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## INTRODUCTION

This report presents the results of a new Eurobarometer survey on discrimination. It is the third in a series of surveys commissioned by the European Commission DG Employment, Social Affairs and Equal Opportunities.

The European anti-discrimination legislation is one of the most extensive in the world. In 2000, the European Union adopted two very far-reaching laws<sup>1</sup> to prohibit discrimination in the workplace based on racial or ethnic origin, religion or belief, disability, age or sexual orientation<sup>2</sup>. As far as racial and ethnic origin is concerned, this legislation extends to other aspects of daily life, such as education and social services. These texts come in addition to numerous laws that have been adopted at EU level since 1975 to promote equality between women and men in the workplace<sup>3</sup>.

The first survey<sup>4</sup> was conducted in the summer of 2006 in anticipation of the 2007 **European Year of Equal Opportunities for All**. This European Year aimed to inform citizens of their rights, to celebrate diversity and to promote equal opportunities for everyone in the European Union. This initiative led the way to a bolder strategy seeking to give momentum to the fight against discrimination in the EU<sup>5</sup>. Drawing on the successful implementation of the 2007 European Year of Equal Opportunities for All<sup>6</sup>, the Commission adopted under its renewed social agenda on 2 July 2008 a non-discrimination package comprising: a proposal for a new directive on equal treatment prohibiting discrimination on grounds of age, disability, sexual orientation and religion or belief outside the employment sphere and a communication which presents a comprehensive approach to step up action against discrimination and promote equal opportunities<sup>7</sup>.

The second survey was conducted in early 2008 to track how perceptions and opinions in this field had changed in the intervening year<sup>8</sup>. The latest survey was conducted between 29 May and 15 June 2009. This time, new questions were added notably to measure the extent to which the economic crisis may hamper the implementation of anti-discrimination policies and efforts. In addition and for the first time, the survey also covered the three Candidate Countries: Croatia, the Former Yugoslav Republic of Macedonia (FYROM) and Turkey.

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<sup>1</sup>Directive 2000/43/EC of 29 June 2000 and Directive 2000/78/EC of 27 November 2000. Both directives are based on Article 13 of the Amsterdam Treaty establishing the European Community which reads: "the Council, acting unanimously on a proposal from the Commission and after consulting the European Parliament, may take appropriate action to combat discrimination based on gender, racial or ethnic origin, religion or belief, disability, age or sexual orientation". Discrimination occurring in the workplace on the grounds of gender is prohibited by several other directives that have been adopted since 1975.

<sup>2</sup>Throughout the report we use the acronym LGBT to refer to Lesbian, Gay, Bisexual and Transgender people.

<sup>3</sup>For more information on the rights to non discrimination and equal opportunities, please see [www.equality2007.europa.eu](http://www.equality2007.europa.eu) or [www.stop-discrimination.info](http://www.stop-discrimination.info)

<sup>4</sup> Discrimination in the European Union: (special Eurobarometer 263). Fieldwork June-July 2006.

[http://ec.europa.eu/public\\_opinion/archives/ebs/ebs\\_263\\_en.pdf](http://ec.europa.eu/public_opinion/archives/ebs/ebs_263_en.pdf)

<sup>5</sup> More details can be found in the 'Framework strategy for non-discrimination and equal opportunities for all' published by the European Commission in 2005, available at

[http://ec.europa.eu/employment\\_social/fundamental\\_rights/pdf/pubst/poldoc/com07\\_en.pdf](http://ec.europa.eu/employment_social/fundamental_rights/pdf/pubst/poldoc/com07_en.pdf);

<sup>6</sup> Communication from the Commission to the Council, the European Parliament, the European Economic and Social Committee and the Committee of the Regions - Implementation, results and overall assessment of the 2007 European Year of Equal Opportunities for All COM/2009/0269 final

<sup>7</sup> Communication from the Commission to the European Parliament, the Council, the European Economic and Social Committee and the Committee of the Regions - Non-discrimination and equal opportunities: A renewed commitment {SEC(2008) 2172} /\* COM/2008/0420 final.

<sup>8</sup> Discrimination in 2008: (Special Eurobarometer 296). Fieldwork February-March 2008.

[http://ec.europa.eu/public\\_opinion/archives/ebs/ebs\\_296\\_en.pdf](http://ec.europa.eu/public_opinion/archives/ebs/ebs_296_en.pdf)

In this summary we track how perceptions in this field have changed since 2008.

All three surveys were carried out by TNS Opinion & Social network. The methodology used is that of Eurobarometer surveys as carried out by the Directorate General for Communication (Research and Political Analysis Unit)<sup>9</sup>. A technical note on the manner in which the interviews were conducted by the institutes within the TNS Opinion & Social network is appended as an annex to this report. This note indicates the interview methods and confidence intervals used<sup>10</sup>.

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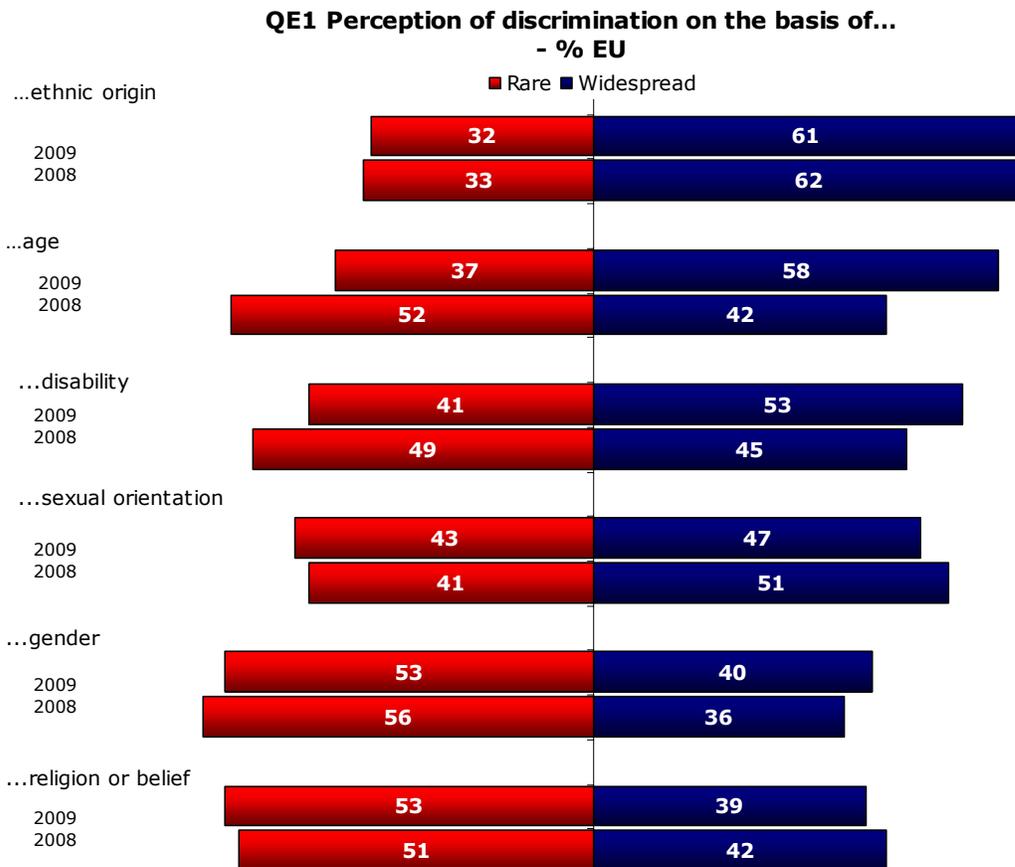
<sup>9</sup> [http://ec.europa.eu/public\\_opinion/index\\_en.htm](http://ec.europa.eu/public_opinion/index_en.htm)

<sup>10</sup> The result 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 has the possibility of giving several answers to the same question.

## 1. DISCRIMINATION IN EUROPE: PERCEPTIONS AND ATTITUDES

### 1.1 Overview of perceptions and attitudes

**Discrimination on ethnic grounds (61%) is seen to be the most widespread grounds for discrimination in the EU**, followed by discrimination based on age (58%) and disability (53%).<sup>11</sup> Whilst the perception of discrimination for ethnic reasons has not changed significantly since 2008, we noted a large shift in public opinion regarding discrimination based on age and disability: **Europeans now far more often perceive discrimination on the grounds of age (+16 percentage points since 2008). This also holds true for disability (+8 percentage points).** While in 2008 the majority view was that discrimination on these two grounds was rare, more than half of Europeans now consider discrimination on the grounds of age and disability to be widespread.



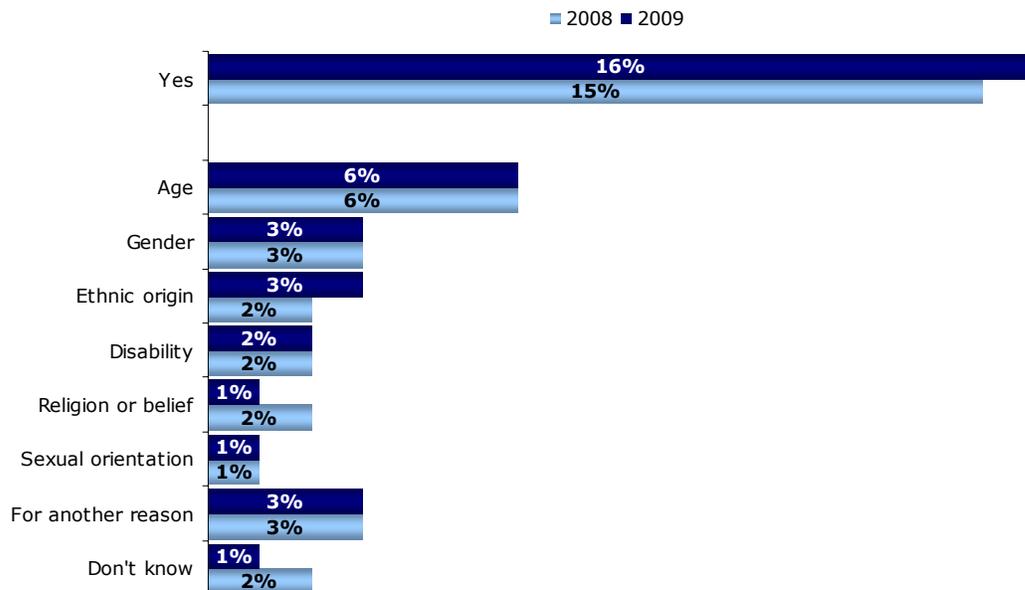
NB: "Don't know" and "non-existent" (SPONTANEOUS) answers are not shown

<sup>11</sup> QE1. For each of the following types of discrimination, could you please tell me whether, in your opinion, it is very widespread, fairly widespread, fairly rare or very rare in (OUR COUNTRY)? Discrimination on the basis of...

Hence in 2009 we found that for four of the six grounds for discrimination examined in this survey (all those on which discrimination is legally prohibited in the EU<sup>12</sup>), a higher proportion of Europeans consider discrimination to be widespread than to be rare. In addition to discrimination on the grounds of ethnic origin, age and disability, discrimination based on sexual orientation was also considered to be widespread (47%), although less so than in 2008 (-4 points). A substantial proportion of Europeans—over one third—also think that discrimination on the grounds of gender and religion or belief is widespread. It should be noted at the same time, however, that both of these reasons for discrimination are perceived to be rare by an absolute majority (53% in both cases).

In this survey, respondents were also asked about their personal experiences of discrimination. In the course of the 12 months leading up to the survey, **16% of citizens reported that they had personally felt discriminated against or harassed** for at least one of the reasons under consideration here: gender, disability, ethnic origin, age<sup>13</sup>, sexual orientation, religion or belief.<sup>14</sup> As in 2008, **age was the most common reason for self-reported discrimination**, with six percent experiencing this over the course of the year. This is followed by discrimination on the grounds of gender and ethnic origin, experienced by three percent of those surveyed<sup>15</sup>.

**QE3. In the past 12 months have you personally felt discriminated against or harassed on the basis of one or more of the following grounds? Please tell me all that apply. (MULTIPLE ANSWERS POSSIBLE)**  
- % EU



<sup>12</sup> The EU Member States are free to adopt stricter anti-discrimination legislation, for example prohibiting discrimination based on additional grounds, and many have done so.

<sup>13</sup> Note: it was intentionally not specified in the questionnaire whether this was on the grounds of age or youth, so as to allow the respondent to interpret age discrimination as they see it.

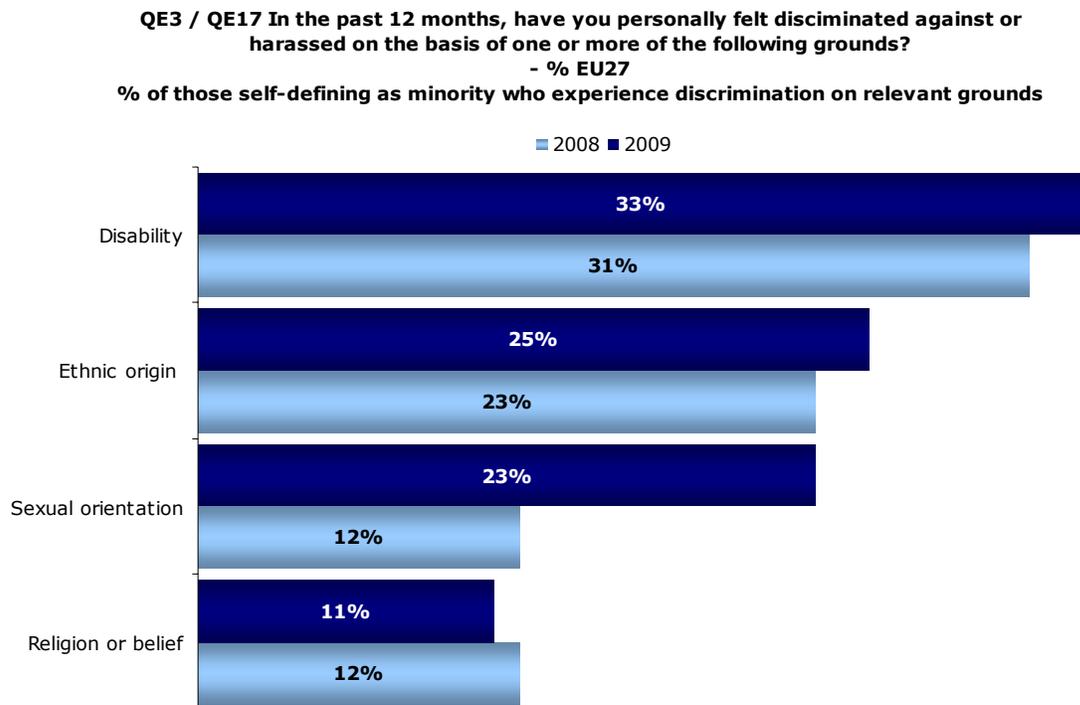
<sup>14</sup> QE3 In the past 12 months have you personally felt discriminated against or harassed on the basis of one or more of the following grounds? Please tell me all that apply. (MULTIPLE ANSWERS POSSIBLE)

<sup>15</sup> A further 3% indicate that they have been discriminated against on grounds other than the six official grounds.

