

Breaking Negative Narratives in Low Trust Environments

Main and Follow-up Surveys: English Translation¹

Federica Braccioli, WU Vienna University of Economics and Business

Gianmarco Daniele, University of Milan

Andrea FM Martinangeli, University Paris 2 Pantheon-Assas

¹ **Note.** The wording is formatted as a survey appendix rather than as a raw Qualtrics export. Response codes from the source instruments are harmonized to simplify reading.

MAIN SURVEY

Q1. Good morning, and thank you for participating in this survey. We are researchers who are part of a consortium of universities. We would like to know your personal opinion on some topics of general interest. Your participation in the survey is voluntary, and you may stop, if you wish, at any time. No information that could identify you will be recorded. The results will include summary data from which you can never be identified. The data collected will be stored on our servers and kept confidential. Anonymous data may be made available to other researchers for the purpose of replicating this survey. It is extremely important for the success of our research that you provide your sincere opinion and read all questions carefully before answering. If you are not sure which answer is correct for a question, provide the answer you consider most appropriate. Please take the time needed to read and understand the question. Providing answers without the necessary attention or skipping questions may result in the loss of your participation compensation. It is very important to us that the entire questionnaire be completed once started. On average, this survey will take about 15 minutes.

☐ Yes, I want to continue (1)

☐ No, I do not want to continue (2)

Q2. Are you:

☐ Man (0)

☐ Woman (1)

☐ Other (3)

Q3. What is your age?

☐ 18-29 (1)

☐ 30-39 (2)

☐ 40-49 (3)

☐ 50-59 (4)

☐ 60-69 (5)

☐ 70+ (6)

Q4. In which province do you reside?

☐ Region (1)

☐ Province (2)

Dropdown: Abruzzo (1) ... Veneto ~ Vicenza ~ VI (240)

Q5. What is your marital status?

☐ Single/unmarried (never married, widowed, separated, divorced) (1)

☐ Married, civil union, cohabiting (0)

Q6. How many people are in your household, including yourself? If there are no minors, write 0.

☐ Adults (1) _____

☐ Minors (under age 18) (2) _____

Q7. What is the total monthly income of your household, net of taxes? Include all sources of income for your family: wages, scholarships, social-security benefits, stock dividends, rental income, child support and alimony, etc. We are not interested in the type of income source. Please indicate only the total monthly income earned by all members of your household.

- ☐ <1000 (1)
- ☐ 1000-1999 (2)
- ☐ 2000-2999 (3)
- ☐ 3000-3999 (4)
- ☐ 4000-4999 (5)
- ☐ 5000-5999 (6)
- ☐ 6000-6999 (7)
- ☐ 7000+ (8)

Q8. Where do you place yourself on the political spectrum, where 1 represents the left and 10 represents the right?

- ☐ 1 (left) (1)
- ☐ ...
- ☐ 10 (right) (10)

Q9. Did you vote in the most recent national elections?

- ☐ Yes (1)
- ☐ No (0)

Q10. Which of these parties would you vote for if the next national political elections were held next Sunday? If your preferred party is not listed among the choices, indicate the party that comes closest to your preferred choice.

- ☐ Fratelli d'Italia (1)
- ☐ Partito Democratico (2)
- ☐ Lega per Salvini Premier (3)
- ☐ Movimento 5 Stelle (4)
- ☐ Italia Viva (5)
- ☐ Forza Italia (6)
- ☐ Azione (7)

Q11. Which platform do you usually use to get information?

- ☐ Television news (1)
- ☐ Social media, such as Facebook or Instagram, blogs, etc. (2)
- ☐ Radio/podcasts (3)
- ☐ Online newspapers/apps (4)
- ☐ Newspapers (5)

☐ I do not follow the news (6)

Skip To Q13 if Q11 = I do not follow the news

Q12. Rank the following information sources by how often you consult them, from most frequent (number 5) to least frequent (number 1).

