

CIAK MIGR-ACTION : PERCEPTION, STEREOTYPES AND KNOWLEDGE GAP AMONG EU CITIZENS ABOUT MIGRATION – ITALY, GREECE, AUSTRIA, HUNGARY

Report

11 October, 2019



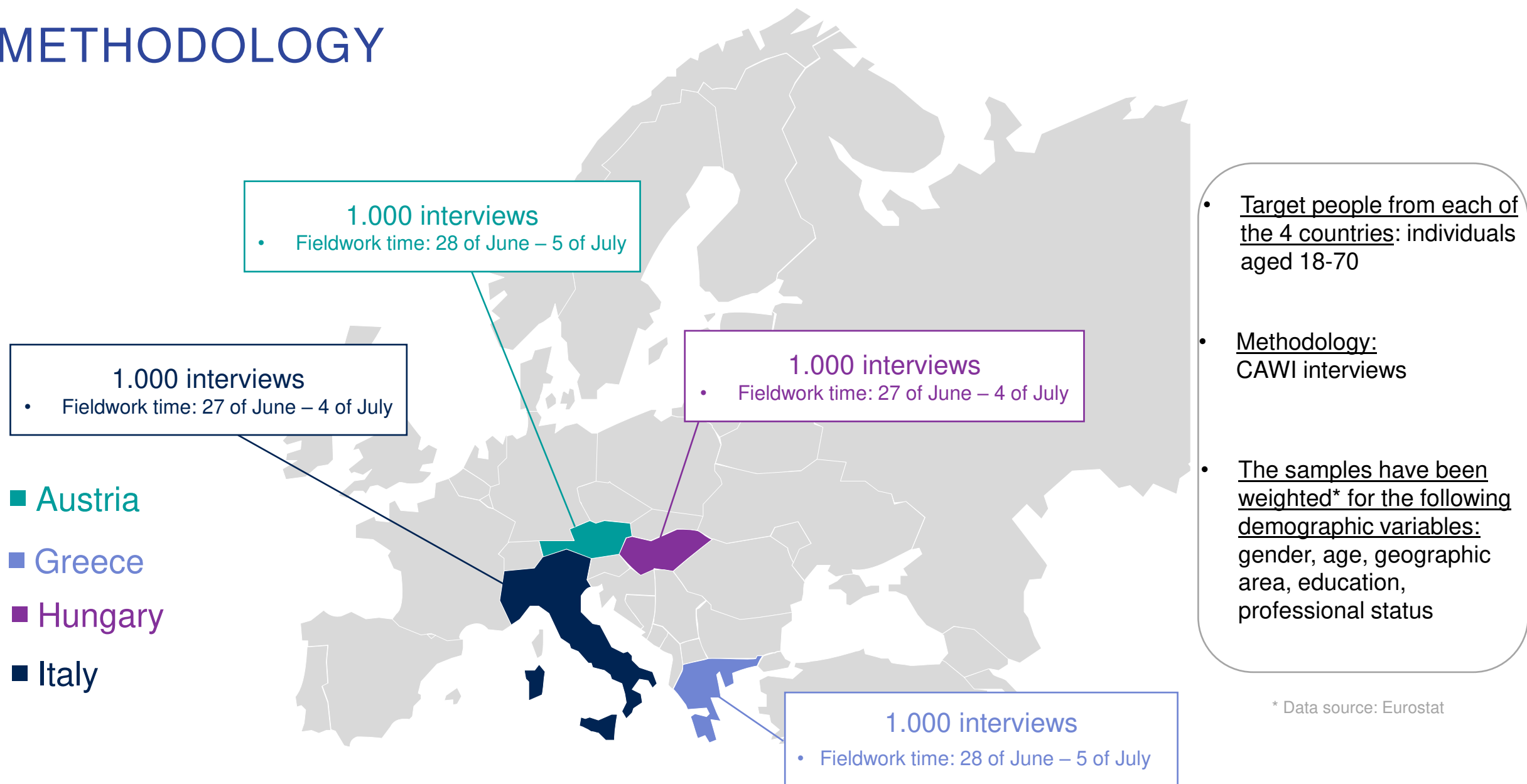
GAME CHANGERS



SUMMARY

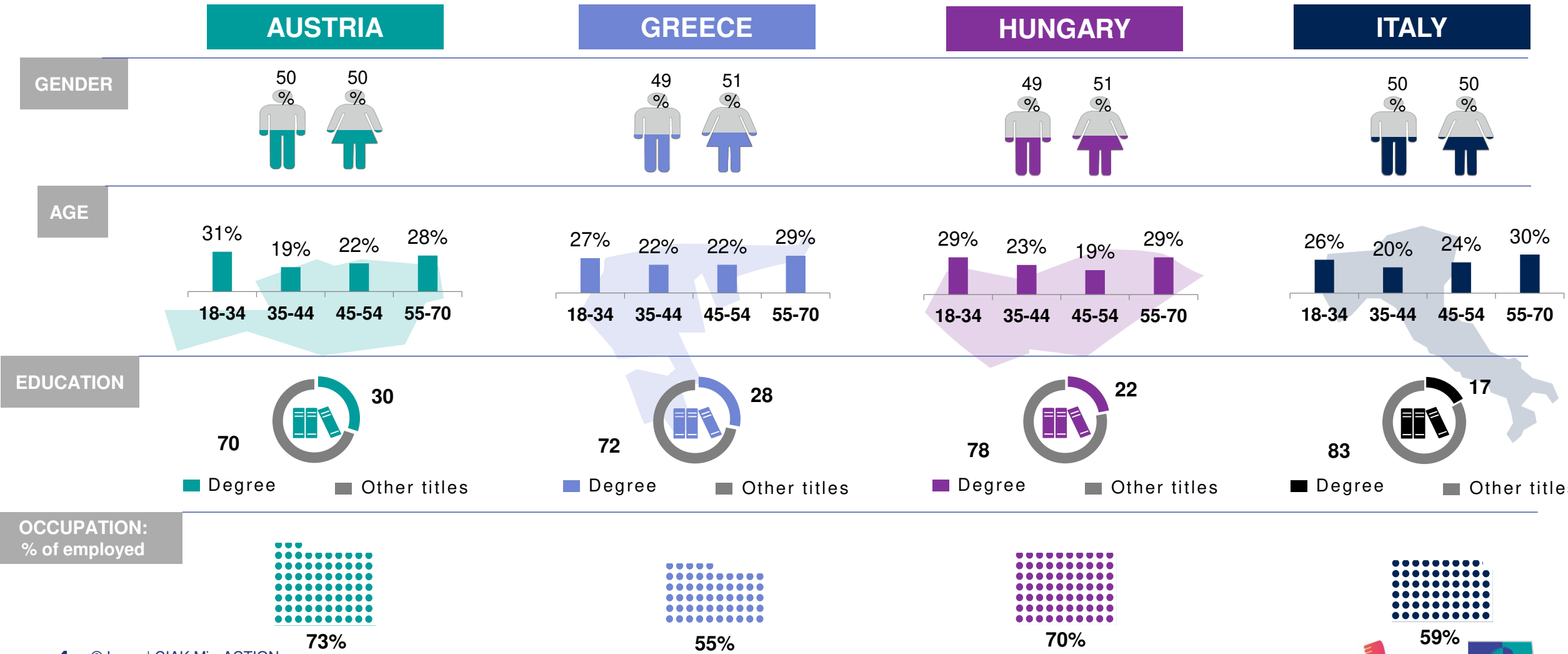
1. PERCEPTION OF THE SOCIAL ENVIRONMENT
2. INCLUSIVENESS OF NATIONALITIES - CITIZENSHIP
3. DIRECT CONNECTIONS WITH PEOPLE COMING FROM OTHER COUNTRIES
4. ATTITUDE TOWARDS MIGRANTS
5. ROLE OF INSTITUTIONS AND CIVIL SOCIETY ORGANIZATIONS
6. MEDIA REPRESENTATION OF MIGRANTS

METHODOLOGY



SAMPLE

CROSS COUNTRY COMPARISON

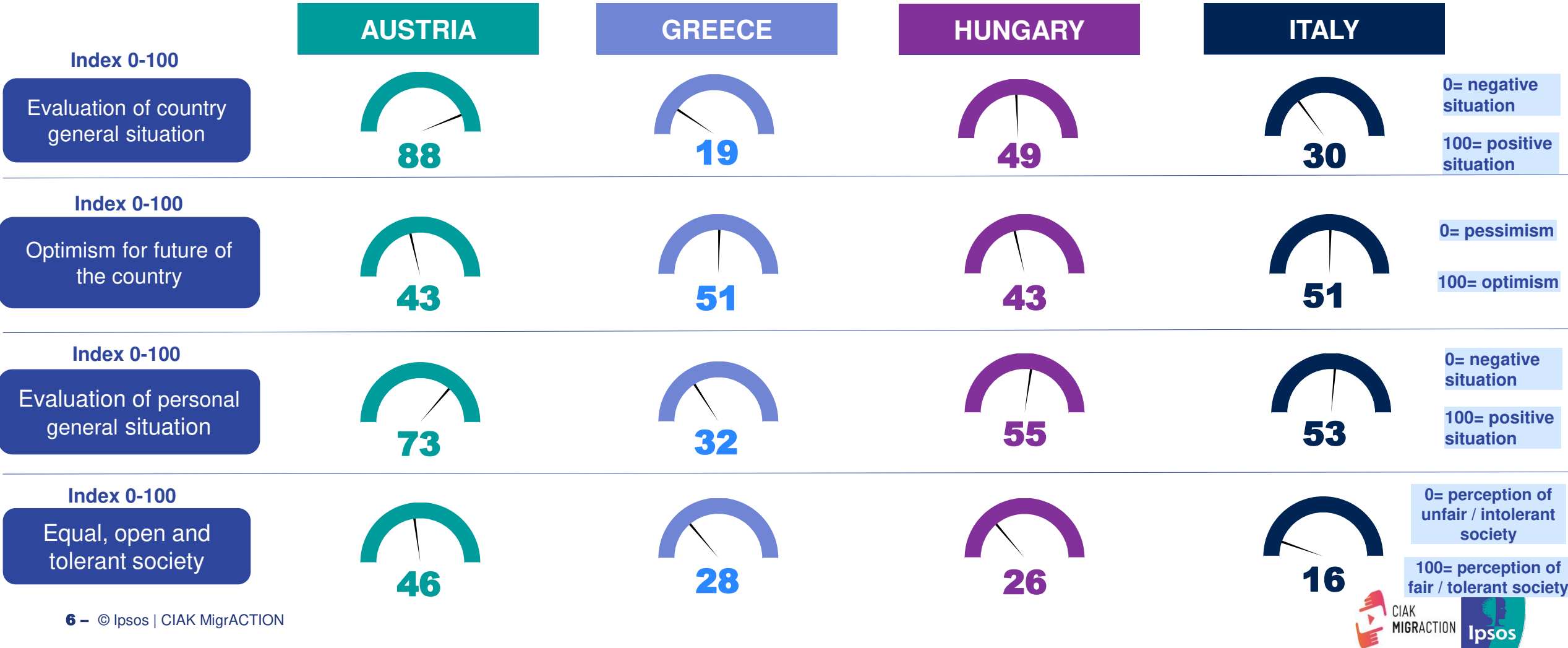


PERCEPTION OF THE SOCIAL ENVIRONMENT



PERCEPTION OF THE SOCIAL ENVIRONMENT - INDEX

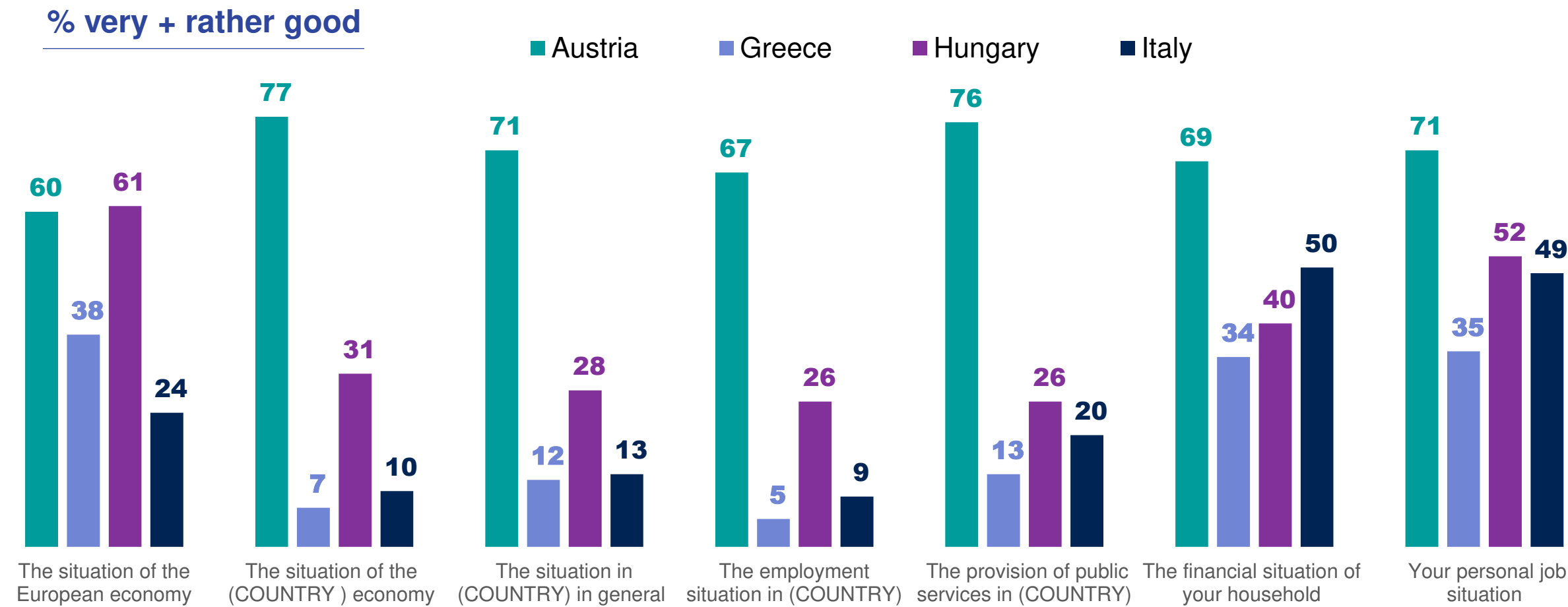
Summary Index describing the overall Sentiment on the Country (economy, occupation, welfare) Nowadays and for the Future, Personal Sentiment (professional, economic and quality of life) and the Image of Society (equality, tolerance, openness)



EVALUATION OF SITUATION: EU, COUNTRY, OWN

Q8. How would you judge the current situation in each of the following?

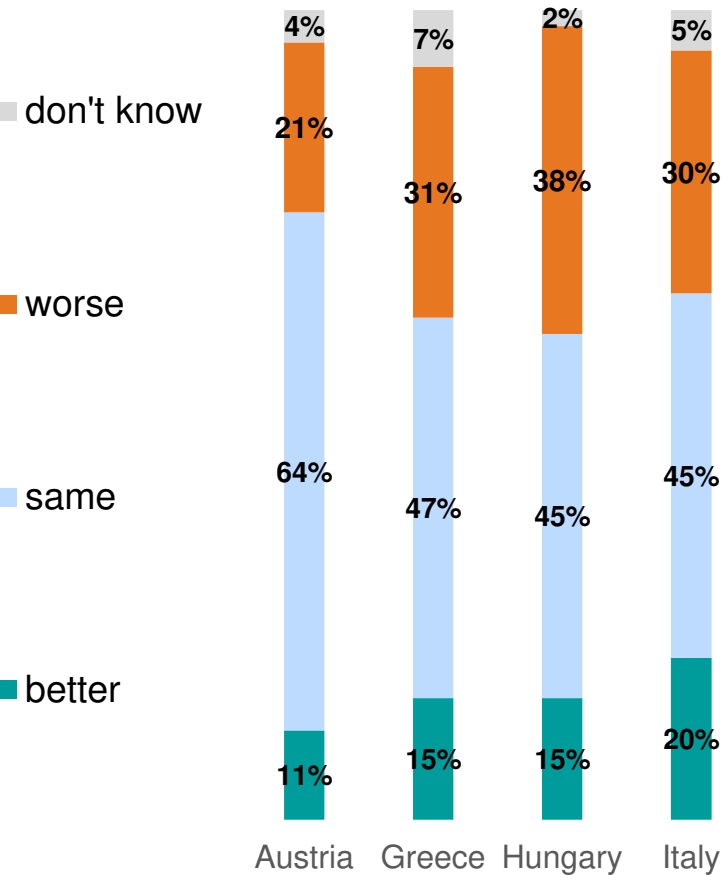
Data in %



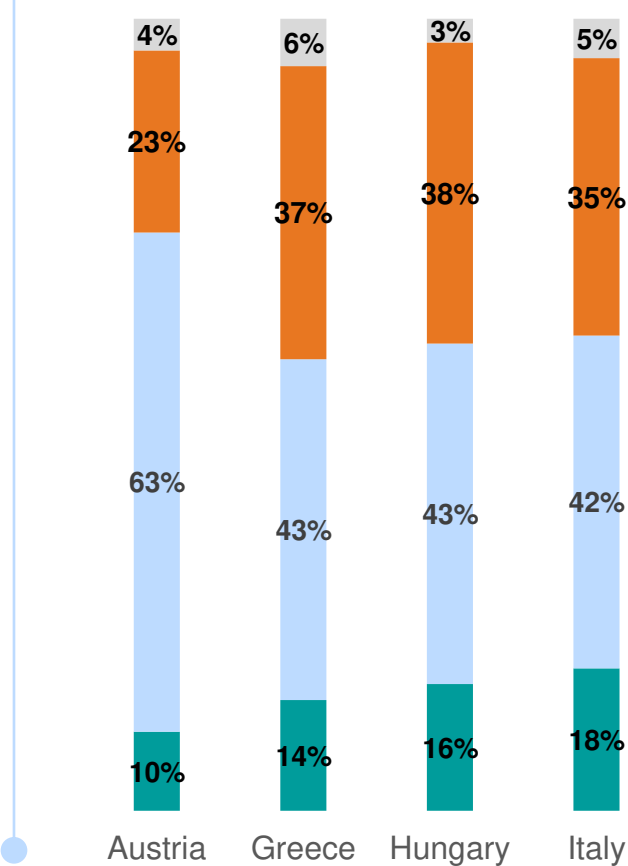
EXPECTATIONS FOR THE NEXT 12 MONTHS

Q8_1. What are your expectations for the next twelve months: will the next twelve months be better, worse or the same, when it comes to...?

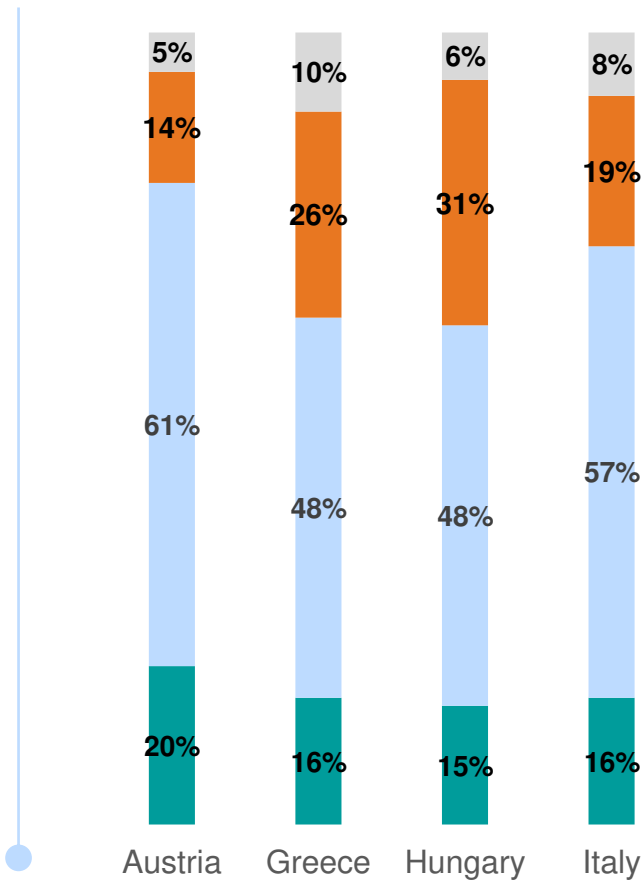
The situation in [COUNTRY]
in general



The economic situation in
[COUNTRY]



The financial situation of
your household



THE MOST IMPORTANT CHALLENGE FACING (COUNTRY) AT THE MOMENT

Q9.1 In your opinion, what do you think are the three most important challenges facing (COUNTRY) at the moment? Please indicate the first problem

% first mention – top 5 challenges

AUSTRIA		
Rising prices, cost of living		19%
Migrations		18%
The environment, climate and energy issues		17%
Healthcare and social security		9%
Housing		8%

GREECE		
Economic situation		24%
Unemployment		19%
Taxation		14%
Migrations		9%
Government debt		9%

HUNGARY		
Healthcare and social security		35%
Rising prices, cost of living		15%
Migrations		8%
The education system		5%
Living conditions		5%

ITALY		
Unemployment		23%
Economic situation		15%
Taxation		11%
Migrations		10%
Government debt		10%

THE MOST IMPORTANT CHALLENGES FACING (COUNTRY) AT THE MOMENT

Q9.1 In your opinion, what do you think are the three most important challenges facing (COUNTRY) at the moment? Please indicate the first, second and third problems

% total mentions – top 10 challenges

AUSTRIA	
Rising prices, inflation, cost of living	46%
The environment, climate and energy issues	38%
Migrations	37%
Healthcare and social security	27%
Housing	25%
Crime	21%
The education system	20%
Pensions	19%
Taxation	14%
Unemployment	11%

GREECE	
Unemployment	52%
Economic situation	50%
Taxation	39%
Migrations	25%
Government debt	25%
Rising prices, inflation, cost of living	21%
Healthcare and social security	20%
Crime	20%
Living conditions	12%
The education system	10%

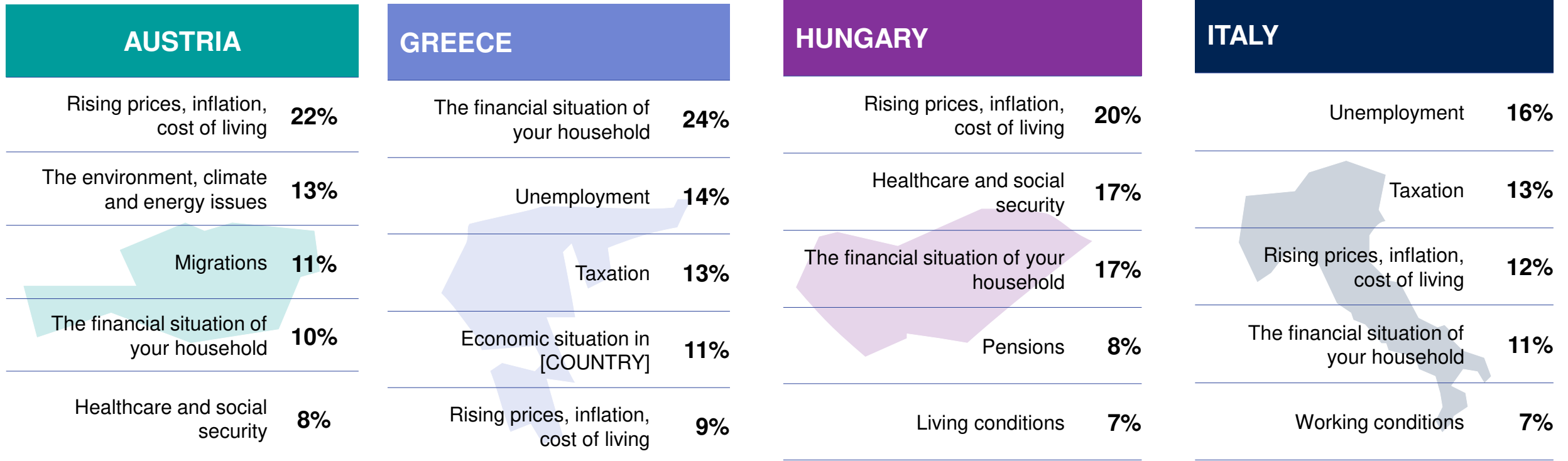
HUNGARY	
Healthcare and social security	67%
Rising prices, inflation, cost of living	40%
The education system	29%
Pensions	22%
Living conditions	20%
The environment, climate and energy issues	20%
Migrations	18%
Economic situation	14%
Housing	11%
Crime	10%

ITALY	
Unemployment	50%
Economic situation	38%
Taxation	34%
Migrations	28%
Government debt	25%
Rising prices, inflation, cost of living	22%
Healthcare and social security	18%
The environment, climate and energy issues	17%
Crime	16%
Working conditions	15%

