

ZA6693

Eurobarometer 85.1

**Country Questionnaire
Ireland**

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|---|--------------------|
| A | your survey number |
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| EB84.3 A |
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| B | Country |
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| EB84.3 B |
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| C | our survey number |
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| EB84.3 C |
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| D | Interview number |
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| EB84.3 D |
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| Q1: CODE 29 CANNOT BE THE ONLY ANSWER OTHERWISE CLOSE THE INTERVIEW |
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| Q1: CODE 30 IS EXCLUSIVE |
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| Q1: IF CODE 30 THEN CLOSE INTERVIEW |
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| Q1 | What is your nationality? Please tell me the country(ies) that applies(y). |
|----|--|

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|---------------------------|
| MULTIPLE ANSWERS POSSIBLE |
|---------------------------|

| | |
|--|-----|
| 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, |
| Croatia | 28, |
| Other countries | 29, |
| DK | 30, |

EB84.3 Q1 TREND MODIFIED

D11: NO ANSWERS NOT ALLOWED

D11 How old are you?

| | |
|--|--|
| | |
|--|--|

EB84.3 D11

D8: CANNOT BE LARGER THAN D11

D8: NO ANSWERS TO BE CODED 98

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

(INT: MAKE SURE THE RESPONDENT UNDERSTANDS THAT D8 IS ABOUT FULL-TIME EDUCATION) - (IF "STILL STUDYING", CODE '00' – IF "NO EDUCATION" CODE '01' – IF "REFUSAL" CODE '98' – IF "DK" CODE '99')

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EB84.3 D8

A. Citizens' perceptions and expectations towards the EU, the fight against terrorism

FILTER: ASK QA1 TO QA8 IF AGED 16-30, CODES 16-30 IN D11

FILTER: ASK QA1 TO QA8 TO OVERSAMPLE OF 16-30

ASK ALL, EXCLUDING OVERSAMPLE

INT (READ OUT): Let's now speak about another topic.

| | |
|-----|---|
| QA9 | Can you tell me whether you agree or disagree with the following statement: what brings the citizens of the different EU Member States together is more important than what separates them. |
|-----|---|

(READ OUT – ONE ANSWER ONLY)

| | |
|------------------|---|
| Totally agree | 1 |
| Tend to agree | 2 |
| Tend to disagree | 3 |
| Totally disagree | 4 |
| DK | 5 |

EB84.1 Q18

PROG: ROTATE ITEMS 1 TO 15

| | |
|------|---|
| QA10 | For each of the following, would you say that current EU action is excessive, adequate/about right or insufficient? |
|------|---|

(SHOW SCREEN - READ OUT - ONE ANSWER PER LINE)

| | | Excessive | Adequate/ about right | Insufficient | DK |
|--|--|-----------|-----------------------------|--------------|----|
|--|--|-----------|-----------------------------|--------------|----|

| | | | | | |
|----|---|---|---|---|---|
| 1 | Economic policy | 1 | 2 | 3 | 4 |
| 2 | Foreign policy | 1 | 2 | 3 | 4 |
| 3 | The fight against unemployment | 1 | 2 | 3 | 4 |
| 4 | Health and social security | 1 | 2 | 3 | 4 |
| 5 | The issue of migration | 1 | 2 | 3 | 4 |
| 6 | Environmental protection | 1 | 2 | 3 | 4 |
| 7 | The fight against terrorism | 1 | 2 | 3 | 4 |
| 8 | Security and defence policy | 1 | 2 | 3 | 4 |
| 9 | Equal treatment of men and women | 1 | 2 | 3 | 4 |
| 10 | Agriculture | 1 | 2 | 3 | 4 |
| 11 | The promotion of democracy and peace in the world | 1 | 2 | 3 | 4 |
| 12 | Energy supply and energy security | 1 | 2 | 3 | 4 |
| 13 | The fight against tax fraud | 1 | 2 | 3 | 4 |
| 14 | The protection of external borders | 1 | 2 | 3 | 4 |
| 15 | Industrial policy | 1 | 2 | 3 | 4 |

NEW

PROG: ROTATE ITEMS 1 TO 15

| | |
|------|---|
| QA11 | And for each of the following, would you like the EU to intervene less than at present or more than at present? |
|------|---|

(SHOW SCREEN – READ OUT - ONE ANSWER PER LINE)

| | | Less than at present | More than at present | No change necessary / As it is now (SPONTAN EOUS) | DK |
|--|--|-------------------------|----------------------------|---|----|
|--|--|-------------------------|----------------------------|---|----|

| | | | | | |
|----|---|---|---|---|---|
| 1 | Economic policy | 1 | 2 | 3 | 4 |
| 2 | Foreign policy | 1 | 2 | 3 | 4 |
| 3 | The fight against unemployment | 1 | 2 | 3 | 4 |
| 4 | Health and social security | 1 | 2 | 3 | 4 |
| 5 | The issue of migration | 1 | 2 | 3 | 4 |
| 6 | Environmental protection | 1 | 2 | 3 | 4 |
| 7 | The fight against terrorism | 1 | 2 | 3 | 4 |
| 8 | Security and defence policy | 1 | 2 | 3 | 4 |
| 9 | Equal treatment of men and women | 1 | 2 | 3 | 4 |
| 10 | Agriculture | 1 | 2 | 3 | 4 |
| 11 | The promotion of democracy and peace in the world | 1 | 2 | 3 | 4 |
| 12 | Energy supply and energy security | 1 | 2 | 3 | 4 |
| 13 | The fight against tax fraud | 1 | 2 | 3 | 4 |
| 14 | The protection of external borders | 1 | 2 | 3 | 4 |
| 15 | Industrial policy | 1 | 2 | 3 | 4 |

