European Commission

Flash Eurobarometer 476

Report

Citizens' perceptions about competition policy

Fieldwork
January 2019
Publication
April 2019

Survey requested by the European Commission,
Directorate-General for Competition
and co-ordinated by the Directorate-General for Communication

This document does not represent the point of view of the European Commission.
The interpretations and opinions contained in it are solely those of the authors.

Flash Eurobarometer 476 – Kantar Public

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(DG COMM "Media monitoring and Eurobarometer" Unit)

Project title	Flash Eurobarometer 476 - January 2019 “Citizens’ perceptions about competition policy” Report
Linguistic version	EN
Catalogue number	KD-04-19-318-EN-N
ISBN	978-92-76-01880-3 doi:10.2763/9771

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http://ec.europa.eu/commfrontoffice/publicopinion

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INTRODUCTION

Competition is an important part of the economic life of the European Union. It has a range of positive impacts on consumers including lower prices, better quality, increased choice, and greater innovation. Fair competition also brings benefits to businesses by making them better competitors in the global market. The European Commission's competition policy sets out the rules to ensure there is fair competition between businesses, and this policy is enforced by the European Commission, along with national competition authorities[1].

The aim of this Flash Eurobarometer is to measure EU citizens' perceptions about EU competition policy, and their views about competition in key sectors: telecommunications and Internet access; transport services; food retailing; financial services; pharmaceutical products; and energy. It was commissioned by the European Commission's Directorate-General for Competition, and follows on from previous Eurobarometer surveys conducted on this topic in November 2009[2] and September 2014[3].

In detail, the survey covers the following:

- Opinions about the impact of competition on consumers and the economy;
- Personal experience of problems resulting from a lack of competition, and the sectors where this has occurred;
- Views about the main competition-related problems in different sectors;
- Knowledge about, and sources of information on competition cases;
- Awareness of competition-related decisions and who they were made by;
- Where consumers would turn if they encountered a problem relating to competition.

Where possible, results are compared to those from 2014 and 2009.

This survey was carried out by the Kantar Public Brussels network in the 28 Member States of the European Union between the 21st and the 25th of January 2019. Some 26,572 respondents from different social and demographic groups were interviewed via telephone (landline and mobile phone) in their mother tongue on behalf of the European Commission, Directorate-General for Competition. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Media monitoring and Eurobarometer" Unit)[4]. A technical note on the manner in which interviews were conducted is appended as an annex to this report. Also included are the interview methods and confidence intervals[5].

1 http://ec.europa.eu/competition/consumers/index_en.html
2 http://ec.europa.eu/commfrontoffice/publicopinion/index.cfm/Survey/getSurveyDetail/instruments/FLASH/surveyKy/754/p/4
3 http://ec.europa.eu/commfrontoffice/publicopinion/index.cfm/Survey/getSurveyDetail/instruments/FLASH/surveyKy/2043/p/2
4 http://ec.europa.eu/public_opinion/index_en.htm
5 The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent has the possibility of giving several answers to the question.

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

Belgium	BE	Lithuania	LT
Bulgaria	BG	Luxembourg	LU
Czechia	CZ	Hungary	HU
Denmark	DK	Malta	MT
Germany	DE	The Netherlands	NL
Estonia	EE	Austria	AT
Ireland	IE	Poland	PL
Greece	EL	Portugal	PT
Spain	ES	Romania	RO
France	FR	Slovenia	SI
Croatia	HR	Slovakia	SK
Italy	IT	Finland	FI
Republic of Cyprus	CY*	Sweden	SE
Latvia	LV	United Kingdom	UK

*Cyprus as a whole is one of the 28 European Union Member States. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU28 average.

We wish to thank the people throughout the European Union

who have given their time to take part in this survey.

Without their active participation, this study would not have been possible.

KEY FINDINGS

Large majorities agree competition is positive for them as a consumer, and leads to a range of benefits

- 87% agree competition between companies allows for more choice for consumers. Almost as many (85%) agree competition between companies encourages innovation and economic growth, or that competition between companies allows for better prices for consumers (83%).
- 77% agree competition helps EU companies to become more competitive in global markets, while 74% of respondents agree competition between companies allows for higher quality goods and services.
  - Overall, results have remained stable since 2014, with the exception of a slight increase in the proportion who agree competition between companies encourages innovation and economic growth (+3 pp).
  - Compared to 2009, respondents are now more likely to agree that competition between companies allows for more choice for consumers (+5 pp).
- 68% of respondents agree full transparency on any public money granted to companies promotes the good use of taxpayers' money.
- 66% agree State aid recovery helps restore equal and fair conditions of competition in the Single Market.
- 78% of respondents say effective competition has had a positive impact on them as a consumer.
  - The proportion of respondents saying that effective competition has a positive impact on them as consumers has increased by four percentage points since 2014.
  - In each Member State, more than six in ten respondents think this way.

Respondents are most likely to report problems due to a lack of competition in telecommunications and Internet access, with high prices the main problem

- The telecommunications and Internet access sector is most often mentioned as causing problems due to a lack of competition (26%), followed by energy (23%), transport services and pharmaceutical products (both 20%). 11% mention food retailing and 10% mention financial services.
  - Compared to 2014, respondents are now more likely to say they have experienced competition-related problems in the telecommunications and Internet access sector (+8 pp).
- Amongst respondents who have experienced problems resulting from a lack of competition, 70% say the main problem is that prices are too high, while 52% say it is difficult to compare prices and 50% say the quality of goods and services is not satisfactory. Almost as many say there are no significant differences in prices for similar goods or services, that there is not enough choice (both 48%), or that it is difficult to change suppliers (46%).
  - For each sector asked about, the main problem is that prices are too high.

- The proportion saying that the quality of the goods or services is not satisfactory has increased by at least 7 pp in each sector compared to 2014, with the largest increases observed in the telecommunications and Internet access and in the financial services sectors (both +10 pp).

Among the minority who know where to turn if faced with a major competition-related problem, more than two thirds would turn to the consumer organisation in their country

- 43% would know who or where to turn to if they were to identify a major competition problem. This proportion has remained stable since 2014 (+1 pp).
- Respondents who said they would know who or where to turn if they encountered a major competition problem are most likely to turn to consumer organisations in their country (68%).
- 44% would turn to their national competition authority if they encountered a major competition problem, while 33% mention other national authorities. Lower proportions of respondents would turn to a court (17%), the police (15%), or the European Commission (10%).
  - Compared to 2014, respondents are now more likely to say they would turn to other authorities in their country (for example, the telecom or energy regulator) (+7 pp).

Only a minority have read or heard about competition cases, with newspapers, magazines and television the most common sources of this information

- 40% of respondents have heard or read about competition cases, such as cartels, merger or State aid control in the last 12 months. This proportion has remained stable compared to 2014 (+1 pp).
- Respondents who had heard about competition cases in the last twelve months were asked where they heard this information. Newspapers or magazines or television are the most mentioned sources (both 58%), and are much more likely to be cited than radio, websites (both 33%) or online social networks (24%).
  - Compared to 2014, respondents are now more likely to say they heard about competition cases on social media (+10 pp).

A large minority have heard about a competition-related decision

- 48% have heard of a competition-related decision having been taken by a competition authority against a company. 17% have heard about such a decision once, while 31% have heard about such decisions more than once.
  - The proportion who have heard of such decisions has remained relatively stable compared to 2014 (+2 pp).
- Respondents who have heard about a competition-related decision are most likely to say the decision was made by their national competition authority (50%). 35% say it was made by the European Commission, while 26% say they don't know who made the decision.
  - Respondents are slightly less likely than in 2014 to mention the European Commission (-3 pp), while they are slightly more likely to say they don't know (+4 pp).

I. PERCEPTIONS ABOUT COMPETITION AND ITS IMPACTS

The first part of this report explores a range of opinions about competition, including whether competition encourages innovation and economic growth, or increases competitiveness in global markets. Views about transparency of public money given to companies, as well as the impact of State aid recovered, are also considered. Consumers' opinion about the impact of competition on them personally will also be presented.

1 Perceptions about competition

Large majorities agree competition is positive in a number of ways

Almost nine in ten (87%) agree **competition between companies allows for more choice for consumers**, with almost half (48%) saying they 'totally agree'.

More than eight in ten (85%) agree **competition between companies encourages innovation and economic growth**. More than four in ten (46%) 'totally agree'[6]. Over eight in ten (83%) respondents also agree **competition between companies allows for better prices for consumers**, and once again more than four in ten (44%) totally agree.

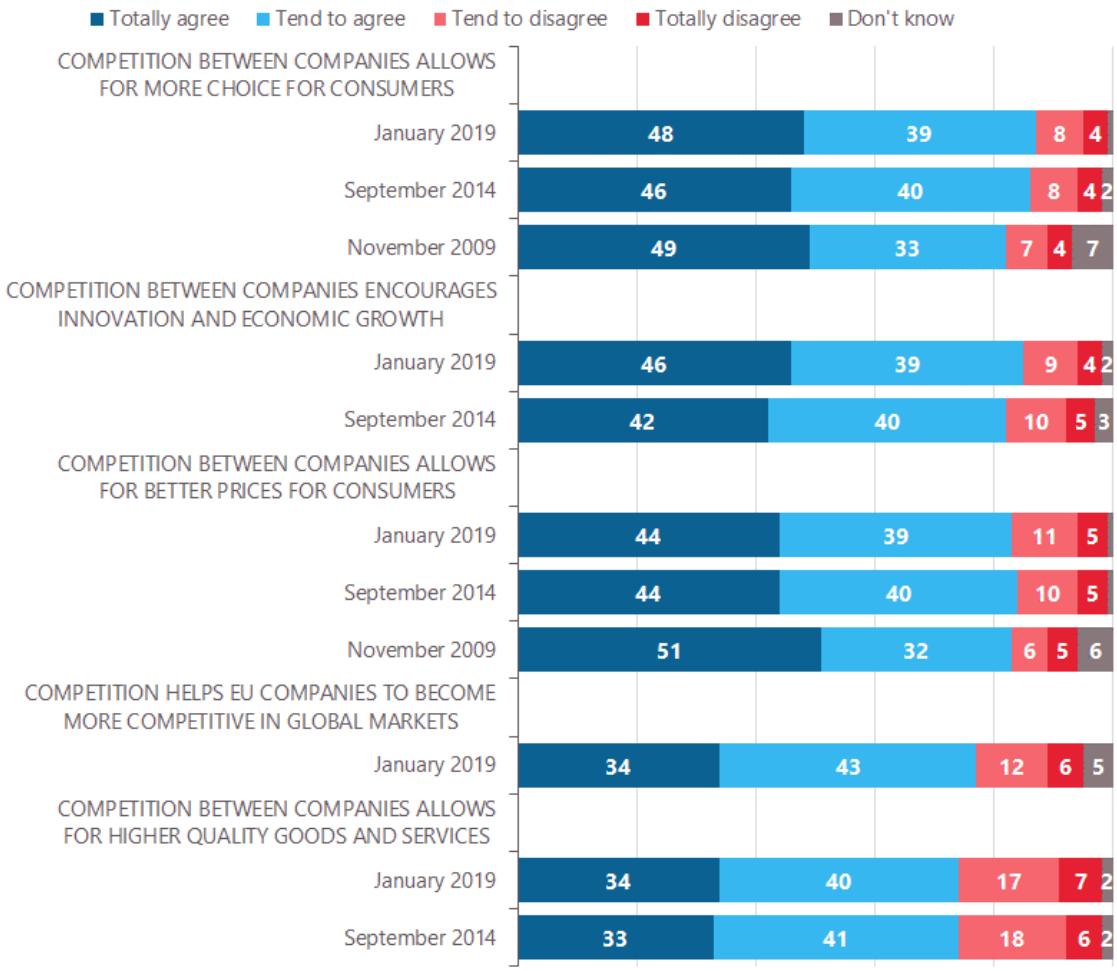
More than three quarters (77%) agree **competition helps EU companies to become more competitive in global markets**, with just over one third (34%) totally agreeing. Finally, almost three quarters (74%) of respondents agree **competition between companies allows for higher quality goods and services**, with 34% in total agreement.

Respondents are now slightly more likely than they were in 2014 to agree competition between companies encourages innovation and economic growth (+3 percentage points). Moreover, when comparing the results with 2009, the following can be observed:

- The proportion of respondents who agree that competition between companies allows for more choice for consumers has increased by 5 pp since 2009;
- The proportion who agree that competition between companies allows for better prices for consumers has remained stable since 2009, although respondents are now less likely to 'totally agree' with this statement (-7 pp).

[6] Q1A.1-2-3-4-6 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree: Competition between companies encourages innovation and economic growth; Competition between companies allows for more choice for consumers; Competition between companies allows for higher quality goods and services; Competition between companies encourages innovation and economic growth; Competition helps EU companies to become more competitive in global markets.

Q1A For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:
(% - EU)

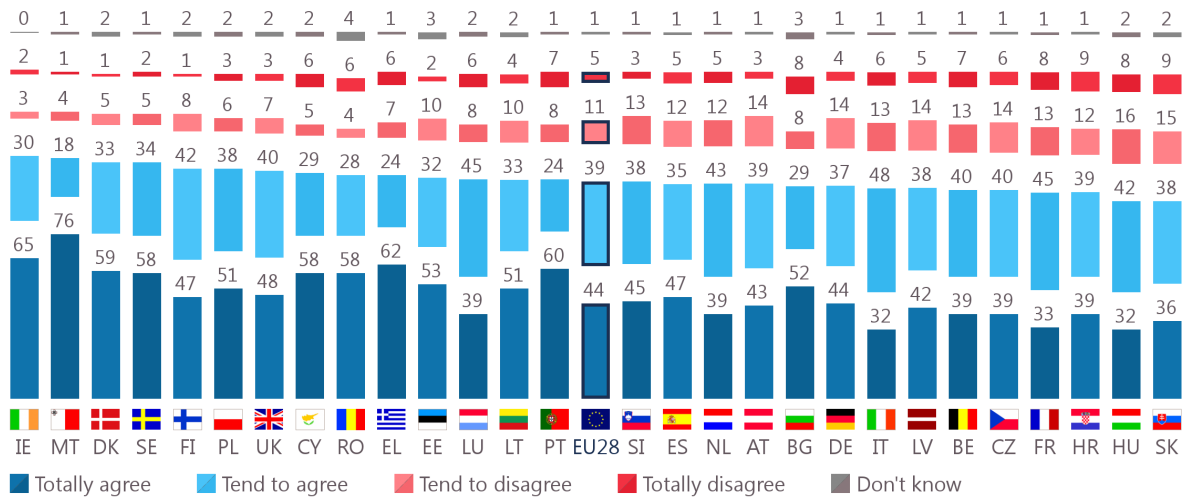


More than seven in ten respondents in each country agree **competition allows for better prices for consumers**, with proportions ranging from 95% in Ireland, 94% in Malta and 92% in Denmark and Sweden to 74% in Slovakia and Hungary and 78% in France and Croatia.

In 12 countries, the majority of respondents 'totally agree', with the highest proportions in Malta (76%), Ireland (65%) and Greece (62%).

Q1A.1 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

Competition between companies allows for better prices for consumers (%)



The trend results since 2014 are mixed, with increases in 15 countries, declines in 11 and no change in two. The largest increases in agreement are seen among respondents in Malta (+7 pp), Lithuania (+6 pp) and Ireland (+5 pp), while the largest decreases occurred in Portugal (-6 pp), and Slovakia and Spain (both -5 pp).

Q1A.1 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:
Competition between companies allows for better prices for consumers
(%)

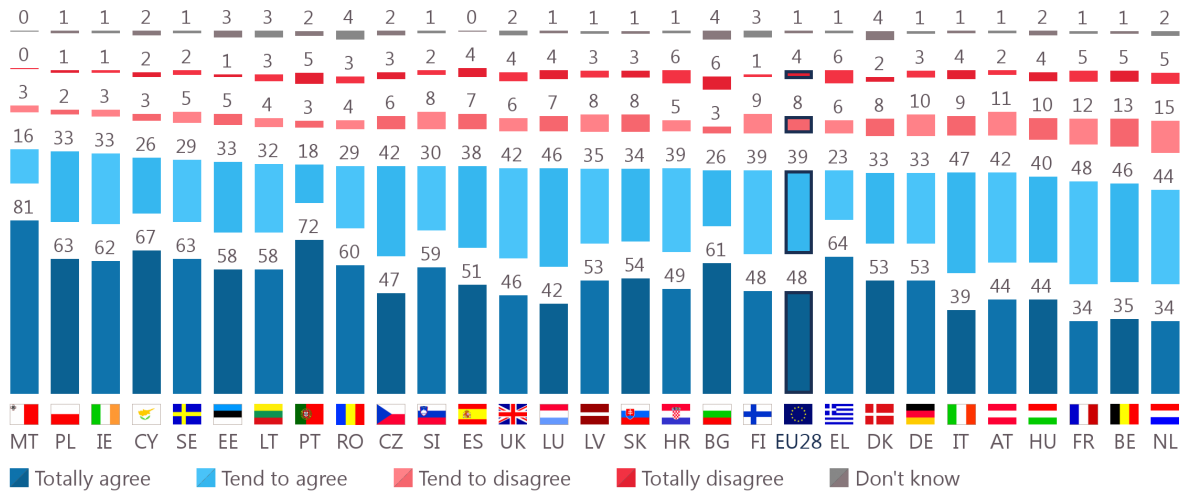
	Total 'Agree'	Jan. 2019 - Sep. 2014	Sep. 2014 - Nov. 2009	Total 'Disagree'	Jan. 2019 - Sep. 2014	Sep. 2014 - Nov. 2009	Don't know	Jan. 2019 - Sep. 2014	Sep. 2014 - Nov. 2009
EU28	83	▼ 1	▲ 1	16	▲ 1	▲ 4	1	=	▼ 5
MT	94	▲ 7	▼ 3	5	▼ 7	▲ 9	1	=	▼ 6
LT	84	▲ 6	=	14	▼ 5	▲ 9	2	▼ 1	▼ 9
IE	95	▲ 5	▼ 2	5	▼ 4	▲ 3	0	▼ 1	▼ 1
PL	89	▲ 4	▲ 3	9	▼ 4	▲ 2	2	=	▼ 5
EL	86	▲ 4	▼ 9	13	▼ 4	▲ 9	1	=	=
AT	82	▲ 4	▼ 2	17	▼ 5	▲ 8	1	▲ 1	▼ 6
UK	88	▲ 3	▼ 3	10	▼ 3	▲ 4	2	=	▼ 1
EE	85	▲ 3	▼ 2	12	▼ 2	▲ 7	3	▼ 1	▼ 5
CZ	79	▲ 3	▼ 9	20	▼ 2	▲13	1	▼ 1	▼ 4
DK	92	▲ 1	=	6	▼ 1	▲ 1	2	=	▼ 1
SE	92	▲ 1	▲ 3	7	▼ 1	▲ 2	1	=	▼ 5
LU	84	▲ 1	▲ 4	14	▼ 2	=	2	▲ 1	▼ 4
BG	81	▲ 1	▲10	16	▼ 1	▲ 1	3	=	▼11
DE	81	▲ 1	▼ 7	18	▲ 1	▲ 8	1	▼ 2	▼ 1
HU	74	▲ 1	▲12	24	▼ 3	=	2	▲ 2	▼12
FI	89	=	▲ 2	9	=	▲ 1	2	=	▼ 3
NL	82	=	▼ 5	17	=	▲ 8	1	=	▼ 3
CY	87	▼ 2	▼ 3	11	▲ 1	▲ 3	2	▲ 1	=
RO	86	▼ 2	▲16	10	=	▼ 4	4	▲ 2	▼12
LV	80	▼ 2	▼ 2	19	▲ 4	▲ 5	1	▼ 2	▼ 3
FR	78	▼ 2	▲ 2	21	▲ 1	▲ 1	1	▲ 1	▼ 3
HR	78	▼ 2	*N.A*	21	▲ 1	*N.A*	1	▲ 1	*N.A*
SI	83	▼ 3	▲ 1	16	▲ 3	▲ 1	1	=	▼ 2
IT	80	▼ 3	▲ 2	19	▲ 3	▲ 5	1	=	▼ 7
BE	79	▼ 4	▲18	20	▲ 4	▲ 4	1	=	▼22
ES	82	▼ 5	=	17	▲ 5	▲ 2	1	=	▼ 2
SK	74	▼ 5	▼ 1	24	▲ 4	▲ 8	2	▲ 1	▼ 7
PT	84	▼ 6	▲ 6	15	▲ 7	▲ 2	1	▼ 1	▼ 8

More than three quarters of respondents in each country agree **competition between companies allows for more choice for consumers**, with proportions ranging from 97% in Malta, 96% in Poland and 95% in Ireland to 78% in the Netherlands, 81% in Belgium and 82% in France.

In 17 countries the majority 'totally agree', with the highest proportions in Malta (81%), Portugal (72%) and Cyprus (67%).

Q1A.2 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

Competition between companies allows for more choice for consumers (%)



Changes in opinion since 2014 are generally small. The most notable are increases in agreement amongst respondents in Austria (+8 pp), and Malta and Poland (both +7 pp).

Q1A.2 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

Competition between companies allows for more choice for consumers

(%)

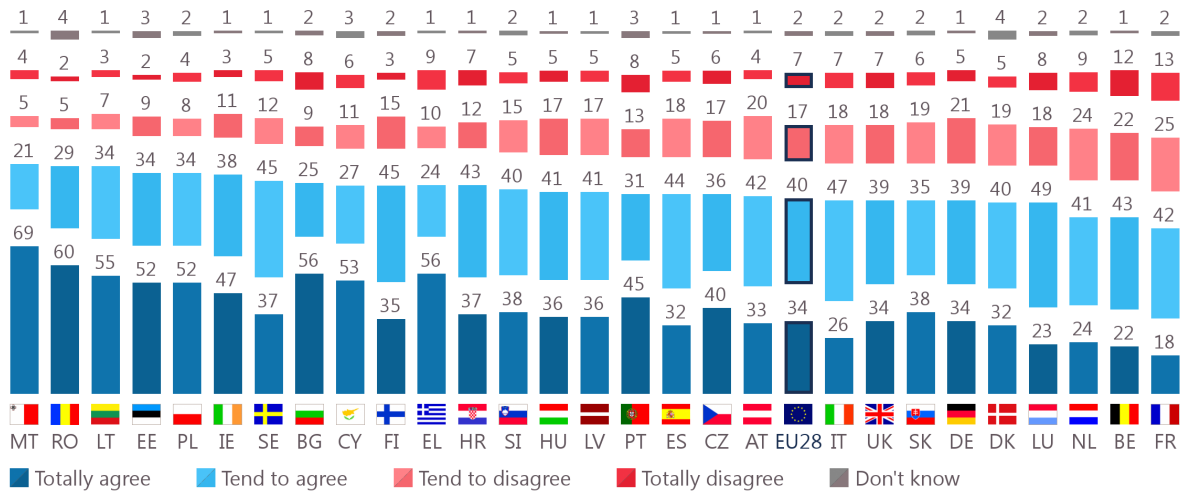
	Total 'Agree'	Jan. 2019 - Sep. 2014	Sep. 2014 - Nov. 2009	Total 'Disagree'	Jan. 2019 - Sep. 2014	Sep. 2014 - Nov. 2009	Don't know	Jan. 2019 - Sep. 2014	Sep. 2014 - Nov. 2009
EU28	87	▲ 1	▲ 4	12	=	▲ 1	1	▼ 1	▼ 5
AT	86	▲ 8	▼ 3	13	▼ 8	▲ 8	1	=	▼ 5
MT	97	▲ 7	▼ 1	3	▼ 5	▲ 5	0	▼ 2	▼ 4
PL	96	▲ 7	▲ 2	3	▼ 5	▲ 2	1	▼ 2	▼ 4
CZ	89	▲ 6	▼ 2	9	▼ 7	▲ 8	2	▲ 1	▼ 6
LU	88	▲ 5	▲ 5	11	▼ 5	▼ 1	1	=	▼ 4
IE	95	▲ 4	▼ 1	4	▼ 4	▲ 2	1	=	▼ 1
LT	90	▲ 3	▲10	7	▼ 3	▲ 1	3	=	▼11
UK	88	▲ 3	▼ 2	10	▼ 3	▲ 4	2	=	▼ 2
DE	86	▲ 3	=	13	▼ 2	▲ 3	1	▼ 1	▼ 3
CY	93	▲ 2	▼ 1	5	▼ 4	▲ 2	2	▲ 2	▼ 1
SE	92	▲ 1	▲ 7	7	=	=	1	▼ 1	▼ 7
BG	87	▲ 1	▲ 9	9	▼ 1	▲ 1	4	=	▼10
DK	86	▲ 1	▼ 3	10	▼ 2	▲ 3	4	▲ 1	=
PT	90	=	▲ 7	8	▲ 1	▲ 2	2	▼ 1	▼ 9
ES	89	=	▲ 2	11	▲ 2	=	0	▼ 2	▼ 2
HR	88	=	*N.A*	11	=	*N.A*	1	=	*N.A*
LV	88	=	▲ 1	11	▲ 1	▲ 2	1	▼ 1	▼ 3
EL	87	=	▼ 3	12	=	▲ 3	1	=	=
HU	84	=	▲17	14	▼ 1	▼ 6	2	▲ 1	▼11
NL	78	=	=	20	▼ 1	▲ 5	2	▲ 1	▼ 5
EE	91	▼ 1	▲ 7	6	▲ 1	=	3	=	▼ 7
RO	89	▼ 1	▲17	7	▼ 1	▼ 3	4	▲ 2	▼14
SK	88	▼ 1	▲ 3	11	▲ 1	▲ 3	1	=	▼ 6
FI	87	▼ 1	▲ 2	10	=	▲ 1	3	▲ 1	▼ 3
FR	82	▼ 1	▲ 6	17	▲ 1	▼ 4	1	=	▼ 2
SI	89	▼ 2	▲ 1	10	▲ 2	▲ 1	1	=	▼ 2
IT	86	▼ 2	▲10	13	▲ 2	▼ 3	1	=	▼ 7
BE	81	▼ 2	▲18	18	▲ 3	▲ 4	1	▼ 1	▼22

Respondents in Malta (90%), Lithuania, Romania (both 89%) and Estonia and Poland (both 86%) are the most likely to agree **competition between companies allows for higher quality goods and services**. At the other end of the scale, 60% in France and 65% in the Netherlands and Belgium say the same.

At least six in ten respondents in Malta (69%) and Romania (60%) say they 'totally agree'.

Q1A.3 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

Competition between companies allows for higher quality goods and services (%)



Compared to 2014, respondents in Hungary (+10 pp), Ireland (+7 pp), and Malta and Czechia (both +6 pp) are now more likely to agree competition allows for higher quality goods and services. In contrast, respondents in Slovenia (-4 pp) are now less likely to agree.

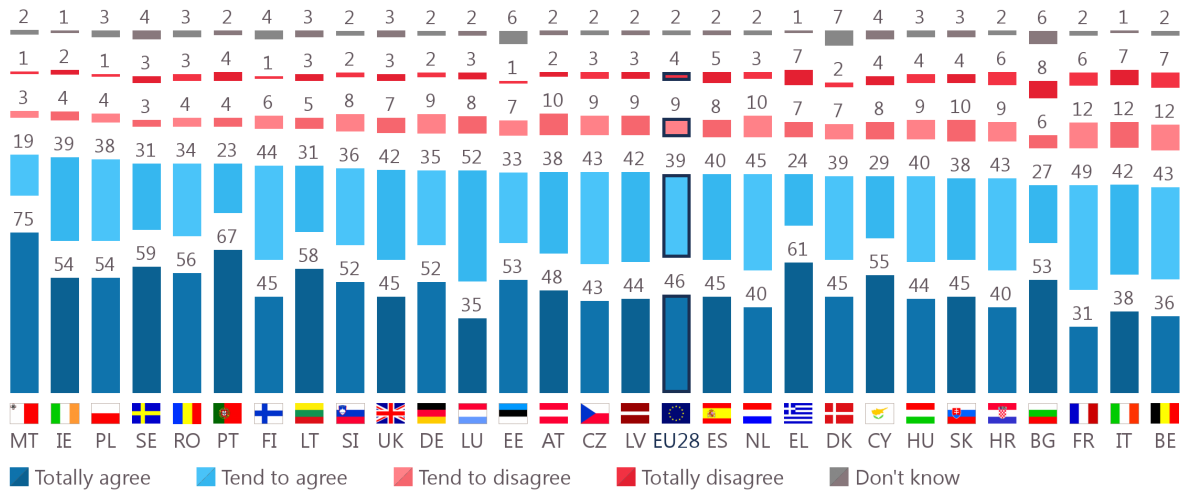
Q1A.3 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:
Competition between companies allows for higher quality goods and services (%)

	Total 'Agree'	Jan. 2019 - Sep. 2014	Total 'Disagree'	Jan. 2019 - Sep. 2014	Don't know	Jan. 2019 - Sep. 2014
EU28	74	=	24	=	2	=
HU	77	▲ 10	22	▼ 10	1	=
IE	85	▲ 7	14	▼ 7	1	=
MT	90	▲ 6	9	▼ 5	1	▼ 1
CZ	76	▲ 6	23	▼ 6	1	=
PL	86	▲ 5	12	▼ 5	2	=
LT	89	▲ 4	10	▼ 3	1	▼ 1
AT	75	▲ 4	24	▼ 4	1	=
SE	82	▲ 3	17	▼ 2	1	▼ 1
HR	80	▲ 3	19	▼ 3	1	=
EE	86	▲ 2	11	▼ 2	3	=
EL	80	▲ 2	19	▼ 2	1	=
DE	73	▲ 2	26	=	1	▼ 2
LU	72	▲ 2	26	▼ 3	2	▲ 1
BG	81	▲ 1	17	=	2	▼ 1
FI	80	▲ 1	18	▼ 1	2	=
LV	77	▲ 1	22	=	1	▼ 1
ES	76	▲ 1	23	▲ 2	1	▼ 3
SK	73	▲ 1	25	▼ 1	2	=
DK	72	▲ 1	24	▼ 1	4	=
NL	65	▲ 1	33	▼ 2	2	▲ 1
RO	89	=	7	▼ 2	4	▲ 2
CY	80	=	17	▼ 2	3	▲ 2
UK	73	▼ 2	25	▲ 1	2	▲ 1
PT	76	▼ 3	21	▲ 5	3	▼ 2
IT	73	▼ 3	25	▲ 2	2	▲ 1
BE	65	▼ 3	34	▲ 3	1	=
FR	60	▼ 3	38	▲ 2	2	▲ 1
SI	78	▼ 4	20	▲ 3	2	▲ 1

The large majority of respondents in each country agree **competition encourages innovation and economic growth**. In fact, in all but one country at least eight in ten agree. Respondents in Malta (94%), Ireland (93%) and Poland (92%) are the most likely to agree, compared to 79% in Belgium and 80% in Italy, France and Bulgaria. In 13 countries, the majority 'totally agree', with the highest proportions in Malta (75%), Portugal (67%) and Greece (61%).

Q1A.4 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

Competition between companies encourages innovation and economic growth (%)



In all but three countries, respondents are now more likely to agree competition encourages innovation and economic growth than they were in 2014, with the largest increases seen in Czechia (+8 pp), and Malta and Poland (+7 pp). There have been no notable declines in agreement.

Q1A.4 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:
Competition between companies encourages innovation and economic growth (%)

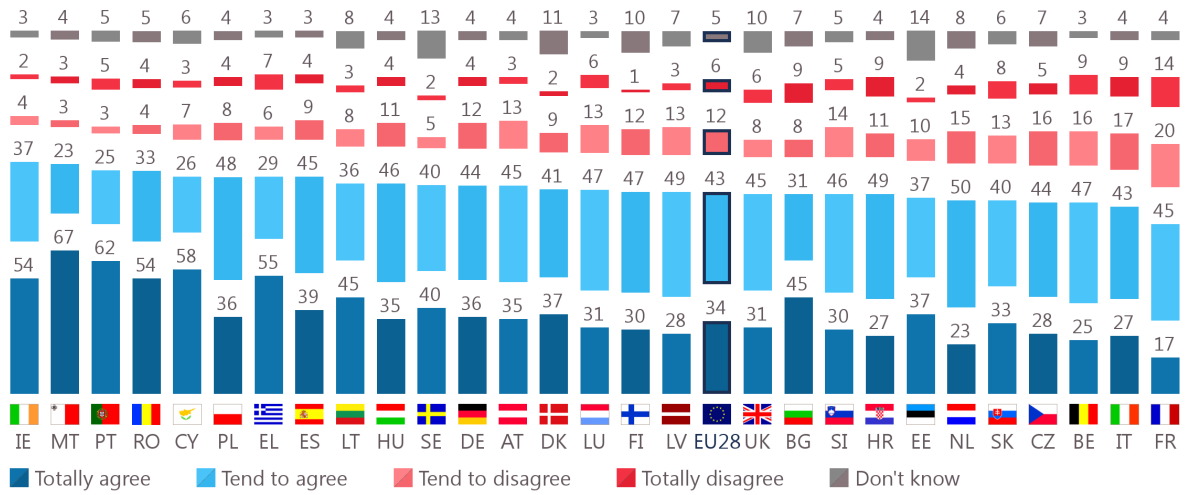
	Total 'Agree'	Jan. 2019 - Sep. 2014	Total 'Disagree'	Jan. 2019 - Sep. 2014	Don't know	Jan. 2019 - Sep. 2014
EU28	85	▲ 3	13	▼ 2	2	▼ 1
CZ	86	▲ 8	12	▼ 7	2	▼ 1
MT	94	▲ 7	4	▼ 4	2	▼ 3
PL	92	▲ 7	5	▼ 6	3	▼ 1
IE	93	▲ 6	6	▼ 5	1	▼ 1
FI	89	▲ 5	7	▼ 5	4	=
LU	87	▲ 5	11	▼ 6	2	▲ 1
HU	84	▲ 5	13	▼ 6	3	▲ 1
RO	90	▲ 4	7	▼ 4	3	=
DE	87	▲ 4	11	▼ 3	2	▼ 1
UK	87	▲ 4	10	▼ 3	3	▼ 1
EE	86	▲ 4	8	▼ 1	6	▼ 3
AT	86	▲ 4	12	▼ 4	2	=
EL	85	▲ 4	14	▼ 3	1	▼ 1
HR	83	▲ 4	15	▼ 4	2	=
PT	90	▲ 3	8	▼ 1	2	▼ 2
SE	90	▲ 3	6	▼ 2	4	▼ 1
SI	88	▲ 3	10	▼ 4	2	▲ 1
LV	86	▲ 3	12	=	2	▼ 3
LT	89	▲ 2	8	▼ 1	3	▼ 1
ES	85	▲ 2	13	▼ 1	2	▼ 1
NL	85	▲ 2	13	▼ 2	2	=
SK	83	▲ 2	14	▼ 2	3	=
FR	80	▲ 2	18	▼ 3	2	▲ 1
DK	84	▲ 1	9	=	7	▼ 1
CY	84	▲ 1	12	▼ 3	4	▲ 2
BG	80	=	14	▼ 1	6	▲ 1
IT	80	▼ 1	19	▲ 2	1	▼ 1
BE	79	▼ 1	19	▲ 1	2	=

In each Member State, more than six in ten respondents agree **competition helps EU companies to become more competitive in global markets**. Proportions range from 91% in Ireland, 90% in Malta and 87% in Portugal and Romania, to 62% in France, 70% in Italy and 72% in Czechia and Belgium.

In Malta (67%) and Portugal (62%) at least six in ten respondents totally agree.

Q1A.6 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

Competition helps EU companies to become more competitive in global markets (%)



The ***socio-demographic analysis*** does not show any differences in agreement based on gender, but does highlight the following:

- The younger the respondent, the more likely they are to agree **competition helps EU companies to become more competitive in global markets**. For instance, 82% of those aged 15-24 agree, compared to 74% of those aged 55+.
- The longer a respondent remained in education, the more likely they are to agree **competition encourages innovation and growth**: 88% who completed education aged 20+ do so, compared to 76% who completed their education aged 15 or younger. Respondents who completed their education aged 16 or older are more likely to agree **competition allows for more choice**, and **helps companies become more competitive** than those who completed aged 15 or younger.
- The self-employed and employees (both 88%) are more likely to agree competition **encourages innovation and economic growth** than manual workers and those who are not working (both 83%).

The socio-demographic analysis also illustrates that respondents who are positive about one aspect of competition are more likely to be positive about the other aspects of competition asked about. For instance, 89% who agree competition allows for more choice also agree competition encourages innovation and economic growth, compared to 58% who disagree competition allows for more choice. The same pattern applies for each statement.

Q1A For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

Total 'Agree' (% - EU)

	Competition between companies allows for more choice for consumers	Competition between companies encourages innovation and economic growth	Competition between companies allows for better prices for consumers	Competition helps EU companies to become more competitive in global markets	Competition between companies allows for higher quality goods and services
EU28	87	85	83	77	74
Age					
15-24	90	87	84	82	76
25-39	89	87	86	78	73
40-54	87	86	84	76	74
55 +	85	82	79	74	74
Education (End of)					
15-	81	76	79	68	72
16-19	87	83	81	76	73
20+	88	88	84	78	75
Still studying	88	88	83	82	75
Respondent occupation scale					
Self-employed	89	88	83	76	75
Employee	88	88	85	79	73
Manual workers	85	83	80	74	75
Not working	86	83	80	75	74
Competition allows for better prices					
Total 'Agree'	92	89	100	81	80
Total 'Disagree'	65	65	0	55	47
Competition allows for more choice					
Total 'Agree'	100	89	87	80	79
Total 'Disagree'	0	58	51	52	43
Competition allows for higher quality					
Total 'Agree'	92	92	89	84	100
Total 'Disagree'	72	67	65	58	0
Competition encourages innovation and economic growth					
Total 'Agree'	91	100	87	82	80
Total 'Disagree'	62	0	57	46	39
Competition helps competitiveness					
Total 'Agree'	91	91	88	100	81
Total 'Disagree'	72	65	64	0	51

2 Perceptions about transparency on public money granted to companies

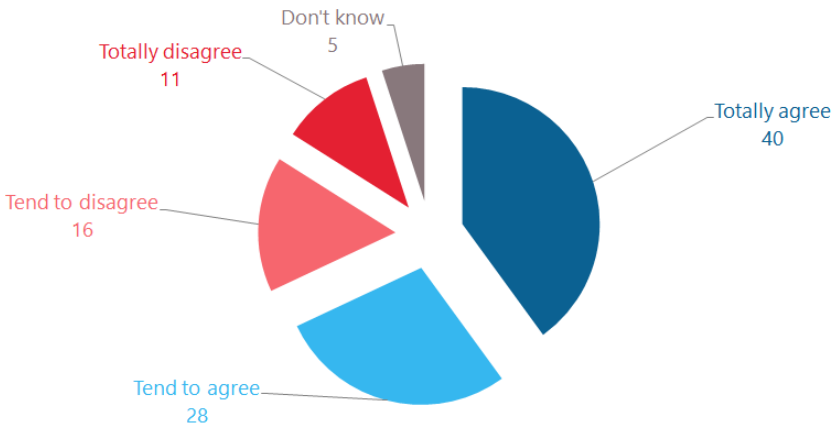
The majority agree full transparency on any public money granted to companies promotes the good use of taxpayers' money

More than two thirds (68%) of respondents agree full transparency on any public money granted to companies promotes the good use of taxpayers' money, with four in ten (40%) saying they 'totally agree'[7]. Just over one quarter disagree (27%), with 11% totally disagreeing with this statement.

5% say they don't know.

As this statement was asked for the first time, no trend data is available.

