Summary

EuroTrak Switzerland 2012

1. Introduction
2. Market overview
3. Analysis of hearing aid owners
4. Analysis of hearing impaired non-owners
5. Switzerland-specific questions
Summary
1. Introduction

- EuroTrak Switzerland 2012 was designed and executed by Anovum (Zurich) on behalf of HSM Switzerland.

- Sample sizes Switzerland 2012:
  - Representative sample (sample 1): n=14,836 people
  - Hearing impaired (sample 2): n=1,327 people
    - Hearing impaired non-owners: n=813 people with hearing loss (HL)
    - HA owners: n=514 people with hearing aid (HA)

- EuroTrak Switzerland 2012 is part of the EuroTrak studies:
Summary

2. Market overview

- **Stated hearing loss prevalence**
  - Total: 8.8% (18+: 10.5%).
  - Binaural hearing loss: HA owners: 82%, HA non-owners: 59%.
  - Tinnitus prevalence 20% (self stated, sometimes or permanently).
  - Hearing Tests: 39% had a hearing test in the last 5 years.

- **Hearing aid adoption rate (HA penetration)**
  - Total: 38.8%.
  - Total age group 18+: 39.1 %.
  - 73% of HA owners have binaural treatment.

- **The route to the hearing aid**
  - 73% of the hearing impaired discussed hearing loss with an ENT doctor or family doctor.
  - 44% got hearing aids recommended from the ENT or family doctor (drop out rate = 39%).
  - 59% of the GP consultations referred to an ENT. 22% recommended no action.
  - 41% of ENT consultations referred to a audiologist, 26% recommended to get a hearing aid, 41% recommended no action.

- **Potential social cost-savings due to the use of hearing aids**
  - Hearing aids are believed to have a positive impact on the job.
  - Hearing aid owners have a lower risk of being depressed and a lower risk of being forgetful compared to impaired non-owners.
Summary
3. Analysis of hearing aid owners

- Hearing aid ownership and usage
  - 89% received some kind of 3rd party reimbursement.
  - 60% of the currently owned HAs were fitted in 2009 or later.
  - The average age of the currently owned HAs is 3.1 years.
  - The median age of hearing aids before replacement is 5 years.
  - On average, HAs are worn 8.3 hours a day.
  - 50% of hearing aid owners have never heard of wireless technology in connection with hearing aids. 14% rate wireless technology as very important.

- Satisfaction with HAs
  - 84% of the HA owners are satisfied with their HAs.
  - The more hours worn per day, the higher the satisfaction.
  - Satisfaction with HAs bought 2010 or after is higher than with HAs bought before.

- Positive impact of HAs
  - Significant positive impact of HAs on different aspects – especially communication, participation in group activities and sense of safety.
Summary

4. Analysis of hearing impaired non-owners

• Reasons not to own/use HAs
  - Information deficit non-owners: 37% don’t know whether insurance would pay, 15% assume they don’t pay.
  - The main reasons for not using hearing aids are that people say they hear well enough, their hearing loss was not severe enough and they do not work well in noisy situations.
  - 4% who own HAs don’t use them at all; 16% use them less than one hour/day. Main reasons for this are: “They do not work well in noisy situations”, “Hear well enough in most situations” “HAs do not restore hearing to normal” and “uncomfortable”.

• Negative impact of hearing loss and buying intentions
  - Compared to impaired hearing aid non-owners with significant hearing loss (Top 50% hearing loss-group), hearing aid owners feel less exhausted in the evenings.
  - 7% of non-owners intend to get a hearing aid within the next year.
  - The most important influencing factors for getting hearing aids are worsening hearing loss, ENT, significant others and audiologists. Insurance coverage/price of hearing aids is only relevant for the non owners.
Summary
5. Switzerland-specific questions

- Image
  - Image of the hearing healthcare industry in Switzerland is mainly positive: only 4% of the people have a negative image
  - HA owners have an even better image of the hearing healthcare industry
  - 42% state that the overall image of the hearing healthcare industry in Switzerland got better
  - The image of the audiologists is better than the image of the manufacturers among HA owners (general population rates those 2 groups equally)

- New compensation system
  - The awareness of the new compensation system is much higher among HA owners (68% vs. 29% among non owners)
  - The majority of hearing impaired people disapproves of most of the cost saving activities which come with the new compensation system
Results

EuroTrak Switzerland 2012

1. Introduction
2. Market overview
3. Analysis of hearing aid owners
4. Analysis of hearing impaired non-owners
5. Switzerland-specific questions
Detailed Results: Roadmap

1. **Introduction**
   - Objectives and organisation
   - Field research specification

2. **Market overview**
   - Prevalence of hearing loss and hearing aid adoption rate
   - Hearing tests and prevalence of tinnitus
   - The route to the hearing aid: Drop-out rates and reasons for drop-outs
   - Potential social cost-savings due to the use of hearing aids: Work competitiveness, depressive and dementia symptoms

3. **Analysis of hearing aid owners**
   - Hearing aid ownership, lifetime and usage
   - Awareness and importance of wireless technology
   - Satisfaction with hearing aids and drivers
   - Positive impact of hearing aids

4. **Analysis of hearing impaired non-owners**
   - Reasons for not having a hearing aid
   - Negative impact of hearing loss
   - Buying intentions

5. **Switzerland-specific questions**
   - Image of the hearing healthcare industry in Switzerland
   - New compensation system

6. **Appendix**
   - Demographics: Hearing instrument adoption rates and populations

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1. Introduction
Objectives and organisation
Organisation of EuroTrak 2012

Organisation

- Principal of the project EuroTrak Switzerland is HSM (Hearing System Manufacturers).
- Anovum Zurich developed the concept of EuroTrak, designed the questionnaire and conducted the fieldwork in cooperation with a panel company. Furthermore Anovum analysed the data and prepared the presentation.
- The European Hearing Instrument Manufacturers Association [EHIMA] approved the questionnaire in cooperation with Sergei Kochkin, Ph.D., Executive Director, Better Hearing Institute.

Use of the data

- HSM (Hearing System Manufacturers) and EHIMA may use the anonymous data (delivered tables, charts, reports) and conclusions of the survey for further research projects, for archiving and publication in any form whatsoever.

