Over the past decades, scholars have observed a rise of ordinary citizens as actors in everyday news coverage: Common people state their opinions on political issues, or their personal story is told in order to exemplify a social problem. Although the representation of common people surely is one of media's central democratic functions, these depictions have often been criticized due to their strategic, one-sided selection that bears the risk of distorted perceptions of public opinion. In addition, with political developments such as the rise of populism, political actors strategically refer to "the people" to legitimize their actions and to gain public support. The presentation aims to shed light on the role of ordinary citizens in the media to gain greater insight in the selection, perception, and effects of citizen voices in news coverage.

The talk reflects on the H2020 funded project "Role of European Mobility and its Impacts in Narratives, Debates and EU Reforms" (REMINDER). REMINDER explores the economic, social, institutional, and policy factors that have shaped the impacts of free movement in the EU and public debates about it. Research at the University of Vienna particularly focuses on understanding narratives about intra- and non-EU mobility in the mass and social media and impacts on public perceptions. The project covers seven EU member states and ultimately seeks to evaluate the relationship between real and perceived impacts, examining the factors that drive realities and perceptions about free movement and why these debates have unfolded in different ways across the EU.

Audience trust in media is seemingly a very important perception, given the central role that trustworthiness and credibility play in journalistic professional ethics, practice and discourse. The talk will review the conundrums that arise from the extant research about trust in media. Is it merely some sort of political bias that affects people's answers to survey questions about trust in media? How can people watch news they do not trust, and how is it possible that respondents who state they have little trust in media are still affected by media? After reviewing the questions that arise from decades of research on the topic, an agenda for future research seeking solutions for these questions will be outlined.

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