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Memorandum

16 February 2011

Subject: 2011 OxIS questionnaire

Thank you for your interest in the 2011 OxIS questionnaire.

In order to simplify the task of interviewers and improve the quality of data the 2011 OxIS questionnaire was divided into 4 parts.

- Part 1 was a general questionnaire, asked of all respondents
- Part 2 was administered only to Internet users
- Part 3 was administered only to non-users
- Part 4 was administered only to ex-users

For convenience, all four questionnaires have been combined into a single pdf file, which directly follows this page. The four parts are 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.). These are in different variables on different questionnaires. For many purposes the analyst will want to combine the variables into a single variable.

ICM RESEARCH
BERKSHIRE HOUSE
168-173 HIGH HOLBORN
LONDON WC1V 7AA
TEL: 020 7845 8300

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

OXFORD INTERNET SURVEY 2011
General Questionnaire

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. Your opinions will be valuable to us **whether or not you use the Internet**. 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 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.

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. Your opinions will be valuable to us **whether or not you use the Internet**. 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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IF RESPONDENT ASKS:

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

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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 QA1**

(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	-3
b. Taxes?	1	2	3	4	-3
c. Planning a journey or a holiday?	1	2	3	4	-3
d. A book that you heard about?	1	2	3	4	-3
e. Local schools	1	2	3	4	-3
f. A topic or issue for a professional, school or personal project	1	2	3	4	-3
g. A company or if you have a problem with a product or service	1	2	3	4	-3

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 QA2/OA3

(29-32)

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

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	-3
b. Radio	5	4	3	2	1	-3
c. Spending time with other people	5	4	3	2	1	-3
d. The Internet	5	4	3	2	1	-3

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 OA4

(37-40)

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

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/QA6/QA7

(41-44)

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

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	-2	-3

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 OA5/OA6/OA7

(46-49)

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

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 OA8

(50)

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

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	-3

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

QB1. People 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]

(52-58)

	Disagree strongly	Dis-agree	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	-3
b. The use of public CCTV, webcams and security cameras is a threat to personal privacy in this country	1	2	3	4	5	-3
c. Technology is making things better for people like me	1	2	3	4	5	-3
e. People should be able to express their opinion anonymously on the Internet	1	2	3	4	5	-3
f. People should be concerned about protection of credit card details when they are using new technologies	1	2	3	4	5	-3
g. The present use of computers and the Internet is a threat to personal privacy in this country	1	2	3	4	5	-3
h. I find it difficult to keep up to date with new technology	1	2	3	4	5	-3

QB2. Do you participate in the activities of one or more of the following organisations? [READ OUT. CODE ONE ONLY PER ORGANISATION]

(59-65)

	No	Yes
a. Any social or sport club (e.g. 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

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.].

(66)

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	-3	GO TO QH6

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

(67)

Definitely not	1	GO TO QH6
Probably not	2	
Yes, probably will	3	
Yes, definitely will	4	
Don't know	-3	

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]

(68-71)

Interviewer write in months if has had connection for less than a year	_____
OR write in number of years	_____
Don't know	-3

QH4. Do members of your household get access to the Internet at home through a telephone company, or through a cable television company, or both? [CODE ONE PER ROW]

(72-73)

	No	Yes	Don't know
a. A telephone company	0	1	-3
b. Cable television	0	1	-3

QH5. Do you have wireless access in your household such as through wifi? [CODE ONE.]

(74)

No	Yes	Don't know
0	1	-3

→ ASK ALL

QH6. 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.]

(75-83)

	No	Yes	Don't know
a. Cable TV	0	1	-3
b. Satellite TV	0	1	-3
d. Digital camera(s)	0	1	-3
e. Web-cam for a computer	0	1	-3
f. Portable Mp3 player (e.g. iPod)	0	1	-3
g. A hand held tablet (eg PDA, Blackberry, or iPad)	0	1	-3
h. A hand held reader for books & magazines (e.g. Kindle, Nook)	0	1	-3
i. Games machine (Xbox, Nintendo, Playstation)	0	1	-3
j. A TV with a built-in connection to the Internet	0	1	-3

QH7. 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]

(84)

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

QH8. And how many television sets are there in your household? [CODE ONE ONLY]

(85)

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

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

QH9. 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?]

(86)

No	0
Yes	1
Don't know	-3

QH10. Do you yourself have a mobile phone? [CODE ONE ONLY]

(87)

No	0	GO TO QH12
Yes	1	GO TO QH11
Don't know	-3	GO TO QH12

→ FOR THOSE WITH MOBILE PHONES

QH11. Do you use your mobile phone for ... [READ OUT. CODE ONE PER ROW]

SHOW CARD QH11

(88-97)

	Yes	No	Don't know	Not possible on phone
a. Making phone calls/Talking to others	1	0	-3	9
b. Sending or reading email	1	0	-3	9
c. Sending text messages	1	0	-3	9
d. Playing games	1	0	-3	9
e. Taking photos	1	0	-3	9
f. Sending photos	1	0	-3	9
g. Listening to music (Mp3s)	1	0	-3	9
h. Finding directions or location	1	0	-3	9
i. Browse or update a social network site	1	0	-3	9
j. Browse the Internet	1	0	-3	9

→ ASK ALL

QH12. Do you yourself personally use the Internet on whatever device 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?]

(98)

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, tablet 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	_____	GOTO QC3
OR write in number of years	_____	GOTO QC4
Don't know	-3	GOTO QC4

→ ASK ONLY IF USED INTERNET 1 YEAR OR LESS

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

→ ASK ALL

QC4. We are interested in the kinds of help people get 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	-4
b. Received help from people at work/school	0	1	-4
c. Received help from people at the Library	0	1	-4
d. Received help from people at Internet cafés	0	1	-4
e. Paid someone to help you	0	1	-4
f. Taken training courses	0	1	-4
g. Worked things out yourself without any help	0	1	-4

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	-3

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

QC6. How concerned, if at all, are you about.... [**SHOW CARD QC7**] [CODE ONE PER ROW]

(41-43)

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

QC7. And have you done something to prevent....[READ OUT. CODE ONE PER ROW]

(44-46)

	No	Yes	DK
a. Receiving unsolicited e-mail, sometimes called SPAM (for example, not providing your email on web pages)	0	1	-3
b. Your computer being infected by viruses (for example, installing a virus scan)	0	1	-3
c. Unpleasant experiences, such as receiving obscene or otherwise unwanted e-mails (for example, installing filters or blocking senders)	0	1	-3

QC8. In the past year have you ever? [READ OUT EACH STATEMENT. ROTATE ORDER BETWEEN INTERVIEWS. CODE ONE PER ROW]

(47-52)

	No	Yes	Don't know
a. Received obscene or abusive e-mails	0	1	-3
b. Received a virus onto your computer	0	1	-3
c. Bought something which was misrepresented on a Web site	0	1	-3
d. Had your credit card details stolen via use on the Internet	0	1	-3
e. Been contacted by someone online asking you to provide bank details	0	1	-3
f. Ended up on a pornographic website accidentally when looking for something else	0	1	-3

QC9. 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 QC9** (53-69)

