

ZA5598

Eurobarometer 77.2

**Country Questionnaire
Ireland**

A	your survey number (101-105) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
EB77.1 A	

B	Country (106-107) <input type="text"/> <input type="text"/>
EB77.1 B	

C	our survey number (108-110) <input type="text"/> <input type="text"/> <input type="text"/>
EB77.1 C	

D	Interview number (111-116) <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
EB77.1 D	

Q1 What is your nationality? Please tell me the country(ies) that applies(y).

MULTIPLE ANSWERS POSSIBLE

(137-165)

Belgium	1,
Denmark	2,
Germany	3,
Greece	4,
Spain	5,
France	6,
Ireland	7,
Italy	8,
Luxembourg	9,
Netherlands	10,
Portugal	11,
United Kingdom (Great Britain, Northern Ireland)	12,
Austria	13,
Sweden	14,
Finland	15,
Republic of Cyprus	16,
Czech Republic	17,
Estonia	18,
Hungary	19,
Latvia	20,
Lithuania	21,
Malta	22,
Poland	23,
Slovakia	24,
Slovenia	25,
Bulgaria	26,
Romania	27,
Other countries	28,
DK	29,

EB77.1 Q1

IF OTHER OR DK AT Q1, CLOSE INTERVIEW

A. CRISIS AND GOVERNANCE

QA1 Personally, would you say that to emerge from the crisis rapidly, EU Member States should...?

(READ OUT – ONE ANSWER ONLY)

(186)

First reduce their public spending	1
First invest in measures to boost the economy	2
Both at the same time	3
DK	4

NEW (BASED ON EB75.2 QA4)

QA2 The European Parliament promotes certain measures to help the European Union emerge from the crisis, by ensuring a return to employment and sustainable growth. In your view, which of the following measures should be a priority ?

(SHOW CARD – READ OUT – MAX. 4 ANSWERS)

(187-201)

Invest in innovation and R&D	1,
Invest in the environment	2,
Invest in education, training, and research	3,
Encourage entrepreneurship	4,
Support big companies and industry	5,
Support small and medium-sized businesses (SMEs)	6,
Reduce bureaucracy	7,
Invest in solidarity and contribute to the integration of people excluded from society	8,
The fight against school drop-out	9,
Suppress the barriers to the free movement of people, goods and services within the EU	10,
Reduce the European 'brain drain'	11,
Invest in renewable energy and encourage energy saving	12,
Encourage the fight against youth unemployment	13,
Other (SPONTANEOUS)	14,
DK	15,

NEW (BASED ON EB74.1 QC13)

QA3	As a citizen would you say that you would be better protected in the face of the current crisis if...?
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(READ OUT – ONE ANSWER ONLY)

	(202)
Ireland adopted measures and applied them individually	1
Ireland adopted measures and applied them in a coordinated way with the other EU countries	2
DK	3

EB75.2 QA3

The European Parliament has recently endorsed the introduction of a tax on financial transactions at a global level, or at least in the EU at first. This tax would be very low: less than 0,1% on each financial transaction. It would not apply to the general public, but only to transactions between financial players (banks, hedge funds, etc.).

QA4	Please tell me to what extent you are in favour or opposed to each of the following statements related to this tax.
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(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Totally in favour	Fairly in favour	Fairly opposed	Totally opposed	DK
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(203)	1	The principle of a tax on financial transactions	1	2	3	4	5
	2	(IF CODE 1 OR 2 IN QA4.1) Introducing a tax on financial transactions, but only at a global level, if international agreement is reached	1	2	3	4	5
(204)							
(205)	3	(IF CODE 1 OR 2 IN QA4.1) Introducing a tax on financial transactions in the EU at first, if international agreement is not reached	1	2	3	4	5

EB75.2 QA6 TREND SLIGHTLY MODIFIED

ASK QA5 IF "IN FAVOUR OF THE PRINCIPLE OF A FINANCIAL TAX", CODE 1 OR 2 IN QA4.1 – OTHERS GO TO QA6

QA5 What is the main reason why you are in favour of a tax on financial transactions? A tax on financial transactions would make it possible to ...

