

CITY OF BILBAO VALUES SURVEY

Report: Explanatory and descriptive analysis

Social Values Deusto Team
Deusto University
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Introduction

The Bilbao Values Survey is part of a larger project, known as the “Bilbao Values School”, led by a Deusto University work team in close collaboration with Bilbao City Council.

This report sets out the main results of a Values Survey designed by the Deusto Social Values Team researchers to establish the values of the city of Bilbao. The survey has sought to measure those values that define it as a city, the values that should be identified with it and also the values that reflect the perceptions and opinions of Bilbao's society itself.

The design of the survey and the explanatory and descriptive use of its results goes hand in hand with the Values Vademecum designed and defined by the researchers at Deusto University's Applied Ethics Centre that is also part, in the same way as the Deusto Values Team, of the "Bilbao Values School" project.

The survey has been designed starting from the aforementioned Vademecum. The second part of the data interpretation aims to complete the theoretical definition of the values with a socio-demographic definition.

When we discuss **values**, it is difficult to adhere to a single **definition** because there are various meanings. Alicia Garrido Luque, in *Diccionario Crítico de Ciencias Sociales* goes back to Montero's definition (1994: 115) which states that value "is a mediator element or process that relates evaluations (emotional component) to cognition (cognitive component) and causes some form of behaviour (conative element), but furthermore, as a person may have many values, that are linked to culture, they are organised in systems". This definition encompasses the different elements contained in the social values: emotional, cognitive, conative, cultural and systemic. The values are attitudes, perception, assessments, beliefs... that are not only an individual product, as they are in response to ethical, ideological and cultural frameworks that are highly related to socio-economic contexts and structure. This circumstance is what led Ronald Inglehart to formulate his main thesis when he argued that post-materialistic values linked to personal self-fulfilment and not so much to materialistic needs prevail in modern societies (Inglehart, 1991). From a more psychological point of view, there is the Schwartz model (1990) that includes ten basic types of values: universalism, benevolence, tradition, conformity, security, power, achievement, hedonism, stimulation and self-direction. Authors such Loek Halman now focus on the process of individualisation according to which, the disappearance or low influence of the large legislative frameworks leads to a more individual, individualised and, at times, individualistic configuration of social values.

Methodology

In order to conduct this study, we applied the quantitative methodology by means of a telephone survey. The survey was prepared using other earlier studies related to studying the values of the European population in general and of the Basque in particular¹. Some specific questions closely related to the city of Bilbao were added.

When designing the questionnaire, the list of values established by the work team and defined in the Vademecum was taken into account and a series of major domains was defined, from which questions from key questionnaires were selected (Schwartz, EVS, ESS, Observatorio de Barrios and Deustobarómetro) or new questions were formulated. The use of questions tried and tested in earlier field work allows reliability to be guaranteed and enables longitudinal and comparative analyses when interpreting results. The domains were: diversity, democracy and institutions, morality, basic qualities of the city, gender and sustainability.

The field work was conducted by MyWord during the summer of 2016, after establishing a final sample of 1209 people, residing in Bilbao and aged 18 or over. The work was carried out with a confidence level of 95% and a margin of error of 2.98%

Table 1. Technical Datasheet

| |
|---|
| <u>Universe</u> : population residing in the city of Bilbao aged 18 and over |
| <u>Scope</u> : Bilbao |
| <u>Sample</u> : 1200 surveys |
| <u>Quota groups</u> : representative by sex (crossed) and district |
| <u>Field work</u> : telephone interviews (CATI) supervised as per the AENOR ISO 20252 standard |
| <u>Dates field work conducted</u> : from Thursday 14 July to Wednesday 3 August 2016 |
| <u>Sample error</u> : for a confidence level of 95.45%, the margin of error of the sample is +-2.89% |

¹ The following key questionnaires were used to prepare the final questionnaire that is available in Annex 1 (version in English and in Basque): *European Values Study* (EVS), *World Values Survey* (WVS), *European Social Survey* (ESS), Schwartz, Observatorio de Barrios de Bilbao (Jon Leonardo, Desuto University), Deustobarómetro (Deusto University Project).

Results Analysis

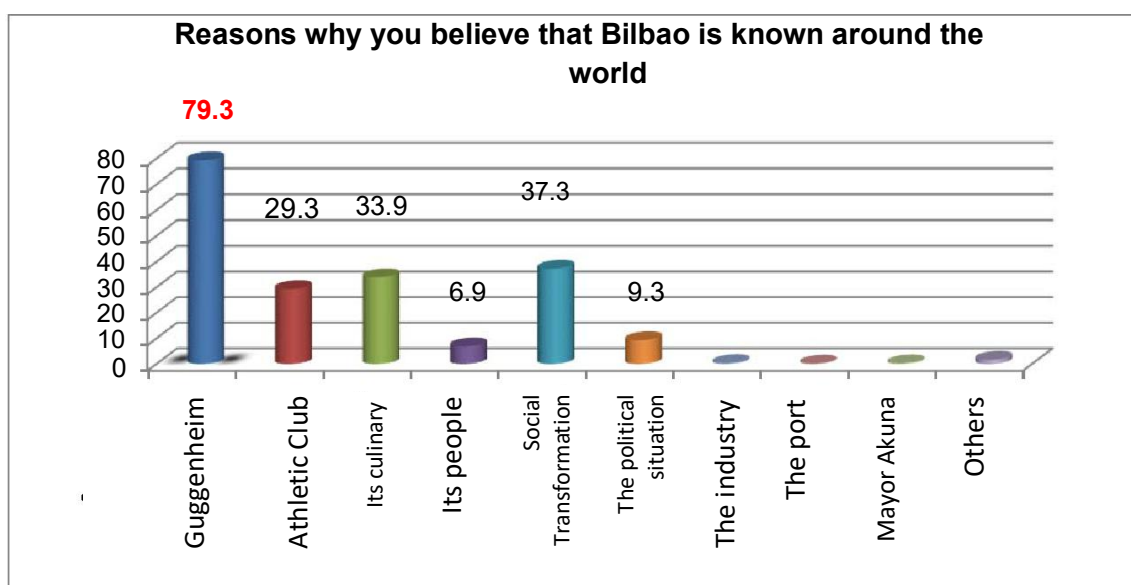
The main data and assessments extracted from an explanatory and descriptive analysis of the City of Bilbao Values Survey (EVVB) are set out below. When conducting the analysis, we opted to structure the interpretation in two sections: the first part sets out the main questions included in the survey according to the sex, age and district of residence of the people interviewed; the second part includes a socio-demographic description of the Vademecum values in datasheet format.

First Part: Explanatory and descriptive analysis of the values of Bilbao

1. Benchmarks of the city of Bilbao

As can be seen in the first graph, the citizens of Bilbao believe that the city is known in the rest of the world thanks to the Guggenheim Museum. This assessment is shared by 79.3% of the people surveyed. Further behind, they mention the urban and social transformation of the city, an aspect that is very closely related to the origin and development of the museum project (37.3%), the culinary heritage (33.9%) and Athletic Club (29.3%).

Graph 1. The Guggenheim museum, icon of the city of Bilbao

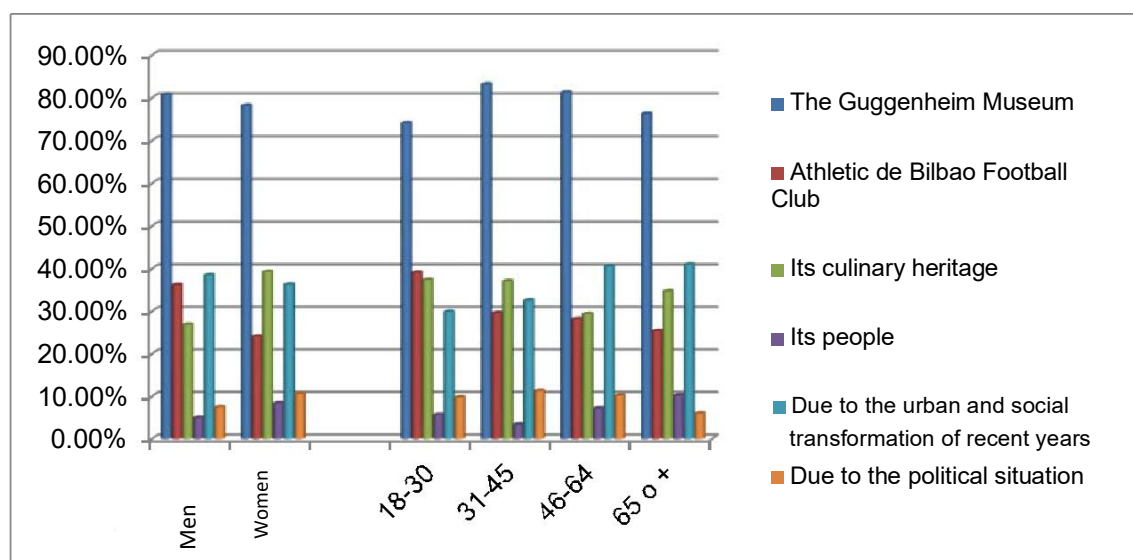


Both **women and men** mention the museum in first place as a brand for which the city of Bilbao is recognised in the rest of the world, while the other positions vary:

according to men, the urban and social transformation is in second place (38.5%) and Athletic Club in third place (36.2%). In the case of women, culinary heritage is in second place (39.3%) and third place goes to the urban transformation (36.3%), with the football club in fourth place (24.1%)

If we look at the differences by **age groups**, we can see that the differences are in the second and third posts, as they agree that the Guggenheim Museum is in first place.

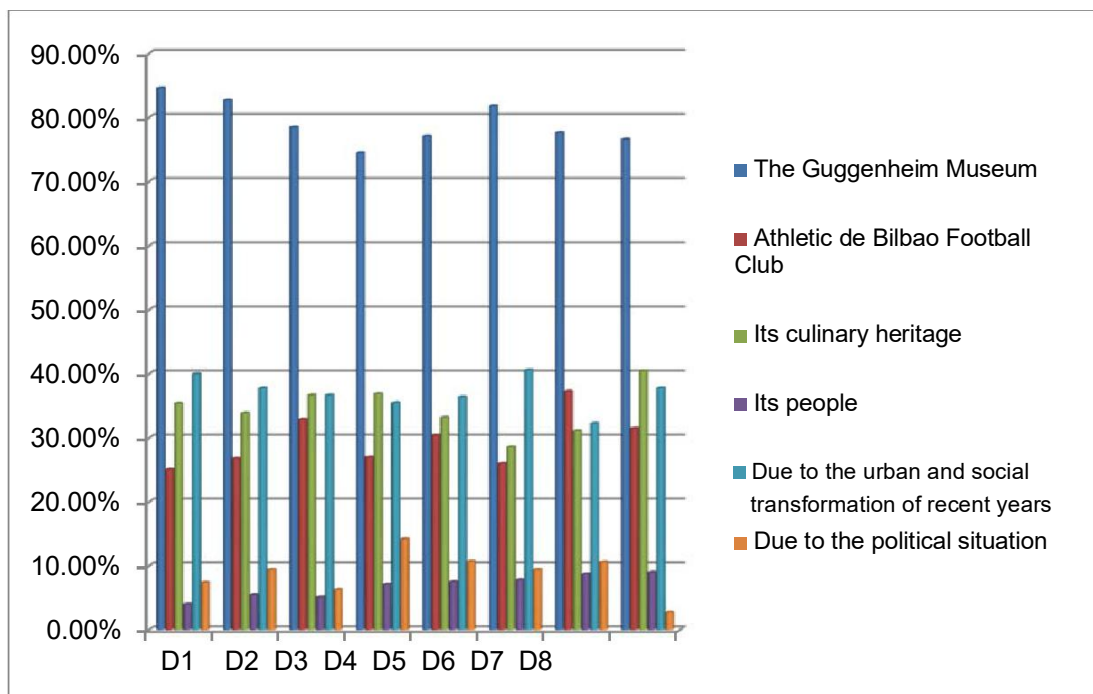
Graph 2. The Guggenheim museum, the icon of the city of Bilbao, as per sex and age (percentages)



Athletic Club is in second place (39.10%) in the case of younger people, between 18 and 31 years old. That second place goes to culinary heritage among people aged 31 to 45 (37.1%) and the urban and social transformation of recent years in the case of people over 46, with percentages close to 41%.

By **districts**, the differences can, yet again, be seen in the order in which the options appear, except for the Guggenheim Museum, which again is clearly ahead in first place.

Graph 3. The Guggenheim museum, icon of the city of Bilbao by districts (percentages)



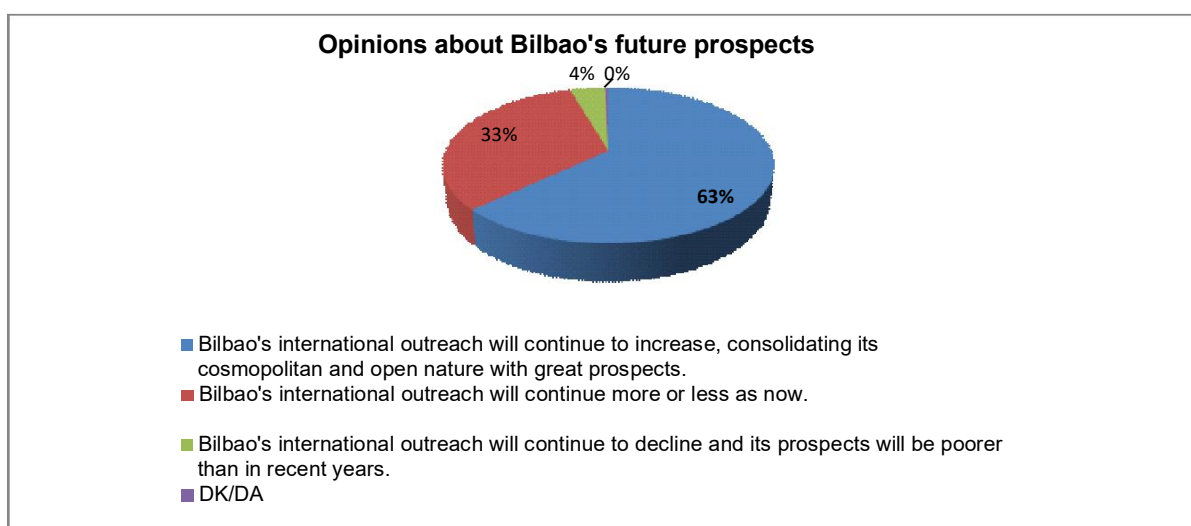
The urban and social transformation of recent years came in second in the D1, D2, D5 and D6 districts and it tied with culinary heritage in D3. Culinary heritage, in fact, stands out for its second place in D4 and D8, while Athletic de Bilbao Football Club is in second place in D7 (37.3%).

It is worth mentioning that in the vast majority of cases, whether when analysing the total percentages and in the interpretation by sex, age or district, the political situation is not considered as an aspect positioning Bilbao in the world as it barely accounts for 10% of mentions. This stresses the political normalisation of the city and of the country, meaning that there is no longer the terrible singularity of a few years ago. However, it is also worth stressing the percentages that do exceed the 10% that we have just mentioned: we are referring to women (10.6% mention), to the population between 31 and 45 (11.2% of cases) and to the D4 (14.20%) and D5 (10.7%) districts. Undoubtedly, District 4 is particularly noteworthy in that regard.

In short, the Guggenheim Museum is the clear icon of the city's international outreach and, very closely related to it, the urban and social transformation of recent years of which the museum has been part. The city's culinary heritage and its professional football club, Athletic Club, are also mentioned as key features, but lagging behind.

Associating the international image of the city with the museum seems to be related to the perception that the city has a clear international outreach, a highly optimistic appraisal of the international role of the city and its future prospects.

Graph 4. Opinions about Bilbao's future prospects



The majority of people surveyed (63%) consider that Bilbao's international outreach will continue to increase, consolidating its cosmopolitan and open nature with great prospects.

2. Hierarchy of values that represent the essence of Bilbao

Several questions were asked in order to analyse the values that represent the essence of Bilbao. We considered it to be of interest to compare which values represent that essence and the values that should represent it. Based on that comparison, we have created a simple index that reflects the difference between both values and which guides us when describing the assessment by Bilbao's citizens.

The three values most mentioned as components of the essence of Bilbao are solidarity (37.5%), effort (26.2%) and respecting human rights (25.9%). In turn, the three most mentioned as those that should comprise that essence are gender equality (39.3%), respecting human rights (33.8%) and solidarity (27.7%).

Two of the values mentioned in the *ought* (solidarity and respecting human rights) had already been indicated as values defining its essence. However, while the *is* offsets the *ought* in the case of solidarity, when it comes to respecting human rights, the *ought* must be interpreted as the need to invest a greater effort so that the value is really the

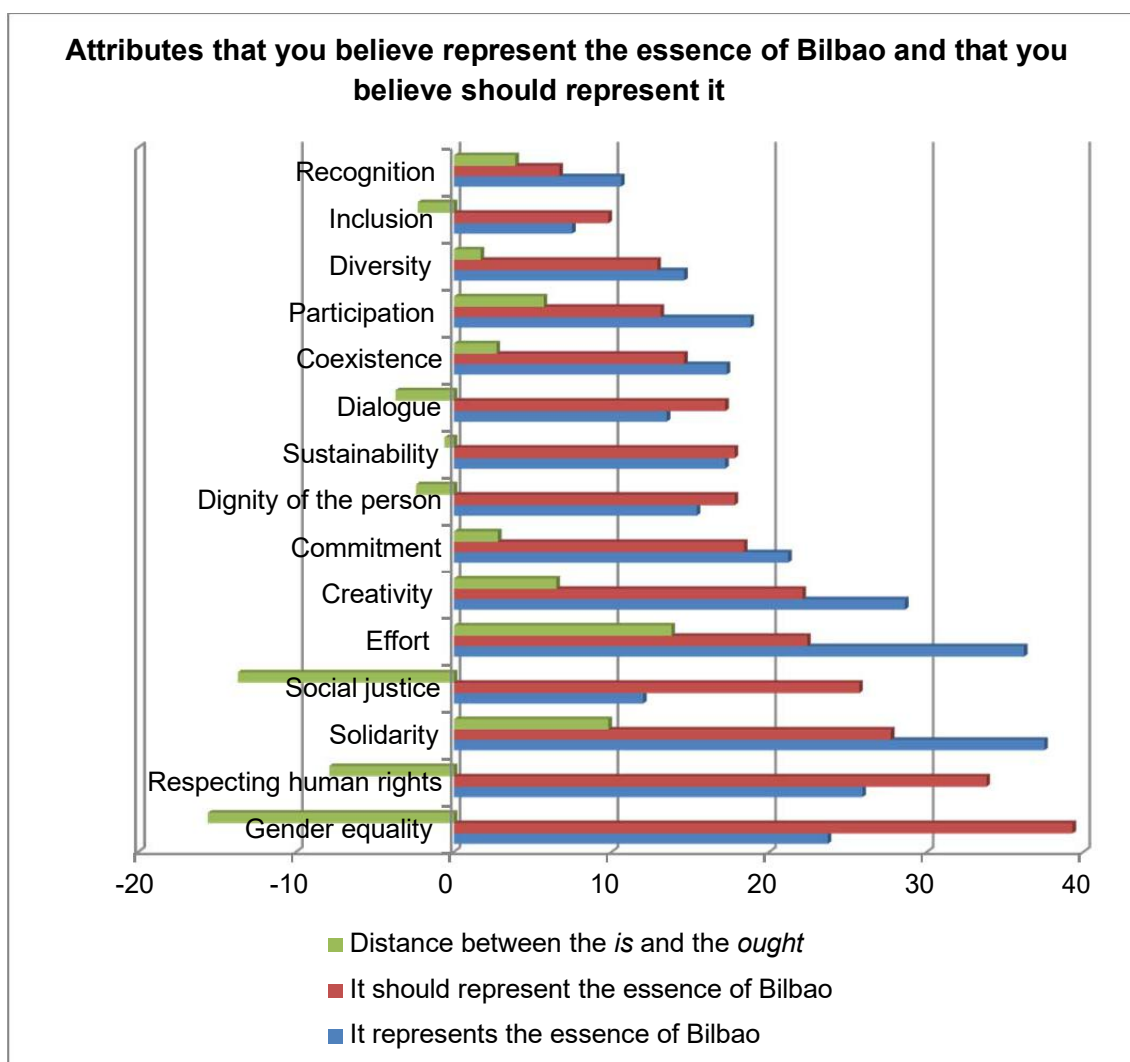
the essence of the city (as the difference between *is* and *ought* is negative).

If there is a real difference between the *is* and the *ought*, it occurs when mentioning gender equality, which is one of the aspects which the city's citizens stress as one of the aspects to be prioritised to improve the essence of the city. Social justice is another value where the difference between the *is* and the *ought* has to be considered as an outstanding issue.

