



Standard Eurobarometer 80 Autumn 2013

MEDIA USE IN THE EUROPEAN UNION

REPORT

Fieldwork: November 2013

This survey has been requested and co-ordinated by the European Commission,
Directorate-General for Communication.

http://ec.europa.eu/public_opinion/index_en.htm

This document does not represent the point of view of the European Commission.
The interpretations and opinions contained in it are solely those of the authors.

Standard Eurobarometer 80 / Autumn 2013 – TNS opinion & social

Standard Eurobarometer 80
Autumn 2013

Media use
in the European Union

Survey conducted by TNS Opinion & Social at the request of
the European Commission,
Directorate-General for Communication

Survey co-ordinated by the European Commission,
Directorate-General for Communication (DG COMM "Strategy,
Corporate Communication Actions and Eurobarometer" Unit)

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INTRODUCTION

The Standard Eurobarometer 80 survey was conducted between 2 and 17 November 2013¹ in 34 countries or territories: the European Union's 28 Member States², the five candidate countries (the former Yugoslav Republic of Macedonia, Turkey, Iceland, Montenegro and Serbia), and in the Turkish Cypriot community in the part of the country that is not controlled by the government of the Republic of Cyprus.

This report examines the media use by Europeans, their views regarding how informed they are about the European Union and the changes observed in these areas since autumn 2012 (Standard Eurobarometer 78³ survey).

For the record, the Standard Eurobarometer survey of autumn 2012 (EB78) had shown **an increase in the use of the Internet and social networks by Europeans**. We also observed an increase in television viewing by Europeans, but this coincided with a decline in trust in the media.

This report will successively examine:

- Europeans' media use;
- Their trust in the various media, and the credibility of various sources of information available on the Internet;
- How well-informed Europeans feel that they and their fellow citizens are on European matters;
- Preferred information sources for national and European affairs, and for finding information on the European Union;
- Public opinion of how the European Union is covered in the national media: does it receive too much or not enough coverage? Is the coverage too positive, too negative, or objective?
- Expectations in terms of Internet sources of information on the European Union;
- Opinions of social networks and what they contribute to political information and the relationship that citizens have with politics.

¹ Please refer to the technical specifications for the exact dates of the interviews in each country.

² This is the first Standard Eurobarometer since Croatia joined the EU on 1 July 2013. The results presented in this report therefore represent the weighted average of the 28 Member States.

³ http://ec.europa.eu/public_opinion/archives/eb/eb78/eb78_media_en.pdf

The full Standard Eurobarometer 80 survey report consists of several volumes. The first volume presents the state of public opinion in the European Union. Four other volumes present the views of Europeans on other issues: European citizenship, the financial and economic crisis, the Europe 2020 strategy, and this volume, which is devoted to media use within the European Union.

The overall analysis and the socio-demographic analyses are based on the average results within the 28 Member States. This average is weighted to reflect the population of each Member State. The averages for previous years represent the results obtained within all the Member States of the European Union as it was composed when the study was conducted. Some questions were also asked in the European Union candidate countries and in the Turkish Cypriot community.

The methodology used is that of the Eurobarometer surveys conducted by the Directorate-General for Communication ("Strategy, Corporate Communication Actions and Eurobarometer" Unit)⁴. A technical note describing how the interviews are conducted by the TNS Opinion & Social network's institutes is appended to this report. This note also indicates the confidence intervals⁵.

⁴ http://ec.europa.eu/public_opinion/index_en.htm

⁵ The results tables are included in the appendices. It should be noted that the sums of the percentages shown in the tables in this report may exceed 100% in cases where respondents could choose more than one answer to a question.

The abbreviations used in this report and their corresponding territories or entities are as follows:

| ABBREVIATIONS | | | |
|---------------|---|---------------|--|
| BE | Belgium | LV | Latvia |
| BG | Bulgaria | LU | Luxembourg |
| CZ | Czech Republic | HU | Hungary |
| DK | Denmark | MT | Malta |
| DE | Germany | NL | Netherlands |
| EE | Estonia | AT | Austria |
| EL | Greece | PL | Poland |
| ES | Spain | PT | Portugal |
| FR | France | RO | Romania |
| HR | Croatia | SI | Slovenia |
| IE | Ireland | SK | Slovakia |
| IT | Italy | FI | Finland |
| CY | Republic of Cyprus* | SE | Sweden |
| LT | Lithuania | UK | United Kingdom |
| CY (tcc) | Turkish Cypriot community | EU28 | European Union - weighted average for the 28 Member States |
| TR | Turkey | Euro area | BE, FR, IT, LU, DE, AT, ES, PT, IE, NL, FI, EL, EE, SI, CY, MT, SK |
| MK | Former Yugoslav Republic of Macedonia** | Non-euro area | BG, CZ, DK, HR, LV, LT, HU, PL, RO, SE, UK |
| IS | Iceland | | |
| ME | Montenegro | | |
| RS | Serbia | | |

* Cyprus as a whole is one of the 28 European Union Member States. However, the "*acquis communautaire*" has been suspended in the part of the country that is not controlled by the government of the Republic of Cyprus. For practical reasons, only the interviews conducted in the part of the country controlled by the government of the Republic of Cyprus are included in the "CY" category and in the EU28 average. The interviews conducted in the part of the country not controlled by the government of the Republic of Cyprus are included in the "CY (tcc)" category [tcc: Turkish Cypriot Community].

** Provisional abbreviation which in no way prejudices the definitive name of this country, which will be agreed once the current negotiations at the United Nations have been completed.

* * * * *

We wish to thank all the respondents across Europe who took the time to participate in this survey.

Without their active participation, this study would not have been possible.

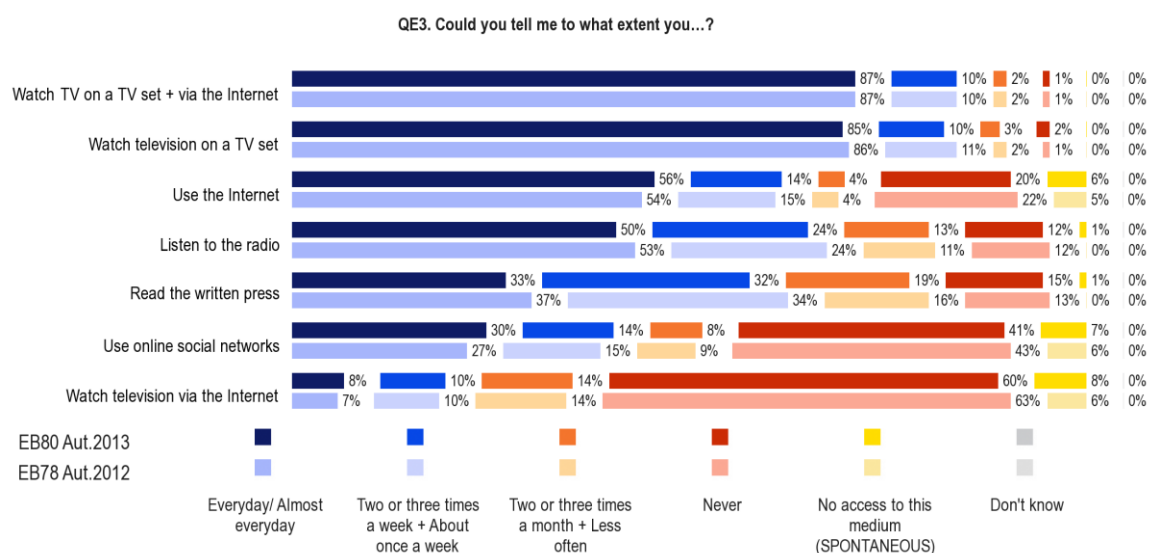
I. MEDIA USE AND TRUST IN THE MEDIA

- Television remains the medium used most by Europeans. Internet use is increasing. -

1. MEDIA USE

Television is the medium used most by Europeans: 87% say they watch it (either on a TV set or via the Internet) every day or almost every day (unchanged since the Standard Eurobarometer survey of autumn 2012, EB78) and 97% at least once a week (no change)⁶.

Television is still primarily viewed on a television set, even though Internet television has gained a little ground: more than nine in ten Europeans say they watch on a TV set at least once a week (95%, -2 percentage points), while a little less than two in ten say they do so over the Internet (18%, +1).



EU28

⁶ QE3. Could you tell me to what extent you...? Watch television on a TV set / Watch television via the Internet / Use the Internet / Listen to the radio / Read the written press / Use online social networks

A large majority of Europeans say they watch television every day or almost regardless of age or socio-professional category. However, there are some nuances:

Watching television on a TV set:

- Increases with age: 75% of 15-24 year-olds, 80% of 25-39 year-olds, 86% of 40-54 year-olds and 93% of those aged 55 and over;
- Is more widespread among Europeans who left school at the age of 15 or earlier (94%) than among those who studied until the age of 20 and beyond (81%);
- Students are least likely to watch television on a TV set every day or almost (71%);
- Television viewing on a TV set does not vary according to the financial situation of the household (85% of Europeans watch TV every day or almost whether or not they have difficulties paying their bills).

QE3.1. Could you tell me to what extent you...?

Watch television on a TV set

| | Everyday/ Almost everyday | Two or three times a week + About once a week | Two or three times a month + Less often | Never | No access to this medium (SPONTANEOUS) | Don't know | At least once a week |
|------------------------------------|---------------------------|---|---|-------|--|------------|----------------------|
| EU28 | 85% | 10% | 3% | 2% | 0% | 0% | 95% |
| Gender | | | | | | | |
| Man | 84% | 12% | 3% | 1% | 0% | 0% | 96% |
| Woman | 86% | 10% | 2% | 2% | 0% | 0% | 96% |
| Age | | | | | | | |
| 15-24 | 75% | 17% | 5% | 3% | 0% | 0% | 92% |
| 25-39 | 80% | 14% | 3% | 2% | 1% | 0% | 94% |
| 40-54 | 86% | 11% | 2% | 1% | 0% | 0% | 97% |
| 55 + | 93% | 5% | 1% | 1% | 0% | 0% | 98% |
| Education (End of) | | | | | | | |
| 15- | 94% | 4% | 1% | 1% | 0% | 0% | 98% |
| 16-19 | 88% | 10% | 1% | 1% | 0% | 0% | 98% |
| 20+ | 81% | 14% | 3% | 2% | 0% | 0% | 95% |
| Still studying | 71% | 18% | 6% | 4% | 0% | 1% | 89% |
| Socio-professional category | | | | | | | |
| Self-employed | 79% | 15% | 4% | 2% | 0% | 0% | 94% |
| Managers | 77% | 18% | 3% | 2% | 0% | 0% | 95% |
| Other white collars | 84% | 13% | 2% | 1% | 0% | 0% | 97% |
| Manual workers | 86% | 12% | 1% | 1% | 0% | 0% | 98% |
| House persons | 88% | 8% | 2% | 2% | 0% | 0% | 96% |
| Unemployed | 86% | 10% | 2% | 2% | 0% | 0% | 96% |
| Retired | 94% | 4% | 1% | 1% | 0% | 0% | 98% |
| Students | 71% | 18% | 6% | 4% | 0% | 1% | 89% |
| Difficulties paying bills | | | | | | | |
| Most of the time | 85% | 10% | 3% | 2% | 0% | 0% | 95% |
| From time to time | 85% | 11% | 3% | 1% | 0% | 0% | 96% |
| Almost never/ Never | 85% | 11% | 3% | 1% | 0% | 0% | 96% |

Watching television over the Internet:

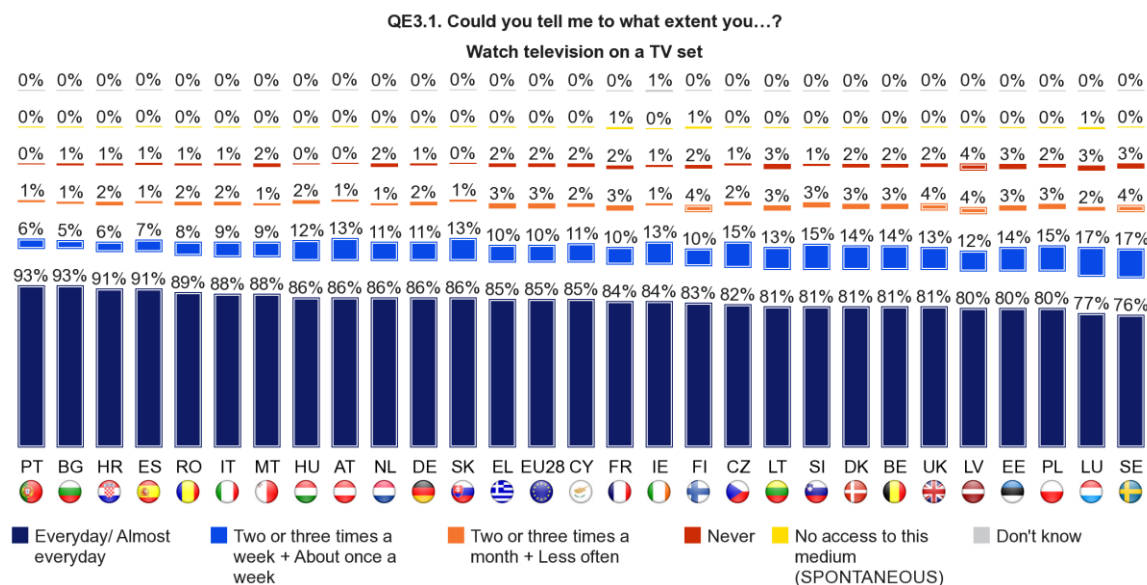
- Decreases with age: 34% of 15-24 year-olds do so at least once a week, compared with 26% of 25-39 year-olds, 16% of 40-54 year-olds and only 8% of those aged 55 and older;
- Similarly, 24% of the most educated Europeans say they watch television over the Internet at least once a week, compared with only 5% of those who left school at the age of 15 or earlier;
- Although they are least likely to watch television on a TV set, over one-third of students watch television via the Internet at least once a week (37%), a proportion above the European average;
- There are also slight differences according to socio-professional category: 26% of managers watch television over the Internet at least once a week, compared with 23% of white-collar workers, 22% of the self-employed and 18% of manual workers.

QE3.2. Could you tell me to what extent you...?

Watch television via the Internet

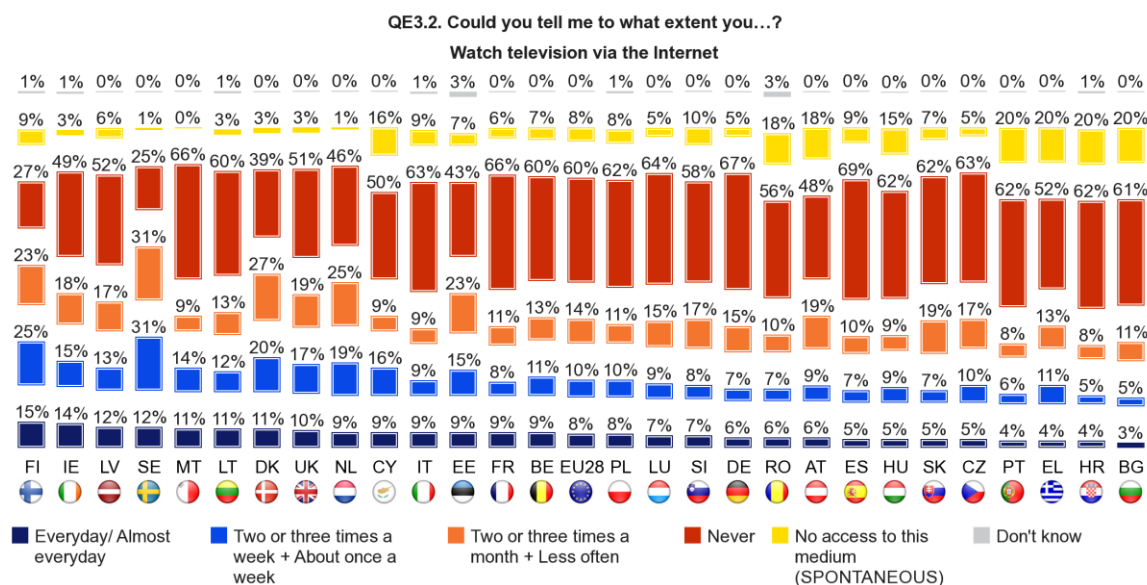
| | Everyday/ Almost everyday | Two or three times a week + About once a week | Two or three times a month + Less often | Never | No access to this medium (SPONTANEOUS) | Don't know | At least once a week |
|------------------------------------|---------------------------|---|---|-------|--|------------|----------------------|
| EU28 | 8% | 10% | 14% | 60% | 8% | 0% | 18% |
| Gender | | | | | | | |
| Man | 9% | 13% | 15% | 56% | 7% | 0% | 22% |
| Woman | 6% | 9% | 13% | 63% | 8% | 1% | 15% |
| Age | | | | | | | |
| 15-24 | 15% | 19% | 19% | 45% | 2% | 0% | 34% |
| 25-39 | 11% | 15% | 18% | 52% | 3% | 1% | 26% |
| 40-54 | 7% | 9% | 15% | 63% | 5% | 1% | 16% |
| 55 + | 3% | 5% | 7% | 69% | 16% | 0% | 8% |
| Education (End of) | | | | | | | |
| 15- | 2% | 3% | 5% | 69% | 21% | 0% | 5% |
| 16-19 | 7% | 9% | 13% | 64% | 7% | 0% | 16% |
| 20+ | 10% | 14% | 19% | 53% | 3% | 1% | 24% |
| Still studying | 16% | 21% | 20% | 41% | 1% | 1% | 37% |
| Socio-professional category | | | | | | | |
| Self-employed | 9% | 13% | 15% | 59% | 4% | 0% | 22% |
| Managers | 11% | 15% | 22% | 50% | 1% | 1% | 26% |
| Other white collars | 10% | 13% | 19% | 56% | 2% | 0% | 23% |
| Manual workers | 8% | 10% | 14% | 62% | 5% | 1% | 18% |
| House persons | 4% | 7% | 10% | 69% | 10% | 0% | 11% |
| Unemployed | 8% | 9% | 14% | 61% | 8% | 0% | 17% |
| Retired | 3% | 4% | 7% | 68% | 18% | 0% | 7% |
| Students | 16% | 21% | 20% | 41% | 1% | 1% | 37% |

Over three-quarters of respondents say they watch television *on a TV set* every day or almost in all the Member States. The highest frequency of use is found in Bulgaria and Portugal (both 93%), with the lowest levels in Sweden (76%) and Luxembourg (77%).



Although still high, daily or near-daily television consumption *on a TV set* has declined significantly since the autumn 2012 Standard Eurobarometer survey (EB78) in Denmark (81%, -8 percentage points) and Sweden (76%, -7).

Watching television *over the Internet* is particularly widespread in the northern European countries: 43% (-1 percentage point) of respondents do so at least once a week in Sweden, 40% (+5) in Finland and 31% (+2) in Denmark. These viewing habits have not changed much since autumn 2012, except in Cyprus (25% watch TV over the Internet at least once a week, +9) and Italy (18%, +6). Conversely, such viewing has declined in Romania (13%, -7).








Radio is the second most popular medium accessed at least once a week by Europeans: half of them say that they listen to it every day or almost. This represents a three-point decline since the autumn 2012 Eurobarometer (EB78) which had recorded a slight increase of two points on autumn 2011. In all, 74% (-3) of Europeans say they listen to the radio at least once a week.

Radio listening varies significantly according to age, education and occupation:

- Although 55% of 40-54 year-olds and 51% of those aged 55 and older listen to the radio every day or almost, only 39% of 15-24 year-olds do so;
- 58% of Europeans who studied until the age of 20 or beyond listen to the radio daily or almost, compared with only 41% of those who left school at the age of 15 or before;
- Managers (64%) are more likely to listen to the radio on a daily basis than the self-employed (57%) or white-collar or manual workers (both 53%), and far more than the unemployed (38%) and house persons (37%);
- The most notable difference is between Europeans who almost never have difficulties paying their bills (56%), who use the radio much more than those who say they usually have difficulties paying their bills (38%).

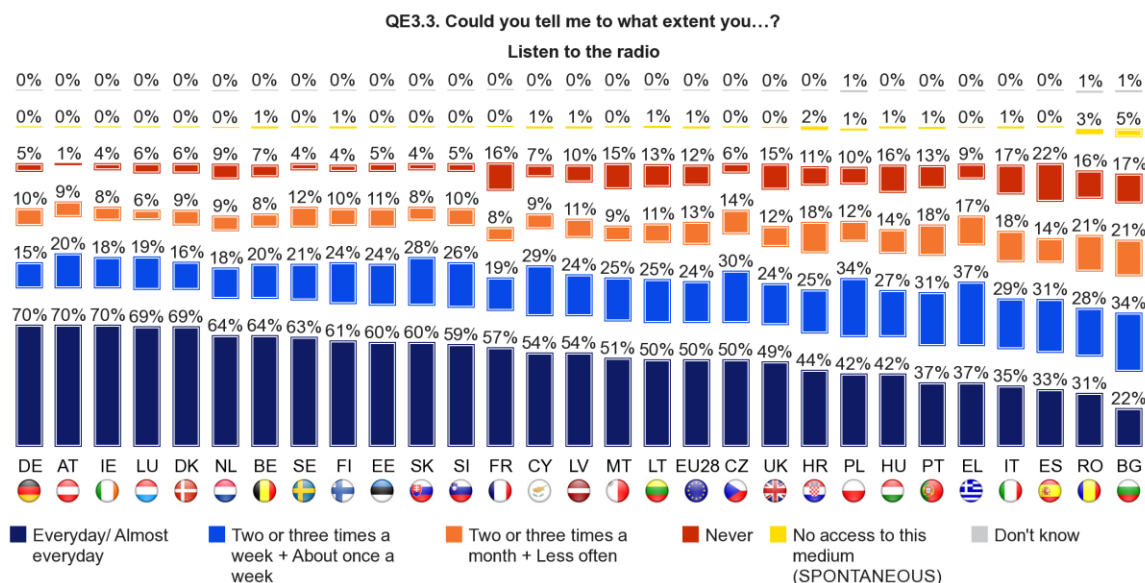
QE3.3. Could you tell me to what extent you...?

