



European  
Commission

# REPORT ON THE QUALITY OF LIFE IN EUROPEAN CITIES, 2020



Regional and  
Urban Policy

# ACKNOWLEDGEMENTS

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# FOREWORD



Cities are home to around 40% of the EU population. They are in the front row of some of Europe's most acute challenges and also at the forefront of some of the most innovative solutions to overcome them. Since 2004, the European Commission has been regularly monitoring both the challenges and the solutions that affect the quality of life in European cities. This dedicated survey covers capital cities and other major cities in the EU, EFTA, the UK, the Western Balkans and Turkey. In 2019, 83 cities were covered in 58,100 interviews.

The survey focuses on quality of life and satisfaction with various aspects of urban life, such as jobs, public transport and pollution. Questions and data are designed to be comparable with surveys conducted at national level.

The report illuminates both the ambitions and the challenges with a wealth of information.

You will find that city residents are less likely to use the car and more likely to use public transport. And that the biggest factor contributing to the (generally high) use of urban public transport is not price, but frequency.

You will find that 9 out of 10 are satisfied to live in their city – with high levels of satisfaction for public administration, green spaces and public transport. Yet many worry about jobs and housing – only 2 in 5 think it is easy to find a job in their city. And some do not feel safe walking alone at night.

A new feature in the current edition: surveys of inclusion. Cities are regarded as welcoming more often than the country as a whole, both to immigrants (7 % points more than the country) and LGBTI (14 % points). There is still work to be done – especially in those places where less than 50% of the population regard their city as a good place to live for minorities. But I am encouraged that cities can lead the way to a more inclusive society.

This report is crammed with vital intelligence for local, city and national policy makers. I heartily recommend that you read it for the analysis, look to see how your city compares – and craft your policies accordingly. A set of online tools make it easy to compare your city.

Cohesion policy plays a key role in helping cities meet the challenges they face, while lifting up the regions and areas around them. I am confident policy makers will use the findings of this report to improve their city and its surroundings for the benefit of all our citizens.

A handwritten signature in black ink, appearing to read 'Elisa Ferreira', with a long, sweeping underline.

**Elisa Ferreira**  
European Commissioner for Cohesion and Reforms



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Note: \* indicates cities for which a meaningful comparison can be made between the results of 2015 and 2019. These cities that were included in both surveys and for which city boundaries did not change significantly between 2015 and 2019.

### EUROPEAN UNION

#### Austria

Graz\*  
Vienna\*

#### Belgium

Antwerp\*  
Brussels (Greater)\*  
Liège\*

#### Bulgaria

Burgas\*  
Sofia\*

#### Croatia

Zagreb\*

#### Cyprus

Nicosia\*

#### Czechia

Ostrava\*  
Prague\*

#### Denmark

Aalborg  
Copenhagen (Greater)

#### Estonia

Tallinn\*

#### Finland

Helsinki (Greater)  
Oulu

#### France

Bordeaux  
Lille  
Marseille  
Rennes

#### Strasbourg

Paris (Greater)

#### Germany

Berlin\*  
Dortmund\*  
Essen\*  
Hamburg\*  
Leipzig\*  
Munich\*  
Rostock\*

#### Greece

Athens  
Heraklion\*

#### Hungary

Budapest\*  
Miskolc\*

#### Ireland

Dublin

#### Italy

Bologna\*  
Naples (Greater)  
Palermo\*  
Roma\*  
Turin\*  
Verona\*

#### Latvia

Rīga\*

#### Lithuania

Vilnius\*

#### Luxembourg

Luxembourg\*

#### Malta

Valletta (Greater)\*

#### Netherlands

Amsterdam (Greater)  
Groningen\*  
Rotterdam (Greater)

#### Poland

Białystok\*  
Cracow\*  
Gdańsk\*  
Warsaw\*

#### Portugal

Braga\*  
Lisbon\*

#### Romania

Bucarest\*  
Cluj Napoca\*  
Piatra Neamț\*

#### Slovakia

Bratislava\*  
Košice\*

#### Slovenia

Ljubljana\*

#### Spain

Barcelona (Greater)  
Madrid\*  
Málaga\*  
Oviedo\*

#### Sweden

Malmö\*  
Stockholm (Greater)

### OTHER COUNTRIES

#### Albania

Tirana

#### Iceland

Reykjavík\*

#### Republic of North Macedonia

Skopje

#### Montenegro

Podgorica

#### Norway

Oslo\*

#### Serbia (RS)

Belgrade

#### Switzerland

Geneva  
Zurich

#### Turkey

Ankara  
Istanbul  
Anatalya  
Diyabakir

#### United Kingdom

Belfast  
Cardiff\*  
Glasgow  
London (Greater)  
Manchester (Greater)\*  
Tyneside conurbation  
(Greater)

## Country codes

### EUROPEAN UNION

AT: Austria  
BE: Belgium  
BG: Bulgaria  
CY: Cyprus  
CZ: Czechia  
DE: Germany  
DK: Denmark  
EE: Estonia  
EL: Greece

ES: Spain  
FI: Finland  
FR: France  
HR: Croatia  
HU: Hungary  
IE: Ireland  
LT: Lithuania  
LU: Luxembourg  
LV: Latvia

MT: Malta  
NL: Netherlands  
PL: Poland  
PT: Portugal  
RO: Romania  
SE: Sweden  
SI: Slovenia  
SK: Slovakia

### OTHER COUNTRIES

AL: Albania  
CH: Switzerland  
IS: Iceland  
MK: Republic of North  
Macedonia  
NO: Norway  
RS: Serbia  
TR: Turkey  
UK: United Kingdom



## CITY GROUPINGS

For analytical purposes, surveyed cities have been regrouped into the following:

### Country grouping

- ▶ **Northern European Union (EU):** cities in Finland, Denmark and Sweden.
- ▶ **Eastern EU:** cities in Bulgaria, Croatia, Czechia, Estonia, Hungary, Latvia, Lithuania, Poland, Romania, Slovakia and Slovenia.
- ▶ **Western EU:** cities in Austria, Belgium, France, Germany, Ireland, Luxembourg, and the Netherlands.
- ▶ **Southern EU:** cities in Cyprus, Greece, Italy, Malta, Portugal and Spain.
- ▶ **EFTA:** cities in Iceland, Norway and Switzerland, excluding Liechtenstein, not covered by the survey.
- ▶ **Western Balkans:** cities in Albania, Montenegro, Republic of North Macedonia and Serbia.

### Grouping by city population size:

**Less than 250 000 inhabitants:** Aalborg, Braga, Burgas, Groningen, Heraklion, Košice, Luxembourg, Miskolc, Nicosia, Oulu, Oviedo, Piatra Neamț, Podgorica, Rennes, Reykjavík, Rostock and Valletta.

**Between 250 000 and 500 000 inhabitants:** Antwerp, Belfast, Białystok, Bologna, Bratislava, Cardiff, Cluj-Napoca, Gdańsk, Geneva, Graz, Liège, Ljubljana, Malmö, Ostrava, Skopje, Strasbourg, Tallinn and Verona.

**Between 500 000 and 1 000 000 inhabitants:** Amsterdam, Bordeaux, Cracow, Dortmund, Essen, Glasgow, Leipzig, Lille, Málaga, Marseille, Oslo, Palermo, Rīga, Tirana, Turin, Tyneside conurbation, Vilnius, Zagreb and Zurich.

**Between 1 000 000 and 5 000 000 inhabitants:** Ankara, Antalya, Athens, Barcelona, Belgrade, Berlin, Brussels, Bucharest, Budapest, Copenhagen, Diyarbakır, Dublin, Hamburg, Helsinki, Lisbon, Madrid, Manchester, Munich, Naples, Prague, Rome, Rotterdam, Sofia, Stockholm, Vienna and Warsaw.

**More than 5 000 000 inhabitants:** Paris, Istanbul and London.

## EXECUTIVE SUMMARY

This report presents the results from the fifth survey on quality of life in European cities. It covers 83 cities in the EU, the EFTA countries, the UK, the Western Balkans and Turkey. It reveals in which cities people are satisfied with a range of public services and amenities. It captures people's experience, for example, with crime, and their feelings, for example, if they feel safe walking alone at night. These results are important for policymakers at the European, national and city level. They can help to identify priorities for Cohesion Policy investments and can support policy exchanges as part of the Urban Agenda for the EU.

In 2019, 9 out of 10 people were satisfied with living in their city. In most of the eastern EU cities, the majority thought that the quality of life there had improved over the last five years, while in other cities, most people thought it had remained the same or had declined. In five cities (Athens, Rome, Sofia, Liège and Marseille), less than half the residents felt safe walking along at night compared to over 90 % in the best 10 cities. In virtually all cities, the majority considered them good places to live for immigrants, the elderly and young families with children. More people saw their city as a good place for gays and lesbians than in the rest of the country. In 11 cities, however, only a minority thought it was a good place for gays and lesbians to live.

Less than one in four residents in southern EU cities thought it was easy to find a good job, while less than one in three residents in northern and western cities considered it easy to find a good house at a reasonable price. Residents in larger cities tended to use cars less and public transport more. Overall, three quarters of city residents were satisfied with public transport, although in six cities in Albania, Italy, Cyprus, North Macedonia and Serbia, less than half were satisfied. Satisfaction with the frequency of public transport had the biggest impact on overall satisfaction with public transport.

Eight out of ten city residents were satisfied with their green spaces and public spaces. However, only two out three in cities in southern EU, the Western Balkans and Turkey were satisfied with these. Around 63 % of city residents were satisfied with air quality, noise and the cleanliness of their city, percentages which fell particularly in large cities, capital cities and southern EU cities.

Overall, local public administration has been doing well. On average, three out of five city residents were satisfied with the time taken to resolve a request, easily found online information on local services, and did not perceive any corruption in the local public administration. Despite the good scores overall, several cities still need to improve their administration. In 20 cities, the majority was not satisfied with the speed of the administration, while in 38 cities, the majority thought there was corruption in the local public administration.

# INTRODUCTION

‘Cities are important drivers of economic growth in the EU. It is in cities where most citizens live, where the biggest share of the gross domestic product is generated, where a large part of EU policies and legislation are implemented and where a significant share of EU funds is spent’<sup>1</sup>.

The EU Urban Agenda<sup>2</sup>, launched in 2016 with the Pact of Amsterdam, covers a wide range of issues, including housing, mobility, safety, migration, poverty and air quality<sup>3</sup>. This survey can help to identify cities that are managing these issues well and support policy exchange between cities.

Cities host 39 % of the EU population. They provide access to many different employment opportunities, better access to public transport, and proximity to many destinations which can facilitate walking and cycling. Cities offer good access to education, innovation and culture thanks to a concentration of universities, research institutes, museums and other cultural venues. Cities also face social and environmental problems, including poverty, high housing costs, discrimination, crime, air pollution and noise. National policies alone cannot solve these issues. Cities also need to design their own policies adapted to their situation to address these issues. Last but not least, cities also need to respond to global challenges, like climate change, and EU wide trends, such as ageing. They have an important role to play in the shift towards a carbon-neutral economy and in becoming more attractive place for the elderly to live.

COVID-19 infections tended to arrive first in the larger and more connected cities in Europe, such as Milan, Madrid and London, before spreading out to smaller centres and more rural regions. With the lifting of restrictions, cities are exploring new ways to provide access to their amenities while maintaining a safe social distance. Cities such as Paris and Brussels have given more room to pedestrians and cyclists thereby facilitating both active mobility and social distancing. The terraces of bars and restaurants in many cities have been expanded to allow for more space between the tables.

Since 2004, the European Commission has used a dedicated survey to regularly monitor the quality of life in European cities. The survey covers all capital cities in the countries concerned (except Switzerland), together with between one and six extra cities in the larger countries. It focuses on quality of life, showing how satisfied people are with various aspects of urban life, such as employment opportunities, public transport, and pollution in their cities.

This report summarises the most salient findings from the survey based on a selection of indicators. All the data can be downloaded here: [https://ec.europa.eu/regional\\_policy/en/information/maps/quality\\_of\\_life](https://ec.europa.eu/regional_policy/en/information/maps/quality_of_life)

All maps and charts can be downloaded here: [https://ec.europa.eu/regional\\_policy/en/information/maps/quality\\_of\\_life](https://ec.europa.eu/regional_policy/en/information/maps/quality_of_life)

To summarise the survey results, interactive spider graphs have been created for each city showing its performance on 26 key indicators. They can be accessed and downloaded here: [https://ec.europa.eu/regional\\_policy/en/information/maps/quality\\_of\\_life](https://ec.europa.eu/regional_policy/en/information/maps/quality_of_life)

The 2019 edition of the survey targeted citizens of all (greater) cities within the scope of the survey – covering a total of 83 cities<sup>4</sup>. The target population included all people aged 15 and over who: [i] are a resident of the city surveyed; [ii] have sufficient command of (one of) the respective national/regional language(s) or English, which allows them to comfortably answer the questionnaire; [iii] live in a private household, which means that the target population excludes prisoners, residents of retirement homes, etc. who are difficult to reach via a telephone survey.

This fifth survey was conducted by IPSOS between 12 June and 27 September 2019, with a pause between 15 July and 1 September. A total of 700 interviews were completed in each city surveyed. This means that interviews were gathered from 58 100 residents in total, all of whom are citizens residing in one of the (greater) cities being surveyed. The 2019 Perception Survey employed a dual-frame sampling approach, using both mobile and fixed-line numbers<sup>5</sup>. The evaluation and technical report can be downloaded here: [https://ec.europa.eu/regional\\_policy/en/information/maps/quality\\_of\\_life](https://ec.europa.eu/regional_policy/en/information/maps/quality_of_life)

<sup>1</sup> European Commission and UN-Habitat (2016), The State of European Cities 2016. Cities leading the way to a better future, Publication Office of the European Union: Luxembourg.

<sup>2</sup> European Commission (2017), Report from the Commission to the Council on the Urban Agenda for the EU, COM (2017) 657 final.

<sup>3</sup> <https://ec.europa.eu/futurium/en/urban-agenda>

<sup>4</sup> Unlike previous editions of the survey, in 2019, where a greater city definition existed, only the greater city was considered. The greater city is an approximation of the urban centres when this stretches far beyond the administrative city boundaries.

<sup>5</sup> For a detailed description of the survey methodology, see: [https://ec.europa.eu/regional\\_policy/en/information/maps/quality\\_of\\_life](https://ec.europa.eu/regional_policy/en/information/maps/quality_of_life)

## CHAPTER 1: SATISFIED WITH LIVING IN THE CITY

Quality of life depends on aspects that someone else can verify and aspects that only the individual can verify. For example, someone's income can be verified, but not whether he or she is satisfied with that income. This also applies to many other issues, such as employment, air pollution, public transport and safety. Only a survey can reveal people's actual experiences, opinions, feelings and perceptions.

Many issues linked to quality of life depend on where you live, ranging from housing costs to clean air, from cultural amenities to transport, to opportunities, such as access to museums, and risks, such as crime, which is why where people live affects their quality of life (for a review, see Marans, 2015).

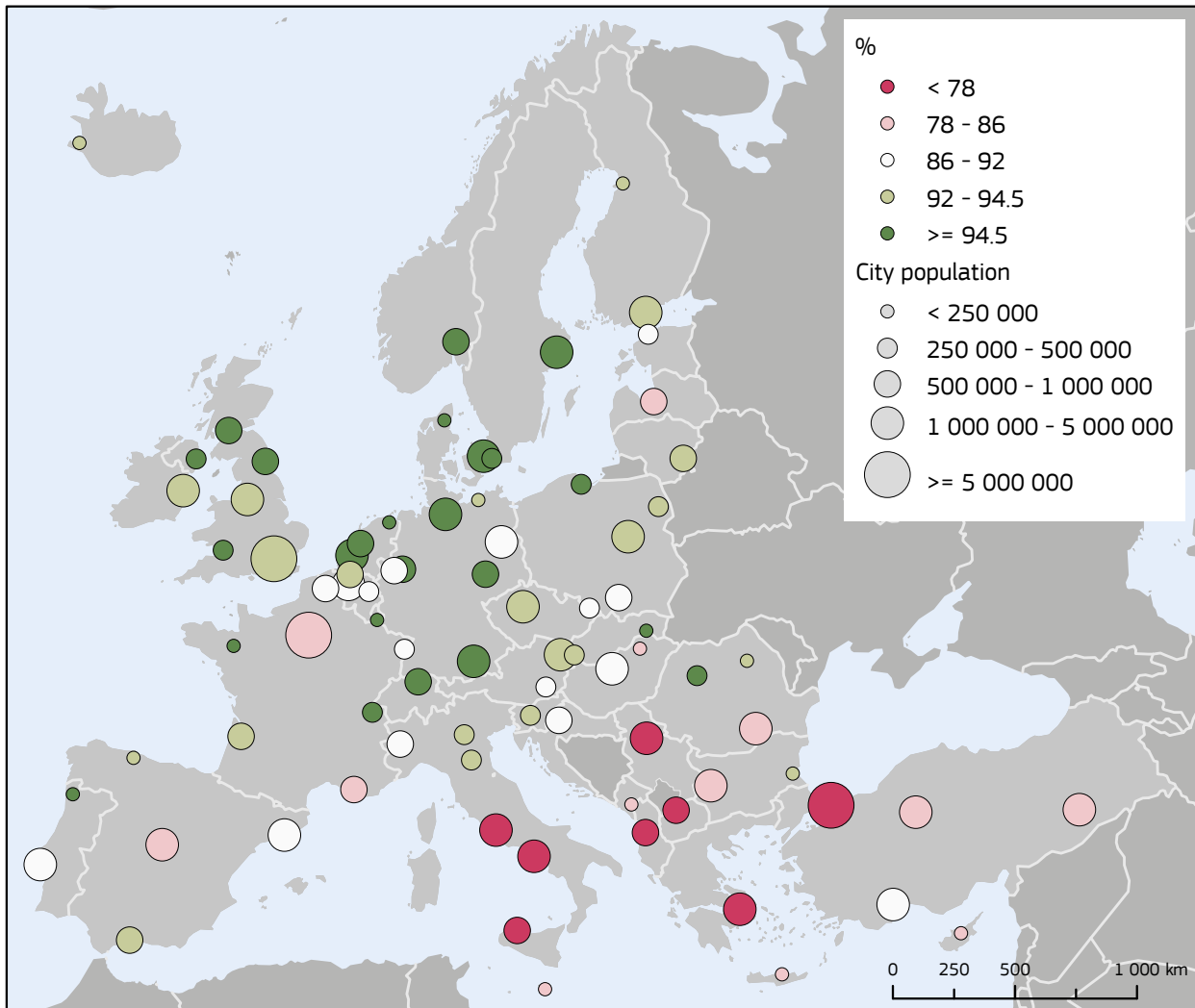
This chapter presents results on residents' satisfaction with living in their city and the extent to which this has changed over the last five years. It also looks at residents' perceptions of different aspects of personal life, such as satisfaction with the neighbourhood where they live and with their personal job situation.

### High satisfaction in northern EU cities and an increasing quality of life in eastern EU cities

Nine out of ten people in the European cities included in the 2019 survey are satisfied with living in their city. More people are satisfied in cities in the EU, EFTA and the UK, while fewer are satisfied in the cities in the Western Balkans and Turkey. Among EU cities, satisfaction is highest in those located in northern and western EU (94% and 92%, respectively). On average, the cities in southern EU Member States score lower (83%) due, in particular, to the low scores in Greece and the southern Italian cities. Overall, non-capital cities (at 91%) score higher than capital cities (87%). While capital cities may offer more employment opportunities and amenities, they are also perceived as providing a poorer quality of public services and less affordable housing opportunities (Eurofound, 2020).

Other studies show that in more developed countries, happiness or subjective well-being are often higher in smaller cities than in larger ones (Burger et al., 2020). This survey shows that the satisfaction with a city declines with its size. Around 90% of people living in a city with less than 1 million inhabitants are satisfied with living in that city. This drops to 87% for cities with a population between 1 and 5 million. The average of the three cities with over 5 million inhabitants (Istanbul, London and Paris) is even lower (82%), mainly because Istanbul's score is low at 66%.

**MAP 1: People satisfied with living in the city**



**Satisfaction with living in the city**

I am satisfied to live in the city: total agree (%)

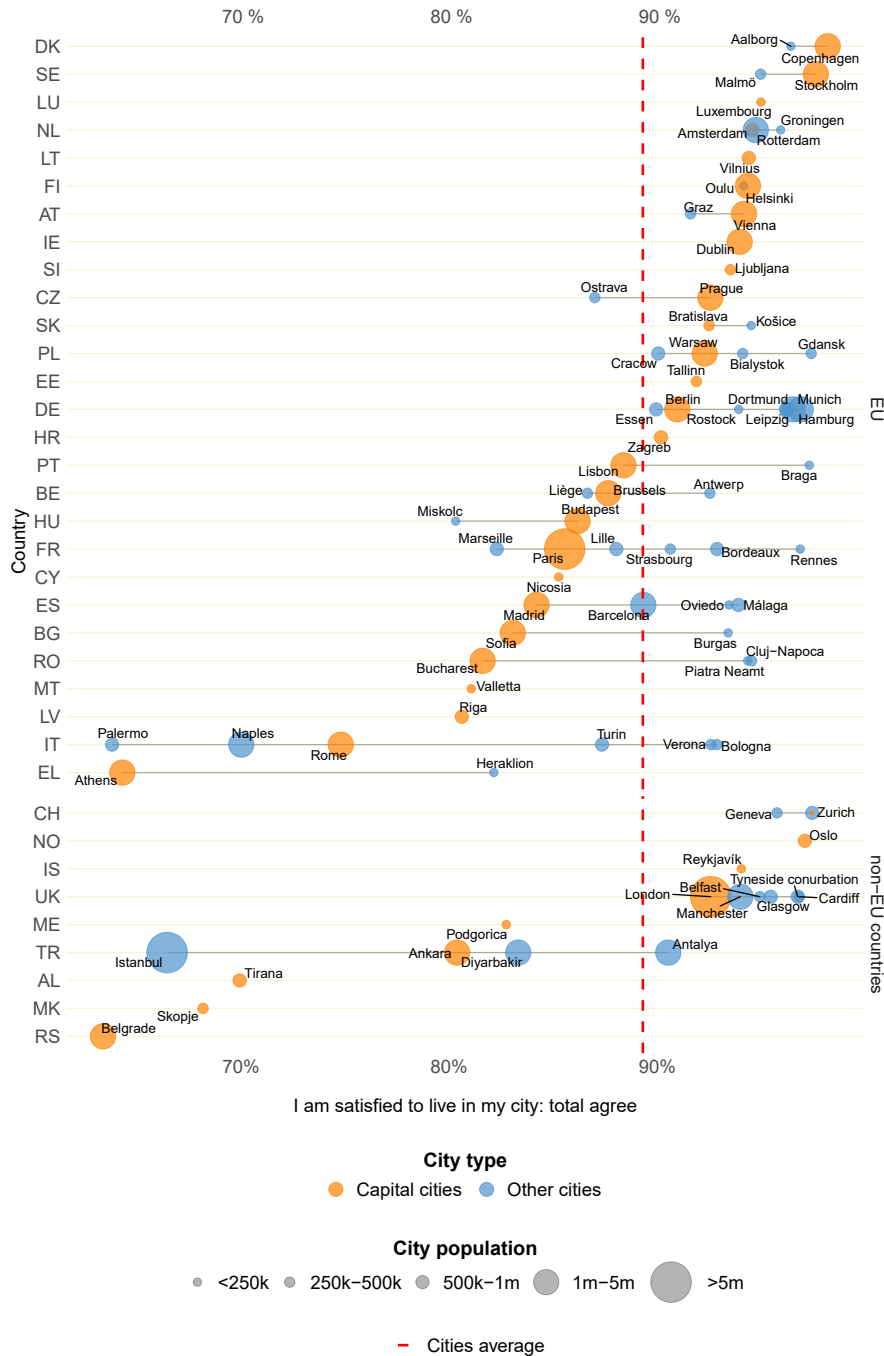
Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

The level of overall satisfaction in the city varies significantly between those included in the survey, as well as among cities in the same country (Figure 1).

The largest within-country differences are observed in Italy, Turkey and Greece. In Italy, percentages of residents satisfied with the city where they live range between 93% in Bologna

and 64% in Palermo, a difference of 29 percentage points (pp). Only 66% of people living in Istanbul are satisfied with living in their city compared to 91% of those living in Antalya. The two Greek cities in the survey score below the overall average, with the lowest percentage found in Athens (64%), and the highest in Heraklion, where 82% of the residents are satisfied with living in their city.

FIGURE 1: I am satisfied with living in my city



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

Among the 83 cities included in the survey, Copenhagen (DK) and Stockholm (SE) are ranked first with around 98 % of residents satisfied with living in their city. Zurich (CH), Gdańsk (PL), Braga (PT) and Oslo (NO) are close behind, with around 97 % of residents satisfied with life in their cities (Table 1).

Compared with 2015, across the 52 cities for which a comparison is feasible<sup>6</sup>, satisfaction levels increased or have

remained stable in 34 cities, while decreased in the remaining 18 cities. The largest increases in satisfaction (around 3 pp) can be seen in Dortmund (DE, 96 %), Ostrava (CZ, 87 %), and Bologna (IT, 93 %). Cities where levels of satisfaction have fallen the most are Valletta (MT, 81 %, -9 pp), Rīga (LV, 81 %, -8 pp), Rome (IT, 75 %, -6 pp) and Cracow (90 %, -6 pp).

**TABLE 1:** People satisfied with living in the city, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Copenhagen (DK)	98 %	Belgrade (RS)	63 %
Stockholm (SE)	98 %	Palermo (IT)	64 %
Zurich (CH)	97 %	Athens (EL)	64 %
Gdańsk (PL)	97 %	Istanbul (TR)	66 %
Braga (PT)	97 %	Skopje (MK)	68 %
Oslo (NO)	97 %	Tirana (AL)	70 %
Hamburg (DE)	97 %	Naples (IT)	70 %
Rennes (FR)	97 %	Rome (IT)	75 %
Cardiff (UK)	97 %	Miskolc (HU)	80 %
Tyneside conurbation (UK)	97 %	Ankara (TR)	80 %

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

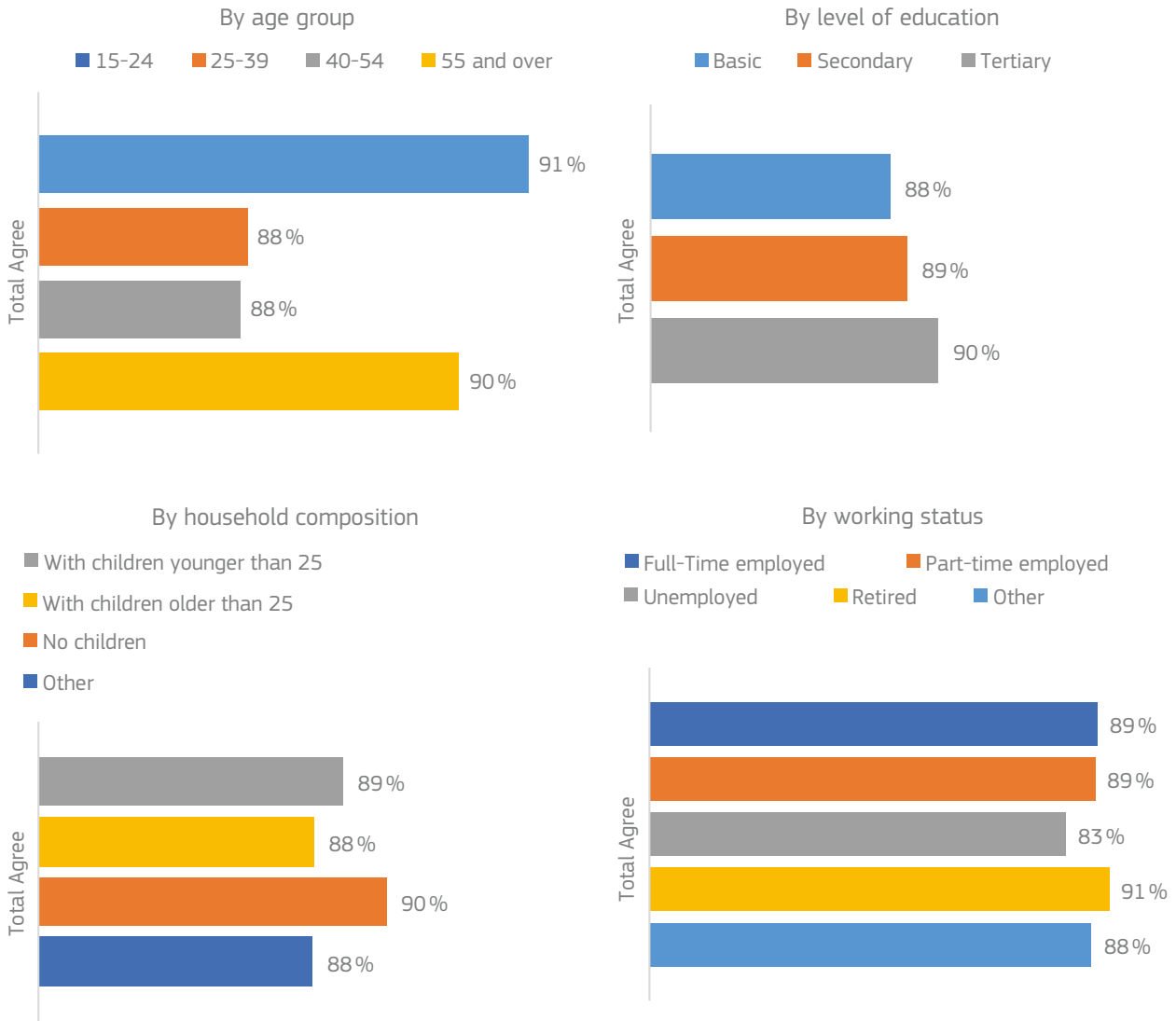
Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

<sup>6</sup> See page 5.

Being able to combine work, family commitments and personal life is important for people's well-being (OECD, 2011). Difficulties in achieving work-life balance could be a reason behind the lower satisfaction observed for residents in the working-age group (88%) as compared to those aged between 15 and 24 (91%) and those over 55 (90%).

Satisfaction appears to increase moderately according to the residents' level of education, with around 88% of residents with at most basic education declaring they are satisfied with living in their city, against around 90% with tertiary education. Employed (at 89%) and retired residents (at 91%) show the highest levels of city satisfaction, in line with findings at the national level and for life satisfaction in general (Eurostat, 2015 and 2016).

**FIGURE 2: People satisfied with living in the city, by socio-demographic characteristics**



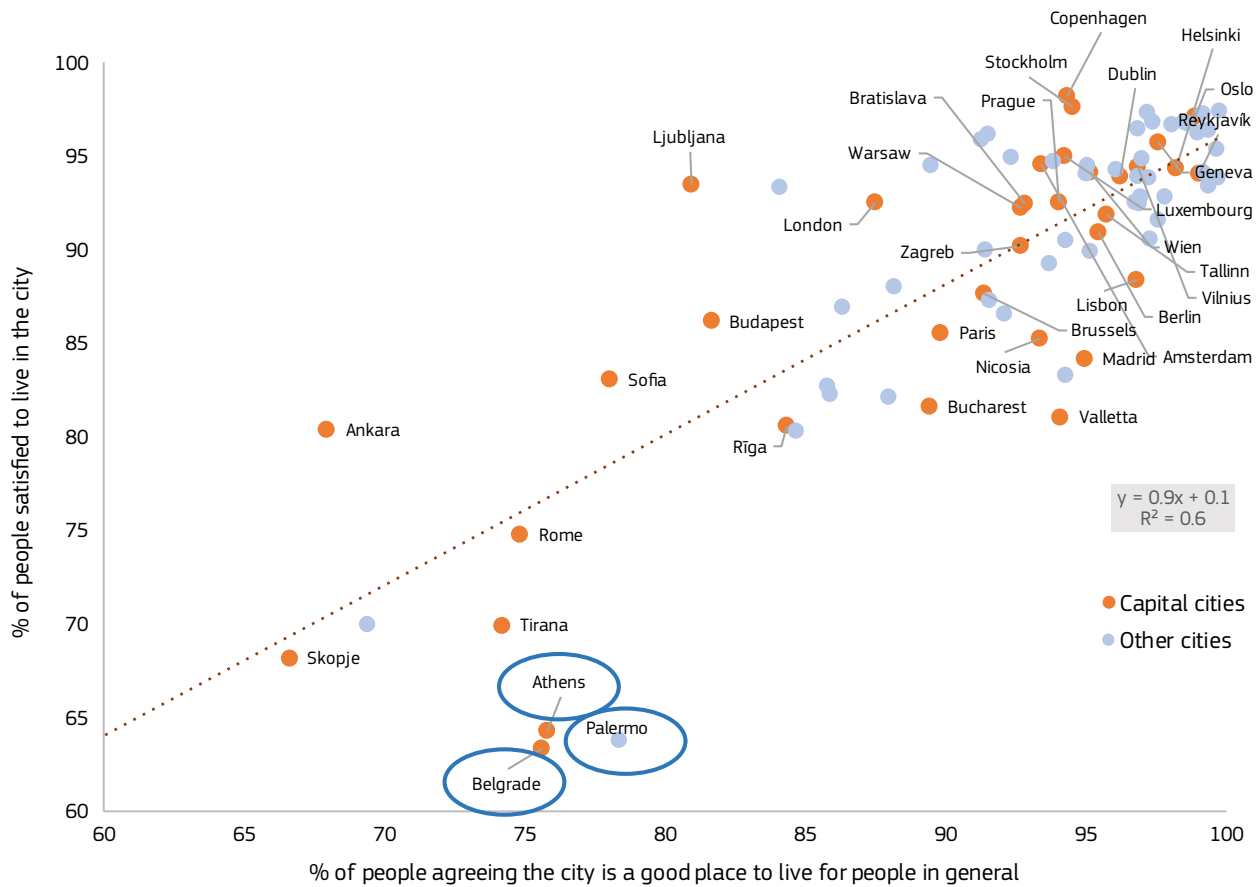
Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).



The survey also asked people whether they think that the city where they live is a good place to live for people in general, thus going beyond their personal situation. Across the cities included in the survey, a positive correlation (of around 0.6) can be found between the percentage of people satisfied with their city and

those who agree that the city where they live is a good place to live for people in general (Figure 3). However, residents in cities such as Palermo (IT), Athens (EL) and Belgrade (RS) seem to be less satisfied with their personal situation compared to what a city can offer people in general.

**FIGURE 3:** Percentage of people satisfied with living in the city *as against* the city as a good place for people to live in general

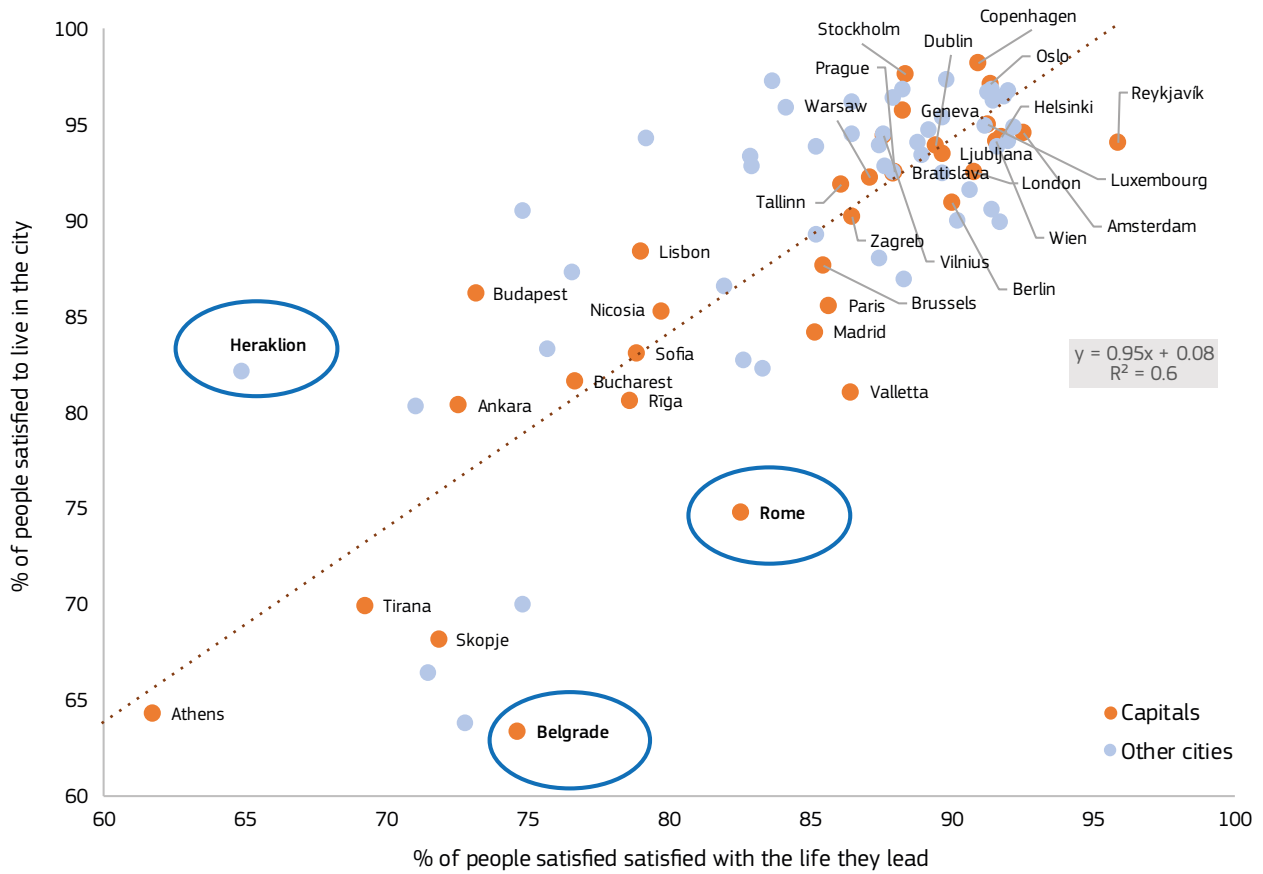


Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

A good city to live in has also been found to foster people's overall satisfaction with their own life (OECD, 2016). Across the cities included in the survey, again a positive correlation (of around 0.6) can be found between the percentage of people satisfied with their city and those who are more satisfied in general with the life they lead (Figure 4). This is represented by

a large group of cities in the top right of the chart. Nevertheless, there are cities, such as Rome (IT) and Belgrade (RS), where people seem to be less satisfied on average with the city where they live than the life they lead. The opposite is true for Heraklion (EL) and Antalya (TK).

