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# Daily Internet Tracking Survey

March 1-31 and May 2-19, 2002

Topline

05.24.02

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

Sample:  $n = 3,553$  adults 18 and older

Interviewing dates: 03.01.02-03.31.02 and 05.02.02-05.19.02

Margin of error is plus or minus 2 percentage points for results based on the full sample

Margin of error is plus or minus 2 percentage points for results based on Internet users

Margin of error is plus or minus 3 percentage points for results based on Non-users

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

	SATISFIED	DISSATISFIED	DON'T KNOW /REFUSED
March/May 2002 <sup>1</sup>	52	37	11
January 2002 <sup>2</sup>	58	33	9
Dec. 17-23, 2002 <sup>3</sup>	61	30	9
Nov. 19-Dec. 16 2001	61	28	11
Oct. 19-Nov. 18 2001	59	32	10
October 2-7 2001	60	31	9
August 2001 <sup>4</sup>	44	45	10
February 2001	53	38	10
Fall 2000 <sup>5</sup>	51	41	8
July/August 2000	52	39	9
May/June 2000	51	41	8
March/April 2000	50	41	9

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<sup>1</sup> March/May 2002 figures based on daily tracking surveys conducted March 1-31, 2002 and May 2-19, 2002.

<sup>2</sup> January 2002 figures based on a daily tracking survey conducted January 3-31, 2002.

<sup>3</sup> December 17-23, 2001 and November 19-December 16, 2001 results based on total tracking period November 19-December 23, 2001.

<sup>4</sup> August 2001 trends based on a daily tracking survey conducted August 13-September 10, 2001 [N=2,247].

<sup>5</sup> Fall 2000 figures based on a daily tracking survey conducted September 15 – December 22, 2000.

Q2 Now I have a few questions about whether you spent any time reading or watching the news yesterday. Just thinking about **yesterday**, did you get a chance to read a daily newspaper, or not?

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	YES	NO	DON'T KNOW /REFUSED
March/May 2002	38	62	*
January 2002	41	59	*
Dec. 17-23, 2002	39	61	*
Nov. 19-Dec. 16 2001	38	62	*
Oct. 19-Nov. 18 2001	38	61	1
October 2-7 2001	41	59	0
August 2001	39	61	*
February 2001	40	60	*
Fall 2000	40	60	*
July/August 2000	40	60	*
May/June 2000	38	62	*
March/April 2000	41	59	*

Q3 Did you watch the news or a news program on television yesterday, or not?

	YES, WATCHED TV NEWS YESTERDAY	NO, DID NOT WATCH TV NEWS YESTERDAY	DON'T KNOW /REFUSED
March/May 2002	59	41	1
January 2002	65	35	*
Dec. 17-23, 2002	61	38	*
Nov. 19-Dec. 16 2001	64	36	*
Oct. 19-Nov. 18 2001	65	34	1
October 2-7 2001	65	35	*
August 2001	57	42	*
February 2001	61	39	*
Fall 2000	64	36	*
July/August 2000	57	43	*
May/June 2000	54	46	*
March/April 2000	58	42	*

Q3a About how much time did you spend watching the news or any news programs on TV yesterday?

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**Based on those who watched the news or news program on TV yesterday  
[N = 2,164]**

	<u>MARCH/MAY 2002</u>	
%	8	Less than 15 minutes
	12	15 to 29 minutes
	31	30 to 59 minutes
	47	1 hour or more
	1	Don't know/Refused

Q4 Apart from news, did you watch anything else on television yesterday, or not?

	<u>MARCH/MAY 2002</u>	
%	58	Yes
	42	No
	1	Don't know/Refused

Q4a About how much time did you spend watching TV yesterday, not including the news?

**Based on those who watched anything else on TV yesterday [N = 2,099]**

		MARCH/MAY 2002	
%	3		Half an hour or less
	6		30 minutes to less than 1 hour
	18		About an hour
	13		More than 1 hour but less than 2 hours
	27		2 hours or more but less than 3 hours
	14		3 hours or more but less than 4 hours
	17		4 hours or more
	1		Don't know/Refused

T1 Generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people?

		MARCH/MAY 2002	
%	38		Most people can be trusted
	53		Can't be too careful in dealing with people
	7		Other/Depends
	2		Don't Know/Refused

T2 Do you think most people would try to take advantage of you if they got the chance, or would they try to be fair?

		MARCH/MAY 2002	
%	37		Would try to take advantage
	50		Would try to be fair
	9		Depends
	4		Don't Know/Refused

T3 When you need help, would you say that you can turn to many people for support, just a few people or hardly any people for support?

