

QUESTIONNAIRE
SOCIAL STUDY AND OPINION POLL
July 1993
Work Document N° 200
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1. In general, considering all the aspects of your life, how satisfied or dissatisfied are you at the moment?

- (4,7%) 5: very satisfied
- (47,2%) 4: satisfied
- (29,7%) 3: indifferent, neither satisfied nor dissatisfied
- (16,0%) 2: dissatisfied
- (2,3%) 1: very dissatisfied
- (0,0%) 9: no answer

2. 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 efforts to solving? Indicate only 3

- (56,4%) 1: Delinquency, assaults and robberies
- (49,2%) 2: Health
- (39,0%) 3: Poverty
- (31,9%) 4: Education
- (27,9%) 5: Salaries
- (23,4%) 6: Employment
- (19,0%) 7: Housing
- (10,8%) 8: Price rises, inflation
- (10,2%) 9: Human Rights
- (4,0%) 10: Protests and street riots
- (7,3%) 11: Terrorism
- (13,6%) 12: Protection of the environment
- (6,5%) 13: Corruption

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

- (1,9%) 5 VERY GOOD
- (21,3%) 4 GOOD
- (59,8%) 3 NEITHER GOOD, NOR BAD

- (14,8%) 2 BAD
- (1,8%) 1 VERY BAD
- (0,4%) 8 don't know

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

- (2,3%) 5 MUCH BETTER
- (30,3%) 4 BETTER
- (46,3%) 3 THE SAME
- (18,6%) 2 WORSE
- (2,2%) 1 MUCH WORSE
- (0,3%) 8 don't know

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

- (5,5%) 5 MUCH BETTER
- (43,4%) 4 BETTER
- (37,2%) 3 SAME
- (8,1%) 2 WORSE
- (0,6%) 1 MUCH WORSE
- (5,2%) 8 don't know

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

- (62,7%) 1 PROGRESSING
- (32,4%) 2 STAGNATING
- (4,7%) 3 IN DECLINE
- (0,3%) 9 no answer

7. All governments have good and bad things about them. Taking into consideration all the good things and the bad of the current Government, what mark would you give it, from 1 to 7?

Average mark:

8. Independently of your political position, do you approve or disapprove of the way Patricio Aylwin is managing the Government?

- (54,0%) 1 APPROVE
- (15,2%) 2 DISAPPROVE
- (27,8%) 3 NEITHER APPROVE NOR DISAPPROVE
- (2,9%) 9 no answer

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

MANAGEMENT OF THE ECONOMY.	4,6
UNEMPLOYMENT	3,9
EDUCATION	4,4
PRICE RISES AND INFLATION	3,6
HEALTH	3,4
HOUSING	4,0
POVERTY	3,2
INTERNATIONAL RELATIONS	5,2
DELINQUENCY, ASSAULTS AND ROBBERIES	2,6
TERRORISM	3,2
HUMAN RIGHTS	3,9
ENVIRONMENTAL POLLUTION	2,9
RELATIONSHIP WITH THE ARMED FORCES	3,7
CORRUPTION	3,5
ABILITY TO REACT TO NATURAL DISASTERS	4,5

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

- (4,2%) 1 = Independent Democratic Union (UDI)
- (0,7%) 2 = Radical Party (PR)
- (7,8%) 3 = National Renovation (RN)
- (5,7%) 4 = Socialist Party (PS)
- (41,5%) 5 = Christian Democrats (AD)
- (9,0%) 6 = Party for Democracy (PPD)
- (2,0%) 7 = Communist Party (PC)
- (3,6%) 8 = Union of the Centre (UCC)
- (1,5%) 9 = Green Humanist Alliance
- (0,4%) 10 = Social Democratic Party (PSD)
- (1,2%) 11 = Other: which?:.....
- (22,1%) 12 = none

And which party do you feel closest to?

11. Who would you say that the most important figure in the current opposition is?

11.1 And who would you say that the most important figure in the Concertacion is, with the exception of President Patricio Aylwin?