Listen to the radio

| | Everyday/ Almost everyday | Two or three times a week + About once a week | Two or three times a month + Less often | Never | No access to this medium (SPONTANEOUS) | Don't know | At least once a week |
|--|---------------------------|---|---|-------|--|------------|----------------------|
| EU28 | 50% | 24% | 13% | 12% | 1% | 0% | 74% |
|  Gender | | | | | | | |
| Man | 52% | 25% | 12% | 11% | 0% | 0% | 77% |
| Woman | 48% | 24% | 14% | 13% | 1% | 0% | 72% |
|  Age | | | | | | | |
| 15-24 | 39% | 29% | 17% | 14% | 0% | 1% | 68% |
| 25-39 | 49% | 29% | 13% | 9% | 0% | 0% | 78% |
| 40-54 | 55% | 23% | 12% | 9% | 1% | 0% | 78% |
| 55 + | 51% | 21% | 11% | 16% | 1% | 0% | 72% |
|  Education (End of) | | | | | | | |
| 15- | 41% | 22% | 13% | 22% | 2% | 0% | 63% |
| 16-19 | 51% | 25% | 12% | 11% | 1% | 0% | 76% |
| 20+ | 58% | 23% | 11% | 8% | 0% | 0% | 81% |
| Still studying | 39% | 30% | 17% | 13% | 0% | 1% | 69% |
|  Socio-professional category | | | | | | | |
| Self-employed | 57% | 24% | 11% | 8% | 0% | 0% | 81% |
| Managers | 64% | 20% | 10% | 6% | 0% | 0% | 84% |
| Other white collars | 53% | 26% | 14% | 7% | 0% | 0% | 79% |
| Manual workers | 53% | 25% | 12% | 9% | 1% | 0% | 78% |
| House persons | 37% | 29% | 14% | 19% | 1% | 0% | 66% |
| Unemployed | 38% | 29% | 16% | 16% | 1% | 0% | 67% |
| Retired | 50% | 21% | 11% | 17% | 1% | 0% | 71% |
| Students | 39% | 30% | 17% | 13% | 0% | 1% | 69% |
|  Difficulties paying bills | | | | | | | |
| Most of the time | 38% | 28% | 15% | 18% | 1% | 0% | 66% |
| From time to time | 43% | 28% | 15% | 13% | 1% | 0% | 71% |
| Almost never/ Never | 56% | 22% | 11% | 11% | 0% | 0% | 78% |
| Consider belonging to | | | | | | | |
| The working class | 44% | 26% | 14% | 15% | 1% | 0% | 70% |
| The middle class | 54% | 24% | 12% | 10% | 0% | 0% | 78% |
| The upper class | 57% | 25% | 9% | 9% | 0% | 0% | 82% |

Respondents are most likely to listen to the radio every day or almost in Germany, Ireland and Austria (all 70%). Conversely, less than one-third of respondents say they listen to the radio every day in Bulgaria (22%) and Romania (31%).

Radio habits have changed somewhat since the autumn 2012 survey (EB78): daily listening has declined in Malta (51%, -10 percentage points), Slovenia (59%, -10), Spain (33%, -9), Poland (42%, -9), Belgium (64%, -7) and the UK (49%, -7), but has risen sharply in Portugal (37%, +11).








The written press is the medium whose consumption has changed the most since autumn 2012: today, 65% of Europeans say they read the written press at least once a week, a decline of six percentage points, and 33% say they do so every day or almost (-4).

This medium also records significant differences in use by different categories of Europeans:

- Reading the written press varies widely by age: although 44% of Europeans aged 55 and over say they read the written press every day or almost, only 34% of 40-54 year-olds, 26% of 25-39 year-olds and 17% of 15-24 year-olds do so;
- The proportion of respondents who read the written press every day or almost is also higher among managers (49%) than among white-collar workers (34%) or manual workers (28%). There is also a significant gap between those who almost never have difficulties paying their bills (43%) and those who often have such difficulties (18%);
- In virtually all demographic categories, more than half the respondents reported that they read the written press at least once a week: this is more often the case among managers (82%), the most educated (76%) and Europeans aged 40 or older (69%) than among house persons (52%), the unemployed (53%), those who left school at age 15 or earlier (55%) or the youngest respondents (54%). Although nearly three-quarters of Europeans who almost never have difficulties paying their bills read the press at least once a week (73%), less than half of those who frequently experience financial difficulties do so (48%).

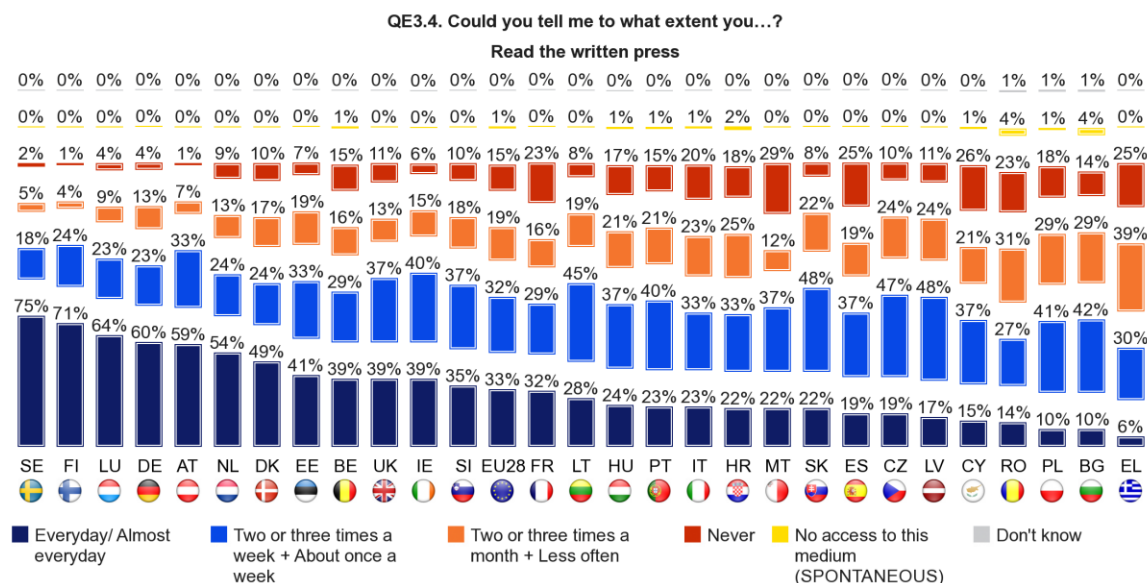
QE3.4. Could you tell me to what extent you...?

Read the written press

| | Everyday/ Almost everyday | Two or three times a week + About once a week | Two or three times a month + Less often | Never | No access to this medium (SPONTANEOUS) | Don't know | At least once a week |
|--|---------------------------|---|---|-------|--|------------|----------------------|
| EU28 | 33% | 32% | 19% | 15% | 1% | 0% | 65% |
|  Gender | | | | | | | |
| Man | 36% | 33% | 17% | 13% | 1% | 0% | 69% |
| Woman | 31% | 32% | 20% | 17% | 0% | 0% | 63% |
|  Age | | | | | | | |
| 15-24 | 17% | 37% | 28% | 18% | 0% | 0% | 54% |
| 25-39 | 26% | 38% | 22% | 14% | 0% | 0% | 64% |
| 40-54 | 34% | 35% | 18% | 13% | 0% | 0% | 69% |
| 55 + | 44% | 25% | 14% | 16% | 1% | 0% | 69% |
|  Education (End of) | | | | | | | |
| 15- | 30% | 25% | 19% | 25% | 1% | 0% | 55% |
| 16-19 | 32% | 34% | 18% | 15% | 1% | 0% | 66% |
| 20+ | 42% | 34% | 16% | 8% | 0% | 0% | 76% |
| Still studying | 20% | 37% | 29% | 14% | 0% | 0% | 57% |
|  Socio-professional category | | | | | | | |
| Self-employed | 38% | 35% | 16% | 11% | 0% | 0% | 73% |
| Managers | 49% | 33% | 13% | 5% | 0% | 0% | 82% |
| Other white collars | 34% | 38% | 19% | 9% | 0% | 0% | 72% |
| Manual workers | 28% | 36% | 21% | 15% | 0% | 0% | 64% |
| House persons | 21% | 31% | 24% | 23% | 1% | 0% | 52% |
| Unemployed | 19% | 34% | 23% | 23% | 1% | 0% | 53% |
| Retired | 43% | 25% | 14% | 17% | 1% | 0% | 68% |
| Students | 20% | 37% | 29% | 14% | 0% | 0% | 57% |
|  Difficulties paying bills | | | | | | | |
| Most of the time | 18% | 30% | 25% | 26% | 1% | 0% | 48% |
| From time to time | 22% | 38% | 22% | 17% | 1% | 0% | 60% |
| Almost never/ Never | 43% | 30% | 16% | 11% | 0% | 0% | 73% |

There are very striking national variations in terms of reading the written press: over 70% of respondents say they read the written press daily or almost daily in Sweden (75%) and Finland (71%). This daily practice is far less common in Greece (6%) and in Bulgaria and Poland (both 10%).

Daily or almost daily reading of the written press has declined significantly since autumn 2012 in Malta (22%, -8 percentage points), Hungary (24%, -7), Spain (19% -7), Bulgaria (10%, -6), Poland (10%, -6) - where it was already low - and the Netherlands (54%, -6).



The proportion of Europeans who say they use the **Internet** continues to grow, although the increase is less dramatic than in the autumn of 2012: 70% use the Internet at least once a week (+1 percentage point since the autumn 2012 Standard Eurobarometer survey (EB78) and +6 since autumn 2011 (EB76)), while 56% do so every day or almost (+2 since autumn 2012 and +8 since autumn 2011).

Two in ten Europeans say they "never" use the Internet (20%, -2 percentage points), while 6% *spontaneously* say they have no access (+1).






























Daily Internet usage decreases sharply with age: 87% among 15-24 year-olds, 75% among 25-39 year-olds, 57% among 40-54 year-olds and 29% among those aged 55 and over. There are no significant evolutions since autumn 2012.

Daily or near-daily use of the Internet is particularly widespread among managers (82%), but it is also more common among white-collar workers (73%) than among manual workers (58%). There is also a split reflecting self-positioning on the social scale: only 43% of Europeans who place themselves at the bottom of the social scale use the Internet every day or almost every day, compared with 68% of those who position themselves towards the top.

QE3.5. Could you tell me to what extent you...?

Use the Internet

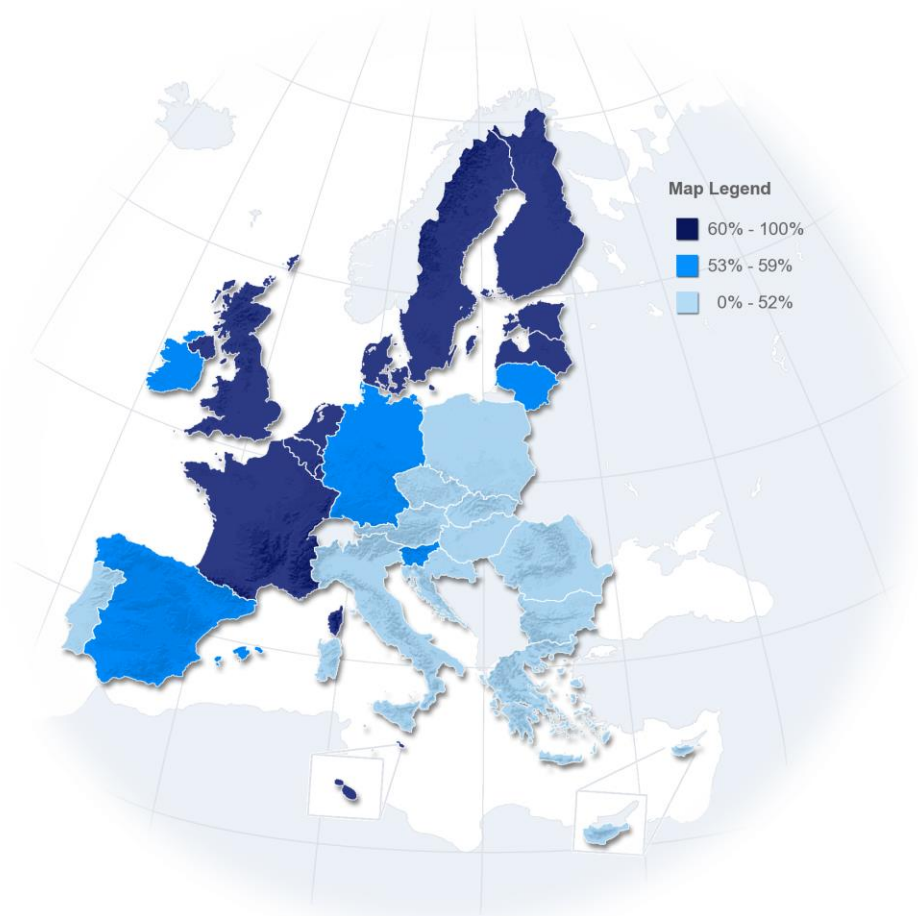
| | Everyday/ Almost everyday | Two or three times a week + About once a week | Two or three times a month + Less often | Never | No access to this medium (SPONTANEOUS) | Don't know | At least once a week |
|---|---------------------------|---|---|-------|--|------------|----------------------|
| EU28 | 56% | 14% | 4% | 20% | 6% | 0% | 70% |
| Gender | | | | | | | |
| Man | 60% | 14% | 3% | 17% | 6% | 0% | 74% |
| Woman | 52% | 15% | 4% | 22% | 7% | 0% | 67% |
| Age | | | | | | | |
| 15-24 | 87% | 9% | 1% | 2% | 1% | 0% | 96% |
| 25-39 | 75% | 15% | 3% | 6% | 1% | 0% | 90% |
| 40-54 | 57% | 20% | 6% | 14% | 3% | 0% | 77% |
| 55 + | 29% | 12% | 5% | 41% | 13% | 0% | 41% |
| Education (End of) | | | | | | | |
| 15- | 20% | 10% | 4% | 48% | 18% | 0% | 30% |
| 16-19 | 52% | 20% | 4% | 19% | 5% | 0% | 72% |
| 20+ | 76% | 12% | 3% | 7% | 2% | 0% | 88% |
| Still studying | 91% | 6% | 2% | 1% | 0% | 0% | 97% |
| Socio-professional category | | | | | | | |
| Self-employed | 66% | 18% | 3% | 10% | 3% | 0% | 84% |
| Managers | 82% | 13% | 2% | 3% | 0% | 0% | 95% |
| Other white collars | 73% | 18% | 3% | 5% | 1% | 0% | 91% |
| Manual workers | 58% | 19% | 6% | 14% | 3% | 0% | 77% |
| House persons | 37% | 18% | 6% | 31% | 8% | 0% | 55% |
| Unemployed | 58% | 15% | 5% | 17% | 5% | 0% | 73% |
| Retired | 24% | 11% | 4% | 45% | 16% | 0% | 35% |
| Students | 91% | 6% | 2% | 1% | 0% | 0% | 97% |
| Self-positioning on the social staircase | | | | | | | |
| Low (1-4) | 43% | 12% | 4% | 30% | 11% | 0% | 55% |
| Medium (5-6) | 56% | 15% | 4% | 19% | 6% | 0% | 71% |
| High (7-10) | 68% | 14% | 3% | 12% | 3% | 0% | 82% |

| | | |
|---|----|-----|
|  | NL | 87% |
|  | SE | 87% |
|  | DK | 82% |
|  | FI | 74% |
|  | EE | 69% |
|  | UK | 68% |
|  | LU | 67% |
|  | LV | 67% |
|  | FR | 66% |
|  | BE | 64% |
|  | MT | 61% |
|  | IE | 59% |
|  | SI | 59% |
|  | EU | 56% |
|  | DE | 55% |
|  | ES | 53% |
|  | LT | 53% |
|  | SK | 51% |
|  | CY | 49% |
|  | IT | 48% |
|  | AT | 48% |
|  | CZ | 48% |
|  | HR | 46% |
|  | EL | 44% |
|  | PL | 44% |
|  | BG | 38% |
|  | HU | 37% |
|  | PT | 35% |
|  | RO | 33% |

Question: QE3.5. Could you tell me to what extent you...?

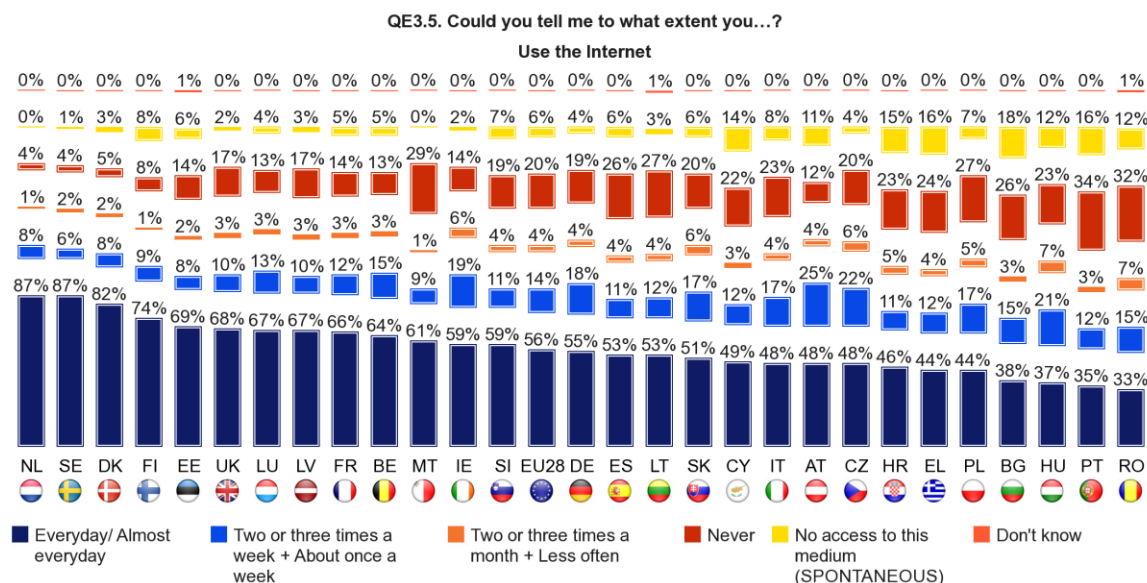
Option: Use the Internet

Answers: Everyday/ Almost everyday



Daily use of the Internet is the highest in the western and northern countries of Europe: two-thirds or more of respondents use the Internet every day or almost every day in the Netherlands and Sweden (both 87%), Denmark (82%), Finland (74%), Estonia (69%), the UK (68%), Luxembourg and Latvia (both 67%) and France (66%).

In contrast, less than four in ten respondents use the Internet daily in Romania (33%), Portugal (35%), Hungary (37%) and Bulgaria (38%).



Significant evolutions since autumn 2012 (EB78) include an increase in the daily or almost daily use of the Internet in Cyprus (49%, +11 percentage points), Slovakia (51%, +8), Malta (61%, +6, following an 11-point rise between autumn 2011 (EB76) and autumn 2012), Portugal (35%, +6 since autumn 2012 and +12 since autumn 2011) and Greece (44%, +6 and +13).

The use of **online social networks** is also rising within the European Union, although the evolutions are less marked than they were between autumn 2011 and autumn 2012. 44% of Europeans now say they use social networks at least once a week, an increase of two percentage points since autumn 2012 and nine points since autumn 2011. Three in ten Europeans say they frequent social networks every day or almost (30%, +3 and +10 since autumn 2011).

Differences in use according to age are even more pronounced for social networks than they are for the Internet generally, with virtually no evolutions in the oldest group: 70% of 15-24 year-olds say they use social networks daily or almost daily (+4 percentage points since the EB78), compared with 44% of 25-39 year-olds (+4), 24% of 40-54 year-olds (+3) and 7% of those aged 55 and older (+1).

In terms of socio-professional categories, white-collar workers are most likely to say they use social networks daily or almost daily (38%), ahead of managers (33%) and manual workers (32%). The gaps between occupational categories are thus narrower than for Internet use as a whole.

QE3.6. Could you tell me to what extent you...?