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	-3
b. Do instant messaging	5	4	3	2	1	0	-3
c. Participate in chat rooms	5	4	3	2	1	0	-3
d. Send attachments with your email	5	4	3	2	1	0	-3
e. Make or receive phone calls over the Internet	5	4	3	2	1	0	-3
f. Read a web-log or blog	5	4	3	2	1	0	-3
g. Write a web-log or blog	5	4	3	2	1	0	-3
h. Maintain a personal website	5	4	3	2	1	0	-3
i. Post messages on discussion or message boards	5	4	3	2	1	0	-3
j. Post pictures or photos on the Internet	5	4	3	2	1	0	-3
k. Use a distribution list for email	5	4	3	2	1	0	-3
l. Check or update your profile on a social networking site such as MySpace or Facebook	5	4	3	2	1	0	-3
m. Post a video or video clip	5	4	3	2	1	0	-3
n. Post writing, stories, poetry or any other work you consider creative	5	4	3	2	1	0	-3
o. Listen to music online	5	4	3	2	1	0	-3
p. Watch movies or films online	5	4	3	2	1	0	-3
q. Watch TV programs on the Internet	5	4	3	2	1	0	-3

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

QC10. 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] **SHOW CARD QC10** (70-76)

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

QC11. Have you ever met someone on the Internet you did not know before, through...? [READ OUT EACH STATEMENT. CODE ONE PER ROW]

(77-86)

	No	Yes	
a. Social networking sites (e.g., My Space, FaceBook, Bebo)	0	1	IF YES TO ANY OF THESE, GO TO QC13
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	

QC12. [ASK ONLY IF 'NO' TO ALL IN QC11] So you have never met anyone on the Internet you did not know before?

(87)

Never met anyone on the Internet	0	GO TO QC16
Met someone somewhere else on the Internet	1	GO TO QC13
Don't know	-3	GO TO QC16

→ IF EVER MET SOMEONE ON THE INTERNET NOT KNOWN BEFORE

QC13. How many people have you met on the Internet that you did not know before? [CODE ONE ONLY]

(88)

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

QC14. When you first met them online were any of these people...?: [READ OUT. CODE ONE PER ROW]

(89-91)

	No	Yes	Don't know
a. Complete strangers	0	1	-3
b. Friends of friends	0	1	-3
c. Users of a website which was dedicated to a hobby or interest that you shared	0	1	-3

QC15. 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]

(92)

No	0
Yes	1
Don't know	-3

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

ASK ALL

QC16. 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 QC16/QC17]

(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	-3
b. Family who live further away	1	2	3	4	5	-3
c. Friends who live nearby	1	2	3	4	5	-3
d. Friends who live further away	1	2	3	4	5	-3

QC17. 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 QC16/17]

(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	-3
b. People with different personal interests and hobbies	1	2	3	4	5	-3
c. People who share your religious beliefs	1	2	3	4	5	-3
d. People with different religious beliefs	1	2	3	4	5	-3
e. People who share your political views	1	2	3	4	5	-3
f. People with different political views	1	2	3	4	5	-3
g. People who share your job or occupation	1	2	3	4	5	-3
h. People in different jobs or occupations	1	2	3	4	5	-3

QC18. Please tell me how much you agree or disagree with the following statements:
 [READ OUT EACH STATEMENT. CODE ONE PER ROW]
 [SHOW CARD QC18] (24-31)

	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	-3
b. It is easier for me to meet people online than in person	1	2	3	4	5	-3
c. On the Internet I can say things that I cannot say offline	1	2	3	4	5	-3
d. The Internet helps me save time	1	2	3	4	5	-3
e. People can find personal information about me on the Internet	1	2	3	4	5	-3
f. Once personal information is online it is very difficult to remove	1	2	3	4	5	-3
g. I waste too much time on the Internet	1	2	3	4	5	-3
h. Dealing with email takes up too much time	1	2	3	4	5	-3

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

QC19. 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 QC19] (32-39)

	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	-3
b. Getting information about local events	5	4	3	2	1	0	-3
c. Looking for sports information	5	4	3	2	1	0	-3
d. Making travel plans	5	4	3	2	1	0	-3
e. Looking for jobs, work	5	4	3	2	1	0	-3
f. To get jokes, cartoons or other humorous content	5	4	3	2	1	0	-3
g. Finding information about health or medical care	5	4	3	2	1	0	-3
h. Finding information about other people (e.g. "googling" them)	5	4	3	2	1	0	-3

QC20. Have you ever ...?[READ OUT EACH STATEMENT. CODE ONE PER ROW] **(40-43)**

	No	Yes	Don't know
a. Found a job through the Internet	0	1	-3
b. Saved money buying something online	0	1	-3
c. First found out about an event through the Internet	0	1	-3
d. Found information on the Internet that helped you improve your health	0	1	-3

QC21. 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 QC21] (44-51)**

	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	-3
b. Using the Internet to gather information	1	2	4	5	-3
c. Removing a virus that infected your computer	1	2	4	5	-3
d. Participating in a discussion online	1	2	4	5	-3
e. Making new friends on the Internet	1	2	4	5	-3
f. Uploading photos to a website	1	2	4	5	-3
g. Downloading and saving music (MP3)	1	2	4	5	-3
h. Learning how to use a new technology	1	2	4	5	-3

QC22. 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]

(52)

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

QC23 When you go to a specific page is it mostly a page you found yourself, or mostly a page you received via an email, blog, or social networking site, or do you do both about the same? [READ OUT. CODE ONE ONLY]

(53)

Mostly a page you found yourself	1
Mostly a page you received via an email, blog, or social networking site	2
Both about the same	3
Don't know	-3

QC24. How frequently do you.... [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QC24] (54-55)

	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	-3	
b. Read any newspaper or news service on the Internet	5	4	3	2	1	0	-3	IF NEVER, GO TO QC26

QC25. Are any of these online newspapers or news services different from what you read in print? [CODE ONE ONLY] (56)

No	0
Yes	1
Don't know	-3

→ ASK ALL

QC26. I am going to read a list of things some people pay money for on the Internet. Do you PAY for... [READ OUT EACH STATEMENT. CODE ONE PER ROW] (57-60)

	Yes	No	Don't know	I don't do this activity
Newspapers or magazines that you read?	1	0	-3	-4
Music that you download?	1	0	-3	-4
Music that you listen to online?	1	0	-3	-4
Videos that you download?	1	0	-3	-4

QC27. 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 QC27] (61-66)

	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	-3
b. Looking up a definition of a word	5	4	3	2	1	0	-3
c. Getting information for school, college or university related purposes or homework	5	4	3	2	1	0	-3
d. Getting information for work related purposes	5	4	3	2	1	0	-3
e. Investigating topics of personal interest	5	4	3	2	1	0	-3
f. Online distance learning for an academic degree or job training	5	4	3	2	1	0	-3

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

QC28. How frequently do you use the Internet for the following purposes? [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD QC28] (67-72)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know
a. Playing games	5	4	3	2	1	0	-3
b. Downloading music	5	4	3	2	1	0	-3
c. Listening to music online	5	4	3	2	1	0	-3
d. Downloading videos	5	4	3	2	1	0	-3
e. Watching videos online	5	4	3	2	1	0	-3
f. Uploading videos or music files	5	4	3	2	1	0	-3

QC29. 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]. SHOW CARD QC29 (73-76)

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

QC30. 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] (77-78)

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

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

QC31. 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 QC31 (79-87)**

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

QC32. 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] **(88-89)**

Times	
Don't know	-3

QC33. 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 QC33] (Card 3, Rpt 1-11, 12-17)**

	Disagree strongly	Dis-agree	Neither agree nor disagree	Agree	Agree strongly	DK
a. People get a much wider choice of goods on the Internet	1	2	3	4	5	-3
b. The prices of things on the Internet are lower	1	2	3	4	5	-3
c. It's difficult to return or exchange goods ordered on the Internet	1	2	3	4	5	-3
d. People are uncomfortable with the lack of face-to-face contact when ordering on the Internet	1	2	3	4	5	-3
e. It is easy to order products from web-sites	1	2	3	4	5	-3
f. It's difficult to assess product quality when shopping on the Internet	1	2	3	4	5	-3

QC34. Talking now about government information and services, have you done any of the following in the past year? [READ OUT EACH STATEMENT).

