

Meeting in
Waalre, the
Netherlands

22nd & 23rd
May 2014



SECMO



Dissens e.V



IFAID Aquitaine



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Lifelong
Learning
Programme



ACTIVE CITIZENSHIP IN EUROPE

*Level of
knowledge and
level of exercise
of the citizens'
european rights*

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THE PROFILE OF THE POLLED CITIZENS

Nationality

Germany	13
Other (USA)	1
Austria	6
Belgium	1
Spain	22
France	129
Greece	3
Hungary	1
Italy	8
Lithuania	1
The Netherlands	12
Poland	1
Portugal	1
Czech Republic	1
Roumania	3
United Kingdom	4
Slovakia	1
Sweden	2
Total Result	210

Age

16-25	52
26-35	63
36-45	36
46-60	52
61+	7
Total Result	210

Socioprofessionnal category

Self employee	83
Manager	33
Unemployed	5
Student	54
House persons	2
Other white collar	23
Manual worker	6
Retired	4
Total Résultat	210

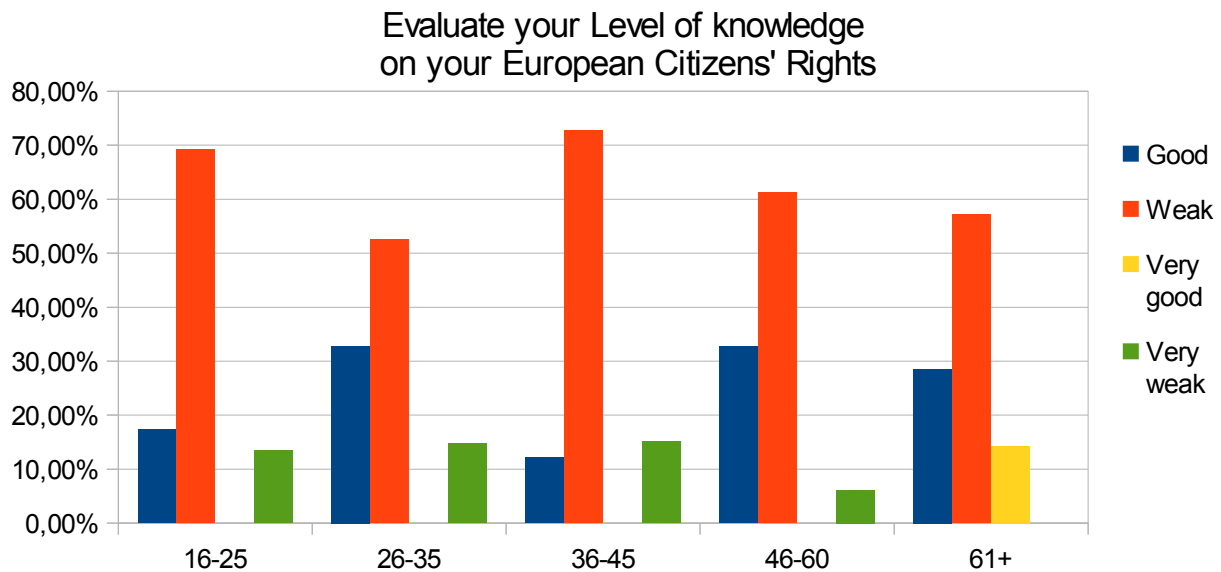
Fields of studies

Agronomy, breeding, fish farming, food-processing industry	7
Animation, teaching	20
Small business sector, industry	1
Arts, audiovisualarts	4
No studies	2
Other	21
Business, economy	20
Management, accounting, evaluation	12
Information, communication, evaluation	11
Languages, human and social sciences	74
Logistics, mechanics, electric	7
Health	15
Physical sciences and life sciences	6
Secretarial department and administrative techniques	7
Transport, public works, town planning, civil engineering	3
Total Résultat	210

Length of studies

1 year or less	5
2 years	27
3 years	45
4 years	35
5 years	48
6 years	17
7 years	8
8 years or more	22
Other	3
Total Result	210

AUTO-EVALUATION OF THE POLLED PEOPLE



The majority of the polled people (over 60%) evaluate their level of knowledge on their European Citizens' Rights as Weak :

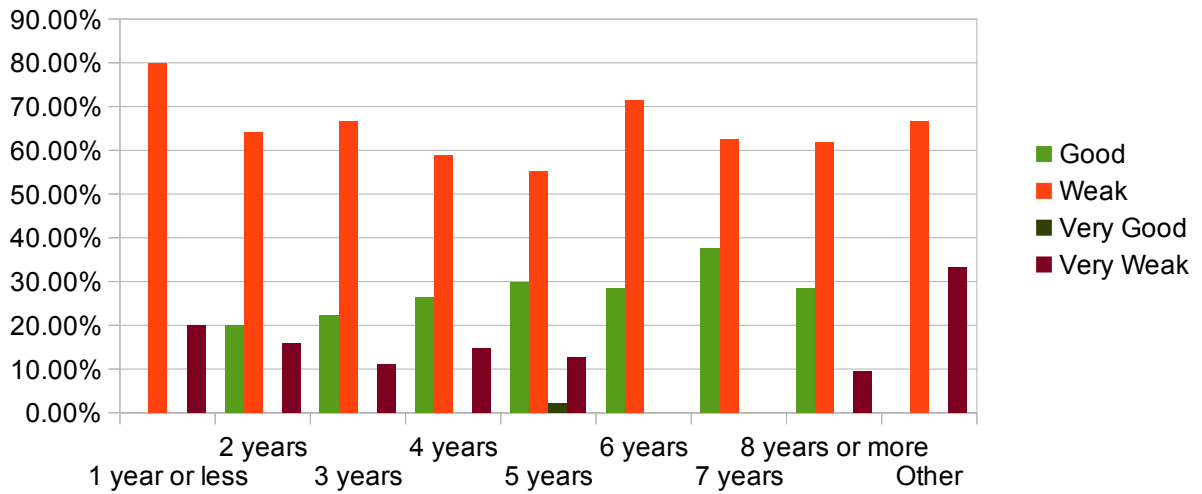
- Almost 70 % for people ages 16 to 25
- Over 50% for people ages 26 to 35
- Over 70% for people ages 36 to 45 : they are the ones who evaluate their knowledge as the weakest
- Over 60% for people ages 46 to 60
- Over 55% for people over 61

In general, the people polled consider that their level of knowledge of their European civic rights is weak (about 65 %). More than 20 % believe that it is good. About 15 % consider that it is very weak. And only approximately 1 % think that it is very good.

Almost the same amount of people (more than 30 %) of the 26-35 and the 46-60 categories know their rights best. It is also them that have lived, travelled, studied and worked in another EU country the most and who know their political rights better. The 16-25 and 36-45 categories are the ones who consider the most that their level of knowledge is weak (about 70 %).

It is the ones who have studied for seven years who mostly said that they had a good level of knowledge.

Level of knowledge according to lengths of studies



The citizens who said they had a very good level of knowledge have studied five years. However the longer the studies are, the less the level of knowledge is considered as « very weak » : 20 % of the people who studied for 1 year or less and about 9 % of those who studied for 8 years and more.

The people having done their studies in the fields of agronomy, food-processing industry and transport, public works and town planning are the ones who know their rights the least. Only 1 person who studied in the fields of animation and education declares having a very good knowledge of his/her rights. The people polled generally place themselves between the weak and the good level trend.

For comparison purposes, here are some datas from the 2014 Eurobarometer : “Do you know your rights as a EU citizen?”

The categories were : Yes completely; Yes more or less; No not really; no absolutely not

France: 6 %, 29 %, 39 %, 25 %.

Spain: 11 %, 36 %, 32 %, 21 %.

Germany: 17 %, 44 %, 27 %, 12 %.

Netherlands: 9 %, 44 %, 34 %, 12 %.

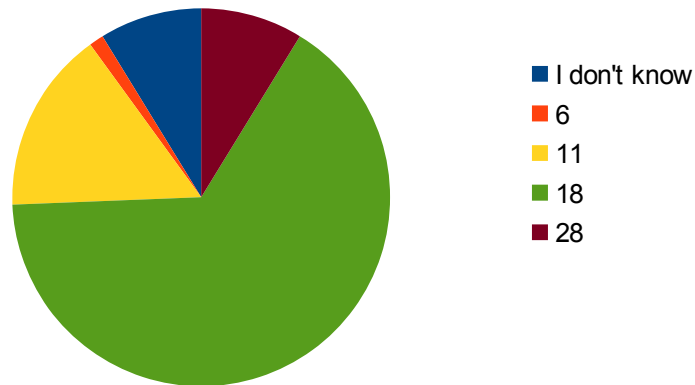
EU: 9 %, 37 %, 36 %, 17 %

The datas that were collected during the course of this survey are not representative enough

of the different citizenships of the EU. Therefore, we recommend waiting for a more diverse pool of nationalities before cross-referencing any data with the 2014 Eurobarometer.

GENERAL KNOWLEDGE

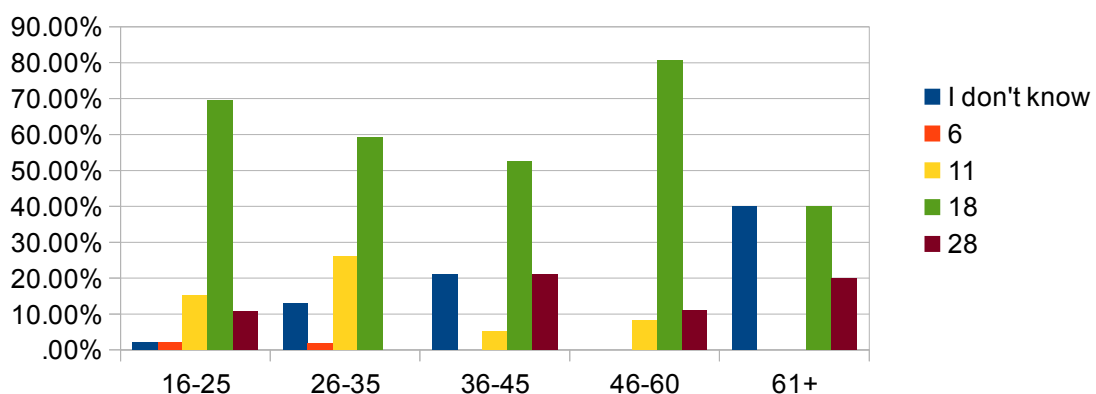
How many EU states possess the Euro as a currency ? ?



People who answered « yes » to the question of whether or not they had ever traveled, lived, worked or studied in another country of the EU, are the ones who know the least that 18 states use the euro as a currency. But they all think globally that they are 18 to use the euro.

The majority of the citizens (about 65%) considers that 18 EU countries possess the euro as a currency. More than 15 % think that there are only 11 countries. More than 8 % think that 28 countries possess the euro. Approximately 1 % thinks that there are only six countries. About 9 % does not know.

How many EU countries use euro as a currency ?

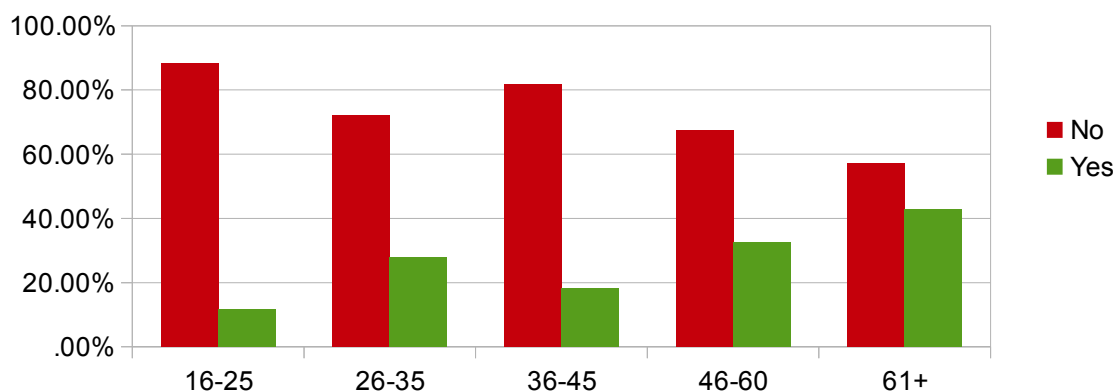


The 46-60 category answered the question best, although the majority of every category also considers that 18 states possess the euro. About 9 % of the people polled think that all the countries of the EU possess the euro.

