

Grant Blank

Oxford Internet Institute ● 1 St Giles ● Oxford OX1 3JS Voice: 01865 612 336
Internet: grant.blank@oii.ox.ac.uk

Memorandum

November 11, 2010

Subject: OxIS 2009 Questionnaire

Thank you for your interest in the 2009 OxIS questionnaire.

In order to simplify the task of interviewers and improve the quality of data the 2009 OxIS questionnaire was divided into 4 parts.

- Part 1 was a general questionnaire, asked of all respondents, see page 2.
- Part 2 was administered only to Internet users, see page 13.
- Part 3 was administered only to ex-users, see page 49.
- Part 4 was administered only to non-users, see page 73.

For convenience, all four questionnaires have been combined into a single file, which directly follows this page. The four parts were combined in the order above.

Although this organization has advantages in terms of improved data quality, a disadvantage is that some questions are repeated on the different parts (e.g. age, gender, marital status, ethnicity, religion, social grade, etc.).

ICM RESEARCH
KNIGHTON HOUSE
56 MORTIMER STREET
LONDON W1W 7RT
TEL: 0207 436 3114

JOB NO (1-6) 205126
SERIAL NO (7-10)
CARD NO (11) 1

OXFORD INTERNET SURVEY 2009
(February 2009)

SAMPLE POINT NUMBER (WRITE IN):

(12-15)

			A / B *
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* Delete as appropriate

RECORD INTERVIEW ID NUMBER IN BOX BELOW. ID NUMBER FOR THIS ADDRESS FOUND ON THE LEFT HAND SIDE OF THE "VISIT OUTCOME SLIP".

WRITE IN:

(16-19)

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INTRODUCTION:

Good morning/afternoon. I am conducting a survey in this area on behalf of Oxford University. It concerns how people live in Britain today and the role of the INTERNET and technologies in daily life. **Whether or not you use the Internet yourself**, I would be very grateful for your time to answer a few questions. For every respondent who helps with this survey Oxford University will donate £1 to Oxfam as a thank you for your help with this research.

IF RESPONDENT ASKS WHETHER THIS IS MARKET RESEARCH:

The research is for Oxford University and the questions in it are designed for the purpose of academic research.

IF RESPONDENT SOUNDS LIKE THEY WANT TO REFUSE, SAY:

For the purposes of our research project it is most important that we talk to a representative cross section of all people. Therefore, the views of someone in your household are extremely important to us and the interview will only take 30 to 40 minutes to complete.

IF RESPONDENT STILL SOUNDS LIKE THEY WANT TO REFUSE, SAY:

If you cannot spare the time at the moment I would really appreciate it if we could call you back at your own convenience over the next few days. As I said your own views are very important to us.

IF RESPONDENT ASKS:

I work for ICM, an independent opinion research company, which Oxford has employed to conduct the interviews for this study.

IF RESPONDENT SAYS THEY DON'T HAVE TIME:

The interview might not involve you personally.

For the purposes of this research I need to select, at random, one person in your household aged 14 OR OVER by choosing the person who will have their birthday next. (A member of your household is someone normally resident here who is related to you or living with you or a member of your family as a partner).

First of all can I ask you how many people including yourself NORMALLY RESIDENT in your household are aged 14 or older? WRITE IN BELOW

(20)

And which person will have a birthday next?

WRITE IN NAME OF RESPONDENT

IF RESPONDENT IS RELUCTANT FOR YOU TO SPEAK WITH YOUNGER MEMBERS OF THE FAMILY, IT IS ACCEPTABLE FOR A PARENT OR GUARDIAN TO SIT IN ON THE INTERVIEW, SHOULD THEY BE SELECTED.

IF RESPONDENT DOES NOT KNOW WHO HAS THE NEXT BIRTHDAY SAY If you don't know who has the next birthday could I ask whose first name starts with a letter closest to the beginning/end of the alphabet? INTERVIEWER ASK TO SPEAK TO PERSON WITH NAME STARTING WITH A LETTER NEAREST **THE END** OF THE ALPHABET ON THE FIRST SUCH INTERVIEW, NEAREST TO **THE BEGINNING** OF THE ALPHABET ON SECOND INTERVIEW AND SO ON.

INTERVIEWER CODE

(21)

Respondent selected by birthday	1
Respondent selected by first letter of first name	2

Now that is the person I need to ask my questions of. Is he/she available now?

IF NO:

RECORD VISIT OUTCOME OF THIS VISIT (AND EVERY VISIT TO THIS ADDRESS) ON "VISIT OUTCOME SLIP"

MAKE AN APPOINTMENT TO CALL BACK AT A SUITABLE TIME. TRY AND MAKE A FIRM APPOINTMENT IF NECESSARY.

INTRODUCTION TO BE USED FOR SELECTED RESPONDENT

IF RESPONDENT IS NOT THE SAME AS PERSON WHO ANSWERED FIRST QUESTIONS:

Good morning/afternoon. I am conducting a survey in this area on behalf of Oxford University. It concerns how people live in Britain today and the role of the INTERNET and technologies in daily life. **Whether or not you use the Internet yourself**, I would be very grateful for your time to answer a few questions. For every respondent who helps with this survey Oxford University will donate £1 to Oxfam as a thank you for your help with this research.

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The research is for Oxford University and the questions in it are designed for the purpose of academic research.

IF RESPONDENT SOUNDS LIKE THEY WANT TO REFUSE, SAY:

For the purposes of our research project it is most important that we talk to a representative cross section of all people. Therefore, the views of someone in your household are extremely important to us and the interview will only take 30 to 40 minutes to complete.

IF RESPONDENT STILL SOUNDS LIKE THEY WANT TO REFUSE, SAY:

If you cannot spare the time at the moment I would really appreciate it if we could call you back at your own convenience over the next few days. As I said your own views are very important to us.

IF RESPONDENT ASKS:

I work for ICM, an independent opinion research company, which Oxford has employed to conduct the interviews for this study)

RECORD VISIT OUTCOME OF THIS VIST (AND EVERY VISIT TO THIS ADDRESS) ON “VISIT OUTCOME SLIP”

MAKE AN APPOINTMENT TO CALL BACK AT A SUITABLE TIME. TRY AND MAKE A FIRM APPOINTMENT IF NECESSARY.

[ASK EVERYONE]

[Information & Trust]

I would like to start by asking you some questions about the media more generally. There are no right or wrong answers to these questions, it is your opinions we want.

QA1. People vary in where they look for information. Where would you go **first**, if you were looking for information on: [READ OUT EACH STATEMENT. CODE ONE PER ROW] **SHOW CARD QAI**

(22-28)

	Use the telephone	Personally visit a person or location	Go to a book or directory	Use the Internet	Don't know
a. The name of your local MP, if you didn't know it?	1	2	3	4	8
b. Taxes?	1	2	3	4	8
c. Planning a journey or a holiday?	1	2	3	4	8
d. A book that you heard about?	1	2	3	4	8
e. Local schools	1	2	3	4	8
f. A topic or issue for a professional, school or personal project	1	2	3	4	8
g. A company or if you have a problem with a product or service	1	2	3	4	8

QA2. For **information** in general, how important is each of the following to you as a source? Would you say they are essential, very important, important, not so important or not important at all? [READ OUT. CODE ONE PER ROW. IF RESPONDENT SAYS 'DON'T KNOW', PROMPT: We are interested in your opinion whether you use these sources or not.. IF THE RESPONDENT STILL DOESN'T KNOW, CIRCLE FOR 'DON'T KNOW'/ 'NO OPINION'. IF RESPONDENT INSISTS THEY DON'T USE, CIRCLE 1 'NOT IMPORTANT AT ALL']

SHOW CARD OA2/OA3

(29-32)

	Essential	Very important	Important	Not so important	Not important at all	Don't know
a. Television	5	4	3	2	1	8
b. Radio	5	4	3	2	1	8
c. The Internet	5	4	3	2	1	8
d. Newspapers	5	4	3	2	1	8

QA3. For **entertainment** in general, how important is each of the following to you as a source? Would you say they are essential, very important, important, not so important or not important at all? [READ OUT. CODE ONE PER ROW. IF RESPONDENT SAYS 'DON'T KNOW', PROMPT: We are interested in your opinion whether you use these sources or not.. IF THE RESPONDENT STILL DOESN'T KNOW, CIRCLE FOR 'DON'T KNOW'/ 'NO OPINION'. IF RESPONDENT INSISTS THEY DON'T USE, CIRCLE 1 'NOT IMPORTANT AT ALL']

SHOW CARD OA2/OA3

(33-36)

	Essential	Very important	Important	Not so important	Not important at all	Don't know
a. Television	5	4	3	2	1	8
b. Radio	5	4	3	2	1	8
c. Spending time with other people	5	4	3	2	1	8
d. The Internet	5	4	3	2	1	8

QA4. On a scale of 1 to 5, where 5 is totally reliable and accurate and 1 is totally unreliable and inaccurate, how reliable and accurate would you rate the information found in...? [CIRCLE NUMBER. IF RESPONDENT SAYS 'DON'T KNOW', EMPHASISE OUR INTEREST: We are interested in your opinion whether you use....or not. IF THE RESPONDENT STILL DOESN'T KNOW, CIRCLE 'DON'T KNOW']

SHOW CARD QA4

(37-40)

	Totally reliable and accurate				Totally unreliable and inaccurate	Refused to answer	Don't know
a. Newspapers	5	4	3	2	1	7	8
b. Television	5	4	3	2	1	7	8
c. Radio	5	4	3	2	1	7	8
d. The Internet	5	4	3	2	1	7	8

QA5. Now I'd like to ask you about some organisations. Please tell me how much trust you have in the people running each. Use a 5 point scale where 1 means you have no trust at all and 5 means you have total trust. [CIRCLE NUMBER. IF RESPONDENT SAYS 'DON'T KNOW', EMPHASISE OUR INTEREST: We are interested in your opinion whether you use....or not. IF THE RESPONDENT STILL DOESN'T KNOW, CIRCLE 'DON'T KNOW']

SHOW CARD QA5/OA6/OA7

(41-44)

	Total trust				No trust at all	Refused	Don't know
a. Major companies	5	4	3	2	1	7	8
b. The Government	5	4	3	2	1	7	8
c. Television news	5	4	3	2	1	7	8
d. Newspapers	5	4	3	2	1	7	8

QA6. What about the **Internet**? How much trust do you have in the people providing Internet services? We would like to know your opinion even if you do not use the Internet [CIRCLE ONE SCORE. IF RESPONDENT SAYS 'DON'T KNOW' PROMPT: We would like to know your opinion whether you use the Internet or not. IF THE RESPONDENT STILL SAYS 'DON'T KNOW', CIRCLE 'DON'T KNOW'] [SHOW CARD]

SHOW CARD QA5/QA6/QA7

(45)

	Total trust				No trust at all	Refused	Don't know
a) The Internet	5	4	3	2	1	7	8

QA7. Now I'd like to ask you about different groups of people. Please tell me how much trust you have in the following groups of people whether or not you have ever been in contact with them. Use a 5 point scale where 1 means you have no trust at all and 5 means you have total trust. [READ OUT. ROTATE ORDER BETWEEN INTERVIEWS. CIRCLE ONE SCORE PER ROW.

FOR D. IF RESPONDENT SAYS 'DON'T KNOW', PROMPT: We would like to know your opinion whether you use the Internet or not. IF THE RESPONDENT STILL DOESN'T KNOW, CIRCLE 'DON'T KNOW'] [SHOW CARD]

SHOW CARD QA5/QA6/QA7

(46-49)

	Total trust				No trust at all	Refused	Don't know
a. Most scientists	5	4	3	2	1	7	8
b. Most doctors	5	4	3	2	1	7	8
c. Most people in this country	5	4	3	2	1	7	8
d. Most people you can communicate with on the Internet	5	4	3	2	1	7	8

QA8. Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people? Please use a 5 point scale where 1 means that you can't be too careful and 5 means that most people can be trusted. [READ OUT. CODE ONE ONLY]

SHOW CARD QA8

(50)

Most people can be trusted				You can't be too careful	Refused
5	4	3	2	1	7

QA9. Generally speaking, how interested would you say you are in the Internet?
Would you say you are... [READ OUT. CODE ONE ONLY]

(51)

Very interested	4
Interested	3
Not very interested	2
Not at all interested	1
Don't know	8

I would now like to ask you a few questions about access to the Internet in your home.

QH1. Does this household have access to the Internet? [IF 'NO', PROMPT: So there is no internet access in your home at all? IF STILL NO: Have you had access in the past?] [READ OUT. CODE ONE ONLY.].

(52)

Yes, have access at present	1	GO TO QH3
Don't have access now but have had in the past	2	GO TO QH2
No, never had access	3	GO TO QH2
Don't know	8	GO TO QH8

QH2. Is this household planning to get access to the Internet at home in the next year? [READ OUT. CODE ONE ONLY]

(53)

Definitely not	1	GO TO QH8
Probably not	2	
Yes, probably will	3	
Yes, definitely will	4	
Don't know	8	

⇒

FOR THOSE WITH HOUSEHOLD INTERNET ACCESS

QH3. How long has your household had an Internet connection? About how many years? [IF LESS THAN A YEAR, WRITE IN MONTHS]

(54-55)

Interviewer write in months if has had connection for less than a year	_____
OR write in number of years	_____
Don't know	98

QH4. In which of the following ways can members of your household get access to the Internet at home? [READ OUT. CODE ONE PER ROW]

(56-62)

	No	Yes	Don't know
a. A telephone line	0	1	8
b. Cable TV system	0	1	8
c. A wireless connection (eg. Wifi or wireless dongle)	0	1	8
d. Digital TV	0	1	8
e. Hand held device (eg. mobile phone or PDA)	0	1	8

QH5. Do you have a broadband Internet connection at home? [PROBE: A broadband connection offers access to the Internet at faster speeds than a standard dial up modem. It enables users to have the Internet 'always on' and to make and receive phone calls on the same line] [READ OUT. CODE ONE PER ROW]

(63)

No	0	GO TO QH6
Yes	1	GO TO QH7
Don't know	8	GO TO QH8

QH6. Is your household planning to get broadband in the next year or so? [READ OUT. CODE ONE ONLY]

(64)

Definitely won't	1	GO TO QH8
Probably won't	2	
Probably will	3	
Definitely will	4	
Don't know	8	

⇒

FOR THOSE WITH BROADBAND INTERNET CONNECTION

QH7. In your household is the Internet left on all of the time, most of the time or is it connected only when you are actually using it? [READ OUT. CODE ONE ONLY]

(65)

All the time	2
Most of the time	1
Only when I use it	0
Don't know	8

→ ASK ALL

QH8. Let me read off a number of things that some households have, and others do not. Could you tell me if your household has: [READ OUT. CODE ONE PER ROW. PROBE TO OBTAIN CORRECT ANSWERS, RATHER THAN OPINION OF RESPONDENT. MIGHT BE OBVIOUS ON INSPECTION.]

(66-73)

	No	Yes	Don't know
a. Cable TV	0	1	8
b. Satellite TV	0	1	8
c. Digital terrestrial TV (ie. you get BBC 3 or Freeview without having a special aerial)	0	1	8
d. Digital camera(s)	0	1	8
e. Web-cam for a computer	0	1	8
f. Portable Mp3 player (eg iPod)	0	1	8
g. A hand held personal digital assistant / calendar (eg PDA, Blackberry, iPhone)	0	1	8
h. Games machine (Xbox, Nintendo, Playstation)	0	1	8

QH9. Whether or not they are connected to the Internet, how many working computers are available for people to use in this household? [PROBE: Including desktop and laptop computers?] CODE ONE ONLY]

(74)

None	0
One	1
Two	2
Three or more	3
Don't know	8

QH10. And how many television sets are there in your household? [CODE ONE ONLY]

(75)

None	0
One	1
Two	2
Three or more	3
Don't know	8

The following questions will refer to your own use of technologies and the Internet.

QH11. Do you yourself use a computer anywhere, whether or not it is connected to the Internet? [CODE ONE ONLY. IF NO PROMPT: SO YOU DO NOT USE A COMPUTER AT HOME, SCHOOL, WORK OR SOMEWHERE ELSE?]

