

IRELAND

YOUR SURVEY NUMBER

4	9	8	L	0
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1-5

COUNTRY CODE

0	8
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6-7

OUR SURVEY NUMBER

5	4	0
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8-10

INTERVIEW NUMBER

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11-16

Q.1. What is your nationality ? Please tell me the country (or countries) that apply. **(MULTIPLE ANSWERS POSSIBLE)**

Belgium.....	17	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,	
Other countries.....		16,	CLOSE INTERVIEW
DK.....		17,	CLOSE INTERVIEW

Q.2 How well informed do you feel about the single European currency, that is the EURO ? Do you feel you are ...? **(READ OUT)**

Very well informed.....	34	1
Well informed.....		2
Not very well informed.....		3
Not at all informed.....		4
DK.....		5

Q.3. Personally, would you say that the single European currency, the euro, is a topic that you are very interested in, fairly interested in, not very interested in or not at all interested in?

Very interested in.....	35	1
Fairly interested in.....		2
Not very interested in.....		3
Not at all interested in.....		4
DK.....		5

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Q.4. From what you have heard or read, has the value of the euro been irrevocably fixed against the Irish Punt?

Yes.....36 1
 No..... 2
 DK..... 3

Q.5. On the 1st of January 1999, the irrevocable value of the euro against the Irish Punt was fixed. Do you know how much one euro is worth in Irish Punts? (INT.: DO NOT PROMPT - FILL IN ALL FIGURES (BEFORE AND AFTER THE DOT) OF THE VALUE MENTIONED - IF 'DON'T KNOW' , CODE:0000.00000)

. 37-45

ASK ALL

Q.6.a) From what you have heard or read, when will it be possible to pay in euro by cheque or by card in Ireland? (SHOW CARD 'Q.6- ONE ANSWER ONLY)

Q.6.b) And in other European Union countries participating in the euro? (SHOW CARD 'Q.6' AGAIN- ONE ANSWER ONLY)

READ OUT	In Ireland	b) In other European Union Countries participating in the euro
A. It has been possible, since 1st January 1999	46 1	47 1
B. It has been possible, since 1st January 2000	2	2
C. From 1st January 2001	3	3
D. From 1st January 2002	4	4
E. Later	5	5
F. Never (SPONTANEOUS)	6	6
G. DK	7	7

Q.7. From which month in which year do you think it will no longer be possible to pay in Irish Punts? (IF "DK", CODE: 00.000; IF "ALWAYS POSSIBLE TO PAY IN Irish Punts, CODE: 99.999).

. 2 48-52

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- Q.8. From 1st January 1999, the general public can make payments in euro by card, cheque, standing order or bank transfer. Have you, yourself, already made payments ... ?

READ OUT	YES		NO	DK
1) ...by card in euro	53	1*	2**	3
2) ...by cheque in euro	54	1*	2**	3
3) ...through standing order, or bank transfer in euro	55	1*	2**	3

(IF "YES", CODE 1* IN Q.8.1 OR 8.2 OR 8.3)

- Q.9. Where did you make these payments? (READ OUT - SEVERAL ANSWERS POSSIBLE)

In Ireland.....56 1,
 In another country / other countries participating in the euro..... 2,
 DK..... 3,

(IF "NEVER PAID IN EURO", IF CODE 2** AT Q.8.1 AND 8.2 AND 8.3)

- Q.10. Is this why you have not yet paid in euro?