The data point to a strong **relationship between citizens defining themselves as part of a minority group and the experience of discrimination**, with this particularly notable in the case of discrimination on the grounds of disability, ethnicity and sexual orientation.

This suggests either that self-perceived minorities are more likely to experience discrimination or that the experience of discrimination or harassment is a significant factor in citizens perceiving themselves to be a 'minority' in these terms.

The graph below illustrates this link. For example, a quarter of Europeans who say that they belong to a minority group in terms of ethnic origin also say that they have felt discriminated against on these grounds in the last 12 months. In contrast, the reported rate of experienced ethnic discrimination stands at just three percent when we consider all Europeans and not just those who define themselves as belonging to a minority group.



Bases: All self-defining as a minority for grounds under consideration (Disability n=586; Ethnic origin n=1210; Sexual orientation n=255; Religion or belief n=1092). Caution: small bases.

NB: For the question on self-defining as part of a minority, there were no options for 'age' or 'gender'.

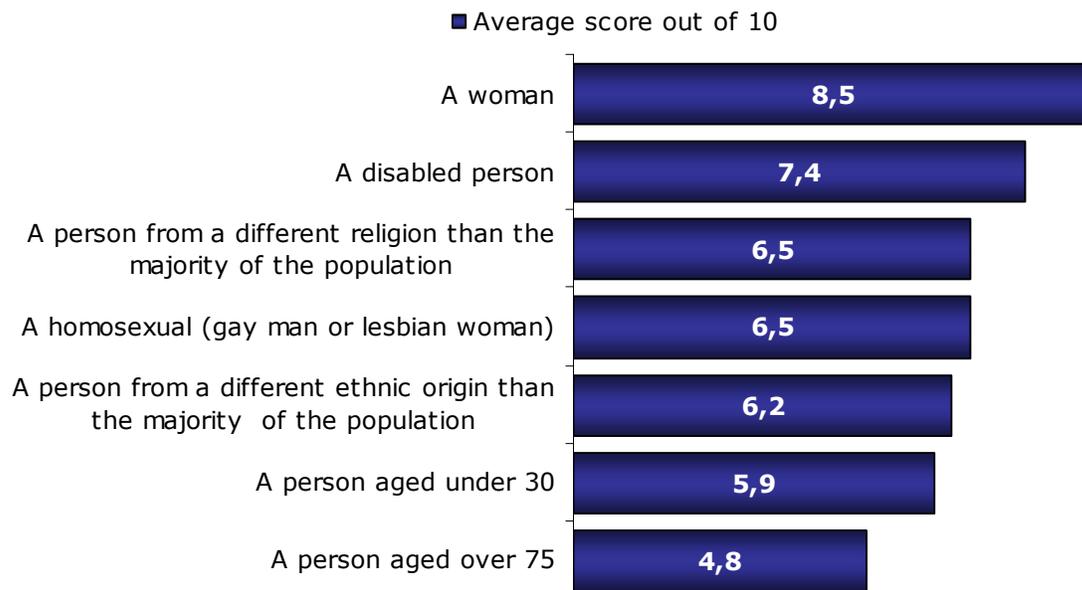
These findings are generally very similar to those obtained in 2008. The recorded increase among respondents who self-define themselves as belonging to a minority in terms of sexual orientation is based on very small sample sizes which do not make it possible to validate the shift since 2008.<sup>16</sup>

<sup>16</sup> In 2009, 255 respondents self-defined themselves as belonging to a sexual minority. In 2008, this figure was even lower (n=190).

In order to further uncover citizens' attitudes to different groups, a question that was introduced for the first time in 2008 was asked again this year<sup>17</sup>. The question requires the respondent to say how comfortable they would be having someone from a specific group assigned to their country's highest political office, using a scale of 1 to 10, where 10 represents being 'totally comfortable'<sup>18</sup>.

**Europeans make strong distinctions depending on the group in question.** They have relatively few qualms with the highest political office being occupied by a woman (8.5) or a disabled person (7.4). There is more reluctance, however, when it comes to sexual orientation, religion (6.5 each) or a person of a different ethnic origin to the rest of the population (6.2). Age is also an issue, especially if the person is over 75 (4.8) or under 30 (5.9).

**QE6. And using a scale from 1 to 10, please tell me how you would feel about having someone from each of the following categories in the highest elected political position in (OUR COUNTRY)?**  
- % EU27



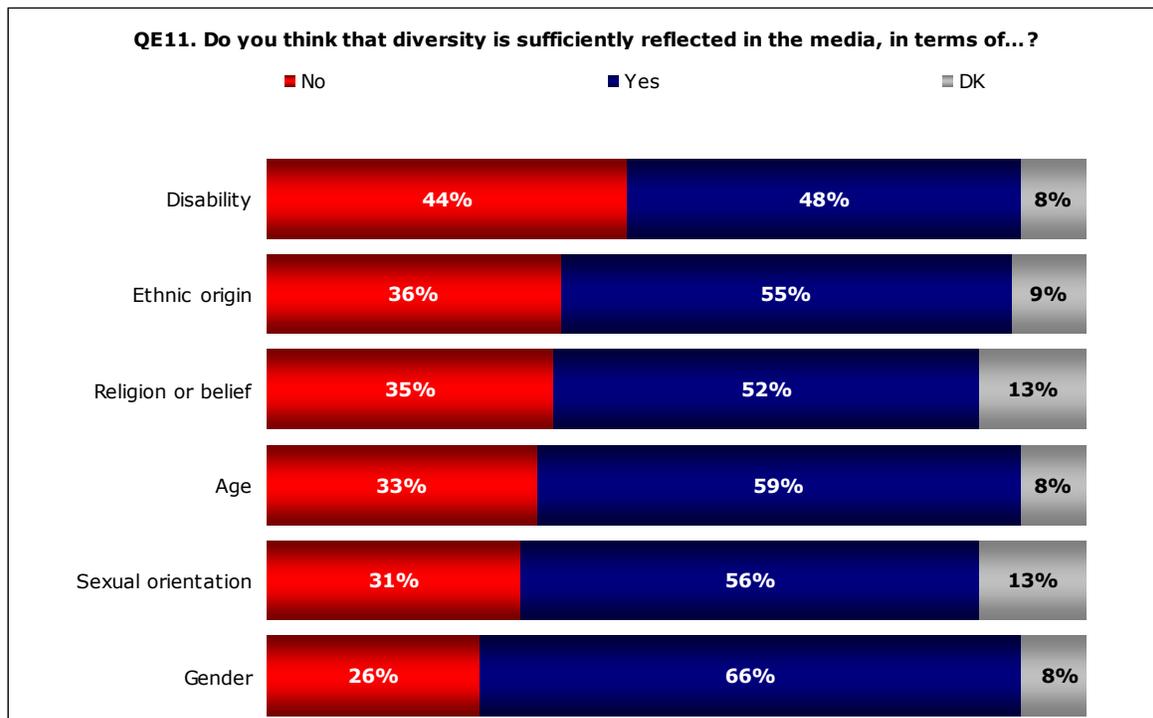
The latest survey also includes a new question to ascertain to what extent Europeans see diversity reflected in the media. Again, the various grounds for discrimination were measured. Across all grounds for discrimination, a significant share of Europeans is of the view that diversity is not sufficiently reflected in the media.<sup>19</sup> This perception is particularly widespread for 'disability', with 44% of Europeans feeling that diversity on this aspect is not sufficiently reflected in the media.

<sup>17</sup> QE6 And using a scale from 1 to 10, please tell me how you would feel about having someone from each of the following categories in the highest elected political position in (OUR COUNTRY)? On this scale, '1' means that you would be "very uncomfortable" and '10' means that you would be "totally comfortable" with this situation.

<sup>18</sup> The responses are considerably more negative than those given in 2008. It appears that this is due to a context effect: in 2008, citizens were first asked how they felt about having citizens from different minority groups as a neighbour. However, in the 2009 survey this question was not asked. For 2008 results, please see Special Eurobarometer 296: [http://ec.europa.eu/public\\_opinion/archives/ebs/ebs\\_296\\_en.pdf](http://ec.europa.eu/public_opinion/archives/ebs/ebs_296_en.pdf)

<sup>19</sup> QE11: Do you think that diversity is sufficiently reflected in the media, in terms of .....

Around a third of Europeans also hold this view when it comes to ethnic origin (36%), religion or belief (35%), age (33%) and sexual orientation (31%). In terms of gender, around a quarter of Europeans feel that diversity is not sufficiently reflected in the media (26%).<sup>20</sup>



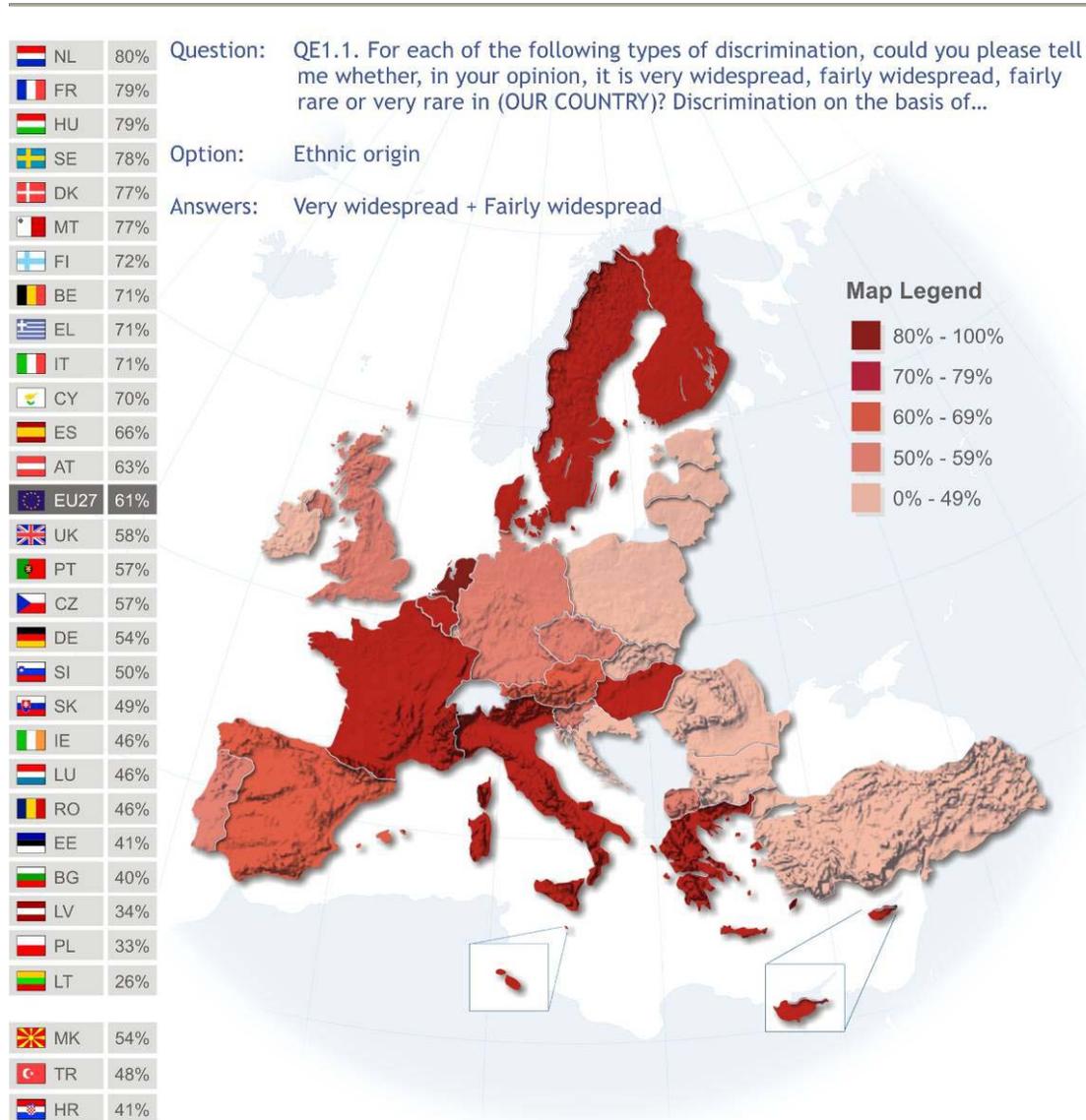
## 1.2 Ethnic origin

Of the six grounds for discrimination examined in the survey, **discrimination on the grounds of ethnic origin is seen as the most widespread**: 16% of European citizens think that this is very widespread in their country, whilst 45% think that it is fairly widespread. A quarter think that it is fairly rare with a further seven percent considering that it is very rare and just three percent giving the spontaneous answer that it is non-existent in their country. Four percent say that they 'don't know'.

There is **a considerable degree of variation from one country to the next** in opinions regarding the prevalence of ethnic discrimination. It is seen as widespread by at least three-quarters of Dutch (80%), French, Hungarian (both 79%), Swedish (78%), Danish and Maltese (both 77%) citizens. At the other end of the scale, fewer than 4 in 10 Lithuanians (26%), Poles (33%) and Latvians (34%) share this view. In these three countries we also find an above-average proportion of citizens saying that discrimination on the grounds of ethnic origin is non-existent (10%, 9% and 11%, respectively compared to the EU average of 3%). In Bulgaria and Estonia, this figure is even higher (12%).

<sup>20</sup> The total 'No' answers are reported, which combine 'No definitely not' and 'No, not really.'

The above figures should be interpreted in the context of the particular ethnic profiles of the given countries and the extent to which issues such as ethnicity, immigration and multiculturalism feature in public discourse.



This wide difference between national results is a complex phenomenon that defies a simple explanation. In the first place, the *perception* of ethnic discrimination as being widespread is not related to more citizens actually *experiencing* discrimination in these countries: none of the countries where at least three-quarters see ethnic discrimination as widespread have above-average self-reported ethnic discrimination levels.

