

ZA4738

**Flash Eurobarometer 228
(The European Emergency Number 112)**

**Country Specific Questionnaire
Malta (English)**

Questionnaire FL228
DG INFSO

Q1. Can you tell me what telephone number you would call in the event of an emergency IN [COUNTRY]; for example, if someone needs urgent medical assistance or in case you need to contact the police or the fire brigade?

[DO NOT READ OUT- MULTIPLE ANSWER]

- 1121
- National number(s)2
- Other number(s)3
- [DK/NA]9

Q2. Can you tell me what telephone number enables you to call emergency services anywhere in the European Union?

[DO NOT READ OUT]

- 1121
- Other number(s)2
- [DK/NA]9

Q3. 112 is the emergency number that can be used to call emergency services anywhere in the European Union.

During the last 12 months, have you seen or heard any information regarding the European emergency number “112”? And have you seen or heard any information about the national emergency number(s)?

[READ OUT – ONE ANSWER ONLY]

- Yes, regarding 1121
- Yes, regarding national emergency numbers2
- Yes, about both3
- No4
- [DK/NA]9

IF THE ANSWER IS 1 OR 3 TO Q3

Q3A. Where did you see/hear information regarding the European emergency number “112”?

[READ OUT – MULTIPLE ANSWER]

- Media (television, radio, newspapers, internet)1
- Through your telecommunications operator
 (payphones, directories, bills)2
- Other3
- [DK/NA]9

Q4. Please tell me to what extent you agree or disagree with the following statements:

[READ OUT - ONE ANSWER PER LINE]

- Totally agree 1
- Tend to agree 2
- Tend to disagree..... 3
- Totally disagree 4
- [DK/NA]..... 9

- A. It is very useful to have a Europe-wide emergency number available everywhere in the European Union. 1 2 3 4 9
- B. In [COUNTRY], people are adequately informed about the existence of the European emergency number 112. 1 2 3 4 9
- C. [COUNTRY] should do more to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones. 1 2 3 4 9

Q5. In the last five years, have you called the European emergency number 112 or a national emergency number in [COUNTRY] or in another EU country in the event of emergency?

[READ OUT – ONE ANSWER ONLY]

- Yes, only 112 1
- Yes, only national emergency numbers 2
- Yes, both 112 and national emergency numbers 3
- [Other numbers]..... 4
- No, I have not called any emergency number 5
- [DK/NA]..... 9

IF THE ANSWER IS 4, 5 OR 9 IN Q5 SKIP TO D1

LONG QUESTIONNAIRE

Q6. Please think about the LAST occasion when you called an emergency number. Was this call made...

[READ OUT – ONE ANSWER ONLY]

- to “112” in [COUNTRY] 1
- to a national emergency number in [COUNTRY] 2
- to “112” in other EU country 3
- to a national emergency number in other EU country..... 4
- [DK/NA]..... 9

Q7. What kind of telephone did you use?

[READ OUT – ONE ANSWER ONLY]

- Public payphone.....1
- Fixed telephone.....2
- Mobile telephone3
- Via Internet (VoIP)4
- [DK/NA].....9

Q8. Did you experience any technical difficulty in establishing or maintaining the call?

[READ OUT – ONE ANSWER ONLY]

- No, I didn't experience any technical difficulty1
- I got no dialling tone or the phone went dead.....2
- I got a busy tone or the phone rang but nobody answered3
- Other technical problems4
- [DK/NA].....9

[ASK Q8A ONLY IF EMERGENCY CALL WAS MADE IN ANOTHER EU COUNTRY (ANSWER 3 OR 4 TO Q6)]

Q8a. Did you experience any communication problem because of the language you used?

[READ OUT – ONE ANSWER ONLY]

- Yes, we had a communication problem because of languages1
- No, we communicated in a language of the visited country2
- No, we communicated in a language different from the one/s of the visited country3
- [DK/NA].....9

Q9. Did you provide information about your location to the emergency operator?

[READ OUT - ONE ANSWER ONLY]

- Yes, I gave the exact address1
- Yes, but I could not give the exact address.....2
- No, the operator did not ask for it although I could have provided this information3
- No, I could not state my location4
- [DK/NA].....9

Q10. What was the follow-up given to your call?

[READ OUT- ONE ANSWER ONLY]

- An emergency unit arrived on the spot1
- An emergency unit was sent, but did not arrive2
- I received information on the phone about what to
do/where to go in order to solve the problem3
- I was told the situation was not an emergency, so
no follow-up was needed4
- Other5
- [DK/NA].....9

D1. Gender [DO NOT ASK - MARK APPROPRIATE]

- [1] Male
- [2] Female

D2. How old are you?

- [][] years old
- [00] [REFUSAL/NO ANSWER]

D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...

[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES - ONE ANSWER ONLY]

- SELF-EMPLOYED

→ i.e. :	- farmer, forester, fisherman.....	11
	- owner of a shop, craftsman.....	12
	- professional (lawyer, medical practitioner, accountant, architect,...).....	13
	- manager of a company	14
	- other.....	15

- Employee

→ i.e. :	- professional (employed doctor, lawyer, accountant, architect).....	21
	- general management, director or top management.....	22
	- middle management.....	23
	- Civil servant	24
	- office clerk.....	25
	- other employee (salesman, nurse, etc...)	26
	- other.....	27

- Manual worker

→ i.e. :	- supervisor / foreman (team manager, etc...)	31
	- Manual worker.....	32
	- unskilled manual worker	33
	- other.....	34

- Without a professional activity

→ i.e. :	- looking after the home.....	41
	- student (full time).....	42
	- retired	43
	- seeking a job	44
	- other.....	45
- [Refusal].....		99

D6. Would you say you live in a ...?

- metropolitan zone.....	1
- other town/urban centre	2
- rural zone.....	3
- [Refusal].....	9

D10. . Do you have any impairment that has a substantial effect on your ability to carry out normal day-to-day activities?

- mobility impairment	1
- visual or hearing impairment.....	2
- other type of impairment	3
- no impairment	4
- [DK/NA].....	9