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EUROPEAN SOCIAL SURVEY

2002

Project Instructions (PAPI)

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.

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.

Throughout the document, certain sections are shaded in grey. This indicates an optional, country-specific item or procedure. If you feel they could be useful, you may decide to implement them, but, otherwise, they are not obligatory.

We have not produced separate 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 during briefings, interviewers will have the opportunity to run through the entire questionnaire.

1. Background

The European Social Survey (the *ESS*) is a new pan-European survey. The *ESS* will collect information on people's attitudes, beliefs and behaviour patterns in at least 23 European countries. The following countries are already participating in the first round of fieldwork:

Austria	Hungary	Portugal
Belgium	Ireland	Slovakia
Czech Republic	Israel	Slovenia
Denmark	Italy	Spain
Finland	Liechtenstein	Sweden
France	Netherlands	Switzerland
Germany	Norway	UK
Greece	Poland	

Turkey may also participate in Round 1.

The *ESS* is intended to be a time series, run every two years. It is designed to measure contemporary social attitudes and how they change over time. Such findings are of interest to government departments anxious to have more information about people's own assessments of – say – social and political issues in their country. Subjects covered in the questionnaire include attitudes towards social exclusion, participation in society, and immigration, amongst many other things. We expect that the data gathered will be 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. The data are also contributions to social history, to allow analysts in the future to discover what people thought and felt about the major social issues of today. 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 will be able to make detailed comparisons between individual countries (or groups of countries) on a wide range of social issues.

Another factor which will make the *ESS* unique 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 will employ the highest standards in its approach to sample design, response rates, questionnaire design and fieldwork procedures, and so forth across all the participating countries.

Central co-ordination of the project is being funded by the European Commission, with aid from the European Science Foundation. The fieldwork in each country is being funded by the respective National Science Foundations. *NC note: add funder for your country*

Some interviewers working on general surveys feel that the broad range of topics covered in the interview makes it harder to sell on the doorstep because there is no obvious single 'focus.' However, this broad range of topics can also be seen as a strength, allowing you to target potential respondents by mentioning a particular topic you think might be of interest to them. And, because nearly all the questions are attitudinal, there is no need for respondents to look out 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]. 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.

2. Notifying the police

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:

Samples of individuals:

- Coverage of sample
- Number of sampling points and addresses selected

Samples of households:
as above, plus…

- need to select individual within the household, as described in the section on the contact forms
- stress 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…

- fact that addresses may have no household, or more than one household, and therefore 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;

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 deadwood 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];

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

5. Contact procedures

An advance letter should be sent to each selected [individual, household or address]. Most interviewers and respondents prefer having an advance letter, which provides respondents 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 one of the researchers 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?
- about how long will the interview take?

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 call on at least 4 occasions, at different times of the day and spread across the fieldwork period before you classify the address/household/individual as unproductive. At least one of these calls should be in the evening and one at the weekend. For office refusals, you must still visit the area to collect details to go on the 'neighbourhood characteristics' section of the contact form.

NC: 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 'multimap' (www.multimap.com) may be of use.

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 addresses (vacant premises, etc.) to the survey organisation as soon as possible. We need to know what deadwood there is 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. Depending on the circumstances, we may reissue it to try 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 them 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. This is an average or mean time and so some of your interviews will take maybe 70 minutes while others may only be 50 minutes - it all depends on the characteristics of the respondent. For example, the questionnaire is a bit shorter for those not in paid work, while older respondents may take a little longer to finish it. So please allow enough time between appointments.

Useful hints on how to introduce the survey:

- **Funding** for the survey comes from a range of sources – from the European Commission, the European Science Foundation and [national funding organisation].
- Lots of different groups will **make use** of the information people provide, from governments, academics, politicians or the general public.
- **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.
- When selling the survey do stress the **wide range of topics** covered in the interview – there is something for everyone.
- **How long** will the interview take? Around 1 hour.

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 the right versions of the supplementary questionnaire with them before they go out
- checking to make sure that the 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 could then be spent going through these forms and dealing with any problems or queries that have arisen.

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: If using contact forms different from the ESS examples, please give detailed instructions on how to fill them in. 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 right column and to write in the correct 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 or around the sampling unit.
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).
Re-issue = When there have been several attempts by one interviewer to reach the sampled unit, but all attempts have been unsuccessful, or the final outcome is a (non-decisive) refusal, the sampled unit may be given to another interviewer. This is called a 're-issue'. If you are given a re-issued case, please indicate this with code '1' (= yes) at Q.5, but only *at the first time* you visit that address.