		MARCH/MAY 2002	
%	33		Many people
	54		Just a few
	10		Hardly any
	1		No one
	2		Don't Know/Refused

Q5 Do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis?

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	YES	NO	DON'T KNOW /REFUSED
March/May 2002	69	31	*
January 2002	67	33	0
Dec. 17-23, 2002	64	36	*
Nov. 19-Dec. 16 2001	62	38	*
Oct. 19-Nov. 18 2001	66	34	*
Oct. 8-18 2001	59	41	*
October 2-7 2001	64	36	0
Sept 20-Oct 1 2001	59	41	*
Sept 12-19 2001	64	36	*
August 2001	66	34	0
February 2001	65	35	0
Fall 2000	65	35	*
July/August 2000	63	37	*
May/June 2000	61	39	*
March/April 2000	63	37	*

Q6 Do you ever go online to access the Internet or World Wide Web or to send and receive email?

	GOES ONLINE	DOES NOT GO ONLINE	DON'T KNOW /REFUSED
March/May 2002	58	42	0
January 2002	61	39	0
Dec. 17-23, 2002	58	42	0
Nov. 19-Dec. 16 2001	58	42	0
Oct. 19-Nov. 18 2001	58	42	0
Oct. 8-18 2001	55	45	0
October 2-7 2001	55	45	0
Sept 20-Oct 1 2001	51	49	0
Sept 12-19 2001	55	45	0
August 2001	59	41	0
February 2001	53	47	*
Fall 2000	53	47	0
July/August 2000	50	50	*
May/June 2000	47	53	0
March/April 2000	49	51	*

Q6.1 Does anyone in your household go online from home to access the Internet or World Wide Web or to send and receive e-mail?

**Based on Non-Internet Users [N = 1,067]**

MARCH/MAY 2002		
%	20	Yes
	79	No
	1	Don't know/Refused

Q7 Did you happen to go online or check your email **yesterday**?

**Based on Internet users [N = 2,259]**

	YES, WENT ONLINE YESTERDAY	NO, DID NOT GO ONLINE YESTERDAY	DON'T KNOW /REFUSED
March/May 2002	57	43	*
January 2002	59	41	*
Dec. 17-23, 2002	58	42	*
Nov. 19-Dec. 16 2001	60	40	*
Oct. 19-Nov. 18 2001	61	39	*
Oct. 8-18 2001	51	49	1
October 2-7 2001	56	43	1
Sept 20-Oct 1 2001	57	42	1
Sept 12-19 2001	51	49	*
August 2001	56	44	*
February 2001	59	41	*
Fall 2000	56	44	*
July/August 2000	50	50	*
May/June 2000	52	48	*
April 2000	55	45	0
March 2000	60	40	*

Q8/9 When you went online yesterday, did you go online from **home**?  
 Did you go online from **work** yesterday?

Based on users who went online yesterday [N = 1,322]

	ONLINE YESTERDAY AT HOME ONLY	ONLINE YESTERDAY AT WORK ONLY	BOTH AT HOME AND AT WORK	DON'T KNOW /REFUSED
March/May 2002	56	18	22	3
January 2002	61	16	20	2
Dec. 17-23, 2002	56	20	22	2
Nov. 19-Dec. 16 2001	57	19	20	4
Oct. 19-Nov. 18 2001	58	20	20	2
Oct. 8-18 2001	51	23	23	3
October 2-7 2001	55	20	23	2
Sept 20-Oct 1 2001	60	21	15	5
Sept 12-19 2001	54	22	20	3
August 2001	57	23	18	3
February 2001	59	17	21	3
Fall 2000	55	20	21	3
July/August 2000	61	18	19	2
May/June 2000	58	22	18	2
April 2000	55	21	21	3
March 2000	56	21	20	3

Q9.2 Did you go online yesterday from someplace other than your home or workplace?

Based on users who went online yesterday [N = 1,322]

MARCH/MAY 2002		
%	7	Yes
	93	No
	0	Don't know/Refused

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Q9.3 And where was that (that you went online other than your home or workplace)?