Q1A.5 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:
Full transparency on any public money granted to companies promotes the good use of taxpayers' money (% - EU)

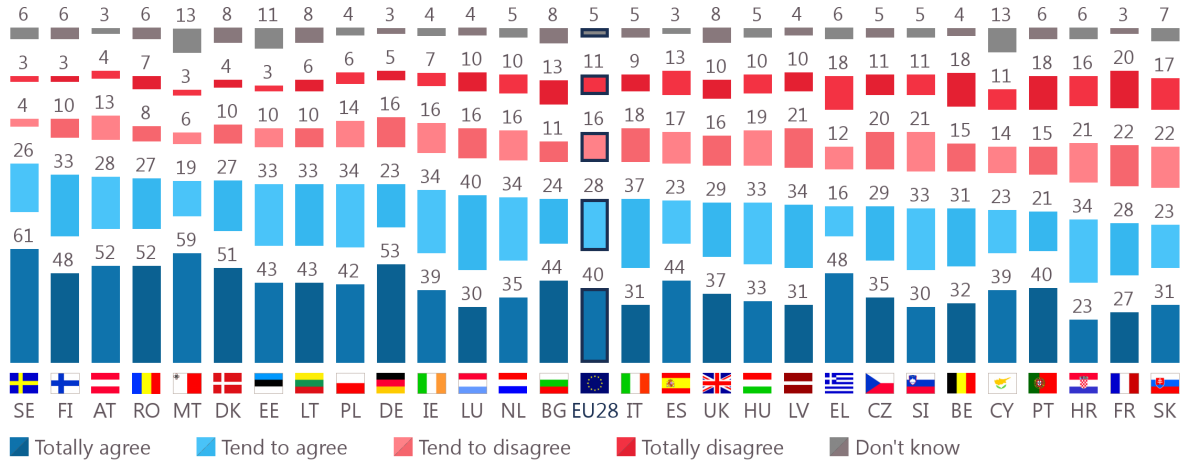


[7] Q1A.5 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree: Full transparency on any public money granted to companies promotes the good use of taxpayers' money.

The majority of respondents in each country agree full transparency on any public money granted to companies promotes the good use of taxpayers' money, with proportions ranging from 87% in Sweden, 81% in Finland and 80% in Austria to 54% in Slovakia, 55% in France and 57% in Croatia.

There are six countries where the majority totally agree: Sweden (61%), Malta (59%), Germany (53%), Austria and Romania (both 52%) and Denmark (51%).

Q1A.5 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:
Full transparency on any public money granted to companies promotes the good use of taxpayers' money (%)



The ***socio-demographic analysis*** illustrates the following:

- At least seven in ten respondents aged 15-54 agree full transparency on any public money granted to companies promotes the good use of taxpayers' money, compared to 65% of those aged 55+.
- The longer a respondent remained in education, the more likely they are to agree: 75% of those who completed education aged 20+ agree, compared to 50% who completed aged 15 or younger.
- The more urbanised a respondent's environment, the more likely they are to agree: 73% living in towns do so, compared to 65% living in rural villages.
- The self-employed (74%) and employees (72%) are more likely to agree than manual workers and those who are not working (both 65%).

As has been the case for other statements in this section, respondents who are positive about the other aspects of competition asked about are more likely to agree competition helps EU companies to become more competitive in global markets than those who disagree with each of these statements.

Q1A.5 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree: **Full transparency on any public money granted to companies promotes the good use of taxpayers' money (% - EU)**

	Total 'Agree'	Total 'Disagree'	Don't know
EU28	68	27	5
Age			
15-24	71	25	4
25-39	72	25	3
40-54	70	26	4
55 +	65	29	6
Education (End of)			
15-	50	39	11
16-19	64	31	5
20+	75	22	3
Still studying	74	23	3
Subjective urbanisation			
Rural village	65	30	5
Small/mid size town	68	27	5
Large town	73	22	5
Respondent occupation scale			
Self-employed	74	23	3
Employee	72	24	4
Manual workers	65	30	5
Not working	65	29	6
Competition allows for better prices			
Total 'Agree'	72	23	5
Total 'Disagree'	49	47	4
Competition allows for more choice			
Total 'Agree'	71	25	4
Total 'Disagree'	51	45	4
Competition allows for higher quality			
Total 'Agree'	74	22	4
Total 'Disagree'	54	41	5
Competition encourages innovation and economic growth			
Total 'Agree'	73	23	4
Total 'Disagree'	44	51	5
Competition helps competitiveness			
Total 'Agree'	74	22	4
Total 'Disagree'	51	45	4

3 Perceptions about State aid recovery

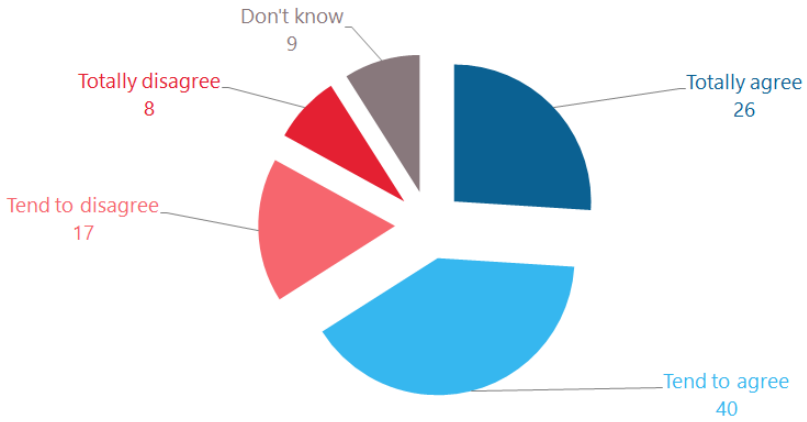
The majority agree State aid recovery helps restore equal and fair conditions of competition in the Single Market

Two thirds of respondents (66%) agree that State aid recovery helps restore equal and fair conditions of competition in the Single Market: 26% 'totally agree' while 40% 'tend to agree'[8]. One quarter disagree, although only 8% 'totally disagree'.

Almost one in ten (9%) don't know.

As this is a new question no trend data is available.

Q1B For the following statement, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree: 'State aid recovery helps restore equal and fair conditions of competition in the Single Market'.
(% - EU)



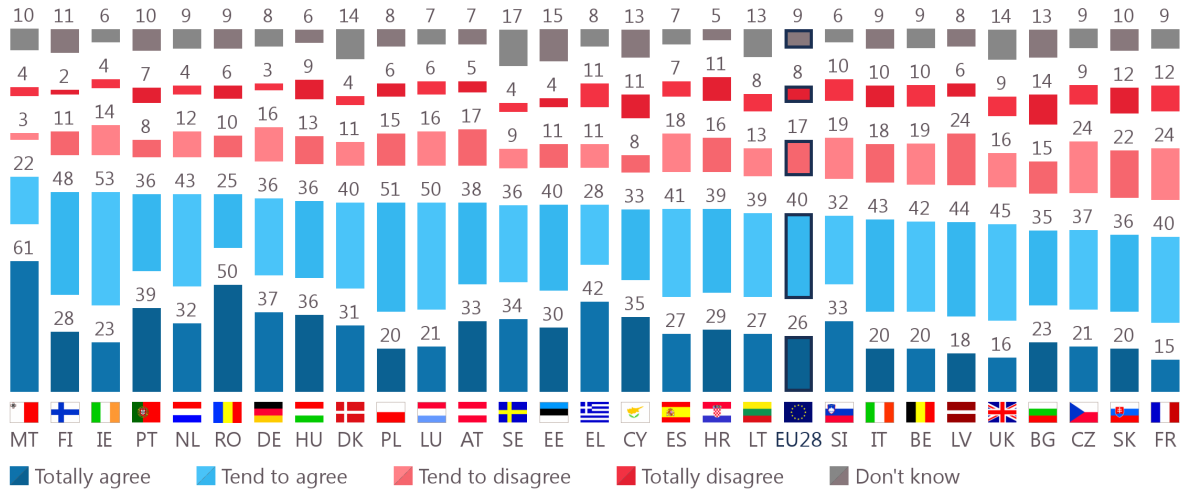
[8] Q1B State aid is defined as an advantage given by Member States to specific companies. Therefore, general measures open to all enterprises do not constitute State aid. The EU Treaty contains rules requiring the Member States to notify aid to specific companies. The Treaty also specifies when State aid can be approved. Any State aid provided by Member States can be recovered if it does not respect those rules. For the following statement, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree: 'State aid recovery helps restore equal and fair conditions of competition in the Single Market'

The majority of respondents in each Member State agree that State aid recovery helps restore equal and fair conditions of competition in the Single Market. At least three quarters of respondents in Malta (83%), Ireland and Finland (both 76%), and the Netherlands, Portugal and Romania (all 75%) agree, as do 55% in France, 56% in Slovakia and 58% in Czechia and Bulgaria.

Malta (61%) and Romania (50%) are the only countries where at least half say they 'totally agree' with this statement.

Q1B For the following statement, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree: 'State aid recovery helps restore equal and fair conditions of competition in the Single Market'.

(%)



The only notable difference from the ***socio-demographic analysis*** is related to education levels, with those who remained in education longer being more likely to agree that State aid recovery helps restore equal and fair conditions of competition in the Single Market. For example, 69% who completed education aged 20+ agree, compared to 60% who completed education aged 15 or younger.

The analysis also highlights that respondents who are positive about other aspects of competition are more likely to agree with this statement about State aid recovery. For example, 70% of respondents who agree that competition encourages innovation and economic growth also say that State aid recovery helps restore equal and fair conditions of competition, compared to 49% who disagree.

Q1B For the following statement, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree: 'State aid recovery helps restore equal and fair conditions of competition in the Single Market'.
(% - EU)

	Total 'Agree'	Total 'Disagree'	Don't know
EU28	66	25	9
Education (End of)			
15-	60	28	12
16-19	66	25	9
20+	69	23	8
Still studying	67	22	11
Competition allows for better prices			
Total 'Agree'	69	22	9
Total 'Disagree'	53	39	8
Competition allows for more choice			
Total 'Agree'	69	22	9
Total 'Disagree'	52	40	8
Competition allows for higher quality			
Total 'Agree'	71	21	8
Total 'Disagree'	55	35	10
Competition encourages innovation and economic growth			
Total 'Agree'	70	22	8
Total 'Disagree'	49	41	10
Competition helps competitiveness			
Total 'Agree'	72	20	8
Total 'Disagree'	51	43	6

4 Perceived impact of competition on consumers

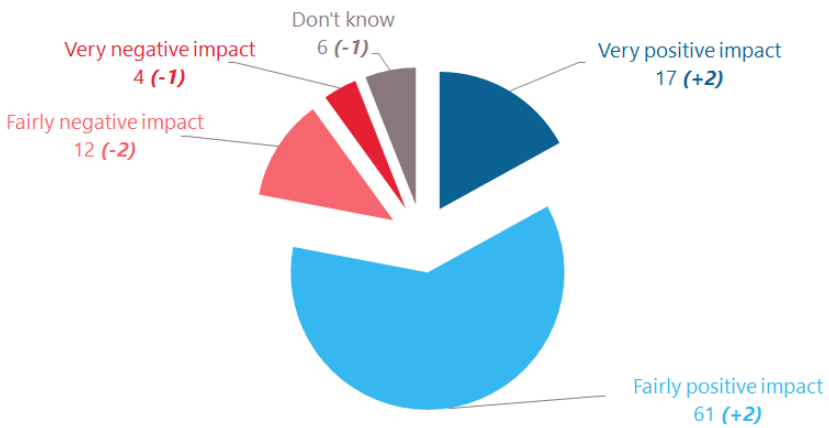
A large majority of respondents think effective competition has a positive impact on them

Almost eight in ten (78%) respondents say that effective competition has a positive impact on them as a consumer, although they are more likely to say it has a 'fairly positive impact' (61%) than a 'very positive impact' (17%)[9].

Less than two in ten (16%) say that effective competition has had a negative impact on them, with only 4% saying it has a 'very negative impact'. 6% of the respondents say they don't know.

Compared to 2014, respondents are now slightly more likely to think effective competition has a positive impact on them (+4 pp).

Q11 What impact does effective competition have on you as a consumer?
(% - EU)



(Jan. 2019 - Sep. 2014)

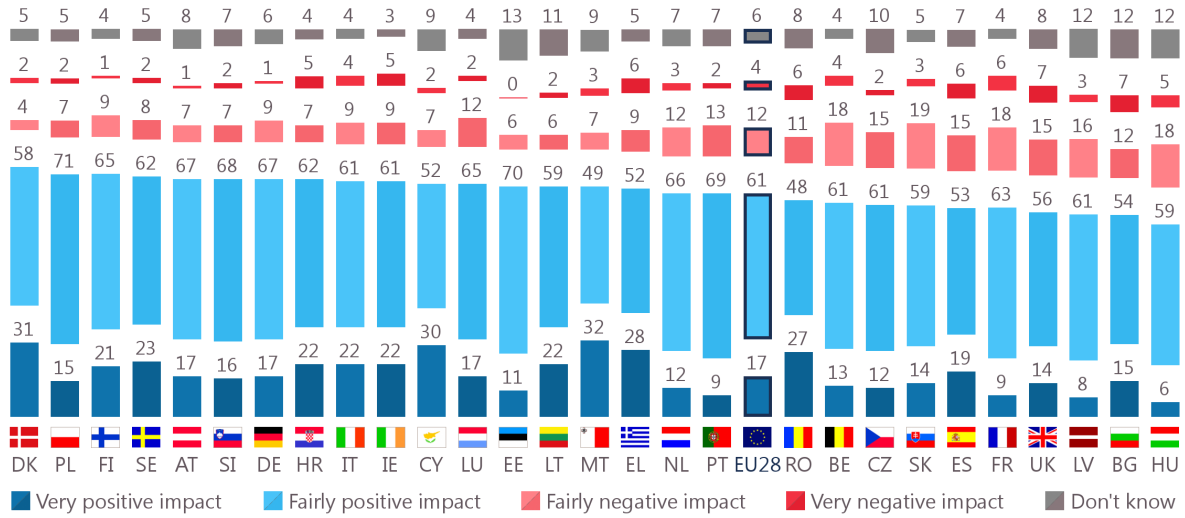
[9] Q11 What impact does effective competition have on you as a consumer?

In each Member State, more than six in ten respondents think effective competition has a positive impact on them as a consumer. Proportions range from 89% in Denmark and 86% in Poland and Finland to 65% in Hungary and 69% in Latvia and Bulgaria.

Malta (32%), Denmark (31%) and Cyprus (30%) are the only countries where at least three in ten say effective competition has had a 'very positive impact' on them.

Q11 What impact does effective competition have on you as a consumer?

(%)



In all but three countries, respondents are now more likely to say competition has a positive impact on them as a consumer, with the largest increases seen in Luxembourg (+8 pp), and Austria and Ireland (both +7 pp). There have been no notable declines.

Q11 What impact does effective competition have on you as a consumer?
(%)

	Total 'Positive'	Jan. 2019 - Sep. 2014	Total 'Negative'	Jan. 2019 - Sep. 2014	Don't know	Jan. 2019 - Sep. 2014
EU28	78	▲ 4	16	▼ 3	6	▼ 1
LU	82	▲ 8	14	▼ 8	4	=
AT	84	▲ 7	8	▼ 8	8	▲ 1
IE	83	▲ 7	14	▼ 5	3	▼ 2
PL	86	▲ 6	9	▼ 5	5	▼ 1
EL	80	▲ 6	15	▼ 7	5	▲ 1
CZ	73	▲ 6	17	▼ 7	10	▲ 1
DE	84	▲ 5	10	▼ 4	6	▼ 1
IT	83	▲ 5	13	▼ 3	4	▼ 2
EE	81	▲ 5	6	▼ 2	13	▼ 3
LT	81	▲ 5	8	▼ 4	11	▼ 1
PT	78	▲ 5	15	▼ 2	7	▼ 3
SK	73	▲ 5	22	▼ 4	5	▼ 1
CY	82	▲ 4	9	▼ 5	9	▲ 1
MT	81	▲ 4	10	▼ 3	9	▼ 1
BG	69	▲ 4	19	▼ 6	12	▲ 2
HU	65	▲ 4	23	▼ 5	12	▲ 1
HR	84	▲ 3	12	▼ 3	4	=
BE	74	▲ 3	22	=	4	▼ 3
ES	72	▲ 3	21	▲ 1	7	▼ 4
SI	84	▲ 2	9	▼ 5	7	▲ 3
NL	78	▲ 2	15	▼ 2	7	=
RO	75	▲ 2	17	▼ 3	8	▲ 1
UK	70	▲ 2	22	▼ 3	8	▲ 1
FI	86	▲ 1	10	=	4	▼ 1
FR	72	▲ 1	24	▼ 1	4	=
LV	69	=	19	▲ 2	12	▼ 2
DK	89	▼ 1	6	▲ 1	5	=
SE	85	▼ 1	10	▲ 2	5	▼ 1

The ***socio-demographic analysis*** shows that:

- The youngest respondents are the most likely to be positive about the impact of effective competition, particularly compared to those aged 55+ (86% vs 72%).
- The longer a respondent remained in education, the more likely they are to be positive: 83% who completed education aged 20+ to say the impact is positive, compared to 60% of those who completed education prior to age 16.
- Employees are most likely to say the impact is positive, particularly compared to those who are not working (83% vs 73%).

The analysis also highlights that respondents who are positive about other aspects of competition are more likely to say the impact of effective competition on them is positive, compared to those who are negative about competition. For example, 82% of respondents who agree competition allows for more choice say the impact of effective competition on them is positive, compared to 54% who disagree.

Q11 What impact does effective competition have on you as a consumer?
(% - EU)

	Total 'Positive'	Total 'Negative'	Don't know
EU28	78	16	6
Age			
15-24	86	10	4
25-39	82	13	5
40-54	79	15	6
55 +	72	20	8
Education (End of)			
15-	60	29	11
16-19	73	20	7
20+	83	12	5
Still studying	87	8	5
Respondent occupation scale			
Self-employed	81	14	5
Employee	83	12	5
Manual workers	77	17	6
Not working	73	20	7
Competition allows for better prices			
Total 'Agree'	82	13	5
Total 'Disagree'	55	36	9
Competition allows for more choice			
Total 'Agree'	82	13	5
Total 'Disagree'	54	36	10
Competition allows for higher quality			
Total 'Agree'	83	12	5
Total 'Disagree'	62	29	9
Competition encourages innovation and economic growth			
Total 'Agree'	82	13	5
Total 'Disagree'	51	39	10
Competition helps competitiveness			
Total 'Agree'	83	12	5
Total 'Disagree'	60	32	8

II. EXPERIENCE OF A LACK OF COMPETITION

This part of the report explores respondents' experiences with a lack of competition. It begins with a discussion of the sectors where respondents have encountered problems due to a lack of competition (including higher prices, lower quality, less choice). The issues arising from a lack of competition in these sectors – including high prices and insufficient choice – are then considered.

1 Sectors where citizens have experienced competition problems

Respondents are most likely to report problems due to a lack of competition in the telecommunications and Internet access sector

Respondents were asked if they had experienced problems due to a lack of competition in a range of sectors. They were able to give up to two answers[10]. The results from both questions are combined in the chart below.

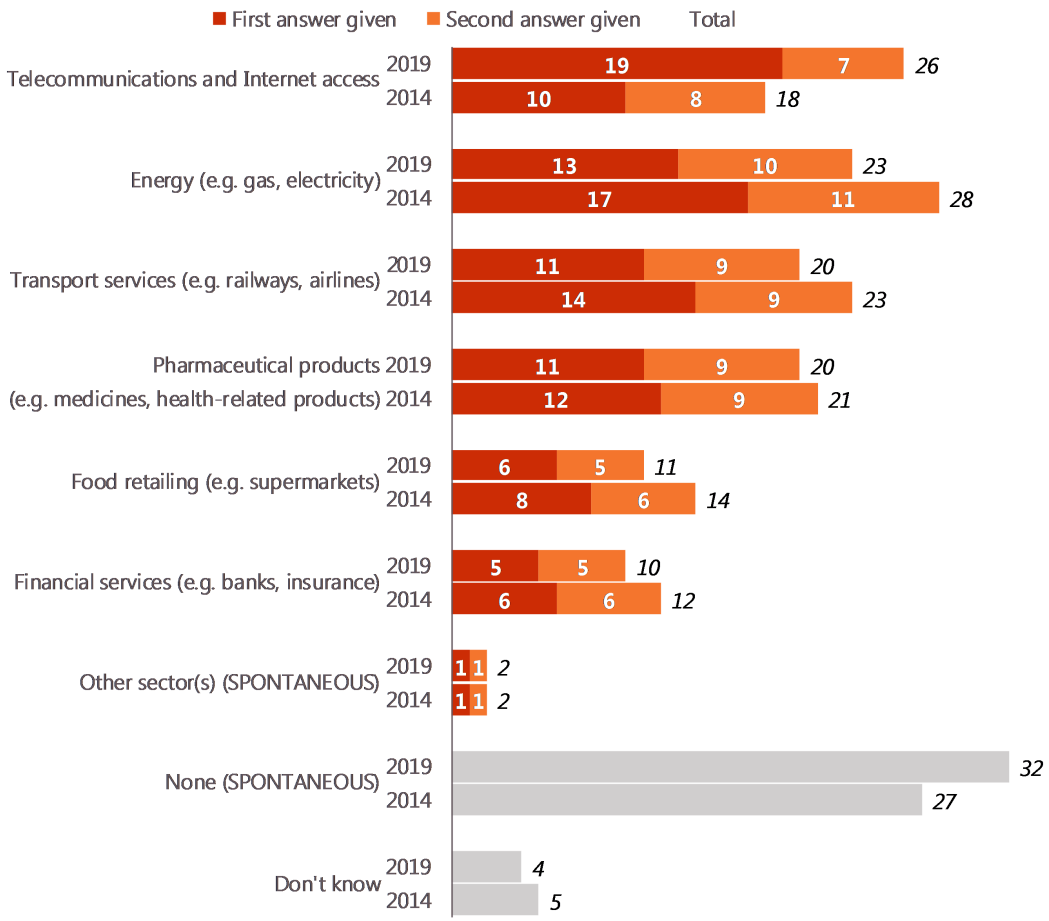
The telecommunications and Internet access sector is most often mentioned as causing problems due to a lack of competition (26%), followed by energy (23%), and transport services and pharmaceutical products (both 20%).

At least one in ten mention food retailing (11%) or financial services (10%).

Compared to 2014, respondents are now more likely to say they have experienced problems in the telecommunications and Internet access sector (+8 pp), but they are less likely to say this about each of the other sectors, and in particular energy (-5 pp).

[10] Q2A Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly? Q2B And secondly?

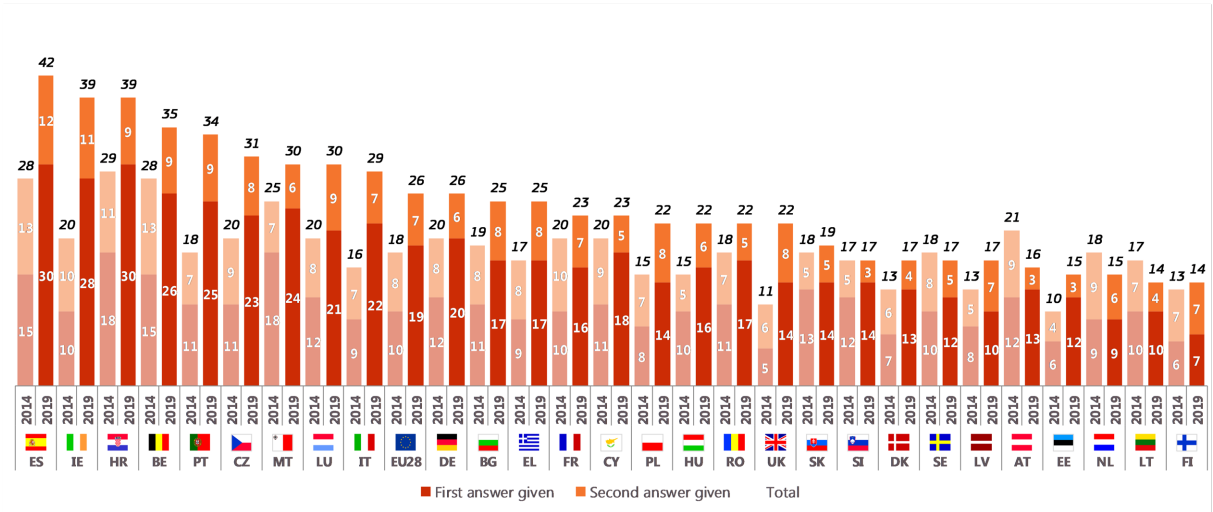
Q2T Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly? And secondly?
(MAX. 2 ANSWERS)
(% - EU)



At an overall EU level, respondents are most likely to report problems in the **telecommunications and Internet access** sector, but at a country level this is the most mentioned sector in 13 countries. Respondents in Spain (42%), and Ireland and Croatia (both 39%) are the most likely to mention this, while those in Finland and Lithuania (both 14%) and the Netherlands and Estonia (both 15%) are the least likely to do so.

In 22 countries, respondents are now more likely than they were in 2014 to report competition problems in the telecommunications and Internet sector, and in many cases the increases are considerable – particularly in Ireland (+19 pp), Portugal (+16 pp), Spain (+14 pp), Italy (+13 pp), the United Kingdom and Czechia (both +11 pp), and Croatia and Luxembourg (both +10 pp). The largest decline is observed in Austria (-5 pp).

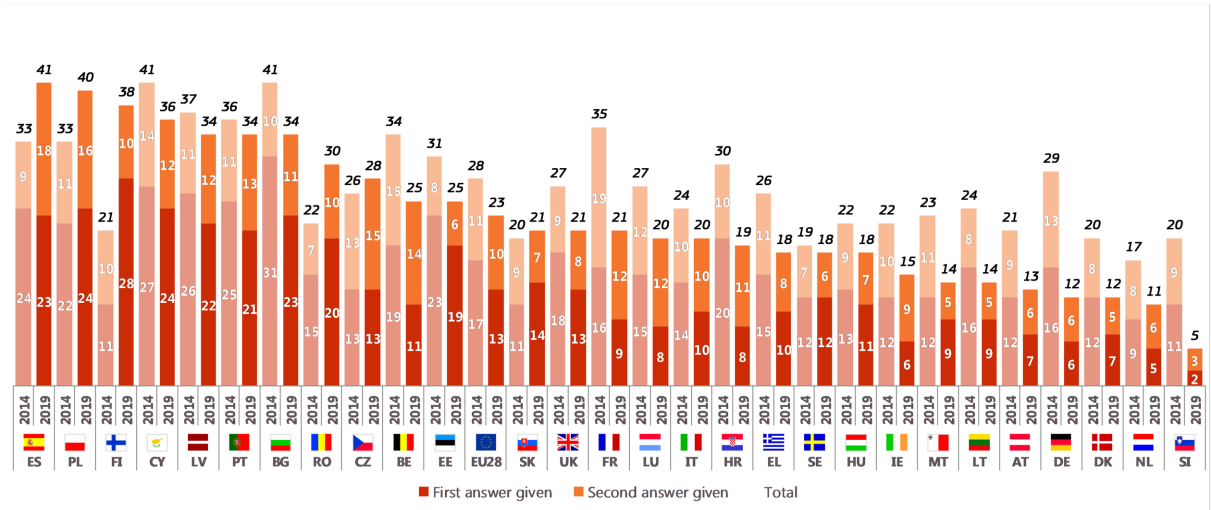
Q2T_1 Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly? And secondly? (MAX. 2 ANSWERS)
(% - TELECOMMUNICATIONS AND INTERNET ACCESS)



Respondents in Spain (41%), Poland (40%) and Finland (38%) are the most likely to say they have experienced problems with the **energy** sector. In contrast, 5% in Slovenia, 11% in the Netherlands and 12% in Germany and Denmark say the same. Energy is the most mentioned sector in eight countries.

Respondents in Finland (+17 pp), and Spain and Romania (both +8 pp) are now more likely to mention the energy sector than they were in 2014. However, in almost all other countries respondents are now less likely to say they have experienced a competition problem in this sector, with the largest declines observed in Germany (-17 pp), Slovenia (-15 pp), France (-14 pp), Croatia (-11 pp) and Lithuania (-10 pp).

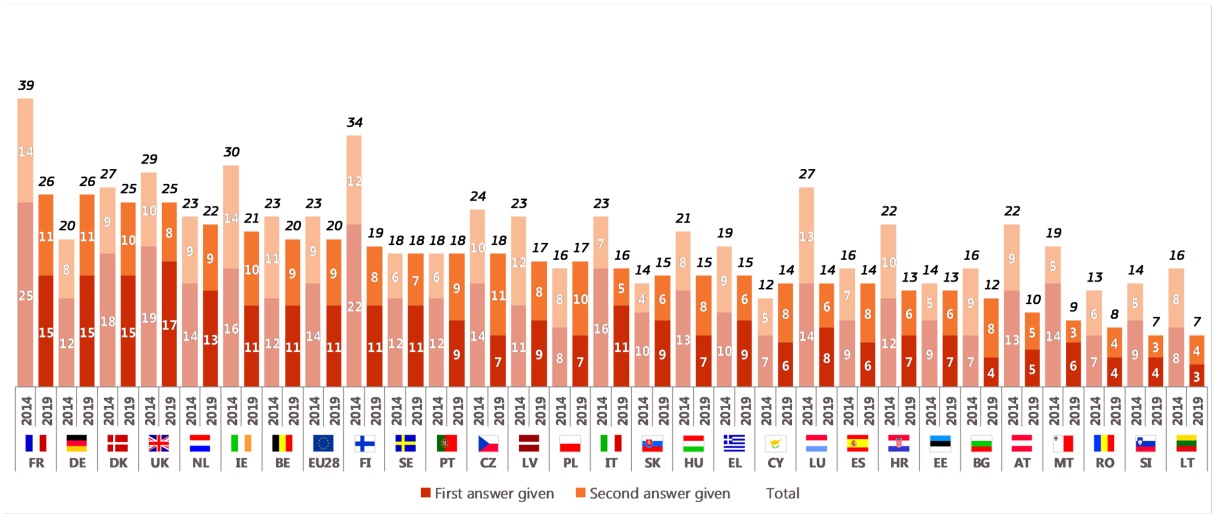
Q2T_2 Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly? And secondly? (MAX. 2 ANSWERS)
(% - ENERGY (E.G. GAS, ELECTRICITY))



Transport services is the most mentioned sector by respondents in France (26%), and the United Kingdom and Denmark (both 25%) and is also widely mentioned in Germany (26%). At the other end of the scale, 7% in Slovenia and Lithuania, 8% in Romania and 9% in Malta have experienced problems in this sector.

In 23 countries respondents are now less likely to say they have experienced competition-related problems with the transport services sector, and this is particularly the case in Finland (-15 pp), France and Luxembourg (both -13 pp), Austria (-12 pp) and Malta (-10 pp). The only notable increase is in Germany (+6 pp).

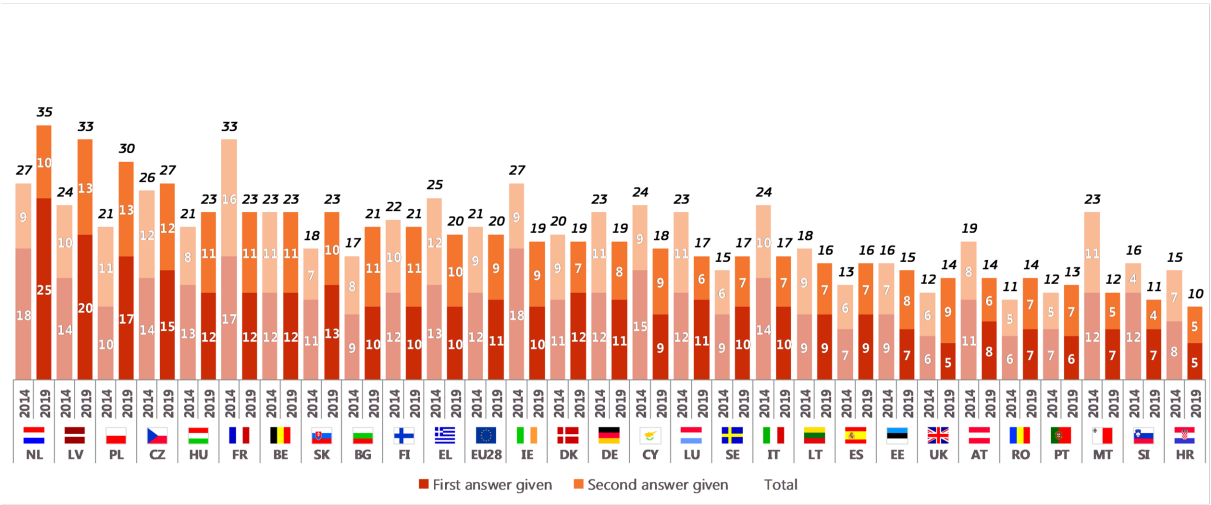
Q2T_4 Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly? And secondly? (MAX. 2 ANSWERS)
(% - TRANSPORT SERVICES (E.G. RAILWAYS, AIRLINES))



In the Netherlands (35%) and Slovakia (23%), respondents are most likely to say they have experienced problems with competition in the **pharmaceutical products** sector, and this sector is also mentioned by at least three in ten in Latvia (33%) and Poland (30%). In contrast, around one in ten in Croatia (10%), Slovenia (11%) and Malta (12%) mention the pharmaceutical products sector.

Compared to 2014, respondents in Latvia and Poland (both +9 pp) and the Netherlands (+8 pp) are now more likely to say they have experienced problems relating to a lack of competition in the pharmaceutical products sector. On the other hand, respondents in Malta (-11 pp) and France (-10 pp) are now less likely to report problems in this sector.

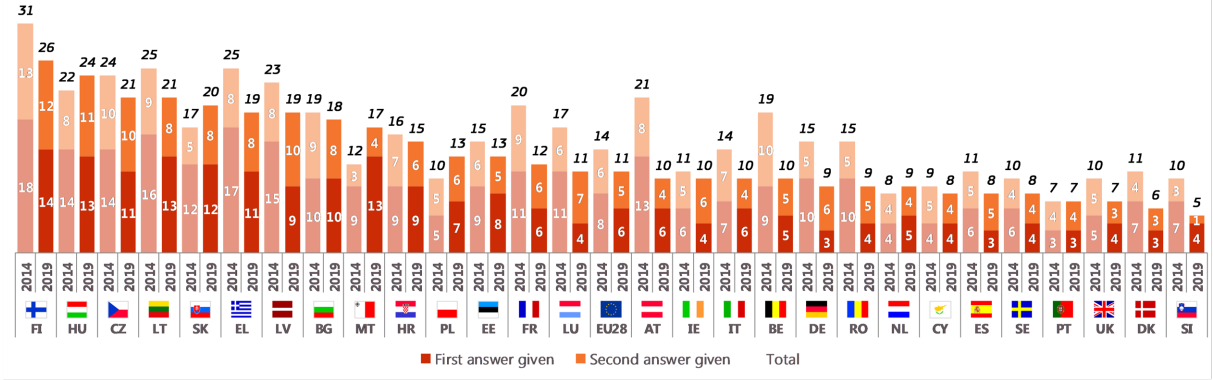
Q2T_6 Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly? And secondly? (MAX. 2 ANSWERS)
(% - PHARMACEUTICAL PRODUCTS (E.G. MEDICINES, HEALTH-RELATED PRODUCTS))



Hungary (24%) and Lithuania (21%) are the only countries where the **food retailing** sector is most often mentioned, but this sector is also widely cited by respondents in Finland (26%) and Czechia (21%). Respondents in Slovenia (5%), Denmark (6%) and Portugal and the United Kingdom (both 7%) are the least likely in the EU to have experienced problems in the food retailing sector.

Compared to 2014, respondents in Malta are now more likely to say they have experienced problems relating to a lack of competition in the food retailing sector (+5 pp). However, in most countries respondents are now less likely to report problems in this sector, with the largest declines seen in Austria (-11 pp), Belgium (-9 pp) and France (-8 pp).

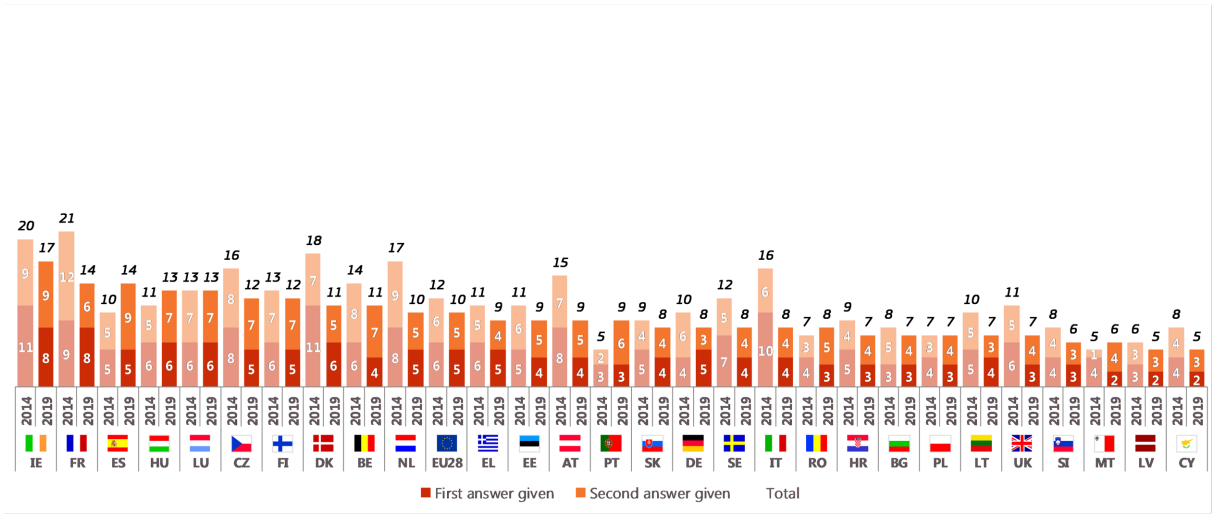
Q2T_5 Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly? And secondly? (MAX. 2 ANSWERS)
(% - FOOD RETAILING (E.G. SUPERMARKETS))



There are ten countries where at least one in ten respondents say they have experienced competition problems in the **financial services** sector, with those in Ireland (17%), and France and Spain (both 14%) the most likely to do so. This compares to 5% of respondents in Cyprus and Latvia that also mention this sector.

In 21 countries, respondents are now less likely to report problems in the financial services sector than they were in 2014, with the largest declines seen amongst those in Italy (-8 pp), and the Netherlands, Denmark and France (all -7 pp). Increases are only minor: the largest can be noted amongst respondents in Spain and Portugal (both +4 pp).

Q2T_3 Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly? And secondly? (MAX. 2 ANSWERS)
(% - FINANCIAL SERVICES (E.G. BANKS, INSURANCE))



The ***socio-demographic analysis*** highlights the following differences:

- Men are more likely to say they have experienced competition issues in the telecommunications and Internet access sector (28% vs 23% of women).
- Those aged 40-54 (31%) and 25-39 (29%) are the more likely to mention the telecommunications and Internet access sector than the oldest (22%) or youngest (23%) respondents. Those aged 40-54 are more likely than other age groups to mention the energy sector. The younger the respondent, the more likely they are to say they have experienced competition problems in the transport sector.
- The longer a respondent remained in education, the more likely they are to say they have experienced problems in the telecommunications and Internet access sector, or in transport services.
- Employees are the most likely to mention the transport sector (25%), particularly compared to those who are not working (16%).

