

**ZA4416**

**Eurobarometer 64.4**

**Country Specific Questionnaire  
Ireland**

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

EB64.3 A
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B	country code <b>(106-107)</b>
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EB64.3 B
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C	our survey number <b>(108-110)</b>
	<input type="text"/> <input type="text"/> <input type="text"/>

EB64.3 C
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D	Interview number <b>(111-116)</b>
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EB64.3 D
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Q1 What is your nationality? Please tell me the country(ies) that applies(y).

MULTIPLE ANSWERS POSSIBLE

(117-148)

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,
Other countries	31,
DK	32,

EB64.3 Q1

IF OTHER OR DK AT Q1, CLOSE INTERVIEW

QA1 To what extent, if at all, does your health limit you from...?

ONE ANSWER PER LINE

	READ OUT	It limits you a lot	It limits you a little	It does not limit you at all	DK
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(149)  
(150)

1	Doing moderate activities, such as moving a table, pushing a vacuum cleaner or carrying your shopping	1	2	3	4
2	Climbing several flights of stairs	1	2	3	4

EB64.4 NEW

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QA2	During the past 4 weeks how much of the time have you had any of the following problems with your work or other regular activities as a result of your physical health?
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SHOW CARD WITH SCALE – ONE ANSWER PER LINE
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	READ OUT	All the time	Most of the time	Sometimes	Rarely	Never	DK

(151)

1	You have accomplished less than you would like	1	2	3	4	5	6
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(152)

2	You have accomplished your usual activities less carefully	1	2	3	4	5	6
---	--	---	---	---	---	---	---

EB64.4 NEW
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QA3	During the past 4 weeks, how much of the time have you had any of the following problems with your work or other regular activities as a result of any emotional problem (such as feeling depressed or being anxious)?
-----	--

SHOW SAME CARD WITH SCALE AS IN QA2 – ONE ANSWER PER LINE
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	READ OUT	All the time	Most of the time	Sometimes	Rarely	Never	DK

(153)

1	You have accomplished less than you would like	1	2	3	4	5	6
---	--	---	---	---	---	---	---

(154)

2	You have accomplished your usual activities less carefully	1	2	3	4	5	6
---	--	---	---	---	---	---	---

EB64.4 NEW
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<b>QA4</b>	During the past 4 weeks, how much, if at all, has pain interfered with your activities?
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READ OUT – ONE ANSWER ONLY
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**(155)**

Extremely	1
Quite a bit	2
Moderately	3
A little	4
Not at all	5
DK	6

EB64.4 NEW
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<b>QA5</b>	The next few questions are about how you feel and how things have been with you over the past 4 weeks. For each, please give the one answer that comes closest to the way you have been feeling. For how much of the past 4 weeks .....
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SHOW SAME CARD WITH SCALE AS IN QA2 – ONE ANSWER PER LINE
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	READ OUT	All the time	Most of the time	Sometimes	Rarely	Never	DK

<b>(156)</b>	1	Have you felt full of life?	1	2	3	4	5	6
<b>(157)</b>	2	Have you felt particularly tense?	1	2	3	4	5	6
<b>(158)</b>	3	Have you felt so down in the dumps that nothing could cheer you up?	1	2	3	4	5	6
<b>(159)</b>	4	Have you felt calm and peaceful?	1	2	3	4	5	6
<b>(160)</b>	5	Did you have lots of energy?	1	2	3	4	5	6
<b>(161)</b>	6	Have you felt downhearted and depressed?	1	2	3	4	5	6
<b>(162)</b>	7	Have you felt worn out?	1	2	3	4	5	6
<b>(163)</b>	8	Have you felt happy?	1	2	3	4	5	6
<b>(164)</b>	9	Did you feel tired?	1	2	3	4	5	6

EB58.2 Q37 TO Q45 TREND MODIFIED
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QA6 During the past 4 weeks, how much of the time has your physical health or emotional problems interfered with social activities (like visiting friends, relatives, etc.)?

SHOW SAME CARD WITH SCALE AS IN QA2 – ONE ANSWER ONLY

	<b>(165)</b>
All the time	1
Most of the time	2
Sometimes	3
Rarely	4
Never	5
DK	6

EB64.4 NEW

QA7 In the last 12 months, did you seek help from a professional in respect of a psychological or emotional health problem? (IF YES) Indicate who in the following list

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

	<b>(166-176)</b>
No	1,
Yes, a general practitioner	2,
Yes, a pharmacist	3,
Yes, a psychiatrist	4,
Yes, a psychologist	5,
Yes, a psychoanalyst	6,
Yes, a nurse	7,
Yes, a social worker	8,
Yes, a psychotherapist not mentioned previously	9,
Yes, another health professional	10,
DK	11,

EB58.2 Q46 TREND MODIFIED

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QA8 During the past 4 weeks, have you had any of the following problems with your work or other regular activities as a result of any emotional problems (such as feeling depressed or anxious)?

