

QUESTIONNAIRE
SOCIAL STUDY AND OPINION POLL
 November to December 1995
 Work Document No 227
 January 1995

1. Generally, considering all aspects of your life, how satisfied or dissatisfied do you feel at the moment?

- (3%) 1 VERY DISSATISFIED
- (18%) 2 DISSATISFIED
- (22,%) 3 INDIFFERENT, NEITHER GOOD NOR BAD
- (49%) 4 SATISFIED
- (7%) 5 VERY SATISFIED
- (0%) 8 don't know
- (0%) 9 no answer

2 . In your opinion, which is the main problem that Eduardo Frei's current Government should dedicate its greatest effort to solving?

3. On this card there is a series of problems that our country has. Which are the three problems that the Government should dedicate its biggest effort to solving? Indicate only 3 .

- (19%) 01 PRICE RISES OR INFLATION
- (13%) 02 CORRUPTION
- (40%) 03 DELINQUENCY, ASSAULTS, ROBBERIES
- (7%) 04 HUMAN RIGHTS
- (29%) 05 EDUCATION
- (30%) 06 EMPLOYMENT
- (50,%) 07 POVERTY
- (7%) 08 ENVIRONMENT
- (2%) 09 PROTESTS AND STREET DISORDERS
- (50%) 10 HEALTH

- (26%) 11 SALARIES
- (4%) 12 TERRORISM
- (20%) 13 HOUSING
- (0%) 16 don't know
- (1%) 17 no answer

4. According to this scale, where would you put the current economic situation of the country?

- (6%) 1 VERY BAD
- (27%) 2 BAD
- (51%) 3 NEITHER GOOD, NOR BAD
- (15%) 4 GOOD
- (1%) 5 VERY GOOD
- (1%) 8 don't know
- (0%) 9 no answer

5. According to this scale, where would you put your current economic situation in comparison with a year ago?

- (4,0%) 1 MUCH WORSE
- (26%) 2 WORSE
- (46%) 3 THE SAME
- (22%) 4 BETTER
- (2%) 5 MUCH BETTER
- (0%) 8 don't know
- (1%) 9 no answer

6. Thinking of the future, what do you think your economic situation will be like in a year?

- (3%) 1 MUCH WORSE
- (15%) 2 WORSE
- (37%) 3 SAME
- (36%) 4 BETTER
- (6%) 5 MUCH BETTER
- (4%) 8 don't know
- (0%) 9 no answer

7. Do you believe that, at the moment Chile is: progressing, stagnating or in decline?

- (44%) 1 PROGRESSING
- (40%) 2 STAGNATING
- (14%) 3 IN DECLINE
- (2%) 8 don't know
- (0%) 9 no answer

8. All governments have good and bad things about them. Taking into consideration all the good things and the bad of Eduardo Frei's current Government, what mark would you give it, from 1 to 7, 1 being terrible and 7 being excellent?

Average mark: 4,78

%

- (1) 8 DON'T KNOW
- (1) 9 NO ANSWER

9. Taking into consideration all the good points and the bad of the governments that I am going to name, what mark would you give to Patricio Aylwin's government?

Average Mark: 4,98

%

- (2) 8 DON'T KNOW
- (1) 9 NO ANSWER

Taking into consideration all the good things and the bad of the governments that I am going to name, what mark would you give to Augusto Pinochet's government?

Average Mark: 4,08

%

- (3) 8 DON'T KNOW
- (2) 9 NO ANSWER

Taking into consideration all the good things and the bad of the governments that I am going to name, what mark would you give to Salvador Allende's government?

Average Mark: 3,90

%

- (23) 8 DON'T KNOW
- (4) 9 NO ANSWER

10. Independently of your political position, do you approve or disapprove of the way Eduardo Frei is managing the Government?

- (50%) 1 APPROVE
- (24%) 2 DISAPPROVE
- (21%) 3 NEITHER APPROVE NOR DISAPPROVE
- (3%) 8 don't know
- (1%) 9 no answer

11. I will now read you a list of topics that worry the Government. Please tell me what you think of the work of Eduardo Frei's government in dealing with them, on a scale of 1 to 7, 1 being very bad and 7 being excellent?