- The raw dataset remains at Anovum. If HSM (Hearing System Manufacturers) uses anonymous data (delivered tables, charts, reports) and conclusions of the survey for publications the source of the data needs to be mentioned in the following way:

  “Source: Anovum – EuroTrak – Switzerland/2012/n=[relevant sample size]”

- Any member of HSM (Ansavox AG, Bernafon AG, FIMIC, GN ReSound AG, Oticon SA, Phonak AG, Siemens Audiologie AG, Widex Hörgeräte AG) can ask Anovum to further analyse the raw data in specific ways at their own expense.
Field research specification

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Recruitment process: In search of hearing impaired people

**Step 1: Screening interviews**

Objective: Prevalence of hearing loss and hearing aid ownership

Process:
1. Representative sample with strict quotas that represent the overall population (Age/Gender interlocked; soft quota on region)
2. Contacts from panellist pools of more than 40’000 people
3. Screening questionnaire: Stated hearing loss and hearing aid usage + demographics
4. Result: Representative sample of n=14’836 people based on census data.

**Step 2: Target population interviews**

Objective: Details about satisfaction with hearing aids and reasons for non-adoption

Process:
1. Main questionnaires: Owners and hearing impaired non-owners
2. Balancing through weighting according to representative screening interviews
3. Resulting sample: n=514 hearing aid owners and n=813 hearing impaired non-owners
2. Market overview
Prevalence of hearing loss and adoption rate
Hearing loss and hearing instrument ownership by gender/age

Age group

- Women: Unimpaired non-owner
- Women: Impaired non-user
- Women: HA owner
- Men: Unimpaired non-owner
- Men: Impaired non-user
- Men: HA owner
Hearing loss prevalence Switzerland 2012

% hearing loss prevalence

- Total: 8.8%
- Total 18+: 10.5%
- 74+: 35.9%
- 65-74: 20.3%
- 55-64: 11.7%
- 45-54: 8.0%
- 35-44: 4.7%
- 25-34: 2.5%
- 15-24: 2.2%
- <=14: 1.0%

EuroTrak 2012
Base: 14'836
Hearing aid adoption rate Switzerland 2012
38.8% of hearing impaired have hearing aid(s), 73% of them have binaural treatment

% of hearing impaired

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Binaural Treatment</th>
<th>Monaural Treatment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>73%</td>
<td>27%</td>
</tr>
<tr>
<td>Total 18+</td>
<td>73%</td>
<td>27%</td>
</tr>
<tr>
<td>65+</td>
<td>73%</td>
<td>27%</td>
</tr>
<tr>
<td>45-64</td>
<td>54.1%</td>
<td>45.9%</td>
</tr>
<tr>
<td>&lt;=44</td>
<td>38.8%</td>
<td>61.2%</td>
</tr>
</tbody>
</table>

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The more severe the hearing loss, the higher the adoption rate

Hearing loss 6-groups

<table>
<thead>
<tr>
<th>Group</th>
<th>Hearing aid</th>
<th>No hearing aid</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>93%</td>
<td>7%</td>
</tr>
<tr>
<td>2</td>
<td>82%</td>
<td>18%</td>
</tr>
<tr>
<td>3</td>
<td>66%</td>
<td>34%</td>
</tr>
<tr>
<td>4</td>
<td>47%</td>
<td>53%</td>
</tr>
<tr>
<td>5</td>
<td>33%</td>
<td>67%</td>
</tr>
<tr>
<td>6</td>
<td>19%</td>
<td>81%</td>
</tr>
</tbody>
</table>

* Construction of 6-groups: A factor analysis was performed to identify one factor "degree of hearing loss". The following questions were included in the factor:
  - Number of ears impaired (one or two)
  - Stated hearing loss (Mild to Profound)
  - Scores on 6 APHAB-EC – like questions (Scaled 1-5)
  - When NOT using a hearing aid, how difficult is it for you to follow conversations in the presence of noise

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## Hearing loss characteristics: Owners compared to non-owners

<table>
<thead>
<tr>
<th></th>
<th>HA-Non-owner n=813</th>
<th>HA Owner n= 514</th>
<th>Hearing Aid Adoption (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Ears impaired</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unilateral loss</td>
<td>41%</td>
<td>18%</td>
<td>24%</td>
</tr>
<tr>
<td>Bilateral loss</td>
<td>59%</td>
<td>82%</td>
<td>50%</td>
</tr>
<tr>
<td><strong>Perceived loss</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mild</td>
<td>53%</td>
<td>14%</td>
<td>15%</td>
</tr>
<tr>
<td>Moderate</td>
<td>35%</td>
<td>57%</td>
<td>52%</td>
</tr>
<tr>
<td>Severe</td>
<td>7%</td>
<td>23%</td>
<td>63%*</td>
</tr>
<tr>
<td>Profound</td>
<td>4%</td>
<td>6%</td>
<td></td>
</tr>
</tbody>
</table>

n’s are unweighted whereas the shown results are weighted
* combined “severe” and “profound” because n is too small
Overview hearing loss prevalence and hearing aid adoption

Euro Trak 2012

- Hearing impaired (stated)
- Adoption (% of population)
- Adoption (% of stated impaired)
Hearing tests and prevalence of tinnitus
40% state their hearing has never been tested

- Yes, in the last 12 months: 13%
- Yes, in the last 1-5 years: 40%
- Yes, more than 5 years ago: 26%
- No, never: 21%

Base=10270

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Prevalence of tinnitus

Do you have tinnitus (ringing or other noises in the ears or head) in one or both ears?

- No: 2%
- Yes, sometimes: 15%
- Yes permanently in both ears: 80%
- Yes permanently in one ear: 3%

Have you ever thought about a treatment of your tinnitus?

- I have / have had a treatment: 8%
- I considered, but did not have treatment: 13%
- I have never considered a treatment: 79%

Base: 4'050

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The route to the hearing aid: Drop-out rates and reasons for drop-outs
The route to the hearing aid: Overview

- Impaired: 100%
- Discussed hearing loss with ENT/Doctor: 73%
- Recommended by ENT/Doctor: 44%
- Discussed hearing loss with Hearing Aid Dispenser/Audiologist: 48%
- Received positive hearing aid advice from Hearing Aid Dispenser/Audiologist: 39%
- Bought hearing aid: 39%
- All hearing impaired: 100%
- Discussed hearing loss with ear doctor and/or family doctor: 73%
- Positive medical advice (Ear doctor or family doctor recommend further action): 44%
- Discussed hearing loss with Hearing Aid Dispenser/Audiologist: 48%
- Positive advice Hearing Aid Dispenser/Audiologist: 39%
- Bought hearing aid: 39%

Base: n=1'327
Much higher drop-out-rates for the lower hearing loss segments

Top 50% hearing loss*

Low 50% hearing loss*

* Construction of 6-groups: A factor analysis was performed to identify one factor “degree of hearing loss”. The following questions were included in the factor:
- Number of ears impaired (one or two)
- Stated hearing loss (Mild to Profound)
- Scores on 6 APHAB-EC – like questions (Scaled 1-5)
- When NOT using a hearing aid, how difficult is it for you to follow conversations in the presence of noise

People were segmented into 6 groups of same size (16.67% of all hearing impaired in the sample).