ONE ANSWER PER LINE

	READ OUT	Yes	No
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(177)	1	Cut down on the amount of time you spent on work or other activities?	1	2
(178)	2	Accomplished less than you would like?	1	2
(179)	3	Did not do work or other activities as carefully as usual?	1	2
(180)	4	Missed work days?	1	2

EB64.4 NEW

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QA9 Please indicate which ones of the following statements possibly apply to your situation. In the last 12 months...

ONE ANSWER PER LINE

	READ OUT	Yes	No	DK
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(181)	1	You have received psychotherapy due to psychological or emotional health problems	1	2	3
(182)	2	You have been prescribed drugs due to psychological or emotional health problems	1	2	3
(183)	3	You have been admitted to hospital due to psychological or emotional health problems	1	2	3

EB64.4 NEW

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QA10	If you were feeling bad, where would you seek more support first?
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SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE
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	<b>(184-191)</b>
You would seek support from a health professional	1,
You would seek support from a family member	2,
You would seek support from a friend	3,
You would seek support from a religious counsellor	4,
You would seek support from a school teacher	5,
You would call a help line	6,
Other (SPONTANEOUS - SPECIFY)	7,
DK	8,

EB64.4 NEW
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QA11	How easy or difficult do you think it is to find information on psychological or emotional health problems and how to deal with them?
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READ OUT – ONE ANSWER ONLY
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	<b>(192)</b>
Very easy	1
Fairly easy	2
Fairly difficult	3
Very difficult	4
DK	5

EB64.4 NEW
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QA12	To what extent do you agree or disagree with the following statements?
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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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(193)	1	People with psychological or emotional health problems are a danger to others	1	2	3	4	5
(194)	2	People with psychological or emotional health problems are unpredictable	1	2	3	4	5
(195)	3	People with psychological or emotional health problems have themselves to blame	1	2	3	4	5
(196)	4	People with psychological or emotional health problems never recover	1	2	3	4	5

EB64.4 NEW
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Now, moving on another topic.

D43a Is there a fixed telephone available in the household?

D43b Do you personally own a mobile telephone?

	(197)	(198)
	D43a	D43b
	Fixed	Mobile
Yes	1	1
No	2	2

EB64.3 D43a D43b

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<b>QB1</b>	For each of the following, please tell me how many of them there are available in your household.
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<b>SHOW CARD – ONE ANSWER PER LINE</b>
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	READ OUT	0	1	2	3	4	5	6	7	8	9+	DK
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<b>(199-200)</b>	1	Standard Television (43)	1	2	3	4	5	6	7	8	9	10	11
<b>(201-202)</b>	2	Wide screen Television (169)	1	2	3	4	5	6	7	8	9	10	11
<b>(203-204)</b>	3	Mobile phone access on a contract (billed)	1	2	3	4	5	6	7	8	9	10	11
<b>(205-206)</b>	4	Mobile phone access on a pre-paid arrangement (pre-paid cards)	1	2	3	4	5	6	7	8	9	10	11
<b>(207-208)</b>	5	ASK ALL WITH A MOBILE PHONE: A mobile phone with access to advanced mobile data communications services i.e. websites for downloading audio\ video content, sending and receiving e-mails etc.	1	2	3	4	5	6	7	8	9	10	11
<b>(209-210)</b>	6	Fixed telephone access (including those provided by a cable operator or by an operator providing voice over IP) e.g. one standard line plus a second line (2nd number) for fax or Internet counting as 2	1	2	3	4	5	6	7	8	9	10	11
<b>(211-212)</b>	7	ISDN line (an ISDN line which allows two simultaneous communications counts as 1)	1	2	3	4	5	6	7	8	9	10	11
<b>(213-214)</b>	8	Desktop computer	1	2	3	4	5	6	7	8	9	10	11

(215-216)	9	Laptop computer	1	2	3	4	5	6	7	8	9	10	11
	10	Internet access (free or not) (one single access can connect several PCs)	1	2	3	4	5	6	7	8	9	10	11
(217-218)	11	(ONLY IF ACCESS IN ITEM 10) Wi-fi modem or Wi-fi router for wireless Internet	1	2	3	4	5	6	7	8	9	10	11
(219-220)													

TSI-2004 Q1a – TREND MODIFIED

IF TELEVISION IN THE HOUSEHOLD (CODE 2 - 10 AT QB1 ITEM 1 OR 2) ASK: -OTHERS GO TO QB4

QB2 Does your household receive the television via...?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

	<b>(221-226)</b>
An aerial (on the roof or on the top of the TV set)	1,
A cable TV network	2,
Satellite TV via a satellite dish	3,
Digital Terrestrial Television (aerial + decoder) (USE APPROPRIATE EXAMPLE – UK: Digibox – FR: TNT)	4,
The telephone network + modem	5,
DK	6,

TSI-2004 Q2 - TREND MODIFIED

QB3 Apart from the television license, does your household pay to receive any TV channels?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

	<b>(227-232)</b>
No	1,
Yes, subscription to a cable-TV company	2,
Yes, subscription to a satellite company	3,
Yes, a subscription to the telephone network company (if different from the cable-TV company)	4,
Yes, in another way (SPONTANEOUS)	5,
DK	6,

EB64.4 NEW

IF FIXED TELEPHONE OR ISDN IN THE HOUSEHOLD (CODE 2 - 10 AT QB1 ITEM 6 OR 7) ASK: OTHERS GO TO QB8

QB4 Which operator(s) does your household use to provide fixed telephone line(s)? We are talking about line rental and not about the calls. This includes telephone lines provided by a cable operator or voice over IP (VoIP) operators.

