



Societal  
Security  
Network

VIRTUAL CENTRE OF EXCELLENCE FOR RESEARCH SUPPORT AND COORDINATION ON SOCIETAL SECURITY

## D3.2 SURVEY HANDBOOK AND COMPLEMENTARY RESEARCH STRATEGY

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## D3.2 Survey handbook and complementary research strategy

**Abstract:** Deliverable 3.2 is a methodology paper providing the basic empirical approach regarding the comparative field studies that are going to be conducted in WP3. It discusses the envisaged sampling strategy and includes important components of the field research tool kit (task 3.3) i.e. the questionnaire. It is to be understood as the main and underlying basis for the field research that will be carried out in task 3.4 and lead to the annual societal security reports.

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## Introduction

This deliverable is laying out the basic methodology of the empirical approach for the comparative field studies that are going to be conducted in the course of SOURCE WP3. It is an overview of the scheduled research with regard to task 3.3. (“field research tool kit”) and will especially inform task 3.4 (“roll-out of comprehensive comparative field studies”). Task 3.4 can be seen as the core of WP3 since it will account for the annual societal security reports.

The paper starts with a depiction of societal security and the challenge to measure security (chapter 2), expounds the envisaged sampling strategy (chapter 3) including the European coverage (3.1.1) as well as the pre-test (chapter 3.1.3), and also offers a timetable for the next steps to be taken (chapter 4). The draft questionnaire (chapter 5) is fundamentally connected to task 3.1 and is mainly but not only informed by the elaborate review of the empirical sources as presented in D3.1.1

The final design of the field research tool kit (task 3.3.) e.g. the finalization of the questionnaire will be based on the results of the pre-testing of the online questionnaire developed in D3.2. It will be elaborated upon the empirical field research strategies in close collaboration with the involved partners in the course of task 3.4. Furthermore, the partners will annually reappraise the field kit to make adjustments where required. Overall, the work package aims for a rich database with emphasis on perceptions of societal security.

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<sup>1</sup> Comp. SOURCE D 3.1, Kreissl, Reinhard et al, *Methodology workshop and review of available empirical sources*, 2014.



## 1. How to measure societal security

Societal security is a multi-dimensional concept. It has no clear boundaries and is neither common coinage in expert discourses nor is it used in everyday language. While it is possible to tackle societal security in a theoretical framework using existing socio-economic indicators, it is not possible to ask citizens directly about their perception of “societal security”. In the most general sense societal security refers to a broader understanding of security:

By society we mean not only the physical gathering of individuals, but also the organic, dynamic, collective life of a community. Society is a set of values, of customs, traditions, shared experiences, languages, legal and artistic traditions, economic institutions, a certain shared experience of place, and of history. A threat to the security of society, be it European or other, is not a threat to buildings and bridges, railroads and freeways, but rather a threat to the immaterial things that make these things important. In other words societal security thus extends beyond the material aspects of life such as physical protection, shelter, food and subsistence and gives attention to the actual resilience of social structures, organizations institutions, large and small, formal and informal. In short, societal security comprises not only the material aspects of life, but also depends upon complex moral and social aspects such as confidence, trust, belonging, and loyalty. All of these contribute in an increasingly prominent way to the well-being of people in a wide range of different social settings. Thus while assuring societal security means protection from crises caused by intentional and unintentional human acts, natural hazards and technical failures, this protection depends heavily on the social, cultural and even moral facility of people on the street. (Quoted from SOURCE DoW.)

We decided to opt for a multi-method approach to measure societal security, comprised of

→ An online survey approach (e.g. lime-survey, survey-monkey). The survey will be hosted via the IRKS website and a link to the SOURCE website will be provided. We choose this approach since it seems the most economical way to cover a wider sample.

→ Furthermore we will analyse a number of indicators we call proxy-indicators reflecting societal security. These indicators selected from socio-economic research allow for a macro-structural assessment of societal security over time. Relevant surveys, addressing issues of societal security will also be monitored continuously for the survey.<sup>2</sup>

→ A third and final source of data will be interviews with key-informants selected for their specific position and exposure in their countries. This source of data will provide ethnographic evidence for perceptions of societal (in)security to augment the more quantitative data from the other two sources.

Focussing on citizens’ perspectives using a multi-method tool kit, we identify a number of factors linked to individual perception:

- How do individuals perceive of their own situation as a social being?
- Are there any perceived existential threats and if so how do citizens cope with such threats?

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<sup>2</sup> See e.g. <http://io9.com/how-different-countries-rank-humanitys-greatest-threats-1647208905> detailing the 5 most pressing global threats across different countries.



Those questions will be addressed inter alia in greater detail in the qualitative narrative interviews.

The kinds of data elicited with this approach are individualized assessments of a person's situation in social context. Such assessments can unfold in different directions/dimensions, e.g.:

- from personal well-being,
- feelings of (in-)justice,
- fears of crime,
- unemployment,
- or other social/societal ills producing immediate existential threats.

Nonetheless while these 'threats' are being perceived individually, they may have structural causes e.g. rooting in detrimental economic developments.

