

OCCURRENCE FOR DG COMM

**“ANALYSIS OF RESULTS FROM OPEN PUBLIC  
CONSULTATION IN THE FRAMEWORK OF MID-TERM  
EVALUATION OF EUROPE DIRECT INFORMATION  
CENTRES (EDICS) (2013-2017)”**

CONTRACT IN CASCADE UNDER THE FRAMEWORK  
CONTRACT (PO/2012-3/A3 - LOT 2)

FINAL REPORT

June 27th, 2016

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# 1. EXECUTIVE SUMMARY

The present study takes place in the framework of the evaluation process of the EDIC network and represents a complementary source of data and insights. The data analysed in the current evaluation was generated from the internet-based open public consultation which took place between February 10<sup>th</sup> and May 4<sup>th</sup>, 2016 and registered a total of 971 contributions.

Views and opinions of the general public and of users of the EDIC network will provide a better understanding of how the network is perceived, to simplify fact-based decision-making.

**Even though the open public consultation was promoted through all the pages of the Your Europe portal, in order to attract relatively neutral views from respondents, the present study is neither representative of the general EU population's perception of the EDIC networks, nor of the EDIC network's users, to the extent that the exercise was not based on a representative sample. Its results should therefore not be misinterpreted in this sense, and no conclusions as to the awareness or usage rates of EDICs can be derived from the present data.**

The main findings are the following:

Almost two thirds of the respondents consider **grants and funding programs** as the most relevant information to obtain about the EU. Other EU topics and issues suggested are all considered of interest by 1 out of 2 respondents.

Official European sources seem to be favoured for any request related to information about EU, notably the **website managed by the EU institutions** (71% share) and **EDICs** (63%), but this trend could be induced by the fact that the open public consultation itself was promoted through EU channels and tools, and should therefore be addressed with caution.

With 95% 'total agree' share, **local centres, European institutions websites** and **email helpdesk** are envisaged equally by the respondents as the best ways for the citizens to ask questions about the EU.

A broad majority of respondents (70%) declares they have been in contact with an EDIC **at least once**.

The most recurrent way to find out about EDICs is through **events for** 42% of respondents.

Respectively 35% and 22% of people who have been in touch with the EDIC contacted it **because they were invited to one of its networking events** or **for answers to questions on the EU rights**.

EDICs generate a very high **satisfaction rate** of 88% among people who have already been in contact with them; **staff is mainly perceived as helpful** (90%), **providing reliable information** (88%) and **responding promptly to enquiries** (86%).

## 2. OBJECTIVES AND SHORTCOMINGS OF THE EXERCISE

### 2.1. OBJECTIVES

The aim of the open public consultation whose results are analysed in the present report was to hear what citizens, organisations and stakeholders (e.g. structures currently hosting EDICs, regional/local/municipal authorities not hosting EDICs, schools, educational establishments and youth organisations, NGOs, ...) think about EDICs. The Commission was interested not only in the views of people who have been in contact with EDICs, but also in the opinion of those who have not.

The Commission was entirely in charge of running the open public consultation, which was published on *Your voice in Europe*, hosted on Europa. E-mails were sent to relevant EU institutions to raise awareness about the open public consultation. In addition, EC Representations and EDICs alike were requested to promote it among their stakeholders.

This present report aims at analysing the input given by respondents to the open public consultation through a questionnaire comprising 6 identification data questions, 8 closed questions and 1 open question (available in annex 2) and determine whether this input can help draw conclusions on the established criteria for the evaluation of EDICs (regarding efficiency, effectiveness, relevance, added value of EDICs).

### 2.2. SHORTCOMINGS OF THE EXERCISE

Occurrence has identified a number of limitations to the evidence used and the methodology applied, which should be taken in consideration when drawing findings and conclusions:

- The methodology of the open public consultation enabled any individual to answer, whether EU citizen or not, and applied no sampling criteria. **Therefore, the sample cannot be considered as representative of EU citizens or of EDIC users and cannot be of use to determine levels of awareness or use of the EDIC network.**
- The channels by which the open public consultation was promoted might have induced an over-representation of individuals specifically interested in EU issues and topics, and therefore are not representative of EU citizens in general. There again the data collected cannot be used to identify the information needs and sources of EU citizens.
- The questionnaire does not enable to determine if respondents are answering the open public consultation on behalf of an organisation or on an individual level
- As with any self-administered questionnaire, it cannot be fully confirmed that all respondents understood the questions as they were meant to be (i.e. the terms “country of residence” might have been subjected to interpretation). Moreover, the qualitative feedback from the open-ended question may sometimes be cryptic or lacking context, thus making its analysis difficult.

## 2.3. METHODOLOGICAL CONSIDERATIONS

The data collected was first imported in ModaLisa, a quantitative data software, and verified to make sure of its consistency (i.e. respect of filter questions). For each question, flat sorting and cross tabulations according to profile (gender, age and occupation) were produced. Statistical significant differences according to profile (Khi<sup>2</sup> Test) have been included in the report in order to identify groups of citizens who might have different perceptions of the EDICs. They are indicated in bold in the tables. The answers to the open-ended question were analysed by a dedicated analyst and recoded to identify different categories.

Methodological precisions:

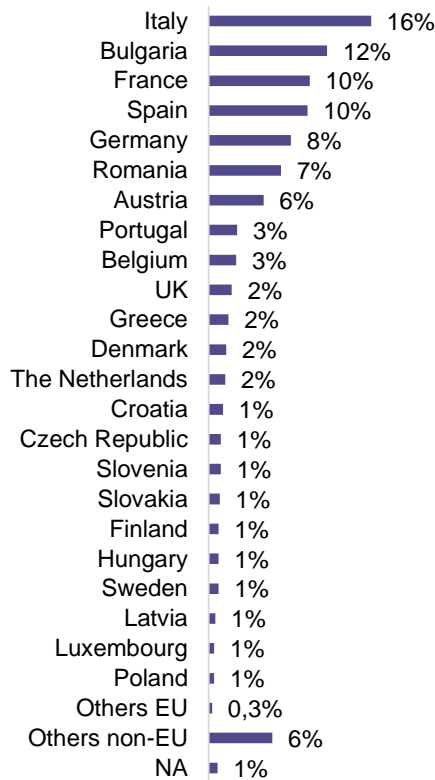
- Duplicate answers from the same respondent (same name and surname) were excluded before processing
- Answers from residents of countries outside the EU were taken into account in the data treatment and report
- 23 respondents did not answer to the question regarding occupation. They were not taken into account in the final occupation graph
- A filter on Q10 “Have you ever been in contact with the Europe Direct Information Centre in your community, locality or region?” did not work as intended, therefore answers to subsequent questions were filtered manually before data treatment:
- If response A) “I have never heard of the EDIC before” ⇒ all answers from Q11 to Q14bis were removed
- If response B) “I have heard about the EDIC, but never been in contact” ⇒ all answers from Q12 to Q14bis were removed

### 3. ANALYSIS OF THE RESULTS

#### 3.1. RESPONDENTS PROFILE

As indicated above, the open public consultation is not representative of the EU Member States’ population. This is clear when looking at the chart below: most of the respondents are residents in Italy, Bulgaria, France and Spain. Germany, the most populated EU Member State is only fifth in the ranking. Non-EU countries are also significantly represented, with a 6% share of the total.

**FIGURE 1. Country of residence**



**Source:** Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 907 respondents

The overall sample is perfectly balanced as regards gender. Women are however more represented among young adults (<25) and 36-45 years old, whereas men are over represented in the 56+ age group. Regarding occupation, women are more present in the public sector, representing two thirds of this category.

The different age groups from 25 upwards are all represented in similar proportions (approximately 20% each), the <25 represent 12%.

Regarding respondents' occupation, a third of the respondents are employed by public sector organisations, 2 out of 10 work for the private sector, 1 out of 10 is self-employed, 1 out of 10 is a student and 1 out of 10 is retired.