MANAGEMENT OF THE ECONOMY.	4,76
UNEMPLOYMENT	3,81
EDUCATION	4,54
PRICE RISES AND INFLATION	3,94
HEALTH	3,80
HOUSING	4,50
POVERTY	3,49
INTERNATIONAL RELATIONS	5,25
DELINQUENCY, ASSAULTS AND ROBBERIES	3,41
TERRORISM	3,82
HUMAN RIGHTS	4,51
ENVIRONMENTAL POLLUTION	4,20
RELATIONSHIP WITH THE ARMED FORCES	4,84
CORRUPTION	4,05

12. I shall now read you these same topics again. You can tell me if you believe that Eduardo Frei's current Government is doing better, the same or worse than the previous government, of Patricio Aylwin.

- 1 WORSE
- 2 SAME
- 3 BETTER
- 8 DON'T KNOW
- 9 NO ANSWER

	% worse	% Better
- Management of the Economy	17	26
- Unemployment	27	16
- Education	15	28
- Price rises and inflation	28	17
- Health	26	20
- Housing	13	28
- Poverty	23	17
- International Relations	19	41
- Delinquency, assaults and robberies	27	17
- Terrorism	15	23
- Human rights	12	26
- Environmental pollution	16	27
- Relationship with the armed forces	8	30
- Corruption	19	19

13. Now, out of the following political tendencies, which do you identify or sympathize with more?
With the opposition or with the Concertacion?

%

- (19) 1 OPPOSITION
- (47) 2 CONCERTACION
- (27) 3 NEITHER
- (6) 8 DON'T KNOW
- (2) 9 NO ANSWER

- 13.1. To which of the two tendencies do you feel nearer?
(For those who answered neither, don't know or no answer to question 13)

%

- (8) 1 OPPOSITION
- (17) 2 CONCERTACION
- (55) 3 NEITHER
- (13) 8 DON'T KNOW
- (7) 9 NO ANSWER

14. Now, out of the following political parties that are represented on this card, which of them do you identify or sympathize with the most?

%

- (2) 1 GREEN HUMANIST ALLIANCE
- (32) 2 CHRISTIAN DEMOCRACY (DC)
- (10) 3 PARTY FOR DEMOCRACY (PPD)
- (1) 4 COMMUNIST PARTY (PC)
- (1) 5 DEMOCRATIC SOCIALIST PARTY (PSD)
- (2) 6 RADICAL PARTY (PR)
- (6) 7 SOCIALIST PARTY (PS)
- (9) 8 NATIONAL RENOVATION (RN)
- (4) 9 INDEPENDENT DEMOCRATIC UNION (UDI)
- (3) 10 CENTRE PARTY (UCC)
- (0) 11 OTHER: WHICH
- (26) 12 NONE
- (2) 13 DON'T KNOW
- (1) 14 NO ANSWER

- 14.1 Which party do you feel nearest to?

(For those who answered none, don't know or no answer to question 14)

%

- (1) 1 GREEN HUMANIST ALLIANCE
- (5) 2 CHRISTIAN DEMOCRACY (DC)
- (1) 3 PARTY FOR DEMOCRACY (PPD)
- (0) 4 COMMUNIST PARTY (PC)
- (0) 5 DEMOCRATIC SOCIALIST PARTY (PSD)
- (0) 6 RADICAL PARTY (PR)
- (2) 7 SOCIALIST PARTY (PS)
- (2) 8 NATIONAL RENOVATION (RN)
- (2) 9 INDEPENDENT DEMOCRATIC UNION (UDI)
- (0) 10 CENTRE PARTY (UCC)
- (0) 11 ANOTHER: WHICH
- (72) 12 NONE
- (8) 13 DON'T KNOW
- (6) 14 NO ANSWER

15. Who would say you that the most important figure in the current opposition is?
16. And who would say you that the most important figure in the Concertacion is, except for President Eduardo Frei?
17. As you know, traditionally in our country people define their political positions as being nearer to the Left, Centre or Right. On this card different political positions are represented. Please indicate to me, which you identify or sympathize with the most?