In the context of societal security the idea of societal resilience can be useful: social ills (in a non-technical and broad normative sense) as understood by the members of a society in their societal-structural nature, can trigger forms of resilience like remedial political action, addressing the causes of such problems. Social protest can be the consequence of collectively perceived social injustice. Such protest can be interpreted as a resilient reaction of a society. When on the other hand perceived and experienced misery is interpreted as individual fate or fault, leading to mainly individualized reactions, this can be seen as an expression of a lack of resilience. Zygmunt Bauman (2000) in his interpretation of liquid modernity has elaborated on this individualizing move, pointing to the obstacles to collective remedial political action.<sup>3</sup> Observing social protest movements and actions across Europe can provide important comparative insights into the state of societal security across different countries.<sup>4</sup>

Looking at societal security through the lens of societal resilience, societal security can be understood as a reflexive and performative concept. Securing what could be termed the *key elements* of a society in terms of economic equality, reflexive cultural traditions and social justice requires robust civic engagement, a lively public sphere and the collective ability to understand and confront challenges emerging from the "blind forces of the market". Balancing and taming such systemic threats in a reflective democratic polity is a key prerequisite to maintain societal security. As e.g. Hannah Arendt has repeatedly pointed out, political power (as opposed to physical violence) is based on the continuous engagement of active citizens.<sup>5</sup> Such engagement on the other hand requires access to resources (material and social) that in turn are available only in a society that lives up to the standards of social justice. This reflexive relation is at the heart of societal security.

It should be noted that aggregated individual perceptions do not represent comprehensive accounts of societal security. These perceptions may at the same time over- and underestimate the state of societal security, when looking at what could be called "mainstream" security issues. A typical case of overestimating would be the individual assessment of the fear of victimisation or the numbers of

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<sup>3</sup> Bauman, Zygmunt (2000) *Liquid Modernity*, Oxford, Polity Press.

<sup>4</sup> "Planning to observe" the social protest movements is hereby referring to some media observation / media coverage of social movements and actions across Europe with emphasis on societal security aspects.

<sup>5</sup> Arendt, Hannah (1999) *The Human Condition*, University of Chicago Press.



crimes known to the police. Here the individuals' perception is moulded by media coverage.<sup>6</sup> On the other hand certain risks – e.g. of the financial market – are typically underestimated by lay citizens.<sup>7</sup>

This problem can be addressed by the suggested multi-method approach to the investigation of societal security: the first assessment method addresses the opinion of a broad spectrum of citizens, creating an exemplary sample targeting different socio-economic strata; the second assessment method comprises the analysis of what we call proxy-indicators; and in the third assessment method we will address key-informants to be identified in different countries, providing expert opinions based on their specific operating experience and expertise: these may be individuals exposed to surveillance (like journalists, political activists) or individuals exposed to risks of social, cultural and economic marginalisation (like members of ethnic minorities).

The proposed survey is designed as comprised of a set of stable elements, combined with variable parts, adjusted to changing social conditions. It is also envisaged to expand the database in the upcoming years and to include more data and information along the way. Due to the overall design of a small-scale flexible empirical study we will be able to react to contingent events affecting societal security and to provide first-hand assessment of changes as the research unfolds over the coming years. What is presented on the following pages should be read as a basic structure to develop in time in order to create a complex observatory of the state of societal security in Europe. This also entails further theoretical and conceptual elaboration.

## 2. Sampling strategy

### 2.1 The online survey

A statistical representative sample (i.e. in terms of the Eurobarometer approach) is not going to be met in the course of this project, which is due to limited (monetary) resources and the fact that the consortium cannot cover all of the 34 countries and territories that are currently included in the Eurobarometer.<sup>8</sup> The survey will have a strong focus on the 9 countries that can be covered by the consortium partners (as listed below) and is moreover also planned to be extended and conducted in some further (East-)European countries.<sup>9</sup>

Nevertheless we are aiming for an excessive database that is going to provide novel insights into the perceptions of Europeans citizens on (societal) security, accounting for social, ethnical and demographic characteristics.

The overall envisaged sample size per conducted annual survey is N=900 however, we allow for some divergence depending e.g. on the final decisions on sampling strategies and included countries.

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<sup>6</sup> Stalans Loretta, J.; Diamond Shari S. (1990) Formation and change in lay evaluations of criminal sentencing *Law and Behaviour* Vol. 14, 3, p. 199-214.

<sup>7</sup> Legnaro, Aldo (2005), *Kapitalismus für Alle*, Münster, Westfälisches Dampfboot.

<sup>8</sup> That is the EU28 plus the current 5 candidate countries and the Turkish Cypriot Community/Cyprus. Comp. "Standard Eurobarometer 81", *Public Opinion in the European Union*, Spring 2014, First Results, p.2f. [http://ec.europa.eu/public\\_opinion/archives/eb/eb81/eb81\\_first\\_en.pdf](http://ec.europa.eu/public_opinion/archives/eb/eb81/eb81_first_en.pdf)

<sup>9</sup> The inclusion of Eastern European countries is hereby planned as an additional further step (starting with the second conduction of the survey).



### 2.1.1 European coverage

As already mentioned, IRKS will host the online survey which is going to be accessible (mainly) through the SOURCE webpage. There will be most likely just one standard linkage existing that will lead to the master-online-survey.<sup>10</sup>

On the entry page of the online-survey the language selection will be prominently placed, since the questionnaire will be available in a minimum of 8 European languages in the first round of the survey (survey no 1), and a minimum of 10 languages further on (from survey no 2 on).

The core European countries that will be covered in the survey are listed in the table below.

