



ANNUAL SURVEY REPORT:
AZERBAIJAN

5th Wave (Spring 2020)

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

MARCH 2020

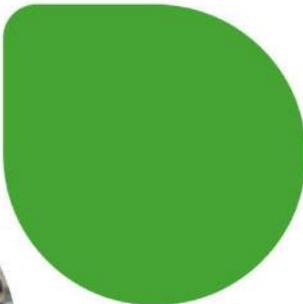
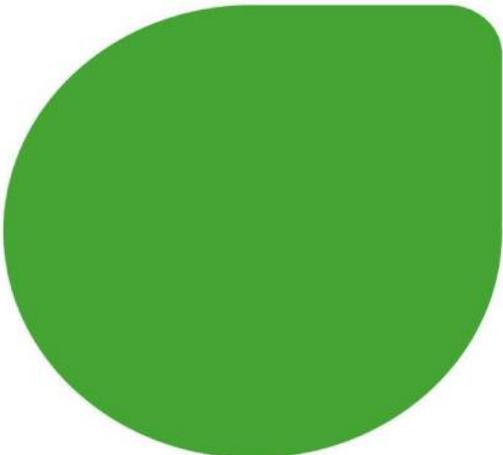


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*The surveys have been carried out in the six Eastern partner countries by ACT LLC
and their network partners*

1. Background

In February 2020, a fifth 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 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 **5th wave of annual surveys** (Spring 2020 – **before COVID-19 crisis**) 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 5th wave of the survey, also provide comparisons between the findings of the 2019, 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 (field work) took place between February and March 2020 (before COVID-19 crisis), following the same methodology adopted in the previous rounds of data collection (Spring 2019, 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

- **Azerbaijanis are becoming more aware of the European Union (EU) every year** and currently only 12% of citizens provided a ‘don’t know’ response or have never heard of the EU (down 7% since 2017). **Their perceptions of the EU are mainly positive (44%) or neutral (35%) and only 9% hold a negative view.**
- **Associations with the EU are only slightly less positive than in 2019, but they remain largely positive with between 71% and 75% of citizens associating the EU with most values.** As in previous waves, ‘absence of corruption’ recorded the lowest level of association (52%). At a personal level, **Azerbaijanis attach most importance to ‘honesty and transparency’ (46%) and ‘peace, security and stability’ (45%).**
- As in previous waves, **trust in foreign institutions is quite low in the country. The EU, which is the most trusted international institution, enjoys a 41% level of trust (up 6% since 2019)** while NATO and the EAEU are trusted by only around one in four citizens (25% and 26% respectively). These minimal levels of trust reflect the low awareness of international organisations - between 28% (for the EU) and 47% (for the EAEU) of citizens did not answer the question or had never heard of them.

EU relations with Azerbaijan and awareness of EU financial support

- **More than two thirds of the population described the relations between Azerbaijan and the EU as ‘good’ (69%)** and this figure is slightly less positive if compared with the 2019 findings (down 5 percentage points).
- Only 64% of Azerbaijanis who have heard of the EU felt confident in answering the question on EU’s financial support and **only 30% knew that the EU provides financial support to Azerbaijan (up 2% since 2019).** Those who are aware tend to consider it ‘effective’ (76%, up 6% since 2019) and nearly half know about specific EU-funded programmes (48%, up 5% since 2019). **The most well-known programmes are in the field of ‘education’ and their popularity continues to grow** (71% of Azerbaijanis aware of some specific programmes financed by the EU mentioned projects in this field, up 6%).
- **‘Tourism’ (69%, down 1% since 2019), ‘trade’ (56%, down 7%) and ‘education’ (52%, down 7%) continue to be mentioned among the areas that have benefitted most from EU support although slightly less than last year.** By contrast, the areas that have benefitted the least are ‘democracy’ (36%), ‘employment opportunities’ (33%) and ‘reduction of corruption’ (23%). Between one third and half of citizens would positively favour future support from the EU to ‘create greater employment opportunities’ (35%) and promote ‘better education’ (46%) and ‘tourism’ (34%).

Media usage as sources of information

- **Television is the most popular source of information in the country – 70% of citizens watch it ‘every day’ and only 7% of citizens ‘never’ watch it. Daily usage of new media – such as Internet (48%, up 10%) and social media (42%, up 11%) is also common and has witnessed the largest increase since last year.** The official EU websites are rarely accessed although their usage has more than doubled since last year (8%, up 5%).
- **National media in Azerbaijani are the only media whose usage is widespread in the country** (70% of the population ‘always’ rely on them, 10% ‘often’ and 13% ‘sometimes’). **The usage of both foreign media and media in foreign languages is more limited and sporadic:** around two thirds of citizens ‘never’ use media in Russian and around three quarters ‘never’ rely on media in

other languages. 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 – even online.

- Trust levels towards different media sources are not high in Azerbaijan and **the majority of the population trust national media in Azerbaijani (66%) and television (60%) only**. New media are in fact the only sources trusted by more citizens each year: 44% of the population trust the Internet (up 9% since 2019), 35% ‘social media’ (up 12%) and 9% the official EU website (up 4%).

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 (27%, up 1% since 2019)**. TV continues to be the most important source of passive exposure, although much less when compared to last year (73% of Azerbaijanis who have seen/heard information about the EU did it through this media, down 9%). Around 40% of Azerbaijanis exposed to EU-related information also heard or saw information about the EU via the Internet, and 22% via social media.
- **Azerbaijanis’ interest in the EU has increased since the last wave and over one third of citizens ‘frequently’ (26%, up 9% since 2019) or ‘very frequently’ (10%, up 4%) accessed information on the EU**. New media have become the most important source of ‘active searches’: Internet (59% of Azerbaijanis who search for information about the EU do it through this media) has definitely surpassed television (47%, down 18%) and social media have leapt forward (reaching 32%, up 13%). Nearly all ‘active searchers’ use Azerbaijani (83%), 11% use Russian and 5% English.
- **Compared to 2019, the interest in ‘the relations between Azerbaijan and the EU’ has surged** (30% of ‘active searchers’ looked for this type of information, up 18%) – more people, although comparatively less, also searched for the relations with ‘other EaP countries’ (10%, up 5%).
- **The rating of EU-related information is less positive than in 2019** and ‘good’ opinions regarding all characteristics ranged between 53% and 58% of ‘active’ searchers – it was between 60% and 70% last year. Compared to other EaP countries, not only do Azerbaijanis face more difficulties in accessing information on the EU, but they also seem more dubious in rating its quality.

View of Azerbaijan’s current situation

- **Azerbaijanis’ trust towards their political institutions – although largely above the EaP average – has decreased since the last wave**. Faith in the government (82%) and political parties (48%) mainly held, whereas trust in regional and local public authorities (61%) and, particularly, the parliament (57%, down 13%) went down significantly. This finding is possibly linked to the February 2020 election results, which resulted in no significant political change counter to strong expectations.
- **Only half of Azerbaijanis (49%) is ‘satisfied’ with the way democracy works** – most of whom are only ‘fairly satisfied’ (35%) – and **only between 16% and 24% of citizens are ‘definitely convinced that all democratic indicators apply to their country** (down around 8% since 2019). It is worth noting that only 41% of citizens are ‘definitely’ or ‘somewhat’ convinced that ‘free and fair elections’ can take place in their country with a decrease of 22 percentage points since 2019.
- **Levels of optimism in the country are lower than in 2019 too**: around 60% of Azerbaijanis are optimistic about their own future (63%, down 4%) and the future of their country (58%, down 10%). **‘Unemployment’ (67%) remains the most pressing issue, followed by ‘low salaries and pensions’ (33%)**. Compared to 2019, more citizens seem worried about **‘territorial conflict’ (30%, up 6%)**. **‘Corruption’ too was also mentioned as a growing cause of concern by 23% of citizens (up 5%)**.

Profiling attitudes towards the EU: positive versus neutral

- **Holders of a positive view of the EU represent nearly half of Azerbaijanis (44%), with no change compared to 2019 (46%). They are slightly more likely to be males (51%), belong to the youngest age group (50%) and to be settled in the south-eastern parts of the country (65%)** – where Baku, the capital city is located. Only 22% live in large cities, 35% are unemployed or inactive and 15% have a high level of education.
- **Azerbaijanis with a neutral view of the EU account for around one third of the population (35%, up 4% since 2019).** Neutral citizens tend to be slightly **more concentrated among females (53% versus 49% for EU supporters) and middle-aged individuals (35% versus 32%). Nearly half live in larger cities (47% versus 22% for EU supporters) and are concentrated in the north east (23% versus 20%) and the west (20% versus 15%)** of the country.
- Despite the fact that only 15% of neutral citizens do not frequently access any media, **their level of exposure to EU related information is surprisingly low: only 16% have heard or seen about the EU in the three months preceding the survey (it is 40% for EU supporters) and 40% frequently or sporadically search for information on the EU (61% for EU supporters).**
- As for media sources, **neutral citizens are just as likely as EU supporters to rely frequently on Internet and social media (64% both) but less on traditional media (21% versus 31%).** Their lower usage of media means that they are also **less keen users of media in Azerbaijani (80% versus 84%), Russian (23% versus 21%) as well as other foreign language (19% versus 24%).**
- **Neutrality is linked both with low levels of trust in and knowledge of foreign institutions. The EU – which is the most trusted institution – is trusted by 28% of citizens (57% for EU supporters) but 41% of ‘neutral’ citizens could not provide a definite answer. Though most ‘neutral’ Azerbaijanis consider the relations between their country and the EU as ‘good’ (65% versus 81%), very few know that it financially supports their country (17% versus 46%).**
- **Regarding common beliefs, EU supporters share the most positive views,** with between 59% and 65% of individuals ‘strongly’ or ‘somewhat’ agreeing with all the proposed statements (versus between 25% and 41% for neutral citizens). The percentage of ‘don’t know’ responses among ‘neutral’ individuals is again overwhelming (between 43% and 55%).
- **‘Neutral’ individuals, more than last year, are much more pessimistic than EU supporters regarding their country’s future (35% versus 24% for EU supporters and up 8% since 2019).** However, they seem much less troubled by ‘economic’ concerns than EU supporters and more by ‘territorial conflicts’ (35%) and ‘security issues and war’ (21%) – 2% of them explicitly mentioned the ‘Karabakh conflict’. One reason for this finding may be the stronger presence of western residents among ‘neutral’ citizens which are geographically closer to the border region.

3.2. Perceptions of the European Union

Azerbaijanis are becoming more aware of the EU every year and currently only 12% of citizens provided a ‘don’t know’ response or have never heard of the EU (down 7% since 2017). Their perceptions of the EU is mainly positive (44%) or neutral (35%) and only 9% hold a negative view.

*Associations with the EU are only slightly less positive than in 2019, but they remain largely confident with between 70% and 75% of citizens associating the EU with most values. However, Azerbaijanis continue to display low levels of awareness regarding international institutions which, in turn, affects their level of trust and capability to determine the effectiveness of the financial support received. **The European Union – which is the most trusted external partner** – is trusted by 41% of the population and only 30% of citizens know that it provides financial support to their country. According to most citizens, ‘tourism’ (69%), ‘trade’ (56%) and ‘education’ (52%) are the areas that have benefitted most from EU support.*

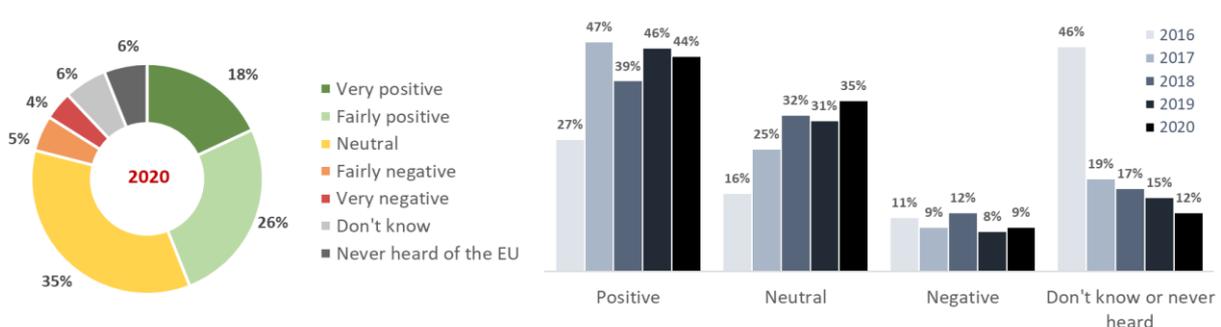
This section looks at how Azerbaijani citizens perceive the EU’s image and their opinion of the benefits of the EU’s financial support, also compared with the role of other international institutions.

3.2.1. General perceptions of the EU

Azerbaijanis are becoming more aware of the European Union (EU) every year and currently only 12% of citizens provided a ‘don’t know’ response or have never heard of the EU (down 7% since 2017). Their perceptions of the EU are mainly positive (44%) or neutral (35%) and only 9% hold a negative view.

Most citizens across the major socio-demographic groups are positive towards the EU except for residents of larger cities, 47% of which are neutral versus 29% who are positive. North-eastern residents are also less positively disposed towards the EU (37%); in this case a stronger unawareness of the EU – 20% of them have never heard of it – may account for their ‘colder’ orientation. The most ‘aware’ groups are western residents (97% of them provided their opinion), highly educated citizens (94%), males (93%) and younger generations (91%)⁶.

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 only slightly less positive than in 2019, but they remain largely positive with between 71% and 75% of citizens associating the EU with most values, such as ‘human rights’ (75%, the strongest association), ‘economic prosperity’ (74%), ‘rule of law’ (74%), ‘freedom of the speech’ (72%), ‘peace, security and stability’ (72%), ‘honesty and transparency’ (72%), ‘individual freedom’ (71%) and ‘freedom of the media’ (71%)⁷. As in previous waves, ‘absence of corruption’ recorded the lowest level

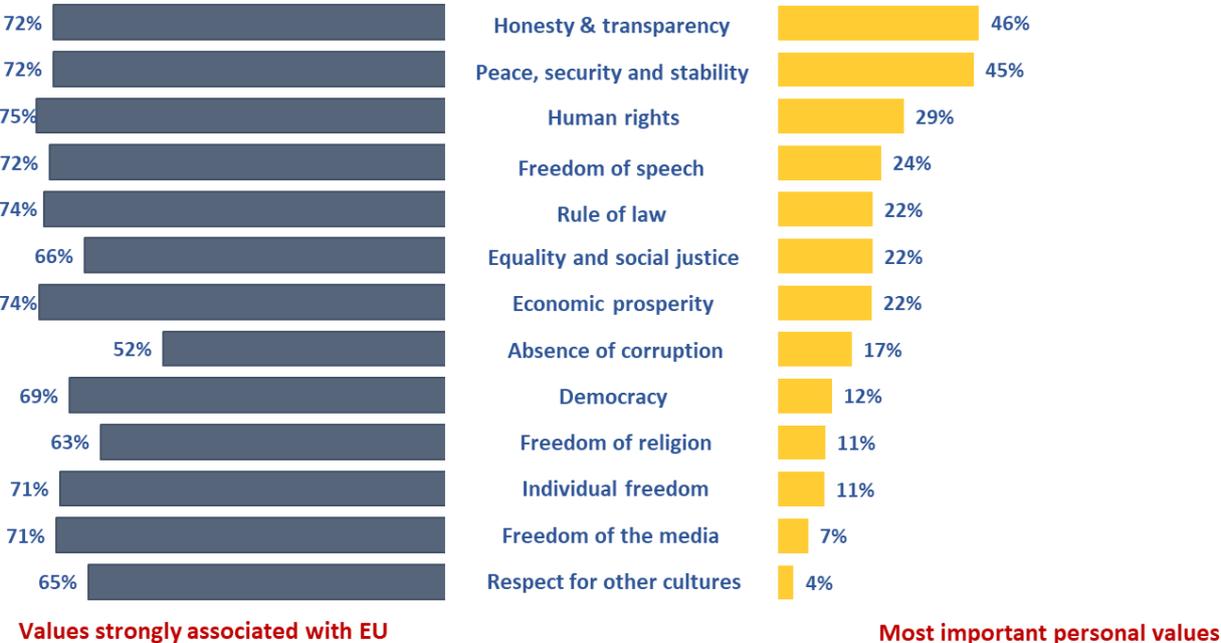
⁶ More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 1.

