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OXFORD INTERNET SURVEY 2007
(February 2007)

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 in daily life. **Whether or not you use the Internet yourself**, I would be very grateful for your time to answer a few questions. For every respondent who helps with this survey Oxford University will donate £1 to Oxfam as a thank you for your help with this research.

IF RESPONDENT ASKS WHETHER THIS IS MARKET RESEARCH:

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

IF RESPONDENT SOUNDS LIKE THEY WANT TO REFUSE, SAY:

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

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

If you cannot spare the time at the moment I would really appreciate it if we could call you back at your own convenience over the next few days. As I say 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 (12)

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 (13)

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. Make an appointment to call back at a suitable time. TRY AND MAKE A FIRM APPOINTMENT

	OUTCOME OF EACH VISIT.
Callback 1	
Callback 2	
Callback 3	
Callback 4	
Callback 5	
Callback 6	

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 in daily life. **Whether or not you use the Internet yourself**, I would be very grateful for your time to answer a few questions. For every respondent who helps with this survey Oxford University will donate £1 to Oxfam as a thank you for your help with this research.

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IF RESPONDENT ASKS:

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INTERVIEWER CODE OUTCOME OF VISIT AT THIS ADDRESS *(14)*

Productive interview obtained	1
Refusal by person answering the door	2
Refusal by selected respondent	3
Partially completed then terminated	4
Unable to contact selected respondent after X call backs. Write in number	5

INTERVIEWER CODE REASON FOR REFUSAL *(15)*

Not interested. No wish to participate	1
Too busy	2
Ill/not well	3
Away for duration of fieldwork period	4
Inadequate English	5
Other reason. Write in	6

[ASK EVERYONE]

[Information & Trust]

I will be asking questions about the **Internet** in a moment, but first of all I would like to ask 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. With regard to the following media, how would you rate each of them on a scale of 1 to 10, where 10 is totally reliable and 1 is totally unreliable.

How reliable and accurate would you rate the information found in **newspapers**?
[ENTER NUMBER OR CIRCLE FOR 'DON'T KNOW' / 'NO OPINION'] [SHOW CARD]

(16-17)

ENTER NUMBER	
Refused to answer	97
Don't know	98

QA2. On a scale of 1 to 10, where 10 is totally reliable, how reliable and accurate would you rate the information found on **television**? [ENTER NUMBER OR CIRCLE FOR 'DON'T KNOW' / 'NO OPINION'] [SHOW CARD]

(18-19)

ENTER NUMBER	
Refused to answer	97
Don't know	98

QA3. On the same scale of 1 to 10, where 10 is totally reliable, how reliable and accurate would you rate the information found on the **Internet**? Whether or not you use the Internet we would be interested in your opinion. [ENTER NUMBER OR CIRCLE FOR 'DON'T KNOW' / 'NO OPINION'] [SHOW CARD]

(20-21)

ENTER NUMBER	
Refused to answer	97
Don't know	98

QA4. Now I'd like to ask you about some institutions. Please tell me how much confidence you have in the people running each. Use a 5 point scale where 1 means you have no confidence at all and 5 means you have total confidence. [READ OUT. ROTATE ORDER BETWEEN INTERVIEWS. RECORD SCORE 1-5 FOR EACH OR CIRCLE FOR 'DON'T KNOW'/ 'NO OPINION'] [SHOW CARD]

(22-25)

	RECORD SCORE	Refused	Don't know
a) Major companies		7	8
b) The Government		7	8
c) Television news		7	8
d) Newspapers		7	8

QA5. What about the **Internet**? How much confidence do you have in the people providing Internet services? We would like to know your opinion even if you do not use the Internet [SHOW CARD. RECORD SCORE OR CIRCLE FOR 'DON'T KNOW'/ 'NO OPINION'] (26)

RECORD SCORE	
Refused to answer	7
Don't know	8

QA6. Now I'd like to ask you about different groups of people. Please tell me how much confidence 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 confidence at all and 5 means you have total confidence. [READ OUT. ROTATE ORDER BETWEEN INTERVIEWS. RECORD SCORE 1-5 FOR EACH] [SHOW CARD] (27-31)

	RECORD SCORE	Refused	Don't know
a) Most scientists		7	8
b) Most doctors		7	8
c) Most people you know		7	8
d) Most people in this country		7	8
e) Most people you can communicate with on the Internet		7	8

QA7. 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] (32-36)

	Use the telephone	Personally visit a person or location	Go to a book or directory	Use the Internet	Refused	Don't know
a) The name of your local MP, if you didn't know it?	1	2	3	4	7	8
b) Taxes?	1	2	3	4	7	8
c) Planning a journey or a holiday?	1	2	3	4	7	8
d) A book that you heard about?	1	2	3	4	7	8
e) Local schools	1	2	3	4	7	8

CARD:

1. Use the telephone (telephone enquiry service or calling someone)
2. Personally visit a person or location (a local office, a post office, a library or a shop)
3. Go to a book or directory
4. Use the Internet (using a search engine, a Website or email)

QA8. For **information** in general, how important is each of the following to you as a source? Would you say they are essential, important, not very important or unimportant? [READ OUT. CODE ONE PER ROW] (37-41)