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(206)

Make financial players contribute to the costs of the crisis	1
Combat excessive speculation and so help to prevent future crises	2
Finance innovative policies (e.g. fighting climate change, the environment, development aid, etc.)	3
Reduce public deficits	4
Other (SPONTANEOUS)	5
DK	6

EB75.2 QA7

ASK QA6 IF "OPPOSED TO THE PRINCIPLE OF A FINANCIAL TAX AT EUROPEAN LEVEL IF NO AGREEMENT AT INTERNATIONAL LEVEL", CODE 3 OR 4 IN QA4.3 – OTHERS GO TO QA7

QA6 What is the main reason why you are opposed to a tax on financial transactions in the EU? A tax on financial transactions in the EU would...

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(207)

Weaken the competitiveness of the European financial market	1
Not be feasible, such a tax on financial transactions can only be introduced at a global level	2
Cause an outflow of capital from the EU	3
Only make European financial players contribute to the costs of the crisis	4
Other (SPONTANEOUS)	5
DK	6

EB75.2 QA8

Because of the size of their public deficit and poor economic growth, several EU Member States are facing a debt crisis. In the course of discussions on how to address this issue, it has been suggested that a share of the public debt of the EU Member States, particularly those in the euro zone, should be held jointly. This will allow them to borrow at same rate on the financial markets.

ASK ALL

QA7 Please tell me to what extent you agree or disagree with each of the following statements on this topic. Setting aside a share of the public debt of all Member States to be held jointly...

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(208)	1	Would be necessary in the name of solidarity between Member States	1	2	3	4	5
(209)	2	Would benefit only those Member States that are in the worst difficulties	1	2	3	4	5
(210)	3	Would penalise those Member States which are not in difficulty	1	2	3	4	5
(211)	4	Would allow to reduce the cost of the crisis	1	2	3	4	5
(212)	5	Would reinforce the financial stability of the Member States	1	2	3	4	5

EB76.1 QA11 SLIGHTLY MODIFIED

To reinforce European economic governance and help fight the crisis, EU Member States have decided that their financial, economic, monetary, budgetary and social policies should be brought closer together.

QA8 Specifically regarding the convergence between the budgetary policies of the EU Member States, tell me if you are in favour of or opposed to including a preliminary consultation between European institutions and national political institutions in the drafting process of national budgets.

(READ OUT – ONE ANSWER ONLY)

	(213)
Totally in favour	1
Somewhat in favour	2
Somewhat opposed	3
Totally opposed	4
DK	5

EB76.1 QA10.1 MODIFIED

QA9 And when it comes to enforcing the common rules for public debts and deficits, please tell me if you are in favour of or opposed to each of the following measures.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Totally in favour	Somewhat in favour	Somewhat opposed	Totally opposed	DK
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(214)

1	Automatic application of escalating financial penalties for EU Member States which fail to comply with jointly defined rules on debt and public deficit	1	2	3	4	5
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(215)

2	Making financial help to Member States which are in economic or financial difficulties conditional on following these common rules	1	2	3	4	5
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EB76.1 QA10 TREND MODIFIED

QA10 Have you ever heard of Eurobonds?

(READ OUT – ONE ANSWER ONLY)

(216)

Yes, and you know what they are	1
Yes, but you don't really know what they are	2
No	3
DK	4

EB76.1 QA12

ASK QA11 ONLY IN THE EURO ZONE AND IF "HAS HEARD ABOUT EURO BONDS",
CODE 1 OR 2 IN QA10 – OTHERS GO TO QA12

QA11 Would you say that you are in favour of or opposed to the creation of Eurobonds, on the basis of what you know about them?

(READ OUT – ONE ANSWER ONLY)

(217)

Totally in favour	1
Somewhat in favour	2
Somewhat opposed	3
Totally opposed	4
DK	5

EB76.1 QA13 MODIFIED

ASK ALL

QA12 Have you ever heard of credit rating agencies?

