



## BAROMETRIC STUDY ON POVERTY AND ECONOMIC PRECARIOUSNESS

2024

Your IPSOS contacts (France)

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# EUROPEAN SURVEY CONDUCTED IN 10 COUNTRIES

#### **METHODOLOGY**





Survey conducted among 10,000 Europeans with representative samples of the national population aged 18 and over in each of the 10 countries surveyed: France, Germany, Greece, Italy, Poland, United Kingdom, Moldova, Portugal, Romania and Serbia.





#### FIELD DATES

From 13 June to 3 July 2024



#### **METHOD**

Sample interviewed through the Internet via Ipsos's Online Access Panel.

Quota sampling method (applied for each country):

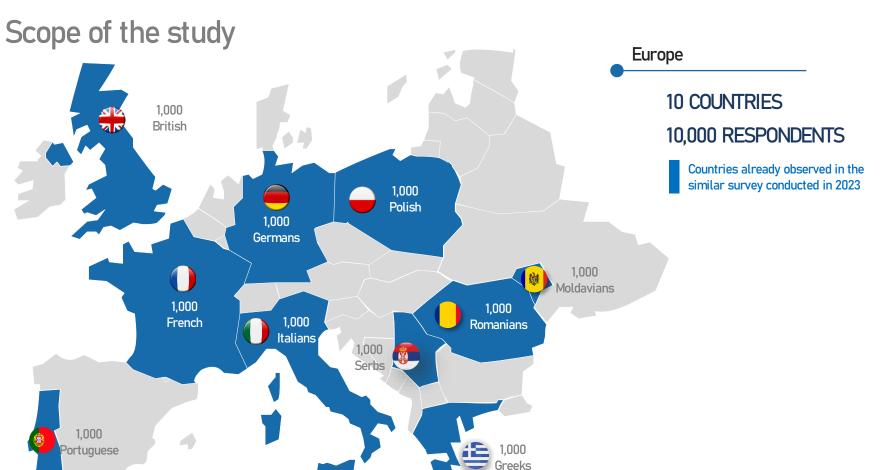
The sex, age, profession of the respondent, the region and the agglomeration category.

<u>Reading note</u>: all results are expressed in percentage (%), each country is represented with the same weight in the overall results. These correspond therefore to an average of the results of the ten countries.

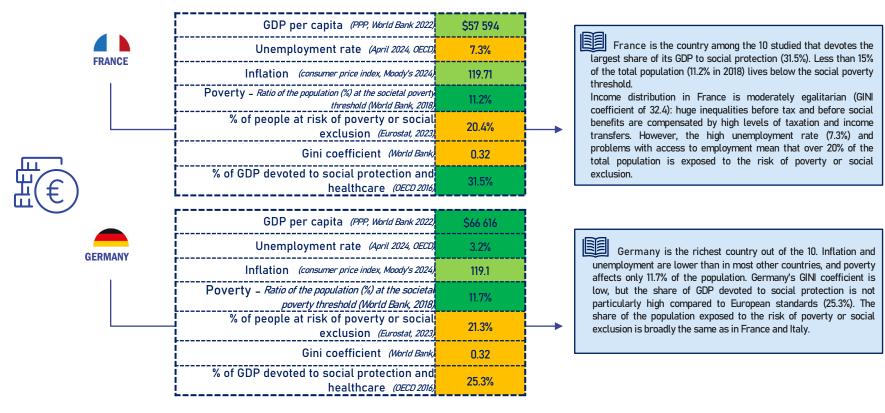


This report has been prepared in accordance with the international standard ISO 20252 "Market, social and opinion research". This report was reviewed by Etienne Mercier, Director of the Opinion Department (Ipsos Public Affairs).

