



Flash Eurobarometer 385

JUSTICE IN THE EU

REPORT

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This survey has been requested by the European Commission, Directorate-General for Justice and co-ordinated by Directorate-General for Communication.

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.

Flash Eurobarometer 385 - TNS Political & Social

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Justice in the EU

Conducted by TNS Political & Social at the request of
the European Commission, Directorate-General for Justice
(DG JUST)

Survey co-ordinated by the European Commission,
Directorate-General for Communication
(DG COMM "Strategy, Corporate Communication
Actions and Eurobarometer" Unit)

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INTRODUCTION

An effective functioning of the EU requires effective justice systems in all Member States. Quality, independence and **efficiency are the key components of an "effective justice system"**.

This survey seeks to understand citizens' perceptions of justice and the rule of law within their own countries and the EU as a whole.

The opening section of the summary explores citizens' **personal experiences of the justice system** in their country. It also looks at how well-informed people feel about the justice system, and the level of trust people have in it.

The second chapter looks at the functioning of the justice system, in particular how well the courts function in civil and commercial, administrative and criminal cases. It also explores whether, in the event of a legal dispute, Europeans would choose to go to court or would try to find an alternative course of action.

The third section looks at justice in a wider EU context: whether citizens consider there are differences between European Union national justice systems in terms of quality, efficiency and independence and if such differences remain in areas where action has been taken to approximate national rules. Finally, they are asked about the respective roles of the Member States and the European Union in relation to the functioning of national judicial systems.

This survey was carried out by TNS Political & Social network in the 28 Member States of the European Union between 30 September and 2 October 2013. Some 26,581 respondents from different social and demographic groups were interviewed via telephone (landline and mobile phone) in their mother tongue on behalf of the European Commission, Directorate-General for Justice. The methodology used is that of Eurobarometer surveys as carried out by the Directorate-General for Communication ("Strategy, Corporate Communication Actions and Eurobarometer" Unit)¹. A technical note on the manner in which interviews were conducted by the Institutes within the TNS Political & Social network is appended as an annex to this report. Also included are the interview methods and confidence intervals².

Note: In this report, countries are referred to by their official abbreviation. The abbreviations used in this report correspond to:

ABBREVIATIONS			
BE	Belgium	LV	Latvia
BG	Bulgaria	LU	Luxembourg
CZ	Czech Republic	HU	Hungary
DK	Denmark	MT	Malta
DE	Germany	NL	The Netherlands
EE	Estonia	AT	Austria
EL	Greece	PL	Poland
ES	Spain	PT	Portugal
FR	France	RO	Romania
HR	Croatia	SI	Slovenia
IE	Ireland	SK	Slovakia
IT	Italy	FI	Finland
CY	Republic of Cyprus*	SE	Sweden
LT	Lithuania	UK	The United Kingdom
		EU28	European Union – 28 Member States
		EU15	BE, IT, FR, DE, LU, NL, DK, UK, IE, PT, ES, EL, AT, SE, FI**
		NMS13	BG, CZ, EE, HR, CY, LT, LV, MT, HU, PL, RO, SI, SK***
		EURO AREA	BE, FR, IT, LU, DE, AT, ES, PT, IE, NL, FI, EL, EE, SI, CY, MT, SK

* Cyprus as a whole is one of the 28 European Union Member States. However, the 'acquis communautaire' has been suspended in the part of the country which is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews carried out in the part of the country controlled by the government of the Republic of Cyprus are included in the 'CY' category and in the EU28 average.

* * * * *

We wish to thank the people throughout Europe who have given their time to take part in this survey. Without their active participation, this study would not have been possible.

¹ http://ec.europa.eu/public_opinion/index_en.htm

² The results tables are included in the annex. It should be noted that the total of the percentages in the tables of this report may exceed 100% when the respondent was able to give several answers to the question.

MAIN FINDINGS

General perception of the national justice system

- A majority of people at EU level (53%) trust their national justice system. However, the national results paint a more complex picture and show that, while trust is very high in some countries, like Denmark and Finland (85% in each), there is a low level of trust in other Member States, for instance Slovenia (24%).
- A majority of people (66%) feel well-informed about how to find a lawyer, but only a minority feel well-informed about other aspects of the justice system, such as what to do if they need to go to court (41%), the right to legal aid (38%), the costs of proceedings (25%) and alternatives to court (31%). **The level of 'well-informed' answers is above the EU average in Germany, Ireland, Luxembourg and Slovenia on all these tested dimensions, but is consistently below the EU average in the Czech Republic, Estonia, Hungary, Latvia, Lithuania and Spain.**
- Perceptions of the justice system are very country-specific. For example, 84% of people in Luxembourg agree that the law is applied and enforced effectively, but only 18% of people in Slovenia agree.
- Overall, an absolute majority of people agree that all citizens can go to court to defend their rights (77%) and that the State acts in accordance with the law (56%). Opinion is evenly divided on the question of whether public authorities act in a non-arbitrary way. A majority of respondents do not agree that the law is applied and enforced effectively, equally and without discrimination or that the State fights effectively against corruption.
- Over a quarter of EU citizens (27%) have personally been to some type of courtroom within the last ten years and almost a quarter (23%) have a close relation who has done so. Most people (57%) have not been to any type of court. The proportion of people who have been to some type of courtroom ranges from 35% in Croatia and Spain to 14% in Estonia. Men (33%) are more likely than women (23%) to have been to court.
- 17% of the respondents have personally been in a civil or commercial courtroom in the last 10 years. In 24 Member States, these are the types of courts where most respondents have personally been in the last ten years. More respondents have been in criminal courts in only three countries: the UK, Finland and Sweden. In Estonia, the same proportion of 6% of respondents have been to civil, commercial and criminal courts.

The functioning of justice

- **Respondents'** perceptions of the functioning of justice is very similar regardless of the type of cases (civil and commercial, administrative or criminal) dealt with by the courts.

- A majority of respondents (53-54%) rate court systems as good in terms of the independence of the courts and judges.
- However, most people consider court systems to be bad in terms of costs (47-51%) and the length of proceedings (65-71%).
- There are big differences between individual countries in terms of how well justice is believed to function. For example, 83% of people in the Netherlands, but only 22% in Italy, rate the independence of the courts and judges in the criminal justice system as good.
- In Belgium, Denmark, Finland, Luxembourg, the Netherlands, Sweden and the UK consistently high proportions of people think their system is good in relation to all the aspects discussed. However, respondents in Bulgaria, Estonia, Italy, Portugal, Slovenia and Spain consistently rate their own systems poorly.
- Almost nine in ten people (89%) would aim to settle a dispute out of court if alternatives were available.

The national justice system compared to others in the EU

- A quarter of respondents (25%) think that their country's system is better than the systems in other EU countries; 28% think it is more or less the same as others; 35% think their system is worse than others in the EU.
- Germany (57%), Denmark (55%) and Sweden (53%) have the highest proportion of people who think their national justice system is better than others in the EU. At the other end of the scale, most respondents in Bulgaria (71%), Slovenia (70%) and Romania (69%) think their system is worse than others in the European Union.
- Most people recognize this state of inequality, with a majority of respondents saying that there are large differences between national justice systems in terms of quality (58%), efficiency (58%) and independence (52%).
- This perception extends to areas where initiatives have been taken at European Union level to approximate national rules. Over a fifth (21%) of respondents think that the same procedural guarantees apply in all Member States without exception and 44% that in cross-border cases a judicial decision has to be taken in only one State.
- 22% of respondents strongly agree that the functioning of national judicial systems is exclusively a matter for Member States. Among the rest of respondents, there is strong support for an EU role in cross-border cases or to ensure that EU law can be upheld effectively throughout the EU (71% of the respondents strongly agree or tend to agree) or in cases where there are serious problems in the functioning of a national judicial system (66%).

I. GENERAL PERCEPTION OF THE NATIONAL JUSTICE SYSTEM

The opening chapter of the report analyses general perceptions of the national justice system and how well it operates. Respondents were asked whether they trust their national justice system and how well-informed they feel about certain aspects of the justice system, such as how to find a lawyer and the right to legal aid. Next, a series of statements tested their perceptions about some general aspects of justice in their countries. Finally, respondents were asked whether they or a close relative had been to a courtroom in the last ten years.

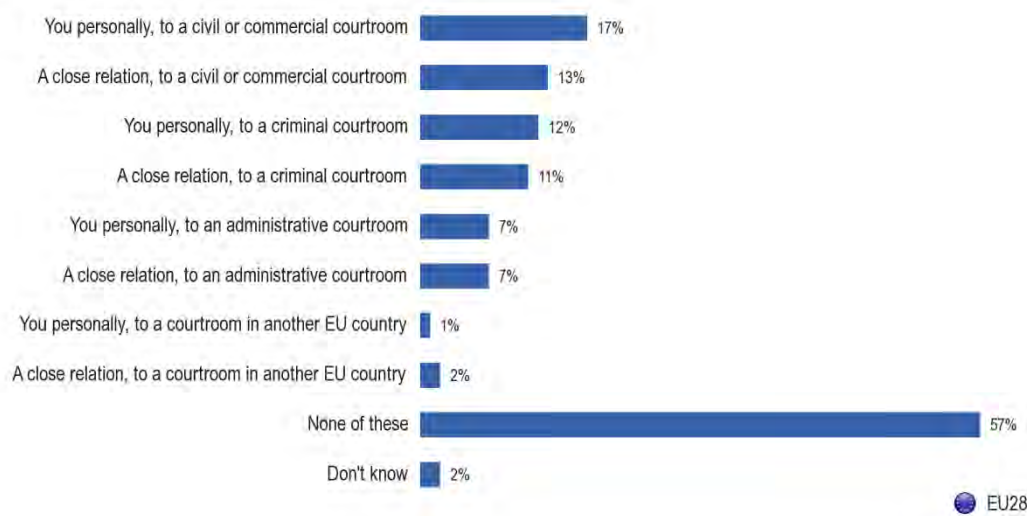
1. EXPERIENCE OF JUSTICE COURTS

- A majority of people have not been to a courtroom, and have no close relations who have done so, within the last ten years -

To assess the level of first-hand experience of the justice system among Europeans, respondents were asked whether they or a close relation had been to a courtroom in the last ten years.

A majority of respondents (57%) have had no personal experience of any type of courtroom within the last ten years, and have no close relative who has had this kind of experience.

Q9. In the last 10 years, have you or a close relation ever been to a courtroom?



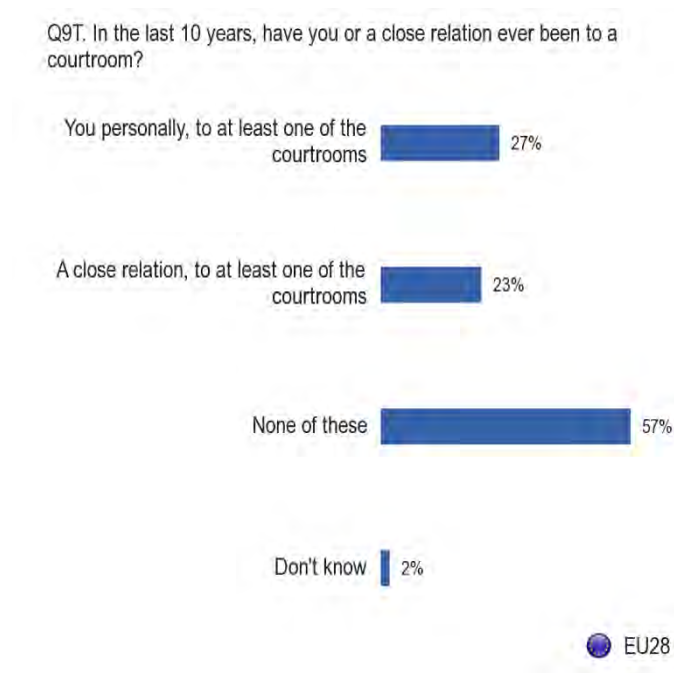
(MULTIPLE ANSWERS POSSIBLE)

Roughly one person in six (17%) has personally been to a civil or commercial courtroom within the last ten years, while 13% of respondents say that a close relation has done this. Over a tenth of people say that they have personally been to a criminal courtroom (12%), or that a close relative has done so (11%).

Relatively few people have personally been to an administrative courtroom (7%) or have a close relation who has been to one (7%).

1% of respondents have personally been to a courtroom in another EU country while 2% have a close relation who has done so.

By combining these results, we can see that over a quarter of respondents (27%) have personally been to at least one type of courtroom within the last ten years, while just under a quarter (23%) say that a close relation has done so.



(MULTIPLE ANSWERS POSSIBLE)

The national results show that the likelihood of having been to a courtroom within the last ten years varies considerably between Member States.






























However, in all except four Member States, more respondents have been in a civil or commercial courtroom than other types of courtrooms. The proportion of people who say that either they or a close relative have been to this kind of court ranges from 38% in Poland to 11% in Estonia. The four exceptions where the criminal courtroom was more visited than any other kind are the UK, Finland, Sweden and Estonia although it is worth noting that in Estonia relatively few people (12%) have visited this, or indeed any, type of court.

The UK (27%) has the highest proportion of people who say that either they or a close relative have been to a criminal courtroom in the last ten years. Scores above 20% were also measured in Germany, Austria, Greece, Spain, Ireland, Finland and Sweden. Conversely, in Malta only 6% of the respondents say that either they or a close relative have been to a criminal courtroom in the last ten years.

The proportion of respondents who say that either they or a close relation have been to an administrative courtroom over the same period of time ranges from 20% in Spain to just 4% in Italy. In Luxembourg, 9% of respondents say that either they or a close relative have been to a courtroom in another EU country.

In all but four Member States, over 50% of people say that neither they nor a close relation have been to any kind of court over the last ten years. Scores are particularly high in Italy (75%), Estonia (68%) and Malta (66%) while the lowest levels were measured in Spain (43%), Poland (46%), Lithuania (48%) and Croatia (49%).

Q9 In the last 10 years, have you or a close relation ever been to a courtroom?

	Total 'Civil or commercial courtroom'	Total 'Criminal courtroom'	Total 'Administrative courtroom'	Total 'Courtroom in another EU country'	None of these	Don't know
 EU28	25%	19%	12%	2%	57%	2%
 PL	38%	17%	11%	3%	46%	2%
 ES	34%	23%	20%	3%	43%	3%
 EL	32%	23%	17%	4%	50%	1%
 CZ	31%	16%	11%	2%	50%	5%
 HR	31%	16%	8%	1%	49%	2%
 BE	29%	15%	15%	5%	59%	0%
 AT	29%	24%	16%	4%	53%	2%
 DE	28%	26%	18%	3%	54%	1%
 HU	28%	9%	5%	1%	59%	3%
 IE	26%	22%	9%	3%	52%	2%
 SK	26%	13%	10%	2%	59%	1%
 PT	25%	18%	12%	3%	56%	3%
 RO	25%	8%	7%	2%	62%	2%
 LT	24%	16%	16%	1%	48%	4%
 NL	24%	18%	11%	3%	57%	3%
 SI	24%	9%	12%	1%	54%	3%
 LV	23%	18%	16%	3%	55%	1%
 LU	23%	13%	10%	9%	62%	0%
 FR	21%	17%	13%	2%	60%	0%
 MT	21%	6%	8%	0%	66%	2%
 CY	20%	12%	7%	1%	62%	1%
 BG	19%	10%	9%	2%	56%	10%
 UK	19%	27%	9%	2%	59%	1%
 DK	15%	15%	6%	2%	64%	2%
 IT	15%	8%	4%	0%	75%	2%
 FI	12%	22%	7%	3%	64%	3%
 SE	12%	21%	5%	2%	61%	6%
 EE	11%	12%	8%	1%	68%	4%

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item






























(MULTIPLE ANSWERS POSSIBLE)

In ten Member States, at least three out of ten people say that they have personally been to one of these courtrooms within the last ten years. Spain (35%), Croatia (35%), Greece (34%) and Poland (34%) have the most respondents who have done so. At the other end of the scale, less than a fifth of people have personally been to a courtroom in four Member States: Estonia (14%), Italy (17%), Finland (18%) and Denmark (18%).

In five Member States, at least three out of ten people say that a close relation has been to one of these types of courtrooms within the last ten years: Spain (34%), Belgium (31%), Austria (30%), Greece (30%) and Poland (30%). Italy (6%) has the fewest respondents with a relation who has been to a courtroom, followed by Slovenia (12%), Malta (13%) and Bulgaria (13%).

In most cases the proportion of people who say they have visited a courtroom personally is similar to the proportion who say that a close relative has done so. However, in a small number of Member States these proportions are not closely aligned, notably Slovenia (where 33% have been to court personally, but only 12% have a relation who has done so), Croatia (35% vs. 19%), Italy (17% vs. 6%) and Cyprus (25% vs. 15%).

Q9 In the last 10 years, have you or a close relation ever been to a courtroom?

	You personally, to at least one of the courtrooms	A close relation, to at least one of the courtrooms	None of these	Don't know
 EU28	27%	23%	57%	2%
 ES	35%	34%	43%	3%
 HR	35%	19%	49%	2%
 EL	34%	30%	50%	1%
 PL	34%	30%	46%	2%
 DE	33%	27%	54%	1%
 SI	33%	12%	54%	3%
 LT	32%	24%	48%	4%
 CZ	31%	22%	50%	5%
 IE	31%	22%	52%	2%
 AT	30%	30%	53%	2%
 LV	29%	25%	55%	1%
 UK	28%	22%	59%	1%
 SK	27%	18%	59%	1%
 FR	26%	24%	60%	0%
 PT	26%	26%	56%	3%
 BE	25%	31%	59%	0%
 CY	25%	15%	62%	1%
 LU	25%	22%	62%	0%
 BG	22%	13%	56%	10%
 MT	22%	13%	66%	2%
 RO	22%	17%	62%	2%
 SE	22%	16%	61%	6%
 HU	21%	21%	59%	3%
 NL	21%	27%	57%	3%
 DK	18%	18%	64%	2%
 FI	18%	20%	64%	3%
 IT	17%	6%	75%	2%
 EE	14%	16%	68%	4%

(MULTIPLE ANSWERS POSSIBLE)

The socio-demographic results show that men are more likely than women to have personally been to at least one of these courtrooms over the last ten years (33% vs. 23%). Men are also more likely to say that they or a close relative have been to a criminal court (22% vs. 16%).

Young respondents are the most likely to say that they or a close relation have been to a criminal courtroom: 24% of 15-24 year olds say this, compared with just 13% of people aged 55 and over. They are also the most likely to say that a close relative has been to some type of courtroom (33%).

However, people aged between 25 and 54 (32%) are the most likely to have personally been to one of the courtrooms, whereas 15-24 year-olds (19%) are the least likely to say this.

People with a higher level of education are the most likely to say that they have personally been to a courtroom and also that a close relation has done so. For example, 32% of respondents who finished their education aged 20 or over have personally been to one of the courtrooms, compared with just 20% of those who left school aged 15 or under.

In terms of the respondents' different occupations, 40% of self-employed people say that they have personally been to a courtroom, compared with just 23% of people who are not working. Similarly, 38% of self-employed people say that they or a close relation have been to a civil or commercial courtroom, as opposed to 21% of respondents who are not working.

Q9 In the last 10 years, have you or a close relation ever been to a courtroom?

	Total 'Civil or commercial courtroom'	Total 'Criminal courtroom'	Total 'Administrative courtroom'	Total 'Courtroom in another EU country'	You personally, to at least one of the courtrooms	A close relation, to at least one of the courtrooms	None of these	Don't know
EU28	25%	19%	12%	2%	27%	23%	57%	2%
Sex								
Male	27%	22%	14%	3%	33%	22%	54%	2%
Female	23%	16%	10%	2%	23%	23%	60%	2%
Age								
15-24	23%	24%	13%	3%	19%	33%	53%	2%
25-39	29%	23%	14%	3%	32%	28%	50%	2%
40-54	28%	19%	11%	2%	32%	23%	54%	2%
55+	21%	13%	10%	1%	25%	15%	66%	2%
Education (End of)								
15-	16%	13%	9%	1%	20%	14%	71%	2%
16-19	22%	18%	10%	2%	27%	21%	59%	2%
20+	29%	20%	14%	3%	32%	25%	52%	2%
Still studying	23%	23%	14%	4%	19%	33%	54%	3%
Respondent occupation scale								
Self-employed	38%	22%	17%	4%	40%	26%	46%	2%
Employee	27%	21%	13%	2%	30%	25%	53%	1%
Manual workers	24%	19%	9%	2%	28%	22%	57%	3%
Not working	21%	16%	10%	2%	23%	21%	62%	2%
Trust the national justice system								
Trust	24%	19%	12%	2%	27%	23%	58%	2%
Don't trust	27%	19%	12%	3%	29%	24%	55%	2%
Level of info. about the national justice system								
Very high	37%	27%	20%	4%	44%	26%	44%	1%
High	31%	24%	15%	3%	37%	27%	49%	1%
Intermediate	31%	22%	13%	2%	34%	27%	49%	2%
Low	22%	19%	10%	2%	25%	23%	58%	2%
Very low	19%	14%	9%	2%	20%	20%	64%	2%

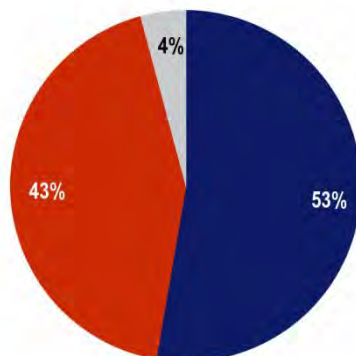
(MULTIPLE ANSWERS POSSIBLE)

2. TRUST IN THE NATIONAL JUSTICE SYSTEM

- A majority of people tend to trust their national justice system -

Respondents were asked whether, overall, they tend to trust or tend not to trust the justice system in their country. A majority (53%) say that they tend to trust their national justice system, although a sizeable minority (43%) tend not to trust it.

Q1. Overall, would you say that you tend to trust or tend not to trust the justice system in (OUR COUNTRY)?

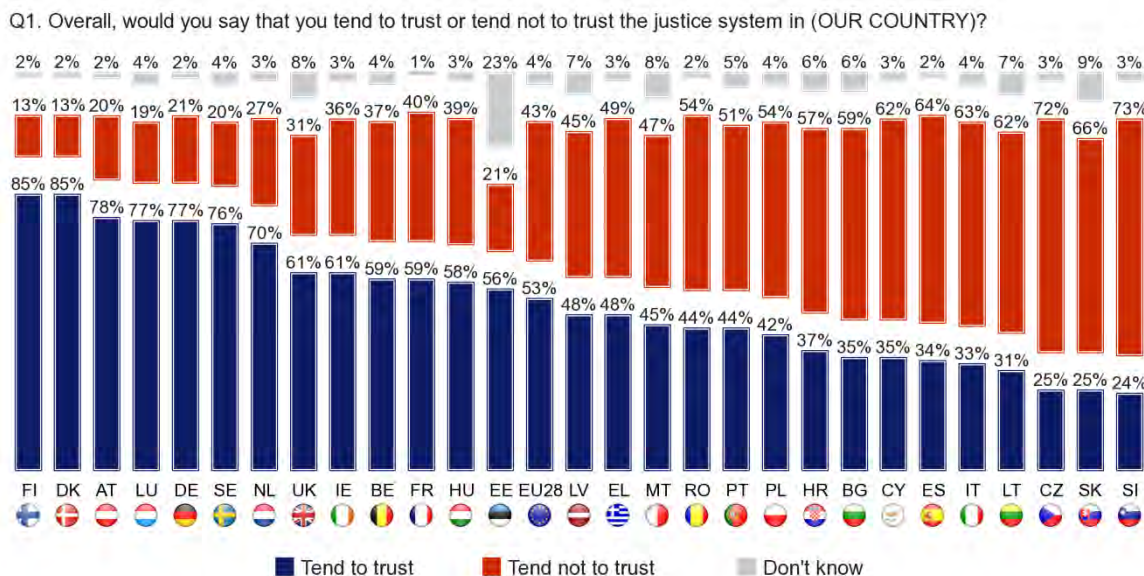


- Tend to trust
- Tend not to trust
- Don't know

 EU28

There is a substantial difference between Member States on the issue of trust in the national justice system. In 13 countries³, over 50% of respondents say that they tend to trust their national justice system, with people in Finland and Denmark (both 85%) demonstrating the highest levels of trust. But in three Member States, less than three out of ten people say that they tend to trust their national justice system: Slovenia (24%), Slovakia (25%) and the Czech Republic (25%).

³ Denmark, Finland, Austria, Germany, Luxembourg, Sweden, Netherlands, Ireland, United Kingdom, Belgium, France, Hungary and Estonia



The socio-demographic results show that, while gender has relatively little influence here, younger respondents are somewhat more likely to trust the justice system: 58% of 15-24 year-olds tend to trust it, compared with 50% of people aged 55 and over.

Education has a very significant bearing on trust levels: 60% of people who finished their education aged 20 and over tend to trust the justice system, compared with just 41% of those who left school aged 15 and under.

Employees (62%) stand out as far more likely to trust the justice system than people who are not working (49%), self-employed people (48%) or manual workers (46%).


Information is important, since 64% of people who say they have a very high level of information about the justice system tend to trust it, compared with just 45% of people who have a very low level of information.


People who think that their national justice system is better than (77%) or the same (65%) as systems in the rest of the EU are likely to trust it; but people who think that their national justice system is worse (28%) than others are very unlikely to trust it.


The level of trust which respondents place in their national justice system is not really influenced by any personal experience of having been to court: 52% of the respondents who have personally been to a courtroom over the last ten years trust the justice system while a similar level (54%) is recorded by those who have never been to a court.

Q1 Overall, would you say that you tend to trust or tend not to trust the justice system in (OUR COUNTRY)?

	Tend to trust	Tend not to trust	Don't know
EU28	53%	43%	4%

 Age			
15-24	58%	38%	4%
25-39	55%	42%	3%
40-54	53%	43%	4%
55 +	50%	46%	4%

 Education (End of)			
15-	41%	54%	5%
16-19	48%	48%	4%
20+	60%	38%	2%
Still studying	63%	34%	3%

 Respondent occupation scale			
Self-employed	48%	48%	4%
Employee	62%	35%	3%
Manual workers	46%	51%	3%
Not working	49%	47%	4%

Level of info. about the national justice system			
Very high	64%	33%	3%
High	63%	35%	2%
Intermediate	58%	39%	3%
Low	58%	39%	3%
Very low	45%	50%	5%

National judicial system compared with rest of EU			
Better	77%	20%	3%
Same	65%	32%	3%
Worse	28%	69%	3%

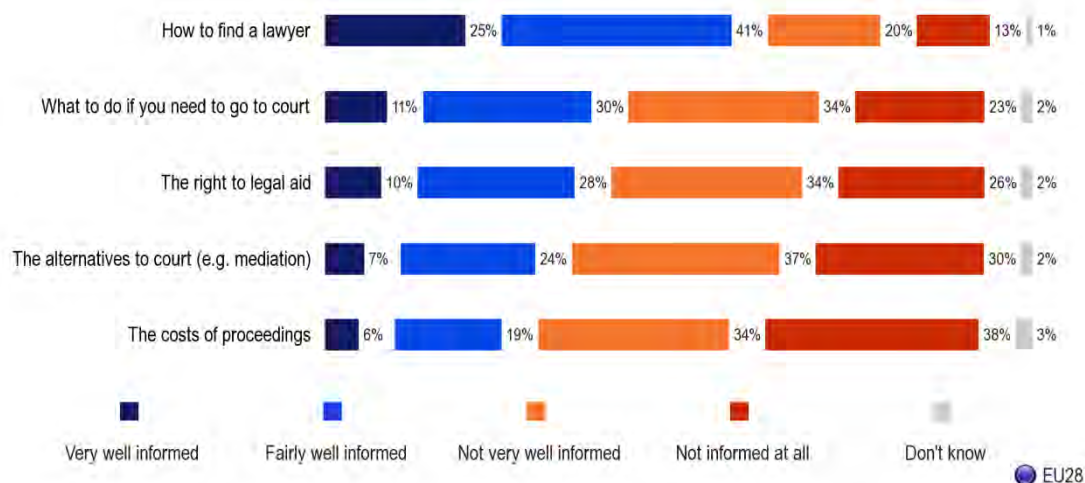
Experience of a courtroom in the last 10 years			
Civil courtroom	51%	46%	3%
Admin. courtroom	54%	44%	2%
Criminal courtroom	55%	43%	2%
Courtroom in another EU country	51%	47%	2%
At least one (yourself)	52%	45%	3%
At least one (a relative)	53%	44%	3%
None	54%	42%	4%

3. LEVEL OF INFORMATION ABOUT THE NATIONAL JUSTICE SYSTEM

- Most people feel informed about how to find a lawyer, but feel less well-informed about other aspects of their national justice system -

Having considered the extent to which respondents trust their national justice system, respondents were then asked how well-informed they feel about five different aspects of the justice system in their country.

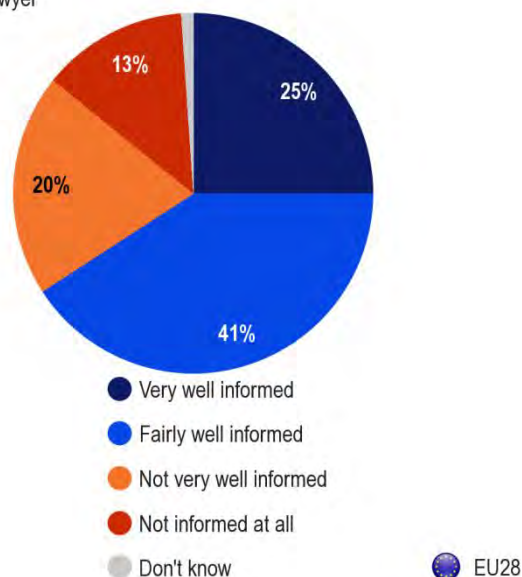
Q2. How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?



Two-thirds of people (66%) say that they feel well-informed about **how to find a lawyer**; of these 25% say they are very well-informed and 41% say they are fairly well-informed. The remaining third (33%) do not feel well-informed: of these, 13% do not feel informed at all, and 20% feel not very well-informed.

Q2.3. How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

How to find a lawyer

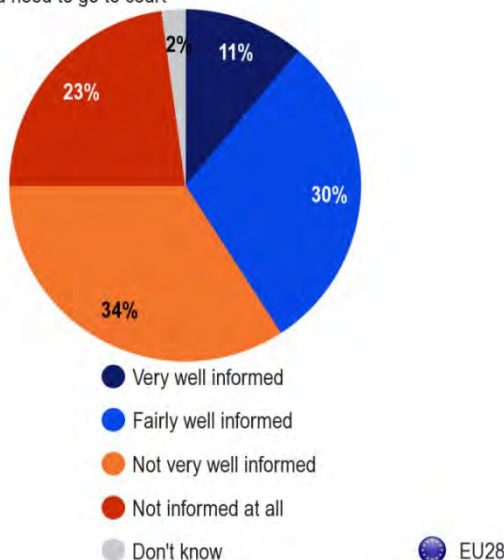


However, a majority of people say that they are not well-informed about the remaining four aspects of the national justice system.

Just over four out of ten respondents (41%) feel well-informed about **what to do if they need to go to court** (11% are very well-informed, and 30% are fairly well-informed). But a majority (57%) do not feel well-informed (23% not at all informed, 34% not very well-informed).

Q2.1. How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

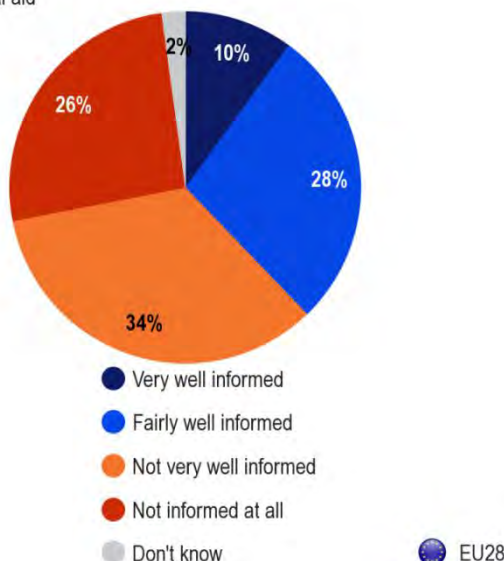
What to do if you need to go to court



Just under four out of ten respondents (38%) feel well-informed about **the right to legal aid** (10% are very well-informed, and 28% are fairly well-informed). As many as six out of ten people (60%) do not feel well-informed about this (26% are not at all informed, while 34% are not very well-informed).

Q2.5. How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

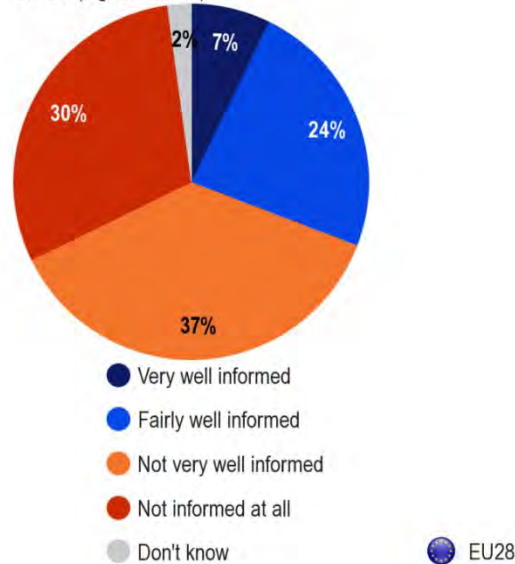
The right to legal aid



Slightly over three out of ten people (31%) say they are well-informed about **the alternatives to court**, such as mediation (7% are very well-informed, 24% fairly well-informed). But two-thirds of respondents (67%) are not well-informed (30% not at all informed, 37% not very well-informed).

Q2.4. How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

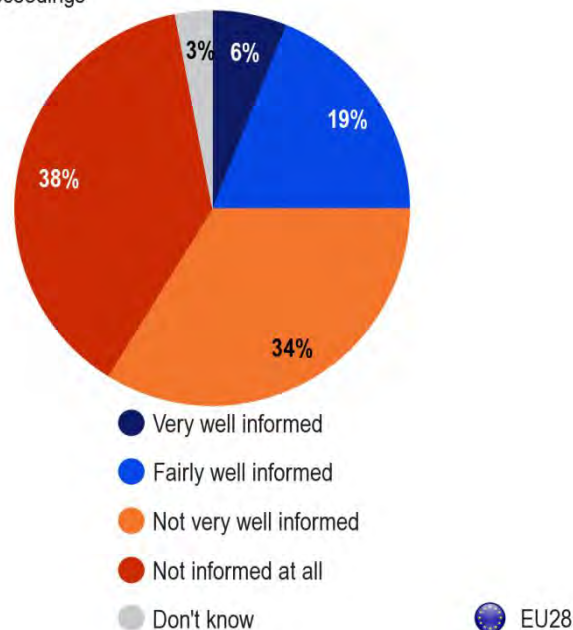
The alternatives to court (e.g. mediation)



Just a quarter of respondents (25%) feel well-informed about **the costs of proceedings** (6% are very well-informed, and 19% are fairly well-informed). But over seven out of ten people (72%) do not feel well-informed about this aspect of their national justice system (38% are not at all informed, while 34% are not very well-informed).

Q2.2. How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

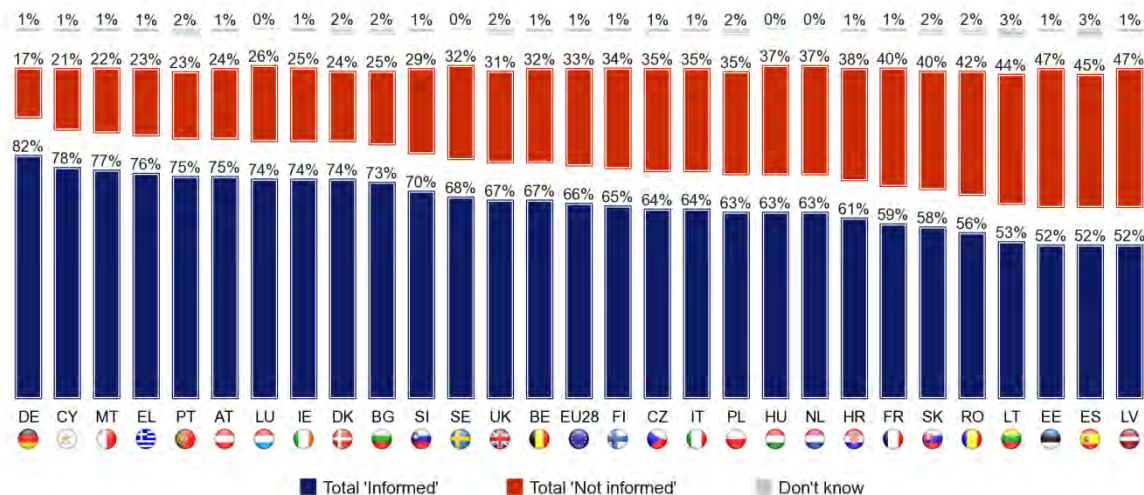
The costs of proceedings



A majority of people in all Member States say that they feel informed about how to find a lawyer. The proportion of people who feel informed ranges from 82% in Germany to 52% in Estonia, Latvia and Spain.

Q2.3. How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

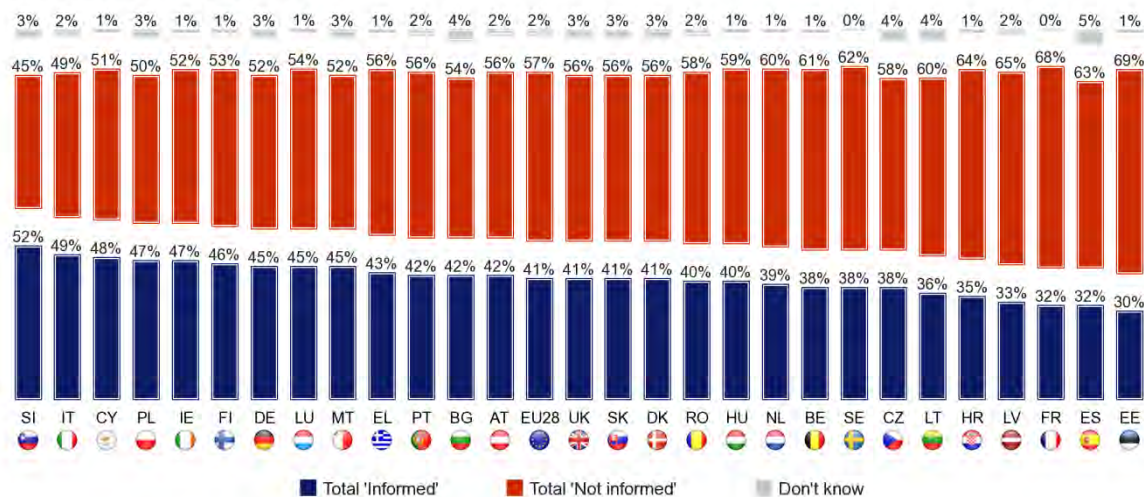
How to find a lawyer



Slovenia (52%) is the only country in which a majority of people feel informed about what to do if they need to go to court. In 18 Member States, at least four out of ten people feel informed about this, though only 30% of people feel informed in Estonia.

