THE EUROPEAN OMBUDSMAN AND CITIZENS' RIGHTS

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%
  - UK: 13%

- Gender:
  - Male: 15%
  - Female: 11%

- Education (End of):
  - 15-: 6%
  - 16-19: 11%
  - 20+: 10%
  - Still studying: 17%

- Self-positioning on the social staircase:
  - Low (1-4): 8%
  - Medium (5-6): 12%
  - High (7-10): 19%

Socio-demographic breakdown

QB4. How interested are you personally in being informed about the responsibilities of the European Ombudsman? Would you say you are...

- Total 'Interested':
  - EU27: 49%
  - UK: 42%

- 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%

- Informed about the Charter of Fundamental Rights:
  - Informed: 69%
  - Not informed: 49%

Socio-demographic breakdown
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**
- **Service mindedness of the EU administration**
- **Transparency of the EU administration**

**RESULTS FOR THE UK**

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”.

Service mindedness of the EU administration

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<thead>
<tr>
<th>Satisfactory (7-10)</th>
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<th>UK</th>
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<td>TOTAL</td>
<td>10%</td>
<td>5%</td>
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**Socio-demographic breakdown**

- **Self-positioning on the social staircase**
  - Low (1-4): 7% EU27, 3% UK
  - Medium (5-6): 9% EU27, 5% UK
  - High (7-10): 13% EU27, 6% UK

- **Informed about the Charter of Fundamental Rights**
  - Informed: 21% EU27, 14% UK
  - Not informed: 9% EU27, 4% UK
The responsibilities of the Ombudsman

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

Answers:

- Ensures that EU citizens know about their rights and how to make use of them: 52% (EU27) 46% (UK)
- Works with ombudsmen in the Member States to ensure that citizens’ complaints about the EU are resolved effectively: 34% (EU27) 27% (UK)
- Promotes the right of EU citizens to good administration by the EU institutions: 30% (EU27) 26% (UK)
- Seeks redress for complainants in cases of maladministration: 27% (EU27) 19% (UK)
- Promotes the right of EU citizens to gain access to documents of the EU institutions: 22% (EU27) 19% (UK)
- Seeks to strengthen the service-mindedness of the EU administration: 19% (EU27) 13% (UK)
- Other (SPONTANEOUS): 1% (EU27) 1% (UK)
- Don't know: 11% (EU27) 20% (UK)
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: 48% EU27, 39% UK
- The right to good administration by EU institutions: 33% EU27, 24% UK
- The right to submit complaints to the European Ombudsman: 32% EU27, 26% UK
- The right to petition the European Parliament: 20% EU27, 20% UK
- The right to have access to documents of the EU institutions: 21% EU27, 20% UK
- The right to vote in European elections if you move to another Member State: 21% EU27, 23% UK
- The right to propose legislation through a citizens' initiative: 19% EU27, 13% UK
- Other (SPONTANEOUS): 1% EU27, 2% UK

Don't know: 9% EU27, 15% UK

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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Education (End of)

|     | 15-16 | 16-19 | 20+ | Still studying |
|-----|-------|-------|-----|                |
| EU27 | 32%   | 33%   | 36% | 26%             |
| UK   | 23%   | 22%   | 31% | 16%             |

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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| EU27 | 32%   | 33%   | 32% | 28%             |
| UK   | 25%   | 26%   | 21% | 24%             |

Socio-demographic breakdown