

CIS Caller Demographics 2021

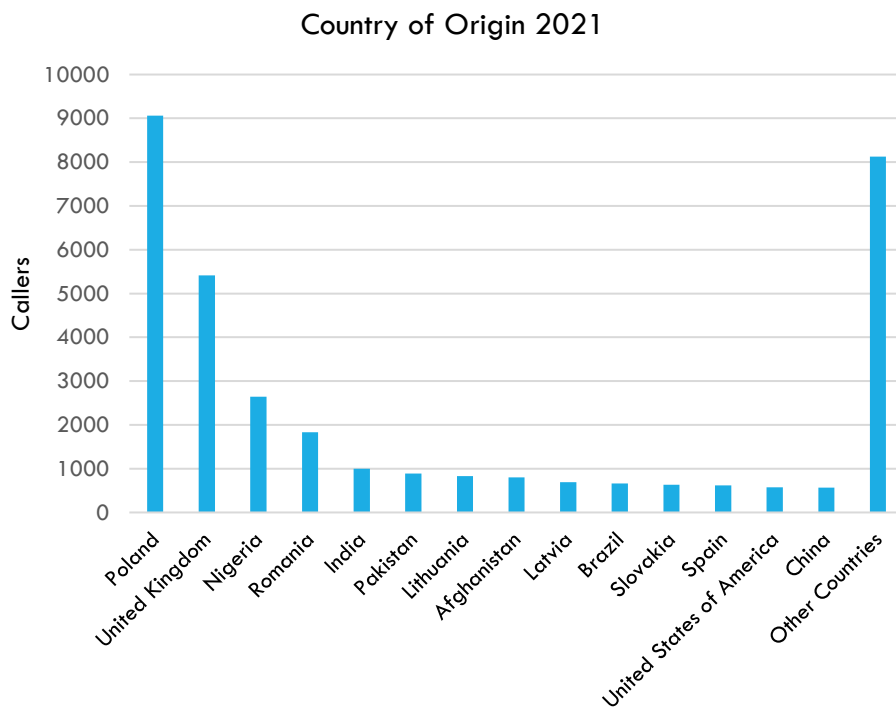
Country of Origin

Country of Origin¹ was recorded for 60.48% of CIS callers during 2021. Most, or 83.21% of callers, were from Ireland (170,198), followed by callers whose country of origin was Poland (9,064) and the UK (5,412).

Non-Irish callers came from a wide range of countries, with most coming from the fifteen represented in Chart 1 (below).

Overall, during 2021, CISs worked with callers from 178 different countries, other than Ireland. The 'Other' (8,125) bar in Chart 1 represents callers who came from the 163 countries for whom there were less than 500 callers recorded during the year. These include the EU states of Italy (459) and Germany (365), and the non-EU states such as Canada (115), Australia (105).

Chart 1 - Country of Origin 2021



¹ Country of origin is the variable used in the CIS Caller and Query Data Collection System. Nationality is the actual legal relationship a person has to their state, either by birth or naturalisation. You can have a different country of nationality to 'country or origin', e.g. if you acquired citizenship in a different country to the one you were born in.