

COMMUNICATION OF EUROPEAN UNION EMPLOYMENT AND SOCIAL POLICIES

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This document does not represent the point of view of the European Commission. The interpretations and opinions contained in it are solely those of the authors.

This public opinion survey was carried out at the request of Employment and Social Affairs Directorate-General and was managed and organised by the Directorate-General Press and Communication ("Public Opinion Analysis" Sector).

It was conducted in all the Member States of the European Union between 2 November and 12 December 2003, under the general coordination of the European Opinion Research Group E.E.I.G. in Brussels.

The technical specifications, the names of the institutes involved in the research and the questionnaire are annexed.

The European Commission accepts no liability of any kind arising from this report.

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Introduction

This report presents the perception of the European Union citizens of the key messages communicated by the European Union¹ in employment and social affairs. It also covers the usage of different communication channels to get information about what the European Union does in this field.

The data making up this report were gathered between 2nd November 2003 and 12th December 2003 and are part of wave 60.2 of the Standard Eurobarometer. This survey comprised seven questions covering the following topics:

- Awareness of the European Union citizens of the role played by the European Union in employment and social affairs, as well as the awareness of specific actions in this field.
- General perception of the European Union policies in the field of employment and social affairs
- Sources of information used to get information on this field and those that can be useful for the European Union citizens in the future.
- Importance to get information about the European Union employment and social policies
- Need for information after the European Union enlargement

In each member state, these questions were asked to a representative sample of the national population aged fifteen and over. 16 059 people in total were interviewed, an average of around 1 000 people per member state, except in Germany (2 000 : 1 000 in the new Länder and 1 000 in the old Länder), the United Kingdom (1 300 : 1 000 in Great Britain and 300 in Northern Ireland) and Luxembourg (600). We should point out that the figures presented in this report relating to the European Union as a whole are a weighted average of the national figures. The weighting used for each member state is the share represented by the population aged 15 and over of that country within the population aged 15 and over of the European Community as a whole².

¹ In the questionnaire it is referred to the European Union rather than the European Commission, as the average respondent might not be able to discriminate between the different Institutions of the European Union.

² Cf. the technical specifications can be found in the appendices.

The technical specifications, which can be found in the appendices, give details about all issues relating to the methodology such as fieldwork dates, sample selection, population covered, weighting, confidence limits, etc. We should define certain terms used in these technical specifications: the marginal weighting factor is the one based on just a single variable, such as age or sex, while the crossed weighting factor is based on two variables crossed with one another, such as age with sex for example. The NUTS regions are « a classification of the regions in the European Union according to a hierarchical structure with three levels ». The Eurobarometer is weighted on the basis of the NUTS 2 regions.

It should also be noted that the total of the percentages presented in the graphs illustrating the report and in the tables forming the appendices, might be over 100% if the respondent had the possibility of giving several answers to the same question.

It is also possible that the total doesn't add up to exactly 100%, but a number very close to it (99% or 101% for example). This is due to rounding.

The following abbreviations are used to refer to the member states :

B	Belgium
DK	Denmark
D	Germany
GR	Greece
E	Spain
F	France
IRL	Ireland
I	Italy
L	Luxembourg
NL	Netherlands
A	Austria
P	Portugal
FIN	Finland
S	Sweden
UK	United Kingdom

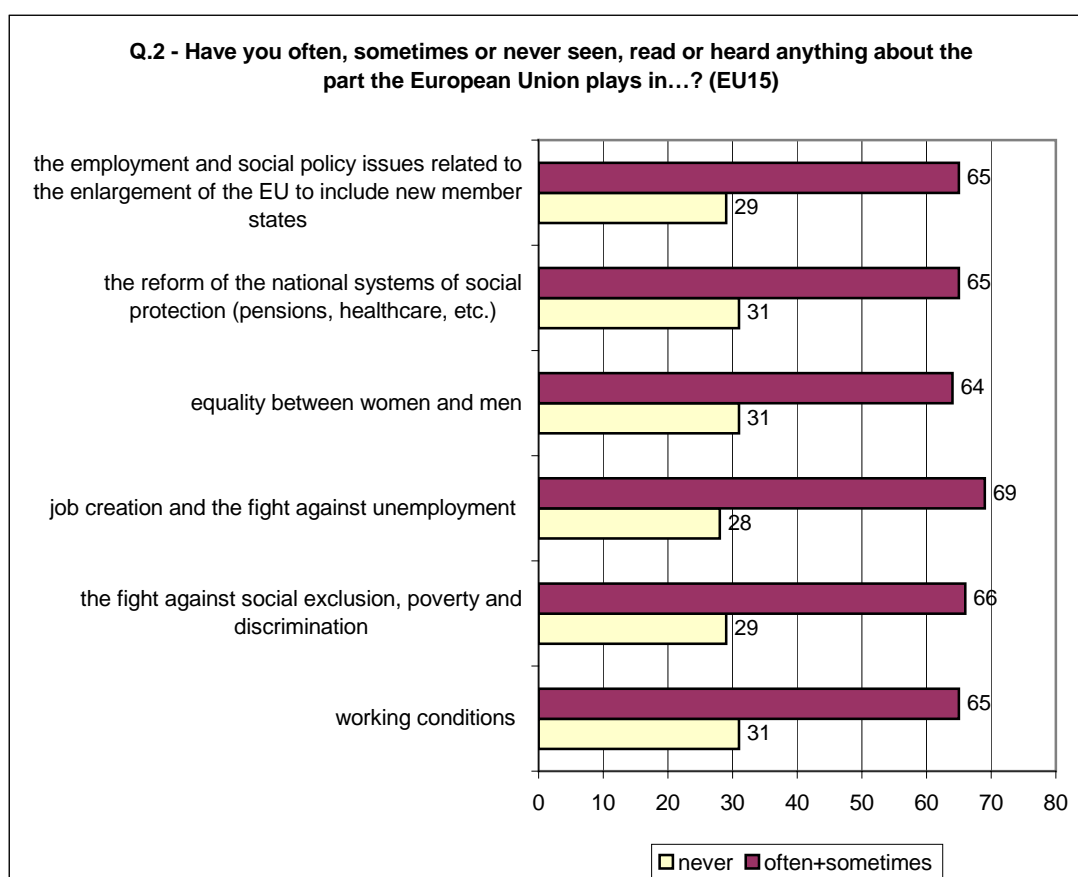
The abbreviation used to refer to the European Union as a whole is « EU 15 ».

1. Respondents' awareness of European Union employment and social policies

1.1. Awareness of the role played by the European Union in the area of employment and social affairs

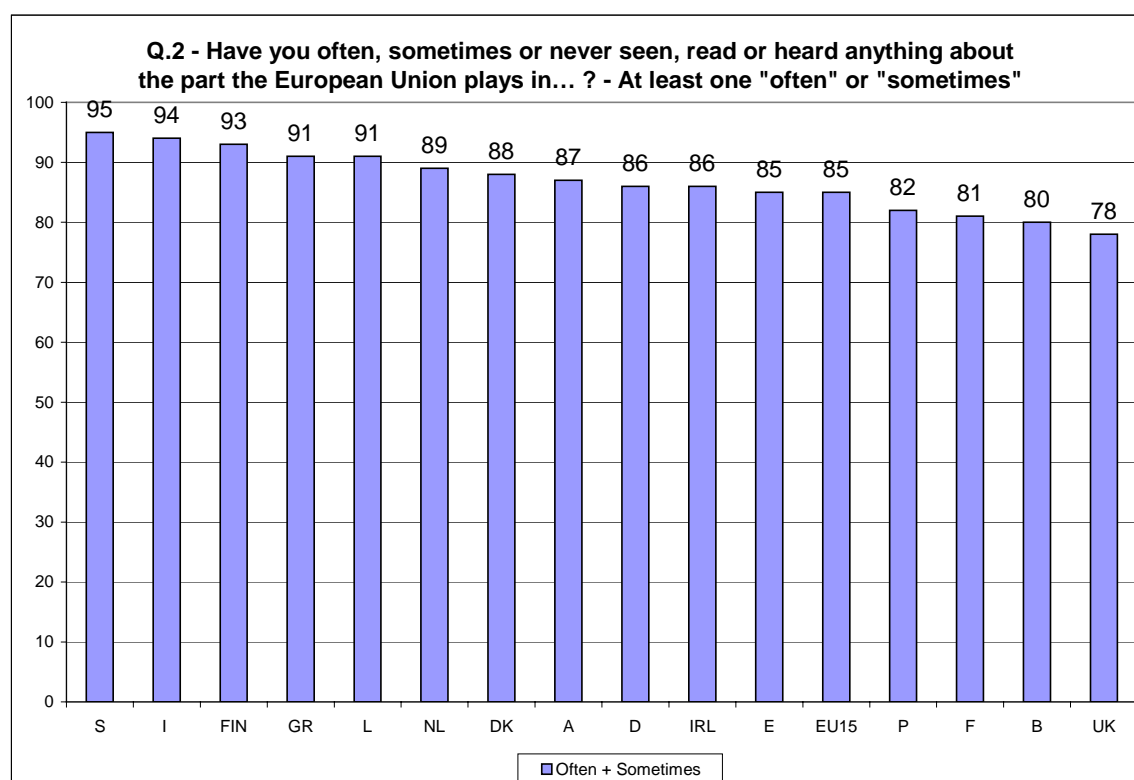
Respondents were asked to say whether they have often, sometimes or never seen, read or heard anything about the part the European Union plays in the following areas:

- Job creation and the fight against unemployment
- Working conditions
- The fight against social exclusion, poverty and discrimination
- The reform of national systems of social protection (pensions, healthcare, etc.)
- Equality between women and men
- Employment and social policy issues related to the enlargement of the European Union to include new member states



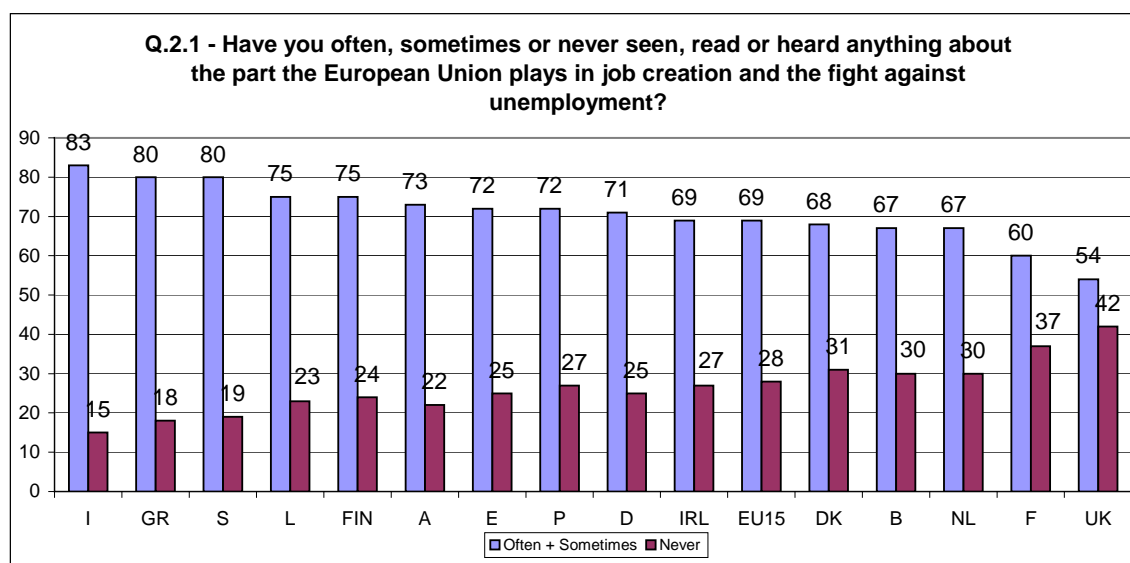
When looking at the results for each of the areas presented to them, it appears that more than 60% of the respondents have already seen, read or heard something about each of them, whether “often” or “sometimes”.

Overall, **85% of the European Union citizens have already seen, read or heard at least one of the areas of employment and social affairs where the European Union is active.** This figure goes up to 95% in Sweden, 94% in Italy, 93% in Finland and 91% in Greece and in Luxembourg.



With 69% of EU citizens having answered positively to it (22% “often” and 47% “sometimes”), “job creation and the fight against unemployment” is the area that enjoys the highest awareness. It is closely followed by “the fight against social exclusion, poverty and discrimination” (66%), “working conditions”, “the reform of the national systems of social protection” and “employment and social policy issues related to the enlargement of the European Union to include new member states” (65% each) and “equality between women and men” (64%).

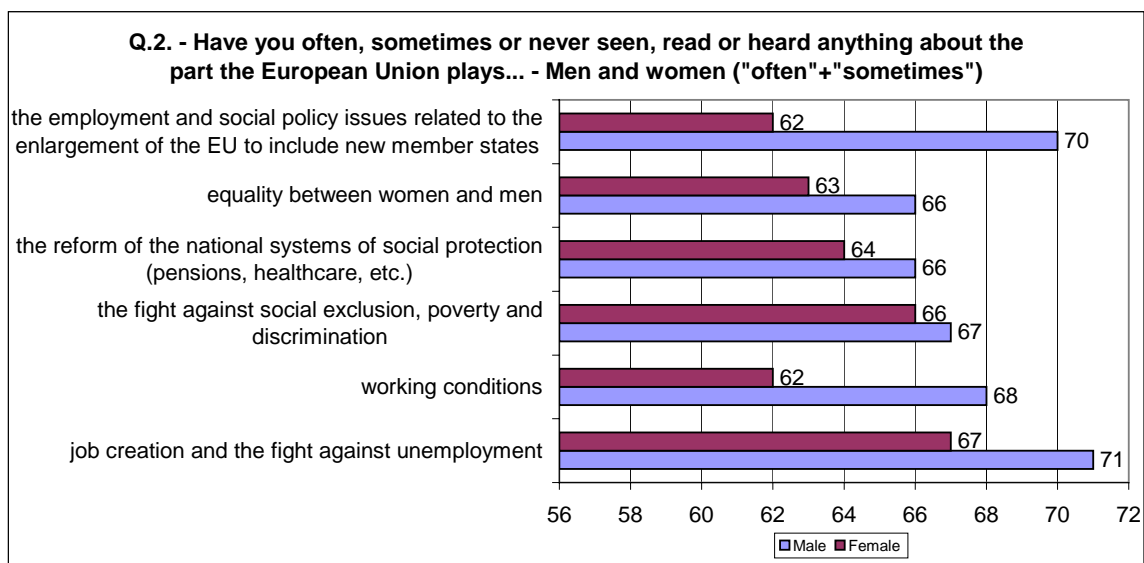
The country-to-country analysis shows that in Italy, in Greece and in Sweden the level of awareness about the role played by the European Union in job creation and in the fight against unemployment is the highest compared to elsewhere in the European Union. In these 3 countries, more than 80% of the population have already heard about it. In the UK and in France, on the other hand, the level of awareness is the lowest (54% and 60% respectively).



When looking at the results for each of the other areas where the European Union plays a part, it is remarkable to note that in France and in the UK, people are, for most of them, the least aware. We find the opposite pattern for Greece, Italy, Luxembourg, Portugal, Spain, Finland and Sweden (see charts in annex III)

Socio-demographic analysis

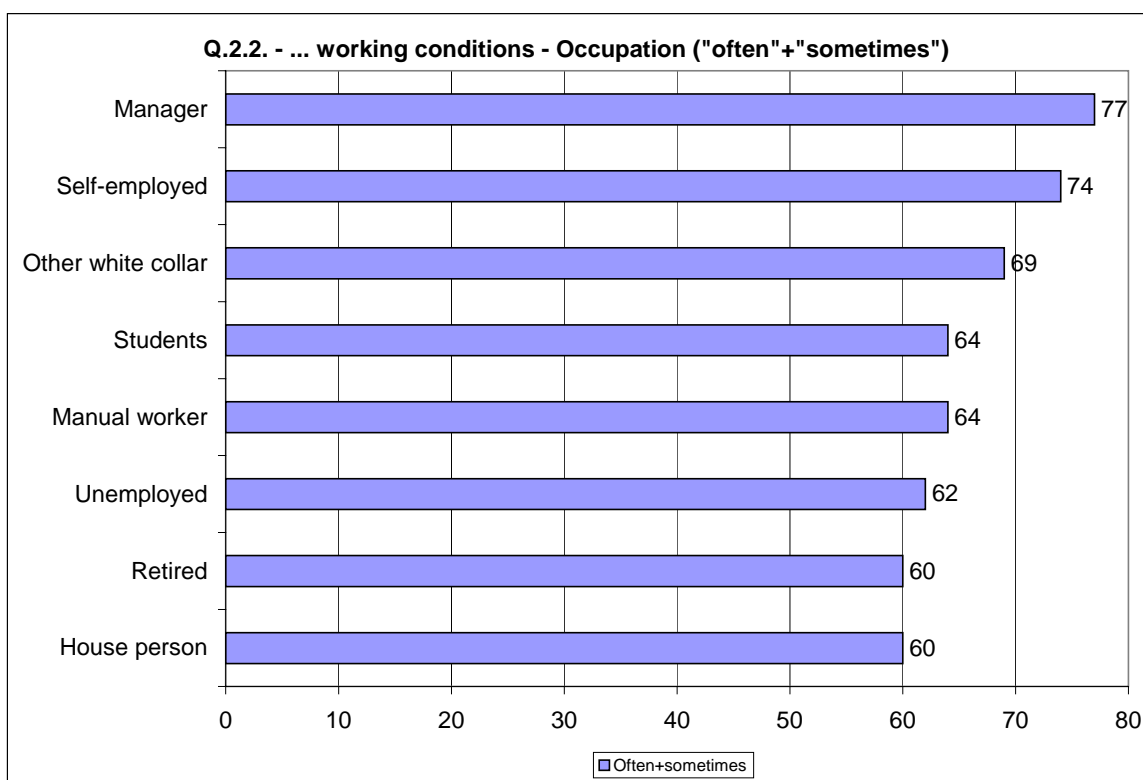
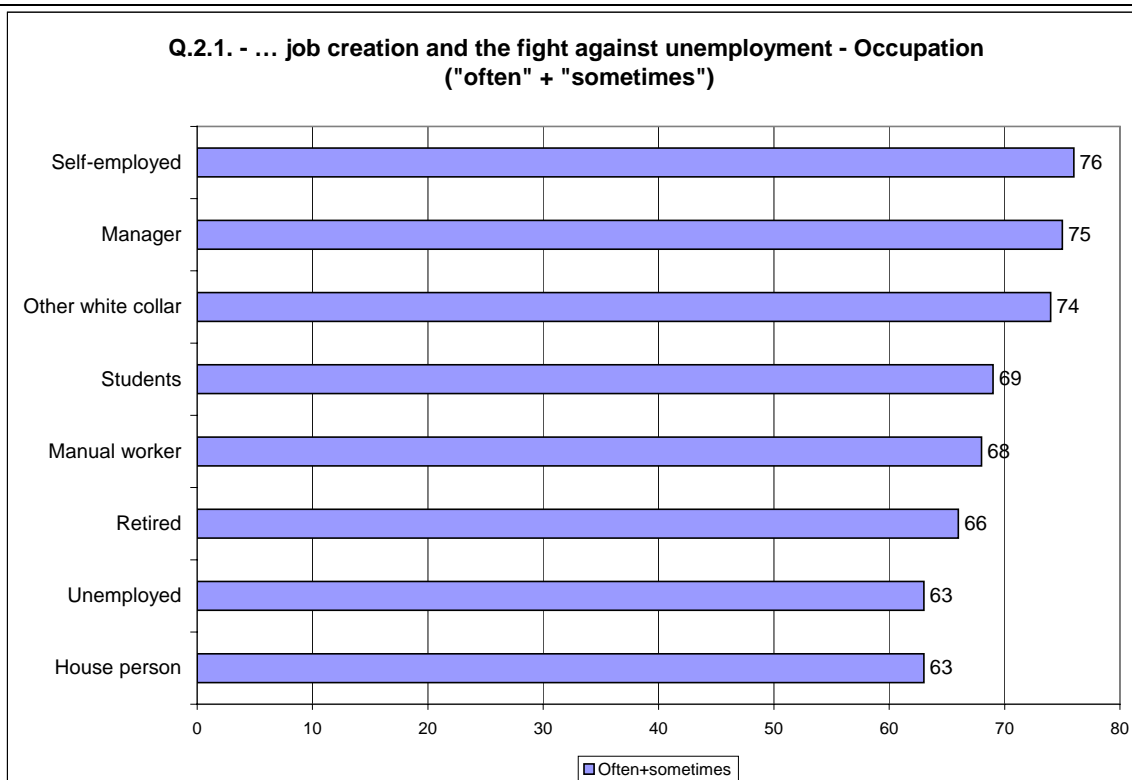
First, it is interesting to note that men are globally more aware of the part played by the European Union in employment and social affairs than women. Indeed, for five of the six areas presented to them, the proportion of men having said they had already seen, read or heard anything about it is higher than in the case of women. The only area women are almost as aware as men is the fight against social exclusion, poverty and discrimination (66% against 67% of men).



Furthermore, the level of awareness about the role played by the European Union in employment and social issues goes up with the level of education. This pattern is observed for each of the six areas where the European Union plays a part.

The analysis by occupational categories shows the highest awareness among self-employed, managers and other white collars. Note that, contrary to what might have been expected, the unemployed (together with house persons), are the least aware of the role played by the European Union in job creation and the fight against unemployment (63%).

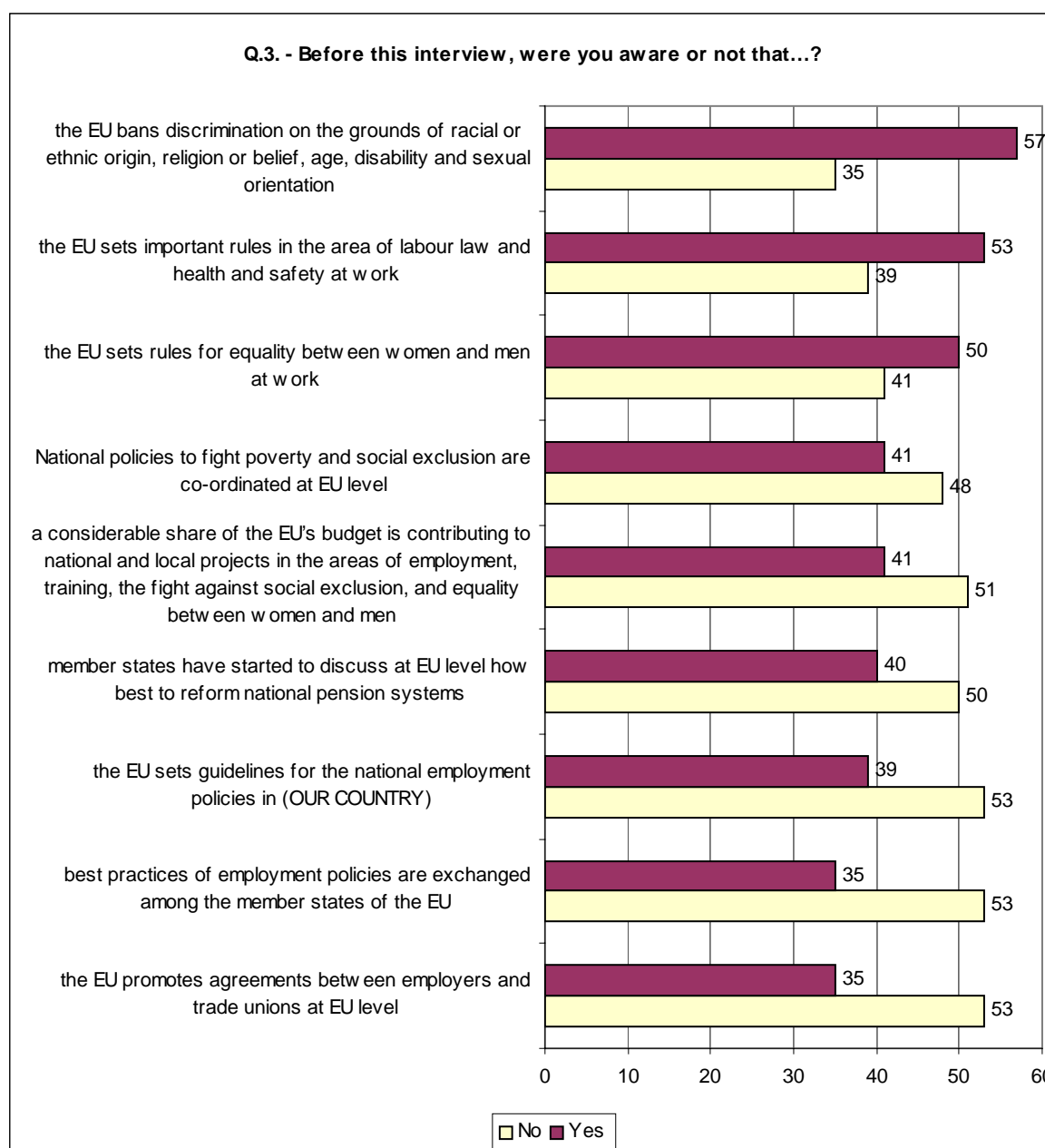
Also, although working conditions is usually a more sensitive issue among lower qualified workers than among other occupational categories, the figures show that manual workers are only 60% to have heard of it. The same level of awareness is observed among retired people.

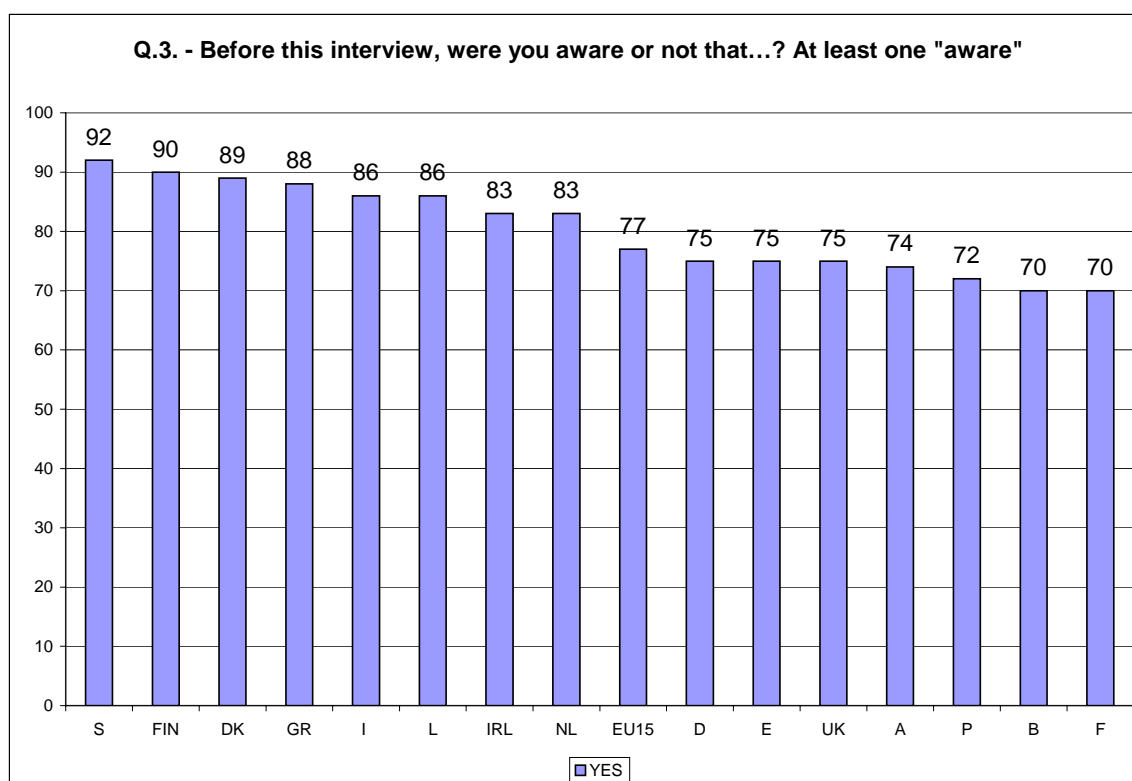


Other charts on occupational categories are found in annex III.

