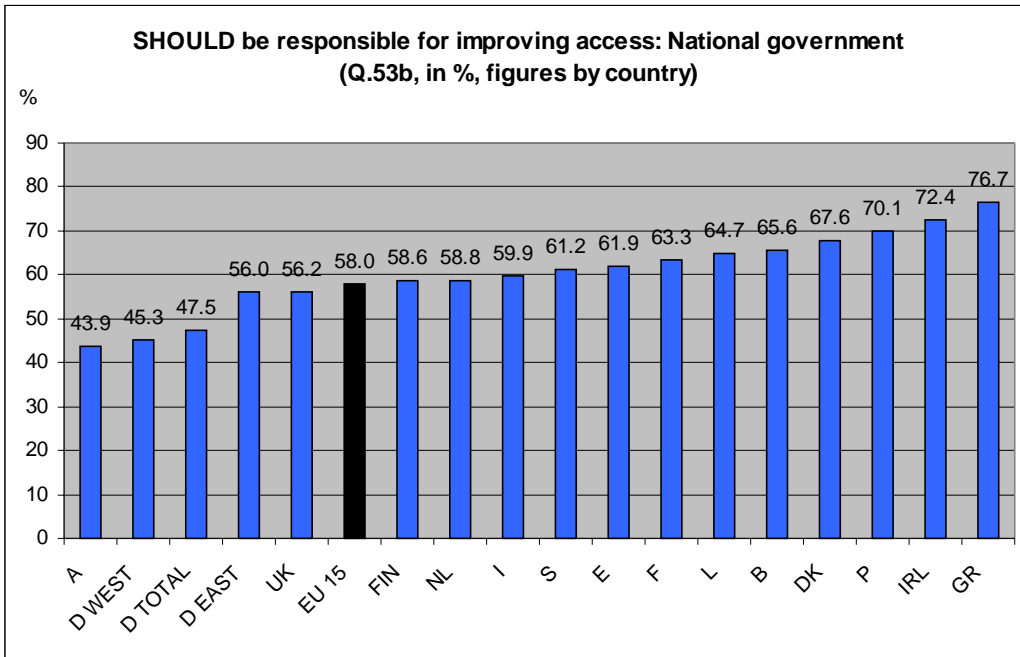
**2.2 Analysis by country**

%

**2.2.1 National government**

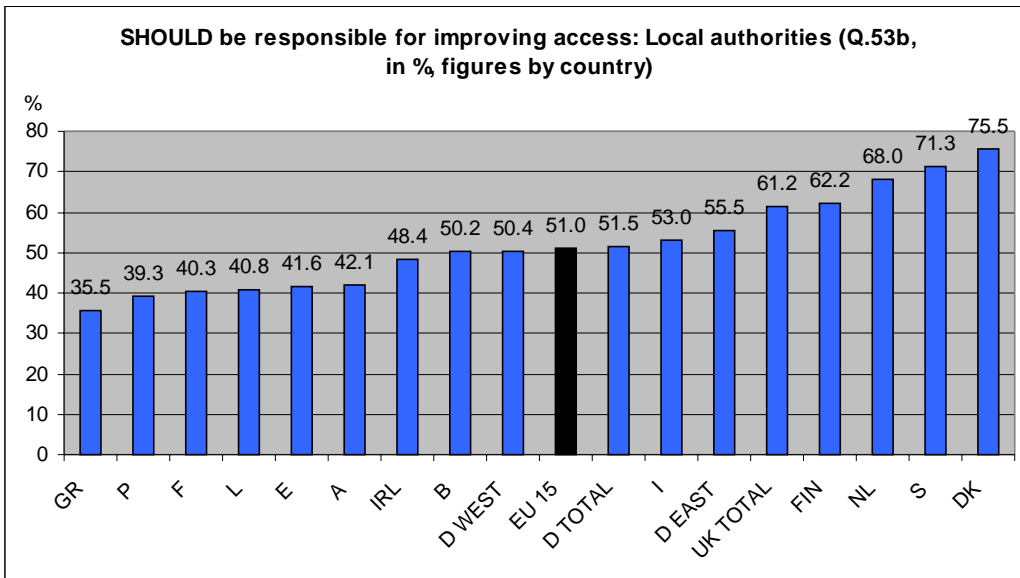
The only two countries where a minority believes the national government should be responsible for improving access to public places for the disabled are Austria (44%) and Germany (48%).

The 13 other countries post scores ranging from 56% (United Kingdom ) to 77% (Greece).



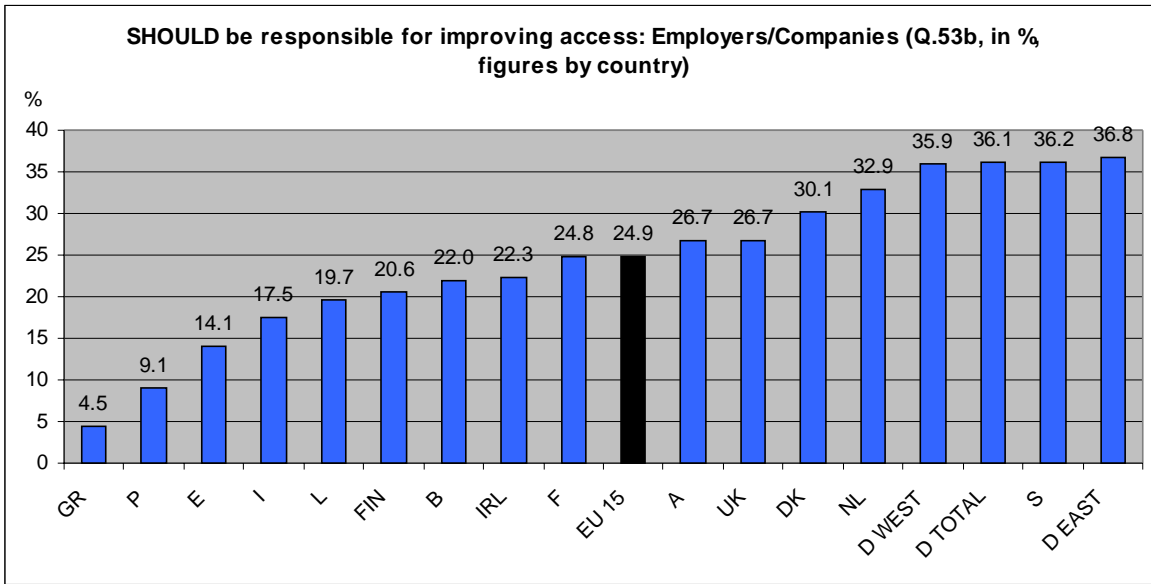
## 2.2.2 Local authorities

51% of Europeans think the local authorities should be responsible for improving access to public places for people with disabilities. Below the 40% mark come Greece (36%) and Portugal (39%). In contrast, five other countries are above the 60% mark: the United Kingdom, Finland, the Netherlands, Sweden and Denmark (topping the list with 76%).



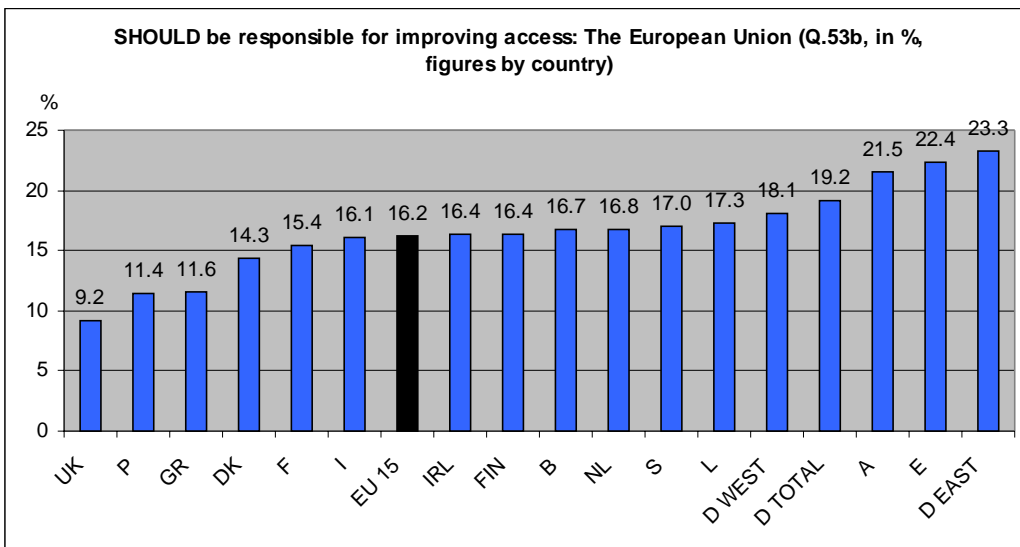
## 2.2.3 Employers / Companies

One European in four thinks that employers and companies should be involved in improving access to public places for people with disabilities. Below the 20% mark are the four southernmost EU countries and Luxembourg. Above the 30% mark are Denmark, the Netherlands, Germany and Sweden.



