

Civil justice in the European Union

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Report

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

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INTRODUCTION

The process of European integration has given European Union citizens the right to live and work anywhere in the EU. In addition, modern technologies, such as the Internet, mean that the number of cross border commercial transactions that take place each year is increasing rapidly. These developments mean that Europeans are more and more likely to be involved in civil justice proceedings in a Member State other than their home country.

The objective of this Special Eurobarometer study is to gain insight into the experiences of European Union citizens, their opinions and their preferences with regards to civil justice in the European Union. The objective of the European area of civil justice is to ensure that citizens and companies in one Member State can exercise their rights in another Member State, in the event of a dispute that crosses national borders.

European Union governments have long recognised that further integration also implies judicial co-operation. Back in 1968, the original six Member States agreed on common rules on jurisdiction and the enforcement of judgments in civil and commercial matters, often referred to as the Brussels Convention. In 1993, the Maastricht Treaty identified judicial co-operation in civil matters as an area of common interest for EU Member States. The 1997 Treaty of Amsterdam made judicial co-operation in civil matters a European Community policy linked to the free movement of people. At the October 1999 European Council in Tampere, European leaders made the need for increased convergence in the field of civil law one of three priorities for further action. The Hague Programme, adopted at the European Council in November 2005, aims to develop a genuine European area of civil justice within 5 years whereby access to justice must be guaranteed in order for judgments to be made and enforced¹.

It is in this context that the European Commission's Directorate-General for Justice, Freedom and Security commissioned this survey. Interviews were conducted face-to-face in the twenty-seven Member States of the European Union in respondents' homes, in their national language, between November 9 and December 14, 2007. In Denmark the interviews were completed on 16 January 2008. The methodology used is that of the Standard Eurobarometer polls, managed by the Directorate-General for Communication ("Research and Political Analysis" Unit). In the annex, a technical note details the interview techniques used by the TNS Opinion & Social network institutes, as well as levels of statistical confidence.

In order to explore citizens' opinions comprehensively, for each question covered in the survey, our analysis² looks at results for:

- The European Union as a whole;
- Individual countries;
- Socio-demographic variables.

¹ For further information about the Commission's activities in this area, please visit the Commission's website at http://ec.europa.eu/justice_home/index_en.htm.

² In some cases, due to the rounding of figures, displayed sums can show a difference of one point from the sum of the individual cells. It should also be noted that the total percentages shown in the tables of this report may exceed 100% where the respondent is allowed to give several answers to a particular question.

1. Access to civil justice in other EU Member States

1.1. Personal experience

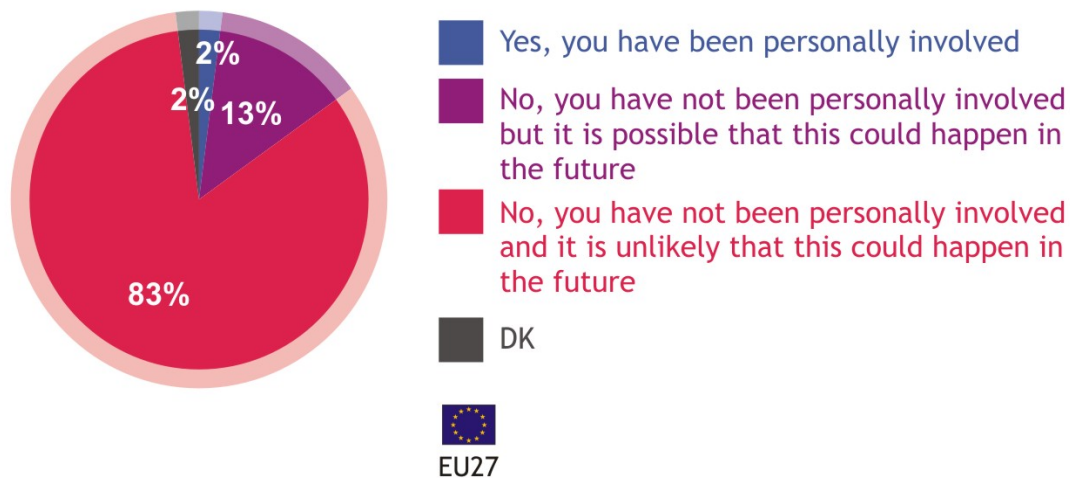
- Very few citizens have dealt with civil justice procedures in another Member State and most do not expect this to happen in the future -

Questionnaire source: QC1³

Only a very small proportion of Europeans have personally been involved in civil justice procedures in another European Union Member State (2%) and most people think it is unlikely that this could happen in the future (83%). On average, 13% of Europeans think it is possible that they could be personally involved in civil justice procedures in the future.

In this report, we will have to bear in mind that respondents' views of civil justice are often based on perception rather than on personal experience.

Question: QC1. Have you ever been involved in civil justice procedures in a European Union Member State other than (OUR COUNTRY)?






At the European Union level, the profile of the people who have been involved in civil justice procedures in a Member State other than their country of residence or who consider it possible that this could happen tends to correspond to the following socio-demographic categories:

- ◆ 9% of people born in other European Union countries have been involved and a further 19% consider this likely;
- ◆ The younger people are the higher the perceived likelihood that they may become involved in the future;

³ QC1 Have you ever been involved in civil justice procedures in a European Union Member State other than (OUR COUNTRY)?

- ◆ The longer people have stayed in full-time education the higher the perceived likelihood that they may become involved in the future.

QC1 Have you ever been involved in civil justice procedures in a European Union Member State other than (OUR COUNTRY)?

	Yes, you have been personally involved	No, you have not been personally involved but it is possible that this could happen in the future	No, you have not been personally involved and it is unlikely that this could happen in the future	DK
EU27	2%	13%	83%	2%
 Sex				
Male	3%	14%	81%	2%
Female	2%	11%	85%	2%
 Age				
15-24	2%	18%	79%	1%
25-39	2%	14%	82%	2%
40-54	3%	13%	83%	1%
55 +	2%	9%	87%	2%
 Education (End of)				
15-	2%	9%	86%	3%
16-19	2%	12%	84%	2%
20+	3%	14%	81%	2%
Still Studying	2%	18%	78%	2%
Place of birth				
Surveyed country	2%	12%	84%	2%
EU	9%	19%	71%	1%
Europe outside EU	4%	20%	74%	2%
Outside Europe	4%	15%	79%	2%

Please note the small base size for the place of birth categories other than 'surveyed country' when analysing the data.

The situation across the Member States is broadly similar in terms of the proportion of citizens who have been personally involved in civil justice procedures in another Member State; at 6% it is highest in Belgium. There are, however, some noteworthy variations in the degree to which respondents consider the possibility that they could become involved in the future as likely or unlikely:

- ◆ Belgium is the only country where just over one-fifth of citizens consider it likely that they could become involved in a civil justice proceeding in another Member States (21%);
- ◆ Conversely, in Poland and Hungary over 9 out of 10 citizens consider it unlikely that they could become involved in the future (91% and 92%, respectively).

QC1 Have you ever been involved in civil justice procedures in a European Union Member State other than (OUR COUNTRY)?

	Yes, you have been personally involved	No, you have not been personally involved but it is possible that this could happen in the future	No, you have not been personally involved and it is unlikely that this could happen in the future	DK
EU27	2%	13%	83%	2%
EU15	3%	13%	82%	2%
NMS12	1%	10%	87%	2%
BE	6%	21%	72%	1%
BG	-	18%	75%	7%
CZ	2%	13%	84%	1%
DK	2%	18%	79%	1%
DE	3%	18%	77%	2%
EE	2%	9%	86%	3%
EL	2%	9%	89%	-
ES	4%	15%	78%	3%
FR	1%	11%	87%	1%
IE	2%	13%	77%	8%
IT	2%	12%	83%	3%
CY	1%	10%	87%	2%
LV	1%	14%	81%	4%
LT	2%	13%	80%	5%
LU	4%	9%	86%	1%
HU	1%	6%	92%	1%
MT	2%	11%	86%	1%
NL	2%	15%	82%	1%
AT	5%	17%	76%	2%
PL	1%	7%	91%	1%
PT	4%	8%	86%	2%
RO	2%	8%	86%	4%
SI	4%	16%	79%	1%
SK	1%	18%	78%	3%
FI	3%	7%	89%	1%
SE	3%	13%	84%	-
UK	2%	9%	88%	1%

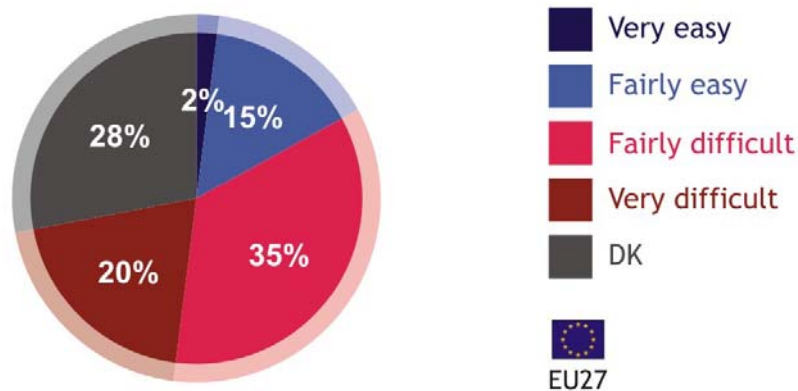
1.2. Access to civil justice in other Member States: easy or difficult?

- Majority of EU citizens consider access to civil justice abroad difficult -

Questionnaire source: QC2⁴

Over half of Europeans believe it is either very difficult (20%) or fairly difficult (35%) to access civil justice in another Member State. Only 2% consider this very easy while 15% believe it is fairly easy. Over one European citizen in four (28%) cannot judge whether it is easy or difficult to access civil justice in another Member State; a logical finding considering the very small proportion of Europeans who have been personally involved in a civil justice procedure abroad.

Question: QC2. In your opinion, how easy or difficult do you think it is to access civil justice in a Member State other than (OUR COUNTRY)?

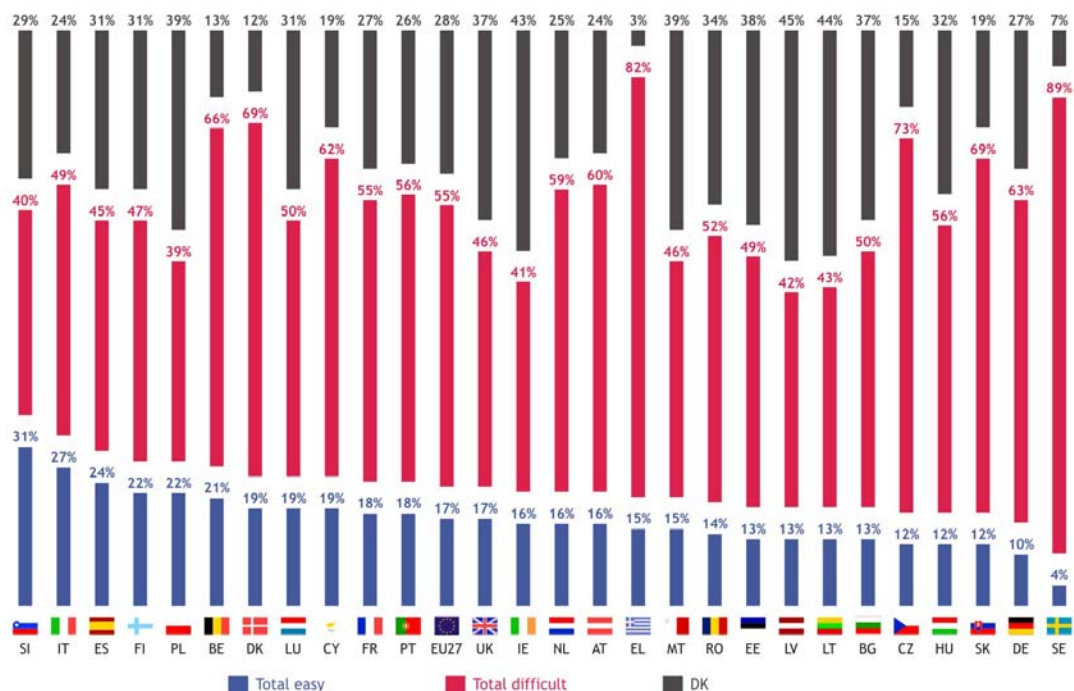


Although the majority view in all Member States is that access to civil justice is difficult outside one's own country, the strength of feeling varies from one country to another. The perception that access is easy is highest in Slovenia (31%) and Italy (27%) with over one-fifth sharing this view in Spain (24%), Poland and Finland (both 22%), and Belgium (21%).

Conversely, over 8 in 10 people in Greece (82%) and Sweden (89%) feel that access to civil justice in another Member State is difficult. It should be noted that fluctuations in the strength of responses are to a significant degree explained by large variations in the extent of "don't know" responses, which range from 3% in Greece to 45% in Latvia.




⁴ QC2 In your opinion, how easy or difficult do you think it is to access civil justice in a Member State other than (OUR COUNTRY)?

Question: QC2. In your opinion, how easy or difficult do you think it is to access civil justice in a Member State other than (OUR COUNTRY)?



People's assessment does vary significantly depending on a number of socio-demographic characteristics, most notably place of birth, age and education. The perception that access to civil justice in another Member State is difficult increases with age while the reverse holds for education: the longer people have stayed in full-time education the more likely they are to consider access to be easy. The largest differences in opinion are noted between people who were born in the country surveyed and those who were born in Europe but outside the EU. Among the latter group, 64% feel that access to civil justice is difficult. As already noted, a higher than average proportion among this group has personally been involved in civil justice proceedings in another Member State (9% vs. EU average of 2%). Finally, the intensity of "don't know" replies varies quite significantly among the socio-demographic groups.

QC2 In your opinion, how easy or difficult do you think it is to access civil justice in a Member State other than (OUR COUNTRY)?

