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EUROPEAN SOCIAL SURVEY

ROUND 7 (2014)

Project Instructions (PAPI)

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Contents

Notes for National Co-ordinators on instructions

These notes are to be used as guidelines for producing the interviewer and briefing instructions in each country. They are not intended to be copied or translated verbatim, as the circumstances in each country will vary. However, National Coordinators **must** convey the data protection procedures outlined in Section 5.

The instructions here are tailored to paper and pencil interviewing (as opposed to CAPI). The details of sampling, the contact information and modes of administration of the Supplementary Questionnaire will need to be adapted according to your country's procedures. Where this applies the text is shaded in grey. Certain sections are preceded by the note '*NC*'. These sections are directed at the National Coordinator and are not designed to be used directly with interviewers.

We have not produced full interviewer briefing instructions. Agendas for briefings should be based upon these instructions, to ensure that all topics are covered. As a basic requirement, it is expected that all briefings in Round 7 will include a section where interviewers practice reading the questions using the '**briefing example interview**' provided by the ESS Core Scientific Team (CST). This will be in the form of a full source questionnaire, annotated with example responses. It is recommended that briefings allow interviewers to practice presenting the ESS to respondents and gaining cooperation, particularly for less experienced interviewers. Training on use of ESS contact forms and Neighbourhood Characteristics is also expected.

Key Changes for Round 7[1]

- There will only be 2 versions of the Supplementary Questionnaire in Round 7 (A and B).
- Instructions on who should be included and excluded as members of the household have been removed from the ESS7 Contact Forms.

[1] There are other minor changes to fieldwork preparation and fieldwork in Round 7, but those listed here are key changes. Further details on all changes can be found within this document and other guidelines available on the Round 7 Intranet, http://www.europeansocialsurvey.org/intranet/nc/

1. Background

The European Social Survey (the ESS) is a pan-European survey. The ESS collects information on people's attitudes, beliefs and behaviour patterns in many European countries. The following countries will be participating in the seventh round of fieldwork:

Austria	Germany	Slovakia*
Belgium	Ireland	Slovenia
Czech Republic	Lithuania	Sweden
Denmark*	Netherlands	Switzerland
Estonia	Norway	UK
Finland*	Poland	
France*	Portugal	

* participation likely but not formally confirmed at time of writing.

The ESS is a biennial time series. It is designed to measure contemporary social attitudes and how they change over time. Subjects covered in the questionnaire include participation in society, religious and political beliefs, views about immigration as well as questions designed to find out about health behaviours.. The data gathered in Rounds 1-6 have been used extensively by the European Commission, national governments, policy analysts, think tanks, politicians, journalists and academics, as well as being of interest to the general public across Europe. As of March 2014, there were more than 68,000 registered users of the ESS data. The highest number of users is in Germany, Belgium and the UK. The data are also contributions to social history, and will allow future analysts to discover what people thought and felt about the major social issues of the day. The ESS will thus provide a unique long-term account of the social fabric of modern Europe, of how its changing political and institutional structures interact over time with changing social attitudes and values. With data from the ESS, people can now make detailed comparisons between individual countries (or groups of countries) on a wide range of social issues.

Another factor which defines the ESS in cross-national research is its aim to meet the highest methodological standards. In order for the information gathered to be truly comparable across all the different countries involved, the survey employs the highest standards in its approach to sample design, response rates, questionnaire design, fieldwork procedures and so forth across all the participating countries.

In 2013, the European Social Survey (ESS) became a European Research Infrastructure Consortium (ERIC). The ESS ERIC is hosted by the UK with its headquarters (HQ) at City University London. Members (and Observers) of the ESS ERIC contribute to the central costs of the ESS ERIC as well as the costs of both the national survey agency and the National Coordination (NC) team. *NC note: add funder(s) for your country*

The broad range of topics in the ESS can be seen as a real strength, allowing you to target potential respondents by mentioning a particular topic you think might be of interest to them. And, because most of the questions are attitudinal, there is no need for respondents to look up documents, check facts and so on.

The survey consists of two elements - an interview questionnaire conducted by paper and pencil interview and a supplementary questionnaire, [which will either carry on from the main interview or take the form of a self-completion supplement for each respondent to fill in after the interview[2]]. The supplement contains further questions on topics not covered in the Main Questionnaire, as well as some variations on questions already asked during the interview, which form part of the methodological tests built into the survey. You will be given more details about the Supplementary Questionnaire in section 9. *NC note: if you are administering the supplementary questionnaire and it is combined with the Main Questionnaire you will need to revise this section.*

2. Notifying the police [only applicable in certain countries]

It may be useful to notify the local police station in the area where you will be working. It is reassuring for elderly or suspicious respondents to be told that the police know about you and the survey, and that they can check with the police station. You should complete a copy of the **Police Notification Form** (giving details of the research organisation, interviewer number, area to be worked in, car registration number, start and end date of fieldwork etc.) that has been included in your supplies. Attach a copy of the **advance letter for respondents** to the form and hand it in to the police. (You might try to see if it is possible to record these details in the book kept at the station desk). Make a note of the name of the officer to whom you speak and the date of your call so that, in the event of any query or complaint to the police, you are fully covered.

3. The sample

The information given here will depend on the sample design used in each country.
Under each type of sample, the following kinds of information should be given to interviewers:

Samples of individuals:
- Coverage of sample
- Number of sampling points and addresses selected

Samples of households:
as above, plus…

- the need to select individual within the household, as described in section 7
- stress the importance of **strict random selection** (by Kish grid or last birthday rule) to ensure representativeness of survey
- when carrying out the selection, include only eligible members of the household (see definition in section 7)
- once an individual has been selected, **under no circumstances** can they be substituted by another individual

[2] NCs please ensure that the Project Instructions only refer to the mode selected for your country.

Samples of addresses:
as above, plus…

- the fact that addresses may have no household, or more than one household, and therefore random selection of household as well as individual will be necessary (as described in section 7)
- once a household within an address has been selected, **under no circumstances** can it be substituted by another household

4. Overview of procedures

In summary, the survey involves the following procedures:

i) dispatching an advance letter to each address either by the interviewer or from the office country specific: as appropriate;

ii) notifying the police that you are working in the area;

iii) tracing all issued [addresses, households or individuals], making contact at all of them (apart from ineligible not valid addresses and office refusals) and completing a paper contact form for each address;

iv) [*for address-based samples:* where there is more than one dwelling unit at an address, selecting one at random[3]];

v) conducting an interview with one adult [selected at random at that address *for household and address based samples*];

vi) [giving a Supplementary Questionnaire to the selected respondent and arranging for its return *where the supplementary questionnaire is administered by self-completion mode*];

vii) completing the interviewer questions section of each interview (section J);

viii) visiting EVERY sampled unit (*including office refusals)* to complete the 'neighbourhood characteristics' section on the contact forms.

5. Contact procedures

This section should be read alongside the ESS Round 7 Contact Form Instructions and Guidelines for Collecting Observable Data, both available from the Round 7 Intranet. Countries that have already participated in the ESS could update parts of this section based on information and experiences from Rounds 1-6. Information is centrally available from the CST, for example, on response, refusal and non-contact rates, the best times of the day or week to call

[3] In previous rounds in the Netherlands more than one dwelling unit per address was interviewed. Such a procedure requires prior approval by the ESS Sampling Panel.

or the impact of refusal conversion strategies.[4] The survey organisation may also have feedback from interviewers on what makes the initial approach most productive e.g. what initial information it is useful to mention.

An advance letter should be sent[5] to each selected [individual, household or address]. Respondents prefer having an advance letter, which provides them with advance notice and enables interviewers to avoid a completely 'cold call'. Bear in mind, however, that [unless the sample is individual-based] as we do not know in advance who will be selected for interview the letter does not always reach the relevant person in the household. We can do little about this, except ask the person who opens the letter to show it to other members of the household, and let you have copies to show and leave behind.

It is a good idea to post the advance letter to arrive two days before you plan to make your first visit (**you may find it helpful to note the day of posting on the contact form**). If you 'stagger' your mailings to correspond with your planned schedule of visits in this way, it is more likely that respondents will remember receiving the letter.

Keep copies of the letters with you when you go out into the field, so that if the selected person has not received or does not remember receiving the letter or if he/she has lost it, you can leave a copy behind**. It is important to do this in case the respondent wishes to contact the office after you have left.**

Respondent leaflet
NCs: You may like to produce a respondent leaflet, containing information about what the ESS is, why we want to speak to the respondents and who uses the results. Interviewers have found such leaflets very useful on other surveys. The leaflet can be used whenever interviewers feel it would be valuable - for example leaving it with someone who they are going to call back on later, or giving it to people who want to know more about the study.

Information you could include:
- why does the study matter – why should they take part?
- topics included in the questionnaire
- how we have obtained the respondent's name/address
- why we cannot substitute them with another respondent
- who funds the ESS
- confidentiality
- who will use the information given?
- how long the will interview take
- findings from Rounds 1-6
- a link to the ESS homepage or national ESS website where available

Examples of leaflets used by countries in previous rounds can be found on the ESS website (http://www.europeansocialsurvey.org/data/country_index.html). The website (http://www.europeansocialsurvey.org/) also includes links to the 'ESS Findings Booklet' that

[4] The most recent information on this will be available from the Response Based Quality Assessment Report for Round 6 once it has been released.
[5] It is strongly advised but not obligatory that an advanced letter is sent. This section should be customised for your country providing details of exactly how and when letters are sent.

includes selected findings from earlier rounds, and booklets showing findings from specific modules from previous rounds. If producing a leaflet, consider the audience carefully and ensure that the information is accessible to all.

You must attempt to make contact [at every address/household or with every individual] in your assignment except those notified to you as office refusals (not necessarily in the order given to you, but grouped and visited in 'economic' batches). You must make a personal visit on at **a minimum of 4 occasions, at different times of the day and week, and spread across the fieldwork period** before you classify the address/household/individual as unproductive. At least one of these personal visits should be in the evening (insert times) and one at the weekend. For office refusals, you must still visit the address to collect details for the 'neighbourhood characteristics' section of the contact form.

NCs: This is in line with the Round 7 Specifications for Participating Countries. Insert details about telephone first contacts if permitted in your country.

If you have trouble locating an address, and have access to the internet, websites such as 'Google maps' (http://maps.google.com/) may be of use.

Data Protection

To ensure that the ESS is in line with European laws and directives on data protection, the following points need to be conveyed to respondents – whether in written or oral form.

- Participation in the European Social Survey is voluntary
- The data will be stored at and made available from the ESS data archive, which is currently located at the Norwegian Social Science Data Services (NSD). The data will be released for statistical purposes only
- NSD takes all necessary steps to make it impossible for any user to directly identify any of the individuals who supplied the data

Some of these points may already be included in the information provided to respondents. But please make sure to add any points not included.

The privacy regulations of some countries data require that the duration of data storage be revealed. If this applies, you should make it clear that it is for an indefinite period.

Some privacy regulations also require that the full address of the data archive should be provided. If so, the address of the current data archive is:

Harald Hårfagresgt, 29, 5007 Bergen, Norway.
http://www.nsd.uib.no/nsd/english/index.html

NCs: It is up to each country to decide how to convey to respondents any additional information required to meet national data protection requirements.

Response rates

A high response rate is essential in order to ensure that the people interviewed in the survey accurately represent the population. We have a target **minimum** response rate of 70%, so you need to think carefully about how you can maximise your own response rate. Please keep trying to contact all the issued [addresses/households/individuals] until the end of the fieldwork period, and call back as often as you can, while you are still in the area (the requirement to make 4 calls is a minimum). **If you sense a respondent may be about to refuse, it often helps if you withdraw, offering to call again at a more convenient time, before a formal refusal is actually given.** Only by interviewing as many as possible of those selected for the sample can we be confident that the answers you get are representative of the views of everyone.

In addition, some other means to help achieve a good response rate are as follows:

◊ call the survey organisation before you return any incomplete or untraceable addresses. We might be able to find out some information which will help you locate 'hard to find' addresses;

◊ return all completed paper contact forms for **other** deadwood / not valid addresses (vacant premises, etc.) to the survey organisation as soon as possible. We need to know what deadwood / non valid addresses there are as early as possible in the fieldwork period;

◊ for refusals: complete the contact form (entering Don't Know for any information that you do not have) and return it to the survey organisation. Be sure to complete the Observable data section at the end of the contact form before returning it. Depending on the circumstances, we may ask another interviewer to try and convert the person who refused;

◊ if you select a person for interview who proves hard to contact, breaks an appointment, etc., keep on trying to 'convert' him/her until the end of the fieldwork period, even if you have already made 4 calls. Then whenever you are in the neighbourhood try again, unless you have learned that the selected respondent will not be available until after the end of the fieldwork (due to holiday, illness, etc.) Complete the contact form (entering Don't Know for any information that you do not have) and return it to the survey organisation at the end of your assignment.

Remember to show your Identity Card when you introduce yourself. You may want to give the person you initially contact a copy of the introductory letter. In any case, you should leave a copy of the letter with each respondent after the interview, in case he/she has any queries after you have left and wishes to contact the survey organisation.

NCs: add information on any additional country-specific response enhancement strategies, such as:

- incentive payments
- refusal conversion strategies etc.

The main interview will last, on average, about an hour [whilst the Supplementary Questionnaire will take a further 5-10 minutes]. This is an average or mean time and so some of your interviews may take 70 minutes while others may only be 50 minutes - it all depends on the characteristics of the respondent. **Please allow enough time between appointments of your scheduled interviews**.

Useful hints on how to introduce the survey: NCs: interviewers should practice doing this in their briefing.

- **Funding** for the survey comes from Ministries in a number of European countries.
- Lots of different groups will **make use** of the information people provide, from governments, academics, politicians and the general public. More than 68,000 people have already made use of the data - including almost 7,000 people from government and groups like charities - and that number is set to rise in the future.
- **Why** does this study matter? We know what politicians and journalists think about the important issues facing [country] today, but this study is about what the **public** think. It will show us how [country] people's attitudes and opinions compare with those of people in other European countries.
- Stress the **wide range of topics** covered in the interview – there is something for everyone.
- Remind people that **no** questions in the survey **test their knowledge** about topics.
- **How long** will the interview take? Around 1 hour for the main interview and another 5-10 minutes or so for the supplementary questionnaire.

6. Materials for the survey

NCs give details of all the materials interviewers should expect to be given, as well as hints about potential pitfalls e.g.

- making sure they check that they have both versions (A & B) of the Supplementary Questionnaire and Showcards with them before they go out
- checking to make sure that the main showcards are all there and in the right order etc.

7. Contact Forms

NCs: You may wish to set interviewers some short exercises to do before they attend the briefing session. This is especially relevant if the contact procedures used for the ESS are very different from usual practices in your country. *For address and household samples, giving interviewers extra practice in selection procedures would be particularly valuable.* The exercises could include asking interviewers to complete sample contact forms following different scenarios, carrying out mock selection procedures etc. Part of the briefing session should then be spent going through these forms and dealing with any problems or queries that have arisen. Section 4 of the document 'ESS Round 7 Contact Form Instructions'[6] provides two such examples – one on refusal conversion and one about an invalid address. These should be covered during the briefing.

Every country is expected to include specific training on neighbourhood characteristics in their interviewer briefings. The document 'Guidelines for Collecting Observable Data'

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[6] This document is available from the ESS7 Intranet (https://essdata.nsd.uib.no/ESS7/pages/home.do) under the heading 'Fieldwork documents'/'Contact forms'.

outlines the key requirements and provides some photo examples from Belgium that can be used as the basis for developing country specific training.

It is essential that the neighbourhood characteristics form is completed:

• For each sample unit;
• At the beginning of the contact procedure;
• During daylight whenever possible; and
• For all sample units including all non-contacts, all refusers, all other types of nonresponse units as well as all respondents (those units which had interviews).

These are the forms on which your assignment of [addresses/households/individuals] is issued. You will have one for each [address/household/individual] in your sample.