## 2.2.4 The European Union

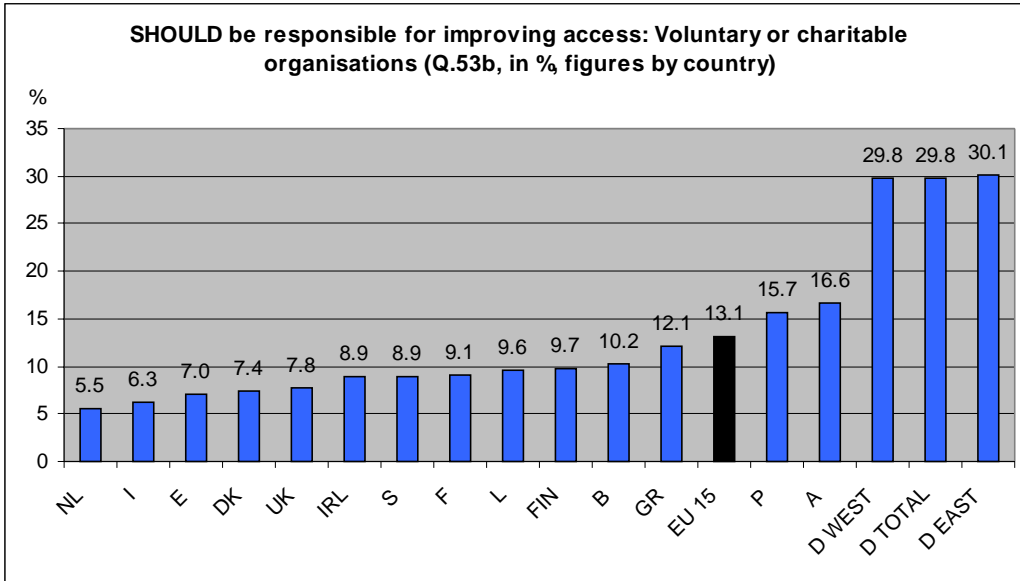
16% of Europeans would like to see the European Union taking responsibility for improving conditions of access to public places for the disabled. The United Kingdom is the least enthusiastic advocate of this view (9%), followed by Portugal, Greece and Denmark. In contrast, the most enthusiastic proponents of this view are Austria and Spain (22%), as well as the new German *Länder* (23%), where the public's expectations of the European Union are five points higher than among their West German compatriots.



## 2.2.5 Voluntary and charitable organisations

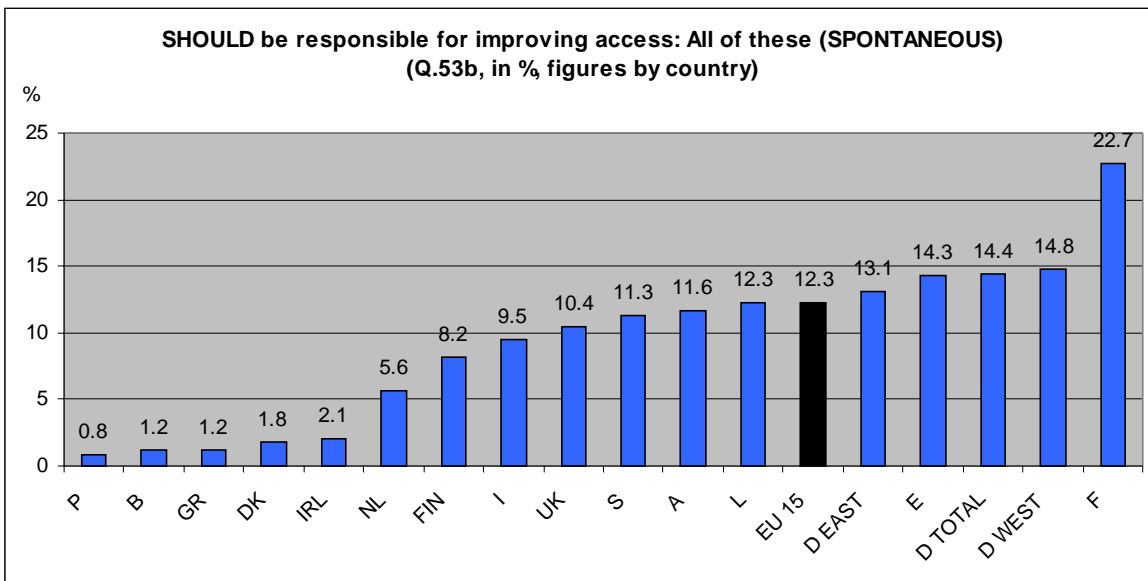
While an average of 13% of Europeans think that voluntary and charitable organisations should have some responsibility, analysis of the national scores shows three distinct groupings:

- below the 10% mark: Finland, Luxembourg, France, Sweden, Ireland, the United Kingdom, Denmark, Spain, Italy and the Netherlands (bottom of the list, with 6%);
- between 10 and 17% : Belgium, Greece, Portugal and Austria;
- finally, standing out very clearly from the rest of its European neighbours, Germany, with a score of 30% – proof, if proof were needed, of the flourishing voluntary sector in the Federal Republic.



### 2.2.6 All (SPONTANEOUS)

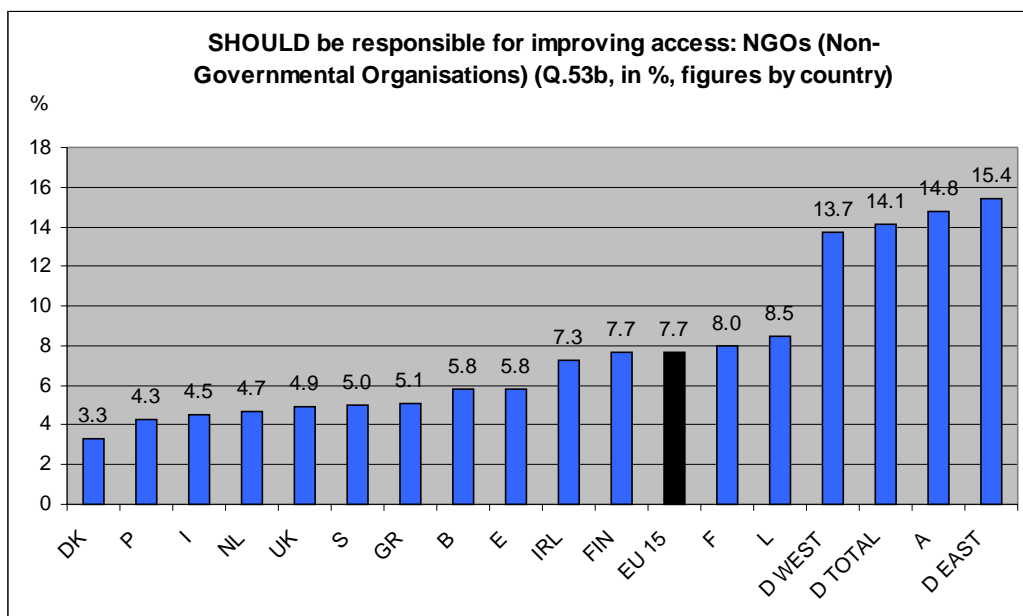
Some 12% of Europeans respond spontaneously that all the players mentioned in the question should carry the responsibility. This view is shared least in Portugal, Belgium, Greece, Denmark and Ireland (less than 3%), in contrast to France (23%) which seems to favour some sort of shared responsibility.



### 2.2.7 NGOs (Non-Governmental Organisations)

NGOs are the least cited of all the structures to which Europeans might wish to assign responsibility for improving conditions of access to public places for people with disabilities. The countries least often citing NGOs are Denmark, Portugal, Italy, the Netherlands, the United Kingdom and Sweden, while those posting the highest scores are Germany (14%) and Austria (15%).





### 2.3 Analysis by sociodemographic variables

Let us analyse, in descending order, the top four responses given by the European public:

- "National government": 58% of Europeans think that their national government should be responsible for these improvements. This view is held most commonly by the more highly educated (59.5%), women (58.6%, compared with 57.4% for men), the 40-54 age-group (59.4%), the self-employed (61.7%), housepersons (59.6%) and the highest earners (61.4%);
- "Local authorities": 51% of Europeans think that the local authorities should have responsibility for improving conditions of access to public places for people with disabilities. This view is held most commonly by the most highly educated (54.9%), women (51.3%, compared with 50.7% for men), the over-55s (53.5%), managers (55.1%) and the highest earners (57.2%);
- "Companies/Employers": 24.9% of Europeans think that companies and employers should have a responsibility for such improvements. This view is held most commonly by the more highly educated, women, the 25-39 age-group, managers (33.4%) and the highest earners (30.4%). The attitude of managers is very interesting, showing that 40% of them recognise their own actual responsibility for such improvements but, moreover, that 33.4% of them would like to see such responsibilities assigned to themselves.
- "European Union": this response is given most frequently by those with most education, males, young persons, managers and high earners.

