

Flash-EB 73 ..... Jan 2000 ..... ZA 3280

+-----+  
 | Realization of this survey. |  
 +-----+

This telephone Survey **FLASH EUROBAROMETRE 73: DIALOGUE WITH CITIZENS** has been conducted on behalf of the DG XV of the European Commission.

It has been managed and organised by the DG X, Information, Communication, Culture, Audiovisual («Public Opinion Analysis» Unit).

The interviews have been conducted between the 06/01/2000 and the 13/01/2000 by these fifteen EOS GALLUP EUROPE Institutes :

Belgium	DIMARSO - BRUXELLES	(Interviews : 06/01/00 - 13/01/00)
Denmark	GALLUP - KOBENHAVN	(Interviews : 06/01/00 - 13/01/00)
Germany	EMNID - BIELEFELD	(Interviews : 06/01/00 - 12/01/00)
Greece	ICAP - ATHENS	(Interviews : 10/01/00 - 12/01/00)
Spain	DEMOSCOPIA - MADRID	(Interviews : 10/01/00 - 13/01/00)
France	B.V.A. - VIROFLAY	(Interviews : 06/01/00 - 06/01/00)
Ireland	IRISH MKTG SURVEYS - DUBLIN	(Interviews : 06/01/00 - 13/01/00)
Italy	DOXA - MILANO	(Interviews : 07/01/00 - 11/01/00)
Luxemburg	ILReS - LUXEMBOURG	(Interviews : 06/01/00 - 13/01/00)
Netherlands	NIPO - AMSTERDAM	(Interviews : 06/01/00 - 13/01/00)
Austria	ÖSTERREICHISCHES GALLUP - VIENNA	(Interviews : 07/01/00 - 13/01/00)
Portugal	METRIS - LISBOA	(Interviews : 06/01/00 - 10/01/00)
Finland	SUOMEN GALLUP - ESPOO	(Interviews : 05/01/00 - 12/01/00)
Sweden	SIFO - STOCKHOLM	(Interviews : 10/01/00 - 13/01/00)
United Kingdom	NOP - LONDON	(Interviews : 06/01/00 - 13/01/00)

Each national sample is representative of the continental population aged 15 and over, interviewed by telephone, within these limits :

- United Kingdom: Northern Ireland excluded

The sample sizes amount to 500 respondents in each Country, with the exception of Germany, where the sample has been set at 1000 respondents.

A weighting factor has been applied on the national results in order to compute:

- the TOTAL EU12+ : the European Union before the 1/1/1995
- the TOTAL EU+95 : the three new Member States
- the TOTAL EU 15 : the current European Union.

Hereafter are presented side-by-side the number of interviews:

- (a) actually conducted in each State
- (b) derived from the weighting EU12+
- (c) derived from the weighting EU+95
- (d) derived from the weighting EU 15

	(a)	(b)	(c)	(d)
- Belgium :	522	190	0	220
- Denmark :	501	98	0	113
- Germany : (West)	500	1211	0	1399
- Germany : (East)	500	318	0	368
- Greece :	500	196	0	226
- Spain :	513	738	0	853
- France :	505	1082	0	1251
- Ireland :	500	68	0	78
- Italy :	501	1077	0	1245
- Luxemburg :	500	8	0	9
- Netherlands :	500	290	0	335
- Austria :	500	0	548	174
- Portugal :	501	186	0	215
- Finland :	501	0	350	111
- Sweden :	500	0	603	192
- United Kingdom :	518	1099	0	1271
	-----	-----	----	-----
- Totals :	8062	6561	1501	8062

**CONFIDENTIEL**

EOS GALLUP EUROPE

FLASH EUROBAROMETRE N° 73 ("Dialogue avec les Citoyens")