(READ OUT – ONE ANSWER ONLY)

(218)

Yes, and you know what they are	1
Yes, but you don't really know what they are	2
No	3
DK	4

EB76.1 QA14

ASK QA13 IF "HAS EVER HEARD ABOUT CREDIT RATING AGENCIES" CODE 1 OR 2 IN QA12 – OTHERS GO TO QB1

QA13 Please tell me to what extent you agree or disagree with each of the following statements on credit rating agencies, on the basis of what you know about them.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(219)	1	Credit rating agencies have played a significant role in the development of the financial crisis	1	2	3	4	5
(220)	2	The creation of an independent European credit rating agency would counterbalance the power of the existing agencies	1	2	3	4	5
(221)	3	Information provided by credit rating agencies is useful to economic actors as support for their financial decision-making	1	2	3	4	5
(222)	4	In a serious crisis, credit rating agencies should not rate the EU Member States which are financially helped by other Member States	1	2	3	4	5

EB76.1 QA15 TREND MODIFIED

B. Harmonised numbers for services of social value (116)

ASK QB1a ONLY IN BE, DK, EE, EL, ES, FR, HU, IT, MT, NL, PL, PT, RO, SK AND UK – DE AND IE GO TO QB1b – AT, BG, CZ, FI, LT, LV AND SE GO TO QB1c – CY, LU AND SI GO TO QB2

ASK QB1b ONLY IN DE AND IE – CZ, BG, DE, DK, EE, EL, FI, HU, LT, LV, PL, PT, RO, SE, SK AND UK GO TO QB1c – AT, MT AND SI GO TO QB1d – OTHERS GO TO QB2

QB1b Can you tell me what telephone number you would call if you fell victim to a crime where you would require information about your rights in Ireland?

(DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

(249-254)

116	1,
116 006	2,
112	3,
Other number(s)	4,
Other 116	5,
DK	6,

EB75.2 QD1b TREND MODIFIED

ASK QB1c ONLY IN CZ, BG, DE, DK, EE, EL, FI, HU, IE, LT, LV, PL, PT, RO, SE, SK AND UK – AT, MT AND SI GO TO QB1d – OTHERS GO TO QB2

QB1c Can you tell me what telephone number you would advise a child to call in the event that he or she encountered difficulties and required assistance or consultation in Ireland?

(DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

(255-260)

116	1,
116 111	2,
112	3,
Other number(s)	4,
Other 116	5,
DK	6,

EB75.2 QD1c TREND MODIFIED

ASK QB1d ONLY IN AT, DE, EL, LT, MT, SI, PL AND UK – OTHERS GO TO QB2

ASK ALL

In 2007, the European Commission launched an initiative that requires the Member States of the EU to implement free of charge telephone hotlines and help-lines for services of social value. These free telephone services have a six-digit number range starting with 116 and are the following: 116 000 is a hotline for missing children \ 116 006 is a helpline for victims of crime \ 116 111 is a child helpline \ 116 123 is an emotional support helpline\ 116 117 is a helpline for medical on-call service in non-emergency situations.

QB2 Have you ever heard of this initiative?

(ONE ANSWER ONLY)

	(267)
Yes	1
No	2
DK	3

EB75.2 QD2

ASK QB3 AND QB4 IF "HAS HEARD OF IT", CODE 1 IN QB2 – OTHERS GO TO QB5

QB3 Where did you see or hear information regarding such free of charge hotlines and helplines?

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

	(268-279)
Television	1,
Radio	2,
Newspapers	3,
The Internet	4,
Books, brochures, information leaflets	5,
On public displays in public transports	6,
On public displays in a school\ university	7,
On public displays in a police station	8,
Through your telecommunications operator (payphones, directories, bills)	9,
Through discussions with relatives, friends or colleagues	10,
Other (SPONTANEOUS)	11,
DK	12,

EB75.2 QD3

QB4 Did you know that these numbers were available in other Member States of the EU?

(ONE ANSWER ONLY)

(280)

Yes	1
No	2
DK	3

EB75.2 QD4

ASK QB5a ONLY IN DE, DK, EL, HU, IE, LT, MT, NL, PL, PT, RO, SE, SI AND UK – LU AND CY GO TO QB6 – OTHERS GO TO QB5b

QB5a Which of the following organisations or service providers do you think operate 116 hotlines or helplines in Ireland?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(281-286)

Crime Victims Helpline	1,
Irish Society for the Prevention of Cruelty to Children	2,
[include all national organisations operating 116 hotlines]	3,
[include all national organisations operating 116 hotlines]	4,
None (SPONTANEOUS)	5,
DK	6,

EB75.2 QD5a

ASK QB5b ONLY IN EE, FI, AT, LV, IT, FR, ES, CZ, BG, SK AND BE – OTHERS GO TO QB6

ASK ALL

QB6 For each of the following hotlines and helplines for services of social value, please tell me if you find them very useful, fairly useful, not very useful or not at all useful. A free Europe-wide single number for...