Recommendations : There are over 20% of the categories 36-45 and 61+ who believe that all of the EU countries possess the euro as a currency. It could be interesting to clarify the difference between the Euro Zone and the European Union. We can suppose that some people associate the euro zone to the EU when the two notions are distinct.

THE RIGHT TO CONSUMER PROTECTION

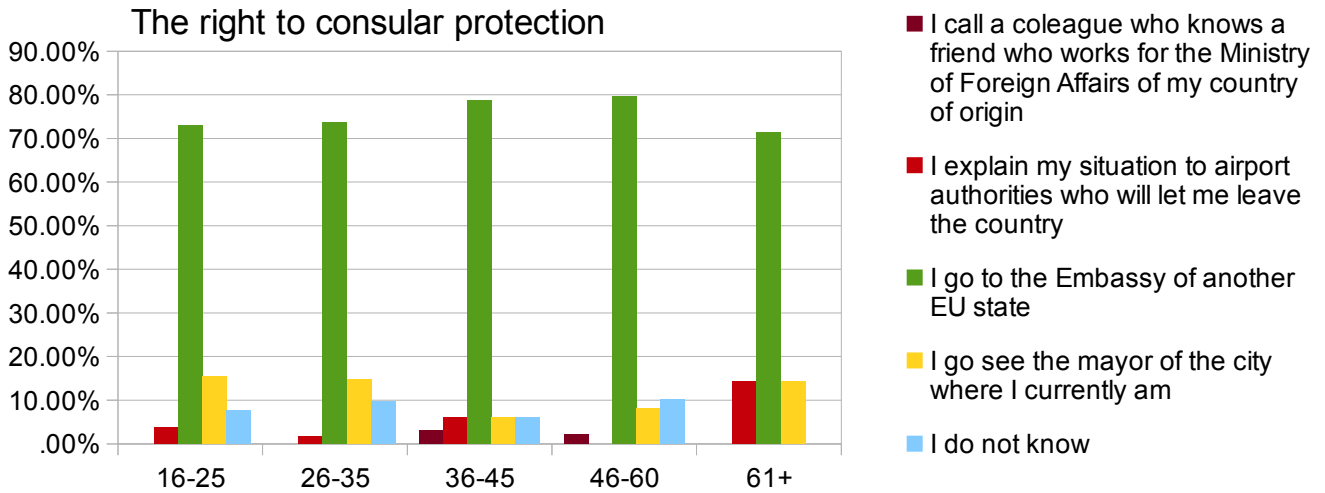
Do you know it is thanks to the EU if you only pay 24 cents a minute when you call in any EU state ?



The survey was not thorough enough when it comes to the right to consumer protection. We can however suppose, according to the results above, that approximately 25% do know that they benefit from a EU rule that instates a maximum price for phone calls within the EU in order to protect the least wealthy citizens. This question is not meant to assess the level of knowledge per se but to inform the citizen on the fact that various measures are implemented by the EU that affect him directly.

Recommendations : Give more concrete examples such as this one to sensitise the citizens on the rights so that they will feel more involved, concerned and closer to the institutions and their rights.

THE RIGHT TO CONSULAR PROTECTION

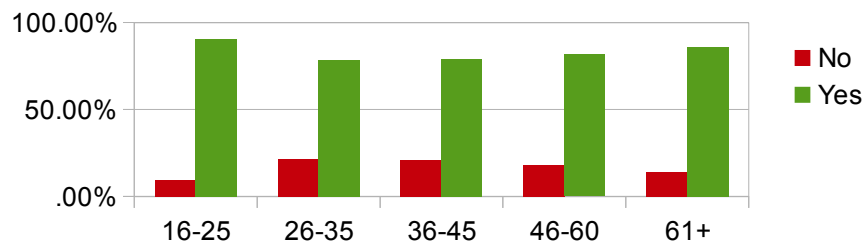


Approximately 75% would go to the Embassy of another EU member state, if there they found themselves in the situation where they lost their passport in a Non EU country where their own EU country has no diplomatic representation. Since it is also possible to go see the mayor of the city where the citizen currently is, we can say that the 10% that gave this answer were not entirely wrong, since in the end local authorities would end up pointing him in the direction of another EU embassy. Only 15% haven't given a wrong answer or did not know. The 16-25 year olds have replied less well to the question, and they would rather tend to go to the Council of the city where they are.

We can suppose that the answers were obvious and that they do not really reflect the accurate level of knowledge of the citizens polled. However, the survey, in this case, will have allowed for the citizens to enrich their level of knowledge, even for the ones who chose the most obvious answer.

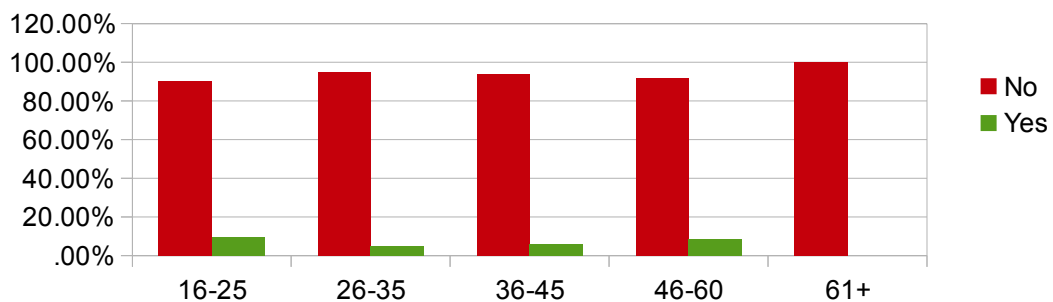
SOCIAL RIGHTS

My European Health Insurance Card allows me to be reimbursed by the Social Security System of my state of origin



It seems obvious to 80% of the polled citizens that the social security system of their country of origin will reimburse medical expenses paid for in another EU state. However they are more than 90% to think that the social security system of the host country in which they have paid the fee does not reimburse.

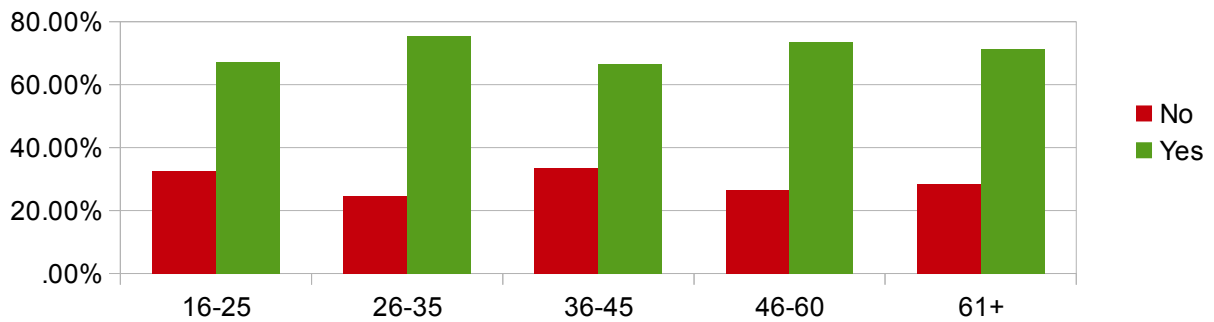
MY European Health Insurance Card allows me to be reimbursed by my Host Country



The 16-25 year olds have best replied to the question, maybe because it's the category that studied the most in another EU country, and they were probably most confronted to the question than the others category. The 36-45 category responded less well. Approximately 22 people think that it is not possible to be reimbursed by the Social Security of their state of origin. Their major fields of studies are : industry, art, natural sciences, administration or no studies. The rest of the polled people (approximately 95%) thinks that they cannot be reimbursed in another EU country than theirs even if they have an European Health Insurance Card.

POLITICAL RIGHTS

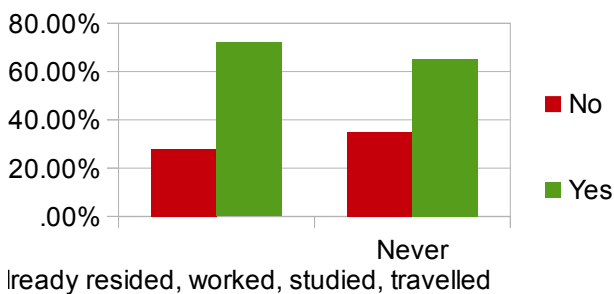
I can vote in european elections



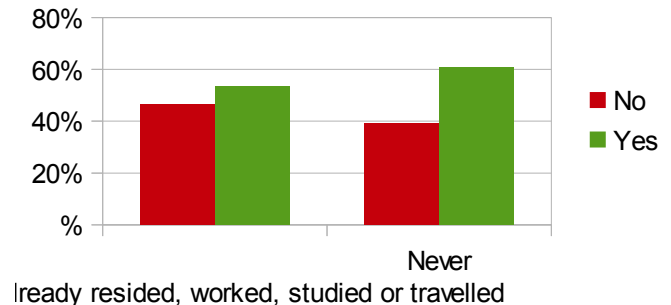
Most of the polled people who studied education (~80%) or languages and social sciences (75%) know that the elections of the European Parliament will take place in may and they plan on voting.

13% of the polled people didn't plan on voting and 5% weren't aware that there would be elections of the European parliament in may and they don't want to vote.

Right to vote in European Elections



Right to stand as candidate in European Parliament elections

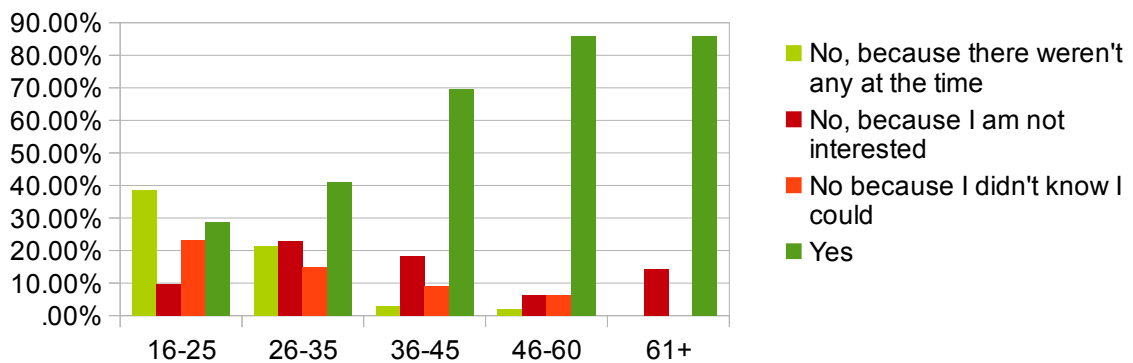


The ones who have already lived, travelled, worked or studied in another state of the EU are the ones who know best that the European citizens can vote in the elections of the European parliament (71 %). Those who have never done either of these options do not think that the European citizens can vote for the Members of the European Parliament.

Only 10 % of citizens think they cannot run for office in european parliament elections. It is mostly the 16-25 category who has made that assumption (about 17%).

The ones who have never lived, studied, worked or travelled, answered the question best and know that the European citizens can run in European elections.

