REPORT on STATE of the ART
Comparative Summary

WP1, D1.1.
REPORT on STATE of the ART

Editor: Romina Boraso, Lorenza Lupini, Agnieszka Dadak, Tom Hunter

© 2018: Fundacja Alternatywnych Inicjatyw Edukacyjnych (PL), Cooperativa Sociale COOSS MARCHE ONLUS scpa (IT), Magyar Nepfoiskolai Tarsasag (HU)

1st edition, July 2018

This Report was developed within the “MyEU. Youth in the move Portal to active citizenship of the European Union” project, realized in the period January 2018 – June 2019, co-funded by the European Union’s Rights, Equality and Citizenship Programme (2014-2020)

This publication was funded by the European Union’s Rights, Equality and Citizenship Programme (2014-2020). The contents of this publication are the sole responsibility of EDITORS and can in no way be taken to reflect the views of the European Commission.
Summary

SUMMARY OF THE COMPARATIVE REPORT .......................................................................................... 4
INTRODUCTION ................................................................................................................................. 4
1. SURVEY DESCRIPTION .................................................................................................................. 5
2. SURVEY RESULTS ....................................................................................................................... 6
  2.1 GENERAL INTRODUCTIVE RESULTS ....................................................................................... 6
  2.2 NATIONAL RESULTS .................................................................................................................. 7
3. REMARKS ON GLOBAL ANALYSIS ............................................................................................. 21
4. ANNEXES ....................................................................................................................................... 24
  ANNEX 1 - Poland SURVEY RESULTS ........................................................................................... 24
  ANNEX 2 - Italy SURVEY RESULTS ................................................................................................. 24
  ANNEX 3 – Hungary SURVEY RESULTS .......................................................................................... 24
  ANNEX 4 - Other Countries SURVEY RESULTS .............................................................................. 24
The MYEU Report on the state of the art is a result of the research activity carried out as part of the MYEU Project, by partners FAIE (Poland, coordinator), COOSS (Italy), HFHSS (Hungary). The open on-line survey lasted three months, from mid-March 2018 until mid-June 2018 and the results were collected by four translated versions (EN, PL, IT, HU) related to both partner and “other” countries. The objective of this analysis was to gather information on the current situation regarding citizens’ awareness of EU Portals, awareness of EU CITIZENSHIP RIGHTS and mobility experiences. At the end of the questionnaire citizens received indications on the possibility of learning about the questionnaire results and taking part in the National Youth Citizen’s Forums. The results analyzed in the report consider both overall data (concerning all questionnaires collected) and National Data specifications: Specifically, national data is analyzed in detailed sections and comprehensive national Survey Results are annexed to the report. The percentages are calculated considering the total amount of “Answered Questions” and all information concerning “Skipped Questions” are supplied in the Annexes. The aim of this summary is to offer a general overview of the data from the report.

GENERAL RESULTS and REMARKS ON THE GLOBAL ANALYSIS

The survey collected a total of 326 questionnaires. Respondents came from 10 different countries, both inside and outside the EU (Poland, Italy, Hungary, France, Spain, Slovenia, Georgia, Armenia, Slovakia, and Romania). The research reached several age groups and most of the respondents were young adults of 18-39 years old. More women responded to the survey than men. Respondents came from different educational backgrounds. Most of them were students, especially from high school, and workers, especially third sector employees. A significant numbers of respondents were NEETS (not in education, employment or training).

AWARENESS OF EU PORTALS. The most popular and used portal is the Erasmus Plus Programme Portal and the most common reason for using these Portals is to search for information. Most respondents stated that they used the internet as their principal source for checking information concerning their rights in the European Union.

AWARENESS OF EU CITIZENSHIP RIGHTS. Respondents agreed that “EU citizenship is not an empty concept but a concrete status to which a number of rights are attached”. However, about 50% did not know that the EU citizens' rights are FORMALLY REGULATED, even though they were
aware of the rights deriving from European citizenship (including respondents from 18 to 39 years old).

The most relevant tools suggested for helping to realize EU citizens’ rights while staying abroad are: knowing foreign languages; dedicated websites, apps and portals; online help desks; online maps and users guide for getting information; dedicated events; templates, forms for declaring or reporting and realizing the rights and greater publicity of information were mentioned.

**MOBILITY EXPERIENCES.** Two thirds of respondents reported having had mobility experiences, specifically the majority of respondents from 18 to 39 years old. The mobility experiences of most of the respondents lasted up to three months and concerned “Vocational training and counseling”. Most of the mobility experiences were financed by EU funds and promoted or supported by schools and universities.