Base: n=1’327
Recommendations by profession

- **GP (N=661):**
  - Referred to an ear doctor (ENT): 23%
  - Referred to a hearing aid dispenser / audiologist: 8%
  - Recommended to get a hearing aid: 41%
  - Recommended no further action: 22%

- **ENT (N=780):**
  - Referred to an ear doctor (ENT): 41%
  - Referred to a hearing aid dispenser / audiologist: 26%
  - Recommended to get a hearing aid: 41%
  - Recommended no further action: 18%

- **Audiologist (N=615):**
  - Referred to an ear doctor (ENT): 82%

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The route to the hearing aid: GP/Family doctor

Have you discussed your hearing problem with your family doctor?

% Discussed with GP

| Total hearing impaired | 54% |
| HA owner | 61% |
| Hearing impaired non-owners | 50% |

What did he/she recommend?

**HA owner (Base: 281)**

- Referred to a hearing aid dispenser / audiologist: 32%
- Referred to an ear doctor (ENT): 71%
- Recommended to get a hearing aid: 13%
- Recommended no further action: 2%

**Impaired non-owner (Base: 380)**

- Referred to a hearing aid dispenser / audiologist: 17%
- Referred to an ear doctor (ENT): 49%
- Recommended to get a hearing aid: 3%
- Recommended no further action: 37%
1. Weil gute Hörgeräte in der Schweiz absolut überrissene Preise haben
2. Weil die IV keinen Beitrag daran leistet, wenn man über 65 ist.

Der Ohrenarzt stellte 90 % Hörfähigkeit fest und empfahl mir, noch zuzuwarten mit einem Hörgerät. Die Beeinträchtigung ist noch zu minim, ich melde mich in einem Jahr wieder zur Kontrolle an.

Hörschaden ist aus einer Operation entstanden, die das Trommelfell beschädigt hat. Ab und zu entzündet sich der Hörkanal und es kommt immer wieder zu Mittelohrentzündungen. Mit einem Hörgerät ist das Problem nicht gelöst.

c'est de naissance et je m'acclimate très bien à cette difficulté.

For example:
The route to the hearing aid: ENT

Have you discussed your hearing problem with an ear doctor (ENT)?

% Discussed with ENT

<table>
<thead>
<tr>
<th>Category</th>
<th>Discussed with ENT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total hearing impaired</td>
<td>62%</td>
</tr>
<tr>
<td>HA owner</td>
<td>81%</td>
</tr>
<tr>
<td>Hearing impaired non-owners</td>
<td>50%</td>
</tr>
</tbody>
</table>

What did he/she recommend?

HA owner (Base: 402)

- Did prescribe a hearing aid: 45%
- Referred to a hearing aid dispenser / audiologist: 62%
- Recommended no further action: 6%

Impaired non-owner (Base: 378)

- Did prescribe a hearing aid: 6%
- Referred to a hearing aid dispenser / audiologist: 17%
- Recommended no further action: 79%

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Non-owners: Reasons for not owning a HA
If ENT recommended further action (open ended question)

For example:

Bin froh, dass ich vieles nicht hören muss. Ist manchmal besser.

Wenn ich ein Hörgerät möchte, dann nur ein sehr gutes und die sind extrem teuer.

Ich habe einige Monate verschiedene Hörgeräte ausprobiert, jedoch dann doch keines gekauft, weil ich das für mich optimale Gerät nicht gefunden habe. Zudem war die Hörverbesserung nicht so gravierend.

Nach dem Test mit verschiedenen Hörgeräten musste ich feststellen, dass infolge meines Tinnitus keine Verbesserung des Hörvermögens festzustellen war.

ENT recommended further action

- don't need HA, don't want HA, used to HL: 28%
- costs: 23%
- tried HA, didn't help: 22%
- HA don't help, other problem (glue ear, inverted ear drums, tinnitus, ...): 17%
- vanity, looks of HA: 7%
- still in the process of getting HAs, no time yet, waiting for appointment: 6%
- HL too severe, deafness: 5%
- HL not severe enough: 4%
- other: 3%

Base: 58 (low sample size)
The route to the hearing aid: Audiologist

Have you discussed your hearing problem with a Hearing Aid Dispenser/Audiologist?

% Discussed with Audiologist

Total hearing impaired

HA owner

Hearing impaired non-owners

What did he/she recommend?

HA owner (Base: 416)

Recommended to get a hearing aid 98%

Recommended not to get a hearing aid 2%

Impaired non-owner (Base: 199)

Recommended to get a hearing aid 45%

Recommended not to get a hearing aid 55%

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Non-owners: Reasons for not owning a HA
If Audiologist recommended to get HA (open ended question)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>tried HA, didn’t help</td>
<td>34%</td>
</tr>
<tr>
<td>costs</td>
<td>19%</td>
</tr>
<tr>
<td>don’t need HA, don’t want HA, used to HL</td>
<td>17%</td>
</tr>
<tr>
<td>still in the process of getting HAs, no time yet, waiting for appointment</td>
<td>12%</td>
</tr>
<tr>
<td>HL not severe enough</td>
<td>8%</td>
</tr>
<tr>
<td>vanity, looks of HA</td>
<td>7%</td>
</tr>
<tr>
<td>HA don’t help, other problem (glue ear, inverted ear drums, tinnitus, ...)</td>
<td>7%</td>
</tr>
<tr>
<td>only interested in sale</td>
<td>5%</td>
</tr>
<tr>
<td>HL too severe, deafness</td>
<td>1%</td>
</tr>
<tr>
<td>hospital, ENT said it’s not necessary</td>
<td>1%</td>
</tr>
<tr>
<td>other</td>
<td>2%</td>
</tr>
<tr>
<td>other</td>
<td></td>
</tr>
</tbody>
</table>

For example:

Ich habe zwei zur Probe getragen und dort, wo ich Schwierigkeiten habe: Partyschwerhörigkeit, Versammlungen, Fernseh-Frauenstimmen, wenig oder keine Erleichterung gespürt.

Vor allem der sehr hohe Preis hat mich abgeschreckt für die kleinen, nicht so sichtbaren Geräte und die alten grossen ‘Dinger’ möchte ich nicht tragen.

