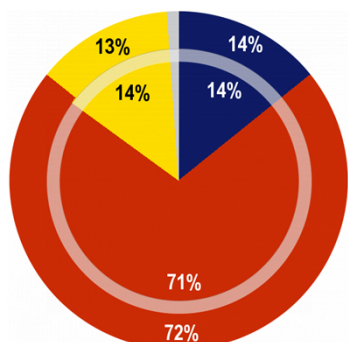


## Perceptions of the European Ombudsman and citizens' rights

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



■ Total 'Informed'

■ Total 'Not informed'

■ Have never heard of it (SPONTANEOUS)

■ Don't know

|                                      | EU27 | NL  |
|--------------------------------------|------|-----|
| Total 'Informed'                     | 14%  | 14% |
| Total 'Not informed'                 | 72%  | 71% |
| Have never heard of it (SPONTANEOUS) | 13%  | 14% |
| Don't know                           | 1%   | 1%  |

EU27  Outer pie

NL  Inner pie

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

Total 'Informed'

 EU27

 NL

|       |     |     |
|-------|-----|-----|
| TOTAL | 14% | 14% |
|-------|-----|-----|



Gender

|        |     |     |
|--------|-----|-----|
| Male   | 15% | 16% |
| Female | 11% | 13% |



Education (End of)

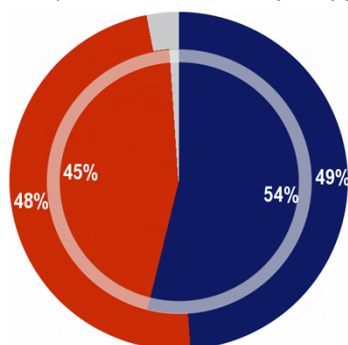
|                |     |     |
|----------------|-----|-----|
| 15-            | 8%  | 14% |
| 16-19          | 11% | 13% |
| 20+            | 18% | 16% |
| Still studying | 17% | 11% |

Self-positioning on the social staircase

|              |     |     |
|--------------|-----|-----|
| Low (1-4)    | 8%  | 0%  |
| Medium (5-6) | 12% | 8%  |
| High (7-10)  | 19% | 16% |

Socio-demographic breakdown

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



■ Total 'Interested'

■ Total 'Not interested'

■ Don't know

|                        | EU27 | NL  |
|------------------------|------|-----|
| Total 'Interested'     | 49%  | 54% |
| Total 'Not interested' | 48%  | 45% |
| Don't know             | 3%   | 1%  |

EU27  Outer pie

NL  Inner pie

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

Total 'Interested'

 EU27

 NL

|       |     |     |
|-------|-----|-----|
| TOTAL | 49% | 54% |
|-------|-----|-----|



Age

|       |     |     |
|-------|-----|-----|
| 15-24 | 46% | 41% |
| 25-39 | 51% | 49% |
| 40-54 | 53% | 56% |
| 55+   | 46% | 63% |



Education (End of)

|                |     |     |
|----------------|-----|-----|
| 15-            | 40% | 58% |
| 16-19          | 48% | 55% |
| 20+            | 59% | 57% |
| Still studying | 49% | 41% |

Self-positioning on the social staircase

|              |     |     |
|--------------|-----|-----|
| Low (1-4)    | 42% | 50% |
| Medium (5-6) | 49% | 54% |
| High (7-10)  | 56% | 55% |

