



ANNUAL SURVEY REPORT:
AZERBAIJAN

4th Wave (Spring 2019)

OPEN Neighbourhood —
Communicating for a stronger partnership:
connecting with citizens across the Eastern
Neighbourhood

MAY 2019

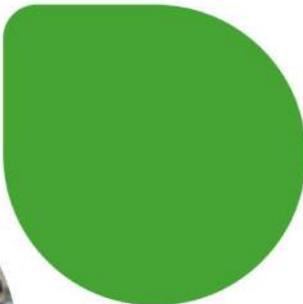
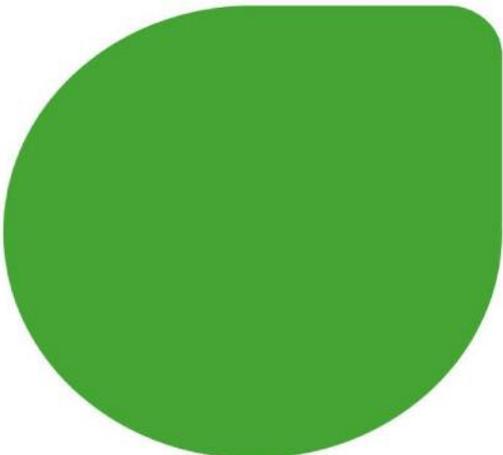


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*The surveys have been carried out in the six Eastern Partner countries by ACT LLC
and their network partners*

1. Background

Between February and March 2019, a third wave of annual surveys was carried out across the six Eastern partner countries (Armenia, Azerbaijan, Belarus, Georgia, the Republic of Moldova and Ukraine). The research was conducted within the framework of the EU-funded 'OPEN Neighbourhood — Communicating for a stronger partnership: connecting with citizens across the Eastern Neighbourhood' ('**EU NEIGHBOURS east**') project.

The '**EU NEIGHBOURS east**' project aims to increase the understanding of European Union (EU) support in the Eastern Partner (EaP) countries through improved communication. The **overall objective** of the project is to contribute to the improvement of public perception of the EU, as well as to a better understanding of European policies and their impact through the regional and bilateral EU support and cooperation programmes in the EaP countries.

The project develops information and communication materials, carries out public diplomacy, awareness-raising and information campaigns, and assesses the perception of the EU and its support through opinion polling and media monitoring.

The purpose of the annual surveys is to investigate the opinion and the level of information that citizens of the EaP countries have on the EU in general and, in particular, on EU-funded cooperation and development programmes/projects. In order to monitor changes over time, the surveys are being carried out annually from 2016 until 2020.

This document presents the results of the **4th wave of annual surveys** (spring 2019) conducted in **Azerbaijan**¹ and is organized around four main sections:

- **General perceptions of the EU**
This section looks at how citizens perceive the EU's image, the relationship between their country and the EU, their awareness of the EU's financial support and their opinion of its benefits, as well as their level of trust towards the EU, also compared with the role of other foreign institutions. During the third wave, a new set of questions that touched upon perceived myths about the EU, was also added, in order to gather greater insights on how the EU is perceived by citizens.
- **Sources of information**
This section looks at the main sources of information in the country, both in the national language and foreign languages. Specific focus is placed on EU-related information, programmes financed by the EU and its institutional communication instruments.
- **Country evaluation and future expectations**
This section provides an assessment of how citizens view their country's and their personal future. Specific focus is placed on current functioning of democracy and most pressing concerns.
- **Profiling attitudes towards the EU**
This section is dedicated to profiling citizens with a positive and a neutral stance towards the EU. Attitudes are profiled against a comprehensive set of indicators, such as the main socio-demographic characteristics, passive and active exposure to EU-related information, awareness and effectiveness of EU's financial support, level of trust towards the EU and other foreign institutions, perceptions of the country's and personal future and main concerns, and common beliefs about the EU.

All sections, together with an analysis of the results of the 4th wave of the survey, also provide comparisons between the findings of the 2018, 2017 and 2016 surveys where relevant.

¹ A similar report has been produced for each Eastern partner country. In addition, a macro-area/regional overview report that compares the results across the region is available.

2. Research methodology in brief

The survey was conducted in February/March 2019, following the same methodology adopted in the previous rounds of data collection (spring 2018, 2017 and 2016): 1,000 face-to-face interviews were carried out and respondents were randomly selected according to the sampling strategy described below. In order to estimate the characteristics of the target population (i.e. general population aged 15 and over and living in the country), the sampling weights were calculated by applying a specifically designed estimation procedure.

Sampling strategy

The survey used a two-stage sample design, with settlements as primary sampling units (PSUs) and individuals as secondary units.

In the first stage, the sample was composed of 30 units (cities/towns) and stratified by unit size, expressed in terms of population, level of urbanisation and geographical area. Three groups of settlements² and three areas³ were used for a total of nine strata. Within each stratum, three or four sample units were randomly selected, with the probability of their selection proportional to their size. A compromise between an equal allocation and a proportional allocation was applied in order to distribute the secondary sampling units (1,000 individuals) by strata. In each selected settlement, a minimum of 20 interviews were carried out. The additional interviews that were carried out were distributed proportionally to the PSU's size.

The second-stage sample was also stratified. In this case, gender and age⁴ were considered for a total of six strata. In each selected settlement, secondary sampling units were distributed proportionally among strata.

The individuals to be interviewed were selected randomly, according to the random walk⁵ principle.

Estimation phase

An estimation procedure was carried out in order to estimate the characteristics of the target population from the survey respondents. The technique used for the construction of the survey estimator (i.e. sampling weights) was based on the predictive approach to regression estimator. In particular, a calibration estimator was built based on the general category of model-assisted estimators (Deville and Särndal 1992). The procedure included the computation of a sampling design weight for each sampled respondent by calculating the inclusion probability of both primary and secondary sampling units (i.e. settlements and individuals) and the calibration of the sampling design weights to known population totals. The calibration variables were the same as those used in the previous wave (settlement size, gender, age, employment status, geographical area, education level, religion and mother tongue).

² Groups of settlements: 1) Small settlements (less than 20,000 inhabitants); 2) Medium-sized settlements (20,000-150,000 inhabitants); 3) Large settlements (above 150,000 inhabitants) / Capital.

³ Geographical areas: 1) North-East (Absheron, Dakhlik Shirvan, Guba-Khachmaz, Shaki-Zagatala); 2) South-East (Baku city, Lankaran, Aran); 3) West (Ganja-Gazakh).

⁴ Age groups: 1) 15-34 years; 2) 35-54 years; 3) 55 or more years.

⁵ This technique is based on very precise instructions for the interviewers. First, a starting point should be selected for each cluster. Second, it is necessary to define a step. A step can be defined according to the size of the cluster. The third important consideration is the movement route. Each interviewer should have detailed instructions on how to follow the route in rural settlements and urban areas. Each interviewer should begin from the starting point, according to the predefined step size and route, and contact a total predefined number of households.

3. Survey findings

3.1. Executive summary

General perceptions of the EU

- Around **one in two Azerbaijanis have a positive image of the European Union (46%)**; around **one in three hold a neutral stance (31%)** and around **one in ten hold a negative view (8%)**. Compared to 2018, **positive views have increased by 7%** and are currently in line with other EaP countries, such as Georgia and Moldova. Also, the **number of citizens who have no awareness or have never heard of the EU continues to decline (15%, down 4% since 2017)**.
- **Over three quarters of citizens associate the EU with most positive values**, such as ‘economic prosperity’ (78%), ‘rule of law’ (78%), ‘human rights’ (77%), ‘freedom of the speech’ (76%), ‘peace, security and stability’ (75%) and ‘freedom of the media’ (75%). **At a personal level, Azerbaijanis attach most importance to ‘peace, security and stability’ (52%)**, possibly due to the continuing challenge of the unresolved conflict over Nagorno-Karabakh.
- In general, trust in international institutions is quite low in the country and even lower than in 2018: the **EU, which is the most trusted foreign institution**, scored a 35% level of trust (it was 40% last year). Yet the decrease seems linked to unawareness rather than distrust: between 34% and 47% of the respondents did not answer the question or had never heard of the related institutions.

EU relations with Azerbaijan and awareness of EU financial support

- Three quarters of the population described the **relations between Azerbaijan and the EU as ‘fairly good’ (58%) or ‘very good’ (16%)**, showing a significant improvement compared to 2018 (up 9 percentage points).
- Currently **only 28% of citizens know that the EU provides financial support to Azerbaijan**, with no change since 2018. Their **assessment of the effectiveness of EU support is positive (70%)** and **43% know about specific EU-funded programmes**, especially in the field of **education (65%)**. In fact, **nearly 60% of Azerbaijanis are convinced that the ‘EU provides tangible benefits to citizens in everyday life’**.
- Over 60% of citizens recognise the positive effects of the EU in strengthening tourism (70%) and trade (63%) and more so compared to 2018 (up 5% and 18% respectively). Over one in two citizens also mentioned the positive effects on education (59%, up 11%), access to products and services (54%, up 8%) and agricultural production (52%, up 13%). Around 40% of citizens would positively favour future support from the EU to ‘create greater employment opportunities’ and ‘promote better education’.

Media usage as sources of information

- **National media in Azerbaijani are the only media whose usage is widespread in the country** (78% of the population ‘always’ rely on them, 8% ‘often’ and 8% ‘sometimes’). **TV is the most popular media source** – only 4% of citizens never watch it – followed, at a distance, by word of mouth – 34% never rely on it – and Internet – 37% never access it.
- The usage of foreign media and media in foreign languages is more limited and sporadic: around 65% of citizens never use media in Russian and around 70% never rely on media in other languages, with only around one in ten citizens ‘always’ relying on them.

Sources of information about the EU

- **One in four Azerbaijanis say they have seen or heard information about the EU in the last three months (26%). This figure represents an increase compared to last year (up 7 %),** even if it does not come near to the levels recorded in 2016 when bilateral negotiations with the EU on a new relationship agreement started.
- TV is by far the most important source of passive exposure (82%) and much more so compared to 2018 (up 22%). Around 45% of Azerbaijanis also heard or saw information on the EU via the Internet, confirming the historically increasing trend (up 7% since 2018 and 14% since 2017).
- **Around 45% of citizens who have heard about the EU felt that national media presented the European Union positively** (13% 'very positively', 30% 'fairly positively'). However, just as last year, one in five Azerbaijanis were unable to express a definite opinion (19%).
- Azerbaijanis have a low interest in the European Union and only around one in four citizens either 'frequently' (17%) or 'very frequently' (6%) access information on the EU, with a decrease of 7% since 2018.
- 'Active searchers of information about the EU' are mainly interested in the 'lifestyle in the EU' (39%, up 17%), 'socio-political news' (35%), 'economic news' (33%) and 'educational/cultural programmes' (32%). Only around 10% are interested in the 'relations between their country and the EU' (12%) and the 'opportunities offered by the EU' (7%). Even less respondents searched information about the 'relations with other EaP countries' (5%).
- No change was observed in the rating of EU-related information and positive opinions were recorded from around 65% of active searchers with regard of all characteristics.

View of Azerbaijan's current situation

- **Confirming the trend recorded in previous years, Azerbaijanis continue to share a great deal of trust towards their political institutions:** 85% of citizens trust the Government and around 70% both the Parliament (70%) and regional and local public authorities (67%). Most citizens also feel confident about the religious authority (59%) as well as the political parties (51%).
- These very positive views somewhat conflict when confronted with the assessment of the functioning of democracy in the country. Only one in two Azerbaijanis (49%) is in fact satisfied with the way democracy works – most of which are only 'fairly satisfied'.
- The analysis of the respondents answers regarding the path towards democratic governance is consistent with findings recorded in 2018: between 15% and 33% citizens definitely agree that all democratic indicators apply to their country, with 'protection of the rights of minorities', 'good governance' and 'gender equality' scoring the highest figures. The most important challenge in the country, according to one in two citizens, remains corruption (49% of citizens 'not really' or 'definitely not' agree).
- **Around 70% of Azerbaijanis are optimistic towards their own future (67%) as well as the future of their country (68%).** Most pressing problems are also consistent with 2018 results: unemployment (67%), low salaries/pensions (42%) and low living standards/poverty (26%) continue to be citizens' main concerns. Surprisingly, corruption – which is considered widespread in the country by at least half of the population – was indicated by only 18% of citizens and less so compared to last year (down 10%).

Profiling attitudes towards the EU: positive versus neutral

- Compared to 2018 – when the profile of EU supporters and neutral citizens was quite similar – the characteristics of both groups seem now more distinct. More specifically, **EU supporters** – which account for 46% of the population (up 7% since 2018) – tend to be more concentrated among males (53%), to belong to the youngest age group (51% are 15–34 years) and to be settled in the south-eastern parts of the country (63%) - where Baku, the capital city is located – or in the west (17%).
- On the other hand, **neutrally oriented citizens** – which make up 31% of Azerbaijanis – are more frequently found among females (57%) and middle-aged individuals (41%). Nearly 45% live in larger cities (up 7% since 2018), with as much as 66% concentrated in the south east and only one in ten in the west of the country.
- Neutral citizens display lower levels of both passive and active exposure to EU-related information: 78% of them have not heard any information about the EU in the three months preceding the survey and 66% never accessed any information on it (versus 66% and 47% respectively for EU supporters). Compared to 2018, a decrease of 10% was recorded for both their passive and active exposure.
- Contrariwise to EU supporters, who display a strong preference for new media (63%), the neutral citizens are just as likely to rely on Internet and social media (50%) or exclusively on traditional media (48%). The usage of national media in Azerbaijani is common for both groups; but neutral citizens are less keen to rely on media in Russian (24%) and other foreign languages (19%) than the EU supporters (respectively 30% and 26%).
- **Greater exposure to EU-related information and the habit of searching diverse media sources translate into a more positive image of the EU and a greater confidence in it.** Currently 47% of EU supporters trust the EU (versus 24% of neutral citizens); 83% have a positive image of the relations between EU and Azerbaijan (versus 75%); 40% acknowledge its financial support (versus 20%) and 79% rate it as ‘effective’ (versus 52%).
- With regard to common beliefs, EU supporters share the most positive views, with between 45% and 67% of individuals ‘strongly’ or ‘somewhat’ agreeing with all the proposed statements (versus between 37% and 53% for neutral citizens). The latter seem also much less confident in sharing their beliefs – the share of ‘don’t know’ responses varies between 31% and 43%.
- Neutral individuals are more pessimistic regarding their country’s future (27% versus 21% for EU supporters) and particularly troubled by ‘unemployment’ (72%), ‘low salaries and pensions’ (45%), ‘low living standards/poverty’ (29%), the ‘economic crisis’ (14%) and the ‘unaffordability of the healthcare’ (10%). This finding is consistent with the slightly higher percentage of unemployed citizens and, particularly, large cities residents found among neutral citizens. Apparently, the rural population is less vulnerable to poverty than segments of the urban population, as it can take refuge in the largely privatized agricultural sector, at the same time benefitting from lower costs of living.

3.2. Perceptions of the European Union

*Around one in two Azerbaijanis have a positive image of the EU (46%); around one in three hold a neutral stance (31%) and around one in ten has a negative view (8%), recording an increase in positive perceptions (up 7%) which aligns the country with other EaP countries, such as Georgia and Moldova. At the same time, the share of citizens who have no awareness or have never heard of the EU continues to decline (15%, down 4% since 2017). Three quarters of the population also describe the relations between Azerbaijan and the EU as ‘good’, and associate the European Union with many positive values. However, Azerbaijanis continue to display low levels of awareness regarding international institutions which, in turn, affects their level of trust and capability to reckon the effectiveness of the financial support received. **The European Union – which is the most trusted external partner** – is trusted by only 35% of the population and only 28% of citizens know that it provides financial support to their country. According to most citizens, tourism and trade are the areas that have benefitted most from EU support, together with education, access to products and services and agricultural production.*

This section looks at how Azerbaijani citizens perceive the EU’s image and their opinion of the benefits of the EU’s financial support, also compared with the role of other international institutions.

3.2.1. General perceptions of the EU

Around one in two Azerbaijanis have a positive image of the European Union (46%); around one in three hold a neutral stance (31%) and around one in ten hold a negative view (8%). Compared to 2018, positive views have increased by 7 percentage points. It is also worth noting that the number of citizens who have no awareness or have never heard of the EU continues to decline (15%, down 4% since 2017).

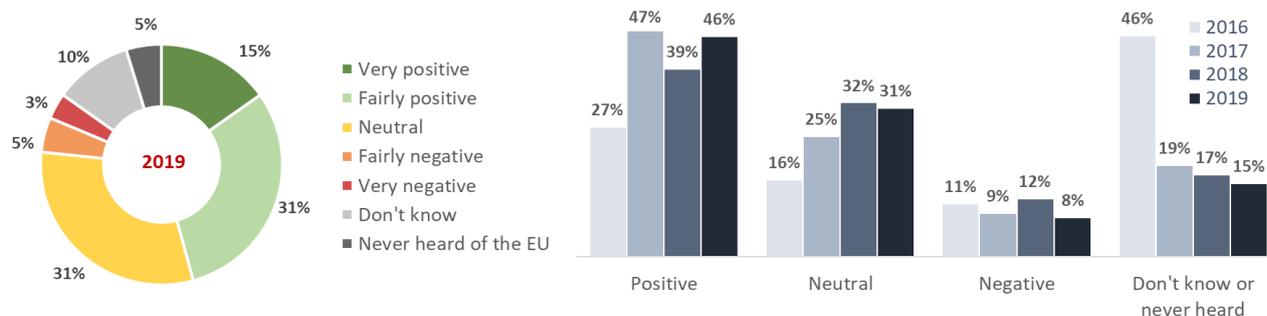
In general, residents of larger cities are the most likely to have heard about the European Union – only 6% answered ‘don’t know’ or ‘never heard of the EU’ versus 19% of individuals living in small settlements and 23% of those living in medium-sized settlements. Accordingly, residents of the south-east (where Baku is located) are more likely to know about the European Union than residents of other areas of the country – 12% answered ‘don’t know’ or ‘never heard of the EU’ versus 22% of western residents and 21% of north-eastern residents. The latter are also less likely to feel positive about the EU – only 37% have a positive stance, versus 47% of individuals living in the south-east and 50% of western residents.

