



Al Urdun Al Jadid Research Center

A field survey on:

Jordanian People's Perceptions of the European Union Action in Jordan

Report Findings

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Jordanian people's perceptions of the EU action in Jordan

Background:

After more than ten years of signing the Barcelona Declaration, and following the convening of many regional symposiums on the issue, there still exists a clear deficiency of information and knowledge on the European Neighbourhood Policy (ENP). A degree of vagueness and ambiguity embraces the ENP. The enlargement of the European Union, the slowdown of the peace process, the passive EU reactions towards brutal events in the region, all have added to the questioning of the role of the EU, the achievements of the ENP, and the place that the southern Mediterranean acquires within the scope of EU attention. Yet, at the same time, there are high aspirations from both sides of the Mediterranean on the need to seek ways of enhancing this partnership and advancing the ENP.

In March 2006, Al Urdun Al Jadid Research Center (UJRC) conducted a Regional Conference in Amman with the support of the European Commission (EC), entitled "European-Mediterranean Partnership: From Barcelona to the European Neighbourhood Policy". This marked the 10th anniversary of the Barcelona Declaration. Through this Conference, UJRC, together with the EC, depicted a serious shortage of awareness among Jordanian society on the ENP in general, and on the EU-Jordan Partnership in particular. This lack of awareness was evident in a wide variety of sectors, even among intellectuals.

Following a series of meetings and deliberations between both sides, in August 2007, the EU Delegation in Jordan commissioned UJRC to conduct a survey on the perception of different sectors of the Jordanian society to the EU action in Jordan, and its impact on the Jordanian population.

Objectives:

UJRC set the following objectives to be reached of the survey:

- 1) To examine people's awareness of the EU.
- 2) To detect people's knowledge of the EU-Jordan Partnership and the Association Agreements that exist between the EU and Jordan.
- 3) To analyse Jordanian people's knowledge of the projects being supported by the EU in Jordan.
- 4) To cite people's reactions towards key issues, such as freedom and security, human rights, energy, taxation, justice, environment, culture, employment, trade, etc., as mentioned in the ENP and EJP.
- 5) To touch upon what people perceive most necessary to be tackled by the EU, in terms of key issues of concern to the Jordanian society.
- 6) To depict what perceptions people have of European people.

- 7) To depict what perceptions people have of European foreign policy towards Jordan and the region.
- 8) To depict sectors that need to be targeted when conducting awareness campaigns and launching communication plans and strategies.

The desired goal to be reached is promoting the EU-Jordan Partnership among different sectors of Jordanian society. The expected outcome of the survey is to depict those sectors that need to be highlighted in awareness campaigns and media communication plans that the EC in Jordan could develop.

Methodology:

UJRC selected a sample of 1000 persons for the purpose of this survey. UJRC took into consideration while selecting these persons to achieve a gender balance of people above 18 years old, to cover different educational, social, and economic backgrounds, and to achieve a fair geographical distribution among the different governorates. This selection criteria was based on the population distribution and characteristics, as estimated by the latest population consensus of 2006, and by employing the Stratified Random Sampling Technique. Field investigation took place throughout the period October 17 – October 30, 2007.

Sample Characteristics:

Of the 1000 people that were chosen for the sample, UJRC selected them on the basis of 700 from normal citizens, and 300 from the elite. The "elite sample" was composed of: leaders of political parties, heads of NGOs and women organisations, heads of workers and professional unions, media persons, university professors, key governmental officials, heads of municipal councils, youth activists, engineers, lawyers, doctors.

The table below illustrates the demographic characteristics of the surveyed sample:

Characteristics		No.	Percentage (%)	Elite sample numbers
Gender	Male	612	61.2	213
	Female	388	38.8	87
Governorate	Amman (Capital)	388	38.8	119
	Zarqa	147	14.7	45
	Balqa'a	70	7.0	20
	Ajloun	25	2.5	7
	Irbid	179	17.9	55
	Mafrq	47	4.7	13
	Jarash	27	2.7	8
	Madaba	25	2.5	7
	Aqaba	20	2.0	6
	Ma'an	20	2.0	5
	Tafileh	12	1.2	3
Age	Karak	40	4.0	12
	18-25 years	224	22.4	29
	26-35 years	328	32.8	98
	36-45 years	230	23.0	88
	46-55 years	139	13.9	64
Educational level	Above 55 years	7	0.7	21
	Secondary and below	360	36	-
	Diploma	160	16.0	29
	BA	381	38.1	200
	Masters	71	7.1	47
Country of graduation	PhD	28	2.8	24
	Asia (non-Arab countries)	15	1.5	7
	Europe	49	4.9	29
	America	10	1.0	7
	Jordan	861	86.1	227
Monthly income (JD's)	Arab countries	65	6.5	30
	Less than 100	105	10.5	-
	100-250	351	35.1	61
	251-500	323	32.3	112
	501-1000	118	11.8	76
Region	Over 1000	56	5.6	34
	Urban	694	69.4	215
	Rural	194	19.4	63
	Refugee camps	63	6.3	14
Total	Bedouin	49	4.9	8
		1,000	100.0%	300

The table below illustrates the classification of the surveyed sample according to economic activity:

Economic activity/ Profession	Number	Percentage (%)
Agriculture	12	1.2
Mining & Quarrying	4	0.4
Manufacturing	2	0.2
Electricity & water	5	0.5
Construction	33	3.3
Wholesale & retailing, vehicles	121	12.1
Trade, hotels, & restaurants	1	0.1
Transport & communication	33	3.3
Stock broking	33	3.3
Real estate	73	7.3
Public administration, defence & social security	94	9.4
Education	116	11.6
Health and social work	122	12.2
Social and community services	131	13.1
Housewife	147	14.7
Retired	24	2.4
Student	49	4.9
Total	1,000	100.0%

Survey findings:

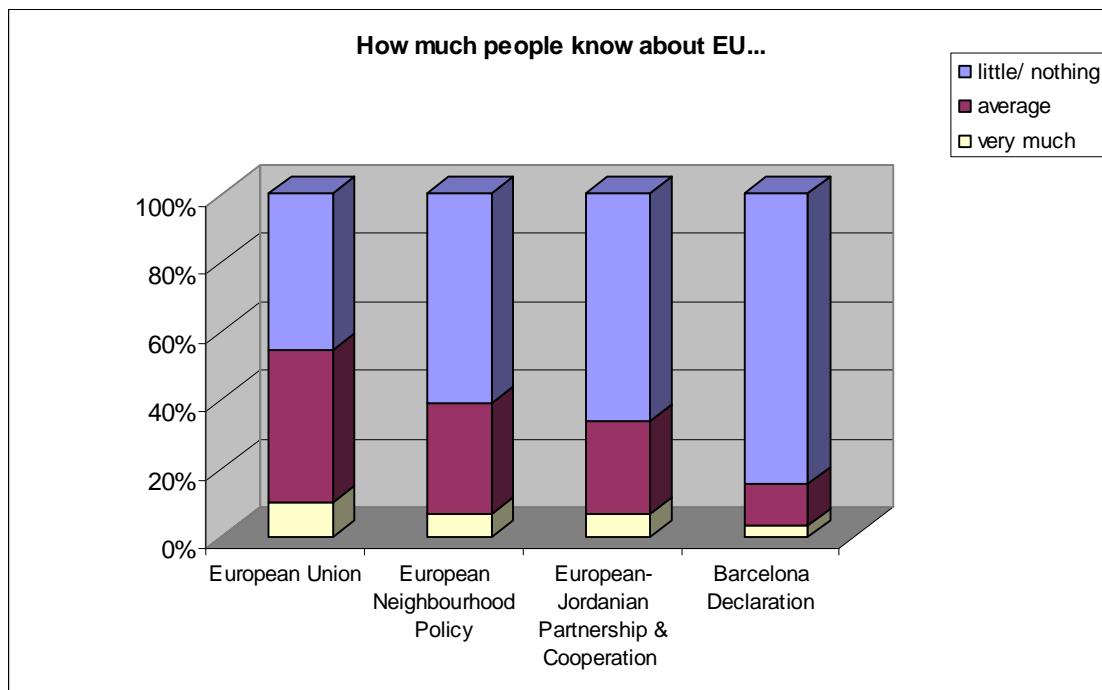
Part One: Basic Information on the European Union

In this section, people were asked about how much basic information they know about the EU, including the EU agreements, institutions, date of establishment, number of countries, currency, flag, location, in addition to stating their source of information and their impression of EU action in Jordan.

1) When asked about their degree of knowledge of the European Union, only 9.9% of the sample said it knew "very much" about the EU, with 45.4% saying they knew very little or nothing about it. The elite's response, although higher, yet only 17.1% considered themselves having good knowledge about the EU. These are considered very low rates of knowledge of an important and well established bloc such as the EU. This lack of awareness, though denoting a gap in public interest of international affairs, also denotes a gap in making the EU well recognized by normal citizens, and by elites in particular.

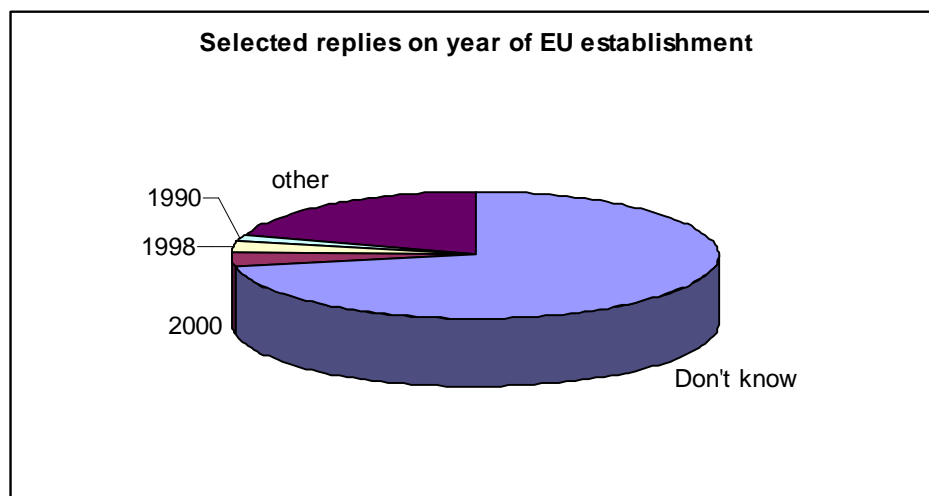
When asked about their knowledge of the European Neighbourhood Policy, 61.2% replied they had very weak or no knowledge of the ENP at all. This weak-zero knowledge base was larger on the European-Jordanian partnership and cooperation, reaching 66.2% of the whole sample, whereas it was even widest of the Barcelona Declaration, where 84.7% of the sample said they know very little or nothing about it. Interestingly, even 74.2% of the elite shared very little/ no knowledge of the Barcelona Declaration, and only 6.4% considered themselves well knowledgeable of it.

This implies that people are not well informed of EU agreements and policies, even after a decade of signing some of them. Even agreements of direct link to Jordan, such as European-Jordanian partnership and cooperation, were claimed to be unknown of by almost half of the elite (48.2%), which is supposed to be more conversant on Jordan foreign policy.



Refer to table 1 in the annex for the responses of the citizens, the elite, and the sample as a whole.

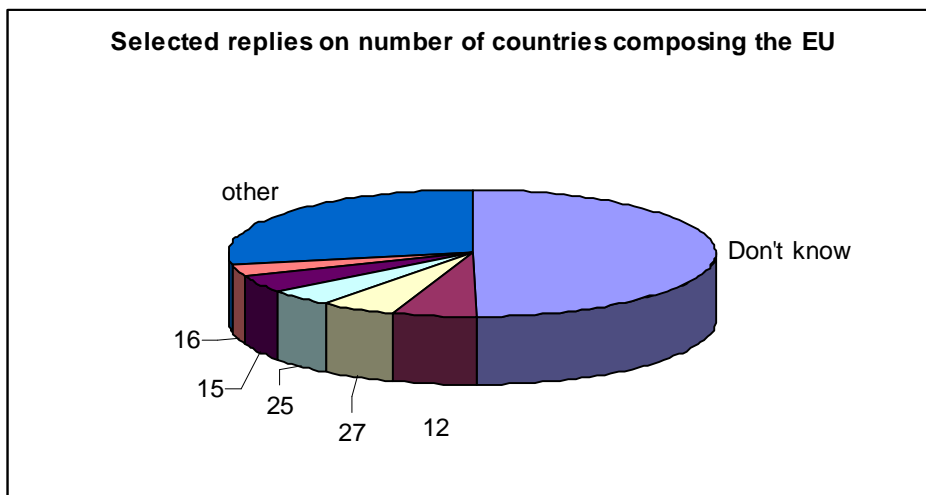
2) The sample of 1000 was asked to state the year that the European Union was formulated. A high of 71.9% replied that they do not know. Of the remaining 28% that did provide answers, 4% replied the year 2000, 2.9% replied 1992, 2.3% replied 1998, and other small segments gave different answers. Interestingly, the year of establishing the EU ranged from 1942 to 2004, which denotes a startling level of unawareness of basic EU facts, such as the year of establishment.



Results were not remarkably better when considering the elite exclusively. An also high 58.7% said they had no answer as to the year of formulating the EU. The rest of the replies ranged between 1950 and 2004, with 5% answering 1998, and 4.7% answering 1992. Again, this denotes a large gap in the knowledge of even the elite, on basic information about the EU.

Table 2 in the annex illustrates the whole list of answers provided by the surveyed people.

3) When asked to state the number of countries that compose the European Union, half of the entire sample (49.7%) replied that they did not know. The remaining half that did reply gave answers that ranged widely from three to forty countries. 5.7% replied 12 countries, followed by 4.9% saying 27, 4.5% saying 25, and a similar 4.5% replying 15 countries.



When the elite were asked the same question, 36.7% chose to say they did not know. The remaining provided answers that ranged from five to thirty-two. Of these, 6.3% replied 12 countries, a similar 6.3% replied 27, followed by 6% saying 25.

Table 3 in the annex illustrates the whole list of answers provided by the surveyed people.

4) The survey asked the people to identify the currency that the European Union uses. A high 80.2% of the whole sample replied that it is the Euro, followed by 3.5% saying it is the Dollar, and a mere 0.2% replying it is the Yen and the Sterling. A high 15.9% had no idea what currency the EU uses.

From the elite's point of view, 93.7% correctly identified the Euro, and 4.7% had no clue what currency is used by the EU.

Table 4 in the annex illustrates the whole list of answers provided by the surveyed people.

5) People were asked to describe the European flag. Startlingly, the vast majority of the sample (81.7%) and a high 68.5% of the elite, had no idea what the EU flag looks like. The remaining 15% of the sample was able to provide descriptions that met, to a certain extent, with the true EU flag. They all identified the blue background, yet the colour of the stars ranged from yellow to golden, and the number of the stars ranged from ten to twenty. The elite were more accurate in their description compared to the normal citizens, where 28.8% managed to provide answers that were close to accurate, compared to only 9.1% of the citizens.