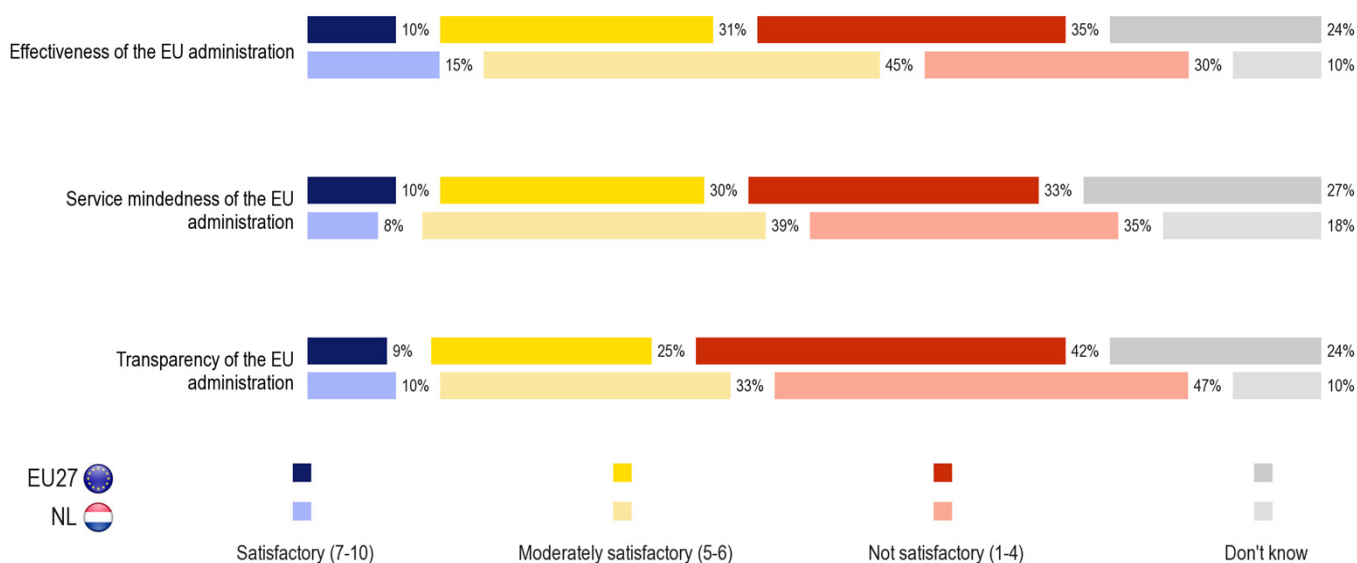
Informed about the Charter of Fundamental Rights

|              |     |     |
|--------------|-----|-----|
| Informed     | 69% | 63% |
| Not informed | 49% | 58% |

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".



QB2.2. 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

| Satisfactory (7-10)                              | EU27 | NL  |
|--------------------------------------------------|------|-----|
| TOTAL                                            | 10%  | 8%  |
| Age                                              |      |     |
| 15-24                                            | 15%  | 12% |
| 25-39                                            | 12%  | 8%  |
| 40-54                                            | 9%   | 5%  |
| 55 +                                             | 7%   | 8%  |
| Self-positioning on the social staircase         |      |     |
| Low (1-4)                                        | 7%   | 3%  |
| Medium (5-6)                                     | 9%   | 9%  |
| High (7-10)                                      | 13%  | 8%  |
| Informed about the Charter of Fundamental Rights |      |     |
| Informed                                         | 21%  | 18% |
| Not informed                                     | 9%   | 6%  |

Socio-demographic breakdown

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".