**FIGURE 2. GENDER**



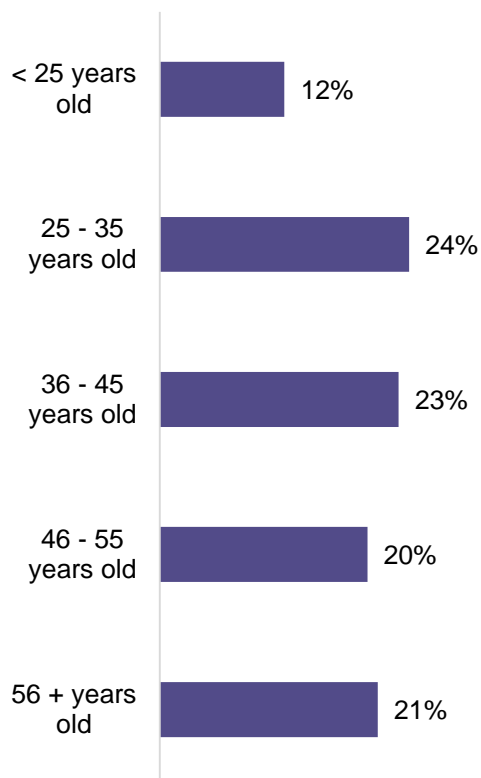
**Source:** Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 907 respondents

**TABLE 1 CROSS-TABULATION ANALYSIS: AGE**

	< 25 years old	25 35 years old	36 45 years old	46 55 years old	56 + years old	<b>Global</b>
Female	<b>58%</b>	55%	<b>60%</b>	50%	30%	<b>50%</b>
Male	42%	45%	40%	50%	<b>70%</b>	<b>50%</b>

**TABLE 2 CROSS-TABULATION ANALYSIS: OCCUPATION**

	Employed-Public Sector Organisation	Employed-Private Sector Organisation	Self-Employed	Unemployed	Student	Retired	Other	<b>Global</b>
Female	<b>64%</b>	46%	45%	43%	52%	28%	39%	<b>50%</b>
Male	36%	54%	55%	57%	48%	<b>72%</b>	<b>61%</b>	<b>50%</b>

**FIGURE 3. AGE**


**Source:** Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 907 respondents

**TABLE 3 CROSS-TABULATION ANALYSIS: GENDER**

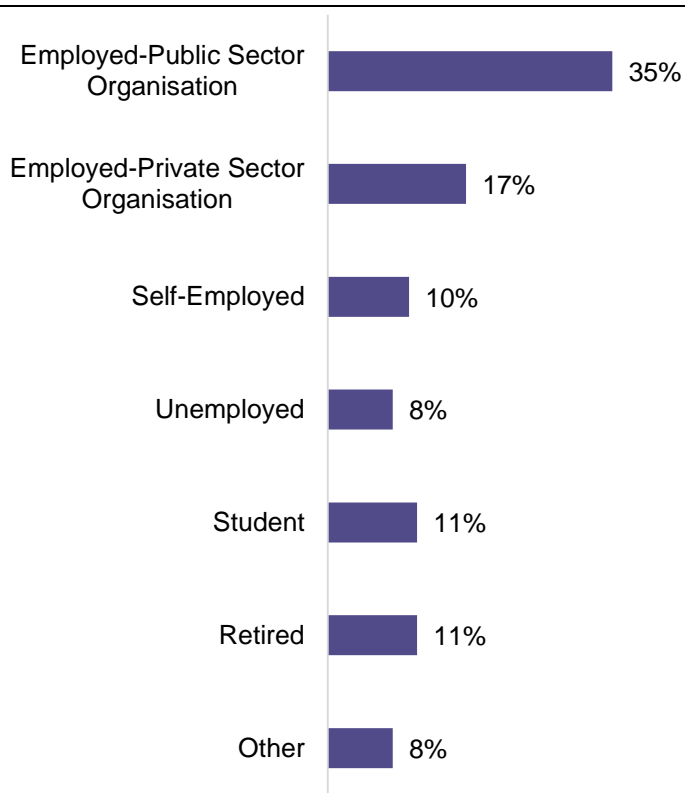
	Female	Male	Global
< 25 years old	<b>14%</b>	10%	<b>12%</b>
25 - 35 years old	26%	22%	<b>24%</b>
36 - 45 years old	<b>27%</b>	18%	<b>23%</b>
46 - 55 years old	20%	21%	<b>20%</b>
56 + years old	13%	<b>30%</b>	<b>21%</b>

**TABLE 4 CROSS-TABULATION ANALYSIS: OCCUPATION**

	Employed- Public Sector Organisation	Employed- Private Sector Organisation	Self- Employed	Unemployed	Student	Retired	Other	Global
< 25 years old	4%	4%	1%	9%	<b>73%</b>	1%	7%	<b>12%</b>
25 - 35 years old	20%	<b>36%</b>	27%	<b>40%</b>	26%	2%	21%	<b>24%</b>
36 - 45 years old	<b>31%</b>	26%	<b>34%</b>	23%	1%	3%	25%	<b>23%</b>



46 55 years old	<b>30%</b>	21%	24%	19%	0%	2%	22%	<b>20%</b>
56 + years old	15%	13%	14%	9%	0%	<b>92%</b>	25%	<b>22%</b>

**FIGURE 4. OCCUPATION**


**Source:** Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 884 respondents

**TABLE 5. CROSS-TABULATION ANALYSIS: AGE**

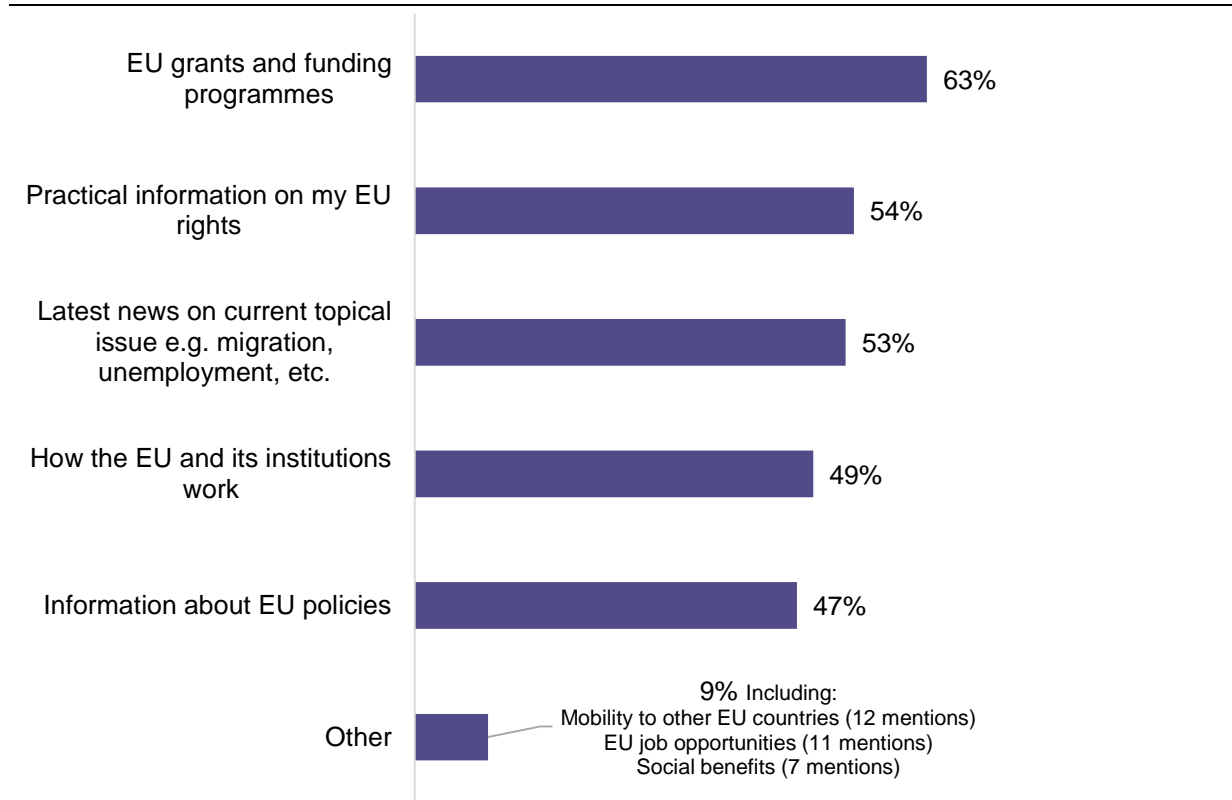
	< 25 years old	25 35 years old	36 45 years old	46 55 years old	56 + years old	<b>Global</b>
Employed-Public Sector Organisation	12%	29%	<b>47%</b>	<b>52%</b>	24%	<b>35%</b>
Employed-Private Sector Organisation	6%	<b>25%</b>	19%	18%	10%	<b>17%</b>
Self-Employed	1%	12%	<b>15%</b>	13%	7%	<b>10%</b>
Unemployed	7%	<b>14%</b>	8%	8%	4%	<b>8%</b>
Student	<b>69%</b>	12%				<b>11%</b>
Retired	1%	1%	1%	1%	<b>47%</b>	<b>11%</b>
Other	5%	7%	9%	9%	9%	<b>8%</b>