Q2.1. How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

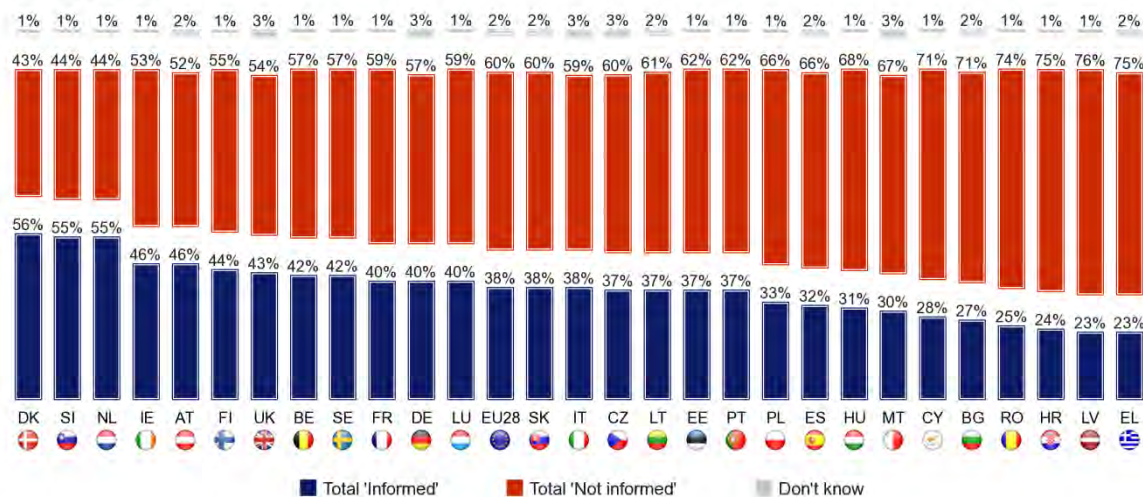
What to do if you need to go to court



A majority of respondents in three Member States feel informed about the right to legal aid, namely Denmark (56%), Slovenia (55%) and the Netherlands (55%). However, 46% or fewer respondents feel informed about legal aid in the other 25 countries, with the lowest proportions in Latvia and Greece (both 23%).

Q2.5. How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

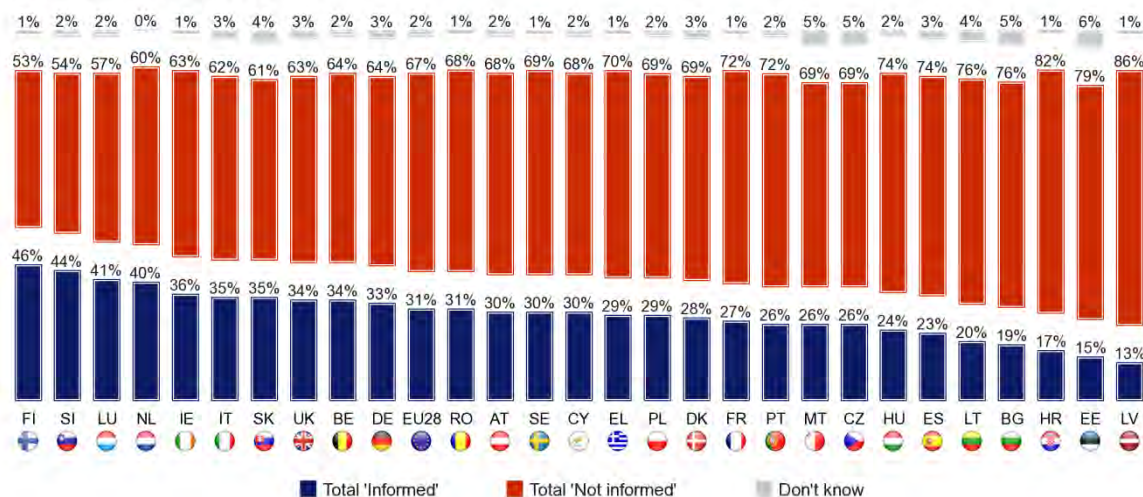
The right to legal aid



A majority of people in all countries feel uninformed about the alternatives to court, and there are only four countries in which at least four out of ten people feel informed about this aspect of the justice system: Finland (46%), Slovenia (44%), Luxembourg (41%) and the Netherlands (40%). At the other end of the scale, less than a fifth of respondents in four Member States feel informed about this: Latvia (13%), Estonia (15%), Croatia (17%) and Bulgaria (19%).

Q2.4. How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

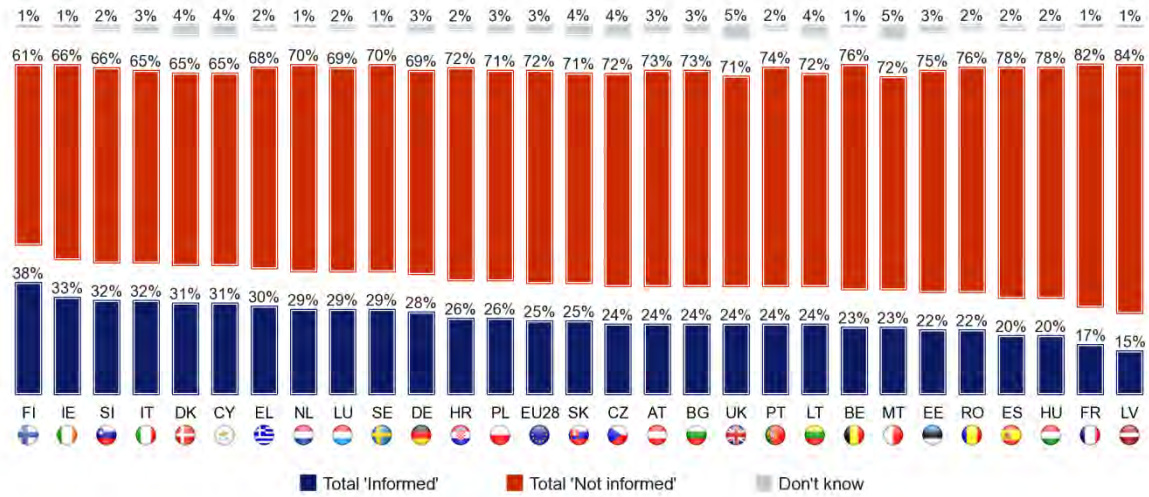
The alternatives to court (e.g. mediation)



The proportion of respondents who feel informed about the costs of legal proceedings is relatively low in all Member States, ranging from 38% in Finland to 15% in Latvia.

Q2.2. How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

The costs of proceedings



The socio-demographic results show that men feel slightly better-informed than women about all five aspects of their national justice system. The margin of difference (44% vs. 38%) is widest on the issue of what to do if you need to go to court.

In all five cases, people with a higher level of education feel better-informed. For example, 71% of people who finished their education aged 20 or over say they feel well-informed about how to find a lawyer, whereas only 56% of people who left school aged 15 do so. Similarly, self-employed people are the most likely to feel well-informed in all five cases, while manual workers feel the least well-informed.

People who trust the justice system are more likely to feel informed about it. For example, 44% of people who trust the justice system feel informed about the right to legal aid, compared with 31% of those who do not trust it. Respondents who think that their justice system is better than other systems in the EU are also more likely to feel informed than those who rate their national system as worse than those in other countries.

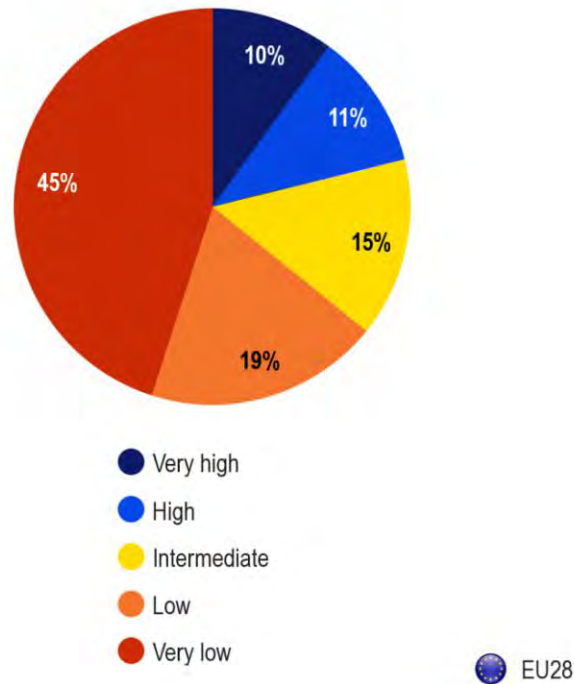
Q2 How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

% of Total 'Informed'

	How to find a lawyer	What to do if you need to go to court	The right to legal aid	The alternatives to court (e.g. mediation)	The costs of proceedings
EU28	66%	41%	38%	31%	25%
Sex					
Male	68%	44%	39%	33%	27%
Female	65%	38%	37%	28%	23%
Education (End of)					
15-	56%	33%	30%	22%	21%
16-19	64%	38%	35%	26%	22%
20+	71%	45%	42%	37%	28%
Still studying	65%	42%	41%	31%	23%
Respondent occupation scale					
Self-employed	72%	48%	41%	39%	33%
Employee	70%	42%	41%	33%	26%
Manual workers	58%	35%	32%	25%	22%
Not working	63%	40%	37%	28%	24%
Trust the national justice system					
Trust	72%	46%	44%	35%	28%
Don't trust	60%	36%	31%	25%	23%
National judicial system compared with rest of EU					
Better	75%	46%	46%	37%	29%
Same	66%	41%	41%	33%	26%
Worse	61%	40%	32%	27%	24%

These results can be combined to show how much information people have about the justice system overall. A tenth of respondents (10%) have a very high level⁴ of information about their national justice system, based on their answers about how well informed they feel about the five aspects of the system, while just over a tenth (11%) have a high level of information. Roughly one person in seven (15%) has an intermediate level of information, while a fifth (19%) have a low level of information. Nearly half of all respondents (45%) have a very low level of information.

Q2T. Level of information about the national justice system

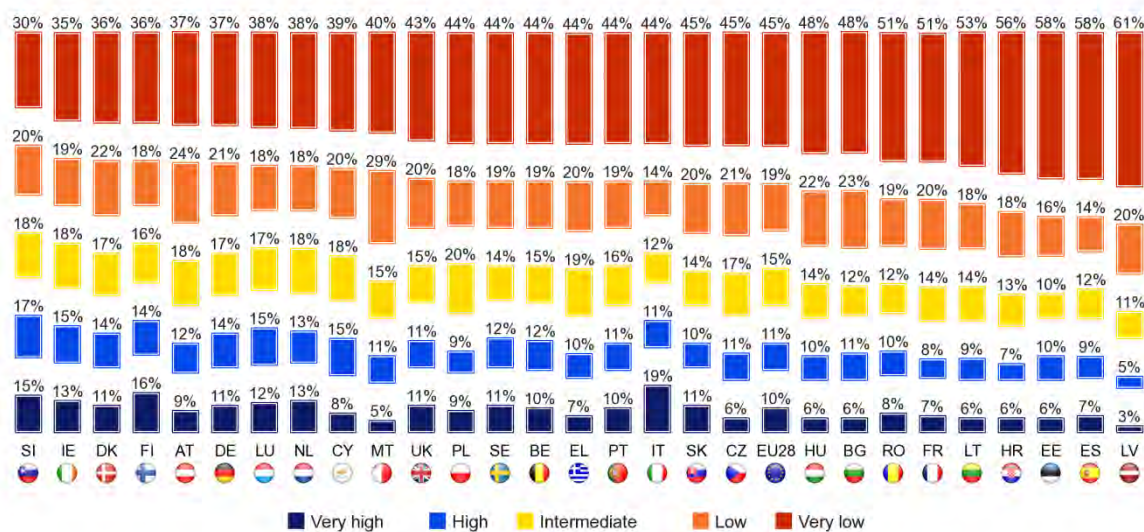


⁴ Calculated as follows: 5 answers of "very well informed" or "well informed" equals a very high level of information; 4 answers equals a high level of information; 3 answers equals intermediate; 2 answers equals low; and 1 or 0 answers equals a very low level of information.

In the following chart, countries are ordered according to the proportion of respondents who have a very low level of information about the national justice system. In nine countries, less than four out of ten people have a very low level of information: Slovenia (30%) and Ireland (35%) have the fewest people in this category. But in seven Member States over 50% of respondents have a very low level of information. Latvia (61%), Spain (58%) and Estonia (58%) have the most people in this group.

In just three Member States at least three out of ten people have a very high or high level of information: Slovenia (32%), Finland (30%) and Italy (30%).

Q2T. Level of information about the national justice system






The socio-demographic results show that women (47%) are slightly more likely than men (42%) to have a very low level of information about the national justice system.

People who finished their education aged 20 or over (40%) are less likely to have a very low level of information than those who left school aged 15 or under (55%). Self-employed people (38%) are also less likely than manual workers (54%) to have a very low level of information.

Respondents who trust their national justice system (38%) are less likely to have a very low level of information than those who do not trust it (52%), while people who think their national justice system is better than those in other countries are also less likely to have a very low level of information than those who think their national system is worse than others (36% vs. 50%).

Experience of going to court or having relatives going to court has an impact on how informed respondents feel they are. 17% of the respondents that have been to court are classified as very highly informed while only 8% of those with no direct experience fall into that category. Half of those respondents with no contact with the courts have a very low level of information about the national justice system in their country.

Q2T. Level of information about the national justice system

	Very high	High	Intermediate	Low	Very low
EU28	10%	11%	15%	19%	45%
 Sex					
Male	12%	12%	15%	19%	42%
Female	9%	10%	15%	19%	47%
 Education (End of)					
15-	7%	8%	13%	17%	55%
16-19	8%	10%	15%	19%	48%
20+	13%	13%	16%	18%	40%
Still studying	9%	8%	19%	23%	41%
 Respondent occupation scale					
Self-employed	16%	15%	15%	16%	38%
Employee	12%	11%	15%	19%	43%
Manual workers	8%	7%	15%	16%	54%
Not working	9%	10%	15%	20%	46%
Trust the national justice system					
Trust	13%	13%	16%	20%	38%
Don't trust	8%	9%	14%	17%	52%
National judicial system compared with rest of EU					
Better	13%	14%	17%	20%	36%
Same	12%	11%	15%	18%	44%
Worse	9%	9%	14%	18%	50%
Experience of a courtroom in the last 10 years					
Civil courtroom	15%	14%	19%	17%	35%
Admin. courtroom	18%	14%	17%	16%	35%
Criminal courtroom	15%	14%	18%	19%	34%
Courtroom in another EU country	18%	16%	15%	13%	38%
At least one (yourself)	17%	15%	18%	17%	33%
At least one (a relative)	12%	13%	17%	19%	39%
None	8%	9%	13%	19%	51%

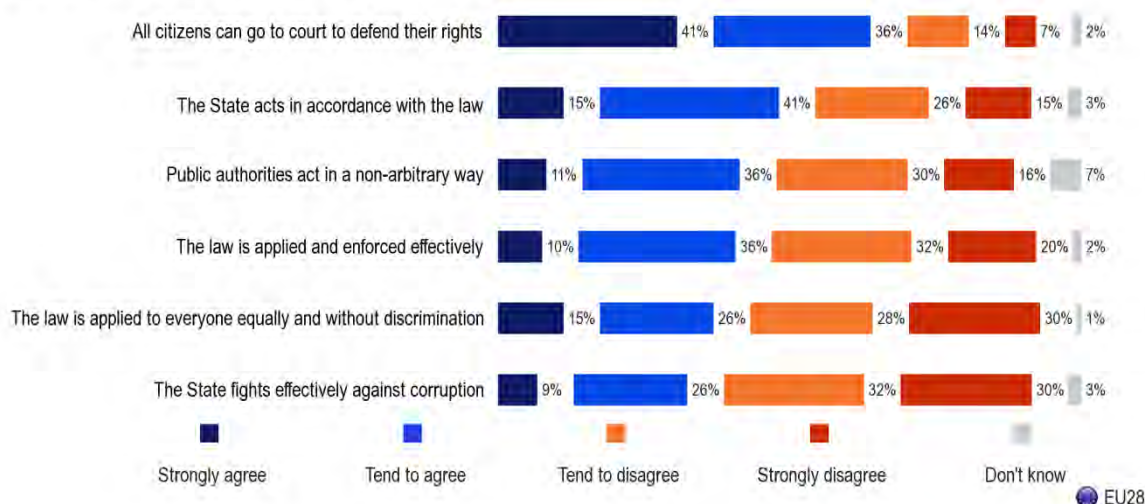
4. PERCEPTIONS ABOUT JUSTICE AND RULE OF LAW

- Perceptions about justice are heavily dependent on the country in question -

Six statements about aspects of justice and the rule of law were then put to the respondents, who were asked whether they agree or disagree with them.

An absolute majority of respondents (77%) agree that **all citizens can go to court to defend their rights**; of these 41% strongly agree, and 36% tend to agree. Slightly over a fifth (21%) of people do not agree (7% strongly disagree, and 14% tend to disagree).

Q3. Do you agree or disagree that in (OUR COUNTRY) ...



An absolute majority of people (56%) also agree that **the State acts in accordance with the law**; on this point, 15% strongly agree, and 41% tend to agree. However, just over four in ten people (41%) do not agree, of whom 15% strongly disagree and 26% tend to disagree.

Opinion is evenly divided on the question of whether **public authorities act in a non-arbitrary way**: while 47% of people agree with this (11% strongly agree, and 36% tend to agree), 46% do not agree (16% strongly disagree, 30% tend to disagree).

A majority of respondents disagree with the remaining three statements. Just under half of the respondents (46%) agree that **the law is applied and enforced effectively**, with 10% strongly agreeing and 36% tending to agree; but a majority (52%) disagree with this (20% strongly disagree, and 32% tend to disagree).

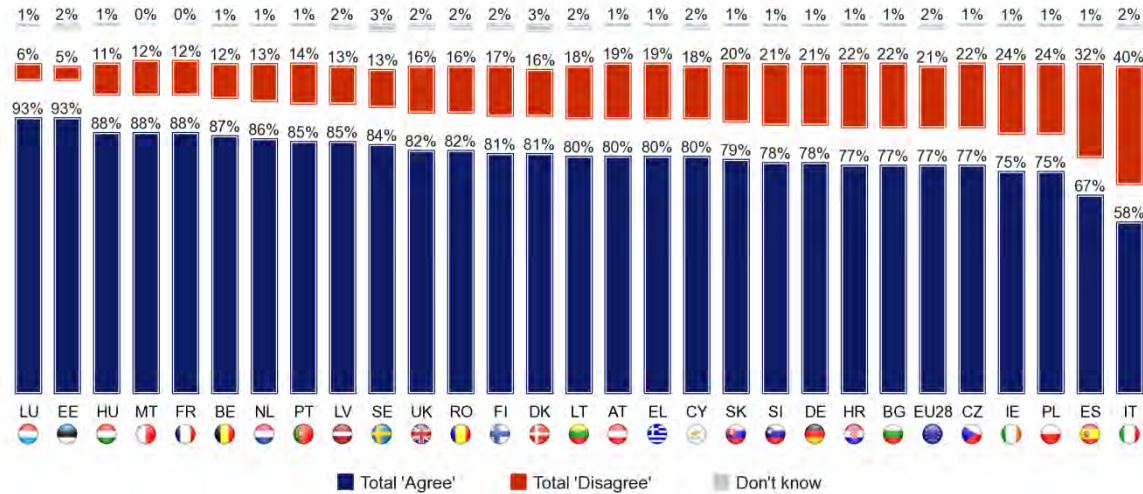
Just over four out of ten people (41%) agree that **the law is applied to everyone equally and without discrimination**; of these 15% strongly agree, and 26% tend to agree. But nearly six out of ten people (58%) disagree, 30% strongly disagreeing and 28% tending to disagree.

Just over one-third of respondents (35%) agree that **the State fights effectively against corruption** (9% strongly agree, while 26% tend to agree), but 62% of people disagree that this is the case (30% strongly disagree, and 32% tend to disagree).

At national level, a majority of people in all Member States agree that all citizens can go to court to defend their rights. Luxembourg and Estonia (both 93%) stand out here by the very high proportion of respondents who agree. Most countries follow within the 88% to 75% range, but two countries stand out for a relatively low level of agreement: Italy (58%) and Spain (67%).

Q3.3. Do you agree or disagree that in (OUR COUNTRY) ...

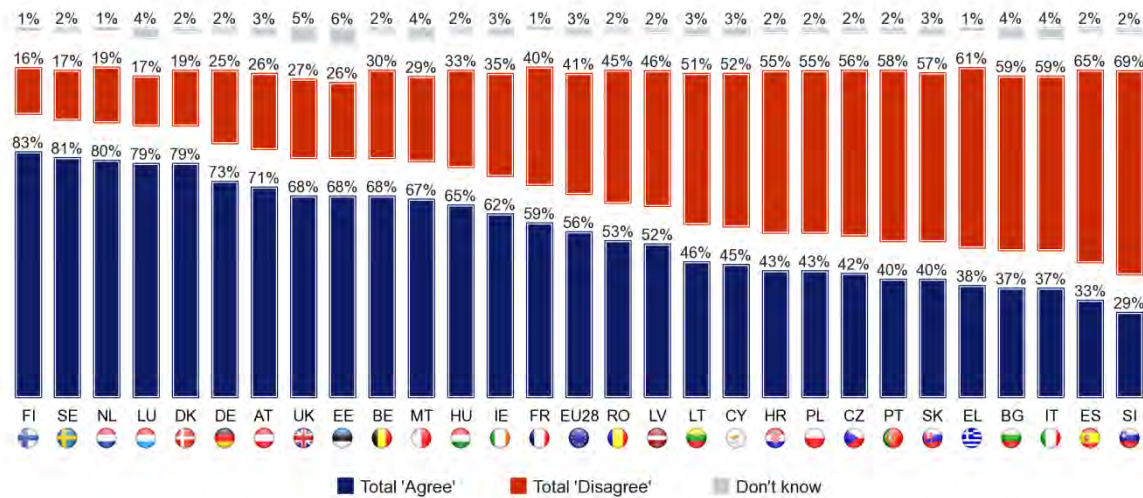
All citizens can go to court to defend their rights



The national results are less consistent on the issue of whether the State acts in accordance with the law. In 16 countries a majority of people agree with this statement, and at least 80% of people agree in three countries: Finland (83%), Sweden (81%) and the Netherlands (80%). But at the other end of the scale, less than four in ten people agree that the State acts in accordance with the law in five Member States: Slovenia (29%), Spain (33%), Italy (37%), Bulgaria (37%) and Greece (38%).

Q3.1. Do you agree or disagree that in (OUR COUNTRY) ...

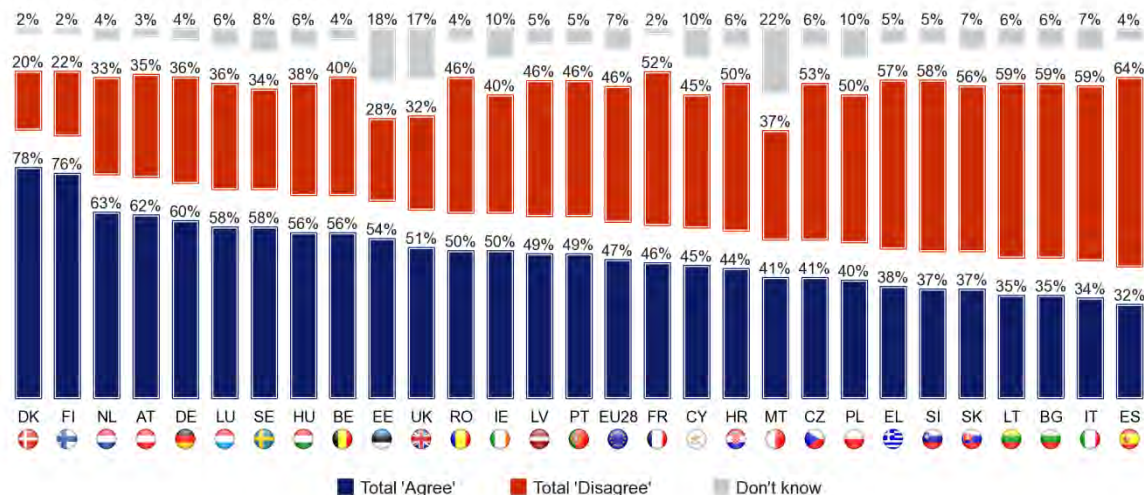
The State acts in accordance with the law



In 13 countries a majority of people agree that public authorities act in a non-arbitrary way, with high levels in Denmark (78%) and Finland (76%). Meanwhile, the level of agreement is lowest in Spain (32%), Italy (34%), Bulgaria (35%) and Lithuania (35%).

Q3.6. Do you agree or disagree that in (OUR COUNTRY) ...

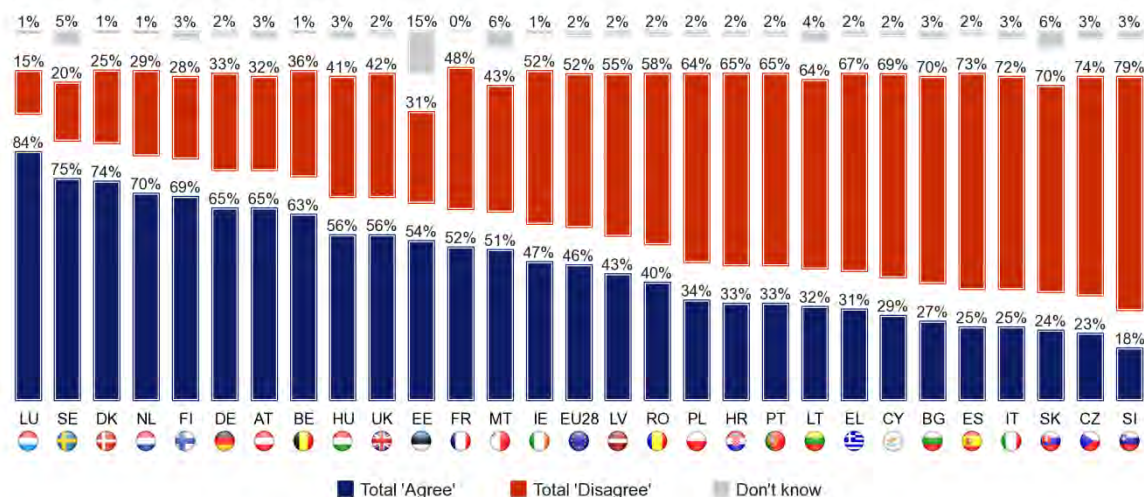
Public authorities act in a non-arbitrary way



Most people in 13 countries agree that the law is applied and enforced effectively. A very high proportion of people take this view in Luxembourg (84%), and the level of agreement is also relatively high in Sweden (75%) and Denmark (74%). But at the other end of the scale, less than a quarter of people agree in Slovenia (18%), the Czech Republic (23%) and Slovakia (24%).

Q3.2. Do you agree or disagree that in (OUR COUNTRY) ...

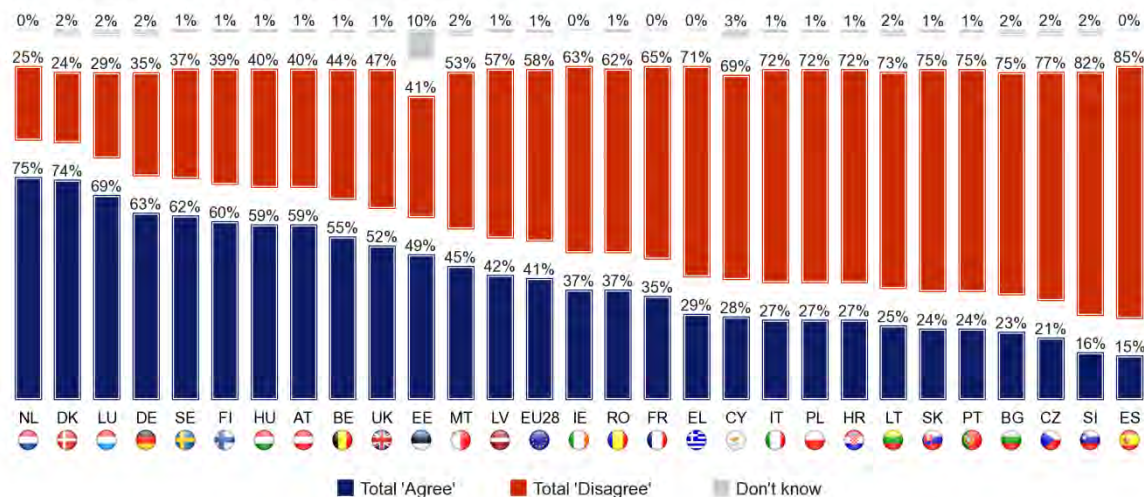
The law is applied and enforced effectively



An absolute majority of people in ten Member States agree that the law is applied to everyone equally and without discrimination. Over seven out of ten people agree in the Netherlands (75%) and Denmark (74%), while at the other extreme fewer than one in five people agree in Spain (15%) and Slovenia (16%).

Q3.4. Do you agree or disagree that in (OUR COUNTRY) ...

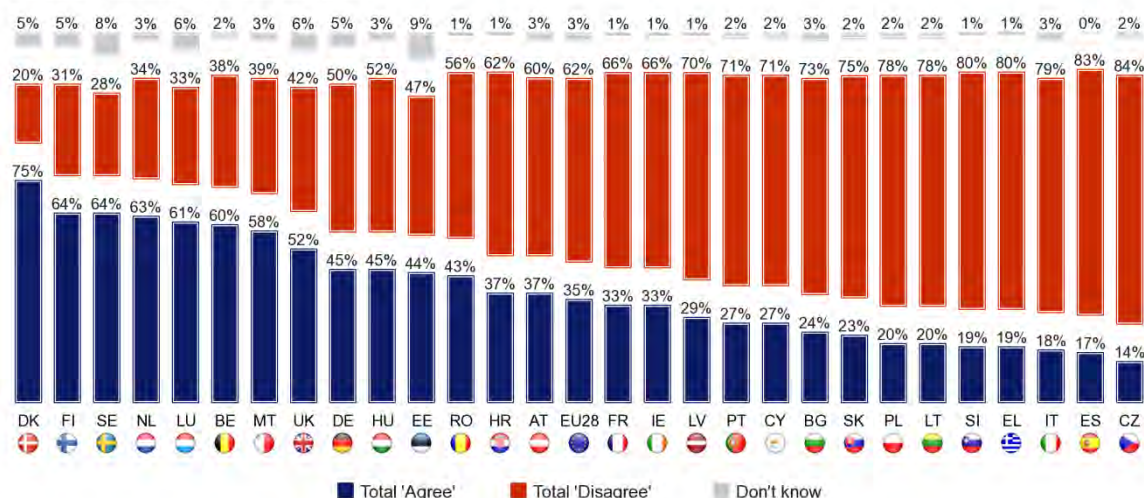
The law is applied to everyone equally and without discrimination



Finally, a majority of people in just eight countries agree that the State fights effectively against corruption. An exceptionally high proportion of people (75%) agree with this in Denmark. However, in 12 Member States less than three out of ten people agree that the State fights effectively against corruption, and less than a fifth agree in five of them: the Czech Republic (14%), Spain (17%), Italy (18%), Greece (19%) and Slovenia (19%).

Q3.5. Do you agree or disagree that in (OUR COUNTRY) ...

The State fights effectively against corruption



It is clear from these six sets of results that people in certain countries generally have a **very positive impression of their country's justice system, while respondents in other countries** tend to have little confidence in it. Denmark, Finland, Luxembourg, the Netherlands and Sweden are among the countries where people consistently show a very high level of confidence, while agreement with the six statements is consistently low in the Czech Republic, Greece, Italy and Spain.

The socio-demographic results show that younger respondents are the most likely to agree with all six statements: the level of agreement among 15-24 year-olds is consistently higher than that among people aged 55 and over by a margin of between 6 and 13 percentage points.

People with a higher level of education are more likely to agree with five of the six statements, the exception being the issue of whether States fight effectively against corruption. On this question, the level of agreement (33-36%) is broadly the same across the three education categories.

In terms of the respondents' occupations, employees are the most likely to agree with all six statements. For example, 63% of employees agree that the State acts in accordance with the law, compared with just 47% of self-employed people and manual workers.

Unsurprisingly, people who trust their national justice system are much more likely to agree with all six statements than people who do not trust it. People who are informed about the justice system are also more likely to agree than those who are not well-informed.

And respondents who think their national justice system is better than in other countries are much more inclined to agree than those who feel that their justice system compares poorly with others.

Finally, the fact of having been to court has no impact on **respondents' perceptions** of their national justice system. Differences between those who have experience of a courtroom and those who do not, never exceed 2 percentage points for any tested dimension.

Q3 Do you agree or disagree that in (OUR COUNTRY) ...

% of Total 'Agree'

	All citizens can go to court to defend their rights	The State acts in accordance with the law	Public authorities act in a non-arbitrary way	The law is applied and enforced effectively	The law is applied to everyone equally and without discrimination	The State fights effectively against corruption
EU28	77%	56%	47%	46%	41%	35%
Age						
15-24	81%	63%	52%	56%	49%	42%
25-39	77%	53%	49%	45%	41%	34%
40-54	77%	56%	49%	47%	40%	36%
55 +	75%	54%	43%	43%	38%	33%
Education (End of)						
15-	72%	43%	37%	38%	33%	33%
16-19	77%	51%	44%	43%	39%	35%
20+	78%	60%	52%	49%	42%	36%
Still studying	81%	64%	52%	56%	53%	39%
Respondent occupation scale						
Self-employed	72%	47%	46%	41%	36%	29%
Employee	81%	63%	53%	52%	46%	40%
Manual workers	75%	47%	46%	43%	36%	36%
Not working	76%	54%	44%	43%	39%	33%
Trust the national justice system						
Trust	86%	76%	62%	67%	59%	50%
Don't trust	66%	30%	31%	21%	18%	17%
Level of info. about the national justice system						
Very high	81%	68%	60%	58%	54%	47%
High	82%	65%	55%	55%	50%	41%
Intermediate	81%	59%	53%	52%	44%	40%
Low	81%	58%	49%	49%	41%	37%
Very low	72%	48%	41%	38%	34%	29%
National judicial system compared with rest of EU						
Better	86%	76%	62%	70%	65%	58%
Same	81%	65%	54%	55%	47%	40%
Worse	68%	34%	34%	23%	19%	18%
Experience of a courtroom in the last 10 years						
Civil courtroom	76%	52%	47%	43%	37%	32%
Admin. courtroom	76%	53%	48%	43%	38%	33%
Criminal courtroom	77%	57%	48%	48%	41%	37%
Courtroom in another EU country	69%	54%	45%	47%	37%	33%
At least one (yourself)	77%	57%	47%	48%	43%	37%
At least one (a relative)	77%	53%	47%	43%	38%	33%
None	76%	53%	47%	45%	38%	34%

II. THE FUNCTIONING OF JUSTICE

In this second chapter, the focus of the report shifts to the functioning of the justice system and perceptions of the quality, independence and efficiency of national courts when dealing with different types of cases. Respondents are asked to rate their national justice system in terms of how well it functions when dealing with civil and commercial cases, administrative cases, and criminal cases. They are then asked whether, in the event of a legal dispute, they would choose to go to court or would try to find an alternative course of action.

On the functioning of justice, high levels of 'Don't know' answers have been measured in most countries (especially in Cyprus and Estonia).

1. PERCEPTION OF QUALITY, INDEPENDENCE AND EFFICIENCY OF NATIONAL COURTS

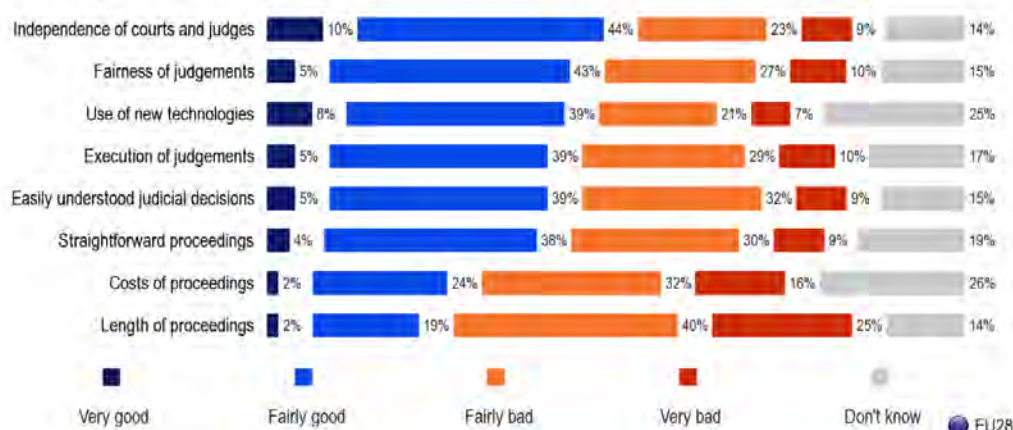
1.1. Civil and commercial cases

- Many aspects of the way civil and commercial cases are dealt with in the justice system are seen as quite good, with the clear exceptions of the length and cost of proceedings -

Civil and commercial courts are first defined as the courts in charge of disputes concerning contracts or insolvency proceedings, and respondents are then asked to rate eight aspects of the justice system in their country when it comes to dealing with civil and commercial affairs.

The independence of the courts and judges is the only one of the eight aspects which over half of the respondents (54%) rate as good: 10% see it as very good and 44% as fairly good. Almost a third of people (32%) think that the independence of the courts and judges is a bad feature of their justice system when dealing with civil and commercial affairs: 9% say it is very bad, and 23% say it is fairly bad. A further 14% of people have no opinion.

Q5. The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?



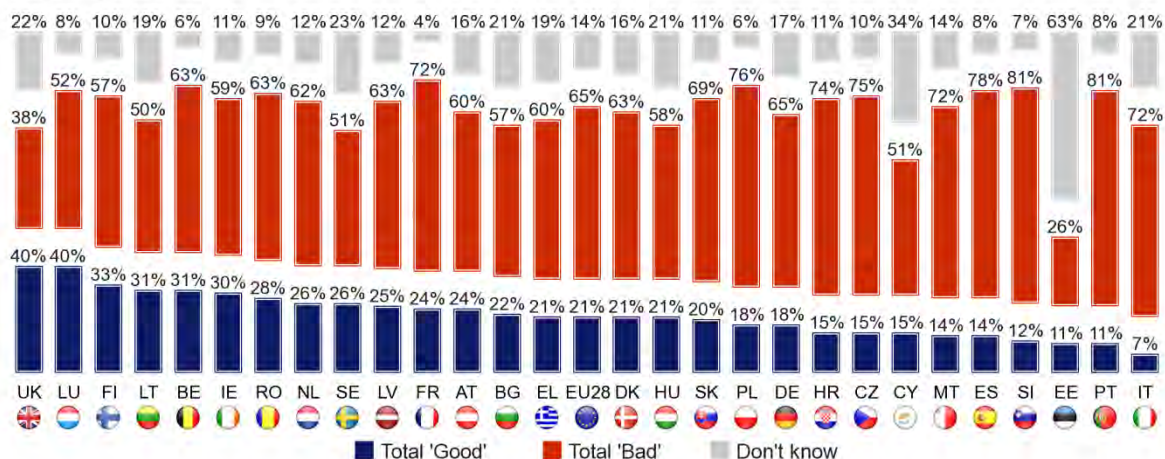
The assessment of respondents is fairly similar when it comes to the next five aspects of their national justice system, with between 48% and 42% of people rating the system as good in these respects. They are: **the fairness of judgements** (48% good, 37% bad, 15% don't know); **the use of new technologies** (47% good, 28% bad, 25% don't know); **the execution of judgements** (44% good, 39% bad, 17% don't know); **easily understood judicial decisions** (44% good, 41% bad, 15% don't know); and **straightforward proceedings** (42% good, 39% bad, 19% don't know).

Relatively few people rate the remaining aspects tested as good. These aspects are: **the costs of proceedings** (26% good, 48% bad, 26% don't know); and **the length of proceedings** (21% good, 65% bad, 14% don't know).

At national level, the UK is the only Member State where more people think the length of proceedings is good in the civil and commercial justice system than think it is bad (40% vs. 38%). A relatively high proportion of people (40%) in Luxembourg also rate the length of proceedings as good. However, in 11 countries less than a fifth consider this aspect of the system to be good, and only 7% do so in Italy, followed by 11% in both Estonia and Portugal. Estonia also has an exceptionally high proportion of people (63%) who 'don't know' whether the length of proceedings is good or bad.