NEW

INT (READ OUT): Moving to another topic.

| | |
|------|---|
| QA12 | In general, tell me what you think the chances of a terrorist attack are in Ireland at the moment. Please use a scale from 1 to 10, where '1' means that you think that the risk of attacks in Ireland is "non-existent", and '10' that the risk is "extremely high"? |
|------|---|

(SHOW SCREEN – ONE ANSWER ONLY)

| | |
|------------------|---|
| 1 - Non-existent | 1 |
| 2 | 2 |
| 3 | 3 |
| 4 | 4 |
| 5 | 5 |
| 6 | 6 |

| | |
|---------------------|----|
| 7 | 7 |
| 8 | 8 |
| 9 | 9 |
| 10 - Extremely high | 10 |
| DK | 11 |

NEW

QA13 In your opinion, at what level can we combat the terrorist threat most efficiently in Ireland?

(READ OUT – ONE ANSWER ONLY)

| | |
|--|---|
| At a local or regional level | 1 |
| At a national level | 2 |
| At a European level (The European Union) | 3 |
| At a global level | 4 |
| All together (SPONTANEOUS) | 5 |
| DK | 6 |

NEW

PROG: QA14 MAX 4 ANSWERS

PROG: ROTATE ANSWERS 1 TO 13

PROG: CODE 15 IS EXCLUSIVE

QA14 The European Parliament recommends certain measures to fight against terrorism. Which of these measures seem the most urgent to you?

(SHOW SCREEN - READ OUT – MAX 4 ANSWERS)

| | |
|---|-----|
| Better cooperation between the Member States' judicial authorities and Eurojust, the EU's judicial coordination agency | 1, |
| The fight against the financing of terrorist groups | 2, |
| Help and support for victims of terrorism | 3, |
| Prevention to avoid radicalised European citizens leaving to join terrorist organisations and better anticipation of their return to the EU | 4, |
| The fight against the roots of terrorism and radicalisation | 5, |
| Better cooperation between the Member States' police and intelligence services and Europol, the EU's police coordination agency | 6, |
| The fight against arms trafficking within the EU | 7, |
| More effective and dissuasive criminal justice measures | 8, |
| Strengthened control of the external EU borders | 9, |
| Finalisation of the PNR, the European air passenger name record | 10, |

| | |
|--|-----|
| Better use of SIS, the Schengen Information System, a European database of missing or wanted persons | 11, |
| Ensuring that measures used to combat terrorism respect fundamental rights and the rule of law | 12, |
| A common EU policy on the future of Syria and the broader Middle East | 13, |
| Other (SPONTANEOUS) | 14, |
| DK | 15, |

NEW

PROG: QA15 MAX 4 ANSWERS

PROG: ROTATE ANSWERS 1 TO 12

PROG: CODE 14 IS SINGLE

| | |
|------|---|
| QA15 | Now let's talk specifically about the fight against the radicalisation and recruitment of EU citizens by terrorist organisations. Which of the following measures, recommended by the European Parliament on this subject, do you feel are the most urgent? |
|------|---|

(SHOW SCREEN - READ OUT – MAX 4 ANSWERS)

| | |
|---|-----|
| The fight against radical websites and the removal of illegal content from the Internet and online social networks | 1, |
| Spreading word denouncing radicalisation and terrorism on the Internet and online social networks | 2, |
| Promoting dialogues between different cultures and religions | 3, |
| Discussions between EU Member States on the best practices for de-radicalisation | 4, |
| The fight against radicalisation in prisons | 5, |
| Communication campaigns to raise awareness amongst the youngest and the most vulnerable about the risks of radicalisation | 6, |
| Specialised training for teachers and local stakeholders to prevent and fight against radicalisation | 7, |
| Strengthening the means and the teams for the toll free numbers to prevent and fight against radicalisation | 8, |
| Talks in schools by former foreign "fighters" who managed to de-radicalise | 9, |
| The fight against social exclusion and poverty | 10, |
| The fight against discrimination and islamophobia | 11, |
| Additional aid to organisations preventing radicalisation | 12, |
| Other (SPONTANEOUS) | 13, |
| DK | 14, |

INT (READ OUT): Lets now talk about another topic.

| | |
|------|---|
| QA16 | Have you ever heard of the mutual defence clause between the Member States of the EU? |
|------|---|

(READ OUT– ONE ANSWER ONLY)

| | |
|--|---|
| Yes, and you know what it is | 1 |
| Yes, but you do not really know what it is | 2 |
| No | 3 |
| DK | 4 |

NEW

| | |
|------|---|
| QA17 | In the event of an armed aggression on its territory, an EU country can activate the mutual defence clause, according to which, all the other EU Member States must provide help and assistance using all means in their power. Do you think that this mutual defence clause between the Member States of the EU is...? |
|------|---|

(READ OUT– ONE ANSWER ONLY)

| | |
|--------------------|---|
| A very good thing | 1 |
| Quite a good thing | 2 |
| Quite a bad thing | 3 |
| A very bad thing | 4 |
| DK | 5 |

