

# Topline questionnaire

## PEW RESEARCH CENTER

### 2016 INFORMATION ENGAGED/INFORMATION WARY SURVEY

#### FINAL TOPLINE

SEPT. 29-NOV. 6, 2016

TOTAL N=3,015 ADULTS

**Q1** How interested are you in keeping up-to-date on the following topics? (First,/Next,) [INSERT ITEMS; RANDOMIZE]. [READ FOR FIRST ITEM, THEN AS NECESSARY: Would you say you are very interested in keeping up-to-date on that, somewhat interested, not too interested, or not at all interested in it?]

	VERY INTERESTED	SOMEWHAT INTERESTED	NOT TOO INTERESTED	NOT AT ALL INTERESTED	(VOL.) DK <sup>1</sup>	(VOL.) REF. <sup>2</sup>
a. Business and Finance	29	41	15	14	*	*
b. Government and politics	44	33	10	13	*	*
c. Sports	26	31	17	25	*	*
d. Events in your local community	38	44	10	8	*	*
e. Schools or education	48	32	10	9	*	*
f. Health or medical news	44	39	9	8	*	*
g. Science and technology	39	41	10	10	*	*
h. Arts or entertainment	29	43	15	13	*	*
i. Foreign affairs or foreign policy	34	37	13	16	*	*

<sup>1</sup> The abbreviation DK stands for "Don't know"

<sup>2</sup> The abbreviation REF stands for "Refused"

**Q2** Now I'm going to read you some statements. Please tell me how well each statement describes your views on how people approach learning. (First,/Next,) [INSERT ITEMS; RANDOMIZE; ITEM e ALWAYS LAST]. [READ FOR FIRST ITEM, THEN AS NECESSARY: Does this statement describe your views very well, somewhat well, not too well, or not at all well?]

	VERY WELL	SOMEWHAT WELL	NOT TOO WELL	NOT AT ALL WELL	(VOL.) DK	(VOL.) REF.
a. People can learn new things, but overall they cannot really change their basic level of intelligence.	14	26	21	37	1	*
b. Music talent can be developed by anyone.	28	39	20	12	1	*
c. The harder you work at something, the better you will be at it.	76	20	2	2	*	*
d. Truly smart people do not need to try hard.	10	17	23	49	1	*
e. Each person is a certain kind of person and there is not much that can be done to really change that.	14	27	22	36	1	*

**Q3** Now I'm going to read you some more statements. Please tell me whether each statement describes you or not. (First,/Next,) [INSERT ITEMS; RANDOMIZE]. [READ FOR FIRST ITEM, THEN AS NECESSARY: Would you say this describes you, or not?]

	YES	NO	(VOL.) DK	(VOL.) REF.
a. Trying new things is stressful for me.	37	63	*	*
b. I appreciate when I get feedback about how I do things.	93	7	*	*
c. I usually take into consideration evidence that goes against my views.	83	16	1	*
d. I make an effort to gather information on a regular basis on topics that matter to me.	91	9	*	*
e. I will usually stick to my beliefs when they are challenged.	83	15	1	*
f. I adapt well when I find myself in a new or unfamiliar situation.	78	21	1	*

[READ TO ALL:] On a different subject...

**EMINUSE** Do you use the internet or email, at least occasionally?

**INTMOB** Do you access the internet on a cell phone, tablet or other mobile handheld device, at least occasionally?

	Uses internet	Does not use internet
November 2016	90	10

**SUMMARY OF HOME BROADBAND**

Based on Total

	Nov 2016		April 2016	Nov 2015	July 2015
%	73	Home broadband users	70	67	67
	27	No home broadband/DK	30	33	33

**DEVICE1a** Next, do you have a cell phone, or not?

	YES	NO	(VOL.) DON'T KNOW	(VOL.) REFUSED
November 2016	95	5	0	0

**SUMMARY OF SMARTPHONE OWNERSHIP**

**SMART1** [FORM A:] Some cell phones are called "smartphones" because of certain features they have. Is your cell phone a smartphone such as an iPhone, Android, Blackberry or Windows phone, or are you not sure?

**SMART2** [FORM B:] Is your cell phone a smartphone, or not?

Based on all cell phone owners

	YES, SMARTPHONE	NO, NOT A SMARTPHONE	DON'T KNOW	REFUSED
November 2016 [N=2,926]	81	16	3	*

**SNSINT2** Do you ever use social media sites like Facebook, Twitter or LinkedIn?

Based on all internet users [N=2,749]

	YES	NO	(VOL.) DON'T KNOW	(VOL.) REFUSED
November 2016	77	23	*	*

**DEVICE1** Please tell me if you happen to have each of the following items, or not. Do you have...  
[INSERT ITEMS IN ORDER]?

	yes	no	(VOL.) Don't know	(VOL.) Refused
A handheld device made primarily for e-book reading, such as a Nook or Kindle e-reader but NOT the Amazon Fire				
November 2016	22	78	*	*
A tablet computer like an iPad, Samsung Galaxy Tab, Microsoft Surface Pro, or Amazon Fire				
November 2016	51	49	*	0
A desktop or laptop computer				
November 2016	78	22	*	*

**Q4** Next, let's think about ways to get information that might help you make decisions. How much, if at all, do you think the following would contribute to helping you make decisions? First, let's think about [INSERT ITEMS; RANDOMIZE]. Do you think that would help you a lot, some, not too much, or not at all in making decisions?

Next, what about [INSERT NEXT ITEM]? [READ AS NECESSARY: Do you think that would help you a lot, some, not too much, or not at all in making decisions?]

