FLASH EUROBAROMETER

Alternative Dispute Resolution Schemes

EU27

Number of interviews: 10.807

Fieldwork: 19/03 - 04/04/2012

C7

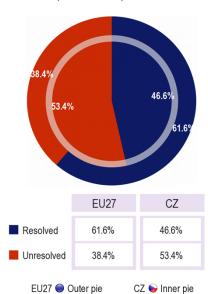
Number of interviews: 400

Fieldwork: 19/03 - 28/03/2012

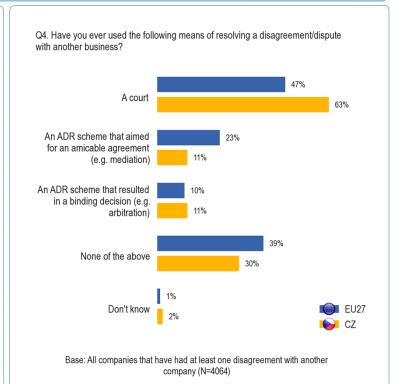
Methodology: telephone

1. Experiences with disagreement/ dispute resolution

Q3.1. Could you please estimate what proportion of disagreements/disputes with other businesses located in (OUR COUNTRY) has been resolved? - Average

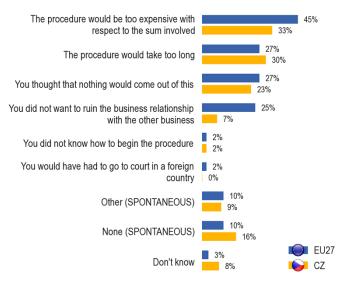


Base: All companies that have had at least one disagreement with another company located in (OUR COUNTRY) (N=3867)



2. The use of different means of disagreement/ dispute resolution (1/2)

Q7.1. Thinking about the last time you encountered a disagreement/dispute with another business where you did not go to court, why did you decide not to go to court?



Base: All companies that have had at least one disagreement with another company (N=4064)

Q7.2. Thinking about the last time you encountered a disagreement/dispute with another business where you did not use an ADR scheme resulting in a binding decision, why did you decide not to use an ADR scheme resulting in a binding decision? The procedure would be too expensive with respect to the sum involved You did not know of the existence of this procedure You thought that nothing would come out of this You did not want to ruin the business relationship 17% with the other business 16% The procedure would take too long 28% You did not know how to begin the procedure The other party did not want to participate The competent ADR scheme would have been in a foreign country or in a foreign language Other (SPONTANEOUS) None (SPONTANEOUS) EU27 € C7 Don't know Base: All companies that have had at least one disagreement with another

company (N=4064)

FLASH EUROBAROMETER 347 RESULTS FOR CZECH REPUBLIC



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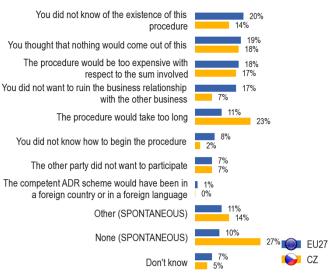
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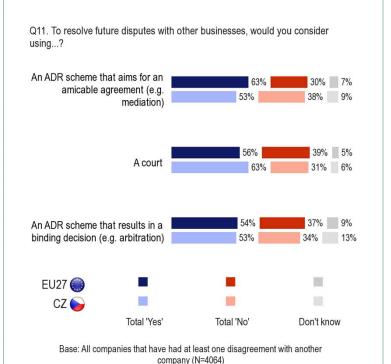
Methodology: telephone

3. The use of different means of disagreement/ dispute resolution (2/2)

Q7.3. Thinking about the last time you encountered a disagreement/dispute with another business where you did not use an ADR scheme aiming for an amicable agreement (e.g. mediation), why did you decide not to use an ADR scheme aiming for an amicable agreement?

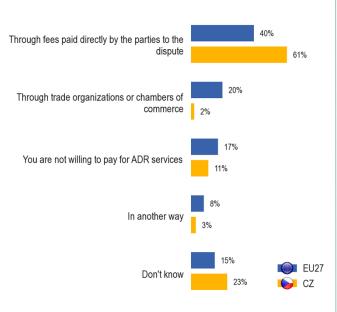


Base: All companies that have had at least one disagreement with another company (N=4064)



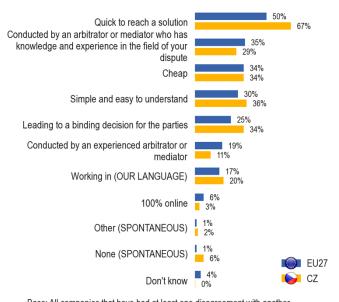
3. Future considerations about disagreement/ dispute resolution

Q12. How would you be willing to pay for ADR services (e.g. mediation, arbitration)?



Base: Companies that would consider using an ADR in the future (N=2792)

Q13. When using an Alternative Dispute Resolution (ADR) scheme, what would you or do you consider as the three most important aspects? This procedure should be...



Base: All companies that have had at least one disagreement with another company (N=4064)

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