(76)

No	0
Yes	1
Don't know	8

QH12. Do you yourself have a mobile phone? [CODE ONE ONLY]

(77)

No	0	GO TO QH14
Yes	1	GO TO QH13
Don't know	8	GO TO QH14

⇒ **FOR THOSE WITH MOBILE PHONES**

QH13. How frequently do you use your mobile phone for ... [READ OUT. CODE ONE PER ROW] **SHOW CARD QH13**

(78-84)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know	Not possible on phone
a. Making phone calls/Talking to others	5	4	3	2	1	0	8	9
b. Sending text messages	5	4	3	2	1	0	8	9
c. Playing games	5	4	3	2	1	0	8	9
d. Accessing email or the Internet	5	4	3	2	1	0	8	9
e. Taking photos	5	4	3	2	1	0	8	9
f. Sending photos	5	4	3	2	1	0	8	9
g. Listening to music (Mp3s)	5	4	3	2	1	0	8	9

⇒ **ASK ALL**

QH14. Moving back to the Internet, **do you yourself personally use the Internet** at home, work, school, college or elsewhere or have you used the Internet anywhere in the past? [READ OUT. CODE ONE ONLY. IF NEVER USE PROMPT: So you have never used the Internet at home, school or work?]

(85)

Yes. Current user	1	GO TO USER QUESTIONNAIRE
No, but used it in the past	2	GO TO EX-USER QUESTIONNAIRE
Never used the Internet	3	GO TO NON-USER QUESTIONNAIRE

[USERS QUESTIONNAIRE:
ASK CURRENT USERS OF THE INTERNET ONLY]

SAMPLE POINT NUMBER (WRITE IN):

This must match the sample point number on the associated General Questionnaire AND the Interview Outcome Slip.

(Card 2, Rpt 1-11, 12-15)

			A / B
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RECORD INTERVIEW ID NUMBER IN BOX BELOW. ID NUMBER FOR THIS ADDRESS FOUND ON THE LEFT HAND SIDE OF THE “VISIT OUTCOME SLIP”.

This must match the Interview ID number from the Interview Outcome Slip AND the associated General Questionnaire.

WRITE IN:

(16-19)

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QC1. Now, could I ask about **all of the places** where you access the Internet? Do you currently access the Internet....? [READ OUT. CODE ONE PER ROW. INTERVIEWER CODE ‘DON’T KNOW’ AND NOT APPLICABLE AS ‘NO’]

(20-26)

	No	Yes
a. At home	0	1
b. On the move/while travelling (eg through a mobile phone or wireless dongle)	0	1
c. Another person’s home	0	1
d. At work	0	1
e. At school/At university	0	1
f. Internet Café	0	1
g. Public library	0	1

QC2. About how long have you been using the Internet? [PROBE: About how many months or years?] [IF LESS THAN A YEAR, WRITE IN MONTHS]

(27-30)

Interviewer write in months if has used Internet for less than a year	_____
OR write in number of years	_____
Don’t know	98

QC3. People give a number of reasons why they started using the Internet. Which of the following reasons was the most important when you decided to start using the Internet? [READ OUT EACH REASON. CODE ONLY ONE. WRITE IN IF OTHER.] **SHOW CARD QC3**

(31-32)

To try out, thought it might be interesting	1
I had to use it for work	2
I had to use it for school or a course	3
Someone else recommended it to me	4
They provided access to the Internet at home/work/school	5
I used it to help my children with their home work	6
I wanted to keep in touch with family and friends	7
I thought I might get a better deal by buying products/ services on the Internet	8
Other. Write in.....	9

QC4. We are interested in the kinds of help people need to use the Internet. In the past year, have you [READ OUT ALL ACTIONS BELOW. CODE ONE PER ROW].

(33-39)

	No	Yes	Not applicable
a. Received help from family or friends	0	1	9
b. Received help from people at work/school	0	1	9
c. Received help from people at the Library	0	1	9
d. Received help from people at Internet cafés	0	1	9
e. Paid someone to help you	0	1	9
f. Taken training courses	0	1	9
g. Worked things out yourself without any help	0	1	9

QC5. How would you rate your ability to use the Internet: [READ OUT. CODE ONE ONLY]

(40)

Excellent	5
Good	4
Fair	3
Poor	2
Bad	1
Don't know/can't say	8

QC6. Do you do more than one activity while you are online such as listening to music, watching TV or using the telephone? [READ OUT. CODE ONE ONLY]

(41)

No	0
Yes, sometimes	1
Yes, most of the time	2
Don't know	8

[THE QUESTIONS THAT FOLLOW ASK ABOUT NEGATIVE EXPERIENCES PEOPLE MIGHT HAVE ON THE INTERNET]

QC7. How concerned, if at all, are you about.... [**SHOW CARD QC7**] [CODE ONE PER ROW]

(42-44)

	Not concerned at all	Not concerned	Concerned	Very concerned	Don't know
a. Receiving unsolicited e-mail, sometimes called SPAM	1	2	3	4	8
b. Viruses when using email	1	2	3	4	8
c. Unpleasant experiences when using email, such as being sent obscene or otherwise unwanted e-mails	1	2	3	4	8

QC8. And have you done something to prevent....[READ OUT. CODE ONE PER ROW]

(45-47)

	No	Yes	DK
a. Receiving unsolicited e-mail, sometimes called SPAM (for example, avoiding providing your email on web pages)	0	1	8
b. Your computer being infected by viruses (for example, installing a virus scan)	0	1	8
c. Unpleasant experiences, such as receiving obscene or otherwise unwanted e-mails (for example, installing filters or blocking senders)	0	1	8

QC9. In the past year have you? [READ OUT EACH STATEMENT. ROTATE ORDER BETWEEN INTERVIEWS. CODE ONE PER ROW]

(48-53)

	No	Yes	Don't know
a. Received obscene or abusive e-mails	0	1	8
b. Received a virus onto your computer	0	1	8
c. Bought something which was misrepresented on a Web site	0	1	8
d. Had your credit card details stolen via use on the Internet	0	1	8
e. Been contacted by someone online asking you to provide bank details	0	1	8
f. Ended up on a pornographic website accidentally when looking for something else	0	1	8

QC10. Now I'd like you to think about the different things people do online. How often do you use the Internet for the following purposes? [READ OUT EACH STATEMENT. CODE ONE PER ROW] **SHOW CARD QC10** (54-65)

On average how often do you....?	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know
a. Check your email	5	4	3	2	1	0	8
b. Do instant messaging	5	4	3	2	1	0	8
c. Participate in chat rooms	5	4	3	2	1	0	8
d. Send attachments with your email	5	4	3	2	1	0	8
e. Make or receive phone calls over the Internet	5	4	3	2	1	0	8
f. Read a web-log or blog	5	4	3	2	1	0	8
g. Write a web-log or blog	5	4	3	2	1	0	8
h. Maintain a personal website	5	4	3	2	1	0	8
i. Posted messages on discussion or message boards	5	4	3	2	1	0	8
j. Posted pictures or photos on the Internet	5	4	3	2	1	0	8
k. Used a distribution list for email	5	4	3	2	1	0	8
l. Updated or created a profile on a social networking site such as MySpace or Facebook	5	4	3	2	1	0	8

The questions that follow ask about how you interact with others on the Internet and what information is available about you online.

QC11. How comfortable would you be to provide the following types of information to register on a website? Not comfortable at all, not comfortable, fairly comfortable or very comfortable? [READ OUT. CODE ONE PER ROW]

(66-71)

	Not comfortable at all	Not comfortable	Fairly comfortable	Very comfortable	Don't know
a. Your personal e-mail address	1	2	3	4	8
b. Your full name	1	2	3	4	8
c. Your postal address	1	2	3	4	8
d. Your age or date of birth	1	2	3	4	8
e. Your phone number	1	2	3	4	8
f. A photograph of yourself	1	2	3	4	8

QC12. Have you ever met someone on the Internet you did not know before, through...? [READ OUT EACH STATEMENT. CODE ONE PER ROW]

(72-81)

	No	Yes	
a. Social networking sites (e.g., My Space, FaceBook, Bebo)	0	1	IF YES TO ANY OF THESE, GO TO QC14
b. Online dating site	0	1	
c. Discussion group or bulletin board	0	1	
d. Through a message or comment on a personal website or blog	0	1	
e. Instant Messaging (e.g., Yahoo! Messenger, Skype, AIM)	0	1	
f. Virtual world (e.g., Second Life)	0	1	
g. Email	0	1	
h. Multi-Player Online game (e.g., World of Warcraft, Halo)	0	1	
i. Chat room	0	1	
j. Online community (Hobby groups, Interest groups, Flickr)	0	1	

QC13. [ASK ONLY IF 'NO' TO ALL IN QC12] So you have never met anyone on the Internet you did not know before?

(82)

Never met anyone on the Internet	0	GO TO QC19
Met someone somewhere else on the Internet	1	GO TO QC14
Don't know	8	GO TO QC19

⇒ **IF EVER MET SOMEONE ON THE INTERNET NOT KNOWN BEFORE**

QC14. How many people have you met on the Internet that you did not know before? [CODE ONE ONLY] **(83)**

Less than 5	1
Between 6 and 20	2
Between 21 and 50	3
More than 50	4
Don't know	8

QC15. How many of these people, who you have met on the Internet, would you regard as friends? [ENTER NUMBER, 0 IF NONE]

(84-86)

Don't know	98	

QC16. When you first met them online were any of these people...?: [READ OUT. CODE ONE PER ROW] **(87-89)**

	No	Yes	Don't know
Complete strangers	0	1	8
Friends of friends	0	1	8
Users of a website which was dedicated to a hobby or interest that you shared	0	1	8

QC17. Thinking back to the all the people you have met on the Internet, have you gone on to meet any of them in person? [CODE ONLY ONE]

(90)

No	0	GO TO QC19
Yes	1	GO TO QC18
Don't know	8	GO TO QC19

⇒ **IF MET SOMEONE:**

QC18. How was the experience of meeting them in person? [READ OUT. CODE ONE ONLY. IF THEY MET MORE THAN ONE PERSON ASK : HOW WAS THE EXPERIENCE ON AVERAGE] **(91)**

I had a really good time	1
It was okay, nothing special	2
I didn't enjoy it	3
It was very upsetting	4
Don't know	8

→ ASK ALL

Now I would like to ask you a few more general questions about the role the Internet plays in your relationships with others.

QC19. Has the use of the Internet increased or decreased your contact with the following groups of friends and family members or has your contact remained the same? [READ OUT EACH STATEMENT. CODE ONE PER ROW]

[SHOW CARD QC19/QC20]

(Card 3, Rpt 1-11, 12-

15)

	Greatly decreased	Somewhat decreased	Remained the same	Somewhat increased	Greatly increased	Don't know
a. Family who live nearby	1	2	3	4	5	8
b. Family who live further away	1	2	3	4	5	8
c. Friends who live nearby	1	2	3	4	5	8
d. Friends who live further away	1	2	3	4	5	8

QC20. And has the use of the Internet increased or decreased your contact with the following groups of people or has your contact remained the same? [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QC19/20]

(16-21)

	Greatly decreased	Somewhat decreased	Remained the same	Somewhat increased	Greatly increased	Don't know
a. People who share your personal interests and hobbies	1	2	3	4	5	8
b. People with different personal interests and hobbies	1	2	3	4	5	8
c. People who share your religious beliefs	1	2	3	4	5	8
d. People with different religious beliefs	1	2	3	4	5	8
e. People who share your political views	1	2	3	4	5	8
f. People with different political views	1	2	3	4	5	8

QC21. Please tell me how much you agree or disagree with the following statements:
 [READ OUT EACH STATEMENT. CODE ONE PER ROW]
 [SHOW CARD QC21] (22-28)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. The Internet allows me to keep in touch with people	1	2	3	4	5	8
b. It is easier for me to meet people online than in person	1	2	3	4	5	8
c. On the Internet I can say things that I cannot say offline	1	2	3	4	5	8
d. The Internet helps me save time	1	2	3	4	5	8
e. People can find personal information about me on the Internet	1	2	3	4	5	8
f. People can find my contact information too easily on the Internet	1	2	3	4	5	8
g. Dealing with email takes up too much time	1	2	3	4	5	8

THE NEXT QUESTIONS ASK ABOUT USE OF THE INTERNET FOR INFORMATION SEEKING

QC22. Some people often look up information on the Internet as they go about their daily lives – things like news, sports scores and movie times – others don't. How frequently do you use the Internet for the following purposes? [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QC22] (29-35)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know
a. Looking for news - local, national, international	5	4	3	2	1	0	8
b. Getting information about local events	5	4	3	2	1	0	8
c. Looking for sports information	5	4	3	2	1	0	8
d. Making travel plans	5	4	3	2	1	0	8
e. Looking for jobs, work	5	4	3	2	1	0	8
f. To get jokes, cartoons or other humorous content	5	4	3	2	1	0	8
g. Finding information about health or medical care	5	4	3	2	1	0	8

QC23. Have you ever ...?[READ OUT EACH STATEMENT. CODE ONE PER ROW] **(36-39)**

	No	Yes	Don't know
a. Found a job through the Internet	0	1	8
b. Saved money buying something online	0	1	8
c. First found out about an event through the Internet	0	1	8
d. Found information on the Internet that helped you improve your health	0	1	8

QC24. How confident do you feel about? [IF RESPONDENT ANSWERS DON'T KNOW. PROBE: If you have never done this, guess how confident you would feel if you had to do it.] [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QC24] **(40-48)**

	Not confident at all	Not confident	Fairly confident	Very confident	Don't know
a. Judging the reliability of an on-line source	1	2	4	5	8
b. Using the Internet to gather information	1	2	4	5	8
c. Cleaning a computer of viruses	1	2	4	5	8
d. Participating in a discussion online	1	2	4	5	8
e. Making new friends on the Internet	1	2	4	5	8
f. Uploading photos to a website	1	2	4	5	8
g. Downloading and saving music (MP3)	1	2	4	5	8
h. Fixing a problem by yourself when something goes wrong	1	2	4	5	8
i. Learning how to use a new technology	1	2	4	5	8

C25. In general, when you look for information on the Internet, do you go to specific pages, use a search engine, such as Google or Yahoo!, or do you do both about the same? [READ OUT. CODE ONE ONLY] **(49)**

Mainly go to specific pages	1
Mainly use a search engine (eg. Google or Yahoo!)	2
Both about the same	3
Don't know	8

QC26. Please tell me how much you agree or disagree with the following statements about looking for information online: [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QC26] (50-52)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. I find things quickly when I look for them on the Internet	1	2	3	4	5	8
b. I enjoy looking for information on the Internet	1	2	3	4	5	8
c. I find what I'm looking for on the Internet	1	2	3	4	5	8

QC27. How frequently do you.... [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QC27] (53-54)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know	
a. Read any newspaper in print	5	4	3	2	1	0	8	
b. Read any newspaper or news service on the Internet	5	4	3	2	1	0	8	IF NEVER, GO TO QC29

QC28. Are any of these online newspapers or news services different from what you read in print? [CODE ONE ONLY] (55)

No	0
Yes	1
Don't know	8

→ ASK ALL

QC29. How much of the information found on the World Wide Web overall do you think is reliable? [PROMPT: WOULD YOU SAY...?] [READ OUT RESPONSES. CODE ONE ONLY] (56)

None of it	0
A small portion of it	1
About half of it	2
Most of it	3
All of it	4
Don't know	8

QC30. Some people use the Internet to support their learning in some way, many others do not. How frequently, if ever, do you use the Internet or Web for the following purposes? [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QC30] (57-62)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know
a. Finding or checking a fact	5	4	3	2	1	0	8
b. Looking up a definition of a word	5	4	3	2	1	0	8
c. Getting information for school, college or university related projects or homework	5	4	3	2	1	0	8
d. Getting information for work related projects	5	4	3	2	1	0	8
e. Investigating topics of personal interest	5	4	3	2	1	0	8
f. Online distance learning for an academic degree or job training	5	4	3	2	1	0	8

Now I'd like you to think about the routine things you do for personal entertainment like playing games or listening to music.