%

- (16) 1 RIGHT
 (11) 2 CENTER RIGHT
 (17) 3 CENTER
 (13) 4 CENTER LEFT
 (15) 5 LEFT
 (3) 6 INDEPENDENT
 (19) 7 NONE
 (5) 8 DON'T KNOW
 (1) 9 NO ANSWER

- 17.1. Which position do you feel nearest to?
 (For those who answered none, don't know or no answer to question 17)

%

- (2) 1 RIGHT
 (1) 2 CENTER RIGHT
 (1) 3 CENTER
 (2) 4 CENTER LEFT
 (2) 5 LEFT
 (9) 6 INDEPENDENT
 (62) 7 NONE
 (15) 8 DON'T KNOW
 (6) 9 DON'T ANSWER

18. Y am now going to read a list of people to you. If you have heard of these people, tell me what you think of each one of them. Using the terms written on this card, which term best describes your opinion of each person?

VERY NEGATIVE	=	1
NEGATIVE	=	2
NEITHER ONE, NOR THE OTHER	=	3

POSITIVE	=	4
VERY POSITIVE	=	5
DON'T KNOW THE PERSON	=	6
DON'T KNOW	=	8
NO ANSWER	=	9

% positive + very positive evaluation of those known

- Carlos Bombal	49
- Alejandro Foxley	69
- Eduardo Frei Ruiz Tagle	72
- Andrés Allamand	51
- Alberto Espina	40
- Germán Correa	47
- Jovino Novoa	31
- Gladys Marín	21
- Joaquín Lavín	43
- Francisco Javier Errázuriz	38
- José Antonio Viera-Gallo	49
- Pablo Longueira	26
- Gutenberg Martínez	46
- Hernán Larraín	31
- Jorge Schaulsohn	54
- Arturo Alessandri Besa (ex- candidate)	41
- Jaime Ravinet	60
- Andrés Zaldívar	51
- Sergio Diez	28
- Sergio Onofre Jarpa	34
- Carlos Ominami	47
- Juan Antonio Coloma	31
- Sebastián Piñera	49
- Gabriel Valdés	68
- Ricardo Lagos	66
- Mariana Aylwin	50
- Camilo Escalona	30
- Ricardo Núñez	26

19. Do you remember who in Chile holds the following positions...?

- % Treasury Minister
 (12) 1 EDUARDO ANINAT
 (4) 2 another name
 (84) 8 don't know
 (1) 9 no answer
- % President of the Senate
 (43) 1 GABRIEL VALDES
 (2) 2 another name
 (54) 8 don't know
 (0) 9 no answer
- % Minister of Defense
 (10) 1 EDMUNDO PÉREZ
 (4) 2 another name
 (84) 8 don't know
 (1) 9 no answer

20. How would you evaluate the performance of the following ministers of Eduardo Frei's Government, giving each a mark from 1 to 7, 1 being very bad and 7 excellent?

Alvaro García	Minister of Economy	4,69
Benjamin Teplizky	Minister of Mining	4,35
Carlos Figueroa	Minister of the Interior	4,82
José Miguel Insulza	Minister of Foreign Affairs	4,79
Eduardo Aninat	Minister of the Treasury	4,90
Edmundo Pérez	Minister of Defense	4,79
Ricardo Lagos	Minister of Public Works	5,11
Edmundo Hermosilla	Minister of Housing and Urban Development	4,80
José Joaquín Brunner	Secretary General to Government	4,68
Genaro Arriagada	General Secretary to the Presidency	4,78
Sergio Molina	Minister of Education	4,66
Carlos Massad	Minister of Health	4,25
María Soledad Alvear	Minister of Justice	4,73
Josefina Bilbao	Minister for Women	5,21
Gabriel Valdés	President of the Senate	5,38