Q2T Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly? And secondly? **(% - EU)**

	Telecommunications and Internet access	Energy (e.g. gas, electricity)	Transport services (e.g. railways, airlines)	Pharmaceutical products (e.g. medicines, health-related products)	Food retailing (e.g. supermarkets)	Financial services (e.g. banks, insurance)
EU28	26	23	20	20	11	10
Gender						
Man	28	24	21	18	10	11
Woman	23	22	19	21	12	8
Age						
15-24	23	15	31	18	12	6
25-39	29	24	28	19	12	10
40-54	31	28	20	19	10	10
55 +	22	22	12	21	11	11
Education (End of)						
15-	19	22	10	19	12	9
16-19	25	21	15	19	12	9
20+	28	26	23	21	10	11
Still studying	25	13	33	18	10	3
Respondent occupation scale						
Self-employed	29	27	21	18	9	12
Employee	28	25	25	20	10	10
Manual workers	26	23	17	19	14	11
Not working	23	21	16	20	12	9

2 Main problems in sectors where a lack of competition was experienced

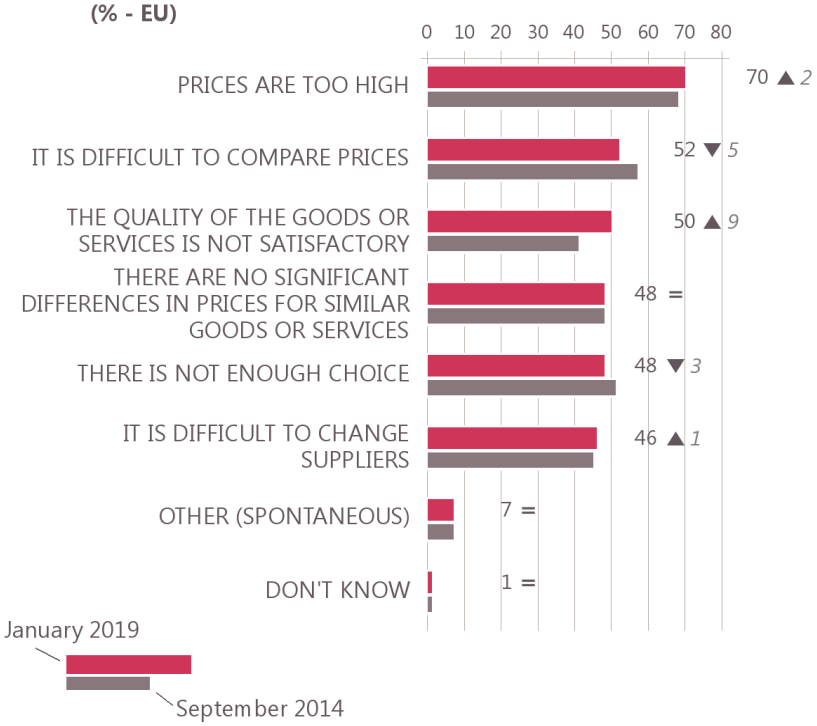
High prices are the most widely mentioned problem as a result of lack of competition

Respondents who said they had experienced a problem resulting from a lack of competition in a particular sector were then asked what they thought were the main problems in that sector[11].

Across all sectors, seven in ten respondents say prices are too high. At least half say it is difficult to compare prices (52%) or the quality of goods and services is not satisfactory (50%). Almost as many say there are no significant differences in prices for similar goods or services, that there is not enough choice (both 48%), or that it is difficult to change suppliers (46%).

Compared to 2014, respondents are now more likely to mention the quality of the goods and services being unsatisfactory (+9 pp), but they are less likely to say it is difficult to compare prices (-5 pp)[12].

Q3Q4 Main problems in the telecommunications and Internet access, energy, financial services, transport services, food retailing and pharmaceutical products sectors.
(% - EU)



Base: respondents who have experienced problems due to a lack of competition in the following sectors: telecommunications and Internet access, energy, financial services, transport services, food retailing, pharmaceutical products (n= 16,813)

[11] Q3 You have just mentioned that you feel companies are not sufficiently competing with each other in the (INSERT ANSWER OF Q2A) sector. What do you think are the main problems in this sector? Q4 You have just mentioned that you feel companies are not sufficiently competing with each other in the (INSERT ANSWER OF Q2B) sector. What do you think are the main problems in this sector?
[12] Care should be taken interpreting trends given changes to option wording: telecommunications and Internet (2014) and food distribution (2014).

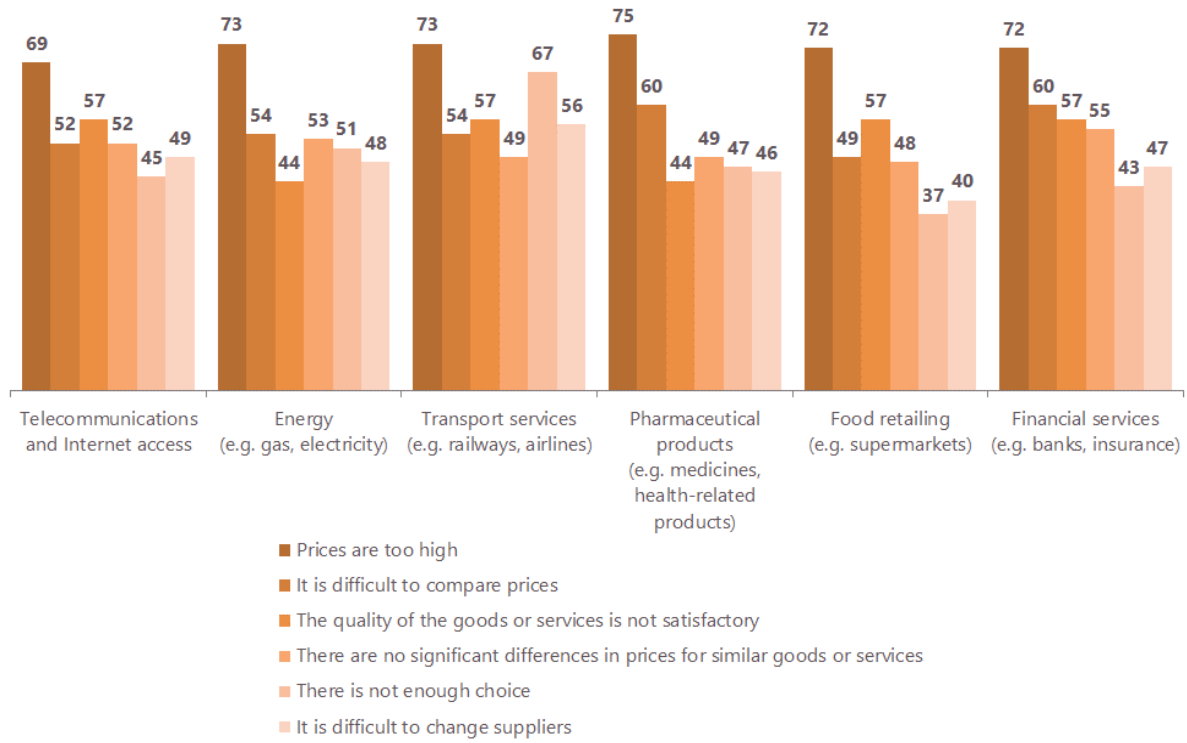
Amongst those who have experienced a lack of competition in each sector, the most mentioned problem is that **prices are too high**. Proportions range from 75% for pharmaceutical products to 69% for telecommunications and Internet access.

Difficulty comparing prices is the second most mentioned problem in the energy (54%), and pharmaceutical and financial services sectors (both 60%). At the other end of the scale, less than half mention this issue for the food retailing sector (49%). **Unsatisfactory quality of goods and services** is considered a problem by 57% of respondents in each sector, with the exceptions of energy (44%) and pharmaceutical products (44%).

In each sector at least four in ten say there are **no significant differences in prices for similar goods or services**, with proportions ranging from 48% in the food retailing sector to 55% in the financial services sector. A **lack of choice** is most often mentioned in relation to the transport services sector (67%), and least often mentioned in relation to food retailing (37%).

Transport services is the only sector where at least half (56%) say one of the main problems is a **difficulty in changing suppliers**. At the other end of the scale, 40% say this about food retailing.

Q3Q4 Main problems in sectors with a lack of competition



Base: respondents who have experienced problems due to a lack of competition in each sector

In 24 countries, the most mentioned problem resulting from a lack of competition in the ***telecommunications and Internet access*** sector is that **prices are too high**. The highest proportions mentioning this issue can be observed in Spain (88%), Belgium (87%) and Ireland (85%). This compares to 35% in Italy, 37% in Sweden and 41% in Austria who say the same.

Germany is the only country where respondents who have experienced competition problems most often say **unsatisfactory quality of goods or services** is a problem in this sector (78%), although this is widely mentioned by those in Spain and the United Kingdom (both 68%) and Ireland (67%). In contrast 27% in Austria and 30% in Italy say this.

A **lack of significant differences in prices for similar goods or services** is most often given as one of the main problems by respondents in Czechia (76%), Spain (73%) and Ireland (66%), and least mentioned by those in Lithuania (25%), and Austria and Romania (both 26%).

In Sweden (51%) and Austria (47%) the most mentioned problem in this sector is a **difficulty in comparing prices**, however, across the EU this reason is most often mentioned by respondents in Belgium and Spain (67%). This compares to 18% in Hungary, 22% in Lithuania and 25% in Romania.

Difficulty changing suppliers is most mentioned by respondents in Spain (68%), the United Kingdom (64%), and Ireland and Portugal (both 62%) and least mentioned by those in Cyprus (22%) and Italy (23%). Although respondents in Malta are more likely to say there is **not enough choice** (63%) than to give any other response, across the EU it is actually respondents in Ireland (72%), Luxembourg (69%) and Czechia (64%) who are most likely to give this reason. This compares to 16% in Italy.

At an EU level, respondents are now much more likely to say quality not being satisfactory is one of the main problems, compared to 2014 (+10 pp). At a country level, respondents in Ireland and Spain are now much more likely to mention each problem, while those in Austria are now much less likely to do so than they were in 2014. In many countries there have been changes of at least ten percentage points – either positive or negative.

Apart from the countries already mentioned, other examples include:

- A 20-point decline in Sweden in mentions of prices being too high.
- A large decline in Malta in the proportion who say the quality is unsatisfactory (-18 pp).
- Respondents in Latvia are now much less likely to mention a lack of significant difference in prices for similar goods or services (-18 pp).
- Respondents in Denmark are now much less likely to mention difficulty comparing prices (-25 pp).
- Those in Cyprus (-29 pp) and Sweden (-17 pp) are now much less likely to say one of the main problems is difficulty in changing supplier.
- Respondents in Latvia (-20 pp) and Finland (-19 pp) are now much less likely to say there is not enough choice, while those on Slovakia (+19 pp) are now more likely to do so.

Q3Q4.1 You have just mentioned that you feel companies are not sufficiently competing with each other in the **telecommunications and Internet access** sector. What do you think are the main problems in this sector? (MULTIPLE ANSWERS POSSIBLE)

(%)

	Prices are too high	Jan. 2019 - Sep. 2014	The quality of the goods or services is not satisfactory	Jan. 2019 - Sep. 2014	There are no significant differences in prices for similar goods or services	Jan. 2019 - Sep. 2014	It is difficult to compare prices	Jan. 2019 - Sep. 2014	It is difficult to change suppliers	Jan. 2019 - Sep. 2014	There is not enough choice	Jan. 2019 - Sep. 2014
EU28	69	▲ 3	57	▲ 10	52	▲ 1	52	▼ 4	49	▲ 2	45	▼ 2
BE	87	▼ 4	55	▲ 3	54	▼ 17	67	▼ 9	31	▼ 12	61	▼ 9
BG	64	▲ 2	58	▲ 3	46	▼ 7	33	▼ 9	55	▼ 3	41	▼ 17
CZ	82	=	58	▲ 1	76	▲ 4	49	▼ 16	48	▼ 6	64	▲ 6
DK	53	▼ 12	53	▼ 1	43	▼ 3	53	▼ 25	45	▼ 2	51	▲ 11
DE	76	▲ 1	78	▲ 15	54	▼ 4	65	▼ 7	56	▼ 2	55	▲ 10
EE	49	▼ 7	39	▼ 7	29	▼ 1	37	▲ 8	26	▼ 3	48	=
IE	85	▲ 22	67	▲ 21	66	▲ 27	62	▲ 16	62	▲ 24	72	▲ 17
EL	69	▼ 4	57	▲ 8	56	▼ 2	43	▲ 1	48	▲ 11	49	▲ 1
ES	88	▲ 26	68	▲ 28	73	▲ 21	67	▲ 19	68	▲ 22	55	▲ 13
FR	66	▲ 2	58	▲ 22	55	▲ 4	55	▼ 12	45	▼ 15	39	▼ 6
HR	74	▼ 2	54	▲ 11	40	▲ 2	27	▼ 10	35	▲ 2	38	▼ 2
IT	35	▼ 10	30	▼ 6	32	▼ 10	33	▼ 9	23	▲ 1	16	▼ 16
CY	61	▼ 17	45	▲ 11	28	▼ 3	26	▼ 11	22	▼ 29	45	▼ 16
LV	65	▲ 3	49	▼ 7	43	▼ 18	34	▼ 15	44	▼ 11	47	▼ 20
LT	58	▲ 2	34	▲ 4	25	▼ 8	22	▼ 14	29	▼ 4	33	▼ 11
LU	80	▲ 3	50	▲ 4	56	▲ 6	54	▼ 1	50	▼ 8	69	▲ 4
HU	60	▼ 13	48	▲ 1	32	▼ 4	18	▼ 18	34	▼ 9	42	▼ 4
MT	58	▼ 2	35	▼ 18	36	▲ 2	31	▲ 7	27	▼ 2	63	▲ 3
NL	58	▼ 1	41	▲ 6	50	▼ 4	56	▼ 16	45	=	46	▼ 1
AT	41	▼ 21	27	▼ 15	26	▼ 24	47	▼ 20	39	▼ 13	35	▼ 16
PL	57	=	43	▲ 6	46	▲ 13	42	▲ 11	45	▲ 8	41	▲ 3
PT	76	▼ 1	58	▲ 18	63	▲ 9	47	=	62	▲ 9	60	▲ 3
RO	76	▲ 16	43	▼ 7	26	▼ 1	25	▼ 8	33	▼ 5	35	▼ 9
SI	59	▲ 10	46	▲ 15	29	▲ 7	27	▲ 4	29	▲ 7	43	▲ 7
SK	54	▲ 5	54	▲ 19	40	▲ 2	34	▼ 3	31	▲ 8	45	▲ 19
FI	63	▼ 3	42	▼ 13	39	▼ 9	50	▲ 3	43	▼ 11	41	▼ 19
SE	37	▼ 20	38	▼ 11	31	▼ 11	51	▼ 12	38	▼ 17	37	▼ 3
UK	82	▼ 9	68	▼ 3	61	▼ 14	62	▼ 14	64	▲ 4	52	▼ 27

Base: respondents who have experienced problems due to a lack of competition in the telecommunications and Internet access sector (n=6,872)

In 22 countries, the most mentioned problem resulting from a lack of competition in the ***energy*** sector is that **prices are too high**, and in 25 countries the majority say this[13]. Proportions range from 91% in Spain, 89% in Belgium and 86% in Ireland to 38% in Italy, 47% in Slovenia and 49% in Lithuania. It is interesting to note that although respondents in Italy are the least likely in the EU to say this is one of the main problems, it is still the most mentioned within Italy.

Difficulty comparing prices is the most mentioned problem in the Netherlands (67%), Denmark (65%) and Austria (5%), but across the EU it is most widely mentioned in Spain (70%), and Belgium and the United Kingdom (both 68%). At the other end of the scale, 18% in Lithuania, 19% in Romania and 28% in Slovenia say this is one of the main problems.

Respondents in Spain are the most likely in the EU to say **no significant difference in prices for similar goods or services** is one of the main problems in the energy sector, followed by 72% in Ireland and 71% in Czechia. This compares to 24% in Lithuania and 27% in Romania who say the same.

Insufficient choice is the most mentioned problem in the energy sector by respondents in Malta (62%) and Slovenia (50%), but across the EU it is respondents in Ireland (75%), Cyprus (68%) and Spain (67%) who are most likely to mention this as one of the main problems. In contrast, 26% in the Netherlands, 27% in Italy and 33% in Austria think the same way.

Lithuania (50%) is the only country where respondents are most likely to say **difficulty in changing suppliers** is one of the main problems in the energy sector, although this issue is also mentioned by the majority in seven other countries, including Bulgaria (70%), Ireland (63%) and Spain (62%). At the other end of the scale, 26% in Italy, 27% in Estonia and 30% in Belgium say this is a problem.

The proportions who say **the quality of goods and services in the energy sector is not satisfactory** vary considerably across countries: from 64% in the United Kingdom, 62% in Spain and 61% in Ireland to 13% in Lithuania and 16% in Estonia.

Compared to 2014, respondents are now more likely to say the fact that quality is unsatisfactory (+7 pp) is one of the main problems, but they are less likely to say it is difficult to compare prices (-6 pp). As was the case for the telecommunications and Internet access sector, respondents in Ireland and Spain are now much more likely to mention each problem than they were in 2014, while those in Austria are now less likely to do so. Once again there have also been changes of at least ten percentage points – either positive or negative – in a number of countries. Apart from the countries already mentioned, other examples include the following:

- Respondents in Latvia are now less likely to mention each issue, with the exception of prices being too high, where there is no change.
- Those in the UK are now less likely to say each issue is a problem, with the exception of quality being unsatisfactory, for which there has been a small increase.
- In Romania, respondents are now much more likely to say prices are too high (+26 pp), but much less likely to say it is difficult to change suppliers (-26 pp) or that it is difficult to compare prices (-16 pp).

[13] Care should be taken interpreting the results for the following countries due to low sample size (50-99): LU, MT, SI.

Q3Q4.2 You have just mentioned that you feel companies are not sufficiently competing with each other in the **energy (e.g. gas, electricity)** sector. What do you think are the main problems in this sector? (MULTIPLE ANSWERS POSSIBLE)

(%)

	Prices are too high	Jan. 2019 - Sep. 2014	It is difficult to compare prices	Jan. 2019 - Sep. 2014	There are no significant differences in prices for similar goods or services	Jan. 2019 - Sep. 2014	There is not enough choice	Jan. 2019 - Sep. 2014	It is difficult to change suppliers	Jan. 2019 - Sep. 2014	The quality of the goods or services is not satisfactory	Jan. 2019 - Sep. 2014
EU28	73	▲ 2	54	▼ 6	53	=	51	▼ 4	48	▼ 1	44	▲ 7
BE	89	▼ 3	68	▼11	59	▼14	50	▼19	30	▼13	49	▼ 3
BG	73	▲ 8	33	▼13	40	▼ 6	53	▼15	70	▼ 4	58	▲ 8
CZ	76	▼ 7	65	▼11	71	▼ 5	54	▼ 2	49	=	51	▼ 3
DK	57	▼ 6	65	▼ 4	51	▼ 1	56	▲ 2	53	▲ 5	32	▲ 6
DE	85	▲ 6	65	▼ 1	63	▲ 6	53	▲ 7	47	▼ 1	50	▲ 6
EE	61	▼10	39	▲ 1	31	▼11	45	▲ 2	27	▼ 3	16	▼ 1
IE	86	▲21	64	▲21	72	▲20	75	▲15	63	▲24	61	▲32
EL	68	▼ 2	49	▲ 8	57	▲12	53	▼14	48	▼ 1	54	▲20
ES	91	▲26	70	▲15	77	▲22	67	▲15	62	▲15	62	▲31
FR	72	▼ 1	61	▼ 9	44	▲ 5	50	▼13	48	▼12	41	▲ 8
HR	74	▲ 4	36	▼ 1	44	▲12	62	▲ 7	44	▲ 3	46	▲12
IT	38	▼12	36	▼ 9	37	▼ 8	27	▼ 1	26	▲ 8	25	▼ 3
CY	77	▼ 1	31	▼14	32	=	68	▲ 8	38	▼18	24	▲ 5
LV	74	=	42	▼20	40	▼11	56	▼28	47	▼27	24	▼ 9
LT	49	▼ 6	18	▼13	24	▼ 7	44	▼ 8	50	▼10	13	▼ 8
LU	74	▲ 5	61	▼ 4	47	▼ 5	66	▼ 7	49	▼13	43	▲ 2
HU	64	▼ 6	30	▼11	35	▲ 3	53	▼11	41	▼11	45	▲ 3
MT	55	▼ 7	29	▼ 5	36	▲ 2	62	▼17	32	▼ 8	26	▼ 7
NL	55	▼ 6	67	▼ 5	48	▼ 7	26	▼15	36	▼12	31	▲ 2
AT	52	▼24	55	▼15	31	▼22	33	▼19	43	▼ 7	24	▼ 3
PL	65	▲11	44	▼ 3	46	▲ 9	49	▼ 3	47	▲ 3	30	▲ 8
PT	84	▲ 5	53	▼ 5	66	▲ 6	63	▼ 9	54	=	51	▲13
RO	84	▲26	19	▼16	27	▼ 5	43	▼11	33	▼26	27	▼ 7
SI	47	▼ 5	28	▲ 2	38	▲11	50	▲11	32	▲ 7	26	▲10
SK	63	▲14	33	▼ 7	41	▲ 6	42	▲ 3	32	▼ 3	31	▲ 8
FI	71	▲ 6	44	▼13	38	▼ 9	44	▲ 1	56	▲ 3	24	▲ 2
SE	52	▼10	41	▼24	31	▼28	49	▲ 6	42	▲ 2	25	▼ 6
UK	84	▼13	68	▼14	63	▼23	54	▼28	59	▼ 7	64	▲ 4

Base: respondents who have experienced problems due to a lack of competition in the energy sector (n=6,095)

In all but one country (Italy: 42%), the majority of respondents say **prices being too high** is one of the main problems in the **financial services** sector[14], with those in Ireland (89%), Spain (88%) and Portugal (85%) the most likely to say this. Prices being too high is the most mentioned problem in 20 countries.

Although **difficulty comparing prices** is the most mentioned problem in France (72%), Denmark (68%) and Finland (61%), across the EU it is actually most widely mentioned by those in Germany (74%), and Ireland and Belgium (both 73%). This compares to 18% of respondents in Romania, 21% in Lithuania and 30% in Croatia who also see this is one of the main problems in this sector.

Respondents in Germany (80%), Spain (67%) and the United Kingdom (64%) are the most likely to say **unsatisfactory quality** is a problem, while those in Estonia (16%), Italy (27%) and Denmark (31%) are the least likely to say this.

Respondents in Czechia most often say a **lack of significant differences in prices for similar goods and services** is a one of the main problems for the financial services sector (81%). They are also the most likely in the EU to mention this problem, followed by those in Spain and Portugal (both 75%) and the United Kingdom (72%). At the other end of the scale, 30% in Italy and 35% in Bulgaria also think this is a problem.

Difficulty changing suppliers is most often mentioned as a problem by those in Spain (64%), Ireland (58%) and the United Kingdom (55%), and least often mentioned by those in Estonia (20%), Hungary (22%) and Romania (26%). Finally, respondents in Ireland (74%), the United Kingdom (60%) and Spain (58%) are the most likely to say **insufficient choice** is one of the main problems for this sector, compared to 26% in Italy, 27% in Hungary and 28% in Lithuania.

In the EU as a whole, respondents are now more likely to say unsatisfactory quality (+10 pp) or difficulty changing suppliers (+5 pp) are among the main problems than they were in 2014. As has been the case for all the other sectors, respondents in Ireland and Spain are now more likely to mention each problem, while those in Austria are now less likely to do so than they were in 2014. Other notable changes include the following:

- An increase in the proportions of respondents in Bulgaria (+18 pp) and Romania (+17 pp) mentioning prices being too high, but a large decline in Italy (-20 pp).
- Large increases in the proportions in Poland (+32 pp), Croatia (+30 pp) and France (+28 pp) that say unsatisfactory quality is a problem.
- In Latvia, respondents are now less likely to mention each problem than they were in 2014, and in particular no significant difference in prices for similar goods or services.
- In Romania, large declines can be observed in the proportions mentioning difficulty comparing prices (-32 pp) or insufficient choice (-22 pp).
- In Belgium, respondents are now much less likely to mention insufficient choice (-20 pp) or prices being too high (-14 pp).

[14] Care should be taken interpreting the results for the following countries due to low sample size (50-99): AT, PT, EE, EL, IT, RO, SE, DE, SK, HR, BG, UK, PL, LT, LU, SI, LV. The following countries are not included in the discussion due to very low sample size (<50): MT, CY.

Q3Q4.3 You have just mentioned that you feel companies are not sufficiently competing with each other in the **financial services (e.g. banks, insurance)** sector. What do you think are the main problems in this sector? (MULTIPLE ANSWERS POSSIBLE)

(%)

	Prices are too high	Jan. 2019 - Sep. 2014	It is difficult to compare prices	Jan. 2019 - Sep. 2014	The quality of the goods or services is not satisfactory	Jan. 2019 - Sep. 2014	There are no significant differences in prices for similar goods or services	Jan. 2019 - Sep. 2014	It is difficult to change suppliers	Jan. 2019 - Sep. 2014	There is not enough choice	Jan. 2019 - Sep. 2014
EU28	72	▲ 1	60	▼ 3	57	▲ 10	55	=	47	▲ 5	43	▼ 3
BE	78	▼ 14	73	▼ 6	56	=	63	▼ 4	48	▼ 1	42	▼ 20
BG	82	▲ 18	34	▼ 18	54	▼ 7	35	▼ 14	36	▼ 9	35	▼ 12
CZ	79	▼ 4	62	▼ 10	60	▲ 3	81	▲ 8	39	▼ 1	46	▲ 10
DK	54	▼ 14	68	▼ 16	31	▼ 12	57	▲ 3	47	=	43	▲ 6
DE	81	▲ 7	74	▼ 8	80	▲ 15	55	▲ 2	50	▲ 8	39	▼ 4
EE	61	▼ 2	41	▲ 10	16	=	38	▼ 8	20	▼ 10	44	▼ 9
IE	89	▲ 23	73	▲ 24	62	▲ 25	67	▲ 17	58	▲ 12	74	▲ 13
EL	76	▲ 8	42	▼ 11	61	▲ 14	48	▼ 14	45	▼ 3	50	▼ 4
ES	88	▲ 20	67	▲ 31	67	▲ 15	75	▲ 19	64	▲ 23	58	▲ 14
FR	70	▲ 4	72	▼ 1	63	▲ 28	50	▲ 2	52	▼ 1	43	▲ 5
HR	68	▲ 5	30	▼ 4	62	▲ 30	46	▲ 1	41	▲ 16	29	▼ 3
IT	42	▼ 20	44	▼ 3	27	▼ 11	30	▼ 15	28	▲ 9	26	▼ 10
CY	65	▲ 10	38	▼ 5	31	▼ 10	30	▼ 15	51	▲ 11	56	▲ 3
LV	75	▼ 10	45	▼ 19	43	▼ 2	47	▼ 29	42	▼ 21	46	▼ 12
LT	56	▼ 12	21	▼ 15	34	▲ 7	37	▼ 5	32	▼ 12	28	▼ 14
LU	85	▲ 11	61	▼ 22	42	▼ 13	54	=	44	▼ 5	50	▼ 11
HU	68	▼ 7	37	▼ 1	46	▼ 1	40	▼ 2	22	▼ 15	27	▼ 15
MT	47	▼ 13	32	=	22	▼ 31	37	▼ 8	21	▼ 5	68	▲ 19
NL	72	▲ 5	66	▼ 12	45	▲ 8	56	▼ 6	49	▼ 5	42	▼ 16
AT	53	▼ 21	56	▼ 19	33	▼ 18	44	▼ 10	36	▼ 13	30	▼ 10
PL	58	▲ 4	39	▲ 1	58	▲ 32	46	▲ 2	34	▲ 2	31	▲ 5
PT	85	▲ 2	58	▼ 19	62	▲ 10	75	=	53	▲ 10	54	▼ 9
RO	80	▲ 17	18	▼ 32	37	▼ 10	45	▼ 2	26	▲ 1	34	▼ 22
SI	54	▲ 5	37	▲ 10	34	▲ 2	39	▲ 5	32	▲ 7	46	▲ 5
SK	55	=	36	▼ 16	37	▲ 2	43	▲ 4	29	▲ 4	38	▲ 9
FI	60	▼ 7	61	▼ 3	44	▲ 7	47	▼ 1	44	▼ 2	41	▼ 8
SE	52	▼ 5	52	▼ 14	39	▲ 2	37	▼ 24	47	▲ 6	41	▲ 1
UK	79	▼ 17	64	▼ 11	64	▼ 10	72	▼ 10	55	▼ 5	60	▼ 17

Base: respondents who have experienced problems due to a lack of competition in the financial services sector (n=2,567)

There are 13 countries where respondents are most likely to say one of the main problems in the ***transport services*** sector is that **prices are too high**, with the highest proportions observed in the United Kingdom, Spain (both 39%) and Belgium (84%)[15]. In fact, Sweden (41%), Italy (43%), Austria (45%) and Slovenia (48%) are the only countries where fewer than half say this is a problem in the transport sector.

A lack of significant differences in prices for similar goods or services is most often mentioned by respondents in Spain (75%), the United Kingdom (68%) and Czechia (64%) and least often mentioned by those in Cyprus (18%), and Sweden and Lithuania (both 20%).

Respondents in Spain are also the most likely to say one of the main problems is a **difficulty in comparing prices**, followed by those in Belgium (69%) and the United Kingdom (68%). In contrast, 14% in Cyprus and 9% in Lithuania and Slovakia also consider this as a problem in this sector.

In Bulgaria (78%) and Hungary (57%) **unsatisfactory quality of goods or services** is the most mentioned problem in the transport services sector. However, across the EU this problem is most often reported by those in Bulgaria (78%), Germany (72%) and Portugal (69%). At the other end of the scale, 28% in Austria, 29% in Estonia and 32% in the Netherlands consider this one of the main problems.

In 12 countries, and particularly in Ireland and Luxembourg (both 84%) and Portugal (80%), a **lack of choice** is most often considered as one of the main problems in this sector. It is also reported by the majority in all but two countries, with Lithuania (42%) and Hungary (49%) being the exceptions.

Finally, **difficulty changing suppliers** is most often reported as one of the main problems by respondents in Spain (78%), the United Kingdom (72%) and Ireland (66%), and least often cited by those in Cyprus (21%), Italy (24%) and Lithuania (25%).

Compared to 2014, respondents are now more likely to say one of the main problems is that quality is not satisfactory (+9 pp). At a country level the results highlight a familiar pattern, with respondents in Ireland and Spain being now much more likely to mention each problem than they were in 2014, while those in Austria are now less likely to do so. In addition, respondents in Sweden are now less likely to indicate each issue as one of the main problems in the transport services sector. Other notable changes include the following:

- Respondents in Slovenia are now more likely to mention each problem, with the exception of prices being too high.
- Respondents in Portugal are now much more likely to say the quality of goods or services is not satisfactory (+20 pp).
- Respondents in Lithuania are now much more likely to say the quality of goods or services is not satisfactory (+17 pp), but they are much less likely to say it is difficult to change suppliers (-18 pp).
- Respondents in Cyprus are now much less likely to say it is difficult to compare prices (-28 pp), change suppliers (-20 pp), or that there are no significant differences in prices (-15 pp).

[15] Care should be taken interpreting the results for the following countries due to low sample size (50-99): RO, LU, CY, SI, LT. The following countries are not included in the discussion due to very low sample size (<50): MT.

- Respondents in Denmark are now much less likely to say it is difficult to compare prices (-18 pp).
- Respondents in Belgium (-15 pp) and Bulgaria (-14 pp) are now less likely to say there is no significant difference in prices for similar goods or services. However, respondents in Bulgaria are now much more likely to say quality is unsatisfactory (+17 pp).

Q3Q4.4 You have just mentioned that you feel companies are not sufficiently competing with each other in the **transport services (e.g. railways, airlines)** sector. What do you think are the main problems in this sector? (MULTIPLE ANSWERS POSSIBLE)

(%)

	Prices are too high	Jan. 2019 - Sep. 2014	There is not enough choice	Jan. 2019 - Sep. 2014	The quality of the goods or services is not satisfactory	Jan. 2019 - Sep. 2014	It is difficult to change suppliers	Jan. 2019 - Sep. 2014	It is difficult to compare prices	Jan. 2019 - Sep. 2014	There are no significant differences in prices for similar goods or services	Jan. 2019 - Sep. 2014
EU28	73	▲ 2	67	▼ 1	57	▲ 9	56	▲ 1	54	▼ 3	49	▲ 1
BE	84	▲ 3	69	▼10	56	▼ 6	55	▼ 9	69	▼10	53	▼15
BG	68	▲ 6	54	▼13	78	▲17	53	▼ 7	36	▼15	37	▼14
CZ	70	▼11	71	▲ 4	68	▲ 4	61	▼ 6	54	▼10	64	▼ 6
DK	63	▼ 8	63	▲ 6	48	▲ 7	55	▼ 3	42	▼18	35	▼10
DE	80	▲ 3	72	▼ 2	72	▲13	64	▼ 1	66	▼ 2	51	▼ 1
EE	52	▼10	55	=	29	▼ 4	31	▼ 3	29	▲ 3	25	▼ 2
IE	81	▲13	84	▲ 8	57	▲27	66	▲23	58	▲18	63	▲21
EL	72	▲ 3	70	▲ 1	58	▲18	39	=	34	▼ 3	58	▲11
ES	89	▲19	72	▲14	58	▲26	78	▲29	72	▲27	75	▲30
FR	71	▲ 4	64	▲ 1	47	▲15	49	▼ 7	57	▼ 9	47	▲ 9
HR	65	▼ 7	58	▼ 8	52	▲ 7	26	▼14	26	▼ 7	37	▲ 2
IT	43	▼ 8	55	▲ 4	51	▼ 1	24	▼ 1	22	▼11	28	▼ 5
CY	65	▲ 1	68	▼ 8	39	▲ 6	21	▼20	14	▼28	18	▼15
LV	76	▲ 6	70	▼ 9	40	▼ 7	47	▼16	47	▼ 5	43	▼ 8
LT	63	=	42	▼ 8	45	▲17	25	▼18	19	▼ 8	20	▼ 8
LU	68	▲ 5	84	▲18	47	▲ 2	56	▼ 1	64	▲ 5	56	▲11
HU	56	▼14	49	▼17	57	▲ 1	30	▼18	22	▼11	26	▼ 8
MT	45	▲14	53	▼14	27	▼21	19	▼13	21	▲ 1	23	▲ 5
NL	72	▲ 8	64	▼ 7	32	▼11	58	▲ 2	63	▼ 2	46	=
AT	45	▼24	52	▼14	28	▼13	34	▼26	37	▼24	25	▼26
PL	61	▲ 5	67	▲ 9	43	▲ 6	54	▲ 7	44	▲ 5	37	▲ 7
PT	76	▲ 1	80	▲ 1	69	▲20	61	▲ 3	51	▼ 3	59	▲ 6
RO	78	▲16	55	▼ 6	54	▼ 8	32	▼ 8	30	▼ 9	26	▼ 5
SI	48	▼ 5	71	▲16	43	▲21	39	▲10	24	▲ 4	28	▲12
SK	51	▲10	54	▲ 4	48	▲10	33	▲ 2	19	▼16	28	▲ 4
FI	60	▼12	56	▼ 1	38	▲ 8	52	▼ 2	47	▲ 5	37	▼ 3
SE	41	▼18	52	▼ 7	44	▼ 9	42	▼11	32	▼24	20	▼30
UK	89	▼ 5	74	▼16	66	▼ 1	72	▼ 7	68	▼ 8	68	▼13

Base: respondents who have experienced problems due to a lack of competition in the transport services sector (n=5,248)

In all but one country, respondents are most likely to say **prices that are too high** is one of the main problems in the ***food retailing*** sector[16]. This is also mentioned by the majority in all but two countries, although proportions vary widely: from 92% in the United Kingdom, 89% in Romania and 85% in Latvia to 41% in Italy and Sweden.

At least two thirds of respondents in Bulgaria (78%), Spain (71%), Germany (69%), Czechia (68%) and the United Kingdom (66%) say the **quality of the goods or services not being satisfactory** is one of the main problems, compared to 9% in Malta, 25% in Finland and 26% in Estonia. **Difficulty in comparing prices** is most often mentioned as a problem in this sector by respondents in Spain (76%), Germany (66%) and Ireland (65%), and least often mentioned by those In Lithuania (18%), Estonia (20%) and Croatia (22%).

Eight in ten respondents in Spain say the fact that there are **no significant differences in prices for similar goods or services** is one of the main problems in this sector, as do 68% in the United Kingdom, 64% in Ireland and 63% in Germany. At the other end of the scale, 13% in Malta, 18% in Estonia and 20% in Lithuania say the same. Respondents in Spain (67%) are also the most likely to mention **difficulty changing suppliers**, followed by 58% in Ireland and 56% in Germany. This compares to 9% in Malta, 15% in Estonia and 17% in Hungary.

Finally, respondents in Spain (64%), Luxembourg (59%) and Denmark (56%) are the most likely to say **insufficient choice** is one of the main problems, while those in Malta (16%), Italy (19%) and Bulgaria (23%) are the least likely to do so.

Compared to 2014, the largest changes at overall EU level are a nine-point increase in the proportion who say the fact that quality is not satisfactory is a problem, and a six-point decline in the proportion who say it is difficult to compare prices.

At a country level, once again respondents in Ireland and Spain are now more likely to mention each problem, while those in Austria are now less likely to do so than they were in 2014. In many countries, there have been changes of at least ten percentage points – either positive or negative. This is particularly the case for the difficulty with comparing prices, where there have been changes of at least ten points in 19 countries.

Other notable changes include the following:

- Respondents in Slovenia are now more likely to mention each problem, and in particular unsatisfactory quality (+25 pp).
- Respondents in Poland are now much more likely to mention difficulty changing suppliers (+21 pp) or unsatisfactory quality (+20 pp).
- Respondents in Belgium are now less likely to mention each problem, and particularly insufficient choice (-30 pp) and difficulty comparing prices (-24 pp).
- Respondents in Latvia are now less likely to mention each problem, with the exception of prices being too high (no change).

[16] Care should be taken interpreting the results for the following countries due to low sample size (50-99): AT, RO, NL., DE, MT, ES, SE, UK, PT, DK, LU, SI.

- There have been large declines in the proportion of respondents in Sweden that say insufficient choice (-26 pp), a lack of significant difference in prices (-21 pp) or difficulty changing suppliers (-12 pp) are main problems.
- Respondents in Malta are now much less likely to mention unsatisfactory quality (-29 pp).