Besides giving the selected [address/household/individual], the contact form has a number of other purposes:

- It provides space for you to record details of all the calls you make, and the outcomes.
- *For address and household samples:* It allows you to select one dwelling unit and/or one respondent at random for interview.
- It is used to record some details about the doorstep exchange.
- It is used for back-checking of a sample of productive and unproductive addresses.
- It is used to collect some background information about the address and area.

NCs: It is strongly recommended to use the contact forms provided by the ESS. If using country-specific contact forms, please give detailed instructions on how to fill them in and ensure that all the information required by the ESS is included. The information below may help as a guide.

The contact form works just like a normal questionnaire and you should follow the filter instructions in the normal way. The filter instructions are indicated like this: **"→ Q.xx"** Where the instruction **"→ END"** is given, this means you do not need to fill in any more information.

Please be especially careful to fill in the correct column and to write in the accurate number of the visit which you are talking about.

Terminology and abbreviations

Sampled unit = the assigned [person/household/address]
Visit = **contact attempt** = every attempt made to reach the sampled unit, whether successful or not. This attempt can be a personal visit to the address or a telephone call.
Contact = when you speak to anyone in the sampling unit. Alternatively you may speak to someone near to the sampling unit specifically about the sampling unit.
Proxy / Someone else = somebody other than the selected respondent with whom you have contact, who may or may not belong to the sampled unit (e.g. a neighbour, visitors, family member or friend).

HH = Household
R = Respondent
I = interview

Filling in the contact form

The first section of the contact form is for the serial number of the respondent and the interviewer. If the ID number of the respondent has not already been filled in by the office, you should copy the respondent number onto the contact form that you will use for that respondent. Enter also your own interviewer identification number (ID). **Always work under your own ID number.**

Household and address-based samples only: Also on page 1 of the contact form, there is a box for you to write in the selected person's full name. It is important that you enter this **as soon as you have finished the respondent selection procedure.**

All Samples:
There is a box for you to write in the selected person's telephone number, if given. If it is not given, tick 'Refused'. If he/she has no telephone, tick 'No phone'. Please try to ask for the number whether or not the outcome of that particular visit is successful. This helps if you or another interviewer has to go back, make or change an appointment or any other possible cases where the phone number is needed.

On page 1 of the contact form, you will see that there is space for you to keep a note of the times of your calls. Please remember to fill this in at each separate visit (including telephone calls), whatever the outcome: it will help you to plan any further visits you may have to make and helps other interviewers in case of re-issues. It is a good idea to fill this in immediately after each visit.

From here on, you fill in the contact form just like a questionnaire.

All sample types

Questions 1, 2 and 3 (in grid on page 1):
Note the date, day and time of the call. The time should be indicated using the 24 hour clock. This means for example: 20.15 hour NOT 8.15 PM

Q4: Mode of the visit

1 = Personal visit = the interviewer made a personal visit to the respondent's home, rather than making contact by phone.
2 = telephone = the interviewer tried to reach the respondent by telephone.
3 = personal visit but only intercom = the interviewer paid a personal visit to the sampled unit, but **only** had contact with the respondent/ household through the intercom/entry-phone.
4 = info through survey organisation = It is possible that the introductory letter may be returned to the office because the respondent has moved house or that the respondent may telephone the office in advance to say that he / she does not want to take part in the survey. In these circumstances, the office will inform you. You should mark this on the contact form by using code 4 at question 4. Remember that you must still complete the neighbourhood characteristics form for this address before returning the form to the office (*unless forbidden for national data protection reasons)*.

5 = other = information that is obtained by the interviewer via ways other than in 1-4. This may be for instance by consulting official records.

Q5: Results of the visit

Here you indicate the result of the visit.

Avoid having partial interviews (Code 2). It is wise to make sure, before you begin, that the respondent has enough time to finish the interview. If the interview is broken-off for any reason, try and arrange an appointment to complete the interview later. If the interview can be continued at another time, please try to ensure that it is completed then. This 'second instalment' of the interview should be entered as code 1 at Question 5 on the contact form as long as the interview is finished in full.

An interview will only be considered complete if all sections have been attempted, up to and including question F27. **If there are any serious gaps, we will not be able to use the interview.**

If the address was unoccupied, institutional, not traceable, etc, indicate this at Question 5 (Code 7). Before coding an address as non-residential or communal establishment/institution, remember to check that there is no resident private household within the address (e.g. a caretaker's flat).

If the information about the sample unit does not fit into code 1-7, code 8 should be used. This code is most likely to be used if code 4 or 5 is selected for 'mode of visit'.
More information about how to deal with the different results of visits is given later in this section.

Address Samples only: **Household selection:**

NCs: if you are using an address-based sample, please give details here on how to select households within addresses (questions A1-A4 on the contact form).

Household and address samples:
Respondent Selection Procedure

Questions **B1-B4** on the contact form will help you to select the individual within the household / address for interview.
A useful tactic is to explain at the outset that you have to ask a few questions beforehand to make sure you interview the 'right person' - to ensure that you get a true cross-section of views and give everyone an equal chance to be included. If you can make the person giving the information feel that he or she is helping - and know why it is necessary - you will find it easier to gain co-operation.

At **B2** you must find out how many persons aged 15 or over there are living at the household.

The definition of ‘being 15 years or older’ may vary depending on the sampling design:

For designs where persons are sampled directly from a register (given the day of birth is available) a person is treated as 15 or older if she or he is 15 at the 1st of September in the year in which the survey is conducted.

For designs where the interviewer has to determine the age of eligible persons in the field a person is treated as 15 or older if she or he is 15 at the day the interviewer does the listing of household members.

A ‘household’ is defined for the purposes of respondent selection as:

One person living alone or a group of people living at the same address (and have that address as their only or main residence), who either share at least one main meal a day or share the living accommodation (or both).

Included are: *people on holiday, away working or in hospital for less than 6 months; school- age children at boarding school; students sharing private accommodation.*

Excluded are: *people who have been away for 6 months or more, students away at university or college; temporary visitors and people living in institutions.*

Note that household is NOT only defined as traditional family units. The definition given above must be used.

On each occasion where there is more than one adult living at the household, you must use a random selection procedure to choose one for interview, as follows:

KISH GRID for selection of individual [country specific: if used]

Example of a Kish grid:

PERSON / HH Row: (No. in household)
2 3 4 5 6 7 8 9 10 11 12

SELECT ROW (Selected person no.)
2 1 3 2 4 7 6 5 8 4 1

Respondent selection
(see example below)

At **B3**, list all resident adults in [alphabetical order or in order of age (country specific – amend as appropriate)] of their first name or initial. For example, if there are 4 adults in a household called Brian, John, Maggie and Paul:

FIRST NAME OR INITIAL	**PERSON NUMBER**
B.	01
J.	02
M.	03
P.	04
	05
	06

By referring to the example selection label shown above (Kish grid), you will see that in this example person number **3** is to be interviewed, as this is the number printed under '4' on the label (**the labels will vary for each sample unit**). So in the example, person number 3 (initial M) has been selected, and you will write her name on the front page.
Please note two other points:

- if there are two people with the same first name, list them in **alphabetic order** of their **full** name. If the full names are the same, list them in order of their **age**, with the **eldest first**. Make sure that you write in the initials: this is part of the way that back-checks can be carried out on your work, to reassure us that the correct person has been selected.

- if there are 13 or more adults living at the selected address, use the look-up list at the end of these instructions to tell you which one to select for the interview. List the first 12 names in the grid as normal, and continue on the back of the contact form as necessary.

Once a random selection has been made, no substitute can be taken, even if there is another adult living there who is available and willing to be interviewed.

'LAST BIRTHDAY' SELECTION of individual [country specific: if used]

If there is more than one individual in the household, you can use the birthday selection method to randomly select someone to interview. Ask which person last had his or her birthday. Once this person is identified, **no substitute can be taken**.

A few last points about selecting respondents:

(i) Any responsible **adult** member of the household may provide the information that you need in order to establish who it is you are to interview. But **never** take this information from those aged under **18**.

(ii) Interview **only** persons living at listed addresses. You could interview a person somewhere else (e.g. at work). **No substitutes are permitted**, so if the selected person is away for the duration of the survey or too ill to be interviewed, then no interview can take place. Country specific: add rules for following movers depending on sample type.

(iii) This survey is intended to cover only the population living in **private households. Those living in institutions are excluded from the sample of the ESS.**

All sample types:

Q6: OUTCOME CONTACT BUT NO INTERVIEW

Appointments (Code 1): If it is not possible to do the interview when you call, try to fix an appointment. Even if it is a vague appointment ("come back tomorrow" without a fixed hour), indicate this on the form as an appointment.

Refusals (Codes 2, 3 or 4): If the respondent does not want to co-operate and do an interview, enter the refusal type (2, 3 or 4) and go to question 7.

Code 2 is a refusal by the respondent directly.

Code 3 is refusal by proxy. *For household and address samples this can only be used after the respondent selection procedure has been completed otherwise code 4 should be used.* Remember a proxy can be:

- a RESIDENT: Household/family member: This means it is somebody who still lives in that house and who is probably a household or family member
- a NON-RESIDENT: family/visitor/friend : this person was present at the address/ house at the time of the visit (as opposed to neighbours)
- a neighbour

Note that a building manager/ security guard/ or other gatekeeper, in other words people from whom you possibly need permission to enter the building, cannot give a proxy refusal. These cases should be treated as **non contacts**.

Household and address samples: Code 4 is household refusal (before selection). This code should only be used if there is a refusal to the survey before the respondent selection has taken place.

Individual Samples: Code 4 is 'Refusal. Don't know if target respondent'. This code should only be used when a refusal is given and the interviewer has not established whether that person was or was not the named target respondent.

All sample types:
Code 5 (Respondent is unavailable / not at home until ..../.....): Here you should enter the date so that you or another interviewer can cover the interview later during the field period. It may be that a different interviewer can do this with re-issues so always enter a date if possible.

Mentally/physically unable/ill/sick (short term and therefore could revisit during the fieldwork period) (Code 6): If the respondent is **temporarily** mentally/physically unable/ill/sick, you should use Code 6 and make an appointment to come back later in the survey period.

Mentally/physically unable/ill/sick (long term and would be unable to complete interview during the fieldwork period) (Code 7): If the respondent is really too mentally/physically unable/ill/sick to participate in the study (for example: dementia) **for the rest of the survey period**, Code 7 should be used.

Respondent is deceased (Code 8): if the respondent has died Code 8 should be used.

Respondent has moved out of country (Code 9): if the respondent has moved **permanently** outside of the country then this code should be used.

Respondent moved to unknown destination (Code 10): this category should only be used when interviewers really do not know whether the selected sampling unit has moved within or outside the country. Otherwise, codes 9 ('respondent has moved out of the country') or 11 ('respondent has moved, still in country') should be used.

Language Barrier (Code 12): It is important to know whether the **respondent** speaks a different language, not the other household members or the persons who give you information. Do not translate the questionnaire yourself, even if you speak this language fluently. If the respondent cannot understand and respond in the language of the questionnaire, then an interview cannot be carried out at that time. Enter the language spoken by the respondent at **Q6b** and return the contact form to the Office (after completing the Neighbourhood Characteristics Form). If the respondent's language is fielded in your country, the Office will give the questionnaire to someone else who will carry out the interview in the appropriate language.

Q7 & Q8: VISIT NUMBER AND REASON FOR REFUSAL

Write in at which visit the refusal was made and code all the reasons that were given for the refusal. You cannot enter 'don't know' so you must try and give a reason why a refusal was given by the respondent / their proxy.

Q9: ESTIMATION OF LIKELY FUTURE CO-OPERATION

This estimation is useful to help the office decide whether to get a different interviewer to see if they can persuade this respondent to take part.

Q10: ESTIMATION OF AGE

For *Individual / address samples:* estimate how old you think the respondent or the person who refused on their behalf is. For *household samples* estimate how old you think the respondent or the person who refused on behalf of the household is.

Q11: GENDER

For *All sample types* please record the gender of the respondent or the person providing the proxy refusal.

Individual / household samples
Q13 & Q14: RESPONDENT MOVED AND STILL IN COUNTRY

If it was possible to get the new address from a neighbour or perhaps from the new occupants, you can record it here. If no new address is known, you should send the contact form back to the office. By 'interviewer area' (Q14), we mean the area where you are assigned interviews.

N1-N5: NEIGHBOURHOOD CHARACTERISTICS FORM

NCs: Please refer to the ESS Round 7 Guidelines for Collecting Observable Data (available on the Round 7 Intranet http://www.europeansocialsurvey.org/intranet/nc/ for detailed information regarding the use of country-specific photographs in training interviewers on completing this section of the contact form.

Fill in these questions only once for each address where it applies. If you have followed the filter instructions correctly, you should finish with these questions or you will be instructed to END.

Note that in countries where first contact is allowed by telephone, an additional personal visit must be made where a refusal is given on the phone to complete N1-N5. In selected cases an attempt may be made to re-interview as well.

NCs: in order to reduce the amount of missing information, NCs should ask survey agencies to undertake early work-checks when interviewers return their first couple of contact forms. In particular, reasons for refusal, assessment on future cooperation and interviewer's assessment of age and gender should be checked for completeness.

8. Field procedures

Here NCs should give information about any key field procedures, such as:

- how and when to return work
- any additional administrative details

For countries using the self-completion versions: When sending back work to the office, please remember to place the supplementary questionnaire in a separate envelope from the contact form, even if you are returning them at the same time. This is vital for data protection purposes.

9. The Supplementary Questionnaire

NCs: give details here of how the supplementary questionnaire will be administered in your country. Include the following details:

- mode of administration of the supplementary questionnaire (**either** face-to-face **or** self-completion) for your country. The mode of administration must be decided in advance with the survey organisation: Interviewers cannot decide the method of completion. If self-completion is chosen NCs must give clear guidelines when a face-to-face interview is acceptable, for example, poor sight / literacy problems. **In these rare circumstances**, interviewers must use the self-completion version and complete it with the respondent. This will be recorded in the interviewer questionnaire.

- how many versions there are (two; A and B)
- how these can be distinguished from one another (e.g. different colours, if paper is used)
- how the randomisation process will be carried out, i.e. how the interviewers will know which version to give to which respondent, emphasising the importance of giving the correct version to the correct respondent
- how and when interviewers should return completed supplementary questionnaires, if applicable

Countries where the supplementary questionnaire continues as part of the face-to-face interview:

Section I of the supplementary questionnaire contains some repeat measures of questions asked earlier in the interview. In some cases these are identical repetitions, and in some cases they have been modified slightly as part of an experiment. These test questions are an important part of our quality control measures. An introduction at the start of this section of the questionnaire explains the reasons for this repetition. It is important that this is **always** read to respondents.

For countries using the self-completion versions (including CASI):

Respondents may fill in the self-completion questionnaire either:

- **Immediately after the interview**, before you leave. You could use the time for 'tidying up' any other answers or notes. The CST strongly advises this option.
- **In the respondent's own time**, within one week of completing the main interview. In this case you will need **either** to call back to pick up the questionnaire, **or** to arrange for the respondent to post it back to the survey organisation (in which case you must leave one of the A5 prepaid addressed envelopes). The importance of completing the self-completion questionnaires as soon as possible after the main interview should be emphasised to respondents. This will help increase measurement reliability since the responses given to attitude questions can vary relative to the context that they are measured in.

Under no circumstances should you give the self-completion questionnaire to the respondent to fill in before the interview.

