

This report is filtered

Only show: #1 Question "You are replying:" is one of the following answers ("As a private individual") and #18 Question "Please choose from one of the following options concerning the use of your contribution:" is one of the following answers ("My/our contribution can be published directly provided that I/my organisation remain(s) anonymous (I consent to publication of any information in my contribution in whole or in part (which may include quotes or opinions I express) provided that this is done anonymously. I declare that nothing within my response is unlawful or would infringe the rights of any third party in a manner that would prevent publication. I am aware that I am solely responsible if my answer accidentally reveals my identity.")

# Report for European Parliament - public consultation

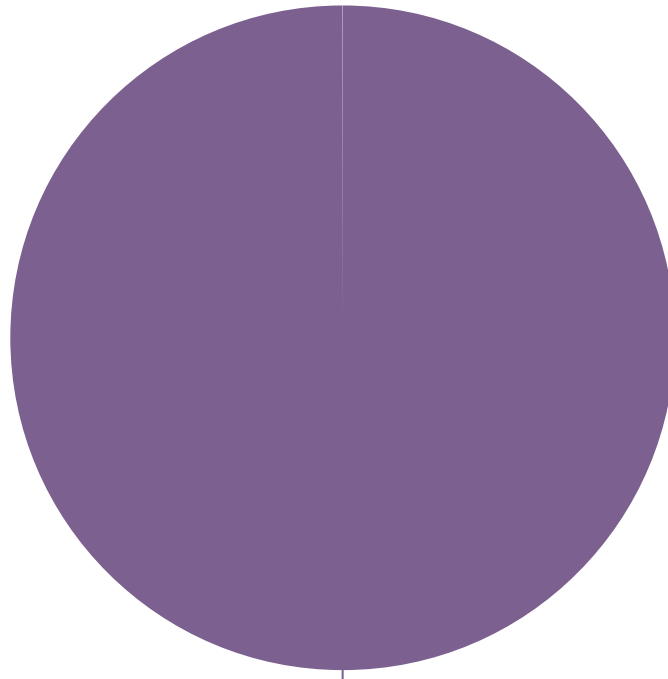
## Response Counts




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Totals: 66

1. You are replying:

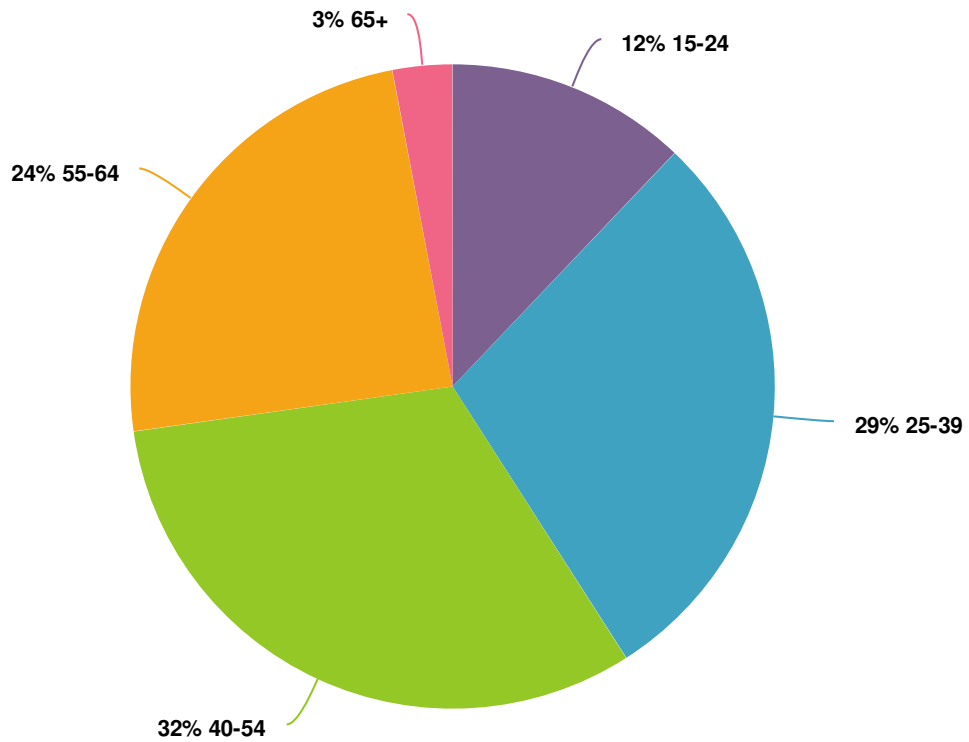





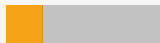

100% As a private individual

Value		Percent	Responses
As a private individual		100.0%	66

Totals: 66

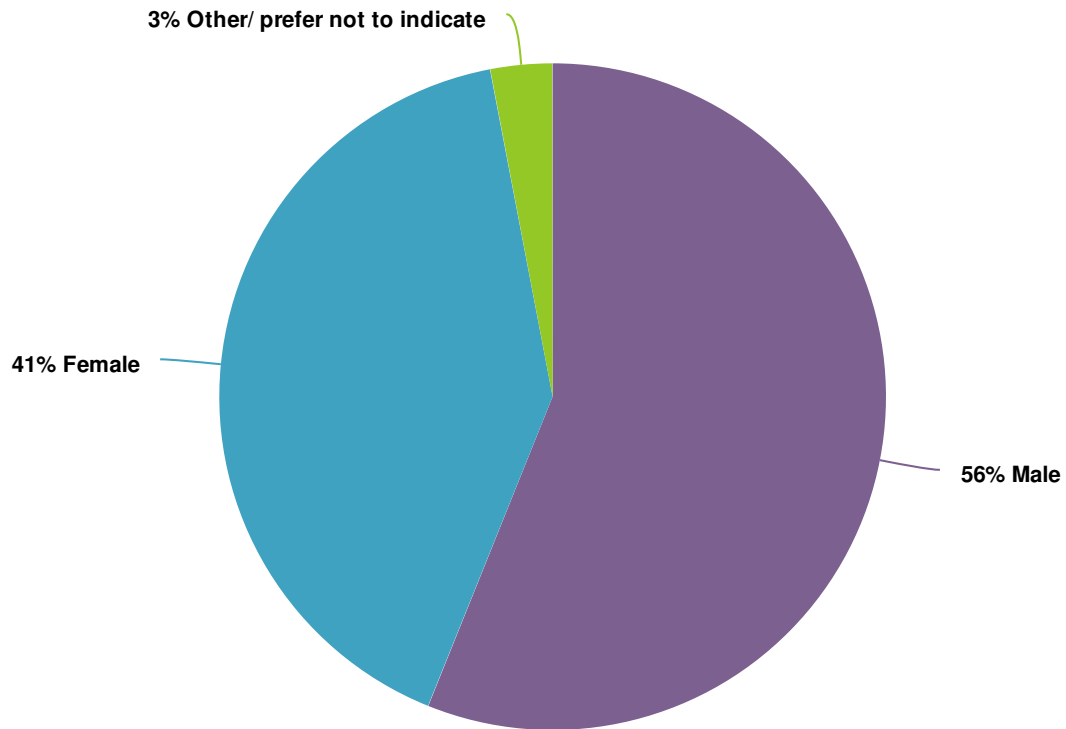
2. How old are you?






Value		Percent	Responses
15-24		12.1%	8
25-39		28.8%	19
40-54		31.8%	21
55-64		24.2%	16
65+		3.0%	2

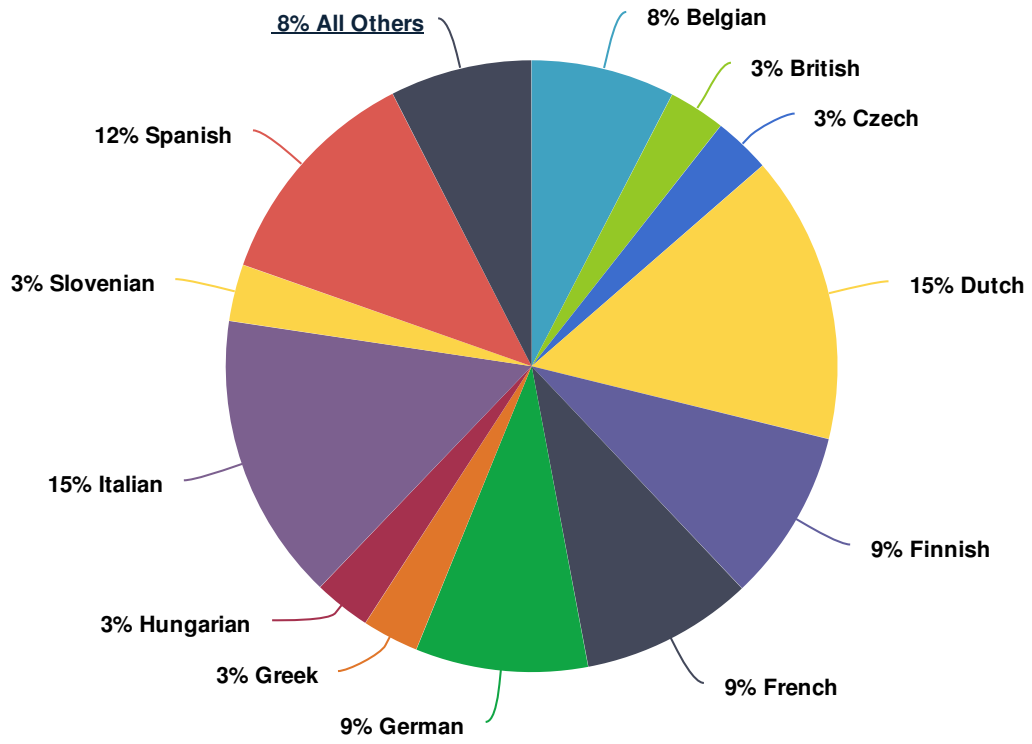
Totals: 66

3. What is your gender?



Value		Percent	Responses
Male		56.1%	37
Female		40.9%	27
Other/ prefer not to indicate		3.0%	2
			<b>Totals: 66</b>

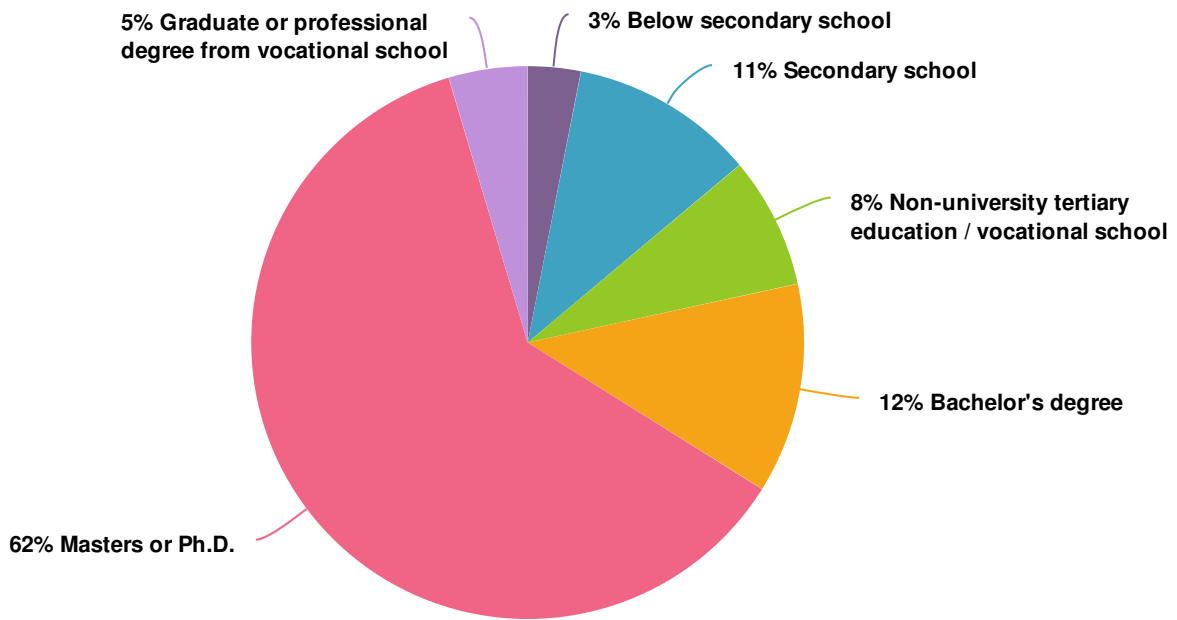
#### 4. What is your nationality



Value		Percent	Responses
Belgian		7.6%	5
British		3.0%	2
Czech		3.0%	2
Dutch		15.2%	10
Finnish		9.1%	6
French		9.1%	6
German		9.1%	6
Greek		3.0%	2
Hungarian		3.0%	2
Italian		15.2%	10
Slovenian		3.0%	2
Spanish		12.1%	8
Irish		1.5%	1
Latvian		1.5%	1
Polish		1.5%	1
Romanian		1.5%	1
Swedish		1.5%	1

**Totals: 66**

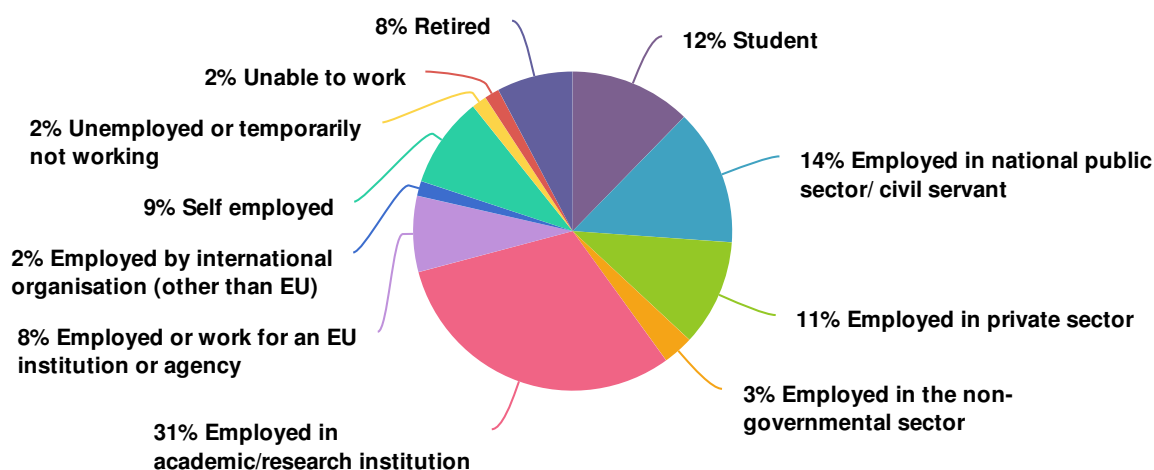
5. What is your highest level of education?