Q3Q4.5 You have just mentioned that you feel companies are not sufficiently competing with each other in the **food retailing (e.g. supermarkets)** sector. What do you think are the main problems in this sector? (MULTIPLE ANSWERS POSSIBLE)
(%)

	Prices are too high	Jan. 2019 - Sep. 2014	The quality of the goods or services is not satisfactory	Jan. 2019 - Sep. 2014	It is difficult to compare prices	Jan. 2019 - Sep. 2014	There are no significant differences in prices for similar goods or services	Jan. 2019 - Sep. 2014	It is difficult to change suppliers	Jan. 2019 - Sep. 2014	There is not enough choice	Jan. 2019 - Sep. 2014
EU28	72	▲ 1	57	▲ 9	49	▼ 6	48	▲ 1	40	▲ 3	37	▼ 3
BE	74	▼ 17	60	▼ 4	53	▼ 24	57	▼ 8	27	▼ 19	30	▼ 30
BG	78	▲ 10	78	▲ 7	36	▼ 7	33	▼ 6	34	=	23	▼ 13
CZ	75	▼ 9	68	▼ 3	52	▼ 6	60	▼ 7	49	▲ 6	43	▼ 4
DK	69	▼ 6	47	▼ 2	54	▼ 11	52	▼ 8	41	▼ 7	56	▲ 11
DE	78	▲ 7	69	▲ 11	66	▲ 3	63	▲ 8	56	▲ 11	39	▲ 1
EE	73	=	26	▼ 10	20	▼ 10	18	▼ 12	15	▼ 1	28	▼ 10
IE	84	▲ 18	53	▲ 22	65	▲ 22	64	▲ 24	58	▲ 29	55	▲ 7
EL	73	▼ 8	54	▲ 12	38	▼ 5	58	▲ 9	37	▲ 2	45	▼ 4
ES	84	▲ 23	71	▲ 40	76	▲ 25	80	▲ 43	67	▲ 32	64	▲ 20
FR	75	▲ 2	54	▲ 12	57	▼ 12	50	▲ 5	44	▲ 3	36	▼ 1
HR	74	▲ 1	58	▲ 9	22	▼ 14	32	▼ 3	25	▼ 2	30	▼ 10
IT	41	▼ 12	45	▲ 7	30	▼ 11	27	▼ 7	19	▼ 1	19	▼ 9
CY	78	▲ 10	39	▲ 14	21	▼ 23	41	▲ 5	19	▼ 3	48	▲ 14
LV	85	=	53	▼ 4	38	▼ 22	43	▼ 14	35	▼ 16	33	▼ 22
LT	71	▼ 1	33	▼ 2	18	▼ 12	20	▼ 8	20	▼ 10	24	▼ 12
LU	84	▲ 10	51	▲ 5	48	▼ 12	48	▲ 13	37	▲ 3	59	▲ 12
HU	75	▼ 3	52	▼ 1	28	▼ 10	27	▼ 4	17	▼ 3	27	=
MT	59	▼ 12	9	▼ 29	36	▲ 10	13	▼ 10	9	▼ 7	16	▼ 8
NL	62	▲ 3	51	▲ 5	43	▼ 30	44	=	36	▼ 6	32	▼ 13
AT	56	▼ 18	37	▼ 8	48	▼ 17	26	▼ 31	29	▼ 16	24	▼ 16
PL	69	=	52	▲ 20	45	▲ 8	29	▲ 4	33	▲ 21	29	▲ 8
PT	77	▼ 1	42	▼ 1	51	▼ 14	57	▼ 3	45	=	46	▼ 8
RO	89	▲ 15	62	▲ 4	25	▼ 15	23	▼ 10	21	▼ 8	40	▲ 4
SI	63	▲ 6	48	▲ 25	28	▲ 5	35	▲ 9	32	▲ 3	35	▲ 8
SK	60	▲ 4	49	▼ 1	29	▼ 3	44	▲ 17	26	▲ 3	27	▲ 1
FI	61	▼ 9	25	▼ 3	41	=	44	▼ 5	40	▼ 10	35	▼ 6
SE	41	▼ 9	56	▲ 12	42	▼ 9	35	▼ 21	29	▼ 12	33	▼ 26
UK	92	▲ 3	66	▲ 5	62	▼ 12	68	▼ 11	53	▼ 3	52	▼ 18

Base: respondents who have experienced problems due to a lack of competition in the food retailing sector (n=2,880)

In all 28 EU Member States, respondents are most likely to say one of the main problems with the ***pharmaceutical products*** sector is that **prices are too high**[17]. In all but one country, the majority also say that prices being too high is a problem for this sector, although proportions vary widely, from 94% in Romania, 91% in Ireland and 88% in Latvia and Spain to 41% in Italy, 55% in Sweden and 61% in Slovenia.

More than three quarters of respondents in Spain, Belgium, and Germany (all 78%) and the United Kingdom (77%) say **difficulty comparing prices** is one of the main problems in this sector. This compares to 24% in Romania and 26% in Slovakia and Croatia. Respondents in Spain (74%), Czechia (67%) and Ireland (65%) are the most likely to indicate that **no significant differences in prices for similar goods or services** is a problem in the pharmaceutical products sector, compared to 22% in Malta, 23% in Romania and 25% in Hungary.

Respondents in the United Kingdom (71%), Spain (70%) and Ireland (64%) are the most likely to say a **lack of choice** is one of the main problems, compared to 21% in Hungary, 25% in Italy and 27% in Lithuania. At least six in ten respondents in the United Kingdom (66%), Spain (64%), and Luxembourg and Germany (both 60%) say **difficulty changing suppliers** is a problem for the pharmaceutical products sector. At the other end of the scale, 17% in Hungary and 20% in Italy and Estonia say the same.

Finally, the **quality of the goods or services being unsatisfactory** is most likely to be considered one of the main problems by those in Germany (63%), Bulgaria (61%) and the United Kingdom (59%) and least likely to be considered this way by those in Cyprus and Finland (both 19%), and Estonia and Lithuania (both 22%).

At an EU level, respondents are now more likely to say that quality not being satisfactory is a problem, compared to 2014 (+7 pp). At a country level, a similar pattern can be observed, with respondents in Ireland and Spain now more likely to mention each problem than they were in 2014, and in Austria less likely to do so. In many countries, there have been changes of at least ten percentage points – either positive or negative. Apart from the countries already mentioned, other examples include the following:

- Respondents in Romania are now much more likely to say prices that are too high is a problem (+26 pp).
- Respondents in Denmark are now more likely to say there is not enough choice (+14 pp).
- Respondents in Slovenia (+16 pp), Germany (+14) and Luxembourg (+12) are now more likely to say quality is not satisfactory.
- Respondents in the United Kingdom are now less likely to mention each problem, with the exception of unsatisfactory quality, which level has seen little change (-1 pp).
- Respondents in Latvia are now much less likely to say difficulty changing suppliers (-23 pp), no significant difference in prices for similar goods or services (-16 pp) or unsatisfactory quality (-12 pp) are main problems.

[17] Care should be taken interpreting the results for the following countries due to low sample size (50-99): CY, LU, MT.

- Respondents in Cyprus are now much less likely to mention difficulty changing suppliers (-21 pp).
- Respondents in Belgium are now much less likely to say not enough choice is a problem (-22 pp), while those in Croatia are much less likely to mention this (-16 pp) or difficulty comparing prices (-21 pp).

Q3Q4.6 You have just mentioned that you feel companies are not sufficiently competing with each other in the **pharmaceutical products (e.g. medicines, health-related products)** sector. What do you think are the main problems in this sector? (MULTIPLE ANSWERS POSSIBLE)
(%)

	Prices are too high	Jan. 2019 - Sep. 2014	It is difficult to compare prices	Jan. 2019 - Sep. 2014	There are no significant differences in prices for similar goods or services	Jan. 2019 - Sep. 2014	There is not enough choice	Jan. 2019 - Sep. 2014	It is difficult to change suppliers	Jan. 2019 - Sep. 2014	The quality of the goods or services is not satisfactory	Jan. 2019 - Sep. 2014
EU28	75	▲ 2	60	▼ 5	49	▲ 2	47	▼ 1	46	=	44	▲ 7
BE	87	▼ 4	78	▼ 9	63	▼ 8	57	▼22	45	▼19	51	▲ 3
BG	85	▲10	34	▼13	31	▼16	30	▼17	43	▼ 4	61	▲ 7
CZ	82	▼ 7	65	▼ 6	67	▼ 1	53	▲ 3	47	▼ 2	58	▲ 4
DK	68	▲ 5	62	▼ 5	36	▼ 3	51	▲14	48	▼ 1	31	▲ 9
DE	85	▲ 3	78	▼ 3	56	▼ 1	49	▲ 1	60	▲ 7	63	▲14
EE	79	▼ 1	43	▲11	29	▼ 7	34	▼ 5	20	▼ 4	22	▲ 6
IE	91	▲18	67	▲13	65	▲21	64	▲ 1	59	▲15	46	▲20
EL	78	=	44	▼ 8	44	▼ 1	50	▼ 2	38	▼ 7	48	▲ 9
ES	88	▲19	78	▲28	74	▲33	70	▲29	64	▲17	56	▲24
FR	68	▼ 1	68	▼ 6	50	▲ 5	46	▼ 2	50	▼ 6	41	▲12
HR	83	▲ 4	26	▼21	36	▼ 1	32	▼16	30	▲ 3	40	▲ 1
IT	41	▼19	35	▼ 8	32	▼ 6	25	▼11	20	▼ 1	23	▼ 4
CY	82	▼ 5	40	▼16	36	▼ 4	52	▼12	30	▼21	19	▼11
LV	88	▼ 3	47	▼16	40	▼16	43	▼13	38	▼23	34	▼12
LT	70	▼ 6	31	▼ 8	28	▼ 5	27	▼ 7	26	▼ 8	22	▼ 3
LU	71	▲ 5	67	▼ 7	40	▼ 7	63	▲ 4	60	▲11	46	▲12
HU	80	▼ 2	34	▼ 2	25	▼11	21	▼11	17	▼ 8	41	▲ 6
MT	76	▲ 6	32	▲11	22	▼ 1	43	▲ 2	24	▲ 1	26	=
NL	74	▲ 7	61	▼17	45	▼ 3	53	▼ 9	52	▲ 2	30	▼ 9
AT	64	▼ 6	59	▼19	32	▼20	31	▼20	37	▼22	24	▼10
PL	78	▲10	45	▼ 5	40	▲13	42	▲10	34	=	33	▲10
PT	82	=	55	▼13	60	▲ 4	56	▼ 9	51	▼ 4	49	▲ 5
RO	94	▲26	24	▼12	23	▼ 4	34	▲ 6	26	=	39	▼ 1
SI	61	▲ 6	35	▲ 7	28	▲ 1	30	▼ 4	29	▲ 2	27	▲16
SK	66	▲ 5	26	▼10	33	▼ 1	44	▲ 7	28	▲ 5	38	▲10
FI	65	=	51	▼10	48	▼ 1	38	=	45	▼ 1	19	▲ 4
SE	55	▼ 5	43	▼18	27	▼11	42	▼ 4	39	▼ 5	29	▼ 8
UK	87	▼ 8	77	▼14	62	▼13	71	▼17	66	▼14	59	▼ 1

Base: respondents who have experienced problems due to a lack of competition in the pharmaceutical products sector (n=5,209)

The ***socio-demographic analysis*** across all six areas shows the following:

- Respondents aged 15-39 are more likely than older respondents to say that the main problems are that the quality of goods or services is not satisfactory, or that there is not enough choice. Those under 55 are the most likely to say it is difficult to change suppliers, compared to those aged 55+ (42%). Respondents aged 40+ are the most likely to mention difficulty with comparing prices as one of the main problems, while those aged 25-39 are the most likely to say there are no significant differences in prices for similar goods or services – particularly compared to those aged 55+ (54% vs 44%).
- Respondents who completed education aged 20+ are more likely than those who completed it at a younger age to say there is not enough choice (50%), or it is difficult to change suppliers (48%).
- Employees are the most likely to say main problems are insufficient choice (52%) or difficulty changing suppliers (50%). Along with the self-employed, they are also more likely than respondents in other occupation groups to say there are no significant differences in price for similar goods or services. The self-employed are less likely than respondents in other occupation groups to mention prices being too high, while manual workers are less likely than those in other occupation groups to say the main difficulty is comparing prices.

Q3Q4 Main problems in sectors with a lack of competition

(% - Respondents who have experienced problems due to a lack of competition in each sector)

	Prices are too high	It is difficult to compare prices	The quality of the goods or services is not satisfactory	There are no significant differences in prices for similar goods or services	There is not enough choice	It is difficult to change suppliers
EU28	70	52	50	48	48	46
Age						
15-24	70	48	55	46	55	49
25-39	71	47	55	54	56	47
40-54	67	53	49	49	48	48
55 +	70	56	46	44	40	42
Education (End of)						
15-	80	56	51	48	42	43
16-19	73	51	51	48	44	43
20+	67	53	49	49	50	48
Still studying	68	44	55	45	54	48
Respondent occupation scale						
Self-employed	63	52	51	53	48	47
Employee	70	54	52	52	52	50
Manual workers	72	45	50	43	43	38
Not working	70	51	48	44	45	43

III. AWARENESS OF COMPETITION POLICY OR DECISIONS

The final part of the report begins with a discussion of respondents' knowledge about where to turn if they have a problem relating to competition, such as pricing and insufficient choice. Respondents' awareness of competition cases over the last 12 months and the sources of this information also reviewed. Finally, the level of awareness of competition-related decisions being made by a competition authority against a company will be discussed.

1 Who or where to turn to if confronted with a major competition problem?

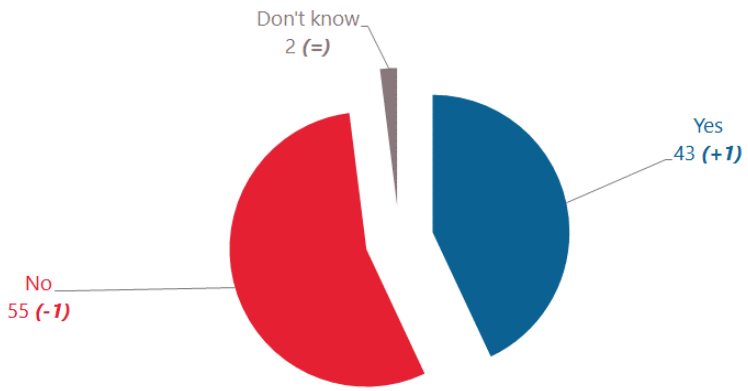
a. Knowledge of who or where to turn to if confronted with a major competition problem

Only a minority would know where to turn if they identified a major problem in terms of competition

Just over four in ten (43%) respondents say they would know where or who to turn to if they identified a major problem in terms of competition[18]. The majority (55%) say they would not know.

There has been little change since 2014.

Q5 Would you know where or who to turn to if you were to identify a major problem in terms of competition, such as those mentioned in the previous questions?
(% - EU)



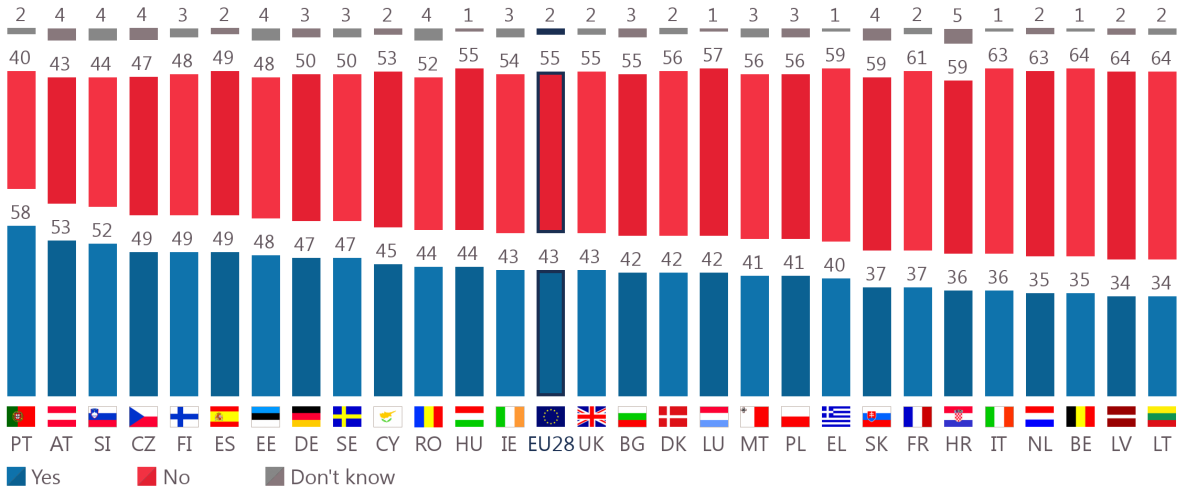
(Jan. 2019 - Sep. 2014)

[18] Q5 Would you know where or who to turn to if you were to identify a major problem in terms of competition, such as those mentioned in the previous questions?

Portugal (58%), Austria (53%) and Slovenia (52%) are the only countries where a majority say they would know where to turn if they identified a major competition-related problem. At the other end of the scale, 34% in Lithuania and Latvia and 35% in Belgium and the Netherlands say the same.

Q5 Would you know where or who to turn to if you were to identify a major problem in terms of competition, such as those mentioned in the previous questions?

(%)



Compared to 2014, respondents in Luxembourg (+8 pp), Austria (+6 pp) and Latvia (+5 pp) are now more likely to say they would know where to turn, while those in the Netherlands (-9 pp), Spain (-6 pp) and Estonia (-5 pp) are now less likely to do so.

Q5 Would you know where or who to turn to if you were to identify a major problem in terms of competition, such as those mentioned in the previous questions?
(%)

	Yes	Jan. 2019 - Sep. 2014	No	Jan. 2019 - Sep. 2014	Don't know	Jan. 2019 - Sep. 2014
EU28	43	▲ 1	55	▼ 1	2	=
LU	42	▲ 8	57	▼ 8	1	=
AT	53	▲ 6	43	▼ 10	4	▲ 4
LV	34	▲ 5	64	▼ 5	2	=
FR	37	▲ 4	61	▼ 5	2	▲ 1
BG	42	▲ 3	55	▼ 2	3	▼ 1
SK	37	▲ 3	59	▼ 4	4	▲ 1
HR	36	▲ 3	59	▼ 5	5	▲ 2
LT	34	▲ 3	64	▼ 3	2	=
RO	44	▲ 2	52	▼ 4	4	▲ 2
UK	43	▲ 2	55	▼ 4	2	▲ 2
PL	41	▲ 2	56	▼ 3	3	▲ 1
PT	58	▲ 1	40	=	2	▼ 1
SI	52	▲ 1	44	▼ 4	4	▲ 3
CZ	49	▲ 1	47	▼ 3	4	▲ 2
FI	49	▲ 1	48	=	3	▼ 1
IT	36	▲ 1	63	=	1	▼ 1
BE	35	▲ 1	64	▼ 1	1	=
SE	47	=	50	▼ 1	3	▲ 1
CY	45	=	53	▼ 1	2	▲ 1
HU	44	▼ 1	55	▲ 1	1	=
EL	40	▼ 1	59	=	1	▲ 1
IE	43	▼ 2	54	▲ 1	3	▲ 1
DE	47	▼ 3	50	▲ 1	3	▲ 2
DK	42	▼ 3	56	▲ 3	2	=
MT	41	▼ 4	56	▲ 2	3	▲ 2
EE	48	▼ 5	48	▲ 4	4	▲ 1
ES	49	▼ 6	49	▲ 7	2	▼ 1
NL	35	▼ 9	63	▲ 9	2	=

The ***socio-demographic analysis*** shows the following:

- Respondents aged 25+ are much more likely to say they would know where to turn. For instance, 45% of those aged 55+ say they would know, compared to 25% of 15-24 year olds.
- The longer a respondent remained in education, the more likely they are to say they would know where to turn: 48% who completed education aged 20+ say they would know, compared to 36% who completed their education aged 15 or younger.
- The self-employed (50%) and employees (46%) are the most likely to say they would know where to turn, compared to manual workers (37%) and those who are not working (39%).

In addition, respondents who have experienced problems due to lack of competition are more likely to say they would know where to turn, compared to those who have not had this experience (45% vs 39%). Finally, those who have heard about competition cases or about a competition-related decision taken by a competition authority against a company are much more likely to say they would know where to turn than those who have not (53% vs 36% and 53% vs 33% respectively).

Q5 Would you know where or who to turn to if you were to identify a major problem in terms of competition, such as those mentioned in the previous questions?
(% - EU)

	Yes	No	Don't know
EU28	43	55	2
Age			
15-24	25	74	1
25-39	44	54	2
40-54	47	51	2
55 +	45	52	3
Education (End of)			
15-	36	60	4
16-19	41	56	3
20+	48	50	2
Still studying	28	71	1
Respondent occupation scale			
Self-employed	50	48	2
Employee	46	52	2
Manual workers	37	61	2
Not working	39	59	2
Experience lack of competition			
Yes	45	53	2
Never	39	58	3
Have heard about competition cases			
Yes	53	45	2
No	36	62	2
Heard of a competition-related decision			
Yes	53	46	1
Never	33	65	2

b. Identification of the authority to turn to if confronted with a major competition problem

Respondents are most likely to turn to a consumer organisation in their country if confronted with a major competition problem

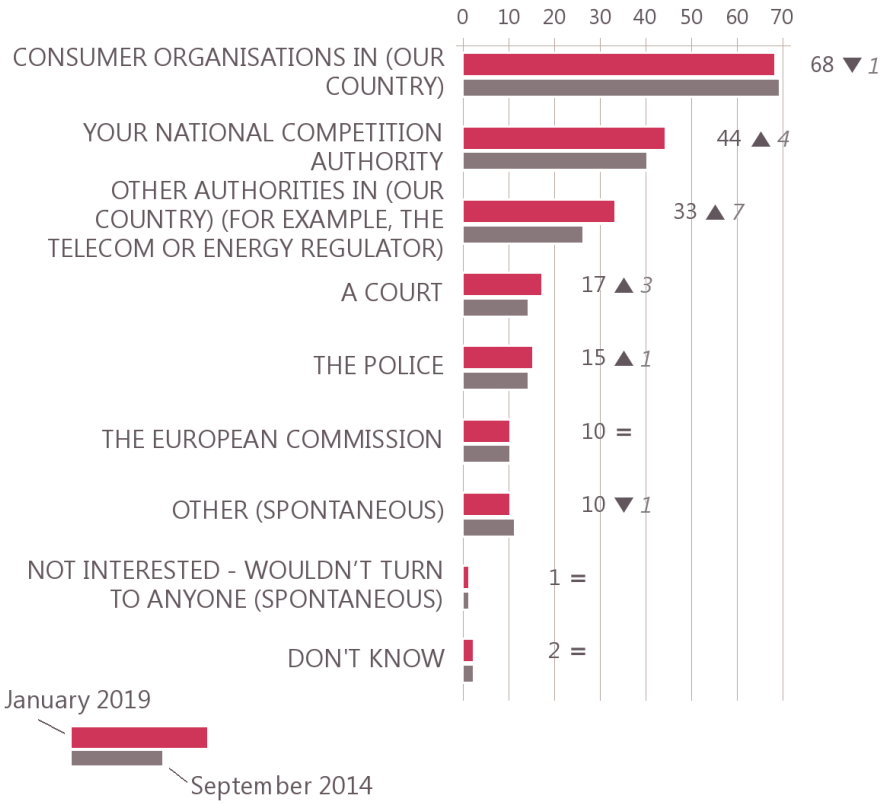
Respondents who said they would know who or where to turn to if they encountered a major competition problem were asked where they would turn[19]. More than two thirds (68%) would turn to **consumer organisations**, and this is the only answer mentioned by more than half.

Just over two in five (44%) would turn to their **national competition authority**, while one third (33%) mention **other authorities in their country**. More than one in ten would turn to **a court** (17%) or **the police** (15%), while one in ten (10%) would turn to **the European Commission**.

One in ten spontaneously say they would turn to other institutions (10%). 1% spontaneously say they are not interested or would not turn to anyone and 2% don't know.

Compared to 2014, respondents are now more likely to say they would turn to other authorities in their country (+7 pp) or the national competition authority (+4 pp).

Q6 Where or who would you turn to? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)



Base: respondents who would know where or who to turn to if they identified a major competition problem (n=26,572)

[19] Q6 Where or who would you turn to?

In 18 countries, respondents who say they know where to turn in this situation are most likely to nominate **consumer organisations** in their country - and there are 21 countries where at least half say this. The highest proportions are seen amongst those in Germany (89%), Spain (84%) and Belgium (79%), and the lowest in Slovakia (31%), Poland (35%) and Finland (38%).

The proportion of respondents who would turn to their **national competition authority** varies considerably: from 76% in Finland, 75% in Poland and 70% in Czechia to 21% in Italy, 27% in Malta and 30% in Austria. This is the most mentioned option in nine countries.

Respondents in the UK (61%) are most likely to say they would turn to **another authority in their country**, and at least half in Czechia (55%), Ireland (54%) and Belgium (50%) also say this. At the other end of the scale, just 3% in Estonia and 5% in Italy, Malta and Slovenia would turn to another authority.

Belgium (36%) and Spain (29%) are the only countries where more than one quarter say they would turn to **a court** in this situation. This compares to 1% in Malta and 2% in Estonia and Lithuania. Respondents in Czechia (34%) and Slovakia (28%) are the most likely to say they would turn to **the police**, while those in Malta (1%), and Estonia and Cyprus (both 3%) are the least likely to do so.

More than one in five of these respondents in Belgium and Luxembourg (both 29%) and Ireland (22%) say they would turn to **the European Commission**, compared to 0% in Estonia and 2% in Lithuania and Italy.

In 12 countries at least one in ten say they would turn somewhere else.

Compared to 2014, respondents in Ireland and Spain are now more likely to say they would turn to each of these organisations or authorities, with consumer organisations the only option that has increased by less than ten points in either country. Overall, the proportion who would turn to **consumer organisations** has declined in 18 countries, with the largest occurring in the United Kingdom and Sweden (both -17 pp) and the Netherlands (-15 pp). In contrast, respondents in Romania are now more likely to say they would turn to these (+14 pp).

There are 17 countries where respondents are more likely to say they would turn to their **national competition authority** than they were in 2014, with the largest increases observed in Romania (+17 pp), Spain (+16 pp) and Malta (+15 pp). Respondents in Belgium, on the other hand, are now less likely to mention this (-10 pp).

In 18 countries, respondents are now more likely to mention **other authorities in their country**, and this is particularly the case in Ireland and Spain (both +27 pp) and Germany (+17 pp). The largest increases in mentions of **courts**, **the police** or **the European commission** are observed amongst respondents in Ireland and Spain. These are the only countries where changes in mentions of each of these authorities is of at least ten points.

Q6 Where or who would you turn to? (MULTIPLE ANSWERS POSSIBLE)
(%)

	Consumer organisations in (OUR COUNTRY)	Your national competition authority	Other authorities in (OUR COUNTRY) (for example, the telecom or energy regulator)	A court	The police	The European Commission	Other (SPONTANEOUS)	Not interested - Wouldn't turn to anyone (SPONTANEOUS)	Don't know
EU28	68	44	33	17	15	10	10	1	2
BE	**79**	43	50	36	*24*	29	8	1	1
BG	50	**62**	14	*6*	8	9	3	2	2
CZ	46	**70**	55	19	34	*13*	11	0	1
DK	46	**68**	19	*4*	8	5	11	0	4
DE	**89**	47	47	23	23	*15*	5	0	1
EE	56	**62**	3	2	3	*0*	5	1	0
IE	**64**	52	54	16	*14*	22	16	1	1
EL	**69**	32	27	16	14	*11*	9	1	2
ES	**84**	32	36	29	23	*14*	10	0	1
FR	**73**	45	24	19	10	*9*	10	0	1
HR	**63**	32	23	6	*4*	6	8	1	2
IT	**69**	21	5	9	8	*2*	8	0	1
CY	**52**	50	7	5	*3*	8	4	2	3
LV	**59**	49	10	4	6	*3*	10	1	6
LT	46	**52**	8	*2*	6	*2*	7	3	4
LU	**78**	48	42	24	*22*	29	8	1	0
HU	**71**	41	14	*4*	*4*	7	6	1	1
MT	**68**	27	5	*1*	*1*	3	8	0	3
NL	**59**	39	29	16	10	*9*	20	0	3
AT	**74**	30	20	*5*	*5*	*5*	10	1	1
PL	35	**75**	25	7	*6*	*6*	6	1	1
PT	**69**	51	47	21	21	*16*	9	0	2
RO	**68**	47	19	9	*7*	10	4	1	2
SI	**68**	35	5	4	8	*3*	10	2	3
SK	31	**33**	22	*9*	28	11	14	2	4
FI	38	**76**	16	5	*4*	*4*	9	1	0
SE	47	**63**	16	*4*	7	5	10	1	1
UK	57	38	**61**	18	15	*9*	20	1	3

Highest percentage per country *Lowest percentage per country*

Highest percentage per item | Lowest percentage per item

Base: respondents who would know where or who to turn to if they identified a major competition problem (n=26,572)

Q6 Where or who would you turn to? (MULTIPLE ANSWERS POSSIBLE)
(%)

	Consumer organisations in (OUR COUNTRY)	Jan. 2019 - Sep. 2014	Your national competition authority	Jan. 2019 - Sep. 2014	Other authorities in (OUR COUNTRY) (for example, the telecom or energy regulator)	Jan. 2019 - Sep. 2014	A court	Jan. 2019 - Sep. 2014	The police	Jan. 2019 - Sep. 2014	The European Commission	Jan. 2019 - Sep. 2014
EU28	68	▼ 1	44	▲ 4	33	▲ 7	17	▲ 3	15	▲ 1	10	=
BE	79	▼ 9	43	▼ 10	50	▼ 6	36	▼ 5	24	▼ 1	29	▼ 7
BG	50	▲ 10	62	▲ 12	14	▲ 4	6	▼ 1	8	▼ 1	9	▲ 2
CZ	46	▼ 6	70	=	55	▲ 6	19	▲ 1	34	▲ 2	13	▲ 1
DK	46	▼ 3	68	=	19	▲ 7	4	▲ 1	8	▲ 3	5	▲ 1
DE	89	▲ 5	47	▲ 5	47	▲ 17	23	▲ 9	23	▲ 9	15	▲ 4
EE	56	▼ 9	62	▲ 9	3	▼ 1	2	▼ 1	3	=	0	▼ 2
IE	64	▲ 7	52	▲ 12	54	▲ 27	16	▲ 10	14	▲ 10	22	▲ 13
EL	69	▲ 1	32	▲ 3	27	▲ 6	16	▲ 7	14	▲ 2	11	=
ES	84	▲ 9	32	▲ 16	36	▲ 27	29	▲ 15	23	▲ 11	14	▲ 10
FR	73	▼ 7	45	▲ 2	24	▼ 1	19	▲ 1	10	▼ 1	9	▼ 5
HR	63	▲ 1	32	▼ 7	23	▲ 9	6	▼ 1	4	▼ 5	6	▼ 3
IT	69	▲ 8	21	▼ 3	5	=	9	▼ 2	8	▼ 4	2	▼ 3
CY	52	▲ 3	50	▼ 1	7	▲ 4	5	▲ 4	3	=	8	=
LV	59	▼ 9	49	▲ 2	10	▼ 6	4	▼ 4	6	▼ 2	3	▼ 6
LT	46	▼ 1	52	▲ 10	8	▼ 3	2	▼ 2	6	▲ 1	2	▼ 3
LU	78	▼ 4	48	▲ 1	42	▲ 8	24	▲ 1	22	=	29	▲ 3
HU	71	▼ 8	41	▲ 3	14	▲ 4	4	▼ 1	4	=	7	=
MT	68	▼ 8	27	▲ 15	5	▲ 1	1	▲ 1	1	=	3	▲ 2
NL	59	▼ 15	39	▲ 6	29	▲ 5	16	▲ 3	10	=	9	▼ 3
AT	74	▼ 1	30	▼ 2	20	▼ 10	5	▼ 5	5	▼ 2	5	▼ 2
PL	35	▼ 2	75	▲ 5	25	▲ 11	7	▲ 1	6	=	6	=
PT	69	▲ 1	51	▲ 7	47	▲ 12	21	=	21	▼ 5	16	▲ 1
RO	68	▲ 14	47	▲ 17	19	▲ 8	9	▼ 2	7	▼ 8	10	▲ 2
SI	68	▼ 2	35	▼ 2	5	▲ 1	4	▲ 3	8	▲ 5	3	=
SK	31	▼ 4	33	▲ 2	22	▲ 10	9	=	28	▲ 3	11	▲ 4
FI	38	▼ 2	76	▲ 3	16	▲ 6	5	▼ 1	4	▼ 3	4	▼ 2
SE	47	▼ 17	63	▼ 5	16	=	4	▼ 7	7	▼ 1	5	=
UK	57	▼ 17	38	▼ 5	61	▼ 13	18	▼ 8	15	▼ 7	9	▼ 9

Base: respondents who would know where or who to turn to if they identified a major competition problem (n=26,572)

The ***socio-demographic analysis*** illustrates the following:

- Men are much more likely to say they would turn to their **national competition authority** (51% vs 37% of women). Women are slightly more likely than men to say they would turn to a **consumer organisation** (71% vs 66%).
- The older the respondent, the more likely they are to say they would turn to a **consumer organisation**, and the less likely they are to mention their **national competition authority** or **other authorities in their country**. For example, 51% of 15-24 year olds would turn to their national competition authority compared to 38% of those aged 55+.
- Respondents who completed education aged 20+ are more likely to say they would turn to their **national competition authority** than those who completed education at a younger age. Those who completed education aged 15 or younger are more likely to say they would turn to **a court** (22%) or **the police** (26%) than those who completed education at an older age.
- Respondents living in large towns (50%) are more likely to mention their **national competition authority** than those living in less urbanised areas.
- Employees (70%) are the most likely to turn to **consumer organisations**, and, along with the self-employed, they are also the most likely to say they would turn to their **national competition authority** (both 49%).

The analysis also illustrates that those who have experienced problems due to a lack of competition are more likely to say they would turn to **other authorities in their country** than those who have not had this experience (35% vs 29%). Respondents who have heard about a competition-related decision against a company are more likely to say they would turn to **consumer organisations** (70% vs 65% who have not heard of any such decisions), their **national competition authority** (51% vs 33%) or **other authorities in their country** (36% vs 29%).

Finally, respondents who have heard about competition cases are much more likely to say they would turn to their **national competition authority** (52% vs 35% who have not heard of competition cases), and they are also more likely to say they would turn to **other authorities in their country** (37% vs 30%).

Q6 Where or who would you turn to? (MULTIPLE ANSWERS POSSIBLE)
(% - respondents who would know where or who to turn to if they identified a major competition problem)

	Consumer organisations in (OUR COUNTRY)	Your national competition authority	Other authorities in (OUR COUNTRY) (for example, the telecom or energy regulator)	A court	The police	The European Commission
EU28	68	44	33	17	15	10
Gender						
Man	66	51	35	17	14	10
Woman	71	37	32	16	15	10
Age						
15-24	58	51	43	20	15	14
25-39	68	50	35	17	11	9
40-54	69	45	34	18	13	10
55 +	70	38	31	16	17	10
Education (End of)						
15-	68	31	32	22	26	10
16-19	71	35	33	17	17	10
20+	68	50	33	16	11	10
Still studying	58	61	43	18	14	14
Subjective urbanisation						
Rural village	70	40	35	18	16	10
Small/mid size town	69	42	32	16	15	10
Large town	66	50	34	17	13	11
Respondent occupation scale						
Self-employed	64	49	38	16	14	10
Employee	70	49	34	16	10	9
Manual workers	63	44	28	18	12	6
Not working	68	38	32	17	19	11
Experience lack of competition						
Yes	69	45	35	17	13	10
Never	67	41	29	17	18	11
Have heard about competition cases						
Yes	69	52	37	17	15	12
No	67	35	30	17	15	8
Heard of a competition-related decision						
Yes	70	51	36	17	13	11
Never	65	33	29	17	17	9

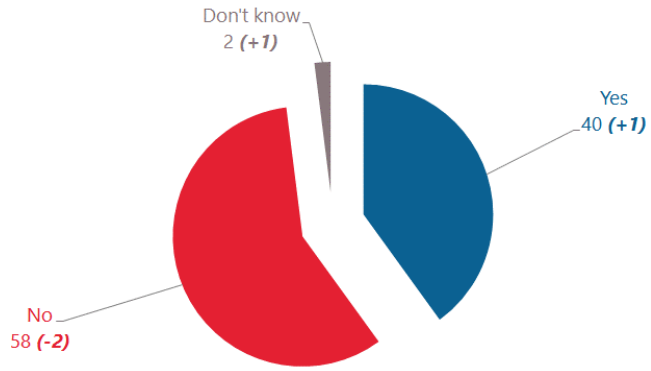
2 Awareness of competition cases

Exposure to competition cases varies considerably across Member States

Two in five respondents (40%) have heard or read about competition cases, such as cartels, merger or State aid control in the last 12 months[20]. The majority say they have not heard or read about such cases (58%).

There has been little change since 2014[21].

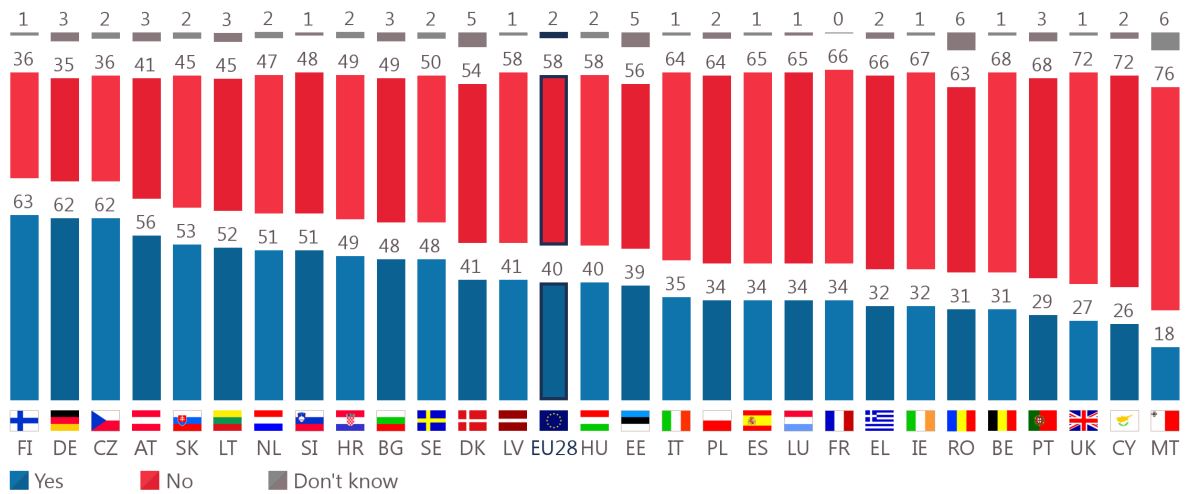
Q7 Within the last 12 months, have you heard or read about competition cases, such as cartels, merger or state aid control, etc.?
(% - EU)



(Jan. 2019 - Sep. 2014)

In eight Member States more than half of all respondents have heard or read about competition cases in the last 12 months, with those in Finland (63%), and Czechia and Germany (both 62%) the most likely to say this. This compares to 18% in Malta, 26% in Cyprus and 27% in the United Kingdom.

Q7 Within the last 12 months, have you heard or read about competition cases, such as cartels, merger or state aid control, etc.?
(%)



[20] Q7 Within the last 12 months, have you heard or read about competition cases, such as cartels, merger or State aid control, etc.?
[21] Care should be taken when interpreting the trend results, as the wording of the question has changed since 2014 when it was "Within the last 12 months, have you heard or read about competition policies, such as cartels, merger or State aid control, etc.?

Compared to 2014, respondents in 15 countries are now more likely to have heard or read about competition cases, with large increases recorded in Czechia (+22 pp), Bulgaria (+20 pp) and Lithuania (+12 pp). There have been declines in 11 countries, most notably in Cyprus (-20 pp) and Greece (-12 pp). There has been no change in Germany or Slovenia.

Q7 Within the last 12 months, have you heard or read about competition cases, such as cartels, merger or state aid control, etc.?
(%)

	Yes	Jan. 2019 - Sep. 2014	No	Jan. 2019 - Sep. 2014	Don't know	Jan. 2019 - Sep. 2014
EU28	40	▲ 1	58	▼ 2	2	▲ 1
CZ	62	▲ 22	36	▼ 23	2	▲ 1
BG	48	▲ 20	49	▼ 20	3	=
LT	52	▲ 12	45	▼ 14	3	▲ 2
PL	34	▲ 7	64	▼ 8	2	▲ 1
RO	31	▲ 7	63	▼ 11	6	▲ 4
HR	49	▲ 6	49	▼ 6	2	=
SK	53	▲ 5	45	▼ 6	2	▲ 1
LV	41	▲ 5	58	▼ 4	1	▼ 1
ES	34	▲ 4	65	▼ 3	1	▼ 1
FR	34	▲ 3	66	▼ 2	0	▼ 1
FI	63	▲ 2	36	▼ 1	1	▼ 1
SE	48	▲ 2	50	▼ 2	2	=
DK	41	▲ 2	54	▼ 3	5	▲ 1
UK	27	▲ 2	72	▼ 3	1	▲ 1
BE	31	▲ 1	68	▼ 1	1	=
DE	62	=	35	▼ 2	3	▲ 2
SI	51	=	48	=	1	=
MT	18	▼ 1	76	▼ 2	6	▲ 3
PT	29	▼ 2	68	▲ 1	3	▲ 1
NL	51	▼ 3	47	▲ 2	2	▲ 1
IT	35	▼ 3	64	▲ 3	1	=
IE	32	▼ 4	67	▲ 5	1	▼ 1
EE	39	▼ 5	56	▲ 2	5	▲ 3
AT	56	▼ 6	41	▲ 3	3	▲ 3
LU	34	▼ 7	65	▲ 6	1	▲ 1
HU	40	▼ 9	58	▲ 8	2	▲ 1
EL	32	▼ 12	66	▲ 11	2	▲ 1
CY	26	▼ 20	72	▲ 20	2	=

The ***socio-demographic analysis*** shows that:

- Men are more likely to say they have heard about competition cases, compared to women (47% vs 34%).
- The older the respondent, the more likely they are to have read or heard about competition cases. For instance, 43% of those aged 55+ have heard or read about such cases, compared to 35% of those aged 15-24.
- The longer a respondent remained in education, the more likely they are to have heard about competition cases: 47% of those who completed education aged 20+ have heard or read about such cases, compared to 28% of those who completed aged 15 or younger.
- The self-employed are the most likely to have heard about competition cases in the last 12 months, particularly compared to manual workers (47% vs 30%).