Worth noting is that 3.3% of the people provided descriptions that were totally unrelated to the real EU flag, and were actually describing the flags of France, Germany, Italy, and others.



Table 5 in the annex illustrates the whole list of answers provided by the surveyed people.

6) When asked to identify where the European Commission is located in Jordan, a high 62.7% of the sample had no idea of the area. The shocking piece of information was that not one person out of the surveyed 1000, including the 300 elite, were able to identify Abdoun; the current location of the EC. Almost one-quarter, 23.5%, replied Shmeisani, which is the previous location of the EC. The remaining 13.7% gave areas that were wrong, such as Rabia and Jabal Hussein.

Table 6 in the annex illustrates the whole list of answers provided by the surveyed people.

The above reiterates a profound gap in Jordanian people's knowledge of very basic information about the EU. People lacking information such as EU year of establishment, member countries, flag, location ... denotes significant findings. Though this gap in information might correctly imply that people have little interest or concern in international issues, the very basic questions that were being asked and that failed to have correct answers to indicates a lack of public information and awareness. It is these areas that should be first and foremost focused on in a new EU communication and media plan.

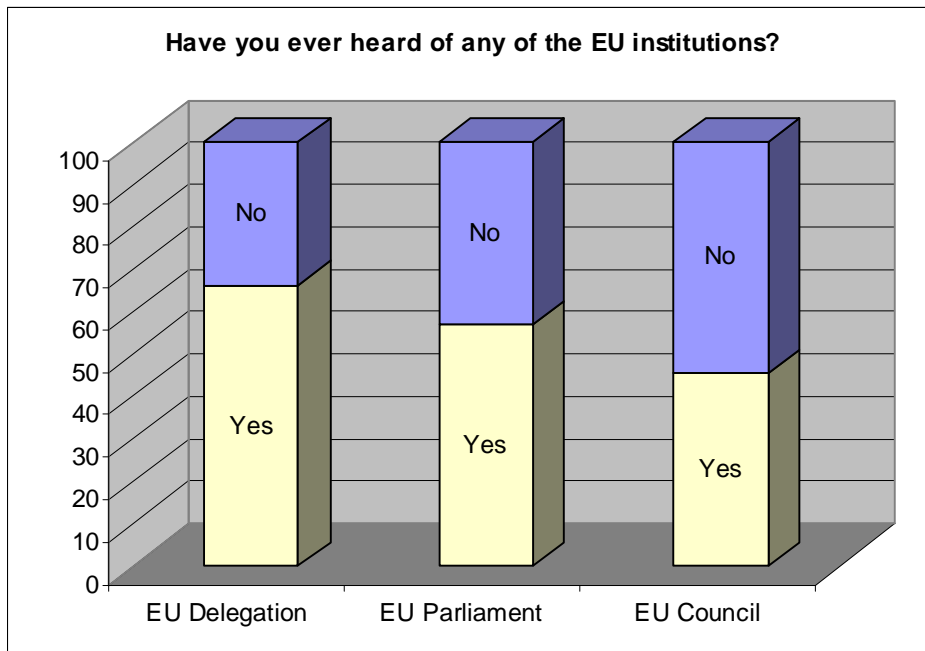
The EU currency was relatively the most familiar among the questioned people, though 20.7% of the ordinary citizens were unable to identify it.

7) People were asked about their impressions of the actions of the EU Commission delegation to Jordan. Based on the above, and as expected, over half the people had no impression. This was surprisingly even higher among the elite, where 56.3% were unable to provide a basic impression, such as positive or negative.

45.1% of the sample indicated that their perception of the EC delegation action was positive, and a low 3.9% indicated it was negative. Interestingly, the perception of the normal citizens was more positive than the elite, where only 37.5% replied in the affirmative, as opposed to a high 48.6% of the citizens.

Table 7 in the annex illustrates the whole list of answers provided by the surveyed people.

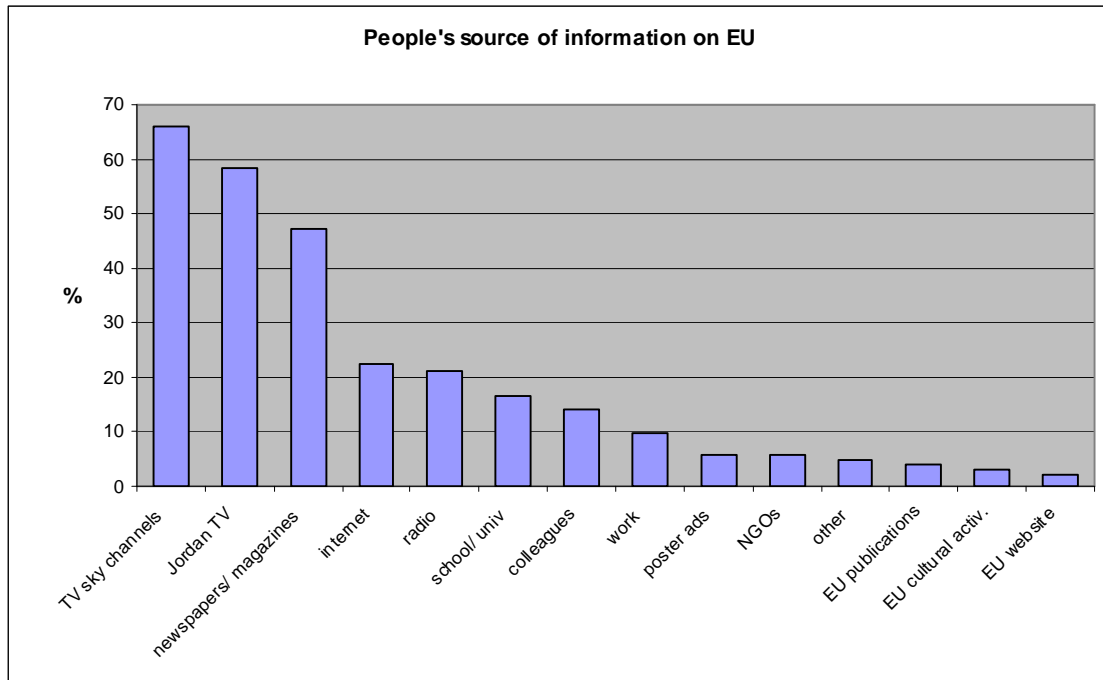
8) The survey asked the people about their knowledge of the EU institutions. Results here were more positive than when asked about the EC to Jordan. Two-thirds of the sample said they have heard of the EU Delegation; and 57% have heard about the EU Parliament. However, less than half the sample (45.4%) has only heard about the EU Council. Knowledge of the EU Council was low even among the elite, where only 55.9% have ever heard of it.



Refer to table 8 in the annex for the responses of the citizens, the elite, and the sample as a whole.

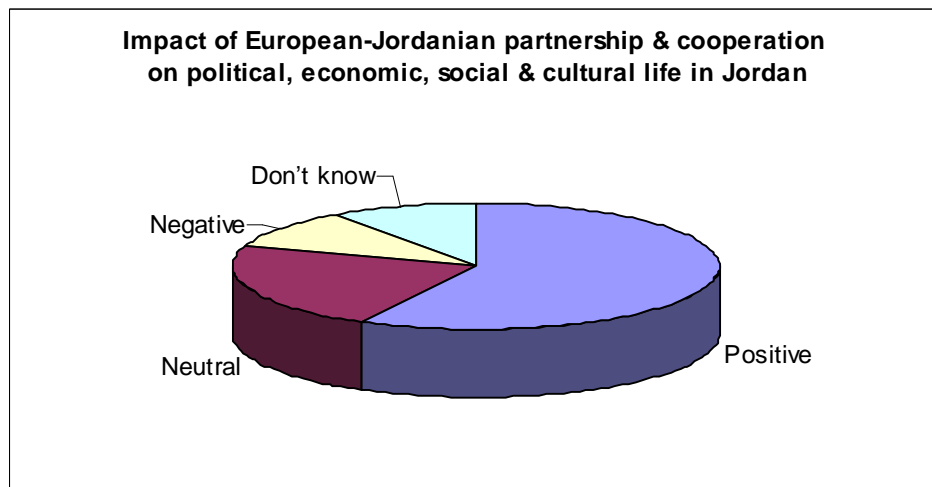
9) When asked to identify their source of information on the EU, two-thirds of the sample replied that they had acquired their EU-related information from the TV sky channels. This source was the highest even among the elites, where 76.9% stated this same source of information on the EU. This was followed by the local Jordan TV, which served as the source of information for 58.3% of the people, followed by 47.4% from newspapers and magazines, 22.3% from the internet, 21.3% from the radio, and so on as the table shows. Interestingly, the EU website served as the weakest source of information on the EU, both for the citizens in general and the elite, where only 3.4% acquired their information from it.

This deems an urgent necessity to develop the EU website in style and content, and to make it known of, and linked to, through other websites.



Refer to table 9 in the annex for the responses of the citizens, the elite, and the sample as a whole.

10) People were asked to evaluate to what extent the EU-Jordanian partnership and cooperation impacted political, economic, social and cultural life in Jordan. Over half the sample (57.8%) perceived this impact to be positive. However, the remaining 42.2% classified the EU-Jordanian partnership and cooperation as having either no impact, negative impact, or had no answer. Interestingly, 70.1% of the elite deemed this impact to be positive on political, economic, social and cultural life.



Refer to table 10 in the annex for the responses of the citizens, the elite, and the sample as a whole.

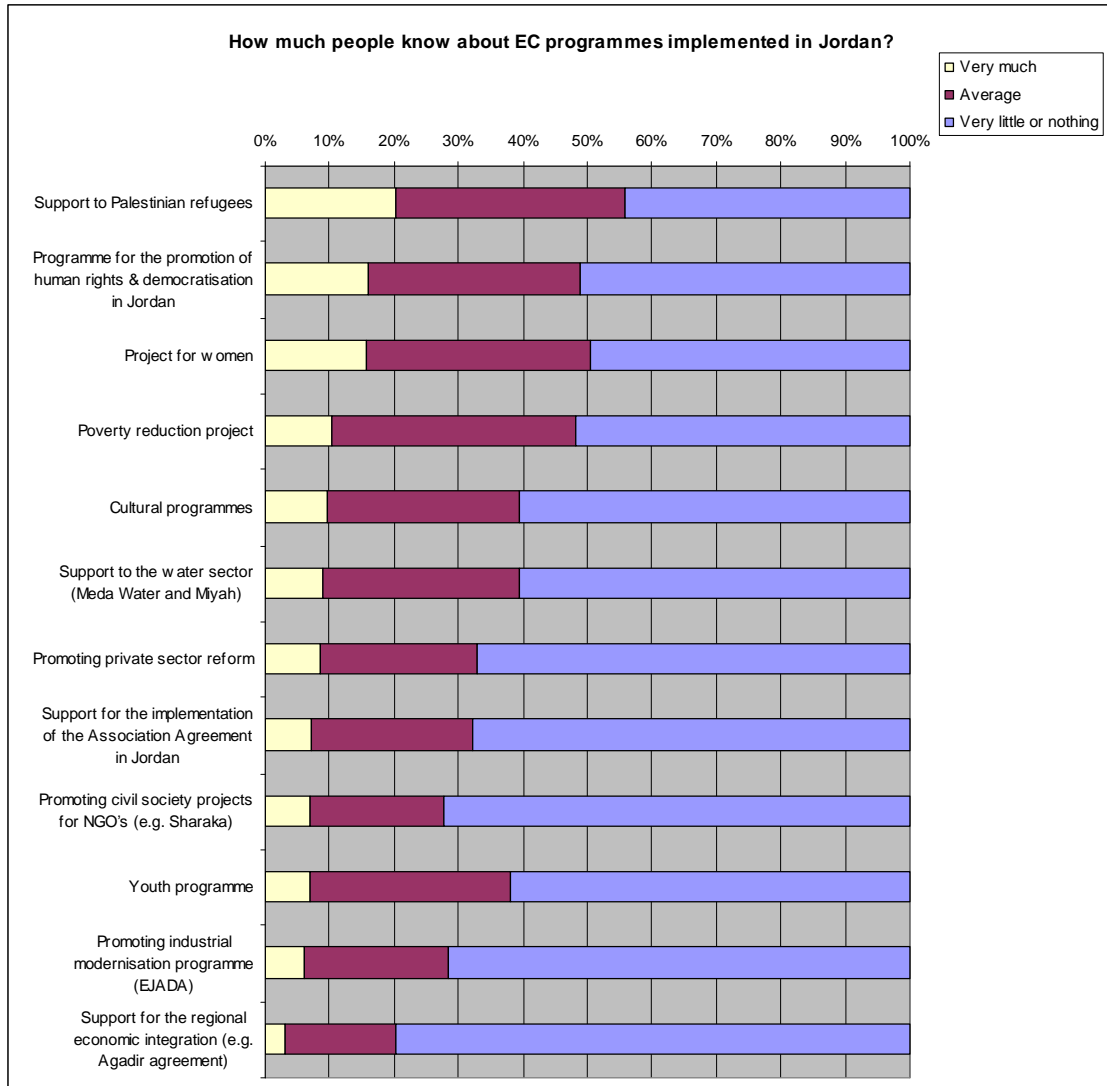
Part Two: European Union Projects in Jordan

This section asked the people of their knowledge of the projects that the European Commission (EC) implements in Jordan, whether they have ever dealt with these projects, their sources of information, and how they perceive the impact of these projects on Jordanian life. This section also asked how people could assess the fairness and equality of the EC projects, how much they coincide with the government's priorities, and how correctly they address the problems of Jordanian people. Moreover, people were asked to state the areas that they perceive the EU-Jordanian partnership falls short in covering.

1) When asked which EC projects in Jordan are people most familiar with, the largest percentage went to "EC support to Palestinian refugees", whereby one-fifth of the sample said it has very high knowledge on. On a fairly higher level, 27% of the elite also considered it has the highest level of knowledge on this particular programme. However, 32.7% of the elite had no knowledge of this same programme. The second program that received relatively high recognition was the human rights & democratisation programme, where 16% of the sample had good knowledge of.

Interestingly, over half of the sample (both as normal citizens and elite) knew very little or nothing of the EC cultural programmes, water sector support, promoting private sector, supporting the Association Agreement in Jordan, promoting NGOs' civil society projects, the youth programme, and the industrial modernisation programme (EJADA). The programme that received the least recognition was the support for regional economic integration, where 79.7% of the surveyed people said they knew nothing about.

Though the above programmes are directly associated with people at the grassroot level, and with different segments, such as youth, NGOs, entrepreneurs, there seems a wide knowledge gap of these EC programmes in Jordan. The elite shared similar deficiency in knowledge of these programmes, though to a lesser extent. For instance, a high 71.3% of the elite shared little or no knowledge of the regional economic integration programme. Publicising these programmes and expanding their beneficiary base is a definite area that should be addressed in any EU communication strategy.