THE MOST IMPORTANT PERSONAL CHALLENGE AT THE MOMENT

Q9.1.1 And personally, what are the three most important challenges you are facing at the moment? Please indicate the first problem:

% first mention – top 5 challenges



THE MOST IMPORTANT PERSONAL CHALLENGES AT THE MOMENT

Q9.1.1 And personally, what are the three most important challenges you are facing at the moment? Please indicate the first, second and third problem:

% total mentions – top 10 challenges

AUSTRIA

Rising prices, inflation, cost of living	53%
The environment, climate and energy issues	31%
Healthcare and social security	27%
Migrations	24%
The financial situation of your household	23%
Pensions	18%
Crime	17%
Taxation	16%
Housing	15%
The education system	14%

GREECE

The financial situation of your household	48%
Taxation	37%
Rising prices, inflation, cost of living	33%
Unemployment	28%
Economic situation in Greece	28%
Healthcare and social security	25%
Living conditions	17%
Crime	14%
Pensions	11%
Working conditions	11%

HUNGARY

Rising prices, inflation, cost of living	55%
Healthcare and social security	50%
The financial situation of your household	40%
Living conditions	24%
Pensions	24%
The environment, climate and energy issues	15%
Working conditions	13%
Housing	13%
The education system	10%
Taxation	9%

ITALY

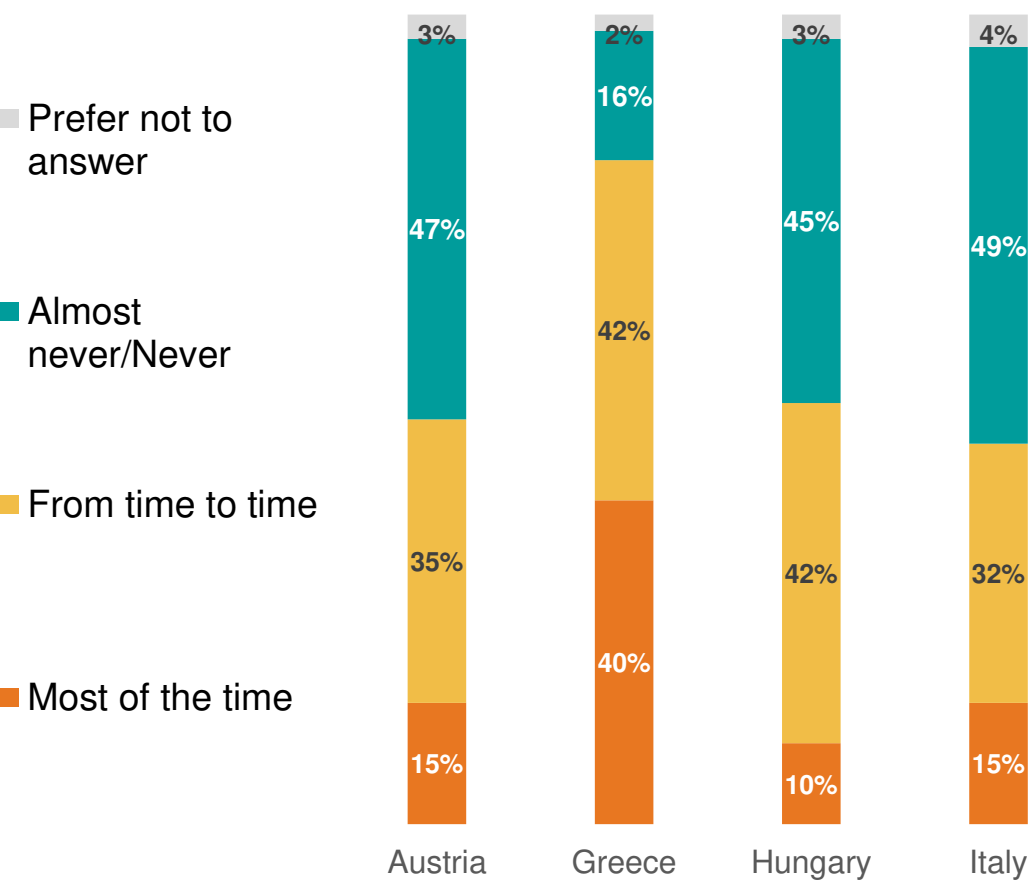
Rising prices, inflation, cost of living	38%
Taxation	35%
Unemployment	33%
The financial situation of your household	25%
Living conditions	25%
Healthcare and social security	21%
Economic situation in [COUNTRY]	19%
Working conditions	17%
The environment, climate and energy issues	15%
Migrations	14%

EVALUATION OF PERSONAL SITUATION

Q10. During the last twelve months, would you say you had difficulties to pay your bills at the end of the month...?

Q11. Are you overall satisfied with your life?

Difficulties to pay bills by the end of the month during the last 12 month



Overall satisfaction with one's life

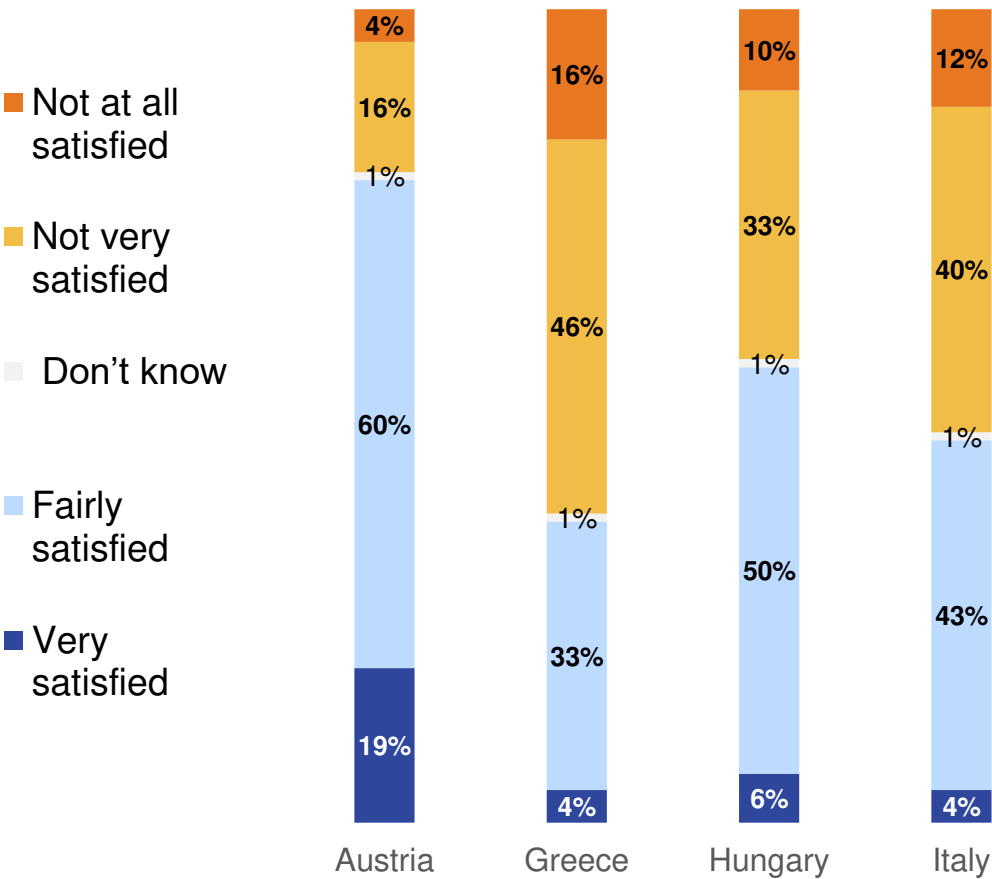


IMAGE OF SOCIETY: RIGHTS, DISCRIMINATIONS AND MERIT

Q12. Please look at the following pairs of statements. Which statement in each couple best describes how you view [COUNTRY]'s society nowadays (thinking at the social environment and the community you daily live in) ? Select a point for each couple of statements to express your opinion. Is [COUNTRY ADJECTIVE] society ...?

Index 0-100

◆ Austria

● Greece

▲ Hungary

■ Italy



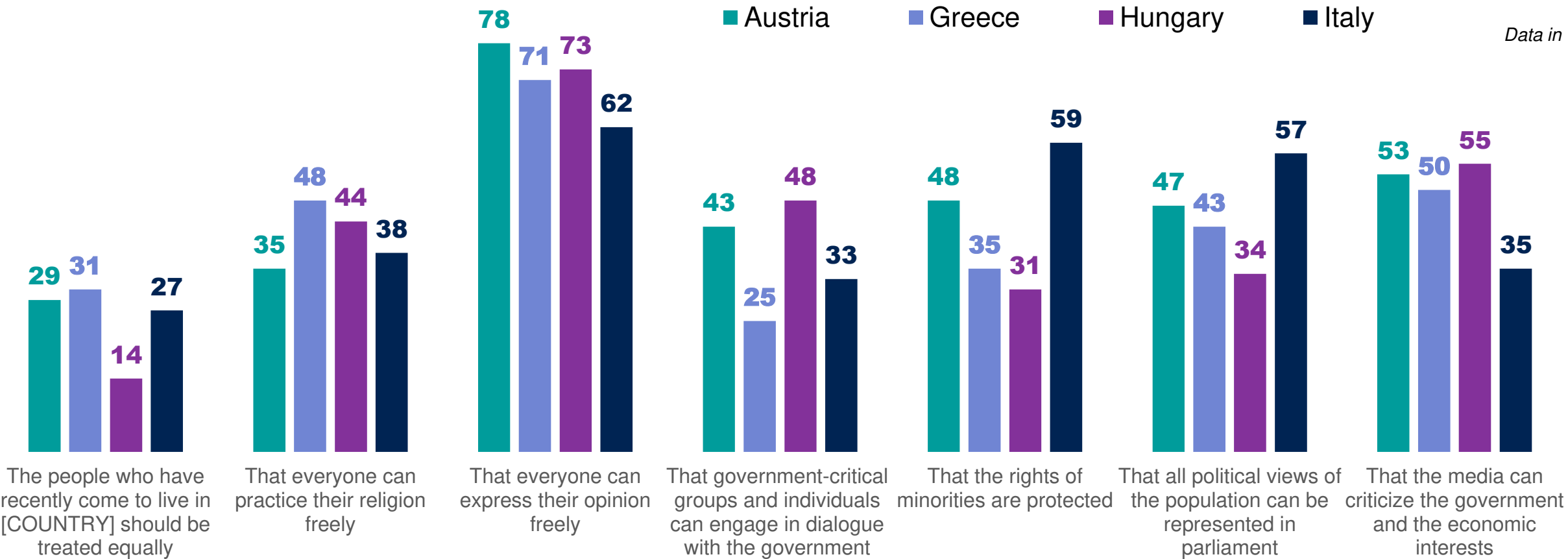
OPEN VS CLOSE SOCIETY INDEX

Summary Index describing what a good society worth living in looks like: Open Society (equal treatment of foreigners, freedom of opinion, political representation, free press) National Identity Defense (border control, government oriented media, defense of national values, nativism) and Religious & Morality Defense (limits to religious belief and practice, limits to sex orientation expression)



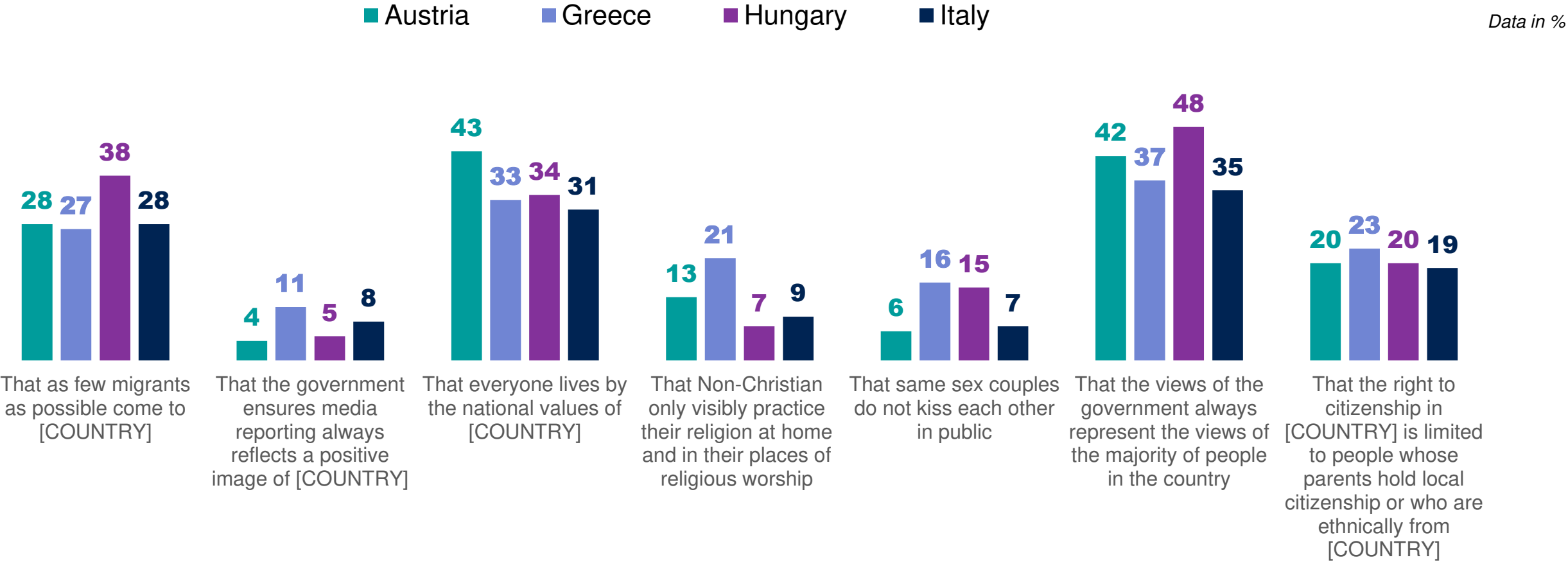
CHARACTERISTICS ESSENTIAL FOR A GOOD SOCIETY: OPEN SOCIETY ATTRIBUTES

Q13. You will now see a list of characteristics that some people see as essential for a good society, while others do not see as essential. Please select only the characteristics that you personally think it are essential for a good society



CHARACTERISTICS ESSENTIAL FOR A GOOD SOCIETY: CLOSE SOCIETY ATTRIBUTES

Q13. You will now see a list of characteristics that some people see as essential for a good society, while others do not see as essential. Please select only the characteristics that you personally think it are essential for a good society



PERCEPTION OF THE SOCIAL ENVIRONMENT – KEY POINTS

With respect to the **perception of the current situation in the country**, Austria seems to tell a story of its own, with much higher levels of satisfaction than the other countries under analysis. Austrian citizens are the most satisfied, both of the socio-economic status of their country and of their living conditions. Greece is at the bottom of the list; yet, it seems to be characterised by greater optimism towards the future about what may happen in the country in the next twelve months (in general and with respect to the economy) and the same goes for Italy.

The degree of satisfaction for one's country goes hand in hand with the **image that citizens have of the society in which they live**. Also in this case, Austria distinguishes itself from other countries: the reality that surrounds the Austrians is described as tolerant, open and fair. The picture in the other countries is different: Italy is first place, followed by Greece and Hungary, where the society is perceived as closed, not inclined to welcome people, unfair and not very meritocratic

These differences are also there if we look at the **“value” factor of the citizens of the 4 countries** considered and compare it to the “ingredients” considered essential for a good society. The Austrians, in general, are the most attentive to the liberal-democratic sphere (freedom of expression, press freedom and equality). An attitude of closure prevails among Hungarians and Greeks: in terms of “nationalist defence” for Hungarians (in particular towards the arrival of new migrants) and of the preservation of religious (Christian) values, with consequent annihilation of anyone who does not have the same values (religious and/or sexual) for Greeks. Italians, compared to other countries’ population, tend in general to express judgements of moderate intensity, without taking too clear positions, neither in terms of openness nor closure, even if they seem to give greater importance to the respect of minority rights and to the representation in parliament of the plurality of citizens’ opinions.

The agenda of national priorities highlights similarities between Italy and Greece: in both countries, the economic, employment and fiscal areas are identified as the three most critical ones to be addressed. For Austrians, the main issue the country has to deal with is the increase in prices and the cost of living, followed by environmental issues, while Hungarians are mainly concerned about the inefficiency of the health system along with the cost of living and the school system. It is important to note that the “immigration” theme is not at the top of the list in any of the countries involved in the survey and is at the 3rd place in Austria, at the 4th place in Italy and Greece and even at the 7th place in Hungary.

At a personal level, the priorities of Italians and Greeks overlap with the national ones (economy, labour and taxation), while Austrians confirm their concern about cost of living and environmental issues whereas the social-health system takes third place. The Hungarians (as at national level) are concerned not only about cost of living and health system, but also about the economic situation of their families.

INCLUSIVENESS OF NATIONALITIES - CITIZENSHIP



INCLUSIVENESS OF NATIONALITIES INDEX #1

Summary Index describing the relevance of Citizenship (undocumented vs. permit holder vs. full citizenship), Ius Soli (second generations citizenship) and Ius Sanguinis (born abroad from parents born in the Country) in determining the belonging to a nationality

AUSTRIA

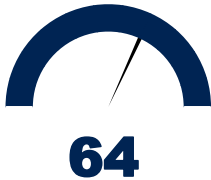
GREECE

HUNGARY

ITALY

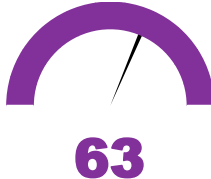
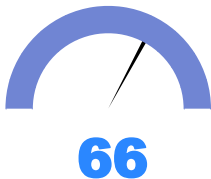
Index 0-100

Citizenship
(Holding official papers)



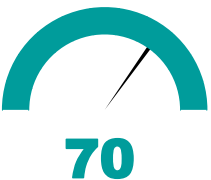
Index 0-100

Ius Soli
(second generation right
to citizenship)



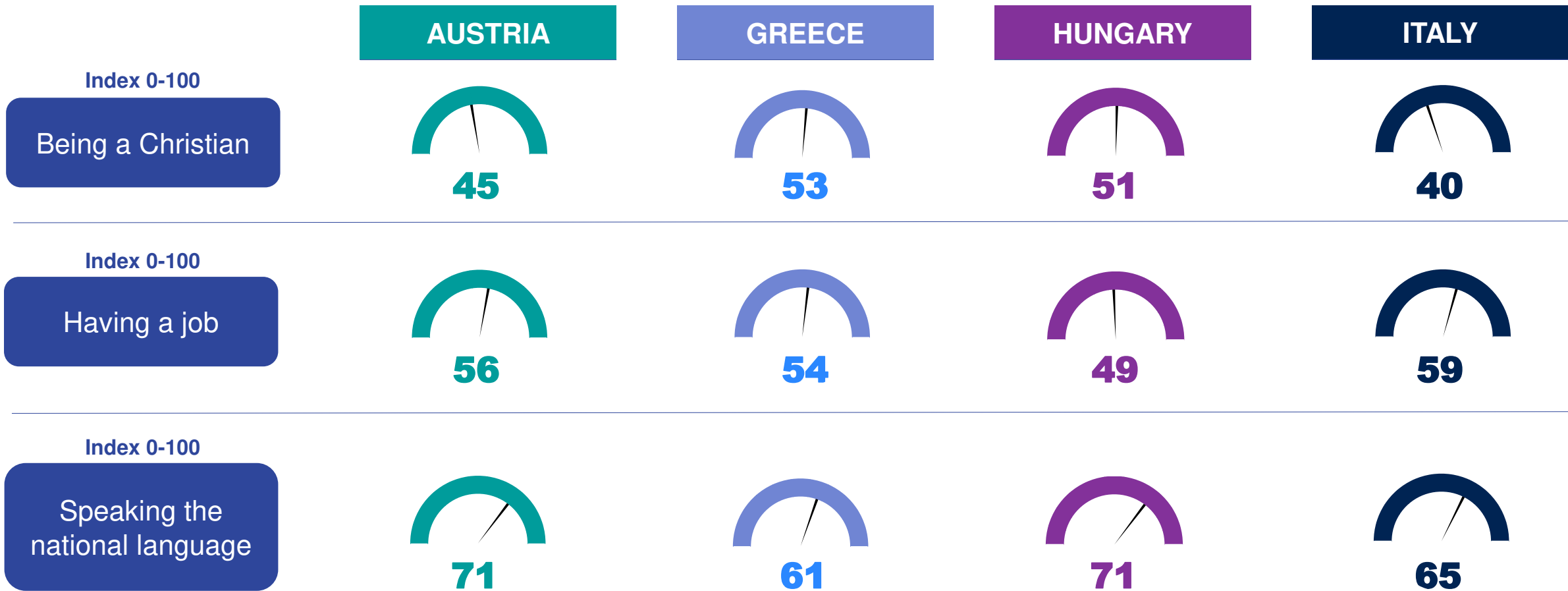
Index 0-100

Ius Sanguinis
(born abroad, with
parents born in the
country)



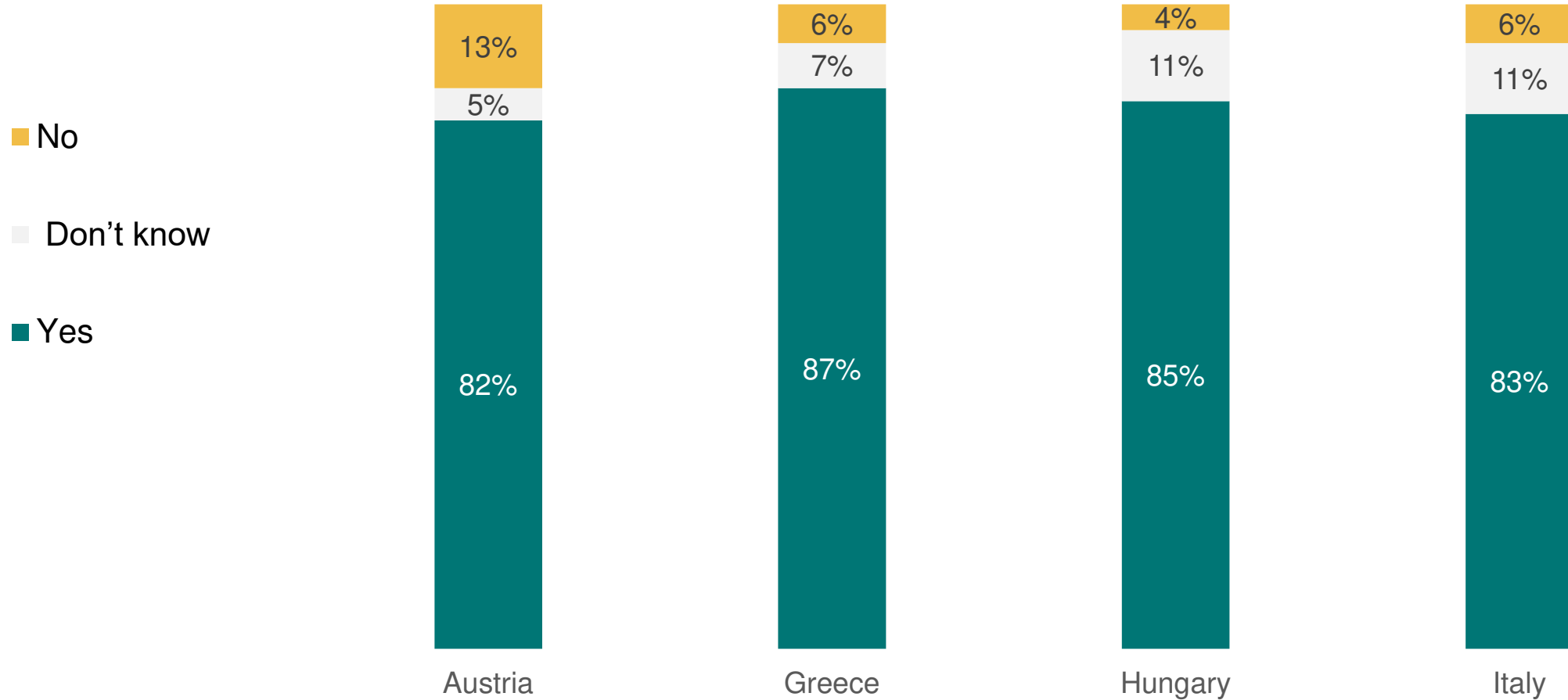
INCLUSIVENESS OF NATIONALITIES INDEX #2

Summary Index describing the relevance of being Christian compared with other religions, being occupied and speaking the national language in determining the belonging to a nationality



PERSONAL FEELING ON CONSIDERING ONESELF A REAL MEMBER OF THE COUNTRY

Q14. Do you consider yourself a real [COUNTRY ADJECTIVE]?