'Responsibility for coverage' refers hereby mainly to available mailing lists and existing contacts, i.e. the extended networks of all partner institutions, to widespread information about the project, the survey (and the linkage) in the first place. Beyond this step excessive dissemination is planned through a number of various further entry points discussed in chapter 2.1.2.

In the final task of WP 3 the involved partners (see table below) will carry out the societal security survey developed in Tasks 3.2 and 3.3 in the respective countries.

Countries	Partner responsible for coverage in task 3.4 'field studies' <sup>11</sup>	
1) Austria	IRKS	Fixed to do
2) Germany	IRKS	Fixed to do
3) UK	KCL	Fixed to do
4) Ireland	CIES	Fixed to do
5) Netherlands	TNO	Fixed to do
6) Norway	PRIO	Fixed to do
7) Belgium	VUB/CEPS/EOS	Fixed to do
8) Spain	TECNALIA	Fixed to do
9) Sweden	FOI	Fixed to do
10) France	KCL or VUB	Planned *
Greece, Slovakia, (Czech Republic) ...	IRKS	Planned *

\*at least for survey no 2.

<sup>10</sup> To visualize how this online survey layout could look, please compare the (extract) screenshot of an online-survey created by IRKS for another project in chapter 5.

<sup>11</sup> The partners Fraunhofer and Science Pro are hereby asked to assist in disseminating the information about the survey through their existing networks (i.e. mailing-lists) as it is according to the DoW not foreseen that those two partners are involved in the empirical research conducted in WP3.

The basic coverage of European languages and the respectively responsible consortium partners are as follows:

Language	Partner responsible for translations	
English (=master questionnaire)	created by IRKS (see chapter 5)	Created
Dutch	TNO	Fixed to do
French	VUB	Fixed to do
Dutch	VUB	Fixed to do
German	IRKS	Fixed to do
Norwegian	PRIO	Fixed to do
Spanish	TECNALIA	Fixed to do
Swedish	FOI	Fixed to do
Greek, Slovakian, (Czech)	IRKS	Planned *
Italian, Polish, Turkish ~	?	Eligible

\*at least for survey no 2.

If involved partners have language skills beyond the main scope, they are definitely invited to get in touch with IRKS for additional translations of the questionnaire in order to cover a greater range of languages. The online-form isn't limited in this regard and since almost all of the questions are self-contained, consist of ticking boxes and are furthermore fixed in structure, there is – besides the translation of the questionnaire in the first place – almost no additional effort involved with regard to the data processing or analysis.<sup>12</sup>

### 2.1.2 Recruiting approach and entry points

A standardised introduction to the project with special regards to the survey will be created by IRKS and serve as the core basis for spreading the dissemination activities. This information has to be made available in all involved languages in an elaborate version (e.g. to be placed on websites) and also as a short, pointed and condensed version<sup>13</sup> that will be sufficient for print media advertising. This material will be developed by IRKS as part of the field research tool kit (D3.3). A consistent design for the media coverage will be created by IRKS in collaboration with the consortium.

We envisage a wide range of recruitment entry points. Since the research to be conducted within WP3 is not meeting the requirements for representativeness in a strict sense we propose a research design that can highly benefit from an approach based on specific entry points.<sup>14</sup>

<sup>12</sup> With the exception of a short check of the few comments to be expected in the very limited space in the questionnaires that allow for text entry once the survey is conducted.

<sup>13</sup> That will point to the elaborate information on the websites etc.

<sup>14</sup> IRKS has recently successfully used the method of approaching interview-partners via a range of deliberately biased entry points (plus a larger control group that wasn't recruited on the basis of any specific bias) in the IRISS project.



**Entry points** include but are not limited to:

- **Networking within the scientific community** (and also beyond if applicable) **using a pyramid scheme for dissemination**  
 All individual partners disseminate the online survey through their networks. (E.g. IRKS has access to the Austrian police academy, various subject-specific mailing lists, Universities, project partners all over Europe etc.)  
 The specific nature of the individual networks and information about the rough number of individuals that are reached through the various mailing lists etc. should be documented by the partners.  
**Approach:** Mainly mailing lists already available.  
**Participants:** Great variety of (mainly) persons with special expertise on the topic.  
 This entry point will clearly coincide with some of the other entry points.
  
- **International NGOs** that are either critical towards the topics of security and surveillance or rather concerned with security AND that are active/present in all in the survey involved countries  
**Organisations:** E.g. Statewatch, Privacy International, Amnesty International on one hand and e.g. CEPS European Neighbourhood Watch on the other.  
**Approach:** Mainly placing information about the survey on their websites.  
**Participants:** Variety of persons with special expertise on the topic; and also in the NGOs' work interested lay citizens.
  
- Advertisement in **Newspapers**  
**Approach:** Placing an advert in nationwide newspapers/magazines per involved country on the same date resp. the same week in all countries at the start of the survey.  
 Which newspapers/magazines are seen as suitable has to be discussed.  
 E.g. one reputable daily newspaper, one tabloid newspaper (if affordable),  
 One street magazine that is usually sold by the homeless.  
**Participants:** Civil society / variety of (lay) citizens  
 also depending on the final selection of newspapers and/or magazines.

All partners are invited to provide IRKS with further thoughts or concepts for entry points and the recruitment of respondents. Brief feedback and information on important local resp. national differences that have to be taken into account are much appreciated.

