

ZA4743

Eurobarometer 69.1

**Country Specific Questionnaire
Ireland**

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

EB68.2 A

B	country code (106-107)
	<input type="text"/> <input type="text"/>

EB68.2 B

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

EB68.2 C

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

EB68.2 D

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

EB68.2 Q1

IF OTHER OR DK AT Q1, CLOSE INTERVIEW

QA1 For each of the following types of discrimination, could you please tell me whether you think it is very widespread, fairly widespread, fairly rare or very rare in Ireland?

SHOW CARD WITH SCALE – ONE ANSWER PER LINE

	READ OUT – ROTATE	Very wide spread	Fairly wide spread	Fairly rare	Very rare	Non-existent (SPONTANEOUS)	DK
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(166)	1	Ethnic origin	1	2	3	4	5	6
(167)	2	Gender	1	2	3	4	5	6
(168)	3	Sexual orientation (for example being gay or lesbian)	1	2	3	4	5	6
(169)	4	Age	1	2	3	4	5	6
(170)	5	Religion or beliefs	1	2	3	4	5	6
(171)	6	Disability	1	2	3	4	5	6

EB65.4 QA1 TREND SLIGHTLY MODIFIED

QA2 If you compare the current situation with 5 years ago, would you say that the following types of discrimination are more widespread or less widespread in Ireland?

SHOW CARD WITH SCALE – ONE ANSWER PER LINE

	READ OUT – ROTATE	Far more widespread	Slightly more widespread	Slightly less widespread	Far less widespread	DK
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(172)	1	Ethnic origin	1	2	3	4	5
(173)	2	Gender	1	2	3	4	5
(174)	3	Sexual orientation (for example being gay or lesbian)	1	2	3	4	5
(175)	4	Age	1	2	3	4	5
(176)	5	Religion or beliefs	1	2	3	4	5
(177)	6	Disability	1	2	3	4	5

EB65.4 QA2 TREND SLIGHTLY MODIFIED

QA3	In the past 12 months have you personally felt discriminated against or harassed on the basis of one or more of the following grounds?
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DO NOT READ OUT – SHOW CARD WITH LETTERS – MULTIPLE ANSWERS POSSIBLE

	(178-186)
Ethnic origin	1,
Gender	2,
Sexual orientation	3,
Age	4,
Religion or beliefs	5,
Disability	6,
No/I have not felt discriminated against or harassed	7,
For another reason	8,
DK	9,

NEW

QA4	In the past 12 months, have you witnessed anyone being discriminated against or harassed on the basis of one or more of the following grounds?
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SHOW CARD - MULTIPLE ANSWERS POSSIBLE

	(187-195)
Ethnic origin	1,
Gender	2,
Sexual orientation	3,
Age	4,
Religion or beliefs	5,
Disability	6,
No/Have not witnessed discrimination or harassment	7,
For another reason	8,
DK	9,

NEW

QA5 We have just been discussing discrimination based on ethnic origin, gender, sexual orientation, age, religion or belief, and\ or disability. Some people may experience discrimination based on more than one of these characteristics. This is called 'multiple discrimination'. Could you please tell me whether you think multiple discrimination is very widespread, fairly widespread, fairly rare or very rare in Ireland?

SHOW CARD – READ OUT

	(196)
Very widespread	1
Fairly widespread	2
Fairly rare	3
Very rare	4
Non-existent (SPONTANEOUS)	5
DK	6

NEW

QA6 Using a scale from 1 to 10 where '1' means that you would be "very uncomfortable" and '10' means that you would be "totally comfortable" how would you feel about each of the following situations

SHOW CARD WITH SCALE - ONE ANSWER PER LINE - IF RESPONDENT EXPERIENCES ANY DIFFICULTY IN UNDERSTANDING THE TERM 'ROMA/ROMANY GYPSY', EXPLAIN AS INSTRUCTED IN BRIEFING NOTES

	READ OUT – ROTATE	1 Very uncomfortable	2	3	4	5	6	7	8	9	10 Totally comfortable	Indifferent (SPONTANEOUS)	DK
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(197-198)	1	Having a Roma/Romany gypsy as a neighbour	1	2	3	4	5	6	7	8	9	10	11	12
(199-200)	2	Having a disabled person as a neighbour	1	2	3	4	5	6	7	8	9	10	11	12
(201-202)	3	Having a gay man or lesbian woman as a neighbour	1	2	3	4	5	6	7	8	9	10	11	12
(203-204)	4	Having a person of a different ethnic origin to you as a neighbour	1	2	3	4	5	6	7	8	9	10	11	12
(205-206)	5	Having a person of a different religion or different beliefs to you as a neighbour	1	2	3	4	5	6	7	8	9	10	11	12

NEW

QA7	In Ireland, when a company wants to hire someone and has the choice between two candidates with equal skills and qualifications, which of the following criteria do you think could put one candidate at a disadvantage?
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SHOW CARD – READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE

	(207-221)
The candidate's name	1,
The candidate's address	2,
The candidate's way of speaking, his or her accent	3,
The candidate's skin colour or ethnic origin	4,
The candidate's gender	5,
The candidate's sexual orientation (for example, being gay or lesbian)	6,
The candidate's age	7,
A disability	8,
The expression of a religious belief (for example wearing a visible religious symbol)	9,
If the candidate is a smoker	10,
The candidate's look, dress-sense or presentation	11,
The candidate's general physical appearance (size, weight, face etc.)	12,
None of those (SPONTANEOUS)	13,
Others (SPONTANEOUS)	14,
DK	15,

EB65.4 QA5 TREND SLIGHTLY MODIFIED

QA8 And using a scale from 1 to 10, where 1 means 'very uncomfortable' and 10 means 'totally comfortable', how would you feel about having someone from the following categories elected as Taoiseach in Ireland?