21. For each activity that I am going to name Y should like you to tell me if you do it frequently, sometimes or never.

NEVER = 0

SOMETIMES = 1

FREQUENTLY = 2

DON'T KNOW = 8

DON'T ANSWER = 9

21 a. LOOKING AT POLITICAL PROGRAMMES OR DEBATES ON TELEVISION

%

(42) 1 NEVER

(47) 2 SOMETIMES

11) 3 FREQUENTLY

(0) 8 DON'T KNOW

(0) 9 NO ANSWER

21b. READING NEWS ABOUT POLITICS

%

(55) 1 NEVER

(33) 2 SOMETIMES

(12) 3 FREQUENTLY

(0) 8 DON'T KNOW

(0) 9 NO ANSWER

21c. TALKING WITH FAMILY ABOUT POLITICS

%

(61) 1 NEVER

(29) 2 SOMETIMES

(10) 3 FREQUENTLY

(0) 8 DON'T KNOW

(0) 9 NO ANSWER

21d. TALKING WITH FRIENDS ABOUT POLITICS

%

(64) 1 NEVER

(26) 2 SOMETIMES

(10) 3 FREQUENTLY

(0) 8 DON'T KNOW

(0) 9 NO ANSWER

22. Each one of the sentences contained on this card expresses a significant value, something which is good for the society. When comparing the two, which would you say was the most important?
- %
- (53) 1 EQUALITY OF OPPORTUNITY AND SOCIAL JUSTICE
 - (45) 2 PUBLIC ORDER AND CIVILIAN SECURITY
 - (2) 3 BOTH THE SAME
 - (1) 8 NONE
 - (0) 9 NO ANSWER
23. Each one of the sentences contained on this card expresses a significant value, something which is good for the society. When comparing the two, which would you say was the most important?
- %
- (62) 1 ECONOMIC DEVELOPMENT
 - (35) 2 PUBLIC ORDER AND CIVILIAN SECURITY
 - (2) 3 BOTH THE SAME
 - (1) 8 NONE
 - (0) 9 NO ANSWER
24. Each one of the sentences contained on this card expresses a significant value, something which is good for the society. When comparing the two, which would you say was the most important?
- %
- (41) 1 DEMOCRACY AND PUBLIC AND PRIVATE FREEDOM
 - (57) 2 PUBLIC ORDER AND CIVILIAN SECURITY
 - (1) 3 BOTH THE SAME
 - (1) 8 NONE
 - (0) 9 NO ANSWER
25. Each one of the sentences contained on this card expresses a significant value, something which is good for the society. When comparing the two, which would you say was the most important?
- %
- (47) 1 EQUALITY OF OPPORTUNITY AND SOCIAL JUSTICE
 - (51) 2 ECONOMIC DEVELOPMENT
 - (1) 3 BOTH THE SAME
 - (0) 8 NONE
 - (0) 9 NO ANSWER
26. Each one of the sentences contained on this card expresses a significant value, something which is good for the society. When comparing the two, which would you say was the most important?
- %
- (66) 1 EQUALITY OF OPPORTUNITY AND SOCIAL JUSTICE
 - (31) 2 DEMOCRACY AND PUBLIC AND PRIVATE FREEDOM
 - (2) 3 BOTH THE SAME
 - (1) 8 NONE
 - (0) 9 NO ANSWER

27. Each one of the sentences contained on this card expresses a significant value, something which is good for the society. When comparing the two, which would you say was the most important?

%

- (73) 1 ECONOMIC DEVELOPMENT
 (25) 2 DEMOCRACY AND PUBLIC AND PRIVATE FREEDOM
 (1) 3 BOTH THE SAME
 (1) 8 NONE
 (0) 9 NO ANSWER

28. In your opinion, towards which political tendency do each one of the following political figures lean?

RIGHT = 1
 CENTER RIGHT = 2
 CENTER = 3
 CENTER LEFT = 4
 LEFT = 5
 INDEPENDENT = 6
 NONE = 7
 DON'T KNOW = 8
 NO ANSWER = 9

(%)

- Eduardo Frei	Center left	21
- Patrician Aylwin	Center left	25
- Augusto Pinochet	Right	62
- Salvador Allende	Left	70
- Andrés Allamand	Right	40
- Ricardo Lagos	Left	45
- Alejandro Foxley	doesn't know	36

29. I shall, now read you the names of a number of world figures and I should like you to tell me which country they lead?