Regarding the recruitment entry points, some variations in the dissemination strategies based on specific local conditions (e.g. with regard to multilingual countries) will be unavoidable. However, it should be noted, that the general entry points have to be to a certain extend similar in all countries since the recruiting strategies have to be based on a common methodological ground to allow for comparison.

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IRISS – WP4, Kreissl, Reinhard et al., Deliverable 4.2: Conduct the observation/interviews, *Doing privacy in everyday encounters with surveillance*- Local reports on the results of the empirical studies conducted in different countries (Austria, Germany, Slovakia, Italy, UK), forthcoming 2014.



### **Some preliminary remarks on the survey data**

The survey will be anonymous fully in accordance with the Data Protection Act 1998. The information the respondents are asked for in the demographic section of the questionnaire does not allow for drawing conclusions on the real persons (comp. the part on “demographics” in the questionnaire in chapter 5). The data will only be used within the project for research purposes. Besides the standard demographics on gender, age, nationality etc. the enquiry includes some additional general information that is of importance for our research purposes, in order to be able to compare and analyse expected differences in the perception(s) of “societal security” e.g. between the respondents with regard to their different recruiting entry points.

We will adhere to issues regarding the aggregation of individual perceptions. For example, within a particular country involved, different individuals or subgroups may indicate different threats as most important, due to factors as socioeconomic background, their ethnicity etc. Consequently, this kind of demographic contextual data is included in the questionnaire and will be tested for significance.

At this stage of the planning process of WP3 we refer to the pre-test for supporting discernments, since we expect the partners’ valuable input on the pre-test to foster deeper insight on the currently open questions.

#### **2.1.3 Pre-test**

We are planning to conduct a pre-test of the master-questionnaire (i.e. the English version) in the course of January 2015 in order to be able to create the final version of the questionnaire (comp. chapter 4, time schedule). Therefore all partners are requested to assess the preliminary version of the questionnaire as it is included in this document. The questionnaire will then be made available online by IRKS, ideally by beginning of December 2014. The partners will receive an e-mail with the link to the (pre-)online-survey and are invited not only to complete it by themselves, but rather to provide it to some friends/family, favourable persons that are not part of the scientific community concerned with the topic. Attention should not only be paid to the sequential arrangement/logic, but also to general usability and the timeframe. We are aiming for a final version that can easily be completed within an average timeframe of 10 to 15 minutes. Participants of the pre-test will be able to provide us with their comments directly in the online-form. On the basis of the results of the pre-test the questionnaire will be reworked and a final version for survey round no. 1 should be available in the beginning of 2015.

## **2.2 Interviews with key informants**

As mentioned, another source of data will be interviews with key-informants selected for their specific position and exposure in their countries to augment the quantitative data from the other sources. These qualitative interviews are going to be based on a common interview-guideline that will nevertheless allow for a variation of the core points depending on specific (local) requirements and the specific experience and/or expertise of the interviewees. As it was stated before, we envisage interviews with individuals exposed to surveillance e.g. on the basis of their profession (like journalists), their civic engagement (like political activists pro and con surveillance); individuals



exposed to risks of social, cultural and economic marginalisation (like members of ethnic minorities); and other stakeholders.

How these experts respectively aggrieved parties are going to be selected and addressed and also the detailed content of the qualitative interviews is also depending on the preliminary results of the other parts of the research (to be) conducted within WP3. This has to be discussed and decided in line with the involved consortium partners (partly regarding task 3.4) and will be further elaborated on in due time.

The genuine final strategy will be developed in close cooperation with the WP3-partners with respect to country-specific particularities and the specific expertise of the partners.

### 3. Time schedule for WP3, task 3.3 and 3.4 - Survey no 1

- Production of the English questionnaire for pre-testing by IRKS until the beginning of Jan. 2015.
- Conducting the pre-test (as described above) by partners until middle of Jan. 2015.
- Creation of the final English questionnaire for survey no. 1 by IRKS until the end of Jan. 2015.
- Translation into the other main languages regarding the countries covered by the consortium until 15. Feb 2015.

The particular partners are responsible for the translations as described above.

IRKS is also aiming for some further coverage of languages.

[If involved partners have language skills beyond our scope so far, they are invited to cover a greater range of languages.]

- Creation of a consistent design for print- as well as online-advertisements informing about the survey until the end of February 2015.
- Finalization of the online-survey (including all languages) by IRKS, final checks of the online-questionnaire by all partners.
- Launching the survey on 1 March 2015, whilst simultaneously starting the excessive dissemination (networking, placing advertisements in the selected media etc.) in all involved countries.