Table 2. Values that represent the essence of Bilbao. Values that should represent the essence of Bilbao and distance between *is* and *ought*. Percentages

| | A. % mentions | B. % mentions | Index |
|-------------------------|---|---|--|
| | <i>Represents the essence of Bilbao</i> | <i>Should represent the essence of Bilbao</i> | <i>Distance between the is and the ought</i> |
| Gender Equality | 23.7 | 39.3 | -15.6 |
| Respecting human rights | 25.9 | 33.8 | -7.9 |
| Solidarity | 37.5 | 27.7 | 9.8 |
| Social justice | 12 | 25.7 | -13.7 |
| Effort | 36.2 | 22.4 | 13.8 |
| Creativity | 28.6 | 22.1 | 6.5 |
| Commitment | 21.2 | 18.4 | 2.8 |
| Dignity of the person | 15.4 | 17.8 | -2.4 |
| Sustainability | 17.2 | 17.8 | -0.6 |
| Dialogue | 13.5 | 17.2 | -3.7 |
| Coexistence | 17.3 | 14.6 | 2.7 |
| Participation | 18.8 | 13.1 | 5.7 |
| Diversity | 14.6 | 12.9 | 1.7 |
| Inclusion | 7.5 | 9.8 | -2.3 |
| Recognition | 10.6 | 6.7 | 3.9 |

Graph 5. *Is* and *Ought* of the essence of Bilbao



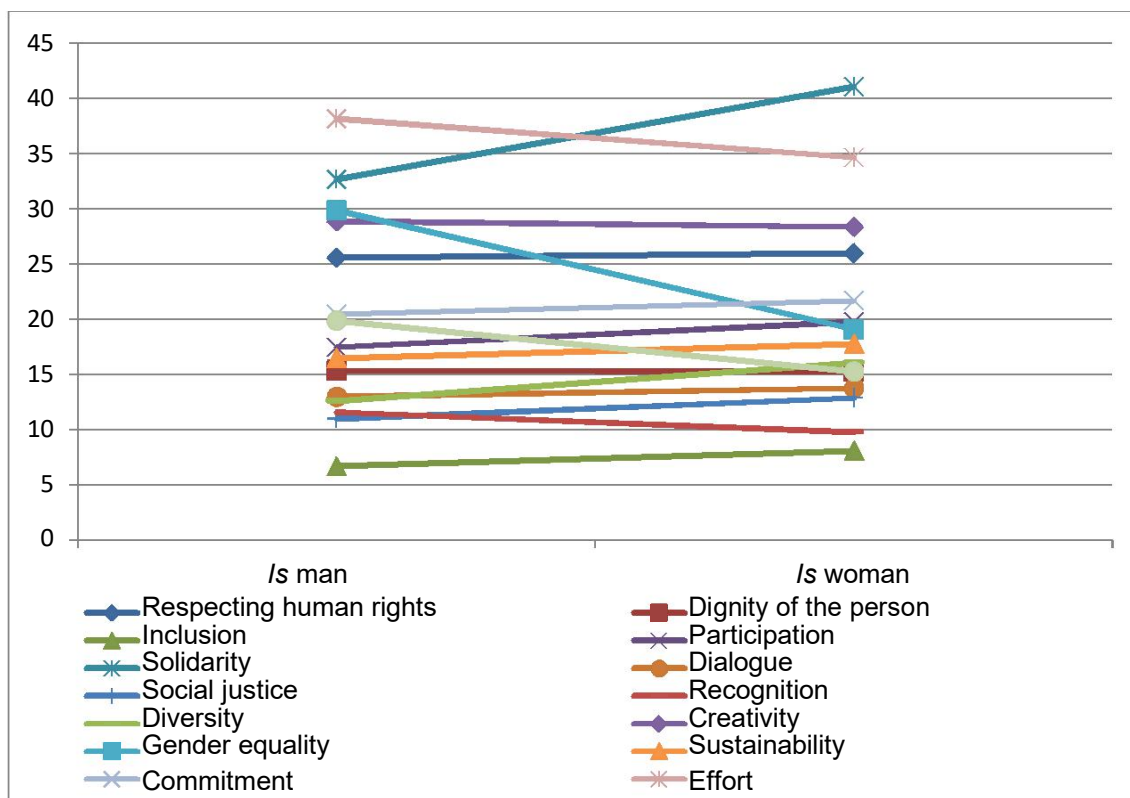
In short, we have three values that are identified with what the city is and ought to be: solidarity, effort and respecting human rights. Furthermore, there is the idea of the city of Bilbao should also be able to be associated with gender equality and social justice. As we will see in the coming sections, solidarity and social capital are aspects that not only define the city, but also give it a special singularity.

We will now consider how the essence of the city of Bilbao is defined according to sex, age and district of residence.

If we compare **women and men**, we can see that even though the choice of attributes defining the city (the *is*) is quite similar, they do not choose the same attribute for first place. Men prioritise effort (38.2%), solidarity (32.7%) and gender equality (29.9%). In turn, women put solidarity in first place (41.1%), effort (34.7%) and creativity

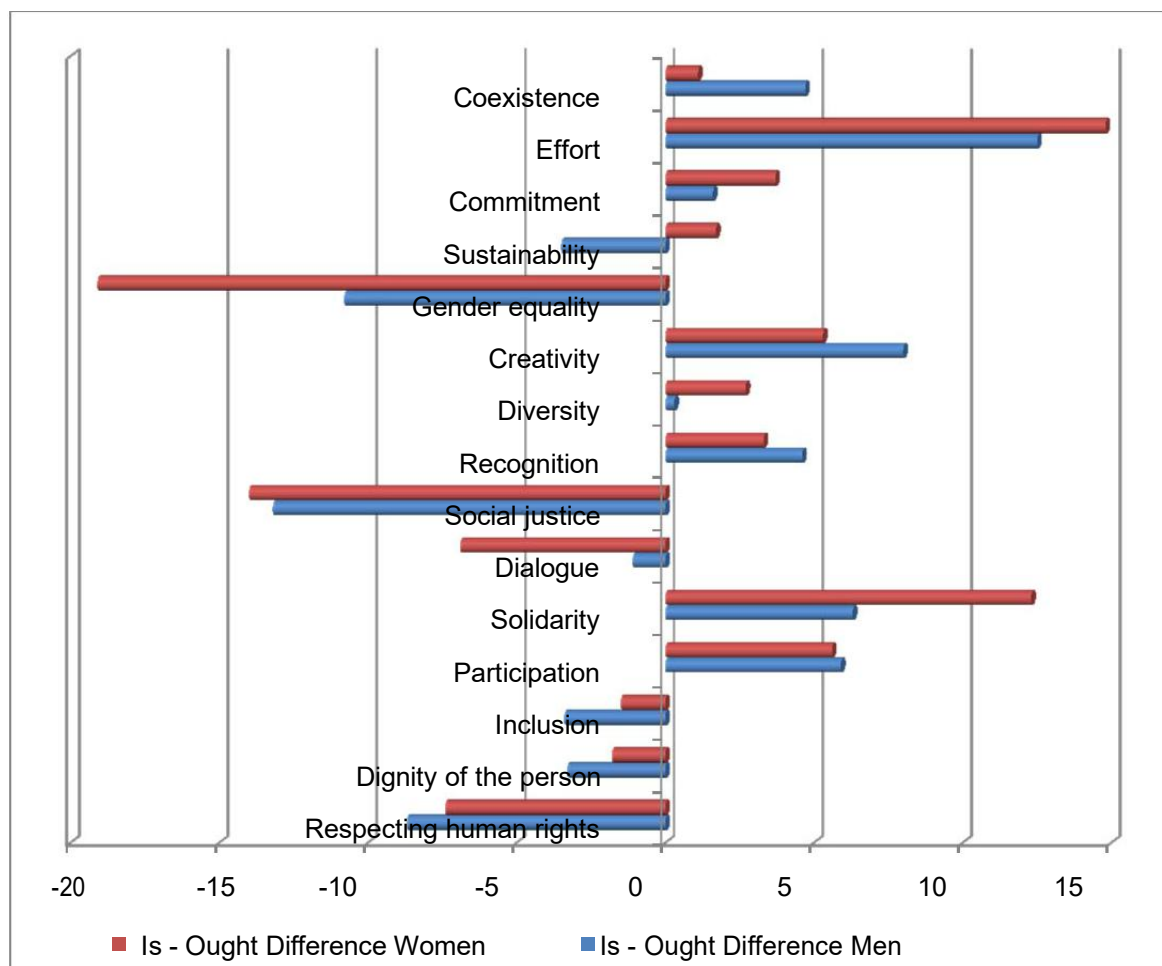
(28.4%) and do not mention equality as they consider it an outstanding issue, and much more present in the *ought* (40.7%).

Graph 6. The essence of Bilbao as per men and women (percentages)



The following graph shows the index that reflects the distance between is and ought in women and men. If we stop to analyse the main differences, we can see that, in the same way as with the total percentages, they appear as outstanding issues, both for women and for men, equality, social justice and respecting human rights, to which, women particularly believe, dialogue should be added.

Graph 7. The distance between the *is* and *ought* of the essence of Bilbao by sex (index = is – ought)



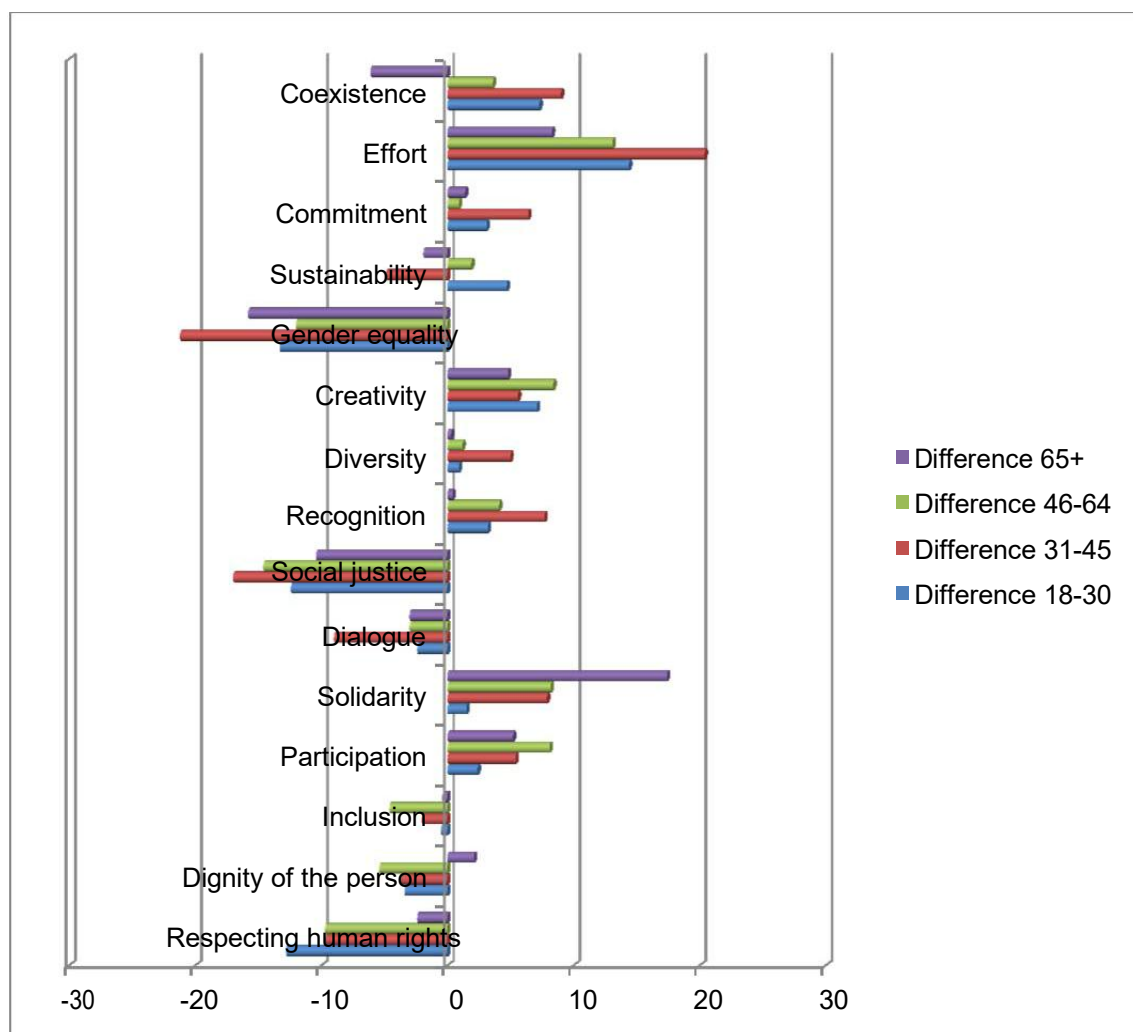
Taking into account the **age** variable, we can see that the attributes or values that best represent Bilbao differ according to the different age groups or the generational outlook. Thus, while the under 45 group stresses EFFORT as the current main value of the city, people over 45 - particularly the group over 65 -, highlighted SOLIDARITY.

If we now look at the ought, we see that all the age groups under 65 – particularly the youngest – stress that the gender EQUALITY should be the value to represent Bilbao, while the over 65s group highlight RESPECTING human rights as the main potential value.

As would occur in the previous cases, the greatest distance is in EQUALITY and SOCIAL JUSTICE, that appears as the values that people would like to represent the essence of Bilbao as well, but which still do not do so. On the contrary, both EFFORT and SOLIDARITY are considered as aspects of the essence of Bilbao that even being

so, should continue to be so. Let us look at the graph for the index that measure the *is* and the *ought* by age groups to illustrate those statements.

Graph 8. The distance between the *is* and *ought* of the essence of Bilbao by age (index = *is* – *ought*)



Respecting human rights is added to equality and social justice, and, in the case of the over 65s, coexistence. We should recall that the difference measures the distance between what has been mentioned as an attribute that defines the essence of the city and that same attribute mentioned as *ought*. We must stress that both the effort and the solidarity are in the *is* and the *ought* and the distance is positive, in other words, there is no contradiction between the *is* and the *ought*. Where there is an important contradiction is in gender equality, as, as we have seen, it continues to be an outstanding issue for the population overall, women and men of all ages.

Depending in which **district** they reside, it can be seen that the values of solidarity and effort are given as the most representative of the essence of Bilbao,

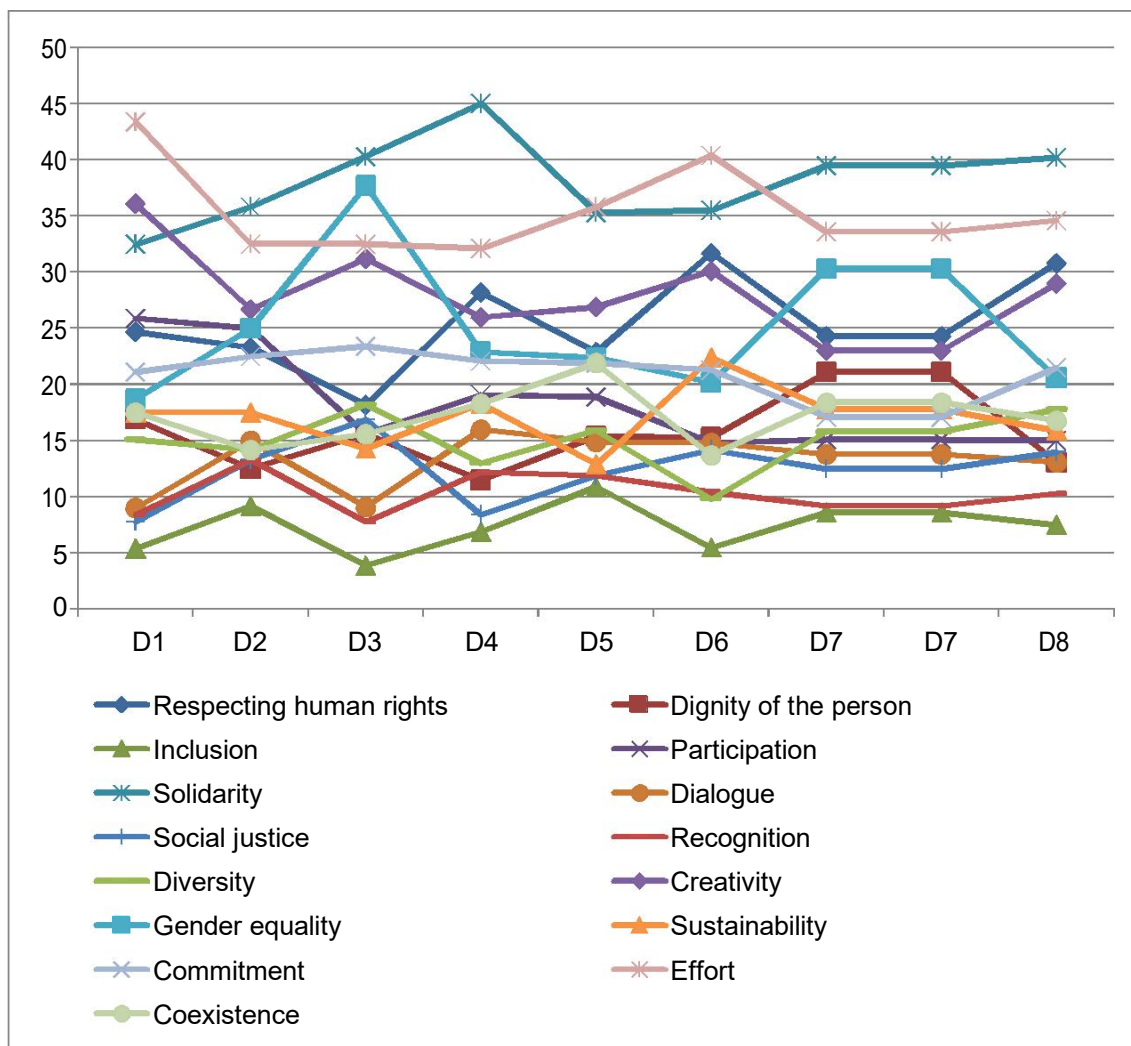
chosen by a percentage of the population that ranges between 32% and 45%. The D4, D3 and D8 districts stand out regarding the solidarity attribute, with percentages of 45%, 40.3% and 40.2%, respectively. As regards the effort attribute, it is particularly mentioned in the D1 (43.4%) and D6 (40.4%) districts. Both values significantly drop in percentage terms, as values that should represent the essence of Bilbao

Creativity is considered a representative attribute of Bilbao by a quarter of the people surveyed in each district (between 23% and 36%) along with gender equality in the case of the D3 and D7 districts, mentioned by one out of every three people resident there (37.7% and 30.3%, respectively). The gender equality value is worth special reflection insofar as all the districts – in D6 to a lesser extent – consider it to be a value that should be representative of the city.

As a counterpoint, mention should be made of Inclusion as a value that appears at least mentioned in all the districts (the percentages range between 3.9% and 10.9%), a value not considered that it should be particularly representative.

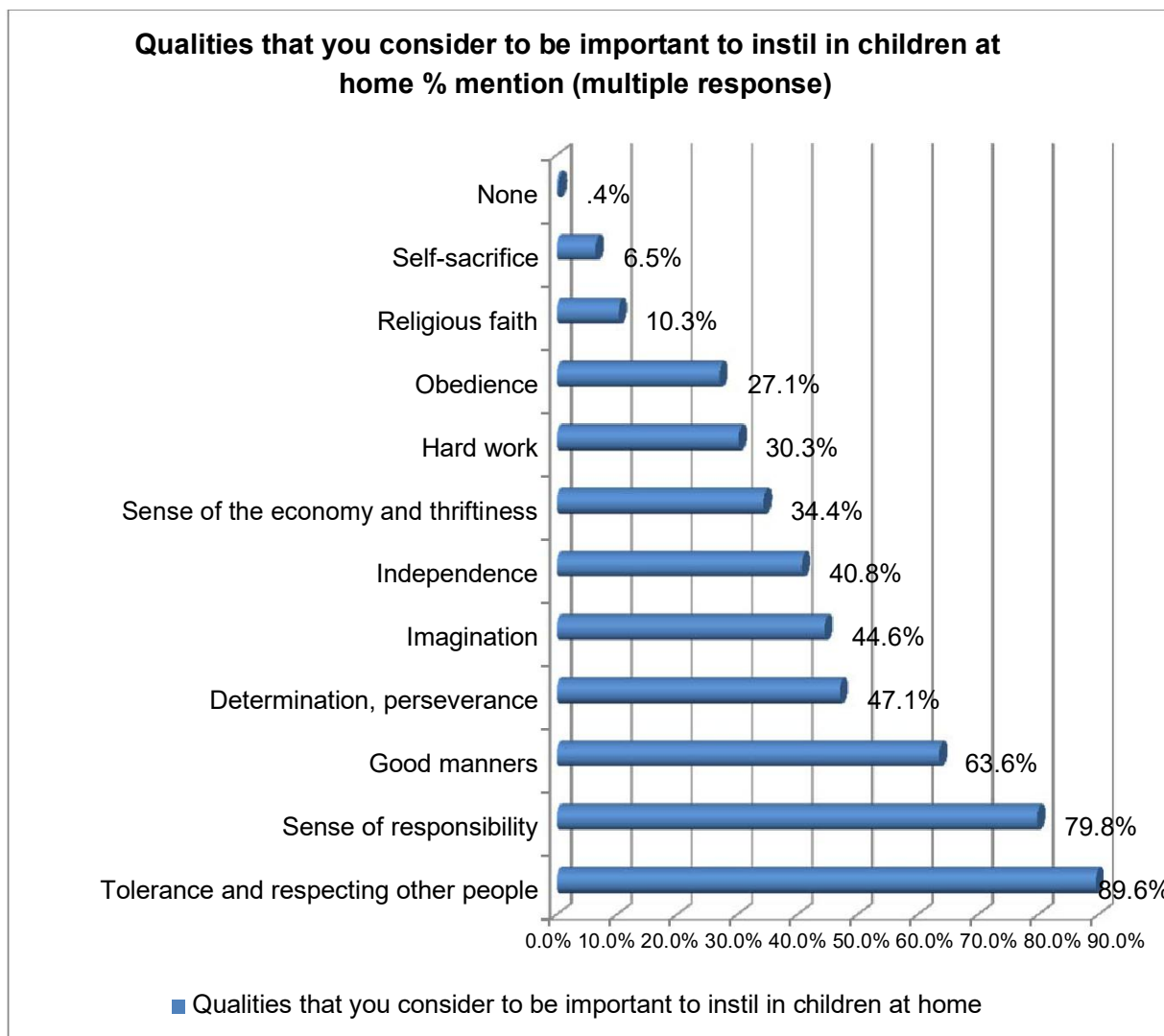
It should be noted that respecting human rights is a value chosen as desirable in all districts – except D4–, by between 30% and 40% of the people surveyed.