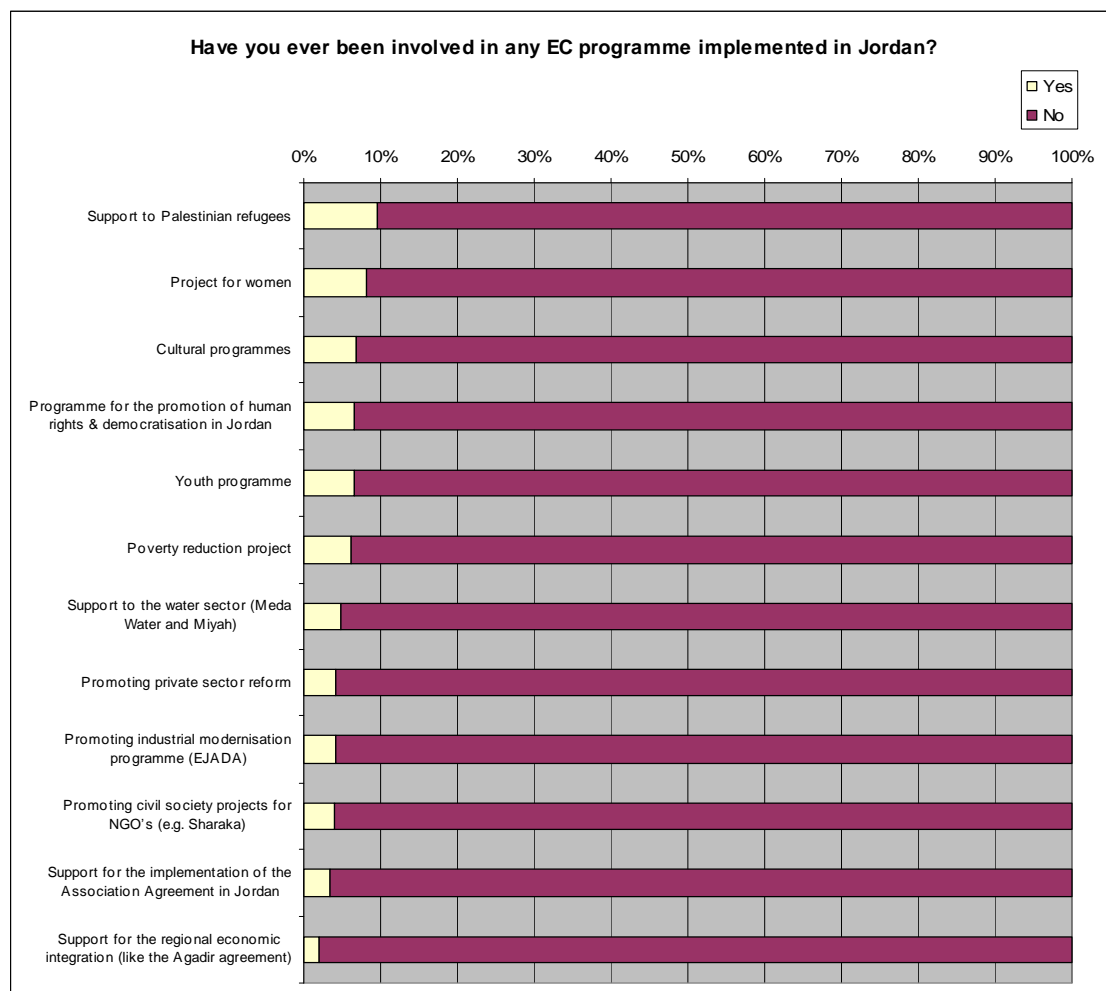


Refer to table 11 in the annex for the responses of the citizens, the elite, and the sample as a whole.

2) When asked which, if any, of the EC programmes have people been engaged in, results showed that the vast majority (over 90%) of the sample has not dealt in any way with any of the programmes. The highest percent, which is a mere 9.5%, was assigned to engaging in the EC support programme to Palestinian refugees. This was followed by dropping segments of people (less than 8%) dealing with the women project, cultural programme, human rights & democratisation programme, youth programme, poverty project, and so on as the table shows. It was found that only 2% of the people have ever been involved with the regional economic integration programme.

A look at the elite's responses indicates very similar results. Only 13% have ever dealt with the EC support programme to Palestinian refugees, with falling percentages to the other programmes. The lowest, 3%, was assigned to the regional economic integration programme.

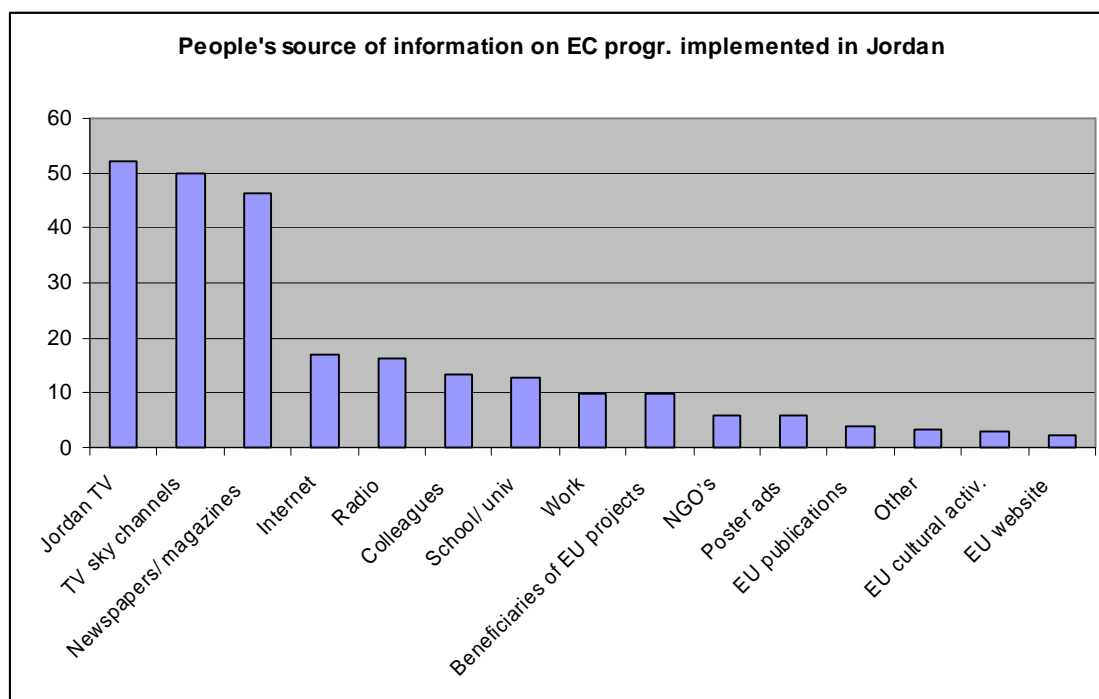
The above implies that over 90% of Jordanians have never been involved in any of the 12 diverse programmes that the EC implements in Jordan. This poses a question of whether these programmes are successful in reaching their targeted audiences and beneficiaries. The programme units at the EC may find it necessary to re-identify their beneficiary groups, and accordingly, develop a new strategy to make their programmes known to these groups and to attract them towards participating in these programmes.



Refer to table 12 in the annex for the responses of the citizens, the elite, and the sample as a whole.

3) People were asked about their source of knowledge of the programmes that the EC implements in Jordan. Three main sources were identified by most of the sample: Over half, namely 52.1%, stated the local Jordan TV as being their main source, followed by the TV sky channels (49.8%), and newspapers and magazines (46.2%). These three sources received the largest recognition among the elite as well, though with higher percentages (59.5%, 61.2%, and 62.2% respectively). Other sources were much less identified, such as the internet (16.9%). Interestingly, the EU website was identified by only 2.4% of the people as being their source of information of the EU.

Once again, this denotes that the EU website is not functioning as an effective publicising tool on the EU's activities and programmes. The EU website should definitely be one of the entry points into developing a new communication strategy for the EU.



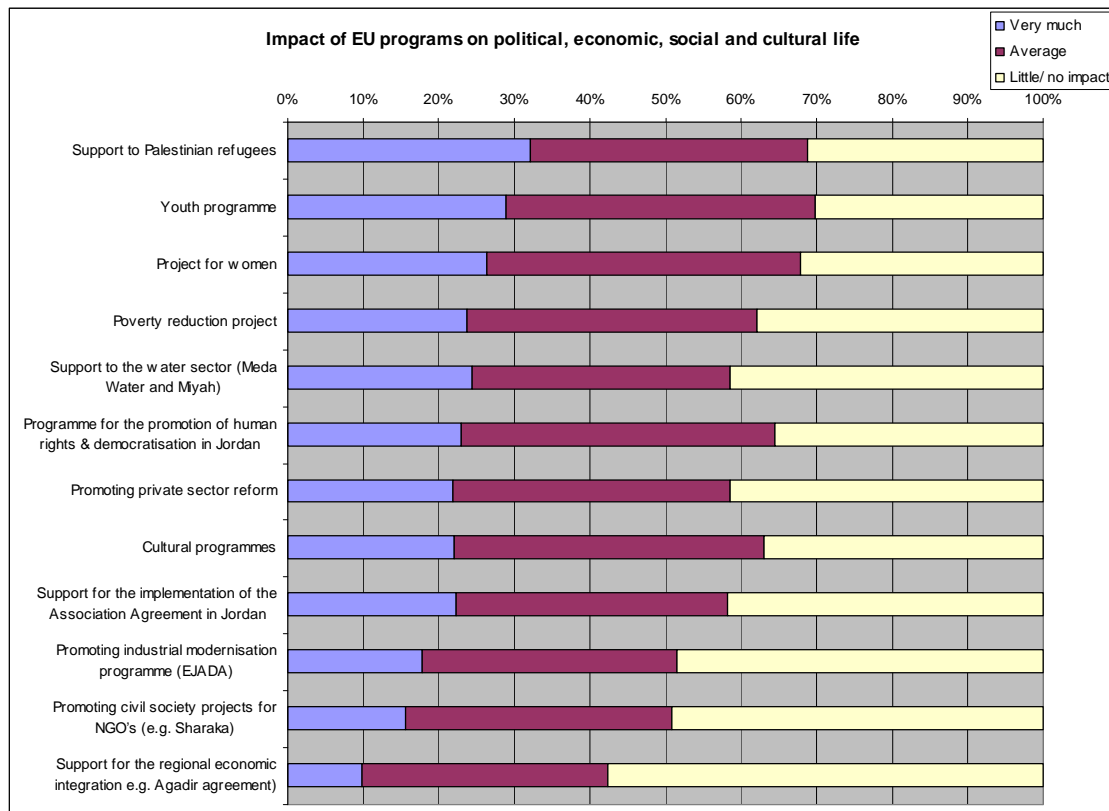
Refer to table 13 in the annex for the responses of the citizens, the elite, and the sample as a whole.

4) When asked about the size of the impact of these EC programmes on political, economic, social and cultural life in Jordan, 27.9% of the people perceived the Palestinian refugees programme to have a large impact, 27.1% perceived it with no impact, and 13.3% did not know. The second programme to be seen of recognisable impact was the youth programme (25.0%), followed by the women project (23.0%), poverty alleviation (20.9%), water support (20.6%) and the

other areas. Results showed that elite assigned higher levels of impact to the EC programmes, though they categorised them in the same order of importance. The least programme perceived to having impact was the economic integration programme, which was deemed as having no impact by 44.6% of the sample, and by 40.1% of the elite. Interestingly, 22.5% of the people replied that do not know about this programme's impact on Jordanian life.

The above denotes that among EC projects in Jordan, the Palestinian refugees programme received the highest level of recognition and knowledge by the people, the most programme that people were engaged in, and the most positively impacting programme on Jordanian life. Other programmes, though their essence is people-oriented, such as women, youth, culture, human rights, and poverty projects, etc. clearly lack the required public recognition. They fall short of targeting the required size of beneficiaries, and their scope of work is not acknowledged as having positive impact on Jordan.

Results clearly indicate that very little information is available for Jordanian people, including the elite, about the regional economic integration programme. Very few people have been engaged in it, and the majority perceives it as having zero-impact on Jordan. If the EC is keen on continuing with this programme and expanding it, then it should think of ways of publicising it in the media and highlighting its impact.



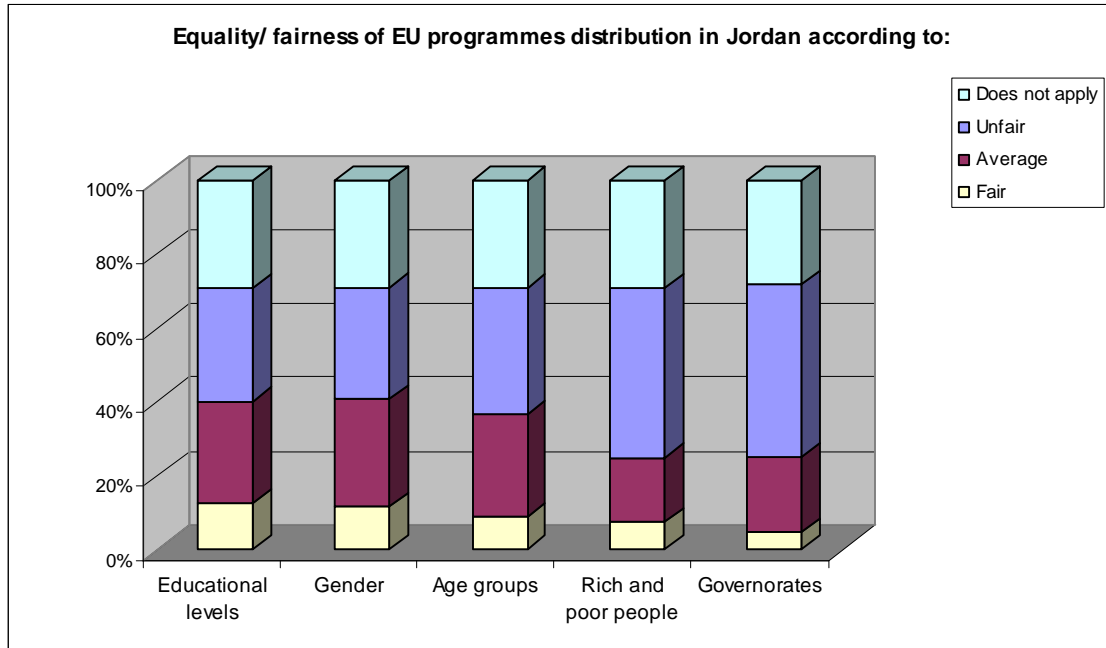
Refer to table 14 in the annex for the responses of the citizens, the elite, and the sample as a whole.