SHOW CARD WITH SCALE - ONE ANSWER PER LINE

	(READ OUT – ROTATE)	1 Very unco mfort able	2	3	4	5	6	7	8	9	10 Total ly comf ortab le	Indiff erent (SP ONT ANE OUS)	DK
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(222-223)	1	A woman	1	2	3	4	5	6	7	8	9	10	11	12
(224-225)	2	A gay man or lesbian woman	1	2	3	4	5	6	7	8	9	10	11	12
(226-227)	3	A person of an ethnic origin that is different to the majority of the population	1	2	3	4	5	6	7	8	9	10	11	12
(228-229)	4	A person aged under 30	1	2	3	4	5	6	7	8	9	10	11	12
(230-231)	5	A person of a religion different to the majority of the population	1	2	3	4	5	6	7	8	9	10	11	12
(232-233)	6	A disabled person	1	2	3	4	5	6	7	8	9	10	11	12
(234-235)	7	A person aged over 75	1	2	3	4	5	6	7	8	9	10	11	12

NEW

QA9	Would you be in favour of or opposed to specific measures being adopted to provide equal employment opportunities for everyone? These measures could include special training schemes or adapted recruitment processes depending on a persons
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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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(236)	1	Ethnic origin	1	2	3	4	5
(237)	2	Gender	1	2	3	4	5
(238)	3	Age	1	2	3	4	5
(239)	4	Religion or beliefs	1	2	3	4	5
(240)	5	Disability	1	2	3	4	5
(241)	6	Sexual orientation	1	2	3	4	5

EB65.4 QA9 TREND MODIFIED

QA10	To what extent do you support or oppose the following in the workplace?
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SHOW CARD WITH SCALE - ONE ANSWER PER LINE

	READ OUT – ROTATE	Totally support	Somewhat support	Somewhat oppose	Totally oppose	DK
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(242)	1	Monitoring the work-force structure to measure the representation of people from ethnic minorities	1	2	3	4	5
(243)	2	Monitoring recruitment procedures to ensure that candidates from ethnic minorities have the same chance of being selected for interview or hired as other candidates with similar skills and qualifications	1	2	3	4	5

NEW

QA11	In general, would you say that enough effort is made in Ireland to fight all forms of discrimination?
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SHOW CARD – READ OUT – ONE ANSWER ONLY

	(244)
Yes, definitely	1
Yes, to some extent	2
No, not really	3
No, definitely not	4
DK	5

EB65.4 QA10

QA12	Do you know your rights if you were to become the victim of discrimination or harassment?
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READ OUT

	(245)
Yes	1
No	2
That depends (SPONTANEOUS)	3
DK	4

EB65.4 QA14

Let's now talk about another topic.

QB1 How well informed do you think you are about radioactive waste?

READ OUT – ONE ANSWER ONLY

(266)

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

EB63.2 QA1 TREND SLIGHTLY MODIFIED

QB2 Are you totally in favour, fairly in favour, fairly opposed or totally opposed to energy production by nuclear power stations?

READ OUT – ONE ANSWER ONLY

(267)

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

EB63.2 QA2 TREND SLIGHTLY MODIFIED

ASK ALL OPPOSED TO ENERGY PRODUCED BY NUCLEAR POWER STATIONS - CODE 3 OR 4 AT QB2 - OTHERS GO TO QB4

QB3 And if there was a permanent and safe solution to the management of radioactive waste, would you be totally in favour, fairly in favour, fairly opposed or totally opposed to energy production by nuclear power stations?

READ OUT – ONE ANSWER ONLY

(268)

Totally in favour	1
Fairly in favour	2
Fairly opposed	3
Totally opposed	4
I do not think there is a solution (SPONTANEOUS)	5
DK	6

EB63.2 QA3 TREND MODIFIED

ASK ALL

QB4 For each of the following statements, please tell me if you totally agree, tend to agree, tend to disagree or totally disagree.

SHOW CARD WITH SCALE – ONE ANSWER PER LINE

	READ OUT	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(269)	1	The use of nuclear energy enables European countries to diversify their energy sources	1	2	3	4	5
(270)	2	We could reduce our dependence on oil if we used more nuclear energy	1	2	3	4	5
(271)	3	An advantage of nuclear power is that it emits less greenhouse gases than other energy sources such as oil or coal	1	2	3	4	5

EB63.2 QA4 TREND SLIGHTLY MODIFIED

QB5 For each of the following statements, please tell me whether you think it is true or false.