When an interviewer has not yet started his or her assignment, i.e. he or she has not made any attempts to reach the respondent, and the assignment is given to another interviewer, this is not a re-issue but a re-allocation.

<u>HH</u> = Household
<u>R</u> = Respondent
<u>I</u> = 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, 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

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 have to go back, make or change an appointment or any other possible cases where the phone number is needed.

On page 1, you will see that there is space for you to keep a note of the times, dates and results of all your calls. Please remember to fill this in at each separate visit, whatever the outcome: it will help you to plan any further visits you may have to make and helps other interviewers in case of reissues. 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:
Note the date, day and time of the call. The time should be indicated in 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 = By telephone = the interviewer tried to reach the respondent by telephone.
3 = Intercom = the interviewer paid a personal visit to the sampled unit, but had **only** contact with the respondent/ household through the intercom/entry-phone.
4 = Info through office = 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 they do 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 .

Q5: Re-issue?
Code here (once only) whether this serial number is a re-issue or not.

Q6: Result of the visit

Here you indicate the result of the visit. If you had contact with the respondent **and** with other people, please fill in 'contact with R'.

If the address was not traceable, occupied, etc, indicate this here. 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).

More information about how to deal with the different results of visits is given later in this section.

Household and address samples:

Respondent selection

Questions **B1-B4** help you to select the individual within the 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 adults (aged 15 or over) there are living at the household. A 'household' is defined for the purposes of this study 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.*

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 [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 form 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 person number **3** is to be interviewed, as this is the number printed under '4' on the label. So in the example, person number 3 (initial M) has been selected, and you will write her name at 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 celebrated his or her birthday. When 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 information from those aged under **18**.
(ii) Interview **only** persons living at listed addresses. Never follow anyone to a different address, although you could of course 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.
(iii) This survey is intended to cover only the population living in **private households.**

All sample types

Q7, Q8 & Q8a: OUTCOME INTERVIEW
Avoid having partial interviews. 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, explain why at question 8a and try to finish the interview at another time.
If the interview can be continued at another time, please try to ensure that it is completed then. This 'second instalment' of the interview is what we mean by a 'continued' interview.

An interview will only be considered complete if all sections have been attempted, up to and including question F24. If there are any serious gaps, we will not be able to use the interview.

Individual samples only:
Q9: OUTCOME SOMEONE ELSE
These questions are to be answered if there was contact with somebody but it was not the respondent. Give an indication of who the 'proxy' was. This can be:
1 = 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
2 = a NON-RESIDENT: family/visitor/friend : this person was present at the address/ house at the time of the visit (as opposed to neighbours).
3 = a neighbour
4 = a building manager/ security guard/ or other gatekeeper: here we mean people from whom you possibly need permission to enter the building.

All sample types
Q10: OUTCOME CONTACT BUT NO INTERVIEW

Appointments: If it is not possible to do the interview 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: If the respondent does not want to co-operate to do an interview, enter refusal and go to question 12.

Note the difference between code 4 (R is temporarily unavailable but will be *before the end of the fieldwork period)* and code 6 (R is unavailable *throughout the fieldwork period* for other reasons).

R is mentally or physically unable to co-operate throughout the fieldwork period : this only applies when the respondent is really too ill to participate at the study (for example: dementia) and *for the rest of the survey period*. If the respondent is temporarily sick, you can make an appointment or come back later.

Language barrier of R: 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 main language of the respondent is not the language of the questionnaire, then an interview cannot be carried out at that time. Enter the language spoken by the respondent at **Q11** and return the contact form to the Office. 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.

Q12 & Q13: 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.

Q14, Q15, Q16
Estimation of likely future co-operation: This estimation is useful to help the office decide whether to re-issue the case, and to help any future interviewer.
Estimation of age and gender: try to make this estimation in each case. If you have not seen the respondent, you can tick the box from code 88 'don't know'.

Q17: OUTCOME NON-CONTACT
Individual samples only
Code 5 = Respondent/ household moved: You may receive an introductory letter back in the post with the remark that this person moved. You can record this here.
Individual samples only
Q19 and Q20: Respondent moved
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', we mean the area where you are assigned interviews.

N1-N6: NEIGHBOURHOOD CHARACTERISTICS 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.