5) People were asked to assess the fairness of the EU programmes implemented in Jordan, in terms of their targeting different population segments. In this, people were asked to determine how fair the programmes are distributed across the Jordanian governorates, age groups, gender, educational levels, and income groups. Results showed that only 12.7% of the sample viewed the EU programmes to be fairly distributed among people of different educational levels. A lower segment, 11.7%, viewed them as being distributed fairly on the basis of gender. Only 4.7% of the sample perceived the EU programmes to be distributed equally among governorates. These figures were even lower from the elite's point of view.

Interestingly, almost one-third of the sample perceived the EU programmes as being unfair in targeting the different groups of people. A high 46.6% and 45.9% respectively ruled out EU programmes as being unfair in targeting different governorates and in dealing with the poor and rich alike.

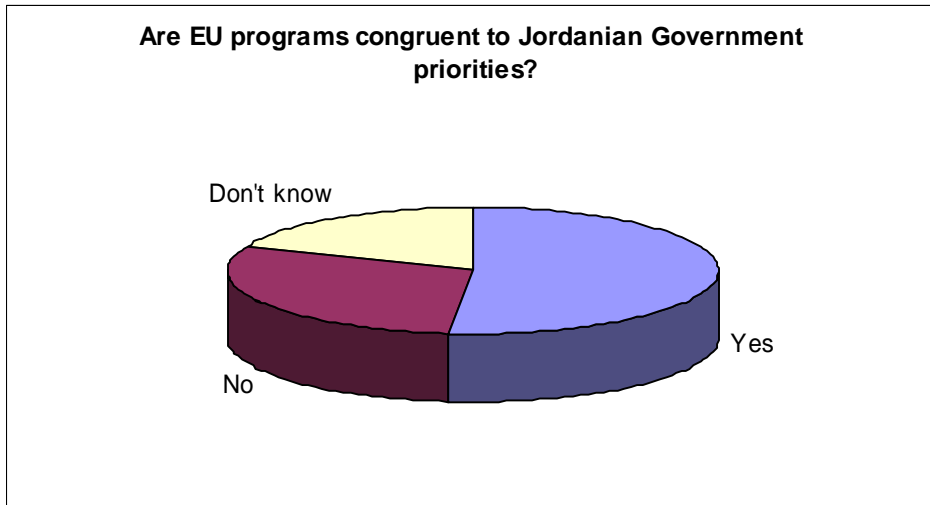
Also noted was that a high average of 29% of the people were unable to classify the equality of the EU programmes in Jordan. This is largely attributed to their

lack of knowledge of these programmes in the first place, which makes them unable to evaluate their equality of distribution.



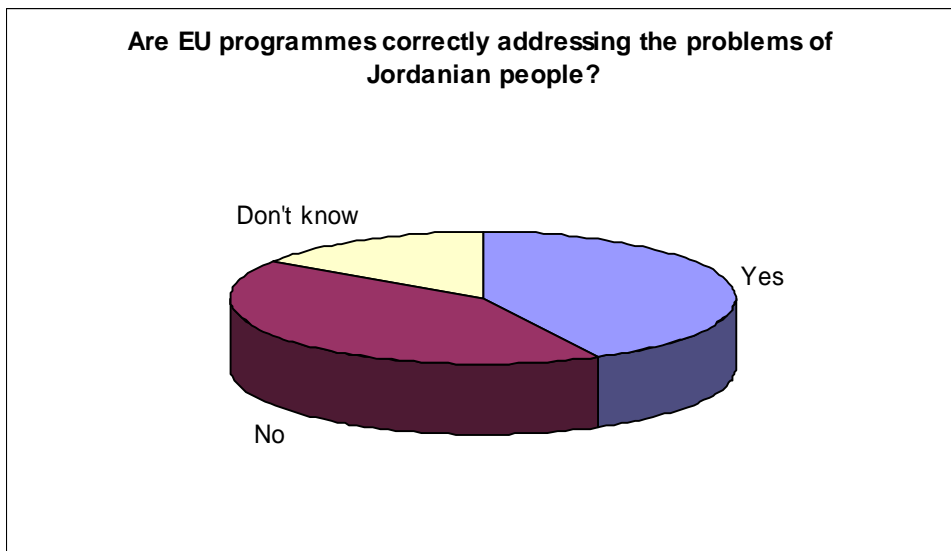
Refer to table 15 in the annex for the responses of the citizens, the elite, and the sample as a whole.

6) When asked to classify whether or not the EU programmes are in harmony with the priorities of the Jordanian Government, half the people, namely 51.8%, replied in the affirmative. 29.5% viewed them running in discord of the Jordanian Government, and the rest had no answer. Among the elite, a high 60.7% classified EU programmes as congruent to the Government’s priorities.



Refer to table 16 in the annex for the responses of the citizens, the elite, and the sample as a whole.

7) From a different perspective, people were asked to determine whether or not the EU programmes correctly address the problems of the Jordanian people. People were equally divided on this, with 42.4% perceiving those programmes as adequately tackling the people's problems, and 42.1% not. The elite shared a higher 51.7% in the affirmative.



Refer to table 17 in the annex for the responses of the citizens, the elite, and the sample as a whole.

8) Based on the above high percentage that perceived EU-Jordanian partnership failing to correctly address the priorities of both the government and the people, the sample was asked to identify the areas that are missing in EU-Jordanian partnership. Almost one-quarter of the people (24.7%) said it was "poverty and unemployment", followed by "social issues", "education", "economic development", "health", and a long list of fields people perceiving the EU-Jordanian partnership to be falling short of addressing.

Other highlighted areas raised by fewer people included: maintaining equality between governorates, activating EU programmes in Jordan, and simplifying issues of EU migration and visas.

The elite also gave the first three priorities to poverty and unemployment, social issues, and education.

Table 18 in the annex illustrates the whole list of answers provided by the surveyed people.

Part three: EU areas of involvement in Jordan

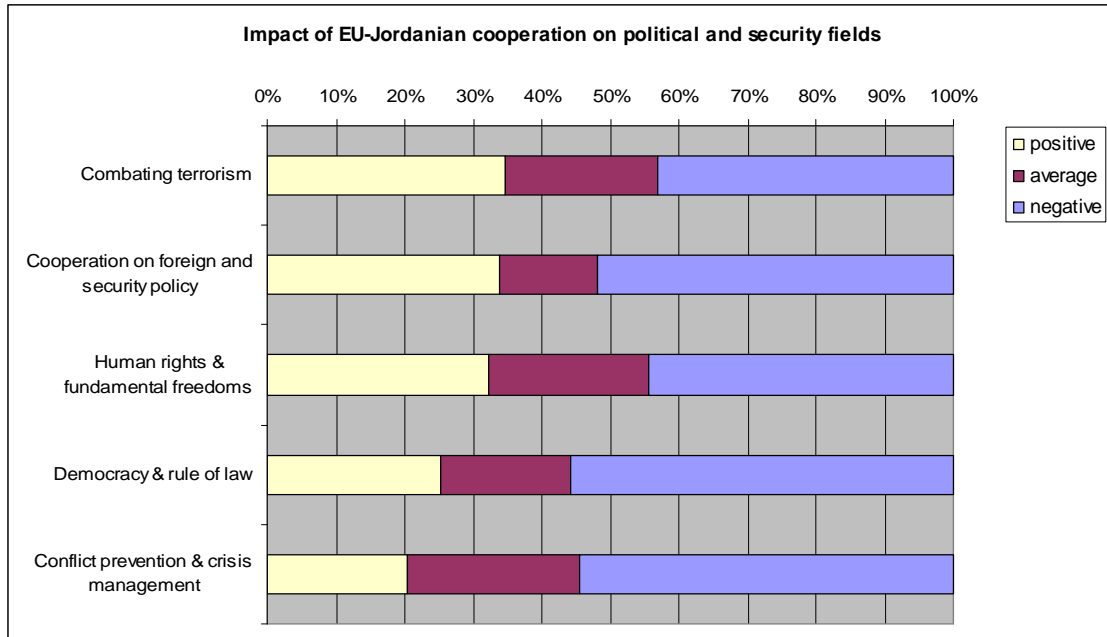
In this section, the survey attempted to arrive at the level of success/ failure that the EU-Jordanian cooperation has achieved in the different political, economic, and social fields in Jordan. This section also aimed at arriving at an assessment of the EU support to refugee camps, from the perspective of the surveyed persons.

1) People were asked to assess how successful has EU-Jordanian cooperation been in the political and security fields. The area that received the highest recognition was in combating terrorism, where 34.8% of the sample ranked it as the most successful. A slightly lower percentage was assigned to cooperation on foreign and security policy (33.8%), followed by human rights and fundamental freedom (32.2%). Higher perceptions were given by the elite, where 44.3% classified EU-Jordanian cooperation as being successful in foreign and security policy.

Interestingly, 25.2% of the people perceived EU-Jordanian cooperation as failing in preventing conflicts and managing crises. 31.9% of the elite shared this same perception.

Also interesting to note is that 55.8% of the people stated that they had not heard before of the EU-Jordanian cooperation on "democracy and rule of law". This was a high 44.0% even among the elite. In fact, over one-third of the elite has not ever heard of the EU-Jordanian cooperation in any of the political and security fields.

This clearly implies that there lies a serious gap in the knowledge of any EU-Jordanian cooperation going on in the areas of politics or security. This is an area that should be worked on to make people more familiar with its scope and impact.



Refer to table 19 in the annex for the responses of the citizens, the elite, and the sample as a whole.

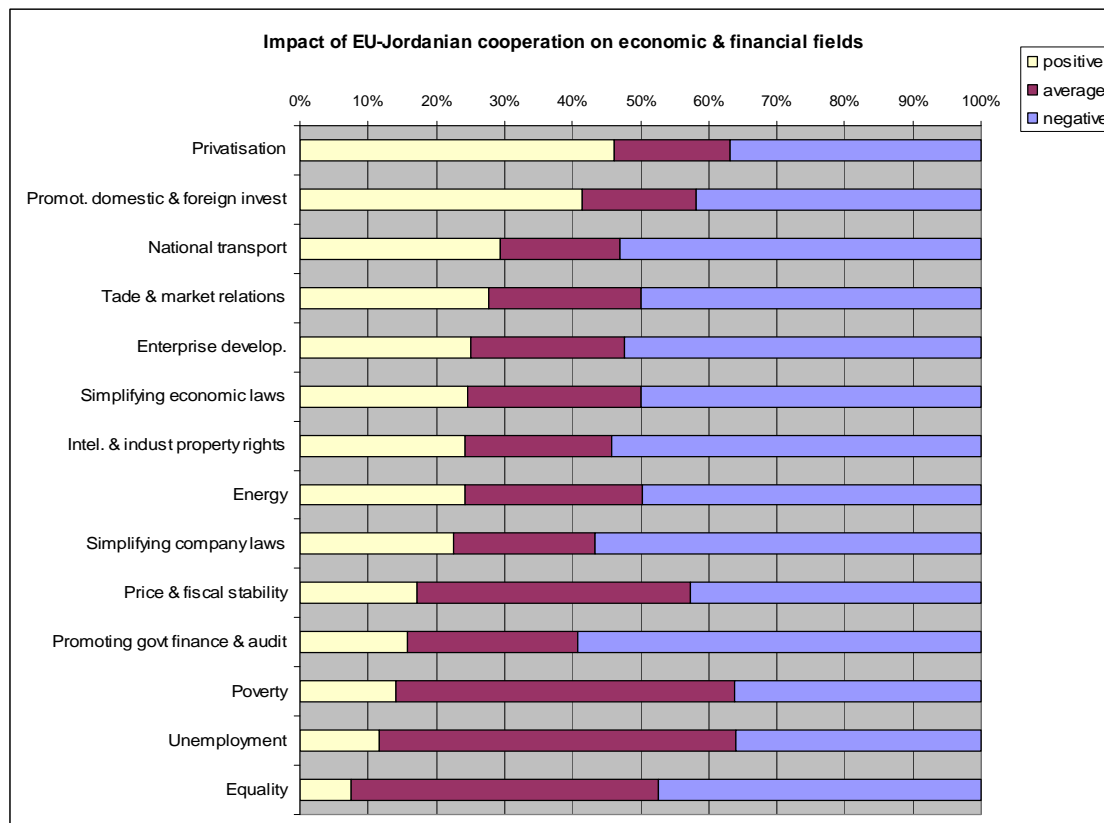
2) People were asked to assess how successful has EU-Jordanian cooperation been in the economic and financial fields. 46.1% of the sample believed that this cooperation was successful in the privatisation programme, with a high 57.1% of the elite sharing the same perception. The other programme that received high recognition as being successful was promoting local and foreign investment.

Interestingly, the majority of the sample considered EU-Jordanian cooperation to have failed in achieving three areas: addressing unemployment, poverty reduction, and maintaining equality of income distribution.

Also worth noting is that over half the sample, and over one-third of the elite, have never heard of EU-Jordanian cooperation in the areas of: promoting government's financial management, accountability, control, and audit systems; simplifying company laws and rights of establishment; national transport policy; energy (nuclear, electricity and gas); reforming trade and market relations; intellectual and industrial property rights; local enterprise development and improving competitiveness; and simplifying economic laws and regulations.

The above indicates a negative perception of the EU-Jordanian cooperation in addressing issues of direct impact to the daily lives of the people, namely, poverty, unemployment, and income distribution.

Again people have very little knowledge of the wide variety of economic and financial areas covered under the EU-Jordanian cooperation.



Refer to table 20 in the annex for the responses of the citizens, the elite, and the sample as a whole.

3) People were asked to assess how successful has EU-Jordanian cooperation been in the social and cultural fields. 56.4% of the people considered this cooperation successful in the IT sector, with a high 65.0% of the elite sharing the same belief. The following areas that were deemed successful were vocational training programmes, science and technology R&D, and reforming the education system.