BILL CLINTON

%

- (71) 1 UNITED STATES
 (1) 2 another country
 (28) 8 don't know
 (0) 9 no answer

JOHN MAJOR

%

- (16) 1 ENGLAND
- (4) 2 another country
- (80) 8 don't know
- (0) 9 no answer

FELIPE GONZALEZ

%

- (32) 1 SPAIN
- (8) 2 another country
- (60) 3 don't know
- (0) 9 no answer

CARLOS SAUL MENEM

%

- (82) 1 ARGENTINEAN
- (1) 2 another country
- (17) 8 don't know
- (0) 9 no answer

SPECIAL TOPIC: HEALTH

30. How satisfied or dissatisfied you are with regard to your health scheme?

%

- (12) 1 VERY DISSATISFIED
- (41) 2 DISSATISFIED
- (7) 3 INDIFFERENT
- (35) 4 SATISFIED
- (4) 5 VERY SATISFIED
- (1) 8 DON'T KNOW
- (0) 9 NO ANSWER

31. Why are you dissatisfied with your health scheme?

32. Thinking generally about the health needs of yourself and your family, how would you evaluate the services that you have available, using a scale of 1 to 7, where 1 is very bad and 7 excellent?

% AVERAGE: 4,54

- (1) 8 DON'T KNOW
- (1) 9 NO ANSWER

33. Everyone faces the possibility of a serious illnesses or health problem, what can mean a lot if expense. For this reason many people have some health scheme, whether public (Fonasa) or private (an Isapre). If you have to confront a serious illness or health problem, which of the following sentences would best describe your current situation regarding to your health scheme?

%

- (32) 1 DON'T HAVE ANY PROTECTION OR HEALTH SCHEME
- (35) 2 FEEL INSUFFICIENTLY COVERED VIA MY HEALTH SCHEME
- (23) 3 FEEL WELL OR REASONABLY WELL COVERED VIA MY HEALTH SCHEME
- (8) 4 FEEL TOTALLY OR ALMOST TOTALLY COVERED VIA MY HEALTH SCHEME
- (1) 8 DON'T KNOW
- (0) 9 NO ANSWER

34. To what health scheme do you belong or are entitled to benefits?

%

- (45) 1 FONASA OR SNSS
- (24) 2 ISAPRE
- (4) 3 OTHER HEALTH SCHEMES (ARMED FORCES ETC.)
- (26) 4 DON'T HAVE HEALTH SCHEME
- (1) 8 DON'T KNOW
- (0) 9 NO ANSWER

35. In the health scheme that you belong to,.....?

%

- (62) 1 YOU ARE THE PERSON WHO PAYS THE CONTRIBUTIONS
- (34) 2 YOU ARE INCLUDED BUT DON'T CONTRIBUTE
- (3) 8 DON'T KNOW
- (1) 9 NO ANSWER

36. Which is the legal monthly percentage deducted from your salary to pay into a health scheme?

%

- (29) 1 7%
- (17) 2 OTHER
- (53) 8 DON'T KNOW
- (1) 9 NO ANSWER

37. During last year, did you receive directly or accompany some family member to receive medical attention?

%

- (69) 1 YES
- (31) 2 NO
- (0) 8 DON'T KNOW
- (0) 9 NO ANSWER

38. Referring to the last medical attention you received, where was it?

- (27) 1 PRIVATE MEDICAL CENTRE, CLINIC OR PRIVATE HOSPITAL
- (3) 2 ARMED FORCES ESTABLISHMENT
- (1) 3 ACCIDENT CENTRE FOR THOSE INSURED AT WORK
- (13) 4 MUNICIPAL OR PUBLIC CLINIC
- (0) 5 IN A MEDICAL CHARITY CENTRE (RED CROSS, LIONS CLUB, CARITAS ETC.)
- (0) 6 IN YOUR HOME BY A PRIVATE PROFESSIONAL DOCTOR
- (40) 7 PUBLIC HOSPITAL
- (8) 8 PRIVATE DOCTOR
- (8) 9 PUBLIC CLINIC (SNSS)
- (0) 10 REQUESTED ATTENTION AND DIDN'T GET IT
- (0) 11 DON'T KNOW
- (1) 12 NO ANSWER