Q5.1. The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

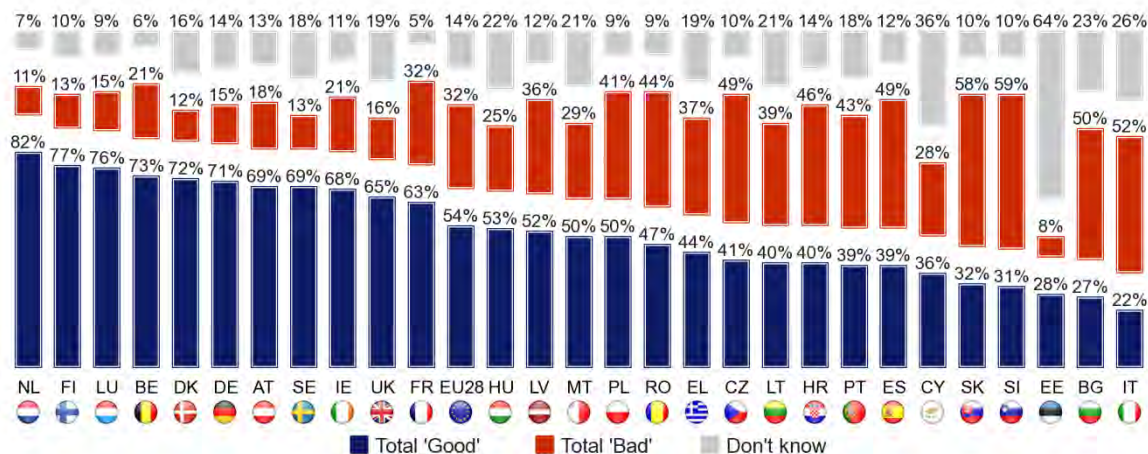
Length of proceedings



In 15 Member States, at least half of the respondents think that the independence of the courts and judges is good when dealing with civil and commercial affairs. They are most likely to do so in the Netherlands (82%), Finland (77%) and Luxembourg (76%), and least likely in Italy (22%), Bulgaria (27%) and Estonia (28%). Estonia again has a very high proportion of people (64%) who ‘don’t know’ – as is the case for all eight of the questions asked here.

Q5.2. The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

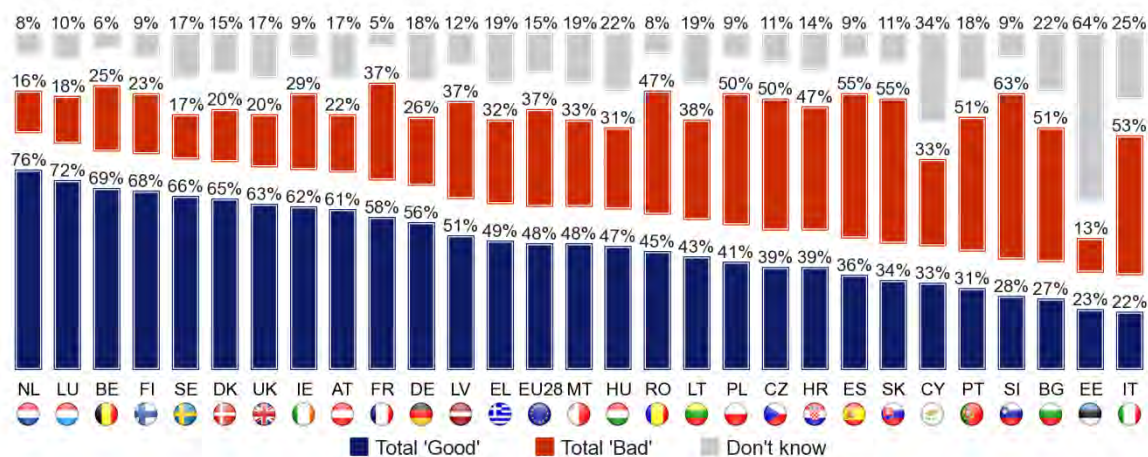
Independence of courts and judges



In 12 countries, at least 50% of people rate the fairness of judgements in civil and commercial cases as good. Over seven out of ten people take this view in the Netherlands (76%) and Luxembourg (72%), but at the other end of the scale people in Italy (22%), Estonia (23%) and Bulgaria (27%) again give the worst assessment of this aspect of the system.

Q5.3. The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

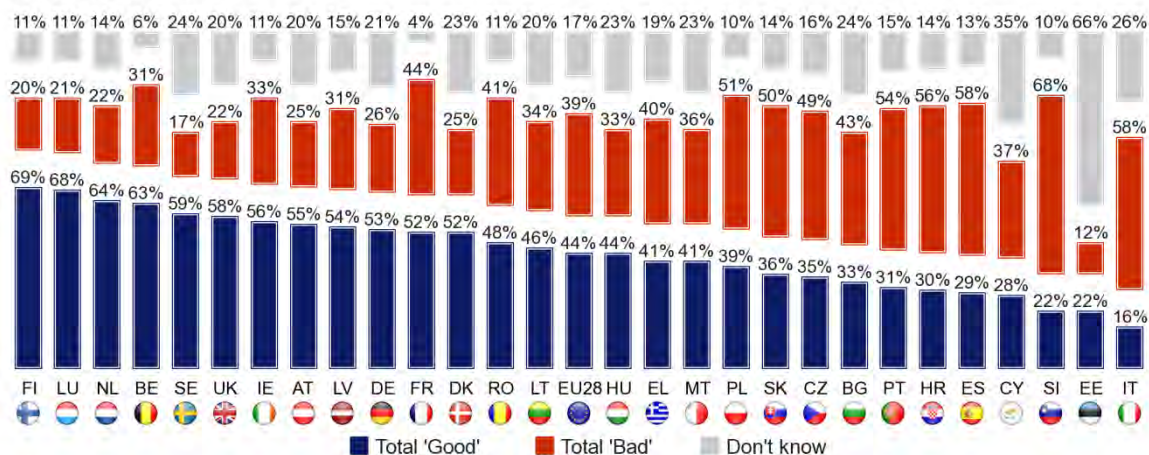
Fairness of judgements



It is noticeable that in the 12 countries in which over 50% of people felt that the fairness of judgements in civil and commercial cases was good, over 50% of people also think that the execution of judgements is good. Finland (69%) and Luxembourg (68%) have the most people who rate the execution of judgements as good; Italy (16%), Estonia (22%) and Slovenia (22%) have the fewest.

Q5.4. The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

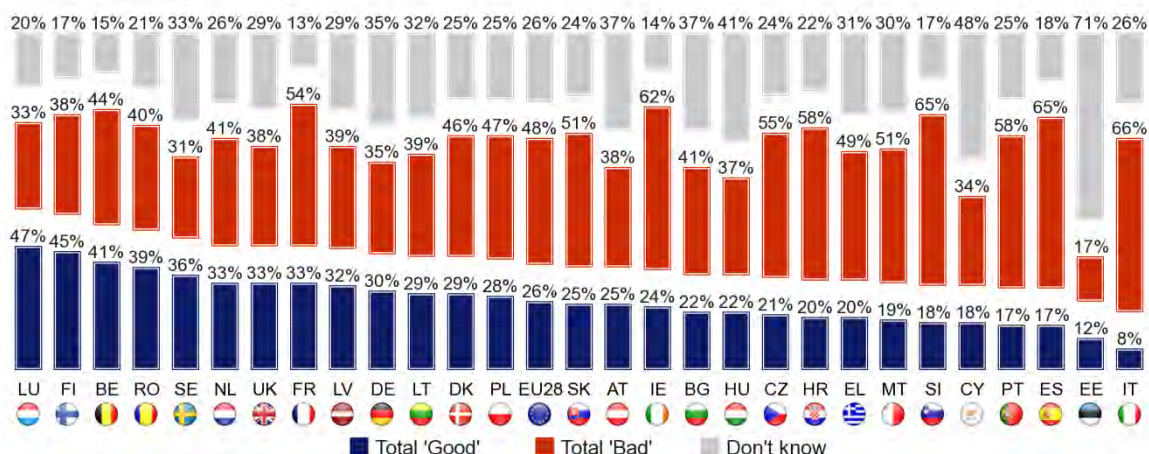
Execution of judgements



There are only three countries in which more people rate the costs of civil and commercial proceedings as good than bad: Luxembourg (47% vs. 33%), Finland (45% vs. 38%) and Sweden (36% vs. 31%). In contrast, very low proportions of people say the costs of proceedings are good in Italy (8%) and Estonia (12%).

Q5.5. The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

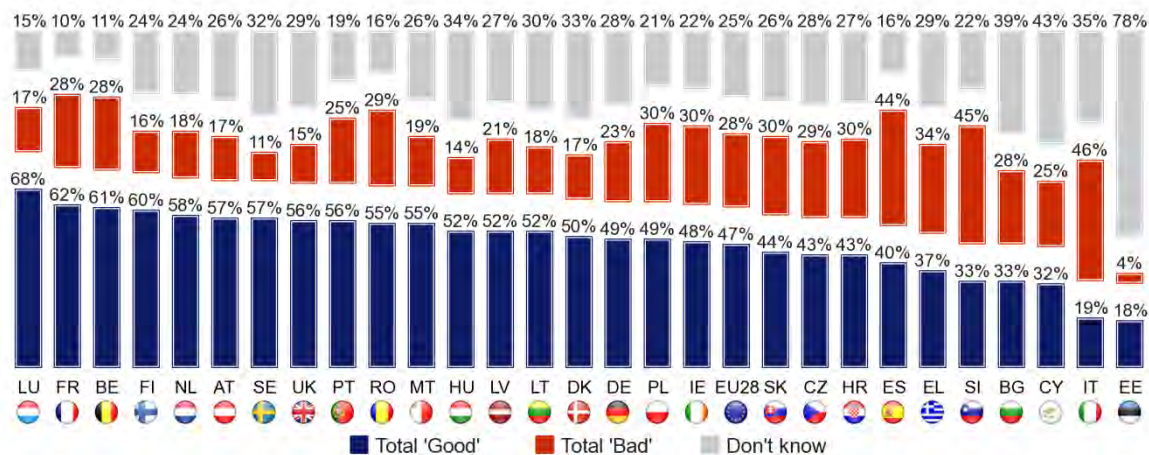
Costs of proceedings



When it comes to the use of new technologies in civil and commercial cases, at least half of the respondents in 15 Member States think that their justice system can be rated as good. Luxembourg (68%), France (62%) and Belgium (61%) have the most people who think this, while Estonia (18%) and Italy (19%) again have the fewest.

Q5.6. The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

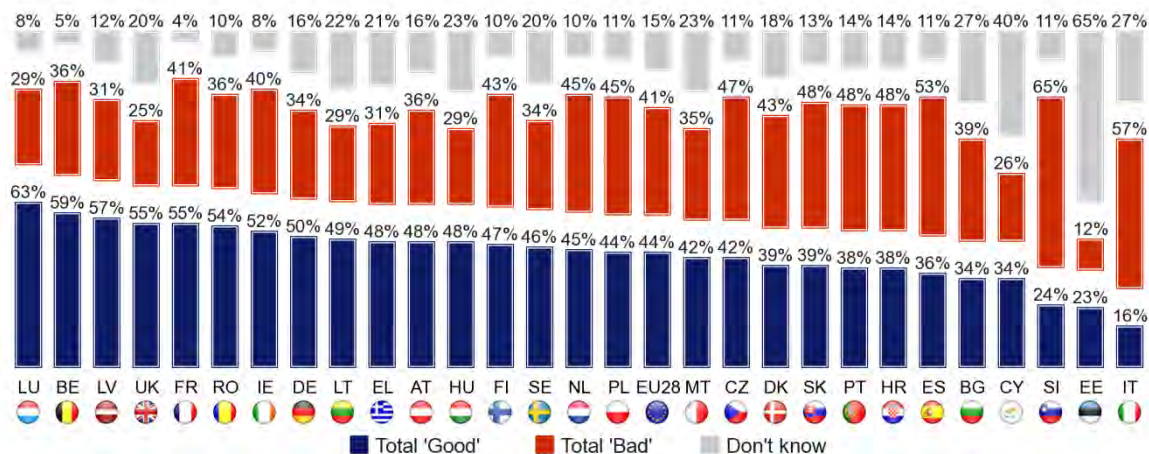
Use of new technologies



In eight countries, at least 50% of people say that easily understood judicial decisions are a good feature of civil and commercial courts. Luxembourg (63%), Belgium (59%) and Latvia (57%) have the highest proportion of people who feel this way, whereas relatively few respondents in Italy (16%), Estonia (23%) and Slovenia (24%) agree.

Q5.7. The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

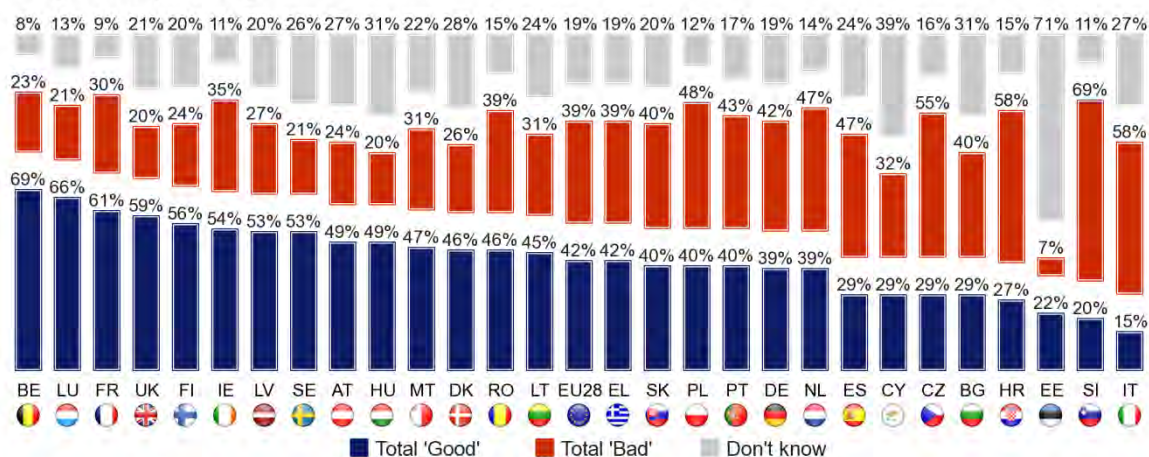
Easily understood judicial decisions



Straightforward proceedings are seen as a good aspect of the national justice system when dealing with civil and commercial affairs by over 50% of people in eight countries, led by Belgium (69%), Luxembourg (66%) and France (61%). As for most of the previous questions, Italy (15%), Slovenia (20%) and Estonia (22%) again make up the bottom three.

Q5.8. The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

Straightforward proceedings



Thus people in certain countries – notably Belgium, Finland, France, Luxembourg, the Netherlands and the UK – are relatively likely to feel that the civil and commercial system functions well. In contrast, relatively few people in Bulgaria, Estonia, Italy and Slovenia rate any aspect of the system as good. The socio-demographic results show that younger respondents are more likely than older respondents to rate the justice system as good in all eight aspects. However, people with a higher level of education are more likely to say that some aspects of the justice system when dealing with civil and commercial affairs are good, but not others. For example, 57% of people who finished their education aged 20 or over say that system is good in terms of the independence of the courts, compared with only 41% of people who left school aged 15 or under. But when it comes to the length of proceedings, there is no meaningful difference between the education categories.

In some respects, employees are more likely to rate the civil and commercial justice system as good than people in other professions. For example, 55% of employees think the fairness of judgements is good, compared with 44% of manual workers. But on other aspects of the system, such as the costs of proceedings, there is very little difference between the occupational groups.

People who trust the justice system are of course more likely to rate the various aspects of the system as good. People with a high level of information are also more likely to rate the system as good in all eight aspects than those with a low level of information. And people who think their national system is better than those in other countries are unsurprisingly more likely to rate the system as good than those who think their national system is worse than other systems elsewhere.

Q5 The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

	% of Total 'Good'							
	Independence of courts and judges	Fairness of judgements	Use of new technologies	Execution of judgements	Easily understood judicial decisions	Straightforward proceedings	Costs of proceedings	Length of proceedings
EU28	54%	48%	47%	44%	44%	42%	26%	21%
Sex								
Male	56%	51%	46%	45%	45%	42%	27%	20%
Female	52%	46%	48%	43%	44%	42%	25%	22%
Age								
15-24	61%	57%	61%	56%	57%	53%	36%	34%
25-39	53%	50%	46%	45%	45%	39%	28%	21%
40-54	54%	47%	44%	42%	42%	39%	24%	19%
55 +	51%	45%	45%	40%	39%	41%	23%	18%
Education (End of)								
15-	41%	39%	44%	34%	35%	36%	22%	21%
16-19	51%	46%	51%	44%	44%	43%	26%	22%
20+	57%	52%	44%	45%	45%	40%	26%	19%
Still studying	62%	56%	57%	56%	54%	52%	34%	30%
Respondent occupation scale								
Self-employed	51%	46%	41%	38%	39%	37%	23%	18%
Employee	60%	55%	48%	49%	47%	43%	27%	21%
Manual workers	49%	44%	49%	41%	41%	42%	28%	23%
Not working	50%	45%	48%	42%	43%	42%	27%	22%
Trust the national justice system								
Trust	71%	65%	53%	58%	56%	51%	34%	27%
Don't trust	33%	29%	40%	28%	30%	31%	17%	14%
Level of info. about the national justice system								
Very high	67%	61%	53%	55%	56%	54%	44%	33%
High	66%	57%	53%	53%	52%	48%	37%	25%
Intermediate	59%	54%	52%	50%	49%	47%	30%	24%
Low	58%	52%	50%	46%	50%	44%	27%	20%
Very low	44%	40%	42%	36%	35%	35%	18%	17%
National judicial system compared with rest of EU								
Better	75%	68%	60%	65%	58%	56%	40%	34%
Same	64%	58%	55%	52%	52%	51%	30%	24%
Worse	34%	31%	39%	28%	32%	30%	18%	13%

1.2. Administrative cases

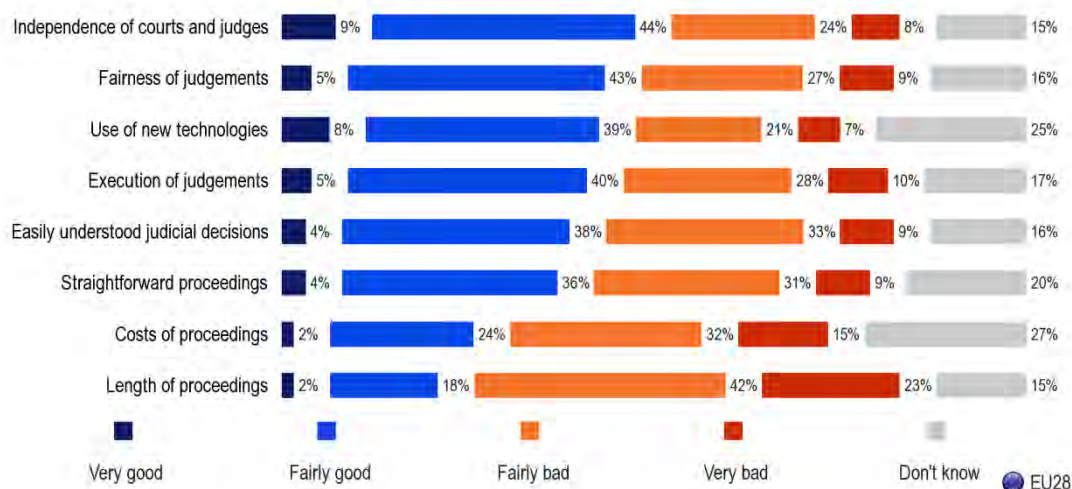
- Respondents' views on the functioning of administrative courts are essentially the same as their views on civil or commercial courts -

Next, respondents were told that administrative courts are those in charge of disputes involving issues such as tax or building permits, and they were then asked to rate the same eight aspects of the justice system in their country as they had in the case of civil and commercial affairs.

It is very noticeable that, at EU level, perceptions of administrative cases are virtually identical to perceptions of civil and commercial cases.

The independence of the courts and judges is again the only one of the eight aspects which over half the respondents (53%) rate as good when dealing with administrative cases: 9% think that it is very good, and 44% as fairly good. A third of people (32%) think that the independence of the courts and judges is a bad feature of their administrative justice system: 8% think it is very bad, and 24% say it is fairly bad. 15% of people have no opinion.

Q6. The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?



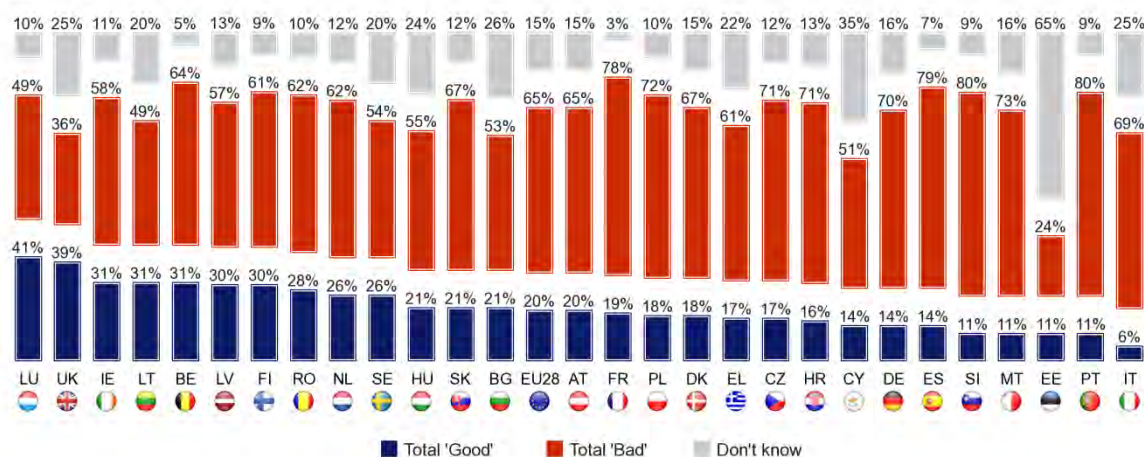
As with civil and commercial courts, the assessment of the respondents is very similar for the next five aspects related to administrative cases, with between 48% and 40% of people rating them as good. These are: **the fairness of judgements** (48% good, 36% bad, 16% don't know); **the use of new technologies** (47% good, 28% bad, 25% don't know); **the execution of judgements** (45% good, 38% bad, 17% don't know); **easily understood judicial decisions** (42% good, 42% bad, 16% don't know); and **straightforward proceedings** (40% good, 40% bad, 20% don't know).

Relatively few people consider the remaining two elements to be good. They are **the costs of proceedings** (26% good, 47% bad, 27% don't know) and **the length of proceedings** (20% good, 65% bad, 15% don't know).

At national level, the results are also broadly the same for administrative cases as they were for civil and commercial cases. Luxembourg (41%) and the UK (39%) again have the highest proportion of people who consider the length of proceedings to be good in the administrative justice system. However, in 14 countries less than a fifth view this aspect as good, and only 6% do so in Italy, followed by 11% in Estonia, Portugal, Malta and Slovenia. As seen in the previous section, Estonia has an exceptionally high proportion of people (65%) who answer “don’t know”, and this is the case throughout this section of the report.

Q6.1. The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

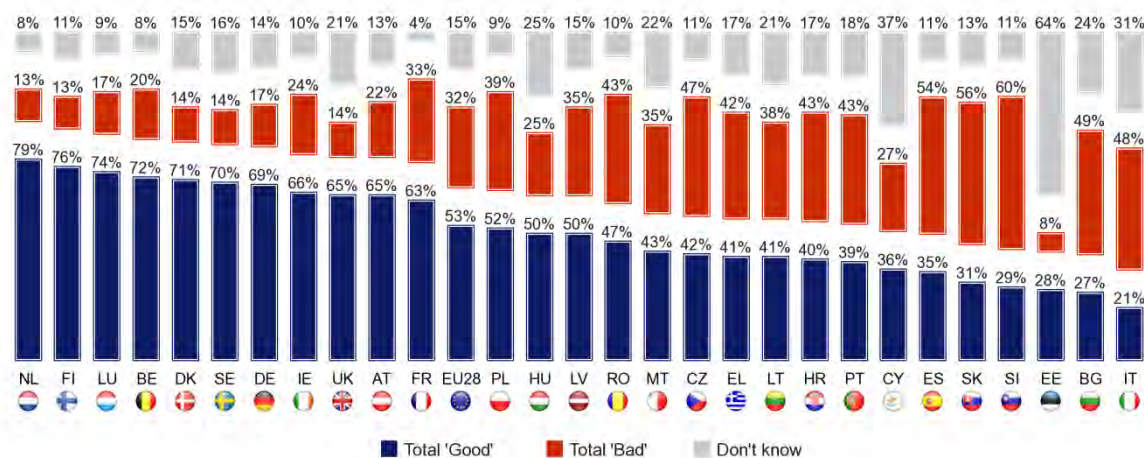
Length of proceedings



In 14 Member States, at least half the respondents think that the independence of the courts and judges is good in the administrative justice system. Scores are particularly high in the Netherlands (79%), Finland (76%) and Luxembourg (74%), while the lowest levels were measured in Italy (21%), Bulgaria (27%) and Estonia (28%).

Q6.2. The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

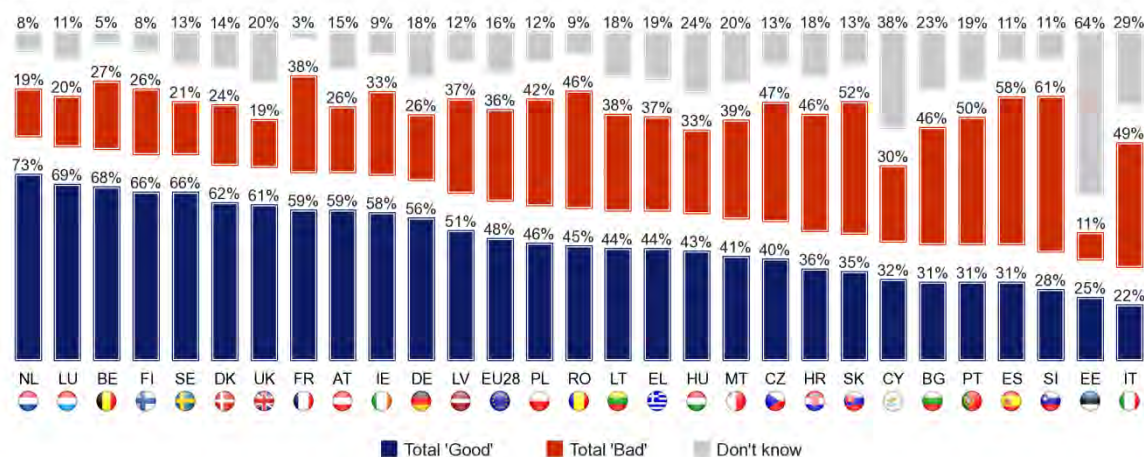
Independence of courts and judges



In 12 countries, at least 50% of respondents rate the fairness of judgements in administrative matters as good. The Netherlands (73%) and Luxembourg (69%) have the highest proportion of people who say this; at the other end of the scale, people in Italy (22%) and Estonia (25%) have the smallest proportion of people who regard this aspect of the system as good.

Q6.3. The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

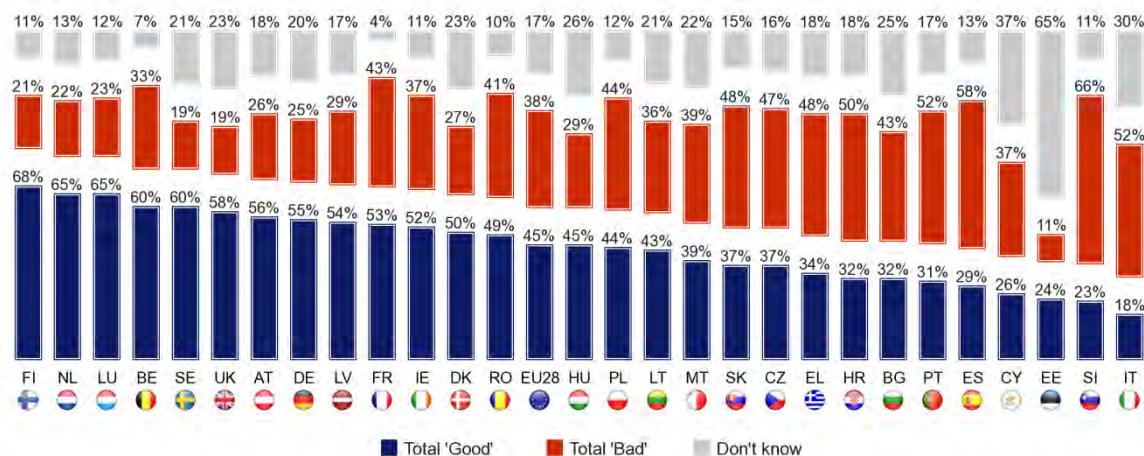
Fairness of judgements



In the same 12 countries over 50% of people think the execution of judgements is good. Finland (68%), the Netherlands (65%) and Luxembourg (65%) have the most people who regard this aspect as good, while Italy (18%) and Slovenia (23%) have the fewest.

Q6.4. The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

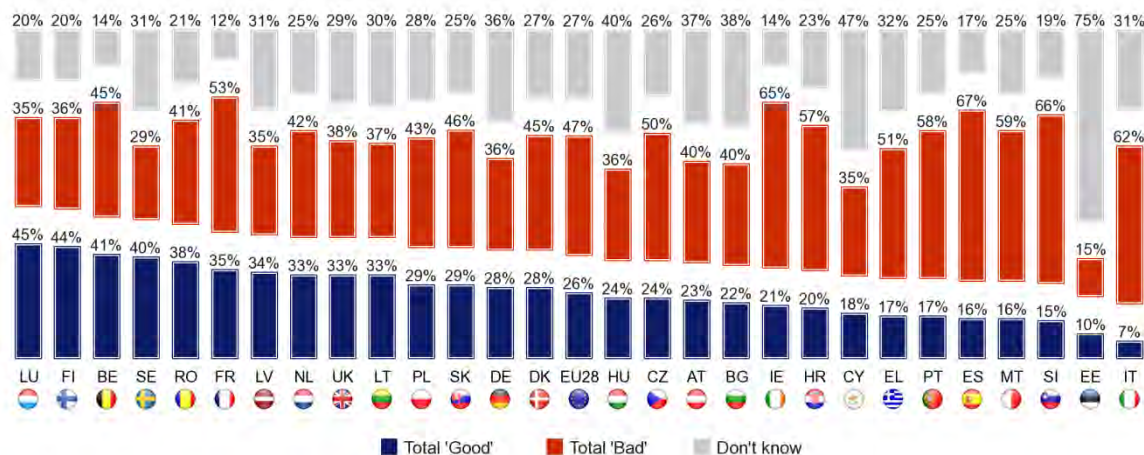
Execution of judgements



Luxembourg (45% vs. 35%), Finland (44% vs. 36%) and Sweden (40% vs. 29%) are the only three countries in which more people think the costs of administrative proceedings are good than bad. A majority of respondents believe this aspect of the administrative courts to be bad, the highest scores being measured in Spain (67%), Slovenia (66%), Ireland (65%) and Italy (62%).

Q6.5. The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

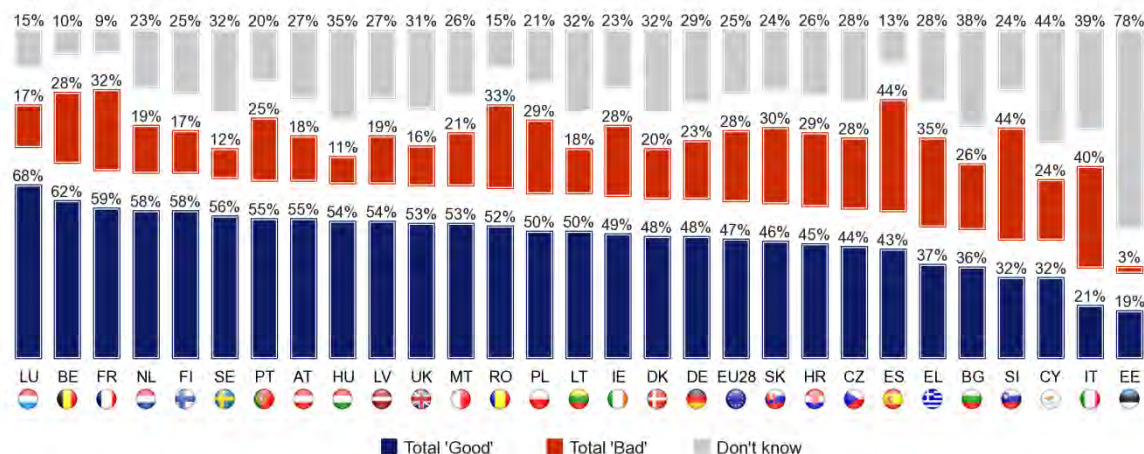
Costs of proceedings



At least half of the respondents in 15 Member States think the use of new technologies in administrative cases is good. Luxembourg (68%), Belgium (62%) and France (59%) have the highest proportion of people who think this, while Estonia (19%) and Italy (21%) again have the fewest.

Q6.6. The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

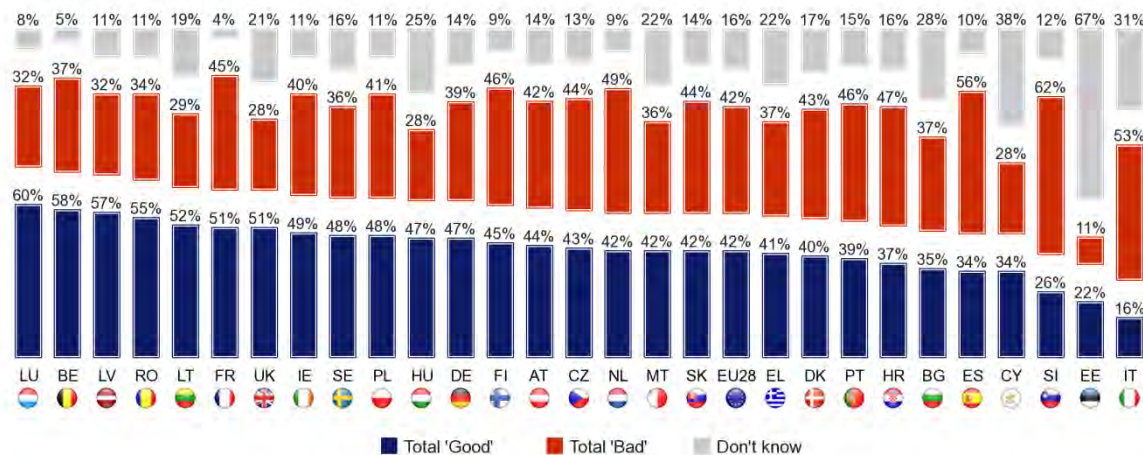
Use of new technologies



In seven countries, at least 50% of people think that easily understood judicial decisions are a good feature of their administrative justice system. Luxembourg (60%), Belgium (58%) and Latvia (57%) have the highest proportion of people who say this, whereas relatively few people in Italy (16%), Estonia (22%) and Slovenia (26%) agree.

Q6.7. The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

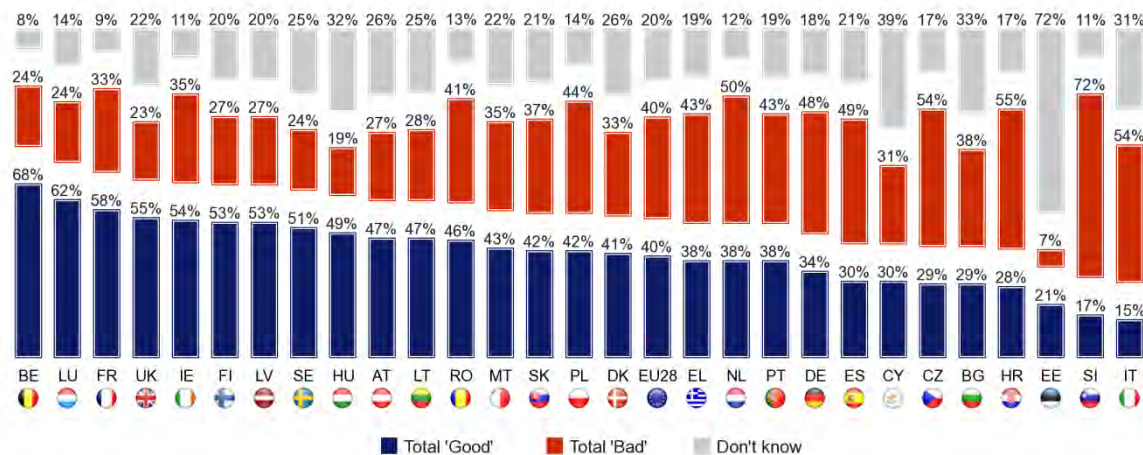
Easily understood judicial decisions



Straightforward proceedings are seen as a good aspect of the administrative justice system by over 50% of people in eight countries, led by Belgium (68%), Luxembourg (62%) and France (58%). As in the previous questions, Italy (15%), Slovenia (17%) and Estonia (21%) have the lowest proportion of people who think that straightforward proceedings are a good aspect of their national system.

Q6.8. The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

Straightforward proceedings



Just as in the case of civil and commercial courts, Belgium, Finland, France, Luxembourg, the Netherlands and the UK stand out as having consistently high proportions of people who think that the administrative courts function well. In contrast, relatively few people in Bulgaria, Estonia, Italy and Slovenia rate any aspect of their system as good. Again, most **people in Estonia answer "don't know" to all eight questions.**

The socio-demographic results show that young respondents are more likely than older respondents to rate the administrative justice system as good. People with a higher level of education are again more likely to say that the system is good in some aspects than in others. For example, 51% of people who finished their education aged 20 or over say that the system is good in terms of the fairness of judgements, compared with only 35% of people who left school aged 15 or under. But when it comes to the length of proceedings and the use of new technologies, there is no meaningful difference between the various groups.

In certain cases, employees are more likely to rate the administrative justice system as good than people in other occupations. For example, 59% of employees think the independence of the courts and judges is good, compared with 47% of self-employed people and manual workers. But on other aspects of the system, such as the use of new technologies, there is very little difference between the various occupational categories.