QC31. How frequently do you use the Internet for the following purposes? [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QC31] (63-70)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know
a. Playing games	5	4	3	2	1	0	8
b. Downloading music	5	4	3	2	1	0	8
c. Listening to music online	5	4	3	2	1	0	8
d. Downloading videos	5	4	3	2	1	0	8
e. Watching videos online	5	4	3	2	1	0	8
f. Uploading videos or music files	5	4	3	2	1	0	8
g. Looking at religious or spiritual sites	5	4	3	2	1	0	8
i. Surfing or browsing the Web	5	4	3	2	1	0	8

QC32. Do you think your use of the Internet influences the amount of time you spend on the following activities? Do you engage in the following activities less than before, about the same or more than you did before you started using the Internet? [READ OUT EACH STATEMENT. CODE ONE PER ROW] **(71-74)**

	Less than before	About the same	More than before	Don't know
a. Exercising or participating in sports	1	2	3	8
b. Watching TV	1	2	3	8
c. Reading books	1	2	3	8
d. Reading newspapers and magazines	1	2	3	8

QC33. Would you say that, since being connected to the Internet at home you have spent more face to face time together, spent less face to face time together or spent about the same amount of face to face time together with... [READ OUT EACH STATEMENT. CODE ONE PER ROW] **(75-76)**

	Less time together	About the same amount of time	More time together	Don't know
a. Members of your household	1	2	3	8
b. Friends	1	2	3	8

THE FOLLOWING QUESTIONS ASK ABOUT USE OF THE INTERNET FOR SHOPPING AND COMMERCE

QC34. I'd like you to think about different transactions people do in their everyday lives like banking or shopping. Within the last year, how frequently have you used the Internet for the following purposes? [READ OUT EACH STATEMENT. CODE ONE PER ROW] **SHOW CARD QC34 (77-85)**

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know
a. Checking investments in stocks/funds/bonds	5	4	3	2	1	0	8
b. Buying a product online	5	4	3	2	1	0	8
c. Making travel reservations/bookings	5	4	3	2	1	0	8
d. Paying bills	5	4	3	2	1	0	8
e. Using your bank's online services	5	4	3	2	1	0	8
f. Comparing products and prices	5	4	3	2	1	0	8
g. Investing in stocks/bonds/funds	5	4	3	2	1	0	8
h. Ordering groceries or food online	5	4	3	2	1	0	8
i. Selling things online	5	4	3	2	1	0	8

QC35. In an average month, how many times do you purchase products or services over the Internet? Do not include payments for your Internet connection or bill payments for non-Internet services like gas or phone. [WRITE IN]

(86-88)

	Times
Don't know	88

QC36. Here are some comments that people make about online shopping. Whether you shop on the Internet or not, how much do you agree or disagree with the following statements: [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QC36]

(Card 3, Rpt 1-11, 12-17)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. People get a much wider choice of goods on the Internet	1	2	3	4	5	8
b. The prices of things on the Internet are lower	1	2	3	4	5	8
c. It's difficult to return or exchange goods ordered on the Internet	1	2	3	4	5	8
d. People are uncomfortable with the lack of face-to-face contact when ordering on the Internet	1	2	3	4	5	8
e. It is easy to order products from web-sites	1	2	3	4	5	8
f. It's difficult to assess product quality when shopping on the Internet	1	2	3	4	5	8

QC37. Talking now about government information and services, have you done any of the following in the past year? [READ OUT EACH STATEMENT.

[IF 'YES', ASK:] Did you do this offline, online or have you done it both offline and online? [CODE ONE PER ROW] **(18-24)**

	No	Yes, only Offline	Yes, only Online	Yes, both offline and online	Don't know
a. Get information about local council services	0	1	2	3	8
b. Pay for a local council tax, fine, rent or service online	0	1	2	3	8
c. Get information about Central Government services, such as benefits, taxes, driving licence or passport	0	1	2	3	8
d. Pay for a central government tax, fine, license or service online	0	1	2	3	8
e. Get information about schools or education	0	1	2	3	8
f. Look for information about an MP, local councillor, political party or candidate	0	1	2	3	8
g. Get information about government policy on issues such as transport, the environment	0	1	2	3	8

Now, I would like to ask you some questions about how you spend your time, in the course of a typical week.

[FOR THE FOLLOWING QUESTIONS QS1A – QS1F AND QS2 PLEASE RECORD ANSWER IN HOURS AND MINUTES]

QS1. During a typical week, including weekdays and weekends, about how many hours do you usually spend....?

[FOR a., b., c. and d. PROBE: We are not interested in how much time the Internet is switched on but the time you are actually using it.]

[PROBE: In general, about how many hours per week?] [WRITE IN BELOW. IF NONE CODE 0. ENTER NUMBER IN HOURS AND MINUTES]

(25-48)

a. Using the Internet at home	Interviewer write in number __hrs__min
	Or tick 'Don't know' ____
b. Using the Internet at school	Interviewer write in number __hrs__min
	Or tick 'Don't know' ____
c. Using the Internet at work	Interviewer write in number __hrs__min
	Or tick 'Don't know' ____
d. Meeting and socializing with friends and family from outside your household	Interviewer write in number __hrs__min
	Or tick 'Don't know' ____
e. Watching television	Interviewer write in number __hrs__min
	Or tick 'Don't know' ____
f. Reading books	Interviewer write in number __hrs__min
	Or tick 'Don't know' ____

QS2. Did you play video games when you were younger? [READ OUT. CODE ONE ONLY] [PROMPT If YES: How much would you say you played?]

(49)

Not at all	0
A little	1
A lot	2
A great deal	3
Don't know	8

I would now like to ask you some questions about your opinions towards technologies and the Internet.

Q11. Some people think technologies are making life better, others think it makes things worse, to what extent do you agree or disagree with each statement using the scale on this card? [READ OUT EACH STATEMENT. CODE ONE PER ROW]
[SHOW CARD Q11]

(50-55)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. Often it is easier to do things without using technologies	1	2	3	4	5	8
b. I do not trust technologies, because they fail when you need them the most	1	2	3	4	5	8
c. I get nervous using technologies, because I might break something	1	2	3	4	5	8
d. Without new technologies society can no longer function	1	2	3	4	5	8
e. If I want to concentrate I have to turn off all media and communications devices	1	2	3	4	5	8
f. I often leave my work phone or mobile communication device turned on when I go to bed	1	2	3	4	5	8

Q12. Do you ever feel that you spend too much time on the Internet? [READ OUT EACH STATEMENT. CODE ONE ONLY]

(56)

No, never	0
Yes, sometimes	1
Yes, very often	2
Don't know	8

Q13. Here are things people sometimes say about using the Internet. Can you please tell me to what extent do you agree or disagree with each statement using the scale on this card? [READ OUT EACH STATEMENT. CODE ONE PER ROW] **[SHOW CARD Q13]** (57-64)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. The Internet makes life easier	1	2	3	4	5	8
b. The Internet is frustrating to work with	1	2	3	4	5	8
c. There is too much immoral material on the Internet	1	2	3	4	5	8
d. The Internet is an efficient means for finding information	1	2	3	4	5	8
e. The use of the Internet can be addictive	1	2	3	4	5	8
f. The Internet is complex	1	2	3	4	5	8
g. I find dealing with the amount of information on the Internet exhausting	1	2	3	4	5	8
h. I waste too much time going through irrelevant information on the Internet to get to what I am looking for	1	2	3	4	5	8

Q14. When you are trying to concentrate on a task, how distracting do you feel are the following..? [READ OUT. CODE ONE ONLY] **SHOW CARD Q14**

(65-69)

	Not at all distracting	Not distracting	Distracting	Very distracting	Don't know
a. Noise	1	2	3	4	8
b. Telephone calls	1	2	3	4	8
c. People around you	1	2	3	4	8
d. Email or instant messaging	1	2	3	4	8
e. Social networking applications (eg. Facebook, Bebo, Linked in)	1	2	3	4	8

The following questions are about Internet regulation

QI5. Some people think governments should regulate the Internet more than they do today, others think governments should regulate the Internet less. Do you think the government should regulate the Internet far more, more, no more no less, less or far less? [READ OUT. CODE ONE ONLY]

(70)

Far more	5
More	4
No more no less	3
Less	2
Far less	1
Don't know	8

QI6. Some people think that children's content on the Internet should be restricted, others think it should not be restricted. Which of the following do you think should be responsible for making these restrictions or do you think that no one should restrict children's content? [READ OUT. CODE ONE ONLY PER ROW]

(71-75)

	No	Yes	Don't know
a. Parents	0	1	8
b. Providers of Internet services	0	1	8
c. The Government	0	1	8
d. School (teachers)	0	1	8
e. No one should restrict children's content	0	1	8

THE FOLLOWING QUESTIONS ASK ABOUT GENERAL ATTITUDES
TOWARDS LIFE, TECHNOLOGIES AND PRIVACY

QB1. People also have different views towards technology and the protection of information. Please tell me how much you agree or disagree with each of the following statements: [READ OUT EACH STATEMENT. CODE ONE ONLY PER ROW] [**SHOW CARD QB1**]

(76-82)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. When new technologies or gadgets are invented, it is a good idea to try them	1	2	3	4	5	8
b. The use of public CCTV, webcams and security cameras is a threat to personal privacy in this country	1	2	3	4	5	8
c. Technology is making things better for people like me	1	2	3	4	5	8
d. Everyone in Britain should be required to carry an identification card	1	2	3	4	5	8
e. People should be able to express their opinion anonymously on the Internet	1	2	3	4	5	8
f. People should be concerned about protection of credit card details when they are using new technologies	1	2	3	4	5	8
g. The present use of computers and the Internet is a threat to personal privacy in this country	1	2	3	4	5	8

QB2. I would now like to ask you a few things about the people you might interact with in daily life. How much do you agree with the following descriptions? [READ OUT EACH STATEMENT. CODE ONE ONLY PER ROW] [SHOW CARD QB2]

(Card 4. Rpt 1-11. 12-16)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. Young people today don't have enough respect for traditional values	1	2	3	4	5	8
b. People who break the law should be given stiffer sentences	1	2	3	4	5	8
c. Schools should teach children to obey authority	1	2	3	4	5	8
d. Other people play a big part in what happens to me.	1	2	3	4	5	8
e. Society is getting harder and harder to understand	1	2	3	4	5	8

QB3. How often do you contact family or friends who live nearby.. ?
 [PROMPT: Is that several times a day, daily, weekly, monthly or less than that?]
 [READ OUT. ROTATE ORDER BETWEEN INTERVIEWS. CODE ONE ONLY PER ACTION] [SHOW CARD QB3/QB4

(17-21)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Don't know	Not applicable
a. Going to visit them or they come here	5	4	3	2	1	8	9
b. Calling them on the phone	5	4	3	2	1	8	9
c. Emailing or instant messaging them	5	4	3	2	1	8	9
d. Writing a card or a letter to them	5	4	3	2	1	8	9
e. Text messaging	5	4	3	2	1	8	9

QB4. How often do you contact family or friends who live faraway by...?
 [PROMPT: Is that several times a day, daily, weekly, monthly or less than that?]
 [READ OUT. ROTATE ORDER BETWEEN INTERVIEWS. CODE ONE ONLY PER ACTION] **[SHOW CARD QB3/QB4] (22-26)**

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Don't know	Not applicable
a. Going to visit them or they come here	5	4	3	2	1	8	9
b. Calling them on the phone	5	4	3	2	1	8	9
c. Emailing or instant messaging them	5	4	3	2	1	8	9
d. Writing a card or a letter to them	5	4	3	2	1	8	9
e. Text messaging	5	4	3	2	1	8	9

QB5. Do you participate to the activities of one or more of the following organisations? [READ OUT. CODE ONE ONLY PER organisation]

(27-33)

	No	Yes
a. Any social or sport club (eg. gym, music or arts associations)	0	1
b. A residents, neighbourhood, school or other local group	0	1
c. A trade union	0	1
d. An environmental or animal welfare organisation	0	1
e. Any other political or campaigning organisation	0	1
f. A charity organization or social aid organisation	0	1
g. Religious or church organisation	0	1

THE FOLLOWING QUESTIONS ASK ABOUT POLITICAL OUTLOOKS AND INVOLVEMENT

QP1. How interested would you say you are in politics? Would you say you are...
 [READ OUT. CODE ONE ONLY]

(34)

Very interested	4
Interested	3
Not very interested	2
Not at all interested	1
Don't know	8

QP2. There are different ways of trying to improve government or help prevent things from going wrong. In the last year, have you done any of the following? [READ OUT EACH STATEMENT.]

[IF 'YES', ASK: Did you do this offline, online or have you done it both offline and online?] [CODE ONE PER ROW].

(35-43)

	No	Yes, only Offline	Yes, only Online	Yes, both offline and online	Don't know
a. Contacted a politician, government or local government official (e.g. your MP or a councillor)	0	1	2	3	8
b. Joined a political party	0	1	2	3	8
c. Joined another civic organisation or association such as those involved in environmental or human rights campaigning	0	1	2	3	8
d. Signed a petition	0	1	2	3	8
e. Taken part in a lawful public demonstration	0	1	2	3	8
f. Contacted a political party	0	1	2	3	8
g. Deliberately bought certain products for political, ethical or environmental reasons	0	1	2	3	8
h. Donated money to a political organisation or group	0	1	2	3	8
i. Donated money to a civic organisation or group	0	1	2	3	8

⇒ [IF INTERVIEWING A 14-17 YEAR OLD, GO TO QP4]

QP3. If there were to be a General Election for the national government and Parliament tomorrow, which parties might you vote for? Which ones, if any, would you never vote for? [READ OUT. CODE ONE PER ROW ONLY.]

(44-52)

	Might vote for	Would never vote for	Neither	Don't know
Conservatives (Tories)	1	2	3	8
Labour	1	2	3	8
Liberal Democrat	1	2	3	8
Green Party	1	2	3	8
British National Party	1	2	3	8
UK Independence Party (UKIP)	1	2	3	8
Plaid Cymru	1	2	3	8
Scottish National Party	1	2	3	8
Respect	1	2	3	8

⇒ **ASK ALL**

QP4. People have different opinions about the way society functions, please tell me how much you agree or disagree with each of the following statements:

[READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QP4]

(53-57)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree Strongly	Don't know
a. Censorship has no place in a free society	1	2	3	4	5	8
b. Government should redistribute income from the better off to those who are less well off	1	2	3	4	5	8
c. The less governments intervene in the economy the better	1	2	3	4	5	8
d. Government does not care much about what people like me think	1	2	3	4	5	8
e. Sometimes politics and government seem so complicated that a person like me cannot really understand what is going on	1	2	3	4	5	8

QP5. Some people think that the Internet will change the way people influence politics, others think that this is not the case. How much do you agree or disagree with the statement that 'Through the use of the Internet?'

[READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QP5]

(58-61)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. People like you can have more political power	1	2	3	4	5	8
b. People like you will have more say about what the government does	1	2	3	4	5	8
c. People like you can better understand government	1	2	3	4	5	8
e. Public officials will pay more attention to what people like you have to say	1	2	3	4	5	8

In the last section of this interview I would like to ask you a few questions about yourself that will be used for classification purposes. Like all the other information in this survey your answers will remain anonymous and cannot be used to identify you personally.

→ ASK ALL

D1. Age: In what year were you born?
[WRITE IN YEAR]

(62)

--

D2. Gender [BY OBSERVATION. CODE ONLY ONE]

(63)

Male	0
Female	1

D3. Marital Status: Are you...? [CODE ONLY ONE]

(64)

Single	1
Married	2
Living together with a partner	3
Divorced, separated	4
Widowed	5

D4. How many adults live in your household (people over the age of 18)?
[WRITE IN]

(65)

--

D5. Do any children (people under 18) live in your household? [CODE ONLY ONE]

(66)

No	0	Go to D12
Yes	1	Go to D6
Don't know	8	Go to D12

D6. How many children live in your household and how old are they? [CODE "YES" OR "NO" FOR EVERY AGE GROUP AND IF THEY HAVE CHILDREN, WRITE DOWN HOW MANY FOR EACH AGE GROUP.]

