

Flash Eurobarometer 464

February 2018

Fake news and disinformation online

Basic bilingual questionnaire

TNS Political & Social

MASTER

ASK D7a IF RESPONDENT WAS REACHED ON A FIXED/LANDLINE PHONE (PH1=2)

POSER D7a SI LE RÉPONDANT EST JOINT SUR SON TÉLÉPHONE FIXE (PH1=2)

D7a: CODE 6 IS EXCLUSIVE

D7a: LE CODE 6 EST EXCLUSIF

D7a Do you have...?

D7a Avez-vous...?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Desk computer	1,
Laptop	2,
Mobile phone	3,
Internet connection at home	4,
Tablet	5,
None (DO NOT READ OUT)	6,
DK/NA	7,

Un ordinateur de bureau	1,
Un ordinateur portable	2,
Un téléphone mobile	3,
Une connexion internet à la maison	4,
Une tablette	5,
Aucun (NE PAS LIRE)	6,
NSP/SR	7,

NEW

NEW

ASK D7b IF RESPONDENT WAS REACHED ON MOBILE PHONE (PH1=1)

POSER D7b SI LE RÉPONDANT EST JOINT SUR SON TÉLÉPHONE MOBILE (PH1=1)

D7b: CODE 6 IS EXCLUSIVE

D7b: LE CODE 6 EST EXCLUSIF

D7b Do you have...?

D7b Avez-vous...?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

(LIRE - PLUSIEURS RÉPONSES POSSIBLES)

Desk computer	1,
Laptop	2,
Landline phone	3,
Internet connection at home	4,
Tablet	5,
None (DO NOT READ OUT)	6,
DK/NA	7,

Un ordinateur de bureau	1,
Un ordinateur portable	2,
Un téléphone fixe	3,
Une connexion internet à la maison	4,
Une tablette	5,
Aucun (NE PAS LIRE)	6,
NSP/SR	7,

NEW

NEW

ASK ALL

A TOUS

SD1: ROTATE ANSWERS 1 TO 8

SD1: ROTATION DES CODES 1 À 8

SD1: CODE 10 IS EXCLUSIVE

SD1: LE CODE 10 EST EXCLUSIF

MASTER

SD1 Are you a user of any of the following media or channels?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

- | | |
|---|-----|
| Printed newspapers and news magazines | 1, |
| Online newspapers and news magazines | 2, |
| News agencies | 3, |
| Online social networks and messaging apps | 4, |
| Television | 5, |
| Radio | 6, |
| News aggregators | 7, |
| Video hosting websites | 8, |
| Other (DO NOT READ OUT) | 9, |
| None of these (DO NOT READ OUT) | 10, |
| DK/NA | 11, |

NEW

SD2 How often do you use online social networks?

(READ OUT - ONE ANSWER ONLY)

- | | |
|------------------------------|---|
| Every day or almost everyday | 1 |
| At least once a week | 2 |
| Several times a month | 3 |
| Seldom or Never | 4 |
| DK/NA | 5 |

NEW

SD3: CODE 4 IS EXCLUSIVE

SD3 When using online social networks, which of the following do you regularly do?

(READ OUT - MULTIPLE ANSWERS POSSIBLE)

- | | |
|--|----|
| Read or listen to what is shared by others | 1, |
| Share things you found yourself | 2, |

SD1 Etes-vous utilisateur de ces médias ou canaux de communication?

(LIRE - PLUSIEURS RÉPONSES POSSIBLES)

- | | |
|--|-----|
| Les journaux ou magazines d'information imprimés | 1, |
| Les journaux ou magazines d'information en ligne | 2, |
| Les agences de presse | 3, |
| Les réseaux sociaux en ligne et les applications de messagerie | 4, |
| La télévision | 5, |
| La radio | 6, |
| Les agrégateurs de nouvelles | 7, |
| Les sites de partage de vidéos | 8, |
| Autre (NE PAS LIRE) | 9, |
| Aucune de ces réponses (NE PAS LIRE) | 10, |
| NSP/SR | 11, |

NEW

SD2 A quelle fréquence utilisez-vous les réseaux sociaux en ligne ?

