Flash Eurobarometer 189a
September 2006
EU Communication and the citizens - General Public Survey

Basic Bilingual Questionnaire

The GALLUP Organization
Good morning / afternoon, I’m ____________ from COMPANY. I would like to ask you to participate in a brief survey among the citizens across Europe -- on their views on politics in general, and in particular on the European Union. Please help me with your answers, it will not take more than 10 minutes. The questionnaire is anonymous; your responses will be used only to better understand the view of citizens. You can refuse to answer to any of the questions if you wish so.

Q1. Do you generally support or oppose (OUR COUNTRY)’s membership of the European Union?

READ OUT – ONE ANSWER ONLY
- Support...............................................................1
- Oppose...........................................................2
- [Can’t decide ] ....................................................3
- [DK/NA] .............................................................9

Q2. Is it important for you to be informed about European politics and affairs?

READ OUT – ONE ANSWER ONLY
- Yes, mostly for personal reasons .......................1
- Yes, mostly for professional reasons .................2
- Yes, for both reasons .........................................3
- No......................................................................4
- [DK/NA] .............................................................9

FILTER, ASK IF Q2 = 1 OR 3 ("PERSONAL REASONS OR BOTH")

Q3a. You mentioned personal reasons for being informed about European politics. Please tell for each of them if you think it is an important reason for you or not?
READ OUT – ROTATE – ONE ANSWER PER LINE

- Important .......................................................1
- Not important ...............................................2
- [DK/NA] .........................................................9

a) To feel involved in the building of Europe / feel European ........1 2 9
b) Have all the information to take part in European debates, elections, etc...............................................................1 2 9
c) To better know my rights or possibilities as a European citizen ...............................................................1 2 9
d) To better know what EU Institutions do for citizens...................1 2 9
e) To be able to check what actual EU policies are in certain areas..............................................................................1 2 9
f) To feel concerned by what is going on in the other countries of Europe ........................................................................1 2 9
g) To be able to have some influence over the development of European co-operation..........................................................1 2 9
h) To know about Europe’s role in the world .................................1 2 9

FILTER, ASK IF Q2 = 2 OR 3 ("PROFESSIONAL REASONS OR BOTH")

Q3b. You mentioned professional reasons. To be informed about the European Union is important in order to...

FILTER, IF Q2=3 THEN ASK

You also mentioned professional reasons. To be informed about the European Union is important in order to...

Yes ........................................................................1
No ........................................................................2
DK/NA....................................................................9

a) update my general knowledge on European issues..................1 2 9
b) develop my knowledge on topics directly linked to my activity.. 1 2 9

LIRE– FAIRE UNE ROTATION– UNE SEULE REPONSE PAR LIGNE

- Important .............................................................1
- Pas important ......................................................2
- [NSP/SR] .............................................................9

a) Se sentir impliqué(e) dans la construction de l’Europe / se sentir européen(ne)................................................................1 2 9
b) Avoir toutes les informations pour participer aux discussions, aux élections européennes, etc...............................................................1 2 9
c) Mieux connaître mes droits ou possibilités en tant que citoyen européen ..............................................................................1 2 9
d) Mieux connaître ce que les institutions de l’UE font pour les citoyens ..............................................................................1 2 9
e) Pouvoir vérifier ce qu’est la politique actuelle de l’UE dans certains domaines ...............................................................1 2 9
f) Se sentir concerné(e) par ce qui se passe dans les autres pays de l’Europe ..............................................................................1 2 9
g) Pouvoir avoir de l’influence sur le développement de la coopération européenne ..............................................................................1 2 9
h) Connaître le rôle de l’Europe dans le monde .................................1 2 9

FILTRE, POSER SI Q2 = 2 OU 3 (‘RAISONS PROFESSIONNELLES OU LES DEUX’)

Q3b. Vous avez mentionné des raisons professionnelles. Être informé(e) sur l’Union européenne est important afin de ...

FILTRE, SI Q2=3 ALORS DEMANDER

Vous avez également mentionné des raisons professionnelles. Être informé(e) sur l’Union européenne est important afin de ...

Oui ........................................................................1
Non ........................................................................2
NSP/SR .................................................................9

a) actualiser mes connaissances générales des questions européennes ..............................................................................1 2 9
b) développer mes connaissances sur des sujets directement liés à mon activité ..............................................................................1 2 9
Q4. Some issues are of interest only at a national level and some others at European level. Would you be interested in knowing if people in other European Union Member States share your opinions on the following topics?