⁷ More details are provided in Annex – Table 2.

of association (52%). At a personal level, Azerbaijanis attach most importance⁸ to ‘honesty and transparency’ (46%) and ‘peace, security and stability’ (45%) – possibly due to the unresolved issue of Nagorno-Karabakh. Around one in four citizens mentioned ‘human rights’ (29%), ‘freedom of speech’ (24%), ‘economic prosperity’ (22%), ‘equality and social justice’ (22%) and ‘rule of law’ (22%).

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)



Around half of Azerbaijanis (47%) are confident that ‘the EU fosters the preservation of traditional values in their society’, with no appreciable change when compared to last year. Nevertheless, it should be noted that almost a third of citizens did not have a definite opinion on the issue (32%)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)



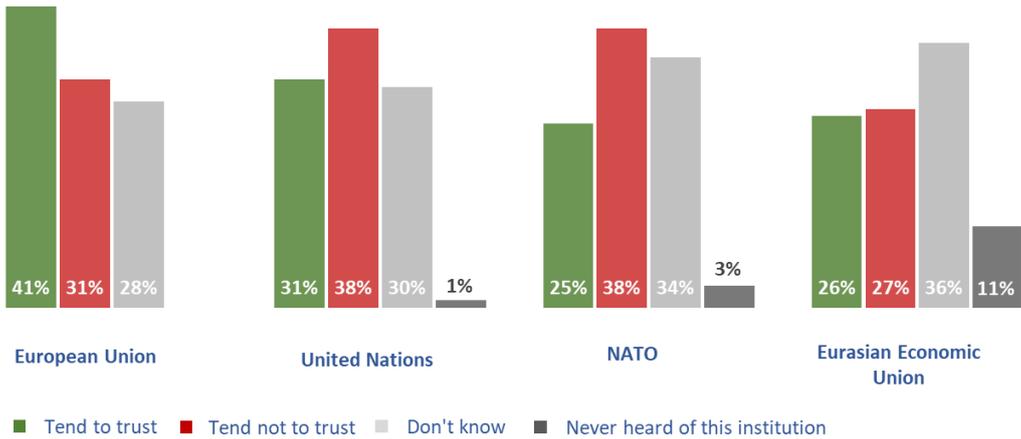
⁸ Respondents were asked to choose and rank their three most important personal values from a list of 13 items.
⁹ The third wave saw the introduction of a new set of questions, targeted at gaining greater insights into how the Union is perceived by the citizens. Respondents were asked to rate their agreement 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’.

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. Nearly 40% of Azerbaijanis did not answer the question either because they ‘had nothing to say’ (31%) or ‘the question was too hard to answer’ (6%). Around one in ten citizens named the ‘economic/political union’ (9%), while 4% mentioned ‘European integration’ and 2% the ‘EU member states’. As for the other free associations, positive responses were overall prevalent: 21% cited ‘economic prosperity/high standards of living’ and 5% ‘development/progress’, 3% ‘education’ and ‘peace and stability’ and 2% ‘sports and culture’. Only around 2% of citizens felt that ‘the EU does not support their country’, and less than 1% could not trust the EU or perceived it as 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 (EAEU). As in previous waves, **trust in foreign institutions is quite low in the country, even though a slight increase has been recorded for all institutions except the EAEU since last year. The EU, which is the most trusted international institution, enjoys a 41% level of trust (up 6% since 2019) while NATO and the EAEU are trusted by only around one in four citizens (25% - up 6% - and 26% - up 1% - respectively).** These minimal levels of trust reflect the low awareness of international organisations - between 28% (for the EU) and 47% (for the EAEU) of citizens did not answer the question or had never heard of them.

Citizens living in the north-east and in the west of the country tend to be more critical (38% and 33% respectively) or unaware of the EU’s role (33% and 31% respectively). A high share of ‘don’t know’ responses was observed among people living in larger cities (37%) and middle-aged citizens (32%)¹¹. Conversely, the lowest level was recorded among highly educated citizens (16%), who are almost equally split between those who trust the EU (44%) and those who do not (40%).

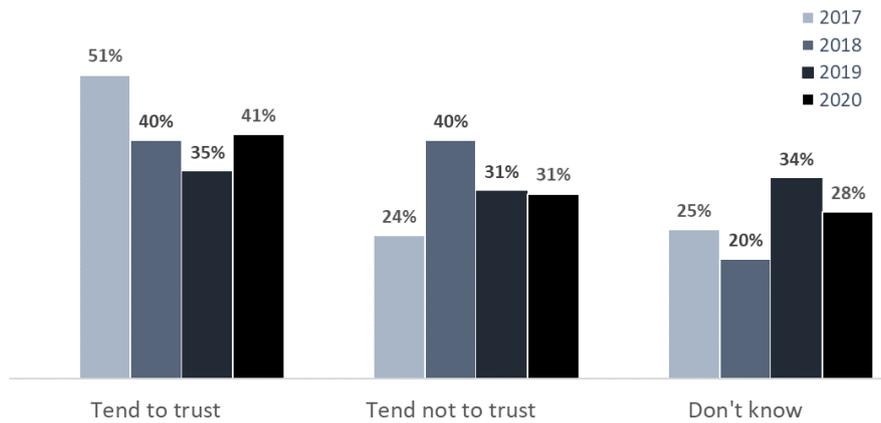
FIGURE 4 – Trust towards different institutions (Q2.11)
(Percentages refer to Azerbaijanis who have heard of the EU)



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

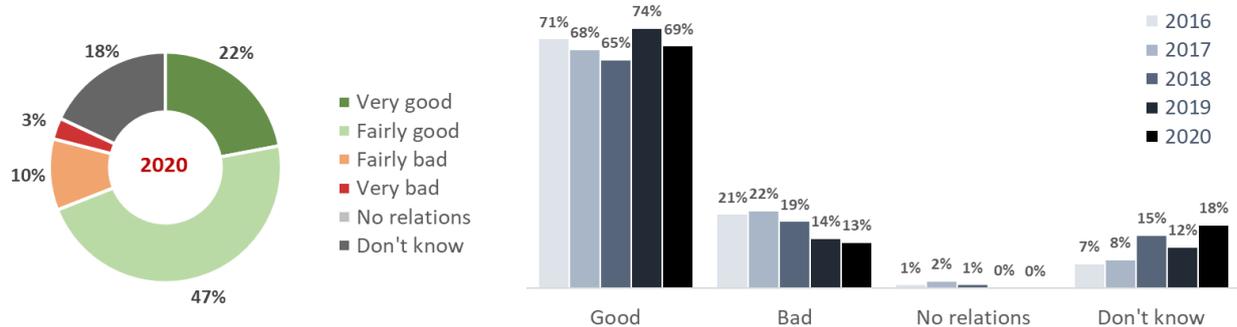


3.2.2. EU relations with Azerbaijan and awareness of EU financial support

More than two thirds of the population described the relations between Azerbaijan and the EU as ‘fairly good’ (47%) or ‘very good’ (22%) and this figure is slightly less positive when compared with the 2019 findings (down 5 percentage points). The majority of individuals belonging to all socio-demographic groups were positive in rating EU-Azerbaijan relations and only residents of the west of the country were less confident (50%) though 43% were unwilling to express a definite opinion. Those most critical in rating EU relations with Azerbaijan were highly educated citizens (20%), residents of larger cities (19%) and north-eastern residents (18%): around one in five provided a ‘bad’ rating¹².

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)



Around 40% of Azerbaijanis who have heard of the EU perceive it as an independent actor in foreign relations – which is pretty much the same percentage of those who trust the EU. It should also be noted

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

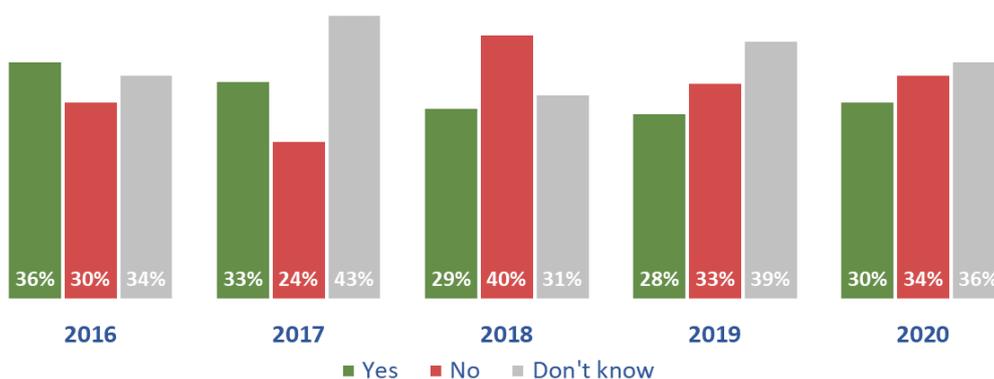
that the share of individuals who did not provide a definite opinion on the issue has decreased by 5 percentage points since last year (32%)¹³.

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)



Only 64% of Azerbaijanis who have heard of the EU felt confident in answering the question on the EU’s financial support and only 30% knew that the EU provides financial support to Azerbaijan, with no appreciable change when compared to 2019. At geographical level, one in two north-eastern and western residents provided a ‘don’t know’ response (51%) – with an additional 30% answering ‘no’. By contrast, only 27% of residents in the south-east of the country were unable to respond and 36% answered ‘yes’. Around 35% of highly educated citizens and residents of small and medium-sized settlements also acknowledged the EU’s support¹⁴.

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)



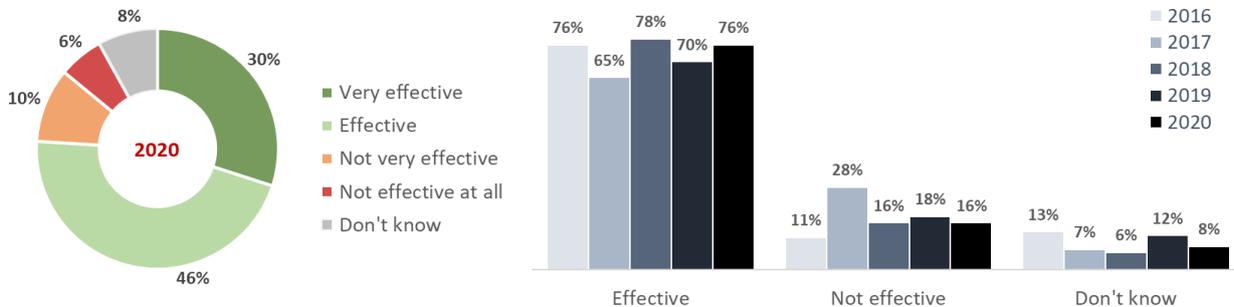
If Azerbaijanis know about EU’s financial support, they tend to consider it positively (76% rated it as effective, up 6% since 2019). At geographical level, appreciation is more common in the south-east (81%) and the west of the country (79%) and among residents of small (83%) and medium-sized settlements (84%). By contrast, residents of the north-east of the country and of larger settlements who are aware of

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.

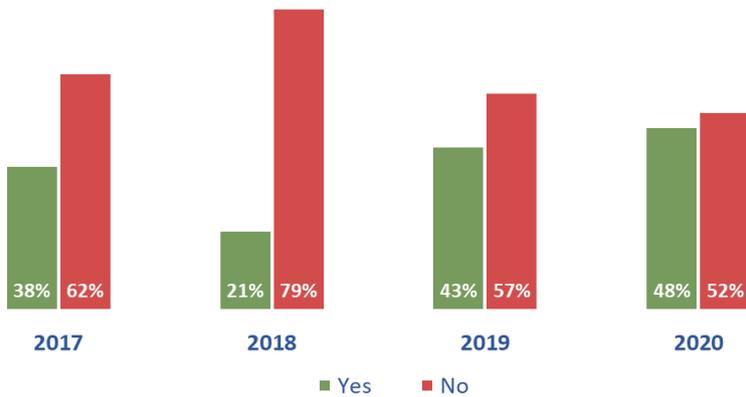
the EU’s financial support tend to be more critical (29% and 32% respectively) or to not express any opinion (19% and 16%). One in four citizens with a higher level of education deem EU’s financial support to be ‘ineffective’ (23% versus 15% of citizens with lower levels of education) ¹⁵.

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 half of those who are aware of the EU’s financial support know about specific EU-funded programmes in Azerbaijan (48%, up 5% since 2019) – and their share has more than doubled since 2018 (21%). Awareness of specific programmes decreases with age, from 53% of younger generations to 38% of older ones. Residents of the south-east of the country (60%) are, on average, much more informed than residents of the north-east (18%) and, particularly, the west (6%). Most residents of small (54%) and medium-sized settlements (53%) also know about specific programmes versus 28% of those who live in larger cities¹⁶.

FIGURE 10 – Do you know 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 previous waves, the most well-known EU-financed programmes in Azerbaijan relate to the field of ‘education’ and their popularity continues to grow (71% of citizens aware of some specific programmes financed by the EU mentioned projects in this field, up 6%). Other popular programmes are those in the field of ‘health and medicine’ (53%), ‘agricultural and rural development’ (37%) and ‘culture’ (28%). Azerbaijanis are less familiar with EU financial support to other sectors, such as ‘infrastructure

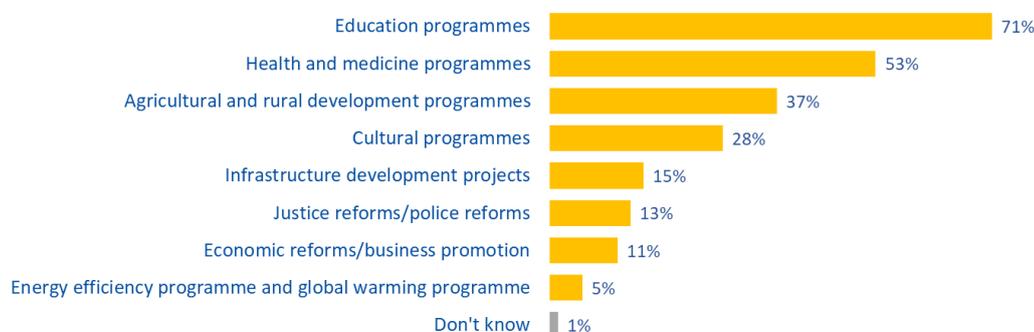
¹⁵ More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 6.