1.2. Knowledge of specific actions taken by the European Union in the area of employment and social issues

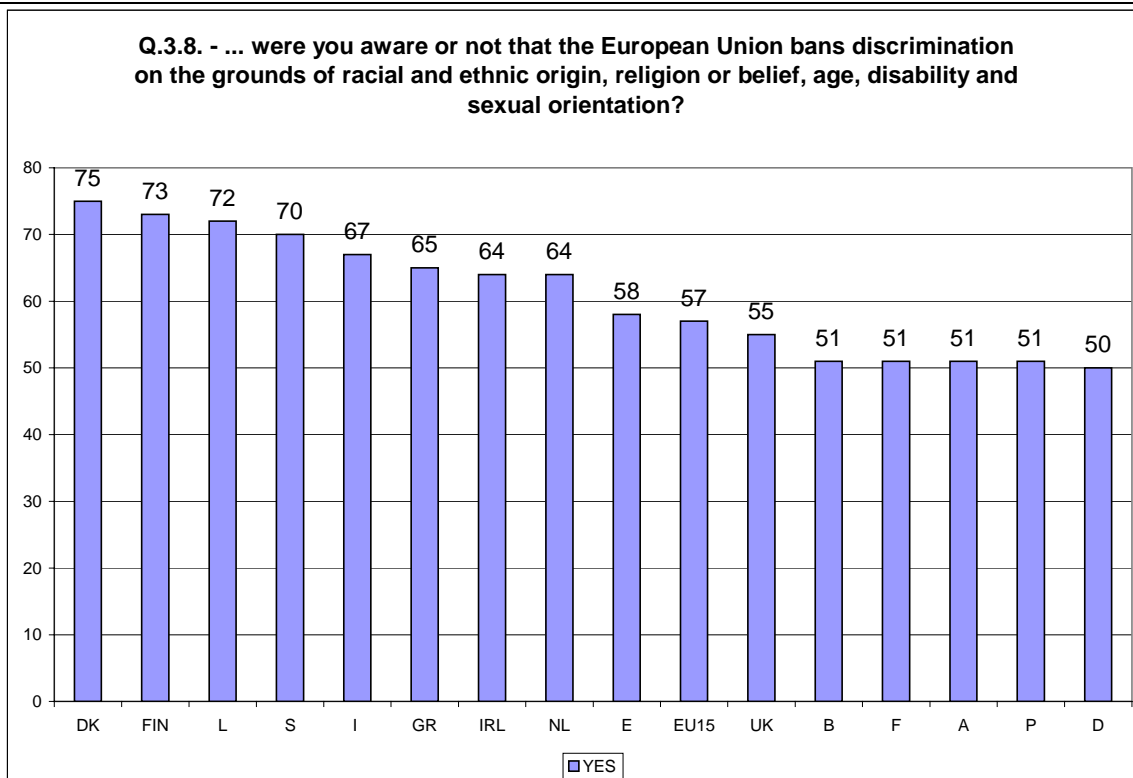
Respondents were presented a list of nine actions the European Union takes in the area of employment and social issues. For each of them, they were asked to say whether they were aware of it or not. From the results it appears that 77% of those polled have heard at least one of these actions. In Sweden and in Finland, this figure goes up to 92% and 90% respectively.

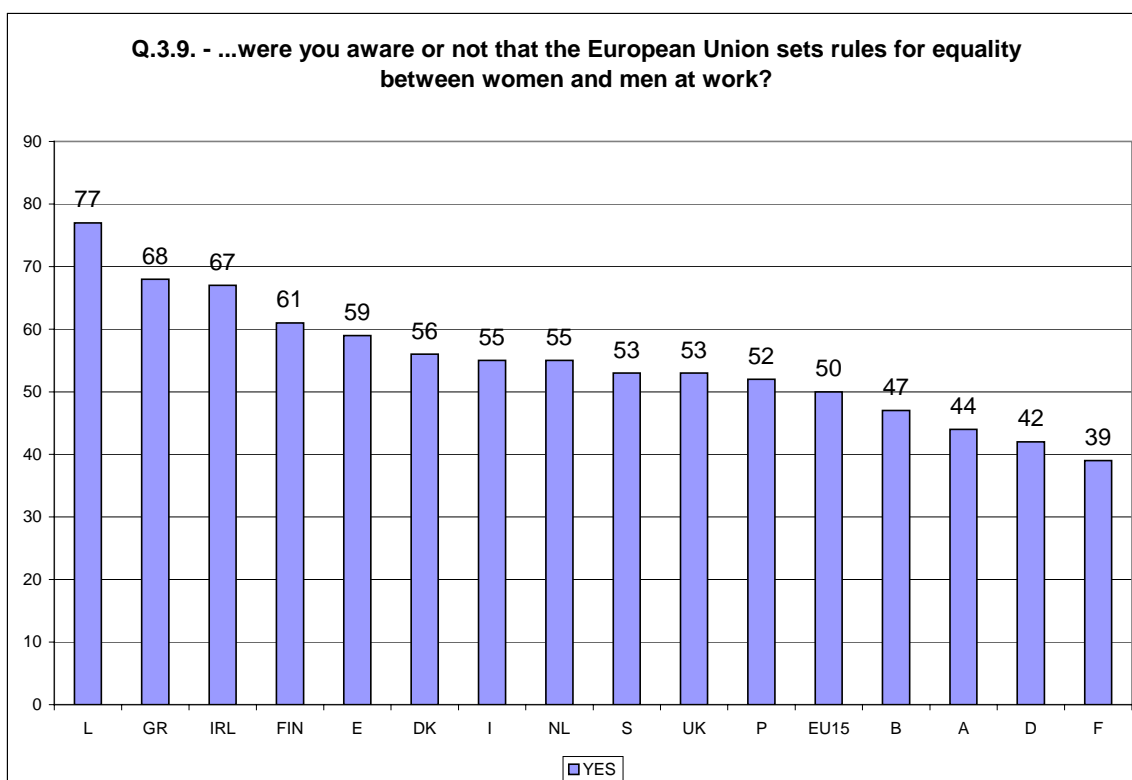
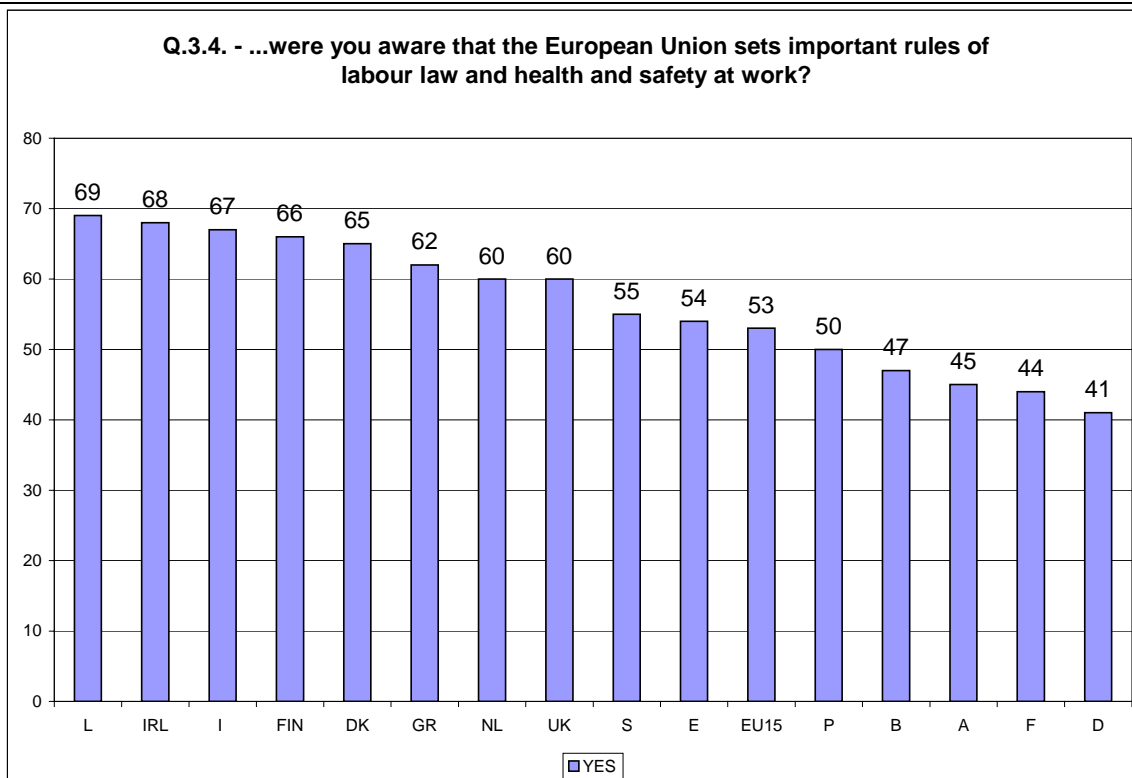




Taking a look at the results obtained by each of these actions, it can be highlighted that:

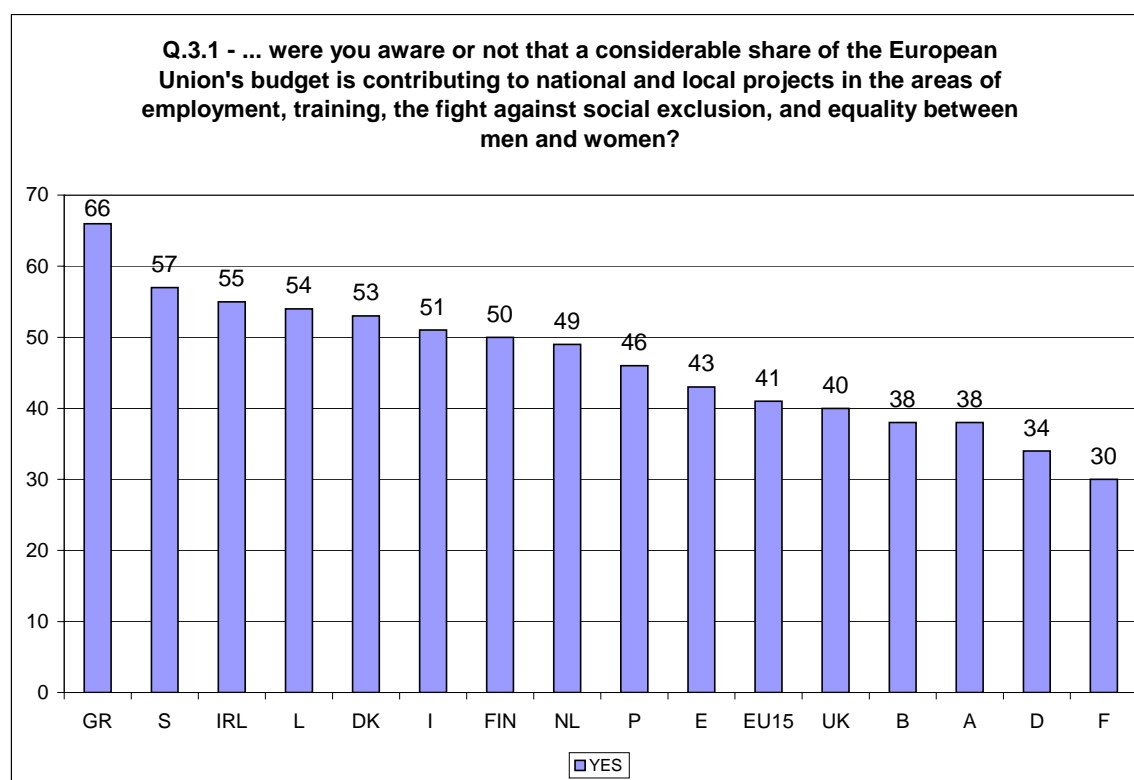
- 57% of people know that **the European Union bans discrimination on the grounds of racial and ethnic origin, religion or belief, age, disability and sexual orientation**. This is particularly the case in Denmark where 75% of citizens have acknowledged this fact.
- 53% also know that **the European Union sets rules of labour law and health and safety at work**. In six countries, this proportion rises above 60% i.e. 69% in Luxembourg, 68% in Ireland, 67% in Italy, 66% in Finland, 65% in Denmark and 62% in Greece.
- 50% know that the European Union sets rules for equality between women and men at work. In Luxembourg, this is the case for more than three-quarters of the population



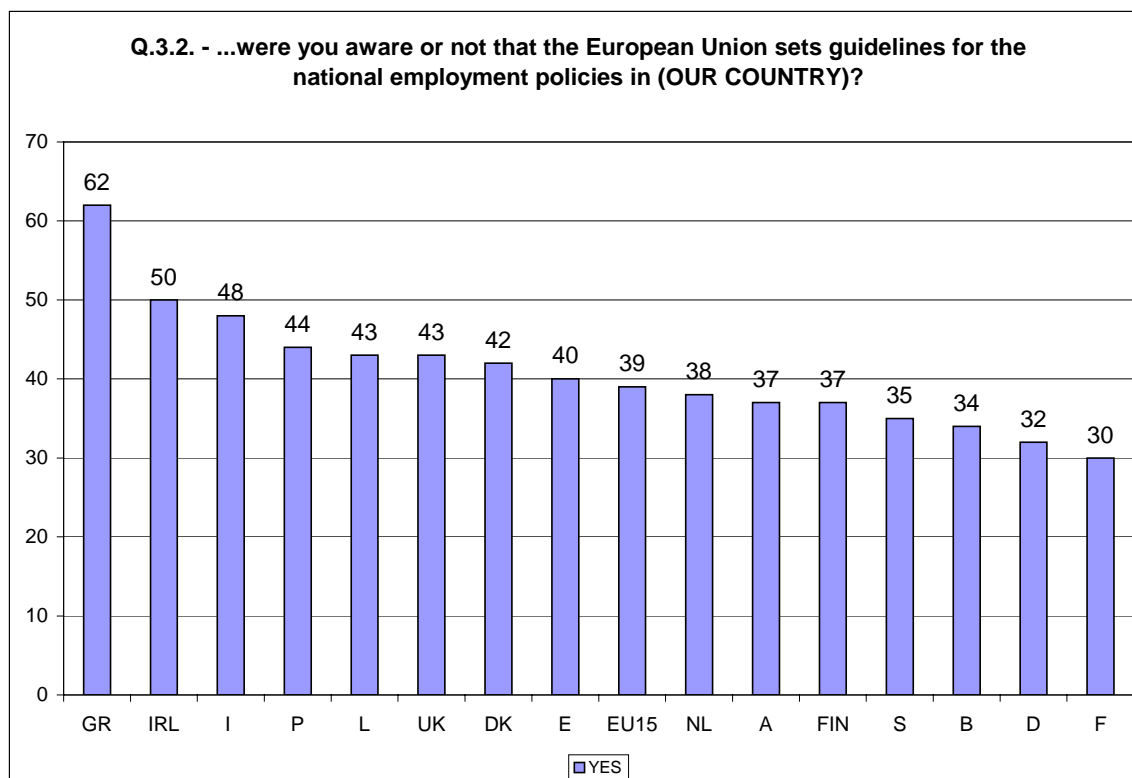


From the country-to-country analysis for the other items, some interesting results can be highlighted:

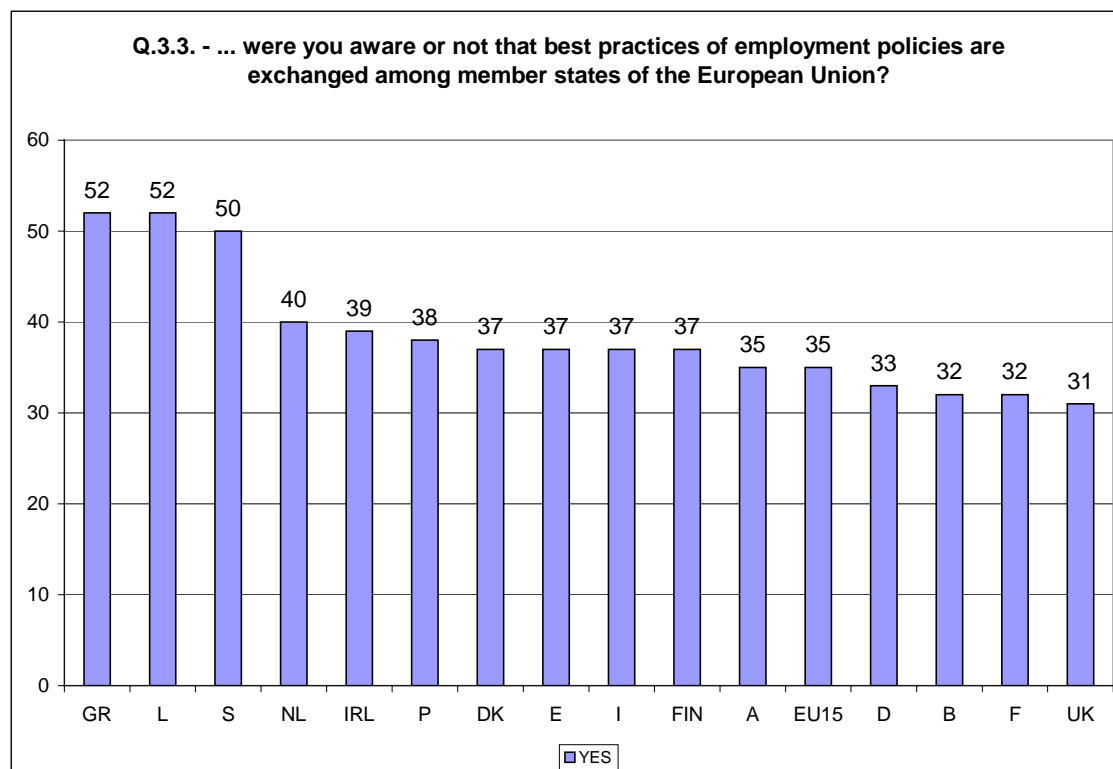
In France and in Germany, only a few people seem to be aware of the existence of the European Social Fund. Indeed, 30% and 34% of them, respectively, answered “yes” to the question “...were you aware that a considerable share of the European Union’s budget is contributing to national and local projects in the areas of employment, training, the fight against social exclusion, and equality between men and women?”. Conversely, two-thirds of Greeks answered positively.



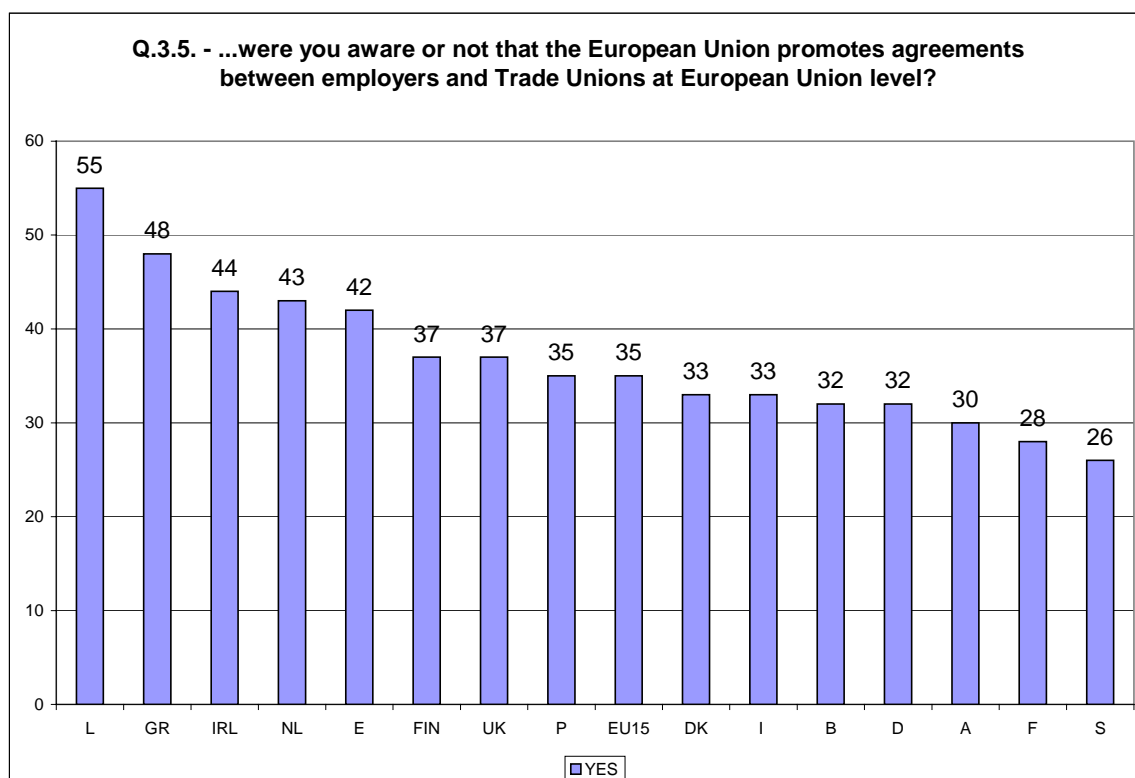
As far as the awareness of **the guidelines set by the European Union for national employment policies in (OUR COUNTRY)** is concerned, the same pattern of answers for these countries is observed. One exception, though, that can be highlighted is the low figure in Sweden (35%). This contrasts with a level of awareness of 57% seen previously.



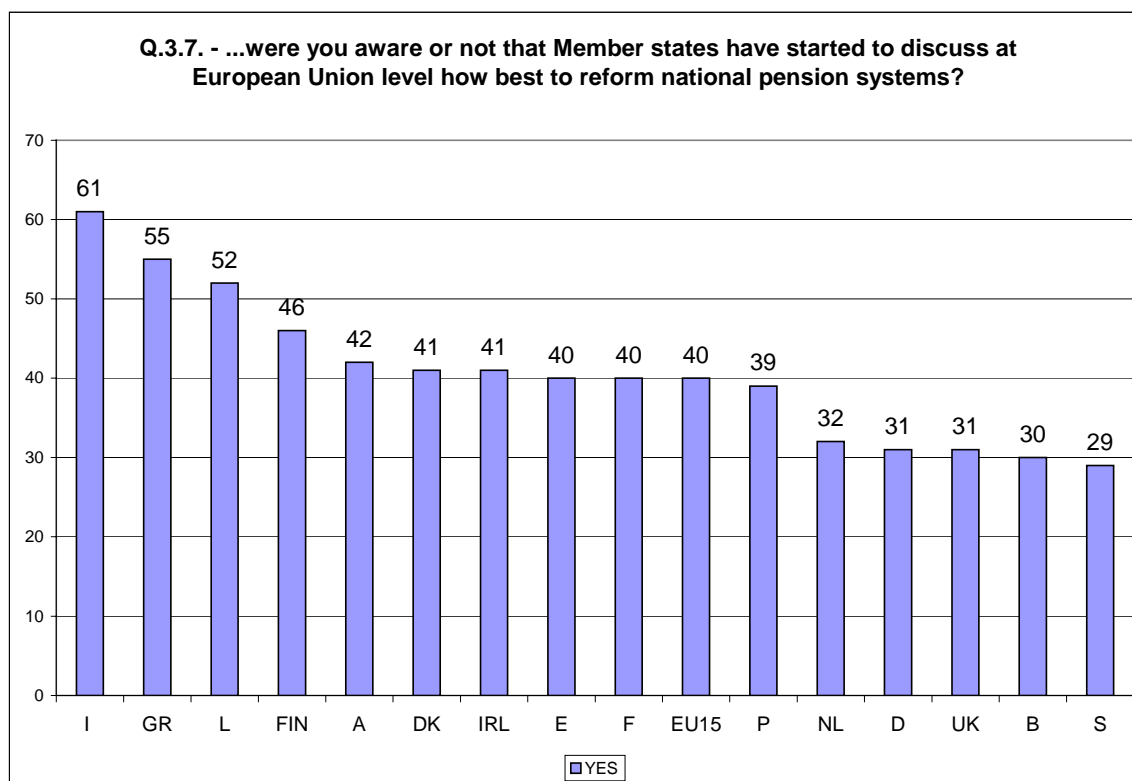
Although only 35% of the European Union citizens know that **best practices of employment policies are exchanged among European Union member states**, in three countries this figure rises up to more than 50% of the population: 52% in Greece and in Luxembourg and 50% in Sweden. In the UK and, again, in France, the level of awareness is below the average with 31% and 32%, respectively.



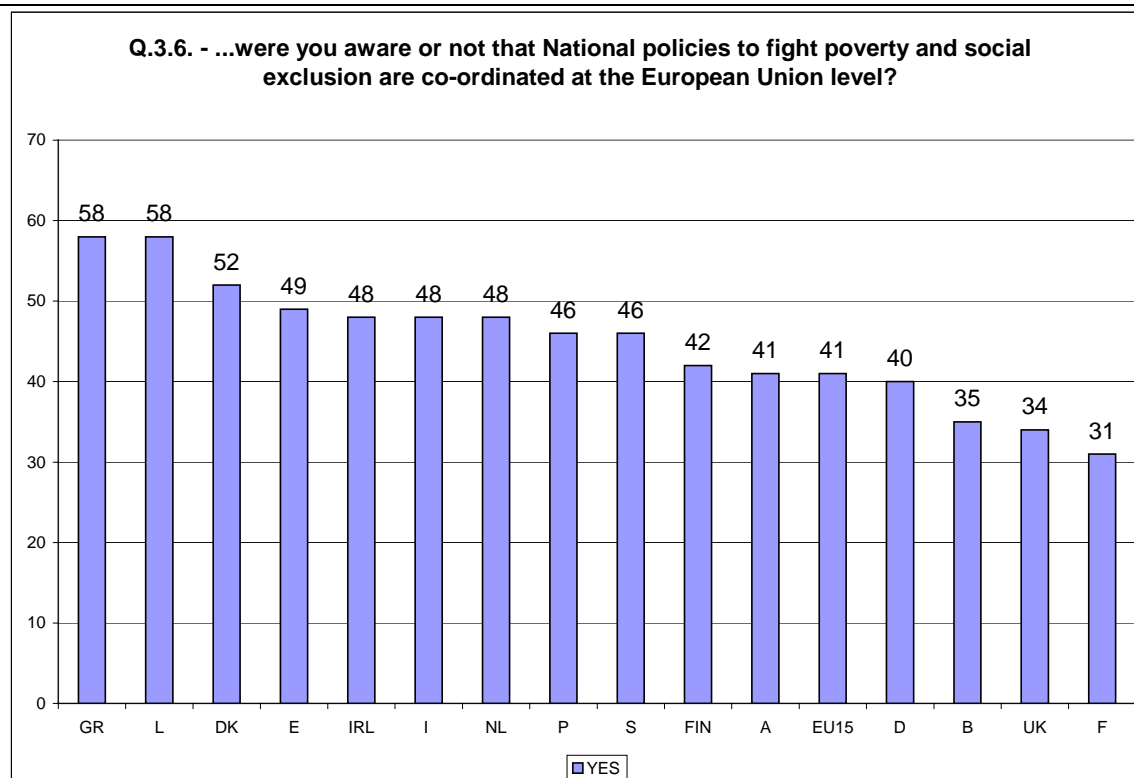
More than the half of the population in Luxembourg is also acquainted with the fact that **the European Union promotes agreements between employers and Trade Unions at the European Union level**, while it is the case for 26% of Swedes and 28% of French people.



Italians are more than 60% to say they are aware that **Member states have started to discuss at European Union level how best to reform national pension systems**. It is also remarkable to note that, contrary to what has been observed before, France is in the average on that matter with 40% of people being aware of this fact.



Finally, almost 60% of those polled in Greece (and in Luxembourg) say they are **aware that national policies to fight poverty and social exclusion are co-ordinated at the European Union level**. Again, the lowest rate is found in France (31%), in the UK (34%) and in Belgium (35%).



Socio-demographic analysis

Looking at the results broken down by socio-demographic variable for all the 9 items presented to the respondents, it appears that:

- Men tend to be more aware than women of issues related to employment and social affairs where the European Union is involved. For each item, the proportion of “yes” is systematically higher among men than among women.
- Also, the level of awareness grows with the education level.
- Self-employed, managers, other white collars and students tend to be more aware of these issues than the others.