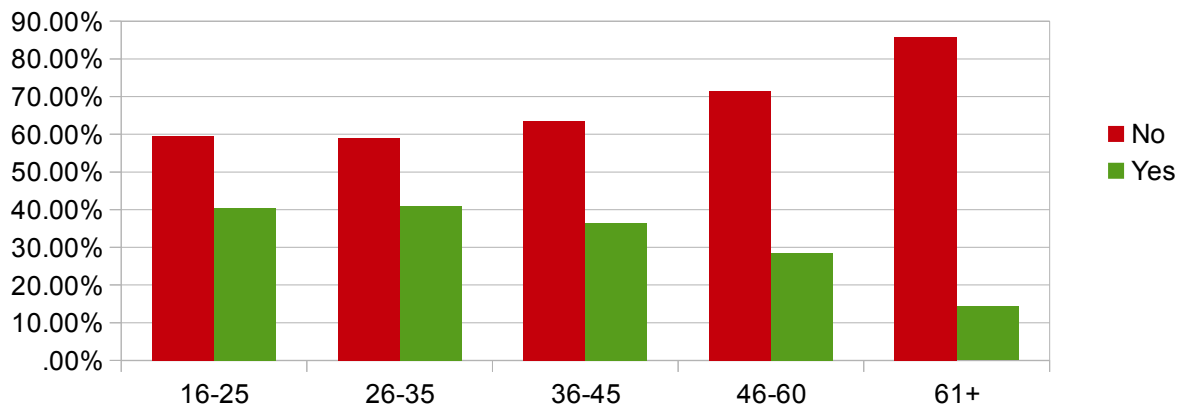
Have voted for European Parliament elections



Only 15 % of the citizens answered that they did not know if they could or not (mostly the 36-45 category).

The 16-25 category seems to be the least informed regarding their right to vote in parliament elections. Out of the 16-25 category, almost 70 % said they could vote but only 28 % said that they already had. Let's keep in mind that they may not have been of age to vote at the time of the elections. In the 36-45 category, almost 70 % knew they could vote, and 68 % said they had already voted before.

I can vote for municipal elections in my city of residence if I am registered on the electoral roll



Almost 82 % of the citizens answered the question correctly when they said they could not cumulate the municipal vote in their city of origin and in their city of residence. It is mostly the 36-45 and 46-60 categories that made a mistake when it comes to how this right can be exercised. They did however say that it was one of the rights of the EU citizens to vote in municipal elections of their country of residence. They know or at least, guessed, their right but do not know how to

exercise it.

The majority of the citizens (over 60%) believes that they cannot exercise this right even if they are registered to vote in their country of residence. It is mostly the 46-60 category who believes it is not possible, with over 70 % of “No”. The 16-35 categories are the ones who answered the question best (40%).

About 75 % of the citizens believe it is possible to vote in the municipal elections of their country of residence but believe they have to have lived there for over 6 months.

Recommendations: Even though a majority of 80 % of citizens knows they can vote in municipal elections of their country of residence, almost 20 %, which is still a lot, do not know it or do not know how to exercise this right. It would be interesting to raise awareness of the people through the various embassies' websites, travel guides etc.

Almost 17 % of the citizens think they can only vote in the presidential elections of their country of residence. It is mostly the 16-35 categories (about 20%) who do not know they can vote or run for office in these municipal elections. Almost 20 % of the citizens answered that they did not know whether they could vote or run for office or not (mostly the 16-25 category with 20 % of « I don't know »). Most of the people (~65%) are not aware that they can vote or run for office in the municipal elections in their city of residence if they are registered in the electoral roll. Only about 35 % of the polled persons were aware of this possibility.

70% of the people think that it is only possible to vote for the elections of the EU parliament and 55% of the polled people answered that it is possible to stand as candidate in the elections of the European parliament, regardless of the major field of study or training.

The ones who have never lived, travelled, worked, studied in another country of the EU are the ones who made the most mistakes. They are less aware that it is sufficient to be registered on an electoral list to be able to vote or stand as candidate in a municipal election of the city they reside in than those who have already resided, worked, travelled, studied elsewhere.

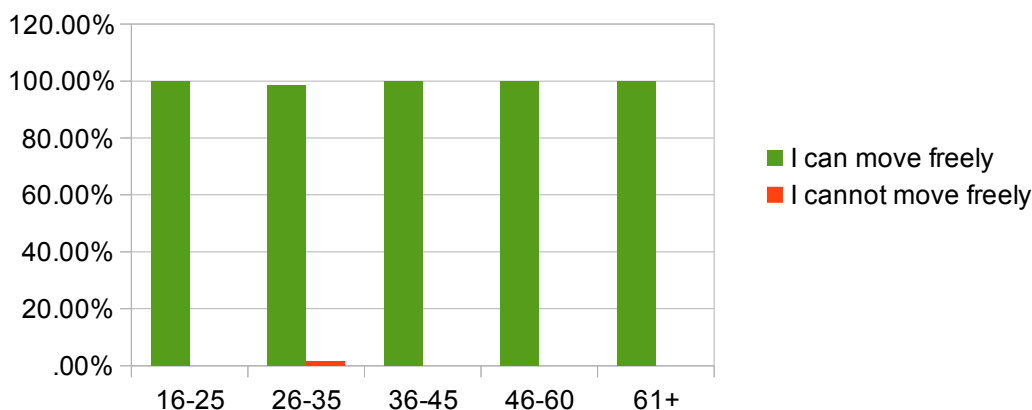
It is mainly the people who have never lived, studied, travelled or worked in another country of the EU, that know that they do not only have the right to vote for presidential elections in their state of residence. They are 15% to know they can vote in the municipal elections of their state of residence, as opposed to the 20% of those who have already resided, travelled, studied or worked.

It is mostly the citizens who have already lived, travelled, worked, studied in another

country of the EU who do not know if they can vote and run in municipal elections (17%).

RIGHT TO FREE MOVEMENT

May I move freely within the EU ?



Over 90 % of the citizens think it is possible to move freely within the European Union with an ID, which is correct.

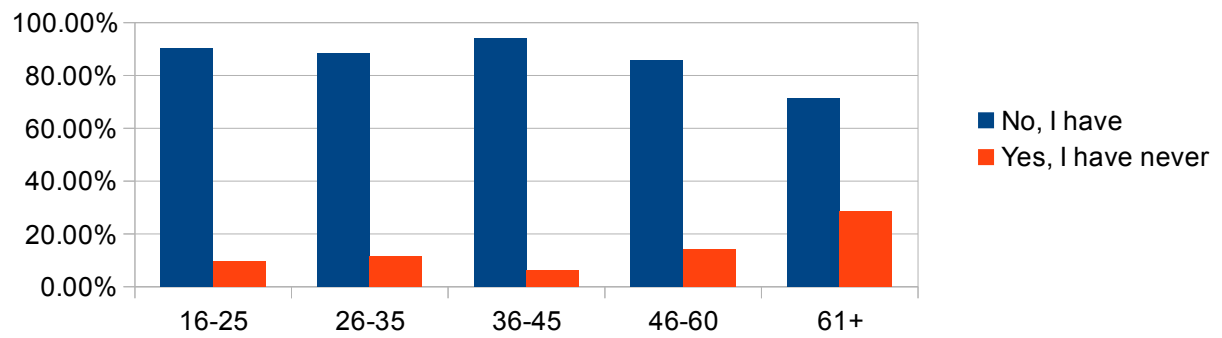
It is mostly the 46-60 year olds who made the most errors on this question.

84 % of the citizens believe they don't need a passport to travel within the EU. This data is based on the fact that 84 % did not check this box. However there is no way of knowing if they checked the 'I can use an ID' or any other box. Therefore, it is not possible to analyse this aspect of the question.

Even if they have never lived, travelled, studied or worked in another country of the EU, 100 % of those people polled do not think that it isn't possible to move freely within the EU. At almost 1%, it is those that have already exercised one of these possibilities who think that it is not possible to move freely.

Although the majority thinks it is possible to travel, study, work, do an internship and retire in the European Union, the ones that have never exercised one of these rights are the ones who answered « I don't know » or « travel only ». The majority of the citizens knows however that it is possible to travel, study, work, do an internship or retire in the European Union. The 46-60 category is the one that made the most errors when it comes to the question of whether they could exercise all of these rights within the EU. Only 11 % of the questioned citizens of that category have never lived, worked, studied or traveled in a member state of the EU other than their own (see below).

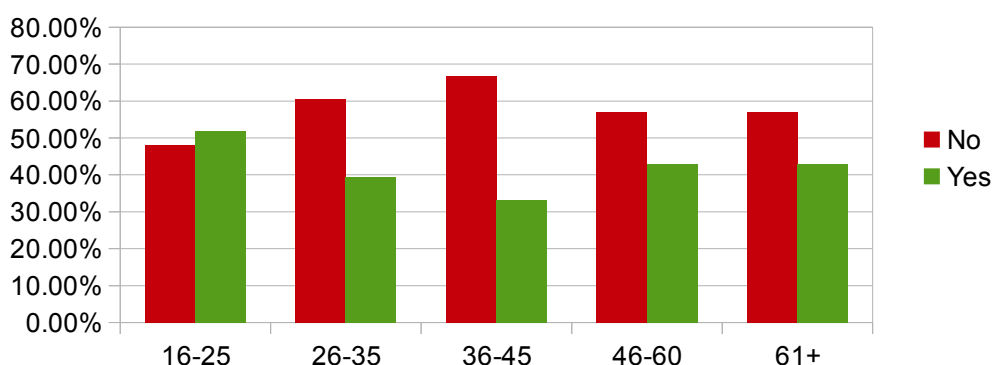
Age - I have never resided, worked, studied or travelled



In spite of measures implemented for the younger citizens in particular the 16-25 year olds (SVE, Erasmus, Leonardo), they are the ones who have lived the least in another European country.

RIGHTS RELATED TO THE EUROPEAN UNION INSTITUTIONS

European Union Council



Over 75% of the polled people know that the European Commission is one of the European Union Institutions. Among the people who said that the European Commission was not one of the EU institutions, the people under 35 are the ones who made the least amount of mistakes.

Over 90% of the polled people know that the European Parliament is one of the EU institutions. The European Union Parliament is the institution that all the polled seem to know the best.

Over 55% of the polled answered that the European Union Council is not an institution of the EU. Over 50% of the under 25 category said that the EU council is a EU institution and less than 50% of them said that it isn't.

Between 55% and 65% of the people over the age of 25 answered that the European Union Council was not an EU institution. In France, the medias often employ the term 'Council of ministers' to refer to the European Union Council. There might have been a confusion also between the Council of Europe, the European Council and the European Union Council.

What we recommend : Facilitate the comprehension of how the EU institutions work, their role, their importance in the decision making process and the implication of the national institutions (the European Union Council which is made up of ministers defending their national interests).

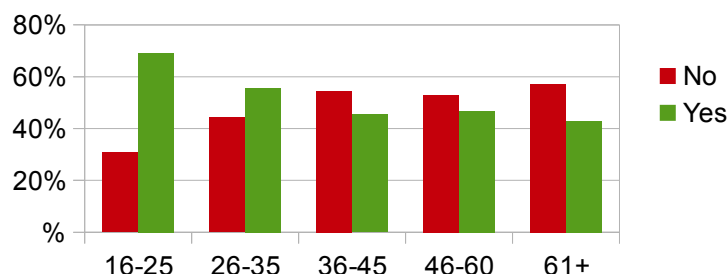
Over 50% of the pooled people answered that the European Union Court of Justice is a EU jurisdiction.

People between the ages of 26 and 35 represent the majority (about 60%) of the people who were wrong.

The people between the ages of 46 and 60 answered best.