SHOW CARD

	READ OUT	True.	False.	DK
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(272)	1	There are several categories of radioactive waste - low, intermediate and high level	1	2	3
(273)	2	Some hospitals produce low level radioactive waste	1	2	3
(274)	3	Some non-nuclear industries produce low level radioactive waste	1	2	3
(275)	4	Some scientific research centres produce radioactive waste	1	2	3
(276)	5	High level radioactive waste is only produced in nuclear reactors	1	2	3
(277)	6	Radioactive waste is produced in similar quantities to other waste such as chemical waste	1	2	3
(278)	7	All radioactive waste is very dangerous	1	2	3

EB63.2 QA5 TREND MODIFIED

QB6	Please tell me if you think each of the following statements about the current handling of radioactive waste in Ireland is true or false.
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SHOW CARD

	READ OUT	True.	False.	DK
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(279)	1	Some radioactive waste is currently placed deep underground at special disposal sites	1	2	3
(280)	2	Some radioactive waste is put into solid form and packed in steel drums	1	2	3
(281)	3	Some radioactive waste is sent to other countries for disposal (final storage)	1	2	3
(282)	4	Some radioactive waste is stored temporarily, pending a final decision on disposal (final storage)	1	2	3
(283)	5	Some radioactive waste is dumped at sea	1	2	3

EB63.2 QA10 TREND MODIFIED

QB7	For each of the following statements, please tell me to what extent you agree or disagree.
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SHOW CARD WITH SCALE – ONE ANSWER PER LINE
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	READ OUT	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(284)	1	A solution for high level radioactive waste should be developed now and not left for future generations	1	2	3	4	5
(285)	2	There is no safe way of getting rid of high level radioactive waste	1	2	3	4	5
(286)	3	Deep underground disposal represents the most appropriate solution for long-term management of high level radioactive waste	1	2	3	4	5

EB63.2 QA11 TREND MODIFIED

QB8	Which, if any, of the following would you trust to give you information about the way radioactive waste is managed in Ireland?
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SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(287-297)

National agencies in charge of dealing with radioactive waste	1,
The Irish Government	2,
Non-governmental organisations (NGOs) concerned about the environment	3,
Scientists	4,
The media	5,
The European Union	6,
The nuclear industry	7,
International organisations working on peaceful uses of nuclear technology	8,
None of these (SPONTANEOUS)	9,
Other (SPONTANEOUS)	10,
DK	11,

EB63.2 QA12 TREND MODIFIED

QB9	If a deep underground disposal site for radioactive waste was to be built near your home, what would worry you most ?
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SHOW CARD – READ OUT – ONE ANSWER ONLY

(298)

Transport of waste to the disposal site	1
The risk of radioactive leaks while the site is in operation	2
The risk of a terrorist attack	3
The possible effects on the environment and health	4
A major drop in local property prices	5
None of these (SPONTANEOUS)	6
Other (SPONTANEOUS)	7
DK	8

EB63.2 QA13

QB10 Thinking about the hypothetical construction of an underground disposal site for radioactive waste near your home, with which of the following do you most agree?

SHOW CARD – READ OUT – ONE ANSWER ONLY

(299)

You would like to be directly consulted and to participate in the decision making process	1
You would like local non-governmental organisations to be consulted and to participate in the decision making process	2
You would leave the responsible authorities to decide on this matter	3
None of these (SPONTANEOUS)	4
DK	5

EB63.2 QA14

QB11 To what extent do you agree or disagree with the following statements?

SHOW CARD WITH SCALE - ONE ANSWER PER LINE

	READ OUT	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
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(300)	1	Each EU Member State should be fully responsible for the management of its own radioactive waste	1	2	3	4	5
(301)	2	Harmonized and consistent practices should be developed within the EU to manage radioactive waste	1	2	3	4	5
(302)	3	Each EU Member State should have a management plan for radioactive waste with specified deadlines	1	2	3	4	5
(303)	4	The EU should be able to monitor national practices and programmes for managing radioactive waste	1	2	3	4	5

NEW

Now let's talk about another topic.

QC1 Please tell me if you have purchased any goods or services in the last 12 months, in Ireland or elsewhere in any of the following ways?

SHOW CARD WITH SCALE – MULTIPLE ANSWERS POSSIBLE PER LINE

READ OUT	Yes, from a seller\ provider located in Ireland	Yes, from a seller\ provider located in another EU country	Yes, from a seller\ provider located outside the EU	No	DK
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(324-328)	1	Via the Internet (website, email, etc.)	1,	2,	3,	4,	5,
(329-333)	2	By phone	1,	2,	3,	4,	5,
(334-338)	3	By post (catalogues, mail order, etc.)	1,	2,	3,	4,	5,
(339-343)	4	From a sales representative who visited you at your home or work place	1,	2,	3,	4,	5,

EB65.1 QB1 TREND MODIFIED (scale)

QC2 In the last 12 months, have you...?

