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**December Tracking Survey 2009** Final Topline

1/4/10

Data for November 30 – December 27, 2009

Princeton Survey Research Associates International  
for the Pew Research Center's Internet & American Life ProjectSample: n= 2,258 national adults, age 18 and older, including 565 cell phone interviews  
Interviewing dates: 11.30.09 – 12.27.09Margin of error is plus or minus 2 percentage points for results based on Total [n=2,258]  
Margin of error is plus or minus 3 percentage points for results based on internet users [n=1,676]

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- Q1** Do you approve or disapprove of the way Barack Obama is handling his job as president? [IF DON'T KNOW, ENTER AS DON'T KNOW. IF "DEPENDS," PROBE ONCE WITH: OVERALL do you approve or disapprove of the way Barack Obama is handling his job as president?] [IF STILL "DEPENDS," ENTER AS DON'T KNOW]

	<u>CURRENT</u>	
%	53	Approve
	33	Disapprove
	9	Don't know
	5	Refused

- Q2** Now I'm going to ask you about various organizations and types of organizations. How much of the time do you think you can trust [INSERT ITEM; RANDOMIZE] – just about always, most of the time, only some of the time or never?

	<u>JUST ABOUT ALWAYS</u>	<u>MOST OF THE TIME</u>	<u>SOME OF THE TIME</u>	<u>NEVER</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>
a. The federal government <sup>1</sup>						
Current	6	25	50	16	3	1
November 2008	3	17	65	10	3	1
August 2003	7	33	56	n/a	4	--
February 2001	5	26	62	n/a	6	--
b. Your state government						
Current	6	29	48	14	2	1
c. Your local government						
Current	8	32	44	12	2	*
d. Large corporations						
Current	3	14	54	24	4	1

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<sup>1</sup> Trends were standalone questions with the following question wording: "How much of the time do you think you can trust the government in Washington to do what is right?" In Nov 2008, "Never" was a volunteered category. Prior to Nov. 2008, "Never" was not offered as either an explicit or volunteered category.

September 2009<sup>i</sup>

2      18      55      20      5      1

*There are no questions Q3 thru Q5.*

**Q6a** Do you use the internet, at least occasionally?

**Q6b** Do you send or receive email, at least occasionally?<sup>2</sup>

	USES INTERNET	DOES NOT USE INTERNET
Current	74	26
September 2009	77	23
April 2009 <sup>ii</sup>	79	21
December 2008 <sup>iii</sup>	74	26
November 2008 <sup>iv</sup>	74	26
August 2008 <sup>v</sup>	75	25
July 2008 <sup>vi</sup>	77	23
May 2008 <sup>vii</sup>	73	27
April 2008 <sup>viii</sup>	73	27
January 2008 <sup>ix</sup>	70	30
December 2007 <sup>x</sup>	75	25
September 2007 <sup>xi</sup>	73	27
February 2007 <sup>xii</sup>	71	29
December 2006 <sup>xiii</sup>	70	30
November 2006 <sup>xiv</sup>	68	32
August 2006 <sup>xv</sup>	70	30
April 2006 <sup>xvi</sup>	73	27
February 2006 <sup>xvii</sup>	73	27
December 2005 <sup>xviii</sup>	66	34
September 2005 <sup>xix</sup>	72	28
June 2005 <sup>xx</sup>	68	32
February 2005 <sup>xxi</sup>	67	33
January 2005 <sup>xxii</sup>	66	34
Nov 23-30, 2004 <sup>xxiii</sup>	59	41
November 2004 <sup>xxiv</sup>	61	39
June 2004 <sup>xxv</sup>	63	37
February 2004 <sup>xxvi</sup>	63	37
November 2003 <sup>xxvii</sup>	64	36
August 2003 <sup>xxviii</sup>	63	37
June 2003 <sup>xxix</sup>	62	38
May 2003 <sup>xxx</sup>	63	37
March 3-11, 2003 <sup>xxxi</sup>	62	38
February 2003 <sup>xxxii</sup>	64	36
December 2002 <sup>xxxiii</sup>	57	43
November 2002 <sup>xxxiv</sup>	61	39
October 2002 <sup>xxxv</sup>	59	41
September 2002 <sup>xxxvi</sup>	61	39
July 2002 <sup>xxxvii</sup>	59	41
March/May 2002 <sup>xxxviii</sup>	58	42
January 2002 <sup>xxxix</sup>	61	39

**Q6a/b continued...**

<sup>2</sup> 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?"

**Q6a/b continued...**

	USES INTERNET	DOES NOT USE INTERNET
December 2001 <sup>xi</sup>	58	42
November 2001 <sup>xii</sup>	58	42
October 2001 <sup>xiii</sup>	56	44
September 2001 <sup>xliii</sup>	55	45
August 2001 <sup>xliv</sup>	59	41
February 2001 <sup>xlv</sup>	53	47
December 2000 <sup>xlvi</sup>	59	41
November 2000 <sup>xlvii</sup>	53	47
October 2000 <sup>xlvi</sup>	52	48
September 2000 <sup>xlix</sup>	50	50
August 2000 <sup>i</sup>	49	51
June 2000 <sup>ii</sup>	47	53
May 2000 <sup>iii</sup>	48	52

**Q7 Did you happen to use the internet YESTERDAY?<sup>3</sup>**

Based on internet users [N=1,676]