8. Field procedures

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

how to return work
any additional administrative details

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 (face-to-face or self-completion)
- how many versions there are
- how these can be distinguished from one another (e.g. different colours)
- 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 H of the 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. Respondents *may* notice the repetition independently, but please do not draw their attention to it unnecessarily. If they do bring the issue up, explain that the experiment is designed to test the quality of the questions and not to trick them or test whether they are being consistent.

For countries using the self-completion versions:

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.
- **In the respondent's own time**, **after** the 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).

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:

1. 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!**

2. 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**.

3. 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.

4. 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.

5. 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.

6. 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.*

- 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)
  - 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

10. The interview questionnaire: 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 some respondents have no particular viewpoint on a topic, or if they cannot answer the question as posed, a 'don't know' or 'other answer' code is acceptable; then you just move on to the next question.

Second, throughout the questionnaire we will be using 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.

Third, 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. If so, this should be coded as 'refusal'. Some questions have explicit refusal codes (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. **Do not** just leave the question blank, or enter any other code. We need to know when respondents refuse directly to answer particular questions.

Fourth, 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'.

Fifth, the interview questionnaire is divided into blocks of question topics (see below 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.

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 (**Q8** and **Q8a**).

LAYOUT OF THE INTERVIEW QUESTIONNAIRE

<table>
<tr><td>A1 –A10</td><td colspan="2">Media; social trust</td></tr>
<tr><td>B1 – B50</td><td colspan="2">Politics, including: political interest, efficacy, trust, electoral and other forms of participation, party allegiance, socio-political evaluations/ orientations, multi-level governance</td></tr>
<tr><td>C1 – C28</td><td colspan="2">Subjective well-being and social exclusion; religion; perceived discrimination; national and ethnic identity</td></tr>
<tr><td>D1 – D58</td><td colspan="2">Immigration and asylum issues, including: attitudes, perceptions, policy preferences and knowledge</td></tr>
<tr><td>E1 – E43</td><td colspan="2">Citizen involvement: including organisational membership, family and friendship bonds, citizenship values, working environment</td></tr>
<tr><td>F1 – F65</td><td colspan="2">Socio-demographic profile, including:
Household composition, sex, age, type of area,
Education & occupation details of respondent, partner, parents, union membership, household income, marital status</td></tr>
<tr><td>Section G</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</td></tr>
<tr><td>Section H</td><td>Test questions</td></tr>
<tr><td>Section I</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. This section provides details about particular questions where a little more explanation may be useful. This should help you to respond to any questions that respondents may ask you during the interview.

The question name or variable which will appear above each question on the questionnaire is listed in italics on the left of the page.

MEDIA USE

A1-A4/ These questions ask about the amount of time spent watching TV or listening

TVTOT
TVPOL
RDTOT
RDPOL

to the radio on a weekday (that is, Monday to Friday). If respondents ask for clarification, this refers to time spent actively watching or listening, rather than time when the TV or radio are merely on 'in the background'.

VOTING BEHAVIOUR

B13/*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.

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 QB3_a 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 HHMMB
- DO use make a note of what happened beside the household grid.

YEARS OF FULL-TIME EDUCATION

F7/*EDUYRS* Full-time continuous education refers to the period of full-time education which spans school and any other full-time education undertaken after school, but excluding vocational training which is not school based**. Ignore any gaps in full-time education that lasted** one academic year or less.

ECONOMIC ACTIVITY

The respondent may well choose several types of economic activity undertaken in the last seven days. If so, all of them should be coded at F8a. At F8b (*MAINACT*), only one answer should be given. 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.

The following notes explain the categories at F8b/*MAINACT* a little 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 temporarily away 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**, even if on vacation (not paid for by employer, including 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 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 still count as retired.

Women who leave work on marriage 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**

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.

F12/*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 businesses, 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.

F21-F23/*ISCOCO*

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.

HOUSEHOLD INCOME

F30/*HINCTNT*

At HINCTNT 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 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 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.

INTERVIEWER QUESTIONS (SECTION I)

Your answers these questions help to give us an idea of how the interview went, and how the respondent reacted to the experience.

For those countries administering the supplementary questionnaire by self-completion mode: the final questions on how the supplementary questionnaire will be returned are vital to enable us to track progress and response rates on this part of the questionnaire.

When sending work back 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.

12. Reallocations and reissues

NCs give details of the procedures for reallocations and reissues to be used by your survey agency. Include details on how interviewers should code re-issues on the contact forms as well as any other necessary information.

