

# Trust Survey

Trust in Government and Public Services

## Trust Introduction

trust\_survey\_intro      You are completing this for Central Statistics Office (CSO)

Thank you for agreeing to take part in The Central Statistics Office (CSO) short and easy to complete online trust survey.

The theme of this survey is trust in government and other public institutions in the Republic of Ireland.

Submission successful statement (at the end of the survey):

At the end of the survey a Transaction ID will appear, this is a system number and is not traceable to any person or IP address. This system message also says 'we may contact you to query your answers by phone or secure message', this is not the case in this particular survey as we do not collect any personal or contact details. 'The survey answers are available for up to 5 minutes after submission', this is to facilitate change of mind for the respondents in business surveys, however, as this is a public survey, we are unable to provide this feature for this survey.

Press "Start Survey" to continue

Start survey

D1      Are you living in the Republic of Ireland?

Yes

No

Thank you for your interest in this survey

This survey is for persons living in the Republic of Ireland.

For further information on the CSO, please see <https://www.cso.ie>

## Levels of Trust

Trust\_general To start with, a general question about trust. On a scale from 0 to 10, where 0 is not at all and 10 is completely, in general how much do you trust most people?

- 0 - Not at all
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 - Completely

The next question asks you about trust in various institutions in the Republic of Ireland. Even if you have had very little or no contact with these institutions, please base your answer on your general impression.

On a scale of 0 to 10, where 0 is not at all and 10 is completely, how much do you trust each of the following.

government\_trust

The national government (the Taoiseach and government ministers)

0 - Not at all

1

2

3

4

5

6

7

8

9

10 - Completely

local\_government\_trust The local government (your local authority)

0 - Not at all

1

2

3

4

5

6

7

8

9

10 - Completely

parliament\_trust The parliament/congress (the Oireachtas)

0 - Not at all

1

2

3

4

5

6

7

8

9

10 - Completely

pol\_parties\_trustThe political parties

0 - Not at all

1

2

3

4

5

6

7

8

9

10 - Completely

police\_trust    The police (the Gardaí)

0 - Not at all

1

2

3

4

5

6

7

8

9

10 - Completely

civil\_service\_trust  
government)

The civil service (non-elected government employees at central or local levels of

0 - Not at all

1

2

3

4

5

6

7

8

9

10 - Completely



media\_trust    The news media

0 - Not at all

1

2

3

4

5

6

7

8

9

10 - Completely

legal\_sys\_trust The courts and legal system

0 - Not at all

1

2

3

4

5

6

7

8

9

10 - Completely

int\_orgs\_trust International organisations (the United Nations)

- 0 - Not at all
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 - Completely

## Trust Scenarios

Imagine that you lost your wallet or purse in the local area in which you live and the wallet or purse contained €100 and your contact details.

neighbour\_trust Do you think your wallet or purse with the €100 would be returned to you if it was found by a neighbour?

- Yes
- No

stranger\_trust Do you think your wallet or purse with the €100 would be returned to you if it was found by a stranger?

 Yes No

police\_trust Do you think your wallet or purse with the €100 would be returned to you if it was found by the police (Gardaí)?

 Yes No

trust\_neighbour\_keys How comfortable would you be asking a neighbour to keep a set of keys to your home for emergencies, for example if you were locked out?

 Very comfortable Fairly comfortable Fairly uncomfortable Very uncomfortable

## Drivers of Trust in Institutions

You will now read about some situations that can happen in any country and asked how likely or unlikely you think they will happen in the Republic of Ireland. The following questions are about your expectations of behaviour of public institutions. Please respond on a scale from 0 to 10 where 0 means very unlikely and 10 means very likely.

Integrity

political\_favour\_gov      If a senior politician was offered the prospect of a well-paid job in the private sector in exchange for a political favour, how likely or unlikely do you think it is that they would refuse it?