- _____ Television news (1)
- _____ Social media, such as Facebook or Instagram, blogs, etc. (2)
- _____ Radio/podcasts (3)
- _____ Online newspapers/apps (4)
- _____ Newspapers (5)

Display Q13 if Q11 = I do not follow the news

Q13. You answered that you do not follow the news. Tell us more by choosing the most suitable reason.
Too much information (1) Too much bad news (2)

- ☐ It is useless (3)
- ☐ I already have all the information I need (4)
- ☐ Other (5)

Q14. How do you think the number of homicides committed in Italy has changed, in percentage terms, over the last 20 years? Positive values: more homicides than in the past. Negative values: fewer homicides than in the past. Use the slider to tell us by what percentage you think the number of homicides has changed. The cursor will appear when you click on the bar. Slider scale: -100 to +100

Q15. How do you think the percentage of homicides solved with identification of the perpetrator has changed over the last 20 years? Positive values: more homicides solved than in the past. Negative values: fewer homicides solved than in the past. Use the slider to tell us by how many percentage points you think the number of homicides solved has changed. The cursor will appear when you click on the bar. Slider scale: -100 to +100

Q16. How do you think Italy's position in the ranking of countries by level of corruption has changed over the last 20 years? At the top: the least corrupt countries. At the bottom: the most corrupt countries. Use the slider to tell us by how many positions Italy's position in the ranking has changed. The cursor will appear when you click on the bar. Slider scale: -100 to +100

Q17. How do you think the percentage of civil trials closed within one year has changed over the last 20 years? Positive values: more trials closed within one year than in the past. Negative values: fewer trials closed within one year than in the past. Use the slider to tell us by how many percentage points you think the number of trials closed within one year has changed. The cursor will appear when you click on the bar. Slider scale: -100 to +10

VIDEO BLOCK – RANDOMIZATION INTO ONE OF THE INFORMATION CONDITIONS

We would now like your opinion on some issues of common interest. Watch the video on the following page before continuing.

[Video page]

You can review the information presented in the video by clicking the "Back" button. Otherwise click "Next" to continue.

Q18. Consumer prices vary over time; this is commonly called inflation. How much do you think consumer prices will change in 2025? We ask you to give your estimate of the inflation rate that will be measured at the end of 2025 considering the whole year. Provide your answer by moving the slider below. The cursor will appear once you click on the bar. Slider scale: -10 to +10

Q19. To what extent do you agree with the following statements? The era of print magazines is over; they should make way for online periodicals.

- ☐ Fully agree (1)
- ☐ Somewhat agree (2)
- ☐ Neutral (3)
- ☐ Somewhat disagree (4)
- ☐ Fully disagree (5)

Q20. The era of television is over; it should make way for online broadcasts.

- ☐ Fully agree (1)
- ☐ Somewhat agree (2)
- ☐ Neutral (3)
- ☐ Somewhat disagree (4)
- ☐ Fully disagree (5)

Q21. What, in your opinion, is the greatest obstacle to the spread of online periodicals?

- ☐ Readability (1)
- ☐ Impact of the content (2)
- ☐ Availability of appropriate technology (3)
- ☐ Time available to the public (4)
- ☐ Continuous exposure to irrelevant media content (5)

Q22. What, in your opinion, is the greatest obstacle to the spread of online broadcasts?

- ☐ Accessibility (1)
- ☐ Impact of the content (2)
- ☐ Availability of appropriate technology (3)
- ☐ Time available to the public (4)
- ☐ Continuous exposure to irrelevant media content (5)

Q23. We are now making 1 euro available to you. This is a new euro and your choice will have no impact on the choices you made previously. You can decide how many cents of the euro made available to you you want to donate to ONAOMAC. ONAOMAC is a governmental organization that provides support to the Carabinieri. What you decide not to donate will be paid to you together with your participation

compensation. Behindstrust By moving the slider to the right, you will move cents toward ONAOMAC (governmental body). The cursor will appear when you click on the bar. Slider scale: 0 to 100 To learn more about ONAOMAC, click the button below.

Q24. Imagine now that you, someone you know, or a member of your family has been the victim of a crime. It could be, for example, the theft of a personal object such as a motorbike or car, or a robbery on the street where someone threatened or used force to steal money or other property. How would you act in response to the situation described?

☐ I would do nothing (0)

☐ I would seek help to obtain an adequate resolution or compensation for what happened (1)

Display This Question: If Q24 = 1

Q25. Staying with the previous case, you said that you would seek help in resolving the matter. On a scale from 1 to 10, where 1 means "Never" and 10 means "Always", would you turn to law-enforcement agencies and the relevant judicial authorities?

☐ 1 (Never) (0)

☐ ...

☐ 10 (Always) (9)

Q26. On a scale from 1 to 10, where 1 means "None" and 10 means "A lot", we would like to know how much trust you place in the following institutions. How much trust do you place in national politicians?

☐ 1 (none) (1)

☐ ...

☐ 10 (a lot) (10)

Q27. On a scale from 1 to 10, where 1 means "None" and 10 means "A lot", we would like to know how much trust you place in the following institutions. How much trust do you place in municipal politicians?

☐ 1 (none) (1)

☐ ...