13. As you know traditionally in our country people define their political positions as being nearer to the Left, the Centre or the Right. The different political positions are represented on this card. Please, indicate to me, which position you identify or sympathize with the most?

- (12,2%) 1: Right
- (10,3%) 2: Centre Right
- (20,4%) 3: Centre
- (23,8%) 4: Centre Left
- (12,4%) 5: Left
- (2,1%) 6: Independent
- (8,2%) 7: None
- (3,0%) 8: Don't know
- (7,7%) 9: No answer

14. Recently the Concertacion carried out a round of primary elections, through which Eduardo Frei was chosen as Presidential candidate for that political sector. Do you believe that these primaries were an honest or dishonest method for choosing the Concertacion's candidate?

- (57,4%) 1: honest
- (22,1%) 2: dishonest
- (20,5%) 8: don't know/ no answer

15. All the political sectors have their problems; the following is a list of problems that some people think that the opposition in Chile has; i.e. the political sector formed by National Renovation, UDI and other groups and smaller parties. Please, read the list and choose which of them you believe to be the most important problem for them.

- (23,6%) 1: Lack of appropriate leaders'
- (13,4%) 2: Have little to offer the country
- (17,1%) 3: Disorganized parties
- (27,7%) 4: Too many divisions and internal conflicts
- (14,4%) 5: Too much intervention from other power groups
- (3,8%) 6: don't know/ no answer

16. Now think of the problems facing the Concertacion. The following is a list of problems that some people believe the concertacion has. Choose the one that you believe to be the most important problem for them

- (8,2%) 1: Lack of appropriate leaders'
- (8,3%) 2: Have little to offer the country
- (31,4%) 3: Too many parties or groups
- (20,4%) 4: Too much power in the hands of the Christian Democrats
- (11,5%) 5: The small parties don't have possibility to use their influence
- (5,0%) 6: Too much intervention from the Government
- (10,3%) 7: It is a too big and powerful sector
- (4,8%) 8: don't know/ no answer

17. Lately, there has been quite a lot of discussion about the possible corruption of State officials. Which of the following sentences best reflects your opinion about the existence of corruption among State officials?

- (45,8%) 1: Corruption is very big
- (46,6%) 2: Corruption exists, although there is not much of it
- (6,2%) 3: Corruption doesn't exist
- (1,4%) 8: don't know/ no answer

18. The following people have have had various degrees of fame in public life in Chile. Tell me, using the terms on this card , which term best describes your opinion of each person?

Interviewer:

If she/he answers "don't know» mark 9.

Start from top to bottom, from the centre or from bottom to top, but complete the whole list.

Indicate where you start from.

Card Nº 7

- 5: very positive 4: positive 3: neither good nor bad
- 2: negative 1: very negative

(% positive evaluations of those known)

(41,5%) __ Carlos Bombal
(72,4%) __ Alejandro Foxley
(14,8%) __ Eugenio Pizarro
(75,0%) __ Eduardo Frei Ruiz-Tagle
(28,4%) __ Cristián Reitze
(34,3%) __ Manfred Max Neef
(56,2%) __ Enrique Correa
(32,6%) __ Manuel Feliú
(35,9%) __ Andrés Allamand
(25,1%) __ José Piñera
(31,6%) __ Alberto Espina
(43,0%) __ Germán Correa
(22,0%) __ Jovino Novoa
(12,8%) __ Gladys Marín
(30,0%) __ Joaquín Lavín
(29,2%) __ Francisco Javier Errázuriz
(54,3%) __ José Antonio Viera-Gallo
(19,2%) __ Pablo Longueira
(40,5%) __ Gutenberg Martínez
(30,5%) __ Carlos Cáceres
(36,9%) __ Genaro Arriagada
(25,1%) __ Andrés Chadwick
(24,8%) __ Evelyn Matthei
(36,1%) __ Arturo Alessandri
(54,5%) __ Jaime Ravinet
(19,9%) __ Miguel Otero
(50,9%) __ Andrés Zaldívar
(23,3%) __ Sergio Diez
(28,3%) __ Sergio Onofre Jarpa
(73,0%) __ Patricio Aylwin
(55,2%) __ Carlos Ominami
(23,0%) __ Hernán Büchi
(29,2%) __ Sebastián Piñera
(62,0%) __ Gabriel Valdés
(56,2%) __ Ricardo Lagos
(32,8%) __ Luis Maira
(19,3%) __ Francisco Prat

