**Perceptions of the European Ombudsman and citizens' rights**

**QB1. How informed do you feel you are about the Charter of Fundamental Rights of the EU?**

- **Total 'Informed':**
  - EU27: 14%
  - IE: 15%

**Gender**

- Male: 15%
- Female: 11%

**Education (End of):**

- 15-: 6%
- 16-19: 11%
- 20+: 16%
- Still studying: 17%

**Self-positioning on the social staircase**

- Low (1-4): 8%
- Medium (5-6): 12%
- High (7-10): 19%

**Socio-demographic breakdown**

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**QB4. How interested are you personally to get informed about the responsibilities of the European Ombudsman? Would you say you are...?**

- **Total 'Interested':**
  - EU27: 49%
  - IE: 45%

**Age**

- 15-24: 46%
- 25-39: 51%
- 40-54: 53%
- 55+: 46%

**Education (End of):**

- 15-19: 40%
- 20+: 59%
- Still studying: 49%

**Self-positioning on the social staircase**

- Low (1-4): 42%
- Medium (5-6): 49%
- High (7-10): 56%

**Socio-demographic breakdown**

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**EUROBAROMETER 75.1**

**RESULTS FOR IRELAND**
The role and performance of the EU administration

QB2. Based on what you know and using a scale from 1 to 10, how would you judge the performance of the EU administration in each of the following areas? '1' means that the EU administration's performance in a specific area is "not at all satisfactory" and '10' means that its performance is "very satisfactory".

**Effectiveness of the EU administration**

- 10%: Not at all satisfactory
- 25%: Not satisfactory
- 31%: Moderately satisfactory
- 24%: Satisfactory
- 16%: Very satisfactory
- 24%: Don't know

**Service mindedness of the EU administration**

- 10%: Not at all satisfactory
- 24%: Not satisfactory
- 30%: Moderately satisfactory
- 22%: Satisfactory
- 33%: Very satisfactory
- 45%: Don't know

**Transparency of the EU administration**

- 10%: Not at all satisfactory
- 20%: Not satisfactory
- 26%: Moderately satisfactory
- 28%: Satisfactory
- 42%: Very satisfactory
- 24%: Don't know

**EU27**

- Satisfactory (7-10)
- Moderately satisfactory (5-6)
- Not satisfactory (1-4)
- Don't know

**IE**

- Satisfactory (7-10)
- Moderately satisfactory (5-6)
- Not satisfactory (1-4)
- Don't know

QB2.3. Based on what you know and using a scale from 1 to 10, how would you judge the performance of the EU administration in each of the following areas? '1' means that the EU administration's performance in a specific area is "not at all satisfactory" and '10' means that its performance is "very satisfactory".

**Transparency of the EU administration**

- 9%: Not at all satisfactory
- Don't know

**EU27**

- Satisfactory (7-10)
- Don't know

**IE**

- Satisfactory (7-10)
- Don't know

**Age**

- 15-24: 15% EU27, 12% IE
- 25-39: 12% EU27, 8% IE
- 40-54: 9% EU27, 7% IE
- 55+: 7% EU27, 8% IE

**Self-positioning on the social staircase**

- Low (1-4): 7% EU27, 8% IE
- Medium (5-6): 9% EU27, 5% IE
- High (7-10): 13% EU27, 13% IE

**Informed about the Charter of Fundamental Rights**

- Informed: 21% EU27, 23% IE
- Not informed: 9% EU27, 7% IE

Socio-demographic breakdown

**EUROBAROMETER 75.1 RESULTS FOR IRELAND**
The responsibilities of the Ombudsman

QB3. According to you, which of the following responsibilities of the European Ombudsman are the most important?

- Ensures that EU citizens know about their rights and how to make use of them: 52% EU27, 43% IE
- Works with ombudsmen in the Member States to ensure that citizens’ complaints about the EU are resolved effectively: 34% EU27, 36% IE
- Promotes the right of EU citizens to good administration by the EU institutions: 30% EU27, 43% IE
- Seeks redress for complainants in cases of maladministration: 27% EU27, 26% IE
- Promotes the right of EU citizens to gain access to documents of the EU institutions: 22% EU27, 27% IE
- Seeks to strengthen the service-mindedness of the EU administration: 19% EU27, 23% IE
- Other (SPONTANEOUS): 1% EU27, 0% IE
- Don’t know: 11% EU27, 19% IE

Answers:

- Ensures that EU citizens know about their rights and how to make use of them: 69% Sweden, 69% Denmark, 66% Republic of Cyprus, 66% France, 61% Latvia, 60% Germany, 58% Slovakia, 57% Austria, 56% Finland, 56% Slovenia, 54% Hungary, 53% Belgium, 52% EU27, 52% Bulgaria, 52% Luxembourg, 50% Greece, 50% Netherlands, 49% Estonia, 49% Malta, 49% Lithuania, 49% Poland, 47% Italy, 47% Spain, 46% Czech Republic, 46% United Kingdom, 43% Portugal, 43% Ireland, 38% Romania.
EU citizens' rights

QB5. From the following European citizens' rights, which are the most important to you personally?

The right to move and reside freely in the EU
- EU27: 48%
- IE: 42%

The right to good administration by EU institutions
- EU27: 33%
- IE: 35%

The right to submit complaints to the European Ombudsman
- EU27: 32%
- IE: 33%

The right to petition the European Parliament
- EU27: 20%
- IE: 18%

The right to have access to documents of the EU institutions
- EU27: 21%
- IE: 18%

The right to vote in European elections if you move to another Member State
- EU27: 21%
- IE: 25%

The right to propose legislation through a citizens' initiative
- EU27: 15%
- IE: 16%

Other (SPONTANEOUS)
- EU27: 1%
- IE: 2%

Don't know
- EU27: 9%
- IE: 17%

QB5.1. From the following European citizens' rights, which are the most important to you personally?

The right to good administration by EU institutions

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Socio-demographic breakdown

QB5.2. From the following European citizens' rights, which are the most important to you personally?

The right to submit complaints to the European Ombudsman

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