SHOW CARD - ONE ANSWER PER LINE

READ OUT	Yes, several times	Yes, but only once or twice	No	DK
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(344)	1	Made a trip to another EU country, primarily for shopping (i.e. buying clothes, electronics, etc.)	1	2	3	4
(345)	2	Purchased goods or services when on holiday or on a business trip in another EU country but excluding any purchases linked to the trip such as travel, accommodation, leisure activities, meals etc	1	2	3	4
(346)	3	Tried to purchase goods or services in another EU country but were unable to because you did not live in that different country	1	2	3	4
(347)	4	Heard of the European Consumer Centre/ECC	1	2	3	4

EB65.1 QB2 TREND MODIFIED

ASK QC3 IF THE RESPONDENT HAS MADE AT LEAST ONE EU CROSS-BORDER PURCHASE (CODE 2 AT QC1 OR CODE 1 OR 2 AT QC2) – OTHERS GO TO QC4

THIS INCLUDES PURCHASES FROM QC1 OR QC2

QC3 In the last 12 months, what was the value of goods or services you purchased from sellers\ providers located in other European Union countries? Please tell me how much you spent in total, even if it is an approximate amount.

RECORD THE VALUE BELOW - IF RESPONDENT REFUSES CODE AS '9999998' - IF rESPONDENT DOES NOT KNOW CODE AS '9999999'

(348-354)

							Euros
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NEW

ASK ALL

QC4 In the last 12 months, have you come across any advertisements or offers in Ireland from sellers\ providers located in other EU countries?

READ OUT – ONE ANSWER ONLY

	(355)
Often	1
Sometimes	2
Rarely	3
Never	4
DK	5

EB65.1 QB11 TREND SLIGHTLY MODIFIED

We're now going to talk about advertisements which are unsolicited, misleading or fraudulent. Misleading advertisements are those which either contain false information or present factually correct information in a misleading manner. Fraudulent advertisements attempt to obtain money without selling anything.

QC5 Have any of the following happened to you in the last 12 months in Ireland or elsewhere?

SHOW CARD WITH SCALE – MULTIPLE ANSWERS POSSIBLE PER LINE

READ OUT	Yes, from a seller located in Ireland	Yes, from a seller located in another EU country	Yes, from a seller located outside the EU	Yes, but you do not know where the seller or provider was located	No	DK
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(356-361)	1	You received unsolicited advertisements or offers (cold calls, spam emails etc.)	1,	2,	3,	4,	5,	6,
(362-367)	2	You received, saw, or heard misleading advertisements or offers	1,	2,	3,	4,	5,	6,
(368-373)	3	You responded to an advertisement or offer that turned out to be misleading	1,	2,	3,	4,	5,	6,
(374-379)	4	You received, saw or heard fraudulent advertisements or offers	1,	2,	3,	4,	5,	6,
(380-385)	5	You responded to an advertisement or offer that turned out to be fraudulent	1,	2,	3,	4,	5,	6,

EB65.1 QB12 TREND MODIFIED

QC6	In the last 12 months, have you been unduly coerced or pressurised to purchase anything or sign up to a contract in Ireland or elsewhere in the EU?
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READ OUT – ONE ANSWER ONLY

(386)

Yes, on several occasions	1
Yes, but only once or twice	2
No	3
DK	4

EB65.1 QB14

"Unfair contract terms" are terms by which the seller\ provider imposes unreasonable demands on the consumer, e.g.allowing the seller\ provider to change the contract terms without informing the consumer.

QC7	In the past 12 months, have you come across what you regard as unfair consumer contract terms, in Ireland or in another EU country?
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SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(387-390)

Yes, from a seller\ provider located in Ireland	1,
Yes, from a seller\ provider located in another EU country	2,
No	3,
DK	4,

EB65.1 QB16 TREND MODIFIED

ASK QC8 IF THE RESPONDENT HAS MADE AT LEAST ONE PURCHASE VIA INTERNET, PHONE OR POST (CODE 1 - 3 AT QC1.1-QC1.3) – OTHERS GO TO QC9

Let's now talk about distance selling - by this I mean items sold via the Internet, by phone or by post.

QC8 During the past 12 months have any of the following situations happened when you purchased something at a distance in Ireland or elsewhere?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(391-398)

(IF CODE 1 AT QC1.1 - QC1.3) A delay in the delivery of something purchased from a seller\ provider located in Ireland	1,
(IF CODE 1 AT QC1.1-QC1.3) You purchased something from a seller\ provider located in Ireland and it was not delivered at all	2,
(IF CODE 2 AT QC1.1 - QC1.3) A delay in the delivery of something purchased from a seller\ provider located in another EU country	3,
(IF CODE 2 AT QC1.1 - QC1.3) You purchased something from a seller\ provider located in another EU country and it was not delivered at all	4,
(IF CODE 3 AT QC1.1 - QC1.3) A delay in the delivery of something purchased from a seller\ provider located outside the EU	5,
(IFCODE 3 AT QC1.1 - QC1.3) You purchased something from a seller\ provider located outside the EU and it was not delivered at all	6,
None of these (SPONTANEOUS)	7,
DK	8,

EB65.1 QB4 TREND MODIFIED

ASK QC9 IF THE RESPONDENT HAS MADE AT LEAST ONE PURCHASE VIA INTERNET, PHONE OR POST WITHIN THE EU (CODE 1 OR 2 AT QC1.1 - QC1.3) – OTHERS GO TO QC10