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Very useful	Fairly useful	Not very useful	Not at all useful	DK
(288)	1 Hotlines for missing children	1	2	3	4	5
(289)	2 Helplines for victims of crime	1	2	3	4	5
(290)	3 Child helplines	1	2	3	4	5
(291)	4 Non-emergency medical on-call service helplines	1	2	3	4	5
(292)	5 Emotional support helplines	1	2	3	4	5

EB75.2 QD7

QB7 Please tell me to what extent you agree or disagree with each of the following statements.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
(293)	1 In Ireland, people are adequately informed about the existence of such hotlines and helplines	1	2	3	4	5
(294)	2 Enough is being done in Ireland to make it easier for disabled users to contact these hotlines and helplines, such as by providing adapted phones or making available access to SMS services	1	2	3	4	5

EB75.2 QD8 TREND MODIFIED

C. Railway competition

QC1 How often do you travel by ... in Ireland?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Daily \ Almost daily	Several times per week	Once a week	Several times per month	Several times per year	Once a year or less	Never	DK
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(315)

1	National or regional trains (this excludes suburban trains)	1	2	3	4	5	6	7	8
2	Suburban trains	1	2	3	4	5	6	7	8

(316)

NEW

ASK QC2 IF "TRAVEL BY NATIONAL OR REGIONAL TRAIN", CODE 1 TO 6 IN QC1.1 – OTHERS GO TO QC3

QC2 Why do you use national or regional trains most often?

(READ OUT – ONE ANSWER ONLY)

Going to work\ to class	(317) 1
Business trips	2
Leisure trips	3
Other (SPONTANEOUS)	4
DK	5

NEW

ASK QC3 IF "DO NOT TRAVEL BY NATIONAL OR REGIONAL TRAIN OR TAKE IT ONLY ONCE A YEAR OR LESS", CODE 6 OR 7 IN QC1.1 – OTHERS GO TO QC4

QC3 What would make you more likely to travel by train?

(SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

(318-326)

Lower prices	1,
More frequent services	2,
More reliable services	3,
Faster journeys	4,
More comfortable and cleaner trains	5,
Better network with more routes\ stations	6,
Other (SPONTANEOUS)	7,
None (SPONTANEOUS)	8,
DK	9,

NEW

ASK ALL

QC4 Overall, how satisfied are you with the national and regional rail system in Ireland?

(READ OUT – ONE ANSWER ONLY)

(327)

Very satisfied	1
Fairly satisfied	2
Not very satisfied	3
Not at all satisfied	4
DK	5

NEW

Competition means the right for railway companies to offer services either on the same route as a competitor or after winning a tender providing exclusive rights.

QC5 In general, do you support or oppose opening the national and regional rail system in Ireland to competition provided that all operators must meet the same safety standards?

(READ OUT – ONE ANSWER ONLY)

	(328)
Totally support	1
Tend to support	2
Tend to oppose	3
Totally oppose	4
DK	5

NEW

QC6 Please tell me if you think that more competition in the rail market in Ireland will have ... on ...?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	A very positive influence	A positive influence	A negative influence	A very negative influence	No influence (SPONTANEOUS)	DK
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(329)	1	The way railways companies are managed	1	2	3	4	5	6
(330)	2	Frequency of trains	1	2	3	4	5	6
(331)	3	Ticket prices	1	2	3	4	5	6
(332)	4	The quality of services to the passengers in the trains	1	2	3	4	5	6
(333)	5	The punctuality of trains	1	2	3	4	5	6
(334)	6	The number of stations or routes which will be served	1	2	3	4	5	6
(335)	7	The safety of the railway network	1	2	3	4	5	6
(336)	8	The comfort and cleanliness of trains	1	2	3	4	5	6

NEW

SPLIT: DO NOT ASK QC7a IN UK – UK GO TO QC7b

QC7a Do you think that more competition in the rail market will be good or bad for...?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Very good	Fairly good	Fairly bad	Very bad	DK
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(337)	1	Passengers	1	2	3	4	5
(338)	2	Private rail operators	1	2	3	4	5
(339)	3	Employees of rail transport operators	1	2	3	4	5

NEW

SPLIT: ASK QC7b ONLY UK – OTHERS GO TO QC8a

SPLIT: DO NOT ASK QC8a IN UK – UK GO TO QC8b

QC8a Do you think that public funding of the rail sector will increase, decrease or remain the same if there is more competition in the rail market? Public funding of the rail sector ...