SHOW APPROPRIATE LIST IN EACH COUNTRY – READ OUT – MULTIPLE ANSWERS POSSIBLE

(233-254)

BT Ireland	1,
Chorus	2,
Cinergi	3,
Eircom/Telecom Eireann	4,
Newtel	5,
Ntl/Cablelink	6,
Smart Telecom	7,
Talk Talk	8,
Tele 2	9,
Others (SPONTANEOUS - SPECIFY)	21,
DK	22,

TSI-2004 Q7 - TREND SLIGHTLY MODIFIED

QB5 Which company(ies) does your household use to provide fixed telephone services, that is to make telephone calls? This can be the same company(ies) as the one(s) providing the fixed telephone line(s), or different one(s).

SHOW APPROPRIATE LIST IN EACH COUNTRY – READ OUT – MULTIPLE ANSWERS POSSIBLE

(255-276)

BT Ireland	1,
Chorus	2,
Cinergi	3,
Eircom/Telecom Eireann	4,
Newtel	5,
Ntl/Cablelink	6,
Smart Telecom	7,
Talk Talk	8,
Tele 2	9,
Others (SPONTANEOUS - SPECIFY)	21,
DK	22,

TSI-2004 Q8 - TREND SLIGHTLY MODIFIED

QB6 Have you or has anyone in your household ever considered changing your fixed telephone line provider or fixed call provider?

SHOW CARD – READ OUT – ROTATE ITEMS 2 TO 12 – MULTIPLE ANSWERS POSSIBLE

(277-290)

No, never considered it	1,
Yes, but satisfied with the current service	2,
Yes, have already changed	3,
Yes, plan to change within the next 2 months	4,
Yes, awaiting installation\ activation	5,
Yes, but bound by contract to current provider	6,
Yes, but getting the fixed line via a package (bundle) which makes it difficult to switch to another provider	7,
Yes, but do not want to lose current telephone number	8,
Yes, there are interesting offers from new providers but do not trust them	9,
Yes, but it takes too much effort and time to do it	10,
Yes, but did not know it is possible to change provider	11,
Yes, intend to cancel fixed line subscription in the coming months	12,
Other (SPONTANEOUS)	13,
DK	14,

EB64.4 NEW

QB7 If your household could use mobile phone(s) at home at the same price as your fixed telephone for local and national calls, would your household give up its landline?

READ OUT – MULTIPLE ANSWERS POSSIBLE

(291-295)

Yes	1,
No, want to keep a fixed line for the Internet connection at home	2,
No, make too many international calls	3,
No, for other reasons (SPONTANEOUS)	4,
DK	5,

EB64.4 NEW

IF NO FIXED TELEPHONE LINE IN THE HOUSEHOLD (CODE 1 AT QB1 ITEM 6) ASK: - OTHERS GO TO QB10

QB8 You said there is no fixed telephone line at your home. Among the following list which situation applies to your household?

READ OUT – ONE ANSWER ONLY

(296)

Your household has given up its fixed telephone line in the last 12 months	1
Your household has given up its fixed telephone line more than one year ago	2
Your household has never had a fixed telephone line	3
Other (SPONTANEOUS)	4
DK	5

TSI-2004 Q4 - TREND MODIFIED

QB9 And which of the following best explains why your household does not have a fixed telephone line?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(297-306)

Our household plans to get a fixed telephone line in the next 6 months, or is awaiting installation	1,
One or more household members has\ have a mobile phone that serves the needs of the household	2,
The initial installation\ connection costs are too high (including possible charges or deposits)	3,
The line rental charges are too high	4,
The cost of calls are too high	5,
Landline is not available where you live	6,
You or other members of your household have easy access to a phone elsewhere (i.e. neighbour, work, public payphone)	7,
You or other members of your household do not want a fixed telephone line	8,
Other (SPONTANEOUS)	9,
DK	10,

TSI-2004 Q4 - TREND MODIFIED

ASK ALL

QB10 Do any household members use public payphones (e.g. a public call box, a phone-shop or public phones)?

(307)

Yes	1
No	2
DK	3

TSI-2004 Q9 - TREND

IF ANY HOUSEHOLD MEMBER USES A PUBLIC PAYPHONE (CODE 1 AT QB10) ASK:  
OTHERS GO TO QB13

QB11 And how often do you personally use public payphones?

READ OUT – ONE ANSWER ONLY

(308)

Once a week or more often	1
About once a month	2
Less often than once a month	3
Only when away from home or travelling	4
Never	5
DK	6

TSI-2004 Q10 - TREND MODIFIED

IF RESPONDENT USES PUBLIC PAYPHONES (CODE 1-4 AT QB11) ASK: OTHERS GO TO QB13

QB12 Why do you personally use public payphones?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(309-315)

There is no fixed telephone at home	1,
You do not have a mobile phone access and need to make phone calls while away from home	2,
You have a mobile phone access but it is too costly to make international phone calls	3,
The only phone at home is always in use	4,
When the mobile phone is out of range\ out of credit\ out of battery	5,
Other (SPONTANEOUS)	6,
DK	7,

EB64.4 NEW

ASK ALL

QB13 How many members of your household, including yourself, use a mobile phone?