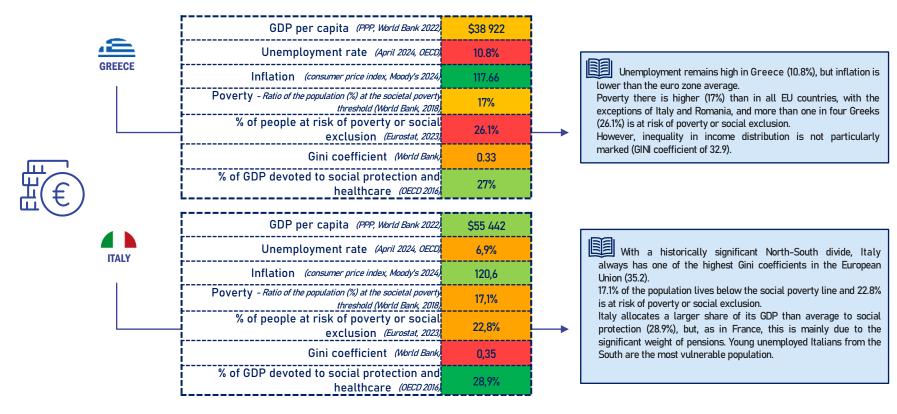




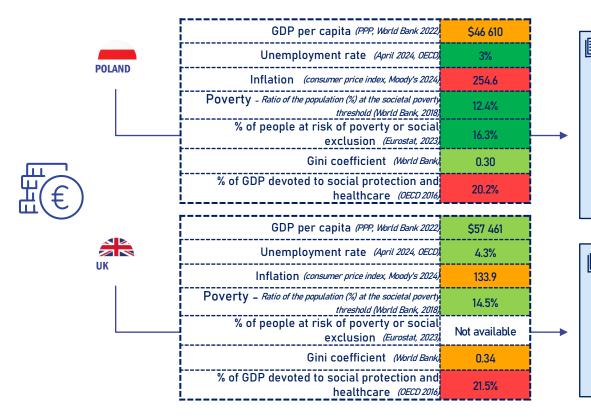










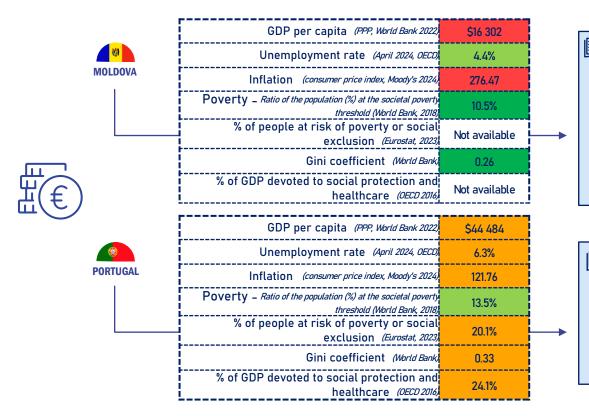


Poland is one of the major EU countries least affected by poverty and inequality. 12,4% of the population lives below the societal poverty threshold (comparable to Germany) and only 16,3% is at risk of poverty or exclusion, which is the lowest proportion among the countries studied by losos.

The unemployment rate is low and social protection spending remains relatively low as well. Inequalities are also remarkably low (the Gini coefficient of Poland is 30,2). The "hidden" factor behind these remarkable results is emigration: with a significant part of its workforce emigrating to other European countries and sending funds to their families, Poland has found a particular way to solve the problems of poverty and inequality.

The United Kingdom is characterized by high inflation and high levels of inequality, particularly between the South and the rest of Great Britain, as evidenced by the Gini coefficient (33,7), as well as by low levels of social protection spending. But the unemployment rate remains low (4,3) and the proportion of the population living below the societal poverty threshold was still not high (14,5%) in 2018. Since then, Brexit, Covid, and inflation have wreaked havoc among the less affluent Britons and the situation is deteriorating, particularly for access to food and energy.

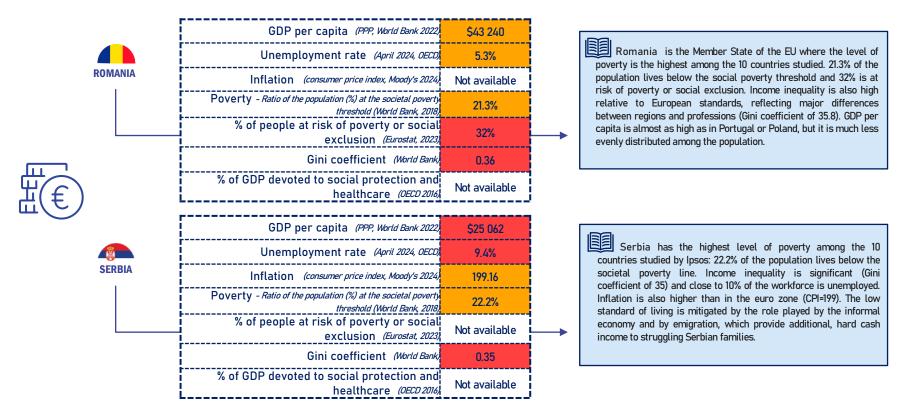




Moldova is officially the poorest European country, with a GDP per capita of only 16,000 dollars. But individual poverty is mitigated by very low income inequalities (Gini coefficient of 25.7), and, at least until the Ukraine war, by a very low cost of living. In 2018, only 10.5% of the population lived below the societal poverty threshold. Things have changed in 2022 and inflation is now much higher than in the 9 other countries studied by Ipsos. Like in Poland, Romania, and Serbia, a significant portion of the working-age population migrates to richer Western European countries and their remittances help to mitigate the issues related to the cost of living.

Portugal compares favorably to other Southern European countries studied by Ipsos (Italy and Greece): only 13.5% of the population live below the societal poverty threshold and no more than 20.1% are at risk of poverty or social exclusion. However, unemployment remains higher than the European average (6.3%) and inequality levels are also quite high (Gini coefficient of 33.5). Portugal also spends much less than Italy and Greece on social protection (24.1% of GDP).

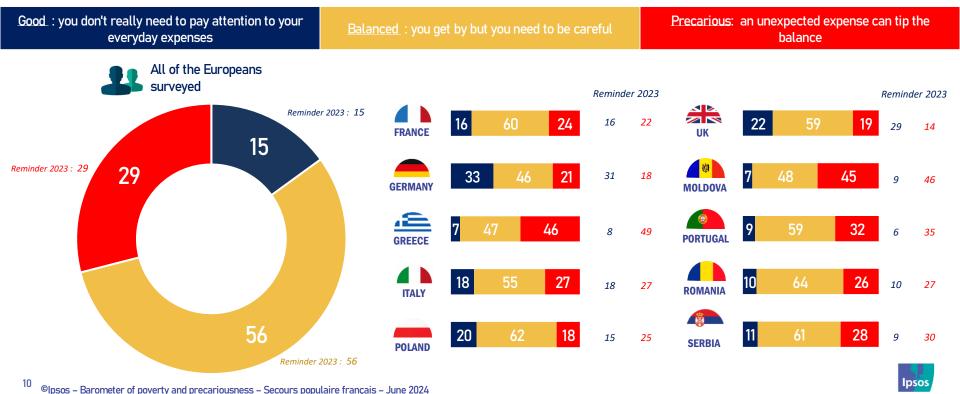






In Europe today, almost 3 people out of 10 claim to be in a precarious situation. In Greece and Moldova, the share of people considering themselves as precarious reaches very worrying levels.

