

PEW RESEARCH CENTER FOR THE PEOPLE AND THE PRESS
1998 TECHNOLOGY SURVEY
-- FINAL TOPLINE --
October 26 - December 1, 1998
N = 2,000 general public
N = 1,993 online users

Hello, I am _____ calling for Princeton Survey Research Associates in Princeton, New Jersey. We are conducting a telephone opinion survey for leading newspapers and TV stations around the country. I'd like to ask a few questions of the youngest male, 18 years of age or older, who is now at home. **[IF NO MALE, ASK: May I please speak with the oldest female, 18 years of age or older, who is now at home?]**

The first question is...

Q.1 All in all, would you say that you are satisfied or dissatisfied with the way things are going in this country today?

	<u>Satisfied</u>	<u>Dissatisfied</u>	<u>No Opinion</u>
November, 1998	46	44	10=100
Early September, 1998	54	42	4=100
Late August, 1998	55	41	4=100
Early August, 1998	50	44	6=100
February, 1998	59	37	4=100
January, 1998	46	50	4=100
September, 1997	45	49	6=100
August, 1997	49	46	5=100
January, 1997	38	58	4=100
July, 1996	29	67	4=100
March, 1996	28	70	2=100
October, 1995	23	73	4=100
June, 1995	25	73	2=100
April, 1995	23	74	3=100
July, 1994	24	73	3=100
March, 1994	24	71	5=100
October, 1993	22	73	5=100
September, 1993	20	75	4=100
May, 1993	22	71	7=100
January, 1993	39	50	11=100
January, 1992	28	68	4=100
November, 1991	34	61	5=100
<i>Late February, 1991 (Gallup)</i>	<i>66</i>	<i>31</i>	<i>3=100</i>
August, 1990	47	48	5=100
May, 1990	41	54	5=100
January, 1989	45	50	5=100
September, 1988	50	45	5=100
May, 1988	41	54	5=100
January, 1988	39	55	6=100

Q.2 Do you, yourself, ever use a computer at home, at work, or at school? **PROBE:** Is that at home, work or school?

57 Yes
 43 No
 * Don't know/Refused
 100

Q.3 Do you ever go online to access the Internet or World Wide Web or to send and receive email?

BASED ON TOTAL RESPONDENTS:

<i>Four Survey</i>	Dec	Tech.	Sept	Aug	Nov	July	June
<i>Average</i>	<u>1998</u> ¹	<u>Survey</u>	<u>1998</u>	<u>1998</u>	<u>1997</u>	<u>1996</u>	<u>1995</u> ²
41 Goes online	42	37	42	43	36	23	14
59 Does not go online	58	63	58	57	63	77	86
* Don't know/Refused	<u>0</u>	<u>*</u>	<u>*</u>	<u>*</u>	<u>1</u>	<u>0</u>	<u>*</u>
100	100	100	100	100	100	100	100

Q.4 Do you happen to read any daily newspaper or newspapers regularly, or not?

	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
November, 1998	70	30	0=100
April, 1998	68	32	*=100
April, 1996	71	28	1=100
June, 1995	69	34	*=100
March, 1995	71	29	*=100
October, 1994	73	27	*=100
July, 1994	74	26	*=100
February, 1994	70	30	0=100
January, 1994	71	29	*=100
June, 1992	75	25	*=100
July, 1991	73	27	*=100
May, 1991	70	30	*=100
January, 1991	72	27	1=100
November, 1990	74	26	0=100
October, 1990	72	28	0=100
July, 1990	71	29	0=100
May, 1990	71	29	0=100

¹ December figures based on a national sample of 1201 adults conducted December 9-13, 1998, subsequent to the main Technology Survey.

² The 1995 figure combines responses from two separate questions:
 (1) Do you or anyone in your household ever use a modem to connect to any computer bulletin boards, information services such as CompuServe or Prodigy, or other computers at other locations? (IF YES, PROBE: Is that you, someone else or both?)
 (2) Do you, yourself, ever use a computer at (work) (school) (work or school) to connect with computer bulletin boards, information services such as America Online or Prodigy, or other computers over the Internet?

I'd like to ask you a few questions about how you spent your day yesterday...

INTERVIEWER NOTE: FOR QUESTIONS 5 thru 8 PLEASE DETERMINE WHAT DAY OF THE WEEK IT IS. IF THE DAY OF THE WEEK IS SUNDAY, PLEASE READ "FRIDAY". IF THE DAY IS NOT SUNDAY, READ "YESTERDAY".

Q.5 Did you get a chance to read a daily newspaper yesterday, or not?

IF RESPONDENT ANSWERED '1' YES, READ NEWSPAPER IN Q.5 ASK:

Q.5a About how much time did you spend reading a daily newspaper yesterday? (**DO NOT READ**)

		April 1998	Nov 1997	April 1996	June 1995	March 1995	Feb 1994	Jan 1994	March 1991	Gallup 1965
47	Read the paper	48	50	50	52	45	58	49	56	71
	8 Less than 15 min.	8	8	7	7	9	7	7	n/a	n/a
	11 15-29 min.	14	14	15	15	14	15	15	n/a	n/a
	16 30-59 min.	17	17	18	18	16	21	17	n/a	n/a
	11 1 hour or more	9	10	10	11	6	14	10	n/a	n/a
	1 Don't know	*	1	*	1	0	1	*	n/a	n/a
53	Didn't read paper	52	50	50	48	55	42	50	44	29
*	Don't know	*	0	*	*	*	0	1	*	0
100		100	100	100	100	100	100	100	100	100

ASK ALL:

Q.6 Did you watch the news or a news program on television yesterday, or not?