	Essential	Very important	Important	Not so important	Not important at all	Don't know
a) Television	5	4	3	2	1	8
b) Radio	5	4	3	2	1	8
c) Talking to other people	5	4	3	2	1	8
d) The Internet	5	4	3	2	1	8
e) Newspapers	5	4	3	2	1	8

QA9. 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 at all important? [READ OUT. CODE ONE PER ROW] *(42-46)*

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

QA10. Generally speaking, how interested would you say you are in the Internet? Would you say you are... [READ OUT. CODE ONE ONLY] *(47)*

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

[THE QUESTIONS THAT FOLLOW ARE ABOUT INTERNET ACCESS AND TECHNOLOGY IN THE HOUSEHOLD]

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: have you had access in the past?] [READ OUT. CODE ONE ONLY. TRY TO OBTAIN CORRECT CODE VERSUS OPINION]. *(48)*

Yes, have access at present	1	GO TO QH3
Don't have access now but have had in the past	2	GO TO QH2
No, never had access	3	GO TO QH2
Don't know	8	GO TO QH10

QH2. Is this household planning to get access to the Internet at home in the next year? [READ OUT. CODE ONE ONLY] ⁽⁴⁹⁾

Definitely not	0	GO TO QH9
Probably not	1	
Yes, probably will	2	
Yes, definitely will	3	
Don't know	8	

QH3. How long has your household had an Internet connection? About how many years? [IF LESS THAN A YEAR, WRITE IN MONTHS] ⁽⁵⁰⁻⁵³⁾

Interviewer write in months	_____
OR write in number of years	_____
Don't know	8

QH4. In which of the following ways can members of your household get access to the Internet at home? [READ OUT. CODE ONE PER ROW]. ⁽⁵⁴⁻⁵⁸⁾

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

QH5. Do you have a broadband Internet connection at home? [PROBE: A broadband connection offers access to the Internet at faster speeds than a standard dial up modem. It enables users to have the Internet 'always on' and to make & receive phone calls on the same line] [READ OUT. CODE ONE PER ROW] ⁽⁵⁹⁾

No	0	GO TO QH6
Yes	1	GO TO QH7

QH6. Is your household planning to get broadband in the next year or so? [READ OUT. CODE ONE ONLY] ⁽⁶⁰⁾

Definitely won't	0	GO TO QH9
Probably won't	1	
Probably will	2	
Definitely will	3	
Don't know	8	

QH7. When did you get a broadband connection in your household? About how many years ago? [IF LESS THAN A YEAR, WRITE IN MONTHS] ⁽⁶¹⁻⁶⁴⁾

Interviewer write in months	_____
Or write in number of years	_____
Don't know	8

QH8. In your household is the Internet left on all of the time, most of the time or is it connected only when you are actually using it? [READ OUT. CODE ONE ONLY] ⁽⁶⁵⁾

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

→ ASK ALL

QH9. Whether or not they are connected to the Internet, how many working computers are available for people to use in this household? [PROBE: Including desktop and laptop computers?] [READ OUT. CODE ONE ONLY] ⁽⁶⁶⁾

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

[THE QUESTIONS THAT FOLLOW ASK ABOUT INTERNET USE AND ACCESS AT AN INDIVIDUAL LEVEL]

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

QH10. Do you yourself use a computer anywhere, whether or not it is connected to the Internet? [IF NO PROMPT: So you do not use a computer at home, school or work or somewhere else?] (67)

No	0	GO TO QH14
Yes	1	GO TO QH11

QH11. Whether it is connected to the Internet or not, how frequently do you use a computer? [READ OUT. CODE ONE ONLY] (68)

Several times a day	5
Daily	4
Weekly	3
Monthly	2
Less than once a month	1
Never	0
Don't know	8

QH12. Have you yourself ever written a computer programme? [READ OUT. CODE ONE ONLY] (70)

Yes, written a programme successfully	2
Yes, tried but was not successful	1
No, never	0
Don't know	8

QH13. How concerned are you about protecting your computer from viruses? [IF 'CONCERNED' PROBE: Have you done anything to prevent it, such as getting virus checkers or firewalls?] [READ OUT. CODE ONE ONLY] (71)

Not concerned	0
Concerned but have not done anything	1
Concerned and have done something	2
Don't know	8

→ ASK ALL

QH14. How many television sets are there in your household?
[CODE 0 IF NONE] (72)

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QH15. 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.] (73-80)

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

QH16. Do you use an electronic or paper diary? [READ OUT. CODE ONE ONLY]
(CARD 2, Col 12)

No, don't use either	0
Yes, use a paper diary only	1
Yes, use both an electronic and a paper diary	2
Yes, use an electronic diary only	3

QH17. Do you yourself have a mobile phone? (13)

No	0	GO TO QH19
Yes	1	GO TO QH18

QH18. Besides making phone calls, do you use your mobile phone for ... [READ OUT. CODE ONE PER ROW] (14-19)

	No	Yes	Not possible on phone
a) Sending text messages	0	1	9
b) Playing games	0	1	9
c) Accessing email or the Internet	0	1	9
d) Taking pictures	0	1	9
e) Sending photos	0	1	9
f) Listening to music (Mp3s)	0	1	9