**Question**: When you think about your current financial and material situation, you would say it is ... (Base: All)



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Insufficient incomes is the first reason explaining the precariousness of nearly 3 precarious people out of 4. If financial problems are clearly the primary explanation, other reasons are also put forward.

Question: You have said that you are in a precarious situation. Which of the following are the main reasons why you are in this situation?

(Base: Those who	declared themselves to be precarious)											
New question				GERMANY	GREECE	ITALY	POLAND	UK		PORTUGAL		SERBIA
	Insufficient income	<b>72</b>	72	69	73	73	68	68	69	76	77	72

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Unexpected or major expenses 

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A physical health problem (illness, disability, etc.)

A mental health problem (burn-out, addiction, etc.)

A family breakdown (divorce, death of a spouse, etc.)

Excessive debt

Losing a job

Other

The risk of finding oneself in a precarious situation decreases this year in 9 countries, yet it still affects more than 2 Europeans out of 5.

**Question**: Do you think there is a very high, rather high, not so high or not at all high risk that in the coming months you will be in an unstable financial situation?

(Base: All)



## The share of Europeans reporting problems accessing employment, decent housing, or health services is extremely high.

**Question**: Compared to your parents' generation, would you say that you have easier or more difficult access to...? (Base: All)

Much easier	A bit easier	Neither	easier no	r more dif	ficult		A bit more	difficult		Much more difficult			
New question	% Difficultly	FRANCE	GERMANY	GREECE	ITALY	POLAND	UK	MOLDOVA	PORTUGAL	ROMANIA	SERBIA		
A steady	job 12 20 14 26 2 No opinio	<b>7</b> 53	57	46	64	64	42	47	42	50	55	64	
Decent hous	sing 16 26 11 22 20 10 No opinio	2 <mark>4 46</mark>	44	53	52	48	31	50	37	45	49	51	
Health servi	ces 19 28 11 22	20 42	49	30	45	49	34	51	35	29	42	54	
Holid	ays 21 27 11 18	23 41	42	32	58	51	26	27	38	35	44	57	
Good working condition	ons 17 30 14 20 No opinion	18 38 a:1%	43	30	49	54	28	23	30	33	42	54	
Leisure activi	ties 24 30 11 19	16 35	37	25	49	39	20	24	32	30	44	45	

## The majority of Europeans mainly feel that the situation will continue to get worse for the next generations.

**Question** Compared to you, do you think future generations will find it easier or more difficult to access...? (Base: All)

Much more easily A little more easily						little more	difficult	ly	Much more difficultly			
	% Difficultly	FRANCE	GERMANY	GREECE	ITALY	POLAND	UK	MOLDOVA	PORTUGAL	ROMANIA	SERBIA	
31	60	<b>7</b> 1	57	<b>7</b> 3	74	46	61	36	69	55	61	
31	59	65	74	69	64	44	66	38	68	50	52	
27	52	68	52	60	66	38	61	32	51	40	53	
24	50	62	46	65	67	36	40	29	56	42	54	
21	46	56	44	63	57	28	44	26	48	40	49	
18 now : 1%	41	52	35	59	48	24	37	28	39	46	44	
	31 31 27 24 21	## Difficultly  31 60  31 59  27 52  24 50  21 46	%       Difficultly       FRANCE         31       60       71         31       59       65         27       52       68         24       50       62         21       46       56         18       41       52	%         FRANCE         GERMANY           31         60         71         57           31         59         65         74           27         52         68         52           24         50         62         46           21         46         56         44           18         41         52         35	Difficultly         FRANCE         GERMANY         GREECE           31         60         71         57         73           31         59         65         74         69           27         52         68         52         60           24         50         62         46         65           21         46         56         44         63           18         41         52         35         59	%         Difficultly         FRANCE         GERMANY         GREECE         ITALY           31         60         71         57         73         74           31         59         65         74         69         64           27         52         68         52         60         66           24         50         62         46         65         67           21         46         56         44         63         57           18         41         52         35         59         48	%         FRANCE         GERMANY         GREECE         ITALY         POLAND           31         60         71         57         73         74         46           31         59         65         74         69         64         44           27         52         68         52         60         66         38           24         50         62         46         65         67         36           21         46         56         44         63         57         28           18         41         52         35         59         48         24	%         Difficultly         FRANCE         GERMANY         GREECE         ITALY         POLAND         UK           31         60         71         57         73         74         46         61           31         59         65         74         69         64         44         66           27         52         68         52         60         66         38         61           24         50         62         46         65         67         36         40           21         46         56         44         63         57         28         44           18         41         52         35         59         48         24         37	## Difficultly   FRANCE   GERMANY   GREECE   ITALY   POLAND   UK   MOLDOVA    31   60   71   57   73   74   46   61   36    31   59   65   74   69   64   44   66   38    27   52   68   52   60   66   38   61   32    24   50   62   46   65   67   36   40   29    21   46   56   44   63   57   28   44   26    18   41   52   35   59   48   24   37   28	## Difficultity   France   Germany   GREECE   ITALY   POLAND   UK   MOLDOVA   PORTUGAL    31   60   71   57   73   74   46   61   36   69    31   59   65   74   69   64   44   66   38   68    27   52   68   52   60   66   38   61   32   51    24   50   62   46   65   67   36   40   29   56    21   46   56   44   63   57   28   44   26   48    18   41   52   35   59   48   24   37   28   39	## Difficultly   FRANCE   GERMANY   GREECE   ITALY   POLAND   UK   MOLDOVA   PORTUGAL   ROMANIA    31   60   71   57   73   74   46   61   36   69   55    31   59   65   74   69   64   44   66   38   68   50    27   52   68   52   60   66   38   61   32   51   40    24   50   62   46   65   67   36   40   29   56   42    21   46   56   44   63   57   28   44   26   48   40    18   41   52   35   59   48   24   37   28   39   46	

Europeans face precariousness in their daily lives: in their neighbourhood, workplace, within their family and communities. In the countries of Southern and Eastern Europe, the situation appears to be particularly worrying.