	Total easy	Total difficult	DK
EU27	17%	55%	28%
 Sex			
Male	19%	53%	28%
Female	15%	56%	29%
 Age			
15-24	23%	52%	25%
25-39	22%	51%	27%
40-54	17%	55%	28%
55 +	12%	57%	31%
 Education (End of)			
15-	13%	56%	31%
16-19	16%	55%	29%
20+	20%	54%	26%
Still Studying	25%	50%	25%
Place of birth			
Surveyed country	17%	55%	28%
EU	25%	50%	25%
Europe outside EU	11%	64%	25%
Outside Europe	21%	46%	33%

Please note the small base size for the place of birth categories other than 'surveyed country' when analysing the data.

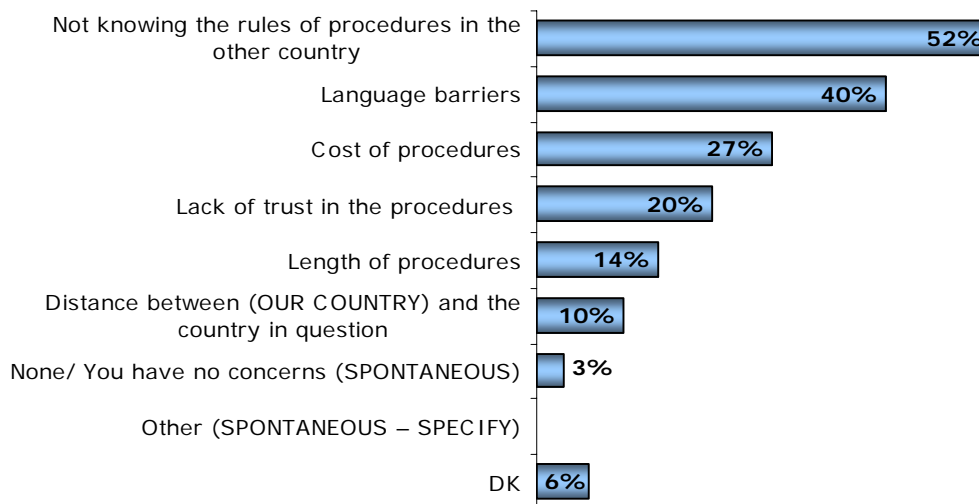
1.3. Citizens' concerns about access to justice abroad

- Respondents express many concerns about procedures should they need access to civil justice in another Member State -

Questionnaire source: QC4⁵

Europeans are most concerned that, should they need to access civil justice in another country, they wouldn't know the procedural rules in that country. Over half express this concern (52%). Language barriers are the second most widely voiced concern by Europeans regarding access abroad (40%). The cost of procedures (27%) and lack of trust in the proceedings (20%) also concern a considerable proportion of Europeans. In fact, an average of only 3% of respondents indicated that they would have no concerns should they need access to civil justice in another Member State.

QC4 If you needed to have access to civil justice in a country other than (OUR COUNTRY), which of the following, if any, would be your main concerns about the procedures? (MAX. 2 ANSWERS)
- % EU



The first thing to note about the results is that a division exists in the type of concerns mentioned by citizens living in the EU15 and those in the twelve new Member States. In the EU15, respondents more frequently cite not knowing the rules (54%), a lack of trust in procedures (23%) and the length of procedures as concerns. Conversely, in the twelve new Member States, the cost of procedures (37%) and the distance between their country and the country in question (12%) are cited more frequently.

In 22 of the 27 Member States, "not knowing the rules of procedures in the other country" is the most widely voiced concern; in Malta it is mentioned as frequently as "the cost of procedures" and in Portugal as often as "language barriers".

⁵ QC4 If you needed to have access to civil justice in a country other than (OUR COUNTRY), which of the following, if any, would be your main concerns about the procedures? (MAX. 2 ANSWERS)

This concern is most widely voiced in Sweden (71%) and appears to be least of a worry in Austria (34%).

Language barriers are the most widely expressed concern in Poland (51%) and Austria (37%). Though not the top concern, France counts the highest proportion of people who would worry about language barriers if they needed access to civil justice in another country (54%). At 15%, this issue is least widespread in Malta.

The cost of procedures is the top concern in the Czech Republic (53%) and shares this position with not knowing the rules in Malta (45%). While it is the second most widely voiced concern in Cyprus it is expressed here by more people (48%) than is the case in these latter two nations. Danish respondents mention this issue least (21%).

The proportion of citizens who lack trust in the procedures is highest in Germany and Austria (both 33%) whereas fewer than one in ten expresses this concern in Lithuania (7%), Malta, Poland (both 8%) and Estonia (9%).

For around a quarter of citizens in Denmark and Belgium (both 24%) the length of proceedings is a concern and for close to one-fifth of citizens in Greece (19%) distance is an issue.

In all Member States, fewer than one respondent in ten has no concerns. The proportion of "don't know" responses is relatively low throughout the Member States.

QC4 If you needed to have access to civil justice in a country other than (OUR COUNTRY), which of the following, if any, would be your main concerns about the procedures? (MAX. 2 ANSWERS)

	Not knowing the rules of procedures in the other country	Language barriers	Cost of procedures	Lack of trust in the procedures	Length of procedures	Distance between (OUR COUNTRY) and the country in question	None\ You have no concerns (SPONTANEOUS)
EU27	52%	40%	27%	20%	14%	10%	3%
EU15	54%	40%	24%	23%	15%	9%	3%
NMS12	47%	41%	37%	11%	11%	12%	2%
BE	56%	47%	28%	22%	24%	7%	1%
BG	53%	25%	32%	11%	13%	8%	2%
CZ	46%	39%	53%	14%	12%	10%	2%
DK	67%	28%	21%	30%	24%	8%	2%
DE	55%	43%	23%	33%	13%	9%	2%
EE	51%	39%	28%	9%	10%	10%	4%
EL	48%	38%	40%	22%	20%	19%	2%
ES	39%	35%	22%	14%	14%	12%	4%
FR	67%	54%	18%	20%	17%	8%	1%
IE	51%	41%	31%	17%	12%	8%	2%
IT	51%	27%	22%	20%	17%	12%	3%
CY	56%	33%	48%	21%	20%	10%	1%
LV	43%	40%	28%	13%	7%	8%	6%
LT	53%	47%	27%	7%	9%	10%	2%
LU	58%	29%	26%	28%	18%	12%	1%
HU	49%	51%	29%	16%	10%	7%	6%
MT	45%	15%	45%	8%	21%	13%	6%
NL	59%	36%	19%	25%	18%	9%	3%
AT	34%	37%	35%	33%	19%	13%	8%
PL	45%	51%	34%	8%	8%	13%	2%
PT	36%	36%	30%	17%	13%	14%	1%
RO	42%	26%	41%	10%	16%	14%	2%
SI	63%	24%	37%	19%	18%	9%	4%
SK	52%	43%	39%	16%	14%	13%	1%
FI	63%	44%	31%	18%	12%	10%	1%
SE	71%	40%	35%	29%	9%	3%	0%
UK	55%	40%	26%	20%	9%	4%	6%

Figures highlighted in the light blue shade mark the most frequently cited concern in each country. Figures highlighted in the darker blue shade mark for each concern the country with the highest percentage of respondents citing the item.

An analysis of the responses broken down by whether people believe access to civil justice in another Member State is easy or difficult reveals interesting findings. Whereas citizens who consider access difficult are far more numerous than those who consider access easy, in voicing their concern about not knowing the rules of procedures, language barriers and a lack of trust in the procedures, the latter group is more concerned about the cost and the length of procedures.

QC4 If you needed to have access to civil justice in a country other than (OUR COUNTRY), which of the following, if any, would be your main concerns about the procedures? (MAX. 2 ANSWERS)

	Not knowing the rules of procedures in the other country	Language barriers	Cost of procedures	Lack of trust in the procedures	Length of procedures	Distance between (OUR COUNTRY) and the country in question
EU27	52%	40%	27%	20%	14%	10%
Access to civil justice is easy	54%	40%	24%	23%	15%	9%
Access to civil justice is difficult	47%	41%	37%	11%	11%	12%

2. Methods to improve access to civil justice abroad

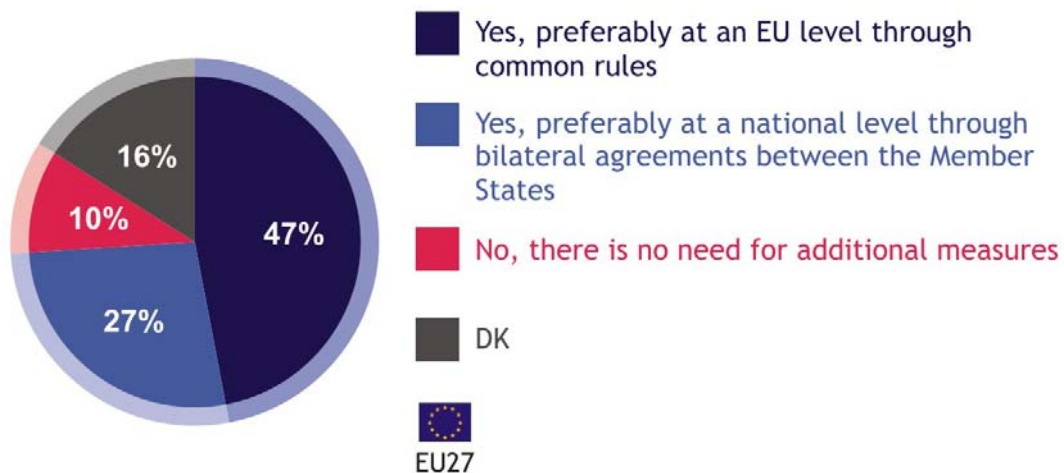
2.1. Support for additional measures

- *Widespread desire for additional measures at EU level* -

Questionnaire source: QC3⁶

Considering that 55% of European Union citizens think that it is difficult to access civil justice abroad, it is not surprising to find that a large segment of the EU population believes that additional measures should be taken to help citizens to access civil justice in a Member State other than their country of residence (74%). In fact, close to half of all citizens would prefer these measures to be at an EU level through common rules (47%), while just over a quarter would prefer measures at a national level through bilateral agreements between the Member States (27%). Only one European in ten is against additional measures (10%) while 16% have no opinion.

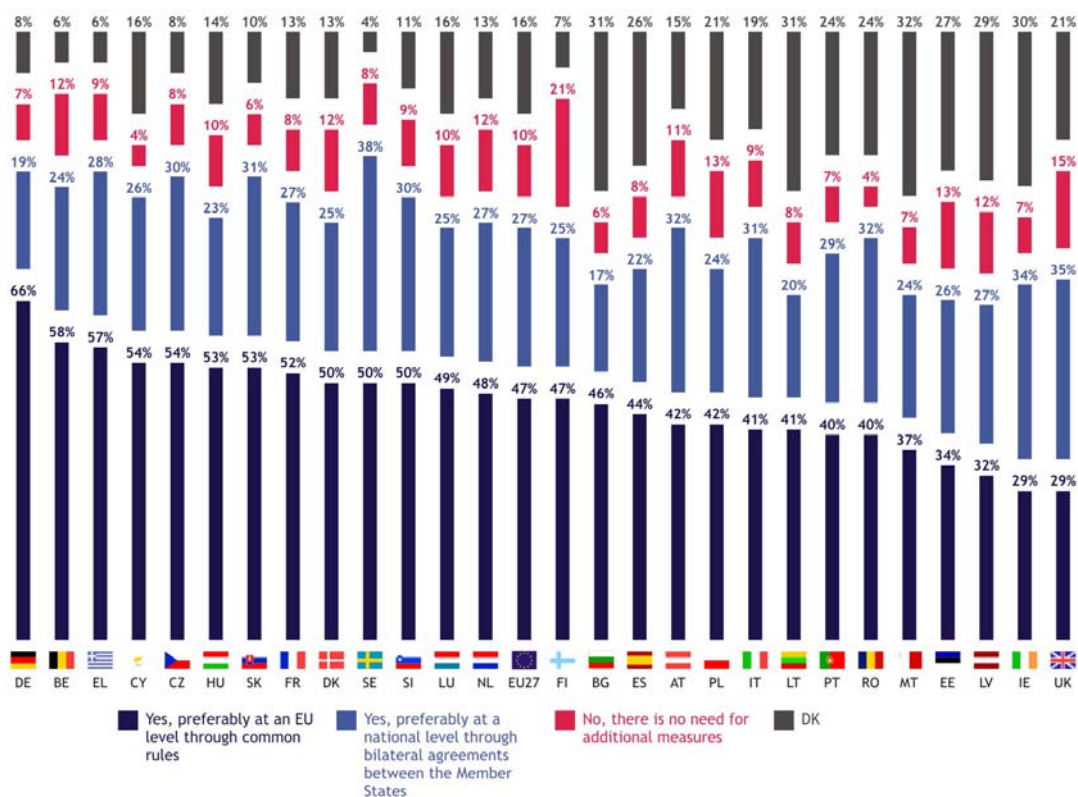
Question: QC3. In your opinion, should additional measures be taken to help citizens' access to civil justice in a European Union Member State other than their country of residence?



Public opinion varies significantly from one country to the next. Although in all countries except the United Kingdom and Ireland a majority of citizens prefer additional measures at an EU level, the strength of this view ranges from 66% in Germany to 32% in Latvia. In the United Kingdom and Ireland citizens would prefer measures to be taken at a national level (35% and 34%, respectively) although close to 3 out of 10 citizens are in favour of EU measures (29% in both countries). It should be noted that although it is not a majority view, citizens in Sweden (38%) are more in favour of national measures than the British and the Irish are. Furthermore, over 3 out of 10 citizens in Austria, Romania (both 32%) and Slovakia (31%) share this opinion. Finally, Finland is the only country where over one-fifth of the respondents indicated that there is no need for additional measures (21%).