Based on those who went online from someplace other than home or work yesterday [N = 80]

MARCH/MAY 2002		
%	56	At school
	19	At a friend's or neighbor's house
	7	From a library
	3	By using a cell phone or other device
	2	At an Internet café
	2	From a hotel
	1	While traveling
	0	At a community center
	0	At a church, temple, mosque or other house of worship or religious organization
	5	Other
	2	None of the above
	2	Don't know/Refused

Q9.4 How often did you go online from (INSERT) several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

Based on those who went online from someplace other than home or work yesterday [N = 80]

MARCH/MAY 2002		
%	14	Several times a day
	22	About once a day
	16	3-5 days a week
	18	1-2 days a week
	8	Every few weeks
	3	Every few months
	9	Less often
	10	Don't know/Refused

- Q12 When did you first start going online: was it within the last six months, a year ago, two or three years ago, or more than three years ago?  
 Q12.0 About how many years have you had Internet access?

Based on Internet users [N = 2,259]

	WITHIN THE LAST SIX MONTHS	A YEAR AGO	TWO OR THREE YEARS AGO	MORE THAN THREE YEARS AGO	***** FOUR YEARS	***** FIVE YEARS	***** SIX OR MORE	DON'T KNOW /REFUSED
March/May 2002	7	10	31	52	10	15	25	*
January 2002	8	13	33	46	8	13	21	*
Dec. 17-23, 2002	7	12	36	45	9	13	20	*
Nov. 19-Dec. 16 2001	6	13	33	48	11	15	20	*
Oct. 19-Nov. 18 2001	6	14	32	48	13	13	19	*
Oct. 8-18 2001	6	13	35	45	11	14	18	1
October 2-7 2001	4	18	30	48	13	13	21	*
Sept 20-Oct 1 2001	8	15	32	44	13	16	14	0
Sept 12-19 2001	7	14	34	45	11	12	19	1
August 2001	9	16	33	43	10	13	17	*
February 2001	11	16	37	34	10	11	13	2
Fall 2000	12	19	34	36	n/a	n/a	n/a	*
July/August 2000	13	21	33	33	n/a	n/a	n/a	*
May/June 2000	15	19	33	33	n/a	n/a	n/a	*
April 2000	17	20	31	32	n/a	n/a	n/a	*
March 2000	18	21	33	28	n/a	n/a	n/a	*
October 1999	15	22	32	31	n/a	n/a	n/a	0
July 1999	17	23	32	28	n/a	n/a	n/a	*
November 1998	20	26	34	19	n/a	n/a	n/a	1
October 1996	26	38	24	12	n/a	n/a	n/a	*

- Q13 Do you ever go online from **home**?  
 Q8 When you went online yesterday, did you go online from **home**?

**Based on Internet users [N = 2,259]**

	TOTAL, GO ONLINE FROM HOME	***** WENT ONLINE FROM HOME YESTERDAY	***** GO ONLINE FROM HOME (NOT YESTERDAY)	DON'T GO ONLINE FROM HOME	DON'T KNOW /REFUSED
March/May 2002	87	45	42	13	0
January 2002	88	48	40	12	*
Dec. 17-23, 2002	88	45	43	12	0
Nov. 19-Dec. 16 2001	88	46	42	12	*
Oct. 19-Nov. 18 2001	87	47	40	13	*
Oct. 8-18 2001	87	38	50	13	0
October 2-7 2001	89	43	45	11	0
Sept 20-Oct 1 2001	87	42	44	13	*
Sept 12-19 2001	86	38	49	14	*
August 2001	84	41	42	16	0
February 2001	85	47	38	15	*
Fall 2000	83	43	41	17	*
July/August 2000	84	39	45	16	0
May/June 2000	83	39	44	17	0
April 2000	83	42	41	17	0
March 2000	81	46	35	19	0

Q14 In general, how often do you go online from **home** — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

Based on users who go online from home [N = 1,964]

	SEVERAL TIMES A DAY	ABOUT ONCE A DAY	3-5 DAYS A WEEK	1-2 DAYS A WEEK	EVERY FEW WEEKS	LESS OFTEN	DON'T KNOW /REFUSED
March/May 2002	24	25	21	19	6	3	1
January 2002	24	26	21	20	5	3	*
Dec. 17-23, 2002	23	29	20	17	7	3	1
Nov. 19-Dec. 16 2001	24	28	21	16	6	4	1
Oct. 19-Nov. 18 2001	24	30	21	15	6	3	1
Oct. 8-18 2001	25	26	23	18	4	3	1
October 2-7 2001	26	26	23	18	4	3	0
Sept 20-Oct 1 2001	24	28	20	19	5	3	*
Sept 12-19 2001	21	27	23	20	6	3	*
August 2001	21	28	23	18	6	4	*
February 2001	25	29	20	17	5	4	1
Fall 2000	22	29	22	18	6	3	*
July/August 2000	23	28	21	22	4	2	*
May/June 2000	23	30	22	16	6	3	*
April 2000	24	30	20	18	5	3	*
March 2000	23	29	24	16	5	2	1

- Q15 Do you ever go online from **work**?  
 Q9 Did you go online from **work** yesterday?