QC9 You have the legal right to return a product or cancel a contract for a purchase made on the Internet, by phone or by post within 7 days without paying a penalty. This is known as the cooling-off period. Have you tried to do this in the last 12 months?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE – NB SINGLE RESPONSE ONLY FOR PRECODES '1-2' AND 'PRECODES 3-4'. IF MORE THAN ONE EXPERIENCE, ASK ABOUT MOST RECENT PURCHASE

(399-404)

(IF CODE 1 AT QC1.1 - QC1.3) Yes, from a seller\ provider located in Ireland and they agreed to this	1,
(IF CODE 1 AT QC1.1 - QC1.3) Yes, from a seller\ provider located in Ireland and they did not agree to this	2,
(IF CODE 2 AT QC1.1 - QC1.3) Yes, from a seller\ provider located in another EU country and they agreed to this	3,
(IF CODE 2 AT QC1.1 - QC1.3) Yes, from a seller\ provider located in another EU country and they did not agree to this	4,
No	5,
DK	6,

EB65.1 QB5 TREND MODIFIED

ASK QC10 IF RESPONDENT HAS MADE AT LEAST ONE PURCHASE FROM A SALES REPRESENTATIVE WITHIN THE EU (CODE 1 OR 2 AT QC1.4)– OTHERS GO TO QC11

I would like you now to think about any purchase(s) you have made from someone visiting your home or work, sometimes known as doorstep selling.

QC10 You have the legal right to return a product or cancel a contract for a purchase made at your home or work within 7 days without paying a penalty. This is known as the cooling-off period. Have you tried to do this in the last 12 months?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE – NB SINGLE RESPONSE ONLY FOR PRECODES '1-2' AND 'PRECODES 3-4'. IF MORE THAN ONE EXPERIENCE, ASK ABOUT MOST RECENT PURCHASE

(405-410)

(IF CODE 1 AT QC1.4) Yes, from a seller\ provider located in Ireland and they agreed to this	1,
(IF CODE 1 AT QC1.4) Yes, from a seller\ provider located in Ireland and they did not agree to this	2,
(IF CODE 2 AT QC1.4) Yes, from a seller\ provider located in another EU country and they agreed to this	3,
(IF CODE 2 AT QC1.4) Yes, from a seller\ provider located in another EU country and they did not agree to this	4,
No	5,
DK	6,

EB65.1 QB6 TREND MODIFIED

ASK ALL

QC11 If you buy goods which do not conform to the original sales contract or which show a defect within two years of delivery, you have the right to ask for the goods to be replaced, repaired, reduced in price or for the contract to be canceled. Have you tried to do any of these in the last 12 months?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE – NB SINGLE RESPONSE ONLY FOR PRECODES '1-2' AND 'PRECODES 3-4'. IF MORE THAN ONE EXPERIENCE, ASK ABOUT MOST RECENT PURCHASE

(411-416)

Yes, and the seller\ provider located in Ireland agreed to it	1,
Yes, and the seller\ provider located in Ireland did not agree to it	2,
Yes, and the seller\ provider located in other EU countries agreed to it	3,
Yes, and the seller\ provider located in other EU countries did not agree to it	4,
No	5,
DK	6,

EB65.1 QB15 TREND MODIFIED

QC12	In the last 12 months, have you made any kind of formal complaint either in writing, by telephone or in person, to a seller\ provider about a problem you encountered?
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SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(417-422)

Yes	1,
No, because you did not think you would get a satisfactory solution to the problem	2,
No, because the amount of money involved was too small	3,
No, because you did not know how or where to make a complaint	4,
No, you have not encountered any problems	5,
DK	6,

EB65.1 QB24 TREND STRONGLY MODIFIED

ASK QC13 AND QC14 IF CODE 1 AT QC12 - OTHERS GO TO QC15

QC13	In general, were you satisfied or not with the way your complaint(s) was(were) dealt with by the seller\ provider?
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READ OUT – ONE ANSWER ONLY

(423)

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

EB65.1 QB25 TREND SLIGHTLY MODIFIED (filter)

ASK QC14 IF RESPONDENT WAS NOT SATISFIED (CODE 3 OR 4 AT QC13) - OTHERS GO TO QC15

QC14	What did you do when your complaint(s) was(were) not dealt with in a satisfactory manner?
------	---

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(424-430)

You went to a consumer association\ consumer help desk for advice	1,
You went to a solicitor for advice	2,
You brought the matter to an arbitration, mediation or conciliation body	3,
You brought the matter to court	4,
You took no further action	5,
Other (SPONTANEOUS)	6,
DK	7,

EB65.1 QB26

ASK ALL

QC15 Thinking generally about purchasing goods or services from sellers\ providers located elsewhere in the European Union, which we refer to as "cross border shopping", 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
--	----------	---------------	---------------	------------------	------------------	----

