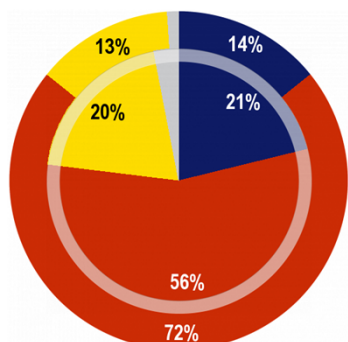


Perceptions of the European Ombudsman and citizens' rights

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	IT
Total 'Informed'	14%	21%
Total 'Not informed'	72%	56%
Have never heard of it (SPONTANEOUS)	13%	20%
Don't know	1%	3%

EU27  Outer pie

IT  Inner pie

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

Total 'Informed'

 EU27

 IT

TOTAL	14%	21%
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Gender

Male	15%	24%
Female	11%	18%



Education (End of)

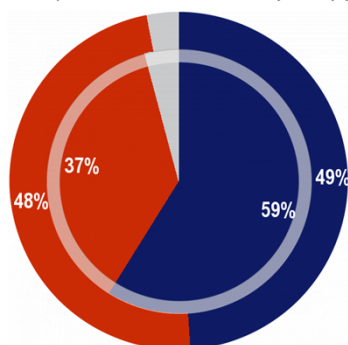
15-	8%	11%
16-19	11%	22%
20+	18%	31%
Still studying	17%	25%

Self-positioning on the social staircase

Low (1-4)	8%	17%
Medium (5-6)	12%	20%
High (7-10)	19%	25%

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	IT
Total 'Interested'	49%	59%
Total 'Not interested'	48%	37%
Don't know	3%	4%

EU27  Outer pie

IT  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

 IT

TOTAL	49%	59%
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Age

15-24	46%	61%
25-39	51%	65%
40-54	53%	63%
55+	46%	53%



Education (End of)

15-	40%	48%
16-19	48%	66%
20+	59%	66%
Still studying	49%	55%

Self-positioning on the social staircase

Low (1-4)	42%	45%
Medium (5-6)	49%	59%
High (7-10)	56%	66%

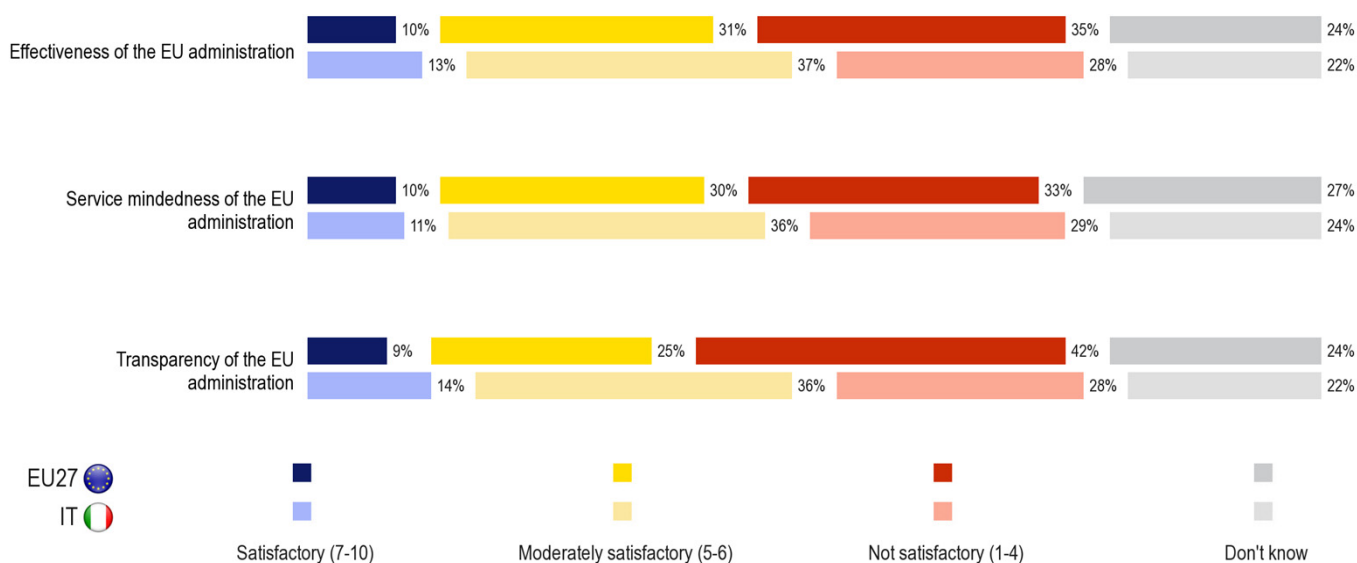
Informed about the Charter of Fundamental Rights

Informed	69%	75%
Not informed	49%	64%

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	IT
TOTAL	10%	11%
Age		
15-24	15%	12%
25-39	12%	12%
40-54	9%	14%
55 +	7%	8%
Self-positioning on the social staircase		
Low (1-4)	7%	3%
Medium (5-6)	9%	8%
High (7-10)	13%	20%
Informed about the Charter of Fundamental Rights		
Informed	21%	23%
Not informed	9%	10%

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".