Based on Internet users [N = 2,259]

	TOTAL, GO ONLINE FROM WORK	***** WENT ONLINE FROM WORK YESTERDAY	***** GO ONLINE FROM WORK (NOT YESTERDAY)	DON'T GO ONLINE FROM WORK	DON'T KNOW /REFUSED
March/May 2002	49	23	26	51	*
January 2002	47	22	26	53	*
Dec. 17-23, 2002	50	24	26	50	*
Nov. 19-Dec. 16 2001	52	23	29	48	0
Oct. 19-Nov. 18 2001	49	24	25	51	*
Oct. 8-18 2001	49	23	26	51	*
October 2-7 2001	49	24	25	51	0
Sept 20-Oct 1 2001	50	20	30	50	*
Sept 12-19 2001	50	22	29	49	1
August 2001	49	23	27	50	*
February 2001	49	22	27	50	1
Fall 2000	50	23	26	50	*
July/August 2000	45	18	27	55	0
May/June 2000	50	21	29	50	*
April 2000	51	24	27	49	*
March 2000	48	24	24	52	0

Q16 In general, how often do you go online from **work** — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

Based on users who go online from work [N = 1,138]

	SEVERAL TIMES A DAY	ABOUT ONCE A DAY	3-5 DAYS A WEEK	1-2 DAYS A WEEK	EVERY FEW WEEKS	LESS OFTEN	DON'T KNOW /REFUSED
March/May 2002	47	22	11	12	5	3	*
January 2002	48	21	11	11	5	4	1
Dec. 17-23, 2002	48	21	11	11	6	2	1
Nov. 19-Dec. 16 2001	46	23	10	12	4	3	1
Oct. 19-Nov. 18 2001	50	18	11	11	6	4	1
Oct. 8-18 2001	48	26	9	12	2	3	*
October 2-7 2001	50	25	6	10	5	2	1
Sept 20-Oct 1 2001	44	27	9	13	4	4	*
Sept 12-19 2001	41	22	10	17	5	5	1
August 2001	44	24	11	11	4	5	1
February 2001	51	19	12	11	3	3	*
Fall 2000	45	23	11	12	4	4	1
July/August 2000	43	24	12	12	5	3	1
May/June 2000	41	22	14	12	5	5	1
April 2000	44	25	11	11	5	3	1
March 2000	40	26	13	11	5	4	1

Q16.1 Is there anyplace other than your home or workplace where you go online?

**Based on users who did not go online from place other than home or work yesterday [N = 1,569]**

	MARCH/MAY 2002	
%	23	Yes
	77	No
	0	Don't know/Refused

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Q16.2 Where do you go online from other than your home or workplace?

**Based on those who go online from someplace other than home or work ever [N = 341]**

	MARCH/MAY 2002	
%	30	At school
	24	At a friend's or neighbor's house
	23	From a library
	11	At relative's house
	4	While traveling
	3	From a hotel
	2	At an Internet café
	1	At a community center
	1	By using a cell phone or other device
	0	At a church, temple, mosque or other house of worship or religious organization
	5	Other
	1	None of the above
	1	Don't know/Refused

Q16.3 In general, how often do you go online from (INSERT) several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

**Based on those who went online from someplace other than home or work ever [N = 341]**

	MARCH/MAY 2002	
%	6	Several times a day
	8	About once a day
	5	3-5 days a week
	23	1-2 days a week
	19	Every few weeks
	6	Every few months
	17	Less often
	17	Don't know/Refused

WEB1 Please tell me if you ever do any of the following when you go online. Do you ever...

Did you happen to do this **yesterday**, or not?

