# **Topline questionnaire**

## Pew Research Center Mobile Technology and Its Social Impact Survey 2018 May 13, 2019 Release

Methodological notes:

- Survey results are based on national samples. For further details on sample designs, see the Methodology section and our <u>international survey methods database</u>.
- Due to rounding, percentages may not total 100%. The topline "total" columns show 100% because they are based on unrounded numbers.
- Not all questions included in the Mobile Technology and Its Social Impact Survey 2018 are presented in this topline. Omitted questions have either been previously released or will be released in future reports.
- Chapter 3 presents trend data drawn from a Global Attitudes survey conducted in 2014. For more on these data, please see the <u>report</u>, its <u>topline</u> or its <u>methodology</u>. Because of differences in the sampling plan and coverage of the survey, we do not trend this survey to the 2014 survey conducted in India.

	social media l	have made peop	that access to m le more, le vay? a. informed	ss, or have	they not had
	More informed about current events	Less informed about current events	Not had much impact either way	DK/Refused	Total
Colombia	78	8	12	2	100
India	65	14	4	17	100
Jordan	93	3	3	1	100
Kenya	69	14	15	2	100
Lebanon	83	6	6	5	100
Mexico	76	9	13	2	100
Philippines	70	13	14	3	100
South Africa	78	12	8	2	100
Tunisia	83	4	11	2	100
Venezuela	87	6	5	2	100
Vietnam	72	8	16	4	100

	social media	al, do you think have made peop impact either wa	le more, le	ss, or have	they not had
	More divided in their political opinions	Less divided in their political opinions	Not had much impact either way	DK/Refused	Total
Colombia	59	14	23	4	100
India	46	14	8	32	100
Jordan	74	6	10	10	100
Kenya	54	25	18	3	100
Lebanon	63	14	13	11	100
Mexico	58	15	22	4	100
Philippines	50	21	24	4	100
South Africa	58	20	16	6	100
Tunisia	68	8	20	4	100
Venezuela	60	14	18	9	100
Vietnam	41	14	35	11	100

	social media	have made peop	that access to m le more, le epting of people they do	ss, or have	they not had
	More accepting of people who have different views than they do	Less accepting of people who have different views than they do	Not had much impact either way	DK/Refused	Total
Colombia	51	17	28	4	100
India	38	20	10	32	100
Jordan	60	25	9	5	100
Kenya	52	26	20	3	100
Lebanon	53	28	12	7	100
Mexico	35	36	24	5	100
Philippines	46	24	26	4	100
South Africa	64	20	12	3	100
Tunisia	58	17	23	3	100
Venezuela	52	27	16	4	100
Vietnam	44	15	35	6	100

	social media l	Q15d. In general, do you think that access to mobile phones, the internet, and social media have made people more, less, or have they not had much impact either way? d. easy to manipulate with false information and rumors									
	More easy to manipulate with false information and rumors	Less easy to manipulate with false information and rumors	Not had much impact either way	DK/Refused	Total						
Colombia	75	9	14	2	100						
India	60	15	7	18	100						
Jordan	92	4	3	2	100						
Kenya	66	19	13	2	100						
Lebanon	79	9	6	6	100						
Mexico	72	11	15	2	100						
Philippines	57	22	18	3	100						
South Africa	75	15	8	2	100						
Tunisia	80	7	11	2	100						
Venezuela	63	22	11	4	100						
Vietnam	53	16	26	5	100						

	social media l	have made peop	that access to m le more, le ? e. willing to en	ss, or have	they not had
	More willing to engage in political debates	Less willing to engage in political debates	Not had much impact either way	DK/Refused	Total
Colombia	57	14	24	4	100
India	46	16	8	30	100
Jordan	74	9	8	9	100
Kenya	65	16	16	3	100
Lebanon	53	23	12	12	100
Mexico	55	17	24	5	100
Philippines	49	23	23	4	100
South Africa	63	18	13	5	100
Tunisia	61	13	20	6	100
Venezuela	55	19	17	9	100
Vietnam	47	11	33	10	100

		Q30a. ASK SOCIAL MEDIA USERS ONLY: How important are for helping you keep up with political news and other developments happening in the world — are they very important, somewhat important, not too important, or not at all important? a. social media											
	Not at all important	Not too important	Somewhat important	Very important	Does not use this [VOL]	DK/Refused	Total	N=					
Colombia	9	15	36	37	2	0	100	1781					
India	6	13	43	34	3	3	100	1276					
Jordan	12	12	32	41	3	0	100	2006					
Kenya	4	8	25	62	1	0	100	1370					
Lebanon	10	13	35	35	6	1	100	2162					
Mexico	12	24	35	27	2	0	100	1536					
Philippines	3	13	43	41	1	0	100	1385					
South Africa	10	12	28	48	2	0	100	1634					
Tunisia	9	10	31	49	0	0	100	1485					
Venezuela	3	9	34	53	0	0	100	1634					
Vietnam	2	17	45	34	0	1	100	1896					