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.

14. 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: (cont.)	**SELECT NUMBER:** (cont.)
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
100	99

ESS DOCUMENT DATE: 25/08/03

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NOTES FOR NATIONAL COORDINATORS

There are a number of items in the ESS core questionnaire that require country-specific questions and/or codes. These are highlighted in grey on the questionnaire. The following guidelines are intended to explain what information the items need to gather, and how responses should be re-coded into ESS standard classifications.

Voting behaviour (B13 & 14)

This item needs to be country-specific to take account of the different electoral system in each country.

- countries where multiple national-level elections take place, please ask about the last election for the **primary legislative assembly**.
- countries where voters have **more than one vote for the same assembly** (e.g. parallel and mixed member proportional systems; double ballot systems), please ensure that both/all votes are supplied.
- countries using **preferential systems** (e,g. Single Transferable Vote or Alternative Vote) should provide first and second preference vote.

Party identification and affiliation (B25b and B27)

National Coordinators need to compile lists of the major political parties in their country.

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Religion (F2, F4)

The same question will be asked in all countries, but National Coordinators should compile a code list that best suits the religions in his/her country. The CCT has compiled a "long list" which aims to cover extensively the relevant religions in all participating countries. National Coordinators should select the most appropriate religions from this long list, which will be available on the ESS data website shortly.

The various national lists then have to be re-coded into a short common ESS coding frame, which will also be available on the ESS data website. The country-specific lists must meet the following demands:

- All denominations from the short list **must** be present in the country-specific list

Either
- As an exact replica of the short list

Or
- If divided further into sub-categories, there must be a residual "Other" category to ensure that the whole of the main category is incorporated. For example: Category 7 (Eastern Religions) on the short list can be presented either as "**Eastern religions**" OR as "**Buddhism", "Hinduism"** etc **PLUS "Other Eastern religions".**

The reason for this procedure is to ensure that each country ends up with the same religions in each broad category.

Citizenship and country of origin (C19, C21,)

Questions on citizenship and country of origin are currently 'write in' items. The data will therefore have to be re-coded into the standard classification of countries, which can be found on the ESS data website.

Language (C23)

Language is currently presented as a 'write in' item. Interviewers will be instructed to write in up to two languages, which will then be re-coded according to the ISO693-2 coding frame.

Education level (F6)

Countries should use the best possible nationally designed question to establish the respondent's highest level of education. The data should then be re-coded into the common ISCED97 frame, which is again available on the ESS data website. Where necessary, the country-specific variable *for respondent only* will be retained in the dataset. If a country wishes this to be retained, it should translate the question into English for archiving purposes.

Note that the questionnaire deliberately asks for less detail about the education level of the respondent's partner and parents. Country-specific questions and/or codes are not required here. The short ISCED97 frame as shown in the questionnaire should be used.

Occupation and Industry (F21-F23 and F24)

These will be coded according to ISCO88 and NACE rev. 1. The items in the source questionnaire should be sufficient for this purpose, and should therefore be translated as they are in each country. If countries wish to add additional country-specific questions required for national occupational and industry coding systems, these should be added where indicated in the source questionnaire.

Title of parents' job will be archived as a text file in the language of interview.

Income (F30)

The income bands are shown on the questionnaire only by letter. See the footnote on Card 56 for translation of the bands from Euro into other national currencies.

Household grid (F1-F4)

Please ensure that if using PAPI, items F1 to F4 are placed opposite the household grid, so that the interviewer can see both at once.

Administration of supplementary questionnaire

Please amend the interviewer instructions on administration of the supplementary questionnaire (shaded in grey) according to the mode adopted in your country.

Missing Codes

Apart from country-specific questions, we need all countries to use the same codes for the same variables, including 'don't knows', 'refusals' 'inapplicables' and 'no answers'. Further information will be given about this in the data protocol, but these are the eventual codes:

6 or 66 etc for **Inapplicable** (where the respondent has been routed away from the question). This will be coded automatically by those using CAPI, and by the archive for others.

7 or 77 etc for **Refusals** (where the respondent has explicitly refused). This should be coded by the interviewer whether in CAPI or PAPI. On some questions an explicit refusal code is available.

8 or 88 etc. for **Don't know.** These codes are almost always available.

9 or 99 etc. for **No answer** (i.e. other missing data). This will be coded automatically by those using CAPI, and by the archive for others.