READ OUT – ROTATE – ONE ANSWER PER LINE
- Yes ................................................................. 1
- No ................................................................. 2
- [DK/NA] ........................................................... 9

a) the European currency, the euro ........................................ 1 2 9
b) how to create jobs in Europe ............................................ 1 2 9
c) the Constitution under discussion for the European Union ...... 1 2 9
d) the possibility that Turkey joins the European Union in the future ................................................................. 1 2 9
e) the danger of avian flu to Europe ...................................... 1 2 9
f) secure energy supply ..................................................... 1 2 9
g) how to compete with China or India ................................. 1 2 9
h) fight against terrorism and organized crime .................... 1 2 9
i) immigration from non-EU countries ................................ 1 2 9
j) protecting the environment ............................................. 1 2 9
k) ethical issues like stem cell research, abortion, homosexual marriage ......................................................... 1 2 9
l) tolerance of religious expression and protection of human rights ................................................................. 1 2 9

Q5. According to your experience, does the [COUNTRY] government provide enough information about what is happening in the European Union to the citizens?

READ OUT – ONE ANSWER ONLY
- Yes ................................................................. 1
- No ................................................................. 2
- [DK/NA] ........................................................... 9

Q5. Selon votre expérience, le gouvernement [PAYS] fournit-il assez d’informations aux citoyens au sujet de ce qui arrive dans l’Union européenne?
Q6. There are different ways of being involved in political life in a broad sense, at city, region, country or even European level. Have you done any of the following in the last three years? Have you …

READ OUT – ROTATE – ONE ANSWER PER LINE
- Yes ............................................................1 2 9
- No. .............................................................2
- [DK/NA] ..........................................................9

a) Voted in an election or a referendum (local, regional, national)? .................................................................1 2 9
b) Voted in the last European Parliament election in 2004? ................................................................................1 2 9
c) Contacted a politician, government or local government official? ............................................................1 2 9
d) Worked in a political party or action group? .................................................................................1 2 9
e) Worked in another organisation or association? .................................................................................1 2 9
f) Signed a petition? .....................................................................1 2 9
g) Presented your view in an online discussion / forum? ............1 2 9
h) Taken part in a public demonstration? ....................................1 2 9

IF YES TO ANY OF THE ITEM IN Q6 (PARTICIPATED IN LOCAL/NATIONAL POLITICS IN ANY WAY), ASK:
Q7. Let us suppose that you are concerned about a specific issue, which is regulated on EU level, and you would like to express your opinion on this issue. Who would you prefer to contact …

READ OUT – ONE ANSWER ONLY
- A person or organisation on EU level, or .........................1
- A person or organisation operating within your country? 2
- [Both] .................................................................................3
- [Neither] .................................................................................4
- [DK/NA] .................................................................................9

Q8. Seriez-vous d’accord/pas d’accord avec les phrases suivantes relatives aux informations sur les questions de l’Union européenne?
Q8. Would you agree / disagree with the following statements about information on European Union issues?

READ OUT – ROTATE – ONE ANSWER PER LINE

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

a). All European citizens should have the right to fair and full information .................................................................1 2 9
b) Information should be widely available, accessible in the citizens’ own language and readily understandable.................................1 2 9
c) Citizens should be able to hear and compare different opinions and points of views on European issues ..................1 2 9
d) Citizens and representative associations shall have the right and the means to express their views and to be heard...........1 2 9
e) Policy-making, decision-making and administration should be transparent, open and visible as possible ..............1 2 9

Q9. According to you, who should be primarily responsible for informing citizens about what the European Union does and how this affects their daily life?

READ OUT – ROTATE – ONE ANSWER

- the national government ....................................................1
- the national parliament and political parties ......................2
- the European Parliament ...................................................3
- the European Commission ................................................4
- non-governmental organizations (NGOs)..........................5
- media .................................................................................6
- other (SPONTANEOUS)....................................................7
- DK / NA ..............................................................................9

LIRE – FAIRE UNE ROTATION – UNE SEULE RÉPONSE POSSIBLE

le gouvernement national ....................................................1
le Parlement national et les partis politiques ......................2
le Parlement européen .......................................................3
la Commission européenne ...............................................4
les organisations non gouvernementales (ONG) ...............5
les médias .............................................................................6
Autres ..................................................................................7
NSP/SR ...............................................................................9

Q10. À votre avis, tenir compte des souhaits des citoyens en ce qui concerne les questions européennes est la principale responsabilité de qui?
Q10. In your opinion, whose primary responsibility is to take into account citizens’ wishes on European issues?

READ OUT – ROTATE - ONE ANSWER
- the national government ....................................................1
- the national parliament and political parties ......................2
- the European Parliament ...................................................3
- the European Commission ................................................4
- non-governmental-organizations (NGOs)..........................5
- [other]................................................................................6
- [DK /NA] .............................................................................9

ASK ALL
Q11. There are several burdens and reasons people mention when asked about why not contacting the EU directly in EU-related matters. Which of them are the most important reasons for you personally that prevent you from contacting the responsible European Union authorities?