		230e. How important are for helping you keep up with political news and other developments happening n the world — are they very important, somewhat important, not too important, or not at all important? e. in- person discussions with people you see										
	Not at all important	Not too important	Somewhat important	Very important	Does not use this [VOL]	DK/Refused	Total					
Colombia	11	12	32	44	0	0	100					
India	6	8	41	39	2	4	100					
Jordan	17	13	31	30	9	0	100					
Kenya	8	11	30	51	1	0	100					
Lebanon	7	12	34	44	2	1	100					
Mexico	24	28	27	19	2	1	100					
Philippines	7	17	38	38	0	0	100					
South Africa	9	12	24	54	1	0	100					
Tunisia	16	13	27	41	2	0	100					
Venezuela	5	7	32	54	0	0	100					
Vietnam	4	24	44	27	1	1	100					

	Q31a. ASK SO	CIAL MEDIA USE			do you trust the uch, or not at al			from – a
	Not at all	Not too much	Somewhat	A great deal	Does not use this [VOL]	DK/Refused	Total	N=
Colombia	13	37	38	9	2	0	100	1781
India	5	19	49	22	3	2	100	1276
Jordan	12	32	46	8	2	1	100	2006
Kenya	6	21	42	31	0	0	100	1370
Lebanon	13	25	39	16	7	1	100	2162
Mexico	16	37	35	10	1	0	100	1536
Philippines	3	23	56	17	1	0	100	1385
South Africa	15	32	30	20	2	0	100	1634
Tunisia	18	26	45	9	0	0	100	1485
Venezuela	8	22	54	14	1	0	100	1634
Vietnam	2	31	49	17	0	1	100	1896

		Q31e. In general, how much do you trust the news and information you get from — a great deal, somewhat, not too much, or not at all? e. in-person discussions with people you see regularly										
	Not at all	Not too much	Somewhat	A great deal	Does not use this [VOL]	DK/Refused	Total					
Colombia	8	27	41	24	0	0	100					
India	5	12	44	34	2	3	100					
Jordan	11	21	42	15	10	1	100					
Kenya	8	18	45	29	0	0	100					
Lebanon	6	16	37	38	2	1	100					
Mexico	22	33	32	11	1	1	100					
Philippines	6	20	51	21	1	0	100					
South Africa	13	27	29	30	0	0	100					
Tunisia	16	19	40	23	1	1	100					
Venezuela	7	14	51	28	0	1	100					
Vietnam	2	21	51	25	0	1	100					

				mpared to other more, less			
	About the same	Less informative	More informative	Does not use social media [VOL]	DK/Refused	Total	N=
Colombia	49	22	27	2	0	100	1781
India	17	29	44	2	8	100	1276
Jordan	31	24	41	2	2	100	2006
Kenya	22	33	44	0	0	100	1370
Lebanon	17	13	60	7	2	100	2162
Mexico	49	21	28	1	0	100	1536
Philippines	36	15	47	1	1	100	1385
South Africa	26	24	48	2	1	100	1634
Tunisia	33	19	47	0	1	100	1485
Venezuela	34	12	52	1	1	100	1634
Vietnam	20	13	65	0	1	100	1896

		Q32b. ASK SOCIAL MEDIA USERS ONLY: Compared to other sources, would you say that the news and information you get from social media is more, less, or about the same? b. up-to-date										
	About the same	Less up-to- date	More up-to- date	Does not use social media [VOL]	DK/Refused	Total	N=					
Colombia	45	14	38	2	1	100	1781					
India	16	24	49	3	8	100	1276					
Jordan	21	15	60	2	2	100	2006					
Kenya	25	26	48	0	0	100	1370					
Lebanon	16	13	62	6	3	100	2162					
Mexico	40	12	45	1	1	100	1536					
Philippines	34	14	51	0	1	100	1385					
South Africa	22	24	50	2	1	100	1634					
Tunisia	37	16	46	0	0	100	1485					
Venezuela	27	9	63	1	1	100	1634					
Vietnam	20	14	65	0	1	100	1896					