QH19. Moving back to the Internet, **do you yourself personally use the Internet** at home, work, school, college or elsewhere or have you used the Internet anywhere in the past? [READ OUT. CODE ONE ONLY] (20)

Yes. Current user	1	GO TO QC1
No, but used it in the past	2	GO TO QE1 ON PAGE 25
Never used the Internet	3	GO TO QN1 ON PAGE 28

[ASK CURRENT USERS OF THE INTERNET ONLY]

QC1. Do you do more than one activity while you are online such as listening to music, watching TV or using the telephone? [READ OUT. CODE ONE ONLY] (21)

No	0
Yes, sometimes	1
Yes, most of the time	2

QC2. 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' AS 'NO'] (22-27)

	Yes	No
a) At home	1	0
b) Another person's home	1	0
c) At work	1	0
d) At school/At university	1	0
e) Internet Café	1	0
f) Public library	1	0

QC3. About how long have you been using the Internet? [PROBE: About how many months or years?] [IF LESS THAN A YEAR, WRITE IN MONTHS] (28-31)

Interviewer write in months	_____
Or write in numbers of years	_____

QC4. Where did you start using the Internet? [PROMPT: Was it?CODE ONE ONLY.] (32)

a) At home	1
b) At another person's home	2
c) At work	3
d) At School/At university	4
e) Internet Café	5
f) Public library	6
Don't know/Can't remember	8

QC5. We are interested in the kinds of help people need to use the Internet. Do you [READ OUT ALL ACTIONS BELOW. CODE ONE PER ROW]. (33-39)

	No	Yes	Don't know	Not applicable
a) Get help from family or friends	0	1	8	9
b) Get people at work/school to help you	0	1	8	9
c) Get help from people at the Library	0	1	8	9
d) Get help from people at Internet cafés	0	1	8	9
e) Pay someone to help you	0	1	8	9
f) Take training courses	0	1	8	9
g) Work things out yourself without any help	0	1	8	9

QC6. How would you rate your ability to use the Internet: [READ OUT. CODE ONE ONLY]⁽⁴⁰⁾

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

QC7. During a typical week, on average about how many hours do you use the Internet at home? [PROBE: We are not interested in how much time the Internet is switched on but the time you are actually using it.] [INTERVIEWER ENTER NUMBER IN HOURS AND MINUTES] ⁽⁴¹⁻⁴²⁾

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QC8. During a typical week, on average about how many hours do you use the Internet at work and/or at school? [INTERVIEWER ENTER NUMBER IN HOURS AND MINUTES] ⁽⁴³⁻⁴⁴⁾

Tick here if does not work or study		

[THE QUESTIONS THAT FOLLOW ASK ABOUT INTERNET USE AND COMMUNICATION]

QC9. Can you receive and send e-mail? Do you have any email address? [IF 'NO' PROMPT: You never send or receive e-mail?] ⁽⁴⁵⁾

Yes	1	GO TO QC10
No	0	GO TO QC12
Don't know	8	

QC10. Which of the following most closely describes your attitude to receiving unsolicited e-mail, sometimes called SPAM? [READ OUT. CODE ONE ONLY] (46)

I don't receive any SPAM messages	0
I receive SPAM but the number I receive doesn't bother me	1
I receive a few too many	2
I receive far too many SPAM messages	3
Don't know	8

QC12. How concerned are you about unpleasant experiences when using email? For example being sent obscene or otherwise unwanted e-mails? [IF 'CONCERNED' PROBE: Have you done anything to prevent it such as installing a filter?] [READ OUT. CODE ONE ONLY](47)

Not concerned	0
Concerned but have not done anything	1
Concerned and have done something	2
Don't know	8

QC13. In the past year have you? [READ OUT EACH STATEMENT. ROTATE ORDER BETWEEN INTERVIEWS. CODE ONE PER ROW] (48-54)

	No	Yes	Don't know
a) Received obscene or abusive e-mails from strangers	0	1	8
a) Received obscene or abusive e-mails from people you know	0	1	8
b) Received a virus onto your computer	0	1	8
c) Bought something which has been misrepresented on a Web site	0	1	8
d) Had credit card details stolen via use on the Internet	0	1	8
e) Been contacted by someone over the Internet from some foreign country, suggesting an arrangement to make money	0	1	8
f) Been contacted by someone online asking you to provide bank details	0	1	8

QC14. Now I'd like you to think about the different ways people interact and communicate with each other through the Internet. Have you done any of the following things on the Internet in the last year? [READ OUT EACH STATEMENT. CODE ONE PER ROW. CODE DON'T KNOW AS NO] (55-60)

	No	Yes
a) Posted messages on discussion or message boards	0	1
b) Posted pictures or photos on the Internet	0	1
c) Keep a web-log (or what is called a Blog)	0	1
d) Used a distribution list for email	0	1
e) Created a profile on a social networking site such as YouTube, MySpace or Facebook	0	1
f) Designed or maintained a website	0	1