Highly educated citizens and males have a higher level of awareness of the EU, whereas lower educated citizens and females share less awareness and have more neutrally oriented views towards the European Union.

Another interesting finding is that currently **51% of younger individuals have a ‘very’ or ‘fairly positive’ attitude towards the EU (up 11% since last year)**⁶.

⁶ More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 1.

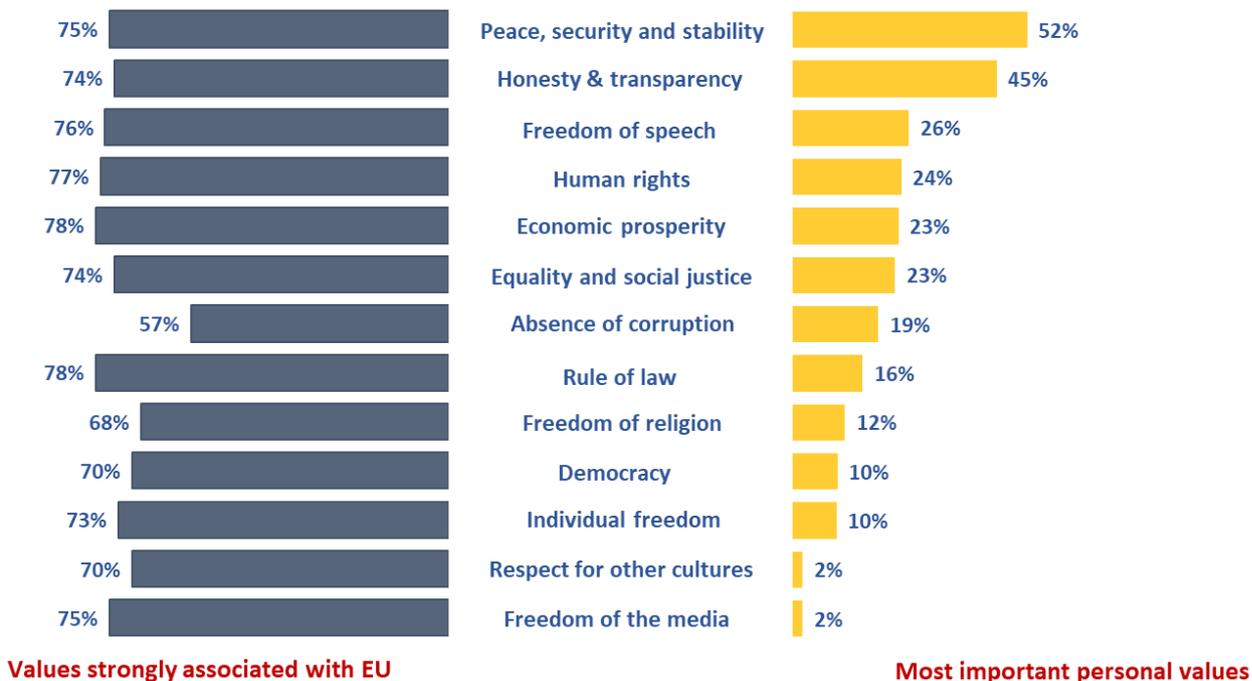
FIGURE 1 – Do you have a ‘very positive’, ‘fairly positive’, ‘neutral’, ‘fairly negative’ or ‘very negative’ image of the European Union? (Q2.1)



Associations with the EU are overall very positive and over three quarters of citizens associate the EU with most values, such as ‘economic prosperity’ (78%), ‘rule of law’ (78%), ‘human rights’ (77%), ‘freedom of the speech’ (76%), ‘peace, security and stability’ (75%) and ‘freedom of the media’ (75%)⁷. ‘Absence of corruption’ gathered a lower level of association, nevertheless most citizens (57%) ‘strongly’ or ‘very strongly’ linked it with the EU. At a personal level, Azerbaijanis attach most importance⁸ to ‘peace, security and stability’ (52%). Nearly one in two citizens named ‘honesty and transparency’ (45%), and around one in five mentioned ‘freedom of speech’ (26%), ‘human rights’ (24%), ‘economic prosperity’ (23%) and ‘equality and social justice’ (23%).

FIGURE 2 – Values ‘strongly’ or ‘very strongly’ associated with the EU (Q2.3) & three most important personal values (Q4.7)

(Percentages refer to Azerbaijanis who have heard of the EU)



⁷ More details are provided in Annex – Table 2.

⁸ Respondents were asked to choose and rank their three most important personal values from a list of 13 items.

One in two Azerbaijanis (50%) are confident that ‘the EU fosters the preservation of traditional values in their society’, with no change compared to last year. Nevertheless, it should be noted that almost a third of citizens did not have a definite opinion on the issue (31%)⁹.

FIGURE 3 – ‘The EU fosters the preservation of traditional values in our society’.
To what extent do you agree with this statement about the EU?
(Percentages refer to Azerbaijanis who have heard about the EU)



Perceptions of the EU were also assessed through an open-ended question in which respondents were asked to name the first issues that came to their mind when thinking of the EU. Over 40% of Azerbaijanis did not answer the question either because they ‘had nothing to say’ (37%) or ‘the question was too hard to answer’ (5%). Around one in five citizens named the ‘economic/political union’ (18%), while 1% mentioned ‘European integration’, ‘relations with Azerbaijan’ and ‘EU member states’. As for the other free associations, positive responses were overall prevalent: 17% cited ‘economic prosperity/high standards of living’ and 6% ‘development/progress’. Only around 1% of citizens felt they could not trust the European Union, perceived it as ‘against Islam/Muslim countries’ and unable to solve the Nagorno-Karabakh conflict.

Azerbaijan is a member of a number of international organisations, including the UN. It has established a partnership with NATO and enjoys positive relations with the EU¹⁰, but has so far refused the status as an observer to the Eurasian Economic Union (EEU). In general, **trust in foreign institutions is quite low in the country and even lower than in 2018. For instance, the European Union, which is the most trusted international institution, scored a 35% level of trust** (it was 40% last year) and NATO enjoys a minimal (20%) level of trust (25% in 2018). The decrease in trust seems primarily linked to **an increase in ‘don’t know’** responses rather than an increase in open distrust: currently between 34% and 47% of the population did not answer the question or had never heard of the above-mentioned institutions.

With regard to the EU, the highest shares of ‘don’t know’ responses were observed among unemployed citizens (43%), people living in the north-east of the country (43%) and in smaller settlements (40%); whereas higher levels of both awareness and trust were found among residents of medium sized settlements (81% and 55% respectively) and, to a lesser extent, highly educated citizens (73% and 44% respectively). Individuals living in larger settlements (39%) and older citizens (38%) are more likely to distrust the European Union compared to their socio-demographic counterparts¹¹.

⁹ The third wave saw the introduction of a new set of questions, targeted at gaining greater insights into how the Union is perceived by the citizens. Respondents were asked to rate their agreement with the following set of statements according to a five-grade scale (‘strongly’, ‘somewhat’, ‘not really’, ‘not at all’, or ‘don’t know’): ‘the EU fosters the preservation of traditional values in our society’, ‘the EU provides tangible benefits to citizens in their everyday lives’, ‘the EU is committed to fighting corruption’, ‘the EU is an independent actor in foreign relations’ and ‘integration with the EU increases the country’s security and stability’.

¹⁰ The EU-Azerbaijan Partnership and Co-operation Agreement was signed in 1996, formalising the relationship between the country and the European Union.

¹¹ More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 3.

FIGURE 4 – Trust towards different institutions (Q2.11)
(Percentages refer to Azerbaijanis who have heard of the EU)

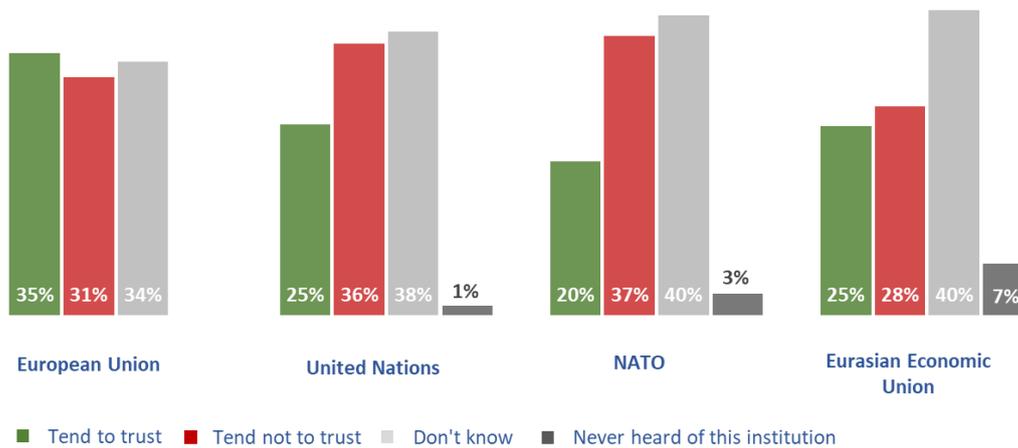
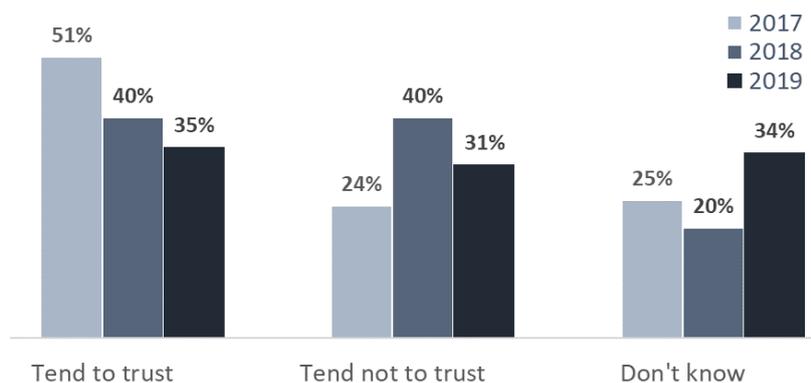


FIGURE 5 – Trust towards the EU (Q2.11)
(Percentages refer to Azerbaijanis who have heard of the EU)



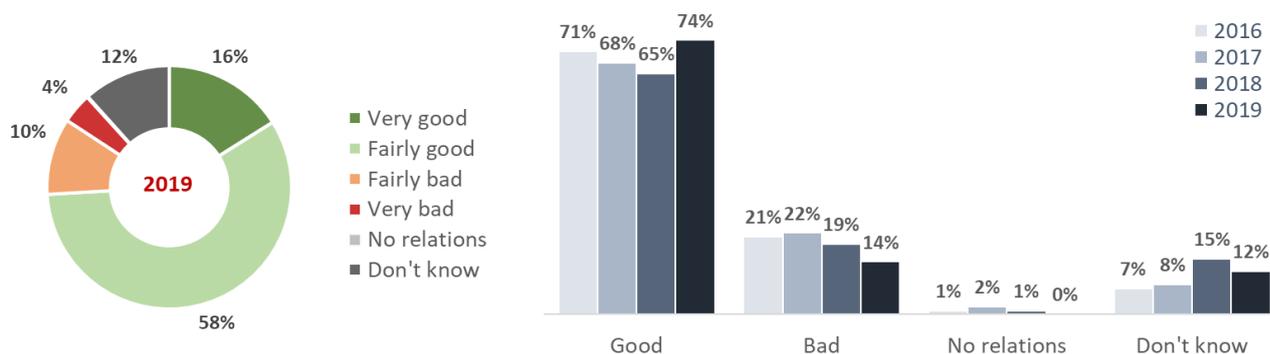
3.2.2. EU relations with Azerbaijan and awareness of EU financial support

Three quarters of the population described the relations between Azerbaijan and the EU as ‘fairly good’ (58%) or ‘very good’ (16%) and this figure shows a significant improvement if compared with the 2018 findings (up 9 percentage points). Positive views were widespread among all socio-demographic groups and only residents of the west of the country (58%) and, to a lesser extent, larger settlements (67%) were less positive in rating EU-Azerbaijan relations. Among the latter, one in four also provided a negative opinion (26%) whereas 30% of western residents did not provide a definite answer, recording the highest ‘don’t know’ share of all groups¹².

¹² More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 4.

FIGURE 6 – In general, how would you describe the relations that the European Union has with your country? (Q2.4)

(Percentages refer to Azerbaijanis who have heard of the EU)



Nearly 40% of Azerbaijanis who have heard of the EU perceive it as an independent actor in foreign relations. Views are less positive compared to 2018 (down 10 percentage points). It should also be noted that nearly 40% of individuals did not provide a definite opinion on the issue (37%, up 6% since 2018)¹³.

FIGURE 7 – ‘The EU is an independent actor in foreign relations’.
To what extent do you agree with this statement about the EU?

(Percentages refer to Azerbaijanis who have heard of the EU)



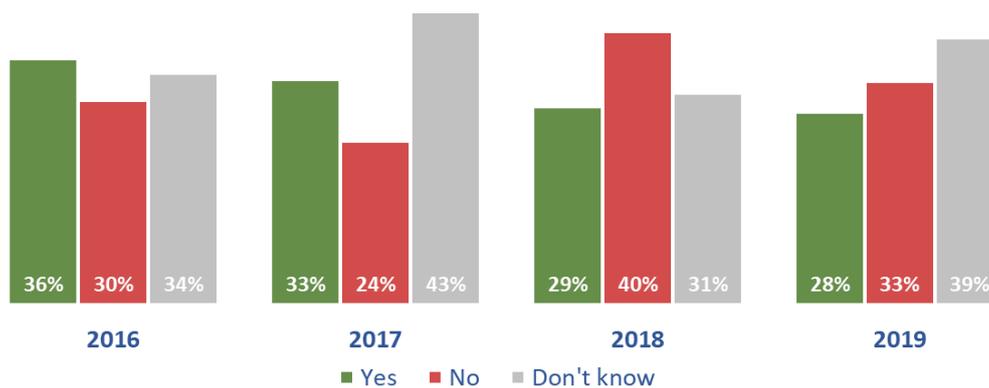
The acknowledgement of the EU’s financial support is consistent with 2018 findings, and currently only 28% of citizens know that the EU provides financial support to Azerbaijan. However, a large shift from negative answers (33%, down 7% since 2018) to unawareness has been recorded (39%, up 8%). Residents of medium-sized settlements (37%) and the south-east of the country (34%) are the most likely to acknowledge EU support. Positive responses also decrease with age, from 32% of younger individuals to 23% of older individuals. People living in the north-eastern part of the country (54%) are the least informed on the issue while residents of bigger cities are the most likely to provide a negative answer (41%)¹⁴.

¹³ The third wave saw the introduction of a new set of questions, targeted at gaining greater insights into how the Union is perceived by citizens. Respondents were asked to rate their agreement with the following set of statements according to a five-grade scale (‘strongly’, ‘somewhat’, ‘not really’, ‘not at all’, or ‘don’t know’): ‘the EU fosters the preservation of traditional values in our society’, ‘the EU provides tangible benefits to citizens in their everyday lives’, ‘the EU is committed to fighting corruption’, ‘the EU is an independent actor in foreign relations’ and ‘integration with the EU increases the country’s security and stability’.

¹⁴ More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 5.

FIGURE 8 – As far as you know, does the European Union provide Azerbaijan with financial support? (Q2.5)

(Percentages refer to Azerbaijanis who have heard of the EU)

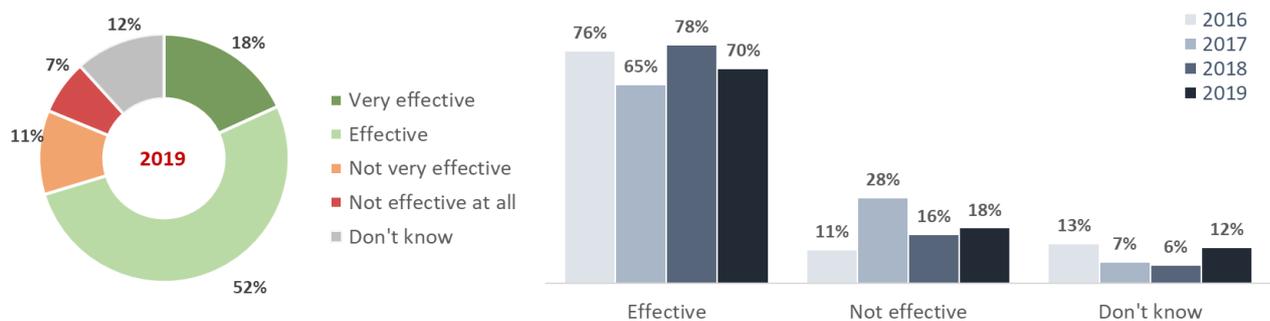


The assessment of the effectiveness of EU’s financial support has also recorded a decrease compared to 2018 and currently stands at 70% (down 8% since 2018). Again, this figure seems mostly linked to the share of individuals who did not provide a definite answer, which has doubled since last year (12%).

Positive opinions seem strongly linked with awareness: the socio-demographic groups providing the highest shares of appreciation were citizens living in middle-sized settlements (81%), south-eastern residents (77%) and individuals belonging to the youngest age bracket (75%) – which are in fact those most likely to acknowledge EU financial support. Accordingly, the most critical appear to be residents of the north-eastern parts of the country (40% deem it not to be ‘effective’), which are in fact the least informed on the subject¹⁵.