(ONE ANSWER ONLY)

	(343)
Will increase	1
Will decrease	2
Will stay the same	3
DK	4

NEW

SPLIT: ASK QC8b ONLY IN UK – OTHERS GO TO QC9

ASK ALL

QC9 To what extent do you wish that more competition would lead to the following effects... ?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Very much	Quite a lot	Not much	Not at all	DK
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(345)	1	Low cost\ "no frills" rail service similar to that provided by some airlines	1	2	3	4	5
(346)	2	A premium offer which would be more expensive but would include additional services (meals, films, newspapers, etc.)	1	2	3	4	5
(347)	3	More ways of buying tickets (e.g. online, via smartphones, or onboard)	1	2	3	4	5

NEW

QC10 Where rail journeys use different rail operators, does it matter or not to you to be able to buy tickets and get information which covers the whole journey through a single point, compared to these being provided by the different rail operators separately ?

(READ OUT – ONE ANSWER ONLY)

	(348)
Yes, it matters to you a lot	1
Yes, it matters to you somewhat	2
No, it does not really matter to you	3
No, it does not matter to you at all	4
Not relevant (SPONTANEOUS)	5
DK	6

NEW

D. Europeans and Agriculture 2012

QD1 To what extent are you concerned that sufficient food is produced to meet the needs of the population in...?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT)	Very concerned	Fairly concerned	Not very concerned	Not at all concerned	DK
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(369)	1	Ireland	1	2	3	4	5
(370)	2	The European Union	1	2	3	4	5
(371)	3	The world	1	2	3	4	5

NEW

QD2 Please tell me to what extent you agree or disagree with each of the following statements.

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(372)	1	The EU should help other countries to produce more food	1	2	3	4	5
(373)	2	The EU should produce more food in order to be less dependent on importing food from other countries	1	2	3	4	5
(374)	3	The EU should produce more food in order not only to meet European consumer demand but also the increasing demand of other non-EU countries	1	2	3	4	5

NEW

QD3 When buying food, how important are the following for you personally...?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Very important	Fairly important	Not very important	Not at all important	Depends on product (SPONTANEOUS)	DK
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(375)	1	Quality	1	2	3	4	5	6
(376)	2	Price	1	2	3	4	5	6
(377)	3	Where the food comes from (geographical origin)	1	2	3	4	5	6
(378)	4	Brand	1	2	3	4	5	6

NEW

QD4 When buying food, do you ever check to see if it has a quality label that ensures the food has specific characteristics?

(READ OUT – ONE ANSWER ONLY)

	(379)
Yes, always	1
Yes, sometimes	2
No	3
DK	4

NEW

QD5 Which of the logos on this card are you aware of?

(SHOW CARD WITH LOGOS – MULTIPLE ANSWERS POSSIBLE)

	(380-386)
LOGO 1	1,
LOGO 2	2,
LOGO 3	3,
LOGO 4	4,
LOGO 5	5,
None (SPONTANEOUS)	6,
DK	7,

NEW

QD6	Please tell me to what extent you agree or disagree with each of the following statements.
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(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)
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	(READ OUT – ROTATE)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(387)	1	Agriculture is beneficial for the environment	1	2	3	4	5
(388)	2	Agriculture contributes to the beauty of the countryside	1	2	3	4	5
(389)	3	Agriculture helps to preserve and protect rural areas	1	2	3	4	5

NEW

E. Cyber Security

QE1 How often do you access the Internet (for example, for sending emails, reading online news, chatting with friends or buying products online)?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

	(410)
Several times a day	1
Once a day	2
Several times a week	3
Once a week	4
Several times a month	5
Once a month	6
Less often	7
Never	8
DK	9

NEW

ASK QE2 TO QE7 IF "EVER USE THE INTERNET", CODE 1 TO 7 IN QE1 – OTHERS GO TO QE8

QE2a When do you most often access the Internet?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

	(411)
When you are at home	1
When you are at work	2
When you are at school\ university	3
When you are in a public place (public library, etc.)	4
When you are in an Internet café	5
When you are on the move	6
Other (SPONTANEOUS)	7
DK	8

NEW

QE2b When else do you access the Internet?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(412-419)