It can be noted that people under the age of 35 have the most important percentage of wrong answers (between 45% and 60%)

The European Court of Human Rights is a EU jurisdiction



About 55% of the persons answered that the European Court of Human Rights is also a EU jurisdiction. It is mostly people between the ages of 16-35 that have made the most errors (between 55 and 70%)

People between the ages of 36 and 60 answered correctly (up to almost 55% of them).

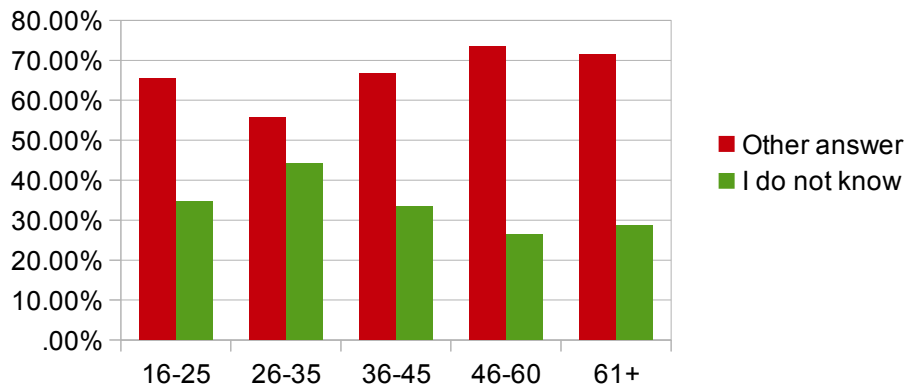
Our recommendations : Highlight the difference between Europe and the European Union as well as the differences between their institutions.

People that don't think the European commission is a European Union institution, were mainly involved in the following fields of studies:

- education: 30%
- languages and social science: 10%
- communication 20%

Generally speaking 80% of the people are aware that the European commission is part of the European Union institutions and 90% of the people are aware that the European parliament is also part of the EU. But on the other hand they have less knowledge about the European Union Court of Justice : Approximately 50% of the people are not sure whether it is part of the EU institutions or not.

Do not know how to interact with the EU institutions



People having been studying languages, education, social sciences or communication think they have an overall knowledge about the possibilities how to contact the EU institutions (about 65%). 45% of the pooled believe that the European Citizens' Initiative (ECI) is one of the citizens' rights. But approximately 55% of the pooled does not know that the ECI exists.

Propositions : In order to better the survey, it might be interesting to ask first if they believe that they can appeal EU institutions' decisions or have recourses to communicate with those institutions or if they can influence and participate in the decision-making process.

After that, you should ask if they know of any (yes I know and I know how to do it, yes I know but I don't know how to do it, No i don't know any), and then ask if they have exercised any of these rights.

About 30% of the pooled people think that going through an Ombudsman is one way to interact with the European Union Institutions. About 70% of them do not know that formulating a complaint to the Ombudsman is one of their rights.

Approximately 35% of the people polled think that the initiating or signing a European Petition is one of their rights.

Approximately 65% of the citizens do not know that the European Petition exists.

35 % of the citizens answered that they do not know of any of these recourses.

Recommendations : Augment the level of knowledge of the citizens on the different ways they can interact with the EU institutions. Indeed, 55% of them do not know that the ECI exists, 70% don't know that they can formulate a complaint to the Ombudsman, 65% don't that European right to petition exists.

We can suppose that the citizens have not exercised this right because they did not know they had it. We can also ask ourselves if, should the citizens learn more about their rights, they will realize the impact they could have on European decisions, and feel more European.

Amongst the polled citizens, 2% have initiated a petition, which represents about 4 citizens. We cannot analyse the answers to this question as there could have been confusion as to whether we were referring to a national or a European petition.

Recommendation : For the survey, maybe rephrase the question or add a “help” button. To increase the level of knowledge, sensitise on what these recourses can do, what has been accomplished in the past through them (with concrete examples : right to water ECI) and what their impacts are at a national and European level.

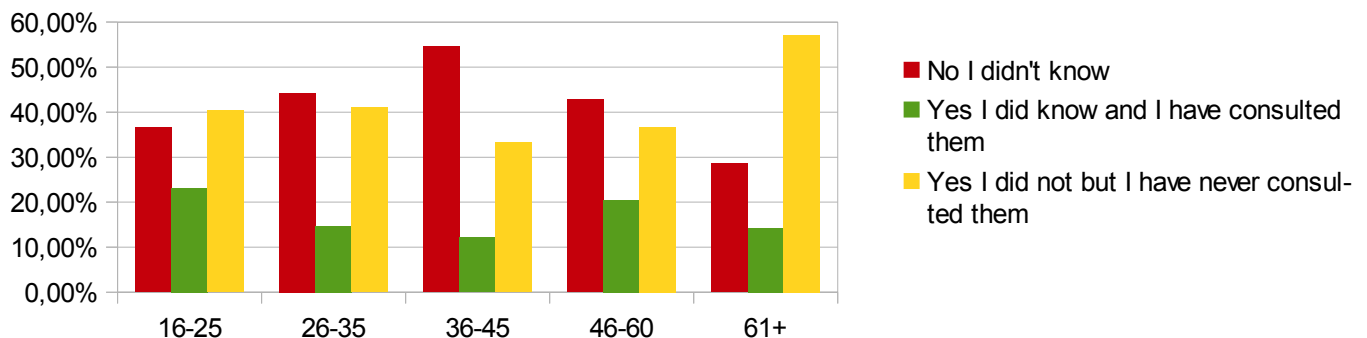
55% of the citizens say they do not know what ECI is. 6% have already signed a ECI and 1% has initiated one. 2 people have already formulated a complaint to the Ombudsman.

In total between 90 and 99% have never interacted with EU Institutions. The 36-45 category have the least amount of knowledge about their rights : 35 % of them estimate that they can not vote. Although the majority of correct answers come from people aged between 16 and 35 years, more than 50% of them replied that it was not possible.

The majority believes it is possible to stand as a candidate in European elections, the pooled citizens are more than 45% to think that it's not possible.

OFFICIAL DOCUMENTS OF THE EU

Official documents of the EU

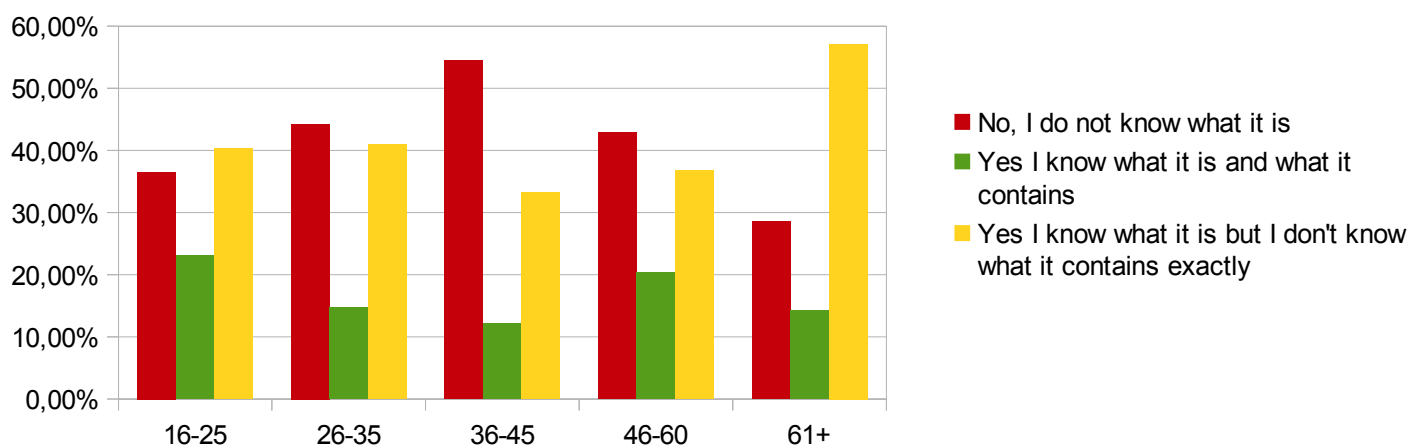


Approximately 65% of the citizens know they can consult official documents of the EU. 35% say they did not know. Almost 50% of the citizens say they know they can consult official documents produced by the EU institution but they never have. This means that only 15% of the interviewees affirm that they have already consulted the official documents from the European Union. We can suppose that most of them have never consulted them because they did not know where to look. Indeed, we can see that the official websites where those documents can be found are not known by the citizens.

It is mostly people who have studied in the fields of small business sectors, secretarial department, administrative technique, work and public works and the health sector, who did not know they could consult the official documents.

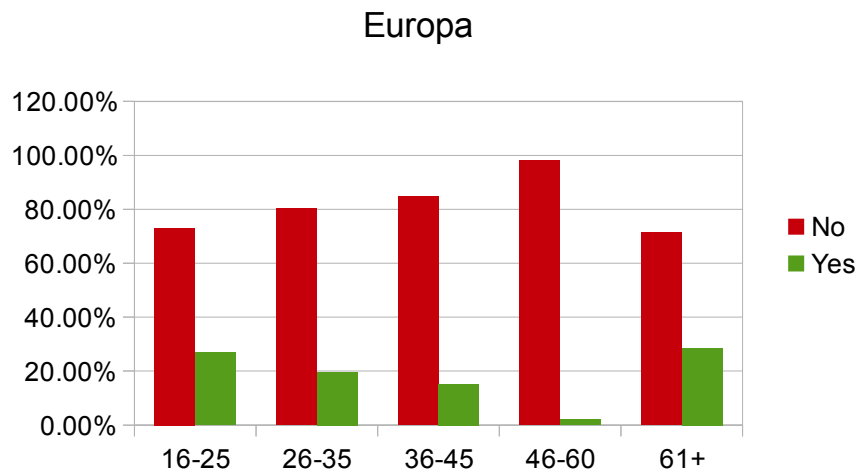
CHARTER OF FUNDAMENTAL RIGHTS OF THE EU

Charter of Fundamental Rights of the EU



Almost 45% of the citizens do not know what the Charter of fundamental rights is even though it is the charter that regroups and dictates all the rights of European union citizens. It is the people under the age of 25 that know what the charter is and what it contains. We can suppose here that the charter was included in school programs. Almost 40% of the citizens know the charter exists but don't know what it contains exactly and almost 18% to know what the charter is and what it contains.

MEDIA



Only a little over 15% of the citizens know the website Europa. The official EU websites such as Europa, Europarl are known by only a very few amount of people. The different ways implemented to facilitate access to information regarding the European citizens' rights are also known by very few people (EuropDirect).

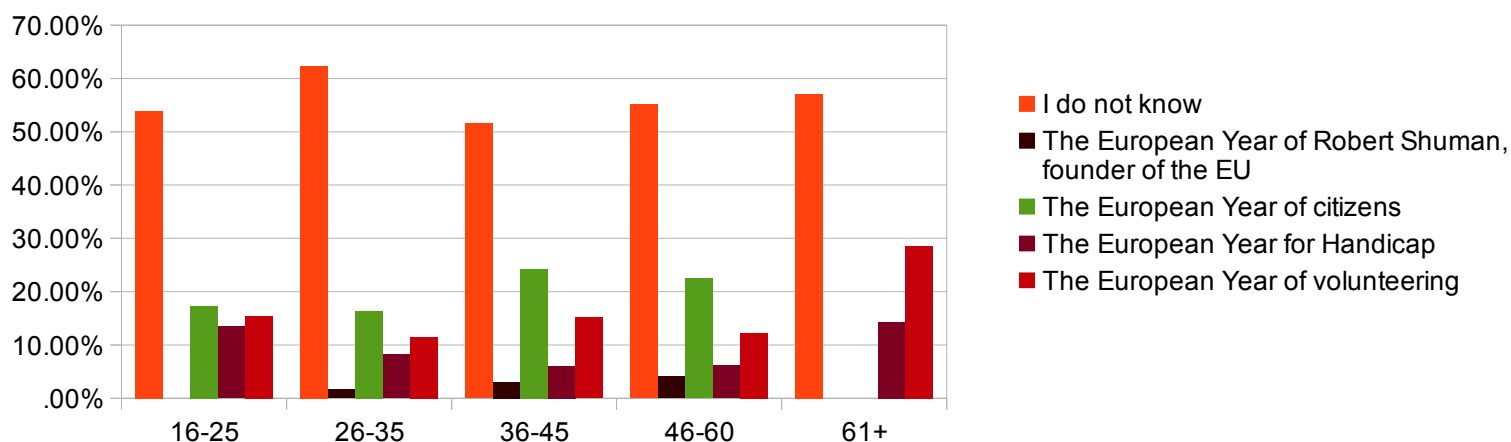
But a majority of the citizens would like to be more informed through internet websites, even though these websites already exist, which means they are not well known by the citizens.

