

# Synopsis Report

## on the public consultation on an EU law for an open, independent and efficient European administration

The public consultation on an EU law for an open, independent and efficient administration was open to any respondents worldwide from 15 December 2017 to 9 March 2018 and available in all official EU languages. This note provides an overview of the contributions submitted, including key findings and main trends emerging from the consultation. A detailed report on the results of the public consultation will be published during the summer of 2018.

### Objectives of the public consultation

As a follow-up to the European Parliament resolution of 9 June 2016 for an open, efficient and independent European Union administration – 2016/2610(RSP), rapporteur: Heidi Hautala (Greens/EFA, Finland) – the Parliament's Committee on Legal Affairs asked the European Parliamentary Research Service's European Added Value Unit to carry out a public consultation. The aim of the consultation was to survey public opinion, first, on general perceptions and attitudes towards the EU administration; second, on personal experiences in dealing with the EU institutions, and, third, on further action that the EU should take in the area of EU administrative law in order to address the shortcomings identified.

### Who replied to the consultation?

In response to the consultation, the Parliament received 166 fully completed online responses from 20 EU Member States. Incomplete responses were not taken into consideration. 155 contributions came from individuals and 11 from organisations.

### Key findings

- 1 **Most respondents supported additional measures at EU level** to simplify EU administrative rules and procedures and enhance measures to enforce the public's right to good administration. Measures to improve efficiency and transparency should be priorities.
- 2 The **most problematic issues** identified by the respondents who had direct experience of the EU administration **were operational incoherence and the administrative burden costs**.
- 3 Many expressed **negative or mixed views regarding both general perceptions of the functioning of the EU administration** and their assessment of direct experiences. Lengthy procedures, difficulty in finding information and the quality of replies received were reported to be the key problems encountered.

## Specific trends:

**General perceptions** of the EU administration were mixed: 52 % had a positive perception while 36 % had a negative perception of the functioning of the EU institutions. Professional interests, direct experiences and media were three main sources of information underpinning the opinions formed by respondents regarding the EU administration. Perceived general awareness of what services the EU institutions provided for the public and companies was high: 73.5 % of respondents indicated that they knew what services were provided by the EU institutions for the public and companies. At the same time, only 45.8 % of all respondents indicated that they were familiar with their right to submit a petition to the European Parliament.

**Experiences with the EU institutions** were also mixed: 24 % of respondents had had a negative experience, 30 % mixed and 46 % positive. The European Commission, European Parliament and EU agencies were the administrations with which respondents had had most direct contact. Access to documents (46 %); requests for general information (44 %) and EPSO competitions (31 %) were the top three reasons for respondents having had contact with the EU administration. The three main problems contributing to negative experiences included the length of the procedure (42 %), difficulty finding information (37 %), and the quality of the reply received (30 %).

There was a high level of support from the respondents (76 %) for **additional measures at EU level to reinforce EU administrative procedure**. The two main reasons why respondents would like the EU to take action were: to improve efficiency (57 %), and to improve the transparency (50 %) of the EU administration. In response to the question on how the EU should best reinforce the functioning of the EU administration, 82 % of respondents were in favour of adopting a new law (52 % supported a new law setting out minimum standards, while 30 % supported a new law with full harmonisation). The proportion of respondents who supported the adoption of a non-binding code of conduct was low (7 %). Twenty-three per cent of respondents were not in favour of a new law but would prefer the EU to improve existing legislation; similarly, 23 % did not support a new law but would rather see measures focusing on technical ways to simplify public access to the EU administration.

## DISCLAIMER AND COPYRIGHT

This document is prepared for, and addressed to, the Members and staff of the European Parliament as background material to assist them in their parliamentary work. The content of the document is the sole responsibility of its author(s) and any opinions expressed herein should not be taken to represent an official position of the Parliament.

Reproduction and translation for non-commercial purposes are authorised, provided the source is acknowledged and the European Parliament is given prior notice and sent a copy.

© European Union, 2018.

Photo credits: © JJAVA / Fotolia.

[eprs@ep.europa.eu](mailto:eprs@ep.europa.eu) (contact)

[www.eprs.ep.parl.union.eu](http://www.eprs.ep.parl.union.eu) (intranet)

[www.europarl.europa.eu/thinktank](http://www.europarl.europa.eu/thinktank) (internet)

<http://epthinktank.eu> (blog)