19. In the next presidential election there will be different candidates standing:
- 19.1 Which of the following sentences best reflects your opinion about a candidate from the opposition, i.e., a candidate supported by National Renovation, UDI and others?
- (8,1%) I will definitely vote for the opposition candidate.
 - (28,7%) I might vote for the opposition candidate, depending on the person
 - (62,3%) In no way will I vote for the opposition candidate
 - (0,9%) no answer
- 19.2 And with respect to the candidate from the Concertacion, i.e., Eduardo Frei, supported by the Christian Democrats, Socialists, PPD, and other parties, which sentence best reflects your opinion?
- (47,5%) I will definitely vote for the Concertacion candidate
 - (32,5%) I might vote for the Concertacion candidate
 - (18,0%) In no way will I vote for the Concertacion candidate
 - (2,0%) don't know/ no answer
- 19.3 And with respect to the candidate from MIDA, the Communist and other Parties, Eugenio Pizarro, which sentence best reflects your opinion?
- (2,6%) I will definitely vote for the candidate representing MIDA, the Communists etc
 - (10,8%) I might vote for the candidate representing MIDA, the Communists etc
 - (85,7%) In no way will I vote for the candidate representing MIDA, the Communists etc
 - (0,9%) No answer
- 19.4. With regards to the next Presidential election, suppose that three candidates definitely stand: a candidate from the Concertacion, one from the opposition and one from the Communist and MIDA Party. Which of them would you vote for?
- (16,7%) 1: Candidate of the opposition (RN-UDI-others)
 - (64,1%) 2: Candidate of the Concertacion (DC-PPD-PS and others)
 - (3,8%) 3: Candidate of MIDA, PC and others
 - (15,3%) 4: None/don't know/all the same thing to me
 - (0,2%) 8: no answer

20. Indicate for each activity that I name if you do it frequently, sometimes or never.

Card N° 9: 2 = Frequently 1 = sometimes 0 = Never

- Looks at debates and political programmes on television
 - 1: Sometimes (50,9%)
 - 2: Frequently (20,6%)
 - 3: No answer (1,0%)
 - 0: Never (27,4%)

- Reads news about politics
 - 1: Sometimes (40,2%)
 - 2: Frequently (22,6%)
 - 3: No answer (1,3%)
 - 0: Never (35,9%)

- Talks with the family about politics
 - 1 : Sometimes (38,2%)
 - 2: Frequently (14,6%)
 - 3: No answer (1,4%)
 - 0: Never (45,8%)

- Talks with friends about politics
 - 1: Sometimes (35,8%)
 - 2: Frequently (15,7%)
 - 3: No answer (1,6%)
 - 0: Never (46,9%)

Relationship between the Army and the Government

21. In the last few weeks there have been tensions between the Army and the Government. In your opinion, are these serious problems, less serious ones, or in fact no problems at all?

- (48,1%) 1: Serious
- (35,5%) 2: Less serious
- (6,0%) 3: Don't know/ no answer
- (10,1%) 4: Problems don't exist (jump to question 26)
- (0,3%) 8: no answer

22. Do you believe that these problems in the relationship between the Army and the Government have been solved, or have not been solved?

(10,6%) 1: They have been solved

(71,4%) 2: They have not been solved

(18,0%) 3: don't know/ no answer

23. How do you evaluate the way in which the Government has managed this problem with the Army?

(44,3%) 1: Managed it well

(29,9%) 2: Managed it badly

(25,8%) 3: don't know/ no answer

24. In your opinion, was the Government too weak with the Army, was it too assertive, or did it act appropriately to the circumstances?

