

ZA4163

Flash Eurobarometer 150
(Quality & Services)

Questionnaire
Ireland

Job No 41100967

*Good morning/afternoon/evening. I am from Millward Brown IMS.
We are carrying out a survey on the everyday lifestyles of EU citizens and I would be grateful for your help in
answering some questions. Do you have about 10 minutes to answer some questions?*

Q1. Could you tell me whether or not you use each of the following services?

- Yes 1
- No..... 2

[READ OUT – ONE ANSWER PER ITEM]

- a. Mobile telephony
 - b. Natural gas
 - c. Postal services for regular mail such as letters, postcards or packages
 - d. Local transport (Buses, Dart.....)
 - e. Air transport
 - f. Rail transport
-

Q2. Would you say that you are very satisfied, rather satisfied, rather unsatisfied or not satisfied at all with the quality of services provided by the following ...

- Very satisfied1
- Rather satisfied2
- Rather unsatisfied3
- Not satisfied at all.....4
- [DK/NA].....5

[READ OUT – ONE ANSWER PER ITEM]

- a. Your electricity company
 - b. Your fixed telephone provider
 - c. Your mobile telephone provider **[only if Q1a = YES]**
 - d. Your gas provider **[only if Q1b = YES]**
 - e. Postal services for regular mail such as letters, postcards or packages **[only if Q1c = YES]**
 - f. Local transport (Buses, Dart.....) **[only if Q1d = YES]**
 - g. The airline company you most frequently use **[only if Q1e = YES]**
 - h. The railway company you usually use **[only if Q1f = YES]**
-

Q3.1. Electricity

Q3.1.1. I will now read out different aspects of the quality of the provision of electricity. For each aspect I would like you to indicate if you are rather satisfied or rather unsatisfied with this aspect.

- Rather satisfied1
- Rather unsatisfied2
- [DK/NA]3

[READ OUT – ROTATION – ONE ANSWER PER ITEM]

- a) The way electricity is produced in environmental terms
- b) The number of power cuts
- c) The repair service in case of power cuts or network problems
- d) The comprehensibility of electricity bills
- e) The possibility of measuring your own electricity consumption
- f) The handling of complaints

Q3.1.2. In your opinion, which of the following aspects of providing electricity needs to be improved the most?

[READ OUT – ROTATION – ONLY ONE ANSWER]

- The way electricity is produced in environmental terms 1
- The number of power cuts 2
- The repair service in case of power cuts or network problems..... 3
- The comprehensibility of electricity bills 4
- The possibility of measuring your own electricity consumption 5
- The handling of complaints..... 6
- [DK/NA] 7

Q3.1.3. Would you be willing to pay more for your electricity if....

- Yes.....1
- No2
- [DK/NA].....3

- a) **[If Q3.1.2 = 1]** ... a higher share of your electricity came from renewable sources of energy?
- b) **[If Q3.1.2 = 2]** ... the number of power cuts per year was cut in half?
- c) **[If Q3.1.2 = 3]** ... your company guaranteed a 24 hours repair service?
- d) **[If Q3.1.2 = 4]** ... your electricity bills were made clearer and easier to understand?
- e) **[If Q3.1.2 = 5]** ... you were able to measure your own electricity consumption?
- f) **[If Q3.1.2 = 6]** ... the complaints were better handled?

Q3.2. Fixed telephony

Q3.2.1. I will now read out different aspects of the quality of the provision of fixed telephony. For each aspect I would like you to indicate if you are rather satisfied or rather unsatisfied with this aspect.

- Rather satisfied1
- Rather unsatisfied2
- [DK/NA]3

[READ OUT – ROTATION – ONE ANSWER PER ITEM]

- a) The availability of complementary services such as voice mail, redirection of calls etc.
- b) The repair service in case of interruptions
- c) The comprehensibility of telephone bills
- d) The sound quality of telephone lines
- e) The waiting time of having a new line installed
- f) The cost of having a new line installed
- g) The service when contacting the telephone company

Q3.2.2. In your opinion, which of the following aspects of providing fixed telephony needs to be improved the most?