(431)	1	You are prepared to purchase goods and services in another EU language	1	2	3	4	5
(432)	2	You know where to get information and advice about cross-border shopping in the EU	1	2	3	4	5
(433)	3	You intend to make more cross-border purchases in the next 12 months than you did in the past 12 months	1	2	3	4	5
(434)	4	You are less interested in cross-border shopping, because you prefer to shop in person and not by post, phone or through the Internet	1	2	3	4	5
(435)	5	You are not interested in cross-border shopping because you do not have access to the Internet	1	2	3	4	5
(436)	6	You are not interested in making a cross-border purchase in the EU in the next 12 months	1	2	3	4	5

EB65.1 QB21 TREND MODIFIED

QC16	For each of the following, would you be more confident making purchases from sellers\ providers located in another European Union country, from sellers/providers located in Ireland or would you be equally confident in both?
------	---

SHOW CARD WITH SCALE – ONE ANSWER PER LINE - THE COMPARISON IS RELATED TO THE LOCATION OF THE SELLER\ PROVIDER

	READ OUT	More confident in another EU country than in Ireland	More confident in Ireland than in another EU country	Equally confident	DK
--	----------	--	--	-------------------	----

(437)	1	Purchasing goods or services via the Internet	1	2	3	4
(438)	2	Purchasing goods or services by phone or post	1	2	3	4
(439)	3	Purchasing goods or services from sales representatives at your home or work	1	2	3	4
(440)	4	Purchasing goods or services from a seller\ provider whilst on holiday, on a shopping trip or a business trip	1	2	3	4

EB65.1 QB22 TREND MODIFIED

QC17 And for each of the following situations, do you think they are more likely to happen in another EU country than in Ireland, more likely to happen in Ireland than in another EU country or equally likely to happen in both?

SHOW CARD WITH SCALE – ONE ANSWER PER LINE

	READ OUT	More likely in another EU country than in Ireland	More likely in Ireland than in another EU country	Equally likely in both	DK
--	----------	---	---	------------------------	----

(441)	1	Difficulties when resolving problems such as complaints, return of faulty products, etc.	1	2	3	4
(442)	2	Falling victim to scams or frauds when purchasing goods or services	1	2	3	4
(443)	3	Delivery problems with goods or services	1	2	3	4
(444)	4	Dealing with sellers\ providers who do not respect consumer laws	1	2	3	4
(445)	5	Problems when returning a product bought distantly within the cooling-off period	1	2	3	4

NEW

QC18 In the last 12 months, have you used the Internet to compare goods or services from different sellers\ providers, for example by visiting price comparison websites?

SHOW CARD – MULTIPLE ANSWERS POSSIBLE

Yes and you bought the item via the Internet	(446-450) 1,
Yes, but you bought the item in a shop	2,
Yes, but you did not buy the item	3,
No	4,
DK	5,

NEW

QC19	Which of the following do you think are the best ways to protect consumers?
------	---

SHOW CARD – ROTATION – READ OUT – MAX. 5 ANSWERS
--

	(451-465)
Easy comparison of offers	1,
Clear and transparent pricing	2,
Clear written information about the goods or services and the sales contract	3,
The right to replace, repair, ask for a price reduction or terminate the contract when you buy a faulty product	4,
The right to return products within the cooling-off period without giving a reason when you buy the product at home or remotely	5,
Legal obligation to indicate prices of goods in unit terms (price per kilo, per metre, per litre, etc.)	6,
Legal obligation to ensure timely delivery	7,
Legal obligation to ensure safe goods and services	8,
Legal obligation not to mislead or deceive consumers	9,
Ability of public authorities to investigate and prosecute sellers\ providers who do not respect consumer rights	10,
The right as an individual to take a seller\ provider to court	11,
The right to join other consumers in a collective claim against a seller\ provider	12,
Information and advice from consumer organisations	13,
None of these (SPONTANEOUS)	14,
DK	15,

EB65.1 QB27 TREND MODIFIED

QC20	For each of the following statements, please tell me if you agree or disagree with it. In Ireland...
------	--

SHOW CARD WITH SCALE – ONE ANSWER PER LINE

	READ OUT	Totally agree	Tend to agree	Tend to disagree	Totally disagree	DK
(466)	1 It is easy to resolve disputes with sellers\ providers through an arbitration, mediation or conciliation body	1	2	3	4	5
(467)	2 It is easy to resolve disputes with sellers\ providers through the courts	1	2	3	4	5
(468)	3 You trust independent consumer organisations to protect your rights as a consumer	1	2	3	4	5
(469)	4 You trust public authorities to protect your rights as a consumer	1	2	3	4	5
(470)	5 You would be more willing to defend your rights in court if you could join with other consumers who were complaining about the same thing	1	2	3	4	5
(471)	6 You feel that you are adequately protected by existing measures to protect consumers	1	2	3	4	5
(472)	7 Sellers\ providers generally respect your rights as a consumer	1	2	3	4	5

EB65.1 QB28

QC21	Have you purchased or signed up to any financial services (e.g. current account, savings account, insurance policy, mortgage, etc.) over the Internet, phone or by post in the last 12 months?
------	--

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(473-477)

Yes, from a seller\ provider located in Ireland	1,
Yes, from a seller\ provider located in another EU country	2,
Yes, from a seller\ provider located outside the EU	3,
No	4,
DK	5,