0 - very unlikely

1

2

3

4

5

6

7

8

9

10 - very likely

neg\_court\_decision\_gov If a court is about to make a decision that could negatively impact on the government's image, how likely or unlikely do you think it is that the court would make the decision free from political influence?

0 - very unlikely

1

2

3

4

5

6

7

8

9

10 - very likely

public\_service\_bribe      If a public sector employee were offered money by a citizen or a firm for speeding up access to a public service, how likely or unlikely do you think it is that they would refuse it?

0 - very unlikely

1

2

3

4

5

6

7

8

9

10 - very likely

Responsiveness

public\_service\_improving If many people complained about a public service that is working badly, how likely or unlikely do you think it is that it would be improved?

0 - very unlikely

1

2

3

4

5

6

7

8

9

10 - very likely



public\_service\_idea      If there is an innovative idea that could improve a public service, how likely or unlikely do you think it is that it would be adopted by the responsible public agency/office?

0 - very unlikely

1

2

3

4

5

6

7

8

9

10 - very likely

national\_policy\_view    If over half of the people clearly express a view against a national policy, how likely or unlikely do you think it is that would be changed?

0 - very unlikely

1

2

3

4

5

6

7

8

9

10 - very likely

Reliability

contagious\_disease\_gov If a new serious contagious disease spreads, how likely is it that government institutions will be prepared to protect people's life?

0 - very unlikely

1

2

3

4

5

6

7

8

9

10 - very likely

personal\_data\_purpose If you share your personal data with a public agency/office, how likely or unlikely do you think it is that it would be exclusively used for legitimate purposes?

0 - very unlikely

1

2

3

4

5

6

7

8

9

10 - very likely

business\_conditions      How likely do you think it is that the business conditions that the government can influence (e.g. laws and regulations businesses need to comply with) will be stable and predictable?

- 0 - very unlikely
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 - very likely

Openness

decision\_gov\_opportunity      If a decision affecting your community is to be made by the local government, how likely or unlikely do you think it is that you would have an opportunity to voice your views?

0 - very unlikely

1

2

3

4

5

6

7

8

9

10 - very likely

admin\_procedure\_availability    If you need information about an administrative procedure (for example obtaining a passport, applying for benefits, etc.), how likely or unlikely do you think it is that the information would be easily available?

0 - very unlikely

1

2

3

4

5

6

7

8

9

10 - very likely

tax\_policy\_consultation If you participate in a public consultation on reforming a major policy area (e.g. taxation, healthcare, environmental protection), how likely or unlikely do you think it is that the government would adopt the opinions expressed in the public consultation?

0 - very unlikely

1

2

3

4

5

6

7

8

9

10 - very likely

Fairness



public\_interaction\_equality      If a public sector employee has contact with the public in the area where you live, how likely or unlikely is it that they would treat both rich and poor people equally?

0 - very unlikely

1

2

3

4

5

6

7

8

9

10 - very likely

gov\_interaction\_equality If a public sector employee interacts with the public in your area, how likely or unlikely do you think it is that they would treat all people equally regardless of their gender, sexual identity, ethnicity or country of origin?

0 - very unlikely

1

2

3

4

5

6

7

8

9

10 - very likely

gov\_application\_equality If you or a member of your family would apply for a government benefit or service (e.g. unemployment benefits or other forms of income support), how likely or unlikely do you think it is that your application would be treated fairly?

- 0 - very unlikely
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 - very likely

## Satisfaction with Public Services

We will ask you a few questions about your use and satisfaction with specific public services.

educational\_quality      On a scale of 0 to 10, how satisfied or dissatisfied are you with the education system in the Republic of Ireland as a whole?

0 - Not at all satisfied

1

2

3

4

5

6

7

8

9

10 - completely satisfied

healthcare\_satisfaction On a scale of 0 to 10, how satisfied or dissatisfied are you with the healthcare system in the Republic of Ireland as a whole?