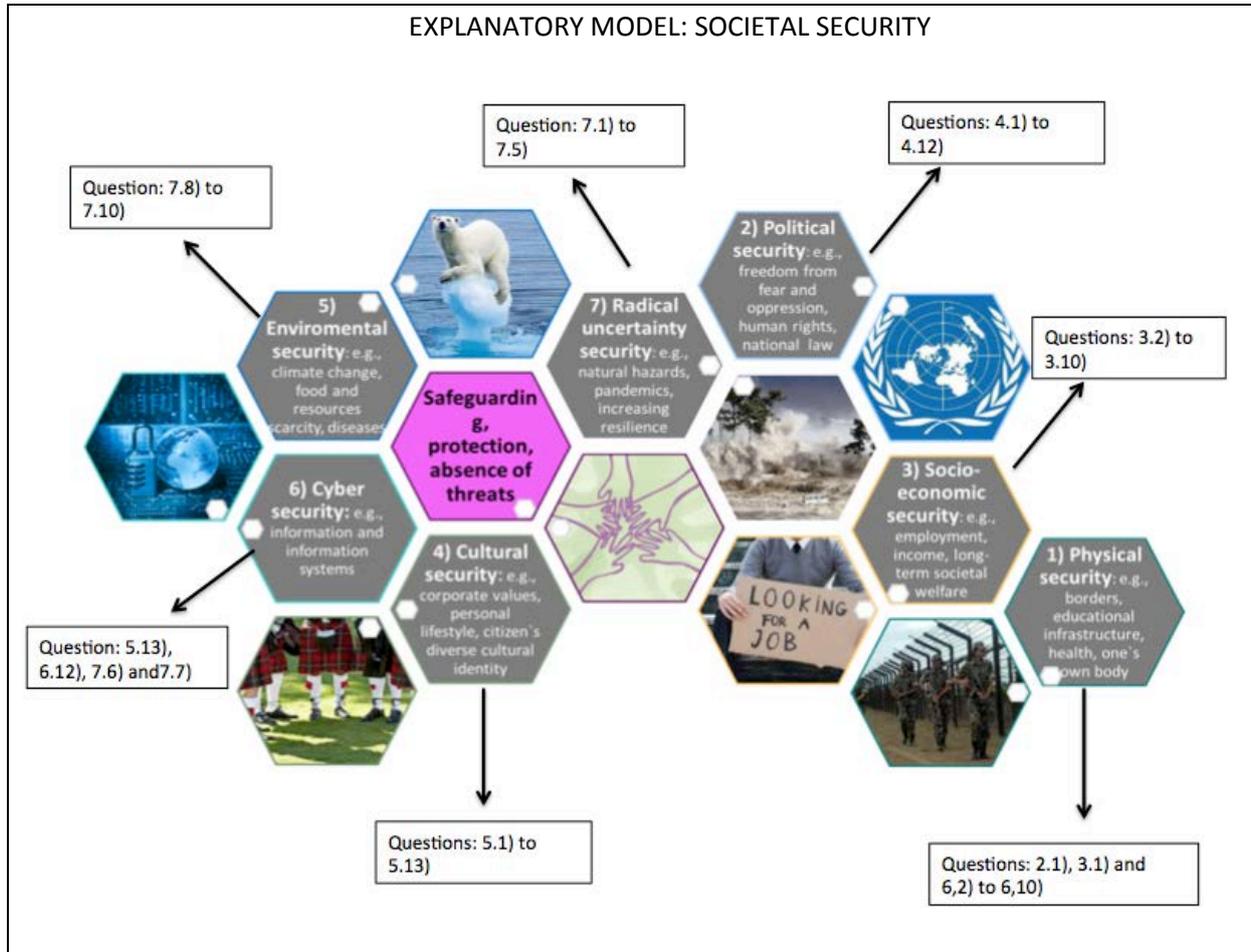
The partners are responsible for the dissemination of the survey in the various countries as described above.

## 4. Annual Societal Security Survey

### 4.1 Operationalization

Societal security can't be assessed with a single question (e.g. "on a societal level how secure do you feel", please answer from 1 – very secure to 5 – very insecure). It can be assumed that there are a number of different factors that are linked to the individual perception of citizen's personal situations as a social being. To define (operationalise) which factors might explain how individuals perceive (existential) threats, we found the seven dimensions of societal security defined by the

ETTIS (European security trends and threats in society) project<sup>15</sup> very helpful. The development of the annual societal security report was therefore theory driven and is using these seven dimensions to operationalise the concept of societal security to ask citizens about their perceptions of “societal security” (without asking them directly “*how secure do you feel on a societal level*”). Our intention with the survey is to develop an **explanatory model** on how societal security is perceived amongst citizens.



**Operationalising the seven dimensions of societal security**

The main way of analysing the quantitative results of the annual societal security survey will be based on the analysis of variance (ANOVA). For each of the seven dimensions of societal security we defined a number of questions in the questionnaire that can be aggregated to “factors” explaining a certain aspect of societal security (e.g. socioeconomic security). These factors (=set of questions) will be also analysed against a set of socio-demographic variables to see how far age, gender, nationality, etc. are influencing the individual perception of societal security. The seven dimensions of societal security and their usefulness for the future development of the annual societal security reports have been discussed in the previous SOURCE WP3 deliverable on available empirical resources<sup>16</sup>.

<sup>15</sup> Lagazio, Monica (2012): ETTIS D2.2 Report on Research Approaches and Results, ETTIS Project, p.20, [http://ettis-project.eu/wp-content/uploads/2012/03/D2\\_2.pdf](http://ettis-project.eu/wp-content/uploads/2012/03/D2_2.pdf)

<sup>16</sup> see SOURCE D3.1 Methodology workshop and review of available empirical sources, <http://intranet.sourcenetwork.eu/d31-methodology-workshop-and-review-available-empirical-sources>



## 1) Physical security

(Questions: 2.1, 3.1 and 6,2 to 6,10)

*Physical security is covering what is commonly perceived as security in an everyday understanding. Physical harm of one's own body or health, resulting from attacks, threats or hazards are aggregated in this dimension.<sup>17</sup> We've used a set of questions that was also used by the International Crime Victim Survey<sup>18</sup> to assess this dimension of societal security (especially questions 6.2 to 6.10).*