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

development' (15%), 'justice and police reforms' (13%), 'economic reforms and business promotion' (11%) and 'energy efficiency/global warming' (5%).

Around one in ten Azerbaijanis have personally been (or know someone who has been) involved in recent EU-funded projects (7% versus 1% in 2019).

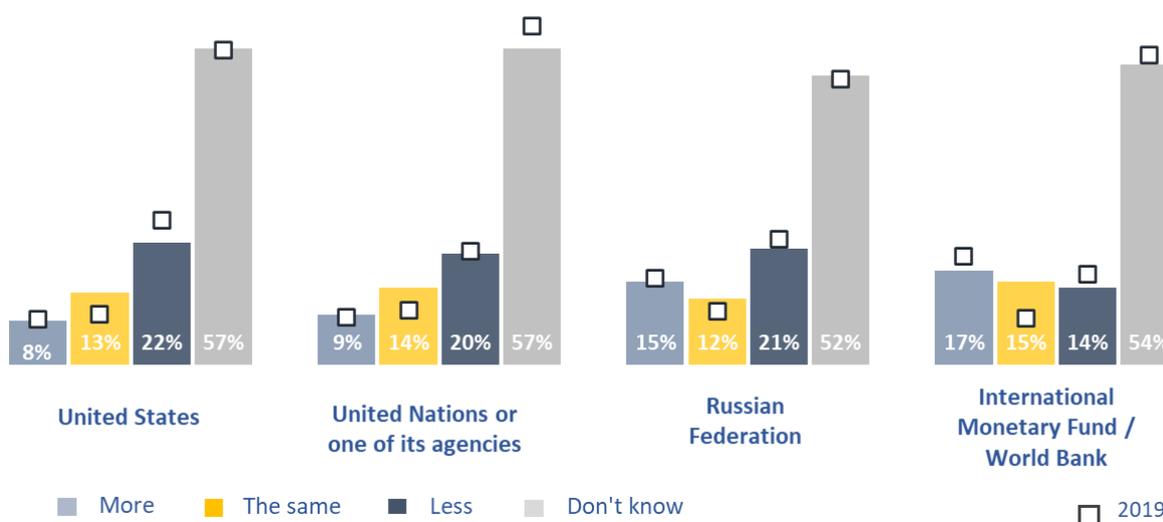
FIGURE 11 – Which specific programme(s) do you know? (Q2.6.1, multiple answers possible)
(Percentages refer to Azerbaijanis who were aware of specific programmes financed by the EU)



In line with the finding that only 30% of Azerbaijanis are aware that the EU financially supports their country, most citizens could not rate the extent of the EU's 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 (figures ranging between 52% and 57%). 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 15% of citizens consider them as equal 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)



Around half of Azerbaijanis are convinced that ‘the EU provides tangible benefits to citizens in their everyday lives’ (33% ‘strongly’ and 19% ‘somewhat’ agree with this statement)¹⁷. Compared to 2019, a very slight decrease in positive perception was noticed (down 5%), however one in three individuals did not provide a definite answer to the question (32%).

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’ (69%, down 1% since 2019), ‘trade’ (56%, down 7%) and ‘education’ (52%, down 7%) continue to be cited among the areas that have benefitted most from EU support, although slightly less than last year. Over 45% of citizens also mentioned the positive effects on ‘access to products and services’ (49%) and ‘agricultural production’ (45%). By contrast, the areas that have benefitted the least from EU support are ‘democracy’ (36%), ‘employment opportunities’ (33%) and ‘reduction of corruption’ (23%). Among these, ‘employment’ is the only area where a high number of citizens would favour more support from the EU (35%)¹⁸ – in fact, only 14% of citizens wish for more engagement of the EU in tackling ‘corruption’ and even less in sustaining ‘democracy’ (13%). 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 opportunities, as well as education programmes are more tangible and, as such, should be continuously increased²⁰. Education programmes are indeed the most well known in the country²¹.

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’.

¹⁸ Respondents were asked to name and rank the three most important areas in which the EU should play a greater role.

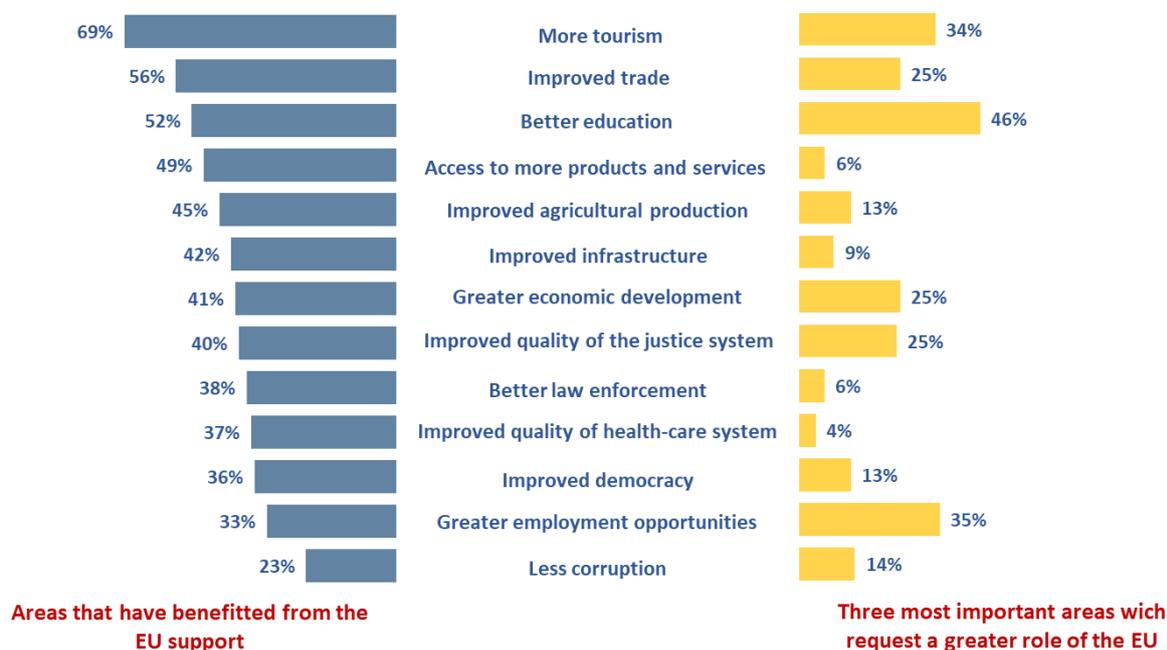
¹⁹ In 2019, Azerbaijan scored 30 out of 100 in the Transparency International Corruption Perceptions Index, with no significant change since 2018, indicating what it defines as a ‘chronic’ problem with corruption. See Transparency International at <https://www.transparency.org/country/AZE>. According 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 number of students studying at European institutions through various EU (Erasmus) and national programs of some EU countries (DAAD, Visby) is growing but not large enough to make a significant difference in the country. In fact, the process of education (and training) of a new generation of public administrators is seen as a key area to acquire progress towards good governance and one where the EU could provide much needed cooperation. (Source: <https://ge.boell.org/en/2019/09/13/10-years-eastern-partnership-azerbaijan-still-long-way-go>).

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 corruption²², 44% of Azerbaijanis ‘strongly’ (24%) or ‘somewhat’ (20%) agreed with the statement. However, it should be noted that 39% of citizens did not provide a definite answer.

**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)



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’.

Around 40% of Azerbaijanis are also ‘strongly’ (24%) or ‘somewhat’ (18%) convinced that integration with the EU will increase the country’s security and stability, attesting how, a relevant share of the population sees the EU as an unbiased player contrary to other international organisations and particularly the NATO. Around one third the population did not provide a definite answer (34%), a figure that is much higher than in the other EaP countries²³.

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)



²³ 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

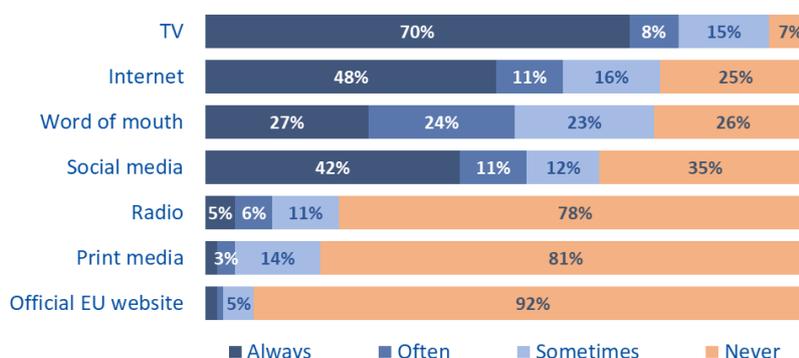
Passive exposure to EU-related information remains low in the country and only 27% of citizens have seen or heard information about the EU in the last three months. TV continues to be the most important source of passive exposure – although much less when compared to last year (73% of Azerbaijanis who have seen/heard information about the EU did it through this media, down 9%) – and around 40% of Azerbaijanis exposed to EU-related information also heard or saw information about the EU via the Internet, and 22% via social media. Nevertheless, Azerbaijanis’ interest in the EU has increased and over one third of citizens ‘frequently’ (36%, up 13%) accessed information on the EU. The interest in ‘the relations between Azerbaijan and the EU’ has particularly surged (30% of ‘active searchers’ looked for this type of information, up 18%). Compared to other EaP countries, Azerbaijanis continue to face more difficulties in accessing EU-related information and they also seem more dubious in rating its quality.

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 is the most popular source of information in the country – 70% of citizens watch it ‘every day’ and only 7% of citizens ‘never’ watch it. Daily usage of new media – such as Internet (48%, up 10%) and social media (42%, up 11%) is also very common and has witnessed the largest increase since last year. Around three quarters of citizens rely on ‘word of mouth’, though only 27% ‘always’. The radio and print media are used by around 20% of the population. The official EU websites are rarely accessed although their usage has more than doubled since last year (8%, up 5%).

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

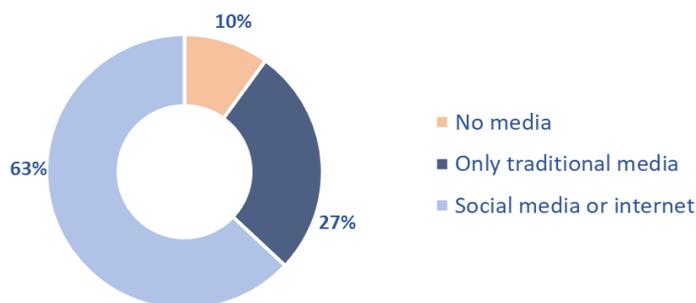


The breakdown of frequent media usage²⁴ shows that 63% of Azerbaijanis frequently access social media or the Internet (up 9% since last year). By contrast, exclusive usage of traditional media has largely declined and only 27% of citizens frequently rely on TV, print media and/or the radio – it was 42% in 2019. One in ten citizens do not rely on any media (versus 4% in 2019). Frequent usage of new media decreases with age – peaking at 78% among the younger individuals – and increases with education – peaking at 75% for highly educated individuals – settlement size (70% for larger settlements) and employment status (66% for employed/self-employed citizens). Males are also more likely to be frequent users of new media

²⁴ Based on frequency media usage, three groups have been analysed: the first group 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.

(70%) compared to females (56%), who are more likely to rely on traditional media only (31%) or no media (13%). Older individuals are the most likely to rely on traditional media only (56%)²⁵.

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



Azerbaijanis are very reliant on country media in their national language – 70% of the population ‘always’ rely on them, 10% ‘often’ and 13% ‘sometimes’. The usage of both foreign media and media in foreign languages is more limited and sporadic: around two thirds of citizens ‘never’ use national (66%) or foreign media (68%) in Russian and around three quarters ‘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 largely unavailable in the country – even online²⁶.

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

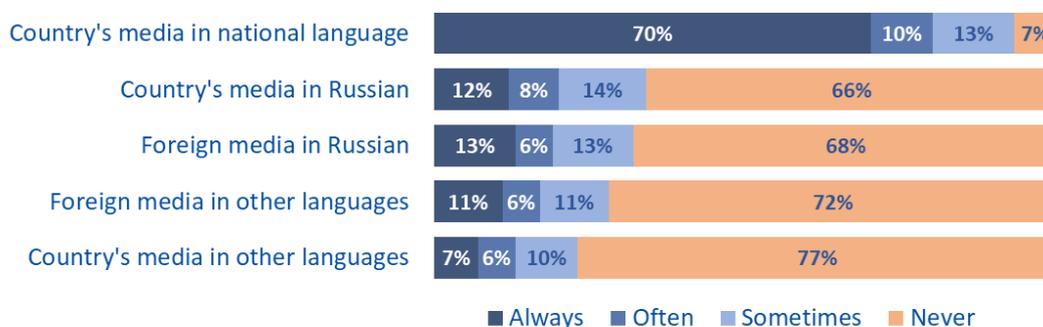


Figure 20 shows how frequently media in Azerbaijani, Russian and other foreign languages are used among the population, irrespective of whether the media is national or foreign²⁷. Again, it can be noted the primacy of media in Azerbaijani (80%) over those in Russian²⁸ (23%) and other foreign languages (21%). Frequent usage of media in foreign languages tends to be more common by highly educated individuals (35%) – who also show the highest share of frequent usage of media in Russian (43%) - and

²⁵ More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 10.

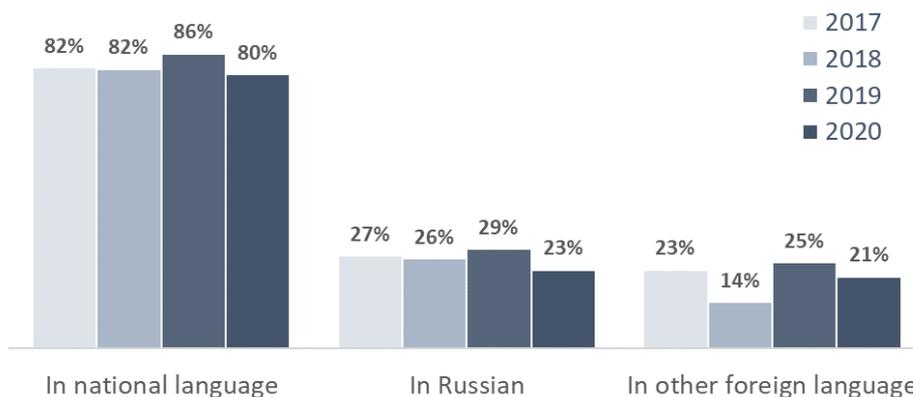
²⁶ According to the 2019 World Press Freedom Index, Azerbaijan ranked 166 out of 180 countries, even worse than in 2018 (163). The hopes raised in late 2019 by the announcement of major reforms were quickly dashed in early 2020 by the post-election crackdown on journalists who had tried to cover electoral fraud and opposition rallies. The main independent news websites are since blocked. See <https://rsf.org/en/ranking>.