CODE NONE AS '00' AND DK AS '99'

(316-317)

PEOPLE

EB64.4 NEW

QB14 Please tell me which of the following features would make you personally switch to an advanced mobile phone service.

SHOW CARD – MULTIPLE ANSWERS POSSIBLE

(318-325)

The ability to watch sports clips, film reviews, etc.	1,
The ability to browse the Internet and use e-mail whilst away from your house\ office	2,
The ability to play online games	3,
The ability to download music tracks	4,
The ability to download maps or street plans	5,
You are not interested in any of these features	6,
Other (SPONTANEOUS)	7,
DK	8,

EB64.4 NEW

QB15 With respect to mobile phones, which of the following is the main benefit for you?

READ OUT – ONE ANSWER ONLY

(326)

The ability to be contacted at any place, any time	1
The freedom to make calls when you are out and about	2
The security of knowing that you can make a call from anywhere if things go wrong	3
None (SPONTANEOUS)	4
Other (SPONTANEOUS)	5
DK	6

EB64.4 NEW

IF RESPONDENT HAS A PERSONAL MOBILE PHONE (CODE 1 AT D43b) ASK: OTHERS GO TO QB21

QB16 Which provider do you personally use for mobile telephony?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(327-348)

Meteor	1,
O2	2,
3G	3,
Vodafone	4,
Others (SPONTANEOUS - SPECIFY)	21,
DK	22,

TSI-2004 Q12

QB17 Have you personally ever considered changing mobile network provider?

SHOW CARD – READ OUT – ROTATE ITEMS 1 TO 10 - MULTIPLE ANSWERS POSSIBLE

(349-361)

Yes, but I am satisfied with my current mobile network provider	1,
Yes, I already changed mobile provider	2,
Yes, I change each time there are better conditions offered by other operators	3,
Yes, but my current contract conditions prevent me from doing so at least for the next 6 months	4,
Yes, but I get my mobile service through a package (bundle) which makes it difficult to switch to another provider	5,
Yes, but it is too complicated to make price comparisons	6,
Yes, there are interesting offers from other providers but I do not trust them	7,
Yes, but changing provider and keeping my number is too expensive and\ or takes too long	8,
Yes, but it takes too much effort and time to do it	9,
Yes, but I did not know it is possible to change provider	10,
No, I never thought about it	11,
Other (SPONTANEOUS - SPECIFY)	12,
DK	13,

EB64.4 NEW

QB18 When choosing a new mobile service provider, does the cost of receiving\ making calls while abroad (roaming) play a very important, fairly important, not very important or not at all an important role in your decision?

READ OUT – ONE ANSWER ONLY

(362)

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

EB64.4 NEW

IF ROAMING COSTS ARE IMPORTANT TO RESPONDENT (CODE 1 OR 2 AT QB18) ASK:  
OTHERS GO TO QB20

QB19 If your current mobile phone provider was to increase cost of roaming, at what level, if at all, would this make you look for another provider?

READ OUT – ONE ANSWER ONLY – SHOW CARD WITH DEFINITION: International roaming allows you make and receive calls while abroad

(363)

5-10% increase	1
11-15% increase	2
Over 15% increase	3
You would not switch what ever the price increase	4
DK	5

EB64.4 NEW

IF RESPONDENT PERSONALLY OWNS A MOBILE PHONE (CODE 1 AT D43b) ASK:  
OTHERS GO TO QB21

QB20 Have problems like receiving spam (i.e. unsolicited commercial messages) on your mobile phone resulted in you using your mobile phone less often?

READ OUT – ONE ANSWER ONLY

(364)

Yes, a lot	1
Yes, a little	2
No, not at all	3
I never receive spam (SPONTANEOUS)	4
DK	5

EB64.4 NEW

IF NO MOBILE PHONE IN THE HOUSEHOLD (CODE 1 AT QB1 ITEM 3 AND 4) ASK:  
OTHERS GO TO QB22

QB21 You said there is no mobile phone in your household. Which of the following best explains why your household does not have a mobile phone?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(365-372)

Someone in the household plans to get a mobile telephone in the next 6 months	1,
No one in my household wants a mobile phone	2,
Mobile telephony is too expensive	3,
The fixed telephone line(s) is(are) sufficient for current needs	4,
Coverage in the area is not very good, so it is not worth getting a mobile phone	5,
There is good access to phones elsewhere, when outside the home (e.g. public payphones)	6,
Other (SPONTANEOUS – SPECIFY)	7,
DK	8,

TSI-2004 Q13 - TREND SLIGHTLY MODIFIED

F INTERNET ACCESS AT HOME (CODE 2 - 10 AT QB1 ITEM 10 OR 11) ASK: OTHERS GO TO QB37

QB22 How does your household access the Internet from home?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(373-381)