Value	Percent	Responses
Below secondary school	3.1%	2
Secondary school	10.8%	7
Non-university tertiary education / vocational school	7.7%	5
Bachelor's degree	12.3%	8
Masters or Ph.D.	61.5%	40
Graduate or professional degree from vocational school	4.6%	3

Totals: 65

6. What is your current occupation?

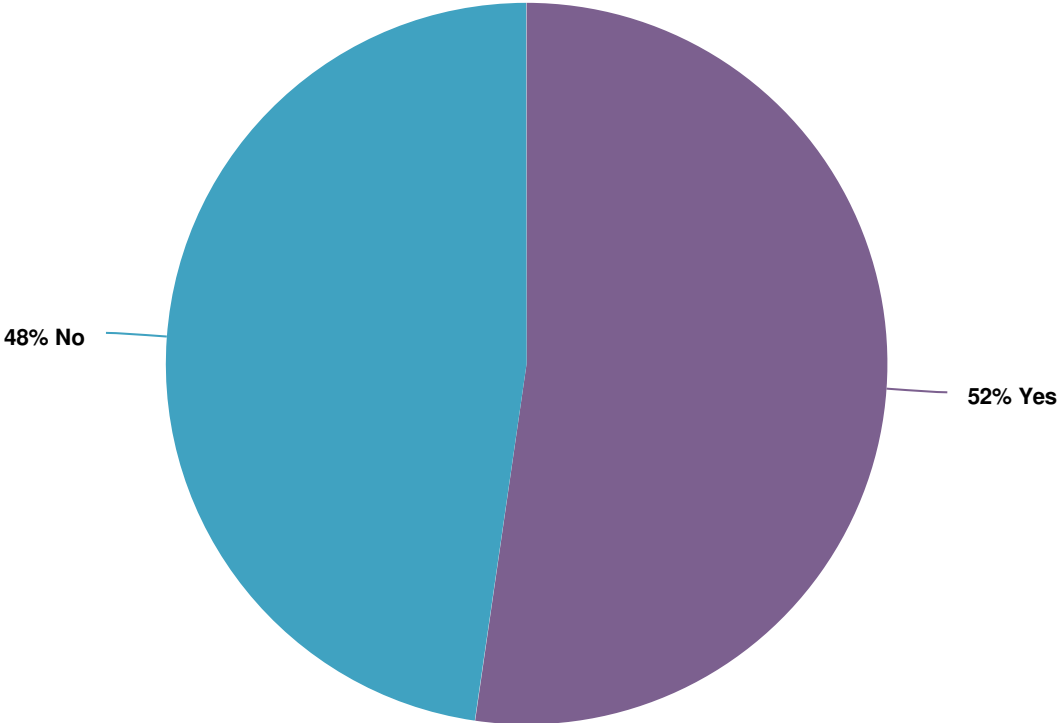




Value	Percent	Responses
Student	12.3%	8
Employed in national public sector/ civil servant	13.8%	9
Employed in private sector	10.8%	7
Employed in the non-governmental sector	3.1%	2
Employed in academic/research institution	30.8%	20
Employed or work for an EU institution or agency	7.7%	5
Employed by international organisation (other than EU)	1.5%	1
Self employed	9.2%	6
Unemployed or temporarily not working	1.5%	1
Unable to work	1.5%	1
Retired	7.7%	5

Totals: 65



7. Have you studied, worked or lived in an EU Member State other than your country of origin?



Value		Percent	Responses
Yes		52.3%	34
No		47.7%	31

Totals: 65

8. How many employees does your organisation have?

No data to display

9. Please indicate the type of organisation

No data to display

10. Where is your organisation primarily based?

No data to display

11. Does your organisation operate in more than one country?

No data to display

12. Is your organisation included in the Transparency Register?

No data to display

### 13. Field of activity or sector (optional)

**No data:** No responses found for this question.

**Count**

**Response**

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### 14. e-mail address (optional) (if you give your consent to receive the results of the public consultation, and/or to be contacted)

**Count**

**Response**

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### 15. Name of the organisation (optional)

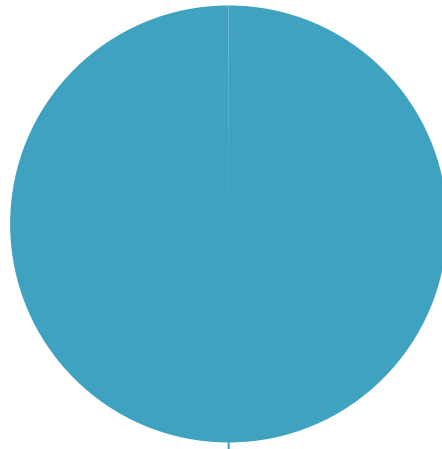
**No data:** No responses found for this question.

**Count**

**Response**

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### 16. Please choose from one of the following options concerning the use of your contribution:

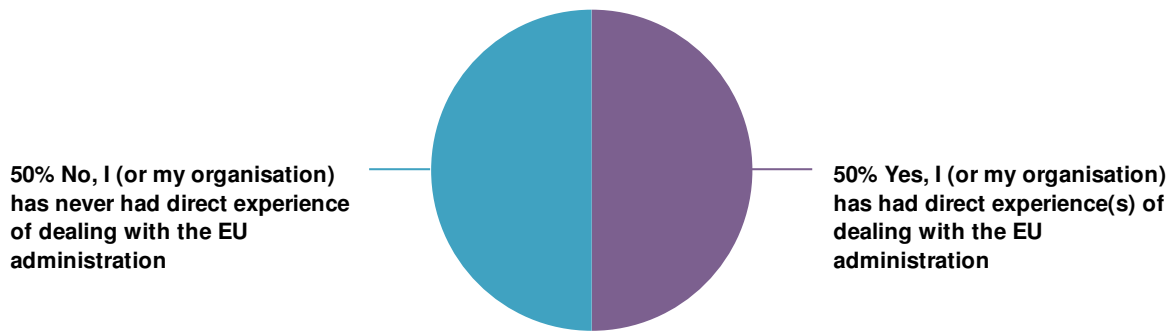


100% My/our contribution can be published directly provided that I/my organisation remain(s) anonymous (I consent to publication of any information in my contribution in whole or in part (which may include quotes or opinions I express) provided that this is done anonymously. I declare that nothing within my

Value	Percent	Responses
My/our contribution can be published directly provided that I/my organisation remain(s) anonymous (I consent to publication of any information in my contribution in whole or in part (which may include quotes or opinions I express) provided that this is done anonymously. I declare that nothing within my response is unlawful or would infringe the rights of any third party in a manner that would prevent publication. I am aware that I am solely responsible if my answer accidentally reveals my identity.	100.0%	66

Totals: 66

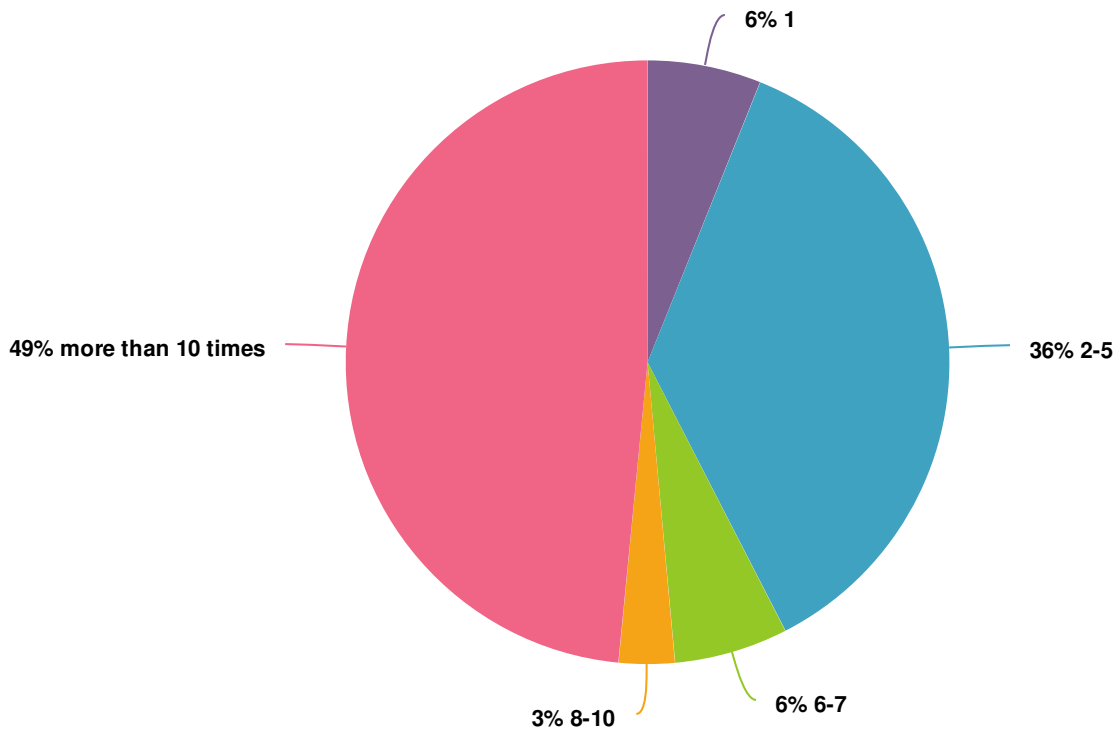
17. Have you or your organisation had direct experience of dealing with the administration of the European Union?



Value	Percent	Responses
Yes, I (or my organisation) has had direct experience(s) of dealing with the EU administration	50.0%	33
No, I (or my organisation) has never had direct experience of dealing with the EU administration	50.0%	33

Totals: 66

18. How many times have you (or your organisation) dealt directly with the EU administration?



Value	Percent	Responses
1	6.1%	2
2-5	36.4%	12
6-7	6.1%	2
8-10	3.0%	1
more than 10 times	48.5%	16

Totals: 33

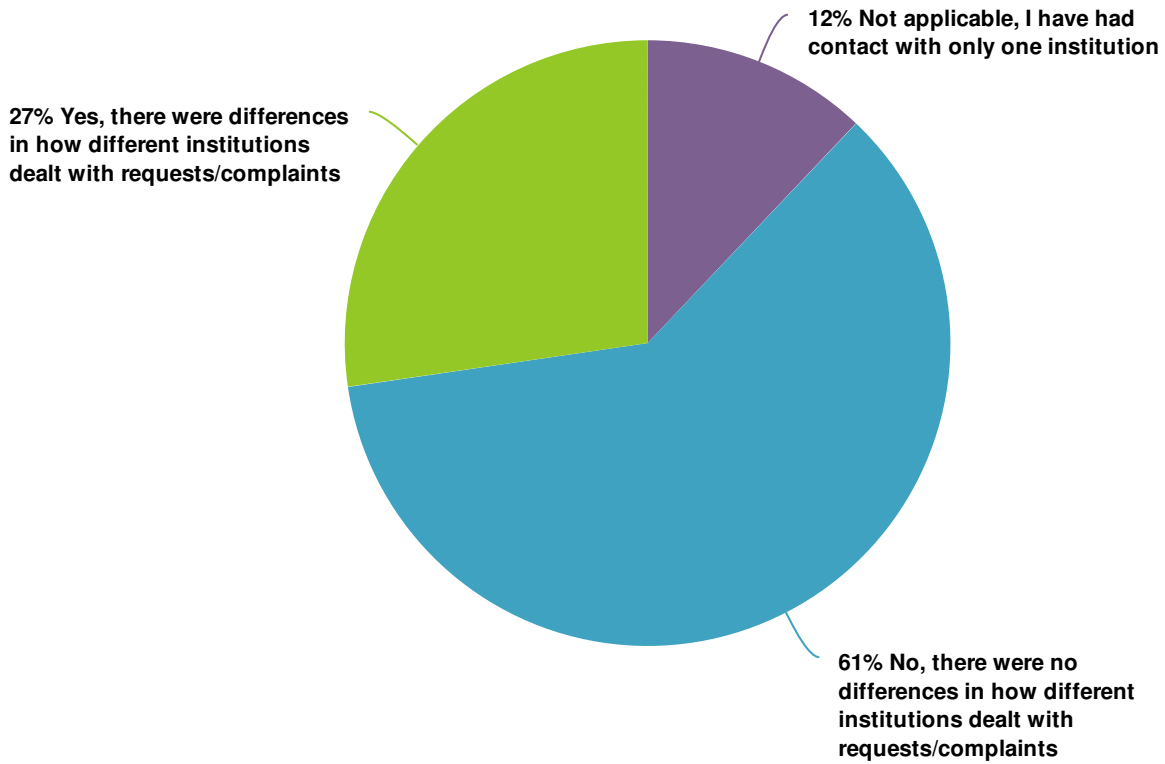
19. Please indicate with which EU institutions, bodies or agencies you had contact(s) and what is your general evaluation of this specific direct experience? (More than one choice of institution is possible; please indicate, however, only institutions with which you have had direct experience. If you have not had direct experience, please mark 'No direct experience')