**Based on Internet users [N =2,259]**

	TOTAL HAVE EVER DONE THIS	DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
<b>Send or read e-mail</b>				
March/May 2002	93	50	7	*
Jan 2002	95	52	5	0
Dec 17-23, 2001	95	54	5	*
Nov 19-Dec 16, 2001	95	53	5	*
Oct 19-Nov 18, 2001	94	52	6	*
Oct 8-18, 2001	95	44	5	*
Oct 2-7, 2001	92	46	7	*
Sept 20-Oct 1, 2001	94	49	6	0
Sept 12-19, 2001	93	42	7	*
Aug 2001	93	51	7	*
Feb 2001	93	53	7	*
Fall 2000	92	49	8	*
July-August 2000	93	43	7	*
May-June 2000	92	44	8	*
April 2000	92	50	8	0
March 2000	91	52	9	0
<b>Get news online</b>				
March/May 2002	66	24	34	*
Jan 2002	71	26	29	*
Dec 17-23, 2001	70	26	29	*
Nov 19-Dec 16, 2001	74	30	26	*
Oct 19-Nov 18, 2001	71	29	29	*
Oct 8- 18, 2001	67	23	33	0
Oct 2-7, 2001	71	23	28	*
Sept 20-Oct 1, 2001	71	26	29	*
Sept 12-19, 2001	70	27	30	*
Aug 2001	64	22	35	*
Feb 2001	66	25	34	*
Fall 2000	61	22	39	*
July-August 2000	59	19	41	*
May-June 2000	60	18	40	*
April 2000	60	22	40	*
March 2000	60	22	40	*
<b>Check weather reports and forecasts</b>				
March/May 2002	69	17	31	*
Fall 2000	62	16	38	*
July-August 2000	62	15	38	*
April 2000	62	17	38	*
March 2000	62	16	38	0

WEB1 continued...

	TOTAL HAVE EVER DONE THIS	DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
Look for health or medical information				
March/May 2002	61	5	39	*
Jan 2002	61	5	39	*
Dec 17-23, 2001	61	5	39	1
Nov 19-Dec 16, 2001	59	6	41	*
Oct 19-Nov 18, 2001	55	7	45	*
Oct 8- 18, 2001	53	7	46	*
Oct 2-7, 2001	56	5	44	0
Sept 20-Oct 1, 2001	57	5	42	*
Sept 12-19, 2001	62	3	37	*
Aug 2001	61	5	39	0
Feb 2001	57	6	42	*
Fall 2000	57	6	43	*
July-August 2000	55	5	45	*
May-June 2000	55	5	45	*
April 2000	55	6	45	*
March 2000	54	7	46	*
BUY a product online, such as books, music, toys or clothing				
March/May 2002	55	3	45	0
Jan 2002	57	4	43	0
Dec 17-23, 2001	56	4	44	*
Nov 19-Dec 16, 2001	59	6	41	*
Oct 19-Nov 18, 2001	57	4	43	0
Oct 8-18 , 2001	55	5	44	*
Oct 2-7, 2001	57	2	43	0
Sept 20-Oct 1, 2001	50	2	50	*
Sept 12-19, 2001	55	2	45	*
Aug 2001	55	4	45	0
Feb 2001	51	3	49	*
Fall 2000	49	4	51	*
July-August 2000	48	3	52	0
May-June 2000	46	4	54	*
April 2000	47	3	53	*
March 2000	48	4	52	*

WEB1 continued...

	TOTAL HAVE EVER DONE THIS	DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
Participate in an online auction				
March/May 2002	20	2	80	*
July-August 2000	15	2	85	*
April 2000	15	2	85	0
March 2000	15	3	85	*
Play a game online				
March/May 2002	36	7	64	0
July-August 2000	34	6	66	0
April 2000	33	6	67	*
March 2000	34	6	66	0
Take a class online for college credit				
March/May 2002	7	1	93	0
Feb 2001	5	1	95	*
Take any other class online				
March/May 2002	6	1	93	*
Feb 2001	5	1	95	*

Q18 Do your close friends or family use the Internet?

	MARCH/MAY 2002	
%	87	Yes
	10	No
	3	Don't know/Refused

Q19 Overall, would you say that most of the people you know use the Internet, only some of the people you know use the Internet, or do very few or none of the people you know use the Internet?

	MARCH/MAY 2002	
%	60	Most
	24	Some
	13	Very few or none
	3	Don't know/Refused

Q21 Would you like to start using the Internet and email, or isn't that something you're interested in doing?

**Based on Non-Internet users [N = 412]**

		MARCH/MAY 2002	
%	14		Yes, interested
	84		No, not interested
	2		Don't know/Refused

Q22 How likely do you think it is, if at all, that you will start using the Internet or email someday – definitely, probably, probably not, or definitely not?

**Based on Non-Internet users [N = 1,067]**

		MARCH/MAY 2002	
%	12		Definitely
	28		Probably
	28		Probably not
	28		Definitely not
	4		Don't know/Refused

Q22a If you started to use the Internet, what would you like to do online?