**TABLE 6 CROSS-TABULATION ANALYSIS: GENDER**

	Female	Male	<b>Global</b>
Employed-Public Sector Organisation	<b>44%</b>	24%	<b>35%</b>
Employed-Private Sector Organisation	15%	18%	<b>17%</b>
Self-Employed	9%	12%	<b>10%</b>
Unemployed	7%	10%	<b>8%</b>
Student	11%	10%	<b>11%</b>
Retired	6%	<b>16%</b>	<b>11%</b>
Other	6%	<b>10%</b>	<b>8%</b>

### 3.2. ANALYSING THE ANSWERS

**FIGURE 5. WHAT INFORMATION ABOUT THE EU DO YOU CONSIDER TO BE MOST RELEVANT TO YOU?**  
(PLEASE SELECT ALL THAT APPLY TO YOU.)



**Source:** Q7 Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 907 respondents

All suggested types of information about the EU register high rates, being considered as relevant by approximately 1 out of 2 respondents or more, thus demonstrating a strong interest in EU topics **within the sample** (which does not mean that the general EU population have similar levels of interest).

Almost two thirds of the respondents consider **grants and funding programs** as the most relevant information to obtain about the EU. More particularly, this topic is of interest to the **36-45-year-olds** (75%), **women** (67%) and the **self-employed** (73%).

**Practical information on EU rights** (54%) and **latest news on current topical issues** (53%) follow, federating notably the young **below 25** and **women**.

**TABLE 7. CROSS-TABULATION ANALYSIS: AGE**

	< 25 years old	25 35 years old	36 45 years old	46 55 years old	56 + years old	<b>Global</b>
EU grants and funding programmes	53%	64%	75%	66%	51%	<b>63%</b>
Practical information on my EU rights	60%	59%	53%	48%	51%	<b>54%</b>

Latest news on current topical issue e.g. migration, unemployment, etc.	57%	48%	54%	54%	55%	<b>53%</b>
How the EU and its institutions work	59%	47%	49%	42%	54%	<b>49%</b>
Information about EU policies	45%	40%	48%	48%	54%	<b>47%</b>
Other	3%	7%	9%	9%	<b>13%</b>	<b>9%</b>

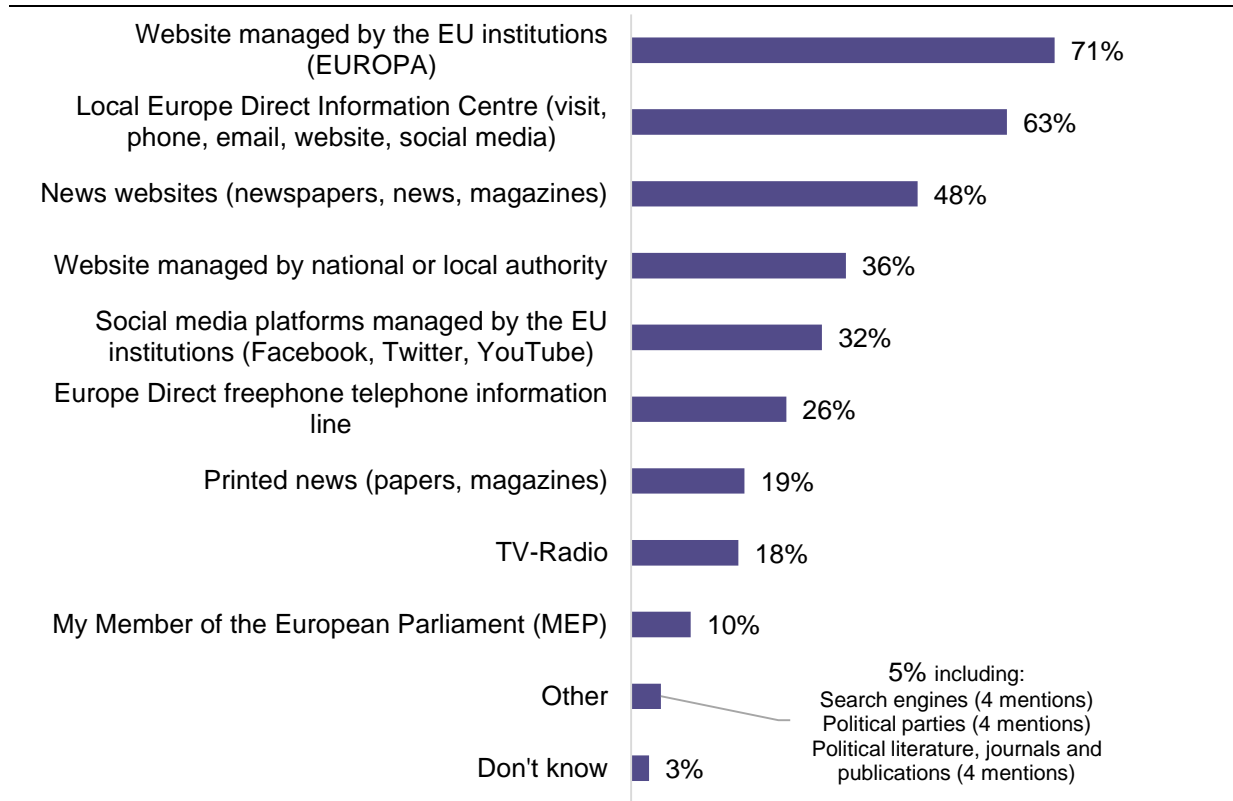
**TABLE 8 CROSS-TABULATION ANALYSIS: GENDER**

	Female	Male	<b>Global</b>
EU grants and funding programmes	67%	60%	<b>63%</b>
Practical information on my EU rights	58%	50%	<b>54%</b>
Latest news on current topical issue e.g. migration, unemployment, etc.	56%	50%	<b>53%</b>
How the EU and its institutions work	48%	51%	<b>49%</b>
Information about EU policies	45%	49%	<b>47%</b>
Other	6%	<b>11%</b>	<b>9%</b>

**TABLE 9 CROSS-TABULATION ANALYSIS: OCCUPATION**

	Employed-Public Sector Organisation	Employed-Private Sector Organisation	Self-Employed	Unemployed	Student	Retired	Other	<b>Global</b>
EU grants and funding programmes	68%	<b>67%</b>	73%	52%	61%	39%	65%	<b>63%</b>
Practical information on my EU rights	47%	56%	52%	59%	57%	56%	60%	<b>54%</b>
Latest news on current topical issue e.g. migration, unemployment, etc.	57%	46%	51%	52%	54%	61%	42%	<b>53%</b>
How the EU and its institutions work	52%	33%	48%	49%	61%	55%	49%	<b>49%</b>
Information about EU policies	52%	41%	47%	27%	46%	52%	47%	<b>47%</b>
Other	7%	7%	8%	13%	3%	11%	<b>19%</b>	<b>9%</b>

**FIGURE 6. IF YOU WERE TO LOOK FOR INFORMATION/ASK A QUESTION/ENGAGE IN A DEBATE/EVENT ABOUT THE EU AND YOUR RIGHTS AS AN EU CITIZEN WHERE WOULD YOU GO? (PLEASE SELECT ALL THAT APPLY TO YOU.)**