39. How would evaluate the following aspects of your last medical attention?

a) The process of getting medical attention:

%

- (8) 1 VERY BAD
- (13) 2 BAD
- (24) 3 AVERAGE
- (41) 4 GOOD
- (11) 5 VERY GOOD
- (1) 8 DON'T KNOW
- (1) 9 NO ANSWER
- (0) 10 NOBODY WAS THERE

b) The attention or the doctor's treatment:

%

- (2) 1 VERY BAD
- (4) 2 BAD
- (16) 3 AVERAGE

- (56) 4 GOOD
- (20) 5 VERY GOOD
- (1) 8 DON'T KNOW
- (0) 9 NO ANSWER
- (1) 10 NOBODY WAS THERE

c) The nurse's treatment:

%

- (3) 1 VERY BAD
- (7) 2 BAD
- (18) 3 AVERAGE
- (50) 4 GOOD
- (13) 5 VERY GOOD
- (1) 8 DON'T KNOW
- (0) 9 NO ANSWER
- (8) 10 NOBODY WAS THERE

d) The attention of assistants:

%

- (3) 1 VERY BAD
- (7) 2 BAD
- (17) 3 AVERAGE
- (47) 4 GOOD
- (11) 5 VERY GOOD
- (2) 8 DON'T KNOW
- (0) 9 NO ANSWER
- (12) 10 NOBODY WAS THERE

e) The attention of the administrative personnel:

%

- (5) 1 VERY BAD
- (10) 2 BAD
- (18) 3 AVERAGE
- (49) 4 GOOD
- (11) 5 VERY GOOD
- (2) 8 DON'T KNOW
- (0) 9 NO ANSWER
- (4) 10 NOBODY WAS THERE

40. Thinking in general of the health services available for people do you believe that they have got worse during last year, stayed the same or improved?

%

- (54) 1 STAYED THE SAME
- (23) 2 GOT WORSE
- (20) 3 IMPROVED
- (3) 8 DON'T KNOW
- (0) 9 NO ANSWER

41. Do you agree or disagree with the fact that doctors and other officials of the public health sector should have the right to strike or stop work to gain their objectives?

%

- (40) 1 AGREE
- (57) 2 DISAGREE
- (2) 8 don't KNOW
- (1) 9 no ANSWER

- 41.1 Why?

42. Which of the following is, in your opinion, the biggest problem in the public health sector in Chile i.e., in hospitals and clinics? And which is the 2^o bigger problem?

%

First
mention

- (10) 1 LACK OF MOTIVATION IN DOCTORS
- (27) 2 LACK OF MEDICAL EQUIPMENT
- (13) 3 DETERIORATION IN THE INFRASTRUCTURE OF CLINICS AND HOSPITALS
- (22) 4 LOW SALARIES
- (12) 5 LITTLE AVAILABILITY OF MEDICINES
- (10) 6 BAD ADMINISTRATION
- (5) 7 INAPPROPRIATE TREATMENT ON THE PART OF THE PERSONNEL
- (1) 8 DON'T KNOW
- (0) 9 NO ANSWER