²⁷ 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.

²⁸ 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. See: Monitoring of Russian channels by MEMO 98, Final report, 2015 at http://www.csdialogue.eu/sites/default/files/monitoring_report_executive_summary.pdf.

residents of the west of the country (27%). Almost all Azerbaijanis living in the north-east of the country rely on media in Azerbaijani (94%) and they also have a greater usage of media in Russian (28%) compared to residents of south-east (23%) and west (15%)²⁹.

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



Trust levels towards different media sources are not very high in Azerbaijan and **the majority of the population trust national media in Azerbaijani (66%) and television (60%) only**. New media are in fact the only sources trusted by more citizens each year: 44% of the population trust the Internet (up 9% since 2019), 35% ‘social media’ (up 12%) and 9% the official EU website (up 4%). Only around one in five citizens trust foreign media or media in foreign languages (including Russian). As previously noted, low levels of trust may be linked to the continued restrictions on the media, which make unbiased information hardly available in the country. Aside from national media, TV, new media and ‘word of mouth’, over 50% of the population is in fact not familiar with these sources and unable to rate their trust towards them³⁰.

3.3.2. Sources of information about the EU

Around one in four Azerbaijanis say they have seen or heard information about the EU in the last three months (27%). This figure is stable compared to last year and it does not come close to the levels recorded in 2016 when bilateral negotiations with the EU started. Education is by far the most distinguishing characteristic with 43% of highly educated citizens reached by EU-related information versus 25% of those with lower levels of education. A geographical factor is also observed: 35% of residents of the south-east have seen or heard information on the EU versus 20% of north-eastern residents and 8% only of western residents. Residents of small and medium-sized settlements (32% both) are also more likely to have been exposed to EU-related information than residents of larger cities (19%). The influence of gender and age is less strong: around 30% of males and younger citizens have been exposed to EU-related information versus around 25% of females and middle-aged or older individuals³¹.

²⁹ More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 11.

³⁰ More details are provided in Annex – Table 12.

³¹ 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)

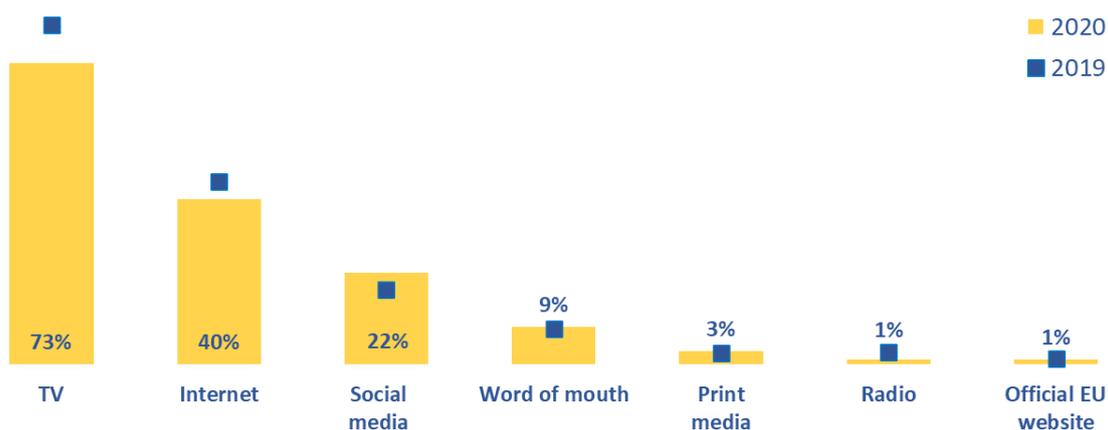
(Percentages refer to Azerbaijanis who have heard of the EU)



TV continues to be the most important source of passive exposure although much less compared to 2019 (73% of Azerbaijanis who have seen/heard information about the EU did it through this media, down 9%). Around 40% of Azerbaijanis exposed to EU-related information also heard or saw it via the Internet (40%, down 4% since 2019), and 22% via social media (up 4%). All other media sources were each mentioned by less than one in ten citizens, with the radio and the official EU websites coming in the last position (1%).

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)

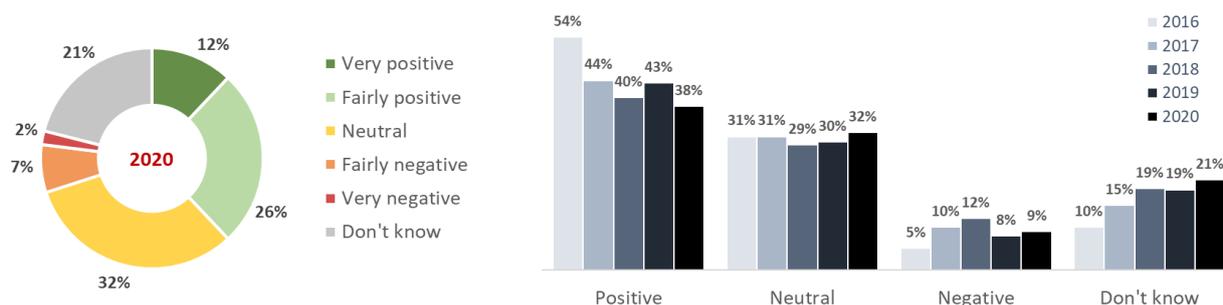
(Percentages refer to Azerbaijanis who have heard any information about the EU in the last three months)



Around 40% of citizens felt that national media presented the European Union positively (12% ‘very positively’, 26% ‘fairly positively’). However, the share of those who were unable to express a definite opinion continues to increase (21%). The highest share of ‘don’t know’ responses was recorded in the area of the country where people are least exposed to EU-related information: over half of western residents could not provide a definite answer (59%). By contrast, the most positive opinions were observed among the socio-demographic groups who are more likely to be reached by information on the EU, such as highly educated individuals (53%), those living in medium-sized settlements (54%), younger

citizens (44%) and south-eastern residents (42%). Nearly half of residents of larger cities and north-eastern residents have a neutral opinion (45% and 49% respectively)³².

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)

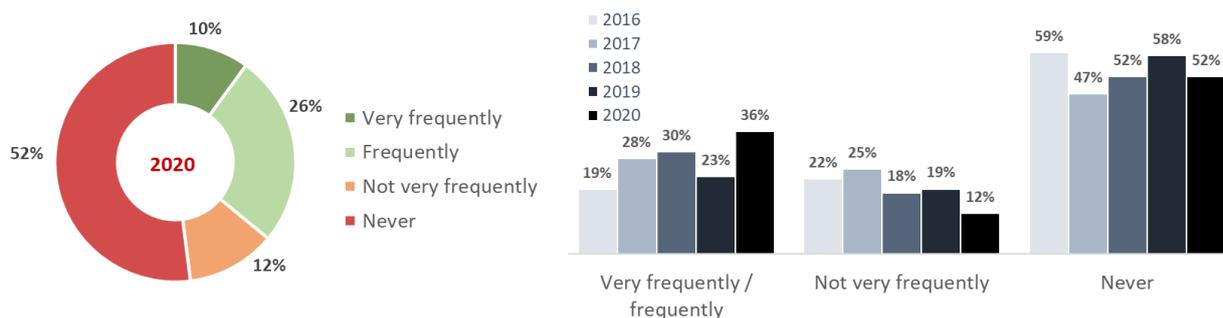


Nearly 60% of Azerbaijanis believe that the information which they read, watch or access online **helps them to have a better understanding of the EU**, either ‘fairly’ (52%) or ‘very much’ (7%). Compared to 2019, this figure has seen a significant increase (up 12%) and is more in line with other EaP countries.

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’ interest in the European Union has increased since the last wave and over one third of citizens ‘frequently’ (26%, up 9% since 2019) or ‘very frequently’ (10%, up 4%) accessed information on the EU. This increase partly happened at the expense of sporadic access (12%, down 7%), although the share of citizens who never searched for EU-related information has decreased as well (58%, down 6%). Highly educated people (52%) and south-eastern residents (46%) are the most interested in the European Union. Almost 50% of younger citizens also actively searched for information on the EU. By contrast, 73% of residents of the north-east of the country ‘never’ access any information on the EU³³.

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)



³² For the distribution according to the main socio-demographic characteristics, see Table 14 in Annex.

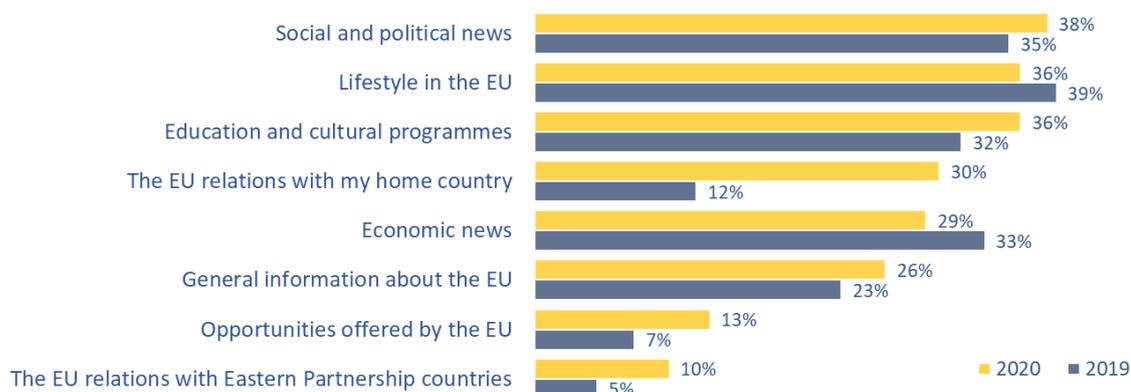
³³ More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 15.

Nearly all ‘active searchers’³⁴ use their national language (83%); 11% use Russian and 5% English³⁵.

Compared to 2019, interest in ‘the relations between Azerbaijan and the EU’ has surged (30% of ‘active searchers’ looked for this type of information, up 18%) – more people also searched for the relations with ‘other EaP countries’ (10%, up 5%). ‘Education and cultural programmes’ (36%, up 4%), and ‘opportunities offered by the EU’ (13% up 6%) are the other area increasingly targeted by Azerbaijanis who looked for EU-related information.

FIGURE 25 – What type of information do you normally look for? (Q3.1.2, multiple answers possible)

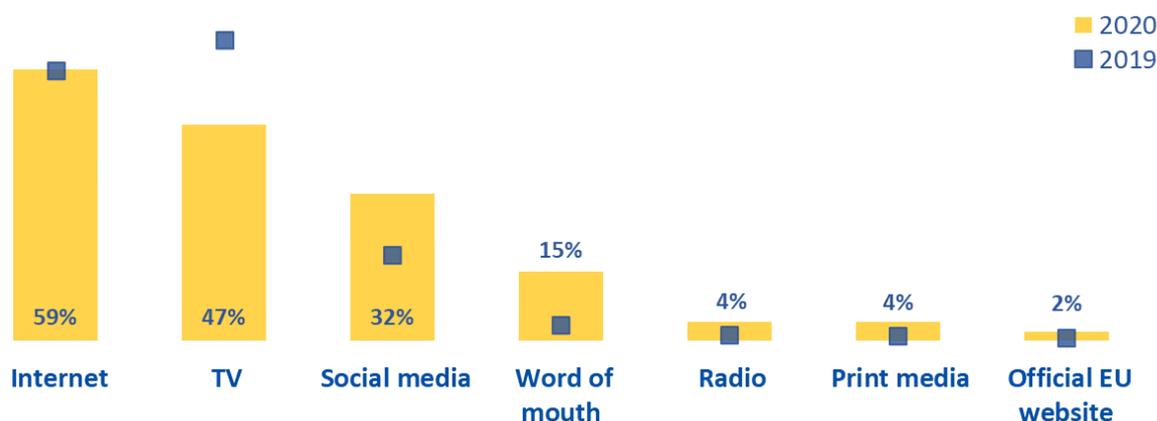
(Percentages refer to Azerbaijanis who have looked for/accessed information on the EU)



New media have become the most important source of active exposure: Internet (59% of Azerbaijanis who search for information about the EU do it through this media) has definitely surpassed TV (47%, down 18%) and social media have leapt forward (reaching 32%, up 13%). Only 15% of active searchers still rely on ‘word of mouth’ and less than 5% on the radio (4%), print media (4%) and/or the official EU website (2%).

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)



On average, the rating of accessed information is less positive than in 2019 and ‘good’ and ‘very good’ opinions with regard to all characteristics were ranged% between 53% and 58% of ‘active searchers’ with

³⁴ More details on the distribution according to the main socio-demographic characteristics are provided in Annex – Table 11.

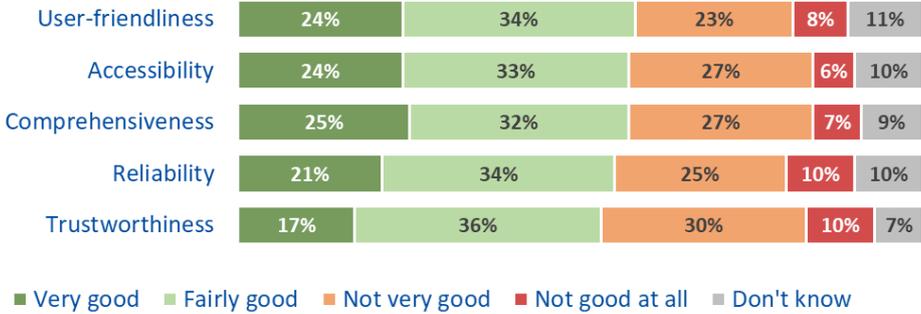
³⁵It is mainly Azerbaijani journalists who use Russian media as one of their main information sources, together with Turkish media.

Source: Monitoring of Russian channels by MEMO 98, Final report, 2015 -

http://www.csdialogue.eu/sites/default/files/monitoring_report_executive_summary.pdf

regard to all characteristics – it was between 60 and 70% last year. In addition, compared to other EaP countries, these figures seem to be somewhat lower: not only do Azerbaijanis apparently face more difficulties in accessing information on the EU, but they also seem 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)



Nearly 15% of Azerbaijanis have accessed EU informational websites³⁶ at least once – an increase of 11 percentage points since 2019. The most accessed is the Facebook profile of the European Union (11%, up 8%), while other EU official websites were rarely targeted: Twitter pages (5%), EU institutions websites (4%), EU projects’ websites (3%), ‘EU NEIGHBOURS’ and EU Delegation website (2% both).

³⁶ This refers to EU institutions’ websites; the EU Delegation website; EU projects’ websites; the ‘EU NEIGHBOURS’ website; EU Twitter and EU Facebook pages.