EB65.1 QB8 TREND STRONGLY MODIFIED

QC22	How useful or not would it be if all financial service providers had a standard information sheet that used the same layout to allow you compare prices and offers?
------	---

READ OUT

(478)

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

NEW

QC23	In your opinion, what are the main barriers you see in purchasing or signing up for financial services from sellers\ providers in another European Union country compared to a seller/provider in Ireland?
------	--

SHOW CARD -- READ OUT -- MAX. 3 ANSWERS

	(479-492)
Lack of information	1,
Misleading information	2,
Information that is difficult to understand	3,
Having the information presented in too many different ways	4,
Risks related to fraud	5,
Extra costs	6,
Some sellers\ providers may refuse to supply you because you live in another country	7,
Lower level of consumer protection in other EU countries	8,
Having to communicate in another language	9,
Lack of personal contact when purchasing or signing up remotely	10,
Different currencies	11,
There is no difference between other EU countries and Ireland (SPONTANEOUS)	12,
Other (SPONTANEOUS)	13,
DK	14,

EB65.1 QB10 TREND MODIFIED

QC24	In the past 12 months, have you purchased a package holiday, that is a combination of transport and accommodation, from a company based in the European Union? By that I mean a package booked through a tour operator with transfers and the services of a rep and not accomodation and transport sold as a package.
------	---

READ OUT -- ONE ANSWER ONLY. IF MORE THAN ONE PACKAGE HOLIDAY TAKEN, ASK ABOUT MOST RECENT EXPERIENCE

	(493)
Yes, and you had no problems with this package holiday	1
Yes, and you had problems with this package holiday	2
No	3
DK	4

EB65.1 QB19 TREND MODIFIED

QC25 Now thinking about any package holidays you may have taken in the last 3 years, do you tend to agree or tend to disagree with the following statements?

SHOW CARD WITH SCALE – ONE ANSWER PER LINE

	READ OUT	Tend to agree	Tend to disagree	Not applicable (not taken any trips in last 3 years)	DK
--	----------	---------------	------------------	--	----

(494)	1	You were given enough information about the trip by the operator prior to your departure regarding the type and category of the accommodation and so on	1	2	3	4
(495)	2	Aspects of the package holiday (transport arrangements, accommodation, etc.) were not of the standard sold to you by the operator	1	2	3	4

NEW (BASED ON EB65.1 QB20)

I would now like to talk about non-food products, such as toys, cosmetics, electrical household appliances, tools, stationery, childcare articles, motor vehicles, clothes, etc.

QC26 Which of the following most frequently influences your decisions when buying non-food items?

IF NECESSARY SHOW THE CARD WITH THE LIST OF NON-FOOD ITEMS - SHOW CARD – READ OUT – ROTATE – MAX. 3 ANSWERS

	(496-504)
The brand	1,
The supplier (retailer or manufacturer)	2,
Safety	3,
The price	4,
Ethical considerations	5,
The country where the product was made	6,
It depends on the product (SPONTANEOUS)	7,
Other (SPONTANEOUS)	8,
DK	9,

NEW

QC27 Thinking about all non-food products currently on the market in Ireland, do you feel ...?

IF NECESSARY SHOW THE CARD WITH THE LIST OF NON-FOOD ITEMS - READ OUT

(505)

Essentially all products are safe	1
A small number of products are unsafe	2
A significant number of products are unsafe	3
Depends on the product (SPONTANEOUS)	4
DK	5

NEW

QC28 In the last 12 months, have you heard of any non-food products being recalled?

IF NECESSARY SHOW THE CARD WITH THE LIST OF NON-FOOD ITEMS - SHOW CARD
- READ OUT - MULTIPLE ANSWERS POSSIBLE

(506-513)

Yes, through word of mouth	1,
Yes, through television, radio, newspapers	2,
Yes, through the Internet	3,
Yes, through warning notices in shops	4,
Yes, through direct contact by the supplier	5,
No/not aware of any recalls	6,
Other (SPONTANEOUS)	7,
DK	8,

NEW

QC29 Have you ever been personally affected by a product recall from the market?

SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE

(514-521)

Yes, and you contacted the retailer\ distributor	1,
Yes, and you contacted the manufacturer	2,
Yes, and you contacted the national public authorities	3,
Yes, and you contacted a consumer organisation	4,
Yes, and you took some other action	5,
Yes, but you did not take any action	6,
No	7,
DK	8,

NEW

QC30	In the last two years, have you or a member of your immediate family suffered an injury or accident from a faulty or defective product?
------	---

(522)

Yes	1
No	2
DK	3

NEW

DEMOGRAPHICS

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

(543-544)

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

Refusal (SPONTANEOUS) 11

DK 12

EB68.2 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

(545-546)

X Married	1
F Remarried	2
K Unmarried currently living with partner	3
Y Unmarried having never lived with a partner	4
R Unmarried having previously lived with a partner, but now on my own	5
B Divorced	6
M Separated	7
Q Widowed	8
Other (SPONTANEOUS)	9
Refusal (SPONTANEOUS)	10

EB68.2 D7

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

CODE STILL STUDYING AS '00' - CODE NO FULL-TIME EDUCATION AS '98' - CODE DK AS '99'

(547-548)

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EB68.2 D8

NO QUESTION D9

D10 Record Gender.