**FIGURE 4:** Percentage of people satisfied with living in the city *as against* people satisfied with their own life

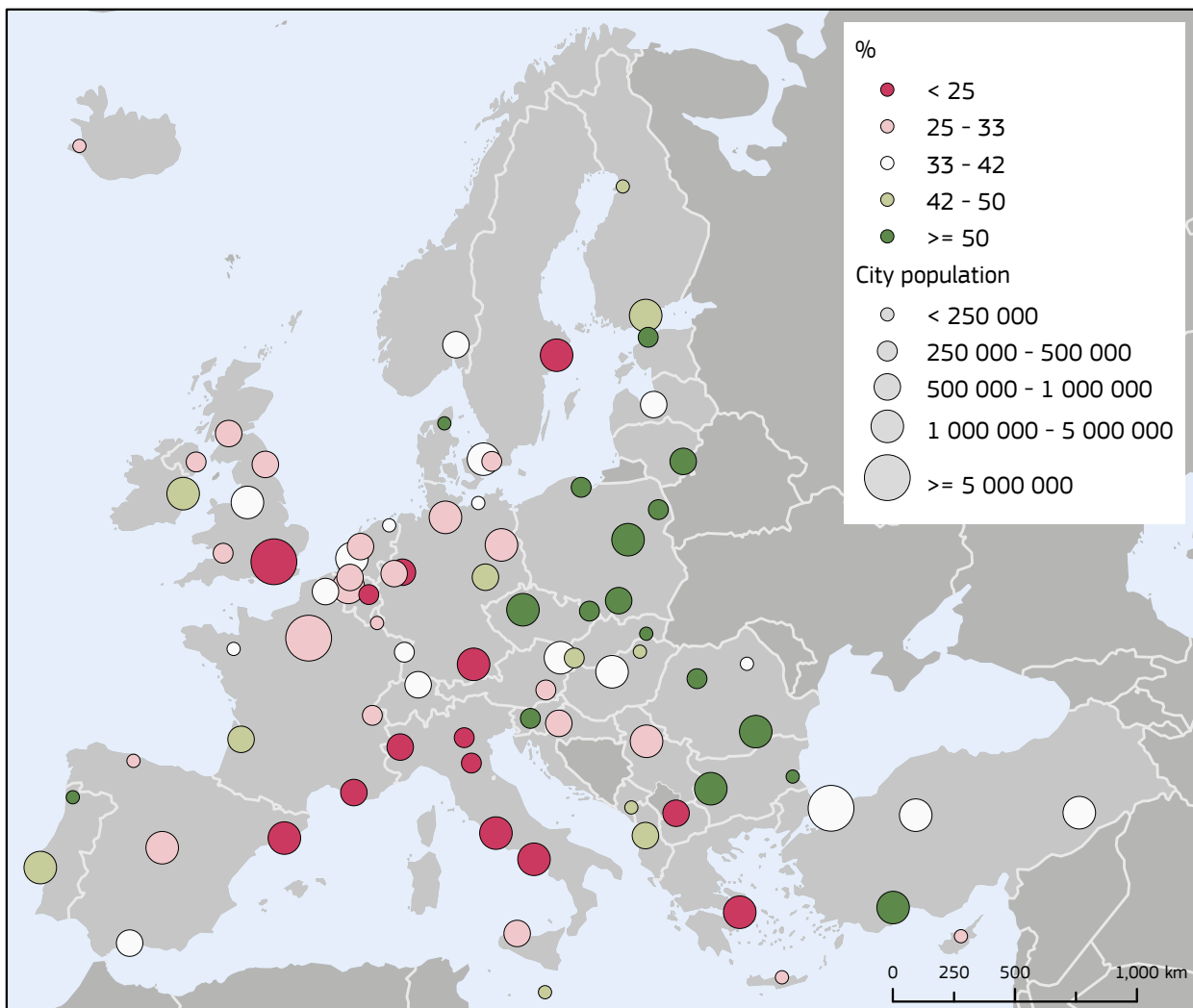


Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

The 2019 survey asked people how the quality of life in their city has changed compared to 5 years ago. They could answer: the quality of life [i] increased, [ii] decreased, or [iii] stayed the same. On average, across all cities, as well as across EU cities, 38% stated that the quality of life in their city has increased over the past five years, 38% said it had stayed unchanged, and around 24% answered that the quality of life in their cities had declined. While overall satisfaction has been found to be highest in cities located in northern and western EU

(see Map 1), cities in eastern EU countries have been catching up (Map 2). The perceived quality of life has indeed increased most in cities in eastern EU countries (more in non-capital cities, with the exception of Bulgaria), with an average of 53% of residents stating that quality of life in their city has increased compared to five years ago, followed by cities in northern EU countries (43%). Conversely, only 28% of residents in cities in southern EU countries declared that the quality of life in their city has improved<sup>7</sup>.

**MAP 2:** Quality of life in the city improved compared to five years ago



<sup>7</sup> Results for the remaining two options are available online at: [https://ec.europa.eu/regional\\_policy/en/information/maps/quality\\_of\\_life](https://ec.europa.eu/regional_policy/en/information/maps/quality_of_life).

While, on average, no significant differences can be found among residents in capital and non-capital cities, city size seems to play a role. Around 40% of residents in cities of up to 500 000 inhabitants reported that quality of life had increased, while only 28% declared this in cities with from 1 to 5 million inhabitants.

Among the 83 cities included in the survey, Białystok (PL), Gdańsk (PL) and Ostrava (CZ) are ranked first with more than 65% of residents declaring that the quality of life in their cities have increased. Rome and Bologna, in Italy, show the lowest

scores, with less than 13% of residents declaring that the quality of life in their city increased in the past five years. Nevertheless, these low figures hide a relevant difference between the two Italian cities. First, in 2019, overall satisfaction with living in the city in Bologna stands at 93%, well above the European average, while in Rome it is 73%. Second, in Bologna, the majority of residents (48%) answered that quality of life remained the same and 40% stated it had declined compared to Rome where the large majority of residents (72%) agreed that quality of life had decreased with only 23% stating it had remained the same.

**TABLE 2:** Compared to five years ago, quality of life in the city increased, top and bottom 10 scores

Top 10 (highest score first)	
City	Score
Białystok (PL)	72%
Gdańsk (PL)	66%
Ostrava (CZ)	66%
Tallinn (EE)	64%
Sofia (BG)	62%
Cracow (PL)	61%
Cluj-Napoca (RO)	61%
Aalborg (DK)	60%
Vilnius (LT)	60%
Braga (PT)	56%

Bottom 10 (lowest score first)	
City	Score
Rome (IT)	5%
Bologna (IT)	12%
Liège (BE)	15%
Turin (IT)	15%
Skopje (MK)	18%
London (UK)	19%
Munich (DE)	19%
Verona (IT)	20%
Barcelona (ES)	20%
Stockholm (SE)	20%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

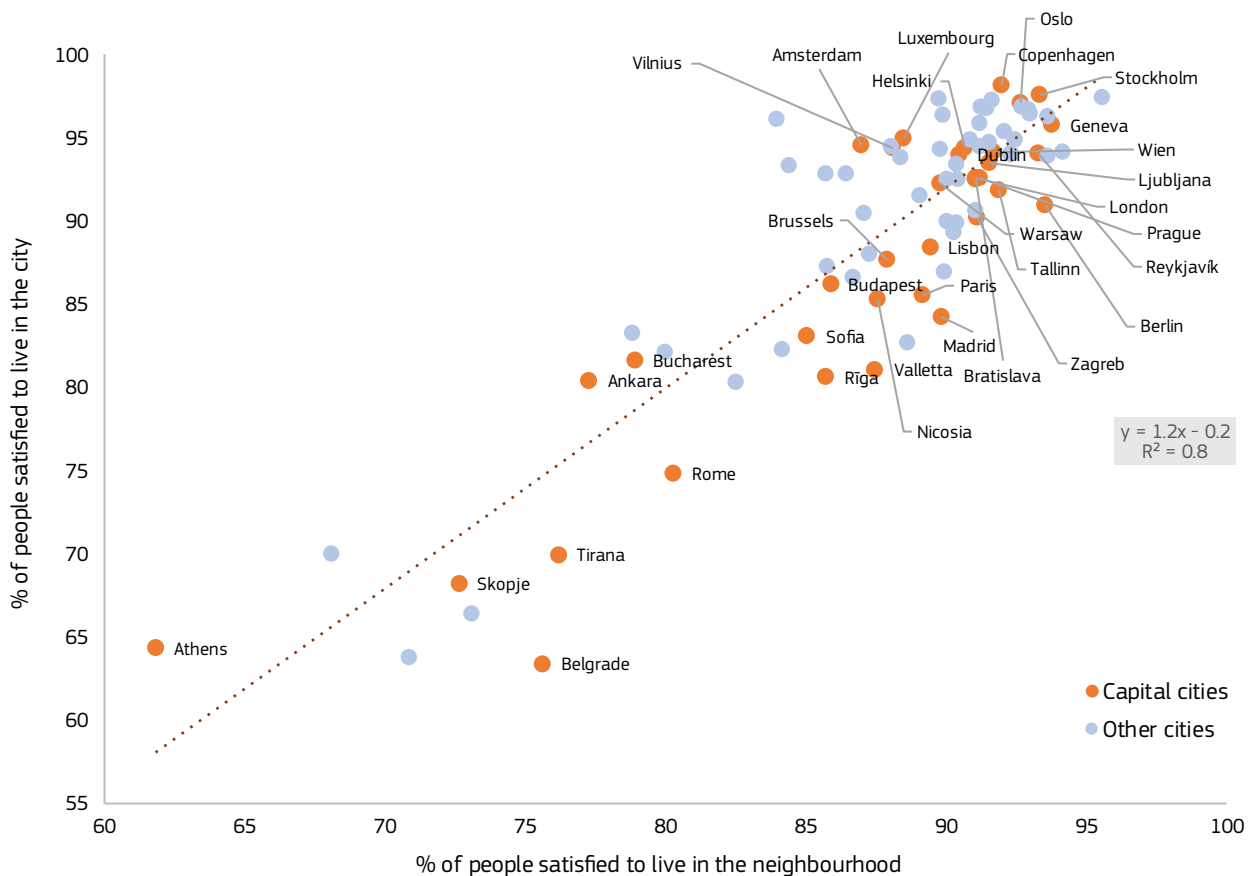
Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

A large majority (88%) of residents in the European cities included in the survey rate the overall quality of life in their neighbourhood positively, only one percentage point lower than the overall satisfaction of living in the city. Satisfaction with living in the neighbourhood is similar in EU cities (88%) and in non-EU cities (87%). Among EU cities, satisfaction is highest in cities located in northern EU (91%), while it is lowest in cities located in southern EU (84%). Over the whole of Europe, satisfaction with living in the neighbourhood is similar in both capital (87%) and non-capital cities (88%).

In 20 of the 83 cities in the sample, residents, on average, are more satisfied with the neighbourhood than the city where they live. Of these 20 cities, 14 are European capital cities. In Strasbourg (FR), Essen (DE), Liège (BE) and Brussels (BE), the share of residents satisfied with living in the city is the same as the share satisfied with their neighbourhood.

Across all cities in the survey, there is a very strong correlation (of around 0.8) between satisfaction with the city and with the neighbourhood where residents live (Figure 5).

**FIGURE 5:** Percentage of people satisfied with living in the city *as against* people satisfied with living in the neighbourhood



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

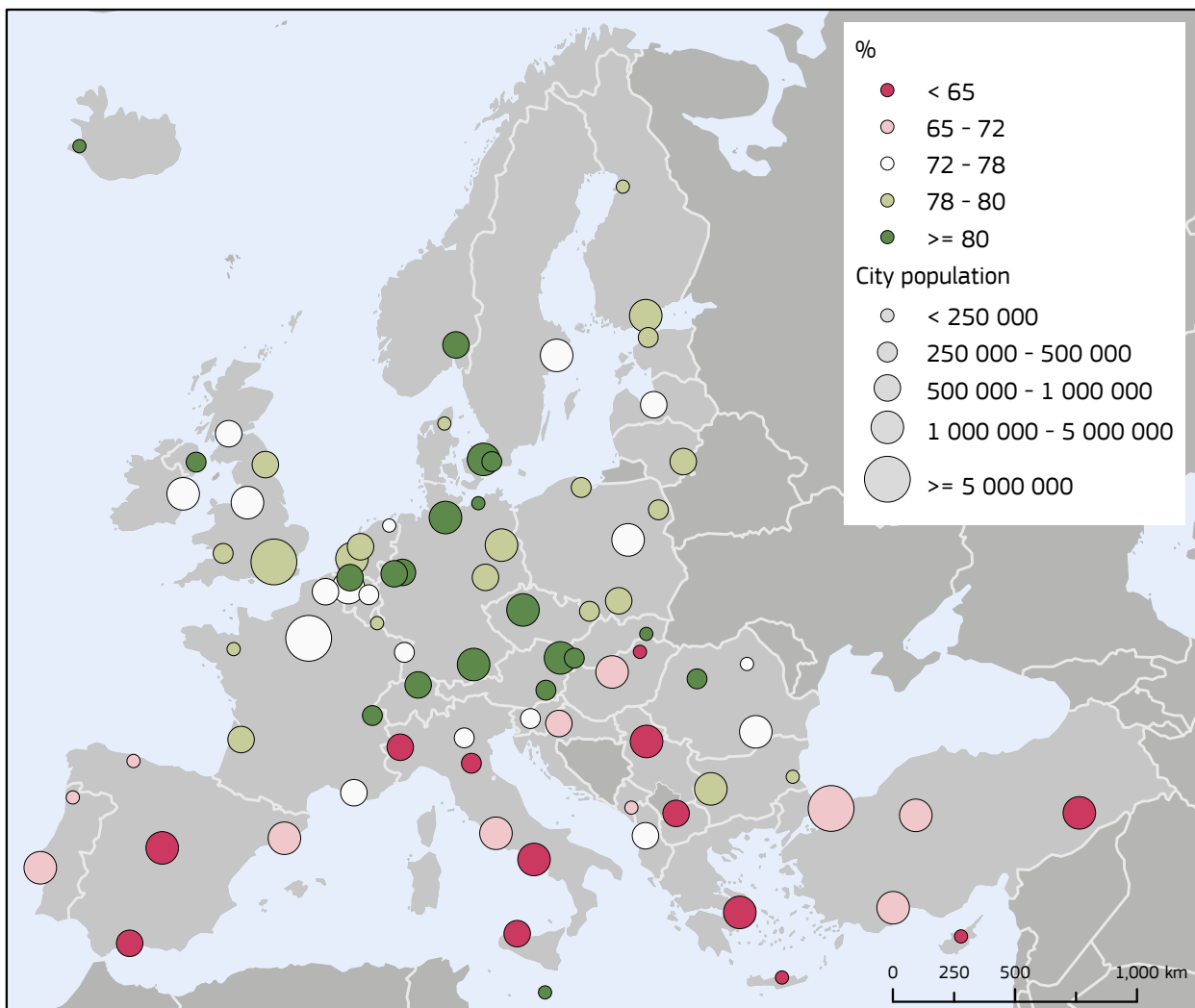
## Job satisfaction is high in most cities

Cities, in particular larger and capital cities, tend to attract people from different parts of the country in search of employment (European Commission, 2016). Cities offer more employment opportunities and higher wages, both at the top and at the bottom of the wage spectrum (Moretti, 2010).

The survey asked people with a job whether they are satisfied with their personal job situation. Three out of four residents said they were satisfied, both across the overall sample of cities and in EU cities only (75% in both)<sup>8</sup>. High levels of job satisfaction can be found from the north (in Reykjavík) to the south

(Valletta). Overall, cities in Germany, Switzerland, Austria, Czechia and Slovakia perform well. In contrast, within the EU, cities in Greece, Italy, Hungary and Spain score low. Outside the EU, cities in the Western Balkans and Turkey score low on job satisfaction (Map 3). Overall, capital cities do not perform better than non-capital cities and differences within a country tend to be small. Only Italy, Spain, Hungary and Turkey have large within-country variations. The larger labour market in cities can help people find a job they really like. This may explain why the difference between the cities tends to be small and why cities consistently score better than rural areas (Burger et al., 2020). This question was asked in 2019, thus before the spread of COVID-19 in Europe. Today, this situation is likely to be different.

**MAP 3:** Satisfaction with personal job situation



### Satisfaction with own job

Personal job situation: total satisfied (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered).

<sup>8</sup> Because of a change in the methodology, the results for this question cannot be compared with 2015 figures.

With almost 9 out of 10 respondents satisfied with their current job situation, Valletta (MT), closely followed by Munich (DE) and Graz (AT), are ranked top. Conversely, only around 5 out of 10

respondents said they were satisfied with their current job situation in Palermo (IT), Athens (EL) and Heraklion (EL, Table 3).

**TABLE 3:** People satisfied with their personal job situation, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Valletta (MT)	86%	Palermo (IT)	53%
Munich (DE)	85%	Athens (EL)	55%
Graz (AT)	85%	Heraklion (EL)	55%
Reykjavík (IS)	84%	Madrid (ES)	56%
Malmö (SE)	84%	Miskolc (HU)	57%
Zurich (CH)	84%	Turin (IT)	57%
Geneva (CH)	83%	Diyarbakir (TR)	59%
Oslo (NO)	83%	Belgrade (RS)	60%
Rostock (DE)	83%	Naples (IT)	62%
Belfast (UK)	83%	Málaga (ES)	63%

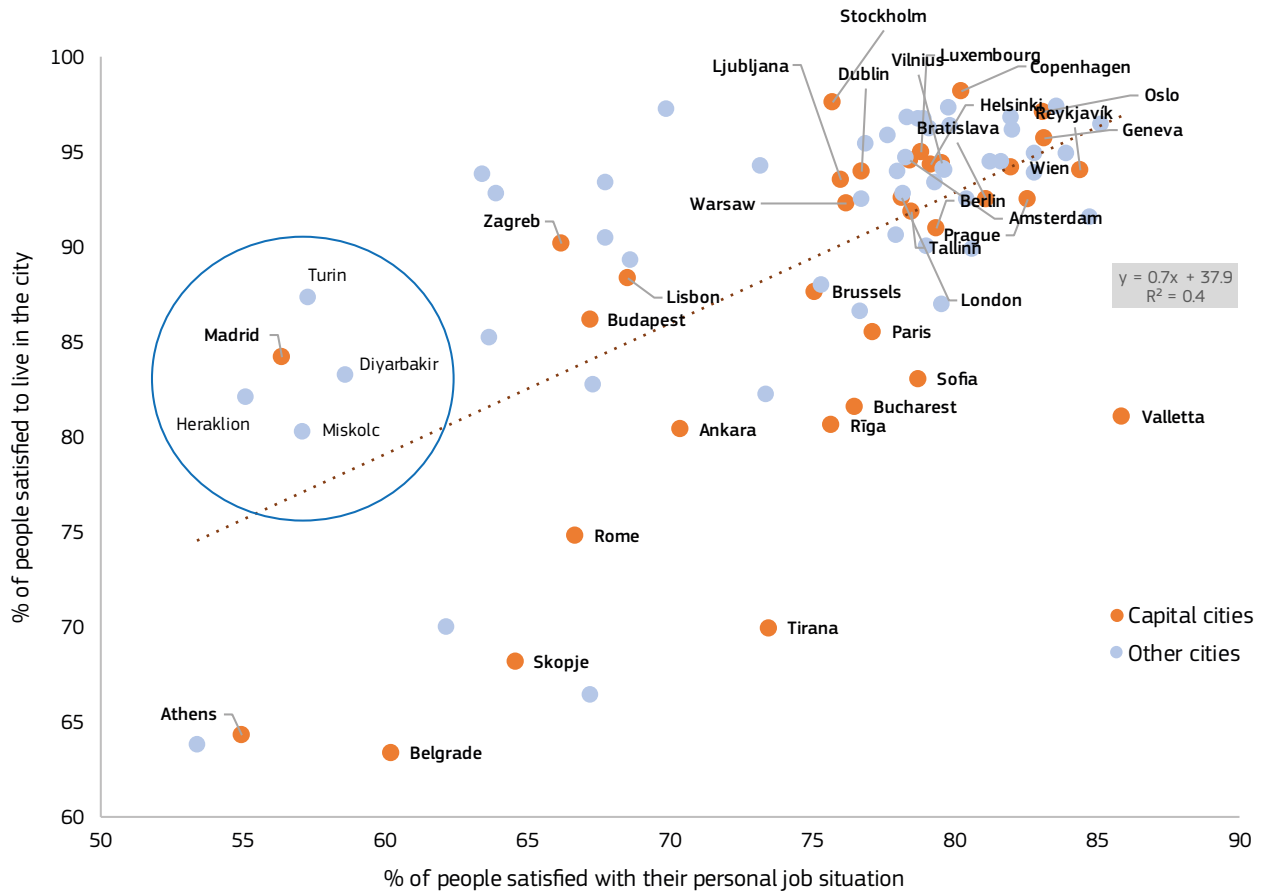
Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

A growing body of research suggests that people, in particular highly educated and working-aged, move to cities which offer high-quality business environments, in search of better jobs (Chen and Rosenthal, 2008; Niedomysl and Hansen, 2010). Job satisfaction can therefore be an important component of satisfaction with living in the city and life satisfaction in general. Across all cities in the survey, there is a positive correlation (of around 0.4) between satisfaction with the city

and with the personal job situation (Figure 6). Nevertheless, the results from the survey show that for a handful of cities, city satisfaction does not go hand in hand with job satisfaction. This is true in Madrid (ES), Turin (IT), Heraklion (EL), Miskolc (HU) and Diyarbakir (TR), where more than 80% of residents are satisfied with living in their city but less than 60% are satisfied with their job situation.

FIGURE 6: Percentage of people satisfied with living in the city *as against* people satisfied with their job



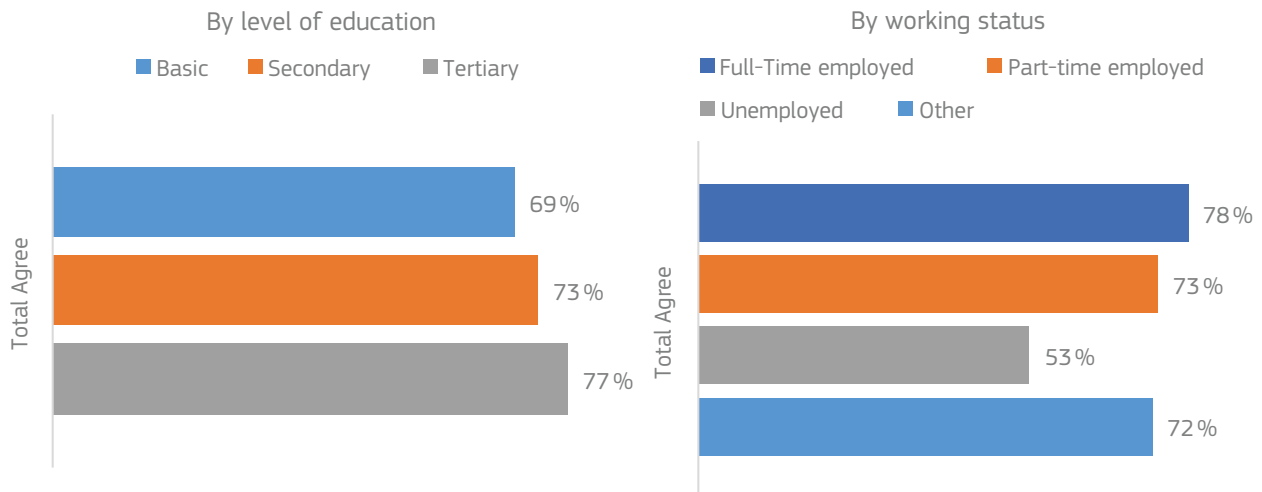
Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).



Not surprisingly, across the whole sample, satisfaction with the current job increases with the residents' education level (77% of tertiary educated against 69% of residents with basic education only). At 77%, full-time employed residents are the

most satisfied with their job situation, against 73% for part-time employed, supporting the claim that in some cases part-time work is not a personal choice of the worker (Figure 7)<sup>9</sup>.

**FIGURE 7:** Satisfaction with personal job situation, by socio-demographic characteristics



Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered).

<sup>9</sup> Involuntary part-time work remains significant in Europe. In 2018, for instance, around a quarter of part-time workers declared they would like to work more (European Commission, 2019).

## CHAPTER 2: A SAFE AND INCLUSIVE CITY

The United Nations 2030 Agenda for Sustainable Development aims, among others, to make cities inclusive, safe, resilient and sustainable. The EU has pledged to implement this agenda.

The UN Habitat defined an inclusive city as follows: ‘It is a place where everyone, regardless of their economic means, gender, race, ethnicity or religion, is enabled and empowered to fully participate in the social, economic and political opportunities that cities have to offer.’

The New Urban Agenda then envisages cities that ‘prioritize safe, inclusive, accessible, green and quality public spaces that are friendly for families, enhance social and intergenerational interactions [...] and foster social cohesion, inclusion and safety in peaceful and pluralistic societies’.

This chapter includes two subsections. The first focuses on safety, trust and crime. The second describes whether people think their city is a good place to live for racial and ethnic minorities, for immigrants and for gays and lesbians. It concludes by showing which cities are considered family- and elderly-friendly.

### Safety, trust and crime in European cities

People who feel safe and say that most people can be trusted also tend to be more satisfied with their life. Trust can help create stronger social ties, which facilitate cooperation, and happiness (Glatz and Eder, 2019; Helliwell and Putnam, 2004; Rodríguez-Pose and von Berlepsch, 2014). Individuals who have experienced crime or fear crime tend to engage less in outdoor activities and to report higher levels of distress and lower levels of well-being (Hanslmaier, 2013; Brereton et al., 2008; Denkers and Winkel, 1998).

#### MORE PEOPLE FEEL SAFE IN SMALLER CITIES

In the cities in this survey, three out of four residents feel safe walking alone in their city at night. In the top 10 cities, 90% of or more of residents feel safe (see Table 4). In five cities, however, less than half of the residents feel safe: Athens, Rome, Sofia, Liège and Marseille. This indicator is part of the UN Sustainable Development Goals: Promote peaceful and inclusive societies (indicator 16.1.4).

**TABLE 4:** People feeling safe walking alone at night in the city, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Copenhagen (DK)	94%	Athens (EL)	38%
Oviedo (ES)	93%	Rome (IT)	40%
Aalborg (DK)	93%	Sofia (BG)	41%
Stockholm (SE)	92%	Liège (BE)	44%
Białystok (PL)	91%	Marseille (FR)	46%
Zurich (CH)	91%	Istanbul (TR)	50%
Munich (DE)	91%	Naples (IT)	51%
Helsinki (FI)	90%	Palermo (IT)	52%
Groningen (NL)	90%	Ostrava (CZ)	53%
Ljubljana (SI)	90%	Miskolc (HU)	53%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

The cities in southern EU lag behind with 67% of residents feeling safe, which is 18 pp below northern EU cities (see Map 4). Furthermore, 4 out of the 10 best-performing cities are in northern EU (Copenhagen (DK), Aalborg (DK), Stockholm (SE) and Helsinki (FI)) whereas 3 of the 6 Italian cities covered by the survey (Palermo, Naples and Rome) rank in the bottom 10. In the western and eastern EU cities, the share of residents feeling safe is 75% and 72%, respectively.

Finally, cities from the UK and EFTA (84%) display similar numbers of residents feeling safe when walking at night to those observed in northern EU, while cities in the Western Balkans and Turkey (70%) show figures comparable to those of southern EU.

However, quite a few cities deviate from these regional trends. Oviedo (ES), Braga (PT) and Málaga (ES) all have a high share of residents who feel safe (85% or more), well above the average of southern EU cities. Białystok (PL), Ljubljana (SI) or Cluj-Napoca (RO) also score much higher than the eastern EU cities. Marseille (FR) and Liège (BE), on the other hand, score well below the western EU city average.

In some countries, feeling safe differs substantially between cities. In France, for instance, the share of residents reporting to feel safe walking at night ranges from 46% in Marseille to 82% in Bordeaux. Significant differences across cities within a country are also found in Greece, Bulgaria, Italy, Belgium and

Turkey. In Heraklion (EL), 72% of residents feel safe compared to 38% in Athens (EL). Similarly, in two cities in Turkey, the figures are 50% in Istanbul and 81% in Antalya. In contrast, the differences between the cities within the UK, the Netherlands or Austria are small.

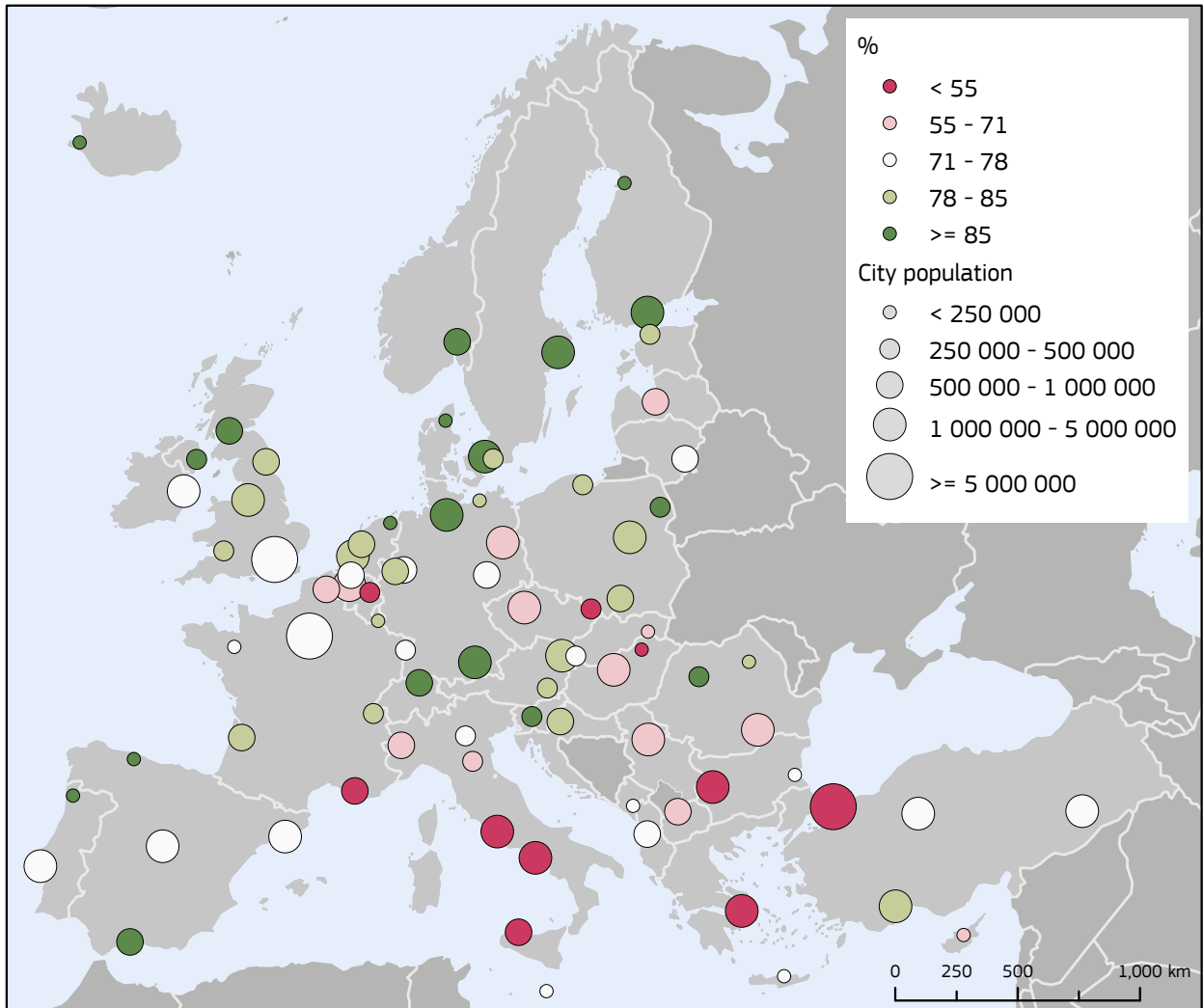
More people feel safe in small cities. In cities with less than 250 000 inhabitants, 80% of the residents feel safe compared to only 67% in cities with more than 5 million inhabitants.

Overall, the safety rate across the cities in the 2019 Quality of Life survey is similar to that observed at the national level. In two countries, however, the scores at the city level are considerably lower than the national value: Czechia<sup>10</sup> and Italy. In contrast, in Romania, as well as, to a lesser extent, in Germany and Sweden, the scores at the city level are better than the national value. In most countries, however, the differences are small.

Women are less likely to feel safe in the city than men (73% versus 76%). Similarly, residents aged 55 and over as well as those unemployed are less likely to feel safe compared to their counterparts (e.g. younger generations and the full-time employed, respectively). Education also correlates positively with perceived safety with 76% of tertiary educated residents stating they feel safe in the city at night as against only 70% of residents with basic education. This result is in line with the existing literature on this topic (Mason et al., 2013).

<sup>10</sup> Source for national data: Gallup World Poll, 2019. Data for Czechia are from 2018. Cyprus is missing in the Gallup World Poll.

MAP 4: Feeling safe walking alone at night in the city



### Safety in the city

I feel safe walking alone at night in the city: total agree (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

### THEFT AND ASSAULT IS MORE COMMON IN LARGE AND CAPITAL CITIES

One important driver of perceptions of safety is being the victim of crime. This survey asked: 'Within the last 12 months, was any money or property stolen from you or another household member in your city?' and 'Within the last 12 months, have you been assaulted or mugged in your city?'. Below, the share of residents answering 'yes' to these two questions will be referred to as the 'theft and assault rates'.

Almost 17% of residents report that they or someone in their household had money or property stolen in the previous 12 months. In Skopje (MK), Athens (EL), Antalya (TR) and Istanbul (TR), the theft rate ranges between 32% and 44%. In contrast, in Białystok (PL) or Valetta (MT), this figure is 6%. In the 10 best-performing cities, less than 1 person in 10 had money or property stolen in the previous 12 months (see Table 5). Cities in the Western Balkans and Turkey exhibit much higher theft rates (27%) in comparison to the average in the EU, EFTA or the UK.

**TABLE 5:** Percentage of people with someone in the household who had money or property stolen in the previous 12 months, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Skopje (MK)	44%	Białystok (PL)	6%
Athens (EL)	42%	Valletta (MT)	6%
Antalya (TR)	33%	Nicosia (CY)	7%
Istanbul (TR)	32%	Aalborg (DK)	7%
Brussels (BE)	27%	Oviedo (ES)	7%
Heraklion (EL)	26%	Piatra Neamț (RO)	8%
Belgrade (RS)	25%	Braga (PT)	8%
Berlin (DE)	25%	Miskolc (HU)	8%
Ankara (TR)	25%	Glasgow (UK)	9%
Dublin (IE)	24%	Stockholm (SE)	9%

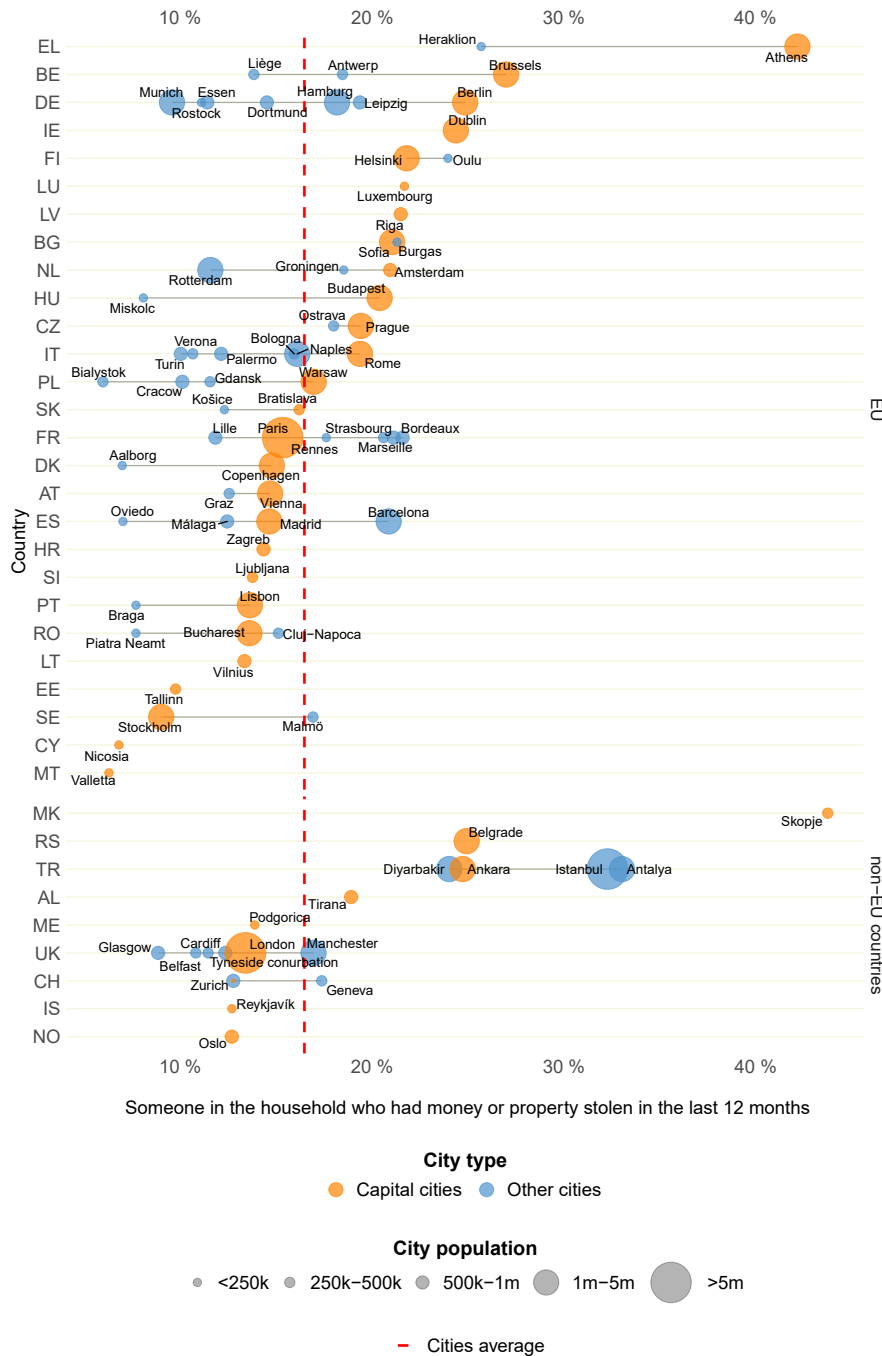
Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

The theft rate in cities is generally substantially higher than the national rate. Athens (EL) and Skopje (MK) are two extreme examples with theft rates at 44% and 42%, respectively, whereas the corresponding national figures are 6% and 10%, according to the 2019 Gallup World Poll data. In Antalya and Istanbul (TR) and in Heraklion (EL), theft rates are between

20 and 24 pp higher than the country values. Overall, the share of residents who had money or property stolen is at least two pp higher in 61 of the sample cities compared to the corresponding national figures. In contrast, in a few cities, such as Białystok (PL) and Stockholm (SE), the theft rates are slightly lower than those reported at the national level.