When you are at home	1,
When you are at work	2,
When you are at school\ university	3,
When you are in a public place (public library, etc.)	4,
When you are in an Internet café	5,
When you are on the move	6,
Other (SPONTANEOUS)	7,
DK	8,

NEW

QE3 What devices do you use to access the Internet?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(420-425)

Desktop computer	1,
Laptop computer\ Netbook	2,
Tablet computer\ Touchscreen	3,
Smartphone	4,
Other (SPONTANEOUS)	5,
DK	6,

NEW

QE4 Which of the following activities do you do online?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(426-434)

Online banking	1,
Buying goods or services (holidays, books, music, etc.)	2,
Selling goods or services	3,
Using online social networks	4,
Email	5,
Reading news online	6,
Playing games online	7,
None (SPONTANEOUS)	8,
DK	9,

NEW

QE5	How confident are you about your ability to use the Internet for things like online banking or buying things online?
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(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(435)

Very confident	1
Fairly confident	2
Not very confident	3
Not at all confident	4
DK	5

NEW

QE6	What concerns do you have, if any, about using the Internet for things like online banking or buying things online?
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(DO NOT SHOW CARD – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE)

(436-442)

You prefer conducting the transaction in person e.g. so you can inspect the product yourself or ask a real person about them	1,
Security of online payments	2,
You are concerned about someone taking\ misusing your personal data	3,
Not receiving the goods or services that you buy online	4,
Other	5,
None	6,
DK	7,

NEW

QE7	Has concern about security issues made you change the way you use the Internet in any of the following ways?
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(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(443-454)

Less likely to buy goods online	1,
Less likely to bank online	2,
Less likely to give personal information on websites	3,
Changing security settings (e.g. your browser, online social media, search engine, etc.)	4,
Only visit websites you know and trust	5,
Use different passwords for different sites	6,
Do not open emails from people you don't know	7,
Only use your own computer	8,
Have installed anti-virus software	9,
Other (SPONTANEOUS)	10,
None (SPONTANEOUS)	11,
DK	12,

NEW

ASK ALL

QE8 Cybercrimes can be defined as any crimes which are committed via the Internet. In the last 12 months, have you seen or heard anything about cybercrime from any of the following?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	(455-461)
Television	1,
Radio	2,
Newspapers	3,
The Internet	4,
Friends, family or colleagues	5,
Not heard\ seen anything (SPONTANEOUS)	6,
DK	7,

NEW

QE9 How well informed do you feel about the risks of cybercrime?

(READ OUT – ONE ANSWER ONLY)

	(462)
Very well informed	1
Fairly well informed	2
Not very well informed	3
Not at all informed	4
DK	5

NEW

ASK QE10 TO QE14 IF "EVER USE THE INTERNET" CODE 1 TO 7 IN QE1 – OTHERS GO TO DEMOGRAPHICS

QE10 Cybercrimes can include many different types of criminal activity. How often have you experienced or been a victim of the following situations?

(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Often	Occasionally	Never	DK
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(463)	1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1	2	3	4
(464)	2	Received emails fraudulently asking for money or personal details (including banking or payment information)	1	2	3	4
(465)	3	Online fraud where goods purchased were not delivered, counterfeit or not as advertised	1	2	3	4
(466)	4	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4
(467)	5	Not being able to access online services (e.g. banking services) because of cyber attacks	1	2	3	4

NEW

QE11	And how concerned are you personally about experiencing or being a victim of the following cybercrimes?
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(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)
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	(READ OUT – ROTATE)	Very concerned	Fairly concerned	Not very concerned	Not at all concerned	DK
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(468)	1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1	2	3	4	5
(469)	2	Receiving emails fraudulently asking for money or personal details (including banking or payment information)	1	2	3	4	5
(470)	3	Online fraud where goods purchased were not delivered, counterfeit or not as advertised	1	2	3	4	5
(471)	4	Accidentally encountering child pornography online	1	2	3	4	5
(472)	5	Accidentally encountering material which promotes racial hatred or religious extremism	1	2	3	4	5
(473)	6	Not being able to access online services (e.g. banking services) because of cyber attacks	1	2	3	4	5

NEW

QE12	If you experienced or were a victim of the following cybercrimes, who would you contact?
------	--

(SHOW CARD WITH SCALE – MULTIPLE ANSWERS PER LINE)