⁶ QC3 In your opinion, should additional measures be taken to help citizens' access to civil justice in a European Union Member State other than their country of residence?

Question: QC3. In your opinion, should additional measures be taken to help citizens' access to civil justice in a European Union Member State other than their country of residence?



The extent to which people hold an opinion on this issue varies strongly depending on their socio-demographic characteristics. Variations in “don’t know” responses dictate the degree to which people want additional measures to be taken at an EU level.

QC3 In your opinion, should additional measures be taken to help citizens' access to civil justice in a European Union Member State other than their country of residence?

	Yes, preferably at an EU level through common rules	Yes, preferably at a national level through bilateral agreements between the Member States	No, there is no need for additional measures	DK
EU27	47%	27%	10%	16%
 Sex				
Male	48%	28%	10%	14%
Female	46%	26%	9%	19%
 Age				
15-24	48%	27%	9%	16%
25-39	49%	28%	9%	14%
40-54	48%	29%	9%	14%
55 +	44%	25%	10%	21%
 Education (End of)				
15-	39%	26%	10%	25%
16-19	49%	27%	9%	15%
20+	52%	29%	9%	10%
Still Studying	49%	27%	10%	14%
Place of birth				
Surveyed country	47%	27%	9%	17%
EU	54%	25%	10%	11%
Europe outside EU	56%	21%	10%	13%
Outside Europe	46%	21%	11%	22%

Please note the small base size for the place of birth categories other than 'surveyed country' when analysing the data.

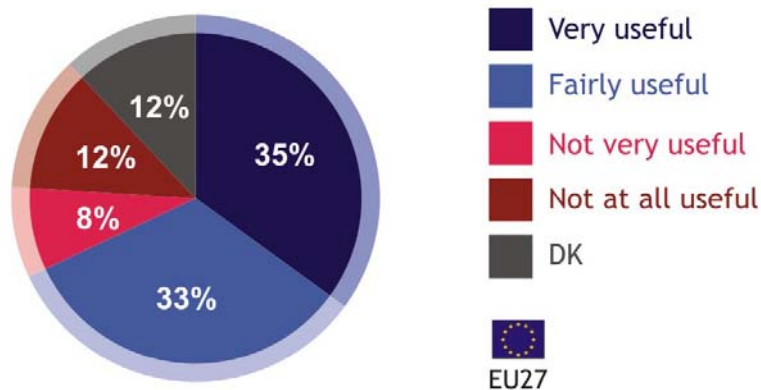
2.2. The Internet as a method of improving access to civil justice

- EU citizens consider the Internet as a useful way of accessing civil justice in another Member State -

Questionnaire source: QC10⁷

Over a third of EU citizens consider that it would be very useful if they were able to access civil justice in another Member State via the Internet, using for example standardised online forms in their mother tongue (35%) and a further third considers that this would be fairly useful (33%). Only one citizen in five considers the Internet not very useful (8%) or not at all useful (12%). Just over one citizen in ten has no opinion (12%).

Question: QC10. If you needed to access civil justice in a Member State other than (OUR COUNTRY), how useful or not would it be for you to be able to do it via the Internet, using for example standardised online forms in your mother tongue?



One factor that influences the respondents' answers is whether they perceive access to civil justice as being easy or difficult. Those who think it easy are more positive about the usefulness of being able to access it via the Internet than respondents who believe that access to civil justice is difficult (81% vs. 69%).

People's views also vary significantly depending on their socio-demographic characteristics. The indirect factor that appears to affect people's responses is, obviously, whether or not they use the Internet already. This we know varies considerably, depending on age and education: older people and those with little education are least likely to use the Internet. The pattern of response to this question also depends on age, education and indirectly occupation: compared to the EU average, far more people who left school aged 15 or younger, retired people (both 33%) and those aged 55 and over (32%) would not find it useful to be able to use the Internet. Conversely, over 8 out of ten managers (85%) and

⁷ QC10 If you needed to access civil justice in a Member State other than (OUR COUNTRY), how useful or not would it be for you to be able to do it via the Internet, using for example standardised online forms in your mother tongue?

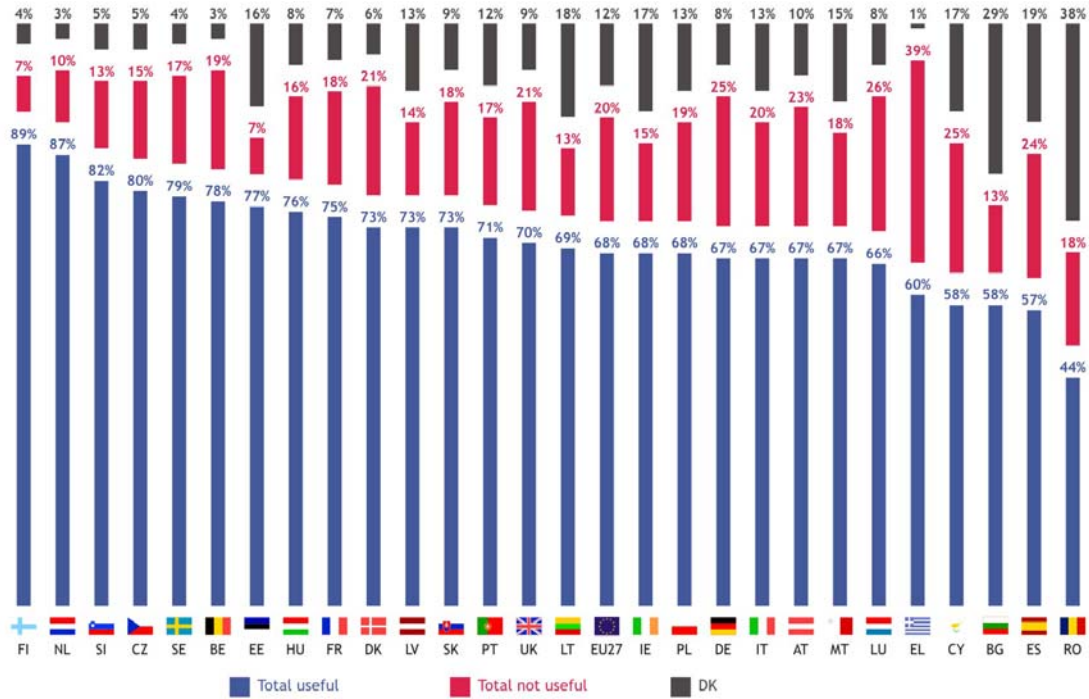
students (81%) would find being able to use the Internet useful if they needed access to civil justice in another Member State.

QC10 If you needed to access civil justice in a Member State other than (OUR COUNTRY), how useful or not would it be for you to be able to do it via the Internet, using for example standardised online forms in your mother tongue?

	Useful	Not useful	DK
EU27	68%	20%	12%
Age			
15-24	78%	14%	8%
25-39	79%	13%	8%
40-54	73%	17%	10%
55 +	51%	32%	17%
Education (End of)			
15-	50%	32%	18%
16-19	70%	19%	11%
20+	80%	14%	6%
Still Studying	81%	11%	8%
Respondent occupation scale			
Self-employed	73%	16%	11%
Managers	85%	10%	5%
Other white collars	79%	13%	8%
Manual workers	73%	17%	10%
House persons	56%	25%	19%
Unemployed	70%	17%	13%
Retired	50%	33%	17%
Students	81%	11%	8%
Access to civil justice in another MS			
Easy	81%	13%	6%
Difficult	69%	23%	8%

Nevertheless, it is interesting to note that there is no direct relationship between people's assessment of the value of Internet use for this purpose and the actual Internet penetration rate in each country. Although the largest proportion of those who believe it would be useful to be able to access civil justice via the Internet are found in Finland (89%) and the Netherlands (87%) - two countries with high penetration rates - the next highest levels are recorded in Slovenia (82%) and the Czech Republic (80%) - two countries where the Internet penetration rate is lower. People in Greece are most likely to consider the use of Internet as not useful for accessing civil justice in a Member State other than their own (39%). The proportion of "don't know" responses ranges from only 1% in Greece to 38% in Romania.

Question: QC10. If you needed to access civil justice in a Member State other than (OUR COUNTRY), how useful or not would it be for you to be able to do it via the Internet, using for example standardised online forms in your mother tongue?



3. Public opinion of uniform procedures

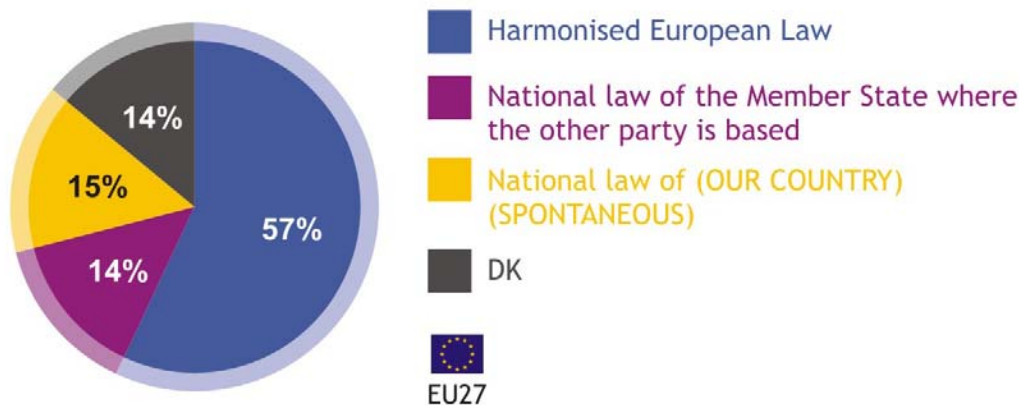
3.1. Views of harmonised European legislation

- When signing multi-country contracts, citizens prefer to be bound by harmonised European law over the national law of the country where the other party is based -

Questionnaire source: QC5⁸

When signing a contract with a person or a company based in another European Union Member State, there is a clear preference among EU citizens for contractual terms based on harmonised European Union law (57%) rather than the national law of the Member State where the other party is based (14%). Only small minorities of respondents either spontaneously answered that the contract should be based on their own country's national law (15%) or lacked an opinion in this regard (14%).

Question: QC5. In your opinion, if you were to sign a contract with a person or a company based in another European Union Member State, for example when purchasing goods abroad, would you prefer, if you only had these two choices, that the terms of the contract were based on...?

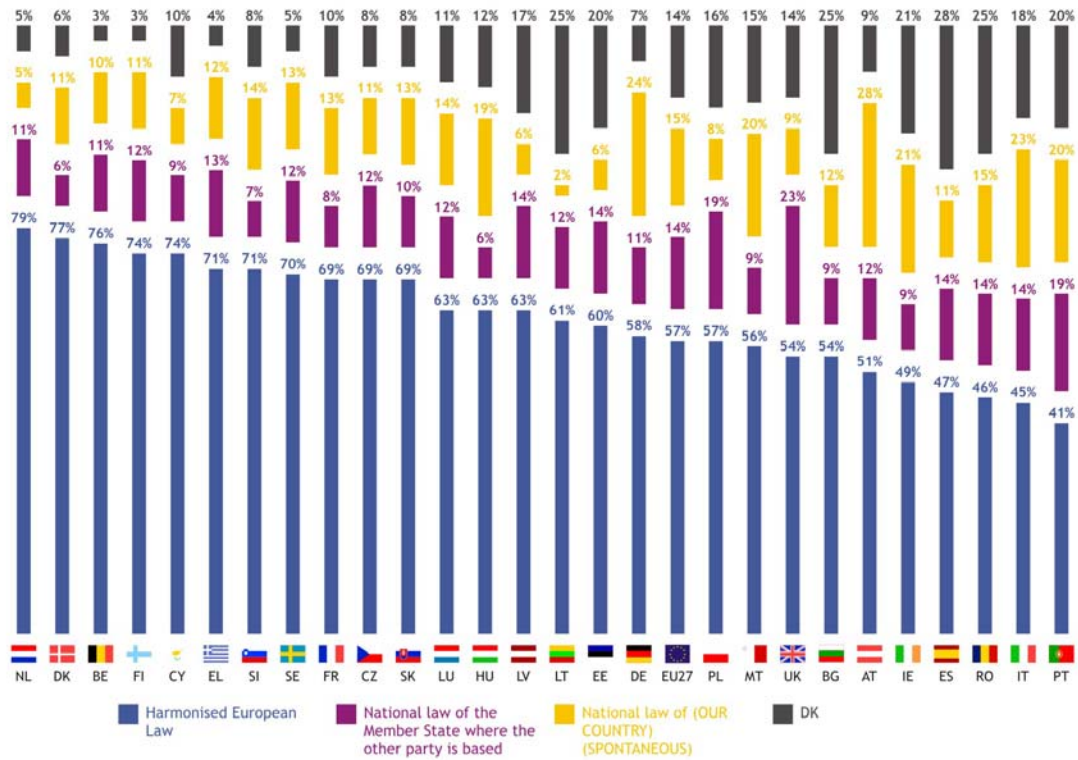


In all European Union Member States, the preference is for harmonised European law to apply when signing a contract with a person or company based in another EU country. Support ranges from 41% in Portugal to 79% in the Netherlands. However, in a number of Member States divisions in public opinion are nonetheless present. Close to 3 out of 10 respondents in Austria spontaneously answered that the national law of their own country should apply (28%) and this view is further voiced by at least one-fifth of the citizenry in Germany (24%), Italy (23%), Ireland (21%), Malta and Portugal (both 20%). Furthermore, the proportion of respondents who opted for the national law of the Member State where the other party is based is highest in the United Kingdom (23%) and in Portugal and Poland close to one-fifth shares this opinion (both 19%).

⁸ QC5 In your opinion, if you were to sign a contract with a person or a company based in another European Union Member State, for example when purchasing goods abroad, would you prefer, if you only had these two choices, that the terms of the contract were based on...?