NEW

B. ANTI-MICROBIAL RESISTANCE

ASK ALL

| | |
|-----|---|
| QB1 | Have you taken any antibiotics orally such as tablets, powder or syrup in the last 12 months? |
|-----|---|

(ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

EB79.4 QE1a TREND MODIFIED

ASK QB2 AND QB3 IF "YES", CODE 1 IN QB1 – OTHERS GO TO QB4

PROG: ROTATE ANSWERS 1 TO 4

| | |
|-----|--|
| QB2 | How did you obtain the last course of antibiotics that you used? |
|-----|--|

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

| | |
|---|---|
| From a medical prescription | 1 |
| Administered by a medical practitioner | 2 |
| You had some left over from a previous course | 3 |
| Without prescription from a pharmacy | 4 |
| Without prescription from elsewhere | 5 |
| Don't remember (SPONTANEOUS) | 6 |
| DK | 7 |

EB79.4 QE1b

PROG: ROTATE ANSWERS 1 TO 12

PROG: CODE 14 IS EXCLUSIVE

| | |
|-----|--|
| QB3 | What was the reason for last taking the antibiotics that you used? |
|-----|--|

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | |
|---|-----|
| Pneumonia (an infection causing an inflammation of one or both lungs) | 1, |
| Bronchitis (inflammation and swelling of the bronchi, the airways that carry airflow from the trachea into the lungs) | 2, |
| Rhinopharyngitis (inflammation of the mucous membrane of the nose and pharynx) | 3, |
| Flu | 4, |
| Cold | 5, |
| Sore throat | 6, |
| Cough | 7, |
| Fever | 8, |
| Headache | 9, |
| Diarrhea | 10, |
| Urinary tract infection | 11, |
| Skin or wound infection | 12, |
| Other (SPONTANEOUS) | 13, |
| DK | 14, |

EB79.4 QE1c

ASK ALL

| | |
|-----|---|
| QB4 | For each of the following statements, please tell me whether you think it is true or false. |
|-----|---|

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

| | | | | |
|--|--|------|-------|----|
| | | True | False | DK |
|--|--|------|-------|----|

| | | | | |
|---|--|---|---|---|
| 1 | Antibiotics kill viruses | 1 | 2 | 3 |
| 2 | Antibiotics are effective against colds and flu | 1 | 2 | 3 |
| 3 | Unnecessary use of antibiotics makes them become ineffective | 1 | 2 | 3 |
| 4 | Taking antibiotics often has side-effects such as diarrhea | 1 | 2 | 3 |

EB79.4 QE2a

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|-----|---|
| QB5 | When do you think you should stop taking antibiotics once you have begun a course of treatment? |
|-----|---|

(READ OUT – ONE ANSWER ONLY)

| | |
|--|---|
| When you feel better | 1 |
| When you have taken all of the antibiotics as directed | 2 |
| Other (SPONTANEOUS) | 3 |
| DK | 4 |

NEW

| | |
|-----|---|
| QB6 | In the last 12 months, do you remember getting any information about not taking antibiotics unnecessarily, for example for a cold or the flu? |
|-----|---|

(ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

EB79.4 QE3a TREND MODIFIED

ASK QB7 TO QB9 IF "YES", CODE 1 IN QB6 – OTHERS GO TO QB10

PROG: CODE 12 IS EXCLUSIVE

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| QB7 | How did you first get this information about not taking any antibiotics unnecessarily? |
|-----|--|

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | |
|---|-----|
| A doctor talked to you about it | 1, |
| A pharmacist talked to you about it | 2, |
| Another health professional (e.g. nurse or physio-therapist) talked to you about it | 3, |
| A family member or friend talked to you about it | 4, |
| You saw it on a TV advertisement | 5, |
| You saw it on the Internet or on online social media | 6, |
| You saw it in a leaflet or on a poster | 7, |
| You read it in a newspaper | 8, |
| You saw it on the TV news | 9, |
| You heard it on the radio | 10, |
| Other (SPONTANEOUS) | 11, |
| DK | 12, |

EB79.4 QE3b TREND MODIFIED

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|-----|---|
| QB8 | Did the information that you received change your views on using antibiotics? |
|-----|---|

(ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

EB79.4 QE3c TREND MODIFIED

ASK QB9 IF "YES", CODE 1 IN QB8 – OTHERS GO TO QB10

PROG: ROTATE ANSWERS 1 TO 6

PROG: CODES 8 AND 9 ARE EXCLUSIVE

| | |
|-----|---|
| QB9 | On the basis of the information you received, how do you now plan to use antibiotics? |
|-----|---|

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | |
|--|----|
| You will always consult a doctor in situations when you think you need antibiotics | 1, |
| You will no longer self-medicate with antibiotics | 2, |

| | |
|--|----|
| You will no longer take antibiotics without a prescription from a doctor | 3, |
| You will no longer keep left over antibiotics for next time you are ill | 4, |
| You will use antibiotics against the flu | 5, |
| You will give left-over antibiotics to your relatives or friends when they are ill | 6, |
| Other (SPONTANEOUS) | 7, |
| None (SPONTANEOUS) | 8, |
| DK | 9, |

EB79.4 QE3d TREND MODIFIED

ASK ALL

INT.: (READ OUT) Antimicrobial Resistance (AMR) is the ability of microorganisms to resist antimicrobial treatments, especially antibiotics.