Almost all mobility respondents benefitted from their mobility experiences, especially in terms of competence development – gaining new skills and knowledge; learning the language; making new contacts; intercultural knowledge – and in general – widening horizons and increasing self-confidence.

Finally, the survey collected the main suggestions concerning tools and instruments that should be used to promote the young peoples’ awareness of EU citizens’ rights and EU mobility. The fundamental proposal is to promote information and awareness through information channels.

### 1. SURVEY DESCRIPTION

The open on-line survey lasted three months, from mid-March 2018 till mid-June 2018. To achieve the goals, a web-based survey solution was chosen (SURVEY MONKEY) and four different translated versions were realized: English, Italian, Polish and Hungarian. Each version had a specific "url/link" and the results were collected in four different Files which were constantly monitored.

The survey covered topics relating to the current project and the questionnaire was organized into seven different groups of questions gathered by area of interest (Get Started, Consensus, Personal Data, EU Portals, EU Citizenship, Mobility, and Note) rather as a path for the acquisition of increased awareness. The mandatory answers, in each part, were indicated by an asterisk.

At the end of the questionnaire citizens had indications on the possibility to learn the questionnaire results and to take part in the National Youth Citizen's Forums.

The open on-line survey was link published on the partners’ webpages and Facebook Pages, and each partner distributed invitations and promoted the survey through their networks (mailing list, newsletter, webpage, Facebook page, Info Point, etc.)
2. SURVEY RESULTS

2.1 GENERAL INTRODUCTIVE RESULTS

The survey collected a total of 326 questionnaires. Specifically, the total number includes the results collected by the four different translated versions related to both partner and “other” countries. There were 100 Polish questionnaires, 115 Hungarian questionnaires, 100 Italian questionnaires and 11 English questionnaires.

Respondents came from 10 different countries, both inside and outside the EU: namely, Poland, Italy, Hungary, France, Spain, Slovenia, Georgia, Armenia, Slovakia, and Romania.

The results analyzed in this report consider both overall data (concerning all questionnaires collected) and National Data specifications. The percentages are calculated considering the amount of “Answered Questions” and information concerning “Skipped Questions” are supplied in the Annexes.

The research reached several EU citizens age groups, in total about: 14.72% 17 years old or younger people; 69.57% from 18 to 39 years old, 15.72% adults – 40 or more.

They include 197 women (55.55%) and 102 men (45.45%).

Citizens participating in the survey were: 41.47% Students, 51.51% Workers, 2.01% Unemployed and 5.02% NEETs (Not in education, employment or training).

Respondents came from different educational backgrounds: namely, 2.34% Primary School, 28.76% Secondary School, 17.73% High School, 32.11% Academic Degree, 14.38% Graduate Studies and 4.68% Other.

The next sections analyze the National survey results, focusing on the most meaningful answers and the most important figures gathered. More detailed information on the National questionnaires and results - with specific numbers, percentages and charts - can be found in the Annexes.
2.2 NATIONAL RESULTS

2.2.1 POLAND

The Polish survey collected a total of 100 questionnaires. Most of the citizens carrying out the open on-line research were young adults 18-39 years old (83.52%), followed by young people – 17 years old or younger (12.09%) and adults (4.40%). There were more women (58.24%) than men (41.76%).

The majority were students (62.63%) especially from High School (45.05%), while a significant portion are workers (35.16%), especially Private Sector Employees (9.89%). Only a minor portion were NEETS (2.20%). Most respondents learnt about the MyEU survey through invitation (35.96%), from other sources (29.21%) and through an invitation issued by a friend or acquaintance (21.35%).

AWARENESS OF EU PORTALS

Regarding awareness of EU Portals, most of the respondents declared that they already knew the Erasmus Plus Programme Portal (57.30%). The other most known portals are: European Youth Portal (29.21%), the European Union Portal equally with the EURES Portal (28.09%), the EURODESK Portal (19.78%), the European Solidarity Corps Portal (13.48%), the EUROPE-DIRECT Portal (12.36%) and the OPIN Portal (4.49%). A total of 20.22% of respondents had never heard about any of these Portals.
Most respondents from 18 to 39 years old (35.29%) had used the Erasmus Plus Programme Portal at least once. For the European Union portal and the EURODESK Portal the figure was equal at 17.65%. Still, half of respondents declared that they had never used any of the nine portals mentioned in Q.10 (50%). The most common reason for using these portals is to search for information (36.92%).