(67-72)

Children under 10	No	0	How many?	
	Yes	1		
Children between 10-13	No	0	How many?	
	Yes	1		
Children between 14-17	No	0	How many?	
	Yes	1		

D7. Does this child/Do any of these children have access to any of the following in their bedroom? [READ OUT. CODE ONE PER ROW]

(73-75)

	No	Yes	Don't know
a. TV	0	1	8
b. The Internet	0	1	8
c. Game console	0	1	8

D8. [DO Not ask if A child is being interviewed and if this child is only child in the household]

Does this child/do these children have access to the Internet at home, at school or somewhere else? [CODE ONLY ONE]

(76)

Yes	1	GO TO D9
No	0	GO TO D12
Don't know	8	

D9. Are there rules for this child/these children in your household? [READ OUT. CODE ONLY ONE]

(77)

No	0	GO TO D11
Yes, there are rules at home	1	GO TO D10
Yes, there are rules for when they use the Internet somewhere else	2	
Yes, there are rules both at home and for when they use the Internet somewhere else	3	
Not applicable	9	GO TO D11

D10. [IF INTERVIEWING A 14-17 YEAR OLD] Have you ever been told by your parents or caretakers...

[IF INTERVIEWING A CARETAKER OR PARENT]: Have you ever told your child/your children... [READ OUT. CODE ONE PER STATEMENT]

(78-84)

	No	Yes	Don't know
a. Person is neither caretaker nor child	0	1	IF YES, GO TO D11 Don't read b. to g.
b. Not to visit some sites	0	1	8
c. How much time to spend online	0	1	8
d. Not to give out personal information	0	1	8
e. Not to meet someone in person they only met online	0	1	8
f. To use the PC under parent's control, for example in the same room	0	1	8
g. Not to talk to strangers online	0	1	8

D11. And does your household use parental control filters, such as ‘Net Nanny’ or other filters provided by your ISP to prevent children from accessing certain websites?

(Card 5. Rpt 1-11. 12)

No, never heard of them	0
No, do not use them	1
Yes	2
Don't know	8

→ ASK ALL

D12. Excluding yourself, how many other members of your household have any access to the Internet? [WRITE IN NUMBER]

(13)

D13. What is the highest educational or vocational qualification that you have or that you will receive if you complete your next set of exams? [CODE ONE ONLY. IF MENTIONS MORE THAN ONE ASK: Which one would you consider the highest degree?]

(14-15)

No qualifications	0
SNQ (Scottish National Qualifications)	1
5 or more GCSE grades A-C	2
4 or less GCSE grade A- C	3
GCSE grade D-G	4
CSEs	5
5 or more O levels	6
4 or less O levels	7
GCE A levels or equivalent	8
NVQ 1 or 2	9
NVQ 3 or 4	10
GNVQ Foundation	11
GNVQ Intermediate	12
GNVQ Advanced	13
Certificate or Diploma of Higher Education	14
Bachelors degree	15
Graduate Certificates and Diploma	16
Masters Degree	17
Doctoral Degree	18
Refused to answer	97
Don't know	98

D14 What is the last type of educational institution (e.g. school, college or university) that you have attended or which type of educational institution are you attending now?

(16)

Primary school or equivalent	0
Secondary school or equivalent	1
Special school or equivalent	2
Sixth form college or equivalent	3
Technical college or equivalent	4
Further Education College	5
Adult Community College	6
University or equivalent	7
Other (write)	

D15. Which of these descriptions best describes your current situation?

[NOTE: IF RESPONDENT IS A STUDENT AND IS WORKING ASK: What is your principal activity? FULL TIME STUDENT WHO WORKS PART TIME IS A STUDENT. FULL TIME EMPLOYEE WHO IS A PART-TIME STUDENT IS WORKING FULL TIME]

(17-18)

Working Full time (30 hours a week or more)	1	GO TO D16
Working Part time (8-29 hours a week)	2	
Retired	3	GO TO D24
Unemployed	4	GO TO D24B
Permanently sick or disabled	5	
In community or military service	6	
Undergraduate Student	7	GO TO D17
Post graduate student	8	
In full time education (not higher degree)	9	
In part time education (not higher degree)	10	GO TO D24B
Doing housework, looking after children or other persons	11	
Refused to answer	98	

D16. Apart from working, do you also study?

(19)

No	0	GO TO D18
Yes	1	
Don't know	8	

[ONLY ASK PEOPLE WHO STUDY AS MAIN ACTIVITY]

D17. And apart from studying, do you also work?

(20)

No	0	GO TO D24B
Yes	1	GO TO D18
Don't know	8	GO TO D24B

D18. Do you work all or some of the time from home? Do you do all your work from home, often work from home, seldom work from home or never work from home? [READ OUT. CODE ONE ONLY]

(21)

Yes, do all my work from home	3
Often work from home	2
Seldom work from home	1
Never work from home	0
Don't know	8

D19. How often do you use the Internet at home for work related activities? Would you say it is often, seldom or never? [READ OUT. CODE ONE ONLY]

(22)

Often	2	
Seldom	1	
Never	0	
Don't know	8	
NOT APPLICABLE: Don't have Internet at home	9	GO TO D21

D20. Do you think that having access to email and the Internet decreases the amount of work you do at home, increases the amount of work or it doesn't make any difference? [READ OUT. CODE ONE ONLY]

(23)

Decreases the amount of work you do at home	3
Doesn't make any difference	2
Increases the amount of work you do at home	1
Don't know	8

D21. Do you think that having access to email and the Internet decreases the time you spend on personal things at work, increases the amount of time or it doesn't make any difference? [READ OUT. CODE ONE ONLY]

(24)

Decreases the amount of time you spend on personal things at work	3	
Doesn't make any difference	2	
Increases the amount of time you spend on personal things at work	1	
Don't know	8	
NOT APPLICABLE: Don't have Internet at work	9	Go to D24

D22. Because of your Internet access at work, do you feel that your work performance/productivity has improved a lot, improved somewhat, stayed the same, worsened somewhat, or worsened a lot? [READ OUT. CODE ONE ONLY]

(25)

Improved a lot	1
Improved somewhat	2
Stayed the same	3
Worsened somewhat	4
Worsened a lot	5
Don't know	8

D23. Are any of the followings blocked at your work? [READ OUT. CODE ONE ONLY]

(26-31)

	No	Yes	Don't know
Social Networking sites (e.g. My Space, Facebook, Bebo)	0	1	8
Personal e-mail (not work e-mail)	0	1	8
Online newspapers	0	1	8
Chat or Instant messaging (e.g., Yahoo! Messenger, Skype, AIM)	0	1	8
Multi-Player Online games (e.g., World of Warcraft) or Virtual World (e.g., Second Life)	0	1	8
Downloading videos or music	0	1	8

D24. In order that we interview a cross-section of people from all walks of life, could you tell me your occupation? [ONLY ASK PEOPLE WHO WORK OR ARE RETIRED AS MAIN ACTIVITY]

[INTERVIEWER CODE SOCIAL CLASS AND WRITE DOWN OCCUPATION. TO GET A MORE ACCURATE REFLECTION, INTERVIEWER PROBE ON QUALIFICATIONS, NUMBER OF PEOPLE WHO REPORT TO RESPONDENT AND SENIORITY. IF RESPONDENT IS RETIRED WRITE 'RETIRED' AND CODE ACCORDING TO PREVIOUSLY HELD OCCUPATION]

Occupation of Respondent

(32)

A	1
B	2
C1	3
C2	4
D	5
E	6

D24A. Are you the Chief Wage Earner in your household? [ONLY ASK PEOPLE WHO WORK OR ARE RETIRED AS MAIN ACTIVITY]

(33)

No	0	GO TO D24B
Yes	1	GO TO D25

D24B. Could you tell me what is the occupation of the Chief Wage Earner in your household? [ONLY ASK PEOPLE WHO WORK OR ARE RETIRED AS MAIN ACTIVITY]

Occupation of Chief Income Earner

[WRITE DOWN OCCUPATION. TO GET A MORE ACCURATE REFLECTION, INTERVIEWER PROBE ON QUALIFICATIONS, NUMBER OF PEOPLE WHO REPORT TO CIE AND SENIORITY. IF CHIEF WAGE EARNER IS RETIRED WRITE 'RETIRED' AND CODE ACCORDING TO PREVIOUSLY HELD OCCUPATION]

Qualifications of CIE

Number of people who report to CIE

CODE

(34)

A	1
B	2
C1	3
C2	4
D	5
E	6

→ ASK ALL

D25. Do you know a language other than English well enough to read a newspaper in that language? [CODE ONE ONLY]

(35)

No	0
Yes	1

D26. How many years in total have you lived in the UK? [WRITE DOWN]

(36-37)

Interviewer write in number _____ years
Or tick for 'Don't know' _____

D27. To which of these groups do you consider you belong? Please just tell me the letter you see on this card. [CODE ONE ONLY] [SHOW CARD D27] (38-39)

O	ASIAN: of Indian origin	1
H	ASIAN: of Pakistani origin	2
S	ASIAN: of Bangladeshi origin	3
L	ASIAN: of Chinese origin	4
X	ASIAN: of other origin (WRITE IN) _____	5
Q	BLACK: of African origin	6
T	BLACK: of Caribbean origin	7
Y	BLACK: of other origin (WRITE IN) _____	8
B	WHITE: of British origin	9
N	WHITE: of other origin	10
K	OTHER (WRITE IN) _____	11
	Refused to answer	97
	Don't know	98

D28. Do you regard yourself as belonging to any particular religion or denomination?
[PROMPT IF YES: Which one? Please just tell me the letter you see on this card.]

[SHOW CARD D28]

(40-41)

A	No, do not belong to any religion	0
B	Christian – no denomination	1
C	Roman Catholic	2
D	Greek or Russian Orthodox	3
E	Protestant	4
F	Church of England/Anglican	5
G	Baptist	6
H	Methodist	7
I	Presbyterian/Church of Scotland	8
J	Free Presbyterian	9
K	Brethren	10
L	United Reform Church (URC)/Congregational	11
M	Other Christian	12
N	Hindu	13
O	Jewish	14
P	Islam/Muslim	15
Q	Sikh	16
R	Buddhist	17
S	Other non-Christian	18
T	Other	19
	Refused	97
	Don't know	98

D29. Do you have a health problem or disability which prevents you from doing every day tasks at home, work or school or which limits the kind or amount of work you can do? [CODE ONE ONLY]

(42)

No	0	GO TO D31
Yes	1	GO TO D30
Refused to answer	97	GO TO D31

D30. Does this health problem or disability limit your use of a computer or the Internet? [CODE ONE ONLY]

(43)

No	0
Yes	1
Refused to answer	97

⇒

ASK ALL

D31. Finally, can I just check, would you describe the place where you live as a big city, the suburbs or outskirts of a big city, a small city or town, a country village, or, a farm or home in the country? [READ OUT. CODE ONE ONLY]

(44)

A big city	1
The suburbs or outskirts of a big city	2
A small city or town	3
A country village	4
A farm or home in the country	5
Other	6
Don't know	8
Not answered	9

CLOSE INTERVIEW WITH

That is all the questions I have. Thank you very much for cooperating with this Oxford University survey. It will help in understanding the ways in which people are responding to the introduction of the INTERNET in society. As I said at the beginning Oxford University will make a donation to Oxfam in appreciation of the time you have given us for this interview. Could you tell me your phone number in case we need to double check any of your responses to the questions?

PHONE NO. OF RESPONDENT:

REGION

(45)

Scotland	0
North West	1
South West	2
Wales	3
South East	4
London	5
East of England	6
East Midlands	7
West Midlands	8
Yorkshire & the Humber	9
North East	10

POSTCODE OF HOUSE (TAKE FROM SAMPLE SHEET) (46-52)

--	--	--	--	--	--	--

SELF COMPLETION QUESTIONNAIRE – PLEASE HAND TO RESPONDENT TO COMPLETE

1. Have you or has someone close to you been directly affected by the economic crises? For example, have any of your close friends or family members lost considerable amounts of money on the stock market, been fired, or had cuts in their income?

Circle one answer for each row.

(53-55)

	No	Yes
Yes, a close friend	0	1
Yes, a family member	0	1
Yes, I have been affected myself	0	1

2. Are you or your family cutting back on anything at the moment in order to save money?

Circle one answer only.

(56)

No	0
Yes	1

3. The incomes of households differ a lot in Britain today. Here is a table showing the range of incomes that people have. Which of the letters on this table best represents the total income of your household before tax?

Circle one answer only.

(57)

Q	Up to £12.500 per year
T	£12.500 to £20.000 per year
K	£20.000 to £30.000 per year
B	£30.000 to £40.000 per year
F	£40.000 to £60.000 per year
J	Over £60.000 per year

4. People disagree over what is appropriate for people to do with various communication technologies like mobile phones and the Internet. Do you think the following activities are appropriate, not appropriate or does it depend on the circumstances?

Circle one answer for each row.

(58-64)

	Very Inappropriate	Inappropriate	It depends	Appropriate	Very Appropriate
a. Send an electronic greeting card instead of a paper card	1	2	3	4	5
b. Download music from the Internet without paying for it	1	2	3	4	5
c. Send jokes by email	1	2	3	4	5
d. Download/copy a book or article without paying for it	1	2	3	4	5
e. Gamble with money on the Internet	1	2	3	4	5
f. Looking at pornography on the Internet	1	2	3	4	5
g. Forward chain letters to friends through email	1	2	3	4	5

5. The next question is about how you feel about different aspects of your life. Could you tell me for each one if you feel that way always, almost always, some of the time, rarely or never? Circle one answer for each row.

(65-67)

	Never	Rarely	Some of the time	Almost always	Always
a. How often do you feel that you lack companionship?	0	1	2	3	4
b. How often do you feel left out?	0	1	2	3	4
c. How often do you feel isolated from others?	0	1	2	3	4

6. I would now like to ask you a few things about yourself. How much do you agree with the following descriptions?

Circle one answer for each row.

(68-74)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly
a. I am a shy person	1	2	3	4	5
b. I like to have other people around me	1	2	3	4	5
c. I am an outgoing person	1	2	3	4	5
d. Sometimes I feel that I don't have enough control over the direction my life is taking	1	2	3	4	5
e. Becoming a success in life is a matter of hard work, luck has little or nothing to do with it	1	2	3	4	5
f. What happens to me is my own doing	1	2	3	4	5
g. Getting a good job depends mainly on being in the right place at the right time	1	2	3	4	5

Please answer question 7 ONLY IF YOU USE THE INTERNET.

7. How frequently do you use the Internet for the following purposes?

Circle one answer for each row.

(75-76)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never
a. Betting, gambling or entering sweepstakes	5	4	3	2	1	0
b. Looking at 'adult' sites with sexual content	5	4	3	2	1	0

THANK YOU FOR HELPING US WITH THIS SURVEY !

Please hand the questionnaire back to the interviewer.

Interviewer declaration

I declare that this interview has been carried out in accordance with your instructions.

NAME:

.....

SIGNED:

.....

DATE:

.....

[EX-USERS QUESTIONNAIRE:
FOR EX-USERS OF THE INTERNET ONLY]

SAMPLE POINT NUMBER (WRITE IN):

This must match the sample point number on the associated General Questionnaire AND the Interview Outcome Slip.

(Card 10, Rpt 1-11, 12-15)

			A / B
--	--	--	-------

RECORD INTERVIEW ID NUMBER IN BOX BELOW. ID NUMBER FOR THIS ADDRESS FOUND ON THE LEFT HAND SIDE OF THE “VISIT OUTCOME SLIP”.

This must match the Interview ID number from the Interview Outcome Slip AND the associated General Questionnaire.