Via a dial-up connection using a standard telephone line	1,
Via a dial-up connection using an ISDN line	2,
Via ADSL or similar type of connection (using a modem)	3,
Via the cable TV network (using a cable modem)	4,
Via the mobile phone network	5,
Via the satellite network	6,
Via a power line (SPONTANEOUS)	7,
Other (SPONTANEOUS – SPECIFY)	8,
DK	9,

TSI-2004 Q16 - TREND MODIFIED

QB23 And in what ways can your household access the Internet at home?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(382-388)

Via desk-top or laptop computer	1,
Via television	2,
Via video games console	3,
Via mobile phone	4,
Via another wireless device such as a handheld (PDA) or pocket computer	5,
Other (SPONTANEOUS)	6,
DK	7,

EB64.4 NEW

QB24 Please think about the person in your household who accesses the Internet the most including yourself. How often does he\ she access it? Is it...?

READ OUT – ONE ANSWER ONLY

(389)

More than once a day	1
Once a day	2
Several times a week	3
About once a week	4
About once a month	5
Less frequently than once a month	6
DK	7

TSI-2004 Q18 - TREND MODIFIED

QB25 Does your household pay for the use of Internet at home according to the time spent for usage (minutes paid for) or by means of a fixed or flat-rate amount per month (or other billing period)?

READ OUT – ONE ANSWER ONLY

(390)

According to the time spent for usage (minutes paid for)	1
A fixed or flat-rate amount (per month or other billing period)	2
Other (SPONTANEOUS)	3
DK	4

TSI-2004 Q19 - TREND SLIGHTLY MODIFIED

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QB26	Which provider(s) does your household use for its Internet service?
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SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE
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	<b>(391-412)</b>
BT Ireland	1,
Clearwire Broadband	2,
Eircom Net	3,
Irish Broadband	4,
Meteor	5,
Ntl/Cablelink	6,
O2	7,
Smart Telecom	8,
UTV Internet	9,
Vodafone	10,
Others (SPONTANEOUS - SPECIFY)	21,
DK	22,

TSI-2004 Q20 - TREND
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QB27	How would you best describe the speed of your Internet connection? We are talking about the time you have to wait before the display of a web page or for downloading a file. Is it...?
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READ OUT – ONE ANSWER ONLY
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	<b>(413)</b>
Very slow	1
Fairly slow	2
Fairly fast	3
Very fast	4
DK	5

EB64.4 NEW
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QB28 Have you or has anyone in your household ever considered changing Internet service provider?

SHOW CARD – READ OUT – ROTATE ITEMS 2 TO 10 – MULTIPLE ANSWERS POSSIBLE

(414-425)

No, never considered it	1,
Yes, but satisfied with the current service	2,
Yes, already changed	3,
Yes, change each time there are better conditions offered by other Internet providers	4,
Yes, but bound by contract to current provider	5,
Yes, but getting the Internet access via a package (bundle) which makes it difficult to switch to another provider	6,
Yes, but do not want to lose current e-mail address(es)	7,
Yes, there are more interesting offers from other providers but do not trust them	8,
Yes, but it takes too much effort and time to do it	9,
Yes, but did not know it is actually possible to change provider	10,
Other (SPONTANEOUS)	11,
DK	12,

EB64.4 NEW

IF NARROWBAND INTERNET ACCESS (CODE 1 OR 2 AT QB22) ASK: OTHERS GO TO QB31

QB29 Why does your household not have a broadband Internet access?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(426-433)

We\ I plan to subscribe\ connect to a broadband access in the next 2 months	1,
We are\ I am satisfied with the speed of our\ my current dial-up connection	2,
The local area is not covered by a broadband access network technology	3,
It is too expensive	4,
Our\ My equipment (e.g. PC) is not compatible with broadband	5,
Do not use the Internet enough (SPONTANEOUS)	6,
Other (SPONTANEOUS)	7,
DK	8,

EB64.4 NEW

--

QB30 Would you be willing to change to broadband Internet access if...?

ONE ANSWER PER LINE

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

(434)	1	You could buy the broadband Internet service without paying for the fixed telephony line rental charges	1	2	3
(435)	2	You could buy a package providing you broadband Internet service together with television channels (bundle)	1	2	3
(436)	3	Broadband Internet service was 10% cheaper than it is now	1	2	3
(437)	4	Broadband Internet service was 20% cheaper than it is now	1	2	3

EB64.4 NEW

IF BROADBAND INTERNET ACCESS (CODE 3 - 7 AT QB22) ASK: OTHERS GO TO QB33

--

QB31 Would you personally like to change your service subscriptions in any of the following ways?

ONE ANSWER PER LINE

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

(438)	1	Keep the broadband service but drop the fixed telephone service	1	2	3
(439)	2	Buy a package providing you with broadband Internet service together with television channels (bundle)	1	2	3
(440)	3	Buy a package providing you with broadband Internet service together with mobile telephony service (bundle)	1	2	3

EB64.4 NEW

\_\_\_\_\_

QB32 Would you be willing to upgrade your broadband Internet access to an even higher speed if...?