People who trust the justice system are naturally more inclined to rate the system as good in all its aspects. People with a high level of information are also more likely to rate the system as good in all eight aspects than those with a low level of information. And people who think their national administrative court system is better than in other countries are of course more likely to rate the system as good than those who think their **national system is worse than other countries' systems.**

Q6 The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

% of Total 'Good'

	Independence of courts and judges	Fairness of judgements	Use of new technologies	Execution of judgements	Easily understood judicial decisions	Straightforward proceedings	Costs of proceedings	Length of proceedings
EU28	53%	48%	47%	45%	42%	40%	26%	20%
Sex								
Male	54%	49%	46%	46%	43%	40%	27%	19%
Female	51%	46%	48%	43%	42%	39%	25%	20%
Age								
15-24	59%	55%	61%	57%	56%	51%	37%	29%
25-39	52%	47%	44%	45%	41%	38%	26%	19%
40-54	53%	47%	45%	44%	40%	37%	24%	18%
55 +	50%	46%	45%	41%	39%	39%	24%	17%
Education (End of)								
15-	39%	35%	44%	34%	36%	36%	21%	19%
16-19	51%	46%	50%	44%	43%	42%	27%	22%
20+	56%	51%	43%	46%	42%	38%	26%	18%
Still studying	59%	55%	57%	54%	54%	50%	35%	26%
Respondent occupation scale								
Self-employed	47%	44%	41%	39%	35%	34%	23%	16%
Employee	59%	53%	47%	50%	45%	40%	27%	19%
Manual workers	47%	40%	49%	42%	40%	42%	28%	21%
Not working	50%	46%	48%	42%	43%	41%	26%	20%
Trust the national justice system								
Trust	69%	64%	52%	58%	53%	49%	34%	24%
Don't trust	33%	29%	41%	29%	30%	30%	17%	13%
Level of info. about the national justice system								
Very high	65%	61%	52%	54%	54%	52%	43%	30%
High	63%	58%	51%	56%	50%	47%	35%	25%
Intermediate	58%	54%	52%	51%	50%	44%	28%	21%
Low	56%	50%	50%	48%	45%	41%	26%	20%
Very low	43%	40%	42%	37%	34%	34%	19%	15%
National judicial system compared with rest of EU								
Better	73%	68%	58%	64%	57%	54%	39%	30%
Same	62%	58%	55%	53%	48%	48%	31%	22%
Worse	33%	30%	39%	29%	32%	29%	18%	13%

1.3. Criminal cases

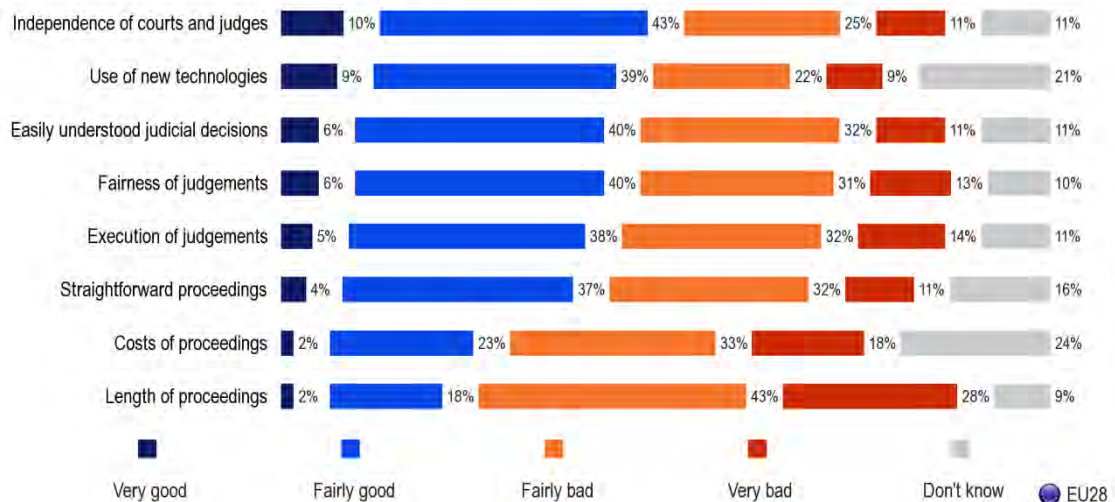
- Respondents' opinions about the functioning of criminal courts are very similar to their views on other types of courts -

Finally, it was explained that that criminal courts are those in charge of criminal cases including corruption, and with this in mind they were asked to rate the same eight aspects.

We can see that respondents did not really differentiate between the three types of court in their assessment of how well they function, since the results for criminal courts are very similar to those already seen for civil and commercial courts, and administrative courts. **As pointed out at the beginning of this chapter the high levels of 'Don't know' answers reveal respondents' relative lack of awareness of their justice system.** Consequently respondents' perceptions of different aspects of the quality, independence and efficiency of national courts tend to be similar regardless of the nature of the cases in question.

The independence of the courts and judges in dealing with criminal matters is again the only one of the eight aspects tested which over half the respondents (53%) rate as good: 10% think that it is very good, and 43% as fairly good. Over a third of people (36%) think the independence of the courts and judges is a bad feature of the criminal justice system: 11% think it is very bad, and 25% fairly bad. 11% of people gave no opinion.

Q7. The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?



As with civil and commercial courts and administrative courts, the respondents' assessments of the next five aspects of the criminal justice system are very similar, with between 48% and 41% of people rating them as good.

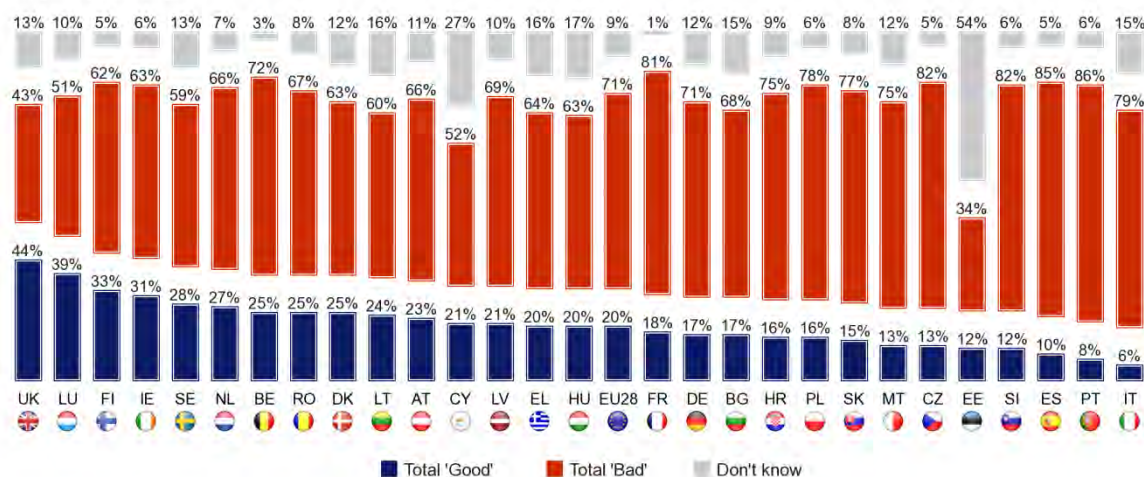
These are: **the use of new technologies** (48% good, 31% bad, 21% don't know); **easily understood judicial decisions** (46% good, 43% bad, 11% don't know); **the fairness of judgements** (46% good, 44% bad, 10% don't know); **the execution of judgements** (43% good, 46% bad, 11% don't know); and **straightforward proceedings** (41% good, 43% bad, 16% don't know).

Relatively few people consider the remaining two aspects of the criminal justice system to be good: **the costs of proceedings** (25% good, 51% bad, 24% don't know) and **the length of proceedings** (20% good, 71% bad, 9% don't know).

At national level, the results for criminal courts again bear a strong resemblance to those for administrative courts and for civil and commercial courts. Respondents in the United Kingdom (44%) and Luxembourg (39%) are the most likely to say the length of proceedings is good in the criminal justice system. However, in 13 Member States less than a fifth of respondents agree. Just 6% think this in Italy, as do 8% in Portugal and 10% in Spain. Estonia again has an exceptionally high proportion of people (54%) who answer “don't know”.

Q7.1. The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

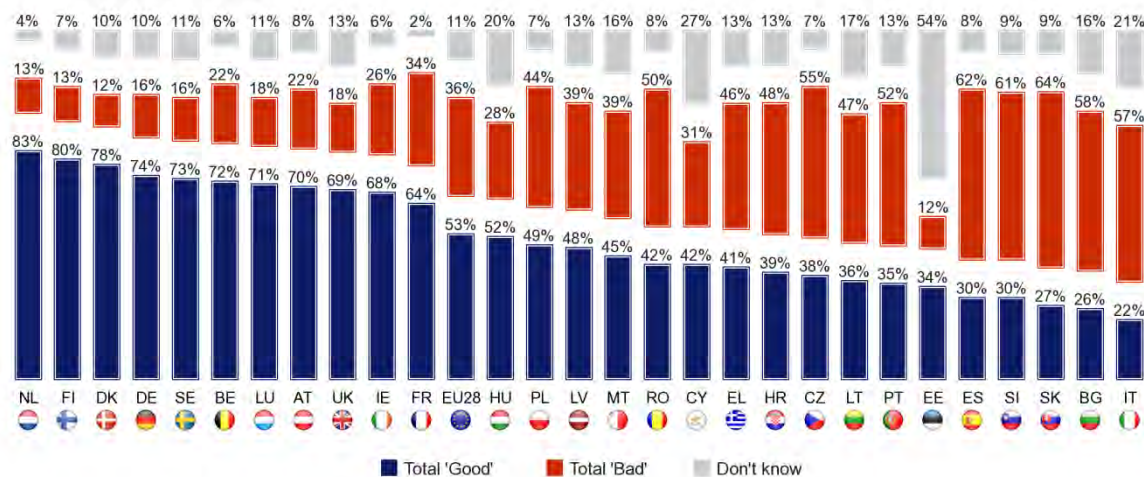
Length of proceedings



In 12 Member States, at least half of respondents think that the independence of the courts and judges is good in the criminal justice system. The Netherlands (83%), Finland (80%) and Denmark (78%) have the most people who say this, while Italy (22%), Bulgaria (26%) and Slovakia (27%) have the fewest.

Q7.2. The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

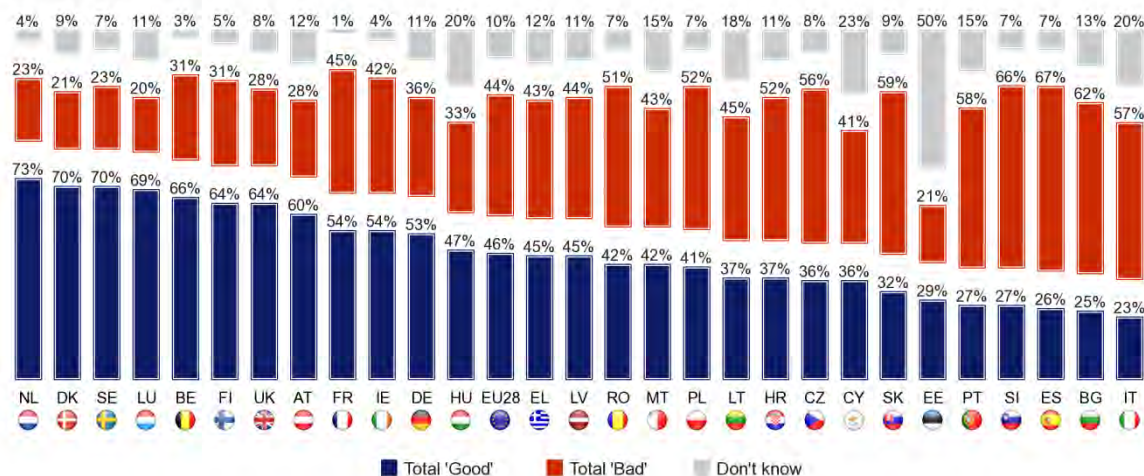
Independence of courts and judges



In 11 countries, at least 50% of respondents rate the fairness of judgements in the criminal system as good. The Netherlands (73%), Denmark (70%) and Sweden (70%) have the highest proportion of people who think this, while Italy (23%) and Bulgaria (25%) have the fewest people who do so.

Q7.3. The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

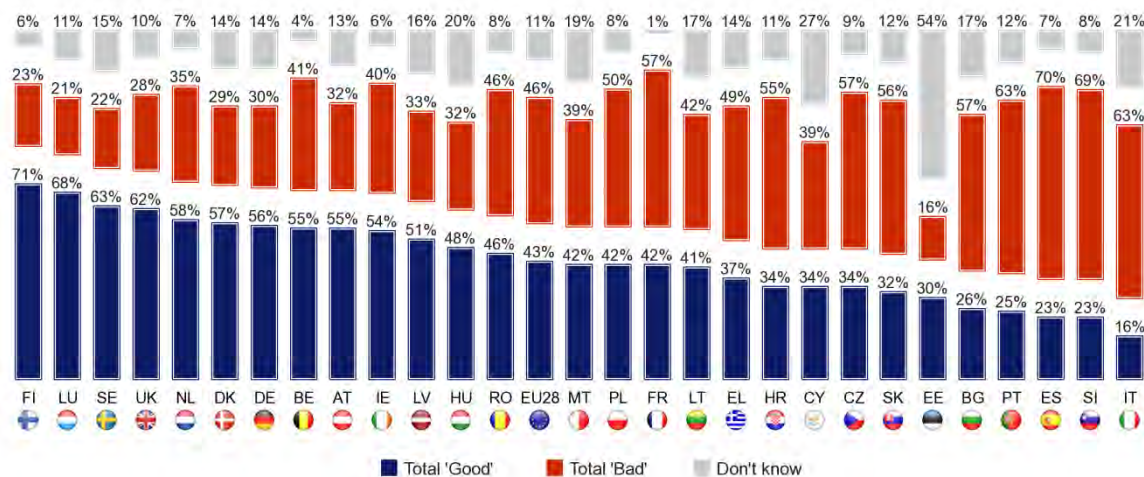
Fairness of judgements



In 11 countries over 50% of people think that the execution of judgements is good. Respondents in Finland (71%) and Luxembourg (68%) are most likely to have this opinion, while those in Italy (16%), Spain (23%) and Slovenia (23%) are least likely to do so.

Q7.4. The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

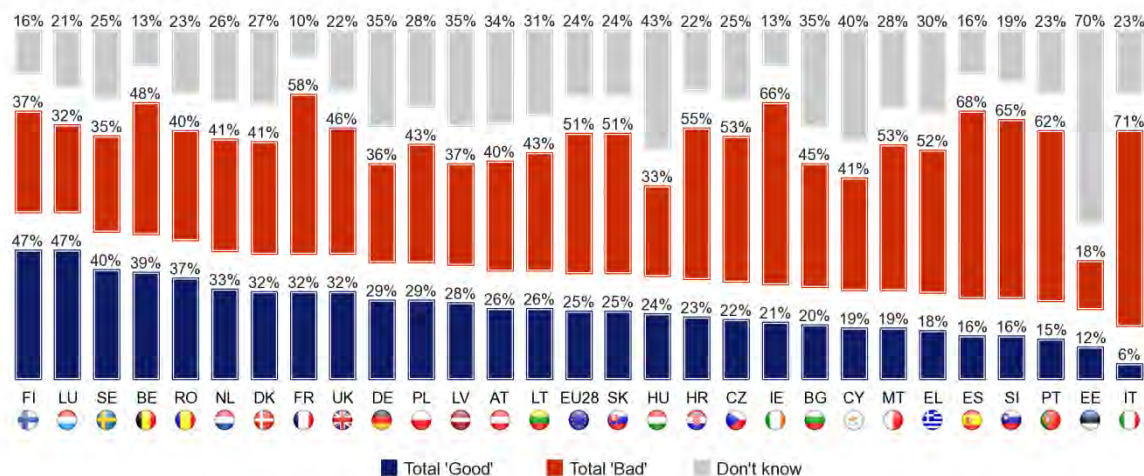
Execution of judgements



In the case of the criminal justice system, there are three countries in which more people think the costs of proceedings are good than bad: Finland (47% vs. 37%), Luxembourg (47% vs. 32%) and Sweden (40% vs. 35%). In contrast, very low proportions of people think the costs of proceedings can be considered good in Italy (6%) and Estonia (12%).

Q7.5. The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

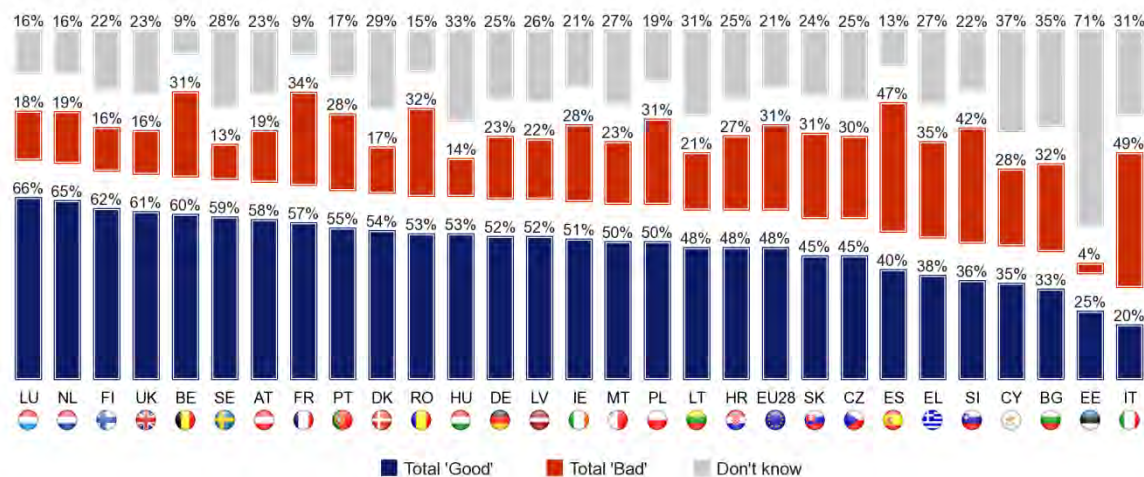
Costs of proceedings



At least half the respondents in 17 Member States think that the use of new technologies in their criminal justice system is good. Luxembourg (66%), the Netherlands (65%) and Finland (62%) have the highest proportion of people who think this, while Italy (20%) and Estonia (25%) again have the lowest.

Q7.6. The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

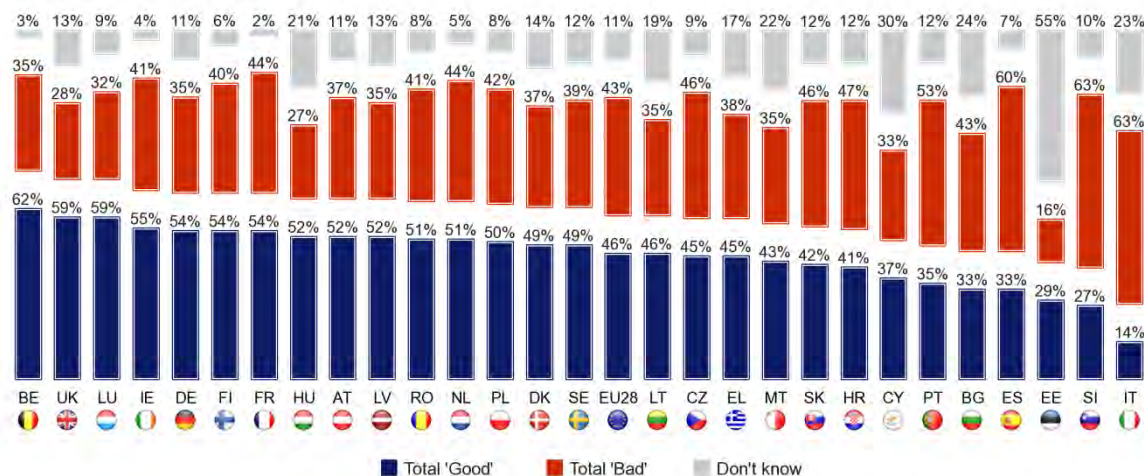
Use of new technologies



In 13 countries, at least 50% of people think that easily understood judicial decisions are an aspect of their criminal justice system which is good. Belgium (62%), the UK (59%) and Luxembourg (59%) have the highest proportion of people who say this. Italy (14%) has by far the lowest proportion of people who agree.

Q7.7. The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

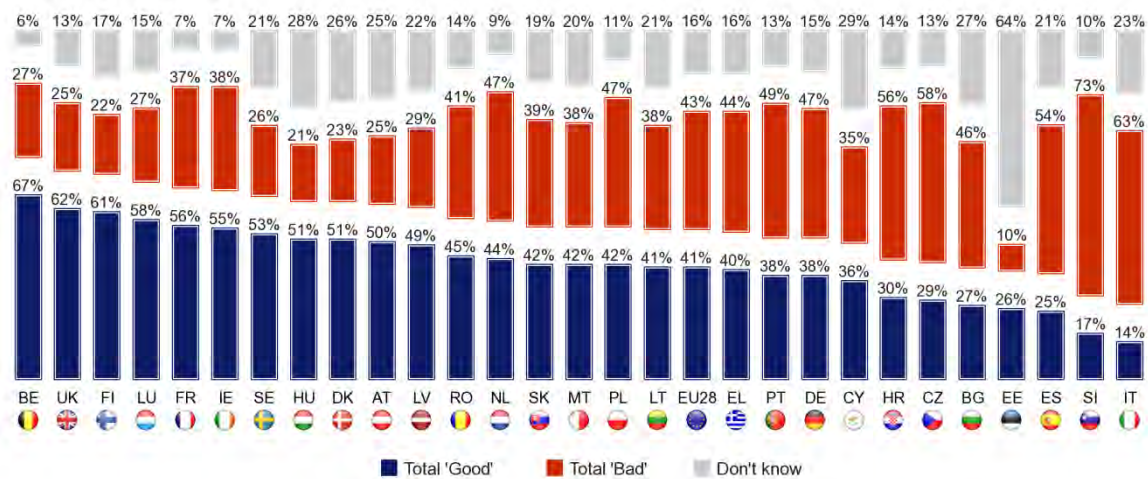
Easily understood judicial decisions



Straightforward proceedings are seen as a characteristic of the criminal justice system by at least 50% of people in ten countries, led by Belgium (67%), the UK (62%) and Finland (61%). Italy (14%) and Slovenia (17%) once again have the lowest proportion of people who share this opinion.

Q7.8. The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

Straightforward proceedings



When it comes to the functioning of the criminal courts, in much the same way as with the civil and commercial courts and the administrative courts, Belgium, Denmark, Finland, Luxembourg, the Netherlands, Sweden and the UK stand out as having consistently high proportions of people who think that their system is good. In contrast, relatively few people in Bulgaria, Estonia, Italy, Portugal, Slovenia and Spain rate any aspect of their system as good. Again, most people in Estonia answer "don't know" to all eight questions.

As before, the socio-demographic results show that young respondents are more likely than older respondents to regard the functioning of the criminal justice system as good.

People with a higher level of education are more likely to say that the system is good in certain respects. For example, 45% of people who finished their education aged 20 or over say that system is good in terms of the execution of judgements, compared with only 34% of people who left school aged 15 or under. But in other respects, such as the length of proceedings and the use of new technologies, there is little difference between the education categories.

Employees are more likely think that certain aspects of the criminal justice system are good than people in other occupations. For example, 49% of employees think that easily understood judicial decisions are a good aspect of the system, compared with 39% of manual workers. But on other aspects of the system, such as the costs of proceedings, there is very little difference between the occupational groups.

People who trust the justice system are naturally more likely to say that the criminal justice system is good in all aspects considered in this survey. People with a high level of information are also more likely to regard all eight aspects as good than those with a low level of information.

And respondents who think their national criminal justice system is better than in other countries are of course more likely to rate it as good than those who think their national system compares poorly with systems in other countries.

Q7 The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

% of Total 'Good'

	Independence of courts and judges	Use of new technologies	Fairness of judgements	Easily understood judicial decisions	Execution of judgements	Straightforward proceedings	Costs of proceedings	Length of proceedings
EU28	53%	48%	46%	46%	43%	41%	25%	20%
Sex								
Male	56%	48%	49%	46%	45%	43%	28%	20%
Female	51%	49%	44%	44%	41%	40%	24%	20%
Age								
15-24	59%	60%	50%	57%	51%	51%	33%	30%
25-39	53%	48%	44%	44%	42%	40%	26%	19%
40-54	54%	46%	47%	45%	43%	38%	25%	18%
55 +	51%	46%	47%	42%	40%	41%	23%	18%
Education (End of)								
15-	40%	43%	37%	36%	34%	36%	20%	19%
16-19	51%	51%	43%	44%	41%	42%	25%	21%
20+	58%	45%	51%	47%	45%	41%	26%	17%
Still studying	59%	59%	51%	54%	51%	50%	33%	29%
Respondent occupation scale								
Self-employed	49%	42%	44%	42%	41%	36%	24%	17%
Employee	60%	49%	51%	49%	48%	42%	26%	20%
Manual workers	47%	50%	40%	39%	38%	42%	28%	19%
Not working	51%	48%	44%	45%	40%	42%	25%	20%
Trust the national justice system								
Trust	73%	56%	65%	59%	59%	53%	35%	27%
Don't trust	31%	39%	24%	29%	24%	27%	14%	12%
Level of info. about the national justice system								
Very high	63%	55%	58%	57%	54%	54%	44%	31%
High	65%	55%	57%	57%	53%	48%	35%	23%
Intermediate	60%	52%	51%	51%	48%	46%	29%	23%
Low	57%	53%	48%	50%	44%	43%	25%	19%
Very low	45%	42%	38%	36%	35%	34%	18%	15%
National judicial system compared with rest of EU								
Better	77%	62%	67%	62%	65%	56%	40%	34%
Same	64%	56%	55%	52%	50%	50%	30%	21%
Worse	30%	38%	26%	31%	24%	27%	16%	11%

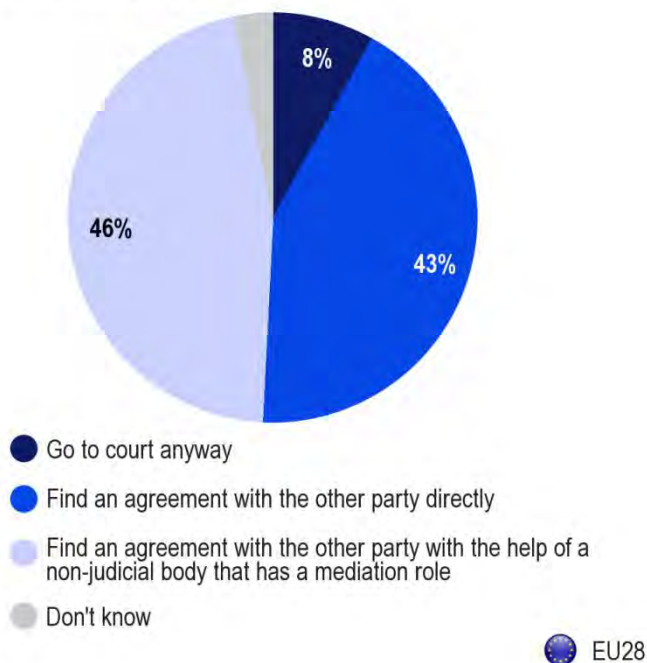
2. INTEREST IN ALTERNATIVES TO COURT

- Almost nine in ten people would aim to settle a dispute out of court if alternatives were available -

Having discussed whether their national justice system functions well, respondents were then asked what they would do if they were seeking a solution to a dispute with a company, another citizen, or an administration.

Less than a tenth of respondents (8%) say they would go to court even if there were alternatives. Roughly nine out of ten people (89%) would seek an agreement out of court. Over four out of ten people (43%) say that they would find an agreement with the other party directly, while 46% say that they would find an agreement with the other party with the help of a non-judicial body that has a mediation role.

Q8. Imagine you are seeking a solution to a dispute with a company, another citizen or an administration. If you could use an alternative instead of going to court, would you prefer to...

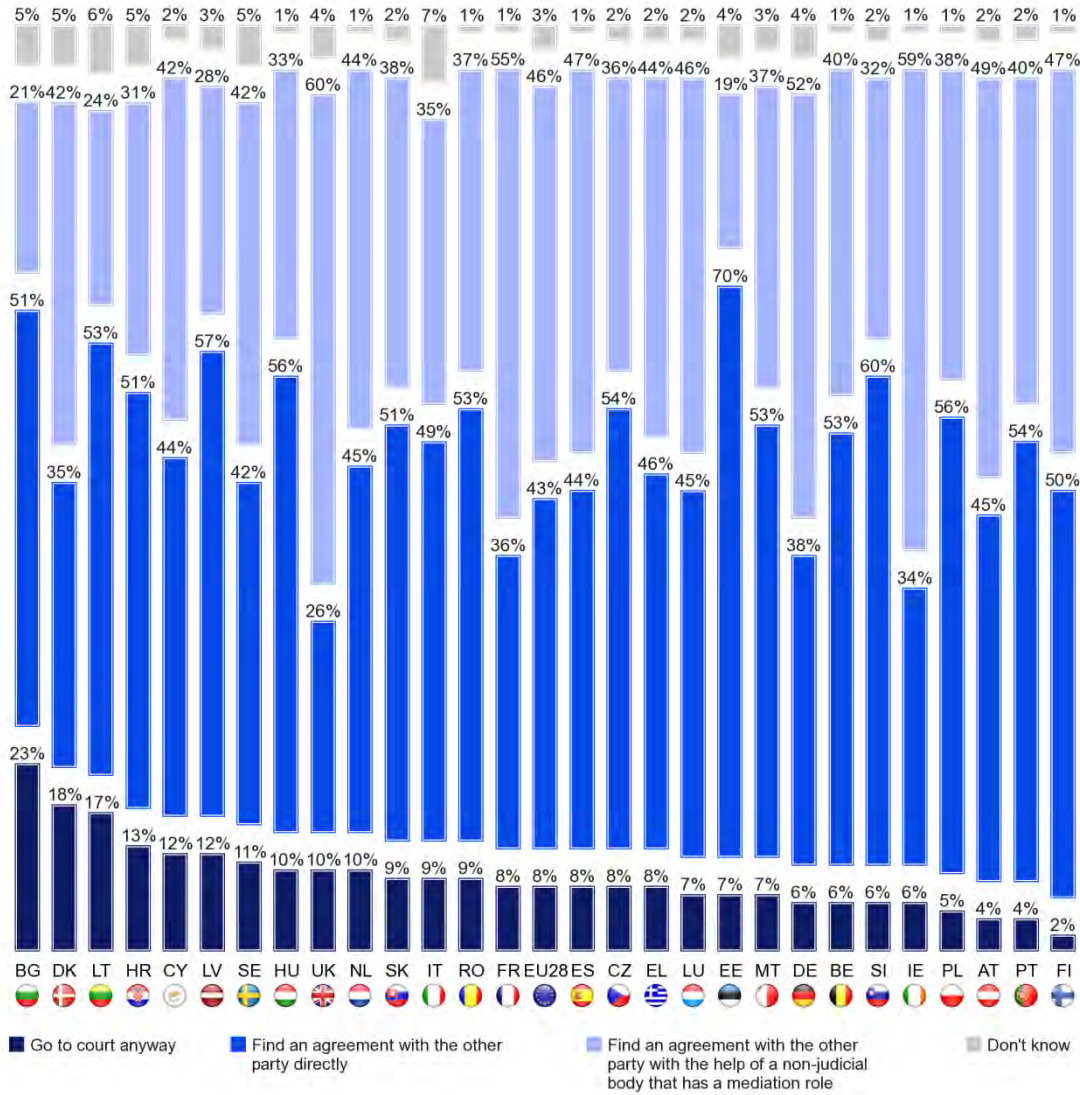


The national results show that respondents in Bulgaria (23%), Denmark (18%) and Lithuania (17%) would be most likely to go to court anyway regardless of the alternatives. In contrast, very few people would choose this option in Finland (2%), Portugal (4%) and Austria (4%).

Finding an agreement with the other party directly is the most common answer in 19 Member States. In Estonia 70% of people would do this, as would 60% in Slovenia. However, elsewhere dealing with the other party directly is a less popular option, such as in the UK (26%) and Ireland (34%).

In eight countries, finding an agreement with the help of a non-judicial body that has a mediation role is the most popular course of action. Over 50% of people would do this in four countries: the UK (60%), Ireland (59%), France (55%), and Germany (52%). Relatively few people would take this option in Estonia (19%) and Bulgaria (21%).

Q8. Imagine you are seeking a solution to a dispute with a company, another citizen or an administration. If you could use an alternative instead of going to court, would you prefer to...



The socio-demographic results reveal that the youngest respondents are more likely both to go to court anyway (13% vs. 7% among people aged 55 or more) and to find an agreement with the other party directly (50% vs. 42%) than their elders. However, they are the least likely to seek an agreement with the help of a non-judicial body that has a mediation role (35% vs. 46%).

Employees (52%) are the most likely to seek an agreement with the help of mediation, while manual workers (40%) are the least likely to do this. Manual workers are most likely both to go to court anyway and to find an agreement with the other party directly.

People with a very high level of information about the judicial system are the most likely to go to court anyway: 13% would do this, compared with 7% of people with a low level of information.

Q8 Imagine you are seeking a solution to a dispute with a company, another citizen or an administration. If you could use an alternative instead of going to court, would you prefer to...

	Go to court anyway	Find an agreement with the other party directly	Find an agreement with the other party with the help of a non-judicial body that has a mediation role	Don't know
EU28	8%	43%	46%	3%
Age				
15-24	13%	50%	35%	2%
25-39	8%	44%	47%	1%
40-54	7%	41%	50%	2%
55 +	7%	42%	46%	5%
Respondent occupation scale				
Self-employed	8%	45%	44%	3%
Employee	6%	40%	52%	2%
Manual workers	11%	47%	40%	2%
Not working	9%	44%	43%	4%
Level of info. about the national justice system				
Very high	13%	42%	42%	3%
High	8%	42%	48%	2%
Intermediate	8%	41%	49%	2%
Low	7%	43%	48%	2%
Very low	7%	45%	44%	4%

III. THE NATIONAL JUSTICE SYSTEM COMPARED TO OTHERS IN THE EU

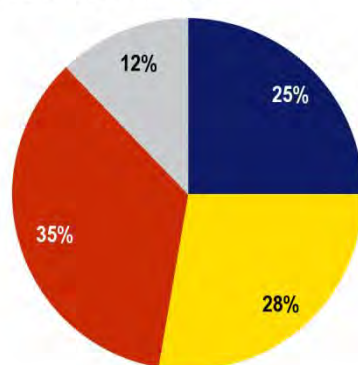
In this third chapter of the report, respondents are asked to consider their national justice system in a wider EU context. They are first asked whether they think their national justice system is better or worse than other European justice systems, before being asked to assess the extent to which national systems within the EU differ in terms of quality, efficiency and independence. They are then asked whether they think the same procedural guarantees – such as the right to a lawyer – apply throughout the EU, before considering whether one or more Member States have to take judicial decisions in cases involving citizens in different countries. Finally, they are asked whether the functioning of national judicial systems is exclusively a matter for Member States.

1. GENERAL COMPARISON

- In 14 countries, a majority of people think that their national justice system is worse than other EU systems -

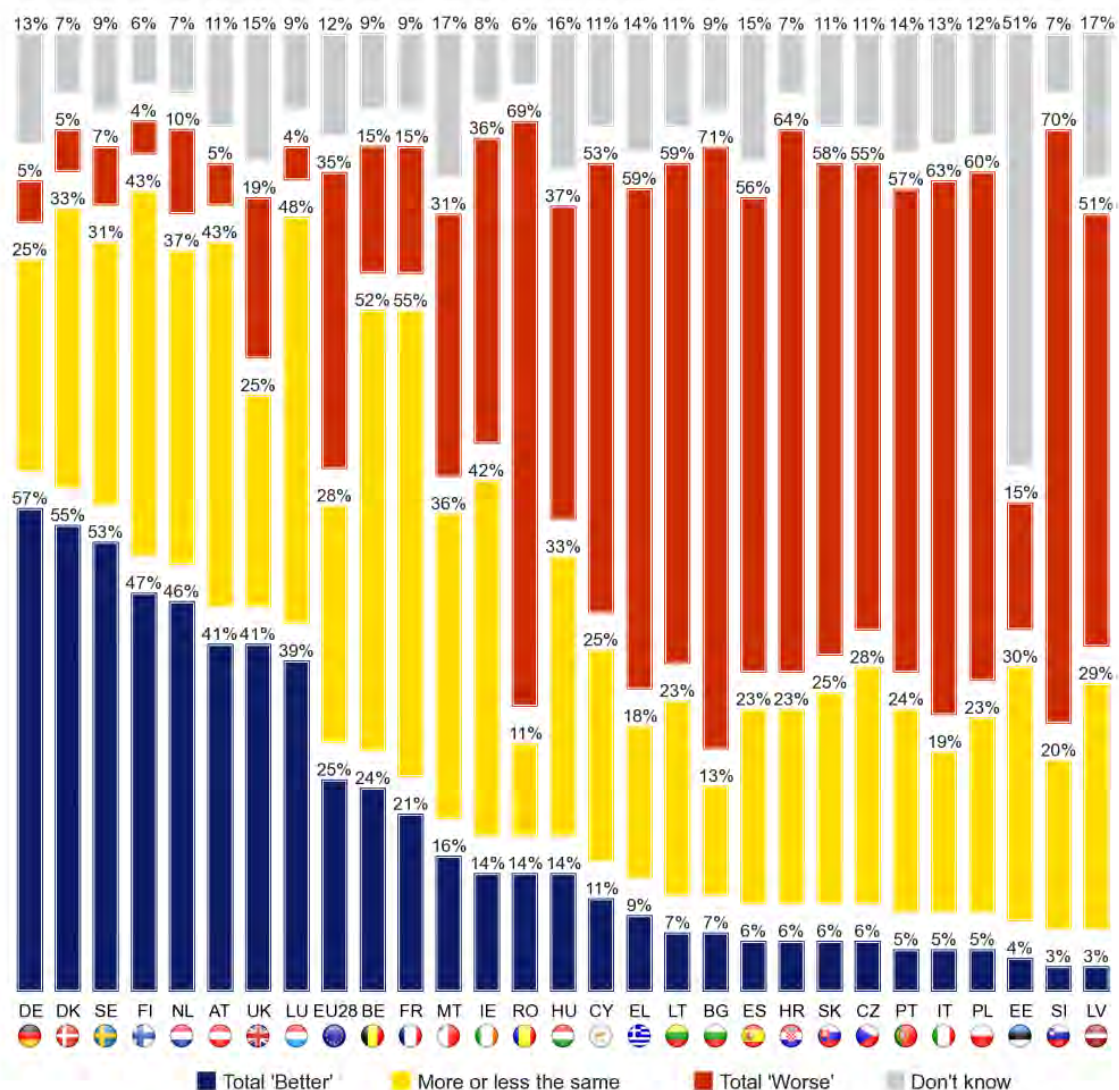
Respondents were asked to rate the justice system in their country compared to other systems in the EU. A quarter of respondents (25%) think that their country's system is better than the systems in other countries, with 7% judging it to be much better, and 18% saying it is slightly better. Over a quarter of people (28%) think that their national justice system is more or less the same as other systems in the EU. Over a third (35%) believe that their country's system is worse than others, with 15% saying it is much worse, and 20% judging it to be slightly worse. 12% of people 'don't know' how their national justice system compares with others.

Q4. In general, how would you rate the justice system in (OUR COUNTRY) compared to other justice systems in the EU? In comparison, the justice system in (OUR COUNTRY) is...



 EU28

Q4. In general, how would you rate the justice system in (OUR COUNTRY) compared to other justice systems in the EU? In comparison, the justice system in (OUR COUNTRY) is...
































In three Member States, at least half of the respondents say that their justice system is **better than other countries'**: Germany (57%), Denmark (55%) and Sweden (53%). In four further countries, more people think their system is better than the same or worse than other systems: Finland (47%), the Netherlands (46%), Austria (41%) and the UK (41%). Germany (17%), Denmark (15%) and the UK (15%) have the highest proportions of people who think their national justice system is much better than other systems in the EU. However, in 13 Member States less than a tenth of people think that their own system is better, and less than a quarter do so in 20 countries.

In seven countries a relative majority of people think that their justice system is more or less the same as in other countries: France (55%), Belgium (52%), Luxembourg (48%), Austria (43%), Ireland (42%), and Malta (36%).

In 18 Member States a relative majority of people think that their national system is worse than the systems in other EU countries, and in 14 of them over 50% take this view, led by Bulgaria (71%), Slovenia (70%) and Romania (69%). Respondents in Bulgaria (42%), Slovenia (37%) and Romania (36%) are also most likely to say that their system is much worse than others.

In Estonia, a majority of people (51%) 'don't know' whether their national system is better or worse than others in the EU.

Q4 In general, how would you rate the justice system in (OUR COUNTRY) compared to other justice systems in the EU? In comparison, the justice system in (OUR COUNTRY) is...