Version française 14.12.1999

janvier 2000

1. Sexe [1] homme  
[2] femme
2. Age exact : [ ][ ] ans  
[00] [REFUS/ SR]
3. Age de fin d'études : [AGE EXACT EN 2 CHIFFRES]  
[ ][ ] ans  
[00] [REFUS/ SR]  
[01] [JAMAIS ETE A L'ECOLE PLEIN TEMPS]  
[99] [ENCORE A L'ECOLE PLEIN TEMPS]
4. EOS Standard Occupation of Respondent Question :  
Quelle est votre profession ? (ENQ. : PRECISEZ ET CODEZ)  
1. Fermier, pêcheur  
2. Profession libérale (avocat, médecin, etc ...)  
3. Commerçant, artisan, patron  
4. Cadre supérieur, Directeur  
5. Employé, cadre moyen  
6. Travailleur manuel  
7. Retraité, pensionné  
8. Ménagère sans profession  
9. Etudiant, milicien  
10. Temporairement sans emploi, chômeur  
11. Autre  
12. Refus
5. Standard General Election Question  
Si une "Election Générale" avait lieu dimanche prochain (**SI LE REpondant A MOINS DE 18 ANS, AJOUTER: et que vous puissiez voter**), pour quel parti voteriez-vous ?  
- Parti A ..... 01  
- Parti B ..... 02  
- (C, D, E, etc.) ..... XX  
- Autre Parti ..... 96  
- Voterait blanc ..... 97  
- Ne voterait pas ..... 98  
- (N.S.P/S.R.) ..... 99
6. Région = "European Administrative Regional Unit" (N.U.T.S. 1) [2 CHIFFRES]
7. Taille localité

**CONFIDENTIAL**

EOS GALLUP EUROPE

FLASH EUROBAROMETER N° 73 ("Dialogue with Citizens")

English version - 14.12.1999

p. 1/3

January 2000

1. Sex [1] man  
[2] woman
2. Exact Age: [ ][ ] years old  
[00] [REFUSAL/NO ANSWER]
3. Age when finished full time education : [EXACT AGE IN 2 DIGITS]  
[ ][ ] years old  
[00] [REFUSAL/NO ANSWER]  
[01] [NEVER GONE TO FULL TIME SCHOOL]  
[99] [STILL AT FULL TIME SCHOOL]
4. EOS Standard Occupation of Respondent Question :  
What is your occupation ? (INT. : WRITE IN AND CODE)  
1. Farmer, fisherman  
2. Professional (lawyer, practitioner, etc ...)  
3. Owner of shop or company, craftsman, proprietor  
4. General Management  
5. Employed, middle management  
6. Manual worker  
7. Retired  
8. Housewife  
9. Student, military service  
10. Temporarily not working, unemployed  
11. Other  
12. Refusal
5. Standard General Election Question  
If there were a "General Election" tomorrow (**SAY IF CONTACT UNDER 18 : and you had to vote**), which PARTY would you support ?  
- Party A ..... 01  
- Party B ..... 02  
- (C, D, E, etc.) ..... XX  
- Other Party ..... 96  
- Would vote blank ..... 97  
- Would not vote..... 98  
- (D.K./ N.A.) ..... 99
6. Region = "European Administrative Regional Unit" (N.U.T.S. 1) [2 DIGITS]
7. Size of Locality

**CONFIDENTIEL**

EOS GALLUP EUROPE

FLASH EUROBAROMETRE N° 73 ("*Dialogue avec les Citoyens*")

Version française 14.12.1999

janvier 2000

8. Dans quelle mesure vous sentez-vous bien informé au sujet de vos droits de travailler, de vivre et d'étudier dans un autre pays de l'Union européenne ?

Diriez-vous que vous êtes très bien informé, bien informé, pas très bien informé ou pas du tout informé ?

- très bien informé ..... 1
- bien informé ..... 2
- pas très bien informé ..... 3
- pas du tout informé ..... 4
- (NSP/SR) ..... 5

- TREND FLASH-EB 69/ Q.1 -

9. Avez-vous besoin d'un permis de travail pour travailler dans un autre pays de l'Union européenne ?

- oui ..... 1
- non ..... 2
- (NSP/SR) ..... 3

- TREND FLASH-EB 69/ Q.2 -

10. En tant que citoyen de l'Union européenne, avez-vous le droit de voter aux élections municipales/communales dans un autre pays de l'Union européenne si vous y résidez ?