**Question**: Do you have the impression that there are many, a few or no people around you who are in an unstable financial situation? (Base: All)



Working is not necessarily associated with financial stability. A third of working Europeans state that the income from their professional activity does not allow them to cover all their expenses today.

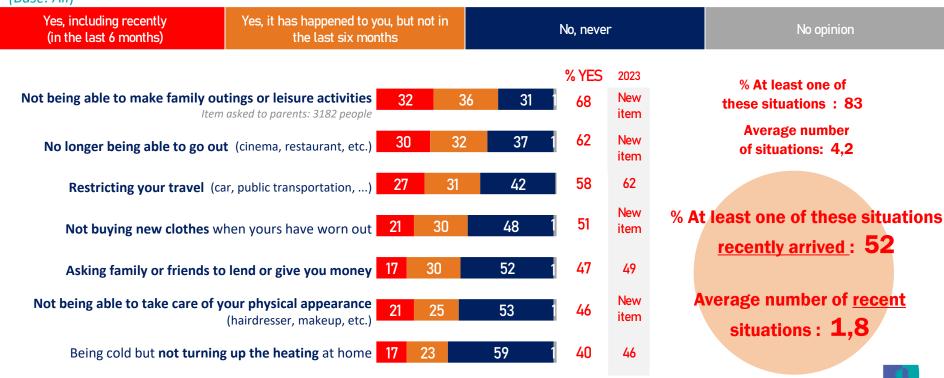
Question: Would you say that your income from your professional activity allows you to cover all your expenses today?

(Base: All working people)



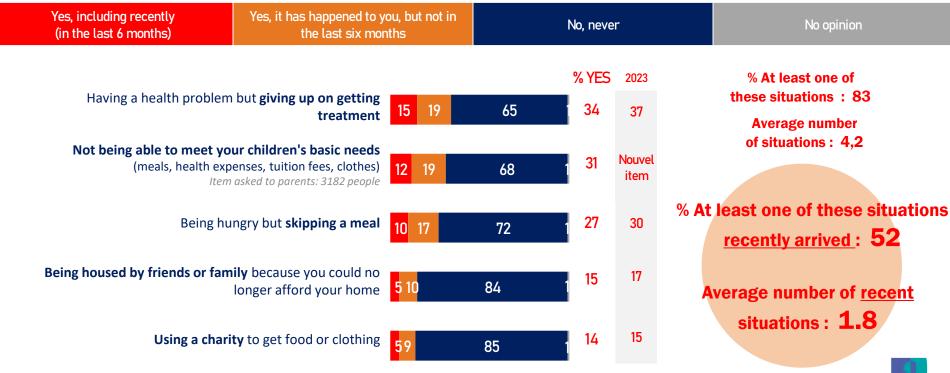
## Due to their financial situation, the majority of Europeans have already faced situations of deprivation.

**Question**: Have you personally ever been faced with the following situations because you were in a difficult financial situation (Base: All)



## Some deprivations continue to affect a significant number of Europeans: 1 in 3 has already given up on getting medical treatment due to their financial situation.

**Question**: Have you personally ever been faced with the following situations because you were in a difficult financial situation (Base: All)



#### Deprivation is common in all European countries, particularly in Greece and in Moldova.

Question: Have you personally ever been faced with the following situations because you were in a difficult financial situation

(Base: All) **Yes** (whether it happened recently or not) **GERMANY GREECE** ITALY **POLAND** UK **SERBIA** Not being able to make family outings or leisure activities 50 79 65 **72** 61 Item asked to parents: 3182 persons No longer being able to go out (cinema, restaurant, etc.) 63 49 57 74 68 **Restricting your travel** (by car, public transport etc.) **50**<sub>✓1+3</sub> 58 51 51 **Ы-7 ∀**-6 **Ы-6 Ы-5** Not buying new clothes when yours have worn out 51 29 38 54 51 61 48 61 34 47 Asking family or friends to lend or give you money Not being able to take care of your physical appearance 26 59 45 35 50 55 52 47 42 54 46 (hairdresser, makeup, etc.) **36** <sub>ы-7</sub> 40 Being cold but not turning up the heating at home 34 Having a health problem but giving up on getting treatment Not being able to meet your children's basic needs 31 25 18 43 28 25 28 50 39 32 (meals, health expenses, tuition fees, clothes) Item asked to parents: 3182 persons Being hungry but skipping a meal Being housed by friends or family because you could no longer afford your home Using a charity to get food or clothing **14** <sub>\(\gamma-4\)</sub> 18 \_ **Ipsos** 

In the last 6 months, a third of Europeans had to miss out on family outings due to their financial situation.