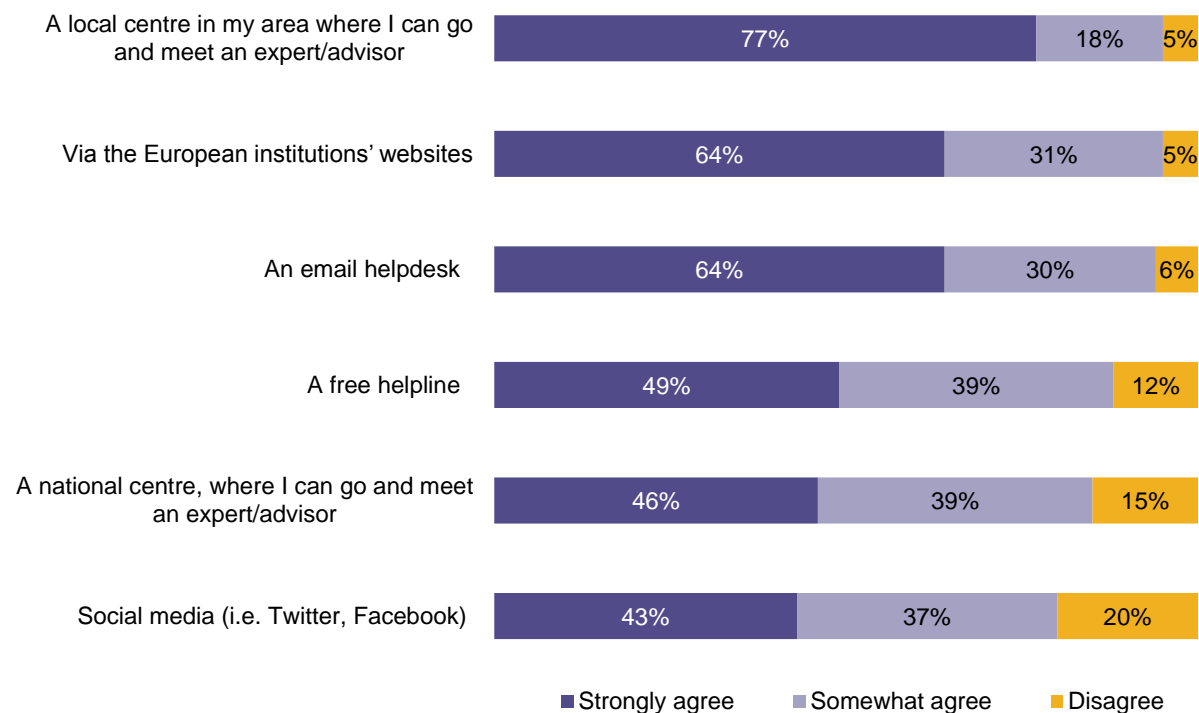


**Source:** Q8 Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 907 respondents

Official European sources seem to be favoured for any request related to information about EU. For instance, the **website managed by the EU institutions** is quoted as the main reference (71%) and **local EDIC** (63%) as the second one.

Apart from **news websites** (48%), mainstream media remain scarcely used for a research on EU matters.

**FIGURE 7. WHAT DO YOU THINK IS THE BEST WAY FOR CITIZENS TO ASK QUESTIONS ABOUT THE EU?**



**Source:** Q9 Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 907 respondents

With 95% 'total agree', **local EDIC**, **European institutions websites** and **email helpdesk** are considered equally by the respondents as the best ways for them to ask questions about the EU, with a slight preference for **local EDIC** (77% of 'strongly agree').

**Social media** (85% of 'total agree') and **national centre** (80%) are preferred by the **young below 35**.

**TABLE 10. CROSS-TABULATION ANALYSIS: GENDER**

A national centre	Female	Male	Global
Strongly agree	50%	43%	46%
Somewhat agree	39%	39%	39%
Disagree	12%	18%	15%

**TABLE 11. CROSS-TABULATION ANALYSIS: AGE**

A national centre	< 25 years old	25 35 years old	36 45 years old	46 55 years old	56 + years old	Global
Strongly agree	58%	53%	46%	45%	34%	46%
Somewhat agree	34%	32%	39%	44%	44%	39%
Disagree	8%	15%	16%	11%	22%	15%

**TABLE 12. CROSS-TABULATION ANALYSIS: GENDER**

<b>Social media</b>	Female	Male	<b>Global</b>
Strongly agree	<b>48%</b>	38%	<b>43%</b>
Somewhat agree	38%	35%	<b>37%</b>
Disagree	14%	<b>27%</b>	<b>20%</b>

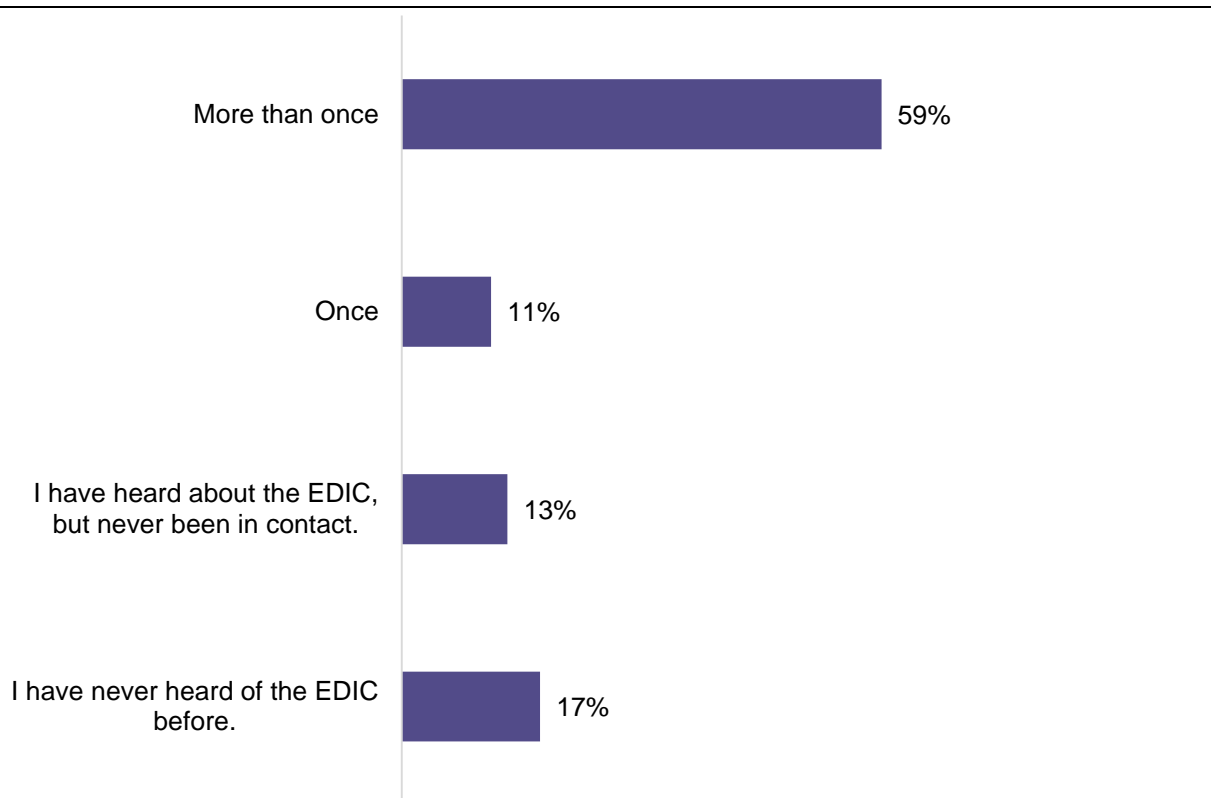
**TABLE 13. CROSS-TABULATION ANALYSIS: OCCUPATION**