Again, an explanation for this could be that the perception of ethnic discrimination in national contexts is driven by the prominence of related issues in the national media and the visibility of ethnic minority populations.

**Having friends of a different ethnic origin makes citizens more sensitive to discrimination on this ground.** 67% of citizens for whom this is the case say that discrimination is widespread in their country. The figure drops to 54% for those without such friends<sup>21</sup>.

Interestingly, **those who consider themselves to be part of an ethnic minority are only slightly more likely than average to think that ethnic discrimination is common** in their country.

| QE1.1 DISCRIMINATION ON THE GROUNDS OF ETHNIC ORIGIN | Total % | QE16. FRIENDS WITH DIFFERENT ETHNIC ORIGIN |     | QE17. SELF-DEFINED MINORITY |
|--|---------|--|-----|-----------------------------|
|  |         | Yes  | No  | Ethnic*                     |
| Widespread   | 61%     | 67%  | 54% | 65%                         |
| Rare   | 32%     | 29%  | 36% | 31%                         |

\*Note: In this table, the figures for those who say that they belong to an ethnic minority should be considered indicative only due to the small base (n=1210). In other words, 5% of citizens consider themselves to be part of an ethnic minority.

### 1.3 Age

As already noted, **opinions about the extent of discrimination on the grounds of age have turned around in the course of a single year.** Further on in this report, it will be shown that the economic crisis is the driving factor behind this shift in opinion.

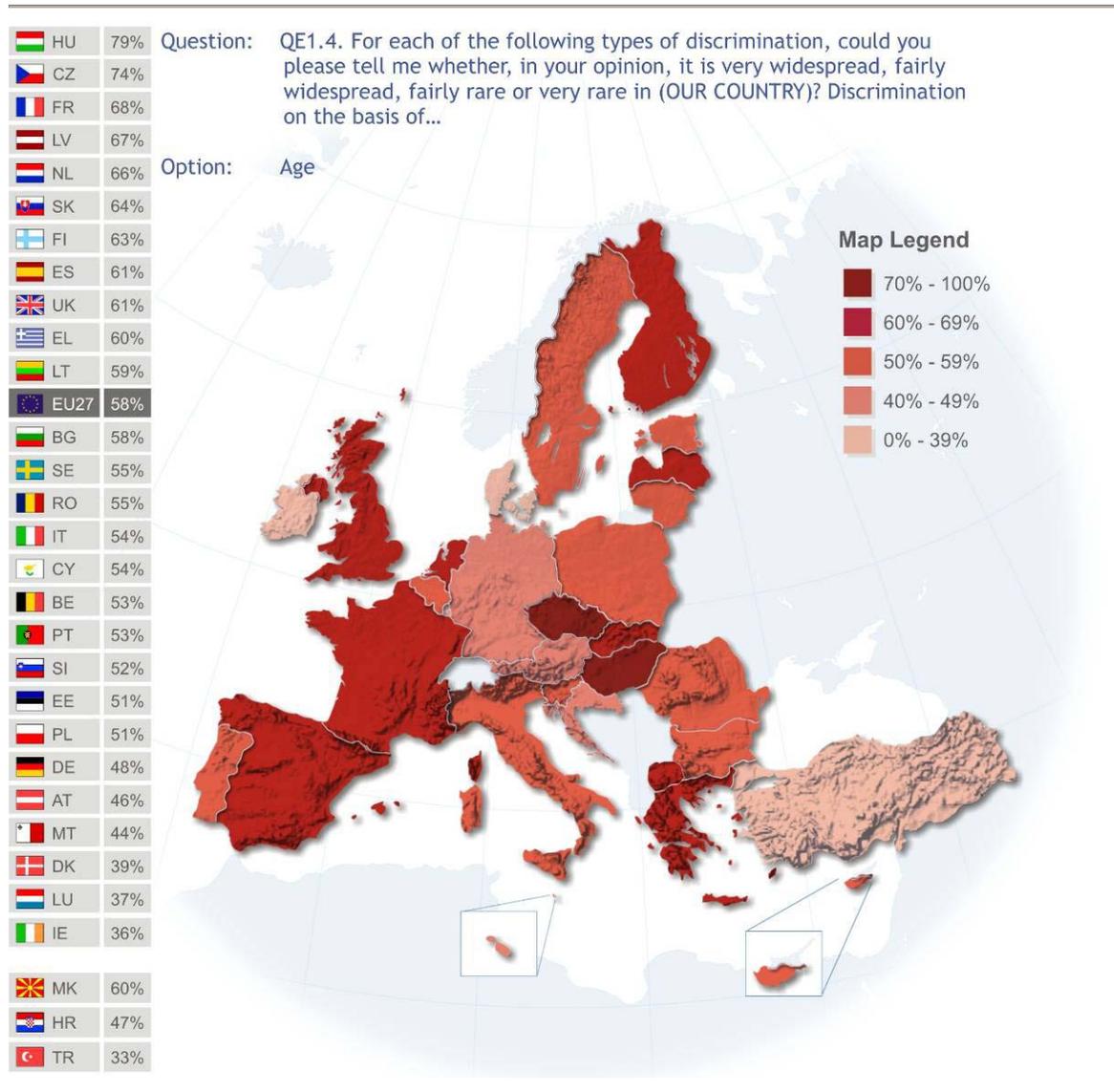
While in 2008, an outright majority of Europeans perceived discrimination on this ground to be rare (52%), the balance has shifted in 2009, with 58% now perceiving it to be widespread (16% very widespread, 42% fairly widespread) compared to 37% who believe it to be rare (10% very rare, 27% fairly rare). Two percent think that discrimination on the grounds of age is non-existent in their country and a further three percent say that they 'don't know'.

It is important to remember that when citizens were asked to estimate the extent of age discrimination, they were not asked to differentiate between old age or youth. Thus citizens will have had different ideas in mind when thinking about this question.

**Irrespective of this, the majority view in all but six countries<sup>22</sup> is that age discrimination is widespread.** In fact, in 22 of the 30 countries surveyed this opinion is held by an absolute majority. Hungarian citizens top the list, with 79% saying that age discrimination is widespread in their country, followed by citizens in the Czech Republic (74%), France (68%), Latvia (67%) and The Netherlands (66%).

<sup>21</sup> It should be noted that having Roma friends is less of a distinguishing factor: overall, 64% of citizens with Roma friends believe discrimination is widespread, compared to 61% of citizens without Roma friends.

<sup>22</sup> The six countries are Turkey, Ireland, Luxembourg, Denmark, Malta and Germany.

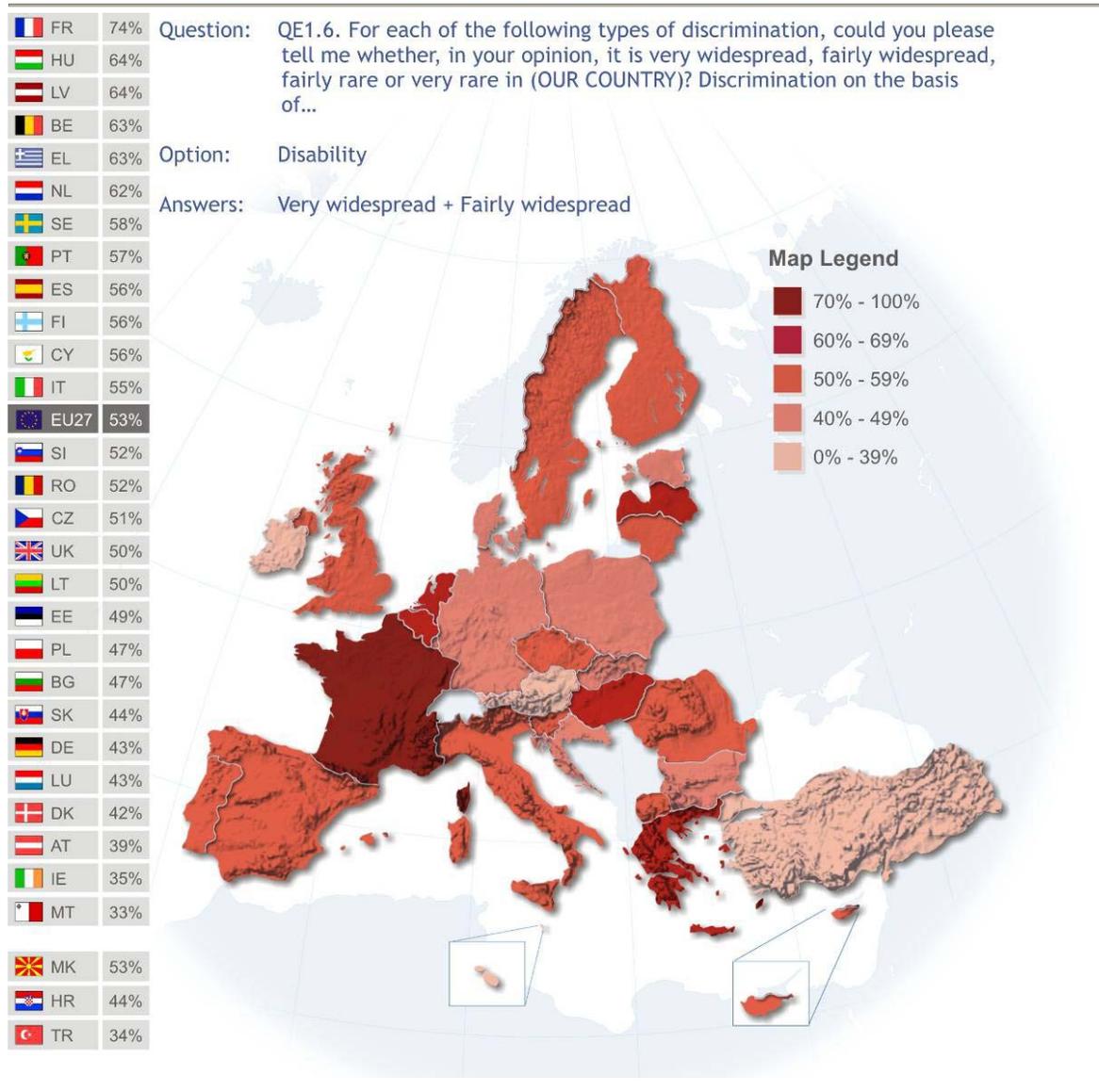


The analyses reveal that **citizens aged 40 or over are more likely to say that discrimination on ground of age is widespread**. This is in direct contrast to the other forms of discrimination, which are more likely to be seen as widespread by the youngest group of citizens.

#### 1.4 Disability

The same shift noted for age occurred with discrimination on the grounds of disability. **While the majority view in 2008 was that discrimination based on disability was rare (49%), the majority (53%) now feel that it is widespread (13% very widespread, 40% fairly widespread)**. Just over four out of ten citizens (41%) now believe it is rare (10% very rare, 31% fairly rare). Two percent think that discrimination on the grounds of disability is non-existent in their country and a further four percent say that they 'don't know'.

Country-by-country results again exhibit a strong degree of variation, with the countries where discrimination is seen as most widespread being France (74% widespread), Latvia, Hungary (both 64%), Belgium, Greece (both 63%) and the Netherlands (62%). The countries where this perception is least common are Malta (33%), Turkey (34%), Ireland (35%), and Austria (39%).



Again the survey shows that **having friends who are disabled makes one more likely to believe that discrimination is widespread in the country where one lives.** This same link was also seen for discrimination on ethnic grounds.

However, unlike the results described earlier for ethnicity, **citizens who define themselves as disabled are much more inclined to say that in their view discrimination on the grounds of disability is widespread.**

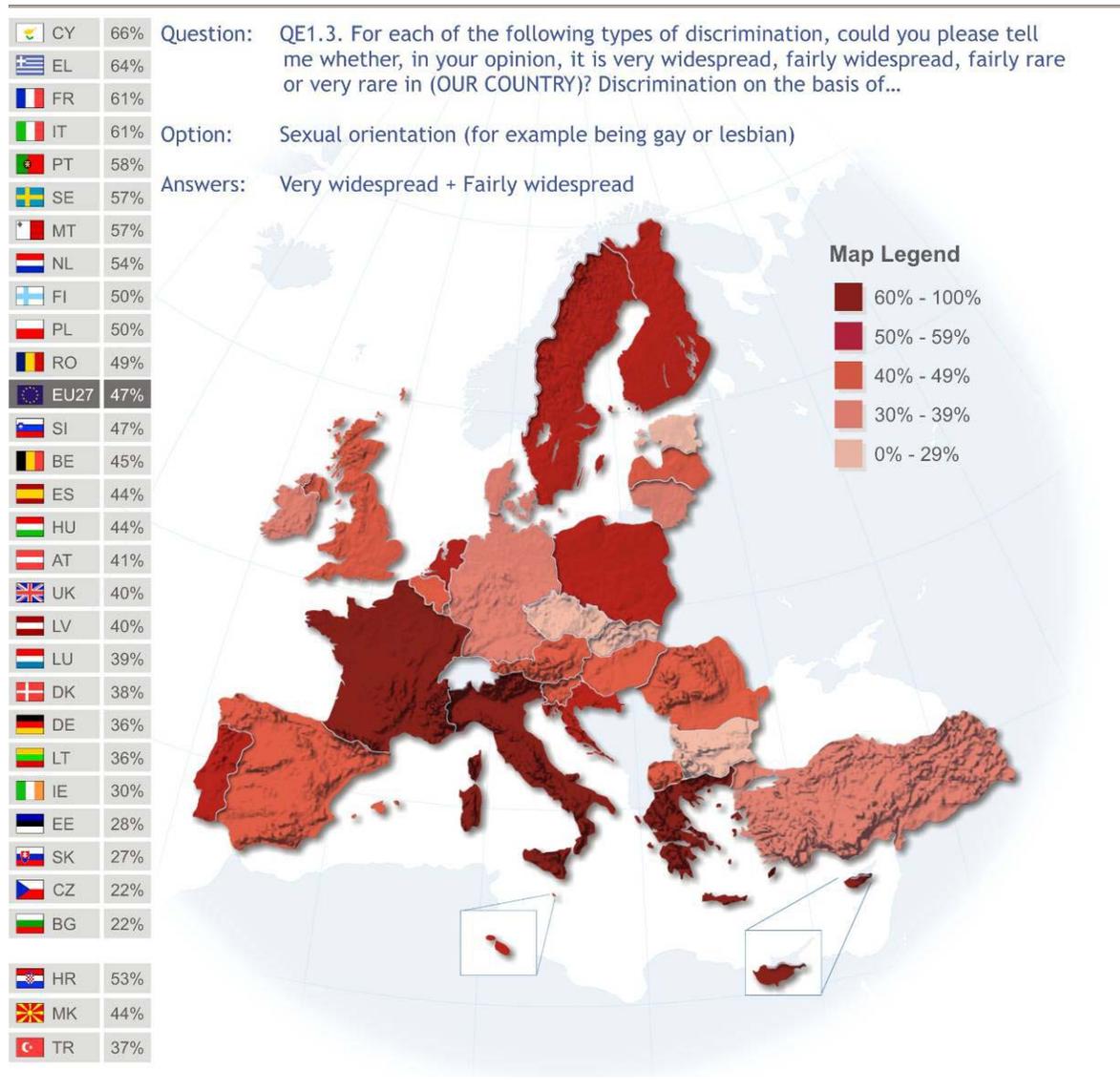
| QE1.6 DISCRIMINATION ON THE GROUNDS OF DISABILITY | Total % | QE16.4 FRIENDS WHO ARE DISBALED |     | QE17 SELF-DEFINED MINORITY |
|---|---------|---------------------------------|-----|----------------------------|
|   |         | Yes                             | No  | Disabled*                  |
| Widespread  | 53%     | 56%                             | 50% | 69%                        |
| Rare  | 41%     | 39%                             | 43% | 29%                        |

\*Note: Results for self-defined minority as disabled should be considered indicative only due to the small base (n=586), i.e. only 2% of citizens consider themselves to belong to this minority group.