**FIGURE 8:** Percentage of people with someone in the household who had money or property stolen in the previous 12 months, by city

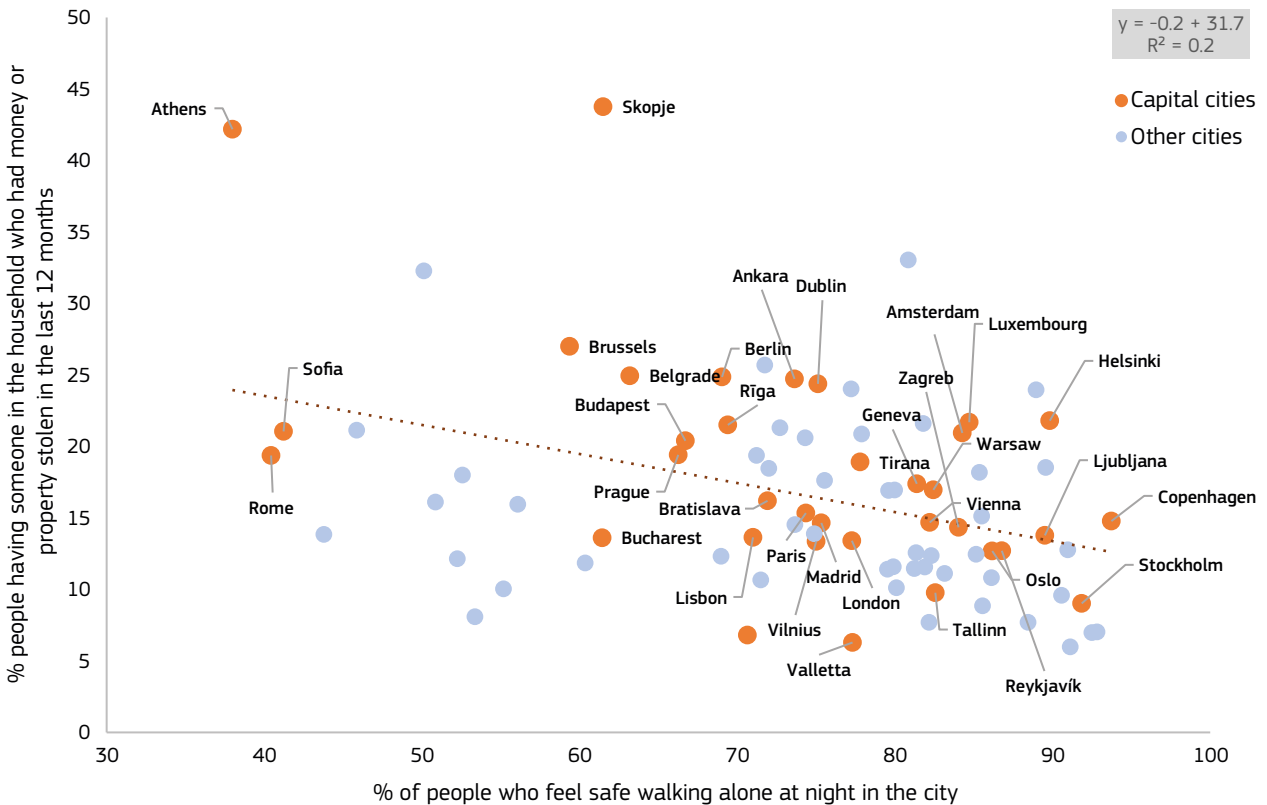


Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

The risk of theft is higher in capital cities than in other cities (18% versus 15%). For example, the theft rate is 27% in Brussels (BE) but drops to 14% in Liège (BE). Similarly, in the Netherlands, the theft rate is nine pp higher in Amsterdam than in Rotterdam. Yet, contrary to the overall pattern, theft seems to be less frequent in Paris, Madrid or London than in the some of the other cities in France, Spain or the UK. Theft rates also increase with the size of the city: the share of residents having suffered from a theft in the previous year is 13% in cities with up to 250 000 inhabitants but rises to 20% in cities with more than 1 million inhabitants.

On average, 6% of city residents report having been assaulted or mugged in the previous 12 months. High percentages are found in Athens (EL) and Istanbul (TR) where the assault rates are 29% and 18%, respectively. In the 10 best-performing cities, less than two out of 100 people claim to have experienced such a crime in the previous 12 months. As for theft, assault is more likely to occur in both capital cities and large cities. In the majority of cities, the assault rate is also higher compared to the national averages. Not surprisingly, cities with higher theft rates also exhibit higher shares of residents reporting having been assaulted or mugged in the previous 12 months. Feeling safe in the city is negatively associated with crime victimisation (see Figure 9).

**FIGURE 9:** Percentage of people with someone in the household who had money or property stolen in the previous 12 months *as against* perceived safety in the city



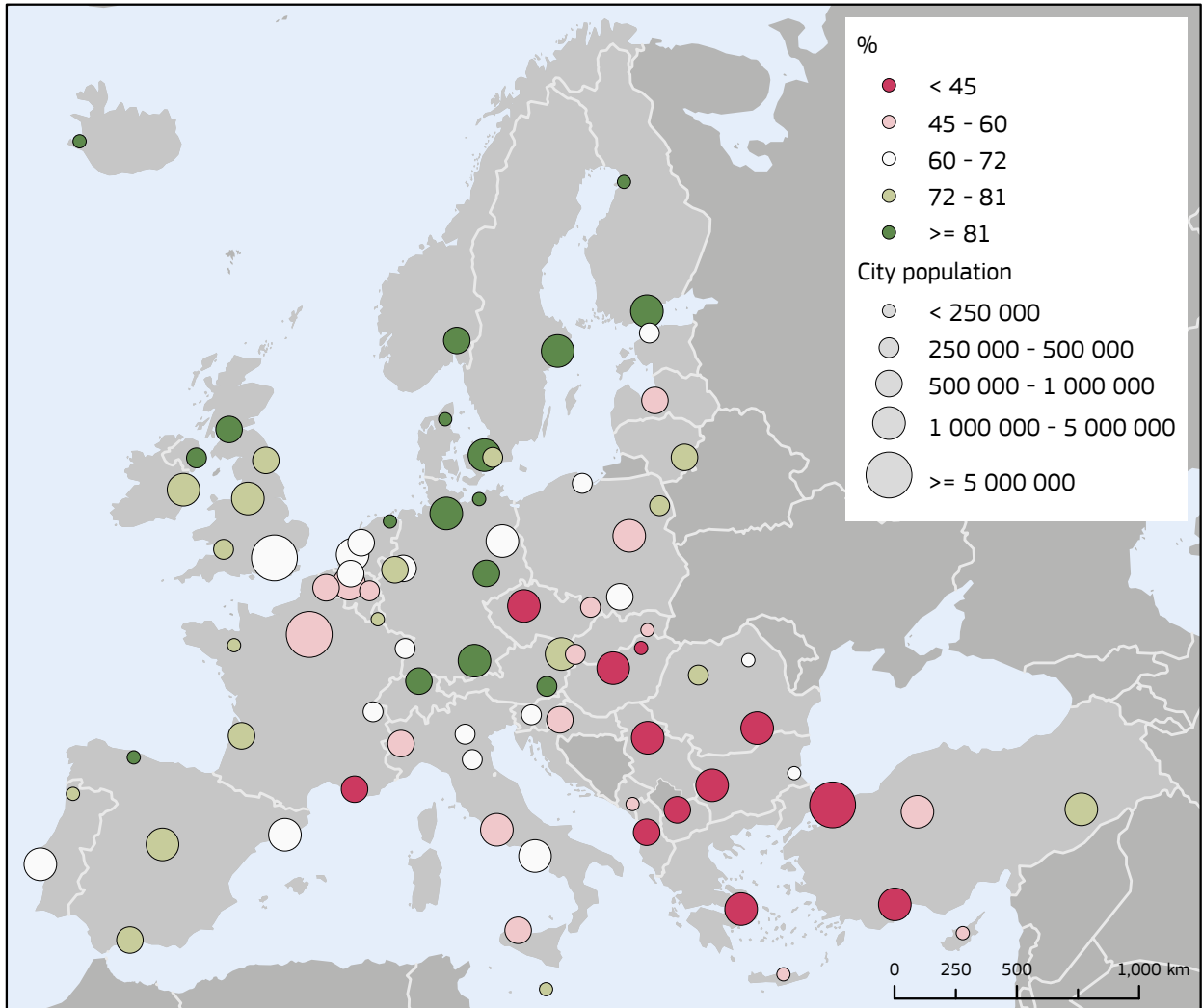
Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

### CAN MOST PEOPLE IN YOUR CITY BE TRUSTED?

Trust in others reduces transaction costs and fosters social networks and integration. Among psychological theories, social

trust is also seen as a prerequisite for human needs (Baumeister and Leary, 1995). Below, social trust is measured by asking residents: 'Generally speaking, would you say that most people in your city can be trusted'.

MAP 5: Trust in people in the city



#### Trust in people in the city

Generally speaking, most people in the city can be trusted: total agree (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
Note: Percentages are based on all respondents (excluding don't know/not answered).



Seven out of ten city residents trust the people who live in their city. The share of residents who trust people varies between 29% (Istanbul, TR) and 92% (Aalborg, DK). In the top 10 cities, at least

86% of residents trust people in their city. In contrast, the bottom 10 register shares between 29% and 44% (Table 6).

**TABLE 6:** Most people in my city can be trusted, top and bottom 10 scores

Top 10 (highest score first)	
City	Score
Aalborg (DK)	92%
Copenhagen (DK)	90%
Reykjavík (IS)	89%
Rostock (DE)	89%
Groningen (NL)	89%
Oviedo (ES)	88%
Graz (AT)	88%
Oslo (NO)	87%
Stockholm (SE)	87%
Helsinki (FI)	86%

Bottom 10 (lowest score first)	
City	Score
Istanbul (TR)	29%
Athens (EL)	34%
Sofia (BG)	36%
Skopje (MK)	37%
Miskolc (HU)	39%
Belgrade (RS)	40%
Budapest (HU)	40%
Tirana (AL)	42%
Prague (CZ)	44%
Antalya (TR)	44%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

Trust in the bottom 10 cities is between two and three times lower compared to the top 10 cities. People living in capital cities are less likely to trust people (61% vs. 70% in non-capital cities). The lower level of trust in capital cities is confirmed in almost all countries. For example, in Bulgaria, only 36% of the residents of Sofia trust people compared to 67% in Burgas. In the Netherlands, 70% of those living in Amsterdam trust people compared to 89% in Groningen.

Generally, trust is lower in large cities. In cities with less than 250 000 inhabitants, 72% of the residents trust people in their city, compared to only 63% in cities with between 1 million and 5 million inhabitants and 50% in the three cities with more than 5 million inhabitants.

Trust is highest in the cities in the EFTA and UK (80%) and lowest in cities in the Western Balkans and Turkey (47%). Within the EU, northern EU (78%) performs best and eastern EU worst (56%), whereas western (71%) and southern (64%) lie in-between.

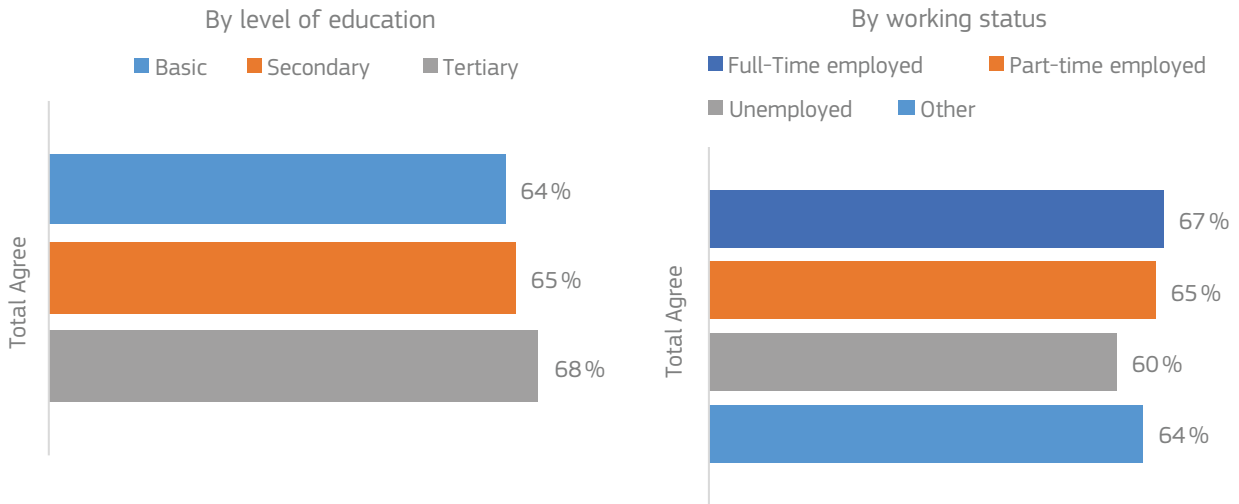
Some cities deviate from these regional patterns. For example, in Diyarbakır (TR), Białystok (PL) or Cluj-Napoca (RO), at least 74% of residents trust people, which is much higher than the average for cities in the Western Balkans and Turkey or eastern EU, respectively. In addition, all cities in Spain (Oviedo, Barcelona, Málaga and Madrid) exhibit high proportions (above 72%) of residents reporting to trust the people living in their city compared to the average observed in southern Europe. Conversely, trust scores in Marseille (FR) or Liège (BE) are a lot lower (45% and 50%, respectively) than the average in western EU cities.

Cities from northern EU display both high levels of trust and low variations between cities in the same country. In other countries, the difference between cities is more marked. In France, for instance, the trust varies between 45% (Marseille) and 73% (Rennes). Wide variations are also found in Poland and Romania where the differences between the best-performing (Białystok, PL and Cluj-Napoca, RO) and worst-performing (Warsaw, PL and Bucharest, RO) cities is

28 and 32 pp, respectively. Turkey also exhibits large variations: 29% in Istanbul rising to 78% in Diyarbakır.

Both genders show similar levels of trust. In contrast, 68% of tertiary educated residents trust the people living in their city as against 64% of those with a basic education. Similarly, the trust rate among unemployed is 60% but rises to 67% among the full-time employed (Figure 10).

**FIGURE 10:** Trust in people in the city, by socio-demographic characteristics



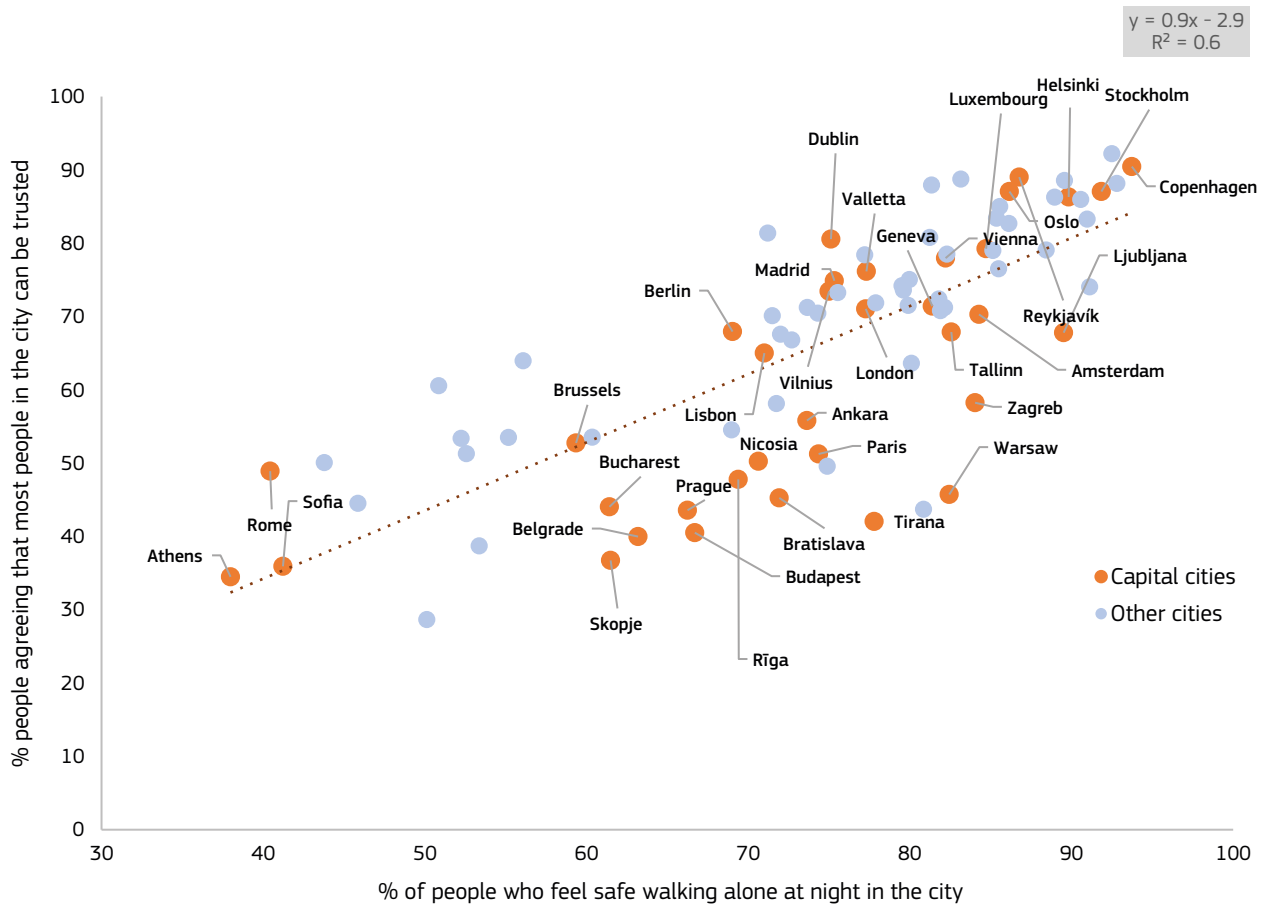
Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

Comparisons between 2015 and 2019 for the 52 cities for which a time comparison is feasible suggest that the city rate of agreement that most people in the city can be trusted remained stable for 28 of those cities<sup>11</sup>. A substantial increase in trust is only found in Bratislava (SK, +7 pp) and Bucharest

(RO, +5pp) whereas the opposite is observed in Palermo (IT, -7pp), Košice (SK, -6pp), Braga (PT, -5pp) and Rīga (LV, -5pp).

Trust in people and feeling safe are positively correlated (Figure 11).

**FIGURE 11:** Trust in people in the city *as against* perceived safety in the city



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

<sup>11</sup> A comparison between 2015 and 2019 can only be done for the cities included in both surveys, and for which city borders did not change significantly between the two editions. For a list of cities for which a time comparison can be made, see page 2.

## An inclusive city for all

To assess how people perceive their cities' attitudes towards different groups (i.e. immigrants from other countries, gay and lesbian people, elderly people and young families with children), the 2019 survey asked residents the following question: 'Is the city where you live a good place or not a good place to live for the following groups?' Residents could choose between 'a good place to live' and 'not a good place to live'.

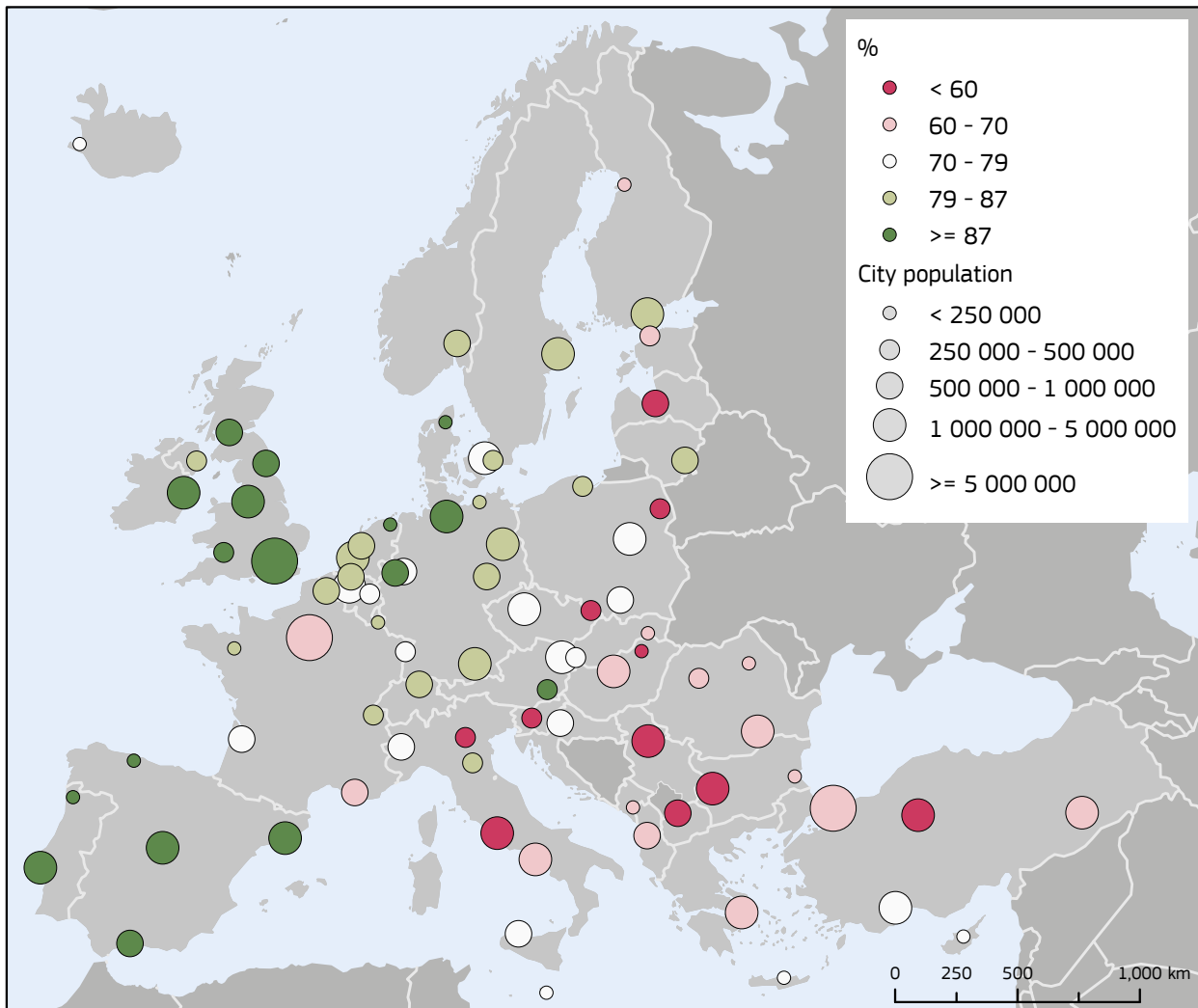
### CITIES SEEN AS A BETTER PLACE FOR IMMIGRANTS TO LIVE THAN THE REST OF THE COUNTRY

Within the EU, migrants (defined as foreign-born, i.e. born in another EU country or outside the EU) are more likely to settle

in cities. They represent 15% of the population living in cities, compared to 10% living in towns and 6% in rural areas (Natale et al., 2019).

Immigrants from outside the EU are less likely to be employed and more likely to live in crowded conditions. They are more likely to be at risk of poverty or social exclusion compared to host-country nationals, even when they are working<sup>12</sup>. Improving the educational attainment of non-EU immigrants and their children and increasing their labour market participation would benefit both these families and the EU as a whole.

**MAP 6:** The city is a good place for immigrants from other countries to live



### The city is a good place to live for immigrants from other countries

The city where I live is a good place to live for immigrants from other countries: yes (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

<sup>12</sup> In 2015, the employment rate among third-country nationals was 12 pp lower than that of host-country nationals, with women having particularly low rates. Third-country migrants are often underemployed, even when holding a university degree. In 2014, 49% of third-country nationals were at risk of poverty or social exclusion compared to 22% among host-country nationals (as reported in COM(2016) 377 final Action Plan on the integration of third country nationals).

Three out of four residents (75%) said that their city was a good place for immigrants from other countries to live (Map 6). Within the EU, western cities perform best (81%). Cities in eastern EU score lower, with only two out of three residents agreeing their city is a good place for immigrants to live (65%). In contrast, in all Spanish and Portuguese cities, at least 87% of residents consider their cities are a good place for immigrants to live, which is well above the southern EU average (77%).

More city dwellers think their city is a good place for immigrants than across their country as a whole. On average, the share of city dwellers who consider their city is a good place for immigrants is seven pp higher than the national share (Gallup World Poll, 2019). The most striking difference is found in Zagreb, where 72% of residents think their city is a good place for immigrants, while in Croatia as a whole the share is only 20%. Significant differences are also found in Hungary (Budapest and Miskolc: 63% and 59% versus 25% at the

national level), Poland (Gdańsk, 84% versus 53% at the national level) and Slovakia (Bratislava, 74% versus 40%). However, several capital cities are well below the national average, particularly Rome (IT) (49% versus 72%), Paris (FR) (60% versus 78%), Copenhagen (DK) (76% versus 90%) and, outside the EU, Belgrade (RS) (54% versus 68%) and Reykjavik (IS) (77% versus 89%).

In fact, capital and non-capital cities behave quite differently, with non-capital cities considered a good place for immigrants by a considerably higher share of people (78% versus 71%). In the top 10 cities, 9 are non-capital cities (Table 7). The top 10 includes 4 UK, 2 Spanish and 2 Portuguese cities. The bottom 10 has 5 cities in eastern EU, 3 cities in Turkey and the Western Balkans and 2 Italian cities. The gap between the two extremes is wide. In Cardiff (UK), virtually everybody thinks the city is a good place for immigrants, while in Skopje (MK), it is only one in three.

**TABLE 7:** The city is a good place for immigrants from other countries to live, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Cardiff (UK)	98%	Skopje (MK)	33%
Braga (PT)	95%	Sofia (BG)	47%
Glasgow (UK)	94%	Rome (IT)	49%
Oviedo (ES)	94%	Białystok (PL)	49%
Groningen (NL)	94%	Ostrava (CZ)	52%
Málaga (ES)	92%	Ankara (TR)	52%
Lisbon (PT)	91%	Rīga (LV)	52%
Hamburg (DE)	91%	Ljubljana (SI)	53%
Manchester (UK)	91%	Belgrade (RS)	54%
Tyneside conurbation (UK)	90%	Verona (IT)	56%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

**MOST CITIES ARE SEEN AS BETTER PLACES FOR GAYS AND LESBIANS TO LIVE THAN THE REST OF THE COUNTRY**

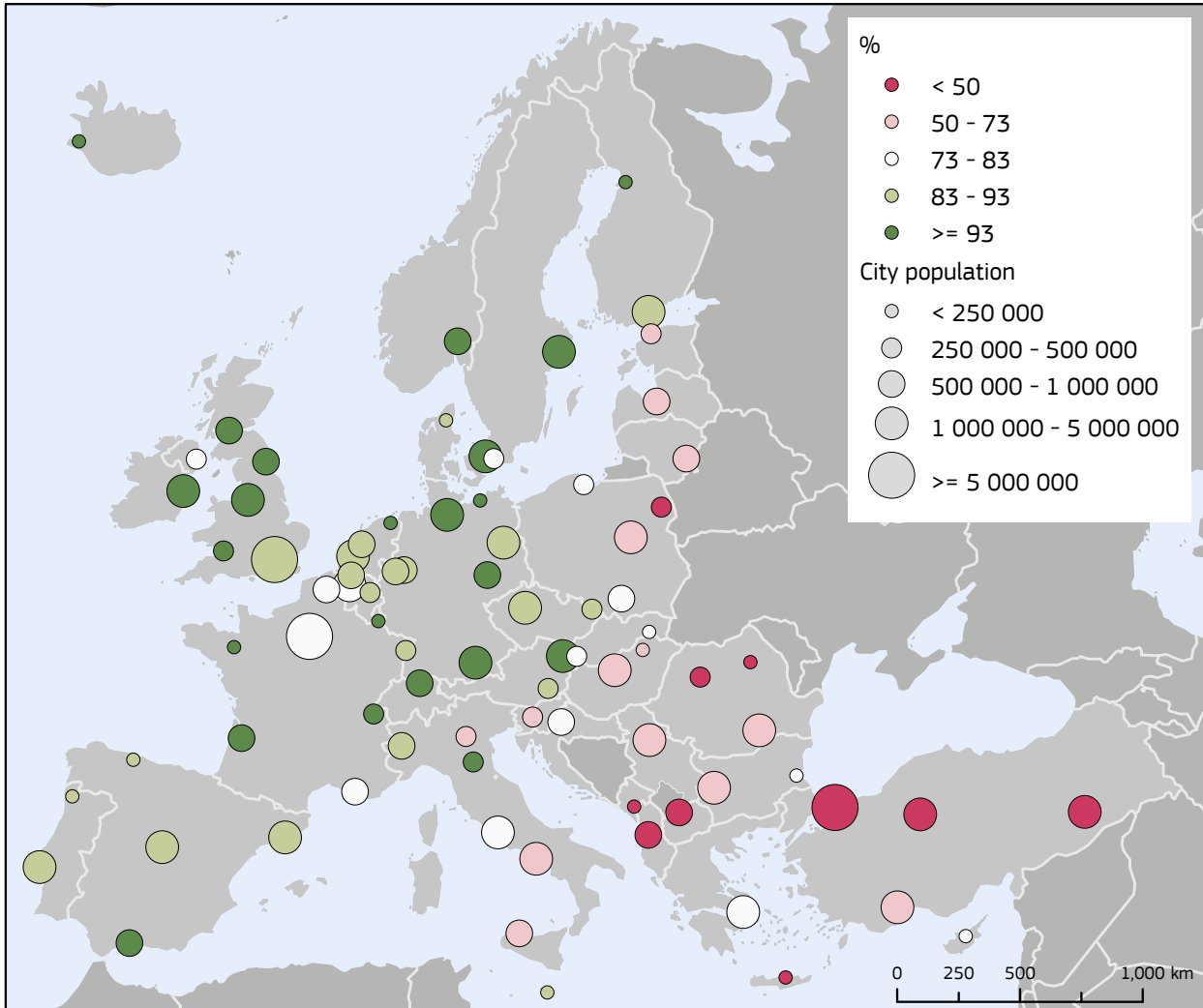
Discrimination against sexual and gender minorities is more widespread and socially accepted than virtually any other kind of discrimination around the world, according to the Williams Institute's 'Global Acceptance Index (GAI)', (Flores, 2019). Within the EU, the Charter on Fundamental Rights prohibits discrimination based on sexual orientation. Furthermore, the Employment Equality Directive (2000/78/EC) ensures that discrimination based on sexual orientation within workplace is prohibited. Nevertheless, the political debate in Poland recently focused on the presence of homosexuals. Some 30 municipalities and provinces declared themselves 'LGBT free zones'. President

Duda attacked 'LGBT-ideology' as part of his successful re-election campaign<sup>13</sup>.

Eight out of ten residents (78%) consider their city is a good place for gays and lesbians to live. However, opinions differ between cities. In Glasgow (UK), virtually everyone considers it a good place, while in Ankara (TR) only one out of five people think so. There is a large discrepancy between the EU (81%), EFTA and the UK (94%), on the one hand, and Turkey and the Western Balkans, on the other (37%). Eastern EU cities tend to have a lower score (68%), with a few even below 50% in Poland and Romania (see Map 7).

National-level results are below 50% in 9 EU Member States<sup>14</sup>, primarily located in eastern EU (Gallup World Poll, 2019).

**MAP 7: The city is a good place for gay and lesbian people to live**



**The city is a good place to live for gay or lesbian people**

The city where I live is a good place to live for gay or lesbian people: yes (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered).

<sup>13</sup> Source: <https://www.politico.eu/article/poland-lgbtq-community-in-the-political-crosshairs-elections-duda/>

<sup>14</sup> Romania (16%), Croatia (24%), Bulgaria (33%), Lithuania (36%), Poland (36%), Latvia (37%), Greece (39%), Slovakia (40%) and Hungary (49%). No data for Cyprus; 2018 data for Czechia.

The results of 77 cities can be compared to national-level results in 36 countries<sup>15</sup>. On average, the share of city residents who think their city is a good place for gays and lesbians to live is 14 pp higher than the national average. The largest difference is found in Croatia, with Zagreb scoring 73 % compared to Croatia at 24%. Similarly, the cities of Cracow (PL, 81 %) and Gdańsk (PL, 80 %) have much higher scores compared to Poland's national rate (36%). On the other hand, the agreement rate in Verona (IT, 55%) lies significantly below the Italian average (75%). Of the 77 cities, 52 have a higher share than the national level<sup>16</sup>, which confirms the role of cities as places of integration and tolerance (G.E. Stephan and D.R. McMullin, 1982). Spain has some of the highest shares of residents agreeing their city is good place for gays and lesbians to live, with shares above 90% for all of the Spanish cities included (i.e. Barcelona, Madrid, Málaga and Oviedo). On the

other hand, residents' opinions seem to vary considerably in Italy with a gap of 39 pp between Bologna (94%) and Verona (55%). In Poland, Cracow (81 %) and Białystok (35 %) are even further apart with a gap of 46 pp.

Confirming regional patterns, top-performing cities are found either in northern-western EU or in the EFTA countries (Table 8). In the bottom 10 cities, less than half the people think that. In Ankara (TR, 22%), Diyarbakir (TR, 24%) and Tirana (AL, 27%) the share is below 30%.

Residents' opinions are linked to education. In general, the higher the education level attained, the more likely a person is to consider their city a good place for gays and lesbians to live. For example, those with only a basic education agree less (74%) than those with tertiary education (80%) (Figure 12).

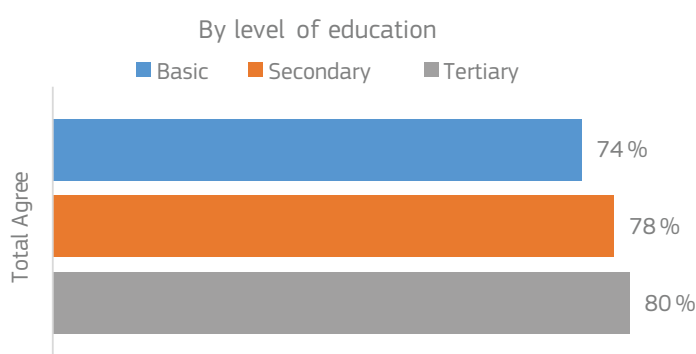
**TABLE 8:** The city is a good place for gay and lesbian people to live, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Glasgow (UK)	99%	Ankara (TR)	22%
Luxembourg (LU)	98%	Diyarbakir (TR)	24%
Hamburg (DE)	98%	Tirana (AL)	27%
Oslo (NO)	98%	Piatra Neamț (RO)	32%
Reykjavík (IS)	97%	Skopje (MK)	32%
Munich (DE)	96%	Istanbul (TR)	34%
Zurich (CH)	96%	Białystok (PL)	35%
Geneva (CH)	95%	Podgorica (ME)	41%
Oulu (FI)	95%	Heraklion (EL)	42%
Groningen (NL)	95%	Cluj-Napoca (RO)	45%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

**FIGURE 12:** The city is a good place for gay and lesbian people to live, by education level



Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered).

<sup>15</sup> That is, out of the 36 countries included in the survey, national data are available for 33 – i.e. excluding Czechia, Cyprus and Turkey (source: Gallup World Poll, 2019)

<sup>16</sup> At least 3 pp.

**SMALLER CITIES SEEN AS MORE ELDERLY FRIENDLY**

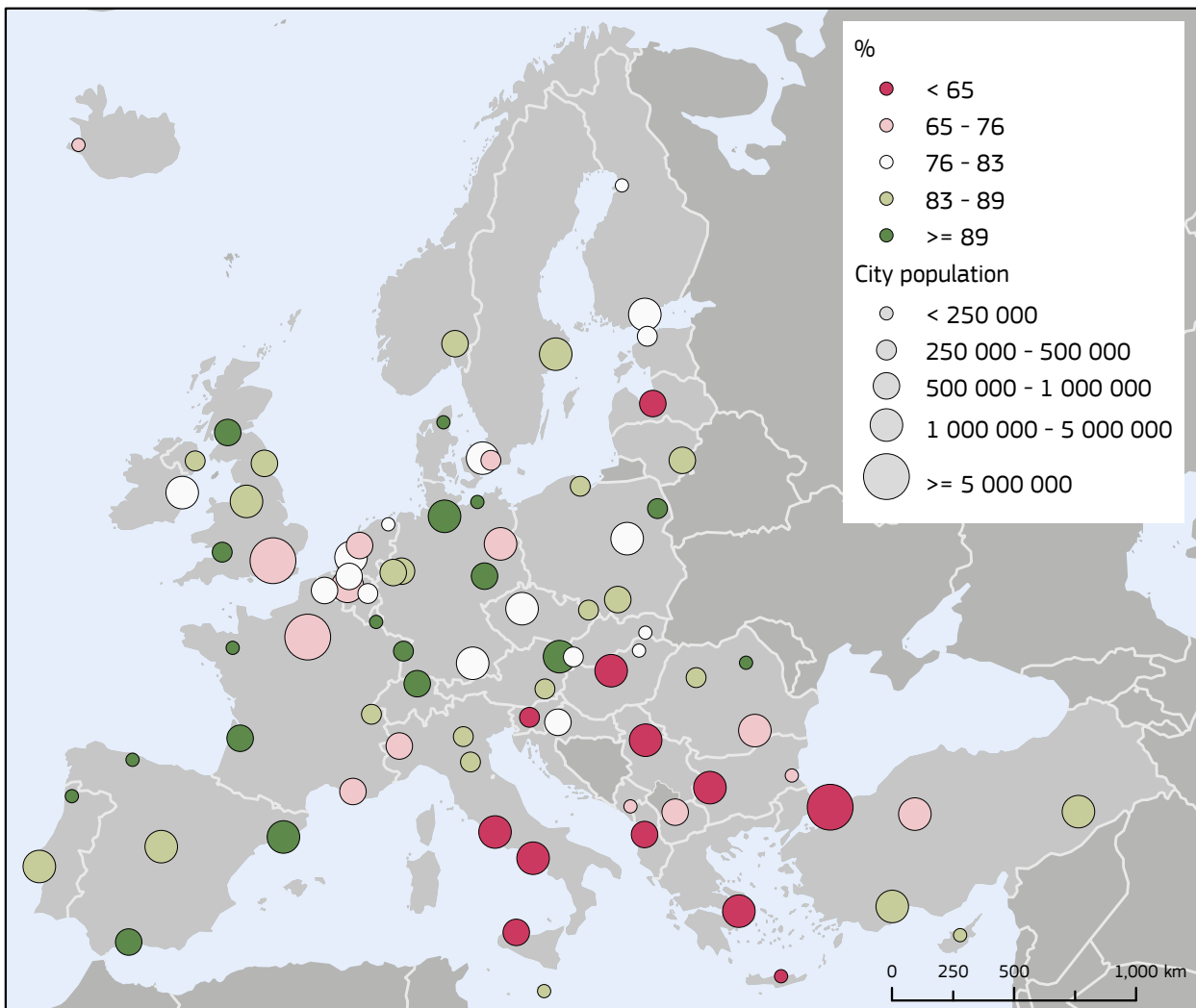
An inclusive city should be an attractive place for the elderly to live. This is becoming increasingly important as people in the EU live longer and a larger share of the population is now aged 65 or older. For example, in the EU, the share of people aged 65 and older grew from 17% in 2009 to 20% in 2019. It is projected to increase to 24% by 2030 and even to 30% by 2050 (Eurostat).

The elderly are less likely to live in cities than in towns, suburbs and rural areas in the EU. In cities, the elderly make up 22% of the population aged 15 and over, which is lower

than the 24% in towns and suburbs and 25% in rural areas. Once people have retired, they no longer have to live close to the place where they used to work. As a result, many choose to move closer to their friends and family or to a greener and/or less-expensive location.

On average, 8 out of 10 residents (80%) agree their city is a good place for the elderly to live. Generally speaking, cities in western (83%) and northern (83%) EU have a slightly higher level of agreement compared to eastern (78%) and southern (77%) EU. Outside the EU, there is a big difference between the cities in the EFTA countries and the UK (87%) compared to those in Turkey and the Western Balkans (69%) (see Map 8).

**MAP 8:** The city is a good place for elderly people to live



**The city is a good place to live for elderly people**

The city where I live is a good place to live for elderly people: yes (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).