<b>Social media</b>	Employed- Public Sector Organisation	Employed- Private Sector Organisation	Self- Employed	Unemployed	Student	Retired	Other	<b>Global</b>
Strongly agree	42%	37%	45%	<b>53%</b>	<b>67%</b>	26%	35%	<b>43%</b>
Somewhat agree	40%	39%	33%	37%	29%	30%	44%	<b>37%</b>
Disagree	18%	23%	23%	9%	4%	<b>45%</b>	21%	<b>20%</b>

**TABLE 14. CROSS-TABULATION ANALYSIS: AGE**

<b>Social media</b>	< 25 years old	25 35 years old	36 45 years old	46 55 years old	56 + years old	<b>Global</b>
Strongly agree	<b>63%</b>	<b>60%</b>	42%	38%	19%	<b>43%</b>
Somewhat agree	31%	29%	<b>44%</b>	36%	41%	<b>37%</b>
Disagree	6%	11%	13%	<b>26%</b>	<b>41%</b>	<b>20%</b>

**FIGURE 8. HAVE YOU EVER BEEN IN CONTACT WITH THE EUROPE DIRECT INFORMATION CENTRE IN YOUR COMMUNITY, LOCALITY OR REGION?**



**Source: Q10** Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 907 respondents

70% of the respondents have already been in contact with an EDIC, more than once for the large majority (59%). **Women** (64%) and respondents from the **Public Sector Organisation** (72%) appears to be those who interact the more with the EDICs.

To be noted, 17% of the sample **has still never heard of the EDIC**, notably **men** (22%) and the **unemployed** (32%).

Those who **have heard about the EDIC but never been in contact** (13%) are over-represented by the **unemployed** (25%) and the **young under 25** (25%).

**TABLE 15. CROSS-TABULATION ANALYSIS: GENDER**

	Female	Male	Global
More than once	<b>64%</b>	54%	<b>59%</b>
Once	10%	12%	<b>11%</b>
I have heard about the EDIC, but never been in contact.	14%	12%	<b>13%</b>
I have never heard of the EDIC before.	12%	<b>22%</b>	<b>17%</b>



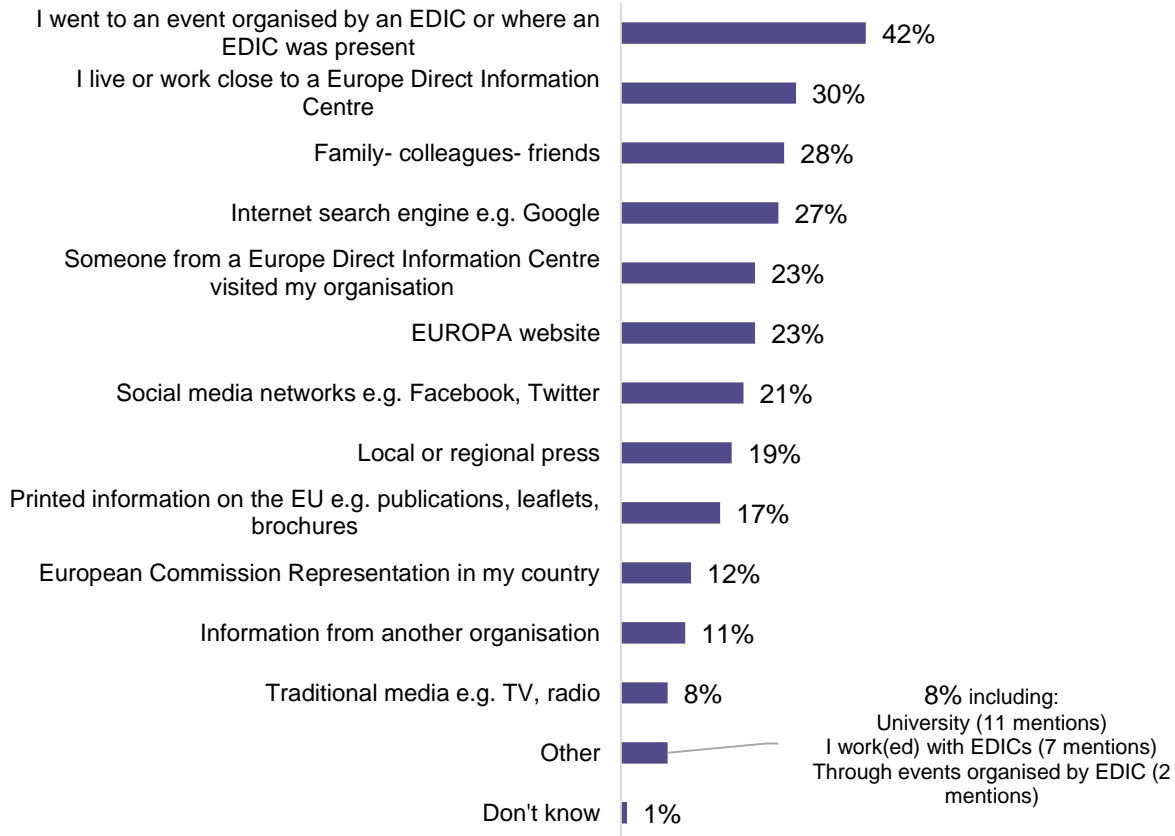
**TABLE 16 CROSS-TABULATION ANALYSIS: OCCUPATION**

	Employed-Public Sector Organisation	Employed-Private Sector Organisation	Self-Employed	Unemployed	Student	Retired	Other	Global
More than once	<b>72%</b>	57%	53%	28%	56%	53%	49%	58%
Once	10%	11%	8%	15%	10%	15%	18%	12%
I have heard about the EDIC, but never been in contact.	10%	13%	11%	<b>25%</b>	<b>21%</b>	13%	6%	13%
I have never heard of the EDIC before.	8%	19%	<b>28%</b>	<b>32%</b>	13%	18%	<b>28%</b>	17%

**TABLE 17 CROSS-TABULATION ANALYSIS: AGE**

	< 25 years old	25 35 years old	36 45 years old	46 55 years old	56 + years old	Global
More than once	46%	56%	63%	63%	59%	<b>59%</b>
Once	13%	9%	12%	10%	13%	<b>11%</b>
I have heard about the EDIC, but never been in contact.	<b>25%</b>	<b>17%</b>	10%	7%	11%	<b>13%</b>
I have never heard of the EDIC before.	16%	18%	15%	20%	16%	<b>17%</b>

**FIGURE 9. HOW DID YOU FIND OUT ABOUT THE EUROPE DIRECT INFORMATION CENTRE? (PLEASE SELECT ALL THAT APPLY TO YOU)**

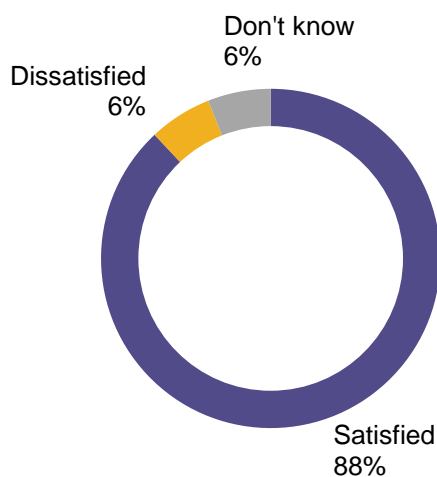


**Source: Q11** Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 753 respondents (has heard about the EDIC or has been in contact with the EDIC)

The most recurrent way to find out about the EDIC is through **events** for 42% of the respondents, followed by **‘working close to an EDIC centre’** (30%) then **‘through family or colleagues’** (28%).