Graph 9. The essence of Bilbao by Districts (percentages)



It is worth pausing for a moment to consider **EFFORT**, a value that appears as one of those associated to the essence of the city of Bilbao. One way of analysing it is to resort to one of the questions of the questionnaire that comes from the European Values Survey and which allows a comparative analysis to be conducted. We refer to the question regarding the main values to be instilled in children's education.

Graph 10. Qualities that you consider to be important to instil in children at home. % mention (multiple choice).



In Bilbao, "determination and perseverance", a concept that could be seen to be close to the idea of effort, is in fourth place, mentioned by 44.6%, behind values such as tolerance and respecting other people, sense of responsibility and good manners. "Hard work", which could also be considered to related to "effort", is mentioned in eighth place (30.3%).

In Europe², "determination and perseverance" scored a similar value to the one in Bilbao in countries such as Germany and Rumania (49%), Finland (46%) or France (42%). While the mention is 24% in Spain. As regards "hard work", we can see that the countries with a similar percentage to the one for Bilbao are Greece (29%) and

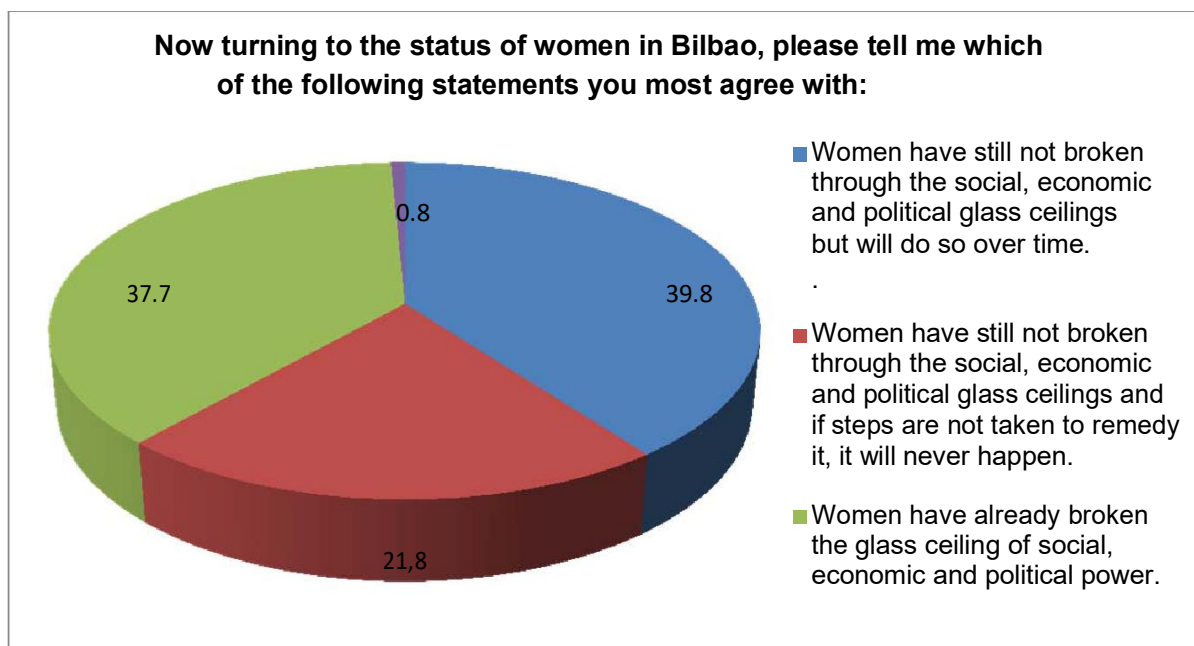
² The European Values Survey refer to the latest one conducted in 2008 and can be consulted at www.europeanvaluesstudy.eu (the next one is envisaged for the last quarter of 2017).

Belgium (35%). Spain scored 21%, a value that is very similar to those for Nordic countries. With respect to this value, particularly noteworthy is the high percentage scored by the majority of the former Communist countries of Eastern Europe, with percentages over 80%.

We also believe that it is worthwhile delving further into the value of **GENDER EQUALITY**. Despite being the value with the greatest difference between the *is* and the *ought* and which, therefore, could be defined as a priority or an outstanding issue for Bilbao's society, we note that for an important percentage of the people surveyed, gender equality has either already been accomplished (37.7%) or is an issue that will be simply achieved overtime (39.8%). Just 21.8% of the people who answered believe that gender equality is an outstanding issue where effort is required to achieve and accomplish it, an opinion that is more present between women (24%) than between men (21%). In that regard, the greatest difference between the sexes is found in the belief that equality has already been achieved: held by 42% of men compared to 33% of women.

If we compare that data with that gathered for the whole of the Basque Country in the V Deustobarómetro (December 2015), we can see that the percentage distribution is very similar. Therefore, we can claim that the opinion found in Bilbao is very similar to that for the Autonomous Community overall.

Graph 11. Assessment of the situation where there is gender equality in Bilbao (percentages)



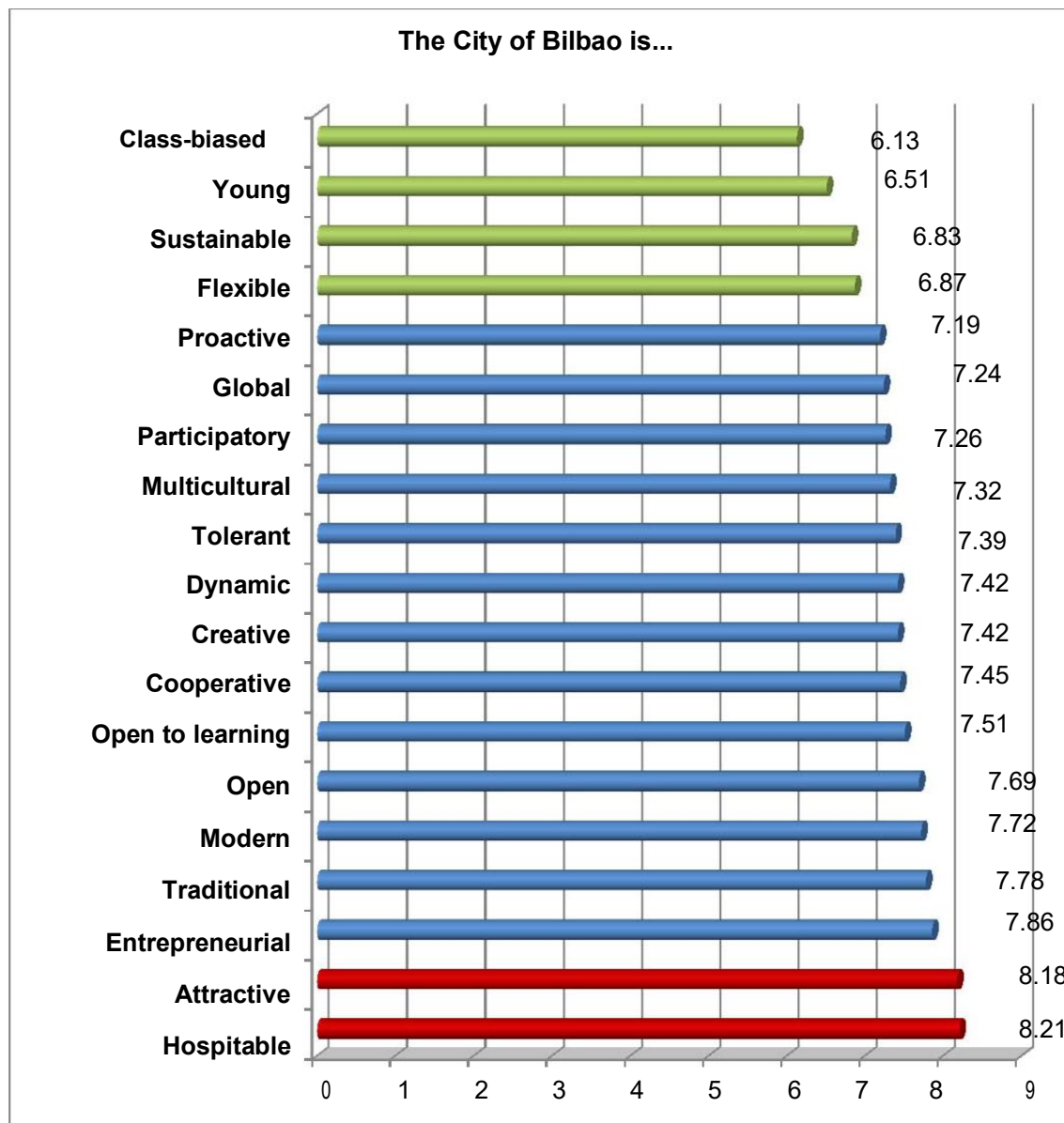
In short, even though gender equality seems to be clearly on the side of the "ought", the way of achieving it varies considerably.

3. Qualities of the city of Bilbao

There are many and good qualities that the people surveyed attribute to the city of Bilbao. Particularly noteworthy are the considerations that it is a hospitable and attractive city. The lowest scores reveal that it is not considered a class-biased city, but neither young, sustainable or flexible, as those qualities, even though they are higher than 5 on the continuum, they are under seven, a remarkable score that the other characteristics mentioned receive or exceed.

The value of the class-biased city is a negative value and therefore the fact that there was not a high average score must be taken to be positive. Nevertheless, the average value is 6.13 and we should point out that this characteristic has a greater standard deviation (2.24), which indicates greater diversity as it is perceived by the citizenry.

Graph 12. Qualities of the city of Bilbao (Averages. Minimum value 0 and maximum 10)



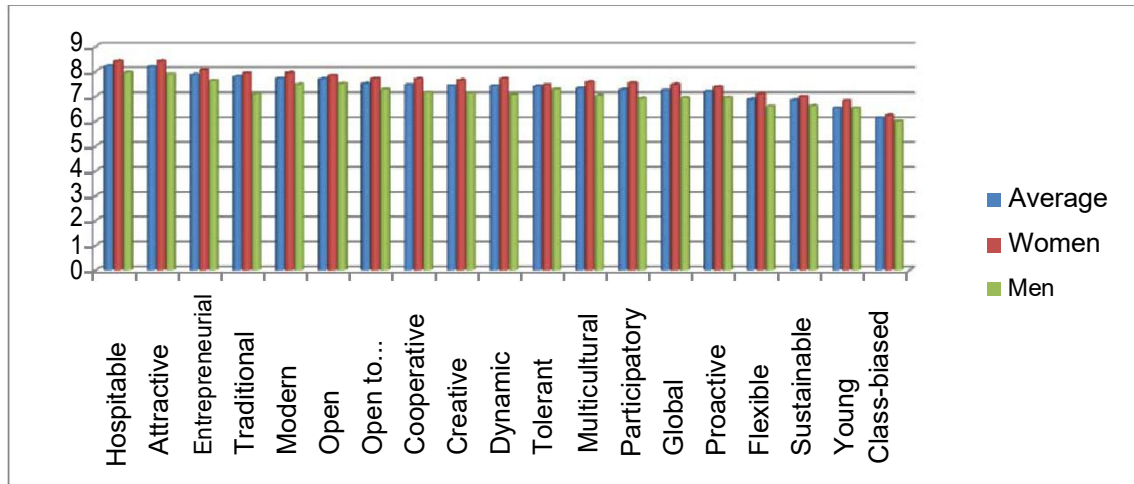
Some of the qualities are closely related to values that we have already set out and which we will consider in great depth later on. We are referring to the relationship that can be established between mentioning hospitality, and solidarity, trust and social capital.

We are going to analyse the qualities of the city of Bilbao in terms of gender, age and district of residence in rather greater detail.

If we compare the **women's and men's score**, we do not note large differences in the allocation of qualities to the city of Bilbao. Even though there is an aspect that should be pointed out: the average scores from women are, in all cases, over the average

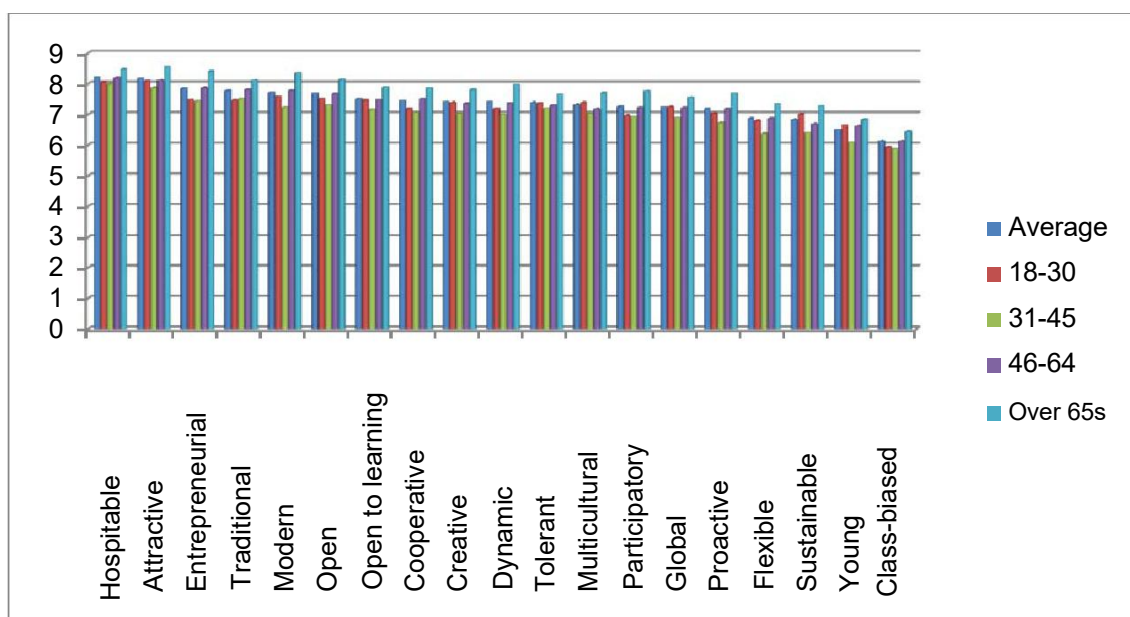
and higher than the men's scores, which could indicate a greater appreciation of the city by attributing those qualities to it with rather more intensity.

Graph 13. Qualities of the city of Bilbao by sex (averages)



The analysis by **age groups** does not show great differences in relation to the distribution of the qualities, but it does reveal interesting differences by age group. If we compare the total average with the average obtained according to the age, we can see that the older people are more inclined to have a highly positive view of the city, with scores slightly higher than the population-wide average. On the contrary, the age group between 31 and 45 years old are more critical and less generous when awarding the city qualities.

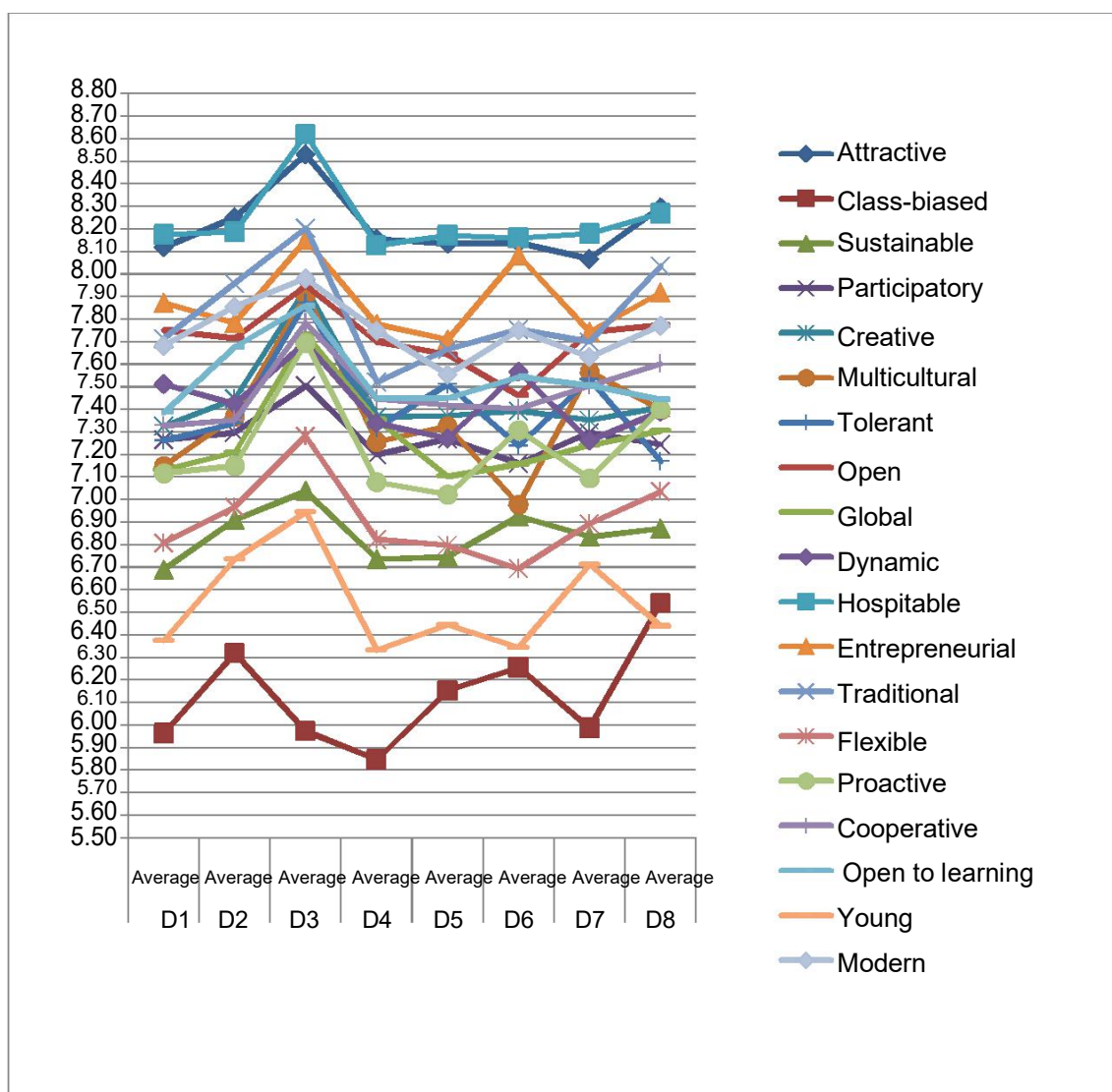
Graph 14. Qualities of the city of Bilbao as per age groups (averages)



The most critical view of the adult population (between 31 and 45 years old, sometimes also up to 65) is an aspect that, as we will see, is repeated in others of the analysed values. It is difficult to establish whether it is a more critical view, a different reality principle conditioned by the weight of uncertainties and responsibilities, or greater scepticism.

The analysis of the qualities by districts provides us with the following information: we have calculated the average score in each of the districts by eliminating the score obtained in "class-biased city" (as it is interpreted in the opposite way) and we found that the two districts that obtained higher than average scores are District 2 and District 8. They are therefore the districts with a more positive image of the city. On the other hand, the two districts with rather lower than average scores are District 1 and District 5.