		Much better	Slightly better	More or less the same	Slightly worse	Much worse	Don't know	Total 'Better'	Total 'Worse'
	EU28	7%	18%	28%	20%	15%	12%	25%	35%
	DE	17%	40%	25%	3%	2%	13%	57%	5%
	DK	15%	40%	33%	3%	2%	7%	55%	5%
	SE	12%	41%	31%	5%	2%	9%	53%	7%
	FI	10%	37%	43%	3%	1%	6%	47%	4%
	NL	12%	34%	37%	8%	2%	7%	46%	10%
	AT	7%	34%	43%	4%	1%	11%	41%	5%
	UK	15%	26%	25%	11%	8%	15%	41%	19%
	LU	10%	29%	48%	3%	1%	9%	39%	4%
	BE	5%	19%	52%	11%	4%	9%	24%	15%
	FR	5%	16%	55%	12%	3%	9%	21%	15%
	MT	6%	10%	36%	23%	8%	17%	16%	31%
	IE	3%	11%	42%	24%	12%	8%	14%	36%
	HU	2%	12%	33%	26%	11%	16%	14%	37%
	RO	2%	12%	11%	33%	36%	6%	14%	69%
	CY	0%	11%	25%	34%	19%	11%	11%	53%
	EL	2%	7%	18%	36%	23%	14%	9%	59%
	BG	1%	6%	13%	29%	42%	9%	7%	71%
	LT	1%	6%	23%	38%	21%	11%	7%	59%
	CZ	1%	5%	28%	37%	18%	11%	6%	55%
	ES	1%	5%	23%	33%	23%	15%	6%	56%
	SK	1%	5%	25%	33%	25%	11%	6%	58%
	HR	1%	5%	23%	33%	31%	7%	6%	64%
	IT	1%	4%	19%	31%	32%	13%	5%	63%
	PL	1%	4%	23%	33%	27%	12%	5%	60%
	PT	1%	4%	24%	36%	21%	14%	5%	57%
	EE	0%	4%	30%	11%	4%	51%	4%	15%
	LV	1%	2%	29%	35%	16%	17%	3%	51%
	SI	1%	2%	20%	33%	37%	7%	3%	70%

The socio-demographic results show that 15-24 year-olds (29%) are the most likely to think that their national justice system is better, while 25-39 year-olds (21%) are the least likely to think so. **In terms of respondents' occupations, employees (28%) are the most inclined to think that their own national system is better, while self-employed people (20%) are the least likely to say so.**

People who trust their national justice system (36%) are more likely to think that their system is better than others than people who do not trust it (11%). Respondents with a very high level of information about the system (30%) are also more likely to think it is better than those with a very low level of information (19%).

Q4 In general, how would you rate the justice system in (OUR COUNTRY) compared to other justice systems in the EU? In comparison, the justice system in (OUR COUNTRY) is...

	Total 'Better'	More or less the same	Total 'Worse'	Don't know
EU28	25%	28%	35%	12%
Age				
15-24	29%	27%	38%	6%
25-39	21%	28%	40%	11%
40-54	24%	29%	34%	13%
55 +	25%	29%	31%	15%
Respondent occupation scale				
Self-employed	20%	27%	40%	13%
Employee	28%	30%	30%	12%
Manual workers	22%	26%	43%	9%
Not working	24%	28%	36%	12%
Trust the national justice system				
Trust	36%	35%	18%	11%
Don't trust	11%	21%	56%	12%
Level of info. about the national justice system				
Very high	30%	33%	29%	8%
High	32%	29%	29%	10%
Intermediate	28%	27%	34%	11%
Low	27%	28%	33%	12%
Very low	19%	28%	39%	14%

2. PERCEIVED DIFFERENCES BETWEEN THE JUDICIAL SYSTEMS OF THE MEMBER STATES

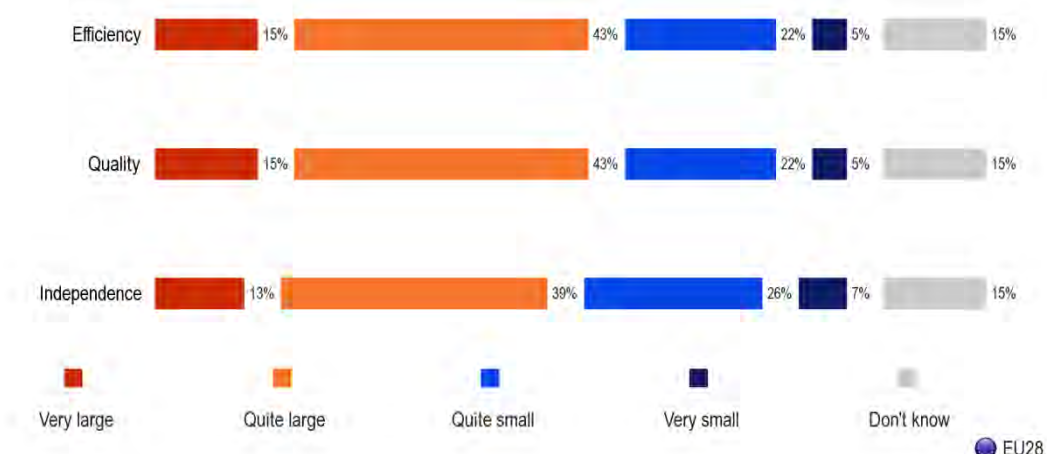
- A majority of people think there are large differences between national judicial systems in terms of quality, efficiency and independence -

Having considered whether their national justice system is better or worse than other systems, respondents were then asked whether the differences between the judicial systems of Member States are large or small in terms of their efficiency, quality and independence.

The responses are identical when it comes to efficiency and quality. 15% of people think that the differences between national systems are very large in these respects, while 43% think they are quite large – meaning that overall 58% of respondents regard the differences as large. 22% say the differences are quite small, with 5% regarding them as very small – thus, overall, 27% think the differences are small. A further 15% of people are unable to answer.

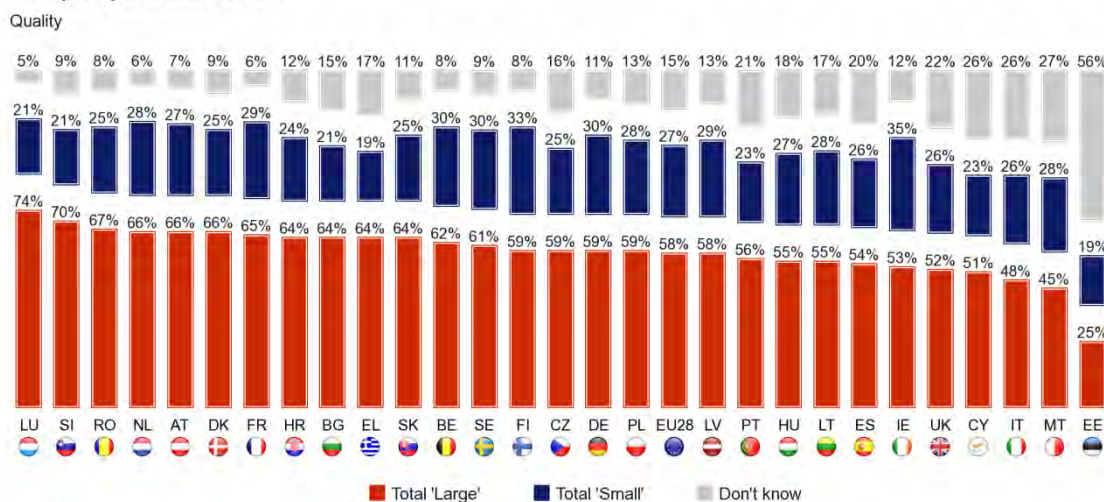
The differences between national systems are regarded as slightly smaller in the case of independence. 52% of people think the differences are large: 13% say that they are very large, while 39% think they are quite large. A third of people (33%) say the differences are small in terms of independence: a quarter of respondents (26%) say the differences are quite small, while 7% think they are very small. Again, 15% of people have no opinion.

Q12. In your opinion, how large or small are the differences between the judicial systems of the Member States in each of the following aspects? Would you say the differences are ...



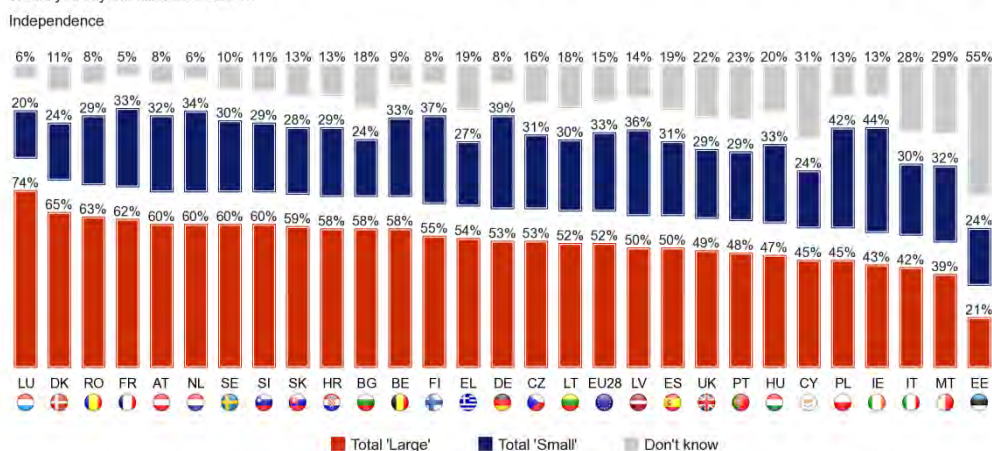
In all but three countries, at least 50% of people say the differences between national systems are large in terms of quality. Respondents are most likely to say the differences are large in Luxembourg (74%) and Slovenia (70%). Only 25% of respondents say that the differences are large in Estonia, but this is because most people could not answer the question (56%). In Malta (45%) and Italy (48%) too, relatively few people think the differences in quality are large. Respondents in Ireland (35%) and Finland (33%) are most likely to regard the differences in quality between national systems as small.

Q12.1. In your opinion, how large or small are the differences between the judicial systems of the Member States in each of the following aspects?
Would you say the differences are ...



At least 50% of people think that the differences between national systems are large in terms of independence in 19 countries, led by Luxembourg (74%) and Denmark (65%). Estonia (21%) again has very few people who think the differences are large, but a large proportion of people could not answer the question (55%). Malta (39%) and Italy (42%) also have relatively few people who think the differences in the levels of judicial independence are large. Respondents in Ireland (44%) and Poland (42%) are most likely to regard the differences in independence between national systems as small, but in 16 countries at least three out of ten people say the differences are small.

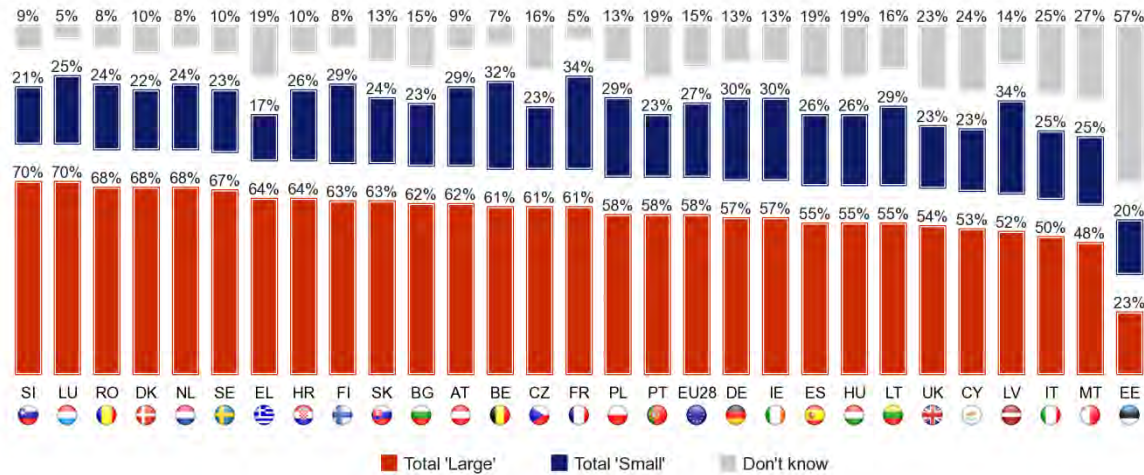
Q12.2. In your opinion, how large or small are the differences between the judicial systems of the Member States in each of the following aspects?
Would you say the differences are ...



At least 50% of people in all but two countries say that the differences between national systems are large in terms of efficiency. Luxembourg and Slovenia (both 70%) again lead the way, while Estonia stands out once more for having only 23% who think the differences are large (57% 'don't know'). Relatively few people also think that the differences in efficiency are large in Malta (48%) and Italy (50%). Respondents are most likely to believe that the differences in efficiency are small in France and Latvia (both 34%).

Q12.3. In your opinion, how large or small are the differences between the judicial systems of the Member States in each of the following aspects?
Would you say the differences are ...

Efficiency







The socio-demographic results show that men are somewhat more likely than women to think that there are large differences between national systems. For example, 62% of men say that the differences in efficiency are large, whereas only 54% of women think this.

Younger people are also more likely to think that the differences between national systems are large. For example, 63% of 15-24 year-olds think that the differences in efficiency are large, whereas only 52% of people aged 55 and over agree.

Education is also a factor here: for example, 61% of people who finished their education aged 20 or over think that the differences in quality are large, whereas only 46% of people who left school aged 15 or under agree. And in terms of the respondents' occupation, 63% of self-employed people think that the differences in quality are large, compared with 54% of people who are not working.

Q12 In your opinion, how large or small are the differences between the judicial systems of the Member States in each of the following aspects? Would you say the differences are ...

	% of Total 'Large'		
	Quality	Efficiency	Independence
EU28	58%	58%	52%
 Sex			
Male	61%	62%	54%
Female	55%	54%	51%
 Age			
15-24	60%	63%	53%
25-39	63%	62%	56%
40-54	58%	58%	52%
55 +	53%	52%	50%
 Education (End of)			
15-	46%	45%	43%
16-19	57%	56%	53%
20+	61%	61%	54%
Still studying	62%	64%	53%
 Respondent occupation scale			
Self-employed	63%	64%	56%
Employee	61%	61%	55%
Manual workers	59%	58%	52%
Not working	54%	54%	50%

3. JUSTICE SYSTEMS ACROSS THE EUROPEAN UNION

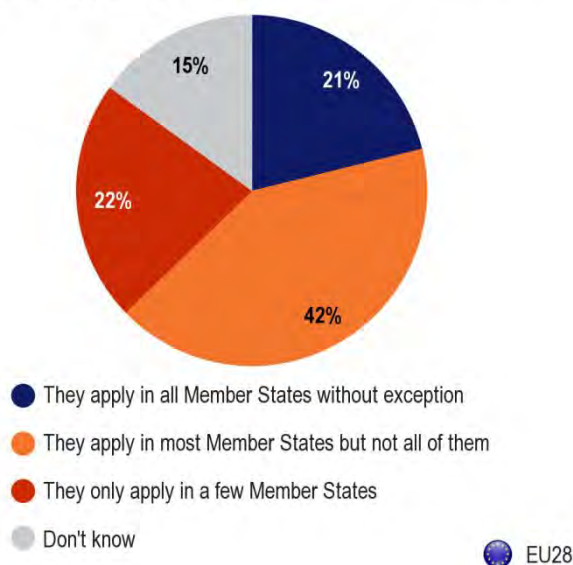
3.1. Application of procedural guarantees

- Perceptions of differences persist in areas where initiatives have been taken at European Union level to approximate national rules -

Following on from the discussion about differences between national systems, respondents were then asked about procedural differences: specifically, they were asked whether they thought the same procedural guarantees, such as the right to a lawyer or an interpreter, applied in all Member States.

Slightly over a fifth (21%) of respondents thought that the same procedural guarantees apply in all Member States without exception. Nearly two-thirds of respondents (64%) thought that the same guarantees do not apply everywhere within the EU: 42% think they apply in most Member States but not all of them; and 22% say they only apply in a few Member States. 15% of people 'don't know' if the same procedural guarantees apply throughout the EU.

Q10. Within the EU, do you think that the same procedural guarantees (for example, the right to a lawyer, the right to an interpreter and the right to information) apply in all Member States?

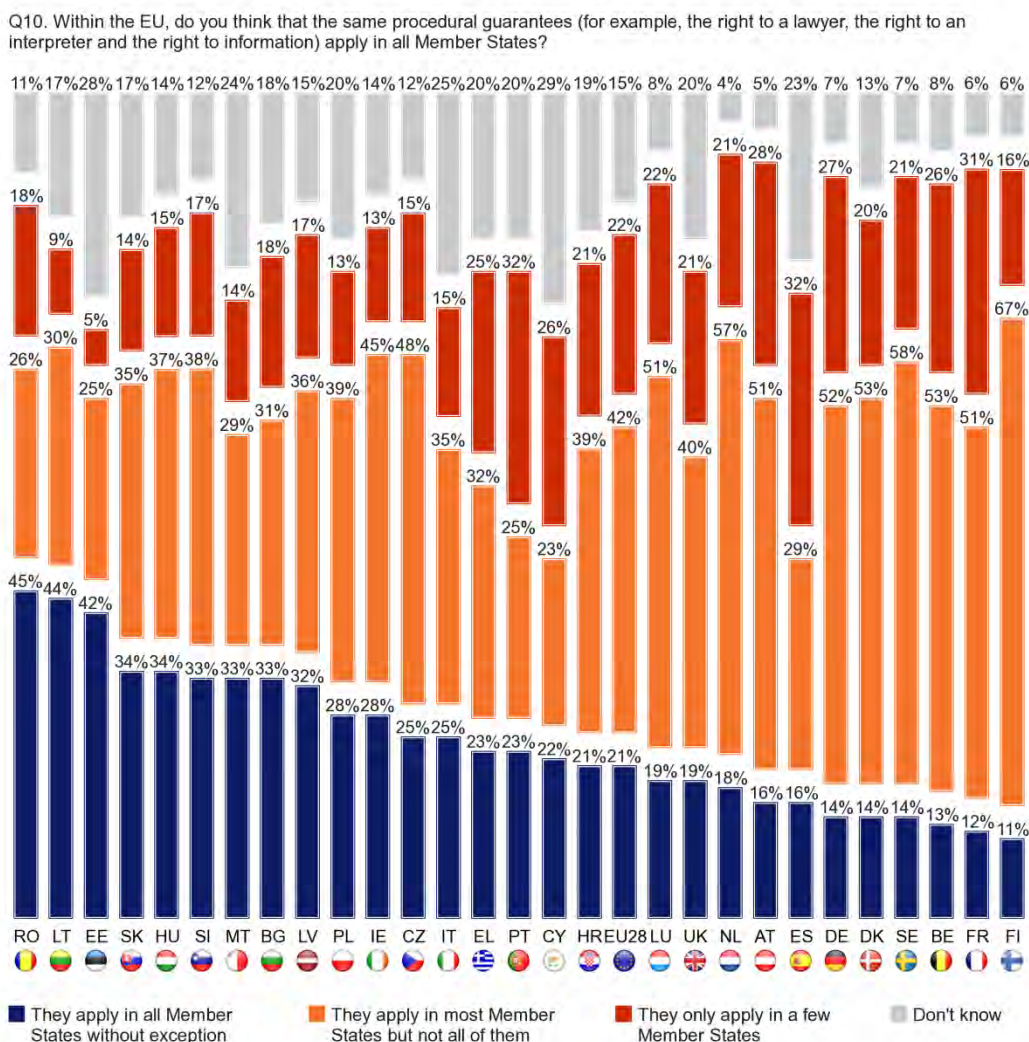


Three Member States stand out as having a relatively high proportion of people who thought the same procedural guarantees apply in all Member States: Romania (45%), Lithuania (44%) and Estonia (42%).

In Finland (67%), Sweden (58%), Netherlands (57%), Denmark (53%), Belgium (53%), Germany (52%), Luxembourg (51%), France (51%) and Austria (51%) an absolute majority of respondents answered that the same procedural guarantees applied in most Member States but not all of them.

In Spain and Portugal a majority of people thought that they applied in a few Member States only.

Many respondents were unable to give an answer. There is a high rate of ‘Don’t know’ answers in most Member States, above 10% in 20 countries.



Socio-demographic results suggest that younger respondents are more likely to believe that procedural guarantees apply in all Member States without exception: 25% of people aged 15-39 say this, compared with 16% of those aged 55 and over. **The level of 'Don't know' answers is higher among people aged 55 or more (21%) than in the youngest age group (8%).**

48% of the most educated respondents think that the same procedural guarantees apply in most Member States but not all of them while only 27% of the less educated respondents gave this answer. 28% of people still in education think that these procedural guarantees apply to all Member States without exception, while only 21% of the most educated respondents did so. Finally 28% of the least educated respondents think that they only apply in a few Member States while this score is only 17% among people who are still studying.

Q10 Within the EU, do you think that the same procedural guarantees (for example, the right to a lawyer, the right to an interpreter and the right to information) apply in all Member States?

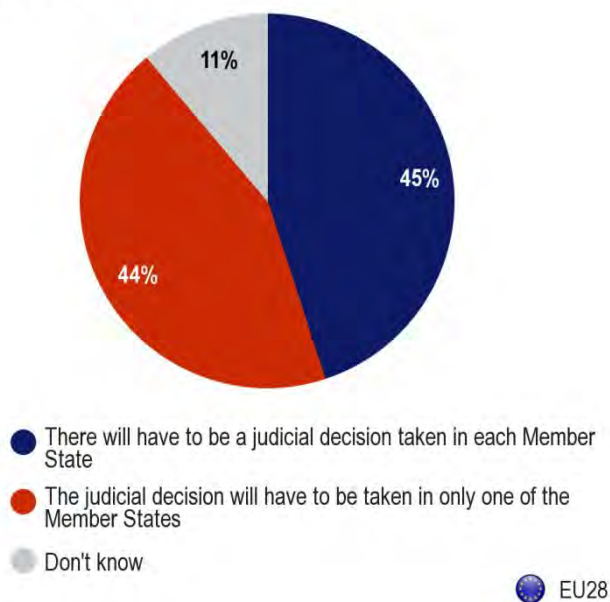
	They apply in all Member States without exception	They apply in most Member States but not all of them	They only apply in a few Member States	Don't know
EU28	21%	42%	22%	15%
Age				
15-24	25%	47%	20%	8%
25-39	25%	44%	20%	11%
40-54	21%	42%	23%	14%
55 +	16%	38%	25%	21%
Education (End of)				
15-	18%	27%	28%	27%
16-19	19%	39%	27%	15%
20+	21%	48%	19%	12%
Still studying	28%	47%	17%	8%
Level of info. about the national justice system				
Very high	26%	44%	19%	11%
High	24%	42%	21%	13%
Intermediate	22%	45%	21%	12%
Low	20%	44%	22%	14%
Very low	19%	39%	24%	18%
Informed about alternatives to court				
Informed	24%	43%	20%	13%
Not informed	19%	42%	24%	15%

3.2. Cross-border judicial cases

- **In cases involving citizens in different Member States, 44% of people think that a judicial decision will have to be made in only one State -**

The focus now shifts to the matter of jurisdiction in civil and commercial cases involving citizens in different Member States. Opinion is equally divided about what happens in such cases: 44% of respondents think that the judicial decision will have to be taken in only one of the countries concerned, while 45% of people think that there will have to be a judicial decision taken in each country. Over a tenth of people (11%) could not answer the question.

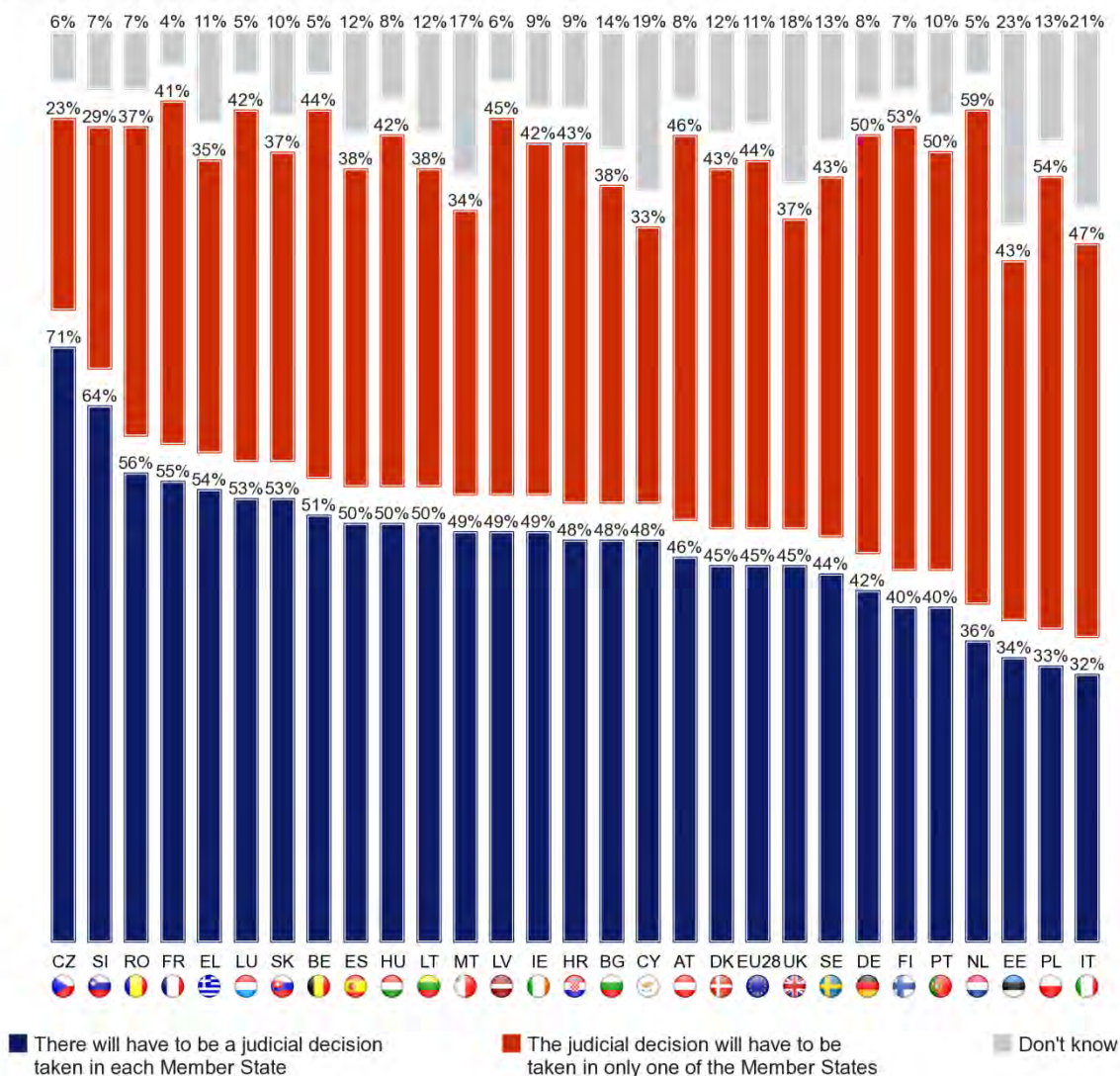
Q11. Some civil and commercial judicial cases involve citizens in different Member States. Under these circumstances, in your opinion which of the following is right?



At least 50% of respondents in five Member States believed a decision will have to be taken in only one country: the Netherlands (59%), Poland (54%), Finland (53%), Germany (50%) and Portugal (50%). In 11 countries at least 50% of people think that a decision will have to be taken in each Member State, the highest scores being measured in the Czech Republic (71%) and Slovenia (64%).

More than 10% of the respondents could not give an answer to that question.

Q11. Some civil and commercial judicial cases involve citizens in different Member States. Under these circumstances, in your opinion which of the following is right?



The socio-demographic results show that men (48%) are more likely than women (39%) to think that a judicial decision will have to be taken in only one of the Member States. Women are more likely to say that a decision will have to be taken in each of the Member States (48% vs. 42% for men).

47% of respondents in the 25-54 age range think that a decision will have to be taken in only one Member State whereas only 37% of people in the youngest age group say this. Respondents with a higher level of education are also more likely to think that a decision has to be taken in only one Member State (50%), compared with 38% of those who finished education aged 19 or below. 55% of students, however, believe that the decision will have to be taken in each Member State (42% among the least educated respondents).

Employees (50%) and self-employed respondents (49%) are more likely to say that a decision has to be taken in only one Member State than manual workers (40%) or people who are not working (39%).

Respondents who have a very high or high level of information about the national justice system are more likely to say that a decision will have to be taken in only one Member State than those with a very low level of information (51% vs. 39%).

Q11 Some civil and commercial judicial cases involve citizens in different Member States. Under these circumstances, in your opinion which of the following is right?

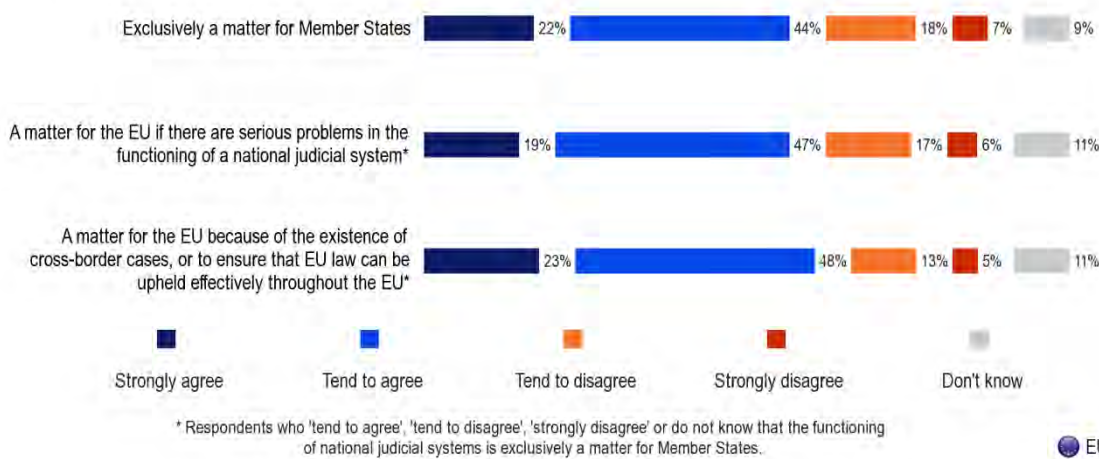
	There will have to be a judicial decision taken in each Member State	The judicial decision will have to be taken in only one of the Member States	Don't know
EU28	45%	44%	11%
Sex			
Male	42%	48%	10%
Female	48%	39%	13%
Age			
15-24	57%	37%	6%
25-39	44%	47%	9%
40-54	42%	47%	11%
55 +	43%	41%	16%
Education (End of)			
15-	42%	38%	20%
16-19	50%	38%	12%
20+	41%	50%	9%
Still studying	55%	39%	6%
Respondent occupation scale			
Self-employed	41%	49%	10%
Employee	41%	50%	9%
Manual workers	51%	40%	9%
Not working	47%	39%	14%
Level of info. about the national justice system			
Very high	37%	51%	12%
High	42%	51%	7%
Intermediate	45%	46%	9%
Low	46%	43%	11%
Very low	47%	39%	14%

4. GOVERNANCE OF NATIONAL JUDICIAL SYSTEMS

- **Less than a quarter of people strongly agree that the functioning of a national judicial system is exclusively a matter for Member States. More than two-thirds of the rest believe that the functioning of national judicial systems is a matter of common European concern because of the existence of cross-border cases, to ensure EU law can be upheld effectively throughout the EU or if there are serious problems in its functioning. -**

Finally, respondents were asked whether they agree with three statements relating to the roles of Member States and the EU in relation to the functioning of national judicial systems.

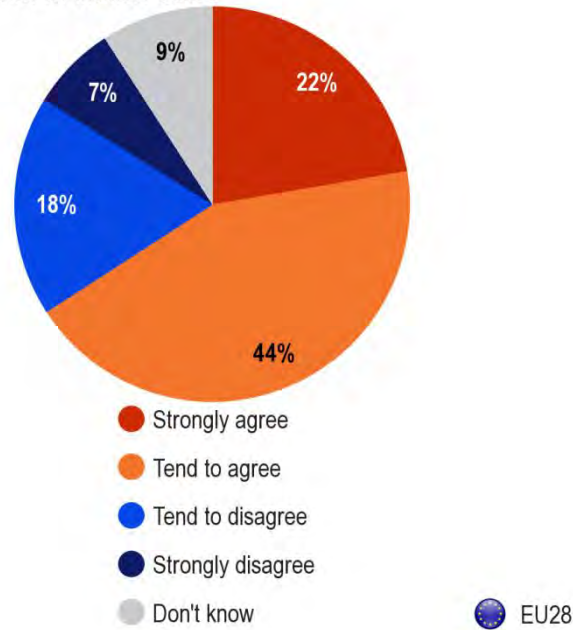
Q13. Do you agree or disagree that the functioning of national judicial systems is ...



They were first asked whether they agree that the functioning of national judicial systems is exclusively a matter for Member States. Only those who did not conclusively agree with this statement were then asked if they agreed or disagreed that the functioning of national judicial systems could be a matter of common European concern in certain situations.






























Q13.1. Do you agree or disagree that the functioning of national judicial systems is ...

Exclusively a matter for Member States



22% of respondents strongly agree with this statement, whereas 44% tend to agree, 18% tend to disagree and 7% strongly disagree.

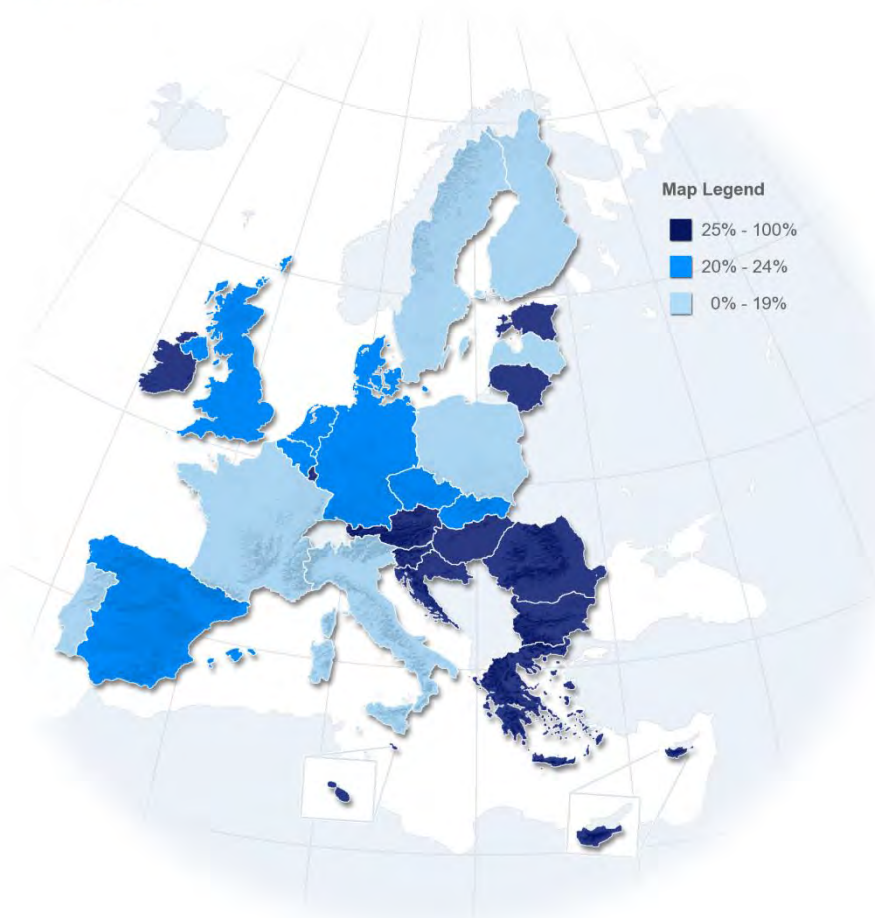
In 21 countries at least one in five respondents strongly agree that the functioning of national judicial systems is exclusively a matter for Member States. This is a remarkable trend in Cyprus (48%), Greece (47%), Estonia (44%), Hungary (37%) and Slovenia (37%).

 CY	48%
 EL	47%
 EE	44%
 HU	37%
 SI	37%
 HR	33%
 IE	33%
 MT	32%
 BG	32%
 LT	31%
 AT	30%
 LU	26%
 RO	25%
 DE	24%
 CZ	23%
 SK	23%
 UK	23%
 EU28	22%
 BE	22%
 ES	21%
 DK	21%
 NL	20%
 FR	19%
 LV	19%
 SE	17%
 FI	17%
 PT	17%
 IT	13%
 PL	12%

Question: Q13.1. Do you agree or disagree that the functioning of national judicial systems is ...

Option: Exclusively a matter for Member States



Answers: Strongly agree



The socio-demographic results show that men are more inclined than women to strongly agree that the functioning of national judicial systems should be exclusively a matter for Member States (25% vs. 18%).

Analysis of the age groups reveals that people aged 55 or more are more likely to strongly agree than the youngest respondents (25% vs. 15%).

Q13.1 Do you agree or disagree that the functioning of national judicial systems is ...

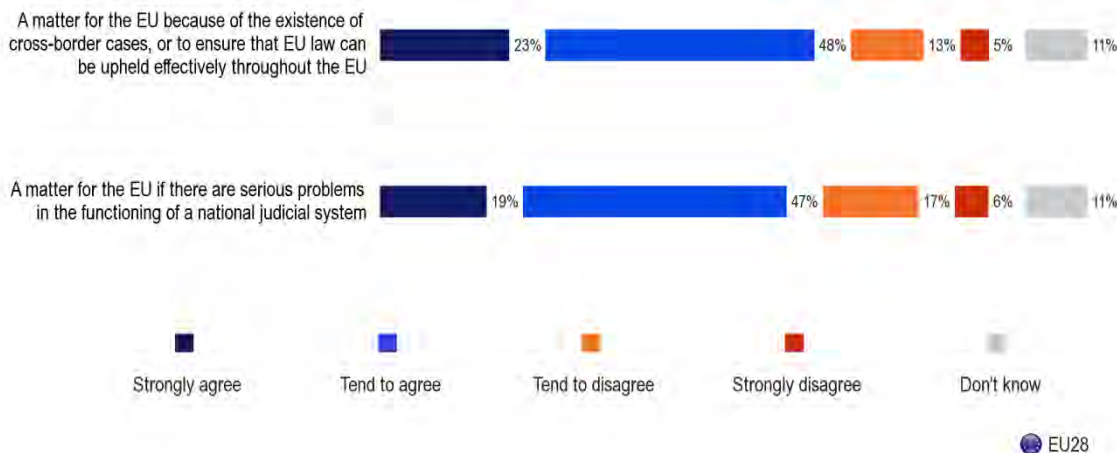
	Exclusively a matter for Member States				
	Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know
EU28	22%	44%	18%	7%	9%
 Sex					
Male	25%	42%	19%	8%	6%
Female	18%	45%	18%	7%	12%
 Age					
15-24	15%	54%	19%	6%	6%
25-39	20%	45%	20%	7%	8%
40-54	21%	44%	18%	8%	9%
55 +	25%	39%	17%	8%	11%

The next two statements were not put to those who strongly agreed that the functioning of national judicial systems is exclusively a matter for Member States. In other words these statements were only put to those who tend to agree, tend to disagree or strongly disagree that the functioning of national judicial systems is exclusively a matter for Member States, or who have no opinion.

We find that 71% of the remaining respondents agree that the functioning of national judicial systems is a matter of common European concern because of the existence of cross-border cases, or to ensure that EU law can be upheld effectively throughout the EU: 23% strongly agree, while 48% tend to agree. Less than a fifth (18%) disagree, of whom 5% strongly disagree and 13% tend to disagree.

Two-thirds of people (66%) agree that the functioning of national judicial systems is a matter of common European concern if there are serious problems in the functioning of a national judicial system: 19% strongly agree with this, and 47% tend to agree. Less than a quarter of respondents (23%) disagree, of whom 6% strongly disagree and 17% tend to disagree.

Q13. Do you agree or disagree that the functioning of national judicial systems is ...