Question: Have you personally ever been faced with the following situations because you were in a difficult financial situation

(Base: All)	ie ioliowii	ing Situati	TOTIS DEC	ause you	were ii	ı a ullılıcı	<u>art Illiai</u>	ICIAI SILU	lation		(0)
% Yes, including recently (in the last 6 months)		FRANCE	GERMANY	GREECE	ITALY	POLAND	UK	MOLDOVA	PORTUGAL	ROMANIA	SERBIA
Not being able to make family outings or leisure activities  Item asked to parents: 3182 people	32	37	20	41	25	25	27	47	30	34	30
Not longer being able to go out (cinema, restaurant, etc.)	30	30	25	38	27	24	26	38	29	32	28
Restricting your travel (by car, public transport etc.)	27	<b>29</b> △-8	<b>21</b>	<b>37</b> ⊿-8	<b>22</b> ⊿-4	<b>24</b>	<b>23</b>	<b>29</b> ⊿-1	<b>26</b> 11	<b>33</b> ⅓-1	<b>26</b>
Not buying new clothes when yours have worn out	21	22	12	25	17	18	20	25	25	19	23
Not being able to take care of your physical appearance (hairdresser, makeup, etc.)	21	22	13	28	19	16	16	28	21	24	23
Asking family or friends to lend or give you money	17	<b>10</b> ⊿-2	<b>12</b> ≥-1	<b>21</b>	<b>13</b> ы-1	12 =	14 =	<b>33</b> ⊿∹	<b>13</b>	22_	18
Being cold but <b>not turning up the heating</b> at home	17	<b>28</b> ⊿-1		<b>28</b> ≥ -10	<b>13</b> ⊿-8	<b>14</b> ⊌-7	<b>26</b> ≥1-8	13 <sub>\(\sigma-1\)</sub>	18 15 \(\)\_1-2	<b>12</b> ≥1-3	14
Having a health problem but giving up on getting treatment	15	14 _	<b>9</b> ≥-1	<b>12</b>	<b>15</b> ⊲+1	14	<b>10</b> ≥ -1	25	9 13 =	<b>17 7</b> +1	16
Not being able to meet your children's basic needs (meals, health expenses, school fees, clothes)  Item asked to parents: 3182 people	2	9	8	20	12	7	13	20	8	15	11
Being hungry <b>but skipping a meal</b> 10	)	13	8	13	6	7	10	12	8	14	10
Being housed by friends or family because you could no longer afford your home 5		= <b>5</b> ଧ-2	= 3 \(\)\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	⅓-5 <b>6</b> ⅓-1	⅓-3 <b>5</b> ⅓-2	9	⅓-4 <b>5</b> ⅓-2	5	5	3	⅓. <b>4</b> ⋈.
<b>Using a charity</b> to get food or clothing <b>5</b>		<b>6</b> <sub>对+1</sub>		7	4	5	6	3	6	3_ 1	2
<sup>20</sup> ©lpsos – Barometer of poverty and precariousness – Secours populaire français	- June 2024	<b>/</b> +1		= mbargo is lifti	⅓-2 ing on Septo	⅓-1 ember 12, 5.0	3-3 20 AM - CE	· / -	2 \sqrt{J-1} 7 Evol. / June 2	ıp	pos A.

More than half of the Europeans have experienced at least one of these situations recently. On average, they have experienced almost 2 of these situations: a situation that has become globalized, Moldova and Greece are the countries where these situations are most frequent.

Limit your travel (car, public transport, ...)

Asking relatives to lend or give you money

Being cold but not turning up the heating at your house

Having a health problem but giving up on getting treated

Being hungry but skipping a meal

Being accomodated by friends or family because you could no longer pay for your housing

Getting help from a charity to get food or clothes

Not buying new clothes when yours have worn out

Not being able to take care of your physical appearance (hairdresser, makeup...)

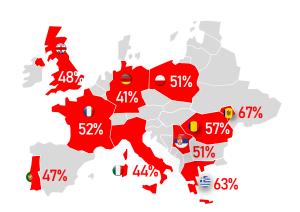
No longer being able to go out (cinema, restaurant...)

Not being able make family outings or leisure activities

Not being able to meet your children's basic needs (meals, health expenses, tuition fees, clothing)

Has known at least one of these situation  $\underline{\text{recently}}$ : 52%

Average number of <u>recent</u> <u>situations</u>: 1,8







## Nearly a third of parents have already experienced difficulties in providing for their children's basic needs.

**Question**: Have you personally ever been faced with the following situations <u>because you were in a difficult financial situation</u> (Base: <u>Parents of children under 18</u>)

Yes, including recently (in the last 6 months)

Yes, it has happened to you, but not in the last six months

No, never

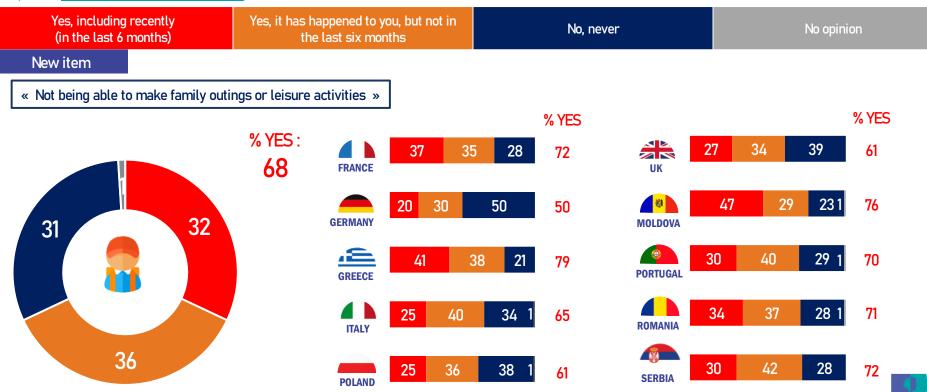
No opinion

" Not being able to meet your children's basic needs (meals, health care, school fees, clothes)"