		SOCIAL MEDIA nation you get fi					
	About the same	Less biased	More biased	Does not use social media [VOL]	DK/Refused	Total	N=
Colombia	52	21	23	2	2	100	1781
India	18	26	39	3	13	100	1276
Jordan	30	25	35	2	8	100	2006
Kenya	31	39	29	0	0	100	1370
Lebanon	24	22	41	6	7	100	2162
Mexico	48	21	28	1	1	100	1536
Philippines	44	25	30	0	1	100	1385
South Africa	31	32	34	2	1	100	1634
Tunisia	39	31	29	0	1	100	1485
Venezuela	44	17	34	1	5	100	1634
Vietnam	31	35	30	0	4	100	1896

		Q32d. ASK SOCIAL MEDIA USERS ONLY: Compared to other sources, would you say that the news and information you get from social media is more, less, or about the same? d. reliable									
	About the same	Less reliable	More reliable	Does not use social media [VOL]	DK/Refused	Total	N=				
Colombia	47	39	12	2	0	100	1781				
India	15	41	35	2	7	100	1276				
Jordan	30	50	16	2	2	100	2006				
Kenya	19	48	32	0	0	100	1370				
Lebanon	25	47	18	7	3	100	2162				
Mexico	49	33	15	1	1	100	1536				
Philippines	39	14	46	1	0	100	1385				
South Africa	26	34	37	2	1	100	1634				
Tunisia	42	39	19	0	0	100	1485				
Venezuela	44	23	31	1	1	100	1634				
Vietnam	28	30	41	0	2	100	1896				

		Q32e. ASK SOCIAL MEDIA USERS ONLY: Compared to other sources, would you say that the news and information you get from social media is more, less, or about the same? e. focused on issues that are important to you									
	About the same	Less focused on issues that are important to you	More focused on issues that are important to you	Does not use social media [VOL]	DK/Refused	Total	N=				
Colombia	50	29	19	2	1	100	1781				
India	17	31	38	3	11	100	1276				
Jordan	28	31	37	2	3	100	2006				
Kenya	24	42	33	0	0	100	1370				
Lebanon	21	27	43	7	3	100	2162				
Mexico	46	32	20	1	1	100	1536				
Philippines	37	23	38	0	1	100	1385				
South Africa	26	27	44	2	1	100	1634				
Tunisia	40	19	41	0	0	100	1485				
Venezuela	37	16	45	1	1	100	1634				
Vietnam	28	24	45	0	3	100	1896				

		Q32f. ASK SOCIAL MEDIA USERS ONLY: Compared to other sources, would you say that the news and information you get from social media is more, less, or about the same? f. hateful									
	About the same	Less hateful	More hateful	Does not use social media [VOL]	DK/Refused	Total	N=				
Colombia	42	16	40	2	1	100	1781				
India	16	30	38	2	14	100	1276				
Jordan	27	25	38	2	9	100	2006				
Kenya	32	44	23	0	0	100	1370				
Lebanon	21	20	46	6	6	100	2162				
Mexico	54	28	14	2	2	100	1536				
Philippines	40	39	20	1	1	100	1385				
South Africa	29	35	31	3	2	100	1634				
Tunisia	38	25	34	0	2	100	1485				
Venezuela	41	32	24	1	2	100	1634				
Vietnam	34	43	16	1	6	100	1896				

		Q33a. ASK SOCIAL MEDIA USERS ONLY: How often do the following situations happen when you use social media — frequently, occasionally, rarely, or never? a. you see articles or other content that make you feel negatively about groups of people different than you										
	Never	Rarely	Occasionally	Frequently	Does not use social media [VOL]	DK/Refused	Total	N=				
Colombia	20	35	30	12	3	1	100	1781				
India	20	20	37	14	2	7	100	1276				
Jordan	22	19	38	18	2	2	100	2006				
Kenya	10	40	25	24	0	0	100	1370				
Lebanon	10	16	40	24	8	2	100	2162				
Mexico	27	41	17	13	2	0	100	1536				
Philippines	8	29	41	21	0	0	100	1385				
South Africa	17	19	31	29	3	1	100	1634				
Tunisia	10	19	46	24	0	0	100	1485				
Venezuela	21	32	24	20	2	1	100	1634				
Vietnam	11	24	49	15	0	1	100	1896				

		233b. ASK SOCIAL MEDIA USERS ONLY: How often do the following situations happen when you use social media — frequently, occasionally, rarely, or never? b. you see articles or other content that seem obviously false or untrue										
	Never	Rarely	Occasionally	Frequently	Does not use social media [VOL]	DK/Refused	Total	N=				
Colombia	15	28	31	24	2	0	100	1781				
India	19	20	39	16	2	5	100	1276				
Jordan	8	17	39	32	2	1	100	2006				
Kenya	8	37	24	31	0	0	100	1370				
Lebanon	3	11	42	34	8	1	100	2162				
Mexico	20	34	19	25	2	0	100	1536				
Philippines	5	25	41	27	0	0	100	1385				
South Africa	10	17	33	36	3	0	100	1634				
Tunisia	5	16	49	29	1	0	100	1485				
Venezuela	10	30	30	27	2	1	100	1634				
Vietnam	8	19	53	19	0	1	100	1896				