(LIRE - UNE SEULE RÉPONSE)

- | | |
|--|---|
| Tous les jours ou presque tous les jours | 1 |
| Au moins une fois par semaine | 2 |
| Plusieurs fois par mois | 3 |
| Rarement ou jamais | 4 |
| NSP/SR | 5 |

NEW

SD3: LE CODE 4 EST EXCLUSIF

SD3 Lorsque vous utilisez les réseaux sociaux en ligne, quelles sont, parmi les choses suivantes, celles que vous faites régulièrement ?

(LIRE - PLUSIEURS REPONSES POSSIBLES)

- | | |
|---|----|
| Lire ou écouter ce qui est partagé par les autres | 1, |
| Partager des choses que vous avez trouvées vous-mêmes | 2, |

MASTER

Share things others have shared with you	3,
You don't use online social networks (DO NOT READ OUT)	4,
DK/NA	5,

Partager des choses que d'autres ont partagé avec vous	3,
Vous n'utilisez pas les réseaux sociaux en lignes (NE PAS LIRE)	4,
NSP/SR	5,

NEW

NEW

Q1: ROTATE STATEMENTS 1 TO 6

Q1: ROTATION DES ITEMS 1 À 6

Q1 How much do you trust or not the news and information you access through...

Q1 Dans quelle mesure avez-vous confiance ou non dans les nouvelles ou les informations auxquelles vous accédez à travers...

(READ OUT - ONE ANSWER ONLY)

(LIRE - UNE SEULE RÉPONSE)

		Totally trust	Tend to trust	Tend not to trust	Do not trust at all	DK/NA
--	--	---------------	---------------	-------------------	---------------------	-------

		Tout à fait confiance	Plutôt confiance	Plutôt pas confiance	Pas du tout confiance	NSP/SR
--	--	-----------------------	------------------	----------------------	-----------------------	--------

1	Printed newspapers and news magazines	1	2	3	4	5
2	Online newspapers and news magazines	1	2	3	4	5
3	Online social networks and messaging apps	1	2	3	4	5
4	Television	1	2	3	4	5
5	Radio	1	2	3	4	5
6	Video hosting websites and podcasts	1	2	3	4	5

1	Les journaux ou magazines d'information imprimés	1	2	3	4	5
2	Les journaux ou magazines d'information en ligne	1	2	3	4	5
3	Les réseaux sociaux en ligne et les applications de messagerie	1	2	3	4	5
4	La télévision	1	2	3	4	5
5	La radio	1	2	3	4	5
6	Les sites de partage de vidéos et les podcasts	1	2	3	4	5

NEW

NEW

Q2 How often do you come across news or information that you believe misrepresent reality or is even false?

Q2 A quelle fréquence lisez-vous ou entendez-vous des nouvelles ou des informations qui, selon vous, déforment la réalité ou sont même fausses?

(READ OUT - ONE ANSWER ONLY)

(LIRE - UNE SEULE RÉPONSE)

Every day or almost everyday	1
At least once a week	2

Tous les jours ou presque tous les jours	1
Au moins une fois par semaine	2

MASTER

Several times a month	3
Seldom or Never	4
DK/NA	5

Plusieurs fois par mois	3
Rarement ou jamais	4
NSP/SR	5

NEW

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Q3 How confident or not are you that you are able to identify news or information that misrepresent reality or is even false?

Q3 Dans quelle mesure avez-vous confiance ou pas dans le fait que vous êtes capable d'identifier des nouvelles ou des informations qui déforment la réalité ou sont même fausses ?

(READ OUT - ONE ANSWER ONLY)

(LIRE - UNE SEULE RÉPONSE)

Very confident	1
Somewhat confident	2
Not very confident	3
Not at all confident	4
DK/NA	5

Très confiant(e)	1
Plutôt confiant(e)	2
Plutôt pas confiant(e)	3
Pas du tout confiant(e)	4
NSP/SR	5

NEW

NEW

Q4: ROTATE STATEMENTS 1 AND 2

Q4: ROTATION DES ITEMS 1 ET 2

Q4 In your opinion, is the existence of news or information that misrepresent reality or is even false a problem ...

Q4 A votre avis, l'existence de nouvelles ou d'informations qui déforment la réalité ou sont même fausses constitue-t-elle un problème...