#### Two thirds of families have already had to give up family outings due to their difficult situation.

**Question**: Have you personally ever been faced with the following situations because you were in a difficult financial situation (Base: Parents of children under 18)







#### Nearly 1 European out of 5 declares being in a difficult financial situation today.

**Question**: More specifically, which statement best describes your current situation?

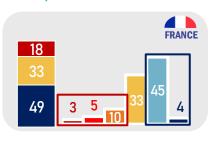
(Base: All) You manage to save a lot of money 6  $4 = 12_{7+3} \quad 3_{7+1} \quad 6 = 6_{7+2} \quad 13_{7+3} \quad 3_{7+1} \quad 4_{7+1} \quad 4_{7$ Reminder 2023: 6 You manage to save a little money Reminder 2023: 37 Your income is just sufficient to make ends 33 28 39 34 41 28 46 43 43 41 y-1 y-1 y-1 y-2 7+15 7+2 7+3 y-1 y-1 = meet Reminder 2023: 36 You can't make ends meet without going  $10_{\sim 1}$  7 = 8  $_{\sim 12}$  7  $_{\sim 13}$  4 = 5  $_{\sim 14}$  7  $_{\sim 13}$  8 = 5  $_{\sim 1}$  7 overdrawn Reminder 2023: 6 You're finding it increasingly difficult to make ends meet and are afraid of falling into  $5 = 8_{\searrow -1} \quad 20_{\searrow -1} \quad 5_{\searrow -2} \quad 6_{\searrow -1} \quad 6_{\nearrow +1} \quad 14_{\searrow -8} \quad 6_{\searrow -2} \quad 9_{\searrow -1} \quad 11_{\searrow -4}$ precariousness Reminder 2023: 11 You're in a precarious situation and you can  $3 = 3_{7+1} \quad 6_{7-2} \quad 4 = 2_{7+1} \quad 1_{7-1} \quad 8_{7+1} \quad 2 = 3_{7-1} \quad 3_$ no longer make ends meet Reminder 2023: 4



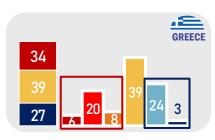
## The proportion of Europeans in a difficult financial situation or struggling to make ends meet is high everywhere in Europe, even more so in Greece and Moldova.

Question: More specifically, which statement best describes your current situation?

(Base: All)



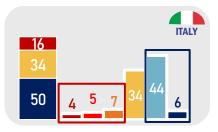


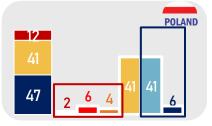


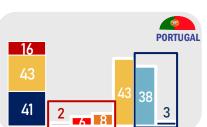


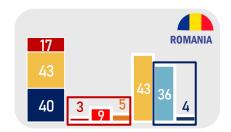


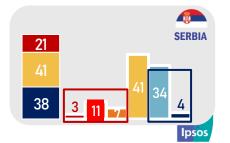












29

**MOLDOVA** 

U.K.

#### Nearly 7 out of 10 people who cannot make ends meet feel anxiety, fear, and shame.

**Question**: When you think about your current financial situation, do you find yourself in any of the following situations? (Base: Those who can't make ends meet)

Never	Rarely				Ofter	า		Very often					
New question	All of the Europeans surveyed	% Often	FRANCE	GERMANY	GREECE	ITALY	POLAND	UK	MOLDOVA	PORTUGAL	ROMANIA	SERBIA	
Spending a lot of time calculating expenses	4 16 49 31	80	86	75	86	80	70	80	74	86	82	79	
Not buying things you need (household equipment, clothes, food, etc.)		78	77	68	87	77	78	72	78	70	77	85	
Feeling anxious or afraid	8 20 40 32	72	75	58	86	75	72	<b>75</b>	68	73	68	63	
Feeling sad, depressed, or hopeless	7 24 37 32	69	72	62	80	70	70	70	64	64	74	61	
Feeling ashamed because you can't give your children what you would like to give them	7 25 37 31	68											
item asked to parents: 577 people Feeling ashamed of the problems you are facing	15 23 37 25	62	59	50	65	61	64	69	65	58	69	59	
Feeling socially isolated		60	60	52	69	58	50	65	54	64	65	56	
Feeling that others judge you negatively because of your situation		48	37	42	44	47	60	44	49	46	63	50	
<sup>26</sup> ©lpsos – Barometer of poverty and precariou	ısness – Secours populaire français – Ju	une 2024									קו	303	

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#### Europeans are worried about their ability to face a number of challenges, particulary dealing with food inflation, unexpected expenses, or even the rise of fuel prices.