Finally, the country analyses show large variations in the percentage of “don't know” responses which range from only 3% in Belgium and Finland to at least a quarter of respondents in Spain (28%), Romania, Lithuania and Bulgaria (all 25%).

Question: QC5. In your opinion, if you were to sign a contract with a person or a company based in another European Union Member State, for example when purchasing goods abroad, would you prefer, if you only had these two choices, that the terms of the contract were based on...?



As noted above, socio-demographic variations are largely explained by the degree to which people have no opinion. However, some differences in opinion are evident with regard to those wanting the national law of their country to apply, with respondents who left full-time education at age 15 or younger (20%), retired people and those aged 55+ in general (both 18%) being most likely to hold this view.

QC5 In your opinion, if you were to sign a contract with a person or a company based in another European Union Member State, for example when purchasing goods abroad, would you prefer, if you only had these two choices, that the terms of the contract were based on...?

	Harmonised European Law	National law of the Member State where the other party is based	National law of (OUR COUNTRY) (SPONTANEOUS)	DK
EU27	57%	14%	15%	14%
 Sex				
Male	60%	14%	14%	12%
Female	56%	13%	16%	15%
 Age				
15-24	59%	15%	13%	13%
25-39	62%	14%	13%	11%
40-54	61%	13%	15%	11%
55 +	51%	13%	18%	18%
 Education (End of)				
15-	44%	14%	20%	22%
16-19	58%	14%	16%	12%
20+	70%	12%	11%	7%
Still Studying	62%	15%	11%	12%
 Respondent occupation scale				
Self-employed	61%	14%	15%	10%
Managers	71%	12%	12%	5%
Other white collars	66%	11%	14%	9%
Manual workers	57%	15%	15%	13%
House persons	49%	13%	16%	22%
Unemployed	57%	16%	13%	14%
Retired	50%	13%	18%	19%
Students	62%	15%	11%	12%
Access to civil justice in another MS				
Easy	63%	19%	11%	7%
Difficult	60%	14%	16%	10%
EU intervention in enforcement				
Important	62%	14%	14%	10%
Not important	48%	18%	21%	13%

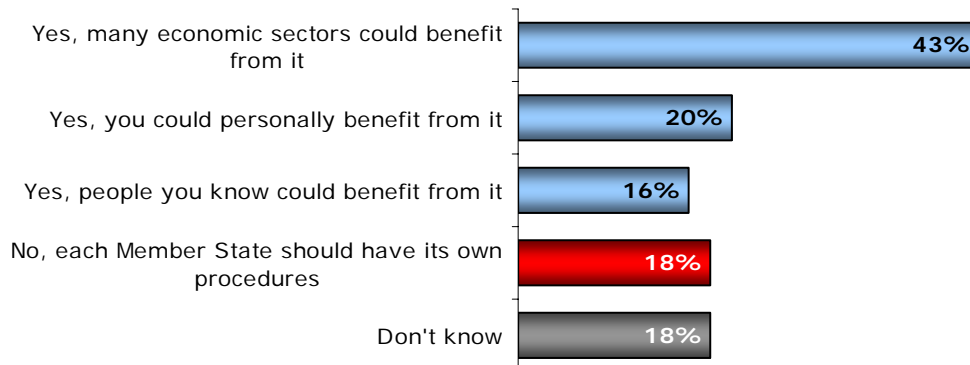
3.2. Views of uniform procedures across the EU

- Uniform procedures deemed beneficial, particularly for economic sectors -

Questionnaire source: QC6⁹

European Union citizens generally agree that uniform procedures across the EU for civil and commercial claims would be a useful objective to achieve (79%). However, respondents mostly feel that economic sectors could benefit from this (43%), while only 20% believe they could personally benefit and 16% know people who they believe could benefit from it. On average, close to one-fifth of Europeans are either of the view that each Member State should have its own procedures or has no opinion (both 18%).

QC6 In your opinion, would uniform procedures across the European Union for civil and commercial claims be a useful objective to achieve? (MULTIPLE ANSWERS POSSIBLE)
- % EU



In all European Union Member States except Bulgaria, the majority of citizens agree that uniform procedures across the EU for civil and commercial claims would be a useful objective to achieve but the reasoning for this differs considerably. Firstly Bulgaria: here the proportion of “don’t know” replies is as high as the total proportion of respondents answering in the affirmative (both 43%).

The proportion of respondents who feel that they could personally benefit from uniform procedures ranges from 3% in Cyprus to 34% in Finland and Belgium. More than a quarter of respondents in Luxembourg, Malta (both 28%), Germany and Spain (both 27%) also feel that they could personally benefit.

⁹ QC6 In your opinion, would uniform procedures across the European Union for civil and commercial claims be a useful objective to achieve? (MULTIPLE ANSWERS POSSIBLE)

Finland also has the largest proportion of citizens who know people who could benefit from uniform procedures (33%). In Slovenia 31% and in Austria a quarter of respondents express this view. Respondents in Malta were least likely to indicate that they knew people who could benefit from uniform procedures (6%).

The view that many economic sectors could benefit from uniform procedures is most widely held in the Netherlands (68%) and Sweden (67%). Finland is the only other country where at least 6 out of 10 respondents expressed this view (60%). People in Spain are least likely to agree (19%), while Malta is the only other country where less than a quarter of citizens feel this way (24%).

Opposition to uniform procedures ranges from 12% in Germany and the Netherlands to 35% in Estonia. Over a quarter of citizens in Latvia (31%), Cyprus, Luxembourg (both 29%) and Greece (26%) also oppose uniform procedures across the European Union

Finally, after Bulgaria, Spain (38%), Lithuania (35%) and Ireland (33%) are the States recording the highest level of 'don't knows'.

Generally speaking, views are fairly similar throughout Europe: in all countries, uniform procedures across the EU are clearly considered useful by citizens.

**QC6 In your opinion, would uniform procedures across the European Union for civil and commercial claims be a useful objective to achieve?
(MULTIPLE ANSWERS POSSIBLE)**

	Yes, many economic sectors could benefit from it	Yes, you could personally benefit from it	Yes, people you know could benefit from it	No, each Member State should have its own procedures	DK
EU27	43%	20%	16%	18%	18%
EU15	44%	22%	17%	17%	16%
NMS12	39%	15%	14%	20%	22%
BE	56%	34%	24%	15%	5%
BG	26%	9%	13%	14%	43%
CZ	44%	20%	16%	24%	8%
DK	49%	18%	20%	24%	10%
DE	53%	27%	22%	12%	8%
EE	28%	10%	13%	35%	26%
EL	46%	11%	19%	26%	8%
ES	19%	27%	9%	15%	38%
FR	54%	20%	15%	18%	12%
IE	30%	13%	11%	19%	33%
IT	43%	16%	12%	20%	16%
CY	44%	3%	9%	29%	25%
LV	29%	8%	11%	31%	24%
LT	30%	12%	12%	19%	35%
LU	37%	28%	21%	29%	15%
HU	34%	11%	14%	24%	18%
MT	24%	28%	6%	20%	28%
NL	68%	16%	14%	12%	6%
AT	36%	21%	25%	18%	16%
PL	44%	14%	9%	19%	19%
PT	29%	15%	7%	25%	26%
RO	34%	19%	19%	17%	27%
SI	52%	24%	31%	22%	15%
SK	43%	14%	17%	22%	12%
FI	60%	34%	33%	18%	5%
SE	67%	18%	13%	16%	7%
UK	35%	21%	19%	21%	22%

Once more variations at the socio-demographic level are mostly due to differences in the extent to which people have no opinion.

4. Public opinion of civil court rulings

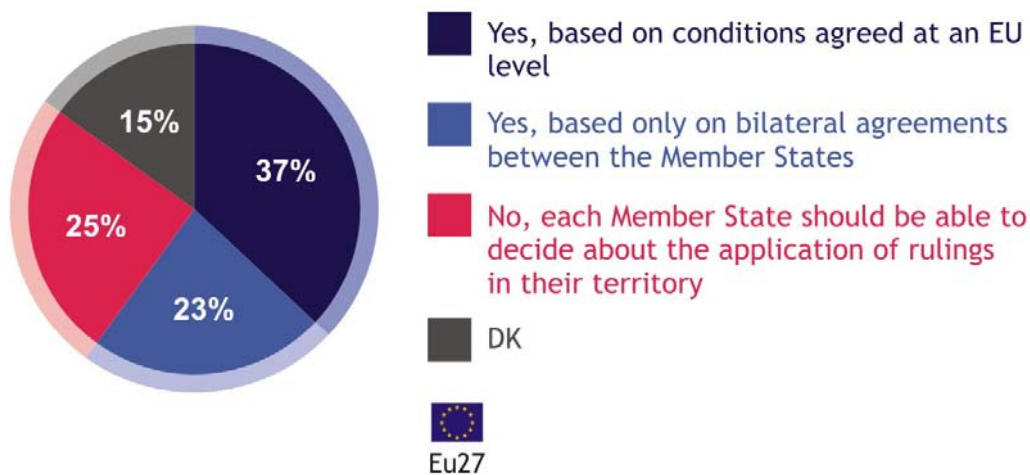
4.1. Should court rulings be enforced without further formalities?

- The most popular view is that court rulings should be enforced based on conditions agreed at an EU level -

Questionnaire source: QC7¹⁰

The majority of Europeans are of the opinion that a civil court ruling given in one Member State should be enforced in another Member State (60%) while a quarter feels that each Member State should be able to decide on the enforcement of rulings in its territory. 15% of Europeans have no opinion.

Question: QC7. In your opinion, should a civil court ruling given in one Member State be applied or not in another Member State without any further formalities?



Among the respondents who agree that a civil court ruling in one Member State should be enforced in another Member State without further formalities, most feel that this should be based on conditions agreed at an EU level (37%) while the rest feel this should be based only on bilateral agreements (23%).

Again, Europeans show that they expect the EU to play a major role in helping them in all the steps of the civil justice procedure in another Member State.

¹⁰ QC7 In your opinion, should a civil court ruling given in one Member State be applied or not in another Member State without any further formalities?

In all European Union Member States the majority of citizens believe that a civil court ruling in one Member State should be enforced in another Member State without further formalities. However, there is some disagreement regarding the basis of this. In Germany (55%), the Netherlands, Finland (both 53%), Belgium and Slovenia (both 52%) more than half of the respondents indicate that the enforcement of such court rulings should be based on conditions agreed at an EU level, compared to less than a quarter of citizens in Ireland (17%), Malta, the United Kingdom, Romania (all three 23%) and Portugal (24%). In Ireland, the most common preference is that these court rulings should be based only on bilateral agreements (29%).

There are also countries in which respondents were more likely to indicate that these court rulings should not be enforced without any further formalities than they were to opt for either of the two affirmative answers¹¹: Latvia, the United Kingdom (both 37%), Estonia (36%), Portugal (31%), Malta (29%) and Romania (28%). The proportion of "don't know" responses ranges from 3% in Greece to 29% in Spain.

¹¹ When taken together, the two affirmative "yes" answers nonetheless represent the majority view in these countries.

QC7 In your opinion, should a civil court ruling given in one Member State be applied or not in another Member State without any further formalities?

	Yes, based on conditions agreed at an EU level	Yes, based only on bilateral agreements between the Member States	No, each Member State should be able to decide about the application of rulings in their territory	DK
EU27	37%	23%	25%	15%
EU15	38%	23%	25%	14%
NMS12	35%	23%	25%	17%
BE	52%	23%	20%	5%
BG	38%	19%	17%	26%
CZ	44%	23%	25%	8%
DK	44%	17%	32%	7%
DE	55%	20%	17%	8%
EE	23%	24%	36%	17%
EL	42%	25%	30%	3%
ES	25%	23%	23%	29%
FR	39%	24%	27%	10%
IE	17%	29%	26%	28%
IT	34%	23%	25%	18%
CY	48%	12%	28%	12%
LV	25%	18%	37%	20%
LT	31%	23%	22%	24%
LU	41%	22%	28%	9%
HU	42%	16%	33%	9%
MT	23%	23%	29%	25%
NL	53%	19%	20%	8%
AT	34%	26%	26%	14%
PL	38%	23%	22%	17%
PT	24%	27%	31%	18%
RO	23%	27%	28%	22%
SI	52%	23%	19%	6%
SK	37%	30%	25%	8%
FI	53%	15%	27%	5%
SE	42%	25%	25%	8%
UK	23%	24%	37%	16%

There are also slight differences in how people believe court rulings should be enforced depending on whether they consider access to civil justice in another Member State easy or difficult. It is interesting to note that Europeans who believe access to be difficult more often believe that these rulings should be enforced on the basis of conditions agreed at the EU level than citizens who consider that access is easy (41% vs. 37%). Conversely citizens who believe access is easy more often believe that court rulings should be enforced on the sole basis of bilateral agreements between the Member States than those who believe that access is difficult (28% vs. 23%).

At the socio-demographic level, variations are again mostly in the extent to which people have no opinion.