Despite these broad regional patterns, several outliers have emerged. For example, London (UK) has a lower share of residents (75%) agreeing that their city is a good place for the elderly than the EFTA and UK cities as a whole (87%). Similarly, the cities of Paris (FR, 66%), Amsterdam (NL, 71%) and Marseille (FR, 73%) present relatively low levels of agreement compared to the western EU (83%). On the other hand, some cities score much better than their cities' average in the region. For example, Piatra Neamț (RO, 97%) and Białystok (PL, 96%) score higher than the average eastern EU city (78%) while Málaga (ES, 95%), Oviedo (ES, 94%) and Braga (PT, 94%) score higher than the average southern EU city (77%).

Cities within the same country can produce very different scores. Turkey has the widest gap between its best and worst city (45 pp) followed by Italy (43 pp) and Romania (31 pp).

In general, fewer people in capital cities think it is a good place for the elderly compared to the other cities in the country (74% versus 84%). The size of the city's population also plays a role. On average, 84% of residents in cities with less than 250 000 inhabitants think their city is a good place for the elderly, compared to 75% in cities with between 1 and 5 million inhabitants and only 61% in those with more than 5 million inhabitants.

Looking at the city ranking, almost all residents in Aalborg (DK, 99%) consider their city is a good place for elderly people to live, followed by Rostock (DE, 97%), Piatra Neamț (RO, 97%) and Zurich (CH, 97%). At the other end of the distribution, less than half the residents in the three bottom cities (i.e. Istanbul (TR) 42%, Sofia (BG) 44% and Rome (IT) 45%) think their city is a good place for the elderly to live (Table 9).

**TABLE 9:** The city is a good place for elderly people to live, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Aalborg (DK)	99%	Istanbul (TR)	42%
Piatra Neamț (RO)	97%	Sofia (BG)	44%
Rostock (DE)	97%	Rome (IT)	45%
Zurich (CH)	97%	Athens (EL)	47%
Glasgow (UK)	96%	Naples (IT)	52%
Białystok (PL)	96%	Tirana (AL)	60%
Málaga (ES)	95%	Ljubljana (SI)	61%
Oviedo (ES)	94%	Rīga (LV)	61%
Braga (PT)	94%	Belgrade (RS)	62%
Luxembourg (LU)	94%	Heraklion (EL)	63%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

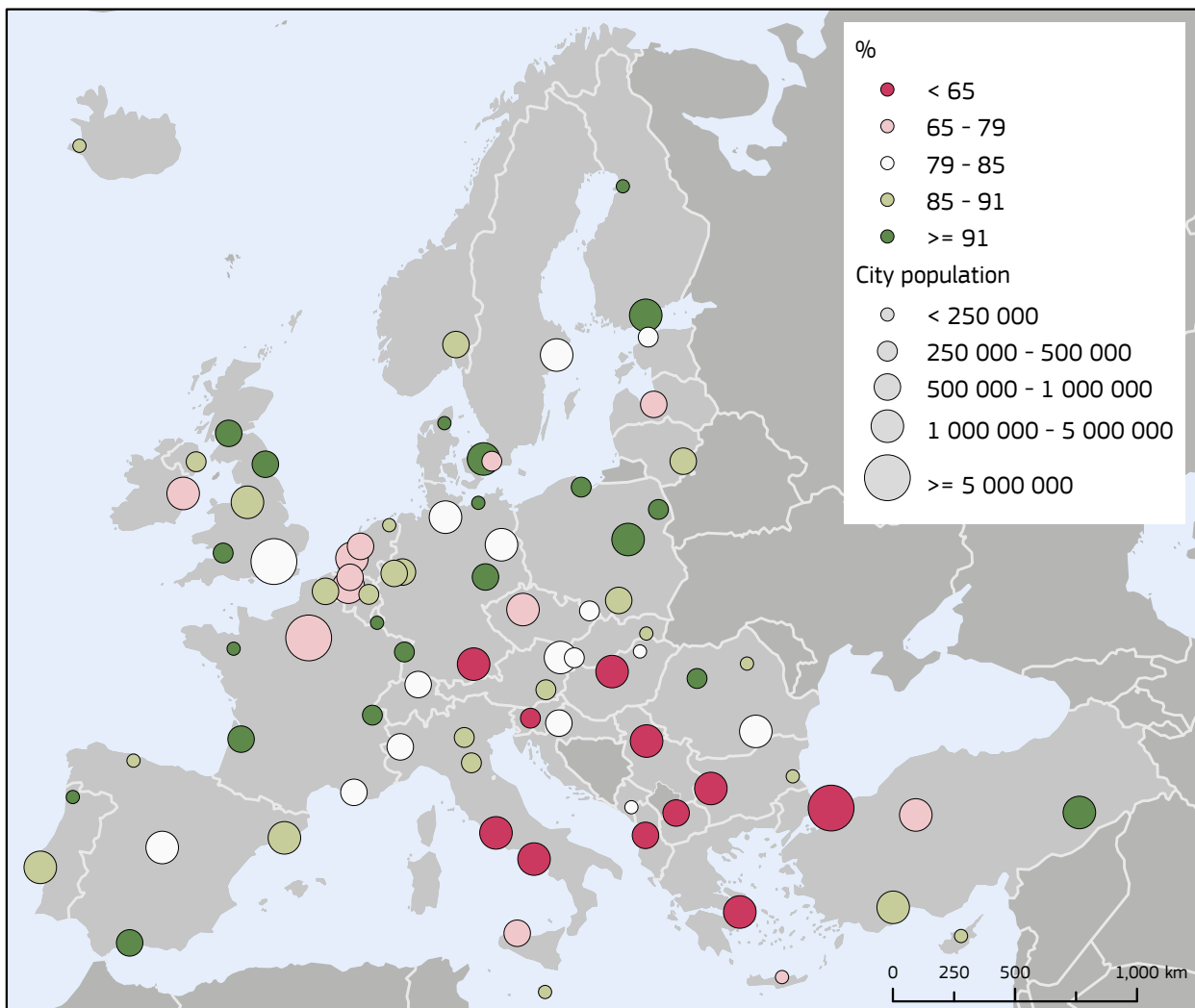
Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

### NON-CAPITAL CITIES SEEN AS BETTER FOR YOUNG FAMILIES WITH CHILDREN

Inclusive cities should also be attractive places for families with young children to live. In 2019, households with children younger than 15 were less likely to live in cities than in towns, suburbs and rural areas in the EU. In cities, households with young children constitute 25% of all households, compared to 26% in towns and suburbs and 27% in rural areas (Eurostat, no data for Ireland, Portugal and Finland).

About 8 out of 10 residents (82%) think their city is a good place for young families with children to live, which is the same share as for the elderly. Cities in the Western Balkans and Turkey have the lowest shares (70%), while those in the EFTA countries and the UK have the highest shares (91%). The variation between the different regions within the EU is small, with the indicator ranging between 81% in southern Europe and 85% in northern Europe (Map 9).

**MAP 9:** The city is a good place for young families with children to live



#### The city is a good place to live for young families with children

The city where I live is a good place to live for young families with children: yes (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered).

In Glasgow (UK), Leipzig (DE) and Cardiff (UK), virtually all the residents (99%) think that their city is a good place for young families to live. In Braga (PT), Aalborg (DK) and Tyneside conurbation (UK), between 98% and 95% say the same. Overall, in 30 cities, 9 or more residents out of 10 believe that their city is a good place for young families. In contrast, Istanbul (TR, 46%), Naples (IT, 54%), Tirana (54%), Athens (EL, 55%) and Sofia (BG, 60%) are in the bottom of the distribution (Table 10).

Non-capital cities are seen as better for young families with children than capital cities. In the former group, 86% of residents consider their city to be a good place for young families as against 77% of those living in capital cities. This pattern holds for the vast majority of countries where both capital and non-capital cities were surveyed. For example, in the Netherlands, in Amsterdam, the value of the indicator is 65% but increases to 77% and 88%, respectively, in Rotterdam and Groningen. In Paris, 71% believe that the city is good for young families while the percentage of residents from Rennes, Bordeaux, Lille and Strasbourg agreeing with this statement is above 90%. Similarly, there are substantial differences between capital and non-capital cities in the UK, Bulgaria, Romania and Spain.

The larger the city, the fewer the people who think it is a good place for young families with children. In cities with 250 000 inhabitants or less, 89% of the residents think their city is a good place for these families. This drops to 76% for cities with between 1 and 5 million inhabitants and 65% for the 3 cities with 5 million inhabitants.

Intra-country variation is noticeable, particularly in Turkey, Germany, Italy and France. Istanbul (TR) is the worst-performing city while Diyarbakir (TR) ranks among the 20 best cities for young families with children. The rate of agreement is 37 pp higher in Verona (IT, 91%) than in Naples (IT, 54%). Similarly, Munich (DE, 64%) has the lowest share in Germany –while in Leipzig (DE), virtually all residents (99%) feel they live in a city suitable for young families with children.

There are no big differences across gender, age groups, educational attainment or family type in the way residents assess the suitability of their city for young families with children. A slightly lower share of the unemployed (79%) believe their city is a good place for young families compared to their full- or part-time employed counterparts (83% and 82%, respectively).

**TABLE 10:** The city is a good place for a young family with children to live, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Glasgow (UK)	99%	Istanbul (TR)	46%
Leipzig (DE)	99%	Naples (IT)	54%
Cardiff (UK)	99%	Tirana (AL)	54%
Braga (PT)	98%	Athens (EL)	55%
Aalborg (DK)	95%	Sofia (BG)	60%
Tyneside conurbation (UK)	95%	Skopje (MK)	61%
Rennes (FR)	94%	Rome (IT)	61%
Oulu (FI)	94%	Ljubljana (SI)	63%
Gdańsk (PL)	93%	Belgrade (RS)	64%
Rostock (DE)	93%	Budapest (HU)	64%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

## CHAPTER 3: GETTING A JOB, FINDING A HOUSE AND EARNING A LIVING

Finding a job and a house and making ends meet are key to a high quality of life. In this chapter, we explore through the cities in the survey whether it is easy to get a job, find a house and cover your expenses.

### It is not easy to find a job in southern EU cities

Cities are centres of employment. They provide work for people living in the city and for many people commuting into the city on a daily basis. In the EU, however, city residents have the same rate of employment as rural residents and unemployment

rates are higher in cities than in rural areas. The difference between cities and rural areas is the type of jobs, with more specialised and highly paid jobs in the former.

On average, only two out of five city residents think it is easy to find a job in their city, although there are significant differences. For example, in Prague (CZ), four out of five think it is easy, while in Palermo (IT) almost no one does (3%, see Table 11).

**TABLE 11:** People who think it is easy to find a good job in the city, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Prague (CZ)	81 %	Palermo (IT)	3 %
Munich (DE)	73 %	Naples (IT)	8 %
Hamburg (DE)	70 %	Oviedo (ES)	12 %
Oslo (NO)	70 %	Athens (EL)	12 %
Bratislava (SK)	69 %	Turin (IT)	12 %
Cluj-Napoca (RO)	69 %	Madrid (ES)	15 %
Stockholm (SE)	68 %	Rome (IT)	15 %
Tallinn (EE)	65 %	Miskolc (HU)	16 %
Reykjavík (IS)	64 %	Málaga (ES)	17 %
Copenhagen (DK)	64 %	Barcelona (ES)	17 %

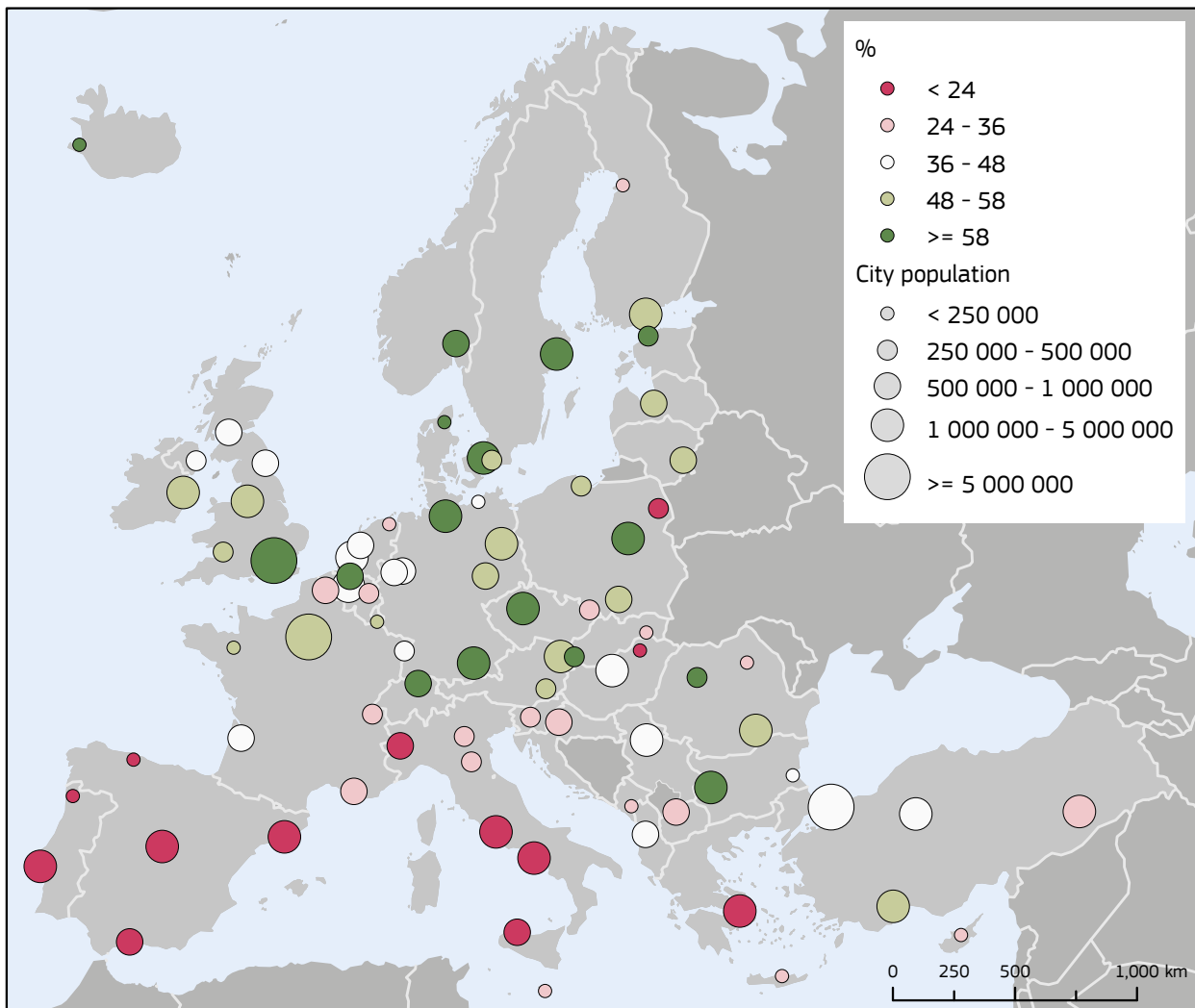
Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

Overall, only one in five people living in the southern EU cities in this survey thought it was easy to find a job compared to around half in western and northern EU cities (47% and 55%, respectively) (Map 10). Outside of the EU, cities in the UK and EFTA areas report a share of satisfied residents close to those observed for northern Europe (53%),

while the Western Balkans and Turkey are similar to western EU countries, at 70% and 75%, respectively. These numbers partly reflect the national labour market situation. For example, in southern EU Member States, unemployment rates are high, while they are lower in western and northern EU Member States (Eurostat)<sup>17</sup>.

**MAP 10:** It is easy to find a good job in the city



**Job opportunities in the city**

It is easy to find a good job in the city: total agree (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

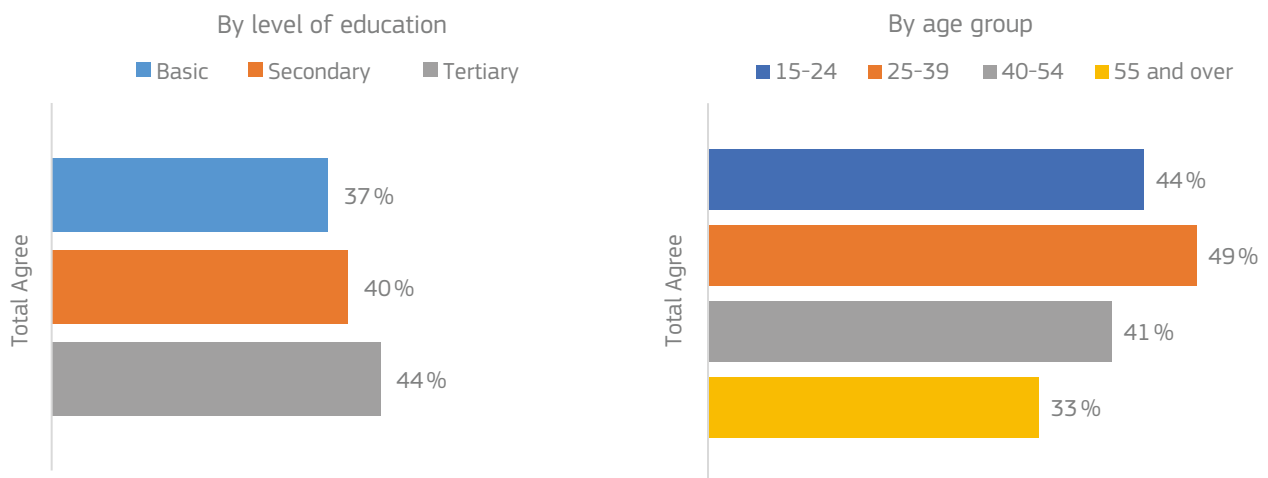
<sup>17</sup> [https://ec.europa.eu/eurostat/statistics-explained/index.php/Unemployment\\_statistics#Unemployment\\_in\\_the\\_EU\\_and\\_the\\_euro\\_area](https://ec.europa.eu/eurostat/statistics-explained/index.php/Unemployment_statistics#Unemployment_in_the_EU_and_the_euro_area)

In countries with more than one city in the survey, the capital tends to score better than the others, underlining that the job market in these cities tends to be more dynamic (Eurofound and European Commission Joint Research Centre, 2019). In some countries, the indicator varies substantially between cities. For example, in Czechia, Slovakia and Poland, the capital cities have among the highest scores in the survey, while some of the others score (much) lower. In Prague (CZ), 81% of residents think it is easy to find a job, while only 26% agree in Ostrava (CZ). In Slovakia, the gap between the best-performing city, Bratislava (69%), and the worst-performing, Košice (27%), is 42 pp. In Poland, there is a similar gap between Warsaw (63%)

and Białystok (18%). In Romania, the best-performing city is Cluj-Napoca (69%) while the worst is Piatra Neamț (26%). There are also large disparities among cities in Italy, Belgium, Hungary and Germany.

Compared to 2015, across the 52 cities for which a comparison is feasible, 27 cities improved by more than 2 pp, while it dropped by more than 2 pp in 5 cities. Dortmund (DE) experienced the biggest improvement (8 pp) followed by Bologna and Verona (IT, both 7 pp). The biggest declines were in Cluj-Napoca (RO, -6 pp), Rīga (LV, -4 pp), Burgas (BG, -4 pp), Munich (DE, -4 pp) and Vilnius (LT, -3 pp)<sup>18</sup>.

**FIGURE 13:** It is easy to find a good job in the city, by age and level of education



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
Note: Percentages are based on all respondents (excluding don't know/not answered).

<sup>18</sup> The comparison can be made for 61 cities in the sample, from AL, AT, CH, CZ, DK, EE, EL, FI, FR, DE, HR, HU, IE, IT, LT, LU, LV, MT, ME, NL, NO, PL, PT, RO, RS, SK, SI, SE, TR and UK.

Cities are often characterised by a young and highly educated workforce (European Commission, 2016). On average, people aged between 25 and 39 and those with tertiary education are most likely to say it is easy to find a job (see Figure 13). Good job opportunities and being satisfied with living in a city are linked: if more people think it is easy to find a job in a city, more people are satisfied with living there, and vice versa<sup>19</sup>.

If the unemployment rate in a city is low, more residents claim it is easy to find a job<sup>20</sup>, although not all cities follow this trend. For example, in both Miskolc (HU) and Marseille (FR), very few residents think it is easy to find a job, even though Miskolc has a low unemployment rate and Marseille has a high one.

### In most capitals, it is hard to find good housing at a reasonable price

Living in an adequate housing context is fundamental because, as the United Nations Economic Commission for Europe (UNECE) points out, housing is ‘an integrative good, it is linked to many other sectors such as: health, economic security, energy security, transportation, education, employment. Housing also influences issues such as social cohesion and neighbourhood security [...]’ (UNECE, 2015).

Across the EU, however, in 2018, 4% of the population suffered from severe housing deprivation and 10% of the EU’s population lived in households that were overburdened by housing costs. The recent lockdowns due to the COVID-19 pandemic highlight the impact the quality of housing has on both physical and mental health.

People living in cities in southern EU and Western Balkans cities are more likely to claim that it is easy to find good housing at a reasonable price than those living in cities in western EU, northern EU and EFTA countries. In virtually all the cities in southern EU and the Western Balkans, at least 50% of residents are positive about housing availability, quality and cost compared to less than 35% in the other regions.

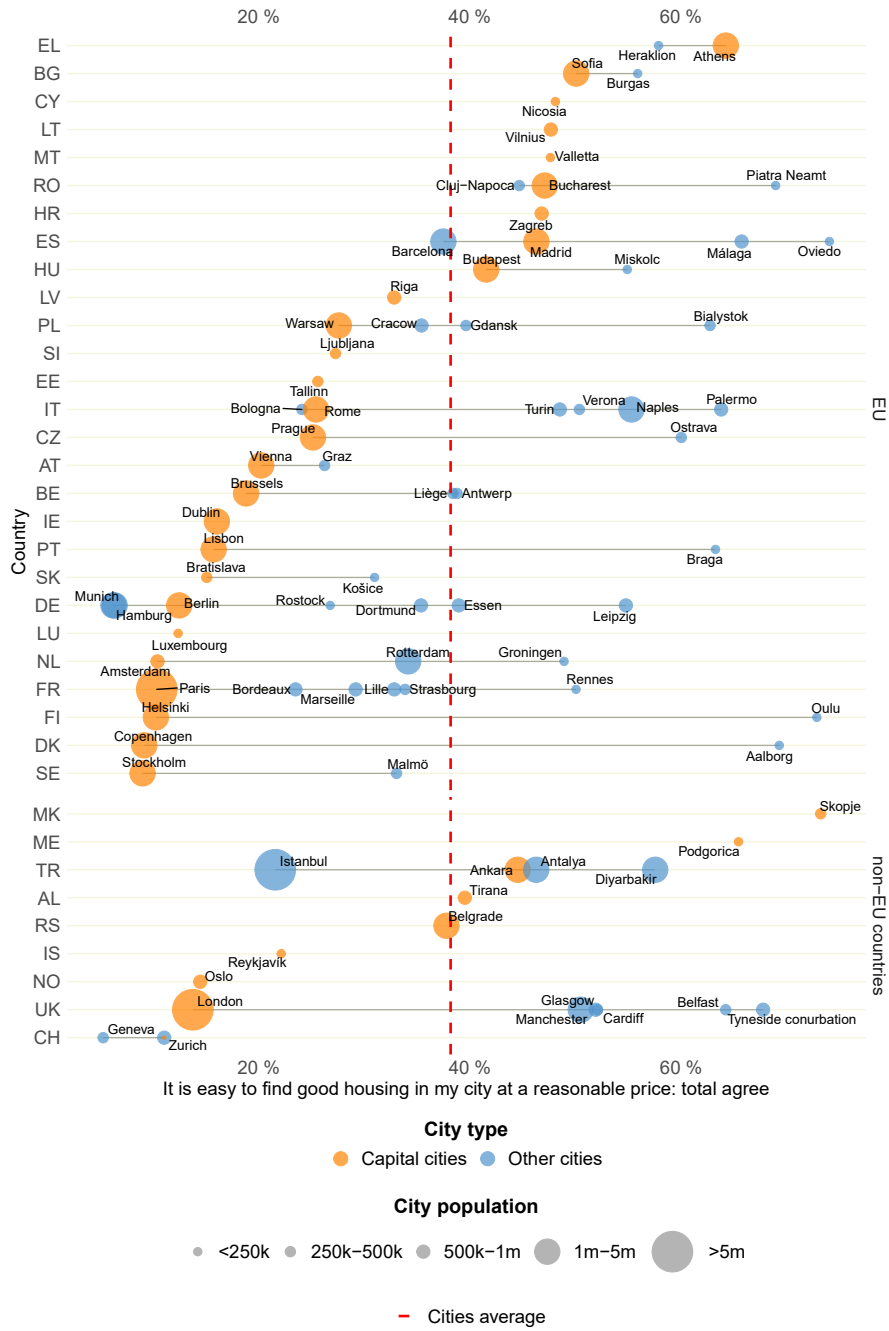
On average, around 38% of city residents are positive about housing in their city. In one in four cities, this share is above 50%, while in one in five, it is below 20% (see Figure 14). A positive opinion of housing is significantly higher in non-capital cities (44%) than in capitals (31%).

The degree of within-country variability is very high and mainly due to poor scores in the capitals. The five countries with the biggest difference in pp between their best- and worst-performing cities are Finland (63 pp), Denmark (60 pp), United Kingdom (54 pp), Germany (49 pp) and Portugal (47 pp).

<sup>19</sup> The correlation between the two indicators explains 21% of the variation, i.e. an R-square of 0.21.

<sup>20</sup> For the 42 cities for which unemployment data was available, the unemployment rate explained 31% of the variation in the share of residents who think it is easy to find a job. They spent 40% or more of their equalised disposable income on housing (Eurostat, 2020).

FIGURE 14: It is easy to find good housing at a reasonable price, by city



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).



Compared to 2015, across the 52 cities for which a comparison is feasible<sup>21</sup>, the share of residents with a positive view of housing dropped in 10 cities, while in the rest either remained stable or, in few cases, increased. Among the 10 cities where the opinion of housing dropped, the largest declines were found in Riga (LV, -6 pp), Oslo (NO, -5 pp), Luxembourg (LU, -4 pp), Graz (AT, -4 pp) and Antwerp (BE, -4 pp).

At least 65% of residents in the top 10 cities are positive about housing affordability in their city (Table 12). Among the bottom 10 cities, only between 5% and 12% of the residents are positive.

**TABLE 12:** People who agree that it is easy to find good housing at a reasonable price, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Oviedo (ES)	74%	Geneva (CH)	5%
Skopje (MK)	73%	Munich (DE)	6%
Oulu (FI)	73%	Hamburg (DE)	6%
Aalborg (DK)	69%	Stockholm (SE)	9%
Piatra Neamț (RO)	69%	Copenhagen (DK)	9%
Tyneside conurbation (UK)	68%	Helsinki (FI)	10%
Málaga (ES)	66%	Paris (FR)	10%
Podgorica (ME)	65%	Amsterdam (NL)	10%
Athens (EL)	64%	Zurich (CH)	11%
Belfast (UK)	64%	Luxembourg (LU)	12%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

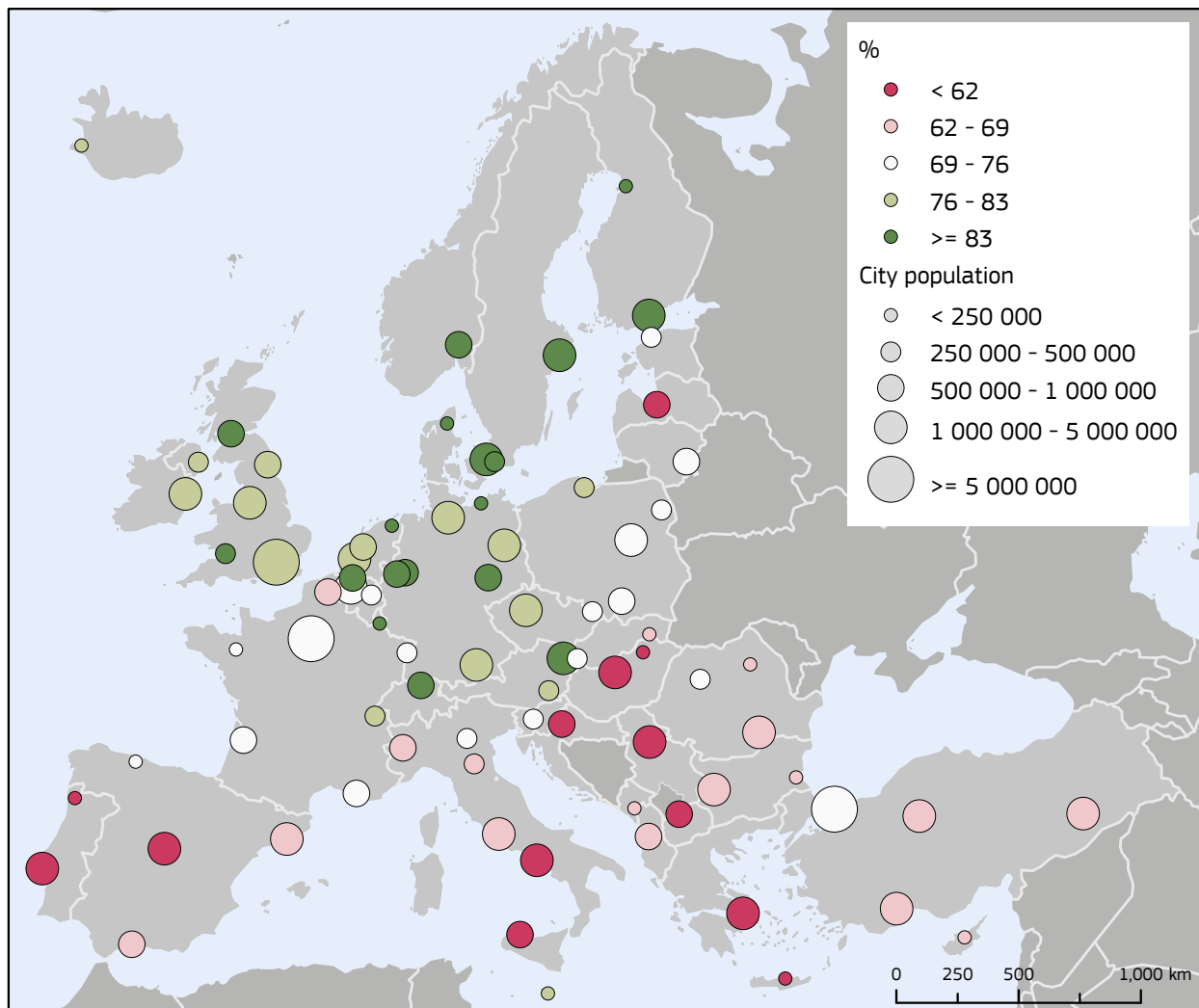
<sup>21</sup> For the list of cities for which a comparison is feasible, see page 5.

## More people are satisfied with their finances in northern and western EU cities

A good financial situation is critical for a good quality of life (European Commission, 2016). This is necessary to pay for essential goods and services as well as to participate in social and cultural activities. In 2018, 13% of the EU population was either materially or socially deprived (Eurostat)<sup>22</sup>. In some countries, this is more prevalent in rural areas, such as Bulgaria and Romania, while in others it is more pronounced in cities, including Belgium, France, Italy and the UK.

On average, 72% of city residents are satisfied with the financial situation of their household (Map 11). For most countries, there are no large internal differences and the cities have a similar share of residents who are satisfied with their financial situation. Only in Romania, Belgium, Spain, France and Italy are there bigger differences between the cities. In general, capital cities score lower on this front: their share of satisfied residents is 4 pp lower than in non-capital cities. This could be partly due to the difficulty in finding good housing at a reasonable price.

**MAP 11:** Satisfaction with the financial situation of the household



### Satisfaction with household income

Financial situation of my household: total satisfied (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
Note: Percentages are based on all respondents (excluding don't know/not answered).

<sup>22</sup> This means they could not afford 5 out of 13 items, including issues such as facing unexpected expenses, keeping the home warm, avoiding arrears, replacing worn-out furniture or clothes, a week's holiday, regular leisure activities, getting together with friends/family, etc.: <https://ec.europa.eu/eurostat/web/products-eurostat-news/-/DDN-20171212-1>

More than 85 % of residents are satisfied with the financial situation in the top 10 cities compared to less than 60 % in the

bottom 10 and less than 40 % in Athens (EL, 34 %) and Heraklion (EL, 38 %) (see Table 13)<sup>23</sup>.

**TABLE 13:** People satisfied with the financial situation of the household, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Zurich (CH)	90%	Athens (EL)	34%
Malmö (SE)	89%	Heraklion (EL)	38%
Rostock (DE)	87%	Lisbon (PT)	51%
Stockholm (SE)	86%	Skopje (MK)	54%
Aalborg (DK)	86%	Miskolc (HU)	54%
Helsinki (FI)	86%	Belgrade (RS)	56%
Oulu (FI)	86%	Rīga (LV)	57%
Essen (DE)	86%	Palermo (IT)	58%
Oslo (NO)	86%	Budapest (HU)	59%
Glasgow (UK)	85%	Braga (PT)	59%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

## Personal economic and psychological difficulties in European cities

In the survey, there are three questions on personal economic and psychological difficulties. The first asks if, within the last 12 months, residents had difficulties to pay bills at the end of the month. Around 32 % of people in the sample replied positively. A second question is: do you feel that if you needed material help (e.g. money, loan or an object) you could receive it from relatives, friends, neighbours or other persons you know? In this case, on average, 71 % of those interviewed replied positively. Finally, to the last question asking for the need of non-material help (e.g. somebody to talk to, help with doing something or collecting something), 88 % of residents answered yes.

There is a strong positive correlation, of 0.7, between the share of residents feeling they could get material help and those feeling they could get non-material help, which highlights how material and psychological support go hand by hand. The share of residents who feel they could get material and non-material help if needed does not vary widely between regions, city types nor by age or

working status, which underlines how the feeling that material and non-material help is not available is a cross-cutting issue in European cities.

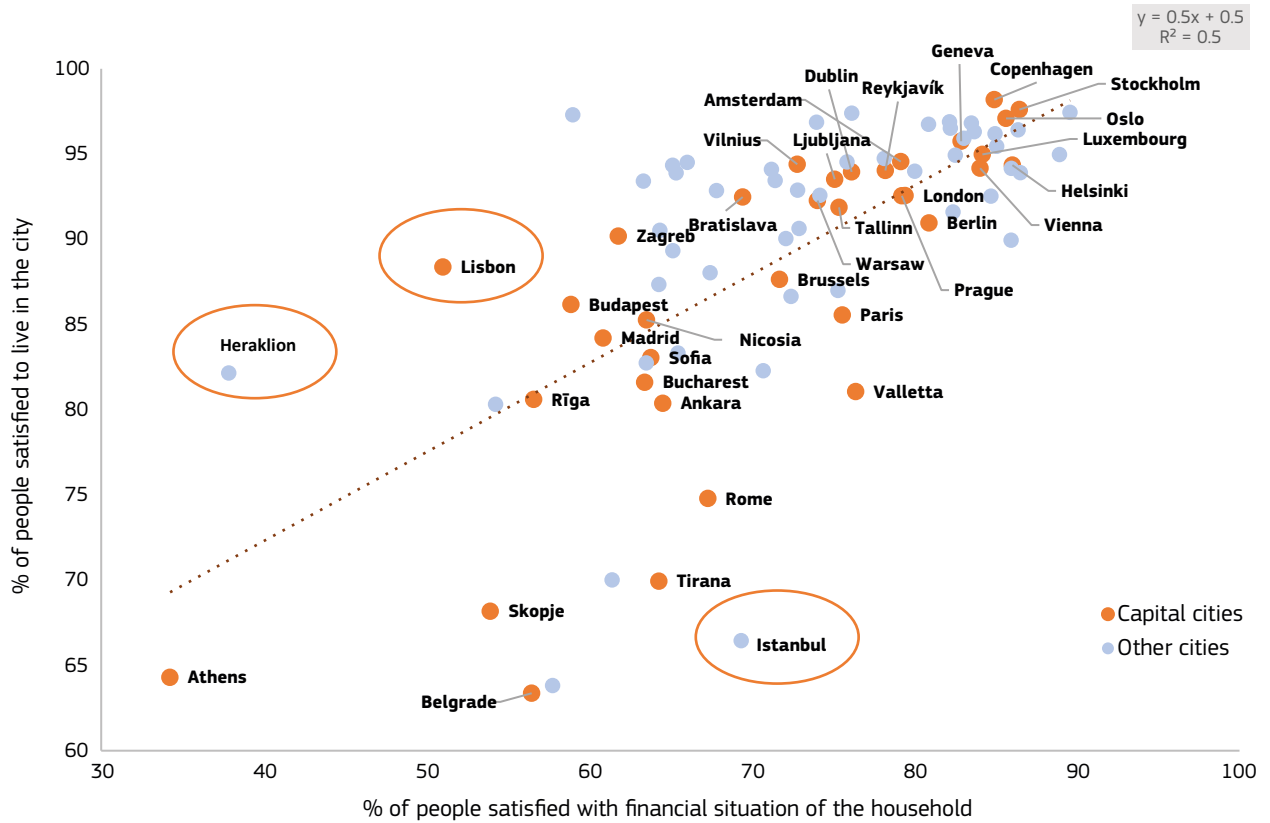
On the other hand, there is a negative correlation between the share of residents finding it difficult to pay their bills at the end of the month and those feeling they could get material or non-material help – i.e. -0.6 and -0.5, respectively. In other words, if you cannot pay your bills you are more likely to feel you cannot get help from relatives, friends, neighbours and other people you know. Greater difficulty in paying bills is observed in cities in southern EU and the Western Balkans and Turkey: 41 % and 58 % of residents, respectively, as against 19 % in northern EU. In cities with more than 1 million inhabitants, on average, 37 % of residents had difficulties in paying a bill as against 29 % of cities with less than 1 million inhabitants. Of the share of residents aged between 15 and 55, 34 % experienced difficulties in paying their bills compared to 26 % for those aged 55 and above. Finally, 39 % of part-time workers and 49 % of unemployed found it difficult to pay their bills, as against 31 % of full-time employed and 23 % of retired people.

<sup>23</sup> Southern EU has been hit hard by the Great Recession and rising inequality, slow economic growth and/or high unemployment characterise various countries within this area (EC, 2020). On the other hand, eastern EU countries and the Western Balkans and Turkey are transition countries characterised by a growing economy but comparatively low salaries, which may make it difficult to live in cities, where prices are generally high.

As with job opportunities, the financial situation has a substantial impact on the satisfaction with living in a city. The more people are satisfied with their financial situation, the more they are satisfied with living in the city<sup>24</sup>. For three cities, this relationship does not hold up as well. In Lisbon (PT) and

Heraklion (EL), a high percentage are satisfied with living there, but only a small number are satisfied with their financial situation. In Istanbul (TR), it is the opposite: a lower number are satisfied with living there, but a high percentage are satisfied with their financial situation (Figure 15).

**FIGURE 15:** Percentage of people satisfied with the financial situation of the household *as against* those satisfied with living in the city



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

<sup>24</sup> Satisfaction with the financial situations explains 46% of the variation in the satisfaction with living the city, i.e. an R-square of 0.46.

## CHAPTER 4: MOVING AROUND IN THE CITY

On the one hand, destinations in a city need to be accessible to people living within and outside the city. On the other hand, urban transport can generate problems such as congestion, road accidents, noise and air pollution, as well as greenhouse gas emissions. As a result, urban transport networks must optimise infrastructure use, provide efficient services and encourage a shift towards more sustainable transport modes. The European Commission's 2019 European Green Deal Communication<sup>25</sup> states that transport in cities should become drastically less polluting, and that 'achieving sustainable transport means putting users first and providing them with more affordable, accessible, healthier and cleaner alternatives to their current mobility habits'. In addition, the Urban Agenda for the EU<sup>26</sup> underlines that good public transport is essential for cities and encourages the exchange of best practices between cities.

