

Q1. In general, does the European Union conjure up for you a very positive, fairly positive, neutral, fairly negative or very negative image?

(READ OUT – ONE ANSWER ONLY)

- Very positive..... 1
- Fairly positive2
- Neutral..... 3
- Fairly negative.....4
- Very negative5
- [DK/NA]9

- 1 QU, EB 64.2 QA11 -

Q2. Which of the following elements best helps you forming an image of the European Union?

(READ OUT – ROTATE – ONE ANSWER ONLY)

- Information by the national print or audiovisual media 1
- The effects of the European Union on daily life 2
- Information coming directly from Brussels..... 3
- Information coming from local sources4
- [Other] SPONTANEOUS 5
- [DK/NA]9

- 1 QU -

Q3. Which of the following is closest to your opinion? Talking about EU-related information, you are ...

(READ OUT – ONE ANSWER ONLY)

- very interested..... 1
- quite interested.....2
- somewhat interested 3
- not interested at all4
- [DK/NA]9

- 1 QU -

Q4. Would you say that for you personally access to information on the European Union is generally ... ?

(READ OUT – ONE ANSWER ONLY)

- Very easy 1
- Fairly easy 2
- Fairly difficult 3
- Very difficult 4
- [Does not look for information on the European Union]... 5
- [DK/NA] 9

- 1 QU -

Q5. When you are looking for information about the European Union, its policies, its institutions, which sources do you use? Which else?

(DO NOT READ OUT – PRECODED LIST – MULTIPLE ANSWERS POSSIBLE)

- mentioned 1
- did not mention 2
- a) Attending conferences, talks, meetings 1 2
- b) Discussions with relatives, friends, colleagues 1 2
- c) Daily newspapers 1 2
- d) Other newspapers, magazines 1 2
- e) Television 1 2
- f) Radio 1 2
- g) The Internet in general 1 2
- h) Europa/The European Commission's web site 1 2
- i) Books, brochures, information leaflets 1 2
- j) Telephone (Info lines, Europe Directs, etc.) 1 2
- k) The Representation of the European Commission in [COUNTRY] 1 2
- m) European Institutions in Brussels 1 2
- n) EU info points in [COUNTRY] 1 2
- o) [OTHER] 1 2
- p) [DK/NA] 1 2

- 1 QU, EB 64.2 Qa23 TREND MODIFIED -

Q6a Have you already heard of the Representation of the European Commission in [COUNTRY]?

- Yes 1
- No 2
- [DK/NA] 9

- 1 QU -

IF ALREADY HEARD OF THE REPRESENTATION (CODE 1 IN Q6a) – OTHERS GO TO Q14

Q7 How did you first learn about the Representation of the European Commission in your country?

(READ OUT – ROTATE – MULTIPLE ANSWERS POSSIBLE)

- Yes 1
 - No 2
 - [DK/NA] 9
-
- a) Through the Europe Direct 'Call centre' 1 2 9
 - b) From a national public authority 1 2 9
 - c) From an article or publication where the Representation was mentioned 1 2 9
 - d) Through an event such as a conference, a seminar etc 1 2 9
 - e) Through a TV programme or audio advertisement 1 2 9
 - f) Through your colleagues, friends 1 2 9
 - g) Through a telephone directory or directory enquiries or internet 1 2 9

- 4 QU -

Q6b Have you ever been in contact with the Representation of the European Commission in [COUNTRY]?

- Yes 1
- No 2
- [DK/NA] 9

- 1 QU -

IF ALREADY CONTACTED THE REPRESENTATION (CODE 1 IN Q6b) – OTHERS GO TO Q14

Q8 During the past 2 years, how many times have you contacted the Representation of the European Commission in [COUNTRY] ... ?

(READ OUT – ONE ANSWER ONLY)

- Once 1
- Two or three times 2
- Four or five times 3
- More than five times 4
- Never 5
- [DK/NA] 9

- 1 QU -

**IF USES THE SERVICES OF THE NATIONAL REPRESENTATION
(CODES 1, 2, 3 OR 4 in Q8)**

Q9. When you use the services of the Representation of the European Commission in [COUNTRY], is it more often for ... ?

(READ OUT – ONE ANSWER ONLY)

- General information 1
- Specific questions 2
- [It depends] 3
- [DK/NA] 9

- 1 QU -

Q10. I will read out a certain number of services which can be provided by the Representation of the European Commission in [COUNTRY]. For each of these, please give a mark between 1 and 5 according to your level of satisfaction with the service provided by the Representation of the European Commission in the corresponding area; 1 means that you are very dissatisfied and 5 means that you are very satisfied. Please also tell me, if you have not used the particular service and therefore you have no experience (CODE AS 8).