(34,1%) 1: It was too weak

(3,7%) 2: It was too assertive

(45,1%) 3: It acted appropriately to the circumstances

(17,1%) 4: don't know/ no answer

24.1 Do you believe that in this conflict, the Army, given the circumstances, acted in an appropriate or inadequate way?

(16,7%) 1: It acted in an appropriate way

(63,3%) 2: It acted in an inadequate way

(10,4%) 3: Don't know

(9,5%) 8: no answer

25. In this conflict between the Army and the Government different people and institutions participated, either directly or indirectly,. Using this scale please evaluate the participation of each one of the following people/institutions?

5: Acted very well

4: Acted appropriately

3: Acted neither well nor badly

2: Acted inadequately

1: Acted very badly

- The Minister of the Interior, Enrique Krauss
 - (8,5%) 5: Acted very well
 - (39,3%) 4: Acted appropriately
 - (29,0%) 3: Acted neither well nor badly
 - (7,2%) 2: Acted inadequately
 - (2,1%) 1: Acted very badly
 - (13,9%) 8: don't know/ no answer

- The Minister of Defense, Patricio Rojas
 - (4,9%) 5: Acted very well
 - (29,6%) 4: Acted appropriately
 - (33,5%) 3: Acted neither well nor badly
 - (11,3%) 2: Acted inadequately
 - (5,7%) 1: Acted very badly
 - (14,9%) 8: don't know/ no answer

- The Commander in Chief of the Army, General Augusto Pinochet
 - (3,8%) 5: Acted very well
 - (12,1%) 4: Acted appropriately
 - (13,0%) 3: Acted neither well nor badly
 - (24,5%) 2: Acted inadequately
 - (33,3%) 1: Acted very badly
 - (13,2%) 8: don't know/ no answer

- The General Secretary of the Government, Enrique Correa
 - (8,3%) 5: Acted very well
 - (36,5%) 4: Acted appropriately
 - (31,6%) 3: Acted neither well nor badly
 - (6,4%) 2: Acted inadequately
 - (2,9%) 1: Acted very badly
 - (14,3%) 8: don't know/ no answer

- The President of the Republic, Patricio Aylwin
 - (14,2%) 5: Acted very well
 - (37,1%) 4: Acted appropriately
 - (25,2%) 3: Acted neither well nor badly
 - (6,4%) 2: Acted inadequately
 - (3,4%) 1: Acted very badly
 - (13,7%) 8: don't know/ no answer

– National Renovation party
(1,6%) 5: Acted very well
(17,0%) 4: Acted appropriately
(44,4%) 3: Acted neither well nor badly
(14,5%) 2: Acted inadequately
(6,3%) 1: Acted very badly
(16,2%) 8: don't know/ no answer

– Christian Democratic party
(5,7%) 5: Acted very well
(30,8%) 4: Acted appropriately
(40,4%) 3: Acted neither well nor badly
(4,9%) 2: Acted inadequately
(2,5%) 1: Acted very badly
(15,7%) 8: don't know/ no answer

– Socialist party
(3,1%) 5: Acted very well
(19,9%) 4: Acted appropriately
(42,8%) 3: Acted neither well nor badly
(11,0%) 2: Acted inadequately
(6,0%) 1: Acted very badly
(17,2%) 8: don't know/ no answer

– UDI party
(0,7%) 5: Acted very well
(10,0%) 4: Acted appropriately
(42,1%) 3: Acted neither well nor badly
(18,3%) 2: Acted inadequately
(12,1%) 1: Acted very badly
(16,8%) 8: don't know/ no answer

– PPD party
(2,2%) 5: Acted very well
(20,7%) 4: Acted appropriately
(47,7%) 3: Acted neither well nor badly
(8,1%) 2: Acted inadequately
(4,3%) 1: Acted very badly
(16,9%) 8: don't know/ no answer

26. Passing to another topic. Some days ago an agreement was reached on taxes between the Government and the party of National Renovation. Do you believe that this was a good tax agreement which would benefit the country or that it would not benefit the country?