Most of the Polish respondents declared that they used the internet as a principal source of checking information concerning rights in the European Union. The specific internet sources mentioned were: ngo.pl, Helsinki Foundation for Human Rights webpage, fundusze.gov.pl, Wikipedia.

AWARENESS OF EU CITIZENSHIP RIGHTS

Respondents agreed that “EU Citizenship is not an empty concept but a concrete status to which a number of rights are attached” ( Totally agree 28.21%, Agree 43.59% and Partially Agree 24.36%). However, 32.05% of respondents did not know that EU citizens’ rights are FORMALLY REGULATED. A total of 78.21% of respondents are aware of the rights deriving from European citizenship (including vast majority, 95%, of respondents from 18 to 39 years old). Specifically:

- Right to move and reside freely within the EU and not to be discriminated against on grounds of your nationality: the 93.75% are aware.
- Right to get healthcare abroad when moving within the EU: the 92.50% are aware.
- Right to study abroad in any EU country under the same conditions as nationals of that country: the 86.25% are aware.
- Right to cheaper mobile phone calls when moving within the EU: the 82.50% are aware.
- Right to access social security when moving within the EU: the 77.50% are aware.
- Right to consular protection for unrepresented EU citizens: the 75% are aware.

Concerning participation in the political life of the EU, 77.50% of respondents are aware that they have right to vote and stand as a candidate in both local and European elections in the EU country they live in, under the same conditions as nationals of that country. Moreover, the 77.50% of respondents are aware that they can influence the shaping of European policy by petitioning the European Parliament to address either a personal need or grievance, or on a matter of public interest. The majority of respondents is also aware of the possibility of complaining to the European Ombudsman about misconduct by an EU institution or body (78.75%) and that they have a right to contact EU institutions and advisory bodies directly, and are entitled to a reply, in any of the EU’s 24 official languages (76.25%). However, 38.75% are not aware of the European rules for consumer protection and settling consumers disputes (61.25% are aware). The 23.75% declares of being not aware of the European frames for personal data protection (while 76.25% declares being aware of the frames).

Finally, 48.10% of respondents had never used any of the rights mentioned above. The majority of those who had, stated that it was for studying abroad and moving and residing freely within the EU. Some respondents also exercised their right to use social security in the EU.
host country, as well as using cheaper phone calls. Other rights exercised mentioned were: using healthcare, personal data protection and voting abroad (in the host country).

The most relevant tools suggested for helping to realize EU citizen’s rights while staying abroad are: Knowing foreign languages, an on-line guide/internet portal including essential information. Also: adjusting the browser’s filters of the legal acts to the criteria of age, level of education, preferences; mobile application containing most important data, addresses, frequently asked questions; templates, forms for declaring/reporting and realising the rights and greater publicity of information were mentioned.

**MOBILITY EXPERIENCES**

The **66.67%** of respondents **reported having had mobility experiences**. Specifically, **68.33%** of respondents from 18 to 39 years old (most of them participated in an educational -vocational training and counseling – type of mobility). The mobility experiences of most of the respondents **lasted up to three months (40%)** and the kind of mobility experienced were:

- Job mobility (34.04%)
- Vocational training and counseling (72.34%)
- Volunteering and social and political life activity (19.15%)
- Other types mentioned: Internship abroad, travel abroad, youth exchanges within the Erasmus+ Programme.

The Mobility experiences were **promoted by Schools** (42.22%), **Non-governmental/Third sector organizations** (24.44%), **Universities** (13.33%), Private initiative of the young (6.67%), Companies (4.44%) and finally Educational centres (2.22%). Most of the mobility experiences were **financed through EU funds** (82.61%), followed by **Private funds** (13.04%). None of the respondents declared that the mobility was co-funded by National funds.

Respondents found information to organize the mobility mostly at School (46.67%) or at University (13.33%). Others found information on the Internet or through word of mouth, or friends or parents (both 11.11%) and from Eurodesk (6.67%) followed by companies and public offices (both 2.22%). The main information collected by young people before starting the mobility regards activities to be realized during the mobility; including, travel, accommodation and living conditions; information about the host country and its culture; learning the language to be used in the host country; rules applicable, formalities, insurance, rights and documentation and last but not least – tourist information.
Only 38.64% of respondents who had had a mobility experience declared that they received support while planning the mobility. The support came mostly from organizers - sending organizations/institutions or mobility coordinators, colleagues and teachers.

Almost all (97.06%) of mobility respondents benefitted from the mobility experience, especially in terms of competence development – gaining new skills and knowledge; learning the language; making new contacts; intercultural knowledge – and in general – widening horizons and increasing self-confidence.

