

Personal Networks and Community Survey

Final Topline

8/22/08

Data for July 9 – August 10, 2008

Princeton Survey Research Associates International
for the Pew Internet & American Life Project

Sample: n = 2,512 adults, age 18 and older (includes 505 cell phone interviews)

Interviewing dates: 07.09.08 – 08.10.08

Margin of error is plus or minus 2 percentage points for results based on total sample [n=2,512]

Margin of error is plus or minus 2 percentage points for results based on internet users [n=1,922]

Q1 Overall, are you satisfied or dissatisfied with the way things are going in your life today?

	CURRENT		JANUARY 2008 ¹
%	81	Satisfied	83
	16	Dissatisfied	14
	3	Don't know/Refused	3

Q2a Do you use the internet, at least occasionally?

Q2b Do you send or receive email, at least occasionally?¹

	USES INTERNET	DOES NOT USE INTERNET
Current	77	23

Q3 Did you happen to use the internet YESTERDAY?²

Based on internet users [N=1,922]

	YES, USED INTERNET YESTERDAY	NO, DID NOT USE INTERNET YESTERDAY	DON'T KNOW/ REFUSED
Current	71	28	1

¹ Prior to January 2005, question wording was "Do you ever go online to access the Internet or World Wide Web or to send and receive email?"

² Prior to January 2005, question wording was "Did you happen to go online or check your email **yesterday**?"

Q4 Counting all of your online sessions, how much time did you spend using the internet yesterday? (DO NOT READ)

Based on those who used the internet yesterday [N=1,378]

	LESS THAN 15 MIN	15 MIN TO LESS THAN HALF HR	HALF HR OR MORE BUT LESS THAN 1 HR	ABOUT AN HR	MORE THAN 1 HR BUT LESS THAN 2 HRS	2 HRS OR MORE BUT LESS THAN 3 HRS	3 HRS OR MORE BUT LESS THAN 4 HRS	4 HRS OR MORE	DON'T KNOW/ REFUSED
Current	7	9	16	22	8	16	6	15	1

Q5 About how often do you use the internet or email from...[INSERT IN ORDER] – several times a day, about once a day, 3-5 days a week, 1-2 days a week, every few weeks, less often or never?

Based on internet users [N=1,922]

		SEVERAL TIMES A DAY	ABOUT ONCE A DAY	3-5 DAYS A WEEK	1-2 DAYS A WEEK	EVERY FEW WEEKS	LESS OFTEN	NEVER	DON'T KNOW/ REFUSED
a. Home	Current ³	29	25	17	14	4	4	7	*
b. Work	Current	32	8	4	3	1	2	48	2
	March 2004	28	10	5	6	2	4	44	*
c. Someplace other than home or work	Current	4	3	3	8	6	18	57	1

³ Beginning in August 2008, "Never" is offered as an explicitly read category. Prior to August 2008, it was a volunteered category.

MODEM Does the computer you use at home connect to the internet through a dial-up telephone line, or do you have some other type of connection, such as a DSL-enabled phone line, a cable TV modem, a wireless connection, a fiber optic connection such as FIOS or a T-1?

Based on those who use the internet from home

	CURRENT		MAY 2008	DECEMBER 2007	SEPTEMBER 2007 ⁴
%	14	Dial-up telephone line	15	18	20
	81	High-speed	79	77	73
	35	DSL-enabled phone line	36	34	34
	30	Cable modem	31	31	30
	13	Wireless connection (either land-based or satellite)	9	10	8
	3	Fiber optic connection	2	2	2
	1	T-1 connection	*	1	n/a
	1	Other	1	1	1
	4	Don't know/Refused	5	3	6
	[n=1,797]		[n=1,463]	[n=1,483]	[n=1,575]

Q6 Thinking about your high-speed internet service at home, do you subscribe to a basic broadband service, or do you pay extra for a premium service that promises faster speed?

Based on those who have high-speed internet at home

	CURRENT		MAY 2008
%	50	Subscribe to basic service	54
	34	Subscribe to premium service at higher price	29
	14	Don't know	16
	1	Refused	*
	[n=1,439]		[n=1,119]

⁴ In Aug/Sept. 2007, "Fiber optic connection" and "T-1 connection" were collapsed into one category. Percentage for "Fiber optic connection" reflects the combined "Fiber-optic/T-1" group.