READ OUT - ROTATE	YES		NO	DK
1. You are afraid of confusing the Irish Punt and euro	59	1	2	3
2. You do not have an account in euro	60	1	2	3
3. You have not asked for a cheque book in euro	61	1	2	3
4. You asked for a cheque book in euro but it was refused	62	1	2	3
5. You think there are bank charges for using the euro in Ireland	63	1	2	3
6. Not all shops accept payment in euro	64	1	2	3
7. You did not know that you could already pay in euro	65	1	2	3
8. You do not see the point of paying in euro at the moment	66	1	2	3
9. You think it is difficult to pay in euro if the amount is shown in Irish Punts	67	1	2	3
10. To date, you haven't needed to	68	1	2	3

(IF "NEVER PAID IN EURO", IF CODE 2** AT Q.8.1 AND 8.2 AND 8.3)
 Q.11. When do you think you, yourself, will start paying in euro by card, cheque drawn in euro, standing order, or bank transfer? (SHOW CARD 'Q.11' - READ OUT - ONE ANSWER ONLY)

This year.....	69	1
Next year.....		2
Not before notes and coins in euro become available, on 1 st January 2002.....		3
Not before the Irish Punt is no longer available at all.....		4
It is not relevant for me (no account, no cheque or card in euro, etc.).....		5
Never (SPONTANEOUS).....		6
DK.....		7

ASK ALL

Q.12. Which of the following statements come closest to your own opinion with regards to the possibility of making payments with cheques or cards in euro as of now? (SHOW CARD 'Q.12' - READ OUT - SEVERAL ANSWERS POSSIBLE)

One can get used to the euro.....	70	1,
It doesn't make it easier to understand the euro.....		2,
It is cheaper to pay in euro.....		3,
It is more expensive to pay in euro.....		4,
It is more practical/easier.....		5,
It is more complicated.....		6,
It is useful in preparing for the future.....		7,
It is not really useful at the moment.....		8,
I am not interested (SPONTANEOUS).....		9,
None of these reasons (SPONTANEOUS).....		10
DK.....		11

Q.13. Have you ever made some financial investments like life assurance, buying stocks and shares, etc., in euro?

Yes.....	81	1
No.....		2
DK.....		3

Q.14. When do you think you will ask for your bank account to be in euro only? (SHOW CARD 'Q.14' - READ OUT - ONE ANSWER ONLY)

It's already done.....	82	1
This year.....		2
Next year.....		3
Not before notes and coins in euro become available, on 1st January 2002.....		4
Not before the Irish Punt is no longer available at all.....		5
It is not relevant for me (no account, no cheque or card in euro, etc.).....		6
When it is possible (SPONTANEOUS).....		7
Never (SPONTANEOUS).....		8
DK.....		9

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Q.15.a) Some shops are already displaying prices in Irish Punts and in euro. Have you ever seen this dual pricing in large shops or supermarkets? **IF YES** Very often, fairly often, sometimes or rarely?

Q.15.b) And have you ever seen this dual pricing in small shops? **IF YES** Very often, fairly often, sometimes or rarely?

	No	Yes, very often	Yes, fairly often	Yes, sometimes	Yes, rarely	DK
a) In large shops/supermarkets	83 1	2	3	4	5	6
b) In small shops	84 1	2	3	4	5	6

(IF "YES", CODES 2, 3, 4 OR 5 IN Q.15a OR Q.15b)

Q.16.a) When you see that prices are displayed both in Irish Punts and in euro in a shop, what do you look at? (SHOW CARD 'Q.16a' - READ OUT - ONE ANSWER ONLY)

Only prices in Irish Punts.....	85	1
Sometimes prices in euro, too.....		2
Always prices in euro too.....		3
Only prices in euro.....		4
DK.....		5

(IF "SOMETIMES", "ALWAYS" OR "ONLY" LOOKS AT PRICES IN EURO, CODES 2 OR 3 OR 4 IN Q.16.a)

Q.16.b) Do you look at prices in euro for...? (SHOW CARD 'Q.16b' - READ OUT - ONE ANSWER ONLY)

All products.....	86	1
Only basic products such as bread, milk, petrol, etc.....		2
DK		3

ASK ALL

Q.17. In your opinion, around how much does each of the following products cost in euro? (INT. READ OUT ITEMS, DO NOT READ OUT POSSIBLE ANSWERS)