(549)

Male

1

Female

2

EB68.2 D10

D11 How old are you?

(550-551)

EB68.2 D11

NO QUESTION D12 TO D14

ASK D15b ONLY IF RESPONDENT IS NOT DOING ANY PAID WORK CURRENTLY -
CODE 1 TO 4 AT D15a

D15a What is your current occupation?

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

	(552-553)	(554-555)
	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

EB68.2 D15a D15b

NO QUESTIONS D16 TO D24

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

READ OUT

(556)

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

EB68.2 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?

RECORD BELOW

(557-558)

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EB68.2 D40a

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

RECORD BELOW. CODE NONE AS '00'

(559-560)

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EB68.2 D40b

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

RECORD BELOW. CODE NONE AS '00'

(561-562)

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EB68.2 D40c

D41 You personally, were you born...?

SHOW CARD - READ OUT - ONE ANSWER ONLY

(563)

In Ireland	1
In another Member State of the European Union	2
In Europe, but not in a Member State of the European Union	3
In Asia, in Africa or in Latin America	4
In Northern America, in Japan or in Oceania	5
Refusal (SPONTANEOUS)	6

EB68.2 D41

D42 Which of these proposals corresponds to your situation?

SHOW CARD - READ OUT - ONE ANSWER ONLY

	(564)
Your mother and your father were born in Ireland	1
One of your parents was born in Ireland and the other was born in another Member State of the European Union	2
Your mother and your father were born in another Member State of the European Union	3
One of your parents was born in Ireland and the other was born outside of the European Union	4
Your mother and your father were born outside the European Union	5
One of your parents was born in another Member State of the EU and the other was born outside the EU	6
DK/Refusal (SPONTANEOUS)	7

EB68.2 D42 TREND MODIFIED

D43a Is there a fixed telephone available in the household?

D43b Do you personally own a mobile telephone?

	(565)	(566)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB68.2 D43a D43b

D47 Do you have friends or acquaintances who are...?

ONE ANSWER PER LINE

	READ OUT	Yes	No	DK
--	----------	-----	----	----

(567)	1	People of whose ethnic origin is different to yours	1	2	3
(568)	2	Roma/Romany Gypsy	1	2	3
(569)	3	Homosexual	1	2	3
(570)	4	Disabled	1	2	3
(571)	5	Of a different religion or have different beliefs to you	1	2	3

EB65.4 D47 TREND

D51 Where you live, do you consider yourself to be part of any of the following? Please tell me all that apply.

READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE

(572-578)

An ethnic minority	1,
A religious minority	2,
A sexual minority	3,
A minority in terms of disability	4,
None of the above (SPONTANEOUS)	5,
Any other minority group (SPONTANEOUS - SPECIFY)	6,
DK	7,

NEW

ASK D51o IF RESPONDENT BELONGS TO ANY OTHER MINORITY GROUP (CODE 6 AT D51) - OTHERS GO TO D44

D51o Which other(s) minority group(s) are you a part of?

RECORD BELOW

5 2 (579,580-589)

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NEW

ASK ALL

D44 Do you consider yourself to be...?

DO NOT READ - SHOW CARD - PRECODED LIST - ONE ANSWER ONLY

(590-591)

Catholic	1
Orthodox	2
Protestant	3
Other Christian	4
Jewish	5
Muslim	6
Sikh	7
Buddhist	8
Hindu	9
Atheist	10
Non believer/Agnostic	11
Other (SPONTANEOUS)	12
DK	13

EB66.1 D44

D48 Do you suffer from any long term physical or mental health problems which affects your daily activities?

(592)

Yes	1
No	2
Refusal (SPONTANEOUS)	3

EB65.4 D48 TREND SLIGHTLY MODIFIED

D46 Which of the following goods do you have ?

SHOW CARD - READ OUT - SEVERAL ANSWERS POSSIBLE

(593-602)

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	10,

EB68.2 D46

INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(623-624)

DAY

(625-626)

MONTH

EB68.2 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

INT.:USE 24 HOUR CLOCK

(627-628)

HOUR

(629-630)

MINUTES

EB68.2 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(631-633)

MINUTES

EB68.2 P3

P4 Number of persons present during the interview, including interviewer

(634)

Two (interviewer and respondent)
Three
Four
Five or more

1
2
3
4

EB68.2 P4

P5 Respondent cooperation

(635)

Excellent
Fair
Average
Bad

1
2
3
4

EB68.2 P5

P6 Size of locality

(LOCAL CODES)

(636-637)

EB68.2 P6

P7 | Region

(LOCAL CODES)

(638-639)

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EB68.2 P7

P8 | Postal code

(640-647)

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EB68.2 P8

P9 | Sample point number

(648-655)

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EB68.2 P9

P10 | Interviewer number

(656-663)

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EB68.2 P10

P11 | Weighting factor

(664-671)

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EB68.2 P11