QC15. Whether or not you have done so in the last year, have you ever tried to set up a website for personal or other purposes [CODE ONE ONLY] (61)

Yes	1
No	0
Don't know	8

QC16. How often do you use the Internet for the following purposes? [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD] (62-69)

On average how often do you....?	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know
a) Check your email	6	5	4	3	2	1	8
b) Do instant messaging	6	5	4	3	2	1	8
c) Participate in chat rooms	6	5	4	3	2	1	8
d) Send attachments with your email	6	5	4	3	2	1	8
e) Make or receive phone calls over the Internet	6	5	4	3	2	1	8
f) Write a (Web)blog	6	5	4	3	2	1	8
g) Maintain a personal website	6	5	4	3	2	1	8
h) Send jokes or other humorous content to others	6	5	4	3	2	1	8

QC17. On the Internet, some people meet people they did not know before and make new friends, others don't. Have you ever met new people on the internet that you did not know before? (70)

No	0	GO TO QC21
Yes	1	GO TO QC18

QC18. How many people have you met on the Internet that you did not know before? [CODE ONE ONLY] (71)

Less than 5	0
Between 6 and 20	1
Between 21 and 50	2
More than 50	3
Don't know	8

QC19. How many of these people, who you have met on the Internet, would you regard as friends? [ENTER NUMBER, 0 IF NONE] (71-73)

Don't know	98	

QC20. Thinking back to the all the people you have met on the Internet, have you gone on to meet any of them in person? [ENTER NUMBER, 0 IF NONE] (74)

No	0
Yes	1

QC21. 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] crd 2 (12-17)

	Greatly decreased	Somewhat decreased	Remained the same	Somewhat increased	Greatly increased	Don't know
a) Family or friends who live nearby	5	4	3	2	1	8
b) Family or friends who live further away	5	4	3	2	1	8
c) People who share your personal interests and hobbies	5	4	3	2	1	8
d) People who share your religious beliefs	5	4	3	2	1	8
e) People who share your political views	5	4	3	2	1	8
f) People with the same job or profession	5	4	3	2	1	8

QC22. Please tell me how much you agree or disagree with the following statements:
 [READ OUT EACH STATEMENT. CODE ONE PER ROW] [SHOW CARD] (18-23)

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

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

QC23. In general, when you look for information on the Internet, do you go to specific pages, use a search engine, such as Google, or do you do both about the same? [READ OUT. CODE ONE ONLY] (24)

Mainly go to specific pages	1
Mainly use a search engine such as Google	2
Both about the same	3
Don't know	8

QC24. 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] (25-31)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know
a) Looking for news - local, national, international	6	5	4	3	2	1	8
b) Getting information about local events	6	5	4	3	2	1	8
c) Finding information about health or medical care	6	5	4	3	2	1	8
d) Looking for sports information	6	5	4	3	2	1	8
e) Making travel plans	6	5	4	3	2	1	8
f) Looking for jobs, work	6	5	4	3	2	1	8
h) To get jokes, cartoons or other humorous content	6	5	4	3	2	1	8

QC25. Do you read any newspapers or news services on the internet? (32)

No	0	GO TO QC27
Yes	1	GO TO QC26

QC26. Are any of these online newspapers or news services different from what you read in print? (33)

No	0
Yes	1

QC27. How much of the information found on the World Wide Web overall do you think is reliable and accurate? [PROMPT: Would you say...?][READ OUT RESPONSES. CODE ONE ONLY] (34)

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

[THE QUESTIONS THAT FOLLOW ASK USE OF THE INTERNET FOR ENTERTAINMENT PURPOSES

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] (35-42)?

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know
a) Playing games	6	5	4	3	2	1	8
b) Downloading music	6	5	4	3	2	1	8
c) Downloading videos	6	5	4	3	2	1	8
d) Looking at religious or spiritual sites	6	5	4	3	2	1	8
e) Listening to a radio station online	6	5	4	3	2	1	8
f) Betting, gambling or entering sweepstakes	6	5	4	3	2	1	8
g) Surfing or browsing the Web	6	5	4	3	2	1	8
h) Looking at 'adult' sites with sexual content	6	5	4	3	2	1	8

QC29. How has the use of the Internet changed the amount of time you spend on the following activities? Do you engage in the following activities less than, about the same or more than you did before you started using the Internet? [READ OUT EACH STATEMENT. CODE ONE PER ROW] (43-48)

	Less than before	About the same	More than before	Don't know
a) Being with friends face to face	1	2	3	8
b) Being with your family face to face	1	2	3	8
c) Exercising or participating in sports	1	2	3	8
d) Watching TV	1	2	3	8
e) Reading books	1	2	3	8
f) Reading newspapers and magazines	1	2	3	8

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

QC30. Now 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] (49-55)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know
a) Getting information about a product or service	6	5	4	3	2	1	8
b) Buying a product or service online	6	5	4	3	2	1	8
c) Making travel reservations/bookings	6	5	4	3	2	1	8
d) Paying bills	6	5	4	3	2	1	8
e) Using your bank's online services	6	5	4	3	2	1	8
f) Checking investments in stocks/funds/bonds	6	5	4	3	2	1	8
g) Comparing products and prices	6	5	4	3	2	1	8