0 - Not at all satisfied

1

2

3

4

5

6

7

8

9

10 - completely satisfied

admin\_services\_satisfaction On a scale of 0 to 10, how satisfied or dissatisfied are you with the quality of administrative services (e.g. applying for an ID or a certificate of birth, death, marriage or divorce)

0 - Not at all satisfied

1

2

3

4

5

6

7

8

9

10 - completely satisfied

educational\_enrollment In the last 2 years, have you or any children you have been enrolled in an educational institution in the Republic of Ireland?

Yes

No

healthcare\_experience In the last 12 months, have you had a direct experience with the healthcare system in the Republic of Ireland?

Yes

No

## Political Attitudes and Participation

We will now ask you a few questions about your direct or indirect participation in politics. Please be aware that the response scale will be different to the previous questions.

political\_ability How confident are you in your own ability to participate in politics?

Not at all confident

A little confident

Quite confident

Very confident

Completely confident

political\_system\_say      How much would you say the political system in the Republic of Ireland allows people like you to have a say in what the government does?

Not at all

Very little

Some

A lot

A great deal

political\_activity\_intro      Have you done any of the following activities? Please tick all that apply.  
Select all that apply

Voted in last general election

Voted in last local election



political\_activity Over the last 12 months, have you done any of the following activities? Please tick all that apply.  
Select all that apply

- Contacted a politician, government or local government official
- Attended a meeting of a trade union, political party or political action group
- Participated in a Citizen Assembly, Dialogue or Jury
- Worn or displayed a campaign badge or sticker
- Taken part in a lawful public demonstration
- Signed a petition, including an e-mail or online petition
- Posted or forwarded political content on social media
- Boycotted certain products for political reasons
- None of these
- Prefer not to answer

last\_vote\_party Is the party you voted for in the last general election (or would have voted for if you didn't vote) currently part of the government?

- Yes
- No
- Prefer not to say

## Evaluation of Government Action on Long-Term Policies & Global Challenges

We will now ask you some questions about challenges faced by society today and in the future. We are interested in your views on policy priorities in your country and in cooperating with other countries.

On the following issues, do you think the government should be prioritising them more, about the same, or less?

equal\_ops\_priority Providing equal opportunities for all in the Republic of Ireland

- A lot less
- Less
- About the same
- More
- A lot more

job\_loss\_priority Reducing job losses in the Republic of Ireland due to automation and new technologies

- A lot less
- Less
- About the same
- More
- A lot more

climate\_change\_priority The Republic of Ireland's contribution to climate change

A lot less

Less

About the same

More

A lot more

public\_debt\_priority Reducing public debt in the Republic of Ireland

A lot less

Less

About the same

More

A lot more

business\_growth\_priority Creating the conditions for businesses to thrive in the Republic of Ireland

A lot less

Less

About the same

More

A lot more

greenhouse\_emissions\_reduce How confident are you that the Republic of Ireland will succeed in reducing greenhouse gas emissions in the next 10 years?

- Not at all confident
- A little confident
- Quite confident
- Very confident
- Completely confident

issues\_work\_together Which of the following issues do you think are best addressed by working with other countries than by the Republic of Ireland alone? Please choose your top three issues.

Select up to 3

- Tackling climate change
- Taxing large multinational companies regardless of where they are headquartered
- Protecting personal data and privacy online
- Preparing for the next pandemic
- Managing migration
- Protecting refugees
- Reducing inequality and discrimination
- Tackling fake news, disinformation and misinformation
- Fighting international crime and terrorism
- None of these

gov\_area\_priority      Which of the following areas do you think the government in the Republic of Ireland should prioritise in order to better tackle global challenges (such as climate change, sharing of data, and migration, etc.)? Please choose your top two priorities.

- Engaging with multinational companies
- Joining forces with other governments internationally
- Strengthening the Republic of Ireland's role in international institutions
- Engaging with citizens on global issues
- Strengthening coordination across government offices
- Investing in the training and skills of government employees
- None of these

int\_agreement\_issues      Do you agree or disagree that existing international agreements between countries (e.g. on migration, climate change, protection of personal data) are sufficient to solve long-term issues facing humanity?