SHOW CARD QC34

[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	-3
b. Pay for a local council tax, fine, rent or service online	0	1	2	3	-3
c. Get information about Central Government services, such as benefits, taxes, driving licence or passport	0	1	2	3	-3
d. Pay for a central government tax, fine, license or service online	0	1	2	3	-3
e. Get information about schools or education	0	1	2	3	-3
f. Look for information about an MP, local councillor, political party or candidate	0	1	2	3	-3
g. Get information about government policy on issues such as transport or the environment	0	1	2	3	-3

QC35. Do you use any of the following? [READ OUT. CODE ONE PER ROW]

(25-29)

	No	Yes	Don't know
a. Facebook	0	1	-3
b. LinkedIn	0	1	-3
c. Twitter	0	1	-3
d. An online dating site like eHarmony, Match.com or Zoosk?	0	1	-3
e. Another social networking site?	0	1	-3

IF NO "YES" CODES, GOTO QUESTION QC37

QC36. The next questions are about activities on social network sites. Thinking about all of the social network sites you use, how often do you? [READ OUT EACH STATEMENT. CODE ONE PER ROW]

SHOW CARD QC36

(30-38)

On average how often do you....?	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know
a. Update your status	5	4	3	2	1	0	-3
b. Update personal information	5	4	3	2	1	0	-3
c. Post pictures or photos	5	4	3	2	1	0	-3
d. Comment on someone else's content (e.g., their status, their wall, their photos)	5	4	3	2	1	0	-3
e. Chat with someone	5	4	3	2	1	0	-3
f. Click on a link that takes you to a web page	5	4	3	2	1	0	-3
g. Check or change your privacy settings	5	4	3	2	1	0	-3
h. Learn about or follow a politician or political cause.	5	4	3	2	1	0	-3
i. Receive news or information	5	4	3	2	1	0	-3

QC37. When you send a message to someone over the Internet, do you primarily use e-mail, or do you mail from a social networking site such as Facebook or LinkedIn?

(39)

Mostly use email	3
Mostly use a social networking site	2
Use both about the same	1
Don't know	-3

➔ **ASK ALL**

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 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]

(40-63)

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' _____

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]

(64-69)

	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	-3
b. I do not trust technologies, because they fail when you need them the most	1	2	3	4	5	-3
c. I get nervous using technologies, because I might break something	1	2	3	4	5	-3
d. Without new technologies society can no longer function	1	2	3	4	5	-3
e. If I want to concentrate I have to turn off all media and communications devices	1	2	3	4	5	-3
f. I often leave my work phone or mobile communication device turned on when I go to bed	1	2	3	4	5	-3

Q12. 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 Q12]

(70-77)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. The Internet makes life easier	1	2	3	4	5	-3
b. The Internet is frustrating to work with	1	2	3	4	5	-3
c. There is too much immoral material on the Internet	1	2	3	4	5	-3
d. The Internet is an efficient means for finding information	1	2	3	4	5	-3
e. The use of the Internet can be addictive	1	2	3	4	5	-3
f. It is difficult to erase information once it is online.	1	2	3	4	5	-3
g. I find dealing with the amount of information on the Internet exhausting	1	2	3	4	5	-3
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	-3

Q13. When you are trying to concentrate on a task, how distracting do you feel are the following..? [READ OUT. CODE ONE ONLY] **SHOW CARD Q13**

(78-82)

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

THE FOLLOWING QUESTIONS ARE ABOUT INTERNET REGULATION

Q14. 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 British government should regulate the Internet far more, more, about the same, less or far less? [READ OUT. CODE ONE ONLY]

(83)

Far more	5
More	4
About the same	3
Less	2
Far less	1
Don't know	-3

Q15. People have different opinions on regulating children's content on the Internet. Which of the following do you think should be responsible for making restrictions or do you think that no one should restrict children's content? [READ OUT. CODE ONE ONLY PER ROW]

(84-88)

	No	Yes	Don't know
a. Parents	0	1	-3
b. Providers of Internet services	0	1	-3
c. The Government	0	1	-3
d. School (teachers)	0	1	-3
e. No one should restrict children's content	0	1	-3

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

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/QB4**

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

	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	-3	-4
b. Calling them on the phone	5	4	3	2	1	-3	-4
c. Emailing or instant messaging them	5	4	3	2	1	-3	-4
d. Writing a card or a letter to them	5	4	3	2	1	-3	-4
e. Text messaging	5	4	3	2	1	-3	-4

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**

(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	-3	-4
b. Calling them on the phone	5	4	3	2	1	-3	-4
c. Emailing or instant messaging them	5	4	3	2	1	-3	-4
d. Writing a card or a letter to them	5	4	3	2	1	-3	-4
e. Text messaging	5	4	3	2	1	-3	-4

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]

(22)

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

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].

(23-31)

	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	-3
b. Joined a political party	0	1	2	3	-3
c. Joined another civic organisation or association such as those involved in environmental or human rights campaigning	0	1	2	3	-3
d. Signed a petition	0	1	2	3	-3
e. Taken part in a lawful public demonstration	0	1	2	3	-3
f. Contacted a political party	0	1	2	3	-3
g. Deliberately bought certain products for political, ethical or environmental reasons	0	1	2	3	-3
h. Donated money to a political organisation or group	0	1	2	3	-3
i. Donated money to a civic organisation or group	0	1	2	3	-3

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

QP3. I would like you to think about the political parties, and to tell me if you think that either of the following statements are true as far as that particular party is concerned IN THE FUTURE: which parties might you vote for? Which ones, if any, would you never vote for? [READ OUT. CODE ONE PER ROW ONLY.]

(34-42)

	I might vote for them	I would never vote for them	Neither	Don't know
Conservatives (Tories)	1	2	3	-3
Labour	1	2	3	-3
Liberal Democrat	1	2	3	-3
Green Party	1	2	3	-3
British National Party	1	2	3	-3
UK Independence Party (UKIP)	1	2	3	-3
Plaid Cymru	1	2	3	-3
Scottish National Party	1	2	3	-3
Respect	1	2	3	-3

→ 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 QP5] (43-47)

	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	-3
b. I consider myself well-qualified to participate in society	1	2	3	4	5	-3
c. I feel that I have a pretty good understanding of the important political issues facing our country	1	2	3	4	5	-3
d. Other people seem to have an easier time understanding complicated issues than I do	1	2	3	4	5	-3
e. I feel that I could do as good a job in public office as most other people	1	2	3	4	5	-3

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 QP6] (48-51)

	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	-3
b. People like you will have more say about what the government does	1	2	3	4	5	-3
c. People like you can know more about what government does	1	2	3	4	5	-3
e. Public officials will know more about what people like you have to say	1	2	3	4	5	-3

QP6. In the past year have you ...? [READ OUT. CODE ONE PER ROW]

(32-33)

	No	Yes	Don't know
a. Sent an email or message supporting a social or political cause.	0	1	-3
b. Commented on a political or social issue in a blog post, on twitter or on a social networking site.	0	1	-3

THE FOLLOWING QUESTIONS ASK ABOUT YOUR EDUCATION

QL1. 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?]