[READ OUT – ROTATION – ONLY ONE ANSWER]

- The availability of complementary services such as voice mail, redirection of calls, etc 1
- The repair service in case of interruptions. 2
- The comprehensibility of telephone bills 3
- The sound quality of telephone line..... 4
- The waiting time of having a new line installed 5
- The cost of having a new line installed 6
- The service when contacting the telephone company 7
- [DK/NA] 8

Q3.2.3. Would you be willing to pay more for your fixed telephony services if...

- Yes.....1
- No2
- [DK/NA]3

- a) **[If Q3.2.2 = 1]** ...you were offered more complementary services such as voice mail, redirection of calls etc.?
- b) **[If Q3.2.2 = 2]** ...your company offered a guaranteed 24 hours repair service?
- c) **[If Q3.2.2 = 3]** ...your fixed telephone bills were made clearer and more easily understandable?
- d) **[If Q3.2.2 = 4]** ...the sound quality was improved?
- e) **[If Q3.2.2 = 5]** ...the waiting time of having a new line installed was reduced
- f) **[If Q3.2.2 = 6]** ...the cost of having a new line installed was reduced?
- g) **[If Q3.2.2 = 7]** ...the service when contacting the telephone company was improved?

Q3.3. Mobile telephony [only if Q1a = YES]

Q3.3.0. Do you receive bills for your mobile phone or do you purchase call credit allowing you to pay for your calls in advance?

- A. Contract (receive bills) 1
- B. Prepay (purchase call credit in advance) 2
- C. Both 3

[If Q3.3.0. = 1 or 3]

Q3.3.1. I will now read out different aspects of the quality of the provision of mobile telephony. For each aspect I would like you to indicate if you are rather satisfied or rather unsatisfied with this aspect.

- Rather satisfied 1
- Rather unsatisfied 2
- [DK/NA] 3

[READ OUT – ROTATION – ONE ANSWER PER ITEM]

- a) The network coverage of your mobile telephone provider
- b) The comprehensibility of mobile telephone bills you receive
- c) The availability of complementary services such as voice mail, redirection of calls, etc.
- d) The sound quality of mobile telephone lines
- e) The possibility of using your mobile phone abroad [roaming]
- f) The service when contacting your mobile telephone provider

Q3.3.2. In your opinion, which of the following aspects of providing mobile telephony needs to be improved the most?

[READ OUT – ROTATION – ONLY ONE ANSWER]

- The network coverage of your mobile telephone provider..... 1
- The comprehensibility of mobile telephone bills..... 2
- The availability of complementary services such as voice mail, redirection of calls, etc..... 3
- The sound quality of mobile telephone lines 4
- The possibility of using your mobile phone abroad [roaming] 5
- The service when contacting your mobile phone provider 6
- [DK/NA] 7

Q3.3.3. Would you be willing to pay more for your mobile telephony services if...

- Yes..... 1
- No 2
- [DK/NA] 3

- a) **[If Q3.3.2 = 1]** ... the network coverage was improved?
- b) **[If Q3.3.2 = 2]** ... mobile telephone bills were made clearer and more understandable?
- c) **[If Q3.3.2 = 3]** ... more complementary services such as voice mail, redirection of calls, etc. were offered to you?
- d) **[If Q3.3.2 = 4]** ... the sound quality was substantially improved?
- e) **[If Q3.3.2 = 5]** ... the possibility of using your mobile abroad was improved (roaming)?
- f) **[If Q3.3.2 = 6]** ... the service when contacting your mobile telephone company was improved?

[If Q3.3.0. = 2]

Q3.3.4. I will now read out different aspects of the quality of your prepay call credit network provider. For each aspect I would like you to indicate if you are rather satisfied or rather unsatisfied with this aspect.

- Rather satisfied 1
- Rather unsatisfied 2
- [DK/NA] 3

[READ OUT – ROTATION – ONE ANSWER PER ITEM]

- a) The network coverage of your mobile telephone provider
- b) The time you have to use your call credit before it expires
- c) The ease of topping up your call credit
- d) The sound quality of mobile telephone communications
- e) The service when contacting your mobile phone provider

Q3.3.5. In your opinion, which of the following aspects of providing mobile telephony needs to be improved the most?