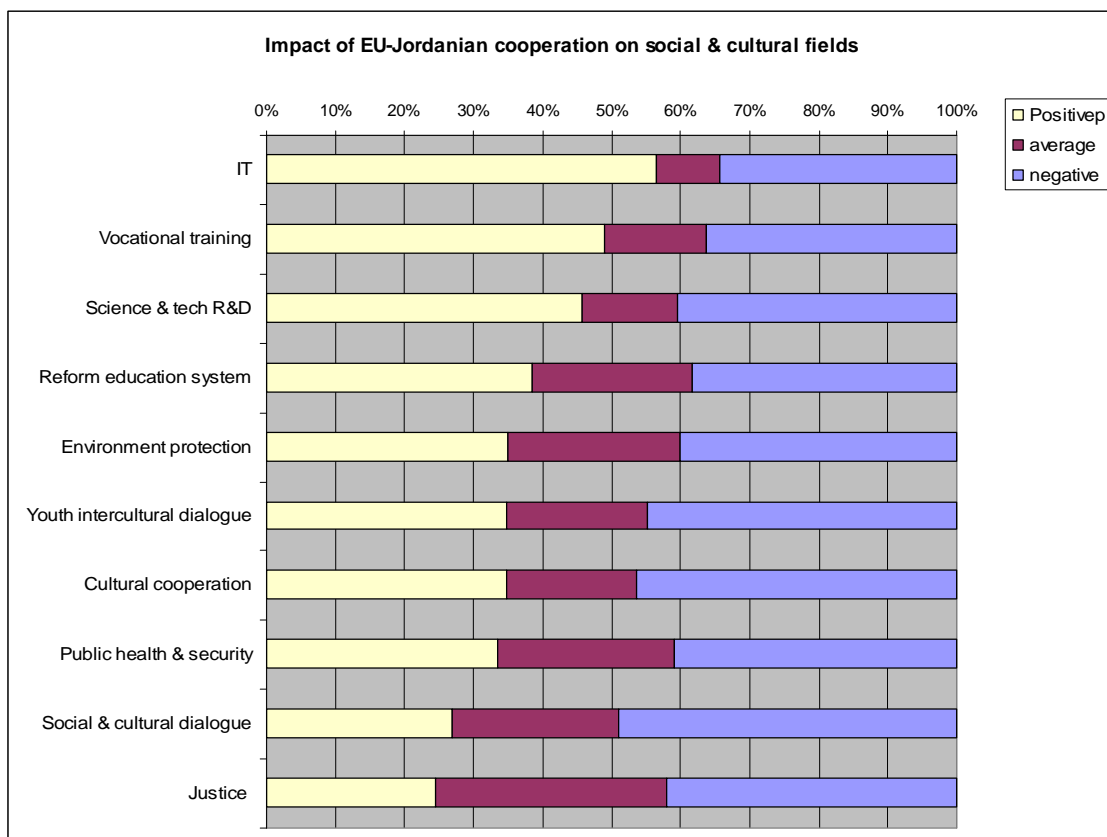
Over one-third of the sample, and a high 38.5% of the elite, perceived EU-Jordanian cooperation to have failed in achieving justice. Justice, in the survey, referred to migration issues, visa, asylum, border management, fight against drugs, fight against organised crime, fight against money laundering, and combating terrorism.

Interestingly, over 40% of the people have never heard of EU-Jordanian cooperation in the fields of: social and cultural dialogue; cultural cooperation

programmes; youth exchanges in intercultural dialogue; public health and health security; justice; science and technology R&D; and environment protection.

The above indicates a positive public acknowledgment of the fields the EU-Jordanian cooperation is working in regarding IT, vocational training, R&D, and the education system on both school and higher education levels. This denotes an effective mechanism that has been deployed by both the EU and the Jordanian government in publicising their work on these areas.

More needs to be done in exposing the other fields that the EU-Jordanian cooperation is working on, in the different social and cultural areas.

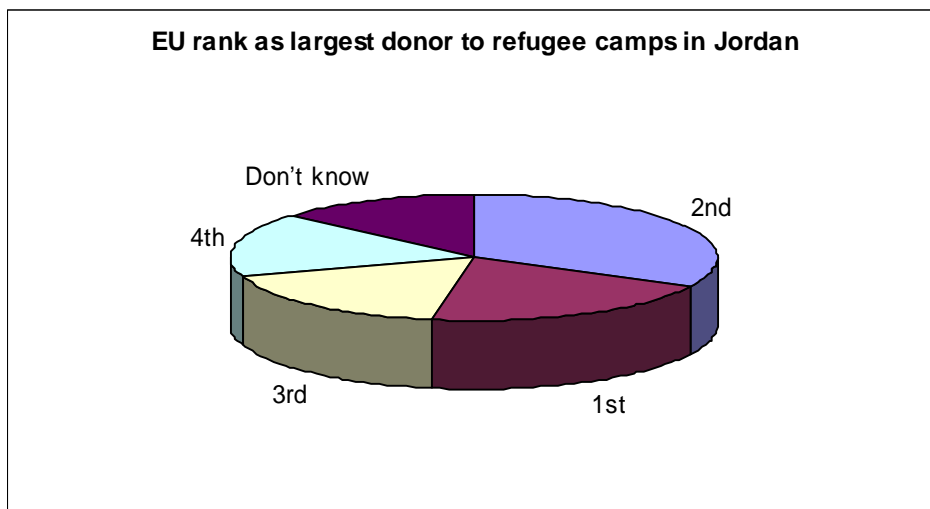


Refer to table 21 in the annex for the responses of the citizens, the elite, and the sample as a whole.

4) Based on the large support that the EU extends to the Palestinian refugee camps in Jordan, the survey asked the sample a direct question of ranking the EU in the 1st, 2nd, 3rd, or 4th largest donor to the refugee camps. Almost one-third of the sample, (32.4%), replied that the EU is the 2nd largest donor, whereas only 20.5% replied that it is the first largest donor. Lower percentages were allocated to the 3rd and 4th ranks, with 17% and 16.7% respectively. Though the

choices were given, 13.4% stated that they have no idea of where to rank the EU in terms of supporting the refugee camps. Even among the elite, only 30.3% managed to identify that it is the first largest donor.

Although the EU is the first largest donor to the Palestinian refugee camps in Jordan, survey results imply that EU activities in supporting the refugee camps are either not fully known to the public, or are not adequately publicised in the media, or are not sensed/ felt enough by the people. This explains why 80% of a large and diverse sample was unknowledgeable that the EU is the largest donor to refugee camps in Jordan.

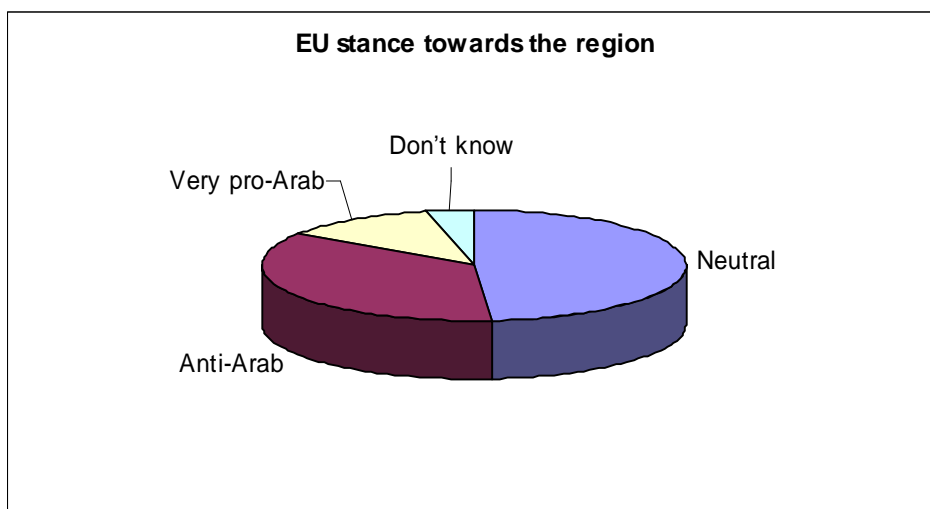


Refer to table 22 in the annex for the responses of the citizens, the elite, and the sample as a whole.

Part four: The EU and regional issues

This section attempts to assess how congruent the EU is towards Arab issues and how independent it is of US policies towards Arab regional conflicts. Also examined is the attitude that people expect of the EU toward tensions in the region.

1) When asked whether they consider the EU to be pro-Arab in regional issues, almost half the sample (48.5%) replied that the EU is neutral, 36% believed the EU is anti-Arab, and only 11.8% replied that the EU is very pro-Arab.

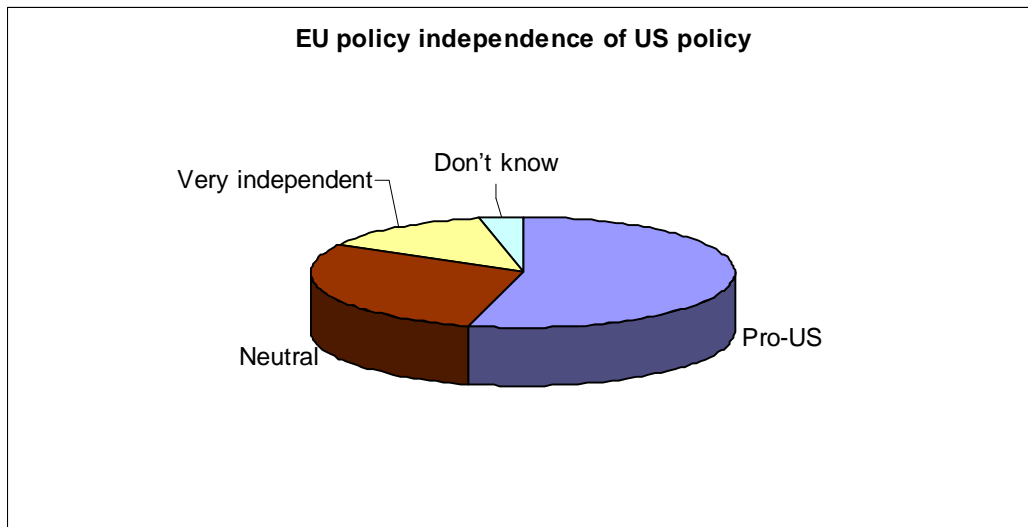


Refer to table 23 in the annex for the responses of the citizens, the elite, and the sample as a whole.

2) When asked to assess how independent are EU policies of US policies regarding Arab regional conflicts, over half the people (54.2%) deemed EU policies as being pro-US. The EU applying a neutral stand was adopted by 29.4% of the sample, whereas only 13.0% perceived the EU as being very independent of US foreign policy. Very similar perceptions were adopted by the elite.

The above shows that a relatively small segment of Jordanian people perceives the EU as being supportive to Arab issues, and independent of US foreign policy when dealing with Arab regional conflicts.

On a different note, it is interesting that when asked about the EU and regional issues, a very low 3% replied as "I don't know". This indicates that people are able of constructing a clear opinion of the EU stance towards regional issues, as opposed to the case when asked about EU projects implemented in Jordan.



Refer to table 24 in the annex for the responses of the citizens, the elite, and the sample as a whole.

3) The sample of 1000 was asked to identify how it would like the EU to behave, in terms of what stances to adopt, toward tensions erupting in the Arab region. A high 75.5% (and an intensely high 85.3% of the elite) gave one exclusive answer: that the EU “behaves independently of US policy and does not obey, or automatically follow, US policy”. Half the surveyed people highlighted another option; that the EU “stands up to, and supports, Arabs’ rights”. 48.2% said they would like the EU to “deal fairly with Arab issues”, followed by 44.3% saying their aspiration is that the EU “works effectively towards ending the Israeli occupation of Palestine”. Other explicit answers given were: that the EU eliminates the financial debt of the Arab countries and of Jordan (28.2%); that the EU respects Arab and Islamic culture (22.8%); that the EU provides Jordan with economic aid (20.0%).

The elite prioritised these same answers in the same level of importance.

Other answers raised by the people were that the EU: uses the veto against Israel and the USA, eliminates anguish and suffering of peoples, encourages Arab countries towards democratisation, and does not support Israel.

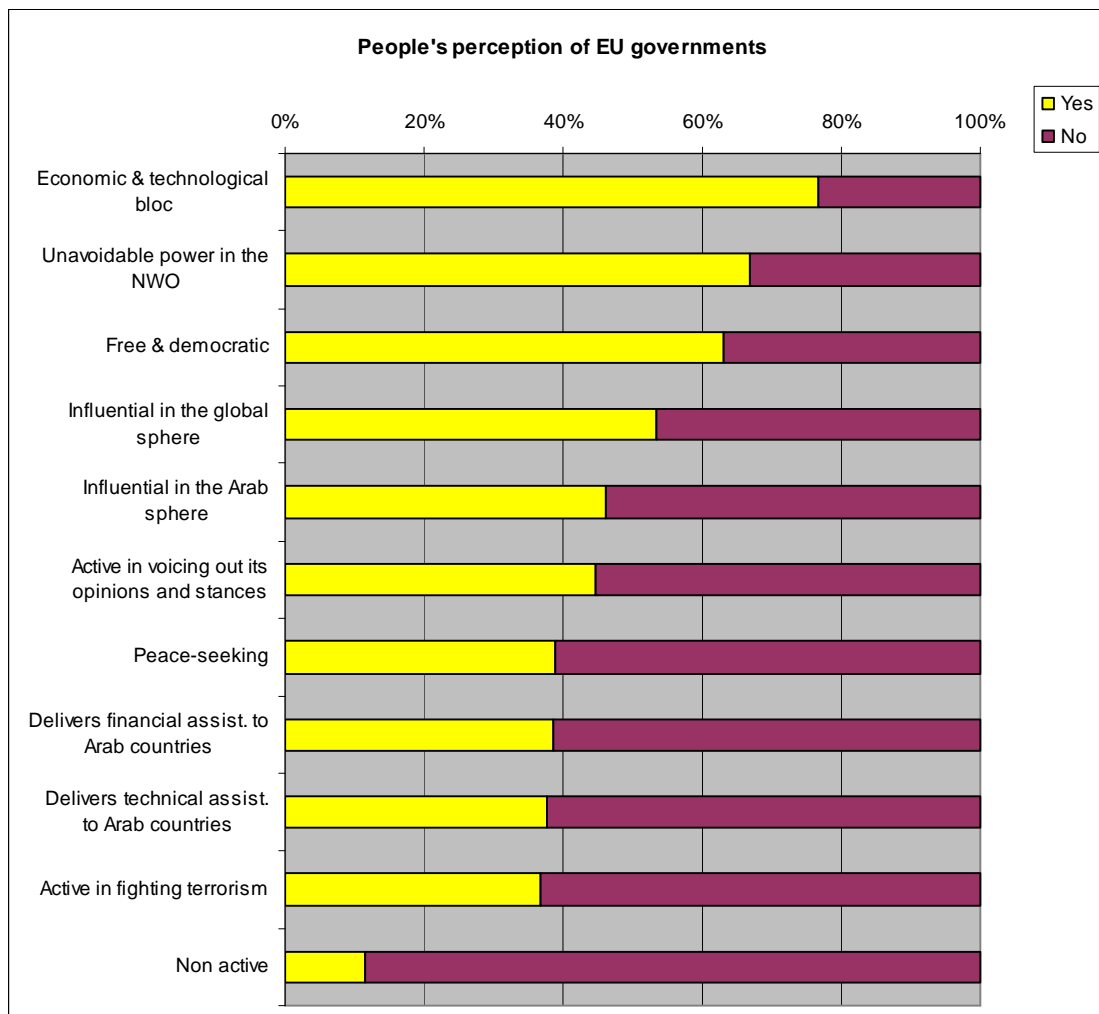
Table 25 in the annex illustrates the whole list of answers provided by the surveyed people.

Part five: Personal impressions and perceptions of the EU

This section investigates people's perceptions of the EU governments and peoples, and the factors that helped build such impressions. Also explored are the areas that people consider themselves lacking knowledge in on the EU.