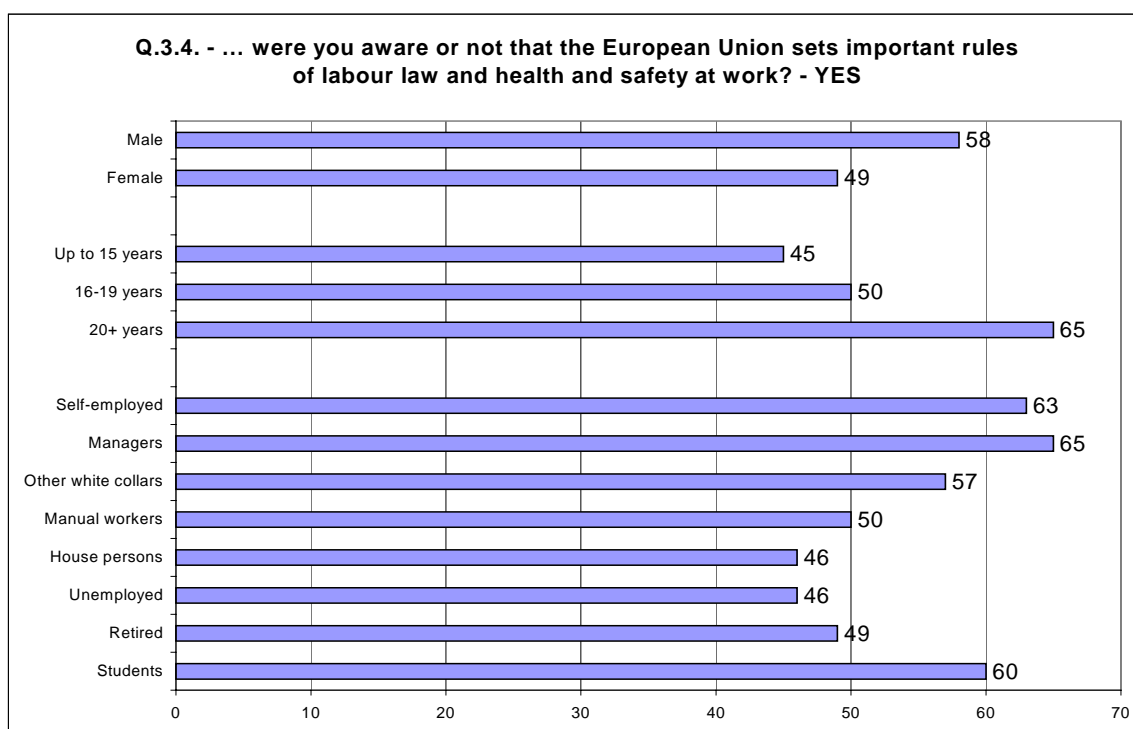
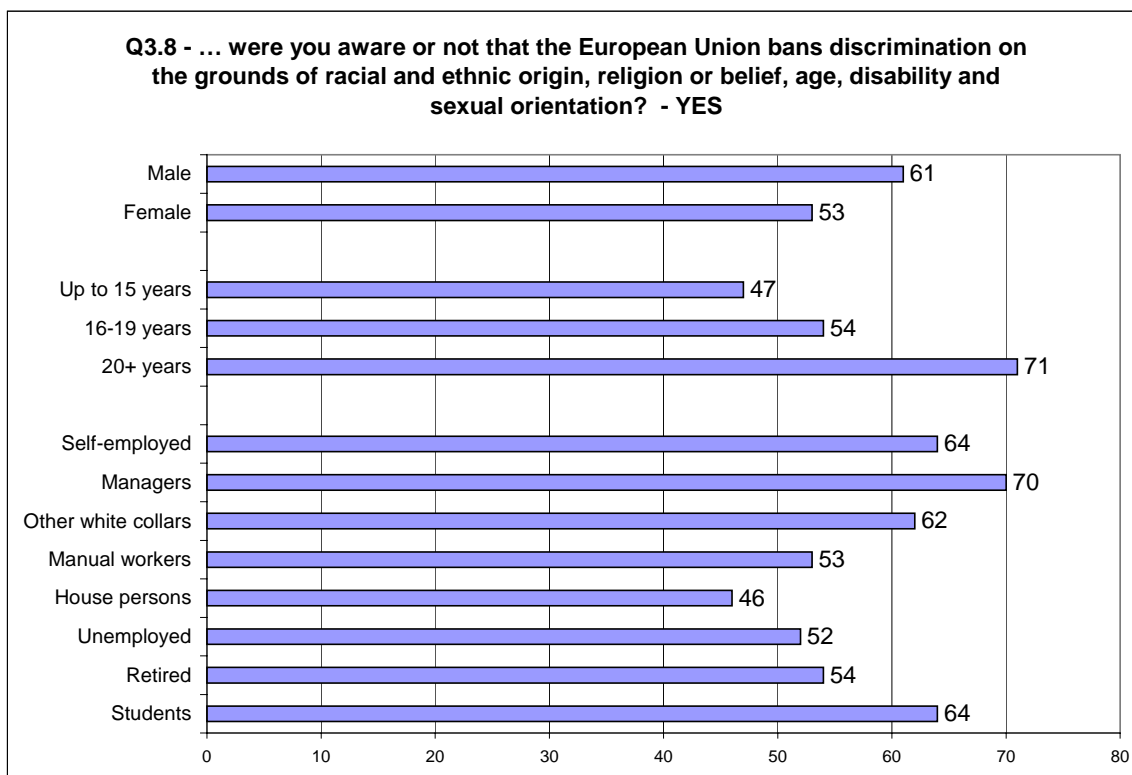
More specifically, if we take a look at the results for the items that collect the highest awareness, the following can be observed:

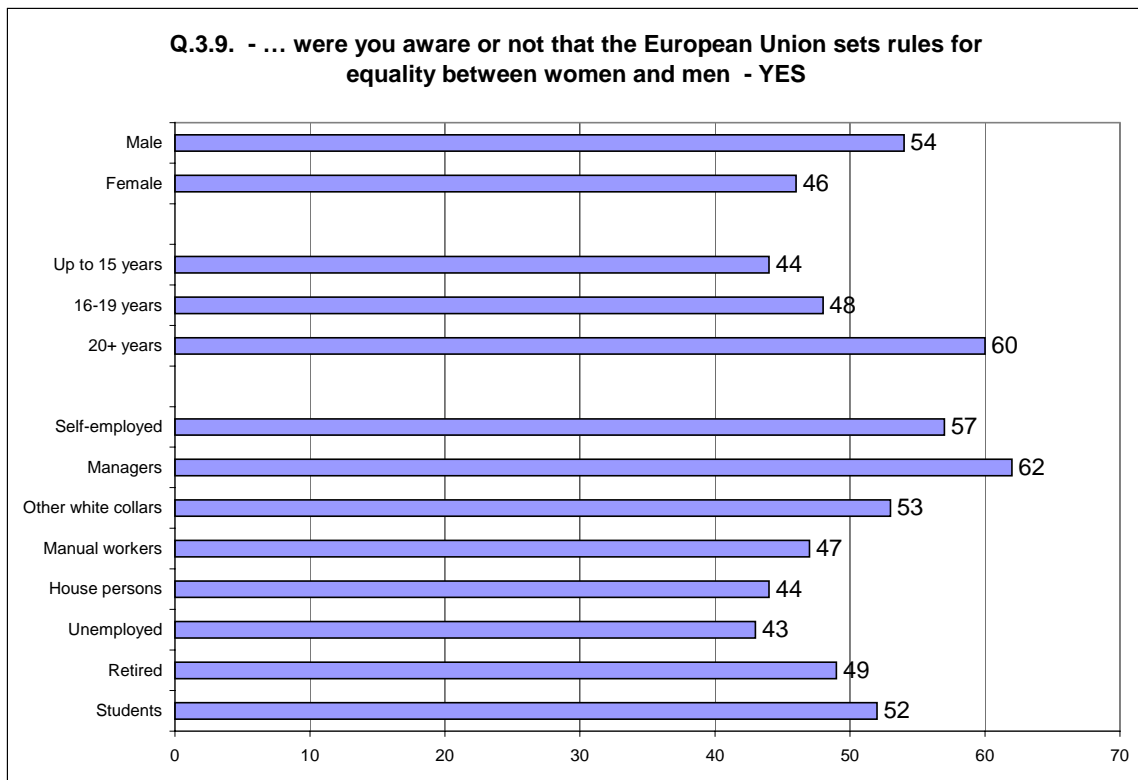
- 61% of men vs. 53% of women are aware that the **European Union bans discrimination on the grounds of racial and ethnic origin, religion or belief, age, disability and sexual orientation.**
 - The proportion of respondents aware of this fact goes up with the level of education (47% for people who ended full-time education before the age of 16 and 71% for those who ended it after 19).
 - It is at its highest level among managers (70%), self-employed and students (64% each) and other white collars (62%).

- 58% of men vs. 49% of women said they were aware that **the European Union sets important rules of labour law and health and safety at work.**
 - People who ended full-time education at the age of 20 years old are 65% in this case, against 50% among those who ended it between 16 to 19 and 45% among those who ended it before 16.
 - Again, this proportion reaches its highest level among managers (65%), self-employed (63%), students (60%) and other white collars (57%).

- 54% of men vs. 46% of women are aware that **the European Union sets rules for equality between women and men.**

The same trend as above is observed for the other socio-demographic variables





1.3. Does information promotes knowledge?

One might ask whether people who said they were aware of the part played by the European Union in one of the six areas related to employment and social affairs (Q.2.), would also know specific actions taken by the European Union in these fields (Q.3.). In order to answer this question, results obtained in Q.3. will focus only on the people who answered “often” or “sometimes” in Q.2.

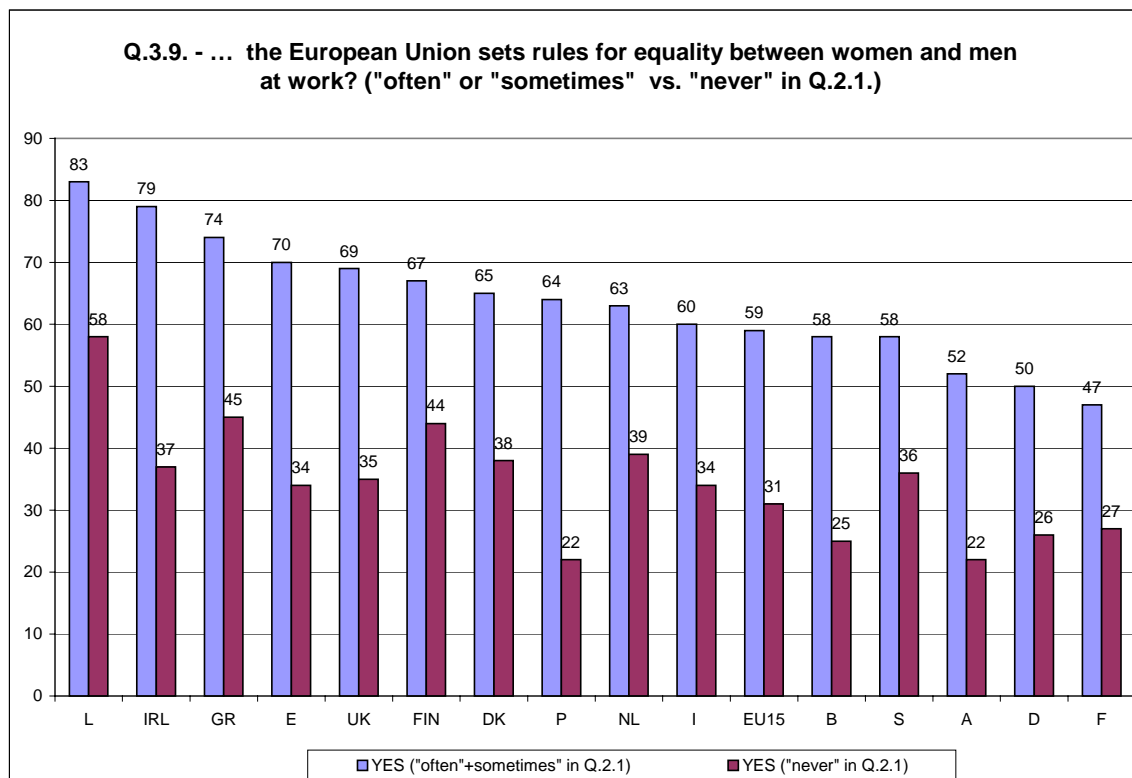
1.3.1. Knowledge of specific actions related to job creation and the fight against unemployment

In this section, we will see whether people who said they have already seen, read or heard something about the part the European Union plays in job creation and the fight against unemployment, know that...

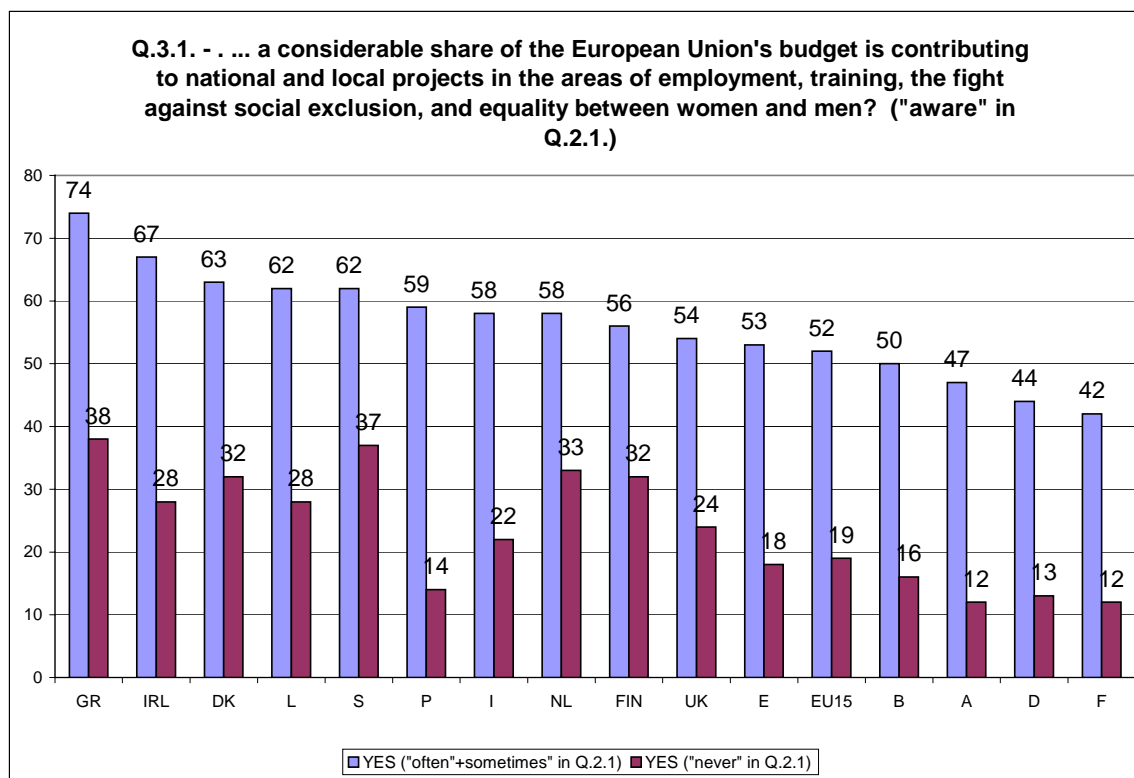
- (Q.3.1.) a considerable share of the European Union’s budget is contributing to national and local projects in the areas of employment, training, the fight against social exclusion, and equality between women and men.
- (Q.3.2.) the European Union sets guidelines for the national employment policies in (OUR COUNTRY).
- (Q.3.3.) best practices of employment policies are exchanged among the member states of the European Union.
- (Q.3.9.) the European Union sets rules for equality between women and men at work.

A large majority (59%) of European Union citizens who have already seen, read, or heard (“often” or “sometimes”) something about the part the European union plays in job creation and the fight against unemployment, also know the rules set by the European Union for the equality of women and men at work. In Luxembourg, the level of knowledge reaches 83%. It is followed by Ireland (79%) and Greece (74%). In France, on the other hand, it is at the lowest level (47%).

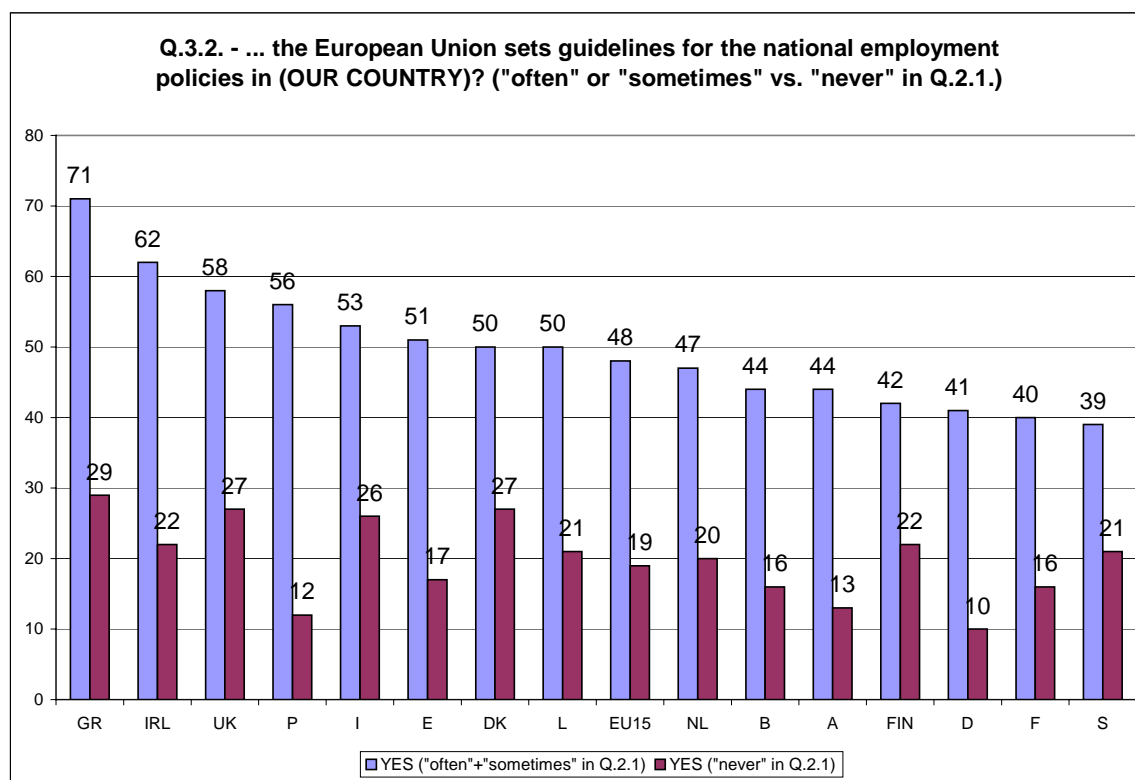
In contrast, only 31% of people who have never seen, read or seen anything about the part the European Union plays in job creation and the fight against unemployment know these rules.

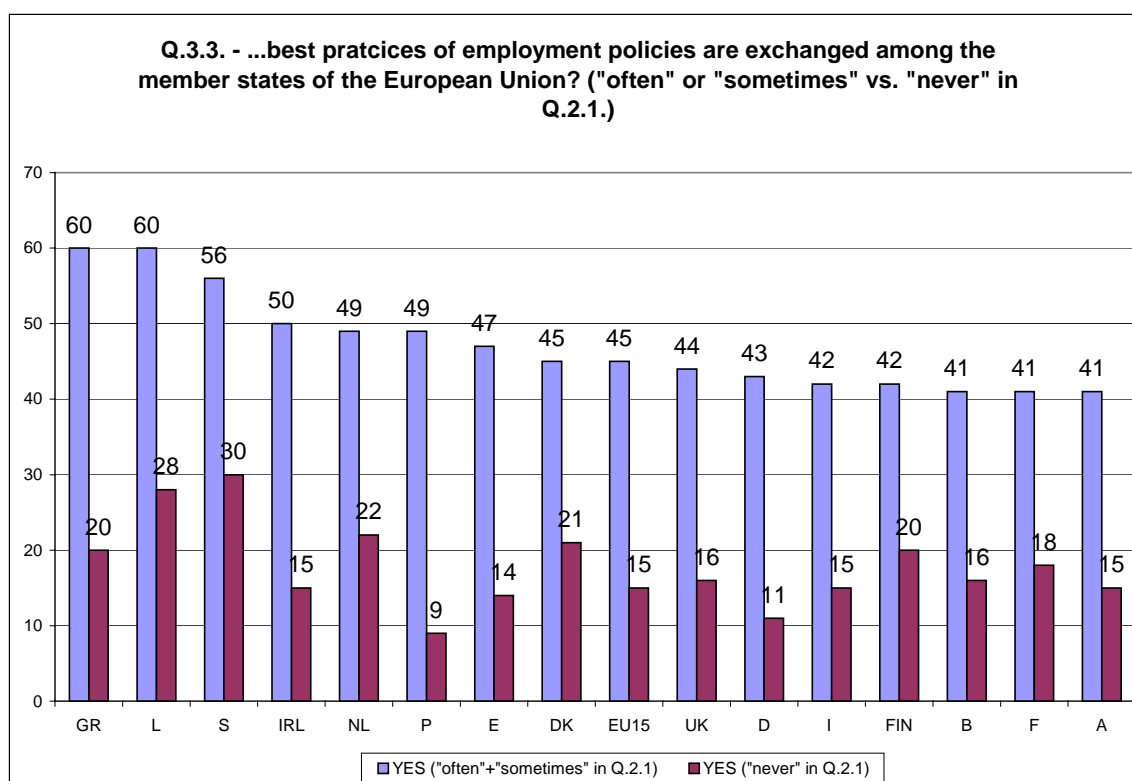


52% of people who said they have often or sometimes seen, read or heard something about the part the European Union plays in job creation and the fight against unemployment, also know that a considerable share of the European Union's budget is contributing to national and local projects in the area of employment, training, the fight against social exclusion, and equality between women and men. In Greece, Ireland and Denmark, they are 74%, 67% and 63% respectively to be in that case. In Germany and in France, on the other hand, they are only 44% and 42%, respectively.



The level of knowledge observed for the other two items (Q.3.2 and Q.3.3) is below 50%.



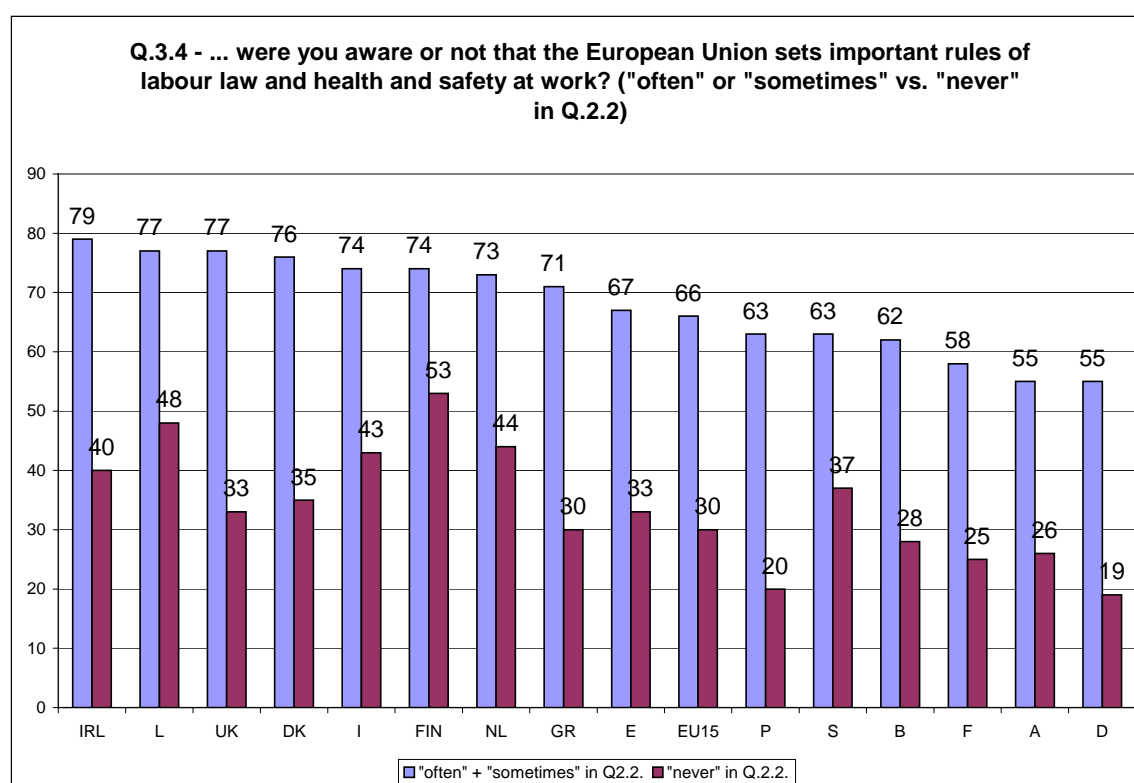


1.3.2. Knowledge of specific actions related to working conditions

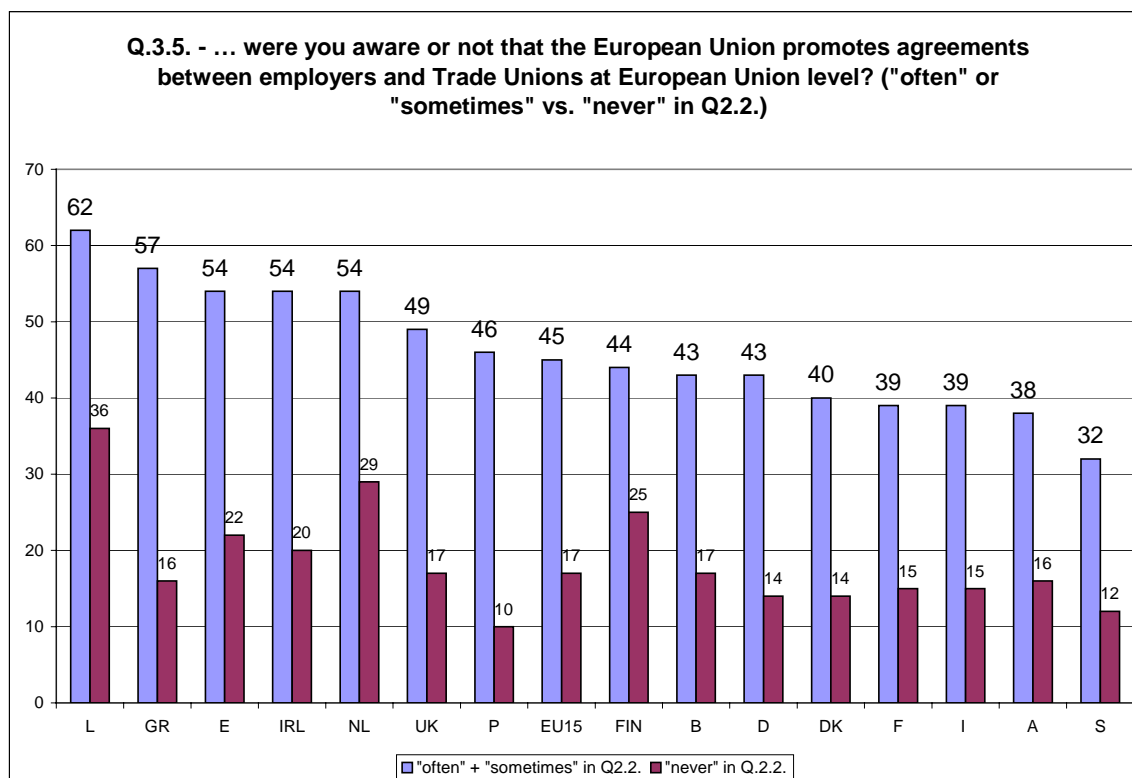
This section focus on the results recorded for the following two questions among those who answered "often" or "sometimes" in Q.2.2.:

- Q.3.4. "... were you aware or not that the European Union sets important rules of labour law and health and safety at work?"
- Q.3.5. "... were you aware or not that the European Union promotes agreements between employers and Trade Unions at the European Union level?"

It appears that two thirds of European Union citizens who have already seen, read or heard something about the role played by the European Union in working conditions, know that it sets important rules of labour law and health and safety at work (against only 30% of those who have never seen, read or heard anything about it). This finding is even more remarkable in Ireland, in Luxembourg and in Denmark where more than three quarters of respondents said they know it. In Germany, in Austria and in France, this proportion is at the lowest level (55% in the first two countries, 58% in the last one).



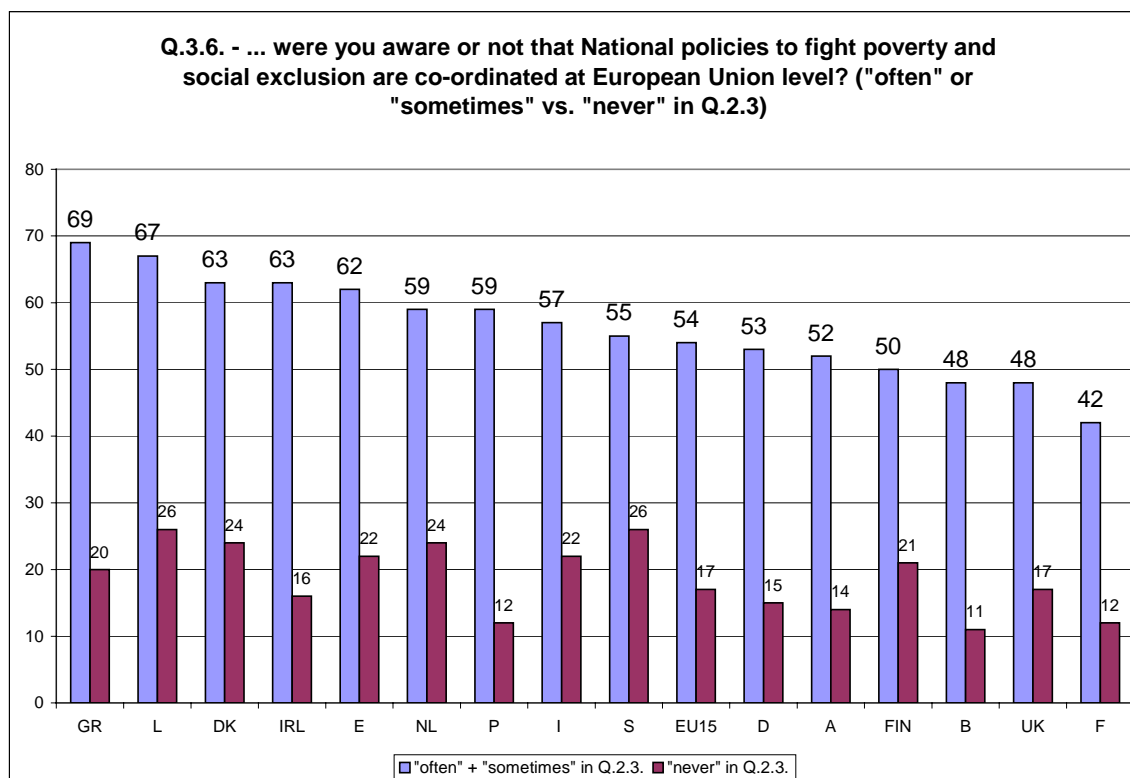
A weaker relationship than what has been seen above is observed between “being aware of the part played by the European Union in working conditions” and the **knowledge of the fact that the European Union promotes agreements between employers and Trade Unions at the European level**. Indeed, only 45% of those who are aware of the part played by the European Union in working conditions answered “yes” in Q.3.5. This figure is even lower among those who have never seen, read or heard anything about the role played by the European Union in working conditions (17%).