Only 19.05% experienced difficulties during the mobility, concerning mostly cultural differences, problems with communication in foreign language, integration problems, local bureaucracy and some misunderstandings in the place of stay.

Finally the survey collected the main suggestions concerning tools and instruments that should be used to promote the youths’ awareness about EU citizens’ rights and EU mobility. The fundamental proposal is to promote information and awareness through information available at schools and universities (62.12%), dedicated websites (60.61%) and dedicated Facebook profiles (59.09%), followed by TV advertisements (43.94%), information available through youth centres (40.91%), press articles (25.76%), invitations issued by non-governmental organizations (24.24%), dedicated info-points (19.70%) and dedicated newsletters (18.18%) or Invitation issued by a friends and acquaintances (16.67%).
2.2.2 ITALY

The Italian survey collected a total of 100 questionnaires. Most of the citizens carrying out the open on-line research are young adults, 18-39 years old (51.61%), followed by young people – 17 years old or younger (35.48%) and adults (12.90%). There are more women (72.04%) than men (27.96%).

Among them the majority are workers (48.38%), especially Third Sector Employee (17.20%), an important part are students (47.32%), mainly from High School and only a minor part are unemployed (4.30%).

Overall, the level of education is pretty high (High School 21.51%, Academic Degree and Graduate Studies 37.64%) and most of them learnt about the MyEU survey through an invitation (69.89%).

AWARENESS OF EU PORTALS

Regarding awareness of EU Portals, most of the respondents declared that they already knew the Erasmus Plus Programme Portal (68.13%), followed by the European Union portal (31.87%), the European Solidarity Corps (24.18%), the European Youth Portal and EURODESK (19.78%) and the EURES System (18.68%). A total of 20.88% of respondents had never heard of these Portals.
Most of the respondents from 18 to 39 years old had used the **Erasmus Plus Programme Portal (34.09%) at least once**, followed by the European Union portal (9.09%). However, the majority of them never had used any of these portals (61.36%). The most common reason for using the Portals is to search for information (34.09%).

Half of Italian respondents declared that they used the internet as the principal source for checking information concerning rights in the European Union.

### AWARENESS OF EU CITIZENSHIP RIGHTS

Respondents agreed that “**EU Citizenship is not an empty concept but a concrete status to which a number of rights are attached**” (Totally agree 22.08%, Agree 50.65% and Partially Agree 15.58%). However, 50% did not know that EU citizens’ rights are FORMALLY REGULATED and only the 39.74% are aware of the rights deriving from European citizenship (30.77% of respondents from 18 to 39 years old).

Specifically:

- Right to get healthcare abroad when moving within the EU: the 83.54% are aware.
- Right to study abroad in any EU country under the same conditions as nationals of that country: the 79.75% are aware.
- Right to move and reside freely within the EU and not to be discriminated against on grounds of your nationality: the 75% are aware.
- Right to access social security when moving within the EU: the 64.56% are aware.
- Right to cheaper mobile phone calls when moving within the EU: the 44.30% are aware.
- Right to consular protection for unrepresented EU citizens: the 41.77% are aware.

Moreover, the 54.43% of respondents are aware that can influence the shaping of European policy by petitioning the European Parliament to address either a personal need or grievance, or on a matter of public interest.

However the awareness appears quite low, the majority of citizens is not sure of the possibility of complaining to the **European Ombudsman** about misconduct by an EU institution or body (67.09%) and that they have a right to contact EU institutions and advisory bodies directly, and are entitled to a reply, in any of the EU’s 24 official languages (55.70%). The 69.62% is not aware of the European rules for consumer protection and settling consumer disputes. Likewise the 59.49% is not aware of the European frames for personal data protection.

Finally, 58.23% of respondents never used any of the rights mentioned above, and the majority of those who had, stated that it was for cheaper mobile phone calls.

The most relevant tools suggested for helping to realize EU citizen's rights while staying abroad are: dedicated web site/app/portal, help desk online, online maps of information and dedicated schools events/lessons.
MOBILITY EXPERIENCES

Almost half (48.10%) of respondents stated that they had **had mobility experiences**, specifically **53.85%** of respondents from 18 to 39 years old. The mobility experiences mainly **lasted up to three months (52%)** and the kind of mobility experienced were:

- Job mobility (23.33%)
- Vocational training and counseling (16.67%)
- Volunteering and social and political life activity (20%)
- Other as: Erasmus experience, study visit, work experience

The mobility experiences were **promoted by Schools (43.33%)**, **Universities (16.67%)**, Non-governmental / Third sector organizations (10%), Companies (6.67%) and private initiatives of the young (about 5%). Most of the mobility experiences were **financed by EU funds (43.33%)** and **Private funds** (about 40%), only in minor part by National funds (10%).