**Based on those who will likely start using the Internet someday [N = 387]**

		MARCH/MAY 2002	
%	31		General research
	11		E-mail/instant message/chat
	7		Shopping
	6		Surf the Web
	4		Read about news/sports/events
	3		Research schools/jobs/classes
	2		Play games
	1		Genealogy
	12		Something else
	24		Don't know/Refused

**Q23** Over the past year, how frequently have you done each of the following things. (First/Next), how about (INSERT)? Have you done this every day, a few times a week, a few times a month, only once or twice a year, or never?

	EVERY DAY	A FEW TIMES A WEEK	A FEW TIMES A MONTH	ONLY ONCE OR TWICE A YEAR	NEVER	DON'T KNOW/ REFUSED
a Call a friend or relative just to talk						
March/May 2002	31	40	22	4	3	1
b Visit with family or friends						
March/May 2002	24	41	25	7	2	1
c Go out to dinner with friends or family						
March/May 2002	2	31	49	13	5	1
d Do volunteer work						
March/May 2002	3	12	20	24	40	1
e Attend religious services						
March/May 2002	2	29	25	18	25	1

c26 Do you belong to or ever work with (INSERT)?

	YES	NO	DON'T KNOW/ REFUSED
a A community group or neighborhood association that focuses on issues or problems in your community			
March/May 2002	24	75	*
February 2001 <sup>1</sup>	22	77	*
b A local sports league			
March/May 2002	20	80	*
February 2001	20	80	*
c A local youth group, such as scouts or the YMCA			
March/May 2002	20	80	*
February 2001	22	78	*
d A local church, synagogue, mosque, or temple			
March/May 2002	49	51	*
February 2001	44	56	*
e A local social club or charitable organization			
March/May 2002	30	69	*
February 2001	30	70	*
f Some other local group I haven't already mentioned (SPECIFY)			
March/May 2002	5	87	8
February 2001	14	86	*

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<sup>1</sup> February 2001 figures in Question C26 based on PIALP Internet Communities Survey conducted January 17-February 11, 2001, N=3,002 adults age 18 and older.

WEB2 Please tell me if you ever do any of the following when you go online. Do you ever...  
Did you happen to do this **yesterday**, or not?

**Based on Internet users [N =2,259]**

	TOTAL HAVE EVER DONE THIS	DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
Look for information about a job				
March/May 2002	47	4	53	*
March 2000	38	5	62	0
Look for information about a place to live				
March/May 2002	36	3	64	*
March 2000	27	2	73	*
Look for information from a local, state, or federal government web site				
March/May 2002	59	8	41	*
Jan 2002	58	9	41	*
Sept 12-19, 2001	57	5	43	1
Aug 2001	60	7	40	*
May-June 2000 <sup>2</sup>	51	6	49	*
April 2000	51	7	49	*
March 2000	47	7	53	*
Do any online banking				
March/May 2002	30	9	70	*
May-June 2000	18	4	82	*
March 2000	17	5	83	*
Look for information about movies, music, books, or other leisure activities				
March/May 2002	73	13	27	*
July-August 2000	65	9	35	*
March 2000	62	8	38	*

<sup>2</sup> This item asked May 19, 2000 through June 30, 2000 only [N=1,568].

WEB2 continued...

	TOTAL HAVE EVER DONE THIS	DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW/ REFUSED
Buy or sell stocks, mutual funds, or bonds				
March/May 2002	13	1	86	*
Feb 2001	12	1	88	*
Fall 2000	13	2	86	*
May-June 2000	12	2	88	*
April 2000	11	2	89	0
March 2000	12	3	88	*
Search for information on the Internet about someone you know or might meet				
March/May 2002	28	3	72	*

Q27 In general, how satisfied are you with (INSERT) – very satisfied, somewhat satisfied, not too satisfied or not satisfied at all?

	VERY SATISFIED	SOMEWHAT SATISFIED	NOT TOO SATISFIED	NOT AT ALL SATISFIED	DOES NOT APPLY	DON'T KNOW/ REFUSED
a The amount of time you spend with your family						
March/May 2002	57	28	9	4	1	1
b The amount of time you spend with friends and relatives						
March/May 2002	48	37	10	3	1	1
c The amount of time you spend on hobbies, clubs and other activities						
March/May 2002	34	37	15	7	5	2
d The amount of time you spend just relaxing						
March/May 2002	38	34	16	10	*	2
e The amount of time you spend working						
March/May 2002	33	31	11	10	14	1

**Q28** Overall, how much control do you think people like you have in making their lives better – no control at all, some control, a lot of control, or almost total control?