### 1.5 Sexual orientation

In contrast with what has been found for discrimination on the grounds of age and disability, **Europeans are on average now less inclined to see sexual orientation as a widespread reason for discrimination in the EU than in 2008.** It is now seen as the fourth most widespread reason for discrimination in the EU. Just under half (47%) think that this ground of discrimination is widespread (12% very widespread, 35% fairly widespread), in contrast to 43% who think that it is rare (32% fairly rare, 11% very rare). Three percent think discrimination on the grounds of sexual orientation is non-existent in their country and seven percent 'don't know'.

Examining the national results, the same pattern appears as in 2008, namely that discrimination on grounds of sexual orientation is seen as being **particularly widespread in many of the Mediterranean countries.** For example, the two countries where it is seen as being most widespread are Cyprus (66%) and Greece (64%). Italy and France (both 61%) also have results far above the EU average of 47%.



Looking at the lower percentages shows that **discrimination on the grounds of sexual orientation is perceived as much less widespread in many of the newer entrants to the EU** – the bottom four countries are Bulgaria, the Czech Republic (both 22%), Slovakia (27%) and Estonia (28%).

It can also be noted that a lower-than-average proportion of citizens in these countries report that they have LGBT friends<sup>23</sup>. Conversely, in countries where an above-average proportion reports having LGBT friends the perception that discrimination on grounds of sexual orientation is widespread is towards the higher end of the country ranking<sup>24</sup>. Hence, it appears that having LGBT friends makes one more likely to think that discrimination on this ground is widespread.

<sup>23</sup> In Bulgaria, seven percent have LGBT friends; in the Czech Republic, 20%; in Estonia, 17%; in Slovakia, 15% vis-à-vis the EU average of 38%.

<sup>24</sup> The highest proportions are noted in The Netherlands (68%), followed by Sweden and France (both 59%).

The results of the survey seem to indicate that people who feel they are part of a sexual minority more often perceive this type of discrimination to be widespread. However, due to small sample sizes, it is not possible to attach any statistical validity to this finding.

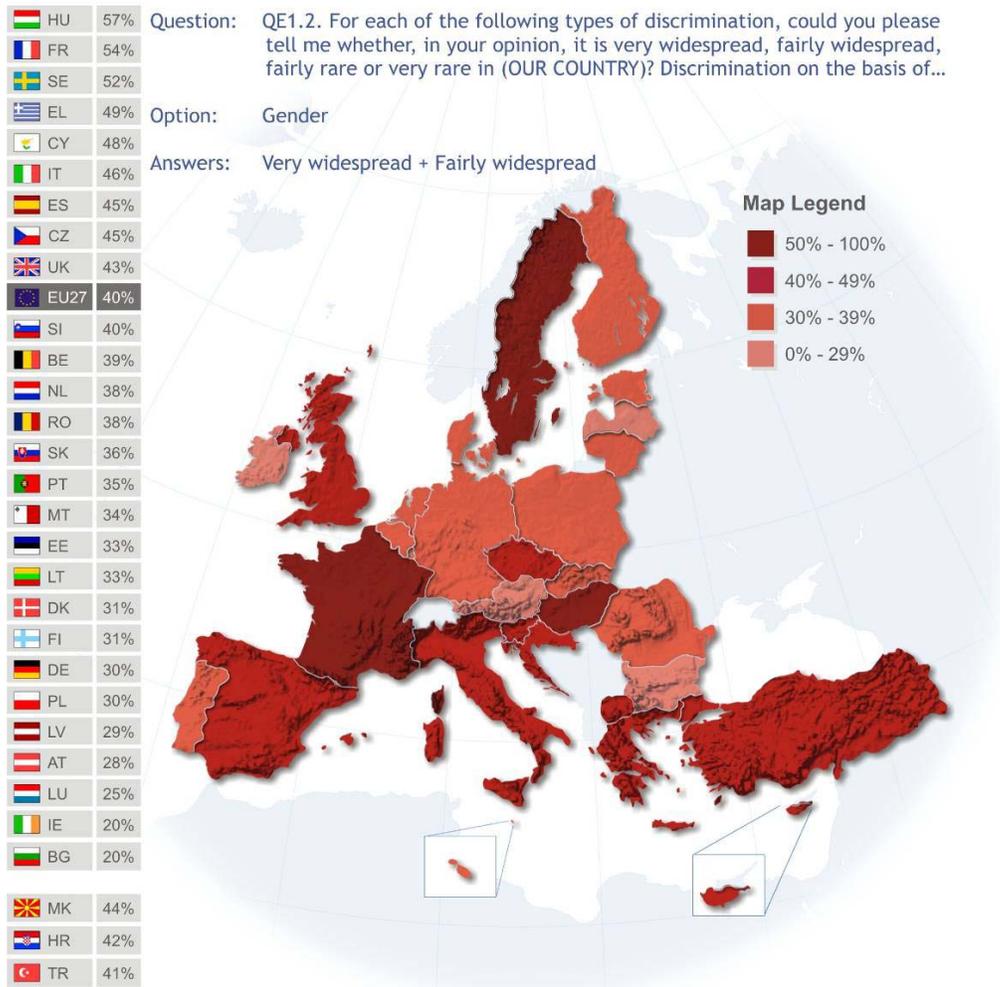
| QE1.3 DISCRIMINATION ON THE GROUNDS OF SEXUAL ORIENTATION | Total % | QE16. LGBT FRIENDS |     | QE17. SELF-DEFINED MINORITY |
|---|---------|--------------------|-----|-----------------------------|
|   |         | Yes                | No  | Sexual*                     |
| <b>Widespread</b>   | 47%     | <b>53%</b>         | 44% | 57%                         |
| <b>Rare</b>   | 43%     | 44%                | 43% | 39%                         |

\*Note: In this table, the result for those who say that they belong to a sexual minority should be treated with extreme caution due to the very small base (n=255). In other words, only 1% of citizens consider themselves to be part of a sexual minority.

## 1.6 Gender

**Discrimination on the grounds of gender is one of the two forms of discrimination perceived by more citizens as being rare rather than widespread: 53% think it is rare** (15% very rare and 38% fairly rare) and **40% that it is widespread** (33% fairly widespread and 7% very widespread). Three percent say, spontaneously, that it is non-existent and four percent 'don't know'.

This overall pattern is found to exist in all countries but a few. Looking at the exceptions, there are three countries where an outright majority feel gender discrimination is widespread: Hungary (57%), France (54%) and Sweden (52%). In five countries—Greece, Cyprus, Italy, FYROM and Turkey—public opinion is divided. At the other end of the scale, around two in three people in Luxembourg (69%), Denmark, Ireland, Finland (each 67%) and Germany (65%) think gender discrimination is rare in their country.



Although **both genders are more likely to see gender discrimination as rare rather than widespread**, the survey reveals a considerable gender gap: 44% of women in Europe believe it is widespread, compared to 37% of men.

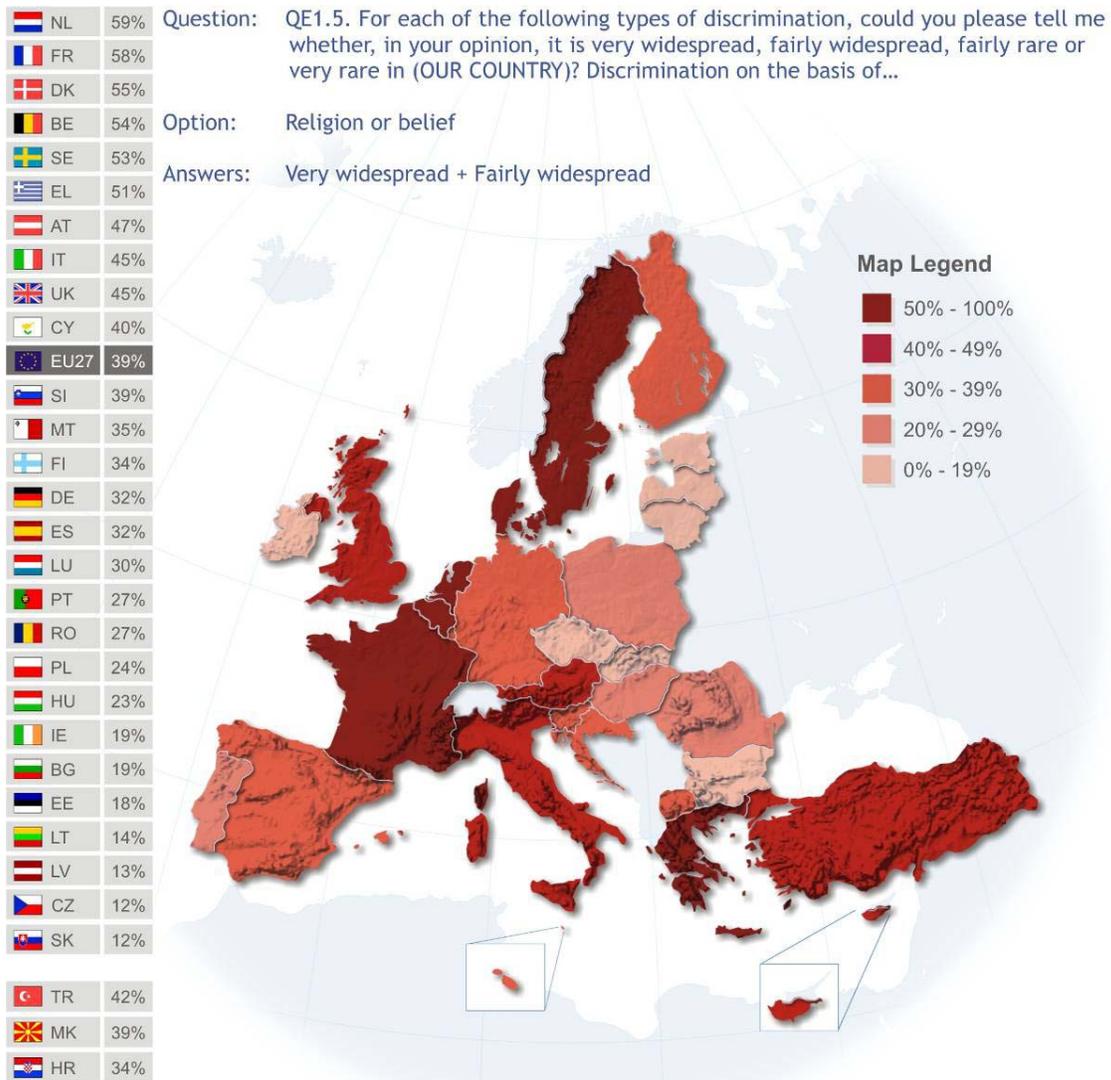
| QE1.2 DISCRIMINATION ON THE BASIS OF GENDER | Total % | BY GENDER  |            |
|---|---------|------------|------------|
|   |         | MALE       | FEMALE     |
| <b>Widespread</b>                           | 40%     | 37%        | <b>44%</b> |
| <b>Rare</b>                                 | 53%     | <b>56%</b> | 49%        |

### 1.7 Religion or belief

**Discrimination on the grounds of religion or belief is considered to be the least widespread form of discrimination in the EU:** 39% of citizens say that it is widespread and over half (53%) think that it is rare. Four percent think that it does not exist in their country and the same proportion is unable to answer.

Again, responses are more moderate than extreme, with 30% saying that this type of discrimination is fairly widespread and another 30% saying that it is fairly rare. In contrast, 9% say it is very widespread and 16% that it is very rare.

Discrimination based on religion/belief is seen as most widespread of all in the Netherlands (59%) and France (58%), followed by Denmark (55%), Belgium (54%), Sweden (53%) and Greece (51%). It should be noted that these are all countries where immigration issues feature prominently in the public debate. At the other end of the scale, just 12% of Czechs and Slovaks, 13% of Latvians and 14% of Lithuanians think this type of discrimination is common in their country. These are all countries where there is relatively little religious diversity.



The map demonstrates that all the new Member States except Cyprus and Slovenia are below the EU average and towards the bottom of the ranking in this area. In the three Candidate Countries views are closer to the EU average.

As noted for disabled citizens, **Europeans who define themselves as belonging to a religious minority more frequently say that in their view discrimination on the grounds of religion or belief is widespread.**

| QE1.5 DISCRIMINATION ON THE BASIS OF RELIGION OR BELIEF | Total % | QE16.5 FRIENDS OF A DIFFERENT RELIGION OR BELIEF |     | QE17. SELF-DEFINED MINORITY |
|---|---------|--|-----|-----------------------------|
|   |         | Yes  | No  | Religious*                  |
| Widespread  | 39%     | 41%  | 36% | 51%                         |
| Rare  | 53%     | 53%  | 53% | 45%                         |

\*Note: Results for those who consider themselves to be part of a religious minority should be considered indicative only due to the small base (n=1092), i.e. only 4% of citizens say that they belong to a religious minority.