In this survey, people were asked which modes of transport they used on a typical day. If a respondent spontaneously mentioned two modes, both were recorded<sup>27</sup>. Results show that, on a typical

day, 46% of city residents use the car. Public transport (bus, tram, train and metro) is used by 44% of city residents, followed by walking (24%) and cycling (16%). Only 8% use a motorcycle. If more residents use public transport, fewer use the car. In the survey, three cities – Amsterdam and Groningen (NL) and Copenhagen (DK) – have low values for both public transport and car use because so many people cycle.

### Cars are used less in capital cities

The share of city residents who use cars varies from close to 30% to slightly above 60% (Figure 16), and declines with city size<sup>28</sup>. Car use differs substantially between cities in the same country, with differences of 20 pp in France and Italy and around 10 pp in Belgium, Germany, Spain, Poland and Romania. In most countries, the capital city has the lowest car use. Capital cities are usually the largest city in the country and tend to have good public transport services. Using the car in a capital may also be less attractive due to congestion and higher parking costs.

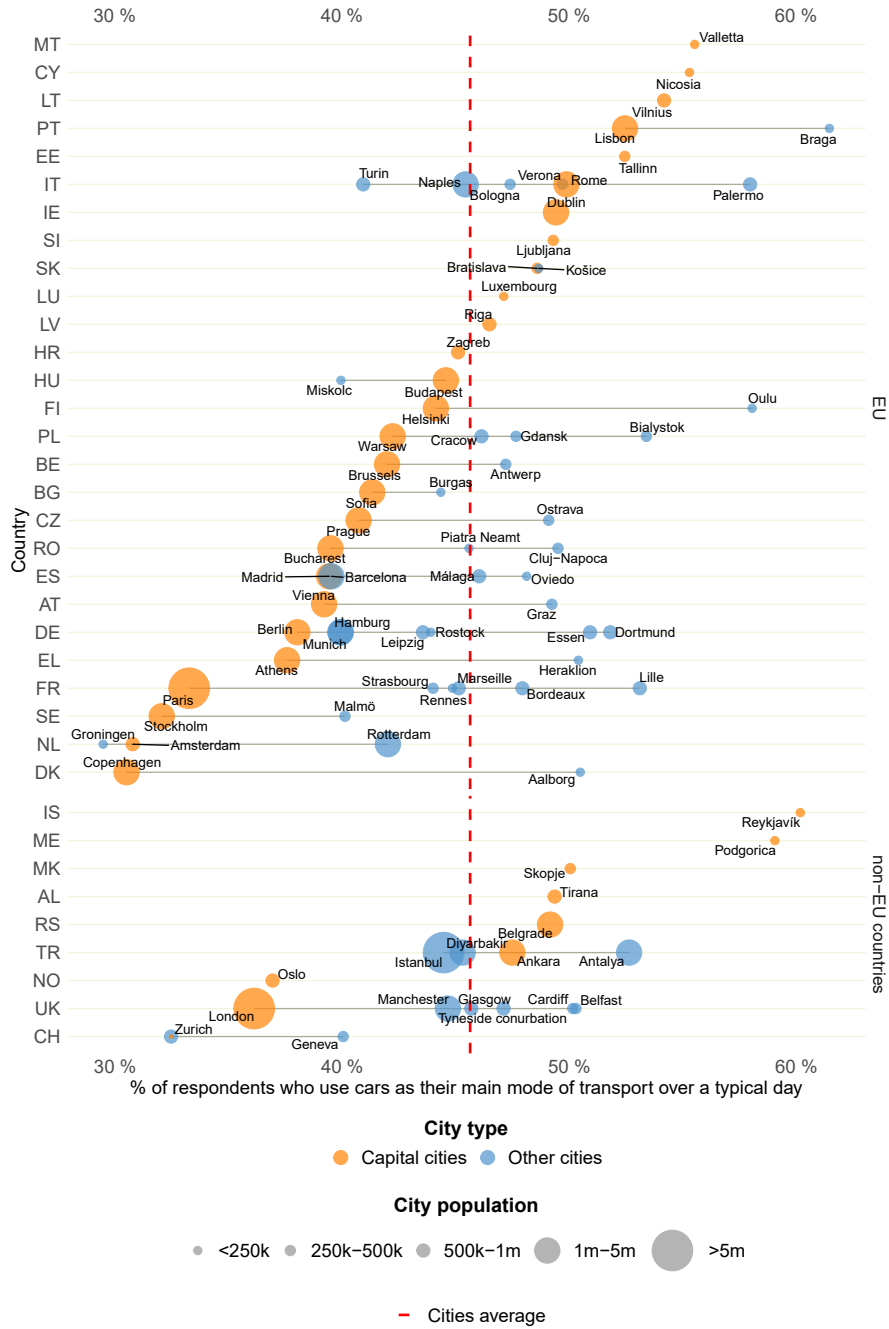
<sup>25</sup> COM(2019) 640 final: Communication from the Commission: The European Green Deal.

<sup>26</sup> Directorate-General for Regional and Urban Policy (2019): Urban Agenda for the EU - Multi-level governance in action.

<sup>27</sup> As a result, the shares of people using different transport modes add up to more than 100%. Please note that these figures do not represent a modal split, which requires a travel diary with each trip and its mode.

<sup>28</sup> While around 50% of residents say they use a car on a typical day in cities with less than 250 000 inhabitants, the percentage decreases to 46% in cities of between 500 000 and 1 million inhabitants. It drops further to 43% in cities of 1 million to 5 million inhabitants, reaching the minimum of 38% in cities with more than 5 million inhabitants.

FIGURE 16: Car use, by city



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered). Data for Liège not available.

Cities with the highest car use tend to be relatively small (Table 14). For example, Braga (PT), Reykjavík (IS), Podgorica (ME), Oulu (FI), Valletta (MT) and Nicosia (CY) all have

a population below 250 000 inhabitants. Eight out of the ten cities with lowest car use are capitals, the only two exceptions being Zurich (CH) and Groningen (NL).

**TABLE 14:** People using the car on a typical day, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Braga (PT)	61%	Groningen (NL)	29%
Reykjavík (IS)	60%	Copenhagen (DK)	31%
Podgorica (ME)	59%	Amsterdam (NL)	31%
Oulu (FI)	58%	Stockholm (SE)	32%
Palermo (IT)	58%	Zurich (CH)	32%
Valletta (MT)	56%	Paris (FR)	33%
Nicosia (CY)	55%	London (UK)	36%
Vilnius (LT)	54%	Oslo (NO)	37%
Białystok (PL)	53%	Athens (EL)	38%
Lille (FR)	53%	Berlin (DE)	38%

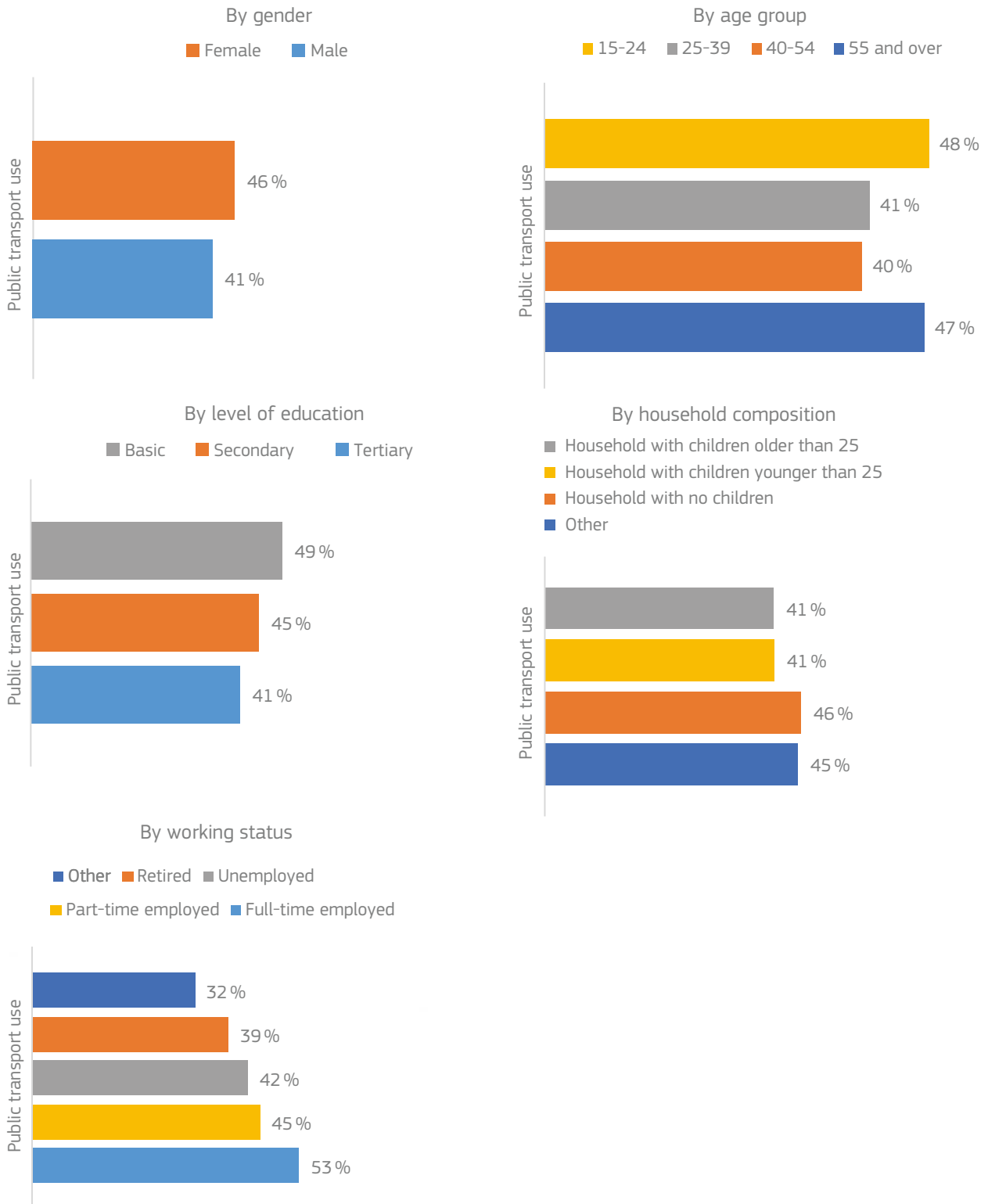
Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

Men are more likely to use the car: their share is 48% compared to 44% for women. Car use is highest among people aged 40 to 54 (53%). As the education level increases, the share of car use goes up: from 34% for those with basic education to 46% with secondary education and 49% for those with a tertiary degree which partly reflects the higher employment rates and income levels of the tertiary educated.

Households with children tend to use the car more frequently: 50% of those with children older than 25 and 47% of those with children younger than 25 compared to 44% for households without children. Finally, the full-time employed are more likely to use a car on a typical day (53%) than the part-time employed (45%), the unemployed (42%) or the retired (39%) (Figure 17).

**FIGURE 17: Car use on a typical day, by socio-demographic characteristics**



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

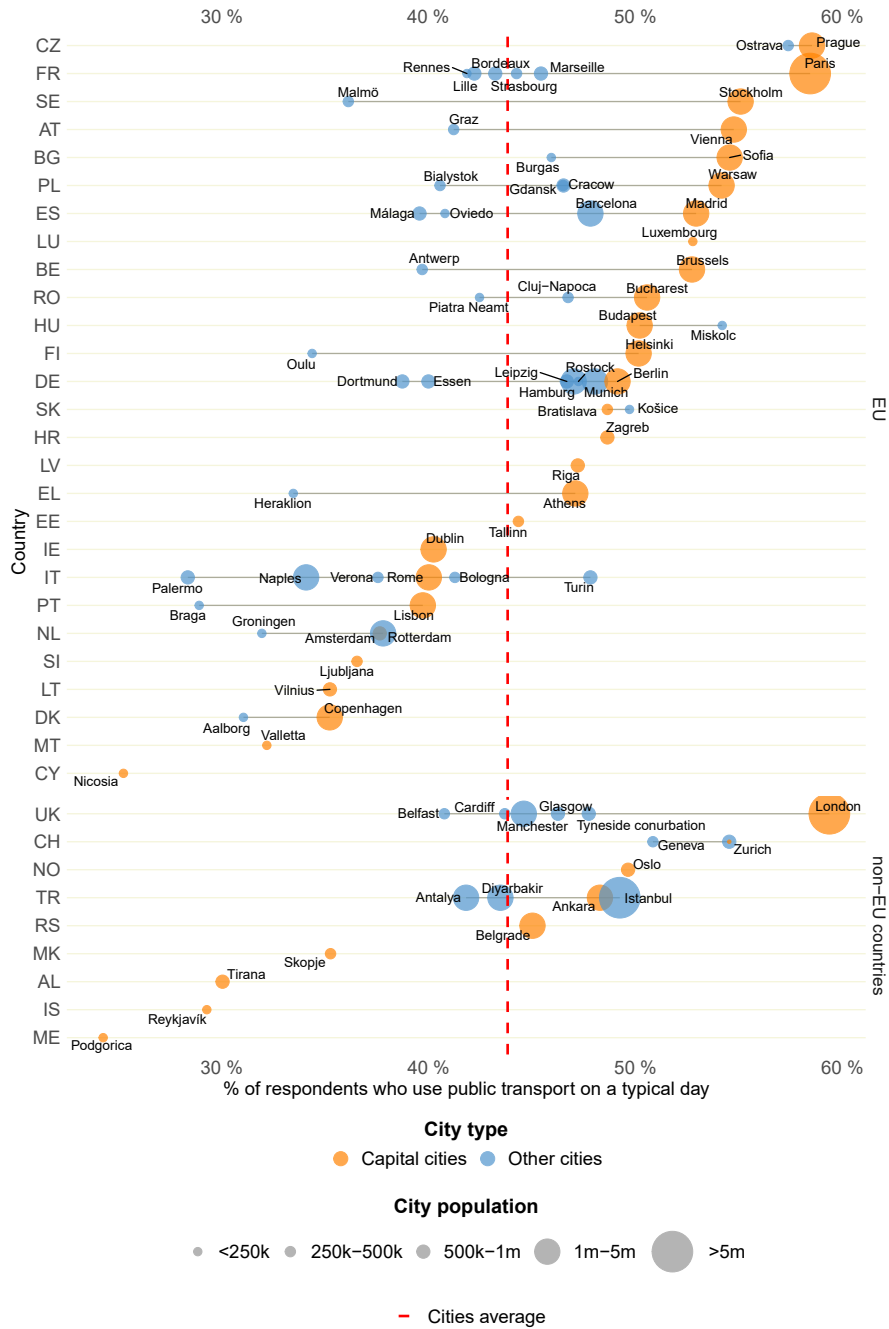


## Larger cities have more public transport users

Across the cities, the share of public transport users varies from less than 30% to slightly more than 60% (Figure 18) and, unlike the car, this increases with city size<sup>29</sup>. The results mirror those for car use, due in part to the negative correlation with

car use. Furthermore, for public transport use, the difference between cities within the same country is large, with gaps of around 20 pp in France, Italy and the UK and around 10 pp in Belgium, Germany, Spain, Poland and Romania. In most countries, the share of public transport use is highest in capital cities, in part because these cities tend to have an extensive public transport network with frequent services.

FIGURE 18: Public transport use, by city



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered). Data for Liège not available.

<sup>29</sup> While around 38% of residents claim they use public transport on a typical day in cities with less than 250 000 inhabitants, the percentage increases to 43% in cities with between 250 000 and 1 million inhabitants. It further increases to 46% in cities with 1 million to 5 million inhabitants and reaches a maximum of 56% in cities with more than 5 million inhabitants.

The top 10 cities in public transport use tend to be capital cities (Table 15). Outside the EU, London (UK) and Zurich (CH) have the highest use of public transport. The remaining 8 cities in the top 10 are in the EU and include six capitals, Ostrava (CZ) and

Miskolc (HU). The cities in the bottom 10 include five smaller capitals, like Podgorica (ME), Nicosia (CY), Reykjavík (IS), Valletta (MT) and Tirana (AL) which are the largest among the bottom 10 in terms of population size.

**TABLE 15:** People using public transport on a typical day, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
London (UK)	59%	Podgorica (ME)	24%
Prague (CZ)	59%	Nicosia (CY)	25%
Paris (FR)	58%	Palermo (IT)	28%
Ostrava (CZ)	57%	Braga (PT)	29%
Stockholm (SE)	55%	Reykjavík (IS)	29%
Vienna (AT)	55%	Tirana (AL)	30%
Sofia (BG)	55%	Aalborg (DK)	31%
Zurich (CH)	55%	Groningen (NL)	32%
Miskolc (HU)	54%	Valletta (MT)	32%
Warsaw (PL)	54%	Heraklion (EL)	33%

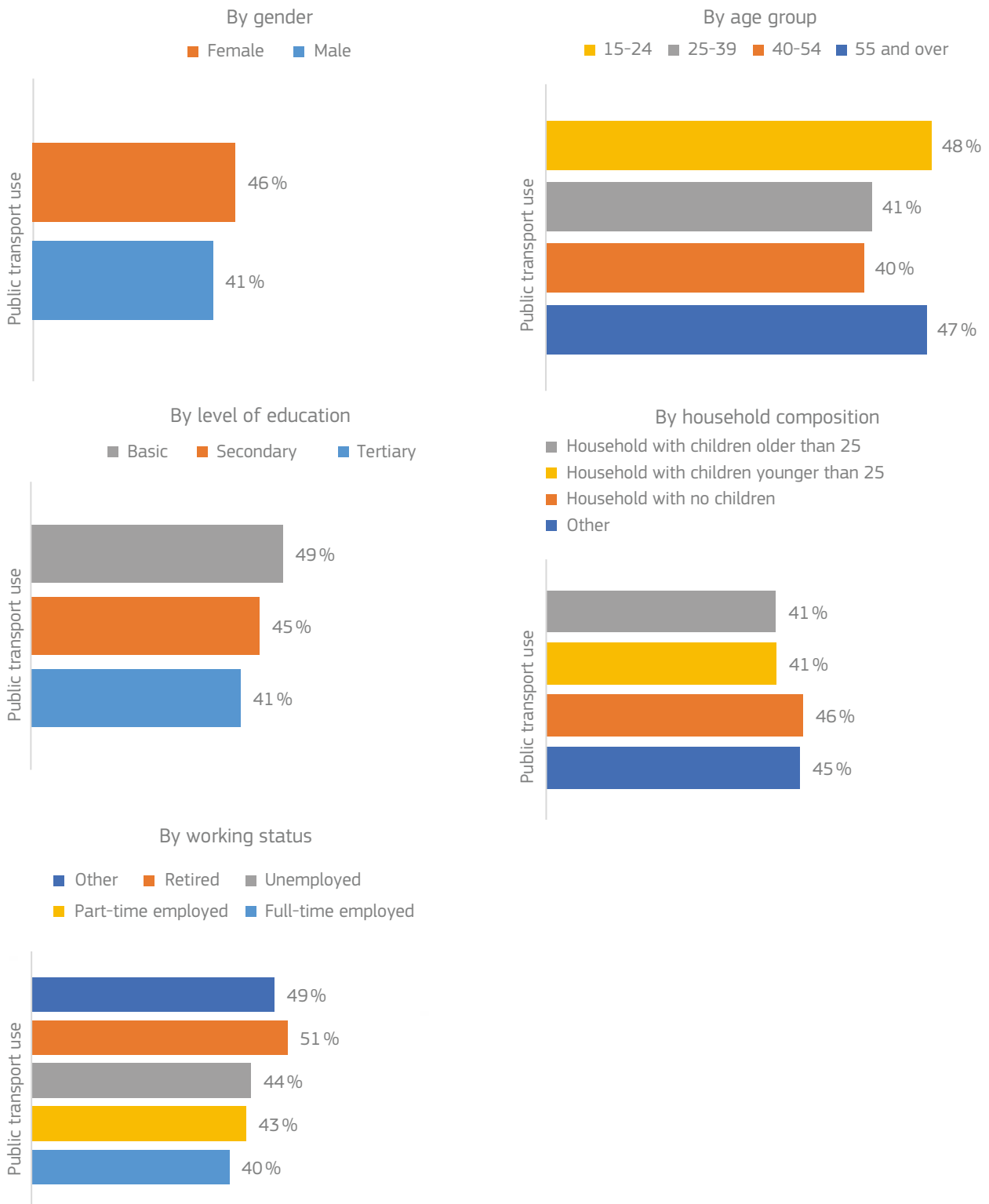
Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

Public transport users are more likely to be women, the share being 46% which is 5 pp higher than for men (41%). The share of public transport users is higher in two distinct age groups: from 55 and over (47%) and in the 15 to 24 group (48%). Public transport use tends to drop as the education level rises, mirroring greater car use among those with a higher level of education. Among those with a basic education level, 49% use

public transport compared to 45% for those with secondary and 41% for those with tertiary education. This is partly due to the higher employment rates and income levels of the tertiary educated. Households without children tend to use public transport more frequently (46%). Finally, on a typical day, when it comes to working status, retired people are more likely to use public transport (51%) than other groups (Figure 19).

**FIGURE 19: Use of public transport on a typical day, by socio-demographic characteristics**



Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered). Data for Liège not available.

## Only a few cities have a high share of daily cyclists

Cycling is an important transport mode in only a few cities. Across all cities in the survey, cycling tends to decline with city size<sup>30</sup>. On a typical day, only three cities report more than 35% of their residents using a bike (Table 16): Groningen and Amsterdam in the Netherlands and Copenhagen in Denmark. The 10 cities with lowest score range between 5% and 9%. Nevertheless, cycling has a lot of potential as a green and active mode which allows people to maintain social distancing. During the COVID-19 lockdown, many cities in Europe have made more road space available to pedestrians and cyclists. Now that Europe is emerging from this confinement, maintaining and expanding the

cycling networks could encourage more people to ride a bicycle instead of driving or taking public transport. The new trend in micro-mobility, with e-scooters and e-bikes being bought or rented, can provide people with new, fast and safe travel options, as long as a good network is in place.

Cycling use varies between cities in several countries, especially countries with a few cities with a high share, such as the Netherlands, Denmark, Sweden and German (Figure 20). In some countries, several cities show significant differences to the others (e.g. Antwerp in Belgium, Strasbourg in France). Among the non-EU cities, only Oslo (NO) and Tirana (AL) show slightly higher percentages of bike use than the average of the cities in the survey.

**TABLE 16:** People cycling on a typical day, top and bottom 10 scores

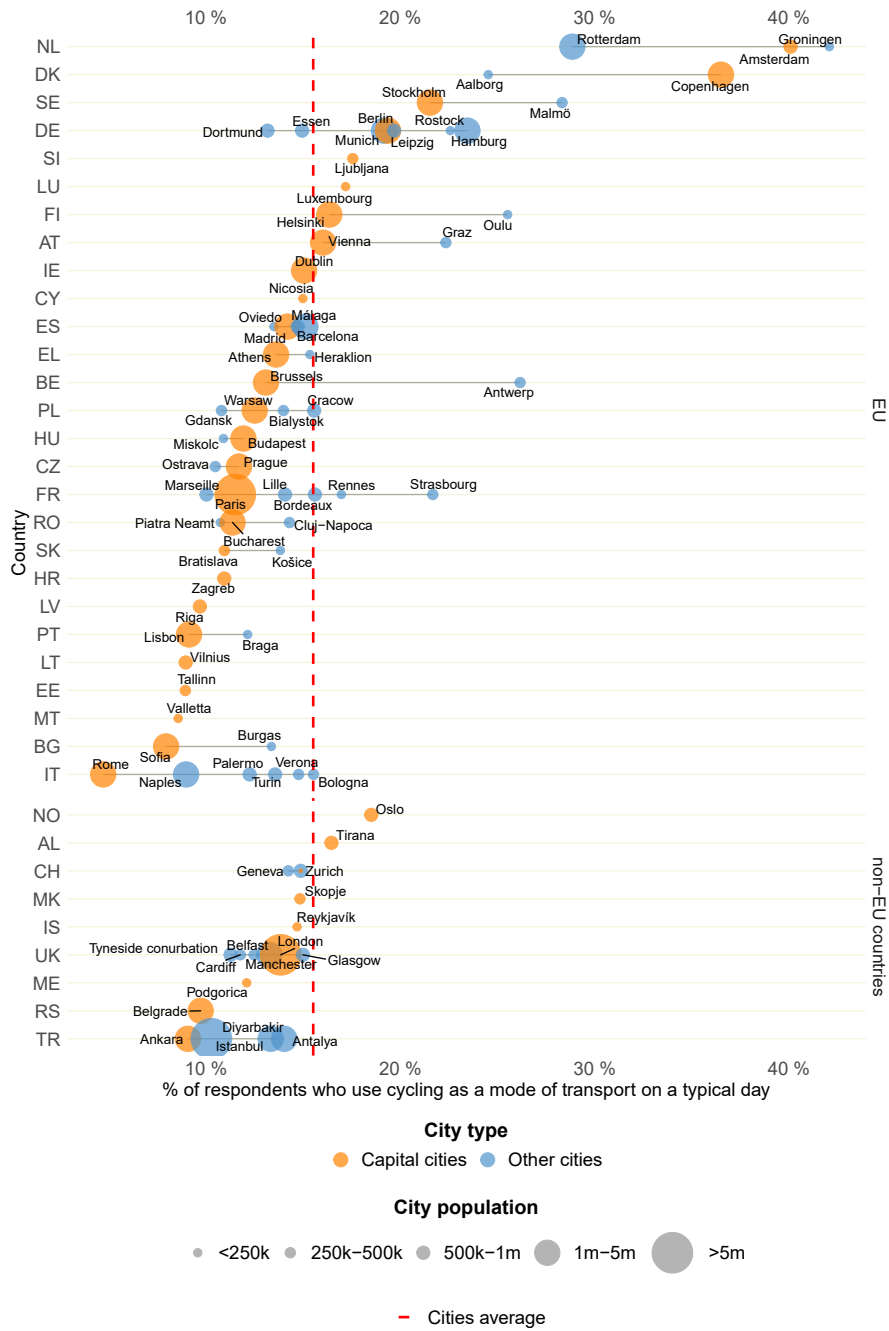
Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Groningen (NL)	42%	Rome (IT)	5%
Amsterdam (NL)	40%	Sofia (BG)	8%
Copenhagen (DK)	37%	Valletta (MT)	9%
Rotterdam (NL)	29%	Tallinn (EE)	9%
Malmö (SE)	28%	Vilnius (LT)	9%
Antwerp (BE)	26%	Naples (IT)	9%
Oulu (FI)	26%	Ankara (TR)	9%
Aalborg (DK)	25%	Lisbon (PT)	9%
Hamburg (DE)	23%	Rīga (LV)	10%
Rostock (DE)	23%	Belgrade (RS)	10%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

<sup>30</sup> While around 17% of residents say they use cycling on a typical day in cities with less than 250 000 inhabitants, the percentage decreases to 16% in cities with between 250 000 and 1 million inhabitants. It further declines to 15% in cities with from 1 million to 5 million inhabitants and drops to a minimum of 12% in cities with more than 5 million inhabitants.

FIGURE 20: Cycling use, by city

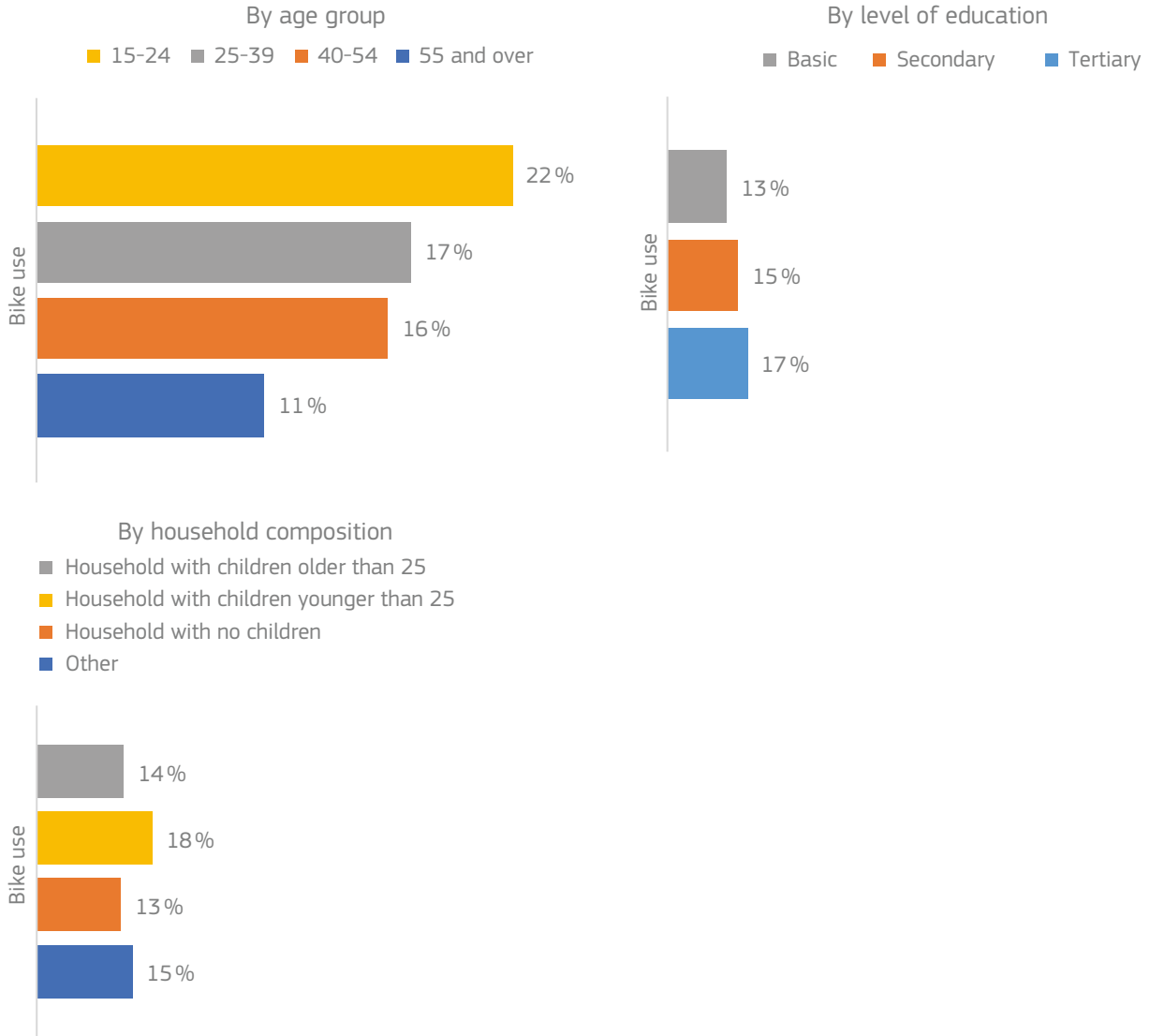


Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered). Data for Liège not available.

In this survey, women were more likely to mention cycling than men. The 15 to 24 age group was twice as likely to use a bike on a typical day (22%) than residents aged over 55 years (11%) (Figure 21). When it comes to the other socio-demographic

characteristics, the percentage of bike users is higher in the group with tertiary education (17%), in households with children younger than 25 (18%) and with a working status other than employed, retired or unemployed (22%).

**FIGURE 21:** Cycling on a typical day, by socio-demographic characteristics



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

## High use of public transport and satisfaction with public transport go hand in hand

Overall, three out of four city residents are satisfied with public transport, although this figure varies from just 22% in Palermo

(IT) to 97% in Zurich (CH) (Table 17). The top 10 cities all score above 88%, while the bottom 10 score between 22% and 55%. Nine of the bottom ten cities are located in southern EU, the Western Balkans and Turkey.

**TABLE 17:** People satisfied with public transport in the city, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Zurich (CH)	97%	Palermo (IT)	22%
Vienna (AT)	95%	Rome (IT)	26%
Rotterdam (NL)	92%	Tirana (AL)	30%
Rostock (DE)	91%	Naples (IT)	31%
Prague (CZ)	90%	Podgorica (ME)	36%
Helsinki (FI)	90%	Belgrade (RS)	40%
Hamburg (DE)	90%	Nicosia (CY)	51%
Oslo (NO)	89%	Oulu (FI)	52%
Ostrava (CZ)	89%	Bucharest (RO)	53%
Dortmund (DE)	88%	Diyarbakir (TR)	55%

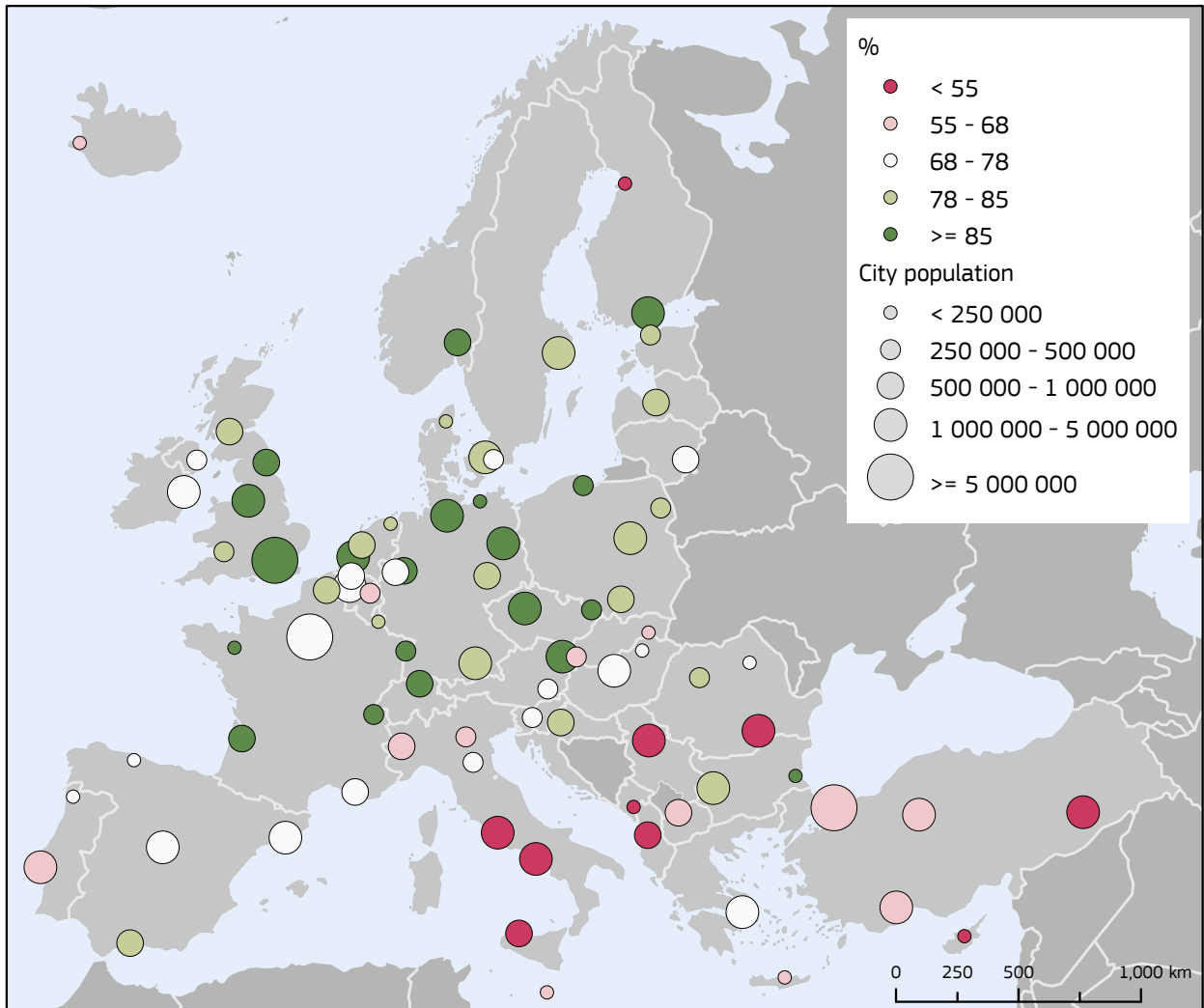
Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

On average, residents of capital cities are less likely to be satisfied (71%) than those living in non-capital cities (75%). Fewer residents are satisfied the southern EU cities (61%) and

in non-EU cities in the Western Balkans and Turkey (50%) than in the rest of Europe (Map 12).

**MAP 12:** Satisfaction with public transport in the city



### Public transport in the city

Public transport, for example the bus, tram or metro in the city: total satisfied (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered).

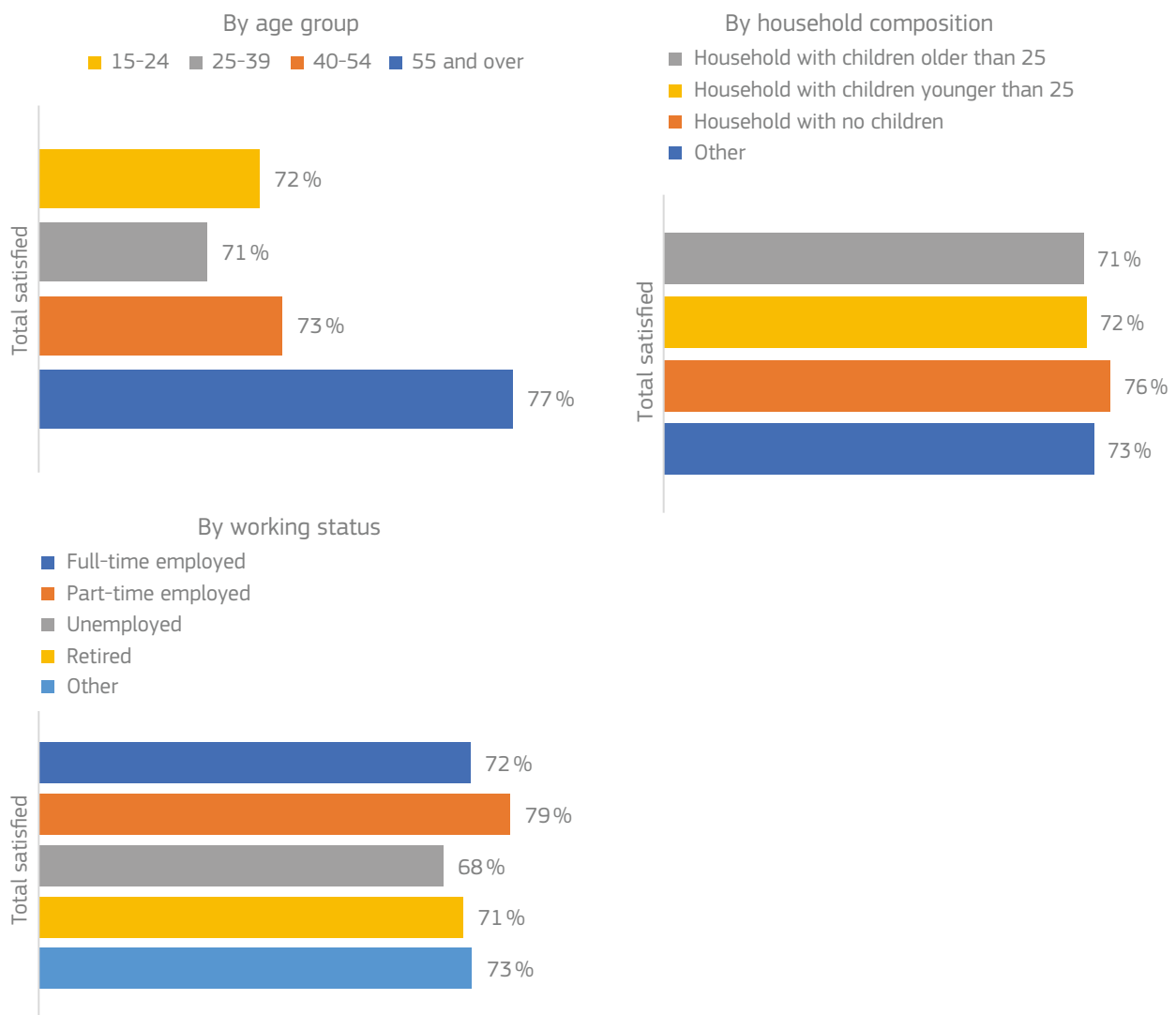


Compared to the 2015 edition, the share of satisfied residents increased most in Palermo, IT (+6 pp), Košice, SK (+6 pp) and Bratislava, SK (+3 pp). On the other hand, significant reductions can be found in Leipzig, DE (-10 pp), Burgas, BG (-10 pp), Białystok, PL (-9 pp), Cracow, PL (-8 pp) and Miskolc, HU (-6 pp).