WRITE IN:

(16-19)

--	--	--	--

QE1. For how long did you use the Internet? [PROBE: About how many months/years?] [IF LESS THAN A YEAR, WRITE IN MONTHS]

(20-23)

Interviewer write in months if used Internet for less than a year	_____
OR write in number of years	_____
Don't know	98

QE2. How long ago was it that you stopped using the Internet? [IF LESS THAN A YEAR, WRITE IN MONTHS]

(24-27)

Interviewer write in months if stopped using Internet less than a year ago	_____
OR write in number of years	_____
Don't know	98

QE3a. People give a number of reasons why they use the Internet. We would like to know if any of the following reasons relate to why you once decided to use the Internet? [READ OUT EACH REASON. CODE ONE PER ROW. WRITE IN IF OTHER]

(28-35)

	No	Yes
a. To try out, thought it might be interesting	0	1
b. I had to use it for work	0	1
c. I had to use it for school	0	1
d. Someone else recommended it to me	0	1
e. I used to have access to the Internet at home/work/school	0	1
f. I used it to help my children with their home work	0	1
g. I wanted to keep in touch with family and friends	0	1
h. I thought I might get a better deal by buying products/ services on the Internet	0	1
g. Other (?) Write in		

QE3b. And which of those reasons was the most important? [READ OUT EACH REASON. CODE ONLY ONE]

(36)

To try out, thought it might be interesting	1
I had to use it for work	2
I had to use it for school or a course	3
Someone else recommended it to me	4
They provided access to the Internet at home/work/school	5
I used it to help my children with their home work	6
I wanted to keep in touch with family and friends	7
I thought I might get a better deal by buying products/ services on the Internet	8
Other.	9

QE4. People have given a number of reasons for stopping use of the Internet. We would like to know if any of these reasons were important to your decision? [READ OUT EACH REASON. CODE ONE PER ROW] [SHOW CARD QE4/5/6]

(37-50)

	No	Yes
a. I am just not interested	0	1
b. I moved house and have not had new connection installed or moved job/left school where it was available	0	1
c. I no longer have a computer available	0	1
d. It was too difficult to use	0	1
e. It's not useful	0	1
f. It's too expensive	0	1
g. I was worried about my privacy	0	1
h. I had bad experiences with SPAM or viruses	0	1
i. I do not have enough time	0	1
j. There's nothing of interest on the Internet	0	1
k. I never really figured out how to use it	0	1
l. Because I was spending too much time on it	0	1
m. It's not for people of my age	0	1
n. It's not for people like me	0	1

QE5. And which of these reasons was the most important? [CODE ONLY ONE]
(51-52)

a. I am just not interested	1
b. I moved house and have not had new connection installed or moved job/left school where it was available	2
c. I no longer have a computer available	3
d. It was too difficult to use	4
e. It's not useful	5
f. It's too expensive	6
g. I was worried about my privacy	7
h. I had bad experiences with SPAM or viruses	8
i. I do not have enough time	9
j. There's nothing of interest on the Internet	10
k. I never really figured out how to use it	11
l. Because I was spending too much time on it	12
m. It's not for people of my age	13
n. It's not for people like me	14

QE6. Is this the same reason why you are currently not using the Internet? [IF YES, COPY QE5, IF NO, ASK: Which is the most important reason you are currently not using the Internet?] [INTERVIEWER CODE INTO CATEGORIES] (53-54)

a. I am just not interested	1
b. I moved house and have not had new connection installed or moved job/left school where it was available	2
c. I no longer have a computer available	3
d. It was too difficult to use	4
e. It's not useful	5
f. It's too expensive	6
g. I was worried about my privacy	7
h. I had bad experiences with SPAM or viruses	8
i. I do not have enough time	9
j. There's nothing of interest on the Internet	10
k. I never really figured out how to use it	11
l. Because I was spending too much time on it	12
m. It's not for people of my age	13
n. It's not for people like me	14

I would now like to ask you some questions about what it was like to use the Internet .
QE7. When you used the Internet did you...? [READ OUT EACH STATEMENT. ROTATE ORDER BETWEEN INTERVIEWS. CODE ONE PER ROW]

(55-60)

	No	Yes	Don't know
a. Receive obscene or abusive e-mails	0	1	8
b. Receive a virus onto your computer	0	1	8
c. Buy something which had been misrepresented on a Web site	0	1	8
d. Have credit card details stolen via use on the Internet	0	1	8
e. Get contacted by someone online asking you to provide bank details	0	1	8
f. Ended up on a pornographic website accidentally when looking for something else	0	1	8

QE8. When you used the Internet, did you use it for the following purposes? [READ OUT EACH STATEMENT. CODE ONE PER ROW]

(61-75)

	No	Yes	Don't know
a. Checking emails	0	1	8
b. Finding or checking a fact	0	1	8
c. Downloading music	0	1	8
d. Signing a petition online	0	1	8
e. Getting information about local council services	0	1	8
f. Getting information for school, college or university related projects or homework	0	1	8
g. Posting messages on discussion or message boards	0	1	8
h. Getting information about local events	0	1	8
i. Using your bank's online services	0	1	8
j. Getting information about or comparing products	0	1	8
k. Making or receive phone calls over the Internet	0	1	8
l. Making travel plans	0	1	8
m. Getting jokes, cartoons or other humorous content	0	1	8
n. Paying your bills online	0	1	8
o. Playing games online	0	1	8

QE9. Did you ever ...? [READ OUT EACH STATEMENT. CODE ONE PER ROW]

(76-79)

	No	Yes	Don't know
a. Find a job through the Internet	0	1	8
b. Save money buying something online	0	1	8
c. First find out about an event through the Internet	0	1	8
d. Find information on the Internet that helped you improve your health	0	1	8

QE10. Please tell me how much you agree or disagree with the following statements. [READ OUT EACH STATEMENT. CODE ONE PER ROW]

[SHOW CARD QE10/11/17/18]

(80-84)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. I would like to use the Internet in the future	1	2	3	4	5	8
b. I miss out by not using the Internet and E-mail	1	2	3	4	5	8
c. I sometimes feel left out when my friends talk about the Internet	1	2	3	4	5	8
d. I am better off not using the Internet	1	2	3	4	5	8
e. I could perform better in my daily tasks if I used the Internet	1	2	3	4	5	8

QE11. Please tell me how much you agree or disagree with the following statements.
When I used the Internet: [READ OUT EACH STATEMENT. CODE ONE PER
ROW] [SHOW CARD QE10/11/17/18] (Card 11. Rpt 1-11. 12-14)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. I found things quickly when I looked for them on the Internet	1	2	3	4	5	8
b. I enjoyed looking for information on the Internet.	1	2	3	4	5	8
c. I found what I was looking for when on the Internet.	1	2	3	4	5	8

QE12. If you needed to use the Internet to send an e-mail or something now, do you know someone who could do this for you? [PROBE: Is that definitely or probably?]
[READ OUT. CODE ONE ONLY] (15)

Yes, definitely	4	CONTINUE TO QE13
Yes, probably	3	
Probably not	2	GO TO QE16
Definitely not	1	
Don't know	8	

QE13. Who could you ask for help on Internet related matters? Could you ask.....?
[READ OUT EACH PERSON. CODE ONE PER ROW] (17-24)

	No	Yes	Don't know
a. Parent	0	1	8
b. Friend	0	1	8
c. Partner/Spouse	0	1	8
d. Child/Grandchild	0	1	8
e. Brother/Sister	0	1	8
f. Internet café staff	0	1	8
g. Library staff	0	1	8
h. A colleague	0	1	8

QE14. In the past year have you asked someone to send an email for you, get information from the World Wide Web or make a purchase from the Internet?
[READ OUT. CODE ONE ONLY] (25)

Yes, a number of times	2	GO TO QE15
Yes, once or twice	1	
No	0	GO TO QE16
Don't know	8	

QE15. And who have you asked for help on Internet related matters in the past year?
[READ OUT EACH PERSON. CODE ONE PER ROW] (26-33)

	No	Yes	Not applicable
a. Parent	0	1	9
b. Friend	0	1	9
c. Partner/Spouse	0	1	9
d. Child/Grandchild	0	1	9
e. Brother/Sister	0	1	9
f. Internet café staff	0	1	9
g. Library staff	0	1	9
h. A colleague	0	1	9

→ ASK ALL

QE16. Are you planning to get access to the Internet in the next year or so? [READ OUT. CODE ONE ONLY] (34)

Definitely won't	1
Probably won't	2
Probably will	3
Definitely will	4
Don't know	8

QE17. Please tell me how much you agree or disagree with the following statements: [READ OUT EACH STATEMENT. CODE ONE PER ROW]

[SHOW CARD QE10/11/17/18]

(35-41)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. The Internet allows people to keep in touch with each other	1	2	3	4	5	8
b. It is easier for people to meet others on the Internet than in person	1	2	3	4	5	8
c. On the Internet people can say things they cannot say offline	1	2	3	4	5	8
d. The Internet helps people save time	1	2	3	4	5	8
e. People could get personal information about other people on the Internet	1	2	3	4	5	8
f. People can find other people's contact information too easily on the Internet	1	2	3	4	5	8
g. Dealing with email takes up too much time	1	2	3	4	5	8

QE18. Here are some comments that people make about online shopping. Whether you used to shop on the Internet or not, we are still interested in your opinion. How much do you agree or disagree with the following statements:

[READ OUT EACH STATEMENT. CODE ONE PER ROW. IF RESPONDENTS SAY 'DON'T KNOW', DO NOT PUSH FOR AN ANSWER AND JUST CIRCLE 'DON'T KNOW'] [SHOW CARD QE10/11/17/18 (42-47)]

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. People get a much wider choice of goods on the Internet	1	2	3	4	5	8
b. The prices of things on the Internet are lower	1	2	3	4	5	8
c. It's difficult to return or exchange goods ordered on the Internet	1	2	3	4	5	8
d. People are uncomfortable with the lack of face-to-face contact when ordering on the Internet	1	2	3	4	5	8
e. It is easy to order products from web-sites	1	2	3	4	5	8
f. It's difficult to assess product quality when shopping on the Internet	1	2	3	4	5	8

QE19. Talking now about government information and services, have you done any of the following in the past year? [READ OUT EACH STATEMENT.]

[IF 'YES', ASK: Have you done this offline, online or have you done it both offline and online?] [CODE ONE PER ROW]

(48-54)

	No	Yes, only Offline	Yes, only Online	Yes, both offline and online	Don't know
a. Get information about local council services	0	1	2	3	8
b. Pay for a local council tax, fine, rent or service online	0	1	2	3	8
c. Get information about Central Government services, such as benefits, taxes, driving licence or passport	0	1	2	3	8
d. Pay for a central government tax, fine, license or service online	0	1	2	3	8
e. Get information about schools or education	0	1	2	3	8
f. Look for information about an MP, local councillor, political party or candidate	0	1	2	3	8
g. Get information about government policy on issues such as transport, the environment	0	1	2	3	8

Now, I would like to ask you some questions about how you spend your time, in the course of a typical week.

[FOR THE FOLLOWING QUESTIONS QS1D – QS1F AND QS2 PLEASE RECORD ANSWER IN HOURS AND MINUTES]

QS1. During a typical week, including weekdays and weekends, about how many hours do you usually spend....?

[PROBE: In general, about how many hours per week?] [WRITE IN BELOW. IF NONE CODE 0. ENTER NUMBER IN HOURS AND MINUTES] **(55-66)**

d. Meeting and socializing with friends and family from outside your household	Interviewer write in number ____hrs__min
	Or tick 'Don't know' ____
e. Watching television	Interviewer write in number ____hrs__min
	Or tick 'Don't know' ____
f. Reading books	Interviewer write in number ____hrs__min
	Or tick 'Don't know' ____

QS2. Did you play video games when you were younger? [READ OUT. CODE ONE ONLY] [PROMPT IFYES: How much would you say you played?]

(67)

Not at all	0
A little	1
A lot	2
A great deal	3
Don't know	8

I would now like to ask you some questions about your opinions towards technologies and the Internet.

QI1. Some people think technologies are making life better, others think it makes things worse, to what extent do you agree or disagree with each statement using the scale on this card? [READ OUT EACH STATEMENT. CODE ONE PER ROW]

[SHOW CARD QI1/3]

(68-73)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. Often it is easier to do things without using technologies	1	2	3	4	5	8
b. I do not trust technologies, because they fail when you need them the most	1	2	3	4	5	8
c. I get nervous using technologies, because I might break something	1	2	3	4	5	8
d. Without new technologies society can no longer function	1	2	3	4	5	8
e. If I want to concentrate I have to turn off all media and communications devices	1	2	3	4	5	8
f. I often leave my work phone or mobile communication device turned on when I go to bed	1	2	3	4	5	8

Q12. Did you ever feel that you spent too much time on the Internet? [READ OUT EACH STATEMENT. CODE ONE ONLY]

(74)

No, never	0
Yes, sometimes	1
Yes, very often	2
Don't know	8

Q13. Here are things people sometimes say about using the Internet. Even though you do not currently use the Internet we would still like to have your opinion. Can you please tell me to what extent do you agree or disagree with each statement using the scale on this card? [READ OUT EACH STATEMENT. CODE ONE PER ROW]

[SHOW CARD Q11/3]

(75-82)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. The Internet makes life easier	1	2	3	4	5	8
b. The Internet is frustrating to work with	1	2	3	4	5	8
c. There is too much immoral material on the Internet	1	2	3	4	5	8
d. The Internet is an efficient means for finding information	1	2	3	4	5	8
e. The use of the Internet can be addictive	1	2	3	4	5	8
f. The Internet is complex	1	2	3	4	5	8
g. I found dealing with the amount of information on the Internet exhausting	1	2	3	4	5	8
h. I wasted too much time going through irrelevant information on the Internet to get to what I was looking for	1	2	3	4	5	8

Q14. When you are trying to concentrate on a task, how distracting do you feel are the following..? [READ OUT. CODE ONE ONLY]

SHOW CARD Q14

(83-85)

	Not at all distracting	Not distracting	Distracting	Very distracting	Don't know
a. Noise	1	2	3	4	8
b. Telephone calls	1	2	3	4	8
c. People around you	1	2	3	4	8

THE FOLLOWING QUESTIONS ARE ABOUT INTERNET REGULATION

Q15. Some people think governments should regulate the Internet more than they do today, others think governments should regulate the Internet less. Do you think the government should regulate the Internet far more, more, no more no less, less or far less? [READ OUT. CODE ONE ONLY] **(Card 12. Rpt 1-11. 12)**

Far more	5
More	4
No more no less	3
Less	2
Far less	1
Don't know	8

Q16. Some people think that children's content on the Internet should be restricted, others think it should not be restricted. Which of the following do you think should be responsible for making these restrictions or do you think that no one should restrict children's content? [READ OUT. CODE ONE ONLY PER ROW] **(13-17)**

	No	Yes	Don't know
a. Parents	0	1	8
b. Providers of Internet services	0	1	8
c. The Government	0	1	8
d. School (teachers)	0	1	8
e. No one should restrict children's content	0	1	8

THE FOLLOWING QUESTIONS ASK ABOUT GENERAL ATTITUDES TOWARDS LIFE, TECHNOLOGIES AND PRIVACY

QB1. People also have different views towards technology and the protection of information. Please tell me how much you agree or disagree with each of the following statements: [READ OUT EACH STATEMENT. CODE ONLY ONE PER ROW] **[SHOW CARD QB1/2] (18-24)**

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. When new technologies or gadgets are invented, it is a good idea to try them	1	2	3	4	5	8
b. The use of public CCTV, webcams and security cameras is a threat to personal privacy in this country	1	2	3	4	5	8
c. Technology is making things better for people like me	1	2	3	4	5	8
d. Everyone in Britain should be required to carry an identification card	1	2	3	4	5	8
e. People should be able to express their opinion anonymously on the Internet	1	2	3	4	5	8
f. People should be concerned about protection of credit card details when they are using new technologies	1	2	3	4	5	8
g. The present use of computers and the Internet is a threat to personal privacy in this country	1	2	3	4	5	8

QB2. I would now like to ask you a few things about the people you might interact with in daily life. How much do you agree with the following descriptions? [READ OUT EACH STATEMENT. CODE ONE ONLY PER ROW]

SHOW CARD QB1/2

(25-29)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. Young people today don't have enough respect for traditional values	1	2	3	4	5	8
b. People who break the law should be given stiffer sentences	1	2	3	4	5	8
c. Schools should teach children to obey authority	1	2	3	4	5	8
d. Other people play a big part in what happens to me.	1	2	3	4	5	8
e. Society is getting harder and harder to understand	1	2	3	4	5	8

QB3. How often do you contact family or friends **who live nearby** by.. ?