	Very positive	Positive	Negative	Very Negative	No direct experience	Responses
Council of the EU Count Row %	0 0.0%	7 21.2%	2 6.1%	0 0.0%	24 72.7%	33
European Anti-Fraud Office Count Row %	0 0.0%	3 9.4%	1 3.1%	0 0.0%	28 87.5%	32
European Commission Count Row %	6 18.2%	15 45.5%	8 24.2%	2 6.1%	2 6.1%	33
European External Action Service Count Row %	0 0.0%	2 6.3%	1 3.1%	0 0.0%	29 90.6%	32
European Ombudsman Count Row %	2 6.3%	3 9.4%	1 3.1%	0 0.0%	26 81.3%	32
European Parliament Count Row %	5 15.2%	14 42.4%	4 12.1%	0 0.0%	10 30.3%	33
European Personnel Selection Office Count Row %	2 6.3%	5 15.6%	1 3.1%	3 9.4%	21 65.6%	32
EU Agency Count Row %	4 12.5%	7 21.9%	0 0.0%	2 6.3%	19 59.4%	32

	Very positive	Positive	Negative	Very Negative	No direct experience	Responses
Comision, EP, CoR Count Row %	0 0.0%	0 0.0%	1 100.0%	0 0.0%	0 0.0%	1
Directorates Count Row %	0 0.0%	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1
EPSO Count Row %	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1
EuGH Count Row %	0 0.0%	1 100.0%	0 0.0%	0 0.0%	0 0.0%	1
European Court of Auditors Count Row %	1 100.0%	0 0.0%	0 0.0%	0 0.0%	0 0.0%	1
Europol Count Row %	0 0.0%	0 0.0%	0 0.0%	1 100.0%	0 0.0%	1
Totals Total Responses						33

20. If you have had contact with the administration of more than one EU institution, body or agency, did you experience any substantial differences in how different institutions handle citizens' / companies' requests (including timeframe, procedural rights, etc.)?

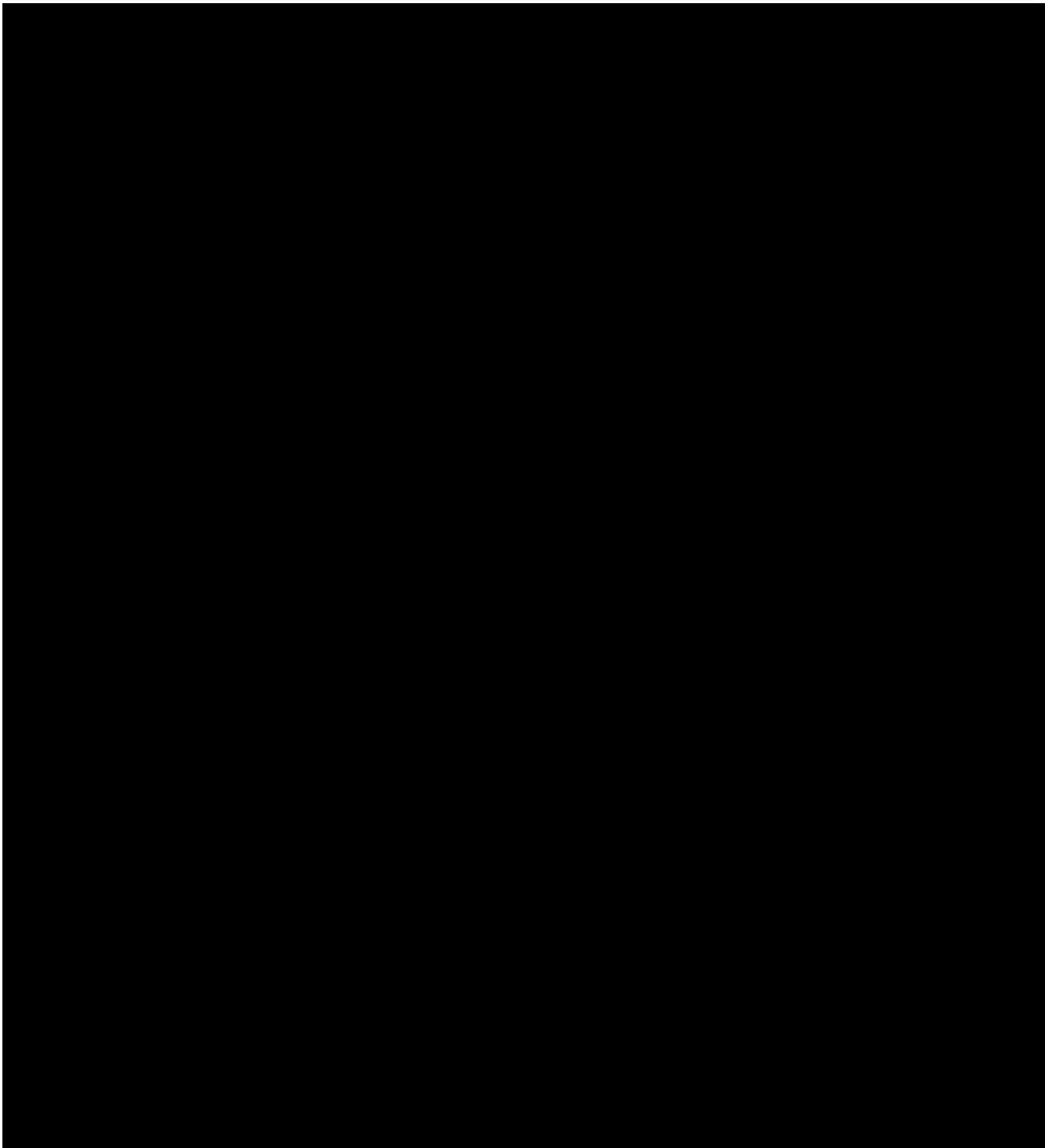


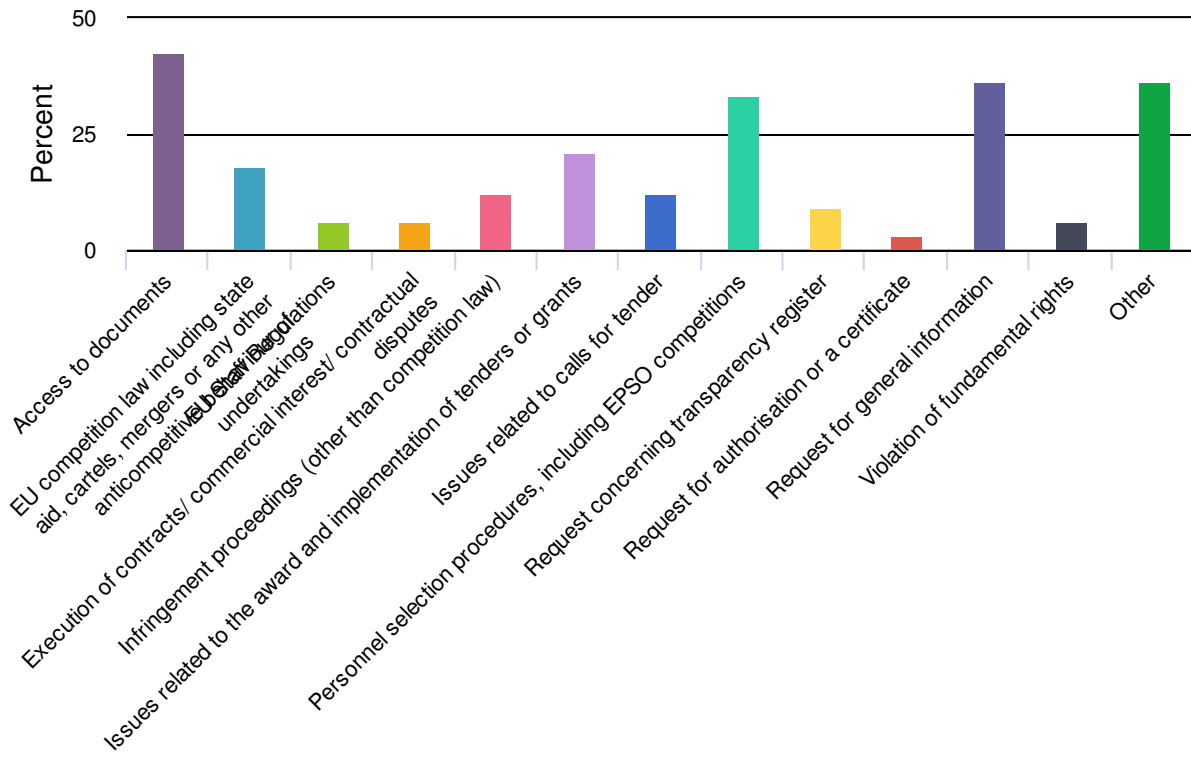
Value		Percent	Responses
Not applicable, I have had contact with only one institution		12.1%	4
No, there were no differences in how different institutions dealt with requests/complaints		60.6%	20
Yes, there were differences in how different institutions dealt with requests/complaints		27.3%	9














Totals: 33

21. If yes, please explain

en  
access  
accessibility  
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accordance  
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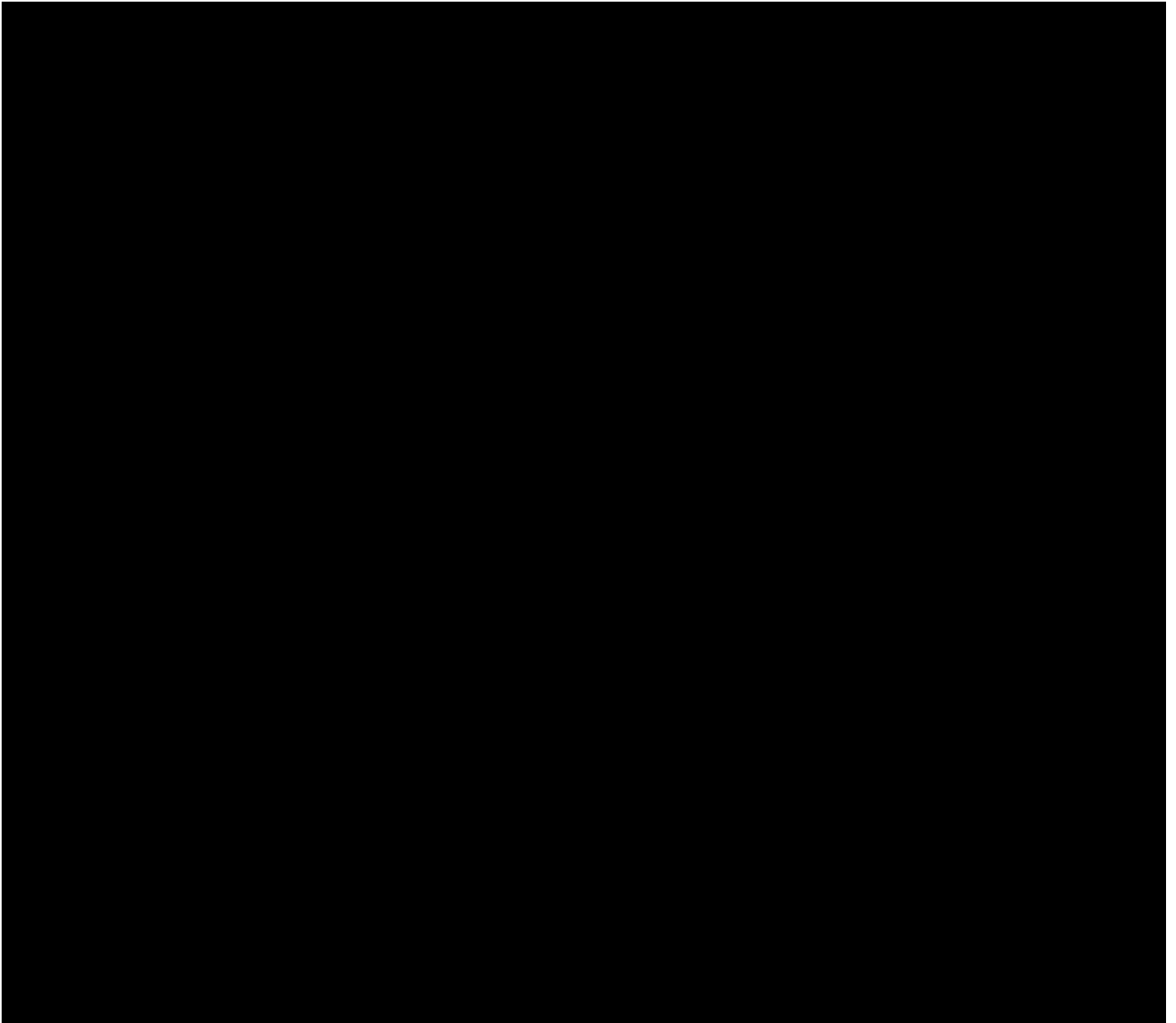




Value		Percent	Responses
Access to documents		42.4%	14
EU competition law including state aid, cartels, mergers or any other anticompetitive behaviour of undertakings		18.2%	6
EU Staff Regulations		6.1%	2
Execution of contracts/ commercial interest/ contractual disputes		6.1%	2
Infringement proceedings (other than competition law)		12.1%	4
Issues related to the award and implementation of tenders or grants		21.2%	7
Issues related to calls for tender		12.1%	4
Personnel selection procedures, including EPSO competitions		33.3%	11
Request concerning transparency register		9.1%	3
Request for authorisation or a certificate		3.0%	1
Request for general information		36.4%	12
Violation of fundamental rights		6.1%	2
Other		36.4%	12