Der Hörverlust beschränkt sich auf hohe Frequenzen. Ursprünglich wollte ich einen angebotenen Testlauf machen, verzichtete dann, da der Leidensdruck offenbar nicht hoch genug war.

Base: 79 (low sample size!)
Potential social cost-savings due to the use of hearing aids: Work competitiveness, depressive and dementia symptoms
Work competitiveness: 90% of the working hearing aid owners state their hearing aid(s) are useful on their job.

How useful are your hearing aids on your job?

- Of no use: 10%
- Of some use: 20%
- Of significant use: 70%

Base: N=143

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**Work competitiveness:** 31% of impaired people without hearing aid tend to think they receive a worse compensation for their jobs than their peers (25% of hearing aid owners)

Compared to your peers of equal age, education and skill how would you rate the compensation that you receive for the job you perform?

Base: Employed (full/part time)

![Bar chart showing compensation satisfaction by hearing status](chart.png)

- **Hearing aid**
  - Better than my peers: 9%
  - Equal to my peers: 66%
  - Worse than my peers: 25%

- **Hearing loss but no hearing aid**
  - Better than my peers: 17%
  - Equal to my peers: 52%
  - Worse than my peers: 31%

Unweighted Sample Size = 513

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**Work competitiveness:** People with hearing aid(s) tend to have a little less personal income compared to impaired non-owners.

**Personal income**
Base: Employed (full/part time)

Unweighted Sample Size = 458
Work competitiveness: People with hearing aids recognize that hearing aids increase the chance of hearing impaired to get promoted, to get the right job and to get more salary.

I think that people with an untreated hearing loss tend to be less promoted in their job

I think that people with an untreated hearing loss tend not to get the job they deserve

I think that people with an untreated hearing loss tend to be under salaried

Base: Hearing loss, no hearing aid n=535/ hearing aid n=304
**Health problems:** Hearing aid owners have a lower risk of being depressed (PHQ-2 Screening) and a lower risk of being forgetful compared to impaired non-owners with comparable hearing loss (Top50% hearing loss group*).

### Depression symptoms:
**PHQ-2 Screening:**
In the last 2 weeks:
- Little interest or pleasure
- Feeling down, depressed, hopeless

### Dementia symptom:
Getting more forgetful in the last year?

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Base: hearing aid n=365 / no hearing aid =119

*Construction of 6-groups: A factor analysis was performed to identify one factor "degree of hearing loss". The following questions were included in the factor:
- Number of ears impaired (one or two)
- Stated hearing loss (Mild to Profound)
- Scores on 6 APHAB-EC - like questions (Scaled 1-5)
- When NOT using a hearing aid, how difficult is it for you to follow conversations in the presence of noise

People were segmented into 6 groups of same size (16.67% of all hearing impaired in the sample).
3. Analysis of hearing aid owners
Hearing aid ownership and usage
Low adoption rates within mild and moderate hearing loss

<table>
<thead>
<tr>
<th>Stated hearing loss</th>
<th>(% of impaired population*)</th>
<th>Adoption rate %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Profound</td>
<td>(5%)</td>
<td>63%*</td>
</tr>
<tr>
<td>Severe</td>
<td>(14%)</td>
<td>52%</td>
</tr>
<tr>
<td>Moderate</td>
<td>(44%)</td>
<td></td>
</tr>
<tr>
<td>Mild</td>
<td>(37%)</td>
<td>15%</td>
</tr>
</tbody>
</table>

Base: n=1'327
Sums can differ from 100% due to rounding
* combined "severe" and "profound" because n is too small

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60% of the currently owned HAs were bought in 2009 or later

Age of currently owned HAs (Mean):
2012: 3.1 years

HA-owner, n=514
58% are first time HA users – non first time users kept their HAs for 6 years on average

Current HAs = first HAs?

- Yes: 58%
- No: 42%

How many years did you own your previous HAs?

- 1-3 years: 19%
- 4-6 years: 49%
- 7-10 years: 24%
- 11 years or longer: 8%

Age of HA before it has been replaced:
2012: 5 years (median)
Binaural treatment by purchase date

<table>
<thead>
<tr>
<th>Year of purchase</th>
<th>% ownership of binaural hearing aids</th>
</tr>
</thead>
<tbody>
<tr>
<td>2012/2011 (n=155)</td>
<td>74%</td>
</tr>
<tr>
<td>2010 (n=115)</td>
<td>75%</td>
</tr>
<tr>
<td>2009 or earlier</td>
<td>67%</td>
</tr>
</tbody>
</table>

Base = All owners

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89% received some kind of 3rd party reimbursement. Information deficit non-owners: only 48% know whether insurance would pay.

**Owners:** Was any part or all of your hearing aid(s) paid for by a third party? (AHV, IV)

- Yes, completely: 9%
- Yes, partly: 10%
- No: 1%
- don't know: 80%

HA-owner, n=514

**Non-owners:** Based on your current knowledge, would any part or all of your hearing aid(s) be paid for by a third party? (IV, AHV)

- Yes: 37%
- No: 15%
- don't know: 48%

HA-non-owners, n=812

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On average, HAs are worn 8.3 hours a day

How many hours a day are HA worn? (cum. %)

HA owner, n=514

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77% of the currently owned HAs either had no repair need or only once

How often has your current hearing aid required a repair because it was not working properly?

- Never: 46%
- Once: 31%
- 2-3 times: 13%
- 4-5 times: 7%
- More often: 3%

HA-owner, n=514

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Awareness and importance of wireless technology
Only 7% of the hearing aid owners use wireless technology

**Wireless Technology**

Have you ever heard of wireless technology in connection with hearing aids?

- **All HA owners (n=514)**
  - Yes, I use wireless technology on my hearing aids: 7%
  - Yes have heard of it but don't use it: 43%
  - No, have never heard of wireless technology in connection with HAs: 50%

- **up to 44 y.o. (n=34)**
  - Yes, I use wireless technology on my hearing aids: 17%
  - Yes have heard of it but don't use it: 49%
  - No, have never heard of wireless technology in connection with HAs: 34%

- **45-64 y.o. (n=162)**
  - Yes, I use wireless technology on my hearing aids: 12%
  - Yes have heard of it but don't use it: 48%
  - No, have never heard of wireless technology in connection with HAs: 40%

- **65+ y.o. (n=319)**
  - Yes, I use wireless technology on my hearing aids: 5%
  - Yes have heard of it but don't use it: 41%
  - No, have never heard of wireless technology in connection with HAs: 54%

Importance of wireless technology in connection with hearing aids?