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

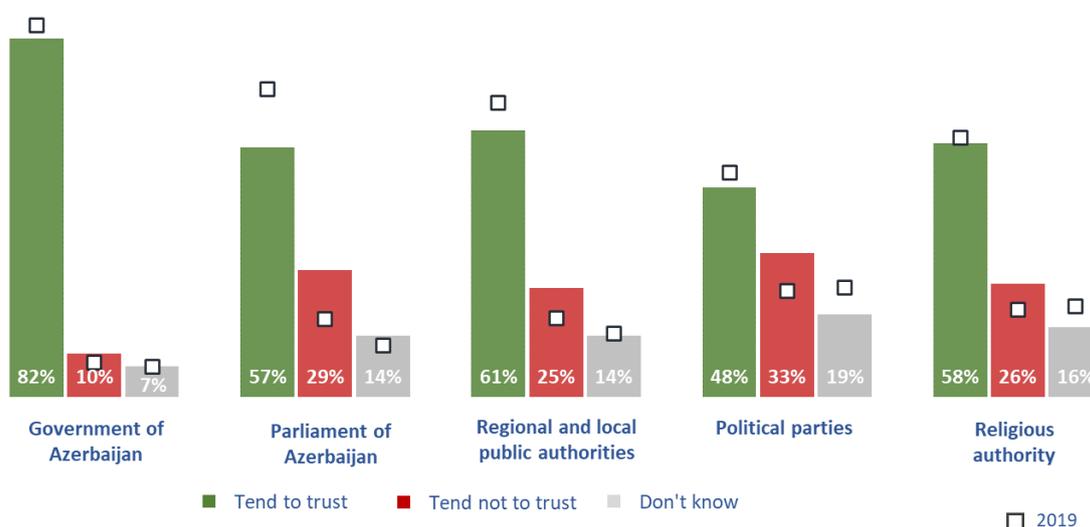
Azerbaijanis’ trust towards their political institutions – although largely above the EaP average – has decreased since 2019. Faith in the the parliament (57%, down 13%) went down significantly, possibly due to the results of February 2020 elections which brought about no significant political change contrary to popular expectations. Only 49% of Azerbaijanis are ‘satisfied’ with the way democracy works, only between 16% and 24% are ‘definitely’ convinced that all democratic indicators apply to their country, and only 58% are optimistic about the future of their country. Compared to 2019 more citizens seem worried about ‘territorial conflict’ (30%, up 6%) – possibly underlining how the Karabakh conflict remains one of their biggest and unfulfilled concerns – and ‘corruption’ (23%, up 5%).

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

Azerbaijanis’ trust towards their political institutions – although largely above the EaP average – has decreased since the last wave. Faith in the Government (82%) and political parties (48%) mainly held, recording only a minimal decrease of around 3 percentage points – whereas trust in regional and local public authorities (61%, down 6%) and, particularly, the Parliament (57%, down 13%) went down significantly. This finding is possibly linked to the February 2020 elections’ results which brought along no significant political change contrary to popular expectations³⁷. Nearly 60% of citizens feel confident in the religious authority (58%), with no change compared to 2019.

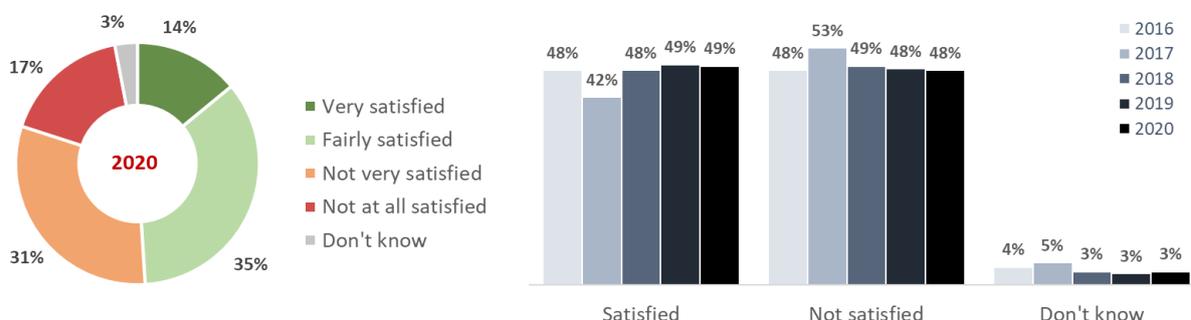
FIGURE 28 – Please tell us your level of trust in the following institutions (Q4.1)



³⁷ According to the Election Monitoring and Democracy Studies Center, the victory was secured failing to address recommendations of the Council of Europe’s Parliamentary Assembly on the improvement of the Election Code, in particular with regard to the composition of election commissions to allow for equal and fair representation of various political forces. ‘Violations [that had also] occurred in previous elections – one person voting multiple times, busing of voters, ballot-box stuffing, and voting without registration – were also recorded by observers. Source: <https://smdtaz.org/wp-content/uploads/2020/02/EMDS-100220.pdf>.

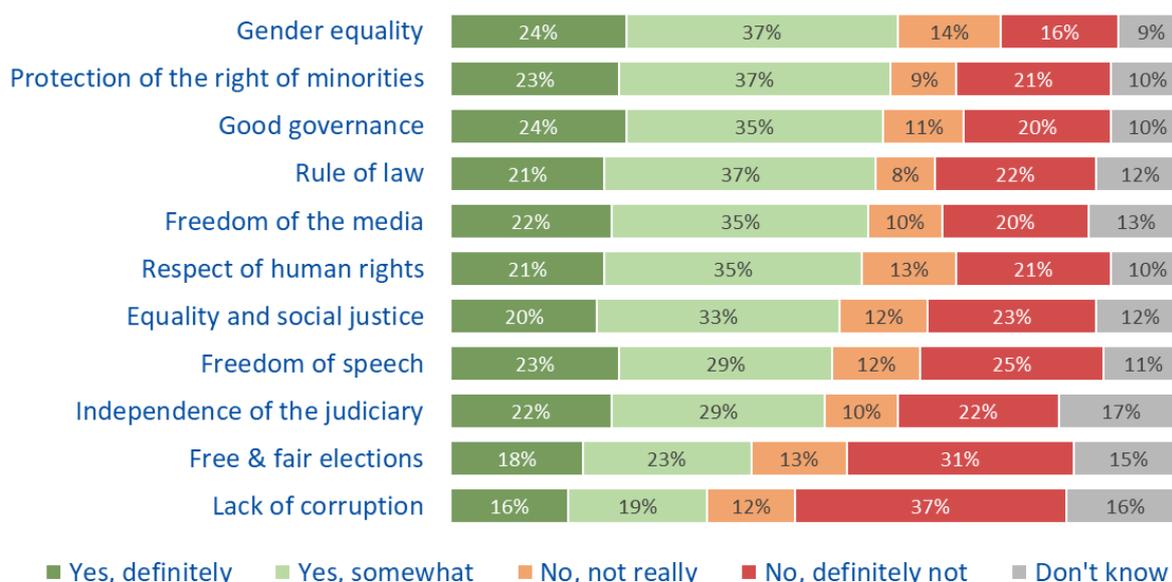
Only half of Azerbaijanis (49%) are in fact ‘satisfied’ with the way democracy works – most of whom are only ‘fairly satisfied’ (35%). Levels of dissatisfaction are particularly high among residents of large cities (61%) and those living in the north-east (64%) of the country³⁸.

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 the path towards democratic governance is also less positive than in 2019: figures for ‘strong agreement’ with all democratic indicators range between 16% and 24% (down around 8%), with ‘gender equality’, ‘good governance’, ‘protection of the rights of minorities’ and ‘freedom of speech’ recording greater levels of agreement. The most important challenge in the country, according to half of citizens, remains ‘corruption’ (49% of citizens ‘not really’ or ‘definitely not’ agree). However, it is worth noting that only 18% of citizens are ‘definitely convinced’ that ‘free and fair elections’ can take place in their country – and 23% ‘somewhat’ agree – with a decrease of 22 percentage points since 2019.

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



³⁸ More details on satisfaction with democracy and socio-demographic characteristics are provided in Annex – Table 16.

3.4.2. Future expectations

Levels of optimism in the country are also lower than in 2019: around 60% of Azerbaijanis are optimistic about their own future (63%, down 4%) and the future of their country (58%, down 10%). Education and residence are the two factors that impact on the level of optimism about Azerbaijan’s future: 68% of highly educated citizens are optimistic (versus 57% of lowly educated ones); 68% of residents of middle-sized cities and 62% of small settlements residents feel the same way (versus 48% of residents of larger cities); along with 65% of north-eastern residents and 60% of south-eastern ones (versus 42% of western residents). Similar findings were observed with regard to attitudes towards personal future; in addition, optimism decreases with age, from 69% of younger generations to 54% of the older ones³⁹.

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

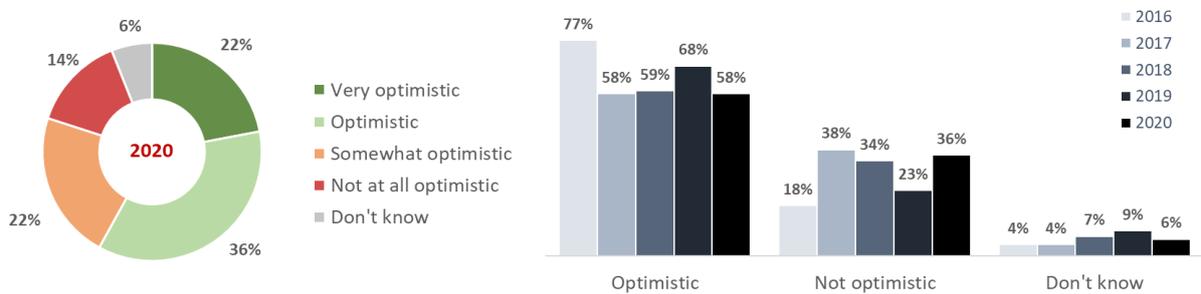
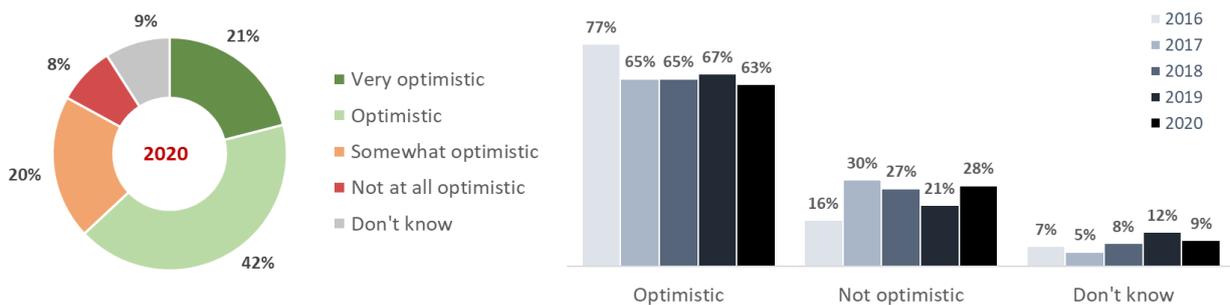


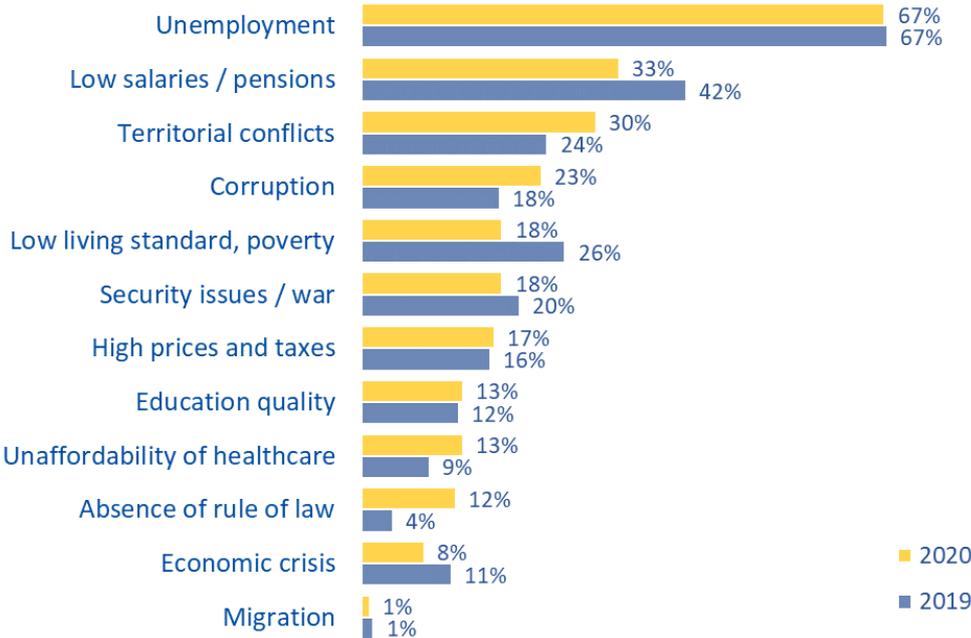
FIGURE 32 – How optimistic are you about your personal future? (Q4.6)



³⁹ 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.

Findings are consistent with 2019 and ‘unemployment’ (67%) remains the most pressing issue for Azerbaijanis, followed by ‘low salaries/pensions’ (33%). However, compared to last year more citizens seem worried about ‘territorial conflict’ (30%, up 6%) – possibly underlining how the Karabakh conflict remains one of the biggest concerns of citizens. Around one in five Azerbaijanis also mentioned ‘security issues/war’ (18%). ‘Corruption’ – which at least half of the population consider to be widespread – was also mentioned as a growing cause of concern by 23% of citizens (up 5%).

**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

Holders of a positive view of the EU represent nearly half of Azerbaijanis (44%), while ‘neutral’ citizens account for around one third (35%). While EU supporters tend to be more concentrated among males (51%), the younger generations (50%) and south-eastern residents (65%), ‘neutral’ citizens are more likely be females (57%), middle-aged (35%), live in larger cities (47%) - with nearly half concentrated in the north east (23%) and the west of the country (20%). EU supporters display a stronger and more diversified usage of media sources and, accordingly, a greater – passive and active – exposure to EU-related information. These preferences translate into a more positive image of the EU and a greater confidence in it: currently 57% of EU supporters trust the EU versus 28% of ‘neutral’ citizens. EU supporters are also more optimistic towards the future of their country, whereas ‘neutral’ individuals seem more concerned by ‘territorial conflicts’ (35%) and ‘security issues and war’ (21%), possibly due to the stronger presence of western residents among them, which are geographically closer to the border region.

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 it⁴⁰.