PROG: ROTATE ANSWERS 1 TO 5

PROG: CODES 7 AND 8 ARE EXCLUSIVE

QB10 On which topics, if any, would you like to receive more information?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | |
|---|----|
| Resistance to antibiotics | 1, |
| How to use antibiotics | 2, |
| Medical conditions for which antibiotics are used | 3, |
| Prescription of antibiotics | 4, |
| Links between the health of humans, animals and the environment | 5, |
| Other (SPONTANEOUS) | 6, |
| None (SPONTANEOUS) | 7, |
| DK | 8, |

NEW

PROG: QB11 MAX 3 ANSWERS

PROG: CODE 15 AND 16 ARE EXCLUSIVE

QB11 Which of the following sources of information would you use in order to get trustworthy information on antibiotics?

(SHOW SCREEN – READ OUT – MAX. 3 ANSWERS)

| | |
|----------|----|
| A doctor | 1, |
|----------|----|

| | |
|--|-----|
| A nurse | 2, |
| A pharmacy | 3, |
| A hospital | 4, |
| Another health care facility | 5, |
| Family or friends | 6, |
| An official health-related website (e.g. a website set up by the national government/ public health body/ European Union) | 7, |
| A health-related personal blog | 8, |
| Another health-related website | 9, |
| Online social media | 10, |
| TV | 11, |
| Newspapers or magazines | 12, |
| The radio | 13, |
| Other (SPONTANEOUS) | 14, |
| You are not interested in finding information on antibiotics (SPONTANEOUS) | 15, |
| DK | 16, |

EB79.4 QE4 TREND MODIFIED

| | |
|------|--|
| QB12 | At what level do you believe it is most effective to tackle the resistance to antibiotics? |
|------|--|

(READ OUT – ONE ANSWER ONLY)

| | |
|--|---|
| At individual level or within the family | 1 |
| At regional level | 2 |
| At national level | 3 |
| At EU level | 4 |
| At global level | 5 |
| Action at all levels is needed (SPONTANEOUS) | 6 |
| DK | 7 |

NEW

INT.: (READ OUT) Now, let's talk about the use and effects of antibiotics in farm animals, i.e. animals used for consumption (meat, dairy products, etc.).

| | |
|------|--|
| QB13 | To what extent do you agree or disagree that sick farm animals should be treated with antibiotics if this is the most appropriate treatment? |
|------|--|

(SHOW SCREEN - READ OUT - ONE ANSWER ONLY)

| | |
|------------------|---|
| Totally agree | 1 |
| Tend to agree | 2 |
| Tend to disagree | 3 |
| Totally disagree | 4 |
| DK | 5 |

NEW

| | |
|------|---|
| QB14 | Do you know that using antibiotics to stimulate growth in farm animals is banned within the EU? |
|------|---|

(ONE ANSWER ONLY)

| | |
|-----|---|
| Yes | 1 |
| No | 2 |
| DK | 3 |

NEW

C. Financial products and services

ASK ALL

PROG: QC1: ROTATE ANSWERS 1-10

PROG: QC1: CODES 12,13,14 ARE EXCLUSIVE

| | |
|-----|---|
| QC1 | Which of the following financial products and services do you have? |
|-----|---|

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | |
|---------------------------------------|-----|
| Current account | 1, |
| Savings account | 2, |
| Mortgage loan | 3, |
| Credit card | 4, |
| Personal loan | 5, |
| Shares or bonds | 6, |
| Investment fund | 7, |
| Life insurance | 8, |
| Car insurance | 9, |
| Private health insurance | 10, |
| Other insurance products and services | 11, |
| None (SPONTANEOUS) | 12, |
| Refusal (SPONTANEOUS) | 13, |
| DK | 14, |

EB76.1 QB1 TREND MODIFIED

ASK QC2 FOR EACH PRODUCT OR SERVICE HELD AT QC1 – IF "NONE", "DK" OR "REFUSAL" IN QC1 GO TO QC3

QC2: CODES 12,13,14 ARE EXCLUSIVE

QC2 Which of these products and services did you purchase in another EU Member State?

INT: IF NECESSARY READ: BY "PURCHASED" WE MEAN WHEN YOU INITIALLY TAKE THE PRODUCT OR SERVICE OUT WITH A PROVIDER (READ OUT LIST OF PRODUCTS HELD AT QC1 AND CODE ALL PURCHASED IN ANOTHER EU MEMBER STATE – MULTIPLE ANSWERS POSSIBLE)

| | |
|---------------------------------------|-----|
| Current account | 1, |
| Savings account | 2, |
| Mortgage loan | 3, |
| Credit card | 4, |
| Personal loan | 5, |
| Shares or bonds | 6, |
| Investment fund | 7, |
| Life insurance | 8, |
| Car insurance | 9, |
| Private health insurance | 10, |
| Other insurance products and services | 11, |
| None (SPONTANEOUS) | 12, |
| Refusal (SPONTANEOUS) | 13, |
| DK | 14, |

EB76.1 QB3 TREND MODIFIED

ASK ALL

QC3: MAX 3 ANSWERS

QC3: CODES 15,16 ARE EXCLUSIVE

QC3 What are your main concerns about purchasing financial products and services in another EU Member State?