(READ OUT – ROTATE)	Police	Website\ vendor	Your internet service provider	Consumer protection organisation	Other (READ OUT)	No one (READ OUT)	DK (READ OUT)
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(474-480)	1	Identity theft (somebody stealing your personal data and impersonating you, e.g. shopping under your name)	1,	2,	3,	4,	5,	6,	7,
(481-487)	2	Received emails fraudulently asking for money or personal details (including banking or payment information)	1,	2,	3,	4,	5,	6,	7,
(488-494)	3	Online fraud where goods purchased were not delivered, counterfeit or not as advertised	1,	2,	3,	4,	5,	6,	7,
(495-501)	4	Accidentally encountering child pornography online	1,	2,	3,	4,	5,	6,	7,
(502-508)	5	Accidentally encountering material which promotes racial hatred or religious extremism	1,	2,	3,	4,	5,	6,	7,
(509-515)	6	Not being able to access online services (e.g. banking services) because of cyber attacks	1,	2,	3,	4,	5,	6,	7,

NEW

QE13	Could you please tell me to what extent you agree or disagree with each of the following statements?
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(SHOW CARD WITH SCALE – ONE ANSWER PER LINE)

	(READ OUT – ROTATE)	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(516)	1	You are concerned that your online personal information is not kept secure by websites	1	2	3	4	5
(517)	2	You are concerned that your online personal information is not kept secure by public authorities	1	2	3	4	5
(518)	3	You avoid disclosing personal information online	1	2	3	4	5
(519)	4	You believe the risk of becoming a victim of cybercrime has increased in the past year	1	2	3	4	5

NEW

QE14	Have you changed your password to access any of the following online services during the past 12 months?
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(READ OUT – MULTIPLE ANSWERS POSSIBLE)

Web-based e-mail	(520-525) 1,
Online social networks	2,
Shopping website (e.g. travel agents)	3,
Online banking websites	4,
None (SPONTANEOUS)	5,
DK	6,

NEW

DEMOGRAPHICS

ASK ALL

D1 In political matters people talk of "the left" and "the right". How would you place your views on this scale?

(SHOW CARD) – (INT.: DO NOT PROMPT – IF CONTACT HESITATES, TRY AGAIN)
(546-547)

1	2	3	4	5	6	7	8	9	10
Left									Right
1	2	3	4	5	6	7	8	9	10

Refusal (SPONTANEOUS) 11

DK (SPONTANEOUS) 12

EB76.1 D1

NO QUESTIONS D2 TO D6

D7 Could you give me the letter which corresponds best to your own current situation?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)
(548-549)

MARRIED OR REMARRIED	
Living without children	1
Living with the children of this marriage	2
Living with the children of a previous marriage	3
Living with the children of this marriage and of a previous marriage	4
NOT MARRIED, LIVING WITH A PARTNER	
Living without children	5
Living with the children of this union	6
Living with the children of a previous union	7
Living with the children of this relation and of a previous union	8
NOT MARRIED, LIVING WITHOUT A PARTNER	
Living without children	9
Living with children	10
DIVORCED OR SEPARATED	
Living without children	11
Living with children	12
WIDOW	
Living without children	13
Living with children	14
Other (SPONTANEOUS)	15
Refusal (SPONTANEOUS)	16

EB77.1 D7

D8 How old were you when you stopped full-time education?

(INT.: IF "STILL STUDYING", CODE '00' – IF "NO EDUCATION" CODE '01' – IF "REFUSAL" CODE '98' – IF "DK" CODE '99')

(550-551)

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EB77.1 D8

NO QUESTION D9

D10 Record Gender.

(552)

Male	1
Female	2

EB77.1 D10

D11 How old are you?

(553-554)

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EB77.1 D11

NO QUESTIONS D12 TO D14

ASK D15b IF "NOT DOING ANY PAID WORK CURRENTLY", CODES 1 TO 4 IN D15a

D15a What is your current occupation?

D15b Did you do any paid work in the past? What was your last occupation?