## 2) Political security

(Questions: 4.1 to 4.12)

*Traditionally political security is involving threats that are related to weak states, political failures and the misuse of political power which can have negative effects on the individuals living in a certain political system<sup>19</sup>. To operationalize this dimension of societal security we are going to ask the respondents a set of questions on how they perceive the performance of various national institutions representing the political system they are living in (questions 4.1 – 4.12).*

## 3) Socio-economic security

(Questions: 3.2 to 3.10)

*Growing economic disparities within the European societies as well as the global financial crises are main problems in contemporary Europe. Fiscal and financial instability of member states resulting in rising unemployment rates in certain regions of Europe are major threats to societal security as societal security is not only focusing on actual physical threats caused by perpetrators.<sup>20</sup> Therefore the respondents are going to be asked about their own assessment of their financial/fiscal situation and how this situation is affecting their life (questions 3.2 -3.10).*

## 4) Cultural security

(Questions: 5.1 to 5.13)

*Buzan, Wæver and De Wiled defined societal security as the ability of a society to persist in its essential character under changing conditions and possible or actual threats. Whereas society is understood not only as the physical gathering of individuals, but also the organic, dynamic and collective life of a community. Society as understood in the context of the Source project is furthermore a set of values, customs, traditions and shared experiences of a community. Therefore aspects like citizen's diverse cultural identity and corporate values shall be identified as proxy indicators for societal security, although one have to admit that those concepts are notoriously hard to measure<sup>21</sup>. For this survey we've operationalised cultural security with a set of questions (5.1 – 5.13) identifying various national institutions and asking citizens about their level of trust in this institutions representing a certain culture of corporate values, lifestyle.*

## 5) Environmental Security

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<sup>17</sup> *ibid.*

<sup>18</sup> Van Dijk, J.J.M., van Kesteren, J.N. & Smit, P. (2008). *Criminal Victimisation in International Perspective, Key findings from the 2004-2005 ICVS and EU ICS*. The Hague, Boom Legal Publishers

<sup>19</sup> see SOURCE D3.1 Methodology workshop and review of available empirical sources

<sup>20</sup> *ibid.*

<sup>21</sup> *ibid.*



(Questions: 7.8 to 7.10)

Ulrich Beck's work on the Risk Society spurred the popular discourse on the growing environmental concerns during the 1980s and 1990s after the Chernobyl incident. Under the dimension environmental security manufactured risks<sup>22</sup> like the Chernobyl disaster in 1986, are covered. On the opposite natural hazards, pandemics, floods, avalanches will be covered by the dimension 7 on radical uncertainty security<sup>23</sup>. Environmental threats are, given the number of questions we use to operationalize Environmental Security, underrepresented in the first iteration of the survey. If we see that concerns about environmental risks and hazards have a statistical strong influence on the analysis of the variance of societal security it is foreseen to add further questions to the second iteration of the survey to specify the influence of environmental threats on societal security.

## 6) Cyber Security

(Questions: 5.13, 6.12, 7.6 and 7.7)

The security of private data and the increase of cybercrime incidents are the main (perceived) risks covered in this dimensions of societal security, but also the use of surveillance tools - traditionally introduced to increase the (perceived) security of citizens - shall be explored within this dimension of societal security<sup>24</sup>. To assess Cyber Security as a dimension of societal security, we intend to ask citizens about their fear of becoming a victim of Cyber Crime (question 6.12) and how they experience the fact that European citizens are increasingly surveilled either by state (e.g. Police) or private actors (e.g. Google, Facebook and the like).

## 7) Radical uncertainty security

(Questions: 7.8 to 7.10)

To operationalise radical uncertainty security we developed a set of questions addressing current threats that potentially may have a strong impact on the individual perception of societal security. These questions will of course change in the course of the surveys, as threats to ( respectively perceived by) European citizens vary over time.

## 4.2 Draft Questionnaire

Online-survey: Example for a possible layout

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<sup>22</sup> Giddens, Anthony (1999): Risk and Responsibility, The Modern Law Review Vol. 62.

<sup>23</sup> see SOURCE D3.1 Methodology workshop and review of available empirical sources

<sup>24</sup> *ibid.*

Digital Identities  
DIGID QUESTIONNAIRE  
KIRAS Project Digital Identities

0%  100%

1. a. In your opinion, how likely are the following applications or devices to be the primary user interface for eID systems?

	very unlikely	unlikely	likely	very likely
Web browser	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PC application	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Apps on smartphones or tablets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Card reader	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

1. b. None of the above.  
Please specify the most likely one:

2. Security tokens for user authentication can be hardware devices or software solutions. From an end user's perspective, which security tokens are most likely to be widely used in the next 5 years?

	very unlikely	unlikely	likely	very likely
Smart cards (such as citizen cards)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobil TANs*	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
SIM cards (mobile phone)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Username and password	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
One-time password generator (OTP)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Paper TAN lists	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

\* During transaction, a TAN is generated and sent to the user's mobile phone by SMS.

**Introduction:**

We would appreciate very much, if you would be so kind to support our EU project SOURCE by completing this questionnaire. It should not take more than a few minutes of your time.

The objective of this questionnaire thus is to better understand how different aspects of security (e.g. not only crime related aspects) are perceived by European Citizens.

We will publish a summary of the results on our website after the survey is finished.