43. During last year, did you delay giving yourself or someone of your family some medical attention because you were afraid that it would be too expensive?
- %
- (35) 1 YES
- (65) 2 NO
- (0) 8 DON'T KNOW
- (0) 9 NO ANSWER
- 43.1 And the treatment, would it have been serious or not?
- %
- (43) 1 YES
- (55) 2 NO
- (2) 8 DON'T KNOW
- (0) 9 NO ANSWER
44. Do you believe that it is good that people have the freedom of choice to go to a clinic or hospital independent of of the neighborhood where they live?
- %
- (92) 1 YES
- (7) 2 NO
- (1) 8 DON'T KNOW
- (0) 9 NO ANSWER
45. To what group you belong in Fonasa or SNSS: group A and B, i.e., where you don't pay because of treatment on the National Health Service, or group C and D, i.e., where you have to pay for these type of services?
- %
- (46) 1 GROUP A, B (DON'T PAY FOR THE SERVICES)
- (36) 2 GROUP C, D (PAY SOMETHING FOR THE SERVICES)
- (13) 7 DOESN'T APPLY
- (4) 8 DON'T KNOW
- (0) 9 NO ANSWER
46. As you know, some people have joined the Isapre (or private health) system, while others remain in Fonasa (the public system). Supposing it cost the same thing, i.e. for you, or for the person whom you depend upon, which system would you prefer?
- %
- (19) 1 FONASA, STATE SYSTEM
- (53) 2 FONASA, FREE CHOICE (BUY A VOUCHER AND TO BE ATTENDED BY A DOCTOR)
- (14) 3 ISAPRE
- (14) 8 DON'T KNOW
- (1) 9 NO ANSWER

47. I am going to read you a series of reasons why some people have not entered a Isapre; Y should like you to tell me if they refer to your case or not.

%

- (66) 1 PREFER AN ISAPRE (PRIVATE MEDICINE) BUT DON'T HAVE ENOUGH SALARY
 (30) 2 THE PLAN WHICH I COULD GET IN A ISAPRE IS INFERIOR TO THE ONE I HAVE AT THE MOMENT
 (23) 3 SIMPLY AM NOT INTERESTED CHANGING
 (42) 4 LACK INFORMATION TO MAKE A GOOD DECISION
 (34) 5 PREFER AN ISAPRE, BUT I'M NOT GOING TO CHANGE FOR SECURITY REASONS, SINCE
 IN THE EVENT OF LOSING MY WORK I WOULD BE LEFT WITHOUT MEDICAL COVER
 (17) 6 PREFER AN ISAPRE, BUT IT DOESN'T COVER ME FROM A CONGENITAL OR PREVIOUSLY IMPORTANT FAMILY ILLNESS (MY OWN OR A MEMBER OF MY FAMILY)
 (5) 7 OTHER REASONS- WHICH?
 (2) 8 DON'T KNOW
 (1) 9 NO ANSWER

48. We are interested in the topic of irregularities, corruption or bribery in some health institutions. Have you or somebody very close to you come across any of the following situations?

YES = 1
 NO = 2
 DON'T KNOW = 8
 NO ANSWER = 9

% yes

- See how the official who distributes the numbers at the clinic chooses who they are going to give them to or lets people without a number pass because they're friends 54
 - Having to pay to get a number for attention in the clinic 19
 - Having to pay a bribe to an official in the public clinic or hospital in order to be attended 19
 - To get an associate's card in spite of not being an associate 36

49. I am going to read you some aspects of the attention given in municipal clinics and the State Health Service and I should like you to tell me if you consider that, during last year, it has improved, stayed the same or got worse.

GOT WORSE = 1
 STAYED THE SAME = 2
 IMPROVED = 3
 DON'T KNOW = 8
 NO ANSWER = 9

	% worse	% Better
a) The availability of medicines	27	14
b) The hours of attention	20	17
c) The treatment from personnel	18	18
d) Emergency attention	23	21
e) Medical teams	19	24

50. I am going to read you a series of opinions that people have given about public health officials. Using this card I should like you to tell me whether you agree or disagree with them.

- 1 COMPLETELY DISAGREE
 2 DISAGREE
 3 NEITHER AGREE, NOR DISAGREE
 4 AGREE
 5 TOTALLY AGREE
 8 DON'T KNOW
 9 NO ANSWER

	% agreement (4 and 5)
a) The officials are not well qualified	41
b) The officials are not well paid and therefore demotivated	79
c) There are too few people for the people wanting attention	88
d) The officials feel superior to people that want attention	64
e) Public health officials will always attend people worse that the ones in the private sector	69
f) Generally the officials treat people well	39

THE FOLLOWING QUESTIONS ARE FOR THE USERS OR BENEFICIARIES OF THE ISAPRES OR PRIVATE HEALTH SCHEMES, I.E., THOSE WHO ANSWERED No 2 IN Q. 34.