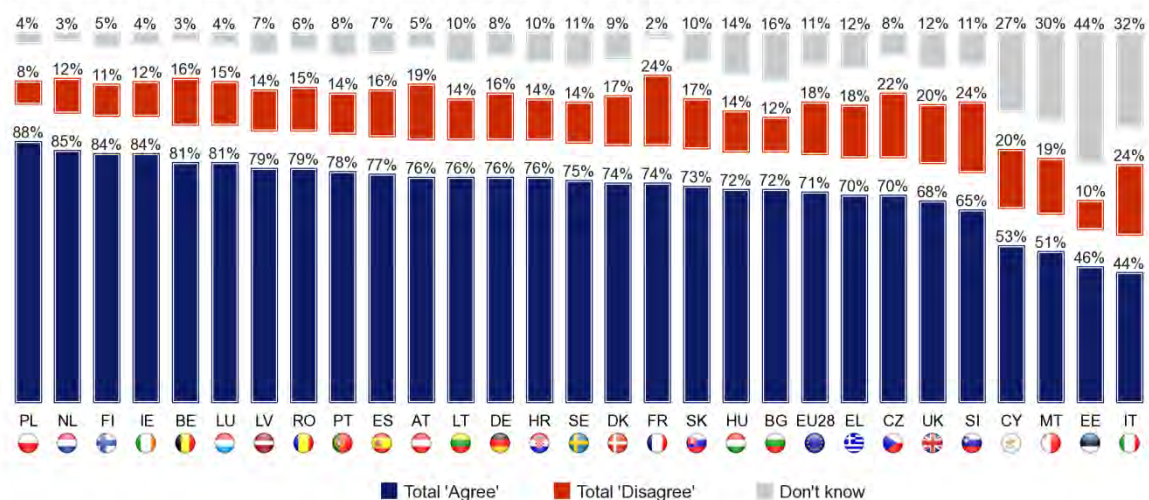


Base: respondents who do not 'strongly agree' that the functioning of national judicial systems is exclusively a matter for Member States (N=20866)

The national results show that in all but four countries over 65% of respondents agree that the functioning of national judicial systems is a matter of common European concern because of the existence of cross-border cases, or to ensure that EU law can be upheld effectively throughout the EU. Poland (88%) and the Netherlands (85%) have the highest proportions of people who agree with this. A group of four countries stand out for their relatively low levels of agreement compared with the rest of the EU: Italy (44%), Estonia (46%), Malta (51%) and Cyprus (53%). However, it is important to note that all four of these countries have a relatively high proportion of people who answer “don't know”. The level of disagreement is highest in France, Italy and Slovenia (all 24%).

Q13.2. Do you agree or disagree that the functioning of national judicial systems is ...

A matter for the EU because of the existence of cross-border cases, or to ensure that EU law can be upheld effectively throughout the EU

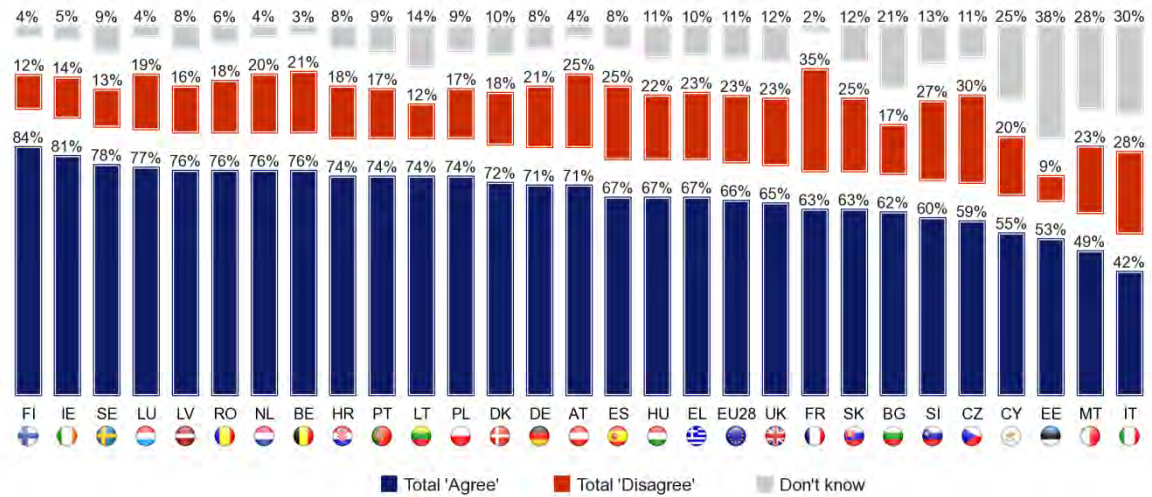


Base: respondents who do not 'strongly agree' that the functioning of national judicial systems is exclusively a matter for Member States (N=20866)

Agreement that the functioning of national judicial systems is a matter of common European concern if there are serious problems, is highest in Finland (84%) and Ireland (81%); the lowest levels are again in Italy (42%), Malta (49%), Estonia (53%) and Cyprus (55%) as are the highest proportions of people who answer “don’t know”. However, this time the level of disagreement is highest in France (35%), the Czech Republic (30%) and Italy (28%).

Q13.3. Do you agree or disagree that the functioning of national judicial systems is ...

A matter for the EU if there are serious problems in the functioning of a national judicial system



Base: respondents who do not 'strongly agree' that the functioning of national judicial systems is exclusively a matter for Member States (N=20866)

The socio-demographic results show that younger respondents are more likely to agree with both of these statements: for example, 74% of 15-24 year-olds agree that the functioning of national judicial systems is a matter of common European concern if there are serious problems in a national system, compared with only 57% of people aged 55 and over.

Education is also an important factor in both cases. For example, 77% of people who finished their education aged 20 or over agree that the functioning of national judicial systems is a matter of common European concern because of the existence of cross-border cases or to ensure that EU law can be upheld throughout the EU, as opposed to just 55% of those who left school aged 15 or under.

People who trust their national justice system and who have a high level of information about it are more likely to agree with both statements.

Q13 Do you agree or disagree that the functioning of national judicial systems is ...

	% of Total 'Agree'	
	A matter for the EU because of the existence of cross-border cases, or to ensure that EU law can be upheld effectively throughout the EU	A matter for the EU if there are serious problems in the functioning of a national judicial system
EU28	71%	66%
Age		
15-24	77%	74%
25-39	75%	70%
40-54	72%	66%
55 +	66%	57%
Education (End of)		
15-	55%	49%
16-19	70%	63%
20+	77%	70%
Still studying	78%	77%
Trust the national justice system		
Trust	79%	72%
Don't trust	65%	59%
Level of info. about the national justice system		
Very high	72%	67%
High	79%	70%
Intermediate	77%	70%
Low	75%	69%
Very low	67%	62%

ANNEXES

TECHNICAL SPECIFICATIONS

FLASH EUROBAROMETER 385

"Justice in the EU"

TECHNICAL SPECIFICATIONS

Between the 30th of September and the 2nd of October 2013, TNS Political & Social, a consortium created between TNS political & social, TNS UK and TNS opinion, carried out the survey FLASH EUROBAROMETER 385 about "Justice in the EU".

This survey has been requested by the EUROPEAN COMMISSION, Directorate-General for Justice. It is a general public survey co-ordinated by the Directorate-General for Communication ("Strategy, Corporate Communication Actions and Eurobarometer" Unit). The FLASH EUROBAROMETER 385 covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over. The survey covers the national population of citizens as well as the population of citizens of all the European Union Member States that are residents in these countries and have a sufficient command of the national languages to answer the questionnaire. All interviews were carried using the TNS e-Call center (our centralized CATI system). In every country respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

TNS has developed its own RDD sample generation capabilities based on using contact telephone numbers from responders to random probability or random location face to face surveys, such as Eurobarometer, as seed numbers. The approach works because the seed number identifies a working block of telephone numbers and reduces the volume of numbers generated that will be ineffective. The seed numbers are stratified by NUTS2 region and urbanisation to approximate a geographically representative sample. From each seed number the required sample of numbers are generated by randomly replacing the last two digits. The sample is then screened against business databases in order to exclude as many of these numbers as possible before going into field. This approach is consistent across all countries.

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:

Statistical Margins due to the sampling process (at the 95% level of confidence)											
<i>various sample sizes are in rows</i>						<i>various observed results are in columns</i>					
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000
	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	

ABBR.	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES		POPULATION 15+
BE	Belgium	TNS Dimarso	1.001	30/09/2013	02/10/2013	8.939.546
BG	Bulgaria	TNS BBSS	1.003	30/09/2013	02/10/2013	6.537.510
CZ	Czech Rep.	TNS Aisa s.r.o	1.000	30/09/2013	02/10/2013	9.012.443
DK	Denmark	TNS Gallup A/S	1.011	30/09/2013	02/10/2013	4.561.264
DE	Germany	TNS Infratest	1.002	30/09/2013	02/10/2013	64.336.389
EE	Estonia	TNS Emor	1.000	30/09/2013	02/10/2013	945.733
EL	Greece	TNS ICAP	1.002	30/09/2013	02/10/2013	8.693.566
ES	Spain	TNS Demoscopia S.A	1.000	30/09/2013	02/10/2013	39.127.930
FR	France	TNS Sofres	1.006	30/09/2013	02/10/2013	47.756.439
IE	Ireland	IMS Millward Brown	1.000	30/09/2013	02/10/2013	3.522.000
IT	Italy	TNS ITALIA	1.000	30/09/2013	02/10/2013	51.862.391
CY	Rep. of Cyprus	CYMAR	503	30/09/2013	02/10/2013	660.400
LV	Latvia	TNS Latvia	1.000	30/09/2013	02/10/2013	1.447.866
LT	Lithuania	TNS LT	1.000	30/09/2013	02/10/2013	2.829.740
LU	Luxembourg	TNS Dimarso	500	30/09/2013	02/10/2013	434.878
HU	Hungary	TNS Hoffmann Kft	1.004	30/09/2013	02/10/2013	8.320.614
MT	Malta	MISCO International Ltd	505	30/09/2013	02/10/2013	335.476
NL	Netherlands	TNS NIPO	1.005	30/09/2013	02/10/2013	13.371.980
AT	Austria	TNS Austria	1.001	30/09/2013	02/10/2013	7.009.827
PL	Poland	TNS Polska	1.000	30/09/2013	02/10/2013	32.413.735
PT	Portugal	TNS EUROTESTE	1.002	30/09/2013	02/10/2013	8.080.915
RO	Romania	TNS CSOP	1.008	30/09/2013	02/10/2013	18.246.731
SI	Slovenia	RM PLUS	1.001	30/09/2013	02/10/2013	1.759.701
SK	Slovakia	TNS AISA Slovakia	1.000	30/09/2013	02/10/2013	4.549.956
FI	Finland	TNS Gallup Oy	1.011	30/09/2013	02/10/2013	4.440.004
SE	Sweden	TNS SIFO	1.000	30/09/2013	02/10/2013	7.791.240
UK	United Kingdom	TNS UK	1.006	30/09/2013	02/10/2013	51.848.010
HR	Croatia	Puls	1.010	30/09/2013	02/10/2013	3.749.400
TOTAL EU28			26.581	30/09/2013	02/10/2013	412.585.684

QUESTIONNAIRE

ASK ALL

Q1 Overall, would you say that you tend to trust or tend not to trust the justice system in (OUR COUNTRY)?

(ONE ANSWER ONLY)

Tend to trust	1
Tend not to trust	2
DK/NA (DO NOT READ OUT)	3

NEW

Q2: ROTATE STATEMENTS 1 TO 5

Q2 How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

(READ OUT - ONE ANSWER ONLY)

		Very well informed	Fairly well informed	Not very well informed	Not informed at all	DK/NA (DO NOT READ OUT)
--	--	--------------------	----------------------	------------------------	---------------------	-------------------------

1	What to do if you need to go to court	1	2	3	4	5
2	The costs of proceedings	1	2	3	4	5
3	How to find a lawyer	1	2	3	4	5
4	The alternatives to court (e.g. mediation)	1	2	3	4	5
5	The right to legal aid	1	2	3	4	5

NEW

Q3: ROTATE STATEMENTS 1 TO 6

Q3 Do you agree or disagree that in (OUR COUNTRY) ...

(READ OUT - ONE ANSWER ONLY)

		Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	DK\NA (DO NOT READ OUT)
1	The State acts in accordance with the law	1	2	3	4	5
2	The law is applied and enforced effectively	1	2	3	4	5
3	All citizens can go to court to defend their rights	1	2	3	4	5
4	The law is applied to everyone equally and without discrimination	1	2	3	4	5
5	The State fights effectively against corruption	1	2	3	4	5
6	Public authorities act in a non-arbitrary way	1	2	3	4	5

NEW

Q4 In general, how would you rate the justice system in (OUR COUNTRY) compared to other justice systems in the EU? In comparison, the justice system in (OUR COUNTRY) is...

(READ OUT - ONE ANSWER ONLY)

Much better	1
Slightly better	2
More or less the same	3
Slightly worse	4
Much worse	5
DK\NA (DO NOT READ OUT)	6

NEW

RANDOMISE QUESTIONS: Q5, Q6, Q7

Q5: ROTATE STATEMENTS 1 TO 8

--

Q5	The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
----	--

(READ OUT - ONE ANSWER ONLY)

		Very good	Fairly good	Fairly bad	Very bad	DK\NA (DO NOT READ OUT)
--	--	-----------	-------------	------------	----------	----------------------------

1	Length of proceedings	1	2	3	4	5
2	Independence of courts and judges	1	2	3	4	5
3	Fairness of judgements	1	2	3	4	5
4	Execution of judgements	1	2	3	4	5
5	Costs of proceedings	1	2	3	4	5
6	Use of new technologies	1	2	3	4	5
7	Easily understood judicial decisions	1	2	3	4	5
8	Straightforward proceedings	1	2	3	4	5

NEW

Q6: ROTATE STATEMENTS 1 TO 8

--

Q6	The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
----	---

(READ OUT - ONE ANSWER ONLY)

		Very good	Fairly good	Fairly bad	Very bad	DK/NA (DO NOT READ OUT)
--	--	-----------	-------------	------------	----------	----------------------------------

1	Length of proceedings	1	2	3	4	5
2	Independence of courts and judges	1	2	3	4	5
3	Fairness of judgements	1	2	3	4	5
4	Execution of judgements	1	2	3	4	5
5	Costs of proceedings	1	2	3	4	5
6	Use of new technologies	1	2	3	4	5
7	Easily understood judicial decisions	1	2	3	4	5
8	Straightforward proceedings	1	2	3	4	5

NEW

Q7: ROTATE STATEMENTS 1 TO 8

Q7	The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
----	---

(READ OUT - ONE ANSWER ONLY)

		Very good	Fairly good	Fairly bad	Very bad	DK/NA (DO NOT READ OUT)
--	--	-----------	-------------	------------	----------	----------------------------

1	Length of proceedings	1	2	3	4	5
2	Independence of courts and judges	1	2	3	4	5
3	Fairness of judgements	1	2	3	4	5
4	Execution of judgements	1	2	3	4	5
5	Costs of proceedings	1	2	3	4	5
6	Use of new technologies	1	2	3	4	5
7	Easily understood judicial decisions	1	2	3	4	5
8	Straightforward proceedings	1	2	3	4	5

NEW

Q8: ROTATE STATEMENTS 1 TO 3

Q8	Imagine you are seeking a solution to a dispute with a company, another citizen or an administration. If you could use an alternative instead of going to court, would you prefer to...
----	---

(READ OUT - ONE ANSWER ONLY)

Go to court anyway	1
Find an agreement with the other party directly	2
Find an agreement with the other party with the help of a non-judicial body that has a mediation role	3
DK/NA (DO NOT READ OUT)	4

NEW

Q9: ROTATE STATEMENTS: 1+2 \ 3+4 \ 5+6 \ 7+8

THE ROTATION IS DONE ON THE ABOVE CLUSTERS (PAIRS)

CODE 9 'None of these' is a single code

CODE 10 'DK\NA (DO NOT READ OUT)' is a single code

Q9 In the last 10 years, have you or a close relation ever been to a courtroom?

(READ OUT – MULTIPLE ANSWERS POSSIBLE)

You personally, to a civil or commercial courtroom	1,
A close relation, to a civil or commercial courtroom	2,
You personally, to an administrative courtroom	3,
A close relation, to an administrative courtroom	4,
You personally, to a criminal courtroom	5,
A close relation, to a criminal courtroom	6,
You personally, to a courtroom in another EU country	7,
A close relation, to a courtroom in another EU country	8,
None of these	9,
DK\NA (DO NOT READ OUT)	10,

NEW

Q10 Within the EU, do you think that the same procedural guarantees (for example, the right to a lawyer, the right to an interpreter and the right to information) apply in all Member States?

(READ OUT - ONE ANSWER ONLY)

They apply in all Member States without exception	1
They apply in most Member States but not all of them	2
They only apply in a few Member States	3
DK\NA (DO NOT READ OUT)	4

NEW

Q11: ROTATE STATEMENTS 1 AND 2

Q11 Some civil and commercial judicial cases involve citizens in different Member States. Under these circumstances, in your opinion which of the following is right?

(READ OUT - ONE ANSWER ONLY)

There will have to be a judicial decision taken in each Member State	1
The judicial decision will have to be taken in only one of the Member States	2
DK\NA (DO NOT READ OUT)	3

NEW

Q12: ROTATE ITEMS 1 TO 3

Q12 In your opinion, how large or small are the differences between the judicial systems of the Member States in each of the following aspects? Would you say the differences are ...

(READ OUT - ONE ANSWER ONLY)

		Very large	Quite large	Quite small	Very small	DK\NA (DO NOT READ OUT)
1	Quality	1	2	3	4	5
2	Independence	1	2	3	4	5
3	Efficiency	1	2	3	4	5

NEW

ASK Q13.2 AND Q13.3 ONLY IF CODE 2, 3, 4 OR 5 IN Q13.1

Q13: ROTATE STATEMENTS Q13.2 AND Q13.3

Q13 Do you agree or disagree that the functioning of national judicial systems is ...

(READ OUT - ONE ANSWER ONLY)

		Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	DK/NA (DO NOT READ OUT)
--	--	----------------	---------------	------------------	-------------------	-------------------------

1	Exclusively a matter for Member States	1	2	3	4	5
2	A matter for the EU because of the existence of cross-border cases, or to ensure that EU law can be upheld effectively throughout the EU	1	2	3	4	5
3	A matter for the EU if there are serious problems in the functioning of a national judicial system	1	2	3	4	5






























NEW

TABLES

Q1 En général, diriez-vous que vous avez plutôt confiance ou plutôt pas confiance dans le système judiciaire en (NOTRE PAYS)?

Q1 Overall, would you say that you tend to trust or tend not to trust the justice system in (OUR COUNTRY)?

Q1 Würden Sie sagen, dass Sie dem Rechtssystem in (UNSEREM LAND) insgesamt eher vertrauen oder eher nicht vertrauen?

		Plutôt confiance	Plutôt pas confiance	Ne sait pas
		Tend to trust	Tend not to trust	Don't know
		Eher vertrauen	Eher nicht vertrauen	Weiß nicht
%		Flash EB 385	Flash EB 385	Flash EB 385
 EU 28		53	43	4
 BE		59	37	4
 BG		35	59	6
 CZ		25	72	3
 DK		85	13	2
 DE		77	21	2
 EE		56	21	23
 IE		61	36	3
 EL		48	49	3
 ES		34	64	2
 FR		59	40	1
 IT		33	63	4
 CY		35	62	3
 LV		48	45	7
 LT		31	62	7
 LU		77	19	4
 HU		58	39	3
 MT		45	47	8
 NL		70	27	3
 AT		78	20	2
 PL		42	54	4
 PT		44	51	5
 RO		44	54	2
 SI		24	73	3
 SK		25	66	9
 FI		85	13	2
 SE		76	20	4
 UK		61	31	8
 HR		37	57	6

Q2.1 Dans quelle mesure vous sentez-vous informé(e) ou pas informé(e) à propos du système judiciaire en (NOTRE PAYS) sur chacun des sujets suivants ?






























Ce qu'il faut faire si vous avez besoin d'aller devant un tribunal

Q2.1 How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

What to do if you need to go to court

Q2.1 Wie gut oder schlecht informiert fühlen Sie sich über das Rechtssystem in (UNSEREM LAND) im Hinblick auf folgende Themen?

Welche Schritte zu unternehmen sind, wenn man vor Gericht geht

	%	Très bien informé(e)	Assez bien informé(e)	Pas très bien informé(e)	Pas informé(e) du tout	Ne sait pas	Total 'Informé(e)'	Total 'Pas informé(e)'
		Very well informed	Fairly well informed	Not very well informed	Not informed at all	Don't know	Total 'Informed'	Total 'Not informed'
		Sehr gut informiert	Ziemlich gut informiert	Nicht sehr gut informiert	Überhaupt nicht informiert	Weiß nicht	Gesamt 'Informiert'	Gesamt 'Nicht informiert'
		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
 EU 28		11	30	34	23	2	41	57
 BE		9	29	33	28	1	38	61
 BG		15	27	32	22	4	42	54
 CZ		9	29	34	24	4	38	58
 DK		14	27	30	26	3	41	56
 DE		13	32	33	19	3	45	52
 EE		6	24	34	35	1	30	69
 IE		15	32	31	21	1	47	52
 EL		11	32	33	23	1	43	56
 ES		12	20	31	32	5	32	63
 FR		10	22	40	28	0	32	68
 IT		10	39	33	16	2	49	49
 CY		18	30	29	22	1	48	51
 LV		9	24	34	31	2	33	65
 LT		7	29	31	29	4	36	60
 LU		11	34	29	25	1	45	54
 HU		8	32	40	19	1	40	59
 MT		19	26	24	28	3	45	52
 NL		9	30	33	27	1	39	60
 AT		12	30	33	23	2	42	56
 PL		9	38	33	17	3	47	50
 PT		4	38	35	21	2	42	56
 RO		14	26	31	27	2	40	58
 SI		17	35	25	20	3	52	45
 SK		9	32	33	23	3	41	56
 FI		9	37	36	17	1	46	53
 SE		8	30	39	23	0	38	62
 UK		13	28	31	25	3	41	56
 HR		9	26	39	25	1	35	64

Q2.2 Dans quelle mesure vous sentez-vous informé(e) ou pas informé(e) à propos du système judiciaire en (NOTRE PAYS) sur chacun des sujets suivants ?






























Les coûts de procédure

Q2.2 How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

The costs of proceedings

Q2.2 Wie gut oder schlecht informiert fühlen Sie sich über das Rechtssystem in (UNSEREM LAND) im Hinblick auf folgende Themen?

Die Kosten eines Gerichtsverfahrens

	%	Très bien informé(e)	Assez bien informé(e)	Pas très bien informé(e)	Pas informé(e) du tout	Ne sait pas	Total 'Informé(e)'	Total 'Pas informé(e)'
		Very well informed	Fairly well informed	Not very well informed	Not informed at all	Don't know	Total 'Informed'	Total 'Not informed'
		Sehr gut informiert	Ziemlich gut informiert	Nicht sehr gut informiert	Überhaupt nicht informiert	Weiß nicht	Gesamt 'Informiert'	Gesamt 'Nicht informiert'
		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
 EU 28		6	19	34	38	3	25	72
 BE		5	18	33	43	1	23	76
 BG		8	16	36	37	3	24	73
 CZ		5	19	36	36	4	24	72
 DK		9	22	35	30	4	31	65
 DE		6	22	36	33	3	28	69
 EE		4	18	31	44	3	22	75
 IE		11	22	34	32	1	33	66
 EL		7	23	30	38	2	30	68
 ES		7	13	32	46	2	20	78
 FR		4	13	30	52	1	17	82
 IT		7	25	36	29	3	32	65
 CY		10	21	29	36	4	31	65
 LV		2	13	33	51	1	15	84
 LT		5	19	32	40	4	24	72
 LU		6	23	32	37	2	29	69
 HU		3	17	40	38	2	20	78
 MT		8	15	17	55	5	23	72
 NL		7	22	36	34	1	29	70
 AT		6	18	33	40	3	24	73
 PL		5	21	33	38	3	26	71
 PT		3	21	41	33	2	24	74
 RO		6	16	36	40	2	22	76
 SI		9	23	31	35	2	32	66
 SK		6	19	33	38	4	25	71
 FI		7	31	41	20	1	38	61
 SE		5	24	36	34	1	29	70
 UK		7	17	35	36	5	24	71
 HR		9	17	38	34	2	26	72

Q2.3 Dans quelle mesure vous sentez-vous informé(e) ou pas informé(e) à propos du système judiciaire en (NOTRE PAYS) sur chacun des sujets suivants ?






























Comment trouver un avocat

Q2.3 How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

How to find a lawyer

Q2.3 Wie gut oder schlecht informiert fühlen Sie sich über das Rechtssystem in (UNSEREM LAND) im Hinblick auf folgende Themen?

Wie man einen Anwalt findet






























	%	Très bien informé(e)	Assez bien informé(e)	Pas très bien informé(e)	Pas informé(e) du tout	Ne sait pas	Total 'Informé(e)'	Total 'Pas informé(e)'
		Very well informed	Fairly well informed	Not very well informed	Not informed at all	Don't know	Total 'Informed'	Total 'Not informed'
		Sehr gut informiert	Ziemlich gut informiert	Nicht sehr gut informiert	Überhaupt nicht informiert	Weiß nicht	Gesamt 'Informiert'	Gesamt 'Nicht informiert'
		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
 EU 28		25	41	20	13	1	66	33
 BE		25	42	19	13	1	67	32
 BG		37	36	18	7	2	73	25
 CZ		23	41	22	13	1	64	35
 DK		37	37	15	9	2	74	24
 DE		38	44	11	6	1	82	17
 EE		13	39	23	24	1	52	47
 IE		35	39	17	8	1	74	25
 EL		35	41	13	10	1	76	23
 ES		20	32	24	21	3	52	45
 FR		19	40	24	16	1	59	40
 IT		23	41	23	12	1	64	35
 CY		40	38	12	9	1	78	21
 LV		16	36	29	18	1	52	47
 LT		15	38	23	21	3	53	44
 LU		32	42	15	11	0	74	26
 HU		18	45	25	12	0	63	37
 MT		44	33	11	11	1	77	22
 NL		19	44	23	14	0	63	37
 AT		38	37	17	7	1	75	24
 PL		17	46	24	11	2	63	35
 PT		14	61	15	8	2	75	23
 RO		20	36	23	19	2	56	42
 SI		29	41	16	13	1	70	29
 SK		21	37	24	16	2	58	40
 FI		20	45	22	12	1	65	34
 SE		28	40	20	12	0	68	32
 UK		27	40	18	13	2	67	31
 HR		26	35	25	13	1	61	38

Q2.4 Dans quelle mesure vous sentez-vous informé(e) ou pas informé(e) à propos du système judiciaire en (NOTRE PAYS) sur chacun des sujets suivants ?
Les alternatives au tribunal (ex. médiation)

Q2.4 How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?
The alternatives to court (e.g. mediation)

Q2.4 Wie gut oder schlecht informiert fühlen Sie sich über das Rechtssystem in (UNSEREM LAND) im Hinblick auf folgende Themen?

Die Alternativen zu einem Gerichtsverfahren (z. B. Mediation)

	%	Très bien informé(e)	Assez bien informé(e)	Pas très bien informé(e)	Pas informé(e) du tout	Ne sait pas	Total 'Informé(e)'	Total 'Pas informé(e)'
		Very well informed	Fairly well informed	Not very well informed	Not informed at all	Don't know	Total 'Informed'	Total 'Not informed'
		Sehr gut informiert	Ziemlich gut informiert	Nicht sehr gut informiert	Überhaupt nicht informiert	Weiß nicht	Gesamt 'Informiert'	Gesamt 'Nicht informiert'
		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
 EU 28		7	24	37	30	2	31	67
 BE		6	28	36	28	2	34	64
 BG		5	14	30	46	5	19	76
 CZ		4	22	35	34	5	26	69
 DK		8	20	37	32	3	28	69
 DE		8	25	33	31	3	33	64
 EE		3	12	29	50	6	15	79
 IE		10	26	32	31	1	36	63
 EL		7	22	34	36	1	29	70
 ES		8	15	36	38	3	23	74
 FR		5	22	39	33	1	27	72
 IT		7	28	36	26	3	35	62
 CY		11	19	29	39	2	30	68
 LV		2	11	37	49	1	13	86
 LT		4	16	37	39	4	20	76
 LU		9	32	27	30	2	41	57
 HU		3	21	44	30	2	24	74
 MT		8	18	28	41	5	26	69
 NL		8	32	38	22	0	40	60
 AT		9	21	38	30	2	30	68
 PL		5	24	43	26	2	29	69
 PT		2	24	44	28	2	26	72
 RO		8	23	39	29	1	31	68
 SI		12	32	26	28	2	44	54
 SK		7	28	35	26	4	35	61
 FI		7	39	37	16	1	46	53
 SE		6	24	38	31	1	30	69
 UK		8	26	35	28	3	34	63
 HR		4	13	38	44	1	17	82

Q2.5 Dans quelle mesure vous sentez-vous informé(e) ou pas informé(e) à propos du système judiciaire en (NOTRE PAYS) sur chacun des sujets suivants ?






























Le droit à l'assistance juridique gratuite

Q2.5 How informed or not do you feel about the justice system in (OUR COUNTRY) on each of the following topics?

The right to legal aid

Q2.5 Wie gut oder schlecht informiert fühlen Sie sich über das Rechtssystem in (UNSEREM LAND) im Hinblick auf folgende Themen?






























Das Recht auf kostenlose Rechtshilfe

	%	Très bien informé(e)	Assez bien informé(e)	Pas très bien informé(e)	Pas informé(e) du tout	Ne sait pas	Total 'Informé(e)'	Total 'Pas informé(e)'
		Very well informed	Fairly well informed	Not very well informed	Not informed at all	Don't know	Total 'Informed'	Total 'Not informed'
		Sehr gut informiert	Ziemlich gut informiert	Nicht sehr gut informiert	Überhaupt nicht informiert	Weiß nicht	Gesamt 'Informiert'	Gesamt 'Nicht informiert'
		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
 EU 28		10	28	34	26	2	38	60
 BE		10	32	33	24	1	42	57
 BG		10	17	31	40	2	27	71
 CZ		8	29	32	28	3	37	60
 DK		17	39	27	16	1	56	43
 DE		11	29	35	22	3	40	57
 EE		9	28	35	27	1	37	62
 IE		16	30	31	22	1	46	53
 EL		5	18	29	46	2	23	75
 ES		11	21	34	32	2	32	66
 FR		10	30	32	27	1	40	59
 IT		9	29	35	24	3	38	59
 CY		10	18	19	52	1	28	71
 LV		4	19	38	38	1	23	76
 LT		8	29	35	26	2	37	61
 LU		11	29	30	29	1	40	59
 HU		5	26	42	26	1	31	68
 MT		9	21	23	44	3	30	67
 NL		13	42	27	17	1	55	44
 AT		14	32	32	20	2	46	52
 PL		6	27	39	27	1	33	66
 PT		6	31	38	24	1	37	62
 RO		9	16	39	35	1	25	74
 SI		18	37	26	18	1	55	44
 SK		10	28	34	26	2	38	60
 FI		9	35	37	18	1	44	55
 SE		8	34	36	21	1	42	57
 UK		11	32	31	23	3	43	54
 HR		6	18	38	37	1	24	75

Q2T - niveau d'information à propos du système judiciaire national

Q2T - level of information about the national justice system






























Q2T - niveau d'information à propos du système judiciaire national

		Très élevé	Elevé	Intermédiaire	Faible	Très faible
		Very high	High	Intermediate	Low	Very low
		Sehr hoch	Hoch	Mittel	Niedrig	Sehr niedrig
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
 EU 28		10	11	15	19	45
 BE		10	12	15	19	44
 BG		6	11	12	23	48
 CZ		6	11	17	21	45
 DK		11	14	17	22	36
 DE		11	14	17	21	37
 EE		6	10	10	16	58
 IE		13	15	18	19	35
 EL		7	10	19	20	44
 ES		7	9	12	14	58
 FR		7	8	14	20	51
 IT		19	11	12	14	44
 CY		8	15	18	20	39
 LV		3	5	11	20	61
 LT		6	9	14	18	53
 LU		12	15	17	18	38
 HU		6	10	14	22	48
 MT		5	11	15	29	40
 NL		13	13	18	18	38
 AT		9	12	18	24	37
 PL		9	9	20	18	44
 PT		10	11	16	19	44
 RO		8	10	12	19	51
 SI		15	17	18	20	30
 SK		11	10	14	20	45
 FI		16	14	16	18	36
 SE		11	12	14	19	44
 UK		11	11	15	20	43
 HR		6	7	13	18	56

Q3.1 Êtes-vous d'accord ou pas d'accord sur le fait qu'en (NOTRE PAYS)...
L'État agit conformément à la loi

Q3.1 Do you agree or disagree that in (OUR COUNTRY) ...
The State acts in accordance with the law

Q3.1 Stimmen Sie der Aussage zu oder nicht zu, dass in (UNSEREM LAND)...
Der Staat im Einklang mit den Gesetzen handelt

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Ne sait pas	Total 'D'accord'	Total 'Pas d'accord'
		Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Weiß nicht	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	15	41	26	15	3	56	41
	BE	20	48	20	10	2	68	30
	BG	8	29	28	31	4	37	59
	CZ	7	35	38	18	2	42	56
	DK	27	52	14	5	2	79	19
	DE	22	51	21	4	2	73	25
	EE	24	44	20	6	6	68	26
	IE	14	48	20	15	3	62	35
	EL	13	25	26	35	1	38	61
	ES	10	23	36	29	2	33	65
	FR	13	46	25	15	1	59	40
	IT	5	32	36	23	4	37	59
	CY	19	26	20	32	3	45	52
	LV	8	44	34	12	2	52	46
	LT	12	34	32	19	3	46	51
	LU	31	48	11	6	4	79	17
	HU	25	40	23	10	2	65	33
	MT	33	34	18	11	4	67	29
	NL	29	51	14	5	1	80	19
	AT	19	52	21	5	3	71	26
	PL	4	39	38	17	2	43	55
	PT	11	29	28	30	2	40	58
	RO	15	38	24	21	2	53	45
	SI	9	20	28	41	2	29	69
	SK	10	30	37	20	3	40	57
	FI	29	54	13	3	1	83	16
	SE	34	47	13	4	2	81	17
	UK	17	51	18	9	5	68	27
	HR	10	33	32	23	2	43	55

Q3.2 Êtes-vous d'accord ou pas d'accord sur le fait qu'en (NOTRE PAYS)...






























La loi est appliquée et on la fait respecter

Q3.2 Do you agree or disagree that in (OUR COUNTRY) ...

The law is applied and enforced effectively

Q3.2 Stimmen Sie der Aussage zu oder nicht zu, dass in (UNSEREM LAND)...






























Gesetze konsequent angewendet und durchgesetzt werden

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Ne sait pas	Total 'D'accord'	Total 'Pas d'accord'
		Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Weiß nicht	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	10	36	32	20	2	46	52
	BE	20	43	24	12	1	63	36
	BG	7	20	29	41	3	27	70
	CZ	3	20	49	25	3	23	74
	DK	23	51	18	7	1	74	25
	DE	16	49	27	6	2	65	33
	EE	13	41	23	8	15	54	31
	IE	8	39	32	20	1	47	52
	EL	8	23	28	39	2	31	67
	ES	6	19	40	33	2	25	73
	FR	12	40	28	20	0	52	48
	IT	3	22	42	30	3	25	72
	CY	9	20	24	45	2	29	69
	LV	6	37	41	14	2	43	55
	LT	7	25	42	22	4	32	64
	LU	35	49	9	6	1	84	15
	HU	15	41	29	12	3	56	41
	MT	24	27	25	18	6	51	43
	NL	22	48	21	8	1	70	29
	AT	14	51	27	5	3	65	32
	PL	3	31	44	20	2	34	64
	PT	7	26	34	31	2	33	65
	RO	11	29	31	27	2	40	58
	SI	5	13	31	48	3	18	79
	SK	5	19	45	25	6	24	70
	FI	13	56	24	4	3	69	28
	SE	17	58	15	5	5	75	20
	UK	11	45	25	17	2	56	42
	HR	6	27	37	28	2	33	65

Q3.3 Êtes-vous d'accord ou pas d'accord sur le fait qu'en (NOTRE PAYS)...
Tous les citoyens peuvent aller devant un tribunal pour défendre leurs droits

Q3.3 Do you agree or disagree that in (OUR COUNTRY) ...
All citizens can go to court to defend their rights

Q3.3 Stimmen Sie der Aussage zu oder nicht zu, dass in (UNSEREM LAND)...
Alle Bürger vor Gericht ihre Rechte verteidigen können

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Ne sait pas	Total 'D'accord'	Total 'Pas d'accord'
		Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Weiß nicht	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	41	36	14	7	2	77	21
	BE	52	35	8	4	1	87	12
	BG	47	30	12	10	1	77	22
	CZ	42	35	15	7	1	77	22
	DK	46	35	12	4	3	81	16
	DE	38	40	17	4	1	78	21
	EE	73	20	4	1	2	93	5
	IE	36	39	15	9	1	75	24
	EL	60	20	10	9	1	80	19
	ES	37	30	17	15	1	67	32
	FR	51	37	8	4	0	88	12
	IT	22	36	25	15	2	58	40
	CY	60	20	7	11	2	80	18
	LV	53	32	10	3	2	85	13
	LT	54	26	12	6	2	80	18
	LU	64	29	5	1	1	93	6
	HU	67	21	8	3	1	88	11
	MT	68	20	7	5	0	88	12
	NL	52	34	10	3	1	86	13
	AT	46	34	15	4	1	80	19
	PL	31	44	17	7	1	75	24
	PT	64	21	8	6	1	85	14
	RO	48	34	8	8	2	82	16
	SI	52	26	10	11	1	78	21
	SK	38	41	15	5	1	79	20
	FI	45	36	14	3	2	81	17
	SE	55	29	9	4	3	84	13
	UK	40	42	11	5	2	82	16
	HR	40	37	12	10	1	77	22

Q3.4 Êtes-vous d'accord ou pas d'accord sur le fait qu'en (NOTRE PAYS)...






























La loi est appliquée à tous de manière égale et sans discrimination

Q3.4 Do you agree or disagree that in (OUR COUNTRY) ...

The law is applied to everyone equally and without discrimination

Q3.4 Stimmen Sie der Aussage zu oder nicht zu, dass in (UNSEREM LAND)...

Gesetze für alle gleichermaßen und ohne Diskriminierung gelten

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Ne sait pas	Total 'D'accord'	Total 'Pas d'accord'
		Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Weiß nicht	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	15	26	28	30	1	41	58
	BE	25	30	24	20	1	55	44
	BG	8	15	24	51	2	23	75
	CZ	4	17	37	40	2	21	77
	DK	36	38	17	7	2	74	24
	DE	27	36	28	7	2	63	35
	EE	17	32	26	15	10	49	41
	IE	12	25	30	33	0	37	63
	EL	15	14	23	48	0	29	71
	ES	6	9	26	59	0	15	85
	FR	10	25	31	34	0	35	65
	IT	6	21	35	37	1	27	72
	CY	17	11	19	50	3	28	69
	LV	12	30	36	21	1	42	57
	LT	10	15	35	38	2	25	73
	LU	35	34	16	13	2	69	29
	HU	38	21	21	19	1	59	40
	MT	30	15	27	26	2	45	53
	NL	39	36	17	8	0	75	25
	AT	22	37	29	11	1	59	40
	PL	4	23	38	34	1	27	72
	PT	11	13	25	50	1	24	75
	RO	15	22	24	38	1	37	62
	SI	6	10	21	61	2	16	82
	SK	10	14	35	40	1	24	75
	FI	15	45	31	8	1	60	39
	SE	21	41	23	14	1	62	37
	UK	17	35	22	25	1	52	47
	HR	9	18	29	43	1	27	72

Q3.5 Êtes-vous d'accord ou pas d'accord sur le fait qu'en (NOTRE PAYS)...






























L'État combat la corruption de manière efficace

Q3.5 Do you agree or disagree that in (OUR COUNTRY) ...