Recommendations : Improve communication around the official EU websites, how to use them and the informations they contain. In order to improve the survey, the citizens should be asked if they have consulted any of these medias, after asking if they knew any of them, to get a more accurate overview of their level of interest and curiosity.

Almost 15% know EuropeDirect. Less than 5% know EuroParl. 5% know Eurolex. Over 75% know Arte. Over 75% know Euronews. Arte, Euronews, & Eurosport are the most accessible medias.

EUROPEAN YEARS

The European Years for citizens 2013 2014



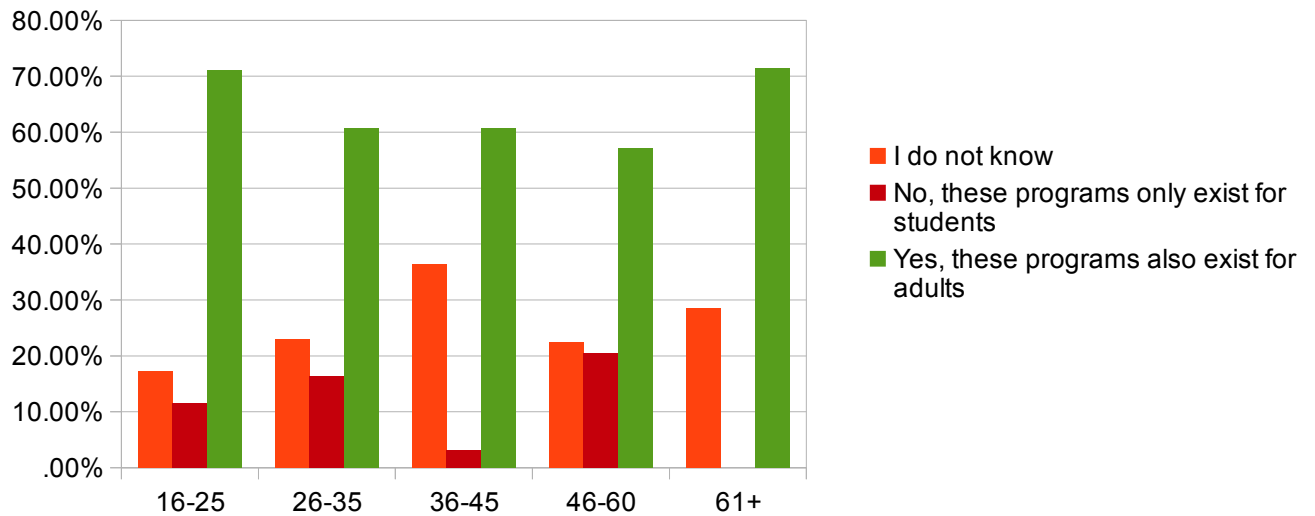
Approximately 55% of the citizens answered that they do not know what the European theme for the years 2013-2014 is. Over 25% gave a wrong answer and less than 20% gave the correct answer.

80% were not or were badly informed regarding the theme, even though it is a theme that was chosen to increase the level of knowledge of the citizens on their rights (the upcoming may elections for instance) and increase the level of proximity between them and the EU institutions.

We can ask ourselves if the steps and measures that were taken as part of the European Year for citizens were enough and if they truly allowed for citizens to improve their level of knowledge. Indeed, 80% of the citizens polled were not aware of the theme for the years 2013 and 2014 or even that themes were given each year.

EUROPEAN MOBILITY PROGRAMS

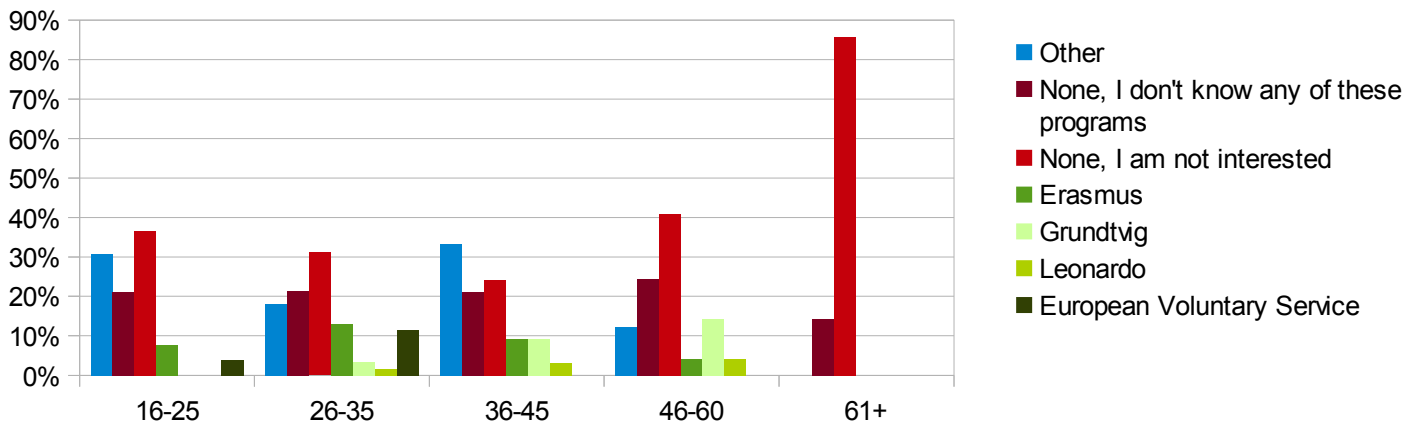
European Mobility Programs for adults



Close to 25% of the citizens didn't know that european mobility programs also existed for adults, and almost 15% answered that there weren't any programs made for adults. Almost 60% said that such programs for adults exist.

65% of the citizens who have resided, worked, traveled or studied in another european country know that european mobility programs for adults do exist.

Which European Mobility Programs have you participated in ?



Among the citizens who were asked, 20% said they did not know any of the listed programs (Leonardo, Erasmus, EVS, Grundtvig), and 35% said they weren't interested in any of them.

Close to 10% have already done an Erasmus program, 5 % a Grundtvig one, 5 % a EVS, 2 % a Leonardo one.

Among the 16-25 category, the most “popular” program is Erasmus with almost 10% of participants and the ESV, with 5%.

For the 26-60 categories, between 5 and 15% of the people in that category have done one of the listed programs.

The citizens who don't know any of these programs have done no studies or studied in the industry and small business sectors, transports and public works, accounting and management.

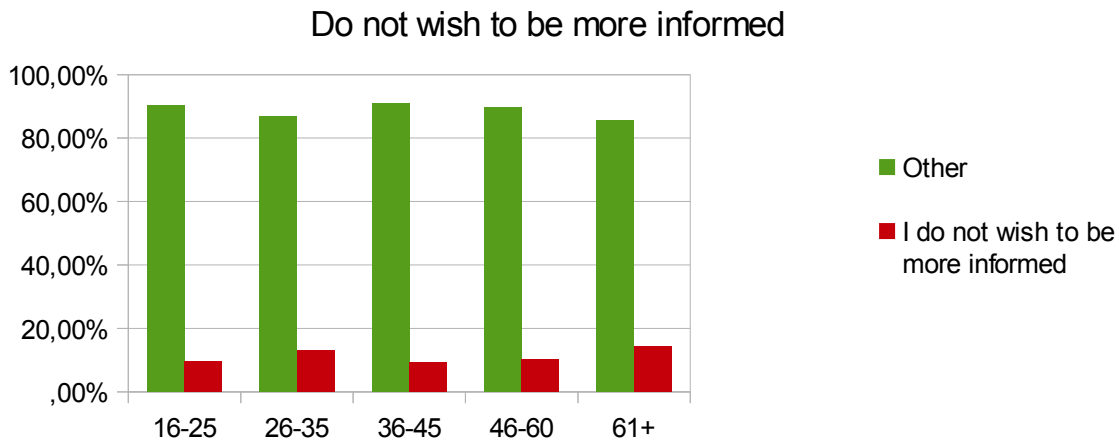
Most of the polled people that studied education (85%) and languages or social sciences (75%) know that European mobility programs are not only for students.

The citizens that have studied in the secretarial sector, agronomy, transports and public works, information and communications are over 50% to not be interested in any European Mobility Program.

The people who studied for one year or less are torn between ' I don't know' , in 40 % of the cases and ' I am not interested ' in 60 % of the cases. The more the level of studies increases, the more the lack of interest decreases. The people having checked the 'other' box all said that they were interested but hadn't had the opportunity to participate in a mobility program, or that they had the

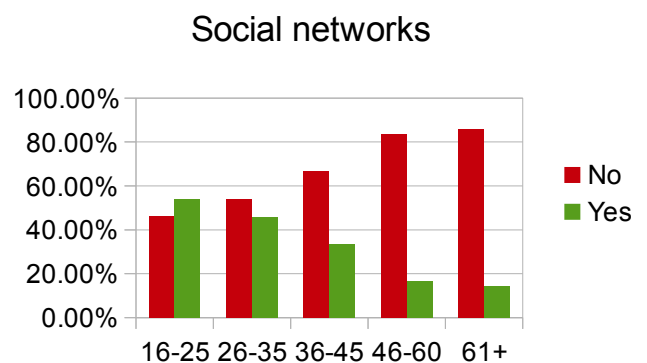
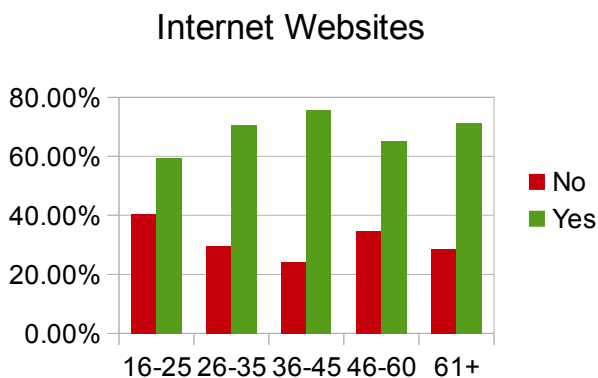
intention to do one. Approximately 3 people commented that they had participated in the Comenius Program.

INFORMATION AND RAISING AWARENESS



Over 90% of the general citizens did not say that they did not wish to be informed on their rights as European citizens.

We can suppose that a vast majority of the citizens who were asked, could be more interested and could feel more implicated and concerned in the EU and in their rights if they had an easier access to information and if it was easier for them to understand the different roles of the institutions and the various missions of the European Union.