	YES, USED INTERNET YESTERDAY	NO, DID NOT USE INTERNET YESTERDAY	DON'T KNOW	REFUSED
Current	71	28	1	*
September 2009	73	27	*	*
April 2009	73	26	1	*
December 2008	72	28	*	--
November 2008	72	27	*	--
August 2008	72	27	1	--
July 2008	71	28	1	--
May 2008	70	30	1	--
April 2008	72	28	*	--
December 2007	72	27	*	--
September 2007	68	32	*	--
February 2007	69	31	*	--
December 2006	65	34	*	--
November 2006	64	36	*	--
August 2006	66	34	*	--
April 2006	66	33	*	--
December 2005	63	36	*	--
September 2005	65	34	*	--
February 2005	60	40	*	--
January 2005	58	42	*	--
November 2004	61	39	*	--
June 2004	53	46	1	--
February 2004	55	44	*	--

**Q7 continued...**

<sup>3</sup> Prior to January 2005, question wording was "Did you happen to go online or check your email **yesterday?**"

**Q7 continued...**

	YES, USED INTERNET YESTERDAY	NO, DID NOT USE INTERNET YESTERDAY	DON'T KNOW	REFUSED
November 2003	54	45	*	--
July 2003	52	47	1	--
June 2003	55	44	*	--
May 2003	58	42	*	--
March 3-11, 2003	60	40	0	--
February 2003	60	40	*	--
December 2002	56	44	*	--
November 2002	57	43	*	--
October 2002	57	43	0	--
September 2002	58	42	*	--
July 2002	53	47	*	--
March/May 2002	57	43	*	--
January 2002 <sup>4</sup>	59	41	*	--
Dec. 17-23, 2001	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 <sup>5</sup>	59	41	*	--
Fall 2000 <sup>liii</sup>	56	44	*	--
August 2000	50	50	*	--
June 2000	52	48	*	--
April 2000 <sup>liv</sup>	55	45	0	--
March 2000 <sup>lv</sup>	60	40	*	--

<sup>4</sup> Internet user defined as Q5=1 and Q6=1 from Aug. 2001 until Jan 2002.

<sup>5</sup> Internet user for Feb. 2001 defined as Q5=1 and (Q6=1 or Q6A=1-7).

**Q8** 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=1,676]

	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
<b>a. Home</b>									
Current	38	21	13	13	4	4	6	*	*
September 2009	37	21	13	13	4	4	6	*	*
April 2009	37	22	15	11	3	3	8	*	*
December 2008	35	22	15	13	4	3	6	*	*
November 2008	34	23	15	12	4	5	7	*	*
August 2008	35	22	15	13	5	3	7	*	--
July 2008 <sup>6</sup>	29	25	17	14	4	4	7	*	--
May 2008	37	21	15	11	5	6	6	*	--
December 2007	36	22	14	11	5	6	7	*	--
September 2007	34	21	15	12	5	6	6	*	--
February 2007	31	24	15	12	6	7	5	*	--
November 2006	30	24	16	13	5	5	7	*	--
February 2006	29	25	17	12	5	6	6	*	--
June 2005	27	22	15	13	6	7	10	*	--
July 2004 <sup>lv</sup>	27	27	17	13	5	5	7	*	--
March 2004 <sup>lvii</sup>	29	24	15	13	6	5	8	*	--
<b>b. Work</b>									
Current	33	6	4	3	1	2	49	*	*
September 2009	34	7	4	4	2	3	46	*	*
April 2009	36	8	6	4	1	2	41	*	1
December 2008	36	9	5	4	2	2	40	*	*
November 2008	36	7	4	4	2	3	44	*	*
August 2008	37	7	5	5	2	2	42	1	--
July 2008	32	8	4	3	1	2	48	2	--
May 2008	36	8	5	5	1	7	37	1	--
December 2007	37	9	3	4	1	5	40	1	--
September 2007	35	9	5	4	1	4	42	*	--
February 2007	38	9	5	3	2	5	38	1	--
November 2006	31	9	5	5	2	4	43	1	--
February 2006	35	8	5	3	2	7	40	1	--
June 2005	35	9	5	4	2	6	39	*	--
July 2004	28	12	5	4	1	5	44	*	--
March 2004	28	10	5	6	2	4	44	*	--

<sup>6</sup> Beginning in July 2008, "Never" is offered as an explicitly read category. Prior to July 2008, it was a volunteered category.

Q9 As I read the following list of items, please tell me if you happen to have each one, or not. Do you have... [INSERT ITEMS IN ORDER]?

	YES	NO	DON'T KNOW	REFUSED
a. A desktop computer				
Current	58	42	*	*
September 2009	62	37	0	*
April 2009	64	36	*	*
April 2008	65	34	*	--
Dec 2007	65	35	*	--
April 2006	68	32	*	--
b. A laptop computer [includes netbook]				
Current	46	53	*	*
September 2009	47	53	*	*
April 2009	47	53	*	*
April 2008	39	61	*	--
Dec 2007	37	63	*	--
April 2006	30	69	*	--
c. A cell phone or a Blackberry or iPhone or other device that is also a cell phone <sup>7</sup>				
Current	83	17	0	*
September 2009	84	15	*	*
April 2009	85	15	*	*
April 2008	78	22	*	--
Dec 2007	75	25	*	--
Sept 2007	78	22	*	--
April 2006	73	27	*	--
January 2005 <sup>8</sup>	66	34	*	--
November 23-30, 2004	65	35	*	--

<sup>7</sup> Prior to April 2009, item wording was "A cell phone." Beginning December 2007, this item was not asked of the cell phone sample, but results shown here reflect Total combined Landline and cell phone sample.

<sup>8</sup> Through January 2005, question was not asked as part of a series. Question wording as follows: "Do you happen to have a cell phone, or not?"