The State fights effectively against corruption

Q3.5 Stimmen Sie der Aussage zu oder nicht zu, dass in (UNSEREM LAND)...

Der Staat effizient gegen Korruption kämpft

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Ne sait pas	Total 'D'accord'	Total 'Pas d'accord'
		Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Weiß nicht	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	9	26	32	30	3	35	62
	BE	18	42	23	15	2	60	38
	BG	8	16	21	52	3	24	73
	CZ	4	10	34	50	2	14	84
	DK	32	43	13	7	5	75	20
	DE	11	34	39	11	5	45	50
	EE	9	35	30	17	9	44	47
	IE	7	26	31	35	1	33	66
	EL	6	13	24	56	1	19	80
	ES	6	11	28	55	0	17	83
	FR	7	26	34	32	1	33	66
	IT	3	15	40	39	3	18	79
	CY	10	17	20	51	2	27	71
	LV	6	23	43	27	1	29	70
	LT	5	15	38	40	2	20	78
	LU	20	41	23	10	6	61	33
	HU	20	25	27	25	3	45	52
	MT	33	25	23	16	3	58	39
	NL	27	36	22	12	3	63	34
	AT	8	29	42	18	3	37	60
	PL	3	17	42	36	2	20	78
	PT	12	15	25	46	2	27	71
	RO	16	27	24	32	1	43	56
	SI	6	13	21	59	1	19	80
	SK	6	17	33	42	2	23	75
	FI	16	48	23	8	5	64	31
	SE	17	47	19	9	8	64	28
	UK	11	41	24	18	6	52	42
	HR	9	28	32	30	1	37	62

Q3.6 Êtes-vous d'accord ou pas d'accord sur le fait qu'en (NOTRE PAYS)...






























Les autorités agissent de manière non-arbitraire

Q3.6 Do you agree or disagree that in (OUR COUNTRY) ...

Public authorities act in a non-arbitrary way

Q3.6 Stimmen Sie der Aussage zu oder nicht zu, dass in (UNSEREM LAND)...






























Die Behörden nicht willkürlich handeln

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Ne sait pas	Total 'D'accord'	Total 'Pas d'accord'
		Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Weiß nicht	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	11	36	30	16	7	47	46
	BE	12	44	27	13	4	56	40
	BG	7	28	29	30	6	35	59
	CZ	7	34	40	13	6	41	53
	DK	25	53	15	5	2	78	20
	DE	18	42	29	7	4	60	36
	EE	20	34	20	8	18	54	28
	IE	9	41	28	12	10	50	40
	EL	14	24	28	29	5	38	57
	ES	10	22	35	29	4	32	64
	FR	7	39	32	20	2	46	52
	IT	4	30	39	20	7	34	59
	CY	20	25	17	28	10	45	45
	LV	9	40	35	11	5	49	46
	LT	10	25	37	22	6	35	59
	LU	14	44	26	10	6	58	36
	HU	19	37	27	11	6	56	38
	MT	16	25	21	16	22	41	37
	NL	22	41	24	9	4	63	33
	AT	17	45	27	8	3	62	35
	PL	5	35	37	13	10	40	50
	PT	14	35	27	19	5	49	46
	RO	15	35	23	23	4	50	46
	SI	15	22	25	33	5	37	58
	SK	10	27	37	19	7	37	56
	FI	24	52	17	5	2	76	22
	SE	14	44	22	12	8	58	34
	UK	10	41	23	9	17	51	32
	HR	13	31	32	18	6	44	50

Q4 En général, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) en comparaison du système judiciaire dans d'autres pays de l'UE ? En comparaison, le système judiciaire en (NOTRE PAYS) est...

Q4 In general, how would you rate the justice system in (OUR COUNTRY) compared to other justice systems in the EU? In comparison, the justice system in (OUR COUNTRY) is...

Q4 Wie würden Sie das Rechtssystem in (UNSEREM LAND) insgesamt im Vergleich zu anderen Rechtssystemen in der EU beurteilen? Das Rechtssystem in (UNSEREM LAND) ist im Vergleich zu anderen Systemen in der EU...

		Bien meilleur	Plutôt meilleur	Plus ou moins pareil	Plutôt pire	Bien pire	Ne sait pas	Total 'Meilleur'	Total 'Pire'
		Much better	Slightly better	More or less the same	Slightly worse	Much worse	Don't know	Total 'Better'	Total 'Worse'
		Viel besser	Etwas besser	Ungefähr genauso gut	Etwas schlechter	Viel schlechter	Weiß nicht	Gesamt 'Besser'	Gesamt 'Schlechter'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	7	18	28	20	15	12	25	35
	BE	5	19	52	11	4	9	24	15
	BG	1	6	13	29	42	9	7	71
	CZ	1	5	28	37	18	11	6	55
	DK	15	40	33	3	2	7	55	5
	DE	17	40	25	3	2	13	57	5
	EE	0	4	30	11	4	51	4	15
	IE	3	11	42	24	12	8	14	36
	EL	2	7	18	36	23	14	9	59
	ES	1	5	23	33	23	15	6	56
	FR	5	16	55	12	3	9	21	15
	IT	1	4	19	31	32	13	5	63
	CY	0	11	25	34	19	11	11	53
	LV	1	2	29	35	16	17	3	51
	LT	1	6	23	38	21	11	7	59
	LU	10	29	48	3	1	9	39	4
	HU	2	12	33	26	11	16	14	37
	MT	6	10	36	23	8	17	16	31
	NL	12	34	37	8	2	7	46	10
	AT	7	34	43	4	1	11	41	5
	PL	1	4	23	33	27	12	5	60
	PT	1	4	24	36	21	14	5	57
	RO	2	12	11	33	36	6	14	69
	SI	1	2	20	33	37	7	3	70
	SK	1	5	25	33	25	11	6	58
	FI	10	37	43	3	1	6	47	4
	SE	12	41	31	5	2	9	53	7
	UK	15	26	25	11	8	15	41	19
	HR	1	5	23	33	31	7	6	64






























Q5.1 Les tribunaux civils et de commerce traitent de litiges portant par exemple sur des contrats ou des procédures d'insolvabilité. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des affaires civiles et commerciales, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?

La durée des procédures

Q5.1 The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad? Length of proceedings

Q5.1 Zivil- und Handelsgerichte sind für Rechtsstreitigkeiten zuständig, die z. B. Verträge oder Insolvenzverfahren betreffen. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Rechtssystem in (UNSEREM LAND) und seinen Umgang mit zivil- und handelsrechtlichen Angelegenheiten für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?

Dauer der Verfahren

%		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	2	19	40	25	14	21	65
	BE	3	28	41	22	6	31	63
	BG	3	19	33	24	21	22	57
	CZ	1	14	41	34	10	15	75
	DK	3	18	40	23	16	21	63
	DE	2	16	52	13	17	18	65
	EE	0	11	21	5	63	11	26
	IE	4	26	37	22	11	30	59
	EL	3	18	35	25	19	21	60
	ES	3	11	43	35	8	14	78
	FR	2	22	45	27	4	24	72
	IT	1	6	33	39	21	7	72
	CY	3	12	26	25	34	15	51
	LV	3	22	42	21	12	25	63
	LT	3	28	35	15	19	31	50
	LU	6	34	37	15	8	40	52
	HU	1	20	35	23	21	21	58
	MT	5	9	23	49	14	14	72
	NL	1	25	49	13	12	26	62
	AT	2	22	46	14	16	24	60
	PL	1	17	45	31	6	18	76
	PT	1	10	44	37	8	11	81
	RO	4	24	36	27	9	28	63
	SI	2	10	26	55	7	12	81
	SK	2	18	36	33	11	20	69
	FI	2	31	44	13	10	33	57
	SE	1	25	42	9	23	26	51
	UK	6	34	26	12	22	40	38
	HR	4	11	33	41	11	15	74

Q5.2 Les tribunaux civils et de commerce traitent de litiges portant par exemple sur des contrats ou des procédures d'insolvabilité. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des affaires civiles et commerciales, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?






























L'indépendance des tribunaux et des juges

Q5.2 The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

Independence of courts and judges

Q5.2 Zivil- und Handelsgerichte sind für Rechtsstreitigkeiten zuständig, die z. B. Verträge oder Insolvenzverfahren betreffen. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Rechtssystem in (UNSEREM LAND) und seinen Umgang mit zivil- und handelsrechtlichen Angelegenheiten für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?






























Unabhängigkeit der Gerichte und Richter

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	10	44	23	9	14	54	32
	BE	11	62	16	5	6	73	21
	BG	3	24	33	17	23	27	50
	CZ	4	37	37	12	10	41	49
	DK	27	45	10	2	16	72	12
	DE	16	55	13	2	14	71	15
	EE	3	25	7	1	64	28	8
	IE	18	50	15	6	11	68	21
	EL	8	36	27	10	19	44	37
	ES	7	32	34	15	12	39	49
	FR	7	56	25	7	5	63	32
	IT	2	20	36	16	26	22	52
	CY	6	30	15	13	36	36	28
	LV	6	46	30	6	12	52	36
	LT	5	35	31	8	21	40	39
	LU	10	66	11	4	9	76	15
	HU	8	45	19	6	22	53	25
	MT	15	35	18	11	21	50	29
	NL	20	62	9	2	7	82	11
	AT	19	50	16	2	13	69	18
	PL	5	45	31	10	9	50	41
	PT	2	37	35	8	18	39	43
	RO	7	40	28	16	9	47	44
	SI	5	26	30	29	10	31	59
	SK	5	27	40	18	10	32	58
	FI	15	62	11	2	10	77	13
	SE	16	53	12	1	18	69	13
	UK	17	48	12	4	19	65	16
	HR	9	31	28	18	14	40	46

Q5.3 Les tribunaux civils et de commerce traitent de litiges portant par exemple sur des contrats ou des procédures d'insolvabilité. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des affaires civiles et commerciales, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?
L'équité des jugements

Q5.3 The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
Fairness of judgements






























Q5.3 Zivil- und Handelsgerichte sind für Rechtsstreitigkeiten zuständig, die z. B. Verträge oder Insolvenzverfahren betreffen. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Rechtssystem in (UNSEREM LAND) und seinen Umgang mit zivil- und handelsrechtlichen Angelegenheiten für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?
Urteile sind angemessen

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	5	43	27	10	15	48	37
	BE	7	62	20	5	6	69	25
	BG	3	24	34	17	22	27	51
	CZ	3	36	38	12	11	39	50
	DK	15	50	16	4	15	65	20
	DE	5	51	23	3	18	56	26
	EE	2	21	11	2	64	23	13
	IE	9	53	22	7	9	62	29
	EL	7	42	24	8	19	49	32
	ES	6	30	36	19	9	36	55
	FR	3	55	28	9	5	58	37
	IT	1	21	36	17	25	22	53
	CY	4	29	20	13	34	33	33
	LV	4	47	32	5	12	51	37
	LT	4	39	32	6	19	43	38
	LU	8	64	14	4	10	72	18
	HU	5	42	23	8	22	47	31
	MT	11	37	23	10	19	48	33
	NL	12	64	13	3	8	76	16
	AT	6	55	19	3	17	61	22
	PL	2	39	39	11	9	41	50
	PT	1	30	41	10	18	31	51
	RO	6	39	29	18	8	45	47
	SI	4	24	34	29	9	28	63
	SK	4	30	40	15	11	34	55
	FI	6	62	20	3	9	68	23
	SE	8	58	14	3	17	66	17
	UK	9	54	15	5	17	63	20
	HR	7	32	31	16	14	39	47

Q5.4 Les tribunaux civils et de commerce traitent de litiges portant par exemple sur des contrats ou des procédures d'insolvabilité. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des affaires civiles et commerciales, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?
L'exécution des jugements

Q5.4 The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
Execution of judgements






























Q5.4 Zivil- und Handelsgerichte sind für Rechtsstreitigkeiten zuständig, die z. B. Verträge oder Insolvenzverfahren betreffen. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Rechtssystem in (UNSEREM LAND) und seinen Umgang mit zivil- und handelsrechtlichen Angelegenheiten für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?
Vollstreckung der Urteile

%		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	5	39	29	10	17	44	39
	BE	5	58	24	7	6	63	31
	BG	3	30	27	16	24	33	43
	CZ	3	32	37	12	16	35	49
	DK	11	41	20	5	23	52	25
	DE	6	47	23	3	21	53	26
	EE	1	21	11	1	66	22	12
	IE	7	49	24	9	11	56	33
	EL	5	36	28	12	19	41	40
	ES	5	24	39	19	13	29	58
	FR	3	49	33	11	4	52	44
	IT	1	15	39	19	26	16	58
	CY	5	23	21	16	35	28	37
	LV	8	46	26	5	15	54	31
	LT	5	41	28	6	20	46	34
	LU	10	58	17	4	11	68	21
	HU	5	39	26	7	23	44	33
	MT	12	29	26	10	23	41	36
	NL	5	59	19	3	14	64	22
	AT	7	48	22	3	20	55	25
	PL	3	36	39	12	10	39	51
	PT	1	30	41	13	15	31	54
	RO	9	39	28	13	11	48	41
	SI	2	20	35	33	10	22	68
	SK	5	31	36	14	14	36	50
	FI	8	61	18	2	11	69	20
	SE	8	51	15	2	24	59	17
	UK	9	49	16	6	20	58	22
	HR	6	24	34	22	14	30	56

Q5.5 Les tribunaux civils et de commerce traitent de litiges portant par exemple sur des contrats ou des procédures d'insolvabilité. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des affaires civiles et commerciales, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?
Le coût des procédures

Q5.5 The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
Costs of proceedings

Q5.5 Zivil- und Handelsgeschichte sind für Rechtsstreitigkeiten zuständig, die z. B. Verträge oder Insolvenzverfahren betreffen. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Rechtssystem in (UNSEREM LAND) und seinen Umgang mit zivil- und handelsrechtlichen Angelegenheiten für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?
Prozesskosten

%		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	 EU 28	2	24	32	16	26	26	48
	 BE	3	38	34	10	15	41	44
	 BG	2	20	25	16	37	22	41
	 CZ	1	20	40	15	24	21	55
	 DK	5	24	33	13	25	29	46
	 DE	2	28	29	6	35	30	35
	 EE	0	12	13	4	71	12	17
	 IE	3	21	32	30	14	24	62
	 EL	2	18	34	15	31	20	49
	 ES	3	14	38	27	18	17	65
	 FR	1	32	39	15	13	33	54
	 IT	0	8	35	31	26	8	66
	 CY	2	16	17	17	48	18	34
	 LV	3	29	33	6	29	32	39
	 LT	2	27	30	9	32	29	39
	 LU	6	41	26	7	20	47	33
	 HU	1	21	26	11	41	22	37
	 MT	4	15	24	27	30	19	51
	 NL	2	31	33	8	26	33	41
	 AT	1	24	31	7	37	25	38
	 PL	2	26	38	9	25	28	47
	 PT	1	16	42	16	25	17	58
	 RO	5	34	25	15	21	39	40
	 SI	2	16	30	35	17	18	65
	 SK	2	23	37	14	24	25	51
	 FI	2	43	30	8	17	45	38
	 SE	3	33	25	6	33	36	31
	 UK	5	28	24	14	29	33	38
	 HR	4	16	32	26	22	20	58

Q5.6 Les tribunaux civils et de commerce traitent de litiges portant par exemple sur des contrats ou des procédures d'insolvabilité. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des affaires civiles et commerciales, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?






























L'utilisation des nouvelles technologies

Q5.6 The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

Use of new technologies

Q5.6 Zivil- und Handelsgerichte sind für Rechtsstreitigkeiten zuständig, die z. B. Verträge oder Insolvenzverfahren betreffen. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Rechtssystem in (UNSEREM LAND) und seinen Umgang mit zivil- und handelsrechtlichen Angelegenheiten für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?

Einsatz neuer Technologien

%		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	8	39	21	7	25	47	28
	BE	9	52	22	6	11	61	28
	BG	6	27	20	8	39	33	28
	CZ	5	38	23	6	28	43	29
	DK	12	38	14	3	33	50	17
	DE	7	42	21	2	28	49	23
	EE	3	15	4	0	78	18	4
	IE	10	38	22	8	22	48	30
	EL	7	30	22	12	29	37	34
	ES	10	30	28	16	16	40	44
	FR	8	54	23	5	10	62	28
	IT	2	17	29	17	35	19	46
	CY	5	27	13	12	43	32	25
	LV	8	44	19	2	27	52	21
	LT	9	43	14	4	30	52	18
	LU	18	50	14	3	15	68	17
	HU	10	42	11	3	34	52	14
	MT	23	32	10	9	26	55	19
	NL	7	51	17	1	24	58	18
	AT	12	45	16	1	26	57	17
	PL	5	44	26	4	21	49	30
	PT	6	50	20	5	19	56	25
	RO	13	42	19	10	16	55	29
	SI	5	28	27	18	22	33	45
	SK	6	38	24	6	26	44	30
	FI	8	52	15	1	24	60	16
	SE	9	48	9	2	32	57	11
	UK	14	42	12	3	29	56	15
	HR	8	35	19	11	27	43	30






























Q5.7 Les tribunaux civils et de commerce traitent de litiges portant par exemple sur des contrats ou des procédures d'insolvabilité. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des affaires civiles et commerciales, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?

Des décisions judiciaires faciles à comprendre

Q5.7 The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad? Easily understood judicial decisions

Q5.7 Zivil- und Handelsgeschichte sind für Rechtsstreitigkeiten zuständig, die z. B. Verträge oder Insolvenzverfahren betreffen. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Rechtssystem in (UNSEREM LAND) und seinen Umgang mit zivil- und handelsrechtlichen Angelegenheiten für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?






























Verständlichkeit der richterlichen Entscheidungen

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	5	39	32	9	15	44	41
	BE	6	53	29	7	5	59	36
	BG	4	30	27	12	27	34	39
	CZ	4	38	36	11	11	42	47
	DK	6	33	32	11	18	39	43
	DE	5	45	31	3	16	50	34
	EE	2	21	10	2	65	23	12
	IE	7	45	28	12	8	52	40
	EL	6	42	25	6	21	48	31
	ES	6	30	39	14	11	36	53
	FR	4	51	33	8	4	55	41
	IT	1	15	40	17	27	16	57
	CY	5	29	16	10	40	34	26
	LV	7	50	27	4	12	57	31
	LT	6	43	24	5	22	49	29
	LU	10	53	24	5	8	63	29
	HU	7	41	23	6	23	48	29
	MT	11	31	25	10	23	42	35
	NL	3	42	39	6	10	45	45
	AT	5	43	32	4	16	48	36
	PL	3	41	37	8	11	44	45
	PT	1	37	39	9	14	38	48
	RO	8	46	23	13	10	54	36
	SI	4	20	36	29	11	24	65
	SK	5	34	37	11	13	39	48
	FI	3	44	36	7	10	47	43
	SE	5	41	28	6	20	46	34
	UK	9	46	19	6	20	55	25
	HR	7	31	31	17	14	38	48

Q5.8 Les tribunaux civils et de commerce traitent de litiges portant par exemple sur des contrats ou des procédures d'insolvabilité. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des affaires civiles et commerciales, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?
Des procédures simplifiées

Q5.8 The civil and commercial courts are in charge of disputes, such as those concerning contracts or insolvency proceedings. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with civil and commercial affairs on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
Straightforward proceedings






























Q5.8 Zivil- und Handelsgerichte sind für Rechtsstreitigkeiten zuständig, die z. B. Verträge oder Insolvenzverfahren betreffen. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Rechtssystem in (UNSEREM LAND) und seinen Umgang mit zivil- und handelsrechtlichen Angelegenheiten für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?
unkomplizierte Rechtsverfahren

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	4	38	30	9	19	42	39
	BE	7	62	19	4	8	69	23
	BG	3	26	26	14	31	29	40
	CZ	2	27	41	14	16	29	55
	DK	8	38	20	6	28	46	26
	DE	4	35	37	5	19	39	42
	EE	1	21	6	1	71	22	7
	IE	8	46	26	9	11	54	35
	EL	5	37	28	11	19	42	39
	ES	4	25	33	14	24	29	47
	FR	4	57	24	6	9	61	30
	IT	1	14	39	19	27	15	58
	CY	4	25	16	16	39	29	32
	LV	6	47	24	3	20	53	27
	LT	4	41	26	5	24	45	31
	LU	8	58	18	3	13	66	21
	HU	7	42	17	3	31	49	20
	MT	12	35	16	15	22	47	31
	NL	2	37	41	6	14	39	47
	AT	5	44	22	2	27	49	24
	PL	2	38	40	8	12	40	48
	PT	2	38	34	9	17	40	43
	RO	6	40	26	13	15	46	39
	SI	3	17	32	37	11	20	69
	SK	5	35	32	8	20	40	40
	FI	4	52	21	3	20	56	24
	SE	6	47	18	3	26	53	21
	UK	9	50	15	5	21	59	20
	HR	5	22	36	22	15	27	58

Q6.1 Les tribunaux administratifs traitent des litiges avec l'administration : litiges fiscaux ou liés à un permis de construire par exemple. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire administratif en (NOTRE PAYS) sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?
La durée des procédures

Q6.1 The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
Length of proceedings

Q6.1 Verwaltungsgerichte sind für Rechtsstreitigkeiten in Verwaltungsangelegenheiten wie z. B. Steuerfragen oder Baugenehmigungen zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Verwaltungsrechtssystem in (UNSEREM LAND) für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?
Dauer der Verfahren






























		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
 EU 28		2	18	42	23	15	20	65
 BE		3	28	42	22	5	31	64
 BG		3	18	34	19	26	21	53
 CZ		2	15	44	27	12	17	71
 DK		1	17	43	24	15	18	67
 DE		1	13	57	13	16	14	70
 EE		0	11	20	4	65	11	24
 IE		3	28	35	23	11	31	58
 EL		3	14	35	26	22	17	61
 ES		3	11	45	34	7	14	79
 FR		1	18	48	30	3	19	78
 IT		1	5	31	38	25	6	69
 CY		2	12	26	25	35	14	51
 LV		3	27	40	17	13	30	57
 LT		2	29	35	14	20	31	49
 LU		6	35	35	14	10	41	49
 HU		2	19	34	21	24	21	55
 MT		3	8	25	48	16	11	73
 NL		1	25	49	13	12	26	62
 AT		2	18	52	13	15	20	65
 PL		1	17	48	24	10	18	72
 PT		1	10	46	34	9	11	80
 RO		4	24	34	28	10	28	62
 SI		1	10	27	53	9	11	80
 SK		3	18	41	26	12	21	67
 FI		2	28	48	13	9	30	61
 SE		1	25	44	10	20	26	54
 UK		5	34	25	11	25	39	36
 HR		3	13	34	37	13	16	71

Q6.2 Les tribunaux administratifs traitent des litiges avec l'administration : litiges fiscaux ou liés à un permis de construire par exemple. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire administratif en (NOTRE PAYS) sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ? L'indépendance des tribunaux et des juges

Q6.2 The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad? Independence of courts and judges

Q6.2 Verwaltungsgerichte sind für Rechtsstreitigkeiten in Verwaltungsangelegenheiten wie z. B. Steuerfragen oder Baugenehmigungen zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Verwaltungsrechtssystem in (UNSEREM LAND) für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?






























Unabhängigkeit von Gerichten und Richtern

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	9	44	24	8	15	53	32
	BE	9	63	16	4	8	72	20
	BG	3	24	31	18	24	27	49
	CZ	5	37	35	12	11	42	47
	DK	25	46	11	3	15	71	14
	DE	14	55	15	2	14	69	17
	EE	3	25	8	0	64	28	8
	IE	16	50	17	7	10	66	24
	EL	7	34	30	12	17	41	42
	ES	6	29	36	18	11	35	54
	FR	8	55	25	8	4	63	33
	IT	2	19	35	13	31	21	48
	CY	7	29	16	11	37	36	27
	LV	6	44	29	6	15	50	35
	LT	5	36	30	8	21	41	38
	LU	14	60	14	3	9	74	17
	HU	8	42	19	6	25	50	25
	MT	11	32	25	10	22	43	35
	NL	20	59	12	1	8	79	13
	AT	15	50	20	2	13	65	22
	PL	5	47	31	8	9	52	39
	PT	3	36	34	9	18	39	43
	RO	7	40	26	17	10	47	43
	SI	4	25	31	29	11	29	60
	SK	4	27	39	17	13	31	56
	FI	16	60	11	2	11	76	13
	SE	15	55	12	2	16	70	14
	UK	12	53	10	4	21	65	14
	HR	7	33	26	17	17	40	43

Q6.3 Les tribunaux administratifs traitent des litiges avec l'administration : litiges fiscaux ou liés à un permis de construire par exemple. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire administratif en (NOTRE PAYS) sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?
L'équité des jugements

Q6.3 The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
Fairness of judgements






























Q6.3 Verwaltungsgerichte sind für Rechtsstreitigkeiten in Verwaltungsangelegenheiten wie z. B. Steuerfragen oder Baugenehmigungen zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Verwaltungsrechtssystem in (UNSEREM LAND) für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?
Urteile sind angemessen

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
 EU 28		5	43	27	9	16	48	36
 BE		7	61	22	5	5	68	27
 BG		4	27	30	16	23	31	46
 CZ		2	38	37	10	13	40	47
 DK		15	47	19	5	14	62	24
 DE		5	51	23	3	18	56	26
 EE		1	24	10	1	64	25	11
 IE		10	48	24	9	9	58	33
 EL		6	38	28	9	19	44	37
 ES		6	25	39	19	11	31	58
 FR		4	55	28	10	3	59	38
 IT		1	21	33	16	29	22	49
 CY		4	28	17	13	38	32	30
 LV		4	47	31	6	12	51	37
 LT		3	41	31	7	18	44	38
 LU		8	61	17	3	11	69	20
 HU		6	37	27	6	24	43	33
 MT		12	29	27	12	20	41	39
 NL		11	62	14	5	8	73	19
 AT		7	52	22	4	15	59	26
 PL		2	44	33	9	12	46	42
 PT		2	29	41	9	19	31	50
 RO		6	39	30	16	9	45	46
 SI		3	25	29	32	11	28	61
 SK		4	31	37	15	13	35	52
 FI		6	60	21	5	8	66	26
 SE		8	58	18	3	13	66	21
 UK		8	53	15	4	20	61	19
 HR		7	29	28	18	18	36	46

Q6.4 Les tribunaux administratifs traitent des litiges avec l'administration : litiges fiscaux ou liés à un permis de construire par exemple. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire administratif en (NOTRE PAYS) sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?
L'exécution des jugements

Q6.4 The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
Execution of judgements






























Q6.4 Verwaltungsgerichte sind für Rechtsstreitigkeiten in Verwaltungsangelegenheiten wie z. B. Steuerfragen oder Baugenehmigungen zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Verwaltungsrechtssystem in (UNSEREM LAND) für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?
Vollstreckung der Urteile

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	5	40	28	10	17	45	38
	BE	5	55	27	6	7	60	33
	BG	4	28	27	16	25	32	43
	CZ	4	33	38	9	16	37	47
	DK	8	42	22	5	23	50	27
	DE	7	48	23	2	20	55	25
	EE	1	23	10	1	65	24	11
	IE	7	45	27	10	11	52	37
	EL	5	29	34	14	18	34	48
	ES	5	24	40	18	13	29	58
	FR	4	49	31	12	4	53	43
	IT	1	17	36	16	30	18	52
	CY	3	23	22	15	37	26	37
	LV	7	47	24	5	17	54	29
	LT	5	38	30	6	21	43	36
	LU	7	58	18	5	12	65	23
	HU	5	40	23	6	26	45	29
	MT	9	30	27	12	22	39	39
	NL	6	59	18	4	13	65	22
	AT	6	50	23	3	18	56	26
	PL	4	40	36	8	12	44	44
	PT	1	30	41	11	17	31	52
	RO	9	40	27	14	10	49	41
	SI	2	21	32	34	11	23	66
	SK	3	34	34	14	15	37	48
	FI	8	60	18	3	11	68	21
	SE	7	53	16	3	21	60	19
	UK	8	50	14	5	23	58	19
	HR	7	25	31	19	18	32	50

Q6.5 Les tribunaux administratifs traitent des litiges avec l'administration : litiges fiscaux ou liés à un permis de construire par exemple. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire administratif en (NOTRE PAYS) sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?
Le coût des procédures

Q6.5 The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
Costs of proceedings






























Q6.5 Verwaltungsgerichte sind für Rechtsstreitigkeiten in Verwaltungsangelegenheiten wie z. B. Steuerfragen oder Baugenehmigungen zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Verwaltungsrechtssystem in (UNSEREM LAND) für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?
Prozesskosten

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	2	24	32	15	27	26	47
	BE	3	38	34	11	14	41	45
	BG	2	20	26	14	38	22	40
	CZ	1	23	37	13	26	24	50
	DK	4	24	32	13	27	28	45
	DE	3	25	30	6	36	28	36
	EE	0	10	11	4	75	10	15
	IE	3	18	36	29	14	21	65
	EL	1	16	33	18	32	17	51
	ES	3	13	39	28	17	16	67
	FR	2	33	38	15	12	35	53
	IT	1	6	33	29	31	7	62
	CY	1	17	18	17	47	18	35
	LV	2	32	29	6	31	34	35
	LT	2	31	28	9	30	33	37
	LU	6	39	28	7	20	45	35
	HU	2	22	25	11	40	24	36
	MT	4	12	25	34	25	16	59
	NL	2	31	34	8	25	33	42
	AT	1	22	33	7	37	23	40
	PL	1	28	34	9	28	29	43
	PT	1	16	43	15	25	17	58
	RO	4	34	25	16	21	38	41
	SI	2	13	29	37	19	15	66
	SK	3	26	35	11	25	29	46
	FI	2	42	30	6	20	44	36
	SE	3	37	23	6	31	40	29
	UK	3	30	25	13	29	33	38
	HR	4	16	28	29	23	20	57

Q6.6 Les tribunaux administratifs traitent des litiges avec l'administration : litiges fiscaux ou liés à un permis de construire par exemple. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire administratif en (NOTRE PAYS) sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?
L'utilisation des nouvelles technologies

Q6.6 The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
Use of new technologies

Q6.6 Verwaltungsgerichte sind für Rechtsstreitigkeiten in Verwaltungsangelegenheiten wie z. B. Steuerfragen oder Baugenehmigungen zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Verwaltungsrechtssystem in (UNSEREM LAND) für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?
Einsatz neuer Technologien

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	8	39	21	7	25	47	28
	BE	8	54	21	7	10	62	28
	BG	6	30	19	7	38	36	26
	CZ	5	39	23	5	28	44	28
	DK	12	36	15	5	32	48	20
	DE	8	40	21	2	29	48	23
	EE	3	16	3	0	78	19	3
	IE	9	40	18	10	23	49	28
	EL	7	30	22	13	28	37	35
	ES	9	34	28	16	13	43	44
	FR	6	53	25	7	9	59	32
	IT	3	18	25	15	39	21	40
	CY	5	27	13	11	44	32	24
	LV	10	44	15	4	27	54	19
	LT	8	42	15	3	32	50	18
	LU	16	52	12	5	15	68	17
	HU	12	42	8	3	35	54	11
	MT	23	30	13	8	26	53	21
	NL	5	53	17	2	23	58	19
	AT	12	43	16	2	27	55	18
	PL	5	45	24	5	21	50	29
	PT	7	48	20	5	20	55	25
	RO	11	41	22	11	15	52	33
	SI	4	28	25	19	24	32	44
	SK	8	38	24	6	24	46	30
	FI	7	51	15	2	25	58	17
	SE	9	47	11	1	32	56	12
	UK	13	40	14	2	31	53	16
	HR	11	34	19	10	26	45	29

Q6.7 Les tribunaux administratifs traitent des litiges avec l'administration : litiges fiscaux ou liés à un permis de construire par exemple. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire administratif en (NOTRE PAYS) sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?






























Des décisions judiciaires faciles à comprendre

Q6.7 The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

Easily understood judicial decisions

Q6.7 Verwaltungsgerichte sind für Rechtsstreitigkeiten in Verwaltungsangelegenheiten wie z. B. Steuerfragen oder Baugenehmigungen zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Verwaltungsrechtssystem in (UNSEREM LAND) für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?






























Verständlichkeit der richterlichen Entscheidungen

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	4	38	33	9	16	42	42
	BE	7	51	31	6	5	58	37
	BG	3	32	27	10	28	35	37
	CZ	3	40	35	9	13	43	44
	DK	5	35	33	10	17	40	43
	DE	5	42	36	3	14	47	39
	EE	1	21	9	2	67	22	11
	IE	7	42	28	12	11	49	40
	EL	5	36	27	10	22	41	37
	ES	5	29	39	17	10	34	56
	FR	4	47	35	10	4	51	45
	IT	0	16	36	17	31	16	53
	CY	3	31	17	11	38	34	28
	LV	7	50	28	4	11	57	32
	LT	5	47	24	5	19	52	29
	LU	11	49	26	6	8	60	32
	HU	6	41	22	6	25	47	28
	MT	10	32	26	10	22	42	36
	NL	3	39	41	8	9	42	49
	AT	5	39	37	5	14	44	42
	PL	3	45	34	7	11	48	41
	PT	1	38	38	8	15	39	46
	RO	8	47	21	13	11	55	34
	SI	3	23	32	30	12	26	62
	SK	5	37	35	9	14	42	44
	FI	3	42	39	7	9	45	46
	SE	4	44	31	5	16	48	36
	UK	7	44	22	6	21	51	28
	HR	6	31	31	16	16	37	47

Q6.8 Les tribunaux administratifs traitent des litiges avec l'administration : litiges fiscaux ou liés à un permis de construire par exemple. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire administratif en (NOTRE PAYS) sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?
Des procédures simplifiées

Q6.8 The administrative courts are in charge of disputes involving the administration like tax issues or building permits. From what you know, how would you rate the administrative justice system in (OUR COUNTRY) on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
Straightforward proceedings

Q6.8 Verwaltungsgerichte sind für Rechtsstreitigkeiten in Verwaltungsangelegenheiten wie z. B. Steuerfragen oder Baugenehmigungen zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Verwaltungsrechtssystem in (UNSEREM LAND) für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?
unkomplizierte Rechtsverfahren

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	4	36	31	9	20	40	40
	BE	8	60	20	4	8	68	24
	BG	2	27	26	12	33	29	38
	CZ	2	27	41	13	17	29	54
	DK	6	35	25	8	26	41	33
	DE	3	31	43	5	18	34	48
	EE	2	19	6	1	72	21	7
	IE	8	46	26	9	11	54	35
	EL	4	34	28	15	19	38	43
	ES	6	24	34	15	21	30	49
	FR	4	54	26	7	9	58	33
	IT	1	14	35	19	31	15	54
	CY	4	26	17	14	39	30	31
	LV	6	47	22	5	20	53	27
	LT	4	43	24	4	25	47	28
	LU	8	54	21	3	14	62	24
	HU	8	41	16	3	32	49	19
	MT	12	31	23	12	22	43	35
	NL	2	36	42	8	12	38	50
	AT	5	42	24	3	26	47	27
	PL	2	40	36	8	14	42	44
	PT	2	36	36	7	19	38	43
	RO	5	41	27	14	13	46	41
	SI	3	14	34	38	11	17	72
	SK	5	37	30	7	21	42	37
	FI	4	49	22	5	20	53	27
	SE	6	45	21	3	25	51	24
	UK	7	48	18	5	22	55	23
	HR	5	23	35	20	17	28	55

Q7.1 Les tribunaux pénaux traitent des crimes et délits, y compris la corruption. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des crimes et délits, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?






























La durée des procédures

Q7.1 The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

Length of proceedings

Q7.1 Strafgerichte sind für strafrechtliche Verfahren einschließlich Korruption zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Strafgerichtssystem in (UNSEREM LAND) und seinen Umgang mit Strafsachen für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?






























Dauer der Verfahren

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	2	18	43	28	9	20	71
	BE	3	22	44	28	3	25	72
	BG	2	15	39	29	15	17	68
	CZ	1	12	42	40	5	13	82
	DK	3	22	45	18	12	25	63
	DE	1	16	57	14	12	17	71
	EE	0	12	26	8	54	12	34
	IE	4	27	33	30	6	31	63
	EL	3	17	34	30	16	20	64
	ES	2	8	42	43	5	10	85
	FR	1	17	45	36	1	18	81
	IT	0	6	35	44	15	6	79
	CY	3	18	24	28	27	21	52
	LV	2	19	41	28	10	21	69
	LT	2	22	40	20	16	24	60
	LU	5	34	37	14	10	39	51
	HU	2	18	39	24	17	20	63
	MT	4	9	19	56	12	13	75
	NL	2	25	51	15	7	27	66
	AT	2	21	50	16	11	23	66
	PL	1	15	48	30	6	16	78
	PT	1	7	44	42	6	8	86
	RO	4	21	37	30	8	25	67
	SI	2	10	27	55	6	12	82
	SK	3	12	41	36	8	15	77
	FI	2	31	49	13	5	33	62
	SE	1	27	47	12	13	28	59
	UK	5	39	29	14	13	44	43
	HR	4	12	35	40	9	16	75

Q7.2 Les tribunaux pénaux traitent des crimes et délits, y compris la corruption. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des crimes et délits, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ? L'indépendance des tribunaux et des juges

Q7.2 The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad? Independence of courts and judges

Q7.2 Strafgerichte sind für strafrechtliche Verfahren einschließlich Korruption zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Strafgerichtssystem in (UNSEREM LAND) und seinen Umgang mit Strafsachen für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht? Unabhängigkeit von Gerichten und Richtern

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	10	43	25	11	11	53	36
	BE	10	62	17	5	6	72	22
	BG	3	23	34	24	16	26	58
	CZ	4	34	39	16	7	38	55
	DK	33	45	10	2	10	78	12
	DE	17	57	14	2	10	74	16
	EE	4	30	11	1	54	34	12
	IE	21	47	17	9	6	68	26
	EL	8	33	32	14	13	41	46
	ES	6	24	38	24	8	30	62
	FR	8	56	25	9	2	64	34
	IT	3	19	38	19	21	22	57
	CY	9	33	16	15	27	42	31
	LV	5	43	31	8	13	48	39
	LT	5	31	37	10	17	36	47
	LU	13	58	16	2	11	71	18
	HU	10	42	21	7	20	52	28
	MT	14	31	26	13	16	45	39
	NL	23	60	10	3	4	83	13
	AT	19	51	18	4	8	70	22
	PL	4	45	34	10	7	49	44
	PT	3	32	39	13	13	35	52
	RO	7	35	29	21	8	42	50
	SI	5	25	27	34	9	30	61
	SK	3	24	42	22	9	27	64
	FI	17	63	11	2	7	80	13
	SE	16	57	14	2	11	73	16
	UK	18	51	13	5	13	69	18
	HR	8	31	31	17	13	39	48

Q7.3 Les tribunaux pénaux traitent des crimes et délits, y compris la corruption. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des crimes et délits, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?






























L'équité des jugements

Q7.3 The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

Fairness of judgements

Q7.3 Strafgerichte sind für strafrechtliche Verfahren einschließlich Korruption zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Strafgerichtssystem in (UNSEREM LAND) und seinen Umgang mit Strafsachen für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?

Urteile sind angemessen

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	6	40	31	13	10	46	44
	BE	7	59	24	7	3	66	31
	BG	2	23	39	23	13	25	62
	CZ	2	34	39	17	8	36	56
	DK	18	52	15	6	9	70	21
	DE	6	47	31	5	11	53	36
	EE	3	26	17	4	50	29	21
	IE	10	44	27	15	4	54	42
	EL	7	38	30	13	12	45	43
	ES	4	22	40	27	7	26	67
	FR	4	50	33	12	1	54	45
	IT	3	20	38	19	20	23	57
	CY	8	28	24	17	23	36	41
	LV	5	40	36	8	11	45	44
	LT	3	34	36	9	18	37	45
	LU	10	59	17	3	11	69	20
	HU	8	39	25	8	20	47	33
	MT	12	30	25	18	15	42	43
	NL	13	60	17	6	4	73	23
	AT	6	54	23	5	12	60	28
	PL	2	39	39	13	7	41	52
	PT	1	26	43	15	15	27	58
	RO	5	37	30	21	7	42	51
	SI	4	23	29	37	7	27	66
	SK	4	28	40	19	9	32	59
	FI	7	57	25	6	5	64	31
	SE	9	61	18	5	7	70	23
	UK	13	51	20	8	8	64	28
	HR	7	30	31	21	11	37	52

Q7.4 Les tribunaux pénaux traitent des crimes et délits, y compris la corruption. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des crimes et délits, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?






