WEB-A Next...Please tell me if you ever use the internet to do any of the following things. Do you ever... [ROTATE ITEMS]?⁵

Based on internet users [N=1,922]

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
Send "instant messages" to someone who's online at the same time				
Current	40	n/a	59	*

WEB-A continued...

⁵ Prior to January 2005, question wording was "Please tell me if you ever do any of the following when you go online. Do you ever...?"

WEB-A continued...

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
Create or work on your own online journal or blog ⁶				
Current	13	n/a	86	1
Use a social networking site like MySpace, Facebook or LinkedIn.com ⁷				
Current	34	n/a	66	*
Upload photos to a website so you can share them with others online				
Current	46	n/a	54	*

Q7a Do you have a cell phone...or a Blackberry or other device that is also a cell phone?

	CURRENT		JANUARY 2008
%	82	Yes	77
	18	No	22
	*	Don't know/Refused	*

Q7b Do you ever use your cell phone, Blackberry or other device to send or receive text messages?

Based on those who have a cell phone [N=1,924]

	CURRENT	
%	55	Yes
	44	No
	*	Don't know
	0	Refused

⁶ In Sept 2005 and before, item wording was "Create a web log or 'blog' that others can read on the web."

⁷ In August 2006, item wording was "Use an online social networking site like MySpace, Facebook or Friendster". Prior to August 2006, item wording was "Use online social or professional networking sites like Friendster or LinkedIn"

- Q8** From time to time, most people discuss important matters with other people. Looking back over the last six months — who are the people with whom you discussed matters that are important to you? If you could, just tell me their first name or even the initials of their first AND last names. [RECORD UP TO 5 NAMES] [PROBE: “Anyone Else?”]

	CURRENT	
%	30	Gave 1 name
	20	Gave 2 names
	13	Gave 3 names
	7	Gave 4 names
	6	Gave 5 names
	23	No names given/Don’t know/Refused

- Q9** Now let’s think about people you know in another way. Looking back over the last six months, who are the people especially significant in your life? [IF NECESSARY: By significant, I mean just those who are MOST important to you.] If you could, just tell me their first name or even the initials of their first AND last names. These may be some of the same people you just mentioned or it may be other people. [RECORD UP TO 5 NEW NAMES] [PROBE: “Anyone Else?”]

	CURRENT	
%	35	Gave at least one new name & did NOT reference any Q8 name
	18	Gave at least one new name & did reference a Q8 name
	19	Only gave the same names as those in Q8
	28	No names given/Don’t know/Refused

- Q8** Looking back over the last six months — who are the people with whom you discussed matters that are important to you?
- Q9** Looking back over the last six months, who are the people especially significant in your life?

	CURRENT	
%	16	1 name
	19	2
	17	3
	14	4
	10	5
	5	6
	2	7
	1	8
	*	9
	1	10 names
	14	No names given

- Q10** Now thinking about [INSERT NAME FROM Q10Q17LIST in ORDER], is this person male or female?⁸

Based on total alters named by respondents [N=7,058]

	CURRENT	
%	43	Male
	57	Female
	*	Don't know
	1	Refused

⁸ Respondents were asked Q10 thru Q17 for each name — that is, “alter” — they listed in Q8 or Q9. Percentages for Q10 thru Q17 are calculated based on the total number of responses for a given question, rather than calculated based on total respondents.

- Q11** People can have many different connections to others. For example, a woman can be your co-worker and also be your neighbor. Or a man could be your brother and also a member of your church. Now, I would like to go through the names you just gave me. Please list all the ways that person is connected to you. How is [INSERT NAME FROM Q10Q17LIST in ORDER] connected to you? [PROBE: What other ways?] [PRECODED OPEN-END; DO NOT READ CATEGORIES; RECORD UP TO FIVE RESPONSES]⁹

Based on total alters named by respondents and who may have multiple connections to those respondents [N=8,722]

	CURRENT	
%	27	Friend
	15	Child
	12	Spouse/Partner
	10	Other Family member/Family relationship
	9	Brother/Sister/Sibling
	9	Parent
	7	Co-worker
	5	Member of Group: Church, community association, volunteer group
	2	Neighbor
	1	Advisor
	*	Internet/Online Friend/Acquaintance
	3	Other
	*	Don't know
	*	Refused

- Q12** About how long have you known [INSERT ANSWER FROM Q10Q17LIST in ORDER]?