Use online social networks

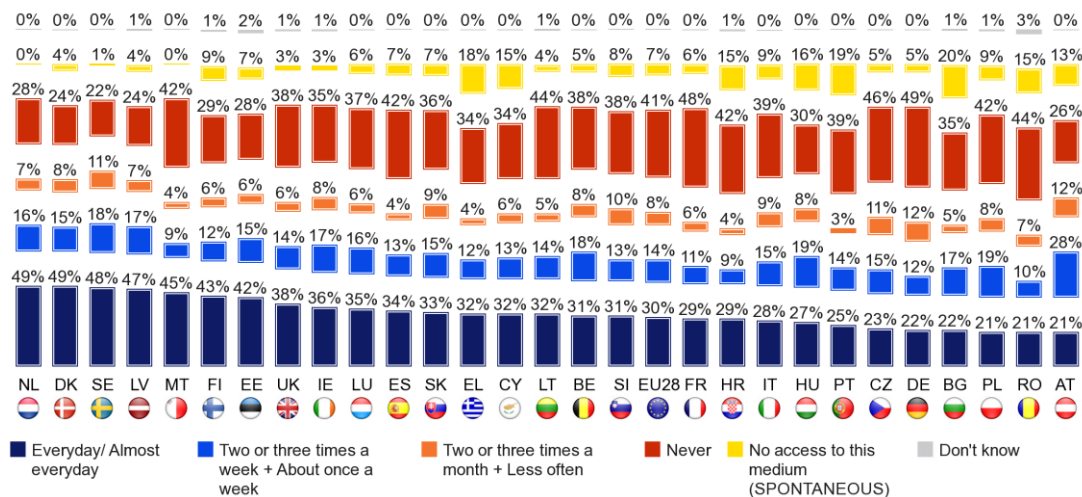
| | Everyday/ Almost everyday | Two or three times a week + About once a week | Two or three times a month + Less often | Never | No access to this medium (SPONTANEOUS) | Don't know | At least once a week |
|------------------------------------|---------------------------|---|---|-------|--|------------|----------------------|
| EU28 | 30% | 14% | 8% | 41% | 7% | 0% | 44% |
| Gender | | | | | | | |
| Man | 29% | 15% | 9% | 40% | 7% | 0% | 44% |
| Woman | 30% | 13% | 7% | 41% | 8% | 1% | 43% |
| Age | | | | | | | |
| 15-24 | 70% | 17% | 5% | 7% | 1% | 0% | 87% |
| 25-39 | 44% | 22% | 9% | 22% | 2% | 1% | 66% |
| 40-54 | 24% | 16% | 12% | 43% | 4% | 1% | 40% |
| 55 + | 7% | 6% | 5% | 66% | 16% | 0% | 13% |
| Education (End of) | | | | | | | |
| 15- | 10% | 5% | 4% | 60% | 21% | 0% | 15% |
| 16-19 | 27% | 16% | 8% | 43% | 6% | 0% | 43% |
| 20+ | 33% | 18% | 11% | 36% | 2% | 0% | 51% |
| Still studying | 74% | 16% | 3% | 6% | 0% | 1% | 90% |
| Socio-professional category | | | | | | | |
| Self-employed | 28% | 17% | 13% | 37% | 4% | 1% | 45% |
| Managers | 33% | 21% | 12% | 32% | 1% | 1% | 54% |
| Other white collars | 38% | 20% | 10% | 30% | 1% | 1% | 58% |
| Manual workers | 32% | 17% | 9% | 37% | 4% | 1% | 49% |
| House persons | 20% | 12% | 9% | 50% | 9% | 0% | 32% |
| Unemployed | 38% | 16% | 7% | 32% | 6% | 1% | 54% |
| Retired | 6% | 5% | 4% | 67% | 18% | 0% | 11% |
| Students | 74% | 16% | 3% | 6% | 0% | 1% | 90% |

At the national level, 49% of respondents say they use online social networks daily or almost daily in the Netherlands and Denmark, and 48% do so in Sweden. Conversely, daily or near-daily use of social networks is less developed in Austria, Poland and Romania (21% in all three countries).

The use of social networks has gained ground since autumn 2012, especially in countries where it was already established: Sweden (66% of respondents use them at least once a week, +7 percentage points) and Denmark (64%, +7). There are also significant increases in daily use in Portugal (39%, +8) and Cyprus (45%, +7).

QE3.6. Could you tell me to what extent you...?

Use online social networks



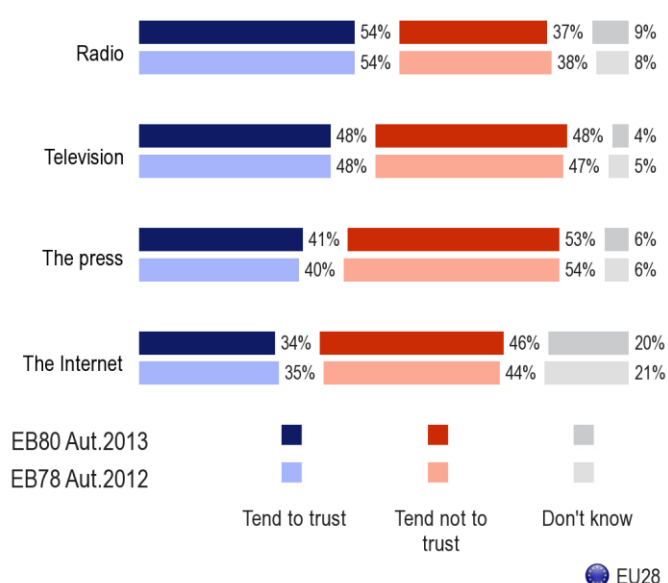
2. TRUST IN THE MEDIA

- Trust in the media remains stable; radio remains the only medium that enjoys the trust of a majority of Europeans -

Public trust in the media⁷ has stabilised somewhat after a deterioration between autumn 2011 (EB76) and autumn 2012 (EB78). The hierarchy of the media which Europeans trust most remains unchanged:

- Radio remains the medium which Europeans trust the most (54%, unchanged, compared with 37% "tend not to trust", -1 percentage point);
- Television follows, but with sharply mixed opinions (48% trust it, unchanged, compared with 48%, +1);
- Only a minority trust the written press (41%, +1, compared with 53%, -1);
- The same applies to the Internet, where distrust has even risen slightly (34%, -1, compared with 46%, +2).

QA10. I would like to ask you a question about how much trust you have in certain media and institutions. For each of the following media and institutions, please tell me if you tend to trust it or tend not to trust it.



A socio-demographic analysis shows that:

- Age has little influence on trust in radio, the press and television. In the case of the Internet, however, trust sharply declines with age, in line with the differences measured for use: 46% among 15-24 year-olds, who are the main users of the Internet, 44% among 25-39 year-olds, 36% among 40-54 year-olds and only 20% among those aged 55 and over.






Trust has declined in the categories that use the Internet the most: young respondents (46%, -3, compared with 48%, +3), and students in particular (46%, -8, compared with 47%, +6). Due to these changes, distrust is now expressed by majorities in these categories, whereas this was not the case in the autumn of 2012;

⁷ QA10. I would like to ask you a question about how much trust you have in certain media and institutions. For each of the following media and institutions, please tell me if you tend to trust it or tend not to trust it.

- Although the most educated Europeans – who are the largest media consumers – are more likely to trust the media than the least educated, the differences disappear when it comes to television: just under half of respondents trust it regardless of education level;
- Finally, Europeans who almost never have difficulties paying their bills are more likely to trust the various media than Europeans who are in a vulnerable financial situation.

QA10. I would like to ask you a question about how much trust you have in certain media and institutions. For each of the following media and institutions, please tell me if you tend to trust it or tend not to trust it.

Answer: 'Tend to trust'

| | Radio | Television | The press | The Internet |
|--|-------|------------|-----------|--------------|
| EU28 | 54% | 48% | 40% | 34% |
|  Gender | | | | |
| Man | 55% | 47% | 41% | 38% |
| Woman | 54% | 49% | 40% | 31% |
|  Age | | | | |
| 15-24 | 54% | 49% | 41% | 46% |
| 25-39 | 57% | 47% | 43% | 44% |
| 40-54 | 54% | 47% | 40% | 36% |
| 55 + | 53% | 49% | 39% | 20% |
|  Education (End of) | | | | |
| 15- | 47% | 46% | 32% | 16% |
| 16-19 | 53% | 49% | 39% | 34% |
| 20+ | 61% | 48% | 48% | 42% |
| Still studying | 57% | 50% | 45% | 46% |
|  Socio-professional category | | | | |
| Self-employed | 55% | 46% | 40% | 40% |
| Managers | 67% | 51% | 51% | 43% |
| Other white collars | 56% | 48% | 43% | 43% |
| Manual workers | 54% | 48% | 41% | 38% |
| House persons | 45% | 44% | 33% | 25% |
| Unemployed | 47% | 42% | 34% | 36% |
| Retired | 53% | 50% | 39% | 18% |
| Students | 57% | 50% | 45% | 46% |
|  Difficulties paying bills | | | | |
| Most of the time | 42% | 38% | 29% | 27% |
| From time to time | 49% | 45% | 37% | 35% |
| Almost never/ Never | 60% | 52% | 45% | 35% |

An analysis of trust in various media according to their frequency of use shows that:

- Respondents who listen to **the radio** at least once a week trust it more than the population as a whole (61%, compared with an EU average of 54%). Confidence is weaker among Europeans who listen to the radio less frequently (43% among respondents who listen to the radio two or three times a month or less often);
- Trust in **television** is practically the same among people who watch television at least once a week (49%) as it is among Europeans as a whole (48%). In contrast, more than two-thirds of respondents who watch television less frequently "tend not to trust" it (67% among those who watch it two or three times a month or less often);
- Although trust in **the written press** is somewhat greater among those who read it at least once a week (45%, compared with 40% of all Europeans), distrust is still predominant in this category (51%), and is slightly more widespread among less frequent users and those who never read the press (55% and 62%, respectively);
- A majority of regular Internet users say they "tend not to trust" this medium (49%, compared with 44% who "tend to trust it"). Distrust is greater among Europeans who use the Internet less frequently (52% among those who use the Internet two or three times a month or less often).

QA10. I would like to ask you a question about how much trust you have in certain media and institutions. For each of the following media and institutions, please tell me if you tend to trust it or tend not to trust it.

Radio

| | Tend to trust | Tend not to trust | Don't know |
|------|---------------|-------------------|------------|
| EU28 | 54% | 37% | 9% |

Listen to the radio

| | | | |
|--|-----|-----|-----|
| At least once a week | 61% | 34% | 5% |
| Two or three times a month/ Less often | 43% | 42% | 15% |
| Never | 27% | 49% | 24% |

Television

| | Tend to trust | Tend not to trust | Don't know |
|------|---------------|-------------------|------------|
| EU28 | 48% | 48% | 4% |

Watch television

| | | | |
|--|-----|-----|-----|
| At least once a week | 49% | 47% | 4% |
| Two or three times a month/ Less often | 22% | 67% | 11% |
| Never | 14% | 68% | 18% |

The press

| | Tend to trust | Tend not to trust | Don't know |
|------|---------------|-------------------|------------|
| EU28 | 40% | 54% | 6% |

Read the written press

| | | | |
|--|-----|-----|-----|
| At least once a week | 45% | 51% | 4% |
| Two or three times a month/ Less often | 37% | 55% | 8% |
| Never | 25% | 62% | 13% |

The Internet

| | Tend to trust | Tend not to trust | Don't know |
|------|---------------|-------------------|------------|
| EU28 | 34% | 46% | 20% |

Use the Internet



































| | | | |
|--|-----|-----|-----|
| At least once a week | 44% | 49% | 7% |
| Two or three times a month/ Less often | 26% | 52% | 22% |
| Never | 10% | 40% | 50% |

Majorities trust **radio** in 21 of the 28 Member States. This was the case in 23 of the 27 Member States in the autumn 2011 Standard Eurobarometer (EB76). The exceptions are Greece (32% trust, vs 65%), Slovenia (35%, vs 53%), Italy (39%, vs 48%), Spain (42%, vs 48%), Croatia (43%, vs 52%), Cyprus (46%, vs 50%) and Hungary (47%, vs 48%). Trust in radio is most marked in Finland (81%), Sweden (79%) and Austria (77%), one of the countries where radio use is most widespread. In the other countries with most frequent use, majorities also trust this medium, but to a slightly lesser extent: 64% in Germany and 59% in Ireland.

In terms of evolutions, Slovenia has recorded a significant decline in trust in the radio (35%, -15 percentage points), a decline that is also observed for other media. Trust has also fallen in Cyprus (46%, -8), but has risen sharply in Malta (42%, +6) and Austria (77%, +6).

QA10.2. I would like to ask you a question about how much trust you have in certain media and institutions. For each of the following media and institutions, please tell me if you tend to trust it or tend not to trust it.

Radio

| | | Tend to trust | Diff. Aut.2013 - Aut.2012 | Tend not to trust | Diff. Aut.2013 - Aut.2012 |
|---|----------|---------------|------------------------------|----------------------|------------------------------|
|  | EU28 | 54% | = | 37% | -1 |
|  | MT | 42% | +6 | 41% | -5 |
|  | AT | 77% | +6 | 18% | -6 |
|  | LV | 61% | +5 | 30% | -3 |
|  | BE | 67% | +4 | 31% | -4 |
|  | EL | 32% | +4 | 65% | -5 |
|  | ES | 42% | +4 | 48% | -4 |
|  | HR | 43% | +4 | 52% | -2 |
|  | FI | 81% | +4 | 15% | -4 |
|  | FR | 57% | +3 | 36% | -2 |
|  | LU | 62% | +3 | 31% | -3 |
|  | DE | 64% | +2 | 30% | -1 |
|  | HU | 47% | +1 | 48% | -1 |
|  | UK | 55% | +1 | 34% | -3 |
|  | EE | 68% | = | 25% | +1 |
|  | IE | 59% | = | 34% | = |
|  | IT | 39% | = | 48% | +1 |
|  | LT | 52% | = | 38% | +1 |
|  | DK | 72% | -1 | 22% | -1 |
|  | RO | 50% | -1 | 43% | +4 |
|  | SE | 79% | -1 | 17% | -1 |
|  | PL | 57% | -2 | 32% | -2 |
|  | CZ | 62% | -4 | 33% | +4 |
|  | NL | 66% | -4 | 24% | +2 |
|  | BG | 45% | -6 | 40% | +6 |
|  | SK | 65% | -6 | 31% | +5 |
|  | PT | 53% | -7 | 40% | +8 |
|  | CY | 46% | -8 | 50% | +9 |
|  | SI | 35% | -15 | 53% | +5 |
| | CY (tcc) | 63% | +8 | 29% | -2 |
|  | IS | 79% | +2 | 19% | -2 |
|  | RS | 36% | +1 | 46% | -6 |
|  | TR | 25% | +1 | 69% | +10 |
|  | MK | 28% | = | 54% | +6 |
|  | ME | 45% | -3 | 43% | +7 |

































Majorities of respondents trust **television** in 21 Member States, led by Finland (76%) and Austria (74%).

Countries that express distrust in television also distrust radio, with the exception of Hungary, where a narrow majority trust television (50% trust, vs 48%). In France, where radio is predominantly trusted, a clear majority of respondents distrust television (37% "tend to trust", vs 60% "tend not to trust").

Trust in television has fallen sharply in Slovenia (32%, -19 percentage points), Portugal (57%, -9), Slovakia (59%, -7) and Cyprus (45%, -7). However, it has risen steeply in Malta (50%, +10).

QA10.3. I would like to ask you a question about how much trust you have in certain media and institutions. For each of the following media and institutions, please tell me if you tend to trust it or tend not to trust it.

Television

| | | Tend to trust | Diff. Aut.2013 - Aut.2012 | Tend not to trust | Diff. Aut.2013 - Aut.2012 |
|---|----------|---------------|------------------------------|----------------------|------------------------------|
|  | EU28 | 48% | = | 48% | +1 |
|  | MT | 50% | +10 | 41% | -8 |
|  | HR | 44% | +5 | 53% | -4 |
|  | AT | 74% | +4 | 23% | -3 |
|  | FI | 76% | +4 | 22% | -3 |
|  | IT | 40% | +3 | 52% | -2 |
|  | LT | 49% | +3 | 45% | -3 |
|  | DK | 65% | +2 | 33% | -2 |
|  | ES | 30% | +2 | 66% | -2 |
|  | LV | 60% | +2 | 35% | -1 |
|  | HU | 50% | +2 | 48% | -2 |
|  | DE | 56% | +1 | 40% | +1 |
|  | IE | 54% | +1 | 41% | = |
|  | BE | 62% | = | 37% | = |
|  | EL | 15% | = | 84% | = |
|  | RO | 53% | = | 45% | +1 |
|  | EE | 68% | -1 | 28% | +2 |
|  | PL | 53% | -1 | 39% | -1 |
|  | UK | 48% | -1 | 47% | = |
|  | LU | 52% | -2 | 40% | -1 |
|  | NL | 61% | -2 | 36% | +2 |
|  | FR | 37% | -3 | 60% | +3 |
|  | SE | 67% | -3 | 30% | +2 |
|  | BG | 64% | -4 | 33% | +4 |
|  | CZ | 60% | -4 | 39% | +5 |
|  | CY | 45% | -7 | 54% | +7 |
|  | SK | 59% | -7 | 39% | +7 |
|  | PT | 57% | -9 | 41% | +9 |
|  | SI | 32% | -19 | 55% | +8 |
| | CY (fcc) | 62% | -1 | 33% | +2 |
|  | RS | 46% | +6 | 49% | -6 |
|  | IS | 75% | +1 | 23% | -1 |
|  | ME | 52% | -3 | 42% | +2 |
| | MK | 43% | -6 | 52% | +3 |
| | TR | 29% | -7 | 66% | +7 |



































Trust in **the written press** is predominant in 13 Member States, up from nine in autumn 2012. This trust is particularly marked in Finland (68%), Austria (64%) and the Netherlands (61%), which are among the countries with the highest consumption of the written press. In Sweden, where large numbers of respondents read the written press, a scant majority trust it (49% trust, vs 48%), and in Germany only a minority do so (46% vs 49%).

The country in which distrust of the press is most pronounced is the United Kingdom (78%), even though more than three-quarters of respondents say they read the written press at least once a week. The UK is followed by Greece (74%) and Slovenia (70%).

Opinions on this topic have changed the most in Slovenia, where distrust has grown by 15 percentage points since autumn 2012. It also increased in Cyprus (56%, +7) and the Czech Republic (49%, +7). Conversely, trust in the written press gained ground in Belgium (58%, +8) and Malta (37%, +8).

QA10.1. I would like to ask you a question about how much trust you have in certain media and institutions. For each of the following media and institutions, please tell me if you tend to trust it or tend not to trust it.

The press



































| | | Tend to trust | Diff. Aut.2013 - Aut.2012 | Tend not to trust | Diff. Aut.2013 - Aut.2012 |
|---|----------|---------------|------------------------------|----------------------|------------------------------|
|  | EU28 | 41% | +1 | 53% | -1 |
|  | BE | 58% | +8 | 40% | -8 |
|  | MT | 37% | +8 | 47% | -4 |
|  | FI | 68% | +6 | 30% | -6 |
|  | SE | 49% | +6 | 48% | -7 |
|  | DK | 52% | +5 | 44% | -7 |
|  | FR | 52% | +5 | 44% | -4 |
|  | HR | 33% | +5 | 63% | -4 |
|  | LV | 46% | +5 | 45% | -6 |
|  | NL | 61% | +4 | 36% | -4 |
|  | EL | 23% | +3 | 74% | -3 |
|  | PL | 48% | +3 | 41% | -8 |
|  | EE | 55% | +2 | 41% | = |
|  | IE | 35% | +2 | 59% | +2 |
|  | LU | 56% | +2 | 39% | -3 |
|  | HU | 38% | +2 | 58% | -2 |
|  | ES | 31% | +1 | 61% | -1 |
|  | AT | 64% | +1 | 31% | -1 |
|  | LT | 40% | = | 54% | +1 |
|  | DE | 46% | -1 | 49% | +1 |
|  | IT | 34% | -1 | 56% | +2 |
|  | RO | 39% | -2 | 53% | +1 |
|  | UK | 19% | -2 | 78% | +3 |
|  | SK | 54% | -3 | 43% | +4 |
|  | PT | 50% | -4 | 46% | +6 |
|  | CZ | 48% | -5 | 49% | +7 |
|  | CY | 36% | -6 | 56% | +7 |
|  | BG | 35% | -7 | 52% | +6 |
|  | SI | 23% | -19 | 70% | +15 |
| | CY (fcc) | 62% | +3 | 32% | -4 |
|  | IS | 60% | +8 | 39% | -7 |
|  | MK | 30% | +1 | 56% | +1 |
|  | TR | 29% | +1 | 67% | +3 |
|  | RS | 36% | = | 54% | -4 |
|  | ME | 44% | -9 | 49% | +8 |

Trust in the **Internet** is expressed by majorities in 13 Member States, as was the case in autumn 2012. It is strongest in the Czech Republic (55%, where it is higher than trust in the written press), Denmark (51%) and Slovakia (49%).

Distrust in the Internet is particularly widespread in Slovenia (62%), where it has increased by 16 percentage points since autumn 2012 and in Sweden (60%, +1), the United Kingdom (55%, +3) and Ireland (54%, +5).

QA10.4. I would like to ask you a question about how much trust you have in certain media and institutions. For each of the following media and institutions, please tell me if you tend to trust it or tend not to trust it.