FIGURE 9 – How effective do you think the support has been? (Q2.5.1)

(Percentages refer to Azerbaijanis who were aware of the EU’s financial support)



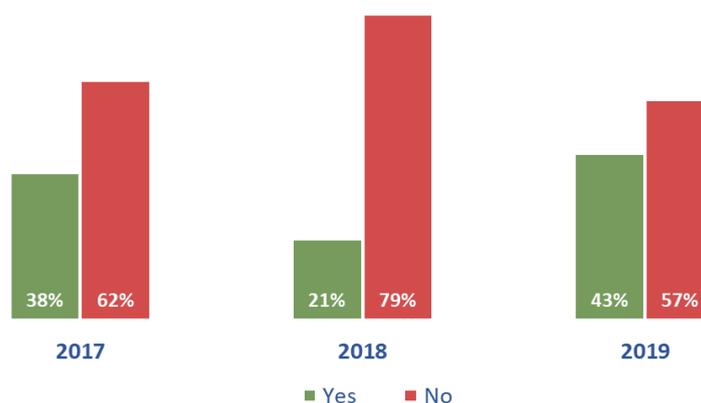
Nearly 45% of those who are aware of the EU’s financial support know about specific EU-funded programmes in Azerbaijan (43%) – and their share has doubled since 2018 (21%). Residents of the south-east of the country (50%) are, on average, much more informed than residents of the north-east (32%) and, particularly, the west (16%). Another strong characterising factor is education and 58% of highly-educated citizens know about specific programs versus 41% of those with a lower level of education¹⁶.

¹⁵ More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 6.

¹⁶ More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 7.

FIGURE 10 – Do you know of any specific programmes financed by the European Union in Azerbaijan? (Q2.6)

(Percentages refer to Azerbaijanis who were aware of the EU's financial support)



As in 2018, the most well-known EU-financed programmes in Azerbaijan relate to the field of ‘education’ (65%). Around 40% of citizens mentioned ‘health and medicine programmes’ (41%); around 30% programmes in the area of ‘agricultural and rural development’ (29%) and ‘economic reforms/business promotion’ (29%). Azerbaijanis are less familiar with EU financial support to other sectors, such as ‘culture’ (16%), ‘infrastructure development’ (14%), ‘justice/police reforms’ (9%) and ‘energy efficiency/global warming’ (2%).

Only 1% of Azerbaijanis have personally been (or know someone who has been) involved in recent EU-funded projects (it was 6% in 2018).

FIGURE 11 – Which specific programme(s) do you know? (Q2.6.1, multiple answers possible)

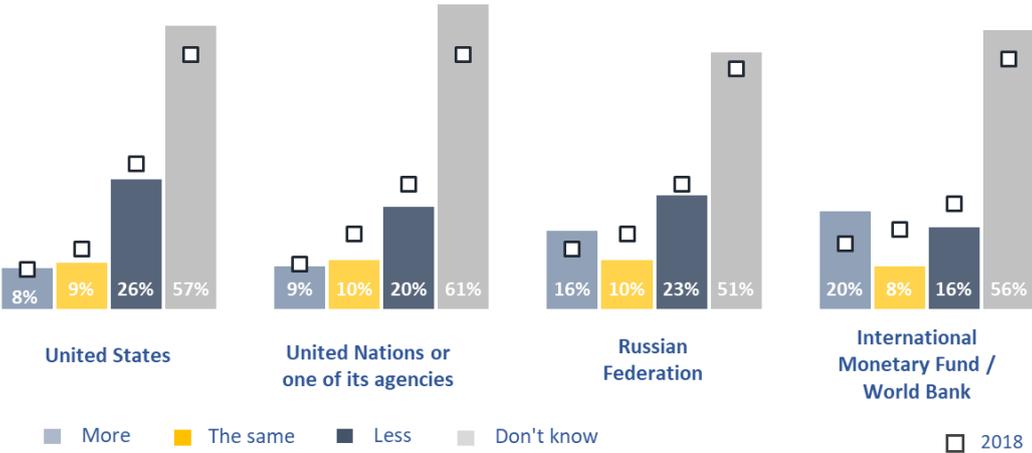
(Percentages refer to Azerbaijanis who were aware of specific programmes financed by the EU)



In line with the finding that sees only 28% of Azerbaijanis aware of the fact that the EU financially supports their country, between 51% and 61% of citizens could not rate the extent of EU support in comparison to that provided by other international organisations, such as the United Nations and its agencies, the International Monetary Fund/World Bank, and the United States of America (it was around 50% in 2018). As for those who provided an answer, all institutions – except for the IMF/WB – are perceived as smaller donors to Azerbaijan in comparison to the EU. Around one in ten citizens consider them as equivalent donors.

FIGURE 12 – As far as you know, for each of the following international institutions, would you say that it provides more, the same, or less financial support to your country than the European Union? (Q2.7)

(Percentages refer to Azerbaijanis who have heard of the EU)



Nearly 60% of Azerbaijanis are convinced that ‘the EU provides tangible benefits to citizens in their everyday lives’¹⁷. Compared to 2018, a very slight increase in positive perception was noticed (up 4%), however one in three individuals did not provide a definite answer to the question (30%).

FIGURE 13 – ‘The EU provides tangible benefits to citizens in their everyday lives’. To what extent do you agree with this statement about the EU?
(Percentages refer to Azerbaijanis who have heard of the EU)

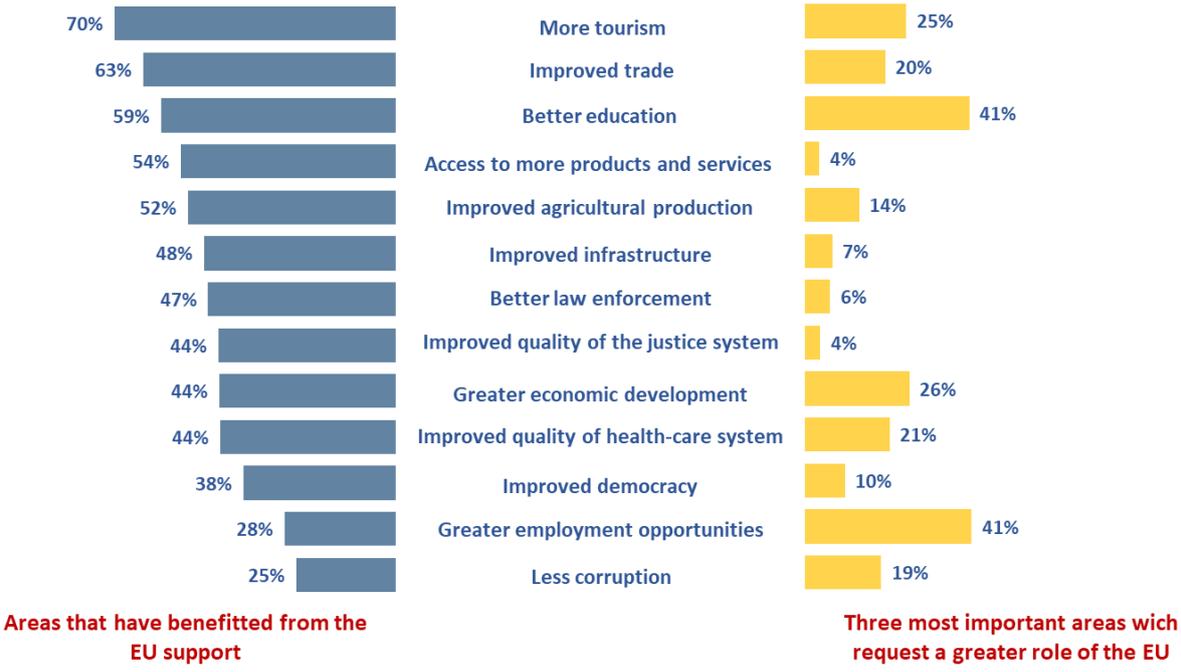


‘Tourism’ (70%) and ‘trade’ (63%) continue to be cited among the areas that have benefitted most from EU support and more so compared to 2018 (up 5% and 18% respectively). Over one in two citizens also mentioned the positive effects on ‘education’ (59%, up 11%), ‘access to products and services’ (54%, up 8%) and ‘agricultural production’ (52%, up 13%).

¹⁷ The third wave saw the introduction of a new set of questions, targeted at gaining greater insights into how the Union is perceived by citizens. Respondents were asked to rate their agreement with the following set of statements according to a five-grade scale (‘strongly’, ‘somewhat’, ‘not really’, ‘not at all’, or ‘don’t know’): ‘the EU fosters the preservation of traditional values in our society’, ‘the EU provides tangible benefits to citizens in their everyday lives’, ‘the EU is committed to fighting corruption’, ‘the EU is an independent actor in foreign relations’ and ‘integration with the EU increases the country’s security and stability’.

On the other hand, the areas that have benefitted the least of EU support are ‘democracy’ (38%), ‘employment opportunities’ (28%) and ‘reduction of corruption’ (25%). Among these, ‘employment’ is the only area where a high number of citizens would favour more support from the EU (41%)¹⁸ – in fact, only one in five citizens wish for more engagement of the EU in tackling ‘corruption’ (19%) and even less in sustaining ‘democracy’ (10%). One reason could be that Azerbaijanis recognise both as what the Transparency International Corruption Index describes as ‘chronic’ issues in the country¹⁹, hence more difficult to be supported by external partners, whereas the effect of EU support on trade, economic growth, as well as education programmes are more tangible and, as such, should be continuously increased²⁰.

FIGURE 14 – Areas that have benefitted ‘very much’ or ‘fairly’ from EU support (Q2.8) & three most important areas in which Azerbaijanis request a greater role of the EU (Q2.9)
(Percentages refer to Azerbaijanis who have heard of the EU)



In fact, when directly asked if the EU is committed to fighting corruption²¹, 45% of Azerbaijanis ‘strongly’ (25%) or ‘somewhat’ (20%) agreed with the statement. However, it should be noted that nearly 40% of citizens did not provide a definite answer – it was around one third of the population in 2018.

¹⁸ Respondents were asked to name and rank the three most important areas in which the EU should play a greater role.
¹⁹ In 2017, Azerbaijan scored 31 out of 100 in the Transparency International Corruption Perceptions Index, indicating what it defines as a ‘chronic’ problem with corruption. See Transparency International at https://www.transparency.org/news/feature/corruption_perceptions_index_2017. According to Eastern Partnership Index 2017, Azerbaijan is also the lowest placed EaP country in terms of democratic rights. See Charting Progress in European Integration, Democratic Reforms, and Sustainable Development Eastern Partnership Civil Society Forum, 2018, <https://eap-csf.eu/eastern-partnership-index/>.
²⁰ More details are provided in Annex – Tables 8 and 9.
²¹ The third wave saw the introduction of a new set of questions, targeted at gaining greater insights into how the Union is perceived by citizens. Respondents were asked to rate their agreement with the following set of statements according to a five-grade scale (‘strongly’, ‘somewhat’, ‘not really’, ‘not at all’, or ‘don’t know’): ‘the EU fosters the preservation of traditional values in our society’, ‘the EU provides tangible benefits to citizens in their everyday lives’, ‘the EU is committed to fighting corruption’, ‘the EU is an independent actor in foreign relations’ and ‘integration with the EU increases the country’s security and stability’.

FIGURE 15 – ‘The EU is committed to fighting corruption’.
To what extent do you agree with this statement about the EU?
(Percentages refer to Azerbaijanis who have heard of the EU)



Nearly half of Azerbaijanis are also ‘strongly’ (25%) or ‘somewhat’ (22%) convinced that integration with the EU will increase the country’s security and stability. Again, a high share of the population did not provide a definite answer (35%), confirming a level of unawareness of the EU, and all related issues and perceptions, which is much higher than in the other EaP countries²².

FIGURE 16 – ‘Integration with the EU increases the country's security and stability’.
To what extent do you agree with this statement about the EU?
(Percentages refer to Azerbaijanis who have heard of the EU)



²² The third wave saw the introduction of a new set of questions, targeted at gaining greater insights into how the Union is perceived by citizens. Respondents were asked to rate their agreement with the following set of statements according to a five-grade scale (‘strongly’, ‘somewhat’, ‘not really’, ‘not at all’, or ‘don’t know’): ‘the EU fosters the preservation of traditional values in our society’, ‘the EU provides tangible benefits to citizens in their everyday lives’, ‘the EU is committed to fighting corruption’, ‘the EU is an independent actor in foreign relations’ and ‘integration with the EU increases the country's security and stability’.

3.3. Sources of information on the EU

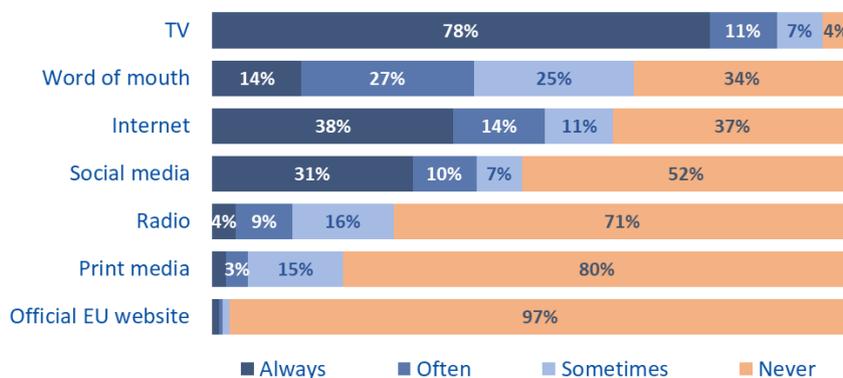
Passive exposure to information has witnessed a great increase since 2018 (up 9%), yet the coverage of EU-related information in Azerbaijan is still low and only 26% of citizens have seen or heard information about the EU in the last three months. This finding can be linked to the restrictions on the media in the country, which makes **national media (94%) – and mainly TV (96%) – the main media source available in the country, and also the most trusted**. Active exposure is also quite low (42%), with only highly educated people (57%) and south-eastern residents (52%) apparently more interested in the European Union. The quality of the information was rated ‘quite positively’ by around 65% of these active searchers, yet, compared to other EaP countries, Azerbaijanis face more difficulties in accessing EU-related information and seem also more critical in evaluating its reliability and trustworthiness.

This section looks at the main sources of information in Azerbaijan, with a focus on specific information about the EU, its programmes and its institutional communication instruments.

3.3.1. Media usage as sources of information

Television continues to be the most popular source of information in the country – only 4% of citizens ‘never’ watch it – followed by ‘word of mouth’ – 34% ‘never’ rely on it – and Internet – 37% ‘never’ access it. However, if only very frequent usage is considered, Internet and new media (with respectively 38% and 31% of individuals ‘always’ relying on them) definitely overcome ‘word of mouth’ (14%). The radio is used by around 30% of the population and print media by 20% of citizens. The official EU websites are rarely accessed (3%) and continues to record a decreasing trend (down 5% since 2018 and 11% since 2017).

FIGURE 17 – Type of media used as a source of information (Q3.7)

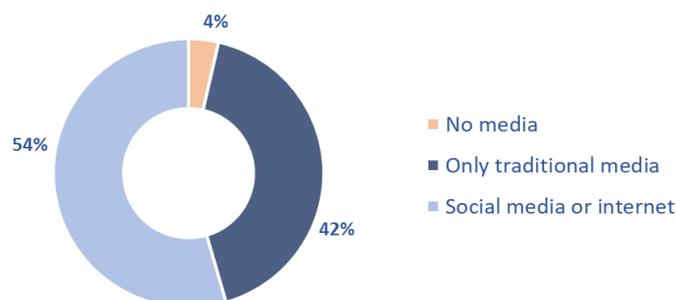


The breakdown of frequent media usage shows that over one in two Azerbaijanis frequently access social media or the Internet (54%); 42% traditional media only; while 4% of citizens do not rely on any media²³. Older generations (72%) are the most likely to rely frequently on traditional media only. Frequent usage of new media decreases with age – peaking at 70% among the younger individuals – and increases with education – peaking at 73% for highly educated individuals – settlement size (72% for larger settlements) and employment status (58% for employed/self-employed citizens). Males are also more likely to be frequent users of new media (59%) compared to females (50%) which, on their hand, are more likely to rely on traditional media only (47% versus 37%)²⁴.

²³ The first includes all individuals who ‘always or often’ use only traditional media (such as television, radio and print media); the second group includes all individuals who always or often use either the Internet (including the official EU websites) or social media; while the last group includes all individuals who do not ‘always or often’ use any of the surveyed media.

²⁴ More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 10.

FIGURE 18 – Type of media frequently used as source of information



Azerbaijanis are very reliant on country media in their national language – 78% of the population ‘always’ rely on them, 8% ‘often’ and 8% ‘sometimes’. The usage of both foreign media and media in foreign languages is more limited and sporadic: around 65% of citizens ‘never’ use national or foreign media in Russian and around 70% ‘never’ rely on national or foreign media in other languages, with only around one in ten citizens ‘always’ relying on these sources. This finding may be linked to the continued restrictions on the media, which make foreign media or media in foreign languages hardly available in the country and basically only online²⁵.

FIGURE 19 – Usage of media in Azerbaijani, Russian and other languages (Q3.7)

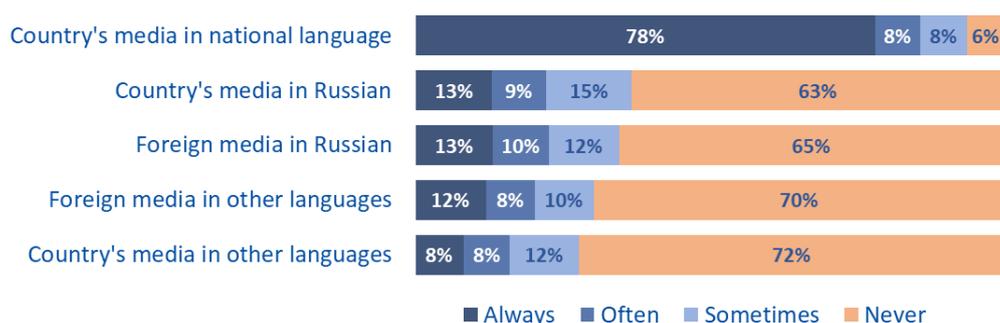


Figure 20 shows how frequently media in Azerbaijani, Russian and other foreign languages are used among the population, irrespective of whether the media is national or foreign²⁶. Again, it can be observed a substantial gap between frequent usage of media in Azerbaijani (86%) versus that of media in Russian²⁷ (29%) and other foreign languages (25%). The latter has however recorded a large increase of 11 percentage points since last year, which can be linked to the high level of access to information.