Based on total alters named by respondents [N=7,058]

	CURRENT	
%	3	Less than 1 year
	5	1 to 2 years
	5	3-4 years
	5	4-5 years
	12	6-10 years
	16	11-20 years
	54	More than 20 years/All R's life
	*	Don't know
	1	Refused

⁹ Respondents were allowed to list multiple connections for each alter, but percentages are based on the total number of responses given for all alters named. As a result, the percentages should total approximately 100% due to rounding.

Q13 Still thinking about [INSERT ANSWER FROM Q10Q17LIST]... About how often do you usually [INSERT ITEM IN ORDER]... several times a day, once a day, several times a week, once a week, once a month, less often or never?

	SEVERAL TIMES A DAY	ONCE A DAY	SEVERAL TIMES A WEEK	ONCE A WEEK	ONCE A MONTH	LESS OFTEN	NEVER	DON'T KNOW	REFUSED
<i>Item A: Based on total alters named by respondents [N=7,058]</i>									
a. Talk to (him/her) in-person	34	8	18	15	10	12	2	*	1
<i>Item B: Based on total alters named by cell phone owners [N=5,619]</i>									
b. Talk to (him/her) using your cell phone	24	14	22	14	8	5	12	*	1
<i>Item C: Based on total alters named by respondents who have a landline [N=6,428]</i>									
c. Talk to (him/her) on your landline phone at home	10	11	19	16	9	8	26	1	1
<i>Item D: Based on total alters named by respondents [N=7,058]</i>									
d. Send (him/her) a card or letter via the mail	*	*	1	1	7	32	57	*	1
<i>Item E: Based on alters named by internet users [N=5,547]</i>									
e. Send (him/her) an email	6	5	14	12	11	7	43	*	1
<i>Item F: Based on alters named by respondents who text message [N=3,009]</i>									
f. Send (him/her) a text message	17	6	14	8	6	5	42	*	*
<i>Item G: Based on alters named by IM users [N=2,253]</i>									
g. Send (him/her) an instant message	8	2	8	4	4	5	67	1	*
<i>Item H: Based on alters named by SNS users [N=1,654]</i>									
h. Send (him/her) a message thru a Social Networking site	3	3	7	9	6	5	66	*	*

Q14 Have you made [INSERT ANSWER FROM Q10Q17LIST in ORDER] a friend or contact on a social networking web site like MySpace, Facebook or LinkedIn?

Based on alters named by SNS users [N=1,654]

	CURRENT	
%	43	Yes
	57	No
	*	Don't know
	*	Refused

- Q15** How far away does this person live from you? (Just your best guess in MILES is fine.)
[PRECODED OPEN-END; DO NOT READ CATEGORIES]

Based on total alters named by respondents [N=7,058]

	CURRENT	
%	23	Lives in the same house as R
	3	Lives on same block/street
	4	Less than 1 mile (includes 'same neighborhood')
	12	1 mile to less than 5 miles
	31	5 to less than 50 miles
	5	50 to less than 100 miles
	9	100 to less than 500 miles
	8	500 to less than 3,000 miles
	3	3,000 miles or more
	2	Don't know
	*	Refused

- Q16** Would you say [INSERT ANSWER FROM Q10Q17LIST] is white, African-American, Hispanic or Latino, Asian, Native American or something else?

Based on total alters named by respondents [N=7,058]

	CURRENT	
%	71	White
	12	African-American
	8	Hispanic or Latino
	2	Asian
	1	Native American
	4	Something else
	*	Don't know
	1	Refused

- Q17** In politics TODAY, would you say [INSERT ANSWER FROM Q10Q17LIST] considers (himself/herself) a Republican, Democrat, or Independent – or do you not know enough to say?