- Strongly Disagree
- Disagree
- Neither agree nor disagree
- Agree
- Strongly agree
- N/A

## Socio-Demographic Information

You are about to read and answer a series of background questions about your home life and work. We assure you that all answers will be treated anonymously and confidentially.

year\_born In which year were you born?

citizen\_ireland Are you a citizen of the Republic of Ireland?

 Yes No

moved\_country Were you born in a different country and moved to the Republic of Ireland at some point in your life?

 Yes No

County\_of\_Resid What is your County of Residence?

Education      What is the highest level of education or training you have ever successfully completed?

- No formal education or training
- Primary education or equivalent
- Junior Certificate or equivalent
- Leaving Certificate or equivalent
- Technical or Vocational (e.g. PLCs SOLAS/Fás certificate) or equivalent
- Advanced Certificate - Craft/Higher Certificate or equivalent
- Diploma or Ordinary Bachelor Degree (NFQ Level 7) or equivalent
- Honours Bachelor Degree (NFQ Level 8) or equivalent
- Masters Degree or Post-Graduate Diploma (NFQ Level 9)
- Doctoral Degree (NFQ Level 10)

D11 Which of the following categories best describes your current situation?

- Full-time employed
- Part-time employed
- In receipt of the Pandemic Unemployment Payment (PUP)
- Unemployed
- Retired
- Unable to work due to longstanding health problems
- Student, pupil
- Fulfilling domestic tasks
- Other

gender How would you describe yourself?

- Female
- Male
- In another way

household\_size Including yourself, how many people usually live in your household?



social\_status If you imagine status in society as a ladder, some groups could be described as being closer to the top and others closer to the bottom. Thinking about yourself, where would you place yourself in this scale?

1 - bottom

2

3

4

5

6

7

8

9

10 - top

general\_outlook\_concern In general, thinking about the next year or two, how concerned are you about your household's finances and overall social and economic well-being?

Not at all concerned

Not so concerned

Somewhat concerned

Very concerned

Prefer not to say

current\_affairs\_sources From which of the following sources do you get information about politics and current affairs at least once per week

TV

Radio

Newspaper/magazines (including online)

Online social media

Other online sources

Family/friends

Place of work or study

None of the above

Prefer not to say

gross\_income Please tell us the total gross annual income of your household in 2021.

Note: By gross annual income, we mean before tax and deductions, but including benefits/allowances. By household, we mean all members of your household, regardless of whether or not they are a member of your family.

net\_income Please tell us the total disposable (net) annual income of your household in 2021.

Note: By disposable annual income, we mean after taxes, benefits, and allowances. By household, we mean all members of your household, regardless of whether or not they are a member of your family.

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## Closing Questions

Soc\_Email      Can you please confirm your E-mail address?

This is the email address you would have given us in relation to the Labour Force Survey

Please take a moment to rate the questionnaire you just took. This information will be used to improve our surveys.

How\_easy      Overall, how easy or difficult did you find it to understand the questions?

On a scale of 0 to 10 where 0 means the questionnaire was 'Difficult' to understand' and 10 means the questionnaire was 'Easy to understand'.

How\_interesting Overall, how boring or interesting did you find the questionnaire?

On a scale of 0 to 10 where 0 means you found the questionnaire 'Boring' and 10 means you found the questionnaire 'Interesting'.

Rate\_Questionnaire      Please rate this questionnaire overall

On a scale of 0 to 10 where 0 means the questionnaire was 'Poor' and 10 mean the questionnaire was 'Excellent'.

Comments Please add any comments(s) that you would like to make about this questionnaire

## End Questionnaire

Submit You are now ready to submit this survey

### Submission

You will not be able to access or change your answers on submitting the questionnaire

If you wish to review your answers please select the relevant completed sections

Submit answers