(SHOW SCREEN – DO NOT READ OUT – MAX. 3 ANSWERS)

| | |
|--|----|
| Not having clear information | 1, |
| It is too complicated or difficult | 2, |
| You prefer to buy face to face | 3, |
| You prefer to buy financial products and services in Ireland | 4, |
| You do not know how to purchase financial products and services in other countries | 5, |
| You are worried about fraud or crime | 6, |
| It is more expensive or there are extra costs | 7, |

| | |
|---|-----|
| Some sellers or providers would refuse because you live in another country | 8, |
| There is less consumer protection in other EU Member States | 9, |
| There is a language barrier | 10, |
| You do not know your rights if there are problems | 11, |
| You do not need to as you already have enough choice of products and services | 12, |
| You do not need to as you can buy everything you need in Ireland | 13, |
| Other (SPONTANEOUS) | 14, |
| None (SPONTANEOUS) | 15, |
| DK | 16, |

EB76.1 QB11 TREND MODIFIED

QC4: ROTATE ITEMS 1-10

QC4: CODES 12,13,14 ARE EXCLUSIVE

| | |
|-----|---|
| QC4 | In the last 5 years have you changed provider of these products and services? |
|-----|---|

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | |
|---------------------------------------|-----|
| Current account | 1, |
| Savings account | 2, |
| Mortgage loan | 3, |
| Credit card | 4, |
| Personal loan | 5, |
| Shares or bonds | 6, |
| Investment fund | 7, |
| Life insurance | 8, |
| Car insurance | 9, |
| Private health insurance | 10, |
| Other insurance products and services | 11, |
| None (SPONTANEOUS) | 12, |
| Refusal (SPONTANEOUS) | 13, |
| DK | 14, |

NEW

ASK QC5 IF “HAS NOT CHANGED PROVIDER OF FINANCIAL PRODUCTS AND SERVICES IN THE LAST 5 YEARS”, CODE 12 IN QC4 – OTHERS GO TO QC6

QC5: ROTATE ITEMS 1-11

QC5: CODES 13,14 ARE EXCLUSIVE

| | |
|-----|---|
| QC5 | What are the reasons, if any, why you have not changed your financial product or service providers in the last 5 years? |
|-----|---|

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | |
|--|-----|
| You never considered it | 1, |
| You are satisfied with your current financial products and services and your providers | 2, |
| The offer from other providers is not clear enough | 3, |
| You believe that you would only earn or save a limited amount by changing provider | 4, |
| It is risky to change financial providers because if something goes wrong some regular payments on your account may not go through | 5, |
| There are penalty clauses in your contract if you change provider | 6, |
| You do not want to lose your current bank account number | 7, |
| There are no other providers which would give good value for money | 8, |
| You are bound by your contract with your current provider | 9, |
| It is not clear what steps you would need to take to switch | 10, |
| It takes too much time and effort to do it | 11, |
| Other (SPONTANEOUS) | 12, |
| None (SPONTANEOUS) | 13, |
| DK | 14, |

NEW

ASK ALL

READ OUT: Now let's talk about transactions made in or to another EU Member State where a currency other than the Euro is used. Transaction refers to cash withdrawal at a cash dispenser, payments by debit or credit card or bank transfers.

QC6: CODES 4,5 ARE EXCLUSIVE

| | |
|-----|---|
| QC6 | In the last 12 months, have you made a transaction in or to another EU Member State where a currency other than the Euro is used? |
|-----|---|

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | |
|---------------------------------------|----|
| Yes, you withdrew cash | 1, |
| Yes, you paid by debit or credit card | 2, |
| Yes, you made a bank transfer | 3, |
| No | 4, |
| DK | 5, |

NEW

ASK QC7 IF "HAS MADE A TRANSACTION IN OR TO ANOTHER EU MEMBER STATE WHERE ANOTHER CURRENCY IS USED IN THE LAST 12 MONTHS", CODE 1 OR 2 OR 3 IN QC6 - OTHERS GO TO D62

| | |
|-----|--|
| QC7 | And please tell me whether you agree or disagree with each of the following statements regarding those transactions. |
|-----|--|

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

| | | Totally agree | Tend to agree | Tend to disagree | Totally disagree | DK |
|--|--|---------------|---------------|------------------|------------------|----|
|--|--|---------------|---------------|------------------|------------------|----|

| | | | | | | |
|---|--|---|---|---|---|---|
| 1 | The information on the fees charged for such transactions is transparent | 1 | 2 | 3 | 4 | 5 |
| 2 | The fees charged for such transactions are too high | 1 | 2 | 3 | 4 | 5 |

NEW

D. ONLINE PLATFORMS

D62.1&2&3&4: "NO ANSWER" NOT ALLOWED

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|--|
| |
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| | |
|-----|--------------------------|
| D62 | Could you tell me if...? |
|-----|--------------------------|

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

| | | Every day or almost every day | Two or three times a week | About once a week | Two or three times a month | Less often | Never | No Internet access (SPONTANEOUS) |
|--|--|-------------------------------|---------------------------|-------------------|----------------------------|------------|-------|----------------------------------|
|--|--|-------------------------------|---------------------------|-------------------|----------------------------|------------|-------|----------------------------------|

| | | | | | | | | |
|---|--|---|---|---|---|---|---|---|
| 1 | You use the Internet at home, in your home | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 2 | You use the Internet in your place of work | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 3 | You use the Internet on your mobile device (laptop, smartphone, tablet, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 4 | You use the Internet somewhere else (school, university, cyber-café, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

EB84.3 D62

FILTER: ASK D79 IF "USE THE INTERNET" CODES 1 TO 5 IN D62_1, D62_2, D62_3 OR D62_4 - OTHERS GO TO QD1

| | |
|-----|---|
| D79 | For each of the following activities, please tell me if it is an activity that you do, or not, on the Internet. |
|-----|---|