51. What degree of uncertainty do you feel about the health plan that covers you and your family?

- %
 (28) 1 A LOT
 (44) 2 LITTLE
 (24) 3 NONE
 (4) 8 NO KNOW

52. I am now going to read you some sentences related to the information about your health scheme, and I should like you to tell me how much you agree or disagree with them.

1 COMPLETELY DISAGREE
 2 DISAGREE
 3 NEITHER AGREE, NOR DISAGREE
 4 AGREE
 5 COMPLETELY AGREE
 8 DON'T KNOW
 9 NO ANSWER

		% agreement (4 and 5)
a)	The information is too complex and difficult to understand	56
b)	The Isapre gives few facilities for obtaining more information	58
c)	You have not been interested in discovering more about their plan	54
d)	You feel fine with the information that you have	52

53. How important it is for you to be able to choose your own doctor or medical institution in your health scheme?

%
 (2) 1 NOT IMPORTANT
 (3) 2 NOT VERY IMPORTANT
 (4) 3 INDIFFERENT
 (35) 4 IMPORTANT
 (55) 5 VERY IMPORTANT
 (2) 8 DON'T KNOW
 (0) 9 NO ANSWER

54. Do you believe that is correct or legal to lend your card or voucher from your private medical scheme to another person so that they can receive medical attention?

%
 (31) 1 YES
 (67) 2 NO
 (1) 8 DON'T KNOW
 (1) 9 NO ANSWER

PERSONAL DATA SECTION

Now, please, and to finish, some personal data

A. How old are you?

(20) 1 18-24

(27) 2 25-34

(20) 3 35-44

(14) 4 45-54

(20) 5 55 and over

B. Which is your civil status?

(60) 1 MARRIED

(26) 2 SINGLE

(3) 3 LIVING WITH SOMEONE

(5) 4 SEPARATED, DIVORCED

(6) 5 WIDOW/ER

(0) 9 NO ANSWER

C. Without taking into account years repeated, how many years of education do you have?

(3) 1 NONE

(9) 2 1 - 3

(21) 3 4 - 7

(10) 4 8 (completed Primary education)

(16) 5 9-11

(19) 6 12 (completed Secondary school)

(18) 7 13-17

(4) 8 18 or more

(0) 9 NO ANSWER

D. Are you registered to vote?

(85) 1 YES

(14) 2 NO

(0) 8 DON'T KNOW

(1) 9 NO ANSWER

E. In your house do you have...?

1 YES

2 NO

8 DON'T KNOW

9 NO ANSWER

% yes

- a) Calefón or water heater (48)
- b) Refrigerator (67)
- c) Car (28)

F. What is your main profession or occupation?

EMPLOYEE WITH A CONTRACT

%

- (1) MANAGERS/EXECUTIVES
- (0) ARMED FORCES
- (18) EMPLOYEE
- (6) MANUAL WORKER
- (3) OTHERS WITH CONTRACT
- (3) UNEMPLOYED, LOOKING FOR WORK
- (31) HOUSEWIFE
- (9) PENSIONER, RETIRED, INDEPENDENT MEANS
- (6) STUDENT
- (0) INDEPENDENT WORKER

What type of independent worker are you?

%

- (2) INDEPENDENT PROFESSIONAL
- (6) INDUSTRIAL, SHOPKEEPER, BIG OR SMALL MANAGER
- (3) CARRY ON SOME OCCUPATION (ELECTRICIAN, PLUMBER, ETC.)
- (3) OCCASIONAL WORK
- (5) AGRICULTURAL WORK (LABOURER)
- (3) OTHER- WHICH?
- (0) NO ANSWER

G. Socioeconomic level

%

- (3) 1 ABC1
- (6) 2 C2
- (34) 3 C3
- (42) 4 D
- (14) 5 E

H. Sex

%

- (48) 1 MAN
- (52) 2 WOMAN