

Methodology

The analysis in this report is based on telephone interviews conducted Jan. 25-Feb. 8, 2021, among a national sample of 1,502 adults ages 18 and older, living in all 50 U.S. states and the District of Columbia (300 respondents were interviewed on a landline telephone, and 1,202 were interviewed on a cellphone, including 845 who had no landline telephone). The survey was conducted by interviewers under the direction of Abt Associates. A combination of landline and cellphone random-digit-dial samples were used; both samples were provided by Dynata according to Abt Associates specifications. Interviews were conducted in English and Spanish. Respondents in the landline sample were selected by randomly asking for the youngest adult male or female who is now at home. Interviews in the cell sample were conducted with the person who answered the phone if that person was an adult age 18 or older. For detailed information about our survey methodology, see: <https://www.pewresearch.org/methodology/u-s-survey-research/>

The combined landline and cellphone sample is weighted using an iterative technique that matches gender, age, education, race, Hispanic origin and nativity, and region to parameters from the U.S. Census Bureau's 2019 American Community Survey one-year estimates and population density to parameters from the decennial census. The sample also is weighted to match current patterns of telephone status (landline only, cellphone only, or both landline and cellphone), based on extrapolations from the 2019 National Health Interview Survey. The weighting procedure also accounts for the fact that respondents with both landline and cellphones have a greater probability of being included in the combined sample and adjusts for household size among respondents with a landline phone. The margins of error reported and statistical tests of significance are adjusted to account for the survey's design effect, a measure of how much efficiency is lost from the weighting procedures.

The following table shows the unweighted sample sizes and the error attributable to sampling that would be expected at the 95% level of confidence for different groups in the survey:

Group	Unweighted sample size	Plus or minus ...
Total sample	1,502	2.9 percentage points
Broadband users	1,217	3.2 percentage points
Non-broadband users	285	6.7 percentage points
Smartphone owners	1,290	3.1 percentage points
Ages 18-49	636	4.2 percentage points
50-64	382	5.8 percentage points
65+	429	5.8 percentage points

Sample sizes and sampling errors for other subgroups are available upon request.

In addition to sampling error, one should bear in mind that question wording and practical difficulties in conducting surveys can introduce error or bias into the findings of opinion polls.

Pew Research Center undertakes all polling activity, including calls to mobile telephone numbers, in compliance with the Telephone Consumer Protection Act and other applicable laws.

Pew Research Center is a nonprofit, tax-exempt 501(c)(3) organization and a subsidiary of The Pew Charitable Trusts, its primary funder.

January 2021 Core Trends Survey

Topline

Abt Associates for Pew Research Center

Sample: n=1,502 U.S. adults age 18 or older nationwide, including 1,202 cellphone interviews

Interviewing dates: January 25, 2021 – February 8, 2021

Margin of error: ± 2.9 percentage points for results based on Total [n=1,502]

NOTE: ALL NUMBERS ARE PERCENTAGES UNLESS OTHERWISE NOTED. ROWS/COLUMNS MAY NOT TOTAL 100% DUE TO ROUNDING. PERCENTAGES LESS THAN 0.5% ARE REPLACED BY AN ASTERISK (*). IF NO ONE ANSWERED THE QUESTION, THE CELL CONTAINS ZERO (0). A DOUBLE HYPHEN (--) INDICATES THAT THE RESPONSE OPTION WAS NOT PRESENT IN THAT SURVEY.

OTHER QUESTIONS ON THIS SURVEY HAVE BEEN PREVIOUSLY RELEASED OR HELD FOR FUTURE RELEASE.

PAY During the coronavirus outbreak, have you had trouble paying for the following? **[INSERT ITEMS; RANDOMIZE]**

	YES, HAVE HAD TROUBLE	NO, HAVE NOT HAD TROUBLE	(VOL.) DON'T KNOW	(VOL.) REFUSED
<i>Item A: Based on smartphone owners</i>				
a. Your cellphone service				
Current [N=1,290]	15	85	0	*
<i>Item A: Based on cellphone owners</i>				
a. Your cellphone service				
Current [N=1,468]	16	84	0	*
<i>Item B: Based on home broadband users</i>				
b. Your high-speed internet service at home				
Current [N=1,217]	15	85	0	*
<i>Item C: Based on cable or satellite television subscribers</i>				
c. Your cable or satellite television subscription				
Current [N=919]	16	83	*	*

COVIDDIS Thinking about how people might use the internet during the COVID-19 pandemic... Do you think people who do NOT have high-speed internet access at home are... **[RANDOMLY REVERSE ORDER: at a MAJOR disadvantage, at a MINOR disadvantage, or NOT at a disadvantage]** when it comes to... **[INSERT ITEM; RANDOMIZE]**?

How about...**[INSERT NEXT ITEM]**? **[READ AS NECESSARY: Are people who do NOT have high-speed internet access at home [RANDOMLY REVERSE ORDER: at a MAJOR disadvantage, at a MINOR disadvantage, or NOT at a disadvantage?]]**

	AT A MAJOR DISADVANTAGE	AT A MINOR DISADVANTAGE	NOT AT A DISADVANTAGE	(VOL.) DON'T KNOW	(VOL.) REFUSED
a. Keeping up with the latest information about COVID-19	43	33	20	3	*
b. Staying in contact with friends and family	45	34	18	3	*
c. Looking for jobs	66	19	10	5	*
d. Getting schoolwork done	77	12	5	5	*
e. Connecting with doctors or other medical professionals	52	29	16	3	*