- (41,5%) 1: The agreement will benefit the country
- (20,7%) 2: The agreement will not benefit the country
- (37,8%) 3: don't know/ no answer

International Relations

27. Do you consider that the current relationships between Chile and Peru are good, regular or bad?

- (43,1%) 1: Good
- (51,7%) 2: Regular
- (3,5%) 3: Bad
- (1,7%) 8: don't know/ no answer

28. And are the current relationships between Chile and Argentina, good, regular or bad?

- (52,0%) 1: Good
- (42,7%) 2: Regular
- (4,7%) 3: Bad
- (0,6%) 8: don't know/ no answer

29. And are the current relationships between Chile and Uruguay, good, regular or bad?

- (51,7%) 1: Good
- (40,6%) 2: Regular
- (3,9%) 3: Bad
- (3,7%) 8: don't know/ not answer

30. In general, do you consider the Peruvian people as friends, enemies, or neither friends nor enemies?

- (40,1%) 1: Friends
- (3,5%) 2: Enemies
- (56,0%) 3: Neither friends nor enemies
- (0,5%) 8: don't know/ no answer

31. In general, do you consider the Argentinean people as friends, enemies, or neither friends nor enemies?

- (43,9%) 1: Friends
- (5,1%) 2: Enemies
- (50,7%) 3: Neither friends nor enemies
- (0,4%) 8: don't know/ no answer

32. In general, do you consider the Uruguayan people as friends, enemies, or neither friends nor enemies?

- (49,8%) 1: Friends
- (1,8%) 2: Enemies
- (46,5%) 3: Neither friends nor enemies
- (1,9%) 8: don't know/ no answer

Topic: Health

33. How satisfied or dissatisfied are you with regards to your system of health?

- (3,7%) 1: Very satisfied
- (29,7%) 2: Satisfied
- (12,9%) 3: Indifferent
- (42,2%) 4: Dissatisfied
- (11,4%) 5: Very dissatisfied
- (0,1%) 8: no answer

34. Thinking in general of the health needs for you and your family, how would you evaluate the services that you have available (on a scale from 1 to 7)

Average Mark: 4.1

35. Everyone faces the possibility of a serious illness or health problems, which can mean a lot of expense. Many people have, for these reasons, some system of health care, public or private. In the face of an eventuality of this type, which of the following sentences best describes your perception of your current system of health care?

- (25,1%) 1: I don't have any protection or health plan
- (29,0%) 2: I feel insufficiently covered by my health plan
- (34,4%) 3: I feel well or reasonably well covered by my health plan
- (11,0%) 4: I feel totally or almost totally covered by my health plan
- (0,5%) 8: no answer

36. What health scheme do you belong to, or do you have the right to claim benefits from?

- (41,3%) 1: Fonasa or SNSS
- (26,8%) 2: Isapre
- (5,2%) 3: Other health schemes (Armed forces etc)
- (23,6%) 4: Don't have a health scheme
- (1,1%) 5: don't know, not sure
- (2,0%) 8: no answer

The following questions are only for the users or beneficiaries of Fonasa or SNSS. The rest, jump to question N° 39

37. If you answered Fonasa: What group do you belong to in Fonasa or SNSS?

- (38,9%) 1: Group A, B (doesn't pay for attention in the National Health System)
- (48,1%) 2: Group C, D. (pays something for attention in the SNSS)
- (13,0%) 3: Don't know, not sure

38. In general, how do you use the services of Fonasa or the SNSS?

- (42,0%) 1: Goes directly to a clinic or public/municipal hospital of the SNSS, where they pay something or nothing, according to the group they belong to.
- (54,9%) 2: Buys vouchers from Fonasa and goes to the doctor or institution that they want.
- (3,2%) 8: no answer

39. As you know, some people have joined the Isapre (or private health) system, while others remain in Fonasa. In your particular case, which of the following sentences best reflects your position regarding the Isapres? (pass card N° 11.)