READ OUT – ROTATE – ONE ANSWER PER LINE
- important ...........................................................................1
- Not important ....................................................................2
- [DK/NA] ..............................................................................9

a) Language barrier .............................................................1 2 9
b) No familiarity with the structure, not sure where to turn to ......1 2 9
c) I do not know who represents me in the European Parliament .........................................................................1 2 9
d) Costs are high, e.g. to travel for a demonstration, or even for a telephone call ........................................................1 2 9
e) European Union authorities are not interested in citizens opinions, therefore contacting them is useless .................1 2 9
f) It is the Member States, and not the European Union which decide, therefore we’d better contact our national government .........................................................................1 2 9

Q12. Si vous recherchiez des informations sur l’Union européenne, quelles sont parmi les sources suivantes celles que vous utiliseriez?
Q12. Looking for information about the European Union which of the following sources would you use?

READ OUT – ROTATE – ONE ANSWER PER LINE
- Use .................................................................1
- Don’t use ..........................................................2
- [DK/NA] .............................................................9

a) Family, friends, colleagues ......................................................1 2 9
b) National information phone line or website..............................1 2 9
c) Official EU information phone line or website ..........................1 2 9
d) Internet .....................................................................................1 2 9
e) Television ..................................................................................1 2 9
f) Radio........................................................................................1 2 9
g) Newspapers.............................................................................1 2 9
h) European Union information offices ........................................1 2 9

Q13. In your assessment, how much information about the European Union, its policies, its decisions is provided by the media [of our COUNTRY] (TV, radio, press, internet,…)?

READ OUT – ONE ANSWER ONLY
- Too much ..........................................................................1
- Too little .............................................................................2
- Just about the right amount ...............................................3
- [NSP/SR] .............................................................................9

Q14. Regarding the quality of the information you get on the European Union, would you agree with the following statements?

- agree .................................................................1
- does not agree ............................................................2
- [DK/NA] .................................................................9

- Les informations que j’obtiens sur l’Union européenne sont compréhensibles........................................................................1 2 9
- Les informations que j’obtiens sur l’Union européenne sont intéressantes.................................................................1 2 9
Q15. Do you watch TV channels from other European countries?

[TV channels from other European countries: this excludes European-based subsidiaries of CNN, CNBC, ... But can include Arte which is bi-national and gives a view on what's happening in the "other" country.]

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

Q16. If yes, How often do you watch them?

- Every day ......................................................................4
- Two-three times a week ................................................3
- Once a week ..................................................................2
- From time to time ..........................................................1
- [DK/NA] ........................................................................9

Q17. If it existed, would you watch a dedicated public European Union TV channel that broadcasts in your language?

READ OUT – ONE ANSWER ONLY

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

Q18. Quel genre de programmation aimeriez-vous voir sur la chaîne de télévision de l’Union européenne ?
Q18. What kind of programming would you like to see on European Union TV channel?

ONE ANSWER ONLY

- Only news and documentaries ............................................1
- News, documentaries and cultural programmes ..................2
- The full range of programmes that are normally supplied on public national channels, including entertainment programmes..3
- [DK/NA].................................................................................9

Q19. Which of the following statements comes closer to your mind?

READ OUT – ROTATE - ONE ANSWER ONLY

- Politicians in the [NATIONAL PARLIAMENT] should regularly discuss issues related to the future of the European Union. ...........................................................1
- Politicians in the [NATIONAL PARLIAMENT] should focus on national issues and leave EU affairs to the EU..............2
- [DK/NA]............................................................................9

Q20. I will read out a list of statements. Please tell if you tend to agree or disagree with each of them.

READ OUT – ROTATE – ONE ANSWER PER LINE

- Agree .............................................................................1
- Disagree.....................................................................2
- [DK/NA]...........................................................................9

a) The European Union is democratic .......................................1 2 9
b) The European Union has a significant impact on my everyday life .........................................................1 2 9
c) The European Union can play an active role in world politics

2) The European Union deals with issues which are interesting for me.

e) The European Union deals with issues which are too complex for me.

f) The European Union is better placed than individual Member States to protect our values and standard of living.

Q21. Do you think that European Union institutions are more open, accessible and responsive than your national institutions?

- Yes
- No
- [DK/NA]

DEMOGRAPHICS

D1. Sex of respondent

- Homme
- Femme

D2. How old are you?

[][] Years old

[99] [REFUSAL/NO ANSWER]

D3. How old were you when you stopped full-time education?

[][] years old

[99] [REFUSAL/ NO ANSWER]

D4. Concerning your employment, are you independent, employed, an employee, or unemployed? Is that to say that you are a...

[SI UNE RÉPONSE EST DONNÉE À LA CATÉGORIE PRINCIPALE, LIRE]
D4. As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity?