In addition, those who have experienced problems due to a lack of competition are more likely to have heard about competition cases than those who have not experienced problems (44% vs 35%).

Q7 Within the last 12 months, have you heard or read about competition cases, such as cartels, merger or state aid control, etc.?
(% - EU)

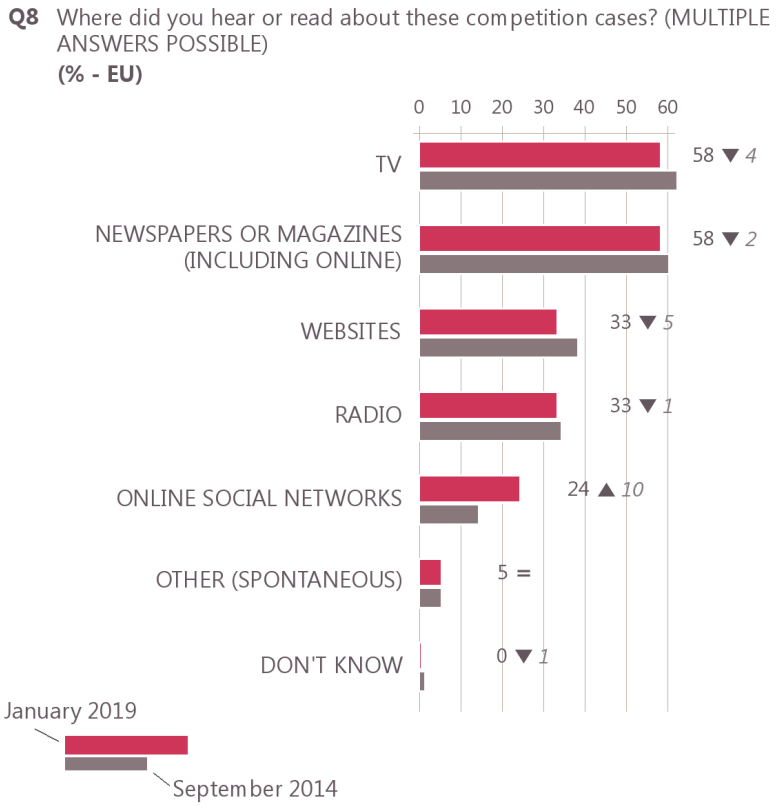
	Yes	No	Don't know
EU28	40	58	2
Gender			
Man	47	51	2
Woman	34	64	2
Age			
15-24	35	65	0
25-39	37	62	1
40-54	41	57	2
55 +	43	54	3
Education (End of)			
15-	28	69	3
16-19	35	63	2
20+	47	51	2
Still studying	39	60	1
Respondent occupation scale			
Self-employed	47	52	1
Employee	43	56	1
Manual workers	30	68	2
Not working	39	59	2
Experience lack of competition			
Yes	44	55	1
Never	35	63	2

3 Sources of information about competition cases

Newspapers, magazines and television are the most common sources of information about competition cases

Respondents who had heard about competition cases in the last twelve months were asked where they heard this information[22]. Newspapers or magazines or television are the most mentioned sources (both 58%), and are much more likely to be cited than radio and websites (both 33%) or online social networks (24%). 5% spontaneously mention other sources.

Compared to 2014, respondents are now more likely to say they heard about competition cases on social media (+10 pp), and less likely to mention each other source, and in particular websites (-5 pp) or TV (-4 pp).



Base: respondents who have heard or read about competition cases within the last 12 months (n=10,758)

[22] Q8 Where did you hear or read about these competition cases? Please note in 2014 the question wording was slightly different: Within the last 12 months, have you heard or read about competition policies, such as cartels, merger or State aid control, etc.?

In each country, **TV** is one of the three most mentioned sources for hearing about competition cases, and it is the most mentioned in 15 countries. More than eight in ten respondents in Romania (86%) and Bulgaria (84%) mention TV, as do 73% in Portugal. This compares to 39% in Sweden, 45% in Estonia and 46% in Greece.

Newspapers or magazines (including online) are most often mentioned by respondents in Germany (74%), Austria (73%) and Ireland (71%), and least often mentioned by those in Malta (18%), Latvia (21%) and Romania (22%)[23]. Newspapers or magazines are one of the three most mentioned sources in 23 countries, and are the most mentioned in 12.

In Latvia (62%) and Poland (59%), **websites** are the most mentioned source for reading about competition cases, and they are also widely mentioned by respondents in Czechia (60%). At the other end of the scale, 16% in Austria, 17% in Romania and 20% in Cyprus and Portugal also say they heard about competition cases on websites. This is the second or third most mentioned source in 14 countries.

Only a minority of respondents in any country say they heard about competition cases on the **radio**, ranging from 49% in Germany, 48% in Luxembourg and 47% in Belgium and Ireland to 12% in Italy, 14% in Croatia and 16% in Cyprus.

Respondents in Hungary (44%), Greece (39%) and Czechia (37%) are the most likely to mention **online social networks**, while those in Slovenia and Estonia (both 14%), and Italy (16%) are the least likely to do so.

Compared to 2014, respondents in Bulgaria and Ireland (both +15 pp), and Romania (+11 pp) are now more likely to say they heard about competition cases on **TV**, while those in the United Kingdom (-17 pp), Sweden (-14 pp) and Finland (-12 pp) are now less likely to do so.

Newspapers or magazines (including online) are more likely to be mentioned by those in Spain (+14 pp) and Estonia (+9 pp) than they were in 2014, while respondents in Malta (-29 pp), Croatia (-13 pp) and Slovenia and Slovakia (both -11 pp) are now less likely to mention this source.

Mentions of **websites** have increased most amongst respondents in Slovenia (+15 pp), Malta (+11 pp), and Ireland (+10 pp), and declined most in Portugal (-21 pp), Austria (-20 pp) and the United Kingdom (-19 pp). **Radio** is more often mentioned in Malta compared to 2014, but less often mentioned in the United Kingdom (-23 pp) and Austria (-13 pp).

In 25 countries, respondents are now more likely to mention **online social networks** than they were in 2014. In fact, in 15 countries the increase is of at least ten points, with the largest observed in Hungary (+34 pp), Greece (+24 pp) and Malta (+22 pp). Latvia (-4 pp), and Finland and the United Kingdom (both -1 pp) are the only countries where mentions have declined over this period.

[23] Care should be taken interpreting the results for Malta, due to low base size (n=91)

Q8 Where did you hear or read about these competition cases? (MULTIPLE ANSWERS POSSIBLE)
(%)

	TV	Newspapers or magazines (including online)	Websites	Radio	Online social networks	Other (SPONTANEOUS)	Don't know
EU28	58	58	33	33	24	5	0
BE	66	70	41	47	33	5	1
BG	84	24	26	20	36	3	0
CZ	67	53	60	35	37	2	1
DK	54	54	24	24	18	8	1
DE	60	74	32	49	23	3	1
EE	45	63	32	29	14	3	1
IE	52	71	34	47	29	7	0
EL	46	35	40	21	39	4	0
ES	62	66	32	38	31	5	0
FR	52	51	32	33	23	11	0
HR	58	35	48	14	23	4	0
IT	65	40	24	12	16	5	0
CY	62	35	20	16	31	4	0
LV	54	21	62	30	17	5	0
LT	60	36	26	27	31	5	0
LU	54	70	48	48	25	5	0
HU	51	25	28	17	44	5	1
MT	51	18	26	18	27	11	1
NL	56	69	30	27	25	4	1
AT	49	73	16	28	21	2	1
PL	51	46	59	22	23	2	1
PT	73	51	20	26	33	4	1
RO	86	22	17	21	21	4	0
SI	62	33	47	24	14	5	0
SK	63	38	38	22	26	2	0
FI	51	70	39	26	18	4	1
SE	39	61	23	29	17	7	2
UK	49	67	31	32	19	8	0

1st MOST FREQUENTLY MENTIONED ITEM
2nd MOST FREQUENTLY MENTIONED ITEM
3rd MOST FREQUENTLY MENTIONED ITEM

Base: respondents who have heard or read about competition cases within the last 12 months (n=10,758)

Q8 Where did you hear or read about these competition cases? (MULTIPLE ANSWERS POSSIBLE)

(%)

	TV	Jan. 2019 - Sep. 2014	Newspapers or magazines (including online)	Jan. 2019 - Sep. 2014	Websites	Jan. 2019 - Sep. 2014	Radio	Jan. 2019 - Sep. 2014	Online social networks	Jan. 2019 - Sep. 2014
EU28	58	▼ 4	58	▼ 2	33	▼ 5	33	▼ 1	24	▲ 10
BE	66	▼ 6	70	▼ 7	41	▼ 11	47	▼ 2	33	▲ 9
BG	84	▲ 15	24	▼ 4	26	▼ 12	20	▲ 8	36	▲ 20
CZ	67	▼ 1	53	▼ 5	60	▼ 2	35	▼ 3	37	▲ 14
DK	54	▼ 5	54	▼ 7	24	▼ 3	24	▼ 8	18	▲ 7
DE	60	▼ 3	74	▼ 4	32	▼ 7	49	▲ 7	23	▲ 8
EE	45	▼ 3	63	▲ 9	32	▼ 15	29	▼ 1	14	▲ 6
IE	52	▲ 15	71	▲ 3	34	▲ 10	47	▲ 7	29	▲ 18
EL	46	▼ 10	35	▼ 3	40	▼ 8	21	▲ 3	39	▲ 24
ES	62	▲ 2	66	▲ 14	32	▲ 4	38	▲ 5	31	▲ 14
FR	52	▼ 2	51	▲ 1	32	▲ 1	33	▼ 8	23	▲ 13
HR	58	▼ 1	35	▼ 13	48	▲ 6	14	▼ 1	23	▲ 10
IT	65	▲ 1	40	▼ 4	24	▼ 4	12	▼ 1	16	▲ 8
CY	62	▲ 7	35	▲ 3	20	▼ 17	16	▼ 1	31	▲ 20
LV	54	=	21	▼ 9	62	▲ 8	30	▼ 3	17	▼ 4
LT	60	=	36	▼ 2	26	▼ 14	27	▼ 2	31	▲ 17
LU	54	▼ 4	70	▼ 6	48	▲ 1	48	▲ 1	25	▲ 9
HU	51	▼ 8	25	▼ 8	28	▼ 18	17	▼ 8	44	▲ 34
MT	51	▼ 4	18	▼ 29	26	▲ 11	18	▲ 12	27	▲ 22
NL	56	▼ 9	69	▼ 2	30	▼ 11	27	▼ 6	25	▲ 5
AT	49	▼ 9	73	▼ 7	16	▼ 20	28	▼ 13	21	▲ 9
PL	51	▲ 4	46	▲ 3	59	▲ 14	22	▲ 3	23	▲ 10
PT	73	▼ 5	51	▼ 3	20	▼ 21	26	=	33	▲ 15
RO	86	▲ 11	22	▼ 3	17	▼ 9	21	▲ 3	21	▲ 17
SI	62	▼ 1	33	▼ 11	47	▲ 15	24	▲ 3	14	▲ 3
SK	63	▼ 3	38	▼ 11	38	▼ 3	22	▼ 1	26	▲ 13
FI	51	▼ 12	70	▼ 6	39	▲ 2	26	▼ 7	18	▼ 1
SE	39	▼ 14	61	▼ 9	23	▼ 7	29	▼ 6	17	▲ 3
UK	49	▼ 17	67	▼ 7	31	▼ 19	32	▼ 23	19	▼ 1

Base: respondents who have heard or read about competition cases within the last 12 months (n=10,758)

The ***socio-demographic analysis*** highlights the following:

- Women are more likely to say they heard about competition cases on **TV** (63% vs 55% of men), while men are more likely than women to mention **websites** (36% vs 28%).
- The older the respondent, the more likely they are to mention **newspapers or magazines**. Those aged 40+, and in particular those aged 55+ are more likely to mention **TV** than younger respondents. **Radio** is more likely to be mentioned by those aged 25+ than younger respondents. Those aged 15-39 are more likely than older respondents to mention **online social networks**, while those aged 25-39 (46%) are more likely to mention **websites** than other age groups.
- Respondents who completed education aged 20+ are more likely to mention **newspapers or magazines** than those who completed education earlier (60% vs 55%). Respondents who completed education aged 16 or over are more likely to mention **websites** and **online social networks** than those who completed aged 15 or younger. The longer a respondent remained in education, the less likely they are to mention **TV**.
- Respondents living in rural villages (38%) are more likely to mention **radio** than those living in more urbanised environments.
- Manual workers (60%) and those who are not working (65%) are more likely than respondents in other occupation groups to mention **TV**. The self-employed (37%) and employees (36%) are more likely than those in other occupation groups to mention **radio**. Respondents who are not working are less likely than those in other occupation groups to mention **websites** or **online social networks**.

Q8 Where did you hear or read about these competition cases? (MULTIPLE ANSWERS POSSIBLE)

(% - respondents who have heard or read about competition cases within the last 12 months)

	TV	Newspapers or magazines (including online)	Websites	Radio	Online social networks
EU28	58	58	33	33	24
Gender					
Man	55	59	36	33	26
Woman	63	56	28	32	22
Age					
15-24	47	48	39	18	39
25-39	45	52	46	32	36
40-54	58	56	37	36	23
55 +	68	64	22	34	15
Education (End of)					
15-	72	55	14	32	14
16-19	65	55	30	32	23
20+	56	60	36	35	24
Still studying	45	55	35	16	39
Subjective urbanisation					
Rural village	59	61	32	38	22
Small/mid size town	61	54	33	32	23
Large town	54	59	34	29	27
Respondent occupation scale					
Self-employed	47	57	39	37	28
Employee	54	57	40	36	27
Manual workers	60	52	35	29	28
Not working	65	58	25	29	20

4 Awareness of competition-related decisions

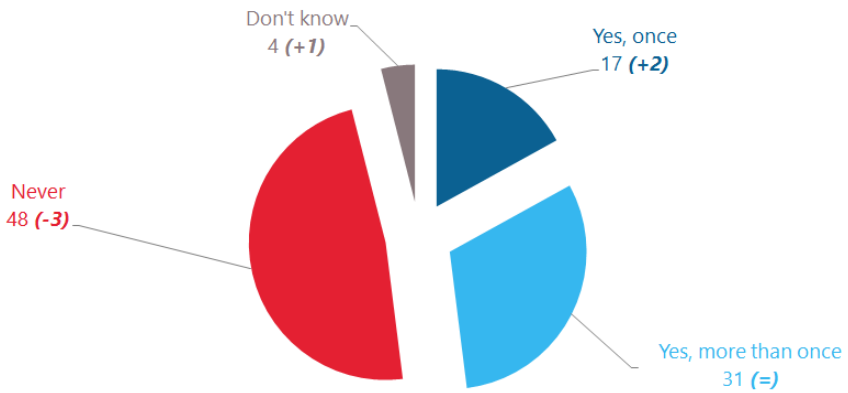
a. Awareness about competition-related decisions against a company

A large minority have heard about a competition-related decision

Almost half (48%) have heard of a competition-related decision being taken by a competition authority against a company[24]. Almost one in five (17%) have heard about such a decision once, while 31% have heard about such decisions more than once. Almost half (48%) have never heard about a competition-related decision. 4% don't know.

Changes since 2014 are minor: a two-point increase in the proportion who have heard of these decisions, and a three-point decrease in the proportion who have not.

Q9 Have you ever heard of a competition-related decision having been taken by a competition authority against a company?
(% - EU)



(Jan. 2019 - Sep. 2014)

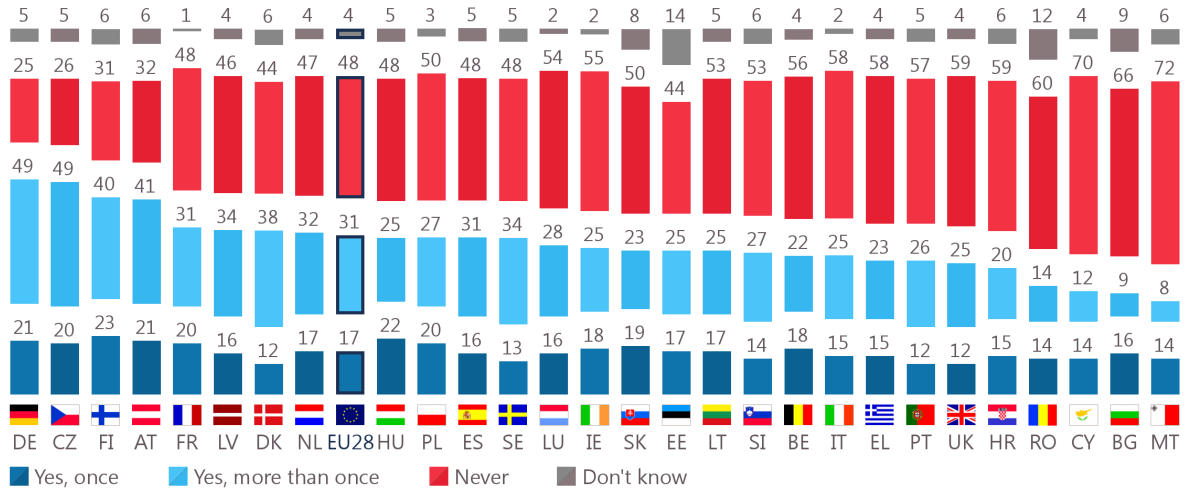
[24] Q9 Have you ever heard of a competition-related decision having been taken by a competition authority against a company?

There are only seven countries where at least half have heard about a competition-related decision, with the highest proportions seen in Germany (70%), Czechia (69%), Finland (63%) and Austria (62%). At the other end of the scale, 22% in Malta, 25% in Bulgaria and 26% in Cyprus have heard of such decisions.

In 20 countries, at least one quarter have heard about such decisions more than once, with the highest proportions in Germany and Czechia (both 49%), Austria (41%) and Finland (40%).

Q9 Have you ever heard of a competition-related decision having been taken by a competition authority against a company?

(%)



Compared to 2014, respondents in Austria, Spain and Sweden (all +8 pp) and Germany (+7 pp) are now more likely to say they have heard of a competition-related decision taken by a competition authority against a company. In contrast, respondents in Romania (-8 pp) and Hungary (-7 pp) are now less likely to say this. In fact, there has been a ten-point decline in the proportion in Hungary who have heard of such decisions more than once – the largest of any country.

Q9 Have you ever heard of a competition-related decision having been taken by a competition authority against a company?

(%)

	Yes, once	Jan. 2019 - Sep. 2014	Yes, more than once	Jan. 2019 - Sep. 2014	Never	Jan. 2019 - Sep. 2014	Don't know	Jan. 2019 - Sep. 2014	Total 'Yes'	Jan. 2019 - Sep. 2014
EU28	17	▲ 2	31	=	48	▼ 3	4	▲ 1	48	▲ 2
AT	21	▲ 7	41	▲ 1	32	▼ 12	6	▲ 4	62	▲ 8
ES	16	▲ 2	31	▲ 6	48	▼ 8	5	=	47	▲ 8
SE	13	▲ 1	34	▲ 7	48	▼ 8	5	=	47	▲ 8
DE	21	▲ 5	49	▲ 2	25	▼ 9	5	▲ 2	70	▲ 7
IE	18	▲ 1	25	▲ 5	55	▼ 6	2	=	43	▲ 6
LT	17	▲ 3	25	▲ 3	53	▼ 5	5	▼ 1	42	▲ 6
CZ	20	▲ 5	49	=	26	▼ 7	5	▲ 2	69	▲ 5
DK	12	▼ 1	38	▲ 5	44	▼ 2	6	▼ 2	50	▲ 4
SK	19	▲ 5	23	▼ 1	50	▼ 9	8	▲ 5	42	▲ 4
UK	12	▲ 2	25	▲ 2	59	▼ 6	4	▲ 2	37	▲ 4
MT	14	▲ 3	8	▲ 1	72	▼ 4	6	=	22	▲ 4
LV	16	▼ 3	34	▲ 5	46	▼ 2	4	=	50	▲ 2
PL	20	▲ 4	27	▼ 2	50	▼ 2	3	=	47	▲ 2
BE	18	▲ 4	22	▼ 2	56	▼ 3	4	▲ 1	40	▲ 2
FI	23	▲ 3	40	▼ 2	31	▼ 3	6	▲ 2	63	▲ 1
BG	16	▲ 3	9	▼ 2	66	▼ 4	9	▲ 3	25	▲ 1
FR	20	▼ 2	31	▲ 2	48	=	1	=	51	=
LU	16	▲ 5	28	▼ 5	54	▼ 1	2	▲ 1	44	=
EE	17	▲ 4	25	▼ 4	44	▼ 4	14	▲ 4	42	=
SI	14	▼ 7	27	▲ 7	53	▼ 4	6	▲ 4	41	=
CY	14	▲ 1	12	▼ 1	70	▼ 1	4	▲ 1	26	=
NL	17	▲ 7	32	▼ 8	47	=	4	▲ 1	49	▼ 1
HR	15	▼ 3	20	▲ 2	59	▲ 1	6	=	35	▼ 1
EL	15	▼ 4	23	▲ 1	58	▲ 1	4	▲ 2	38	▼ 3
PT	12	=	26	▼ 3	57	▲ 1	5	▲ 2	38	▼ 3
IT	15	▲ 2	25	▼ 6	58	▲ 4	2	=	40	▼ 4
HU	22	▲ 3	25	▼ 10	48	▲ 5	5	▲ 2	47	▼ 7
RO	14	=	14	▼ 8	60	▼ 1	12	▲ 9	28	▼ 8

The ***socio-demographic analysis*** illustrates the following:

- Men are more likely to have heard of a competition-related decision (56% vs 41% of women).
- Those aged 25-54 are the most likely to have heard of such decision(s), particularly compared to those aged 15-24.
- The longer a respondent remained in education, the more likely they are to have heard of a competition-related decision: 59% who completed their education aged 20+ have heard of such decisions, compared to 29% of those who completed it aged 15 or younger.
- The self-employed (59%) are more likely than respondents in other occupation groups to have heard of such a decision.

In addition, respondents who have experienced problems due to a lack of competition, those who know where to turn if they experience this, and those who have heard about competition cases are all more likely to have heard of such decisions. For example, 60% who know where to turn if they experience a lack of competition have heard of a competition-related decision, compared to 40% who do not know where to turn.

Q9 Have you ever heard of a competition-related decision having been taken by a competition authority against a company?
(% - EU)

	Yes, once	Yes, more than once	Never	Don't know	Total 'Yes'
EU28	17	31	48	4	48
Gender					
Man	17	39	41	3	56
Woman	17	24	54	5	41
Age					
15-24	16	20	62	2	36
25-39	19	32	46	3	51
40-54	19	35	42	4	54
55 +	16	31	48	5	47
Education (End of)					
15-	10	19	66	5	29
16-19	16	25	54	5	41
20+	20	39	37	4	59
Still studying	17	24	57	2	41
Respondent occupation scale					
Self-employed	19	40	37	4	59
Employee	19	36	42	3	55
Manual workers	17	23	56	4	40
Not working	16	26	53	5	42
Experience lack of competition					
Yes	19	35	42	4	54
Never	15	23	57	5	38
Knows who to turn to in case of problem					
Yes	19	41	36	4	60
No	16	24	56	4	40

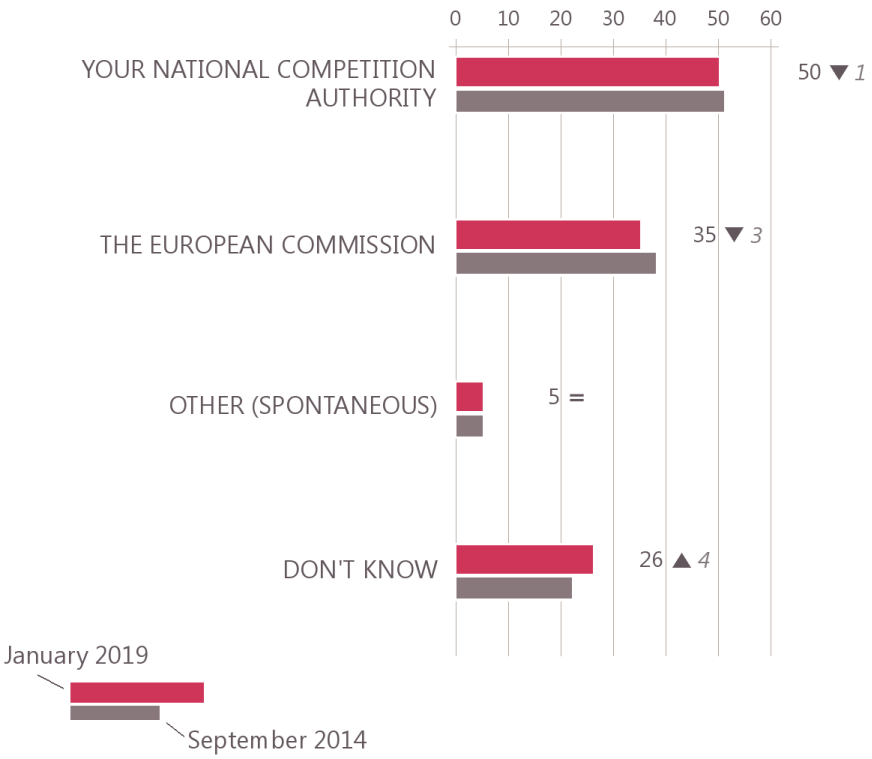
b. Identification of the authority which made the competition-related decisions

Respondents who had heard about a competition-related decision were asked if they knew who made it[25]. Half (50%) say their national competition authority made the decision. Just over one third (35%) say it was the European Commission.

5% spontaneously mention another institution, while 26% say they don't know who made the decision.

Compared to 2014, respondents are now slightly less likely to mention the European Commission (-3 pp) and slightly more likely to say they don't know (+4 pp).

Q10 Do you know who made this decision? (MULTIPLE ANSWERS POSSIBLE)
(% - EU)

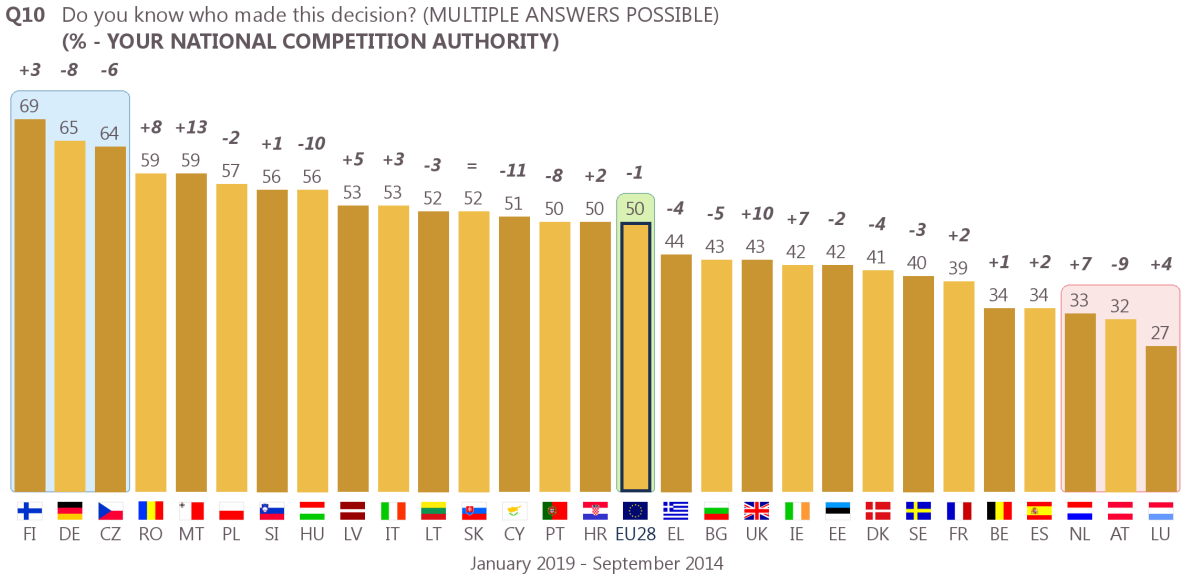


Base: respondents who have heard of a competition-related decision (n=12,839)

[25] Q10 Do you know who made this decision?

There is a wide variation across the EU in the proportion of respondents who say the decision was made by their **national competition authority**. More than six in ten respondents in Finland (69%), Germany (65%) and Czechia (64%) say this, compared to 27% in Luxembourg, 32% in Austria and 33% in the Netherlands.

Compared to 2014, respondents in Malta (+13 pp), the United Kingdom (+10 pp) and Romania (+8 pp) are now more likely to say the decision was made by their national authority, while those in Cyprus (-11 pp), Hungary (-10 pp) and Austria (-9 pp) are now less likely to say it was their national authority.

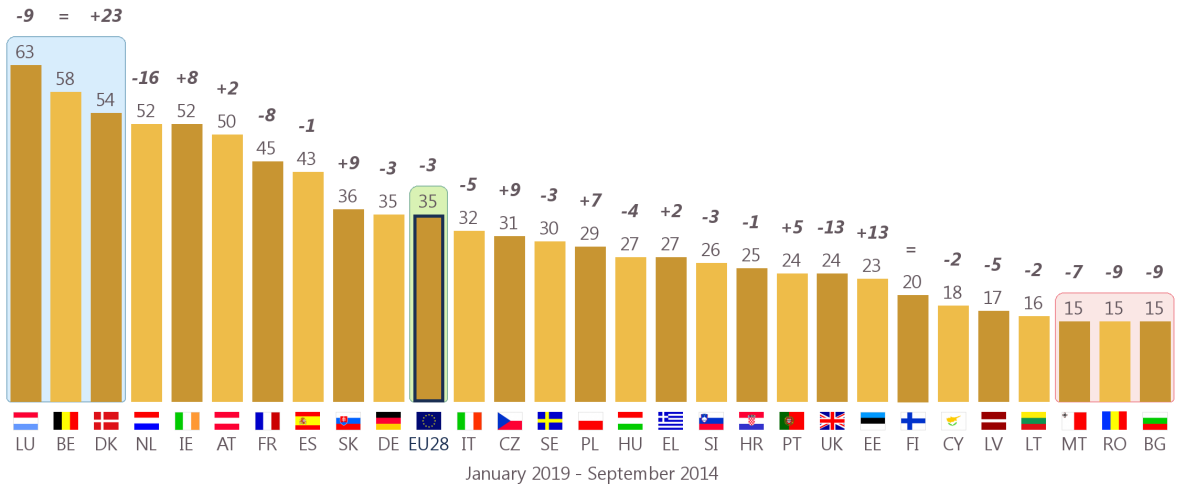


Base: respondents who have heard of a competition-related decision (n=12,839)

Variation across countries in the proportions who say the decision was made by **the European Commission** is even larger, ranging from 63% in Luxembourg, 58% in Belgium and 54% in Denmark to 15% in Bulgaria, Romania and Malta.

Compared to 2014, respondents in Denmark (+23 pp), Estonia (+13 pp), and Slovakia and Czechia (both +9 pp) are now more likely to say the decision was made by the European Commission, while those in the Netherlands (-16 pp), the United Kingdom (-13 pp), and Romania and Bulgaria (both -9 pp) are now less likely to do so.

Q10 Do you know who made this decision? (MULTIPLE ANSWERS POSSIBLE)
(% - THE EUROPEAN COMMISSION)



Base: respondents who have heard of a competition-related decision (n=12,839)

The ***socio-demographic analysis*** shows the following:

- Men are more likely to mention the national competition authority (55% vs 44% of women) or the European Commission (39% vs 30%). Women are more likely than men to say they don't know (33% vs 20%).
- The older the respondent, the more likely they are to say the decision was made by the national competition authority. Those aged 25+ are more likely than 15-24 year olds to say the decision was taken by the European Commission (36% vs 26%). The youngest respondents are the most likely to say they don't know.
- Those who completed education aged 15 or younger are the least likely to say the decision was made by the national competition authority (42%), but they are the most likely to say they don't know (34%). Those who completed education aged 20+ are the most likely to say the decision was made by the European Commission.

The analysis also shows that respondents who know where to turn if they experience a competition problem are more likely to say the decision was made by either the national competition authority or the European Commission, and less likely to say they don't know than those who do not know who to turn to. The same pattern applies comparing those who have and have not heard about competition cases.

Q10 Do you know who made this decision? (MULTIPLE ANSWERS POSSIBLE)
(% - respondents who have heard of a competition-related decision)

	Your national competition authority	The European Commission	Other (SPONTANEOUS)	Don't know
EU28	50	35	5	26
Gender				
Man	55	39	5	20
Woman	44	30	4	33
Age				
15-24	46	26	2	36
25-39	47	36	5	27
40-54	51	36	5	24
55 +	53	36	4	24
Education (End of)				
15-	42	31	5	34
16-19	49	30	6	28
20+	52	38	4	23
Still studying	47	34	3	32
Knows who to turn to if problem				
Yes	54	39	5	21
No	45	31	4	31
Have heard about competition cases				
Yes	58	40	5	19
No	39	28	5	36

TECHNICAL SPECIFICATIONS

Between 21 and 25 January 2019, Kantar Public Brussels on behalf of TNS Political & Social carried out the FLASH EUROBAROMETER 476 survey on request of the EUROPEAN COMMISSION, Directorate-General for Competition. It is a general public survey co-ordinated by the Directorate-General for Communication, "Media monitoring and Eurobarometer" Unit.

The FLASH EUROBAROMETER 476 survey covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over.

All interviews were carried using the Kantar Public e-Call centre (our centralised CATI system). In every country the respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

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

	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES FIELDWORK		POPULATION 15+	PROPORTION EU28
BE	Belgium	Kantar Belgium (Kantar TNS)	1003	21/01/2019	22/01/2019	9,430,478	2.18%
BG	Bulgaria	KANTAR TNS BBSS	1000	21/01/2019	24/01/2019	6,108,289	1.41%
CZ	Czechia	Kantar CZ	1001	21/01/2019	23/01/2019	8,930,036	2.07%
DK	Denmark	Kantar Gallup	1003	21/01/2019	24/01/2019	4,793,807	1.11%
DE	Germany	Kantar Deutschland	1000	21/01/2019	24/01/2019	71,834,280	16.62%
EE	Estonia	Kantar Emor	1000	21/01/2019	23/01/2019	1,102,407	0.26%
IE	Ireland	Kantar UK Limited	1003	21/01/2019	24/01/2019	3,666,259	0.85%
EL	Greece	Taylor Nelson Sofres market research	1007	21/01/2019	24/01/2019	9,190,023	2.13%
ES	Spain	TNS Investigación de Mercados y Opinión	1001	21/01/2019	24/01/2019	39,460,860	9.13%
FR	France	Kantar Public France	1003	21/01/2019	22/01/2019	54,651,908	12.64%
HR	Croatia	HENDAL	1005	21/01/2019	24/01/2019	3,548,976	0.82%
IT	Italy	Kantar Italia	1000	21/01/2019	22/01/2019	52,545,031	12.16%
CY	Rep. Of Cyprus	CYMAR Market Research	501	21/01/2019	23/01/2019	717,310	0.17%
LV	Latvia	Kantar TNS Latvia	1000	21/01/2019	24/01/2019	1,650,098	0.38%
LT	Lithuania	TNS LT	1002	21/01/2019	24/01/2019	2,428,325	0.56%
LU	Luxembourg	Kantar Belgium (Kantar TNS)	503	21/01/2019	24/01/2019	493,032	0.11%
HU	Hungary	Kantar Hoffmann	1002	21/01/2019	23/01/2019	8,395,200	1.94%
MT	Malta	MISCO International	502	21/01/2019	23/01/2019	376,304	0.09%
NL	Netherlands	TNS NIPO	1005	21/01/2019	24/01/2019	14,312,179	3.31%
AT	Austria	Kantar Deutschland	1001	21/01/2019	24/01/2019	7,516,038	1.74%
PL	Poland	Kantar Polska	1000	21/01/2019	23/01/2019	32,246,194	7.46%
PT	Portugal	Marktest – Marketing, Organização e Formação	1002	21/01/2019	25/01/2019	8,877,432	2.05%
RO	Romania	Centrul Pentru Studierea Opiniei si Pietei (CSOP)	1007	21/01/2019	24/01/2019	16,608,007	3.84%
SI	Slovenia	Mediana DOO	1004	21/01/2019	23/01/2019	1,756,267	0.41%
SK	Slovakia	Kantar Slovakia	1007	21/01/2019	23/01/2019	4,599,960	1.06%
FI	Finland	Kantar TNS Oy	1003	21/01/2019	23/01/2019	4,608,516	1.07%
SE	Sweden	Kantar Sifo	1000	21/01/2019	23/01/2019	8,227,534	1.90%
UK	United Kingdom	Kantar UK Limited	1007	21/01/2019	24/01/2019	54,203,274	12.54%
	TOTAL EU28		26,572	21/01/2019	25/01/2019	432,278,024	100%*

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

Statistical Margins due to the sampling process

(at the 95% level of confidence)

various sample sizes are in rows *various observed results are in columns*

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

QUESTIONNAIRE

INTERVIEWER (READ OUT): I would like to ask for your views on competition policy. The key idea behind competition policy is that companies compete with each other, for example, by providing lower prices or better quality for their goods or services, in order to become more attractive to consumers than their competitors. Any agreement that would limit such competition between companies is prohibited.

ASK ALL
Q1A: ROTATE ITEMS 1 TO 6

Q1A **For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:**
(READ OUT - ONE ANSWER ONLY)

		Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK/NA (DO NOT READ OUT)
1	Competition between companies allows for better prices for consumers	1	2	3	4	5
2	Competition between companies allows for more choice for consumers	1	2	3	4	5
3	Competition between companies allows for higher quality goods and services	1	2	3	4	5
4	Competition between companies encourages innovation and economic growth	1	2	3	4	5
5	Full transparency on any public money granted to companies promotes the good use of taxpayers' money	1	2	3	4	5
6	Competition helps EU companies to become more competitive in global markets	1	2	3	4	5

FL403 Q1 MODIFIED

State aid is defined as an advantage given by Member States to specific companies. Therefore, general measures open to all enterprises do not constitute State aid. The EU Treaty contains rules requiring the Member States to notify aid to specific companies. The Treaty also specifies when State aid can be approved. Any State aid provided by Member States can be recovered if it does not respect those rules.