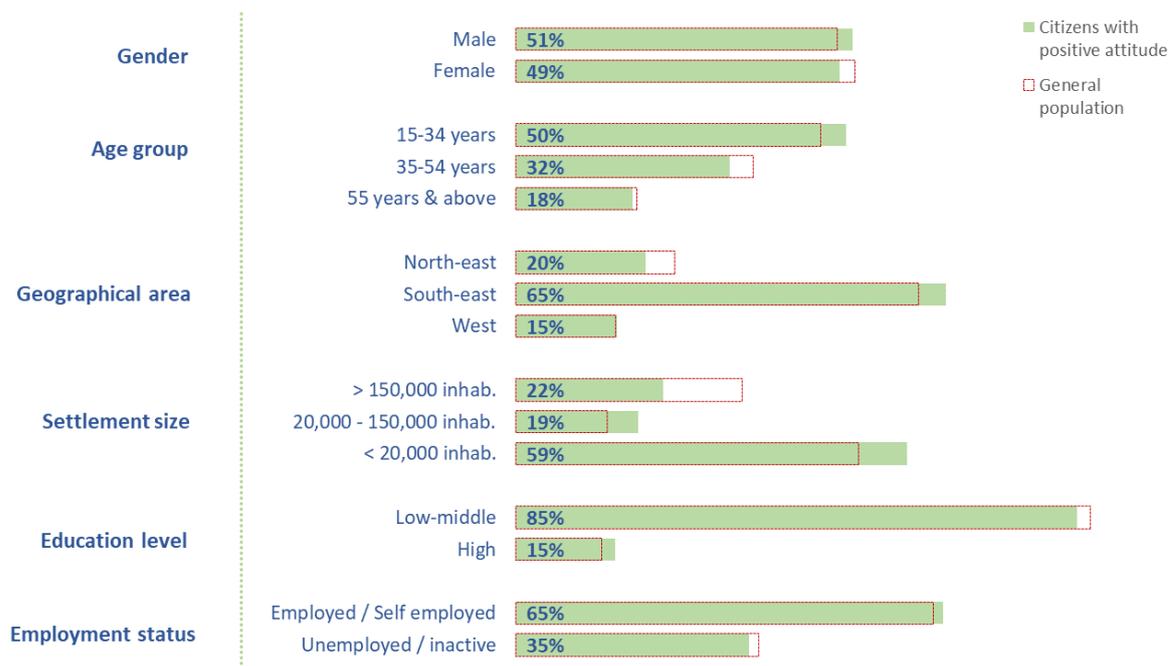
Attitudes were profiled against a comprehensive set of indicators, starting with the main socio-demographic characteristics, followed by passive and active exposure to EU-related information (including main language used and subjects of interest), assessment of the relationship between Azerbaijan and 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 represent nearly half of Azerbaijanis (44%), with no appreciable change compared to 2019 (46%). Compared to the general population, they are slightly more likely to be males (51% versus 49%), belong to the youngest age group (50% versus 46%) and to be settled in the south-eastern parts of the country (65% versus 61%) – where Baku, the capital city is located. Only 22% live in large cities (versus 34% in general population), 35% are unemployed or inactive (versus 37%) and 15% have a high level of education (versus 13%).

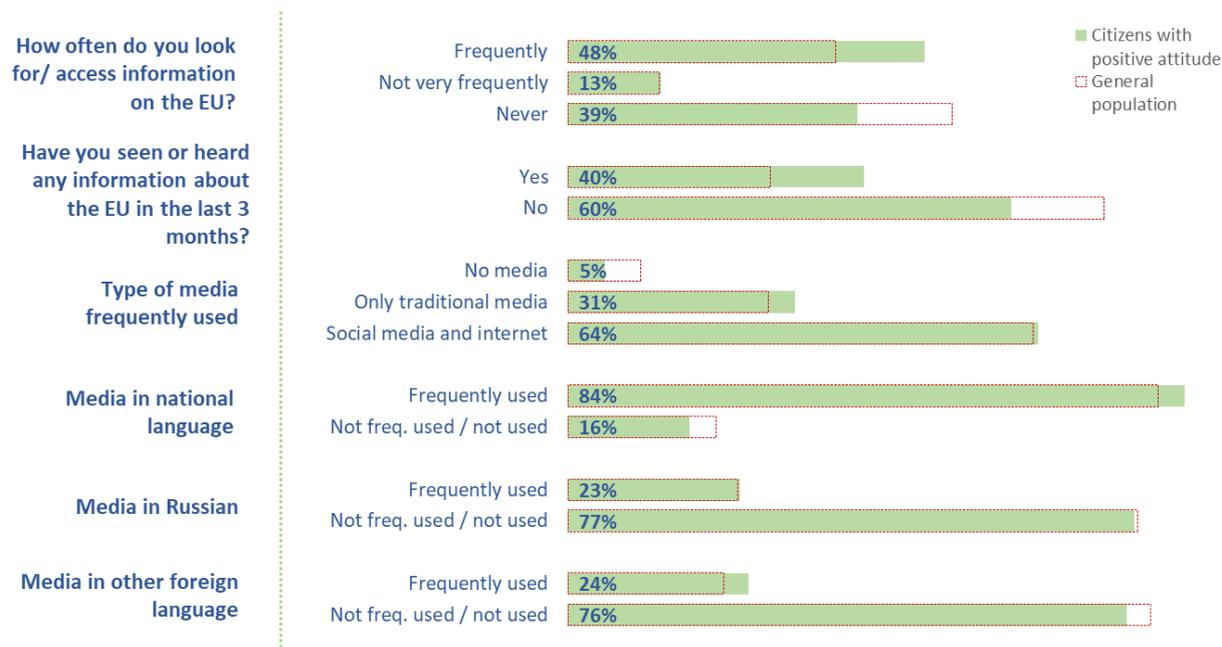
⁴⁰ Individuals that were mostly negatively oriented were excluded from the comparison, as their number was too small for the results to be statistically significant.

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



EU supporters tend to be stronger users of media as a source of information: 95% frequently use them (compared to 90% of the general population), either new (64%) or traditional media (31%). As such they enjoy relatively higher levels of exposure to information also about the EU: 40% of them have seen or heard information about the EU (versus 27% for the general population) and 61% of them have searched (either ‘frequently’ or ‘not very frequently’) for it in the three months preceding the survey (versus 48%). EU supporters tend to favour media in the national language (84% versus 80%) and/or in other foreign languages (24% versus 21%), with no particular preferences for media in Russian (23% just like in the general population).

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

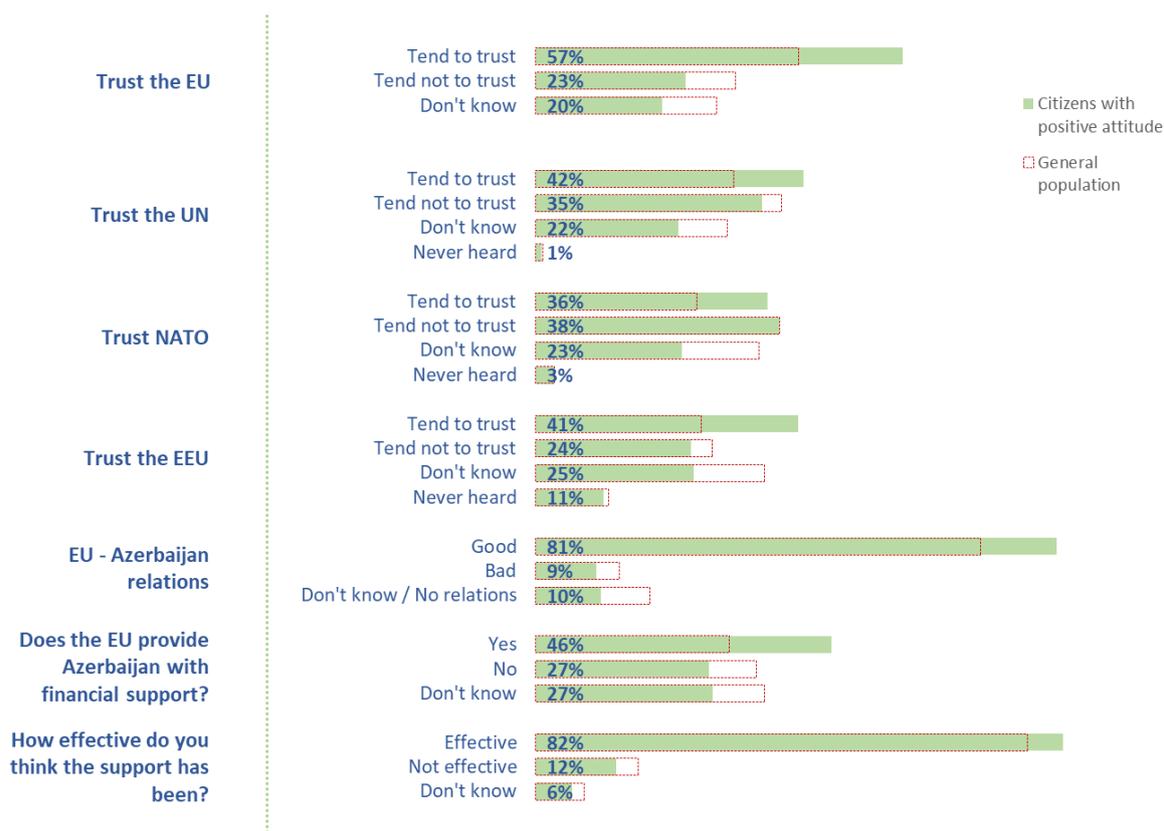


The greatest exposure to EU-related information translates into a more positive image of the EU and a greater confidence in it – as well as in all other foreign institutions. Currently 57% (up 10 percentage points since 2019) of positively oriented individuals trust the EU, 42% the UN, 41% the EAEU and 36% NATO. The related figures for the general population are around 10 percentage points lower with the greatest difference recorded for the EU (16 percentage points less).

Nearly all EU supporters have a positive image of the relations between Azerbaijan and the EU (81% versus 69% in the general population) and 46% acknowledge the EU’s financial support (versus 30%) – most of whom consider it as ‘effective’, (82% versus 77%).

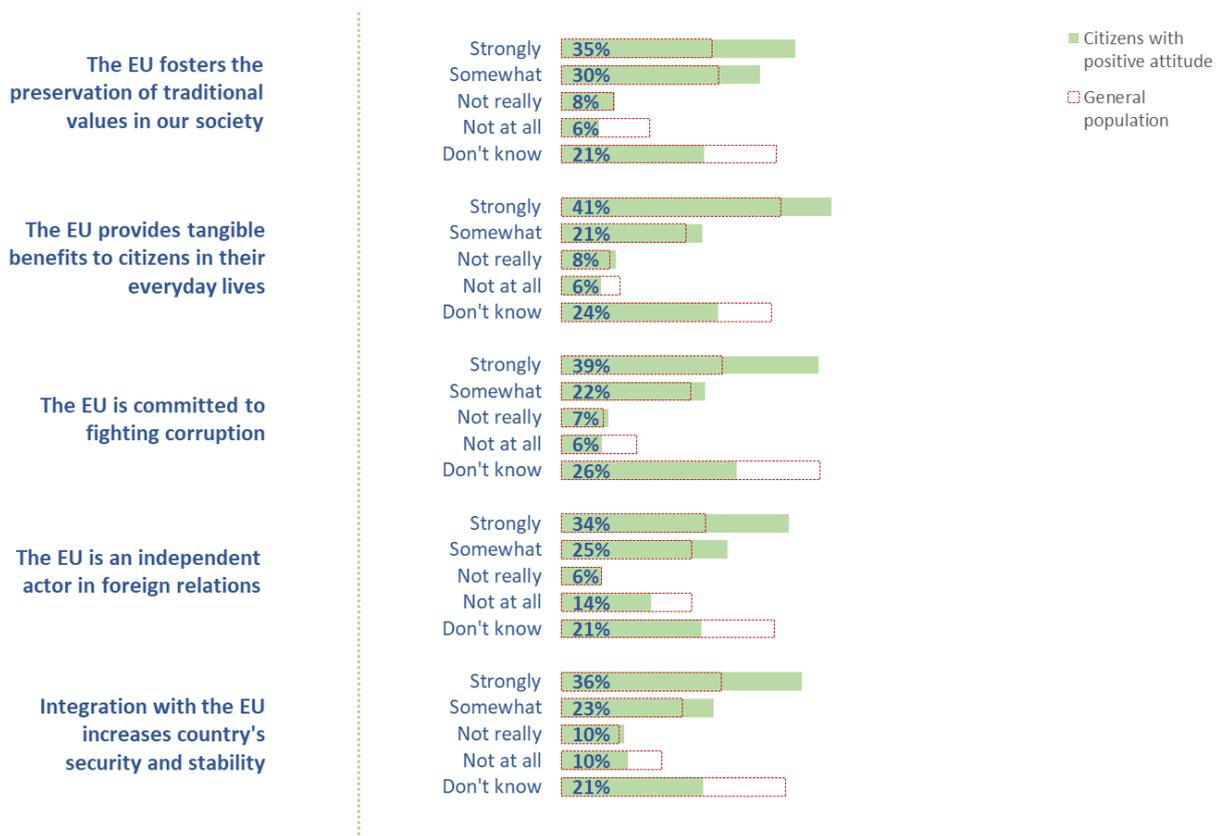
In general, positively oriented individuals are more likely to be aware of these issues than the general population, still, around 20% of them could not rate their trust in the EU.

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



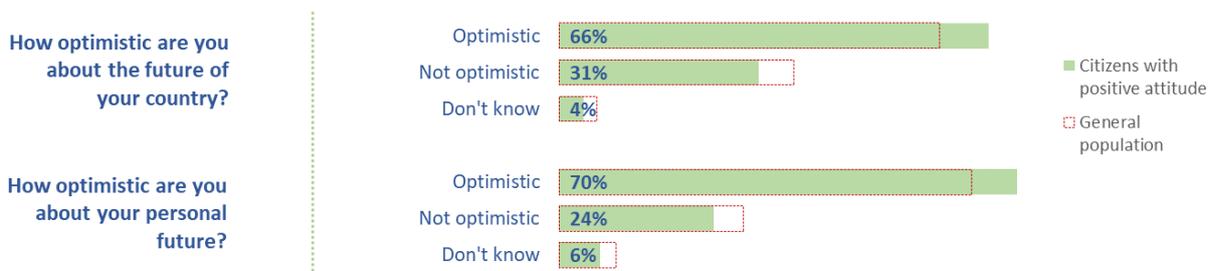
EU supporters tend to share a much stronger and more positive view of the EU than the general population. In fact, between 59% and 65% of individuals with a positive image of the EU ‘strongly’ or ‘somewhat’ agree with all the proposed statements on common beliefs (it is between 42% and 52% for the general population). The statement ‘the EU fosters the preservation of traditional values in our society’ collected the highest levels of agreement (65%). Nearly 60% of EU supporters also believe that ‘the EU is an independent actor in foreign relations’ and that ‘integration with it increases country’s security and stability’. It is worth noting that even if around one in four EU supporters did not provide a definite answer, they seem more confident than the general population in sharing their beliefs.

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



More optimistic attitudes both at a personal level (70%) and regarding the country’s future (66%) are definitely linked with a positive image of the EU. Nevertheless, EU supporters are slightly more concerned than the general population about ‘unemployment’ (72%), ‘low salaries and pensions’ (37%), ‘corruption’ (24%) and ‘low living standards and poverty’ (20%), which is and 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. By contrast, ‘territorial conflicts’ (27%), ‘high prices and taxes’ (14%), the ‘quality of education’ (13%) and ‘the unaffordability of the healthcare’ (12%) are less of a concern for them.