The Internet

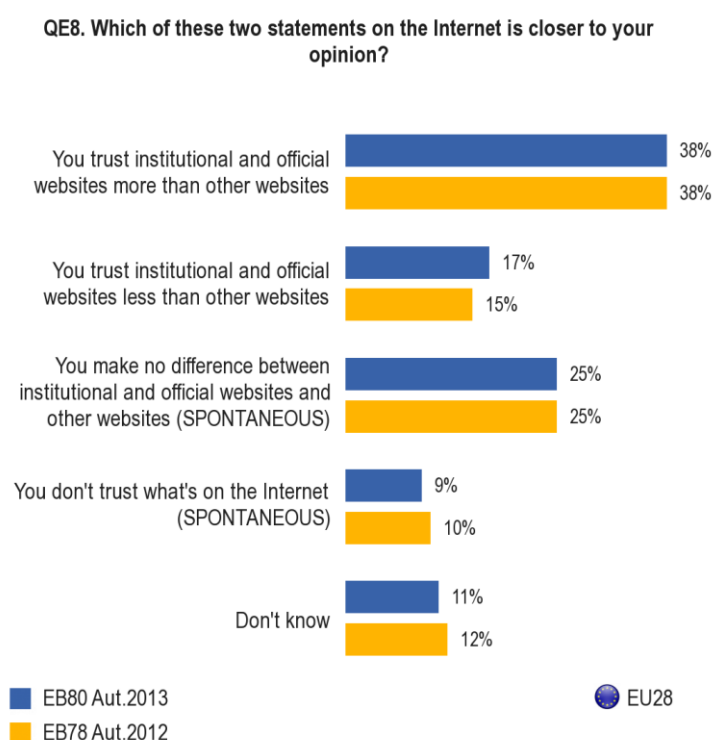
| | | Tend to trust | Diff. Aut.2013 - Aut.2012 | Tend not to trust | Diff. Aut.2013 - Aut.2012 |
|---|----------|---------------|------------------------------|----------------------|------------------------------|
|  | EU28 | 34% | -1 | 46% | +2 |
|  | LV | 46% | +4 | 34% | = |
|  | AT | 44% | +3 | 40% | -1 |
|  | FR | 30% | +2 | 53% | -2 |
|  | CY | 41% | +2 | 34% | +1 |
|  | DE | 27% | +1 | 52% | +2 |
|  | HR | 34% | +1 | 45% | +5 |
|  | HU | 42% | +1 | 39% | +2 |
|  | RO | 35% | +1 | 36% | +6 |
|  | SE | 31% | +1 | 60% | +1 |
|  | BG | 42% | = | 28% | +7 |
|  | CZ | 55% | = | 31% | +4 |
|  | NL | 42% | = | 47% | +3 |
|  | FI | 44% | = | 41% | +2 |
|  | BE | 38% | -1 | 53% | +1 |
|  | IE | 31% | -1 | 54% | +5 |
|  | LU | 34% | -1 | 46% | -1 |
|  | PL | 45% | -1 | 33% | +2 |
|  | LT | 38% | -2 | 32% | +2 |
|  | MT | 39% | -2 | 34% | +9 |
|  | UK | 28% | -2 | 55% | +3 |
|  | DK | 51% | -3 | 38% | +3 |
|  | EL | 38% | -3 | 46% | +3 |
|  | IT | 35% | -3 | 44% | +1 |
|  | EE | 46% | -4 | 33% | +8 |
|  | ES | 28% | -4 | 46% | +2 |
|  | PT | 31% | -5 | 42% | +2 |
|  | SK | 49% | -7 | 35% | +8 |
|  | SI | 31% | -12 | 62% | +16 |
| | CY (fcc) | 51% | -1 | 35% | +4 |
|  | ME | 49% | +10 | 39% | +7 |
|  | RS | 42% | +6 | 34% | -11 |
|  | MK | 41% | +4 | 34% | +4 |
|  | TR | 29% | +3 | 62% | +9 |
|  | IS | 45% | -2 | 47% | +4 |

In the candidate countries:

- In **Iceland**, majorities trust the written press, radio and television, but trust in the Internet is now narrowly in the minority (45% trust, -2 percentage points, vs 47%, +4);
- In **Montenegro**, trust in the written press has fallen sharply and is now the minority position (44%, -9). Conversely, trust in the Internet has gained significant ground (49%, +10), but so also has distrust (39%, +7), suggesting that opinions are gradually hardening;
- In **Turkey**, respondents distrust all the media. Distrust in radio has reached 69% (+10);
- The Internet is the only medium which is trusted by a majority in the **former Yugoslav Republic of Macedonia** (41% trust, vs 34%) and **Serbia** (42% vs 34%): in the latter country, however, a majority distrusted the Internet in autumn 2012 (45% distrust vs 36%).

THE CREDIBILITY OF INTERNET SOURCES

When asked to describe the credibility of various sources, a majority of European Internet users say they place **more trust in institutional and official websites than other sites** (38%, unchanged since the autumn 2012 Standard Eurobarometer)⁸. Conversely, 17% of Europeans say they place less trust in institutional and official websites than other websites, up two percentage points since autumn 2012. A quarter of respondents still *spontaneously* say they are unable to distinguish between official and unofficial websites. Just under one in ten Europeans *spontaneously* say they do not trust what is on the Internet (9%, -1).



Base: Europeans who use the Internet: 74% of the total sample

A socio-demographic analysis shows that although younger respondents use the Internet more than their elders, they give similar responses regarding their trust in the various websites (41% of 15-24 year-olds place more trust in official and institutional websites, compared with 37% of those aged 55 and over).

Education has more influence on these answers: although 45% of Europeans who studied until the age of 20 and beyond place more trust in official and institutional websites, only 26% of Europeans who left school at the age of 15 years or earlier do so. Respondents in this group do not necessarily place more trust in other websites, but they are more likely to say *spontaneously* that they do not trust what is on the Internet (17%, compared with an average of 9%).

⁸ QE8. Which of these two statements on the Internet is closer to your opinion? You trust institutional and official websites more than other websites / You trust institutional and official websites less than other websites

QE8. Which of these two statements on the Internet is closer to your opinion?

| | You trust institutional and official websites more than other websites | You trust institutional and official websites less than other websites | You make no difference between institutional and official websites and other websites (SPONTANEOUS) | You don't trust what's on the Internet (SPONTANEOUS) | Don't know |
|------------------------------------|--|--|---|--|------------|
| EU28 | 38% | 17% | 25% | 9% | 11% |
| Gender | | | | | |
| Man | 38% | 18% | 26% | 8% | 10% |
| Woman | 39% | 16% | 24% | 9% | 12% |
| Age | | | | | |
| 15-24 | 41% | 17% | 25% | 6% | 11% |
| 25-39 | 39% | 19% | 26% | 7% | 9% |
| 40-54 | 38% | 16% | 25% | 10% | 11% |
| 55 + | 37% | 17% | 23% | 11% | 12% |
| Education (End of) | | | | | |
| 15- | 26% | 17% | 25% | 17% | 15% |
| 16-19 | 34% | 17% | 27% | 11% | 11% |
| 20+ | 45% | 18% | 22% | 6% | 9% |
| Still studying | 46% | 16% | 23% | 5% | 10% |
| Socio-professional category | | | | | |
| Self-employed | 37% | 21% | 24% | 10% | 8% |
| Managers | 51% | 16% | 23% | 5% | 5% |
| Other white collars | 40% | 16% | 27% | 7% | 10% |
| Manual workers | 35% | 16% | 28% | 9% | 12% |
| House persons | 30% | 14% | 27% | 15% | 14% |
| Unemployed | 30% | 21% | 26% | 11% | 12% |
| Retired | 36% | 18% | 21% | 11% | 14% |
| Students | 46% | 16% | 23% | 5% | 10% |
| Use the Internet | | | | | |
| Every day or almost | 42% | 18% | 26% | 6% | 8% |
| Between 1 and 3 times a week | 31% | 16% | 24% | 15% | 14% |
| Less often | 18% | 11% | 17% | 25% | 29% |

Base: Europeans who use the Internet: 74% of the total sample

The countries with most frequent Internet use are also those in which trust in official and institutional websites appears to be the highest: 70% in Denmark, 69% in Sweden and 60% in the Netherlands and Finland.

This trust is predominant in all countries of the European Union, including Greece (24%, +4 percentage points), which was not the case in autumn 2012. In this country, a third of respondents (33%, -8) nevertheless *spontaneously* say they make no difference between official websites and others. There was a sharp decline in the trust placed in official websites in Luxembourg (38%, -12) and Bulgaria (24%, -11). Conversely, trust in these websites has increased sharply among respondents in Croatia (30%, +9).

II. INFORMATION ON EUROPEAN MATTERS

- More than two-thirds of Europeans feel ill-informed about European matters -

Nearly three-quarters of Europeans consider that in their country, people are ill-informed about European matters, although this proportion is slightly lower than in autumn 2012 (73%, -2 percentage points)⁹. Nearly seven in ten Europeans feel the same about their own level of information (69%, +1).



Majorities have the impression that they, or their compatriots, are "ill-informed" about European matters in all Member States except Luxembourg: 50% of

EB80 Aut.2013
EB78 Aut.2012



respondents in Luxembourg think that people in their country are well-informed on these issues, and 52% feel well-informed themselves. However, these proportions are lower than in the autumn 2012 EB78 survey (by -6 and -2 percentage points respectively).

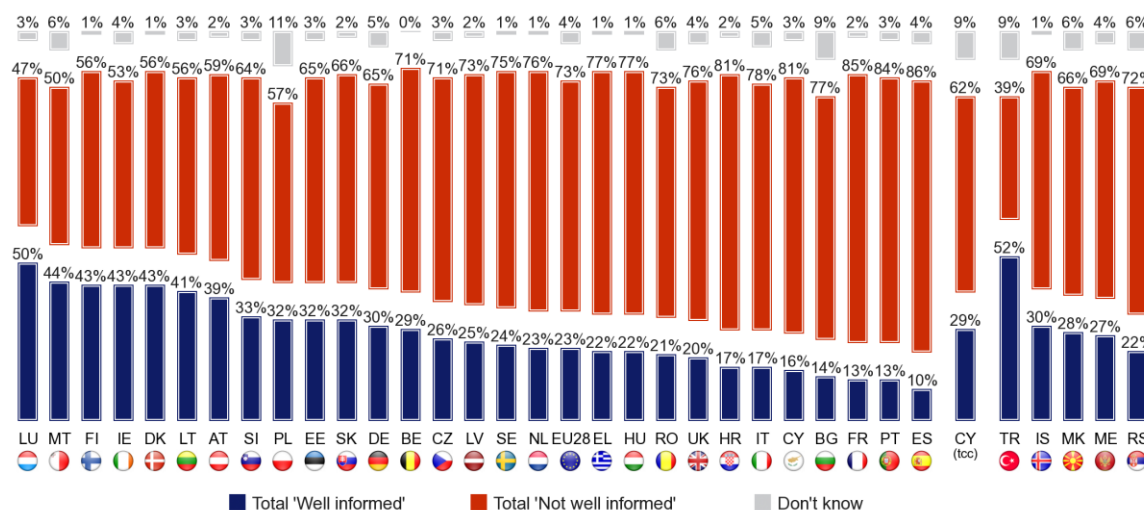
Judgments are most severe in Spain (86% believe that people in their country are "ill-informed", and 81% say they are ill-informed themselves), France (85% and 80%) and Portugal (84% and 77%).

Some evolutions should be noted:

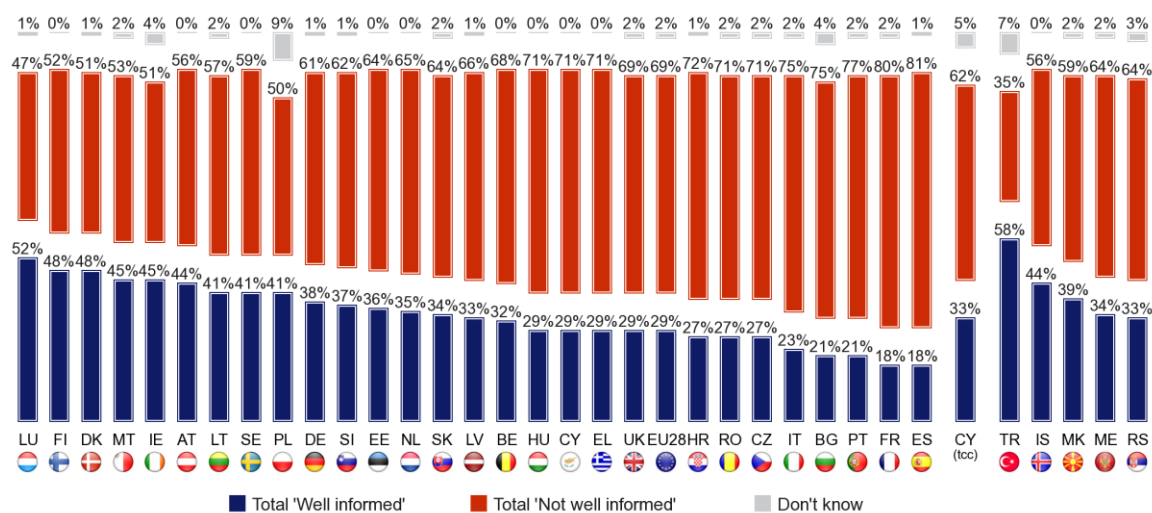
- Respondents' impression that they themselves are well-informed about European issues has declined sharply since autumn 2012 in Croatia (27%, -13 percentage points), as the country's entry into the European Union may have raised expectations on this subject. Conversely, this feeling has gained ground in Austria (44%, +8) and Lithuania (41%, +8);
- The feeling that one's fellow citizens are well-informed has gained ground in several countries: Lithuania (41%, +8 percentage points), Greece (22%, +7), Austria (39%, +7), the Netherlands (23%, +7), Romania (21%, +6) and Germany (30%, +6). However, it has declined in the United Kingdom (20%, -7).

⁹ QE1. Overall, to what extent do you think that in (OUR COUNTRY) people are well informed or not about European matters?

QE1. Overall, to what extent do you think that in (OUR COUNTRY) people are well informed or not about European matters?







QE2. And overall, to what extent do you think that you are well informed or not about European matters?



Majorities in all categories of the population believe that they are ill-informed about European matters, with significant variations reflecting education and socio-professional categories:

- Age has almost no influence on respondents' answers;
- Europeans who left school at the age of 15 years or earlier are much more like to feel ill-informed (82%) than those who studied until the age of 20 and beyond (57%);
- This impression is also much more widespread among manual workers (73%) than among white-collar workers (66%) and managers (54%).











QE2. And overall, to what extent do you think that you are well informed or not about European matters?

| | Total 'Well informed' | Total 'Not well informed' | Don't know |
|--|--------------------------|------------------------------|------------|
| EU28 | 29% | 69% | 2% |
|  Gender | | | |
| Man | 34% | 64% | 2% |
| Woman | 25% | 73% | 2% |
|  Age | | | |
| 15-24 | 29% | 68% | 3% |
| 25-39 | 30% | 68% | 2% |
| 40-54 | 31% | 67% | 2% |
| 55 + | 29% | 69% | 2% |
|  Education (End of) | | | |
| 15- | 16% | 82% | 2% |
| 16-19 | 28% | 70% | 2% |
| 20+ | 41% | 57% | 2% |
| Still studying | 31% | 67% | 2% |
|  Socio-professional category | | | |
| Self-employed | 38% | 60% | 2% |
| Managers | 45% | 54% | 1% |
| Other white collars | 32% | 66% | 2% |
| Manual workers | 25% | 73% | 2% |
| House persons | 20% | 78% | 2% |
| Unemployed | 22% | 76% | 2% |
| Retired | 28% | 70% | 2% |
| Students | 31% | 67% | 2% |
| Image of the EU | | | |
| Positive | 44% | 54% | 2% |
| Neutral | 24% | 74% | 2% |
| Negative | 23% | 76% | 1% |
| Trust in the EU | | | |
| Tend to trust | 43% | 55% | 2% |
| Tend not to trust | 25% | 74% | 1% |

The table below also shows the socio-demographic results for the European Union's six largest countries, and for four countries that have been particularly badly affected by the economic and financial crisis.

QE2. And overall, to what extent do you think that you are well informed or not about European matters?

Total 'Well informed'

| | DE | ES | FR | IT | PL | UK | EL | PT | IE | CY |
|------------------------------------|---|---|---|---|---|---|---|---|---|---|
| |  |  |  |  |  |  |  |  |  |  |
| Gender | | | | | | | | | | |
| Male | 45% | 22% | 22% | 26% | 47% | 36% | 34% | 23% | 51% | 34% |
| Female | 31% | 14% | 14% | 20% | 38% | 22% | 25% | 19% | 41% | 24% |
| Age | | | | | | | | | | |
| 15-24 | 24% | 15% | 20% | 22% | 48% | 32% | 27% | 25% | 37% | 18% |
| 25-39 | 38% | 20% | 14% | 24% | 48% | 28% | 35% | 24% | 43% | 31% |
| 40-54 | 38% | 21% | 16% | 30% | 44% | 31% | 33% | 21% | 52% | 27% |
| 55 + | 43% | 14% | 22% | 18% | 31% | 27% | 23% | 18% | 48% | 35% |
| Education (End of) | | | | | | | | | | |
| 15- | 28% | 9% | 14% | 9% | 19% | 17% | 15% | 16% | 30% | 16% |
| 16-19 | 35% | 20% | 13% | 27% | 35% | 27% | 26% | 23% | 42% | 28% |
| 20+ | 55% | 28% | 25% | 36% | 53% | 45% | 47% | 40% | 56% | 42% |
| Still studying | 26% | 19% | 18% | 24% | 54% | 28% | 29% | 25% | 43% | 24% |
| Socio-professional category | | | | | | | | | | |
| Self-employed | 53% | 34% | 13% | 29% | 41% | 42% | 38% | 25% | 55% | 21% |
| Managers | 46% | 30% | 28% | 53% | 70% | 42% | 68% | 52% | 55% | 50% |
| Other white collars | 38% | 25% | 5% | 24% | 49% | 35% | 46% | 33% | 54% | 30% |
| Manual workers | 33% | 18% | 13% | 17% | 41% | 23% | 22% | 21% | 49% | 29% |
| House persons | 33% | 9% | 12% | 14% | 49% | 9% | 12% | 15% | 34% | 22% |
| Unemployed | 24% | 15% | 20% | 23% | 24% | 28% | 24% | 12% | 37% | 25% |
| Retired | 43% | 16% | 22% | 22% | 31% | 24% | 28% | 16% | 48% | 38% |
| Students | 26% | 19% | 18% | 24% | 54% | 28% | 29% | 25% | 43% | 24% |

III. SOURCES OF NEWS ON POLITICAL MATTERS AND THE EUROPEAN UNION

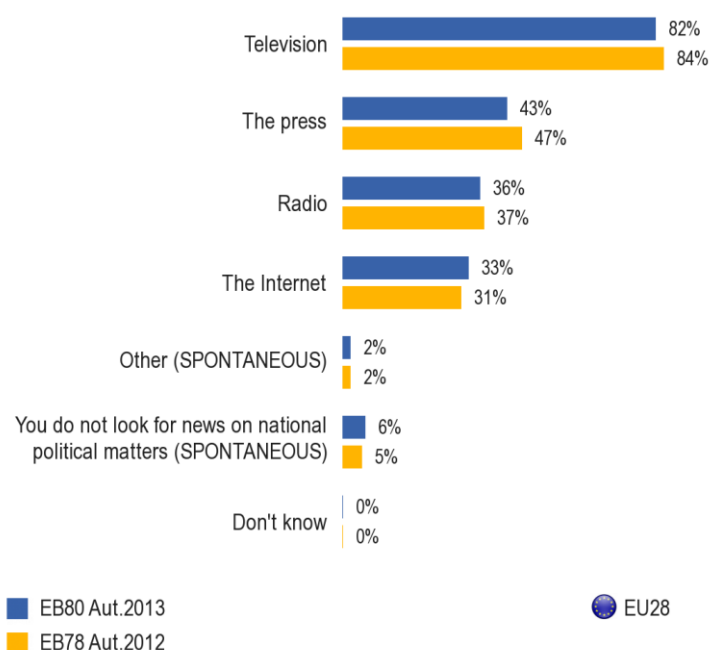
- Internet gains ground as a preferred source of national and European political news -

1. NATIONAL POLITICAL MATTERS

Television remains Europeans' preferred source of news on **national political affairs** despite a slight decrease since the autumn 2012 Standard Eurobarometer survey (82%, -2 percentage points)¹⁰. It is followed by the written press, although this is mentioned far less (43%, -4, or -7 points since the autumn 2011 survey (EB76)).

Radio is the third preferred source of news (36%, -1), now only a few points ahead of the Internet, which is the only source of news on national political affairs that has gained ground (33%, +2 and +4 since autumn 2011).

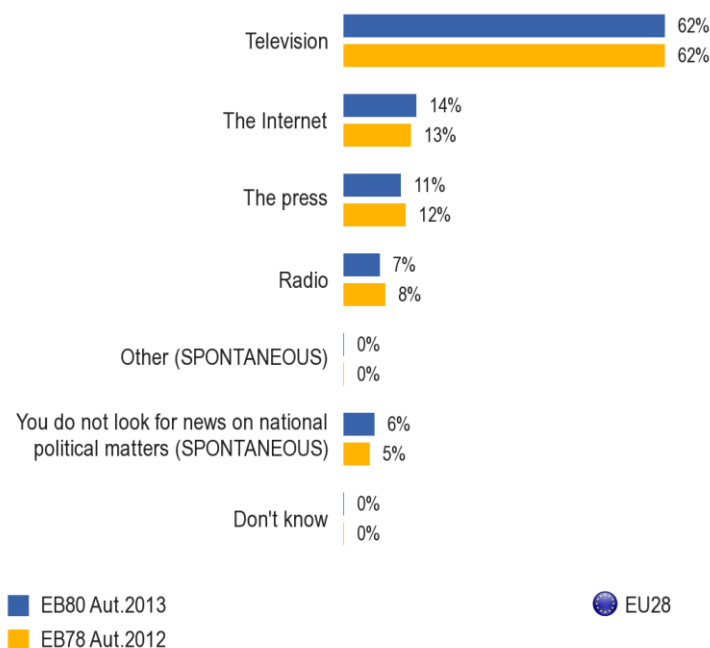
QE4T. Where do you get most of your news on national political matters? Firstly? And then?



