

REVIEW OF THE OFFICIAL LANGUAGES ACT 2003
SURVEY OF IRISH LANGUAGE SERVICES BY PUBLIC BODIES

Respondent's Details

Name	
Position (if applicable)	
Organisation (if applicable)	
Postal Address	
Telephone	
Email address	
Date	

Is this response the personal opinion of the respondent or is the response given on behalf of the above organisation?

Personal [] On behalf of the above organisation []

REVIEW OF THE OFFICIAL LANGUAGES ACT 2003

SURVEY OF IRISH LANGUAGE SERVICES BY PUBLIC BODIES

Guidelines:

There are 20 questions in this survey. All questions are mandatory apart from questions 17 and 20.

It takes 10-15 minutes on average to complete this survey.

Put an **X** in the relevant box(es) in each case, except where asked to put the responses in order of preference.

Contact with public bodies

(including Government Departments and offices, local authorities, universities, other third-level institutions, vocational education committees, An Garda Síochána, the Courts Service, the Revenue Commissioners, the Health Service Executive, other State agencies, boards & companies)

1. Which public bodies do you have most contact with?

	Regularly	Occasionally	Never
a) Government Departments and offices			
b) Local authorities			
c) Universities/other third-level institutions			
d) Vocational education committees			
e) An Garda Síochána			
f) The Courts Service			
g) The Revenue Commissioners			
h) The Health Service Executive			
i) Other State agencies, boards and companies			

2. What methods do you most commonly use when contacting public bodies seeking a service (in either Irish or English)?

	Regularly	Occasionally	Never
a) Contact by telephone			
b) Visit to reception office			
c) Meeting with officials			
d) Letter/email correspondence			
e) Filling out forms			
f) Using the website			
g) Using other online services			
h) Using official documents			
i) In the courts			

3. From your experience, when you contacted public bodies, were you satisfied that services in Irish were available to the same standard as in English?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
a) Contact by telephone				
b) Visit to reception office				
c) Meeting with officials				
d) Letter/email correspondence				
e) Filling out forms				
f) Using the website				

g) Using other online services				
h) Using official documents				
i) In the courts				

4. In your opinion, what are the most important services that public bodies should provide in Irish?

	Very important	Important	Not important
a) Telephone/reception service			
b) Officials who can do business through Irish			
c) Written or electronic correspondence			
d) Forms/bills/receipts			
e) Information leaflets/brochures			
f) Websites			
g) Other online services, e.g. payments, registration			
h) Official documents			
i. Annual reports			
ii. Financial statements/audited accounts			
iii. County development plans			
iv. Public policy proposals			
v. Strategy statements			
vi. Other (please list)			

Publications

5. Are you satisfied with the way public bodies provide the following publications in Irish or bilingually?

	Satisfied	Dissatisfied	I don't use them
a) Information leaflets/brochures			
b) Application forms			
c) Corporate documents, e.g. annual reports, audited accounts, county development plans, public policy proposals, strategy statements			
d) Other (please list)			

6. Would you use the Irish or bilingual versions of official publications if they were available to the same standard as the English versions?

	Yes	No
a) Information leaflets/brochures		
b) Application forms		
c) Corporate documents, e.g. annual reports, audited accounts, county development plans, public policy proposals, strategy statements		
d) Other (please list)		

7. Would you like to see the following publications available in Irish or bilingually?

	In Irish	Bilingually
a) Information leaflets/brochures		
b) Application forms		
c) Corporate documents, e.g. annual reports, audited accounts, county development plans, public policy proposals, strategy statements		
d) Other (please list)		

8. Do you prefer official publications to be available as follows?

	Yes	No
a) The Irish and English version under one cover in hard copy format		
b) The Irish and English version, side by side, under one cover in hard copy format		
c) A bilingual version available electronically instead of in hard copy format		
d) Other (please list)		

Communication

9. How do you usually communicate with public bodies in Irish?

	Always	Regularly	Occasionally	Never
a. On the telephone				
b. By email				
c. By letter				
d. Filling out forms				
e. Visit to reception office				
f. Meeting with officials				
g. Other (please list)				

10. Are you satisfied with the standard of service in Irish provided by public bodies in the following areas?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
a) On the telephone				
b) By email				
c) By letter				
d) Filling out forms				
e) Visit to reception office				
f) Meeting with officials				
g) Other (please list)				

11. If the same level of service were provided in Irish as in English, would you prefer to communicate with public bodies through Irish?

	Always	Regularly	Occasionally	Never
a) On the telephone				
b) By email				
c) By letter				
d) Filling out forms				
e) Visit to reception office				
f) Meeting with officials				
g) Other (please list)				

Electronic Services

12. What electronic services provided by public bodies do you use most often?

	Regularly	Occasionally	Never
a) Websites			
b) Online payments			
c) Other electronic services, e.g. applications, registration, questionnaires, surveys			
d) Other (please list)			

13. If you use electronic services provided by public bodies, do you usually use the Irish or the English version?

	Always the Irish version if available	Always the English version
a) Websites		
b) Online payments		
c) Other electronic services, e.g. applications, registration, questionnaires, surveys		
d) Other (please list)		

14. How satisfied are you with the availability and operation of electronic services provided by public bodies in Irish?

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
a) Websites				
b) Online payments				
c) Other electronic services, e.g. applications, registration, questionnaires, surveys				
d) Other (please list)				

The Gaeltacht

15. Do you live in the Gaeltacht?

a) Yes	
b) No	

16. How important is it to you that State officials, working in the Gaeltacht or serving Gaeltacht communities, are fluent in Irish?

a) Very important	
b) Important	
c) Not important	

17. If you are living in the Gaeltacht, how satisfied/dissatisfied are you with services in Irish that are provided by public bodies in the Gaeltacht?

a) Very satisfied	
b) Satisfied	
c) Dissatisfied	
d) Very dissatisfied	

Irish in society

18. How important is it to you that both Irish and English are used with regard to the following?

	Very important	Important	Not important
a) Public body signage			
b) Public body stationery			
c) Recorded oral announcements by public bodies			
d) Live oral announcements by public bodies			
e) Public body advertising			
f) Road and street signs			

The Office of An Coimisinéir Teanga

19. Have you ever dealt with the Office of An Coimisinéir Teanga?

a) To obtain information about the Act	
b) To make a complaint regarding the implementation of the Act	
c) As a public body dealing with a complaint under the Act	
d) No dealings	

General Opinions

20. I would use more State services through Irish if...

Please give your own views here.