1.3.3. Knowledge of specific actions related to the fight against social exclusion, poverty and discrimination

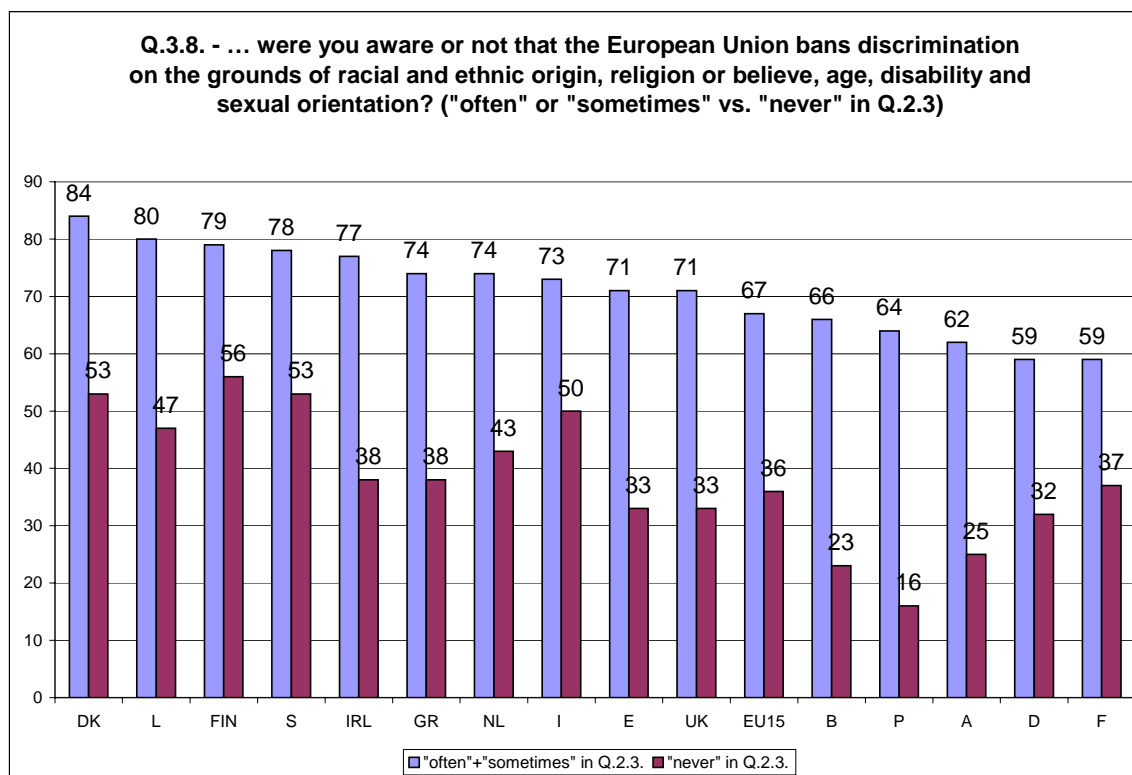
A fair half of citizens of the European Union (54%) who have already seen, read or heard something about the part the European Union plays in the fight against social exclusion, poverty and discrimination, know that **national policies to fight poverty and social exclusion are co-ordinated at the European Union level**. This is particularly true in Greece and in Luxembourg where this figure rises up to 69% and 67% respectively. Again, the lowest level of knowledge is found in France (42%).

On the other hand, people who are not aware of the part the European Union plays in the fight against social exclusion, poverty and discrimination, are only 17% to say they know that national policies to fight against poverty and social exclusion are co-ordinated at the European Union level.



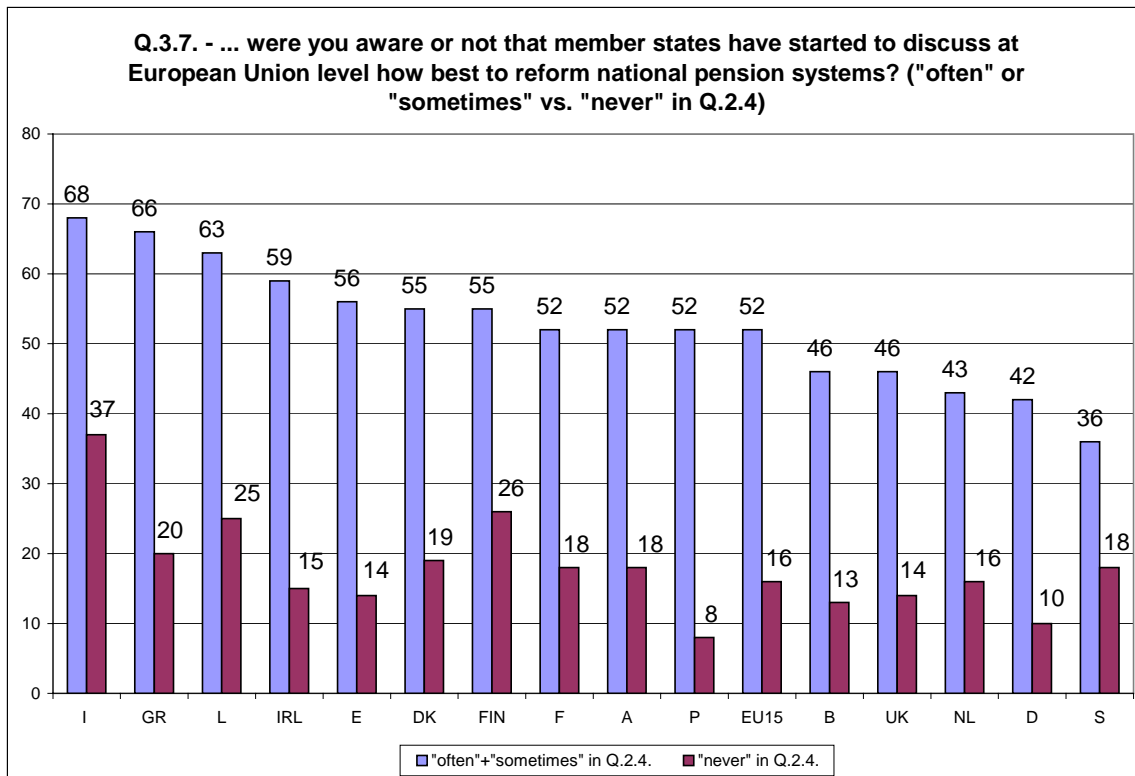
Besides, 67% of people who are aware of the part the European Union plays in the fight against social exclusion, poverty and discrimination know that the European Union bans discrimination on the grounds of racial and ethnic origin, religion or belief, age, disability and sexual orientation. With a figure of 84%, Denmark is the country where the level of knowledge is the highest. It is closely followed by Luxembourg with a level of 80%. At the opposite side, in Germany and France this level is below 60% (59% in both countries).

Contrary to what has been observed above, in Finland, Denmark and in Sweden a majority of people who have never seen, read or seen anything about the part the European Union plays in the fight against social exclusion, poverty and discrimination, know that the European Union bans all forms of discrimination (against 36% at the EU level).



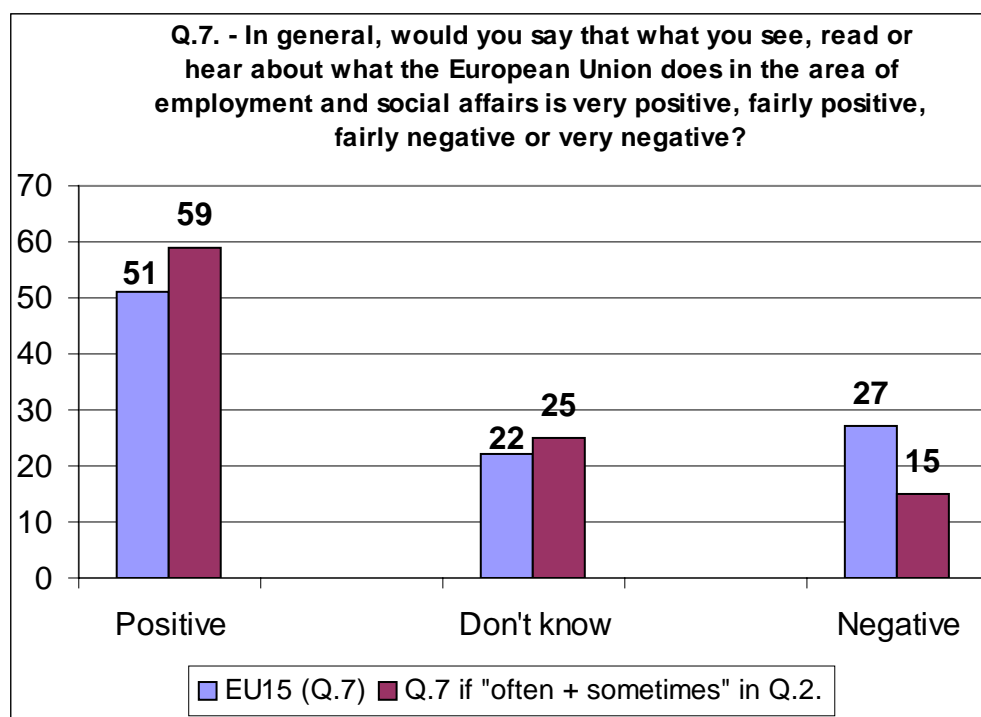
1.3.4. Knowledge of specific actions related to the reform of national pension system

52% of people who answered “often” or “sometimes” to the question “Have you often, sometimes, or never seen, read, or heard anything about the part the European Union plays in the reform of the national systems of social protection (pensions, healthcare, etc.)?”, know that member states have started to discuss at European Union level how best to reform national pension systems. In Italy, in Greece and in Luxembourg they represent more than 60% (68%, 66%, 63%, respectively). The lowest figure is found in Sweden (36%).



2. General perception of the communication of European Union policies in the field of employment and social affairs

To the question “In general, would you say that what you see, read or hear about what the European Union does in the area of employment and social affairs is very positive, fairly positive, fairly negative or very negative?”, 51% of citizens of the European Union answered “positive”³ (45% “fairly positive” and 6% “very positive”), other 27% “negative” (22% “fairly negative” and 5% “very negative”) and 22% could not give an answer. Note that, leaving out the “Don’t know”, 65% of the European Union citizens that answered the question, perceive all what they see, read or hear about what the European Union does in this area, as being positive.

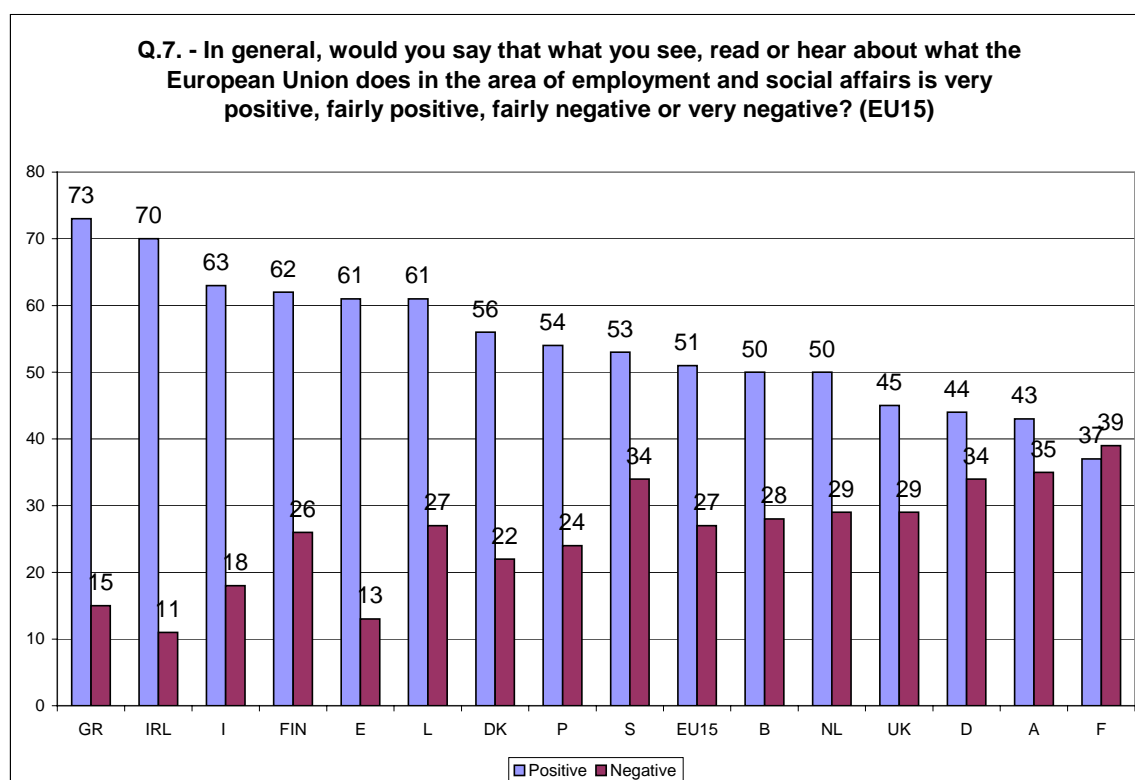


It appears that a large majority (59%) of those who answered “often” or “sometimes” to each of the six items proposed to them, consider the part played by the European Union in the area of employment and social affairs as being positive.

This figure is much lower (one third, on average) among those who said they were not aware of the part played by the European Union in these six areas.

³ “positive” = “very positive” + “fairly positive”

The country-to-country analysis shows that the Greeks (73%) and the Irish people (70%) have the most positive perception of what the European Union does in the area of employment and social affairs, far ahead of the Italians (61%), the Finns (62%), the Spaniards and people from Luxembourg (61% each). At the opposite side, we find the French people with only 37% of positive answers against 39% of negative answers.



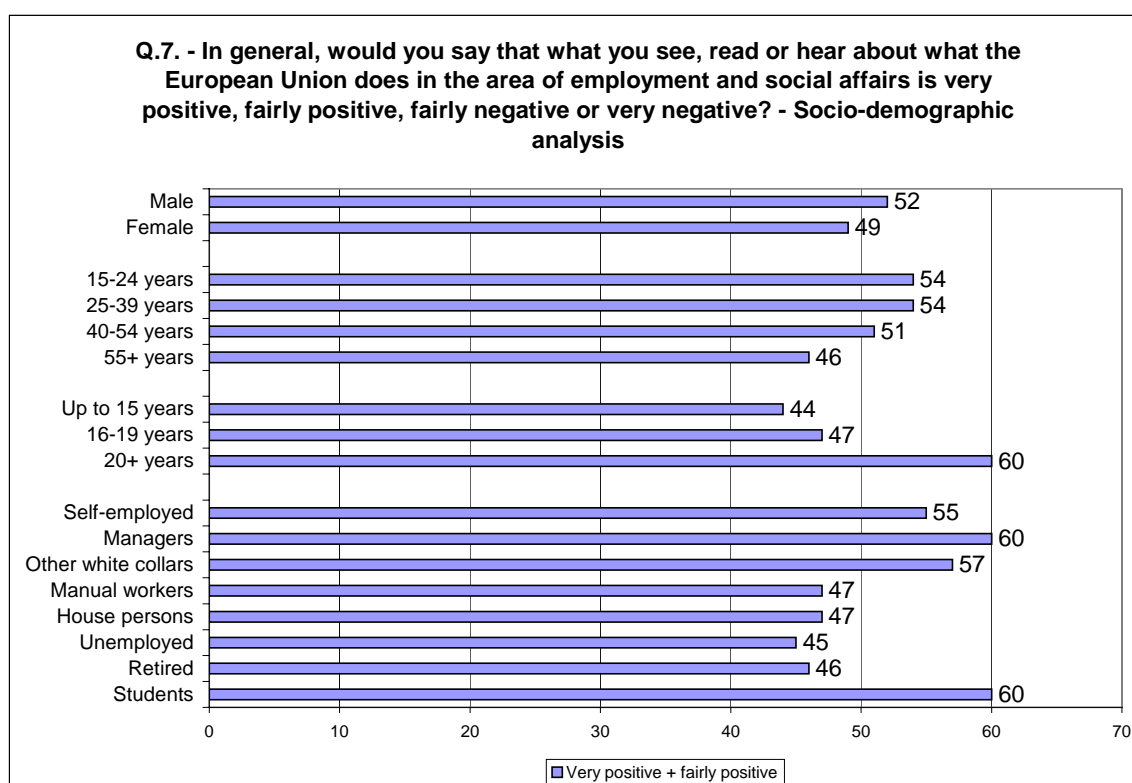
Socio-demographic analysis

Men have a more positive evaluation of what they hear about the European Union action in the area of employment and social affairs, than women (52% against 49% of women). They are 46% to say it is “fairly positive” (against 43% of women) and 6% “very positive” (same proportion among women).

People below 40 have a more positive evaluation than older respondents (54% against 51% among those who are 40 to 54 years old and 46% among those who are 55 years old or older).

So do the more educated respondents compared to the others i.e. the proportion of people having answered “very positive” or “fairly positive” grows from 44% among those who ended full-time education at the age of 15 years old or before to 60% among those who ended it at the age of 20 years old or beyond.

As far as the occupation categories are concerned, the highest positive evaluation is found among managers and students (60% each), other white collars (57%) and self-employed (55%).

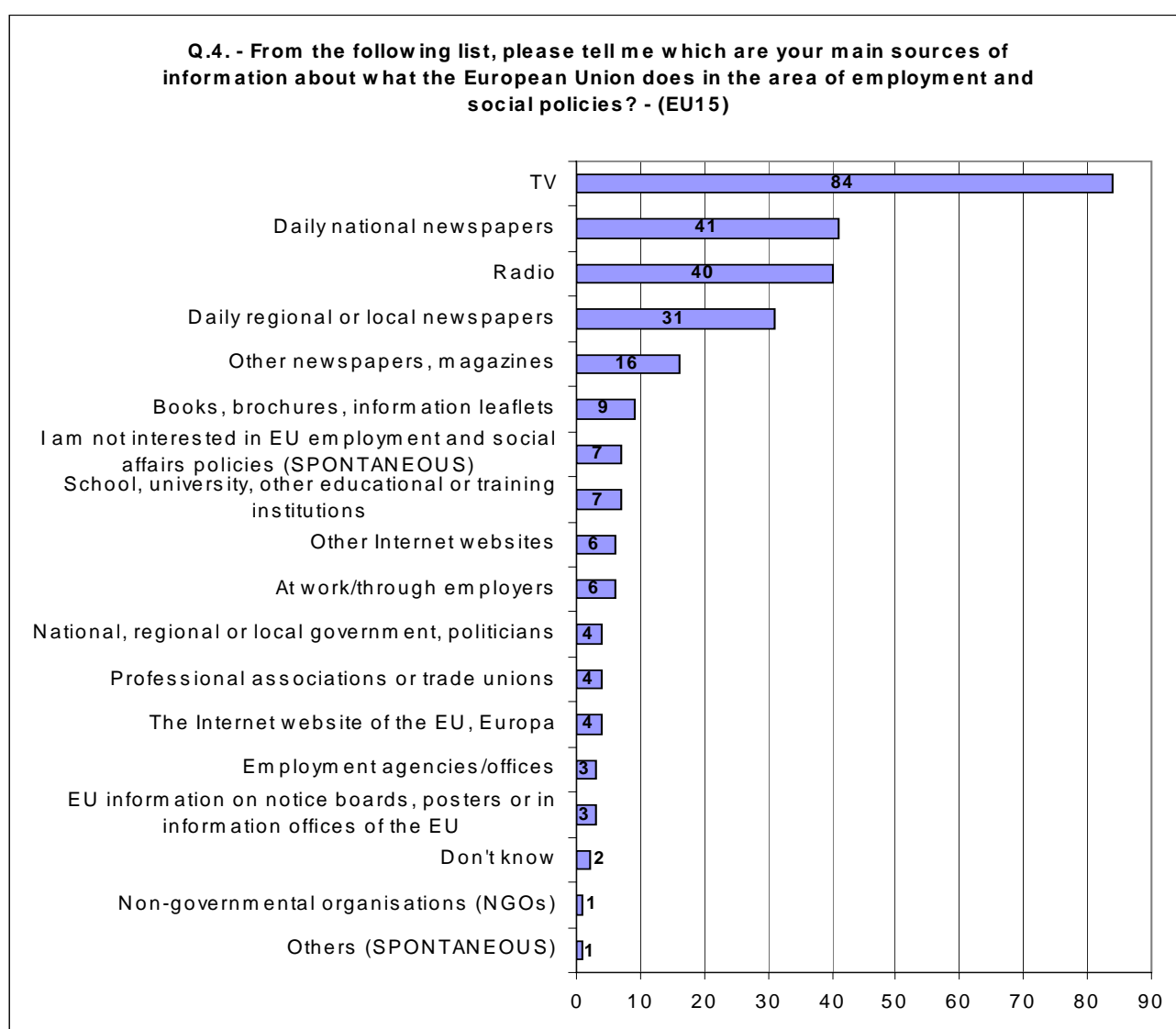


People who place themselves on the left of the political scale tend to have a more positive evaluation than the others (55% against 51% of “centre” and “right”).

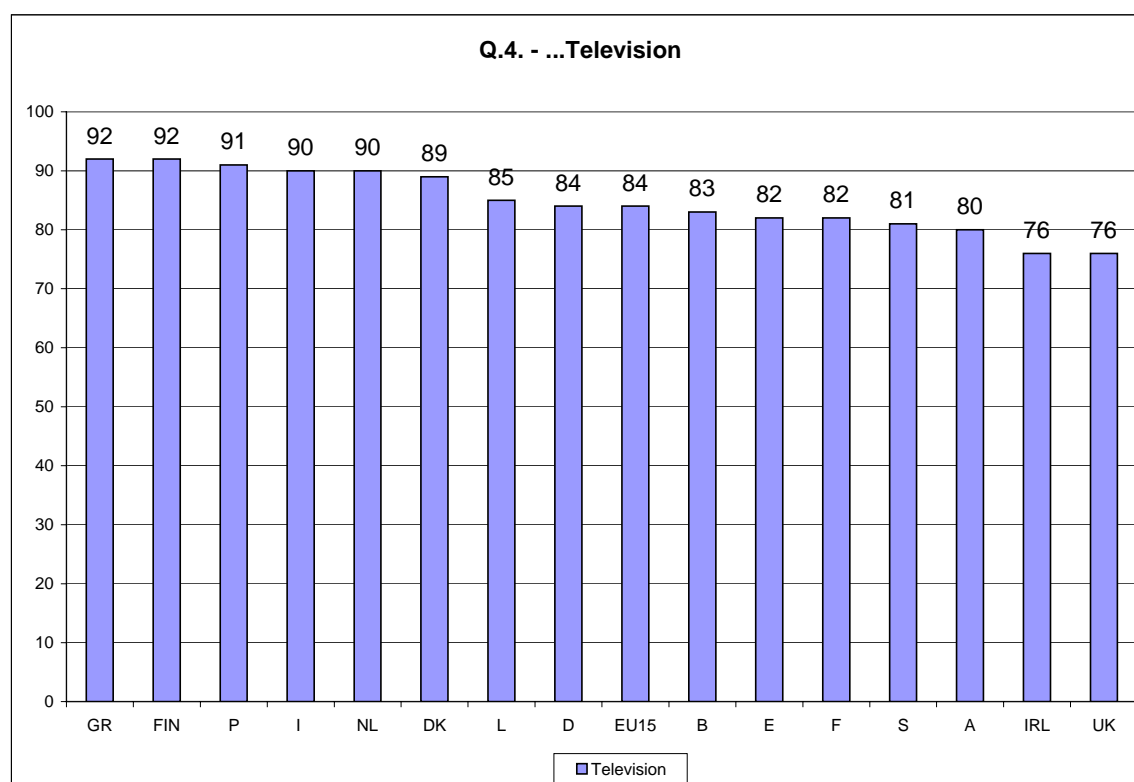
3. Information on EU employment and social policies

3.1. Daily national newspapers and radio are the main sources of information after television

From a list presented to them, the respondents were asked to mention their main sources of information about what the European Union does in the area of employment and social policies.

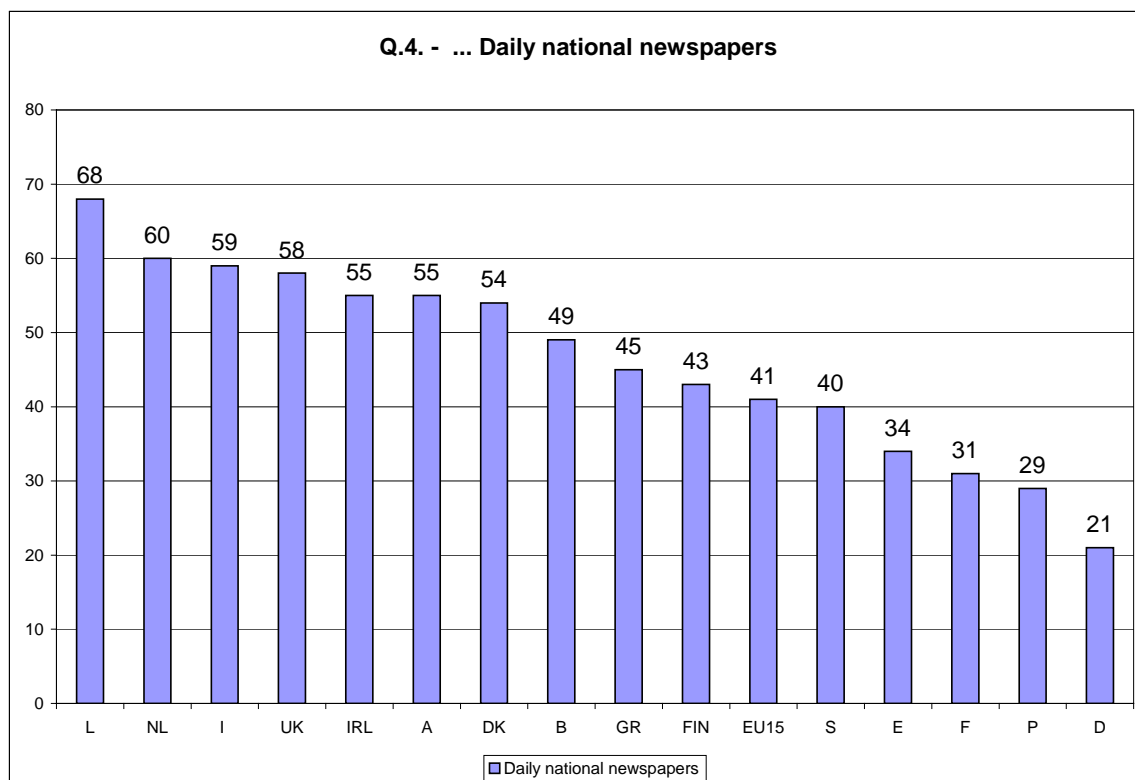


More than 8 respondents out of 10 (84%) use television as main source of information about what the European Union does in the area of employment and social policies.