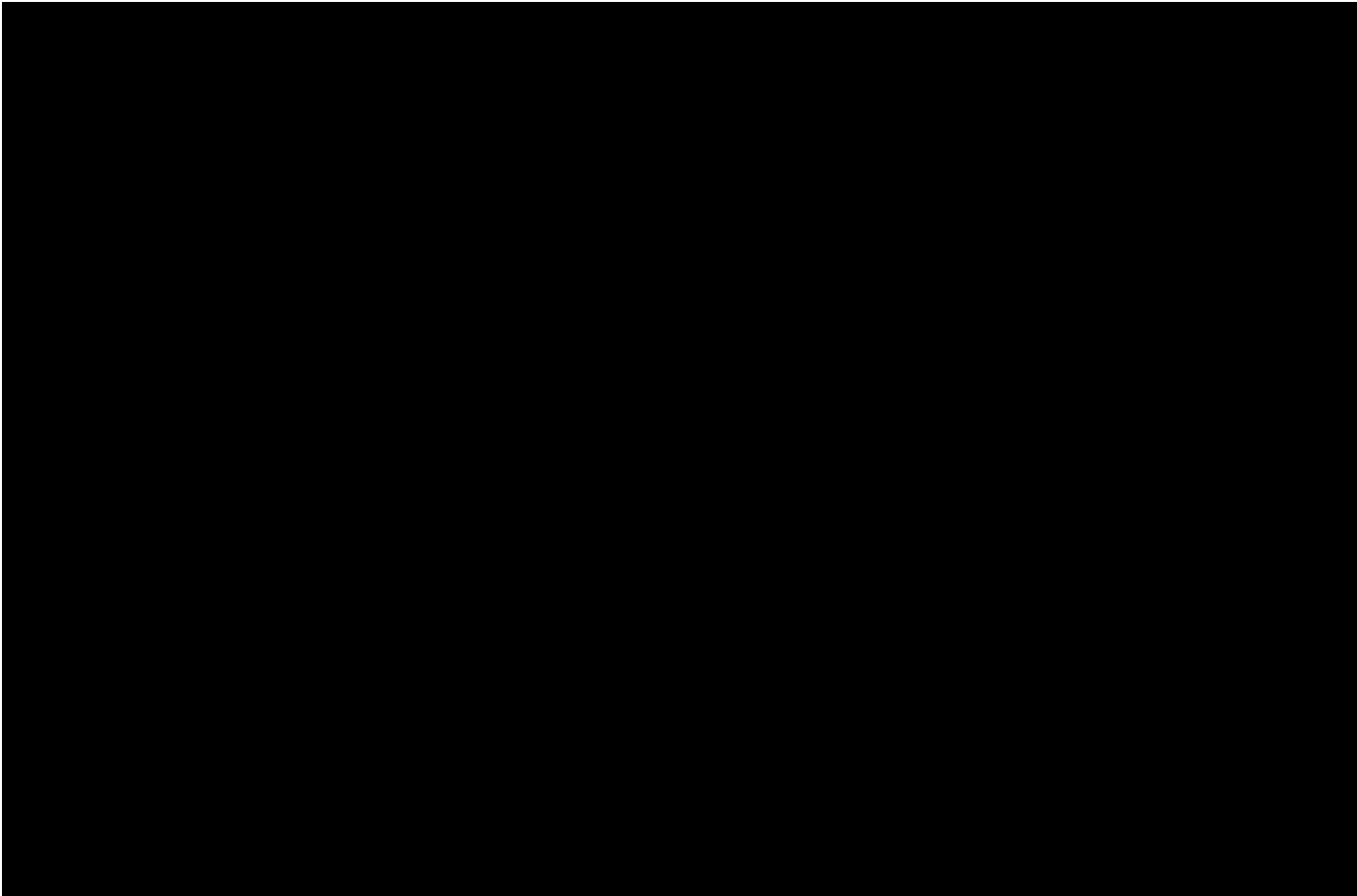
23. If other, please specify

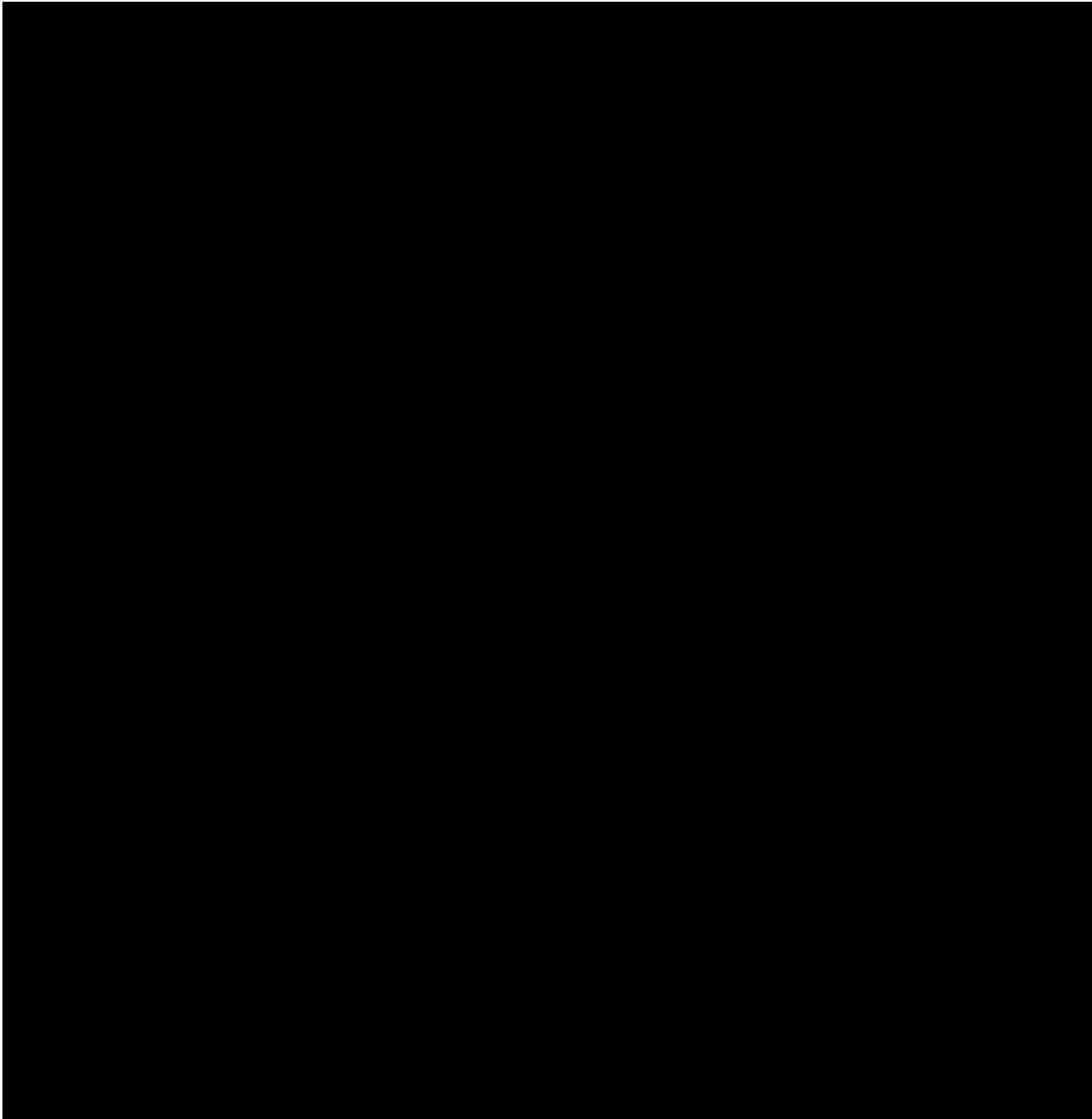
foglalkoztató  
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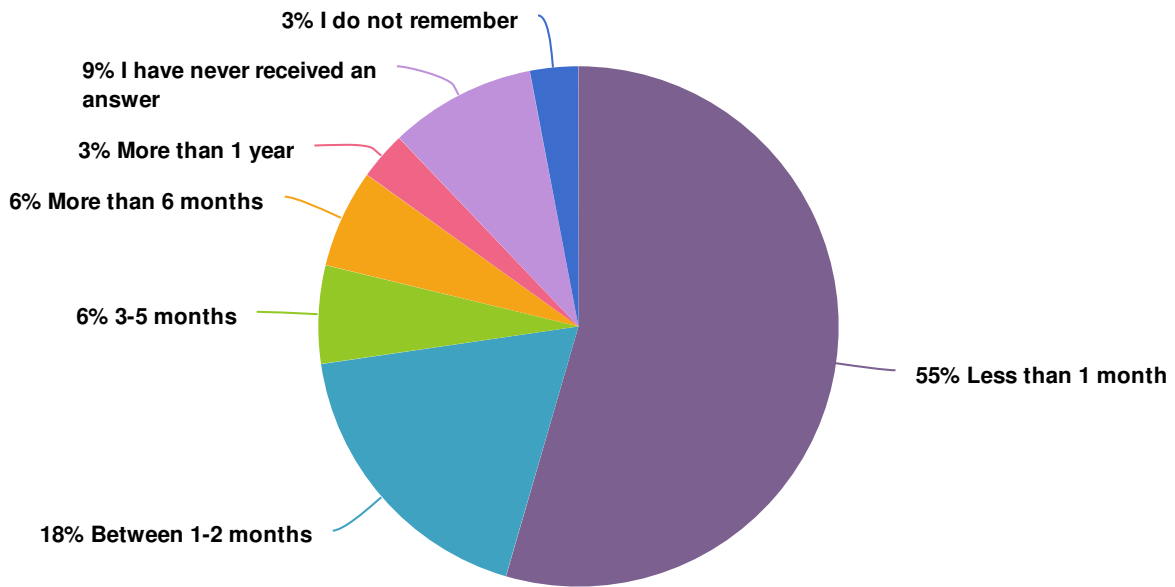









24. Please specify the EU policy area concerned by your contact with the EU institution (e.g. environment, health and food safety, consumer protection, agriculture, budget).





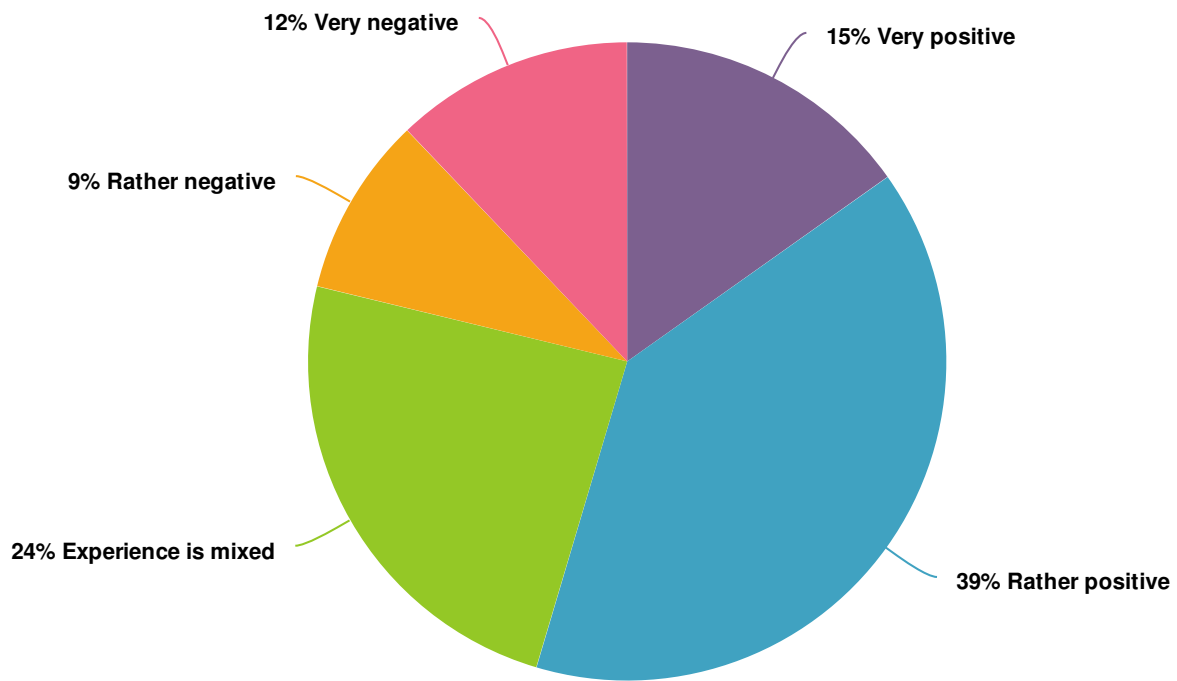
25. In general, how long did it take from the first contact with the EU administration until you received a final answer?