Satisfaction with public transport is similar for men and women and across different levels of education, which is surprising given that the use of public transport varies by gender and

education. People aged 55 or older are more satisfied on average (77%) than the other groups, in particular those aged 25 to 39 (Figure 22). Residents in households with no children are more likely to be satisfied (76%) than those in households with children younger or older than 25 (72% and 71%, respectively). Retired residents are most likely to be satisfied (79%) and the unemployed least likely (68%), while the employed score in-between (full-time 73% and part-time 71%).

**FIGURE 22:** Satisfaction with public transport in the city, by socio-demographic characteristics



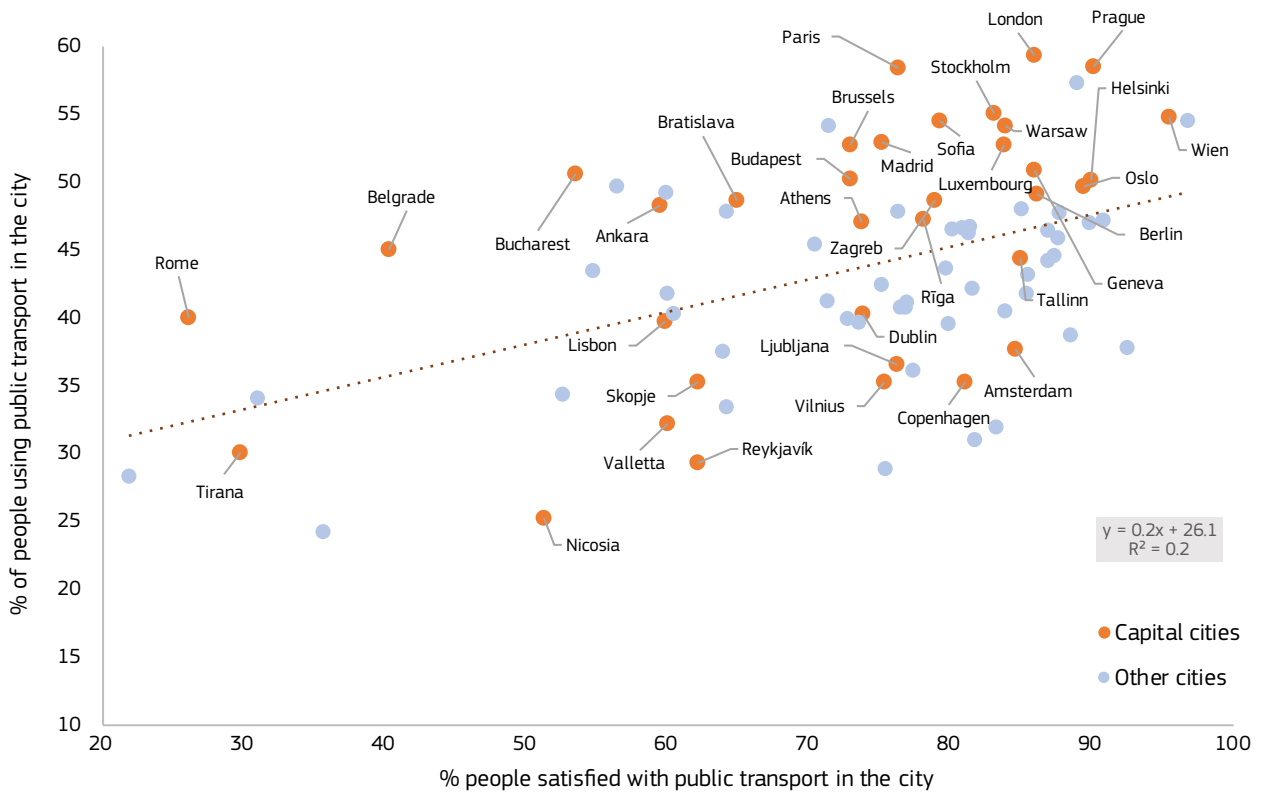
Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
Note: Percentages are based on all respondents (excluding don't know/not answered).

In cities where more people are satisfied with public transport, more people use it (Figure 23). The variation in satisfaction with public transport explains a quarter of the variation in its use. This could mean that if people are satisfied with public transport, they are more likely to use it. Another explanation could be that if public transport services have a high frequency more people will use them and more people will be satisfied with them. Most capital cities have higher public transport use relative to the satisfaction with public transport, suggesting

that despite similar levels of satisfaction, public transport in capital cities is generally used more than in non-capital ones, reflecting the results observed in Figure 18.

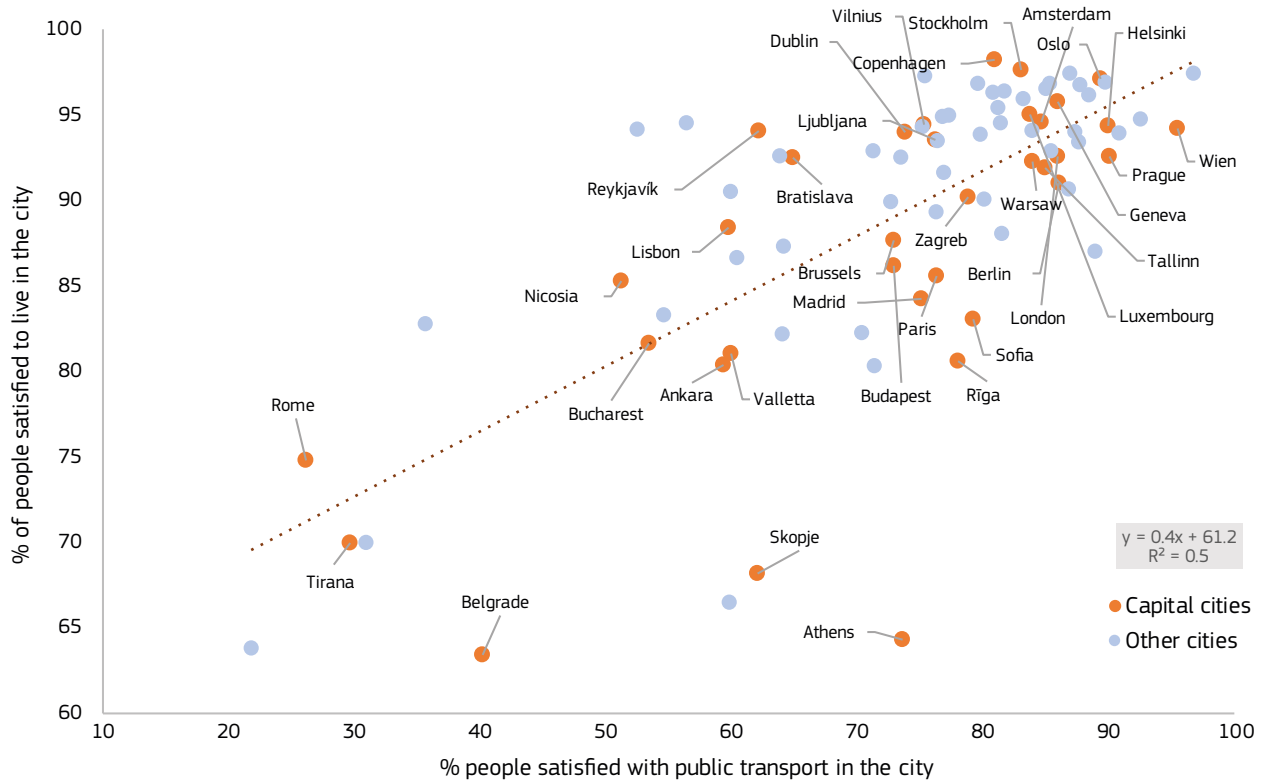
Satisfaction with public transport has an even stronger link to people’s general satisfaction with a city and explains half the variation in general satisfaction (Figure 24). This suggests that people’s judgement of public transport services has a big impact on their overall satisfaction with the city they live in.

**FIGURE 23:** People satisfied with public transport in the city *as against* people using public transport in the city



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

**FIGURE 24:** Percentage of people satisfied with public transport in the city *as against* people satisfied with living in the city



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

## Frequent public transport is the most satisfying

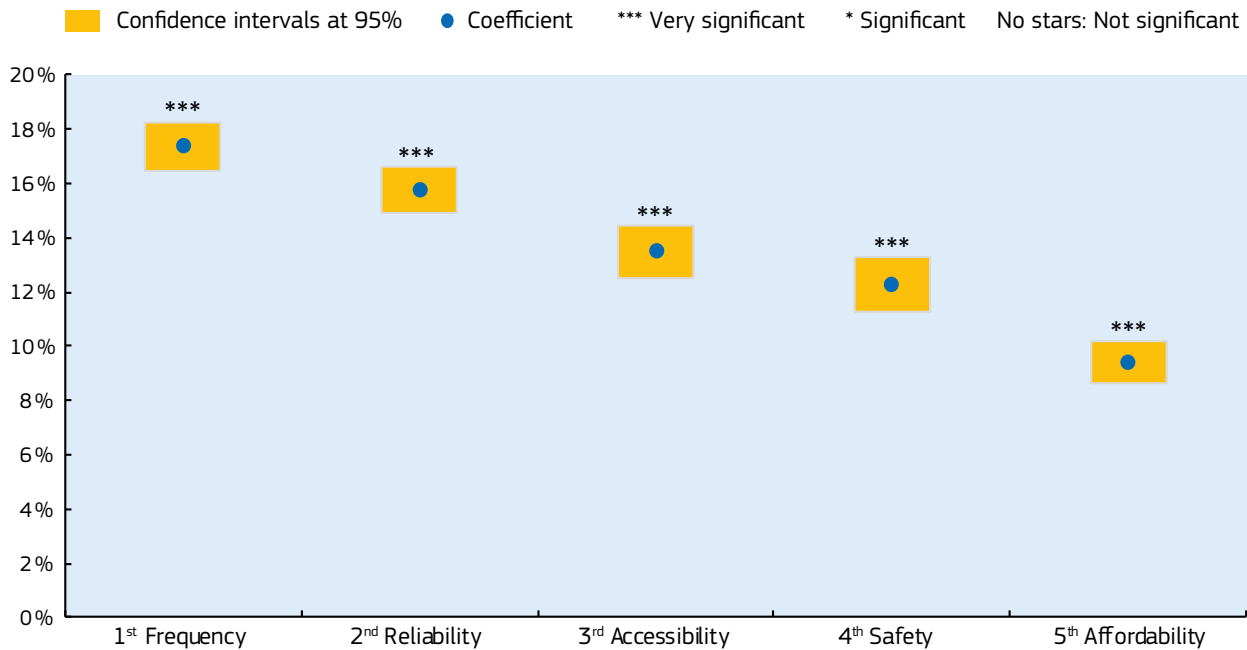
Novel in the 2019 edition, the survey asked people about five key aspects of public transport: affordability, safety, accessibility (stops are easy to get to), frequency, and reliability of service (public transport arrives on schedule). To understand which of these has the most impact on satisfaction with public transport, a regression analysis was conducted controlling for gender, age, household composition, education, working status and whether a person lives in a capital city. A summary of the results is shown in Figure 25.

All five aspects have a significant impact on satisfaction with public transport. Frequency has the greatest impact: if a resident is satisfied with public transport frequency, his or her

average satisfaction with transport increases by 17 pp. The second biggest contributing factor is reliability (+16 pp), followed by accessibility (+13 pp) and safety (+11 pp). Affordability seems to be the factor that contributes the least to satisfaction (+9 pp). Other research has found similar results. For example, a study by Lättman et al. (2008) on the city of Karlstad (SE) showed that quality, safety and the frequency of the service had the biggest impact on people's perception of the accessibility of bus transport.

One reason why affordability has the least impact on public transport satisfaction could be the relatively low public transport fares compared to other transport modes. Research in the UK (Paulley et al., 2006) suggests that increasing fares does not reduce public transport use in the short term, but does in the long run, especially for buses.

**FIGURE 25:** Regression analysis results of public transport satisfaction: coefficients for affordability, safety, accessibility, frequency and reliability of public transport services, ranked by magnitude



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
Note: Percentages are based on all respondents (excluding don't know/not answered).

## CHAPTER 5: CULTURE, SQUARES, PARKS AND HEALTH CARE IN THE CITY

Cities often boast major cultural facilities, activities and programmes that can attract large and diverse audiences and contribute to their individual and collective well-being (Blessi et al., 2016; Fancourt and Steptoe, 2018; Grossi et al., 2012; Grossi et al., 2019). Cultural and artistic activities can stimulate people's imagination and emotional responses (Ascenso et al., 2018), foster social interaction or healthy lifestyles (Jones et al., 2013) as well as helping to raise cognitive, creative and relational capabilities that empower people and make them feel part of a community (Wilson et al., 2017). With a view to promoting cultural participation and its well-being effects further, the New European Agenda for Culture (2018) aims at 'making available a wide range of cultural activities and providing opportunities to participate actively'<sup>31</sup>.

In the urban context, green areas (i.e. parks, public gardens and nearby forests) can play a dual role: on the one hand, they can improve air quality by absorbing pollutants, absorbing rainwater and preventing floods. On the other hand, they provide opportunities for leisure activities and sport, facilitate social contacts and thus improve quality of life in a city.

The COVID-19 pandemic has indirectly led to a greater appreciation and use of many public spaces, which now have to be managed to ensure adequate social distancing. In some

cities, squares and parks have been temporarily closed to reduce the spread of the virus.

This chapter starts with the amenities that promote social interaction: cultural facilities, public spaces and green spaces. It concludes with a look at health care services, critical to ensuring cities are inclusive and healthy.

### Residents in smaller cities are highly satisfied with their cultural facilities

Cultural participation varies across Europe. In 2015, more than two thirds (69%) of the EU-28 population (aged 16 years or over) living in cities reported that they took part in cultural activities. This was higher than the rates for people living in towns and suburbs (64%) or rural areas (57%). The concentration of cultural venues in or around cities makes it easier for city residents to visit them (Eurostat, 2015). According to Eurofound (2017), a higher share of people living outside cities and suburbs report difficulties accessing cultural facilities compared to cities and suburbs (58% as against 19%). Yet, cultural participation opportunities may also differ between cities. Larger cities usually have more cultural activities and a wider range too, although smaller cities can also have notable cultural assets (Jayne et al., 2010; Lorentzen and Heur, 2012).

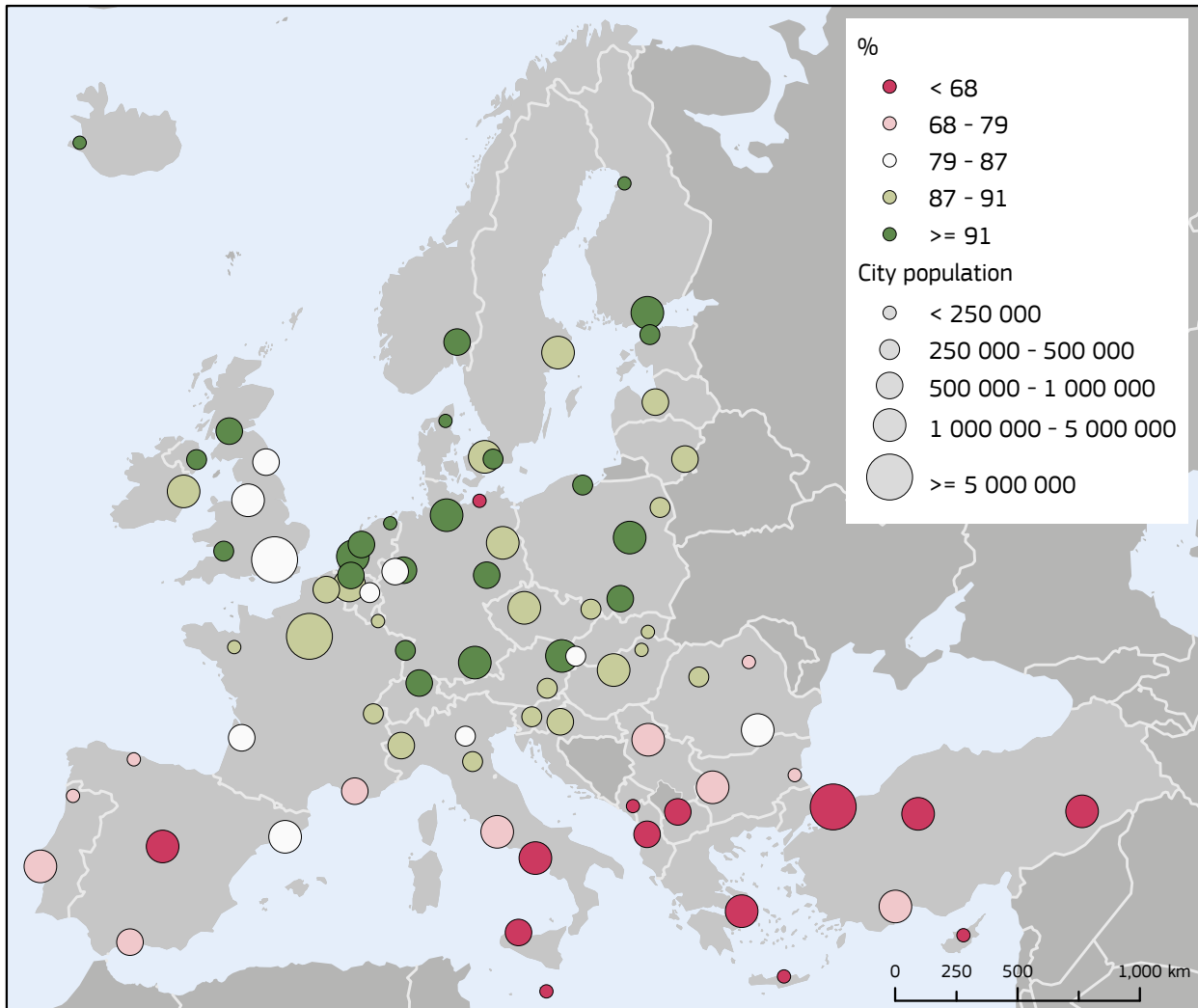
To assess how people in Europe perceive cultural facilities in their city, this section presents results on satisfaction with local cultural facilities, such as concert halls, theatres, museums and libraries.

<sup>31</sup>. European Commission (2018), Communication from the Commission to the European Parliament, the European Council, the Council, the European Economic and Social Committee and the Committee of the Regions on: a New European Agenda for Culture, (COM(2018) 267 final), page 3.

Satisfaction is generally high, with four out of five residents saying they are satisfied (83%). Across all cities, satisfied people number 92% in northern EU cities compared to 71% in cities in southern EU. However, various Italian and Spanish cities, like Bologna (IT, 89%), Turin (IT, 89%), Verona (IT, 84%), Barcelona (ES, 80%), Málaga (79%) and Oviedo (79%) score significantly above their regional average (Map 13).

On average, people living in cities in western and eastern EU are highly satisfied with local cultural facilities (89% and 87%, respectively). Marseille (FR, 78%) and Rostock (DE, 68%) are two outliers with a share of satisfied residents considerably below the western EU city average. Outside the EU, the share of satisfied residents is low in cities in the Western Balkans and Turkey (64%), and high in cities in EFTA countries and the UK (90%).

**MAP 13:** Satisfaction with cultural facilities in the city



### Cultural facilities in the city

Cultural facilities such as concert halls, theatres, museums and libraries in the city: total satisfied (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered).

Satisfaction with cultural facilities is not a prerogative of capital cities: the average percentage of satisfied people is actually higher for non-capital cities (85%) than for capitals (81%). This is mainly due to the very good performance of various medium-sized to large cities across Europe, such as Aalborg (DK, 95%) and Cardiff (UK, 95%) as well as Oulu (FI, 94%), Groningen (NL, 94%), Malmö (SE, 94%), Strasbourg (FR, 93%), Gdańsk (PL, 93%) and Antwerp (BE, 92%).

Satisfaction with cultural facilities is linked to city size, but not in a linear way: in cities with less than 250 000 inhabitants, 78% of residents are satisfied. This proportion is considerably higher for cities with between 250 000 and 500 000 inhabitants (at 89%) but then declines for larger cities (83% and 81% for cities with up to 1 million and up to 5 million inhabitants, respectively). The average for the three cities with over 5 million inhabitants is also low (78%), but this mostly due to the low score of Istanbul (63%).

Relatively small intra-country variations can be observed for most countries, with the exception of a clear north-south divide in Italy, with people in northern cities more satisfied than those in southern Italian cities.

For the 52 cities for which data from 2015 and 2019 can be compared<sup>32</sup>, satisfaction levels have remained stable in 36

cities and increased or decreased in the remainder. Braga (PT, 78%) registers the largest increase in satisfaction (4 pp), followed by Liège (BE, 84%), Oviedo (ES, 79%) and Piatra Neamț (RO, 73%) where satisfaction increased by 3 pp.

Cities where levels of satisfaction have fallen most are Graz (AT, 88%, -7 pp), Budapest (HU, 88%, -5 pp) and Essen (DE, 86%, -5 pp), although all three still score above the average in the 2019 survey. Satisfaction with cultural facilities is stable and high in cities like Ljubljana (SL, 88%), Luxembourg (LU, 91%), Miskolc (HU, 90%), Turin (IT, 89%) and Vilnius (LT, 90%).

The 10 cities with the highest share of residents satisfied with their cultural facilities are located in northern and western EU, EFTA countries and the UK (Table 18), scoring between 97% in Zurich and 93% in Munich. The bottom 10 cities are mainly located in southern EU, the Western Balkans and Turkey.

The share of satisfied residents increases slightly with the education level, with 81% of residents with basic education most satisfied as against 83% and 84% of those with secondary or tertiary education, respectively. This is very much in line with the literature on cultural participation (e.g. Falk and Katz-Gerro, 2016). No big differences were found between gender and age groups.

**TABLE 18:** People satisfied with cultural facilities in the city, top and bottom 10

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Zurich (CH)	97%	Valletta (MT)	40%
Helsinki (FI)	96%	Tirana (AL)	53%
Vienna (AT)	95%	Heraklion (EL)	55%
Aalborg (DK)	95%	Diyarbakir (TR)	60%
Cardiff (UK)	95%	Podgorica (ME)	61%
Oulu (FI)	94%	Ankara (TR)	62%
Groningen (NL)	94%	Naples (IT)	63%
Malmö (SE)	94%	Palermo (IT)	63%
Amsterdam (NL)	93%	Istanbul (TR)	63%
Munich (DE)	93%	Nicosia (CY)	65%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

<sup>32</sup> For the list of cities for which a comparison is feasible, see page 5.

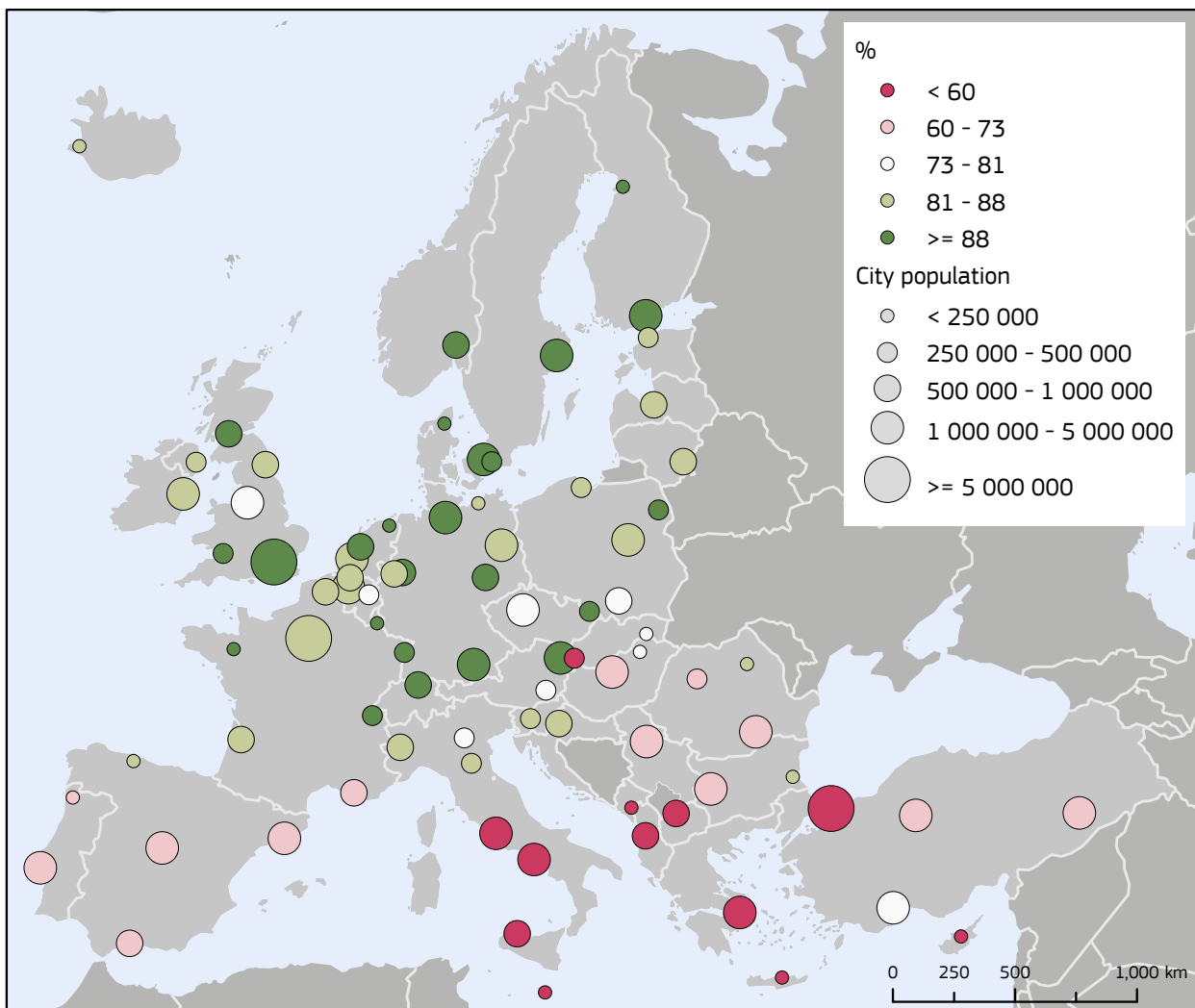
## More people with access to public green spaces means more people satisfied with them

Green urban areas can improve the quality of life in cities by providing places to relax and socialise or to do sports in a more natural setting. Green urban spaces can help to cool the city down during the hot summer and can improve air quality. In the cities in the survey, four out of five residents (77%) are satisfied with the green spaces in their city. Southern EU cities and those in the Western Balkans and Turkey have relatively low satisfaction rates, at around 60% (Map 14). Nevertheless,

several southern EU cities score really well, including Bologna (86%) and Turin (81%) in Italy and Oviedo (83%) in Spain. On the other hand, a few western EU cities score poorly: Marseille (FR, 65%) and Liège (BE, 76%) compared to an average of 86%. Overall, people living in capital cities (74%) are less satisfied than those in non-capital cities (79%).

In some countries, the difference between cities is big. For example, in Italy, the best-performing city (Bologna with 86%) scores 56 pp higher than the lowest scoring city (Naples with 30%). Other countries with big differences between the best- and worst-performing city include France (28 pp), Spain and Turkey (both at 21 pp).

**MAP 14:** Satisfaction with green spaces, such as parks and gardens, in the city



### Green spaces in the city

Green spaces such as parks and gardens in my city: total satisfied (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
Note: Percentages are based on all respondents (excluding don't know/not answered).



Malmö has the highest share of residents satisfied with the green spaces in the city, at 96% (Table 19.) At the other extreme, around 3 out of 10 people living in Athens (EL, 29%) and Naples (IT, 30%) are satisfied. For cities for which a comparison with data from the 2015 survey can be done<sup>33</sup>, cities included in the top and bottom groups remain stable over time. In particular, the

cities of Malmö (SE, 96%) and Munich (DE, 94%) maintain their leadership over the two rankings, in both 2015 and 2019. Across all cities, Braga (PT, 73%), Dortmund (DE, 91%), Lisbon (PT, 70%) and Ostrava (CZ, 90%) all register the highest increase at 4 pp, whereas Turin (IT, 81%) and Rīga (LV, 87%) report the largest drop of 5 pp compared to their 2015 values.

**TABLE 19:** People satisfied with green spaces in the city, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Malmö (SE)	96%	Athens (EL)	29%
Munich (DE)	94%	Naples (IT)	30%
Helsinki (FI)	94%	Heraklion (EL)	31%
Geneva (CH)	94%	Palermo (IT)	35%
Oslo (NO)	94%	Valletta (MT)	44%
Rennes (FR)	93%	Skopje (MK)	44%
London (UK)	93%	Tirana (AL)	47%
Aalborg (DK)	92%	Nicosia (CY)	54%
Cardiff (UK)	92%	Bratislava (SK)	55%
Copenhagen (DK)	92%	Podgorica (ME)	55%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

<sup>33</sup> For the list of cities for which a comparison is feasible, see page 5.

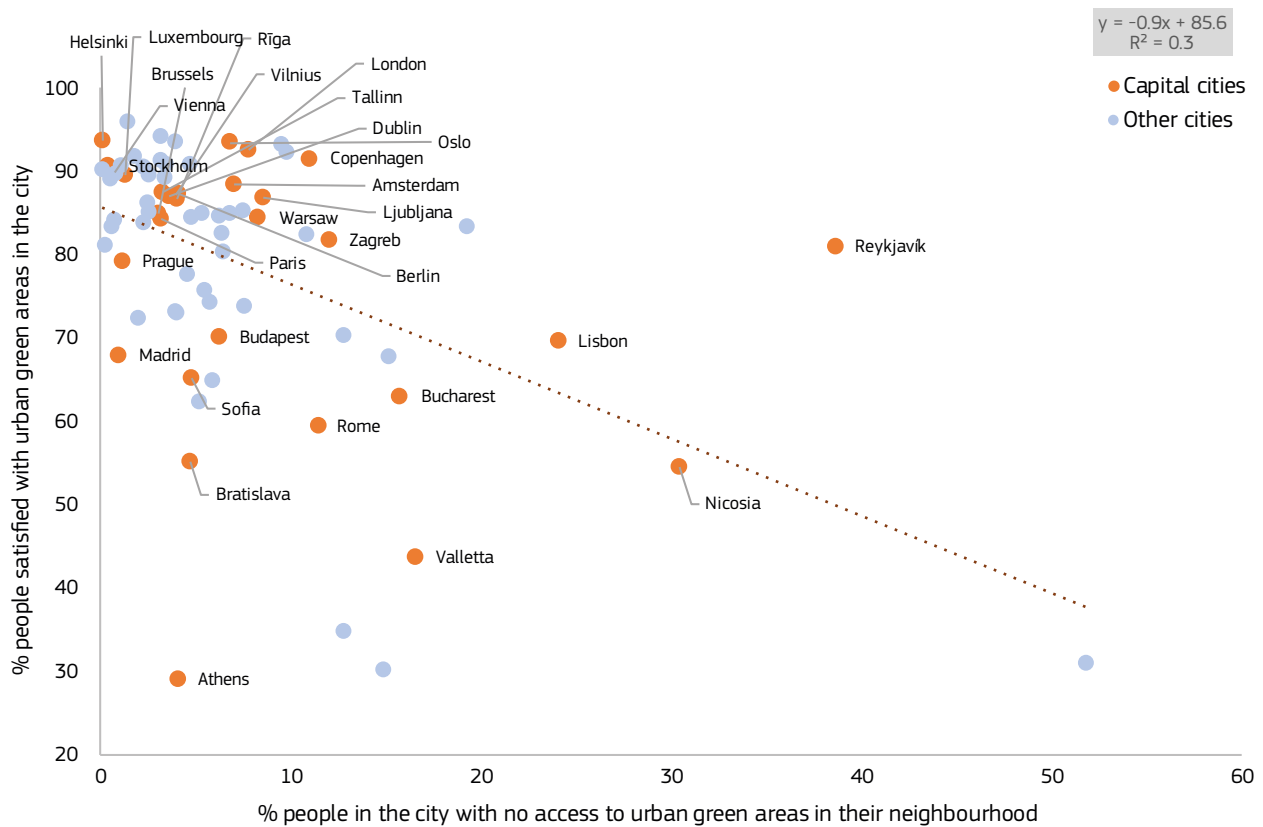
People tend to be more satisfied in cities with greater access to green urban areas. Across all cities, fewer people without access to green space means more people satisfied with the green spaces in the city<sup>34</sup>. This supports the deprivation hypothesis whereby citizens' satisfaction is driven by the absence/deprivation of green areas rather than the marginal increase in their availability. Yet, some outliers can still be observed<sup>35</sup>.

The distribution of green spaces across the city is what drives access to them. Cities with a large proportion of land dedicated to green urban areas can still have low levels of accessibility, if these

spaces are not widely distributed. Large green areas in (affluent) low-density neighbourhoods provide access for fewer people than a smaller park in a high-density neighbourhood (Poelman, 2018).

Lacking access, however, is not the only thing that matters. For example, in Bratislava (SK) and Dortmund (DE), about 5% of the population do not have access to green spaces within a short walking distance, although their satisfaction rates differ widely: 55% for Bratislava compared to 91% for Dortmund. Other factors, including quality and maintenance, may be the reason behind these differences.

**FIGURE 26:** People satisfied with green spaces in the city *as against* the lack of access to green areas



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
Note: Percentages are based on all respondents (excluding don't know/not answered).

<sup>34</sup> Moreover, the negative impact of lack of access to green areas on people's satisfaction with green spaces is also confirmed using micro-data from the survey, by a multivariate regression that identifies a significant negative relationship, also after controlling for gender, age, education, working status and household composition.

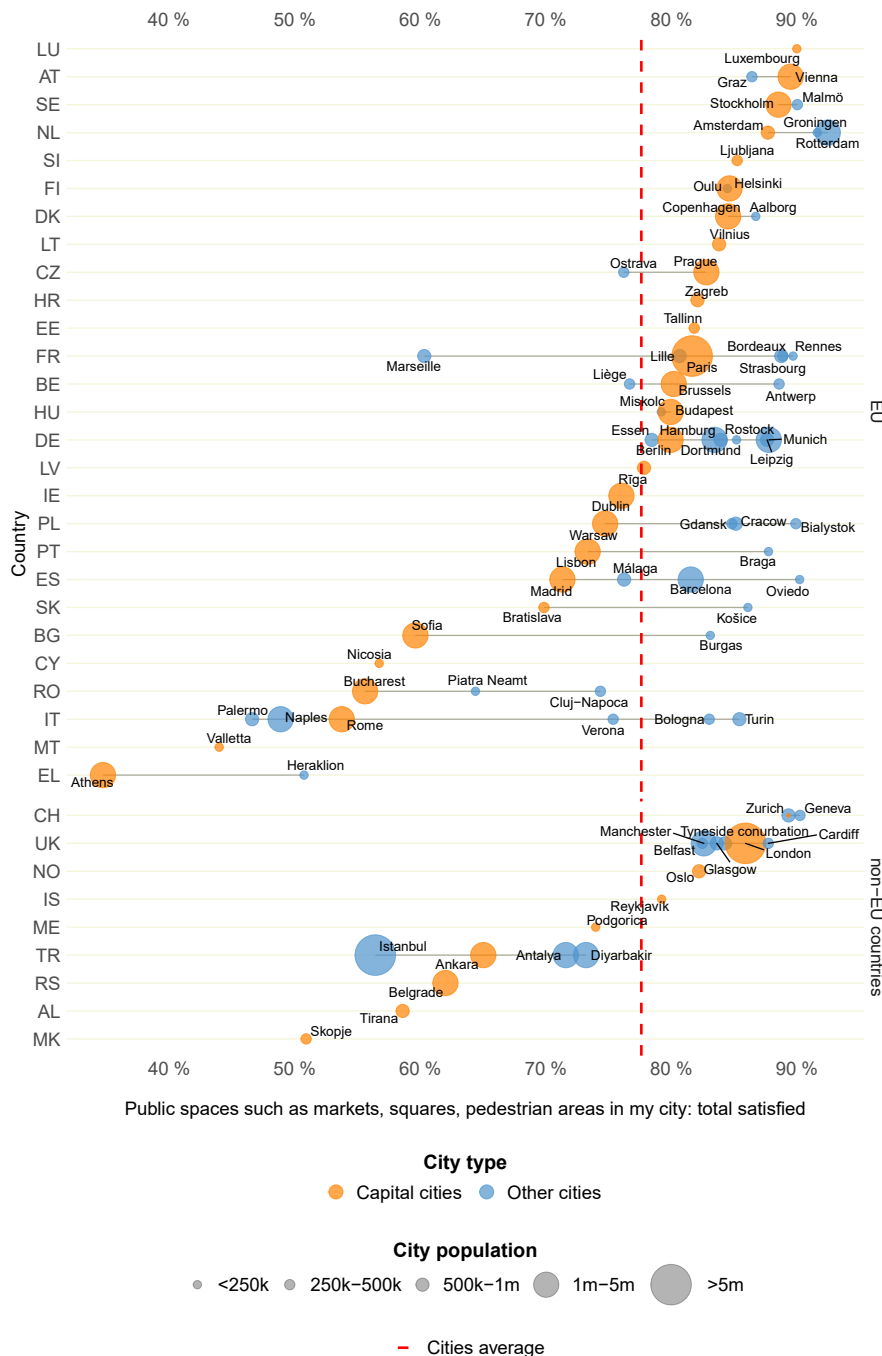
<sup>35</sup> Among all of them, Reykjavik (IS) has a relatively high share of citizens without access to urban green areas (39%) as well as a clear above-average satisfaction level (81%). This may be due to high-quality, green spaces which are nearby but beyond a short walking distance.

## People in non-capital cities are more satisfied with their public spaces

In the ancient Greece, the agora (i.e. the main square) was the centre of city life. From trading to politics, the polis (city state) here had its marketplace as well as its public arena where people could meet and discuss administrative and philosophical matters. Today, 2 500 years later, markets and squares still remain the most vibrant part of cities as they provide room for creativity, social interactions and economic activities.