Q1B **For the following statement, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree: 'State aid recovery helps restore equal and fair conditions of competition in the Single Market'.**

(READ OUT - ONE ANSWER ONLY)

Totally agree	1
Tend to agree	2
Tend to disagree	3
Totally disagree	4
DK/NA (DO NOT READ OUT)	5

NEW

Q2A: ROTATE ANSWERS 1 TO 6

Q2A **Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly?**

(READ OUT - ONE ANSWER ONLY)

Telecommunications and Internet access	1
Energy (e.g. gas, electricity)	2
Financial services (e.g. banks, insurance)	3
Transport services (e.g. railways, airlines)	4
Food retailing (e.g. supermarkets)	5
Pharmaceutical products (e.g. medicines, health-related products)	6
Other sector(s) (DO NOT READ OUT)	7
None (DO NOT READ OUT)	8
DK/NA (DO NOT READ OUT)	9

FL403 Q2A

ASK Q2B IF Q2A IS 1 TO 7, OTHERS GO TO Q5
Q2B: EXCLUDE CODE 1 TO 6 GIVEN IN Q2A
Q2B: ROTATE ANSWERS 1 TO 6

Q2B **And secondly?**

(READ OUT - ONE ANSWER ONLY)

Telecommunications and Internet access	1
Energy (e.g. gas, electricity)	2
Financial services (e.g. banks, insurance)	3
Transport services (e.g. railways, airlines)	4
Food retailing (e.g. supermarkets)	5
Pharmaceutical products (e.g. medicines, health-related products)	6
Other sector(s) (DO NOT READ OUT)	7
None (DO NOT READ OUT)	8
DK/NA (DO NOT READ OUT)	9

FL403 Q2B

ASK Q3 IF Q2A=1 TO 6
Q3: THE ANSWER GIVEN BY RESPONDENT IN Q2A NEEDS TO BE INCLUDED IN THE QUESTION TEXT
Q3: ROTATE ANSWERS 1 TO 6

Q3 **You have just mentioned that you feel companies are not sufficiently competing with each other in the (INSERT ANSWER GIVEN IN Q2A) sector. What do you think are the main problems in this sector?**

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Prices are too high	1,
There are no significant differences in prices for similar goods or services	2,
It is difficult to compare prices	3,
The quality of the goods or services is not satisfactory	4,
There is not enough choice	5,
It is difficult to change suppliers	6,
Other (DO NOT READ OUT)	7,
DK/NA (DO NOT READ OUT)	8,

NEW BASED ON FL403 Q3

ASK Q4 IF Q2B=1 TO 6

Q4: THE ANSWER GIVEN BY RESPONDENT IN Q2B NEEDS TO BE INCLUDED IN THE QUESTION TEXT

Q4: ROTATE ANSWERS 1 TO 6

Q4 **You have just mentioned that you feel companies are not sufficiently competing with each other in the (INSERT ANSWER GIVEN IN Q2B) sector. What do you think are the main problems in this sector?**

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Prices are too high	1,
There are no significant differences in prices for similar goods or services	2,
It is difficult to compare prices	3,
The quality of the goods or services is not satisfactory	4,
There is not enough choice	5,
It is difficult to change suppliers	6,
Other (DO NOT READ OUT)	7,
DK/NA (DO NOT READ OUT)	8,

NEW BASED ON FL403 Q4

ASK ALL

Q5 **Would you know where or who to turn to if you were to identify a major problem in terms of competition, such as those mentioned in the previous questions?**

(INTERVIEWER: If needed, read out as a reminder: Prices are too high, there are no significant differences in prices, it is difficult to compare prices, the quality of the goods or services is not satisfactory, there is not enough choice, it is difficult to change suppliers)

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

FL403 Q5

ASK Q6 IF Q5=1 ("YES"), OTHERS GO TO Q7
Q6: ROTATE ANSWERS 1 TO 6
Q6: CODE 8 IS EXCLUSIVE

Q6 **Where or who would you turn to?**

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Your national competition authority (INSERT NATIONAL AUTHORITY NAME)	1,
Other authorities in (OUR COUNTRY) (for example, the telecom or energy regulator)	2,
Consumer organisations in (OUR COUNTRY)	3,
The police	4,
A court	5,
The European Commission	6,
Other (DO NOT READ OUT)	7,
Not interested - Wouldn't turn to anyone (DO NOT READ OUT)	8,
DK/NA (DO NOT READ OUT)	9,

FL403 Q6

ASK ALL

Q7 **Within the last 12 months, have you heard or read about competition cases, such as cartels, merger or state aid control, etc.?**

(ONE ANSWER ONLY)

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

FL403 Q7

ASK Q8 IF Q7=1 ("YES"), OTHERS GO TO Q9
Q8: ROTATE ANSWERS 1 TO 5

Q8 **Where did you hear or read about these competition cases?**

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

Newspapers or magazines (including online)	1,
TV	2,
Radio	3,
Online social networks	4,
Websites	5,
Other (DO NOT READ OUT)	6,
DK/NA (DO NOT READ OUT)	7,

FL403 Q8

ASK ALL

Q9 **Have you ever heard of a competition-related decision having been taken by a competition authority against a company?**

(READ OUT - ONE ANSWER ONLY)

Yes, once	1
Yes, more than once	2
Never	3
DK/NA (DO NOT READ OUT)	4

FL403 Q10

ASK Q10 IF Q9=1 OR 2 ("HAS HEARD OF SUCH DECISIONS")
Q10: ROTATE ANSWERS 1 AND 2

Q10 **Do you know who made this decision?**

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(INSERT NATIONAL AUTHORITY NAME)	1,
The European Commission	2,
Other (DO NOT READ OUT)	3,
DK/NA (DO NOT READ OUT)	4,

FL403 Q11

ASK ALL

Q11 **What impact does effective competition have on you as a consumer?**

(READ OUT - ONE ANSWER ONLY)

Very positive impact	1
Fairly positive impact	2
Fairly negative impact	3
Very negative impact	4
DK/NA (DO NOT READ OUT)	5

FL403 Q9

Q1A.1 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

Competition between companies allows for better prices for consumers (%)

	Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*
EU28	**44**	*0*	**39**	*-1*	**11**	*1*	**5**	*0*	**1**	**83**	*-1*	**16**	*1*
BE	**39**	*-5*	**40**	*1*	**13**	*3*	**7**	*1*	**1**	**79**	*-4*	**20**	*4*
BG	**52**	*-7*	**29**	*8*	**8**	*0*	**8**	*-1*	**3**	**81**	*1*	**16**	*-1*
CZ	**39**	*2*	**40**	*1*	**14**	*-2*	**6**	*0*	**1**	**79**	*3*	**20**	*-2*
DK	**59**	*3*	**33**	*-2*	**5**	*1*	**1**	*-2*	**2**	**92**	*1*	**6**	*-1*
DE	**44**	*3*	**37**	*-2*	**14**	*0*	**4**	*1*	**1**	**81**	*1*	**18**	*1*
EE	**53**	*8*	**32**	*-5*	**10**	*-1*	**2**	*-1*	**3**	**85**	*3*	**12**	*-2*
IE	**65**	*5*	**30**	*0*	**3**	*-4*	**2**	*0*	**0**	**95**	*5*	**5**	*-4*
EL	**62**	*7*	**24**	*-3*	**7**	*-2*	**6**	*-2*	**1**	**86**	*4*	**13**	*-4*
ES	**47**	*-5*	**35**	*0*	**12**	*4*	**5**	*1*	**1**	**82**	*-5*	**17**	*5*
FR	**33**	*-1*	**45**	*-1*	**13**	*0*	**8**	*1*	**1**	**78**	*-2*	**21**	*1*
HR	**39**	*-2*	**39**	*0*	**12**	*0*	**9**	*1*	**1**	**78**	*-2*	**21**	*1*
IT	**32**	*-1*	**48**	*-2*	**13**	*3*	**6**	*0*	**1**	**80**	*-3*	**19**	*3*
CY	**58**	*-12*	**29**	*10*	**5**	*-1*	**6**	*2*	**2**	**87**	*-2*	**11**	*1*
LV	**42**	*0*	**38**	*-2*	**14**	*4*	**5**	*0*	**1**	**80**	*-2*	**19**	*4*
LT	**51**	*8*	**33**	*-2*	**10**	*-2*	**4**	*-3*	**2**	**84**	*6*	**14**	*-5*
LU	**39**	*0*	**45**	*1*	**8**	*-1*	**6**	*-1*	**2**	**84**	*1*	**14**	*-2*
HU	**32**	*-7*	**42**	*8*	**16**	*-3*	**8**	*0*	**2**	**74**	*1*	**24**	*-3*
MT	**76**	*12*	**18**	*-5*	**4**	*-3*	**1**	*-4*	**1**	**94**	*7*	**5**	*-7*
NL	**39**	*-2*	**43**	*2*	**12**	*-1*	**5**	*1*	**1**	**82**	*0*	**17**	*0*
AT	**43**	*2*	**39**	*2*	**14**	*-3*	**3**	*-2*	**1**	**82**	*4*	**17**	*-5*
PL	**51**	*5*	**38**	*-1*	**6**	*-3*	**3**	*-1*	**2**	**89**	*4*	**9**	*-4*
PT	**60**	*-4*	**24**	*-2*	**8**	*4*	**7**	*3*	**1**	**84**	*-6*	**15**	*7*
RO	**58**	*-8*	**28**	*6*	**4**	*-1*	**6**	*1*	**4**	**86**	*-2*	**10**	*0*
SI	**45**	*-12*	**38**	*9*	**13**	*4*	**3**	*-1*	**1**	**83**	*-3*	**16**	*3*
SK	**36**	*-1*	**38**	*-4*	**15**	*1*	**9**	*3*	**2**	**74**	*-5*	**24**	*4*
FI	**47**	*2*	**42**	*-2*	**8**	*1*	**1**	*-1*	**2**	**89**	*0*	**9**	*0*
SE	**58**	*1*	**34**	*0*	**5**	*-1*	**2**	*0*	**1**	**92**	*1*	**7**	*-1*
UK	**48**	*5*	**40**	*-2*	**7**	*-1*	**3**	*-2*	**2**	**88**	*3*	**10**	*-3*

Q1A.2 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

Competition between companies allows for more choice for consumers (%)

	Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*
EU28	**48**	*2*	**39**	*-1*	**8**	*0*	**4**	*0*	**1**	**87**	*1*	**12**	*0*
BE	**35**	*-1*	**46**	*-1*	**13**	*3*	**5**	*0*	**1**	**81**	*-2*	**18**	*3*
BG	**61**	*-7*	**26**	*8*	**3**	*-1*	**6**	*0*	**4**	**87**	*1*	**9**	*-1*
CZ	**47**	*6*	**42**	*0*	**6**	*-6*	**3**	*-1*	**2**	**89**	*6*	**9**	*-7*
DK	**53**	*5*	**33**	*-4*	**8**	*-2*	**2**	*0*	**4**	**86**	*1*	**10**	*-2*
DE	**53**	*8*	**33**	*-5*	**10**	*-2*	**3**	*0*	**1**	**86**	*3*	**13**	*-2*
EE	**58**	*-1*	**33**	*0*	**5**	*2*	**1**	*-1*	**3**	**91**	*-1*	**6**	*1*
IE	**62**	*9*	**33**	*-5*	**3**	*-1*	**1**	*-3*	**1**	**95**	*4*	**4**	*-4*
EL	**64**	*5*	**23**	*-5*	**6**	*0*	**6**	*0*	**1**	**87**	*0*	**12**	*0*
ES	**51**	*-2*	**38**	*2*	**7**	*2*	**4**	*0*	**0**	**89**	*0*	**11**	*2*
FR	**34**	*3*	**48**	*-4*	**12**	*1*	**5**	*0*	**1**	**82**	*-1*	**17**	*1*
HR	**49**	*-3*	**39**	*3*	**5**	*-1*	**6**	*1*	**1**	**88**	*0*	**11**	*0*
IT	**39**	*-2*	**47**	*0*	**9**	*2*	**4**	*0*	**1**	**86**	*-2*	**13**	*2*
CY	**67**	*-11*	**26**	*13*	**3**	*-1*	**2**	*-3*	**2**	**93**	*2*	**5**	*-4*
LV	**53**	*-2*	**35**	*2*	**8**	*1*	**3**	*0*	**1**	**88**	*0*	**11**	*1*
LT	**58**	*4*	**32**	*-1*	**4**	*-2*	**3**	*-1*	**3**	**90**	*3*	**7**	*-3*
LU	**42**	*4*	**46**	*1*	**7**	*-4*	**4**	*-1*	**1**	**88**	*5*	**11**	*-5*
HU	**44**	*-4*	**40**	*4*	**10**	*0*	**4**	*-1*	**2**	**84**	*0*	**14**	*-1*
MT	**81**	*12*	**16**	*-5*	**3**	*-1*	**0**	*-4*	**0**	**97**	*7*	**3**	*-5*
NL	**34**	*-1*	**44**	*1*	**15**	*-2*	**5**	*1*	**2**	**78**	*0*	**20**	*-1*
AT	**44**	*6*	**42**	*2*	**11**	*-5*	**2**	*-3*	**1**	**86**	*8*	**13**	*-8*
PL	**63**	*12*	**33**	*-5*	**2**	*-4*	**1**	*-1*	**1**	**96**	*7*	**3**	*-5*
PT	**72**	*4*	**18**	*-4*	**3**	*0*	**5**	*1*	**2**	**90**	*0*	**8**	*1*
RO	**60**	*-8*	**29**	*7*	**4**	*2*	**3**	*-3*	**4**	**89**	*-1*	**7**	*-1*
SI	**59**	*-5*	**30**	*3*	**8**	*1*	**2**	*1*	**1**	**89**	*-2*	**10**	*2*
SK	**54**	*10*	**34**	*-11*	**8**	*0*	**3**	*1*	**1**	**88**	*-1*	**11**	*1*
FI	**48**	*5*	**39**	*-6*	**9**	*1*	**1**	*-1*	**3**	**87**	*-1*	**10**	*0*
SE	**63**	*-2*	**29**	*3*	**5**	*-1*	**2**	*1*	**1**	**92**	*1*	**7**	*0*
UK	**46**	*6*	**42**	*-3*	**6**	*-3*	**4**	*0*	**2**	**88**	*3*	**10**	*-3*

Q1A.3 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

Competition between companies allows for higher quality goods and services (%)

	Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*
EU28	**34**	*1*	**40**	*-1*	**17**	*-1*	**7**	*1*	**2**	**74**	*0*	**24**	*0*
BE	**22**	*-4*	**43**	*1*	**22**	*1*	**12**	*2*	**1**	**65**	*-3*	**34**	*3*
BG	**56**	*-2*	**25**	*3*	**9**	*0*	**8**	*0*	**2**	**81**	*1*	**17**	*0*
CZ	**40**	*8*	**36**	*-2*	**17**	*-4*	**6**	*-2*	**1**	**76**	*6*	**23**	*-6*
DK	**32**	*2*	**40**	*-1*	**19**	*-2*	**5**	*1*	**4**	**72**	*1*	**24**	*-1*
DE	**34**	*1*	**39**	*1*	**21**	*0*	**5**	*0*	**1**	**73**	*2*	**26**	*0*
EE	**52**	*6*	**34**	*-4*	**9**	*0*	**2**	*-2*	**3**	**86**	*2*	**11**	*-2*
IE	**47**	*7*	**38**	*0*	**11**	*-6*	**3**	*-1*	**1**	**85**	*7*	**14**	*-7*
EL	**56**	*9*	**24**	*-7*	**10**	*0*	**9**	*-2*	**1**	**80**	*2*	**19**	*-2*
ES	**32**	*-2*	**44**	*3*	**18**	*3*	**5**	*-1*	**1**	**76**	*1*	**23**	*2*
FR	**18**	*-2*	**42**	*-1*	**25**	*-1*	**13**	*3*	**2**	**60**	*-3*	**38**	*2*
HR	**37**	*1*	**43**	*2*	**12**	*0*	**7**	*-3*	**1**	**80**	*3*	**19**	*-3*
IT	**26**	*0*	**47**	*-3*	**18**	*2*	**7**	*0*	**2**	**73**	*-3*	**25**	*2*
CY	**53**	*-8*	**27**	*8*	**11**	*1*	**6**	*-3*	**3**	**80**	*0*	**17**	*-2*
LV	**36**	*0*	**41**	*1*	**17**	*0*	**5**	*0*	**1**	**77**	*1*	**22**	*0*
LT	**55**	*4*	**34**	*0*	**7**	*-2*	**3**	*-1*	**1**	**89**	*4*	**10**	*-3*
LU	**23**	*-1*	**49**	*3*	**18**	*-1*	**8**	*-2*	**2**	**72**	*2*	**26**	*-3*
HU	**36**	*3*	**41**	*7*	**17**	*-6*	**5**	*-4*	**1**	**77**	*10*	**22**	*-10*
MT	**69**	*10*	**21**	*-4*	**5**	*-1*	**4**	*-4*	**1**	**90**	*6*	**9**	*-5*
NL	**24**	*-2*	**41**	*3*	**24**	*-3*	**9**	*1*	**2**	**65**	*1*	**33**	*-2*
AT	**33**	*5*	**42**	*-1*	**20**	*-1*	**4**	*-3*	**1**	**75**	*4*	**24**	*-4*
PL	**52**	*8*	**34**	*-3*	**8**	*-4*	**4**	*-1*	**2**	**86**	*5*	**12**	*-5*
PT	**45**	*0*	**31**	*-3*	**13**	*3*	**8**	*2*	**3**	**76**	*-3*	**21**	*5*
RO	**60**	*-5*	**29**	*5*	**5**	*0*	**2**	*-2*	**4**	**89**	*0*	**7**	*-2*
SI	**38**	*-16*	**40**	*12*	**15**	*3*	**5**	*0*	**2**	**78**	*-4*	**20**	*3*
SK	**38**	*5*	**35**	*-4*	**19**	*2*	**6**	*-3*	**2**	**73**	*1*	**25**	*-1*
FI	**35**	*2*	**45**	*-1*	**15**	*0*	**3**	*-1*	**2**	**80**	*1*	**18**	*-1*
SE	**37**	*4*	**45**	*-1*	**12**	*-1*	**5**	*-1*	**1**	**82**	*3*	**17**	*-2*
UK	**34**	*6*	**39**	*-8*	**18**	*0*	**7**	*1*	**2**	**73**	*-2*	**25**	*1*

Q1A.4 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

Competition between companies encourages innovation and economic growth (%)

	Totally agree		Tend to agree		Tend to disagree		Totally disagree		Don't know	Total 'Agree'		Total 'Disagree'	
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*
EU28	**46**	*4*	**39**	*-1*	**9**	*-1*	**4**	*-1*	**2**	**85**	*3*	**13**	*-2*
BE	**36**	*2*	**43**	*-3*	**12**	*0*	**7**	*1*	**2**	**79**	*-1*	**19**	*1*
BG	**53**	*-2*	**27**	*2*	**6**	*0*	**8**	*-1*	**6**	**80**	*0*	**14**	*-1*
CZ	**43**	*7*	**43**	*1*	**9**	*-5*	**3**	*-2*	**2**	**86**	*8*	**12**	*-7*
DK	**45**	*4*	**39**	*-3*	**7**	*-1*	**2**	*1*	**7**	**84**	*1*	**9**	*0*
DE	**52**	*5*	**35**	*-1*	**9**	*-2*	**2**	*-1*	**2**	**87**	*4*	**11**	*-3*
EE	**53**	*8*	**33**	*-4*	**7**	*1*	**1**	*-2*	**6**	**86**	*4*	**8**	*-1*
IE	**54**	*8*	**39**	*-2*	**4**	*-4*	**2**	*-1*	**1**	**93**	*6*	**6**	*-5*
EL	**61**	*10*	**24**	*-6*	**7**	*-2*	**7**	*-1*	**1**	**85**	*4*	**14**	*-3*
ES	**45**	*2*	**40**	*0*	**8**	*-1*	**5**	*0*	**2**	**85**	*2*	**13**	*-1*
FR	**31**	*-2*	**49**	*4*	**12**	*0*	**6**	*-3*	**2**	**80**	*2*	**18**	*-3*
HR	**40**	*2*	**43**	*2*	**9**	*-2*	**6**	*-2*	**2**	**83**	*4*	**15**	*-4*
IT	**38**	*3*	**42**	*-4*	**12**	*2*	**7**	*0*	**1**	**80**	*-1*	**19**	*2*
CY	**55**	*-7*	**29**	*8*	**8**	*0*	**4**	*-3*	**4**	**84**	*1*	**12**	*-3*
LV	**44**	*5*	**42**	*-2*	**9**	*-1*	**3**	*1*	**2**	**86**	*3*	**12**	*0*
LT	**58**	*6*	**31**	*-4*	**5**	*-1*	**3**	*0*	**3**	**89**	*2*	**8**	*-1*
LU	**35**	*1*	**52**	*4*	**8**	*-3*	**3**	*-3*	**2**	**87**	*5*	**11**	*-6*
HU	**44**	*5*	**40**	*0*	**9**	*-4*	**4**	*-2*	**3**	**84**	*5*	**13**	*-6*
MT	**75**	*9*	**19**	*-2*	**3**	*-2*	**1**	*-2*	**2**	**94**	*7*	**4**	*-4*
NL	**40**	*-1*	**45**	*3*	**10**	*-2*	**3**	*0*	**2**	**85**	*2*	**13**	*-2*
AT	**48**	*9*	**38**	*-5*	**10**	*-2*	**2**	*-2*	**2**	**86**	*4*	**12**	*-4*
PL	**54**	*12*	**38**	*-5*	**4**	*-3*	**1**	*-3*	**3**	**92**	*7*	**5**	*-6*
PT	**67**	*6*	**23**	*-3*	**4**	*-1*	**4**	*0*	**2**	**90**	*3*	**8**	*-1*
RO	**56**	*-7*	**34**	*11*	**4**	*0*	**3**	*-4*	**3**	**90**	*4*	**7**	*-4*
SI	**52**	*-5*	**36**	*8*	**8**	*-1*	**2**	*-3*	**2**	**88**	*3*	**10**	*-4*
SK	**45**	*9*	**38**	*-7*	**10**	*-1*	**4**	*-1*	**3**	**83**	*2*	**14**	*-2*
FI	**45**	*8*	**44**	*-3*	**6**	*-3*	**1**	*-2*	**4**	**89**	*5*	**7**	*-5*
SE	**59**	*10*	**31**	*-7*	**3**	*-3*	**3**	*1*	**4**	**90**	*3*	**6**	*-2*
UK	**45**	*8*	**42**	*-4*	**7**	*-1*	**3**	*-2*	**3**	**87**	*4*	**10**	*-3*

Q1A.5 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

Full transparency on any public money granted to companies promotes the good use of taxpayers' money (%)

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28	40	28	16	11	5	68	27
BE	32	31	15	18	4	63	33
BG	44	24	11	13	8	68	24
CZ	35	29	20	11	5	64	31
DK	51	27	10	4	8	78	14
DE	53	23	16	5	3	76	21
EE	43	33	10	3	11	76	13
IE	39	34	16	7	4	73	23
EL	48	16	12	18	6	64	30
ES	44	23	17	13	3	67	30
FR	27	28	22	20	3	55	42
HR	23	34	21	16	6	57	37
IT	31	37	18	9	5	68	27
CY	39	23	14	11	13	62	25
LV	31	34	21	10	4	65	31
LT	43	33	10	6	8	76	16
LU	30	40	16	10	4	70	26
HU	33	33	19	10	5	66	29
MT	59	19	6	3	13	78	9
NL	35	34	16	10	5	69	26
AT	52	28	13	4	3	80	17
PL	42	34	14	6	4	76	20
PT	40	21	15	18	6	61	33
RO	52	27	8	7	6	79	15
SI	30	33	21	11	5	63	32
SK	31	23	22	17	7	54	39
FI	48	33	10	3	6	81	13
SE	61	26	4	3	6	87	7
UK	37	29	16	10	8	66	26

Q1A.6 For each of the following statements, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree:

Competition helps EU companies to become more competitive in global markets (%)

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28	34	43	12	6	5	77	18
BE	25	47	16	9	3	72	25
BG	45	31	8	9	7	76	17
CZ	28	44	16	5	7	72	21
DK	37	41	9	2	11	78	11
DE	36	44	12	4	4	80	16
EE	37	37	10	2	14	74	12
IE	54	37	4	2	3	91	6
EL	55	29	6	7	3	84	13
ES	39	45	9	4	3	84	13
FR	17	45	20	14	4	62	34
HR	27	49	11	9	4	76	20
IT	27	43	17	9	4	70	26
CY	58	26	7	3	6	84	10
LV	28	49	13	3	7	77	16
LT	45	36	8	3	8	81	11
LU	31	47	13	6	3	78	19
HU	35	46	11	4	4	81	15
MT	67	23	3	3	4	90	6
NL	23	50	15	4	8	73	19
AT	35	45	13	3	4	80	16
PL	36	48	8	4	4	84	12
PT	62	25	3	5	5	87	8
RO	54	33	4	4	5	87	8
SI	30	46	14	5	5	76	19
SK	33	40	13	8	6	73	21
FI	30	47	12	1	10	77	13
SE	40	40	5	2	13	80	7
UK	31	45	8	6	10	76	14

Q1B For the following statement, please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree: 'State aid recovery helps restore equal and fair conditions of competition in the Single Market'.

(%)

	Totally agree	Tend to agree	Tend to disagree	Totally disagree	Don't know	Total 'Agree'	Total 'Disagree'
EU28	26	40	17	8	9	66	25
BE	20	42	19	10	9	62	29
BG	23	35	15	14	13	58	29
CZ	21	37	24	9	9	58	33
DK	31	40	11	4	14	71	15
DE	37	36	16	3	8	73	19
EE	30	40	11	4	15	70	15
IE	23	53	14	4	6	76	18
EL	42	28	11	11	8	70	22
ES	27	41	18	7	7	68	25
FR	15	40	24	12	9	55	36
HR	29	39	16	11	5	68	27
IT	20	43	18	10	9	63	28
CY	35	33	8	11	13	68	19
LV	18	44	24	6	8	62	30
LT	27	39	13	8	13	66	21
LU	21	50	16	6	7	71	22
HU	36	36	13	9	6	72	22
MT	61	22	3	4	10	83	7
NL	32	43	12	4	9	75	16
AT	33	38	17	5	7	71	22
PL	20	51	15	6	8	71	21
PT	39	36	8	7	10	75	15
RO	50	25	10	6	9	75	16
SI	33	32	19	10	6	65	29
SK	20	36	22	12	10	56	34
FI	28	48	11	2	11	76	13
SE	34	36	9	4	17	70	13
UK	16	45	16	9	14	61	25

Q2A Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly?

(%)

	Telecommunications and Internet access		Energy (e.g. gas, electricity)		Financial services (e.g. banks, insurance)		Transport services (e.g. railways, airlines)		Food retailing (e.g. supermarkets)	
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*
EU28	**19**	*9*	**13**	*-4*	**5**	*-1*	**11**	*-3*	**5**	*-3*
BE	**26**	*11*	**11**	*-8*	**4**	*-2*	**11**	*-1*	**5**	*-4*
BG	**17**	*6*	**22**	*-9*	**3**	*0*	**4**	*-3*	**10**	*0*
CZ	**23**	*12*	**13**	*0*	**5**	*-3*	**7**	*-7*	**11**	*-3*
DK	**13**	*6*	**8**	*-3*	**6**	*-5*	**15**	*-3*	**3**	*-4*
DE	**20**	*7*	**6**	*-10*	**4**	*0*	**14**	*2*	**3**	*-6*
EE	**11**	*5*	**20**	*-3*	**4**	*-1*	**7**	*-2*	**9**	*0*
IE	**29**	*18*	**6**	*-6*	**9**	*-2*	**11**	*-5*	**4**	*-2*
EL	**17**	*8*	**10**	*-5*	**4**	*-2*	**9**	*-2*	**10**	*-7*
ES	**30**	*15*	**23**	*0*	**5**	*0*	**6**	*-4*	**3**	*-3*
FR	**16**	*6*	**9**	*-7*	**8**	*0*	**15**	*-9*	**6**	*-5*
HR	**30**	*12*	**8**	*-12*	**3**	*-2*	**7**	*-5*	**9**	*0*
IT	**22**	*13*	**10**	*-4*	**4**	*-6*	**11**	*-5*	**6**	*-1*
CY	**18**	*7*	**24**	*-3*	**2**	*-2*	**6**	*-1*	**4**	*1*
LV	**10**	*2*	**22**	*-4*	**2**	*-1*	**8**	*-3*	**9**	*-6*
LT	**10**	*0*	**9**	*-7*	**3**	*-2*	**3**	*-5*	**13**	*-3*
LU	**21**	*9*	**8**	*-8*	**6**	*0*	**8**	*-6*	**4**	*-7*
HU	**16**	*6*	**11**	*-2*	**6**	*1*	**7**	*-6*	**13**	*-1*
MT	**24**	*6*	**9**	*-3*	**2**	*-1*	**6**	*-8*	**12**	*3*
NL	**9**	*0*	**4**	*-5*	**5**	*-3*	**13**	*-1*	**5**	*0*
AT	**13**	*2*	**7**	*-5*	**5**	*-3*	**5**	*-8*	**5**	*-8*
PL	**14**	*5*	**24**	*1*	**3**	*-1*	**7**	*-1*	**7**	*2*
PT	**25**	*14*	**21**	*-4*	**3**	*0*	**10**	*-2*	**3**	*0*
RO	**17**	*6*	**20**	*5*	**3**	*-1*	**4**	*-3*	**4**	*-6*
SI	**14**	*3*	**2**	*-9*	**3**	*-1*	**4**	*-5*	**4**	*-3*
SK	**14**	*1*	**14**	*3*	**4**	*-2*	**8**	*-2*	**12**	*0*
FI	**7**	*1*	**28**	*17*	**5**	*-1*	**11**	*-11*	**14**	*-4*
SE	**12**	*2*	**12**	*0*	**4**	*-3*	**10**	*-2*	**4**	*-2*
UK	**14**	*9*	**13**	*-5*	**3**	*-3*	**16**	*-2*	**4**	*-1*

Q2A Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly?

(%)

	Pharmaceutical products (e.g. medicines, health-related products)		Other sector(s) (SPONTANEOUS)		None (SPONTANEOUS)		Don't know	Total 'At least one sector'		Total 'No sector'	
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*
EU28	**10**	*-2*	**1**	*0*	**32**	*5*	**4**	**64**	*-4*	**36**	*4*
BE	**12**	*-1*	**1**	*1*	**27**	*5*	**3**	**70**	*-4*	**30**	*4*
BG	**10**	*1*	**1**	*0*	**28**	*10*	**5**	**67**	*-5*	**33**	*5*
CZ	**15**	*1*	**1**	*0*	**18**	*-2*	**7**	**75**	*0*	**25**	*0*
DK	**12**	*1*	**2**	*0*	**35**	*7*	**6**	**59**	*-8*	**41**	*8*
DE	**11**	*-2*	**2**	*1*	**34**	*10*	**6**	**60**	*-8*	**40**	*8*
EE	**7**	*-2*	**4**	*2*	**26**	*1*	**12**	**62**	*-1*	**38**	*1*
IE	**10**	*-8*	**1**	*1*	**28**	*6*	**2**	**70**	*-4*	**30**	*4*
EL	**10**	*-3*	**1**	*1*	**33**	*7*	**6**	**61**	*-10*	**39**	*10*
ES	**9**	*2*	**0**	*-1*	**22**	*-6*	**2**	**76**	*9*	**24**	*-9*
FR	**12**	*-5*	**1**	*0*	**31**	*23*	**2**	**67**	*-20*	**33**	*20*
HR	**5**	*-4*	**1**	*1*	**33**	*9*	**4**	**63**	*-10*	**37**	*10*
IT	**10**	*-4*	**2**	*1*	**30**	*5*	**5**	**65**	*-6*	**35**	*6*
CY	**9**	*-6*	**0**	*-1*	**33**	*5*	**4**	**63**	*-5*	**37**	*5*
LV	**20**	*7*	**1**	*0*	**23**	*5*	**5**	**72**	*-5*	**28**	*5*
LT	**9**	*0*	**2**	*0*	**44**	*19*	**7**	**49**	*-17*	**51**	*17*
LU	**11**	*-1*	**1**	*1*	**39**	*16*	**2**	**59**	*-12*	**41**	*12*
HU	**12**	*-1*	**1**	*0*	**27**	*-1*	**7**	**66**	*-3*	**34**	*3*
MT	**7**	*-5*	**1**	*-1*	**34**	*8*	**5**	**61**	*-9*	**39**	*9*
NL	**25**	*7*	**1**	*0*	**35**	*3*	**3**	**62**	*-2*	**38**	*2*
AT	**8**	*-3*	**2**	*1*	**49**	*23*	**6**	**45**	*-24*	**55**	*24*
PL	**17**	*7*	**1**	*0*	**22**	*-10*	**5**	**73**	*13*	**27**	*-13*
PT	**6**	*-1*	**1**	*0*	**28**	*-7*	**3**	**69**	*7*	**31**	*-7*
RO	**7**	*1*	**0**	*-2*	**40**	*-2*	**5**	**55**	*0*	**45**	*0*
SI	**7**	*-5*	**2**	*-3*	**61**	*26*	**3**	**36**	*-23*	**64**	*23*
SK	**12**	*1*	**1**	*0*	**27**	*-2*	**8**	**65**	*1*	**35**	*-1*
FI	**10**	*-2*	**1**	*1*	**15**	*-3*	**9**	**76**	*1*	**24**	*-1*
SE	**10**	*1*	**1**	*-1*	**40**	*6*	**7**	**53**	*-5*	**47**	*5*
UK	**5**	*-1*	**1**	*0*	**41**	*4*	**3**	**56**	*-3*	**44**	*3*

Q2AT Experience of a lack of competition in at least one sector
(%)

	Experienced a lack of competition in at least one sector		Never experienced a lack of competition	
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*
EU28	**64**	*-4*	**36**	*4*
BE	**69**	*-5*	**31**	*5*
BG	**67**	*-4*	**33**	*4*
CZ	**75**	*0*	**25**	*0*
DK	**59**	*-8*	**41**	*8*
DE	**61**	*-7*	**39**	*7*
EE	**62**	*-1*	**38**	*1*
IE	**70**	*-4*	**30**	*4*
EL	**61**	*-11*	**39**	*11*
ES	**75**	*8*	**25**	*-8*
FR	**66**	*-21*	**34**	*21*
HR	**63**	*-9*	**37**	*9*
IT	**65**	*-6*	**35**	*6*
CY	**63**	*-6*	**37**	*6*
LV	**72**	*-5*	**28**	*5*
LT	**49**	*-17*	**51**	*17*
LU	**59**	*-12*	**41**	*12*
HU	**67**	*-2*	**33**	*2*
MT	**61**	*-9*	**39**	*9*
NL	**62**	*-2*	**38**	*2*
AT	**46**	*-23*	**54**	*23*
PL	**72**	*12*	**28**	*-12*
PT	**69**	*7*	**31**	*-7*
RO	**55**	*0*	**45**	*0*
SI	**36**	*-24*	**64**	*24*
SK	**66**	*2*	**34**	*-2*
FI	**76**	*1*	**24**	*-1*
SE	**53**	*-5*	**47**	*5*
UK	**56**	*-3*	**44**	*3*

Q2BT And secondly?
(%)

	Telecommunications and Internet access		Energy (e.g. gas, electricity)		Financial services (e.g. banks, insurance)		Transport services (e.g. railways, airlines)		Food retailing (e.g. supermarkets)	
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*
EU28	**7**	*-1*	**10**	*-1*	**5**	*-1*	**9**	*0*	**5**	*-1*
BE	**9**	*-4*	**14**	*-1*	**7**	*-1*	**9**	*-2*	**6**	*-4*
BG	**8**	*0*	**11**	*1*	**4**	*-1*	**8**	*-1*	**8**	*-1*
CZ	**8**	*-1*	**15**	*2*	**7**	*-1*	**11**	*1*	**10**	*0*
DK	**4**	*-2*	**5**	*-3*	**5**	*-2*	**10**	*1*	**3**	*-1*
DE	**6**	*-2*	**6**	*-7*	**3**	*-3*	**11**	*3*	**6**	*1*
EE	**3**	*-1*	**6**	*-2*	**5**	*-1*	**6**	*1*	**5**	*0*
IE	**11**	*1*	**9**	*-1*	**9**	*0*	**9**	*-5*	**6**	*1*
EL	**8**	*0*	**8**	*-3*	**4**	*-1*	**6**	*-3*	**8**	*0*
ES	**12**	*-2*	**18**	*9*	**10**	*5*	**8**	*1*	**5**	*1*
FR	**6**	*-5*	**12**	*-7*	**7**	*-5*	**11**	*-3*	**7**	*-2*
HR	**9**	*-2*	**11**	*1*	**4**	*-1*	**7**	*-3*	**7**	*0*
IT	**7**	*0*	**10**	*0*	**4**	*-2*	**5**	*-2*	**4**	*-3*
CY	**5**	*-4*	**12**	*-2*	**3**	*-1*	**8**	*4*	**4**	*-1*
LV	**7**	*2*	**12**	*1*	**3**	*0*	**8**	*-4*	**10**	*2*
LT	**4**	*-4*	**5**	*-2*	**3**	*-2*	**3**	*-5*	**9**	*0*
LU	**9**	*1*	**12**	*0*	**7**	*0*	**6**	*-7*	**6**	*0*
HU	**6**	*1*	**7**	*-2*	**7**	*2*	**8**	*-1*	**11**	*3*
MT	**6**	*-1*	**5**	*-6*	**4**	*3*	**4**	*-1*	**4**	*1*
NL	**6**	*-3*	**6**	*-2*	**5**	*-4*	**9**	*0*	**4**	*0*
AT	**3**	*-6*	**6**	*-3*	**5**	*-2*	**5**	*-4*	**4**	*-4*
PL	**9**	*2*	**16**	*5*	**4**	*1*	**10**	*2*	**6**	*1*
PT	**9**	*2*	**13**	*2*	**6**	*4*	**9**	*3*	**4**	*1*
RO	**6**	*-1*	**10**	*3*	**5**	*2*	**4**	*-2*	**5**	*0*
SI	**3**	*-2*	**3**	*-6*	**3**	*-1*	**3**	*-2*	**2**	*-1*
SK	**5**	*0*	**8**	*-1*	**4**	*0*	**6**	*2*	**8**	*3*
FI	**7**	*0*	**10**	*0*	**7**	*0*	**8**	*-4*	**12**	*0*
SE	**5**	*-3*	**6**	*-1*	**4**	*-1*	**7**	*1*	**4**	*1*
UK	**8**	*2*	**8**	*-1*	**4**	*-1*	**8**	*-2*	**4**	*-1*

Q2BT And secondly?
(%)

	Pharmaceutical products (e.g. medicines, health-related products)		Other sector(s) (SPONTANEOUS)		None (SPONTANEOUS)		Don't know	Question not asked	
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	FL476	*Diff. FL476 - FL403*
EU28	**9**	*0*	**1**	*0*	**16**	*1*	**2**	**36**	*4*
BE	**11**	*0*	**1**	*1*	**11**	*5*	**1**	**31**	*6*
BG	**11**	*3*	**1**	*0*	**11**	*0*	**5**	**33**	*4*
CZ	**12**	*0*	**1**	*1*	**9**	*-1*	**2**	**25**	*0*
DK	**7**	*-2*	**1**	*0*	**23**	*2*	**1**	**41**	*8*
DE	**9**	*-2*	**1**	*0*	**17**	*5*	**2**	**39**	*7*
EE	**8**	*1*	**1**	*-1*	**20**	*3*	**8**	**38**	*1*
IE	**9**	*0*	**1**	*1*	**15**	*-1*	**1**	**30**	*4*
EL	**10**	*-2*	**0**	*0*	**16**	*-2*	**1**	**39**	*11*
ES	**7**	*0*	**1**	*0*	**13**	*-5*	**1**	**25**	*-8*
FR	**11**	*-5*	**0**	*-1*	**12**	*9*	**0**	**34**	*21*
HR	**5**	*-2*	**2**	*2*	**17**	*-1*	**1**	**37**	*9*
IT	**7**	*-2*	**1**	*0*	**26**	*3*	**1**	**35**	*6*
CY	**9**	*0*	**1**	*0*	**20**	*0*	**1**	**37**	*6*
LV	**13**	*3*	**1**	*1*	**16**	*-8*	**2**	**28**	*5*
LT	**7**	*-2*	**2**	*1*	**14**	*4*	**2**	**51**	*17*
LU	**6**	*-5*	**1**	*-1*	**12**	*3*	**0**	**41**	*12*
HU	**11**	*3*	**1**	*0*	**11**	*-8*	**4**	**34**	*3*
MT	**5**	*-6*	**1**	*-1*	**27**	*7*	**5**	**39**	*9*
NL	**10**	*1*	**1**	*1*	**20**	*6*	**1**	**38**	*2*
AT	**6**	*-2*	**1**	*0*	**13**	*-3*	**3**	**54**	*23*
PL	**13**	*2*	**1**	*0*	**10**	*0*	**3**	**28**	*-12*
PT	**7**	*2*	**1**	*0*	**19**	*-5*	**1**	**31**	*-7*
RO	**7**	*2*	**1**	*-1*	**16**	*-2*	**1**	**45**	*0*
SI	**3**	*-1*	**1**	*-5*	**18**	*-3*	**0**	**64**	*24*
SK	**10**	*3*	**4**	*3*	**18**	*-7*	**3**	**34**	*-2*
FI	**11**	*1*	**1**	*0*	**17**	*4*	**3**	**24**	*-1*
SE	**6**	*0*	**2**	*1*	**16**	*-1*	**2**	**48**	*6*
UK	**9**	*3*	**0**	*-1*	**14**	*-3*	**1**	**44**	*3*