Value		Percent	Responses
Less than 1 month		54.5%	18
Between 1-2 months		18.2%	6
3-5 months		6.1%	2
More than 6 months		6.1%	2
More than 1 year		3.0%	1
I have never received an answer		9.1%	3
I do not remember		3.0%	1

Totals: 33

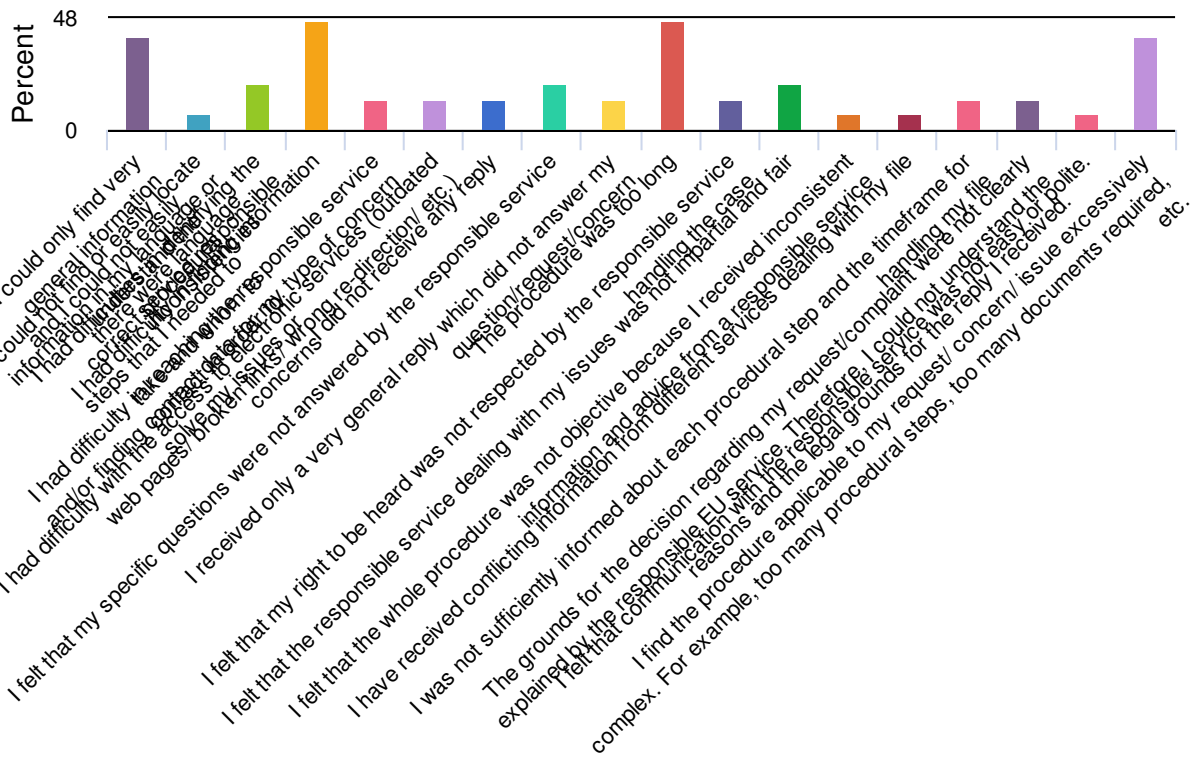
26. How would you in general evaluate your direct experience with the EU administration?



Value		Percent	Responses
Very positive		15.2%	5
Rather positive		39.4%	13
Experience is mixed		24.2%	8
Rather negative		9.1%	3
Very negative		12.1%	4

**Totals: 33**

27. You have indicated that you have had contact with the EU administration but your experience was negative or mixed. Why? What were the main problem(s) you directly experienced? (max. 5 choices)



**Value** **Percent** **Responses**

I could only find very general information and I could not easily understand the correct procedural steps that I needed to take and whom to contact in order to solve my issues or concerns 40.0% 6

I could not find or easily locate information in my language or there were language inconsistencies 6.7% 1

I had difficulties in identifying the service responsible 20.0% 3

I had difficulty in finding information 46.7% 7

I had difficulty in reaching the responsible service and/or finding contact data for my type of concern 13.3% 2

I had difficulty with the access to electronic services (outdated web pages/ broken links/ wrong re-direction/ etc.) 13.3% 2

I did not receive any reply 13.3% 2

I felt that my specific questions were not answered by the responsible service 20.0% 3

I received only a very general reply which did not answer my question/request/concern 13.3% 2

Value		Percent	Responses
The procedure was too long		46.7%	7
I felt that my right to be heard was not respected by the responsible service handling the case		13.3%	2
I felt that the responsible service dealing with my issues was not impartial and fair		20.0%	3
I felt that the whole procedure was not objective because I received inconsistent information and advice from a responsible service		6.7%	1
I have received conflicting information from different services dealing with my file		6.7%	1
I was not sufficiently informed about each procedural step and the timeframe for handling my file		13.3%	2
The grounds for the decision regarding my request/complaint were not clearly explained by the responsible EU service. Therefore, I could not understand the reasons and the legal grounds for the reply I received.		13.3%	2
I felt that communication with the responsible service was not easy or polite.		6.7%	1
I find the procedure applicable to my request/ concern/ issue excessively complex. For example, too many procedural steps, too many documents required, etc.		40.0%	6













## 28. If other, please specify








**No data:** No responses found for this question.

**ResponseID**

**Response**

29. You have indicated that you have had direct contact with the EU administration and your experience was positive or mixed (max. 5 choices).

Value		Percent	Responses
I could easily find information about the responsible service and the procedural steps to take.		23.1%	6
I could easily reach the responsible service and/or find contact data for my type of concern.		34.6%	9
I could easily understand the correct procedural steps I needed to take and whom to contact in order to solve my issues or concern.		15.4%	4
I could easily find information in my language.		23.1%	6
I had no difficulty with access to electronic services (outdated web pages / broken links/ wrong re-direction/ etc.)		23.1%	6
I received a timely reply and was informed about each procedural step.		19.2%	5
I received a sufficiently detailed answer to my question/request/concern.		42.3%	11
The reply I received answered the specific questions I had asked and/or provided the specific information I had requested.		26.9%	7
The procedure was concluded within a reasonable time.		34.6%	9
I felt that my procedural rights were fully respected by the responsible service handling the case.		7.7%	2
I felt that the procedure was objective because I received detailed information and advice from the responsible service.		3.8%	1
I felt that the service dealing with my issue was impartial and fair.		19.2%	5

Value		Percent	Responses
I felt that the service(s) dealing with my issue was knowledgeable/ competent.		15.4%	4
I received clear and consistent information from different services dealing with my file.		3.8%	1
I was sufficiently informed about each procedural step and the approximate timeframe for handling my file.		11.5%	3
The grounds for the decision regarding my request/complaint were clearly stated by the responsible EU service. Therefore, I could fully understand the reasons and legal grounds for the reply I received.		3.8%	1
I felt that communication with the responsible service(s) dealing with my issue was easy and polite.		11.5%	3
I received a reply that my request/complaint had been sent to the wrong EU service and I received information about which service was competent to deal with my issue.		3.8%	1
I received a reply to my request in the EU official language of my choice		11.5%	3

30. If other, please specify



**ResponseID**

**Response**

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31. Based on your direct experience how would you evaluate on a scale of 1 (very problematic) to 6 (not problematic) the following elements of the

provision of services by the EU administration?

	1	2	3	4	5	6	Responses
Administrative burden: costs for citizens or companies to obtain the service (i.e. number of procedural steps, time spend by a person on the total procedure) Count Row %	3 9.1%	2 6.1%	11 33.3%	5 15.2%	5 15.2%	7 21.2%	33
Costs incurred for obtaining information: costs for citizens or companies related to obtaining information concerning the procedure necessary to obtain the service (i.e. time spent on searching the information or hiring help for finding the correct information) Count Row %	4 12.1%	4 12.1%	6 18.2%	5 15.2%	8 24.2%	6 18.2%	33
Delay costs: costs for citizens or companies related to the length or delay in providing an administrative service Count Row %	4 12.1%	3 9.1%	6 18.2%	10 30.3%	2 6.1%	8 24.2%	33

	1	2	3	4	5	6	Responses
Operational incoherence costs: costs for citizens or companies related to the operational or regulatory inefficiencies of EU administration in providing the service (i.e. multiple agencies, institutions or bodies responsible for the same/similar type of inquiry that provide potential conflicting outcomes; necessity to submit the same/similar documents/papers numerous times)	3 9.1%	9 27.3%	4 12.1%	3 9.1%	7 21.2%	7 21.2%	33
Count							
Row %							
Totals							
Total Responses							33

32. Based on your direct experience, on the scale 1 to 6 (1 very difficult - 6 very easy) How easy/difficult were the following 4 stages of the EU's administrative proceedings? Please mark each stage on the scale of 1 to 6. If your interaction did not cover all four stages of administrative proceedings please mark, 'not applicable'.

	1	2	3	4	5	6	Not applicable	Do not know	Responses
Initiation of the administrative procedure Count Row %	0 0.0%	4 12.1%	7 21.2%	6 18.2%	5 15.2%	4 12.1%	4 12.1%	3 9.1%	33
Management of the administrative procedure Count Row %	0 0.0%	5 15.2%	5 15.2%	10 30.3%	4 12.1%	1 3.0%	5 15.2%	3 9.1%	33
Conclusion of the administrative procedure (including remedies) Count Row %	1 3.0%	4 12.1%	7 21.2%	4 12.1%	5 15.2%	2 6.1%	7 21.2%	3 9.1%	33
Management of corrections of errors, rectification and withdrawal of the administrative acts Count Row %	3 9.1%	4 12.1%	2 6.1%	5 15.2%	3 9.1%	2 6.1%	9 27.3%	5 15.2%	33

**Totals**

Total

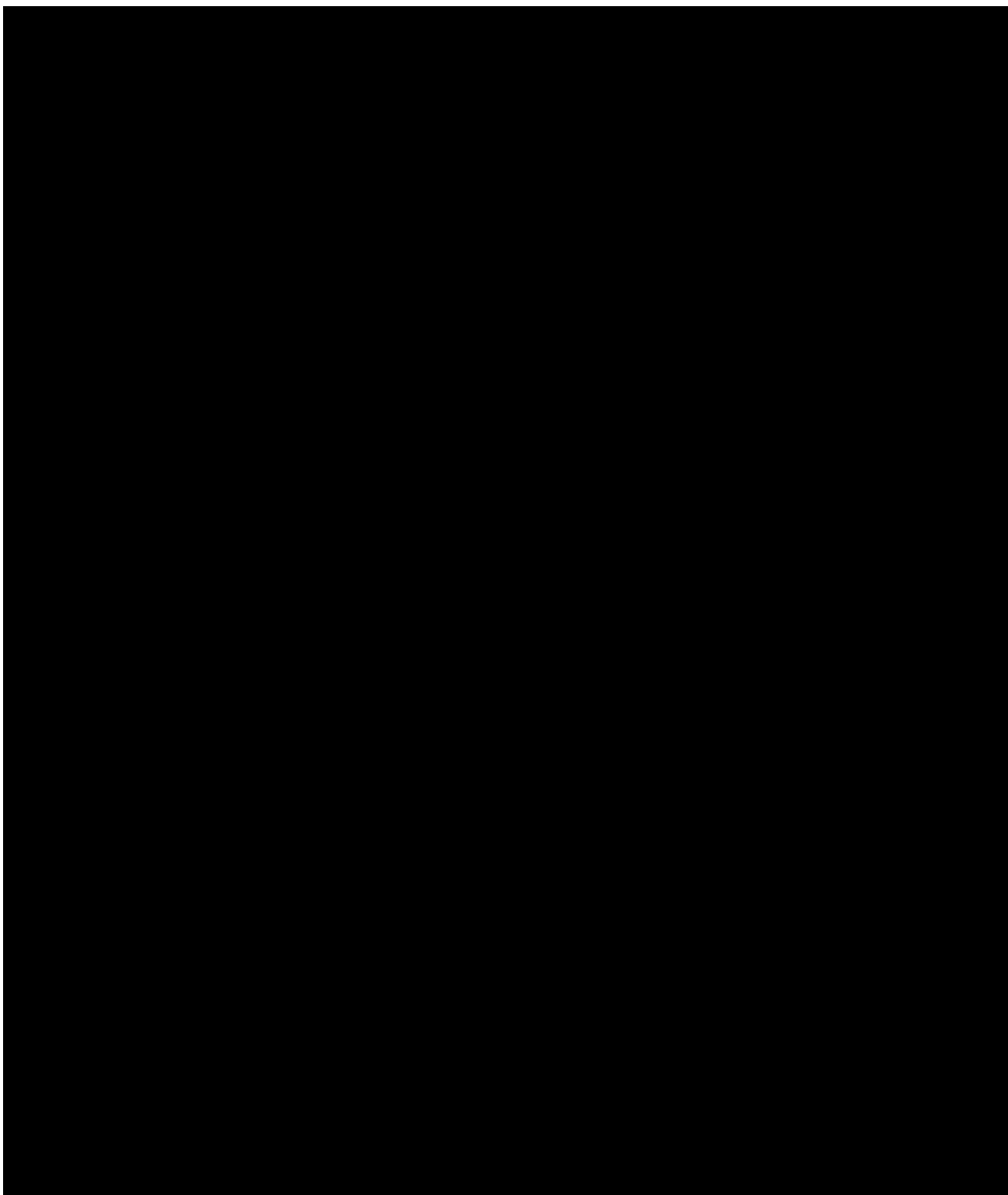
Responses

33




33. Optional: please explain or provide additional details about your direct experience at the different stages of administrative proceedings.