READ OUT	1 euro or less (SPONTANEOUS)	>1-2 euros (SPONTANEOUS)	>2-5 euros (SPONTANEOUS)	>5-10 euros (SPONTANEOUS)	>10-30 euros (SPONTANEOUS)	More than 30 euros (SPONTANEOUS)	DK
1. A packet of cigarettes	87 1	2	3	4	5	6	7
2. 10 litres of petrol	88 1	2	3	4	5	6	7
3. A pair of shoes	89 1	2	3	4	5	6	7
4. Six eggs	90 1	2	3	4	5	6	7
5. A CD, compact disk	91 1	2	3	4	5	6	7
6. One litre of milk	92 1	2	3	4	5	6	7
7. A takeaway pizza	93 1	2	3	4	5	6	7

THERE ARE NO QS.18-20

PUNCHER NOTE: NO COLS. 94-100

Q.21. From 1st January 2002, banks will only issues euro coins and notes and people will have to start paying with euro coins and notes. On the whole, for the general public, do you think this changeover will take place... ? (SHOW CARD 'Q.21' - READ OUT - ONE ANSWER ONLY)

... without any difficulty.....101 1
 ... with some temporary difficulties..... 2
 ... with some long-term difficulties..... 3
 ... with great difficulty..... 4
 DK..... 5

Q.22. And, for you more specifically, do you think this changeover, from 1st January 2002, will take place... ? (SHOW CARD 'Q.21) AGAIN - READ OUT - ONE ANSWER ONLY

... without any difficulty.....102 1
 ... with some temporary difficulties..... 2
 ... with some long-term difficulties..... 3
 ... with great difficulty..... 4
 DK..... 5

Q.23. For each of the following aspects linked to the introduction of euro coins and notes, would you say you are very worried, fairly worried, not very worried or not at all worried about? (SHOW CARD 'Q.23')

READ OUT	VERY WORRIED	FAIRLY WORRIED	NOT VERY WORRIED	NOT AT ALL WORRIED	DK
1. Not recognising the different Euro coins and notes	103 1	2	3	4	5
2. Being cheated when getting your change	104 1	2	3	4	5
3. Being cheated by retailers when they set prices in euro	105 1	2	3	4	5
4. Having difficulties in comparing prices in euro between shops	106 1	2	3	4	5
5. Having difficulties in remembering prices in euro	107 1	2	3	4	5
6. Making a mistake in mentally converting euro into Irish Punts	108 1	2	3	4	5
7. Having difficulties in understanding your bills, your pay slip or your statements in euro	109 1	2	3	4	5
8. Making a mistake in mentally converting Irish Punts into euro	110 1	2	3	4	5

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Q.24. From each of the following statements, please tell me if you tend to agree or tend to disagree?

READ OUT	Tend to Agree		Tend to Disagree	DK
1. Banks give enough information about management of bank accounts	111	1	2	3
2. Having a bank account is very expensive	112	1	2	3
3. It is very difficult to win in a dispute with a bank	113	1	2	3
4. Buying on credit is more useful than dangerous	114	1	2	3
5. You never know beforehand how much it is going to cost to borrow money	115	1	2	3
6. You can borrow as much as you like, there are no real checks	116	1	2	3
7. The problem of borrowing more than you can pay back does not exist in Ireland	117	1	2	3
8. Financial institutions clearly explain the way their mortgages work and the risks involved	118	1	2	3
9. It is very difficult to compare the conditions linked to different mortgage options	119	1	2	3
10. It is very difficult to win in a dispute with insurance companies	120	1	2	3
11. With insurance policies, you never know in advance how well you are covered	121	1	2	3

Q.25. In your opinion, in general, does Irish legislation ensure or not ... ?

READ OUT	YES		NO	DK
1. the transparency of financial information	122	1	2	3
2. the protection of consumers' rights	123	1	2	3
3. a possible recovery action against banks and insurance companies	124	1	2	3
4. security when making a transaction	125	1	2	3
5. the protection of confidential information	126	1	2	3

Q.26. Each member state has its own consumer protection standards. Do you think that these standards should be harmonised in the European Union, or not? **IF YES** Totally or in part?