4.2. Enforcing a civil court ruling in other Member States

- *Widespread insecurity about the effectiveness of enforcing rulings abroad* -

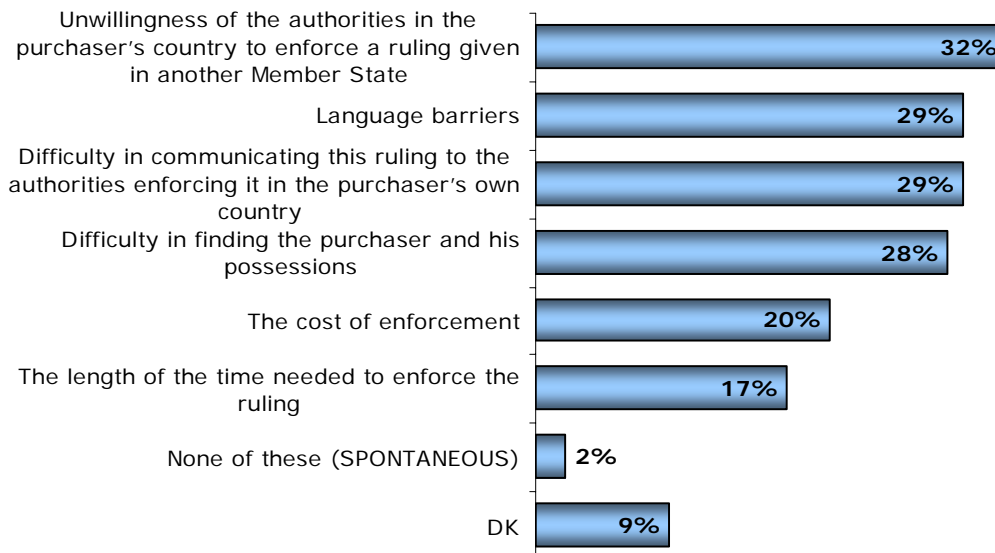
Questionnaire source: QC8¹²

In order to assess what the perceived difficulties are in enforcing civil court rulings in other Member States, respondents were presented with the following situation:

“You sell a car to someone in another European Union Member State who does not pay up. The (NATIONALITY) civil justice rules in your favour. Which of the following, if any, do you think would be the main difficulties in enforcing this ruling in the purchaser’s own country?”

Respondents were then shown a card with 6 possible difficulties of which they could select not more than 2. The difficulty that respondents chose most frequently from the list is the unwillingness of the authorities in the purchaser’s country to enforce a ruling given in another Member State (32%). The next two most frequently chosen difficulties are communicating the ruling to the authorities enforcing it in the purchaser’s own country and language barriers (both 29%) while 28% named the difficulty in finding the purchaser and his possessions. The cost of enforcement (20%) and the length of the time needed to enforce the ruling (17%) were difficulties that the respondents chose slightly less frequently.

**QC8 [...] The (NATIONALITY) civil justice rules in your favour.
Which of the following, if any, do you think would be the main
difficulties in enforcing this ruling in the purchaser’s own
country?
- % EU**



¹² QC8 Imagine the following situation: You sell a car to someone in another European Union Member State who does not pay up. The (NATIONALITY) civil justice rules in your favour. Which of the following, if any, do you think would be the main difficulties in the purchaser’s own country?

This example highlights the fact that citizens' fears are based on a mixture of distrust in both the procedures and the authorities in other Member States and on a lack of knowledge. This mixture was also evident when we looked at people's concerns about access to civil justice abroad (see section 1.3).

As the average results presented above are based on large fluctuations as between individual countries, we next briefly highlight the main findings. In five Member States, respondents most frequently chose the unwillingness of the authorities in the purchaser's country to enforce a ruling given in another Member State. What is remarkable here is that these are all Western European nations and that in four of them the strength of this view is far above average: 51% in Denmark and Sweden and 50% in Germany and the Netherlands.

There are five countries where communicating the ruling to the authorities is the most frequently mentioned difficulty (France, Ireland, Greece, Italy and Bulgaria) but it is more widely expressed in Sweden (48%) and Denmark (43%), even if it is not the first difficulty in these countries.

"Language difficulties" tops the list in Hungary, Poland, Austria, Portugal, Lithuania, Spain and shares this place with "finding the purchaser and his possessions" in Belgium. It is most widely mentioned in Hungary (42%).

In Finland, Malta, Luxembourg, Slovenia, Estonia and Latvia "finding the purchaser and his possessions" tops the list. In Finland, close to half of all respondents selected this difficulty in response to the example (49%).

The "cost of enforcement" tops the list in four countries, with highest mention recorded in the Czech Republic (42%), the country where citizens' main concern regarding access to civil justice is the "cost of procedures" (see Section 1.3). The "length of the time needed to enforce the ruling" does not top the list in any country but is nonetheless mentioned by 3 out of 10 respondents in Greece and Cyprus.

As stated before, it is important to note that the level of "don't know" responses varies significantly from one country to the other.

QC8 Imagine the following situation: You sell a car to someone in another European Union Member State who does not pay up. The (NATIONALITY) civil justice rules in your favour. Which of the following, if any, do you think would be the main difficulties in enforcing this ruling in the purchaser's own country? (MAX. 2 ANSWERS)

	Unwillingness of the authorities in the purchaser's country to enforce a ruling given in another Member State	Language barriers	Difficulty in communicating this ruling to the authorities enforcing it in the purchaser's own country	Difficulty in finding the purchaser and his possessions	The cost of enforcement	The length of the time needed to enforce the ruling	None of these (SPONTANEOUS)	DK
EU27	32%	29%	29%	28%	20%	17%	2%	9%
EU15	35%	29%	30%	28%	18%	17%	2%	8%
NMS12	20%	32%	25%	25%	28%	15%	2%	12%
BE	34%	35%	25%	35%	22%	27%	1%	3%
BG	15%	28%	35%	19%	27%	12%	5%	13%
CZ	33%	32%	23%	24%	45%	13%	1%	5%
DK	51%	17%	43%	28%	16%	20%	1%	5%
DE	50%	35%	21%	28%	19%	18%	1%	3%
EE	23%	24%	22%	31%	20%	18%	2%	21%
EL	27%	33%	39%	26%	32%	30%	1%	0%
ES	16%	31%	22%	25%	16%	11%	2%	21%
FR	34%	29%	40%	29%	12%	25%	1%	4%
IE	22%	32%	39%	28%	26%	13%	1%	13%
IT	29%	20%	36%	27%	17%	18%	3%	9%
CY	26%	17%	29%	55%	31%	30%	0%	3%
LV	24%	29%	17%	31%	20%	14%	4%	13%
LT	25%	36%	31%	32%	14%	14%	1%	14%
LU	35%	14%	32%	40%	17%	16%	3%	4%
HU	27%	42%	30%	20%	26%	14%	2%	8%
MT	17%	11%	23%	42%	37%	12%	1%	15%
NL	50%	15%	29%	32%	18%	24%	1%	4%
AT	32%	37%	25%	33%	33%	18%	2%	3%
PL	15%	39%	19%	26%	25%	14%	2%	11%
PT	12%	37%	28%	27%	26%	15%	1%	9%
RO	18%	18%	27%	21%	30%	20%	2%	19%
SI	33%	19%	33%	35%	25%	21%	3%	3%
SK	32%	31%	31%	30%	41%	13%	1%	2%
FI	36%	29%	31%	49%	21%	11%	0%	1%
SE	51%	20%	48%	29%	19%	15%	0%	1%
UK	33%	29%	31%	30%	17%	10%	2%	10%

Small variations are noted reflecting people's age, education and occupation, where the main distinction is that older respondents and those with fewer years in full-time education more often choose language barriers as a difficulty.

There are also small differences depending on whether people consider access to civil justice to be easy or difficult. The most frequently selected difficulty among respondents who consider access easy is finding the purchaser and his possessions (34%) whereas respondents who find access difficult most frequently cited the unwillingness of the authorities in the purchaser's country to enforce a ruling given in another Member State (35%).

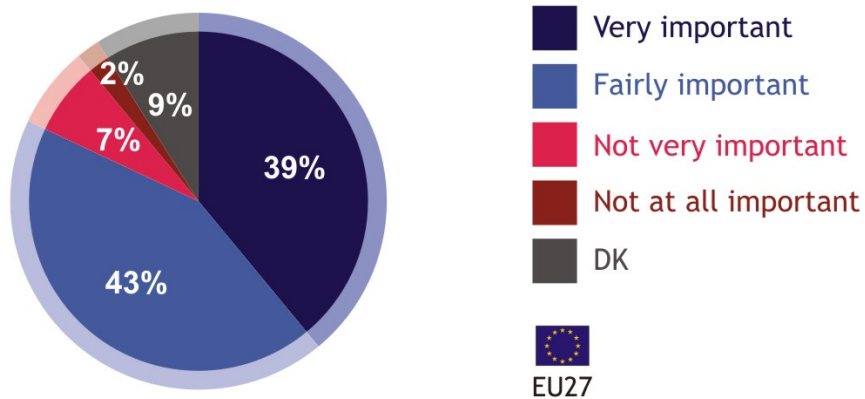
4.3. Involvement of the EU in the enforcement of civil court rulings

- Citizens want the EU to intervene -

Questionnaire source: QC9¹³

Over 8 out of 10 European Union citizens consider it important that the European Union intervenes in the enforcement of civil court rulings in one Member State involving payments to be made in another Member State: 39% consider this very important and 43% find it fairly important.

Question: QC9. In your opinion, do you think it is important or not for the European Union to intervene in the enforcement of civil court rulings given in one European Union Member State involving payments to be made in another Member State, for example alimonies or maintenance payments?



In all 27 Member States, the majority view is that it is important for the European Union to intervene in the enforcement of such civil court rulings but again the strength of feeling varies considerably. Cyprus stands out particularly with 76% of citizens considering this “very important”, and a further 16% saying it is “fairly important”. There are two other countries where at least half of the respondents indicated that they consider EU intervention very important: Slovenia (54%) and Belgium (50%). The range of scores for “total important” responses (i.e. very important + fairly important) runs from 61% in Estonia to 92% in Cyprus. Conversely, the highest “not important” scores are found in Estonia (22%), followed by Slovakia (19%). The proportion of “don’t know” responses ranges from 1% in Greece to 23% in Bulgaria.

¹³ QC9 In your opinion, do you think it is important or not for the European Union to intervene in the enforcement of civil court rulings given in one European Union Member State involving payments to be made in another Member State, for example alimonies or maintenance payments?

QC9 In your opinion, do you think it is important or not for the European Union to intervene in the enforcement of civil court rulings given in one European Union Member State involving payments to be made in another Member State, for example alimonies or maintenance payments?

	Very important	Fairly important	Not very important	Not at all important	DK
EU27	39%	43%	7%	2%	9%
EU15	40%	43%	7%	2%	8%
NMS12	35%	43%	7%	3%	12%
BE	50%	41%	6%	1%	2%
BG	27%	39%	7%	4%	23%
CZ	41%	42%	8%	1%	8%
DK	40%	41%	9%	5%	5%
DE	45%	43%	6%	1%	5%
EE	23%	38%	16%	6%	17%
EL	42%	44%	10%	3%	1%
ES	28%	45%	6%	2%	19%
FR	42%	41%	7%	3%	7%
IE	39%	38%	6%	3%	14%
IT	43%	42%	6%	1%	8%
CY	76%	16%	3%	1%	4%
LV	37%	39%	9%	4%	11%
LT	29%	43%	8%	3%	17%
LU	42%	42%	7%	4%	5%
HU	41%	42%	10%	3%	4%
MT	29%	47%	3%	5%	16%
NL	32%	51%	11%	2%	4%
AT	16%	56%	12%	2%	14%
PL	33%	48%	6%	2%	11%
PT	32%	55%	5%	1%	7%
RO	35%	40%	5%	4%	16%
SI	54%	33%	5%	1%	7%
SK	24%	50%	13%	6%	7%
FI	33%	47%	12%	3%	5%
SE	46%	44%	5%	2%	3%
UK	40%	37%	7%	5%	11%

The high level of importance that European Union citizens attach in this regard holds for all socio-demographic subgroups where little variation in opinion is noted. Equally, citizens' views are not influenced by whether they consider access to civil justice in another Member State easy or difficult.

CONCLUSION

This report has presented the results of a survey that examines the extent to which European Union citizens have been involved in civil justice matters in another European Union Member State, what their opinions and concerns are about (access to) civil justice in other Member States and what their preferences are when it comes to harmonising European law and enforcing civil court rulings.

Firstly, it is important to note that to date very few European Union citizens have been involved in civil justice procedures in other Member States (2%) and most consider it unlikely that they might become involved in the future (83%). This might help explain why only 17% of Europeans believe that access to civil justice in other Member States is easy. **The survey highlights the fact that getting involved in a civil justice matter abroad is a frightening, complicated and unknown prospect for most Europeans.**

In particular, the survey shows that if they needed to access to civil justice in another Member State, over half of citizens are concerned that they wouldn't know the rules of procedure in that country (52%), although language barriers (40%), the cost of procedures (27%) and a lack of trust in the proceedings (20%) are also widely named. A lack of trust is further evident in the difficulties respondents think they would face when presented with a hypothetical civil justice case that ruled in their favour. Around a third of respondents believe that the authorities in the country of the other party would be unwilling to enforce a court ruling given in another Member State (32%). Nearly as many respondents voiced concern about difficulties in communicating the ruling to the authorities enforcing it in the other party's country (29%). In this particular example, concerns about language barriers were also further confirmed (29%).

In light of these insecurities and fears, it is not surprising to find that close to three-quarters of Europeans believe that additional measures should be taken to help citizens' access to civil justice in other Member States (74%). **Interestingly, citizens voice a preference for these additional measures to be taken at an EU level through common rules.** If we break down the 74% noted above, 47% want action at an EU level while 27% want action at a national level.

The survey generally highlights a preference among citizens for harmonised, uniform procedures and rulings that are applied at an EU level. 57% of respondents would prefer to be bound by harmonised European law if they were to sign a country with a person or company based in another Member State, while 14% would want to be bound by the national law of the Member State of the other party and 15% would want to be bound by their own country's national law. Furthermore, close to 8 out of 10 Europeans are of the view that uniform procedures across the European Union for civil and commercial claims would be a useful objective to achieve (79%), although the reasoning for this is that many economic sectors could benefit from it (43%) rather than that citizens themselves would benefit from such uniform procedures (20%). The survey further shows that three out of five Europeans believe that a civil court ruling given in one Member State should be enforced in another Member State without any further formalities (60%) and this proportion is primarily made up of citizens who feel this should be based on conditions agreed at an EU level (37%) rather than merely based on bilateral agreements between the Member States (23%).