Before handing over the self-completion questionnaire, there are some important things to remember:

i. Add all the appropriate **serial numbers** to the front of the questionnaire as indicated, **before** you hand over the questionnaire. **Without these identifying numbers, the self-completion questionnaire cannot be used!**

ii. If you leave the self-completion questionnaire at an address to be filled in after the interview, leave it only with the **selected respondent** - the person you interviewed. The self-completion questionnaire may be filled in only by the selected respondent. Please tell the respondent that we cannot use questionnaires filled in by anyone else. **No substitute is acceptable**.

iii. If the respondent cannot fill in the questionnaire by the end of the visit at which you carry out the interview, please arrange to call back for it - provided you are still interviewing in that area. You could use an **appointment card** to remind the respondent of when you are calling for the questionnaire. This will help remind the respondent how important the self-completion questionnaire is. If this is not possible, you should leave a prepaid envelope and ask the respondent to post the self-completion questionnaire back to the office.

iv. Never leave the respondent in any doubt as to how he or she should return the questionnaire. If you have arranged to call back for it, make sure that your respondent realises this and that you keep your appointment. If you cannot arrange to call back, make sure that the respondent knows it is to be posted back, and stress the need for (reasonable) speed.

v. If you do wait for the questionnaire or call to collect it later, please try to spend a minute checking through to see that it has all been filled in. Any gaps can then be tactfully pointed out to the respondent and he or she should be asked to fill them in, even if it means writing in 'don't know' where appropriate.

vi. On rare occasions, it might be clear that a willing respondent needs your help to complete the questionnaire, because of, say, poor eye-sight or illiteracy. In such cases, treat the questionnaire as if it were an extension of the interview, and tick the boxes accordingly, with the respondent at your side.

NCs: The following procedures may be useful in order to enhance response rates on the supplementary questionnaire *where it is administered by self-completion and left behind with the respondent. Remember the target response rate for the Supplementary Questionnaires is 90%.*

- encourage interviewers to arrange a time to collect the questionnaire
- if questionnaires are to be returned by post, procedures such as those advocated in Dillman's Total Design Method may be useful. These include:
    - providing prepaid (first class) reply envelopes for respondents to return the questionnaire
    - sending a first follow-up reminder one week after the interview (to interviewers or respondents, as appropriate). A postcard is often used.
    - sending a second follow-up reminder two weeks after the interview, enclosing a second (serial numbered) questionnaire. It is important to check that they are sent the correct version of the questionnaire.
    - sending a third follow-up reminder letter (no questionnaire) two weeks after the second reminder all reminders should be sent by first class post

The Total Design Method can also be referred to: Dillman, D.A. (2007) 'Mail and internet surveys: The tailored design method'. 2nd edition (2007 update) New York, Wiley.

10. The interview questionnaire: general guidelines

NCs: A briefing example interview is provided. This should be used in **all briefings**, so that **interviewers in all countries** have the opportunity to take turns in asking ESS questions.

This briefing example interview aims to highlight to interviewers how best to deal with particular situations that may arise during the interview. Interviewers should also practice recruiting respondents.

Some general best practice guidelines for ESS interviewers[7]:

- Questions should be read exactly as written in the questionnaire. They should be read at a slightly slower than conversational pace.
- Before accepting the respondent's answer, the interviewer must be sure that the respondent has heard the entire question. This is important for ensuring that all concepts in the question are being considered by the respondent. If the respondent interrupts the interviewer before hearing the whole question, the question should be repeated to ensure the respondent hears it through to the end.
- The interviewer should never make assumptions about the respondent's answers, e.g. by skipping a question or starting a question with "I know this probably doesn't apply to you, but..."
- Whenever a question begins with **CARD X**, the interviewer should ensure that the respondent has the correct showcard in front of them.
- The interviewer should never let the respondent see the paper questionnaire.
- If the interviewer repeats a question, it should be re-read in the same words, i.e. as it appears in the questionnaire. The interviewer should not try to re-phrase the question.
- If the respondent asks for repetition of response options, the interviewer must repeat all response options.
- The interviewer should not give definitions of terms within a question if requested by the respondent (unless explicitly stated in an interviewer note or project instructions).
- If the respondent says "don't know" the interviewer should accept this answer and move on to the next question.
- If the respondent appears to contradict what he or she said earlier, the interviewer should accept this and move on to the next question.
- The interviewer should never assume how to interpret an answer onto a scale. For numeric scales, the respondent should always be asked to provide the number themselves.
- If the respondent starts to elaborate on their answers, digresses or attempts to engage the interviewer in conversation, the interviewer should use neutral feedback, such as silence, or a phrase such as "we have a lot of questions to get through, so let's move on".

[7] These guidelines are adapted from the SHARE 2010 Interviewer Project Manual version 4.3

Detailed ESS general guidelines

First, a feature of such a wide-ranging questionnaire is that people are likely to be more interested in some questions than in others. The particular interviewing challenge posed is one of establishing the right speed at which to ask the questions. Rushing the respondent clearly has to be avoided, but an over-deliberate approach would be equally wrong. It may be that some respondents want to give a great deal of thought to some of the issues, but we are seeking to capture present attitudes, not to conduct a philosophical discussion or a political debate! If a respondent does not have a particular point of view, or if they cannot answer the question posed a 'don't know' or 'refusal' code can be used and the interviewer should then move on to the next question. There are a small number of exceptions to this in the democracy module.

Second, before you start the interview respondents **must** be given a set of showcards. These must be separate from the questionnaire filled in by the interviewer. The answer codes on showcards should not generally be read out to respondents by the interviewer. NCs: with one or two exceptions the showcards must NOT contain the text of the questions. Where some or all of the text can be displayed this has been clearly indicated in the questionnaire.

Third, throughout the questionnaire there are a number of general phrases that may cause the respondent to ask for further explanation. An example might be "In your area". In this and many similar cases we do not wish to give the respondent any further explanation. The phrases used are intended as general ones. Simply read the question or statement out, and tell respondents that they should answer in terms of whatever they understand by the phrase. Respondents may also ask for clarification of specific terms, such as "European unification" (B28). It is important that you do not offer your own interpretations of what such terms mean. Unless specifically stated in the descriptions below or in the questionnaire, simply offer to repeat the question, and tell respondents that they should answer in terms of whatever they understand by the phrase. If some respondents cannot answer the question as posed, a 'don't know' code is acceptable; then you just move on to the next question.

Fourth, there are some questions where people are asked to give information that may be regarded as sensitive. Some respondents may feel uneasy about giving information on their voting behaviour or income, for example. Try and gently reassure the respondent that everything they say will be treated in **strict confidence**. If they still refuse, this should be coded as 'refusal'. Some questions have explicit refusal codes (e.g. 77). At other questions where this option is not available, a refusal can be entered by writing 'ref' or something similar to indicate that this should be coded as a refusal. Similarly, if a respondent does not know the answer to a question and there is no explicit code for this write 'DK' or something similar. DO NOT just leave the question blank, or use any other code. We need to know when respondents refuse directly or cannot answer particular questions.

Fifth, at questions where an 'other' answer code has been provided, the other answer should be recorded verbatim. Unless specifically stated, 'other answer' should be coded only when one of the pre-coded answers will not fit after probing.

At questions where there is no specific provision for 'other answer', none is anticipated. However, if they do occur, answers should be written clearly on the questionnaire. For such questions, in which no specific 'other' answer space is provided, first repeat the question with the appropriate emphasis before accepting an 'other' answer.

Sixth, the interview questionnaire is divided into blocks of question topics (see next page for details). Sometimes these are introduced by (e.g.) "And now some questions on..." but often they are not. Respondents do not need to be made aware of the various blocks or sections of the questionnaire during the course of the interview; the questionnaire is designed to be administered as a single unit with a reasonably smooth transition between groups of questions and different topics. However, where introductions are provided these must **always** be read to respondents.

If a respondent does break off the interview part way through (this happens very rarely), you should establish whether they would be prepared to continue at a later time, and code the outcome as appropriate on the contact form (**Q5**).

At some questions there are answer codes that appear in brackets. These codes allow for answers respondents might give but these should NOT be read out to them and will not appear on the showcards.

LAYOUT OF THE INTERVIEW QUESTIONNAIRE

<table>
<tr><td>A1 –A5</td><td colspan="2">Television watching; social trust</td></tr>
<tr><td>B1 – B34</td><td colspan="2">Politics, including: political interest, trust, electoral and other forms of participation, party allegiance, socio-political orientations</td></tr>
<tr><td>C1 – C28</td><td colspan="2">Subjective wellbeing, social exclusion, religion, perceived discrimination, national and ethnic identity, immigration</td></tr>
<tr><td>D1-D33</td><td colspan="2">Immigration, including: attitudes, perceptions and policy preferences</td></tr>
<tr><td>E1-E32</td><td colspan="2">Health, including health conditions, fruit, vegetable and alcohol consumption and smoking behaviour</td></tr>
<tr><td>F1 – F61</td><td colspan="2">Socio-demographic profile, including: household composition, sex, age, marital status, type of area, education & occupation of respondent, partner, parents, union membership and income</td></tr>
<tr><td>Section H</td><td>Human values scale</td><td rowspan="2">These questions will either be asked as part of the interview questionnaire, or in the self-completion supplement. NCs should customise this instruction as per the mode for their country.</td></tr>
<tr><td>Section I</td><td>Test questions</td></tr>
<tr><td>Section J</td><td colspan="2">Interviewer questions</td></tr>
</table>

11. The interview questionnaire: in detail

You should have been through the whole interview questionnaire during your personal briefing session using the 'example briefing interview'. This section provides details about particular questions where a little more explanation may be useful. This should help you to respond to most questions that respondents may ask you during the interview.

The question number or variable name is listed in italics on the left of the page.

START DATE / TIME	At the start and of the questionnaire all interviewers are asked to record the date and time. The end time is to be added at the end of the main questionnaire.

MEDIA USE

A1-A2/ TVTOT - TVPOL	These questions ask about the amount of time spent watching TV on a weekday (that is, Monday to Friday). If respondents ask for clarification, this refers to time spent actively watching, rather than time when the TV is merely on 'in the background'.

VOTING & POLITICAL BEHAVIOUR

B9/ VOTE	If respondents answer that they did participate in the election, but deliberately 'spoilt' their ballot paper or left it blank, record this as 'No' (code 2). This is especially relevant in countries where voting is compulsory.
B13/ WRKORG	The organisations or associations that are meant include any that try to improve things in [country], help prevents things from going wrong or from serious problems arising. It does not include political parties or action groups as these are covered by the previous item (B12).

SECTION D – ATTITUDES TO IMMIGRATION AND THEIR ANTECEDENTS

The questions in the module measuring attitudes to immigration aim to find out how respondents feel about immigration generally, and about specific groups.

Attitudes to immigration	Many items in section D could be sensitive for some respondents. If anyone seems reluctant to answer please remind them that the data will be anonymised and reassure confidentiality.
D16	Respondents are asked to estimate how many out of every 100 people in [country] were born outside the country. If respondents feel unable to give a precise number, please ask them for their best estimate.
D20	This question refers to contact with people of a different race or ethnic group from most [country] people. Respondents should include any contact when answering, whether verbal (e.g. a simple 'hello' or a longer conversation) or non-verbal (e.g. witnessing a public act of kindness or an

altercation). This could be on public transport, in the street, in shops or in the neighbourhood – i.e. when in public and not at home.

D30-D33 To build as full a picture as possible of attitudes towards immigration respondents will be asked about different groups. The group the respondent is asked about is determined by the randomisation at D29. This should NOT be conveyed to the respondent. If respondents query why they are being asked about a specific group, please say ''This is just a group of interest to the researchers who designed this question".

SECTION E – SOCIAL INEQUALITIES IN HEALTH AND THEIR DETERMINANTS

The questions in the module measuring social inequalities in health aim to find out about respondents' health outcomes and the factors that can have an impact on health.

Last 12 months Several items in section E (E6, E13, E14, E19 and E28) ask respondents to think about the 'last 12 months'. To make this time reference as precise as possible, please specify 'that is, since [MONTH, YEAR]'. Wherever this instruction appears, please refer to the same month as the interview but in the previous year. For example, if the interview is taking place in November 2014, the sentence should be 'in the last 12 months, that is since November 2013….'

E1-E2 These questions ask respondents about their fruit and vegetable consumption. Respondents should include frozen fruit and vegetables in each of their answers. If respondents query whether other types of fruits or vegetables should also be included, e.g. tinned, clarification should not be provided and it should be left to the respondent to decide what to include/exclude.

E3 Any physical activity mentioned by a respondent that has been done for a total of 30 minutes or longer should be included. This could be organised or planned exercise, or an activity such as walking quickly, gardening or housework – provided it was done for 30 minutes or longer. The activity does not need to have been performed for 30 minutes continuously to be included. For example, 10 minutes of physical activity carried out three times in one day should be included.

E4 This question focuses on smoking cigarettes. Respondents should include rolled tobacco in their answer but not pipes, cigars or electronic cigarettes.

E7-E8 These items ask respondents about their alcohol consumption on the last occasion they drank, first on a weekday (E7) and then on a weekend day (E8). All respondents should have the same showcard (card 46) in front of them when asked E7 and E8. When a respondent gives an answer, probe 'any other drinks?' to ensure you have recorded all alcohol consumed on that occasion. If a respondent gives an answer that does not appear as a response category, please refer to the guidance provided in the questionnaire. [NOTE TO NCs: Please refer to the document 'ESS7 Alcohol Adaptation Guidelines' available on the intranet].You may need to probe to clarify in which category a drink belongs, or to clarify the amount consumed (e.g. a large or small glass of wine). If respondents query how to count drinks consumed starting on one evening and finishing after midnight, you should advise them to include all drinks consumed in that period, alongside any others consumed earlier that day.

E10a-E10b Respondents should only be asked one of these items depending on whether they are male (E10a) or female (E10b). It is important that respondents have the correct card in front of them (card 47a if male; card 47b if female) while you are reading out the question in order for them to visualise what you are describing.

E11-E12 These questions ask respondents to provide their height and weight. If respondents do not know these measurements exactly, they should be asked to provide their 'best estimate'. Please take care to record the answers accurately.

E13 If respondents name just one type of health professional, you should check 'any other?' before moving on to the next question. If respondents query what should be included here, you should clarify that any form of communication or home visits should be included.

E17 This item asks respondents whether they provide any unpaid care for relatives, friends, or others for any of the reasons listed on card 50. The reasons listed on the card are not the response options. In other words, it is not important which of the reasons on the card applies to a respondent, just whether any of them do or do not. If any of the reasons on the card applies, this response should be coded as 'yes', if not then code as 'no'.

E18 If respondents provide a different number of hours' care each week, they should be asked to think about the time they spend on average per week. If respondents spend less than an hour each week providing this care, or provide care less often than weekly, code as '55'.

E28-E29 These items could be particularly sensitive for some respondents. If a respondent seems reluctant to answer, please remind them that the data will be anonymised and reassure confidentiality. In addition, please reassure respondents that they only need to provide the letter or letters from the card that applies to them and that you will not see which health problem(s) this corresponds with.

Back or neck pain: respondents should only include substantial pain.
Allergies: respondents should include hayfever here, as well as other allergies.
Severe headaches: respondents should include migraines and other severe headaches (e.g. cluster headaches) rather than mild headaches.

E30 This item could be particularly sensitive for some respondents. If a respondent seems reluctant to answer please remind them that the data will be anonymised and reassure confidentiality. In addition, please reassure respondents that they only need to provide a yes/no response to this question.

E31-E32 These items could also be sensitive for some respondents. If anyone seems reluctant to answer please remind them that the data will be anonymised and reassure confidentiality.

HOUSEHOLD GRID

F1/HHMMB *For samples of addresses and households:* This question asks for the total number of people in the household (including children). You should have, of course, recorded the number of people over the age of 15 at QB2 (excludes Individual Named samples) on the contact form. If you should discover at this stage that you have been given the wrong information for the contact form selection:

- Do NOT change the contact form or redo the selection procedure
- DO record the correct information at F1 / HHMMB
- DO make a note of what happened beside the household grid.

F4/RSHIPAX This question refers to **the individuals in the grid and their relationship to the respondent.** The direction of this relationship is crucial. Interviewers should ensure that the respondent is answering "this person is my…"

LEGAL 'MARITAL' AND PARTNERSHIP STATUS

F6 & F11 F6 aims to measure the LEGAL status (or otherwise) of the relationship between the respondent and the partner they are currently living in the household. We want to measure how the relationship is viewed under the law of [country].