L'exécution des jugements

Q7.4 The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

Execution of judgements

Q7.4 Strafgerichte sind für strafrechtliche Verfahren einschließlich Korruption zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Strafgerichtssystem in (UNSEREM LAND) und seinen Umgang mit Strafsachen für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?

Vollstreckung der Urteile

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	5	38	32	14	11	43	46
	BE	6	49	30	11	4	55	41
	BG	3	23	37	20	17	26	57
	CZ	3	31	43	14	9	34	57
	DK	11	46	22	7	14	57	29
	DE	6	50	26	4	14	56	30
	EE	2	28	15	1	54	30	16
	IE	7	47	25	15	6	54	40
	EL	5	32	33	16	14	37	49
	ES	3	20	43	27	7	23	70
	FR	3	39	37	20	1	42	57
	IT	1	15	43	20	21	16	63
	CY	7	27	25	14	27	34	39
	LV	6	45	28	5	16	51	33
	LT	5	36	32	10	17	41	42
	LU	10	58	17	4	11	68	21
	HU	7	41	25	7	20	48	32
	MT	10	32	27	12	19	42	39
	NL	4	54	28	7	7	58	35
	AT	6	49	27	5	13	55	32
	PL	3	39	38	12	8	42	50
	PT	2	23	45	18	12	25	63
	RO	9	37	30	16	8	46	46
	SI	3	20	34	35	8	23	69
	SK	4	28	40	16	12	32	56
	FI	9	62	20	3	6	71	23
	SE	9	54	20	2	15	63	22
	UK	10	52	19	9	10	62	28
	HR	7	27	33	22	11	34	55

Q7.5 Les tribunaux pénaux traitent des crimes et délits, y compris la corruption. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des crimes et délits, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?






























Le coût des procédures

Q7.5 The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?

Costs of proceedings

Q7.5 Strafgerichte sind für strafrechtliche Verfahren einschließlich Korruption zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Strafgerichtssystem in (UNSEREM LAND) und seinen Umgang mit Strafsachen für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?






























Prozesskosten

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	2	23	33	18	24	25	51
	BE	2	37	33	15	13	39	48
	BG	2	18	29	16	35	20	45
	CZ	2	20	38	15	25	22	53
	DK	5	27	29	12	27	32	41
	DE	2	27	30	6	35	29	36
	EE	2	10	13	5	70	12	18
	IE	3	18	34	32	13	21	66
	EL	2	16	33	19	30	18	52
	ES	3	13	39	29	16	16	68
	FR	2	30	39	19	10	32	58
	IT	0	6	33	38	23	6	71
	CY	3	16	18	23	40	19	41
	LV	2	26	31	6	35	28	37
	LT	2	24	32	11	31	26	43
	LU	5	42	27	5	21	47	32
	HU	2	22	23	10	43	24	33
	MT	3	16	20	33	28	19	53
	NL	3	30	34	7	26	33	41
	AT	1	25	32	8	34	26	40
	PL	2	27	35	8	28	29	43
	PT	1	14	43	19	23	15	62
	RO	6	31	25	15	23	37	40
	SI	2	14	28	37	19	16	65
	SK	3	22	39	12	24	25	51
	FI	3	44	30	7	16	47	37
	SE	3	37	27	8	25	40	35
	UK	5	27	28	18	22	32	46
	HR	5	18	28	27	22	23	55

Q7.6 Les tribunaux pénaux traitent des crimes et délits, y compris la corruption. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des crimes et délits, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?
L'utilisation des nouvelles technologies

Q7.6 The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
Use of new technologies






























Q7.6 Strafgerichte sind für strafrechtliche Verfahren einschließlich Korruption zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Strafgerichtssystem in (UNSEREM LAND) und seinen Umgang mit Strafsachen für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?
Einsatz neuer Technologien

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	9	39	22	9	21	48	31
	BE	10	50	24	7	9	60	31
	BG	6	27	23	9	35	33	32
	CZ	7	38	23	7	25	45	30
	DK	13	41	13	4	29	54	17
	DE	10	42	20	3	25	52	23
	EE	3	22	4	0	71	25	4
	IE	13	38	21	7	21	51	28
	EL	9	29	22	13	27	38	35
	ES	10	30	28	19	13	40	47
	FR	9	48	25	9	9	57	34
	IT	3	17	30	19	31	20	49
	CY	6	29	16	12	37	35	28
	LV	9	43	19	3	26	52	22
	LT	10	38	18	3	31	48	21
	LU	20	46	15	3	16	66	18
	HU	11	42	12	2	33	53	14
	MT	20	30	13	10	27	50	23
	NL	9	56	16	3	16	65	19
	AT	13	45	17	2	23	58	19
	PL	6	44	26	5	19	50	31
	PT	5	50	22	6	17	55	28
	RO	11	42	21	11	15	53	32
	SI	7	29	24	18	22	36	42
	SK	5	40	23	8	24	45	31
	FI	7	55	14	2	22	62	16
	SE	12	47	11	2	28	59	13
	UK	16	45	14	2	23	61	16
	HR	11	37	17	10	25	48	27

Q7.7 Les tribunaux pénaux traitent des crimes et délits, y compris la corruption. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des crimes et délits, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?
Des décisions judiciaires faciles à comprendre

Q7.7 The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
Easily understood judicial decisions






























Q7.7 Strafgerichte sind für strafrechtliche Verfahren einschließlich Korruption zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Strafgerichtssystem in (UNSEREM LAND) und seinen Umgang mit Strafsachen für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?
Verständlichkeit der richterlichen Entscheidungen

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	6	40	32	11	11	46	43
	BE	6	56	27	8	3	62	35
	BG	4	29	30	13	24	33	43
	CZ	3	42	35	11	9	45	46
	DK	9	40	27	10	14	49	37
	DE	6	48	31	4	11	54	35
	EE	2	27	14	2	55	29	16
	IE	9	46	27	14	4	55	41
	EL	7	38	28	10	17	45	38
	ES	5	28	39	21	7	33	60
	FR	5	49	34	10	2	54	44
	IT	1	13	41	22	23	14	63
	CY	6	31	20	13	30	37	33
	LV	8	44	30	5	13	52	35
	LT	5	41	28	7	19	46	35
	LU	10	49	26	6	9	59	32
	HU	8	44	22	5	21	52	27
	MT	10	33	23	12	22	43	35
	NL	4	47	36	8	5	51	44
	AT	7	45	32	5	11	52	37
	PL	3	47	36	6	8	50	42
	PT	2	33	40	13	12	35	53
	RO	9	42	26	15	8	51	41
	SI	4	23	33	30	10	27	63
	SK	5	37	33	13	12	42	46
	FI	3	51	33	7	6	54	40
	SE	5	44	33	6	12	49	39
	UK	12	47	20	8	13	59	28
	HR	8	33	32	15	12	41	47

Q7.8 Les tribunaux pénaux traitent des crimes et délits, y compris la corruption. D'après ce que vous en savez, comment évalueriez-vous le système judiciaire en (NOTRE PAYS) s'agissant des crimes et délits, sur chacun des aspects suivants ? Diriez-vous qu'il est très bon, assez bon, assez mauvais ou très mauvais ?
Des procédures simplifiées

Q7.8 The criminal courts are in charge of criminal cases including corruption. From what you know, how would you rate the justice system in (OUR COUNTRY) when dealing with criminal cases on each of the following aspects? Would you say it is very good, fairly good, fairly bad or very bad?
Straightforward proceedings






























Q7.8 Strafgerichte sind für strafrechtliche Verfahren einschließlich Korruption zuständig. Wie würden Sie auf Grundlage Ihrer Kenntnisse das Strafgerichtssystem in (UNSEREM LAND) und seinen Umgang mit Strafsachen für jeden der folgenden Aspekte beurteilen? Würden Sie sagen, es ist sehr gut, eher gut, eher schlecht oder sehr schlecht?
unkomplizierte Rechtsverfahren

		Très bon	Assez bon	Assez mauvais	Très mauvais	Ne sait pas	Total 'Bon'	Total 'Mauvais'
		Very good	Fairly good	Fairly bad	Very bad	Don't know	Total 'Good'	Total 'Bad'
		Sehr gut	Eher gut	Eher schlecht	Sehr schlecht	Weiß nicht	Gesamt 'Gut'	Gesamt 'Schlecht'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	4	37	32	11	16	41	43
	BE	8	59	22	5	6	67	27
	BG	2	25	31	15	27	27	46
	CZ	2	27	41	17	13	29	58
	DK	9	42	18	5	26	51	23
	DE	4	34	42	5	15	38	47
	EE	2	24	8	2	64	26	10
	IE	9	46	26	12	7	55	38
	EL	5	35	29	15	16	40	44
	ES	4	21	37	17	21	25	54
	FR	4	52	28	9	7	56	37
	IT	1	13	39	24	23	14	63
	CY	6	30	16	19	29	36	35
	LV	4	45	24	5	22	49	29
	LT	4	37	30	8	21	41	38
	LU	10	48	23	4	15	58	27
	HU	8	43	17	4	28	51	21
	MT	12	30	25	13	20	42	38
	NL	1	43	41	6	9	44	47
	AT	5	45	22	3	25	50	25
	PL	2	40	38	9	11	42	47
	PT	2	36	38	11	13	38	49
	RO	6	39	25	16	14	45	41
	SI	1	16	37	36	10	17	73
	SK	5	37	30	9	19	42	39
	FI	5	56	20	2	17	61	22
	SE	5	48	24	2	21	53	26
	UK	9	53	19	6	13	62	25
	HR	6	24	35	21	14	30	56

Q8 Imaginez que vous cherchiez une solution à un litige avec une entreprise, un autre citoyen ou une administration. Si vous pouviez avoir recours à une alternative au lieu d'aller devant un tribunal, préféreriez-vous...

Q8 Imagine you are seeking a solution to a dispute with a company, another citizen or an administration. If you could use an alternative instead of going to court, would you prefer to...






























Q8 Stellen Sie sich vor, Sie sind auf der Suche nach einer Lösung für einen Rechtsstreit mit einer Firma, einer Privatperson oder einer Behörde. Wenn es eine Alternative zu einem Gerichtsverfahren gäbe, würden Sie es dann

		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	Ne sait pas				
	Don't know				
	Weiß nicht				
	Trouver un accord avec l'autre partie avec l'aide d'un organe non-judiciaire ayant un rôle de médiation				
	Find an agreement with the other party with the help of a non-judicial body that has a mediation role				
	Mit Hilfe eines außergerichtlichen Vermittlers eine Einigung mit der anderen Partei zu erzielen				
	Trouver un accord avec l'autre partie directement				
	Find an agreement with the other party directly				
	Direkt eine Einigung mit der anderen Partei zu erzielen				
	Aller malgré tout devant le tribunal				
	Go to court anyway				
	Trotzdem vor Gericht zu gehen				
	EU 28	8	43	46	3
	BE	6	53	40	1
	BG	23	51	21	5
	CZ	8	54	36	2
	DK	18	35	42	5
	DE	6	38	52	4
	EE	7	70	19	4
	IE	6	34	59	1
	EL	8	46	44	2
	ES	8	44	47	1
	FR	8	36	55	1
	IT	9	49	35	7
	CY	12	44	42	2
	LV	12	57	28	3
	LT	17	53	24	6
	LU	7	45	46	2
	HU	10	56	33	1
	MT	7	53	37	3
	NL	10	45	44	1
	AT	4	45	49	2
	PL	5	56	38	1
	PT	4	54	40	2
	RO	9	53	37	1
	SI	6	60	32	2
	SK	9	51	38	2
	FI	2	50	47	1
	SE	11	42	42	5
	UK	10	26	60	4
	HR	13	51	31	5

Q9 Au cours des 10 dernières années, vous-même ou l'un de vos proches s'est-il rendu dans un tribunal?
(PLUSIEURS REPONSES POSSIBLES)

Q9 In the last 10 years, have you or a close relation ever been to a courtroom? (MULTIPLE ANSWERS POSSIBLE)






























Q9 Haben Sie, ein Verwandter oder enger Freund in den letzten 10 Jahren als Prozessbeteiligter oder Zuschauer an einer Gerichtsverhandlung teilgenommen? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous personnellement dans un tribunal civil ou de commerce	Un de vos proches dans un tribunal civil ou de commerce	Vous personnellement dans un tribunal administratif	Un de vos proches dans un tribunal administratif
		You personally, to a civil or commercial courtroom	A close relation, to a civil or commercial courtroom	You personally, to an administrative courtroom	A close relation, to an administrative courtroom
		Ich war persönlich bei einer Verhandlung eines Zivil- oder Handelsgerichts	Ein Verwandter oder enger Freund war bei einer Verhandlung eines Zivil- oder Handelsgerichts	Ich war persönlich bei einer Verhandlung eines Verwaltungsgerichts	Ein Verwandter oder enger Freund war bei einer Verhandlung eines Verwaltungsgerichts
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	17	13	7	7
	BE	17	20	9	11
	BG	13	7	6	3
	CZ	21	15	6	6
	DK	8	8	3	3
	DE	20	17	10	12
	EE	6	6	5	4
	IE	16	13	5	5
	EL	21	20	10	10
	ES	22	20	12	14
	FR	13	12	8	7
	IT	12	4	3	1
	CY	14	7	5	2
	LV	14	14	9	9
	LT	14	12	10	6
	LU	15	13	5	7
	HU	16	15	2	4
	MT	13	9	7	2
	NL	12	15	6	7
	AT	17	19	7	11
	PL	25	22	6	7
	PT	16	15	6	8
	RO	17	11	4	4
	SI	18	7	10	3
	SK	18	12	6	5
	FI	7	8	3	5
	SE	8	6	4	2
	UK	13	10	5	5
	HR	22	11	6	3

Q9 Au cours des 10 dernières années, vous-même ou l'un de vos proches s'est-il rendu dans un tribunal?
(PLUSIEURS REPONSES POSSIBLES)

Q9 In the last 10 years, have you or a close relation ever been to a courtroom? (MULTIPLE ANSWERS POSSIBLE)






























Q9 Haben Sie, ein Verwandter oder enger Freund in den letzten 10 Jahren als Prozessbeteiligter oder Zuschauer an einer Gerichtsverhandlung teilgenommen? (MEHRFACHNENNUNGEN MÖGLICH)

		Vous personnellement dans un tribunal pénal	Un de vos proches dans un tribunal pénal	Vous personnellement dans un tribunal dans un autre pays de l'UE	Un de vos proches dans un tribunal dans un autre pays de l'UE
		You personally, to a criminal courtroom	A close relation, to a criminal courtroom	You personally, to a courtroom in another EU country	A close relation, to a courtroom in another EU country
		Ich war persönlich bei einer Verhandlung eines Strafgerichts	Ein Verwandter oder enger Freund war bei einer Verhandlung eines Strafgerichts	Ich war persönlich bei einer Gerichtsverhandlung in einem anderen EU-Land	Ein Verwandter oder enger Freund war bei einer Gerichtsverhandlung in einem anderen EU-Land
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	12	11	1	2
	BE	8	11	2	3
	BG	6	5	1	1
	CZ	10	8	1	1
	DK	7	9	1	1
	DE	16	17	2	3
	EE	6	6	1	1
	IE	16	9	2	1
	EL	16	13	2	2
	ES	12	15	1	2
	FR	10	10	1	1
	IT	6	2	0	0
	CY	7	5	1	0
	LV	11	8	2	2
	LT	11	7	1	1
	LU	7	8	6	6
	HU	5	5	0	1
	MT	4	2	0	0
	NL	8	13	1	2
	AT	15	16	2	3
	PL	10	9	2	1
	PT	11	12	1	2
	RO	4	5	1	1
	SI	7	2	1	0
	SK	8	7	1	1
	FI	12	12	1	2
	SE	15	10	1	1
	UK	18	14	1	1
	HR	12	5	0	0

Q9 Au cours des 10 dernières années, vous-même ou l'un de vos proches s'est-il rendu dans un tribunal?
(PLUSIEURS REPONSES POSSIBLES)

Q9 In the last 10 years, have you or a close relation ever been to a courtroom? (MULTIPLE ANSWERS POSSIBLE)






























Q9 Haben Sie, ein Verwandter oder enger Freund in den letzten 10 Jahren als Prozessbeteiligter oder Zuschauer an einer Gerichtsverhandlung teilgenommen?
(MEHRFACHNENNUNGEN MÖGLICH)

		Aucun de ceux-là	Ne sait pas
		None of these	Don't know
		Nichts davon	Weiß nicht
%		Flash EB 385	Flash EB 385
	EU 28	57	2
	BE	59	0
	BG	56	10
	CZ	50	5
	DK	64	2
	DE	54	1
	EE	68	4
	IE	52	2
	EL	50	1
	ES	43	3
	FR	60	0
	IT	75	2
	CY	62	1
	LV	55	1
	LT	48	4
	LU	62	0
	HU	59	3
	MT	66	2
	NL	57	3
	AT	53	2
	PL	46	2
	PT	56	3
	RO	62	2
	SI	54	3
	SK	59	1
	FI	64	3
	SE	61	6
	UK	59	1
	HR	49	2

Q9 Au cours des 10 dernières années, vous-même ou l'un de vos proches s'est-il rendu dans un tribunal? (PLUSIEURS REPONSES POSSIBLES)

Q9 In the last 10 years, have you or a close relation ever been to a courtroom? (MULTIPLE ANSWERS POSSIBLE)






























Q9 Haben Sie, ein Verwandter oder enger Freund in den letzten 10 Jahren als Prozessbeteiligter oder Zuschauer an einer Gerichtsverhandlung teilgenommen? (MEHRFACHNENNUNGEN MÖGLICH)

		Total 'Tribunal civil ou de commerce'	Total 'Tribunal administratif'	Total 'Tribunal pénal'	Total 'Tribunal autre pays de l'UE'	Vous personnellement, au moins dans un des tribunaux	Un de vos proches, au moins dans un des tribunaux
		Total 'Civil or commercial courtroom'	Total 'Administrative courtroom'	Total 'Criminal courtroom'	Total 'Courtroom in another EU country'	You personally, to at least one of the courtrooms	A close relation, to at least one of the courtrooms
		Gesamt 'Verhandlung Zivil- oder Handelsgericht'	Gesamt 'Verhandlung Verwaltungsgericht'	Gesamt 'Verhandlung Strafgericht'	Gesamt 'Gerichtsverhandlung anderes EU-Land'	Sie persönlich, bei mindestens einem der Gerichte	Ein Verwandter oder enger Freund, bei mindestens einem der Gerichte
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	25	12	19	2	27	23
	BE	29	15	15	5	25	31
	BG	19	9	10	2	22	13
	CZ	31	11	16	2	31	22
	DK	15	6	15	2	18	18
	DE	28	18	26	3	33	27
	EE	11	8	12	1	14	16
	IE	26	9	22	3	31	22
	EL	32	17	23	4	34	30
	ES	34	20	23	3	35	34
	FR	21	13	17	2	26	24
	IT	15	4	8	0	17	6
	CY	20	7	12	1	25	15
	LV	23	16	18	3	29	25
	LT	24	16	16	1	32	24
	LU	23	10	13	9	25	22
	HU	28	5	9	1	21	21
	MT	21	8	6	0	22	13
	NL	24	11	18	3	21	27
	AT	29	16	24	4	30	30
	PL	38	11	17	3	34	30
	PT	25	12	18	3	26	26
	RO	25	7	8	2	22	17
	SI	24	12	9	1	33	12
	SK	26	10	13	2	27	18
	FI	12	7	22	3	18	20
	SE	12	5	21	2	22	16
	UK	19	9	27	2	28	22
	HR	31	8	16	1	35	19

Q10 Au sein de l'UE, pensez-vous que les mêmes garanties procédurales (par exemple le droit à un avocat, le droit à un interprète, le droit à l'information) s'appliquent dans tous les États membres ?

Q10 Within the EU, do you think that the same procedural guarantees (for example, the right to a lawyer, the right to an interpreter and the right to information) apply in all Member States?






























Q10 Glauben Sie, dass in allen Mitgliedstaaten der EU dieselben Verfahrensgarantien gelten (wie z. B. das Recht auf einen Anwalt, das Recht auf einen Übersetzer und das Recht auf Auskunft)?

		Elles s'appliquent dans tous les États membres sans exception	Elles s'appliquent dans la plupart des États membres mais pas dans tous	Elles ne s'appliquent que dans quelques États membres	Ne sait pas
		They apply in all Member States without exception	They apply in most Member States but not all of them	They only apply in a few Member States	Don't know
		Diese Garantien gelten ausnahmslos in allen Mitgliedstaaten	Diese Garantien gelten in den meisten, aber nicht in allen Mitgliedstaaten	Diese Garantien gelten nur in einigen Mitgliedstaaten	Weiß nicht
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	21	42	22	15
	BE	13	53	26	8
	BG	33	31	18	18
	CZ	25	48	15	12
	DK	14	53	20	13
	DE	14	52	27	7
	EE	42	25	5	28
	IE	28	45	13	14
	EL	23	32	25	20
	ES	16	29	32	23
	FR	12	51	31	6
	IT	25	35	15	25
	CY	22	23	26	29
	LV	32	36	17	15
	LT	44	30	9	17
	LU	19	51	22	8
	HU	34	37	15	14
	MT	33	29	14	24
	NL	18	57	21	4
	AT	16	51	28	5
	PL	28	39	13	20
	PT	23	25	32	20
	RO	45	26	18	11
	SI	33	38	17	12
	SK	34	35	14	17
	FI	11	67	16	6
	SE	14	58	21	7
	UK	19	40	21	20
	HR	21	39	21	19

Q11 Certaines affaires civiles ou commerciales impliquent des citoyens dans différents États membres. Dans une telle situation, d'après vous, laquelle de ces propositions est correcte ?

Q11 Some civil and commercial judicial cases involve citizens in different Member States. Under these circumstances, in your opinion which of the following is right?

Q11 Einige zivil- und handelsrechtliche Justizverfahren betreffen EU-Bürger, die in unterschiedlichen Mitgliedsstaaten wohnen. Welche der folgenden Aussagen ist Ihrer Meinung nach unter diesen Umständen richtig?

		Une décision judiciaire devra être prise dans chacun des États membres There will have to be a judicial decision taken in each Member State Es muss in jedem der betreffenden Mitgliedsstaaten eine richterliche Entscheidung getroffen werden	La décision judiciaire ne devra être prise que dans un seul des États membres The judicial decision will have to be taken in only one of the Member States Die richterliche Entscheidung muss nur in einem der betreffenden Mitgliedsstaaten getroffen werden	Ne sait pas Don't know Weiß nicht
%		Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	45	44	11
	BE	51	44	5
	BG	48	38	14
	CZ	71	23	6
	DK	45	43	12
	DE	42	50	8
	EE	34	43	23
	IE	49	42	9
	EL	54	35	11
	ES	50	38	12
	FR	55	41	4
	IT	32	47	21
	CY	48	33	19
	LV	49	45	6
	LT	50	38	12
	LU	53	42	5
	HU	50	42	8
	MT	49	34	17
	NL	36	59	5
	AT	46	46	8
	PL	33	54	13
	PT	40	50	10
	RO	56	37	7
	SI	64	29	7
	SK	53	37	10
	FI	40	53	7
	SE	44	43	13
	UK	45	37	18
	HR	48	43	9

Q10Q11 - Niveau de connaissance






























Moyenne

Q10Q11 - Level of knowledge

Average

Q10Q11 - Kenntnis niveau






























Durchschnitt

		Moyenne des bonnes réponses	Moyenne des mauvaises réponses	Ne sait pas
		Average of correct answers	Average of wrong answers	Don't know
		Durchschnitt der richtigen Antworten	Durchschnittlich falsche Antworten	Weiß nicht
%		Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	32	55	13
	BE	29	65	6
	BG	36	48	16
	CZ	24	67	9
	DK	29	59	12
	DE	32	60	8
	EE	43	32	25
	IE	35	54	11
	EL	29	55	16
	ES	27	56	17
	FR	27	68	5
	IT	36	41	23
	CY	27	48	25
	LV	38	51	11
	LT	41	44	15
	LU	31	63	6
	HU	38	51	11
	MT	34	46	20
	NL	38	57	5
	AT	31	62	7
	PL	41	43	16
	PT	36	49	15
	RO	41	50	9
	SI	31	60	9
	SK	36	51	13
	FI	32	62	6
	SE	29	61	10
	UK	28	53	19
	HR	32	54	14

Q10Q11R - Niveau de connaissance

Q10Q11R - Level of knowledge

Q10Q11R - Kenntnis niveau

%		Au moins une bonne réponse	Aucune réponse correct	1 bonne réponse	2 bonnes réponses	Au moins une mauvaise réponse	Au moins une réponse Ne sait pas
		At least one correct answer	No correct answer	1 correct answer	2 correct answers	At least one wrong answer	At least one answer Don't know
		Mindestens ein richtige Antwort	Aucune réponse correct	1 richtige Antwort	2 richtige Antworten	Mindestens ein falsche Ant	Mindestens ein Antwort Weiß nicht
		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	54	46	44	10	78	21
	BE	51	49	45	6	89	11
	BG	56	44	40	16	71	27
	CZ	40	60	33	7	87	16
	DK	52	48	46	6	84	20
	DE	55	45	48	8	87	15
	EE	66	34	46	19	52	39
	IE	57	43	45	13	77	19
	EL	49	51	39	9	77	25
	ES	47	53	40	7	77	28
	FR	48	52	42	5	91	8
	IT	58	42	45	13	63	32
	CY	46	54	38	8	69	39
	LV	61	39	44	16	74	19
	LT	62	38	42	20	66	23
	LU	55	45	49	7	87	11
	HU	60	40	43	17	74	18
	MT	53	47	38	15	67	33
	NL	65	35	53	12	85	8
	AT	54	46	45	9	87	12
	PL	66	34	51	16	67	26
	PT	60	40	46	13	72	25
	RO	62	38	43	19	72	16
	SI	51	49	40	11	82	16
	SK	58	42	44	14	74	21
	FI	58	42	52	6	89	11
	SE	50	50	43	7	88	17
	UK	48	52	40	7	77	30
	HR	52	48	41	11	77	23

Q12.1 D'après vous, dans quelle mesure les différences entre les systèmes judiciaires des États membres sont-elles importantes ou faibles, sur chacun des aspects suivants ? Diriez-vous que ces différences sont...






























La qualité

Q12.1 In your opinion, how large or small are the differences between the judicial systems of the Member States in each of the following aspects? Would you say the differences are ...

Quality

Q12.1 Wie groß oder gering sind Ihrer Meinung nach die Unterschiede zwischen den Rechtssystemen der Mitgliedstaaten im Hinblick auf die folgenden Aspekte? Würden Sie sagen, die Unterschiede sind...

Qualität

		Très importantes	Assez importantes	Assez faibles	Très faibles	Ne sait pas	Total 'Importantes'	Total 'Faibles'
		Very large	Quite large	Quite small	Very small	Don't know	Total 'Large'	Total 'Small'
		Sehr groß	Ziemlich groß	Ziemlich gering	Sehr gering	Weiß nicht	Gesamt 'Groß'	Gesamt 'Klein'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	15	43	22	5	15	58	27
	BE	14	48	25	5	8	62	30
	BG	33	31	15	6	15	64	21
	CZ	14	45	22	3	16	59	25
	DK	26	40	21	4	9	66	25
	DE	15	44	26	4	11	59	30
	EE	3	22	16	3	56	25	19
	IE	13	40	28	7	12	53	35
	EL	19	45	13	6	17	64	19
	ES	11	43	18	8	20	54	26
	FR	14	51	25	4	6	65	29
	IT	14	34	19	7	26	48	26
	CY	19	32	16	7	26	51	23
	LV	9	49	26	3	13	58	29
	LT	10	45	24	4	17	55	28
	LU	26	48	18	3	5	74	21
	HU	16	39	22	5	18	55	27
	MT	15	30	21	7	27	45	28
	NL	15	51	26	2	6	66	28
	AT	19	47	24	3	7	66	27
	PL	11	48	25	3	13	59	28
	PT	20	36	11	12	21	56	23
	RO	22	45	19	6	8	67	25
	SI	30	40	16	5	9	70	21
	SK	16	48	19	6	11	64	25
	FI	8	51	30	3	8	59	33
	SE	13	48	27	3	9	61	30
	UK	13	39	22	4	22	52	26
	HR	24	40	17	7	12	64	24

Q12.2 D'après vous, dans quelle mesure les différences entre les systèmes judiciaires des États membres sont-elles importantes ou faibles, sur chacun des aspects suivants ? Diriez-vous que ces différences sont...






























L'indépendance

Q12.2 In your opinion, how large or small are the differences between the judicial systems of the Member States in each of the following aspects? Would you say the differences are ...

Independence

Q12.2 Wie groß oder gering sind Ihrer Meinung nach die Unterschiede zwischen den Rechtssystemen der Mitgliedstaaten im Hinblick auf die folgenden Aspekte? Würden Sie sagen, die Unterschiede sind...






























Unabhängigkeit

		Très importantes	Assez importantes	Assez faibles	Très faibles	Ne sait pas	Total 'Importantes'	Total 'Faibles'
		Very large	Quite large	Quite small	Very small	Don't know	Total 'Large'	Total 'Small'
		Sehr groß	Ziemlich groß	Ziemlich gering	Sehr gering	Weiß nicht	Gesamt 'Groß'	Gesamt 'Klein'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	13	39	26	7	15	52	33
	BE	13	45	27	6	9	58	33
	BG	32	26	17	7	18	58	24
	CZ	12	41	27	4	16	53	31
	DK	23	42	19	5	11	65	24
	DE	12	41	32	7	8	53	39
	EE	3	18	20	4	55	21	24
	IE	11	32	35	9	13	43	44
	EL	16	38	19	8	19	54	27
	ES	11	39	22	9	19	50	31
	FR	15	47	27	6	5	62	33
	IT	11	31	22	8	28	42	30
	CY	17	28	13	11	31	45	24
	LV	8	42	29	7	14	50	36
	LT	9	43	27	3	18	52	30
	LU	27	47	17	3	6	74	20
	HU	11	36	28	5	20	47	33
	MT	12	27	24	8	29	39	32
	NL	12	48	31	3	6	60	34
	AT	18	42	29	3	8	60	32
	PL	6	39	36	6	13	45	42
	PT	18	30	14	15	23	48	29
	RO	18	45	20	9	8	63	29
	SI	27	33	24	5	11	60	29
	SK	16	43	22	6	13	59	28
	FI	9	46	34	3	8	55	37
	SE	11	49	27	3	10	60	30
	UK	11	38	23	6	22	49	29
	HR	22	36	21	8	13	58	29

Q12.3 D'après vous, dans quelle mesure les différences entre les systèmes judiciaires des États membres sont-elles importantes ou faibles, sur chacun des aspects suivants ? Diriez-vous que ces différences sont...
L'efficacité

Q12.3 In your opinion, how large or small are the differences between the judicial systems of the Member States in each of the following aspects? Would you say the differences are ...
Efficiency






























Q12.3 Wie groß oder gering sind Ihrer Meinung nach die Unterschiede zwischen den Rechtssystemen der Mitgliedstaaten im Hinblick auf die folgenden Aspekte? Würden Sie sagen, die Unterschiede sind...
Effizienz

%		Très importantes	Assez importantes	Assez faibles	Très faibles	Ne sait pas	Total 'Importantes'	Total 'Faibles'
		Very large	Quite large	Quite small	Very small	Don't know	Total 'Large'	Total 'Small'
		Sehr groß	Ziemlich groß	Ziemlich gering	Sehr gering	Weiß nicht	Gesamt 'Groß'	Gesamt 'Klein'
		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	 EU 28	15	43	22	5	15	58	27
	 BE	13	48	27	5	7	61	32
	 BG	31	31	16	7	15	62	23
	 CZ	14	47	20	3	16	61	23
	 DK	28	40	18	4	10	68	22
	 DE	15	42	27	3	13	57	30
	 EE	3	20	17	3	57	23	20
	 IE	17	40	24	6	13	57	30
	 EL	18	46	12	5	19	64	17
	 ES	13	42	19	7	19	55	26
	 FR	12	49	28	6	5	61	34
	 IT	16	34	19	6	25	50	25
	 CY	20	33	15	8	24	53	23
	 LV	7	45	28	6	14	52	34
	 LT	8	47	26	3	16	55	29
	 LU	25	45	23	2	5	70	25
	 HU	14	41	21	5	19	55	26
	 MT	18	30	18	7	27	48	25
	 NL	19	49	22	2	8	68	24
	 AT	17	45	27	2	9	62	29
	 PL	10	48	25	4	13	58	29
	 PT	23	35	11	12	19	58	23
	 RO	19	49	18	6	8	68	24
	 SI	33	37	17	4	9	70	21
	 SK	17	46	18	6	13	63	24
	 FI	9	54	27	2	8	63	29
	 SE	14	53	20	3	10	67	23
	 UK	14	40	18	5	23	54	23
	 HR	23	41	18	8	10	64	26

Q13.1 Êtes-vous d'accord ou pas d'accord avec le fait que le fonctionnement des systèmes judiciaires nationaux est...
Exclusivement l'affaire des États membres

Q13.1 Do you agree or disagree that the functioning of national judicial systems is ...
Exclusively a matter for Member States

Q13.1 Stimmen Sie zu oder nicht zu, dass die Arbeitsweise nationaler Rechtssysteme...
Ausschließlich Angelegenheit der Mitgliedstaaten ist

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Ne sait pas	Total 'D'accord'	Total 'Pas d'accord'
		Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Weiß nicht	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	22	44	18	7	9	66	25
	BE	22	49	18	8	3	71	26
	BG	32	42	7	8	11	74	15
	CZ	23	44	21	6	6	67	27
	DK	21	37	25	7	10	58	32
	DE	24	43	21	6	6	67	27
	EE	44	28	5	3	20	72	8
	IE	33	41	15	6	5	74	21
	EL	47	28	10	9	6	75	19
	ES	21	38	24	12	5	59	36
	FR	19	50	19	10	2	69	29
	IT	13	40	16	5	26	53	21
	CY	48	22	8	7	15	70	15
	LV	19	54	16	5	6	73	21
	LT	31	35	18	6	10	66	24
	LU	26	49	15	7	3	75	22
	HU	37	32	16	8	7	69	24
	MT	32	27	13	8	20	59	21
	NL	20	46	22	8	4	66	30
	AT	30	40	19	8	3	70	27
	PL	12	55	21	6	6	67	27
	PT	17	40	19	17	7	57	36
	RO	25	52	10	8	5	77	18
	SI	37	29	11	15	8	66	26
	SK	23	44	19	6	8	67	25
	FI	17	43	29	8	3	60	37
	SE	17	42	24	9	8	59	33
	UK	23	43	16	5	13	66	21
	HR	33	44	11	7	5	77	18






























Q13.2 Êtes-vous d'accord ou pas d'accord avec le fait que le fonctionnement des systèmes judiciaires nationaux est...
L'affaire de l'UE à cause de l'existence de litiges transfrontaliers ou pour assurer que la loi européenne est respectée
effectivement dans toute l'UE

Q13.2 Do you agree or disagree that the functioning of national judicial systems is ...

A matter for the EU because of the existence of cross-border cases, or to ensure that EU law can be upheld effectively
throughout the EU

Q13.2 Stimmen Sie zu oder nicht zu, dass die Arbeitsweise nationaler Rechtssysteme...






























Eine EU-Angelegenheit ist, weil es grenzübergreifende Verfahren gibt oder sicherzustellen ist, dass die EU-Gesetzgebung in
der gesamten EU effektiv aufrechterhalten werden kann

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Ne sait pas	Total 'D'accord'	Total 'Pas d'accord'
		Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Weiß nicht	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	23	48	13	5	11	71	18
	BE	28	53	11	5	3	81	16
	BG	25	47	7	5	16	72	12
	CZ	18	52	16	6	8	70	22
	DK	27	47	12	5	9	74	17
	DE	27	49	14	2	8	76	16
	EE	14	32	5	5	44	46	10
	IE	32	52	8	4	4	84	12
	EL	26	44	9	9	12	70	18
	ES	32	45	11	5	7	77	16
	FR	18	56	15	9	2	74	24
	IT	7	37	18	6	32	44	24
	CY	21	32	11	9	27	53	20
	LV	22	57	11	3	7	79	14
	LT	31	45	10	4	10	76	14
	LU	36	45	9	6	4	81	15
	HU	31	41	9	5	14	72	14
	MT	20	31	13	6	30	51	19
	NL	32	53	8	4	3	85	12
	AT	29	47	14	5	5	76	19
	PL	37	51	6	2	4	88	8
	PT	31	47	9	5	8	78	14
	RO	19	60	9	6	6	79	15
	SI	24	41	14	10	11	65	24
	SK	19	54	14	3	10	73	17
	FI	30	54	9	2	5	84	11
	SE	27	48	10	4	11	75	14
	UK	18	50	13	7	12	68	20
	HR	26	50	10	4	10	76	14

Q13.3 Êtes-vous d'accord ou pas d'accord avec le fait que le fonctionnement des systèmes judiciaires nationaux est...
L'affaire de l'UE s'il y a des problèmes graves de fonctionnement d'un système judiciaire national

Q13.3 Do you agree or disagree that the functioning of national judicial systems is ...
A matter for the EU if there are serious problems in the functioning of a national judicial system

Q13.3 Stimmen Sie zu oder nicht zu, dass die Arbeitsweise nationaler Rechtssysteme...
Eine EU-Angelegenheit ist, wenn ernste Probleme bei der Arbeitsweise eines nationalen Rechtssystems vorliegen

		Tout à fait d'accord	Plutôt d'accord	Plutôt pas d'accord	Pas du tout d'accord	Ne sait pas	Total 'D'accord'	Total 'Pas d'accord'
		Strongly agree	Tend to agree	Tend to disagree	Strongly disagree	Don't know	Total 'Agree'	Total 'Disagree'
		Stimme voll und ganz zu	Stimme eher zu	Stimme eher nicht zu	Stimme überhaupt nicht zu	Weiß nicht	Gesamt 'Stimme zu'	Gesamt 'Stimme nicht zu'
%		Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385	Flash EB 385
	EU 28	19	47	17	6	11	66	23
	BE	20	56	15	6	3	76	21
	BG	14	48	9	8	21	62	17
	CZ	11	48	23	7	11	59	30
	DK	29	43	13	5	10	72	18
	DE	19	52	18	3	8	71	21
	EE	18	35	7	2	38	53	9
	IE	35	46	10	4	5	81	14
	EL	24	43	14	9	10	67	23
	ES	24	43	17	8	8	67	25
	FR	17	46	23	12	2	63	35
	IT	9	33	22	6	30	42	28
	CY	25	30	10	10	25	55	20
	LV	18	58	12	4	8	76	16
	LT	31	43	8	4	14	74	12
	LU	28	49	15	4	4	77	19
	HU	29	38	15	7	11	67	22
	MT	16	33	16	7	28	49	23
	NL	26	50	16	4	4	76	20
	AT	26	45	19	6	4	71	25
	PL	17	57	14	3	9	74	17
	PT	26	48	10	7	9	74	17
	RO	18	58	10	8	6	76	18
	SI	23	37	16	11	13	60	27
	SK	15	48	19	6	12	63	25
	FI	39	45	11	1	4	84	12
	SE	31	47	10	3	9	78	13
	UK	17	48	15	8	12	65	23
	HR	25	49	11	7	8	74	18