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

| | | Every day or almost every day | Two or three times a week | About once a week | Two or three times a month | Less often | Never | DK |
|--|--|-------------------------------|---------------------------|-------------------|----------------------------|------------|-------|----|
|--|--|-------------------------------|---------------------------|-------------------|----------------------------|------------|-------|----|

| | | | | | | | | |
|---|--|---|---|---|---|---|---|---|
| 1 | Use search engines, websites to help you find what you are looking for on the Internet | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 2 | Use an online social network for instance to share pictures, videos, movies, etc. | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 3 | Use online marketplaces, e-commerce websites where you can sell and buy products and services provided by multiple third parties (e.g. you can buy clothes, books, travels from different brands and different sellers, or sell these products and services) | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

NEW

ASK ALL

INT.: (READ OUT) The term “online platform” is used for websites using online technologies to facilitate direct interactions between users. This includes search engines, online social networks and online marketplaces.

PROG: ROTATE ITEMS 1 TO 4

| | |
|------|--|
| QD1a | Please tell me to what extent you agree or disagree with the following statements on search engines. |
|------|--|

(SHOW SCREEN – ONE ANSWER PER LINE)

| | | Total ly agre e | Tend to agre e | Tend to disa gree | Total ly disa gree | Do not use the Inter net (SPO NTA NEO US) | Do not use sear ch engi nes (SPO NTA NEO US) | DK |
|--|--|--------------------------|-------------------------|----------------------------|-----------------------------|--|--|----|
| | | | | | | | | |

| | | | | | | | | |
|---|--|---|---|---|---|---|---|---|
| 1 | When searching online, you usually find what you are looking for | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 2 | You trust that the search results provided are the most relevant | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 3 | It's clear which search results are sponsored (meaning that companies pay for their products or services to appear on the search results page) and which are not sponsored | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 4 | You would probably change search engine if the search results provided were not useful | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

NEW

INT.: (READ OUT) Most online platforms have terms and conditions which explain how you may use the website as well as the various legal requirements that websites must comply with. These include: privacy policy, cookie policy, and intellectual property rights such as copyright terms.

| | |
|------|--|
| QD2a | Thinking about the terms and conditions on online platforms, which of the following best describes your situation? |
|------|--|

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

You usually read them and take them into account when using the online platform

| | |
|--|---|
| You usually read them, but do not take them into account | 2 |
| You do not usually read them | 3 |
| Do not use the Internet (SPONTANEOUS) | 4 |
| Do not use online platforms (SPONTANEOUS) | 5 |
| DK | 6 |

NEW

PROG: ROTATE ITEMS 1 TO 3

| | |
|------|--|
| QD3a | Please tell me to what extent you agree or disagree with each of the following statements on search results on online platforms. |
|------|--|

(SHOW SCREEN – READ OUT - ONE ANSWER PER LINE)

| | | Total ly agre e | Tend to agre e | Tend to disa gree | Total ly disa gree | Do not use the Inter net (SPO NTA NEO US) | Do not use onlin e platf orm s (SPO NTA NEO US) | DK |
|--|--|--------------------------|-------------------------|----------------------------|-----------------------------|--|--|----|
|--|--|--------------------------|-------------------------|----------------------------|-----------------------------|--|--|----|

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 1 | The order in which search results are displayed by online platforms has an effect on your behaviour as a consumer | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 2 | You expect online platforms to present search results in an order that corresponds best to what interests you | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 3 | Online platforms should be able to change the order in which they display search results to suit their own commercial interests | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

NEW

INT.: (READ OUT) As you may know, online platforms collect personal data about Internet users, based on their online activities (searches, shopping, online social network interactions).

PROG: ROTATE ITEMS 1 TO 3

| | |
|-----|---|
| QD4 | Please tell me to what extent you agree or disagree with the following statements on the collection and use of these personal data by online platforms. |
|-----|---|

(SHOW SCREEN – READ OUT - ONE ANSWER PER LINE)

| | | Total ly agre e | Tend to agre e | Tend to disa gree | Total ly disa gree | Do not use the Inter net (SPO NTA NEO US) | Do not use onlin e platf orm s (SPO NTA NEO US) | DK |
|--|--|--------------------------|-------------------------|----------------------------|-----------------------------|--|--|----|
|--|--|--------------------------|-------------------------|----------------------------|-----------------------------|--|--|----|

| | | | | | | | | |
|---|---|---|---|---|---|---|---|---|
| 1 | You are aware that the Internet experience (what you see on the Internet) can be different for each user based on their prior online activities | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 2 | You are concerned about the data collected about you on the Internet | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 3 | Online platforms should be regulated by public authorities to limit the extent to which they display different search results to users based on the data collected about them | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

NEW

PROG: ROTATE ITEMS FROM 1 TO 3

| | |
|-----|--|
| QD5 | To what extent are you comfortable or not with the fact that (INSERT ITEM) use information about your online activity and personal data to tailor advertisements or content to what interests you? |
|-----|--|

(SHOW SCREEN – ONE ANSWER ONLY)

| | | Very comfortable | Fairly comfortable | Fairly uncomfortable | Very uncomfortable | Do not use the Internet (SPONTANEOUS) | Do not use online platforms (SPONTANEOUS) | DK |
|--|--|------------------|--------------------|----------------------|--------------------|---------------------------------------|---|----|
|--|--|------------------|--------------------|----------------------|--------------------|---------------------------------------|---|----|

| | | | | | | | | |
|---|------------------------|---|---|---|---|---|---|---|
| 1 | Search engines | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 2 | Online social networks | 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 3 | Online marketplaces | 1 | 2 | 3 | 4 | 5 | 6 | 7 |