When asked how they wished to be informed, about 65% of the citizens said they did not wish to be more informed through television programs. The ones that did, are mostly young citizens (40%)

Almost 40% of the citizens wish to be more informed through social networks. They are mostly made up of citizens under the age of 35 (between 55 and 45%). Only between 15 and 35%

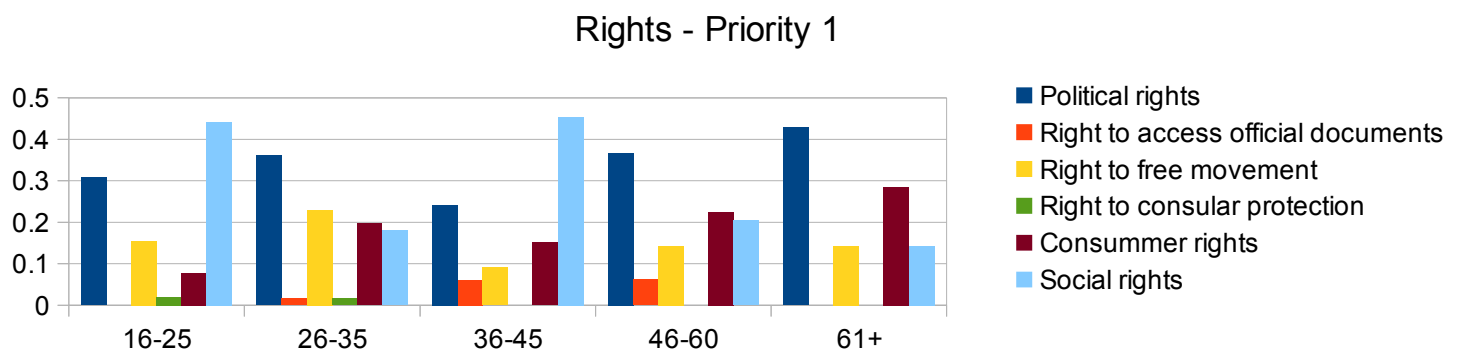
of the citizens over 36 said they wished to be more informed through social networks.

Recommendations : In order to attract the youngest citizens, social networks and television programs seem like a good way to do so. They are their favorites.

“Internet websites” was the most frequent answer (almost 70%). However, like it has been mentioned before, internet websites (official ones) to inform the citizens on their rights do exist but aren't well known.

Recommendation : Facilitate the access to these websites, their advertisement...

Getting information through organizations is preferred by the citizens under 35 (40% of them). However, we can see that EuropDirect, which is often a partner of organizations and information centers is known by very few citizens. We can ask ourselves if the pooled citizens would go to these organizations to get more information or if they would rather wait for the information to be made more accessible, like during public debates hosted by organizations.

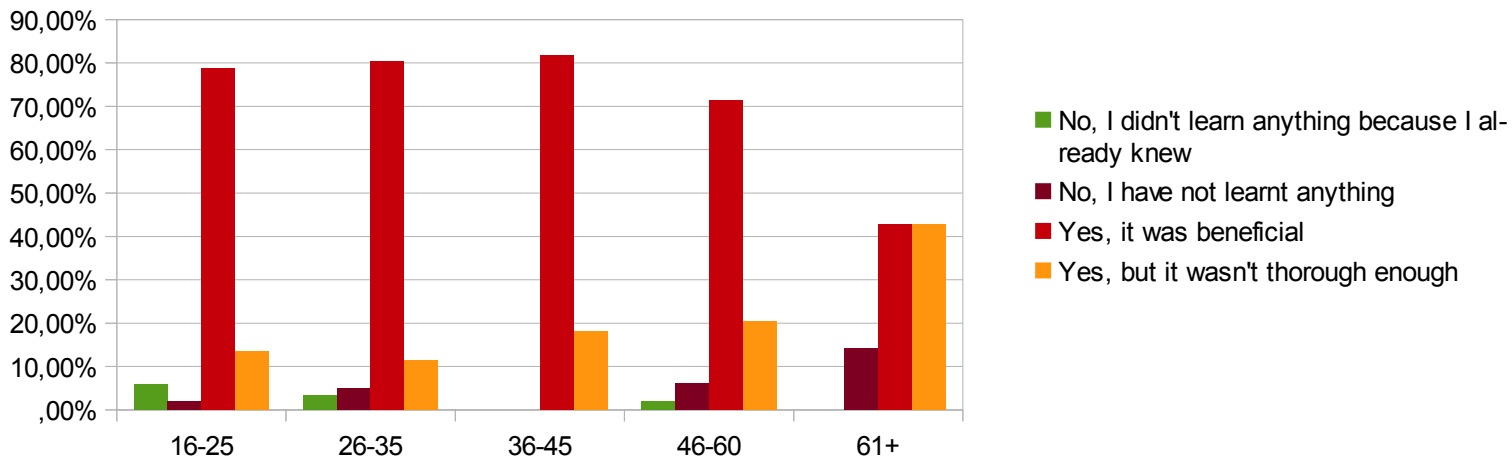


Social rights (35%) and political rights (30%) were prioritized by the citizens, which means that in general, the citizens would rather be kept informed on these two rights.

'Social rights' were ranked number 1 mostly by citizens under 25 (45% of them) and citizens between the ages of 36 and 45 (45% of them). Consumer protection rights and the right to free movement were ranked number 2 (by 15%).

The rights to access official documents produced by the EU institutions, and the right to consular protection are not considered as important by the citizens. According to how very few people wish to be more informed on these two rights, we can assume that the citizens already know enough about them and that maybe the informations that were given to them during the survey were considered to be enough.

Have you learnt anything through this survey ?

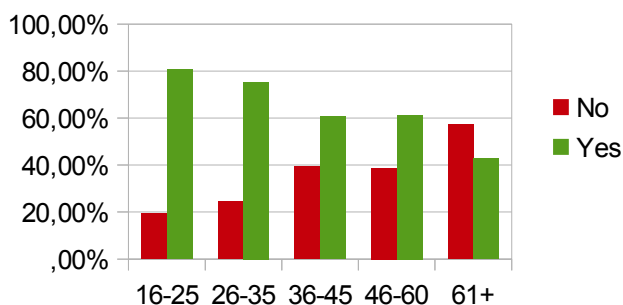


Approximately 75% of the citizens said that the survey allowed them to enrich their knowledge and that it was beneficial. However, 15% said the informations that were given weren't thorough enough.

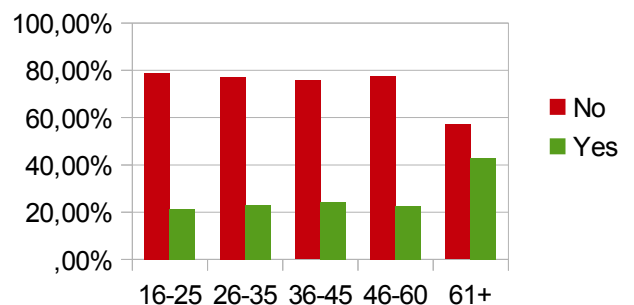
Recommendations : To improve the survey : we cannot know if the people who thought the survey wasn't thorough enough tried to get more information through the web links that were inserted throughout the survey. However it can be interesting to add a summary/recapitulative note of all the EU citizens' rights and maybe add the correct answers to the questions at the end.

RAISING AWARENESS

EU is a chance, an opportunity



EU has an impact on my everyday life



The citizens who feel that the EU is a chance, an opportunity are mostly under 35 (between 75 and 80% of them). The citizens ages 36 through 60 are in disagreement over the question : 60% of them say that the EU represents a chance, an opportunity while 40% of them disagree.

Recommendation : it could be interesting to center some of the awareness-raising sessions

around this category of citizens, in order to present more thoroughly why and how the EU concerns them and how it can be a chance, an opportunity for them too.

About 35% of the citizens said that the EU was a good idea but doesn't match the realities of the EU citizens. This could indicate that the citizens feel that the EU institutions are too “far” from them and too focused on economic and commercial matters, and too bureaucratic (this is what has been said in the “comment” boxes).

Approximately 25% of the citizens said the EU has an impact in their everyday lives and it so happens that EU does an impact on their european citizenships.

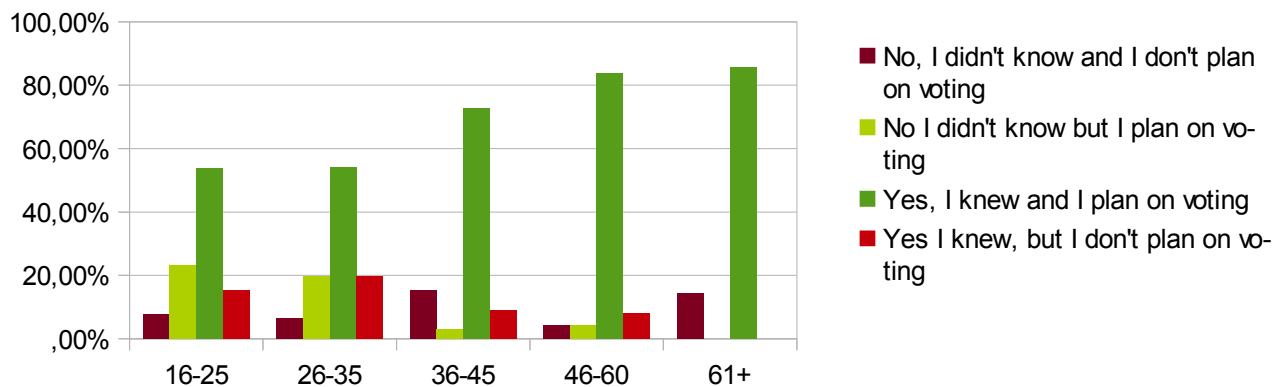
Recommendations : it could be interesting to use concrete examples when referring to the actions of the EU in order for citizens to realize the role they play everyday in it. Also, by emphasizing the influence of the EU political institutions on national politics and reglementations, the EU citizens would realize more effectively how important it is for them to vote for the elections of european parliament.

For instance, the citizens could be sensitized on the fact that the EU implemented or is working on implementing regulations concerning : television programs, commercials, labeling of consumer goods, reduction of greenhouse gazes, protection of wild birds, mandatory recycling of batteries, conception of medicine specific to children, then ban of animal experimentation for cosmetics, an emergency phone number, a passport for animals, european airline companies competition in order to limit the costs, driving licences valid in all of the EU member states, fight against aerial terrorism, mobility in airplanes for disabled persons, road safety (mandatory seatbelt), the ban of job offers specific to one sex, the ban for under 15 year olds to work, paid leaves of at least 4 weeks in the EU, maximum of 48h/week working time, certificate of conformity for products with the EU requirements, the end of dishonest commercial practices, the indication of prices per unit on price tags, the cancellation of contracts, equal cross-border banking charges at the expense of the country of origin, Europass, university common cursus LMD.

By doing so, the citizens would be made aware of how deeply they are affected by the EU without realizing it and how by voting in the European elections, or by initiating European Citizens Initiatives, they could participate in the implementation of these measures.

MAY 2014 EUROPEAN ELECTIONS

May 2014 European elections



Approximately 20% of the citizens did not know that the next European parliament elections will be held in May 2014 and 80% do know.