(52-54)

No qualifications	0
5 or more GCSE grades A-C	1
4 or less GCSE grade A- C	2
GCSE grade D-G	3
5 or more Scottish Standard Grades, grades 1-3	4
4 or less Scottish Standard Grades, grades 1-3	5
Scottish Standard Grades, grades 4-7	6
Scottish Highers	7
CSEs	8
5 or more O levels	9
4 or less O levels	10
GCE A levels or equivalent	11
NVQ 1 or 2	12
NVQ 3 or 4	13
GNVQ Foundation	14
GNVQ Intermediate	15
GNVQ Advanced	16
Certificate or Diploma of Higher Education	17
Bachelors degree	18
Graduate Certificates and Diploma	19
Masters Degree	20
Doctoral Degree	21
Refused to answer	-2
Don't know	-3

QL2. 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?

(55-56)

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)	

THE FOLLOWING QUESTIONS ASK ABOUT YOUR JOB OR OCCUPATION

QO1. 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]

(57-58)

Working Full time (30 hours a week or more)	1	GO TO QO2
Working Part time (8-29 hours a week)	2	
Retired	3	GO TO QO4A
Unemployed	4	GO TO QO6A
Permanently sick or disabled	5	
In community or military service	6	
Undergraduate Student	7	GO TO QO3
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 QO6A
Refused to answer	-2	

QO2. Apart from working, do you also study?

(59)

No	0	GO TO QO4A
Yes	1	
Don't know	-3	

[ONLY ASK PEOPLE WHO STUDY AS MAIN ACTIVITY]

QO3. And apart from studying, do you also work?

(60)

No	0	GO TO QO6A
Yes	1	GO TO QO4A
Don't know	-3	GO TO QO6A

THE FOLLOWING QUESTIONS ASK ABOUT YOUR WORK OR OCCUPATION

QO4A. 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]

Occupation of Respondent

[INTERVIEWER: 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]

Qualifications of Respondent

QO4B. Number of people who report to Respondent [WRITE IN]

(61-62)

	Number
Don't know	-3

QO4C. Are you self-employed (with or without employees) or are you an employee?

(63)

Self-employed	0
Employee	1

QO4D. Standard Occupation Code [CODING TO WRITE IN 2-DIGIT CODE NUMBER]

(64-65)

	Number
--	--------

QO4E. CODE

(66)

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

QO5. Are you the Chief Wage Earner in your household? [ONLY ASK PEOPLE WHO WORK OR ARE RETIRED AS MAIN ACTIVITY]

(67)

No	0	GO TO QO6A
Yes	1	GO TO QO7

QO6A. 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

QO6B. Number of people who report to CIE [WRITE IN]

(68-69)

	Number
Don't know	-3

QO6C. Is the CIE self-employed (with or without employees) or is the CIE an employee?

(70)

Self-employed	0
Employee	1

QO6D. Standard Occupation Code [CODING TO WRITE IN 2-DIGIT CODE NUMBER]

(71-72)

	Number
--	--------

QO6E. CODE

(73)

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

→ ONLY ASK PEOPLE CURRENTLY WORKING, ALL OTHERS GO TO QD1.

QO7. Do you work at 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]

(74)

Yes, I do all my work from home	3
I often work from home	2
I seldom work from home	1
I never work from home	0
Don't know	-3

QO8. 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]

(75)

Often	2	
Seldom	1	
Never	0	
Don't know	-3	
NOT APPLICABLE: Don't have Internet at home	-4	GO TO QO10

QO9. Do you think that having access to email and the Internet decreases the amount of work-related activity you do at home, increases the amount of work or it doesn't make any difference? [READ OUT. CODE ONE ONLY]

(76)

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

QO10. Do you use the Internet while you are at work? [CODE ONE ONLY]

(77)

No	0	GO TO QD1
Yes	1	

→ ONLY ASK PEOPLE WHO USE THE INTERNET AT WORK.

QO11. Do you think that having access to email, social networks 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]

(78)

Decreases the amount of time I spend on personal things at work	3
Doesn't make any difference	2
Increases the amount of time I spend on personal things at work	1
Don't know	-3

QO12. Because of your Internet access at work, do you feel that your ability to do your job has improved a lot, improved somewhat, stayed the same, worsened somewhat, or worsened a lot? [READ OUT. CODE ONE ONLY]

(79)

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

QO13. Now I'd like you to think about the different things people do online at work. Have you ever used the Internet to... [READ OUT. CODE ONE ONLY]

(80-83)

	No	Yes	Don't know
a. Learn new work-related skills	0	1	-3
b. Advertise yourself or your services	0	1	-3
c. Collaborate with colleagues on common projects	0	1	-3
d. Meet new colleagues in other workplaces	0	1	-3

QO14. Thinking only about your WORK activity online, do you use the Internet for the following purposes [READ OUT EACH STATEMENT. CODE ONE PER ROW]

(Card 5. Rpt 1-11. 12-18)

Do you...?	No	Yes	Don't know
a. Read or send work email or other electronic messages	0	1	-3
b. Watch work-related videos	0	1	-3
c. Participate in meetings over the Internet	0	1	-3
d. Use search engines (e.g. google) to find information for work	0	1	-3
e. Read items or information on your organization's Intranet	0	1	-3
f. Post on your organization's intranet	0	1	-3
g. Update your FaceBook page while at work	0	1	-3

→ ASK ALL

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.

QD1. Age: In what year were you born?

[WRITE IN YEAR]

(19)

QD2. Gender [BY OBSERVATION. CODE ONLY ONE]

(20)

Male	0
Female	1

QD3. Marital Status: Are you...? [CODE ONLY ONE]

(21)

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

QD4. How many adults live in your household (people over the age of 18)?

[WRITE IN]

(22)

QD5. Do any children (people under 18) live in your household? [CODE ONLY ONE]

(23)

No	0	Go to QD11
Yes	1	Go to QD6
Don't know	-3	Go to QD11

QD6. 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.]

(24-31)

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		

QD7. Does this child/Do any of these children have access to any of the following in their bedroom? [READ OUT. CODE ONE PER ROW]

(32-34)

	No	Yes	Don't know
a. TV	0	1	-3
b. The Internet	0	1	-3
c. Game console	0	1	-3

[DO NOT ASK QD8 if a child aged 14-17 is being interviewed and if this child is only child in the household]

QD8. Does this child/do these children have access to the Internet at home, at school or somewhere else? [CODE ONLY ONE]

(35)

Yes	1	GO TO QD9
No	0	GO TO QD11
Don't know	-3	

QD9. [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]

(36-42)

	No	Yes	Don't know
a. Person is neither caretaker nor child	0	1	IF YES, GO TO QD11 Don't read b. to g.
b. Not to visit some sites	0	1	-3
c. How much time to spend online	0	1	-3
d. Not to give out personal information	0	1	-3
e. Not to meet someone in person they only met online	0	1	-3
f. To use the PC under parent's control, for example in the same room	0	1	-3
g. Not to talk to strangers online	0	1	-3

QD10. 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?

(43)

No, never heard of them	0
No, do not use them	1
Yes	2
Don't know	-3

ASK ALL

QD11. Excluding yourself, how many other members of your household have any access to the Internet? [WRITE IN NUMBER]

(44)

--

QD12. Do you know a language other than English well enough to read a newspaper in that language? [CODE ONE ONLY]

(45)

No	0
Yes	1

QD13. How many years in total have you lived in the UK? [WRITE DOWN]

(46-47)

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

QD14. 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] (48-49)

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	-2
	Don't know	-3

QD15. 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 D15]** **(50-52)**

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	-2
	Don't know	-3

QD16. 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]**

(53)

No	0	GO TO QD18
Yes	1	GO TO QD17
Refused to answer	-2	GO TO QD18

QD17. Does this health problem or disability limit your use of a computer or the Internet? **[CODE ONE ONLY]**

(54)

No	0
Yes	1
Refused to answer	-2

→ASK ALL

QD18. 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]**

(55)

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	-3
Refused	-2

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

(56)

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) (57-63)

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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.