NEW

INT.: (READ OUT) Some online platforms have a system of review rankings, or rating system, that ranks the different products, services or even sellers (e. g. hotels, restaurants, household appliances, shops).

| | |
|-----|---|
| QD6 | To what extent do you think that these review rankings or rating systems are reliable or not? |
|-----|---|

(READ OUT – ONE ANSWER ONLY)

| | |
|---|---|
| Totally reliable | 1 |
| Fairly reliable | 2 |
| Not really reliable | 3 |
| Not at all reliable | 4 |
| Do not use the Internet (SPONTANEOUS) | 5 |
| Do not use online platforms (SPONTANEOUS) | 6 |
| DK | 7 |

NEW

DEMOGRAPHICS

ASK ALL

D1: CODE "NO ANSWER" IN CODE 11

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

(SHOW SCREEN) – (INT.: DO NOT PROMPT – IF CONTACT HESITATES, TRY AGAIN)

| | | | | | | | | | |
|-----------|---|---|---|---|---|---|---|---|-------------|
| 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

EB84.3 D1

D7: NO ANSWERS TO BE CODED IN CODE 16

D7 Which of the following best corresponds to your own current situation?

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

| | |
|--|----|
| 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 union 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) | |
| Refusal (SPONTANEOUS) | 15 |
| | 16 |

EB84.3 D7

D10: NO ANSWERS NOT ALLOWED

| | |
|-----|----------------|
| D10 | Record Gender. |
|-----|----------------|

| | |
|-------|---|
| Man | 1 |
| Woman | 2 |

| |
|------------|
| EB84.3 D10 |
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| |
|---|
| ASK D15b IF "NOT DOING ANY PAID WORK CURRENTLY", CODES 1 TO 4 IN D15a |
|---|

| |
|--------------------------------|
| D15a&b: NO ANSWERS NOT ALLOWED |
|--------------------------------|

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|----------------------------|
| D15a&b: DO NOT SHOW SCREEN |
|----------------------------|

| |
|----------------------------|
| D15a: IF D15a=2 THEN D8=00 |
|----------------------------|

| |
|--|
| D15a: IF D15<>2 AND D8=00 THEN CORRECT D8 OR CHANGE THE ANSWER IN D15a |
|--|

| | |
|------|----------------------------------|
| D15a | What is your current occupation? |
|------|----------------------------------|

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

(2599-2600)

| | | |
|--|-----------------------|--------------------|
| (DO NOT SHOW SCREEN) | 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 | 1 |
| Student | 2 | 2 |
| Unemployed or temporarily not working | 3 | 3 |
| Retired or unable to work through illness | 4 | 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 | 19 |

EB84.3 D15a&b

D25: NO ANSWERS TO BE CODED IN CODE 4

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

(READ OUT)

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

EB84.3 D25

D40a: MINIMUM = 01

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

(WRITE DOWN)

| | |
|--|--|
| | |
|--|--|

EB84.3 D40a

D40b: MINIMUM = 00

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

(WRITE DOWN)

| | |
|--|--|
| | |
|--|--|

EB84.3 D40b

D40c: MINIMUM = 00

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

(WRITE DOWN)

| | |
|--|--|
| | |
|--|--|

EB84.3 D40c

D46: CODE "NO ANSWER" IN CODE 13

D46: CODES 12 AND 13 ARE EXCLUSIVE

D46 Which of the following goods do you have?

(SHOW SCREEN – READ OUT – MULTIPLE ANSWERS POSSIBLE)

| | |
|---|-----|
| Television | 1, |
| DVD player | 2, |
| Music CD player | 3, |
| Desk computer | 4, |
| Laptop | 5, |
| Tablet | 6, |
| Smartphone | 7, |
| An Internet connection at home | 8, |
| A car | 9, |
| An apartment / a house which you have finished paying for | 10, |
| An apartment / a house which you are paying for | 11, |
| None (SPONTANEOUS) | 12, |
| DK | 13, |

EB84.3 D46

D60: CODE "NO ANSWER" IN CODE 4

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

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

Most of the time

1

| | |
|-----------------------|---|
| From time to time | 2 |
| Almost never\ never | 3 |
| Refusal (SPONTANEOUS) | 4 |

EB84.3 D60

D63: CODE "NO ANSWER" IN CODE 8

| |
|--|
| |
|--|

| | |
|-----|---|
| D63 | Do you see yourself and your household belonging to...? |
|-----|---|

(SHOW SCREEN – READ OUT – ONE ANSWER ONLY)

| | |
|-----------------------------------|---|
| The working class of society | 1 |
| The lower middle class of society | 2 |
| The middle class of society | 3 |
| The upper middle class of society | 4 |
| The higher class of society | 5 |
| Other (SPONTANEOUS) | 6 |
| None (SPONTANEOUS) | 7 |
| Refusal (SPONTANEOUS) | 8 |
| DK | 9 |

EB84.3 D63

D70: CODE "NO ANSWER" IN CODE 5

| | |
|-----|--|
| D70 | On the whole, are you very satisfied, fairly satisfied, not very satisfied or not at all satisfied with the life you lead? |
|-----|--|