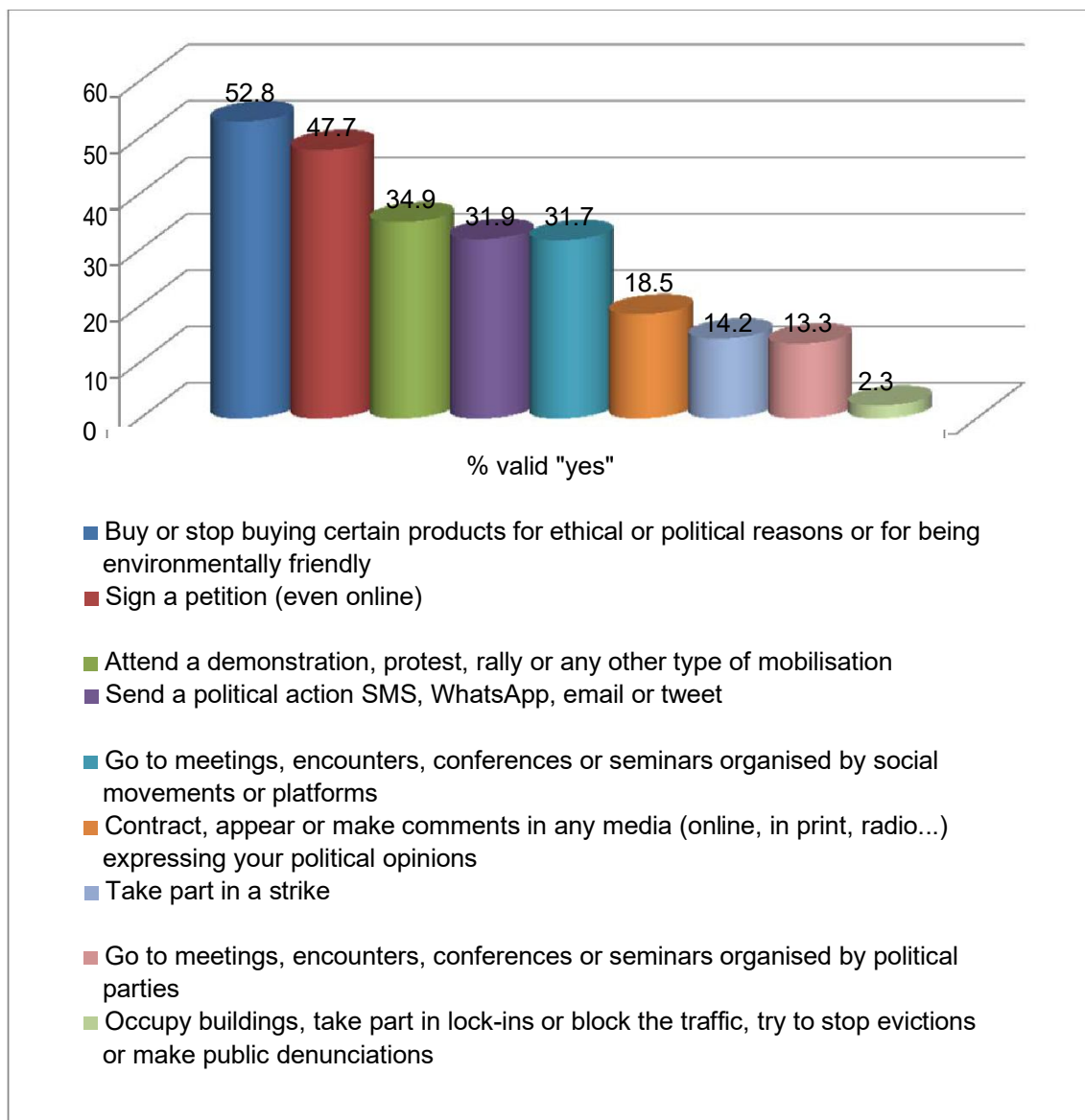
Graph 154. Qualities of the city of Bilbao as per Districts (averages)



4. Political participation and Sustainability

This section sets out the data relating to two of the values studied, PARTICIPATION and SUSTAINABILITY. Both data are related given that the actions that measure the value of the sustainability have a great deal to do with actions linked to socio-political participation.

Graph 16. Political participation Percentages.



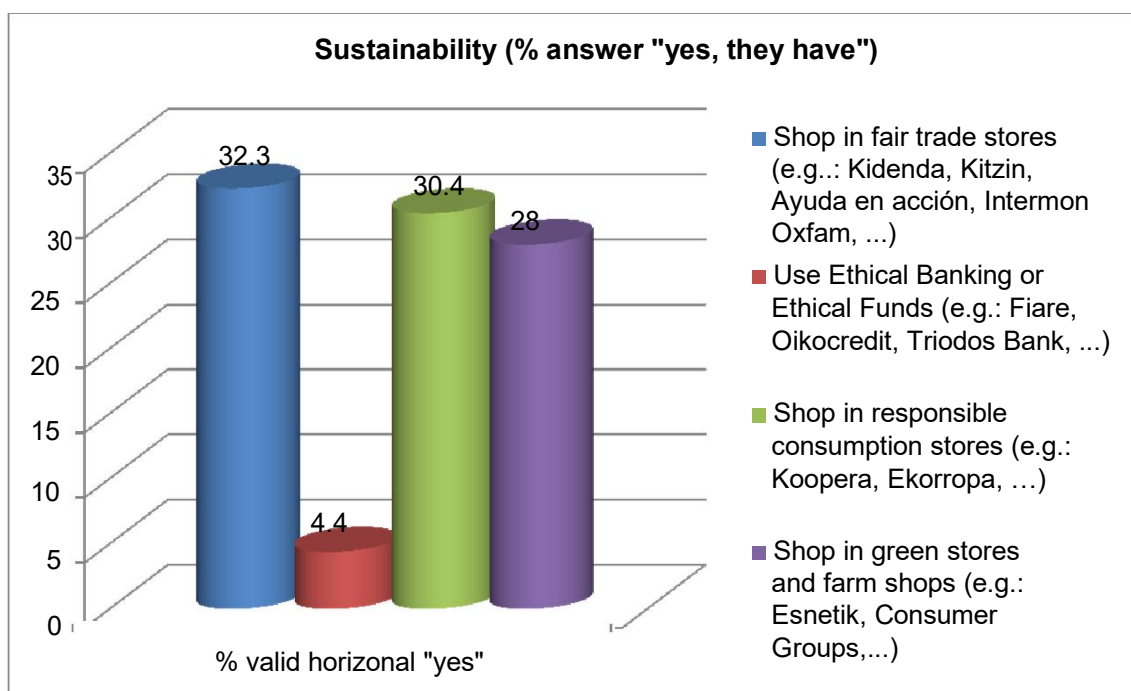
As can be seen in the graph, the surveyed people opt for POLITICAL PARTICIPATION occurring in their everyday context and which does not imply a great effort or commitment, but, in turn, they refer to new and innovative forms of participation associated to the new technologies used in the forums and the media. The most common action is to stop buying certain products for environmental or political reasons (52.8%) followed by the signing of petitions (47.7%). One out of every three citizens said that they had taken part in rallies or demonstrations in recent years; had attended social platform gatherings and/or had sent political action SMS, Whatsapp, emails or tweets. However, only a fifth of the population of Bilbao have publicly expressed their opinions in the media, have taken part in a strike or have attended meetings organised by political parties. Unlawful protest actions (occupying buildings, lock-ins, stopping

traffic, preventing evictions, public protests) are very much in the minority (2.3%)

By districts, District 5 and District 2 stand out as having the greatest political participation. District 5 scores higher than the percentage for the City of Bilbao in all the actions. Attendance at demonstrations and rallies is 13.7% over the average; its residents sign petitions and participate with protest messages in the social media by around 10% more than the other people of Bilbao. District 2 is also higher than the total percentages in all the actions, except those relating to demonstrations and rallies. In this case, social demands stand out, with twice the percentage of the population as a whole taking part in unlawful actions, attendance by its residents at meetings promoted by social organisations is seven points higher and it scores 5 when it comes to striking. As regards participations, they are followed by Districts 3 and 6; and stand out for being lower in all the actions, D4 and D1 (in all actions except two).

As can be seen from the SUSTAINABILITY figures, the actions that have been included to measure that value are closely related to the previously mentioned forms of participation. They are actions very close to everyday life, which imply commitment, will and the assumption of certain principles, but which do not, necessarily, imply great effort or renunciation. Out of the actions that measure the activities related to the value of sustainability, the least widespread is that of using ethical banking, mentioned by just 4.4%; the other actions have the backing of 30% of the surveyed population.

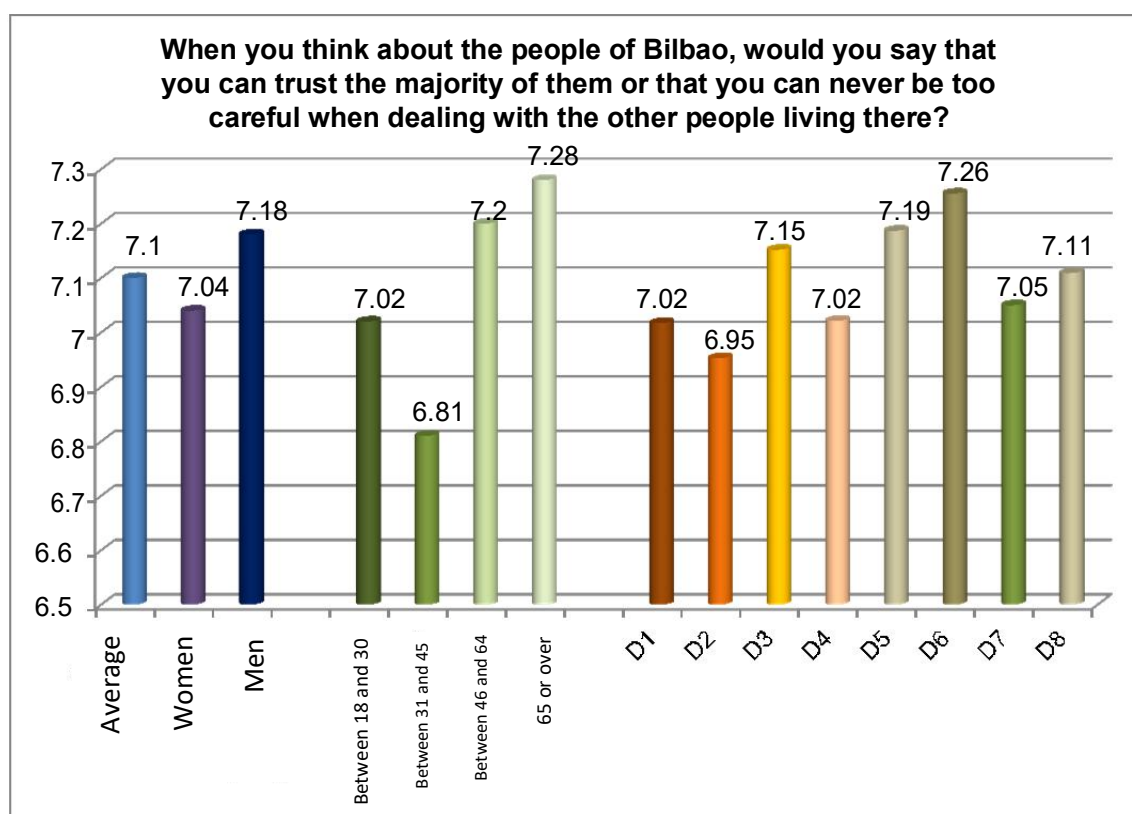
Graph 17. Sustainability (percentages)



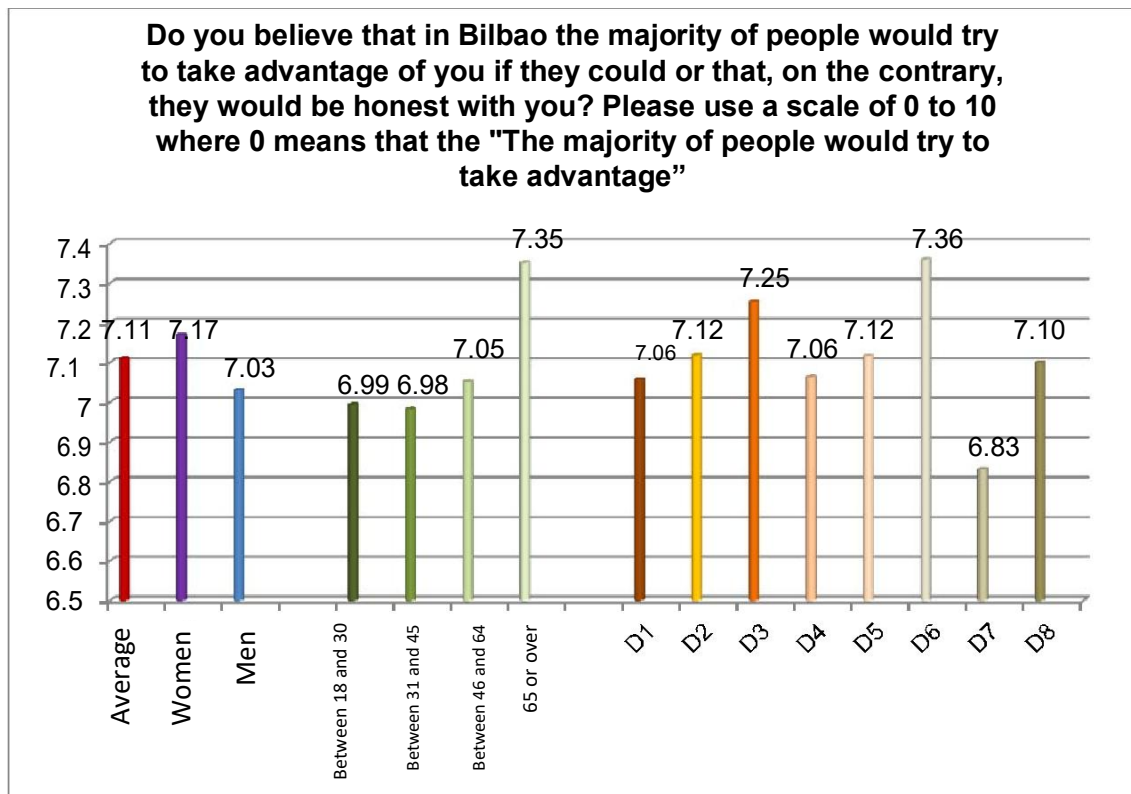
5. Trust

The TRUST value was measured by two questions asking about our degree of trust in others and the perception as to whether that trust is widespread or restricted to the city of Bilbao.

Graph 18. Do you believe that you can trust the majority of people? Mean (0: You can never be too careful)



Graph 19. Do you think that people take advantage of you? (Mean 0 = the majority of people would try to take advantage)



The average scores show that the majority of Bilbao's population trust other people and do not consider they have to be particularly cautious (average 7.1). Furthermore, they do not consider that the people are going to take advantage, but rather they see them as honest (average 7.1).

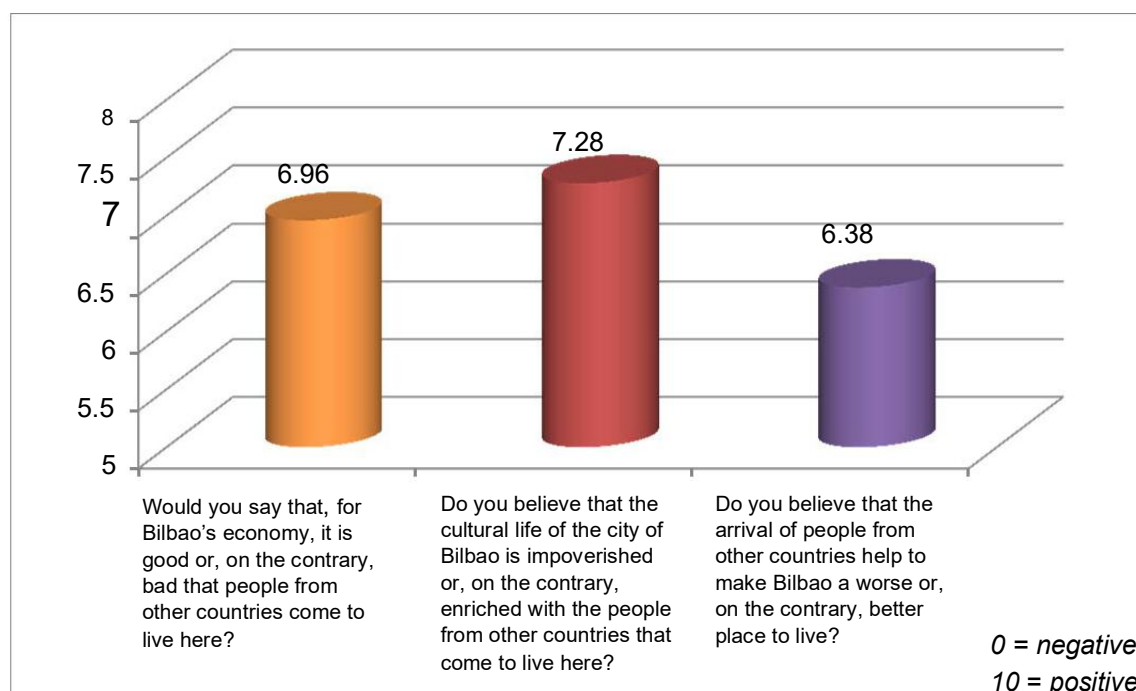
No great differences are seen when compared by **sex, age and district of residence**, but the following could be highlighted: people aged between 31 and 45 show the greatest mistrust, with values under the average. By districts, we see that District 2 shows lower levels of trust in other people and District 7 scores lower in the question that measure the degree of honesty of people. On the contrary, District 6 scores the highest on both questions.

If we compare the degree of trust in others that we found in Bilbao to certain European data, we can see that the greatest degree of trust in other people is in Scandinavia (Finland, Norway, Sweden, Denmark) where around 70% claim that it is possible to trust most people. It is 35% in Spain. Our questions are put as a continuum barrage, but if we analyse the percentage distribution, we can see that the trust percentage is high and puts us close to Nordic parameters.

TRUST can also be measured with respect to the private and public institutions. In this case, we do not explain the degree of interpersonal trust from which the social and personal relations are built that, as we have seen is quite high in Bilbao, but rather the degree of trust in the institutions that govern us, regulate us and, sometimes, control us. We do not have specific data for Bilbao, but we do for the Basque Autonomous Community from the Deustobarómetro (December 2016). Those figures place the Basque Country very close to the majority of European societies that show high levels of trust towards the welfare institutions (Health, Education) and the law enforcement forces (Ertzaintza - Basque National Police Force). However, we should point out that the trust in the management of the social services or in the employability services (Lanbide) does not exceed the mid score of five.

6. Integration

Graph 20. Attitudes to the immigrant population (averages)



The perception of immigration is positive. 87.4% of citizens consider that immigration helps Bilbao to make a better place to live (score of 5 or above on a scale of 0 to 10). Just 12.6% of people consider that immigration is harmful in that regard. However, a distance can be seen between the sectoral contribution of immigration and the general contribution perceived. The citizens consider the effects of immigration to be beneficial in the economic (91.6%) and cultural (92.3%) areas to a greater extent than the general impact on life in the city. If the highest scores (between 8 and 10) regarding the economic and cultural benefits represent 43.1% and 51.2% respectively, the

percentage in this scoring tier drops to 29.7% when it comes to the contribution to Bilbao as a place to live. In the same vein, the lowest scores (0 to 4) increase by 4% and 5%. The results of the survey in each district replicate this trend.

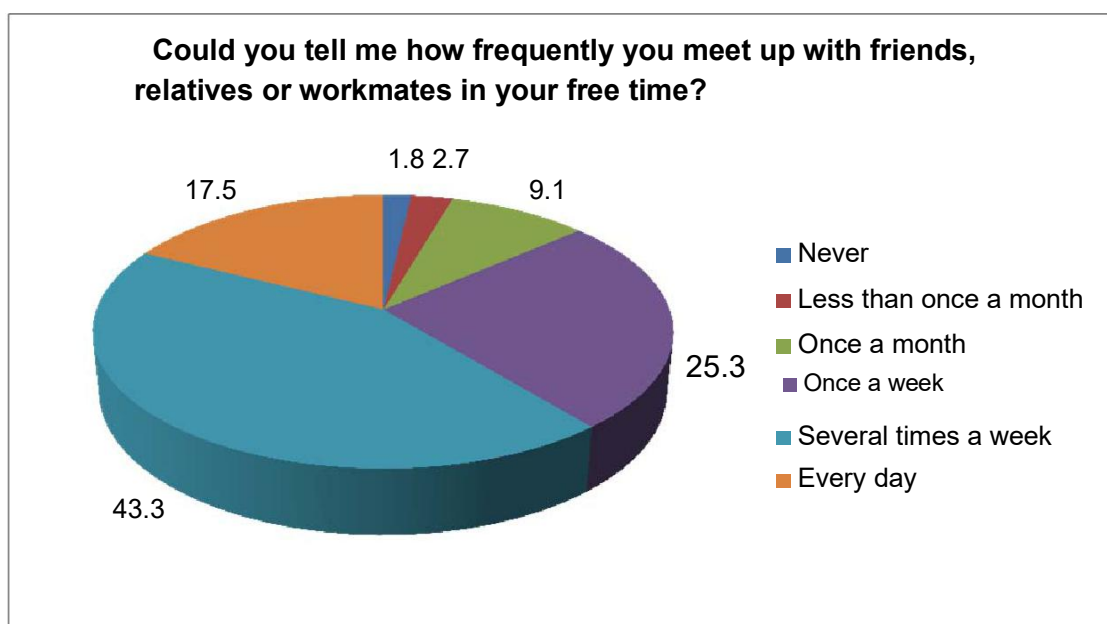
By districts, the district that has a more positive view of immigration is District 6, in which a very positive effect is perceived both on the culture and on the economy (56%), 5 and 13 points over the percentage of the city. The impact of immigration on the city of Bilbao as a place to live is also perceived more positively in this district than in the city overall, with scoring over 8 up to 35% and halving (6.6%) the scoring under 5 (3.3% in the case of the economy and 7% in that of culture). Districts 4 and 2 stand out in a similar way. District 4 has percentages slightly higher in the positive appraisal of immigration and lower in the negative assessments. In the case of District 2, the negative assessments do not fall both with respect to the city overall (the lowest scores are chosen by 6.4% of the population in the economic area; 7.3% regarding cultural and 11.2% in general), but the more positive assessments do increase (44.8% economy, 54.8% culture and 36% place to live).