**Q9d** Does anyone in your household have a working cell phone?

Based on non-cell phone users [N=339]

	<u>CURRENT</u>	
%	31	Yes
	68	No
	*	Don't know
	*	Refused

**Q10** On your laptop computer, do you ever use [INSERT IN ORDER]?

Based on internet users who have a laptop

	<u>YES</u>	<u>NO</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>
a. WiFi or wireless connection to access the internet [IF NECESSARY: WiFi is a short-range wireless internet connection.]				
Current [N=1,000]	83	16	1	*
September 2009 [N=965]	82	17	1	*
April 2009 [N=937]	80	19	1	*
b. Wireless broadband, such as an AirCard, to access the internet [IF NECESSARY: Wireless broadband is a longer-range wireless connection, offered by many telephone companies and others.]				
Current	28	69	2	*
September 2009	31	64	5	*
April 2009	37	57	6	*



**Q11** Please tell me if you ever use your cell phone or Blackberry or other device to do any of the following things. Do you ever use it to [INSERT ITEMS; ALWAYS ASK a-b FIRST in order; ROTATE c-e.]?

Based on cell phone users

	YES, DO THIS	NO, DO NOT DO THIS	(VOL.) CELL PHONE CAN'T DO THIS	DON'T KNOW	REFUSED
<b>a. Send or receive email</b>					
Current [N=1,919]	29	70	*	*	*
September 2009 [N=1,868]	27	72	*	*	0
April 2009 [N=1,818]	25	75	n/a	*	0
December 2007 [N=1,704]	19	81	n/a	0	--
<b>b. Send or receive text messages</b>					
Current	68	32	*	*	0
September 2009	65	35	*	*	0
April 2009	65	35	n/a	*	0
December 2007	58	42	n/a	0	--
<b>c. Send or receive pictures</b>					
Current	56	44	1	*	0
September 2009	52	47	*	*	*
<b>d. Send or receive Instant Messages</b>					
Current	31	68	*	1	0
September 2009	27	71	1	1	*
April 2009	20	79	n/a	*	*
December 2007	17	83	n/a	*	--
<b>e. Access the internet<sup>9</sup></b>					
Current	32	67	1	*	0
September 2009	29	71	1	*	0
April 2009	25	74	n/a	*	*
December 2007	19	81	n/a	0	--

**WIRELESS** Wireless internet use<sup>10</sup>

	WIRELESS INTERNET USER	INTERNET USER BUT NOT WIRELESS	ALL OTHERS
Current	55	24	21
September 2009	54	25	21
April 2009	56	23	20
December 2008	43	30	26
November 2008	37	37	26

<sup>9</sup> In December 2007, item wording was "Access the internet for news, weather, sports, or other information"

<sup>10</sup> Definitions for wireless internet use may vary from survey to survey.

**WEB1** Please tell me if you ever use the internet to do any of the following things. Do you ever use the internet to.../Did you happen to do this **yesterday**, or not?<sup>11</sup>

Based on all internet users [N=1,676]

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
Send or read e-mail					
Current	90	55	10	*	*
September 2009	89	58	11	*	*
April 2009	90	57	9	*	0
December 2008	91	58	9	*	--
November 2008	89	56	11	0	*
August 2008	92	60	8	*	--
December 2007	92	60	8	*	--
September 2007	90	56	10	*	--
February 2007	91	56	9	*	--
December 2006	91	54	8	*	--
November 2006 <sup>12</sup>	91	52	9	*	--
August 2006 <sup>13</sup>	90	53	10	*	--
December 2005	91	53	9	*	--
September 2005	91	54	9	*	--
February 2005	91	52	9	*	--
January 2005	90	49	9	*	--
November 23-30, 2004	92	48	8	*	--
November 2004	93	54	7	*	--
June 2004	93	45	7	*	--
February 2004	91	48	8	*	--
Nov 2003	91	48	8	*	--
June 2003	91	49	9	*	--
May 2003	93	52	7	*	--
March 20-25, 2003	94	50	6	*	--
March 12-19, 2003 <sup>lviii</sup>	91	52	9	0	--
March 3-11, 2003	94	54	6	*	--
February 2003	91	50	9	*	--
Dec 2002	93	49	7	0	--
Nov 2002	94	51	6	*	--
Oct 2002	93	50	7	0	--
Sept 2002	93	51	7	*	--
July, 2002	93	46	7	*	--
March/May 2002	93	50	7	*	--
Jan 2002	95	52	5	0	--

**WEB1 continued...**

<sup>11</sup> 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...?/Did you happen to do this yesterday, or not?"

<sup>12</sup> November 2006 results for this activity series reflect the landline respondents only [N=1,578].

<sup>13</sup> August 2006 WEB1 trends were asked of internet users based on split form. Results shown for "Send or read e-mail" reflect combined responses for total internet users.

**WEB1 continued...**

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
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	52	7	*	--
Feb 2001	93	53	7	*	--
Fall 2000	92	49	8	*	--
August 2000	93	43	7	*	--
Look online for news or information about politics <sup>14</sup>					
Current	68	26	31	*	*
April 2009	60	25	39	*	0
November 2008	58	13	42	*	0
August 2008	56	25	44	*	--
May 2008	55	23	44	*	--
December 2007 <sup>15</sup>	47	16	53	*	--
August 2006	54	19	46	*	--
November 2004	58	18	42	*	--
June 2004	49	13	51	*	--
February 2004	46	13	54	*	--
Nov 2002	40	13	60	*	--
Oct 2002	45	11	55	*	--
Sept 2002	42	9	57	*	--
July 2002	43	9	57	0	--
Fall 2000	43	16	57	*	--
August 2000	30	8	70	*	--
June 2000	34	7	66	*	--
April 2000	34	7	66	*	--
March 2000	35	10	65	*	--

**WEB1 continued...**

<sup>14</sup> For all 2008 trends, item wording was "Look online for news or information about politics or the 2008 campaigns". In December 2007, item wording was "Look online for news or information about politics or the campaign". In August 2006, item wording was "Look online for news or information about politics or the upcoming campaigns". Prior to August 2006, item wording was "Look for news or information about politics and the campaign".