Respondents found the information to organize the mobility mostly at School (43.33%) or at University (20%), while others found it on the web (10%), at their companies (6.67%), or through word of mouth (6.67%). The three main types of information collected by young people before starting the mobility regards required requirements /documentation, activities and location.

Almost half (48.15%) of respondents asked for support while planning their mobility, mostly from schools, universities and hosting organizations.

Almost all (95%) of mobility respondents benefitted from the mobility experience especially in terms of new skills such as language and intercultural knowledge. Only **25% experienced difficulties** in the mobility experience concerning language and integration issues.

Finally the survey collected the **main suggestions concerning tools and instruments that should be used to promote young people’s awareness about EU citizens’ rights and EU mobility**. The fundamental proposal is to **promote information and awareness through school/university (83.5%), dedicated websites (72.88%), TV advertisements (54.24%), Youth centres (52.54%), Dedicated Facebook Fan Pages (49.15%) and Info points (33.90%).**
2.2.3 HUNGARY

The Hungarian survey collected a **total of 115 questionnaires**. Most of the citizens carrying out the open on-line research were **young adults**, 18-39 years old (75.96%), followed by **people over 40** (24.04%). None of the respondents to the Hungarian Survey were 17 or under. More **women** responded to the survey (68.27%) than **men** (31.73%).

Among them the majority are **workers** (68.28%), especially **Private Sector** Employees (18.27%). **Students** accounted for 19.22% or respondents (mainly **University students**) and only a small minority of respondents were unemployed (1.92%). A fairly significant number of respondents stated that they were **neither in work nor employment** (10.58).

The **level of education** of respondents to the survey is very **high** (High School 16.38%, Academic Degree and Graduate Studies 60.58%) and most of them learnt about the MyEU survey through an invitation (60.58%).

**AWARENESS OF EU PORTALS**

In terms of **awareness of EU Portals**, of the 85 respondents that answered this question most declared that they already knew the **Erasmus Plus Programme Portal** (57.65%), followed by: the **European Union portal** (31.76%), the **European Youth Portal** (18.82%), The EURES System (12.94%), EURODESK (9.41%). None of the Hungarian respondents had never heard of any of these portals.

---

**Have you ever heard about the following portal?**

<table>
<thead>
<tr>
<th>Portal</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Erasmus Plus Programme Portal</td>
<td>57.65%</td>
</tr>
<tr>
<td>European Union portal</td>
<td>31.76%</td>
</tr>
<tr>
<td>European Youth Portal</td>
<td>18.82%</td>
</tr>
<tr>
<td>EURES System</td>
<td>12.94%</td>
</tr>
<tr>
<td>EUROPE-DIRECT POINTS</td>
<td>9.41%</td>
</tr>
<tr>
<td>EUROdesk</td>
<td>7.06%</td>
</tr>
<tr>
<td>European Solidarity Corps</td>
<td>7.06%</td>
</tr>
<tr>
<td>OPIN Portal</td>
<td>3.53%</td>
</tr>
<tr>
<td>European Youth Portal</td>
<td>18.82%</td>
</tr>
</tbody>
</table>
Of the 85 respondents that answered this question 48.25% said they had used the Erasmus Plus Programme Portal at least once. Somewhat fewer (44.71%) stated that they had used the European Union Portal at least once, followed by the European Youth portal (22.35%) and the EURES System (20%). A relatively small number of respondents stated that they had never used any of these portals (22.35%). The most common reason for using the Portals was to search for information (76.19%).

Most respondents to the Hungarian survey stated they used the internet as their principal source for checking information concerning rights in the European Union.

**AWARENESS OF EU CITIZENSHIP RIGHTS**

Most respondents agreed that “EU Citizenship is not an empty concept but a concrete status to which a number of rights are attached” ( Totally agree 42.68%, Agree 35.37% and Partially Agree 14.63%). Well over half of respondents (62.2%) stated they know that EU citizens' rights are FORMALY REGULATED and 54.88% stated that they were aware of the rights deriving from European citizenship. Specifically:

- Right to receive healthcare abroad when moving within the EU: 91.46% are aware.
- Right to study abroad in any EU country under the same conditions as nationals of that country: 86.59% are aware.
- Right to move and reside freely within the EU and not to be discriminated against on grounds of your nationality: 96.34% are aware.
- Right to access social security when moving within the EU: 81.45% are aware.
- Right to cheaper mobile phone calls when moving within the EU: 79.27% are aware.
- Right to consular protection for unrepresented EU citizens: 57.32% are aware.