On the contrary, Districts 8,5 and 3 are those with a more negative view than the general perception. District 8 negatively assesses the impact of immigration on Bilbao as a place to live at 22.6% (10 points over the perception of the city as a whole) and the very positive assessments drop to 37.4% as regards the impact on the economy and 31.8% in the culture (drop of 11.3% and 13.8%, respectively). District 5 stands out for a greater negative assessment in the three areas: 13.8% on the economy; 10% on the culture and 16.7% in general (5.4; 2.3 and 4.1 points over the population as a whole). The same occurs in the case of District 3; the negative assessments stand at 11.7%; 10.3% and 18.2%.

7. Social capital

This section analyses several of the questions of the questionnaires to do with the degree of interrelation existing among the residents of Bilbao and the degree of social support offered and perceived. Depending on whether the interrelation and social support occurs in the social, group or family sphere, we will consider different types and degrees of social capital. We will thus delve further into the value of TRUST and we will also consider values such as COEXISTENCE and SOLIDARITY.

Graph 21. Degree of interpersonal relationships (percentages)

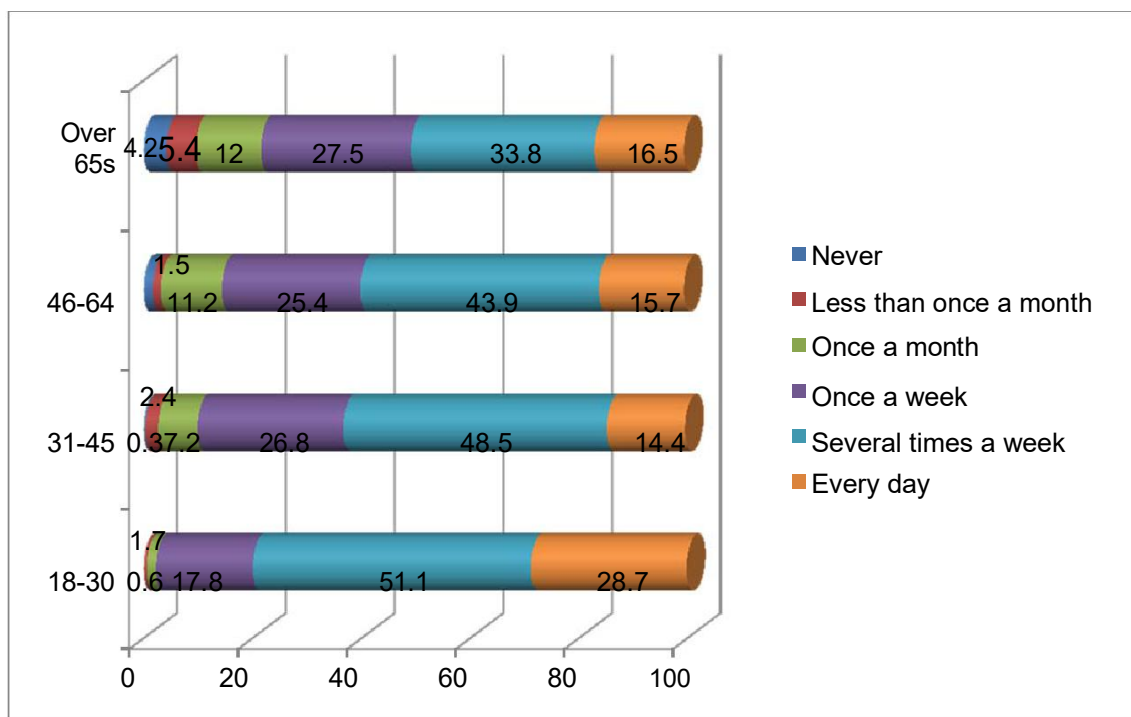


The data is beyond dispute: the social and interpersonal life of much of Bilbao's society is rather full. 43.3% stated that they meet with their friends, relatives or workmates at least several times a week and 25.3% do so at least once a week. The lowest percentages refer to the options with less social interaction.

In the case of **women and men**, the differences are not significant and their behaviour reflect the same as declared by the population in general. The greatest difference occurs in the "several times a week" option, which is greater in the case of men (45%) than of women (41.9%) and which reinforces the data of the Use of Time Surveys (Eustat) and the Figures Report (Emakunde) that show that women spend less time on active leisure activities than men and more time on caring and household tasks.

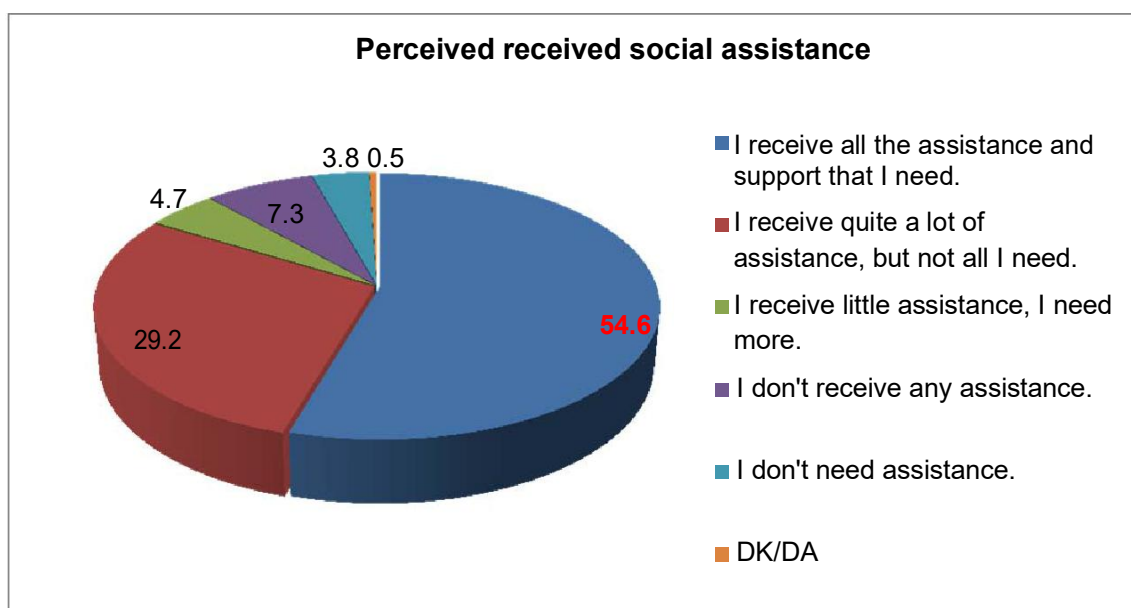
By **age groups**, some differences are observed in the degree and frequency of interpersonal relationships. Thus, we observe that the people who most meet up with relatives, friends or work colleagues are younger people aged 18-20, as 28.7% say they do so every day and 51.1% several times a week. In this age group, the "never" option has a value of 0. Between 30 and 64 years old, the option of going out every day decreases, but is slightly higher among the population over 65 (16.5%). However, the majority of the population of Bilbao can be said to enjoy interpersonal relationships at least one or several times a week. It is also true that as the age increases, the situation of not having interpersonal relationships outside the home also increases; 4.2% of people over 65 say that they never meet other people in their free time.

Graph 22. Degree of interpersonal relationships according to age groups (percentages) (Could you tell me how frequently you meet up with friends, relatives or workmates in your free time?)



We have seen that the degree and intensity of the interpersonal relationships during free time is high and denote an important relational social capital. We will see below if apart from enjoying a social life, the citizens of Bilbao enjoy social support or assistance, which sheds light on the degree of PRIMARY SOLIDARITY perceived and received.

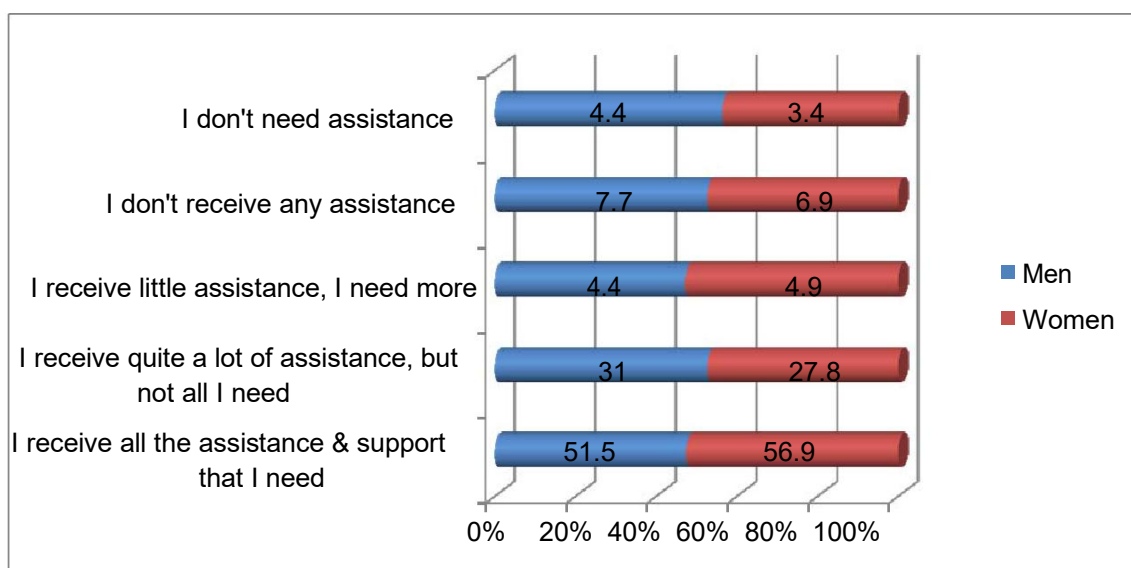
Graph 23. Perceived received social assistance. Percentages



The majority of people surveyed (54.6%) said that they receive all the assistance and support they need, which reinforces the idea of the existence of important social capital in the city of Bilbao. The 3.8% that affirmed that they do not need assistance is also significant because we believe that it could be an example of a perception of the assistance and support needed being multidimensional in nature and inherent to interdependent identities. However, the 29.2% saying they receive assistance, but not all they need also have to be taken into account, as an area that requires greater reflection, to establish whether 3 out of each 10 people in Bilbao may be asking for great assistance.

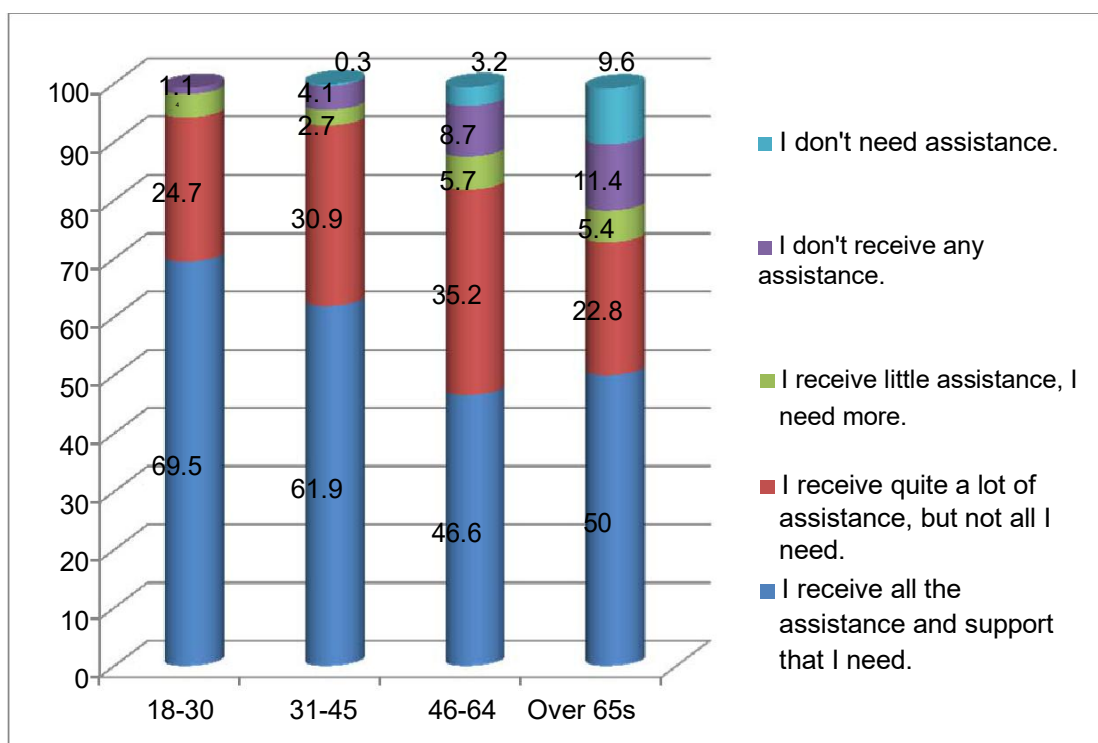
If we compare the perceived received assistance by **women and men**, we observe that the greater difference occurs, precisely, in the highest values, there is a rather lower percentage of men who say they receive all the assistance and support they need than women: 51.5% compared to 56.9%, which contrasts with the fact that, according to other studies, reports and publications, women are the one who mainly providing caring assistance (both caring for dependent people with different degrees of disability, and caring for children). As can be seen in the graph, the other percentages are divided in a very similar way.

Graph 24. Perceived received social assistance per sex. Percentages



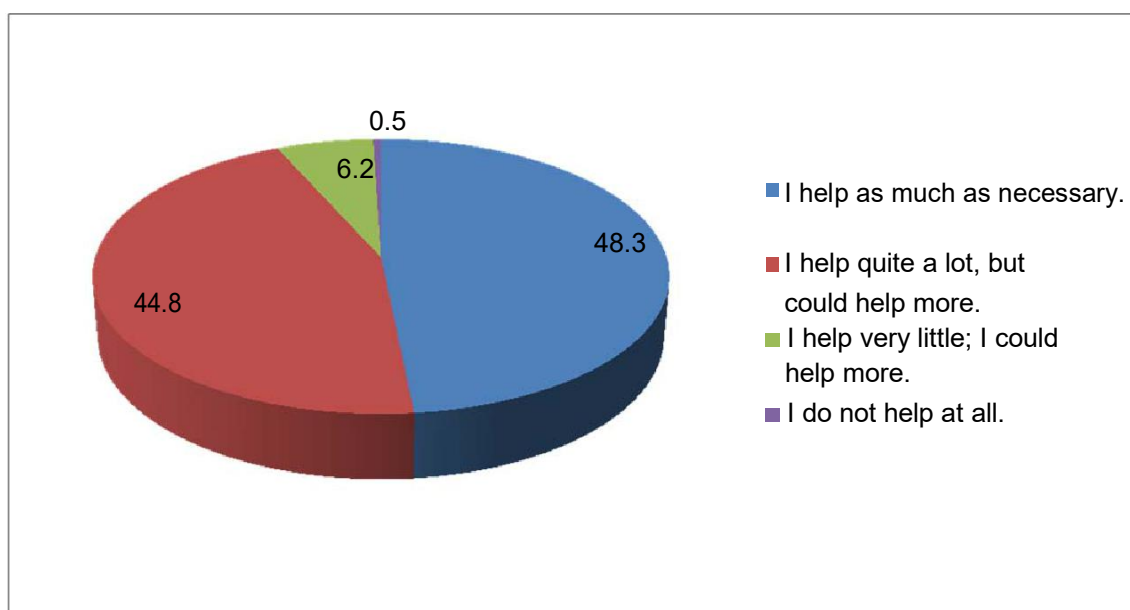
As regards **the age** of the people surveyed, we can see that the perceived received assistance and support varies significantly: on the one hand, we note that the population aged 46 to 64 are those who most feel that they need more assistance than what they receive. On the contrary, the youngest population, both those aged 18 to 30 (69.5%) and those 31 to 45 (61.9%), say that they receive all the assistance and support that they need, significantly ahead of the total population at 54.6% in this category. It is surprising to find that 9.6% of people over 65 said that they do not need assistance, a percentage that is much higher than the rest of the population. One possible explanation could lie in the need for people to be claiming to be more independent precisely at the age when they may begin to feel seen as being more dependent. It would also be of interest to learn the reasons that explain why 11.4% of older persons say they do not receive any type of assistance, given that it is the highest percentage found in this category.

Graph 25. Perceived received social assistance by age. Percentages



A third dimension analysed with regard to SOCIAL CAPITAL is the assistance or support provided to other persons. A distinction must be here be made between the social, group and personal social capital, depending on who the people are that receive our assistance preferentially. We begin by analysing the degree of assistance provided.

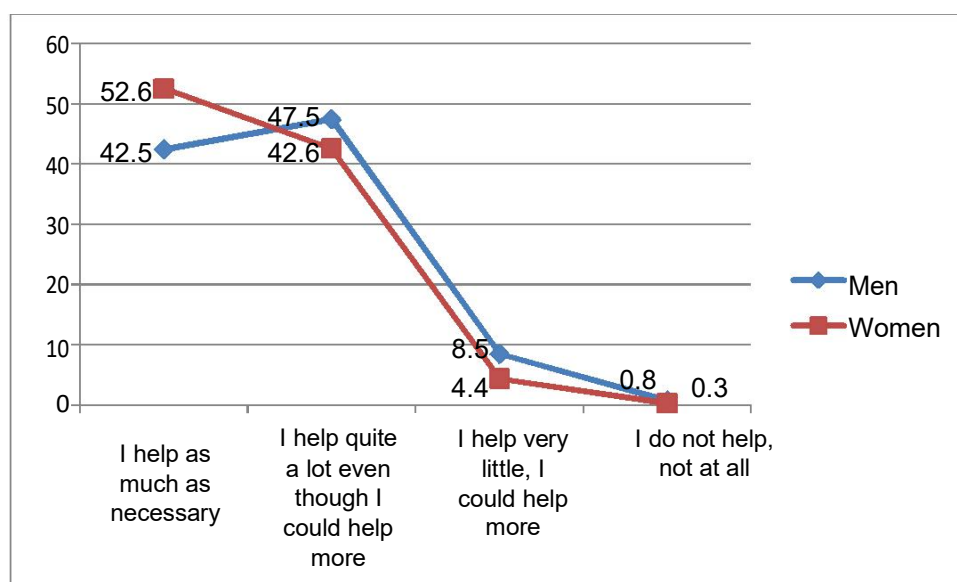
Graph 26. Social assistance and support provided. Percentages



The vast majority of Bilbao's society perceives helping others, 48.3% say they help as much as necessary and 44.8% claim that they help a great deal, but could help more, meaning that 93.1% of the people surveyed, practically all of them, would be carrying out support work, which should be interpreted as proof of good social capital. Evidence that is added to the previous aspects considered, when we saw that interpersonal relationships are frequent and that the perception of receiving assistance that is needed is also high.

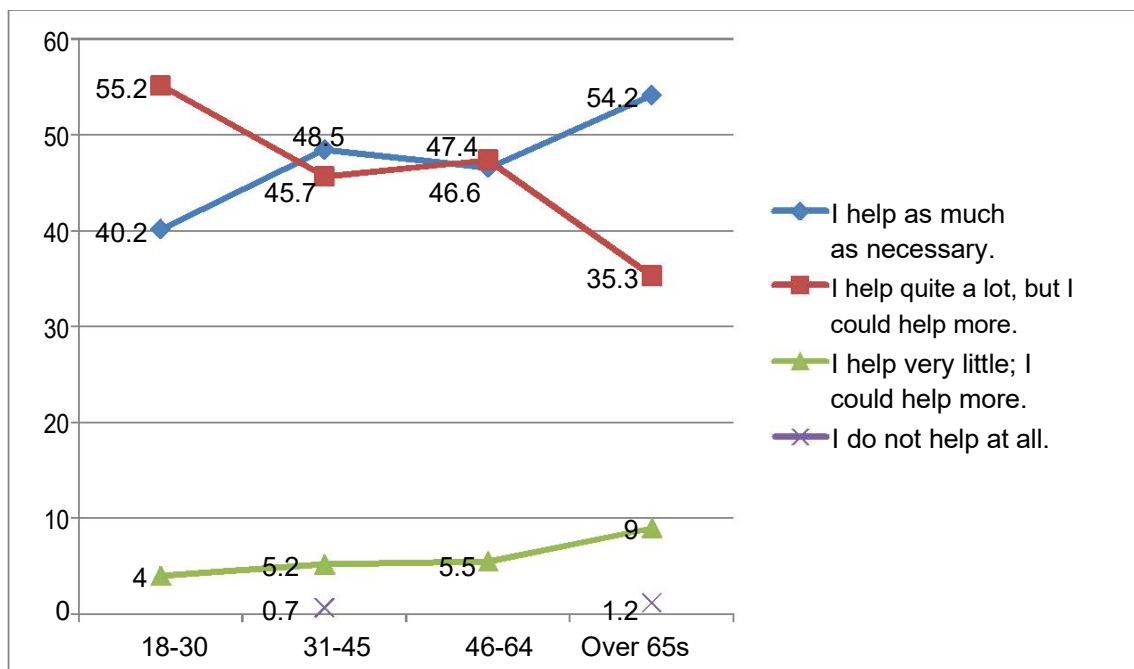
By **sex**, we see that the **gender** roles significantly impact on this issue of assistance provided. Women say that they help as much as necessary, 10 percentage points higher than men, while 47.5% of men recognise that they do not help enough, five points higher than for women, and the men also recognise more than women that they help very little and could help more.