Finally, the desire for EU action to promote civil justice is further confirmed by the finding that **over 8 out of 10 European Union citizens believe that the European Union should intervene in the enforcement of civil court rulings in one Member State involving payment to be made in another Member State** (82%). This is, in fact, the majority view in all 27 Member States and only 9% of Europeans indicate that such enforcement from the European Union is not important.

Europeans are concerned about their ability to access civil justice abroad, or to see a civil court ruling enforced in another country. They look to the EU to ease their path.

ANNEXES

TECHNICAL SPECIFICATIONS

SPECIAL EUROBAROMETER N° 292

“Civil justice”

TECHNICAL SPECIFICATIONS

Between the 9th of November and the 14th of December 2007 (DK: 16 January 2008), TNS Opinion & Social, a consortium created between Taylor Nelson Sofres and EOS Gallup Europe, carried out wave 68.2 of the EUROBAROMETER, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, “Research and Political Analysis”.

The SPECIAL EUROBAROMETER N°292 is part of wave 68.2 and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over. The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the “administrative regional units”, after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard “random route” procedures, from the initial address. In each household, the respondent was drawn, at random (following the “closest birthday rule”). All interviews were conducted face-to-face in people’s homes and in the appropriate national language. As far as the data capture is concerned, CAPI (Computer Assisted Personal Interview) was used in those countries where this technique was available.



ABBREVIATIONS	COUNTRIES	INSTITUTES	N° INTERVIEWS	FIELDWORK DATES	POPULATION 15+
BE	Belgium	TNS Dimarso	1.004	13/11/2007 12/12/2007	8.650.994
BG	Bulgaria	TNS BBSS	1.000	09/11/2007 01/12/2007	6.671.699
CZ	Czech Rep.	TNS Aisa	1.169	15/11/2007 07/12/2007	8.571.710
DK	Denmark	TNS Gallup DK	1.000	25/11/2007 16/01/2008	4.411.580
DE	Germany	TNS Infratest	1.519	12/11/2007 13/12/2007	64.361.608
EE	Estonia	Emor	1.002	09/11/2007 04/12/2007	887.094
EL	Greece	TNS ICAP	1.000	09/11/2007 03/12/2007	8.693.566
ES	Spain	TNS Demoscopia	1.000	09/11/2007 07/12/2007	37.024.972
FR	France	TNS Sofres	1.024	10/11/2007 10/12/2007	44.010.619
IE	Ireland	TNS MRBI	1.000	09/11/2007 10/12/2007	3.089.775
IT	Italy	TNS Abacus	1.039	12/11/2007 30/11/2007	48.892.559
CY	Rep. of Cyprus	Synovate	505	12/11/2007 04/12/2007	596.752
LV	Latvia	TNS Latvia	1.009	14/11/2007 11/12/2007	1.418.596
LT	Lithuania	TNS Gallup Lithuania	1.018	12/11/2007 05/12/2007	2.803.661
LU	Luxembourg	TNS IReS	500	13/11/2007 12/12/2007	374.097
HU	Hungary	TNS Hungary	1.000	19/11/2007 07/12/2007	8.503.379
MT	Malta	MISCO	500	09/11/2007 05/12/2007	321.114
NL	Netherlands	TNS NIPO	1.000	09/11/2007 07/12/2007	13.030.000
AT	Austria	Österreichisches Gallup-Institut	1.012	09/11/2007 05/12/2007	6.848.736
PL	Poland	TNS OBOP	1.000	10/11/2007 07/12/2007	31.967.880
PT	Portugal	TNS EUROTESTE	1.000	16/11/2007 07/12/2007	8.080.915
RO	Romania	TNS CSOP	1.000	10/11/2007 05/12/2007	18.173.179
SI	Slovenia	RM PLUS	1.016	11/11/2007 10/12/2007	1.720.137
SK	Slovakia	TNS AISA SK	1.055	14/11/2007 30/11/2007	4.316.438
FI	Finland	TNS Gallup Oy	1.038	16/11/2007 12/12/2007	4.348.676
SE	Sweden	TNS GALLUP	1.015	18/11/2007 09/12/2007	7.486.976
UK	United Kingdom	TNS UK	1.305	09/11/2007 04/12/2007	47.685.578
TOTAL			26.730	09/11/2007 14/12/2007	392.942.290

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Opinion & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed above.

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

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

QUESTIONNAIRE

Let's now talk about civil justice that refers to issues such as family law and contract law. The objective of the European area of civil justice is to ensure that citizens and companies in one Member State can exercise their rights in another Member State, if there is a dispute that crosses national borders. We are not talking here about criminal justice.

ASK ALL

QC1 Have you ever been involved in civil justice procedures in a European Union Member State other than (OUR COUNTRY)?

(READ OUT)

- | (298) | |
|---|---|
| Yes, you have been personally involved | 1 |
| No, you have not been personally involved but it is possible that this could happen in the future | 2 |
| No, you have not been personally involved and it is unlikely that this could happen in the future | 3 |
| DK | 4 |

NEW

QC2 In your opinion, how easy or difficult do you think it is to access civil justice in a Member State other than (OUR COUNTRY)?

(READ OUT)

- | (299) | |
|------------------|---|
| Very easy | 1 |
| Fairly easy | 2 |
| Fairly difficult | 3 |
| Very difficult | 4 |
| DK | 5 |

NEW

Nous allons maintenant parler de la justice civile qui inclut notamment les questions du droit de la famille et du droit des contrats. L'objectif d'un espace européen de justice civile est de garantir que les citoyens et les sociétés d'un Etat membre puissent exercer leurs droits dans un autre Etat membre en cas de conflit transfrontalier. Il n'est pas question ici de justice pénale.

A TOUS

QC1 Avez-vous déjà été impliqué(e) dans une procédure de justice civile dans un autre Etat membre de l'Union européenne que (NOTRE PAYS) ?

(LIRE)

- | (298) | |
|---|---|
| Oui, vous avez été impliqué(e) personnellement | 1 |
| Non, vous n'avez pas été impliqué(e) personnellement, mais il est possible que cela soit le cas à l'avenir | 2 |
| Non, vous n'avez pas été impliqué(e) personnellement et il est peu probable que cela soit le cas à l'avenir | 3 |
| NSP | 4 |

NEW

QC2 A votre avis, est-il facile ou difficile d'avoir accès à la justice civile dans un Etat membre autre que (NOTRE PAYS) ?

(LIRE)

- | (299) | |
|------------------|---|
| Très facile | 1 |
| Plutôt facile | 2 |
| Plutôt difficile | 3 |
| Très difficile | 4 |
| NSP | 5 |

NEW

QC3	A votre avis, des mesures supplémentaires devraient-elles être prises pour faciliter l'accès des citoyens à la justice civile dans des Etats membres de l'Union européenne autres que leur pays de résidence ?

QC3	In your opinion, should additional measures be taken to help citizens' access to civil justice in a European Union Member State other than their country of residence?

(MONTRER CARTE – LIRE – UNE SEULE REPONSE)

(300)

Oui, de préférence au niveau de l'UE, sous forme de règles communes	1
Oui, de préférence à un niveau national, dans le cadre d'accords bilatéraux entre les Etats membres	2
Non, des mesures supplémentaires ne sont pas nécessaires	3
NSP	4

(SHOW CARD – READ OUT – ONE ANSWER ONLY)

(300)

Yes, preferably at an EU level through common rules	1
Yes, preferably at a national level through bilateral agreements between the Member States	2
No, there is no need for additional measures	3
DK	4

NEW

NEW

QC4	Si vous deviez avoir recours à la justice civile dans un pays autre que (NOTRE PAYS), quels seraient, le cas échéant, vos principaux sujets d'inquiétude parmi les suivants en ce qui concerne la procédure ?

QC4	If you needed to have access to civil justice in a country other than (OUR COUNTRY), which of the following, if any, would be your main concerns about the procedures?

(MONTRER CARTE – LIRE – MAX. 2 REPONSES)

(301-309)

Le fait de ne pas connaître les règles de procédure dans l'autre pays	1,
Le coût de la procédure	2,
Le manque de confiance dans la procédure	3,
La durée de la procédure	4,
Les barrières de la langue	5,
La distance entre (NOTRE PAYS) et le pays en question	6,
Aucun. Je ne suis pas inquiet(e) (SPONTANE)	7,
Autre (SPONTANE – SPECIFIER)	8,
NSP	9,

(SHOW CARD – READ OUT – MAX. 2 ANSWERS)

(301-309)

Not knowing the rules of procedures in the other country	1,
Cost of procedures	2,
Lack of trust in the procedures	3,
Length of procedures	4,
Language barriers	5,
Distance between (OUR COUNTRY) and the country in question	6,
None! You have no concerns (SPONTANEOUS)	7,
Other (SPONTANEOUS – SPECIFY)	8,
DK	9,

NEW

NEW

ASK QC4o ONLY IF "OTHER" IN QC4 - OTHERS GO TO QC5

QC4o Which other(s)?

(WRITE DOWN - CODE AT THE OFFICE - MULTIPLE ANSWERS POSSIBLE)
5 | 2 | (330,331-340)

[Empty box for answer to QC4o]

NEW

ASK ALL

[Empty box]

QC5 In your opinion, if you were to sign a contract with a person or a company based in another European Union Member State, for example when purchasing goods abroad, would you prefer, if you only had these two choices, that the terms of the contract were based on...?

(READ OUT - ONE ANSWER ONLY)

- (341)
- 1 National law of the Member State where the other party is based
 - 2 Harmonised European Law
 - 3 National law of (OUR COUNTRY) (SPONTANEOUS)
 - 4 DK

NEW

POSER QC4o UNIQUEMENT SI "AUTRE" EN QC4 - LES AUTRES ALLER EN QC5

QC4o Quel(s) autre(s) ?

(NOTER EN CLAIR - CODER AU BUREAU - PLUSIEURS REPONSES POSSIBLES)
5 | 2 | (330,331-340)

[Empty box for answer to QC4o]

NEW

A TOUS

[Empty box]

QC5 A votre avis, si vous souhaitez passer un contrat, avec une personne ou une entreprise basée dans un autre Etat membre de l'Union européenne, par exemple lors de l'achat d'un bien à l'étranger, et si vous aviez seulement le choix entre les deux possibilités suivantes, préféreriez-vous que les termes du contrat soient rédigés selon ... ?

(LIRE - UNE SEULE REPONSE)

- (341)
- 1 Le droit national de l'Etat membre de l'autre partie
 - 2 Le droit européen harmonisé
 - 3 Le droit national de (NOTRE PAYS) (SPONTANE)
 - 4 NSP

NEW

QC6	<p>In your opinion, would uniform procedures across the European Union for civil and commercial claims be a useful objective to achieve?</p> <p>(READ OUT – MULTIPLE ANSWERS POSSIBLE)</p> <p>(342-346)</p> <table border="1"> <tr><td>No, each Member State should have its own procedures</td><td>1,</td></tr> <tr><td>Yes, you could personally benefit from it</td><td>2,</td></tr> <tr><td>Yes, people you know could benefit from it</td><td>3,</td></tr> <tr><td>Yes, many economic sectors could benefit from it</td><td>4,</td></tr> <tr><td>DK</td><td>5,</td></tr> </table> <p>NEW</p>	No, each Member State should have its own procedures	1,	Yes, you could personally benefit from it	2,	Yes, people you know could benefit from it	3,	Yes, many economic sectors could benefit from it	4,	DK	5,	QC6	<p>A votre avis, la mise en place de procédures uniformes au niveau de l'Union européenne en matière d'actions civiles et commerciales serait-elle un objectif utile à atteindre ?</p> <p>(LIRE – PLUSIEURS REPONSES POSSIBLES)</p> <p>(342-346)</p> <table border="1"> <tr><td>Non, chaque Etat membre devrait avoir ses propres procédures</td><td>1,</td></tr> <tr><td>Oui, vous pourriez personnellement en bénéficier</td><td>2,</td></tr> <tr><td>Oui, des personnes de votre entourage pourraient en bénéficier</td><td>3,</td></tr> <tr><td>Oui, de nombreux secteurs économiques pourraient en bénéficier</td><td>4,</td></tr> <tr><td>NSP</td><td>5,</td></tr> </table> <p>NEW</p>	Non, chaque Etat membre devrait avoir ses propres procédures	1,	Oui, vous pourriez personnellement en bénéficier	2,	Oui, des personnes de votre entourage pourraient en bénéficier	3,	Oui, de nombreux secteurs économiques pourraient en bénéficier	4,	NSP	5,
No, each Member State should have its own procedures	1,																						
Yes, you could personally benefit from it	2,																						
Yes, people you know could benefit from it	3,																						
Yes, many economic sectors could benefit from it	4,																						
DK	5,																						
Non, chaque Etat membre devrait avoir ses propres procédures	1,																						
Oui, vous pourriez personnellement en bénéficier	2,																						
Oui, des personnes de votre entourage pourraient en bénéficier	3,																						
Oui, de nombreux secteurs économiques pourraient en bénéficier	4,																						
NSP	5,																						
QC7	<p>In your opinion, should a civil court ruling given in one Member State be applied or not in another Member State without any further formalities?</p> <p>(READ OUT – ONE ANSWER ONLY)</p> <p>(347)</p> <table border="1"> <tr><td>No, each Member State should be able to decide about the application of rulings in their territory</td><td>1</td></tr> <tr><td>Yes, based only on bilateral agreements between the Member States</td><td>2</td></tr> <tr><td>Yes, based on conditions agreed at an EU level</td><td>3</td></tr> <tr><td>DK</td><td>4</td></tr> </table> <p>NEW</p>	No, each Member State should be able to decide about the application of rulings in their territory	1	Yes, based only on bilateral agreements between the Member States	2	Yes, based on conditions agreed at an EU level	3	DK	4	QC7	<p>A votre avis, un jugement prononcé par une cour civile dans un Etat membre doit-il être appliqué ou non dans un autre Etat membre sans aucune formalité supplémentaire ?</p> <p>(LIRE – UNE SEULE REPONSE)</p> <p>(347)</p> <table border="1"> <tr><td>Non, chaque Etat membre doit être capable de décider de l'application de jugements sur son territoire</td><td>1</td></tr> <tr><td>Oui, sur base d'accords bilatéraux entre les Etats membres</td><td>2</td></tr> <tr><td>Oui, sur base de conditions fixées au niveau de l'UE</td><td>3</td></tr> <tr><td>NSP</td><td>4</td></tr> </table> <p>NEW</p>	Non, chaque Etat membre doit être capable de décider de l'application de jugements sur son territoire	1	Oui, sur base d'accords bilatéraux entre les Etats membres	2	Oui, sur base de conditions fixées au niveau de l'UE	3	NSP	4				
No, each Member State should be able to decide about the application of rulings in their territory	1																						
Yes, based only on bilateral agreements between the Member States	2																						
Yes, based on conditions agreed at an EU level	3																						
DK	4																						
Non, chaque Etat membre doit être capable de décider de l'application de jugements sur son territoire	1																						
Oui, sur base d'accords bilatéraux entre les Etats membres	2																						
Oui, sur base de conditions fixées au niveau de l'UE	3																						
NSP	4																						