Based on total alters named by respondents [N=7,058]

	CURRENT	
%	22	Republican
	27	Democrat
	13	Independent
	3	No preference/Do not care (VOL)
	*	Other party (VOL)
	33	Don't know
	1	Refused (VOL)

Q18 About how long have you lived in the neighborhood where you live now? Have you lived there...(READ)?

	CURRENT	
%	11	Less than one year
	30	One to five years
	18	Six to ten years
	16	11 to 20 years
	25	More than 20 years
	*	Don't know
	1	Refused

Q19 What best describes where you live – in a detached single-family house... a townhouse or semi-detached house... an apartment, condominium or co-op... or something else?

	CURRENT	
%	68	A detached single-family house
	7	A townhouse or semi-detached house (includes townhouses & duplexes)
	16	An apartment, condominium or co-op
	8	Something else
	*	Don't know
	1	Refused

Q20 Do you know the names of your neighbors who live close to you, or not? [IF YES: Do you know all of them, most of them or only some of them?]

	CURRENT	
%	18	Yes, know all of them
	21	Yes, know most of them
	30	Yes, know only some of them
	29	No, do not know any
	1	Do not have neighbors close by (VOL)
	1	Don't know
	1	Refused

- Q21** Now thinking about your neighbors that you know by name... How often would you say [INSERT IN ORDER] over the last six months – every day, several times a week, once a week, once a month, less often or never?

Based on those who know their neighbors' names [N=1,853]

	EVERY DAY	SEVERAL TIMES/ WEEK	ONCE/ WEEK	ONCE/ MONTH	LESS OFTEN	NEVER	DON'T KNOW	REFUSED
a. You had a face-to-face conversation with one of your neighbors	16	29	27	17	10	2	*	*
b. You talked with one of your neighbors on the telephone	5	7	12	13	16	46	1	*
c. You sent or received an email from one of your neighbors	1	2	4	4	5	84	*	*

- Q22** Do you belong to an email list, list-serv or discussion forum for your neighborhood?

	CURRENT	
%	4	Yes
	95	No
	1	Don't know
	*	Refused

- Q23** In the past 6 months, have you helped any of your neighbors in any of the following ways? Have you [INSERT ITEM IN ORDER] in the past six months?

	YES	NO	DON'T KNOW	REFUSED
a. Listened to their problems	49	50	*	*
b. Helped them with household chores, shopping, repairs, house-sat, or lent them tools or supplies	41	59	*	*
c. Cared for a member of their family, either a child or an adult	22	78	*	*
d. Lent them money	9	91	*	*

- Q24** In the past 6 months, have any of your neighbors helped you in any of the following ways? Have your neighbors [INSERT ITEM IN ORDER] in the past six months?

	YES	NO	DON'T KNOW	REFUSED
a. Listened to your problems	36	64	*	*
b. Helped you with household chores, shopping, repairs, house-sat, or lent you tools or supplies	31	69	*	*
c. Cared for you or a member of your family, either a child or an adult	15	84	*	*
d. Lent you money	3	97	*	*

Q25 Do you belong to or ever work with...[INSERT; ROTATE]?

	YES	NO	DON'T KNOW	REFUSED
a. A community group or neighborhood association that focuses on issues or problems in your community	16	83	*	*
b. A local sports league	16	84	*	*
c. A local youth group, such as scouts or the YMCA	16	84	*	*
d. A local church, synagogue, mosque or temple	46	54	*	*
e. A local social club or charitable organization	24	75	*	*
<i>Item F asked last</i>				
f. Some other local group I haven't already mentioned (SPECIFY)	11	88	*	1

Q26 Please tell how much, if at all, the internet has helped you do each of the following things. How about...[INSERT; ROTATE]? Has the internet helped a lot, some, only a little, or not at all?