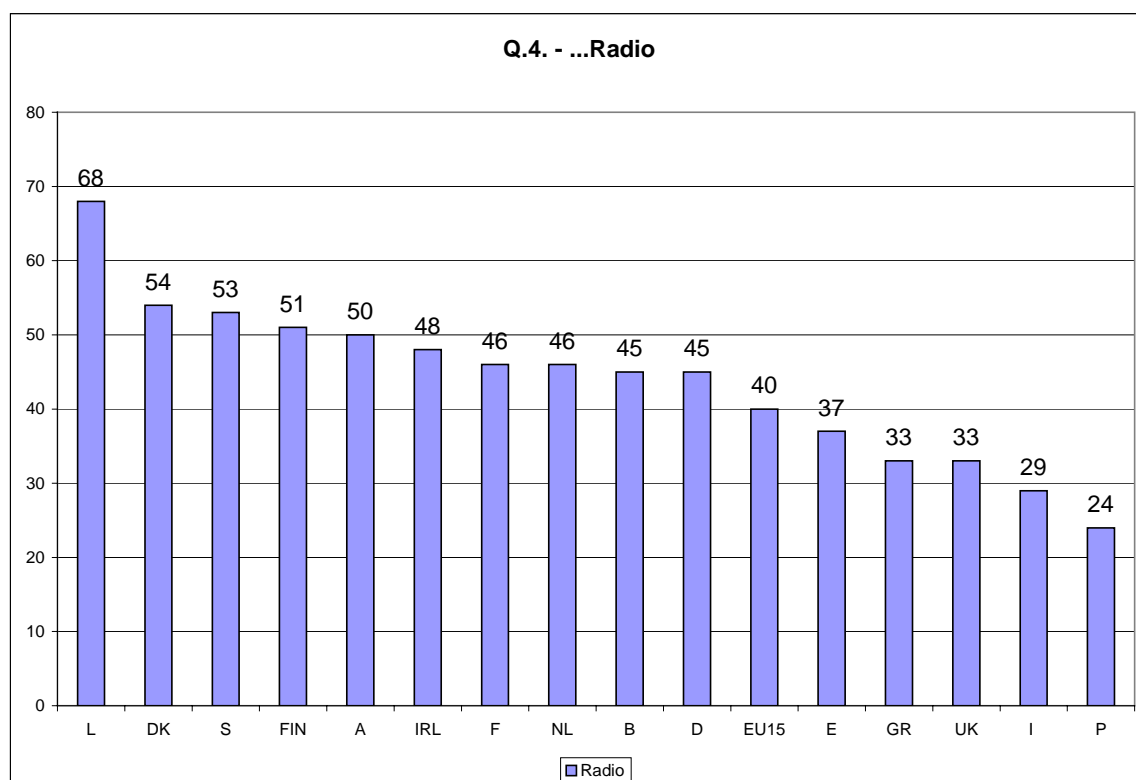


The second main source of information mentioned by 41% of the respondents are daily national newspapers (41%), just before the radio (40%) and daily regional or local newspapers (31%). Far behind, 16% of people mentioned other newspapers and magazines, 10% the Internet (4% surf on EUROPA, the European Union web site and 6% surf on other web sites) and 9% publications (books, brochures, information leaflets).

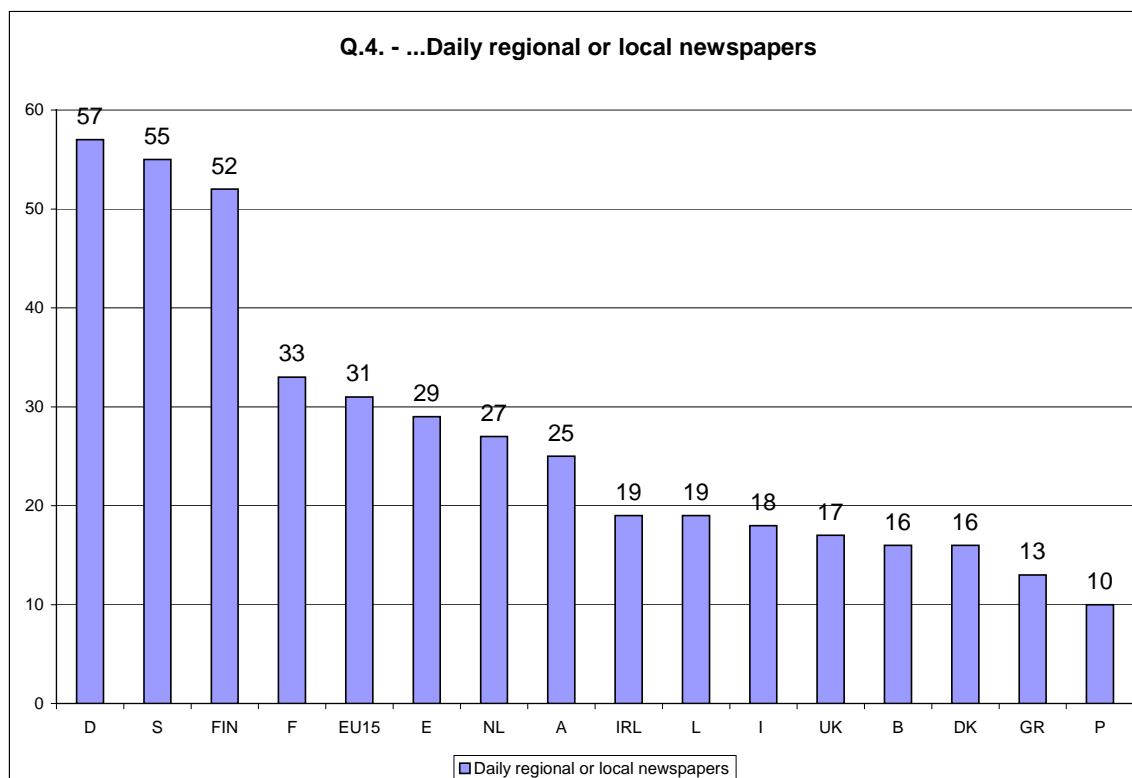
Daily national newspapers are mostly read for this purpose in Luxembourg (68%), in the Netherlands (60%), in Italy (59%) and in the UK (58%). In Germany, it is the case for only one fifth of the population (21%).



Radio is the main source of information about European Union policies in the field of employment and social affairs for 68% of Luxemburgers.



Besides, more than the half of the population in Germany (57%), in Sweden (55%) and in Finland (52%) mentioned daily regional or local newspapers.



Interestingly 4% of European Union citizens surf on EUROPA, this proportion reaches up to 8% in Sweden and in Austria and 7% in Belgium. It is also interesting to note that almost 20% of Swedes visit other Internet web sites to find information about what the European Union does in the area of employment and social policies. **At the European level, the web is as important as publications** (books, brochures, information leaflets)

Remark⁴: it is interesting to note that these results are in line with what is usually observed among the European Union citizens as far as the main sources of information about the European Union (its policies and its institutions) are concerned.

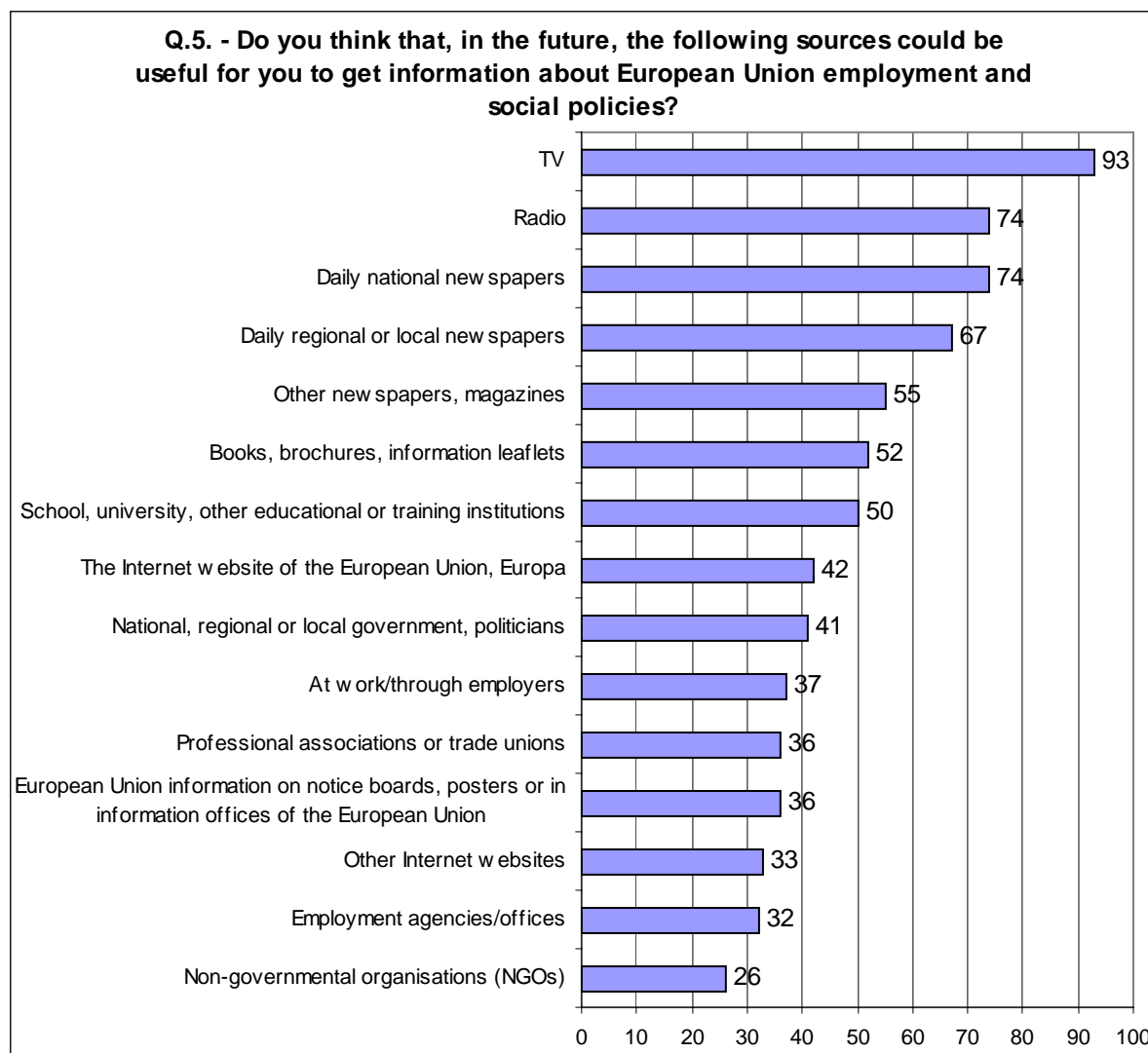
3.2. Sources of information useful in the future

The respondents were presented the same list as in the previous section. For each source, they were asked to say whether it could be useful for them to get information about the European Union employment and social policies.

Television remains the first source of information mentioned by more than 90% of European Union citizens. Daily national newspapers and radio come second (74% each).

Interestingly, the European Union web site could be a useful source of information about EU employment and social policies, according to 42% of respondents.

⁴ In EB60.1(Q.16, Autumn 2003), the following question was asked: “When you are looking for information about the European Union, its policies, its institutions, which of the following sources do you use?” The 3 most used sources are indeed television, daily newspapers and the radio



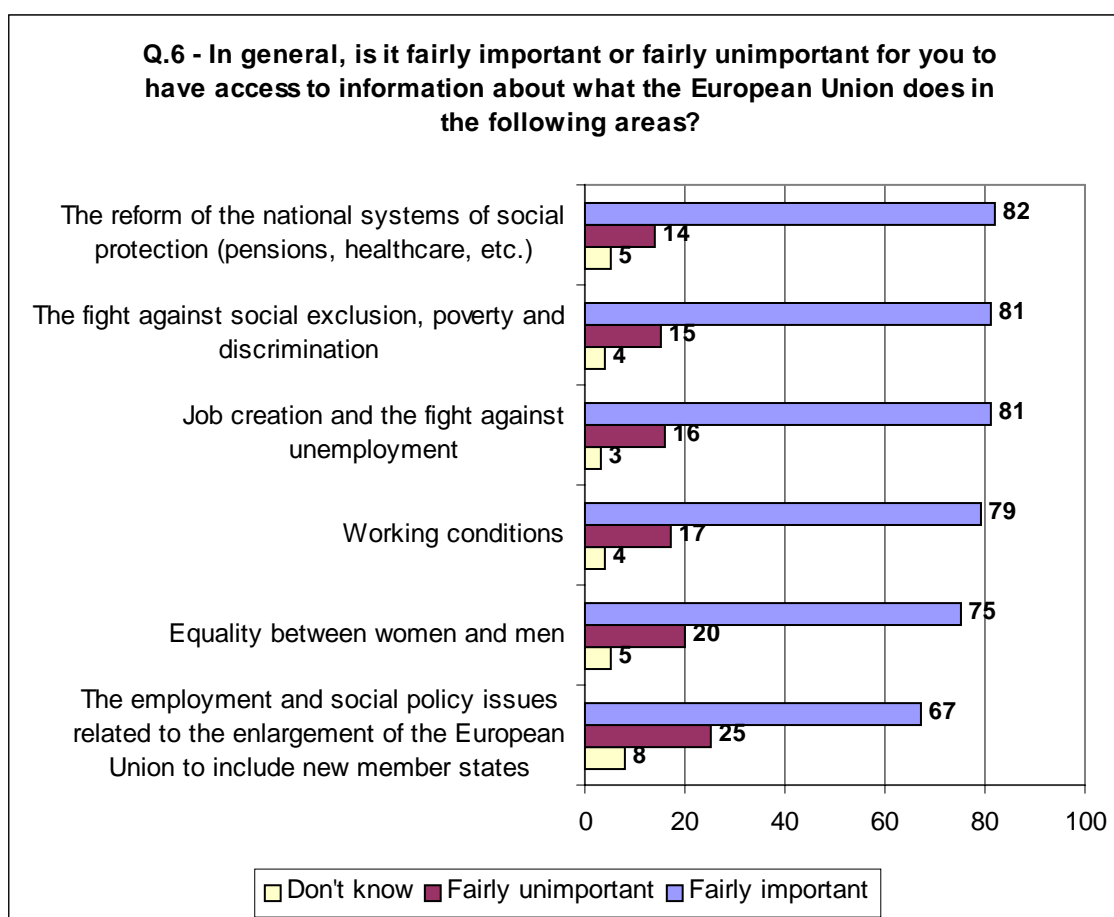
3.3. Importance of having access to information about EU employment and social policies

In general, a vast majority of European Union citizens think it is fairly important to have access to information about what the European Union does in the six areas of employment and social affairs that were mentioned in the first section. Indeed, each of the areas respondents were asked to evaluate, obtained more than 65% of positive answers.

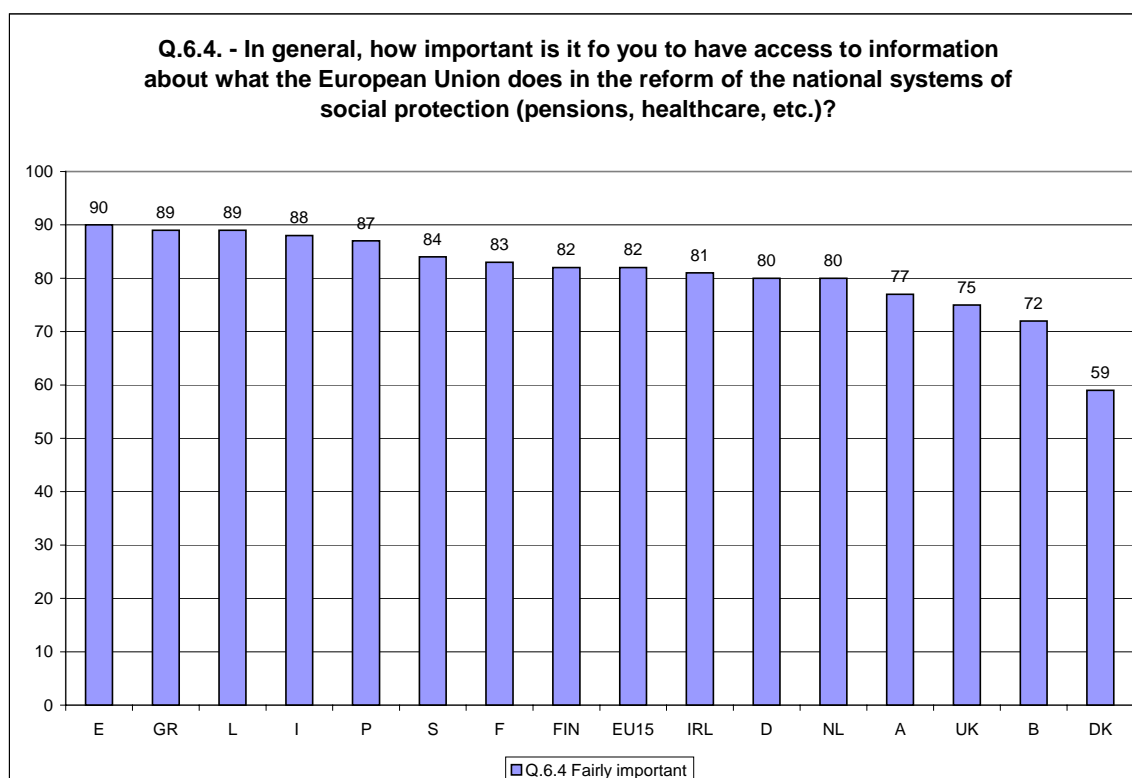
The three most important areas for more than 80% of the EU citizens are:

- The reform of the national systems of social protection (82%).
- Job creation and the fight against unemployment (81%).
- The fight against social exclusion, poverty and discrimination (81%)

They are closely followed by “working conditions” (79%) and “equality between women and men” (75%). “The employment and social policy issues related to the enlargement of the European Union to include new members” comes last, although it gathered almost 70% of positive answers (67% of “fairly important”).



When analysing the country results for the area European Union citizens considered the most important to get information about, the countries that obtain the highest figure for the answer “fairly important” are Spain (90%), Greece, Luxembourg, (89% each), Italy (88%) and Portugal (87%). At the opposite side, 59% of Danes said it is “fairly important” to have access to information about what the European Union does in the reform of national systems of social protection (pension, healthcare, etc.).



The same pattern is observed for the other areas where the European Union plays a part. Note that in the UK, having access to information about employment and social policy issues related to the enlargement of the European Union, is of least importance compared to the other countries (52%). However, speaking of the importance of having access to information about what the European Union does in the reform of the national systems of social protection (75%), in working conditions (70%) and in equality between women and men (70%), a fair share of British answered positively.

Socio-demographic analysis

For 78% of women against 73% of men, it is fairly important to have access to information about what the European Union does in the area of equality between women and men. On the other hand, having access to information about what the European Union does in employment and social issues related to the enlargement of the European Union, is more important for men than for women (71% against 64% of women). The same trend is observed in the case of information about job creation and the fight against unemployment (85% of “fairly important” among men against 81% among women) and working conditions (81% against 78%).

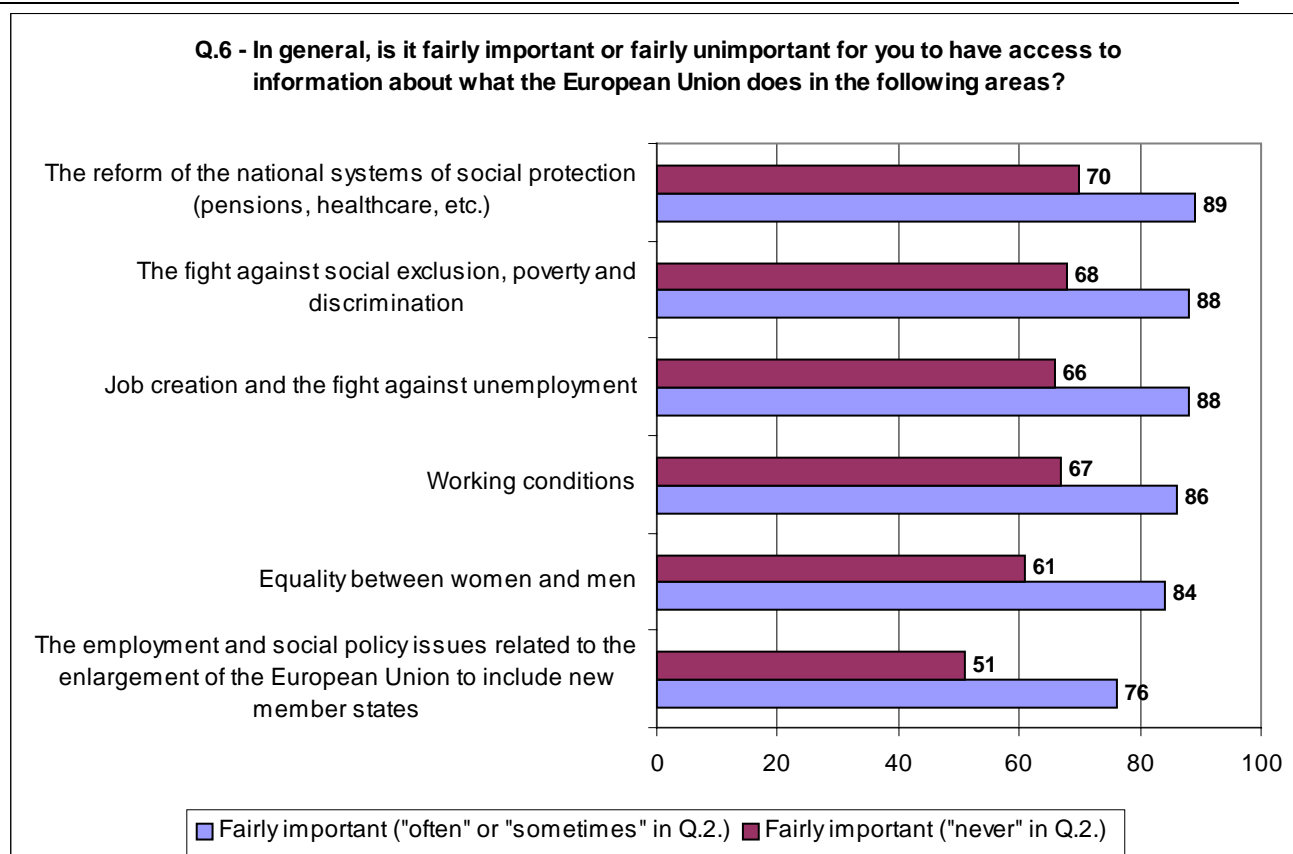
The results broken down by level of education show that highly educated people are more likely than the others to answer “fairly important” than the others, whatever the area where the European Union is active.

Q.6. In general, how important is it for you to have access to information about what the European Union does in the following areas? (“fairly important”)

	Up to 15 years	16-19 years	20+ years
Job creation and the fight against unemployment	75	80	86
Working conditions	73	78	85
The fight against social exclusion, poverty and discrimination	78	79	85
The reform of the national systems of social protection	81	81	86
Equality between men and women	72	74	80
The employment and social policy issues related to the enlargement of the European Union to include new member states	61	65	76

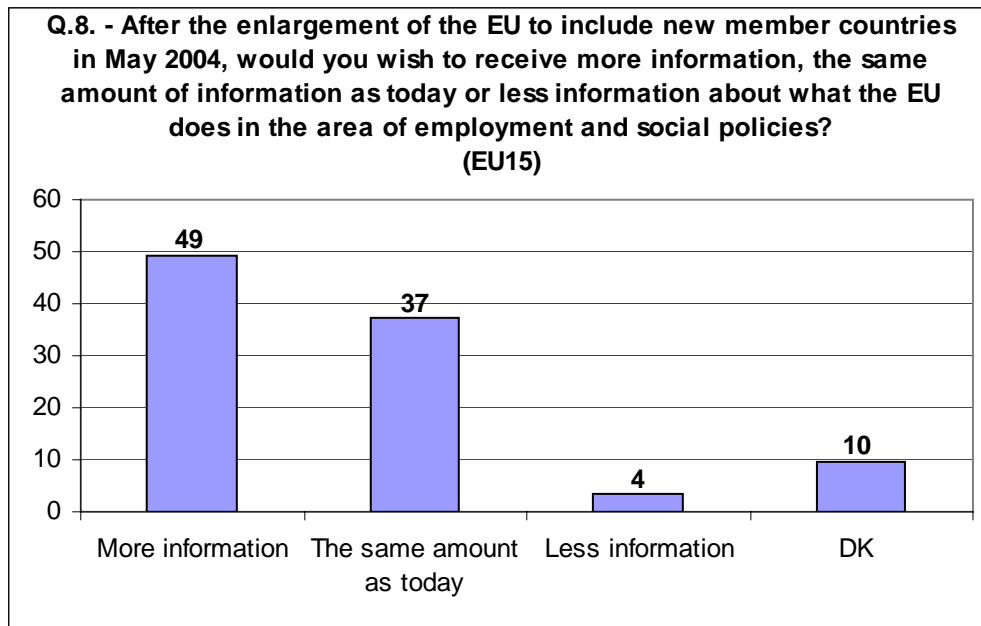
One finding that is interesting to highlight is the fact that **people who are aware of what the European Union does in the area of employment and social affairs are more likely than the others to consider as important having access to information about these issues⁵**. This illustrated in the next-page chart.

⁵ Q.6. was filtered by the people who answered “often” or “sometimes” in Q.2.

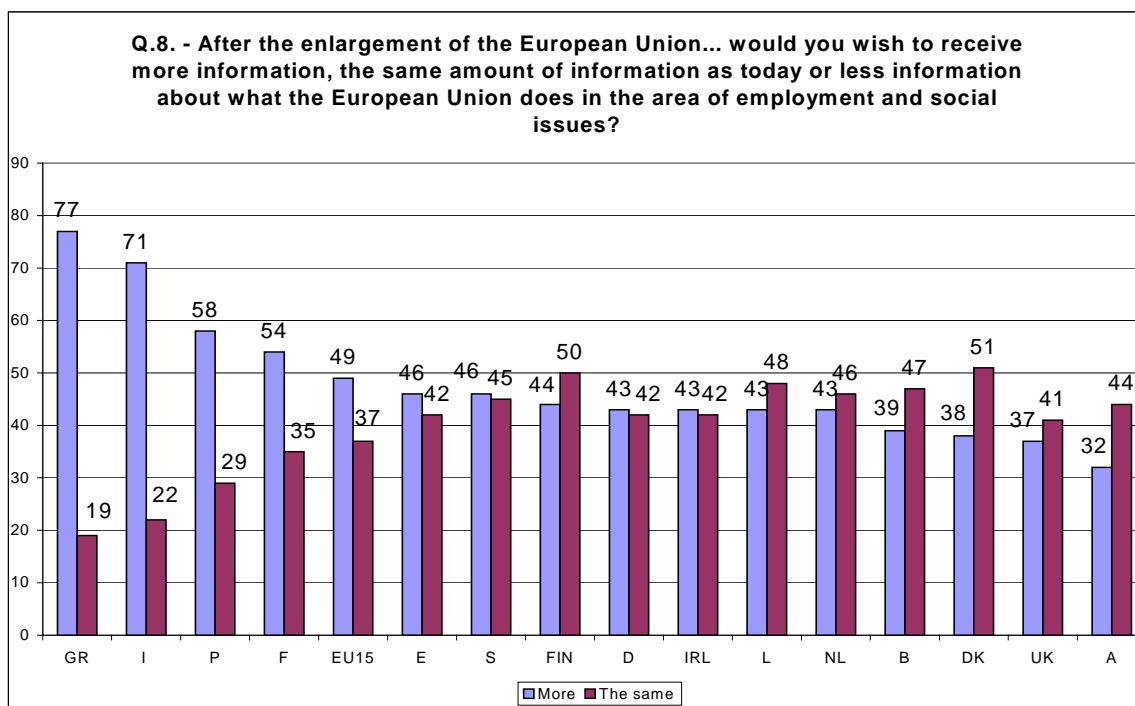


3.4. Need for information after the European Union enlargement

The respondents were asked the following question: “after the enlargement of the European Union to include new member countries in May 2004, would you wish to receive more information, the same amount of information as today or less information about what the European Union does in the area of employment and social policies?”



A relative majority (49%) of European Union citizens would like to receive more information than what they do today. In Greece and in Italy this need has been expressed by more than 70% of the population (77% and 71% respectively). In Denmark, on the other hand, people seem satisfied with the level of information they currently receive as 51% answered “the same amount as today” (for a European average of 37%). This is also the case in Finland (50%), in Luxembourg (48%), in Belgium (47%), in the Netherlands (46%), in Austria (44%) and in the UK (41%).



Socio-demographic analysis

51% of men against 48% of women mentioned that after the enlargement of the European Union in May 2004, they would wish to receive more information than today about what the European Union does in the area of employment and social policies.

This interest for more information is more marked among highly educated people than among the least educated (58% among those who ended full-time education at the age of 20 or later, 48% among those who ended it between the age 16 and 19, 44% among those who left full-time education at the age of 15 or before).

This is also the case for self-employed and managers (58% each), other white collars (56%), students (53%) and unemployed (51%).

ANNEXES

ANNEX I: ENGLISH QUESTIONNAIRE

Let's start with some questions about employment and social policies.