☐ 10 (a lot) (10)

Q28. On a scale from 1 to 10, where 1 means "None" and 10 means "A lot", we would like to know how much trust you place in the following institutions. How much trust do you place in regional politicians?

☐ 1 (none) (1)

☐ ...

☐ 10 (a lot) (10)

Q29. On a scale from 1 to 10, where 1 means "None" and 10 means "A lot", we would like to know how much trust you place in the following institutions. How much trust do you place in law-enforcement agencies?

☐ 1 (none) (1)

- ☐ ...
- ☐ 10 (a lot) (10)

Q30. On a scale from 1 to 10, where 1 means "None" and 10 means "A lot", we would like to know how much trust you place in the following institutions. How much trust do you place in the judicial system?

- ☐ 1 (none) (1)
- ☐ ...
- ☐ 10 (a lot) (10)

Q31. On a scale from 1 to 10, where 1 means "None" and 10 means "A lot", we would like to know how much trust you place in the following institutions. How much trust do you place in the public administration?

- ☐ 1 (none) (1)
- ☐ ...
- ☐ 10 (a lot) (10)

Q32. In general, do you think most people can be trusted, or that one can never be too careful in dealing with others? Give us your opinion on a scale from 1 (one must be careful) to 10 (others can be trusted).

- ☐ 1 (one must be careful) (1)
- ☐ ...
- ☐ 10 (one can trust others) (10)

Q33. Tell us whether you feel very pessimistic, somewhat pessimistic, somewhat optimistic, or very optimistic about the future of your region $\{Arearesid / ChoiceGroup / SelectedAnswers / 1\}$

- ☐ Very pessimistic (4)
- ☐ Somewhat pessimistic (3)
- ☐ Somewhat optimistic (2)
- ☐ Very optimistic (1)

Q34. Tell us whether you feel very optimistic, somewhat optimistic, somewhat pessimistic, or very pessimistic about the future of your region $\{Arearesid / ChoiceGroup / SelectedAnswers / 1\}$

- ☐ Very optimistic (4)
- ☐ Somewhat optimistic (3)
- ☐ Somewhat pessimistic (2)
- ☐ Very pessimistic (1)

Q35. On a scale from 1 to 10, where 1 means "not at all" and 10 means "completely", how much do you think public institutions implement useful long-term policies?

- ☐ 1 (not at all) (1)
- ☐ ...
- ☐ 10 (completely) (10)

Q36. On a scale from 1 to 10, where 1 means "Not problematic" and 10 means "Very problematic", how ethically problematic do you think it is to use personal social connections to obtain justice after suffering minor crimes, such as theft, robbery, or assault?

- ☐ 1 (not problematic) (1)
- ☐ ...
- ☐ 10 (very problematic) (10)

Q37. To what extent do you think the mafia is present in the province where you live?

- ☐ Very present (3)
- ☐ Somewhat present (1)
- ☐ Completely absent (0)

Q38. Some people think that the mafia is stronger than the state, while others think the opposite. In your opinion, is the mafia or the state stronger in your province?

- ☐ The state is stronger (1)
- ☐ The mafia is stronger (0)

Display This Question: Tookrisk != 1 and Tooktime != 1

Q39. We would now like to present you with five different situations in which you will need to tell us which of two proposed options you would prefer. Indicate the choice you would really prefer if you had the opportunity.

Display This Question: Tookrisk != 1 and Tooktime != 1

Q40. We would now like to present you with five different situations in which you will need to tell us which of two proposed options you would prefer. Indicate the choice you would really prefer if you had the opportunity.

Follows the staircase risk-preference elicitation task as in Falk et al. 2024.

Display This Question: Tookrisk = 1 or Tooktime = 1

Q41. We will now describe five new situations, different from the previous ones, in which you will again need to tell us which of two proposed options you would prefer. Indicate the choice you would really prefer if you had the opportunity.

Follows the staircase time-preference elicitation as in Falk et al. (2024).

Q42. What is the highest educational qualification you have obtained?

- ☐ Primary school (1)
- ☐ Middle school (2)
- ☐ Vocational education (3)
- ☐ High school (4)
- ☐ Bachelor's degree (5)
- ☐ Master's degree or specialization (6)
- ☐ PhD (7)

Q43. What is your current employment status?

- ☐ Employee (1)
- ☐ Part-time employee (2)
- ☐ Self-employed (3)
- ☐ Not employed and looking for a job (4)
- ☐ Student or working student (5)
- ☐ Retired (6)
- ☐ Homemaker (7)
- ☐ Not employed and not looking for a job (8)

Q44. In which Italian region did you live until age 15? If you lived in more than one region, indicate the region where you lived the longest.