QC8	Imagine the following situation: You sell a car to someone in another European Union Member State who does not pay up. The (NATIONALITY) civil justice rules in your favour. Which of the following, if any, do you think would be the main difficulties in enforcing this ruling in the purchaser's own country?
-----	---

(SHOW CARD – READ OUT – MAX. 2 ANSWERS)

	(348-356)
Difficulty in communicating this ruling to the authorities enforcing it in the purchaser's own country	1,
Difficulty in finding the purchaser and his possessions	2,
Unwillingness of the authorities in the purchaser's country to enforce a ruling given in another Member State	3,
Language barriers	4,
The cost of enforcement	5,
The length of the time needed to enforce the ruling	6,
None of these (SPONTANEOUS)	7,
Other (SPONTANEOUS – SPECIFY)	8,
DK	9,

NEW

QC8	Imaginez la situation suivante : Vous vendez une voiture, dans un autre Etat membre de l'Union européenne à une personne qui ne paie pas la totalité de la somme convenue. La justice civile (NATIONALITE) se prononce en votre faveur. A votre avis, quelles seraient, le cas échéant, les principales difficultés pour que le jugement soit appliqué dans le pays de l'acheteur ?
-----	---

(MONTRER CARTE – LIRE – MAX. 2 REPONSES)

	(348-356)
La difficulté de communiquer ce jugement aux autorités chargées de l'appliquer dans le pays de l'acheteur	1,
La difficulté pour trouver l'acheteur et ses biens	2,
La mauvaise volonté des autorités du pays de l'acheteur à appliquer un jugement prononcé dans un autre Etat membre	3,
La barrière de la langue	4,
Le coût de l'application du jugement	5,
La durée nécessaire à l'application du jugement	6,
Aucune de celles-ci (SPONTANE)	7,
Autre (SPONTANE - SPECIFIER)	8,
NSP	9,

NEW

ASK QC8o ONLY IF "OTHER" IN QC8 - OTHERS GO TO QC9

QC8o | Whic other(s)?

(WRITE DOWN - CODE AT THE OFFICE - MULTIPLE ANSWERS POSSIBLE)
5 | 2 | (377.378-387)

NEW

ASK ALL

QC9 | In your opinion, do you think it is important or not for the European Union to intervene in the enforcement of civil court rulings given in one European Union Member State involving payments to be made in another Member State, for example alimonies or maintenance payments?

(READ OUT - ONE ANSWER ONLY)

- | | |
|----------------------|---|
| (388) | |
| Very important | 1 |
| Fairly important | 2 |
| Not very important | 3 |
| Not at all important | 4 |
| DK | 5 |

NEW

POSER QC8o UNIQUEMENT SI "AUTRE" EN QC8 - LES AUTRES ALLER EN QC9

QC8o | Quelle(s) autre(s) ?

(NOTER EN CLAIR - CODER AU BUREAU - PLUSIEURS REPONSES POSSIBLES)
5 | 2 | (377.378-387)

NEW

A TOUS

QC9 | A votre avis, est-il important que l'Union européenne intervienne dans l'application des jugements d'une cour civile prononcés dans un Etat membre de l'Union européenne en ce qui concerne les paiements à effectuer dans un autre Etat membre, par exemple les pensions alimentaires ?

(LIRE - UNE SEULE REPONSE)

- | | |
|-----------------------|---|
| (388) | |
| Très important | 1 |
| Plutôt important | 2 |
| Pas très important | 3 |
| Pas du tout important | 4 |
| NSP | 5 |

NEW

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QC10 If you needed to access civil justice in a Member State other than (OUR COUNTRY), how useful or not would it be for you to be able to do it via the Internet, using for example standardised online forms in your mother tongue?

(READ OUT – ONE ANSWER ONLY)

- | | |
|-------------------|---|
| Very useful | 1 |
| Fairly useful | 2 |
| Not very useful | 3 |
| Not at all useful | 4 |
| DK | 5 |

NEW

--

QC10 Si vous deviez avoir recours à la justice civile dans un Etat membre autre que (NOTRE PAYS), dans quelle mesure trouveriez-vous utile de le faire par Internet, en utilisant par exemple des formulaires standards en ligne, dans votre langue maternelle ?

(LIRE – UNE SEULE REPONSE)

- | | |
|-------------------|-------|
| | (389) |
| Très utile | 1 |
| Plutôt utile | 2 |
| Pas très utile | 3 |
| Pas du tout utile | 4 |
| NSP | 5 |

NEW

TABLES

QC1 Have you ever been involved in civil justice procedures in a European Union Member State other than (OUR COUNTRY)?

	TOTAL	Yes, you have been personally involved	No, you have not been personally involved but it is possible that this could happen in the future	No, you have not been personally involved and it is unlikely that this could happen in the future	DK	No
EU27	26730	2%	13%	83%	2%	96%
BE	1004	6%	21%	72%	1%	93%
BG	1000	-	18%	75%	7%	93%
CZ	1169	2%	13%	84%	1%	97%
DK	1000	2%	18%	79%	1%	97%
D-W	1013	3%	19%	76%	2%	95%
DE	1519	3%	18%	77%	2%	95%
D-E	506	1%	17%	81%	1%	98%
EE	1002	2%	9%	86%	3%	95%
EL	1000	2%	9%	89%	-	98%
ES	1000	4%	15%	78%	3%	93%
FR	1024	1%	11%	87%	1%	98%
IE	1000	2%	13%	77%	8%	90%
IT	1039	2%	12%	83%	3%	95%
CY	505	1%	10%	87%	2%	97%
LV	1009	1%	14%	81%	4%	95%
LT	1018	2%	13%	80%	5%	93%
LU	500	4%	9%	86%	1%	95%
HU	1000	1%	6%	92%	1%	98%
MT	500	2%	11%	86%	1%	97%
NL	1000	2%	15%	82%	1%	97%
AT	1012	5%	17%	76%	2%	93%
PL	1000	1%	7%	91%	1%	98%
PT	1000	4%	8%	86%	2%	94%
RO	1000	2%	8%	86%	4%	94%
SI	1016	4%	16%	79%	1%	95%
SK	1055	1%	18%	78%	3%	96%
FI	1038	3%	7%	89%	1%	96%
SE	1015	3%	13%	84%	-	97%
UK	1305	2%	9%	88%	1%	97%

OC2 In your opinion, how easy or difficult do you think it is to access civil justice in a Member State other than (OUR COUNTRY)?

	TOTAL	Very easy	Fairly easy	Fairly difficult	Very difficult	DK	Easy	Difficult
EU27	26730	2%	15%	35%	20%	28%	17%	55%
BE	1004	1%	20%	44%	22%	13%	21%	66%
BG	1000	1%	12%	30%	20%	37%	13%	50%
CZ	1169	1%	11%	42%	31%	15%	12%	73%
DK	1000	2%	17%	41%	28%	12%	19%	69%
D-W	1013	2%	8%	37%	26%	27%	10%	63%
DE	1519	2%	8%	36%	27%	27%	10%	63%
D-E	506	1%	7%	32%	31%	29%	8%	63%
EE	1002	2%	11%	33%	16%	38%	13%	49%
EL	1000	3%	12%	41%	41%	3%	15%	82%
ES	1000	3%	21%	28%	17%	31%	24%	45%
FR	1024	2%	16%	43%	12%	27%	18%	55%
IE	1000	2%	14%	43%	17%	43%	16%	41%
IT	1039	4%	23%	32%	17%	24%	27%	49%
CY	505	5%	14%	24%	38%	19%	19%	62%
LV	1009	2%	11%	31%	11%	45%	13%	42%
LT	1018	1%	12%	29%	14%	44%	13%	43%
LU	500	4%	15%	33%	17%	31%	19%	50%
HU	1000	2%	10%	33%	23%	32%	12%	56%
MT	500	1%	14%	26%	20%	39%	15%	46%
NL	1000	1%	15%	41%	18%	25%	16%	59%
AT	1012	2%	14%	40%	20%	24%	16%	60%
PL	1000	2%	20%	26%	13%	22%	22%	39%
PT	1000	3%	15%	36%	20%	26%	18%	56%
RO	1000	3%	11%	26%	26%	34%	14%	52%
SI	1016	3%	28%	31%	9%	29%	31%	40%
SK	1055	1%	11%	46%	23%	19%	12%	69%
FI	1038	1%	21%	36%	11%	31%	22%	47%
SE	1015	-	4%	49%	40%	7%	4%	89%
UK	1305	2%	15%	31%	15%	37%	17%	46%

OC3 In your opinion, should additional measures be taken to help citizens' access to civil justice in a European Union Member State other than their country of residence?

	TOTAL	Yes, preferably at an EU level through common rules	Yes, preferably at a national level through bilateral agreements between the Member States	No, there is no need for additional measures	DK	Yes
EU27	26730	47%	27%	10%	16%	74%
BE	1004	58%	24%	12%	6%	82%
BG	1000	46%	17%	6%	31%	63%
CZ	1169	54%	30%	8%	8%	84%
DK	1000	50%	25%	12%	13%	75%
D-W	1013	65%	20%	7%	8%	85%
DE	1519	66%	19%	7%	8%	85%
D-E	506	69%	18%	6%	7%	87%
EE	1002	34%	26%	13%	27%	60%
EL	1000	57%	28%	9%	6%	85%
ES	1000	44%	22%	8%	26%	66%
FR	1024	52%	27%	8%	13%	79%
IE	1000	29%	34%	7%	30%	63%
IT	1039	41%	31%	9%	19%	72%
CY	505	54%	26%	4%	16%	80%
LV	1009	32%	27%	12%	29%	59%
LT	1018	41%	20%	8%	31%	61%
LU	500	49%	25%	8%	16%	74%
HU	1000	53%	23%	10%	14%	76%
MT	500	37%	24%	7%	32%	61%
NL	1000	48%	27%	12%	13%	75%
AT	1012	42%	32%	11%	15%	74%
PL	1000	42%	24%	13%	21%	66%
PT	1000	40%	29%	7%	24%	69%
RO	1000	40%	32%	4%	24%	72%
SI	1016	50%	30%	9%	11%	80%
SK	1055	53%	31%	6%	10%	84%
FI	1038	47%	25%	21%	7%	72%
SE	1015	50%	38%	8%	4%	88%
UK	1305	29%	35%	15%	21%	64%

QC4 If you needed to have access to civil justice in a country other than (OUR COUNTRY), which of the following, if any, would be your main concerns about the procedures? (MAX. 2 ANSWERS)

	TOTAL	Not knowing the rules of procedures in the other country	Cost of procedures	Lack of trust in the procedures	Length of procedures	Language barriers	Distance between (OUR COUNTRY) and the country in question	None\ You have no concerns (SPONTANEOUS)	Other (SPONTANEOUS – SPECIFY)	DK
EU27	26730	52%	27%	20%	14%	40%	10%	3%	0%	6%
BE	1004	56%	28%	22%	24%	47%	7%	1%	-	1%
BG	1000	53%	32%	11%	13%	25%	8%	2%	-	14%
CZ	1169	46%	53%	14%	12%	39%	10%	2%	-	3%
DK	1000	67%	21%	30%	24%	28%	8%	2%	-	4%
D-W	1013	54%	22%	32%	14%	43%	9%	1%	0%	2%
DE	1519	55%	23%	33%	13%	43%	9%	2%	0%	2%
D-E	506	55%	26%	38%	9%	42%	7%	4%	0%	1%
EE	1002	51%	28%	9%	10%	39%	10%	4%	0%	16%
EL	1000	48%	40%	22%	20%	38%	19%	2%	-	1%
ES	1000	39%	22%	14%	14%	35%	12%	4%	0%	13%
FR	1024	67%	18%	20%	17%	54%	8%	1%	0%	2%
IE	1000	51%	31%	17%	12%	41%	8%	2%	-	13%
IT	1039	51%	22%	20%	17%	27%	12%	3%	0%	6%
CY	505	56%	48%	21%	20%	33%	10%	1%	-	2%
LV	1009	43%	28%	13%	7%	40%	8%	6%	0%	13%
LT	1018	53%	27%	7%	9%	47%	10%	2%	-	15%
LU	500	58%	26%	28%	18%	29%	12%	1%	1%	5%
HU	1000	49%	29%	16%	10%	51%	7%	6%	0%	5%
MT	500	45%	45%	8%	21%	15%	13%	6%	0%	10%
NL	1000	59%	19%	25%	18%	36%	9%	3%	0%	4%
AT	1012	34%	35%	33%	19%	37%	13%	8%	0%	3%
PL	1000	45%	34%	8%	8%	51%	13%	2%	0%	6%
PT	1000	36%	30%	17%	13%	36%	14%	1%	-	7%
RO	1000	42%	41%	10%	16%	26%	14%	2%	-	14%
SI	1016	63%	37%	19%	18%	24%	9%	4%	1%	3%
SK	1055	52%	39%	16%	14%	43%	13%	1%	0%	4%
FI	1038	63%	31%	18%	12%	44%	10%	1%	-	1%
SE	1015	71%	35%	29%	9%	40%	3%	0%	-	2%
UK	1305	55%	26%	20%	9%	40%	4%	6%	-	8%

QC5 In your opinion, if you were to sign a contract with a person or a company based in another European Union Member State, for example when purchasing goods abroad, would you prefer, if you only had these two choices, that the terms of the contract were based on...?