## CHAPTER IV : AWARENESS OF EUROPEANS REGARDING DISABILITIES

### **In brief:**

- *57% of Europeans admit to not knowing much about a selection of 21 types of disabilities (average calculated on the basis of the results for each of the 21 disabilities mentioned).*
- *61% of Europeans consider themselves to be fairly well informed about cancer.*
- *Almost a quarter of Europeans think that 20% or more of the population of their own country have a physical disability.*
- *19% of Europeans reply "don't know" when asked what percentage of the population of their own country has a physical disability.*

## **1 A LACK OF AWARENESS ABOUT THE DIFFERENT TYPES OF DISABILITIES**

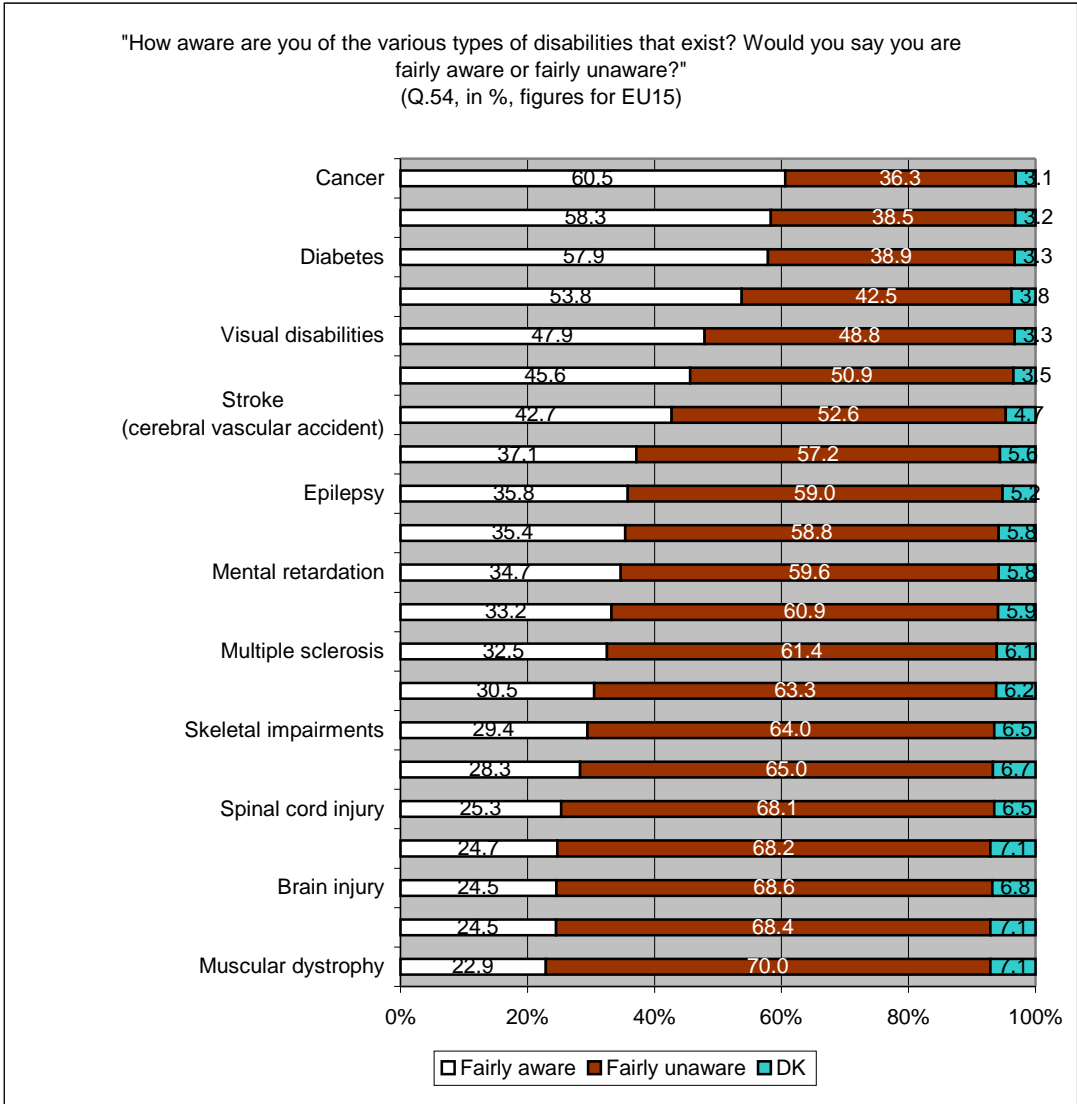
### **1.1 Analysis at European level**

Below are the responses of EU-15 to the question "How aware are you of the various types of disabilities? Would you say you are fairly aware or fairly unaware?" The selection covered 21 types of disabilities.

Cancer obtains the highest awareness rate (61%) and the lowest "don't know" rate (3%).

For only 4 of the 21 types of disability specified is the awareness rate above 50%, namely cancer (61%, as already mentioned), asthma and diabetes (58%) and arthritis (54%).

The awareness rates are between 40% and 50% for visual disabilities, hearing impairments and stroke, and between 30% and 40% for Alzheimer's disease, epilepsy, Parkinson's disease, mental retardation, loss of limbs, multiple sclerosis and psychiatric disabilities. Skeletal impairments, cerebral palsy, spinal cord injury, head injury (cerebral vascular accident), brain injury, neuromuscular impairments and muscular dystrophy obtain the lowest awareness rates (less than 30%).



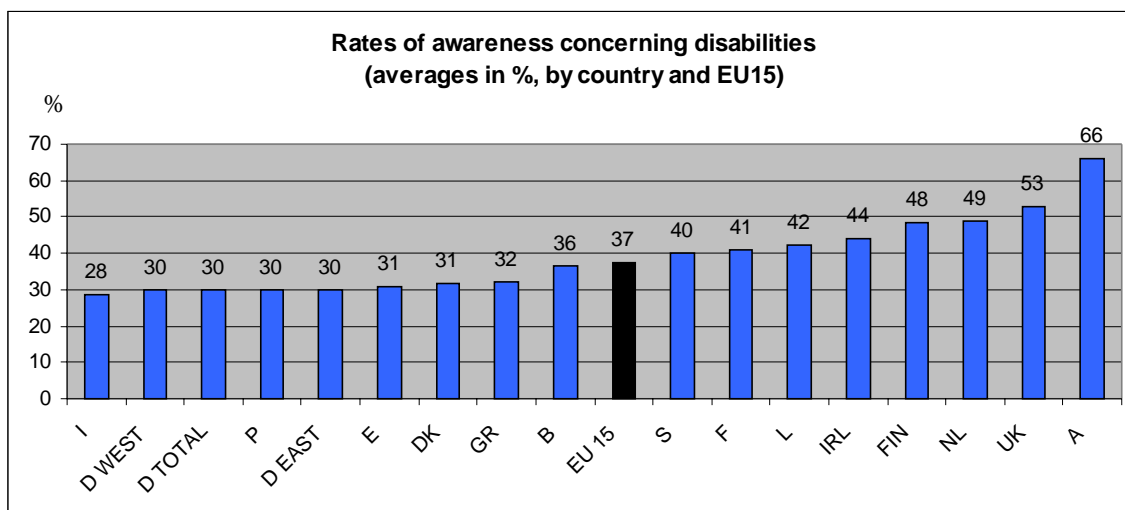
### 1.2 Analysis by country

The EU-15 average awareness rate for disabilities (c.f. the list at the preceding point) is 37%.

Only two countries claim awareness rates above 50%, namely the United Kingdom (53%) and Austria (60%).

A second clear grouping comprises countries with awareness rates above the EU-15 average but below the 50% mark: Sweden (40%), France (41%), Luxembourg (42%), Ireland (44%), Finland (48%) and the Netherlands (49%).

Below the EU-15 average come the four countries of southern Europe (with scores ranging from 28% to 32%), plus Germany (30%) and Belgium (36%).



### 1.3 Analysis by sociodemographic variables

Awareness rates for disabilities differ markedly from one sociodemographic group to another. In order to establish a meaningful indicator we used the EU-15 average awareness rate as illustrated in the preceding point (1.2), which is 37% (average calculated on the basis of the replies given for each of the 21 disabilities listed).

The following sociodemographic categories are the best informed (i.e. with scores above the European average): the well-educated, women, 25-54 year-olds, managers, the self-employed, the retired and the highest earners.

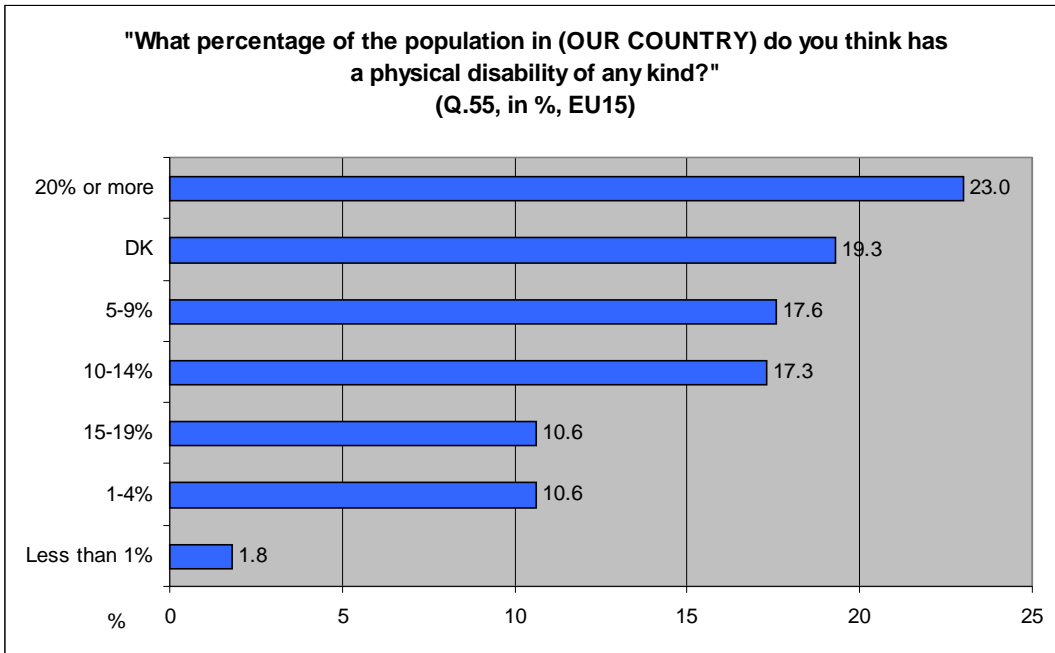
## 2 ALMOST A QUARTER OF EUROPEANS THINK THAT 20% OR MORE OF THE POPULATION OF THEIR OWN COUNTRY HAVE A PHYSICAL DISABILITY

### 2.1 Analysis at European level

In order to map more accurately the awareness of Europeans about disabilities, respondents were then asked: "What percentage of the population in (OUR COUNTRY) do you think has a physical disability of any kind? One answer only."