ResponseID Response

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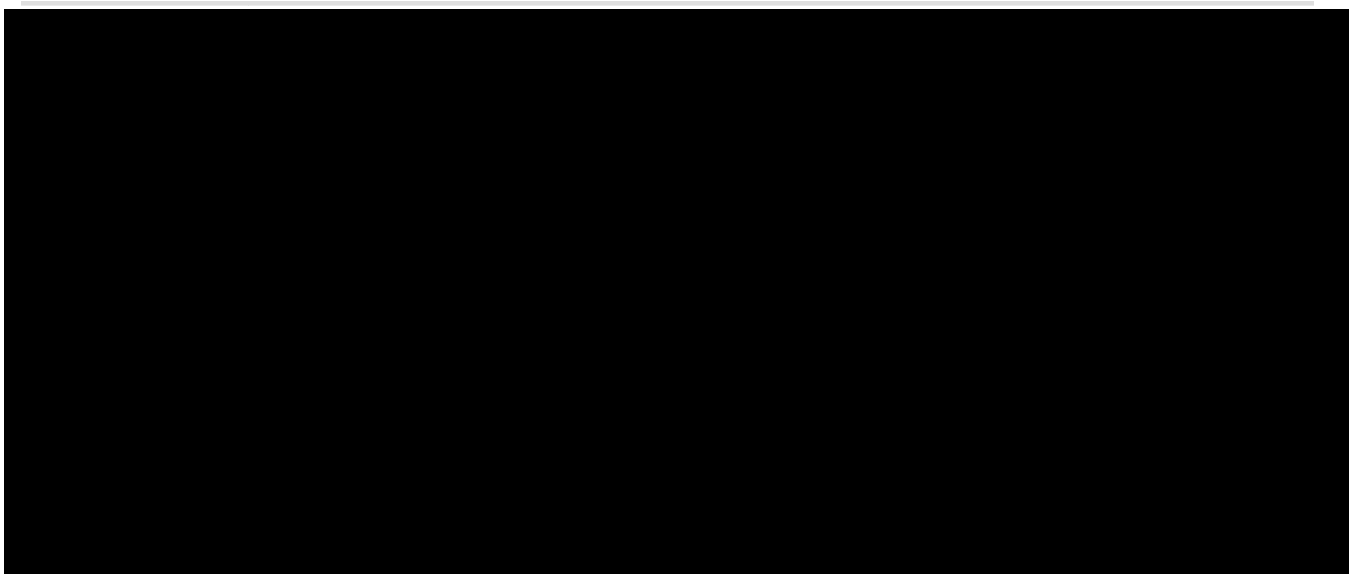
34. A number of EU legal acts and policy documents guarantee certain procedural rights to citizens and companies in EU administrative proceedings. Based on your experience, do you see any problems/shortcomings related to the functioning of the EU administration and/or application/enforcement of EU rights and principles?

Value		Percent	Responses
Yes, I think certain right(s) or principle(s) requires further reinforcement at EU level		69.7%	23
No, I do not see any issues with the current functioning of the EU administration, and therefore nothing needs to be reinforced		18.2%	6
Other		12.1%	4
			<b>Totals: 33</b>

35. If other, please specify
























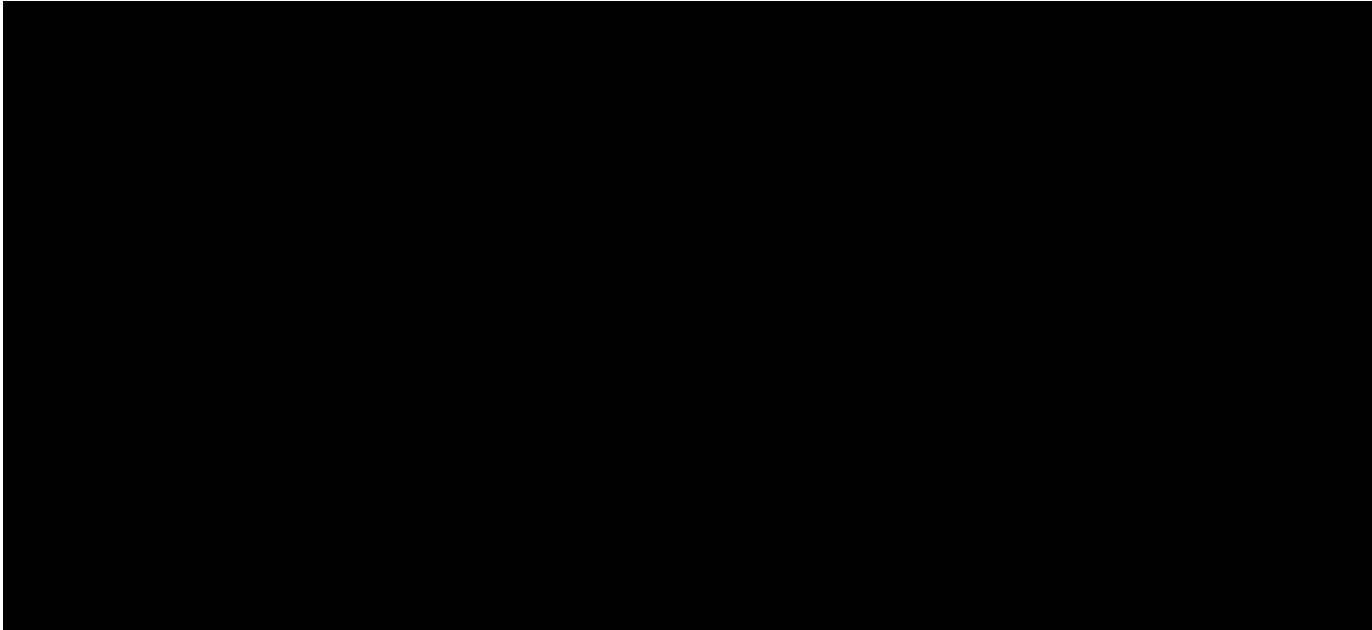
36. A number of EU legal acts and policy documents guarantee certain procedural rights to citizens and companies in EU administrative proceedings. Based on your experience, please mark the most important rights or principles that, in your opinion, require further reinforcement at the EU level (max. 5 issues).

Value		Percent	Responses
Anti-discrimination		13.0%	3
Data protection rules (including the obligation to grant access to one's file)		17.4%	4
Impartiality, independence and objectivity		30.4%	7
Obligation to act with objectivity		8.7%	2
Obligation to be proactively transparent in EU decision making		56.5%	13
Obligation to deal properly with issues related to lobbying		21.7%	5
Obligation to deal properly with requests for information		17.4%	4
Obligation to deal properly with requests for public access to documents		21.7%	5

Value		Percent	Responses
Obligation to give reasons for decisions		34.8%	8
Obligation to make an appeal available		8.7%	2
Obligation to make full and timely payments		8.7%	2
Obligation to properly deal with revolving door situations		8.7%	2
Obligation to properly deal with whistleblowing situations		8.7%	2
Obligation to properly deal with issues of conflicts of interest		13.0%	3
Obligation to protect rights of persons with disabilities		4.3%	1
Obligation to respect language rights		8.7%	2
Obligation to respect legitimate expectations		8.7%	2
Obligation to respect other rights and duties resulting from the Charter of Fundamental Rights and not covered by the above list		17.4%	4
Obligation to respect other rights and duties resulting from the Staff Regulations and not covered by the above list		13.0%	3
Obligation to respect the right to be heard		17.4%	4
Obligation to take a timely decision		8.7%	2
Obligation to transfer to the competent service		4.3%	1
Respect of fairness		8.7%	2
Respect for the principle of proportionality		13.0%	3
Other		17.4%	4

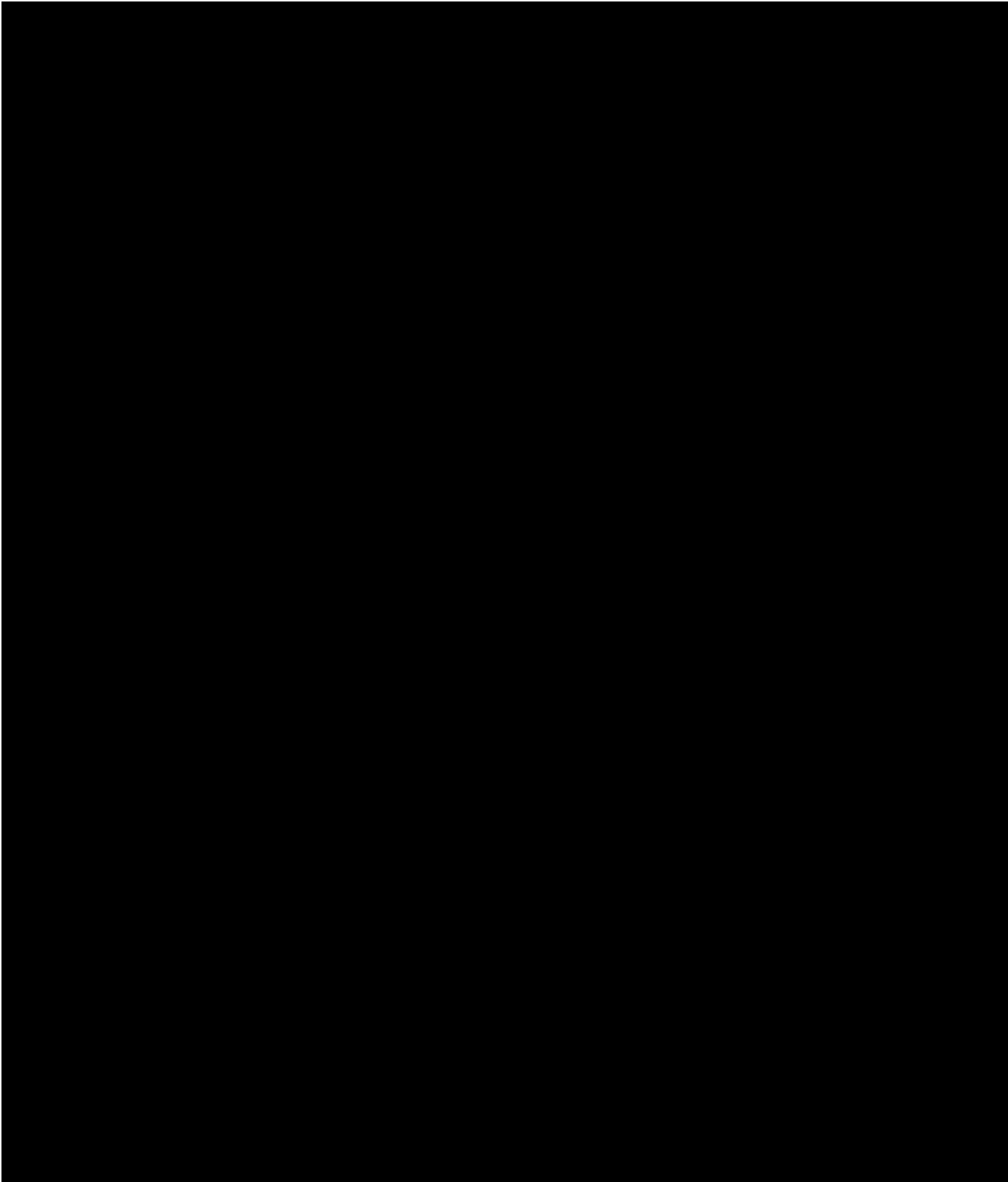
37. If other, please specify











38. Optional - Please explain why in your opinion those issues require reinforcement?





39. You have indicated that you have had no contact with the EU administration. Why?

Value		Percent	Responses
I am not aware of what the EU administration actually does		6.1%	2
I do not trust the EU administration		21.2%	7
I had a situation where I wanted to contact EU services but I did not know how to do it		3.0%	1
I had a situation where I wanted to contact EU services but I was discouraged by colleagues or friends because of a negative experience they had had. I felt it would be a waste of time		3.0%	1
There was no need, but if such a situation occurs I do not know how to contact the EU administration		36.4%	12
There was no need, but if such a situation occurs I know how to contact EU administration		30.3%	10

**Totals: 33**

40. If other, please specify

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**Response**

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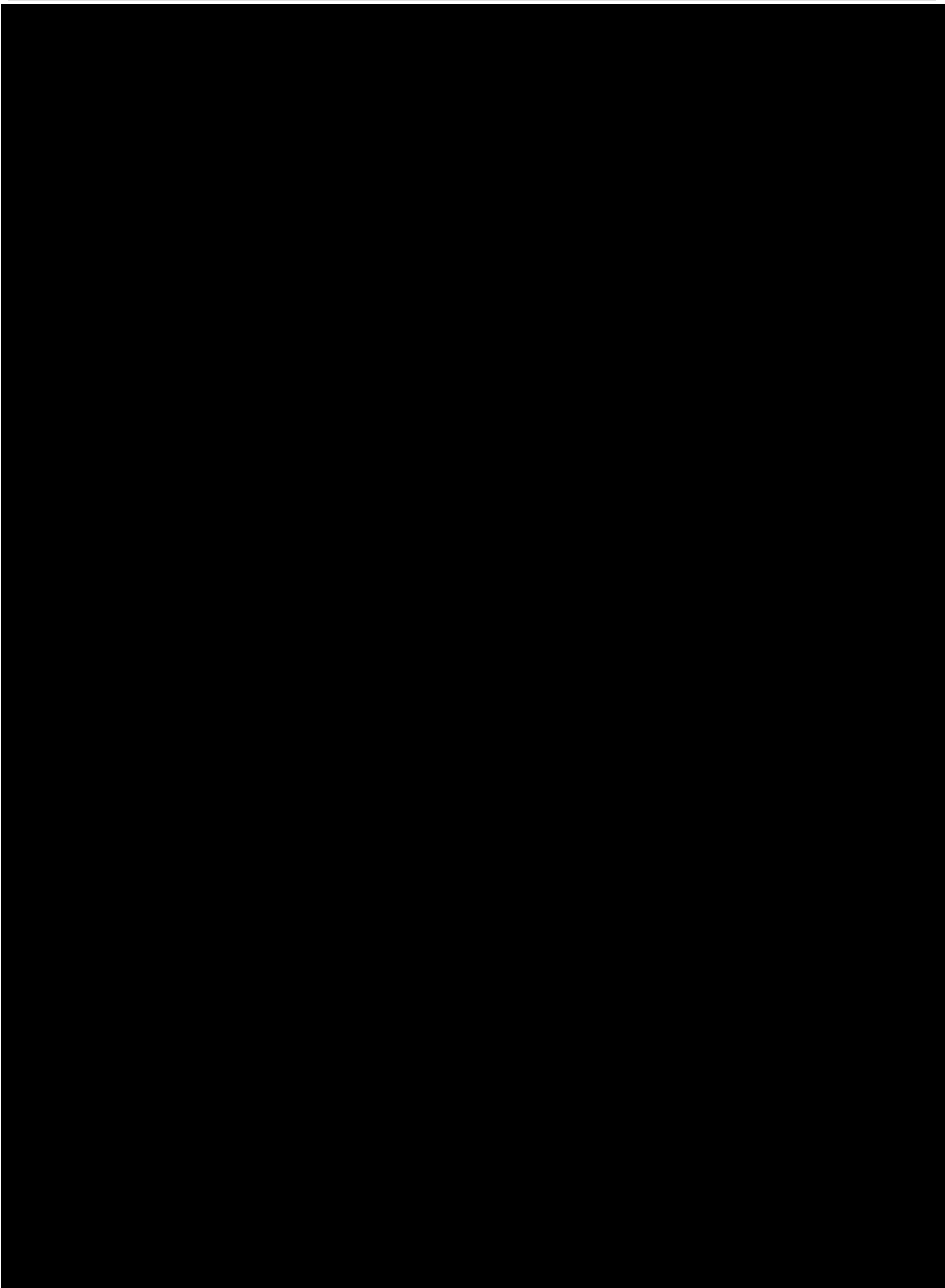