F11 aims to measure the LEGAL marital status of the respondent under [country] law. It is only asked to those NOT currently living with a partner and those who are cohabiting (whether or not this is recognised in law) but do not have any other legal status. So respondents who are cohabiting are asked to specify their legal marital status that may stem from a previous relationship. If the respondent is unsure, accept their best guess.

At F11 the interviewer instruction 'priority code' is used. Reading from the top to the bottom of the list code the answer given from the highest point on the list e.g. if the respondents says that they are married (code 01) and divorced (code 04) the interviewer should code this as 01.

All respondents should answer questions about their marital status based on what is legally recognised in the country of interview. For example, if a respondent is in a civil partnership in the UK (where this is a legally recognised status) but are being interviewed in Cyprus (where it is not legally recognised) they should answer using the codes that best reflects their legal marital status under Cypriot law. If the respondent is unsure then accept their best guess.

HIGHEST LEVEL OF EDUCATION

F15, F44
F52, F56

F15 (and any other country specific follow-up education questions for the respondent /partner / parents) records the highest level of education the respondent has successfully completed. 'Successful completion' occurs when either: 1) a formal certificate is issued after an assessment indicating that the course has been passed; 2) a course or period of education is fully attended but no certificate is ever issued or 3) a course or period of education is fully attended and a certificate of attendance is issued (and no other certificates e.g. for passing the course are ever issued).

If respondents completed their highest level of education abroad they should try and place this in the equivalent category from the list on the showcard(s). Their best estimate of this is acceptable, or you could consult the list of common foreign qualifications provided to you. Only when this is not possible should you use the 'other' code. If this has to be used write the qualification on the questionnaire as it may be possible to recode this later in the office.

YEARS OF EDUCATION

F16/EDUYRS

'Years of education' refers to all education completed including school and education after school. These years do not have to be continuous but the total should only include the years in education, not the gaps in between. Vocational training should be included, but apprenticeships should not. Part-time education should be reported as the equivalent number of full-time years. For example, if a course would take one year full-time, but was done part-time over two years, it would be reported as one year.

ECONOMIC ACTIVITY

F17a-F17d

F17a (*PDWRK-DNGOTH)* **is a multi-code question and some respondents should choose several types of economic activity undertaken in the last seven days**. All of them should be coded at F17a. Interviewers should remember to probe respondents to find out if any others are relevant by asking 'Which others?' **All** economic activities that a respondent has undertaken in the last seven days should be recorded.

At F17c, only one answer should be given. This should be the activity the respondent considers to be their main activity. If a respondent is not sure or doesn't know, please probe to find out which of the items on the card comes closest to what they were doing in the last week.

F17d is an INTERVIEWER CODE and should not be asked to the respondent. If F17c was answered copy the code to f17d. Otherwise copy the code from F17a. This item is used for routing later in the questionnaire. Ensure there is always only ONE code circled at F17d.

The following notes explain the categories at F17a *PDWRK-DNGOTH* more fully:

Code

01 **In paid work** (or away temporarily) (employee, self-employed, working for your family business)

This category includes all types of paid work, whether for an employer, or on the respondent's own account as self-employed. It includes casual, part-time and temporary work.

Voluntary work, or work carried out where only expenses are reimbursed or work paid for in kind (e.g., receiving board and lodgings only) where there is no financial transaction, are EXCLUDED from this category.

People away temporarily would include those who were absent from work last week because of sickness or injury, holiday, compassionate leave, or maternity leave, provided that they have a job to go back to with the same employer or as self-employed in the same field. It would also include people who were temporarily laid off, or on strike, or locked out, again provided that they have a job with the same employer to go back to, or to the same self-employed status.

People whose contract of employment incorporates regular but intermittent work (e.g., some staff in educational institutions, or professional sportsmen, whose wages are paid only during term-time or in the season, and who therefore may not have worked last week) are included in this category.

02 **In education**, (not paid for by employer), even if on vacation

All students, even those doing vacation jobs during the last week, are to be coded in this category. If the student is on vacation and will continue to be a student only if he or she passes an exam, assume that the exam will be passed and still treat the respondent as in full-time education.

03 **Unemployed,** and actively looking for a job

This category includes all unemployed who are actively looking for a job. This would include people seeking work through central or local government employment services, people registered with private employment agencies, people answering advertisements for work, advertising for work or even people just actively looking around for opportunities.

04 **Unemployed**, wanting a job but **<u>not</u> actively looking for a job**

Include here any respondents who are unemployed, but who are not actively looking for a job at the moment. People who, for instance, have given up looking for work would be included here, or those who are ill and temporarily unable to look for work. Respondents should normally be left to decide for themselves whether an illness in this case is temporary or not. If in doubt, include it if it has lasted less than six months.

05 **Permanently sick or disabled** covers people out of work and not seeking work because of permanent (or indefinite) sickness or disability. People who have never worked because of disability are included. In cases of doubt over whether an illness or disability is permanent, treat it as permanent if it has lasted continuously for six months or more.

06 **Retired** from work covers people who have retired from their occupation at approximately the normal retirement age or who have taken 'early retirement', and are not seeking further employment of any sort.

07 **In community or military service** Note that this code does not apply to jobs in the military but to compulsory military and community service only. The category should be removed in countries where there is no compulsory military service (or equivalent compulsory community service served as an alternative to compulsory military service).

08 **Doing housework, looking after children or other persons** covers anyone involved in unpaid domestic or caring duties. There can be more than one person in a household in this category - here we are concerned only with the respondent's position.

09 **Other** is not on the show card. It covers anyone who does not fit into any of the 8 categories on the card.

The following notes explain the categories at F17c MAINACT more fully. Please note the criteria for coding at F17c will differ from at F17a because we are now asking for main activity. The differences are underlined in the text below.

Code

01 **In paid work** (or away temporarily) (employee, self-employed, working for your family business)

This category includes all types of paid work, whether for an employer, or on the respondent's own account as self-employed. It includes casual, part-time and temporary work.

Voluntary work, or work carried out where only expenses are reimbursed or work paid for in kind (e.g., receiving board and lodgings only) where there is no financial transaction, are EXCLUDED from this category.

People away temporarily would include those who were absent from work last week because of sickness or injury, holiday, compassionate leave, or maternity leave, provided that they have a job to go back to with the same employer or as self-employed in the same field. It would also include people who were temporarily laid off, on strike, or locked out, again provided that they have a job with the same employer to go back to, or to the same self-employed status.

People whose contract of employment incorporates regular but intermittent work (e.g., some staff in educational institutions, or professional sportsmen, whose wages are paid only during term-time or in the season, and who therefore may not have worked last week) are included in this category.

02 **In education**, (not paid for by employer), even if on vacation

All students, even those doing vacation jobs during the last week, are to be coded in this category. If the student is on vacation and will continue to be a student only if he or she passes an exam, assume that the exam will be passed and still treat the respondent as in full-time education.

03 **Unemployed,** and actively looking for a job

This category includes all unemployed who are actively looking for a job. This would include people seeking work through central or local government employment services, people registered with private employment agencies, people answering advertisements for work, advertising for work or even people just actively looking around for opportunities.

04 **Unemployed**, wanting a job but **not actively looking for a job**

Include here any unemployed, but who are not actively looking for a job at the moment. People who, for instance, have given up looking for work would be included here, or those who are ill and temporarily unable to look for work. Respondents should normally be left to decide for themselves whether an illness in this case is temporary or not. If in doubt, include it if it has lasted less than six months.

The remaining four categories cover those members of the population who are generally considered to be economically inactive.

05 **Permanently sick or disabled** covers people out of work and not seeking work because of permanent (or indefinite) sickness or disability. People who have never worked because of disability are included. Do not include retired people in poor health who would not be seeking work even if they were healthy. In cases of doubt over whether an illness or disability is permanent, treat it as permanent if it has lasted continuously for six months or more.

06 **Retired** from work covers people who have retired from their occupation at approximately the normal retirement age or who have taken 'early retirement', and are not seeking further employment of any sort. Retired people who are permanently sick or have become disabled should still be recorded as retired.

Women who leave work when they marry to look after the home or to raise a family and who have not worked for many years, should be classified as 'looking after the home' rather than retired. But it is difficult to define retirement exactly. Apart from the proviso made about women, the respondent's description from the card should generally be accepted.

07 **In community or military service** Note that this code does not apply to jobs in the military but to compulsory military and community service only. The category should be removed in countries where there is no compulsory military service (or equivalent compulsory community service served as an alternative to compulsory military

service).

08 **Doing housework, looking after children or other persons** covers anyone more or less wholly involved in unpaid domestic or caring duties when classifying economic position. There can be more than one person in a household in this category - here we are concerned only with the respondent's position.

09 **Other** is not on the show card. It covers anyone who does not fit into any of the 8 categories on the card. But remember that people who are in any kind of paid work (including casual self-employed jobs) should not be included here.

F21
EMPLREL

The next few questions ask about the respondent's main job (where applicable). This could be their current job, or their last job, if they are currently out of work. You will need to adapt the tenses etc. of the questions as appropriate.

If the respondent has more than one job, they should answer about the one which occupies them for the most hours per week. If they have two jobs that are exactly equal, they should answer about the more highly paid of the two.

Some self-employed persons will have their own business; some will simply be involved with casual or intermittent work. A person in a one-man business is not necessarily self-employed; if the business is a company, he or she may well be an employee of the company, drawing a salary.

F31-F34a

Occupation Question Sequence

We wish to collect occupational details of almost all respondents, excluding only those who have never had a job.

Ask everyone else about their current or last job. Please probe fully for all relevant details; if any are missing, we may be unable to code occupation and industry accurately. For example, there are many different types of engineer and each has its own code. You must therefore probe for the full job title as well as the exact type of engineering performed.

F31
NACER2

We are asking the industry question first because finding out the 'kind' of business or industry is crucial to coding the job in sufficient detail. Try to establish this as clearly as possible. The name of the company will not be sufficient, nor will the product itself, for instance 'vehicles' could mean a production plant, a car dealership/showroom, a seller of used cars, a van hire company, or a car importing business.

F32
TPORGWK

We wish to record the type of organisation that the respondent does / did work for. The question seeks to identify the sector they work in. The main distinction we are looking for here is whether the job is in an environment where the ownership or funding or comes from some part of the public sector, understood as central or local government, even if this is dispensed through some third party, such as a funding council or some arms-length organization. Where a sector may have complex inter-relationships between public and private management, get the respondent to focus on their own employment situation. So someone providing outside catering or cleaning services to a hospital or school is in the private sector even if it is a state-funded school.

F33-34a ISCO08

Respondents are less likely to see the classification of occupations as a problematic or detailed task, so we need you to get as much information as possible. Job titles are a useful starting point but are rarely sufficient. Jobs such as accountant, teacher, nurse, engineer, and labourer can have many different types and be carried out in different situations. Use F34 to probe for as full a description of their work activities as possible, possibly getting them to specify their day-to-day duties.

For F34a remember that we are interested in the training/qualifications that are normally required in order to be able to get or do the job, NOT the qualification level of the respondent as this may be quite different.

NCs: we strongly recommend that time is spent covering the occupation questions in the briefing to ensure that interviewers collect sufficient information about the respondents' job. Job title alone is not sufficient; details about the type of work done are needed.

Asking interviewers to perform some ISCO coding can be a useful way of demonstrating to them the coder's task.

F35a&b

These questions ask which work hazards respondents have ever been exposed to in any of the jobs they have ever had. The questions are only asked to respondents who have ever been in paid work.
When a respondent gives an answer, please probe 'which others' to ensure that all relevant answers are coded.

HOUSEHOLD INCOME

F41/ HINCTNTA

At F41 / HINCTNTA you should obtain the **total net income** of the household from all sources, that is, **after tax**. Income includes not only earnings but state benefits, occupational and other pensions, unearned income such as interest from savings, rent, etc.

We want figures **after** deductions of income tax, national insurance, contributory pension payments and so on. The questions refer to **current level** of income or earnings or, if that is not convenient, to the nearest **tax** or other period for which the respondent is able to answer. The respondent is given a showcard that enables them to choose between their household's weekly, monthly or annual income, whichever they find easiest. They will then give you the letter that corresponds to the appropriate amount. This system is designed to reassure the respondent about the confidentiality of the information they are giving.

ECONOMIC ACTIVITY OF PARTNER

F45a / F45c See 'Economic Activity' notes above for details of codes and probing.

SOCIOCULTURAL ORIGINS

F61 This question aims to measure respondents' ancestries. Up to two ancestries should be recorded that best describe respondents' ancestries. The first mentioned should be recorded in the left hand column and the second mentioned in the right hand column. If a respondent provides an answer that does not appear on card 77, please clearly write their answer in the space provided (in the relevant column). Once the first ancestry has been recorded, probe 'which other'. If no second ancestry is given, this should be recorded as 555555. If more than two are mentioned, ask the respondent to select two. If the respondent is unable to do this, code the first two ancestries mentioned.

END DATE / TIME At the end of the questionnaire all interviewers are asked to record the date and time.

INTERVIEWER QUESTIONS (SECTION J)

Your answers to these questions help to give us an idea of how the interview went, and how the respondents reacted to the experience. Questions J1-J9 refer generally to the interview as a whole.

For those countries administering the supplementary questionnaire by self-completion mode: the final questions on how the supplementary questionnaire will be returned are **vital** (J10-J12). They enable us to track progress and response rates on this part of the questionnaire. If you had to assist the respondent in completing the questionnaire you must explain the reasons for doing this at J11.

For those countries administering the supplementary questionnaire by face-to-face mode: J13 checks that the face-to-face mode has been used. It is essential in countries where the face-to-face mode has been selected that the interviewer always administers the questionnaire. In the absolutely exceptional circumstances where this does not happen, the reasons must be fully explained at J14.

12. Back Checks

NCs should outline that back checks will take place with the office contact team. Back checks should be conducted for those who have completed an interview and those who refuse to do so, as well as ineligible addresses.

13. Any queries?

If you have any queries or problems about how to complete the questionnaire, please do not hesitate to telephone a member of the European Social Survey research team at the Head Office [give contact names and telephone numbers of researchers here]. Queries about field arrangements should be raised with your supervisor or Area Manager in the first instance. [Give contact names and telephone number of survey organisation here].

We hope that all goes well and that you enjoy the assignment

13. Look-up Chart
(For 13-100 Dwelling Units or 13-100 persons at one issued address)

NUMBER OF HOUSEHOLDS/ PEOPLE IN HOUSEHOLD:	SELECT NUMBER:
13	12
14	8
15	11
16	7
17	13
18	3
19	14
20	2
21	14
22	8
23	13
24	5
25	12
26	6
27	17
28	17
29	2
30	21
31	10
32	26
33	8
34	22
35	8
36	3
37	28
38	19
39	25
40	16
41	41
42	32
43	9
44	40
45	7
46	35
47	8
48	36
49	15
50	44
51	35
52	2
53	24
54	17

NUMBER OF HOUSEHOLDS/ PEOPLE IN HOUSEHOLD:	SELECT NUMBER:
55	49
56	27
57	39
58	3
59	48
60	35
61	22
62	10
63	51
64	37
65	64
66	65
67	66
68	28
69	45
70	53
71	25
72	48
73	50
74	39
75	51
76	11
77	12
78	74
79	42
80	9
81	33
82	51
83	69
84	78
85	53
86	19
87	66
88	23
89	17
90	19
91	40
92	11
93	35
94	12
95	41
96	3
97	10
98	25
99	61

NUMBER OF HOUSEHOLDS/ PEOPLE IN HOUSEHOLD:	**SELECT NUMBER:**
100	99

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NB: Document updated following ESS7 Source Questionnaire Alert 02 (29 May 2014)

EUROPEAN SOCIAL SURVEY

ROUND 7 (2014)

Project Instructions (CAPI)

This document was written for the European Social Survey (ESS). The Core Scientific Team of the ESS requests that you use the following form of words to cite this document:

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Contents

Notes for National Co-ordinators on instructions

These notes are to be used as guidelines for producing the interviewer and briefing instructions in each country. They are not intended to be copied or translated verbatim, as the circumstances in each country will vary. However, National Coordinators **must** convey the data protection procedures outlined in Section 5.