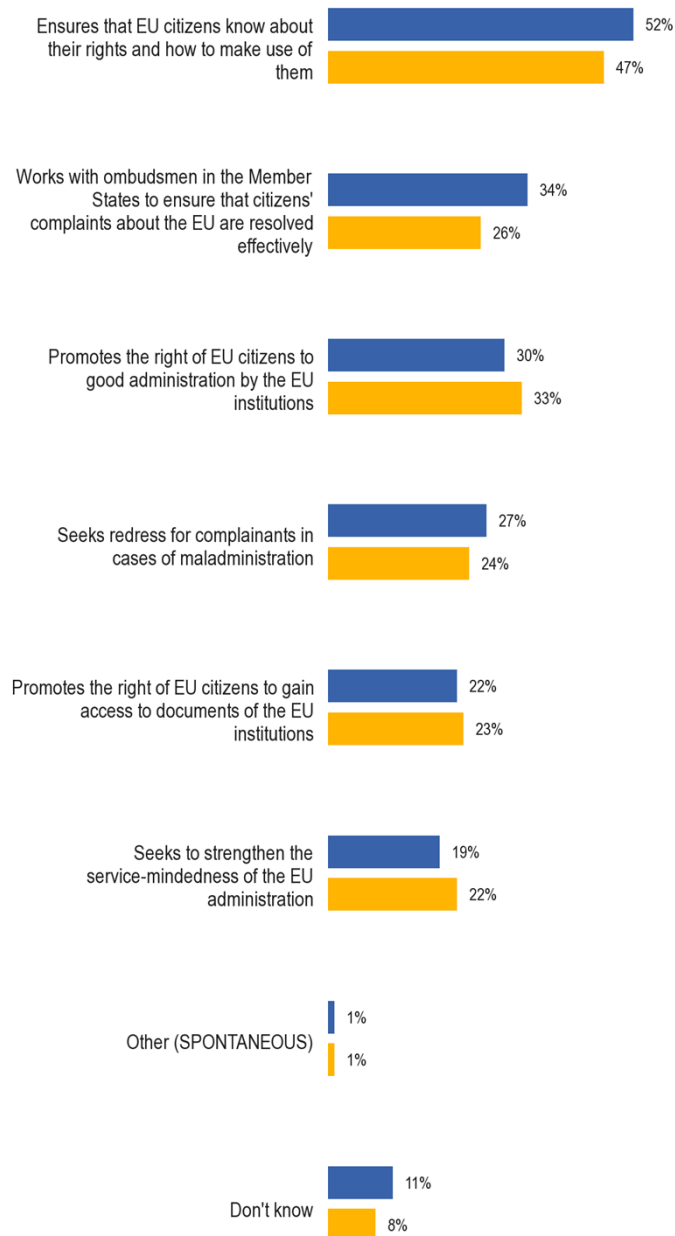
Transparency of the EU administration

Satisfactory (7-10)	EU27	IT
TOTAL	9%	14%
Age		
15-24	12%	12%
25-39	10%	14%
40-54	9%	19%
55 +	7%	12%
Education (End of)		
15-	6%	9%
16-19	9%	18%
20+	10%	16%
Still studying	13%	15%
Informed about the Charter of Fundamental Rights		
Informed	20%	28%
Not informed	8%	14%