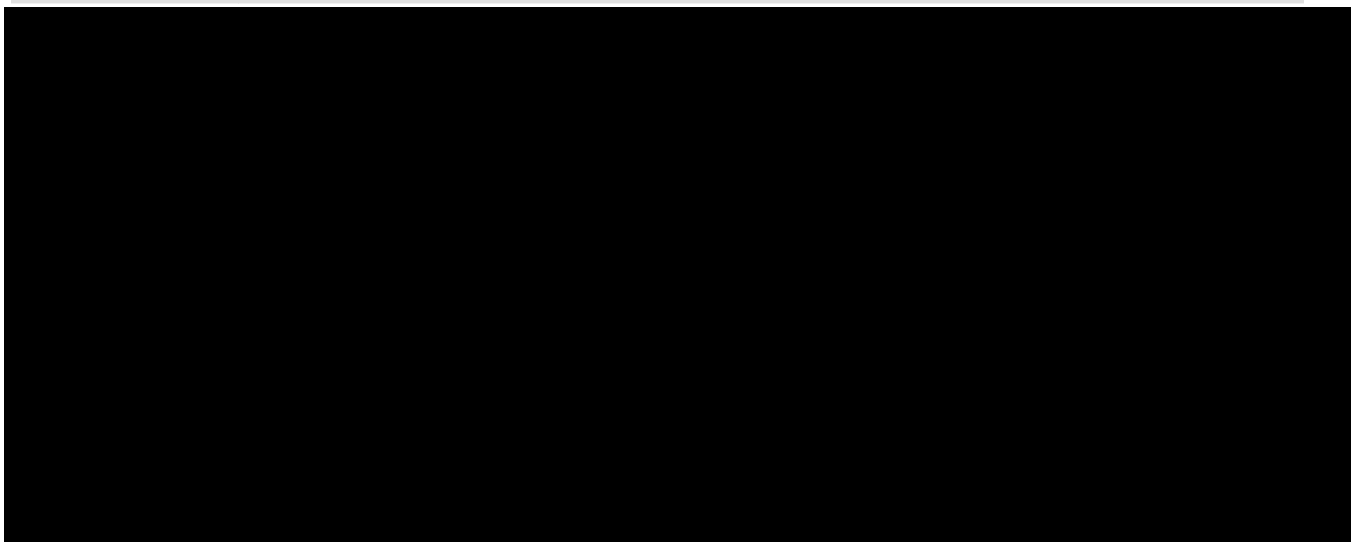
41. Optional: This is the end of section I on direct experience. If you would like to share any further details or observations on your direct experience with the EU services or provide more detailed explanations to the answers to the questions above, please provide it here

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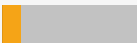





42. Based on what sources of information do you form your opinion regarding EU services/administration? (max. 3 options)




Value		Percent	Responses
Direct experience		50.0%	33
Experience of friends or colleagues		21.2%	14
Information from mass media (newspapers, TV, etc.)		43.9%	29
Information from social media		27.3%	18
Information from various internet sources		33.3%	22
Professional interests (i.e. I work for the EU institutions; I am an academic studying EU institutions; I work for an organisation that closely follows the work of the EU institutions)		50.0%	33
Other		1.5%	1

43. Generally speaking, what is your impression of the functioning of the EU services/administration in relation to the provision of services to citizens and companies?

Value		Percent	Responses
Very good		9.1%	6
Rather good		48.5%	32
Rather bad		22.7%	15
Very bad		15.2%	10
Don't know		4.5%	3
			<b>Totals: 66</b>

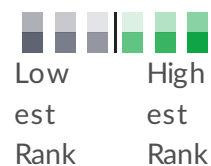
44. In your opinion, how easy or difficult is it to contact and receive information from the EU administration? Scale (1 very difficult; 2 difficult; 3 neither difficult nor easy; 4 easy; 5 very easy)

45. In your opinion, do citizens and companies have the same/similar standards of protection of rights and administrative procedural guarantees (for example, time limits to request information or submit a complaint; right to access to the file, type of remedies available) across all EU institutions/agencies?

Value		Percent	Responses
Yes, I think all EU institutions and agencies have similar standards and procedural guarantees		30.3%	20
No, I think each EU institution and agency has established different standards and procedural guarantees		45.5%	30
I do not know		24.2%	16
			<b>Totals: 66</b>

46. Based on your view on how the EU administration should work, please rank in the order of importance the following 11 rights and principles(1 most important - 11 less important)

Item	Overall Rank	Rank Distribution	Score	No. of Rankings
Respect for fundamental rights	1		562	64
Transparency	2		532	64
Accountability	3		455	64
Respect for procedural rights, such as, for example the duty to state grounds for a decision	4		431	65
Ethics	5		393	63
Public participation in EU decision-making	6		374	63
Sound financial management	7		316	63
Responsiveness	8		316	63
Proper use of discretion (including in infringement procedures)	9		298	65
Culture of service	10		293	62
Good management of personnel issues, including recruitment	11		254	63



47. In your opinion, has the function of the EU administration improved in the last 5 years?

Value		Percent	Responses
Completely disagree/ rather disagree		19.7%	13
Neutral		39.4%	26
Completely agree/ rather agree		19.7%	13
I do not know		21.2%	14
			<b>Totals: 66</b>

48. In general, do you know what services the administration of EU institutions and agencies provide to citizens and companies?

Value		Percent	Responses
Yes, I know very well (professionally involved) what services are provided to citizens and companies		27.3%	18
Yes, I have a general idea of what services are provided to citizens and companies		51.5%	34
No, I have only a very vague idea of when citizens or companies may come into contact with EU institutions or agencies		13.6%	9
No, I do not know what EU institutions or agencies do for citizens or companies		7.6%	5
			<b>Totals: 66</b>

49. If other, please specify

**ResponseID**

**Response**

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50. In general, how familiar do you feel with each of the following instruments and rights related to the EU administrative procedure?



	extremely familiar	very familiar	not very familiar	not at all familiar	don't know	Responses
Access to European Parliament, Council and Commission documents by the general public (Regulation 49/2001) Count Row %	7 10.6%	33 50.0%	12 18.2%	11 16.7%	3 4.5%	66
European Code of Good Administrative Behaviour Count Row %	5 7.6%	13 19.7%	24 36.4%	21 31.8%	3 4.5%	66
European Parliament Resolution of 9 June 2016 on an open, efficient and independent European Union administration Count Row %	5 7.6%	14 21.2%	26 39.4%	18 27.3%	3 4.5%	66
The right to lodge a complaint with the European Ombudsman Count Row %	11 16.7%	26 39.4%	15 22.7%	11 16.7%	3 4.5%	66
The right to submit a petition to the European Parliament Count Row %	8 12.1%	24 36.4%	18 27.3%	13 19.7%	3 4.5%	66
Totals Total Responses						66

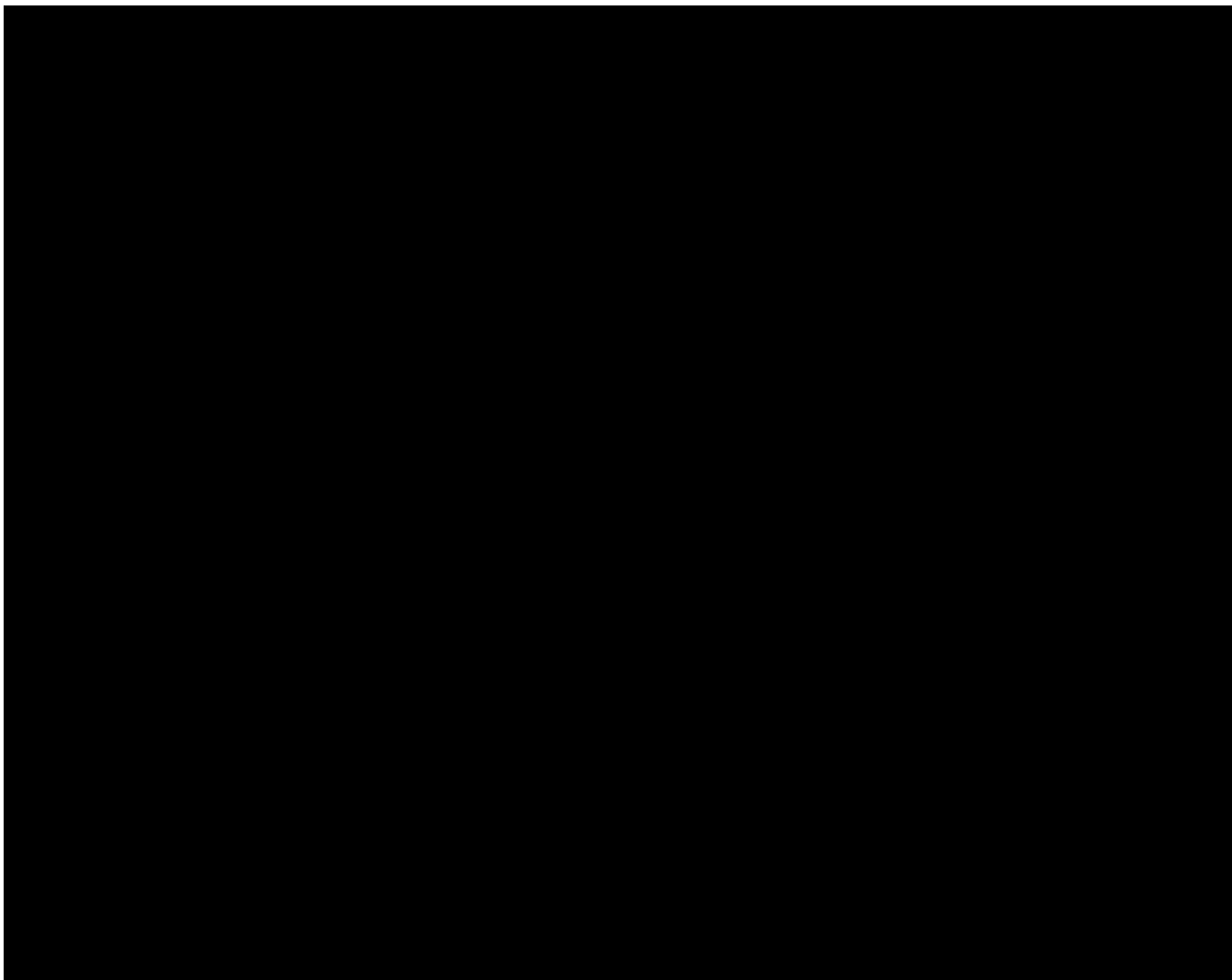
51. Please read the statements below related to the EU administration and EU administrative procedure and, based on your knowledge, indicate whether you think it is correct or not correct. If you do not know, please mark accordingly.

	Correct	Not correct	Don't know	Responses
<p>Any citizen or resident of the European Union, as well as any company, organisation or association with its headquarters in the European Union may submit a petition to the European Parliament on a subject which comes within the European Union's fields of activity and which affects them directly.</p> <p>Count Row %</p>	<p>49 74.2%</p>	<p>5 7.6%</p>	<p>12 18.2%</p>	66
<p>Currently, in the EU there is no legally binding code of administrative procedure applicable to all EU institutions, bodies, offices and agencies</p> <p>Count Row %</p>	<p>32 48.5%</p>	<p>17 25.8%</p>	<p>17 25.8%</p>	66
<p>EU administrative procedural rights and applicable rules are included in a variety of EU binding and non-binding legal instruments.</p> <p>Count Row %</p>	<p>49 74.2%</p>	<p>2 3.0%</p>	<p>15 22.7%</p>	66
<p>The 'European Code of Good Administrative Behaviour' developed by the European Ombudsman and endorsed by the European Parliament is binding on European institutions.</p> <p>Count Row %</p>	<p>21 31.8%</p>	<p>24 36.4%</p>	<p>21 31.8%</p>	66
<p>The Charter of Fundamental Rights of the European Union provides a fundamental right to good administration.</p> <p>Count Row %</p>	<p>34 51.5%</p>	<p>13 19.7%</p>	<p>19 28.8%</p>	66

	Correct	Not correct	Don't know	Responses
The European Ombudsman is the main non-judicial EU body charged with the task of addressing possible instances of maladministration by the EU administration.	45 68.2%	7 10.6%	14 21.2%	66
Count				
Row %				
Totals				
Total Responses				66

52. Optional: This is the end of section II on general attitudes, perceptions and knowledge about EU administrative law and procedures. Please provide here any other observations, comments or suggestions or explain in more detail the answers you gave to the questions in this section.