(READ OUT - ONE ANSWER ONLY)

(LIRE - UNE SEULE RÉPONSE)

		Yes, definitely	Yes, to some extent	No, not really	No, definitely not	DK/NA
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		Oui, sans aucun doute	Oui, dans une certaine mesure	Non, pas vraiment	Non, pas du tout	NSP/SR
--	--	-----------------------	-------------------------------	-------------------	------------------	--------

1	In (OUR COUNTRY)	1	2	3	4	5
2	For democracy in general	1	2	3	4	5

1	En (NOTRE PAYS)	1	2	3	4	5
2	Pour la démocratie en	1	2	3	4	5

NEW

NEW

Q5: ROTATE ANSWERS 1 TO 7

Q5: ROTATION DES CODES 1 À 7

MASTER

Q5: CODES 9 AND 10 ARE EXCLUSIVE

Q5: LES CODES 9 ET 10 SONT EXCLUSIFS

Q5 News or information that misrepresent reality or that are even false are called “fake news”. Which of the following institutions and media actors should act to stop the spread of “fake news”?

Q5 Des nouvelles ou des informations qui déforment la réalité ou sont même fausses sont appelées ‘fausses nouvelles’. Parmi les institutions et acteurs des médias suivants, lesquels devraient agir pour arrêter la diffusion de fausses nouvelles ?

(READ OUT - MAX. 3 ANSWERS)

(LIRE - MAX. 3 RÉPONSES)

Online social networks	1,
Non-governmental organisations	2,
Journalists	3,
Press and broadcasting management	4,
EU institutions	5,
National authorities	6,
Citizens themselves	7,
Others (DO NOT READ OUT)	8,
All of them (DO NOT READ OUT)	9,
None (DO NOT READ OUT)	10,
DK/NA	11,

Les réseaux sociaux en ligne	1,
Les organisations non gouvernementales	2,
Les journalistes	3,
Les responsables de presse et les diffuseurs	4,
Les institutions européennes	5,
Les autorités nationales	6,
Les citoyens eux-mêmes	7,
Autres (NE PAS LIRE)	8,
Tous (NE PAS LIRE)	9,
Aucun (NE PAS LIRE)	10,
NSP/SR	11,

NEW

NEW

D1	How old are you?
----	------------------

(WRITE DOWN - IF "REFUSAL" CODE '99')

<input type="text"/>	<input type="text"/>
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D2	Gender.
----	---------

Male	1
Female	2

<input type="text"/>

D4	How old were you when you stopped full-time education?
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TRANSLATION

(INT.: IF "STILL STUDYING", CODE '00' - IF "NO EDUCATION" CODE '01' - IF "REFUSAL" CODE '98' - IF "DK" CODE '99')

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D5a	As far as your current occupation is concerned, would you say you are self-employed, an employee, a manual worker or would you say that you are without a professional activity?
-----	--

(ONE ANSWER ONLY)

Self-employed	1
Employee	2
Manual worker	3
Without a professional activity	4
Refusal (DO NOT READ OUT)	5

ASK D5b IF SELF-EMPLOYED, CODE 1 IN D5a

D5b	Would you say you are...?
-----	---------------------------

(READ OUT – ONE ANSWER ONLY)

Farmer, forester, fisherman	1
Owner of shop, craftsman	2
Professional (lawyer, medical practitioner, accountant, architect,...)	3
Manager of a company	4
Other\ Refusal (DO NOT READ OUT)	5

ASK D5c IF EMPLOYEE, CODE 2 IN D5a

D5c	Would you say you are...?
-----	---------------------------

(READ OUT – ONE ANSWER ONLY)

Professional (employed doctor, lawyer, accountant, architect, ...)	1
General management, director or top management	2
Middle management	3
Civil servant	4
Office clerk	5
Other employee (salesman, nurse, ...)	6
Other\ Refusal (DO NOT READ OUT)	7

ASK D5d IF MANUAL WORKER, CODE 3 IN D5a

D5d	Would you say you are...?
-----	---------------------------

(READ OUT – ONE ANSWER ONLY)

Supervisor\ foreman (team manager, ...)	1
Manual worker	2
Unskilled manual worker	3
Other\ Refusal (DO NOT READ OUT)	4

ASK D5e IF WITHOUT A PROFESSIONAL ACTIVITY, CODE 4 IN D5a

TRANSLATION

D5e Would you say you are...?