No.....	127	1
Yes, totally.....		2
Yes, in part.....		3
DK.....		4

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- Q.27. The opening up of markets and technological developments such as Telephone Banking, the Internet, etc. allows us increasingly to use remote banking and financial services. In your opinion, does the current Irish legislation ensure or not ... ?

READ OUT	YES	NO	DK
1. the transparency of financial information	128 1	2	3
2. the protection of consumers' rights	129 1	2	3
3. the protection of confidential information	130 1	2	3
4. security when making a transaction	131 1	2	3
5. a possible recovery action against banks and insurance companies	132 1	2	3

- Q.28. The marketing of financial services implies continuously introducing new technologies and techniques. In your opinion, is it necessary or not to take measures in the European Union to protect consumers in the use of these new technologies ? **IF YES** Totally or in part?

No..... 133 1
 Yes, totally..... 2
 Yes, in part..... 3
 DK..... 4

- Q.29. In your opinion, are there obstacles preventing consumers from using financial services anywhere in the European Union ?
(IF YES) Which ones ? (SHOW CARD 'Q.29' - READ OUT - SEVERAL ANSWERS POSSIBLE)

No, no obstacles..... 134 1,
 Yes, lack of information..... 2,
 Yes, bad information..... 3,
 Yes, too risky..... 4,
 Yes, necessary to have large amounts to invest..... 5,
 Yes, difficulties due to distance..... 6,
 Yes, poor legal protection in the event of problems..... 7,
 Yes, language problems..... 8,
 Others (**SPONTANEOUS**)..... 9,
 DK..... 10

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Q.30.a) Which one of the following means of payment do you prefer to use to pay for an important purchase in Ireland? By important purchase, I mean a purchase of at least IR£80. (SHOW CARD 'Q.30' - ONE ANSWER ONLY)

Q.30.b) And what means of payment do you prefer to use to pay for an important purchase in another member country of the European Union? (SHOW CARD 'Q.30' AGAIN - ONE ANSWER ONLY)

READ OUT	a) IN IRELAND	b) IN ANOTHER MEMBER COUNTRY
1. Cash	144 1	145 1
2. Electronic purse (<i>Int. refer to description in guidelines</i>)	2	2
3. Cheque	3	3
4. Credit card (such as: EUROCARD/ MASTERCARD, VISA, AMERICAN EXPRESS OR DINERS) or Debit card (such as LASER)	4	4
5. Bank transfer	5	5
6. Postal transfer	6	6
7. Other form of payment (SPONTANEOUS)	7	7
8. DK	8	8
9. Never bought anything in another member country (SPONTANEOUS)	-----	9

(IF CODES 1, 2,3,4,5 OR 6 IN Q.30a)

Q.31.a) For which reasons do you prefer to use this means of payment in Ireland? (SHOW CARD 'Q.31' - SEVERAL ANSWERS POSSIBLE)

(IF CODES 1,2,3,4,5, OR 6 IN Q.30b)

Q.31.b) Why do you prefer to use this means of payment in another member country of the European Union? (SHOW CARD 'Q.31' AGAIN - SEVERAL ANSWERS POSSIBLE)

READ OUT	b) IN IRELAND	b) IN ANOTHER MEMBER COUNTRY
1. Because the price is good	146 1,	154 1,
2. Because it is easy	2,	2,
3. To avoid the risks of a dispute	3,	3,
4. To avoid the risk of loss or theft	4,	4,
5. To avoid being attacked	5,	5,
6. For safety reasons, for example, because there is a PIN NUMBER	6,	6,
7. Other (SPONTANEOUS)	7,	7,
8. DK	8,	8,

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ASK ALL

Q.32. Have you ever made payments, by telephone, by computer, by Internet, etc. ?
 (IF YES) Have you ever made such payments using a card with a PIN NUMBER, or not?