**FIGURE 10. HOW SATISFIED ARE YOU WITH THE EUROPE DIRECT INFORMATION CENTRE?**

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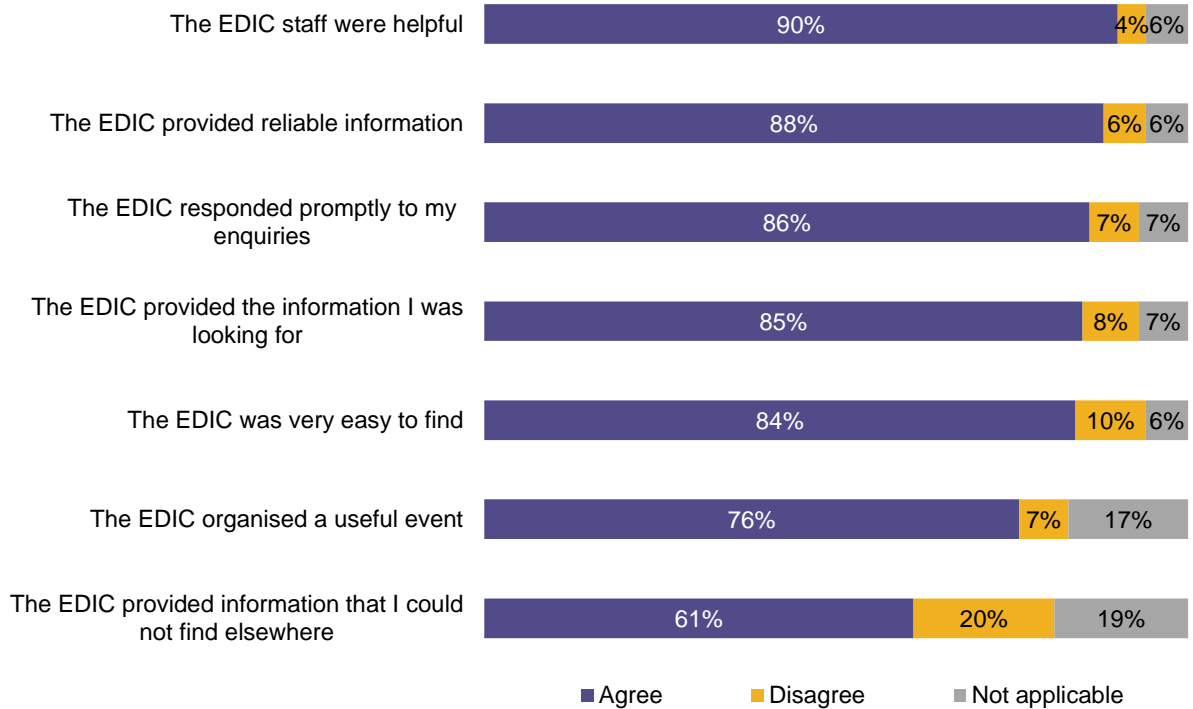
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**Source:** Q12 Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 635 respondents (has been in contact with the EDIC)

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EDICs generate a very high **satisfaction rate** of 88% among people who have already been in contact with them.

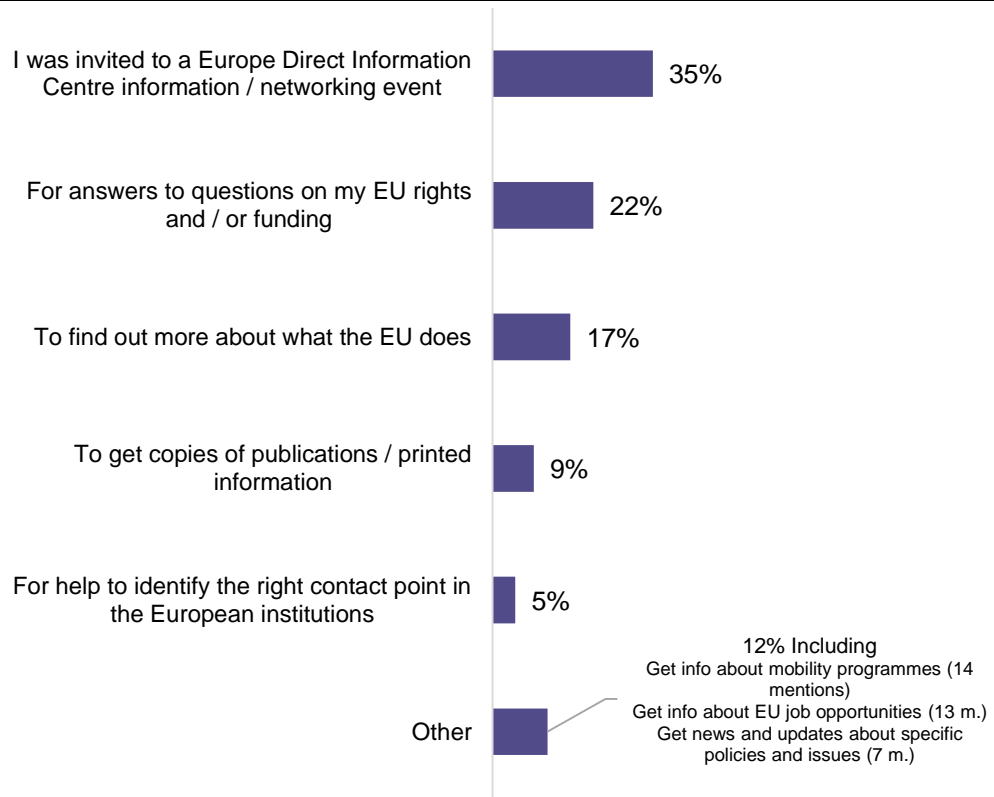
**FIGURE 11. PLEASE RATE THE FOLLOWING STATEMENTS ABOUT PARTICULAR ASPECTS OF THE EUROPE DIRECT INFORMATION CENTRE (EDIC)**



**Source: Q13** Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 635 respondents (has been in contact with the EDIC)

For those who have already been in contact with the EDIC, **staff is mainly perceived as helpful (90%), providing reliable information (88%) and responding promptly to enquiries (86%).**

**FIGURE 12. WHY DID YOU CONTACT A EUROPE DIRECT INFORMATION CENTRE?**

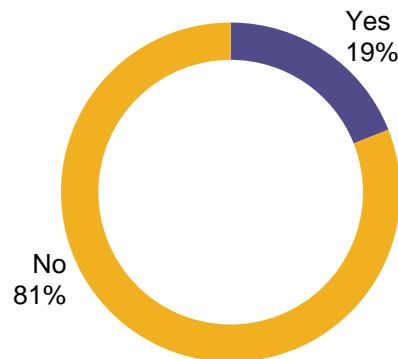


**Source: Q14** Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 635 respondents (has been in contact with the EDIC)

Respectively 35% and 22% of the people who have been in touch with an EDIC contacted it **because they were invited to one of its networking event or for answers to questions on the EU rights.**

**FIGURE 13. DO YOU HAVE ANY SUGGESTIONS OR COMMENTS ABOUT THE EUROPE DIRECT INFORMATION CENTRES?**

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**Source:** Q15 Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 907 respondents

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81% of respondents had **no suggestions or comments to bring about the EDIC.**

Figure 14 illustrates how respondents who agreed to formulate a suggestion or comment about the EDIC network positioned themselves.

Among the 19% of people who shared a comment, 19% suggested to **allocate more resources, staff and visibility** and 12% to **provide more practical, specific and simple information.**

The following quotes are included to provide examples of the first four main categories of answers analysed and how they were processed.