(READ OUT – ONE ANSWER ONLY)

Looking after the home	1
Student (full time)	2
Retired	3
Seeking a job	4
Other\ Refusal (DO NOT READ OUT)	5

D12 What county do you live in?

(READ OUT IF NECESSARY - ONE ANSWER ONLY)

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D13 Would you say you live in a...?

(READ OUT - SINGLE CODE)

Rural area or village	1
Small or medium-sized town	2
Large town/city	3
DK (DO NOT READ OUT)	4

D22 Could you tell me how many people aged 15 years or more live in your household, yourself included?

(WRITE DOWN - IF "DK" CODE '98' - IF "REFUSAL" CODE '99')

		Number of people aged 15 or more in the household
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TECHNICAL SPECIFICATIONS

Between the 7th and 9th February 2018, TNS Political & Social, a consortium created between TNS political & social, Kantar UK and Kantar Belgium, carried out the FLASH EUROBAROMETER 464 survey on request of the European Commission, Directorate-General for Communications Networks. It is a general public survey coordinated by the Directorate-General for Communication, "Media Monitoring, Media Analysis and Eurobarometer".

The FLASH EUROBAROMETER 464 survey covers the population of the respective nationalities of the European Union Member States, resident in each of the 28 Member States and aged 15 years and over.

All interviews were carried using the TNS e-Call centre (our centralised CATI system). In every country, the respondents were called both on fixed lines and mobile phones. The basic sample design applied in all states is multi-stage random (probability). In each household, the respondent was drawn at random following the "last birthday rule".

TNS has developed its own RDD sample generation capabilities based on using contact telephone numbers from responders to random probability or random location face-to-face surveys, such as Eurobarometer, as seed numbers. The approach works because the seed number identifies a working block of telephone numbers and reduces the volume of numbers generated that will be ineffective. The seed numbers are stratified by NUTS2 region and urbanisation to approximate a geographically representative sample. From each seed number the required sample of numbers are generated by randomly replacing the last two digits. The sample is then screened against business databases in order to exclude as many of these numbers as possible before going into field. This approach is consistent across all countries.

	COUNTRIES	INSTITUTES	N° INTERVIEWS	DATES FIELDWORK		POPULATION 15+	PROPORTION EU28
BE	Belgium	Kantar TNS	1,001	7/02/2018	8/02/2018	9,430,478	2.18%
BG	Bulgaria	Kantar TNS BBSS	1,001	7/02/2018	8/02/2018	6,108,289	1.41%
CZ	Czech Rep.	Kantar TNS	1,000	7/02/2018	8/02/2018	8,930,036	2.07%
DK	Denmark	Kantar Gallup A/S	1,002	7/02/2018	8/02/2018	4,793,807	1.11%
DE	Germany	Kantar	1,000	7/02/2018	8/02/2018	71,834,280	16.62%
EE	Estonia	Kantar Emor	1,000	7/02/2018	8/02/2018	1,102,407	0.26%
IE	Ireland	Behaviour & Attitudes	1,002	7/02/2018	8/02/2018	3,666,259	0.85%
EL	Greece	Kantar TNS	1,001	7/02/2018	8/02/2018	9,190,023	2.13%
ES	Spain	Kantar TNS	1,004	7/02/2018	8/02/2018	39,460,860	9.13%
FR	France	Kantar TNS	1,004	7/02/2018	8/02/2018	54,651,908	12.64%
HR	Croatia	HENDAL	1,005	7/02/2018	8/02/2018	3,548,976	0.82%
IT	Italy	Kantar TNS	1,000	7/02/2018	8/02/2018	52,545,031	12.16%
CY	Rep. Of Cyprus	CYMAR	500	7/02/2018	8/02/2018	717,310	0.17%
LV	Latvia	Kantar TNS	1,001	7/02/2018	8/02/2018	1,650,098	0.38%
LT	Lithuania	Kantar TNS	1,002	7/02/2018	8/02/2018	2,428,325	0.56%
LU	Luxembourg	Kantar TNS	505	7/02/2018	8/02/2018	493,032	0.11%
HU	Hungary	Kantar Hoffmann	1,002	7/02/2018	8/02/2018	8,395,200	1.94%
MT	Malta	MISCO	520	7/02/2018	8/02/2018	376,304	0.09%
NL	Netherlands	Kantar Public	1,007	7/02/2018	8/02/2018	14,312,179	3.31%
AT	Austria	Kantar	1,000	7/02/2018	8/02/2018	7,516,038	1.74%
PL	Poland	Kantar TNS	1,000	7/02/2018	8/02/2018	32,246,194	7.46%
PT	Portugal	Marktest Limitada	1,000	7/02/2018	8/02/2018	8,877,432	2.05%
RO	Romania	Kantar TNS	1,000	7/02/2018	8/02/2018	16,608,007	3.84%
SI	Slovenia	Mediana DOO	1,002	7/02/2018	9/02/2018	1,756,267	0.41%
SK	Slovakia	Kantar TNS	1,001	7/02/2018	8/02/2018	4,599,960	1.06%
FI	Finland	Kantar TNS Oy	1,001	7/02/2018	8/02/2018	4,608,516	1.07%
SE	Sweden	Kantar Sifo AB	1,000	7/02/2018	8/02/2018	8,227,534	1.90%
UK	United Kingdom	Kantar TNS	1,015	7/02/2018	8/02/2018	54,203,274	12.54%
	TOTAL EU28		26,576	07/02/2018	09/02/2018	432,278,024	100%*