- **All HA owners (n=514)**
  - Very important: 14%
  - Somewhat important: 34%
  - Rather unimportant: 48%
  - Very unimportant: 5%

- **up to 44 y.o. (n=34)**
  - Very important: 26%
  - Somewhat important: 42%
  - Rather unimportant: 20%
  - Very unimportant: 12%

- **45-64 y.o. (n=162)**
  - Very important: 18%
  - Somewhat important: 36%
  - Rather unimportant: 41%
  - Very unimportant: 5%

- **65+ y.o. (n=319)**
  - Very important: 12%
  - Somewhat important: 32%
  - Rather unimportant: 52%
  - Very unimportant: 4%
Satisfaction with HA and drivers
Overall satisfaction with HA: Highest satisfaction for the following groups: BTEs, purchased 2010 or after, worn more than 8 hrs/day

- Total HA-user (n=514)
  - very dissatisfied: 5
  - dissatisfied: 10
  - somewhat dissatisfied: 19
  - neutral: 46
  - somewhat satisfied: 19
- BTE (n=361)
  - very dissatisfied: 6
  - dissatisfied: 8
  - somewhat dissatisfied: 18
  - neutral: 45
  - somewhat satisfied: 23
- ITE/ITC (n=128)
  - very dissatisfied: 4
  - dissatisfied: 15
  - somewhat dissatisfied: 21
  - neutral: 49
  - somewhat satisfied: 8
- 2010 or after (n=270)
  - very dissatisfied: 13
  - dissatisfied: 10
  - somewhat dissatisfied: 18
  - neutral: 48
  - somewhat satisfied: 21
- 2009 or earlier (n=238)
  - very dissatisfied: 8
  - dissatisfied: 9
  - somewhat dissatisfied: 20
  - neutral: 44
  - somewhat satisfied: 17
- HA worn up to 4 hrs/day (n=138)
  - very dissatisfied: 8
  - dissatisfied: 18
  - somewhat dissatisfied: 28
  - neutral: 30
  - somewhat satisfied: 13
- HA worn 4-8 hrs/day (n=115)
  - very dissatisfied: 3
  - dissatisfied: 11
  - somewhat dissatisfied: 12
  - neutral: 62
  - somewhat satisfied: 11
- HA worn more than 8 hrs/day (n=261)
  - very dissatisfied: 5
  - dissatisfied: 4
  - somewhat dissatisfied: 17
  - neutral: 47
  - somewhat satisfied: 26
Factors influencing satisfaction with current HA: Sound quality/signal processing is most important for overall satisfaction with HA

| Dispenser | Quality of service after purchase 0.46 |
| Dispenser | Quality of dispenser's counselling 0.45 |
| Dispenser | Quality of service during hearing aid fitting period 0.43 |
| Dispenser | Professionalism of dispenser 0.41 |
| Listening situation | Conversation in large groups 0.58 |
| Listening situation | Use in noisy situations 0.56 |
| Listening situation | Conversation in small groups 0.53 |
| Listening situation | Leisure activities 0.52 |
| Listening situation | Conversation with one person 0.51 |
| Listening situation | Listening to Music 0.51 |
| Listening situation | Watching TV 0.49 |
| Listening situation | Understanding a lecture in a large public place 0.47 |
| Listening situation | On the telephone 0.44 |
| Sound quality | Richness or fidelity of sound 0.67 |
| Sound quality | Natural sounding 0.66 |
| Sound quality | Clearness of tone and sound 0.65 |
| Sound quality | Comfort with loud sounds 0.56 |
| Product features | Overall fit/ Comfort 0.60 |
| Product features | Reliability 0.57 |
| Product features | Managing whistling/feedback/buzzing 0.56 |
| Product features | Value (performance versus money spent) 0.52 |
| Product features | Visibility to others 0.44 |
| Product features | Ease of changing battery 0.39 |
| Product features | Battery life 0.34 |

*The Influence has been calculated with a correlation: 0 means no relation between a criterion and overall satisfaction; 1 means a maximal relationship. **Read:** richness or fidelity of sound is the most important criterion for satisfaction.
Satisfaction with current HA

% dissatisfied = % very dissatisfied + % dissatisfied + % somewhat dissatisfied
% satisfied = % somewhat satisfied + % satisfied + % very satisfied

HA-owner, n=514
Positive impact of HAs
Significant positive impact of HAs on different aspects – especially communication effectiveness, participating in group activities and sense of safety have improved.
Impact of HAs is perceived more positive by patients with a Top 50% hearing loss in most aspects

% of HA owners feeling better/a lot better

Communicate more effectively 77% 62%
Participate in group activities 70% 65%
Sense of safety 62% 51%
Relationships at work 57% 48%
Relationships at home 66% 57%
Social life 60% 47%
Sense of independence 51% 48%
Confidence in yourself 47% 46%
Feelings about yourself 44% 41%
Mental/Emotional health 43% 37%
Mental ability 36% 28%
Physical health 29% 28%

Low 50% hearing loss (n=130)  
Top 50% hearing loss (n=355)
For the significant others, the situation has improved, since person in household/parent is wearing hearing aids.

How did the following aspects change since person X is wearing hearing aids?

- Communication with Person X:
  - A lot worse: 2
  - Worse: 5
  - The same: 33
  - Better: 38
  - A lot better: 22

- Social activities together with Person X:
  - A lot worse: 2
  - Worse: 5
  - The same: 50
  - Better: 32
  - A lot better: 11

- Personal relationship with Person X:
  - A lot worse: 1
  - Worse: 1
  - The same: 70
  - Better: 18
  - A lot better: 10

- Quarrels/disputes with Person X:
  - A lot worse: 1
  - Worse: 3
  - The same: 73
  - Better: 14
  - A lot better: 9

Someone in HH / parent have HA, n=534
4. Analysis of hearing impaired non-owners
Reasons for not having a hearing aid
To analyse reasons of non-adoption we look at the Top 50% HL group, as the structure of hearing loss is more similar to that of HA owners.