(64-66)

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

2. 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.

(67)

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 £50.000 per year
G	£50.000 to £60.000 per year
J	£60.000 to £70.000 per year
L	£70.000 to £80.000 per year
D	Over £80.000 per year

3. 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.

(68-70)

	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

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.

(71-77)

	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 or electronic messages	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. 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.

(78-84)

	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

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

Circle one answer for each row.

(85-86)

	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 11, 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)

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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	-3

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	-3

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.	-4

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]
SHOW CARD QE4/5/6 (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]

SHOW CARD QE4/5/6 (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	-3
b. Receive a virus onto your computer	0	1	-3
c. Buy something which had been misrepresented on a Web site	0	1	-3
d. Have credit card details stolen via use on the Internet	0	1	-3
e. Get contacted by someone online asking you to provide bank details	0	1	-3
f. Ended up on a pornographic website accidentally when looking for something else	0	1	-3

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

(61-78)

	No	Yes	Don't know
a. Checking emails	0	1	-3
b. Finding or checking a fact	0	1	-3
c. Downloading music	0	1	-3
d. Signing a petition online	0	1	-3
e. Getting information about local council services	0	1	-3
f. Getting information for school, college or university related projects or homework	0	1	-3
g. Posting messages on discussion or message boards	0	1	-3
h. Getting information about local events	0	1	-3
i. Using your bank's online services	0	1	-3
j. Getting information about or comparing products	0	1	-3
k. Making or receive phone calls over the Internet	0	1	-3
l. Making travel plans	0	1	-3
m. Getting jokes, cartoons or other humorous content	0	1	-3
n. Paying your bills online	0	1	-3
o. Playing games online	0	1	-3
p. Listening to music online	0	1	-3
q. Watching movies or films online	0	1	-3
r. Watching TV programs online	0	1	-3
s. Check or update your profile on a social networking site such as MySpace or FaceBook	0	1	-3
t. Post writing, stories, poetry or any other work you consider creative	0	1	-3
u. Post pictures or photos on the Internet	0	1	-3

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

(79-82)

	No	Yes	Don't know
a. Find a job through the Internet	0	1	-3
b. Save money buying something online	0	1	-3
c. First find out about an event through the Internet	0	1	-3
d. Find information on the Internet that helped you improve your health	0	1	-3

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

[SHOW CARD QE10/16/16]

(83-87)

	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	-3
b. I miss out by not using the Internet and E-mail	1	2	3	4	5	-3
c. I sometimes feel left out when my friends talk about the Internet	1	2	3	4	5	-3
d. I am better off not using the Internet	1	2	3	4	5	-3
e. I could perform better in my daily tasks if I used the Internet	1	2	3	4	5	-3

QE11. 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] **(Card 12. Rpt 1-11, 12)**

Yes, definitely	4	CONTINUE TO QE12
Yes, probably	3	
Probably not	2	GO TO QE15
Definitely not	1	
Don't know	-3	

QE12. Who could you ask for help on Internet related matters? Could you ask.....?
[READ OUT EACH PERSON. CODE ONE PER ROW] **(13-20)**

	No	Yes	Don't know
a. Parent	0	1	-3
b. Friend	0	1	-3
c. Partner/Spouse	0	1	-3
d. Child/Grandchild	0	1	-3
e. Brother/Sister	0	1	-3
f. Internet café staff	0	1	-3
g. Library staff	0	1	-3
h. A colleague	0	1	-3

QE13. 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] **(21)**

Yes, a number of times	2	GO TO QE14
Yes, once or twice	1	
No	0	GO TO QE15
Don't know	-3	

QE14. And who have you asked for help on Internet related matters in the past year?
[READ OUT EACH PERSON. CODE ONE PER ROW] **(22-29)**

	No	Yes	Not applicable
a. Parent	0	1	-4
b. Friend	0	1	-4
c. Partner/Spouse	0	1	-4
d. Child/Grandchild	0	1	-4
e. Brother/Sister	0	1	-4
f. Internet café staff	0	1	-4
g. Library staff	0	1	-4
h. A colleague	0	1	-4

→ ASK ALL

QE15. Are you planning to get access to the Internet in the next year or so? [READ OUT. CODE ONE ONLY] **(30)**

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

QE16. Please tell me how much you agree or disagree with the following statements:
 [READ OUT EACH STATEMENT. CODE ONE PER ROW]
 [SHOW CARD QE10/16/17] (31-38)

	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	-3
b. It is easier for people to meet others on the Internet than in person	1	2	3	4	5	-3
c. On the Internet people can say things they cannot say offline	1	2	3	4	5	-3
d. The Internet helps people save time	1	2	3	4	5	-3
e. People could find personal information about me on the Internet	1	2	3	4	5	-3
f. Once personal information is online it is very difficult to remove	1	2	3	4	5	-3
g. I wasted too much time on the Internet	1	2	3	4	5	-3
h. Dealing with email takes up too much time	1	2	3	4	5	-3

QE17. 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] (39-44)

	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	-3
b. The prices of things on the Internet are lower	1	2	3	4	5	-3
c. It's difficult to return or exchange goods ordered on the Internet	1	2	3	4	5	-3
d. People are uncomfortable with the lack of face-to-face contact when ordering on the Internet	1	2	3	4	5	-3
e. It is easy to order products from web-sites	1	2	3	4	5	-3
f. It's difficult to assess product quality when shopping on the Internet	1	2	3	4	5	-3

QE18. 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]

(45-51)

	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	-3
b. Pay for a local council tax, fine, rent or service online	0	1	2	3	-3
c. Get information about Central Government services, such as benefits, taxes, driving licence or passport	0	1	2	3	-3
d. Pay for a central government tax, fine, license or service online	0	1	2	3	-3
e. Get information about schools or education	0	1	2	3	-3
f. Look for information about an MP, local councillor, political party or candidate	0	1	2	3	-3
g. Get information about government policy on issues such as transport, the environment	0	1	2	3	-3

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 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] (52-63)

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' _____

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 Q11/2]

(64-69)

	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	-3
b. I do not trust technologies, because they fail when you need them the most	1	2	3	4	5	-3
c. I get nervous using technologies, because I might break something	1	2	3	4	5	-3
d. Without new technologies society can no longer function	1	2	3	4	5	-3
e. If I want to concentrate I have to turn off all media and communications devices	1	2	3	4	5	-3
f. I often leave my work phone or mobile communication device turned on when I go to bed	1	2	3	4	5	-3

Q12. 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]

(70-77)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a. The Internet makes life easier	1	2	3	4	5	-3
b. The Internet is frustrating to work with	1	2	3	4	5	-3
c. There is too much immoral material on the Internet	1	2	3	4	5	-3
d. The Internet is an efficient means for finding information	1	2	3	4	5	-3
e. The use of the Internet can be addictive	1	2	3	4	5	-3
f. It is difficult to erase information once it is online	1	2	3	4	5	-3
g. I found dealing with the amount of information on the Internet exhausting	1	2	3	4	5	-3
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	-3

Q13. When you are trying to concentrate on a task, how distracting do you feel are the following..? [READ OUT. CODE ONE ONLY]

SHOW CARD Q13

(78-80)

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

THE FOLLOWING QUESTIONS ARE ABOUT INTERNET REGULATION

Q14. 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 British government should regulate the Internet far more, more, no more no less, less or far less? [READ OUT. CODE ONE ONLY] **(Card 13. Rpt 1-11. 12)**

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

Q15. People have different opinions on regulating children's content on the Internet. Which of the following do you think should be responsible for making 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	-3
b. Providers of Internet services	0	1	-3
c. The Government	0	1	-3
d. School (teachers)	0	1	-3
e. No one should restrict children's content	0	1	-3

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

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]**

(18-21)

	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	-3	-4
b. Calling them on the phone	5	4	3	2	1	-3	-4
d. Writing a card or a letter to them	5	4	3	2	1	-3	-4
e. Text messaging	5	4	3	2	1	-3	-4

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]** **(22-25)**

	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	-3	-4
b. Calling them on the phone	5	4	3	2	1	-3	-4
d. Writing a card or a letter to them	5	4	3	2	1	-3	-4
e. Text messaging	5	4	3	2	1	-3	-4

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]

(26)

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

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].