The instructions here are tailored to computer assisted personal interviewing (CAPI). The details of sampling, the contact information and modes of administration of the Supplementary Questionnaire will need to be adapted according to your country's procedures. Where this applies the text is shaded in grey. Certain sections are preceded by the note '*NC*'. These sections are directed at the National Coordinator and are not designed to be used directly with interviewers.

We have not produced full interviewer briefing instructions. Agendas for briefings should be based upon these instructions, to ensure that all topics are covered. As a basic requirement, it is expected that all briefings in Round 7 will include a section where interviewers practice reading the questions using the '**briefing example interview**' provided by the ESS Core Scientific Team (CST). This will be in the form of a full source questionnaire, annotated with example responses. It is recommended that briefings allow interviewers to practice presenting the ESS to respondents and gaining cooperation, particularly for less experienced interviewers. Training on use of ESS contact forms and Neighbourhood Characteristics is also expected.

Key Changes for Round 7 [1]

- There will only be 2 versions of the Supplementary Questionnaire in Round 7 (A and B).
- Instructions on who should be included and excluded as members of the household have been removed from the ESS7 Contact Forms.

[1] There are other minor changes to fieldwork preparation and fieldwork in Round 7, but those listed here are key changes. Further details on all changes can be found within this document and other guidelines available on the Round 7 Intranet, http://www.europeansocialsurvey.org/intranet/nc/

1. Background

The European Social Survey (the ESS) is a pan-European survey. The ESS collects information on people's attitudes, beliefs and behaviour patterns in many European countries. The following countries will be participating in the seventh round of fieldwork:

Austria	Germany	Slovakia*
Belgium	Ireland	Slovenia
Czech Republic	Lithuania	Sweden
Denmark*	Netherlands	Switzerland
Estonia	Norway	UK
Finland*	Poland	
France*	Portugal	

* participation likely but not formally confirmed at time of writing.

The ESS is a biennial time series. It is designed to measure contemporary social attitudes and how they change over time. Subjects covered in the questionnaire include participation in society, religious and political beliefs, views about immigration as well as questions designed to find out about health behaviours. The data gathered in Rounds 1-6 have been used extensively by the European Commission, national governments, policy analysts, think tanks, politicians, journalists and academics, as well as being of interest to the general public across Europe. As of March 2014, there were more than 68,000 registered users of the ESS data. The highest number of users is in Germany, Belgium and the UK. The data are also contributions to social history, and will allow future analysts to discover what people thought and felt about the major social issues of the day. The ESS will thus provide a unique long-term account of the social fabric of modern Europe, of how its changing political and institutional structures interact over time with changing social attitudes and values. With data from the ESS, people can now make detailed comparisons between individual countries (or groups of countries) on a wide range of social issues.

Another factor which defines the ESS in cross-national research is its aim to meet the highest methodological standards. In order for the information gathered to be truly comparable across all the different countries involved, the survey employs the highest standards in its approach to sample design, response rates, questionnaire design, fieldwork procedures and so forth across all the participating countries.

In 2013, the European Social Survey (ESS) became a European Research Infrastructure Consortium (ERIC). The ESS ERIC is hosted by the UK with its headquarters (HQ) at City University London. Members (and Observers) of the ESS ERIC contribute to the central costs of the ESS ERIC as well as the costs of both the national survey agency and the National Coordination (NC) team. *NC note: add funder(s) for your country*

The broad range of topics in the ESS can be seen as a real strength, allowing you to target potential respondents by mentioning a particular topic you think might be of interest to them. And, because most of the questions are attitudinal, there is no need for respondents to look up documents, check facts and so on.

The survey consists of two elements - an interview questionnaire conducted by computer assisted personal interview and a supplementary questionnaire, [which will either carry on from the main interview or take the form of a self-completion supplement for each respondent to fill in after the interview[2]. The supplement contains further questions on topics not covered in the Main Questionnaire, as well as some variations on questions already asked during the interview, which form part of the methodological tests built into the survey. You will be given more details about the Supplementary Questionnaire in section 9. *NC note: if you are administering the supplementary questionnaire and it is combined with the Main Questionnaire you will need to revise this section.*

2. Notifying the police [only applicable in certain countries]

It may be useful to notify the local police station in the area where you will be working. It is reassuring for elderly or suspicious respondents to be told that the police know about you and the survey, and that they can check with the police station. You should complete a copy of the **Police Notification Form** (giving details of the research organisation, interviewer number, area to be worked in, car registration number, start and end date of fieldwork etc.) that has been included in your supplies. Attach a copy of the **advance letter for respondents** to the form and hand it in to the police. (You might try to see if it is possible to record these details in the book kept at the station desk). Make a note of the name of the officer to whom you speak and the date of your call so that, in the event of any query or complaint to the police, you are fully covered.

3. The sample

The information given here will depend on the sample design used in each country.
Under each type of sample, the following kinds of information should be given to interviewers:

Samples of individuals:
- Coverage of sample
- Number of sampling points and addresses selected

Samples of households:
as above, plus…

- the need to select individual within the household, as described in section 7
- stress the importance of **strict random selection** (by Kish grid or last birthday rule) to ensure representativeness of survey
- when carrying out the selection, include only eligible members of the household (see definition in section 7)
- once an individual has been selected, **under no circumstances** can they be substituted by another individual

Samples of addresses:
as above, plus…

[2] NCs please ensure that the Project Instructions only refer to the mode selected for your country.

- the fact that addresses may have no household, or more than one household, and therefore random selection of household as well as individual will be necessary (as described in section 7)
- once a household within an address has been selected, **under no circumstances** can it be substituted by another household

4. Overview of procedures

In summary, the survey involves the following procedures:

i) dispatching an advance letter to each address either by the interviewer or from the office country specific: as appropriate;

ii) notifying the police that you are working in the area;

iii) tracing all issued [addresses, households or individuals], making contact at all of them (apart from ineligible not valid addresses and office refusals) and completing a paper contact form for each address;

iv) [*for address-based samples:* where there is more than one dwelling unit at an address, selecting one at random[3]];

v) conducting an interview with one adult [selected at random at that address *for household and address based samples*];

vi) [giving a Supplementary Questionnaire to the selected respondent and arranging for its return *where the supplementary questionnaire is administered by self-completion mode*];

vii) completing the interviewer questions section of each interview (section J);

viii) visiting EVERY sampled unit (*including office refusals)* to complete the 'neighbourhood characteristics' section on the contact forms.

5. Contact procedures

This section should be read alongside the ESS Round 7 Contact Form Instructions and Guidelines for Collecting Observable Data, both available from the Round 7 Intranet. Countries that have already participated in the ESS could update parts of this section based on information and experiences from Rounds 1-6. Information is centrally available from the CST, for example, on response, refusal and non-contact rates, the best times of the day or week to call or the impact of refusal conversion strategies.[4] The survey organisation may also have feedback from interviewers on what makes the initial approach most productive e.g. what initial information it is useful to mention.

[3] In previous rounds in the Netherlands more than one dwelling unit per address was interviewed. Such a procedure requires prior approval by the ESS Sampling Panel.
[4] The most recent information on this will be available from the Response Based Quality Assessment Report for Round 6 once it has been released.

An advance letter should be sent[5] to each selected [individual, household or address]. Respondents prefer having an advance letter, which provides them with advance notice and enables interviewers to avoid a completely 'cold call'. Bear in mind, however, that [unless the sample is individual-based] as we do not know in advance who will be selected for interview the letter does not always reach the relevant person in the household. We can do little about this, except ask the person who opens the letter to show it to other members of the household, and let you have copies to show and leave behind.

It is a good idea to post the advance letter to arrive two days before you plan to make your first visit (**you may find it helpful to note the day of posting on the contact form**). If you 'stagger' your mailings to correspond with your planned schedule of visits in this way, it is more likely that respondents will remember receiving the letter.

Keep copies of the letters with you when you go out into the field, so that if the selected person has not received or does not remember receiving the letter or if he/she has lost it, you can leave a copy behind**. It is important to do this in case the respondent wishes to contact the office after you have left.**

Respondent leaflet
NCs: You may like to produce a respondent leaflet, containing information about what the ESS is, why we want to speak to the respondents and who uses the results. Interviewers have found such leaflets very useful on other surveys. The leaflet can be used whenever interviewers feel it would be valuable - for example leaving it with someone who they are going to call back on later, or giving it to people who want to know more about the study.

Information you could include:

- why does the study matter – why should they take part?
- topics included in the questionnaire
- how we have obtained the respondent's name/address
- why we cannot substitute them with another respondent
- who funds the ESS
- confidentiality
- who will use the information given?
- how long the will interview take
- findings from Rounds 1-6
- a link to the ESS homepage or national ESS website where available

Examples of leaflets used by countries in previous rounds can be found on the ESS website (http://www.europeansocialsurvey.org/data/country_index.html). The website (http://www.europeansocialsurvey.org/) also includes links to the 'ESS Findings Booklet' that includes selected findings from earlier rounds, and booklets showing findings from specific modules from previous rounds. If producing a leaflet, consider the audience carefully and ensure that the information is accessible to all.

NCs: ensure that interviewers are given any necessary instructions about obtaining consent to interview younger respondents, particularly bearing in mind the questions in Round 7 on smoking behaviour and alcohol consumption (section E).

[5] It is strongly advised but not obligatory that an advanced letter is sent. This section should be customised for your country providing details of exactly how and when letters are sent.

You must attempt to make contact [at every address/household or with every individual] in your assignment except those notified to you as office refusals (not necessarily in the order given to you, but grouped and visited in 'economic' batches). You must make a personal visit on at **a minimum of 4 occasions, at different times of the day and week, and spread across the fieldwork period** before you classify the address/household/individual as unproductive. At least one of these personal visits should be in the evening (insert times) and one at the weekend. For office refusals, you must still visit the address to collect details for the 'neighbourhood characteristics' section of the contact form.

NCs: This is in line with the Round 7 Specifications for Participating Countries. Insert details about telephone first contacts if permitted in your country.

If you have trouble locating an address, and have access to the internet, websites such as 'Google maps' (http://maps.google.com/) may be of use.

Data Protection

To ensure that the ESS is in line with European laws and directives on data protection, the following points need to be conveyed to respondents – whether in written or oral form.

- Participation in the European Social Survey is voluntary
- The data will be stored at and made available from the ESS data archive, which is currently located at the Norwegian Social Science Data Services (NSD). The data will be released for statistical purposes only
- NSD takes all necessary steps to make it impossible for any user to directly identify any of the individuals who supplied the data

Some of these points may already be included in the information provided to respondents. But please make sure to add any points not included.

The privacy regulations of some countries data require that the duration of data storage be revealed. If this applies, you should make it clear that it is for an indefinite period.

Some privacy regulations also require that the full address of the data archive should be provided. If so, the address of the current data archive is:

Harald Hårfagresgt, 29, 5007 Bergen, Norway.
http://www.nsd.uib.no/nsd/english/index.html

NCs: It is up to each country to decide how to convey to respondents any additional information required to meet national data protection requirements.

Response rates

A high response rate is essential in order to ensure that the people interviewed in the survey accurately represent the population. We have a target **minimum** response rate of 70%, so you need to think carefully about how you can maximise your own response rate. Please keep trying to contact all the issued [addresses/households/individuals] until the end of the fieldwork period, and call back as often as you can, while you are still in the area (the requirement to make 4 calls is a minimum). **If you sense a respondent may be about to refuse, it often helps if you withdraw, offering to call again at a more convenient time, before a formal refusal is actually given.** Only by interviewing as many as possible of those selected for the sample can we be confident that the answers you get are representative of the views of everyone.

In addition, some other means to help achieve a good response rate are as follows:

◊ call the survey organisation before you return any incomplete or untraceable addresses. We might be able to find out some information which will help you locate 'hard to find' addresses;

◊ return all completed paper contact forms for **other** deadwood / not valid addresses (vacant premises, etc.) to the survey organisation as soon as possible. We need to know what deadwood / non valid addresses there are as early as possible in the fieldwork period;

◊ for refusals: complete the contact form (entering Don't Know for any information that you do not have) and return it to the survey organisation. Be sure to complete the Observable data section at the end of the contact form before returning it. Depending on the circumstances, we may ask another interviewer to try and convert the person who refused;

◊ if you select a person for interview who proves hard to contact, breaks an appointment, etc., keep on trying to 'convert' him/her until the end of the fieldwork period, even if you have already made 4 calls. Then whenever you are in the neighbourhood try again, unless you have learned that the selected respondent will not be available until after the end of the fieldwork (due to holiday, illness, etc.) Complete the contact form (entering Don't Know for any information that you do not have) and return it to the survey organisation at the end of your assignment.

Remember to show your Identity Card when you introduce yourself. You may want to give the person you initially contact a copy of the introductory letter. In any case, you should leave a copy of the letter with each respondent after the interview, in case he/she has any queries after you have left and wishes to contact the survey organisation.

NCs: add information on any additional country-specific response enhancement strategies, such as:

- incentive payments
- refusal conversion strategies etc.

The main interview will last, on average, about an hour [whilst the Supplementary Questionnaire will take a further 5-10 minutes]. This is an average or mean time and so some of your interviews may take 70 minutes while others may only be 50 minutes - it all depends on the characteristics of the respondent. **Please allow enough time between appointments of your scheduled interviews**.

Useful hints on how to introduce the survey: NCs: interviewers should practice doing this in their briefing.

- **Funding** for the survey comes from Ministries in a number of European countries.

- Lots of different groups will **make use** of the information people provide, from governments, academics, politicians and the general public. More than 68,000 people have already made use of the data - including almost 7,000 people from government and groups like charities - and that number is set to rise in the future.
- **Why** does this study matter? We know what politicians and journalists think about the important issues facing [country] today, but this study is about what the **public** think. It will show us how [country] people's attitudes and opinions compare with those of people in other European countries.
- Stress the **wide range of topics** covered in the interview – there is something for everyone.
- Remind people that **no** questions in the survey **test their knowledge** about topics.
- **How long** will the interview take? Around 1 hour for the main interview and another 5-10 minutes or so for the supplementary questionnaire.

6. Materials for the survey

NCs give details of all the materials interviewers should expect to be given, as well as hints about potential pitfalls e.g.

- making sure they check that they have both versions (A & B) of the Supplementary Questionnaire and Showcards with them before they go out
- checking to make sure that the main showcards are all there and in the right order etc.

7. Contact Forms

NCs: You may wish to set interviewers some short exercises to do before they attend the briefing session. This is especially relevant if the contact procedures used for the ESS are very different from usual practices in your country. *For address and household samples, giving interviewers extra practice in selection procedures would be particularly valuable.* The exercises could include asking interviewers to complete sample contact forms following different scenarios, carrying out mock selection procedures etc. Part of the briefing session should then be spent going through these forms and dealing with any problems or queries that have arisen. Section 4 of the document 'ESS Round 7 Contact Form Instructions'[6] provides two such examples – one on refusal conversion and one about an invalid address. These should be covered during the briefing.

Every country is expected to include specific training on neighbourhood characteristics in their interviewer briefings. The document 'Guidelines for Collecting Observable Data' outlines the key requirements and provides some photo examples from Belgium that can be used as the basis for developing country specific training.

It is essential that the neighbourhood characteristics form is completed:

- For each sample unit;
- At the beginning of the contact procedure;
- During daylight whenever possible; and
- For all sample units including all non-contacts, all refusers, all other types of nonresponse units as well as all respondents (those units which had interviews).

[6] This document is available from the ESS7 Intranet (https://essdata.nsd.uib.no/ESS7/pages/home.do) under the heading 'Fieldwork documents'/'Contact forms'.