#### **1. Allocate more resources, staff and visibility (promotion, advertising, etc.)**

- *“They (EDICs) should be better promoted, as I have not ever heard of them and did not know they existed.”*
- *“Increase people’s level of awareness about EDICs through different tools (school campaigns or TV and other media advertisements, for example).”*
- *“EDICs need to have better visibility. They could use some media coverage in national TV, because more people need to know about the EDICs and national TV is still a good promotion place. The Commission and other institutions should also help to overcome this obstacle.”*
- *“I am not sure that their actions are much visible for the citizens, especially as regards the role that they can play. Moreover, the EDICs might compete with some of the tools developed by national or regional authorities (hence further misunderstanding).”*

- *“Search Google for EDIC and you get European Diploma in Intensive Medicine so it shows how well known it is.”*

## 2. Provide more practical, specific and simple information (work, study, moving abroad, etc.)

- *“There should be more simplified information for citizens.”*
- *“I would like them to put me in touch with the MEP who represents me.”*
- *“As a student, I would like to suggest the further publication of information about studying in Europe, scholarship possibilities etc. (within the education aspect)”*
- *“Please add more in your presentations on aspects regarding entry visas/ residence permits even for stays in other EU countries”*
- *“We need a data base of organisations and young people for work in Erasmus+.”*

## 3. Make interaction and user experience easier (noreply, languages, platforms)

- *EDICs should provide a contact number for citizens’ complaints or replies in case of dissatisfaction with respect to the request made. Currently the responses provided by email are no reply.*
- *“I wish all the relevant information was in English and local language. It is really hard to navigate for foreigners”*
- *“The site is not easy and immediate in terms of navigation. By myself I could not find access to useful links and even to create the initial account. Hence, I wrote an e-mail and I must say though that they responded promptly. Now let’s see if I can continue my research. I hope so...”*
- *“It is important to have customised advice via email or phone!”*

## 4. Improve quality and relevance of information and advice

- *“Please do respond specifically to what I’m asking them in the consultation that I make.”*
- *“It is satisfactory to receive a specific answer to a specific question. Evasive answers result in frustration and diminishing confidence in the service.”*
- *“EDIC must receive more consistent internal information (from EC DGs) on funding and opportunities...”*
- *“Somewhat more detailed answers would be useful”*
- *Be careful with advice you give, especially legal advice or advice on what other institutions are supposed to deal with, or check standard answers with them first*
- *“The Europe Direct Info centre should be a real contact point regarding all EU activities (not only activities supported by Structural Funds) and should organize special focus on current themes or on themes relevant for local communities, working as real “antenna” from the local dimension to the EU institution, and from the top level to the bottom.”*

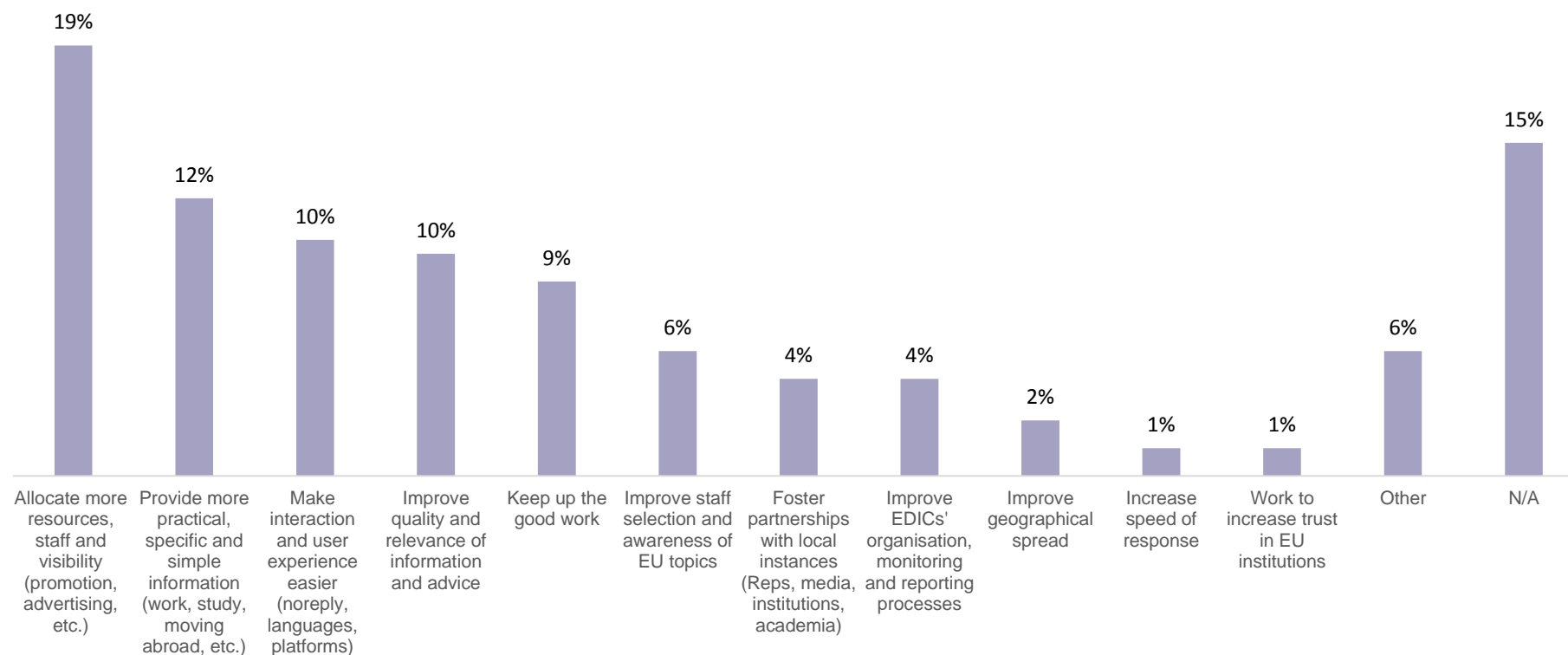
Other contributions (5) **praised the work conducted by EDICS**: *“EDIC is a meaningful local device to learn the EU better know and understand - Brussels is otherwise very far away. Keep it up!”*, and **encouraged better staff selections** (6) *“The staff of the Italian Europe Direct Network should be selected directly by the European Commission. In my country, in many cases, the staff of the ED Network is not competent and provide misleading information to the public”*; *“Staff should know more than what you can google.”*

Respondents also suggested (7) that **EDICS should foster partnerships with local instances** (Representations, media, institutions, academia) *“To be able to organize more themed events for the local community and contribute to the development of civil society in the consultations on elections and other important EU issues directly and through specific measures for the development of civil society, monitoring in local institutions and others. Connection with youth centres and other centres locally.”*, **improve their organisation, monitoring and reporting processes** (8) *“National EDI centres should act as National Agencies at the EC direct dependence. They should be independent from any Local*

*Public Authority's structure and they should employ young professionals working in the field of EU policies and funding opportunities”, and (9) **have better geographical spread** “There should be a greater geographical distribution and local interlocutors”. Finally, few respondents focused on the necessity of EDICs to **provide answers more promptly** and more generally, to (11) **work to increase trust into EU institutions.***



**FIGURE 14. OPEN QUESTION - SUGGESTIONS OR COMMENTS ABOUT THE EUROPE DIRECT INFORMATION CENTRES**



**Source: Q15** Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 174 respondents  
 \*Other answers include: provide possibility to report mismanagement, gain independence from local structures, promote EDIC by the local press, etc.

## 4. CONCLUSION

The main conclusion of the present assignment is that the data collected, however useful to provide some qualitative insights regarding EDICs, cannot be used to provide sound evidence of the EDIC network's relevance, efficiency or effectiveness, and should be used with maximum caution in the evaluation.

Indeed, the fact that the data comes from an *open public consultation*, and not a *survey*, implies that the sample is not representative of EU citizens or of EDIC users and that the results obtained cannot be generalized to those populations. Furthermore, as the consultation was disseminated through EU channels and tools, it can be argued that the respondents are individuals who already know those tools or maybe have a higher than average sensitivity for EU topics.

However, the results can still be useful to draw some general positive trends regarding **satisfaction** with EDICs' services, as the 635 respondents who have been in contact with a centre are largely satisfied (88%) and rate well all the different services on offer. The free comments can also provide some improvement suggestions, in particular to ensure better promotion of EDICs and make interaction and user experience easier.

Among their main comments and observations, respondents suggested that EDICS should gain better visibility (e.g. by optimising search engine indexing of EDIC on Google or other search engines, promoting school campaigns and coverage on national televisions).

Respondents also suggested that EDICs provide simplified pieces of information on practical and specific topics (working, studying, moving abroad, etc.) Another key issue for users was navigability: languages, e-mails user cannot reply to and the alleged impossibility to give feedback on the answers received sometimes make the user experience frustrating, whereas some users pointed out the fact that some of the answers they received were evasive, not specific enough or inaccurate.