		33c. ASK SOCIAL MEDIA USERS ONLY: How often do the following situations happen when you use social media – frequently, occasionally, rarely, or never? c. you see articles or other content that introduce you to a new idea										
	Never	Rarely	Occasionally	Frequently	Does not use social media [VOL]	DK/Refused	Total	N=				
Colombia	9	21	39	27	3	0	100	1781				
India	11	16	43	25	2	4	100	1276				
Jordan	8	13	38	37	2	1	100	2006				
Kenya	5	25	27	41	0	1	100	1370				
Lebanon	3	9	39	41	8	1	100	2162				
Mexico	14	33	22	29	2	0	100	1536				
Philippines	4	20	40	35	0	0	100	1385				
South Africa	10	16	33	38	3	0	100	1634				
Tunisia	4	11	42	42	0	0	100	1485				
Venezuela	6	15	25	52	2	0	100	1634				
Vietnam	7	15	54	23	0	1	100	1896				

	Q34a. Thinking about the impact of social media on the political process in (survey country), do you think it has increased, decreased, or not had much effect on? a. the risk that people in (survey country) might be manipulated by domestic politicians										
	Not had much effect	Decreased	Increased	DK/Refused	Total						
Colombia	14	8	73	5	100						
India	9	10	42	38	100						
Jordan	13	13 7 60 20 100									
Kenya	11	19	67	3	100						
Lebanon	9	7	69	15	100						
Mexico	19	9	67	5	100						
Philippines	24	19	51	5	100						
South Africa	12	16	66	6	100						
Tunisia	17	11	65	7	100						
Venezuela	17	18	58	7	100						
Vietnam	34	10	39	16	100						

	Q34b. Thinking about the impact of social media on the political process in (survey country), do you think it has increased, decreased, or not had much effect on? b. the risk that foreign powers might interfere in (survey country)'s elections										
	Not had much effect Decreased Increased DK/Refused Total										
Colombia	27	9	56	8	100						
India	11	10	34	45	100						
Jordan	30	30 7 37 25 100									
Kenya	14	22	60	4	100						
Lebanon	12	9	59	19	100						
Mexico	29	8	55	8	100						
Philippines	27	16	51	6	100						
South Africa	15	15	63	6	100						
Tunisia	22	8	59	11	100						
Venezuela	28	15	48	9	100						
Vietnam	36	9	38	17	100						

	Q34c. Thinking about the impact of social media on the political process in (survey country), do you think it has increased, decreased, or not had much effect on? c. the ability for ordinary people in (survey country) to have a meaningful voice in the political process									
	Not had much effect	Decreased	Increased	DK/Refused	Total					
Colombia	23	15	56	6	100					
India	9	11	42	37	100					
Jordan	17	17 8 57 18 100								
Kenya	11	20	66	3	100					
Lebanon	15	10	60	16	100					
Mexico	23	12	61	5	100					
Philippines	20	18	57	5	100					
South Africa	17	23	55	5	100					
Tunisia	21	16	57	6	100					
Venezuela	17	21	56	6	100					
Vietnam	32	11	45	12	100					

	Q34d. Thinking about the impact of social media on the political process in (survey country), do you think it has increased, decreased, or not had much effect on? d. the ability of non-governmental groups and charities to promote their causes										
	Not had much effect Decreased Increased DK/Refused Total										
Colombia	27	13	51	8	100						
India	8	11	39	43	100						
Jordan	12	12 7 63 18 100									
Kenya	14	18	65	4	100						
Lebanon	10	7	67	16	100						
Mexico	31	12	49	8	100						
Philippines	24	17	53	6	100						
South Africa	17	20	58	5	100						
Tunisia	18	12	65	5	100						
Venezuela	17	20	53	10	100						
Vietnam	33	9	45	13	100						