(ONE ANSWER ONLY)

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

EB84.3 D70

D71.1&2&3: CODE "NO ANSWER" IN CODE 4

| | |
|-----|--|
| D71 | When you get together with friends or relatives, would you say you discuss frequently, occasionally or never about...? |
|-----|--|

(READ OUT – ONE ANSWER PER LINE)

| | | | | | |
|--|--|------------|------------------|-------|----|
| | | Frequently | Occasional ly | Never | DK |
|--|--|------------|------------------|-------|----|

| | | | | | |
|---|----------------------------|---|---|---|---|
| 1 | National political matters | 1 | 2 | 3 | 4 |
| 2 | European political matters | 1 | 2 | 3 | 4 |
| 3 | Local political matters | 1 | 2 | 3 | 4 |

EB84.3 D71a

D72.1&2: CODE "NO ANSWER" IN CODE 5

| | |
|-----|--|
| D72 | Please tell me to what extent you agree or disagree with each of the following statements? |
|-----|--|

(SHOW SCREEN – READ OUT – ONE ANSWER PER LINE)

| | | | | | | |
|--|--|------------------|------------------|---------------------|---------------------|----|
| | | Totally agree | Tend to agree | Tend to disagree | Totally disagree | DK |
|--|--|------------------|------------------|---------------------|---------------------|----|

| | | | | | | |
|---|----------------------------|---|---|---|---|---|
| 1 | My voice counts in the EU | 1 | 2 | 3 | 4 | 5 |
| 2 | My voice counts in Ireland | 1 | 2 | 3 | 4 | 5 |

EB84.3 D72

D73: CODE "NO ANSWER" IN CODE 4

| | |
|-----|--|
| D73 | At the present time, would you say that, in general, things are going in the right direction or in the wrong direction, in...? |
|-----|--|

(READ OUT – ONE ANSWER PER LINE)

| | | | | | |
|--|--|--|--|---|----|
| | | Things are going in the right direction | Things are going in the wrong direction | Neither the one nor the other (SPONTAN EOUS) | DK |
|--|--|--|--|---|----|

| | | | | | |
|---|--------------------|---|---|---|---|
| 1 | Ireland | 1 | 2 | 3 | 4 |
| 2 | The European Union | 1 | 2 | 3 | 4 |

EB84.3 D73a

D78: CODE "NO ANSWER" IN CODE 6

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| |
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| | |
|-----|---|
| D78 | In general, does the EU conjure up for you a very positive, fairly positive, neutral, fairly negative or very negative image? |
|-----|---|

| |
|-------------------|
| (ONE ANSWER ONLY) |
|-------------------|

| | |
|-----------------|---|
| Very positive | 1 |
| Fairly positive | 2 |
| Neutral | 3 |
| Fairly negative | 4 |
| Very negative | 5 |
| DK | 6 |

| |
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| EB83.4 D78 |
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| |
|---------------------|
| INTERVIEW PROTOCOLE |
|---------------------|

| | |
|----|-----------------------|
| P1 | Date of the interview |
|----|-----------------------|

(2688-2689)

| | | | | | |
|--|--|-----|--|--|-------|
| | | DAY | | | MONTH |
|--|--|-----|--|--|-------|

| |
|-----------|
| EB84.3 P1 |
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| | |
|----|--|
| P2 | Time of the beginning of the interview |
|----|--|

| |
|------------------------|
| INT.:USE 24 HOUR CLOCK |
|------------------------|

(2692-2693)

| | | | | | |
|--|--|------|--|--|---------|
| | | HOUR | | | MINUTES |
|--|--|------|--|--|---------|

| |
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| EB84.3 P2 |
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| | |
|----|--|
| P3 | Number of minutes the interview lasted |
|----|--|

| | | |
|--|--|---------|
| | | MINUTES |
|--|--|---------|

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| EB84.3 P3 |
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|----------------------------|
| P4: NO ANSWERS NOT ALLOWED |
|----------------------------|

| | |
|----|---|
| P4 | Number of persons present during the interview, including interviewer |
|----|---|

| | |
|----------------------------------|---|
| Two (interviewer and respondent) | 1 |
| Three | 2 |
| Four | 3 |
| Five or more | 4 |

EB84.3 P4

P5: NO ANSWERS NOT ALLOWED

P5 Respondent cooperation

| | |
|-----------|---|
| Excellent | 1 |
| Fair | 2 |
| Average | 3 |
| Bad | 4 |

EB84.3 P5

P6 Size of locality

(LOCAL CODES)

| | |
|--|--|
| | |
|--|--|

EB84.3 P6

P7 Region

(LOCAL CODES)

| | |
|--|--|
| | |
|--|--|

EB84.3 P7

P8 Postal code

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

EB84.3 P8

P9 Sample point number

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

EB84.3 P9

P10 Interviewer number

| | | | | | | | |
|--|--|--|--|--|--|--|--|
| | | | | | | | |
|--|--|--|--|--|--|--|--|

EB84.3 P10

P11 LEAVE BLANK

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| EB84.3 P11 |
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|---|
| ASK P13 ONLY IN LU, BE, ES, FI, EE, LV AND MT |
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|-----|-----------------------|
| P13 | Language of interview |
|-----|-----------------------|

| | |
|------------|---|
| Language 1 | 1 |
| Language 2 | 2 |
| Language 3 | 3 |

| |
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| EB84.3 P13 |
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