If you have any further questions regarding the questionnaire itself or the aims of SOURCE, please do not hesitate to contact the authors of the questionnaire ([office@irks-research.eu](mailto:office@irks-research.eu)).

Before starting the survey, we would like to ask you to read our consent form including our data protection measures.

I do not agree: Exit / I agree: Start survey

**A - IMPORTANCE IN LIFE**

**1) What is important to you on a societal level?** Imagine you are the president of the country you are currently living and you have a budget of 1.000.000 EUR left to spend for the next year. In which of the following domains would you invest your 1.000.000 EUR?

You can distribute the 1.000.000 EUR in any way you want.

- 1.1) Healthcare \_\_\_\_\_ EUR
- 1.2) Education \_\_\_\_\_ EUR
- 1.3) Housing \_\_\_\_\_ EUR

- 1.4) Environment protection \_\_\_\_\_ EUR
- 1.5) Culture budget \_\_\_\_\_ EUR
- 1.6) Civil protection (e.g. in the case of floods, fires, earthquakes) \_\_\_\_\_ EUR
- 1.7) Public transport \_\_\_\_\_ EUR
- 1.8) Social security (e.g. pension system, unemployment benefits) \_\_\_\_\_ EUR
- 1.9) Sport and leisure activities \_\_\_\_\_ EUR
- 1.10) Crime Prevention (Police) \_\_\_\_\_ EUR
- 1.11) Terrorism Prevention \_\_\_\_\_ EUR
- 1.12) Cyber Crime Prevention \_\_\_\_\_ EUR
- 1.13) Other \_\_\_\_\_ (enter text) \_\_\_\_\_ EUR

**2) What is important to you on a personal level**

	1) Very Important	2) Important	3) Don't know	4) Less important	5) Not important at all	99) N / A
2.1) Your physical health						
2.2) Your financial situation						
2.3) Your personal job situation						
2.4) Your relationship with your partner						
2.5) Your relationship with your children						
2.6) Your relationship with other family members, relatives, colleagues at work						
2.7) Your relationship with your friends						
2.8) Your housing situation						
2.9) Your pet						
2.10) Your educational achievements						
2.11) Your happiness in life						
2.12) Your hobbies						



2.12) Your personal fulfilment						
2.13) Safe and protected environment						
2.14) Your professional career						
2.15) Fun in life						
2.16) Your right to privacy						
2.17) Your options to participate in public life						
2.18) Other ____ (Text)						

## B - PERSONAL ASPECTS OF YOUR EVERYDAY LIFE

### 3) How would you judge your current situation?

	1) Very good	2) good	3) Don't know	4) sufficient	5) insufficient	99) N/ A
3.1) Your physical health						
3.2) Your financial situation						
3.3) Your personal job situation						
3.4) Your relationship with your partner						
3.5) Your relationship with your children						
3.6) Your relationship with other family members and relatives						
3.7) Your relationship with your friends						
3.8) Your relationship with your neighbours						
3.9) Your current housing situation						
3.10) Your personal fulfilment						

## C - SATISFACTION WITH PUBLIC SERVICES ON A NATIONAL LEVEL

**4.) How would you rate the performance of the following institutions and public services in your country?**

Looking at the performance:	1) very good	2) good	3) Don't know	4) sufficient	5) insufficient	99) N/ A
4.1) The healthcare system in general is...						
4.2) The educational system in general is...						
4.3) The fiscal situation in general is ...						
4.4) The pension system in general is ...						
4.5) The public transport system in general is ...						
4.8) Civil protection in general is organised ...						
4.9) The police in general is ...						
4.10) The national government is ...						
4.11) The public authorities in general are ...						
4.12) The justice system in general is ...						

**5) Trust:** Thinking of your country of residence, would you say that you can trust the following institutions?

	1) fully trusted	2) trusted	3) Don't know	4) slightly distrusted	5) fully distrusted	99) N/A
5.1) Hospitals						
5.2) general practitioners (in the healthcare sector)						



5.3) Public schools						
5.4) Universities						
5.5) Public Transport (in metropolitan areas)						
5.6) Public Transport (on the countryside)						
5.7) Financial Institutions						
5.8) Political parties						
5.9) Police						
5.10) Civil protection services (e.g. fire brigade, paramedics)						
5.11) Courts						
5.12) Media						
5.13) The Government						
5.14) Global Social Media Service Providers (e.g. Google, Facebook, Twitter)						

## D – SOCIETAL SECURITY

### 6) Feelings of (in)security:

	1) Very secure	2) secure	3) Don't know	4) slightly insecure	5) very insecure	99) N/A
6.1) In general I feel ...						
6.2) Alone at home at night I feel ...						
6.3) Alone on the street at night I feel ...						
6.4) Alone in public places I feel ...						
6.5) In very crowded public places I feel...						
6.6) When I use public transport services I feel...						



6.7) When I use public transport services alone at night I feel ...						
6.8) When I see a police officer or a police car, I feel ...						
6.9) With regards to burglary I feel ...						
6.10) With regards to robbery I feel ...						
6.11) With regards to identity theft on the internet I feel ...						
6.12) In the presence of members of other ethnic groups I feel ...						