Again, it should be noted that citizens with LGBT friends are more inclined to feel that discrimination on the grounds of religion or belief is widespread (47%) than those with friends belonging to the group of citizens that is perceived as suffering discrimination.

This further confirms that having a social circle that in particular includes friends or acquaintances of a different sexual orientation may make citizens more perceptive to the issue of discrimination in general.

| DISCRIMINATION IS WIDESPREAD ON GROUNDS OF... | EU27 TOTAL | LGBT FRIENDS | FRIENDS OF A DIFFERENT ETHNIC ORIGIN | ROMA FRIENDS | DISABLED FRIENDS | FRIENDS WITH DIFFERENT RELIGION |
|---|------------|--------------|--------------------------------------|--------------|------------------|---------------------------------|
| ...Ethnic origin                              | 61%        | 71%          | 67%                                  | 64%          | 65%              | 65%                             |
| ...Gender                                     | 40%        | 46%          | 42%                                  | 44%          | 42%              | 42%                             |
| ...Sexual orientation                         | 47%        | 53%          | 50%                                  | 51%          | 49%              | 48%                             |
| ...Age  | 58%        | 61%          | 59%                                  | 62%          | 60%              | 59%                             |
| ...Religion                                   | 39%        | 47%          | 42%                                  | 40%          | 41%              | 41%                             |
| ...Disability                                 | 53%        | 60%          | 56%                                  | 58%          | 56%              | 56%                             |

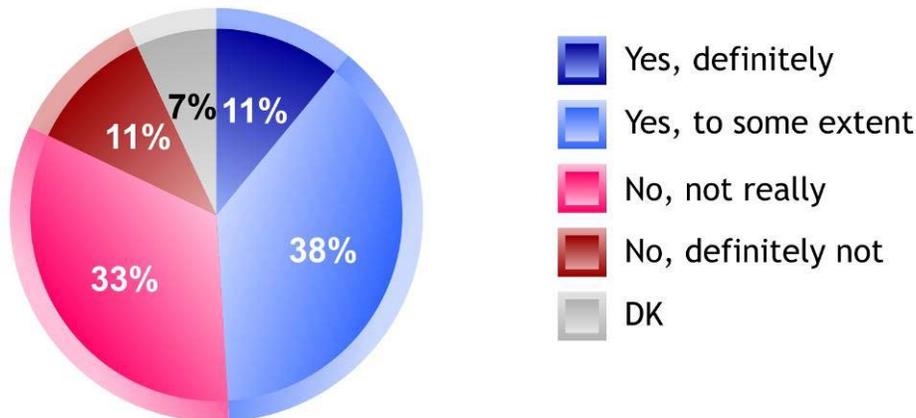
## 2. COMBATING DISCRIMINATION

Taking aggregate results at the EU level, the survey shows that **opinion is divided as to whether sufficient efforts are being made in citizens' countries to fight all forms of discrimination**. Whilst a slight majority of 49% think that this is the case, 44% express the opposite view. With only seven percent answering 'don't know', awareness of discrimination appears high<sup>25</sup>.

Opinion tends to be more qualified than absolute, with answers for 'yes, to some extent' (38%) and 'no, not really' (33%) outnumbering those for 'yes, definitely' and 'no, definitely not' (11% each).

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Question: QE9. In general, would you say that enough effort is made in (OUR COUNTRY) to fight all forms of discrimination?




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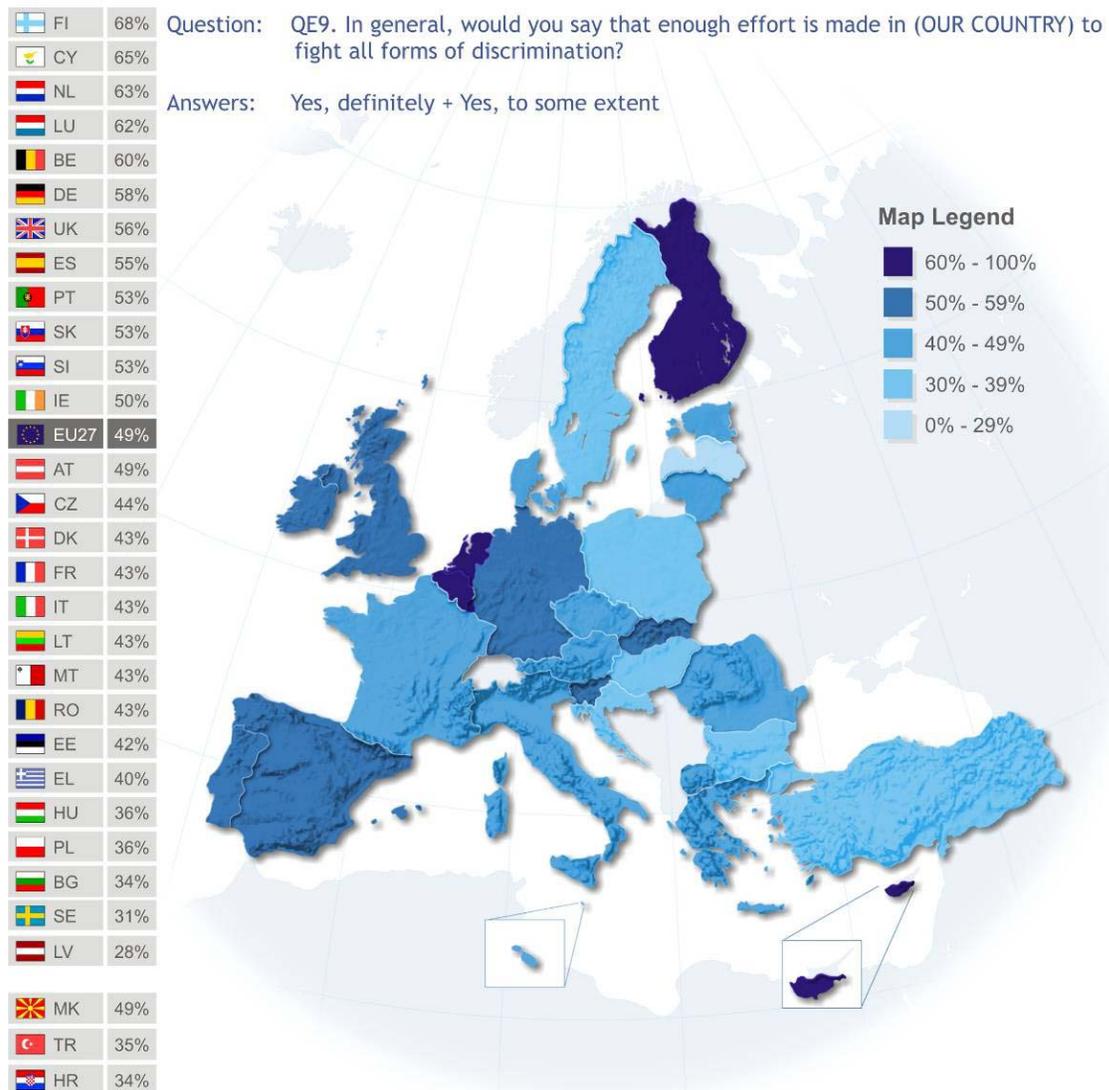
A positive development has now been recorded for the second successive time since the survey was first carried out in 2006. Over the past year, **positive answers have increased by 2 percentage points** whilst **negative answers have decreased by 4 percentage points**.

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<sup>25</sup> QE9 In general, would you say that enough effort is made in (OUR COUNTRY) to fight all forms of discrimination?

As in 2008, the highest proportions who think that enough effort is being made are found in Finland (68%), Cyprus (65%), the Netherlands (63%) and Luxembourg (62%). At the other end of the scale, just 28% of Latvians and 31% of Swedes feel current efforts are sufficient.

The relationship between evaluations of the efforts being made to combat discrimination and perceptions of it being widespread or not is present in some countries but not in others. For example, Sweden and Latvia are both countries where a low proportion of citizens think that current efforts suffice, but in Latvia discrimination is generally seen as very rare whilst in Sweden it is seen as much more widespread.



The survey reveals that **citizens who belong to a sexual minority are particularly likely to feel that not enough effort is being made in their country to fight all forms of discrimination (58%)**. This sentiment is even more widely voiced by **citizens who say they belong to a minority group not specified by the interviewer (62%)**. Conversely, half of the citizens who say they belong to an ethnic minority feel that enough effort is being made in their country. They do not differ as such from citizens who do not belong to a minority group.

| QE9. In general, would you say that enough effort is made in (OUR COUNTRY) to fight all forms of discrimination? | Total % | QE17. CITIZENS WHO SELF-DEFINE THEMSELVES AS BELONGING TO*<br>... |                    |                 |                                 |            |            |
|--|---------|---|--------------------|-----------------|---------------------------------|------------|------------|
|  |         | Ethnic minority   | Religious minority | Sexual minority | Minority in terms of disability | Other      | None       |
| Yes  | 49%     | <b>50%</b>  | 45%                | 40%             | 44%                             | 30%        | <b>50%</b> |
| No   | 44%     | 45%   | 50%                | <b>58%</b>      | 53%                             | <b>62%</b> | 44%        |

\*Note: In this table, the result for those who say that they belong to a sexual minority should be treated with extreme caution due to the very small base (n=255).

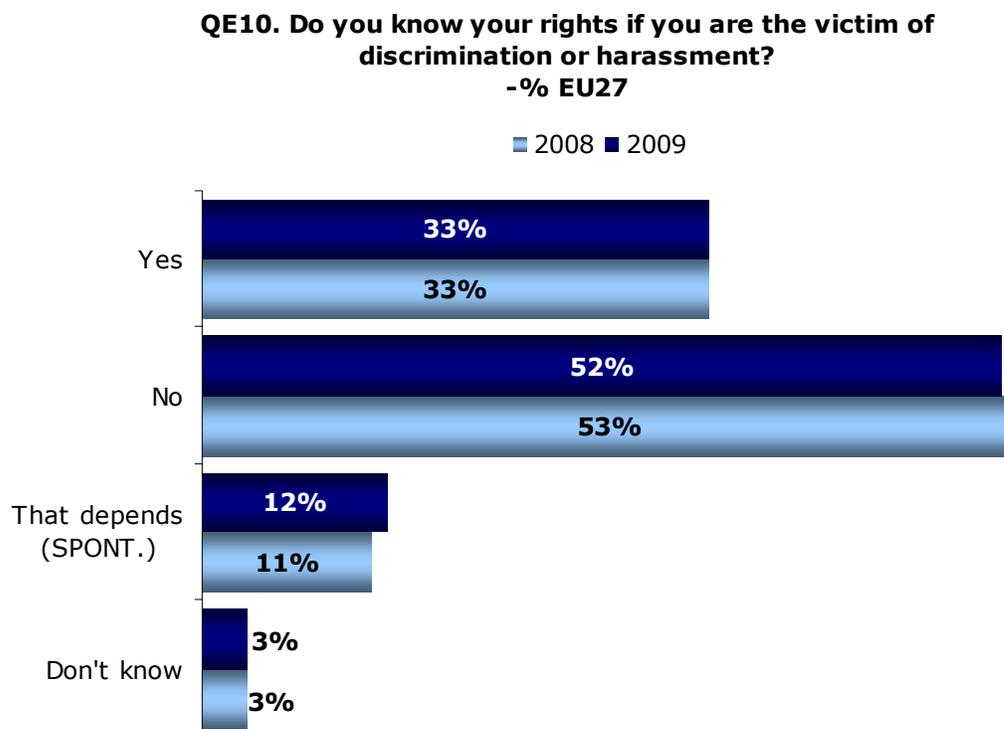
It is important to note that evaluations of measures being taken at national level are very much related to views on the pervasiveness of discrimination in society. **Citizens who perceive discrimination to be widespread are more likely to feel that efforts are insufficient.**

| QE9. In general, would you say that enough effort is made in (OUR COUNTRY) to fight all forms of discrimination? | Total % | QE1. CITIZENS PERCEIVING DISCRIMINATION IN (OUR COUNTRY) TO BE WIDESPREAD |            |                    |            |                    |            |
|--|---------|---|------------|--------------------|------------|--------------------|------------|
|  |         | Ethnic origin   | Gender     | Sexual orientation | Age        | Religion or belief | Disability |
| Yes  | 49%     | 44%   | 41%        | 41%                | 45%        | 42%                | 41%        |
| No   | 44%     | <b>52%</b>  | <b>55%</b> | <b>55%</b>         | <b>50%</b> | <b>54%</b>         | <b>54%</b> |

### 3. KNOWLEDGE OF THE LAW

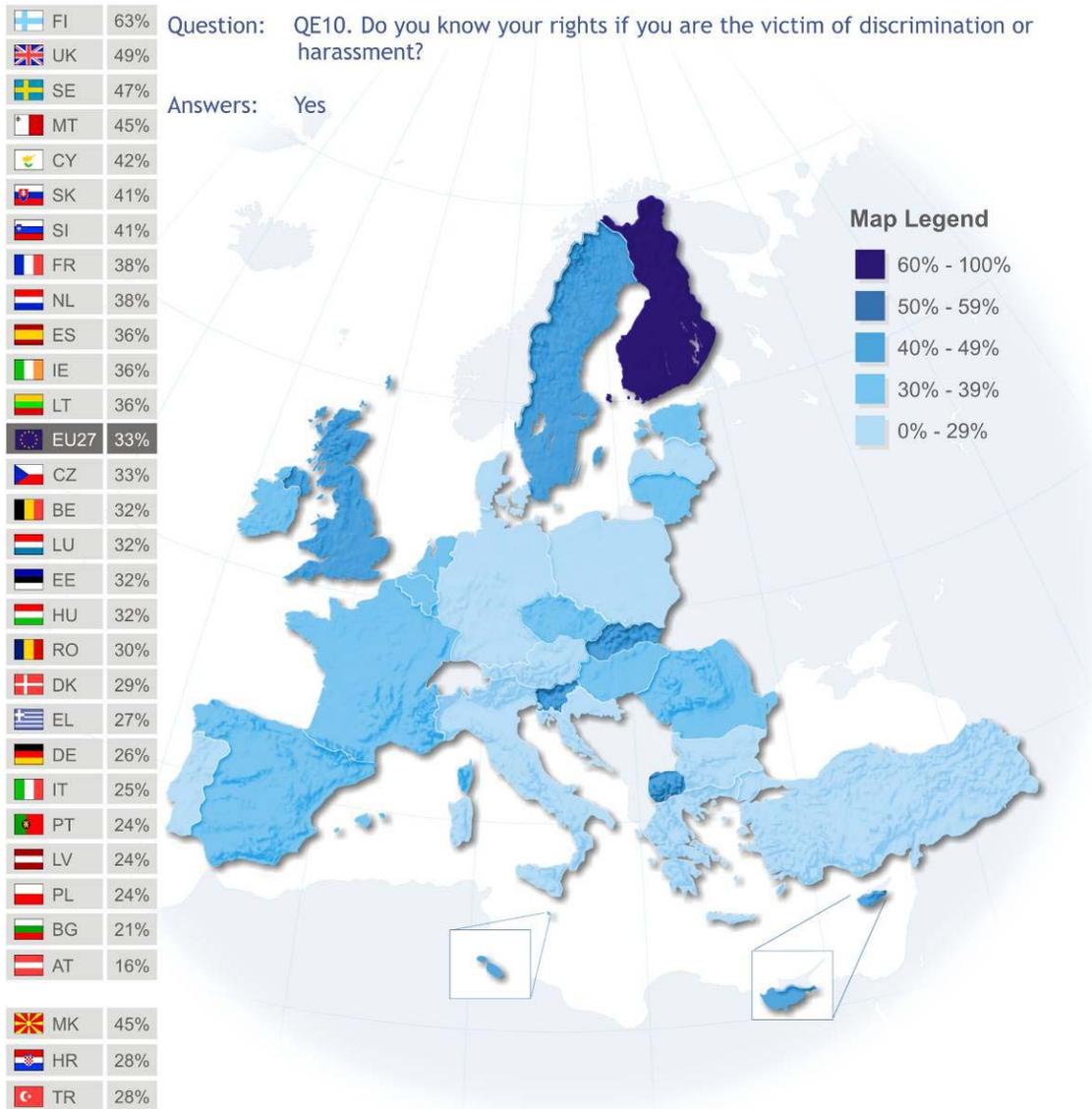
#### 3.1 Knowledge of the law

As in 2008, only one-third of EU citizens say that they know their rights, should they be a victim of discrimination or harassment (33%). Over half (52%) give the opposite answer, with the remainder saying that 'it depends' (12%). As the graph below shows, views in this regard have not changed much since 2008<sup>26</sup>.