53. Generally speaking, do you think that the EU should take additional measures to reinforce EU admin procedure?

Value	Percent	Responses
Yes, the EU should take further measures in the area of EU administrative procedure	72.7%	48
No, the EU should not take any further measures in the area of EU administrative procedure	16.7%	11
I do not know	10.6%	7
		<b>Totals: 66</b>

54. You have indicated that you support further additional measures in the area of EU administrative law. In your opinion, what additional measures should be taken by the EU to help citizens and organisations?

	Yes	No	I do not know	Responses
Measures to enforce citizens' right to good administration Count Row %	39 83.0%	3 6.4%	5 10.6%	47
Measures to guarantee minimum procedural standards equally applicable across all EU institutions Count Row %	42 89.4%	3 6.4%	2 4.3%	47
Measures to simplify EU administrative rules and procedures Count Row %	43 91.5%	1 2.1%	3 6.4%	47
Adopt a regulation on administrative procedure with unlimited applicability. Count Row %	1 100.0%	0 0.0%	0 0.0%	1

	Yes	No	I do not know	Responses
Bescherming cultuur eigen natie				
Count	1	0	0	1
Row %	100.0%	0.0%	0.0%	
EPSO competition must be transparent ( access to candidate questions like in national competition)				
Count	1	0	0	1
Row %	100.0%	0.0%	0.0%	
EU Parl moet toezicht op de EU diensten verscherpen.				
Count	1	0	0	1
Row %	100.0%	0.0%	0.0%	
EU rules on admin law should be limited to EU institutions only				
Count	1	0	0	1
Row %	100.0%	0.0%	0.0%	
Filing good/bad interlocutors/providers of EU institutions and their services				
Count	1	0	0	1
Row %	100.0%	0.0%	0.0%	
Guarantee equal effectiveness of procedural rights				
Count	1	0	0	1
Row %	100.0%	0.0%	0.0%	
Measures to expulse EU members because of corruption and undemocratic behaviours.				
Count	1	0	0	1
Row %	100.0%	0.0%	0.0%	
Measures to prevent money laundering.				
Count	1	0	0	1
Row %	100.0%	0.0%	0.0%	
Optimizar aplicaciones web				
Count	1	0	0	1
Row %	100.0%	0.0%	0.0%	

	Yes	No	I do not know	Responses
The Ability for Citizens to directly elect the President of the European Commission	1	0	0	1
Count	100.0%	0.0%	0.0%	
Row %				
integer beleid. politiek terug naar de staten.	1	0	0	1
Count	100.0%	0.0%	0.0%	
Row %				
<b>Totals</b>				
Total Responses				47

55. In your opinion, how can the EU best reinforce the functioning of the EU administration?

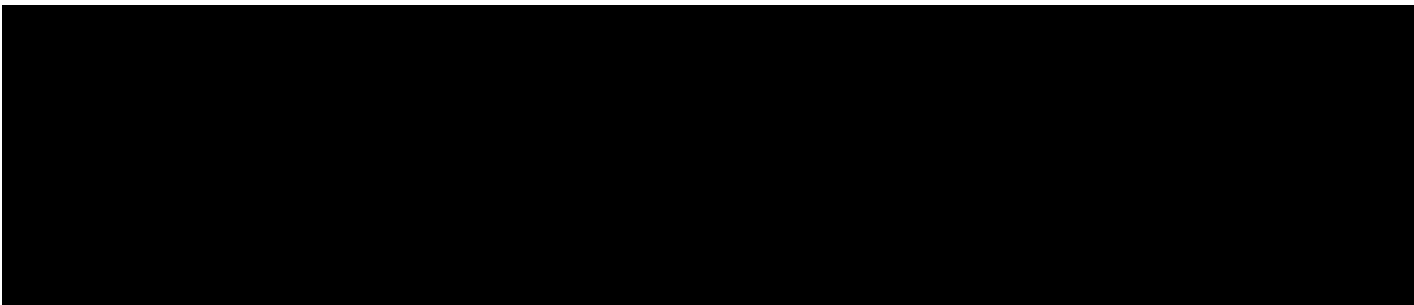


Value	Percent	Responses
The EU should adopt a new law that would provide minimum general standards applicable to all EU administrative procedures. Those general standards may be complemented by sectorial standards/rules as and when needed (for example, in the area of competition law or public procurement).	50.0%	24
The EU should adopt a new law that would set fully harmonised standards applicable to all EU administrative procedures and sectors of EU law.	25.0%	12
The EU should adopt a non-binding code of conduct applicable to all EU institutions and agencies.	6.3%	3
The EU should not adopt any new rules but rather focus on technical solutions simplifying access of citizens and companies to the EU-administration, i.e. for example introduce more e-services.	25.0%	12
The EU should not adopt any new rules but try to improve already existing legislation.	22.9%	11
Other	6.3%	3










56. If other, please specify

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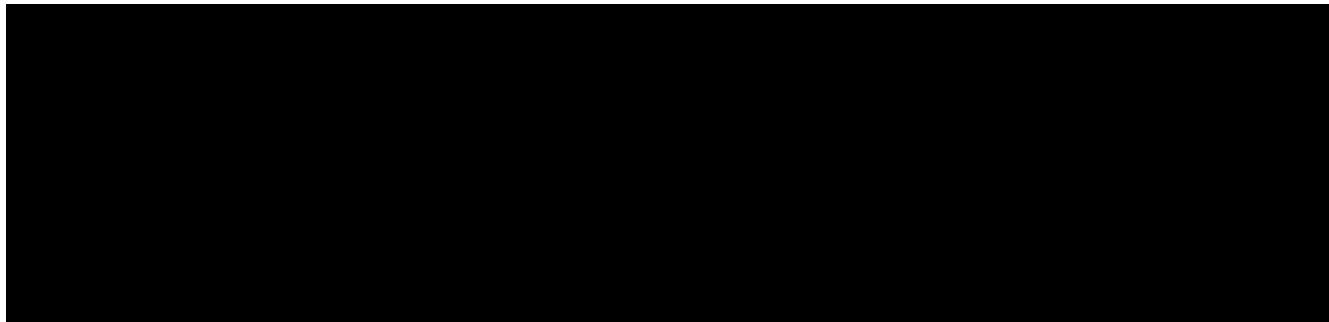
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57. Why do you think the EU should take action in the area of EU administrative law? (Please select max. 3 issues that you consider most urgent/ important)

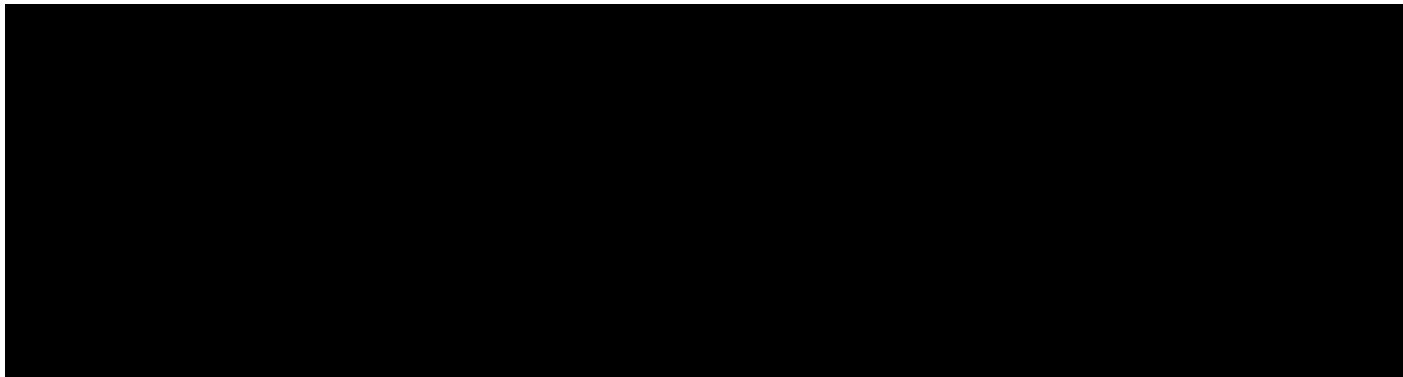
Value		Percent	Responses
To improve accessibility of the EU administration for the most vulnerable groups of citizens (i.e. citizens with reduced mobility, citizens with impaired hearing or vision, older people).		27.1%	13
To improve availability and openness of the EU administration for citizens and companies (for example, to have clear information on which EU agency/institution/ service need to be contacted and how this agency could be contacted; the type of services provided by the EU agency/institution/ service).		47.9%	23
To improve linguistic accessibility of the EU administration for citizens and companies (to receive a reply or information in one of the EU official languages).		20.8%	10
To improve the efficiency of the EU administration (time limits, quality of answers, etc.) in providing services to citizens and companies.		56.3%	27
To improve the level of protection of citizens' and companies' rights, including rights related to access to information and enforcement rights.		39.6%	19
To improve transparency of the EU administration (for example, clarity of the basis on which a decision by an EU institution is adopted, or of the procedural steps necessary to obtain information or submit a complaint) in the context of contacts between citizens/companies and EU institutions in the provision of services.		45.8%	22
To reduce the costs (monetary and non-monetary) for citizens and companies to request information from, or to submit a complaint to, the EU administration.		10.4%	5
To reduce the costs for EU administration (for example simplify procedures, introduce more e-services and advanced technological solutions).		8.3%	4
Other		6.3%	3

58. If other, please specify



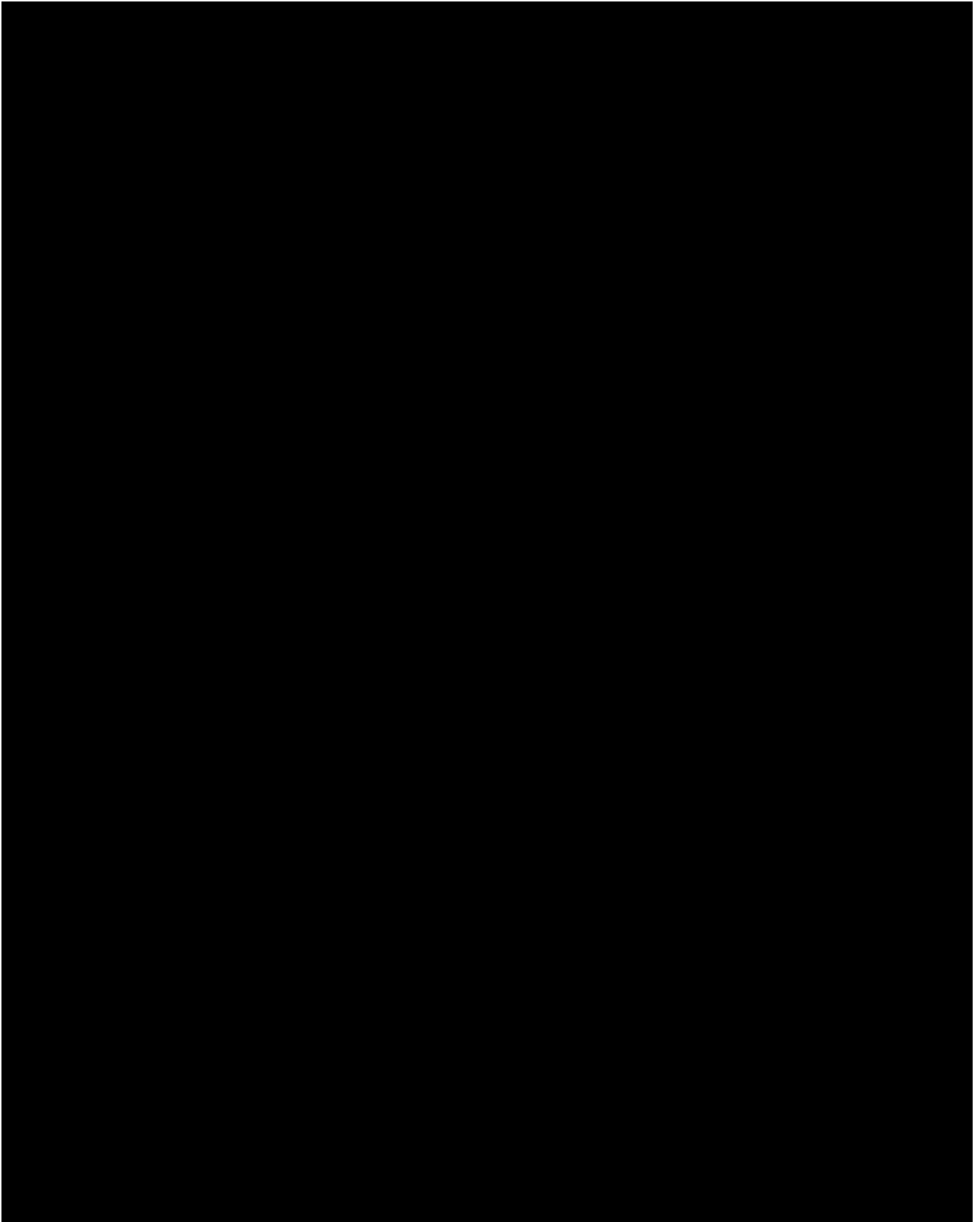
59. Optional: This is the end of section III on possible actions by the EU. If you would like to share any further details, observations, recommendations or suggestions on the actions or policy options that the EU should adopt to improve EU administrative law, please provide them here. Here you could also provide any other comments, recommendations, references to publications or other material related to the problems and solutions concerning the EU administrative procedure.

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