		Q35a. ASK SOCIAL MEDIA USERS ONLY: Some people feel more comfortable than others in talking about political issues in certain ways. How comfortable rould you personally feel discussing political issues or news										
	Not at all comfortable	Not too comfortable	Somewhat comfortable	Very comfortable	Does not use social media [VOL]	It depends on the topic [VOL]	It depends on the person [VOL]	DK/Refused	Total	N=		
Colombia	41	26	19	10	3	1	0	1	100	1781		
India	13	14	38	23	3	2	1	6	100	1276		
Jordan	54	9	17	10	3	3	2	2	100	2006		
Kenya	20	17	30	33	1	0	0	0	100	1371		
Lebanon	28	18	29	10	8	2	2	3	100	2162		
Mexico	35	23	28	9	3	0	0	1	100	1536		
Philippines	7	23	51	18	0	0	0	0	100	1385		
South Africa	26	19	24	27	3	0	0	0	100	1634		
Tunisia	30	20	23	17	5	1	0	5	100	1488		
Venezuela	45	20	17	12	5	0	0	1	100	1634		
Vietnam	6	26	42	21	0	1	0	3	100	1896		

		Q35b. ASK MOBILE PHONE USERS ONLY: Some people feel more comfortable than others in talking about political issues in certain ways. How comfortable would you personally feel discussing political issues or news – very comfortable, somewhat comfortable, not too comfortable, or not at all comfortable? b. by talking to someone on your mobile phone											
	Not at all comfortable	Not too comfortable	Somewhat comfortable	Very comfortable	Does not use social media [VOL]	It depends on the topic [VOL]	It depends on the person [VOL]	DK/Refused	Total	N=			
Colombia	37	24	22	14	0	0	0	2	100	2332			
India	10	12	35	28	0	2	1	13	100	3005			
Jordan	57	8	16	10	0	2	3	4	100	2434			
Kenya	22	15	25	36	0	0	0	2	100	2449			
Lebanon	26	16	33	15	0	2	3	4	100	2272			
Mexico	33	20	31	13	0	0	0	2	100	1860			
Philippines	8	20	45	27	0	0	0	0	100	1974			
South Africa	22	16	22	36	2	0	0	1	100	2365			
Tunisia	34	16	16	17	0	1	1	15	100	2445			
Venezuela	49	17	16	13	0	1	1	4	100	2074			
Vietnam	5	18	41	30	0	1	1	4	100	2475			

	Q35c. Some people feel more comfortable than others in talking about political issues in certain ways. How comfortable would you personally feel discussing political issues or news – very comfortable, somewhat comfortable, not too comfortable, or not at all comfortable? c. by talking to someone in person								
	Not at all comfortable	Not too comfortable	Somewhat comfortable	Very comfortable	Does not use social media [VOL]	It depends on the topic [VOL]	It depends on the person [VOL]	DK/Refused	Total
Colombia	29	18	27	25	0	0	0	1	100
India	7	9	30	35	0	3	1	15	100
Jordan	30	5	20	35	0	2	5	4	100
Kenya	16	10	27	45	0	1	0	1	100
Lebanon	8	7	26	52	0	1	3	3	100
Mexico	23	15	33	26	1	0	1	1	100
Philippines	4	14	37	44	0	0	0	0	100
South Africa	16	11	20	51	1	0	0	1	100
Tunisia	24	13	21	32	0	0	2	8	100
Venezuela	37	14	23	22	0	1	1	3	100
Vietnam	4	17	40	34	0	1	1	3	100

	Q36. ASK SOCIAL MEDIA USERS ONLY: Have you ever unfriended, blocked or hidden someone from your feed on social media because of their political views — yes or no?							
	Yes	No	Does not use social media [VOL]	DK/Refused	Total	N=		
Colombia	24	73	3	0	100	1781		
India	18	74	3	4	100	1276		
Jordan	35	63	2	0	100	2006		
Kenya	39	60	1	0	100	1370		
Lebanon	37	54	7	2	100	2162		
Mexico	17	81	2	0	100	1536		
Philippines	42	57	1	0	100	1385		
South Africa	34	63	3	0	100	1634		
Tunisia	21	78	1	0	100	1485		
Venezuela	25	74	1	0	100	1634		
Vietnam	36	62	1	1	100	1896		

	Q37. ASK SOCIAL MEDIA USERS ONLY: Have you ever learned that someone's political beliefs were different than you thought they were, based on something they posted on social media, or has this never happened to you?								
	Yes, has happened to me	No, has never happened to me	Does not use social media [VOL]	DK/Refused	Total	N=			
Colombia	38	59	2	0	100	1781			
India	20	68	4	8	100	1276			
Jordan	36	60	2	2	100	2006			
Kenya	47	52	0	1	100	1370			
Lebanon	42	48	7	2	100	2162			
Mexico	37	61	1	0	100	1536			
Philippines	30	69	0	1	100	1385			
South Africa	34	61	3	1	100	1634			
Tunisia	33	66	0	1	100	1485			
Venezuela	50	49	1	1	100	1634			
Vietnam	24	70	0	5	100	1896			