- ☐ Dropdown: Abruzzo (1) ... Other (abroad) (0)

Q45. Were you born in Italy?

- ☐ Yes (1)
- ☐ No (0)

Q46. Were both your parents or legal guardians born in Italy?

- ☐ Yes (1)
- ☐ No (0)

Q47. What, in your opinion, is the ultimate purpose of this survey?

- ☐ To understand how information and media change perceptions of institutions (1)
- ☐ To understand how crime changes the relationship between citizens and the state (2)
- ☐ To understand how the integrity of Italian institutions changes citizens' preferences regarding state presence (3)
- ☐ To measure citizens' awareness of the need for an efficient and honest judicial system (4)
- ☐ To measure how responsive society is to criminal phenomena (5)
- ☐ To analyze preferences and new trends in information consumption (6)
- ☐ To understand how information and media change perceptions of the interaction between institutions and crime (7)

Display This Question: If Condition ≤ 3

Q48. To what extent do you think the information provided to you through the video during this survey is reliable?

- ☐ Completely reliable (1)
- ☐ Somewhat reliable (2)
- ☐ Not very reliable (3)
- ☐ Completely unreliable (4)

Display This Question: If Condition <= 3

Q49. You told us that the information you received is $\${trustworthyinfo/ChoiceGroup/SelectedChoices}$. Could you tell us more about the reason for your answer?

Debrief

During this survey, you may have been shown information about the functioning of Italian institutions, with particular reference to the judicial system, law-enforcement agencies, and the integrity of Italian institutions. This information was taken from real data and reflects the actual functioning of Italian institutions: The number of homicides committed in Italy has fallen by 55% compared with 20 years ago. Source: ISTAT. The number of unsolved homicides in Italy has decreased by 30% compared with 20 years ago. Source: ISTAT. The number of people reporting that an administrative proceeding was closed within one year of its opening has doubled compared with 10 years ago. Sources: ISTAT, tables and reports "Aspects of daily life: Citizens' experience with civil justice"; Ministry of Justice. Italy has gained 28 positions, from 43rd place, in Transparency International's global corruption ranking. Source: International. Thank you for participating! Go to the next page to record your answers.

FOLLOW-UP SURVEY

Q1. Welcome to this survey conducted by independent researchers on the public's habits, perceptions, and preferences on topics of general interest. Participation in this survey is voluntary and you may decide to stop at any time without consequences. Completing the questionnaire will take less than 5 minutes. The data collected will be treated confidentially, and no information that could identify you will be recorded. Aggregate statistics will guarantee anonymity. We ask you to read all questions carefully and provide sincere answers. It is important to take the time needed to understand the questions and complete the questionnaire in order to receive the participation compensation. Your cooperation is essential, and we appreciate the time and attention you will dedicate to us.

☐ Continue (1)

☐ Exit (2)

Q2. What is your gender?

☐ Man (0)

☐ Woman (1)

☐ Other (3)

Q3. What is your age?

☐ 18-29 (1)

☐ 30-39 (2)

☐ 40-49 (3)

☐ 50-59 (4)

☐ 60-69 (5)

☐ 70+ (6)

Q4. How important would you say the following items are to you? You can answer by indicating the degree of importance below:

_____ Maintaining a balance between private life and working life (1)

_____ Success in professional life (2)

_____ Success in social life, regardless of how success is defined in this context (3)

_____ Success in family life, regardless of how success is defined in this context (4)

_____ Free time is extremely important to me (5)

Q5. Imagine now that you are sitting in a bar, cafe, or restaurant and are about to order food. Rank the priorities in your choice from most important to least important among the following items. Response scale: Not important (1), Slightly important (2), Quite important (3), Very important (4)

☐ Local origin of ingredients (1)

☐ Seasonality of ingredients (2)

- ☐ "Fair" remuneration of producers (3)
- ☐ Organic or responsible production (4)
- ☐ Environmental impact of the main ingredient type (5)

Q6. And for you personally, rank the most important factors in your choice, as in the previous question, from most important to least important among the following items. Response scale: Not important (1), Slightly important (2), Quite important (3), Very important (4)

- ☐ Calories (1)
- ☐ Taste (2)
- ☐ Tradition (3)
- ☐ Gastronomic innovation (4)
- ☐ Psychophysical benefits of the main ingredients (5)

Q7. Let us now turn to your daily habits. Thinking about your typical day, how many steps do you estimate you take each day between 8 in the morning and 8 in the evening? If you do not have precise measures, provide an estimate.