Q.2. Have you often, sometimes or never seen, read or heard anything about the part the European Union plays in...? (SHOW CARD WITH SCALE)

	READ OUT	OFTEN	SOMETIMES	NEVER	DON'T KNOW
1	job creation and the fight against unemployment	1	2	3	4
2	working conditions	1	2	3	4
3	the fight against social exclusion, poverty and discrimination	1	2	3	4
4	the reform of the national systems of social protection (pensions, healthcare, etc.)	1	2	3	4
5	equality between women and men	1	2	3	4
6	the employment and social policy issues related to the enlargement of the European union to include new member states	1	2	3	4

EB60.2 - NEW

Q.3. Before this interview, were you aware or not that...? (SHOW CARD)

	READ OUT	YES	NO	DON'T KNOW
1	a considerable share of the European Union's budget is contributing to national and local projects in the areas of employment, training, the fight against social exclusion, and equality between women and men	1	2	3
2	the European Union sets guidelines for the national employment policies in (OUR COUNTRY)	1	2	3
3	best practices of employment policies are exchanged among the member states of the European Union	1	2	3
4	the European Union sets important rules of labour law and health and safety at work	1	2	3
5	the European Union promotes agreements between employers and trade unions at European Union level	1	2	3
6	National policies to fight poverty and social exclusion are co-ordinated at European Union level	1	2	3
7	member states have started to discuss at European Union level how best to reform national pension systems	1	2	3
8	the European Union bans discrimination on the grounds of racial or ethnic origin, religion or belief, age, disability and sexual orientation	1	2	3
9	the European Union sets rules for equality between women and men at work	1	2	3

EB60.2 - NEW

COMMUNICATION OF EUROPEAN UNION EMPLOYMENT AND SOCIAL POLICIES

Q.4. From the following list, please tell me which are your main sources of information about what the European Union does in the area of employment and social policies?
(SHOW CARD - READ OUT - MULTIPLE ANSWERS POSSIBLE)

Daily national newspapers	1,
Daily regional or local newspapers (N).....	2,
Other newspapers, magazines	3,
TV	4,
Radio	5,
The Internet website of the European Union: Europa (N)	6,
Other Internet websites (M)	7,
Books, brochures, information leaflets	8,
European Union information on notice boards, posters or in information offices of the European Union (M).....	9,
Employment agencies/offices (N) (INT.: USE APPROPRIATE NAME IN EACH COUNTRY - B: ORBEM, D: ARBEITSAMMT, ETC.)	10,
Professional associations or trade unions.....	11,
National, regional or local government, politicians (M).....	12,
Non-governmental organisations (NGOs) (M)	13,
At work/through employers (N)	14,
School, university, other educational or training institutions (N).....	15,
Others (SPONTANEOUS)	16,
I am not interested in European Union employment and social affairs policies (SPONTANEOUS) (N)	17,
DON'T KNOW.....	18,

EB55.1 - Q.45. - TREND MODIFIED

Q.5. And do you think that, in the future, the following sources could be useful for you to get information about European Union employment and social policies?

	READ OUT	YES	NO	DON'T KNOW
1	Daily national newspapers	1	2	3
2	Daily regional or local newspapers	1	2	3
3	Other newspapers, magazines	1	2	3
4	TV	1	2	3
5	Radio	1	2	3
6	The Internet website of the European Union: Europa	1	2	3
7	Other Internet websites	1	2	3
8	Books, brochures, information leaflets	1	2	3
9	European Union information on notice boards, posters or in information offices of the European Union	1	2	3
10	Employment agencies/offices (N) (USE APPROPRIATE NAMES IN EACH COUNTRY)	1	2	3
11	Professional associations or trade unions	1	2	3
12	National, regional or local government, politicians	1	2	3
13	Non-governmental organisations (NGOs)	1	2	3
14	At work/through employers	1	2	3
15	School, university, other educational or training institutions	1	2	3

EB60.2 - NEW

Q.6. In general, is it fairly important or fairly unimportant for you to have access to information about what the European Union does in the following areas?

	READ OUT	FAIRLY IMPORTANT	FAIRLY UNIMPORTANT	DON'T KNOW
1	Job creation and the fight against unemployment	1	2	3
2	Working conditions	1	2	3
3	The fight against social exclusion, poverty and discrimination	1	2	3
4	The reform of the national systems of social protection (pensions, healthcare, etc.)	1	2	3
5	Equality between women and men	1	2	3
6	The employment and social policy issues related to the enlargement of the European union to include new member states	1	2	3

EB60.2 - NEW

Q.7. In general, would you say that what you see, read or hear about what the European Union does in the area of employment and social affairs is very positive, fairly positive, fairly negative or very negative?

- Very positive 1
- Fairly positive..... 2
- Fairly negative 3
- Very negative..... 4
- DON'T KNOW..... 5

EB60.2 - NEW

Q.8. After the enlargement of the European Union to include new member countries in May 2004, would you wish to receive more information, the same amount of information as today or less information about what the European Union does in the area of employment and social policies?

- More information..... 1
- The same amount as today 2
- Less information 3
- DON'T KNOW..... 4

EB60.2 - NEW

ANNEX II: TECHNICAL SPECIFICATIONS

STANDARD EUROBAROMETER 60.2

Between 2nd November 2003 and 12th December 2003, the European Opinion Research Group, a consortium of Market and Public Opinion Research agencies, made out of INRA in Belgium – I.C.O. and GfK Worldwide, carried out wave 60.2 of the standard Eurobarometer, on request of the EUROPEAN COMMISSION, Directorate-General Press and Communication, Opinion Polls.

The Standard EUROBAROMETER 60.2 covers the population of the respective nationalities of the European Union Member States, aged 15 years and over, resident in each of the Member States. The basic sample design applied in all Member States is a multi-stage, random (probability) one. In each EU country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

For doing so, the points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the Member States according to the EUROSTAT NUTS 2 (or equivalent) and according to the distribution of the resident population of the respective EU-nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses were selected as every Nth address by standard random route procedures, from the initial address. In each household, the respondent was drawn, at random. All interviews were face-to-face in people's home and in the appropriate national language.

<u>COUNTRIES</u>	<u>INSTITUTES</u>	<u>N° INTERVIEWS</u>	<u>FIELDWORK DATES</u>	<u>POPULATION 15+ (x 000)</u>
Belgium	INRA/IPSOS BELGIUM	1017	4/11 – 8/12	8,458
Denmark	GfK DENMARK	1000	8/11 – 8/12	4,355
Germany (East)	INRA/IPSOS DEUTSCHLAND	1021	4/11 – 20/11	13,164
Germany (West)	INRA/IPSOS DEUTSCHLAND	1024	4/11 – 20/11	56,319
Greece	MARKET ANALYSIS	1002	4/11 – 1/12	8,899
Spain	INRA/IPSOS ESPAÑA	1000	10/11 – 3/12	34,239
France	CSA-TMO	1004	6/11 – 20/11	47,936
Ireland	LANSDOWNE Market Research	1007	3/11 – 2/12	3,004
Italy	Demoskopoea	997	7/11 – 30/11	49,531
Luxembourg	ILRes	600	6/11 – 4/12	357
The Netherlands	INTOMART	1016	4/11 – 8/12	13,010
Austria	SPECTRA	1032	3/11 – 2/12	6,770
Portugal	METRIS	1000	7/11 – 29/11	8,620
Finland	MDC MARKETING RESEARCH	1001	5/11 – 11/11	4,245
Sweden	GfK SVERIGE	1000	4/11 – 12/12	7,252
Great Britain	MARTIN HAMBLIN LTD	1038	2/11 – 28/11	46,370
Northern Ireland	ULSTER MARKETING SURVEYS	300	6/11 – 2/12	1,314
	TOTAL NUMBER OF INTERVIEWS	16059		

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics. For all EU member-countries a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. As such in all countries, minimum gender, age, region NUTS 2 were introduced in the iteration procedure. For international weighting (i.e. EU averages), INRA (EUROPE) applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

The results of the Eurobarometer studies are reported in the form of tables, datafiles and analyses. Per question a table of results is given with the full question text in English, French and German. The results are expressed as a percentage of the total. The results of the Eurobarometer surveys are analysed and made available through the Directorate-General Press and Communication, Opinion Polls of the European Commission, rue de la Loi 200, B-1049 Brussels. The results are published on the Internet server of the European Commission: http://europa.eu.int/comm/public_opinion/. All Eurobarometer datafiles are stored at the Zentral Archiv (Universität Köln, Bachemer Strasse, 40, D-50869 Köln-Lindenthal), available through the CESSDA Database <http://www.nsd.uib.no/cessda/europe.html>. They are at the disposal of all institutes members of the European Consortium for Political Research (Essex), of the Inter-University Consortium for Political and Social Research (Michigan) and of all those interested in social science research.

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Observed percentages	10% or 90%	20% or 80%	30% or 70%	40% or 60%	50%
Confidence limits	± 1.9%	± 2.5%	± 2.7%	± 3.0%	± 3.1%

**STANDARD EUROBAROMETER 60.2
CO-OPERATING AGENCIES AND RESEARCH EXECUTIVES**

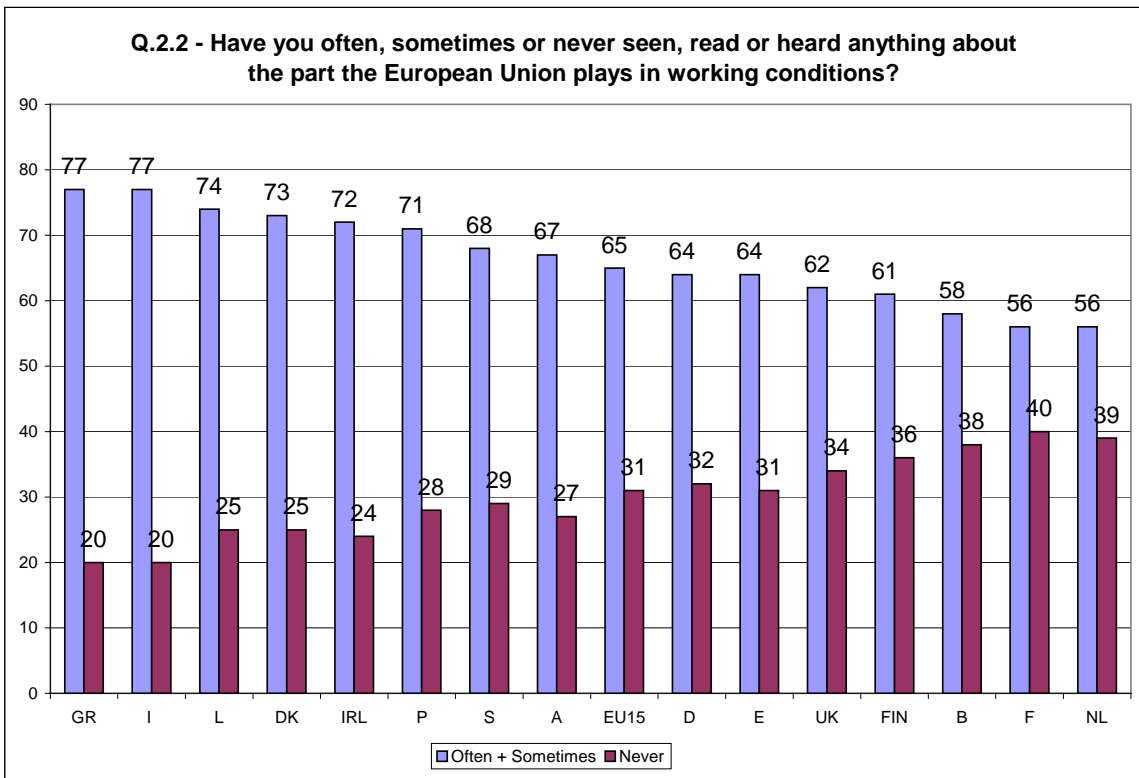
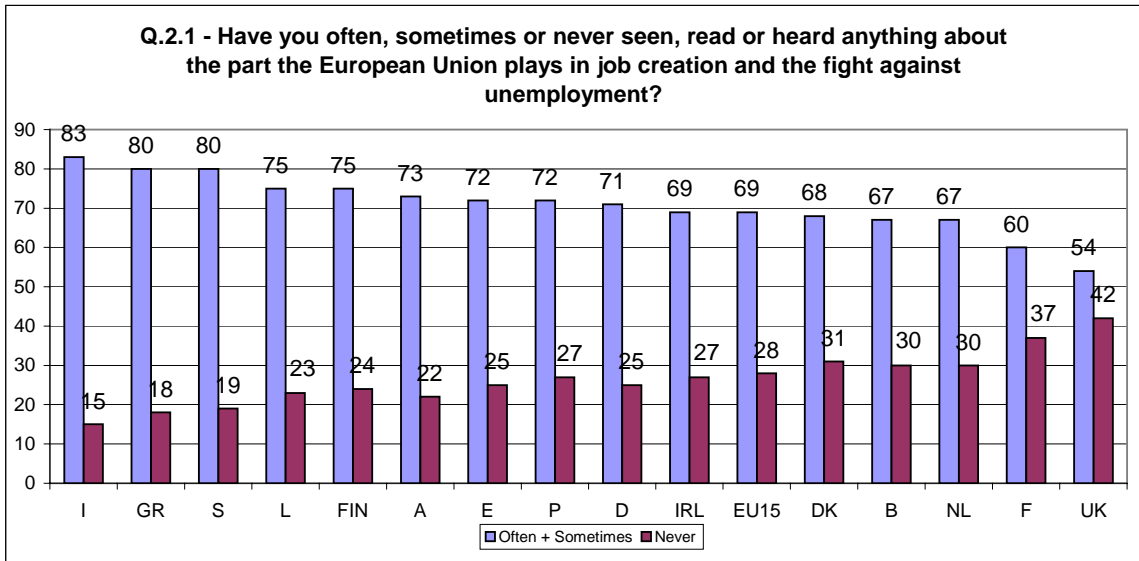
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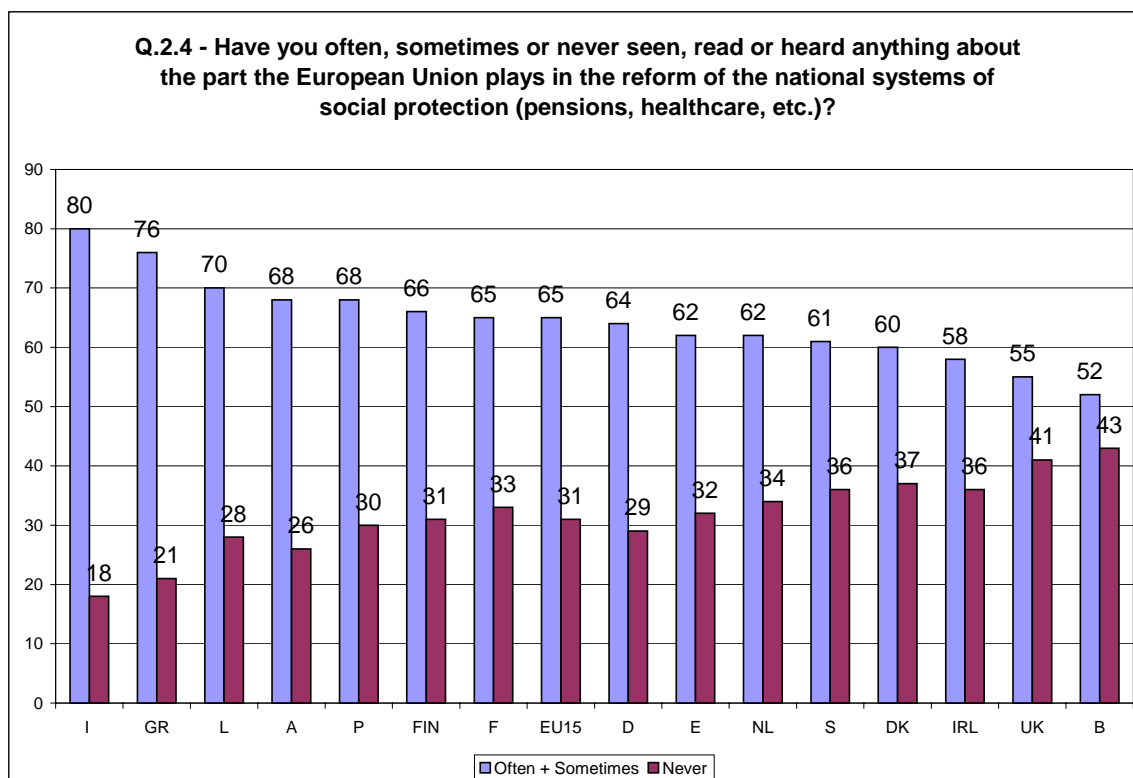
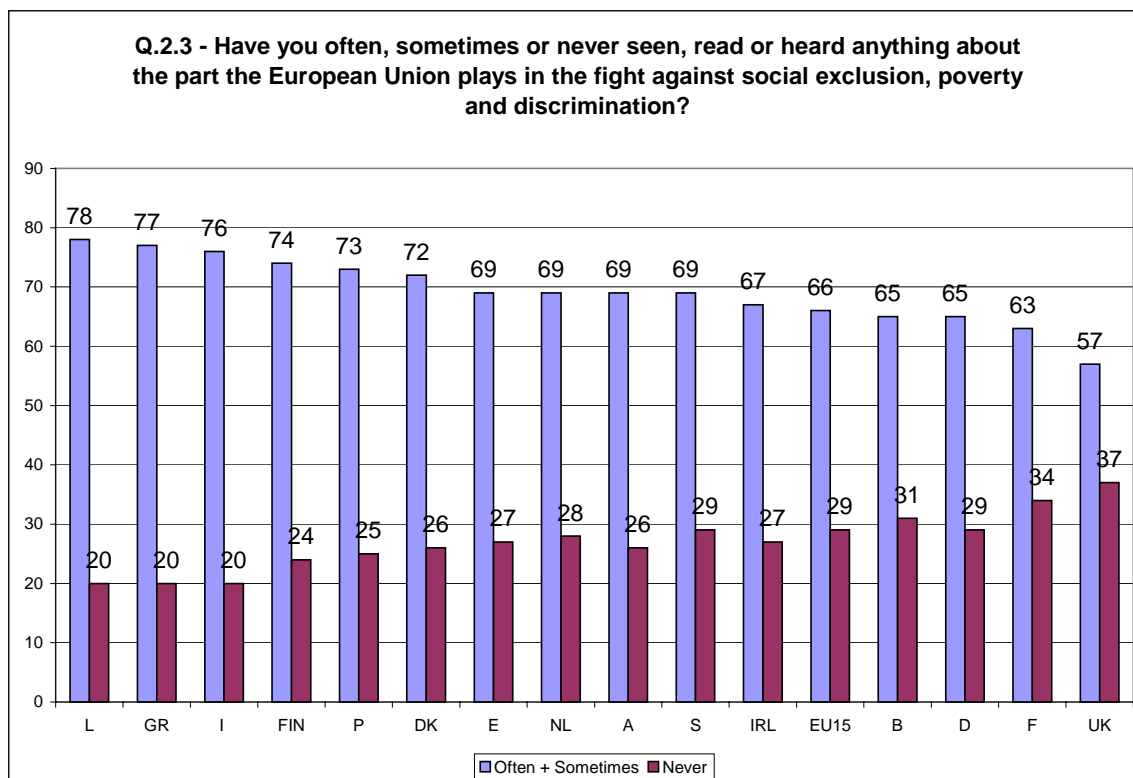
**INRA (EUROPE) - European Coordination Office SA/NV
159-165, avenue de la Couronne – B-1050 Brussels
Tel : +32 2 642 47 11 – Fax : +32 2 648 34 08**

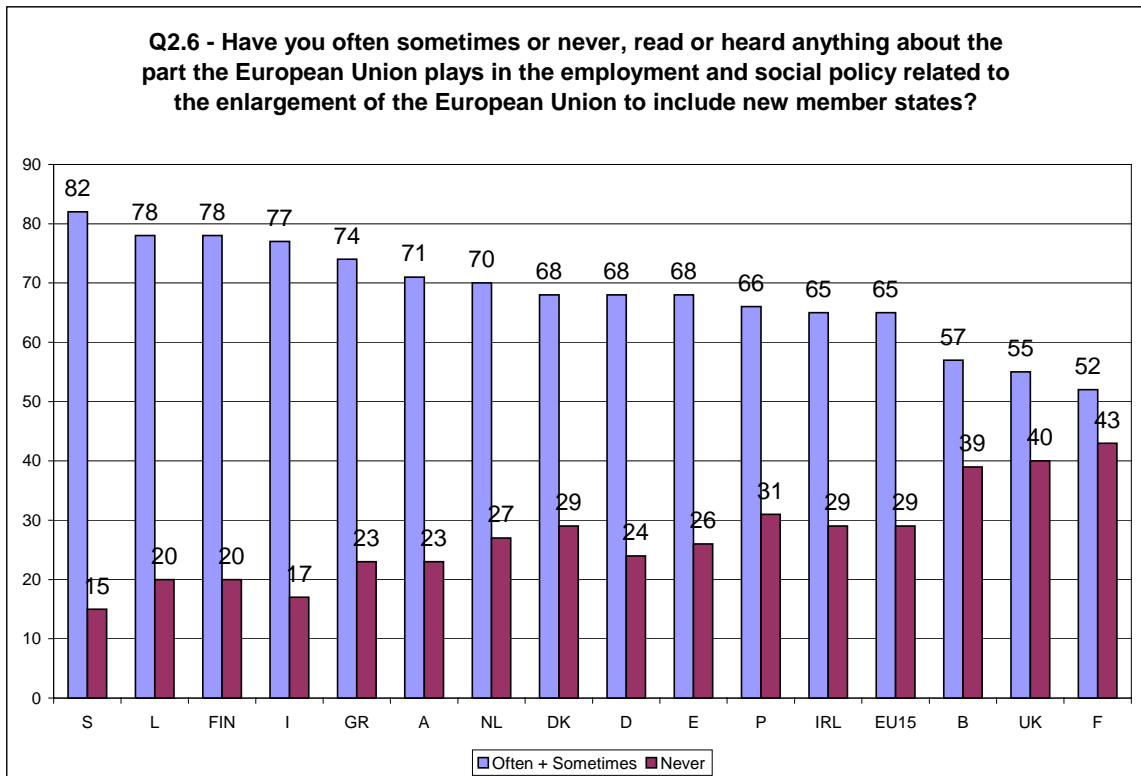
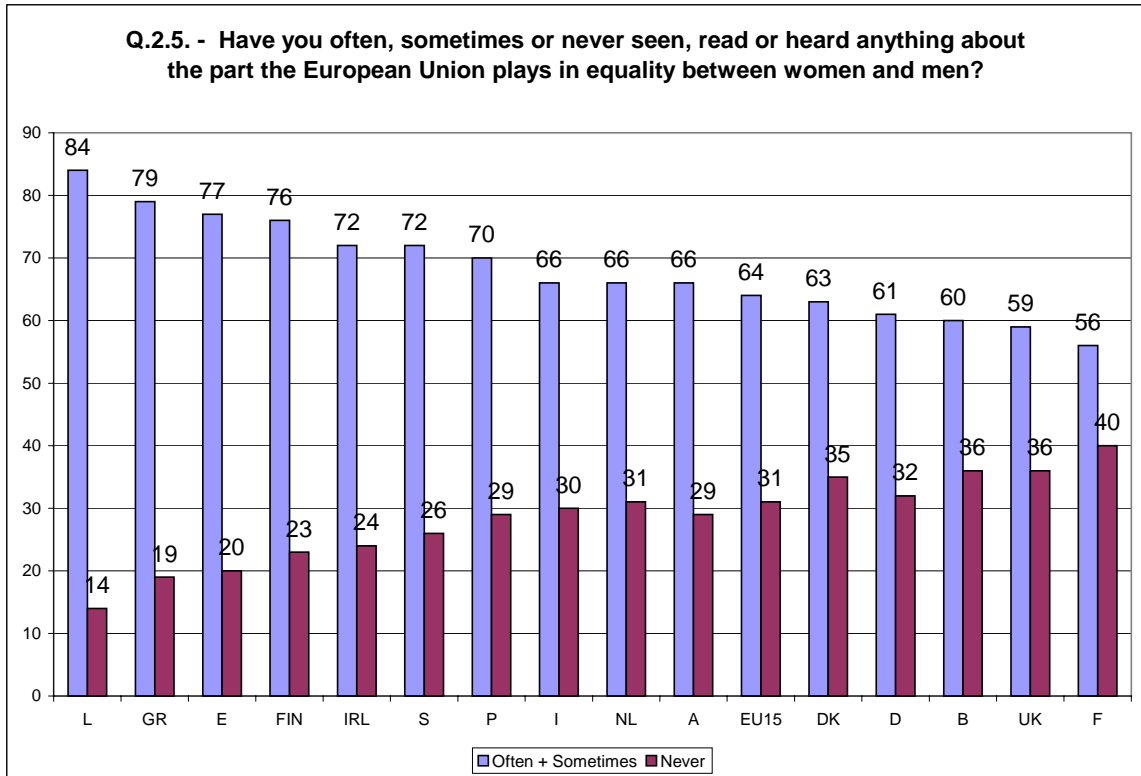
BELGIQUE	INRA BELGIUM 159, avenue de la Couronne B-1050 BRUXELLES	Mrs. Karin Schreurs Karin.Scheurs@inra.com	tel. fax	++/32 2 642 47 11 ++/32 2 648 34 08
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LUXEMBOURG	ILReS 46, rue du Cimetière L-1338 LUXEMBOURG	Mr. Charles MARGUE charles.margue@ilres.com	tel. fax	++/352 49 92 91 ++/352 49 92 95 555
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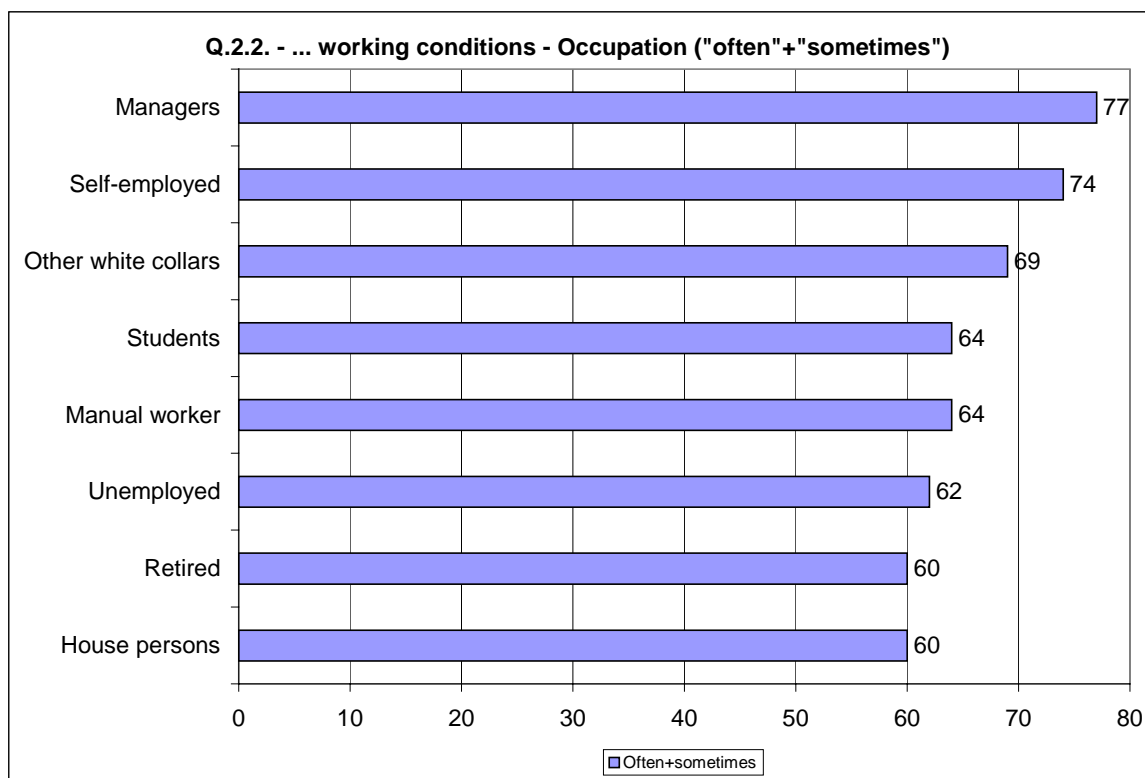
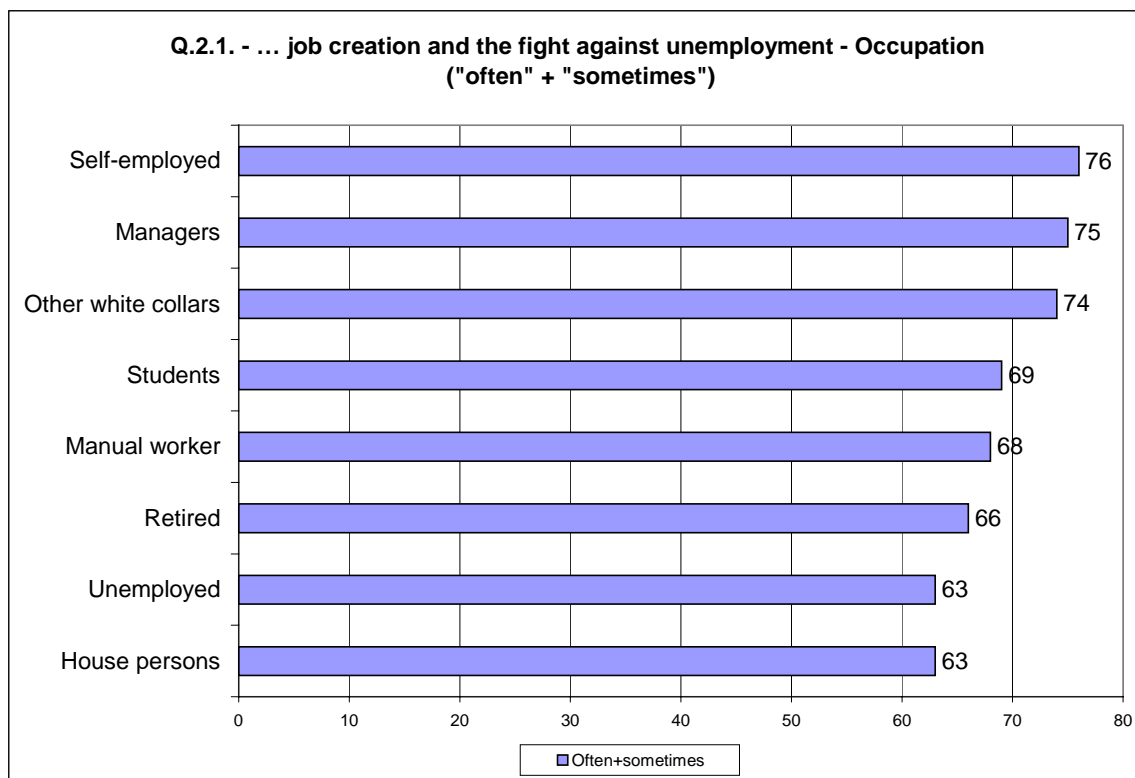
ANNEX III: ADDITIONAL CHARTS