QC31. 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] (56-61)

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

[THE FOLLOWING QUESTIONS ASK ABOUT USE OF THE INTERNET FOR PUBLIC SERVICES]]

QC32. Talking now about government information and services, have you used the Internet in the past year for any of the following purposes? [READ OUT EACH STATEMENT. CODE ONE PER ROW] (62-68)

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

[THE FOLLOWING QUESTIONS ASK ABOUT USE OF THE INTERNET FOR LEARNING AND EDUCATION]

QC34. 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] (69-75)

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know	N/A
a) Looking up a definition of a word	6	5	4	3	2	1	8	9
b) Finding or checking a fact	6	5	4	3	2	1	8	9
c) Getting information for school related projects or homework	6	5	4	3	2	1	8	9
d) Getting information for work related projects	6	5	4	3	2	1	8	9
e) Distance learning for an academic degree or job training	6	5	4	3	2	1	8	9
f) Investigating topics of personal interest	6	5	4	3	2	1	8	9
g) Finding out about opportunities for further study about topics of personal interest	6	5	4	3	2	1	8	9

Q35. If you need to find good information about a topic or issue for a professional, school or personal project where would you look for it first? And if you were not able to find this information here, what would you do next? [READ OUT. CODE ONE ONLY PER ROW] (76-77)

	Go to a library	Consult your own books	Look on the Internet	Ask an expert	Ask a friend or family member	Ask a colleague or classmate	Don't know
a) First	6	5	4	3	2	1	8
b) Second	6	5	4	3	2	1	8

QC37. If you would loose all access to the Internet from tomorrow onwards, would it be a problem for your everyday life, would it make no difference, or would it make your life better? [READ OUT. CODE ONE ONLY] (78)

Would be a problem	3
Would not make a difference	2
Would make my life better	1
Don't know	8

GO TO Q11 ON PAGE 30

[FOLLOWING SECTION FOR EX-USERS OF THE INTERNET ONLY]

QE1. For how long did you use the Internet? [PROBE: About how many months /years?] [IF LESS THAN A YEAR, WRITE IN MONTHS] card (12-15)

Interviewer write in months	_____
Or write in numbers of years	_____

QE2. How long ago was it that you stopped using the Internet? [IF LESS THAN A YEAR, WRITE IN MONTHS] (16-19)

Interviewer write in months	_____
OR write in numbers of years	_____
OR tick for 'Don't know/can't remember'	_____

QE3. 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] (20-27)

	No	Yes
a) To try out, though 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
Other (?) Write in		

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] (28-36)

	No	Yes
a) Just not interested	0	1
b) Moved house and have not had new connection installed or moved job/left school where it was available	0	1
c) No longer have a computer available	0	1
d) It was too difficult to use	0	1
e) Too expensive	0	1
f) Worried about your privacy	0	1
g) Had bad experiences with SPAM or viruses	0	1
h) I do not have enough time	0	1
i) Because I was spending too much time on it	0	1

QE5. 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] (37)

Yes, a number of times	2	GO TO QE6
Yes, once or twice	1	
No	0	GO TO QE7
Don't know	8	

QE6. Who have you asked for help on internet related matters? [CODE ONE PER ROW] (38-48)

	No	Yes
a) Parent	0	1
b) Friend	0	1
c) Partner/Spouse	0	1
d) Child	0	1
e) Brother/Sister	0	1
f) Internet café staff	0	1
g) Library staff	0	1
h) A colleague	0	1
i) A teacher	0	1
j) Advice/Service centre staff	0	1
k) Service provider help line	0	1

QE7. 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? [READ OUT. CODE ONE ONLY] (49)

Yes, definitely	3
Yes, probably	2
Probably not	1
Definitely not	0
Don't know	8

QE8. Are you planning to get access to the Internet in the next year or so? [READ OUT. CODE ONE ONLY] (50)

Definitely won't	0
Probably won't	1
Probably will	2
Definitely will	3
Don't know	8

GO TO Q11 ON PAGE 30

[ASK NEVER USED THE INTERNET ONLY]

QN1. I will read a number of reasons that some people give to explain why they don't use the Internet. Tell me all of the reasons that apply to you. [READ OUT. CODE ONE PER ROW] (51-60)

Some people say They (PROMPT: Does that apply to you?)	No	Yes
a) Have no computer available	0	1
b) It's too expensive	0	1
c) Don't know how to use a computer	0	1
d) There's nothing of interest on the Internet	0	1
e) It's not useful	0	1
f) Do not yet know how to use the Internet	0	1
g) Find it too time consuming	0	1
h) It's too difficult to use	0	1
i) It's not for people of my age	0	1
j) It's not for people like me	0	1

QN2. 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. CODE ONE ONLY] (61)

Yes, a number of times	2	GO TO QN3
Yes, once or twice	1	
No	0	GO TO QN4
Don't know	8	

QN3 Who did you ask for help? [READ OUT EACH REASON. CODE ONE PER ROW] [IF SAYS THEY WON'T NEED HELP MARK '0' FOR ALL] (62-72)