ONE ANSWER PER LINE

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

(441)	1	You could have a higher speed connection service without having a telephone line	1	2	3
(442)	2	You could buy a package providing you with a higher speed connection service with television channels (bundle)	1	2	3
(443)	3	The higher speed connection service was 20% more expensive than your current service	1	2	3
(444)	4	The higher speed connection service was 10% more expensive than your current service	1	2	3

EB64.4 NEW

IF ACCESS TO THE INTERNET AT HOME (CODE 2 - 10 AT QB1 ITEM 10 OR 11) ASK: OTHERS GO TO QB37

\_\_\_\_\_

QB33 Have problems like receiving spam (i.e. unsolicited commercial e-mails) or viruses on your PC resulted in you using your PC less often?

READ OUT – ONE ANSWER ONLY

	(445)
Yes, a lot	1
Yes, a little	2
No, not at all	3
I never have spam\ viruses	4
Not applicable (SPONTANEOUS)	5
DK	6

EB64.4 NEW

IF PC USED LESS BECAUSE OF SPAM (CODE 1 TO 2 AT QB33) ASK: OTHERS GO TO QB39

QB34 What have you done to combat spam?

READ OUT – ONE ANSWER ONLY

(446)

I have anti-spam software that was free of charge	1
I purchased and installed anti-spam software	2
I do not have anti-spam software but rely on my Internet service company	3
Nothing, I do not care about it	4
Other (SPONTANEOUS)	5
DK	6

EB64.4 NEW

QB35 What have you done to combat viruses?

READ OUT – ONE ANSWER ONLY

(447)

I have antivirus software that was free of charge	1
I have purchased and installed antivirus software	2
I do not have antivirus software but rely on my Internet service company	3
Nothing, I do not care about it	4
Other (SPONTANEOUS)	5
DK	6

EB64.4 NEW

QB36 Would you consider switching to another Internet provider if you had too much trouble with spam or viruses?

(448)

Yes	1
No	2
DK	3

EB64.4 NEW

IF NO ACCESS TO THE INTERNET AT HOME (CODE 1 AT QB1 ITEM 10) ASK: OTHERS GO TO QB39

QB37 You said you do not have Internet access at home. Which of the following best explains why your household does not have access to the Internet?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(449-457)

Your household plans to subscribe\ connect in the next 6 months	1,
Do not know exactly what the Internet is	2,
No one in your household is interested in the Internet	3,
There is no personal computer (PC) or means of connecting in your home	4,
It is too expensive	5,
The interested members of your household have access at work, school or elsewhere and this is sufficient	6,
Concerned about access to unsuitable content	7,
Other (SPONTANEOUS – SPECIFY)	8,
DK	9,

TSI-2004 Q15 - TREND SLIGHTLY MODIFIED

QB38 Would you be willing to subscribe to the Internet if...?

ONE ANSWER PER LINE

	READ OUT	Yes	No	DK
(458)	1 You could buy the Internet service without paying for the fixed telephony line rental charges	1	2	3
(459)	2 You could buy a package providing you with the Internet service together with television channels (bundle)	1	2	3
(460)	3 You could buy a package providing you with the Internet service with mobile telephony services(bundle)	1	2	3
(461)	4 Internet service was 10% cheaper than it is now	1	2	3
(462)	5 Internet service was 20% cheaper than it is now	1	2	3

EB64.4 NEW

ASK ALL

QB39 Does your household buy two or more of the following services as part of one or more service packages at a single price (bundle)?

READ OUT – MINIMUM 2 ANSWERS

(463-468)

Television channels	1,
Fixed telephony	2,
Mobile telephony	3,
Internet access	4,
None	5,
DK	6,

EB64.4 NEW

QB40 What do you personally think about these kinds of communication packages?

(SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE)

(469-475)

It is more convenient because there is only one invoice	1,
It is cheaper than paying separately for each service	2,
Packages offer less transparency and clarity about the cost and conditions of each service	3,
Packages are not interesting because you are bound to the same provider for all services	4,
Packages are not interesting because you get services you do not really need	5,
Other (SPONTANEOUS)	6,
DK	7,

EB64.4 NEW

Let's move to another topic.

QB41 Can you tell me the telephone number of the emergency services, for example if someone urgently needed medical assistance?

DO NOT PROBE – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE

(476-479)

112	1,
999	2,
Other numbers	3,
No\ DK	4,

EB64.4 NEW

QB42 Can you tell me what single telephone number enables you to call emergency services anywhere in the European Union from a fixed or a mobile phone?

DO NOT PROBE – DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE

112	(480-482) 1,
Other number(s)	2,
No\ DK	3,

EB64.4 NEW

Now, moving on another topic.

QC1 During the last month, did you use the Internet?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(483-489)

Yes, at home	1,
Yes, at work	2,
Yes, at school or university or other study centre	3,
Yes, at other place (Internet café, etc.)	4,
No, I did not use the Internet during the last month	5,
No, I do not use the Internet	6,
DK	7,

EB64.4 NEW

ASK ALL INTERNET USERS (CODE 1 - 4 AT QC1) OTHERS GO TO QC3

QC2 How would you describe yourself in terms of going and surfing on the Internet? Would you say that you are...?