No 162 1
 Yes, already paid this way BUT WITHOUT a card using a pin number..... 2
 Yes, already paid this way WITH a card using a pin number ... 3
 DK 4

IF NO, CODE 1 IN Q.32

Q.33. Why have you never made such payments this way ?
 (SHOW CARD 'Q.33' - READ OUT - ONE ANSWER ONLY)

I do not have a payment card..... 163 1
 I have never had the opportunity to..... 2
 I do not think it's safe..... 3
 I am not interested in paying that way..... 4
 I can't remember my pin number (SPONTANEOUS)..... 5
 Other (SPONTANEOUS)..... 6
 DK..... 7

ASK ALL

Q.34.a) Would you be ready to use a pre-paid card, an electronic purse (INTERVIEWER: REFER TO DESCRIPTION IN GUIDELINES) to pay for a minor purchase in Ireland, such as a newspaper or a loaf of bread ?

Q.34.b) And when you travel abroad?

READ OUT	Yes	No	Does not exist (SPONT.)	DK
a) In Ireland	164 1	2	3	4
b) Abroad	165 1	2	3	4

Q.35.a) Do you have a savings account, that is a deposit account which pays interest but does not have a payment card or a cheque book, with ...? (IF "YES", GO TO NEXT ITEM)

Q.35.b) (IF NO) Why not? (SHOW CARD 'Q.35b' - ONE ANSWER ONLY)

READ OUT	Q.35a)		Q.35b) If no			
	Yes		Never had one	Closed it Myself	Closed by Institution	Other/DK
1. a bank	166 1		2	3	4	5
3. a building society	168 1		2	3	4	5
4. the post office	169 1		2	3	4	5

↑
 PUNCHER NOTE: NO COL. 167

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Q.36.a) Do you have a current account, that is an account with a payment card or a cheque book, with ...? (IF "YES", GO TO NEXT ITEM)
(IF NO)

Q.36.b) Why not? (SHOW CARD 'Q.36b'- ONE ANSWER ONLY)

READ OUT	Q.36a)		Q.36b) If no			
	Yes		Never had one	Closed it Myself	Closed by Institution	Other/DK
1. a bank	170	1	2	3	4	5
3. a building society	172	1	2	3	4	5
4. the post office	173	1	2	3	4	5



PUNCHER NOTE: NO COL. 171

Q.37. Do you have a ...?

READ OUT	Yes	No	DK	
1. cheque book	174	1	2	3
2. credit card (VISA, EUROCARD/MASTERCARD, AMERICAN EXPRESS, DINERS)	175	1	2	3
3. another type of bank card (BANKLINK, LASER)	176	1	2	3

Q.38.a) Do you have a mortgage lasting... ?

READ OUT	YES	NO	DK	
1. Less than 10 years	177	1	2	3
2. 10 to 20 years	178	1	2	3
3. More than 20 years	179	1	2	3

Q.38.b) Do you personally have...?

READ OUT	YES	NO	DK	
1. A loan lasting more than 12 months to buy a car	180	1	2	3
2. A loan lasting more than 12 months to buy something else	181	1	2	3
3. An overdraft facility on your current account	182	1	2	3

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- D.15. a) What is your current occupation ?
 b) (IF NOT DOING ANY PAID WORK CURRENTLY - CODES 01 TO 04 IN D.15a) Did you do any paid work in the past ?
 What was your last occupation ?

	a) CURRENT OCCUPATION	b) LAST OCCUPATION
NOT WORKING	183-184	-----
Responsible for ordinary shopping and looking after the home, or without any current occupation, not working	01	-----
Student	02	-----
Unemployed or temporarily not working	03	-----
Retired or unable to work through illness	04	-----
SELF EMPLOYED		185-186
Farmer	05	01
Fisherman	06	02
Professional (lawyer, medical practitioner, accountant, architect, ...)	07	03
Owner of a shop, craftsmen, other self employed person	08	04
Business proprietors, owner (full or partner) of a company	09	05
EMPLOYED		
Employed professional (employed doctor, lawyer, accountant, architect)	10	06
General management, director or top management (managing directors, director general, other director)	11	07
Middle management, other management (department head, junior manager, teacher, technician)	12	08
Employed position, working mainly at a desk	13	09
Employed position, not at a desk but travelling (salesmen, driver, ...)	14	10
Employed position, not at a desk, but in a service job (hospital, restaurant, police, fireman, ...)	15	11
Supervisor	16	12
Skilled manual worker	17	13
Other (unskilled) manual worker, servant	18	14
NEVER DID ANY PAID WORK	-----	15

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NOW, LET'S TALK ABOUT ANOTHER TOPIC.