**Question**: And are you confident or concerned about your ability to cope financially with each of the following?

(Base: All)

Very confident	Some	Som	Somewhat concerned				ery concer	ned		No opinion				
21	All of the Europeans surveyed		<i>%</i> (	Concerned F	RANCE	GERMANY	GREECE	ITALY	POLAND	UK	MOLDOVA	PORTUGAL	ROMANIA	SERBIA
Maintain a decent standard of living when you retire (posed to working people)	29	38	23 Remi	<b>61</b> Inder 2023: 61	<b>70</b>	<b>52</b> ⅓-3	<b>70</b> ଧ-1	<b>57</b>	<b>59</b> ଧ-4	<b>48</b> <b>7</b> +6	<b>72</b>	<b>65</b> ⊅+1	<b>52</b>	<b>63</b> ≥1-5
Cope with <b>price inflation on food products</b>	30	40	20 Remi	<b>60</b> Inder 2023: 62	<b>66</b> ଧ-1	<b>47</b>	<b>73</b> ≥ 1-2	<b>56</b> ≥1-3	<b>57</b> ⅓-9	<b>42</b>	<b>61</b> ≥ -4	69 =	<b>58</b>	<b>65</b> ⊿-7
Coping with unexpected expenditure (boiler breakdown, damaged vehicle, eyeglasses, etc.)	31	37	21 Remi	<b>58</b> <i>ander 2023: 59</i>	<b>59</b>	<b>58</b> 7+3	<b>67</b>	55 =	<b>55</b> ⅓-6	<b>43</b>	<b>65</b> 对+1	<b>63</b> <b>△</b> -4	<b>57</b> ⊿-3	<b>57</b> ≥1-3
Cope with rising fuel prices $oldsymbol{1}$		41	17 Remi	<b>58</b> Inder 2023: 59	<b>65</b>	<b>44</b> =	<b>69</b> ≥ -4	<b>58</b>	<b>53</b> ⅓-6	<b>43</b>	<b>67</b>	<b>65</b>	<b>56</b> ≥ -2	<b>59</b> ≥ -6
Find a <b>new job if you lose yours</b> (asked of working people)	4 33	34	19	<b>53</b> Inder 2023: 52	<b>56</b>	<b>35</b>	<b>67</b> ଧ-1	<b>60</b> ≥ -1	<b>52</b>	<b>44</b> 71+4	<b>54</b> ≥ 1-2	<b>59</b> 71+4	<b>49</b> 71+2	<b>57</b> ы-1
Coping with the <b>potential dependence of</b> relatives (parents, partner, etc.)	35	36	16 Remi	<b>52</b> Inder 2023: 51	<b>61</b>	<b>43</b>	<b>70</b>	<b>51</b>	<b>41</b> ≥ -4	<b>41</b> ⊅+8	<b>57</b> ы-7	<b>58</b>	<b>52</b>	<b>39</b>
<sup>27</sup> ©Ipsos – Barometer of poverty and pr	ecariousness -	- Secours populai	ire français –	June 2024								√ / Z Evol	l. / June 2023	lpsos

#### More than 4 out of 10 Europeans are worried about their ability to pay their bills at the end of the month.

Question: And are you confident or concerned about your ability to cope financially with each of the following?

(Base: All)



## Faced with an increasingly tense social situation, Europeans say they are ready to engage in numerous and varied actions to help people facing poverty.

No I can't or wouldn't be able to do that

Embargo is lifting on September 12, 5.00 AM - CEST

No. I would not be willing to do that

Question: Would you be willing to do the following things to help people who are experiencing poverty?

Yes I don't do that but I would be willing to

(Base: All)

Yes, and Lalready do that

res, and radieady do that	165, 1	uoni uo mai i	Jul I Would be	withing to		INU, I Cal	it or woul	uiii be a	וופ נט עט נו	ıaı	No, I would not be witting to do that					
New question		All of the Fo						4		.4lb						
	4	All of the Eu surveyed	ıropeans	% Yes	FRANCE	GERMANY	GREECE	ITALY	POLAND	UK	MOLDOVA	PORTUGAL	ROMANIA	SERBIA		
Signing a petition demanding that tackling poverty be made a priority		57	8 16	76	64	72	78	69	<b>7</b> 5	74	77	84	81	90		
Financially help your relatives	30	45	14 11	75	74	71	60	65	76	81	75	76	81	90		
Donating food to a charity	25	46	15 14	71	61	64	66	61	<b>7</b> 5	77	72	76	74	85		
Donating items to a charity	31	38	16 15	69	61	69	60	57	72	89	56	75	70	82		
Volunteering your time to a charity	12	47	18 23	59	48	56	59	55	56	58	56	70	64	68		
Getting personally involved in a charity	13	45	18 24	58	44	59	55	49	59	61	57	66	59	74		
Donating money to a charity	26	32	22 20	58	48	55	39	47	67	74	54	63	61	76		
Giving money to people on the street	26	27	19 28	53	48	49	49	46	49	47	59	54	57	70		
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## **APPENDICES**



#### **OUR COMMITMENTS**



#### Professional codes, quality certification, conservation and protection of data

Ipsos is a member of the following French and European professional bodies for Market and Opinion research:

- SYNTEC (<u>www.syntec-etudes.com</u>), Professional union of market research companies in France
- ESOMAR (<u>www.esomar.org</u>), European Society for Opinion and Market Research,

Ipsos France commits to apply the ICC/ESOMAR code of Market and Opinion Research. This code defines the ethical rules of market research professionals and establishes the measures of protection granted to the interviewed persons.

Ipsos France commits to respect the applicable laws. Ipsos has appointed a Data Protection Officer and has put in place a compliance plan for the General Data Protection Regulation (Regulation (EU) 2016/679). For more information on our policy on the protection of personal data: <a href="https://www.ipsos.com/fr-fr/confidentialite-et-protection-des-donnees-personnelles">https://www.ipsos.com/fr-fr/confidentialite-et-protection-des-donnees-personnelles</a>

The duration for keeping personal data of the interviewed individuals in a study is, unless a specific contractual commitment exists:





 for 36 months following the end date of each wave of a recurring study

Ipsos France is certified ISO 20252: Market Research by AFNOR Certification



 This document is developed in compliance with these codes and international standards. The technical elements related to the study are present in the methodology description or in the technical sheet of the study report.