Based on internet users [N=1,922]

	A LOT	SOME	ONLY A LITTLE	NOT AT ALL	DON'T KNOW	REFUSED
a. Becoming more involved with groups and organizations you already belong to	14	17	12	56	*	*
b. Finding people or groups who share your interests	18	18	14	50	*	*
c. Finding people or groups who share your beliefs	12	15	11	61	1	*
d. Connecting with people of different ages or generations	16	17	14	52	1	*
e. Connecting with people from different racial or ethnic backgrounds	15	15	13	55	1	1
f. Connecting with people from different economic backgrounds	13	15	14	55	1	1
g. Connecting with groups and organizations that are based in your local community	11	17	13	58	*	*

Q27 Next, I am going to ask about types of jobs and whether people you know hold such jobs. These people include your relatives, friends and acquaintances. Do you happen to know someone who is...[INSERT ITEM; RANDOMIZE]?

	YES	NO	DON'T KNOW	REFUSED
a. A nurse	74	26	*	*
b. A farmer	48	52	*	*
c. A lawyer	59	41	*	*
d. A middle school teacher	54	45	*	*
e. A full-time babysitter	34	66	*	*
f. A janitor	40	60	*	*
g. A personnel manager	39	60	1	*
h. A hair dresser	67	33	0	*
i. A bookkeeper	46	54	*	*
j. A production manager	28	71	1	*
k. An operator in a factory	37	62	*	*
l. A computer programmer	58	42	*	*
m. A taxi driver	13	87	*	*
n. A professor	43	56	*	*
o. A policeman	62	37	*	*
p. A Chief Executive Officer (C-E-O) of a large company	30	69	1	*
q. A writer	29	71	*	*
r. An administrative assistant in a large company	43	56	1	*
s. A security guard	38	62	*	*
t. A receptionist	57	42	1	*
u. A Congressman	19	81	*	*
v. A hotel bell boy	6	94	*	*

Q28 In the past month, how many times did you go to any of the following places and stay for more than 15 minutes? How many times in the past month did you go to [INSERT; RANDOMIZE; ASK d & e AS A PAIR IN ORDER] and stay for more than 15 minutes?

	1 TIME	2-3 TIMES	4+ TIMES	HAVEN'T BEEN HERE IN PAST MONTH	DON'T KNOW	REFUSED
a. A café or coffee shop	8	15	22	54	1	*
b. A church, synagogue, mosque or temple	7	11	35	45	1	1
c. A public library	12	13	10	65	*	*
d. A fast-food restaurant	13	22	33	31	1	*
e. Any other type of restaurant	9	21	40	28	1	1
f. A community center	6	5	6	82	1	*
g. A public park or plaza	14	22	25	38	1	*
h. A bar	7	10	11	72	*	*

Q29 While you were at [INSERT Q28 ITEM], did you access the internet – whether on a computer, cell phone, P-D-A or other device?

Based on those who went to this place in the past month & stayed for more than 15 minutes

	YES	NO	DON'T KNOW	REFUSED
a. A café or coffee shop Current [n=1,185]	18	82	0	0
b. A church, synagogue, mosque or temple Current [n=1,404]	5	95	*	0
c. A public library Current [n=891]	36	64	*	*
d. A fast-food restaurant Current [n=1,677]	6	94	*	*
e. Any other type of restaurant Current [n=1,798]	7	93	*	*
f. A community center Current [n=451]	14	86	0	0
g. A public park or plaza Current [n=1,500]	8	92	0	0
h. A bar Current [n=652]	11	89	0	0

Q30 To make sure our survey includes all types of households, I have a few questions about your household. First, how many adults are there now living in your home who are age 18 or older, INCLUDING YOURSELF?

	CURRENT	
%	24	One
	52	Two
	23	Three or more
	*	Don't know
	1	Refused

Q31 And how many children are now living in your home who are under age 18?

	CURRENT	
%	15	One
	14	Two
	9	Three or more
	61	None
	0	Don't know
	1	Refused

THANK RESPONDENT: That concludes our interview. The results of this survey are going to be used by a non-profit research organization called the Pew Internet & American Life Project, which is looking at the impact of the internet on people's lives. A report on this survey will be issued by the project in a few months and you can find the results at its web site, which is www.pewinternet.org [w-w dot pew internet dot org]. Thanks again for your time. Have a nice day/evening.

Endnotes

ⁱ January 2008 trends based on the Networked Families survey, conducted December 13, 2007-January 13, 2008 [N=2,252].