

April 2000

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

Sample: n = 2,503 adults 18 and older

Interviewing dates: 4-1-2000 – 5-1-2000

Margin of error is plus or minus 2.5 percentage points for results based on the full sample

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

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

%	51	Satisfied
	41	Dissatisfied
	8	Don't know/Refused

(N = 6,036 \*)

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

%	63	Yes
	37	No
	*	Don't know/Refused

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

%	49	Goes online
	14	Does not go online
	*	Don't know
	37	Not a computer user

**Q30** Did you EVER at some point use the Internet or email, but have since stopped for some reason?

**Based on those who do not use the Internet**

%	13	Yes
	86	No
	*	Don't know/Refused

\* Results for Q1 - Q6 based on daily tracking conducted March 1 through May 1, 2000.

Q31 Which of these reasons BEST describes why you stopped using the Internet — because...  
(READ)?

**Based on those who have stopped using the Internet**

- % 14 You changed jobs
- 21 You no longer have a computer
- 9 You didn't find the Internet very interesting or useful
- 8 You were worried about your privacy on the Internet
- 11 Paying for Internet access was too expensive
- 33 Other
- 5 Don't know/Refused

Q32 Now a few questions about how difficult it would be, if at all, for you to give up some things in your life. How hard would it be for you to give up (INSERT ITEM) — very hard, somewhat, not too, or not at all?

**Based on those who do not use the Internet**

	VERY HARD	SOMEWHAT HARD	NOT TOO HARD	NOT AT ALL HARD	DO NOT USE/DO NOT HAVE	DON'T KNOW/REFUSED
a. your telephone	63	16	8	12	*	1
b. your television	44	24	13	17	1	1
c. cable TV	27	20	13	24	16	*
d. your cell phone	12	9	6	22	50	1
e. your favorite newspaper	17	19	17	36	11	1
f. your favorite magazine	10	15	17	41	17	1

**Q33** Would you LIKE to start using the Internet and email, or isn't that something you're interested in?

**Based on those who have never used the Internet**

% 16 Yes  
 81 No  
 2 Don't know/Refused

**Q34** 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?

% 12 Definitely  
 29 Probably  
 25 Probably not  
 32 Definitely not  
 2 Don't know/Refused

**Q35** Finally, 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. Do you strongly agree, somewhat agree, somewhat DISagree, or strongly disagree?

	STRONGLY AGREE	SOMEWHAT AGREE	SOMEWHAT DISAGREE	STRONGLY DISAGREE	DON'T KNOW/ REFUSED
a. I'm missing out on things by not using the Internet and email	15	24	22	29	10
b. The Internet is mostly a form of entertainment	17	28	22	17	16
c. The Internet would help me find out about things more easily	39	32	9	9	12
d. The Internet is a dangerous thing	23	31	18	17	11
e. The Internet is confusing and hard to use	14	22	23	15	26
f. Internet access is too expensive	19	21	17	11	33

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Selected Questions from  
**Daily Internet Tracking Survey** Topline 6.27.2000  
 May-June 2000

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

Sample:  $n = 4,606$  adults 18 and older  
 Interviewing dates: May 2-June 30, 2000  
 Margin of error is plus or minus 2.5 percentage points for results based on the full sample  
 Margin of error is plus or minus 3 percentage points for results based on Internet users

**ASK ALL — INTERNET USERS AND NON-USERS: [N = 2,117]**

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

			JUNE 1997	FEB 1997
%	32	Most people can be trusted	42	45
	61	Can't be too careful in dealing with people	54	52
	5	Other/Depends	3	2
	2	Don't know/Refused	1	1

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?

			JUNE 1997	FEB 1997
%	39	Most people would try to take advantage	39	37
	49	Most people would try to be fair	56	58
	9	Depends	4	4
	3	Don't know/Refused	1	1

T3 How concerned are you, if at all, about businesses and people you don't know getting personal information about you and your family — very concerned, somewhat, not too, or not at all?

%	59	Very concerned
	25	Somewhat concerned
	8	Not too concerned
	7	Not at all concerned
	1	Don't know/Refused

T26 Do you think all Internet companies should ask people for permission to use personal information when people give it to them, or don't you think that's necessary?

%	79	Internet companies should ask people for permission to use personal information
	15	Don't think that's necessary
	6	Don't know/Refused

Note: These questions are only a selection from April, May and June and do not reflect all the questions from which data was gathered for the *Who is Not Online* Report. Please contact the Pew Internet Project at [webmaster@pewinternet.org](mailto:webmaster@pewinternet.org) for further details on questions that may be missing from this questionnaire.