## ANNEX 1 – IDENTIFICATION DATA

FIGURE 15. IDENTIFICATION DATA

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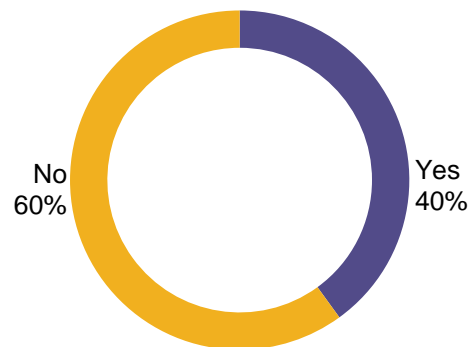
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**Source:** Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 907 respondents

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**FIGURE 16. Would you object to being contacted by the European Commission in the context of the submission of your contribution?**

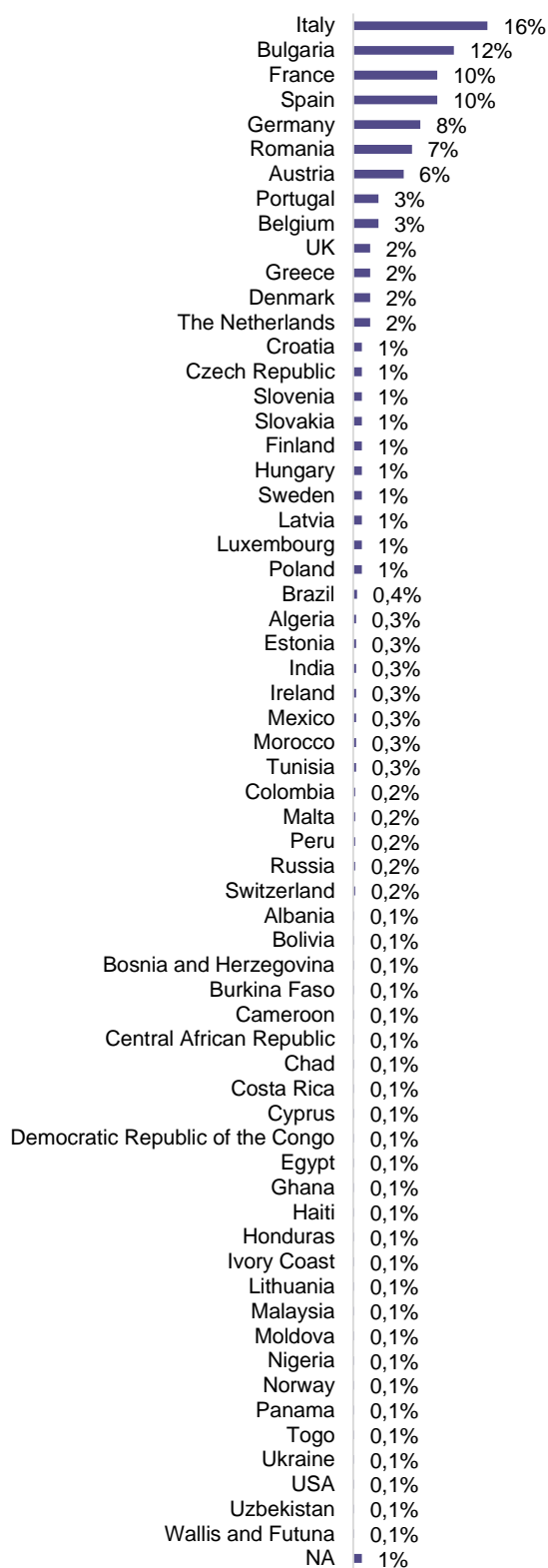
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**Source:** Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 907 respondents

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**FIGURE 17. Country of residence**


**Source:** Open public consultation questionnaire - Evaluation of the 2013-2017 generation of Europe Direct Information Centres (EDICs), 907 respondents

# ANNEX 2 – QUESTIONNAIRE

**Identification data**

Please indicate your preference:

- I agree to the publication of my identification data alongside my contribution
- I do not agree to the publication of my identification data alongside my contribution

**Would you object to being contacted by the European Commission in the context of the submission of your contribution?**

- Yes
- No

**Q.1 Name and surname**

**Q.2 E-mail address**

**Q.3 Country of residence**

**Q.4 Gender**

- Male
- Female


**Q.5 Age**

- < 25 Years Old
- 25 – 35 Years Old
- 36 – 45 Years Old
- 46 – 55 Years Old
- 56 + Years Old


**Q.6 Occupation**

Employed-Public Sector Organisation (please add 1) the name of your organisation 2) its field of activity and 3) your Register ID number)

- 1)
- 2)
- 3)

Employed-Private Sector Organisation (please add 1) the name of your organisation 2) its field of activity and 3) your Register ID number)

- 1)
- 2)
- 3)

Self-Employed

Unemployed


Student  
 Retired  
 Other (please write in.....) (max. 150 characters)


**EU information needs and sources**

**Q.7. What information about the EU do you consider to be most relevant to you?** (Please select all that apply to you.)

How the EU and its institutions work  
 Practical information on my EU rights  
 Latest news on current topical issue e.g. migration, unemployment, etc.  
 Information about EU policies  
 EU grants and funding programmes


Other, please describe.....(max. 150 characters)

**Q.8 If you were to look for information/ask a question/engage in a debate/event about the EU and your rights as an EU citizen where would you go?** (Please select all that apply to you.)

News websites (newspapers, news, magazines)  
 Printed news (papers, magazines)  
 TV/Radio  
 Website managed by the EU institutions (EUROPA)  
 Website managed by national or local authority  
 Social media platforms managed by the EU institutions (Facebook, Twitter, YouTube)  
 Local Europe Direct Information Centre (visit, phone, email, website, social media)  
 Europe Direct freephone telephone information line  
 My Member of the European Parliament (MEP)  
 Other (please describe.....) (max. 150 characters)  
 Don't know


**Q.9. What do you think is the best way for citizens to ask questions about the EU? (please select up to 3 options and rate from 1 to 3, with 1 being the best way, 2 the second best...)**

A free helpline	
An email helpdesk	
Social media (i.e. Twitter, Facebook)	
A national centre, where I can go and meet an expert/advisor	
A local centre in my area where I can go and meet an expert/advisor	
Via the European institutions' websites	
Other, please describe...(max. 150 characters)	

**Awareness and satisfaction with Europe Direct Information Centre (EDIC) services**

**Q.10. Have you ever been in contact with the Europe Direct Information Centre in your community, locality or region?**

- Once
- More than once
- I have heard about the EDIC, but never been in contact
- I have never heard of the EDIC before

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**Q.11. How did you find out about the Europe Direct Information Centre?** (Please select all that apply to you.)

- Family/ colleagues/ friends
- Internet search engine e.g. Google
- I live or work close to a Europe Direct Information Centre
- Someone from a Europe Direct Information Centre visited my organisation
- I went to an event organised by an EDIC or where an EDIC was present
- European Commission Representation in my country
- EUROPA website
- Information from another organisation
- Local or regional press
- Printed information on the EU e.g. publications, leaflets, brochures
- Social media networks e.g. Facebook, Twitter
- Traditional media: e.g. TV, radio
- Other (please describe.....) (max. 150 characters)
- Don't know

<input type="checkbox"/>
<input type="checkbox"/>
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<input type="checkbox"/>

**Q.12. How satisfied are you with the Europe Direct Information Centre?**

- Satisfied
- Dissatisfied
- Don't know

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

**Q.13 Please rate the following statements about particular aspects of the Europe Direct Information Centre (EDIC).**

	Agree	Disagree	Not applicable
The EDIC was very easy to find	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The EDIC responded promptly to my enquiries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The EDIC staff were helpful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The EDIC provided the information I was looking for	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The EDIC provided information that I could not find elsewhere	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The EDIC provided reliable information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The EDIC organised a useful event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q.14. Why did you contact a Europe Direct Information Centre?**

<input type="checkbox"/>
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For answers to questions on my EU rights and / or funding  
 I was invited to a Europe Direct Information Centre information / networking event  
 For help to identify the right contact point in the European institutions  
 To get copies of publications / printed information  
 To find out more about what the EU does


Other please explain...(max. 250 characters)		
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**Additional comments and suggestions**

**Qu.15 Do you have any suggestions or comments about the Europe Direct Information Centres?**

**- Yes (max. 1000 characters)**

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**- No**