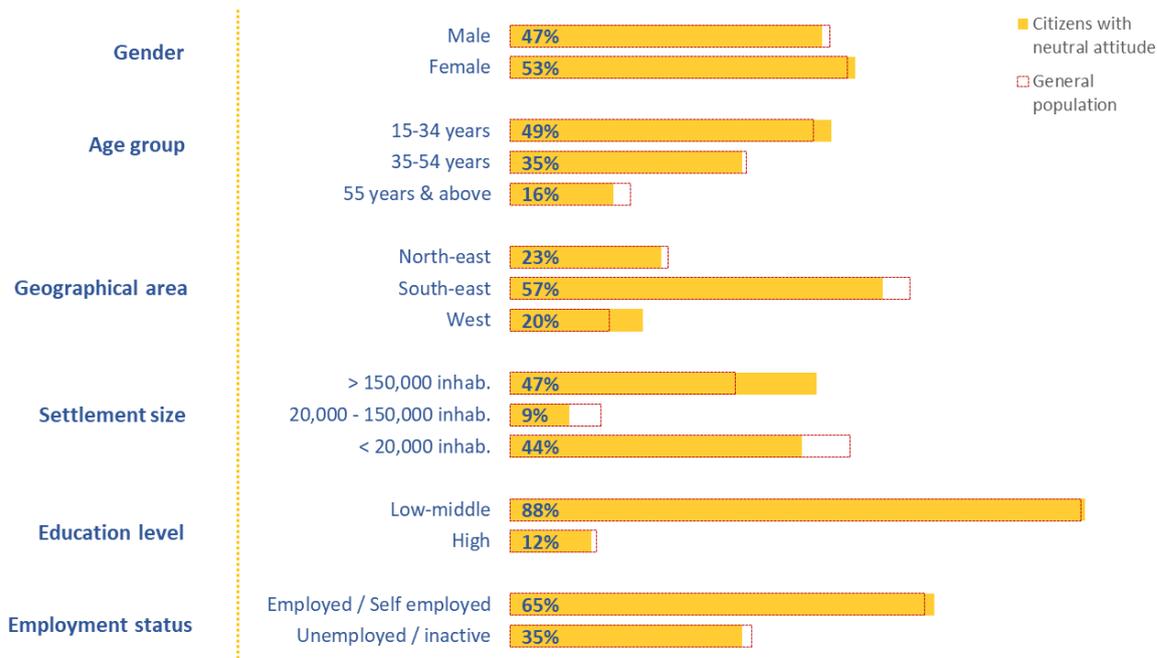
FIGURE 38 – View of the future among Azerbaijanis with a positive image of the EU



3.5.2. Neutral attitudes

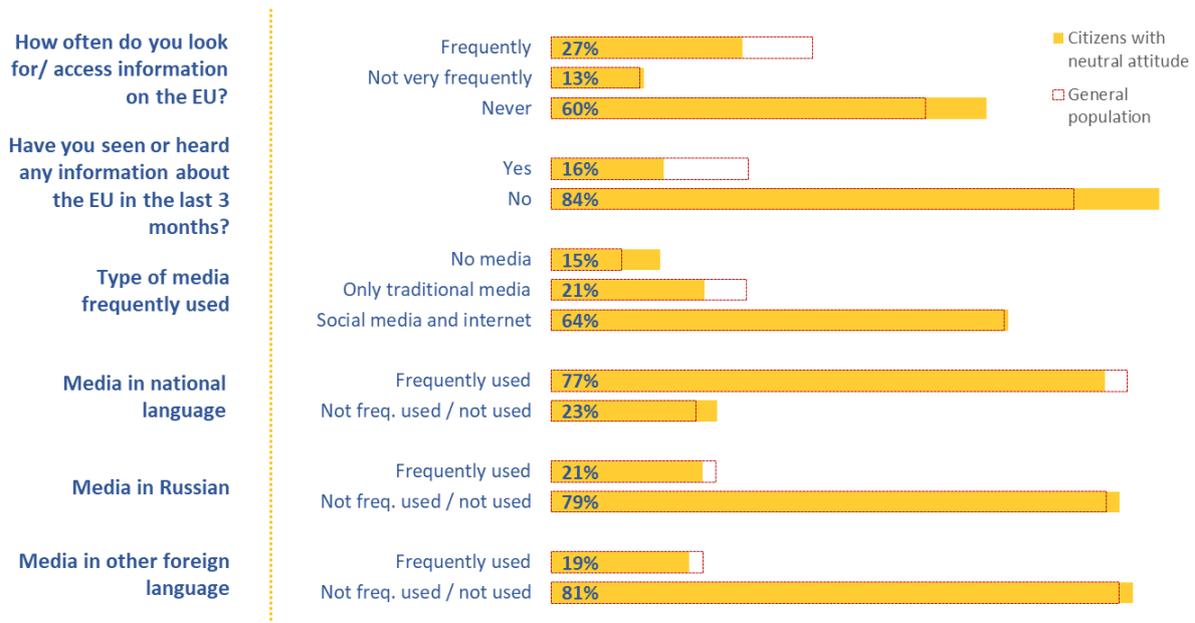
Azerbaijanis with a neutral view of the EU account for around one third of the population (35%, up 4% since 2019). Neutral citizens tend to be slightly more concentrated among females (53% versus 49% for EU supporters) and middle-aged individuals (35% versus 32%). Nearly half live in larger cities (47% versus 22% for EU supporters) and are more concentrated in the north east (23% versus 20%) and the west (20% versus 15%) of the country.

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



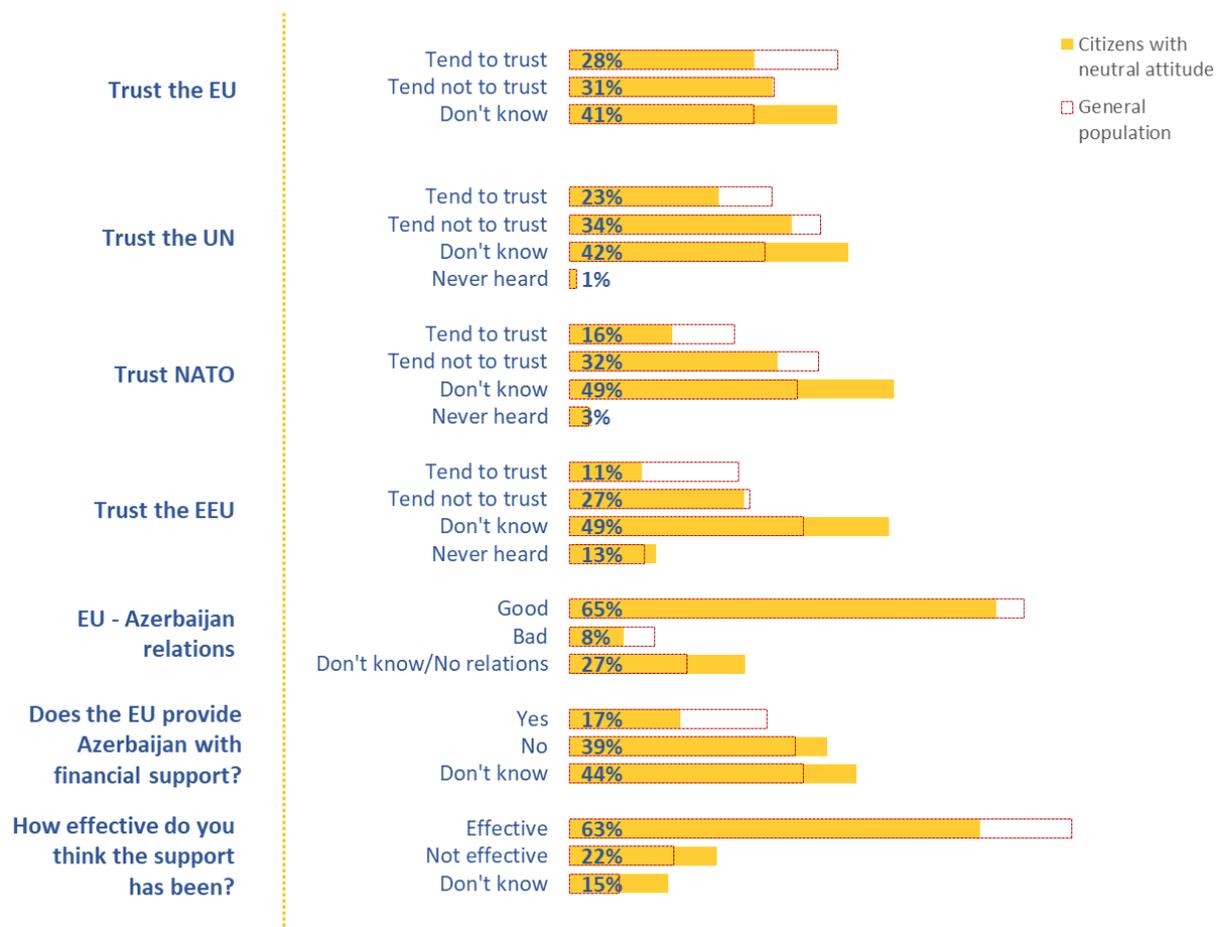
Despite the fact that only 15% of neutral citizens do not frequently access any media, their level of exposure to EU related information is surprisingly low: only 16% have heard or seen anything about the EU in the three months preceding the survey (it is 40% for EU supporters) and 40% frequently or sporadically search for information on the EU (61% for EU supporters). As for media sources, neutral citizens are just as likely to rely frequently on Internet and social media (64%) and less on traditional media (21% versus 31%). Nearly 80% use media in Azerbaijani; 21% in Russian and 19% in other foreign languages (19%).

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



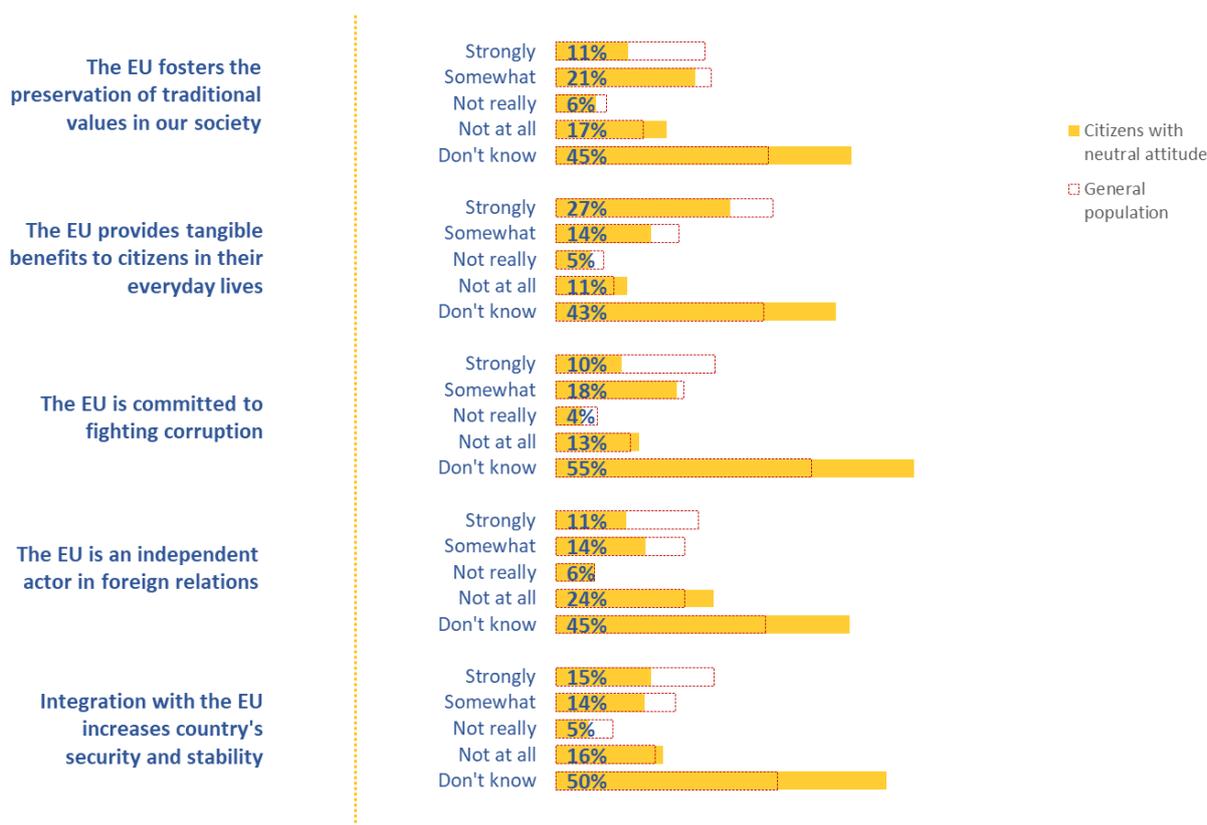
Neutrality is linked both with very low levels of trust in and knowledge of foreign institutions. The EU – which is the most trusted institution – is trusted by 28% of citizens (57% for EU supporters) but 41% of ‘neutral’ citizens couldn’t simply provide a definite answer. An even more detached stance was observed for other international organisations: 23% citizens trust the UN, 16% NATO and 11% the EAEU – with between 43% and 62% of citizens declining to answer the question. Most Azerbaijanis consider the relations between their country and the EU as ‘good’ (65% versus 81% among EU-positively oriented Azerbaijanis), very few know that it financially supports their country (17% versus 46%), although those who know tend to value EU’s support and rate it as effective (63% versus 82%).

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



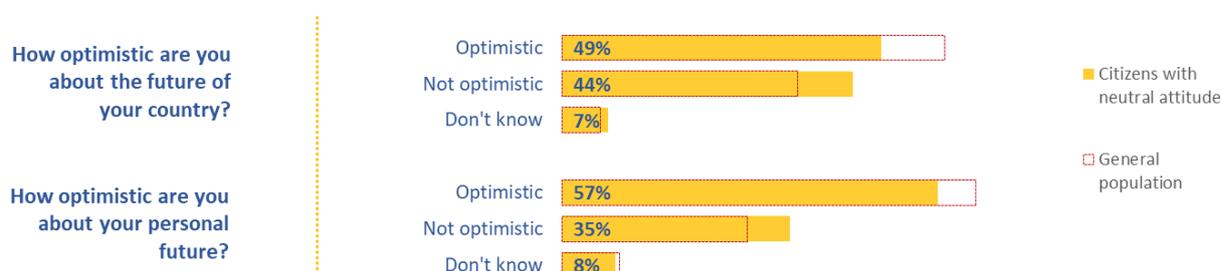
Citizens with a neutral stance seem also much less confident than EU supporters in sharing their views on common beliefs and the percentage of ‘don’t know’ responses is again overwhelming (between 43% and 55%). The statement ‘the EU provides tangible benefits to citizens in their everyday life’ – which received the highest level of agreement (either ‘strong’ or ‘somewhat’) – barely reached 41%. All other statements were endorsed by less than one in three ‘neutral’ citizens.

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



Neutral individuals are much more pessimistic than EU supporters regarding their country's future and even more than last year (35%, up 8% since 2019, versus 31% for EU supporters). However, they seem much less troubled by 'economic' concerns than EU supporters and more focused on 'territorial conflicts' (35%), 'security issues and war' (21%) and 'the absence of rule of law' (19%) – 2% of 'neutral' citizens explicitly mentioned 'Karabakh conflict'. One reason for this finding may be the stronger presence of western residents among 'neutral' citizens – i.e. those who are geographically closer to the border region⁴¹.

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



⁴¹ 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.