Socio-demographic breakdown

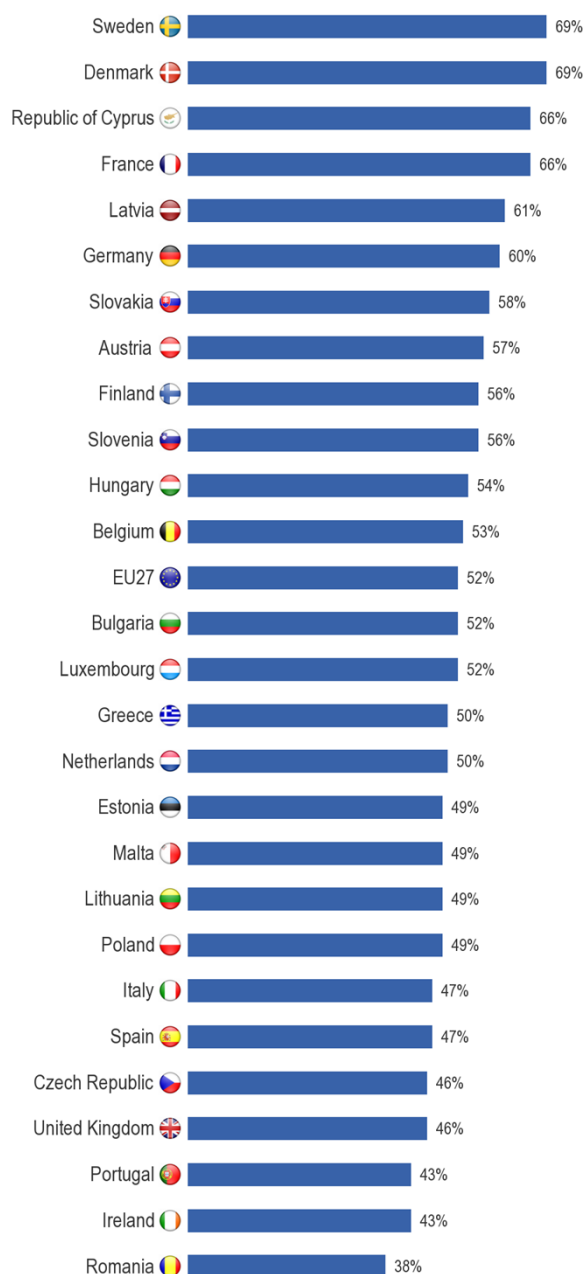
The responsibilities of the Ombudsman

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



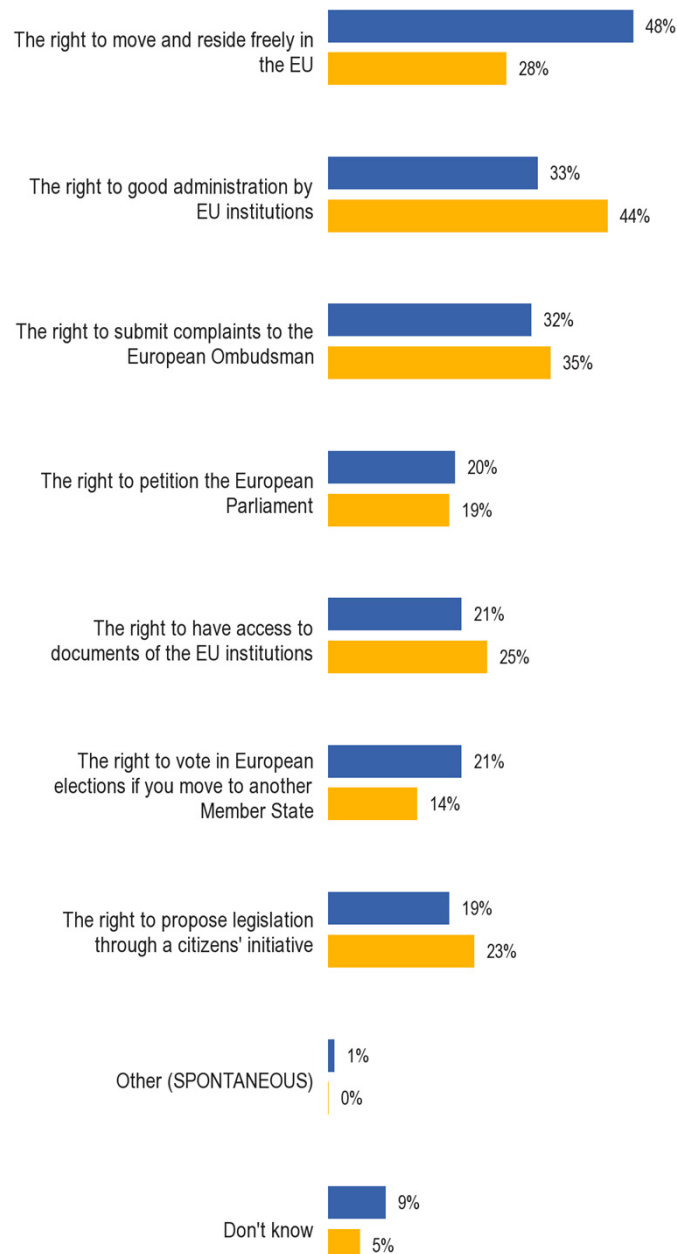
Question: QB3. According to you, which of the following responsibilities of the European Ombudsman are the most important?

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

 IT

TOTAL	EU27	IT
33%	44%	
Gender		
Male	34%	45%
Female	32%	44%
Age		
15-24	28%	46%
25-39	32%	41%
40-54	34%	40%
55 +	35%	48%
Education (End of)		
15-	32%	42%
16-19	33%	49%
20+	36%	40%
Still studying	26%	40%

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

 IT

TOTAL	EU27	IT
32%	35%	
Gender		
Male	32%	35%
Female	32%	35%
Age		
15-24	29%	31%
25-39	31%	40%
40-54	33%	36%
55 +	33%	32%
Education (End of)		
15-	32%	32%
16-19	33%	39%
20+	32%	37%
Still studying	28%	28%

Socio-demographic breakdown