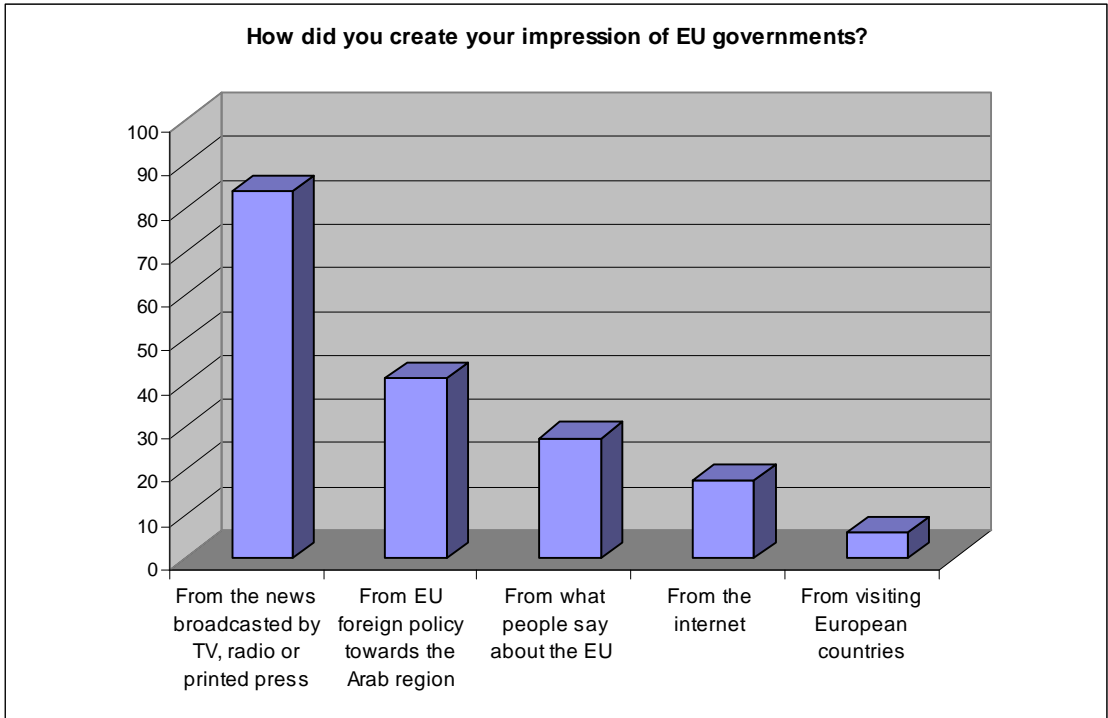
1) When asked of their common impression of the EU governments in general, over three-quarters of the surveyed people said that they perceive EU governments as being "a major economic and technological bloc". This was the same impression adopted by the elite, where the majority, 84.7%, gave the same answer. This was followed by 66.8% of the sample describing EU governments as being "an unavoidable power in the new world order", followed by 63.0% saying EU governments are "free and democratic". Similarly, a high 88% of the sample rejected describing EU governments as being "non active".

Interestingly, over 60% of the sample deemed EU governments as not being peace-seeking, not delivering substantial financial or technical assistance to Arab countries, and not active in fighting terrorism.



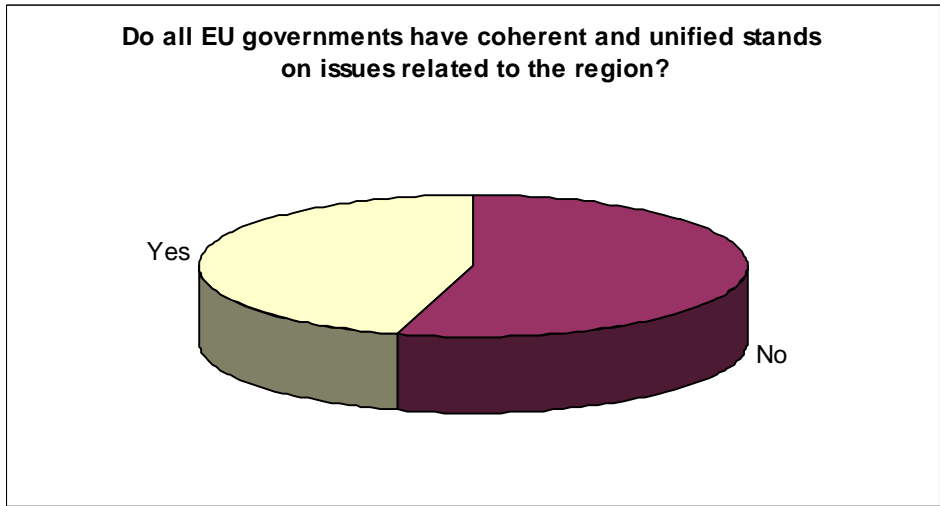
Refer to table 26 in the annex for the responses of the citizens, the elite, and the sample as a whole.

2) The survey asked the people what made them build their above impressions of the EU. The vast majority, 83.8%, stated that the news broadcasted by TV, radio or printed press made them formulate their opinions. Similarly, 86.7% of the elite identified this same source. This was followed by the "EU foreign policy toward the region", which made 41.2% of the people build their impressions. Lastly, only 6.0% of the sample identified "visiting European countries" as the factor that created their impression of the EU.



Refer to table 27 in the annex for the responses of the citizens, the elite, and the sample as a whole.

3) When asked whether or not they perceived all EU governments as having consistent stands on issues related to the region, 45.5% of the sample replied in the affirmative. 54.5% said that not all EU governments adopt unified stands towards Arab issues, with a high 64.7% of the elite sharing this belief.



Refer to table 28 in the annex for the responses of the citizens, the elite, and the sample as a whole.

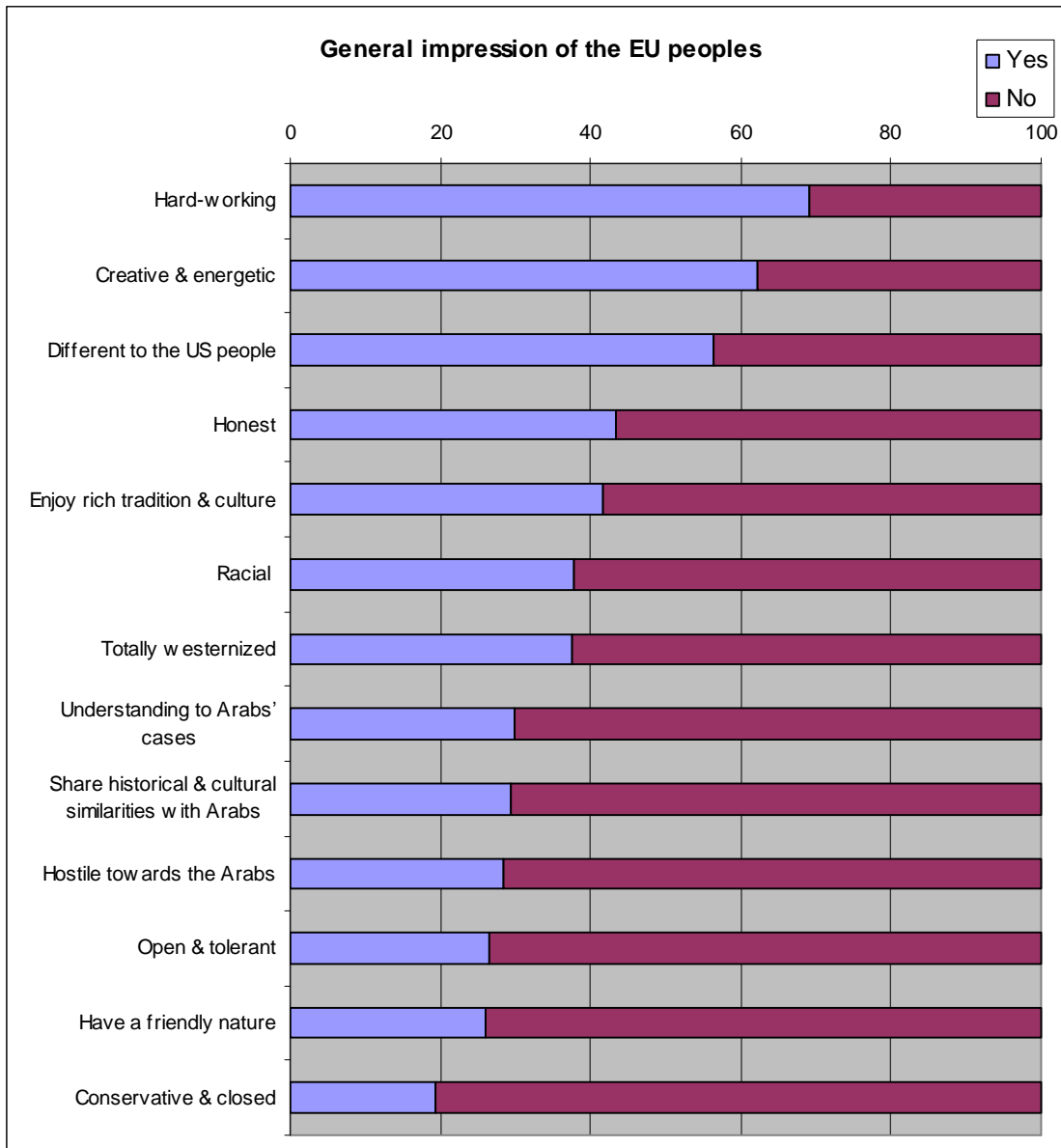
4) Accordingly, the surveyed people were asked to identify which countries, if any, they feel having adopted independent stances on certain issues. A high 46.2% opted France as having clear independent stands, followed by 30.4% selecting the United Kingdom, and 18.6% selecting Germany. Lower percentages (below 7%) opted Denmark, Spain, Belgium, and a few other.

The elite followed the same manner in their prioritisation of the independent EU countries.

Table 29 in the annex illustrates the whole list of answers provided by the surveyed people.

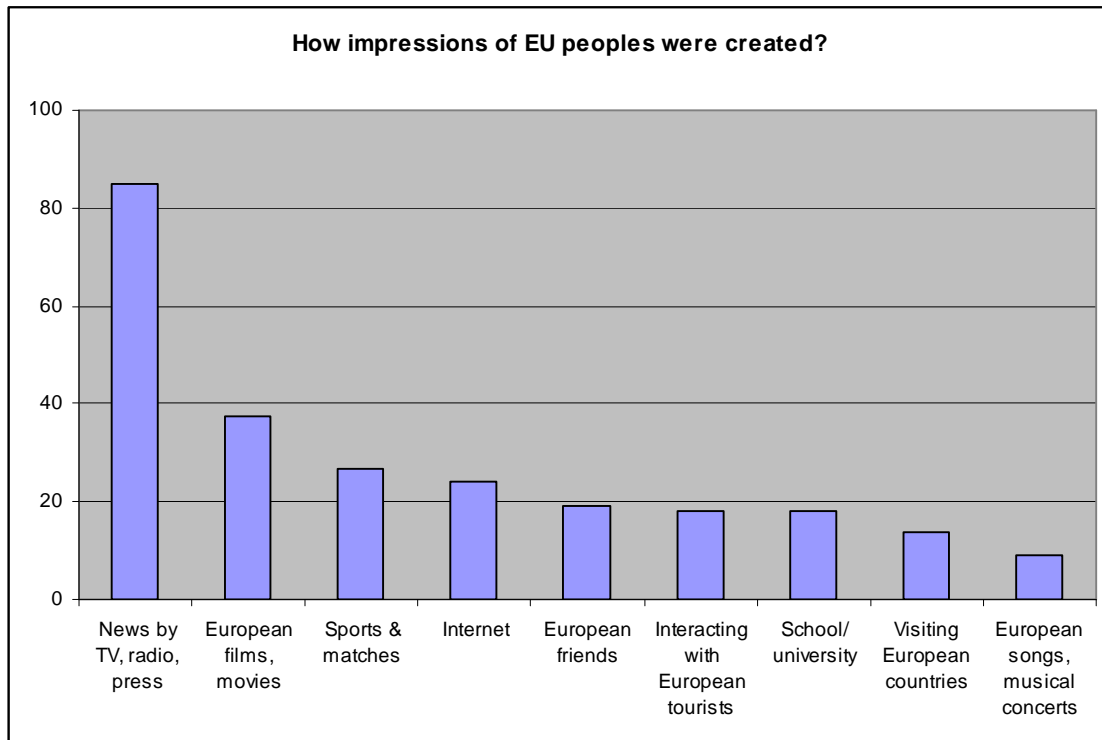
5) People were asked about their impression of the EU peoples. The vast majority, 74.1%, described EU peoples as having a friendly nature, followed by 73.5 describing them as open and tolerant; 71.5% perceiving them as not hostile to the Arabs, 69.2% seeing them as hard-workers, and 62.2% describing them as creative and energetic.

However, over 70% of the surveyed persons deemed the EU peoples as not being understanding to Arabs' cases, and not sharing a historical and cultural background with the Arabs.



Refer to table 30 in the annex for the responses of the citizens, the elite, and the sample as a whole.

6) When asked how they built their impression of the EU peoples, the vast majority (84.8%) identified that the news broadcasted by TV, radio or printed press made them build their impression. Other sources received much less recognition, such as European films (37.4%), sport matches (26.9%), internet (24.2%). Interestingly, the smallest segment of people, 9%, identified that European songs and musical concerts made them formulate their opinions of the EU peoples. The same applies to the elite, where only 8.4% identified that last source.

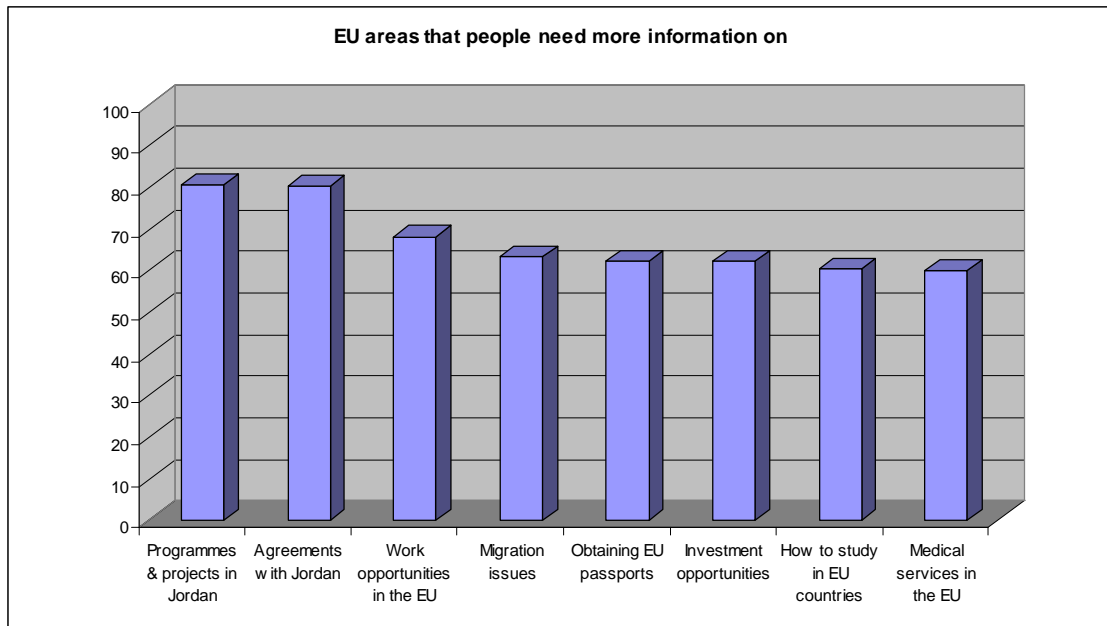


Refer to table 31 in the annex for the responses of the citizens, the elite, and the sample as a whole.