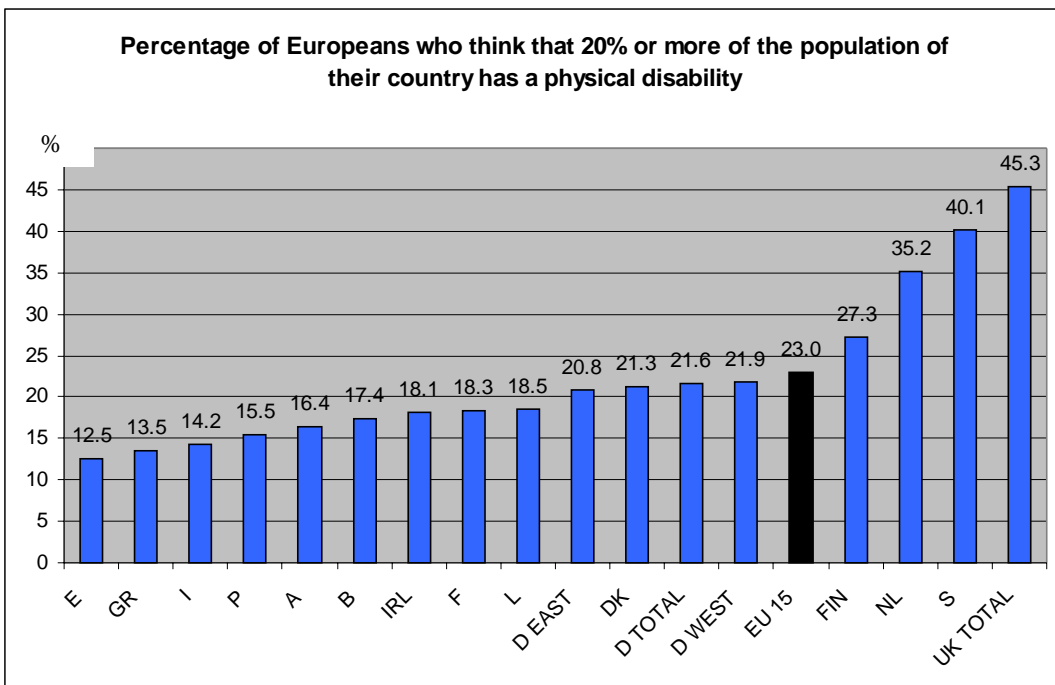
The responses, both at European and national level, are surprising. They show that almost a quarter of Europeans think that 20% or more of the population of their own country have a physical disability. And almost 20% are "don't knows". Finally, 2% of Europeans think that less than 1% of the population of their own country has a physical disability.

The results in the graph below should be viewed against the percentage of Europeans who consider themselves to have some form of disability: 5%.



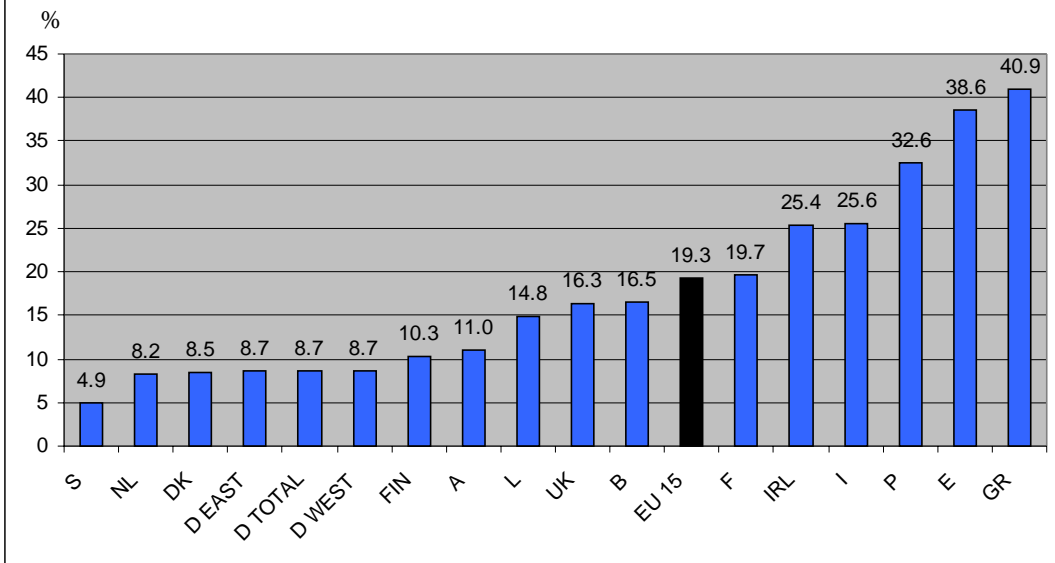
## 2.2 Analysis by country

On average, 23% of Europeans think that 20% or more of the population of their own country have a physical disability. Above this average are four countries of north-western Europe, namely Finland (27%), the Netherlands (35%), Sweden (40%) and the United Kingdom (45%). Below it, Germany and Denmark post scores just above 20%. Lower still come Luxembourg, France, Ireland, Belgium and Austria. And finally, at the end of the line, are the four countries of southern Europe: Portugal (16%), Italy (14%), Greece (14%) and Spain (13%).



The "don't know" scores too reveal a characteristic awareness deficit, i.e. while the average European "don't know" score is 19% this figure rises to 33% for Portugal, 39% for Spain and a very high 41% for Greece. In contrast, the "don't know" figure is below 15% for Luxembourg, Austria and Finland. And it is lower still for Germany (9%), Denmark (9%), the Netherlands (8%) and, especially, Sweden (5%).

**Percentage of Europeans who say they do not know what percentage of the population of their country has a physical disability**



## CHAPTER V : EUROPEANS AND THE INTEGRATION OF PEOPLE WITH DISABILITIES

### **In brief:**

- *97% of Europeans think that something should be done to integrate people with disabilities more into society.*
- *93% think that more money should be spent on removing physical barriers which complicate the lives of physically disabled people.*
- *84% would feel at ease in the presence of a person in a wheelchair (average calculated on the basis of the responses to eight imagined situations).*

## **1 THE DESIRE TO SEE PEOPLE WITH DISABILITIES INTEGRATED MORE INTO SOCIETY**

### **1.1 Analysis at European level**

Eight statements were read out to respondents, who were asked to state their level of agreement or disagreement. They were given four choices, "Strongly agree", "Somewhat agree", "Somewhat disagree" and "Strongly disagree", to which weightings ranging from four to one were assigned (*See the interpretation chart on page 6 of this report*).

The replies to each of the eight statements are given below, in descending order of strength of agreement.

The statement "Something should be done to involve people with disabilities more in society, e.g. by facilitating their access to public places" receives the highest rate of agreement (3.7). Most Europeans (71%) "strongly agree" with this statement.

The statement "More money should be spent on removing physical barriers which complicate the lives of physically disabled people" receives an average rating of 3.6, testifying again to solid support from European public opinion (61% "strongly agree").

The third statement with which Europeans massively agree concerns a dimension of the lives of disabled people which had not been raised until now, namely the lives of disabled children: "Seeing disabled children makes me feel sad" receives an average rating of 3.4, with 57% of Europeans "strongly agreeing".