	(555-556)	(557-558)
	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
NON-ACTIVE		
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	1	
Student	2	
Unemployed or temporarily not working	3	
Retired or unable to work through illness	4	
SELF EMPLOYED		
Farmer	5	5
Fisherman	6	6
Professional (lawyer, medical practitioner, accountant, architect, etc.)	7	7
Owner of a shop, craftsmen, other self-employed person	8	8
Business proprietors, owner (full or partner) of a company	9	9
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	10
General management, director or top management (managing directors, director general, other director)	11	11
Middle management, other management (department head, junior manager, teacher, technician)	12	12
Employed position, working mainly at a desk	13	13
Employed position, not at a desk but travelling (salesmen, driver, etc.)	14	14
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, etc.)	15	15
Supervisor	16	16
Skilled manual worker	17	17
Other (unskilled) manual worker, servant	18	18
NEVER DID ANY PAID WORK		19

EB77.1 D15a D15b

NO QUESTIONS D16 TO D24

D25 Would you say you live in a...?

READ OUT

(559)

Rural area or village	1
Small or middle sized town	2
Large town	3
DK (SPONTANEOUS)	4

EB77.1 D25

NO QUESTIONS D26 TO D39

D40a Could you tell me how many people aged 15 years or more live in your household, yourself included?

(INT.: READ OUT – WRITE DOWN)

(560-561)

EB77.1 D40a

D40b Could you tell me how many children less than 10 years old live in your household

(INT.: READ OUT – WRITE DOWN)

(562-563)

EB77.1 D40b

D40c Could you tell me how many children aged 10 to 14 years old live in your household?

(INT.: READ OUT – WRITE DOWN)

(564-565)

EB77.1 D40c

NO QUESTIONS D41 AND D42

D43a Do you own a fixed telephone in your household?

D43b Do you personally own a mobile telephone?

(566)

(567)

	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB77.1 D43a D43b

NO QUESTIONS D44 AND D45

D46 Which of the following goods do you have?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(568-577)

Television	1,
DVD player	2,
Music CD player	3,
Computer	4,
An Internet connection at home	5,
A car	6,
An apartment / a house which you have finished paying for	7,
An apartment / a house which you are paying for	8,
None (SPONTANEOUS)	9,
DK (SPONTANEOUS)	10,

EB77.1 D46

NO QUESTIONS D47 TO D59

D60 During the last twelve months, would you say you had difficulties to pay your bills at the end of the month...?

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(578)

Most of the time	1
Occasionally	2
Almost never\ never	3
Refusal (SPONTANEOUS)	4

EB77.1 D60

D61 On the following scale, step '1' corresponds to "the lowest level in the society"; step '10' corresponds to "the highest level in the society". Could you tell me on which step you would place yourself?

SHOW CARD - ONE ANSWER ONLY

(579-580)

1 The lowest level in the society	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10 The highest level in the society	10
Refusal (SPONTANEOUS)	11

EB77.1 D61

D62 Could you tell me if...?

SHOW CARD WITH SCALE - ONE ANSWER PER LINE

(READ OUT)	Everyday Almost everyday	Two or three times a week	About once a week	Two or three times a month	Less often	Never	No Internet access (SPONTANEOUS)
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(581)	1	You use the Internet at home	1	2	3	4	5	6	7
(582)	2	You use the Internet in your place of work	1	2	3	4	5	6	7
(583)	3	You use the Internet somewhere else (school, university, cyber-café, etc.)	1	2	3	4	5	6	7

EB77.1 D62

INTERVIEW PROTOCOLE

P1 Date of the interview

(604-605)

(606-607)

DAY

MONTH

EB77.1 P1

P2 Time of the beginning of the interview

INT.:USE 24 HOUR CLOCK

(608-609)

(610-611)

HOUR

MINUTES

EB77.1 P2

P3 Number of minutes the interview lasted

(612-614)

MINUTES

EB77.1 P3

P4 Number of persons present during the interview, including interviewer

(615)

Two (interviewer and respondent)
Three
Four
Five or more

1
2
3
4

EB77.1 P4

P5 Respondent cooperation

(616)

Excellent
Fair
Average
Bad

1
2
3
4

EB77.1 P5

P6 Size of locality

(LOCAL CODES)

(617-618)

EB77.1 P6

P7 | Region

(LOCAL CODES)

(619-620)

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EB77.1 P7

P8 | Postal code

(621-628)

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EB77.1 P8

P9 | Sample point number

(629-636)

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EB77.1 P9

P10 | Interviewer number

(637-644)

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EB77.1 P10

P11 | LEAVE BLANK

(645-652)

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EB77.1 P11

NO QUESTION P12