(ONE ANSWER PER LINE)

- Very dissatisfied 1
- 2
- 3
- 4
- Very satisfied 5
- [No experience] 8
- [DK/NA] 9

ASK a) IN ALL COUNTRIES

a) Its web site 1 2 3 4 5 6

ASK b) IN ALL COUNTRIES

b) Its documentation service 1 2 3 4 5 6

For translators: in Q10b) use: In Italy Centro Nazionale di Informazione e Documentazione Europea, in Portugal: Centro de Informacao Europeia Jacques Delors, in France Centre D'Information Sources d'Europe

ASK c) IN DK, DE, ES, PT, SI, UK

c) Its on-line publication service 1 2 3 4 5 6

ASK d) IN ALL COUNTRIES

d) Its press releases 1 2 3 4 5 6

ASK e) IN ALL COUNTRIES

e) Directories made available to the public 1 2 3 4 5 6

ASK f) IN DK, DE, ES, FR, IE, IT, PT, SI, UK

f) Its telephone information service 1 2 3 4 5 6

ASK g) IN DK, DE, ES, FR, IE, IT, PT, UK

g) Its information service on EU law (Eurojus) 1 2 3 4 5 6

ASK h) IN DK, DE, ES, FR, IE, IT, PT, UK

h) Its information bulletin 1 2 3 4 5 6

ASK i) IN ALL COUNTRIES

i) Information points, centers (Europe Direct, EICs, etc.) 1 2 3 4 5 6

Q11 And now, based on your experience, I would like you to give a mark from 1 to 5 where 1 means that the quality of the service is very bad and 5 means that it is excellent to each of the following aspects. Again, please tell me, if you don't have relevant experience (CODE AS 8).

(READ OUT - ONE ANSWER PER LINE)

- Very bad 1
- 2
- 3
- 4
- Excellent..... 5
- [No relevant experience] 8
- [DK/NA] 9

a) The Representation's reception services 1 2 3 4 5 6

b) The press service 1 2 3 4 5 6

c) The information and documentation service 1 2 3 4 5 6

For translators: in Q11c) use: In Italy Centro Nazionale di Informazione e Documentazione Europea, in Portugal: Centro de Informacao Europeia Jacques Delors, in France Centre D'Information Sources d'Europe

d) The technical and professional competencies of the staff 1 2 3 4 5 6

e) Timeliness of service..... 1 2 3 4 5 6

f) The quality of the information delivered 1 2 3 4 5 6

- 3,5 QU -

Q12 In general, in terms of the contact(s) that you had with the Representation of the European Commission in [COUNTRY], would you say that you are?

(READ OUT – ONE ANSWER ONLY)

- Very satisfied..... 1
- Fairly satisfied 2
- Not very satisfied..... 3
- Not at all satisfied..... 4
- [DK/NA] 9

- 1 QU -

Q13 Do you think that you will call again upon the services of the Representation in the future?

(READ OUT – ONE ANSWER ONLY)

- Yes, definitely 1
- Yes, probably 2
- No, probably not 3
- No, certainly not 4
- [DK/NA] 9

- 1 QU -

ASK IF HASN'T CONTACTED THE REPRESENTATION (CODE 2, 9 IN Q6b) - OTHERS GO TO Q15A

Q14 The main mission of the representations of the European Commission at the national level is to follow political relations and to inform the services at the Commission in Brussels on major political developments in the different countries, to answer the questions of the national media on European issues and to contribute to communication on Europe. What type of activities should the Representation of the Commission at the national level offer in order to encourage you to use these services?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

- Yes 1
 - No 2
 - [DK/NA] 9
-
- a) Providing leaflets, brochures about the EU in general 1 2 9
 - b) Providing leaflets, brochures about specific EU policies 1 2 9
 - c) Providing tailored information about the EU, per inquiry 1 2 9
 - e) Organising events about the EU 1 2 9
 - f) Providing speakers to events held in or by your organisation 1 2 9
 - g) Providing teaching materials about the EU 1 2 9
 - i) Providing illustrations/footage about the EU 1 2 9
 - k) Organizing debates or other information sessions on specific policies 1 2 9

- 4,5 QU -

TO ALL

Q15a Which of the following themes should the Representation of the European Commission in [COUNTRY] primarily focus its efforts on in order to better meet your expectations in terms of information on the European Union?

(READ OUT – ROTATE – ONE ANSWER ONLY)

- Have more official press releases written in [NATIONAL LANGUAGE]1
- Have a wider list of official contacts I need (with telephone number and e-mail address)2
- Have a list of contacts regularly updated3
- Have more publications on the web site of the national representation4
- Organise more events on European affairs5
- Have a weekly information bulletin6
- [Others]7
- [My expectations in terms of information are already met]8
- [DK/NA]9

- 1 QU -

ASK ONLY IF Q15a <> 8 OR 9, DO NOT LIST ITEM SELECTED IN Q15a

Q15b And secondly?