(27-35)

	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	-3
b. Joined a political party	0	1	2	3	-3
c. Joined another civic organisation or association such as those involved in environmental or human rights campaigning	0	1	2	3	-3
d. Signed a petition	0	1	2	3	-3
e. Taken part in a lawful public demonstration	0	1	2	3	-3
f. Contacted a political party	0	1	2	3	-3
g. Deliberately bought certain products for political, ethical or environmental reasons	0	1	2	3	-3
h. Donated money to a political organisation or group	0	1	2	3	-3
i. Donated money to a civic organisation or group	0	1	2	3	-3

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

QP3. I would like you to think about the political parties, and to tell me if you think that either of the following statements are true as far as that particular party is concerned IN THE FUTURE: which parties might you vote for? Which ones, if any, would you never vote for? [READ OUT. CODE ONE PER ROW ONLY.]

(36-44)

	I might vote for them	I would never vote for them	Neither	Don't know
Conservatives (Tories)	1	2	3	-3
Labour	1	2	3	-3
Liberal Democrat	1	2	3	-3
Green Party	1	2	3	-3
British National Party	1	2	3	-3
UK Independence Party (Ukip)	1	2	3	-3
Plaid Cymru	1	2	3	-3
Scottish National Party	1	2	3	-3
Respect	1	2	3	-3

⇒

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] (45-49)

	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	-3
b. I consider myself well-qualified to participate in society	1	2	3	4	5	-3
c. I feel that I have a pretty good understanding of the important political issues facing our country	1	2	3	4	5	-3
d. Other people seem to have an easier time understanding complicated issues than I do	1	2	3	4	5	-3
e. I feel that I could do as good a job in public office as most other people	1	2	3	4	5	-3

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] (50-53)

	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	-3
b. People like you will have more say about what the government does	1	2	3	4	5	-3
c. People like you can know more about government	1	2	3	4	5	-3
d. Public officials will know more about what people like you have to say	1	2	3	4	5	-3

QL1. 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?]

(54-55)

No qualifications	0
5 or more GCSE grades A-C	1
4 or less GCSE grade A- C	2
GCSE grade D-G	3
5 or more Scottish Standard Grades, grades 1-3	4
4 or less Scottish Standard Grades, grades 1-3	5
Scottish Standard Grades, grades 4-7	6
Scottish Highers	7
CSEs	8
5 or more O levels	9
4 or less O levels	10
GCE A levels or equivalent	11
NVQ 1 or 2	12
NVQ 3 or 4	13
GNVQ Foundation	14
GNVQ Intermediate	15
GNVQ Advanced	16
Certificate or Diploma of Higher Education	17
Bachelors degree	18
Graduate Certificates and Diploma	19
Masters Degree	20
Doctoral Degree	21
Refused to answer	-2
Don't know	-3

QL2. 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?

(56)

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)	

THE FOLLOWING QUESTIONS ASK ABOUT YOUR JOB OR OCCUPATION

QO1. 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]

(57-58)

Working Full time (30 hours a week or more)	1	GO TO QO2
Working Part time (8-29 hours a week)	2	
Retired	3	GO TO QO4A
Unemployed	4	GO TO QO6A
Permanently sick or disabled	5	
In community or military service	6	
Undergraduate Student	7	GO TO QO3
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 QO6A
Refused to answer	-2	

QO2. Apart from working, do you also study?

(59)

No	0	GO TO QO4A
Yes	1	
Don't know	-3	

[ONLY ASK PEOPLE WHO STUDY AS MAIN ACTIVITY]

QO3. And apart from studying, do you also work?

(60)

No	0	GO TO QO6A
Yes	1	GO TO QO4A
Don't know	-3	GO TO QO6A

THE FOLLOWING QUESTIONS ASK ABOUT YOUR WORK OR OCCUPATION

QO4A. 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]

Occupation of Respondent

[INTERVIEWER: 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]

Qualifications of Respondent

QO4B. Number of people who report to Respondent [WRITE IN]

(61-62)

	Number
Don't know	-3

QO4C. Are you self-employed (with or without employees) or are you an employee?

(63)

Self-employed	0
Employee	1

QO4D. Standard Occupation Code [CODING TO WRITE IN 2-DIGIT CODE NUMBER]

(64-65)

	Number
--	--------

QO4E. CODE

(66)

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

QO5. Are you the Chief Wage Earner in your household? [ONLY ASK PEOPLE WHO WORK OR ARE RETIRED AS MAIN ACTIVITY]

(67)

No	0	GO TO QO6A
Yes	1	GO TO QO7

QO6A. 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

QO6B. Number of people who report to CIE [WRITE IN]

(68-69)

	Number
Don't know	-3

QO6C. Is the CIE self-employed (with or without employees) or is the CIE an employee?

(70)

Self-employed	0
Employee	1

QO6D. Standard Occupation Code [CODING TO WRITE IN 2-DIGIT CODE NUMBER]

(71-72)

	Number
--	--------

QO6E. CODE

(73)

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

→ ONLY ASK PEOPLE CURRENTLY WORKING, ALL OTHERS GO TO QD1.

QO7. 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]

(74)

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	-3

QO8. How often did you use the Internet at home for work related activities? Would you say it is often, seldom or never? [READ OUT. CODE ONE ONLY]

(75)

Often	2	
Seldom	1	
Never	0	
Don't know	-3	
NOT APPLICABLE: Never had Internet at home	-4	GO TO QO10

QO9. Do you think that having access to email and the Internet decreased the amount of work-related activity you did at home, increased the amount of work or it didn't make any difference? [READ OUT. CODE ONE ONLY]

(76)

Decreased the amount of work I did at home	3
Didn't make any difference	2
Increased the amount of work I did at home	1
Don't know	-3

ASK ALL

QO10. Did you use the Internet while you were at work?

(77)

No	0	GO TO QD1
Yes	1	

→ ONLY ASK PEOPLE WHO USED THE INTERNET AT WORK.

QO11. Do you think that having access to email, social networks and the Internet decreased the time you spend on personal things at work, increased the amount of time or it didn't make any difference? [READ OUT. CODE ONE ONLY]

(78)

Decreased the amount of time I spend on personal things at work	3
Didn't make any difference	2
Increased the amount of time I spend on personal things at work	1
Don't know	-3

QO12. Because of your Internet access at work, do you feel that your ability to do your job was improved a lot, improved somewhat, stayed the same, worsened somewhat, or worsened a lot? [READ OUT. CODE ONE ONLY]

(79)

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

QO13. Now I'd like you to think about the different things people do online at work. Did you ever use the Internet to... [READ OUT. CODE ONE ONLY]

(80-83)

	No	Yes	Don't know
a. Learn new work-related skills	0	1	-3
b. Advertise yourself or your services	0	1	-3
c. Collaborate with colleagues on common projects	0	1	-3
d. Meet new colleagues in other workplaces	0	1	-3

QO14. Thinking only about your WORK activity online, did you use the Internet for the following purposes [READ OUT EACH STATEMENT. CODE ONE PER ROW]

(Card 14. Rtp 1-11, 12-18)

Did you...?	No	Yes	Don't know
a. Read or send work email or other electronic messages	0	1	-3
b. Watch work-related videos	0	1	-3
c. Participate in meetings over the Internet	0	1	-3
d. Use search engines (e.g. google) to find information for work	0	1	-3
e. Read items or information on your organization's Intranet	0	1	-3
f. Post on your organization's intranet	0	1	-3
g. Update your FaceBook page while at work	0	1	-3

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.