	No	Yes
a) Parent	0	1
b) Friend	0	1
c) Partner/Spouse	0	1
d) Child	0	1
e) Brother/Sister	0	1
f) Internet café staff	0	1
g) Library staff	0	1
h) A colleague	0	1
i) A teacher	0	1
j) Advice/Service centre staff	0	1
k) Service provider help line	0	1

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] (73)

Yes, definitely	3
Yes, probably	2
Probably not	1
Definitely not	0
Don't know	8

QN5. Are you planning to get access to the Internet in the next year or so? [READ OUT. CODE ONE ONLY] (74)

Definitely won't	0
Probably won't	1
Probably will	2
Definitely will	3
Don't know	8

[ASK EVERYONE]

[THE FOLLOWING QUESTIONS ARE ABOUT THE RESPONDENT'S ATTITUDES TOWARD THE INTERNET]

→ ASK ALL

Q11. Here are things people sometimes say about using the Internet. Whether you use the Internet or not 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] *card (12-17)*

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

Q12. Some people think governments should regulate the Internet, others think governments should not regulate the Internet. What do you think? [READ OUT. CODE ONE ONLY] *(18)*

a) Governments should regulate the Internet	0
c) Undecided	1
b) Governments should not regulate the Internet	2
Don't know	8

QI3. Some people think that children's content on the Internet should be restricted, others think it should not be restricted. What is your opinion ...? [READ OUT. CODE ONE ONLY] (19)

There should be very few restrictions	1
There should be some restrictions	2
Definitely no restrictions	0
Don't know	8

QI4. If children's content was restricted, which of the following do you think should be responsible for making these restrictions? [READ OUT. CODE ONE ONLY PER ROW] (20-23)

	No	Yes	Don't know
a) Parents	0	1	8
b) Providers of Internet services	0	1	8
c) The Government	0	1	8
d) School (teachers)	0	1	8

QI5. 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? [READ OUT. CODE ONE PER ROW] (24-29)

	Inappropriate	It depends	Appropriate	Don't know
a) Send an electronic greeting card	1	2	3	8
b) Send SPAM, junk- email	1	2	3	8
c) Download music from the Internet without paying for it	1	2	3	8
d) Send jokes by email	1	2	3	8
e) Download/copy a book or article without paying for it	1	2	3	8
f) Gamble with money on the Internet	1	2	3	8

**[THE FOLLOWING QUESTIONS ASK ABOUT GENERAL ATTITUDES
TOWARDS LIFE, TECHNOLOGIES & PRIVACY]**

QB1. People have different views about life today. 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] (30-34)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a) Society is getting harder and harder to understand	1	2	3	4	5	8
b) Sometimes I feel that I don't have enough control over the direction my life is taking	1	2	3	4	5	8
c) 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	8
d) What happens to me is my own doing	1	2	3	4	5	8
e) Getting a good job depends mainly on being in the right place at the right time	1	2	3	4	5	8

QB2. People also have different views towards technology and the protection of information. Please tell me how much you agree or disagree with each of the following statements: [READ OUT EACH STATEMENT. CODE ONE ONLY PER ROW] [SHOW CARD] (35-40)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a) When new technologies or gadgets are invented, it is a good idea to try them	1	2	3	4	5	8
b) Technology is making things better for people like me	1	2	3	4	5	8
c) Everyone in Britain should be required to carry an identification card	1	2	3	4	5	8
d) People should be able to express their opinion anonymously on the Internet	1	2	3	4	5	8
e) People should be concerned about protection of credit card details when they are using new technologies	1	2	3	4	5	8
f) People who go on the Internet put their privacy at risk	1	2	3	4	5	8

QB4. Do you think that personal information about yourself is being kept in a file somewhere for purposes not known to you or would you say that is unlikely? [PROMPT: Is that definitely or probably?] [READ OUT. CODE ONE ONLY] (41)

A file is definitely kept	4
A file is probably kept	3
A file is probably not kept	2
A file is definitely not kept	1
Don't know	8

QB5. Do you think that the present use of computers and the Internet is a threat to personal privacy in this country? [READ OUT. CODE ONE ONLY] (42)

No	0
Yes	1
Don't know	8

QB6. Do you think that the present use of public CCTV, webcams and security cameras is a threat to personal privacy in this country? [READ OUT. CODE ONE ONLY] (43)

No	0
Yes	1
Don't know	8

[THE FOLLOWING QUESTIONS ASK ABOUT SOCIAL RELATIONSHIPS]

QS1 I would now like to ask you a few things about yourself and the people you interact with in daily life. How much do you agree with the following descriptions? [READ OUT EACH STATEMENT. CODE ONE ONLY PER ROW] [SHOW CARD] (44- 46)

	Disagree strongly	Disagree	Neither agree nor disagree	Agree	Agree strongly	Don't know
a) I am a shy person	1	2	3	4	5	8
b) I like to have other people around me	1	2	3	4	5	8
c) I am an outgoing person	1	2	3	4	5	8

QS2. 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.] (47-50)

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

QS3. 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] (51-54)

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

QS4. Do you attend meetings in your community of any club or association which is concerned with sports, charity, schools or hospitals, your neighbourhood, trade union, music or arts, or other community activity? (55)

No	0
Yes	1

[THE FOLLOWING QUESTIONS ASK ABOUT TIME SPENT ON OFFLINE ACTIVITIES]

I would like to ask you a few more questions about things you do in your daily life that are not related to the Internet.