These are the forms on which your assignment of [addresses/households/individuals] is issued. You will have one for each [address/household/individual] in your sample.

Besides giving the selected [address/household/individual], the contact form has a number of other purposes:

- It provides space for you to record details of all the calls you make, and the outcomes.
- *For address and household samples:* It allows you to select one dwelling unit and/or one respondent at random for interview.
- It is used to record some details about the doorstep exchange.
- It is used for back-checking of a sample of productive and unproductive addresses.
- It is used to collect some background information about the address and area.

NCs: It is strongly recommended to use the contact forms provided by the ESS. If using country-specific contact forms, please give detailed instructions on how to fill them in and ensure that all the information required by the ESS is included. The information below may help as a guide.

The contact form works just like a normal questionnaire and you should follow the filter instructions in the normal way. The filter instructions are indicated like this: **"→ Q.xx"** Where the instruction **"→ END"** is given, this means you do not need to fill in any more information.

Please be especially careful to fill in the correct column and to write in the accurate number of the visit which you are talking about.

Terminology and abbreviations

Sampled unit = the assigned [person/household/address]
Visit = **contact attempt** = every attempt made to reach the sampled unit, whether successful or not. This attempt can be a personal visit to the address or a telephone call.
Contact = when you speak to anyone in the sampling unit. Alternatively you may speak to someone near to the sampling unit specifically about the sampling unit.
Proxy / Someone else = somebody other than the selected respondent with whom you have contact, who may or may not belong to the sampled unit (e.g. a neighbour, visitors, family member or friend).

HH = Household
R = Respondent
I = interview

Filling in the contact form

The first section of the contact form is for the serial number of the respondent and the interviewer. If the ID number of the respondent has not already been filled in by the office, you should copy the respondent number onto the contact form that you will use for that respondent. Enter also your own interviewer identification number (ID). **Always work under your own ID number.**

Household and address-based samples only: Also on page 1 of the contact form, there is a box for you to write in the selected person's full name. It is important that you enter this **as soon as you have finished the respondent selection procedure.**

All Samples:
There is a box for you to write in the selected person's telephone number, if given. If it is not given, tick 'Refused'. If he/she has no telephone, tick 'No phone'. Please try to ask for the number whether or not the outcome of that particular visit is successful. This helps if you or another interviewer has to go back, make or change an appointment or any other possible cases where the phone number is needed.

On page 1 of the contact form, you will see that there is space for you to keep a note of the times of your calls. Please remember to fill this in at each separate visit (including telephone calls), whatever the outcome: it will help you to plan any further visits you may have to make and helps other interviewers in case of re-issues. It is a good idea to fill this in immediately after each visit.

From here on, you fill in the contact form just like a questionnaire.

All sample types

Questions 1, 2 and 3 (in grid on page 1):
Note the date, day and time of the call. The time should be indicated using the 24 hour clock. This means for example: 20.15 hour NOT 8.15 PM

Q4: Mode of the visit

1 = Personal visit = the interviewer made a personal visit to the respondent's home, rather than making contact by phone.
2 = telephone = the interviewer tried to reach the respondent by telephone.
3 = personal visit but only intercom = the interviewer paid a personal visit to the sampled unit, but **only** had contact with the respondent/ household through the intercom/entry-phone.
4 = info through survey organisation = It is possible that the introductory letter may be returned to the office because the respondent has moved house or that the respondent may telephone the office in advance to say that he / she does not want to take part in the survey. In these circumstances, the office will inform you. You should mark this on the contact form by using code 4 at question 4. Remember that you must still complete the neighbourhood characteristics form for this address before returning the form to the office (*unless forbidden for national data protection reasons)*.
5 = other = information that is obtained by the interviewer via ways other than in 1-4. This may be for instance by consulting official records.

Q5: Results of the visit

Here you indicate the result of the visit.

Avoid having partial interviews (Code 2). It is wise to make sure, before you begin, that the respondent has enough time to finish the interview. If the interview is broken-off for any reason, try and arrange an appointment to complete the interview later. If the interview can be continued at another time, please try to ensure that it is completed then. This 'second instalment' of the interview should be entered as code 1 at Question 5 on the contact form as long as the interview is finished in full.

An interview will only be considered complete if all sections have been attempted, up to and including question F27. **If there are any serious gaps, we will not be able to use the interview.**

If the address was unoccupied, institutional, not traceable, etc, indicate this at Question 5 (Code 7). Before coding an address as non-residential or communal establishment/institution, remember to check that there is no resident private household within the address (e.g. a caretaker's flat).

If the information about the sample unit does not fit into code 1-7, code 8 should be used. This code is most likely to be used if code 4 or 5 is selected for 'mode of visit'.
More information about how to deal with the different results of visits is given later in this section.

Address Samples only: **Household selection:**

NCs: if you are using an address-based sample, please give details here on how to select households within addresses (questions A1-A4 on the contact form).

Household and address samples:

Respondent Selection Procedure

Questions **B1-B4** on the contact form will help you to select the individual within the household / address for interview.
A useful tactic is to explain at the outset that you have to ask a few questions beforehand to make sure you interview the 'right person' - to ensure that you get a true cross-section of views and give everyone an equal chance to be included. If you can make the person giving the information feel that he or she is helping - and know why it is necessary - you will find it easier to gain co-operation.

At **B2** you must find out how many persons aged 15 or over there are living at the household.

The definition of 'being 15 years or older' may vary depending on the sampling design:

For designs where persons are sampled directly from a register (given the day of birth is available) a person is treated as 15 or older if she or he is 15 at the 1st of September in the year in which the survey is conducted.

For designs where the interviewer has to determine the age of eligible persons in the field a person is treated as 15 or older if she or he is 15 at the day the interviewer does the listing of household members.

A ‘household’ is defined for the purposes of respondent selection as:

One person living alone or a group of people living at the same address (and have that address as their only or main residence), who either share at least one main meal a day or share the living accommodation (or both).

Included are: *people on holiday, away working or in hospital for less than 6 months; school- age children at boarding school; students sharing private accommodation.*

Excluded are: *people who have been away for 6 months or more, students away at university or college; temporary visitors and people living in institutions.*

Note that household is NOT only defined as traditional family units. The definition given above must be used.

On each occasion where there is more than one adult living at the household, you must use a random selection procedure to choose one for interview, as follows:

KISH GRID for selection of individual [country specific: if used]

Example of a Kish grid:

PERSON / HH Row: (No. in household)
2 3 4 5 6 7 8 9 10 11 12

SELECT ROW (Selected person no.)
2 1 3 2 4 7 6 5 8 4 1

Respondent selection
(see example below)

At **B3**, list all resident adults in [alphabetical order or in order of age (country specific – amend as appropriate)] of their first name or initial. For example, if there are 4 adults in a household called Brian, John, Maggie and Paul:

FIRST NAME OR INITIAL	**PERSON NUMBER**
B.	01
J.	02
M.	03
P.	04
	05
	06

By referring to the example selection label shown above (Kish grid), you will see that in this example person number **3** is to be interviewed, as this is the number printed under ‘4’ on the

label (**the labels will vary for each sample unit**). So in the example, person number 3 (initial M) has been selected, and you will write her name on the front page.
Please note two other points:

- if there are two people with the same first name, list them in **alphabetic order** of their **full** name. If the full names are the same, list them in order of their **age**, with the **eldest first**. Make sure that you write in the initials: this is part of the way that back-checks can be carried out on your work, to reassure us that the correct person has been selected.

- if there are 13 or more adults living at the selected address, use the look-up list at the end of these instructions to tell you which one to select for the interview. List the first 12 names in the grid as normal, and continue on the back of the contact form as necessary.

Once a random selection has been made, no substitute can be taken, even if there is another adult living there who is available and willing to be interviewed.

'LAST BIRTHDAY' SELECTION of individual [country specific: if used]

If there is more than one individual in the household, you can use the birthday selection method to randomly select someone to interview. Ask which person last had his or her birthday. Once this person is identified, **no substitute can be taken**.

A few last points about selecting respondents:

(i) Any responsible **adult** member of the household may provide the information that you need in order to establish who it is you are to interview. But **never** take this information from those aged under **18**.

(ii) Interview **only** persons living at listed addresses. You could interview a person somewhere else (e.g. at work). **No substitutes are permitted**, so if the selected person is away for the duration of the survey or too ill to be interviewed, then no interview can take place. Country specific: add rules for following movers depending on sample type.

(iii) This survey is intended to cover only the population living in **private households. Those living in institutions are excluded from the sample of the ESS.**

All sample types:

Q6: OUTCOME CONTACT BUT NO INTERVIEW

Appointments (Code 1): If it is not possible to do the interview when you call, try to fix an appointment. Even if it is a vague appointment ("come back tomorrow" without a fixed hour), indicate this on the form as an appointment.

Refusals (Codes 2, 3 or 4): If the respondent does not want to co-operate and do an interview, enter the refusal type (2, 3 or 4) and go to question 7.

Code 2 is a refusal by the respondent directly.

Code 3 is refusal by proxy. *For household and address samples this can only be used after the respondent selection procedure has been completed otherwise code 4 should be used.* Remember a proxy can be:

- a RESIDENT: Household/family member: This means it is somebody who still lives in that house and who is probably a household or family member
- a NON-RESIDENT: family/visitor/friend : this person was present at the address/ house at the time of the visit (as opposed to neighbours)
- a neighbour

Note that a building manager/ security guard/ or other gatekeeper, in other words people from whom you possibly need permission to enter the building, cannot give a proxy refusal. These cases should be treated as **non contacts**.

Household and address samples: Code 4 is household refusal (before selection). This code should only be used if there is a refusal to the survey before the respondent selection has taken place.

Individual Samples: Code 4 is 'Refusal. Don't know if target respondent'. This code should only be used when a refusal is given and the interviewer has not established whether that person was or was not the named target respondent.

All sample types:
Code 5 (Respondent is unavailable / not at home until ..../.....): Here you should enter the date so that you or another interviewer can cover the interview later during the field period. It may be that a different interviewer can do this with re-issues so always enter a date if possible.

Mentally/physically unable/ill/sick (short term and therefore could revisit during the fieldwork period) (Code 6): If the respondent is **temporarily** mentally/physically unable/ill/sick, you should use Code 6 and make an appointment to come back later in the survey period.

Mentally/physically unable/ill/sick (long term and would be unable to complete interview during the fieldwork period) (Code 7): If the respondent is really too mentally/physically unable/ill/sick to participate in the study (for example: dementia) **for the rest of the survey period**, Code 7 should be used.

Respondent is deceased (Code 8): if the respondent has died Code 8 should be used.

Respondent has moved out of country (Code 9): if the respondent has moved **permanently** outside of the country then this code should be used.

Respondent moved to unknown destination (Code 10): this category should only be used when interviewers really do not know whether the selected sampling unit has moved within or outside the country. Otherwise, codes 9 ('respondent has moved out of the country') or 11 ('respondent has moved, still in country') should be used.

Language Barrier (Code 12): It is important to know whether the **respondent** speaks a different language, not the other household members or the persons who give you information. Do not translate the questionnaire yourself, even if you speak this language fluently. If the respondent cannot understand and respond in the language of the questionnaire, then an interview cannot be carried out at that time. Enter the language spoken by the respondent at **Q6b** and return the contact form to the Office (after completing the Neighbourhood Characteristics Form). If the respondent's language is fielded in your country, the Office will give the questionnaire to someone else who will carry out the interview in the appropriate language.

Q7 & Q8: VISIT NUMBER AND REASON FOR REFUSAL

Write in at which visit the refusal was made and code all the reasons that were given for the refusal. You cannot enter 'don't know' so you must try and give a reason why a refusal was given by the respondent / their proxy.

Q9: ESTIMATION OF LIKELY FUTURE CO-OPERATION

This estimation is useful to help the office decide whether to get a different interviewer to see if they can persuade this respondent to take part.

Q10: ESTIMATION OF AGE

For *Individual / address samples:* estimate how old you think the respondent or the person who refused on their behalf is. For *household samples* estimate how old you think the respondent or the person who refused on behalf of the household is.

Q11: GENDER

For *All sample types* please record the gender of the respondent or the person providing the proxy refusal.

Individual / household samples

Q13 & Q14: RESPONDENT MOVED AND STILL IN COUNTRY

If it was possible to get the new address from a neighbour or perhaps from the new occupants, you can record it here. If no new address is known, you should send the contact form back to the office. By 'interviewer area' (Q14), we mean the area where you are assigned interviews.

N1-N5: NEIGHBOURHOOD CHARACTERISTICS FORM

NCs: Please refer to the ESS Round 7 Guidelines for Collecting Observable Data (available on the Round 7 Intranet http://www.europeansocialsurvey.org/intranet/nc/ for detailed information regarding the use of country-specific photographs in training interviewers on completing this section of the contact form.

Fill in these questions only once for each address where it applies. If you have followed the filter instructions correctly, you should finish with these questions or you will be instructed to END.

Note that in countries where first contact is allowed by telephone, an additional personal visit must be made where a refusal is given on the phone to complete N1-N5. In selected cases an attempt may be made to re-interview as well.

NCs are strongly advised to ask the survey company to build the contact form data entry into the interview CAPI program. Interviewers should enter information from the contact form into the laptop at the end of each day. This reduces the amount of missing information.

8. Field procedures

Here NCs should give information about any key field procedures, such as:

- use of back-up disks if appropriate
- how and when to complete CAPI admin (including transferring information from the contact forms)
- how and when to return work
- any additional administrative details

For countries using the self-completion versions: When sending back work to the office, please remember to place the supplementary questionnaire in a separate envelope from the contact form, even if you are returning them at the same time. This is vital for data protection purposes.

9. The Supplementary Questionnaire

NCs: give details here of how the supplementary questionnaire will be administered in your country. Include the following details:

- mode of administration of the supplementary questionnaire (**either** face-to-face **or** self-completion) for your country. The mode of administration must be decided in advance with the survey organisation: Interviewers cannot decide the method of completion. If self-completion is chosen NCs must give clear guidelines when a face-to-face interview is acceptable, for example, poor sight / literacy problems. **In these rare circumstances**, interviewers must use the self-completion version and complete it with the respondent. This will be recorded in the interviewer questionnaire.
- how many versions there are (two; A and B)
- how these can be distinguished from one another (e.g. different colours, if paper is used)
- how the randomisation process will be carried out, i.e. how the interviewers will know which version to give to which respondent, emphasising the importance of giving the correct version to the correct respondent (unless this is automatically programmed in CAPI)
- how and when interviewers should return completed supplementary questionnaires, if applicable

Countries where the supplementary questionnaire continues as part of the face-to-face interview:

Section I of the supplementary questionnaire contains some repeat measures of questions asked earlier in the interview. In some cases these are identical repetitions, and in some cases they have been modified slightly as part of an experiment. These test questions are an important part of our quality control measures. An introduction at the start of this section of the questionnaire explains the reasons for this repetition. It is important that this is **always** read to respondents.

For countries using the self-completion versions (including CASI):

Respondents may fill in the self-completion questionnaire either:

- **Immediately after the interview**, before you leave. You could use the time for 'tidying up' any other answers or notes. The CST strongly advises this option.
- **In the respondent's own time**, within one week of completing the main interview. In this case you will need **either** to call back to pick up the questionnaire, **or** to arrange for the respondent to post it back to the survey organisation (in which case you must leave one of the A5 prepaid addressed envelopes). The importance of completing the self-completion questionnaires as soon as possible after the main interview should be emphasised to respondents. This will help increase measurement reliability since the responses given to attitude questions can vary relative to the context that they are measured in.

Under no circumstances should you give the self-completion questionnaire to the respondent to fill in before the interview.