<sup>15</sup> In December 2007, item was based on all landline internet users and Form 2 Cell sample internet users [N=1,358].

**WEB1 continued...**

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
Look for information from a local, state, or federal government web site <sup>16</sup>					
Current	59	10	41	*	*
November 2008	59	10	41	*	0
May 2008	66	13	33	*	--
November 2006	49	9	50	1	--
August 2006	66	14	33	1	--
November 2004	54	10	45	*	--
June 2003	69	9	31	*	--
May 2003	65	11	35	*	--
March 20-25, 2003	61	10	39	*	--
March 12-19, 2003	64	11	36	0	--
November 2002	56	10	44	*	--
Sept 2002	56	9	43	*	--
July 2002	62	8	38	*	--
March/May 2002	59	8	41	*	--
Jan 2002	58	9	41	*	--
Sept 12-19, 2001	57	5	43	1	--
Aug 2001	60	7	40	*	--
June 2000 <sup>17</sup>	51	6	49	*	--
April 2000	51	7	49	*	--
March 2000	47	7	53	*	--
Send email to your local, state or federal government					
Current	27	2	73	*	*
Use a social networking site like MySpace, Facebook or LinkedIn.com <sup>18</sup>					
Current	56	33	44	0	*
September 2009	47	27	52	*	*
April 2009	46	27	54	*	*
November 2008	37	19	63	0	0
May 2008	29	13	70	*	--
August 2006	16	9	84	*	--
September 2005	11	3	88	1	--
February 2005	8	2	91	1	--

**WEB1 continued...**

<sup>16</sup> In November 2008, item wording was "Visit a local, state or federal government website." In May 2008, item wording was "Visit a state, local or federal government website". In Nov 2006 and August 2006, item wording was "Visit a local, state or federal government website". Prior to August 2006, item wording was "Look for information from a local, state or federal government website."

<sup>17</sup> This item asked May 19, 2000 through June 30, 2000 only [N=1,568].

<sup>18</sup> 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"

**WEB1 continued...**

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	DON'T KNOW	REFUSED
Use Twitter or another service to share updates about yourself or to see updates about others <sup>19</sup>					
Current	21	11	78	*	*
September 2009	19	9	80	*	0
April 2009	11	5	88	1	*
December 2008	11	4	89	1	--
November 2008	9	3	90	*	*
August 2008	6	2	93	1	--

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<sup>19</sup> In August 2008, item wording was "Use Twitter or another "micro-blogging" service to share updates about yourself or to see updates about others"

**Q13** In the past 12 months, have you contacted your local, state or federal government by... [INSERT IN ORDER]?

	YES	NO	DON'T KNOW	REFUSED
a. Calling a government office or agency on the phone				
Current	29	70	1	*
August 2003	22	77	*	--
b. Visiting a government office or agency in person				
Current	24	76	*	*
August 2003	18	81	*	--
c. Writing a letter to a government office, agency or official <sup>20</sup>				
Current	17	83	*	*
September 2005	13	87	*	--
August 2003	20	79	*	--

**'Yes' to at least one:**

<b>Current</b>	<b>44</b>
<b>August 2003</b>	<b>39</b>

**Q14** OVERALL, when you have a question, problem, or task that requires contact with your local, state or federal government, which method of contact do you prefer MOST? (READ 1-5)<sup>21</sup>

	CURRENT		AUGUST 2003
%	35	Calling on the phone	38
	20	Visiting in person	15
	11	Writing a letter	15
	10	Visiting a web site	17
	18	Sending email	9
	1	Some other way (VOL./SPECIFY)	1
	4	Never contact government (VOL.)	4
	1	(DO NOT READ) Don't know	1
	*	(DO NOT READ) Refused	--

<sup>20</sup> In August 2003, item wording was "Writing a letter to a government office or agency"

<sup>21</sup> In August 2003, question wording was "Overall, when you have a question, problem, or task that requires contact with the government, what is the method you prefer MOST?"

**Q15** Just in general, which level of government would you say you deal with most often... local government, state government or the federal government?

	<u>CURRENT</u>	
%	52	Local government
	22	State government
	15	Federal government
	2	(VOL.) All equally/A combination
	6	(VOL.) None of them
	2	Don't know
	*	Refused

**Q16** In general, how important do you feel it is today for a government agency to [INSERT IN ORDER] ... very important, somewhat important, not too important or not important at all?

	<u>VERY</u>	<u>SOME- WHAT</u>	<u>NOT TOO</u>	<u>NOT AT ALL</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>
a. Provide general information to the public on its website	67	20	4	6	3	1
b. Allow people to contact agency officials through the website	62	23	4	6	4	1
c. Allow people to complete tasks on the website, such as submitting applications or renewing licenses	62	22	5	7	4	1
d. Post information and alerts on sites such as Facebook or Twitter	21	25	19	24	10	2

**Q17** Many government websites are set up to provide information and services. In the past 12 months, have you done any of the following online with your local, state or federal government? [INSERT; RANDOMIZE] ... Have you done this online with the government in the past 12 months?<sup>22</sup>

Based on all internet users [N=1,676]

	YES, HAVE DONE THIS	NO, HAVE NOT	DON'T KNOW	REFUSED
a. Renewed a driver's license or auto registration				
Current	33	67	*	*
b. Applied for a fishing, hunting or other recreational license				
Current	11	89	*	*
c. Paid a fine, such as a parking ticket				
Current	15	85	0	*
d. Looked for information about a public policy or issue of interest to you				
Current	48	51	1	*
e. Downloaded government forms				
Current	41	58	*	*
f. Looked up what services a government agency provides				
Current	46	54	*	*
g. Gotten advice or information from a government agency about a health or safety issue				
Current	25	75	*	*
Libraries Survey 2007 <sup>lix 23</sup>	25	74	1	--
h. Gotten recreational or tourist information from a government agency				
Current	30	70	*	*
Libraries Survey 2007 <sup>24</sup>	31	68	1	--
i. Researched official government documents or statistics				
Current	35	64	*	*
Libraries Survey 2007 <sup>25</sup>	38	61	1	--

**Q17 continued...**

<sup>22</sup> Libraries Survey 2007 trend wording was: "Next, please tell me if you ever do any of the following when you go online. When you go online, do you ever... (INSERT ITEM); [IF YES, FOLLOW-UP WITH:] Have you done this in the past year, or not?" Results for "No, have not" reflect combined "Yes, but not in past year" and "No, have never done this" trend figures.