QD1. Age: In what year were you born?

[WRITE IN YEAR]

(19-20)

QD2. Gender [BY OBSERVATION. CODE ONLY ONE]

(21)

Male	0
Female	1

QD3. Marital Status: Are you...? [CODE ONLY ONE]

(22)

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

QD4. How many adults live in your household (people over the age of 18)?

[WRITE IN]

(23)

QD5. Do any children live in your household? [CODE ONLY ONE]

(24)

No	0	Go to QD11
Yes	1	Go to QD6
Don't know	-3	Go to QD11

QD6. 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.]

(25-26)

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		

QD7. Does this child/Do any of these children have access to any of the following in their bedroom? [READ OUT. CODE ONE PER ROW]

(27-29)

	No	Yes	Don't know
a. TV	0	1	-3
b. The Internet	0	1	-3
c. Game console	0	1	-3

QD8. [DO NOT ASK QD8 IF A CHILD AGED 14-17 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]

(30)

Yes	1	GO TO QD9
No	0	GO TO QD11
Don't know	-3	

QD9. [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]

(31-37)

	No	Yes	Don't know
a. Person is neither caretaker nor child	0	1	IF YES, GO TO QD11 DON'T READ b. to g.
b. Not to visit some sites	0	1	-3
c. How much time to spend online	0	1	-3
d. Not to give out personal information	0	1	-3
e. Not to meet someone in person they only met online	0	1	-3
f. To use the PC under parent's control, for example in the same room	0	1	-3
g. Not to talk to strangers online	0	1	-3

QD10. 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? **(38)**

No, never heard of them	0
No, do not use them	1
Yes	2
Don't know	-3

→ ASK ALL

QD11. Excluding yourself, how many other members of your household have any access to the Internet? [WRITE IN NUMBER]

(39)

QD12. Do you know a language other than English well enough to read a newspaper in that language? [CODE ONE ONLY] **(40)**

No	0
Yes	1

QD13. How many years in total have you lived in the UK? [WRITE DOWN]

(41-42)

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

QD14. 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 D14**] **(43-44)**

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	-2
	Don't know	-3

QD15. 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 D15] (45-46)

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	1-4
	Refused	-2
	Don't know	-3

QD16. 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]

(47)

No	0	GO TO QD18
Yes	1	GO TO QD17
Refused to answer	-2	GO TO QD18

QD17. Does this health problem or disability limit your use of a computer or the Internet? [CODE ONE ONLY]

(48)

No	0
Yes	1
Refused to answer	-2

D18. 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]

(49)

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	-3
Not answered	-4

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

(50)

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)

(51-57)

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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.

(58-60)

	No	Yes
A. Yes, a close friend	0	1
B. Yes, a family member	0	1
C. Yes, I have been affected myself	0	1

2. 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.

(61)

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 £50.000 per year
G	£50.000 to £60.000 per year
J	£60.000 to £70.000 per year
L	£70.000 to £80.000 per year
D	Over £80.000 per year

3. 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.

(62-64)

	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

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.

(65-71)

	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 or electronic messages	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. 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.

(72-78)

	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

6. How frequently did you use the Internet for the following purposes?
 Circle one answer for each row.

(79)

	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 7, 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	-3
b. I sometimes feel left out when my friends talk about the Internet	1	2	3	4	5	-3
c. I am better off not using the Internet	1	2	3	4	5	-3
d. I would like to use the Internet in the future	1	2	3	4	5	-3
e. I could perform better in my daily tasks if I used the Internet	1	2	3	4	5	-3

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	-3	

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	-3
b. Friend	0	1	-3
c. Partner/Spouse	0	1	-3
d. Child/Grandchild	0	1	-3
e. Brother/Sister	0	1	-3
f. Internet café staff	0	1	-3
g. Library staff	0	1	-3
h. A colleague	0	1	-3

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	-3	

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	-4
b. Friend	0	1	-4
c. Partner/Spouse	0	1	-4
d. Child/Grandchild	0	1	-4
e. Brother/Sister	0	1	-4
f. Internet café staff	0	1	-4
g. Library staff	0	1	-4
h. A colleague	0	1	-4

→ 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	-3

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	-3
b. It is easier for people to meet others on the Internet than in person	1	2	3	4	5	-3
c. On the Internet people can say things they cannot say offline	1	2	3	4	5	-3
d. The Internet helps people save time	1	2	3	4	5	-3
e. People can find personal information about me on the Internet	1	2	3	4	5	-3
f. Once personal information is online it is very difficult to remove.	1	2	3	4	5	-3
g. Most people waste too much time on the Internet	1	2	3	4	5	-3

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]

(67-71)

	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	-3
b. The prices of things on the Internet are lower	1	2	3	4	5	-3
c. It's difficult to return or exchange goods ordered on the Internet	1	2	3	4	5	-3
d. People are uncomfortable with the lack of face-to-face contact when ordering on the Internet	1	2	3	4	5	-3
f. It is difficult to assess product quality when shopping on the Internet	1	2	3	4	5	-3

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]

(72-78)

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

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 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' _____

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 Q11/2]

(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	-3
b. I do not trust technologies, because they fail when you need them the most	1	2	3	4	5	-3
c. I get nervous using technologies, because I might break something	1	2	3	4	5	-3
d. Without new technologies society can no longer function	1	2	3	4	5	-3
e. If I want to concentrate I have to turn off all media and communications devices	1	2	3	4	5	-3
f. I often leave my work phone or mobile communication device turned on when I go to bed	1	2	3	4	5	-3

Q12. 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	-3
b. The Internet is frustrating to work with	1	2	3	4	5	-3
c. There is too much immoral material on the Internet	1	2	3	4	5	-3
d. The Internet is an efficient means for finding information	1	2	3	4	5	-3
e. The use of the Internet can be addictive	1	2	3	4	5	-3
f. It is difficult to erase information once it is online	1	2	3	4	5	-3

Q13. When you are trying to concentrate on a task, how distracting do you feel are the following..? [READ OUT. CODE ONE ONLY] **SHOW CARD Q13**
(37-39)

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

THE FOLLOWING QUESTIONS ARE ABOUT INTERNET REGULATION

Q14. 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 British 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	-3

Q15. People have different opinions on regulating children's content on the Internet. Which of the following do you think should be responsible for making 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	-3
b. Providers of Internet services	0	1	-3
c. The Government	0	1	-3
d. School (teachers)	0	1	-3
e. No one should restrict children's content	0	1	-3

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

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] (46-49)

	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	-3	-4
b. Calling them on the phone	5	4	3	2	1	-3	-4
d. Writing a card or a letter to them	5	4	3	2	1	-3	-4
e. Text messaging	5	4	3	2	1	-3	-4

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] (50-53)

	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	-3	-4
b. Calling them on the phone	5	4	3	2	1	-3	-4
d. Writing a card or a letter to them	5	4	3	2	1	-3	-4
e. Text messaging	5	4	3	2	1	-3	-4

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]

(54)

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

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] **(55-63)**

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

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

QP3. I would like you to think about the political parties, and to tell me if you think that either of the following statements are true as far as that particular party is concerned IN THE FUTURE: which parties might you vote for? Which ones, if any, would you never vote for? [READ OUT. CODE ONE PER ROW ONLY.]