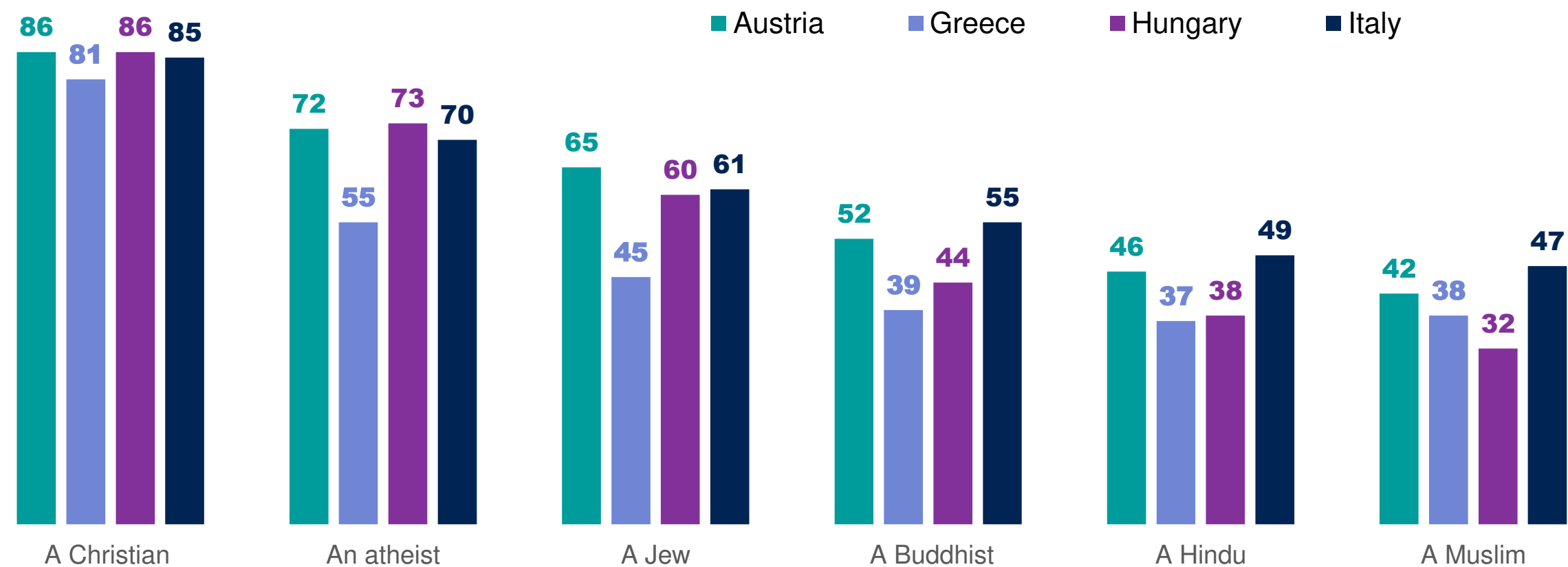


RELIGIOUS FAITHS CONSIDERED SUITABLE FOR BEING A REAL MEMBER OF THE COUNTRY

Q15. For each item in the list below, please indicate if you think a person like this is or is not a real [COUNTRY ADJECTIVE]

Data in %

% Yes, is a real [COUNTRY ADJECTIVE]

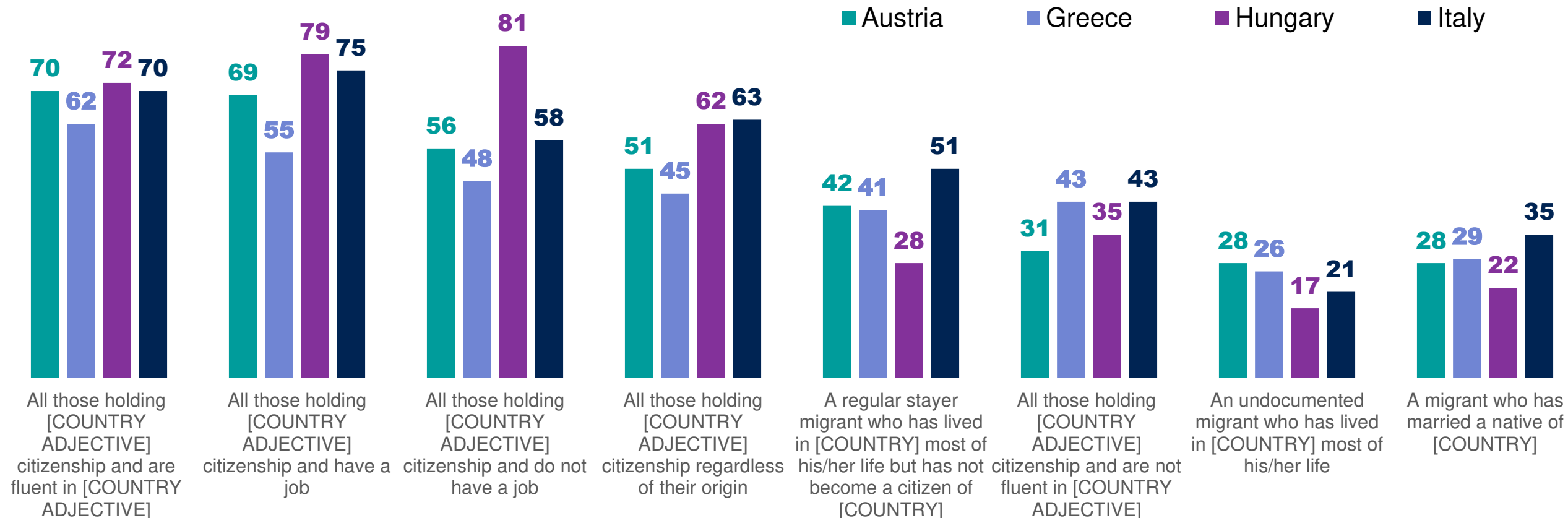


WHAT MAKES PEOPLE REAL MEMBERS OF THE COUNTRY #1

Q16. For each item in the list below, please indicate if you think a person like this is or is not a real [COUNTRY ADJECTIVE]

Data in %

% Yes, is a real [COUNTRY ADJECTIVE]

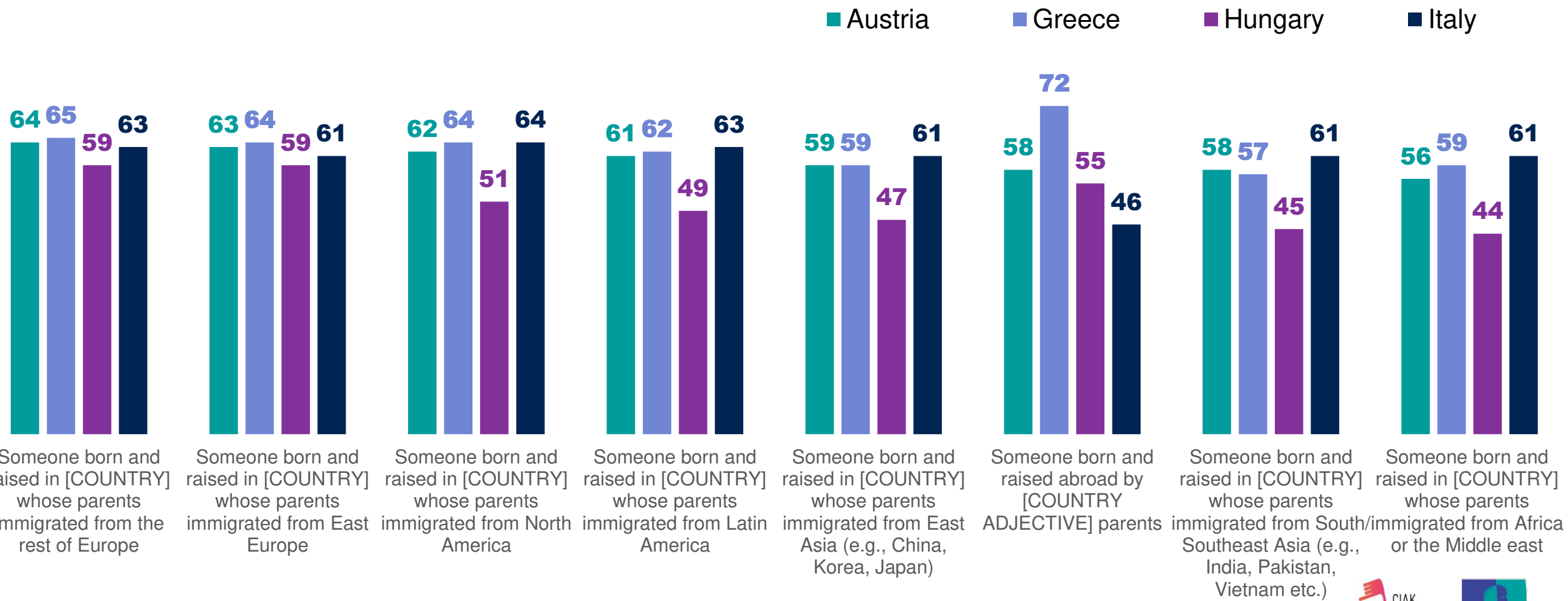


WHAT MAKES PEOPLE REAL MEMBERS OF THE COUNTRY #2

Q16. For each item in the list below, please indicate if you think a person like this is or is not a real [COUNTRY ADJECTIVE]

Data in %

% Yes, is a real [COUNTRY ADJECTIVE]



INCLUSIVENESS OF NATIONALITIES – CITIZENSHIP

KEY POINTS

Not all countries have the same level of sensitivity of the citizenship issues and of what are the features deemed necessary to be considered “real” citizens of a certain country.

In **Austria**, the **linguistic element** is considered as the most important one: those who do not speak the local language fluently are not considered Austrian to the fullest. Then comes the **blood link** which grants the status of citizen to those born elsewhere but from parents who are originally from the country. **Belonging to the Christian religion** is the least important issue.

The “***ius Sanguinis***” principle becomes the first characteristic by order of importance in **Greece**, followed by the “***ius Soli***” principle, commonly known as birth right citizenship, that is the **full recognition of Greek citizenship for those born and raised in the country**, regardless of their family origins. Even for Greeks, of all the areas considered, the **religious aspect** is the one with the least importance.

In **Hungary** the same level of importance is given to the **possession of documentation certifying that the person is a citizen of a country**, beyond other kinds of “link” between person and territory, and to the “***ius Sanguinis***”: these are the two key features in determining who is a true Hungarian and who is not. **Having a job** is, on the other hand, the least considered aspect.

For Italians the most important principle is certainly the “***ius Soli***” relating to the rights arising from being born on the territory, regardless of the parents’ nationality; not far from it the **knowledge of the Italian language, followed by the possession of some identity document**. The last place, like in Austria and Greece, is for the religious aspect. Among the four considered countries, Italy is also the one giving more importance to having a job as a fundamental factor to be considered “real Italians”.

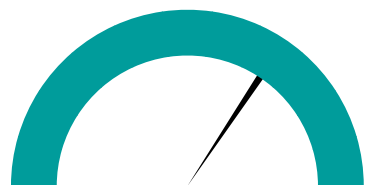
DIRECT CONNECTIONS WITH PEOPLE COMING FROM OTHER COUNTRIES



FOREIGN CONNECTIONS INDEX

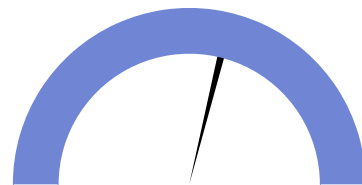
Index measuring “openness” towards foreign connections: personal affinity (own origin), frequency and type of contacts with people coming from other countries or with different point of views

AUSTRIA



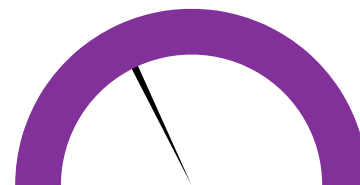
69

GREECE



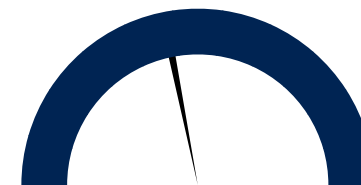
58

HUNGARY



36

ITALY



44

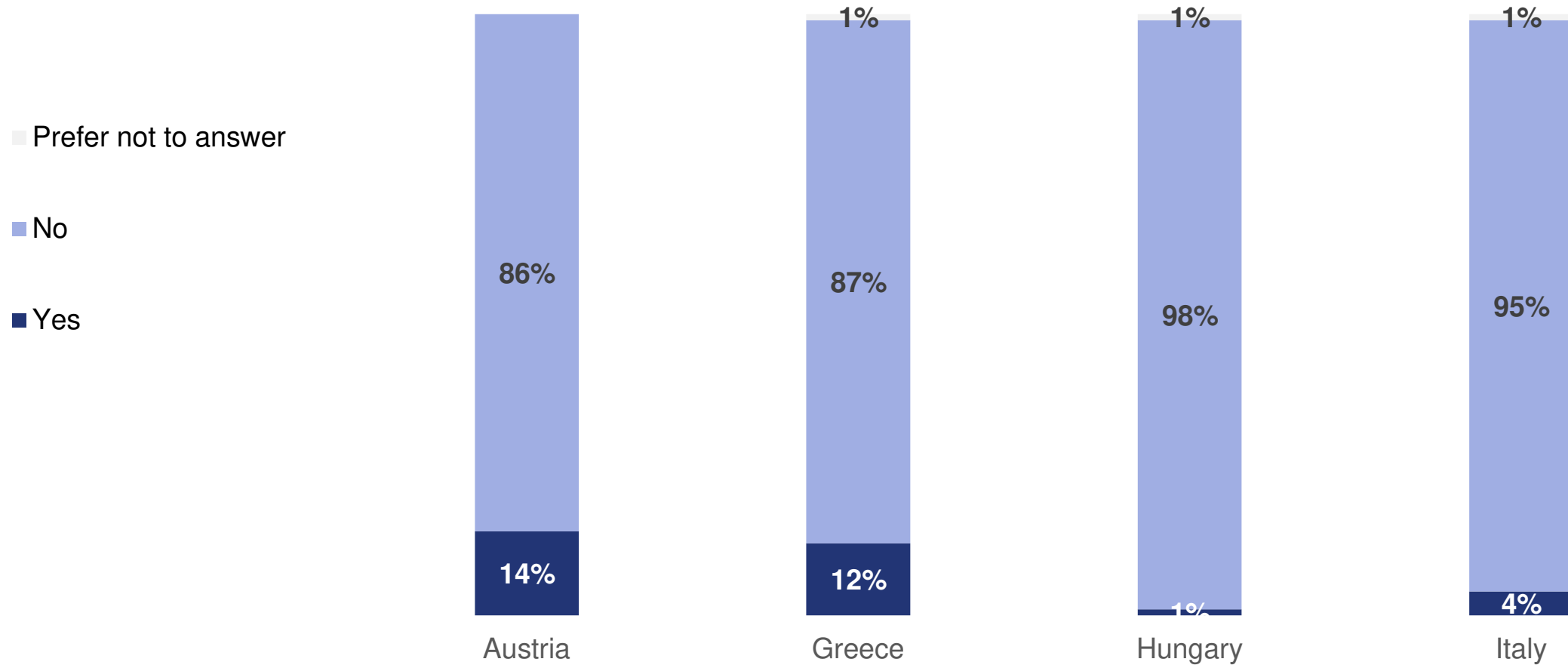
Index 0 - 100

**0= low level of openness
towards foreign connections**

**100= high level of openness
towards foreign connections**

PERSONAL ORIGIN

Q25. Are you, or any members of your close family, a refugee or migrant?

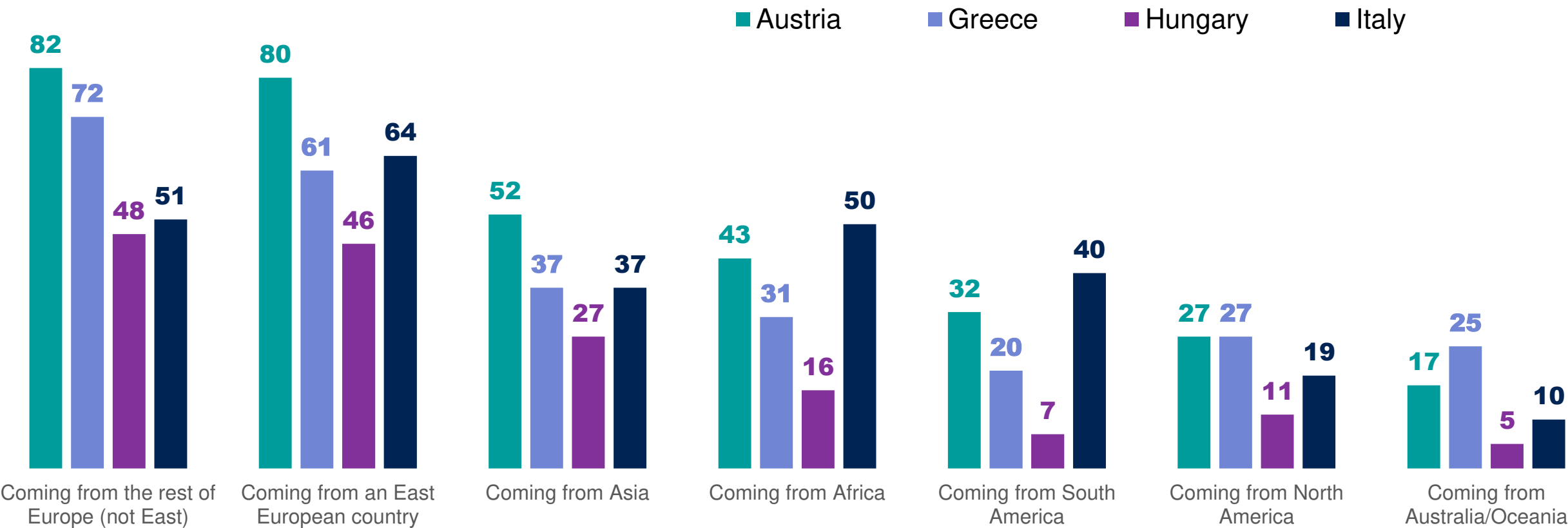


PERSONAL CONNECTION WITH FOREIGN PEOPLE

Q26. And do you know anyone living in [COUNTRY] ...

Data in %

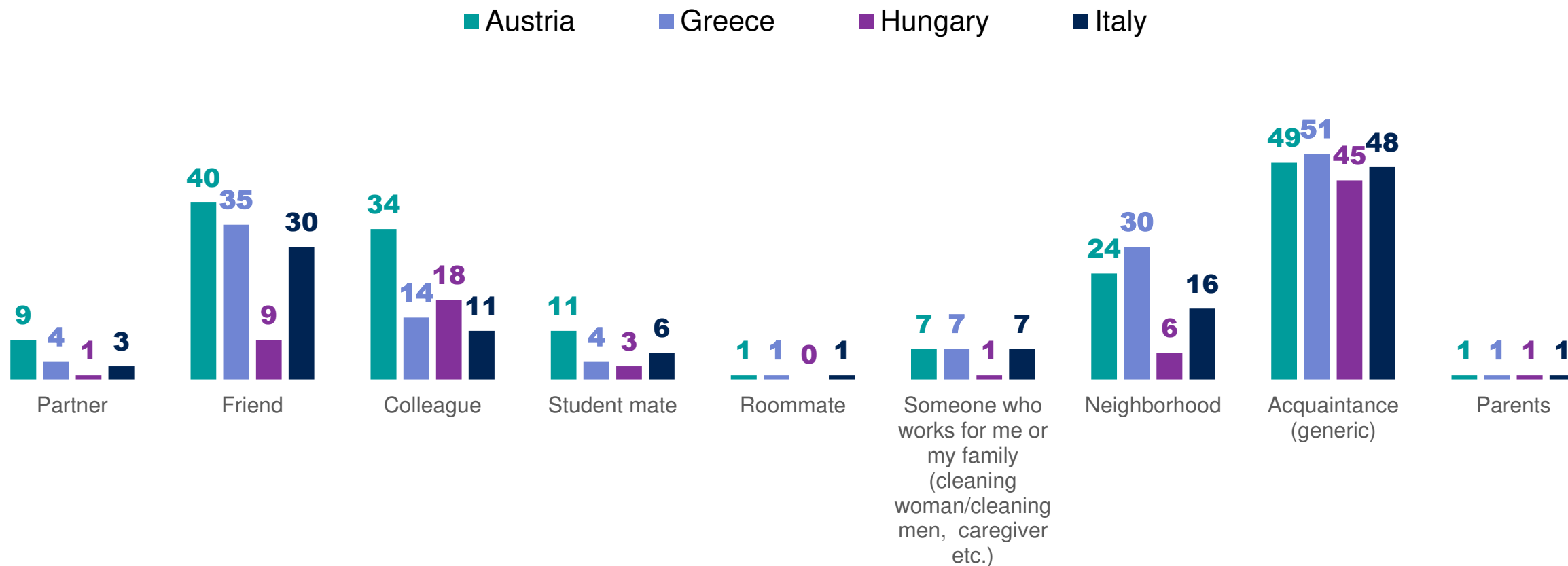
% Yes



LEVEL OF ACQUAINTANCE WITH FOREIGNERS

Q26bis. And who is this person/who are these persons for you? She/he is/ they are...

Data in %



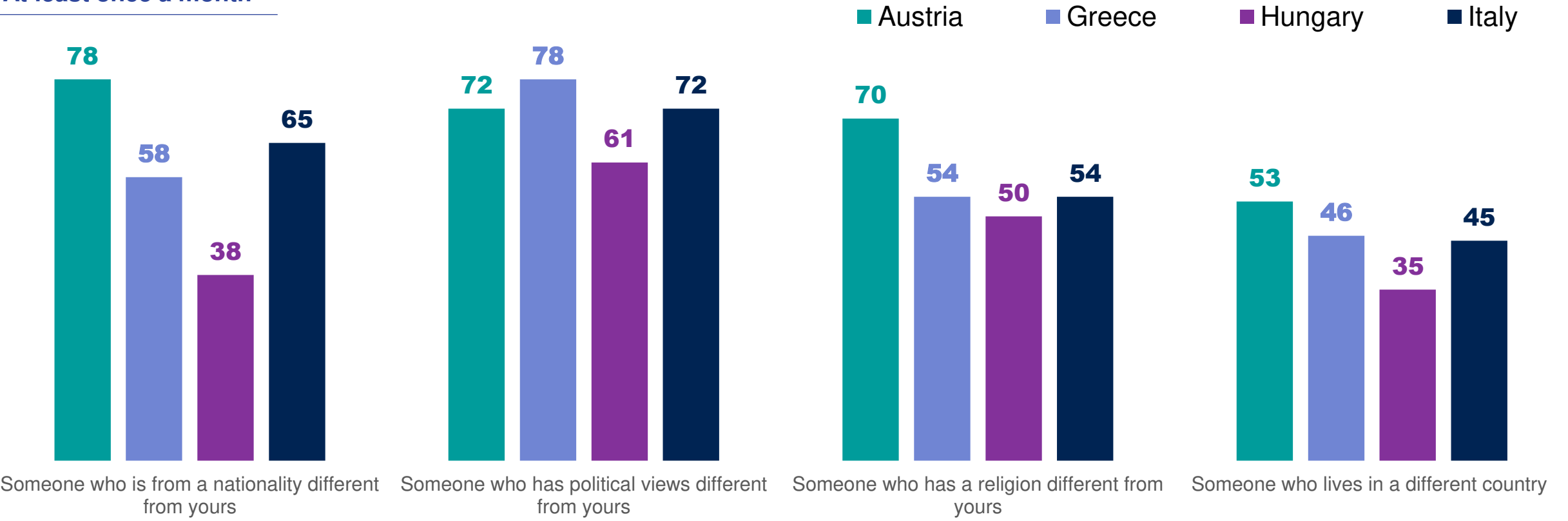
Base: people who know someone who is not living in the country (3.223 interviews)

FREQUENCY OF SPEAKING WITH 'OTHERS'

Q27. In general, how often do you speak with each of the following?