	TOTAL	National law of the Member State where the other party is based	Harmonised European Law	National law of (OUR COUNTRY) (SPONTANEOUS)	DK
EU27	26730	14%	57%	15%	14%
BE	1004	11%	76%	10%	3%
BG	1000	9%	54%	12%	25%
CZ	1169	12%	69%	11%	8%
DK	1000	6%	77%	11%	6%
D-W	1013	12%	59%	22%	7%
DE	1519	11%	58%	24%	7%
D-E	506	7%	53%	33%	7%
EE	1002	14%	60%	6%	20%
EL	1000	13%	71%	12%	4%
ES	1000	14%	47%	11%	28%
FR	1024	8%	69%	13%	10%
IE	1000	9%	49%	21%	21%
IT	1039	14%	45%	23%	18%
CY	505	9%	74%	7%	10%
LV	1009	14%	63%	6%	17%
LT	1018	12%	61%	2%	25%
LU	500	12%	63%	14%	11%
HU	1000	6%	63%	19%	12%
MT	500	9%	56%	20%	15%
NL	1000	11%	79%	5%	5%
AT	1012	12%	51%	28%	9%
PL	1000	19%	57%	8%	16%
PT	1000	19%	41%	20%	20%
RO	1000	14%	46%	15%	25%
SI	1016	7%	71%	14%	8%
SK	1055	10%	69%	13%	8%
FI	1038	12%	74%	11%	3%
SE	1015	12%	70%	13%	5%
UK	1305	23%	54%	9%	14%

OC6 In your opinion, would uniform procedures across the European Union for civil and commercial claims be a useful objective to achieve? (MULTIPLE ANSWERS POSSIBLE)

	TOTAL	No, each Member State should have its own procedures	Yes, you could personally benefit from it	Yes, people you know could benefit from it	Yes, many economic sectors could benefit from it	DK	Yes
EU27	26730	18%	20%	16%	43%	18%	65%
BE	1004	15%	34%	24%	56%	5%	80%
BG	1000	14%	9%	13%	26%	43%	43%
CZ	1169	24%	20%	16%	44%	8%	68%
DK	1000	24%	18%	20%	49%	10%	66%
D-W	1013	11%	29%	23%	50%	8%	81%
DE	1519	12%	27%	22%	53%	8%	81%
D-E	506	13%	19%	17%	64%	7%	81%
EE	1002	35%	10%	13%	28%	26%	39%
EL	1000	26%	11%	19%	46%	8%	65%
ES	1000	15%	27%	9%	19%	38%	47%
FR	1024	18%	20%	15%	54%	12%	70%
IE	1000	19%	13%	11%	30%	33%	48%
IT	1039	20%	16%	12%	43%	16%	64%
CY	505	29%	3%	9%	44%	25%	46%
LV	1009	31%	8%	11%	29%	24%	45%
LT	1018	19%	12%	12%	30%	35%	46%
LU	500	29%	28%	21%	37%	15%	56%
HU	1000	24%	11%	14%	34%	18%	57%
MT	500	20%	28%	6%	24%	28%	52%
NL	1000	12%	16%	14%	68%	6%	82%
AT	1012	18%	21%	25%	36%	16%	66%
PL	1000	19%	14%	9%	44%	19%	62%
PT	1000	25%	15%	7%	29%	26%	49%
RO	1000	17%	19%	19%	34%	27%	56%
SI	1016	22%	24%	31%	52%	15%	63%
SK	1055	22%	14%	17%	43%	12%	66%
FI	1038	18%	34%	33%	60%	5%	78%
SE	1015	16%	18%	13%	67%	7%	77%
UK	1305	21%	21%	19%	35%	22%	56%

QC7 In your opinion, should a civil court ruling given in one Member State be applied or not in another Member State without any further formalities?

	TOTAL	No, each Member State should be able to decide about the application of rulings in their territory	Yes, based only on bilateral agreements between the Member States	Yes, based on conditions agreed at an EU level	DK	Yes
EU27	26730	25%	23%	37%	15%	60%
BE	1004	20%	23%	52%	5%	75%
BG	1000	17%	19%	38%	26%	57%
CZ	1169	25%	23%	44%	8%	67%
DK	1000	32%	17%	44%	7%	61%
D-W	1013	18%	19%	54%	9%	73%
DE	1519	17%	20%	55%	8%	75%
D-E	506	17%	22%	55%	6%	77%
EE	1002	36%	24%	23%	17%	47%
EL	1000	30%	25%	42%	3%	67%
ES	1000	23%	23%	25%	29%	48%
FR	1024	27%	24%	39%	10%	63%
IE	1000	26%	29%	17%	28%	46%
IT	1039	25%	23%	34%	18%	57%
CY	505	28%	12%	48%	12%	60%
LV	1009	37%	18%	25%	20%	43%
LT	1018	22%	23%	31%	24%	43%
LU	500	28%	22%	41%	9%	63%
HU	1000	33%	16%	42%	9%	58%
MT	500	29%	23%	23%	25%	46%
NL	1000	20%	19%	53%	8%	72%
AT	1012	26%	26%	34%	14%	60%
PL	1000	22%	23%	38%	17%	61%
PT	1000	31%	27%	24%	18%	51%
RO	1000	28%	27%	23%	22%	50%
SI	1016	19%	23%	52%	6%	75%
SK	1055	25%	30%	37%	8%	67%
FI	1038	27%	15%	53%	5%	68%
SE	1015	25%	25%	42%	8%	67%
UK	1305	37%	24%	23%	16%	47%

OC8 Imagine the following situation: You sell a car to someone in another European Union Member State who does not pay up. The (NATIONALITY) civil justice rules in your favour. Which of the following, if any, do you think would be the main difficulties in enforcing this ruling in the purchaser's own country? (MAX. 2 ANSWERS)

	TOTAL	Difficulty in communicating this ruling to the authorities enforcing it in the purchaser's own country	Difficulty in finding the purchaser and his possessions	Unwillingness of the authorities in the purchaser's country to enforce a ruling given in another Member State	Language barriers	The cost of enforcement	The length of the time needed to enforce the ruling	None of these (SPONTANEOUS)	Other (SPONTANEOUS – SPECIFY)	DK
EU27	26730	29%	28%	32%	29%	20%	17%	2%	0%	9%
BE	1004	25%	35%	34%	35%	22%	27%	1%	0%	3%
BG	1000	35%	19%	15%	28%	27%	12%	5%	-	13%
CZ	1169	23%	24%	33%	32%	45%	13%	1%	-	5%
DK	1000	43%	28%	51%	17%	16%	20%	1%	0%	5%
D-W	1013	21%	25%	50%	35%	18%	19%	0%	0%	4%
DE	1519	21%	28%	50%	35%	19%	18%	1%	0%	3%
D-E	506	22%	37%	48%	33%	19%	15%	2%	-	2%
EE	1002	22%	31%	23%	24%	20%	18%	2%	0%	21%
EL	1000	39%	26%	27%	33%	32%	30%	1%	-	0%
ES	1000	22%	25%	16%	31%	16%	11%	2%	0%	21%
FR	1024	40%	29%	34%	29%	12%	25%	1%	1%	4%
IE	1000	39%	28%	22%	32%	26%	13%	1%	0%	13%
IT	1039	36%	27%	29%	20%	17%	18%	3%	0%	9%
CY	505	29%	55%	26%	17%	31%	30%	0%	0%	3%
LV	1009	17%	31%	24%	29%	20%	14%	4%	0%	13%
LT	1018	31%	32%	31%	36%	14%	14%	1%	-	14%
LU	500	32%	40%	35%	14%	17%	16%	3%	1%	4%
HU	1000	30%	20%	27%	42%	26%	14%	2%	0%	8%
NL	500	23%	42%	17%	11%	37%	12%	1%	-	15%
MT	1000	29%	32%	50%	15%	18%	24%	1%	0%	4%
AT	1012	25%	33%	32%	37%	33%	18%	2%	0%	3%
PL	1000	19%	26%	15%	39%	25%	14%	2%	0%	11%
PT	1000	28%	27%	12%	37%	26%	15%	1%	-	9%
RO	1000	27%	21%	18%	18%	30%	20%	2%	-	19%
SI	1016	33%	35%	33%	19%	25%	21%	3%	1%	3%
SK	1055	31%	30%	32%	31%	41%	13%	1%	0%	2%
FI	1038	31%	49%	36%	29%	21%	11%	0%	0%	1%
SE	1015	48%	29%	51%	20%	19%	15%	0%	0%	1%
UK	1305	31%	30%	33%	29%	17%	10%	2%	-	10%

QC9 In your opinion, do you think it is important or not for the European Union to intervene in the enforcement of civil court rulings given in one European Union Member State involving payments to be made in another Member State, for example alimonies or maintenance payments?

	TOTAL	Very important	Fairly important	Not very important	Not at all important	DK	Important	Not important
EU27	26730	39%	43%	7%	2%	9%	8%	9%
BE	1004	50%	41%	6%	1%	2%	91%	7%
BG	1000	27%	39%	7%	4%	23%	66%	11%
CZ	1169	41%	42%	8%	1%	8%	83%	9%
DK	1000	40%	41%	9%	5%	5%	81%	14%
D-W	1013	45%	42%	7%	1%	5%	87%	8%
DE	1519	45%	43%	6%	1%	5%	88%	7%
D-E	506	43%	45%	5%	1%	6%	88%	6%
EE	1002	23%	38%	16%	6%	17%	61%	22%
EL	1000	42%	44%	10%	3%	1%	86%	13%
ES	1000	28%	45%	6%	3%	19%	73%	8%
FR	1024	42%	41%	7%	3%	7%	83%	10%
IE	1000	39%	38%	6%	3%	14%	77%	9%
IT	1039	43%	42%	6%	1%	8%	85%	7%
CY	505	76%	16%	3%	1%	4%	92%	4%
LV	1009	37%	39%	9%	4%	11%	76%	13%
LT	1018	29%	43%	8%	3%	17%	72%	11%
LU	500	42%	42%	7%	4%	5%	84%	11%
HU	1000	41%	42%	10%	3%	4%	83%	13%
MT	500	29%	47%	3%	5%	16%	76%	8%
NL	1000	32%	51%	11%	2%	4%	83%	13%
AT	1012	16%	56%	12%	2%	14%	72%	14%
PL	1000	33%	48%	6%	2%	11%	81%	8%
PT	1000	32%	55%	5%	1%	7%	87%	6%
RO	1000	35%	40%	5%	4%	16%	75%	9%
SI	1016	54%	33%	5%	1%	7%	87%	6%
SK	1055	24%	50%	13%	6%	7%	74%	19%
FI	1038	33%	47%	12%	3%	5%	80%	15%
SE	1015	46%	44%	5%	2%	3%	90%	7%
UK	1305	40%	37%	7%	5%	11%	77%	12%

QC10 If you needed to access civil justice in a Member State other than (OUR COUNTRY), how useful or not would it be for you to be able to do it via the Internet, using for example standardised online forms in your mother tongue?

	TOTAL	Very useful	Fairly useful	Not very useful	Not at all useful	DK	Useful	Not useful
EU27	26730	35%	33%	8%	12%	12%	68%	20%
BE	1004	46%	32%	8%	11%	3%	78%	19%
BG	1000	33%	25%	4%	9%	29%	58%	13%
CZ	1169	48%	32%	7%	8%	5%	80%	15%
DK	1000	45%	28%	8%	13%	6%	73%	21%
D-W	1013	38%	31%	8%	15%	8%	69%	23%
DE	1519	37%	30%	8%	17%	8%	67%	25%
D-E	506	32%	25%	10%	24%	9%	57%	34%
EE	1002	52%	25%	4%	3%	16%	77%	7%
EL	1000	29%	31%	16%	23%	1%	60%	39%
ES	1000	19%	38%	7%	17%	19%	57%	24%
FR	1024	41%	34%	7%	11%	7%	75%	18%
IE	1000	34%	34%	6%	9%	17%	68%	15%
IT	1039	25%	42%	10%	10%	13%	67%	20%
CY	505	43%	15%	5%	20%	17%	58%	25%
LV	1009	45%	28%	7%	7%	13%	73%	14%
LT	1018	38%	31%	5%	8%	18%	69%	13%
LU	500	33%	33%	8%	18%	8%	66%	26%
HU	1000	43%	33%	7%	9%	8%	76%	16%
MT	500	33%	34%	4%	14%	15%	67%	18%
NL	1000	60%	27%	7%	3%	3%	87%	10%
AT	1012	25%	42%	13%	10%	10%	67%	23%
PL	1000	33%	35%	7%	12%	13%	68%	19%
PT	1000	20%	51%	9%	8%	12%	71%	17%
RO	1000	23%	21%	9%	9%	38%	44%	18%
SI	1016	58%	24%	7%	6%	5%	82%	13%
SK	1055	30%	43%	10%	8%	9%	73%	18%
FI	1038	56%	33%	4%	3%	4%	89%	7%
SE	1015	52%	27%	8%	9%	4%	79%	17%
UK	1305	44%	26%	10%	11%	9%	70%	21%