[READ OUT – ROTATION – ONLY ONE ANSWER]

- The network coverage of your mobile telephone provider..... 1
- The time you have to use your call credit before it expires 2
- The ease of topping up your call credit 3
- The sound quality of mobile telephone communications..... 4
- The service when contacting your mobile telephone provider..... 5
- [DK/NA]..... 6

Q3.3.6. Would you be willing to pay more for your mobile telephony services if...

- Yes..... 1
- No 2
- [DK/NA]..... 3

- a) [If Q3.3.5 = 1] ... the network coverage of your mobile provider was improved?
- b) [If Q3.3.5 = 2] ... the validity time of the call credit was longer?
- c) [If Q3.3.5 = 3] ... it became easier to top up your call credit?
- d) [If Q3.3.5 = 4] ... the sound quality of your calls was improved?
- e) [If Q3.3.5 = 5] ... the service when contacting your mobile provider was improved?

Q3.4. Gas Company [only if Q1b = YES]

Q3.4.1. I will now read out different aspects of the quality of the provision of natural gas. For each aspect I would like you to indicate if you are rather satisfied or rather unsatisfied with this aspect.

- Rather satisfied1
- Rather unsatisfied2
- [DK/NA]3

[READ OUT – ROTATION – ONE ANSWER PER ITEM]

- a) The continuation of service
- b) The repair service in case of a problem
- c) The comprehensibility of bills
- d) The possibility of measuring your own gas consumption

Q3.4.2. In your opinion, which of the following aspects of providing natural gas needs to be improved the most?

[READ OUT – ROTATION – ONLY ONE ANSWER]

- The continuation of service 1
- The repair service in case of a problem..... 2
- The comprehensibility of bills 3
- The possibility of measuring your own gas consumption 4
- [DK/NA]..... 5

Q3.4.3. Would you be willing to pay more for your gas if...

- Yes.....1
- No2
- [DK/NA]3

- a) **[If Q3.4.2 = 1]** ... you had fewer interruptions of the service?
- b) **[If Q3.4.2 = 2]** ... you received a 24 hours guaranteed repair services?
- c) **[If Q3.4.2 = 3]** ... gas bills were made clearer and more understandable?
- d) **[If Q3.4.2 = 4]** ... you were able to measure your own gas consumption?

Q3.5. Postal service [only if Q1c = YES]

Q3.5.1. I will now read out different aspects of the quality of the provision of postal services (this includes both letters and parcels). For each aspect I would like you to indicate if you are rather satisfied or rather unsatisfied with this aspect.

- Rather satisfied1
- Rather unsatisfied2
- [DK/NA]3

[READ OUT – ROTATION – ONE ANSWER PER ITEM]

- a) Timely delivery
- b) Proximity of post offices
- c) Proximity of mailboxes
- d) Ease to obtain stamps, envelopes or boxes
- e) Service provided in post offices
- f) The frequency of delivery of mail
- g) The arrangements for collecting parcels

Q3.5.2. In your opinion, which of the following aspects of providing postal services needs to be improved the most?

[READ OUT – ROTATION – ONLY ONE ANSWER]

- Timely delivery 1
- Proximity of post office. 2
- Proximity of mailboxes..... 3
- Ease to obtain stamps, envelopes or boxes 4
- Service provided in post offices (for instance queuing time at post office)..... 5
- The frequency of delivery of mail..... 6
- The arrangements for collecting parcels 7
- [DK/NA] 8

Q3.5.3. Would you be willing to pay more for your postal services if...

- Yes.....1
- No2
- [DK/NA]3

- a) [If Q3.5.2 = 1] ... the delivery time was improved significantly?
- b) [If Q3.5.2 = 2] ... you got a post office much nearer your home?
- c) [if Q3.5.2 = 3] ... more mail boxes were installed nearer to your home?
- d) [if Q3.5.2 = 4] ... it became easier to obtain stamps?
- e) [if Q3.5.2 = 5] ... the service provided in post offices was significantly improved?
- f) [if Q3.5.2 = 6] ... mail was delivered more frequently?
- g) [if Q3.5.2 = 7] ... the arrangements for collecting your parcels were improved?

Q3.6. Local transport (buses, Dart.....) [only if Q1d = YES]

Q3.6.1. I will now read out different aspects of the quality of the provision of local transport (buses, Dart.....). For each aspect I would like you to indicate if you are rather satisfied or rather unsatisfied with this aspect.