When we consider the "first" news source mentioned by Europeans, television remains well ahead (62%, unchanged), but the Internet has consolidated its second position a little (14%, +1 percentage point), ahead of the press (11%, -1) and radio (7%, -1), both of which have lost ground.

¹⁰ QE4T. Where do you get most of your news on national political matters?

QE4a. Where do you get most of your news on national political matters?
Firstly?



Television is the preferred media source for national political news in all Member States except in Luxembourg where the written press is the leading source mentioned (65%, unchanged).

The written press is most often mentioned in Sweden (71%, +5 percentage points), Finland (69%, unchanged) and Austria (68%, -2). Mentions recorded a sharp decline in Croatia (35%, -11) and Romania (38%, -8).

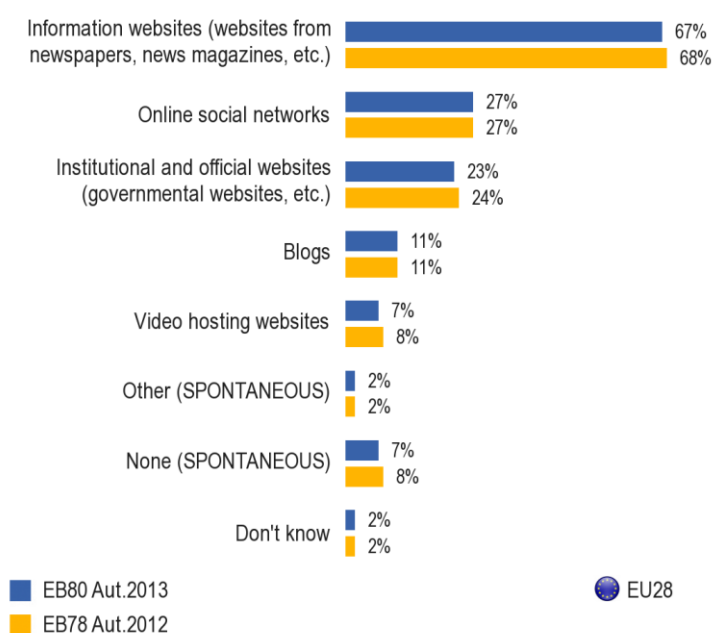
Radio is often mentioned in Ireland (57%, unchanged), Denmark (53%, +5 percentage points) and Luxembourg (50%, +3). In this instance, the decline in mentions is more pronounced in Poland (31%, -13), Malta (39%, -11) and Cyprus (36%, -10).

The Internet is very frequently mentioned in Estonia (57%, +2 percentage points), Latvia (57%, +1) and Denmark (52%, +2). The most striking evolutions since autumn 2012 are observed in Malta (44%, +9), Cyprus (38%, +8), Romania (31%, +8), Ireland (32% 8) and France (34%, +6). Conversely, the Internet is less frequently mentioned as a source of national political news in Poland (31%, -6) and Slovakia (33%, -6).

THE HIERARCHY OF PREFERRED INTERNET SOURCES

The hierarchy of websites preferred by Europeans who use the Internet to get news on national politics remains unchanged since autumn 2012¹¹: information sites (newspaper and magazine websites, etc.) are clearly in the lead (67%, -1 percentage point), followed by social networks in second place (27%, unchanged). Institutional and official websites rank third (23%, -1), ahead of blogs (11%, unchanged) and video sharing sites (7%, -1).

QE6. On the Internet, which of the following websites do you use to get news on national political matters?



Base: Europeans who view the Internet as a source of news on national political matters: 33% of the total sample

Information websites are mentioned most frequently in Sweden (89%, +1 percentage point), Denmark (86%, -3), Estonia (83%, +6) and Luxembourg (81%, +4). They gained the most ground in Portugal (68%, +13) and Malta (76%, +10).






Online social networks are frequently mentioned in Greece (44%, +3 percentage points), Bulgaria (43%, +2) and Hungary (40%, +7). They gained substantial ground as preferred sources of national political news in Croatia (35%, +15), Romania (39%, +9, following an 18-point gain in autumn 2012), Hungary (40%, +7), Sweden (31%, +7) and Luxembourg (26%, +7).

¹¹ QE6. On the Internet, which of the following websites do you use to get news?

Socio-demographic analysis reveals that:

- Online social networks are used most by 15-24 year-olds (38%), in addition to 25-39 year-olds (29%), Europeans who left school before the age of 20 (33% of those who left school at the age of 15 or earlier, and 29% of those who left between the ages of 16 and 19), manual workers (31%), the unemployed (33%) and Europeans who say they often have difficulties paying their bills (34%). These social networks represent the second leading source of news on national political matters for these categories.
- In the other age or education categories, institutional and official websites are preferred over online social networks as a source of news on national politics.

QE6. On the Internet, which of the following websites do you use to get news on national political matters?

| | Information websites (websites from newspapers, news magazines, etc.) | Online social networks | Institutional and official websites (governmental websites, etc.) | Blogs | Video hosting websites | Other (SPONTANEOUS) | None (SPONTANEOUS) | Don't know |
|--|---|------------------------|--|-------|------------------------|------------------------|-----------------------|------------|
| EU28 | 67% | 27% | 23% | 11% | 7% | 2% | 7% | 2% |
|  Gender | | | | | | | | |
| Man | 69% | 27% | 25% | 11% | 9% | 2% | 6% | 2% |
| Woman | 66% | 28% | 21% | 10% | 6% | 2% | 9% | 2% |
|  Age | | | | | | | | |
| 15-24 | 59% | 38% | 19% | 12% | 10% | 2% | 7% | 2% |
| 25-39 | 68% | 29% | 23% | 11% | 7% | 2% | 7% | 1% |
| 40-54 | 72% | 22% | 24% | 10% | 7% | 3% | 6% | 1% |
| 55 + | 72% | 16% | 30% | 9% | 5% | 2% | 9% | 2% |
|  Education (End of) | | | | | | | | |
| 15- | 54% | 33% | 13% | 8% | 6% | 3% | 10% | 2% |
| 16-19 | 61% | 29% | 20% | 10% | 7% | 2% | 10% | 2% |
| 20+ | 77% | 22% | 29% | 11% | 6% | 2% | 5% | 1% |
| Still studying | 63% | 36% | 21% | 13% | 11% | 2% | 6% | 2% |
|  Socio-professional category | | | | | | | | |
| Self-employed | 66% | 26% | 26% | 12% | 7% | 2% | 9% | 1% |
| Managers | 79% | 21% | 32% | 9% | 8% | 2% | 4% | 1% |
| Other white collars | 69% | 23% | 23% | 10% | 4% | 1% | 8% | 1% |
| Manual workers | 65% | 31% | 19% | 11% | 7% | 2% | 8% | 1% |
| House persons | 59% | 28% | 20% | 6% | 5% | 2% | 10% | 5% |
| Unemployed | 63% | 33% | 17% | 12% | 10% | 2% | 6% | 3% |
| Retired | 70% | 14% | 28% | 8% | 4% | 2% | 8% | 3% |
| Students | 63% | 36% | 21% | 13% | 11% | 2% | 6% | 2% |
|  Difficulties paying bills | | | | | | | | |
| Most of the time | 59% | 34% | 19% | 13% | 9% | 2% | 7% | 2% |
| From time to time | 59% | 32% | 20% | 13% | 8% | 2% | 8% | 2% |
| Almost never/ Never | 73% | 24% | 26% | 9% | 7% | 2% | 7% | 2% |

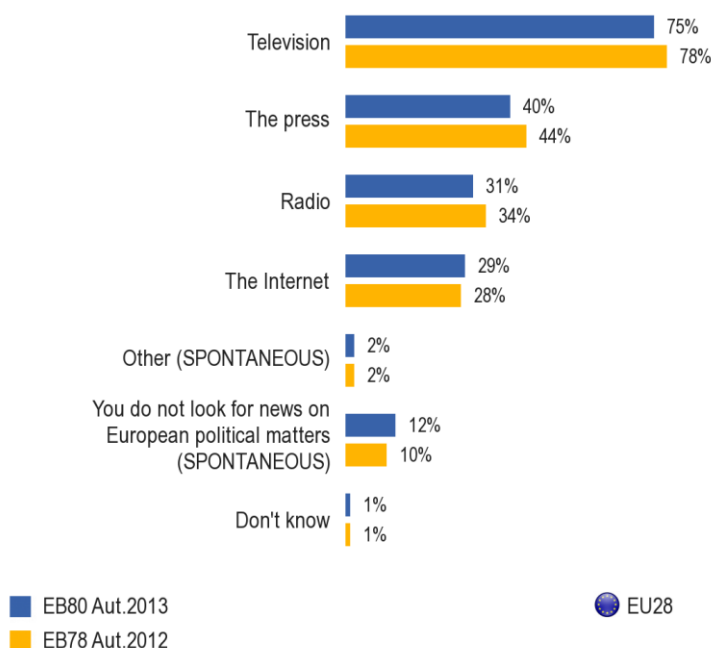
Base: Europeans who view the Internet as a source of news on national political matters: 33% of the total sample

2. EUROPEAN POLITICAL MATTERS

As in the case of national political issues, Europeans prefer television as a source of news on **European political matters** despite a slight decline (75%, -3 percentage points since the autumn 2012 Standard Eurobarometer survey)¹².

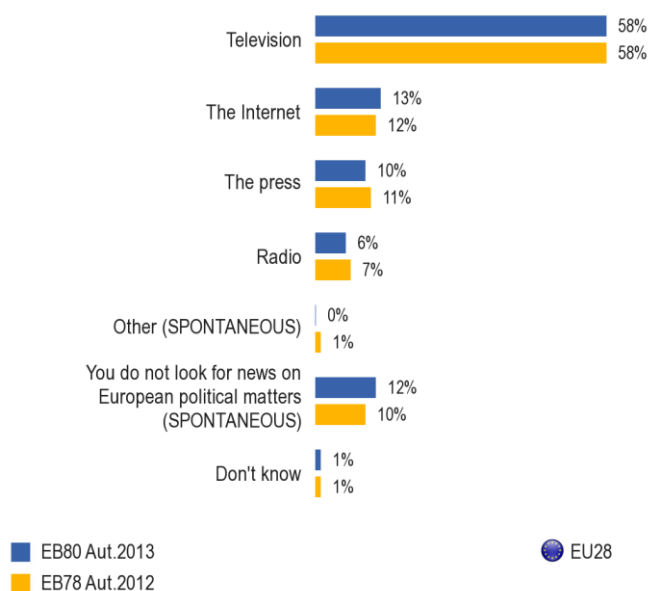
The written press comes in second place but with fewer mentions (40%, -4 since autumn 2012 and -7 since autumn 2011). Radio ranks third, and is also mentioned less frequently (31%, -3 and -4). The Internet is close behind, and is mentioned a little more often (29%, +1 and +3). As in the case of national political news, the Internet is the only medium that is gaining ground.

QE5T. Where do you get most of your news on European political matters?
Firstly? And then?



When we consider the respondents' first response, television remains the preferred news medium for European political matters (58%, unchanged), but the Internet is once again in second place (13%, +1 percentage point), followed by the written press (10%, -1) and radio (6%, -1).

QE5a. Where do you get most of your news on European political matters?
Firstly?



¹² QE5. Where do you get most of your news on European political matters?

This question, like the question on sources of national political news, reveals the same **socio-demographic divisions** that were recorded in respect of media use in the broadest sense:

- Younger respondents and students mention the Internet most often, placing it in second position after television as a preferred source of information;
- The most educated Europeans and managers also mention the Internet more often than average; however they rank it after television and the written press.

QE5T. Where do you get most of your news on European political matters? Firstly? And then?

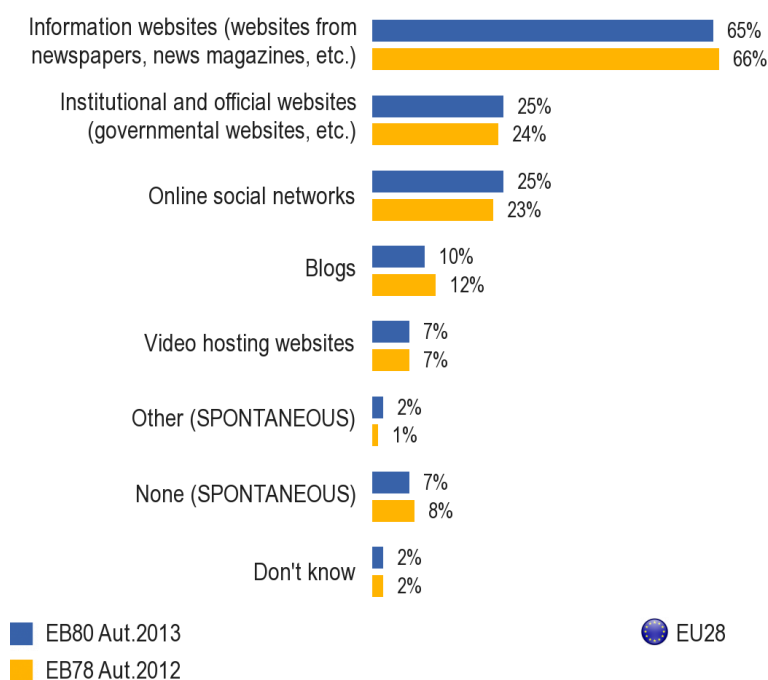
| | Television | The press | Radio | The Internet | Other (SPONTANEOUS) | You do not look for news on European political matters (SPONTANEOUS) | Don't know |
|------------------------------------|------------|-----------|-------|--------------|---------------------|--|------------|
| EU28 | 75% | 40% | 31% | 29% | 2% | 12% | 1% |
| Gender | | | | | | | |
| Man | 75% | 43% | 32% | 34% | 2% | 10% | 1% |
| Woman | 75% | 38% | 31% | 25% | 2% | 14% | 1% |
| Age | | | | | | | |
| 15-24 | 63% | 26% | 19% | 51% | 3% | 18% | 2% |
| 25-39 | 72% | 35% | 28% | 42% | 2% | 12% | 1% |
| 40-54 | 77% | 42% | 36% | 30% | 1% | 10% | 1% |
| 55 + | 80% | 49% | 35% | 11% | 1% | 12% | 1% |
| Education (End of) | | | | | | | |
| 15- | 76% | 35% | 29% | 8% | 2% | 18% | 1% |
| 16-19 | 78% | 40% | 31% | 25% | 1% | 13% | 1% |
| 20+ | 73% | 48% | 37% | 43% | 2% | 6% | 1% |
| Still studying | 63% | 29% | 19% | 56% | 4% | 15% | 1% |
| Socio-professional category | | | | | | | |
| Self-employed | 73% | 44% | 35% | 37% | 1% | 10% | 1% |
| Managers | 72% | 52% | 39% | 46% | 1% | 5% | 1% |
| Other white collars | 76% | 42% | 30% | 36% | 1% | 10% | 1% |
| Manual workers | 77% | 37% | 33% | 29% | 2% | 12% | 1% |
| House persons | 74% | 31% | 27% | 17% | 1% | 19% | 1% |
| Unemployed | 71% | 29% | 25% | 32% | 2% | 17% | 1% |
| Retired | 81% | 47% | 35% | 10% | 1% | 12% | 1% |
| Students | 63% | 29% | 19% | 56% | 4% | 15% | 1% |
| Difficulties paying bills | | | | | | | |
| Most of the time | 71% | 27% | 26% | 24% | 2% | 19% | 2% |
| From time to time | 74% | 36% | 29% | 29% | 2% | 14% | 1% |
| Almost never/ Never | 77% | 46% | 34% | 31% | 1% | 9% | 1% |
| Image of the EU | | | | | | | |
| Positive | 79% | 47% | 33% | 37% | 2% | 7% | 1% |
| Neutral | 74% | 38% | 31% | 27% | 1% | 14% | 1% |
| Negative | 73% | 38% | 31% | 26% | 2% | 14% | 1% |
| Trust in the EU | | | | | | | |
| Tend to trust | 79% | 46% | 34% | 36% | 2% | 7% | 1% |
| Tend not to trust | 74% | 39% | 31% | 27% | 2% | 13% | 1% |

THE HIERARCHY OF PREFERRED INTERNET SOURCES

The hierarchy of websites which are preferred for obtaining European political news on the Internet is slightly modified¹³:

- Information websites continue to be consulted most (65%, -1 percentage point);
- Institutional and official websites come in second place (25%, +1 percentage point) and are joined by online social networks (25%, +2);
- Blogs have fallen behind and are mentioned less often than in autumn 2012 (10%, -2 percentage points);
- They are followed by video sharing platforms (7%, unchanged);
- The proportion of respondents who *spontaneously* respond that they do not use any websites to get news on European political matters has lost one percentage point since autumn 2012 (7%).

QE7. On the Internet, which of the following websites do you use to get news on European political matters?



Base: Europeans who view the Internet as a source of news on European political matters: 29% of the sample

¹³ QE7. On the Internet, which of the following websites do you use to get news on European political matters?

Information websites are mentioned most frequently in Sweden (85%, +1 percentage point), Denmark (81%, -3) and Luxembourg (81%, +3). The sharpest increases are recorded in Malta (77%, +9) and Spain (70%, +9); conversely, these sites lost ground significantly in Greece (59%, - 15), Croatia (61%, -10) and Germany (61%, -10).






Respondents in Austria (41%, -2 points) and Luxembourg (36%, -6) are the most likely to mention **institutional or official websites**. The greatest evolutions are negative: institutional websites have lost 14 percentage points in Bulgaria (18%) and seven in Poland (16%).

Online social networks are most often mentioned as a source of news on European political matters in Romania (42%, +12 percentage points) and Bulgaria (39%, -5). Other significant evolutions are observed in Croatia (31%, +10), France (25%, +9), Italy (25%, +8) and Portugal (34%, +8).

A socio-demographic analysis shows that:

- The use of information websites to get news on European political matters clearly increases with the age of respondents: 54% of those aged 15-24, 66% of 25-39 year-olds, 68% of 40-54 year-olds and 74% of those aged 55 and over. Terminal education age also creates some sharp differences: 53% of those who left school at the age of 15 or earlier mention information websites, compared with 73% of those who studied up to the age of 20 or beyond. Over and above these differences, these are the most used websites by Europeans of all categories to obtain European political news.
- Institutional and official websites are mentioned more often than average by Europeans aged 55 years and over (30%), those who studied until the age of 20 and beyond (29%) and managers (33%);
- Online social networks are mentioned more often than average by 15-24 year-olds (35%) and to a lesser extent by 25-39 year-olds (26%), the unemployed (31%), manual workers (28%) and house persons (28%).

QE7. On the Internet, which of the following websites do you use to get news on European political matters?

| | Information websites (websites from newspapers, news magazines, etc.) | Institutional and official websites (governmental websites, etc.) | Online social networks | Blogs | Video hosting websites | Other (SPONTANEOUS) | None (SPONTANEOUS) | Don't know |
|--|---|--|------------------------|-------|------------------------|------------------------|-----------------------|------------|
| EU28 | 65% | 25% | 25% | 10% | 7% | 2% | 7% | 2% |
|  Gender | | | | | | | | |
| Man | 67% | 26% | 24% | 11% | 7% | 2% | 6% | 2% |
| Woman | 62% | 24% | 27% | 9% | 7% | 2% | 9% | 2% |
|  Age | | | | | | | | |
| 15-24 | 54% | 23% | 35% | 10% | 10% | 1% | 8% | 3% |
| 25-39 | 66% | 24% | 26% | 11% | 7% | 1% | 6% | 1% |
| 40-54 | 68% | 26% | 21% | 10% | 6% | 3% | 7% | 2% |
| 55 + | 74% | 30% | 13% | 7% | 4% | 1% | 9% | 2% |
|  Education (End of) | | | | | | | | |
| 15- | 53% | 18% | 26% | 6% | 7% | 2% | 10% | 2% |
| 16-19 | 60% | 21% | 26% | 10% | 7% | 2% | 9% | 2% |
| 20+ | 73% | 29% | 20% | 10% | 5% | 2% | 6% | 2% |
| Still studying | 57% | 25% | 35% | 12% | 10% | 1% | 8% | 2% |
|  Socio-professional category | | | | | | | | |
| Self-employed | 68% | 24% | 21% | 12% | 7% | 4% | 8% | 0% |
| Managers | 75% | 33% | 18% | 9% | 6% | 2% | 6% | 2% |
| Other white collars | 67% | 25% | 22% | 10% | 6% | 1% | 8% | 0% |
| Manual workers | 62% | 22% | 28% | 11% | 6% | 1% | 7% | 3% |
| House persons | 56% | 23% | 28% | 5% | 7% | 3% | 11% | 3% |
| Unemployed | 59% | 20% | 31% | 12% | 8% | 1% | 9% | 2% |
| Retired | 71% | 28% | 13% | 7% | 3% | 1% | 7% | 3% |
| Students | 57% | 25% | 35% | 12% | 10% | 1% | 8% | 2% |
|  Difficulties paying bills | | | | | | | | |
| Most of the time | 56% | 23% | 33% | 16% | 10% | 2% | 6% | 2% |
| From time to time | 58% | 24% | 31% | 12% | 8% | 2% | 8% | 2% |
| Almost never/ Never | 70% | 26% | 21% | 8% | 6% | 1% | 7% | 2% |

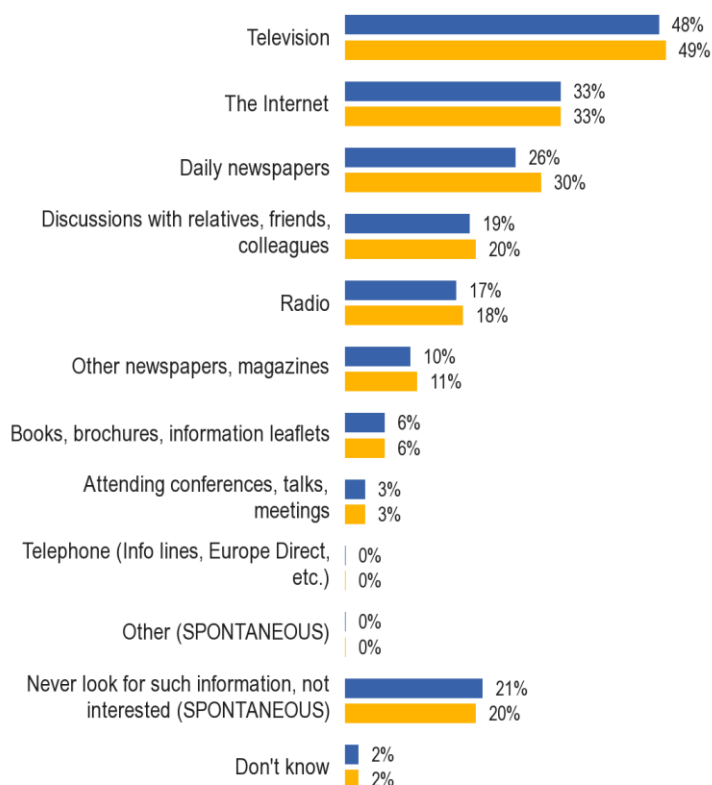
Base: Europeans who view the Internet as a source of news
on European political matters: 29% of the sample

3. THE ACTIVE SEARCH FOR INFORMATION ON THE EUROPEAN UNION

The hierarchy of preferred sources when searching for information on the European Union is similar to that found in autumn 2012¹⁴:

- Television remains the first source mentioned (48%, -1 percentage point);
- The Internet ranks second (33%, unchanged);
- Daily newspapers come in third place but again record a significant decline in responses (26%, -4, or -7 since autumn 2011);
- Discussions with relatives, friends and colleagues remain in fourth place (19% of responses, -1), followed by radio (17%, -1);
- These are followed by other newspapers and magazines (10%, -1), books, brochures and information leaflets (6%, unchanged) and meetings or conferences (3%, unchanged);
- Over a fifth of Europeans spontaneously responded that they never search for this type of information (21%, +1).