Q2T Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly? And secondly? (MAX. 2 ANSWERS)
(%)

	Telecommunications and Internet access		Energy (e.g. gas, electricity)		Financial services (e.g. banks, insurance)		Transport services (e.g. railways, airlines)		Food retailing (e.g. supermarkets)	
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*
EU28	**26**	*8*	**23**	*-5*	**10**	*-2*	**20**	*-3*	**11**	*-3*
BE	**35**	*7*	**25**	*-9*	**11**	*-3*	**20**	*-3*	**10**	*-9*
BG	**25**	*6*	**33**	*-8*	**7**	*-1*	**12**	*-4*	**18**	*-1*
CZ	**31**	*11*	**28**	*2*	**12**	*-4*	**18**	*-6*	**21**	*-3*
DK	**17**	*4*	**12**	*-8*	**11**	*-7*	**25**	*-2*	**6**	*-5*
DE	**26**	*6*	**12**	*-17*	**8**	*-2*	**26**	*6*	**9**	*-6*
EE	**15**	*5*	**25**	*-6*	**9**	*-2*	**13**	*-1*	**13**	*-2*
IE	**39**	*19*	**15**	*-7*	**17**	*-3*	**21**	*-9*	**10**	*-1*
EL	**25**	*8*	**18**	*-8*	**9**	*-2*	**15**	*-4*	**19**	*-6*
ES	**42**	*14*	**41**	*8*	**14**	*4*	**14**	*-2*	**8**	*-3*
FR	**23**	*3*	**21**	*-14*	**14**	*-7*	**26**	*-13*	**12**	*-8*
HR	**39**	*10*	**19**	*-11*	**7**	*-2*	**13**	*-9*	**15**	*-1*
IT	**29**	*13*	**20**	*-4*	**8**	*-8*	**16**	*-7*	**10**	*-4*
CY	**23**	*3*	**36**	*-5*	**5**	*-3*	**14**	*2*	**8**	*-1*
LV	**17**	*4*	**34**	*-3*	**5**	*-1*	**17**	*-6*	**19**	*-4*
LT	**14**	*-3*	**13**	*-11*	**7**	*-3*	**7**	*-9*	**21**	*-4*
LU	**30**	*10*	**20**	*-7*	**13**	*0*	**14**	*-13*	**11**	*-6*
HU	**22**	*7*	**18**	*-4*	**13**	*2*	**15**	*-6*	**24**	*2*
MT	**30**	*5*	**14**	*-9*	**6**	*1*	**9**	*-10*	**17**	*5*
NL	**15**	*-3*	**11**	*-6*	**10**	*-7*	**22**	*-1*	**9**	*1*
AT	**16**	*-5*	**13**	*-8*	**9**	*-6*	**10**	*-12*	**10**	*-11*
PL	**22**	*7*	**39**	*6*	**7**	*0*	**17**	*1*	**13**	*3*
PT	**34**	*16*	**34**	*-2*	**9**	*4*	**18**	*0*	**7**	*0*
RO	**22**	*4*	**30**	*8*	**8**	*1*	**8**	*-5*	**9**	*-6*
SI	**17**	*0*	**5**	*-15*	**6**	*-2*	**7**	*-7*	**5**	*-5*
SK	**19**	*1*	**21**	*1*	**8**	*-1*	**15**	*1*	**20**	*3*
FI	**14**	*1*	**38**	*17*	**12**	*-1*	**19**	*-15*	**26**	*-5*
SE	**17**	*-1*	**18**	*-1*	**8**	*-4*	**17**	*-1*	**8**	*-2*
UK	**22**	*11*	**21**	*-6*	**7**	*-4*	**25**	*-4*	**7**	*-3*

Q2T Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly? And secondly? (MAX. 2 ANSWERS)

(%)

	Pharmaceutical products (e.g. medicines, health-related products)		Other sector(s) (SPONTANEOUS)		None (SPONTANEOUS)		Don't know
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476
EU28	**20**	*-1*	**2**	*0*	**32**	*5*	**4**
BE	**23**	*0*	**2**	*1*	**27**	*5*	**3**
BG	**21**	*4*	**2**	*0*	**28**	*10*	**5**
CZ	**27**	*1*	**2**	*1*	**18**	*-2*	**7**
DK	**19**	*-1*	**3**	*1*	**35**	*7*	**6**
DE	**19**	*-4*	**3**	*1*	**34**	*10*	**6**
EE	**15**	*-1*	**5**	*2*	**26**	*1*	**12**
IE	**19**	*-8*	**1**	*0*	**28**	*6*	**2**
EL	**20**	*-5*	**1**	*0*	**33**	*7*	**6**
ES	**16**	*3*	**1**	*-2*	**22**	*-6*	**2**
FR	**23**	*-10*	**1**	*0*	**31**	*23*	**2**
HR	**10**	*-5*	**2**	*2*	**33**	*9*	**4**
IT	**17**	*-7*	**3**	*1*	**30**	*5*	**5**
CY	**18**	*-6*	**1**	*-1*	**33**	*5*	**4**
LV	**33**	*9*	**2**	*0*	**23**	*5*	**5**
LT	**16**	*-2*	**4**	*1*	**44**	*19*	**7**
LU	**17**	*-6*	**1**	*-1*	**39**	*16*	**2**
HU	**23**	*2*	**2**	*0*	**27**	*-1*	**7**
MT	**12**	*-11*	**2**	*-1*	**34**	*8*	**5**
NL	**35**	*8*	**2**	*0*	**35**	*3*	**3**
AT	**14**	*-5*	**3**	*1*	**49**	*23*	**6**
PL	**30**	*9*	**2**	*0*	**22**	*-10*	**5**
PT	**13**	*1*	**2**	*0*	**28**	*-7*	**3**
RO	**14**	*3*	**1**	*-2*	**40**	*-2*	**5**
SI	**11**	*-5*	**3**	*-6*	**61**	*26*	**3**
SK	**23**	*5*	**5**	*2*	**27**	*-2*	**8**
FI	**21**	*-1*	**1**	*0*	**15**	*-3*	**9**
SE	**16**	*1*	**2**	*0*	**40**	*6*	**7**
UK	**14**	*2*	**1**	*0*	**41**	*4*	**3**

Q2TT Have you ever experienced problems due to a lack of competition in the following sectors that resulted in problems such as higher prices, less product or supplier choice, or lower quality? Firstly? And secondly? (MAX. 2 ANSWERS)
(%)

	Total 'At least one sector'		Total 'No sector'	
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*
EU28	**64**	*-4*	**36**	*4*
BE	**69**	*-5*	**31**	*5*
BG	**67**	*-4*	**33**	*4*
CZ	**75**	*0*	**25**	*0*
DK	**59**	*-8*	**41**	*8*
DE	**61**	*-7*	**39**	*7*
EE	**62**	*-1*	**38**	*1*
IE	**70**	*-4*	**30**	*4*
EL	**61**	*-11*	**39**	*11*
ES	**75**	*8*	**25**	*-8*
FR	**66**	*-21*	**34**	*21*
HR	**63**	*-9*	**37**	*9*
IT	**65**	*-6*	**35**	*6*
CY	**63**	*-6*	**37**	*6*
LV	**72**	*-5*	**28**	*5*
LT	**49**	*-17*	**51**	*17*
LU	**59**	*-12*	**41**	*12*
HU	**67**	*-2*	**33**	*2*
MT	**61**	*-9*	**39**	*9*
NL	**62**	*-2*	**38**	*2*
AT	**46**	*-23*	**54**	*23*
PL	**72**	*12*	**28**	*-12*
PT	**69**	*7*	**31**	*-7*
RO	**55**	*0*	**45**	*0*
SI	**36**	*-24*	**64**	*24*
SK	**66**	*2*	**34**	*-2*
FI	**76**	*1*	**24**	*-1*
SE	**53**	*-5*	**47**	*5*
UK	**56**	*-3*	**44**	*3*

Q3 You have just mentioned that you feel companies are not sufficiently competing with each other in the (INSERT ANSWER GIVEN IN Q2A) sector. What do you think are the main problems in this sector?
(MULTIPLE ANSWERS POSSIBLE)
(%)
(IF 'CODE 1 TO 6 IN Q2A)

	Prices are too high		There are no significant differences in prices for similar goods or services		It is difficult to compare prices		The quality of the goods or services is not satisfactory		There is not enough choice		It is difficult to change suppliers		Other (SPONTANEOUS)		Don't know
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476
EU28	**59**	*1*	**38**	*2*	**42**	*-4*	**39**	*8*	**38**	*-2*	**36**	*2*	**5**	*1*	**1**
BE	**75**	*-6*	**41**	*-11*	**51**	*-15*	**39**	*0*	**45**	*-10*	**28**	*-6*	**2**	*1*	**2**
BG	**56**	*3*	**27**	*-6*	**25**	*-9*	**43**	*2*	**29**	*-19*	**37**	*-10*	**5**	*2*	**1**
CZ	**63**	*-6*	**53**	*-2*	**42**	*-11*	**43**	*-3*	**39**	*-3*	**32**	*-6*	**3**	*-2*	**2**
DK	**49**	*-7*	**30**	*-5*	**42**	*-12*	**30**	*0*	**43**	*7*	**39**	*0*	**4**	*-1*	**1**
DE	**71**	*8*	**42**	*1*	**53**	*-6*	**55**	*14*	**47**	*10*	**46**	*8*	**2**	*-2*	**1**
EE	**52**	*-5*	**16**	*-11*	**23**	*3*	**16**	*-1*	**31**	*-3*	**19**	*-4*	**8**	*2*	**2**
IE	**74**	*20*	**48**	*17*	**51**	*16*	**44**	*23*	**59**	*13*	**49**	*22*	**6**	*-1*	**1**
EL	**58**	*0*	**42**	*6*	**32**	*0*	**42**	*14*	**40**	*0*	**30**	*3*	**4**	*2*	**2**
ES	**78**	*26*	**58**	*23*	**56**	*19*	**50**	*24*	**45**	*9*	**54**	*24*	**4**	*-5*	**1**
FR	**52**	*1*	**32**	*3*	**47**	*-5*	**36**	*16*	**32**	*-6*	**34**	*-4*	**3**	*0*	**1**
HR	**61**	*1*	**27**	*4*	**18**	*-8*	**40**	*13*	**29**	*-7*	**24**	*1*	**6**	*3*	**1**
IT	**29**	*-13*	**24**	*-2*	**22**	*-5*	**24**	*-1*	**20**	*-8*	**15**	*1*	**8**	*3*	**1**
CY	**61**	*-8*	**17**	*-9*	**18**	*-19*	**24**	*6*	**42**	*-3*	**20**	*-17*	**4**	*3*	**1**
LV	**64**	*-3*	**29**	*-11*	**28**	*-18*	**24**	*-9*	**35**	*-21*	**29**	*-19*	**9**	*6*	**1**
LT	**45**	*-7*	**16**	*-6*	**14**	*-9*	**19**	*1*	**23**	*-8*	**20**	*-11*	**7**	*1*	**1**
LU	**63**	*6*	**39**	*5*	**48**	*-1*	**35**	*7*	**53**	*7*	**40**	*0*	**7**	*3*	**0**
HU	**52**	*-10*	**17**	*-4*	**18**	*-7*	**33**	*-3*	**26**	*-7*	**18**	*-7*	**7**	*5*	**0**
MT	**47**	*3*	**18**	*0*	**20**	*2*	**21**	*-8*	**38**	*-8*	**15**	*-7*	**6**	*-2*	**2**
NL	**55**	*3*	**33**	*-5*	**47**	*-12*	**25**	*-2*	**39**	*-6*	**37**	*-2*	**6**	*0*	**1**
AT	**38**	*-22*	**23**	*-15*	**39**	*-15*	**19**	*-6*	**23**	*-14*	**25**	*-9*	**7**	*2*	**1**
PL	**51**	*5*	**30**	*9*	**32**	*4*	**25**	*7*	**34**	*3*	**30**	*5*	**8**	*2*	**1**
PT	**71**	*4*	**54**	*10*	**40**	*-6*	**43**	*13*	**52**	*-6*	**45**	*5*	**3**	*-2*	**1**
RO	**68**	*16*	**22**	*1*	**17**	*-8*	**26**	*-9*	**32**	*-2*	**23**	*-10*	**3**	*-1*	**1**
SI	**48**	*4*	**24**	*7*	**21**	*4*	**31**	*15*	**36**	*5*	**22**	*5*	**12**	*6*	**1**
SK	**45**	*4*	**27**	*2*	**20**	*-3*	**28**	*3*	**29**	*1*	**20**	*2*	**8**	*7*	**3**
FI	**52**	*-3*	**27**	*-3*	**31**	*-6*	**20**	*0*	**31**	*-4*	**36**	*-3*	**5**	*2*	**2**
SE	**33**	*-12*	**20**	*-18*	**31**	*-16*	**26**	*-6*	**35**	*-3*	**29**	*-3*	**8**	*2*	**3**
UK	**76**	*-12*	**51**	*-15*	**54**	*-17*	**51**	*3*	**49**	*-22*	**48**	*-8*	**5**	*4*	**1**

Q4 You have just mentioned that you feel companies are not sufficiently competing with each other in the (INSERT ANSWER GIVEN IN Q2B) sector. What do you think are the main problems in this sector?
(MULTIPLE ANSWERS POSSIBLE)
(%)
(IF 'CODE 1 TO 6 IN Q2B)

	Prices are too high		There are no significant differences in prices for similar goods or services		It is difficult to compare prices		The quality of the goods or services is not satisfactory		There is not enough choice		It is difficult to change suppliers		Other (SPONTANEOUS)		Don't know
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476
EU28	**60**	*3*	**39**	*2*	**41**	*-3*	**36**	*7*	**35**	*-1*	**33**	*0*	**5**	*1*	**2**
BE	**73**	*-6*	**40**	*-10*	**53**	*-11*	**32**	*-8*	**32**	*-21*	**26**	*-8*	**2**	*1*	**1**
BG	**61**	*8*	**26**	*-13*	**22**	*-13*	**48**	*2*	**26**	*-14*	**32**	*-2*	**4**	*1*	**1**
CZ	**62**	*-10*	**56**	*1*	**40**	*-11*	**41**	*3*	**38**	*3*	**34**	*2*	**3**	*-2*	**2**
DK	**48**	*-5*	**34**	*-1*	**43**	*-15*	**29**	*7*	**35**	*3*	**32**	*1*	**9**	*5*	**1**
DE	**65**	*0*	**41**	*2*	**52**	*-2*	**50**	*14*	**37**	*5*	**35**	*0*	**5**	*1*	**2**
EE	**47**	*-8*	**23**	*-4*	**27**	*4*	**14**	*-3*	**33**	*3*	**14**	*1*	**9**	*2*	**2**
IE	**76**	*27*	**54**	*22*	**51**	*17*	**42**	*21*	**59**	*13*	**46**	*17*	**3**	*-2*	**1**
EL	**58**	*1*	**39**	*1*	**29**	*-2*	**37**	*5*	**37**	*-7*	**32**	*-1*	**4**	*3*	**3**
ES	**82**	*26*	**61**	*24*	**55**	*22*	**47**	*22*	**48**	*19*	**47**	*14*	**3**	*-5*	**1**
FR	**55**	*4*	**37**	*8*	**46**	*-1*	**34**	*13*	**33**	*0*	**31**	*-5*	**4**	*0*	**1**
HR	**57**	*2*	**27**	*1*	**18**	*-6*	**33**	*3*	**36**	*1*	**20**	*-1*	**3**	*0*	**1**
IT	**28**	*-11*	**22**	*-8*	**22**	*-9*	**20**	*-4*	**17**	*-4*	**13**	*-1*	**8**	*3*	**2**
CY	**53**	*-7*	**25**	*3*	**21**	*-15*	**18**	*-3*	**43**	*-2*	**23**	*-12*	**2**	*-1*	**2**
LV	**65**	*-1*	**30**	*-11*	**31**	*-10*	**26**	*-6*	**34**	*-20*	**30**	*-17*	**8**	*6*	**1**
LT	**50**	*0*	**17**	*-6*	**12**	*-10*	**17**	*-2*	**19**	*-8*	**18**	*-11*	**7**	*2*	**3**
LU	**65**	*12*	**35**	*0*	**43**	*-9*	**30**	*3*	**50**	*1*	**36**	*2*	**3**	*0*	**8**
HU	**51**	*-10*	**20**	*-7*	**18**	*-7*	**28**	*-3*	**21**	*-15*	**14**	*-14*	**5**	*2*	**1**
MT	**47**	*3*	**25**	*4*	**27**	*11*	**19**	*-11*	**45**	*-2*	**21**	*-2*	**2**	*-6*	**4**
NL	**53**	*3*	**33**	*-4*	**42**	*-11*	**22**	*-3*	**31**	*-8*	**35**	*0*	**7**	*1*	**2**
AT	**44**	*-14*	**21**	*-17*	**36**	*-16*	**18**	*-11*	**25**	*-11*	**27**	*-10*	**5**	*-1*	**2**
PL	**49**	*6*	**28**	*5*	**29**	*1*	**27**	*9*	**30**	*6*	**27**	*3*	**6**	*0*	**3**
PT	**68**	*-5*	**48**	*-2*	**39**	*-10*	**39**	*4*	**45**	*-8*	**39**	*-4*	**3**	*-3*	**3**
RO	**76**	*25*	**18**	*-6*	**15**	*-13*	**30**	*2*	**24**	*-12*	**17**	*-7*	**3**	*-3*	**3**
SI	**44**	*7*	**24**	*7*	**25**	*7*	**30**	*17*	**28**	*6*	**26**	*10*	**16**	*8*	**1**
SK	**45**	*7*	**28**	*7*	**19**	*-13*	**31**	*9*	**28**	*10*	**18**	*1*	**6**	*3*	**2**
FI	**48**	*-2*	**31**	*-5*	**34**	*0*	**18**	*1*	**26**	*-8*	**29**	*-2*	**5**	*2*	**3**
SE	**34**	*-15*	**18**	*-17*	**33**	*-15*	**22**	*-8*	**27**	*-8*	**24**	*-11*	**7**	*2*	**5**
UK	**72**	*-14*	**50**	*-15*	**55**	*-8*	**45**	*-2*	**44**	*-28*	**50**	*-4*	**5**	*3*	**2**

Q3Q4 Main problems in the telecommunications and Internet access, energy, financial services, transport services, food retailing and pharmaceutical products sectors.

(%)

	Prices are too high		There are no significant differences in prices for similar goods or services		It is difficult to compare prices		The quality of the goods or services is not satisfactory		There is not enough choice		It is difficult to change suppliers		Other (SPONTANEOUS)		Don't know
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476
EU28	**70**	*2*	**48**	*0*	**52**	*-5*	**50**	*9*	**48**	*-3*	**46**	*1*	**7**	*0*	**1**
BE	**84**	*-5*	**55**	*-13*	**66**	*-13*	**53**	*-1*	**54**	*-15*	**38**	*-13*	**3**	*1*	**1**
BG	**71**	*7*	**36**	*-8*	**32**	*-11*	**60**	*6*	**39**	*-16*	**51**	*-5*	**7**	*2*	**0**
CZ	**76**	*-6*	**68**	*-1*	**56**	*-10*	**58**	*0*	**55**	*4*	**47**	*-2*	**6**	*-1*	**1**
DK	**58**	*-6*	**40**	*-6*	**51**	*-16*	**39**	*3*	**52**	*7*	**46**	*-3*	**8**	*2*	**1**
DE	**79**	*4*	**52**	*-1*	**65**	*-4*	**68**	*16*	**55**	*7*	**55**	*4*	**5**	*-1*	**0**
EE	**59**	*-7*	**25**	*-9*	**32**	*3*	**22**	*-1*	**40**	*-2*	**22**	*-4*	**12**	*2*	**1**
IE	**83**	*18*	**64**	*21*	**62**	*18*	**56**	*24*	**70**	*9*	**59**	*20*	**7**	*-3*	**1**
EL	**70**	*-2*	**52**	*5*	**42**	*-1*	**52**	*12*	**51**	*-4*	**41**	*2*	**6**	*3*	**1**
ES	**87**	*25*	**72**	*26*	**68**	*22*	**62**	*28*	**61**	*15*	**65**	*23*	**5**	*-8*	**0**
FR	**68**	*0*	**47**	*5*	**60**	*-9*	**48**	*15*	**47**	*-4*	**46**	*-8*	**6**	*0*	**0**
HR	**71**	*1*	**36**	*3*	**26**	*-9*	**49**	*11*	**40**	*-7*	**32**	*0*	**7**	*2*	**0**
IT	**38**	*-13*	**30**	*-6*	**29**	*-9*	**30**	*-4*	**26**	*-8*	**21**	*2*	**12**	*5*	**1**
CY	**69**	*-5*	**27**	*-6*	**27**	*-17*	**30**	*4*	**54**	*-4*	**28**	*-18*	**5**	*2*	**1**
LV	**76**	*0*	**39**	*-13*	**41**	*-15*	**36**	*-7*	**46**	*-21*	**40**	*-21*	**13**	*9*	**0**
LT	**59**	*-3*	**22**	*-7*	**20**	*-10*	**28**	*2*	**30**	*-10*	**27**	*-11*	**11**	*3*	**1**
LU	**74**	*7*	**48**	*4*	**57**	*-7*	**45**	*3*	**65**	*4*	**48**	*-2*	**9**	*3*	**0**
HU	**65**	*-8*	**28**	*-3*	**27**	*-6*	**46**	*1*	**35**	*-8*	**25**	*-9*	**9**	*6*	**0**
MT	**53**	*-2*	**24**	*-1*	**28**	*6*	**24**	*-13*	**44**	*-10*	**19**	*-7*	**6**	*-5*	**2**
NL	**66**	*5*	**45**	*-4*	**57**	*-14*	**34**	*-3*	**47**	*-8*	**46**	*-3*	**10**	*1*	**1**
AT	**49**	*-20*	**28**	*-22*	**48**	*-19*	**28**	*-9*	**32**	*-16*	**35**	*-14*	**9**	*1*	**1**
PL	**64**	*8*	**41**	*10*	**42**	*2*	**36**	*10*	**43**	*2*	**40**	*4*	**10**	*1*	**1**
PT	**77**	*3*	**61**	*7*	**49**	*-5*	**54**	*16*	**60**	*-5*	**54**	*5*	**4**	*-3*	**1**
RO	**80**	*20*	**26**	*-2*	**21**	*-12*	**38**	*-6*	**39**	*-5*	**29**	*-9*	**4**	*-3*	**1**
SI	**54**	*2*	**28**	*6*	**27**	*5*	**37**	*16*	**43**	*7*	**30**	*7*	**16**	*6*	**0**
SK	**55**	*5*	**36**	*6*	**26**	*-8*	**39**	*7*	**38**	*5*	**27**	*3*	**10**	*7*	**2**
FI	**62**	*-4*	**39**	*-5*	**45**	*-3*	**27**	*0*	**40**	*-7*	**46**	*-3*	**7**	*3*	**1**
SE	**44**	*-11*	**27**	*-21*	**40**	*-17*	**34**	*-6*	**42**	*-5*	**38**	*-5*	**11**	*3*	**3**
UK	**83**	*-9*	**61**	*-17*	**65**	*-12*	**62**	*0*	**59**	*-23*	**60**	*-7*	**7**	*5*	**1**

Q3Q4.1 You have just mentioned that you feel companies are not sufficiently competing with each other in the telecommunications and Internet access sector. What do you think are the main problems in this sector? (MULTIPLE ANSWERS POSSIBLE)

(%)

	Prices are too high		There are no significant differences in prices for similar goods or services		It is difficult to compare prices		The quality of the goods or services is not satisfactory		There is not enough choice		It is difficult to change suppliers		Other (SPONTANEOUS)		Don't know
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476
EU28	**69**	*3*	**52**	*1*	**52**	*-4*	**57**	*10*	**45**	*-2*	**49**	*2*	**8**	*1*	**1**
BE	**87**	*-4*	**54**	*-17*	**67**	*-9*	**55**	*3*	**61**	*-9*	**31**	*-12*	**4**	*2*	**0**
BG	**64**	*2*	**46**	*-7*	**33**	*-9*	**58**	*3*	**41**	*-17*	**55**	*-3*	**4**	*-3*	**0**
CZ	**82**	*0*	**76**	*4*	**49**	*-16*	**58**	*1*	**64**	*6*	**48**	*-6*	**4**	*-3*	**1**
DK	**53**	*-12*	**43**	*-3*	**53**	*-25*	**53**	*-1*	**51**	*11*	**45**	*-2*	**10**	*-1*	**0**
DE	**76**	*1*	**54**	*-4*	**65**	*-7*	**78**	*15*	**55**	*10*	**56**	*-2*	**7**	*4*	**0**
EE	**49**	*-7*	**29**	*-1*	**37**	*8*	**39**	*-7*	**48**	*0*	**26**	*-3*	**12**	*1*	**0**
IE	**85**	*22*	**66**	*27*	**62**	*16*	**67**	*21*	**72**	*17*	**62**	*24*	**7**	*-8*	**1**
EL	**69**	*-4*	**56**	*-2*	**43**	*1*	**57**	*8*	**49**	*1*	**48**	*11*	**6**	*4*	**0**
ES	**88**	*26*	**73**	*21*	**67**	*19*	**68**	*28*	**55**	*13*	**68**	*22*	**5**	*-7*	**0**
FR	**66**	*2*	**55**	*4*	**55**	*-12*	**58**	*22*	**39**	*-6*	**45**	*-15*	**6**	*0*	**0**
HR	**74**	*-2*	**40**	*2*	**27**	*-10*	**54**	*11*	**38**	*-2*	**35**	*2*	**7**	*1*	**0**
IT	**35**	*-10*	**32**	*-10*	**33**	*-9*	**30**	*-6*	**16**	*-16*	**23**	*1*	**12**	*7*	**1**
CY	**61**	*-17*	**28**	*-3*	**26**	*-11*	**45**	*11*	**45**	*-16*	**22**	*-29*	**4**	*1*	**0**
LV	**65**	*3*	**43**	*-18*	**34**	*-15*	**49**	*-7*	**47**	*-20*	**44**	*-11*	**15**	*13*	**0**
LT	**58**	*2*	**25**	*-8*	**22**	*-14*	**34**	*4*	**33**	*-11*	**29**	*-4*	**9**	*-2*	**0**
LU	**80**	*3*	**56**	*6*	**54**	*-1*	**50**	*4*	**69**	*4*	**50**	*-8*	**12**	*10*	**0**
HU	**60**	*-13*	**32**	*-4*	**18**	*-18*	**48**	*1*	**42**	*-4*	**34**	*-9*	**9**	*6*	**0**
MT	**58**	*-2*	**36**	*2*	**31**	*7*	**35**	*-18*	**63**	*3*	**27**	*-2*	**5**	*-9*	**0**
NL	**58**	*-1*	**50**	*-4*	**56**	*-16*	**41**	*6*	**46**	*-1*	**45**	*0*	**8**	*0*	**1**
AT	**41**	*-21*	**26**	*-24*	**47**	*-20*	**27**	*-15*	**35**	*-16*	**39**	*-13*	**9**	*-1*	**1**
PL	**57**	*0*	**46**	*13*	**42**	*11*	**43**	*6*	**41**	*3*	**45**	*8*	**12**	*4*	**2**
PT	**76**	*-1*	**63**	*9*	**47**	*0*	**58**	*18*	**60**	*3*	**62**	*9*	**5**	*-5*	**0**
RO	**76**	*16*	**26**	*-1*	**25**	*-8*	**43**	*-7*	**35**	*-9*	**33**	*-5*	**6**	*-3*	**1**
SI	**59**	*10*	**29**	*7*	**27**	*4*	**46**	*15*	**43**	*7*	**29**	*7*	**17**	*4*	**0**
SK	**54**	*5*	**40**	*2*	**34**	*-3*	**54**	*19*	**45**	*19*	**31**	*8*	**9**	*6*	**3**
FI	**63**	*-3*	**39**	*-9*	**50**	*3*	**42**	*-13*	**41**	*-19*	**43**	*-11*	**11**	*9*	**0**
SE	**37**	*-20*	**31**	*-11*	**51**	*-12*	**38**	*-11*	**37**	*-3*	**38**	*-17*	**12**	*4*	**4**
UK	**82**	*-9*	**61**	*-14*	**62**	*-14*	**68**	*-3*	**52**	*-27*	**64**	*4*	**8**	*3*	**1**

Q3Q4.2 You have just mentioned that you feel companies are not sufficiently competing with each other in the energy (gas, electricity, etc.) sector. What do you think are the main problems in this sector?
(MULTIPLE ANSWERS POSSIBLE)
(%)

	Prices are too high		There are no significant differences in prices for similar goods or services		It is difficult to compare prices		The quality of the goods or services is not satisfactory		There is not enough choice		It is difficult to change suppliers		Other (SPONTANEOUS)		Don't know
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476
EU28	**73**	*2*	**53**	*0*	**54**	*-6*	**44**	*7*	**51**	*-4*	**48**	*-1*	**7**	*1*	**0**
BE	**89**	*-3*	**59**	*-14*	**68**	*-11*	**49**	*-3*	**50**	*-19*	**30**	*-13*	**4**	*2*	**0**
BG	**73**	*8*	**40**	*-6*	**33**	*-13*	**58**	*8*	**53**	*-15*	**70**	*-4*	**7**	*3*	**0**
CZ	**76**	*-7*	**71**	*-5*	**65**	*-11*	**51**	*-3*	**54**	*-2*	**49**	*0*	**6**	*-1*	**1**
DK	**57**	*-6*	**51**	*-1*	**65**	*-4*	**32**	*6*	**56**	*2*	**53**	*5*	**9**	*-1*	**1**
DE	**85**	*6*	**63**	*6*	**65**	*-1*	**50**	*6*	**53**	*7*	**47**	*-1*	**4**	*-3*	**1**
EE	**61**	*-10*	**31**	*-11*	**39**	*1*	**16**	*-1*	**45**	*2*	**27**	*-3*	**13**	*4*	**1**
IE	**86**	*21*	**72**	*20*	**64**	*21*	**61**	*32*	**75**	*15*	**63**	*24*	**9**	*-1*	**0**
EL	**68**	*-2*	**57**	*12*	**49**	*8*	**54**	*20*	**53**	*-14*	**48**	*-1*	**9**	*7*	**1**
ES	**91**	*26*	**77**	*22*	**70**	*15*	**62**	*31*	**67**	*15*	**62**	*15*	**7**	*-5*	**0**
FR	**72**	*-1*	**44**	*5*	**61**	*-9*	**41**	*8*	**50**	*-13*	**48**	*-12*	**6**	*1*	**0**
HR	**74**	*4*	**44**	*12*	**36**	*-1*	**46**	*12*	**62**	*7*	**44**	*3*	**3**	*-1*	**0**
IT	**38**	*-12*	**37**	*-8*	**36**	*-9*	**25**	*-3*	**27**	*-1*	**26**	*8*	**16**	*9*	**0**
CY	**77**	*-1*	**32**	*0*	**31**	*-14*	**24**	*5*	**68**	*8*	**38**	*-18*	**2**	*-1*	**0**
LV	**74**	*0*	**40**	*-11*	**42**	*-20*	**24**	*-9*	**56**	*-28*	**47**	*-27*	**14**	*11*	**0**
LT	**49**	*-6*	**24**	*-7*	**18**	*-13*	**13**	*-8*	**44**	*-8*	**50**	*-10*	**9**	*1*	**0**
LU	**74**	*5*	**47**	*-5*	**61**	*-4*	**43**	*2*	**66**	*-7*	**49**	*-13*	**12**	*7*	**0**
HU	**64**	*-6*	**35**	*3*	**30**	*-11*	**45**	*3*	**53**	*-11*	**41**	*-11*	**6**	*2*	**0**
MT	**55**	*-7*	**36**	*2*	**29**	*-5*	**26**	*-7*	**62**	*-17*	**32**	*-8*	**6**	*-1*	**0**
NL	**55**	*-6*	**48**	*-7*	**67**	*-5*	**31**	*2*	**26**	*-15*	**36**	*-12*	**8**	*-5*	**1**
AT	**52**	*-24*	**31**	*-22*	**55**	*-15*	**24**	*-3*	**33**	*-19*	**43**	*-7*	**8**	*1*	**1**
PL	**65**	*11*	**46**	*9*	**44**	*-3*	**30**	*8*	**49**	*-3*	**47**	*3*	**8**	*0*	**0**
PT	**84**	*5*	**66**	*6*	**53**	*-5*	**51**	*13*	**63**	*-9*	**54**	*0*	**5**	*-3*	**1**
RO	**84**	*26*	**27**	*-5*	**19**	*-16*	**27**	*-7*	**43**	*-11*	**33**	*-26*	**5**	*-1*	**1**
SI	**47**	*-5*	**38**	*11*	**28**	*2*	**26**	*10*	**50**	*11*	**32**	*7*	**20**	*10*	**0**
SK	**63**	*14*	**41**	*6*	**33**	*-7*	**31**	*8*	**42**	*3*	**32**	*-3*	**10**	*7*	**1**
FI	**71**	*6*	**38**	*-9*	**44**	*-13*	**24**	*2*	**44**	*1*	**56**	*3*	**8**	*3*	**1**
SE	**52**	*-10*	**31**	*-28*	**41**	*-24*	**25**	*-6*	**49**	*6*	**42**	*2*	**13**	*8*	**0**
UK	**84**	*-13*	**63**	*-23*	**68**	*-14*	**64**	*4*	**54**	*-28*	**59**	*-7*	**6**	*4*	**1**

Q3Q4.3 You have just mentioned that you feel companies are not sufficiently competing with each other in the financial services (banks, insurance, etc.) sector. What do you think are the main problems in this sector?
(MULTIPLE ANSWERS POSSIBLE)
(%)

	Prices are too high		There are no significant differences in prices for similar goods or services		It is difficult to compare prices		The quality of the goods or services is not satisfactory		There is not enough choice		It is difficult to change suppliers		Other (SPONTANEOUS)		Don't know
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476
EU28	**72**	*1*	**55**	*0*	**60**	*-3*	**57**	*10*	**43**	*-3*	**47**	*5*	**7**	*-1*	**1**
BE	**78**	*-14*	**63**	*-4*	**73**	*-6*	**56**	*0*	**42**	*-20*	**48**	*-1*	**5**	*2*	**0**
BG	**82**	*18*	**35**	*-14*	**34**	*-18*	**54**	*-7*	**35**	*-12*	**36**	*-9*	**11**	*3*	**0**
CZ	**79**	*-4*	**81**	*8*	**62**	*-10*	**60**	*3*	**46**	*10*	**39**	*-1*	**5**	*-4*	**0**
DK	**54**	*-14*	**57**	*3*	**68**	*-16*	**31**	*-12*	**43**	*6*	**47**	*0*	**12**	*4*	**0**
DE	**81**	*7*	**55**	*2*	**74**	*-8*	**80**	*15*	**39**	*-4*	**50**	*8*	**9**	*4*	**0**
EE	**61**	*-2*	**38**	*-8*	**41**	*10*	**16**	*0*	**44**	*-9*	**20**	*-10*	**12**	*0*	**0**
IE	**89**	*23*	**67**	*17*	**73**	*24*	**62**	*25*	**74**	*13*	**58**	*12*	**6**	*-9*	**0**
EL	**76**	*8*	**48**	*-14*	**42**	*-11*	**61**	*14*	**50**	*-4*	**45**	*-3*	**4**	*2*	**1**
ES	**88**	*20*	**75**	*19*	**67**	*31*	**67**	*15*	**58**	*14*	**64**	*23*	**5**	*-11*	**1**
FR	**70**	*4*	**50**	*2*	**72**	*-1*	**63**	*28*	**43**	*5*	**52**	*-1*	**1**	*-8*	**1**
HR	**68**	*5*	**46**	*1*	**30**	*-4*	**62**	*30*	**29**	*-3*	**41**	*16*	**6**	*-1*	**1**
IT	**42**	*-20*	**30**	*-15*	**44**	*-3*	**27**	*-11*	**26**	*-10*	**28**	*9*	**10**	*1*	**1**
CY	**65**	*10*	**30**	*-15*	**38**	*-5*	**31**	*-10*	**56**	*3*	**51**	*11*	**12**	*-2*	**0**
LV	**75**	*-10*	**47**	*-29*	**45**	*-19*	**43**	*-2*	**46**	*-12*	**42**	*-21*	**10**	*-5*	**0**
LT	**56**	*-12*	**37**	*-5*	**21**	*-15*	**34**	*7*	**28**	*-14*	**32**	*-12*	**15**	*5*	**1**
LU	**85**	*11*	**54**	*0*	**61**	*-22*	**42**	*-13*	**50**	*-11*	**44**	*-5*	**3**	*-2*	**0**
HU	**68**	*-7*	**40**	*-2*	**37**	*-1*	**46**	*-1*	**27**	*-15*	**22**	*-15*	**14**	*10*	**0**
MT	**47**	*-13*	**37**	*-8*	**32**	*0*	**22**	*-31*	**68**	*19*	**21**	*-5*	**13**	*2*	**0**
NL	**72**	*5*	**56**	*-6*	**66**	*-12*	**45**	*8*	**42**	*-16*	**49**	*-5*	**19**	*6*	**0**
AT	**53**	*-21*	**44**	*-10*	**56**	*-19*	**33**	*-18*	**30**	*-10*	**36**	*-13*	**6**	*-1*	**1**
PL	**58**	*4*	**46**	*2*	**39**	*1*	**58**	*32*	**31**	*5*	**34**	*2*	**9**	*-5*	**0**
PT	**85**	*2*	**75**	*0*	**58**	*-19*	**62**	*10*	**54**	*-9*	**53**	*10*	**4**	*-8*	**1**
RO	**80**	*17*	**45**	*-2*	**18**	*-32*	**37**	*-10*	**34**	*-22*	**26**	*1*	**2**	*-6*	**5**
SI	**54**	*5*	**39**	*5*	**37**	*10*	**34**	*2*	**46**	*5*	**32**	*7*	**26**	*8*	**1**
SK	**55**	*0*	**43**	*4*	**36**	*-16*	**37**	*2*	**38**	*9*	**29**	*4*	**7**	*3*	**2**
FI	**60**	*-7*	**47**	*-1*	**61**	*-3*	**44**	*7*	**41**	*-8*	**44**	*-2*	**8**	*3*	**1**
SE	**52**	*-5*	**37**	*-24*	**52**	*-14*	**39**	*2*	**41**	*1*	**47**	*6*	**4**	*-2*	**1**
UK	**79**	*-17*	**72**	*-10*	**64**	*-11*	**64**	*-10*	**60**	*-17*	**55**	*-5*	**10**	*9*	**0**