4. 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	Don't know / Never heard of the EU	Total
Settlement size	Equal to or more than 150,000 inhabitants	29%	47%	13%	11%	100%
	Between 20,000 and 150,000 inhabitants	59%	23%	8%	10%	100%
	Less than 20,000 inhabitants	51%	30%	6%	13%	100%
Gender	Male	46%	34%	13%	7%	100%
	Female	42%	36%	5%	17%	100%
Age group	15-34 years	48%	37%	6%	9%	100%
	35-54 years	40%	35%	11%	14%	100%
	55 years & above	43%	30%	11%	16%	100%
Education level	Low/medium level	44%	35%	8%	13%	100%
	High level	51%	33%	10%	6%	100%
Employment status	Employed / Self-employed	45%	36%	9%	10%	100%
	Unemployed or temporarily not working / inactive	43%	33%	8%	16%	100%
Geographical area	North-east	37%	33%	10%	20%	100%
	South-east	48%	32%	9%	11%	100%
	West	45%	47%	5%	3%	100%
Total		44%	35%	9%	12%	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
Human Rights	28%	47%	10%	6%	9%	100%
Economic prosperity	29%	45%	9%	4%	13%	100%
Rule of Law	29%	45%	9%	5%	12%	100%
Freedom of speech	29%	43%	11%	6%	11%	100%
Peace, Security and Stability	29%	43%	11%	5%	12%	100%
Honesty & Transparency	26%	46%	11%	6%	11%	100%
Freedom of the media	29%	42%	9%	6%	14%	100%
Individual Freedom	27%	44%	11%	4%	14%	100%
Democracy	26%	43%	9%	7%	15%	100%
Equality and social justice	25%	41%	14%	6%	14%	100%
Respect for other cultures, minorities	25%	40%	14%	7%	14%	100%
Freedom of Religion	24%	39%	14%	7%	16%	100%
Absence of corruption	24%	28%	18%	8%	22%	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	35%	28%	37%	100%
	Between 20,000 and 150,000 inhabitants	43%	39%	18%	100%
	Less than 20,000 inhabitants	44%	31%	25%	100%
Gender	Male	41%	34%	25%	100%
	Female	41%	28%	31%	100%
Age group	15-34 years	43%	30%	27%	100%
	35-54 years	38%	30%	32%	100%
	55 years & above	40%	37%	23%	100%
Education level	Low/medium level	40%	30%	30%	100%
	High level	44%	40%	16%	100%
Employment status	Employed / Self-employed	40%	32%	28%	100%
	Unemployed or temporarily not working / inactive	43%	29%	28%	100%
Geographical area	North-east	29%	38%	33%	100%
	South-east	46%	28%	26%	100%
	West	36%	33%	31%	100%
Total		41%	31%	28%	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	66%	19%	15%	100%
	Between 20,000 and 150,000 inhabitants	75%	11%	14%	100%
	Less than 20,000 inhabitants	69%	10%	21%	100%
Gender	Male	66%	17%	17%	100%
	Female	73%	9%	18%	100%
Age group	15-34 years	72%	12%	16%	100%
	35-54 years	68%	12%	20%	100%
	55 years & above	66%	16%	18%	100%
Education level	Low/medium level	68%	12%	20%	100%
	High level	75%	20%	5%	100%
Employment status	Employed / Self-employed	69%	14%	17%	100%
	Unemployed or temporarily not working / inactive	70%	11%	19%	100%
Geographical area	North-east	73%	18%	9%	100%
	South-east	73%	13%	14%	100%
	West	50%	7%	43%	100%
Total		69%	13%	18%	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	18%	46%	36%	100%
	Between 20,000 and 150,000 inhabitants	37%	26%	37%	100%
	Less than 20,000 inhabitants	36%	29%	35%	100%
Gender	Male	32%	35%	33%	100%
	Female	28%	34%	38%	100%
Age group	15-34 years	30%	35%	35%	100%
	35-54 years	30%	35%	35%	100%
	55 years & above	29%	33%	38%	100%
Education level	Low/medium level	29%	34%	37%	100%
	High level	35%	34%	31%	100%
Employment status	Employed / Self-employed	32%	32%	36%	100%
	Unemployed or temporarily not working / inactive	26%	39%	35%	100%
Geographical area	North-east	20%	29%	51%	100%
	South-east	36%	37%	27%	100%
	West	19%	30%	51%	100%
Total		30%	34%	36%	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	52%	32%	16%	100%
	Between 20,000 and 150,000 inhabitants	84%	10%	6%	100%
	Less than 20,000 inhabitants	83%	12%	5%	100%
Gender	Male	74%	23%	3%	100%
	Female	80%	8%	12%	100%
Age group	15-34 years	75%	18%	7%	100%
	35-54 years	79%	16%	5%	100%
	55 years & above	77%	10%	13%	100%
Education level	Low/medium level	77%	15%	8%	100%
	High level	72%	23%	5%	100%
Employment status	Employed / Self-employed	75%	17%	8%	100%
	Unemployed or temporarily not working / inactive	79%	13%	8%	100%
Geographical area	North-east	52%	29%	19%	100%
	South-east	81%	13%	6%	100%
	West	79%	21%	0%	100%
Total		76%	16%	8%	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	28%	72%	100%
	Between 20,000 and 150,000 inhabitants	53%	47%	100%
	Less than 20,000 inhabitants	54%	46%	100%
Gender	Male	48%	52%	100%
	Female	49%	51%	100%
Age group	15-34 years	53%	47%	100%
	35-54 years	48%	52%	100%
	55 years & above	38%	62%	100%
Education level	Low/medium level	49%	51%	100%
	High level	45%	55%	100%
Employment status	Employed / Self-employed	49%	51%	100%
	Unemployed or temporarily not working / inactive	47%	53%	100%
Geographical area	North-east	18%	82%	100%
	South-east	60%	40%	100%
	West	6%	94%	100%
Total		48%	52%	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	31%	38%	14%	10%	7%	100%
Improved trade	20%	36%	19%	13%	12%	100%
Better education	26%	26%	22%	16%	10%	100%
Access to more products and services	17%	32%	16%	15%	20%	100%
Improved agricultural production	16%	29%	19%	19%	17%	100%
Improved infrastructure	14%	28%	22%	22%	14%	100%
Greater economic development	17%	24%	21%	19%	19%	100%
Improved quality of health-care system	16%	24%	21%	23%	16%	100%
Better law enforcement	14%	24%	17%	20%	25%	100%
Improved quality of the justice system	12%	25%	16%	22%	25%	100%
Improved democracy	13%	23%	20%	22%	22%	100%
Greater employment opportunities	14%	19%	19%	35%	13%	100%
Less corruption	9%	14%	16%	33%	28%	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
Better education	22%	46%
Greater employment opportunities	17%	35%
More tourism	15%	34%
Improved trade	9%	25%
Greater economic development	7%	25%
Improved quality of health-care system	6%	25%
Improved democracy	5%	13%
Less corruption	4%	14%
Improved agricultural production	4%	13%
Improved infrastructure	3%	9%
Access to more products and services	2%	6%
Better law enforcement	2%	6%
Improved quality of the justice system	2%	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	14%	16%	70%	100%	69%
	Between 20,000 and 150,000 inhabitants	10%	30%	60%	100%	27%
	Less than 20,000 inhabitants	7%	34%	59%	100%	45%
Gender	Male	7%	23%	70%	100%	53%
	Female	13%	31%	56%	100%	48%
Age group	15-34 years	9%	13%	78%	100%	51%
	35-54 years	9%	31%	60%	100%	52%
	55 years & above	13%	56%	31%	100%	46%
Education level	Low/medium level	10%	29%	61%	100%	51%
	High level	8%	17%	75%	100%	47%
Employment status	Employed / Self-employed	11%	23%	66%	100%	49%
	Unemployed or temporarily not working / inactive	9%	34%	57%	100%	53%
Geographical area	North-east	2%	28%	70%	100%	58%
	South-east	13%	25%	62%	100%	44%
	West	8%	35%	57%	100%	64%
Total		10%	27%	63%	100%	50%

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	66%	26%	19%
	Between 20,000 and 150,000 inhabitants	86%	22%	24%
	Less than 20,000 inhabitants	87%	21%	22%
Gender	Male	82%	27%	23%
	Female	78%	19%	19%
Age group	15-34 years	81%	20%	22%
	35-54 years	80%	29%	22%
	55 years & above	77%	20%	16%
Education level	Low/medium level	81%	20%	19%
	High level	73%	43%	35%
Employment status	Employed / Self-employed	79%	24%	21%
	Unemployed or temporarily not working / inactive	81%	21%	21%
Geographical area	North-east	94%	28%	13%
	South-east	73%	23%	23%
	West	87%	15%	27%
Total		80%	23%	21%

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	9%	19%	72%	100%
Television	60%	22%	18%	100%
Radio	18%	21%	61%	100%
Print media	16%	23%	61%	100%
Social media	35%	25%	40%	100%
Internet	44%	23%	33%	100%
Word of mouth	29%	46%	25%	100%
Country's media in national language				
Country's media in national language	66%	16%	18%	100%
Country's media in Russian				
Country's media in Russian	25%	22%	53%	100%
Country's media in other languages				
Country's media in other languages	21%	21%	58%	100%
Foreign media in Russian				
Foreign media in Russian	22%	24%	54%	100%
Foreign media in other languages				
Foreign media in other languages	18%	23%	59%	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	19%	81%	100%
	Between 20,000 and 150,000 inhabitants	32%	68%	100%
	Less than 20,000 inhabitants	32%	68%	100%
Gender	Male	30%	70%	100%
	Female	24%	76%	100%
Age group	15-34 years	29%	71%	100%
	35-54 years	26%	74%	100%
	55 years & above	26%	74%	100%
Education level	Low/medium level	25%	75%	100%
	High level	43%	57%	100%
Employment status	Employed / Self-employed	28%	72%	100%
	Unemployed or temporarily not working / inactive	27%	73%	100%
Geographical area	North-east	20%	80%	100%
	South-east	35%	65%	100%
	West	8%	92%	100%
Total		27%	73%	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	23%	45%	10%	22%	100%
	Between 20,000 and 150,000 inhabitants	54%	22%	10%	14%	100%
	Less than 20,000 inhabitants	43%	26%	8%	23%	100%
Gender	Male	37%	33%	11%	19%	100%
	Female	39%	30%	7%	24%	100%
Age group	15-34 years	44%	29%	9%	18%	100%
	35-54 years	35%	32%	10%	23%	100%
	55 years & above	28%	36%	9%	27%	100%
Education level	Low/medium level	35%	33%	9%	23%	100%
	High level	53%	26%	10%	11%	100%
Employment status	Employed / Self-employed	38%	31%	10%	21%	100%
	Unemployed or temporarily not working / inactive	38%	33%	8%	21%	100%
Geographical area	North-east	36%	49%	8%	7%	100%
	South-east	42%	31%	10%	17%	100%
	West	22%	13%	6%	59%	100%
Total		38%	32%	9%	21%	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	32%	8%	60%	100%
	Between 20,000 and 150,000 inhabitants	43%	14%	43%	100%
	Less than 20,000 inhabitants	37%	15%	48%	100%
Gender	Male	38%	12%	50%	100%
	Female	34%	13%	53%	100%
Age group	15-34 years	43%	9%	48%	100%
	35-54 years	31%	17%	52%	100%
	55 years & above	29%	13%	58%	100%
Education level	Low/medium level	34%	12%	54%	100%
	High level	52%	11%	37%	100%
Employment status	Employed / Self-employed	40%	12%	48%	100%
	Unemployed or temporarily not working / inactive	30%	12%	58%	100%
Geographical area	North-east	21%	20%	59%	100%
	South-east	46%	11%	43%	100%
	West	19%	8%	73%	100%
Total		36%	12%	52%	100%

Percentages refer to Azerbaijanis who have heard of the EU

TABLE 16 – Satisfaction with democracy in Azerbaijan

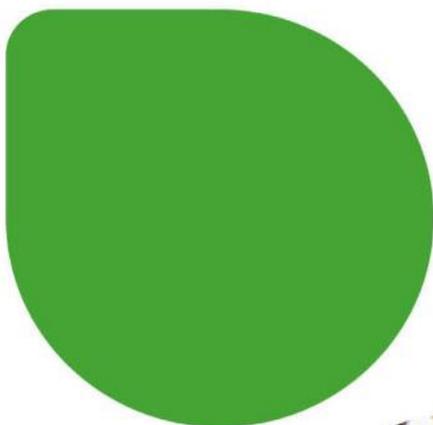
Q4.3. On the whole, are you 'very satisfied', 'fairly satisfied', 'not very satisfied' or 'not at all satisfied' with the way democracy works in Azerbaijan?					
		Satisfied	Not satisfied	Don't know	Total
Settlement size	Equal to or more than 150,000 inhabitants	36%	61%	3%	100%
	Between 20,000 and 150,000 inhabitants	68%	29%	3%	100%
	Less than 20,000 inhabitants	53%	44%	3%	100%
Gender	Male	44%	53%	3%	100%
	Female	54%	43%	3%	100%
Age group	15-34 years	49%	48%	3%	100%
	35-54 years	47%	50%	3%	100%
	55 years & above	52%	44%	4%	100%
Education level	Low/medium level	48%	49%	3%	100%
	High level	53%	45%	2%	100%
Employment status	Employed / Self-employed	47%	50%	3%	100%
	Unemployed or temporarily not working / inactive	53%	45%	2%	100%
Geographical area	North-east	34%	64%	2%	100%
	South-east	54%	42%	4%	100%
	West	52%	46%	2%	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	48%	43%	9%	100%
	Between 20,000 and 150,000 inhabitants	68%	30%	2%	100%
	Less than 20,000 inhabitants	62%	33%	5%	100%
Gender	Male	58%	37%	5%	100%
	Female	59%	35%	6%	100%
Age group	15-34 years	58%	37%	5%	100%
	35-54 years	57%	36%	7%	100%
	55 years & above	61%	34%	5%	100%
Education level	Low/medium level	57%	37%	6%	100%
	High level	68%	26%	6%	100%
Employment status	Employed / Self-employed	58%	37%	5%	100%
	Unemployed or temporarily not working / inactive	59%	34%	7%	100%
Geographical area	North-east	65%	30%	5%	100%
	South-east	60%	35%	5%	100%
	West	42%	49%	9%	100%
Total		58%	36%	6%	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	60%	29%	11%	100%
	Between 20,000 and 150,000 inhabitants	68%	26%	6%	100%
	Less than 20,000 inhabitants	64%	28%	8%	100%
Gender	Male	62%	31%	7%	100%
	Female	64%	26%	10%	100%
Age group	15-34 years	69%	24%	7%	100%
	35-54 years	60%	30%	10%	100%
	55 years & above	54%	36%	10%	100%
Education level	Low/medium level	61%	30%	9%	100%
	High level	73%	19%	8%	100%
Employment status	Employed / Self-employed	64%	29%	7%	100%
	Unemployed or temporarily not working / inactive	62%	27%	11%	100%
Geographical area	North-east	71%	20%	9%	100%
	South-east	62%	29%	9%	100%
	West	53%	40%	7%	100%
Total		63%	28%	9%	100%



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