## E – CHALLENGES FOR EUROPEAN SOCIETY

**7) Thinking about future developments in the European Union would you say that you are concerned about ...**

	1) very concerned	2) concerned	3) Don't know	4) hardly concerned	5) unconcerned	99) N/A
7.1) the future development of the Ukraine crisis						
7.2) terror attacks by the "Islamic State" on European soil						
7.3) the future development of the financial crisis in Europe						
7.4) the progressing climate change						
7.5) refugees seeking asylum in the European Union						
7.6) intelligence agencies infringing your privacy						
7.7) global Social Media Service Providers (e.g. Google, Facebook, Twitter) collecting your personal data						
7.8) rising prices for staple foods						



7.9) rising oil price						
7.10) an Ebola outbreak in Europe						

**F – CULTURAL ATTITUDES\*<sup>25</sup>**

People sometimes talk about what the aims of this country should be for the next ten years. Below there some of the goals listed which different people would give top priority.

Would you please say which one of these you, yourself, consider the most important?

And which would be the next most important? And which would be the third most important?<sup>26</sup>

(8.1) Maintaining order in the nation

(8.2) Giving people more say in important government decisions

(8.3) Fighting rising prices

(8.4) Protecting freedom of speech

Here is another list. In your opinion, which one of these is most important? And what would be the next most important? And what would be the third most important?<sup>27</sup>

(9.1) A stable economy

(9.2) Progress toward a less impersonal and more human society

(9.3) Progress toward a society in which ideas count more than money

(9.4) The fight against crime

<sup>25</sup> \*Note: We've adopted the extended Inglehart Index<sup>25</sup> for this question as it was and still is used in the World Value Surveys. Comp. <http://www.worldvaluessurvey.org/WVSDocumentationWV5.jsp>  
PDF: *WV5\_Questionnaire\_RootVersion1.pdf* (Questions on p.6f)

<sup>26</sup> In the online-survey form the respondents will be able to choose the ranking by clicking on the items and shuffling the individual statements according to their preferred order.

<sup>27</sup> Ibid.

**G – SOCIODEMOGRAPHIC INFORMATION**

- 10.1) Age \_\_\_\_\_ (year of birth. e.g. 1984)
- 10.2) Sex  male  female  N/A
- 10.3) Education
- no certificate  vocational certificate
- secondary degree (10 ears)  secondary degree (12 years)
- University degree BA  University degree MA
- University degree Ph.D/equivalent  N/A
- 10.4) No. of persons in household: \_\_\_\_ – no. of children under 18: \_\_\_\_
- 10.5) You hold a passport of which country? (Answer = List of Countries)
- 10.6) What is your current country of residence? (Answer = List of Countries)
- 10.7) Household income after tax (approx. in Euro)
- under 450  451 to 1500
- 1501 to 2500  2501 to 4000
- over 4000  N/A
- 10.8) Civil status
- single
- married/living together
- divorced/living separated
- widowed
- other \_\_\_\_\_
- 10.9) Would you consider yourself belonging to
- the major ethnic group in the country your currently living in
- an ethnic minority in the country you are currently living in
- don't know
- N/A
- 10.10) You are currently living in a village/town/city with<sup>28</sup>
- less than 100.000 inhabitants
- between 100.000 and 250.000 inhabitants
- between 250.000 and 500.000 inhabitants

<sup>28</sup> see [http://epp.eurostat.ec.europa.eu/statistics\\_explained/index.php/Statistics\\_on\\_European\\_cities](http://epp.eurostat.ec.europa.eu/statistics_explained/index.php/Statistics_on_European_cities)



- between 500.000 and 1.000.000 inhabitants
- more than 1.000.000 inhabitants

10.11) How did you hear about this survey?

- via a mailing list of an institution, organisation, NGO...  
Which one? \_\_\_\_\_
- visiting the website of an institution, organisation, NGO....  
Which one? \_\_\_\_\_
- via an advert in a newspaper/magazine  
Which one? \_\_\_\_\_
- via social media coverage (Twitter, Facebook etc.)
- don't know
- N/A



### 4.3 Consent Form (Disclaimer)

Disclaimer: Online Survey - Project SOURCE (EC Grant Agreement No 313288)

Thank you for considering participation in this research.

The information you provide as part of this interview will be used as part of the EU FP7 funded research Project SOURCE (Virtual centre of excellence for research support and coordination on societal security). The output of this project includes research reports and peer-reviewed journal articles. Confidentiality and anonymity will be maintained and it will not be possible to identify you from any publications.

If you have any questions about the project SOURCE or our data protection measures, do not hesitate to contact us ([office@irks-research.eu](mailto:office@irks-research.eu))

#### **Declaration of consent**

I agree to participate in this online survey. I have read both the consent form as well as the introduction to this survey at <http://www.societalsecurity.net/> and I understand what this research study involves. I have no further questions.

I understand my participation is voluntary and I am free to withdraw from this study at any time without giving a reason and without any penalties resulting from this withdrawal.

I understand any information collected during this study will be held confidentially and will be shared within the Project SOURCE consortium anonymously. I understand that the outcomes of this study may be published in academic journals, as well as project reports. I also understand that individuals participating in the study will not be identified in any of these reports.

The personal identification data will be deleted after the completion of the project SOURCE (January 2019).

I consent to the processing of my personal information for the purposes of this research study. I understand that such information will be treated as strictly confidential and handled in accordance with the provisions of the Austrian Data Protection Authority ([www.dsb.gv.at](http://www.dsb.gv.at)).

I agree to take part in this research.



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