Before handing over the self-completion questionnaire, there are some important things to remember:

i. Add all the appropriate **serial numbers** to the front of the questionnaire as indicated, **before** you hand over the questionnaire. **Without these identifying numbers, the self-completion questionnaire cannot be used!**

ii. If you leave the self-completion questionnaire at an address to be filled in after the interview, leave it only with the **selected respondent** - the person you interviewed. The self-completion questionnaire may be filled in only by the selected respondent. Please tell the respondent that we cannot use questionnaires filled in by anyone else. **No substitute is acceptable**.

iii. If the respondent cannot fill in the questionnaire by the end of the visit at which you carry out the interview, please arrange to call back for it - provided you are still interviewing in that area. You could use an **appointment card** to remind the respondent of when you are calling for the questionnaire. This will help remind the respondent how important the self-completion questionnaire is. If this is not possible, you should leave a prepaid envelope and ask the respondent to post the self-completion questionnaire back to the office.

iv. Never leave the respondent in any doubt as to how he or she should return the questionnaire. If you have arranged to call back for it, make sure that your respondent realises this and that you keep your appointment. If you cannot arrange to call back, make sure that the respondent knows it is to be posted back, and stress the need for (reasonable) speed.

v. If you do wait for the questionnaire or call to collect it later, please try to spend a minute checking through to see that it has all been filled in. Any gaps can then be tactfully pointed out to the respondent and he or she should be asked to fill them in, even if it means writing in 'don't know' where appropriate.

vi. On rare occasions, it might be clear that a willing respondent needs your help to complete the questionnaire, because of, say, poor eye-sight or illiteracy. In such cases, treat the questionnaire as if it were an extension of the interview, and tick the boxes accordingly, with the respondent at your side.

NCs: The following procedures may be useful in order to enhance response rates on the supplementary questionnaire *where it is administered by self-completion and left behind with the respondent. Remember the target response rate for the Supplementary Questionnaires is 90%.*

- encourage interviewers to arrange a time to collect the questionnaire
- if questionnaires are to be returned by post, procedures such as those advocated in Dillman's Total Design Method may be useful. These include:
    - providing prepaid (first class) reply envelopes for respondents to return the questionnaire
    - sending a first follow-up reminder one week after the interview (to interviewers or respondents, as appropriate). A postcard is often used.
    - sending a second follow-up reminder two weeks after the interview, enclosing a second (serial numbered) questionnaire. It is important to check that they are sent the correct version of the questionnaire.
    - sending a third follow-up reminder letter (no questionnaire) two weeks after the second reminder all reminders should be sent by first class post

The Total Design Method can also be referred to: Dillman, D.A. (2007) 'Mail and internet surveys: The tailored design method'. 2nd edition (2007 update) New York, Wiley.

10. The interview questionnaire: general guidelines

NCs: A briefing example interview is provided. This should be used in **all briefings**, so that **interviewers in all countries** have the opportunity to take turns in asking ESS questions. This briefing example interview aims to highlight to interviewers how best to deal with particular situations that may arise during the interview. Interviewers should also practice recruiting respondents.

Some general best practice guidelines for ESS interviewers[7]:

- Questions should be read exactly as written in the questionnaire. They should be read at a slightly slower than conversational pace.

- Before accepting the respondent's answer, the interviewer must be sure that the respondent has heard the entire question. This is important for ensuring that all concepts in the question are being considered by the respondent. If the respondent interrupts the interviewer before hearing the whole question, the question should be repeated to ensure the respondent hears it through to the end.

- The interviewer should never make assumptions about the respondent's answers, e.g. by skipping a question or starting a question with "I know this probably doesn't apply to you, but..."

[7] These guidelines are adapted from the SHARE 2010 Interviewer Project Manual version 4.3

- Whenever a question begins with **CARD X**, the interviewer should ensure that the respondent has the correct showcard in front of them.
- The interviewer should never let the respondent see the computer screen.
- If the interviewer repeats a question, it should be re-read in the same words, i.e. as it appears in the questionnaire. The interviewer should not try to re-phrase the question.
- If the respondent asks for repetition of response options, the interviewer must repeat all response options.
- The interviewer should not give definitions of terms within a question if requested by the respondent (unless explicitly stated in an interviewer note or project instructions).
- If the respondent says "don't know" the interviewer should accept this answer and move on to the next question.
- If the respondent appears to contradict what he or she said earlier, the interviewer should accept this and move on to the next question.
- The interviewer should never assume how to interpret an answer onto a scale. For numeric scales, the respondent should always be asked to provide the number themselves.
- If the respondent starts to elaborate on their answers, digresses or attempts to engage the interviewer in conversation, the interviewer should use neutral feedback, such as silence, or a phrase such as "we have a lot of questions to get through, so let's move on".

Detailed ESS general guidelines

First, a feature of such a wide-ranging questionnaire is that people are likely to be more interested in some questions than in others. The particular interviewing challenge posed is one of establishing the right speed at which to ask the questions. Rushing the respondent clearly has to be avoided, but an over-deliberate approach would be equally wrong. It may be that some respondents want to give a great deal of thought to some of the issues, but we are seeking to capture present attitudes, not to conduct a philosophical discussion or a political debate! If a respondent does not have a particular point of view, or if they cannot answer the question posed a 'don't know' or 'refusal' code can be used and the interviewer should then move on to the next question. There are a small number of exceptions to this in the democracy module.

Second, before you start the interview respondents **must** be given a set of showcards. These must be separate from the questionnaire filled in by the interviewer. The answer codes on showcards should not generally be read out to respondents by the interviewer. NCs: with one or two exceptions the showcards must NOT contain the text of the questions. Where some or all of the text can be displayed this has been clearly indicated in the questionnaire.

Third, throughout the questionnaire there are a number of general phrases that may cause the respondent to ask for further explanation. An example might be “In your area”. In this and many similar cases we do not wish to give the respondent any further explanation. The phrases used are intended as general ones. Simply read the question or statement out, and tell respondents that they should answer in terms of whatever they understand by the phrase. Respondents may also ask for clarification of specific terms, such as “European unification” (B28). It is important that you do not offer your own interpretations of what such terms mean. Unless specifically stated in the descriptions below or in the questionnaire, simply offer to repeat the question, and tell respondents that they should answer in terms of whatever they understand by the phrase. If some respondents cannot answer the question as posed, a ‘don’t know’ code is acceptable; then you just move on to the next question.

Fourth, there are some questions where people are asked to give information that may be regarded as sensitive. Some respondents may feel uneasy about giving information on their voting behaviour or income, for example. Try and gently reassure the respondent that everything they say will be treated in **strict confidence**. If they still refuse, this should be coded as ‘refusal’. Some questions have explicit refusal codes (e.g. 77). At other questions where this option is not available, a refusal can be entered by using the ‘notepad’ facility or a special short cut in the CAPI program. Similarly, if a respondent does not know the answer to a question and there is no explicit code for this record ‘DK’ or something similar. DO NOT just leave the question blank, or use any other code. We need to know when respondents refuse directly or cannot answer particular questions. NCs: Where possible the CAPI programme should require an input before the interviewer can move on to the next question.

Fifth, at questions where an ‘other’ answer code has been provided, the other answer should be recorded verbatim. Unless specifically stated, ‘other answer’ should be coded only when one of the pre-coded answers will not fit after probing.

At questions where there is no specific provision for ‘other answer’, none is anticipated. However, if they do occur, answers should be recorded in the CAPI program. For such questions, in which no specific ‘other’ answer space is provided, first repeat the question with the appropriate emphasis before accepting an ‘other’ answer.

Sixth, the interview questionnaire is divided into blocks of question topics (see next page for details). Sometimes these are introduced by (e.g.) “And now some questions on...” but often they are not. Respondents do not need to be made aware of the various blocks or sections of the questionnaire during the course of the interview; the questionnaire is designed to be administered as a single unit with a reasonably smooth transition between groups of questions and different topics. However, where introductions are provided these must **always** be read to respondents.

If a respondent does break off the interview part way through (this happens very rarely), you should establish whether they would be prepared to continue at a later time, and code the outcome as appropriate on the contact form (**Q5**).

At some questions there are answer codes that appear in brackets. These codes allow for answers respondents might give but these should NOT be read out to them and will not appear on the showcards.

LAYOUT OF THE INTERVIEW QUESTIONNAIRE

<table>
<tr><td>A1 –A5</td><td colspan="2">Television watching; social trust</td></tr>
<tr><td>B1 – B34</td><td colspan="2">Politics, including: political interest, trust, electoral and other forms of participation, party allegiance, socio-political orientations</td></tr>
<tr><td>C1 – C28a</td><td colspan="2">Subjective wellbeing, social exclusion, religion, perceived discrimination, national and ethnic identity, immigration</td></tr>
<tr><td>D1-D33</td><td colspan="2">Immigration, including: attitudes, perceptions and policy preferences</td></tr>
<tr><td>E1-E32</td><td colspan="2">Health, including health conditions, fruit, vegetable and alcohol consumption and smoking behaviour</td></tr>
<tr><td>F1 – F61</td><td colspan="2">Socio-demographic profile, including: household composition, sex, age, marital status, type of area, education & occupation of respondent, partner, parents, union membership and income</td></tr>
<tr><td>Section H</td><td>Human values scale</td><td rowspan="2">These questions will either be asked as part of the interview questionnaire, or in the self-completion supplement. NCs should customise this instruction as per the mode for their country.</td></tr>
<tr><td>Section I</td><td>Test questions</td></tr>
<tr><td>Section J</td><td colspan="2">Interviewer questions</td></tr>
</table>

11. The interview questionnaire: in detail

You should have been through the whole interview questionnaire during your personal briefing session using the 'example briefing interview'. This section provides details about particular questions where a little more explanation may be useful. This should help you to respond to most questions that respondents may ask you during the interview.

The question number or variable name is listed in italics on the left of the page.

START DATE / TIME	At the start and of the questionnaire all interviewers are asked to record the date and time. The end time is to be added at the end of the main questionnaire.

MEDIA USE

A1-A2/ TVTOT - TVPOL	These questions ask about the amount of time spent watching TV on a weekday (that is, Monday to Friday). If respondents ask for clarification, this refers to time spent actively watching, rather than time when the TV is merely on 'in the background'.

VOTING & POLITICAL BEHAVIOUR

B9/ VOTE	If respondents answer that they did participate in the election, but deliberately 'spoilt' their ballot paper or left it blank, record this as 'No' (code 2). This is especially relevant in countries where voting is compulsory.
B13/ WRKORG	The organisations or associations that are meant include any that try to improve things in [country], help prevents things from going wrong or from serious problems arising. It does not include political parties or action groups as these are covered by the previous item (B12).

SECTION D – ATTITUDES TO IMMIGRATION AND THEIR ANTECEDENTS

The questions in the module measuring attitudes to immigration aim to find out how respondents feel about immigration generally, and about specific groups.

Attitudes to immigration	Many items in section D could be sensitive for some respondents. If anyone seems reluctant to answer please remind them that the data will be anonymised and reassure confidentiality.
D16	Respondents are asked to estimate how many out of every 100 people in [country] were born outside the country. If respondents feel unable to give a precise number, please ask them for their best estimate.
D20	This question refers to contact with people of a different race or ethnic group from most [country] people. Respondents should include any contact when answering, whether verbal (e.g. a simple 'hello' or a longer conversation) or non-verbal (e.g. witnessing a public act of kindness or an altercation). This could be on public transport, in the street, in shops or in

the neighbourhood – i.e. when in public and not at home.

D30-D33 To build as full a picture as possible of attitudes towards immigration respondents will be asked about different groups. The group the respondent is asked about is determined by the CAPI randomisation. This should NOT be conveyed to the respondent. If respondents query why they are being asked about a specific group, please say ''This is just a group of interest to the researchers who designed this question".

SECTION E – SOCIAL INEQUALITIES IN HEALTH AND THEIR DETERMINANTS

The questions in the module measuring social inequalities in health aim to find out about respondents' health outcomes and the factors that can have an impact on health.

NOTE FOR NCs:

Several items in section E (E6, E13, E14, E19 and E28) ask respondents to think about the 'last 12 months'. To make this time reference as precise as possible, interviewers are asked to specify 'that is, since [MONTH, YEAR]'. Wherever this instruction appears, please set up the CAPI script to refer to the same month as the interview but in the previous year. For example, if the interview is taking place in November 2014, the sentence should be 'in the last 12 months, that is since November 2013….'

E1-E2 These questions ask respondents about their fruit and vegetable consumption. Respondents should include frozen fruit and vegetables in each of their answers. If respondents query whether other types of fruits or vegetables should also be included, e.g. tinned, clarification should not be provided and it should be left to the respondent to decide what to include/exclude.

E3 Any physical activity mentioned by a respondent that has been done for a total of 30 minutes or longer should be included. This could be organised or planned exercise, or an activity such as walking quickly, gardening or housework – provided it was done for 30 minutes or longer. The activity does not need to have been performed for 30 minutes continuously to be included. For example, 10 minutes of physical activity carried out three times in one day should be included.

E4 This question focuses on smoking cigarettes. Respondents should include rolled tobacco in their answer but not pipes, cigars or electronic cigarettes.

E7-E8 These items ask respondents about their alcohol consumption on the last day they drank, first on a weekday (E7) and then on a weekend day (E8). All respondents should have the same showcard (card 46) in front of them when asked E7 and E8. When a respondent gives an answer, probe 'any other drinks?' to ensure you have recorded all alcohol consumed on that day. If a respondent gives an answer that does not appear as a response category, please refer to the guidance provided [NOTE TO NCs:

Interviewers need to be provided with guidance on how to handle this situation in the CAPI script. Please refer to the document 'ESS7 Alcohol Adaptation Guidelines' available on the intranet].You may need to probe to clarify in which category a drink belongs, or to clarify the amount consumed (e.g. a large or small glass of wine). If respondents query how to count drinks consumed starting on one evening and finishing after midnight, you should advise them to include all drinks consumed in that period, alongside any others consumed earlier that day.

E10a-E10b Respondents should only be asked one of these items depending on whether they are male (E10a) or female (E10b). It is important that respondents have the correct card in front of them (card 47a if male; card 47b if female) while you are reading out the question in order for them to visualise what you are describing.

E11-E12 These questions ask respondents to provide their height and weight. If respondents do not know these measurements exactly, they should be asked to provide their 'best estimate'. Please take care to enter the answers accurately.

E13 If respondents name just one type of health professional, you should check 'any other?' before moving on to the next question. If respondents query what should be included here, you should clarify that any form of communication or home visits should be included.

E17 This item asks respondents whether they provide any unpaid care for relatives, friends, or others for any of the reasons listed on card 50. The reasons listed on the card are not the response options. In other words, it is not important which of the reasons on the card applies to a respondent, just whether any of them do or do not. If any of the reasons on the card applies, this response should be coded as 'yes', if not then code as 'no'.

E18 If respondents provide a different number of hours' care each week, they should be asked to think about the time they spend on average per week. If respondents spend less than an hour each week providing this care, or provide care less often than weekly, code as '55'.

E28-E29 These items could be particularly sensitive for some respondents. If a respondent seems reluctant to answer, please remind them that the data will be anonymised and reassure confidentiality. In addition, please reassure respondents that they only need to provide the letter or letters from the card that applies to them and that you will not see which health problem(s) this corresponds with.

Back or neck pain: respondents should only include substantial pain.
Allergies: respondents should include hayfever here, as well as other allergies.
Severe headaches: respondents should include migraines and other severe headaches (e.g. cluster headaches) rather than mild headaches.

E30 This item could be particularly sensitive for some respondents. If a respondent seems reluctant to answer please remind them that the data will be anonymised and reassure confidentiality. In addition, please reassure respondents that they only need to provide a yes/no response to this question.

E31-E32 These items could also be sensitive for some respondents. If anyone seems reluctant to answer please remind them that the data will be anonymised and reassure confidentiality.

HOUSEHOLD GRID

F1/HHMMB *For samples of addresses and households:* This question asks for the total number of people in the household (including children). You should have, of course, recorded the number of people over the age of 15 at QB2 (excludes Individual Named samples) on the contact form. If you should discover at this stage that you have been given the wrong information for the contact form selection:

- Do NOT change the contact form or redo the selection procedure
- DO record the correct information at F1 / HHMMB
- DO make a note of what happened beside the household grid.