<sup>23</sup> Libraries Survey 2007 item wording was "Get advice or information from a government agency about a health or safety issue"

<sup>24</sup> Libraries Survey 2007 item wording was "Get recreational or tourist information from a government agency"

<sup>25</sup> Libraries Survey 2007 item wording was "Research official government documents or statistics"



**Q17 continued...**

	YES, HAVE DONE THIS	NO, HAVE NOT	DON'T KNOW	REFUSED
j. Gotten information about or applied for government benefits				
Current	23	77	*	*
Libraries Survey 2007 <sup>26</sup>	20	80	*	--
k. Gotten information about how to apply for a government job				
Current	19	81	*	*

**Q18** Do you happen to recall the last government website you visited – that is, the one you went to most recently? [IF YES: What site was that?] [IF NECESSARY: It's okay if you don't recall the exact name of the website. Could you tell me which office or agency whose website you visited?]

Based on all internet users [N=1,676]

<u>CURRENT</u>		
%	64	Yes (SPECIFY)
	29	No, don't recall
	4	(VOL.) Have not visited any government websites
	3	Don't know
	*	Refused

**Q19** How did you know which government website to go to? Did you...[READ]

Based on internet users who recall the last government website they visited [N=1,084]

<u>CURRENT</u>		
%	44	Use a general search engine such as Google or Bing
	14	Learn about the site from a friend, family member or advertisement
	16	Go to a site you'd used before
	11	Go to a site listed in a government publication or notice
	4	Find the site through a general government site like usa.gov
	9	Some other way (VOL./SPECIFY)
	1	(DO NOT READ) Don't know
	*	(DO NOT READ) Refused

<sup>26</sup> Libraries Survey 2007 item wording was "Get information about or apply for government benefits"

- Q20** How much of what you were trying to do on the government site did you succeed in doing... everything you were trying to do... most of it... only some of it... or none of what you were trying to do?

Based on internet users who recall the last government website they visited [N=1,084]

	<u>CURRENT</u>	
%	51	Everything
	28	Most of it
	16	Some of it
	5	None of it
	*	Don't know
	0	Refused

- Q21** Here is another list of items. For each of the following, please tell me if you have done this in the past 12 months, or not. In the past 12 months, have you...[INSERT; RANDOMIZE]?

	<u>YES, HAVE DONE THIS</u>	<u>NO, HAVE NOT</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>
<i>Item A: Based on SNS users [N=849]</i>				
a. Followed or become a fan of a government agency or official through their page on a social networking site	9	91	*	0
<i>Item B: Based on all internet users [N=1,676]</i>				
b. Read the blog of a government agency or official	13	86	1	0
<i>Item C: Based on email users [N=1,613]</i>				
c. Signed up to receive EMAIL ALERTS from a government agency or official	15	85	*	0
<i>Item D: Based on texters [N=1,113]</i>				
d. Signed up to receive TEXT MESSAGES from a government agency or official	4	96	*	0
<i>Item E: Based on all internet users [N=1,676]</i>				
e. Watched a video online on a government website	15	84	1	0
<i>Item F: Based on Twitter users [N=307]</i>				
f. Followed a government agency or official on Twitter	7	93	0	0

- Q22** You say you have followed a government agency or official on a social networking site. Have you posted any comments on their page?

Based on SNS users who follow a government agency/official on an SNS site [N=76]

	<u>CURRENT</u>	
%	20	Yes, have done this
	77	No, have not
	3	Don't know
	0	Refused

- Q23** You said that you read the blog of a government agency or official. Have you posted any comments on their blog?

Based on internet users who read government blogs [N=243]

	<u>CURRENT</u>	
%	11	Yes, have done this
	88	No, have not
	*	Don't know
	0	Refused

- Q24** You said that you have followed a government agency or official on Twitter. Have you ever communicated directly with an agency or official using Twitter?

Based on Twitter users who follow a government agency/official on Twitter [N=23]

*There are too few cases to report.*

- Q25** For this next list of items, please tell me if you have used the internet to do any of the following. In the past 12 months, have you used the internet to... [INSERT ITEMS IN ORDER]?

Based on all internet users [N=1,676]

	<u>YES, HAVE DONE THIS</u>	<u>NO, HAVE NOT</u>	<u>DON'T KNOW</u>	<u>REFUSED</u>
a. Participate in an online town hall meeting	3	97	*	0
b. Post comments, queries or information on a blog, online discussion, listserv or other online forum about a government policy or public issue	11	89	*	0
c. Upload photos or videos online about a government policy or public issue	7	93	*	*
d. Join a group online that tries to influence government policies	12	88	*	*

- Q26** As you may know, some government agencies and officials now allow people to get information and submit feedback using NEW tools such as blogs, social networking sites like Facebook, services like Twitter, or text messaging. Please tell me whether you agree or disagree with each of the following statements. Having a way to follow and communicate online with the government using these tools... [INSERT; RANDOMIZE] – Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree?