In terms of voting rights, 59.76% of respondents to the Hungarian survey stated that they are aware of their right to vote in local and European elections if they lived in other EU countries. More than two thirds (69.51%) of respondents stated that they are aware that they can influence the shaping of European policies by petitioning the European Parliament to address either a personal need or grievance, or on a matter of public interest.

A large proportion of respondents (67.07%) stated that they knew about their right to complain to the European Ombudsman about misconduct by EU institutions or bodies and more than half (54.88%) stated that they knew about their right to contact EU institutions and advisory bodies directly, and are entitled to a reply in any of the EU’s 24 official languages. The majority of respondents (59.76%) were not aware of the European rules on consumer protection and settling consumer disputes. However, 58.54% stated that they were aware of the European framework for personal data protection. Finally, 45.12% of respondents had never used any of the rights mentioned above.

The most relevant tools suggested for helping to realize EU citizen’s rights while staying abroad are: dedicated websites, followed by mobile application, dedicated courses, online groups and lessons at school.
MOBILITY EXPERIENCES

A majority of respondents (74.39%) stated that they had **had mobility experiences.** Up to three months (30.77%) and **between three and six months** (30.77%) were the most common answers to the question of how long the mobility lasted. The types of mobility respondents experienced are:

- Job mobility (25%)
- Vocational training and counselling (38.46%)
- Volunteering and social and political life activity (25%)
- Other, such as: Erasmus experience, study visit, work experience (28.85%)

The Mobility experiences were **promoted by Universities** (26.92%), Non-governmental / Third sector organizations (23.08%), **Schools** (21.15%), Companies (5.77%) and on young people's own initiative (9.62%). A large majority of the mobility experiences were **financed by EU funds** (72.55%). **Private funds** were used to fund 15.96% of mobility, and only a minority came from National funds (10%).

Most respondents got information about mobility from the internet (36.54%). Fewer respondents got their mobility information from their universities (15.38%), from their schools (11.54%), through word of mouth (9.62%), or from educational institutions or centres (9.62%). The three main types of information collected by young people before starting the mobility related to the conditions of their mobility, money and financial concerns and their rights in the host country.

Almost half (47.06%) of respondents asked for support while planning their mobility, mostly from their universities, and especially their dedicated Erasmus coordinators.

Almost all (97.96%) respondents benefitted from their mobility experiences, stating language learning, and cultural exchange as among the most important benefits. Thirty percent of respondents mentioned **difficulties** in their mobility experience, especially in terms of communicating in a foreign language and cultural integration issues.

Finally the survey collected the **main suggestions concerning tools and instruments that should be used to promote the awareness among young people about EU citizens' rights and EU mobility.** The fundamental proposal is to **promote information and awareness through** a dedicated web portal (73.61%), dedicated Facebook pages (61.11%), through schools and universities (59.72%), TV advertisements (36.11%), youth centres (33.33%) and media articles (30.56%).
2.2.4 OTHER COUNTRIES

The English survey collected a **total of 11 questionnaires**. Most of the citizens carrying out the open on-line research were **adults** (54.55%), followed by **young adults**, 18-39 years old (45.45%). There are **more women** (54.5%) than men (45.45%). Among them the majority are **workers** (54.54%), especially **Third Sector Employees** (27.27%), an important part are **students** (27.27%), mainly from **High School** and a minority were NEETs (18.18%).

Overall, the **level of education is high** (High School and Academic Degree 18.18%, Graduate Studies 45.45%) and most respondents had learned about the MyEU survey through an invitation (63.63%).

**AWARENESS OF EU PORTALS**

Regarding the **awareness of EU Portals**, most of the respondents declared that they already knew the **Erasmus Plus Programme Portal (81.82%)**, followed by: EURODESK, the European Union portal and the European Youth Portal (36.36%), the EURES System (27.27%), the European Solidarity Corps (18.18%) and EUROPE-DIRECT POINTS (9.09%).
Most of respondents from 18 to 39 years old (60%) had used the Erasmus Plus Programme Portal at least once, followed by the European Union portal (20%), the EURES System (20%), the European Solidarity Corps Portal (20%) and the European Youth Portal (20%). Only 20% had never used any of the portals.