QS5. Now, I would like to ask you some questions about how you spend your time, in the course of a typical week. During a typical week, including weekdays and weekends, about how many hours do you usually spend:

[FOR THE FOLLOWING QUESTIONS QS5 a – g and QS6 PLEASE RECORD ANSWER IN HOURS AND MINUTES]

a) Meeting and socializing with friends from outside your household? [WRITE IN BELOW. IF NONE CODE 0. PROBE: In general, about how many hours per week?] (56-57)

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

b) And how many hours per week including weekdays and weekends, would you spend talking and doing things with members of your family? [WRITE IN BELOW. IF NONE CODE 0] (58-59)

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

c) And in the course of a normal week, including weekdays and weekends, how many hours do you spend watching television? [WRITE IN BELOW. IF NONE CODE 0] (60-61)

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

d) And in a normal week how many movies do you watch on video tape, DVD or other playback devices? [WRITE IN BELOW. IF NONE CODE 0] (62-63)

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

e) And in the course of a normal week, including weekdays and weekends, how many hours do you spend exercising or participating in sports? [WRITE IN BELOW. IF NONE CODE 0] (64-65)

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

f) And in the course of a normal week, including weekdays and weekends, how many hours do you spend reading books? [WRITE IN BELOW. IF NONE CODE 0] (66-67)

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

g) And in the course of a normal week, including weekdays and weekends, how many hours do you spend listening to the radio? [WRITE IN BELOW. IF NONE CODE 0] (68-69)

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

QS6. In the course of a normal week, how much time do you spend reading any daily newspapers? (70-71)

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

QS7. Do you play video games or did you do so when you were younger? [READ OUT. CODE ONE ONLY] [PROMPT If YES: How much would you say you play(ed)?](72)

Not at all	0
A little	1
A lot	2
A great deal	3

[THE FOLLOWING QUESTIONS ASK ABOUT POLITICAL OUTLOOKS AND INVOLVEMENT]

QP1. How interested would you say you are in politics? Would you say you are [READ OUT. CODE ONE ONLY] (73)

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

QP2. There are different ways of trying to improve government or help prevent things from going wrong. In the last year, have you done any of the following? [FOR CURRENT USERS ONLY PROMPT IF YES: Did you use the internet to do this? [READ OUT EACH STATEMENT. CODE BOTH ONLINE AND OFFLINE IF CURRENT INTERNET USERS. IF NOT DONE AT ALL CODE 'NO' 0] (74- 81)

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

[IF INTERVIEWING A 14-17 YEAR OLD, GO TO QP5]

QP3. People have different views towards the political parties in this country. How much would you say you like or dislike the following parties at present?

[READ OUT EACH PARTY NAME. CODE ONE PER ROW] *card (12-20)*

	Very much dislike	Somewhat dislike	Neither like nor dislike	Somewhat like	Very much like	Don't know
a) Conservative (Tories)	1	2	3	4	5	8
b) Labour	1	2	3	4	5	8
c) Liberal Democrat	1	2	3	4	5	8
d) Green Party	1	2	3	4	5	8
e) British National Party	1	2	3	4	5	8
f) UK Independence Party (Ukip)	1	2	3	4	5	8
g) Plaid Cymru	1	2	3	4	5	8
h) Scottish National Party	1	2	3	4	5	8
i) Respect	1	2	3	4	5	8

QP4 If it was not possible for you to go to the polling station which of the following alternatives to vote in elections would you prefer? [PROMPT: IF NOT A RESIDENT, CITIZEN OR OF VOTING AGE, SAY: Imagine you had the option, which would you prefer?] [READ OUT. CODE ONE ONLY] *(21)*

Mailing a postal vote	3
Going on the Internet to cast your vote on the Web	2
Using your mobile phone to vote	1
I would not vote	0
Don't know	8
Note allowed to vote	9

→ ASK ALL

QP5. Some people think that the internet will change the way people influence politics, others think that this is not the case. Whether you use the internet or not, 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] (22-25)

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

QP6. 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] (26-30)

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

[THE QUESTIONS THAT FOLLOW ARE CLASSIFICATION QUESTIONS]

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

→ ASK ALL

D1. Age: In what year were you born?

[WRITE IN YEAR] (31-32)

D3. Gender [BY OBSERVATION] (33)

Male	0
Female	1

D4. Marital Status: Are you...? (34)

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

D5. How many adults are living in your household (people over the age of 18)?