Graph 27. Social assistance and support provided by sex. Percentages



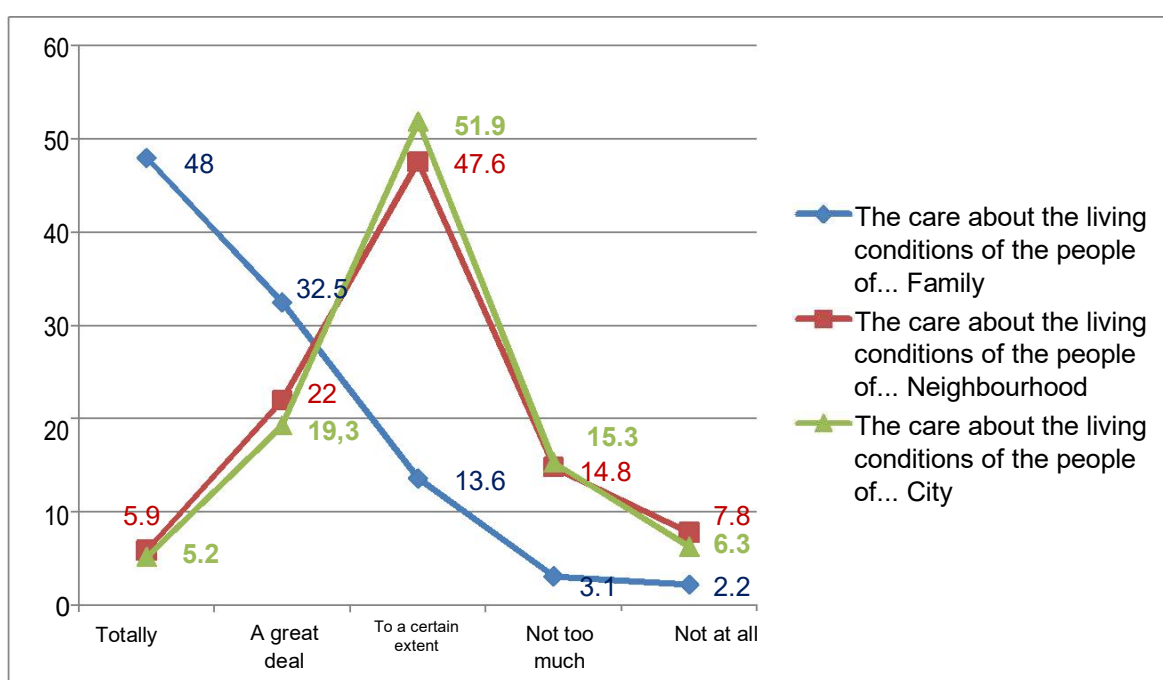
By **age groups**, a relationship can be seen between age and help provided. The two age groups that show a greater distance are those of the youngest and of the oldest people. Young people state to a greater extent that even though they help a great deal, they could help more (55.2%), while older persons, on the other hand, say they help as much as necessary in a higher proportion (54.2%). The figures for the adult population between 30 and 64 years old are quite similar.

Graph 28. Social assistance and support provided by sex. Percentages



Having established the fact that the vast majority of the citizens of Bilbao provide assistance and support, we will now analyse to what degree they are concerned by the living conditions of the people in their family, in their neighbourhood or in their city, which will help us to delve further into the study of social capital, distinguishing between social, local or primary SOLIDARITY.

Graph 29. Social, local and primary solidarity (percentages)

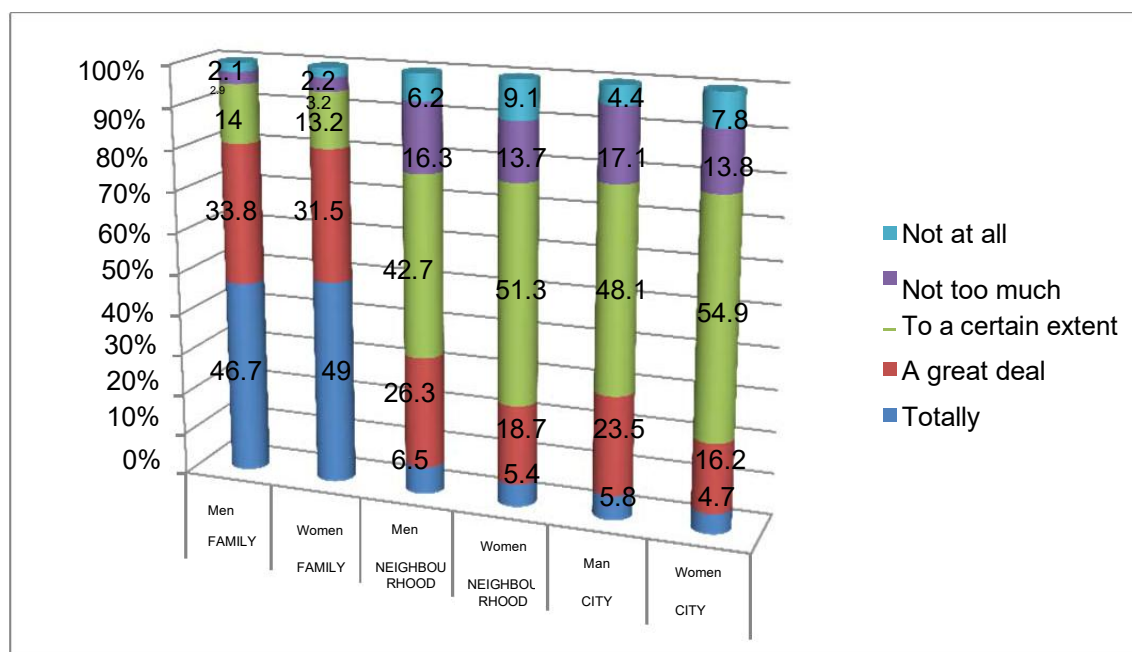


The graph on social, local and primary solidarity shows two very clear trends: on the one hand, the importance given to the living conditions of the members of the closest family and, on the other hand, concern about the living conditions of people living in the neighbourhood and in the city, which obtain very similar scores. The priority for the family situation is obvious; 48% are totally concerned and 32.5% very concerned about the living conditions of their relatives, which indicates very high levels of primary solidarity. In turn, social and local solidarity are very similar since the percentages obtained when we conducted our survey in the neighbourhood and in the city are very similar. In first place there is a middle level of concern ("to a certain extent": around 50%), followed by greater concern ("a great deal": around 20%), which indicates that the levels of indifference or lack of concern about the living conditions of neighbours and citizens are very low.

According to the European Values Survey, the majority of European countries register concern about the living conditions of the people of their neighbourhood of around 24-39%. Germany and Switzerland are the countries with the highest percentages (56%). In the case of Spain, 28% of the population is concerned or very concerned about the living conditions of the people in their neighbourhood. The values in Bilbao place their group solidarity at those same values.

The different levels of solidarity according to sex and to age are compared below.

Graph 30. Social, local and primary solidarity by sex (percentages)

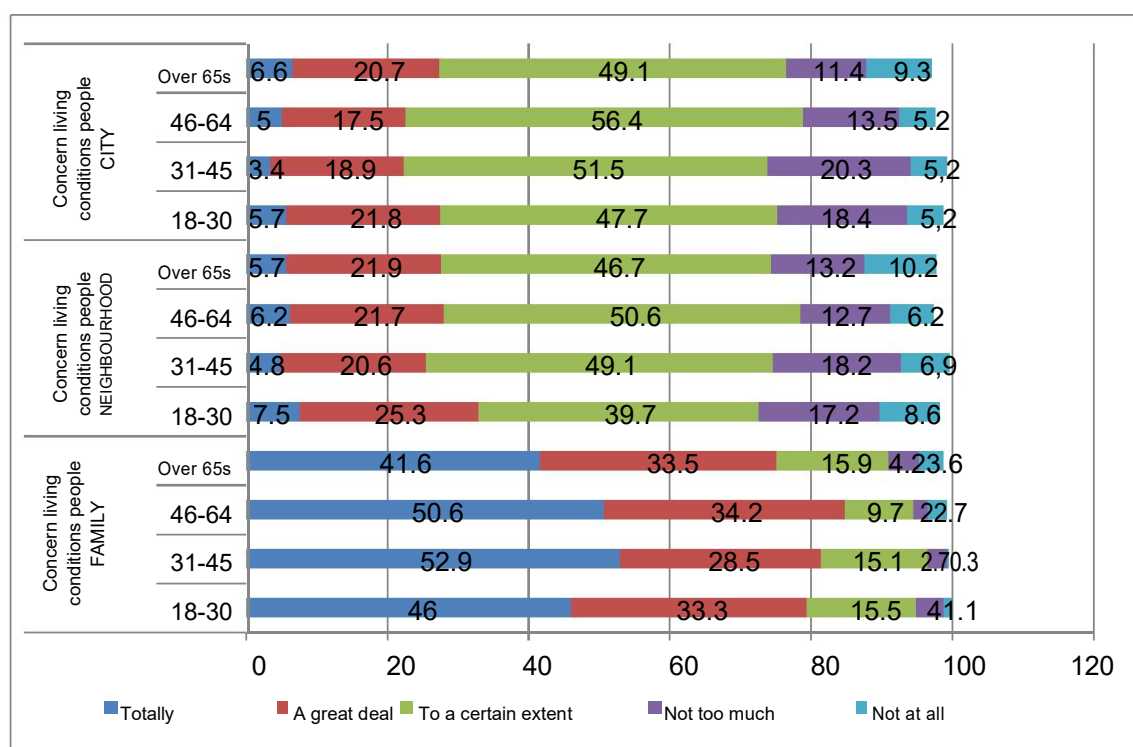


Women and men show similar concern about the living conditions of their closest relatives, where a criterion difference can be found in the degree of concern by the people of the neighbourhood or the city, as men show greater concern for their

neighbours. Thus, in the "a great deal" categories, the percentage does not reach 20% for women, while men exceed 25%.

By **age groups**, all age groups can be seen to express great concern for the living conditions of its closest relatives, a concern that is rather greater among the adult population between 31 and 64 years old. In turn, younger people, between 18 and 30 years old, show highest levels of group solidarity, as they are rather more concerned about the people of their neighbourhood. Two trends already mentioned can again be seen here: on the one side, the primary degree of solidarity and, on the other hand, the social and group solidarities with similar results.

Graph 30. Social, local and primary solidarity by age (percentages)



8. Justifying behaviour: morality

Finally, we will analyse the degree of justification of some behaviours and attitudes, which will enable us to consider the morality of the city and its similarity to or distance from the principles of other European societies. We find that, in the same way as with the Basque society overall, Bilbao's society justifies behaviours such as divorce, insemination, homosexuality, euthanasia and abortion, issues related to people's sexuality and also to the freedom to decide regarding one's own body. They are

issues with an uneven degree of acceptance in Europe. Bilbao is among the most "progressive" European societies with regard to those issues. On the opposite side of the graph, we note that the most penalised behaviour are to do with corruption: accepting a bribe or evading paying taxes with percentages of "is never justified" near to 90%; however, when it comes to claiming benefits from the State, it drops to 72% and paying cash without VAT to 53.5%. It seems that it is harsher and more uncompromising towards actions related to corruption, but less so to behaviour that also undermines the public purse. In this regard, there is a gap with Scandinavian countries, which are much more uncompromising towards any behaviour that does not respect that common good of the welfare state. Behaviours such as using drugs, suicide and prostitution are in the mid-level positions.

Graph 31. Justifying behaviour ("never justified" percentage)

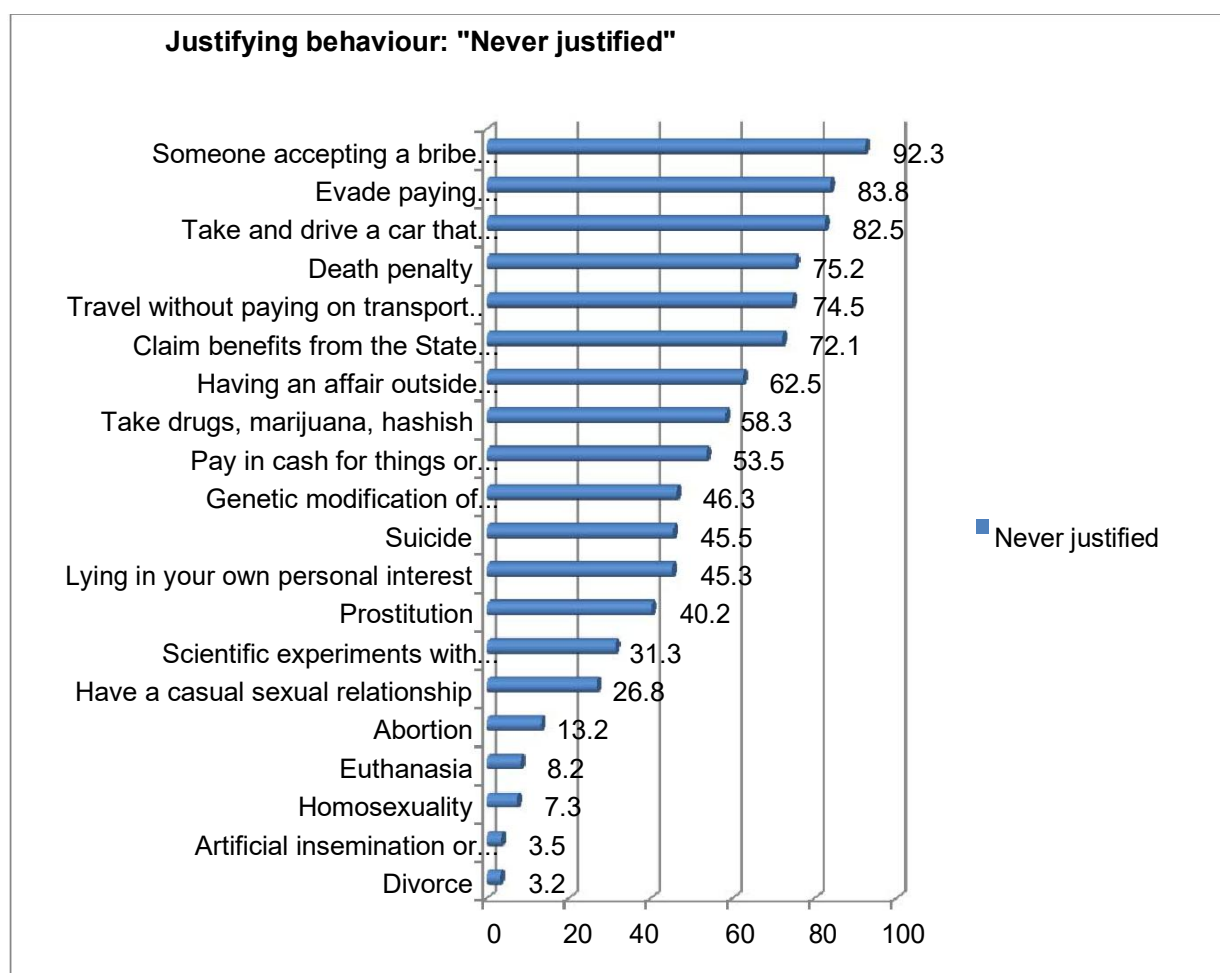


Table 3 shows how those behaviours are grouped using a factorial analysis, from which four factors are obtained. The first groups behaviours related to sexuality and decisions about one's own body that conform to a type. The second factor groups less

justified behaviours and which, in one way or another, can endanger life and/or coexistence. The third factor refers to questions related to the new technologies and which imply currently inconclusive ethical debates and, finally, the four factor includes the two most unacceptable behaviours, related to corruption and also to the death penalty. We should note that the factors obtained seem quite similar to the results when they are applied to the values in Europe.

Table 3. Justifying behaviour (factorial analysis). “I would say that you can justify...”

| |
|---|
| Homosexuality |
| Abortion |
| Divorce |
| Euthanasia |
| Suicide |
| Artificial insemination or in vitro fertility... |
| Prostitution |
| Taking and driving a car that belongs to someone that you do not know |
| Take drugs, marijuana, hashish |
| Lying in our own personal interest |
| Having an affair outside your relationship |
| Travelling without paying on transport |
| Scientific experiments with human embryos |
| Genetic modification of food |
| Claiming benefits from the State to which you are not entitled |
| Evading paying taxes, if you can |
| Death penalty |

Second Part: Socio-demographic description of the vademecum values

The following datasheets contain a comprehensive and summarised definition of the vademecum values as they are experienced, perceived and assessed in the city of Bilbao.

| RESPECTING HUMAN RIGHTS | |
|-------------------------|--|
| The is | 26% consider that it represents the values of Bilbao |
| The ought | 34% believe that it should represent the values of Bilbao. The 2nd most mentioned value in the <i>ought</i> . |
| The distance | -8 points (3rd in the greatest distance between the is and the ought) |
| According to sex | Recognised as one of the three main values of the city by 26% of women and 25.6% of men. In the case of "dignity of the person", the priority falls and is mentioned by 15% both of women and of men. |
| According to age | Mainly mentioned by the population over 46 years (in the case of the "dignity of the person", by people over 65). The age increases in the case of "dignity of the person". |
| According to district | In D6 and D8, respecting human rights is considered to be a value that represents the essence of the city in mentions of around 30%, an aspect that is not shared in D2 (18%). Respecting human rights is prioritised more as a value outstanding by D8 (40.6%) and less so in D4 (24.4%). |
| Comments | if we also take into account mentioning "dignity of the persons", the percentages fall somewhat and the "is" stands at 15% and the "ought" at 18%, with the distance between the <i>is</i> and the <i>ought</i> of 3 points. It is worth noting that INCLUSION, as a value, is the least mentioned as a value to define the city (7.5%) and the second least mentioned value as an outstanding issue (just 9.8% prioritise it as a value that should define the essence of the city of Bilbao). The ones that least prioritise inclusion as an outstanding issue are people over 65 (3.2%) |

| SOLIDARITY | |
|------------------------------|--|
| The is | 37.5% 1st most mentioned. It is the most mentioned value, as the one that defines the city of Bilbao. |
| The ought | 27.7% 3rd most mentioned. It is also one of the most cited values as "ought" |
| The distance | 9.8 Given that it is mentioned both in the "is" and in the "ought", the distance is positive. |
| According to sex | Recognised as one of the three main values of the city by 41.1% of women and 32.7% of men. |
| According to age | Most mentioned by the population between 46-64 years old and by the people over 65. |
| According to district | Very present in all districts. With percentages over 40% in the is in D4, D3 and D8. And with percentages over 30% in the ought in the D1, D3 and D6 districts. |
| Comments | We should mention that the city's residents believe that Bilbao is open (7.69) and cooperative (7.45) – with 10 being the maximum value possible -. |

| TRUST (social capital) | |
|-------------------------------|---|
| The is | <p>This value is measured in a different way: two continuum questions from which an average is obtained. The averages establish that the majority of Bilbao's society trust other people.</p> <p>On the continuum where 0 means "you can never be too careful" and 10 "you can trust the majority of people", an average score of 7.33 was obtained and the population who gave a score of 8,9 or 10 accounted for 45.5%.</p> <p>On the continuum where 0 means "the majority of people would try to take advantage of me" and 10 "the majority of people would be honest with me", an average score of 7.49 was obtained the population who gave a score of 8, 9 or 100 accounted for 44.1%.</p> |
| By sex | <p>The averages in the case of women are 7.18 and 7.71, respectively.</p> <p>The averages in the case of men are 7.53 and 7.20, respectively.</p> |
| By age | <p>The averages by age brackets continue to reflect the trust levels, but are rather lower among younger people and higher among the older population:</p> <p>18-30 (7.02 – 6.99); 31-45 (7.13 – 6.98); 46-64 (7.42 – 7.28); +65 (7.55 – 8.45)</p> |
| According to district | <p>The averages by district show the following trust levels:</p> <p>D1 (7.54 - 7.06) D2 (6.95 - 7.12) D3 (7.15 - 7.25) D4 (7.02 – 7.06) D5 (7.19 – 7.12) D6 (7.26 – 8.79) D7 (7.62 – 7.40) D8 (7.33 – 7.41)</p> <p>The value of 8.79 in D6 stands out</p> |
| Comments | <p>The survey reveals that the population of Bilbao has a high social capital, both familiar, group and social. In fact, we could argue that SOLIDARITY in Bilbao is not only considered a value that defines and must define the city, but is a value that is LIVED BY and with is related to another value, TRUST. 54.6% of citizens say that they receive all the assistance and support they need. 48.3% mention that they help as far as they can and 44.8% say that even though they help as far as they can believe that they could help more.</p> |