The most common reason to use the Portals is to search for information (80%). Half of these respondents declared that they used the internet as their principal source of checking information concerning rights in the European Union (web and Facebook), but also newspapers and TV.

AWARENESS OF EU CITIZENSHIP RIGHTS

Respondents agreed that “EU Citizenship is not an empty concept but a concrete status to which a number of rights are attached” (Totally agree 50%, Agree 37.50% and Partially Agree 12.50%). However, the 44.44% did not know that the EU citizens’ rights are FORMALLY REGULATED and only the 66.67% are aware of the rights deriving from European citizenship. Focusing on participant from 18 to 39 years old, the 75% agrees that “EU Citizenship is not an empty concept but a concrete status to which a number of rights are attached” and the 50% of them are aware of the rights deriving from European citizenship.

Specifically:
- Right to move and reside freely within the EU and not to be discriminated against on grounds of your nationality: the 100% are aware.
- Right to consular protection for unrepresented EU citizens: the 88.89% are aware.
- Right to access social security when moving within the EU: the 66.67% are aware.
- Right to get healthcare abroad when moving within the EU: the 88.89% are aware.
- Right to study abroad in any EU country under the same conditions as nationals of that country: the 77.78% are aware.
- Right to cheaper mobile phone calls when moving within the EU: the 66.67% are aware.

Moreover, the 88.89% of respondents are aware that can influence the shaping of European policy by petitioning the European Parliament to address either a personal need or grievance, or on a matter of public interest.

The awareness appears quite high, the majority of citizens knows the possibility of complaining to the European Ombudsman about misconduct by an EU institution or body (67.67%) and that they have a right to contact EU institutions and advisory bodies directly, and are entitled to a reply, in any of the EU's 24 official languages (100%). The 88.89% are aware of the European rules for consumer protection and settling consumer disputes. Likewise the 88.89% is not aware of the European frames for personal data protection.

Finally, 55.56% of respondents used any of the rights mentioned above, and the majority of those who had, stated that it was for cheaper mobile phone calls and data protection.
The most relevant tools suggested for helping to realize EU citizen’s rights while staying abroad are: **dedicated web site/app/portal, brochure, and Small EU citizen rights guide**

**MOBILITY EXPERIENCES**

More than three quarters (77.78%) of respondents **had mobility experiences**, specifically the 100% of respondents from 18 to 39 years old. The mobility experiences generally lasted between 7 and 12 months (40%) and the kind of mobility experienced are:

- Job mobility (20%)
- Vocational training and counseling (20% and 33% of Youth respondents)
- Volunteering and social and political life activity (60% and 100% of Youth respondents)

The Mobility experiences were **promoted by Schools** (20%), **Universities** (20%) and Non-governmental / Third sector organizations (60%). Most of the mobility experiences were **financed by EU funds** (80%) and **National Funds** (20%).

Respondents found most of their information about organizing the mobility at University (40%), followed by the web (20%), their company (20%), or through word of mouth (20%). The three main types of information collected by young people before starting the mobility regards required funds, project and hosting country.

More than half (60%) of respondents asked for support while planning the mobility mostly to University. All **mobility respondents** stated that they benefitted from the mobility experience, especially in terms of cultural awareness, language and professional development. Nobody **experienced difficulties** in the mobility experience.

Finally the survey collected the **main suggestions concerning tools and instruments that should be used to promote the youths’ awareness about EU citizens’ rights and EU mobility**. The fundamental proposal is to **promote information and awareness through school/university, dedicated Facebook Fan Pages and dedicated websites (71.43%) Youth**
centres (57.14%), Invitations (42.83%), TV advertisements, Info Point and Newsletter (28.57%).
3. REMARKS ON GLOBAL ANALYSIS

As described in the introduction, the survey collected a total of 326 questionnaires from 10 different countries both inside and outside Europe. After the National analysis this section aims to bring the general analysis of all questionnaires collected, offering an overall image. Most of the citizens carrying out the open on-line research are young adults, 18-39 years old. More women responded to the survey than men.

Among them the majority are students, especially from High School, and Workers, especially Third Sector Employee and a significant part is represented by NEETS.

AWARENESS OF EU PORTALS

Regarding awareness of EU Portals, the most popular portal is the Erasmus Plus Programme Portal, others well known portals are: the European Youth Portal, the EURODESK Portal and the European Union Portal. About the 20% of the survey respondents has never heard about any of these Portals.