In fact, if socio-demographic groups are analysed, the usage of media in foreign languages is more widespread within all those categories which are more likely to be frequent users of new media, such as highly educated individuals (38%), citizens of larger settlements (31%), males (29%), and younger individuals (26%).

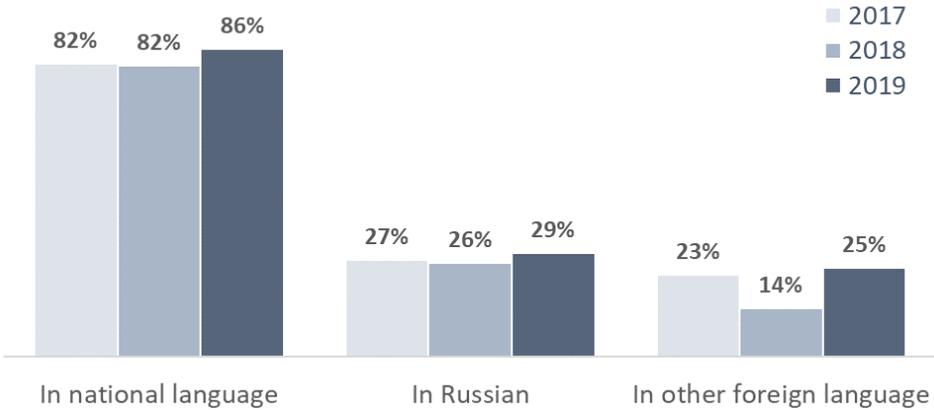
²⁵ According to the World Press Freedom Index, Azerbaijan ranked 163 out of 180 countries. See <https://rsf.org/en/ranking>.

²⁶ Frequent users of media in Azerbaijani are defined as all individuals who ‘always or often’ use media in the national language; those who ‘always or often’ use the country’s or foreign media in Russian are seen as frequent users of media in Russian. Finally, frequent users of media in foreign languages are those who ‘always or often’ use the country’s or foreign media in other languages. The frequent use of media in one language is not exclusive, in the sense that individuals might also access media in other languages.

²⁷ Despite the popularity of the Russian language in Azerbaijan, the lower diffusion of media in Russian can also be explained by the fact that Russian channels are only available through cable television, satellite, aerial or Internet. In fact, it is mainly Azerbaijani journalists who use Russian media as one of their main information sources, together with Turkish media. See: Monitoring of Russian channels by MEMO 98, Final report, 2015 at http://www.csdialogue.eu/sites/default/files/monitoring_report_executive_summary.pdf.

Greater usage of media in Russian was frequently observed among new media users too – 42% for highly educated individuals, 39% for residents of larger settlements and 34% for males – although Russian media users tend to be older than users of media in other foreign languages – 36% for citizens aged 55 and over – reflecting the decreasing appeal of Russian language among younger generations. As for geographical residence, citizens living in the north-east are more likely to frequently rely on both media in Russian and other foreign languages (39% and 41% respectively) than citizens living in other parts of the country, such as the south-east (27% and 21%) and the west (18% and 11%)²⁸.

FIGURE 20 – Frequent usage of media in Azerbaijani, Russian and other languages



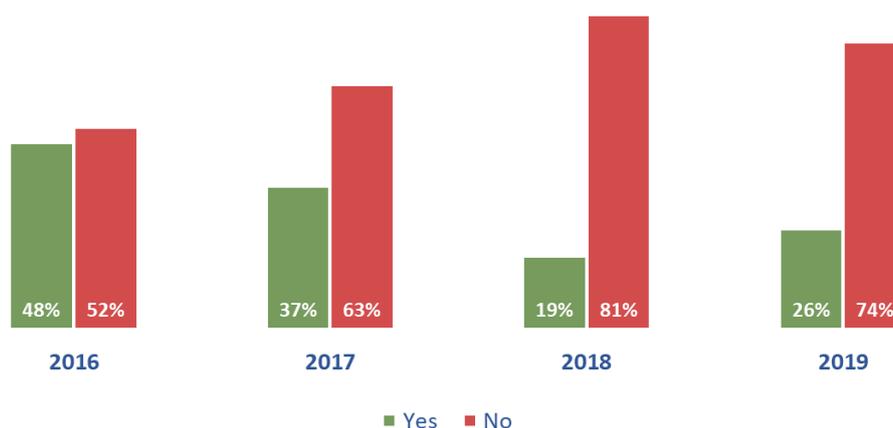
The hierarchy of trust levels towards different media sources is similar to that of the usage patterns: **the majority of the population trust national media in Azerbaijani** (65%, down 11%) and television (62% down 4%). Around one third of the population trust the Internet (35%) and ‘word of mouth’ (31%), with no significant change compared to 2018. All other sources enjoy very little trust – the lowest being the official EU website (5%, down 6% since 2018), however it should be noted that – aside from national media, TV, Internet and ‘word of mouth’ – over half of the population is in fact unable to rate their trust towards these sources²⁹.

3.3.2. Sources of information about the EU

One in four Azerbaijanis say they have seen or heard information about the EU in the last three months (26%). This figure represents an increase compared to last year (up 7 percentage points), even if it does not come near to the levels recorded in 2016 when bilateral negotiations with EU started. The geographical factor is by far the most distinguishing characteristics with 33% of residents of the south-east who have seen or heard information on the EU versus 17% of north-eastern residents and 14% of western residents. Also 34% of the residents of medium-sized settlements have been exposed to EU-related information versus 25% of residents of both larger and smaller settlements. The influence of employment status, education, gender and age are slightly less distinguishing characteristics: around 30% of employed, highly-educated, male and below 55 citizens have been exposed to EU-related information versus 25% of their respective socio-demographic groups³⁰.

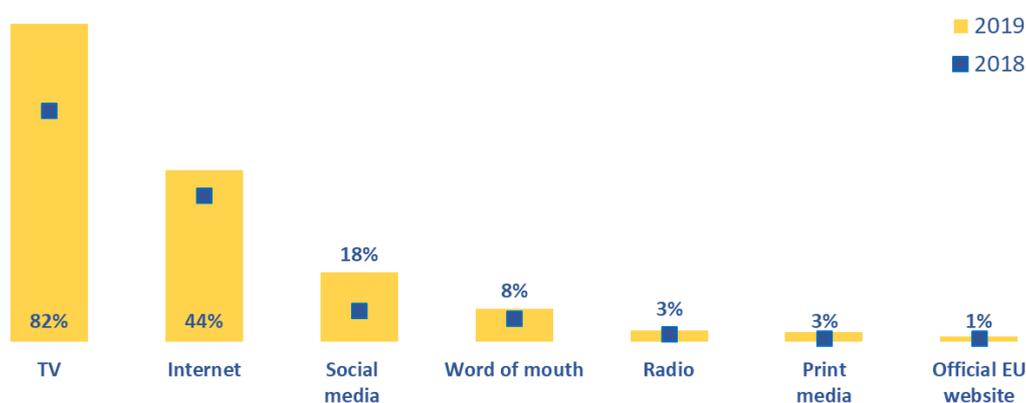
²⁸ More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 11.
²⁹ More details are provided in Annex – Table 12.
³⁰ More details on exposure to information about the EU and socio-demographic characteristics are provided in Annex – Table 13.

FIGURE 21 – Have you seen or heard any information about the EU in the last three months? (Q3.2)
(Percentages refer to Azerbaijanis who have heard of the EU)



TV is by far the most important source of passive exposure (82%) and much more so compared to last year (up 22%). Around 45% of Azerbaijanis also heard or saw information about the EU via the Internet, confirming the historically increasing trend of this media source (up 7% since 2018 and 14% since 2017) and 18% via social media (up 10% since 2018). All other media sources were each mentioned by less than one in ten citizens.

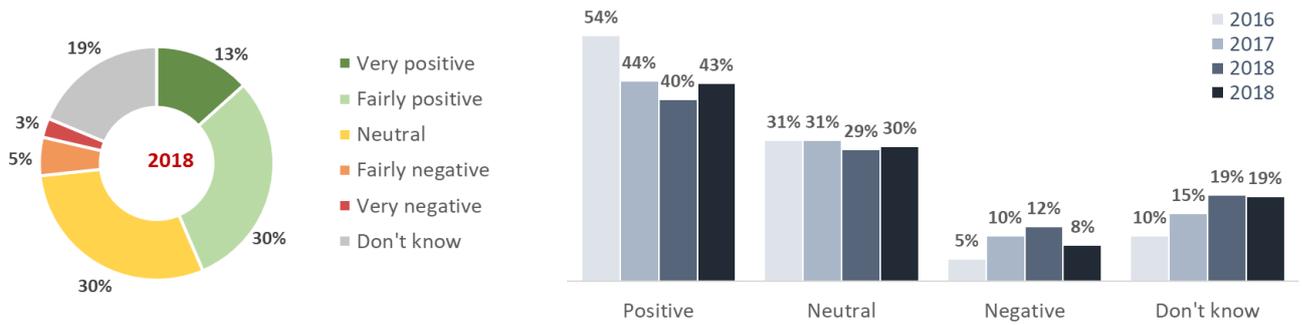
FIGURE 22 – Where or from whom have you seen or heard information about the EU in the last three months? (Q3.2.1, multiple answers possible)
(Percentages refer to Azerbaijanis who have heard any information about the EU in the last three months)



Around 45% of citizens who have heard about the EU felt that national media presented the European Union positively (13% ‘very positively’, 30% ‘fairly positively’). However, just as last year, one in five Azerbaijanis were unable to express a definite opinion (19%). The highest share of ‘don’t know’ responses was recorded among the socio-demographic group least exposed to EU-related information: one in two individuals living in the west of the country could not provide a definite answer. Positive opinions were mainly observed among residents of medium-sized settlements (56%) and individuals living in south-east (48%); whereas residents of larger cities, older individuals and north-eastern residents tend to share a more neutral (between 37% and 44%) – or even negative (between 11% and 14%) – opinion than their socio-demographic counterparts³¹.

³¹ For the distribution according to the main socio-demographic characteristics, see Table 14 in Annex.

FIGURE 23 – In general, how would you say the EU was presented in the national media? (Q3.3)
(Percentages refer to Azerbaijanis who have heard about the EU)

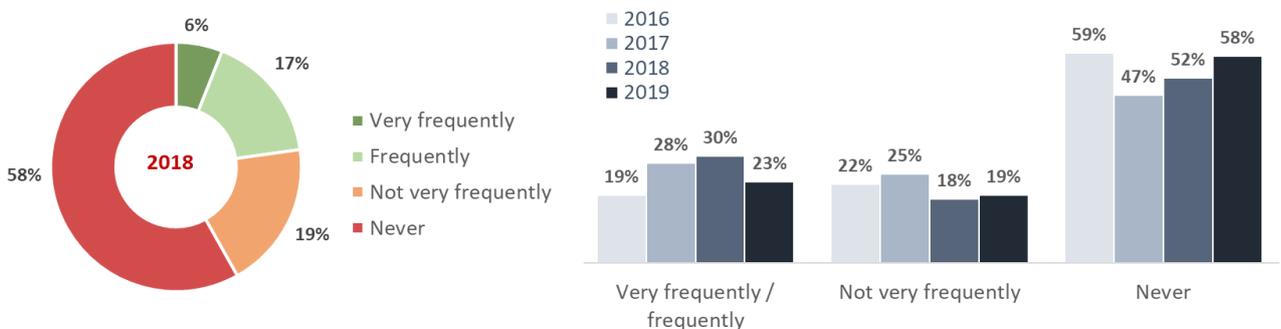


Around one in two Azerbaijanis believe that the information which they read, watch or access online helps them to have a better understanding of the EU, either ‘fairly’ (37%) or ‘very much’ (10%), with no change since 2018.

The following section looks specifically at sources of information about the EU, and therefore only refers to Azerbaijanis who actively look for/access information on the EU.

Azerbaijanis have a low interest in the European Union and only around one in four citizens ‘frequent’ (17%) or ‘very frequent’ (6%) access to information on the EU, with a decrease of 7% since 2018. Only highly educated people (32%) and south-eastern residents (28%) seem to be somewhat more interested in the European Union, still around 45% ‘never’ search/look for EU-related information. It should also be noted that 78% of residents of the north-east of the country ‘never’ access any information on the EU³².

FIGURE 24 – How often do you look for/access information on the EU? (Q3.1)
(Percentages refer to Azerbaijanis who have heard of the EU)

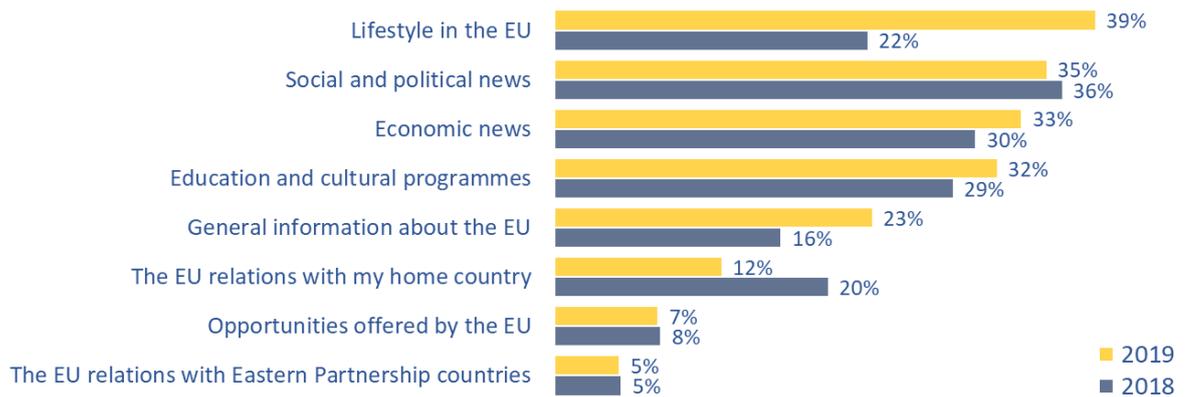


Nearly all active searchers use their national language (84%, up 12% since 2018); 12% use Russian (down 7%) and 4% English (down 3%).

Compared to 2018, searches targeting ‘lifestyle in the EU’ have witnessed a huge increase (up 17%) and currently stand at 39%. Around one third of Azerbaijanis who have looked for information on the EU are also interested in ‘social and political news’ (35%), ‘economic news’ (33%) and ‘educational and cultural programmes’ (32%). Only around one in ten citizens are interested in the ‘relations between their country and the EU’ (12%) and the ‘opportunities offered by the EU’ (7%). Even less citizens searched about the ‘relations with other EaP countries’ (5%).

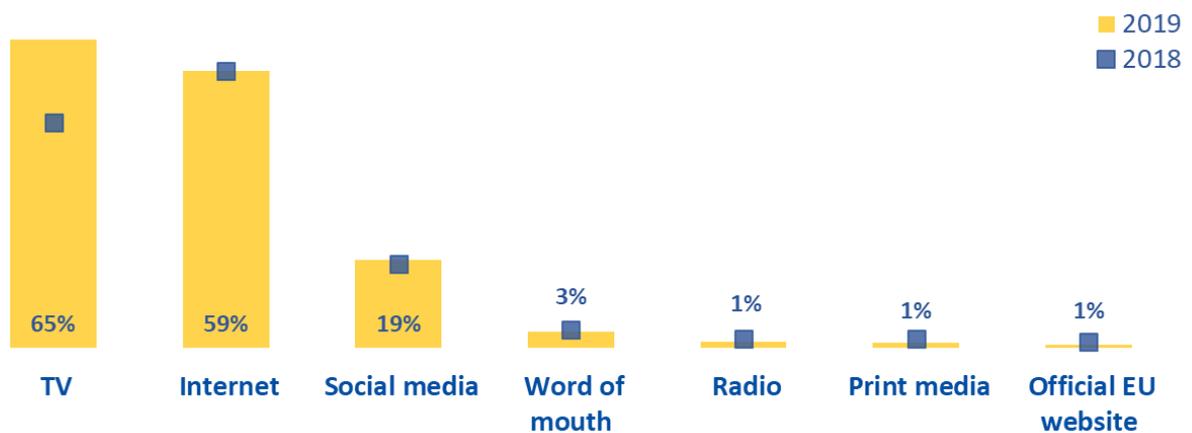
³² More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 15.

FIGURE 25 – What type of information do you normally look for? (Q3.1.2, multiple answers possible)
(Percentages refer to Azerbaijanis who have looked for/accessed information on the EU)



TV is the most important source of active exposure (65%, up 17% since 2018) in line with the trend already recorded for passive exposure. Nearly 60% of active searchers use the Internet (59%), with no change compared to 2018. Only one in five active searchers use social media (19%) and less than one in twenty rely on either ‘word of mouth’ (3%), radio (1%), print media (1%) or the official EU website (1%).

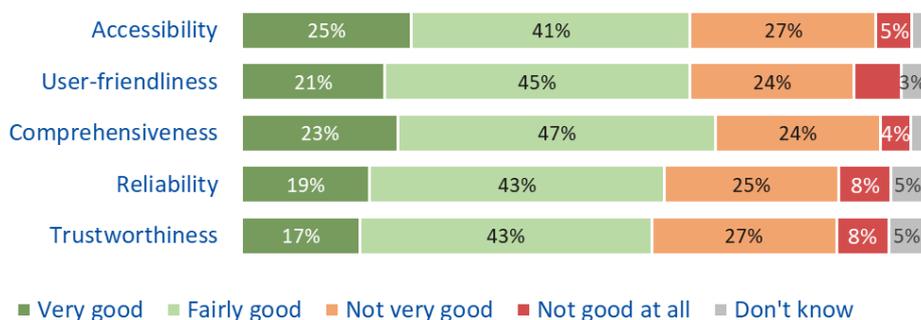
FIGURE 26 – Where do you go to find information about the EU? (Q3.1.4, multiple answers possible)
(Percentages refer to Azerbaijanis who have looked for/accessed information on the EU)



No change was observed in the rating of EU-related information since 2018. Positive opinions were recorded with regard to all characteristics from around 65% of active searchers – of which around 20% ‘very’ positive and around 45% ‘fairly’ positive. However, compared to other EaP countries, these figures seem to be somewhat lower: not only Azerbaijanis apparently face more difficulties in accessing information on the EU, but they seem also more sceptical in rating its reliability and trustworthiness.