[PROMPT: Is that several times a day, daily, weekly, monthly or less than that?]

[READ OUT. ROTATE ORDER BETWEEN INTERVIEWS. CODE ONE ONLY PER ACTION.] [**SHOW CARD QB3/4**]

(30-33)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Don't know	Not applicable
a. Going to visit them or they come here	5	4	3	2	1	8	9
b. Calling them on the phone	5	4	3	2	1	8	9
d. Writing a card or a letter to them	5	4	3	2	1	8	9
e. Text messaging	5	4	3	2	1	8	9

QB4. How often do you contact family or friends **who live faraway** by...?

[PROMPT: Is that several times a day, daily, weekly, monthly or less than that?]

[READ OUT. ROTATE ORDER BETWEEN INTERVIEWS. CODE ONE ONLY PER ACTION] [**SHOW CARD QB3/4**]

(34-37)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Don't know	Not applicable
a. Going to visit them or they come here	5	4	3	2	1	8	9
b. Calling them on the phone	5	4	3	2	1	8	9
d. Writing a card or a letter to them	5	4	3	2	1	8	9
e. Text messaging	5	4	3	2	1	8	9

QB5. Do you participate to the activities of one or more of the following organisations? [READ OUT. CODE ONE ONLY PER ORGANISATION]

(38-44)

	No	Yes
a. Any social or sport club (eg. gym, music or arts associations)	0	1
b. A residents, neighbourhood, school or other local group	0	1
c. A trade union	0	1
d. An environmental or animal welfare organisation	0	1
e. Any other political or campaigning organisation	0	1
f. A charity organisation or social aid organisation	0	1
g. Religious or church organisation	0	1

THE FOLLOWING QUESTIONS ASK ABOUT POLITICAL OUTLOOKS AND INVOLVEMENT

QP1. How interested would you say you are in politics? Would you say you are [READ OUT. CODE ONE ONLY]

(45)

Very interested	4
Interested	3
Not very interested	2
Not at all interested	1
Don't know	8

QP2. There are different ways of trying to improve government or help prevent things from going wrong. In the last year, have you done any of the following? [READ OUT EACH STATEMENT.]

[IF 'YES', ASK: Did you do this offline, online or have you done it both offline and online?] [CODE ONE PER ROW].

(46-54)

	No	Yes, only Offline	Yes, only Online	Yes, both offline and online	Don't know
a. Contacted a politician, government or local government official (e.g. your MP or a councillor)	0	1	2	3	8
b. Joined a political party	0	1	2	3	8
c. Joined another civic organisation or association such as those involved in environmental or human rights campaigning	0	1	2	3	8
d. Signed a petition	0	1	2	3	8
e. Taken part in a lawful public demonstration	0	1	2	3	8
f. Contacted a political party	0	1	2	3	8
g. Deliberately bought certain products for political, ethical or environmental reasons	0	1	2	3	8
h. Donated money to a political organisation or group	0	1	2	3	8
i. Donated money to a civic organisation or group	0	1	2	3	8

[IF INTERVIEWING A 14-17 YEAR OLD, GO TO QP4]

QP3. If there were to be a General Election for the national government and Parliament tomorrow, which parties might you vote for? Which ones, if any, would you never vote for? [READ OUT. CODE ONE PER ROW ONLY.] (55-63)

	Might vote for	Would never vote for	Neither	Don't know
Conservatives (Tories)	1	2	3	8
Labour	1	2	3	8
Liberal Democrat	1	2	3	8
Green Party	1	2	3	8
British National Party	1	2	3	8
UK Independence Party (Ukip)	1	2	3	8
Plaid Cymru	1	2	3	8
Scottish National Party	1	2	3	8
Respect	1	2	3	8

⇒

ASK ALL

QP4. People have different opinions about the way society functions, please tell me how much you agree or disagree with each of the following statements: [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QP4/5] (64-68)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree Strongly	Don't know
a. Censorship has no place in a free society	1	2	3	4	5	8
b. Government should redistribute income from the better off to those who are less well off	1	2	3	4	5	8
c. The less governments intervene in the economy the better	1	2	3	4	5	8
d. Government does not care much about what people like me think	1	2	3	4	5	8
e. Sometimes politics and government seem so complicated that a person like me cannot really understand what is going on	1	2	3	4	5	8

QP5. Some people think that the Internet will change the way people influence politics, others think that this is not the case. I know that you do not currently use the Internet but would still like your opinion. How much do you agree or disagree with the statement that 'Through the use of the Internet?' [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QP4/5] (69-72)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. People like you can have more political power	1	2	3	4	5	8
b. People like you will have more say about what the government does	1	2	3	4	5	8
c. People like you can better understand government	1	2	3	4	5	8
d. Public officials will pay more attention to what people like you have to say	1	2	3	4	5	8

In the last section of this interview I would like to ask you a few questions about yourself that will be used for classification purposes. Like all the other information in this survey your answers will remain anonymous and cannot be used to identify you personally.

D1. Age: In what year were you born?

[WRITE IN YEAR]

(73-76)

--

D2. Gender [BY OBSERVATION. CODE ONLY ONE]

(77)

Male	0
Female	1

D3. Marital Status: Are you...? [CODE ONLY ONE]

(78)

Single	1
Married	2
Living together with a partner	3
Divorced, separated	4
Widowed	5

D4. How many adults live in your household (people over the age of 18)?

[WRITE IN]

(79)

--

D5. Do any children live in your household? [CODE ONLY ONE]

(80)

No	0	Go to D12
Yes	1	Go to D6
Don't know	8	Go to D12

D6. How many children live in your household and how old are they? [CODE "YES" OR "NO" FOR EVERY AGE GROUP AND IF THEY HAVE CHILDREN, WRITE DOWN HOW MANY FOR EACH AGE GROUP.]

(Card 13. Rpt 1-11, 12-17)

Children under 10	No	0	How many?	
	Yes	1		
Children between 10-13	No	0	How many?	
	Yes	1		
Children between 14-17	No	0	How many?	
	Yes	1		

D7. Does this child/Do any of these children have access to any of the following in their bedroom? [READ OUT. CODE ONE PER ROW]

(18-20)

	No	Yes	Don't know
a. TV	0	1	8
b. The Internet	0	1	8
c. Game console	0	1	8

D8. [DO NOT ASK IF A CHILD IS BEING INTERVIEWED AND IF THIS CHILD IS ONLY CHILD IN THE HOUSEHOLD]

Does this child/do these children have access to the Internet at home, at school or somewhere else? [CODE ONLY ONE]

(21)

Yes	1	GO TO D9
No	0	GO TO D12
Don't know	8	

D9. Are there rules for this child/these children in your household? [READ OUT. CODE ONLY ONE]

(22)

No	0	GO TO D11
Yes, there are rules at home	1	GO TO D10
Yes, there are rules for when they use the Internet somewhere else	2	
Yes, there are rules both at home and for when they use the Internet somewhere else	3	
Not applicable	9	GO TO D11

D10. [IF INTERVIEWING A 14-17 YEAR OLD] Have you ever been told by your parents or caretakers...

[IF INTERVIEWING A CARETAKER OR PARENT] Have you ever told your child/your children... [READ OUT. CODE ONE PER STATEMENT]

(23-29)

	No	Yes	Don't know
a. Person is neither caretaker nor child	0	1	IF YES, GO TO D11 DON'T READ b. to g.
b. Not to visit some sites	0	1	8
c. How much time to spend online	0	1	8
d. Not to give out personal information	0	1	8
e. Not to meet someone in person they only met online	0	1	8
f. To use the PC under parent's control, for example in the same room	0	1	8
g. Not to talk to strangers online	0	1	8

D11. And does your household use parental control filters, such as ‘Net Nanny’ or other filters provided by your ISP to prevent children from accessing certain websites?

(30)

No, never heard of them	0
No, do not use them	1
Yes	2
Don't know	8

→ ASK ALL

D12. Excluding yourself, how many other members of your household have any access to the Internet? [WRITE IN NUMBER]

(31)

D13. What is the highest educational or vocational qualification that you have or that you will receive if you complete your next set of exams? [CODE ONE ONLY. IF MENTIONS MORE THAN ONE ASK: Which one would you consider the highest degree?]

(32-33)

No qualifications	0
SNQ (Scottish National Qualifications)	1
5 or more GCSE grades A-C	2
4 or less GCSE grade A- C	3
GCSE grade D-G	4
CSEs	5
5 or more O levels	6
4 or less O levels	7
GCE A levels or equivalent	8
NVQ 1 or 2	9
NVQ 3 or 4	10
GNVQ Foundation	11
GNVQ Intermediate	12
GNVQ Advanced	13
Certificate or Diploma of Higher Education	14
Bachelors degree	15
Graduate Certificates and Diploma	16
Masters Degree	17
Doctoral Degree	18
Refused to answer	97
Don't know	98

D14. What is the last type of educational institution (e.g. school, college or university) that you have attended or which type of educational institution are you attending now?

(34)

Primary school or equivalent	0
Secondary school or equivalent	1
Special school or equivalent	2
Sixth form college or equivalent	3
Technical college or equivalent	4
Further Education College	5
Adult Community College	6
University or equivalent	7
Other (write)	

D15. Which of these descriptions best describes your current situation?
 [NOTE: IF RESPONDENT IS A STUDENT AND IS WORKING ASK: What is your principal activity? FULL TIME STUDENT WHO WORKS PART TIME IS A STUDENT. FULL TIME EMPLOYEE WHO IS A PART-TIME STUDENT IS WORKING FULL TIME]

(35-36)

Working Full time (30 hours a week or more)	1	GO TO
Working Part time (8-29 hours a week)	2	D16
Retired	3	GO TO
		24
Unemployed	4	GO TO
Permanently sick or disabled	5	
In community or military service	6	
Undergraduate Student	7	GO TO
Post graduate student	8	
In full time education (not higher degree)	9	
In part time education (not higher degree)	10	GO TO
Doing housework, looking after children or other persons	11	
		D24B
Refused to answer	98	

D16. Apart from working, do you also study?

(37)

No	0	GO TO D18
Yes	1	
Don't know	8	

[ONLY ASK PEOPLE WHO STUDY AS MAIN ACTIVITY]

D17. And apart from studying, do you also work?

(38)

No	0	GO TO D24B
Yes	1	GO TO D18
Don't know	8	GO TO D24B

D18. Do you work all or some of the time from home? Do you do all your work from home, often work from home, seldom work from home or never work from home?

[READ OUT. CODE ONE ONLY]

(39)

Yes, do all my work from home	3
Often work from home	2
Seldom work from home	1
Never work from home	0
Don't know	8

D24. In order that we interview a cross-section of people from all walks of life, could you tell me your occupation? [ONLY ASK PEOPLE WHO WORK OR ARE RETIRED AS MAIN ACTIVITY]

[INTERVIEWER CODE SOCIAL CLASS AND WRITE DOWN OCCUPATION. TO GET A MORE ACCURATE REFLECTION, INTERVIEWER PROBE ON QUALIFICATIONS, NUMBER OF PEOPLE WHO REPORT TO RESPONDENT AND SENIORITY. IF RESPONDENT IS RETIRED WRITE 'RETIRED' AND CODE ACCORDING TO PREVIOUSLY HELD OCCUPATION]

Occupation of Respondent

(40)

A	1
B	2
C1	3
C2	4
D	5
E	6

D24A. Are you the Chief Wage Earner in your household? [ONLY ASK PEOPLE WHO WORK OR ARE RETIRED AS MAIN ACTIVITY] ⁽⁵⁹⁾

(41)

No	0	GO TO D24B
Yes	1	GO TO D25

D24B. Could you tell me what is the occupation of the Chief Wage Earner in your household?

Occupation of Chief Income Earner

[WRITE DOWN OCCUPATION. TO GET A MORE ACCURATE REFLECTION, INTERVIEWER PROBE ON QUALIFICATIONS, NUMBER OF PEOPLE WHO REPORT TO CIE AND SENIORITY. IF CHIEF WAGE EARNER IS RETIRED WRITE 'RETIRED' AND CODE ACCORDING TO PREVIOUSLY HELD OCCUPATION]

Qualifications of CIE

Number of people who report to CIE

CODE

(42)

A	1
B	2
C1	3
C2	4
D	5
E	6

→ ASK ALL

D25. Do you know a language other than English well enough to read a newspaper in that language? [CODE ONE ONLY] (43)

No	0
Yes	1

D26. How many years in total have you lived in the UK? [WRITE DOWN]

(44-45)

Interviewer write in number _____ years
Or tick for 'Don't know' _____

D27. To which of these groups do you consider you belong? Please just tell me the letter you see on this card. [CODE ONE ONLY] [SHOW CARD D27] (46-51)

O	ASIAN: of Indian origin	1
H	ASIAN: of Pakistani origin	2
S	ASIAN: of Bangladeshi origin	3
L	ASIAN: of Chinese origin	4
X	ASIAN: of other origin (WRITE IN) _____	5
Q	BLACK: of African origin	6
T	BLACK: of Caribbean origin	7
Y	BLACK: of other origin (WRITE IN) _____	8
B	WHITE: of British origin	9
N	WHITE: of other origin	10
K	OTHER (WRITE IN) _____	11
	Refused to answer	97
	Don't know	98

D28. Do you regard yourself as belonging to any particular religion or denomination? [PROMPT IF YES: Which one? Please just tell me the letter you see on this card.]

[SHOW CARD D28]

(52-53)

A	No, do not belong to any religion	0
B	Christian – no denomination	1
C	Roman Catholic	2
D	Greek or Russian Orthodox	3
E	Protestant	4
F	Church of England/Anglican	5
G	Baptist	6
H	Methodist	7
I	Presbyterian/Church of Scotland	8
J	Free Presbyterian	9
K	Brethren	10
L	United Reform Church (URC)/Congregational	11
M	Other Christian	12
N	Hindu	13
O	Jewish	14
P	Islam/Muslim	15
Q	Sikh	16
R	Buddhist	17
S	Other non-Christian	18
T	Other	19
	Refused	97
	Don't know	98

D29. Do you have a health problem or disability which prevents you from doing every day tasks at home, work or school or which limits the kind or amount of work you can do? [CODE ONE ONLY]

(54)

No	0	GO TO D31
Yes	1	GO TO D30
Refused to answer	97	GO TO D31

D30. Does this health problem or disability limit your use of a computer or the Internet? [CODE ONE ONLY]

(55)

No	0
Yes	1
Refused to answer	97

D31. Finally, can I just check, would you describe the place where you live as a big city, the suburbs or outskirts of a big city, a small city or town, a country village, or, a farm or home in the country? [READ OUT. CODE ONE ONLY]

(56)

A big city	1
The suburbs or outskirts of a big city	2
A small city or town	3
A country village	4
A farm or home in the country	5
Other	6
Don't know	8
Not answered	9

CLOSE INTERVIEW WITH

Could you tell me your phone number in case we need to double check any of your responses to the questions?

PHONE NO. OF RESPONDENT:

CODE REGION

(57)

Scotland	0
North West	1
South West	2
Wales	3
South East	4
London	5
East of England	6
East Midlands	7
West Midlands	8
Yorkshire & the Humber	9
North East	10

POSTCODE OF HOUSE (TAKE FROM SAMPLE SHEET)

(58-64)

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SELF COMPLETION SECTION – PLEASE HAND TO RESPONDENT TO COMPLETE

1. Have you or has someone close to you been directly affected by the economic crises? For example, have any of your close friends or family members lost considerable amounts of money on the stock market, been fired, or had cuts in their income?

Circle one answer for each row.

(65-67)

	No	Yes
Yes, a close friend	0	1
Yes, a family member	0	1
Yes, I have been affected myself	0	1

2. Are you or your family cutting back on anything at the moment in order to save money?

Circle one answer only.

(68)

No	0
Yes	1

3. The incomes of households differ a lot in Britain today. Here is a table showing the range of incomes that people have. Which of the letters on this table best represents the total income of your household before tax?

Circle one answer only.

(69)

Q	Up to £12.500 per year
T	£12.500 to £20.000 per year
K	£20.000 to £30.000 per year
B	£30.000 to £40.000 per year
F	£40.000 to £60.000 per year
J	Over £60.000 per year

4. People disagree over what is appropriate for people to do with various communication technologies like mobile phones and the Internet. Do you think the following activities are appropriate, not appropriate or does it depend on the circumstances?