**Hearing loss characteristics: Owners compared to non-owners**

<table>
<thead>
<tr>
<th>Ears impaired</th>
<th>% HA Owner (n=514)</th>
<th>% HA-Non-owner Low 50% HL</th>
<th>% HA-Non-owner Top 50% HL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unilateral loss</td>
<td>18%</td>
<td>48%</td>
<td>27%</td>
</tr>
<tr>
<td>Bilateral loss</td>
<td>82%</td>
<td>53%</td>
<td>73%</td>
</tr>
</tbody>
</table>

**Perceived loss**

<table>
<thead>
<tr>
<th></th>
<th>% HA Owner (n=514)</th>
<th>% HA-Non-owner Low 50% HL</th>
<th>% HA-Non-owner Top 50% HL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mild</td>
<td>14%</td>
<td>66%</td>
<td>16%</td>
</tr>
<tr>
<td>Moderate</td>
<td>57%</td>
<td>29%</td>
<td>55%</td>
</tr>
<tr>
<td>Severe</td>
<td>23%</td>
<td>4%</td>
<td>19%</td>
</tr>
<tr>
<td>Profound</td>
<td>6%</td>
<td>1%</td>
<td>10%</td>
</tr>
</tbody>
</table>

More similar hearing loss-structure
Top 10 reasons for not having a hearing aid (I/II)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hear well enough in most situations</td>
<td>34%</td>
</tr>
<tr>
<td>Hearing loss not severe enough</td>
<td>45%</td>
</tr>
<tr>
<td>They do not work well in noisy situations</td>
<td>31%</td>
</tr>
<tr>
<td>Ear doctors opinion (ENT)</td>
<td>37%</td>
</tr>
<tr>
<td>Uncomfortable</td>
<td>29%</td>
</tr>
<tr>
<td>They do not restore your hearing to normal</td>
<td>30%</td>
</tr>
<tr>
<td>Hearing Aid Dispenser/Audiologists opinion</td>
<td>29%</td>
</tr>
<tr>
<td>Another hearing aid owners opinion</td>
<td>21%</td>
</tr>
<tr>
<td>Family doctors opinion (GP)</td>
<td>20%</td>
</tr>
<tr>
<td>Have tinnitus (ringing in ears)</td>
<td>34%</td>
</tr>
</tbody>
</table>

Base: non owners Top 50% HL: n=171
Less important reasons for not having a hearing aid (II/II)

<table>
<thead>
<tr>
<th>Reason</th>
<th>Somewhat a reason</th>
<th>Not a reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>Have hearing loss only with high pitch sounds</td>
<td>25</td>
<td>13</td>
</tr>
<tr>
<td>Have hearing loss in only one ear</td>
<td>22</td>
<td>15</td>
</tr>
<tr>
<td>Cannot afford a hearing aid</td>
<td>21</td>
<td>15</td>
</tr>
<tr>
<td>Have more serious priorities</td>
<td>26</td>
<td>8</td>
</tr>
<tr>
<td>Have Sensor-neural hearing loss (nerve deafness)</td>
<td>25</td>
<td>10</td>
</tr>
<tr>
<td>Would be embarrassed to wear a hearing aid</td>
<td>17</td>
<td>10</td>
</tr>
<tr>
<td>I have vision or dexterity problems</td>
<td>16</td>
<td>11</td>
</tr>
<tr>
<td>Have hearing loss only with low frequency sounds</td>
<td>17</td>
<td>10</td>
</tr>
<tr>
<td>Do not admit I have a hearing loss in public</td>
<td>18</td>
<td>8</td>
</tr>
<tr>
<td>Have not had hearing tested yet</td>
<td>20</td>
<td>5</td>
</tr>
<tr>
<td>Social / Family opinion such as child, spouse, friend</td>
<td>15</td>
<td>10</td>
</tr>
<tr>
<td>Have tried hearing aid and they do not work</td>
<td>18</td>
<td>6</td>
</tr>
<tr>
<td>Hearing problem requires surgery</td>
<td>20</td>
<td>3</td>
</tr>
<tr>
<td>Do not trust Hearing Aid Dispenser/Audiologist</td>
<td>11</td>
<td>10</td>
</tr>
<tr>
<td>Bad design</td>
<td>13</td>
<td>5</td>
</tr>
<tr>
<td>Had surgery - hearing aids wont help</td>
<td>11</td>
<td>1</td>
</tr>
<tr>
<td>Do not know where to get hearing aids</td>
<td>23</td>
<td></td>
</tr>
</tbody>
</table>

Base: non owners Top 50% HL: n=171
Top 10 reasons for HA owners NOT using them

- They do not work well in noisy situations
- Hear well enough in most situations
- They do not restore your hearing to normal
- Uncomfortable
- Have hearing loss only with high pitch sounds
- Hearing loss not severe enough
- Have tried hearing aid and they do not work
- Would be embarrassed to wear a hearing aid
- Have more serious priorities
- Do not admit I have a hearing loss in public

Owners who don't use, n=29

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Negative impact of hearing loss
Compared to impaired hearing aid non-owners with significant hearing loss (Top 50% hearing loss*), hearing aid owners feel less exhausted in the evenings.

Base: Top 50% n=169 / hearing aid n=505

*Construction of 6-groups: A factor analysis was performed to identify one factor “degree of hearing loss”. The following questions were included in the factor:
- Number of ears impaired (one or two)
- Stated hearing loss (Mild to Profound)
- Scores on 6 APHAB-EC – like questions (Scaled 1-5)
- When NOT using a hearing aid, how difficult is it for you to follow conversations in the presence of noise
- People were segmented into 6 groups of same size (16.67% of all hearing impaired in the sample).
Buying intentions
7% of non-owners intend to get a hearing aid within the next year. Re-buying intention is higher than first-buying intention.

**Buying intention hearing impaired in %**

<table>
<thead>
<tr>
<th></th>
<th>Owner</th>
<th>Non-owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Within the next 6 months</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>In about 4 years</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>In about 2 years</td>
<td>6</td>
<td>5</td>
</tr>
<tr>
<td>In about 5 years</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>In about 6 years</td>
<td>6</td>
<td>3</td>
</tr>
<tr>
<td>In about 3 years</td>
<td>12</td>
<td>22</td>
</tr>
<tr>
<td>In about 7 years</td>
<td>11</td>
<td>54</td>
</tr>
<tr>
<td>not within the next 7 years</td>
<td>40</td>
<td></td>
</tr>
</tbody>
</table>

Don't know

HA-non-owner, n=813
HA-owner, n=514

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The most important influencing factors are worsening hearing loss, ENT and significant others

**Owner:** Thinking back to when you obtained your first hearing aid(s), what influenced you to obtain/purchase the hearing aid(s)?

**Non-owner:** Think about the option to obtain/purchase a hearing aid. What do you think would influence you to obtain/purchase a hearing aid?