	STRONG. AGREE	SOME- WHAT AGREE	SOME- WHAT DISAGR.	STRONG. DISAGR.	(VOL.) NEITHER AGR./ DISAGR.	(VOL.) UN- FAMILIAR WITH TOOLS	DON'T KNOW	REF.
a. Makes government agencies and officials more accessible	33	41	10	10	1	1	3	1
b. Helps people be more informed about what the government is doing	36	42	7	9	2	1	2	1
c. Is a waste of government money	17	24	29	23	3	1	3	1
d. Just delivers the same government information in different ways	25	47	11	8	1	2	4	1

- Q31** There are many types of government information available online. In the past 12 months, have you used the internet to... [INSERT; RANDOMIZE]?

Based on all internet users [N=1,676]

	YES	NO	DON'T KNOW	REFUSED
a. Visit a site that provides access to government data, like data.gov or recovery.gov or usaspending.gov	16	83	1	*
b. Look for information on who contributes to the campaigns of your elected officials	14	86	*	0
c. Download or read the text of any legislation	22	78	*	0
d. Look to see how money from the recent federal government stimulus package is being spent	23	77	*	*

- Q32** [READ TO NON-INTERNET USERS: On another topic,] Compared to two years ago, would you say that the federal government is now more open and accessible, less open and accessible, or about the same as it was two years ago?

	CURRENT	
%	34	More open and accessible
	13	Less open and accessible
	46	About the same
	6	Don't know
	1	Refused

**MODEMA** At home, do you 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?

**MODEMB** At home, what type of connection do you have to the internet... a dial-up telephone line, a DSL line, a cable modem, satellite connection, a connection to a fixed wireless provider, a wireless connection such as an AirCard, a fiber optic connection such as FIOS or a T-1?<sup>27</sup>

Based on those who use the internet from home

	DIAL-UP	TOTAL HIGH SPEED	----- DSL	----- CABLE MODEM	----- WIRELESS	----- FIBER OPTIC <sup>28</sup>	----- T-1	OTHER	DK	REF.
Current [N=1,582]	9	86	28	37	17	3	1	2	4	1
Sept 2009 [N=1,584]	7	87	30	37	15	4	*	2	3	2
April 2009 [N=1,567]	9	86	29	36	15	4	1	2	3	1
Dec 2008 [N=1,538]	13	80	30	32	15	3	*	1	5	--
Nov 2008 [N=1,481]	12	82	33	34	13	3	*	1	5	--
Aug 2008 [N=1,543]	13	81	37	30	10	3	1	1	5	--
July 2008 [N=1,797]	14	81	35	30	13	3	1	1	4	--
May 2008 [N=1,463]	15	79	36	31	9	2	*	1	5	--
Dec 2007 [N=1,483]	18	77	34	31	10	2	1	1	3	--
Sept 2007 [N=1,575]	20	73	34	30	8	2	n/a	1	6	--
Feb 2007 [N=1,406]	23	70	35	28	6	1	n/a	1	6	--
Aug 2006 [N=1,787]	28	68	34	30	3	1	n/a	1	3	--
Dec 2005 [N=1,715]	35	61	29	27	4	1	n/a	1	3	--
June 2005 [N=1,204]	44	53	24	25	3	1	n/a	1	1	--
Feb 2005 [N=1,287]	47	50	22	25	3	1	n/a	1	3	--
Jan 2005 [N=1,261]	48	50	21	26	2	1	n/a	1	1	--
Feb 2004 [N=1,241]	55	42	18	23	1	1	n/a	1	2	--
Nov 2003 [N=1,199]	62	35	13	21	1	*	n/a	1	2	--

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 Research Center's 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](http://www.pewinternet.org) [w-w-w dot pew internet dot org]. Thanks again for your time. Have a nice day/evening.

<sup>27</sup> Beginning September 2009, the question asking about type of home internet connection (MODEM) was form split. MODEMA was asked of Form A respondents who use the internet from home. MODEMB was asked of Form B respondents who use the internet from home. Results shown here reflect combined MODEMA and MODEMB percentages. Form B respondents who answered "satellite," fixed wireless provider," or "other wireless such as an AirCard or cell phone" have been combined in the "Wireless" column in the table.

<sup>28</sup> In Sept. 2007 and before, "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.

## Methodology

This report is based on the findings of a daily tracking survey on Americans' use of the Internet. The results in this report are based on data from telephone interviews conducted by Princeton Survey Research Associates International between November 30 and December 27, 2009, among a sample of 2,258 adults, age 18 and older. Interviews were conducted in both English (n=2,197) and Spanish (n=61). For results based on the total sample, one can say with 95% confidence that the error attributable to sampling and other random effects is plus or minus 2.4 percentage points. For results based Internet users (n=1,676), the margin of sampling error is plus or minus 2.8 percentage points. In addition to sampling error, question wording and practical difficulties in conducting telephone surveys may introduce some error or bias into the findings of opinion polls.

A combination of landline and cellular random digit dial (RDD) samples was used to represent all adults in the continental United States who have access to either a landline or cellular telephone. Both samples were provided by Survey Sampling International, LLC (SSI) according to PSRAI specifications. Numbers for the landline sample were selected with probabilities in proportion to their share of listed telephone households from active blocks (area code + exchange + two-digit block number) that contained three or more residential directory listings. The cellular sample was not list-assisted, but was drawn through a systematic sampling from dedicated wireless 100-blocks and shared service 100-blocks with no directory-listed landline numbers.