Although the direction of results in most countries is close to the overall EU average, there are nonetheless some countries where there are more citizens who say they would know their rights than those who would not. These are Finland (63% would know vs. 27% would not), the UK (49% vs. 44%), Sweden (47% vs. 43%), Malta (45% vs. 41%) and Slovenia (41% vs. 38%). In the FYROM, there is a nearly even split (45% vs. 44%). The lowest proportions knowing their rights are recorded in Austria (16%). It can be noted in this context that in Austria the proportion of citizens saying they have suffered discrimination in the past year (22%) is above the EU average of 16%.

<sup>26</sup> QE10 Do you know your rights if you are the victim of discrimination or harassment?



Since the previous survey, the proportion of citizens who know their rights has increased most in the UK (+8 points), France (+7), Ireland and Sweden (each +6). Conversely, in Poland (-12) and Portugal (-11), the largest drops in knowledge levels have been recorded. The next highest negative evolutions are noted in Greece (-8), Hungary, the Czech Republic (-7 each), Italy (-6) and Slovakia (-5).

**The survey reveals that citizens who belong to a minority only slightly more often report awareness than other citizens.** The only group that really stands out are citizens who say that they belong to a minority group not specified by the interviewer: four out of ten feel they would know their rights if they were to become a victim of discrimination or harassment, compared to, on average, a third of European citizens<sup>27</sup>.

| QE10 Do you know your rights if you are the victim of discrimination or harassment? | Total % | QE17. CITIZENS WHO SELF-DEFINE THEMSELVES AS BELONGING TO ... |                    |                 |                                 |       |      |
|---|---------|---|--------------------|-----------------|---------------------------------|-------|------|
|   |         | Ethnic minority   | Religious minority | Sexual minority | Minority in terms of disability | Other | None |
| Yes   | 33%     | 37%   | 34%                | 35%             | 37%                             | 40%   | 33%  |
| No  | 52%     | 47%   | 49%                | 43%             | 51%                             | 45%   | 53%  |

Furthermore, the survey shows that victims of discrimination only somewhat more often report that they know their rights than citizens who have not experienced discrimination (on average 33% of respondents know their rights; this is the case for 35% of respondents who have experienced discrimination on a single ground and 37% of respondents who experienced it on multiple grounds). It could be argued that raising awareness amongst those who have already experienced discrimination or are liable to do so in the future is a matter of great importance.

| QE10 Do you know your rights if you are the victim of discrimination or harassment? | Total % Yes | QE3. BY EXPERIENCE OF DISCRIMINATION IN THE LAST 12 MONTHS |               |                   |
|---|-------------|--|---------------|-------------------|
|   |             | NO   | SINGLE GROUND | MULTIPLE GROUNDS* |
| Yes   | 33%         | 33%  | 35%           | 37%               |
| No  | 52%         | 53%  | 48%           | 45%               |

\*All citizens who experienced discrimination on more than one ground over the course of the last 12 months. Caution: small bases.

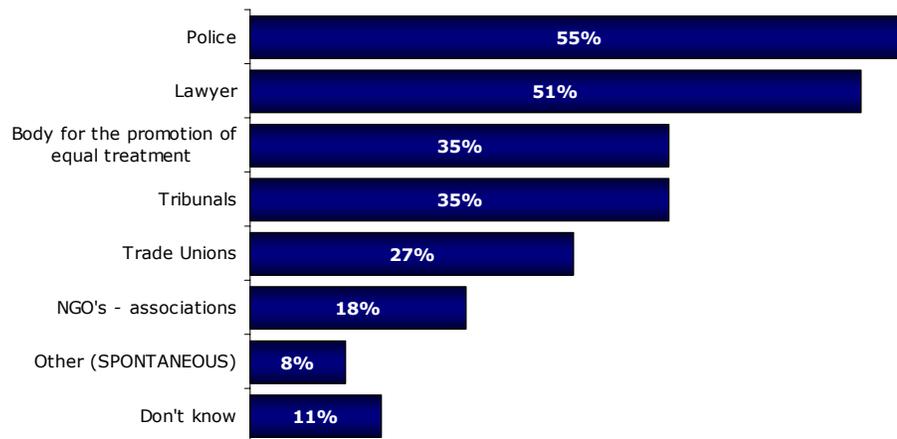
<sup>27</sup> These findings should be seen as indicative only due to the small proportion of self-defined minorities interviewed.

### 3.2 Preferred reporting points in case of harassment or discrimination

One of the newly added questions in this wave aimed at ascertaining which reporting points citizens would prefer if they became a victim of discrimination or harassment<sup>28</sup>.

**The aggregated analysis of total mentions by Europeans sees the police being mentioned most, at 55%, followed by a lawyer, at 51%**

QE15T In case you are the victim of discrimination or harassment, to whom would you prefer to report your case? Total mentions  
-%EU



**An examination of the national results reveals a strongly diverse pattern of preferences.** The extent to which Europeans would report discrimination to the police ranges from 43% in Ireland to 71% in Luxembourg and Slovakia; for "a lawyer" this ranges from 27% in Estonia to 71% in Greece. In nearly all countries there is an outspoken preference to report discrimination to the police, but this is not the case Greece, Germany, Cyprus and Austria where people prefer to see a lawyer. The two sources are equally popular in Slovenia.

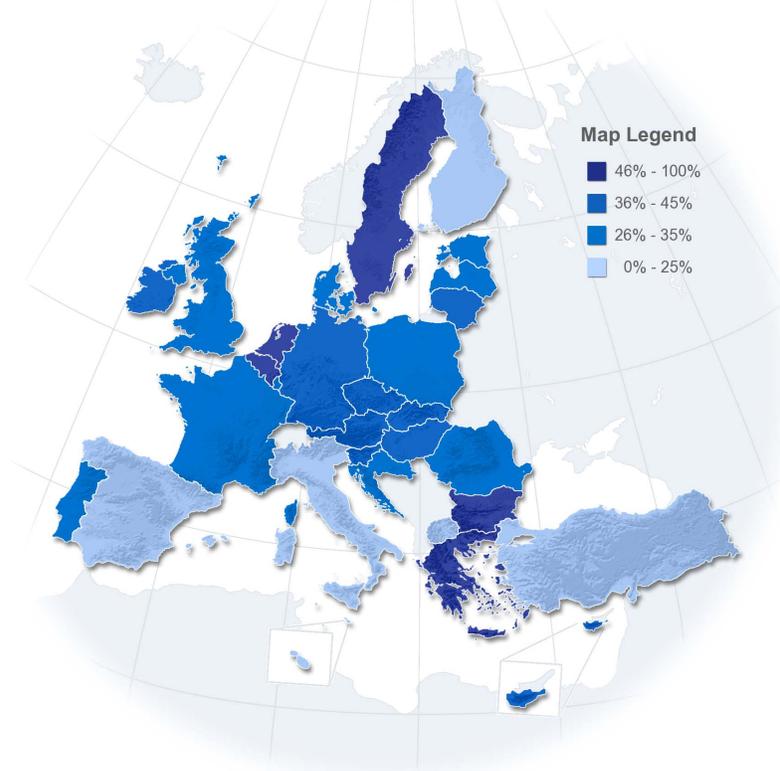
The country results are even more extreme in the case of **national bodies for the promotion of equal treatment**. The proportion of citizens who would prefer to report victimisation to this body ranges from 18% in Spain to 74% in Sweden. The strong diversity of preferences reflect different attitudes and relations with official institutions as well as varying degrees to which specific bodies have been set up and operationalised in the Member States.

<sup>28</sup> QE15 In case you are the victim of discrimination or harassment, to whom would you prefer to report your case? Firstly? And then? And finally?

|  |     |
|--|-----|
|  SE   | 74% |
|  NL   | 53% |
|  BE   | 51% |
|  EL   | 50% |
|  BG   | 47% |
|  LT   | 45% |
|  DE   | 44% |
|  SK   | 42% |
|  CY   | 42% |
|  IE   | 40% |
|  SI   | 39% |
|  CZ   | 38% |
|  HU   | 37% |
|  AT   | 36% |
|  EU27 | 35% |
|  RO   | 34% |
|  FR   | 33% |
|  LV   | 33% |
|  UK   | 32% |
|  EE   | 32% |
|  PT   | 31% |
|  DK   | 29% |
|  PL   | 29% |
|  LU   | 26% |
|  FI  | 25% |
|  IT | 25% |
|  MT | 21% |
|  ES | 18% |
|  HR | 33% |
|  TR | 24% |
|  MK | 24% |

Question: QE15. In case you are the victim of discrimination or harassment, to whom would you prefer to report your case?

Answers: **Body for the promotion of equal treatment (SPECIFY THE NAME ACCORDING THE COUNTRY)**



The preference to report to **trade unions** also differs strongly from country to country and ranges from 11% in Turkey to 65% in Denmark. It is also a widely preferred reporting source in the other Nordic countries.

It should be noted that in some countries the results point to lack of awareness in that sizeable proportions of respondents answered "don't know". This is most so in Portugal (28%), followed by Poland (21%) and Estonia (20%).

## 4. VIEWS ABOUT EQUAL OPPORTUNITIES IN EMPLOYMENT

### 4.1 Support for measures to provide equal opportunities in employment

**There is strong support for the implementation of specific measures aimed at providing equal opportunities in the field of employment<sup>29</sup>.** This support ranges from 63% for specific measures related to sexual orientation to 81% for measures related to disability.

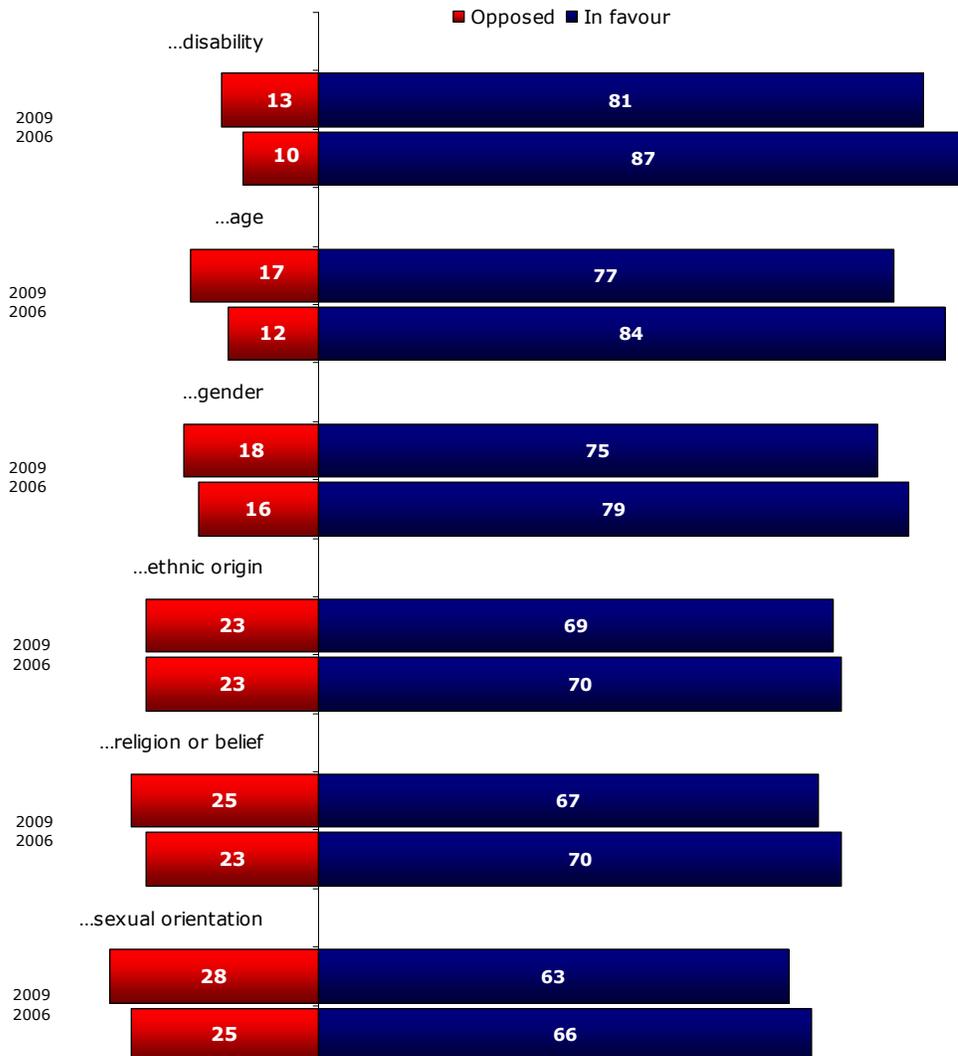
Over time, the surveys reveal **a slight decline in support for special measures, with the exception of ethnic origin, where opinions have not evolved.** However, the ranking of the grounds for special measures was identical in all three surveys<sup>30</sup>.