Data in %

% At least once a month

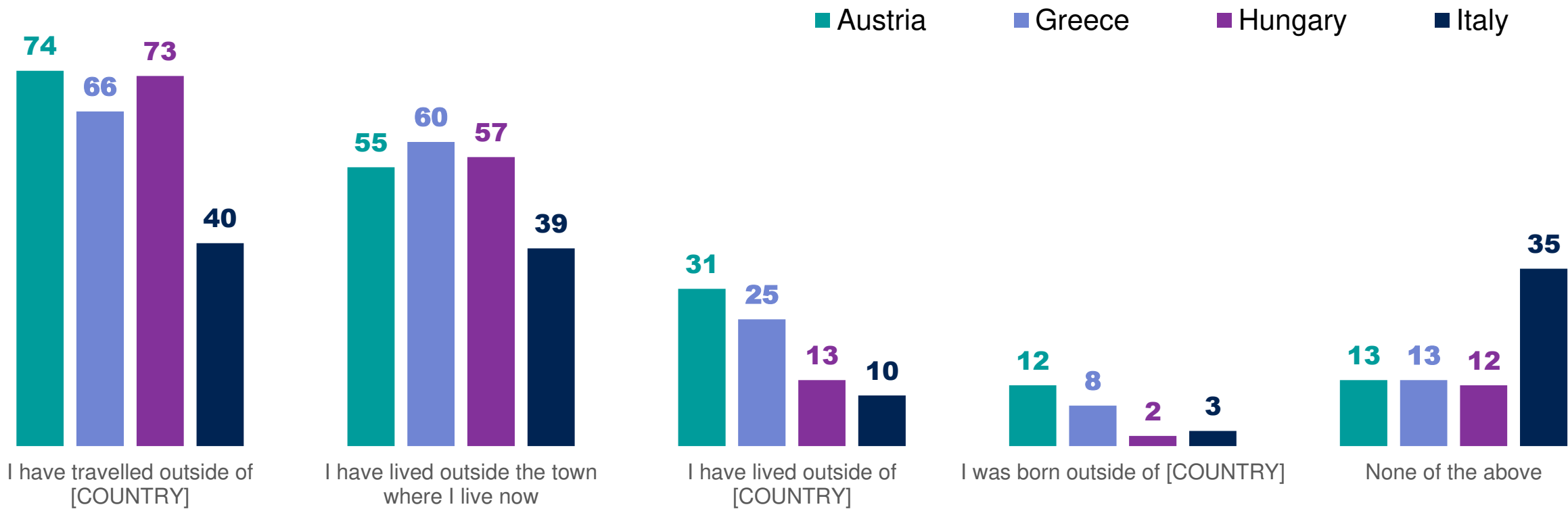


MOBILITY EXPERIENCES

Data in %

Q28. Which, if any, of the following apply to you? (Select all that apply)

% Yes

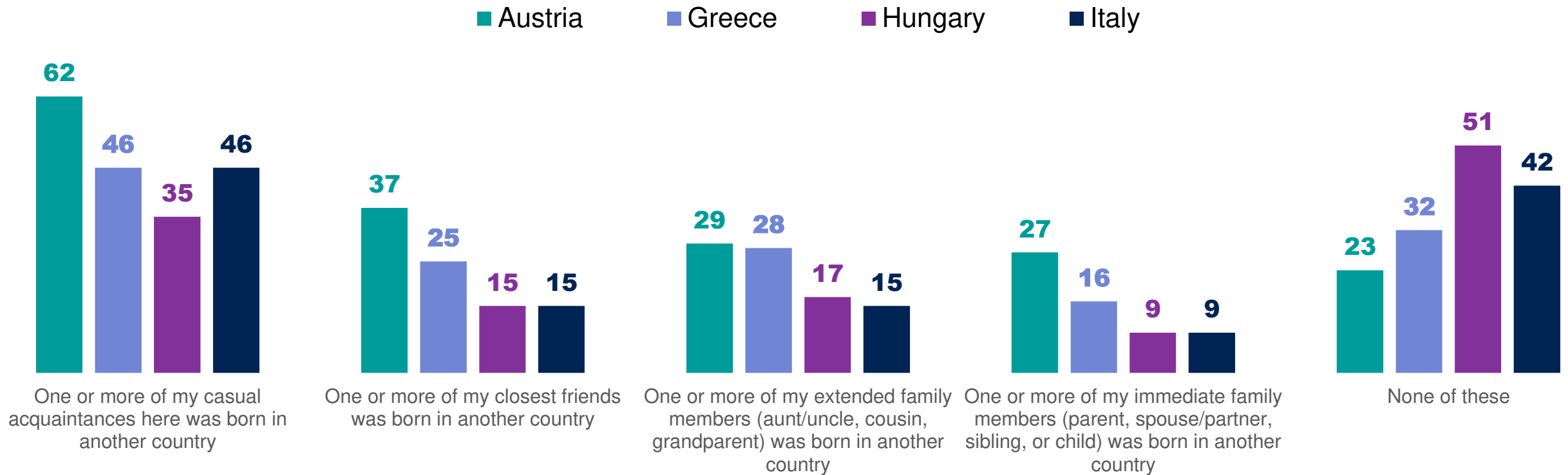


PERSONAL CONNECTIONS WITH PEOPLE WHO WERE BORN IN ANOTHER COUNTRY

Data in %

Q29. Which, if any, of the following apply to you? (Select all that apply)

% Yes



DIRECT CONNECTIONS WITH PEOPLE COMING FROM OTHER COUNTRIES – KEY POINTS

The Foreign Connections Index briefly measures the **level of “openness”** of the citizens of the four countries, jointly considering their origins, the frequency and type of contact of the interviewee with people from other countries or with people with different political or religious opinions, as well as the frequency of travels abroad of the interviewee.

These factors give us an overall and synthetic result in which Austria is the country most connected with foreign countries and open to the “other”, followed by Greece, Italy and finally Hungary.

By analysing in detail the **type and frequency of contact** of the interviewee with people from other countries, it is noted that across all countries (albeit with different intensities), the most known foreigners present on the territory are of European origin. As far as non-European countries are concerned, Austrian citizens interact more with people from Asia, Italians with Africans and South Americans, while Greeks with Australians (probably tourists visiting the country). Hungarians are those who, in general, are much less in contact with any different ethnic groups (in fact in Hungary foreigners, for example, are only 2% of the population against 16% in Austria).

Without considering superficial contacts with people defined as “generic”, Austrians, Greeks and Italians consider the foreigners with whom they have contacts as friends, while for Hungarians work colleagues are the main source of cognitive exchange with foreigners. Austria is the country with the highest percentage of couples having mixed Austrian and non-Austrian partners (9%), a further sign of a greater openness of the country.

Considering the contacts with **people who have opinions, ideas and habits different from their own**, Greeks, followed by Austrians and Italians, are the most inclined to dialogue with those who have different political views, while Austrians are the most open to dialogue with those who profess another religion.

From the experience point of view, Austrians and Hungarians are the ones who “travel” the most outside their national borders; Greeks are more inclined to experience life in other cities/places within the country and, again, Austrians are those who have more experience in living abroad. Italians, as can be understood, are the most “sedentary” (more than one out of three states not to have had any of the above-mentioned experiences).

ATTITUDE TOWARDS MIGRANTS



GENERAL ATTITUDE TOWARD MIGRANTS INDEX

Summary Index measuring sentiment toward Migrants (overall, need for border control, refoulement at lives' cost, quantity limits), Perception of intensity of some facts connected with Migrants (no.'s of detained migrants, total migrants in Country and total Muslims in Country)

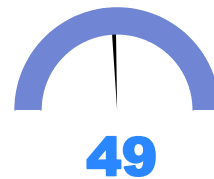
Index 0-100

Overall sentiment
towards migrants

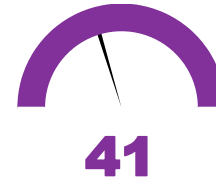
AUSTRIA



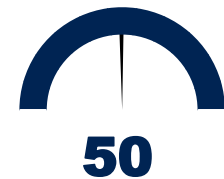
GREECE



HUNGARY



ITALY

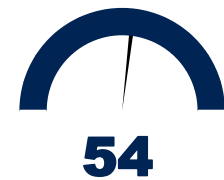
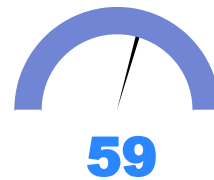
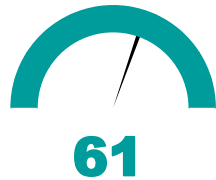


0= negative
sentiment

100= positive
sentiment

Index 0-100

Perception of
intensity of migrants
related facts

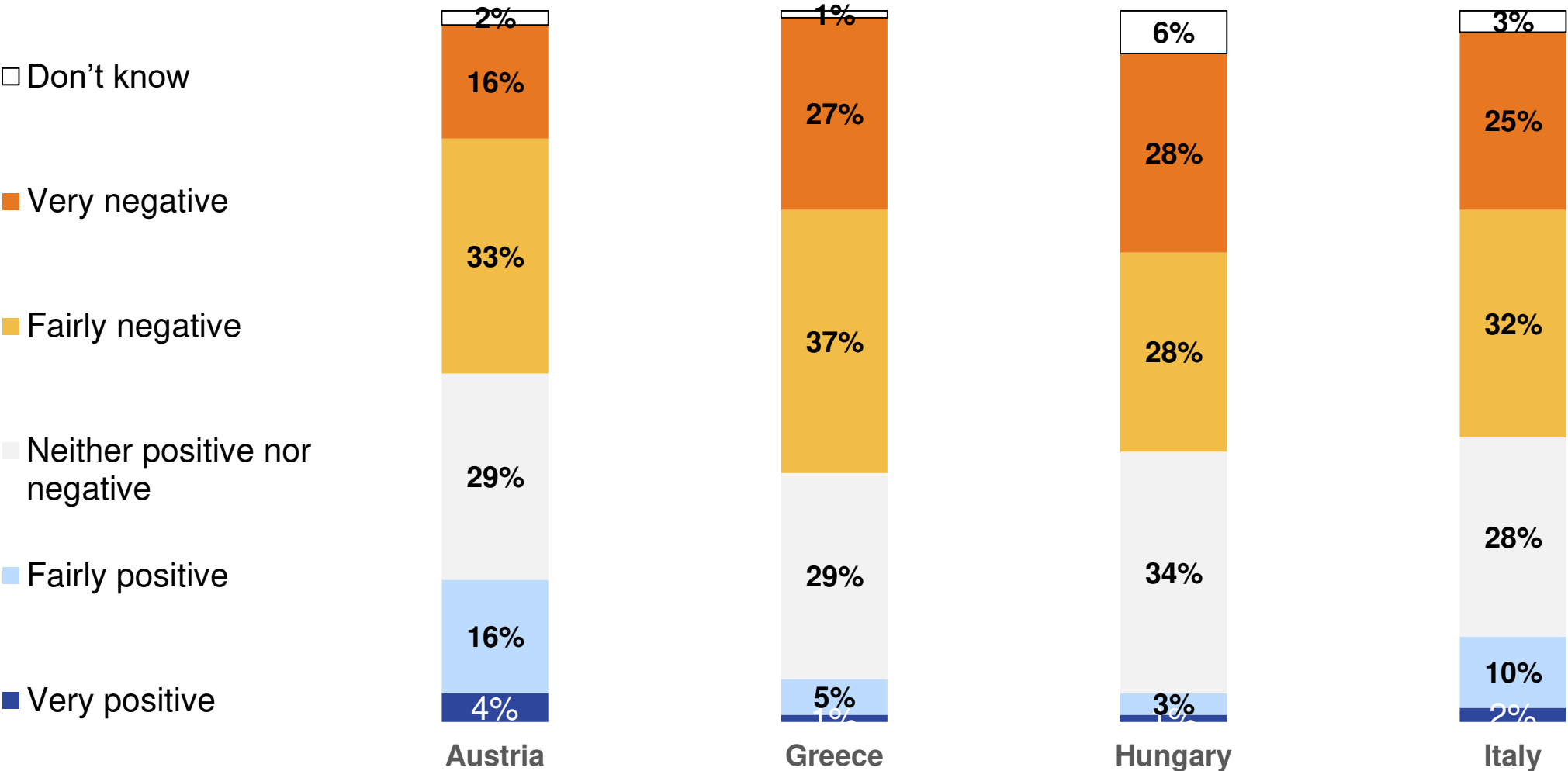


0= low level
of perception

100= high
level of
perception

PERCEPTION OF IMPACT OF MIGRATION ON THE COUNTRY

Q17. Generally speaking, would you say that migration has had a positive or a negative impact on [COUNTRY]? Please select one answer only



PERILS OF PERCEPTION: KNOWLEDGE OF THE REAL NUMBER OF MIGRANTS PRESENCE IN THE COUNTRY

Q19. OUT OF EVERY 100 PEOPLE IN [COUNTRY], ABOUT HOW MANY DO YOU THINK ARE MIGRANTS (I.E. NOT BORN IN [COUNTRY])?

COUNTRY	<div>Too low</div> <div>% point diff. between avg. guess & actual</div> <div>Too high</div>	AVG. GUESS	ACTUAL*
Austria	19%	35%	16%
Greece	27%	35%	8%
Hungary	18%	20%	2%
Italy	22%	31%	9%

Source: Population on 1 January 2018 by age group, sex and citizenship [migr_pop1ctz] - EUROSTAT

PERILS OF PERCEPTION: KNOWLEDGE OF THE REAL NUMBER OF MUSLIMS PRESENCE IN THE COUNTRY

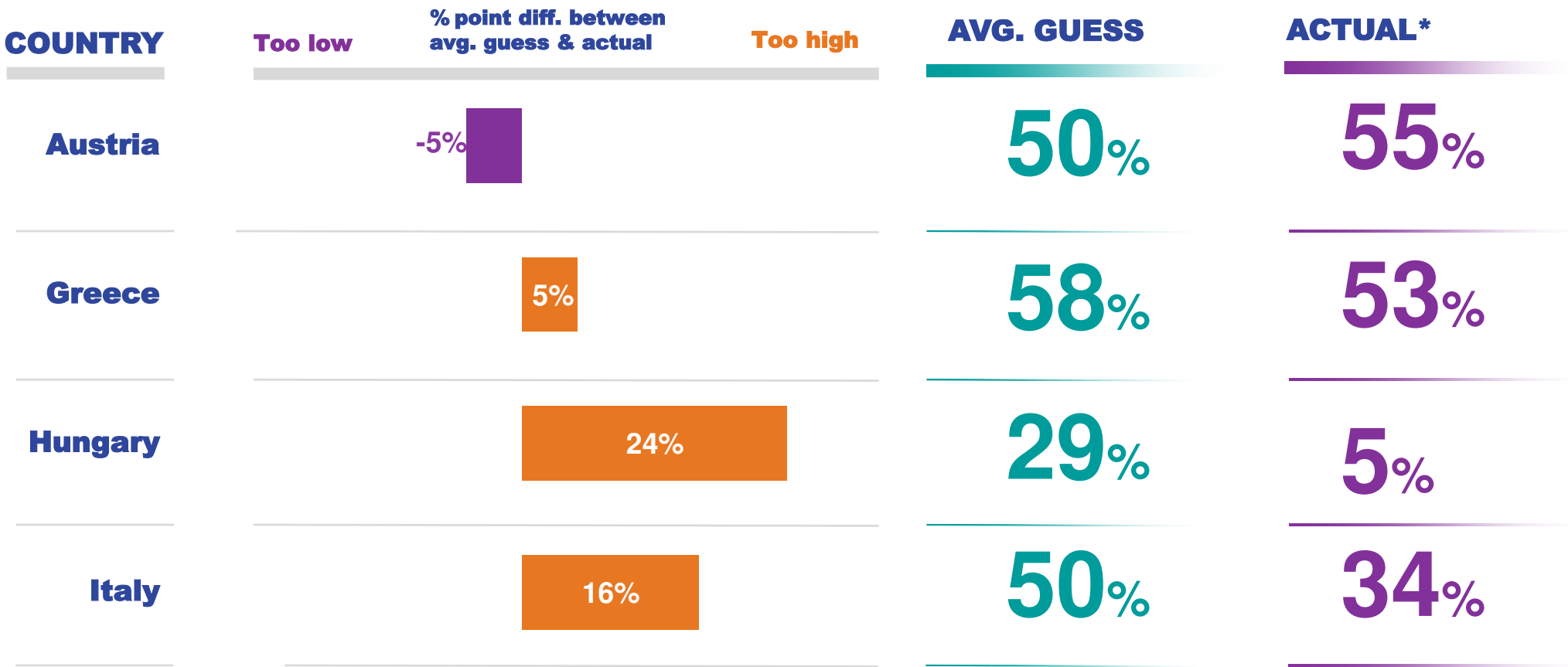
Q20. OUT OF EVERY 100 PEOPLE IN [COUNTRY], ABOUT HOW MANY DO YOU THINK ARE MUSLIM?

COUNTRY	<div>Too low</div> <div>% point diff. between avg. guess & actual</div> <div>Too high</div>	AVG. GUESS	ACTUAL*
Austria	19%	26%	7%
Greece	15%	21%	6%
Hungary	11%	11%	<1%
Italy	17%	22%	5%

*Source: Pew Research Center, Nov. 29, 2017, "Europe's Growing Muslim Population"

PERILS OF PERCEPTION: KNOWLEDGE OF THE REAL NUMBER OF MIGRANTS PRESENCE IN THE LOCAL PENITENTIARIES

Q18. OUT OF EVERY 100 DETAINED IN [COUNTRY], ABOUT HOW MANY DO YOU THINK WERE BORN IN A FOREIGN COUNTRY?

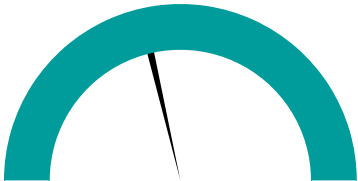


Source Prisoners by citizenship [crim_pris_ctz] 2018 - EUROSTAT

IDENTITY AND CULTURE: IDENTITY DEFENSE INDEX

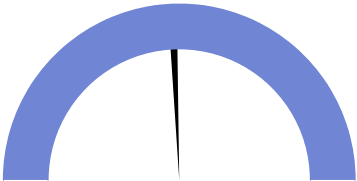
A Summary Index measuring “resistance” against migrants inclusion in society, cultural contribution, integration, respect for traditions

AUSTRIA



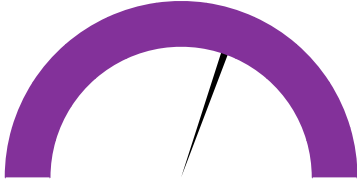
43

GREECE



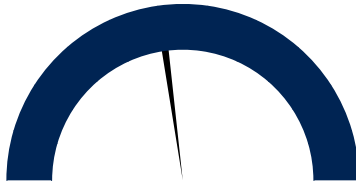
49

HUNGARY



61

ITALY



46

Index 0 - 100

0= low level of identity and culture defence

100= high level of identity and culture defence

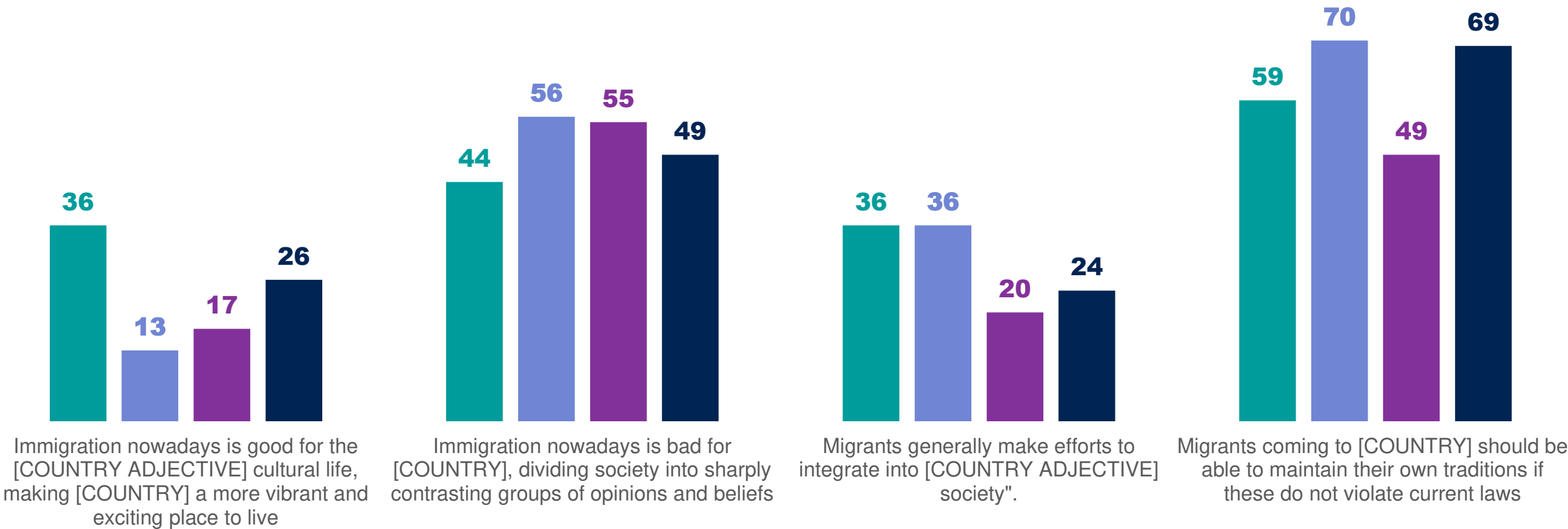
IDENTITY AND CULTURE - SUMMARY

Q21. To what extent do you agree or disagree with the following statements?

% strongly or tend to agree

Data in %

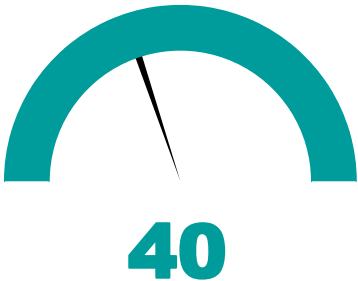
Austria Greece Hungary Italy



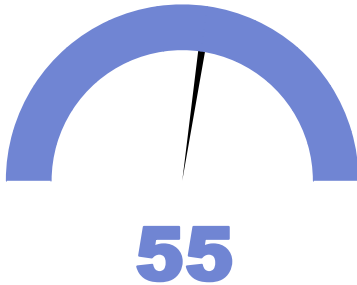
ECONOMY, JOBS AND WELFARE: MIGRANTS AS A BURDEN FOR ECONOMY AND WELFARE - INDEX

A Summary Index measuring Economic & Social Closure against migrants; migrants as competitors on the job market and access to welfare

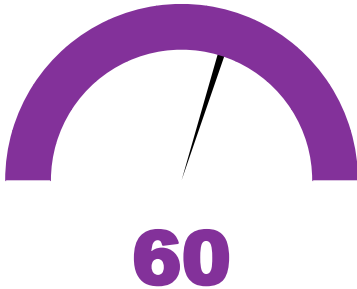
AUSTRIA



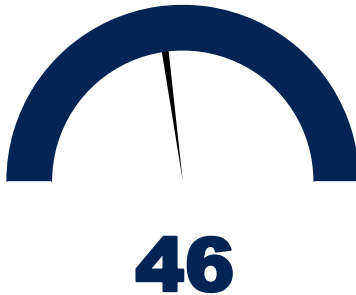
GREECE



HUNGARY



ITALY



Index 0 - 100

0= low level of economy &
social closure

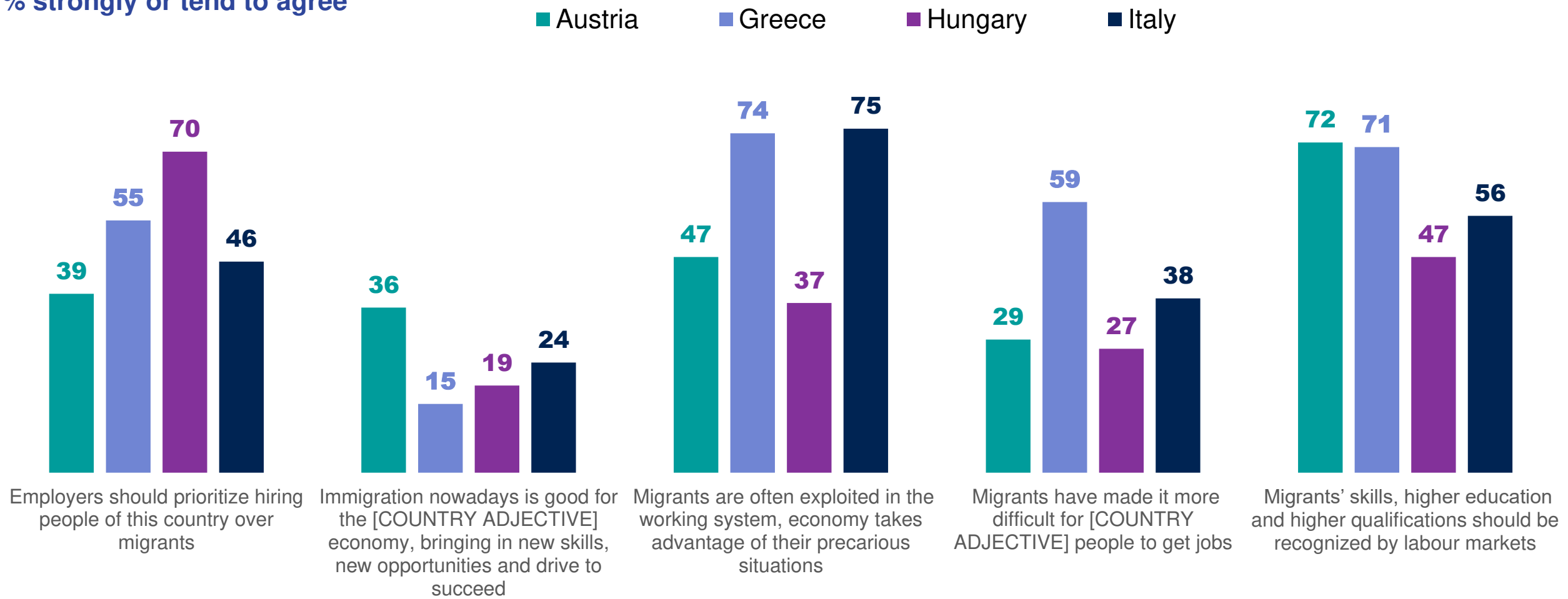
100= high level of economy &
social closure

ECONOMY, JOBS AND WELFARE – SUMMARY #1

Q22. To what extent do you agree or disagree with the following statements?