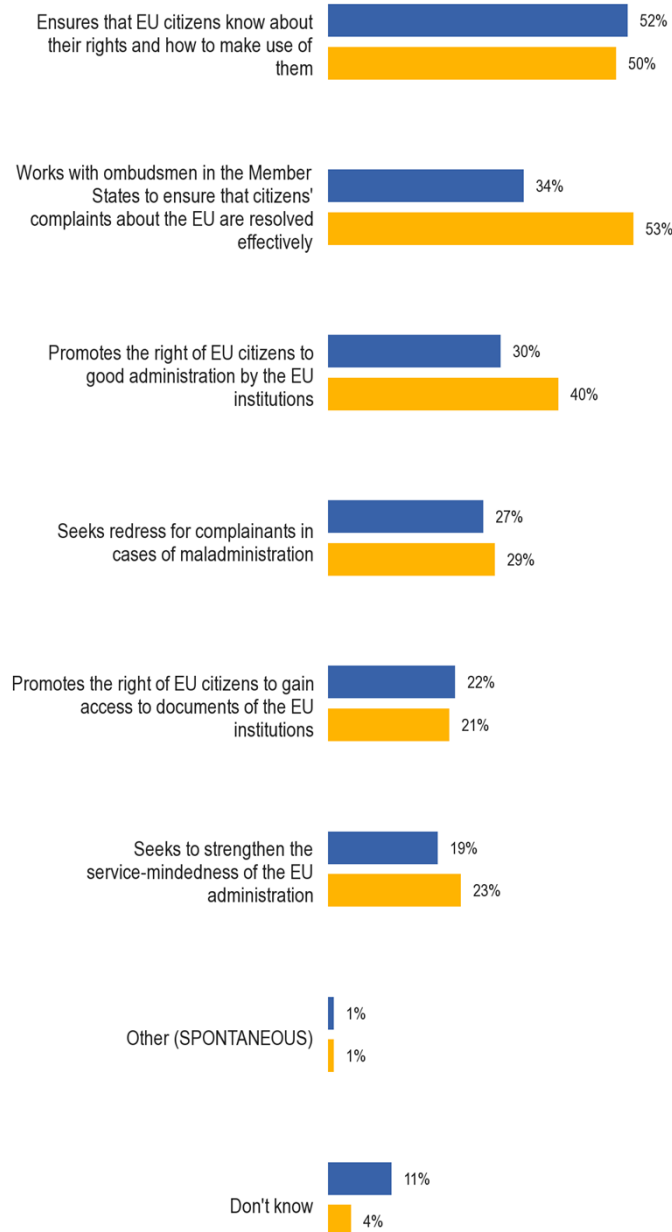
Transparency of the EU administration

| Satisfactory (7-10)                              | EU27 | NL  |
|--------------------------------------------------|------|-----|
| TOTAL                                            | 9%   | 10% |
| Age                                              |      |     |
| 15-24                                            | 12%  | 15% |
| 25-39                                            | 10%  | 12% |
| 40-54                                            | 9%   | 9%  |
| 55 +                                             | 7%   | 8%  |
| Education (End of)                               |      |     |
| 15-                                              | 6%   | 2%  |
| 16-19                                            | 9%   | 10% |
| 20+                                              | 10%  | 10% |
| Still studying                                   | 13%  | 15% |
| Informed about the Charter of Fundamental Rights |      |     |
| Informed                                         | 20%  | 20% |
| Not informed                                     | 8%   | 8%  |

Socio-demographic breakdown

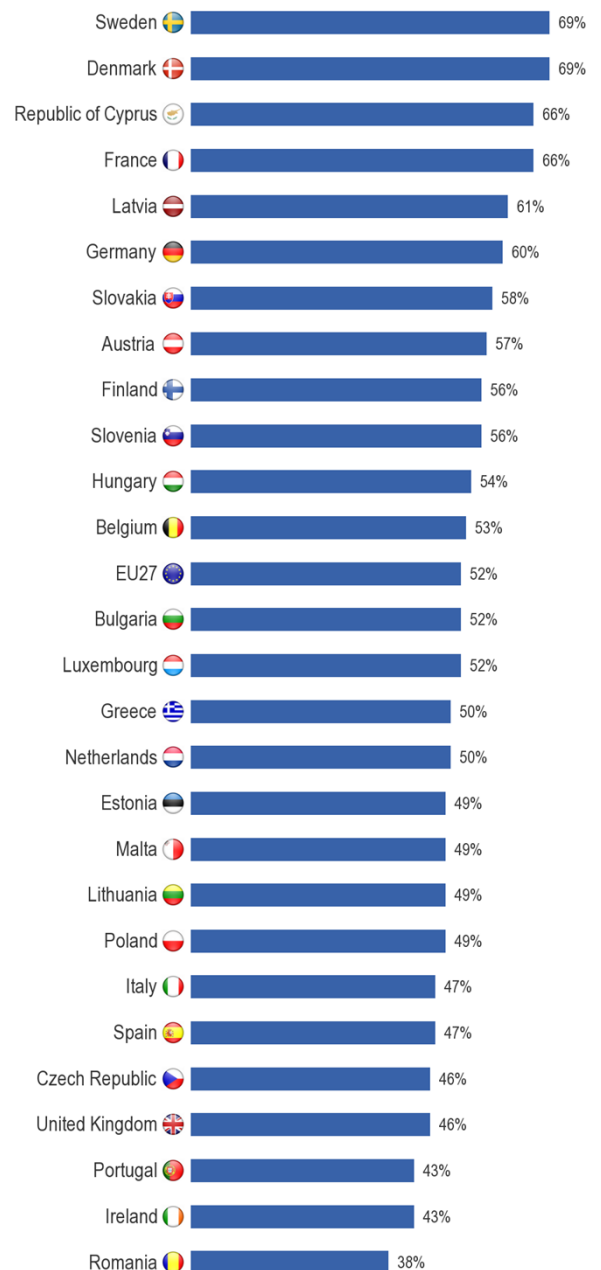
## The responsibilities of the Ombudsman