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<sup>29</sup> QE7: Would you be in favour of or opposed to specific measures being adopted to provide equal opportunities for everyone in the field of employment? Specific measures for people depending on their...

<sup>30</sup> This question was also asked in 2006 and 2008. However, in 2008, a slightly modified version was fielded to include specific examples of the types of 'measures' that could be implemented (special training schemes or adapted selection and recruitment processes). These were not included in the 2006 and 2009 versions. Because of this, it is best to focus on the evolution between 2006 and 2009.

**QE7. Measures being adopted to provide equal opportunities for everyone in the field of employment**  
***In favour or opposed to measures depending on ...?***  
 -%EU



The analyses show that **disabled people are particularly supportive of specific measures being adopted to provide equal opportunities for everyone in the field of employment.** Not only are disabled people more in favour when the measures concern them, they are also more supportive when the measures concern other minorities. For example, when the measures concern religion or belief, 72% of disabled respondents express support, compared to 66% of respondents for whom the measures are meant, namely those who say they belong to a religious minority.

| QE7 In favour of specific measures being adopted to provide equal opportunities for everyone in the field of employment...depending on.. | Total | QE17. CITIZENS WHO SELF-DEFINE THEMSELVES AS BELONGING TO ...* |                    |                 |                                 |       |      |
|--|-------|--|--------------------|-----------------|---------------------------------|-------|------|
|  |       | Ethnic minority  | Religious minority | Sexual minority | Minority in terms of disability | Other | None |
| Disability   | 81%   | 77%  | 73%                | 70%             | <b>82%</b>                      | 73%   | 81%  |
| Ethnic origin  | 69%   | 71%  | 68%                | 64%             | <b>73%</b>                      | 56%   | 70%  |
| Religion or belief   | 67%   | 66%  | 66%                | 61%             | <b>72%</b>                      | 53%   | 68%  |
| Sexual orientation   | 63%   | 59%  | 59%                | 59%             | <b>66%</b>                      | 48%   | 64%  |

\*Note: In this table, the result for those who say that they belong to a sexual minority should be treated with extreme caution due to the very small base (n=255).

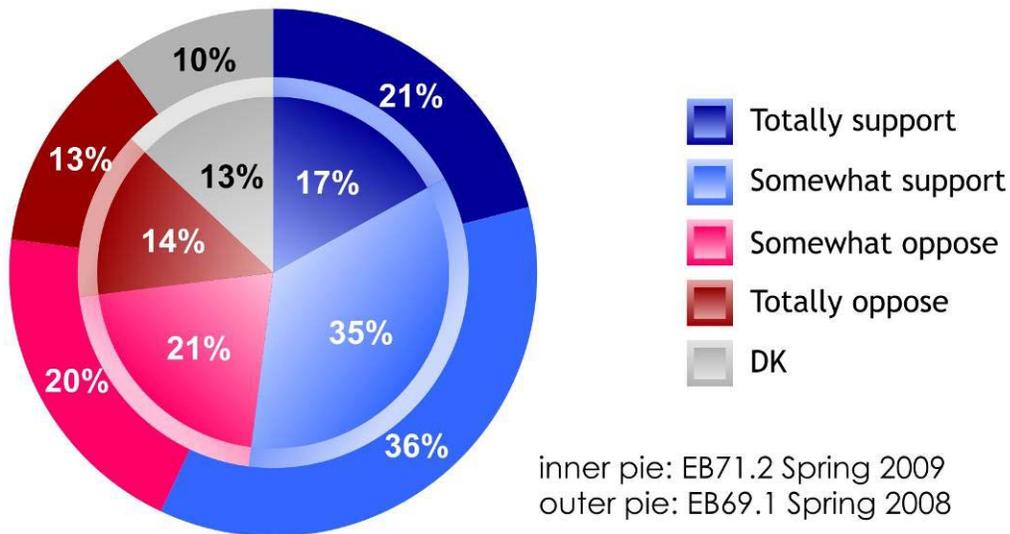
## 4.2 Support for monitoring measures

As in 2008, citizens were also asked an additional question<sup>31</sup> about equal opportunity measures in the workplace, applicable more specifically to ethnic origin. **Europeans remain favourable towards both of these proposals**, although it should be noted that public opinion is less positive than in 2008. Support for monitoring recruitment procedures (67%; -4) remains more widespread than support for monitoring the composition of the workforce (52%; -5). Despite the falls recorded since 2008, these results continue to provide clear evidence of strong support for active measures to ensure and monitor equality of opportunity at work.

<sup>31</sup> QE8. To what extent do you support or oppose the following in the workplace?

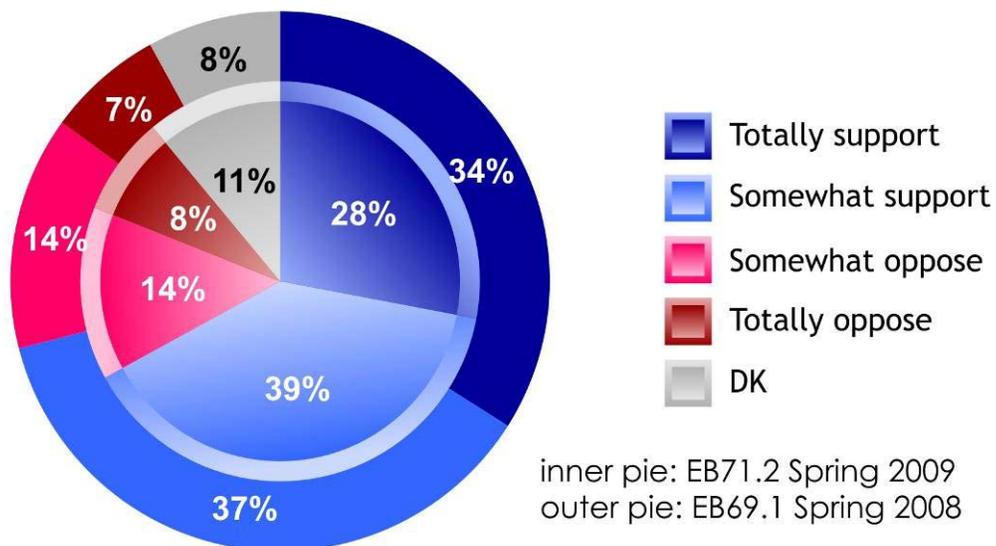
Question: QE8.1. To what extent do you support or oppose the following in the work place?

Option: Monitoring the composition of the work-force to evaluate the representation of people from ethnic minorities



Question: QE8.2. To what extent do you support or oppose the following in the work place?

Option: Monitoring the recruitment procedures to ensure that candidates from ethnic minorities have the same chance of being selected for interview or hired as other candidates with similar skills and qualifications



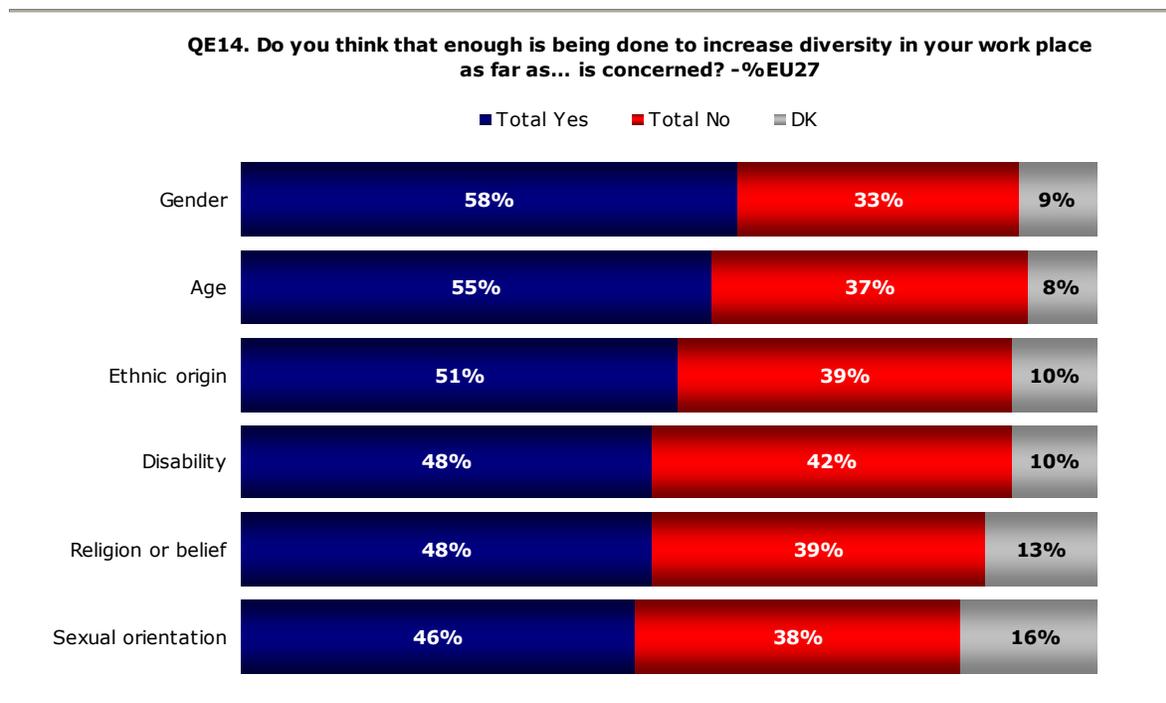
The results point to a strong distinction between the two measures and it must be noted that there does not appear to be a relationship between support for these measures and the extent to which discrimination on the grounds of ethnic origin is perceived to take place. In Sweden, for instance, with 78% of citizens feeling that discrimination is widespread, there is strong support for monitoring recruitment procedures (79%), yet a majority rejects the monitoring of the composition of the workforce (57%).

In general, support for these monitoring measures strongly depends on people's socio-demographic background, their social circle and their own experiences of discrimination.

#### 4.3 Perception of whether enough has been done to increase diversity in the workplace

As part of the newly added questions in this wave, citizens were asked whether they felt that enough has been done to increase diversity at the workplace for the six grounds of potential discrimination.<sup>32</sup>

As this question is specifically asked in the workplace context, more than half of European citizens (54%) spontaneously said that the question and the various grounds for discrimination asked about were 'not applicable'. This percentage of Europeans includes those who are not working: the unemployed, the retired, students, house persons or those of other status who are not in the workplace (sickness, maternity leave, etc.). For the purpose of analysis, the not applicable responses were excluded and the percentages recalculated on the basis of the remaining answers.



<sup>32</sup> QE14: Do you think that enough is being done to increase diversity in your workplace as far as... is concerned? Total Yes' combines 'Yes definitely' and 'Yes, to some extent'; 'Total No' combines 'no, definitely not' and 'no, not really' from the scale.

Amongst those in the workplace, we thus see that an absolute majority of citizens feel that enough is being done to increase diversity in the workplace for all grounds for discrimination, with gender, age, and ethnic origin showing results above 50% for 'total yes'. Sexual orientation shows the lowest figure at 46%; this aspect also generates the highest level of 'don't know' responses.

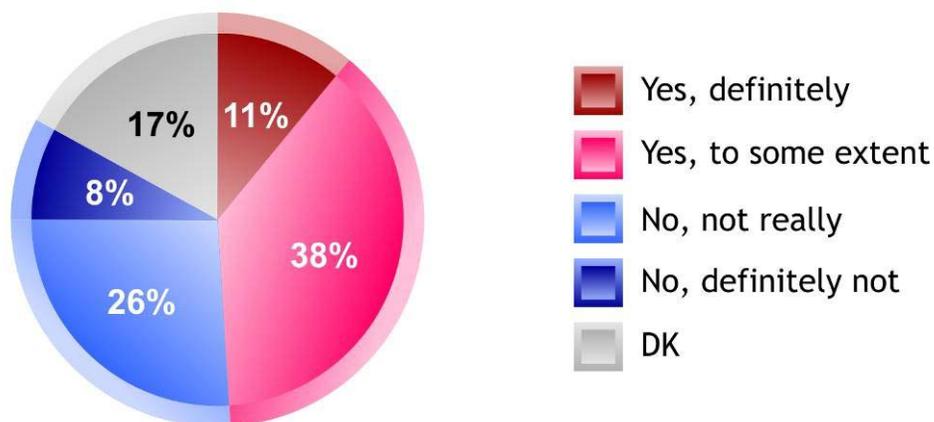
## 5. THE IMPACT OF THE ECONOMIC AND FINANCIAL CRISIS

### 5.1 The perceived impact of the crisis on the importance and funding of equality and diversity policies

As part of the newly added questions in the wave under discussion, Europeans were asked about their views on how the crisis would impact the importance of equality and diversity policies in their countries and whether these policies would receive less funding due to the crisis.

As can be seen throughout the Eurobarometer questions that deal with the crisis, the mood in spring 2009 is indeed somber and Europeans at this time have few illusions about the impact of the crisis on all types of policies. Equality and diversity policies are no exception to this rule. When asked whether they thought that "*due to the economical crisis the policies promoting equality and diversity in (our country), will be considered less important and receive less funding*", 49% of Europeans stated that this would definitely (11%) or to some extent (38%) have an impact. Just over a third felt it would have no impact (26% 'not really' and 8% 'no, definitely not'), and about one in six (17%) answered 'don't know'.<sup>33</sup>

Question: QE12. Do you think that due to the economical crisis the policies promoting equality and diversity in (OUR COUNTRY), will be considered less important and receive less funding?



<sup>33</sup> QE12 Do you think that due to the economical crisis the policies promoting equality and diversity in (OUR COUNTRY), will be considered less important and receive less funding?