Card N° 11

- (18,2%) 1: Would prefer an Isapre, but don't have enough salary
- (29,8%) 2: Prefer Fonasa
- (2,4%) 3: The plan which I could get in an Isapre is inferior to the one I have at the moment
- (9,0%) 4: It's the same to me whether an Isapre or Fonasa. Simply not interested in changing.
- (23,7%) 5: Lack information to make a good decision
- (12,9%) 6: Other reasons: which?
- (3,9%) 8: no answer

40. Suppose that it would cost the same; i.e. they would deduct the same amount of money from you or the person that you depend on, which system would you prefer?

(11,4%) 1: Fonasa, or an institution of that type

(34,5%) 2: Fonasa, free choice

(43,8%) 3: Isapre

(10,3%) 8: don't know/ no answer

41. In the last three months, did you or somebody in your household suffer from some health problem that required attention?

(65,8%) 1: Yes

(34,2%) 2: No

42. How did you solve the health problem?
(if it happened more than once, please, refer to the last one) Pass card N° 12

Card N° 12

(2,7%) 1: Asked for advice in the chemists

(0,4%) 2: Asked for advice advice from a neighbor, relative or acquaintance who is not a doctor.

(2,3%) 3: Took remedies that you yourself prescribed

(50,0%) 4: Went to a particular doctor, private clinic or private/Isapre medical centre.

(38,9%) 5: Went to a public clinic or medical centre, of the Municipality or the National Health Service.

(5,5%) 6: The problem solved itself or was not solved (the person continues sick)

(0,2%) 7: Prayed, went to a bonesetter, to a herbalist, etc.

(0,0%) 8: don't know/ no answer

43. If you requested medical attention, (codes 4 or 5) where did you get it?

(9,7%) 1: Municipal clinic

(9,0%) 2: Public clinic

(10,5%) 3: Medical centre (SNSS)

(14,7%) 4: Public hospital

(38,1%) 5: Private doctor

(17,0%) 6: Private medical centre, clinic or hospital

(0,8%) 7: In your home from a private professional

(0,1%) 8: No answer

44. During last year, did you receive directly or did you accompany some relative in getting some health care?

(32,9%) 1: No (jump to question 46)

(67,1%) 2: Yes

45. Speaking of the last time you got health care, what was the treatment like? Evaluate it using a scale from 1 to 5, where 5 is very good and 1 is very bad. (pass card N° 13)

Card N° 13

5 = very good 4 = Good 3 = Average 2 = Bad 1 = Very bad

a) The process of getting attention (asking for a number or an appointment).

(13,7%) 5 = very good

(35,9%) 4 = good

(20,7%) 3 = average

(17,4%) 2 = bad

(10,8%) 1 = very bad

(1,5%) 8 = no answer

b) The waiting room

(11,6%) 5 = very good

(37,4%) 4 = good

(21,6%) 3 = average

(19,2%) 2 = bad

(8,4%) 1 = very bad

(1,8%) 8 = no answer

c) The doctor's attention

(21,8%) 5 = very good

(47,5%) 4 = good

(21,1%) 3 = average

(5,6%) 2 = bad

(2,4%) 1 = very bad

(1,6%) 8 = no answer

d) The nurse's attention

- (15,5%) 5 = very good
- (42,6%) 4 = good
- (21,1%) 3 = average
- (10,1%) 2 = bad
- (3,1%) 1 = very bad
- (7,6%) 8 = no answer

e) The attention of the auxiliary staff

- (13,6%) 5 = very good
- (46,9%) 4 = good
- (19,1%) 3 = average
- (11,6%) 2 = bad
- (3,0%) 1 = very bad
- (5,9%) 8 = no answer

f) In general, the medical attention you received

- (17,6%) 5 = very good
- (46,4%) 4 = good
- (24,2%) 3 = average
- (7,9%) 2 = bad
- (2,4%) 1 = very bad
- (1,4%) 8 = no answer

46. Thinking in general about the health services for people like you, does you think that they have improved in the last five years, got worse or stayed the same?