Data in %

% strongly or tend to agree



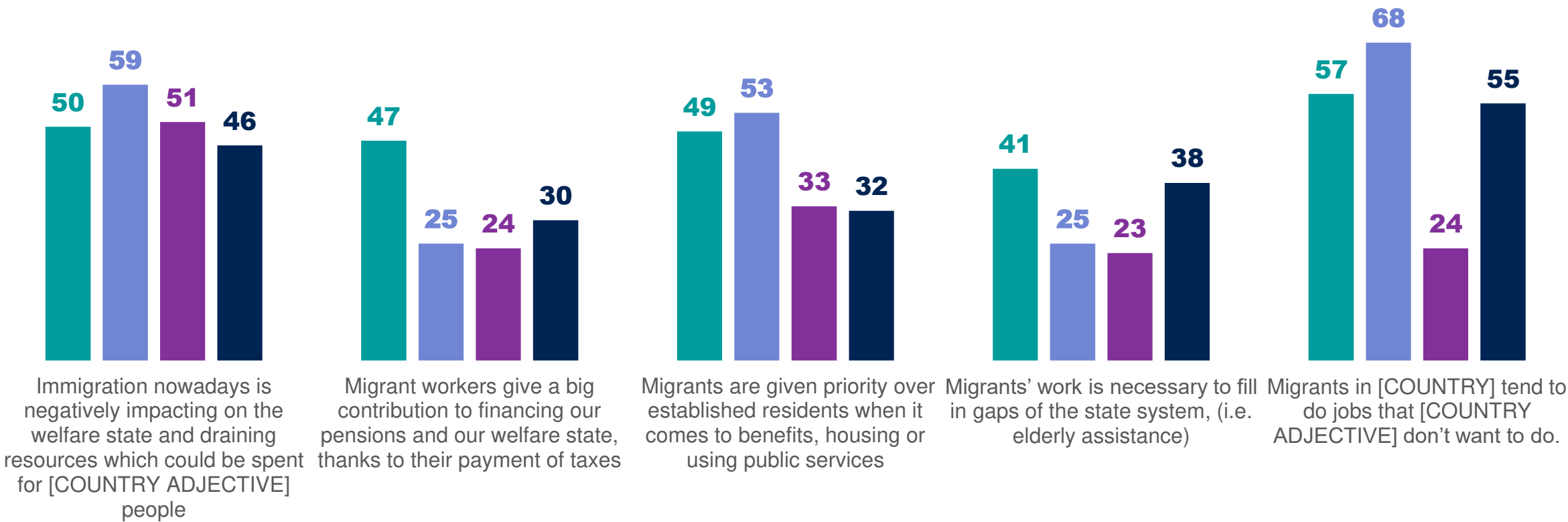
ECONOMY, JOBS AND WELFARE – SUMMARY #2

Q22. To what extent do you agree or disagree with the following statements?

Data in %

% strongly or tend to agree

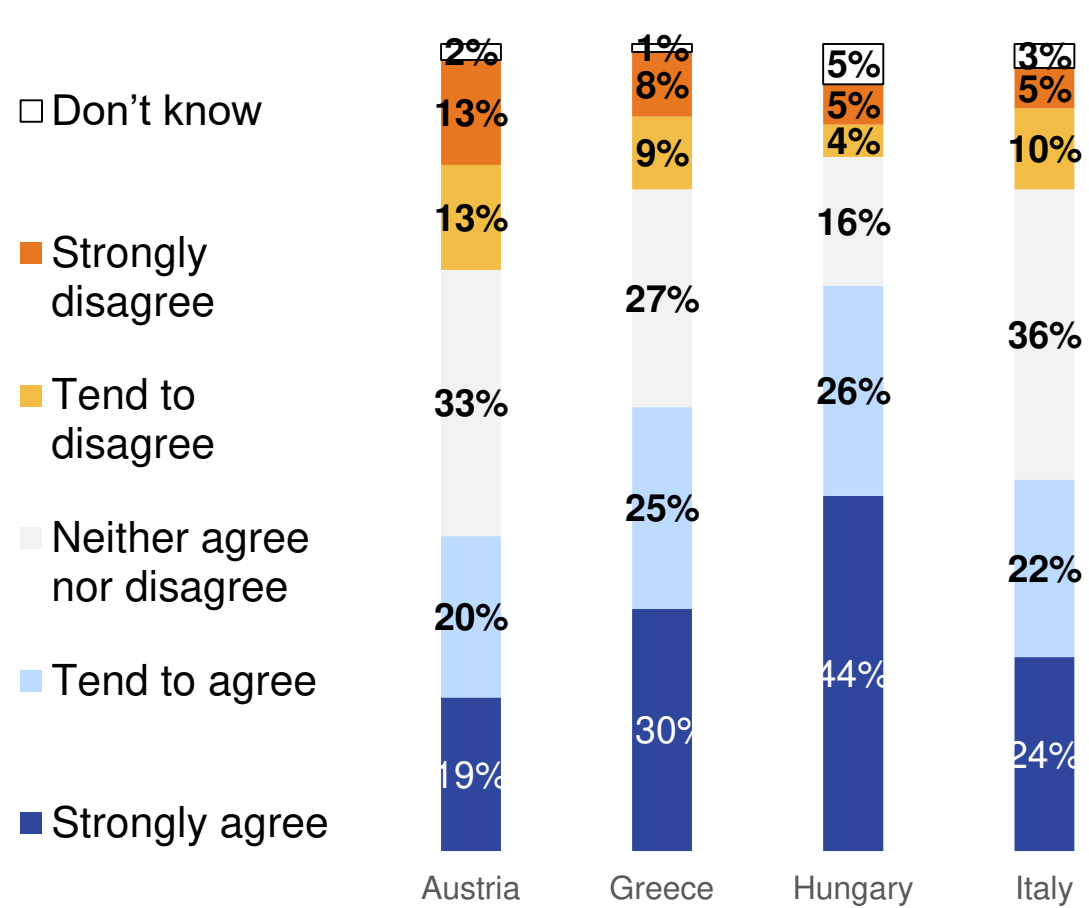
■ Austria ■ Greece ■ Hungary ■ Italy



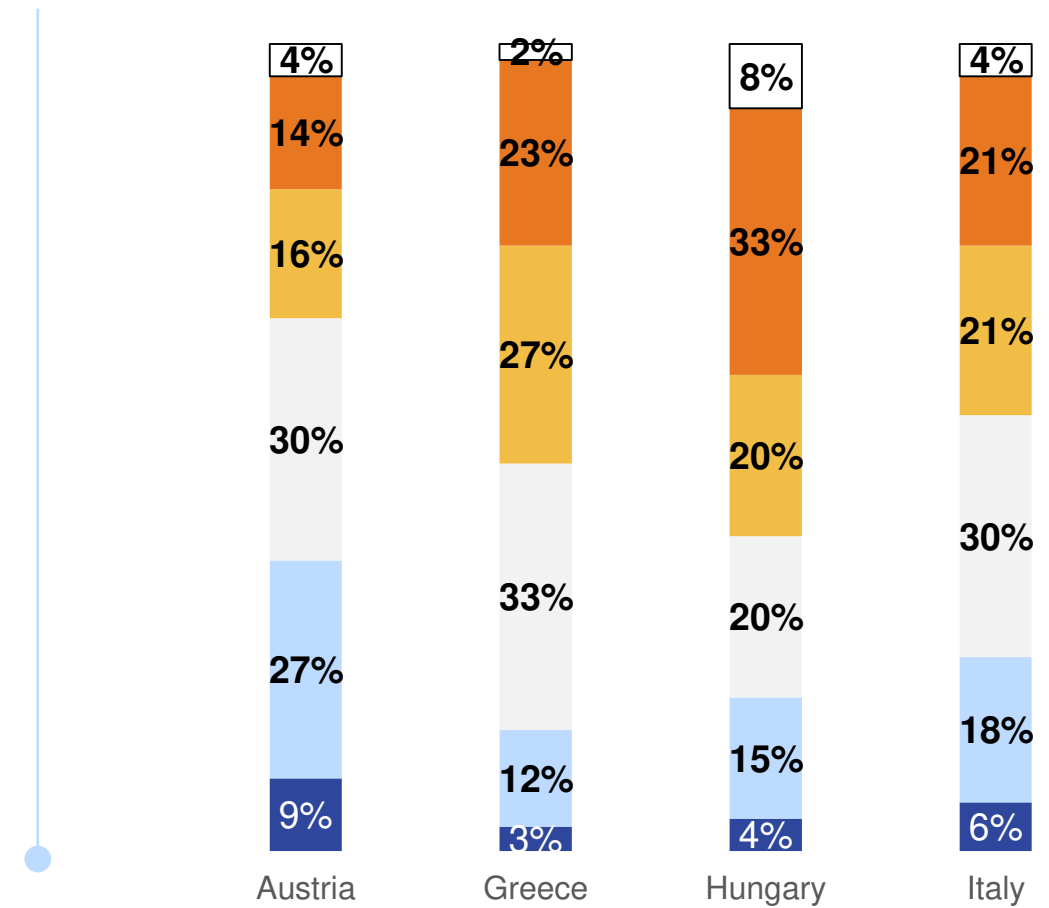
ECONOMY, JOBS AND WELFARE #1

Q22. To what extent do you agree or disagree with the following statements?

Employers should prioritize hiring people of this country over migrants



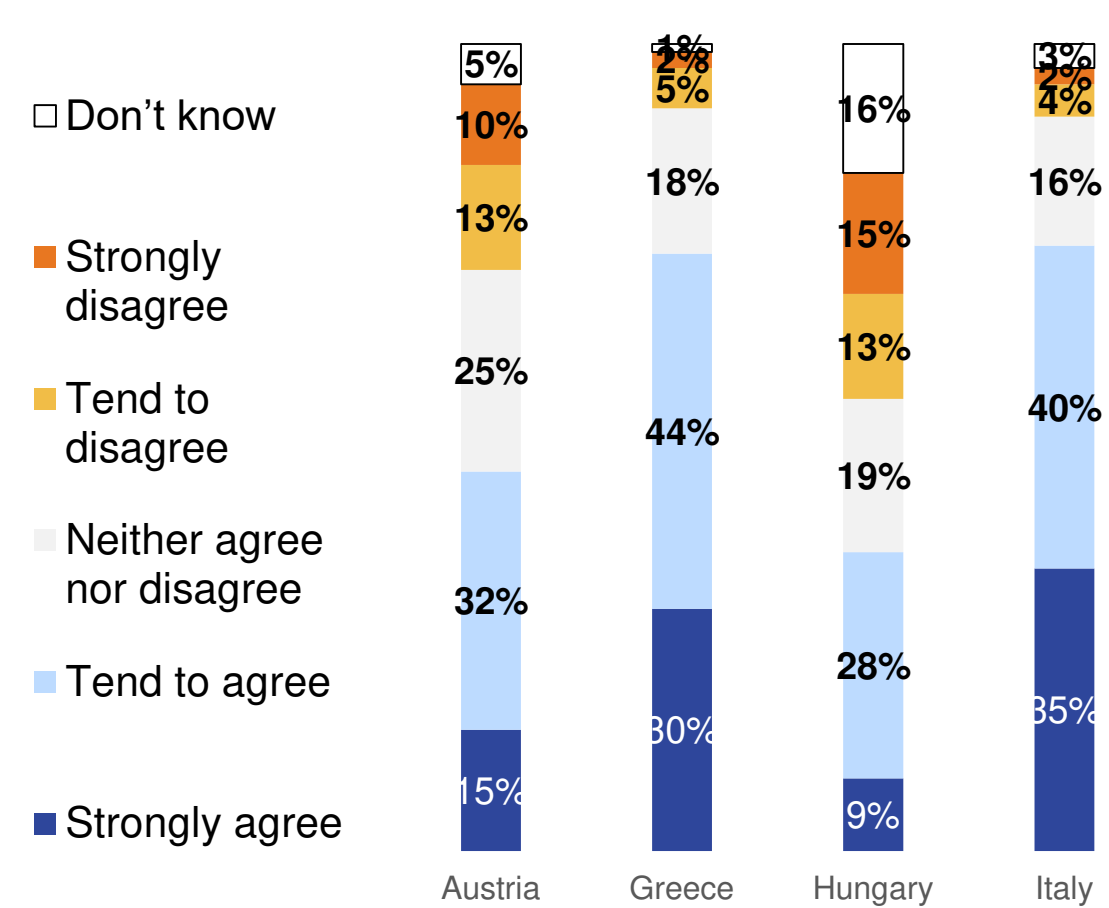
Immigration nowadays is good for the [COUNTRY ADJECTIVE] economy, bringing in new skills, new opportunities and drive to succeed



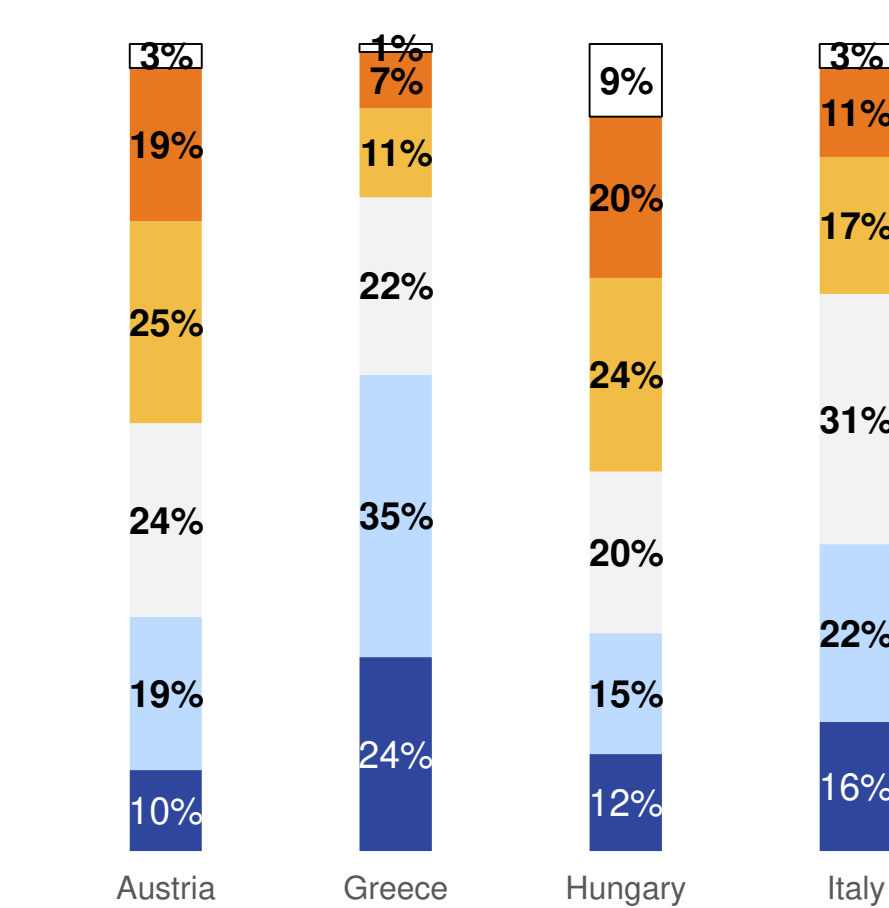
ECONOMY, JOBS AND WELFARE #2

Q22. To what extent do you agree or disagree with the following statements?

Migrants are often exploited in the working system, economy takes advantage of their precarious situations



Migrants have made it more difficult for [COUNTRY ADJECTIVE] people to get jobs

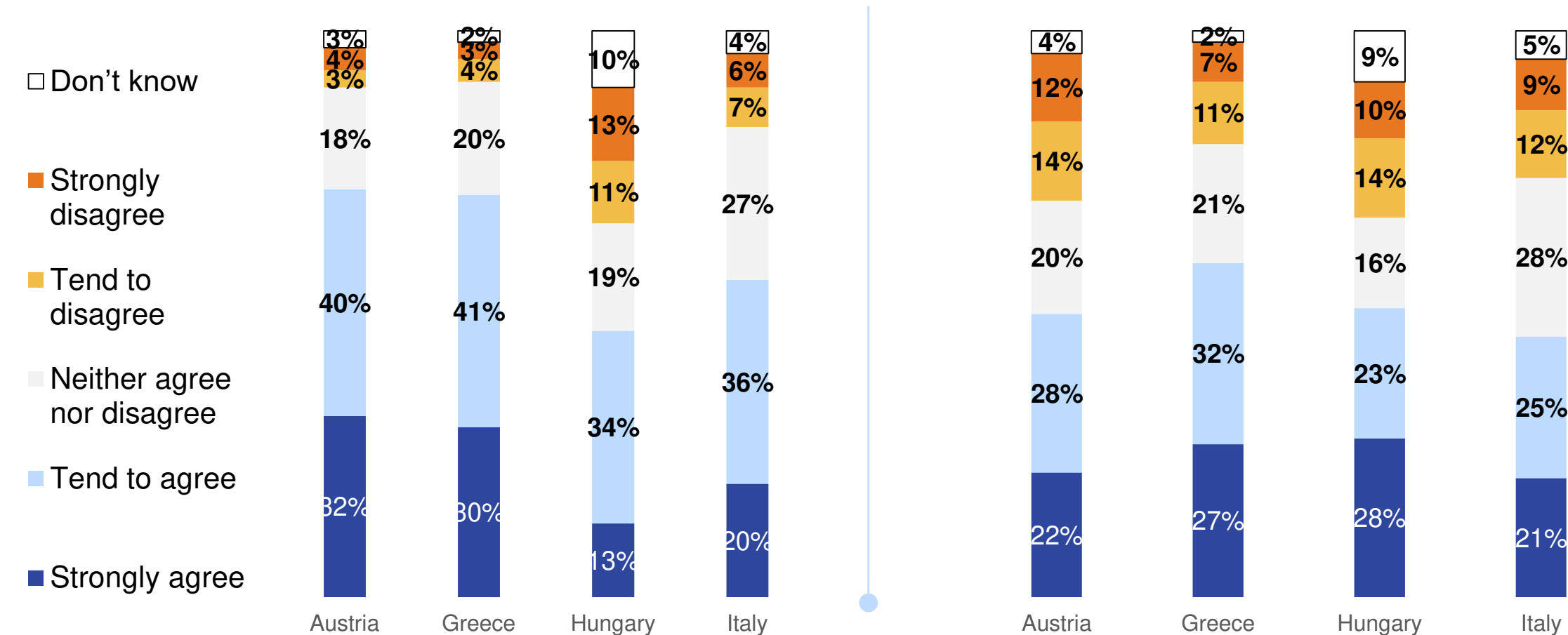


ECONOMY, JOBS AND WELFARE #3

Q22. To what extent do you agree or disagree with the following statements?

Migrants' skills, higher education and higher qualifications should be recognized by labor markets

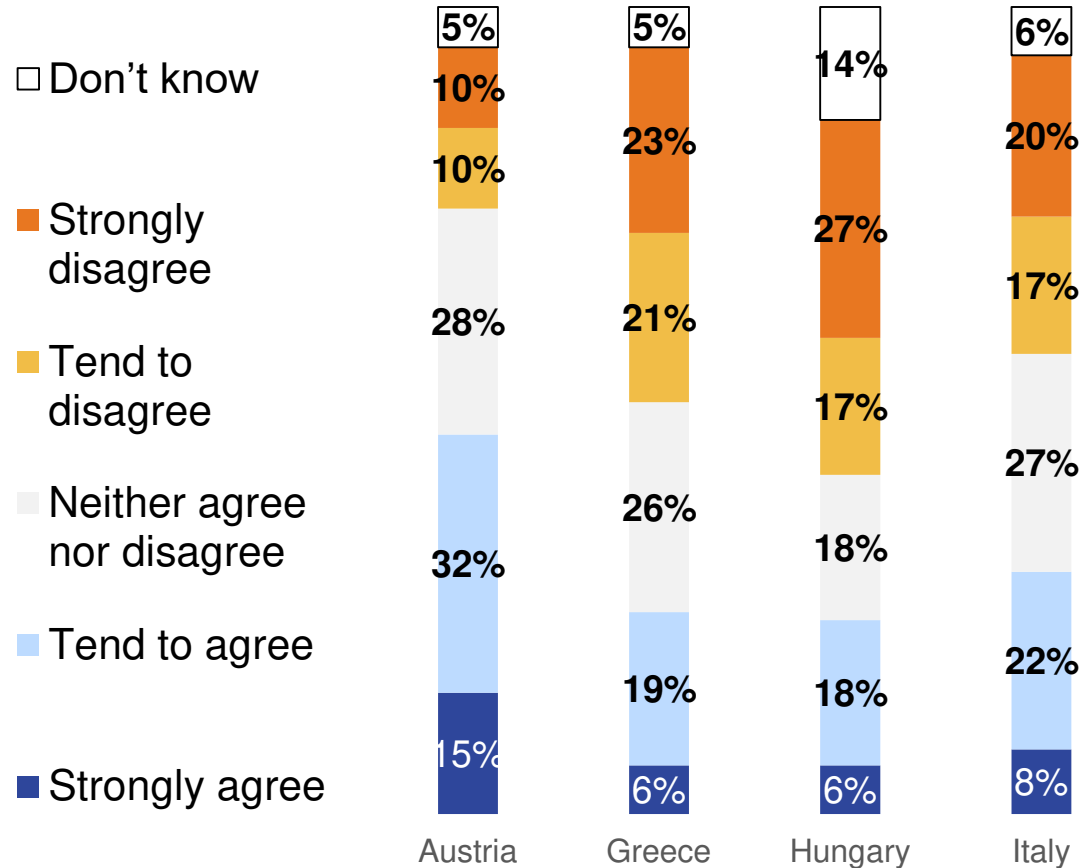
Immigration nowadays is negatively impacting on the welfare state and draining resources which could be spent for [COUNTRY ADJECTIVE] people



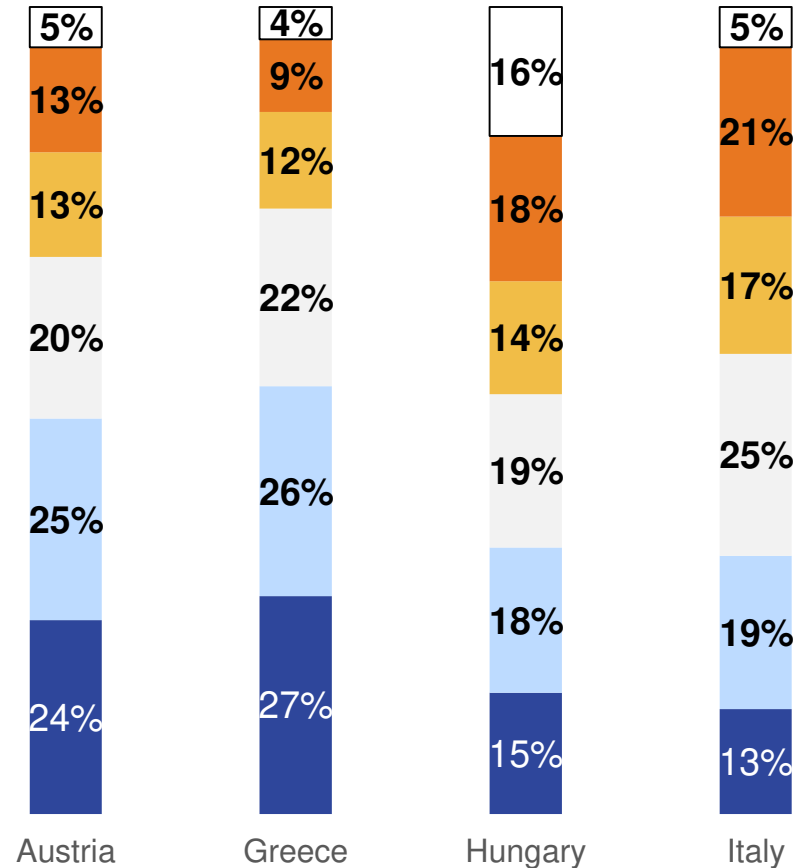
ECONOMY, JOBS AND WELFARE #4

Q22. To what extent do you agree or disagree with the following statements?