Q3Q4.4 You have just mentioned that you feel companies are not sufficiently competing with each other in the transport services (railways, airlines, etc.) sector. What do you think are the main problems in this sector?
(MULTIPLE ANSWERS POSSIBLE)
(%)

	Prices are too high		There are no significant differences in prices for similar goods or services		It is difficult to compare prices		The quality of the goods or services is not satisfactory		There is not enough choice		It is difficult to change suppliers		Other (SPONTANEOUS)		Don't know
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476
EU28	**73**	*2*	**49**	*1*	**54**	*-3*	**57**	*9*	**67**	*-1*	**56**	*1*	**5**	*1*	**0**
BE	**84**	*3*	**53**	*-15*	**69**	*-10*	**56**	*-6*	**69**	*-10*	**55**	*-9*	**2**	*1*	**0**
BG	**68**	*6*	**37**	*-14*	**36**	*-15*	**78**	*17*	**54**	*-13*	**53**	*-7*	**6**	*3*	**0**
CZ	**70**	*-11*	**64**	*-6*	**54**	*-10*	**68**	*4*	**71**	*4*	**61**	*-6*	**3**	*-1*	**0**
DK	**63**	*-8*	**35**	*-10*	**42**	*-18*	**48**	*7*	**63**	*6*	**55**	*-3*	**6**	*2*	**2**
DE	**80**	*3*	**51**	*-1*	**66**	*-2*	**72**	*13*	**72**	*-2*	**64**	*-1*	**4**	*1*	**0**
EE	**52**	*-10*	**25**	*-2*	**29**	*3*	**29**	*-4*	**55**	*0*	**31**	*-3*	**13**	*3*	**1**
IE	**81**	*13*	**63**	*21*	**58**	*18*	**57**	*27*	**84**	*8*	**66**	*23*	**9**	*0*	**0**
EL	**72**	*3*	**58**	*11*	**34**	*-3*	**58**	*18*	**70**	*1*	**39**	*0*	**5**	*4*	**0**
ES	**89**	*19*	**75**	*30*	**72**	*27*	**58**	*26*	**72**	*14*	**78**	*29*	**4**	*-5*	**0**
FR	**71**	*4*	**47**	*9*	**57**	*-9*	**47**	*15*	**64**	*1*	**49**	*-7*	**6**	*3*	**0**
HR	**65**	*-7*	**37**	*2*	**26**	*-7*	**52**	*7*	**58**	*-8*	**26**	*-14*	**12**	*7*	**0**
IT	**43**	*-8*	**28**	*-5*	**22**	*-11*	**51**	*-1*	**55**	*4*	**24**	*-1*	**6**	*2*	**0**
CY	**65**	*1*	**18**	*-15*	**14**	*-28*	**39**	*6*	**68**	*-8*	**21**	*-20*	**3**	*-1*	**2**
LV	**76**	*6*	**43**	*-8*	**47**	*-5*	**40**	*-7*	**70**	*-9*	**47**	*-16*	**10**	*8*	**0**
LT	**63**	*0*	**20**	*-8*	**19**	*-8*	**45**	*17*	**42**	*-8*	**25**	*-18*	**14**	*10*	**0**
LU	**68**	*5*	**56**	*11*	**64**	*5*	**47**	*2*	**84**	*18*	**56**	*-1*	**3**	*-1*	**0**
HU	**56**	*-14*	**26**	*-8*	**22**	*-11*	**57**	*1*	**49**	*-17*	**30**	*-18*	**9**	*8*	**0**
MT	**45**	*14*	**23**	*5*	**21**	*1*	**27**	*-21*	**53**	*-14*	**19**	*-13*	**9**	*-2*	**7**
NL	**72**	*8*	**46**	*0*	**63**	*-2*	**32**	*-11*	**64**	*-7*	**58**	*2*	**7**	*-2*	**0**
AT	**45**	*-24*	**25**	*-26*	**37**	*-24*	**28**	*-13*	**52**	*-14*	**34**	*-26*	**8**	*0*	**2**
PL	**61**	*5*	**37**	*7*	**44**	*5*	**43**	*6*	**67**	*9*	**54**	*7*	**9**	*2*	**0**
PT	**76**	*1*	**59**	*6*	**51**	*-3*	**69**	*20*	**80**	*1*	**61**	*3*	**3**	*-3*	**0**
RO	**78**	*16*	**26**	*-5*	**30**	*-9*	**54**	*-8*	**55**	*-6*	**32**	*-8*	**4**	*0*	**0**
SI	**48**	*-5*	**28**	*12*	**24**	*4*	**43**	*21*	**71**	*16*	**39**	*10*	**11**	*5*	**0**
SK	**51**	*10*	**28**	*4*	**19**	*-16*	**48**	*10*	**54**	*4*	**33**	*2*	**12**	*11*	**2**
FI	**60**	*-12*	**37**	*-3*	**47**	*5*	**38**	*8*	**56**	*-1*	**52**	*-2*	**6**	*3*	**0**
SE	**41**	*-18*	**20**	*-30*	**32**	*-24*	**44**	*-9*	**52**	*-7*	**42**	*-11*	**13**	*3*	**4**
UK	**89**	*-5*	**68**	*-13*	**68**	*-8*	**66**	*-1*	**74**	*-16*	**72**	*-7*	**4**	*2*	**1**

Q3Q4.5 You have just mentioned that you feel companies are not sufficiently competing with each other in the food distribution (supermarkets, etc.) sector. What do you think are the main problems in this sector?
(MULTIPLE ANSWERS POSSIBLE)
(%)

	Prices are too high		There are no significant differences in prices for similar goods or services		It is difficult to compare prices		The quality of the goods or services is not satisfactory		There is not enough choice		It is difficult to change suppliers		Other (SPONTANEOUS)		Don't know
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476
EU28	**72**	*1*	**48**	*1*	**49**	*-6*	**57**	*9*	**37**	*-3*	**40**	*3*	**7**	*0*	**1**
BE	**74**	*-17*	**57**	*-8*	**53**	*-24*	**60**	*-4*	**30**	*-30*	**27**	*-19*	**4**	*0*	**3**
BG	**78**	*10*	**33**	*-6*	**36**	*-7*	**78**	*7*	**23**	*-13*	**34**	*0*	**7**	*3*	**0**
CZ	**75**	*-9*	**60**	*-7*	**52**	*-6*	**68**	*-3*	**43**	*-4*	**49**	*6*	**6**	*0*	**2**
DK	**69**	*-6*	**52**	*-8*	**54**	*-11*	**47**	*-2*	**56**	*11*	**41**	*-7*	**4**	*0*	**1**
DE	**78**	*7*	**63**	*8*	**66**	*3*	**69**	*11*	**39**	*1*	**56**	*11*	**5**	*-4*	**0**
EE	**73**	*0*	**18**	*-12*	**20**	*-10*	**26**	*-10*	**28**	*-10*	**15**	*-1*	**9**	*3*	**4**
IE	**84**	*18*	**64**	*24*	**65**	*22*	**53**	*22*	**55**	*7*	**58**	*29*	**14**	*2*	**0**
EL	**73**	*-8*	**58**	*9*	**38**	*-5*	**54**	*12*	**45**	*-4*	**37**	*2*	**7**	*4*	**2**
ES	**84**	*23*	**80**	*43*	**76**	*25*	**71**	*40*	**64**	*20*	**67**	*32*	**2**	*-15*	**0**
FR	**75**	*2*	**50**	*5*	**57**	*-12*	**54**	*12*	**36**	*-1*	**44**	*3*	**2**	*-6*	**1**
HR	**74**	*1*	**32**	*-3*	**22**	*-14*	**58**	*9*	**30**	*-10*	**25**	*-2*	**7**	*2*	**0**
IT	**41**	*-12*	**27**	*-7*	**30**	*-11*	**45**	*7*	**19**	*-9*	**19**	*-1*	**9**	*1*	**1**
CY	**78**	*10*	**41**	*5*	**21**	*-23*	**39**	*14*	**48**	*14*	**19**	*-3*	**9**	*8*	**0**
LV	**85**	*0*	**43**	*-14*	**38**	*-22*	**53**	*-4*	**33**	*-22*	**35**	*-16*	**12**	*10*	**1**
LT	**71**	*-1*	**20**	*-8*	**18**	*-12*	**33**	*-2*	**24**	*-12*	**20**	*-10*	**9**	*1*	**1**
LU	**84**	*10*	**48**	*13*	**48**	*-12*	**51**	*5*	**59**	*12*	**37**	*3*	**8**	*-1*	**0**
HU	**75**	*-3*	**27**	*-4*	**28**	*-10*	**52**	*-1*	**27**	*0*	**17**	*-3*	**8**	*4*	**0**
MT	**59**	*-12*	**13**	*-10*	**36**	*10*	**9**	*-29*	**16**	*-8*	**9**	*-7*	**7**	*-9*	**1**
NL	**62**	*3*	**44**	*0*	**43**	*-30*	**51**	*5*	**32**	*-13*	**36**	*-6*	**17**	*9*	**0**
AT	**56**	*-18*	**26**	*-31*	**48**	*-17*	**37**	*-8*	**24**	*-16*	**29**	*-16*	**12**	*3*	**2**
PL	**69**	*0*	**29**	*4*	**45**	*8*	**52**	*20*	**29**	*8*	**33**	*21*	**11**	*3*	**2**
PT	**77**	*-1*	**57**	*-3*	**51**	*-14*	**42**	*-1*	**46**	*-8*	**45**	*0*	**3**	*-4*	**1**
RO	**89**	*15*	**23**	*-10*	**25**	*-15*	**62**	*4*	**40**	*4*	**21**	*-8*	**5**	*-3*	**0**
SI	**63**	*6*	**35**	*9*	**28**	*5*	**48**	*25*	**35**	*8*	**32**	*3*	**8**	*0*	**0**
SK	**60**	*4*	**44**	*17*	**29**	*-3*	**49**	*-1*	**27**	*1*	**26**	*3*	**9**	*7*	**0**
FI	**61**	*-9*	**44**	*-5*	**41**	*0*	**25**	*-3*	**35**	*-6*	**40**	*-10*	**6**	*1*	**1**
SE	**41**	*-9*	**35**	*-21*	**42**	*-9*	**56**	*12*	**33**	*-26*	**29**	*-12*	**7**	*-4*	**9**
UK	**92**	*3*	**68**	*-11*	**62**	*-12*	**66**	*5*	**52**	*-18*	**53**	*-3*	**11**	*10*	**1**

Q3Q4.6 You have just mentioned that you feel companies are not sufficiently competing with each other in the pharmaceutical products (medicines, health-related products, etc.) sector. What do you think are the main problems in this sector? (MULTIPLE ANSWERS POSSIBLE)

(%)

	Prices are too high		There are no significant differences in prices for similar goods or services		It is difficult to compare prices		The quality of the goods or services is not satisfactory		There is not enough choice		It is difficult to change suppliers		Other (SPONTANEOUS)		Don't know
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476
EU28	**75**	*2*	**49**	*2*	**60**	*-5*	**44**	*7*	**47**	*-1*	**46**	*0*	**8**	*-1*	**1**
BE	**87**	*-4*	**63**	*-8*	**78**	*-9*	**51**	*3*	**57**	*-22*	**45**	*-19*	**4**	*3*	**0**
BG	**85**	*10*	**31**	*-16*	**34**	*-13*	**61**	*7*	**30**	*-17*	**43**	*-4*	**8**	*3*	**1**
CZ	**82**	*-7*	**67**	*-1*	**65**	*-6*	**58**	*4*	**53**	*3*	**47**	*-2*	**7**	*-1*	**0**
DK	**68**	*5*	**36**	*-3*	**62**	*-5*	**31**	*9*	**51**	*14*	**48**	*-1*	**10**	*4*	**1**
DE	**85**	*3*	**56**	*-1*	**78**	*-3*	**63**	*14*	**49**	*1*	**60**	*7*	**5**	*-5*	**1**
EE	**79**	*-1*	**29**	*-7*	**43**	*11*	**22**	*6*	**34**	*-5*	**20**	*-4*	**16**	*4*	**0**
IE	**91**	*18*	**65**	*21*	**67**	*13*	**46**	*20*	**64**	*1*	**59**	*15*	**7**	*-2*	**0**
EL	**78**	*0*	**44**	*-1*	**44**	*-8*	**48**	*9*	**50**	*-2*	**38**	*-7*	**8**	*5*	**2**
ES	**88**	*19*	**74**	*33*	**78**	*28*	**56**	*24*	**70**	*29*	**64**	*17*	**7**	*-5*	**1**
FR	**68**	*-1*	**50**	*5*	**68**	*-6*	**41**	*12*	**46**	*-2*	**50**	*-6*	**7**	*-1*	**0**
HR	**83**	*4*	**36**	*-1*	**26**	*-21*	**40**	*1*	**32**	*-16*	**30**	*3*	**6**	*2*	**1**
IT	**41**	*-19*	**32**	*-6*	**35**	*-8*	**23**	*-4*	**25**	*-11*	**20**	*-1*	**14**	*3*	**1**
CY	**82**	*-5*	**36**	*-4*	**40**	*-16*	**19**	*-11*	**52**	*-12*	**30**	*-21*	**10**	*8*	**0**
LV	**88**	*-3*	**40**	*-16*	**47**	*-16*	**34**	*-12*	**43**	*-13*	**38**	*-23*	**15**	*9*	**0**
LT	**70**	*-6*	**28**	*-5*	**31**	*-8*	**22**	*-3*	**27**	*-7*	**26**	*-8*	**11**	*4*	**1**
LU	**71**	*5*	**40**	*-7*	**67**	*-7*	**46**	*12*	**63**	*4*	**60**	*11*	**9**	*0*	**0**
HU	**80**	*-2*	**25**	*-11*	**34**	*-2*	**41**	*6*	**21**	*-11*	**17**	*-8*	**11**	*6*	**0**
MT	**76**	*6*	**22**	*-1*	**32**	*11*	**26**	*0*	**43**	*2*	**24**	*1*	**5**	*-7*	**0**
NL	**74**	*7*	**45**	*-3*	**61**	*-17*	**30**	*-9*	**53**	*-9*	**52**	*2*	**10**	*1*	**0**
AT	**64**	*-6*	**32**	*-20*	**59**	*-19*	**24**	*-10*	**31**	*-20*	**37**	*-22*	**12**	*4*	**0**
PL	**78**	*10*	**40**	*13*	**45**	*-5*	**33**	*10*	**42**	*10*	**34**	*0*	**12**	*0*	**1**
PT	**82**	*0*	**60**	*4*	**55**	*-13*	**49**	*5*	**56**	*-9*	**51**	*-4*	**4**	*-4*	**1**
RO	**94**	*26*	**23**	*-4*	**24**	*-12*	**39**	*-1*	**34**	*6*	**26**	*0*	**2**	*-8*	**0**
SI	**61**	*6*	**28**	*1*	**35**	*7*	**27**	*16*	**30**	*-4*	**29**	*2*	**25**	*16*	**1**
SK	**66**	*5*	**33**	*-1*	**26**	*-10*	**38**	*10*	**44**	*7*	**28**	*5*	**8**	*5*	**2**
FI	**65**	*0*	**48**	*-1*	**51**	*-10*	**19**	*4*	**38**	*0*	**45**	*-1*	**5**	*2*	**2**
SE	**55**	*-5*	**27**	*-11*	**43**	*-18*	**29**	*-8*	**42**	*-4*	**39**	*-5*	**13**	*2*	**1**
UK	**87**	*-8*	**62**	*-13*	**77**	*-14*	**59**	*-1*	**71**	*-17*	**66**	*-14*	**6**	*1*	**0**

Q5 Would you know where or who to turn to if you were to identify a major problem in terms of competition, such as those mentioned in the previous questions?

(%)

	Yes		No		Don't know
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476
EU28	**43**	*1*	**55**	*-1*	**2**
BE	**35**	*1*	**64**	*-1*	**1**
BG	**42**	*3*	**55**	*-2*	**3**
CZ	**49**	*1*	**47**	*-3*	**4**
DK	**42**	*-3*	**56**	*3*	**2**
DE	**47**	*-3*	**50**	*1*	**3**
EE	**48**	*-5*	**48**	*4*	**4**
IE	**43**	*-2*	**54**	*1*	**3**
EL	**40**	*-1*	**59**	*0*	**1**
ES	**49**	*-6*	**49**	*7*	**2**
FR	**37**	*4*	**61**	*-5*	**2**
HR	**36**	*3*	**59**	*-5*	**5**
IT	**36**	*1*	**63**	*0*	**1**
CY	**45**	*0*	**53**	*-1*	**2**
LV	**34**	*5*	**64**	*-5*	**2**
LT	**34**	*3*	**64**	*-3*	**2**
LU	**42**	*8*	**57**	*-8*	**1**
HU	**44**	*-1*	**55**	*1*	**1**
MT	**41**	*-4*	**56**	*2*	**3**
NL	**35**	*-9*	**63**	*9*	**2**
AT	**53**	*6*	**43**	*-10*	**4**
PL	**41**	*2*	**56**	*-3*	**3**
PT	**58**	*1*	**40**	*0*	**2**
RO	**44**	*2*	**52**	*-4*	**4**
SI	**52**	*1*	**44**	*-4*	**4**
SK	**37**	*3*	**59**	*-4*	**4**
FI	**49**	*1*	**48**	*0*	**3**
SE	**47**	*0*	**50**	*-1*	**3**
UK	**43**	*2*	**55**	*-4*	**2**

Q6 Where or who would you turn to? (MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'YES', CODE 1 IN Q5)

	Your national competition authority		Other authorities in (OUR COUNTRY) (for example, the telecom or energy regulator)		Consumer organisations in (OUR COUNTRY)		The police		The police		A court		The European Commission		Other (SPONTANEOUS)		Not interested - Wouldn't turn to anyone (SPONTANEOUS)		Don't know
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476
EU28	**44**	*4*	**33**	*7*	**68**	*-1*	**15**	*1*	**15**	*1*	**17**	*3*	**10**	*0*	**10**	*-1*	**1**	*0*	**2**
BE	**43**	*-10*	**50**	*-6*	**79**	*-9*	**24**	*-1*	**24**	*-1*	**36**	*-5*	**29**	*-7*	**8**	*0*	**1**	*0*	**1**
BG	**62**	*12*	**14**	*4*	**50**	*10*	**8**	*-1*	**8**	*-1*	**6**	*-1*	**9**	*2*	**3**	*-5*	**2**	*0*	**2**
CZ	**70**	*0*	**55**	*6*	**46**	*-6*	**34**	*2*	**34**	*2*	**19**	*1*	**13**	*1*	**11**	*1*	**0**	*-1*	**1**
DK	**68**	*0*	**19**	*7*	**46**	*-3*	**8**	*3*	**8**	*3*	**4**	*1*	**5**	*1*	**11**	*3*	**0**	*-1*	**4**
DE	**47**	*5*	**47**	*17*	**89**	*5*	**23**	*9*	**23**	*9*	**23**	*9*	**15**	*4*	**5**	*-4*	**0**	*-1*	**1**
EE	**62**	*9*	**3**	*-1*	**56**	*-9*	**3**	*0*	**3**	*0*	**2**	*-1*	**0**	*-2*	**5**	*-1*	**1**	*0*	**0**
IE	**52**	*12*	**54**	*27*	**64**	*7*	**14**	*10*	**14**	*10*	**16**	*10*	**22**	*13*	**16**	*3*	**1**	*0*	**1**
EL	**32**	*3*	**27**	*6*	**69**	*1*	**14**	*2*	**14**	*2*	**16**	*7*	**11**	*0*	**9**	*0*	**1**	*-1*	**2**
ES	**32**	*16*	**36**	*27*	**84**	*9*	**23**	*11*	**23**	*11*	**29**	*15*	**14**	*10*	**10**	*-3*	**0**	*0*	**1**
FR	**45**	*2*	**24**	*-1*	**73**	*-7*	**10**	*-1*	**10**	*-1*	**19**	*1*	**9**	*-5*	**10**	*1*	**0**	*0*	**1**
HR	**32**	*-7*	**23**	*9*	**63**	*1*	**4**	*-5*	**4**	*-5*	**6**	*-1*	**6**	*-3*	**8**	*4*	**1**	*-1*	**2**
IT	**21**	*-3*	**5**	*0*	**69**	*8*	**8**	*-4*	**8**	*-4*	**9**	*-2*	**2**	*-3*	**8**	*0*	**0**	*-2*	**1**
CY	**50**	*-1*	**7**	*4*	**52**	*3*	**3**	*0*	**3**	*0*	**5**	*4*	**8**	*0*	**4**	*-4*	**2**	*1*	**3**
LV	**49**	*2*	**10**	*-6*	**59**	*-9*	**6**	*-2*	**6**	*-2*	**4**	*-4*	**3**	*-6*	**10**	*3*	**1**	*0*	**6**
LT	**52**	*10*	**8**	*-3*	**46**	*-1*	**6**	*1*	**6**	*1*	**2**	*-2*	**2**	*-3*	**7**	*-3*	**3**	*0*	**4**
LU	**48**	*1*	**42**	*8*	**78**	*-4*	**22**	*0*	**22**	*0*	**24**	*1*	**29**	*3*	**8**	*2*	**1**	*1*	**0**
HU	**41**	*3*	**14**	*4*	**71**	*-8*	**4**	*0*	**4**	*0*	**4**	*-1*	**7**	*0*	**6**	*2*	**1**	*-1*	**1**
MT	**27**	*15*	**5**	*1*	**68**	*-8*	**1**	*0*	**1**	*0*	**1**	*1*	**3**	*2*	**8**	*-2*	**0**	*-1*	**3**
NL	**39**	*6*	**29**	*5*	**59**	*-15*	**10**	*0*	**10**	*0*	**16**	*3*	**9**	*-3*	**20**	*0*	**0**	*-1*	**3**
AT	**30**	*-2*	**20**	*-10*	**74**	*-1*	**5**	*-2*	**5**	*-2*	**5**	*-5*	**5**	*-2*	**10**	*-10*	**1**	*-1*	**1**
PL	**75**	*5*	**25**	*11*	**35**	*-2*	**6**	*0*	**6**	*0*	**7**	*1*	**6**	*0*	**6**	*-1*	**1**	*0*	**1**
PT	**51**	*7*	**47**	*12*	**69**	*1*	**21**	*-5*	**21**	*-5*	**21**	*0*	**16**	*1*	**9**	*-5*	**0**	*0*	**2**
RO	**47**	*17*	**19**	*8*	**68**	*14*	**7**	*-8*	**7**	*-8*	**9**	*-2*	**10**	*2*	**4**	*-4*	**1**	*-2*	**2**
SI	**35**	*-2*	**5**	*1*	**68**	*-2*	**8**	*5*	**8**	*5*	**4**	*3*	**3**	*0*	**10**	*4*	**2**	*0*	**3**
SK	**33**	*2*	**22**	*10*	**31**	*-4*	**28**	*3*	**28**	*3*	**9**	*0*	**11**	*4*	**14**	*2*	**2**	*-1*	**4**
FI	**76**	*3*	**16**	*6*	**38**	*-2*	**4**	*-3*	**4**	*-3*	**5**	*-1*	**4**	*-2*	**9**	*-6*	**1**	*1*	**0**
SE	**63**	*-5*	**16**	*0*	**47**	*-17*	**7**	*-1*	**7**	*-1*	**4**	*-7*	**5**	*0*	**10**	*0*	**1**	*1*	**1**
UK	**38**	*-5*	**61**	*-13*	**57**	*-17*	**15**	*-7*	**15**	*-7*	**18**	*-8*	**9**	*-9*	**20**	*6*	**1**	*0*	**3**

Q7 Within the last 12 months, have you heard or read about competition cases, such as cartels, merger or state aid control, etc.?

(%)

	Yes		No		Don't know
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476
EU28	**40**	*1*	**58**	*-2*	**2**
BE	**31**	*1*	**68**	*-1*	**1**
BG	**48**	*20*	**49**	*-20*	**3**
CZ	**62**	*22*	**36**	*-23*	**2**
DK	**41**	*2*	**54**	*-3*	**5**
DE	**62**	*0*	**35**	*-2*	**3**
EE	**39**	*-5*	**56**	*2*	**5**
IE	**32**	*-4*	**67**	*5*	**1**
EL	**32**	*-12*	**66**	*11*	**2**
ES	**34**	*4*	**65**	*-3*	**1**
FR	**34**	*3*	**66**	*-2*	**0**
HR	**49**	*6*	**49**	*-6*	**2**
IT	**35**	*-3*	**64**	*3*	**1**
CY	**26**	*-20*	**72**	*20*	**2**
LV	**41**	*5*	**58**	*-4*	**1**
LT	**52**	*12*	**45**	*-14*	**3**
LU	**34**	*-7*	**65**	*6*	**1**
HU	**40**	*-9*	**58**	*8*	**2**
MT	**18**	*-1*	**76**	*-2*	**6**
NL	**51**	*-3*	**47**	*2*	**2**
AT	**56**	*-6*	**41**	*3*	**3**
PL	**34**	*7*	**64**	*-8*	**2**
PT	**29**	*-2*	**68**	*1*	**3**
RO	**31**	*7*	**63**	*-11*	**6**
SI	**51**	*0*	**48**	*0*	**1**
SK	**53**	*5*	**45**	*-6*	**2**
FI	**63**	*2*	**36**	*-1*	**1**
SE	**48**	*2*	**50**	*-2*	**2**
UK	**27**	*2*	**72**	*-3*	**1**

Q8 Where did you hear or read about these competition cases? (MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'YES', CODE 1 IN Q5)

	Newspapers or magazines (including online)		TV		Radio		Online social networks		Websites		Other (SPONTANEOUS)		Don't know
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476
EU28	**58**	*-2*	**58**	*-4*	**33**	*-1*	**24**	*10*	**33**	*-5*	**5**	*0*	**0**
BE	**70**	*-7*	**66**	*-6*	**47**	*-2*	**33**	*9*	**41**	*-11*	**5**	*1*	**1**
BG	**24**	*-4*	**84**	*15*	**20**	*8*	**36**	*20*	**26**	*-12*	**3**	*-1*	**0**
CZ	**53**	*-5*	**67**	*-1*	**35**	*-3*	**37**	*14*	**60**	*-2*	**2**	*-1*	**1**
DK	**54**	*-7*	**54**	*-5*	**24**	*-8*	**18**	*7*	**24**	*-3*	**8**	*2*	**1**
DE	**74**	*-4*	**60**	*-3*	**49**	*7*	**23**	*8*	**32**	*-7*	**3**	*-2*	**1**
EE	**63**	*9*	**45**	*-3*	**29**	*-1*	**14**	*6*	**32**	*-15*	**3**	*-2*	**1**
IE	**71**	*3*	**52**	*15*	**47**	*7*	**29**	*18*	**34**	*10*	**7**	*-1*	**0**
EL	**35**	*-3*	**46**	*-10*	**21**	*3*	**39**	*24*	**40**	*-8*	**4**	*3*	**0**
ES	**66**	*14*	**62**	*2*	**38**	*5*	**31**	*14*	**32**	*4*	**5**	*0*	**0**
FR	**51**	*1*	**52**	*-2*	**33**	*-8*	**23**	*13*	**32**	*1*	**11**	*6*	**0**
HR	**35**	*-13*	**58**	*-1*	**14**	*-1*	**23**	*10*	**48**	*6*	**4**	*-2*	**0**
IT	**40**	*-4*	**65**	*1*	**12**	*-1*	**16**	*8*	**24**	*-4*	**5**	*1*	**0**
CY	**35**	*3*	**62**	*7*	**16**	*-1*	**31**	*20*	**20**	*-17*	**4**	*-1*	**0**
LV	**21**	*-9*	**54**	*0*	**30**	*-3*	**17**	*-4*	**62**	*8*	**5**	*2*	**0**
LT	**36**	*-2*	**60**	*0*	**27**	*-2*	**31**	*17*	**26**	*-14*	**5**	*0*	**0**
LU	**70**	*-6*	**54**	*-4*	**48**	*1*	**25**	*9*	**48**	*1*	**5**	*0*	**0**
HU	**25**	*-8*	**51**	*-8*	**17**	*-8*	**44**	*34*	**28**	*-18*	**5**	*0*	**1**
MT	**18**	*-29*	**51**	*-4*	**18**	*12*	**27**	*22*	**26**	*11*	**11**	*5*	**1**
NL	**69**	*-2*	**56**	*-9*	**27**	*-6*	**25**	*5*	**30**	*-11*	**4**	*1*	**1**
AT	**73**	*-7*	**49**	*-9*	**28**	*-13*	**21**	*9*	**16**	*-20*	**2**	*-2*	**1**
PL	**46**	*3*	**51**	*4*	**22**	*3*	**23**	*10*	**59**	*14*	**2**	*-6*	**1**
PT	**51**	*-3*	**73**	*-5*	**26**	*0*	**33**	*15*	**20**	*-21*	**4**	*-2*	**1**
RO	**22**	*-3*	**86**	*11*	**21**	*3*	**21**	*17*	**17**	*-9*	**4**	*1*	**0**
SI	**33**	*-11*	**62**	*-1*	**24**	*3*	**14**	*3*	**47**	*15*	**5**	*3*	**0**
SK	**38**	*-11*	**63**	*-3*	**22**	*-1*	**26**	*13*	**38**	*-3*	**2**	*-1*	**0**
FI	**70**	*-6*	**51**	*-12*	**26**	*-7*	**18**	*-1*	**39**	*2*	**4**	*2*	**1**
SE	**61**	*-9*	**39**	*-14*	**29**	*-6*	**17**	*3*	**23**	*-7*	**7**	*3*	**2**
UK	**67**	*-7*	**49**	*-17*	**32**	*-23*	**19**	*-1*	**31**	*-19*	**8**	*1*	**0**

Q9 Have you ever heard of a competition-related decision having been taken by a competition authority against a company? **(%)**

	Yes, once		Yes, more than once		Never		Don't know	Total 'Yes'	
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	FL476	*Diff. FL476 - FL403*
EU28	**17**	*2*	**31**	*0*	**48**	*-3*	**4**	**48**	*2*
BE	**18**	*4*	**22**	*-2*	**56**	*-3*	**4**	**40**	*2*
BG	**16**	*3*	**9**	*-2*	**66**	*-4*	**9**	**25**	*1*
CZ	**20**	*5*	**49**	*0*	**26**	*-7*	**5**	**69**	*5*
DK	**12**	*-1*	**38**	*5*	**44**	*-2*	**6**	**50**	*4*
DE	**21**	*5*	**49**	*2*	**25**	*-9*	**5**	**70**	*7*
EE	**17**	*4*	**25**	*-4*	**44**	*-4*	**14**	**42**	*0*
IE	**18**	*1*	**25**	*5*	**55**	*-6*	**2**	**43**	*6*
EL	**15**	*-4*	**23**	*1*	**58**	*1*	**4**	**38**	*-3*
ES	**16**	*2*	**31**	*6*	**48**	*-8*	**5**	**47**	*8*
FR	**20**	*-2*	**31**	*2*	**48**	*0*	**1**	**51**	*0*
HR	**15**	*-3*	**20**	*2*	**59**	*1*	**6**	**35**	*-1*
IT	**15**	*2*	**25**	*-6*	**58**	*4*	**2**	**40**	*-4*
CY	**14**	*1*	**12**	*-1*	**70**	*-1*	**4**	**26**	*0*
LV	**16**	*-3*	**34**	*5*	**46**	*-2*	**4**	**50**	*2*
LT	**17**	*3*	**25**	*3*	**53**	*-5*	**5**	**42**	*6*
LU	**16**	*5*	**28**	*-5*	**54**	*-1*	**2**	**44**	*0*
HU	**22**	*3*	**25**	*-10*	**48**	*5*	**5**	**47**	*-7*
MT	**14**	*3*	**8**	*1*	**72**	*-4*	**6**	**22**	*4*
NL	**17**	*7*	**32**	*-8*	**47**	*0*	**4**	**49**	*-1*
AT	**21**	*7*	**41**	*1*	**32**	*-12*	**6**	**62**	*8*
PL	**20**	*4*	**27**	*-2*	**50**	*-2*	**3**	**47**	*2*
PT	**12**	*0*	**26**	*-3*	**57**	*1*	**5**	**38**	*-3*
RO	**14**	*0*	**14**	*-8*	**60**	*-1*	**12**	**28**	*-8*
SI	**14**	*-7*	**27**	*7*	**53**	*-4*	**6**	**41**	*0*
SK	**19**	*5*	**23**	*-1*	**50**	*-9*	**8**	**42**	*4*
FI	**23**	*3*	**40**	*-2*	**31**	*-3*	**6**	**63**	*1*
SE	**13**	*1*	**34**	*7*	**48**	*-8*	**5**	**47**	*8*
UK	**12**	*2*	**25**	*2*	**59**	*-6*	**4**	**37**	*4*

Q10 Do you know who made this decision? (MULTIPLE ANSWERS POSSIBLE)

(%)

(IF 'HAS HEARD OF SUCH DECISIONS', CODE 1 OR 2 IN Q9)

	Your national completion authority		The European Commission		Other (SPONTANEOUS)		Don't know
	FL476	Diff. FL476 - FL403	FL476	Diff. FL476 - FL403	FL476	Diff. FL476 - FL403	FL476
EU28	**50**	*-1*	**35**	*-3*	**5**	*0*	**26**
BE	**34**	*1*	**58**	*0*	**6**	*-2*	**18**
BG	**43**	*-5*	**15**	*-9*	**6**	*-3*	**42**
CZ	**64**	*-6*	**31**	*9*	**3**	*-2*	**22**
DK	**41**	*-4*	**54**	*23*	**6**	*-6*	**19**
DE	**65**	*-8*	**35**	*-3*	**3**	*0*	**21**
EE	**42**	*-2*	**23**	*13*	**12**	*-1*	**36**
IE	**42**	*7*	**52**	*8*	**6**	*-2*	**20**
EL	**44**	*-4*	**27**	*2*	**3**	*0*	**35**
ES	**34**	*2*	**43**	*-1*	**3**	*-2*	**34**
FR	**39**	*2*	**45**	*-8*	**3**	*0*	**26**
HR	**50**	*2*	**25**	*-1*	**7**	*2*	**27**
IT	**53**	*3*	**32**	*-5*	**6**	*1*	**21**
CY	**51**	*-11*	**18**	*-2*	**7**	*1*	**25**
LV	**53**	*5*	**17**	*-5*	**3**	*2*	**33**
LT	**52**	*-3*	**16**	*-2*	**3**	*1*	**36**
LU	**27**	*4*	**63**	*-9*	**6**	*0*	**20**
HU	**56**	*-10*	**27**	*-4*	**4**	*0*	**26**
MT	**59**	*13*	**15**	*-7*	**5**	*-4*	**25**
NL	**33**	*7*	**52**	*-16*	**8**	*1*	**22**
AT	**32**	*-9*	**50**	*2*	**6**	*0*	**26**
PL	**57**	*-2*	**29**	*7*	**3**	*-1*	**25**
PT	**50**	*-8*	**24**	*5*	**4**	*-1*	**31**
RO	**59**	*8*	**15**	*-9*	**7**	*4*	**24**
SI	**56**	*1*	**26**	*-3*	**2**	*-4*	**26**
SK	**52**	*0*	**36**	*9*	**3**	*1*	**22**
FI	**69**	*3*	**20**	*0*	**3**	*-1*	**23**
SE	**40**	*-3*	**30**	*-3*	**4**	*-1*	**36**
UK	**43**	*10*	**24**	*-13*	**12**	*2*	**32**

Q11 What impact does effective competition have on you as a consumer?
(%)

	Very positive impact		Fairly positive impact		Fairly negative impact		Very negative impact		Don't know	Total 'Positive'		Total 'Negative'	
	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*	FL476	FL476	*Diff. FL476 - FL403*	FL476	*Diff. FL476 - FL403*
EU28	**17**	*2*	**61**	*2*	**12**	*-2*	**4**	*-1*	**6**	**78**	*4*	**16**	*-3*
BE	**13**	*2*	**61**	*1*	**18**	*1*	**4**	*-1*	**4**	**74**	*3*	**22**	*0*
BG	**15**	*4*	**54**	*0*	**12**	*-5*	**7**	*-1*	**12**	**69**	*4*	**19**	*-6*
CZ	**12**	*3*	**61**	*3*	**15**	*-5*	**2**	*-2*	**10**	**73**	*6*	**17**	*-7*
DK	**31**	*0*	**58**	*-1*	**4**	*0*	**2**	*1*	**5**	**89**	*-1*	**6**	*1*
DE	**17**	*2*	**67**	*3*	**9**	*-3*	**1**	*-1*	**6**	**84**	*5*	**10**	*-4*
EE	**11**	*-2*	**70**	*7*	**6**	*0*	**0**	*-2*	**13**	**81**	*5*	**6**	*-2*
IE	**22**	*-3*	**61**	*10*	**9**	*-3*	**5**	*-2*	**3**	**83**	*7*	**14**	*-5*
EL	**28**	*6*	**52**	*0*	**9**	*-5*	**6**	*-2*	**5**	**80**	*6*	**15**	*-7*
ES	**19**	*-2*	**53**	*5*	**15**	*1*	**6**	*0*	**7**	**72**	*3*	**21**	*1*
FR	**9**	*-1*	**63**	*2*	**18**	*-2*	**6**	*1*	**4**	**72**	*1*	**24**	*-1*
HR	**22**	*2*	**62**	*1*	**7**	*-2*	**5**	*-1*	**4**	**84**	*3*	**12**	*-3*
IT	**22**	*2*	**61**	*3*	**9**	*-2*	**4**	*-1*	**4**	**83**	*5*	**13**	*-3*
CY	**30**	*0*	**52**	*4*	**7**	*-2*	**2**	*-3*	**9**	**82**	*4*	**9**	*-5*
LV	**8**	*1*	**61**	*-1*	**16**	*1*	**3**	*1*	**12**	**69**	*0*	**19**	*2*
LT	**22**	*6*	**59**	*-1*	**6**	*-4*	**2**	*0*	**11**	**81**	*5*	**8**	*-4*
LU	**17**	*8*	**65**	*0*	**12**	*-6*	**2**	*-2*	**4**	**82**	*8*	**14**	*-8*
HU	**6**	*1*	**59**	*3*	**18**	*-5*	**5**	*0*	**12**	**65**	*4*	**23**	*-5*
MT	**32**	*-7*	**49**	*11*	**7**	*-2*	**3**	*-1*	**9**	**81**	*4*	**10**	*-3*
NL	**12**	*0*	**66**	*2*	**12**	*-3*	**3**	*1*	**7**	**78**	*2*	**15**	*-2*
AT	**17**	*3*	**67**	*4*	**7**	*-7*	**1**	*-1*	**8**	**84**	*7*	**8**	*-8*
PL	**15**	*3*	**71**	*3*	**7**	*-5*	**2**	*0*	**5**	**86**	*6*	**9**	*-5*
PT	**9**	*3*	**69**	*2*	**13**	*-1*	**2**	*-1*	**7**	**78**	*5*	**15**	*-2*
RO	**27**	*8*	**48**	*-6*	**11**	*-2*	**6**	*-1*	**8**	**75**	*2*	**17**	*-3*
SI	**16**	*-5*	**68**	*7*	**7**	*-3*	**2**	*-2*	**7**	**84**	*2*	**9**	*-5*
SK	**14**	*6*	**59**	*-1*	**19**	*-3*	**3**	*-1*	**5**	**73**	*5*	**22**	*-4*
FI	**21**	*4*	**65**	*-3*	**9**	*0*	**1**	*0*	**4**	**86**	*1*	**10**	*0*
SE	**23**	*0*	**62**	*-1*	**8**	*1*	**2**	*1*	**5**	**85**	*-1*	**10**	*2*
UK	**14**	*3*	**56**	*-1*	**15**	*-3*	**7**	*0*	**8**	**70**	*2*	**22**	*-3*