- Rather satisfied1
- Rather unsatisfied2
- [DK/NA]3

[READ OUT – ROTATION – ONE ANSWER PER ITEM]

- a) Punctuality of services
- b) Frequency of services
- c) Ease and rapidity of connections
- d) Cleanliness and condition of vehicles
- e) Service provided by personnel
- f) Ease to buy tickets

Q3.6.2. In your opinion, which of the following aspects of local transport services needs to be improved the most?

[READ OUT – ROTATION – ONLY ONE ANSWER]

- Punctuality of services 1
- Frequency of services. 2
- Ease and rapidity of connections. 3
- Cleanliness and condition of vehicles 4
- Service provided by personnel 5
- Ease to buy tickets 6
- [DK/NA] 7

Q3.6.3. Would you be willing to pay more for your local transport if...

- Yes1
- No2
- [DK/NA]3

- a) [If Q3.6.2 = 1] ... punctuality was significantly improved?
- b) [If Q3.6.2 = 2] ... the frequency of service was significantly improved?
- c) [If Q3.6.2 = 3] ... connections were easier and faster?
- d) [If Q3.6.2 = 4] ... vehicles were cleaner and in better condition?
- e) [If Q3.6.2 = 5] ... service provided by personnel was improved?
- f) [if Q3.6.2 = 6] ... it was easier to buy tickets?

Q3.7. Air transport [only if Q1e = YES]

Q3.7.1. I will now read out different aspects of the quality of the provision of air transport. For each aspect I would like you to indicate if you are rather satisfied or rather unsatisfied with this aspect.

- Rather satisfied 1
- Rather unsatisfied 2
- [DK/NA] 3

[READ OUT – ROTATION – ONE ANSWER PER ITEM]

- a) The punctuality of departure and arrival
- b) The frequency of flights
- c) The offer of direct flights to your destinations
- d) The number of destinations
- e) Before and after flight airport service
- f) In-flight service
- g) The accessibility to airport

Q3.7.2. In your opinion, which of the following aspects of air transport needs to be improved the most?

[READ OUT – ROTATION – ONLY ONE ANSWER]

- The punctuality of departure and arrival 1
- The frequency of flights. 2
- The offer of direct flights to your destinations. 3
- The number of destinations 4
- Before and after flight airport service 5
- In-flight service 6
- The accessibility to airport 7
- [DK/NA] 8

Q3.7.3. Would you be willing to pay more for your air transport if...

- Yes 1
- No 2
- [DK/NA] 3

- a) [If Q3.7.2 = 1] ... punctuality was improved?
- b) [If Q3.7.2 = 2] ... there were more frequent flights to your usual destination?
- c) [If Q3.7.2 = 3] ... there were more direct flights to your destination?
- d) [If Q3.7.2 = 4] ... you were offered a greater number of destinations?
- e) [If Q3.7.2 = 5] ... there was a significant improvement in airport services?
- f) [If Q3.7.2 = 6] ... the in-flight service was substantially improved?
- g) [If Q3.7.2 = 7] ... you had easier access to an airport?

Q3.8. Rail Transport [only if Q1f = YES]

Q3.8.1. I will now read out different aspects of the quality of the provision of rail transport. For each aspect I would like you to indicate if you are rather satisfied or rather unsatisfied with this aspect.

- Rather satisfied 1
- Rather unsatisfied 2
- [DK/NA] 3

[READ OUT – ROTATION – ONE ANSWER PER ITEM]

- a) The punctuality of arrivals and departures
- b) The cleanliness and comfort of trains
- c) The speed and convenience of ticketing services
- d) On-board services
- e) The frequency of trains
- f) The speed of trains
- g) The information about timetables and fares

Q3.8.2. In your opinion, which of the following aspects of rail transport needs to be improved the most?

[READ OUT – ROTATION – ONLY ONE ANSWER]

- The punctuality of arrivals and departures 1
- The cleanliness and comfort of trains 2
- The speed and convenience of ticketing services 3
- On-board services 4
- The frequency of trains 5
- The speed of trains 6
- The information about timetables and fares 7
- [DK/NA] 8

Q3.8.3. Would you be willing to pay more for your rail transport if...