FIGURE 27 – How would you rate the information in terms of...? (Q3.1.5)

(Percentages refer to Azerbaijanis who have looked for/accessed information on the EU)



Only 4% of Azerbaijanis have accessed EU informational websites³³ at least once – it was 11% in 2018. Accordingly, very few persons accessed EU official websites, including the Facebook profile of the European Union (3%, down 5% since 2018), EU projects’ websites (2%), Twitter pages (1%), ‘EU NEIGHBOURS’ website (1%), EU Delegation and other EU institutions websites (1% both).

3.4. View of Azerbaijan’s current situation and future expectations

Confirming the trend recorded in previous years, Azerbaijanis continue to share a great deal of trust towards their political institutions: 85% of citizens trust the Government and around 70% both the Parliament (70%) and regional and local public authorities (67%). These very positive views somewhat conflict when confronted with the assessment of the functioning of democracy in the country: only one in two Azerbaijanis (49%) is in fact satisfied with the way democracy works – most of which are only ‘fairly satisfied’. The most important challenge in the country, according to one in two citizens, remains corruption. Around 70% of Azerbaijanis are optimistic towards their own future, as well as the future of their country, and most pressing problems continue to be unemployment (67%), low salaries/pensions (42%) and low living standards/poverty (26%).

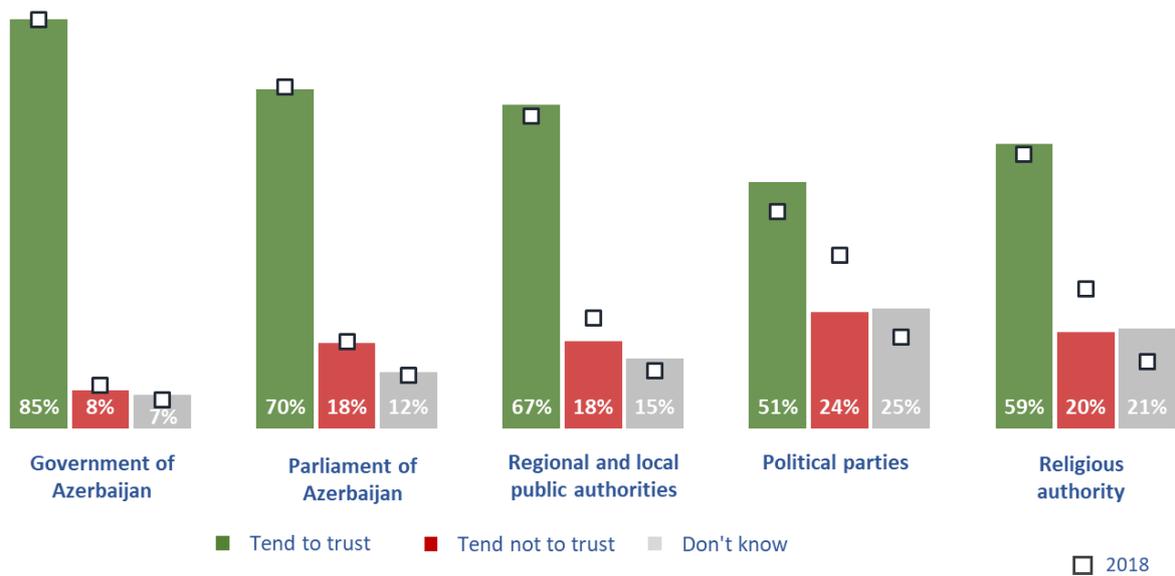
This section presents an analysis of Azerbaijan’s current and future situation, with regard to the current functioning of democracy and the most pressing problems.

3.4.1. View of Azerbaijan’s current situation

Confirming the trend recorded in previous years, Azerbaijanis continue to share a great deal of trust towards their political institutions: 85% of citizens trust the government and around 70% both the parliament (70%) and regional and local public authorities (67%). Most citizens also feel confident about the religious authority (59%), as well as the political parties (51%).

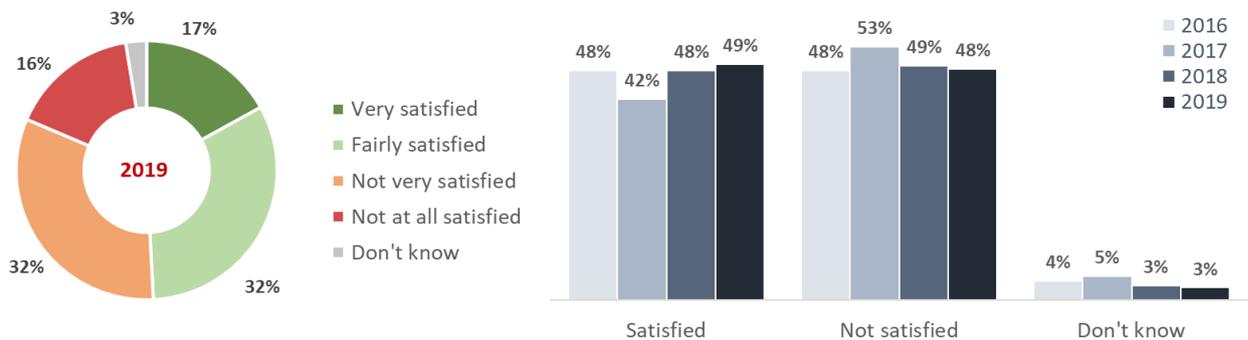
³³ This refers to EU institutions’ websites; the EU Delegation website; EU projects’ websites; the ‘EU NEIGHBOURS’ website; EU Twitter and EU Facebook pages.

FIGURE 28 – Please tell us your level of trust in the following institutions (Q4.1)



Only one in two Azerbaijanis (49%) is in fact ‘satisfied’ with the way democracy works – most of whom are only ‘fairly satisfied’. Levels of satisfaction are particularly low among residents of big cities (28%) and citizens living in the west (28%) or the north-east (37%) of the country. No significant differences were recorded with regard of other socio-demographic characteristics³⁴.

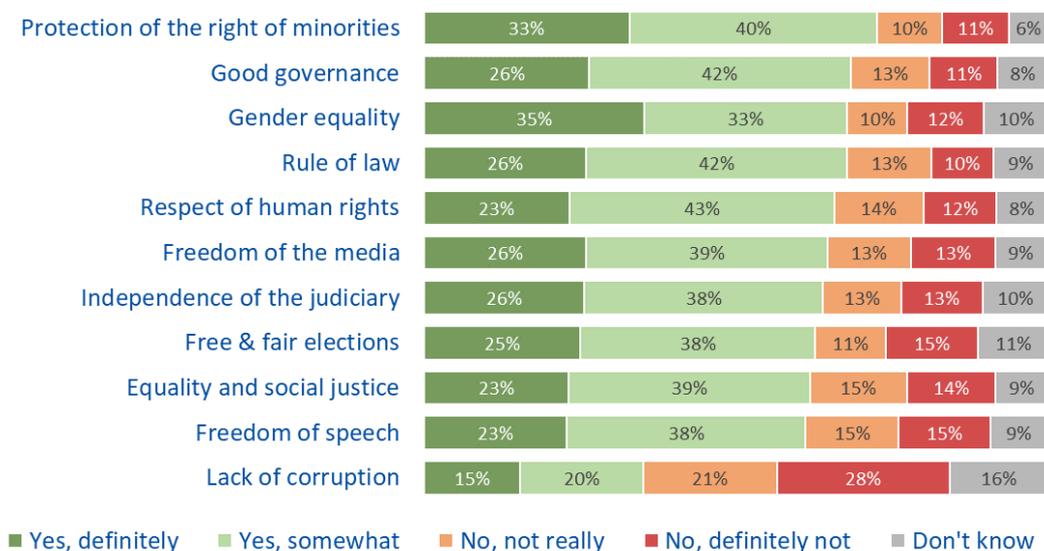
FIGURE 29 – On the whole, are you ‘very satisfied’, ‘fairly satisfied’, ‘not very satisfied’ or ‘not at all satisfied’ with the way democracy works in Azerbaijan? (Q4.3)



The evaluation of respondents answers regarding the path towards democratic governance is consistent with findings recorded in 2018: between 15% and 33% citizens ‘definitely agree’ that all democratic indicators apply to their country. If ‘fair agreement’ is also considered, around 70% of the population believe that ‘protection of the rights of minorities’ (73%), ‘good governance’ (68%), ‘gender equality’ (68%), ‘rule of law’ (68%) and ‘respect of human rights’ (66%) apply to Azerbaijan. One in four citizens are also ‘definitely convinced’ that ‘free and fair elections’ can take place in the country – and 38% ‘somewhat’ agree. Similar rates were observed with regard to ‘freedom of the media’, ‘independence of the judiciary system’, ‘equality and social justice’ and ‘freedom of speech’. The most important challenge in the country, according to one in two citizens, remains ‘corruption’ (49% of citizens ‘not really’ or ‘definitely not’ agree).

³⁴ More details on satisfaction with democracy and socio-demographic characteristics are provided in Annex – Table 16.

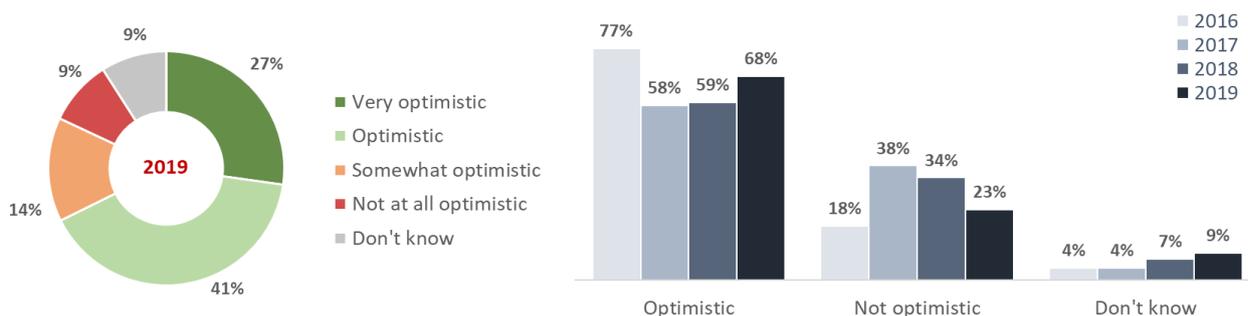
FIGURE 30 – To what extent do you think that the following elements apply in Azerbaijan? (Q4.4)



3.4.2. Future expectations

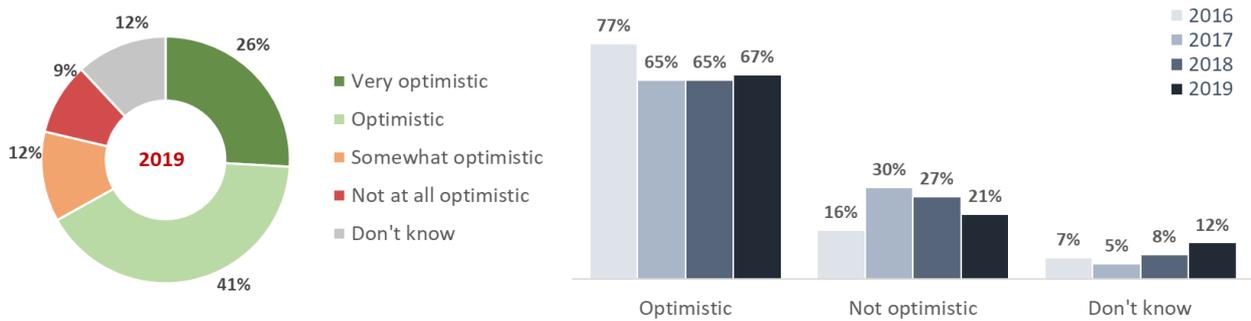
Around 70% of Azerbaijanis are optimistic towards their own future (67%), as well as the future of their country (68%). No great difference was recorded within socio-demographic groups with regard to future personal prospects, in fact only highly educated citizens (71% versus 66% for citizens with a lower level of education) and males (70% versus 64% for females) appear to be slightly more positive. On the other hand, geographical residence and size of settlement impact very much on the perception of the future of the country. Levels of optimism are lower among residents of big cities (57%) and those of the west of the country (60%), which were also the most critical towards the functioning of democracy³⁵.

FIGURE 31 – How optimistic are you about the future of your country? (Q4.5)



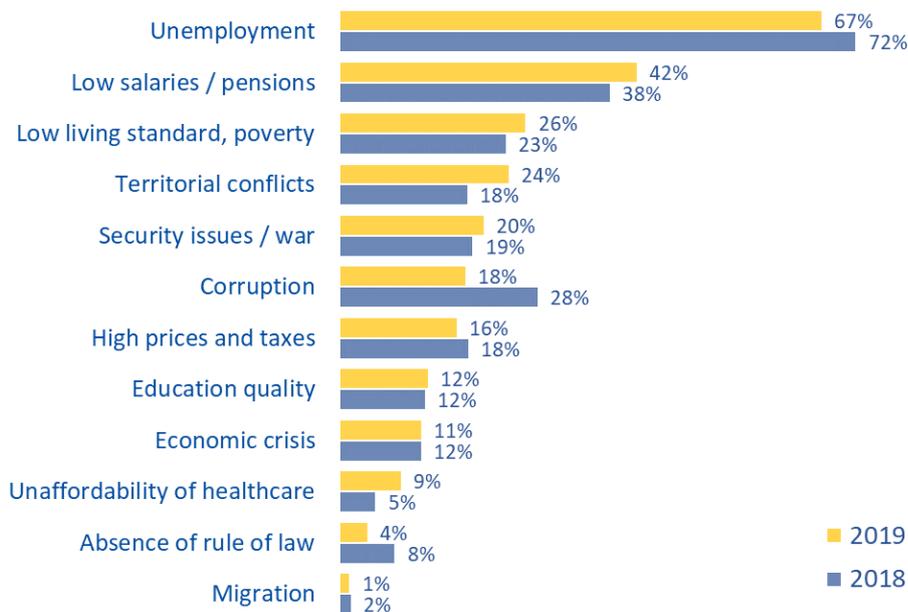
³⁵ More details on optimism regarding citizens' personal future and the country's future and socio-demographic characteristics are provided in Annex – Tables 17 and 18.

FIGURE 32 – How optimistic are you about your personal future? (Q4.6)



Most pressing problems are consistent with 2018 and ‘unemployment’ (67%), ‘low salaries/pensions’ (42%) and ‘low living standards/poverty’ (26%) continue to be citizens’ main concerns. Around one in five Azerbaijanis also mentioned ‘security issues/war’ (26%, up 3% since 2018) and ‘territorial conflicts’ (24%, up 6%) – pointing in the direction of the unresolved issue of Nagorno-Karabakh. Surprisingly ‘corruption’ – which at least half of the population consider to be widespread - was indicated as a source of concern by only 18% of citizens and less so compared to last year (down 10%).

FIGURE 33 – What do you consider to be the most pressing problems facing your country? (Q4.2, multiple answers possible)



3.5. Profiling attitudes towards the EU: positive versus neutral

Differently from last year when groups' profiles were largely similar, EU supporters – 46 % of Azerbaijanis – and holders of a neutral view – 31% of Azerbaijanis – now display more distinct features. While EU supporters tend to be more concentrated among males (53%) and belong to the youngest age group (51%), neutral citizens are more likely to be females (57%), middle-aged (41%), live in larger cities (45%) - with as much as 66% concentrated in the south east and only one in ten in the west of the country – and be less educated (89%) and possibly unemployed (37%). EU supporters also display a greater - passive and active- exposure to EU-related information, a stronger preference for new media and diversified media sources. These preferences translate into a more positive image of the EU and a greater confidence in it: currently 47% of EU supporters trust the EU versus 24% of neutral citizens. EU supporters are also more optimistic towards the future of their country, whereas neutral individuals seem definitely more concerned by unemployment, low salaries and pensions, low living standards/poverty and the economic crisis.

In this section, the attitude of Azerbaijanis towards the EU has been analysed according to two main profiles: individuals that have a positive image of the EU and those who are neutral towards it³⁶.

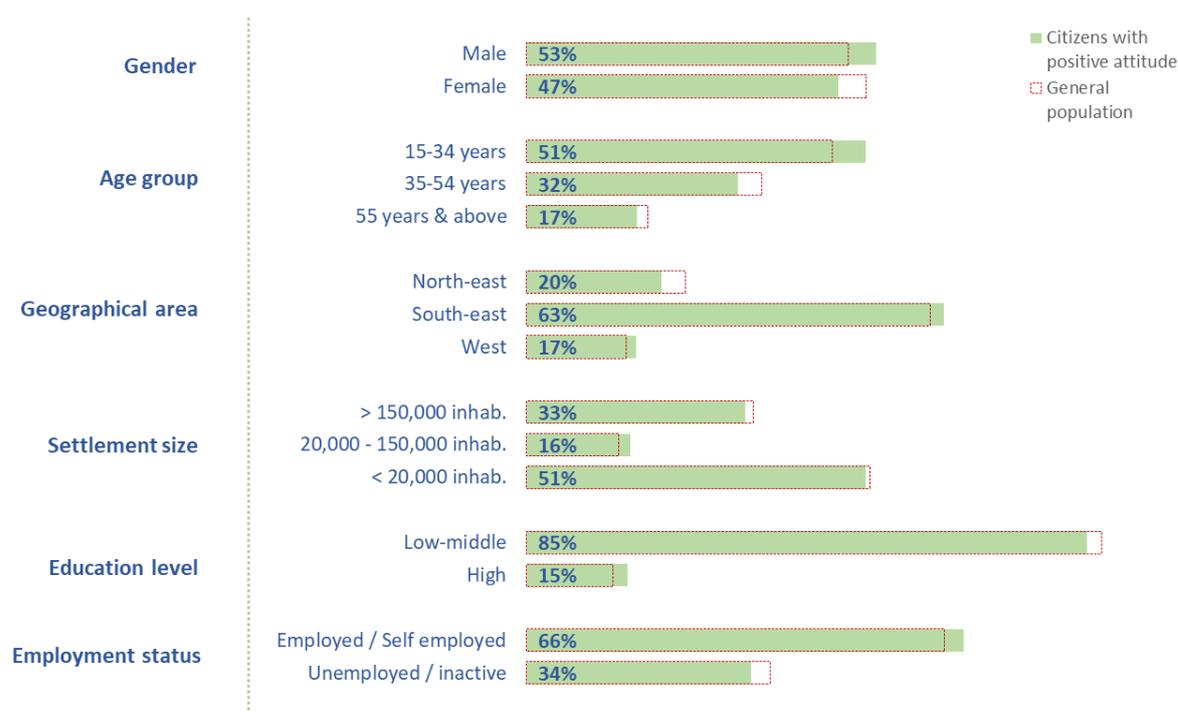
Attitudes were profiled against a comprehensive set of indicators, starting with the main socio-demographic characteristics, followed by passive and active exposure to EU-related information (including main language used and subjects of interest), assessment of the relationship between Azerbaijan and the EU, awareness and effectiveness of its financial support and level of trust towards the EU and other foreign institutions, and finally the perception of the country's future and respondents' personal futures and main concerns.