7) The survey asked people to specify the areas that they believe they lack information on regarding the EU. The vast majority (80%) identified the two utmost areas that they believe they need to know much more about: 1) the programmes and projects the EU implements in Jordan, and 2) the agreements the EU has signed with Jordan. The same two areas were equally identified by the elite.

This totally supports the outcomes reached in this survey and study, which clearly indicate people's lack of information and knowledge on these two areas.

Other areas received less, though considerable, recognition, such as work opportunities in the EU, migration and passport issues, investment, studying, and medical services, all of which were identified by over 60% of the sample as necessary to gain more information of.



Refer to table 32 in the annex for the responses of the citizens, the elite, and the sample as a whole.

Annex: Survey Findings:

Table (1): Basic knowledge of the European Union, and related policies & agreements

Level of knowledge	Total sample (%)			Citizens (%)			Elite (%)		
	Very much	Average	Very little/ zero- knowledge	Very much	Average	Very little/ zero- knowledge	Very much	Average	Very little/ zero- knowledge
The European Union	9.9	44.7	45.4	6.9	40.4	52.7	17.1	54.5	28.4
European Neighbourhood Policy	6.6	32.2	61.2	4.0	25.8	70.2	12.7	47.2	40.1
European-Jordanian partnership and cooperation	6.6	27.2	66.2	5.3	20.9	73.8	9.7	42.1	48.2
Barcelona Declaration	3.3	12.0	84.7	2.0	8.9	89.1	6.4	19.4	74.2

Table (2): When was the European Union formulated?

Year of EU establishment	Total sample %	Citizens %	Elite %
1942	0.1	0.1	-
1945	0.4	0.6	-
1949	0.2	0.3	-
1950	0.1	-	0.3
1951	0.2	0.3	-
1954	0.2	0.1	0.3
1957	0.5	0.3	1.0
1960	0.2	-	0.7
1965	0.1	0.1	-
1970	0.4	0.6	-
1973	0.1	0.1	-
1975	0.2	0.1	0.3
1976	0.1	0.1	-
1978	0.2	0.1	0.3
1979	0.1	0.1	-
1980	0.6	0.6	0.7
1982	0.3	0.3	0.3
1983	0.3	0.3	0.3
1984	0.1	0.1	-
1985	0.4	0.4	0.3
1986	0.1	-	0.3
1987	0.2	0.1	0.3
1988	0.4	0.1	1.0
1989	0.1	-	0.3
1990	2.2	1.4	4.0
1991	1.2	1.3	1.0
1992	2.9	2.1	4.7
1993	1.6	1.1	2.7
1994	0.5	0.3	1.0
1995	1.4	0.9	2.7
1996	0.3	0.3	0.3
1997	2.0	1.4	3.3
1998	2.3	1.1	5.0
1999	1.7	1.6	2.0
2000	4.0	3.9	4.3
2001	0.6	0.3	1.3
2002	1.1	0.9	1.7
2003	0.1	0.1	-
2004	0.6	0.6	0.7
Don't know	71.9	77.6	58.7
Total	100.0	100.0	100.0

Table (3): How many countries compose the European Union?

Number of Countries	Total sample %	Citizens %	Elite %
3	0.1	0.1	-
5	1.1	1.3	0.7
6	0.3	0.1	0.7
7	2.4	2.1	3.0
8	1.3	1.4	1.0
9	0.8	0.9	0.7
10	2.1	1.4	3.7
11	1.2	1.4	0.7
12	5.7	5.4	6.3
13	2.1	2.4	1.3
14	2.0	2.1	1.7
15	4.5	3.3	7.3
16	2.9	2.0	5.0
17	1.7	1.4	2.3
18	0.8	0.7	1.0
19	0.6	0.4	1.0
20	3.0	2.6	4.0
21	1.3	1.1	1.7
22	1.7	2.0	1.0
23	1.6	1.6	1.7
24	0.6	0.4	1.0
25	4.5	3.9	6.0
26	0.8	0.6	1.3
27	4.9	4.3	6.3
28	0.5	0.1	1.3
29	0.3	-	1.0
30	0.6	0.4	1.0
32	0.4	0.3	0.7
33	0.1	0.1	-
34	0.1	0.1	-
35	0.2	0.3	-
40	0.1	0.1	-
Don't know	49.7	55.3	36.7
Total	100.0	100.0	100.0

Table (4): What currency does the European Union use?

Currency	Total sample %	Citizens %	Elite %
Euro	80.2	74.4	93.7
Sterling	0.2	0.1	0.3
Dollar	3.5	4.4	1.3
Yen	0.2	0.3	-
Don't know	15.9	20.7	4.7
Total	100.0	100.0	100.0

Table (5): Can you describe the European flag?

EU flag description	Total sample %	Citizens %	Elite %
Blue background with varied numbers of golden/ yellow stars	15.0	9.1	28.8
Descriptions entirely unrelated to the EU flag	3.3	3.6	2.7
Don't know	81.7	87.3	68.5
Total	100	100	100

Table (6): Where is the location of the European Commission in Jordan?

Location	Total sample %	Citizens %	Elite %
Abdoun	-	-	-
Shmeisani	23.5	20.0	31.3
Other areas	13.7	14.3	12.5
Don't know	62.7	65.7	56.3

Table (7): How do you perceive the action of the EU Commission delegation to Jordan?

Impression	Total sample %	Citizens %	Elite %
Positive	45.1	48.6	37.5
Negative	3.9	2.9	6.3
No impression	51.0	48.6	56.3

Table (8): Have you heard of any of the European Union institutions?

European Union institutions	Total sample %		Citizens %		Elite %	
	Yes	No	Yes	No	Yes	No
EU Delegation	66.4	33.6	59.7	40.3	81.9	18.1
EU Parliament	57.0	43.0	49.9	50.1	73.3	26.7
EU Council	45.4	54.6	41.0	59.0	55.9	44.1

Table (9): How did you learn about the EU?

Source of information about EU	Total sample %		Citizens %		Elite %	
	yes	no	yes	no	yes	no
TV satellite/ sky channels	66.0	34.0	61.3	38.7	76.9	23.1
Local Jordan TV	58.3	41.7	55.7	44.3	64.2	35.8
Newspapers/ magazines	47.4	52.6	39.7	60.3	65.6	34.4
Internet	22.3	77.7	16.2	83.8	36.5	63.5
Radio	21.3	78.7	19.6	80.4	25.2	74.8
School/ university	16.6	83.4	15.8	84.2	18.4	81.6
Colleagues	14.2	85.8	10.6	89.4	22.7	77.3
My scope of work	9.9	90.1	7.0	93.0	16.8	83.2
Ads, posters	5.9	94.1	4.9	95.1	8.4	91.6
NGO's	5.8	94.2	3.0	97.0	12.4	87.6
Other	4.8	95.2	4.2	95.8	6.4	93.6
EU publications/ newsletters	4.1	95.9	2.9	97.1	7.0	93.0
EU cultural activities (concerts, festivals)	3.0	97.0	2.2	97.8	5.0	95.0
EU website	2.2	97.8	1.7	98.3	3.4	96.6

Table (10): To what extent do you perceive the European-Jordanian partnership & cooperation impacting political, economic, social & cultural life in Jordan?

Type of impact	Total sample %	Citizens %	Elite %
Positive	57.8	52.5	70.1
Neutral	22.3	25.1	15.8
Negative	10.3	10.4	10.1
I don't know	9.6	12.0	4.0
Total	100	100	100

Table (11): How much do you know about the following programmes implemented by the European Commission to Jordan?

European Commission Programmes in Jordan	Total sample %			Citizens %			Elite %		
	Very much	Average	Very little/ zero-knowledge	Very much	Average	Very little/ zero-knowledge	Very much	Average	Very little/ zero-knowledge
Support to Palestinian refugees	20.2	35.7	44.1	17.3	33.8	48.9	27.0	40.3	32.7
Programme for the promotion of human rights & democratisation in Jordan	16.0	32.8	51.2	13.1	29.4	57.5	22.7	40.6	36.7
Project for women	15.8	34.6	49.6	12.7	30.6	56.7	23.2	43.9	32.9
Poverty reduction project	10.3	37.9	51.8	9.2	33.0	57.8	13.0	49.3	37.7
Cultural programmes	9.6	29.9	60.5	8.8	26.5	64.7	11.4	37.7	50.9
Support to the water sector (Meda Water and Miyah)	8.9	30.6	60.5	6.9	27.2	65.9	13.8	38.4	47.8
Promoting private sector reform	8.5	24.3	67.2	7.3	20.6	72.1	11.4	33.0	55.6
Support for the implementation of the Association Agreement in Jordan	7.3	24.9	67.8	6.1	20.0	73.9	10.1	36.5	53.4
Promoting civil society projects for NGO's (e.g. Sharaka)	7.0	20.8	72.2	5.1	17.6	77.3	11.4	28.5	60.1
Youth programme	6.9	31.1	62.0	5.9	27.9	66.2	9.4	38.6	52.0
Promoting industrial modernisation programme (EJADA)	6.0	22.3	71.7	3.7	18.7	77.6	11.3	30.7	58.0
Support for the regional economic integration (e.g. Agadir agreement)	3.1	17.2	79.7	2.9	13.9	83.2	3.7	25.0	71.3

Table (12): Have you ever been involved with any of the following programmes implemented by the European Commission to Jordan?

Programmes implemented by the European Commission	Total sample %		Citizens %		Elite %	
	yes	no	yes	no	yes	no
Support to Palestinian refugees	9.5	90.5	8.0	92.0	13.0	87.0
Project for women	8.2	91.8	6.2	93.8	13.1	86.9
Cultural programmes	6.8	93.2	5.6	94.4	9.7	90.3
Programme for the promotion of human rights & democratisation in Jordan	6.6	93.4	5.2	94.8	10.0	90.0
Youth programme	6.5	93.5	5.6	94.4	8.7	91.3
Poverty reduction project	6.1	93.9	5.3	94.7	8.0	92.0
Support to the water sector (Meda Water and Miyah)	4.8	95.2	3.6	96.4	7.7	92.3
Promoting private sector reform	4.2	95.8	3.5	96.5	6.0	94.0
Promoting industrial modernisation programme (EJADA)	4.2	95.8	3.0	97.0	7.0	93.0
Promoting civil society projects for NGO's (e.g. Sharaka)	4.0	96.0	2.7	97.3	7.0	93.0
Support for the implementation of the Association Agreement in Jordan	3.3	96.7	2.6	97.4	5.0	95.0
Support for the regional economic integration (e.g. Agadir agreement)	2.0	98.0	1.6	98.4	3.0	97.0

Table (13): How did you learn about the above programmes implemented by the European Commission to Jordan?

Sources of information about EC programmes in Jordan	Total sample %		Citizens %		Elite %	
	yes	no	yes	no	yes	no
Local Jordan TV	52.1	47.9	48.9	51.1	59.5	40.5
TV satellite/ sky channels	49.8	50.2	44.9	55.1	61.2	38.8
Newspapers/ magazines	46.2	53.8	39.3	60.7	62.2	37.8
Internet	16.9	83.1	12.6	87.4	26.8	73.2
Radio	16.2	83.8	15.6	84.4	17.7	82.3
Colleagues	13.3	86.7	9.6	90.4	22.1	77.9
School/ university	12.6	87.4	11.9	88.1	14.4	85.6
My scope of work	9.9	90.1	6.6	93.4	17.7	82.3
Beneficiaries of EU projects	9.8	90.2	8.3	91.7	13.4	86.6
NGO's	6.0	94.0	3.4	96.6	12.0	88.0
Posters/ advertisements	5.8	94.2	4.9	95.1	8.0	92.0
EU publications/ newsletters	3.9	96.1	3.1	96.9	5.7	94.3
Other	3.4	96.6	3.3	96.7	3.7	96.3
EU cultural activities (concerts, festivals)	3.0	97.0	2.1	97.9	5.0	95.0
EU website	2.4	97.6	1.6	98.4	4.3	95.7

Table (14): To what extent do you see the following programmes positively impacting political, economic, social and cultural life in Jordan?

EU programmes	Total sample %				Citizens %				Elite %			
	Very much	Average	Little/ no impact	I don't know	Very much	Average	Little/ no impact	I don't know	Very much	Average	Little/ no impact	I don't know
Support to Palestinian refugees	27.9	31.7	27.1	13.3	24.5	30.8	28.7	16.0	35.8	33.8	23.3	7.1
Youth programme	25.0	35.3	26.0	13.7	22.6	33.7	27.8	15.9	30.6	39.1	21.8	8.5
Project for women	23.0	36.0	27.9	13.1	20.0	34.7	30.0	15.3	29.9	39.2	22.8	8.1
Poverty reduction project	20.9	33.9	33.5	11.7	18.3	31.0	36.6	14.1	27.2	40.6	26.2	6.0
Support to the water sector (Meda Water and Miyah)	20.6	28.8	34.9	15.7	18.1	26.9	36.7	18.3	26.4	33.1	30.7	9.8
Programme for the promotion of human rights & democratisation in Jordan	20.0	36.2	30.9	12.9	16.9	33.2	34.4	15.5	27.2	43.3	22.8	6.7
Promoting private sector reform	18.8	31.4	35.7	14.1	16.4	15.8	29.8	38.0	25.8	34.9	30.5	8.8
Cultural programmes	18.8	34.8	31.4	15.0	16.6	33.0	33.2	17.2	23.8	39.3	27.2	9.7
Support for the implementation of the Association Agreement in Jordan	18.2	29.5	34.3	18.0	16.1	26.3	37.7	19.9	23.2	37.1	25.9	13.8
Promoting industrial modernisation programme (EJADA)	14.6	27.6	39.6	18.2	12.3	24.1	43.1	20.5	19.9	36.0	31.3	12.8

EU programmes	Total sample %				Citizens %				Elite %			
	Very much	Average	Little/ no impact	I don't know	Very much	Average	Little/ no impact	I don't know	Very much	Average	Little/ no impact	I don't know
Promoting civil society projects for NGO's (e.g. Sharaka)	12.6	28.5	39.8	19.1	9.6	27.7	41.8	20.9	19.5	30.6	35.1	14.8
Support for the regional economic integration (e.g. Agadir agreement)	7.6	25.3	44.6	22.5	6.8	21.6	46.6	25.0	9.4	34.0	40.1	16.5

Table (15): Are EU programmes in Jordan fairly distributed across the following different levels?

