ZA5205

Flash Eurobarometer 262
(The European Emergency Number 112, wave 2)

Country Specific Questionnaire
Ireland

Questionnaire FL262
DG INFSO

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

[DO NOT READ OUT- MULTIPLE ANSWER]

- 112 1
- National number(s) 2
- Other number(s) 3
- [DK/NA] 9

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

[DO NOT READ OUT]

- 112 1
- Other number(s) 2
- [DK/NA] 9

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

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

[READ OUT – ONE ANSWER ONLY]

- Yes, regarding 112 1
- Yes, regarding national emergency numbers 2
- Yes, about both 3
- No 4
- [DK/NA] 9

IF THE ANSWER IS 1 OR 3 TO Q3

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

[READ OUT – MULTIPLE ANSWER]

- Media (television, radio, newspapers, internet) 1
- Through your telecommunications operator (payphones, directories, bills) 2
- Other 3
- [DK/NA] 9

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

[READ OUT - ONE ANSWER PER LINE]

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

A. It is very useful to have a Europe-wide emergency number available everywhere in the European Union. 1 2 3 4 9

B. In Ireland, people are adequately informed about the existence of the European emergency number 112. .....1 2 3 4 9

C. Ireland should do more to make it easier for disabled users to contact the emergency services via 112, such as by providing adapted phones. 1 2 3 4 9

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

[READ OUT – ONE ANSWER ONLY]

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

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

LONG QUESTIONNAIRE

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

[READ OUT – ONE ANSWER ONLY]

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

Q7. What kind of telephone did you use?

[READ OUT – ONE ANSWER ONLY]

- Public payphone 1
- Fixed telephone 2
- Mobile telephone 3
- Via Internet (VoIP) 4
- [DK/NA] 9

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

[READ OUT – ONE ANSWER ONLY]

- No, I didn't experience any technical difficulty 1
- I got no dialling tone or the phone went dead 2
- I got a busy tone or the phone rang but nobody answered 3
- Other technical problems 4
- [DK/NA] 9

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

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

[READ OUT – ONE ANSWER ONLY]

- Yes, we had a communication problem because of languages 1
- No, we communicated in a language of the visited country 2
- No, we communicated in a language different from the one/s of the visited country 3
- [DK/NA] 9

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

[READ OUT - ONE ANSWER ONLY]

- Yes, I gave the exact address 1
- Yes, but I could not give the exact address 2
- No, the operator did not ask for it although I could have provided this information 3
- No, I could not state my location 4
- [DK/NA] 9

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

[READ OUT- ONE ANSWER ONLY]

- An emergency unit arrived on the spot 1
- An emergency unit was sent, but did not arrive 2
- I received information on the phone about what to do/where to go in order to solve the problem 3
- I was told the situation was not an emergency, so no follow-up was needed 4
- Other 5
- [DK/NA] 9

D1. Gender [DO NOT ASK - MARK APPROPRIATE]

[1] Male
[2] Female

D2. How old are you?

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

D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity? Does it mean that you are a(n)...
[IF A RESPONSE TO THE MAIN CATEGORY IS GIVEN, READ OUT THE RESPECTIVE SUB-CATEGORIES -]

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

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

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

- **Without a professional activity**
→ i.e. :
  - looking after the home.....41

- student (full time) 42
- retired 43
- seeking a job 44
- other 45

- [Refusal] 99

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

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

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

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