3.5.1. Positive attitudes

Holders of a positive view of the EU – who represent 46% of Azerbaijanis (they were 39% in 2018) – have a quite definite profile: compared to the general population, they are more likely to be males (53%), belong to the youngest age group (51% are 15–34 years) and to be settled in the south-eastern parts of the country (63%) - where Baku, the capital city is located – or in the west (17%). As for the other socio-demographic characteristics, citizens with a positive attitude have a very similar profile to that of the general population: one in two live in small settlements (51%), two thirds are employed or self-employed (66%) and the vast majority have a low-to-medium level of education (85%).

³⁶ Individuals that were mostly negatively oriented were excluded from the comparison, as their number was too small for the results to be statistically significant.

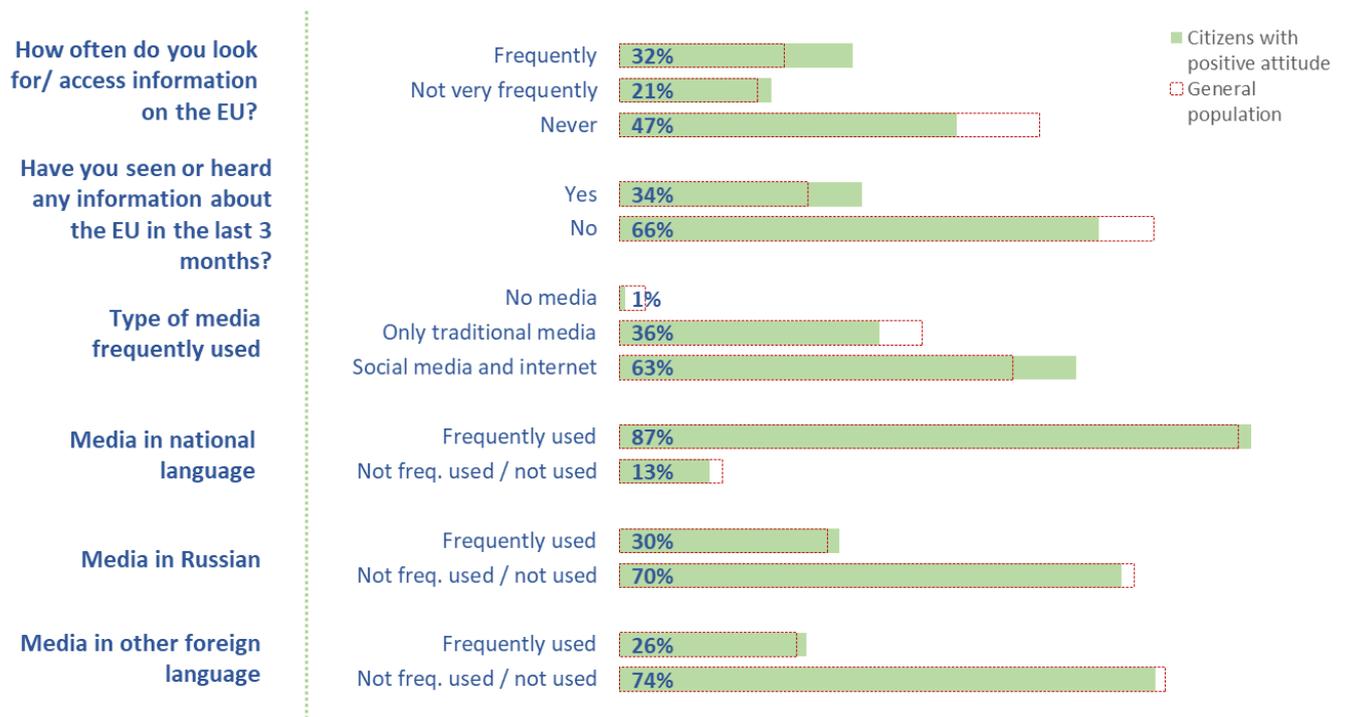
FIGURE 34 – Socio-demographic characteristics and geographical location of Azerbaijanis with a positive image of the EU



EU supporters are strongly characterised by their passive and active exposure to information about the EU. Compared to the overall population, 34% of them had seen or heard information about the EU and 53% had searched (either ‘frequently’ or ‘not very frequently’) for it in the three months preceding the survey – the corresponding figures for the general population are 26% and 42%.

New media are their preferred media source – 63% frequently use the Internet and social media (compared to 54% of the general population) versus 36% who rely only on traditional media (42% among the general population). As in 2018, no significant preference towards the usage of language was recorded: in fact, the overwhelming majority of EU supporters frequently use media in the national language (87%), just like the rest of the population (86%). Around one third also use media in Russian (30% versus 29% in the general population) and around one quarter in other foreign languages (26% versus 25%), though it is important to note that this last figure has greatly improved since last year (up 11%).

FIGURE 35 – Exposure to information about the EU and media usage among Azerbaijanis with a positive image of the EU

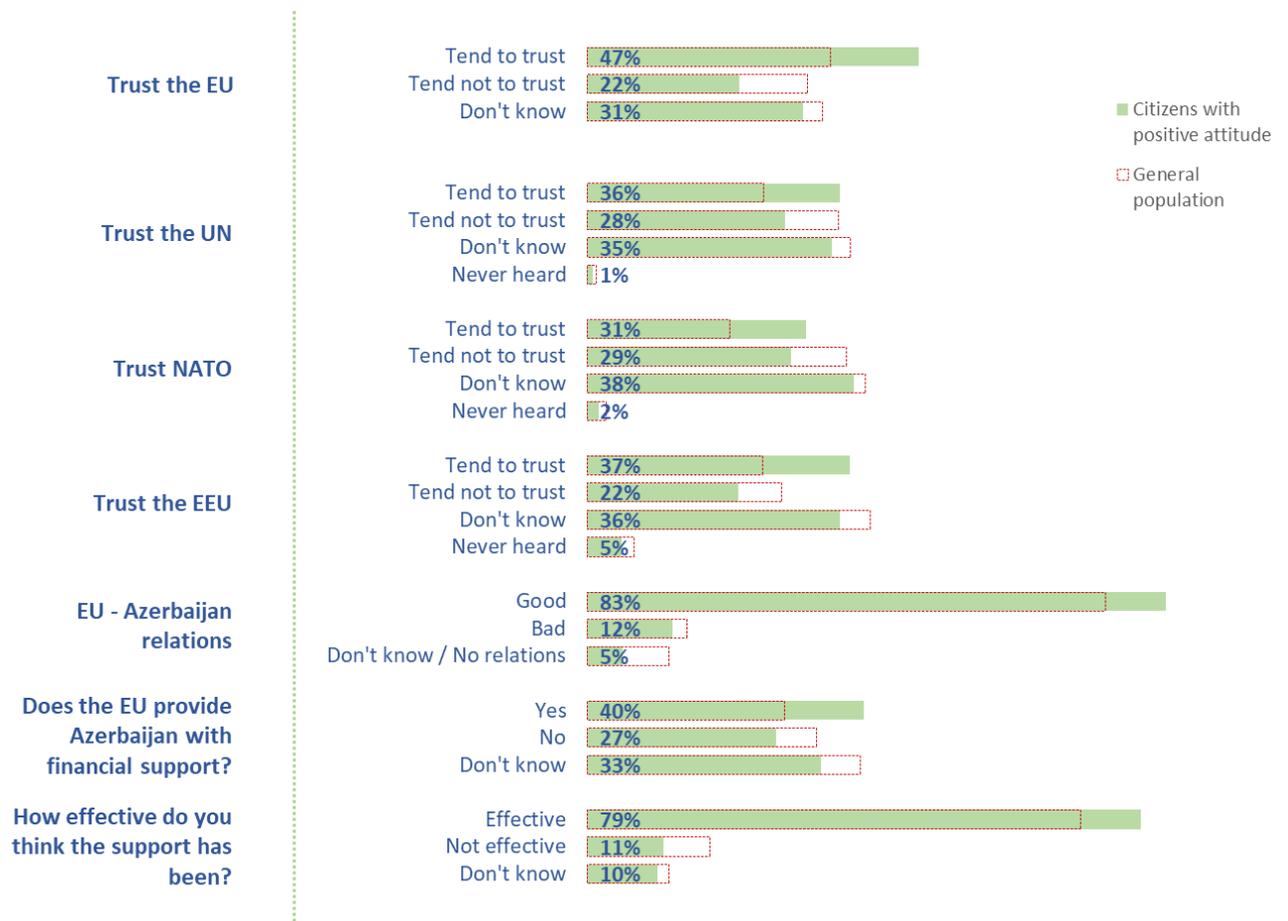


The greatest exposure to EU-related information and the habit of relying also on media sources other than national media translates into a more positive image of the EU and a greater confidence in it – as well as in all other foreign institutions. Currently 47% of positively oriented individuals trust the EU, 37% the EEU, 36% the UN, and 31% the NATO. It is worth noting that levels of trust have dropped compared to 2018.

Nevertheless, nearly all EU supporters have a positive image of the relations between Azerbaijan and the EU (83%), 40% acknowledge the EU’s financial support and 79% rate it as ‘effective’, with no significant change since last year.

In general, positively oriented individuals are more likely to be aware of these issues than the general population, still, around one third of them could not rate their trust in all international institutions.

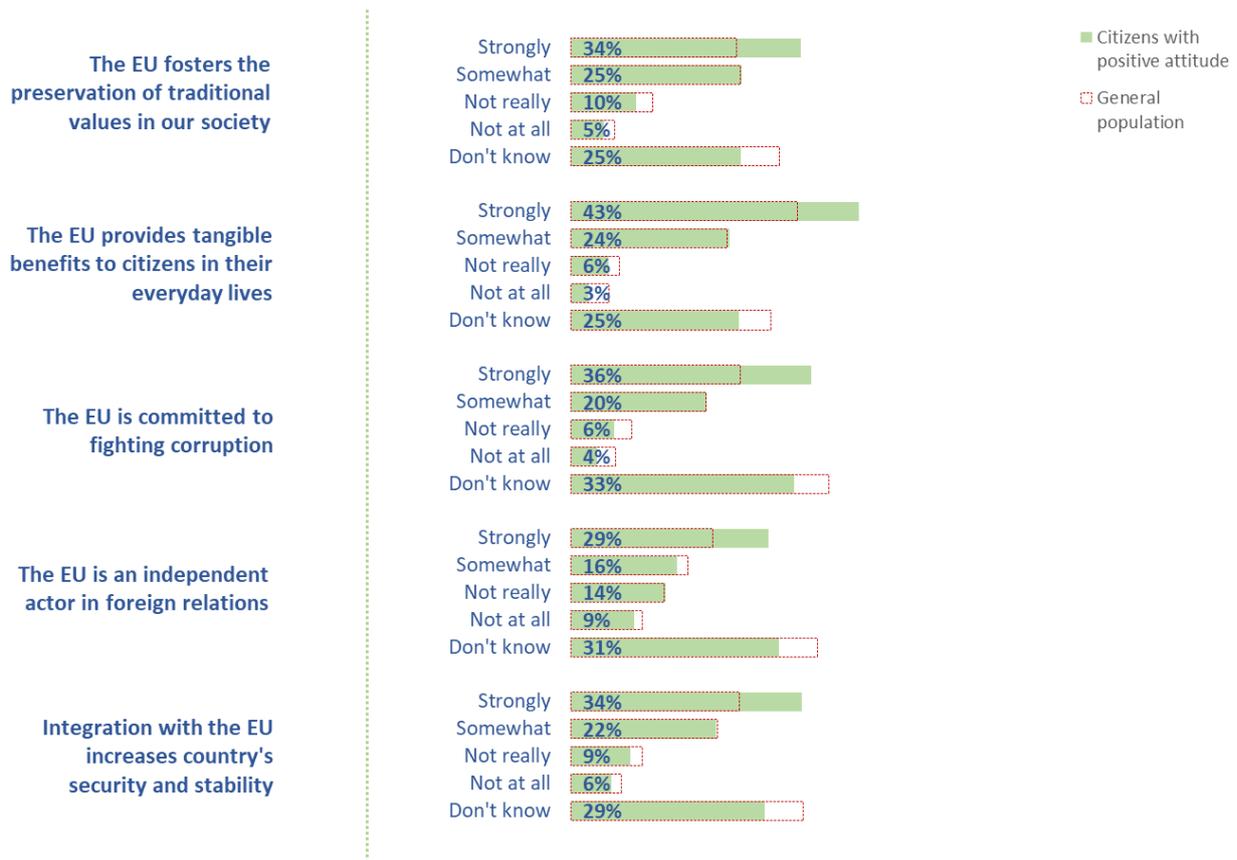
FIGURE 36 – Attitudes towards the EU among Azerbaijanis with a positive image of the EU



When it comes to common beliefs, EU supporters tend to share a much stronger and more positive view of the EU than the general population. In fact, between 45% and 67% of individuals with a positive image of the EU ‘strongly’ or ‘somewhat’ agree with all the proposed statements (it is between 39% and 57% for the general population). In particular, the statement ‘the EU provides tangible benefits to citizens in their everyday life’ collected the highest levels of agreement (67%), at the opposite end only 45% of EU supporters believe that ‘the EU is an independent actor in foreign relations’.

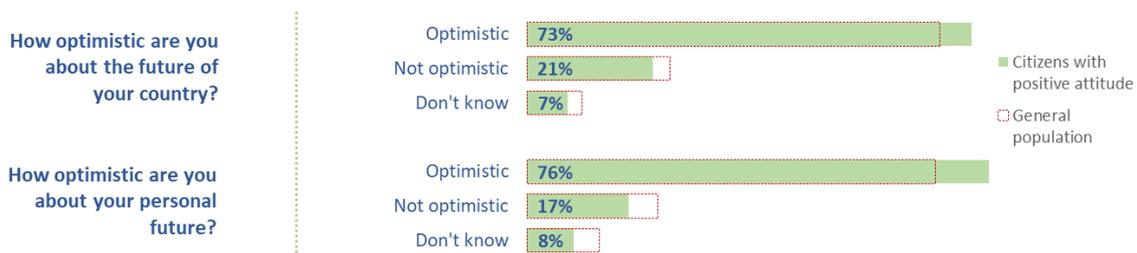
Again, the lower shares of ‘don’t know’ responses recorded among EU supporters show that individuals with a positive image of the EU are also much more confident than the general population in sharing their beliefs.

FIGURE 37 – Common beliefs of Azerbaijanis with a positive image of the EU



A slightly more optimistic attitude, both at a personal level (76%) and regarding the country’s future (73%), is also linked with a positive image of the EU. Nevertheless, 70% of EU supporters are worried about ‘unemployment’, 45% about ‘low salaries and pensions’, 28% about ‘low living standards and poverty’, and 19% about ‘high taxes and prices’, which may be a reminder of the recent economic crisis that hit the country in the biennial 2015-16 and its heavy dependence on oil prices. EU supporters seem also slightly more concerned than the general population about ‘security issues and war’ (23%), the ‘quality of education’ (14%) and ‘migrations’ (3%). ‘Territorial conflicts’ and ‘corruption’ were mentioned respectively by 24% and 17% of EU supporters with no difference from the general population.