Almost half of the respondents from 18 to 39 years old (about 40%) had used the Erasmus Plus Programme Portal at least once, followed by the European Youth Portal, the European Union portal and the EURODESK Portal. Still, half of the respondents declared that they had never used any of the nine portals mentioned in Q.10. The most common reason for using these Portals is to search for information.

Most of the respondents carrying out the research declared that they used the internet as the principal source for checking information concerning rights in the European Union.

AWARENESS OF EU CITIZENSHIP RIGHTS

Respondents agreed that “EU Citizenship is not an empty concept but a concrete status to which a number of rights are attached”. However, about the 50% did not know that the EU citizens’ rights are FORMALLY REGULATED but they are aware of the rights deriving from European citizenship (including respondents from 18 to 39 years old). Specifically:

- Right to move and reside freely within the EU and not to be discriminated against on grounds of your nationality: the 91% are aware.
- Right to get healthcare abroad when moving within the EU: the 89% are aware.
- Right to study abroad in any EU countries under the same conditions as nationals of that country: the 82.61% are aware.
- Right to cheaper mobile phone calls when moving within the EU: the 68% are aware.
- Right to access social security when moving within the EU: the 72% are aware.
- Right to consular protection for unrepresented EU citizens: the 65.74% are aware.
Concerning participation in the political life of the EU:

- **72.58%** of respondents are aware that they can influence the European policies shaping by petitioning the European Parliament to address either a personal need or grievance, or on a matter of public interest.
- **71.70%** of respondents are aware of the possibilities to contact EU institutions and advisory bodies directly, and are entitled to a reply in any of the EU’s 24 official languages.
- **61.72%** is not aware of the European rules for consumer protection and settling consumers disputes.
- **53.39%** declares of being not aware of the European frames for personal data protection.
- About the **50%** of respondents never used any of the rights mentioned above.

The most relevant tools suggested for helping to realize EU citizen’s rights while staying abroad are: knowing foreign languages; dedicated websites/app/portals; help desk online; online maps and users guide for getting information; dedicated events; templates, forms for declaring/reporting and realizing the rights and greater publicity of information were mentioned.

**MOBILITY EXPERIENCES**

Two thirds (**66.73%**) of respondents reported having had mobility experiences, specifically **76.24%** of respondents from 18 to 39 years old. The mobility experiences of most of the respondents lasted up to three months (about the 40%) and the kind of mobility experienced are:

- Job mobility (25.59%)
- Vocational training and counseling (40.11%)
- Volunteering and social and political life activity (31.03%)
- Other types mentioned: Internship abroad, travels abroad, youth exchanges within the Erasmus+ Programme, study visit.

The Mobility experiences were promoted by Schools (31.67%), Non-governmental/Third sector organizations (29.38%), Universities (19.23%), Companies (about 9%) and the Private initiative of the young (about the 7%). Most of the mobility experiences were financed by EU funds (69.62%) and by Private funds (23%).

Respondents found information about organizing their mobility mostly at School (33.84%) or at University (22.17%), followed by the Internet (19.41%) or through word of mouth and friends or parents (11.85%) and from their companies (9.61%). The main information collected by young people before starting the mobility regards activities to be realized during the mobility; travel, accommodation and living conditions; information about the host country and its culture; learning the language to be used in the host country; rules applicable, formalities, insurance, financial concerning, rights and documentation and last but not least – tourist information.
Only 48.46% of the respondents who had had a mobility experiences declared that they had received support while planning the mobility. The support came mostly from organizers - sending organizations/institutions or mobility coordinators, colleagues and teachers.

Almost all (97.50%) of mobility respondents benefitted from their mobility experiences, especially in terms of competence development – gaining new skills and knowledge; learning the language; making new contacts; intercultural knowledge – and in general – widening horizons and increasing self-confidence.

Only 18.51% has experienced difficulties during the mobility, concerning mostly cultural differences, problems with communication in foreign languages, integration problems, local bureaucracy and some misunderstandings in the place of stay.

Finally the survey collected the main suggestions concerning tools and instruments that should be used to promote the youths’ awareness about EU citizens’ rights and EU mobility. The fundamental proposal is to promote information and awareness through information available at school/university (68.44%), dedicated websites (69.63%) and dedicated Facebook profiles (59.94%), followed by information available through youth centres (45.98%) and TV advertisements (40.71%).
4. ANNEXES

ANNEX 1 - Poland SURVEY RESULTS

ANNEX 2 - Italy SURVEY RESULTS

ANNEX 3 – Hungary SURVEY RESULTS

ANNEX 4 - Other Countries SURVEY RESULTS