- Yes 1
- No 2
- [DK/NA] 3

- a) [If Q3.8.2 = 1] ... punctuality was significantly improved?
- b) [If Q3.8.2 = 2] ... trains were made more comfortable and cleaner?
- c) [If Q3.8.2 = 3] ... the ticketing service was improved?
- d) [If Q3.8.2 = 4] ... on-board service was improved?
- e) [If Q3.8.2 = 5] ... the frequency of trains was increased?
- f) [If Q3.8.2 = 6] ... faster trains could allow you to reach your destination in reduced time?
- g) [If Q3.8.2 = 7] ... information about timetables and fares were improved?

[TO ALL]

Q4. Which of the two elements – price or quality – is the most important for you when choosing a service provider?

- Mostly price proposed by the provider..... 1
- Mostly quality offered by the provider..... 2
- [DK/NA]..... 3

[READ OUT – ROTATION – ONE ANSWER PER ITEM]

- a) For Electricity
- b) For Fixed telephony
- c) For Mobile telephony
- d) For Natural gas
- e) For Postal services
- f) For Local transport
- g) For Air transport
- h) For Rail transport

Q5. In some of the sectors mentioned earlier there are several providers to choose from. I would now like you to consider some arguments about changing or not changing provider and tell me which argument best reflects your point-of-view.

Q5.1. Electricity

Q5.1.1 For which of the following reasons would you be most inclined to change your electricity supplier, if you had the choice?

[READ OUT – ONLY ONE ANSWER]

- For a small price reduction 1
- Only for a large price reduction..... 2
- For a slight improvement in the quality aspect that you find the most important 3
- Only for a significant improvement in the quality aspect that you find the most important 4
- You would not change electricity provider for any of these reason 5
- [DK/NA]..... 6

[IF Q5.1.1 = 5 ask Q5.1.2]

Q5.1.2 From the following list of reasons, for you personally what would be the main barrier to changing your electricity provider, if you had the choice?

[READ OUT – ONLY ONE ANSWER]

- It is too complicated to change provider 1
- It is difficult to compare prices from different providers..... 2
- The costs associated with changing provider are too high 3
- The quality of other providers is uncertain 4
- It is too time consuming to change providers 5
- [I'm happy with my current provider] 6
- [DK/NA] 7

Q5.2. Fixed telephony

Q5.2.1 For which of the following reasons would you be most inclined to change your fixed telephony supplier, if you had the choice?

[READ OUT – ONLY ONE ANSWER]

- For a small price reduction 1
- Only for a large price reduction 2
- For a slight improvement in the quality aspect that you find the most important 3
- Only for a significant improvement in the quality aspect that you find the most important 4
- You would not change fixed telephony provider for any of these reasons 5
- [DK/NA] 6

[IF Q5.2.1 = 5 ask Q5.2.2]

Q5.2.2 From the following list of reasons, for you personally what would be the main barrier to changing your fixed telephony provider, if you had the choice?

[READ OUT – ONLY ONE ANSWER]

- It is too complicated to change provider 1
- It is difficult to compare prices from different providers 2
- The costs associated with changing provider are too high 3
- The quality of other providers is uncertain 4
- It is too time consuming to change providers 5
- [I'm happy with my current provider] 6
- [DK/NA] 7

Q5.3. Mobile telephony [only if Q1a = YES]

Q5.3.1 For which of the following reasons would you be most inclined to change your mobile telephony supplier, if you had the choice?

[READ OUT – ONLY ONE ANSWER]

- For a small price reduction 1
- Only for a large price reduction 2
- For a slight improvement in the quality aspect that you find the most important 3
- Only for a significant improvement in the quality aspect that you find the most important 4
- You would not change mobile telephony provider for any of these reasons 5
- [DK/NA] 6

[IF Q5.3.1 = 5 ask Q5.3.2]

Q5.3.2 From the following list of reasons, for you personally what would be the main barrier to changing your mobile telephony provider, if you had the choice?

[READ OUT – ONLY ONE ANSWER]

- It is too complicated to change provider 1
- It is difficult to compare prices from different providers..... 2
- The costs associated with changing provider are too high..... 3
- The quality of other providers is uncertain 4
- It is too time consuming to change providers..... 5
- [I'm happy with my current provider] 6
- [DK/NA] 7

Q5.4. Natural gas [only if Q1b = YES]

Q5.4.1 For which of the following reasons would you be most inclined to change your natural gas supplier, if you had the choice?