QE9. When you are looking for information about the EU, its policies, its institutions, which of the following sources do you use?



■ EB80 Aut.2013

■ EB78 Aut.2012

● EU28

The **Internet** tops the list of sources preferred when looking for information about the EU, its policies and institutions in six Member States: Sweden (62%), the Netherlands (59%), Finland (58%), Denmark (57%), Estonia (52%) and Latvia (44%).

Mentions have gained significant ground in Cyprus (37%, +8 percentage points) and Malta (40%, +7), but have declined in Poland (22%, -8).

¹⁴ QE9. When you are looking for information about the EU, its policies, its institutions, which of the following sources do you use?

In all other Member States, **television** is the preferred medium when seeking information about the European Union.

Daily newspapers are mentioned very often in Austria (53%), Luxembourg (50%), Germany (44%), Finland (42%) and Sweden (40%).

The largest evolutions are recorded in Bulgaria (18%, -9 percentage points), Croatia (18%, -8), Slovakia (19%, -8) and Cyprus (20%, -8).

Discussions with relatives are very often mentioned in Cyprus (48%), Austria (47%), Greece (40%) and Denmark (40%).

They are mentioned more frequently than in autumn 2012 in Portugal (19%, +10 percentage points), Hungary (27%, +8) and Belgium (23%, +7). Conversely, mentions have fallen in Croatia (19%, -9) and Slovenia (26%, -8).





Conferences, talks and meetings are mentioned more frequently in Greece (11%, -4 percentage points) and Portugal (10%, +4).

Over a quarter of respondents *spontaneously* say they never look for information on the European Union in Poland (36%), the UK (30%), Bulgaria (28%), Portugal (28%) and Latvia (26%).

In the candidate countries, **television** tops the list of preferred media used to look for information about the EU, its policies and institutions, except in Iceland, where the Internet is the leading source (69%).

A socio-demographic analysis reveals the divisions that were recorded previously for media use: the Internet is preferred by younger respondents, the most educated and managers. In other categories, television is the top choice.

QE9. When you are looking for information about the EU, its policies, its institutions, which of the following sources do you use?

| | Television | The Internet | Daily newspapers | Discussions with relatives, friends, colleagues |
|--|------------|--------------|------------------|---|
| EU28 | 48% | 33% | 26% | 19% |
|  Gender | | | | |
| Man | 50% | 38% | 29% | 19% |
| Woman | 47% | 27% | 24% | 20% |
|  Age | | | | |
| 15-24 | 39% | 50% | 18% | 22% |
| 25-39 | 44% | 44% | 23% | 22% |
| 40-54 | 51% | 36% | 28% | 19% |
| 55 + | 53% | 15% | 31% | 17% |
|  Education (End of) | | | | |
| 15- | 51% | 9% | 20% | 13% |
| 16-19 | 51% | 27% | 25% | 19% |
| 20+ | 48% | 51% | 34% | 23% |
| Still studying | 37% | 56% | 20% | 24% |
|  Socio-professional category | | | | |
| Self-employed | 47% | 39% | 31% | 20% |
| Managers | 46% | 58% | 38% | 24% |
| Other white collars | 47% | 41% | 27% | 19% |
| Manual workers | 50% | 32% | 24% | 20% |
| House persons | 48% | 17% | 19% | 20% |
| Unemployed | 45% | 32% | 17% | 17% |
| Retired | 55% | 13% | 30% | 16% |
| Students | 37% | 56% | 20% | 24% |

First four responses given

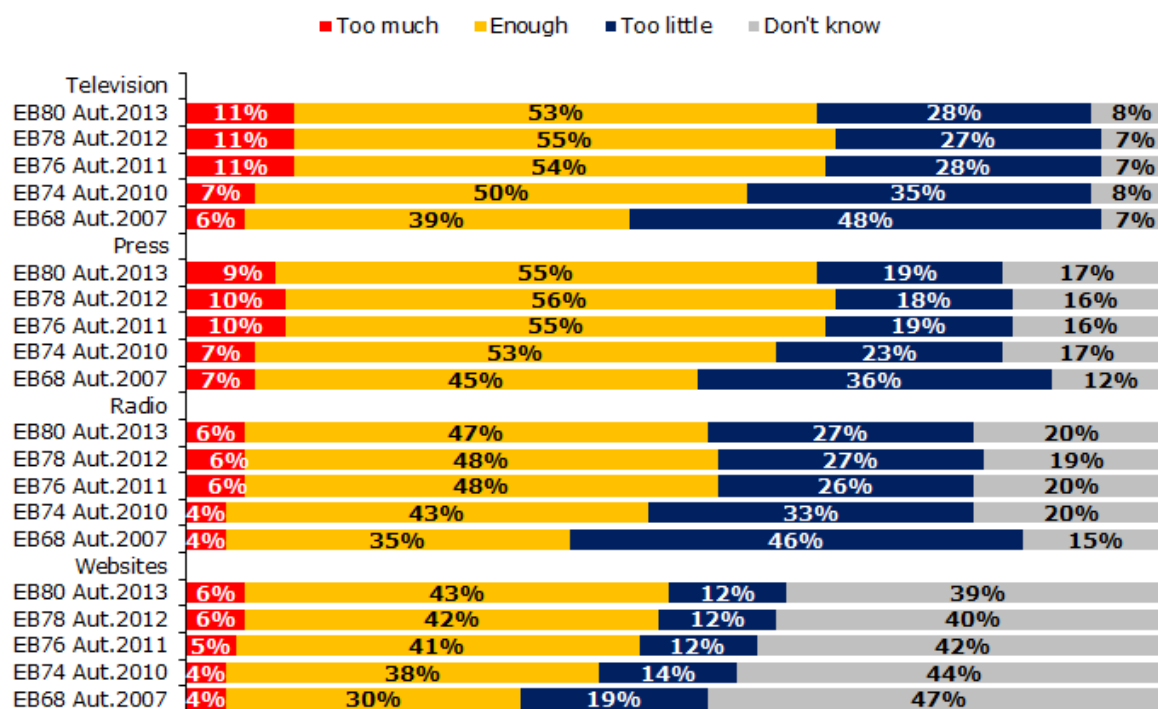
4. MEDIA COVERAGE OF THE EUROPEAN UNION

- A majority of Europeans believe that their national media cover the European Union sufficiently and objectively -

A majority of Europeans still believe that their national media talk about the European Union "about the right amount". This is true of the written press (55%, -1 percentage point), television (53%, -2), radio (47%, -1) and the Internet (43%, +1)¹⁵. No matter what medium is tested, Europeans are more likely to complain that there is too little coverage of the European Union than too much (28% "too little" for television vs 11% "too much"; 27% vs 6% for radio; 19% vs 9% for the press; and 12% vs 6% for the Internet).

A longer-term analysis reveals that opinions have changed substantially since the autumn 2007 Standard Eurobarometer survey (EB68): the proportion of Europeans who believe that the media talk "about the right amount" about the European Union has increased for all the media tested (+14 percentage points for television, +10 for the press, +12 for radio and +13 for the Internet), while the feeling that there is too little coverage of the European Union (the majority view in the case of television and radio in autumn 2007) has declined, sometimes sharply (-20 for television, -17 for the press, -19 for radio and -7 for the Internet).

QE10. Generally speaking, do you think that the (NATIONALITY) ... talk(s) too much, about the right amount or too little about the EU? -%EU
































¹⁵ QE10. Generally speaking, do you think that the (NATIONALITY) Television / Press / Radio / Websites talk(s) too much, about the right amount or too little about the EU?

Respondents in Finland are among the most likely to feel that their national media talk “about the right amount” about the European Union (76% in the case of television, 66% for radio, 81% for the press and 61% for the Internet). This is also the case in Estonia (70% / 66% / 73% / 64%) and Slovakia (72% / 68% / 70% / 57%).

Respondents are more likely than average to say that their media talk too little about the European Union in France (47% in the case of television, 41% for radio, 29% for the press, and 23% for the Internet), the Netherlands (44% / 34% / 24% / 16%), Sweden (37% / 34% / 34% / 19%) and Denmark (36% / 30% / 27% / 15%).

QE10. Generally speaking, do you think that the (NATIONALITY) ... talk(s) too much, about the right amount or too little about the EU?

Answer - 'Too little'

| | | Television | Radio | Press | Websites |
|---|------|------------|-------|-------|----------|
|  | EU28 | 28% | 27% | 19% | 12% |
|  | BE | 30% | 32% | 20% | 18% |
|  | BG | 14% | 12% | 11% | 6% |
|  | CZ | 21% | 25% | 16% | 9% |
|  | DK | 36% | 30% | 27% | 15% |
|  | DE | 28% | 29% | 17% | 9% |
|  | EE | 19% | 17% | 12% | 6% |
|  | IE | 19% | 19% | 15% | 11% |
|  | EL | 26% | 27% | 20% | 8% |
|  | ES | 26% | 19% | 16% | 11% |
|  | FR | 47% | 41% | 29% | 23% |
|  | HR | 36% | 35% | 30% | 17% |
|  | IT | 25% | 30% | 21% | 15% |
|  | CY | 33% | 31% | 16% | 7% |
|  | LV | 19% | 17% | 14% | 8% |
|  | LT | 21% | 15% | 16% | 6% |
|  | LU | 35% | 30% | 14% | 12% |
|  | HU | 13% | 14% | 9% | 5% |
|  | MT | 24% | 21% | 15% | 11% |
|  | AT | 19% | 21% | 14% | 8% |
|  | NL | 44% | 34% | 24% | 16% |
|  | PL | 15% | 14% | 12% | 7% |
|  | PT | 20% | 24% | 17% | 11% |
|  | RO | 23% | 22% | 19% | 7% |
|  | SI | 19% | 19% | 15% | 10% |
|  | SK | 13% | 17% | 11% | 5% |
|  | FI | 15% | 15% | 12% | 9% |
|  | SE | 37% | 34% | 34% | 19% |
|  | UK | 30% | 27% | 20% | 14% |

Highest percentage per country

Lowest percentage per country

Highest percentage per item





Lowest percentage per item

Croatia is another of the countries in which respondents complain that the media do not talk enough about the European Union, though this feeling has declined sharply since the country joined the EU (36%, -8 percentage points / 35%, -9 / 30%, -10 / 17%, -4).

Respondents are more likely than average to say that the media talk too much about the European Union in Greece (36% for television, 16% for radio, 22% for the press and 8% for the Internet), Spain (17% / 12% / 14% / 15%), Cyprus (20% / 11% / 13% / 8%) and Romania (21% / 11% / 15% / but an average score for the Internet, 7%). Evolutions include a growing impression that television does not talk enough about the European Union in France (47%, +7 percentage points) and Greece (26%, +7), while increasing numbers of respondents believe that there is too much TV coverage in Italy (14%, +7) and Slovenia (17%, +6). The feeling that radio does not talk enough about the European Union is gaining ground in Portugal (24%, +8).

The Europeans who are most educated and have a strong interest in politics are more likely than average to say that their media talk "too little" about the European Union. However, within these categories, as in others, majorities nevertheless believe that the national media cover the European Union sufficiently.

QE10. Generally speaking, do you think that the (NATIONALITY) ... talk(s) too much, about the right amount or too little about the EU?

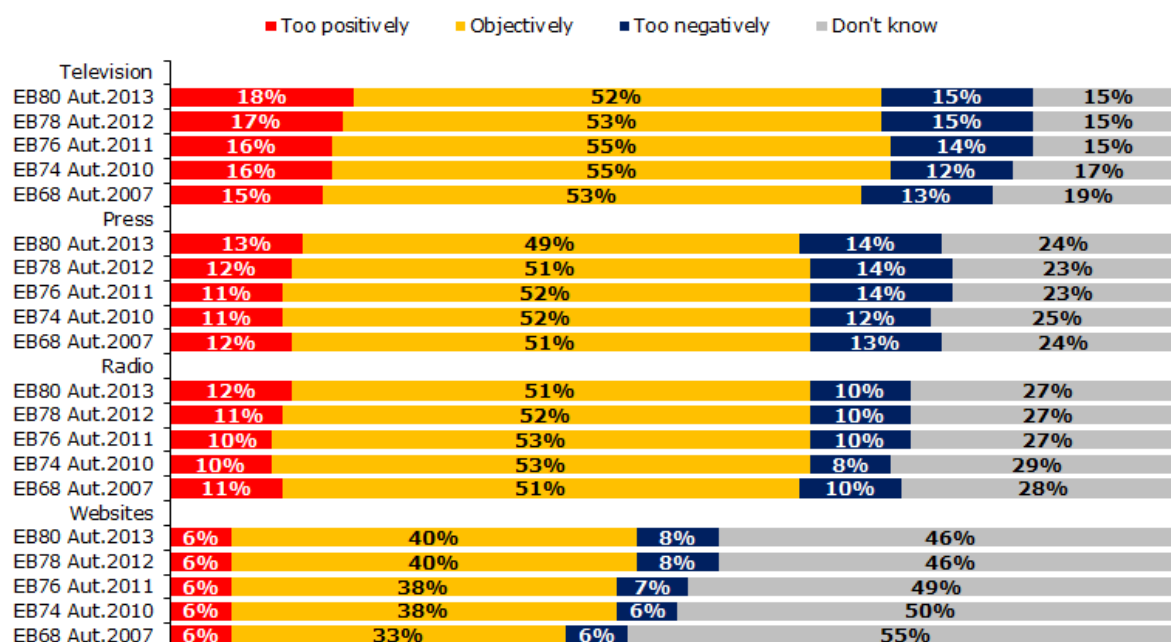
| | Television | | | Radio | | | Press | | | Websites | | |
|--|------------|--------|------------|----------|--------|------------|----------|--------|------------|----------|--------|------------|
| | Too much | Enough | Too little | Too much | Enough | Too little | Too much | Enough | Too little | Too much | Enough | Too little |
| EU28 | 11% | 53% | 28% | 6% | 47% | 27% | 9% | 55% | 19% | 6% | 43% | 12% |
|  Gender | | | | | | | | | | | | |
| Man | 11% | 55% | 28% | 7% | 49% | 27% | 10% | 56% | 20% | 6% | 48% | 13% |
| Woman | 11% | 52% | 28% | 5% | 46% | 26% | 9% | 52% | 19% | 5% | 39% | 12% |
|  Age | | | | | | | | | | | | |
| 15-24 | 11% | 51% | 27% | 5% | 43% | 28% | 9% | 53% | 19% | 8% | 59% | 16% |
| 25-39 | 12% | 52% | 28% | 7% | 47% | 29% | 11% | 54% | 20% | 8% | 54% | 16% |
| 40-54 | 11% | 55% | 28% | 6% | 51% | 27% | 10% | 56% | 19% | 6% | 47% | 13% |
| 55 + | 11% | 54% | 27% | 6% | 46% | 25% | 8% | 54% | 19% | 3% | 26% | 9% |
|  Education (End of) | | | | | | | | | | | | |
| 15- | 15% | 52% | 23% | 8% | 41% | 21% | 10% | 47% | 16% | 3% | 21% | 7% |
| 16-19 | 11% | 56% | 27% | 7% | 50% | 25% | 10% | 55% | 18% | 6% | 43% | 12% |
| 20+ | 8% | 51% | 34% | 5% | 49% | 32% | 8% | 59% | 23% | 7% | 53% | 15% |
| Still studying | 9% | 51% | 29% | 4% | 43% | 31% | 9% | 54% | 20% | 8% | 62% | 15% |
|  Socio-professional category | | | | | | | | | | | | |
| Self-employed | 9% | 55% | 28% | 7% | 52% | 26% | 11% | 59% | 19% | 6% | 53% | 13% |
| Managers | 6% | 52% | 36% | 3% | 50% | 35% | 8% | 60% | 24% | 6% | 58% | 17% |
| Other white collars | 10% | 57% | 26% | 6% | 51% | 29% | 9% | 60% | 20% | 8% | 55% | 14% |
| Manual workers | 12% | 56% | 25% | 6% | 52% | 25% | 10% | 55% | 18% | 6% | 47% | 13% |
| House persons | 13% | 55% | 23% | 9% | 41% | 24% | 10% | 49% | 17% | 5% | 32% | 11% |
| Unemployed | 15% | 49% | 27% | 8% | 41% | 25% | 13% | 47% | 17% | 8% | 41% | 14% |
| Retired | 12% | 52% | 28% | 6% | 45% | 25% | 8% | 52% | 19% | 3% | 22% | 8% |
| Students | 9% | 51% | 29% | 4% | 43% | 31% | 9% | 54% | 20% | 8% | 62% | 15% |

THE TONE OF MEDIA COVERAGE OF THE EUROPEAN UNION

Most Europeans think that the European Union is covered objectively by the media, regardless of the medium tested: television (52%, -1 percentage point), radio (51%, -1), the press (49%, -2) and the Internet (40%, unchanged)¹⁶. However, the proportion of Europeans who "don't know" whether Internet coverage is objective remains very high (46%, unchanged).

In proportions which are little changed since in autumn 2012, respondents are slightly more likely to say that media coverage of the European Union is "too positive" than "too negative" in the cases of television (18% vs 15%) and radio (12% vs 10%). The ratio is reversed for the press (13% vs 14%) and the Internet (6% vs 8%).

QE11. Do you think that the (NATIONALITY) ... present(s) the EU too positively, objectively or too negatively? -%EU
































The Member States in which media coverage of the EU is considered to be **the most objective** are: Austria (71% for television, 70% for radio, 66% for the press and 48% for the Internet), Belgium (68% / 69% / 66% / 53%), Finland (67% / 65% / 69% / 56%), the Czech Republic (67% / 66% / 64% / 56%) and Slovakia (65% / 72% / 65% / 53%).

¹⁶ QE11. Do you think that the (NATIONALITY) Television / Press / Radio / Websites present(s) the EU too positively, objectively or too negatively?

QE11. Do you think that the (NATIONALITY) ... present(s) the EU too positively, objectively or too negatively?

Answer - 'Objectively'

| | | Television | Radio | Press | Websites |
|---|------|------------|-------|-------|----------|
|  | EU28 | 52% | 51% | 49% | 40% |
|  | BE | 68% | 69% | 66% | 53% |
|  | BG | 58% | 48% | 49% | 31% |
|  | CZ | 67% | 66% | 64% | 56% |
|  | DK | 62% | 62% | 58% | 56% |
|  | DE | 60% | 57% | 60% | 37% |
|  | EE | 64% | 63% | 62% | 56% |
|  | IE | 64% | 62% | 57% | 47% |
|  | EL | 22% | 44% | 36% | 47% |
|  | ES | 40% | 40% | 42% | 33% |
|  | FR | 38% | 39% | 39% | 31% |
|  | HR | 48% | 49% | 46% | 44% |
|  | IT | 51% | 48% | 47% | 41% |
|  | CY | 50% | 43% | 41% | 34% |
|  | LV | 59% | 56% | 53% | 50% |
|  | LT | 64% | 61% | 61% | 51% |
|  | LU | 53% | 54% | 61% | 34% |
|  | HU | 61% | 59% | 55% | 44% |
|  | MT | 52% | 45% | 44% | 37% |
|  | AT | 71% | 70% | 66% | 48% |
|  | NL | 47% | 46% | 52% | 38% |
|  | PL | 65% | 62% | 61% | 55% |
|  | PT | 54% | 49% | 48% | 31% |
|  | RO | 60% | 54% | 48% | 34% |
|  | SI | 56% | 59% | 54% | 48% |
|  | SK | 65% | 72% | 65% | 53% |
|  | FI | 67% | 65% | 69% | 56% |
|  | SE | 55% | 53% | 48% | 35% |
|  | UK | 44% | 44% | 33% | 35% |

Highest percentage per country

Lowest percentage per country





| | |
|-----------------------------|----------------------------|
| Highest percentage per item | Lowest percentage per item |
|-----------------------------|----------------------------|

Respondents in Greece remain more critical than average of media coverage of the European Union in their country, which they describe both as too positive and too negative, especially in the case of television, radio and the press. Judgments of the Internet are less critical. France is the country in which respondents are most likely to say that the media are too negative in their coverage of the EU (27% for television, 20% for radio and 14% for the Internet). They are most likely to criticise the press in the United Kingdom (30% "too negative") and Sweden (24%).