Q.39. Do you use a computer ...

a) ... (IF CODES 05 TO 18 IN D.15.a) at work?

b) ... and at home, for your work?

ASK ALL

c) ... at home, but for other reasons than for your work?

d) ... at school or university?

READ OUT	YES	NO	DK
a. At work	187 1	2	3
b. At home, for your work	188 1	2	3
c. At home, but for other reasons than for your work	189 1	2	3
d. At school or university	190 1	2	3

IF "NO" OR "DK" IN Q.39.a AND Q.39.b AND Q.39.c AND Q.39.d, GO TO Q.46

IF AT LEAST ONE "YES", CODE 1 IN Q.39.a OR Q.39.b OR Q.39.c OR Q.39.d,
GO TO Q.39.e

Q.39.e) What do you use a computer for? (SHOW CARD 'Q.39e' - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Word processing.....	191	1,
Accounting, statistics, calculations, etc.....		2,
Preparing presentations.....		3,
Other graphics or visual applications.....		4,
Playing games.....		5,
Buying or booking something on-line.....		6,
E-mail.....		7,
Chatrooms and forums.....		8,
Multimedia like CD-Rom or DVD.....		9,
Watching TV or listening to radio via the Internet.....		10
Building your own Website.....		11
Looking for a job on the Internet.....		12
Searching for information about local or national government or about public utilities and services via the Internet.....		13
Searching for other information via the Internet.....		14
Other (SPONTANEOUS).....		15
DK.....		16

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Q.40. Where did you learn how to use a computer? (SHOW CARD 'Q.40' - READ OUT - MULTIPLE ANSWERS POSSIBLE)

At school.....	207	1,
At university.....		2,
At work on your own or with the assistance of colleagues.....		3,
At work in a training course organised in-house.....		4,
In a job placement.....		5,
At a meeting of a club or special interest group.....		6,
At a friend's place.....		7,
At home on your own.....		8,
In a training course paid for by your employer.....		9,
In a training course paid for by a government agency.....		10
In a training course paid for by yourself.....		11
In an Internet café/ a cybercafé.....		12
In a public office or place like a library.....		13
Other (SPONTANEOUS).....		14
DK.....		15

Q.41. Why did you learn how to use a computer? (SHOW CARD 'Q.41' - READ OUT - MULTIPLE ANSWERS POSSIBLE)

To do my job.....	222	1,
To keep my job.....		2,
To get a job.....		3,
To get a promotion in my job.....		4,
To search for educational material and documents.....		5,
To communicate by e-mail with family or friends.....		6,
To buy products and services on the Internet.....		7,
To get free products, free services or free software via the Internet.....		8,
To get access to local or national government or public utilities via the Internet.....		9,
To get access to other information via the Internet.....		10
Other (SPONTANEOUS).....		11
DK.....		12

Q.42. Which, if any, of these computer training qualifications do you have? (SHOW CARD 'Q.42' - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Degree in computer science.....	234	1,
School certificate in the use of computers.....		2,
Certificate in the use of computers from a public training institution.....		3,
Certificate in the use of computers from a private company.....		4,
Certificate in the use of computers as a result of distance learning.....		5,
Other (SPONTANEOUS).....		6,
None (SPONTANEOUS).....		7,
DK.....		8,

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(IF CODES 05 TO 18 IN D.15.a ASK Q.43.a, OTHERS GO TO Q.46)

- Q.43.a) Have you ever had computer training for your job, or not?
 (IF "YES", CONTINUE WITH Q.43.b, IF "NO" GO TO Q.44)
- Yes..... 242 1
 No..... 2
 DK..... 3

IF "YES", CODE 1 IN Q.43.a, ASK Q.43.b,c,d,e

- Q.43.b) Did your last computer training take place in your workplace, or not?
 Q.43.c) Was your last computer training organised by an external training institute, or not?
 Q.43.d) Was it organised within your normal working hours, or not?
 Q.43.e) Was it paid for by your employer, or not?