Migrant workers give a big contribution to financing our pensions and our welfare state, thanks to their payment of taxes



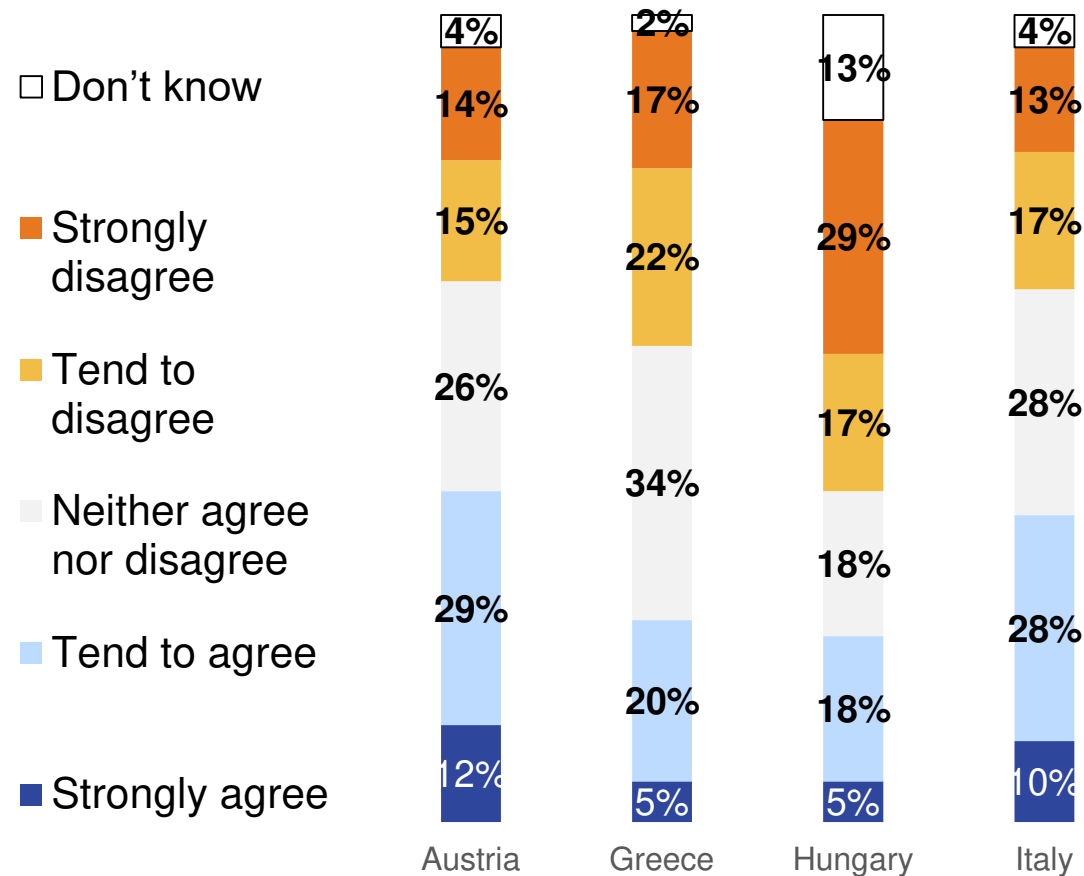
Migrants are given priority over established residents when it comes to benefits, housing or using public services



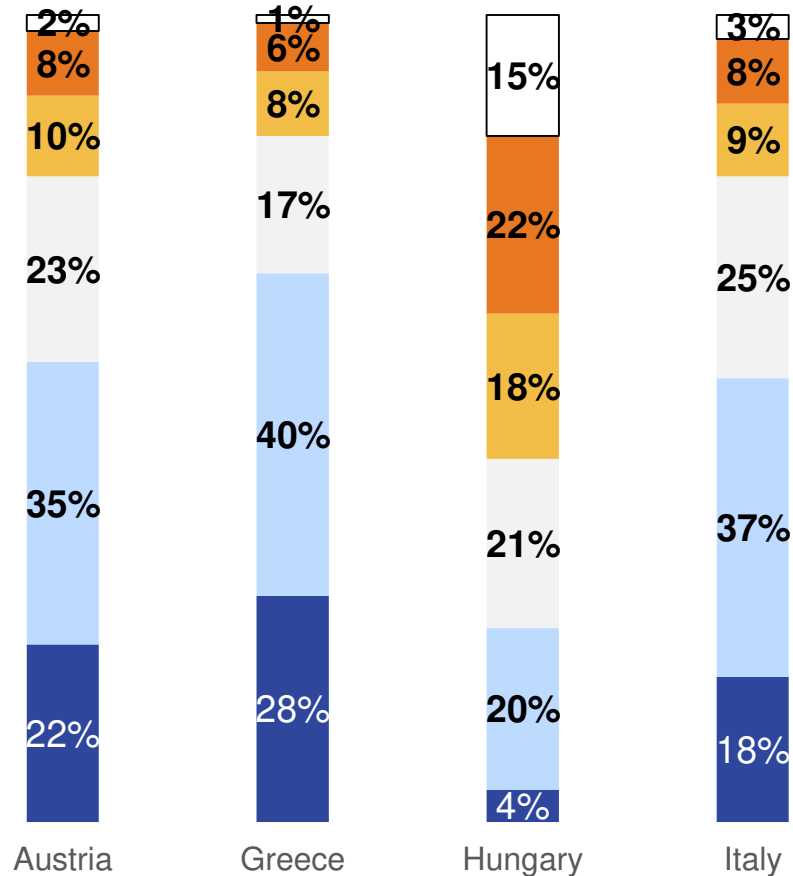
ECONOMY, JOBS AND WELFARE #5

Q22. To what extent do you agree or disagree with the following statements?

Migrants' work is necessary to fill in gaps of the state system, (i.e. elderly assistance)

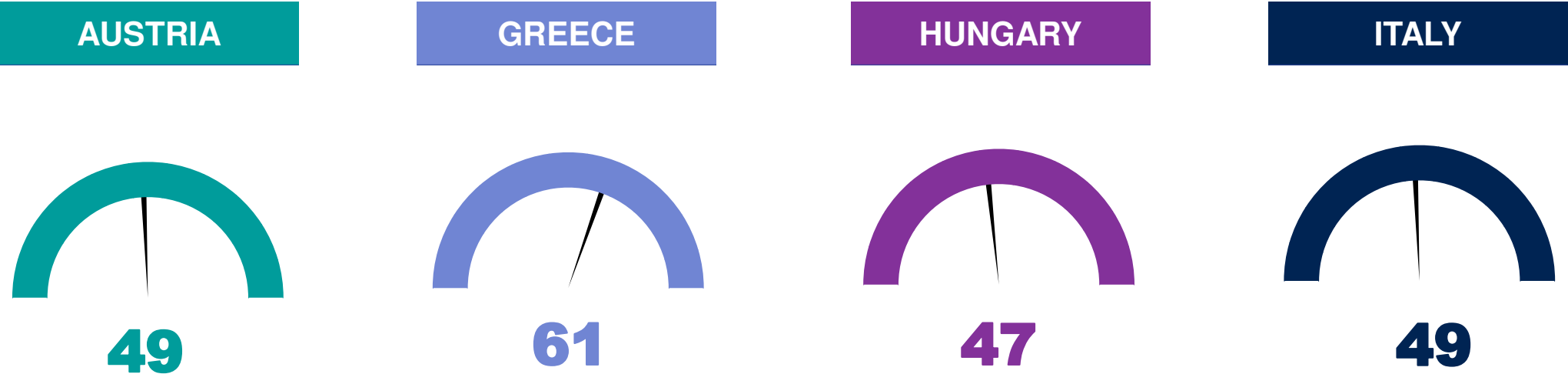


Migrants in [COUNTRY] tend to do jobs that [COUNTRY ADJECTIVE] don't want to do



SECURITY, CRIME AND TERRORISM : MIGRANTS BRING INSECURITY - INDEX

A Summary Index measuring perception of Migrants as Threat (Security of Country, Crime, Terrorism)



Index 0 - 100

0= low level of perception of migrants as threat

100= high level of perception of migrants as threat

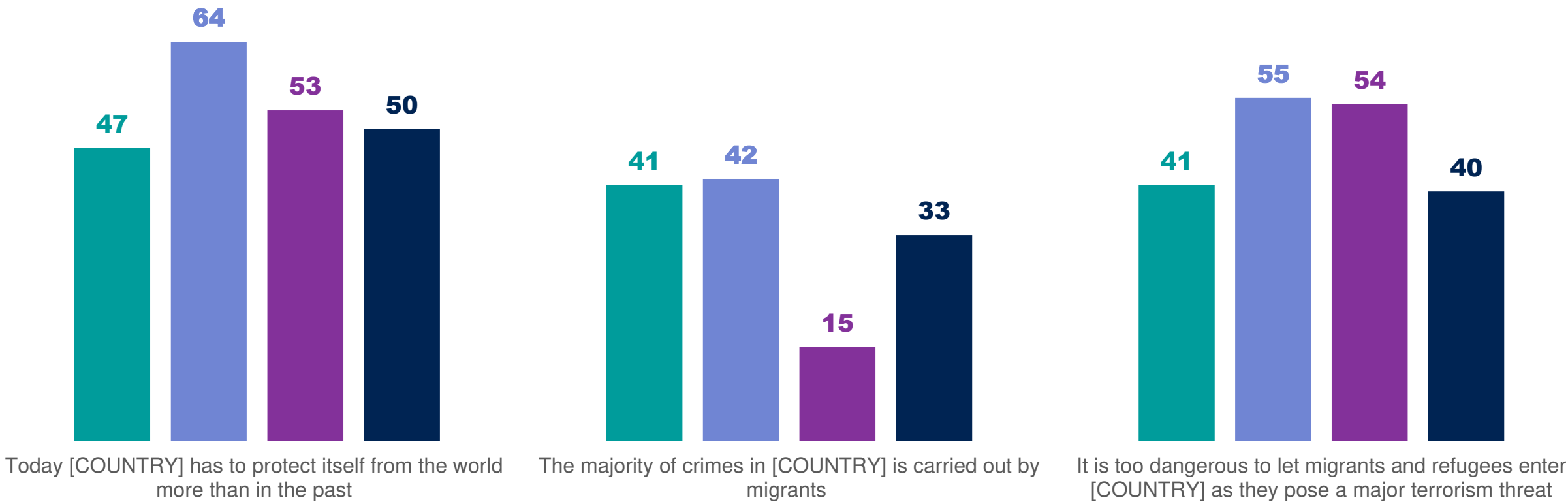
SECURITY, CRIME AND TERRORISM – SUMMARY

Data in %

Q23. To what extent do you agree or disagree with the following statements?

% strongly or tend to agree

■ Austria ■ Greece ■ Hungary ■ Italy



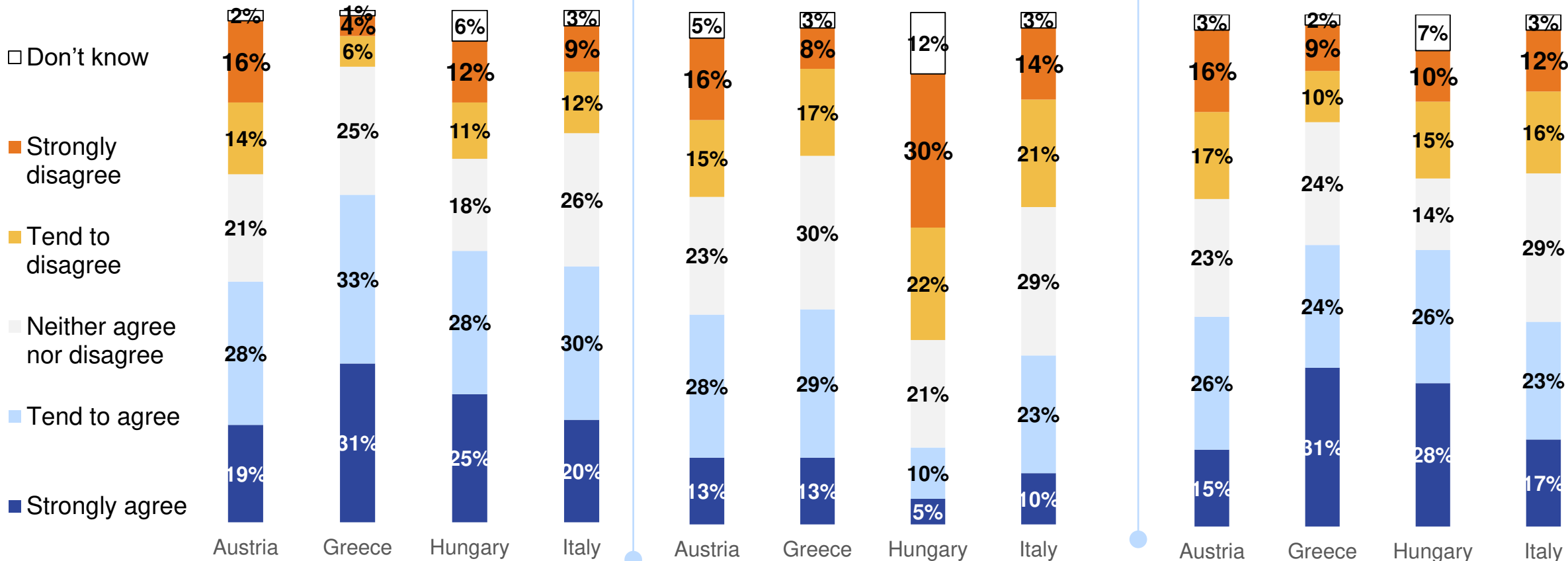
SECURITY, CRIME AND TERRORISM

Q23. To what extent do you agree or disagree with the following statements?

Today [COUNTRY] has to protect itself from the world more than in the past

The majority of crimes in [COUNTRY] is carried out by migrants

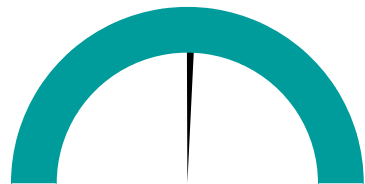
It is too dangerous to let migrants and refugees enter [COUNTRY] as they pose a major terrorism threat



MIGRANTS AND REFUGEES : PERCEPTION OF DIFFERENCE BETWEEN MIGRANTS AND REFUGEES THE INDEX

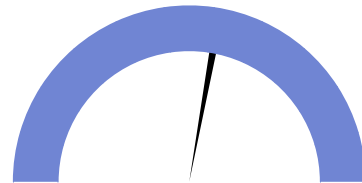
A Summary Index measuring degree of perception in differentiating refugees and migrants

AUSTRIA



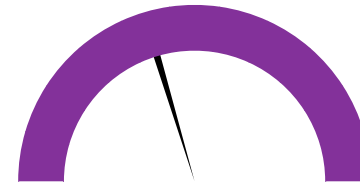
51

GREECE



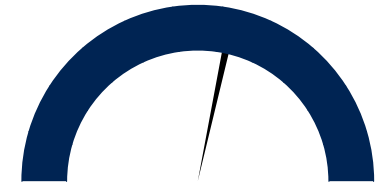
56

HUNGARY



41

ITALY



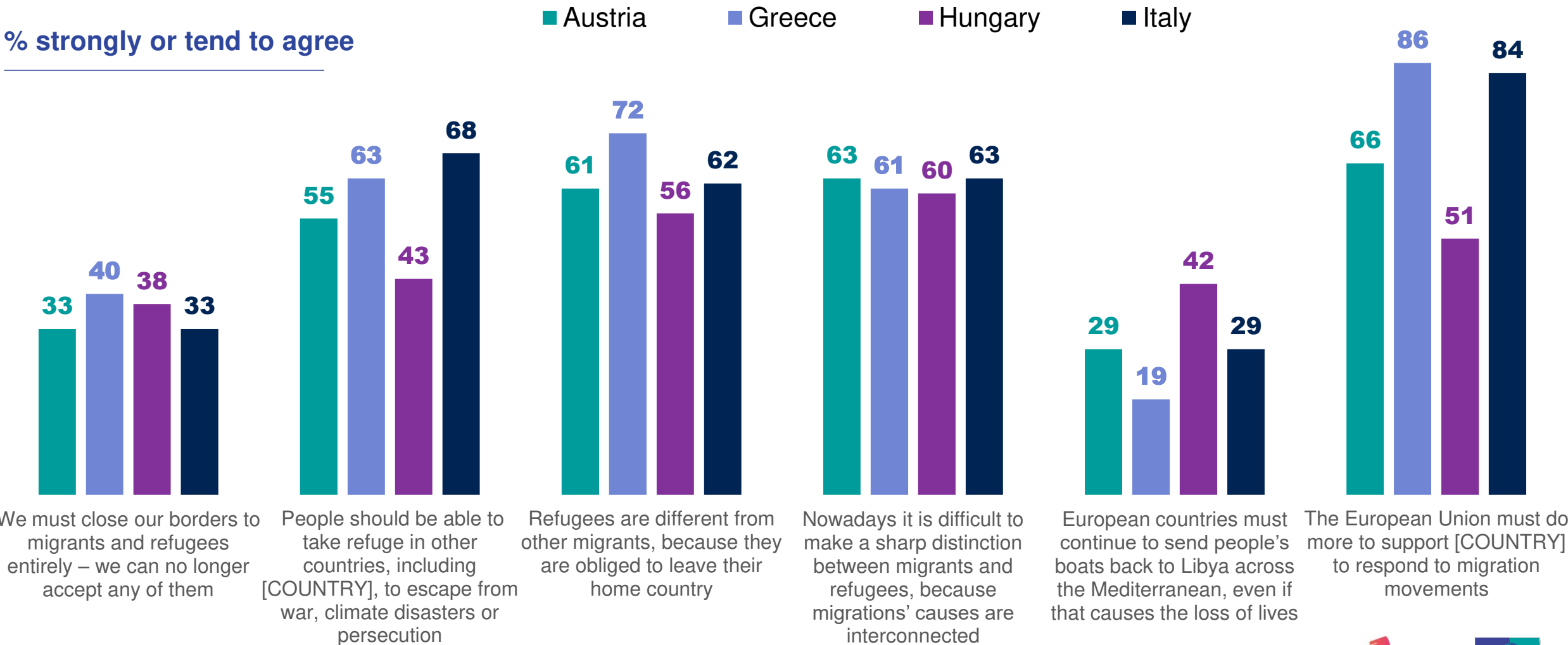
57

Index 0 - 100

MIGRANTS AND REFUGEES – SUMMARY

Data in %

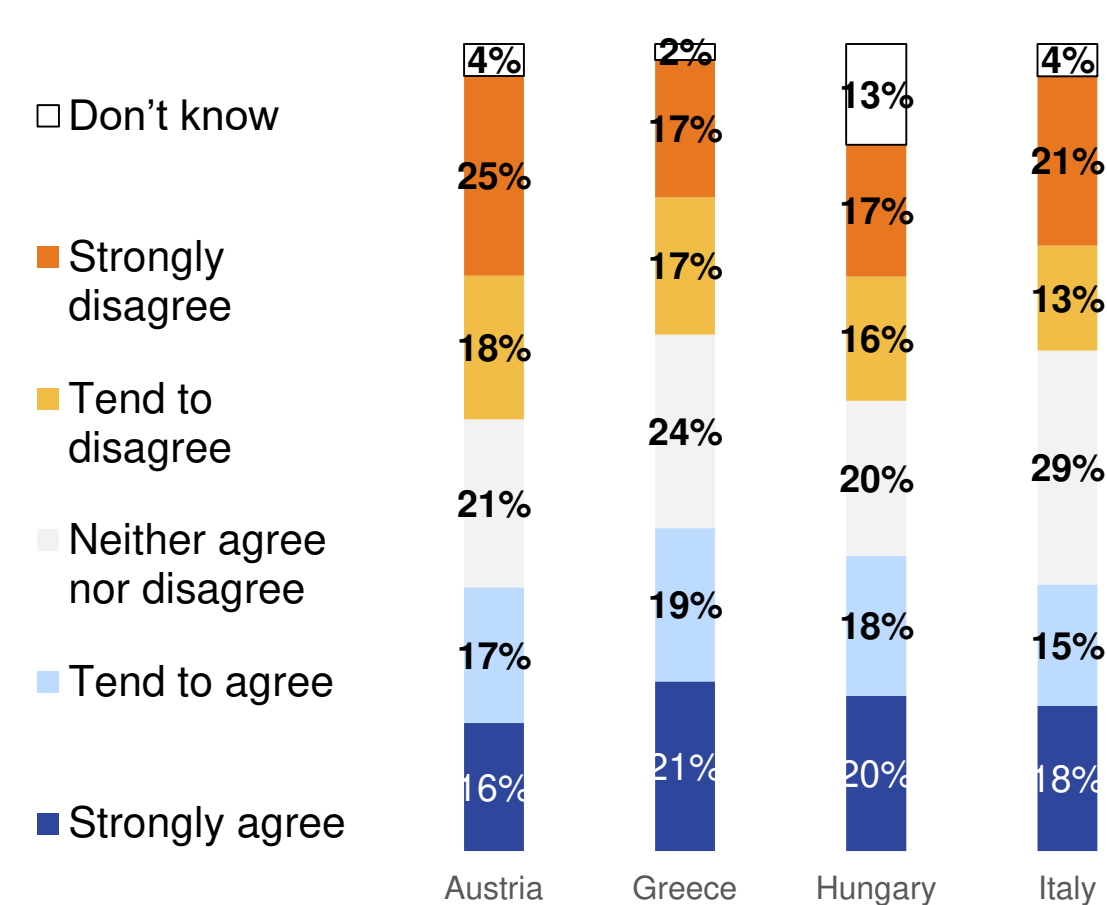
Q23. To what extent do you agree or disagree with the following statements?



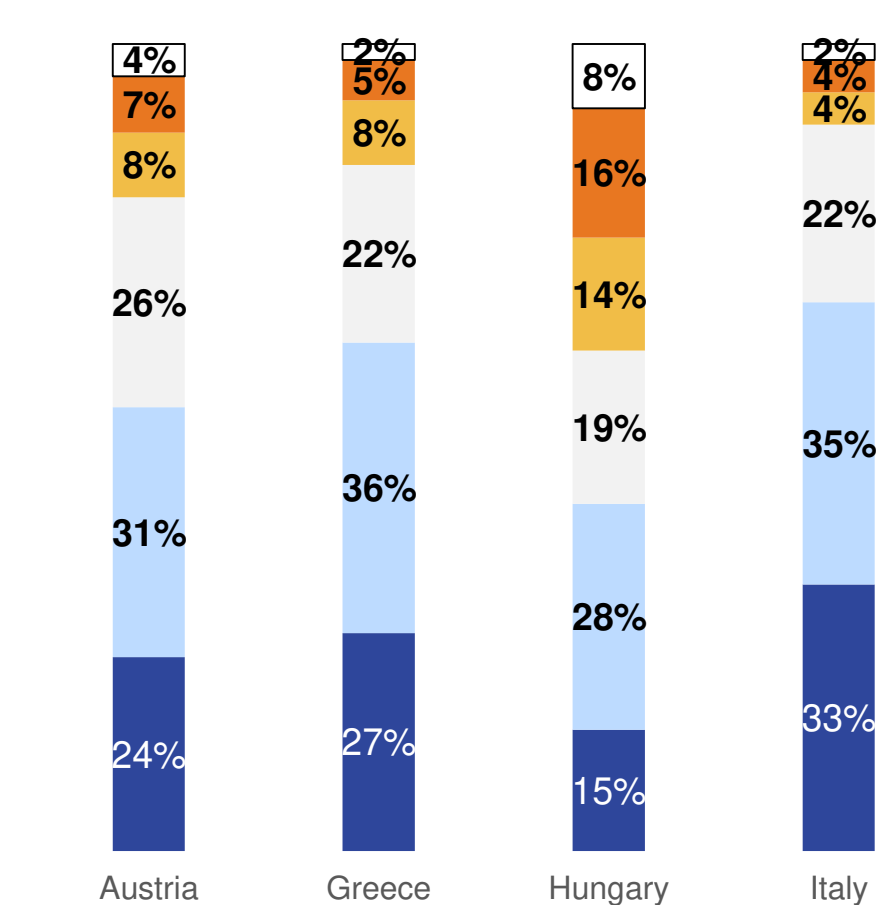
MIGRANTS AND REFUGEES #1

Q23. To what extent do you agree or disagree with the following statements?