Croatia, which joined the European Union on 1 July 2013, is among the countries in which respondents are most likely to describe media coverage of the European Union as "too positive", although this criticism has declined significantly since autumn 2012, whether for television (43%, -17 percentage points), radio (33%, -15), the press (31%, -17) or the Internet (21%, -7).

A socio-demographic analysis reveals few variations: in all categories, a majority of respondents consider that the national media talk about the European Union objectively. The proportion of Europeans who consider that media coverage of the European Union is too positive is generally slightly higher than the proportion who say it is too negative. Managers stand out from the rest of respondents: "too negative" responses outweigh "too positive" ones for all four of the media tested.

QE11. Do you think that the (NATIONALITY) ... present(s) the EU too positively, objectively or too negatively?

| | Television | | | Radio | | | Press | | | Websites | | |
|--|----------------|-------------|----------------|----------------|-------------|----------------|----------------|-------------|----------------|----------------|-------------|----------------|
| | Too positively | Objectively | Too negatively | Too positively | Objectively | Too negatively | Too positively | Objectively | Too negatively | Too positively | Objectively | Too negatively |
| EU28 | 18% | 52% | 15% | 12% | 51% | 10% | 13% | 49% | 14% | 6% | 40% | 8% |
|  Gender | | | | | | | | | | | | |
| Man | 19% | 52% | 16% | 13% | 52% | 11% | 14% | 51% | 15% | 7% | 43% | 9% |
| Woman | 16% | 52% | 14% | 10% | 50% | 9% | 11% | 48% | 12% | 6% | 36% | 7% |
|  Age | | | | | | | | | | | | |
| 15-24 | 16% | 54% | 13% | 10% | 52% | 9% | 11% | 50% | 14% | 7% | 56% | 11% |
| 25-39 | 18% | 51% | 17% | 12% | 52% | 12% | 14% | 49% | 16% | 8% | 51% | 11% |
| 40-54 | 19% | 52% | 15% | 13% | 53% | 9% | 13% | 51% | 13% | 7% | 42% | 8% |
| 55 + | 18% | 51% | 14% | 12% | 48% | 9% | 12% | 48% | 12% | 4% | 23% | 5% |
|  Education (End of) | | | | | | | | | | | | |
| 15- | 17% | 48% | 14% | 10% | 41% | 10% | 11% | 40% | 11% | 4% | 18% | 5% |
| 16-19 | 19% | 54% | 13% | 13% | 52% | 9% | 14% | 50% | 13% | 7% | 39% | 7% |
| 20+ | 18% | 51% | 18% | 12% | 55% | 12% | 13% | 53% | 17% | 8% | 48% | 11% |
| Still studying | 14% | 54% | 14% | 10% | 52% | 11% | 11% | 51% | 15% | 7% | 57% | 12% |
|  Socio-professional category | | | | | | | | | | | | |
| Self-employed | 19% | 52% | 14% | 11% | 55% | 11% | 15% | 51% | 17% | 7% | 47% | 11% |
| Managers | 16% | 56% | 19% | 11% | 59% | 12% | 10% | 57% | 20% | 7% | 54% | 10% |
| Other white collars | 18% | 54% | 15% | 12% | 56% | 10% | 13% | 53% | 16% | 7% | 52% | 9% |
| Manual workers | 19% | 53% | 13% | 12% | 52% | 10% | 13% | 50% | 12% | 8% | 42% | 8% |
| House persons | 16% | 50% | 15% | 10% | 46% | 10% | 11% | 43% | 13% | 6% | 28% | 8% |
| Unemployed | 23% | 45% | 16% | 14% | 45% | 11% | 16% | 41% | 13% | 8% | 39% | 10% |
| Retired | 18% | 51% | 14% | 11% | 47% | 9% | 12% | 47% | 11% | 3% | 21% | 4% |
| Students | 14% | 54% | 14% | 10% | 52% | 11% | 11% | 51% | 15% | 7% | 57% | 12% |

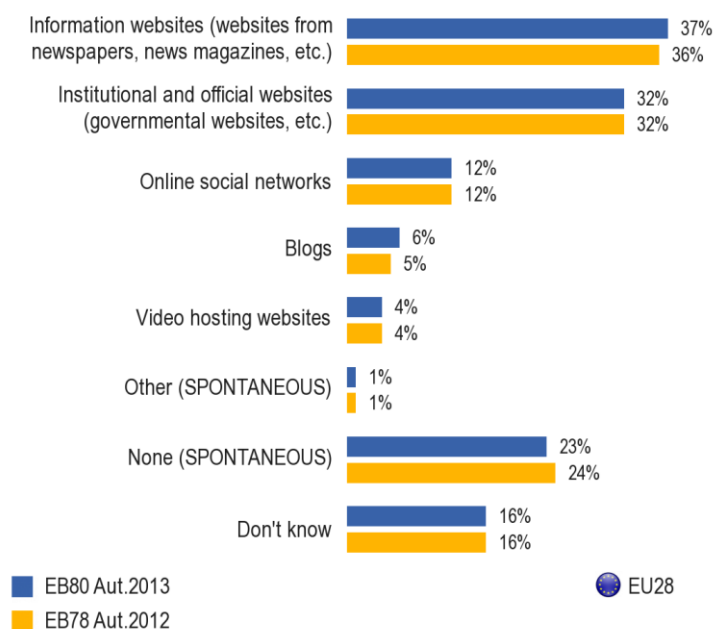
INFORMATION ON THE EUROPEAN UNION ON THE INTERNET

When asked to describe the types of websites on which they would find it most useful to find information on the European Union, opinions are almost unchanged since the autumn 2012 Standard Eurobarometer survey: information websites (37%, +1 percentage point) are mentioned ahead of institutional and official websites (32%, unchanged)¹⁷.

Online social networks lag far behind (12%, unchanged), followed by blogs (6%, +1) and video sharing platforms (4%, unchanged).

Nearly a quarter of Europeans *spontaneously* say that none of these options would be useful (23%, -1).

QE12. On which of the following websites would you find it useful to find information on the EU?
































Information websites top the list of sources from which information on the EU would be most useful in 26 Member States. The exceptions, where institutional and official websites are preferred, are Sweden (69%, +1 percentage point) and Denmark (64%, -5). In Slovakia and Romania, information and institutional websites stand in joint first place (30%, -3, and 27%, -1, respectively).

Online social networks are mentioned more than average in Greece (23%, -3 percentage points), Austria (22%, +1) and Cyprus (21%, +1). They are mentioned more often than in autumn 2012 in Finland (18%, +7) and Romania (14%, +6).

¹⁷ QE12. On which of the following websites would you find it useful to find information on the EU?

QE12. On which of the following websites would you find it useful to find information on the EU?

| | Information websites (websites from newspapers, news magazines, etc.) | Institutional and official websites (governmental websites, etc.) | Online social networks | Blogs | Video hosting websites | Other (SPONTANEOUS) | None (SPONTANEOUS) | Don't know |
|--|---|--|---------------------------|-------|---------------------------|------------------------|-----------------------|------------|
|  EU28 | 37% | 32% | 12% | 6% | 4% | 1% | 23% | 16% |
|  BE | 48% | 45% | 12% | 6% | 4% | 2% | 19% | 5% |
|  BG | 22% | 15% | 15% | 5% | 0% | 0% | 25% | 34% |
|  CZ | 38% | 32% | 10% | 4% | 5% | 0% | 16% | 19% |
|  DK | 61% | 64% | 12% | 5% | 3% | 1% | 6% | 7% |
|  DE | 39% | 38% | 14% | 5% | 4% | 0% | 22% | 16% |
|  EE | 46% | 39% | 11% | 5% | 3% | 0% | 14% | 19% |
|  IE | 30% | 28% | 14% | 6% | 4% | 1% | 27% | 15% |
|  EL | 42% | 29% | 23% | 19% | 10% | 0% | 23% | 16% |
|  ES | 39% | 24% | 11% | 5% | 2% | 1% | 27% | 15% |
|  FR | 45% | 42% | 11% | 6% | 3% | 0% | 21% | 8% |
|  HR | 32% | 20% | 14% | 5% | 7% | 2% | 24% | 21% |
|  IT | 29% | 25% | 12% | 9% | 4% | 1% | 22% | 22% |
|  CY | 48% | 39% | 21% | 6% | 5% | 1% | 7% | 28% |
|  LV | 39% | 22% | 18% | 2% | 2% | 0% | 19% | 16% |
|  LT | 37% | 26% | 10% | 9% | 3% | 3% | 16% | 20% |
|  LU | 48% | 47% | 13% | 3% | 3% | 2% | 12% | 12% |
|  HU | 30% | 24% | 16% | 3% | 3% | 0% | 30% | 15% |
|  MT | 34% | 26% | 16% | 8% | 2% | 0% | 28% | 15% |
|  AT | 39% | 34% | 22% | 8% | 6% | 4% | 19% | 18% |
|  NL | 55% | 51% | 15% | 6% | 2% | 1% | 12% | 8% |
|  PL | 32% | 20% | 8% | 2% | 4% | 2% | 30% | 19% |
|  PT | 24% | 20% | 12% | 3% | 2% | 0% | 34% | 24% |
|  RO | 27% | 27% | 14% | 8% | 4% | 1% | 18% | 34% |
|  SI | 49% | 28% | 11% | 7% | 9% | 4% | 21% | 9% |
|  SK | 30% | 30% | 13% | 9% | 8% | 0% | 26% | 11% |
|  FI | 56% | 48% | 18% | 8% | 5% | 1% | 10% | 10% |
|  SE | 62% | 69% | 17% | 8% | 7% | 1% | 7% | 7% |
|  UK | 33% | 29% | 8% | 4% | 1% | 2% | 28% | 14% |

Highest percentage per country

Lowest percentage per country

Highest percentage per item

Lowest percentage per item

A socio-demographic analysis confirms certain trends previously identified regarding media use:

- Younger respondents, who use the Internet the most, are more likely than average to mention information websites (48%), institutional websites (40%) and social networks (23%);
- Those aged 55 and older mention information websites (23%) slightly more often than institutional websites (20%), and seldom mention online social networks (4%) or blogs (2%). A quarter answered "don't know" and 37% "none";
- The most educated respondents, who are very likely to trust institutional websites, mention them much more than average (47%), and they also mention news websites very often (52%). Their expectations of social networks are in line with the average (14%);
- Managers very often mention information websites (53%) and institutional or official websites (53%), as do students (53% for news websites, 46% for institutional or official websites), who are also more likely than average to mention online social networks (24%).

QE12. On which of the following websites would you find it useful to find information on the EU?

| | Information websites (websites from newspapers, news magazines, etc.) | Institutional and official websites (governmental websites, etc.) | Online social networks | Blogs | Video hosting websites | Other (SPONTANEOUS) | None (SPONTANEOUS) | Don't know |
|------------------------------------|---|--|---------------------------|-------|---------------------------|------------------------|-----------------------|------------|
| EU28 | 37% | 32% | 12% | 6% | 4% | 1% | 23% | 16% |
| Gender | | | | | | | | |
| Man | 41% | 34% | 13% | 7% | 4% | 1% | 21% | 14% |
| Woman | 34% | 30% | 11% | 5% | 3% | 1% | 25% | 18% |
| Age | | | | | | | | |
| 15-24 | 48% | 40% | 23% | 10% | 7% | 1% | 9% | 8% |
| 25-39 | 46% | 41% | 17% | 8% | 5% | 1% | 15% | 9% |
| 40-54 | 42% | 35% | 12% | 6% | 3% | 1% | 19% | 15% |
| 55 + | 23% | 20% | 4% | 2% | 2% | 1% | 37% | 25% |
| Education (End of) | | | | | | | | |
| 15- | 16% | 12% | 6% | 2% | 1% | 0% | 43% | 29% |
| 16-19 | 35% | 29% | 12% | 5% | 4% | 1% | 25% | 16% |
| 20+ | 52% | 47% | 14% | 8% | 4% | 1% | 12% | 9% |
| Still studying | 53% | 46% | 24% | 11% | 7% | 1% | 6% | 6% |
| Socio-professional category | | | | | | | | |
| Self-employed | 46% | 39% | 13% | 8% | 5% | 1% | 15% | 11% |
| Managers | 53% | 53% | 14% | 7% | 5% | 1% | 11% | 5% |
| Other white collars | 46% | 39% | 15% | 8% | 4% | 0% | 15% | 10% |
| Manual workers | 40% | 33% | 14% | 6% | 3% | 1% | 20% | 15% |
| House persons | 25% | 25% | 9% | 4% | 2% | 1% | 30% | 23% |
| Unemployed | 37% | 28% | 17% | 8% | 5% | 1% | 22% | 14% |
| Retired | 20% | 17% | 4% | 2% | 1% | 1% | 40% | 27% |
| Students | 53% | 46% | 24% | 11% | 7% | 1% | 6% | 6% |

IV. SOCIAL NETWORKS

- Europeans increasingly recognise the qualities of social networks, but doubts as to their reliability as sources of political information are gaining ground -

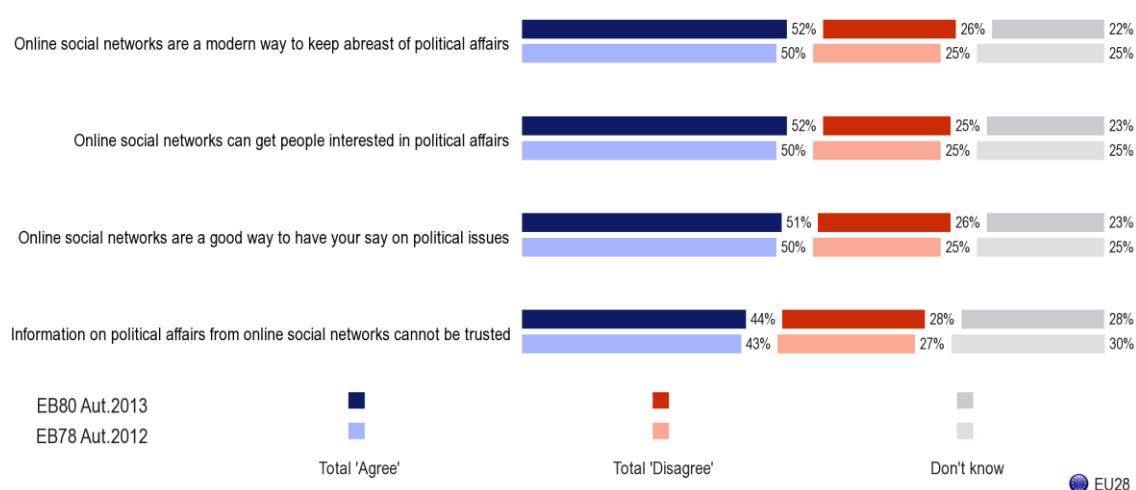
The use of online social networks by Europeans has increased slightly since autumn 2012 (44% use them at least once a week, +2 percentage points). However, the proportion of Europeans who never use social networks remains high (41%, -2), which explains why almost a quarter of Europeans still prefer to express no opinion on this question (between 22% and 28% depending on the aspects discussed, compared with a proportion ranging from 25% to 30% in autumn 2012).

A majority of Europeans, a slight increase since autumn 2012, agree with several positive statements on social networks¹⁸:

- "Online social networks are a modern way to keep abreast of political affairs" (52% agree, +2 percentage points, or +5 points since autumn 2011, vs 26%, +1);
- They "can get people interested in political affairs" (52%, +2 and +5, vs 25%, unchanged);
- They are "a good way to have your say on political issues" (51%, +1 and +4, vs 26%, +1).

Negative opinions have also gained a little ground for two of these three statements.

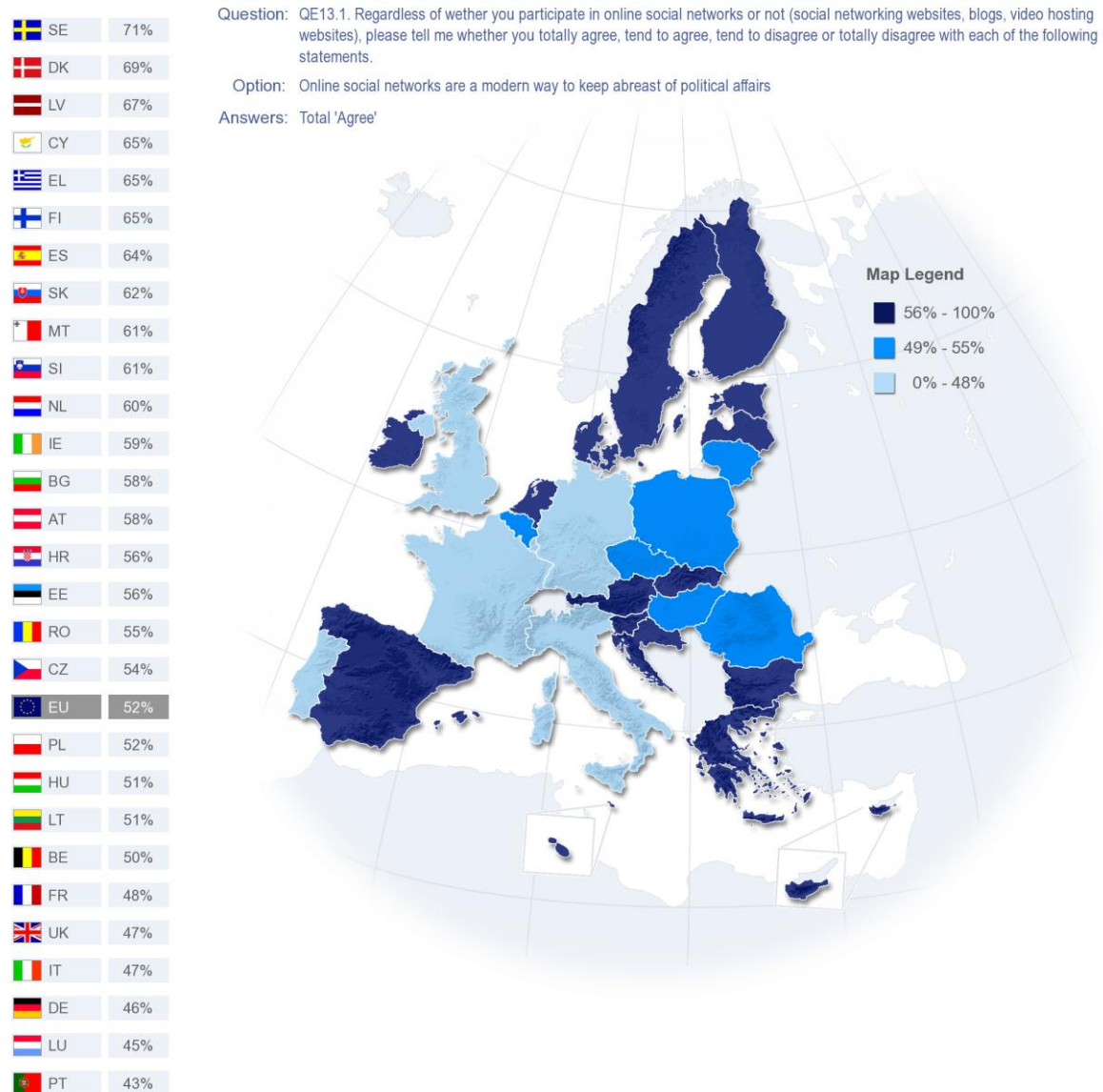
QE13. Regardless of whether you participate in online social networks or not (social networking websites, blogs, video hosting websites), please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements.



¹⁸ QE13. Regardless of whether you participate in online social networks or not (social networking websites, blogs, video hosting websites), please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements.

Europeans are nevertheless also slightly more likely to agree that "information on political affairs from online social networks cannot be trusted" (44%, +1 percentage point and +4, vs 28%, +1).

Majorities in all Member States believe that social networks are a way to keep abreast of and get people interested in political affairs, and to have your say.



Three countries stand out due to significant evolutions in opinions regarding social networks:

- In Romania, positive opinions have risen sharply (55%, +20 percentage points for the opportunity to keep abreast; 49%, +18 for getting people interested in political issues; and 51%, +15 for being able to have your say);
- This is also the case in the Czech Republic, though with less marked increases since autumn 2012 (54%, +8 / 51%, +11 / 54%, +6);
- In contrast, the opposite phenomenon is found in Slovenia: positive opinions of social networks have lost ground since autumn 2012 (61%, -9 percentage points for the opportunity to keep abreast; 58%, -8 for getting people interested in political issues; 59%, -7 for being able to have your say). Despite these declines, positive views are nevertheless held by a majority in this country.