[READ OUT – ONLY ONE ANSWER]

- For a small price reduction 1
- Only for a large price reduction..... 2
- For a slight improvement in the quality aspect that you find the most important 3
- Only for a significant improvement in the quality aspect that you find the most important 4
- You would not change gas supplier for any of these reasons 5
- [DK/NA] 6

[IF Q5.4.1 = 5 ask Q5.4.2]

Q5.4.2 From the following list of reasons, for you personally what would be the main barrier to changing your natural gas provider, if you had the choice?

[READ OUT – ONLY ONE ANSWER]

- It is too complicated to change provider 1
- It is difficult to compare prices from different providers..... 2
- The costs associated with changing provider are too high..... 3
- The quality of other providers is uncertain 4
- It is too time consuming to change providers..... 5
- [I'm happy with my current provider] 6
- [DK/NA] 7

Q5.5. Postal services [only if Q1c = YES]

Q5.5.1 For which of the following reasons would you be most inclined to use another postal service provider to send a parcel, if you had the choice?

[READ OUT – ONLY ONE ANSWER]

- For a small price reduction..... 1
- Only for a large price reduction..... 2
- For a slight improvement in the quality aspect that you find the most important for sending a parcel..... 3
- Only for a significant improvement in the quality aspect that you find the most important for sending a parcel..... 4
- You would not change postal services provider for sending a parcel for any of these reasons..... 5
- [DK/NA]..... 6

[IF Q5.5.1 = 5 ask Q5.5.2]

Q5.5.2 From the following list of reasons, for you personally what would be the main barrier to using another postal service provider to send a parcel, if you had the choice?

[READ OUT – ONLY ONE ANSWER]

- You do not trust another provider to deliver your parcel safely and timely..... 1
- It is too complicated to use another provider..... 2
- It is difficult to compare prices from different providers..... 3
- It is too time consuming to use another provider..... 4
- [I'm happy with my current provider]..... 5
- [DK/NA]..... 6

Q5.6. Air transport [Only if Q1e = YES]

Q5.6.1 For which of the following reasons would you be most inclined to change the airline company you most often use?

[READ OUT – ONLY ONE ANSWER]

- For a small price reduction..... 1
- Only for a large price reduction..... 2
- For a slight improvement in the quality aspect that you find the most important..... 3
- Only for a significant improvement in the quality aspect that you find the most important 4
- You would not change airline for any of these reasons..... 5
- [DK/NA]..... 6

[IF Q5.6.1 = 5 ask Q5.6.2]

Q5.6.2. From the following list of reasons, for you personally what would be the main barrier to changing the airline company you most frequently use?

[READ OUT – ONLY ONE ANSWER]

- Their time schedule does not suit you 1
- They do not fly to the destinations you need to go to 2
- It is too complicated to change airline 3
- It is difficult to compare prices from different airlines..... 4
- The quality of other providers is uncertain..... 5
- It is too time consuming to change providers 6
- [I'm happy with the airline company I currently use] 7
- [DK/NA]..... 8

Q5.7. Local transport [Only if Q1d = YES]

Q5.7.1 For which of the following reasons would you be ready to use local transport more (buses, Dart.....)?

[READ OUT – ONLY ONE ANSWER]

- For a small price reduction..... 1
- Only for a large price reduction 2
- For a slight improvement in the quality aspect that you find the most important 3
- Only for a significant improvement in the quality aspect that you find the most important 4
- You would not use local transport more for any of these reasons 5
- [DK/NA]..... 6

[IF Q5.7.1 = 5 ask Q5.7.2]

Q5.7.2 From the following list of reasons, for you personally what would be the main barrier for not using local transport more?

[READ OUT – ONLY ONE ANSWER]

- You cannot get to where you want to go with local transport..... 1
- Their time schedule does not suit you 2
- It is too time consuming to use local transport compared to other means of transport..... 3
- There are too many delays or cancellations..... 4
- [I already use it as much as I can]..... 5
- [DK/NA]..... 6

Q5.8. Rail transport [Only if Q1f = YES]

Q5.8.1 For which of the following reasons would you be ready to use rail transport more?