We must close our borders to migrants and refugees entirely – we can no longer accept any of them



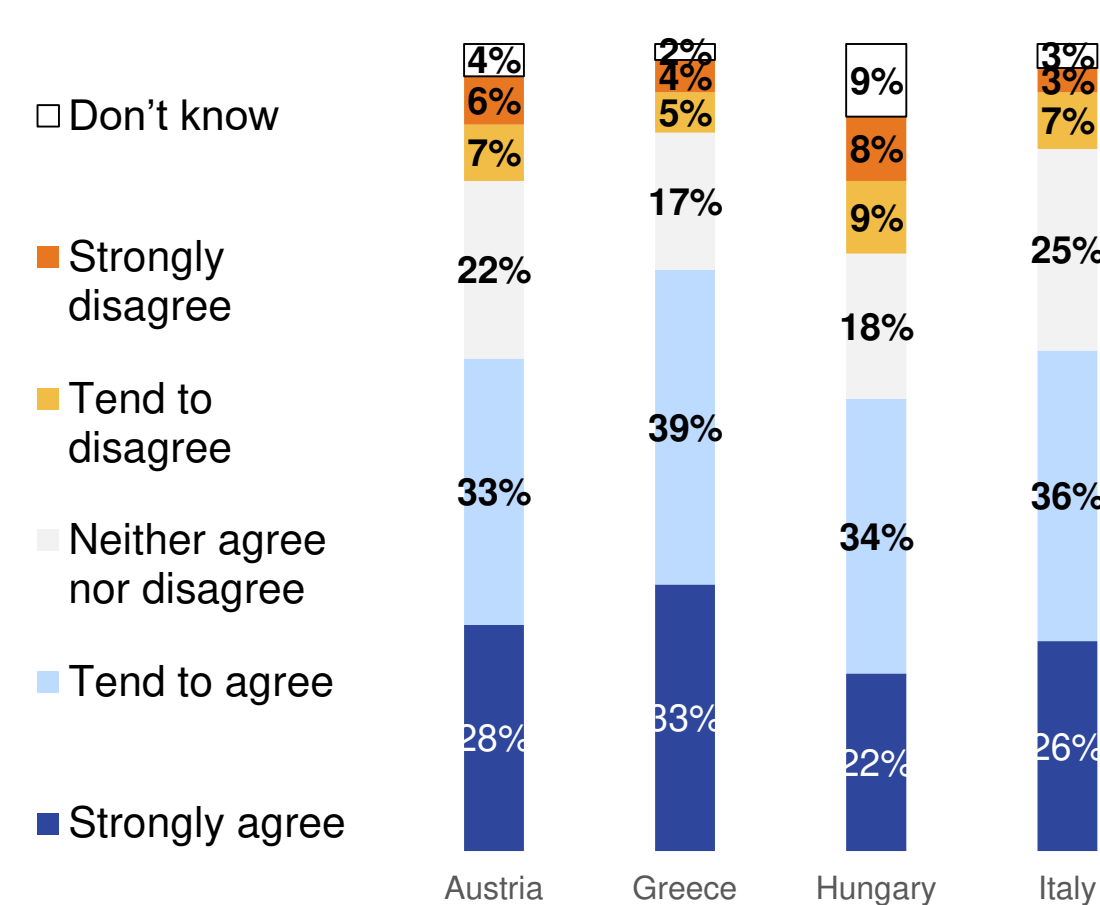
People should be able to take refuge in other countries, including [COUNTRY], to escape from war, climate disasters or persecution



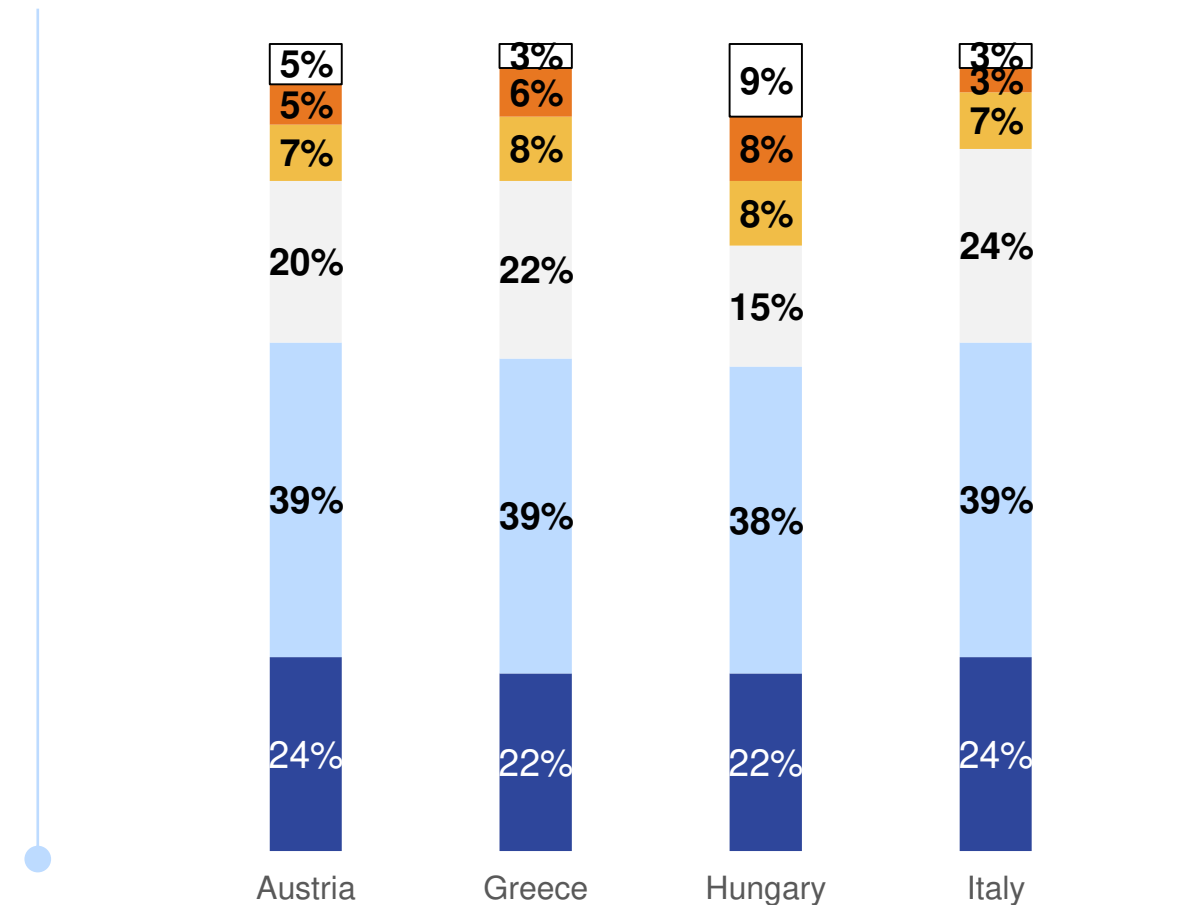
MIGRANTS AND REFUGEES #2

Q23. To what extent do you agree or disagree with the following statements?

Refugees are different from other migrants, because they are obliged to leave their home country



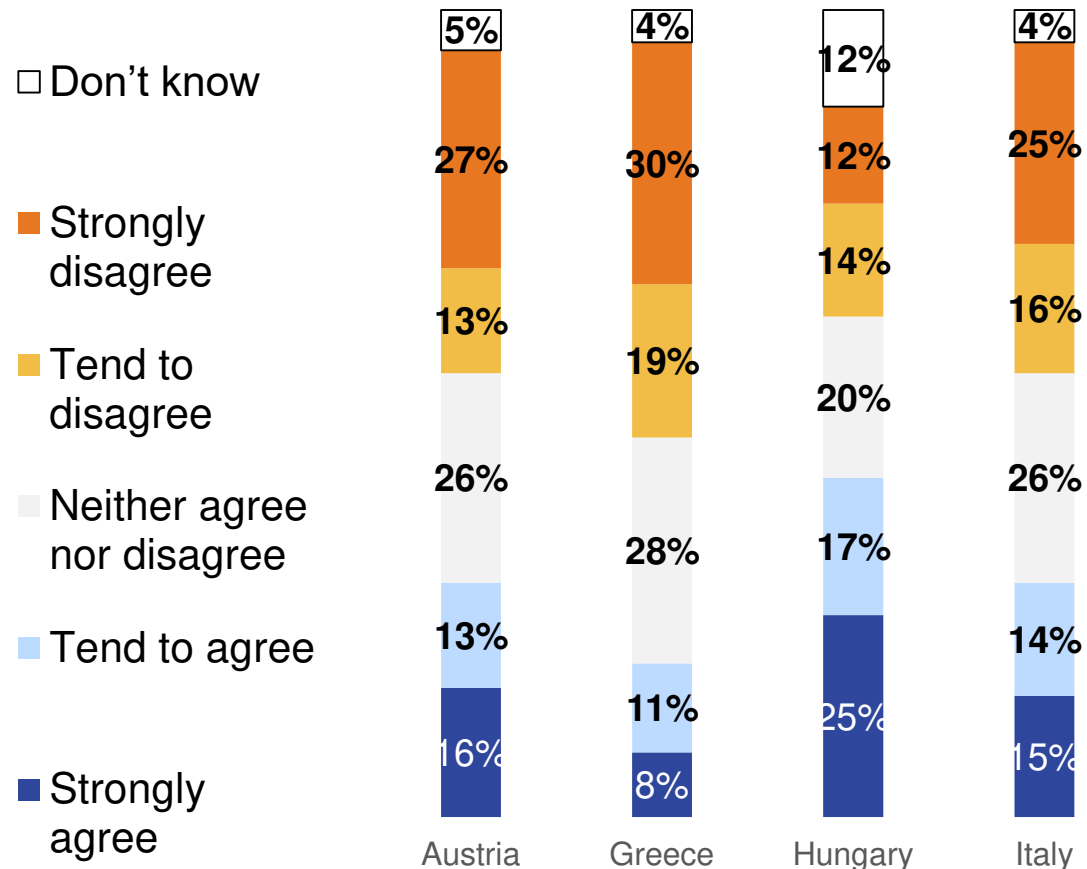
Nowadays it is difficult to make a sharp distinction between migrants and refugees, because migrations' causes are interconnected



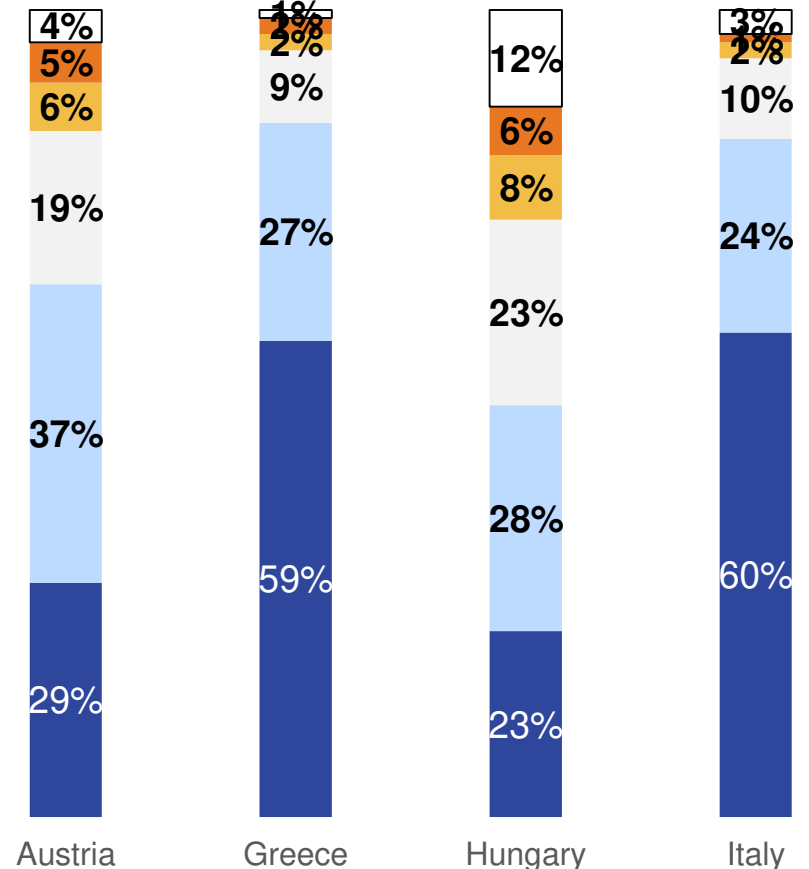
MIGRANTS AND REFUGEES #3

Q23. To what extent do you agree or disagree with the following statements?

European countries must continue to send people's boats back to Libya across the Mediterranean, even if that causes the loss of lives



The European Union must do more to support [COUNTRY] to respond to migration movements



ATTITUDE TOWARDS MIGRANTS – KEY POINTS | 1

When asked directly, the majority of Italians, Greeks and Hungarians answered that immigration had a negative impact on the country: the most critical seem to be the Greeks (64%) followed by the Italians (57%) and Hungarians (56%). The Austrians express slightly less negative opinions, even if the population is divided exactly in half: those who think that immigration was negative (49%) and those who think it is a phenomenon that had neither a positive nor a negative impact (29%) and give a positive opinion (20%).

This can be partly explained by the strong gap between the reality of the phenomenon and its representation by public speeches and the media, which then affects the perceptions of citizens.

Analysing the perception, in fact, from the answers that were given we can see a very low level of knowledge among citizens regarding the data on the presence of immigrants on the national territory: in all four countries there is thus a strong over-representation of the phenomenon. The most striking case is probably Hungary, where citizens think that migrants are 20% of the population compared to a real figure of 2%. The same is true for Italy (31% perceived compared to a real 9%), Greece (35% vs 9%) and Austria (35% vs 16%).

Also in relation to the presence of Muslims, the perception is far away from the reality, with answers from Austrians, Greeks and Italians saying that the amount perceived in their own countries is around 20%, compared to official data that indicate percentages between 5 and 7%. Even Hungarians, with their 11% of Muslims perceived, are far from reality, as the real percentage is below 1%.

Finally, as far as the number of arrested persons of foreign origin is concerned, there are strong differences between countries: if Austrian and Greek citizens are very close to the actual figure, Italians and Hungarians once again tend to exaggerate the phenomenon, probably because of the great diffusion, in both countries, of stories that tend to “criminalise” migrants.

ATTITUDE TOWARDS MIGRANTS – KEY POINTS | 2

With respect to the “**cultural-identity**” area, concerning aspects such as the possibility for migrants to maintain their traditions in the hosting society, the recognition of their positive contribution to the cultural life of the country and their active role in the integration process, it is Hungary, in a rather evident way, to show more accentuated forms of “defensive closure”. Hungary is followed by Greece, Italy and Austria. At a general level, the area where the citizens of the four countries are most open is that of the preservation of customs and traditions, while the possible benefits generated by the cultural contribution of migrants to the life of the country are not given a fair recognition.

Even the opinions about the “**economic-social**” area, expressed in a negative tone and considering the migrant as a burden for the economic-social system of the country (in terms of competition in the labour market and undue exploitation of welfare policies), see Hungary express the strongest forms of resistance, and Austria as the least “hostile” country. Greece tends more to close than to open, in particular when it comes to competition in the labour market, a subject which is particularly delicate for Greeks due to its economic crisis. Despite this, Greek and Italian citizens are the ones who most recognize the exploitation and the precarious economic conditions of migrants, as if to paint a picture of “battle of the have-nots”.

Moving on to the aspects linked to **security** and the perception of migrants as a threat to national public order, a criminal and terrorist danger, Greece is the most concerned country with a feeling of generalized “insecurity” towards the outside. Following in the list are Austria, Italy and Hungary with opinions quite different from Greeks. The lesser concern of Hungarians is particularly reflected in the perception of the number of crimes committed by migrants: in some way, having only 2% of foreigners on the territory affects the attribution of responsibility which appears to be unbalanced towards those who are not foreigners.

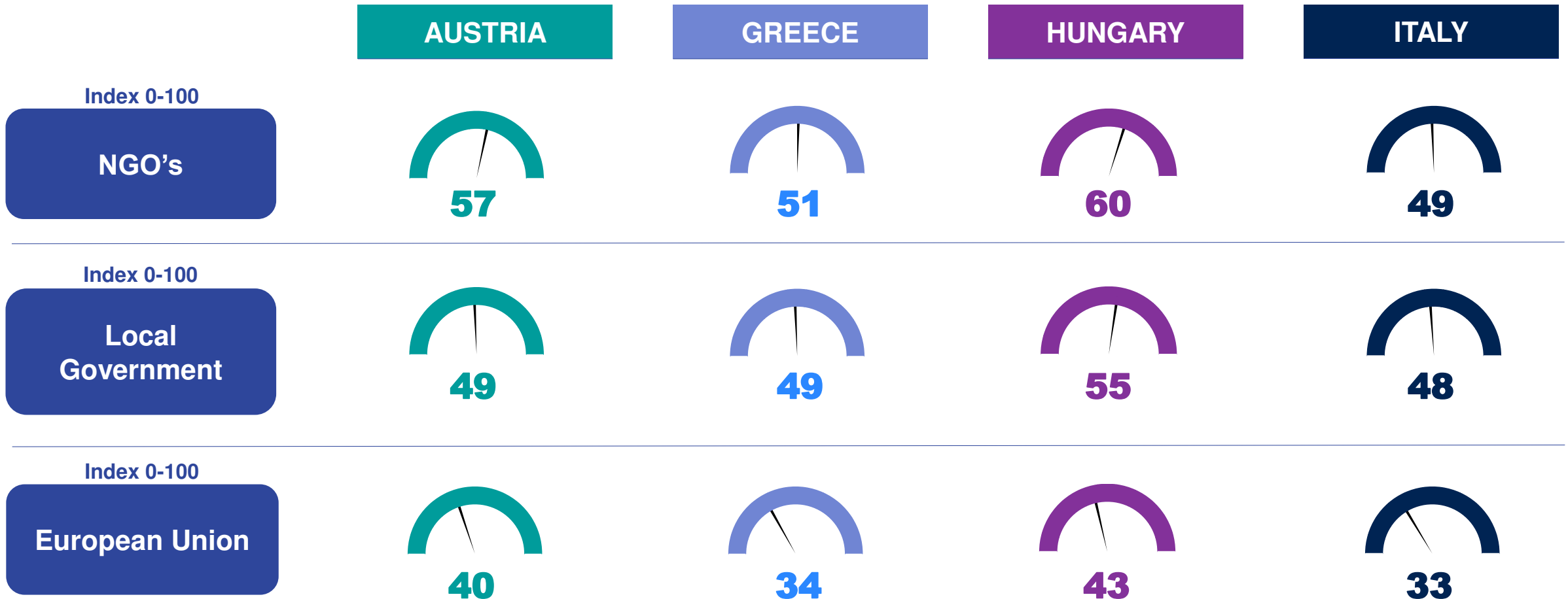
While it is evident that, over the years, migratory flows have become increasingly important on the international scene, the **semantic distinctions between the terms “migrant” and “refugee” are not quite clear and defined**. Citizens, especially those of Italy and Greece, tend to consider the refugee status as a special condition: being refugees means being forced, for reasons of force majeure, to leave their country of origin and, therefore, more “legitimate” to be hosted by other countries. This idea is not widely shared by Hungarians. At the same time, increasingly interconnected events and a changing international context increase the uncertainty about what those two terms mean: about 60% of citizens, in all four countries, declared to find it difficult to clearly distinguish what it means to be a “migrant” and what it means to be a “refugee”.

ROLE OF INSTITUTIONS AND CIVIL SOCIETY ORGANIZATIONS



ROLE OF INSTITUTIONS AND CIVIL SOCIETY INDEX

A Summary Index indicating role of NGO's, Local Government and the EU in managing migration policies (responsibility and efficiency of action)



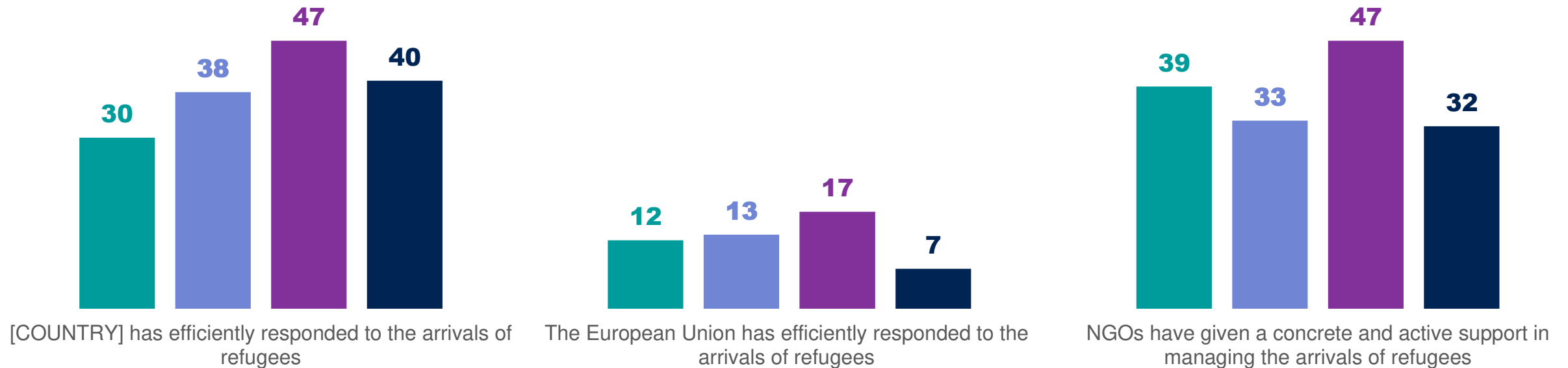
THE ROLE OF THE COUNTRY, THE EU AND NGOs IN MANAGING THE REFUGEES ARRIVALS

Q30. Thinking about the refugees arriving to Europe during past years, how strongly do you agree or disagree with the following statements?

% Strongly + tend to agree

Data in %

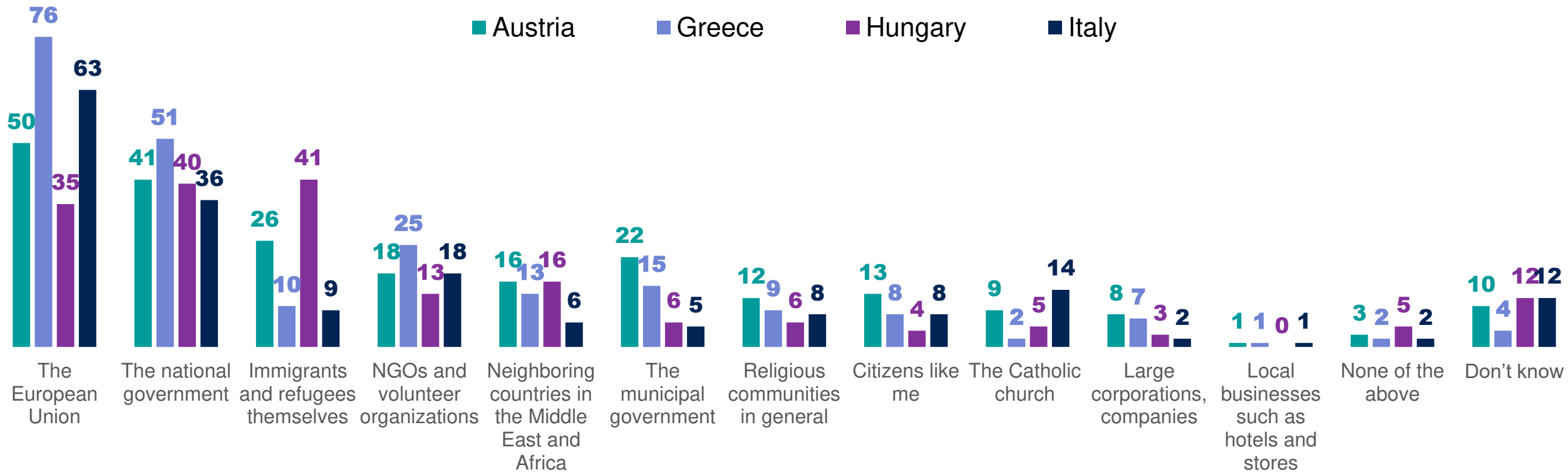
■ Austria ■ Greece ■ Hungary ■ Italy



KEY ACTORS: WHO SHOULD TAKE RESPONSIBILITY OF INTEGRATING REFUGEES AND MIGRANTS

Q31. In your opinion, who should take more responsibility for providing services to people coming from other countries to integrate in the host society?