		Yes	No	DK
b. In your workplace	243	1	2	3
c. Organised by an external training institute	244	1	2	3
d. Within your normal working hours	245	1	2	3
e. Paid for by your employer	246	1	2	3

(IF CODES 05 TO 18 IN D.15.a

- Q.44. In your opinion, how important is it to be able to use a computer in your job?
 Is it very important, fairly important, not very important or not at all important?
- Very important.....247 1
 Fairly important..... 2
 Not very important..... 3
 Not at all important..... 4
 DK..... 5

(IF CODES 05 TO 18 IN D.15.a)

- Q.45.a) Telework occurs when paid workers carry out all, or part of, their work away from their normal places of activity, usually from home, using information and communication technologies. Do you currently telework, or not? (IF YES) Regularly or occasionally?
- No.....248 1
 Yes, regularly..... 2
 Yes, occasionally..... 3
 DK..... 4

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(IF "REGULARLY" OR "OCCASIONALLY", CODE 2 OR 3 IN Q.45.a)

Q.45.b) In what ways does teleworking affect you personally? (SHOW CARD 'Q.45b' - READ OUT - MULTIPLE ANSWERS POSSIBLE)

You are more productive in your job.....	249	1,
You are less productive in your job.....		2,
It increases the sense of autonomy in your job.....		3,
It decreases the sense of autonomy in your job.....		4,
You have more social interaction.....		5,
You have less social interaction.....		6,
It is easier to combine work and private life.....		7,
It is more difficult to combine work and private life.....		8,
It reduces the need to commute.....		9,
It increases the need to commute.....		10
Other (SPONTANEOUS).....		11
DK.....		12

(IF "NO", CODE 1 IN Q.45.a)

Q.45.c) In what ways do you think teleworking would affect you personally? (SHOW CARD 'Q.45c' - READ OUT - MULTIPLE ANSWERS POSSIBLE)

You would be more productive in your job.....	261	1,
You would be less productive in your job.....		2,
It would increase the sense of autonomy in your job.....		3,
It would decrease the sense of autonomy in your job.....		4,
You would have more social interaction.....		5,
You would have less social interaction.....		6,
It would be easier to combine work and private life.....		7,
It would be more difficult to combine work and private life.....		8,
It would reduce the need to commute.....		9,
It would increase the need to commute.....		10
Other (SPONTANEOUS).....		11
DK.....		12

ASK ALL

Q.46. In your opinion, how important is it to be able to use a computer in your daily life? Is it very important, fairly important, not very important or not at all important?

Very important.....	273	1
Fairly important.....		2
Not very important.....		3
Not at all important.....		4
DK.....		5

Q.47.a) Do you use e-mail or the Internet, or not?

Yes.....	274	1
No.....		2
DK.....		3

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(IF "YES", CODE 1 IN Q.47.a)

Q.47.b) Where do you use it? (SHOW CARD 'Q.47b' - READ OUT - MULTIPLE ANSWERS POSSIBLE)

At home.....	275	1,
At work.....		2,
At school.....		3,
At university.....		4,
In a friend's house.....		5,
In a public office or place like a library.....		6,
In Internet cafés/cybercafés.....		7,
Elsewhere (SPONTANEOUS).....		8,
DK.....		9,

(IF USING E-MAIL OR THE INTERNET AT WORK, CODE 2 IN Q.47.b)

Q.48.a) Has using a computer, e-mail or the Internet changed the way you work, or not?