	MARCH/MAY 2002	
%	4	No control
	32	Some control
	33	A lot of control
	27	Almost total control
	3	Don't know/Refused

**Q31** Does any disability, handicap, or chronic disease keep you from participating fully in work, school, housework, or other activities, or not?

	MARCH/MAY 2002	
%	18	Yes
	82	No
	1	Don't know/Refused

**Q31a** Does your disability or illness make it harder for you to use the Internet or doesn't that make any difference?

**Based on Internet users who are disabled [N = 272]**

	MARCH/MAY 2002	
%	19	Yes
	81	No
	1	Don't know/Refused

**Q31b** Would your disability or illness make it hard or impossible for you to use the Internet?

**Based on Non-Internet users who are disabled [N = 292]**

	MARCH/MAY 2002	
%	28	Yes
	65	No
	7	Don't know/Refused

**Q32** As I read each of the following, please tell me if this describes you very well, somewhat well, not too well, or not at all. (First/Next) (INSERT). Does this describe you very well, somewhat well, not too well, or not at all?

	VERY WELL	SOMEWHAT WELL	NOT TOO WELL	NOT AT ALL WELL	DON'T KNOW/ REFUSED
a I am talkative March/May 2002	38	37	16	8	1
b I tend to be quiet March/May 2002	21	34	17	26	2
c I am outgoing and sociable March/May 2002	46	37	10	6	1
d I am sometimes shy and inhibited March/May 2002	13	33	19	35	2
e I am reserved March/May 2002	21	40	15	19	5
f I have an assertive personality March/May 2002	34	38	12	10	6
g I like to keep up with what is going on March/May 2002	58	32	6	3	1

**Q33** Now a few questions about how difficult it would be, if at all, for you to give up some things in your life. If you do not use or have the item, just tell me. How hard would it be for you to give up (INSERT) – very hard, somewhat, not too, or not at all?

**Items I and J based on Internet users**

	VERY HARD	SOMEWHAT	NOT TOO	NOT AT ALL	DO NOT USE/ DO NOT HAVE	DON'T KNOW/ REFUSED
a Your telephone March/May 2002	60	21	7	11	*	1
b Your television March/May 2002	38	31	13	17	1	*
c Cable TV March/May 2002	27	23	13	21	15	*
d Your cell phone March/May 2002	19	16	11	17	36	*
e Your favorite newspaper March/May 2002	16	24	16	30	14	1
f Your favorite magazine March/May 2002	10	19	19	34	16	1
g Your computer March/May 2002	26	19	9	17	28	*
h Your PDA, handheld computer or wireless email device March/May 2002	6	7	6	20	62	*
i The Internet [n= 2,259] March/May 2002	31	32	16	19	2	*
j E-mail [n= 2,259] March/May 2002	32	28	15	22	2	*

**Q34** Did you ever at some point use the Internet or email, but have since stopped for some reason?

**Based on Non-Internet users [N = 1,067]**

	MARCH/MAY 2002	
%	17	Yes
	83	No
	1	Don't know/Refused

Q34a Why did you stop using the Internet?

**Based on Non-Internet Users who once stopped using the Internet [N = 157]**

		MARCH/MAY 2002	
	19		You no longer have or have use of a computer
%	13		I didn't like it/want it/not interesting or useful
	12		Didn't have time to use it/wasn't a good use of my time
	9		Moved, can no longer get local access
	8		Can no longer get to the place where I used to have access
	6		The computer broke
	5		You changed or lost job(s)/Lost access at work
	5		Paying for Internet access was too expensive
	5		I don't need it
	5		Problems with your Internet connection (Internet Service provider-shut down, too slow, no longer free, frequent busy signal)
	2		Can no longer use the machine due to a disability or illness
	1		Too hard to use
	1		You were worried about your privacy on the Internet
	1		Too much information/too confusing
	1		Concerned about my child's/children's safety
	1		Disturbed by content (porn)
	*		Concerned about online crime
	6		Other
	*		Don't know/Refused

Q35 Have you ever stopped using the Internet for an extended period of time?

**Based on Internet Users [N = 2,259]**

		MARCH/MAY 2002	
%	49		Yes
	50		No
	*		Don't know/Refused

Q35a Why did you stop using the Internet?