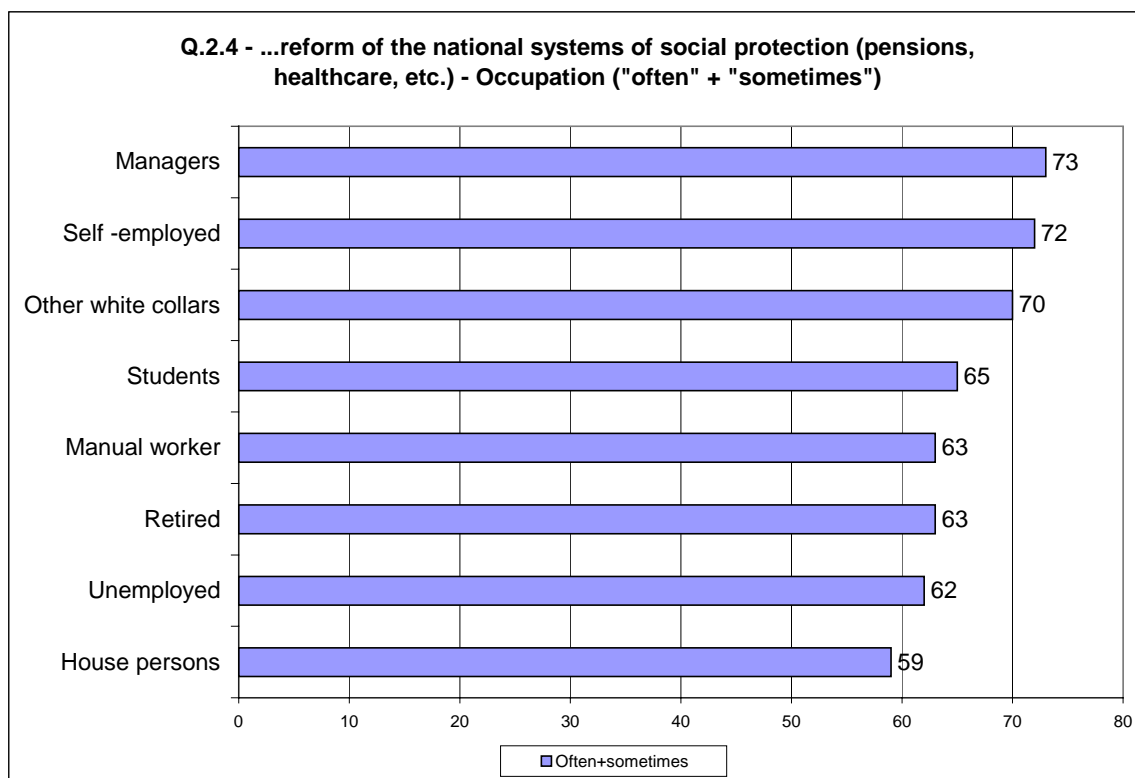
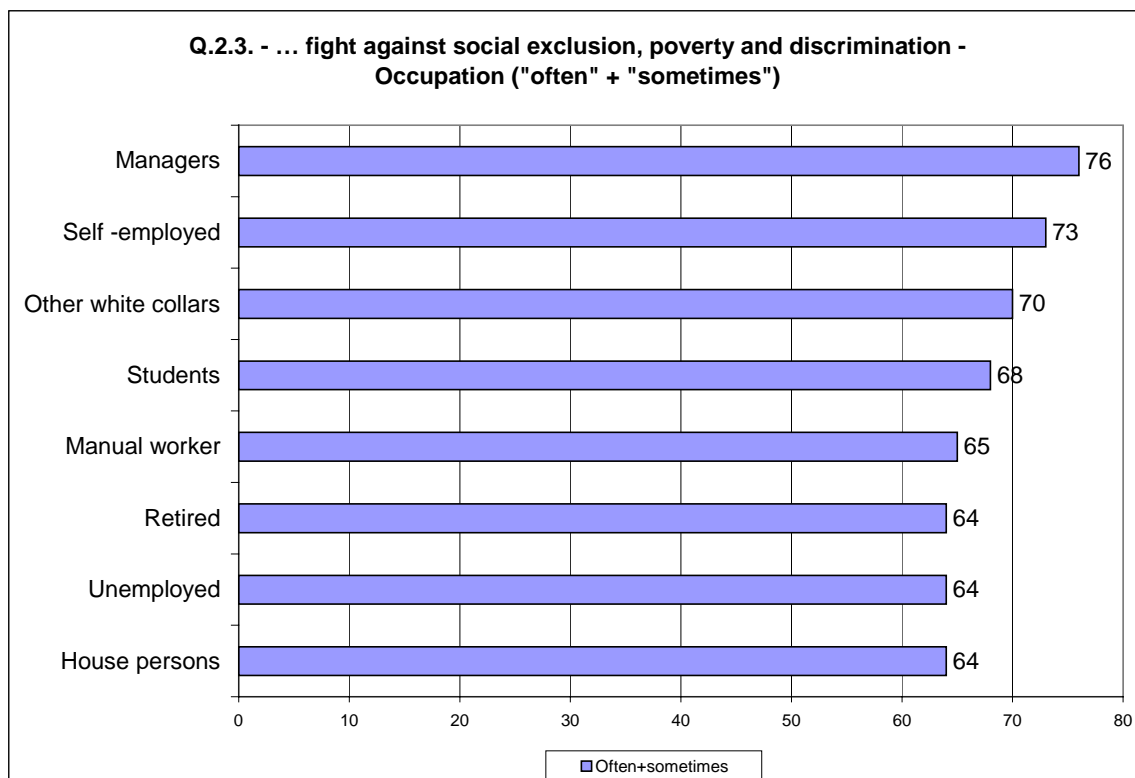
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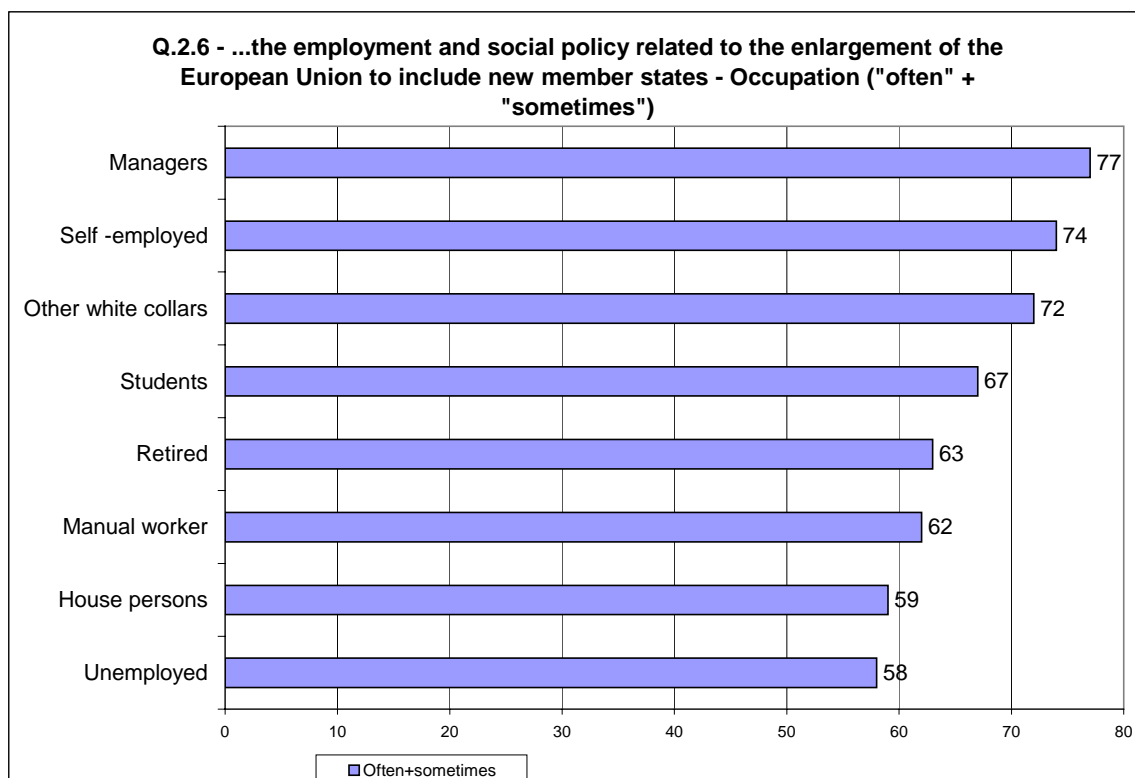
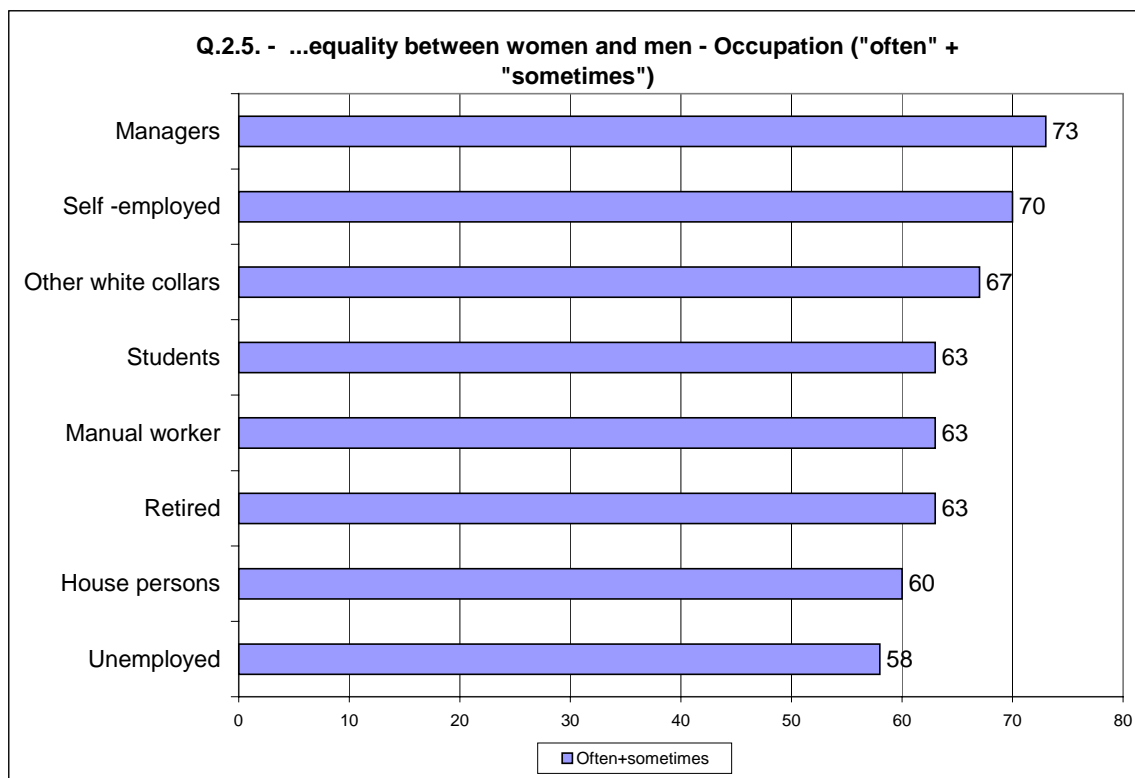




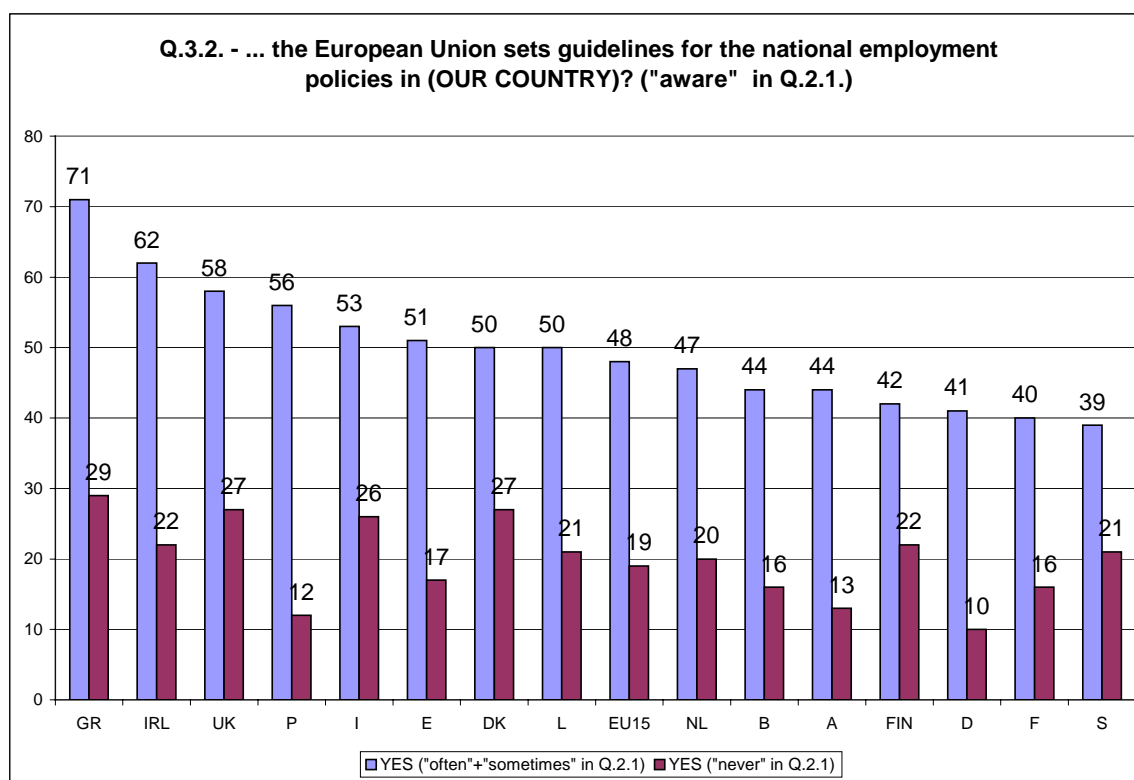
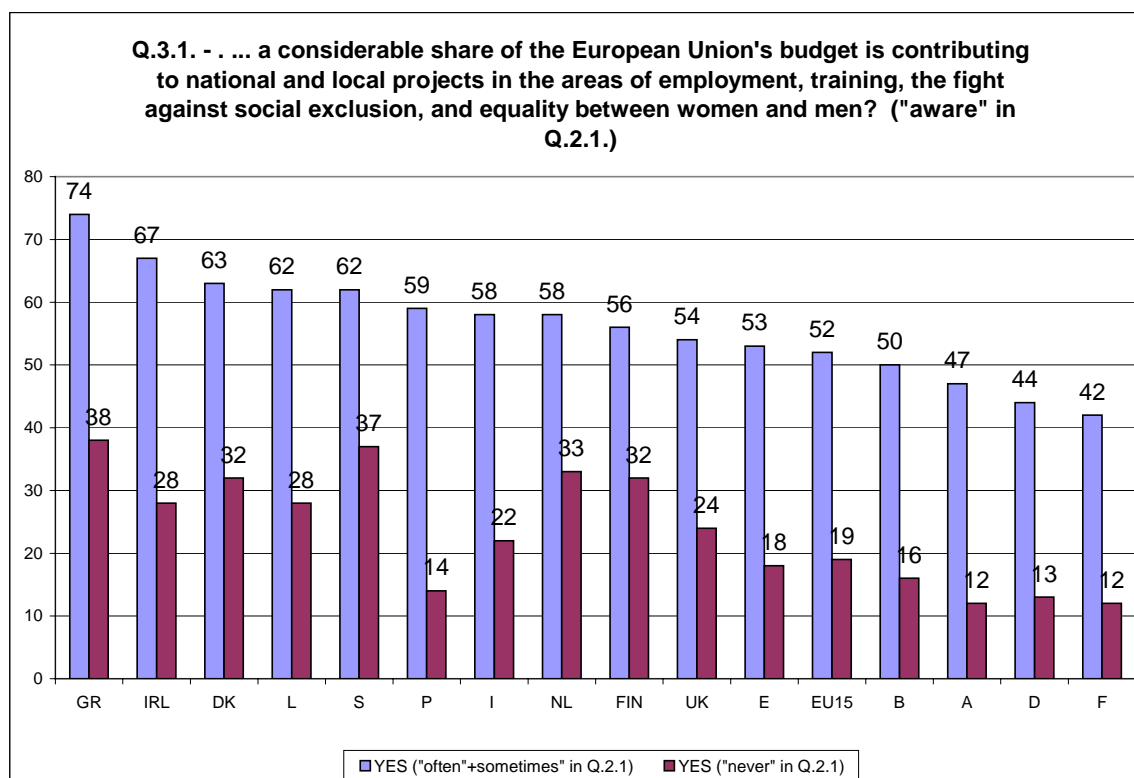


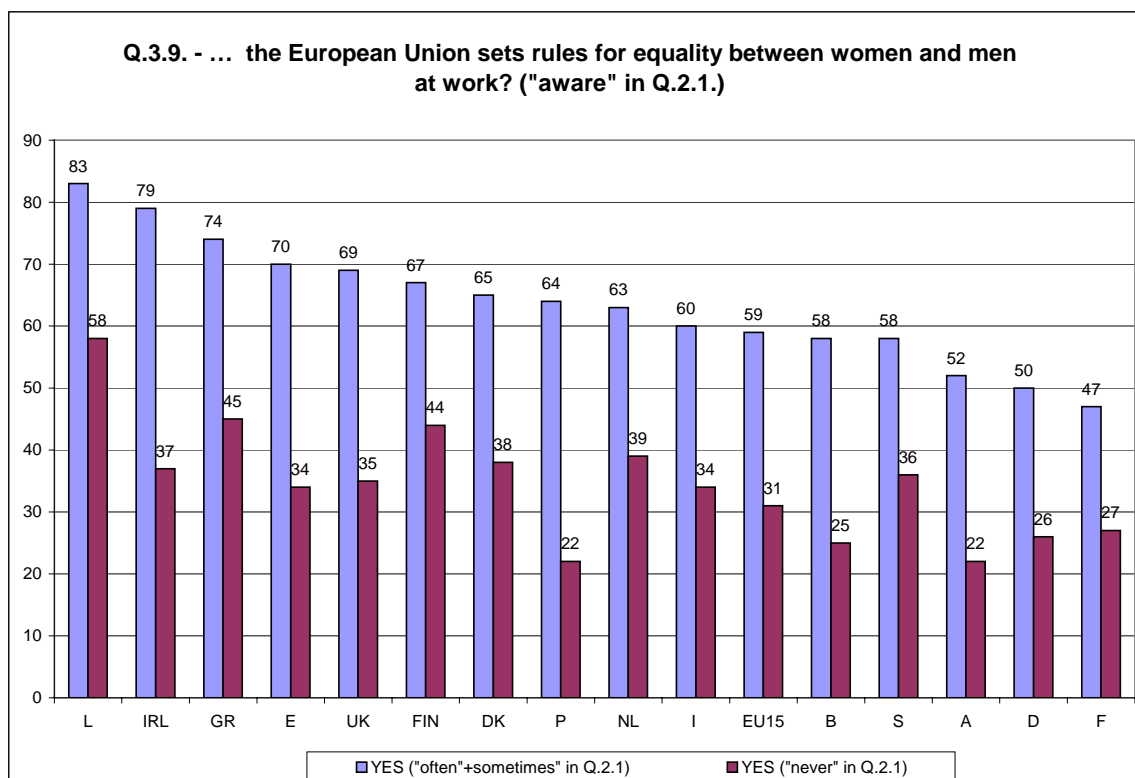
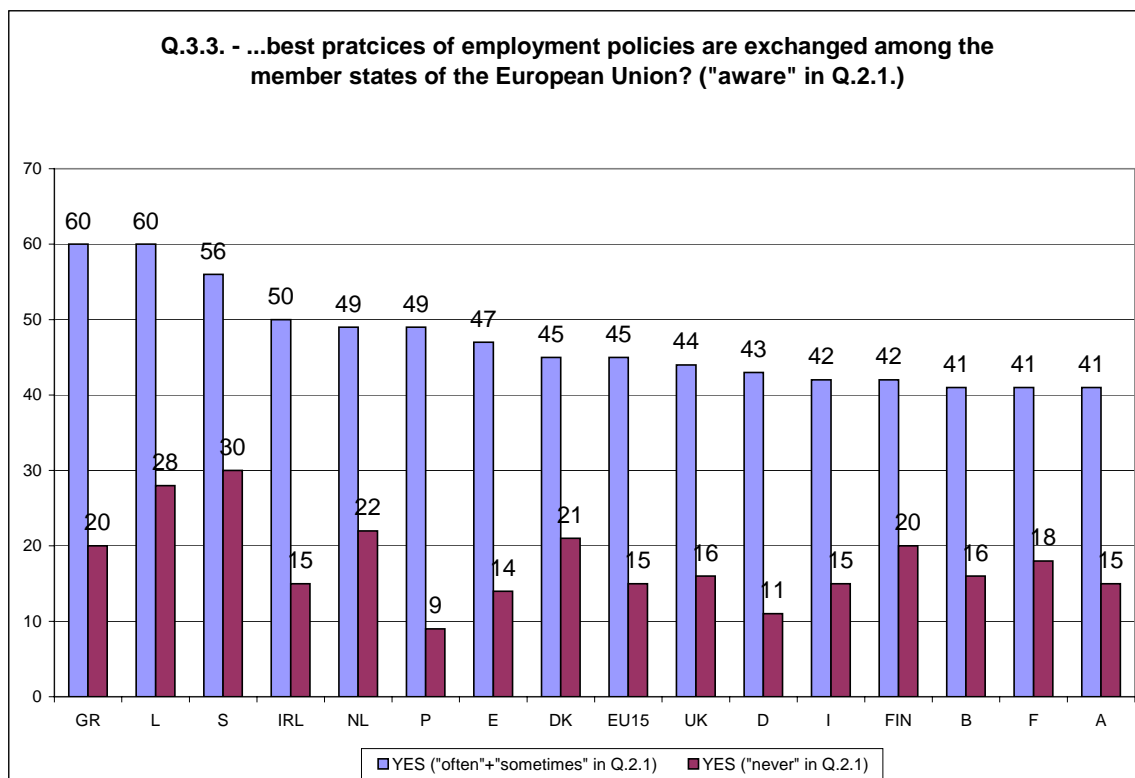




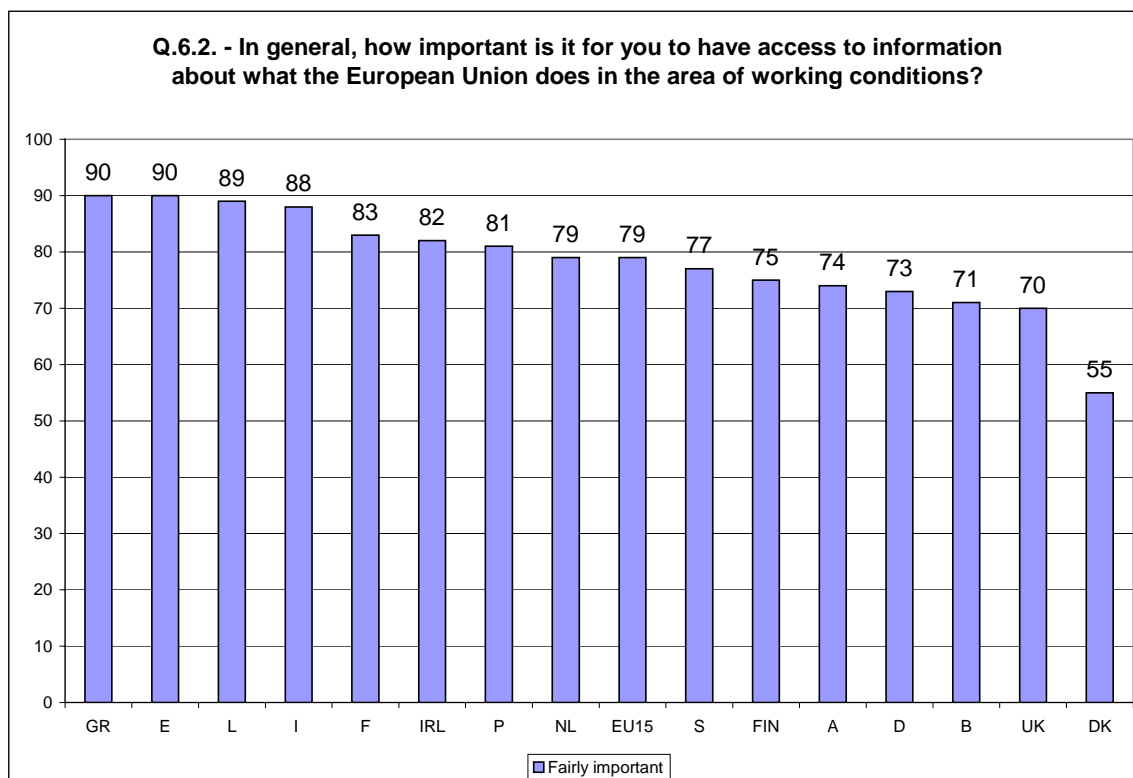
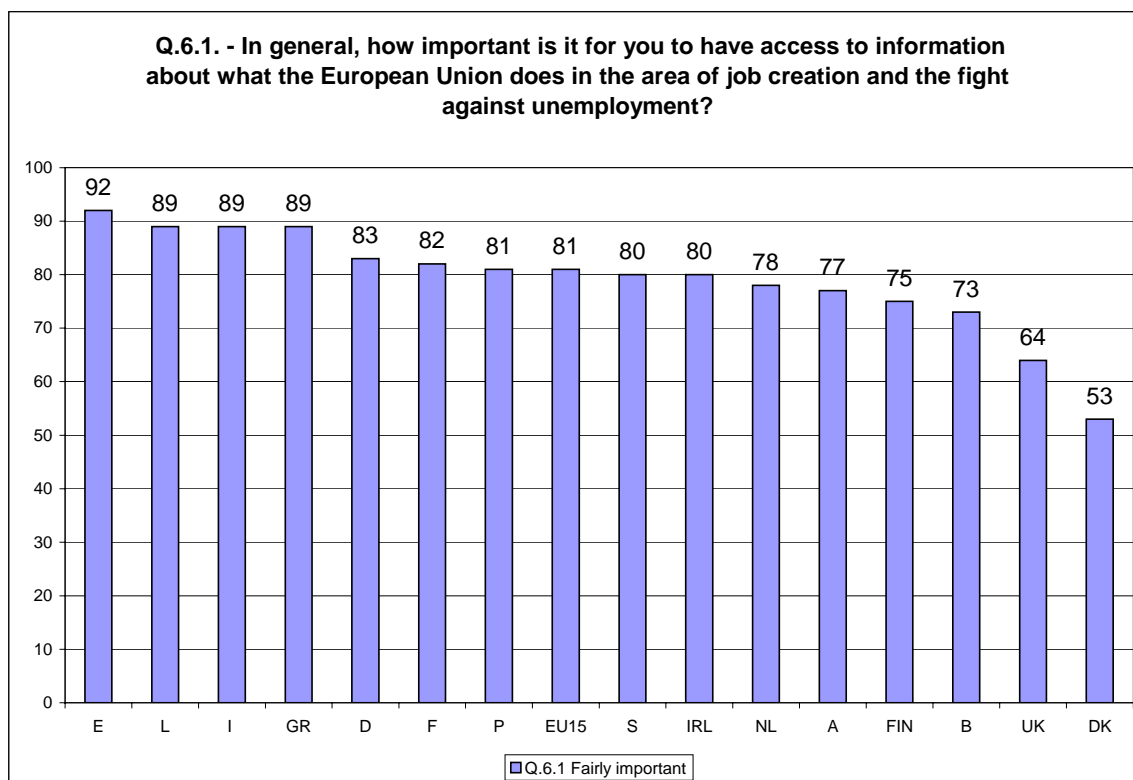