The belief that online social networks allow people to **keep abreast of political issues** has gained ground in several countries: Spain (64%, +6 points), France (48%, +6), Cyprus (65%, +6), Latvia (67%, +6) and Lithuania (51%, +6). It has declined in Malta (61%, -9).

The idea that online social networks help **get people interested in political issues** has lost ground in Malta (61%, -8 percentage points) and Italy (44%, -7).

The belief that online social networks allow people to **have their say on political issues** has gained ground in Cyprus (59%, +8 percentage points) and Ireland (55%, +7), but has declined significantly in Bulgaria (52%, -7).

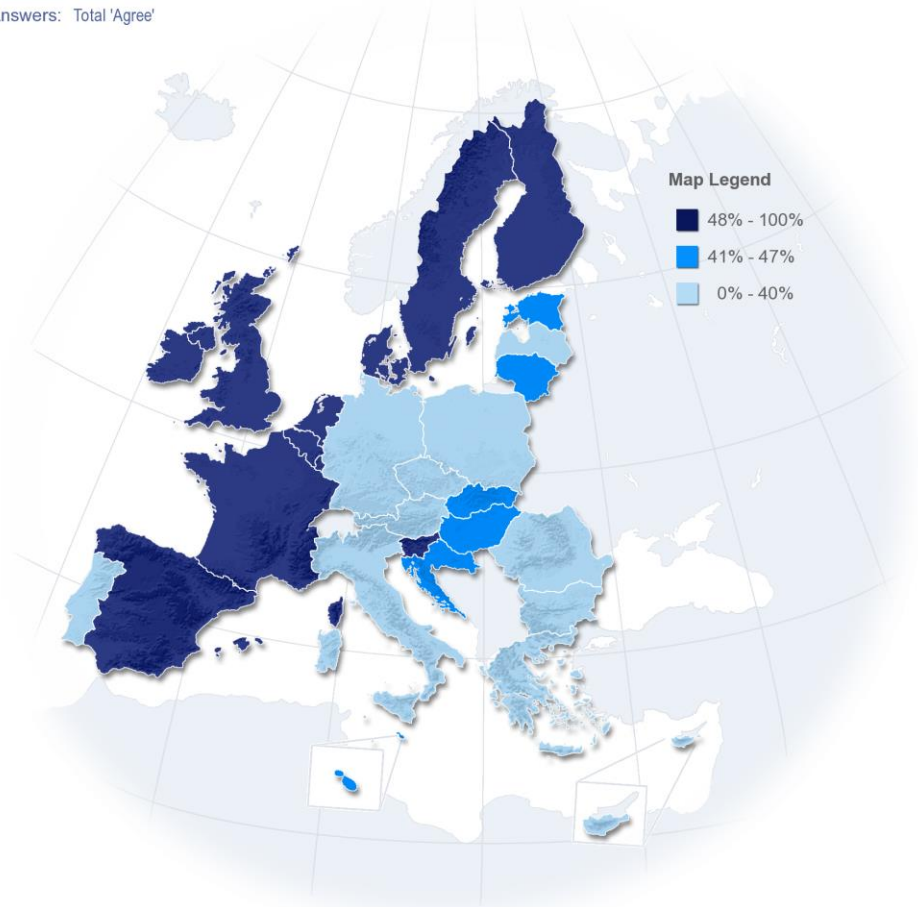
Respondents in all Member States agree that **information on social networks is unreliable** (25% total "Agree", vs 33%) except in Bulgaria where the 'don't know' rate is very high (42%), Greece (33% vs 42%) and Italy (33% vs 37%).

| | | |
|---|----|-----|
|  | SE | 63% |
|  | FR | 57% |
|  | BE | 57% |
|  | LU | 55% |
|  | DK | 55% |
|  | FI | 55% |
|  | SI | 55% |
|  | IE | 53% |
|  | UK | 52% |
|  | ES | 50% |
|  | NL | 49% |
|  | MT | 47% |
|  | EU | 44% |
|  | EE | 43% |
|  | HU | 42% |
|  | SK | 41% |
|  | LT | 41% |
|  | HR | 41% |
|  | AT | 40% |
|  | LV | 40% |
|  | CZ | 39% |
|  | PL | 38% |
|  | RO | 38% |
|  | CY | 37% |
|  | DE | 37% |
|  | EL | 33% |
|  | IT | 33% |
|  | PT | 32% |
|  | BG | 25% |

Question: QE13.2. Regardless of whether you participate in online social networks or not (social networking websites, blogs, video hosting websites), please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements.






























Option: Information on political affairs from online social networks cannot be trusted

Answers: Total 'Agree'



This criticism strikes a particular chord both in Member States that are less likely than average to recognise the virtues of social networks, such as France (57%), and in countries that instead acknowledge their qualities, such as Sweden (63%) and Denmark (55%).

QE13. Regardless of whether you participate in online social networks or not (social networking websites, blogs, video hosting websites), please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements.

| | | Online social networks are a modern way to keep abreast of political affairs | | | | Online social networks can get people interested in political affairs | | | | Online social networks are a good way to have your say on political issues | | | | Information on political affairs from online social networks cannot be trusted | | | |
|---|------|--|---------------------------|------------------|---------------------------|---|---------------------------|------------------|---------------------------|--|---------------------------|------------------|---------------------------|--|---------------------------|------------------|---------------------------|
| | | Total 'Agree' | Diff. Aut.2013 - Aut.2012 | Total 'Disagree' | Diff. Aut.2013 - Aut.2012 | Total 'Agree' | Diff. Aut.2013 - Aut.2012 | Total 'Disagree' | Diff. Aut.2013 - Aut.2012 | Total 'Agree' | Diff. Aut.2013 - Aut.2012 | Total 'Disagree' | Diff. Aut.2013 - Aut.2012 | Total 'Agree' | Diff. Aut.2013 - Aut.2012 | Total 'Disagree' | Diff. Aut.2013 - Aut.2012 |
|  | EU28 | 52% | +2 | 26% | +1 | 52% | +2 | 25% | = | 51% | +1 | 26% | +1 | 44% | +1 | 28% | +1 |
|  | BE | 50% | = | 38% | +1 | 52% | = | 36% | +1 | 50% | +1 | 38% | = | 57% | +8 | 29% | -5 |
|  | BG | 58% | -3 | 10% | +1 | 45% | -4 | 17% | +2 | 52% | -7 | 10% | +3 | 25% | +4 | 33% | -5 |
|  | CZ | 54% | +8 | 26% | -5 | 51% | +11 | 30% | -6 | 54% | +6 | 26% | -3 | 39% | +1 | 37% | +1 |
|  | DK | 69% | +3 | 21% | -4 | 73% | +1 | 17% | -1 | 65% | -1 | 25% | +1 | 55% | = | 31% | +1 |
|  | DE | 46% | +1 | 27% | +1 | 49% | +2 | 24% | -2 | 43% | -1 | 29% | +2 | 37% | -3 | 29% | +4 |
|  | EE | 56% | +1 | 21% | +3 | 57% | +3 | 20% | +2 | 58% | +2 | 19% | +1 | 43% | +1 | 31% | +4 |
|  | IE | 59% | +4 | 19% | -6 | 57% | +2 | 20% | -3 | 55% | +7 | 22% | -9 | 53% | +4 | 21% | -6 |
|  | EL | 65% | -2 | 17% | +1 | 54% | -5 | 27% | +5 | 60% | -5 | 21% | +4 | 33% | = | 42% | +1 |
|  | ES | 64% | +6 | 18% | +1 | 61% | +4 | 21% | +3 | 62% | +3 | 19% | +4 | 50% | +8 | 25% | -4 |
|  | FR | 48% | +6 | 33% | -5 | 41% | +5 | 38% | -3 | 53% | +4 | 28% | -3 | 57% | = | 21% | +2 |
|  | HR | 56% | = | 18% | +5 | 56% | +1 | 17% | +3 | 51% | +4 | 22% | +1 | 41% | +5 | 30% | = |
|  | IT | 47% | -4 | 29% | +5 | 44% | -7 | 29% | +6 | 46% | -5 | 29% | +5 | 33% | -1 | 37% | +3 |
|  | CY | 65% | +6 | 13% | -1 | 47% | +2 | 27% | +1 | 59% | +8 | 16% | -2 | 37% | +2 | 25% | +2 |
|  | LV | 67% | +6 | 14% | +1 | 60% | +3 | 21% | +4 | 63% | +5 | 18% | +3 | 40% | +4 | 37% | +5 |
|  | LT | 51% | +6 | 18% | -3 | 48% | +4 | 21% | = | 48% | +5 | 20% | -3 | 41% | +2 | 24% | +1 |
|  | LU | 45% | = | 35% | +1 | 49% | +4 | 31% | -4 | 51% | -4 | 29% | +4 | 55% | = | 23% | +1 |
|  | HU | 51% | -1 | 26% | +3 | 47% | -2 | 30% | +4 | 54% | +1 | 22% | = | 42% | +2 | 30% | +1 |
|  | MT | 61% | -9 | 14% | +4 | 61% | -8 | 12% | +5 | 60% | -1 | 13% | = | 47% | -3 | 20% | +2 |
|  | AT | 58% | +5 | 23% | -3 | 58% | +5 | 24% | -2 | 61% | +4 | 21% | -1 | 40% | +1 | 36% | +1 |
|  | NL | 60% | +3 | 32% | +3 | 69% | +2 | 21% | +2 | 51% | -3 | 40% | +8 | 49% | +2 | 35% | +2 |
|  | PL | 52% | -1 | 18% | -2 | 53% | = | 17% | -2 | 52% | = | 17% | -3 | 38% | -5 | 28% | +2 |
|  | PT | 43% | +2 | 21% | -5 | 41% | +1 | 22% | -5 | 41% | -1 | 21% | -3 | 32% | = | 25% | -5 |
|  | RO | 55% | +20 | 14% | -1 | 49% | +18 | 18% | +3 | 51% | +15 | 16% | +5 | 38% | +11 | 26% | +8 |
|  | SI | 61% | -9 | 24% | +8 | 58% | -8 | 26% | +6 | 59% | -7 | 25% | +6 | 55% | -3 | 28% | +2 |
|  | SK | 62% | = | 23% | +4 | 59% | +2 | 25% | +3 | 62% | +4 | 23% | +3 | 41% | +6 | 40% | -1 |
|  | FI | 65% | +1 | 18% | -2 | 68% | -4 | 15% | +4 | 65% | = | 18% | = | 55% | = | 25% | +1 |
|  | SE | 71% | +2 | 22% | -1 | 83% | -1 | 10% | +1 | 70% | -2 | 23% | +3 | 63% | -3 | 28% | +6 |
|  | UK | 47% | = | 30% | +1 | 53% | +1 | 24% | -1 | 45% | = | 32% | = | 52% | = | 21% | -1 |

We once again find the **socio-demographic divisions** that were recorded for social network usage:

- Younger respondents, the most educated, managers and white collar workers, who use social networks the most, are more likely than average to recognise their political qualities, but they are also more likely to mention the unreliability of their information.
- Europeans aged 55 years and older, the least educated and manual workers are less likely to emphasise these qualities, but they are also less likely to say that the information is unreliable as they have simply not developed a clear opinion on the subject (with higher than average "don't know" rates).

QE13. Regardless of whether you participate in online social networks or not (social networking websites, blogs, video hosting websites), please tell me whether you totally agree, tend to agree, tend to disagree or totally disagree with each of the following statements.

| | Online social networks are a modern way to keep abreast of political affairs | | Online social networks can get people interested in political affairs | | Online social networks are a good way to have your say on political issues | | Information on political affairs from online social networks cannot be trusted | |
|--|--|------------------|---|------------------|--|------------------|--|------------------|
| | Total 'Agree' | Total 'Disagree' | Total 'Agree' | Total 'Disagree' | Total 'Agree' | Total 'Disagree' | Total 'Agree' | Total 'Disagree' |
| EU28 | 52% | 26% | 52% | 25% | 51% | 26% | 44% | 28% |
|  Gender | | | | | | | | |
| Man | 55% | 26% | 54% | 26% | 53% | 27% | 46% | 30% |
| Woman | 50% | 24% | 49% | 25% | 49% | 25% | 42% | 27% |
|  Age | | | | | | | | |
| 15-24 | 68% | 24% | 68% | 24% | 65% | 27% | 52% | 36% |
| 25-39 | 63% | 27% | 65% | 25% | 65% | 25% | 51% | 35% |
| 40-54 | 53% | 29% | 53% | 29% | 52% | 29% | 46% | 30% |
| 55 + | 38% | 21% | 35% | 22% | 34% | 24% | 34% | 19% |
|  Education (End of) | | | | | | | | |
| 15- | 36% | 19% | 31% | 22% | 32% | 21% | 30% | 18% |
| 16-19 | 54% | 25% | 51% | 27% | 52% | 26% | 43% | 30% |
| 20+ | 58% | 30% | 62% | 25% | 58% | 29% | 53% | 30% |
| Still studying | 68% | 25% | 70% | 23% | 65% | 29% | 52% | 37% |
|  Socio-professional category | | | | | | | | |
| Self-employed | 59% | 25% | 61% | 23% | 57% | 27% | 44% | 34% |
| Managers | 58% | 32% | 64% | 26% | 60% | 30% | 54% | 32% |
| Other white collars | 60% | 28% | 60% | 28% | 60% | 28% | 49% | 34% |
| Manual workers | 57% | 27% | 54% | 29% | 57% | 26% | 47% | 31% |
| House persons | 47% | 26% | 44% | 27% | 44% | 27% | 38% | 27% |
| Unemployed | 58% | 25% | 56% | 26% | 58% | 25% | 49% | 29% |
| Retired | 35% | 20% | 32% | 21% | 32% | 21% | 31% | 18% |
| Students | 68% | 25% | 70% | 23% | 65% | 29% | 52% | 37% |
| Use online social networks | | | | | | | | |
| Every day or almost | 73% | 23% | 73% | 23% | 71% | 25% | 54% | 38% |
| Between 1 and 3 times a week | 67% | 28% | 67% | 26% | 67% | 28% | 52% | 37% |
| Less often | 57% | 30% | 57% | 29% | 55% | 32% | 53% | 29% |
| Never | 35% | 25% | 33% | 26% | 33% | 25% | 34% | 20% |

STANDARD EUROBAROMETER 80

Public opinion in the European Union

TECHNICAL SPECIFICATIONS

Between the 2nd and the 17th of November 2013, TNS opinion & social, a consortium created between TNS plc and TNS opinion, carried out the wave 80.1 of the EUROBAROMETER survey, on request of the EUROPEAN COMMISSION, Directorate-General for Communication, "Strategy, Corporate Communication Actions and Eurobarometer".

The wave 80.1 is the STANDARD EUROBAROMETER 80 survey and covers the population of the respective nationalities of the European Union Member States, resident in each of the Member States and aged 15 years and over.

The STANDARD EUROBAROMETER 80 survey has also been conducted in the five candidate countries (Turkey, the Former Yugoslav Republic of Macedonia, Iceland, Montenegro and Serbia) and in the Turkish Cypriot Community. In these countries, the survey covers the national population of citizens and the population of citizens of all the European Union Member States that are residents in these countries and have a sufficient command of the national languages to answer the questionnaire.

The basic sample design applied in all states is a multi-stage, random (probability) one. In each country, a number of sampling points was drawn with probability proportional to population size (for a total coverage of the country) and to population density.

In order to do so, the sampling points were drawn systematically from each of the "administrative regional units", after stratification by individual unit and type of area. They thus represent the whole territory of the countries surveyed according to the EUROSTAT NUTS II (or equivalent) and according to the distribution of the resident population of the respective nationalities in terms of metropolitan, urban and rural areas. In each of the selected sampling points, a starting address was drawn, at random. Further addresses (every Nth address) were selected by standard "random route" procedures, from the initial address. In each household, the respondent was drawn, at random (following the "closest birthday rule"). All interviews were conducted face-to-face in people's homes and in the appropriate national language. As far as the data capture is concerned, CAPI (*Computer Assisted Personal Interview*) was used in those countries where this technique was available.

For each country a comparison between the sample and the universe was carried out. The Universe description was derived from Eurostat population data or from national statistics offices. For all countries surveyed, a national weighting procedure, using marginal and intercellular weighting, was carried out based on this Universe description. In all countries, gender, age, region and size of locality were introduced in the iteration procedure. For international weighting (i.e. EU averages), TNS Opinion & Social applies the official population figures as provided by EUROSTAT or national statistic offices. The total population figures for input in this post-weighting procedure are listed below.

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 |
| | 5% | 10% | 15% | 20% | 25% | 30% | 35% | 40% | 45% | 50% | |
| | 95% | 90% | 85% | 80% | 75% | 70% | 65% | 60% | 55% | 50% | |

| ABBR. | COUNTRIES | INSTITUTES | N° INTERVIEWS | DATES FIELDWORK | | POPULATION 15+ | PROPORTION EU28 |
|-------------------|---|-------------------------------------|------------------|--------------------|-----------------|--------------------|--------------------|
| BE | Belgium | TNS Dimarso | 1.063 | 2/11/13 | 17/11/13 | 8.939.546 | 2,16% |
| BG | Bulgaria | TNS BBSS | 1.027 | 2/11/13 | 11/11/13 | 6.537.510 | 1,58% |
| CZ | Czech Rep. | TNS Aisa | 1.000 | 2/11/13 | 13/11/13 | 9.012.443 | 2,18% |
| DK | Denmark | TNS Gallup DK | 1.001 | 2/11/13 | 17/11/13 | 4.561.264 | 1,10% |
| DE | Germany | TNS Infratest | 1.543 | 2/11/13 | 17/11/13 | 64.336.389 | 15,57% |
| EE | Estonia | TNS Emor | 1.004 | 2/11/13 | 17/11/13 | 945.733 | 0,23% |
| IE | Ireland | IMS Millward Brown | 1.004 | 3/11/13 | 17/11/13 | 3.522.000 | 0,85% |
| EL | Greece | TNS ICAP | 1.000 | 2/11/13 | 16/11/13 | 8.693.566 | 2,10% |
| ES | Spain | TNS Spain | 1.012 | 2/11/13 | 17/11/13 | 39.127.930 | 9,47% |
| FR | France | TNS Sofres | 1.027 | 2/11/13 | 17/11/13 | 47.756.439 | 11,56% |
| HR | Croatia | Puls | 1.000 | 2/11/13 | 16/11/13 | 3.749.400 | 0,91% |
| IT | Italy | TNS Italia | 1.000 | 2/11/13 | 14/11/13 | 51.862.391 | 12,55% |
| CY | Rep. Of Cyprus | Synovate | 503 | 2/11/13 | 17/11/13 | 838.897 | 0,20% |
| LV | Latvia | TNS Latvia | 1.007 | 2/11/13 | 17/11/13 | 1.447.866 | 0,35% |
| LT | Lithuania | TNS LT | 1.030 | 2/11/13 | 17/11/13 | 2.829.740 | 0,69% |
| LU | Luxembourg | TNS ILReS | 508 | 2/11/13 | 12/11/13 | 434.878 | 0,11% |
| HU | Hungary | TNS Hoffmann | 1.000 | 2/11/13 | 17/11/13 | 8.320.614 | 2,01% |
| MT | Malta | MISCO | 500 | 2/11/13 | 17/11/13 | 335.476 | 0,08% |
| NL | Netherlands | TNS NIPO | 1.019 | 2/11/13 | 17/11/13 | 13.371.980 | 3,24% |
| AT | Austria | Österreichisches Gallup-Institut | 1.032 | 2/11/13 | 17/11/13 | 7.009.827 | 1,70% |
| PL | Poland | TNS Polska | 1.000 | 2/11/13 | 17/11/13 | 32.413.735 | 7,85% |
| PT | Portugal | TNS Portugal | 1.047 | 2/11/13 | 17/11/13 | 8.414.215 | 2,04% |
| RO | Romania | TNS CSOP | 1.069 | 2/11/13 | 12/11/13 | 18.246.731 | 4,42% |
| SI | Slovenia | RM PLUS | 1.086 | 3/11/13 | 17/11/13 | 1.759.701 | 0,43% |
| SK | Slovakia | TNS Slovakia | 1.000 | 2/11/13 | 17/11/13 | 4.549.955 | 1,10% |
| FI | Finland | TNS Gallup | 1.002 | 2/11/13 | 17/11/13 | 4.440.004 | 1,07% |
| SE | Sweden | TNS Sifo | 1.019 | 2/11/13 | 17/11/13 | 7.791.240 | 1,89% |
| UK | United Kingdom | TNS UK | 1.326 | 2/11/13 | 17/11/13 | 51.848.010 | 12,55% |
| TOTAL EU28 | | | 27.829 | 2/11/13 | 17/11/13 | 413.097.480 | 100%* |
| CY(tcc) | Turkish Cypriot Comm. | Kadem | 500 | 2/11/13 | 17/11/13 | 143.226 | |
| TR | Turkey | TNS PIAR | 1.001 | 2/11/13 | 17/11/13 | 54.844.406 | |
| MK | Former Yugoslav Rep. Of Macedonia | TNS Brima | 1.048 | 2/11/13 | 8/11/13 | 1.678.404 | |
| IS | Iceland | Capacent | 500 | 2/11/13 | 17/11/13 | 252.277 | |
| ME | Montenegro | TNS Medium Gallup | 499 | 2/11/13 | 17/11/13 | 492.265 | |
| RS | Serbia | TNS Medium Gallup | 1.034 | 2/11/13 | 17/11/13 | 6.409.693 | |
| TOTAL | | | 32.411 | 2/11/13 | 17/11/13 | 476.917.751 | |

* It should be noted that the total percentage shown in this table may exceed 100% due to rounding