| PARTICIPATION | |
|------------------------------|---|
| The is | 18.8%. It is one of the least mentioned values |
| The ought | 13.1 % |
| The distance | 5.7 points. More mentioned in the "is" than in the "ought". |
| According to sex | More recognised as one of the three main values of the city by women (19.8%) than by men (17.5%). |
| According to age | Mentioned more among the population aged 31-45, even though it can be seen that it is a value mentioned quite a lot in the different age brackets. |
| According to district | Where more people perceive that participation is a value that defines the city is in D1 and D2 (values around 25%). The lack of prioritization is surprising that is given to the participation in the D3 (5.9%). |
| Comments | Even though they are the least mentioned values, we note that if Bilbao is considered a participatory city (average of 7.26 on the continuum (where 10 is very participatory). In fact, between 30% and 50% of the people surveyed stated that they have carried out their own political participation activity such as signing petitions or attending demonstrations. They are high participation ratios if we compare them to the scores obtained in other parts of Europe. |

| CREATIVITY | |
|------------------------------|---|
| The is | 28.6% consider that it is one of the values that represents the essence of Bilbao (3rd most mentioned) |
| The ought | 22.1% |
| The distance | 6.5 points. |
| According to sex | Prioritised as one of the three main values of the city by 28.4% of women and 28.9% of men. |
| According to age | Most mentioned in the 46-64 age bracket. |
| According to district | The district that most associates creativity as a value defining the city of Bilbao is D1 (36.1%) and the one that least does so is D7 (23%). |
| Comments | Creativity is associated with qualities such as a creative (7.42), (entrepreneurial (7.86), open to learning (7.51) and dynamic (7.42) city (averages). |

| GENDER EQUALITY | |
|------------------------------|---|
| The is | 23.7% |
| The ought | 39.3%. It is the most demanded value in the "ought". |
| The distance | -15.6 points. It is the greatest distance found between the <i>is</i> and the <i>ought</i> . Therefore, an outstanding issue. |
| According to sex | There is a significant difference in the perception of women and men. According to 30% of men, it would be one of the three values that represent the essence of the city of Bilbao, and only 19% of women share this opinion. |
| According to age | Mentioned more by older people than by young people but it is worth stressing that among those that mention gender equality, a high percentage (45.8%) of young people aged 18 to 30 consider it an "ought", an outstanding issue. |
| According to district | Districts D3 (37.7%) and D7 (30.3%) is where Bilbao is most associated with gender equality. While D1 is where that association is least made (18.7%). In the D3, D5 and D7 districts, gender equality is perceived to a greater extent as an outstanding issue, with mention percentages over 40%. |
| Comments | It is the most mentioned outstanding value, where the greatest distance has been found between the "is" and the "ought". However, it must be mentioned that just 21.8% consider that women still have not broken through the glass ceiling of social, economic and political power and if that is not remedied, they never will. On the other hand, 37.7% believe that women have already broken through the glass ceiling of social, economic and political power. And the rest, 39.8% consider that equality is a matter of time for women to break through the glass ceiling into the spheres of power. In these assessments, the female or male <i>is</i> significantly comes into play: women believe, to a greater extent than the men, that equality is an outstanding issue where further work is required. |

| ENVIRONMENTAL SUSTAINABILITY | |
|------------------------------|--|
| The is | 17.2% It is one of the least mentioned values |
| The ought | 17.8% It is one of the least mentioned values |
| The distance | -0.6 There is barely any difference between the is and the ought. |
| According to sex | Recognised as one of the three main values of the city by just 17.8% of women and 16.5% of men However, environmental sustainability is given greater priority among men (20%) than among women (16%) |
| According to age | All the age groups express that with a similar intensity. It is most demanded by people aged 31 to 45. |
| According to district | Similar mention percentages, rather greater in D6. More prioritised in the D2, D3 and D6 districts. |
| Comment | Sustainable receives an average of 6.83. It is one of the lowest scores, which could be interpreted as a lack or deficiency. However, its low presence also among the priorities of the residents of Bilbao leads us to think that it is an area that is not considered to be a priority, which does not imply that it is not necessary. The matter is that one does not live as required and that therefore should be more emphasis on political and social pedagogy. Despite that, it should be mentioned that around 30% of the people surveyed said that they shop in organic, responsible consumer and fair trade stores. |

| COMMITMENT / EFFORT | |
|------------------------------|--|
| COMMITMENT | |
| The is | 21.2% |
| The ought | 18.4% |
| The distance | 2.8 points. There is barely any difference between the <i>is</i> and the <i>ought</i> . But it is a value that is barely mentioned, either in the essence or in the <i>ought</i> . |
| According to sex | Recognised as one of the three main values of the city by just 21.7% of women and 20.5% of men. |
| According to age | It is one of the least mentioned values by the youth population. On the contrary, older persons give it more priority in the <i>ought</i> . |
| According to district | Similar mention percentages. D5 and D7 give greater priority to the commitment as an outstanding value, but the values are around 20%. |
| Comments | Commitment is a value mentioned by just a fifth of the people surveyed of Bilbao. |
| EFFORT | |
| The is | 32.6% of the population of Bilbao say that effort is one of the values that define the city of Bilbao. It is the 2nd most mentioned. |
| The ought | 22.5% mention it as <i>ought</i> . |
| The distance | 13.8 points. There is greater consensus about effort defining the city of Bilbao, than the idea that it must represent it. |
| According to sex | Recognised as one of the three main values of the city by 34.7% of women and 38.2% of men. Along with noting a greater mention by men, they also give it greater priority, with 25.7% of men compared to 19.9% of women who prioritise effort as one of the pending values, the <i>ought</i> . |
| According to age | Young people are those who give least importance to effort as a value that defines or should define Bilbao. |
| According to district | In all the districts, effort is mentioned as a value that defines the essence of the city Bilbao. D1 and D6 is where that is seen to a greater extent (percentages around 40%). Effort is greater prioritised in D1 and D6, while it receives less support in districts such as D2. |
| Comments | Effort is seen to be as one of the values that most of the people surveyed consider that it defines the essence of Bilbao. |

| SOCIAL JUSTICE | |
|------------------------------|---|
| The is | 12% It is one of the lowest percentages in the prioritisation of the values that define the essence of the city. |
| The ought | 25.7% A quarter of the population of Bilbao considers that social justice should be a value to define the essence of the city (the 4th most mentioned) |
| The distance | -13.7%. It is the 2nd greatest difference between the <i>is</i> and the <i>ought</i> . |
| According to sex | Recognised as one of the three main values of the city by just 12.9% of women and 11% of men |
| According to age | People over 46 years old most mention it as a defining value, however, there is a greater difference among young people between the <i>is</i> and the <i>ought</i> as regards this question, as the difference obtains negative values among 18-44 year olds. |
| According to district | Barely mentioned in general. Where the city of Bilbao is least associated to social justice is in the D1 and D1 districts with values of around 8%. |
| Comments | When defining the very attributes of the city, the class-biased qualifier receives an average score of 6.13. It is the lowest average, which means that it is the attribute that least defines the city, according to its own inhabitants. |

| DIVERSITY (Coexistence) | |
|--------------------------------|---|
| The is | Diversity: 14.6% Coexistence: 17.3% Both diversity and coexistence are not highly mentioned or prioritised as values that reflect the essence of the ought of Bilbao |
| The ought | Diversity: 12.9% Coexistence: 14.6% |
| The distance | Diversity: 1.7 Coexistence: 2.7 There are barely any differences between the <i>is</i> and the <i>ought</i> . |
| According to sex | Diversity is mentioned as one of the three main values of the city by just 16.1% of women and 12.6% of men. Coexistence is not greatly mentioned, just by 15.3% of women and 19.9% of men. In the case of diversity, it is most mentioned by women, while coexistence is most mentioned by men. |
| According to age | Diversity and coexistence are least mentioned by young people, between 18 and years old and by people over 65. However, in the case of coexistence, the lack of mention by older people is nuanced by the fact that they consider it as a value that should define the city and does not do so (distance of -13.8 points, which is very significant taking into account that the distance is very small and positive for the other age groups). |
| According to district | Barely mentioned in the districts overall. Coexistence is prioritised rather more in D4 and D8. |
| Comments | The values of diversity and coexistence are related to the attributes of a HOSPITABLE city (8.21 –the highest average-), a tolerant city (7.39) and a multicultural city (7.32). The averages show that they are qualities that the people surveyed attribute somewhat to the city. Even though diversity and coexistence are not mentioned or prioritised as defining values of the city, what does seem clear, is that attributes such as hospitality, tolerance and multiculturalism are associated with Bilbao. We should recall here the little importance given to the INCLUSION value that we have mentioned under "Respecting Human Rights". Hospitality may be understood and refer to the incomer and not so much to the person residing in the city with fewer resources and/or more insertion difficulties |

Conclusions

The main conclusions about the values of the city of Bilbao, both those projected and those desired and implemented may be summarised as follows:

- The citizens of Bilbao have a positive vision of their city and of their future.
- The icon that best represents the city is the Guggenheim Museum, which should make us think about which values represent the museum, as it is obvious that it has become part of the ethos of the city and is one of the elements best defining the city of Bilbao. It is also true that it is the result of an important urban and social transformation that has also involved values identified as important: effort and creativity, which mix tradition and modernity.
- Its essence lies in effort and creativity: as we have mentioned, the identity of Bilbao that its citizens portray is closely connected to its past (represented in the effort value) and its future (represented in creativity). Effort and creativity are two characteristics that give Bilbao its character.
- The city is considered to be attractive and hospitable. The city has values that open it up to the world, that present it as attractive and, in turn, receptive.
- There should be greater work on gender equality, social justice and social rights so that they are the essence of the City. These three elements are in the *ought* of the city. They are an outstanding challenge and there is therefore work still to be done.
- Without looking at the age groups in detail, the generation aged 31 to 45 is rather more critical and people over 65 are those that have a view of the city based on more positive values.
- There is great social capital (interpersonal relationships, social support and Trust in others). And this is, precisely, one of the main values of the city. A feature that makes it unique and which fosters others of its qualities that have already been mentioned, such as hospitality, solidarity and coexistence.
- Integration would be an aspect to be improved, particularly in relation to the value that the immigrant population contributes to society overall.

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Annexes: Questionnaires in English and Basque

Bilbao Values Survey

INTRODUCTION

Good morning/afternoon, my name is..... We are conducting an anonymous and random survey in the city of Bilbao for Deusto University and Bilbao City Council to discover what the people of Bilbao think about their city. All the information is confidential and will be processed in an aggregated way. We would like to thank you in advance for your cooperation.

Q.1. Out of the following reasons that I am going to now read out, please tell me the two why you think Bilbao is known around the world.

(READ ALL THE ANSWER OPTIONS) (ROTATE ANSWER OPTIONS) (MARK A MAXIMUM OF TWO)

1. The Guggenheim Museum
2. Athletic de Bilbao Football Club
3. Its culinary heritage
4. Its people
5. Due to the urban and social transformation of recent years
6. Due to the political situation
7. I do not think that Bilbao is known in the rest of the world (*spontaneous*)
8. Another (NOTE DOWN)
99. (DO NOT READ) DK/DA

p.2. Now turning to the international future outreach of Bilbao, please tell me which of the following statements you most agree with:

(READ ALL THE ANSWER OPTIONS) (SINGLE ANSWER)

1. Bilbao's international outreach will continue to increase, consolidating its cosmopolitan and open nature with great international prospects.
2. Bilbao's international outreach will continue more or less as now.
3. Bilbao's international outreach will continue to decline and its prospects will be poorer than in recent years.
99. (DO NOT READ) DK/DA

p.3. I am now going to read a series of attributes to define the City of Bilbao. Please tell me to what extent you believe that they define it, on a scale of 0 to 10, where 0 means that "It does not define Bilbao at all" and 10 "Totally defines Bilbao".

(ROTATE ATTRIBUTES)

| Attributes | 0 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | (DO NOT READ) DK/DA |
|----------------------|---|---|---|---|---|---|---|---|---|---|----|---------------------------|
| 1. Attractive | | | | | | | | | | | | |
| 2. Class-biased | | | | | | | | | | | | |
| 3. Sustainable | | | | | | | | | | | | |
| 4. Participatory | | | | | | | | | | | | |
| 5. Creative | | | | | | | | | | | | |
| 6. Multicultural | | | | | | | | | | | | |
| 7. Tolerant | | | | | | | | | | | | |
| 8. Open | | | | | | | | | | | | |
| 9. Global | | | | | | | | | | | | |
| 10. Dynamic | | | | | | | | | | | | |
| 11. Hospitable | | | | | | | | | | | | |
| 12. Entrepreneurial | | | | | | | | | | | | |
| 13. Traditional | | | | | | | | | | | | |
| 14. Flexible | | | | | | | | | | | | |
| 15. Proactive | | | | | | | | | | | | |
| 16. Cooperative | | | | | | | | | | | | |
| 17. Open to learning | | | | | | | | | | | | |
| 18. Young | | | | | | | | | | | | |
| 19. Modern | | | | | | | | | | | | |

p.4. Out of the following attributes that I am going to now read, please choose those that you believe represent the city of Bilbao.

(READ ALL THE ATTRIBUTES) (ROTATE ATTRIBUTES) (MARK A MINIMUM OF THREE)

| | Yes | No |
|----------------------------|-----|----|
| 1. Respecting human rights | | |
| 2. Dignity of the person | | |
| 3. Inclusion | | |
| 4. Participation | | |
| 5. Solidarity | | |
| 6. Dialogue | | |
| 7. Social justice | | |
| 8. Recognition | | |
| 9. Diversity | | |
| 10. Creativity | | |
| 11. Gender equality | | |
| 12. Sustainability | | |
| 13. Commitment | | |
| 14. Effort | | |
| 15. Coexistence | | |

(IF THEY MENTION MORE THAN 3 ATTRIBUTES GO TO P4b)

p.4.b. Out of those attributes that you have mentioned, please choose the three you believe best represent the essence of Bilbao. (READ THE ATTRIBUTES MENTIONED ON p.4)

p.4.1. Out of those attributes, which do you consider should be able to be associated to Bilbao?

(READ ALL THE ATTRIBUTES) (ROTATE ATTRIBUTES) (MARK A MINIMUM OF THREE)

| | Yes | No |
|----------------------------|-----|----|
| 1. Respecting human rights | | |
| 2. Dignity of the person | | |
| 3. Inclusion | | |
| 4. Participation | | |
| 5. Solidarity | | |
| 6. Dialogue | | |
| 7. Social justice | | |
| 8. Recognition | | |
| 9. Diversity | | |
| 10. Creativity | | |
| 11. Gender equality | | |
| 12. Sustainability | | |
| 13. Commitment | | |
| 14. Effort | | |
| 15. Coexistence | | |

(IF THEY MENTION MORE THAN 3 ATTRIBUTES GO TO P4.1.b)

p.4.1.b. Out of those attributes that you have mentioned, please choose the three you believe should represent the essence of Bilbao. (READ THE ATTRIBUTES MENTIONED ON p.4.1)

p.5. I am now going to read out a series of actions, please tell me any that you have done in the last 6 months.

(READ ALL THE ANSWER OPTIONS) (ROTATE ANSWER OPTIONS)

| | Yes | No | (Do not read) DK/DA |
|--|-----|----|------------------------|
| 1. Shopped at a fair trade stores (e.g.: Kidenda, Kitzin, Ayuda en acción, Intermon Oxfam, etc.) | | | |
| 2. Used ethical banking or ethical funds (e.g.: Fiare, Oikocredit, Triodos Bank, ...) | | | |
| 3. Shopped in responsible consumption stores (e.g.: Kooper, Ekorropa, Berohei...) | | | |
| 4. Shop in organic stores and farm shops (e.g.: Esnetik, Grupos de consumo...) | | | |

p.6. Now turning to the status of women in Bilbao, please tell me which of the following statements you most agree with.

(READ ALL THE ANSWER OPTIONS) (SINGLE ANSWER)

1. Women still have not broken through the glass ceiling of social, economic and political power, but will do so over time.
2. Women still have not broken through the glass ceiling of social, economic and political power and if that is not remedied, they will never do so.
3. Women have already broken through the glass ceiling of social, economic and political power.
4. (DO NOT READ) I do not know or I prefer not to answer.

p.7. Out of the following actions that I am now going to read, please tell me any that you have done in the following year.

(ROTATE ANSWER OPTIONS)

| | Yes | No | (DO NOT READ) DK/DA |
|---|-----|----|------------------------|
| 1. Attended a demonstration, protest, rally or any other type of mobilisation | | | |
| 2. Bought or stopped buying certain products for ethical or political reasons or to protect the environment | | | |
| 3. Taken part in a strike | | | |
| 4. Occupied buildings, take part in lock-ins or block the traffic, try to stop evictions or make public denunciations | | | |
| 5. Sent a political action SMS, WhatsApp, email or tweet | | | |
| 6. Contacted, appeared or made comments in any media (online, print, radio...) expressing your political opinions | | | |
| 7. Gone to meetings, rallies, conferences or seminars organised by social parties | | | |
| 8. Gone to meetings, rallies, conferences or seminars organised by social movements or platforms | | | |
| 9. Signed a petition (even online) | | | |

P.8. When you think about the people of Bilbao, would you say that you can trust the majority of them or that you can never be too careful when dealing with the other people living there? Please use a scale of 0 to 10 where 0 means that "Never know is the most cautious" and 10 that "You can trust the majority of people"

| | | | | | | | | | | | | | |
|------------------------------------|----|----|----|----|----|----|----|----|----|----|--|---|---------------------------------|
| You can never be too careful | | | | | | | | | | | | You can trust the majority of people | (Do not read) DK/DA 88 |
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | | | |

p.9. Do you believe that in Bilbao the majority of people would try to take advantage of you if they could or that, on the contrary, they would be honest with you? Please use a scale of 0 to 10 where 0 means that the "The majority of people would try to take advantage of me" and 10 that "The majority of people would be honest with me".

| | | | | | | | | | | | | | |
|---|----|----|----|----|----|----|----|----|----|----|--|--|---------------------------------|
| The majority of people would try to take advantage of me | | | | | | | | | | | | The majority of people would be honest with me | (Do not read) DK/DA 88 |
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | | | |

p.10. Would you say that it is good or, on the contrary, bad for the economy of Bilbao that people from other countries come to live here? Please use a scale of 0 to 10 where 0 means "That people from other countries coming to live in Bilbao is very bad for the economy" and 10 "That people from other countries coming to live in Bilbao is very good for the economy".

| | | | | | | | | | | | | | |
|---------------------------|----|----|----|----|----|----|----|----|----|----|--|----------------------------|---------------------------------|
| Bad for the economy | | | | | | | | | | | | Good for the economy | (Do not read) DK/DA 88 |
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | | | |

p.11. Do you believe that the cultural life of the city of Bilbao is impoverished or, on the contrary, enriched by people from other countries coming to live here? Please use a scale of 0 to 10 where 0 is "That people from other countries coming to live in Bilbao greatly impoverishes the cultural life of the city" and 10 is "That people from other countries coming to live in Bilbao greatly enriches the cultural life of the city".

| | | | | | | | | | | | | | |
|--|----|----|----|----|----|----|----|----|----|----|--|--|---------------------------------|
| The cultural life of the city is impoverished | | | | | | | | | | | | The cultural life of the city is enriched | (Do not read) DK/DA 88 |
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | | | |

P.12. Do you believe that the arrival of people from other countries helps to make Bilbao a worse or, on the contrary, better place to live? Please use a scale of 0 to 10 where 0 means "The arrival of people from other countries help to make Bilbao a much worse place to live" and 10 "The arrival of people from other countries help to make Bilbao a much better place to live".

| | | | | | | | | | | | | | |
|---------------------------|----|----|----|----|----|----|----|----|----|----|----|----------------------------|---------------------------|
| Worse place to live | | | | | | | | | | | | Better place to live | (Do not read) DK/DA |
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 88 | | |

p.13. Could you tell me how frequently you meet up with friends, relatives or workmates in your free time?

(READ ALL THE ANSWER OPTIONS) (SINGLE ANSWER)

1. Never
2. Less than once a month
3. Once a month
4. Once a week
5. Several times a week
6. Every day
7. (DO NOT READ) Does not know or prefers not to answer

p.14. Regardless of whether you belong to a religion, to what extent would you define yourself as a religious person? Please use a scale of 0 to 10 where 0 means "Not religious" and 10 "Very religious".

| | | | | | | | | | | | | | |
|-------------------------|----|----|----|----|----|----|----|----|----|----|----|-------------------|---------------------------|
| Not at all Religious | | | | | | | | | | | | Very religious | (Do not read) DK/DA |
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 88 | | |

p.15. To what extent do you believe that you receive assistance and support of people from your circle?

(READ ALL THE ANSWER OPTIONS) (SINGLE ANSWER)

- a) I receive all the assistance and support that I need
- b) I receive quite a lot of assistance, but not all I need.
- c) I receive little assistance, I need more
- d) I don't receive any assistance
- e) (DO NOT READ) I do not need assistance
- f) (DO NOT READ) Does not know or prefers not to answer

p.16. To what extent do you provide assistance and support to people in your circle when they need it?