- Hearing loss got worse: Owner 65%, Non-owner 82%
- ENT/Ear Doctor: Owner 51%, Non-owner 50%
- Spouse, relative, child, friend: Owner 47%, Non-owner 52%
- Hearing aid dispenser/Audiologist: Owner 38%, Non-owner 46%
- Another hearing aid owner (word of mouth): Owner 19%, Non-owner 36%
- GP/Family doctor: Owner 14%, Non-owner 35%
- Free due to coverage by Insurance/Received hearing aid free of charge: Owner 4%, Non-owner 35%
- Price of hearing aid: Owner 4%, Non-owner 30%
- Safety concerns: Owner 10%, Non-owner 19%
- Information/advice about hearing loss from consumer organisation or charity: Owner 6%, Non-owner 13%
- Financial Situation improved: Owner 1%, Non-owner 13%
- Co-worker or boss: Owner 5%, Non-owner 12%
5. Switzerland-specific questions
Only 4% of the people in Switzerland have a negative image of the hearing healthcare industry.

What’s your overall image of the hearing healthcare industry in Switzerland?

- Total population (n=4050):
  - don't know: 25
  - very negative: 13
  - rather negative: 12
  - mediocre: 47
  - positive: 12
  - very positive: 59%

- Not impaired (n=3745):
  - don't know: 25
  - very negative: 13
  - rather negative: 12
  - mediocre: 47
  - positive: 12
  - very positive: 59%

- Impaired non owners (N=206):
  - don't know: 16
  - very negative: 3
  - rather negative: 5
  - mediocre: 18
  - positive: 47
  - very positive: 58%

- HA owners (n=98):
  - don't know: 21
  - very negative: 6
  - rather negative: 21
  - mediocre: 54
  - positive: 15
  - very positive: 70%

- German part (n=3027):
  - don't know: 22
  - very negative: 13
  - rather negative: 12
  - mediocre: 50
  - positive: 13
  - very positive: 62%

- French part (n=995):
  - don't know: 32
  - very negative: 14
  - rather negative: 13
  - mediocre: 40
  - positive: 10
  - very positive: 50%

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42% state that the overall image of the hearing healthcare industry in Switzerland got better

How did the overall image of the hearing healthcare industry in Switzerland change in the last few years?

- Total population (n=3075)
  - Got worse: 5%
  - Remained the same: 53%
  - Got better: 42%

- Not impaired (n=2805)
  - Got worse: 5%
  - Remained the same: 53%
  - Got better: 42%

- Impaired non owners (N=174)
  - Got worse: 8%
  - Remained the same: 53%
  - Got better: 39%

- HA owners (n=96)
  - Got worse: 6%
  - Remained the same: 45%
  - Got better: 49%

- German part (n=2365)
  - Got worse: 6%
  - Remained the same: 53%
  - Got better: 41%

- French part (n=685)
  - Got worse: 3%
  - Remained the same: 54%
  - Got better: 43%
Reasons image got better
(open ended question)
Reasons image got worse
(open ended question)
The image of the audiologists is better than the image of the manufacturers among HA owners (general population rates those 2 groups equally)
Around 50% of the non owners are not aware of the distinction between audiologists and hearing aid manufacturers.

Were you aware of the distinction between audiologists and hearing aid manufacturers?

- Not impaired (n=3745): 49% Yes, 51% No
- Impaired non owners (n=206): 45% Yes, 55% No
- HA owners (n=98): 16% Yes, 84% No
The awareness of the new compensation system is much higher among HA owners.


<table>
<thead>
<tr>
<th>Impaired non owners (n=813)</th>
<th>HA owners (n=514)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, aware</td>
<td>Yes, aware</td>
</tr>
<tr>
<td>29%</td>
<td>32%</td>
</tr>
<tr>
<td>No, not aware</td>
<td>No, not aware</td>
</tr>
<tr>
<td>71%</td>
<td>68%</td>
</tr>
</tbody>
</table>
The majority of hearing impaired people disapproves of most of the cost saving activities which come with the new compensation system

Unten sehen Sie ein paar Aussagen zum neuen Vergütungssystem von Hörgeräten in der Schweiz. Wie beurteilen Sie, dass zum Kosten sparen.....

- das Bundesamt für Sozialversicherungen den IV Betrag bezahlt, egal ob man das Hörgerät in der Schweiz oder im Ausland kauft?
- die IV bzw. AHV die Pauschale ausbezahlt, egal ob der Patient ein günstiges Standardprodukt bezieht (und den Rest des IV Betrags behält) oder ob er ein qualitativ hochwertigeres Hörgerät kauft?
- dass die Schwelle über der der Hörverlust liegen muss erhöht wurde, um Anspruch auf Gelder zum Kauf von Hörgeräten zu haben?
- nur arbeitstätige Menschen unter 65 Jahren einen Antrag stellen dürfen für zusätzliche finanzielle Unterstützung, falls die Pauschale nicht ausreicht?
- man beim Kauf von 2 Hörgeräten von der AHV 60% weniger Geld bekommt als jemand der unter 65 Jahre alt ist und das Geld von der IV erhält?

Base: n=1'327 (hearing impaired owners and non owners)

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Demographics (1) Hearing instrument adoption rates and populations