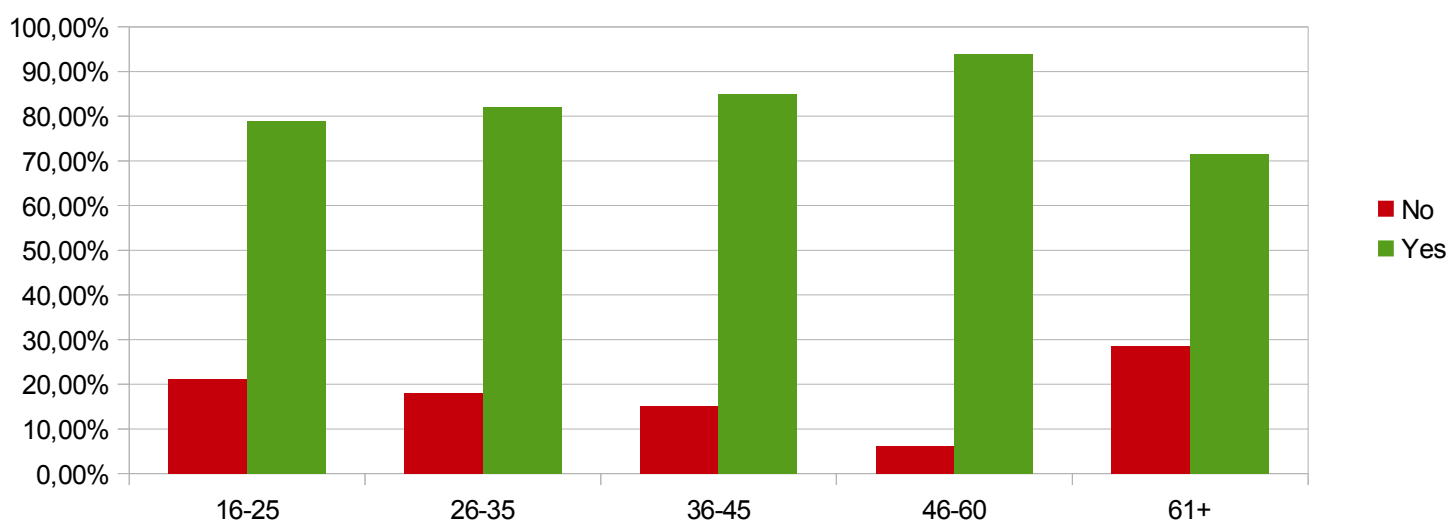
About 80% of the citizens plan on voting while 20% do not.

It is mostly the under 35 year olds who were the less aware of the fact that the next elections will be in May 2014 (35 to 40%)

Recommendations : Increase communication and advertisement towards the younger citizens around the upcoming elections in order to remind them of how much EU influences national politics and legislations and therefore their own lives.

DO YOU FEEL LIKE A EUROPEAN CITIZEN ?

Do you feel like a european citizen



According to the survey, 85% of citizens feel that they are european citizens. The Survey shows the same tendencies as the 2014 Eurobarometer who also asked citizens if they felt like european citizens : people generally do feel like european citizens, more so than not.

France : Yes 61%, No 38%

Spain : Yes 66%, No 33%

Germany : Yes 75%, No 25%

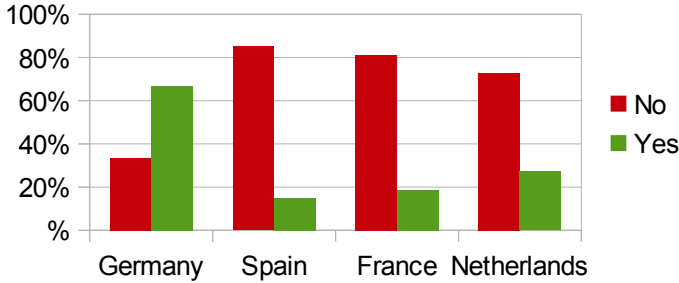
Netherlands : Yes 59, No 41%

EU : Yes 61%, No 38%

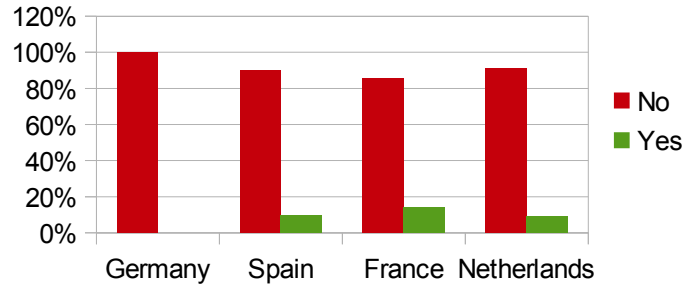
Through our survey and according to the different age categories, people seem to feel more european than they did in the eurobarometer. The category between 46 to 60 years old represents the citizens who fell european the most. As it's the category of age that is the closest to the creation of the EU, we can suppose that there is a link. Having witnessed EU construction from the beginning has had an impact on their feeling of membership towards the EU.

THE ANSWERS ACCORDING TO COUNTRIES

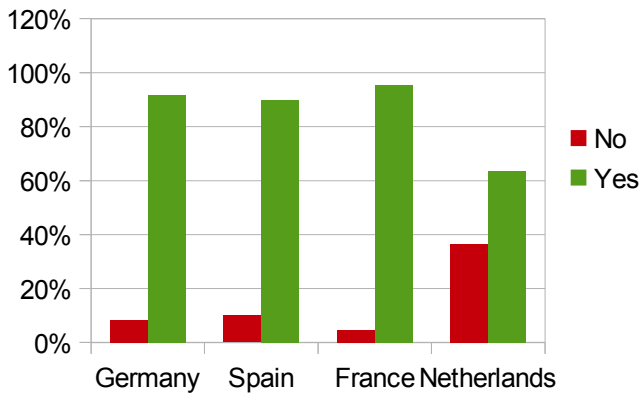
I have already lived in another EU country



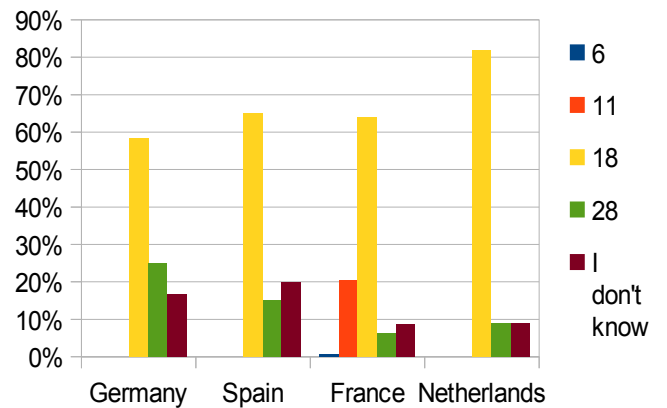
I have never lived, travelled, studied in another EU country



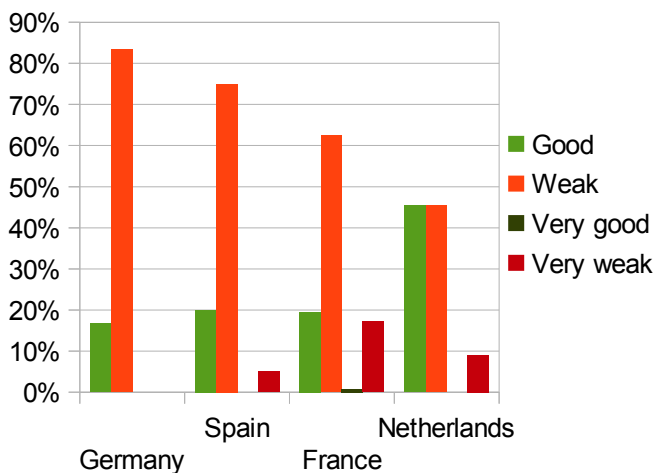
As a european citizen, can I move freely within the EU ?



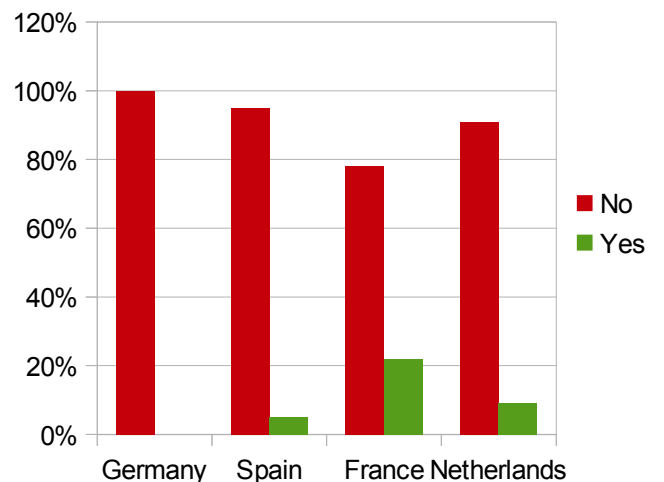
How many EU states use the euro as a currency ?



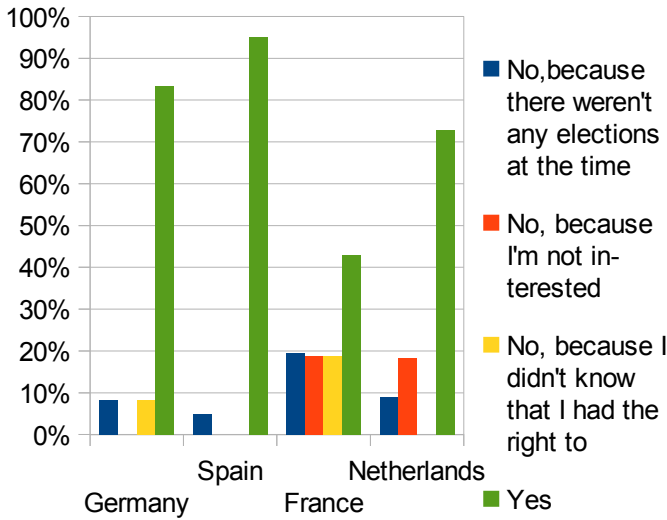
Auto-evaluation of the level of knowledge



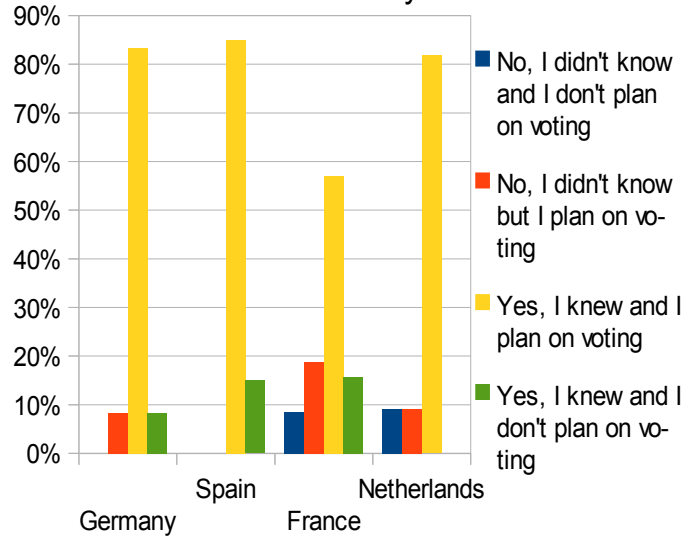
Media : Do you know "Europa" ?



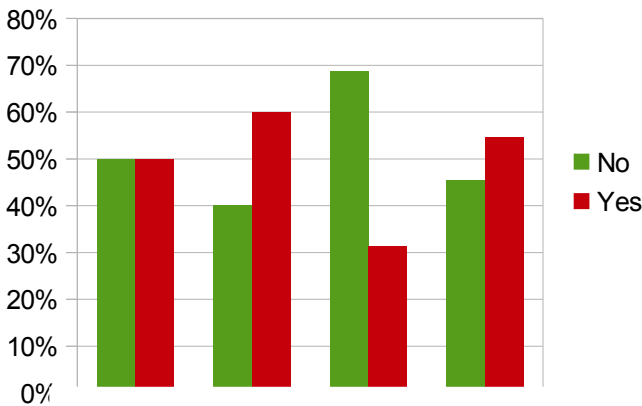
Did you ever vote for the European Parliament elections ?