Data in %



ROLE OF INSTITUTIONS AND CIVIL SOCIETY ORGANIZATIONS

KEY POINTS

In the last few years there has been an intensification of the request by citizens to put in place a planned and well-organised management of the migration flows: in fact, it is increasingly evident that it is no longer possible to think of these movements of people as an extraordinary fact. Therefore, one cannot respond to them with emergency management policies, but it would be rather necessary to considering them as dynamics, to all intents and purposes, which are part of the international context. Precisely for this reason, the management of this phenomenon requires the presence and intervention of a number of players to whom citizens assign important roles and to whom they ask to be as effective as possible. From citizens' point of view there are **different degrees of responsibility and satisfaction for what has been done so far**.

In general, the **citizens of the four countries tend to evaluate the work of the three considered players** (government, EU and NGOs) rather negatively, even if with **different opinions** and especially with **different importance given** to the different players as regards the **degree of responsibility in the management and integration process of migrants**: where the role of the EU and national governments is considered much more relevant than that of NGOs.

The **most positive feedbacks on NGOs and government actions come from Hungarian citizens** (with a positive judgement by about one out of two interviewees), while in **Italy and Greece only one out of three citizens positively judged the work of NGOs** in terms of effective actions to manage flows of refugees and migrants **and one out of four gave a positive feedback on the work of their government**. **Austria**, on the other hand, is **the least satisfied country about what its government has done so far (30%) and the most satisfied with the work of NGOs, with four out of ten persons interviewed giving a positive feedback** (perhaps more involved in projects for the integration of migrants than in managing the first reception of refugees, as it happens in Italy and Greece, for geographical reasons). It is important to stress the particularly strong request in Greece for a more central role of government action on this issue.

But the great “absent” from the scene is the **European Union**, whose action in recent years has been unanimously considered, in particular by Greeks and Italians, to be of little effectiveness and. In addition, according to the citizens, its role should be the one of highest responsibility. The Hungarians, compared to the other countries, are the ones who criticised the EU the least, even if only 17% of the interviewees said to be satisfied with EU work in the field of immigration, a percentage that drops to 7% in Italy. Hungarians are also those who attribute a less central role to European choices in the management of the process.

It should be pointed out that Austrians (26%) and especially Hungarians (41%) consider migrants themselves to be “active” players and ask them to take on greater responsibilities in facilitating the integration between the migrants and the hosting society.

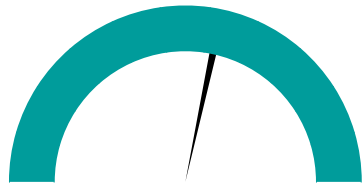
MEDIA REPRESENTATION OF MIGRANTS



MEDIA REPRESENTATION OF MIGRANTS INDEX

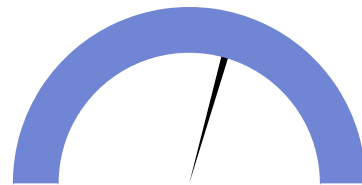
A Summary Index measuring the opinion on Media Attitude towards Migration: exaggerating in positive narration vs. exaggerating in negative narration

AUSTRIA



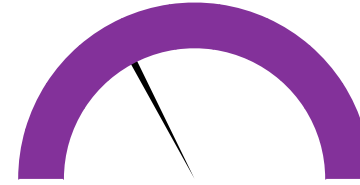
57

GREECE



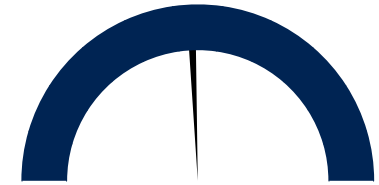
59

HUNGARY



35

ITALY



49

Evaluation of migrants media
representation

Index 0-100

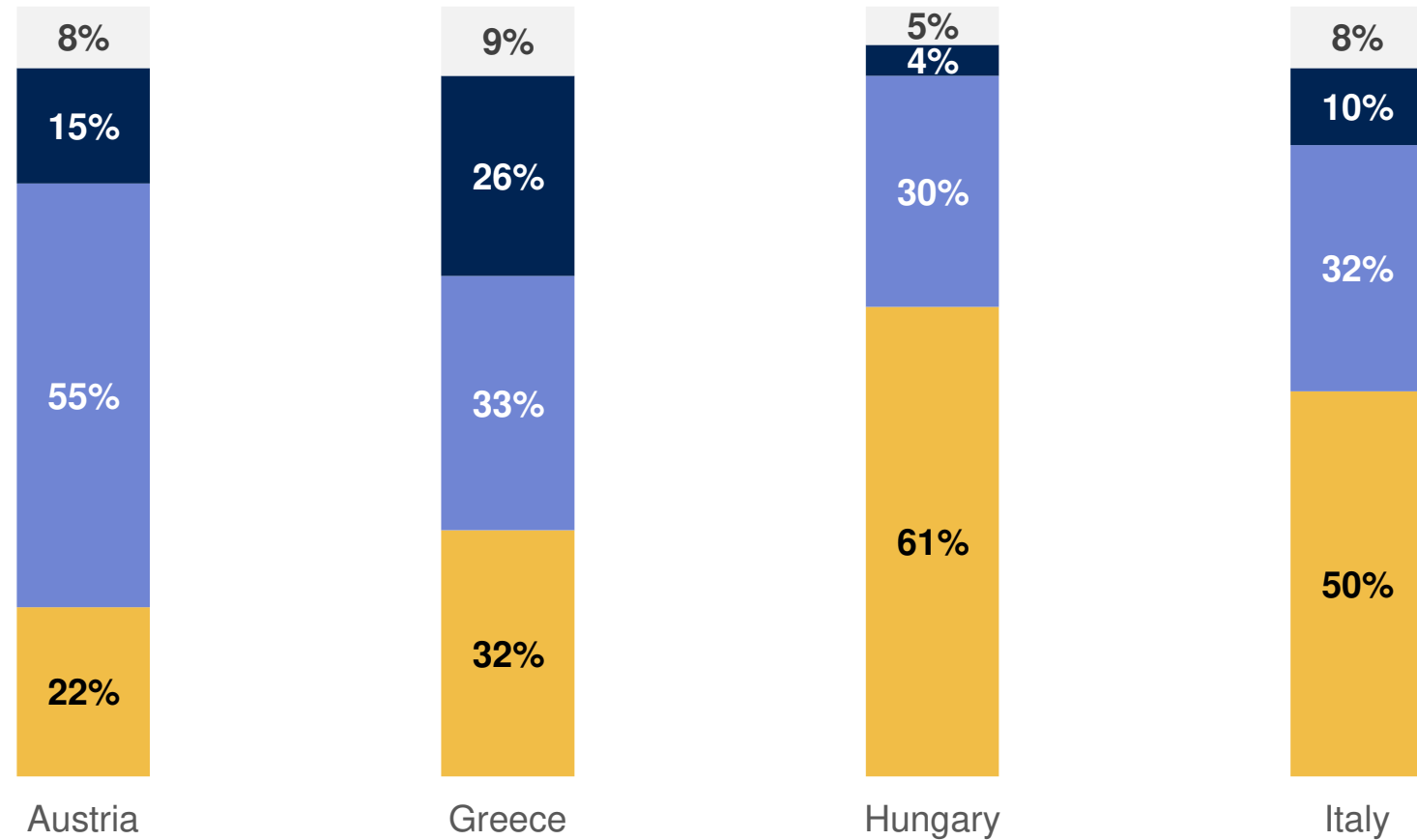
0= too negative narration of migrants

100= too positive narration of migrants

INTENSITY OF TRADITIONAL MEDIA TREATING THE TOPIC

Q32. In your opinion, how much the [COUNTRY ADJECTIVE] media (newspaper and TV) talk about migrations?

- Don't know
- Too little
- Fair enough
- Too much

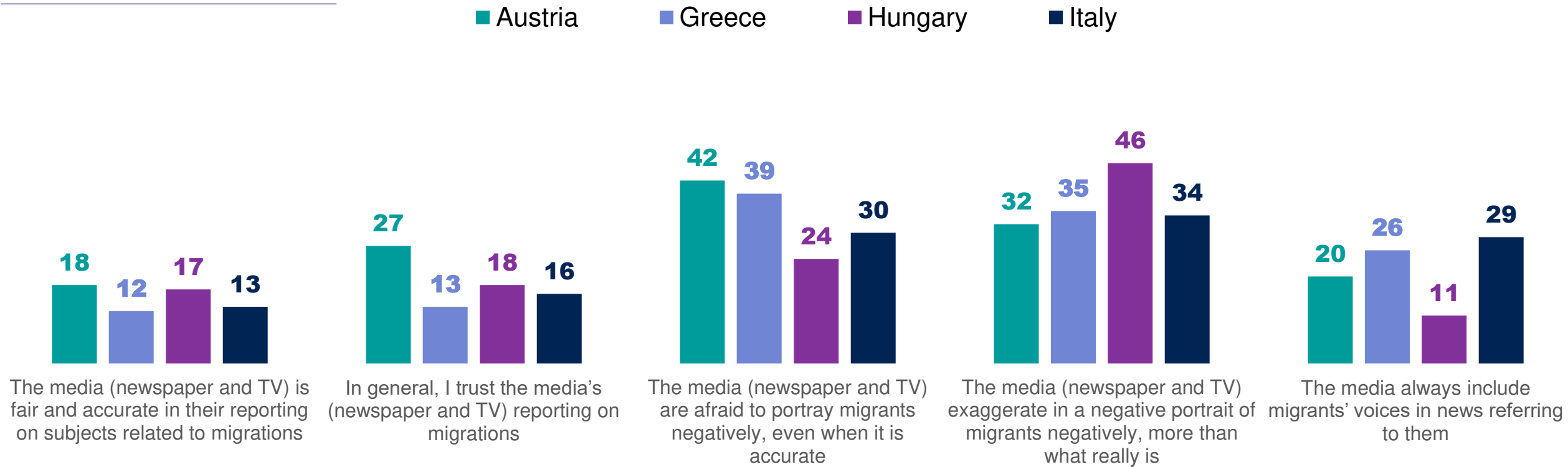


WAY OF TREATING THE TOPIC BY TRADITIONAL MEDIA

Q33. To what extent do you agree or disagree with the following statements?

Data in %

% Strongly + tend to agree

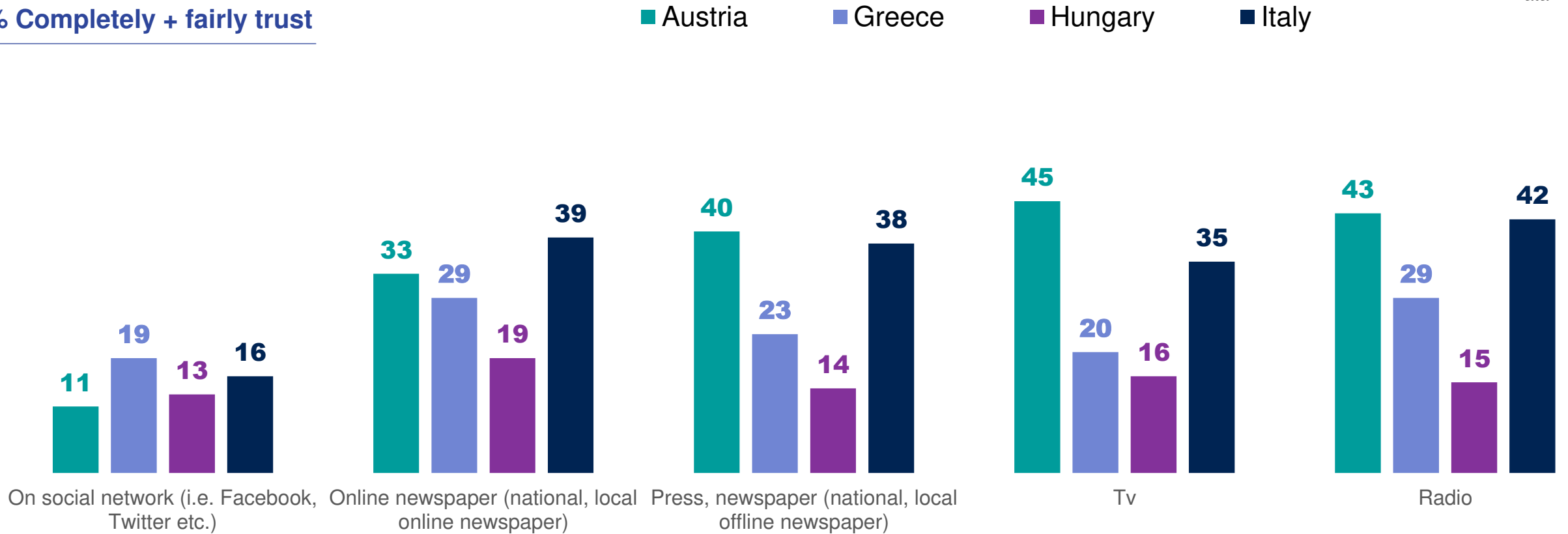


TRUST ON NEWS: ONLINE VS OFFLINE

Q34. Thinking in general, how much do you trust on news you read or listen...

% Completely + fairly trust

Data in %

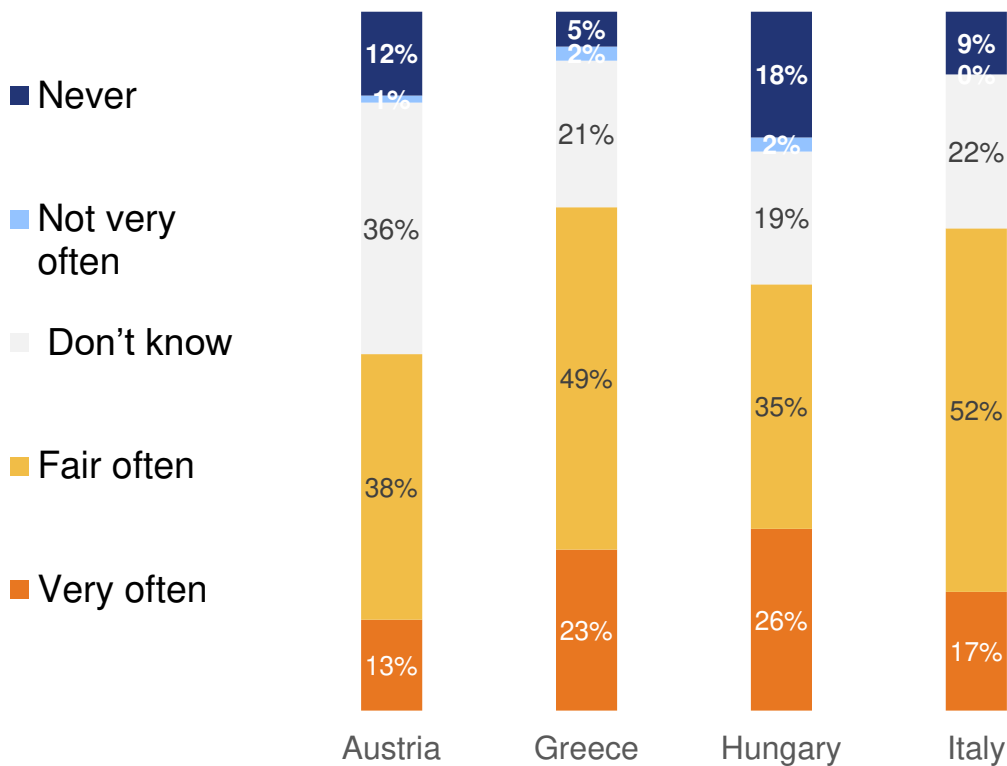


PERSONAL PERCEPTION ON THE EXPOSURE TO FAKE NEWS

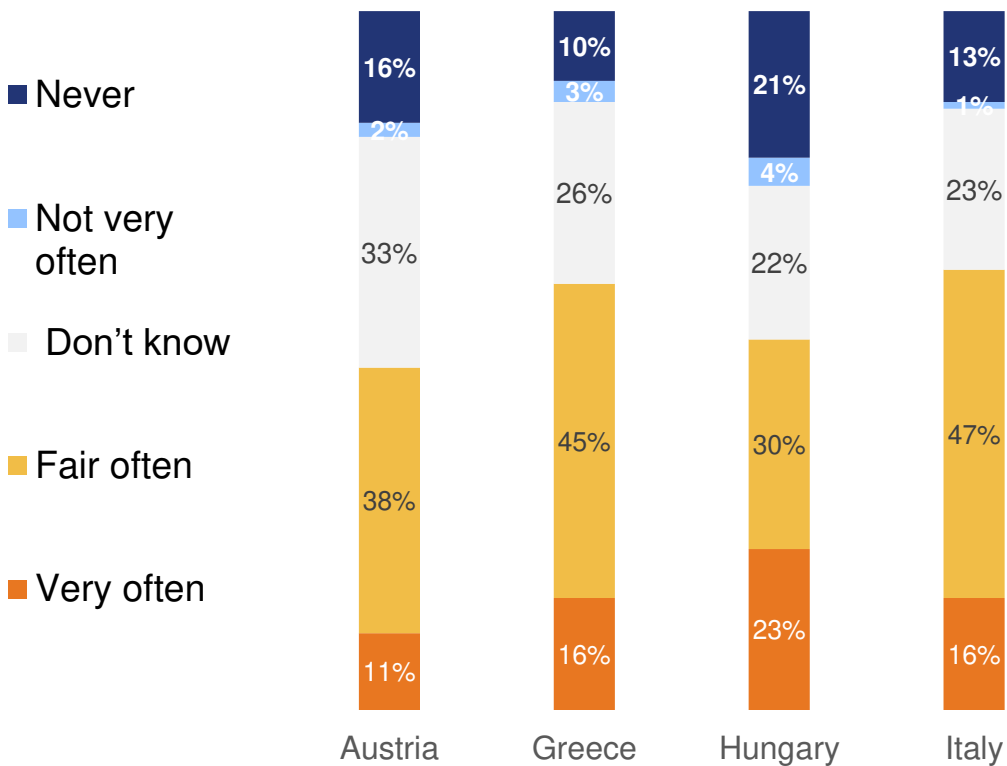
Q35. How often, if at all, **do you think** you see/read news where media have deliberately reported something that isn't true?

Q35bis. And how often, if at all, **do you think** you see/read news where media have deliberately reported something that isn't true about Migrants / Migrations?

Frequency of exposure to news where media have deliberately reported something that isn't true



Frequency of exposure to news where media have deliberately reported something that isn't true about Migrants / Migrations



MEDIA REPRESENTATION OF MIGRANTS – KEY POINTS

Other key players in building the migrant image and thus affecting the opinions of citizens are the **media**.

The **levels of trust in the reliability and accuracy of traditional media news** (TV and press) **when it comes to migrants** are rather low in all four countries. Austrians are those who, in general, tend to trust media more (27%), followed by Hungarians (18%), Italians (16%) and Greeks (13%).

Hungarians (61%) and Italians (50%) are the most convinced that the migration issue is too much on the national TV and press agenda and that, therefore, there is an excessive amount of talk about it. The Austrian media are considered the most balanced (55% of people think they give the right importance to this topic), while about one out of three Greeks thinks media do not talk about it enough (26%).

Especially according to Greeks and Austrians, among the national media there is a sort of “**resistance**” in **describing migrants negatively**, to the detriment of a narrative considered to be “too positive”. On the opposite side are Italians and Hungarians: among Hungarians, in particular, one out of two interviewees considers the way in which information on the subject is disseminated to be excessively negative.

If we extend the considerations regarding the level of trust in the media no longer exclusively in relation to the migration issue, the situation improves considerably – even if the positive feedbacks remain below 50% (45% is the highest level of trust recorded, attributed by the Austrians to television) – and becomes particularly critical towards the **social networks**, whose news is unanimously read with suspicion: it is the Greeks who trust social network news the most (19%).

With reference to the **other media sources (TV, press, online newspapers and radio)** there are substantially two groups of opinions: on the one hand, Austrians and Italians with a higher level of trust in the various sources, and on the other hand, Greeks and, above all, Hungarians who are more critical and suspicious of the truthfulness of the reported facts.

The perception of being exposed to “fake news” is rather high, both in general and with respect to news related to migrants. In Greece and Italy, the perceived frequency of exposure is higher: more than half of Italians (63%) and Greeks (61%) say they frequently (quite often or very often) come across news considered false on the subject of migration, followed by Hungary (53%) and Austria (49%).

INDEX COMPOSITION: LEGENDA OF VARIABLES INCLUDED IN THE CALCULATION

PERCEPTION OF THE SOCIAL ENVIRONMENT - 1

Evaluation of country general situation
Q8_1, Q8_2, Q8_6, Q8_7

positive evaluation
neutral evaluation
negative evaluation

INDEX (0-100 range)

Optimism for future of the country
Q8_1_1, Q8_1_2

optimistic
neutral
pessimist

INDEX (0-100 range)

Evaluation of personal general situation
Q8_4, Q8_5, Q10, Q11

positive evaluation
neutral evaluation
negative evaluation

INDEX (0-100 range)

Equal, open and tolerant society
Q12

very fair and tolerant
rather fair and tolerant
rather unfair and intolerant
very unfair and intolerant

INDEX (0 unfair/intolerant -100
fair/tolerant range)

PERCEPTION OF THE SOCIAL ENVIRONMENT - 2

Open Society
Q13_1, Q13_3, Q13_4, Q13_6, Q13_7

low
average
high

INDEX (0-100 range)

National Identity Defense
Q13_8, Q13_9, Q13_10, Q13_14

low
average
high

INDEX (0-100 range)

Religion & Morality Defense
Q13_2, Q13_11, Q13_12

low
average
high

INDEX (0-100 range)

INCLUSIVENESS OF NATIONALITIES - CITIZENSHIP

Being a Christian
Q15

relevant
average
non relevant

INDEX (0-100 range)

Second Generation right to citizenship
Q16_10, Q16_11, Q16_12, Q16_13, Q16_14, Q16_15, Q16_16

relevant
average
non relevant

INDEX (0-100 range)

Having a job
Q16_7, Q16_8

relevant
average
non relevant

INDEX (0-100 range)

Speaking the national Language
Q16_4, Q16_5

relevant
average
non relevant

INDEX (0-100 range)

Holding Official Papers
Q16_1, Q16_2, Q16_3

relevant
average
non relevant

INDEX (0-100 range)

Being born abroad from parents born in [Country]
Q16_9

relevant
average
non relevant

INDEX (0-100 range)

CITIZENSHIP - SUM OF FACTORS

high
average
low

INDEX (0-100 range)

INDEX COMPOSITION: LEGENDA OF VARIABLES INCLUDED IN THE CALCULATION

ATTITUDE TOWARDS MIGRANTS

overall sentiment towards migrants
Q17, Q23_1, Q23_5, Q13_8

negative
neutral
positive

INDEX (0-100 range)

Perception of intensity of migrants-related facts
Q18, Q19, Q20

below average
average
above average

INDEX (0-100 range)

Identity Defense
Q21_1, Q22_2, Q22_3, Q22_4, q13_10

below average
average
above average

INDEX (0-100 range)

Migrants as a Burden for Economy and Welfare
Q22_2, Q22_3, Q22_5, Q22_7, Q22_9, Q22_10

below average
average
above average

INDEX (0-100 range)

Migrants Bring Insecurity
Q24_1, Q24_2, Q24_3

below average
average
above average

INDEX (0-100 range)

Perception of Difference between Refugees and Migrants
Q23_2, Q23_3, Q23_4

weak
medium
strong

INDEX (0-100 range)

ROLE OF INSTITUTIONS AND CIVIL SOCIETY ORG'S

NGO'S - Responsibility and role commitment
Q30, Q31

high resp and high commitment
low resp and high commitment
not specified
low responsibility and low commitment
high resp and low commitment

INDEX
(0 HIGH RESP AND LOW COMM -100
HIGH RESP AND HIGH COMM)

Local Government - Responsibility and role commitment
Q30, Q31

high resp and high commitment
low resp and high commitment
not specified
low responsibility and low commitment
high resp and low commitment

INDEX
(0 HIGH RESP AND LOW COMM -100
HIGH RESP AND HIGH COMM)

EU - Responsibility and role commitment
Q30, Q31

high resp and high commitment
low resp and high commitment
not specified
low responsibility and low commitment
high resp and low commitment

INDEX
(0 HIGH RESP AND LOW COMM -100
HIGH RESP AND HIGH COMM)

INDEX COMPOSITION: LEGENDA OF VARIABLES INCLUDED IN THE CALCULATION

MEDIA REPRESENTATION OF MIGRANTS	
trust level in the general media Q34_1, 2, 3, 4, 5, Q35	weak medium strong
INDEX (0-100 range)	
trust level in media representation of migrants Q33_1, Q33_2, Q35_Bis	weak medium strong
INDEX (0-100 range)	
Evaluation of migrants media representation Q33_3, Q33_4, Q32	too positive average too negative
INDEX (0 too negative-100 too positive)	

THANK YOU



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GAME CHANGERS