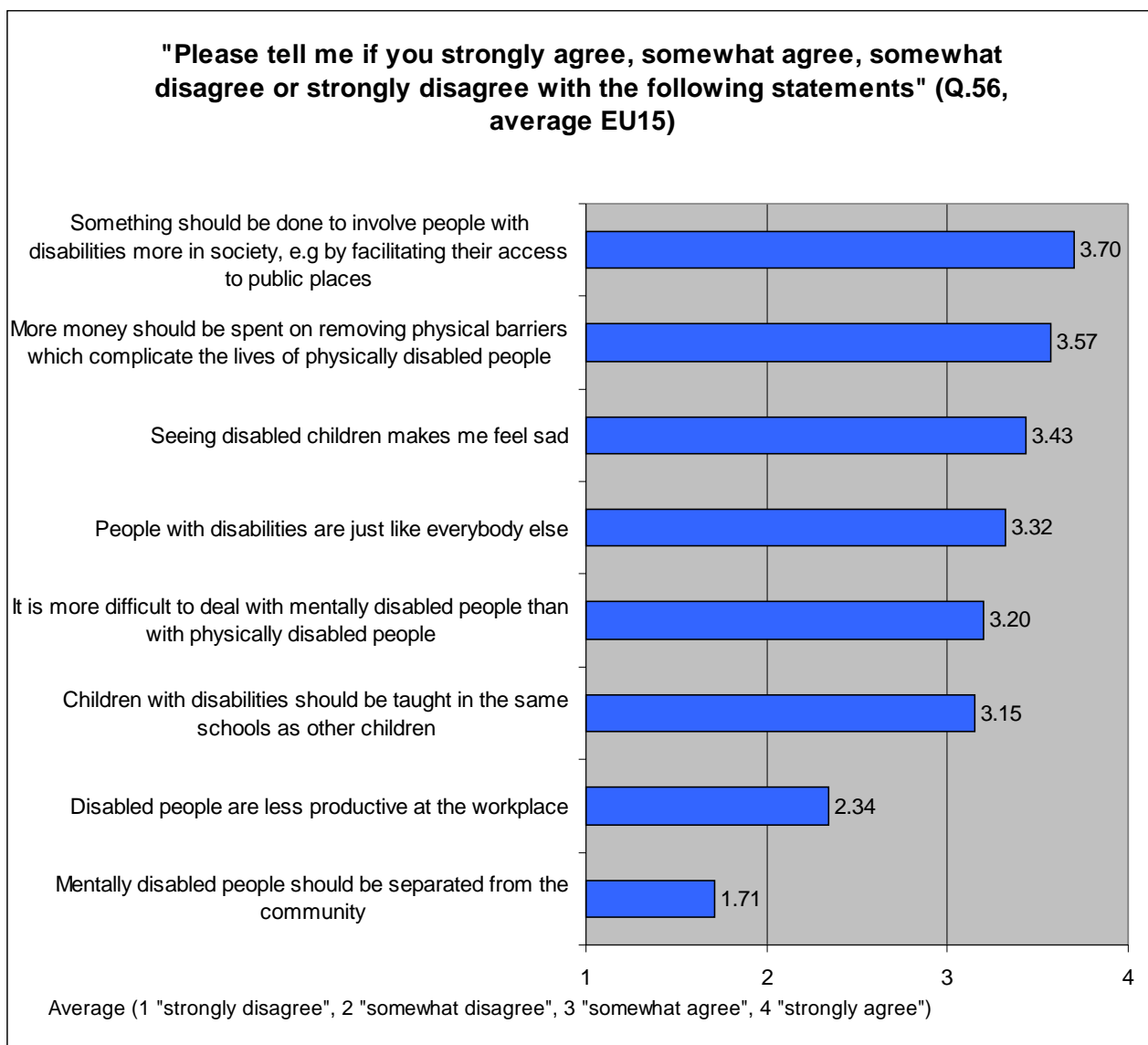
The massive positive response (average rating 3.3) to the statement "People with disabilities are just like everybody else" reflects a sort of "universal conscience" which would legitimise any action that sought to improve the lot of people with disabilities.

The statement "It is more difficult to deal with mentally disabled people than with physically disabled people" is the first to receive a more qualified rating (average of 3.2), with only 39% of Europeans "strongly agreeing" and 38% "somewhat agreeing".

The statement "Children with disabilities should be taught in the same schools as other children" receives an average rating just above 3 (3.15), reflecting a steady decline in strength of agreement as the statements take on a less "universal" slant.

The final two statements obtain average scores below the central point of 2.5:

- "Disabled people are less productive at the workplace": the average rating of 2.3 shows that most Europeans disagree with this statement;
- "Mentally disabled people should be separated from the community" : this statement, with its totalitarian overtones, receives an average rating of only 1.7.



## 1.2 Analysis by country

### 1.2.1 Integrating people with disabilities better into society

The very positive EU-15 rating of 3.7 is echoed throughout all the Member States, with most posting scores between 3.6 and 3.8. Even higher are Ireland (3.86) and Greece (3.89, equating to 89% of respondents "strongly agreeing"), while lower are Portugal (3.51) and the Netherlands (3.49).

### 1.2.2 Removing physical barriers

Here too, the high EU-15 rating of 3.57 finds an echo in all Member States. Scoring highest are Ireland (3.78) and Greece (3.8), while the lowest scores are posted by the Netherlands (3.35), Belgium (3.44), Austria (3.46) and Portugal (3.47), the only four countries with scores below the "3.5" bar.



### **1.2.3 Seeing disabled children**

A majority of Europeans (average 3.43) feel sad seeing disabled children. A majority of countries post scores higher than this average: Belgium, Portugal, Germany, France, Ireland, Italy, Luxembourg and, especially, Greece (3.88). Of the countries scoring below the EU-15 average, we should mention in particular those below the 3.25 mark: the United Kingdom, Sweden, Finland, and especially Denmark (2.94) and the Netherlands (2.6).

### **1.2.4 People with disabilities are just like everybody else**

With a very high EU-15 average of 3.32, there is widespread endorsement of this statement. The only country below the "3" bar is Portugal, with 2.9. In contrast, three countries post scores above the "3.5" mark: Germany, Denmark and, topping the list with 3.6, Finland.

### **1.2.5 Dealings with physically or mentally disabled people**

Broadly speaking, Europeans "somewhat agree" with the statement that "It is more difficult to deal with mentally disabled people than with physically disabled people", but the Member States fall into two groups according to whether they "strongly agree" or "somewhat agree":

- "strongly agree" : Austria, Denmark, Greece, Ireland, Luxembourg, Italy and Germany;
- "somewhat agree" : United Kingdom, Sweden, Finland, Belgium, France and Portugal.

The Netherlands is a case apart, being the only country to post a score below the "3" bar, with 2.72.

### **1.2.6 Integration of disabled children into normal schools**

A majority of Europeans think that disabled children should go to the same schools as other children. Italy "strongly agrees" with the statement, while the majority of Member States "somewhat agree", with scores between 3.2 and 3. Below the "3" bar are the following four countries (in descending order): Portugal (2.95), the Netherlands (2.93), Greece (2.9) and Belgium (2.84).

### **1.2.7 Productivity of disabled people that the workplace**

On average, Europeans "somewhat disagree" with the statement that "Disabled people are less productive at the workplace" (EU-15 average 2.34). Five countries disagree even more strongly, posting scores between 2.3 and 2.1: the Netherlands, Sweden, Italy, the United Kingdom and Spain. Five countries hover around the lower margins of the central point of 2.5: Finland (2.38), France (2.41), Ireland (2.45), Luxembourg (2.47) and Austria (2.49), while Greece sits precisely on the central point.

Above the central point are Germany (2.52), Belgium (2.57), Portugal (2.68) and Denmark (2.69), all of which therefore "somewhat agree" with the statement.

### **1.2.8 Integration of mentally disabled people into the community**

The low EU-15 rating (1.71) underlines the European public's total disagreement with the somewhat provocative statement that "Mentally disabled people should be separated from the community". In all countries, the majority strongly reject the idea that the mentally disabled should be segregated from the rest of society.

The countries fall into two groups, namely those which "somewhat disagree" and those which "strongly disagree":

- "somewhat disagree": Italy (1.89), Portugal (1.87), the United Kingdom (1.85), France (1.79) and Ireland (1.78) ;

- "strongly disagree": Germany (1.71), Belgium (1.7), Finland (1.69), Spain (1.52), Luxembourg (1.5) ; finally, there are five countries below the "1.5" bar: Austria, Greece, the Netherlands, Sweden and, last of all, Denmark (1.33).

### **1.3 Analysis by sociodemographic variables**

For the purpose of analysing the responses by sociodemographic variables, we have divided the statements into three categories.

The first category contains the statements: "Something should be done to involve people with disabilities more in society (...)" and "More money should be spent on removing physical barriers (...)". These two statements with a positive slant are strongly endorsed by the European public. The least likely to agree (the furthest below the EU-15 average) are those who left school by age 15, men, 15-24 year-olds, the unemployed and the lowest earners. A third statement, "Children with disabilities should be taught in the same schools as other children", also belongs in this category to some extent: those who least agree with this third statement are the retired, manual workers and students.

The second category contains the following two statements, which call less for positive action (e.g. spending more money) : "Seeing disabled children make me feel sad" and "People with disabilities are just like everybody else". Those scoring above the European average of 3.38 are people who left school by age 15, women, older people (age 55 or over), the retired and the lowest earners.

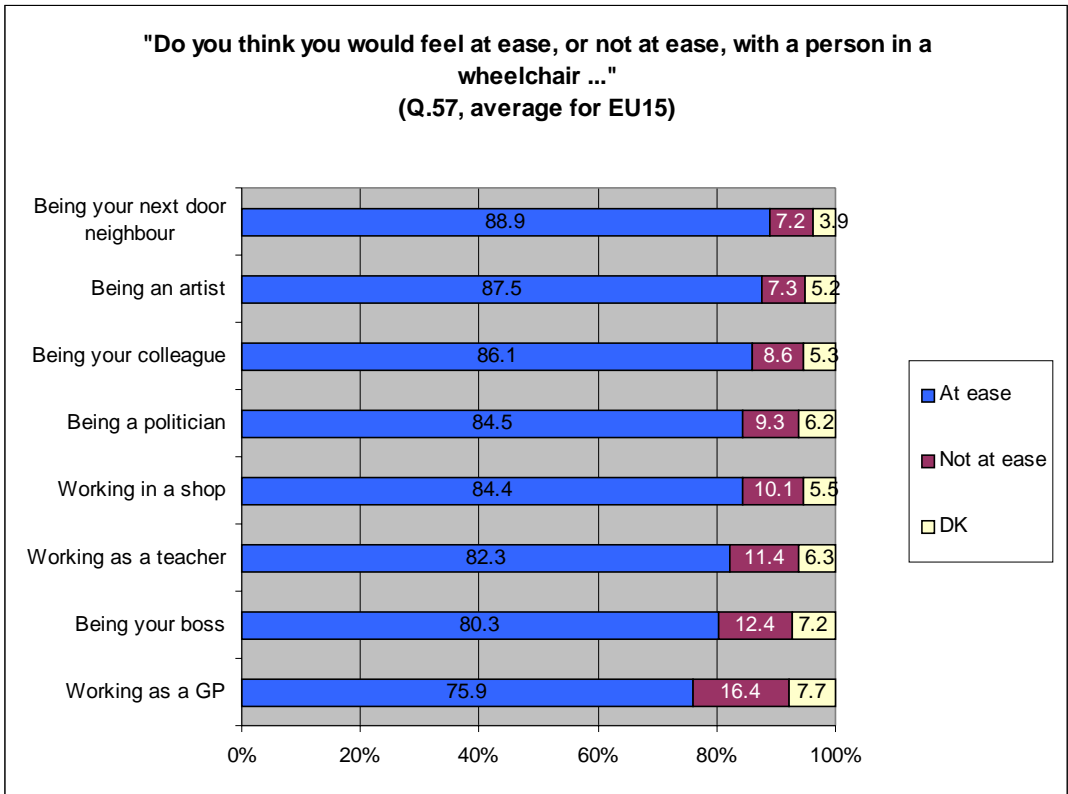
The final category contains the following three statements, all with a fairly negative slant: "It is more difficult to deal with mentally disabled people than with physically disabled people"; "Disabled people are less productive at the workplace"; "Mentally disabled people should be separated from the community". Again, the groups agreeing most with these statements (more than the EU-15 average) are people who left school by age 15, men, the over-55s, the retired and the lowest earners.