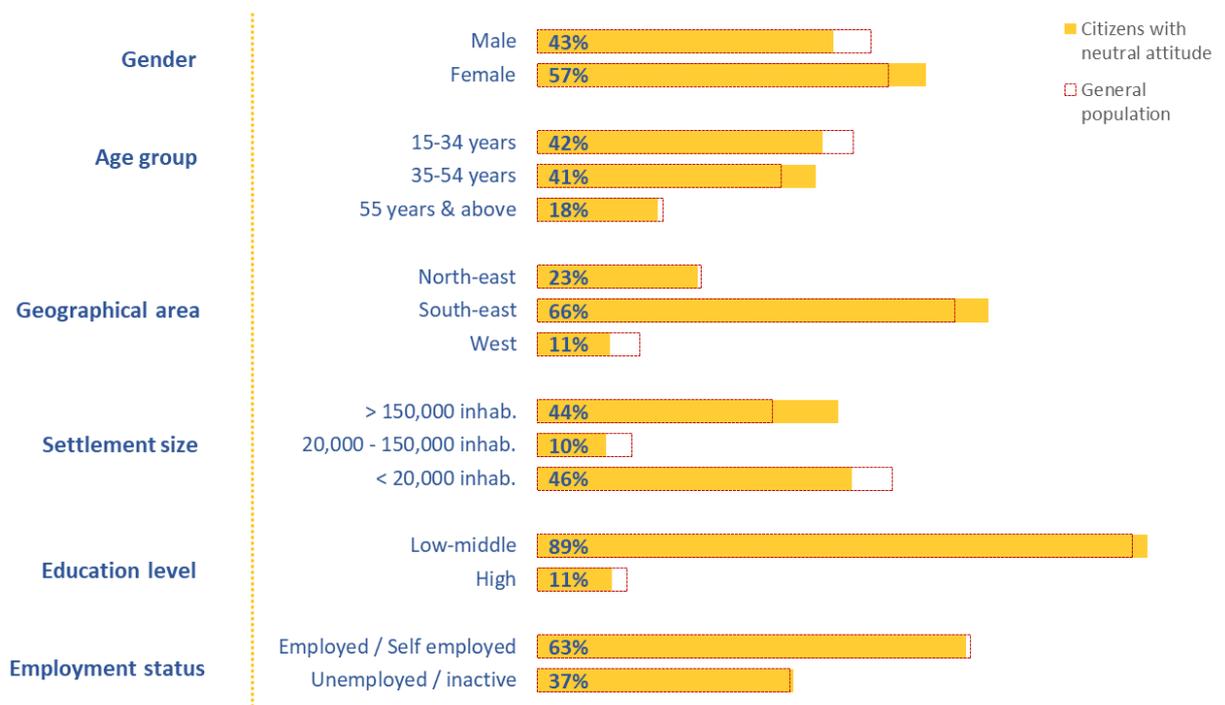
FIGURE 38 – View of the future among Azerbaijanis with a positive image of the EU



3.5.2. Neutral attitudes

Azerbaijanis with a neutral view of the EU account for around one third of the population (31%). Compared to last year – when their profile was quite similar to that of EU supporters – their characteristics seem now more defined. In fact, neutral citizens tend to be much more concentrated among females (57% versus 47% for EU supporters) and middle-aged individuals (41% versus 32%). Nearly 45% live in larger cities (up 7% since 2018) – versus 33% for EU supporters – with 66% concentrated in the south-eastern parts of the country, where Baku, the capital city, is located. Only one in ten can be found in the west of the country (11% versus 17% for EU supporters) and they are also slightly more likely to have a lower level of education (89% versus 85%) and be possibly unemployed/inactive (37% versus 34%).

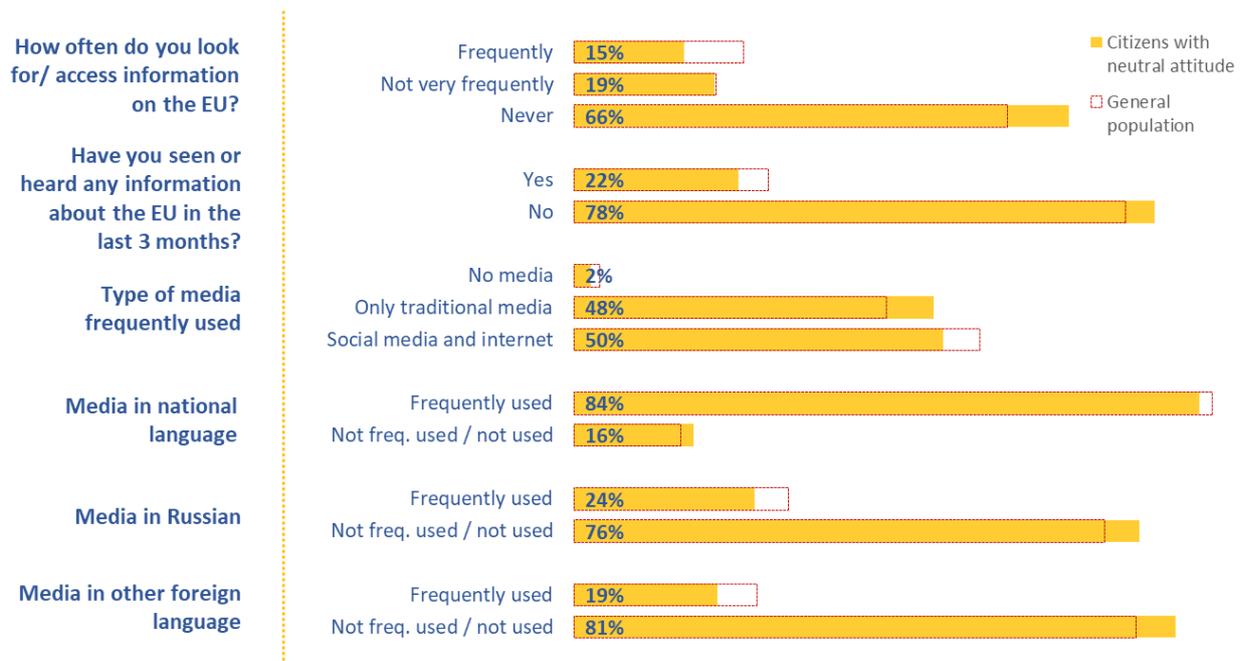
FIGURE 39 – Socio-demographic characteristics and geographical location of Azerbaijanis with a neutral image of the EU



Neutral citizens display lower levels of both passive and active exposure to EU-related information: currently 78% of those holding a neutral stance have not heard any information about the EU in the three months preceding the survey and 66% ‘never’ accessed any information on it (versus 66% and 47% respectively for EU supporters). It is worth noting that, compared to last year, neutral citizens seem to have been more passively exposed to EU related information (up 12%) and less actively accessing it (down 11%).

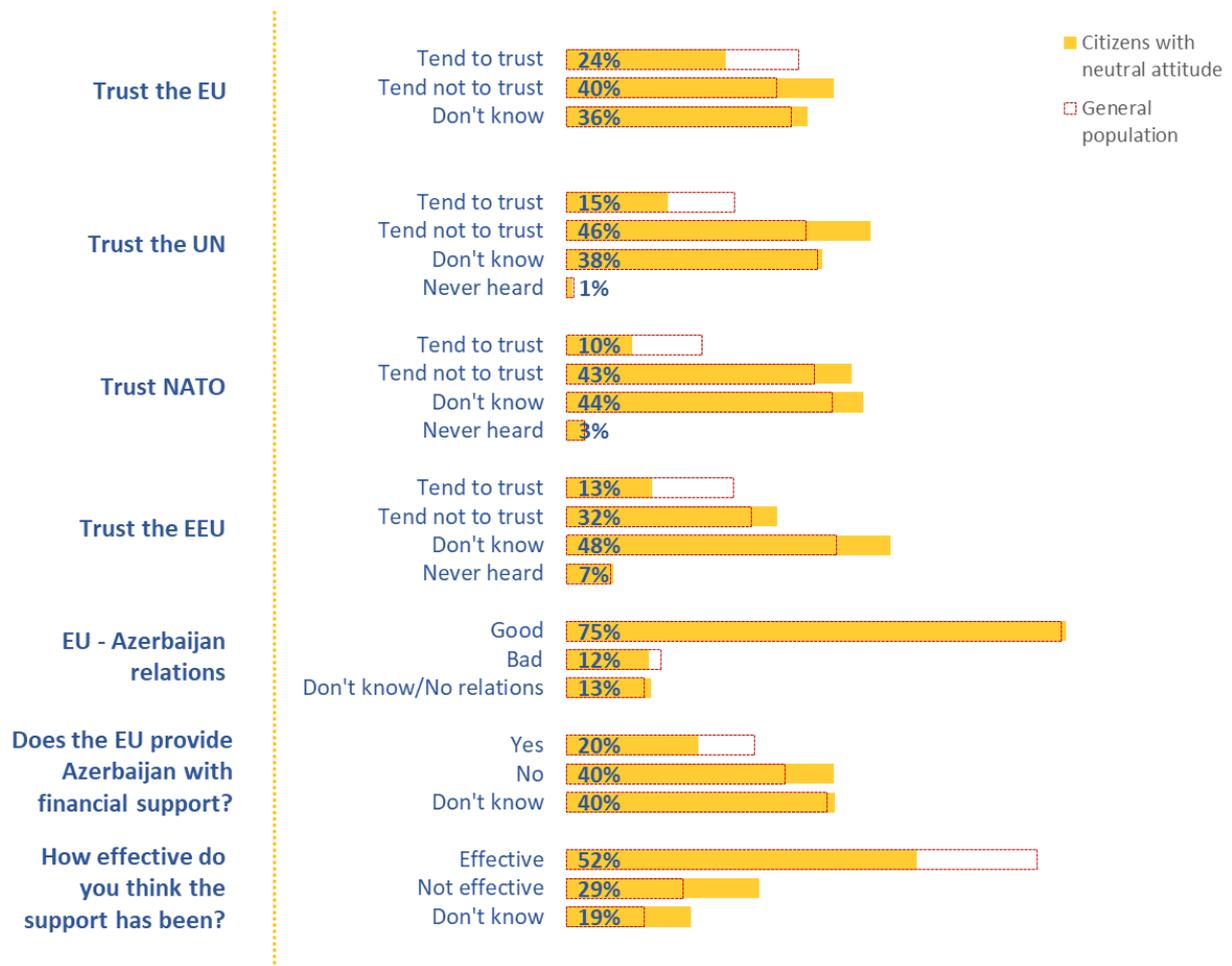
In contradiction to EU supporters, they do not display a stronger preference for new media, in fact they are just as likely to rely frequently on Internet and social media (50%) or exclusively on traditional media (48%). The usage of national media in Azerbaijani is widespread (84%); whereas less neutral citizens rely on media in Russian (24%) and other foreign languages (19%) – it is 30% and 26% respectively for EU supporters.

FIGURE 40 – Exposure to information about the EU and media usage among Azerbaijanis with a neutral image of the EU



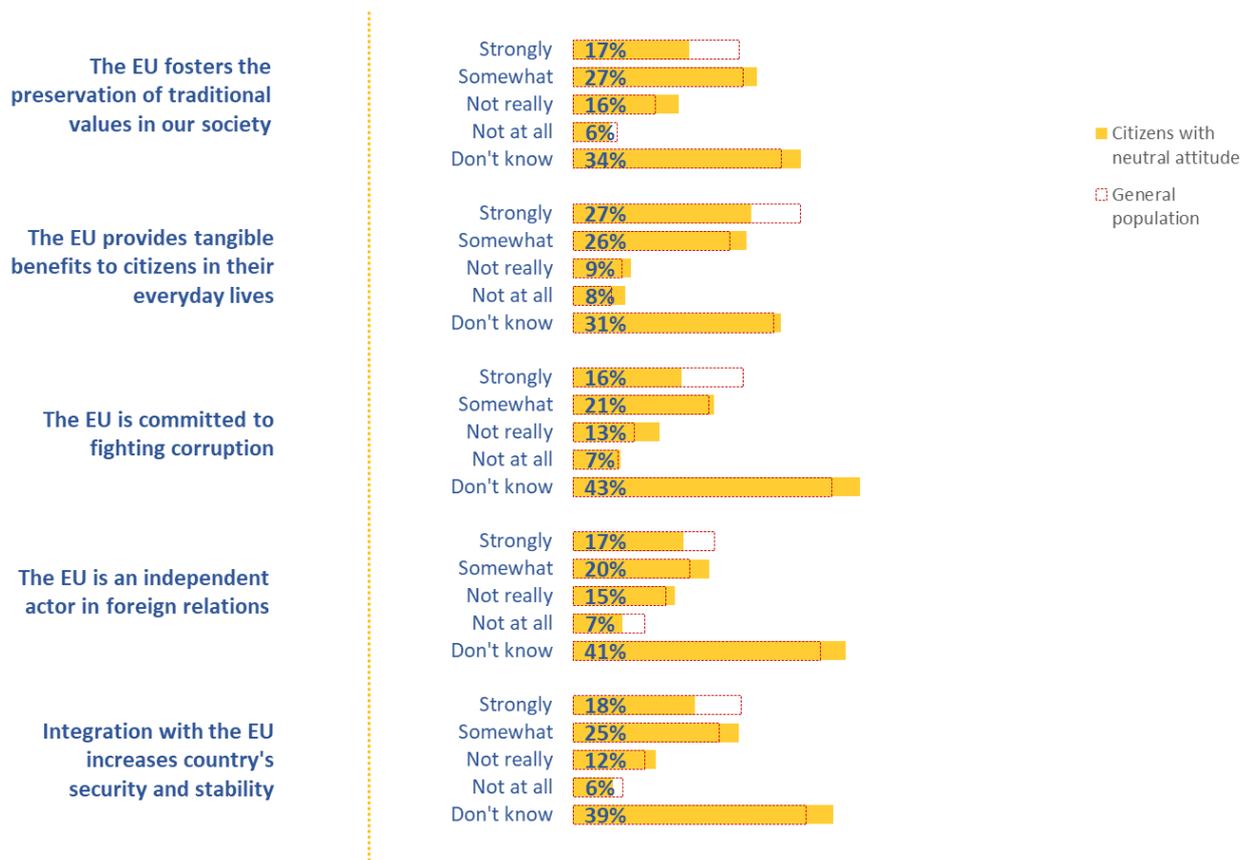
Neutrality is linked with very low levels of trust in all foreign institutions: in fact, only the EU – which is the most trusted institution – gathered confidence by around one in four citizens (24%, though down 6% compared to 2018). Only around one in ten neutral citizens trust the United Nations (15%), the NATO (10%) and the EEU (13%). In addition, 75% of neutral citizens described the relations between Azerbaijan and the EU as ‘good’ (versus 83% for EU supporters), 20% know that the EU financially supports their country (versus 40%) and 52% rate it as effective (versus 79%). Between 36% and 55% of neutrally oriented citizens could not rate their trust in all foreign institution, either because they were unaware or have never heard of them.

FIGURE 41 – Attitudes towards the EU among Azerbaijanis with a neutral image of the EU



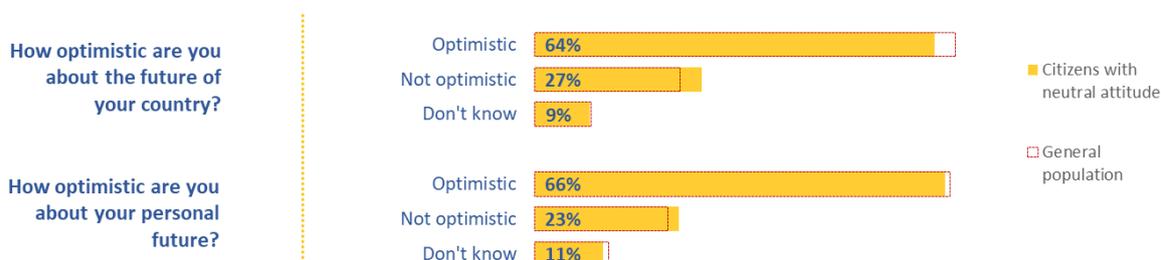
Again, when it comes to common beliefs, citizens with a neutral stance seem much less confident than EU supporters in sharing their beliefs, and the percentage of ‘don’t know’ responses is comprised between 31% and 43%. In fact, the level of agreement (either ‘strong’ or ‘somewhat’) did not reach the 50% threshold for all the proposed statements, except for ‘the EU provides tangible benefits to citizens in their everyday life’ (53%). The lowest figures were recorded for the two statements ‘the EU is an independent actor in foreign relations’ and ‘the EU is committed to fighting corruption’ (37% for both).

FIGURE 42 – Common beliefs by Azerbaijanis with a neutral image of the EU



Neutral individuals are more pessimistic regarding their country’s future (27% versus 21% for EU supporters). In fact, they appear to be more troubled by ‘unemployment’ (72%), ‘low salaries and pension’s (45%), ‘low living standards/poverty’ (29%), the ‘economic crisis’ (14%) and the ‘unaffordability of the healthcare’ (10%) than citizens holding a positive stance towards the EU. These findings are consistent with the slightly higher percentage of unemployed citizens (37%) and, particularly, large cities residents (44%) found among neutral citizens. Apparently, the rural population is less affected by poverty than segments of the urban population as it can take refuge in the largely privatised agricultural sector, at the same time benefitting of lower costs of living than residents of larger cities³⁷.

FIGURE 43 – View of the future among Azerbaijanis with a neutral image of the EU



³⁷ See Bertelsmann Stiftung, BTI 2018 Country Report — Azerbaijan. Gütersloh: Bertelsmann Stiftung, 2018 at https://www.bti-project.org/fileadmin/files/BTI/Downloads/Reports/2018/pdf/BTI_2018_Azerbaijan.pdf.