[READ OUT – ONLY ONE ANSWER]

- For a small price reduction..... 1
- Only for a large price reduction 2
- For a slight improvement in the quality aspect that you find the most important..... 3
- Only for a significant improvement in the quality aspect that you find the most important... 4
- You would not use rail transport more for any of these reasons..... 5
- [DK/NA]..... 6

[IF Q5.8.1 = 5 ask Q5.8.2]

Q5.8.2 From the following list of reasons, for you personally what would be the main barrier for not using rail transport more?

[READ OUT – ONLY ONE ANSWER]

- You cannot get to where you want to go 1
- Their time schedule does not suit you 2
- It is too time consuming to use rail transport compared to other means of transport..... 3
- There are too many delays or cancellations..... 4
- [I already use it as much as I can]..... 5
- [DK/NA]..... 6

[TO ALL]**And finally, I would like to ask you several questions concerning payments by card...****Q6. Yourself, do you own one or several credit or bank payment card(s)?**

- Yes, one..... 1
- Yes, several 2
- No 3

[If 'NO' (code 3), GO TO END OF INTERVIEW]**[If respondent mentions 'debit card' = YES]**

- Q7. One's credit or bank payment card may be lost or stolen. Currently, in order to block one's card and to exclude the cardholder's liability, it is necessary to call a specific telephone number, e.g. the number of the cardholder's bank .

In your opinion, would the creation of a **single common** telephone number, easy to remember and the same in all of the countries of the European Union, be a very effective, rather effective, rather ineffective or not effective at all, measure to increase people's confidence in using payment cards?

[READ OUT – ONLY ONE ANSWER]

- Very effective 1
- Rather effective 2
- Rather ineffective 3
- Not effective at all 4
- [DK/NA] 5

[If respondent mentions the problem of 'international area codes', insist on the fact that it is a single common telephone number throughout the EU; only the international area code might be different]

- Q8. Would you be prepared to pay for the availability of such a service within the European Union?

[READ OUT – ONLY ONE ANSWER]

- Yes, certainly 1
- Yes, probably 2
- No, probably not 3
- No, certainly not 4
- [DK/NA] 5

- Q9. If this single common telephone number service within the European Union had to be paid for, which solution would you prefer?

[READ OUT – ONLY ONE ANSWER]

- An increase in the annual fee and unchanged charges for blocking the card 1
- An increase in the blocking charges and the unchanged annual fee 2
- [DK/NA] 3

[END OF INTERVIEW - THANK RESPONDENT]

Classification Details

<p>SEX: Male1 Female.....2</p> <p>AGE: (Record Exact Age) <input type="text"/> <input type="text"/></p> <p>Use code '00' if respondent refuses to answer</p> <p>EDUCATION: How old were you when you finished your full-time education? (Record Exact Age)</p> <p>Use code '99' if respondent still at full-time school Use code '00' if respondent refuses to answer Use code '01' if never went to full-time school</p> <input type="text"/> <input type="text"/> <p>REGION: Dublin 1 Rest of Leinster.....2 Munster3 Conn/Ulster4</p> <p>TYPE OF LOCALITY: Metropolitan zone 1 Other town/urban centre2 Rural zone3</p>	<p>WHAT IS YOUR OCCUPATION? As far as your current occupation is concerned, would you say you are self-employed, employee, manual worker or would you say that you are without a professional activity?</p> <p>[READ OUT LEFT ITEMS – THEN ASK TO SPECIFY (“that is to say”)] - ONLY ONE ANSWER]</p> <p>- 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 (SPECIFY) 15</p> <p>- 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 (SPECIFY) 27</p> <p>- Manual worker → i.e. : - supervisor/foreman (team manager, etc ...) 31 - manual worker 32 - unskilled manual worker 33 - other (SPECIFY) 34</p> <p>Without a professional activity → i.e. : - looking after the home..... 41 - student (full time) 42 - retired..... 43 - seeking a job 44 - other (SPECIFY) 45</p> <p>- (Refusal)..... 99</p> <p>Length of Interview <input type="text"/> <input type="text"/> Mins</p>
--	---