(64-72)

	I might vote for them	I would never vote for them	Neither	Don't know
Conservatives (Tories)	1	2	3	-3
Labour	1	2	3	-3
Liberal Democrat	1	2	3	-3
Green Party	1	2	3	-3
British National Party	1	2	3	-3
UK Independence Party (Ukip)	1	2	3	-3
Plaid Cymru	1	2	3	-3
Scottish National Party	1	2	3	-3
Respect	1	2	3	-3

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] **(73-77)**

	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	-3
b. I consider myself well-qualified to participate in society	1	2	3	4	5	-3
c. I feel that I have a pretty good understanding of the important political issues facing our country	1	2	3	4	5	-3
d. Other people seem to have an easier time understanding complicated issues than I do	1	2	3	4	5	-3
e. I feel that I could do as good a job in public office as most other people	1	2	3	4	5	-3

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 P4/5] (78-81)

	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	-3
b. People like you will have more say about what the government does	1	2	3	4	5	-3
c. People like you can know more about what government does	1	2	3	4	5	-3
d. Public officials will know more about what people like you have to say	1	2	3	4	5	-3

THE FOLLOWING QUESTIONS ASK ABOUT YOUR EDUCATION

QL1. 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?]

(Card 9. Rpt 1-11, 14-15)

No qualifications	0
5 or more GCSE grades A-C	1
4 or less GCSE grade A- C	2
GCSE grade D-G	3
5 or more Scottish Standard Grades, grades 1-3	4
4 or less Scottish Standard Grades, grades 1-3	5
Scottish Standard Grades, grades 4-7	6
Scottish Highers	7
CSEs	8
5 or more O levels	9
4 or less O levels	10
GCE A levels or equivalent	11
NVQ 1 or 2	12
NVQ 3 or 4	13
GNVQ Foundation	14
GNVQ Intermediate	15
GNVQ Advanced	16
Certificate or Diploma of Higher Education	17
Bachelors degree	18
Graduate Certificates and Diploma	19
Masters Degree	20
Doctoral Degree	21
Refused to answer	-2
Don't know	-3

QL2. 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)	

THE FOLLOWING QUESTIONS ASK ABOUT YOUR JOB OR OCCUPATION

QO1. 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 QO2
Working Part time (8-29 hours a week)	2	
Retired	3	GO TO QO4A
Unemployed	4	GO TO QO6A
Permanently sick or disabled	5	
In community or military service	6	
Undergraduate Student	7	GO TO QO3
Post graduate student	8	
In full time education (not higher degree)	9	
In part time education (not higher degree)	10	GO TO QO6A
Doing housework, looking after children or other persons	11	
Refused to answer	-2	

QO2. Apart from working, do you also study?

(19)

No	0	GO TO QO4A
Yes	1	
Don't know	-3	

[ONLY ASK PEOPLE WHO STUDY AS MAIN ACTIVITY]

QO3. And apart from studying, do you also work?

(20)

No	0	GO TO QO6A
Yes	1	GO TO QO4A
Don't know	-3	GO TO QO6A

THE FOLLOWING QUESTIONS ASK ABOUT YOUR WORK OR OCCUPATION

QO4A. 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]

Occupation of Respondent

[INTERVIEWER: 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]

Qualifications of Respondent

QO4B. Number of people who report to Respondent [WRITE IN]

(21)

	Number
Don't know	-3

QO4C. Are you self-employed (with or without employees) or are you an employee?

(22)

Self-employed	0
Employee	1

QO4D. Standard Occupation Code [CODING TO WRITE IN 2-DIGIT CODE NUMBER]

(23-24)

	Number
--	--------

QO4E. CODE

(25)

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

QO5. Are you the Chief Wage Earner in your household? [ONLY ASK PEOPLE WHO WORK OR ARE RETIRED AS MAIN ACTIVITY]

(26)

No	0	GO TO QO6A
Yes	1	GO TO QO7

QO6A. 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

QO6B. Number of people who report to CIE [WRITE IN]

(27-28)

	Number
Don't know	-3

QO6C. Is the CIE self-employed (with or without employees) or is the CIE an employee?

(29)

Self-employed	0
Employee	1

QO6D. Standard Occupation Code [CODING TO WRITE IN 2-DIGIT CODE NUMBER]

(30-31)

	Number
--	--------

QO6E. CODE

(32)

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

→ ONLY ASK PEOPLE CURRENTLY WORKING, ALL OTHERS GO TO QD1.

QO7. 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]

(33)

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	-3

→ ASK ALL

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.

QD1. Age: In what year were you born?

[WRITE IN YEAR]

(34-35)

QD2. Gender [BY OBSERVATION. CODE ONLY ONE]

(36)

Male	0
Female	1

QD3. Marital Status: Are you...?[CODE ONLY ONE]

(37)

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

QD4. How many adults live in your household (people over the age of 18)?

[WRITE IN]

(38)

QD5. Do any children live in your household? [CODE ONLY ONE]

(39)

No	0	Go to QD11
Yes	1	Go to QD6
Don't know	-3	Go to QD11

QD6. 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.]

(40-48)

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		

QD7. Does this child/Do any of these children have access to any of the following in their bedroom? [READ OUT. CODE ONE PER ROW]

(49-51)

	No	Yes	Don't know
a. TV	0	1	-3
b. The Internet	0	1	-3
c. Game console	0	1	-3

QD8. [DO NOT ASK QD8 IF A CHILD AGED 14-17 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]

(52)

Yes	1	GO TO QD9
No	0	GO TO QD11
Don't know	-3	

QD9. [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]

(54-60)

	No	Yes	Don't know
a. Person is neither caretaker nor child	0	1	IF YES, GO TO QD11 DON'T READ b. to g.
b. Not to visit some sites	0	1	-3
c. How much time to spend online	0	1	-3
d. Not to give out personal information	0	1	-3
e. Not to meet someone in person they only met online	0	1	-3
f. To use the PC under parent's control, for example in the same room	0	1	-3
g. Not to talk to strangers online	0	1	-3

QD10. 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?

(61)

No, never heard of them	0
No, do not use them	1
Yes	2
Don't know	-3

ASK ALL

QD11. Excluding yourself, how many other members of your household have any access to the Internet? [WRITE IN NUMBER]

(62)

QD12. Do you know a language other than English well enough to read a newspaper in that language? [CODE ONE ONLY]

(63)

No	0
Yes	1

QD13. How many years in total have you lived in the UK? [WRITE DOWN]

(64-65)

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

QD14. 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]

(66-71)

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	-2
	Don't know	-3

QD15. 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 D15]** (72-73)

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	-2
	Don't know	-3

QD16. 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] (74)

No	0	GO TO D18
Yes	1	GO TO D17
Refused to answer	-2	GO TO D18

QD17. Does this health problem or disability limit your use of a computer or the Internet? [CODE ONE ONLY] (75)

No	0
Yes	1
Refused to answer	-2

ASK ALL

QD18. 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] (76)

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	-3
Not answered	-4

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

(77)

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)

(78-84)

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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 10. Rpt 1-11. 12-14)

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

2. 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.

(15)

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 £50.000 per year
G	£50.000 to £60.000 per year
J	£60.000 to £70.000 per year
L	£70.000 to £80.000 per year
D	Over £80.000 per year

3. 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.

(16-18)

	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

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.

(19-25)

	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. 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.

(26-32)

	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

Interviewer declaration

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

NAME:

.....

SIGNED:

.....

DATE:

.....