5. Annex

TABLE 1 – Perception of the EU

Q2.1. Do you have a 'very positive', 'fairly positive', 'neutral', 'fairly negative' or 'very negative' image of the European Union?						
		Positive	Neutral	Negative	fairly know / Never heard of the EU	Total
Settlement size	Equal to or more than 150,000 inhabitants	44%	40%	10%	6%	100%
	Between 20,000 and 150,000 inhabitants	51%	23%	3%	23%	100%
	Less than 20,000 inhabitants	45%	27%	9%	19%	100%
Gender	Male	50%	27%	10%	13%	100%
	Female	42%	34%	6%	18%	100%
Age group	15-34 years	51%	28%	6%	15%	100%
	35-54 years	41%	36%	8%	15%	100%
	55 years & above	42%	30%	13%	15%	100%
Education level	Low/medium level	44%	32%	8%	16%	100%
	High level	53%	26%	12%	9%	100%
Employment status	Employed / Self-employed	48%	30%	9%	13%	100%
	Unemployed or temporarily not working / inactive	42%	31%	8%	19%	100%
Geographical area	North-east	39%	30%	10%	21%	100%
	South-east	47%	33%	8%	12%	100%
	West	50%	22%	6%	22%	100%
Total		46%	31%	8%	15%	100%

TABLE 2 – Values associated with the EU

Q2.3. To what extent does the European Union represent the following values for you?						
	Very strong	Strong	Weak	Very weak	Don't know	Total
Economic prosperity	34%	44%	8%	2%	12%	100%
Rule of Law	31%	47%	8%	3%	11%	100%
Human Rights	31%	46%	9%	3%	11%	100%
Freedom of speech	32%	44%	9%	4%	11%	100%
Freedom of the media	31%	44%	8%	4%	13%	100%
Peace, Security and Stability	30%	45%	9%	4%	12%	100%
Honesty & Transparency	30%	44%	9%	5%	12%	100%
Equality and social justice	28%	46%	9%	4%	13%	100%
Individual Freedom	27%	46%	9%	4%	14%	100%
Democracy	30%	40%	11%	4%	15%	100%
Respect for other cultures, minorities	25%	45%	12%	5%	13%	100%
Freedom of Religion	26%	42%	12%	5%	15%	100%
Absence of corruption	26%	31%	13%	7%	23%	100%

Percentages refer to Azerbaijanis who have heard of the EU

TABLE 3 – Trust towards the European Union

Q2.11. I would like to ask you a question about how much trust you have in the EU. Please tell me if you tend to trust it or tend not to trust it					
		Tend to trust	Tend not to trust	Don't know	Total
Settlement size	Equal to or more than 150,000 inhabitants	30%	39%	31%	100%
	Between 20,000 and 150,000 inhabitants	55%	26%	19%	100%
	Less than 20,000 inhabitants	32%	28%	40%	100%
Gender	Male	35%	33%	32%	100%
	Female	35%	30%	35%	100%
Age group	15-34 years	38%	28%	34%	100%
	35-54 years	32%	33%	35%	100%
	55 years & above	31%	38%	31%	100%
Education level	Low/medium level	33%	32%	35%	100%
	High level	44%	29%	27%	100%
Employment status	Employed / Self-employed	37%	35%	28%	100%
	Unemployed or temporarily not working / inactive	31%	26%	43%	100%
Geographical area	North-east	31%	26%	43%	100%
	South-east	37%	34%	29%	100%
	West	32%	31%	38%	100%
Total		35%	31%	34%	100%

Percentages refer to Azerbaijanis who have heard of the EU

TABLE 4 – Relations between the EU and Azerbaijan

Q2.4. In general, how would you describe the relations that the European Union has with Azerbaijan?					
		Good	Bad	Don't know/No relations	Total
Settlement size	Equal to or more than 150,000 inhabitants	67%	26%	7%	100%
	Between 20,000 and 150,000 inhabitants	80%	9%	11%	100%
	Less than 20,000 inhabitants	77%	7%	16%	100%
Gender	Male	70%	18%	12%	100%
	Female	78%	10%	12%	100%
Age group	15-34 years	76%	13%	11%	100%
	35-54 years	72%	16%	12%	100%
	55 years & above	74%	15%	11%	100%
Education level	Low/medium level	74%	14%	12%	100%
	High level	73%	20%	7%	100%
Employment status	Employed / Self-employed	74%	15%	11%	100%
	Unemployed or temporarily not working / inactive	74%	13%	13%	100%
Geographical area	North-east	78%	10%	12%	100%
	South-east	77%	16%	7%	100%
	West	58%	12%	30%	100%
Total		74%	14%	12%	100%

Percentages refer to Azerbaijanis who have heard of the EU

TABLE 5 – Provision of financial support by the EU

Q2.5. As far as you know, does the European Union provide Azerbaijan with financial support?					
		Yes	No	Don't know	Total
Settlement size	Equal to or more than 150,000 inhabitants	26%	41%	33%	100%
	Between 20,000 and 150,000 inhabitants	37%	23%	40%	100%
	Less than 20,000 inhabitants	28%	29%	43%	100%
Gender	Male	27%	33%	40%	100%
	Female	30%	32%	38%	100%
Age group	15-34 years	32%	31%	37%	100%
	35-54 years	26%	34%	40%	100%
	55 years & above	23%	36%	41%	100%
Education level	Low/medium level	28%	33%	39%	100%
	High level	29%	32%	39%	100%
Employment status	Employed / Self-employed	28%	35%	37%	100%
	Unemployed or temporarily not working / inactive	28%	29%	43%	100%
Geographical area	North-east	21%	25%	54%	100%
	South-east	34%	34%	32%	100%
	West	18%	38%	44%	100%
Total		28%	33%	39%	100%

Percentages refer to Azerbaijanis who have heard of the EU

TABLE 6 – Effectiveness of the support

Q2.5.1. How effective do you think the support has been?					
		Effective	Not effective	Don't know	Total
Settlement size	Equal to or more than 150,000 inhabitants	62%	27%	11%	100%
	Between 20,000 and 150,000 inhabitants	81%	9%	10%	100%
	Less than 20,000 inhabitants	73%	14%	13%	100%
Gender	Male	70%	22%	8%	100%
	Female	71%	14%	15%	100%
Age group	15-34 years	75%	22%	3%	100%
	35-54 years	68%	12%	20%	100%
	55 years & above	59%	17%	25%	100%
Education level	Low/medium level	71%	18%	11%	100%
	High level	68%	18%	14%	100%
Employment status	Employed / Self-employed	72%	17%	11%	100%
	Unemployed or temporarily not working / inactive	68%	19%	13%	100%
Geographical area	North-east	55%	40%	5%	100%
	South-east	77%	12%	11%	100%
	West	54%	14%	32%	100%
Total		70%	18%	12%	100%

Percentages refer to Azerbaijanis who were aware of the EU's financial support

TABLE 7 – Programmes financed by the EU

Q2.6. Do you know of any specific programmes financed by the European Union in Azerbaijan?				
		Yes	No	Total
Settlement size	Equal to or more than 150,000 inhabitants	37%	63%	100%
	Between 20,000 and 150,000 inhabitants	42%	58%	100%
	Less than 20,000 inhabitants	47%	53%	100%
Gender	Male	43%	57%	100%
	Female	44%	56%	100%
Age group	15-34 years	48%	52%	100%
	35-54 years	37%	63%	100%
	55 years & above	40%	60%	100%
Education level	Low/medium level	41%	59%	100%
	High level	58%	42%	100%
Employment status	Employed / Self-employed	47%	53%	100%
	Unemployed or temporarily not working / inactive	35%	65%	100%
Geographical area	North-east	32%	68%	100%
	South-east	50%	50%	100%
	West	16%	84%	100%
Total		43%	57%	100%

Percentages refer to Azerbaijanis who were aware of the EU's financial support

TABLE 8 – Benefits from current EU support

Q2.8. To what extent would you say that Azerbaijan has benefitted from the current European Union support in the following areas?						
	Very much	Fairly	Not very much	Not at all	Don't know	Total
More tourism	33%	37%	11%	5%	14%	100%
Improved trade	24%	39%	13%	8%	16%	100%
Better education	30%	29%	17%	12%	12%	100%
Access to more products and services	16%	38%	14%	10%	22%	100%
Improved agricultural production	20%	32%	16%	14%	18%	100%
Improved infrastructure	17%	31%	18%	16%	18%	100%
Better law enforcement	16%	31%	15%	14%	24%	100%
Greater economic development	18%	26%	22%	13%	21%	100%
Improved quality of health-care system	19%	25%	19%	19%	18%	100%
Improved quality of the justice system	14%	30%	17%	11%	28%	100%
Improved democracy	13%	25%	23%	16%	23%	100%
Greater employment opportunities	12%	16%	15%	39%	18%	100%
Less corruption	12%	13%	20%	25%	30%	100%

Percentages refer to Azerbaijanis who have heard of the EU

TABLE 9 – Areas in which the EU should play a greater role

Q2.9. Please tell us in which sectors you think the European Union should play a greater role		
	The specific item was selected as the first most important area	The specific item was selected as the first or second or third most important area
Create greater employment opportunities	24%	41%
Promote a better education	20%	41%
Increase tourism	12%	25%
Reduce corruption	6%	19%
Improve agricultural production	6%	14%
Promote economic development	6%	26%
Improve trade	5%	20%
Improve quality of health-care system	4%	21%
Improve infrastructure	3%	7%
Improve democracy	2%	10%
Promote better law enforcement	2%	6%
Promote access to more products and services	1%	4%
Improve quality of the justice system	0%	4%

Percentages refer to Azerbaijanis who have heard of the EU

TABLE 10 – Type of media frequently used as source of information

		Type of media frequently used as source of information (Q3.8)				Word of mouth used as source of information (Q3.8)
		No media	Only traditional media	Social media or the Internet	Total	
Settlement size	Equal to or more than 150,000 inhabitants	3%	25%	72%	100%	70%
	Between 20,000 and 150,000 inhabitants	4%	43%	53%	100%	51%
	Less than 20,000 inhabitants	4%	53%	43%	100%	44%
Gender	Male	4%	37%	59%	100%	56%
	Female	4%	47%	50%	100%	51%
Age group	15-34 years	4%	26%	70%	100%	55%
	35-54 years	3%	47%	50%	100%	53%
	55 years & above	4%	72%	24%	100%	52%
Education level	Low/medium level	4%	45%	52%	100%	54%
	High level	3%	24%	73%	100%	54%
Employment status	Employed / Self-employed	3%	40%	58%	100%	55%
	Unemployed or temporarily not working / inactive	5%	46%	49%	100%	51%
Geographical area	North-east	3%	41%	55%	100%	65%
	South-east	3%	41%	56%	100%	47%
	West	6%	48%	46%	100%	62%
Total		4%	42%	54%	100%	54%

TABLE 11 – Frequent usage of media in national language, Russian and other languages

		Individuals that always or often use media		
		In national language	In Russian	In other foreign language
Settlement size	Equal to or more than 150,000 inhabitants	75%	39%	31%
	Between 20,000 and 150,000 inhabitants	84%	28%	20%
	Less than 20,000 inhabitants	93%	23%	22%
Gender	Male	87%	34%	29%
	Female	84%	24%	21%
Age group	15-34 years	87%	22%	26%
	35-54 years	84%	34%	26%
	55 years & above	85%	36%	17%
Education level	Low/medium level	86%	27%	22%
	High level	82%	42%	38%
Employment status	Employed / Self-employed	86%	31%	26%
	Unemployed or temporarily not working / inactive	86%	25%	21%
Geographical area	North-east	88%	39%	41%
	South-east	84%	27%	21%
	West	89%	18%	11%
Total		86%	29%	25%

TABLE 12 – Trust towards different type of media

Q3.9. & Q3.10. Which is your level of trust in the following media as a source of information?				
	Tend to trust	Tend not to trust	Don't know	Total
Official EU websites	5%	19%	76%	100%
Television	62%	18%	20%	100%
Radio	22%	20%	58%	100%
Print media	20%	22%	58%	100%
Social media	23%	25%	52%	100%
Internet	35%	22%	43%	100%
Word of mouth	31%	38%	31%	100%
Country's media in national language				
Country's media in national language	65%	17%	18%	100%
Country's media in Russian				
Country's media in Russian	22%	25%	53%	100%
Country's media in other languages				
Country's media in other languages	17%	24%	59%	100%
Foreign media in Russian				
Foreign media in Russian	22%	23%	55%	100%
Foreign media in other languages				
Foreign media in other languages	21%	23%	56%	100%

TABLE 13 – Exposure to information about the EU

Q3.2. Have you seen or heard any information about the EU in the last three months?		Yes	No	Total
Settlement size	Equal to or more than 150,000 inhabitants	25%	75%	100%
	Between 20,000 and 150,000 inhabitants	34%	66%	100%
	Less than 20,000 inhabitants	25%	75%	100%
Gender	Male	28%	72%	100%
	Female	24%	76%	100%
Age group	15-34 years	26%	74%	100%
	35-54 years	28%	72%	100%
	55 years & above	23%	77%	100%
Education level	Low/medium level	25%	75%	100%
	High level	30%	70%	100%
Employment status	Employed / Self-employed	29%	71%	100%
	Unemployed or temporarily not working / inactive	21%	79%	100%
Geographical area	North-east	17%	83%	100%
	South-east	33%	67%	100%
	West	14%	86%	100%
Total		26%	74%	100%

Percentages refer to Azerbaijanis who have heard of the EU

TABLE 14 – Representation of the EU in the national media

Q3.3. In general how would you say the EU was presented in the national media?		Positive	Neutral	Negative	Don't know	Total
Settlement size	Equal to or more than 150,000 inhabitants	32%	44%	11%	13%	100%
	Between 20,000 and 150,000 inhabitants	56%	15%	7%	22%	100%
	Less than 20,000 inhabitants	49%	24%	6%	21%	100%
Gender	Male	41%	31%	8%	20%	100%
	Female	46%	29%	8%	17%	100%
Age group	15-34 years	47%	27%	8%	18%	100%
	35-54 years	46%	29%	5%	20%	100%
	55 years & above	32%	37%	14%	17%	100%
Education level	Low/medium level	44%	29%	8%	19%	100%
	High level	44%	32%	9%	15%	100%
Employment status	Employed / Self-employed	44%	30%	9%	17%	100%
	Unemployed or temporarily not working / inactive	43%	29%	7%	21%	100%
Geographical area	North-east	41%	39%	11%	9%	100%
	South-east	48%	30%	8%	14%	100%
	West	32%	15%	3%	50%	100%
Total		43%	30%	8%	19%	100%

Percentages refer to Azerbaijanis who have heard of the EU

TABLE 15 – Accessing information about the EU

Q3.1. How often do you look for/access information on the EU?					
		Frequently	Not very frequently	Never	Total
Settlement size	Equal to or more than 150,000 inhabitants	18%	22%	60%	100%
	Between 20,000 and 150,000 inhabitants	31%	13%	56%	100%
	Less than 20,000 inhabitants	24%	19%	57%	100%
Gender	Male	22%	20%	58%	100%
	Female	23%	19%	58%	100%
Age group	15-34 years	26%	18%	56%	100%
	35-54 years	18%	22%	60%	100%
	55 years & above	23%	17%	60%	100%
Education level	Low/medium level	21%	18%	61%	100%
	High level	32%	25%	43%	100%
Employment status	Employed / Self-employed	22%	21%	57%	100%
	Unemployed or temporarily not working / inactive	23%	16%	61%	100%
Geographical area	North-east	17%	5%	78%	100%
	South-east	28%	24%	48%	100%
	West	13%	22%	65%	100%
Total		23%	19%	58%	100%

Percentages refer to Azerbaijanis who have heard of the EU

TABLE 16 – Satisfaction with democracy in Azerbaijan

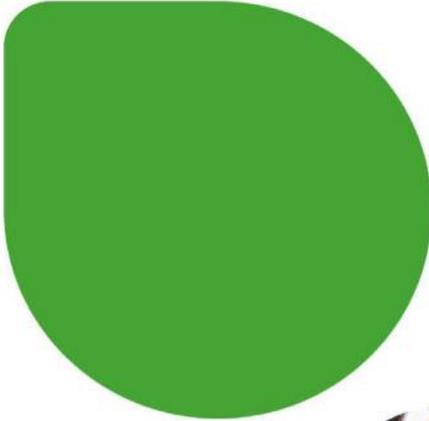
Q4.3. On the whole, are you 'very satisfied', 'fairly satisfied', 'not very satisfied' or 'not at all satisfied' with the way democracy works in Azerbaijan?					
		Satisfied	Not satisfied	Don't know	Total
Settlement size	Equal to or more than 150,000 inhabitants	28%	71%	1%	100%
	Between 20,000 and 150,000 inhabitants	62%	36%	2%	100%
	Less than 20,000 inhabitants	60%	37%	3%	100%
Gender	Male	49%	49%	2%	100%
	Female	50%	48%	3%	100%
Age group	15-34 years	49%	49%	2%	100%
	35-54 years	51%	48%	1%	100%
	55 years & above	46%	48%	6%	100%
Education level	Low/medium level	49%	48%	3%	100%
	High level	50%	49%	1%	100%
Employment status	Employed / Self-employed	48%	50%	2%	100%
	Unemployed or temporarily not working / inactive	51%	46%	3%	100%
Geographical area	North-east	37%	61%	2%	100%
	South-east	50%	48%	2%	100%
	West	28%	71%	1%	100%
Total		49%	48%	3%	100%

TABLE 17 – Optimism regarding Azerbaijan’s future

Q4.5. How optimistic are you about the future of your country?					
		Optimistic	Pessimistic	Don't know	Total
Settlement size	Equal to or more than 150,000 inhabitants	57%	33%	10%	100%
	Between 20,000 and 150,000 inhabitants	78%	18%	4%	100%
	Less than 20,000 inhabitants	72%	18%	10%	100%
Gender	Male	68%	22%	11%	100%
	Female	68%	25%	8%	100%
Age group	15-34 years	63%	30%	6%	100%
	35-54 years	71%	17%	12%	100%
	55 years & above	71%	18%	10%	100%
Education level	Low/medium level	68%	22%	9%	100%
	High level	62%	31%	7%	100%
Employment status	Employed / Self-employed	67%	23%	10%	100%
	Unemployed or temporarily not working / inactive	68%	24%	8%	100%
Geographical area	North-east	69%	18%	13%	100%
	South-east	69%	24%	7%	100%
	West	60%	28%	12%	100%
Total		68%	23%	9%	100%

TABLE 18 – Optimism regarding personal future

Q4.6 How optimistic are you about your personal future?					
		Optimistic	Pessimistic	Don't know	Total
Settlement size	Equal to or more than 150,000 inhabitants	66%	21%	13%	100%
	Between 20,000 and 150,000 inhabitants	69%	21%	10%	100%
	Less than 20,000 inhabitants	67%	22%	12%	100%
Gender	Male	70%	18%	12%	100%
	Female	64%	25%	11%	100%
Age group	15-34 years	68%	22%	10%	100%
	35-54 years	64%	22%	14%	100%
	55 years & above	68%	19%	13%	100%
Education level	Low/medium level	66%	21%	13%	100%
	High level	71%	21%	7%	100%
Employment status	Employed / Self-employed	67%	21%	12%	100%
	Unemployed or temporarily not working / inactive	67%	22%	11%	100%
Geographical area	North-east	63%	17%	20%	100%
	South-east	69%	22%	9%	100%
	West	64%	24%	12%	100%
Total		67%	21%	12%	100%



Albert House, Quay Place
92-93 Edward Street
Birmingham
B1 2RA
United Kingdom

T: +44 (0) 845 313 7455

www.ecorys.com

Rue Belliard 12
1040 Brussels
Belgium

T: +32 2 743 89 49