(READ OUT – ROTATE – ONE ANSWER ONLY)

- Have more official press releases written in [NATIONAL LANGUAGE]1
- Have a more useful list of relevant contacts I need2
- Have a list of relevant contacts regularly updated3
- Have more publications on the web site of the national representation4
- Organise more events on European affairs5
- Have a weekly information bulletin6
- [Others]7
- [DK/NA]9

- 1 QU -

Q16a On which subject or political aspect of the European Union would you like to have more information through the Representation in your country at the first place?

(READ OUT – ROTATE – ONE ANSWER ONLY)

- The countries and citizens of the EU 1
- The European currency.....2
- The enlargement of the European Union to include new countries3
- Your rights as a European citizen4
- The way the European Institutions work5
- [OTHER].....8
- [DK/NA]9

- 1 QU -

ASK ONLY IF Q16a <> 9, DO NOT LIST ITEM SELECTED IN Q16a

Q16b And then?

(READ OUT – ROTATE – ONE ANSWER ONLY)

- The countries and citizens of the EU 1
- The European currency.....2
- The enlargement of the European Union to include new countries3
- Your rights as a European citizen4
- The way the European Institutions work5
- [OTHER].....8
- [DK/NA]9

- 1 QU -

Q17 On which specific policies of the European Union would you like to have more information through the Representation in your country?

(DO NOT READ OUT – PRECODED LIST – MULTIPLE ANSWERS POSSIBLE – PROBE FOR MORE POLICIES)

- mentioned 1
- did not mention 2

- Foreign policy / Foreign affairs 1 2
- European Internal Market 1 2
- Employment policy 1 2
- Agriculture and Fisheries policy 1 2
- Policy on cooperation and development aid, humanitarian aid 1 2
- Environmental policy and nuclear safety 1 2
- Policy on science, research and development 1 2
- Regional policy in terms of aid to least developed regions 1 2
- Measures in education, training and youth 1 2
- Television and cinema policy 1 2
- Cultural policy 1 2
- Consumer policy 1 2
- Social and health policy 1 2
- [Other] 1 2
- [DK/NA] 1 2

- 1 QU -

ASK ONLY IF Q6b = 1

Q18 Overall, how satisfied are you with the Representation of the European Commission in [COUNTRY]?

(READ OUT – ONE ANSWER ONLY)

- Very satisfied..... 1
- Fairly satisfied 2
- Not very satisfied..... 3
- Not at all satisfied..... 4
- [DK/NA] 9

- 1 QU -

ASK ONLY IF Q6b = 1

Q19 According to your own experience or what you hear from others: how has the quality of service provided by the Representation of the European Commission in [COUNTRY] changed recently, that is, in the past two years? Is it ...

(READ OUT – ONE ANSWER ONLY)

- better, 1
- same, or 2
- worse than before? 3
- [DK/NA] 9

- 1 QU -

ASK ALL

Q20 According to you, how well known is the Representation of the European Commission in [COUNTRY]?

(READ OUT – ONE ANSWER ONLY)

- Very well known 1
- Fairly well known 2
- Not well known 3
- Not at all known 4
- [DK/NA] 9

- 1 QU -

Q21 Do you think that the awareness of the Representation of the European Commission in [COUNTRY] is ...

(READ OUT – ONE ANSWER ONLY)

- increasing intensively, or 1
- is slowly increasing, or 2
- does not change, or 3
- is declining? 4
- [DK/NA] 9

- 1 QU -

D1. Gender

(DO NOT ASK - MARK APPROPRIATE)

- Male 1
- Female 2

D2. How old are you?

- [][] years old
- [99] [REFUSAL/NO ANSWER]

D3. Does your job require you dealing with European Union issues ...?

- on a daily basis 1
- regularly 2
- sometimes 3
- almost never 4
- [DK/NA] 9

D4. Which party did you vote for in the last national election?

COUNTRY SPECIFIC LIST

- Did not vote/did not participate 97
- At that time he/she was not eligible to vote 98
- DK/NA 99

D5. Target group specification

(DO NOT ASK - MARK APPROPRIATE)

- Journalists 1
- Elected politicians 2
- Representatives of teaching profession 3
- Representatives of civil society 4

D6. Sub-group specification

(DO NOT ASK - MARK APPROPRIATE)

- Electronic media & news agencies 11
- Print media & internet 12
- National parliament 21
- Regional parliament 22
- Municipal 23
- Primary education 31
- Secondary education 32
- Higher education 33

- NGOs (other).....	41
- Trade unions	42
- Professional organisations	43