	Total sample %				Citizens %				Elite %			
	Fair	Average	Unfair	Does not apply	Fair	Average	Unfair	Does not apply	Fair	Average	Unfair	Does not apply
Educational levels	12.7	27.4	30.8	29.1	11.9	26.5	29.8	31.8	14.6	29.5	33.2	22.7
Gender	11.7	28.9	30.5	28.9	11.8	26.3	30.5	31.4	11.2	34.9	30.8	23.1
Age groups	9.0	27.5	34.2	29.3	9.1	24.9	34.1	31.9	8.8	33.4	34.5	23.3
Rich and poor people	7.6	17.2	45.9	29.3	7.4	16.8	43.6	32.2	8.1	18.3	51.2	22.4
Governorates	4.7	20.4	46.6	28.3	5.1	18.8	44.6	31.5	3.7	24.3	51.1	20.9

Table (16): Are EU programmes in Jordan congruent to the priorities of the Government of Jordan?

	Total sample %	Citizens %	Elite %
Yes	51.8	48.1	60.7
No	29.5	30.6	26.8
I don't know	18.7	21.3	12.5
Total	100	100	100

Table (17): Are EU programmes in Jordan correctly addressing the problems of the Jordanian people?

	Total sample %	Citizens %	Elite %
Yes	42.4	38.4	51.7
No	42.1	44.1	37.5
I don't know	15.5	17.5	10.8
Total	100	100	100

Table (18): What areas are missing in the EU-Jordanian partnership?

Missing areas in EU-Jordanian partnership	Total sample %	Citizens %	Elite %
Poverty and unemployment	24.7	23.9	17.4
Social issues	20.5	20.7	13.5
Education	13.5	13.0	9.7
Economic development and reform	12.5	11.4	9.7
Health	9.7	8.7	7.7
Political reform	8.3	4.9	9.7
Raising awareness on EU-Jordanian partnership content	7.6	4.3	9.0
Science, culture and technology	6.6	3.8	7.7
Development of rural areas, governorates and infrastructure	5.6	3.8	5.8
Economic, trade and tourism cooperation	3.5	2.2	3.9
Assisting small projects	3.1	2.7	2.6
Agriculture and environment	3.1	1.6	3.9
Support for civil society organisations	2.8	0.5	4.5
Corruption and administrative reform	2.4	1.1	3.2
Media	2.1	0.5	3.2
Fight against drugs	2.1	1.6	1.9
Water and energy	2.1	1.1	2.6
Support of Palestinian refugees	1.7	1.1	1.9
Other*	8.0	8.2	5.2

*"Other" included responses such as: maintaining equality between Jordanian governorates; activating EU programmes in Jordan; and simplifying issues of EU migration and visas.

Table (19): How much positive has EU-Jordanian cooperation been in the political and security fields regarding the following?

Political and Security fields	Total sample %			Citizens %			Elite %		
	Positive	Average	Negative	Positive	Average	Negative	Positive	Average	Negative
Combating terrorism	34.8	22.1	43.1	31.4	21.8	46.8	42.6	22.8	34.6
Cooperation on foreign and security policy	33.8	14.4	51.8	29.3	12.8	57.9	44.3	18.1	37.6
Human Rights & Fundamental Freedoms	32.2	23.4	44.4	28.8	21.9	49.3	40.3	26.8	32.9
Democracy & Rule of Law	25.2	19.0	55.8	23.0	16.2	60.8	30.5	25.5	44.0
Conflict prevention & crisis management	20.4	25.2	54.4	17.6	22.3	60.1	26.8	31.9	41.3

Table (20): How much positive has EU-Jordanian cooperation been in the economic and financial fields regarding the following?

Economic and Financial fields	Total sample %			Citizens %			Elite %		
	Positive	Average	Negative	Positive	Average	Negative	Positive	Average	Negative
Privatisation programme	46.1	17.1	36.8	41.4	15.8	42.8	57.1	20.1	22.8
Promoting domestic investment & foreign investment	41.4	16.7	41.9	36.9	15.0	48.1	51.9	20.7	27.4
National transport policy (border crossing, aviation, & maritime)	29.5	17.6	52.9	27.7	15.5	56.8	34.0	22.6	43.4
Reforming trade & market relations (movement of goods, promoting exports, simplifying customs)	27.7	22.3	50.0	24.5	20.6	54.9	35.1	26.1	38.8
Enterprise development; improving competitiveness of local industry	25.0	22.7	52.3	22.5	19.1	58.4	30.8	31.1	38.1
Simplifying economic laws & regulations	24.7	25.4	49.9	20.3	23.1	56.6	34.8	30.8	34.4
Intellectual & industrial property rights	24.2	21.6	54.2	19.5	18.3	62.2	35.1	29.1	35.8
Energy (nuclear, electricity & gas)	24.2	26.1	49.7	21.9	23.8	54.3	29.6	31.6	38.8

Economic and Financial fields	Total sample %			Citizens %			Elite %		
	Positive	Average	Negative	Positive	Average	Negative	Positive	Average	Negative
Simplifying company laws & rights of establishment	22.6	20.7	56.7	17.9	19.7	62.4	33.6	23.2	43.2
Price & fiscal stability, lowering public debt	17.2	40.2	42.6	14.2	36.2	49.6	24.2	49.3	26.5
Promoting government's financial management, accountability, control, & audit systems	15.7	25.1	59.2	13.5	21.2	65.3	21.1	34.1	44.8
Poverty reduction	14.0	49.7	36.3	11.5	46.9	41.6	19.8	56.4	23.8
Addressing unemployment	11.6	52.3	36.1	10.7	47.9	41.4	13.7	62.6	23.7
Encouraging equality	7.4	45.1	47.5	6.7	39.3	54.0	9.1	58.7	32.2

Table (21): How much positive has EU-Jordanian cooperation been in the social and cultural fields?

Social and Cultural fields	Total sample %			Citizens %			Elite %		
	Positive	Average	Negative	Positive	Average	Negative	Positive	Average	Negative
Information society (IT)	56.4	9.3	34.3	52.7	8.4	38.9	65.0	11.3	23.7
Vocational training programmes	49.0	14.6	36.4	46.4	13.6	40.0	54.8	17.1	28.1
Science & technology, research & development	45.7	13.9	40.4	42.4	12.2	45.4	53.3	18.0	28.7
Reforming the education system (schools & higher education)	38.5	23.3	38.2	36.2	21.4	42.4	44.0	27.7	28.3
Environment protection	35.1	24.8	40.1	33.0	22.7	44.3	40.1	29.8	30.1
Youth exchanges in intercultural dialogue	34.9	20.3	44.8	32.7	17.0	50.3	40.2	27.9	31.9
Cultural cooperation programmes	34.7	19.0	46.3	33.0	14.9	52.1	38.7	28.3	33.0
Public health & health security	33.4	25.6	41.0	31.9	22.3	45.8	37.0	33.3	29.7
Social & cultural dialogue	27.0	24.0	49.0	25.0	20.2	54.8	31.7	33.0	35.3

Social and Cultural fields	Total sample %			Citizens %			Elite %		
	Positive	Average	Negative	Positive	Average	Negative	Positive	Average	Negative
Justice (migration issues, visa, asylum, border management; fight against drugs, organised crime, money laundering; combating terrorism)	24.4	33.6	42.0	21.2	31.5	47.3	32.1	38.5	29.4

Table (22): Does the EU rank first, second, third, or fourth largest donor to refugee camps in Jordan?

Rank	Total sample %	Citizens %	Elite %
Second	32.4	31.7	34.0
First	20.5	16.3	30.3
Third	17.0	18.1	14.5
Fourth	16.7	17.9	13.8
Don't know	13.4	16.0	7.4
Total	100	100	100

Table (23): To what extent do you perceive the EU as being pro-Arab in the region?

EU stance toward Arab issues	Total sample %	Citizens %	Elite %
Neutral	48.5	46.9	52.0
Anti-Arab	36.0	36.5	34.9
Very pro-Arab	11.8	12.4	10.4
Don't know	3.7	4.2	2.7
Total	100	100	100

Table (24): To what extent do you perceive EU policies as being independent of US policies regarding Arab regional conflicts?

Level of independence	Total sample %	Citizens %	Elite %
Very independent	54.2	53.4	55.9
Neutral	29.4	28.6	31.4
Pro-US	13.0	13.4	12.0
Don't know	3.4	4.6	0.7
Total	100	100	100

Table (25): How would you like the EU to behave in tensions erupting in the Arab region?

EU performance toward Arab issues	Total sample %	Citizens %	Elite %
Independent of US policy and does not obey, or automatically follow, US policy	75.5	71.2	85.3
Stand up to and supports Arabs' legitimate rights	51.2	49.2	56.2
Deal fairly with Arab issues	48.2	51.7	43.2
Work positively toward ending Israeli occupation of Palestine	44.3	47.3	40.1
Eliminate financial debt of Jordan and Arab countries	28.2	24.0	36.3
Respect Arab and Islamic culture	22.8	17.3	33.2
Provide economic aid to Jordan	20.0	13.5	32.2
Other *	10.5	12.5	7.2

*"Other" included responses such as: Using the veto to condemn Israeli actions; confronting US policies; combating injustice and suffering of peoples; encouraging Arab countries toward democratisation; and not supporting Israel.

Table (26): What is your general impression of EU governments?

General impression of EU governments	Total sample %		Citizens %		Elite %	
	Yes	No	Yes	No	Yes	No
An economic and technological block	76.6	23.4	73.1	26.9	84.7	15.3
An unavoidable power in the new world order	66.8	33.2	64.3	35.7	72.7	27.3
Free and democratic	63.0	37.0	61.2	38.8	67.3	32.7
Influential in the global sphere	53.4	46.6	52.4	47.6	55.7	44.3
Influential in the Arab sphere	46.0	54.0	44.3	55.7	50.0	50.0
Active in voicing out its opinions and stances	44.8	55.2	46.1	53.9	41.7	58.3
Peace-seeking	38.8	61.2	37.7	62.3	41.3	58.7
Delivering substantial financial assistance to Arab countries	38.5	61.5	35.7	64.3	45.0	55.0
Delivering substantial technical assistance to Arab countries	37.6	62.4	34.2	65.8	45.3	54.7
Active in fighting terrorism	36.6	63.4	33.1	66.9	44.8	55.2
Non active	11.6	88.4	11.5	88.5	12.0	88.0

Table (27): How did you build this impression of the EU governments?

How were these impressions created?	Total sample %		Citizens %		Elite %	
	Yes	No	Yes	No	Yes	No
From the news broadcasted by TV, radio or printed press	83.8	16.2	82.5	17.5	86.7	13.3
From the EU foreign policy towards the Arab region	41.2	58.8	34.1	65.9	57.7	42.3
From what people say about the EU	27.5	72.5	27.1	72.9	28.3	71.7
From the internet	17.9	82.1	14.6	85.4	25.7	74.3
From visiting European countries	6.0	94	1.6	98.4	16.1	83.9

Table (28): Do you feel that all EU governments have coherent and unified stands on issues related to the region?

	Total sample %	Citizens %	Elite %
No	54.5	49.8	64.7
Yes	45.5	50.2	35.3
Total	100	100	100

Table (29): If not, which countries do you feel adopt different stands on certain issues?

Country	Total Sample %	Citizens %	Elite %
France	46.2	45.3	47.9
United Kingdom	30.4	26.1	38.1
Germany	18.6	16.6	22.2
Denmark	6.8	5.7	8.8
Spain	5.5	4.9	6.7
Belgium	2.6	2.3	3.1
Sweden	1.8	1.7	2.1
Norway	1.5	1.4	1.5
Greece	0.9	0.9	1.0
Austria	0.7	0.6	1.0
Switzerland	0.6	0.6	0.5
Finland	0.2	0.3	0.0

Table (30): What is your general impression of EU peoples?

General impression of EU peoples	Total sample %		Citizens %		Elite %	
	Yes	No	Yes	No	Yes	No
Hard-working	69.2	30.8	66.2	33.8	76.3	23.7
Creative and energetic	62.2	37.8	58.3	41.7	71.2	28.8
Different to the US people	56.4	43.6	51.9	48.1	66.9	33.1
Honest	43.3	56.7	41.0	59.0	48.5	51.5
Enjoy rich tradition and culture	41.6	58.4	39.2	60.8	47.3	52.7
Racial	37.8	62.2	38.8	61.2	35.5	64.5
Totally westernized	37.4	62.6	37.7	62.3	36.8	63.2
Understanding to Arabs' cases	29.9	70.1	28.8	71.2	32.4	67.6
Share historical and cultural similarities with Arabs	29.4	70.6	26.8	73.2	35.5	64.5
Hostile towards the Arabs	28.5	71.5	29.9	70.1	25.1	74.9
Open and tolerant	26.5	73.5	24.8	75.2	30.4	69.6
Have a friendly nature	25.9	74.1	26.1	73.9	25.4	74.6
Conservative and closed	19.3	80.7	19.1	80.9	19.7	80.3

Table (31): How did you build this impression of EU peoples?

How were these impressions created?	Total sample %		Citizens %		Elite %	
	Yes	No	Yes	No	Yes	No
From the news broadcasted by TV, radio or printed press	84.8	15.2	84.0	16.0	86.6	13.4
From watching European films, movies	37.4	62.6	36.8	63.2	38.8	61.2
From sports and matches	26.9	73.1	23.5	76.5	34.8	65.2
From the internet	24.2	75.8	19.8	80.2	34.4	65.6
From European friends	19.2	80.8	14.8	85.2	29.4	70.6
From interacting with European tourists visiting Jordan	18.2	81.8	14.8	85.2	26.1	73.9
From school/ university	18.2	81.8	15.4	84.6	24.8	75.2
From visiting European countries	13.7	86.3	7.7	92.3	27.5	72.5
From listening to European songs, musical concerts	9.0	91.0	9.3	90.7	8.4	91.6

Table (32): What areas do you lack knowledge/ information in regarding the EU?

Areas that need more information regarding the EU	Total sample %		Citizens %		Elite %	
	Yes	No	Yes	No	Yes	No
Programmes and projects in Jordan	80.5	19.5	80.7	19.3	80.0	20.0
Agreements with Jordan	80.2	19.8	81.1	18.9	78.0	22.0
Work opportunities/ work permits in the EU	68.1	31.9	69.5	30.5	65.0	35.0
Migration issues	63.3	36.7	63.6	36.4	62.7	37.3
Obtaining EU passports	62.0	38.0	63.8	36.2	57.7	42.3
Investment opportunities	62.0	38.0	63.8	36.2	58.0	42.0
How to study in EU countries	60.4	39.6	62.9	37.1	54.7	45.3
Medical services in the EU	60.0	40.0	61.7	38.3	56.0	44.0