## **2 DEGREE TO WHICH EUROPEANS FEEL AT EASE WITH DISABLED PEOPLE IN DIFFERENT CONTEXTS**

### **2.1 Analysis at European level**

The final question in this survey was designed to ascertain how at ease or not at ease Europeans might feel with a person in a wheelchair in one of the following capacities: neighbour, artist, colleague, politician, shop assistant, teacher, boss, GP.

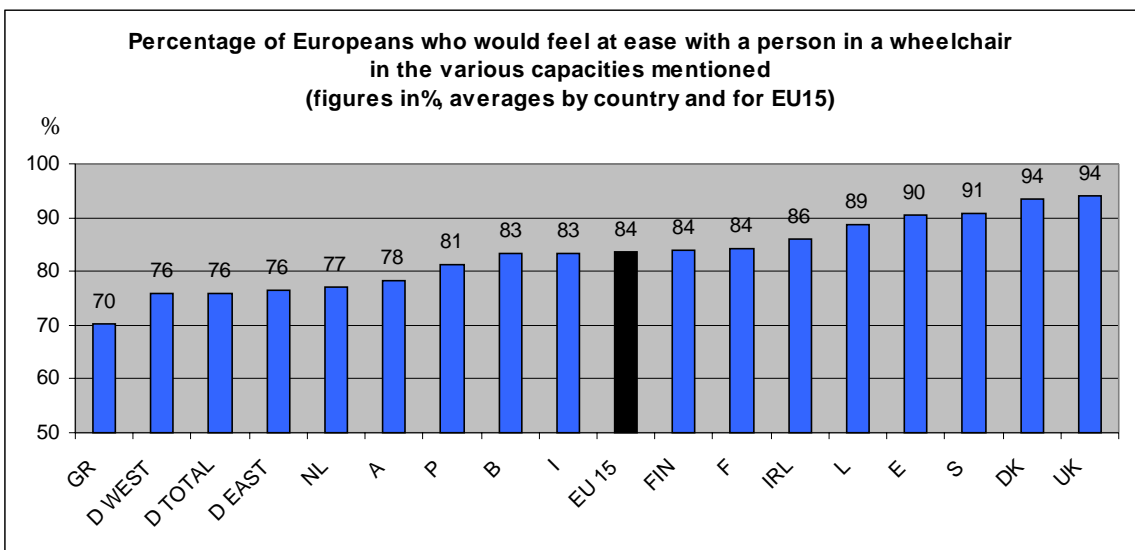
The first thing to point out is that the vast majority of Europeans would feel at ease in these various situations. The responses are very positive, averaging 84% "at ease". Only when faced with the idea of their GP being in a wheelchair do Europeans register a slightly less positive response (76% "at ease").



## 2.2 Analysis by country

On the basis of their average scores, Member States can be divided into three groups:

- scoring at least 90%: Spain, Sweden, Denmark and the United Kingdom;
- scoring between 80% and 90%: Portugal, Belgium, Italy, Finland, France, Ireland and Luxembourg;
- scoring between 70% and 80%: Greece (70%, the lowest score in the Union), Germany, the Netherlands and Austria.



## 2.3 Analysis by sociodemographic variables

Women, the well-educated, 25-39 year-olds, managers, the self-employed and the highest earners are the sociodemographic groups that post scores above the EU-15 average, signifying that these groups are more at ease than the others in their contacts with disabled people (in the various capacities described in the question). In contrast, those who left school by age 15, men, those aged 55 or over, the unemployed, the retired and the lowest earners post scores below the EU-15 average.

## CONCLUSION

Europeans, a majority of whom know and/or associate with people with disabilities, overwhelmingly agree that access to services and events is difficult for disabled people. All the same, six out of ten think that such access has improved over the past ten years. And they chiefly identify the public authorities (whether central or local) as bearing and needing to bear the responsibility for improving access to services and events for people with disabilities, along with, to a lesser extent, employers and the European Union. Also important is the degree to which Europeans are poorly informed both about individual types of disabilities and the proportion of the population with some form of disability. Finally – and this is of paramount importance – Europeans almost unanimously agree that more should be done to integrate people with disabilities more into society, especially by spending more money on removing physical barriers.

On the basis of the various issues analysed in this report, two key ideas emerge which strike us as particularly important:

- Europeans might be quite poorly informed about disabilities and the problems that they give rise to ... but this relative ignorance never slips into indifference. On the contrary, there is a tangible desire to see improvements made.
- A clear and very timely message goes out to the public authorities (both central and local): they carry the main responsibility for improving the lot of the disabled, as do also, albeit to a lesser extent, companies/employers and the European Union.

There is no doubt that the results of this public opinion survey, constituting as they do an indirect indictment of practices that are too often tolerated or ignored, send out a message to the whole spectrum of decision-makers – politicians, civil servants, company bosses, heads of associations – whether operating at local, national or European level. The integration of people with disabilities into society is, in fact, first and foremost a political problem. It is now up to our leaders to respond to the public's expectations.

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## **ANNEXES**

## **BILINGUAL QUESTIONNAIRE**

## QUESTIONNAIRE EUROBAROMETRE 54.2 / FRANCAIS

MAINTENANT, PASSONS A UN AUTRE SUJET

Q.49. a) Vous-même, connaissez-vous des personnes qui ont une maladie de longue durée, un handicap ou une infirmité, qui limite leurs activités d'une façon ou d'une autre ? (SI OUI) De qui s'agit-il ? (MONTRER CARTE - PLUSIEURS REPONSES POSSIBLE)

b) (POUR CHAQUE PERSONNE IDENTIFIEE) A quelle fréquence êtes-vous en contact avec cette (ces) personne(s) ? (MONTRER CARTE AVEC ECHELLE - UNE SEULE REPONSE)

LIRE	a) CONNAIT		b) FREQUENCE DE CONTACT					
			CHAQUE	PLUSIEURS	PLURIEURS	UNE FOIS	NSP	
			JOUR	FOIS PAR SEMAINE	FOIS PAR MOIS	PAR MOIS OU MOINS SOUVENT		
Non	82	1,	83	1	2	3	4	5
Oui, un(des) membre(s) de votre famille	2.		84	1	2	3	4	5
Oui un(e)(des) ami(e)(s)	3.		85	1	2	3	4	5
Oui, une(des) connaissance(s)	4.		86	1	2	3	4	5
Oui, un(e)(des) voisin(e)(s)	5.		87	1	2	3	4	5
Oui, un(e)(des) collègue(s)	6.		88	1	2	3	4	5
Oui, un(e)(des) client(e)(s)	7.		89	1	2	3	4	5
Oui un(e)(des) élève(s) à l'école	8.		90	1	2	3	4	5
Oui un(e)(des) étudiant(e)(s) à l'Université	9.		91	1	2	3	4	5
Oui, une(des) autres(s) personne(s)	10.		92	1	2	3	4	5
Oui, je me considère comme une personne atteinte d'un handicap	11,							
NSP	12.							

EB54.2 - NOUVEAU

Q.50. a) En général, vous sentez-vous complètement à l'aise, plutôt à l'aise, plutôt mal à l'aise ou très mal à l'aise en présence de personnes atteintes d'un handicap ?

b) Et, en général, pensez-vous que les autres personnes sont complètement à l'aise, plutôt à l'aise, plutôt mal à l'aise ou très mal à l'aise en présence de personnes atteintes d'un handicap ?

	a) VOUS		b) LES AUTRES PERSONNES	
Complètement à l'aise	93	1	94	1
Plutôt à l'aise		2		2
Plutôt mal à l'aise		3		3
Très mal à l'aise		4		4
NSP		5		5