F4/RSHIPAX This question refers to **the individuals in the grid and their relationship to the respondent.** The direction of this relationship is crucial. Interviewers should ensure that the respondent is answering "this person is my…"

LEGAL 'MARITAL' AND PARTNERSHIP STATUS

F6 & F11 F6 aims to measure the LEGAL status (or otherwise) of the relationship between the respondent and the partner they are currently living in the household. We want to measure how the relationship is viewed under the law of [country].

F11 aims to measure the LEGAL marital status of the respondent under [country] law. It is only asked to those NOT currently living with a partner and those who are cohabiting (whether or not this is recognised in law) but do not have any other legal status. So respondents who are cohabiting are asked to specify their legal marital status that may stem from a previous relationship. If the respondent is unsure, accept their best guess.

At F11 the interviewer instruction 'priority code' is used. Reading from the top to the bottom of the list code the answer given from the highest point on the list e.g. if the respondents says that they are married (code 01) and divorced (code 04) the interviewer should code this as 01.

All respondents should answer questions about their marital status based on what is legally recognised in the country of interview. For example, if a respondent is in a civil partnership in the UK (where this is a legally recognised status) but are being interviewed in Cyprus (where it is not legally recognised) they should answer using the codes that best reflects their legal marital status under Cypriot law. If the respondent is unsure then accept their best guess.

HIGHEST LEVEL OF EDUCATION

F15, F44 F52, F56 F15 (and any other country specific follow-up education questions for the respondent /partner / parents) records the highest level of education the respondent has successfully completed. 'Successful completion' occurs when either: 1) a formal certificate is issued after an assessment indicating that the course has been passed; 2) a course or period of education is fully attended but no certificate is ever issued or 3) a course or period of education is fully attended and a certificate of attendance is issued (and no other certificates e.g. for passing the course are ever issued).

If respondents completed their highest level of education abroad they should try and place this in the equivalent category from the list on the showcard(s). Their best estimate of this is acceptable, or you could consult the list of common foreign qualifications provided to you. Only when this is not possible should you use the 'other' code. If this has to be used record the qualification on the questionnaire as it may be possible to recode this later in the office.

YEARS OF EDUCATION

F16/EDUYRS 'Years of education' refers to all education completed including school and education after school. These years do not have to be continuous but the total should only include the years in education, not the gaps in between. Vocational training should be included, but apprenticeships should not. Part-time education should be reported as the equivalent number of full-time years. For example, if a course would take one year full-time, but was done part-time over two years, it would be reported as one year.

ECONOMIC ACTIVITY

F17a-F17d F17a (*PDWRK-DNGOTH)* **is a multi-code question and some respondents should choose several types of economic activity undertaken in the last seven days**. All of them should be coded at F17a. Interviewers should remember to probe respondents to find out if any others are relevant by asking 'Which others?' **All** economic activities that a respondent has undertaken in the last seven days should be recorded.

At F17c, only one answer should be given. This should be the activity the respondent considers to be their main activity. If a respondent is not sure or doesn't know, please probe to find out which of the items on the card comes closest to what they were doing in the last week.

F17d is an INTERVIEWER CODE and should not be asked to the respondent. If F17c was answered copy the code to f17d. Otherwise copy the code from F17a. This item is used for routing later in the questionnaire. Ensure there is always only ONE code circled at F17d.

The following notes explain the categories at F17a *PDWRK-DNGOTH* more fully:

Code

01 **In paid work** (or away temporarily) (employee, self-employed, working for your family business)

This category includes all types of paid work, whether for an employer, or on the respondent's own account as self-employed. It includes casual, part-time and temporary work.

Voluntary work, or work carried out where only expenses are reimbursed or work paid for in kind (e.g., receiving board and lodgings only) where there is no financial transaction, are EXCLUDED from this category.

People away temporarily would include those who were absent from work last week because of sickness or injury, holiday, compassionate leave, or maternity leave, provided that they have a job to go back to with the same employer or as self-employed in the same field. It would also include people who were temporarily laid off, or on strike, or locked out, again provided that they have a job with the same employer to go back to, or to the same self-employed status.

People whose contract of employment incorporates regular but intermittent work (e.g., some staff in educational institutions, or professional sportsmen, whose wages are paid only during term-time or in the season, and who therefore may not have worked last week) are included in this category.

02 **In education**, (not paid for by employer), even if on vacation

All students, even those doing vacation jobs during the last week, are to be coded in this category. If the student is on vacation and will continue to be a student only if he or she passes an exam, assume that the exam will be passed and still treat the respondent as in full-time education.

03 **Unemployed,** and actively looking for a job

This category includes all unemployed who are actively looking for a job. This would include people seeking work through central or local government employment services, people registered with private employment agencies, people answering advertisements for work, advertising for work or even people just actively looking around for opportunities.

04 **Unemployed**, wanting a job but **<u>not</u> actively looking for a job**

Include here any respondents who are unemployed, but who are not actively looking for a job at the moment. People who, for instance, have given up looking for work would be included here, or those who are ill and temporarily unable to look for work. Respondents should normally be left to decide for themselves whether an illness in this case is temporary or not. If in doubt, include it if it has lasted less than six months.

05 **Permanently sick or disabled** covers people out of work and not seeking work because of permanent (or indefinite) sickness or disability. People who have never worked because of disability are included. In cases of doubt over whether an illness or disability is permanent, treat it as permanent if it has lasted continuously for six months or more.

06 **Retired** from work covers people who have retired from their occupation at approximately the normal retirement age or who have taken 'early retirement', and are not seeking further employment of any sort.

07 **In community or military service** Note that this code does not apply to jobs in the military but to compulsory military and community service only. The category should be removed in countries where there is no compulsory military service (or equivalent compulsory community service served as an alternative to compulsory military service).

08 **Doing housework, looking after children or other persons** covers anyone involved in unpaid domestic or caring duties. There can be more than one person in a household in this category - here we are concerned only with the respondent's position.

09 **Other** is not on the show card. It covers anyone who does not fit into any of the 8 categories on the card.

The following notes explain the categories at F17c MAINACT more fully. Please note the criteria for coding at F17c will differ from at F17a because we are now asking for main activity. The differences are underlined in the text below.

Code

01 **In paid work** (or away temporarily) (employee, self-employed, working for your family business)

This category includes all types of paid work, whether for an employer, or on the respondent's own account as self-employed. It includes casual, part-time and temporary work.

Voluntary work, or work carried out where only expenses are reimbursed or work paid for in kind (e.g., receiving board and lodgings only) where there is no financial transaction, are EXCLUDED from this category.

People away temporarily would include those who were absent from work last week because of sickness or injury, holiday, compassionate leave, or maternity leave, provided that they have a job to go back to with the same employer or as self-employed in the same field. It would also include people who were temporarily laid off, on strike, or locked out, again provided that they have a job with the same employer to go back to, or to the same self-employed status.

People whose contract of employment incorporates regular but intermittent work (e.g., some staff in educational institutions, or professional sportsmen, whose wages are paid only during term-time or in the season, and who therefore may not have worked last week) are included in this category.

02 **In education**, (not paid for by employer), even if on vacation

All students, even those doing vacation jobs during the last week, are to be coded in this category. If the student is on vacation and will continue to be a student only if he or she passes an exam, assume that the exam will be passed and still treat the respondent as in full-time education.

03 **Unemployed,** and actively looking for a job

This category includes all unemployed who are actively looking for a job. This would include people seeking work through central or local government employment services, people registered with private employment agencies, people answering advertisements for work, advertising for work or even people just actively looking around for opportunities.

04 **Unemployed**, wanting a job but **not actively looking for a job**

Include here any unemployed, but who are not actively looking for a job at the moment. People who, for instance, have given up looking for work would be included here, or those who are ill and temporarily unable to look for work. Respondents should normally be left to decide for themselves whether an illness in this case is temporary or not. If in doubt, include it if it has lasted less than six months.

The remaining four categories cover those members of the population who are generally considered to be economically inactive.

05 **Permanently sick or disabled** covers people out of work and not seeking work because of permanent (or indefinite) sickness or disability. People who have never worked because of disability are included. Do not include retired people in poor health who would not be seeking work even if they were healthy. In cases of doubt over whether an illness or disability is permanent, treat it as permanent if it has lasted continuously for six months or more.

06 **Retired** from work covers people who have retired from their occupation at approximately the normal retirement age or who have taken 'early retirement', and are not seeking further employment of any sort. Retired people who are permanently sick or have become disabled should still be recorded as retired.

Women who leave work when they marry to look after the home or to raise a family and who have not worked for many years, should be classified as 'looking after the home' rather than retired. But it is difficult to define retirement exactly. Apart from the proviso made about women, the respondent's description from the card should generally be accepted.

07 **In community or military service** Note that this code does not apply to jobs in the military but to compulsory military and community service only. The category should be removed in countries where there is no compulsory military service (or equivalent compulsory community service served as an alternative to compulsory military service).

08 **Doing housework, looking after children or other persons** covers anyone more or less wholly involved in unpaid domestic or caring duties when classifying economic position. There can be more than one person in a household in this category - here we are concerned only with the respondent's position.

09 **Other** is not on the show card. It covers anyone who does not fit into any of the 8 categories on the card. <u>But remember that people who are in any kind of paid work (including casual self-employed jobs) should not be included here.</u>

F21
EMPLREL

The next few questions ask about the respondent's main job (where applicable). This could be their current job, or their last job, if they are currently out of work. You will need to adapt the tenses etc. of the questions as appropriate.

If the respondent has more than one job, they should answer about the one which occupies them for the most hours per week. If they have two jobs that are exactly equal, they should answer about the more highly paid of the two.

Some self-employed persons will have their own business; some will simply be involved with casual or intermittent work. A person in a one-man business is not necessarily self-employed; if the business is a company, he or she may well be an employee of the company, drawing a salary.

F31-F34a

Occupation Question Sequence

We wish to collect occupational details of almost all respondents, excluding only those who have <u>never</u> had a job.

Ask everyone else about their current or last job. Please probe fully for all relevant details; if any are missing, we may be unable to code occupation and industry accurately. For example, there are many different types of engineer and each has its own code. You must therefore probe for the <u>full job title</u> as well as the exact type of engineering performed.

F31
NACER2

We are asking the industry question first because finding out the 'kind' of business or industry is crucial to coding the job in sufficient detail. Try to establish this as clearly as possible. The name of the company will not be sufficient, nor will the product itself, for instance 'vehicles' could mean a production plant, a car dealership/showroom, a seller of used cars, a van hire company, or a car importing business.

F32
TPORGWK

We wish to record the type of organisation that the respondent does / did work for. The question seeks to identify the sector they work in. The main distinction we are looking for here is whether the job is in an environment where the ownership or funding or comes from some part of the public sector, understood as central or local government, even if this is dispensed through some third party, such as a funding council or some arms-length organization. Where a sector may have complex inter-relationships between public and private management, get the respondent to focus on their own employment situation. So someone providing outside catering or cleaning services to a hospital or school is in the private sector even if it is a state-funded school.

F33-34a
ISCO08

Respondents are less likely to see the classification of occupations as a problematic or detailed task, so we need you to get as much information as possible. Job titles are a useful starting point but are rarely sufficient. Jobs such as accountant, teacher, nurse, engineer, and labourer can have many different types and be carried out in different situations. Use F34 to probe for as full a description of their work activities as possible, possibly getting them to specify their day-to-day duties.

For F34a remember that we are interested in the training/qualifications that are normally required in order to be able to get or do the job, NOT the qualification level of the respondent as this may be quite different.

NCs: we strongly recommend that time is spent covering the occupation questions in the briefing to ensure that interviewers collect sufficient information about the respondents' job. Job title alone is not sufficient; details about the type of work done are needed.

Asking interviewers to perform some ISCO coding can be a useful way of demonstrating to them the coder's task.

F35a&b These questions ask which work hazards respondents have ever been exposed to in any of the jobs they have ever had. The questions are only asked to respondents who have ever been in paid work.
When a respondent gives an answer, please probe 'which others' to ensure that all relevant answers are coded.

HOUSEHOLD INCOME

F41/ HINCTNTA At F41 / HINCTNTA you should obtain the **total net income** of the household from all sources, that is, **after tax**. Income includes not only earnings but state benefits, occupational and other pensions, unearned income such as interest from savings, rent, etc.

We want figures **after** deductions of income tax, national insurance, contributory pension payments and so on. The questions refer to **current level** of income or earnings or, if that is not convenient, to the nearest **tax** or other period for which the respondent is able to answer. The respondent is given a showcard that enables them to choose between their household's weekly, monthly or annual income, whichever they find easiest. They will then give you the letter that corresponds to the appropriate amount. This system is designed to reassure the respondent about the confidentiality of the information they are giving.

ECONOMIC ACTIVITY OF PARTNER

F45a / F45c See 'Economic Activity' notes above for details of codes and probing.

SOCIOCULTURAL ORIGINS

F61 This question aims to measure respondents' ancestries. Up to two ancestries should be recorded that best describe respondents' ancestries. If a respondent provides an answer that does not appear on card 77, please record their answer in the space provided. Once the first ancestry has been recorded, probe 'which other'. If no second ancestry is given, this should be recorded as 555555. If more than two are mentioned, ask the respondent to select two. If the respondent is unable to do this, code the first two ancestries mentioned.

END DATE / TIME At the end of the questionnaire all interviewers are asked to record the date and time.

INTERVIEWER QUESTIONS (SECTION J)

Your answers to these questions help to give us an idea of how the interview went, and how the respondents reacted to the experience. Questions J1-J9 refer generally to the interview as a whole.

For those countries administering the supplementary questionnaire by self-completion mode: the final questions on how the supplementary questionnaire will be returned are **vital** (J10-J12). They enable us to track progress and response rates on this part of the questionnaire. If you had to assist the respondent in completing the questionnaire you must explain the reasons for doing this at J11.

For those countries administering the supplementary questionnaire by face-to-face mode: J13 checks that the face-to-face mode has been used. It is essential in countries where the face-to-face mode has been selected that the interviewer always administers the questionnaire. In the absolutely exceptional circumstances where this does not happen, the reasons must be fully explained at J14.

12. Back Checks

NCs should outline that back checks will take place with the office contact team. Back checks should be conducted for those who have completed an interview and those who refuse to do so, as well as ineligible addresses.

13. Any queries?

If you have any queries or problems about how to complete the questionnaire, please do not hesitate to telephone a member of the European Social Survey research team at the Head Office [give contact names and telephone numbers of researchers here]. Queries about field arrangements should be raised with your supervisor or Area Manager in the first instance. [Give contact names and telephone number of survey organisation here].

We hope that all goes well and that you enjoy the assignment

13. Look-up Chart

(For 13-100 Dwelling Units or 13-100 persons at one issued address)

NUMBER OF HOUSEHOLDS/ PEOPLE IN HOUSEHOLD:	SELECT NUMBER:
13	12
14	8
15	11
16	7
17	13
18	3
19	14
20	2
21	14
22	8
23	13
24	5
25	12
26	6
27	17
28	17
29	2
30	21
31	10
32	26
33	8
34	22
35	8
36	3
37	28
38	19
39	25
40	16
41	41
42	32
43	9
44	40
45	7
46	35
47	8
48	36
49	15
50	44
51	35
52	2
53	24
54	17
55	49
56	27

NUMBER OF HOUSEHOLDS/ PEOPLE IN HOUSEHOLD:	SELECT NUMBER:
57	39
58	3
59	48
60	35
61	22
62	10
63	51
64	37
65	64
66	65
67	66
68	28
69	45
70	53
71	25
72	48
73	50
74	39
75	51
76	11
77	12
78	74
79	42
80	9
81	33
82	51
83	69
84	78
85	53
86	19
87	66
88	23
89	17
90	19
91	40
92	11
93	35
94	12
95	41
96	3
97	10
98	25
99	61
100	99