- (32,8%) 1: Improved
- (15,9%) 2: Got worse
- (49,5%) 3: Stayed the same
- (1,7%) 4: don't know, no answer

47. Do you agree or disagree with the fact that doctors and other officials in the public sector of health appeal can go on strike or organise a go slow to get their objectives?

- (35,9%) 1: Agree
- (59,1%) 2: Disagree
- (4,7%) 3: Don't know/not sure
- (0,2%) 4: No answer

48. In relation to the financial contribution that this Government has made to the health sector, would you say that it has:

- (42,6%) 1: Increased
- (47,1%) 2: Stayed the same
- (8,3%) 3: Diminished
- (2,0%) 8: No answer

49. Which of the following is, in your opinion, the biggest problem in the public health sector in Chile (hospitals and clinics) and which is the 2^o biggest problem?

- (14,3%) 1: The doctors' have little motivation
- (47,4%) 2: Lack of medical equipment
- (37,3%) 3: Deterioration in the infrastructure of clinics and hospitals
- (34,6%) 4: The officials' low salaries
- (25,1%) 5: Little availability of medicines
- (18,6%) 6: Bad administration
- (17,0%) 7: Inappropriate treatment on the part of personnel
- (3,8%) 8: Other problems
- (0,7%) 9: don't know, no answer

50. Regarding the attention given in the municipal and public health clinics, do you consider that in the last year

1 = it has improved 2 = has stayed the same 3 has got worse

a) The availability of medicines

- (23,6%) 1 = Improved
- (48,6%) 2 = Stayed the same
- (21,6%) 3 = Got worse
- (6,3%) 8 = don't know, no answer

b) The hours for attention

- (21,5%) 1 = Improved
- (53,7%) 2 = Stayed the same
- (18,0%) 3 = Got worse
- (6,8%) 8 = don't know, no answer

c) The treatment from staff

(18,6%) 1 = Improved

(53,5%) 2 = Stayed the same

(21,5%) 3 = Got worse

(6,3%) 8 = don't know, no answer

d) Urgent attention

(24,8%) 1 = Improved

(44,0%) 2 = Stayed the same

(24,0%) 3 = Got worse

(7,3%) 8 = don't know, not answer

51. The last time that you were treated for an illness did you follow all the doctor's instructions? pass card N° 15

(73,2%) 1: Yes

(9,1%) 2: No, because of lack of money to buy medicines or have examinations

(3,4%) 3: No, because of lack of trust in the diagnosis

(2,9%) 4: No, because of lack of time

(8,4%) 5: No, because of carelessness

(3,0%) 8: no answer

Now, please, to finish, some personal data

A. How old are you?

1 18-24

2 25-34

3 35-44

4 45-54

5 55 -64

6 65 and over

B. Which is your civil status?

1 MARRIED

2 SINGLE

3 LIVING WITH SOMEONE

4 SEPARATED, DIVORCED

5 WIDOW/ER

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

- 1 NONE
- 2 1 - 3
- 3 4 - 7
- 4 8 (completed Primary education)
- 5 9-11
- 6 12 (completed Secondary school)
- 7 13-17
- 8 18 or more

D. What is your main profession or occupation?

- 1 EMPLOYEE WITH CONTRACT (EMPLOYEE, ARMED FORCES, MANUAL WORKER, MANAGER, EXECUTIVE ETC)
- 2 UNEMPLOYED, LOOKING FOR WORK
- 3 HOUSEWIFE
- 4 PENSIONER, RETIRED, INDEPENDENT MEANS
- 5 STUDENT
- 6 INDEPENDENT WORKER (In this case ask)

What type of independent worker are you?

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

E. Socioeconomic Level

- 1: ABC1
- 2: C2
- 3: C3
- 4: D
- 5: E

G. Sex

- 1: MALE
- 2: FEMALE