New sample was released daily and was kept in the field for at least five days. The sample was released in replicates, which are representative subsamples of the larger population. This ensures that complete call procedures were followed for the entire sample. At least 7 attempts were made to complete an interview at sampled telephone number. The calls were staggered over times of day and days of the week to maximize the chances of making contact with a potential respondent. Each number received at least one daytime call in an attempt to find someone available. For the landline sample, half of the time interviewers first asked to speak with the youngest adult male currently at home. If no male was at home at the time of the call, interviewers asked to speak with the youngest adult female. For the other half of the contacts interviewers first asked to speak with the youngest adult female currently at home. If no female was available, interviewers asked to speak with the youngest adult male at home. For the cellular sample, interviews were conducted with the person who answered the phone. Interviewers verified that the person was an adult and in a safe place before administering the survey. Cellular sample respondents were offered a post-paid cash incentive for their participation. All interviews completed on any given day were considered to be the final sample for that day.

Non-response in telephone interviews produces some known biases in survey-derived estimates because participation tends to vary for different subgroups of the population, and these subgroups are likely to vary also on questions of substantive interest. In order to compensate for these known biases, the sample data are weighted in analysis. The demographic weighting parameters are derived from a special analysis of the most recently available Census Bureau's March 2009 Annual Social and Economic Supplement. This analysis produces population parameters for the demographic characteristics of adults age 18 or older. These parameters are then compared with the sample characteristics to construct sample weights. The weights are derived using an iterative technique that simultaneously balances the distribution of all weighting parameters.

Following is the full disposition of all sampled telephone numbers:

**Table 1: Sample Disposition**

Landline	Cell	
21990	8100	<b>T</b> Total Numbers Dialed
1263	183	<b>OF</b> Non-residential
1068	6	<b>OF</b> Computer/Fax
10	0	<b>OF</b> Cell phone
9496	3132	<b>OF</b> Other not working
1130	140	<b>UH</b> Additional projected not working
9023	4639	Working numbers
41.0%	57.3%	Working Rate
377	47	<b>UH</b> No Answer / Busy
1201	1101	<b>UO<sub>NC</sub></b> Voice Mail
40	8	<b>UO<sub>NC</sub></b> Other Non-Contact
7405	3483	Contacted numbers
82.1%	75.1%	Contact Rate
668	642	<b>UO<sub>R</sub></b> Callback
4868	1940	<b>UO<sub>R</sub></b> Refusal
1869	901	Cooperating numbers
25.2%	25.9%	Cooperation Rate
66	27	<b>IN1</b> Language Barrier
0	291	<b>IN2</b> Child's cell phone
1803	583	Eligible numbers
96.5%	64.7%	Eligibility Rate
110	18	<b>R</b> Break-off
1693	565	<b>I</b> Completes
93.9%	96.9%	Completion Rate
19.5%	18.8%	Response Rate

The disposition reports all of the sampled telephone numbers ever dialed from the original telephone number samples. The response rate estimates the fraction of all eligible respondents in the sample that were ultimately interviewed. At PSRAI it is calculated by taking the product of three component rates:

- Contact rate – the proportion of working numbers where a request for interview was made
- Cooperation rate – the proportion of contacted numbers where a consent for interview was at least initially obtained, versus those refused
- Completion rate – the proportion of initially cooperating and eligible interviews that were completed

Thus the response rate for the landline sample was 19.5 percent. The response rate for the cellular sample was 18.8 percent.

## Endnotes

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<sup>i</sup> September 2009 trends based on the September Tracking 2009 survey, conducted August 18 – September 14, 2009 [N=2,253, including 560 cell phone interviews].

<sup>ii</sup> April 2009 trends based on the Spring 2009 Tracking survey, conducted March 26-April 19, 2009 [N=2,253, including 561 cell phone interviews].

<sup>iii</sup> December 2008 trends based on the Fall Tracking survey, conducted November 19-December 20, 2008 [N=2,253, including 502 cell phone interviews]. Trends do not include California oversample.

<sup>iv</sup> November 2008 trends based on the Post-Election 2008 Tracking survey, conducted November 20-December 4, 2008 [N=2,254].

<sup>v</sup> August 2008 trends based on the August Tracking 2008 survey, conducted August 12-31, 2008 [N=2,251].

<sup>vi</sup> July 2008 trends based on the Personal Networks and Community survey, conducted July 9-August 10, 2008 [N=2,512, including 505 cell phone interviews]

<sup>vii</sup> May 2008 trends based on the Spring Tracking 2008 survey, conducted April 8-May 11, 2008 [N=2,251].

<sup>viii</sup> April 2008 trends based on the Networked Workers survey, conducted March 27-April 14, 2008. Most questions were asked only of full- or part-time workers [N=1,000], but trend results shown here reflect the total sample [N=2,134].

<sup>ix</sup> January 2008 trends based on the Networked Families survey, conducted December 13, 2007-January 13, 2008 [N=2,252].

<sup>x</sup> December 2007 trends based on the Annual Gadgets survey, conducted October 24-December 2, 2007 [N=2,054, including 500 cell phone interviews].

<sup>xi</sup> September 2007 trends based on the Consumer Choice survey, conducted August 3-September 5, 2007 [N=2,400, oversample of 129 cell phone interviews].

<sup>xii</sup> February 2007 trends based on daily tracking survey conducted February 15-March 7, 2007 [N=2,200].

<sup>xiii</sup> December 2006 trends based on daily tracking survey, conducted November 30 - December 30, 2006 [N=2,373].

<sup>xiv</sup> November 2006 trends based on Post-Election tracking survey, conducted Nov. 8-Dec. 4, 2006 [N=2,562]. This includes an RDD sample [N=2,362] and a cell phone only sample [N=200]. Results reflect combined samples, where applicable.

<sup>xv</sup> August 2006 trends based on daily tracking survey, conducted August 1-31, 2006 [N=2,928].

<sup>xvi</sup> April 2006 trends based on the Annual Gadgets survey, conducted Feb. 15-Apr. 6, 2006 [N=4,001].