(READ ALL THE ANSWER OPTIONS) (SINGLE ANSWER)

- a) I help as much as necessary
- b) I help quite a lot, but I could help more
- c) I help very little, I could help more
- d) I do not help at all
- e) (DO NOT READ) The people in my circle do not need help
- f) (DO NOT READ) Does not know or prefers not to answer

p.17. I am not going to read a series of qualities that can be instilled in children at home, please tell me the five you consider to be particularly important

(READ ALL THE ATTRIBUTES) (ROTATE ATTRIBUTES) (MARK A MINIMUM OF FIVE)

| | Mentioned | Not mentioned |
|--|-----------|---------------|
| A. Good manners | 1 | 2 |
| B. Independence | | |
| C. Hard work | | |
| D. Sense of responsibility | | |
| E. Imagination | | |
| F. Tolerance and respecting other people | | |
| G. Sense of the economy and thriftiness | | |
| H. Determination, perseverance | | |
| I. Religious faith | | |
| J. Self-sacrifice | | |
| K. Obedience | | |
| None (spontaneous) | | |

p.18. I am now going to read a series of actions. I would say that one can justify...

- a) Always
- b) Nearly always
- c) Depends on the case
- d) Hardly ever
- e) Never
- f) (DO NOT READ) Does not know or prefers not to answer

(ROTATE ANSWER OPTIONS)

| | <i>Always</i> | <i>Nearly Always</i> | <i>Depends on the case</i> | <i>Nearly never</i> | <i>Never</i> | <i>DK/DA</i> |
|---|---------------|--------------------------|--------------------------------|-------------------------|--------------|--------------|
| Claim benefits from the State that you are not entitled to | | | | | | |
| Evade paying taxes if you can | | | | | | |
| Take and drive a car that belongs to someone you do not know | | | | | | |
| Take drugs, marijuana, hashish | | | | | | |
| Lying in your own personal interest | | | | | | |
| Having an affair outside your relationship | | | | | | |
| Someone accepting a bribe when fulfilling their obligations | | | | | | |
| Homosexuality | | | | | | |
| Abortion | | | | | | |
| Divorce | | | | | | |
| Euthanasia | | | | | | |
| Suicide | | | | | | |
| Pay in cash for things or services in order to avoid paying taxes | | | | | | |
| Having a casual sexual relationship | | | | | | |
| Travelling without paying on transport | | | | | | |
| Prostitution | | | | | | |
| Scientific experiments with human embryos | | | | | | |
| Genetic modification of food | | | | | | |
| Artificial insemination or in vitro fertility | | | | | | |
| Death penalty | | | | | | |

p.19. To what point do you feel affected by the living conditions of...?

| | Totally | A great deal | To a certain extent | No too much | Not at all | (DO NOT READ) DK | (DO NOT READ) DA |
|----------------------------------|---------|--------------|---------------------|-------------|------------|---------------------|---------------------|
| Your immediate family | 1 | 2 | 3 | 4 | 5 | 88 | 99 |
| The people of your neighbourhood | 1 | 2 | 3 | 4 | 5 | 88 | 99 |
| The people of your city | 1 | 2 | 3 | 4 | 5 | 88 | 99 |

(+ socio-demographic variables: sex, age, district, social class, educational level)

Bilboko Balioei buruzko Inkesta

AURKEZPENA

Egun on/Arratsalde on. naiz. Bilbo hirian inkesta anonimo eta ausazkoa egiten ari gara, Deustuko Unibertsitateak eta Bilboko Udalak eskatuta, bilbotarrek beren hiriari buruz duten iritzia jakiteko. Informazio guztia isilpekoa izango da eta modu agregatuan landuko dugu. Aldez aurretik eskerrak eman nahi dizkizugu laguntzeagatik.

1. g. Jarraian irakurriko ditudan arrazoietatik, aukeratu, mesedez, bi, Bilbo munduko gainerako tokietan zergatik den ezaguna jakiteko.

*(IRAKURRI ERANTZUTEKO AUKERA GUZTIAK) (ALDATU ERANTZUTEKO AUKEREN ORDENA)
(GEHIENEZ ERE BI AUKERATU)*

1. Guggenheim museoa
2. Athletic futbol taldea
3. Gastronomia
4. Jendea
5. Azken urteetan bizi izan duen gizarte eta hirigintza eraldaketa
6. Egoera politikoa
7. Ez dut uste Bilbo munduko gainerako tokietan ezaguna denik (*bat-batekoa*)
8. Besteren bat (IDATZI)

99. (EZ IRAKURRI) EZ DAKI/EZ DU ERANTZUTEN

2. g. Bilbok etorkizunean izan dezakeen nazioarteko proiektioari begiratuta, esan ondoko baieztapenetatik zeinekin zauden ados neurri handiagoan.

(IRAKURRI ERANTZUTEKO AUKERA GUZTIAK) (AUKERATU ERANTZUN BAKARRA)

1. Bilboren nazioarteko proiektioak handitzen jarraituko du, eta izaera kosmopolita, irekia eta nazioarteko proiektio handikoa indartuko dira.
2. Bilboren nazioarteko proiektioak orain bezala jarraituko du, gutxi gorabehera
3. Bilboren nazioarteko proiektioak beherantz egingo du; azken urteetan izan duen proiektioa galtzen joango da.

99. (EZ IRAKURRI) EZ DAKI/EZ DU ERANTZUTEN

(EZAUGARRIEN ORDENA ALDATU)

[illegible]

4. g. Jarraian irakurriko ditudan ezaugarrietatik aukeratu, mesedez, zure ustez Bilbo hiriaren izaera adierazten dutenak.

(EZAUGARRI GUZTIAK IRAKURRI) (EZAUGARRIEN ORDENA ALDATU) (GUTXIENEZ HIRU AUKERATU)

| | Bai | Ez |
|---|-----|----|
| 1. Giza eskubideak errespetatzea | | |
| 2. Pertsonaren duintasuna | | |
| 3. Inklusioa | | |
| 4. Parte hartzea | | |
| 5. Elkartasuna | | |
| 6. Elkarriketa | | |
| 7. Gizarte justizia | | |
| 8. Aitorpena | | |
| 9. Aniztasuna | | |
| 10. Sormena | | |
| 11. Emakumeen eta gizonen arteko berdintasuna | | |
| 12. Jasangarritasuna | | |
| 13. Konpromisoa | | |
| 14. Ahalegina | | |
| 15. Bizikidetza | | |

(3 EZAUGARRI BAINO GEHIAGO AIPATZEN BADITU, JOAN 4b GALDERARA)

4.b g. Aipatu dituzun ezaugarrien artean, mesedez aukeratu Bilboren izatea ongien ordezkatzten duten hirurak. (IRAKURRI 4. GALDERAN AIPATU DITUEN EZAUGARRIAK)

4.1.g. Lehengo ezaugarri horien artean, zure ustez zein lotu beharko genituzke Bilborekin?

(EZAUGARRI GUZTIAK IRAKURRI) (EZAUGARRIEN ORDENA ALDATU) (GUTXIENEZ HIRU AUKERATU)

| | Bai | Ez |
|---|-----|----|
| 1. Giza eskubideak errespetatzea | | |
| 2. Pertsonaren duintasuna | | |
| 3. Inklusioa | | |
| 4. Parte hartzea | | |
| 5. Elkartasuna | | |
| 6. Elkarriketa | | |
| 7. Gizarte justizia | | |
| 8. Aitorpena | | |
| 9. Aniztasuna | | |
| 10. Sormena | | |
| 11. Emakumeen eta gizonen arteko berdintasuna | | |
| 12. Jasangarritasuna | | |
| 13. Konpromisoa | | |
| 14. Ahalegina | | |
| 15. Bizikidetzatza | | |

(3 EZAUGARRI BAINO GEHIAGO AIPATZEN BADITU, JOAN 4.1.b GALDERARA)

4.1.b. g. Aipatu dituzun ezaugarrien artean, mesedez aukeratu Bilboren izatea ongien ordezkatu beharko luketen hirurak. (IRAKURRI 4.1 GALDERAN AIPATU DITUEN EZAUGARRIAK)

5. g. Jarraian, hainbat ekintza irakurriko dizkizut. Esan, mesedez, azken 6 hileotan zein egin dituzun.

(IRAKURRI ERANTZUTEKO AUKERA GUZTIAK) (ALDATU ERANTZUTEKO AUKEREN ORDENA)

| | Bai | Ez | (Ez irakurri) ED/EE |
|---|-----|----|------------------------|
| 1. Bidezko merkataritzako dendetan erosi (adib.: <i>Kidenda, Kitzin, Ayuda en Acción, Intermon Oxfam</i> , etab.) | | | |
| 2. Banku etikoa edo funts etikoak erabili (adib.: <i>Fiare, Oikocredit, Triodos Bank</i> ,...) | | | |
| 3. Kontsumo arduratsuko dendetan erosi (adib.: <i>Koopera, Ekorropa, Berohei</i> ,...) | | | |
| 4. Ortu eta denda ekologikoetan erosi (adib.: <i>Esnetik</i> , kontsumo taldeak...) | | | |

6. g. Bilbon emakumeek bizi duten egoerari begiratuta, esan ondoko zein baieztapenekin zauden ados neurri handiagoan.

(IRAKURRI ERANTZUTEKO AUKERA GUZTIAK) (AUKERATU ERANTZUN BAKARRA)

1. Emakumeak ez dira oraindik iritsi politika, ekonomia eta gizarteko botere guneeetara, baina denborarekin iritsiko dira.
2. Emakumeak ez dira oraindik iritsi politika, ekonomia eta gizarteko botere guneeetara, eta, bestelako neurririk hartzen ez bada, inoiz ez dira iritsiko.
3. Emakumeak dagoeneko iritsi dira politika, ekonomia eta gizarteko botere guneeetara.
4. (EZ IRAKURRI) Ez dakit edo nahiago dut ez erantzutea.

7. g. Jarraian irakurriko ditudan ekintzetatik, esan, mesedez, azken urtean zein egin dituzun.

(ALDATU ERANTZUTEKO AUKEREN ORDENA)

| | Bai | Ez | (EZ IRAKURRI) ED/EE |
|---|-----|----|------------------------|
| 1. Manifestazio, protesta, kontzentrazio edo bestelako mobilizazio batera joan | | | |
| 2. Arrazoi politikoak edo etikoak tarteko edo ingurumenaren aurka ez egiteko produktuak erosi edo erosteari utzi | | | |
| 3. Greba batean parte hartu | | | |
| 4. Eraikinak okupatu, itxialdian parte hartu edo trafikoa gerarazi, etxegabetzeak oztopatzeko ahalegina egin edo escracheak egin | | | |
| 5. Ekintza politiko bati buruzko SMSa, WhatsAppa, mezu elektronikoa edo txioa bidali | | | |
| 6. Komunikabideren batean (online, paperean, irratan...) agertu, komentarioak egin edo horiekin harremanetan jarri, iritzi politikoak emateko | | | |
| 7. Alderdi politikoek antolatzen dituzten bilera, topaketa, hitzaldi edo jardunaldietara joan | | | |
| 8. Gizarte mugimendu edo plataformek antolatzen dituzten bilera, topaketa, hitzaldi edo jardunaldietara joan | | | |
| 9. Eskaera bat sinatu (lineakoak barne) | | | |

8. g. Bilboko jendearengan pentsatuta, zure ustez, jende gehienarengan eduki daiteke konfiantza ala zuhur baino zuhurrago jokatu beharra dago jendearekin? Mesedez, erabili 0tik 10erako eskala. 0ak esan nahi du 'Zuhur baino zuhurrago jokatu beharra dago jendearekin' eta 10ak, berriz, 'Jende gehienarengan eduki daiteke konfiantza'.

| | | | | | | | | | | | |
|---|----|----|----|----|----|----|----|----|----|--|---------------------|
| Zuhur baino zuhurrago jokatu beharra dago jendearekin | | | | | | | | | | Jende gehienarengan eduki daiteke konfiantza | (Ez irakurri) ED/EE |
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 88 |

9. g. Zure ustez, Bilbon jenderik gehiena zutaz aprobetxatzen saiatuko litzateke edo, aitzitik, jenderik gehiena zurekin zintzoa izango litzateke? Mesedez, erabili 0tik 10era arteko eskala. 0ak esan nahi du 'Jenderik gehiena nitaz aprobetxatzen saiatuko litzateke' eta 10ak, berriz, 'Jenderik gehiena nirekin zintzoa izango litzateke'.

| | | | | | | | | | | | |
|---|----|----|----|----|----|----|----|----|----|---|---------------------|
| Jenderik gehiena nitaz aprobetxatzen saiatuko litzateke | | | | | | | | | | Jenderik gehiena nirekin zintzoa izango litzateke | (Ez irakurri) ED/EE |
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 88 |

10. g. Zure ustez, Bilboko ekonomiarentzat ona ala txarra da beste herrialde batzuetako jendea hona bizitzera etortzea? Mesedez, erabil ezazu 0tik 10erako eskala. 0ak esan nahi du 'Beste herrialde batzuetako jendea Bilbora bizitzera etortzea oso txarra da ekonomiarentzat' eta 10ak, berriz, 'Beste herrialde batzuetako jendea Bilbora bizitzera etortzea oso ona da ekonomiarentzat'.

| | | | | | | | | | | | |
|------------------------|----|----|----|----|----|----|----|----|----|---------------------|---------------------|
| Txarra ekonomiarentzat | | | | | | | | | | Ona ekonomiarentzat | (Ez irakurri) ED/EE |
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 88 |

11. g. Zure ustez, Bilbo hiriko kultur bizitza pobretu egiten da, edo, aitzitik, aberastu egiten da hona bizitzera etortzen diren beste herrialdeetako pertsonekin? Mesedez, erabili 0tik 10erako eskala. 0ak esan nahi du 'Beste herrialdeetako jendea Bilbora bizitzera etortzeak hiriaren kultur bizitza asko pobretzen du' eta 10ak, berriz, 'Beste herrialdeetako jendea Bilbora bizitzera etortzeak hiriaren kultur bizitza asko aberasten du'

| | | | | | | | | | | | |
|---|----|----|----|----|----|----|----|----|----|--|---------------------|
| Hiriaren kultur bizitza pobretu egiten da | | | | | | | | | | Hiriaren kultur bizitza aberastu egiten da | (Ez irakurri) ED/EE |
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 88 |

12. g. Zure ustez, beste herrialde batzuetako pertsonak etortzeak laguntzen al du Bilbo bizitzeko toki hobea izaten ala, aitzitik, toki okerragoa bihurtzen du? Mesedez, erabili 0tik 10erako eskala. 0ak esan nahi du 'Beste herrialde batzuetako pertsonak etortzeak laguntzen du Bilbo bizitzeko askoz ere toki okerragoa izaten' eta 10ak, berriz, 'Beste herrialde batzuetako pertsonak etortzeak laguntzen du Bilbo bizitzeko askoz ere toki hobea izaten'.

| | | | | | | | | | | | |
|--------------------------|----|----|----|----|----|----|----|----|----|----------------------|---------------------|
| Bizitzeko toki okerragoa | | | | | | | | | | Bizitzeko toki hobea | (Ez irakurri) ED/EE |
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 88 |

13. g. Esango al didazu zenbatean behin elkartzen zaren, zure aisialdian, zure lagunekin, senitartekoekin edo lankideekin?

(IRAKURRI ERANTZUTEKO AUKERA GUZTIAK) (AUKERATU ERANTZUN BAKARRA)

1. Inoiz ere ez
2. Hilean behin baino gutxiagotan
3. Hilean behin
4. Astean behin
5. Astean behin baino gehiagotan
6. Egunero
7. (EZ IRAKURRI) Ez daki edo nahiago du ez erantzutea

14. g. Zure burua erlijio jakin batekotzat izan ala ez, zein neurritan zara pertsona erlijiosoa? Mesedez, erabili 0tik 10erako eskala. 0ak esan nahi du 'Ez naiz batere erlijiosoa' eta 10ak, berriz, 'Oso erlijiosoa naiz'.

| | | | | | | | | | | | |
|---------------------------|----|----|----|----|----|----|----|----|----|---------------------|---------------------|
| Ez naiz batere erlijiosoa | | | | | | | | | | Oso erlijiosoa naiz | (Ez irakurri) ED/EE |
| 00 | 01 | 02 | 03 | 04 | 05 | 06 | 07 | 08 | 09 | 10 | 88 |

15. g. Zure ustez, zein neurritan jasotzen dituzu hurbilekoen laguntza eta babesa, behar duzunean?

(IRAKURRI ERANTZUTEKO AUKERA GUZTIAK) (AUKERATU ERANTZUN BAKARRA)

- a) Behar dudan laguntza eta babes guztia jasotzen dut
- b) Nahiko laguntza jasotzen dut, baina ez behar dudan guztia
- c) Laguntza gutxi jasotzen dut, gehiago behar dut
- d) Ez dut inongo laguntzarik jasotzen
- e) (EZ IRAKURRI) Ez dut laguntzarik behar
- f) (EZ IRAKURRI) Ez daki edo nahiago du ez erantzutea

16. g. Zein neurritan ematen diezu laguntza eta babesa hurbileko pertsoneri, behar dutenean?

(IRAKURRI ERANTZUTEKO AUKERA GUZTIAK) (AUKERATU ERANTZUN BAKARRA)

- a) Behar den guztian laguntzen dut
- b) Nahiko laguntzen dut, baina gehiago ere lagun dezaket
- c) Gutxi laguntzen dut, gehiago lagun dezaket
- d) Ez dut ezer laguntzen
- e) (EZ IRAKURRI) Nire inguruko pertsonak ez dute laguntzarik behar
- f) (EZ IRAKURRI) Ez daki edo nahiago du ez erantzutea

17. g. Orain, etxean haurrengan garatu daitezkeen ezaugarri batzuk irakurriko dizkizut.

Esan, zure iritziz, bereziki garrantzitsuak diren bostak

(EZAUGARRI GUZTIAK IRAKURRI) (EZAUGARRIEN ORDENA ALDATU) (GEHIENEZ BOST AUKERATU)

| | Aipatu du | Ez du aipatu |
|--|-----------|--------------|
| A. Jokamolde fina | | |
| B. Mendekoa ez izatea | | |
| C. Gogor lan egitea | | |
| D. Arduratsua izatea | | |
| E. Irudimena | | |
| F. Besteekiko tolerantzia eta errespetua | | |
| G. Ekonomiaren zentzua eta aurrezteko ardura | | |
| H. Kementsua eta tinkoa izatea | | |
| I. Fede erlijiosoa | | |
| J. Sakrifikatzea | | |
| K. Esanekoa izatea | | |
| Bat ere ez (bat-batekoa) | | |

18. g. Jarraian, hainbat ekintza irakurriko dizkizut. Zure uste, noiz justifika daitezke ekintza horiek?

- a) Beti b)
- la beti
- c) Egoeraren arabera
- d) la inoiz ez
- e) Inoiz ere ez
- f) (EZ IRAKURRI) Ez daki edo nahiago du ez erantzutea

(ALDATU ERANTZUTEKO AUKEREN ORDENA)

| | <i>Beti</i> | <i>la beti</i> | <i>Egoeraren arabera</i> | <i>la inoiz ez</i> | <i>Inoiz ere ez</i> | <i>ED/EE</i> |
|--|-------------|----------------|--------------------------|--------------------|---------------------|--------------|
| Estatuari onurak eskatzea horretarako eskubiderik eduki gabe | | | | | | |
| Zergak ordaintzeko orduan iruzur egitea, ahal izanez gero | | | | | | |
| Ezagutzen ez duzun norbaiten autoa hartu eta gidatzea | | | | | | |
| Droga, marihuana edo haxixa hartzea | | | | | | |
| Zure mesederako gezurrak esatea | | | | | | |
| Bikotez kanpoko abentura izatea | | | | | | |
| Norbaitek, bere betebeharrak betetzen ari dela, eroskeria onartzea | | | | | | |
| Homosexualitatea | | | | | | |
| Abortua | | | | | | |
| Dibortzioa | | | | | | |
| Eutanasia | | | | | | |
| Nork bere burua hiltzea | | | | | | |
| Gauzak edo zerbitzuak esku dirutan ordaintzea, zergak saihesteko | | | | | | |
| Ezusteko sexu harremanak edukitzea | | | | | | |
| Garraio publikoa erabiltzea ordaindu gabe | | | | | | |
| Prostituzioa | | | | | | |
| Giza enbrioiekin esperimentu zientifikoak egitea | | | | | | |
| Elikagaiak genetikoki manipulatzeko | | | | | | |
| Intseminazio artifiziala edo in vitro ernalketa | | | | | | |
| Heriotza zigorra | | | | | | |

19. g. Zein puntutaraino uste duzu zure ardura direla pertsona hauen bizi baldintzak?

| | Ardura osoa | Arduraren zati handi bat | Puntu bateraino | Ez gehiegi | Batere ez | (EZ IRAKURRI) Ez daki | (EZ IRAKURRI) Ez du erantzuten |
|------------------------|-------------|--------------------------|-----------------|------------|-----------|-----------------------|--------------------------------|
| Hurbileko familiarenak | 1 | 2 | 3 | 4 | 5 | 88 | 99 |
| Auzoko jendearenak | 1 | 2 | 3 | 4 | 5 | 88 | 99 |
| Hiriko jendearenak | 1 | 2 | 3 | 4 | 5 | 88 | 99 |