Readers are reminded that survey results are estimations, the accuracy of which, everything being equal, rests upon the sample size and upon the observed percentage. With samples of about 1,000 interviews, the real percentages vary within the following confidence limits:

Statistical Margins due to the sampling process
(at the 95% level of confidence)

various sample sizes are in rows *various observed results are in columns*

	5%	10%	15%	20%	25%	30%	35%	40%	45%	50%	
	95%	90%	85%	80%	75%	70%	65%	60%	55%	50%	
N=50	6,0	8,3	9,9	11,1	12,0	12,7	13,2	13,6	13,8	13,9	N=50
N=500	1,9	2,6	3,1	3,5	3,8	4,0	4,2	4,3	4,4	4,4	N=500
N=1000	1,4	1,9	2,2	2,5	2,7	2,8	3,0	3,0	3,1	3,1	N=1000
N=1500	1,1	1,5	1,8	2,0	2,2	2,3	2,4	2,5	2,5	2,5	N=1500
N=2000	1,0	1,3	1,6	1,8	1,9	2,0	2,1	2,1	2,2	2,2	N=2000
N=3000	0,8	1,1	1,3	1,4	1,5	1,6	1,7	1,8	1,8	1,8	N=3000
N=4000	0,7	0,9	1,1	1,2	1,3	1,4	1,5	1,5	1,5	1,5	N=4000
N=5000	0,6	0,8	1,0	1,1	1,2	1,3	1,3	1,4	1,4	1,4	N=5000
N=6000	0,6	0,8	0,9	1,0	1,1	1,2	1,2	1,2	1,3	1,3	N=6000
N=7000	0,5	0,7	0,8	0,9	1,0	1,1	1,1	1,1	1,2	1,2	N=7000
N=7500	0,5	0,7	0,8	0,9	1,0	1,0	1,1	1,1	1,1	1,1	N=7500
N=8000	0,5	0,7	0,8	0,9	0,9	1,0	1,0	1,1	1,1	1,1	N=8000
N=9000	0,5	0,6	0,7	0,8	0,9	0,9	1,0	1,0	1,0	1,0	N=9000
N=10000	0,4	0,6	0,7	0,8	0,8	0,9	0,9	1,0	1,0	1,0	N=10000
N=11000	0,4	0,6	0,7	0,7	0,8	0,9	0,9	0,9	0,9	0,9	N=11000
N=12000	0,4	0,5	0,6	0,7	0,8	0,8	0,9	0,9	0,9	0,9	N=12000
N=13000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,9	0,9	N=13000
N=14000	0,4	0,5	0,6	0,7	0,7	0,8	0,8	0,8	0,8	0,8	N=14000
N=15000	0,3	0,5	0,6	0,6	0,7	0,7	0,8	0,8	0,8	0,8	N=15000

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