<sup>xvii</sup> February 2006 trends based on the Exploratorium Survey, conducted Jan. 9-Feb. 6, 2006 [N=2,000].

<sup>xviii</sup> December 2005 trends based on daily tracking survey conducted Nov. 29-Dec. 31, 2005 [N=3,011].

<sup>xix</sup> September 2005 trends based on daily tracking survey conducted Sept. 14-Oct.13, 2005 [N=2,251].

<sup>xx</sup> June 2005 trends based on the Spyware Survey, conducted May 4-June 7, 2005 [N=2,001].

<sup>xxi</sup> February 2005 trends based on daily tracking survey conducted Feb. 21-March 21, 2005 [N=2,201].

<sup>xxii</sup> January 2005 trends based on daily tracking survey conducted Jan. 13-Feb.9, 2005 [N=2,201].

<sup>xxiii</sup> November 23-30, 2004 trends based on the November 2004 Activity Tracking Survey, conducted November 23-30, 2004 [N=914].

<sup>xxiv</sup> November 2004 trends based on the November Post-Election Tracking Survey, conducted Nov 4-Nov 22, 2004 [N=2,200].

<sup>xxv</sup> June 2004 trends based on daily tracking survey conducted May 14-June 17, 2004 [N=2,200].

<sup>xxvi</sup> February 2004 trends based on daily tracking survey conducted February 3-March 1, 2004 [N=2,204].



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- xxvii November 2003 trends based on daily tracking survey conducted November 18-December 14, 2003 [N=2,013].
- xxviii August 2003 trends based on 'E-Government' survey conducted June 25-August 3, 2003 [N=2,925].
- xxix June 2003 trends based on 'Internet Spam' survey conducted June 10-24, 2003 [N=2,200].
- xxx May 2003 trends based on daily tracking survey conducted April 29-May 20, 2003 [N=1,632].
- xxxi March 3-11, 2003 trends based on daily tracking survey conducted March 3-11, 2003 [N=743].
- xxxii February 2003 trends based on daily tracking survey conducted February 12-March 2, 2003 [N=1,611].
- xxxiii December 2002 trends based on daily tracking survey conducted Nov. 25-Dec. 22, 2002 [N=2,038].
- xxxiv November 2002 trends based on daily tracking survey conducted October 28-November 24, 2002 [N=2,745].
- xxxv October 2002 trends based on daily tracking survey conducted October 7-27, 2002 [N=1,677].
- xxxvi September 2002 trends based on daily tracking survey conducted September 9-October 6, 2002 [N=2,092].
- xxxvii July 2002 trends based on 'Sept. 11<sup>th</sup>-The Impact Online' survey conducted June 26-July 26, 2002 [N=2,501].
- xxxviii March/May 2002 trends based on daily tracking surveys conducted March 1-31, 2002 and May 2-19, 2002.
- xxxix January 2002 trends based on a daily tracking survey conducted January 3-31, 2002.
- xi December 2001 trends represent a total tracking period of December 1-23, 2001 [N=3,214]. This tracking period based on daily tracking surveys conducted December 17-23, 2001 and November 19-December 16, 2001.
- xii November 2001 trends represent a total tracking period of November 1-30, 2001 [N=2,119]. This tracking period based on daily tracking surveys conducted October 19 – November 18, 2001 and November 19 – December 16, 2001.
- xiii October 2001 trends represent a total tracking period of October 1-31, 2001 [N=1,924]. This tracking period based on daily tracking surveys conducted September 20 – October 1, 2001, October 2-7, 2001, October 8-18, 2001, and October 19 – November 18, 2001.
- xiiii September 2001 trends represent a total tracking period of September 1-30, 2001 [N=742]. This tracking period based on daily tracking surveys conducted August 13-September 10, 2001, September 12-19, 2001 and September 20 – October 1, 2001.
- xlv August 2001 trends represent a total tracking period of August 13-31, 2001 [N=1,505]. This tracking period based on a daily tracking survey conducted August 13-September 10, 2001.
- xlvi February 2001 trends based on a daily tracking survey conducted February 1, 2001-March 1, 2001 [N=2,096].
- xlvii December 2000 trends based on a daily tracking survey conducted December 2-22, 2000 [N=2,383].
- xlviii November 2000 trends based on a daily tracking survey conducted November 2, 2000 – December 1 [N=6,322].
- xlix October 2000 trends based on a daily tracking survey conducted October 2 – November 1, 2000 [N=3,336].
- l September 2000 trends based on a daily tracking survey conducted September 15 – October 1, 2000 [N=1,302].
- li August 2000 trends based on a daily tracking survey conducted July 24 – August 20, 2000 [N=2,109].
- lii June 2000 trends based on a daily tracking survey conducted May 2 – June 30, 2000 [N=4,606].
- liii May 2000 trends based on a daily tracking survey conducted March 1 – May 1, 2000 [N=6,036].
- liiii Fall 2000 figures based on a daily tracking survey conducted September 15 – December 22, 2000 [N=13,342].
- liv April 2000 figures based on a daily tracking survey conducted April 1 – May 1, 2000 [N=2,503].
- lv March 2000 figures based on a daily tracking survey conducted March 1 – March 31, 2000 [N=3,533].
- lvi July 2004 trend figures based on the "Selective Exposure" survey, conducted June 14-July 3, 2004 [N=1,510].
- lvii March 2004 trends based on "Weak Ties" survey conducted February 17-March 17, 2004 [N=2,200].
- lviii March 12-19, 2003 trends based on daily tracking survey conducted March 12-19, 2003 [N=883].
- lix Libraries Survey 2007 trends based on the Pew Internet & American Life Project and University of Illinois Libraries Survey, conducted June 27-September 4, 2007 [N=2,796, including 733 callbacks].