

Statistics: Public access to the documents held by the European Commission

Did you know that both individuals and organisations have the right to request documents held by the European Commission – regardless of their nationality, place of residence/registration?

		Answers	Ratio
Yes		312	54.17 %
No		260	45.14 %
No Answer		4	0.69 %

Have you ever requested access to documents held by the Commission?

		Answers	Ratio
Yes		84	14.58 %
No		227	39.41 %
No Answer		265	46.01 %

How did you submit your request?

		Answers	Ratio
Online request form, on europa.eu		60	10.42 %
Email		32	5.56 %
Post		1	0.17 %
Other		3	0.52 %
No Answer		492	85.42 %

Did you find it easy to submit your request?

		Answers	Ratio
Very easy		10	1.74 %
Easy		39	6.77 %
Difficult		11	1.91 %
Very difficult		0	0 %
No Answer		516	89.58 %

Do you have an EU-Login account?

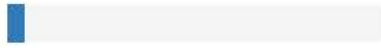
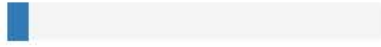
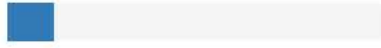
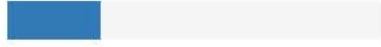

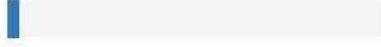
EU Login is the Commission's user authentication service. It allows authorised users to access a wide range of Commission web services using a single email address and password. Read more on EU Login (<https://webgate.ec.europa.eu/cas/about.html>).

		Answers	Ratio
Yes		153	26.56 %
No		417	72.4 %
No Answer		6	1.04 %

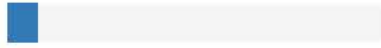
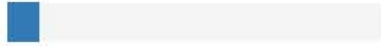
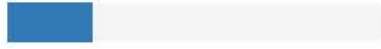
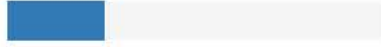
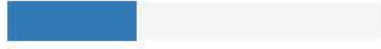
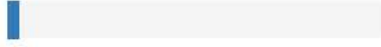
**In your view, what should be the main features of an online platform for requesting access to documents? Please rank the usefulness of the following features from 1 (least useful) to 5 (most useful).
: A personalised user account, allowing you to submit requests, update your profile, etc.**

		Answers	Ratio
1		76	13.19 %
2		58	10.07 %
3		109	18.92 %
4		95	16.49 %
5		219	38.02 %
No Answer		19	3.3 %

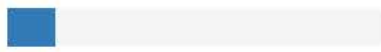
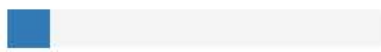
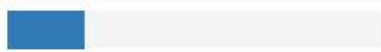
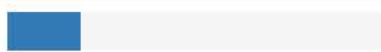
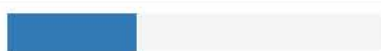
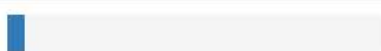
In your view, what should be the main features of an online platform for requesting access to documents? Please rank the usefulness of the following features from 1 (least useful) to 5 (most useful).
 : Step-by-step guidance on how best to identify, in your request, the documents you want

		Answers	Ratio
1		24	4.17 %
2		31	5.38 %
3		69	11.98 %
4		140	24.31 %
5		297	51.56 %
No Answer		15	2.6 %

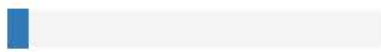
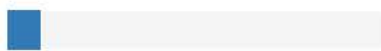
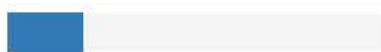
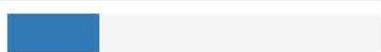
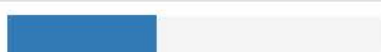
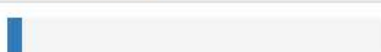
In your view, what should be the main features of an online platform for requesting access to documents? Please rank the usefulness of the following features from 1 (least useful) to 5 (most useful).
 : An overview of all your requests

		Answers	Ratio
1		44	7.64 %
2		46	7.99 %
3		129	22.4 %
4		146	25.35 %
5		196	34.03 %
No Answer		15	2.6 %

In your view, what should be the main features of an online platform for requesting access to documents? Please rank the usefulness of the following features from 1 (least useful) to 5 (most useful).
 : Smartphone-friendly interface

		Answers	Ratio
1		70	12.15 %
2		63	10.94 %
3		116	20.14 %
4		109	18.92 %
5		195	33.85 %
No Answer		23	3.99 %

In your view, what should be the main features of an online platform for requesting access to documents? Please rank the usefulness of the following features from 1 (least useful) to 5 (most useful).
 : A form allowing you to contest the initial decision

		Answers	Ratio
1		31	5.38 %
2		48	8.33 %
3		114	19.79 %
4		138	23.96 %
5		226	39.24 %
No Answer		19	3.3 %

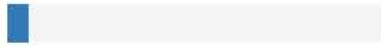
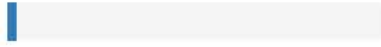
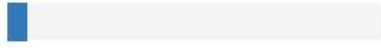
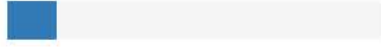

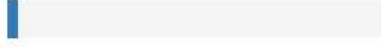
In your view, what should be the main features of an online platform for requesting access to documents? Please rank the usefulness of the following features from 1 (least useful) to 5 (most useful).
 : A way of communicating directly with the Commission through the platform about your request

		Answers	Ratio
1		23	3.99 %
2		39	6.77 %
3		94	16.32 %
4		141	24.48 %
5		266	46.18 %
No Answer		13	2.26 %

In your view, what should be the main features of an online platform for requesting access to documents? Please rank the usefulness of the following features from 1 (least useful) to 5 (most useful).
 : An option to receive an email alert every time there is a development with your request

		Answers	Ratio
1		27	4.69 %
2		33	5.73 %
3		85	14.76 %
4		136	23.61 %
5		278	48.26 %
No Answer		17	2.95 %

In your view, what should be the main features of an online platform for requesting access to documents? Please rank the usefulness of the following features from 1 (least useful) to 5 (most useful).
 : Access through the platform to the (fully or partially) released documents

		Answers	Ratio
1		30	5.21 %
2		12	2.08 %
3		29	5.03 %
4		73	12.67 %
5		419	72.74 %
No Answer		13	2.26 %