Based on Internet Users who stopped using the Internet for a time [N = 1,079]

		MARCH/MAY 2002
	12	Didn't have time to use it/wasn't a good use of my time
%	11	Problems with your Internet connection (Internet Service provider-shut down, too slow, no longer free, frequent busy signal)
	11	On vacation/traveling/away from home
	7	Moved, can no longer get local access
	7	I don't need it
	7	I didn't like it/want it/not interesting or useful
	6	Concerned about online crime
	6	The computer broke
	4	Concerned about my child's/children's safety
	4	Too hard to use
	4	You no longer have or have use of a computer
	3	Paying for Internet access was too expensive
	3	Can no longer get to the place where I used to have access
	2	You changed or lost job(s)/Lost access at work
	2	You were worried about your privacy on the Internet
	2	Can no longer use the machine due to a disability or illness
	1	Disturbed by content (porn)
	*	Too much information/too confusing
	7	Other
	2	Don't know/Refused

**Q36** A lot of people don't have access to the Internet. Now, I'm going to read some reasons why some people may not use the Internet. Please tell me, if for you, this is a major reason, minor reason, or not a reason at all why you do not use the Internet. (First), (INSERT) is this a major reason, minor reason, or not a reason at all why you do not use the Internet?

**Based on Non-Internet users who have never been online [N = 910]**

	MAJOR REASON	MINOR REASON	NOT A REASON AT ALL	DON'T KNOW/REFUSED
a It is too expensive March/May 2002	30	18	42	10
b I don't want it March/May 2002	52	16	26	6
c I don't need it March/May 2002	52	19	24	5
d I don't have time to use the Internet March/May 2002	29	17	49	6
e I'm worried about online pornography, credit card theft, and fraud March/May 2002	43	14	37	6
f The Internet is too complicated and hard to understand March/May 2002	27	19	43	12

**Q36.2** Are there any other reasons why you don't use the Internet?

**Based on Non-Internet Users who have never been online [N = 910]**

		MARCH/MAY 2002
%	28	Yes
	11	Don't have computer/Internet connection
	18	Some other reason
	67	No
	4	Don't know/Refused

**Q37** Now, here are some things people sometimes say about the Internet. Just based on what you have heard or read, please tell me whether you agree or disagree with each one. (INSERT) – do you strongly agree, somewhat agree, somewhat disagree, or strongly disagree?

**Items A and C based on Non-Internet users**

	<u>STRONGLY AGREE</u>	<u>SOMEWHAT AGREE</u>	<u>SOMEWHAT DISAGREE</u>	<u>STRONGLY DISAGREE</u>	<u>DON'T KNOW/ REFUSED</u>
a I'm missing out on things by not using the Internet and email [n=1,294] March/May 2002	16	22	18	36	8
b The Internet is mostly a form of entertainment March/May 2002	18	29	27	20	7
c The Internet would help me find out about things more easily [n=1,294] March/May 2002	44	28	7	10	11
d The Internet is a dangerous thing March/May 2002	18	32	20	25	6
e The Internet is confusing and hard to use March/May 2002	11	19	28	32	10
f Internet access is too expensive March/May 2002	20	25	26	15	14
g Email helps people keep in touch March/May 2002	62	27	3	3	5

**Q38** Some people have compared the Internet to other places or things. In your opinion, which one of the following is the Internet most like?

	<u>MARCH/MAY 2002</u>	
%	51	Library
	11	Meeting place
	10	Shopping mall
	6	School
	3	Peep show
	2	Party
	1	Bank
	5	All of the above
	2	Other
	9	Don't know/Refused

**Q39** As far as you know, is it possible to get Internet access at your home?

**Based on Non-Internet users or non-home Internet users [N = 510]**

<u>MAY 2002</u>		
%	85	Yes, it is possible
	5	No, it is not possible
	10	Don't know/Refused

**Q40** As far as you know, is there a place you can go in your neighborhood or community where the Internet is publicly available to anyone who wants to use it?

<u>MARCH/MAY 2002</u>		
%	69	Yes
	63	Library
	2	College/university/school
	1	Place of business/employment agency
	1	Internet café/coffee shop
	*	Church
	2	Some other place
	18	No
	13	Don't know/Refused

**Q41** Would you say that it is easy or difficult to get to places in your community with public access? Would you say that it is very easy, somewhat easy, somewhat difficult or very difficult?

**Based on those who know of places in community with access [N = 2,493]**

<u>MARCH/MAY 2002</u>		
%	49	Very easy
	35	Somewhat easy
	9	Somewhat difficult
	2	Very difficult
	5	Don't know/Refused