- ☐ Less than 3000 (1)
- ☐ Between 3000 and 6000 (2)
- ☐ Between 6000 and 9000 (3)
- ☐ More than 9000 (4)
- ☐ Not applicable (5)

Q8. Which of the following physical activities do you practice? Select all that apply.

- ☐ Walking (1)
- ☐ Nordic walking (2)
- ☐ Running (3)
- ☐ Gym - fitness (4)
- ☐ Gym - cardio (5)
- ☐ Yoga (6)
- ☐ Climbing (7)
- ☐ Cycling (8)
- ☐ Swimming (9)
- ☐ Dance (10)
- ☐ Surfing/windsurfing/kitesurfing (11)
- ☐ Rowing (12)
- ☐ Combat sports, such as karate, judo, etc. (13)
- ☐ Exclusive: None of these (14)

Q9. How often, approximately, do you do sports?

- ☐ More than twice a week (1)
- ☐ Twice a week (2)
- ☐ Once a week (3)

- ☐ Twice a month (4)
- ☐ Once a month (5)
- ☐ Yearly (6)
- ☐ Never (7)

Q10. Do you smoke?

- ☐ Yes (1)
- ☐ No (2)

Q11. How often do you consume alcohol?

- ☐ Every day (1)
- ☐ A couple of times a week (2)
- ☐ Once a week (3)
- ☐ A few times a month (4)
- ☐ Less than once a month (5)
- ☐ Never (6)

Q12. Do you consume coffee, tea, or caffeinated drinks?

- ☐ Yes (1)
- ☐ No (2)

Q13. How would you rate (scale is 1 to 5):

- _____ Your physical health (1)
- _____ Your mental health (2)

Q14. How many hours do you sleep on average per day?

- ☐ 5 hours or less (1)
- ☐ 6 hours (2)
- ☐ 7 hours (3)
- ☐ 8 hours (4)
- ☐ More than 8 hours (5)

Q15. Are you often in contact with the public, such as colleagues, clients, service users, people at the gym or in shops, etc.?

- ☐ Yes, practically all the time (1)
- ☐ I am in contact with the public more than 50% of the time (2)
- ☐ I am in contact with the public less than 50% of the time (3)
- ☐ No, practically never (4)

Q16. How often do you interact with people outside your family circle or close friends for practical or professional reasons?

- ☐ Never or almost never (1)
- ☐ Rarely (2)
- ☐ Often (3)
- ☐ Very often (4)

Q17. How often do you use public services offered by Italian institutions?

- ☐ Once a month or more (1)
- ☐ Twice a year (2)
- ☐ Once a year (3)
- ☐ Less than once a year (4)

Q18. Indicate how much you agree with the following statement (1 star = totally disagree; 10 stars = completely agree): "Italian institutions prioritize the country's needs in their work."

Q19. Indicate your general level of satisfaction with Italian institutions (1 star = completely dissatisfied; 10 stars = completely satisfied).

Q20. Generally speaking, would you say that the quality of Italian institutions has changed over time?

- ☐ Yes, much worse (1)
- ☐ Yes, somewhat worse (2)
- ☐ No, they have not changed (3)
- ☐ Yes, somewhat improved (4)
- ☐ Yes, much improved (5)

Display This Question: If Q20= 3

Q21. You told us that Italian institutions have not changed over time. Can you tell us something more about this?

- ☐ The change happened in recent years, two years or at most three (1)
- ☐ The change happened in the last ten years (2)
- ☐ The change happened in the last twenty years, starting from the beginning of the century (3)
- ☐ The change happened a long time ago, already in the 1980s or earlier (4)

Q22. Indicate the degree of trust you place in the following institutions (1 star = no trust; 10 stars = complete trust): national politicians.

Q23. Indicate the degree of trust you place in the following institutions (1 star = no trust; 10 stars = complete trust): municipal politicians.

Q24. Indicate the degree of trust you place in the following institutions (1 star = no trust; 10 stars = complete trust): regional politicians.

Q25. Indicate the degree of trust you place in the following institutions (1 star = no trust; 10 stars = complete trust): law-enforcement agencies.

Q26. Indicate the degree of trust you place in the following institutions (1 star = no trust; 10 stars = complete trust): the judicial system.

Q27. Indicate the degree of trust you place in the following institutions (1 star = no trust; 10 stars = complete trust): public administration.

Q28. Thank you very much for your time. The questionnaire is complete and your answers will be recorded once you click the button below.