[WRITE IN] (35)

D6. How many children? [TICK FOR NO CHILDREN OR WRITE IN NUMBER OF CHILDREN IN HOUSEHOLD IN EACH AGE GROUP] (36-41)

No children		GO TO D10
Under 10		GO TO D7
10-13		
14-17		

D7. Does this child have access to the Internet at home, at school or somewhere else?(42)

Yes	1	GO TO D8
No	0	GO TO D11
Don't know	8	

D8. Have you set rules for your children concerning Internet use? [ASK ONLY OF PEOPLE AGED 18+ WITH CHILDREN IN THE HOUSEHOLD] (43)

Yes, I have set rules at home	1	GO TO D9
Yes, I have set rules for when they use the Internet somewhere else	2	
No	0	GO TO D10
Not applicable	9	

D9. What rules have you set regarding use of the Internet? Are children told: [READ OUT. CODE ONE PER STATEMENT] (44-49)

	No	Yes	Don't know
a) Not to visit some sites	0	1	8
b) How much time to spend online	0	1	8
c) Not to give out personal information	0	1	8
d) Not to meet someone only met online	0	1	8
e) To use the PC under parent's control, for example in the same room	0	1	8
f) Not to talk to strangers online	0	1	8

D10. 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? (50)

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

→ ASK ALL

D11. Excluding yourself, how many other members of your household have any access to the Internet? (51)

D12. What is the highest educational or vocational qualification that you have? [IF STUDENT/AT SCHOOL] Or that you will receive if you complete your next set of exams? (52-53)

No qualifications	0
SNQ (Scottish National Qualifications)	1
5 or more GCSE grades A-C	2
4 or less GCSE grade A- C	3
GCSE grade D-G	4
CSEs	5
5 or more O levels	6
4 or less O levels	7
GCE A levels or equivalent	8
NVQ 1 or 2	9
NVQ 3 or 4	10
GNVQ Foundation	11
GNVQ Intermediate	12
GNVQ Advanced	13
Don't know	88
Refused to answer	98

D13 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? (54)

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)	

D14. 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 = FULL TIME WORKING] (55)

Working Full time (30 hours a week or more)	1	GO TO D15
Working Part time (8-29 hours a week)	2	
Retired	3	GO TO D17
Unemployed	4	GO TO D17B
Permanently sick or disabled	5	
In community or military service	6	
Undergraduate Student	7	
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	
Refused to answer	98	

D15. Do you work all or some of the time from home? [READ OUT. CODE ONE ONLY] (56)

Yes I work from home, do all my work at home	4
I often work at home	3
Seldom work at home	2
I never home from my work	1
NOT APPLICABLE: Does not work	9

D16. 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] (57)

Often	3
Seldom	2
Never	1
NOT APPLICABLE: Don't have Internet at home	9

D17. In order that we interview a cross-section of people from all walks of life, could you tell me your occupation?

[INTERVIEWER CODE SOCIAL CLASS AND WRITE DOWN OCCUPATION. TO GET A MORE ACCURATE REFLECTION, INTERVIEWER PROBE ON QUALIFICATIONS, NUMBER OF PEOPLE WHO REPORT TO RESPONDENT AND SENIORITY. IF RESPONDENT IS RETIRED WRITE 'RETIRED' AND CODE ACCORDING TO PREVIOUSLY HELD OCCUPATION] (58)

Occupation of Respondent

	A	1
	B	2
	C1	3
	C2	4
	D	5

D17A. Are you the Chief Wage Earner in your household? (59)

No	0	GO TO D17B
Yes	1	GO TO D18

D17B. Could you tell me what is the occupation of the Chief Wage Earner in your household?

Occupation of Chief Income Earner

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

Qualifications of CIE

Number of people who report to CIE

CODE (60)

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

→ ASK ALL

D18. Do you know a language other than English well enough to read a newspaper in that language? (61)

No	0
Yes	1

D19. The incomes of **households** differ a lot in Britain today. Here is a card showing the range of incomes that people have. Which of the letters on this card best represents the total income of your household before tax? **Please just tell me the letter.** (62)

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[SHOW CARD. CODE ONE ONLY. IT IS CRITICAL TO OBTAIN THE BEST ESTIMATE: IF RESPONDENT NOT SURE, IT IS OK TO CHECK WITH SOMEONE ELSE IN THE HOUSEHOLD]

Q	Up to £12,500 per year
T	£12,500 to £25,000 per year
K	£25,000 to £37,500 per year
B	£37,500 to £50,000 per year
F	Over £50,000 per year

D20. To which of these groups do you consider you belong? Please just tell me the letter you see on this card. [SHOW CARD] (63-64)

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	<u>OTHER (WRITE IN)</u> _____	11
	Don't know	98
	Not answered	99

D21. 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] (65-66)

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	99
	Don't know	98

D22. 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] (67)

No	0	GO TO D24
Yes	1	GO TO D23
Refused to answer	99	GO TO D24

D23. Does this health problem or disability limit your use of a computer or the Internet? [CODE ONE ONLY] (68)

No	0
Yes	1
Refused to answer	99

D24. 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] (69)

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

CLOSE INTERVIEW WITH

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

PHONE NO. OF RESPONDENT:

CODE REGION (70)

- 1. Scotland
- 2. North West
- 3. South West
- 4. Wales
- 5. South
- 6. South East
- 7. London
- 8. Anglia
- 9. East Midlands
- 10. West Midlands
- 11. Yorkshire
- 12. North East

POSTCODE OF HOUSE (TAKE FROM SAMPLE SHEET) (71-77)

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