	A LOT	SOME	NOT TOO MUCH	NOT AT ALL	(VOL.) DK	(VOL.) REF.
a. Training that would help you be more confident in using computers, smartphones, and the internet	28	26	17	28	*	*
b. More people in your circle of family and friends who are knowledgeable about the issues you need to keep up with	37	36	12	14	*	*
<i>Item C: Based on those who use the internet at home [N=2,564]</i>						
c. More reliable home internet service	48	25	11	15	1	*

*Item D: Based on all cell phone owners [N=2,926]*

d. An unlimited data plan for your cell phone	50	19	10	19	1	1
e. A public library closer to your home	25	22	17	35	1	*
f. Expanded hours of operation for your local public library	22	20	21	36	*	*
g. Training on how to use online resources to find trustworthy information	31	29	15	24	*	*

**Q5** Which of the following statements comes closest to describing you? [READ; RANDOMIZE HALF 1-3 / 3-1]

Based on all internet users [N=2,749]

Nov 2016

%	61	I do NOT often need help finding the information I need online
	31	I could occasionally use some help finding the information I need online
	8	I frequently need help finding the information I need online
	*	(VOL.) Don't know
	*	(VOL.) Refused

**Q6** How much do you trust the following information sources when it comes to making decisions? Do you trust [INSERT ITEMS; RANDOMIZE] a lot, some, not too much, or not at all?

How about [INSERT NEXT ITEM]? [READ IF NECESSARY: Do you trust (ITEM) a lot, some, not too much, or not at all?]

A LOT	SOME	NOT TOO MUCH	NOT AT ALL	(VOL.) DK	(VOL.) REF.
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a. Information from national news organizations	17	48	18	16	*	*
<i>Item B: Based on social media users</i>						
<i>[N=2,051]</i>						
b. Information you see on social media, such as Facebook, Twitter or Instagram	3	31	37	28	*	*
c. Information you get from family and friends	24	58	12	6	*	*
d. Information you can get from the local public library or librarians	40	38	8	13	1	*
e. Information from local news organizations	18	54	16	12	*	*
f. Information from government sources	18	43	19	20	*	*
g. Information from health care providers	39	44	10	6	*	*
h. Information from financial institutions	14	54	17	14	*	*

[READ TO ALL:] Now, let's talk about something a little different...

**Q7** How well do the following statements describe you? [INSERT ITEMS; RANDOMIZE]. Does this describe you very well, somewhat well, not too well, or not at all well?

How about: [INSERT NEXT ITEM]. [READ AS NECESSARY: Does this describe you very well, somewhat well, not too well, or not at all well?]

	VERY WELL	SOMEWHAT WELL	NOT TOO WELL	NOT AT ALL WELL	(VOL.) DK	(VOL.) REF.
a. I'm usually trying to do two or more things at once.	52	29	9	9	*	*
b. It is easy for me to sit down and relax.	41	32	15	11	*	*
c. The fast pace of my life feels like it is harming my health.	11	28	23	37	*	*
d. I am usually patient when I have to wait in line doing day-to-day errands.	41	36	12	12	*	*

**Q8** Which of the following statements is closer to your view, even if you do not entirely agree with it? [READ AND RANDOMIZE]

Nov 2016

%	67	The availability of so much information these days makes it easier for me to make decisions.
	30	I often feel stressed by the amount of information I need to consider in making decisions.
	2	(VOL.) Don't know
	1	(VOL.) Refused

**Q9** Given the things going on in your life, how often do you feel you do NOT have enough time to gather all the information you need for making important decisions? Do you feel this way frequently, sometimes, not too often, or never?

	Nov 2016	
%	16	Frequently
	39	Sometimes
	33	Not too often
	12	Never
	*	(VOL.) Don't know
	*	(VOL.) Refused

**Q10** Now please tell me whether the following statements describe how you make MAJOR DECISIONS in your life. This could involve making major decisions about your job, education, or health, or how to spend or invest your money, or where you should live. (First,/Next,) [INSERT ITEMS; RANDOMIZE]. [READ FOR FIRST ITEM, THEN AS NECESSARY: Would you say this describes how you make MAJOR life decisions, or not?]

	YES, DESCRIBES ME	NO, DOES NOT	(VOL.) DK	(VOL.) REF.
a. After I make a major life decision, I stick with it.	83	16	*	*
b. I tend to have a strong "gut instinct", and I rely on it in decision-making.	74	26	*	*
c. If I have doubts about a decision, I go back and recheck the steps I took to reach the decision.	87	13	*	*
d. When communicating a decision to others, I explain my thought process and reasons.	83	16	*	*
e. I consider a variety of potential solutions and outcomes before I make a decision.	92	8	*	*
f. I determine what factors are most important to the decision, and consider them as I make my decision.	93	6	*	*
g. I don't find it necessary to do very extensive background research before I make a major decision.	23	77	*	*

[READ TO ALL:] Now, switching gears...

**LIBUSE** Have you, personally, EVER...[INSERT ITEMS IN ORDER], or is this something you've never done? [IF YES: Have you done this in the past 12 months?]

	Total Yes, in the have done this	----- past 12 months	----- not in past 12 months	no, have never done this	(VOL.) Don't know	(VOL.) Refused
Visited a public library or used a public library bookmobile IN PERSON						
November 2016	85	46	39	15	*	*
Used a public library WEBSITE						
November 2016	48	31	17	52	*	*
Used a public library mobile APP						
November 2016	11	8	3	88	*	*