READ OUT – ONE ANSWER ONLY

(490)

A beginner	1
An intermediate user	2
An advanced user	3
An expert user	4
DK	5

EB64.4 NEW

ASK ALL

QC3a Do you have, in your household, any child under your responsibility in each of the following age bands?

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(491-498)

Under 6 years	1,
6 - 7 years old	2,
8 - 9 years old	3,
10 - 11 years old	4,
12 - 13 years old	5,
14 - 15 years old	6,
16 - 17 years old	7,
No children under 18 years in household	8,

EB60.2 Q TREND MODIFIED

ASK ALL RESPONSIBLE FOR A CHILD (CODE 1-7 AT QC3a) OTHERS GO TO QC11

The next set of questions are about the child whose birthday is closest to today's date (the date of interview)

QC3b And is it a boy or a girl?

(499)

Girl	1
Boy	2

EB60.2 Q TREND MODIFIED

QC3c And what age band does he\ she fall into?

(500)

Under 6 years	1
6 - 7 years old	2
8 - 9 years old	3
10 - 11 years old	4
12 - 13 years old	5
14 - 15 years old	6
16 - 17 years old	7

EB60.2 Q TREND MODIFIED

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QC4	Does this child, to your knowledge, use the Internet in any of the following places?
-----	--

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE
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(501-509)

Yes, at home	1,
Yes, at school	2,
Yes, at a friend's home	3,
Yes, in someone else's home	4,
Yes, in an Internet cafe	5,
Yes, in a library or another public place	6,
Yes, somewhere else	7,
No, he\ she does not use the Internet	8,
DK	9,

EB60.2 Q TREND SLGHTLY MODIFIED
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IF CHILD USES THE INTERNET (CODE 1-7 AT QC4) ASK: - OTHERS GO TO QC7
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QC5	Are there any filtering\ blocking tools applied in the following places when your child uses the Internet to prevent him/her accessing certain web sites?
-----	---

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE
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(510-518)

No	1,
Yes, at home	2,
Yes, at school	3,
Yes, at a friend's home	4,
Yes, in someone else's home	5,
Yes, in an Internet cafe	6,
Yes, in a library or another public place	7,
You do not know what filtering\ blocking tool is	8,
DK	9,

EB64.4 NEW
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QC6	Do you sit with this child when he\ she is on the Internet?
-----	---

READ OUT – ONE ANSWER ONLY
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	<b>(519)</b>
Always	1
Most of the time	2
Often	3
From time to time	4
Rarely	5
Never	6
DK	7

EB64.4 NEW
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ASK ALL (IN RELATION TO CHILD CODED AT QC3b)
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QC7	Does he\ she own a mobile phone?
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	<b>(520)</b>
Yes	1
No	2

EB64.4 NEW
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QC8	Have you set any rules for him\ her about using any of the following, either in your household or elsewhere?
-----	--

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE
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	<b>(521-528)</b>
Yes, for the television	1,
Yes, for the mobile phone	2,
Yes, for electronic games consoles (Playstation, Xbox, GameCube, Gameboy, etc.)	3,
Yes, for the Internet	4,
Yes, for the computer (apart from the Internet)	5,
Yes, there are rules, but not set by me	6,
No, no rules have been set	7,
DK	8,

EB60.2 Q
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IF RULES SET ABOUT USING THE INTERNET (CODE 4 AT QC8) ASK: OTHERS GO TO QC10

QC9 What rules have you set regarding how he\ she uses the Internet?

DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE

(529-544)

He\ she is not allowed to give out any personal information	1,
There are some websites that he\ she is not allowed to visit	2,
He\ she is to tell me\ us if he\ she finds something on the Internet that makes him\ her feel uncomfortable	3,
He\ she is not allowed to use rude language in e-mails or chat-rooms	4,
He\ she is not allowed to meet in person someone he\ she only met on the Internet	5,
He\ she is not allowed to copy documents\ pictures	6,
He\ she is not allowed to go to chat-rooms\ to talk to strangers in chat-rooms	7,
He\ she is not allowed to play games online	8,
He\ she is not allowed to do online shopping	9,
He\ she is not allowed to download music or films	10,
He\ she is not allowed to download software	11,
Rules regarding how much time he\ she is allowed to spend on the Internet	12,
Keeping phone lines free at certain times of the day	13,
Ensuring that access to the Internet is shared fairly between family members	14,
Other rules	15,
DK	16,

EB60.2 Q TREND MODIFIED

QC10 Do you think your child has ever encountered harmful or illegal content when using the Internet in the following places? PROBE FOR EACH PLACE MENTIONED AT QC4

SHOW CARD – READ OUT – MULTIPLE ANSWERS POSSIBLE

(545-552)

Yes, at home	1,
Yes, at school	2,
Yes, at a friend's home	3,
Yes, in someone else's home	4,
Yes, in an Internet cafe	5,
Yes, in a library or another public place	6,
No	7,
DK	8,

EB64.4 NEW

ASK ALL

QC11 Do you know where or to whom you can report illegal content you see on the Internet, for example child pornography?

DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE

(553-562)

Yes, hotlines	1,
Yes, the police	2,
Yes, the Internet service provider	3,
Yes, school(s)	4,
Yes, parent-teacher association/other parent groups	5,
Yes, associations, non-profit organisations, non-governmental organisations (NGOs)	6,
Yes, the church\ religious authorities	7,
No, I do not know where I can report illegal content on the Internet	8,
Others	9,
DK	10,

EB60.2 Q TREND MODIFIED

IF CHILD USES THE INTERNET (CODE 1- 7 AT QC4) ASK: OTHERS GO TO DEMOGRAPHICS

QC12 Would you say that this child in your household knows what to do if a situation on the Internet makes him\ her feel uncomfortable?

(563)

Yes	1
No	2
DK	3

EB60.2 Q

QC13 Do you feel that you need more information, or not, about how to protect the child\ children in your household from illegal or harmful content and contact on the Internet?

(564)

Yes	1
No	2
DK	3

EB60.2 Q TREND SLIGHTLY MODIFIED

QC14 From whom would you like to receive information about using the Internet in a safer way?

DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE

	(565-579)
School(s)	1,
Parent association (IE: parent\ teacher association)\ other parents groups	2,
Government\ local authority	3,
The Internet service provider or the telephone company	4,
Software companies	5,
Computer retailer	6,
Computer game retailer	7,
Your employer	8,
Associations, non-profit organisations\ non-governmental organisations (NGOs)	9,
TV, radio, newspapers	10,
Police	11,
The Church\ Religious authorities	12,
I do not want to receive such information	13,
Other source	14,
DK	15,

EB60.2 Q TREND MODIFIED

IF WOULD LIKE TO RECEIVE INFORMATION (CODE 1-12 OR 14 AT QC14) ASK: OTHERS GO TO DEMOGRAPHICS

QC15 How would you like to receive this information?

DO NOT READ OUT – MULTIPLE ANSWERS POSSIBLE

(580-593)

By letter	1,
By e-mail	2,
From a website	3,
By SMS\ text message	4,
By telephone (other than SMS\ text message)	5,
In newspapers	6,
In a computer magazine	7,
From TV	8,
From the radio	9,
In a library	10,
On CD Rom	11,
Meeting with an expert	12,
From another medium (SPECIFY)	13,
DK	14,

EB60.2 Q TREND MODIFIED

DEMOGRAPHICS

ASK ALL

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 (628-629)

LEFT					RIGHT				
1	2	3	4	5	6	7	8	9	10

Refusal (SPONTANEOUS) 11

DK 12

EB64.3 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 (630-631)

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

EB64.3 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'

(632-633)

EB64.3 D8

NO QUESTION D9

D10 Record Gender.

(634)

Male

1

Female

2

EB64.3 D10

D11 How old are you?

(635-636)

EB64.3 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?

	(637-638)	(639-640)
	D15a	D15b
	CURRENT OCCUPATION	LAST OCCUPATION
<b>NON-ACTIVE</b>		
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	
<b>SELF EMPLOYED</b>		
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
<b>EMPLOYED</b>		
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

EB64.3 D15a D15b

NO QUESTIONS D16 TO D24

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

READ OUT

(641)

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

EB64.3 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

(642-643)

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EB64.3 D40a

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

RECORD BELOW. CODE NONE AS '00'

(644-645)

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EB64.3 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'

(646-647)

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EB64.3 D40c

D41 You personally, were you born...?

SHOW CARD - READ OUT - ONE ANSWER ONLY

(648)

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

EB64.3 D41

D42	Which of these proposals corresponds to your situation?
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SHOW CARD - READ OUT - ONE ANSWER ONLY
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	<b>(649)</b>
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
At least one of your parents was born outside of the European Union	4
DK/Refusal (SPONTANEOUS)	5

EB64.3 D42
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INTERVIEW PROTOCOLE

P1 DATE OF INTERVIEW

(650-651)

(652-653)

DAY

MONTH

EB64.3 P1

P2 TIME OF THE BEGINNING OF THE INTERVIEW

INT.:USE 24 HOUR CLOCK

(654-655)

(656-657)

HOUR

MINUTES

EB64.3 P2

P3 NUMBER OF MINUTES THE INTERVIEW LASTED

(658-660)

MINUTES

EB64.3 P3

P4 Number of persons present during the interview, including interviewer

(661)

Two (interviewer and respondent)
Three
Four
Five or more

1  
2  
3  
4

EB64.3 P4

P5 Respondent cooperation

(662)

Excellent
Fair
Average
Bad

1  
2  
3  
4

EB64.3 P5

P6 Size of locality

(LOCAL CODES)

(663-664)

EB64.3 P6

P7 | Region

(LOCAL CODES)

(665-666)

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EB64.3 P7

P8 | Postal code

(667-674)

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EB64.3 P8

P9 | Sample point number

(675-682)

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EB64.3 P9

P10 | Interviewer number

(683-690)

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EB64.3 P10

P11 | Weighting factor

(691-698)

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EB64.3 P11