Profiles: Categories add to 100%*

<table>
<thead>
<tr>
<th>Count</th>
<th>Hearing difficulty</th>
<th>Hearing aid adoption rate % (Base=hearing impaired)</th>
<th>No hearing loss</th>
<th>Hearing loss but no hearing aid</th>
<th>Hearing aid</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Gender</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Male</td>
<td>6537</td>
<td>10.6%</td>
<td>37.3%</td>
<td>48.5%</td>
<td>59.1%</td>
</tr>
<tr>
<td>Female</td>
<td>6953</td>
<td>7.6%</td>
<td>40.9%</td>
<td>51.5%</td>
<td>40.9%</td>
</tr>
<tr>
<td><strong>Age recoded</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1 - 14</td>
<td>2223</td>
<td>1.0%</td>
<td>33.4%</td>
<td>16.4%</td>
<td>1.8%</td>
</tr>
<tr>
<td>15 - 24</td>
<td>1724</td>
<td>2.3%</td>
<td>8.3%</td>
<td>12.8%</td>
<td>4.5%</td>
</tr>
<tr>
<td>25 - 34</td>
<td>1941</td>
<td>2.5%</td>
<td>8.7%</td>
<td>14.3%</td>
<td>5.7%</td>
</tr>
<tr>
<td>35 - 44</td>
<td>2144</td>
<td>4.7%</td>
<td>13.5%</td>
<td>15.8%</td>
<td>11.4%</td>
</tr>
<tr>
<td>45 - 54</td>
<td>2107</td>
<td>8.2%</td>
<td>20.6%</td>
<td>15.6%</td>
<td>18.3%</td>
</tr>
<tr>
<td>55 - 64</td>
<td>1570</td>
<td>12.0%</td>
<td>30.1%</td>
<td>11.6%</td>
<td>18.3%</td>
</tr>
<tr>
<td>65 - 74</td>
<td>1041</td>
<td>21.1%</td>
<td>46.2%</td>
<td>7.8%</td>
<td>18.1%</td>
</tr>
<tr>
<td>74+</td>
<td>740</td>
<td>37.6%</td>
<td>59.1%</td>
<td>5.6%</td>
<td>21.9%</td>
</tr>
<tr>
<td><strong>Type of household</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>single household</td>
<td>1390</td>
<td>15.6%</td>
<td>44.3%</td>
<td>10.4%</td>
<td>17.1%</td>
</tr>
<tr>
<td>Couple, no kids</td>
<td>3530</td>
<td>14.2%</td>
<td>46.1%</td>
<td>26.2%</td>
<td>38.4%</td>
</tr>
<tr>
<td>Couple with kid(s)</td>
<td>6663</td>
<td>4.6%</td>
<td>20.0%</td>
<td>49.3%</td>
<td>31.2%</td>
</tr>
<tr>
<td>Single mom/dad with kid(s)</td>
<td>756</td>
<td>5.2%</td>
<td>26.6%</td>
<td>5.6%</td>
<td>3.9%</td>
</tr>
<tr>
<td>Retirement home, hospital etc.</td>
<td>68</td>
<td>43.3%</td>
<td>65.3%</td>
<td>0.5%</td>
<td>2.2%</td>
</tr>
<tr>
<td>Other</td>
<td>1083</td>
<td>7.7%</td>
<td>33.5%</td>
<td>8.0%</td>
<td>7.3%</td>
</tr>
</tbody>
</table>

* Small sample sizes in some categories
Demographics (2) Hearing instrument adoption rates and populations

Profiles: Categories add to 100%*

<table>
<thead>
<tr>
<th>Status</th>
<th>Count</th>
<th>Hearing difficulty</th>
<th>Hearing aid adoption rate % (Base=hearing impaired)</th>
<th>No hearing loss</th>
<th>Hearing loss but no hearing aid</th>
<th>Hearing aid</th>
</tr>
</thead>
<tbody>
<tr>
<td>The head of the household (alone or together with someone)</td>
<td>5986</td>
<td>13.3%</td>
<td>39.4%</td>
<td>44.8%</td>
<td>69.7%</td>
<td>75.1%</td>
</tr>
<tr>
<td>The spouse of the head of the household</td>
<td>2665</td>
<td>8.6%</td>
<td>37.9%</td>
<td>20.0%</td>
<td>19.2%</td>
<td>19.4%</td>
</tr>
<tr>
<td>Daughter/son of head of household</td>
<td>3990</td>
<td>1.4%</td>
<td>19.9%</td>
<td>29.8%</td>
<td>5.7%</td>
<td>2.4%</td>
</tr>
<tr>
<td>Other Person</td>
<td>729</td>
<td>7.4%</td>
<td>26.2%</td>
<td>5.5%</td>
<td>5.4%</td>
<td>3.1%</td>
</tr>
<tr>
<td>Employment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Full time employed</td>
<td>4607</td>
<td>6.6%</td>
<td>19.0%</td>
<td>41.2%</td>
<td>33.4%</td>
<td>12.3%</td>
</tr>
<tr>
<td>Part time employed</td>
<td>2432</td>
<td>6.0%</td>
<td>23.0%</td>
<td>21.7%</td>
<td>15.2%</td>
<td>7.1%</td>
</tr>
<tr>
<td>Unemployed / not working</td>
<td>566</td>
<td>8.2%</td>
<td>18.8%</td>
<td>5.1%</td>
<td>5.2%</td>
<td>1.9%</td>
</tr>
<tr>
<td>Retired under a disability pension scheme (fully or partly)</td>
<td>170</td>
<td>13.5%</td>
<td>38.5%</td>
<td>1.5%</td>
<td>2.0%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Early retired under an early retirement benefit scheme</td>
<td>440</td>
<td>22.1%</td>
<td>55.1%</td>
<td>4.0%</td>
<td>6.6%</td>
<td>12.7%</td>
</tr>
<tr>
<td>Retired (at the official retirement age)</td>
<td>1520</td>
<td>28.5%</td>
<td>53.7%</td>
<td>13.8%</td>
<td>34.7%</td>
<td>63.3%</td>
</tr>
<tr>
<td>Student / pupil / in training</td>
<td>1415</td>
<td>2.0%</td>
<td>14.3%</td>
<td>12.7%</td>
<td>2.9%</td>
<td>0.8%</td>
</tr>
<tr>
<td>Education</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Primarschule</td>
<td>525</td>
<td>19.2%</td>
<td>48.3%</td>
<td>4.7%</td>
<td>8.0%</td>
<td>11.7%</td>
</tr>
<tr>
<td>Sekundarschule</td>
<td>904</td>
<td>13.1%</td>
<td>42.5%</td>
<td>8.1%</td>
<td>9.5%</td>
<td>11.0%</td>
</tr>
<tr>
<td>Berufsschule</td>
<td>3771</td>
<td>11.7%</td>
<td>41.9%</td>
<td>33.8%</td>
<td>35.8%</td>
<td>40.6%</td>
</tr>
<tr>
<td>Mittelschule</td>
<td>1325</td>
<td>7.4%</td>
<td>37.9%</td>
<td>11.9%</td>
<td>8.2%</td>
<td>7.8%</td>
</tr>
<tr>
<td>Seminar, Technikum, HWV</td>
<td>1185</td>
<td>11.0%</td>
<td>37.6%</td>
<td>10.6%</td>
<td>11.5%</td>
<td>10.9%</td>
</tr>
<tr>
<td>Universität, ETH, Hochschule</td>
<td>2954</td>
<td>7.9%</td>
<td>27.7%</td>
<td>26.4%</td>
<td>23.2%</td>
<td>14.0%</td>
</tr>
<tr>
<td>Anderes</td>
<td>486</td>
<td>10.1%</td>
<td>40.4%</td>
<td>4.4%</td>
<td>3.8%</td>
<td>4.1%</td>
</tr>
</tbody>
</table>

* Small sample sizes in some categories