118S0

Qaire Number

Ireland	08
	(1-2)

(3-7)

Good morning/afternoon. I am .... from Irish Marketing Surveys Limited.
We are carrying out a survey and I would be grateful for your help in answering some questions. Do you have about 5 minutes to answer some questions.

CLASSIFICATION DETAILS

REGION:
Dublin... 1   (8-9)
Rest of Leinster 2
Munster.. 3
Conn/Ulster 4

Length of Interview ....☐☐.... Mins   (11-12)

Interviewer : _____ **Date :** _____

1. What is the job title of the person responsible for the realisation of Internet projects for your locality?
    [READ OUT ↓]
    -   Mayor/Chairperson 1   (13)
    -   Deputy Mayor/Deputy Chairperson... 2
    -   Deputy responsible for communication 3
    -   Deputy responsible for public relations 4
    -   Deputy responsible for new technologies/information technologies 5
    -   Head of administration.. 6
    -   Other function responsible for Internet projects **[SPECIFY]** 7
    -   (No responsible person for Internet projects / no project)............. 8
    -   (DK/NA) 9

    [IF CODE 1 - 7 AT Q.1→ SKIP TO Q.3]

    ### Thank you for putting me through to that person

    [IF CODE 8 - 9 AT Q.1 → GO TO Q.2]
2. In that case, what is the job title of the person responsible for communication or for public relations with citizens for your locality? **[IN CASE OF DOUBT or DK : INSIST AND ASK FOR MAYOR/CHAIRPERSON] [READ OUT ↓]**
    -   Mayor/Chairperson 1   (14)
    -   Deputy Mayor/Deputy Chairperson... 2
    -   Deputy responsible for communication 3
    -   Deputy responsible for relations with citizens 4
    -   Deputy responsible for new technologies 5
    -   Head of administration.. 6
    -   Other function responsible for communication **[SPECIFY]**........... 7
    -   (DK) → **[INSIST AND ASK FOR MAYOR/CHAIRPERSON]**

    ### Thank you for putting me through to that person

We are conducting a survey on behalf of the European Commission in the 15 countries of the European Union. This survey concerns the use of new information technologies by European municipalities / localities.

3. What is the number of inhabitants of your locality ?

[__][__][__][__][__][__][__]
(15-21)   (15-21)

[DK/NA --> CODE 9999999]
[IF LESS THAN 3.000 OR DK/NA → STOP INTERVIEW]

4. What are the main information and communication services your municipality provides to citizens ?
[READ OUT ↓– SEVERAL POSSIBLE ANSWERS]

		No	**Yes**	
a.	A printed municipal newsletter	0	1	(22)
b.	Direct mailings	0	1	(23)
c.	Poster advertising campaigns in the locality	0	1	(24)
d.	A helpdesk which explains the various administrative procedures to the citizens	0	1	(25)
e.	Several helpdesks, one for each of the main administrative services	0	1	(26)
f.	An office which receives the complaints of the public	0	1	(27)
g.	Freephone numbers so that you can call the public administration for free	0	1	(28)
h.	Organisation of citizens' forums and public debates on issues of common interest	0	1	(29)
i.	Occasional organisation of television or radio programmes to present the locality's initiatives	0	1	(30)
j.	A web site	0	1	(31)
k.	Others **(SPECIFY)**	0	1	(32)
l.	(DK/NA) → **[STOP INTERVIEW]**			

[IF ITEM J. "a web site" IS CONFIRMED, GO TO Q.5 -
IF NOT SKIP TO Q.8]

5. Can you tell me if, yes or no, your web site delivers the following sorts of information ?

- yes 1
- no 2
- (DK/NA) 3

[READ OUT ↓– SEVERAL POSSIBLE ANSWERS]

a. Information on the opening hours of services.	1	2	3	(33)
b. Information on the structure and responsibilities of the local authority.	1	2	3	(34)
c. Names and phone numbers of those responsible for each activity.	1	2	3	(35)
d. E-mail addresses of those responsible for each activity.	1	2	3	(36)
e. Indications about procedures to obtain official documents.	1	2	3	(37)
f. Electronic versions of official forms.	1	2	3	(38)
g. Lists of frequently asked questions.	1	2	3	(39)
h. A newsletter on local activities.	1	2	3	(40)
i. Tourist information.	1	2	3	(41)
j. Links to the local press.	1	2	3	(42)
k. Information on your local educational institutes.	1	2	3	(43)
l. Links to local cultural resources (libraries, museums, theatres).	1	2	3	(44)
m. Information about, or a link to the site of the local Chamber of Commerce.	1	2	3	(45)
n. Instructions about how to benefit from social services (such as medical care, employment, housing etc.)	1	2	3	(46)
o. Information on your locality or your county as an attractive business location.	1	2	3	(47)
p. (others) **[SPECIFY]**				
_____	1	2	3	(48)

6. Can you tell me if, yes or no, your web site provides any interactive services (i.e. allowing users to send and receive information) online, such as ....:

- yes 1
- no 2
- (DK/NA) 3

[READ OUT↓ – SEVERAL POSSIBLE ANSWERS]

a.	Enabling the emailing of official forms through a system of electronic signatures.	1	2	3	(49)
b.	Enabling requests of official documents (such as birth certificates, certificate of marital status etc.).	1	2	3	(50)
c.	Enabling citizens to lodge a complaint against other citizens on-line.	1	2	3	(51)
d.	Renewing licences on-line.	1	2	3	(52)
e.	Paying fines or taxes on-line.	1	2	3	(53)
f.	Accessing legal deeds and local decisions on-line.	1	2	3	(54)
g.	Enabling citizens to make on-line comments on minutes of the local council meetings.	1	2	3	(55)
h.	Citizens' forums or public debates on issues of common interest on-line.	1	2	3	(56)
i.	Organising public opinion polling, i.e. referenda or other voting activities on public issues.	1	2	3	(57)
j.	Contacting elected officials or members of the local council.	1	2	3	(58)
k.	(Others) **[SPECIFY]**				
	_____	1	2	3	(59)

7. In your experience, since your web site has been installed in your locality, would you tend to agree or tend to disagree with the following statements :...

- tend to agree 1
- tend to disagree 2
- (DK/NA) 3

[READ OUT ↓– ROTATE]

a)	it has caused internal reorganisation problems.	1	2	3	(60)
b)	it has required a rather long learning period.	1	2	3	(61)
c)	it has forced you to install a specialised team for that activity.	1	2	3	(62)
d)	it has allowed you to create new jobs within the administration.	1	2	3	(63)
e)	it has required the acquisition of expensive hardware.	1	2	3	(64)
f)	it has resulted in high communication costs.	1	2	3	(65)
g)	it is still not very well accepted by the staff already in place.	1	2	3	(66)
h)	it still concerns only a small number of citizens.	1	2	3	(67)
i)	it has put to the test the ability of the municipality to quickly react to the citizens' requests.	1	2	3	(68)
j)	the people's participation in the political activities of the locality has not perceptibly changed as a result of it .	1	2	3	(69)
k)	it cannot be used for official procedures because there is no specific legislation in this area.	1	2	3	(70)
l)	it has not had a significant impact on the locality's economy.	1	2	3	(71)

[SKIP TO QUESTION 10]

[ASK IF Q.4, ITEM J IS NOT MENTIONED (i.e. no "website")]

8. Can you tell me which of the following reasons could justify that you have not created a web site : .... ?

[READ OUT ↓– SEVERAL POSSIBLE ANSWERS]

		No	Yes	
a.	lack of time.	0	1	(72)
b.	lack of skilled human resources.	0	1	(73)
c.	lack of financial resources.	0	1	(74)
d.	your citizens are not sufficiently on-line to justify the investment.	0	1	(75)
e.	the size of your locality does not justify the creation of a web site.	0	1	(76)
f.	you are not aware of the opportunities offered by the Internet.	0	1	(77)
g.	you are not aware of any locality in your region or elsewhere in the country that has successfully used these technologies to provide public services.	0	1	(78)
h.	you are not sure of the effectiveness of such a tool.	0	1	(79)
i.	(others) **[SPECIFY]**			
	_____	0	1	(80)
j.	(DK/NA)	0	1	(81)

[ASK IF Q.4, ITEM J IS NOT MENTIONED (i.e. no "website")]

9. Are you interested in setting up a web site in the course of the next 12 months?

-	yes	1	(82)
-	no	2	
-	(DK/NA)	3	

[ASK ALL]

10. More generally speaking, can you tell me if, yes or no, your municipality has implemented the following Internet-based services for citizens ?

- yes 1
- no 2
- (DK/NA) 3

[READ OUT↓ – SEVERAL POSSIBLE ANSWERS]

a.	Public premises where citizens can consult the Internet for a small fee	1 ... 2 ... 3	(83)
b.	Public premises where citizens can consult the Internet FOR FREE.	1 ... 2 ... 3	(84)
c.	The municipality provides an email address to its citizens for free.	1 ... 2 ... 3	(85)
d.	A network of kiosks placed in public places (such as libraries, railway stations, tourist information desks,...)	1 ... 2 ... 3	(86)

11. In political matters people often talk of "the left" and "the right".
How would you position the majority party of your locality on a scale from "1" to "10", where :

- "1" is the position most to the left and
- "10" is the position most to the right ?
(quotes between 1 and 10 are meant to moderate your evaluation)

[DO NOT READ OUT – ONLY ONE ANSWER]

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1    2    3    4    5    6    7    8    9    10
|____|____|____|____|____|____|____|____|____|
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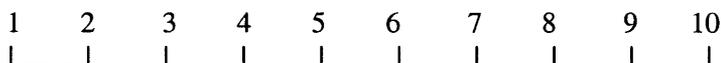
WRITE IN USING LEADING ZEROS

⬜⬜ (87-88)   (87-88)

- (NA/ REFUSAL) 98
- (DK) 99

12.   **Size of locality**

- less than 5.000 inhabitants 1   (89)
- from 5.000 to 20.000 inhabitants 2
- from 20.000 to 50.000 inhabitants 3
- from 50.000 to 100.000 inhabitants 4
- from 100.000 to 500.000 inhabitants 5
- over 500.000 inhabitants 6