 This study was conducted in compliance with these codes and international standards



## RELIABILITY OF THE RESULTS INTERVIEWER-ADMINISTERED STUDIES

The overall reliability of a survey is the result of the control of all error components, that's why Ipsos imposes strict controls and procedures at all phases of the study.

#### UPSTREAM OF THE COLLECTION

- **Sample:** structure and representativeness
- Questionnaire: the questionnaire is written following a writing standard that includes 12 mandatory standards. It is reviewed and validated by a senior level and then sent to the client for final validation. The programming (or questionnaire script) is tested by at least 2 people and then validated.
- Collection: the investigators are trained in survey techniques in a dedicated training module prior to any participation in a study. In addition, they receive or attend a detailed briefing at the start of each study.

#### DURING THE COLLECTION

Sampling: Ipsos imposes very strict exploitation rules on its drawing bases in order to maximize the randomness of the sample selection: random drawing from a list for telephone, quota method, ... Field monitoring: the collection of questionnaires is followed (penetration, interview duration, consistency of responses) and the investigator's work is controlled either by listening to the complete questionnaire (5% of the questionnaires carried out,) or by telephone afterwards (10% in callbacks)

#### DOWNSTREAM OF THE COLLECTION

- The results are analyzed respecting statistical analysis methods (confidence interval versus sample size, significance tests). The first results are systematically checked versus the raw results from the collection. The consistency of the results is also checked (notably the observed results versus the comparison sources we have).
- In the case of a sample weighting (calibration on margins method), this is checked by the processing teams (DP) and then validated by the study teams.



## RELIABILITY OF THE RESULTS SELF-ADMINISTERED ONLINE SURVEYS

The overall reliability of a survey is the result of checking all error components, that's why Ipsos imposes strict controls and procedures at all phases of a study.

#### **UPSTREAM OF THE COLLECTION**

- **Sample:** structure and representativeness
- Questionnaire: the questionnaire is written following a drafting standard including 12 mandatory standards. It is reviewed and validated by a senior level then sent to the client for final validation. The programming (or questionnaire script) is tested by at least 2 people then validated.

#### **DURING THE COLLECTION**

Sampling: Ipsos imposes very strict rules for exploiting its drawing bases in order to maximize the randomness of the sample selection: random drawing, solicitation rate, participation rate, dropout during the process, off-target...

Field monitoring: The collection is followed and controlled (exclusive link or IP address check, penetration, interview duration, coherence of answers, monitoring of the panelist's behavior, participation rate, number of reminders,...).

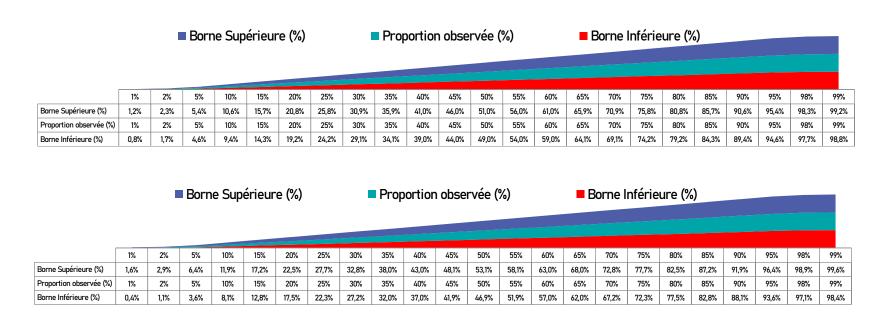
#### DOWNSTREAM OF THE COLLECTION

- The results are analyzed respecting the statistical analysis methods (confidence interval versus sample size, significance tests). The first results are systematically checked versus the raw results from the collection. The consistency of the results is also checked (notably the observed results versus the comparison sources in our possession).
- In the case of a sample weighting (calibration method on margins), it is checked by the processing teams (DP) then validated by the study teams.



#### RELIABILITY OF THE RESULTS

In this case, concerning this study. The observed proportions range between:





#### ABOUT IPSOS

Ipsos is the third largest world group in studies. With an effective presence in 90 markets, it employs more than 18,000 employees and has the capacity to conduct research programs in more than 100 countries.

Our research professionals, analysts, and scientists have built a solid group around a unique positioning multi-expertise – marketing studies, opinion, citizens, patients, customer/employee relationship management. Our 75 solutions are based on primary data from our surveys, social media monitoring, and qualitative or observational techniques.

"Game Changers" – our slogan– summarizes our ambition to help our 5,000 clients navigate more easily in our deeply changing world.

Founded in France in 1975, Ipsos is listed on the Euronext Paris since July 1st, 1999. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP www.ipsos.com

#### **GAME CHANGERS**

In a rapidly evolving world, relying on reliable data to make the right decisions has never been more important.

At Ipsos, we are convinced that our clients are looking for more than just a data provider. They need a real partner who provides them with accurate and relevant information, and turns it into knowledge to enable them to take action.

That's why our experts, curious and passionate, deliver the most exact measurements to extract the information that will allow for a true understanding of Society, Markets, and People.

We blend our know-how with the best of science and technology, and apply our four principles of safety, simplicity, speed, and substance to everything we produce.

To enable our clients to act with greater speed, ingenuity, and boldness.

The key to success is summed up by a simple truth: 
« YOU ACT BETTER WHEN YOU ARE SURE\* »

\*To make the right decisions, you need to be sure.