(If a response to the main category is given, read out the respective sub-categories.)

Does it mean that you are a(n)...

- Self-employed  
  ➔ i.e. :  
  - farmer, forester, fisherman ................. 11
  - owner of a shop, craftsman .................. 12
  - professional (lawyer, medical practitioner, accountant, architect,...)  
  - owner of a shop, craftsman ................. 13
  - manager of a company ....................... 14
  - other (SPECIFY) .................................. 15

- Employee  
  ➔ i.e. :  
  - professional (employed doctor, lawyer, accountant, architect) .................. 21
  - general management, director or top management .......................... 22
  - middle management ........................................ 23
  - civil servant ............................................ 24
  - office clerk ............................................ 25
  - other employee (salesman, nurse, etc...) .. 26
  - other (SPECIFY) ..................................... 27

- Manual worker  
  ➔ i.e. :  
  - supervisor / foreman (team manager, etc ) 31
  - manual worker ....................................... 32
  - unskilled manual worker ..................... 33
  - other (SPECIFY) .................................... 34

- Without a professional activity  
  ➔ i.e. :  
  - looking after the home ...................... 41
  - student (full time) .............................. 42
  - retired ............................................. 43
  - seeking a job ..................................... 44
  - other (SPECIFY) .................................. 45

- (Refusal) ................................................. 99

D5. Pour quel parti avez-vous voté lors de la dernière élection nationale?  
NE PAS LIRE – CODES LOCAUX

D6. Type de localité?
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
</tr>
</thead>
<tbody>
<tr>
<td>D5 Which party did you vote for in the last national election?</td>
<td>- Metropolitan zone ................................1</td>
</tr>
<tr>
<td></td>
<td>- Other town/urban centre                     2</td>
</tr>
<tr>
<td></td>
<td>- Rural zone                                  9</td>
</tr>
<tr>
<td>D6 Would you say you live in a ... ?</td>
<td>- Zone métropolitaine ................................1</td>
</tr>
<tr>
<td></td>
<td>- Autre ville/centre urbain                    2</td>
</tr>
<tr>
<td></td>
<td>- Zone rurale                                 9</td>
</tr>
</tbody>
</table>
II. Survey details

This survey ("EU Communication Policy and the citizens") was conducted for the European Commission, Directorate-General Communication.

Telephone interviews were conducted in each country with the exception of the Czech Republic, Estonia, Latvia, Lithuania, Hungary Poland and Slovakia where, both telephone and face-to-face interviews were conducted (700 webCATI and 300 F2F interviews) The interviews were conducted between the 25/09/2006 and the 29/09/2006 by these Institutes:


Representativeness of the results

Each national sample is representative of the population aged 15 years and above.

Sizes of the sample

The sample sizes amount to approximately 1000 respondents in each country.

A weighting factor was applied to the national results in order to compute a marginal total where each country contributes to the European Union result in proportion to its population.

The table below presents, for each of the 25 Member States:
- (1) the number of interviews actually carried out in each country
- (2) the population-weighted total number of interviews for each Member State

Annex, page 112
TOTAL INTERVIEWS

<table>
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<tr>
<th>Country</th>
<th>Conducted</th>
<th>% of Total</th>
<th>Weighted</th>
<th>% of Total (weighted)</th>
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Questionnaires

1. The questionnaire prepared for this survey is reproduced at the end of this results volume, in English (see hereafter).
2. The institutes listed above translated the questionnaire in their respective national language(s).
3. One copy of each national questionnaire is annexed to the data tables results volumes.


**Statistical significance of the results**

The results in a survey are valid only between the limits of a statistical margin caused by the sampling process. This margin varies with three factors:

1. The sample size (or the size of the analysed part in the sample): the greater the number of respondents is, the smaller the statistical margin will be;
2. The result in itself: the closer the result approaches 50%, the wider the statistical margin will be;
3. The desired degree of confidence: the more "strict" we are, the wider the statistical margin will be.

As an example, examine this illustrative case:
1. One question has been answered by 500 people;
2. The analysed result is around 50%;
3. We choose a significance level of 95% (it is the level most often used by the statisticians, and it is the one chosen for the Table hereafter);

In this illustrative case the statistical margin is: (+/- 4.4%) around the observed 50%. And as a conclusion: the result for the whole population lies between 45.6% and 54.4%. Hereafter, the statistical margins computed for various observed results are shown, on various sample sizes, at the 95% significance level.

**STATISTICAL MARGINS DUE TO THE SAMPLING PROCESS (AT THE 95% LEVEL OF CONFIDENCE)**

Various sample sizes are in rows;
Various observed results are in columns:

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<th></th>
<th>5%</th>
<th>10%</th>
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<th>25%</th>
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