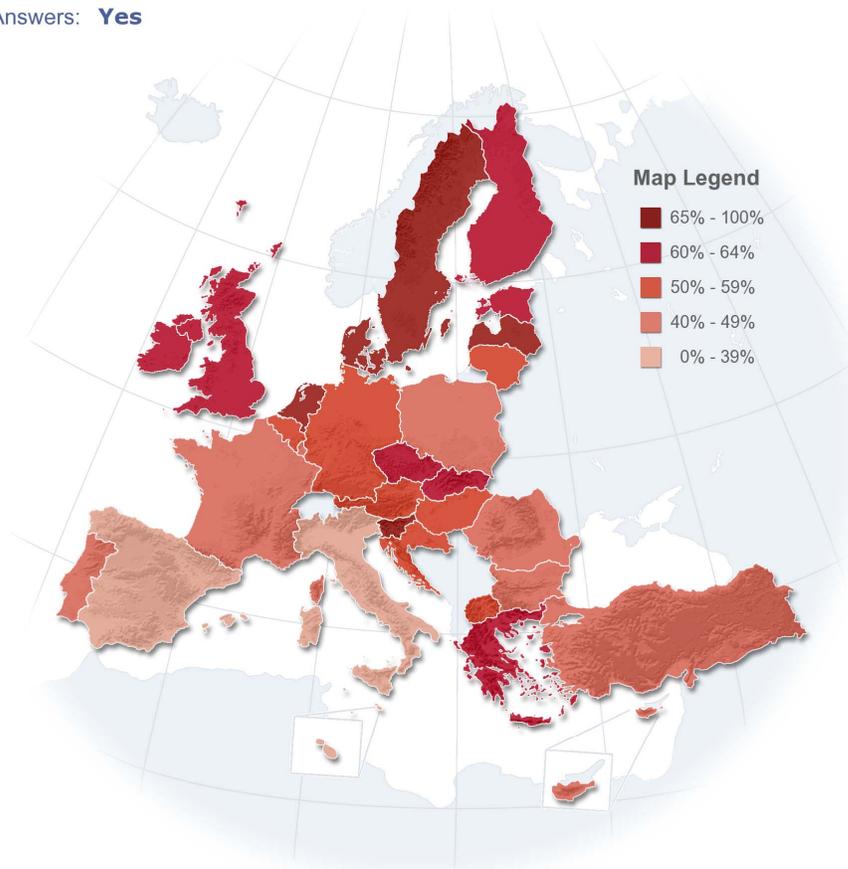
As might be expected, wide variations across countries can be seen. The country with the most somber assessment is Sweden, where 68% of citizens feel that the crisis will have an impact. Denmark and the Netherlands follow closely at 67% and 66%, and at least six out of ten citizens in Slovenia, Latvia, Finland, Ireland, Slovakia, Greece, the Czech Republic, Estonia and the United Kingdom also feel that the crisis will have an impact on equality and diversity policies in their countries.

Conversely, Spanish citizens do not share this view, with 55% expecting no impact (versus the EU average of 34% 'Total No' answers to this question). The highest 'don't know' responses can be found in Malta and Bulgaria with 39% and 37% respectively. Other countries where more than 30% of citizens answer 'don't know' are Portugal (32%) and Cyprus (33%)

|  |     |
|--|-----|
|  SE     | 68% |
|  DK     | 67% |
|  NL     | 66% |
|  SI     | 65% |
|  LV     | 65% |
|  FI     | 64% |
|  IE     | 63% |
|  SK     | 63% |
|  EL     | 61% |
|  CZ     | 61% |
|  EE     | 60% |
|  UK    | 60% |
|  HU   | 56% |
|  LT   | 52% |
|  AT   | 52% |
|  BE   | 51% |
|  DE   | 51% |
|  EU27 | 49% |
|  PL   | 48% |
|  LU   | 47% |
|  PT   | 46% |
|  FR   | 44% |
|  RO   | 44% |
|  BG   | 41% |
|  CY   | 40% |
|  IT   | 39% |
|  ES   | 35% |
|  MT   | 31% |
|  MK   | 59% |
|  HR   | 50% |
|  TR   | 46% |

Question: QE12. Do you think that due to the economical crisis the policies promoting equality and diversity in (OUR COUNTRY), will be considered less important and receive less funding?

Answers: **Yes**

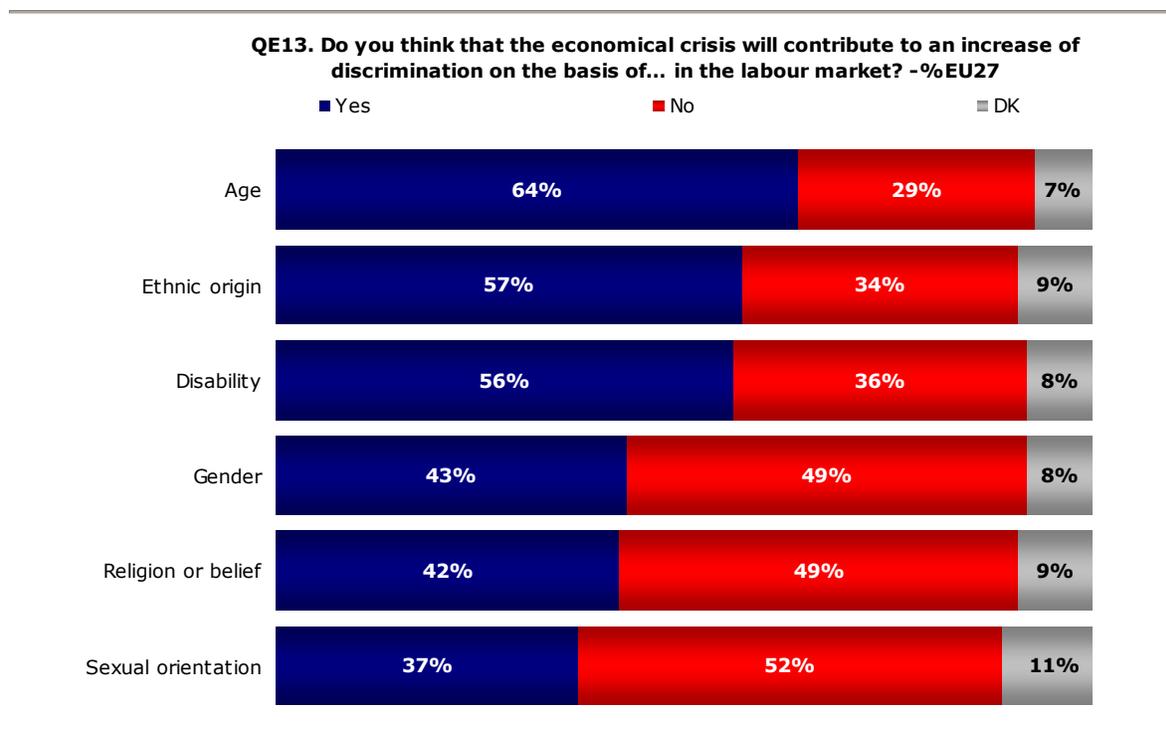


## 5.2 The perceived impact of the crisis on levels of discrimination in the labour market

The crisis was further discussed with European citizens in terms of discrimination in the labour market and the extent to which the crisis might contribute to discrimination on various grounds in this market.

As illustrated in the graph, **the greatest contribution of the crisis to an increase in discrimination levels is on the grounds of age**. There is a strong link here between the economic crisis and the increased perception of age discrimination: 64% of European citizens indicate that the economic crisis will contribute to an increase of discrimination on the grounds of age in the labour market. Just under a third (29%) disagrees and less than a tenth (7%) doesn't know.<sup>34</sup> Looking later at the 'don't know' levels in more detail will show that opinions on this particular ground for discrimination being most firm.

A possible increase in the levels of discrimination in the labour market on the grounds of ethnic origin and disability is perceived by more than 50% of Europeans (57% for the former and 56% for the latter). More than 40% of Europeans state that the crisis will contribute to increased levels of discrimination in the labour market on the grounds of gender (43%) and religion or belief (42%), with half of Europeans giving 'Total No' answers to these two grounds of discrimination (49% in both cases). The crisis is seen to have less impact on discrimination based on sexual orientation in the labour market, with fewer than four in ten Europeans (37%) seeing the crisis as a contributory factor.



<sup>34</sup> QE13: Do you think that the economic crisis will contribute to an increase of discrimination on the basis of...in the labour market? 'Total Yes' combines 'Yes definitely' and 'Yes, to some extent'; 'Total No' combines 'no, definitely not' and 'no, not really' from the scale.

## CONCLUSION

This study has analysed the opinions and perceptions of Europeans on issues and public policies related to discrimination. Cognisant of the economic crisis that the European Union has found itself very much a part of, a decision was taken to broaden this year's study to include an examination of how this crisis might be affecting European perceptions and opinions regarding discrimination. The results are very illuminating. In general, the survey highlights the following:

### **1-Similar to the recorded situation in 2008, 16% of Europeans reported experiencing discrimination in 2009.**

Personal experience of discrimination remains largely at 2008 levels, with age being the most common (6%) reason for which discrimination was experienced in the 12 months leading up to the study.

This percentage is much higher if we consider the interviewees declaring themselves as belonging to a minority group (33% of disabled people, 25% of people having a different ethnic background and 23% of LGBT people).

### **2-Since 2008 the perception of the existence of discrimination based on age and disability has increased strongly.**

Ethnic origin remains the most widely perceived ground for discrimination in Europe in 2009 (61% vs. 62% in 2008).

However, it is now closely followed by age (58% in 2009 vs. 42% in 2008). The perception that discrimination on the grounds of age is widespread is noticeably more prevalent amongst those who are 40 years or older (60% of those aged 40-54 hold this view compared to 49% of those aged 15-24).

Considering the current economic crisis, this perception regarding age found an ominously strong expression in views about discrimination in the labour market, with 48% of respondents considering one's age to be a disadvantage when seeking employment. This increase of three percent with respect to last year's level sees age becoming the most common perceived disadvantage when seeking a job (together with a candidate's look, dress and presentation) and will no doubt colour public perception of the crisis as jobs become scarcer than they have been for many years. Having a disability is the only other ground for discrimination that is now seen by more Europeans as being widespread (53% in 2009 vs. 45% in 2008).

Just under half of those surveyed (47%) considered discrimination based on sexual orientation to be widespread, representing a four percent decrease with respect to last year. The degree to which this was considered widespread varied considerably by country, with many Mediterranean countries considering this type of discrimination to be quite widespread. New entrants to the EU, in contrast, did not seem to think that this form of discrimination was widespread.

Discrimination on the basis of gender or religion/belief was least perceived by Europeans to be widespread. The profile of perceptions of discrimination on the basis of religion/belief suggests that the issue remains largely latent but potentially troublesome.

### **3-The advent of the economic crisis has lowered confidence that European governments will continue to address issues of discrimination with the same level of funding and sense of priority.**

Europeans expect that the financial crisis will lead to a reduction in the funding and priority given to policies aimed at combating discrimination. It is important to note that the majority of Europeans think that the economic crisis will lead to an increase in discrimination in three specific areas: age (with 64% of Europeans believing this), ethnic origin (57%) and disability (56%).

However, it should be noted that a positive evolution has been seen now for two surveys in a row when it comes to combating discrimination in general, with slightly more (49%, +2 percentage points) people saying that enough is being done and fewer people (44%, -4 points) saying that not enough is being done compared to last year. Yet, where citizens perceive discrimination to be widespread (on any of the six grounds specified by the EU), they are less likely to consider efforts to combat discrimination to be sufficient.

Finally, in this context, support for equal opportunity measures in the workplace appears to have remained at the high levels reported in 2008 (ranging from 81% for disability-targeted measures to 63% for measures focused on sexual orientation). With respect to particular workforce monitoring policies, support remains firmer for policies that monitor recruitment processes (67%) than for those that monitor the composition of the workforce (52%).

### **4-The most important determinant of sensitivity to discrimination, as well as comfort with minorities, continues to be the degree of diversity to be found in one's social circle, to belong to a minority group, and the level of education.**

It is quite stunning how potent an influence diversity in one's social circle has on attitudes to minorities. Being open-minded and having contact with minorities is the factor that has the most positive influence on people's attitudes. The survey highlights in particular that having a social circle that includes friends or acquaintances of a different sexual orientation may make citizens more perceptive to the issue of discrimination in general.

Length of education (in terms of number of full-time completed years) is equally important. The longer people have stayed in full-time education, the more they see discrimination as widespread, the broader their social circle and the more they know their rights should they become a victim of discrimination.

### **5-Diversity is not sufficiently reflected in the media especially when it comes to disabled people.**

A significant proportion of Europeans do not feel that diversity is sufficiently reflected in the media. This is particularly a concern when it comes to disability, with 44% of Europeans feeling that diversity in this respect is not sufficiently reflected in the media. Around a third of Europeans also hold this view when it comes to ethnic origin (36%), religion or belief (35%), age (33%) and sexual orientation (31%). Just over a quarter of Europeans (26%) feel that gender diversity is not sufficiently reflected in the media (26%).

**6-Only one European in three is aware of their rights should they become a victim of discrimination or harassment. This figure, however, hides a great variety of situations in the EU.**

Only a third of Europeans say they know their rights should they become a victim of discrimination or harassment (33%). Knowledge levels have not improved since 2008. This lack of awareness also affects citizens who belong to a minority. These citizens only slightly more often report awareness than average. Furthermore, the survey reveals that citizens who have actually experienced discrimination are not significantly more aware of their rights.

**7- A majority of citizens would report cases of discrimination to the police. The confidence in other important actors to which cases of discrimination can be reported, like bodies for the promotion of equal treatment and trade unions, varies very much according to the countries surveyed.**

The lack of knowledge of the law is further evident in the fact that the majority of Europeans would prefer to report cases of discrimination to the police. Awareness of the existence of bodies for the promotion of equal treatment appears to be low, with fewer citizens selecting these as the preferred reporting point and with big differences between the countries. For instance, nearly three out of four Swedes would report discrimination to such a body which is far higher than in any other country. There are also big differences in terms of trade unions which are a widely preferred reporting source in the Nordic countries and particularly in Denmark but are rarely mentioned in many of the newer entrants to the EU and the candidate countries . Hence, the survey highlights the fact that raising the awareness of all Europeans of discrimination laws is a matter of great importance.

With the clouds of recession hanging over many European economies, it is encouraging to see the progress that the European Union has made in a number of ways when it comes to reducing discrimination. This report does, however, point to an immediate challenge in that discrimination on the grounds of age and disability is perceived as being more widespread than last year. Encouragingly, the data has also begun to reveal the social mechanism by which such discrimination may be resolved—the social circle and the role of education and awareness raising. Efforts and policies that seek to work with this reality will no doubt go some way to ensuring that the other major finding of this report—that Europeans largely believe that the economic crisis will reduce the efforts made to combat discrimination—will remain largely that, expectations.