- oui ..... 1
- non ..... 2
- (NSP/SR) ..... 3

-TREND FLASH-EB 69/ Q.3 -

**CONFIDENTIAL**

EOS GALLUP EUROPE

FLASH EUROBAROMETER N° 73 ("*Dialogue with Citizens*")

English version - 14.12.1999

p. 2/3

January 2000

8. How well informed do you feel about your rights to work, live and study in another country of the European Union ?

Would you say that you are very well informed, well informed, not very well informed, or not at all informed ?

- very well informed ..... 1
- well informed ..... 2
- not very well informed ..... 3
- not at all informed ..... 4
- (DK/NA) ..... 5

- TREND FLASH-EB 69/ Q.1 -

9. Do you need a work permit to work in another European Union country?

- yes ..... 1
- no ..... 2
- (DK/NA) ..... 3

- TREND FLASH-EB 69/ Q.2 -

10. As a European Union citizen, do you have the right to vote at local elections in another country of the European Union if you are resident there?

- yes ..... 1
- no ..... 2
- (DK/NA) ..... 3

-TREND FLASH-EB 69/ Q.3 -

CONFIDENTIEL

EOS GALLUP EUROPE

FLASH EUROBAROMETRE N° 73 ("Dialogue avec les Citoyens")

Version française 14.12.1999

janvier 2000

11. Tous les citoyens de l'Union européenne ont des droits et des possibilités dans l'Union européenne et son Marché Intérieur. Mais parfois des difficultés peuvent surgir lorsqu'on veut exercer ces droits et profiter de ces possibilités dans les Etats Membres.

Si cela vous arrivait, quelle est la première mesure que vous prendriez afin de faire valoir vos droits ? Est-ce que ...

[UNE SEULE REPONSE]

- vous contacteriez vos autorités locales ou nationales et vous porteriez plainte? ..... 1
- vous contacteriez un avocat? ..... 2
- vous contacteriez le Médiateur National? ..... 3
- vous écririez à la Commission européenne? ..... 4
- vous tenteriez de résoudre votre problème à travers le réseau des Points de Contact du Marché Intérieur? ..... 5
- vous contacteriez le Parlement européen? ..... 6
- (Autres) (PRECISER) ..... 7
- (NSP/SR) ..... 8

- NOUVEAU -

12. Avez-vous entendu parler de " Europe Direct ", service téléphonique gratuit et centre d'information de la Commission européenne, qui s'occupe également du " Dialogue avec les Citoyens " ? Ce service donne des informations sur vos droits comme citoyen de l'Union européenne et vous permet de poser des questions si vous rencontrez des difficultés dans l'exercice de ces droits.

- oui ..... 1
- non ..... 2
- (NSP/SR) ..... 3

- NOUVEAU -

CONFIDENTIAL

EOS GALLUP EUROPE

FLASH EUROBAROMETER N° 73 ("Dialogue with Citizens")

English version - 14.12.1999

p. 3/3

January 2000

11. All EU citizens have rights and opportunities in the European Union and its Internal Market. Difficulties may sometimes arise when people try to exercise these rights and take advantage of these opportunities in the Member States.

If that happened to you, what is the first step you would take in order to enforce your rights?

[ONLY ONE ANSWER]

- Would you contact your Local or National Authority and make a complaint? ..... 1
- Would you contact a lawyer? ..... 2
- Would you contact the National Ombudsman? ..... 3
- Would you write to the European Commission? ..... 4
- Would you try to solve your problem through the network of the Internal Market Contact Points? ..... 5
- Would you contact the European Parliament? ..... 6
- (Others) (SPECIFY) ..... 7
- (DK/NA) ..... 8

- NEW -

12. Have you heard of "Europe Direct", the European Commission's free phone service and information centre, which also includes " Dialogue with Citizens "? This service provides information about your rights as a European Union citizen and enables you to make enquiries about difficulties you may encounter in exercising these rights.

- yes ..... 1
- no ..... 2
- (DK/NA) ..... 3

- NEW -

© European Communities  
The Eurobarometer questionnaires are reproduced  
by permission of its publishers,  
the Office for Official Publications of the European Communities,  
2 rue Mercier, L-2985 Luxembourg