In the cities in the survey, about 8 out of 10 residents are satisfied with public spaces (i.e. markets, squares and pedestrian areas) (77%). Fewer people in cities in the Western Balkans and Turkey (64%) and in southern EU (66%) are satisfied (Figure 27). The highest satisfaction is found in cities in northern and western EU (both at 84%) and in EFTA countries and the UK (85%). The share of residents satisfied is smaller in capital cities (73%) than in non-capital cities (89%).

FIGURE 27: People satisfied with public spaces, by city



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

In several countries, the difference between cities is big, in particular, in Bulgaria, France, Italy and Romania (Figure 27). With more than 9 out of 10 residents satisfied with the public space in their city, Rotterdam and Groningen (both NL, 92%) have the highest scores. At the bottom, less than 5 out of 10 residents are satisfied in Athens (EL, 35%), Valletta (MT, 44%), Palermo (IT, 47%) and Naples (IT, 49%).

For cities for which a comparison can be made with 2015 data<sup>36</sup>, in both top and bottom groups, cities maintain their positions over time. In particular, Athens (EL, 34%), Valletta (MT, 42%) and Palermo (IT, 46%) remain at the bottom of the distribution in both years. Nevertheless, Palermo registers the largest increase between 2015 and 2019 – of 5 pp – together with Bratislava (SK, 70%). On the other hand, a large decline is registered in the cities of Hamburg (DE, 83%, -6 pp) and Budapest (HU, 80%, -5 pp), followed by Cracow (PL, 85%, -4pp).

**TABLE 20:** People satisfied with public spaces (i.e. markets, squares and pedestrian areas) in the city, top and bottom 10 scores

Top 10 (highest score first)	
City	Score
Rotterdam (NL)	92 %
Groningen (NL)	92 %
Geneva (CH)	90 %
Oviedo (ES)	90 %
Malmö (SE)	90 %
Luxembourg (LU)	90 %
Białystok (PL)	90 %
Rennes (FR)	90 %
Vienna (AT)	89 %
Zurich (CH)	89 %

Bottom 10 (lowest score first)	
City	Score
Athens (EL)	35 %
Valletta (MT)	44 %
Palermo (IT)	47 %
Naples (IT)	49 %
Heraklion (EL)	51 %
Skopje (MK)	51 %
Rome (IT)	54 %
Bucharest (RO)	56 %
Istanbul (TR)	56 %
Nicosia (CY)	57 %

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

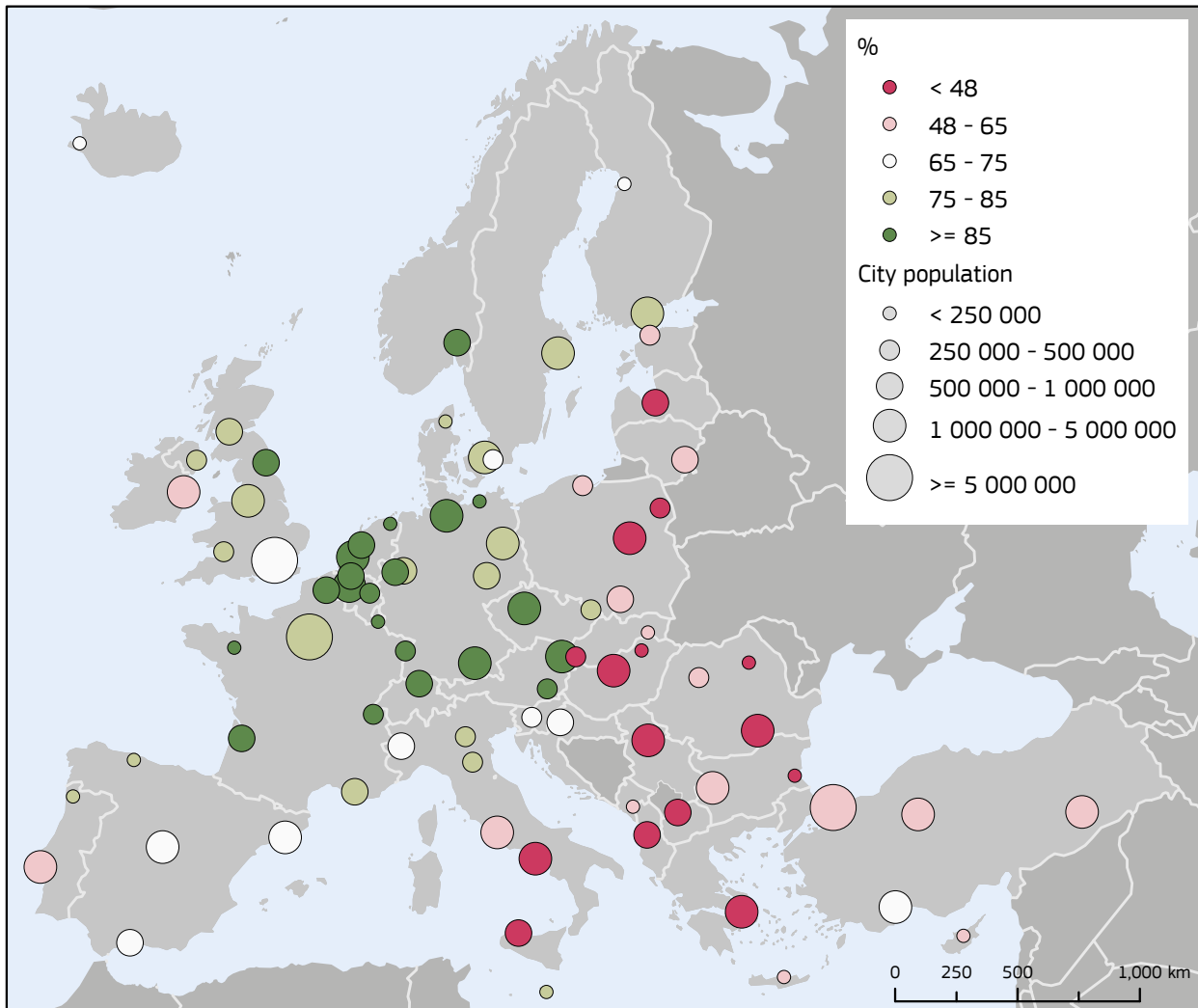
<sup>36</sup> For the list of cities for which a comparison is feasible, see page 5.

## People in capital cities are less satisfied with health care

In the EU, one in five people is 65 or older<sup>37</sup>. The expected growth of this group underlines the need for a well-functioning health care system, an issue highlighted even more by the COVID-19 outbreak.

People's opinion about the local health care system (i.e. hospitals and medical services) can help to indicate where the system responds to people's expectations and where it does not. This survey asks residents if they are satisfied with local health care services (i.e. hospitals and doctors).

**MAP 15:** Satisfaction with health care facilities in the city



### Health care in the city

Health care services, doctors and hospitals in my city: total satisfied (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered).

<sup>37</sup> Source: Eurostat, [https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Population\\_structure\\_and\\_ageing](https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Population_structure_and_ageing).

Across all cities, 7 out of 10 residents (70%, both in EU and non-EU cities) are satisfied with local health care services, although there are big differences between cities. For example, almost 9 out of 10 residents in western EU cities (86%) are satisfied compared to only five out of ten residents in eastern EU (54%) (Map 15). Outside the EU, satisfaction is highest in cities in the EFTA area and the UK (82%) and lowest in cities in the Western Balkans and Turkey (53%).

Czech cities present particularly high satisfaction levels: Prague (86%) and Ostrava (84%) – especially when compared to the average eastern EU cities (54%). Italy's Verona (83%) and Bologna (82%) have satisfaction rates well above the average of southern EU cities (63%).

At 64%, people living in capital cities are less satisfied with health care provision than those living in non-capital cities (74%).

Most countries with at least two cities in the survey have only a small difference between their best and worst scores. The only exception is Italy which has a gap of 45 pp between Verona (83%) and Palermo (38%).

Across all cities, satisfaction is highest in Zurich (CH, 94%), closely followed by Groningen (NL, 93%). In all the top 10 cities, satisfaction rates are higher than 88%. At the other end of the spectrum, in cities in the bottom 10, less than 5 out of 10 people are satisfied with the health care services available in their city. In particular, Athens (EL, 35%), Skopje (MK, 35%) and Palermo (IT, 38%) have the three lowest levels of satisfaction (Table 21).

For the 52 cities for which a comparison with 2015 data can be done, the largest increase can be observed in Tallinn (EE, 60%, + 5pp). Conversely, the largest decreases are observed in Leipzig (DE, 84%, -6 pp) and Dortmund (DE, 83%, -5 pp), although the two cities still score well above the overall average.

While cities at the top did not experience significant changes between 2015 and 2019, some of those at the bottom report higher satisfaction rates in 2019, as is the case of Warsaw (PL, 41%) and Burgas (BG, 45%) both with an increase of 4 pp between the two years.

**TABLE 21:** People satisfied with health care services in the city, top and bottom 10 scores

Top 10 (highest score first)	
City	Score
Zurich (CH)	94%
Groningen (NL)	93%
Antwerp (BE)	92%
Munich (DE)	92%
Graz (AT)	92%
Geneva (CH)	91%
Amsterdam (NL)	91%
Rotterdam (NL)	90%
Oslo (NO)	89%
Bordeaux (FR)	89%

Bottom 10 (lowest score first)	
City	Score
Skopje (MK)	35%
Athens (EL)	35%
Palermo (IT)	38%
Warsaw (PL)	41%
Belgrade (RS)	41%
Budapest (HU)	41%
Miskolc (HU)	41%
Bucharest (RO)	44%
Burgas (BG)	45%
Naples (IT)	45%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

## CHAPTER 6: HEALTHY CITIES

Although air quality has improved over the last decade, air pollution in many European cities exceeds EU air quality standards. Air pollution has a significant impact on people's health. During peaks of ozone and particulate matter (PM), people are encouraged to avoid strenuous activity to protect their health. In addition, long-term exposure to air pollution can have a big impact. In 2016, exposure to PM<sub>2.5</sub> is estimated to have resulted in over 400 000 premature deaths (EEA 2019).

Noise pollution is also linked to health problems. An estimated 50 million people in urban areas in Europe are exposed to excessively high levels of traffic noise at night, which may interfere with their sleep<sup>38</sup>. According to the World Health Organization, long-term exposure to such levels can trigger elevated blood pressure and heart attacks.

The elderly, children and those in poor health are more vulnerable to environmental health hazards than the general population (EEA 2018). In addition, lower socio-economic status groups (the unemployed, those on low incomes or with lower levels of education) also tend to be more negatively affected by environmental health hazards due to their higher exposure and vulnerability, especially in urban areas.

The cleanliness of a city affects its appeal and reputation for both residents and visitors. It is also likely to affect residents'

satisfaction with public spaces, their perception of the quality of public services, and their overall satisfaction with the city they live in.

This chapter presents results on residents' satisfaction concerning the air quality, noise and cleanliness of their city and how this has changed over time.

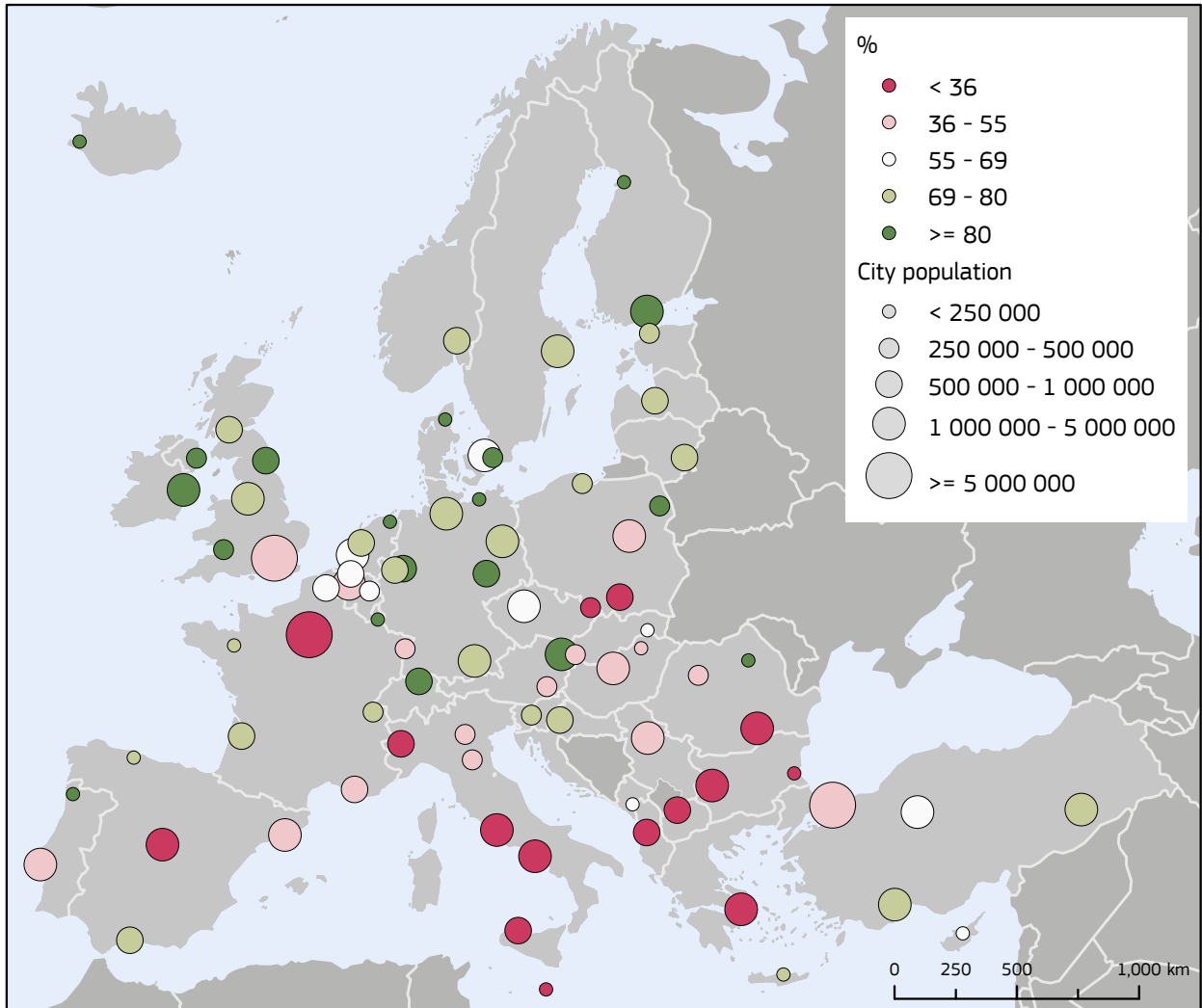
### More residents are concerned about air quality in southern and eastern EU cities

Concerns about air quality are more prominent in cities in southern and eastern EU (Map 16). In southern and eastern EU cities, only half the residents (49% and 52%, respectively) are satisfied with air quality compared to an overall average of 62%. For the group of cities in the Western Balkans and Turkey, the average is 51%.

Satisfaction with air quality is lower in capital cities than in other cities. Only 57% of capital city residents are satisfied compared to 66% in the other cities. Residents in larger cities are more worried about the quality of the air. On average, 71% of people living in cities with less than 250 000 inhabitants are satisfied compared to 62% for cities between 250 000 and 1 million and 58% for cities with 1 to 5 million inhabitants.

<sup>38</sup> [https://ec.europa.eu/environment/basics/health-wellbeing/noise/index\\_en.htm](https://ec.europa.eu/environment/basics/health-wellbeing/noise/index_en.htm)

MAP 16: Satisfaction with air quality in the city



### Air quality in the city

Quality of the air in the city: total satisfied (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered).



Satisfaction with air quality varies a lot between cities, with a difference of 80 pp between the city with the highest and lowest satisfaction (Table 22). Residents from Zurich (CH) report the highest satisfaction with air quality (at 93%), against 13% for residents living in Skopje (MK). At the top, next to Zurich (CH), more than 85% of residents are satisfied in Oulu and Helsinki (both FI), Aalborg (DK) and Białystok (PL). At the bottom, there are a number of capital cities, such as Skopje (MK), Bucharest (RO), Sofia (BG), Tirana (AL), Athens (EL), Paris (FR) and Rome (IT), confirming the trend that people in capital cities are less satisfied with air quality than in other cities (Table 22).

In some countries, the difference between the cities is large. For example, in Poland, the difference between Białystok (88%) and Cracow (18%) is 70 pp; in Romania, there are 64 pp between Piatra Neamț (84%) and Bucharest (20%); in France, there are 49 pp between Rennes (79%) and Paris (30%); and in Spain, 44 pp between Oviedo (77%) and Madrid (33%).

Compared to the 2015 survey, the cities with the biggest increase in satisfied citizens as regards air quality are Lisbon (PT, +5 pp), Košice (SK, +4 pp), Málaga, (ES, +3 pp) and Graz, (AT, +3 pp). The cities where satisfaction concerning air quality has declined the most compared to the 2015 edition are Rostock, (DE, -10 pp), Groningen (NL, -9 pp) and Reykjavík (IS, -6 pp).

**TABLE 22:** People satisfied with the quality of the air in the city, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Zurich (CH)	93%	Skopje (MK)	13%
Oulu (FI)	89%	Cracow (PL)	18%
Helsinki (FI)	89%	Bucharest (RO)	20%
Aalborg (DK)	88%	Ostrava (CZ)	25%
Białystok (PL)	88%	Sofia (BG)	27%
Tyneside conurbation (UK)	85%	Tirana (AL)	28%
Cardiff (UK)	85%	Athens (EL)	28%
Vienna (AT)	85%	Paris (FR)	30%
Leipzig (DE)	85%	Burgas (BG)	30%
Groningen (NL)	85%	Rome (IT)	32%

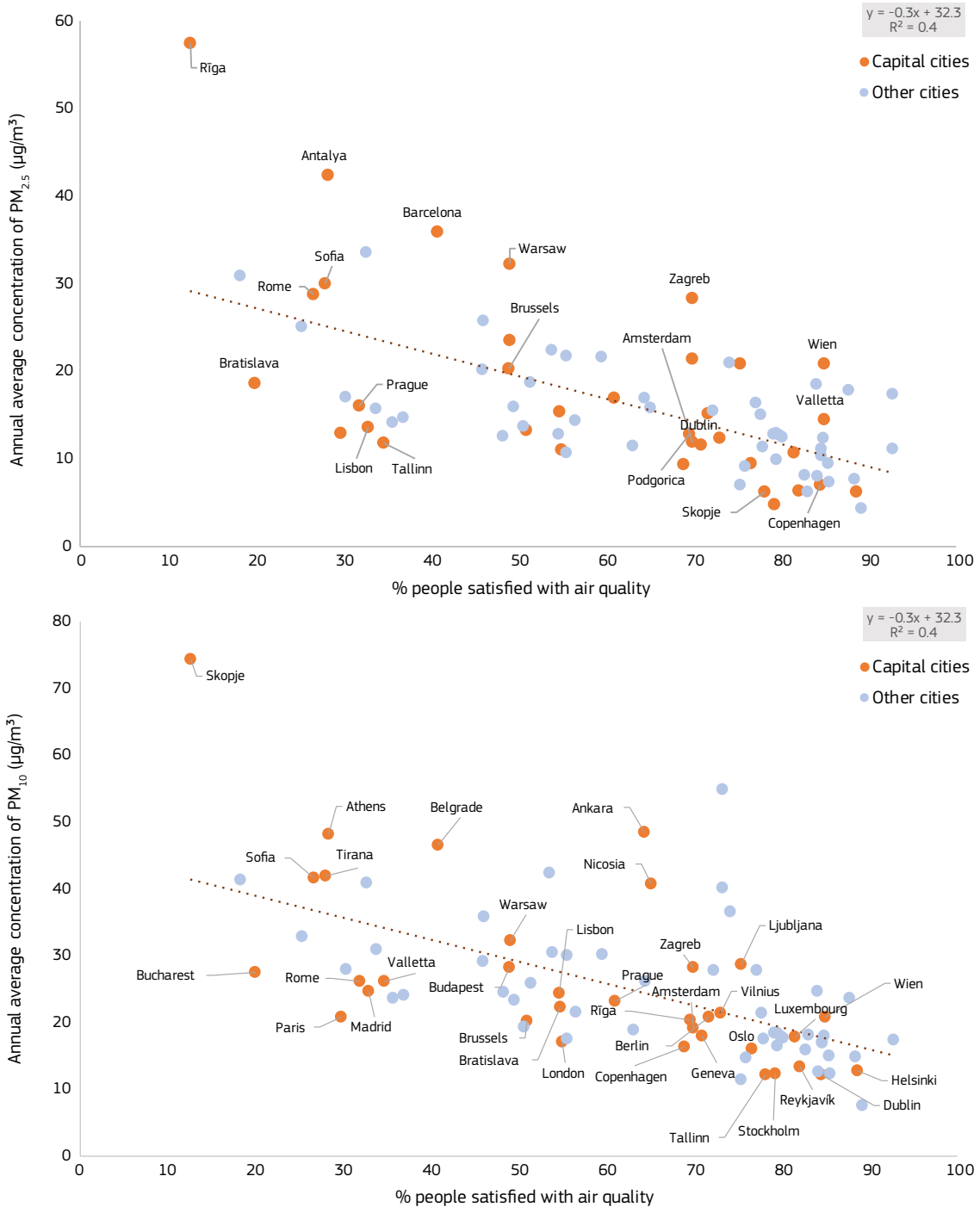
Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

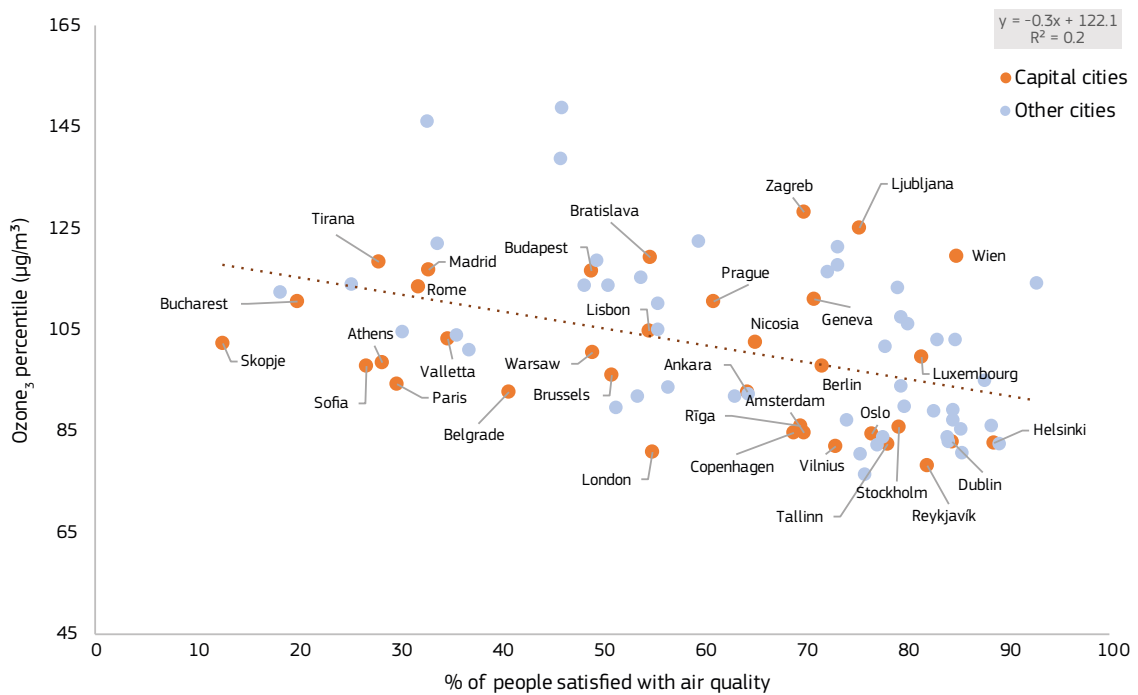
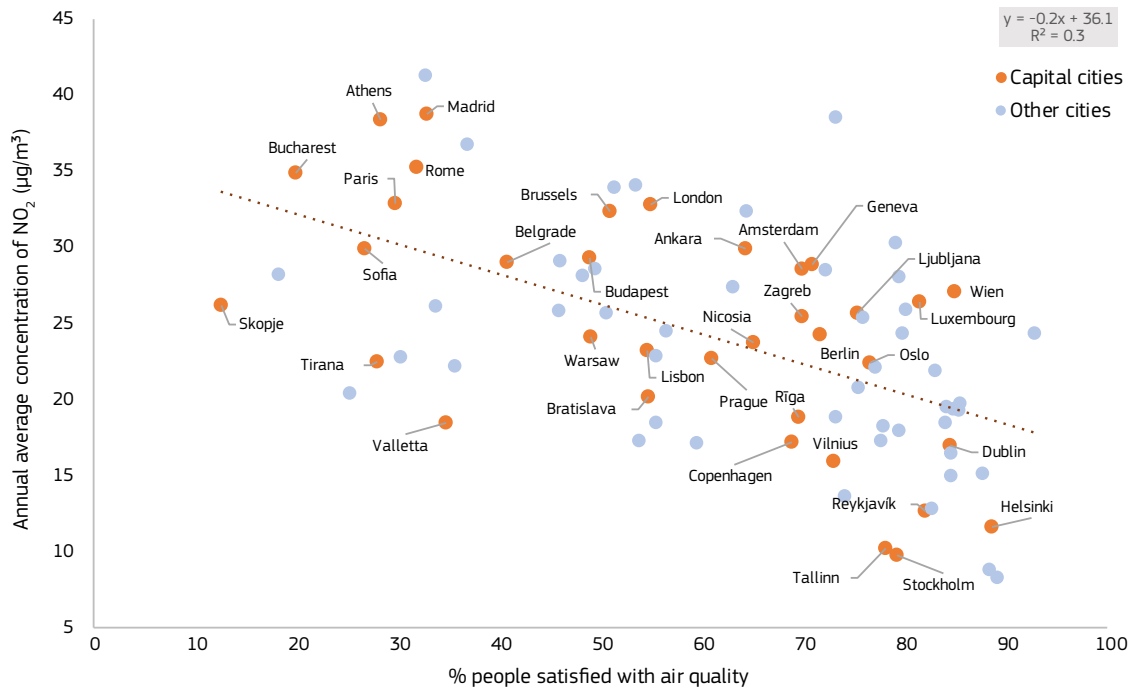
People tend to be less satisfied with air quality in cities with a high level of air pollution (Figure 28)<sup>39</sup>. All the correlations observed are negative, indicating that the perception of residents as regards air pollution tends to reflect the concentrations of air pollutants in cities. In particular, the

strongest correlation is observed between the percentage of residents satisfied with air quality in their city and PM<sub>2.5</sub> annual concentrations (R<sup>2</sup> = 0.4), and with PM<sub>10</sub> concentrations (R<sup>2</sup> = 0.4), while a less visible linear relation is seen with the ozone indicator (R<sup>2</sup> = 0.2).

**FIGURE 28:** Scatterplots of air quality satisfaction as against population-weighted annual average of air-pollution indicators: PM<sub>2.5</sub>, PM<sub>10</sub>, NO<sub>2</sub>, and O<sub>3</sub>



<sup>39</sup> The four air-pollution indicators considered here are the annual average concentrations of nitrogen dioxide (NO<sub>2</sub>); concentrations of PM with a diameter between 2.5 and 10 micrometres (µm) (PM<sub>10</sub>), and with a diameter of 2.5 µm or less (PM<sub>2.5</sub>); and the 93.2 percentile of the maximum daily 8-hour mean ozone concentration indicator, which is directly related to the target value for O<sub>3</sub>, as exceedances of the target value threshold of 120 µg/m<sup>3</sup> are allowed for 25 days per year (source: European Environmental Agency (EEA)).



Source: EC/DG REGIO Quality of life in European cities survey, 2019; DG REGIO and JRC elaborations based on European Environment Agency (EEA) air-quality grid data, derived primarily from AirBase background station monitoring data, a few European Monitoring and Evaluation Programme (EMEP) station monitoring data, supplemented with altitude, meteorological European Centre for Medium-Range Weather Forecasts (ECMWF) data and EMEP concentration modelling data. Note: Percentages are based on all respondents (excluding don't know/not answered). As air-quality indicators are calculated as population-weighted averages of modelled grid data, the above values differ from the official air-quality data reported to the EEA and the Commission.

Based on linear regression, which keeps everything else constant, PM<sub>10</sub> and PM<sub>2.5</sub> and NO<sub>2</sub> are linked to the biggest reduction in satisfaction with air quality, while ozone concentrations do not seem to influence citizens' perceptions of air quality<sup>40</sup>.

## Large cities are louder, according to their residents

On average, two out of three residents are satisfied with the level of noise in the city (65%). Satisfaction is lower in cities in southern (52%) and eastern EU (58%), and in the Western Balkans and Turkey (51%).

As with air quality, satisfaction with noise levels is higher in non-capital (68%) than in capital cities (61%), with the exception of cities in Italy, Spain and Turkey. The larger the city, the lower the share of residents who are satisfied with the noise level. This is well above the overall average in cities with

less than 250 000 inhabitants (71%) and drops as the size increases to 58% in cities with between 1 and 5 million inhabitants, and 53% for the three cities with more than 5 million inhabitants.

Across all cities in the survey, satisfaction with noise level ranges between 31% in Bucharest (RO) and 88% in Oulu (FI). The cities in the top 10 are all in northern Europe. In Malmö (SE), Dublin (IE) and Aalborg (DK), 86% of the residents are satisfied with the noise level. In the bottom 10, Bucharest (RO), Palermo (IT) and Athens (EL) have less than 35% of satisfied people (Table 23).

When comparing these results with those of the 2015 edition of the survey, the cities with the highest increase in noise-level satisfaction are Lisbon (PT, +6 pp), Burgas (BG<sup>41</sup>, +4 pp), Dortmund (DE, +4 pp) and Cracow (PL, +4 pp). Cities where the share of satisfied citizens has decreased compared to the previous edition are Cardiff (UK, -6 pp), Groningen (NL, -4 pp), Oslo (NO, -4 pp), Rīga (LV, -4 pp) and Ljubljana (SI, -4 pp).

**TABLE 23:** People satisfied with the noise level in the city, top and bottom 10 scores

Top 10 (highest score first)	
City	Score
Oulu (FI)	88%
Malmö (SE)	86%
Dublin (IE)	86%
Aalborg (DK)	86%
Tyneside conurbation (UK)	85%
Glasgow (UK)	85%
Belfast (UK)	85%
Rostock (DE)	85%
Manchester (UK)	83%
Helsinki (FI)	82%

Bottom 10 (lowest score first)	
City	Score
Bucharest (RO)	31%
Palermo (IT)	32%
Athens (EL)	33%
Istanbul (TR)	35%
Sofia (BG)	38%
Skopje (MK)	42%
Naples (IT)	42%
Barcelona (ES)	43%
Tirana (AL)	45%
Valletta (MT)	45%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

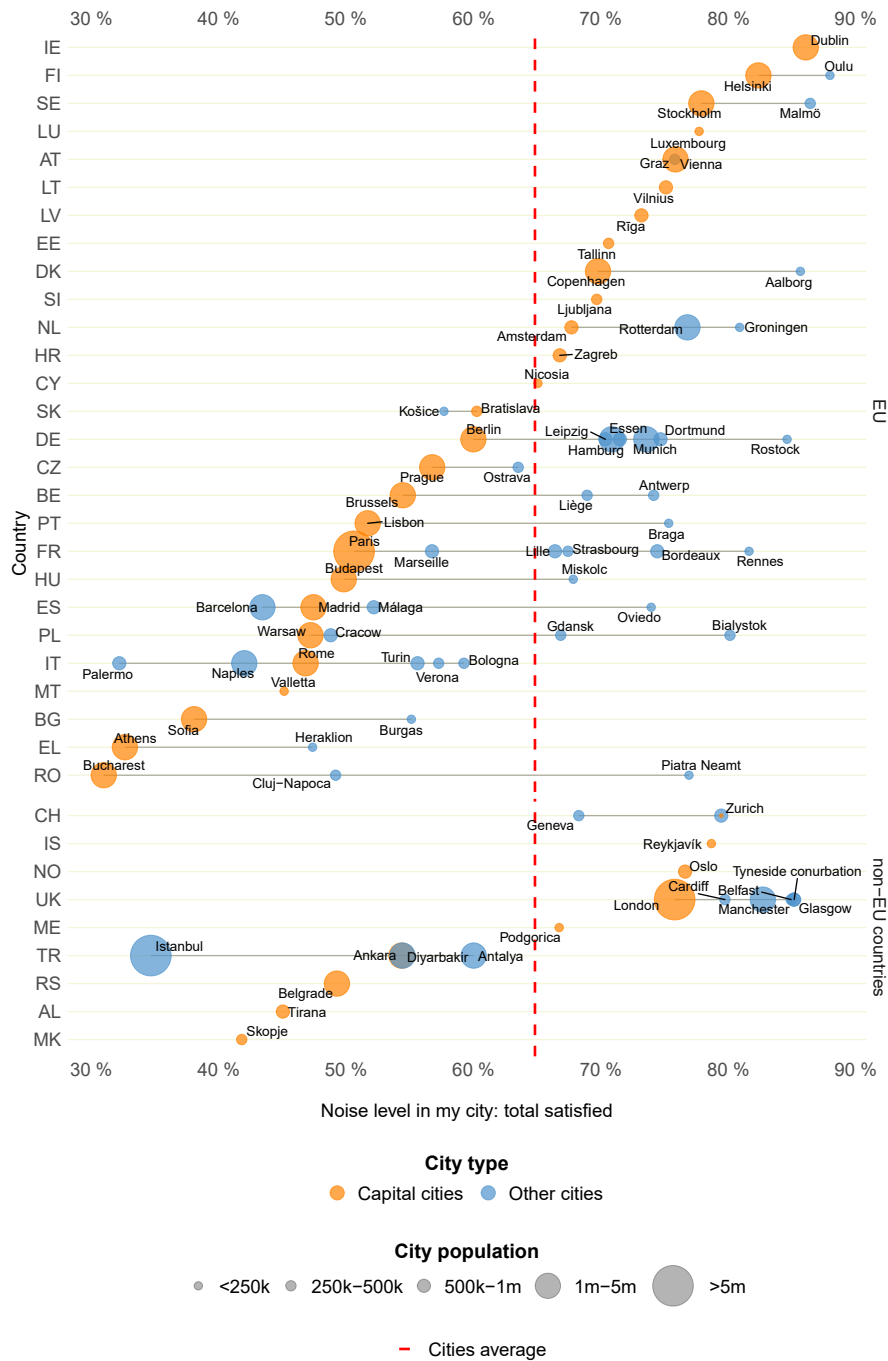
Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

<sup>40</sup> Regression analyses have been performed with annual average concentrations of PM<sub>10</sub>, PM<sub>2.5</sub>, O<sub>3</sub> and NO<sub>2</sub>, controlling for gender, age, household composition, education, working status and residence in the respondents' capital cities.

<sup>41</sup> Comparability across the 2015 and 2019 surveys is affected by a variation, purely statistical, in the size of Burgas, which was slightly larger in 2019 than in 2015.

Intra-country variations are also visible, in particular in Romania, where the percentage of positive responses in Piatra Neamț (77%) is 46 pp higher than in the capital Bucharest, at 31% (Figure 29).

FIGURE 29: People satisfied with noise levels in the city, by city



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

## Smaller cities are cleaner, according to their residents

On average, 6 out of 10 city residents are satisfied with the cleanliness of the city where they live (62%). Satisfaction is below the overall average in cities in southern EU (47%), and in the Western Balkans and Turkey (54%). On average, capital cities have fewer satisfied residents (57%) compared to non-capital cities (62%). Satisfaction also decreases with city size, as it did for air quality and noise. While around 70% of people are satisfied in cities with less than 250 000 inhabitants, the share drops to 55% in cities with between 1 and 5 million inhabitants, and to 57% in cities with more than 5 million inhabitants.

People satisfied with the cleanliness of the city varies widely, from more than 90% in Luxembourg (LU, 94%) to less than 10% in Palermo and Rome (both IT, 8%) (Table 24). At the top, next to Luxembourg, more than 90% of people are satisfied in Oviedo (ES, 93%) and Białystok (PL, 92%). Other than Luxembourg (LU), Vienna (AT) and Ljubljana (SI) are the only capital cities in the top 10. At the bottom, in the Italian cities of Rome and Palermo, less than 1 in 10 residents are satisfied. In several capital cities, only a low share of residents are satisfied with cleanliness: Athens (EL, 30%), Bratislava (SK, 31%), Sofia (BG, 34%), Belgrade (RS, 37%) and Bucharest (RO, 37%).

**TABLE 24:** People satisfied with cleanliness in the city, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Luxembourg (LU)	94%	Palermo (IT)	8%
Oviedo (ES)	93%	Rome (IT)	8%
Białystok (PL)	92%	Skopje (MK)	21%
Zurich (CH)	90%	Naples (IT)	25%
Munich (DE)	87%	Marseille (FR)	25%
Vienna (AT)	87%	Athens (EL)	30%
Ljubljana (SI)	86%	Bratislava (SK)	31%
Oulu (FI)	86%	Sofia (BG)	34%
Piatra Neamț (RO)	83%	Belgrade (RS)	37%
Groningen (NL)	82%	Bucharest (RO)	37%

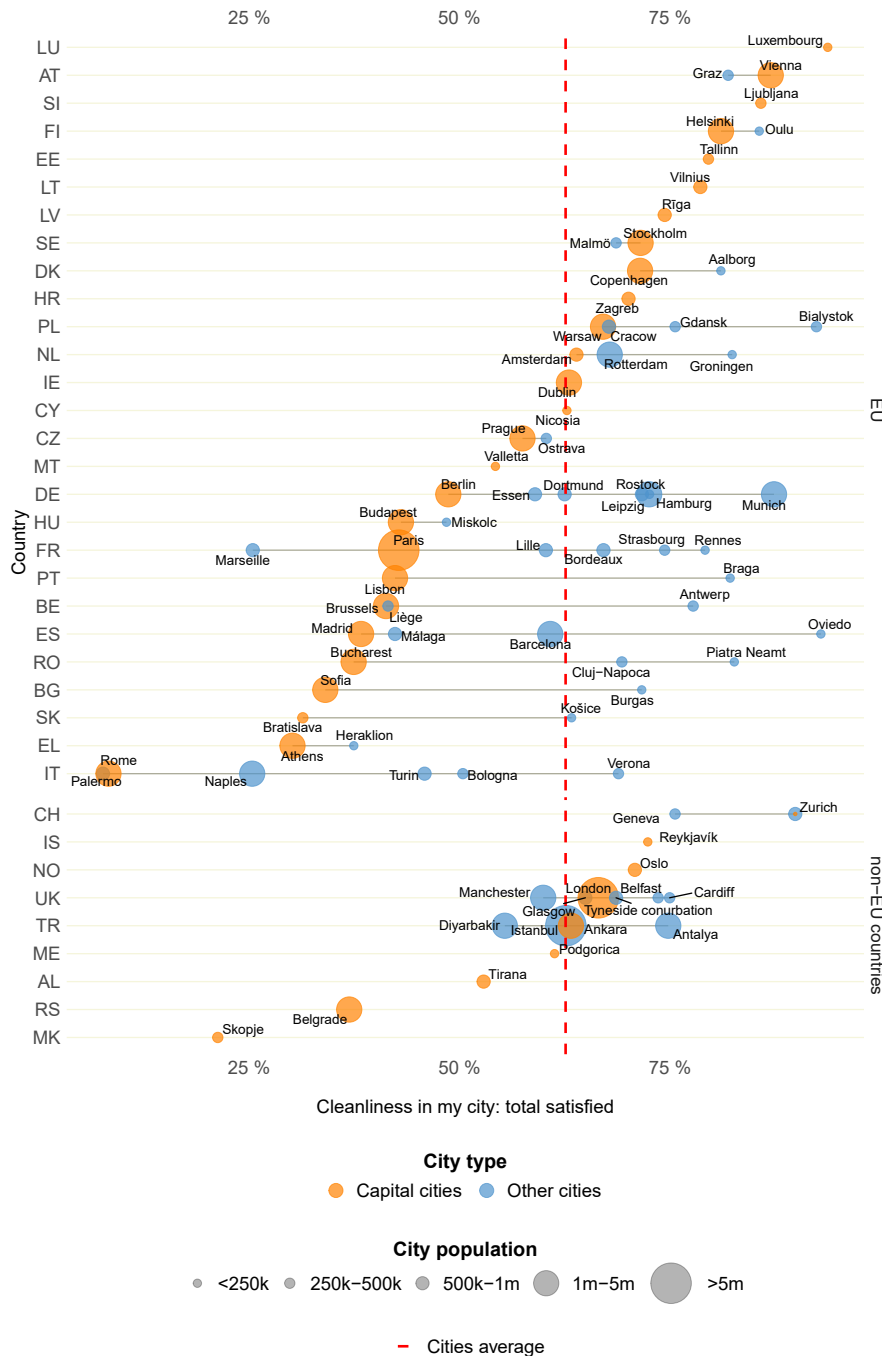
Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

Once again, a large within-country variation is visible, especially in Italy, France and Spain (Figure 30). In Italy, there is a difference of 61 pp between the cities of Verona (69%) and Palermo (8%); in France, more than 50 pp separates the cities of Rennes (79%) and Marseille (25%); and in Spain, there is a difference of 55 pp between the cities of Oviedo (93%) and Madrid (38%).