EB54.2 - NOUVEAU



- Q.51. a) Pour chacun des groupes suivants, pensez-vous qu'en général l'accès aux transports publics leur est very difficult, fairly difficult, pas very difficult, ou pas du tout difficile ? (MONTRER CARTE - LIRE - PLUSIEURS REPONSES POSSIBLE)  
 (ENQ. : CODE 1 SI REpondant DIT "TRES DIFFICILE", CODE 2 SI "FAIRLY DIFFICULT" CODE 3 "PAS TRES DIFFICILE",  
 CODE 4 SI "PAS DU TOUT DIFFICILE", CODE 5 SI "NSP")  
 b) and pensez-vous qu'en général, l'accès aux autres services publics leur est very difficult, fairly difficult,  
 pas very difficult, ou pas du tout difficile ? (MONTRER MEME CARTE)  
 c) and l'accès aux restaurants, hôtels, etc. ? (MONTRER MEME CARTE)  
 d) and l'accès à l'Université ou à l'école ? (MONTRER MEME CARTE)  
 e) and l'accès à leur lieu de travail ? (MONTRER MEME CARTE)  
 f) and l'accès à des événements sportifs ? (MONTRER MEME CARTE)  
 g) and l'accès à des événements culturels ? (MONTRER MEME CARTE)

	a) TRANS- PORTS PUBLICS	b) AUTRES SERVICES PUBLICS	c) RES- TAURANTS HOTELS, ETC.	d) UNIVERSITE OU ECOLE	e) LIEU DE TRAVAIL	f) EVENE- MENTS SPORTIFS	g) EVENE- MENTS CULTURELS
1. Les aveugles	__  95	__  96	__  97	__  98	__  99	__  100	__  101
2. Les sourds	__  102	__  103	__  104	__  105	__  106	__  107	__  108
3. Les autres personnes handicapées physiques	109  __	110  __	111  __	112  __	113  __	114  __	115  __
4. Les personnes handicapées mentales	__  116	__  117	__  118	__  119	__  120	__  121	__  122

EB54.2 - NOUVEAU

- Q.52. En général, diriez-vous qu'au cours des dix dernières années, l'accès aux lieux publics pour les personnes atteintes de handicaps s'est beaucoup amélioré, plutôt amélioré, peu amélioré, ou pas du tout amélioré ?

Beaucoup amélioré.....	123	1
Plutôt amélioré.....		2
Peu amélioré.....		3
Pas du tout amélioré.....		4
NSP.....		5

EB54.2 - NOUVEAU

- Q.53. a) Selon vous, qui est véritablement responsable de l'amélioration de l'accès des personnes atteintes d'un handicap aux lieux publics ? (MONTRER CARTE - PLUSIEURS REPONSES POSSIBLE)  
 b) Et, selon vous, qui devrait être responsable de ces améliorations ? (MONTRER MEME CARTE - PLUSIEURS REPONSES POSSIBLE)

LIRE	a) Est véritablement responsable	b) Devrait être responsable
1. Les autorités locales	124 1,	125 1,
2. Le gouvernement	2.	2.
3. Les ONG (Organisations non-gouvernementales)	3.	3.
4. L'Union européenne	4.	4.
5. Les organisations bénévoles ou caritatives	5.	5.
6. Les employeurs / Les entreprises	6.	6.
Tous (SPONTANE)	7.	7.
Autres (SPONTANE)	8.	8.
Aucun (SPONTANE)	9.	9.
NSP	10.	10.

EB54.2 - NOUVEAU

Q.54. Dans quelle mesure vous sentez-vous informé des différents types de handicaps qui existent ? Diriez-vous que vous êtes plutôt informé ou plutôt pas informé ?

	LIRE	PLUTOT INFORME	PLUTOT PAS INFORME	NSP
1. Handicaps visuels	126	1	2	3
2. Troubles auditifs	127	1	2	3
3. Troubles neuro-musculaires	128	1	2	3
4. Détériorations osseuses	129	1	2	3
5. Paralyse cérébrale	130	1	2	3
6. Lésions de la moëlle épinière	131	1	2	3
7. Lésions à la tête (accident cérébro-vasculaire)	132	1	2	3
8. Congestion cérébrale / Apoplexie (accident cérébro-vasculaire)	133	1	2	3
9. Perte de membres	134	1	2	3
10. Sclérose en plaques	135	1	2	3
11. Dystrophie musculaire	136	1	2	3
12. Arthrite	137	1	2	3
13. Asthme	138	1	2	3
14. Cancer	139	1	2	3
15. Diabète	140	1	2	3
16. Epilepsie	141	1	2	3
17. Lésions cérébrales	142	1	2	3
18. Maladie d'Alzheimer	143	1	2	3
19. Maladie de Parkinson	144	1	2	3
20. Retard mental	145	1	2	3
21. Handicaps psychiatriques	146	1	2	3

EB54.2 - NOUVEAU

Q.55. A votre avis, quel est le pourcentage de la population en (NOTRE PAYS) qui est atteinte d'un handicap physique quel qu'il soit ? (NE PAS MONTRER CARTE - NE PAS LIRE - UNE SEULE REPONSE)

Moins d'1%.....	147	1
1-4%.....		2
5-9%.....		3
10-14%.....		4
15-19%.....		5
20% ou plus.....		6
NSP.....		7

EB54.2 - NOUVEAU

Q.56. Pourriez-vous me dire si vous êtes tout à fait d'accord, plutôt d'accord, plutôt pas d'accord ou pas du tout d'accord avec les affirmations suivantes ? (MONTRER CARTE AVEC ECHELLE)

LIRE - ROTATION	TOUT A FAIT D'ACCORD	PLUTOT D'ACCORD	PLUTOT PAS D'ACCORD	PAS DU TOUT D'ACCORD	NSP
Quelque chose devrait être fait pour plus intégrer dans la société les personnes atteintes d'un handicap, par exemple en leur facilitant l'accès aux lieux publics	148 1	2	3	4	5
Les enfants atteints d'un handicap devraient aller dans les mêmes école que les autres enfants	149 1	2	3	4	5
Les personnes atteintes d'un handicap sont exactement comme les autres personnes	150 1	2	3	4	5
Il est plus difficile d'avoir affaire à des personnes atteintes d'un handicap mental que d'un handicap physique	151 1	2	3	4	5
Les personnes atteintes d'un handicap mental devraient être séparées du reste de la société	152 1	2	3	4	5
Plus d'argent devrait être dépensé pour supprimer les barrières physiques qui compliquent la vie des personnes atteintes d'un handicap	153 1	2	3	4	5
Le fait de voir des enfants atteints d'un handicap me rend triste	154 1	2	3	4	5
Les personnes atteintes d'un handicap sont moins productives sur leur lieu de travail	155 1	2	3	4	5

EB54.2 - NOUVEAU

Q.57. Pensez-vous que vous vous sentiriez à l'aise ou pas à l'aise avec une personne dans une chaise roulante... ?

LIRE	A L'AISE	PAS A L'AISE	NSP
...travaillant comme médecin généraliste	156 1	2	3
...étant votre patron	157 1	2	3
...étant votre voisin	158 1	2	3
...étant votre collègue	159 1	2	3
...travaillant dans un magasin	160 1	2	3
...exerçant une fonction politique	161 1	2	3
...travaillant comme artiste	162 1	2	3
...travaillant comme professeur	163 1	2	3

EB54.2 - NOUVEAU

## EUROBAROMETER QUESTIONNAIRE 54.2 / ENGLISH

NOW, LET'S TALK ABOUT ANOTHER TOPIC

- Q.49. a) Do you personally know anyone who has any long-lasting illness, disability or infirmity that limits their activities in any way? (IF YES) Who are they? (SHOW CARD - SEVERAL ANSWERS POSSIBLE)  
 b) (FOR EACH PERSON IDENTIFIED) How often do you have contacts with them? (SHOW CARD WITH SCALE - ONE ANSWER ONLY)

READ OUT	a) KNOW		b) FREQUENCY OF CONTACT					
			EVERY DAY	SEVERAL TIMES PER WEEK	SEVERAL TIMES PER MONTH	ONCE A MONTH OR LESS	DK	
No	82	1.	83	1	2	3	4	5
Yes, a member(s) of your family	2.		84	1	2	3	4	5
Yes, friend(s)	3.		85	1	2	3	4	5
Yes, an acquaintance(s)	4.		86	1	2	3	4	5
Yes, a neighbour(s)	5.		87	1	2	3	4	5
Yes, a colleague(s)	6.		88	1	2	3	4	5
Yes, a client	7.		89	1	2	3	4	5
Yes, pupil(s) at school	8.		90	1	2	3	4	5
Yes, student(s) at University	9.		91	1	2	3	4	5
Yes, other(s)	10.		92	1	2	3	4	5
Yes, I regard myself as a disabled person	11.							
DK	12.							

EB54.2 - NEW

- Q.50. a) In general, do you feel completely at ease, somewhat at ease, somewhat uneasy or very uneasy in the presence of people with disabilities?  
 b) And, in general, do you think that other people feel completely at ease, somewhat at ease, somewhat uneasy or very uneasy in the presence of people with disabilities?

	a) YOU FEEL		b) OTHER PEOPLE FEEL	
Completely at ease	93	1	94	1
Somewhat at ease		2		2
Somewhat uneasy		3		3
Very uneasy		4		4
DK		5		5

EB54.2 - NEW

- Q.51. a) For each of the following groups, do you think that, generally, access to public transport is very difficult, fairly difficult, not very difficult, or not at all difficult? (SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE) (INT.: CODE 1 IF RESPONDENT SAYS "VERY DIFFICULT", CODE 2 IF "FAIRLY DIFFICULT", CODE 3 IF "NOT VERY DIFFICULT", CODE 4 IF "NOT AT ALL DIFFICULT", CODE 5 "DON'T KNOW")  
 b) And do you think that, generally, access to other public services is very difficult, fairly difficult, not very difficult, or not at all difficult? (SHOW SAME CARD)  
 c) And access to restaurants, hotels etc.? (SHOW SAME CARD)  
 d) And access to university or school? (SHOW SAME CARD)  
 e) And access to their work place? (SHOW SAME CARD)  
 f) And access to sports events? (SHOW SAME CARD)  
 g) And access to cultural events? (SHOW SAME CARD)

	a) PUBLIC TRANSPORT	b) OTHER PUBLIC SERVICES	c) RESTAURANTS, HOTELS, ETC.	d) UNIVERSITY OR SCHOOL	e) WORK PLACE	f) SPORTS EVENTS	g) CULTURAL EVENTS
1. Blind people	95	96	97	98	99	100	101
2. Deaf people	102	103	104	105	106	107	108
3. Physically disabled people	109	110	111	112	113	114	115
4. Intellectually disabled people	116	117	118	119	120	121	122

EB54.2 - NEW

- Q.52. On the whole, would you say that over the last ten years access to public places for people with disabilities has improved very much, somewhat improved, not very much improved or not at all improved?