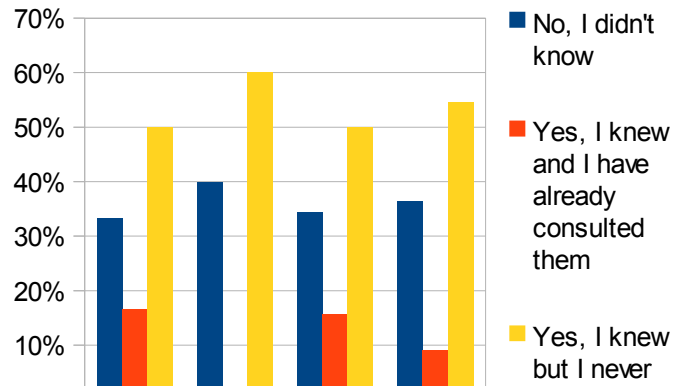
Did you know that the European Parliament elections will be held in May 2014 ?



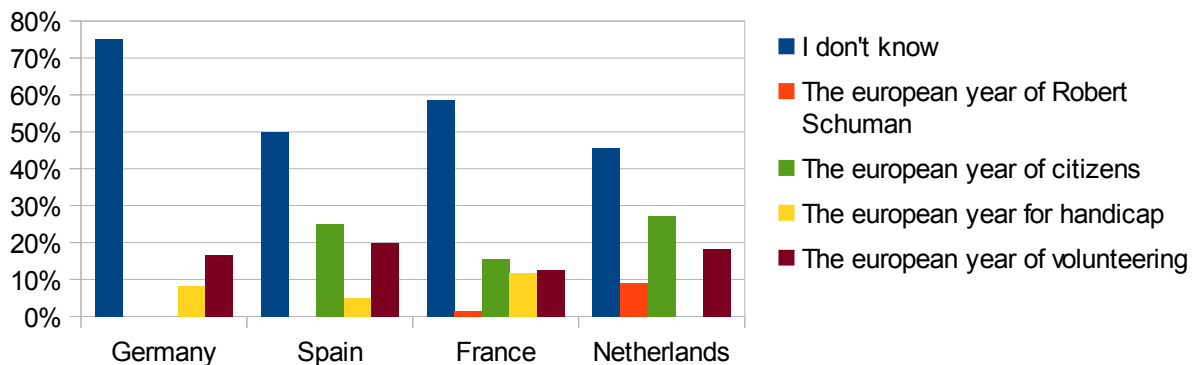
Do you think the European Council is an institution of the EU ?



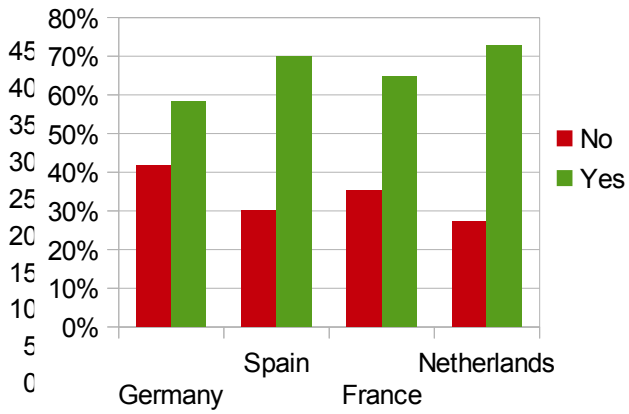
Did you know that you could consult the official documents of the EU ?



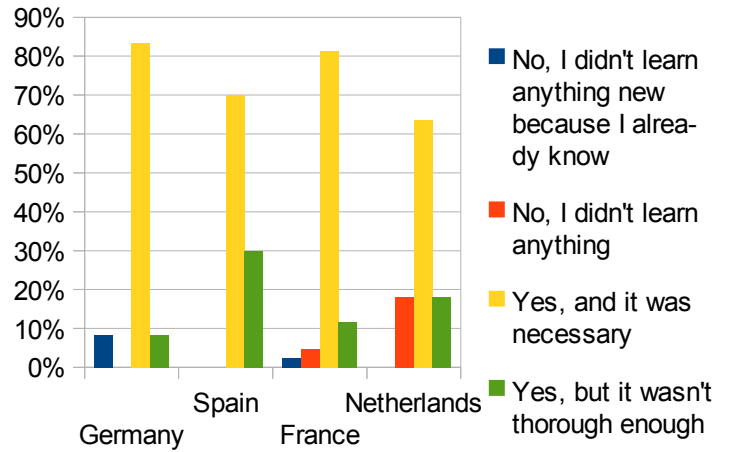
Theme of the years 2013 2014



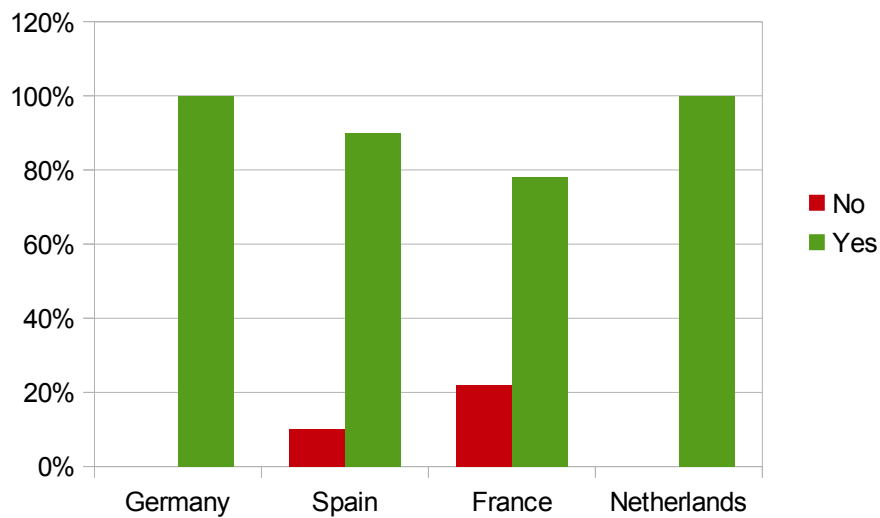
Do you wish to be better informed by websites ?



Did this survey enrich your level of knowledge ?



Do you feel like a european citizen ?



SUMMARY OF OUR RECOMMENDATIONS

The survey's purpose was to evaluate the level of knowledge of the polled citizens and to inform them on their rights. It allows us to have more extensive knowledge of what people know about the European Union and also, by asking the polled citizens if the survey had taught them anything, to see that it had served its purpose to inform them. Indeed, most citizens said the survey allow them to enrich their level of knowledge.

What we have noticed during the course of our analysis, is that in many cases, the citizens know more or less that they have the certain rights, but they probably do not realize that if they have these rights, it is because of the European Union.

- **The Euro zone**

There are over 20% of the categories 36-45 and 61+ who believe that all of the EU countries possess the euro as a currency. It could be interesting to clarify the difference between the Euro Zone and the European Union. We can suppose that some people associate the euro zone to the EU when the two notions are in fact distinct.

- **Consumer protection**

The legislation surrounding the right to consumer protection is often unknown by the citizens. Either they do not know that such legislations exist or they are unaware of the fact that they were implemented by the EU. Not knowing this can affect the way people view the EU and its proximity to the citizens. It seems important to inform the citizen of the various legislations that were implemented by the EU to protect their rights as consumer, mostly by giving them concrete examples, so that they can realize the impact that the EU has on their lives and can feel more involved and concerned.

- **Political rights**

Even though a majority of 80 % of citizens knows they can vote in municipal elections of their country of residence, almost 20 % don't, or do not know how to exercise this right. It would be interesting to raise awareness of the people through the various embassies' websites, travel guides etc.

It could be interesting to use concrete examples when referring to the actions of the EU in order for citizens to realize the role they play everyday in it. Also, by emphasizing the influence of the EU political institutions on national politics and reglementations, the EU citizens would realize

more effectively how important it is for them to vote for the elections of European Parliament.

For instance, the citizens could be sensitized on the fact that the EU implemented or is working on implementing regulations concerning : television programs, commercials, labeling of consumer goods, reduction of greenhouse gases, protection of wild birds, mandatory recycling of batteries, conception of medicine specific to children, then ban of animal experimentation for cosmetics, an emergency phone number, a passport for animals, European airline companies competition in order to limit the costs, driving licences valid in all of the EU member states, fight against aerial terrorism, mobility in airplanes for disabled persons, road safety (mandatory seatbelt), the ban of job offers specific to one sex, the ban for under 15 year olds to work, paid leaves of at least 4 weeks in the EU, maximum of 48h/week working time, certificate of conformity for products with the EU requirements, the end of dishonest commercial practices, the indication of prices per unit on price tags, the cancellation of contracts, equal cross-border banking charges at the expense of the country of origin, Europass, university common cursus LMD.

By doing so, the citizens would be made aware of how deeply they are affected by the EU without realizing it and how by voting in the European elections, or by initiating European Citizens Initiatives, they could participate in the implementation of these measures

- **Rights related to the institutions**

It seems important to facilitate the comprehension of how the EU institutions work, their role, their importance in the decision making process and the involvement of the national institutions in it.

As it has been proven in the survey, most citizens are unable to differentiate the institutions of Europe and the institutions of the European Union. Highlighting the differences between the two entities could lift the confusion that often surrounds the European Union.

In order to better the survey, it might be interesting to ask the citizens first if they believe that they can appeal EU institutions' decisions or have recourse to communicate with those institutions or if they can influence and participate in the decision-making process. Through the survey, we were unable to identify how many people knew that they even had such possibilities before they were given the different choices.

Augment the level of knowledge of the citizens on the different ways they can interact with the EU institutions. Indeed, 55% of them do not know that the ECI exists, 70% don't know that they can formulate a complaint to the Ombudsman, 65% don't know that the European right to petition

exists. If people knew exactly what their options were and how to proceed, maybe they would be inclined to voice their opinions more often, when the time came.

For the survey, maybe rephrase the question regarding the different recourses or add a “help” button, to make sure that when people select a box they are sure of what it means (fear that most people who said they had signed or initiated a petition meant a national petition). To increase the level of knowledge, sensitize on what these recourses can do, what has been accomplished in the past through them (with concrete examples : right to water ECI) and what their impacts were at a national and european level.

- **Information and raising awareness-raising**

Means of communication around the official EU websites must be developed, in order to show the citizens how to use them and tell them the informations they contain.

To improve the survey, the citizens should be asked if they have consulted any of these medias, after asking if they knew any of them in order to get a more accurate overview of their level of interest and curiosity.

In order to get the citizens more involved in the European Union, and maybe develop their familiarity to it, could be interesting to implement grand scale games around different subjects that concern the EU :

- Moving debates : One statement is made by the entertainer of a group : for example “The EU has no impact on my everyday life”. The people who agree with this statement go to the left side of the room/space. The people who disagree go to the right. People are then invited to explain their points of view and create a debate with the others. If and when someone has been convinced of the other one's point of view, he can move to the other side of the room, with no restrictions when it comes to going back and forth. .

This game can make people exchange on a subject and be open to having their opinions changed according to the different arguments. It can also allow people to remain open minded towards the EU and not be as prejudiced about it as they may have been before the debate.

- Turning the idea of getting to know and understand the EU better into game : trivia pursuit, a “truth and rumors” game about the EU ...

In the survey analysis, we cannot know if the people who thought the survey wasn't thorough enough tried to get more information through the web links that were inserted throughout

the survey. However it can be interesting to add a summary/recapitulative note of all the EU citizens' rights and maybe add the correct answers to the questions at the end.

It could be interesting to use concrete examples when referring to the actions of the EU in order for citizens to realize the role they play everyday in it. Also, by emphasizing the influence of the EU political institutions on national politics and regulations, the EU citizens would realize more effectively how important it is for them to vote for the elections of European parliament.

- **Right to free movement**

Globally, a majority of the citizens has already either travelled, resided, studied or worked in the EU. In order to get a more accurate overview of how many has done each, it could be interesting to separate each answer and not present them in a single block like it has been done in the survey.