Yes.....	284	1
No.....		2
DK.....		3

(IF "YES", CODE 1 IN Q.48.a)

Q.48.b) In what way? (SHOW CARD 'Q.48b' - READ OUT - MULTIPLE ANSWERS POSSIBLE)

You have more contact with people outside your company.....	285	1,
You have less contact with people outside your company.....		2,
You work more closely with your colleagues.....		3,
You work less closely with your colleagues.....		4,
You use more skills in your job.....		5,
You use less skills in your job.....		6,
You have more responsibilities in your job.....		7,
You have less responsibilities in your job.....		8,
You carry out more tasks in one day.....		9,
You carry out less tasks in one day.....		10
It is easier to combine work and private life.....		11
It is more difficult to combine work and private life.....		12
You saved money, notably on postage.....		13
Other (SPONTANEOUS).....		14
DK.....		15

DEMOGRAPHICS

THERE ARE NO QUESTIONS D1 TO D7

D.8. How old were you when you stopped full-time education ?
 (IF STILL STUDYING : CODE 00 - GO TO D.10)

		300-301
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NO QUESTION D.9

D.10. **SEX**
 Male..... 302 1
 Female..... 2

D.11. How old are you ?

		303-304
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D.12. How many people live in your household, including yourself, all adults and children?

D.13. How many children under 15 are currently living at home ?

	D.12 PEOPLE	D.13 CHILDREN
		306-307
1	305 1	01
2	2	02
3	3	03
4	4	04
5	5	05
6	6	06
7	7	07
8	8	08
9 or more	9	09
None	-----	10

THERE ARE NO QUESTIONS D14 AND D16 TO D28

D.29. We also need some information about the income of this household to be able to analyse the survey results for different types of households. Here is a list of income groups. (**SHOW INCOME CARD 'D.29'**) Please count the total wages and salaries PER MONTH of all members of this household; all pensions and social insurance benefits; child allowances and any other income like rents, etc. ... Of course, your answer as all other replies in this interview will be treated confidentially and referring back to you or your household will be impossible. Please give me the letter of the income group your household falls into before tax and other deductions.

	308-309
B.....	01
T.....	02
P.....	03
F.....	04
E.....	05
H.....	06
L.....	07
N.....	08
R.....	09
M.....	10
S.....	11
K.....	12
Refusal.....	13
DK.....	14

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INTERVIEW PROTOCOL

P.1. - Date of interview	DAY	MONTH
	__ __ 310-311	__ __ 312-313

P.2. - Time of the beginning of the interview	HOUR	MINUTES
USE 24 HOUR CLOCK	__ __ 314-315	__ __ 316-317

P.3. - Number of minutes the interview lasted	MINUTES
	__ __ __ 318-320

P.4. - Number of persons present during the interview, including interviewer.

Two (interviewer and respondent).....	321	1
Three.....		2
Four.....		3
Five or more.....		4

P.5. - Respondent cooperation

Excellent.....	322	1
Fair.....		2
Average.....		3
Bad.....		4

P.6. - Size of locality

Less than 2,000 people.....	323	1
2,001 - 20,000 people.....		2
20,001 - 100,000 people.....		3
100,001 people and more.....		4

PUNCHER NOTE: NO COLS. 324

P.7. - Region

Donegal	325	1
North West (Sligo, Leitrim)		2
North East (Cavan, Monaghan, Louth)		3
West (Mayo, Galway)		4
Midlands (Westmeath, Roscommon, Longford, Laois, Offaly)		5
East (Dublin, Meath, Kildare, Wicklow)		6
Mid West (Limerick, Clare, Tipperary North Riding)		7
South East (Waterford, Wexford, Carlow, Kilkenny, Tipperary South Riding)		8
South West (Kerry, Cork)		9

PUNCHER NOTE: NO COL. 326

P.8. - Postal code

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327-334

P.9. - SAMPLE POINT NUMBER

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335-342

P.10. - INTERVIEWER NUMBER

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343-350

P.11. - WEIGHTING FACTOR

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351-358

P.12 - Telephone available in household ?

Yes	359	1
No		2