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



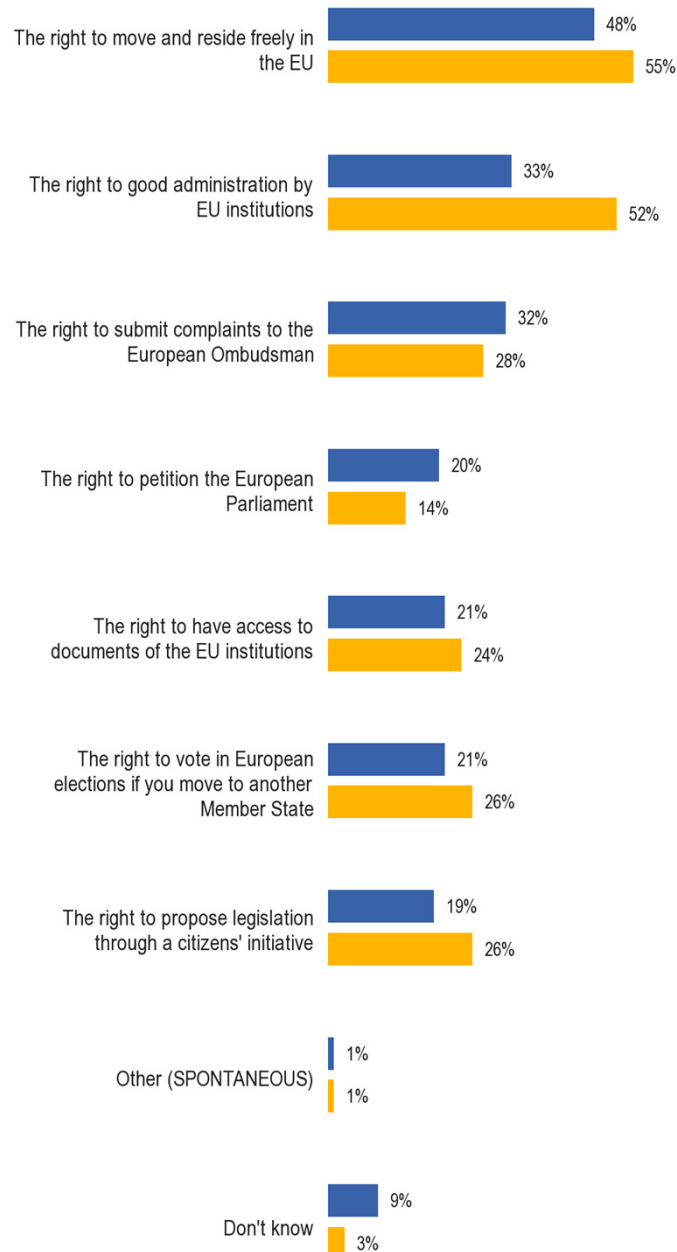
Question: QB3. According to you, which of the following responsibilities of the European Ombudsman are the most important?

Answers: Ensures that EU citizens know about their rights and how to make use of them



## EU citizens' rights

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



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

The right to good administration by EU institutions

 EU27

 NL

| TOTAL                     | EU27 | NL  |
|---------------------------|------|-----|
| 33%                       | 52%  |     |
| <b>Gender</b>             |      |     |
| Male                      | 34%  | 54% |
| Female                    | 32%  | 50% |
| <b>Age</b>                |      |     |
| 15-24                     | 28%  | 32% |
| 25-39                     | 32%  | 49% |
| 40-54                     | 34%  | 58% |
| 55 +                      | 35%  | 58% |
| <b>Education (End of)</b> |      |     |
| 15-                       | 32%  | 36% |
| 16-19                     | 33%  | 53% |
| 20+                       | 36%  | 58% |
| Still studying            | 26%  | 34% |

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

 EU27

 NL

| TOTAL                     | EU27 | NL  |
|---------------------------|------|-----|
| 32%                       | 28%  |     |
| <b>Gender</b>             |      |     |
| Male                      | 32%  | 25% |
| Female                    | 32%  | 30% |
| <b>Age</b>                |      |     |
| 15-24                     | 29%  | 32% |
| 25-39                     | 31%  | 24% |
| 40-54                     | 33%  | 25% |
| 55 +                      | 33%  | 30% |
| <b>Education (End of)</b> |      |     |
| 15-                       | 32%  | 40% |
| 16-19                     | 33%  | 30% |
| 20+                       | 32%  | 23% |
| Still studying            | 28%  | 33% |

Socio-demographic breakdown