Very much improved.....	123	1
Somewhat improved.....		2
Not much improved.....		3
Not at all improved.....		4
DK.....		5

EB54.2 - NEW

- Q.53. a) From the following list, who do you think is actually responsible for improving access to public places for people with disabilities? (SHOW CARD - SEVERAL ANSWERS POSSIBLE)  
 b) And, who do you think should be responsible for such improvements? (SHOW SAME CARD - SEVERAL ANSWERS POSSIBLE)

READ OUT	a) Is actually responsible for improvement	b) Should be responsible for improvement
1. Local authorities	124 1,	125 1,
2. National government	2.	2.
3. NGOs (non governmental organisations)	3.	3.
4. The European Union	4.	4.
5. Voluntary or charitable organisations	5.	5.
6. Employers/Companies	6.	6.
All of these (SPONTANEOUS)	7.	7.
Others (SPONTANEOUS)	8.	8.
None (SPONTANEOUS)	9.	9.
DK	10.	10.

EB54.2 - NEW

Q.54. How aware are you of the various types of disabilities? Would you say you are fairly aware or fairly unaware of the various types of disabilities?

	READ OUT	FAIRLY AWARE	FAIRLY UNAWARE	DK
1. Visual disabilities	126	1	2	3
2. Hearing impairments	127	1	2	3
3. Neuromuscular impairments	128	1	2	3
4. Skeletal impairments	129	1	2	3
5. Cerebral palsy	130	1	2	3
6. Spinal cord injury	131	1	2	3
7. Head injury (cerebral vascular accident)	132	1	2	3
8. Stroke (cerebral vascular accident)	133	1	2	3
9. Loss of limbs	134	1	2	3
10. Multiple sclerosis	135	1	2	3
11. Muscular dystrophy	136	1	2	3
12. Arthritis	137	1	2	3
13. Asthma	138	1	2	3
14. Cancer	139	1	2	3
15. Diabetes	140	1	2	3
16. Epilepsy	141	1	2	3
17. Brain injury	142	1	2	3
18. Alzheimer's disease	143	1	2	3
19. Parkinson's disease	144	1	2	3
20. Mental retardation	145	1	2	3
21. Psychiatric disabilities	146	1	2	3

EB54.2 - NEW

Q.55. What percentage of the population in (OUR COUNTRY) do you think has a physical disability of any kind? (DO NOT SHOW CARD - DO NOT READ OUT - ONE ANSWER ONLY)

Less than 1%.....	147	1
1-4%.....		2
5-9%.....		3
10-14%.....		4
15-19%.....		5
20% or more.....		6
DK.....		7

EB54.2 - NEW

Q.56. Please tell me if you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements? (SHOW CARD WITH SCALE)

READ OUT - ROTATE	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DK	
Something should be done to involve people with disabilities more in society e.g. by facilitating their access to public places	148	1	2	3	4	5
Children with disabilities should be taught in the same schools as other children	149	1	2	3	4	5
People with disabilities are just like everybody else	150	1	2	3	4	5
It is more difficult to deal with mentally disabled people than with physically disabled people	151	1	2	3	4	5
Mentally disabled people should be separated from the community	152	1	2	3	4	5
More money should be spent on removing physical barriers which complicate the life of physically disabled people	153	1	2	3	4	5
Seeing disabled children makes me feel sad	154	1	2	3	4	5
Disabled people are less productive at the work place	155	1	2	3	4	5

EB54.2 - NEW

Q.57. Do you think you would feel at ease, or not at ease, with a person in a wheelchair...?

READ OUT	AT EASE	NOT AT EASE	DK	
...working as a GP	156	1	2	3
...being your boss	157	1	2	3
...being your next door neighbour	158	1	2	3
...being your colleague	159	1	2	3
...working in a shop	160	1	2	3
...being a politician	161	1	2	3
...being an artist	162	1	2	3
...working as a teacher	163	1	2	3

EB54.2 - NEW

## **TECHNICAL SPECIFICATIONS**



## STANDARD EUROBAROMETER 54.2 : TECHNICAL SPECIFICATIONS

Between 2 January and 6 February 2001, the European Opinion Research Group, a consortium of market research and public opinion agencies, comprising INRA (EUROPE) and GfK Worldwide, carried out wave 54.2 of the STANDARD EUROBAROMETER at the request of the EUROPEAN COMMISSION, DG Education and Culture, Centre for the Citizen - Public Opinion Analysis.

EUROBAROMETER 54.2 covers the population - having the nationality of one of the Member States of the European Union - aged 15 or over resident in each Member State. The sampling principle applied in all the Member States is a multi-stage (probabilistic) random selection. In each EU country, various points of fall were drawn with a probability proportional to the size of the population (in order to cover the whole of the country) and the population density.

For this purpose, these points of fall were drawn systematically in each of the "administrative regional units", after being stratified by individual unit and by type of region. They thus represent the whole of the territory of the Member States, in accordance with EUROSTAT-NUTS II and the distribution of the national resident population in terms of metropolitan, urban and rural regions. In each of these selected points of fall, a starting address was drawn at random. Other addresses (each Nth address) were then selected by "random route" procedures from the initial address. In each household, the respondent was drawn at random. All the interviews were conducted face-to-face in the respondent's home and in the appropriate national language.

<u>COUNTRY</u>	<u>INSTITUTES</u>	<u>N° INTERVIEWS</u>	<u>FIELD DATES</u>	<u>POPULATION 15+ (x 000)</u>
Belgium	INRA BELGIUM	1043	04/01 – 25/01	8.326
Denmark	GfK DANMARK	1000	03/01 – 04/02	4.338
Germany (East)	INRA DEUTSCHLAND	1015	05/01 – 26/01	13.028
Germany (West)	INRA DEUTSCHLAND	1007	05/01 – 26/01	55.782
Greece	MARKET ANALYSIS	1004	06/01 – 04/02	8.793
Spain	INRA ESPAÑA	1000	08/01 – 02/02	33.024
France	CSA-TMO	1008	05/01 – 01/02	46.945
Ireland	LANSLOWNE Market Research	1001	05/01 – 02/02	2.980
Italy	INRA Demoskopea	1001	05/01 – 02/02	49.017
Luxembourg	ILRes	597	03/01 – 05/02	364
The Netherlands	INTOMART	1020	05/01 – 04/02	12.705
Austria	SPECTRA	1062	02/01 – 29/01	6.668
Portugal	METRIS	1000	05/01 – 30/01	8.217
Finland	MDC MARKETING RESEARCH	1002	02/01 – 06/02	4.165
Sweden	GfK SVERIGE	1000	03/01 – 06/02	7.183
Great Britain	INRA UK	1001	02/01 – 24/01	46.077
Northern Ireland	ULSTER MARKETING SURVEYS	321	05/01 – 25/01	1.273
	TOTAL NUMBER OF INTERVIEWS	16014		

In each country, the sample was compared with the universe. The description of the universe is based on the EUROSTAT population data. For all the EU Member States, a national weighting procedure was carried out (using marginal and crossed weightings) on the basis of this description of the universe. In all the countries, at least sex, age, the NUTS II regions and the size of the conurbation were included in the iteration procedure. For the international weighting (i.e. the EU averages), INRA (EUROPE) uses the official population figures published by EUROSTAT in the Yearbook of Regional Statistics (1997 or 1996 data). The full population figures included in this post-weighting procedure are shown above.

The results of the EUROBAROMETER surveys are analysed and presented in the form of tables, data files and analyses. For each question, a table of results is provided, accompanied by the full question in English and French. These results are expressed in percentages calculated over the total base. The results of the EUROBAROMETER surveys are analysed by the "Public Opinion Analysis" Unit (EUROBAROMETER) of DG Education and Culture, Centre for the Citizen, Public Opinion Analysis, Rue de la Loi 200, B-1049 Brussels. The results are published regularly on the EC's Internet site: <http://europa.eu.int/comm/dg10/epo>. All the EUROBAROMETER data files are stored at the Zentralarchiv (Universität Köln, Bachemer Strasse 40, D-50869 Köln-Lindenthal) and can be accessed via the CESSDA databank <http://www.nsd.uib.no/cessda/europe.html>. They are available to all the institutes which are members of the European Consortium for Political Research (Essex), the Inter-University Consortium for Political and Social Research (Michigan) and any person interested in social sciences research.

Readers should bear in mind that the results of an opinion poll are estimates whose accuracy, all other things being equal, depends on the size of the sample and the percentage observed. For samples of around 1 000 interviews, the actual percentage fluctuates within the following confidence intervals:

Percentages observed	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence limits	± 1.9%	± 2.5%	± 2.7%	± 3.0%	± 3.1%

**NAMES AND ADDRESSES OF THE INSTITUTES  
INVOLVED IN THE SURVEY**

**STANDARD EUROBAROMETER 54.2  
INSTITUTES and RESEARCH LEADERS**

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