Circle one answer for each row.

(70-76)

	Very Inappropriate	Inappropriate	It depends	Appropriate	Very Appropriate
a. Send an electronic greeting card instead of a paper card	1	2	3	4	5
b. Download music from the Internet without paying for it	1	2	3	4	5
c. Send jokes by email	1	2	3	4	5
d. Download/copy a book or article without paying for it	1	2	3	4	5
e. Gamble with money on the Internet	1	2	3	4	5
f. Looking at pornography on the Internet	1	2	3	4	5
g. Forward chain letters to friends through email	1	2	3	4	5

5. The next question is about how you feel about different aspects of your life. Could you tell me for each one if you feel that way always, almost always, some of the time, rarely or never? Circle one answer for each row.

(77-79)

	Never	Rarely	Some of the time	Almost always	Always
a. How often do you feel that you lack companionship?	0	1	2	3	4
b. How often do you feel left out?	0	1	2	3	4
c. How often do you feel isolated from others?	0	1	2	3	4

6. I would now like to ask you a few things about yourself. How much do you agree with the following descriptions?

Circle one answer for each row.

(80-86)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly
a. I am a shy person	1	2	3	4	5
b. I like to have other people around me	1	2	3	4	5
c. I am an outgoing person	1	2	3	4	5
d. Sometimes I feel that I don't have enough control over the direction my life is taking	1	2	3	4	5
e. Becoming a success in life is a matter of hard work, luck has little or nothing to do with it	1	2	3	4	5
f. What happens to me is my own doing	1	2	3	4	5
g. Getting a good job depends mainly on being in the right place at the right time	1	2	3	4	5

Please answer question 7 ONLY IF YOU USE THE INTERNET.

7. How frequently do you use the Internet for the following purposes?

Circle one answer for each row.

(87)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never
a. Betting, gambling or entering sweepstakes	5	4	3	2	1	0
b. Looking at 'adult' sites with sexual content	5	4	3	2	1	0

Interviewer declaration

I declare that this interview has been carried out in accordance with your instructions.

NAME:

.....

SIGNED:

.....

DATE:

.....

[NON-USERS QUESTIONNAIRE:
ASK THOSE WHO NEVER USED THE INTERNET ONLY]

SAMPLE POINT NUMBER (WRITE IN):

This must match the sample point number on the associated General Questionnaire AND the Interview Outcome Slip.

(Card 6, Rpt 1-11, 12-15)

			A / B
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RECORD INTERVIEW ID NUMBER IN BOX BELOW. ID NUMBER FOR THIS ADDRESS FOUND ON THE LEFT HAND SIDE OF THE “VISIT OUTCOME SLIP”.

This must match the Interview ID number from the Interview Outcome Slip AND the associated General Questionnaire.

WRITE IN:

(16-19)

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QN1. I will read a number of reasons that some people give to explain why they don't use the Internet. Could you tell me which of these reasons apply to you? [READ OUT. CODE ONE PER ROW]

(20-33)

	No	Yes
a. I am just not interested	0	1
b. I have no connection available where I live or where I work	0	1
c. I have no computer available	0	1
d. It's too difficult to use	0	1
e. It's not useful	0	1
f. It's too expensive	0	1
g. I am worried about my privacy	0	1
h. I worry about bad experiences with SPAM or viruses	0	1
i. I do not have enough time	0	1
j. There's nothing of interest on the Internet	0	1
k. Do not yet know how to use the Internet	0	1
l. It is too time consuming	0	1
m. It's not for people of my age	0	1
n. It's not for people like me	0	1

QN2. And which of these reasons was the most important? [CODE ONLY ONE]

(34-35)

a. I am just not interested	1
b. I have no connection available where I live or where I work	2
c. I have no computer available	3
d. It's too difficult to use	4
e. It's not useful	5
f. It's too expensive	6
g. I am worried about my privacy	7
h. I worry about bad experiences with SPAM or viruses	8
i. I do not have enough time	9
j. There's nothing of interest on the Internet	10
k. Do not yet know how to use the Internet	11
l. It is too time consuming	12
m. It's not for people of my age	13
n. It's not for people like me	14

QN3. Please tell me how much you agree or disagree with the following statements.
[READ OUT EACH STATEMENT. CODE ONE PER ROW]

SHOW CARD QN3/9/10

(36-40)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. I miss out by not using the Internet and E-mail	1	2	3	4	5	8
b. I sometimes feel left out when my friends talk about the Internet	1	2	3	4	5	8
c. I am better off not using the Internet	1	2	3	4	5	8
d. I would like to use the Internet in the future	1	2	3	4	5	8
e. I could perform better in my daily tasks if I used the Internet	1	2	3	4	5	8

QN4. If you needed to use the Internet to send an e-mail or something, do you know someone who could do this for you? [PROBE: Is that definitely or probably?]

[READ OUT. CODE ONE ONLY]

(41)

Yes, definitely	4	GO TO QN5
Yes, probably	3	
Probably not	2	GO TO QN8
Definitely not	1	
Don't know	8	

QN5. Who could you ask for help on Internet related matters? Could you ask...?

[CODE ONE PER ROW]

(42-49)

	No	Yes	Don't know
a. Parent	0	1	8
b. Friend	0	1	8
c. Partner/Spouse	0	1	8
d. Child/Grandchild	0	1	8
e. Brother/Sister	0	1	8
f. Internet café staff	0	1	8
g. Library staff	0	1	8
h. A colleague	0	1	8

QN6. In the past year have you asked someone to send an email for you, or to get information or make a purchase from the Internet? [READ OUT EACH PERSON.

CODE ONE ONLY]

(50)

Yes, a number of times	2	GO TO QN7
Yes, once or twice	1	
No	0	GO TO QN8
Don't know	8	

QN7 And who have you asked for help in Internet related matters in the past year?
[READ OUT EACH PERSON. CODE ONE PER ROW] (51-58)

	No	Yes	Not applicable
a. Parent	0	1	9
b. Friend	0	1	9
c. Partner/Spouse	0	1	9
d. Child/Grandchild	0	1	9
e. Brother/Sister	0	1	9
f. Internet café staff	0	1	9
g. Library staff	0	1	9
h. A colleague	0	1	9

→ ASK ALL

QN8. Are you planning to get access to the Internet in the next year or so? [READ OUT. CODE ONE ONLY]

(59)

Definitely won't	1
Probably won't	2
Probably will	3
Definitely will	4
Don't know	8

QN9. Even though you do not use the Internet I would still like to know what you think about it. Please tell me how much you agree or disagree with the following statements: [READ OUT EACH STATEMENT. CODE ONE PER ROW.]

[SHOW CARD QN3/9/10]

(60-66)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. The Internet allows people to keep in touch with each other	1	2	3	4	5	8
b. It is easier for people to meet others on the Internet than in person	1	2	3	4	5	8
c. On the Internet people can say things they cannot say offline	1	2	3	4	5	8
d. The Internet helps people save time	1	2	3	4	5	8
e. People could get personal information about other people on the Internet	1	2	3	4	5	8
f. People can find other people's contact information too easily on the Internet	1	2	3	4	5	8
g. Dealing with email takes up too much time	1	2	3	4	5	8

QN10. Here are some comments that people make about online shopping. As I said before even though you do not use the Internet we are still interested in your opinion. How much do you agree or disagree with the following statements:

[READ OUT EACH STATEMENT. CODE ONE PER ROW. IF RESPONDENTS SAY 'DON'T KNOW', DO NOT PUSH FOR AN ANSWER AND JUST CIRCLE 'DON'T KNOW'] [SHOW CARD QN3/9/10]

(67-70)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. People get a much wider choice of goods on the Internet	1	2	3	4	5	8
b. The prices of things on the Internet are lower	1	2	3	4	5	8
c. It's difficult to return or exchange goods ordered on the Internet	1	2	3	4	5	8
d. People are uncomfortable with the lack of face-to-face contact when ordering on the Internet	1	2	3	4	5	8

QN11. Talking now about government information and services, have you done any of the following in the past year? [READ OUT EACH STATEMENT. CODE ONE PER ROW]

(71-77)

	No	Yes	Don't know
a. Get information about local council services	0	1	8
b. Pay for a local council tax, fine, rent or service online	0	1	8
c. Get information about Central Government services, such as benefits, taxes, driving licence or passport	0	1	8
d. Pay for a central government tax, fine, license or service online	0	1	8
e. Get information about schools or education	0	1	8
f. Look for information about an MP, local councillor, political party or candidate	0	1	8
g. Get information about government policy on issues such as transport, the environment	0	1	8

Now, I would like to ask you some questions about how you spend your time, in the course of a typical week.[FOR THE FOLLOWING QUESTIONS QS1D – QS1F AND QS2 PLEASE RECORD ANSWER IN HOURS AND MINUTES]

QS1. During a typical week, including weekdays and weekends, about how many hours do you usually spend....?

[PROBE: In general, about how many hours per week?] [WRITE IN BELOW. IF NONE CODE 0. ENTER NUMBER IN HOURS AND MINUTES]

(CARD 7. RPT 1-11. 12-23)

d. Meeting and socializing with friends and family from outside your household	Interviewer write in number ____hrs__min
	Or tick 'Don't know' ____
e. Watching television	Interviewer write in number ____hrs__min
	Or tick 'Don't know' ____
f. Reading books	Interviewer write in number ____hrs__min
	Or tick 'Don't know' ____

QS2. Do you play video games or did you do so when you were younger? [READ OUT. CODE ONE ONLY]. [PROMPT IF YES: How much would you say you played?]

(24)

Not at all	0
A little	1
A lot	2
A great deal	3
Don't know	8

I would now like to ask you some questions about your opinions towards technologies and the Internet.

QI1. Some people think technologies are making life better, others think it makes things worse, to what extent do you agree or disagree with each statement using the scale on this card? [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QI1/2]

(25-30)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. Often it is easier to do things without using technologies	1	2	3	4	5	8
b. I do not trust technologies, because they fail when you need them the most	1	2	3	4	5	8
c. I get nervous using technologies, because I might break something	1	2	3	4	5	8
d. Without new technologies society can no longer function	1	2	3	4	5	8
e. If I want to concentrate I have to turn off all media and communications devices	1	2	3	4	5	8
f. I often leave my work phone or mobile communication device turned on when I go to bed	1	2	3	4	5	8

Q13. Here are things people sometimes say about using the Internet. Even though you do not currently use the Internet we would still like to have your opinion. Can you please tell me to what extent do you agree or disagree with each statement using the scale on this card? [READ OUT EACH STATEMENT. CODE ONE PER ROW]
[SHOW CARD Q11/2] (31-36)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. The Internet makes life easier	1	2	3	4	5	8
b. The Internet is frustrating to work with	1	2	3	4	5	8
c. There is too much immoral material on the Internet	1	2	3	4	5	8
d. The Internet is an efficient means for finding information	1	2	3	4	5	8
e. The use of the Internet can be addictive	1	2	3	4	5	8
f. The Internet is complex	1	2	3	4	5	8

Q14. When you are trying to concentrate on a task, how distracting do you feel are the following..? [READ OUT. CODE ONE ONLY] **SHOW CARD Q14**

(37-39)

	Not at all distracting	Not distracting	Distracting	Very distracting	Don't know
a. Noise	1	2	3	4	8
b. Telephone calls	1	2	3	4	8
c. People around you	1	2	3	4	8

THE FOLLOWING QUESTIONS ARE ABOUT INTERNET REGULATION

Q15. Some people think governments should regulate the Internet more than they do today, others think governments should regulate the Internet less. Do you think the government should regulate the Internet far more, more, no more no less, less or far less? [READ OUT. CODE ONE ONLY]

(40)

Far more	5
More	4
No more no less	3
Less	2
Far less	1
Don't know	8

Q16. Some people think that children's content on the Internet should be restricted, others think it should not be restricted. Which of the following do you think should be responsible for making these restrictions or do you think that no one should restrict children's content? [READ OUT. CODE ONE ONLY PER ROW]

(41-45)

	No	Yes	Don't know
a. Parents	0	1	8
b. Providers of Internet services	0	1	8
c. The Government	0	1	8
d. School (teachers)	0	1	8
e. No one should restrict children's content	0	1	8

**THE FOLLOWING QUESTIONS ASK ABOUT GENERAL ATTITUDES
TOWARDS LIFE, TECHNOLOGIES AND PRIVACY**

QB1. People also have different views towards technology and the protection of information. Please tell me how much you agree or disagree with each of the following statements: [READ OUT EACH STATEMENT. CODE ONLY ONE PER ROW] [SHOW CARD QB1/2] **(46-52)**

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. When new technologies or gadgets are invented, it is a good idea to try them	1	2	3	4	5	8
b. The use of public CCTV, webcams and security cameras is a threat to personal privacy in this country	1	2	3	4	5	8
c. Technology is making things better for people like me	1	2	3	4	5	8
d. Everyone in Britain should be required to carry an identification card	1	2	3	4	5	8
e. People should be able to express their opinion anonymously on the Internet	1	2	3	4	5	8
f. People should be concerned about protection of credit card details when they are using new technologies	1	2	3	4	5	8
g. The present use of computers and the Internet is a threat to personal privacy in this country	1	2	3	4	5	8

QB2. I would now like to ask you a few things about the people you might interact with in daily life. How much do you agree with the following descriptions? [READ OUT EACH STATEMENT. CODE ONE ONLY PER ROW] [SHOW CARD] [SHOW CARD QB1/2] **(53-57)**

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. Young people today don't have enough respect for traditional values	1	2	3	4	5	8
b. People who break the law should be given stiffer sentences	1	2	3	4	5	8
c. Schools should teach children to obey authority	1	2	3	4	5	8
d. Other people play a big part in what happens to me.	1	2	3	4	5	8
e. Society is getting harder and harder to understand	1	2	3	4	5	8

QB3. How often do you contact family or friends **who live nearby** by... ? [PROMPT: Is that several times a day, daily, weekly, monthly or less than that?] [READ OUT. ROTATE ORDER BETWEEN INTERVIEWS. CODE ONE ONLY PER ACTION.] [SHOW CARD QB3/4] (58-61)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Don't know	Not applicable
a. Going to visit them or they come here	5	4	3	2	1	8	9
b. Calling them on the phone	5	4	3	2	1	8	9
d. Writing a card or a letter to them	5	4	3	2	1	8	9
e. Text messaging	5	4	3	2	1	8	9

QB4. How often do you contact family or friends **who live faraway** by...? [PROMPT: Is that several times a day, daily, weekly, monthly or less than that?] [READ OUT. ROTATE ORDER BETWEEN INTERVIEWS. CODE ONE ONLY PER ACTION.] [SHOW CARD QB 3/4] (62-65)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Don't know	Not applicable
a. Going to visit them or they come here	5	4	3	2	1	8	9
b. Calling them on the phone	5	4	3	2	1	8	9
d. Writing a card or a letter to them	5	4	3	2	1	8	9
e. Text messaging	5	4	3	2	1	8	9

QB5. Do you participate to the activities of one or more of the following organisations? [READ OUT. CODE ONE ONLY PER ORGANISATION] (66-72)

	No	Yes
a. Any social or sport club (eg. gym, music or arts associations)	0	1
b. A residents, neighbourhood, school or other local group	0	1
c. A trade union	0	1
d. An environmental or animal welfare organisation	0	1
e. Any other political or campaigning organisation	0	1
f. A charity organisation or social aid organisation	0	1
g. Religious or church organisation	0	1

THE FOLLOWING QUESTIONS ASK ABOUT POLITICAL OUTLOOKS AND INVOLVEMENT

QP1. How interested would you say you are in politics? Would you say you are [READ OUT. CODE ONE ONLY]

(73)

Very interested	4
Interested	3
Not very interested	2
Not at all interested	1
Don't know	8

QP2. There are different ways of trying to improve government or help prevent things from going wrong. In the last year, have you done any of the following? [READ OUT EACH STATEMENT] [CODE ONE PER ROW] **(74-82)**

	No	Yes	Don't know
a. Contacted a politician, government or local government official (e.g. your MP or a councillor)	0	1	8
b. Joined a political party	0	1	8
c. Joined another civic organisation or association such as those involved in environmental or human rights campaigning	0	1	8
d. Signed a petition	0	1	8
e. Taken part in a lawful public demonstration	0	1	8
f. Contacted a political party	0	1	8
g. Deliberately bought certain products for political, ethical or environmental reasons	0	1	8
h. Donated money to a political organisation or group	0	1	8
i. Donated money to a civic organisation or group	0	1	8

[IF INTERVIEWING A 14-17 YEAR OLD, GO TO QP4]

QP3. If there were to be a General Election for the national government and Parliament tomorrow, which parties might you vote for? Which ones, if any, would you never vote for? [READ OUT. CODE ONE PER ROW ONLY.]