Compared with the results of the 2015 survey, the largest increase in satisfaction (around 5 pp) can be observed in Košice (SK), Lisbon (PT), Málaga (ES), Sofia (BG), Cracow and Gdańsk (PL). On the other hand, Rīga (LV), Brussels (BE, -5 pp) and Zagreb (HR, -5 pp) experienced the largest drop in the share of satisfied residents.

FIGURE 30: People satisfied with cleanliness in the city, by city



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

## CHAPTER 7: QUALITY OF LOCAL PUBLIC ADMINISTRATION

It is difficult to exaggerate the impact of a high-quality government and administration. Research has linked this to higher economic growth, a greater impact made by public investment and Cohesion Policy investments (European Commission, 2017; Rodríguez-Pose and Garcilazo, 2015), more innovation, less out-migration and higher life satisfaction, to name but a few. Furthermore, the quality of governance differs significantly within the EU (European Commission, 2017; Charron et al., 2010, and 2019).

Improving the quality of institutions (at all levels of governance) is thus at the heart of EU and EU Cohesion Policy. In the current Cohesion Policy programming period, 2014-2020 – as well as in the forthcoming period, 2021-2027 – the European Commission encourages Member States to invest in more capacity building and promote structural reforms to make public administration more efficient and transparent.

This edition of the survey includes a few new questions on the quality of local public administration.

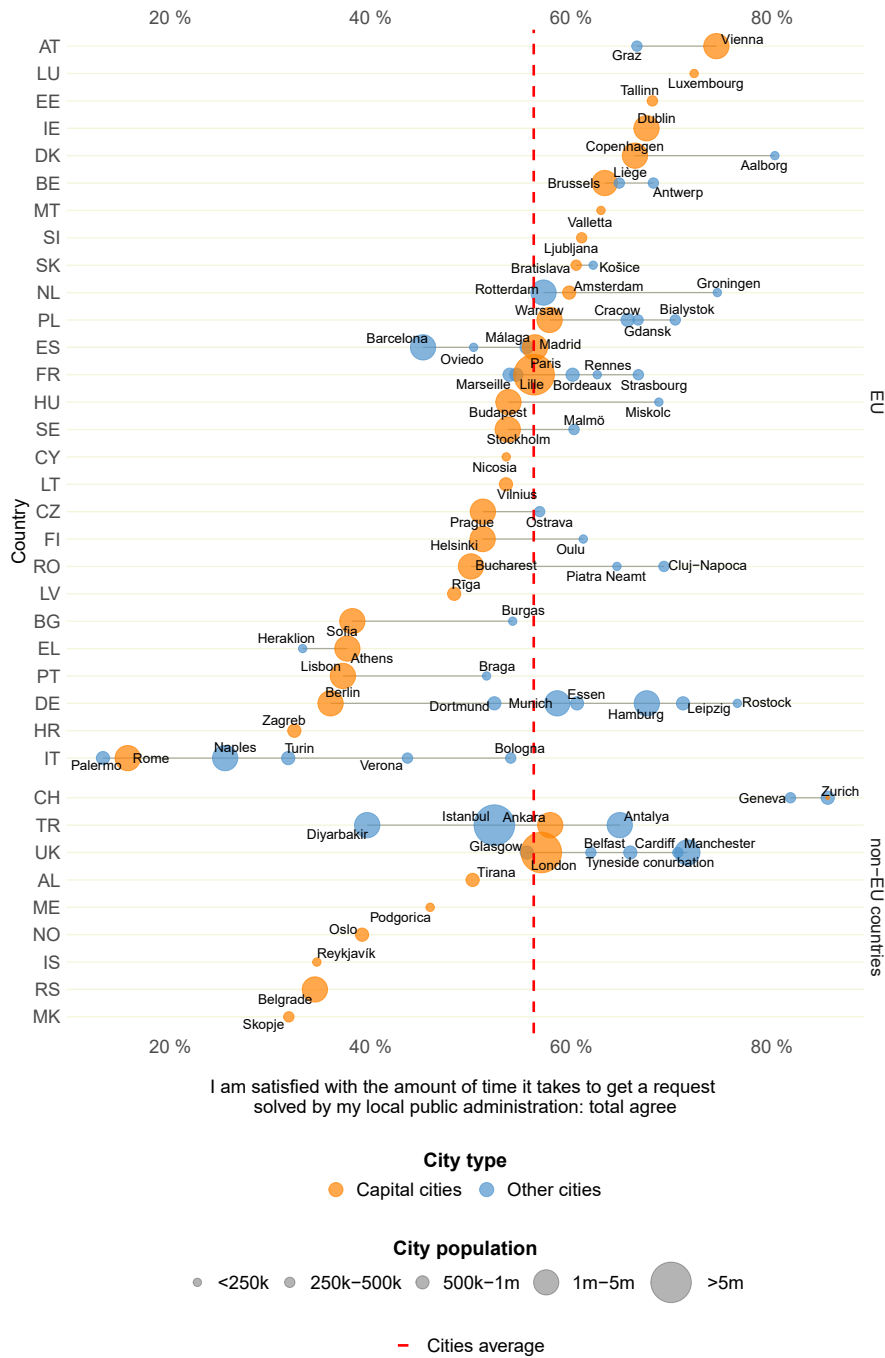
### Non-capital cities resolve requests faster

Only a slight majority of city residents are satisfied with the time it takes to get a solution to a request by the local public administration (Figure 31). In the EU, residents from cities in southern EU have the lowest scores (42%), while the highest scores are in western EU cities (63%). Satisfaction is higher in non-capital cities (59%) than in capitals (51%), which may be explained by the fact that in capital cities local public administration may have to deal with a larger number of requests. Results show that in most countries with more than one city in the sample, satisfaction with timeliness of local public administration is lowest in capital cities.

Large within-country variation can be observed in Turkey, Italy and Germany (Figure 31). In particular, for Italy and Germany, the large variation can be partially explained by the capital cities' poor performance. Across all cities in the sample, scores range between 86% for Zurich (CH) and 13% for Palermo (IT) (see Table 25).



FIGURE 31: People satisfied with the time it takes to get a request solved by the local public administration, by city



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

**TABLE 25:** People satisfied with the time it takes to get a request solved by a city's local public administration, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Zurich (CH)	86%	Palermo (IT)	13%
Geneva (CH)	82%	Rome (IT)	16%
Aalborg (DK)	80%	Naples (IT)	25%
Rostock (DE)	77%	Turin (IT)	32%
Groningen (NL)	75%	Skopje (MK)	32%
Vienna (AT)	74%	Zagreb (HR)	32%
Luxembourg (LU)	72%	Heraklion (EL)	33%
Manchester (UK)	72%	Belgrade (RS)	34%
Leipzig (DE)	71%	Reykjavík (IS)	35%
Cardiff (UK)	71%	Berlin (DE)	36%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

## Local public administration procedures in the capital are harder to follow

Only six out of ten city residents consider that the procedures followed by the local public administration in their city are straightforward and easy to follow. Again, non-capital cities

appear to do better than capital cities, with around 60% of residents agreeing compared to 55% in the capitals. In almost all countries with more than one city in the survey, agreement is lowest in the capital (Figure 32). Across all cities in the sample, scores range between 79% for Nicosia (CY), Geneva (CH) and Brussels (BE), and 28% for Rome (IT)(see Table 26).

**TABLE 26:** People agreeing that the procedures used by the city's local public administration are straightforward and easy to understand, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Nicosia (CY)	79%	Rome (IT)	28%
Geneva (CH)	79%	Palermo (IT)	29%
Brussels (BE)	79%	Berlin (DE)	34%
Antalya (TR)	79%	Naples (IT)	36%
Antwerp (BE)	78%	Zagreb (HR)	36%
Zurich (CH)	78%	Belgrade (RS)	37%
Liège (BE)	77%	Turin (IT)	37%
Groningen (NL)	75%	Essen (DE)	41%
Graz (AT)	74%	Athens (EL)	41%
Manchester (UK)	73%	Sofia (BG)	42%

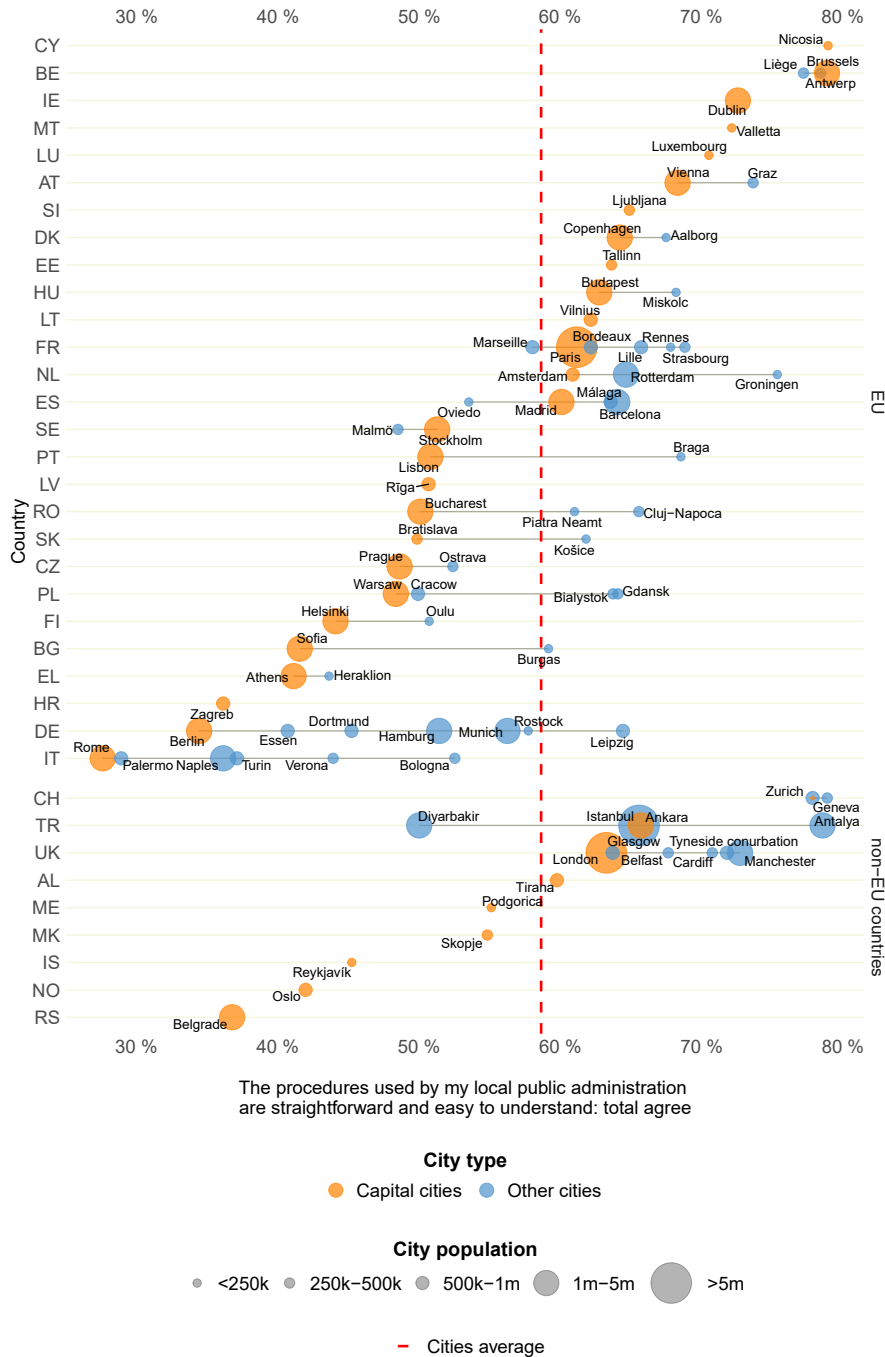
Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

Across socio-demographic groups, results show that people with a higher level of education tend to state more often that the procedures used by their local public administration are

straightforward and easy to understand (60% of residents with tertiary education as against 56% with at most primary education and 57% with at most secondary education).

**FIGURE 32:** People agreeing that the procedures used by the city’s local public administration are straightforward and easy to understand, by city



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

## Online access to city information is easier in northern and western EU cities

Well-designed eGovernment services can improve the quality and efficiency of public service provision. In 2016, the EU eGovernment Action Plan for 2016–20 was launched to foster the modernisation of public administrations across the EU (COM, 2016)<sup>42</sup>. In the current programming period 2014–20, 'more than 130 ERDF programmes in 21 Member States foresee investments in e-Government services and applications'<sup>43</sup>.

Three out of four city residents agreed that information and services provided by the local public administration of their city could be easily accessed online. Across all cities, scores range between 91% for Groningen (NL) and Zurich (CH) and 53% for Palermo (IT) (see Table 27).

**TABLE 27:** People agreeing that information and services of the city's local public administration can be easily accessed online, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Groningen (NL)	91%	Palermo (IT)	53%
Zurich (CH)	91%	Naples (IT)	55%
Miskolc (HU)	89%	Rome (IT)	56%
Copenhagen (DK)	89%	Diyarbakir (TR)	59%
Aalborg (DK)	89%	Antwerp (BE)	60%
Graz (AT)	89%	Athens (EL)	60%
Vienna (AT)	87%	Marseille (FR)	61%
Ostrava (CZ)	87%	Skopje (MK)	64%
Manchester (UK)	87%	Turin (IT)	65%
Amsterdam (NL)	86%	Bucharest (RO)	66%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

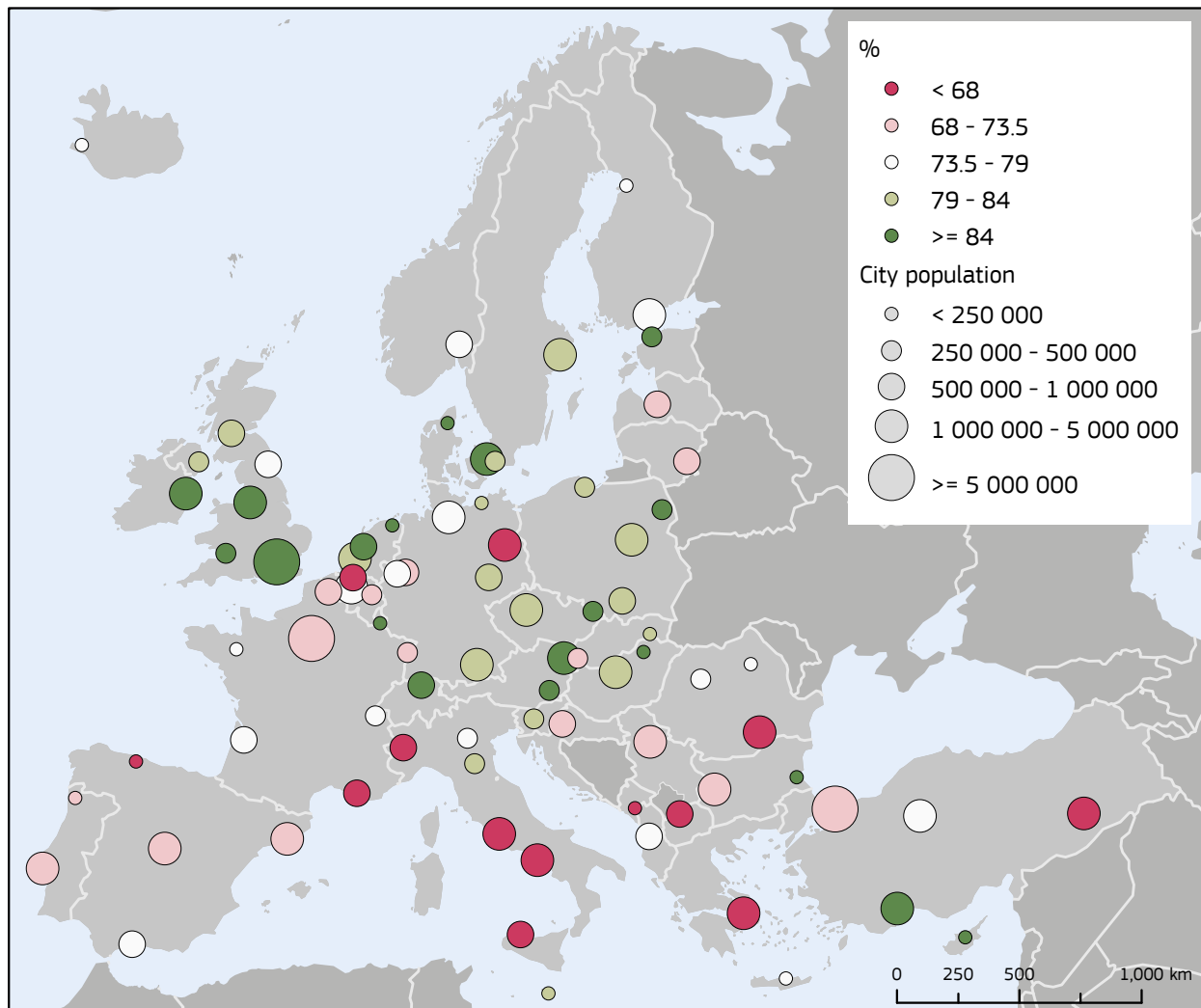
<sup>42</sup> European Commission (2016), Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions: EU eGovernment Action Plan 2016–2020 Accelerating the digital transformation of government (COM (2016) 179 final).

<sup>43</sup> Source: ESIF Open data, Cohesion Policy: helping Europe get fit for the digital age: <https://cohesiondata.ec.europa.eu/stories/s/Cohesion-Policy-helps-making-Europe-fit-for-the-di/btbf-k4k9/>

More people in cities located in regions where many people interact with the public authorities online tend to agree that online access to services and information is easy<sup>44</sup>. On average, results from the survey show that cities from northern (80%), western (78%) and eastern (80%) EU tend to have higher shares of residents that agree online access is easy (Map 17). No differences have been observed in the percentages reported in capital and non-capital cities. Large within-country differences can be observed in Turkey, Italy, Greece, France and Belgium.

The survey shows that education, more than age, for instance, can be a barrier to the use of digital services. People educated to a higher level tend to state more often that their local public administration's information and services can be easily accessed online (78% of residents with tertiary education as against 73% with at most primary education and 76% with at most secondary education).

**MAP 17: My local public administration's information and services can be easily accessed online**



#### Local public administration in the city: online service is easy to access

Information and services of the local public administration in the city can be easily accessed online: total agree (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
Note: Percentages are based on all respondents (excluding don't know/not answered).

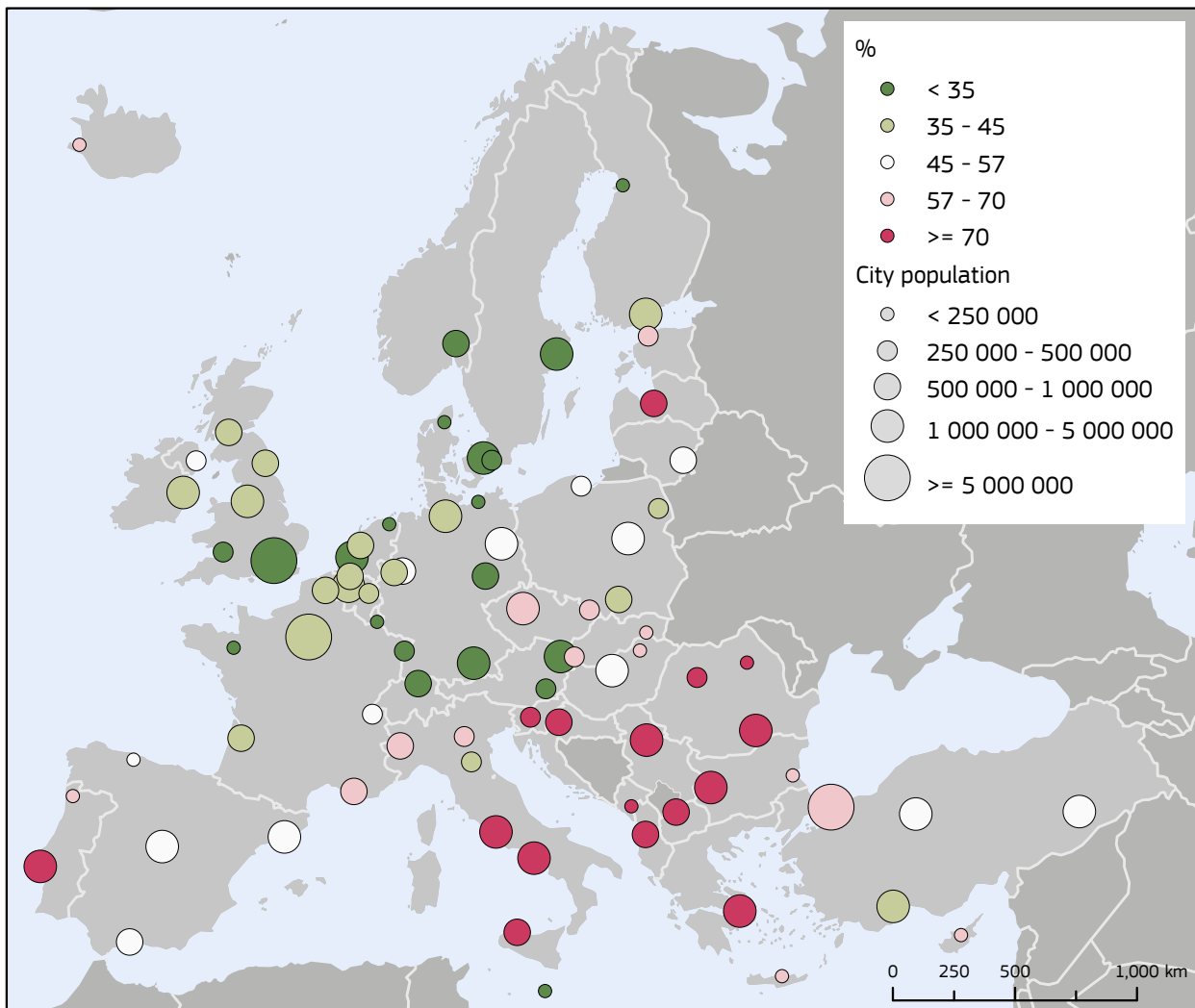
<sup>44</sup> Indeed, data from Eurostat shows that, in 2018, the regions in the EU with very high percentages (more than 75%) of the adult population using the internet to interact with public authorities were exclusively located in northern and western parts of the EU. Source: [https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Digital\\_economy\\_and\\_digital\\_society\\_statistics\\_at\\_regional\\_level#Internet\\_use\\_and\\_activities](https://ec.europa.eu/eurostat/statistics-explained/index.php?title=Digital_economy_and_digital_society_statistics_at_regional_level#Internet_use_and_activities)

## Perception of local corruption varies widely across European cities

Weak governance and the presence of corruption are detrimental to economic development and prosperity, both at the national and local level (Acemoglu et al., 2005; Rodríguez-Pose, 2013). Transparency International reported recently that, 'despite being the best performing region, with an average score of 66 out of 100, Western Europe and the EU are not immune to corruption'<sup>45</sup>.

The 2019 survey shows that half the city residents (51%) agree that corruption is present in their local public administration. On average, in the cities in the Western Balkans and Turkey, more than two in three agree (68%) while in the eastern EU cities it was almost as high (65%). In northern and western EU cities, agreement is much lower (below 40%) (Map 18).

**MAP 18:** Perceived corruption in the city



### Local public administration in the city: corruption

There is corruption in the local public administration in the city: total agree (%)

Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
Note: Percentages are based on all respondents (excluding don't know/not answered).

<sup>45</sup> Source: <https://www.transparency.org/en/news/cpi-western-europe-and-eu>

Corruption is perceived as an issue more often by people residing in capital cities (57%) than those in non-capital cities (47%). In most countries<sup>46</sup> with more than one city in the survey, capital cities have the worst scores in their country in terms of perceived corruption.

In three out of four cities<sup>47</sup>, people perceive corruption at the local level less than at the national level<sup>48</sup>. This is in line with patterns also observed recently in terms of trust towards institutions across European countries<sup>49</sup>.

Across all cities, the greatest perception of corruption is in Belgrade (RS), Zagreb (HR), and Skopje (MK), where almost 9 out of 10 residents agree that there is corruption in their city's local public administration, closely followed by Bucharest (RO), Rome (IT), Podgorica (ME) and Cluj-Napoca (RO), with around 8 out of 10 residents agreeing. At the other end of the spectrum, with less than 2 out of 10 residents agreeing there is corruption in the local public administration, Aalborg and Copenhagen (DK) are the cities with the lowest levels of perceived corruption, closely followed by Rennes (FR) and Groningen (NL) (see Table 28).

**TABLE 28:** People agreeing that there is corruption in the city's local public administration, top and bottom 10 scores

Top 10 (highest score first)		Bottom 10 (lowest score first)	
City	Score	City	Score
Belgrade (RS)	89%	Aalborg (DK)	17%
Zagreb (HR)	89%	Copenhagen (DK)	17%
Skopje (MK)	88%	Zurich (CH)	20%
Bucharest (RO)	84%	Rennes (FR)	21%
Rome (IT)	83%	Groningen (NL)	22%
Podgorica (ME)	82%	Cardiff (UK)	25%
Cluj-Napoca (RO)	82%	Vienna (AT)	27%
Palermo (IT)	78%	Malmö (SE)	27%
Tirana (AL)	77%	Valletta (MT)	27%
Athens (EL)	77%	Graz (AT)	28%

Source: EC/DG REGIO Quality of life in European cities survey, 2019.

Note: Percentages are based on all respondents (excluding don't know/not answered); numbers are rounded to the unit to improve readability and reduce misinterpretation of rankings due to small differences caused by statistical uncertainty.

<sup>46</sup> The exceptions being Belgium, Czechia, France, Hungary, Spain, Turkey and the UK.

<sup>47</sup> Source: Gallup World Poll 2019; question: Is corruption widespread throughout the government in this country, or not? For Czechia, 2018.

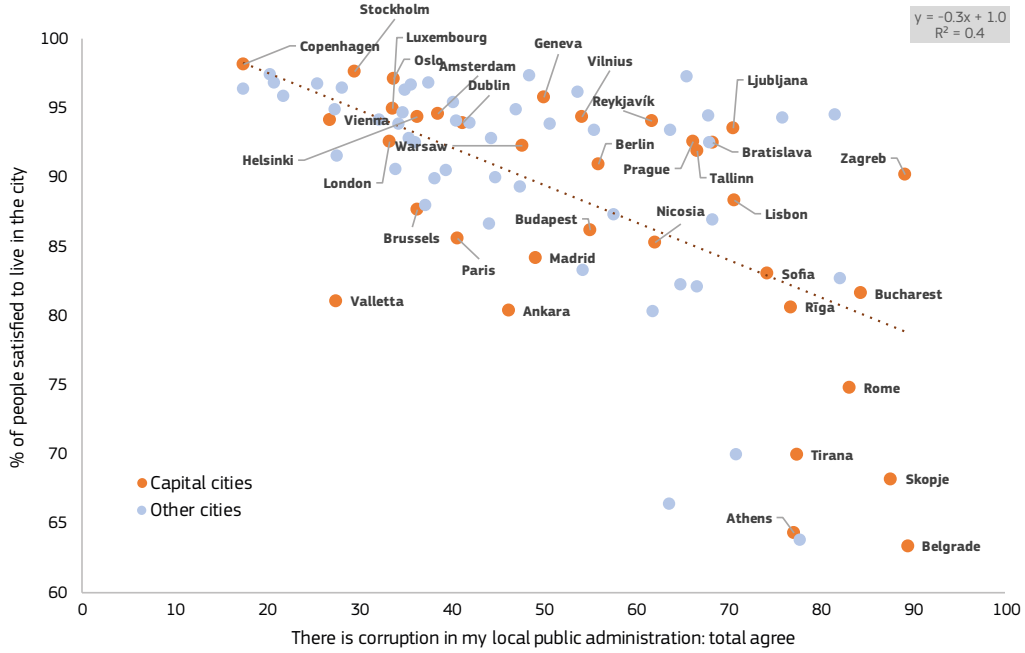
<sup>48</sup> The comparison can be made for all cities except Lefkosia as the Gallup World Poll does not include this indicator for Cyprus.

<sup>49</sup> Source: Standard Eurobarometer 91(2019), where regional or local authorities enjoy the trust of the majority of residents (54%), while trust in national government stands at 34%.

Cross-countries studies clearly point to the fact that a higher perception of corruption is associated with lower life satisfaction (Helliwell, 2003; Tay et al., 2014). Across the cities in the survey, a clear negative correlation<sup>50</sup> can be observed

between the perceived level of corruption in a city's local public administration and the percentage of people satisfied with living in the city (Figure 33).

**FIGURE 33:** Perceived corruption in the city *as against* satisfaction with living in the city



Source: EC/DG REGIO Quality of life in European cities survey, 2019.  
 Note: Percentages are based on all respondents (excluding don't know/not answered).

<sup>50</sup> The perception of corruption in the local public administration explains 40% of the variation in the satisfaction of living in the city, i.e. an R-square of 0.4.





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# ANNEX: QUALITY OF LIFE IN EUROPEAN CITIES: 2019 QUESTIONNAIRE

## Main Questionnaire

**Q1. Generally speaking, please tell me if you are very satisfied, rather satisfied, rather unsatisfied or very unsatisfied with each of the following issues in your city or area.**

1. Public transport, for example the bus, tram or metro.
2. Health care services, doctors and hospitals.
3. Sport facilities such as sport fields and indoor sports halls.
4. Cultural facilities such as concert halls, theatres, museums and libraries.
5. Green spaces such as parks and gardens.
6. Public spaces such as markets, squares, pedestrian areas.
7. Schools and other educational facilities.
8. The quality of the air.
9. The noise level.
10. Cleanliness.

Answers

- ▶ Very satisfied
  - ▶ Rather satisfied
  - ▶ Rather unsatisfied
  - ▶ Very unsatisfied
  - ▶ Don't know/No Answer
- 

**Q2. I will read you a few statements. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements.**

1. I'm satisfied to live in my city.
2. It is easy to find a good job in my city.
3. I feel safe walking alone at night in my city.
4. I feel safe walking alone at night in my neighbourhood.
5. It is easy to find good housing in my city at a reasonable price.
6. Generally speaking, most people in my city can be trusted.
7. Generally speaking, most people in my neighbourhood can be trusted.

Answers

- ▶ Strongly agree
  - ▶ Somewhat agree
  - ▶ Somewhat disagree
  - ▶ Strongly disagree
  - ▶ Don't know/No Answer
- 

**Q3. Is the city where you live a good place or not a good place to live for the following groups?**

1. People in general
2. Racial and ethnic minorities.
3. Gay or lesbian people.
4. Immigrants from other countries.
5. Young families with children.
6. Elderly people.

Answers

- ▶ A good place to live
  - ▶ Not a good place to live
  - ▶ Don't know/No Answer
-

**Q.4 On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with:**

1. The neighbourhood where you live
2. Your personal job situation.
3. The financial situation of your household.
4. The life you lead.

Answers

- ▶ Very satisfied
  - ▶ Fairly satisfied
  - ▶ Not very satisfied
  - ▶ Not at all satisfied
  - ▶ Don't know/No Answer
- 

**Q.5 On a typical day, which mode(s) of transport do you use most often?... (max 2 answers allowed)**

Answers

- ▶ Car
  - ▶ Motorcycle
  - ▶ Bicycle
  - ▶ Foot
  - ▶ Train
  - ▶ Urban public transport (bus, tram or metro)
  - ▶ Other
  - ▶ Do not commute
  - ▶ Don't know/No Answer
- 

**Q.6 Thinking about public transport in your city, based on your experience or perceptions, please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements.**

Public transport in your city is:

1. Affordable
2. Safe
3. Easy to get
4. Frequent (comes often)
5. Reliable (comes when it says it will)

Answers

- ▶ Strongly agree
  - ▶ Somewhat agree
  - ▶ Somewhat disagree
  - ▶ Strongly disagree
  - ▶ Don't know/No Answer
- 

**Q.7 In the city where you live, do you have confidence in the local police force?**

Answers

- ▶ Yes
  - ▶ No
  - ▶ Don't know/No Answer
-

---

**Q.8 Within the last 12 months, was any money or property stolen from you or another household member in your city?**

Answers

- ▶ Yes
  - ▶ No
  - ▶ Don't know/No Answer
- 

**Q.9 Within the last 12 months, have you been assaulted or mugged in your city?**

Answers

- ▶ Yes
  - ▶ No
  - ▶ Don't know/No Answer
- 

**Q.10 Within the last 12 months, would you say you had difficulties to pay your bills at the end of the month ...**

Answers

- ▶ Most of the time
  - ▶ From time to time
  - ▶ Almost never/never
  - ▶ Don't know/No Answer
- 

**Q.11 Do you feel that if you needed material help (e.g. money, loan or an object) you could receive it from relatives, friends, neighbours or other persons you know?**

Answers

- ▶ Yes
  - ▶ No
  - ▶ Don't know/No Answer
- 

**Q.12 Do you feel that if you needed non-material help (e.g. somebody to talk to, help with doing something or collecting something) you could receive it from relatives, friends, neighbours or other persons you know?**

Answers

- ▶ Yes
  - ▶ No
  - ▶ Don't know/No Answer
-

**Q.13 I will read you a few statements about the local public administration in your city. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of these statements.**

1. 1. I am satisfied with the amount of time it takes to get a request solved by my local public administration.
2. 2. The procedures used by my local public administration are straightforward and easy to understand
3. 3. The fees charged by my local public administration are reasonable
4. 4. Information and services of my local public administration can be easily accessed online
5. 5. There is corruption in my local public administration

Answers

- ▶ Strongly agree
  - ▶ Somewhat agree
  - ▶ Somewhat disagree
  - ▶ Strongly disagree
  - ▶ Don't know/No Answer
- 

**Q.14 Compared to five years ago, would you say the quality of life in your city or area has:**

Answers

- ▶ Decreased
  - ▶ Stayed the same
  - ▶ Increased
  - ▶ Don't know/No Answer
-

---

## Socio Demographic questions

### D.1 What is your age?

Answers

- ▶ 15-19
  - ▶ 20-24
  - ▶ 25-34
  - ▶ 35-44
  - ▶ 45-54
  - ▶ 55-64
  - ▶ 65-74
  - ▶ 75+
  - ▶ Don't know/No Answer
- 

### D.2 What is your sex?

Answers

- ▶ Male
  - ▶ Female
- 

### D.3 In which country were you born?

---

### D.4 Have you ever lived in another city for at least 1 year?

Answers

- ▶ Yes
  - ▶ No
  - ▶ Don't know/No Answer
- 

### D.5 How many years have you been living in your current city since last moving here?

---

### D.6 How many people usually live in your household? Please include yourself.

---

### D.7 How many of these are aged 15 and older? Please include yourself.

---



**D.8 Which of the following best describes your household composition? With household, we mean all people that typically live with you in the same residence. Please include anyone who is temporarily away for work, study or vacation**

Answers

- ▶ One-person household
  - ▶ Lone parent with at least one child aged less than 25
  - ▶ Lone parent with all children aged 25 or more
  - ▶ Couple without any child(ren)
  - ▶ Couple with at least one child aged less than 25
  - ▶ Couple with all children aged 25 or more
  - ▶ Other type of household
  - ▶ Don't know/No Answer
- 

**D.9 What is the highest level of education you have successfully completed?**

Answers

- ▶ Less than Primary education (ISCED 0)
  - ▶ Primary education (ISCED 1)
  - ▶ Lower secondary education (ISCED 2)
  - ▶ Upper secondary education (ISCED 3)
  - ▶ Post-secondary non-tertiary education (ISCED 4)
  - ▶ Short-cycle tertiary education (ISCED 5)
  - ▶ Bachelor or equivalent (ISCED 6)
  - ▶ Master or equivalent (ISCED 7)
  - ▶ Doctoral or equivalent (ISCED 8)
  - ▶ Don't know/No Answer
- 

**D.10 Do you currently have a job?**

Answers

- ▶ Yes
  - ▶ No
  - ▶ Don't know/No Answer
- 

**D.11 Which of the following best describes your current working status?**

Answers

- ▶ At work as employee or employer/self-employed/relative assisting on family business
- ▶ Unemployed, not looking actively for a job
- ▶ Unemployed, looking actively for a job
- ▶ Retired
- ▶ Unable to work due to long-standing health problems
- ▶ In full-time education (at school, university, etc.) / student
- ▶ Full-time homemaker/responsible for ordinary shopping and looking after home
- ▶ Compulsory military or civilian service
- ▶ Other
- ▶ Don't know/No Answer

---

**D.12 What is your current job?**

Answers

- ▶ Manager
  - ▶ Professional
  - ▶ Technician and associate professional
  - ▶ Clerical support worker
  - ▶ Services and sales worker
  - ▶ Agricultural, forestry or fishery worker
  - ▶ Craft or related trade worker
  - ▶ Plant or machine operator or assembler
  - ▶ Elementary occupation
  - ▶ Armed forces occupation
  - ▶ Don't know/No Answer
- 

**D.13 Which of the following best describes your job?**

Answers

- ▶ Full-time job
  - ▶ Part-time job
  - ▶ Don't know/No Answer
- 

**D.14 Do you personally own a mobile phone?**

Answers

- ▶ Yes
  - ▶ No
- 

**D.15 Do you have a landline phone in the household?**

Answers

- ▶ Yes
  - ▶ No
- 

**D.17a The next question is about your health status. Please remember that all your responses will be treated confidentially. You do not have to answer this question if you do not want to. Are you happy to proceed?**

Answers

- ▶ Yes
  - ▶ No
- 

**D.17b In general, how is your health?**

Answers

- ▶ Very good
  - ▶ Good
  - ▶ Fair (neither good or bad)
  - ▶ Bad
  - ▶ Very bad
  - ▶ Don't know/No Answer
-

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