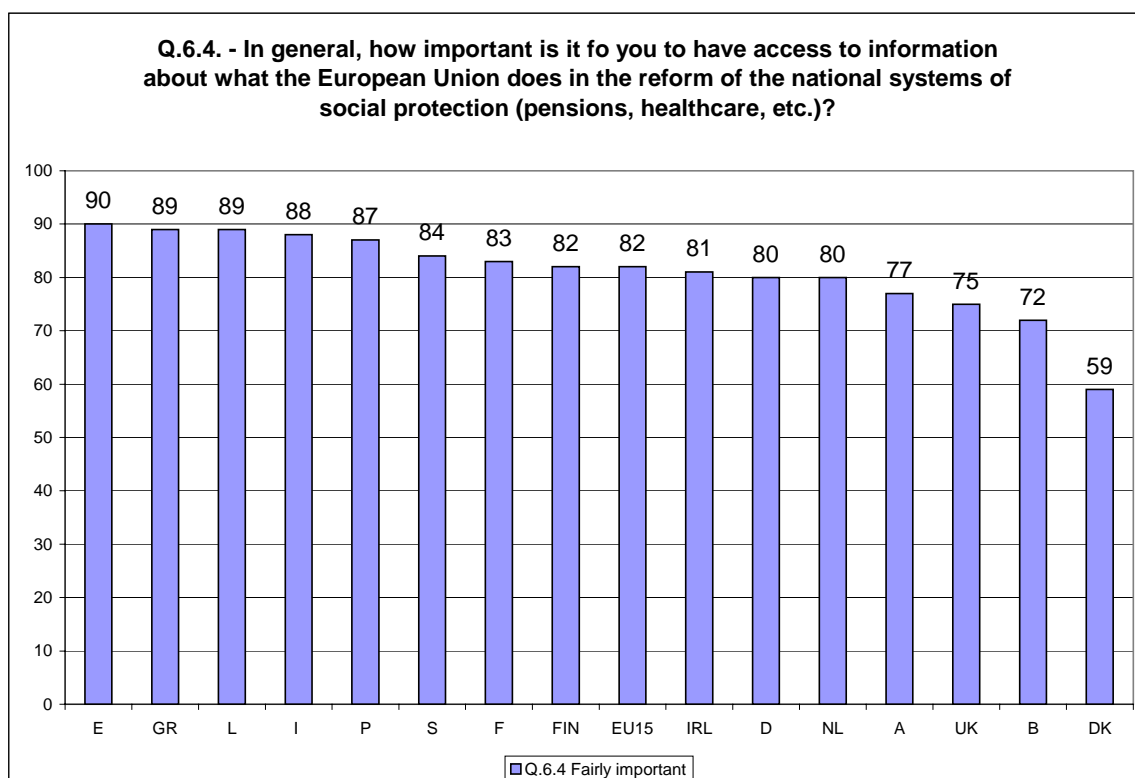
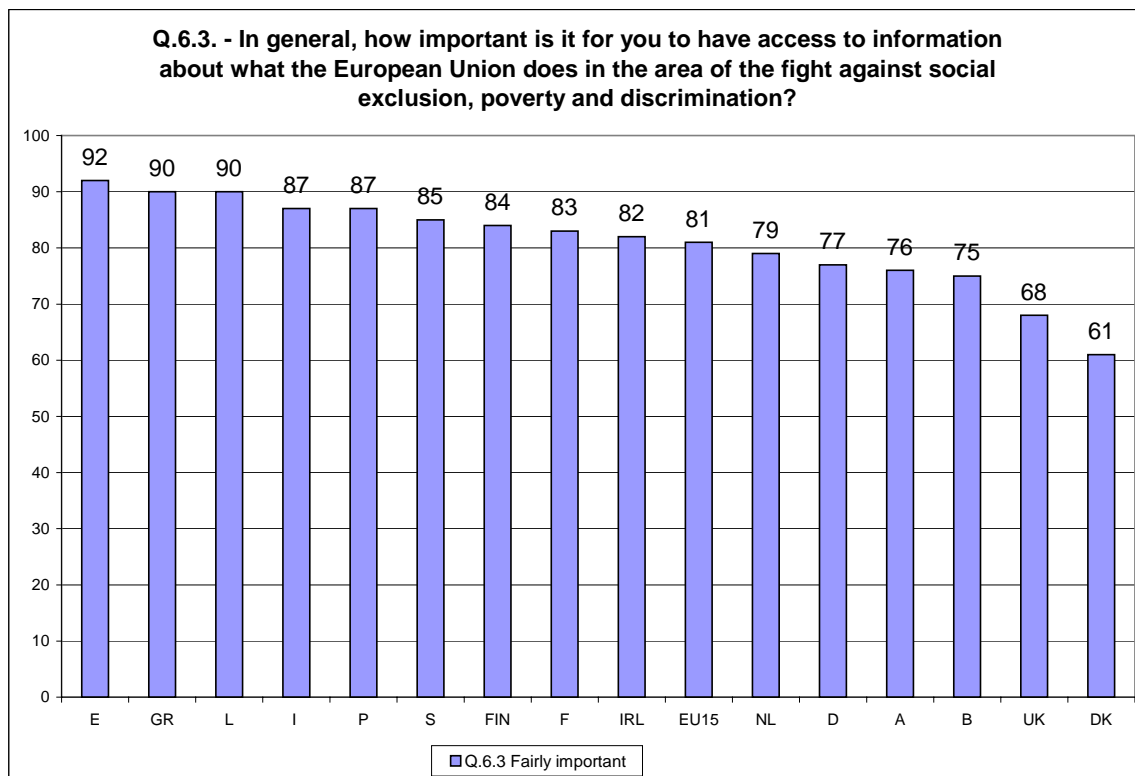
Charts question 3

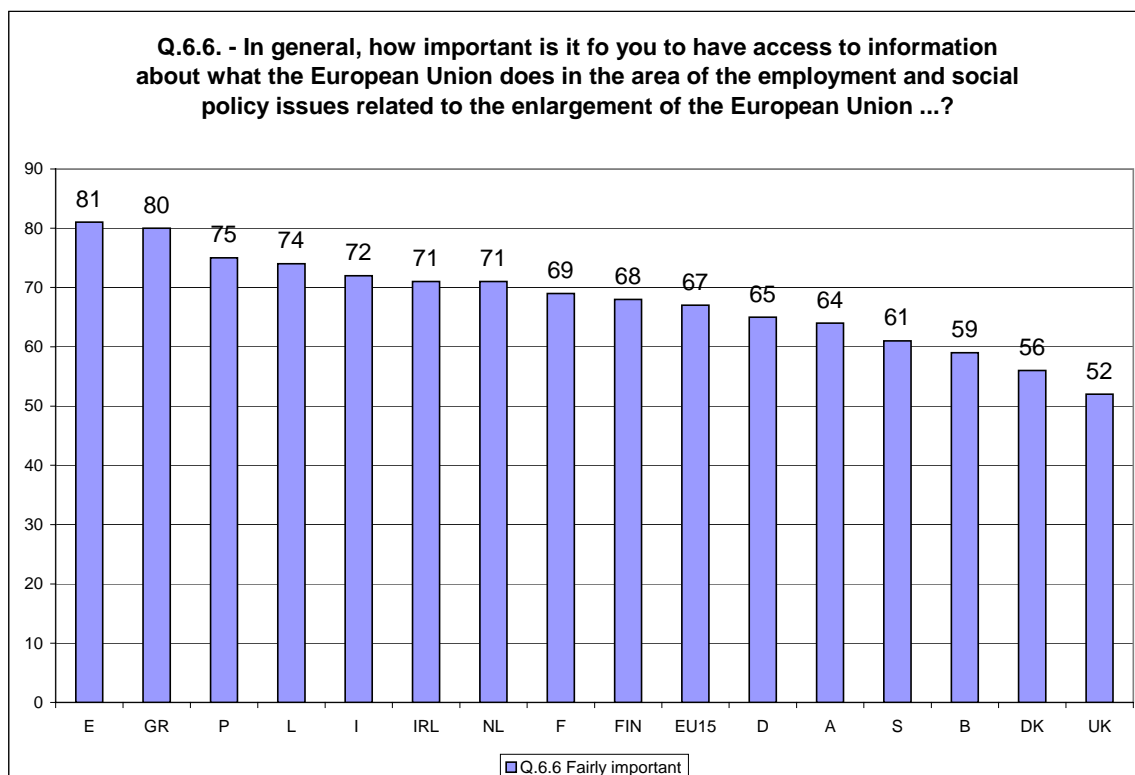
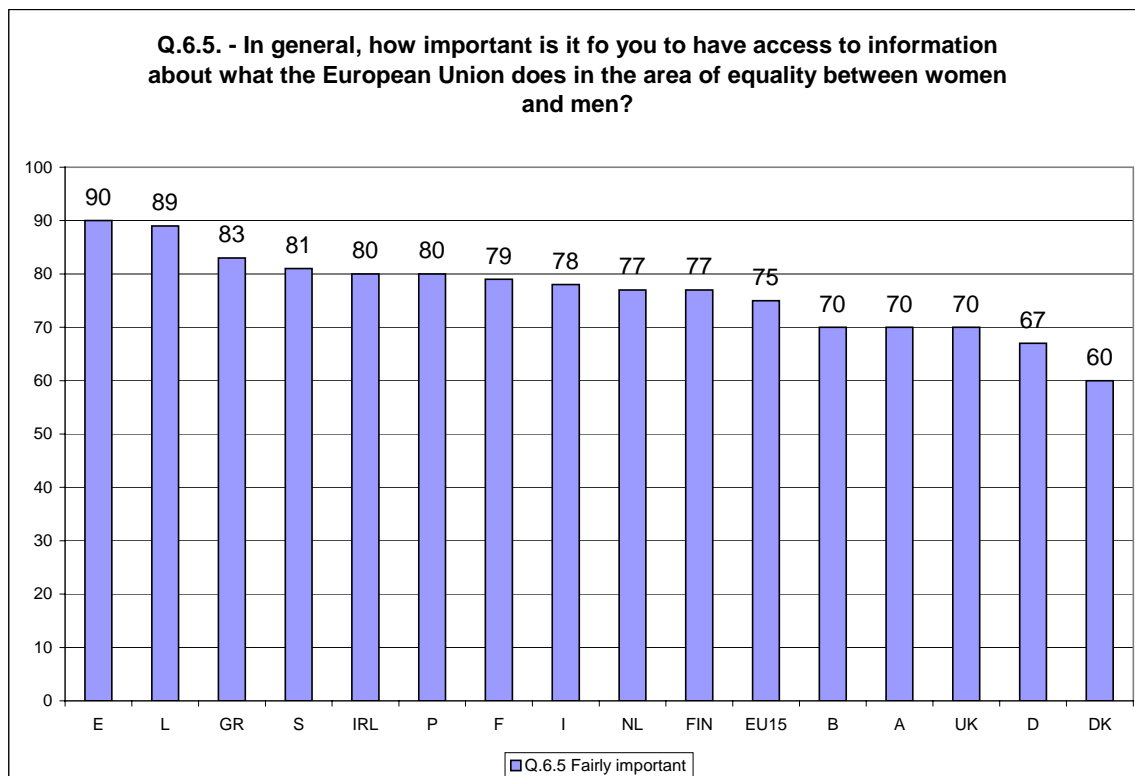


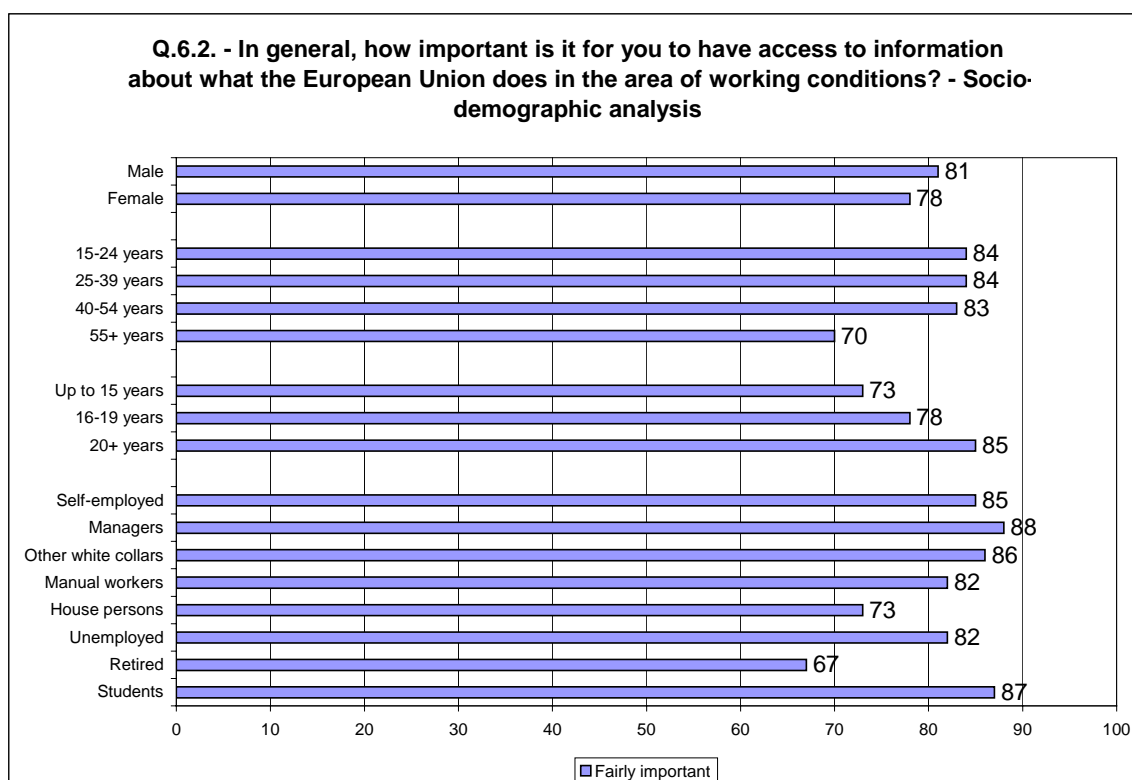
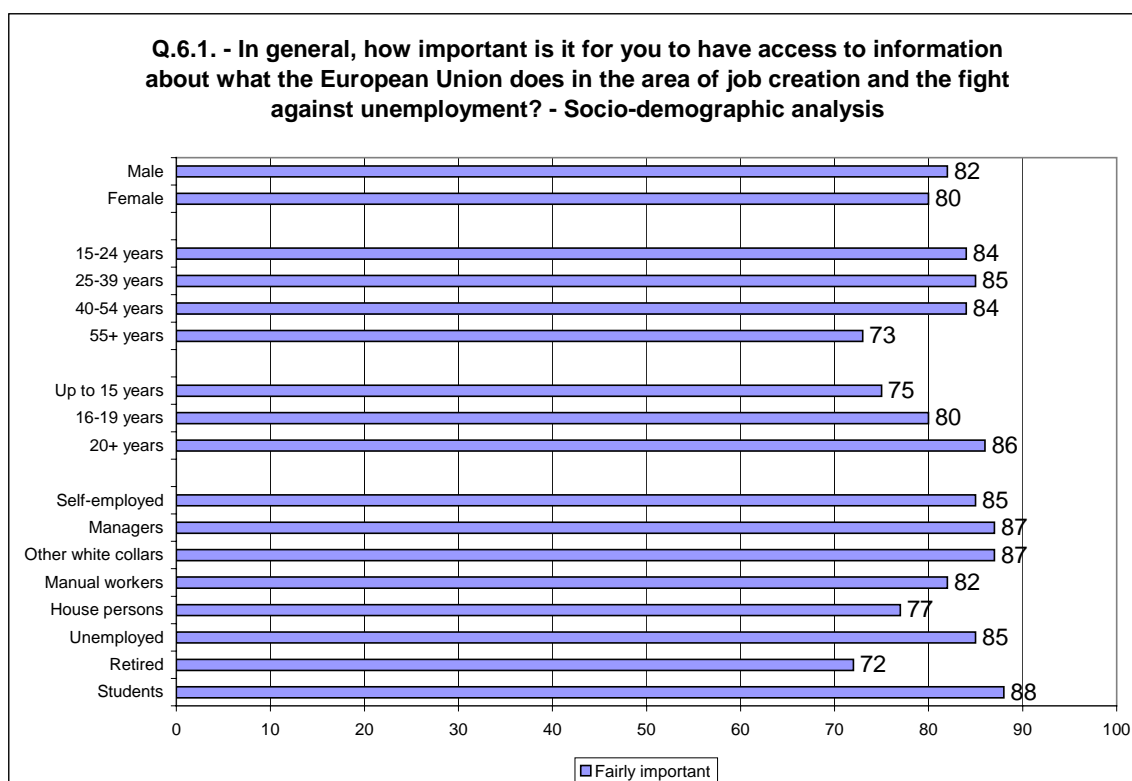


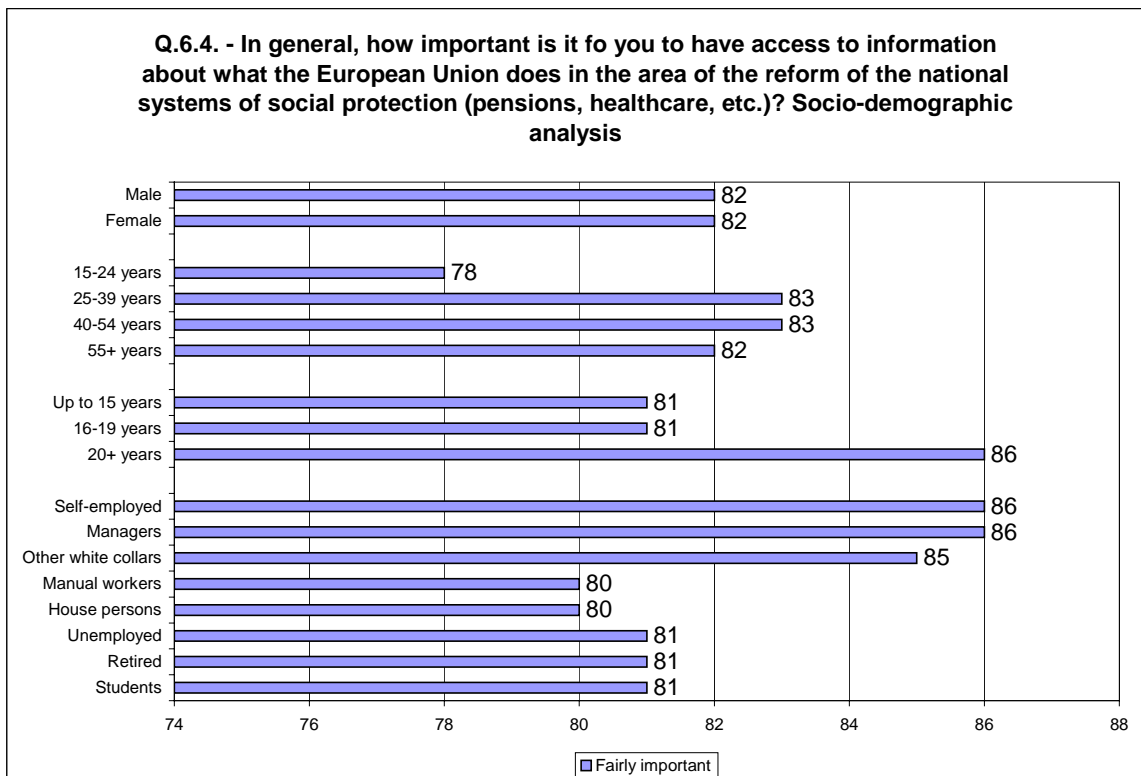
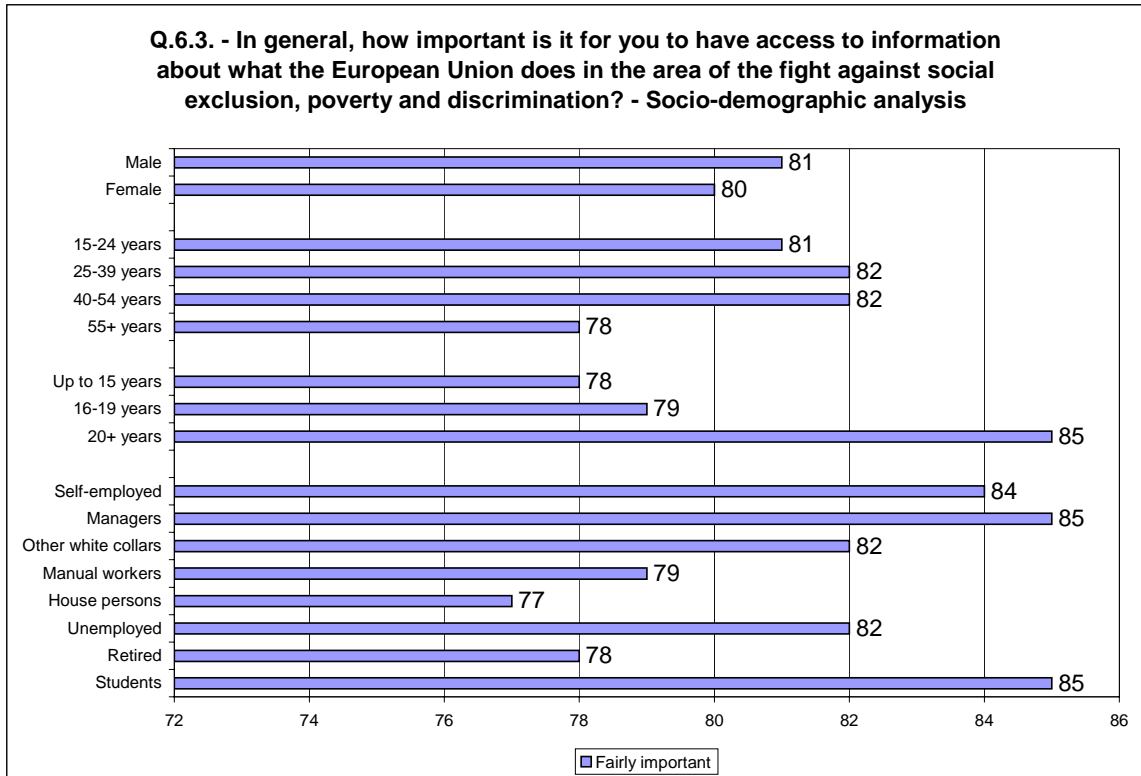
Charts question 6

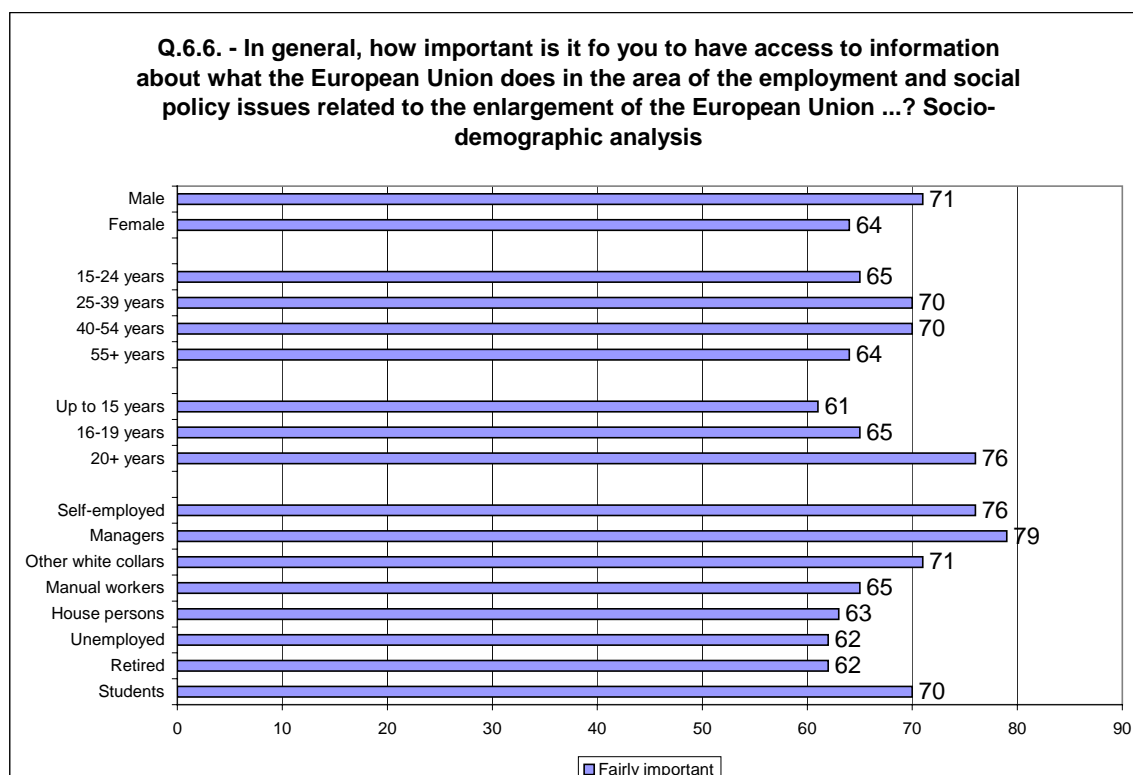
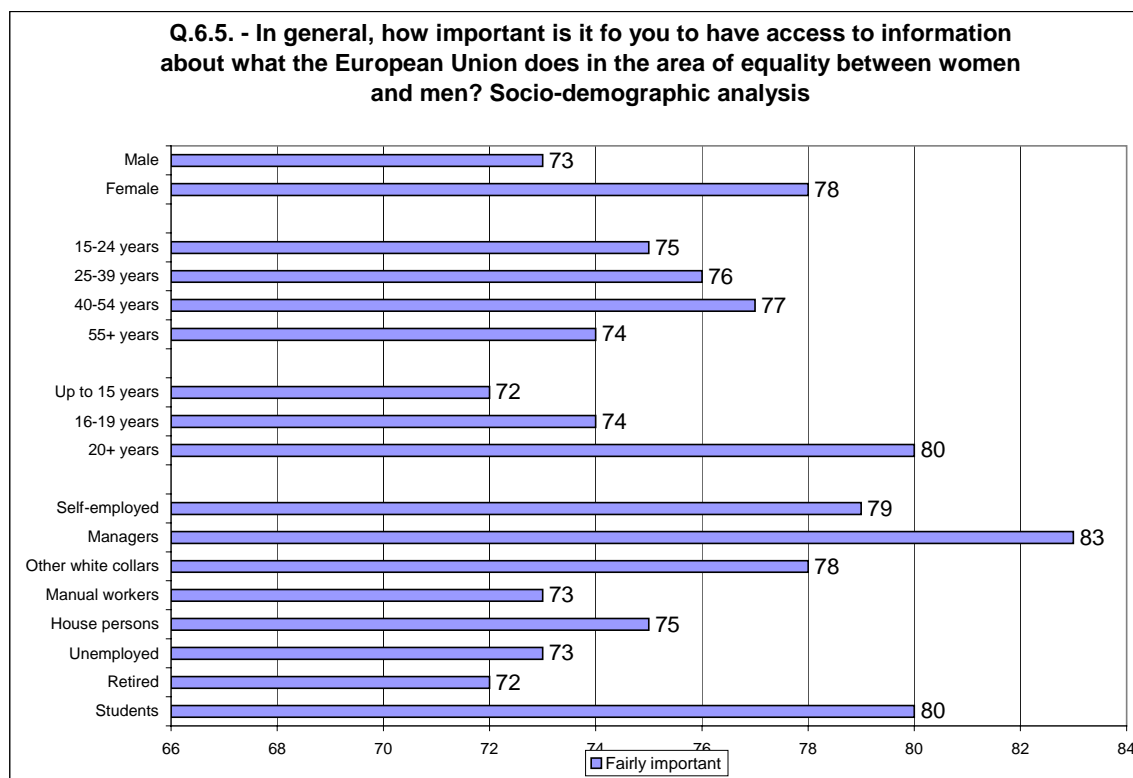












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