(Card 8. Rpt 1-11. 12-20)

	Might vote for	Would never vote for	Neither	Don't know
Conservatives (Tories)	1	2	3	98
Labour	1	2	3	98
Liberal Democrat	1	2	3	98
Green Party	1	2	3	98
British National Party	1	2	3	98
UK Independence Party (Ukip)	1	2	3	98
Plaid Cymru	1	2	3	98
Scottish National Party	1	2	3	98
Respect	1	2	3	98

QP4. People have different opinions about the way society functions, please tell me how much you agree or disagree with each of the following statements: [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QP4/5] **(21-25)**

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree Strongly	Don't know
a. Censorship has no place in a free society	1	2	3	4	5	8
b. Government should redistribute income from the better off to those who are less well off	1	2	3	4	5	8
c. The less governments intervene in the economy the better	1	2	3	4	5	8
d. Government does not care much about what people like me think	1	2	3	4	5	8
e. Sometimes politics and government seem so complicated that a person like me cannot really understand what is going on	1	2	3	4	5	8

QP5. Some people think that the Internet will change the way people influence politics, others think that this is not the case. I know you do not use the Internet but would really like your opinion. How much do you agree or disagree with the statement that 'Through the use of the Internet? [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD] (26-29)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. People like you can have more political power	1	2	3	4	5	8
b. People like you will have more say about what the government does	1	2	3	4	5	8
c. People like you can better understand government	1	2	3	4	5	8
d. Public officials will pay more attention to what people like you have to say	1	2	3	4	5	8

In the last section of this interview I would like to ask you a few questions about yourself that will be used for classification purposes. Like all the other information in this survey your answers will remain anonymous and cannot be used to identify you personally.

D1. Age: In what year were you born?

[WRITE IN YEAR]

(30-31)

D2. Gender [BY OBSERVATION. CODE ONLY ONE]

(32)

Male	0
Female	1

D3. Marital Status: Are you...?[CODE ONLY ONE] (33)

Single	1
Married	2
Living together with a partner	3
Divorced, separated	4
Widowed	5

D4. How many adults live in your household (people over the age of 18)?

[WRITE IN]

(34)

D5. Do any children live in your household? [CODE ONLY ONE]

(35)

No	0	Go to D12
Yes	1	Go to D6
Don't know	8	Go to D12

D6. How many children live in your household and how old are they? [CODE “YES” OR “NO” FOR EVERY AGE GROUP AND IF THEY HAVE CHILDREN, WRITE DOWN HOW MANY FOR EACH AGE GROUP.] (36-41)

Children under 10	No	0	How many?	
	Yes	1		
Children between 10-13	No	0	How many?	
	Yes	1		
Children between 14-17	No	0	How many?	
	Yes	1		

D7. Does this child/Do any of these children have access to any of the following in their bedroom? [READ OUT. CODE ONE PER ROW] (42-44)

	No	Yes	Don't know
a. TV	0	1	8
b. The Internet	0	1	8
c. Game console	0	1	8

D8. [DO NOT ASK IF A CHILD IS BEING INTERVIEWED AND IF THIS CHILD IS ONLY CHILD IN THE HOUSEHOLD]

Does this child/do these children have access to the Internet at home, at school or somewhere else? [CODE ONLY ONE] (45)

Yes	1	GO TO D9
No	0	GO TO D12
Don't know	8	

D9. Are there rules for this child/these children in your household? [READ OUT. CODE ONLY ONE] (46)

No	0	GO TO D11
Yes, there are rules at home	1	GO TO D10
Yes, there are rules for when they use the Internet somewhere else	2	
Yes, there are rules both at home and for when they use the Internet somewhere else	3	
Not applicable	9	GO TO D11

D10. [IF INTERVIEWING A 14-17 YEAR OLD] Have you ever been told by your parents or caretakers...

[IF INTERVIEWING A CARETAKER OR PARENT] Have you ever told your child/your children... [READ OUT. CODE ONE PER STATEMENT] (47-52)

	No	Yes	Don't know
a. Person is neither caretaker nor child	0	1	IF YES, GO TO D11 DON'T READ b. to g.
b. Not to visit some sites	0	1	
c. How much time to spend online	0	1	
d. Not to give out personal information	0	1	
e. Not to meet someone in person they only met online	0	1	
f. To use the PC under parent's control, for example in the same room	0	1	
g. Not to talk to strangers online	0	1	
	0	1	

D11. And does your household use parental control filters, such as 'Net Nanny' or other filters provided by your ISP to prevent children from accessing certain websites?

(53)

No, never heard of them	0
No, do not use them	1
Yes	2
Don't know	8

→ ASK ALL

D12. Excluding yourself, how many other members of your household have any access to the Internet? [WRITE IN NUMBER]

(54)

D13. What is the highest educational or vocational qualification that you have or that you will receive if you complete your next set of exams? [CODE ONE ONLY. IF MENTIONS MORE THAN ONE ASK: Which one would you consider the highest degree?]

(55-56)

No qualifications	0
SNQ (Scottish National Qualifications)	1
5 or more GCSE grades A-C	2
4 or less GCSE grade A- C	3
GCSE grade D-G	4
CSEs	5
5 or more O levels	6
4 or less O levels	7
GCE A levels or equivalent	8
NVQ 1 or 2	9
NVQ 3 or 4	10
GNVQ Foundation	11
GNVQ Intermediate	12
GNVQ Advanced	13
Certificate or Diploma of Higher Education	14
Bachelors degree	15
Graduate Certificates and Diploma	16
Masters Degree	17
Doctoral Degree	18
Refused to answer	97
Don't know	98

D14. What is the last type of educational institution (e.g. school, college or university) that you have attended or which type of educational institution are you attending now?

(57-58)

Primary school or equivalent	0
Secondary school or equivalent	1
Special school or equivalent	2
Sixth form college or equivalent	3
Technical college or equivalent	4
Further Education College	5
Adult Community College	6
University or equivalent	7
Other (write)	

D15. Which of these descriptions best describes your current situation?
 [NOTE: IF RESPONDENT IS A STUDENT AND IS WORKING ASK: What is your principal activity? FULL TIME STUDENT WHO WORKS PART TIME IS A STUDENT. FULL TIME EMPLOYEE WHO IS A PART-TIME STUDENT IS WORKING FULL TIME]

(59-60)

Working Full time (30 hours a week or more)	1	GO TO D16
Working Part time (8-29 hours a week)	2	
Retired	3	GO TO 24
Unemployed	4	GO TO D24B
Permanently sick or disabled	5	
In community or military service	6	
Undergraduate Student	7	GO TO D17
Post graduate student	8	
In full time education (not higher degree)	9	
In part time education (not higher degree)	10	
Doing housework, looking after children or other persons	11	GO TO D24B
Refused to answer	98	

D16. Apart from working, do you also study?

(61)

No	0	GO TO D18
Yes	1	
Don't know	8	

[ONLY ASK PEOPLE WHO STUDY AS MAIN ACTIVITY]

D17. And apart from studying, do you also work?

(62)

No	0	GO TO D24B
Yes	1	GO TO D18
Don't know	8	GO TO D24B

D18. Do you work all or some of the time from home? Do you do all your work from home, often work from home, seldom work from home or never work from home?
 [READ OUT. CODE ONE ONLY]

(63)

Yes, do all my work from home	3
Often work from home	2
Seldom work from home	1
Never work from home	0
Don't know	8

D24. In order that we interview a cross-section of people from all walks of life, could you tell me your occupation? [ONLY ASK PEOPLE WHO WORK OR ARE RETIRED AS MAIN ACTIVITY]

[INTERVIEWER CODE SOCIAL CLASS AND WRITE DOWN OCCUPATION. TO GET A MORE ACCURATE REFLECTION, INTERVIEWER PROBE ON QUALIFICATIONS, NUMBER OF PEOPLE WHO REPORT TO RESPONDENT AND SENIORITY. IF RESPONDENT IS RETIRED WRITE 'RETIRED' AND CODE ACCORDING TO PREVIOUSLY HELD OCCUPATION]

Occupation of Respondent

(64)

A	1
B	2
C1	3
C2	4
D	5
E	6

D24A. Are you the Chief Wage Earner in your household? [ONLY ASK PEOPLE WHO WORK OR ARE RETIRED AS MAIN ACTIVITY]

(65)

No	0	GO TO D24B
Yes	1	GO TO D25

D24B. Could you tell me what is the occupation of the Chief Wage Earner in your household?

Occupation of Chief Income Earner

[WRITE DOWN OCCUPATION. TO GET A MORE ACCURATE REFLECTION, INTERVIEWER PROBE ON QUALIFICATIONS, NUMBER OF PEOPLE WHO REPORT TO CIE AND SENIORITY. IF CHIEF WAGE EARNER IS RETIRED WRITE 'RETIRED' AND CODE ACCORDING TO PREVIOUSLY HELD OCCUPATION]

Qualifications of CIE

Number of people who report to CIE

CODE

(65)

A	1
B	2
C1	3
C2	4
D	5
E	6

→ ASK ALL

D25. Do you know a language other than English well enough to read a newspaper in that language? [CODE ONE ONLY] (66)

No	0
Yes	1

D26. How many years in total have you lived in the UK? [WRITE DOWN]

(67-68)

Interviewer write in number _____ years
Or tick for 'Don't know' _____

D27. To which of these groups do you consider you belong? Please just tell me the letter you see on this card. [CODE ONE ONLY] [SHOW CARD D27]

(69-72)

O	ASIAN: of Indian origin	1
H	ASIAN: of Pakistani origin	2
S	ASIAN: of Bangladeshi origin	3
L	ASIAN: of Chinese origin	4
X	ASIAN: of other origin (WRITE IN)	5
Q	BLACK: of African origin	6
T	BLACK: of Caribbean origin	7
Y	BLACK: of other origin (WRITE IN)	8
B	WHITE: of British origin	9
N	WHITE: of other origin	10
K	OTHER (WRITE IN)	11
	Refused to answer	97
	Don't know	98

D28. Do you regard yourself as belonging to any particular religion or denomination? [PROMPT IF YES: Which one? Please just tell me the letter you see on this card.]

[SHOW CARD D28]

(73-74)

A	No, do not belong to any religion	0
B	Christian – no denomination	1
C	Roman Catholic	2
D	Greek or Russian Orthodox	3
E	Protestant	4
F	Church of England/Anglican	5
G	Baptist	6
H	Methodist	7
I	Presbyterian/Church of Scotland	8
J	Free Presbyterian	9
K	Brethren	10
L	United Reform Church (URC)/Congregational	11
M	Other Christian	12
N	Hindu	13
O	Jewish	14
P	Islam/Muslim	15
Q	Sikh	16
R	Buddhist	17
S	Other non-Christian	18
T	Other	19
	Refused	97
	Don't know	98

D29. Do you have a health problem or disability which prevents you from doing every day tasks at home, work or school or which limits the kind or amount of work you can do? [CODE ONE ONLY] (75)

No	0	GO TO D31
Yes	1	GO TO D30
Refused to answer	97	GO TO D31

D30. Does this health problem or disability limit your use of a computer or the Internet? [CODE ONE ONLY] (76)

No	0
Yes	1
Refused to answer	97

D31. Finally, can I just check, would you describe the place where you live as a big city, the suburbs or outskirts of a big city, a small city or town, a country village, or, a farm or home in the country? [READ OUT. CODE ONE ONLY] (77)

A big city	1
The suburbs or outskirts of a big city	2
A small city or town	3
A country village	4
A farm or home in the country	5
Other	6
Don't know	8
Not answered	9

CLOSE INTERVIEW WITH

That is all the questions I have. Thank you very much for cooperating with this Oxford University survey. It will help in understanding the ways in which people are responding to the introduction of the INTERNET in society. As I said at the beginning Oxford University will make a donation to Oxfam in appreciation of the time you have given us for this interview. Could you tell me your phone number in case we need to double check any of your responses to the questions?

PHONE NO. OF RESPONDENT:

CODE REGION (78)

Scotland	0
North West	1
South West	2
Wales	3
South East	4
London	5
East of England	6
East Midlands	7
West Midlands	8
Yorkshire & the Humber	9
North East	10

POSTCODE OF HOUSE (TAKE FROM SAMPLE SHEET) (79-85)

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SELF COMPLETION SECTION – PLEASE HAND TO RESPONDENT TO COMPLETE

1. Have you or has someone close to you been directly affected by the economic crises? For example, have any of your close friends or family members lost considerable amounts of money on the stock market, been fired, or had cuts in their income?

Circle one answer for each row.

(Card 9. Rpt 1-11. 12-14)

	No	Yes
Yes, a close friend	0	1
Yes, a family member	0	1
Yes, I have been affected myself	0	1

2. Are you or your family cutting back on anything at the moment in order to save money?

Circle one answer only.

(15)

No	0
Yes	1

3. The incomes of households differ a lot in Britain today. Here is a table showing the range of incomes that people have. Which of the letters on this table best represents the total income of your household before tax?

Circle one answer only.

(16)

Q	Up to £12.500 per year
T	£12.500 to £20.000 per year
K	£20.000 to £30.000 per year
B	£30.000 to £40.000 per year
F	£40.000 to £60.000 per year
J	Over £60.000 per year

4. People disagree over what is appropriate for people to do with various communication technologies like mobile phones and the Internet. Do you think the following activities are appropriate, not appropriate or does it depend on the circumstances?

Circle one answer for each row.

(17-23)

	Very Inappropriate	Inappropriate	It depends	Appropriate	Very Appropriate
a. Send an electronic greeting card instead of a paper card	1	2	3	4	5
b. Download music from the Internet without paying for it	1	2	3	4	5
c. Send jokes by email	1	2	3	4	5
d. Download/copy a book or article without paying for it	1	2	3	4	5
e. Gamble with money on the Internet	1	2	3	4	5
f. Looking at pornography on the Internet	1	2	3	4	5
g. Forward chain letters to friends through email	1	2	3	4	5

5. The next question is about how you feel about different aspects of your life. Could you tell me for each one if you feel that way always, almost always, some of the time, rarely or never? Circle one answer for each row.

(24-26)

	Never	Rarely	Some of the time	Almost always	Always
a. How often do you feel that you lack companionship?	0	1	2	3	4
b. How often do you feel left out?	0	1	2	3	4
c. How often do you feel isolated from others?	0	1	2	3	4

6. I would now like to ask you a few things about yourself. How much do you agree with the following descriptions?

Circle one answer for each row.

(27-33)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly
a. I am a shy person	1	2	3	4	5
b. I like to have other people around me	1	2	3	4	5
c. I am an outgoing person	1	2	3	4	5
d. Sometimes I feel that I don't have enough control over the direction my life is taking	1	2	3	4	5
e. Becoming a success in life is a matter of hard work, luck has little or nothing to do with it	1	2	3	4	5
f. What happens to me is my own doing	1	2	3	4	5
g. Getting a good job depends mainly on being in the right place at the right time	1	2	3	4	5

Please answer question 7 ONLY IF YOU USE THE INTERNET.

7. How frequently do you use the Internet for the following purposes?

Circle one answer for each row.

(34-35)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never
a. Betting, gambling or entering sweepstakes	5	4	3	2	1	0
b. Looking at 'adult' sites with sexual content	5	4	3	2	1	0

Interviewer declaration

I declare that this interview has been carried out in accordance with your instructions.

NAME:

.....

SIGNED:

.....

DATE:

.....