IF RESPONDENT ANSWERED '1' YES, WATCHED IN Q.6 ASK:

Q.6a About how much time did you spend watching the news or any news programs on TV yesterday?

		April 1998	Nov 1997	April 1996	June 1995	March 1995	Feb 1994	Jan 1994	March 1991	Gallup 1965
65	Watched TV News	59	68	59	64	61	74	72	68	55
	5 Less than 15 min.	3	4	3	3	4	3	3	n/a	n/a
	8 15-29 min.	7	11	6	8	9	8	8	n/a	n/a
	21 30-59 min.	21	23	21	24	21	25	25	n/a	n/a
	30 1 hour or more	28	30	29	28	27	37	36	n/a	n/a
	1 Don't know	*	*	*	1	*	1	*	n/a	n/a
35	Did not watch	41	31	40	35	38	26	27	32	45
*	Don't know	*	1	1	1	1	0	1	*	0
100		100	100	100	100	100	100	100	100	100

Q.6b Apart from news, did you watch anything else on television yesterday, or not?

IF "YES" (1) IN Q.6b, ASK:

Q.6c About how much time did you spend watching TV yesterday, not including the news?

BASED ON THOSE WHO WATCHED TV NEWS: [N=1320]

71	Yes
2	A half hour or less
5	Thirty minutes or less than one hour
64	About an hour or more
*	Don't know/Refused
28	Did not watch
<u>1</u>	Don't know
100	

ASK ALL:

Q.7 About how much time, if any did you spend listening to any news on the radio yesterday or didn't you happen to listen to the news on the radio yesterday?

		April 1998	Nov 1997	April 1996	June 1995	March 1995	Feb 1994	Jan 1994	March 1991	<i>Gallup</i> 1965
41	Yes, listened	49	44	44	42	47	47	47	44	58
13	Less than 15 min.	16	12	12	13	16	14	15	n/a	n/a
8	15-29 min.	9	9	11	9	12	11	10	n/a	n/a
8	30-59 min.	10	9	10	9	9	9	10	n/a	n/a
12	1 hour or more	14	14	11	11	10	13	12	n/a	n/a
57	Didn't Listen	51	55	55	56	52	52	52	56	42
<u>2</u>	Don't know	*	<u>1</u>	<u>1</u>	<u>2</u>	<u>1</u>	<u>1</u>	<u>1</u>	*	<u>0</u>
100		100	100	100	100	100	100	100	100	100

Q.8 And yesterday, did you...

	<u>Yes</u>	<u>No</u>	<u>DK/NA</u>
a. Visit with family or friends	62	38	*=100
June, 1997	74	26	*=100
June, 1995	69	31	*=100
February, 1994	57	43	*=100
b. Call a friend or relative just to talk	52	48	*=100
April, 1998	67	33	*=100
June, 1997	65	35	*=100
June, 1995	56	44	*=100
February, 1994	63	37	*=100

ASK ONLY OF THOSE WHO DON'T GO ONLINE (ANSWERED "NO" OR "DON'T KNOW" IN Q.3):

Now, on a different subject...

Q.8a Earlier you said you don't go online to access the Internet or send and receive email. How much, if at all, do you worry you're missing out on something? (**READ CATEGORIES**)

7	A great deal
10	A fair amount
22	Not very much
57	Not at all
<u>4</u>	Don't know/Refused
100	
(N=1191)	

IF NO HOME PC SKIP TO Q. 10; IF HAS A HOME COMPUTER (ANSWERED "YES, AT HOME ONLY" OR "YES, AT HOME AND WORK/SCHOOL" IN Q.2) ASK:

Q.9 Did you happen to use a personal computer AT HOME yesterday?

IF ANSWERED '1' YES IN Q.9, ASK:

Q.9a About how much time did you spend using a personal computer at home yesterday?

		June <u>1995³</u>	Feb <u>1994</u>
19	Yes	14	14
4	A half hour or less	3	-
3	30 minutes to less than one hour	3	-
5	About an hour	3	-
2	More than one but less than two hours	1	-
2	Two to less than three hours	2	-
2	Three to less than four hours	1	-
1	Four or more hours	1	-
*	Don't know/Refused	0	-
81	No/Don't have home PC	86	86
<u>*</u>	Don't know/Refused	<u>0</u>	<u>0</u>
100		100	100

³ In previous years, this question was asked of all respondents.

ASK ALL:

On another subject...

Q.10 Some people seem to follow what's going on in government and public affairs most of the time, whether there's an election or not. Others aren't that interested. Would you say you follow what's going on in government and public affairs most of the time, some of the time, only now and then, or hardly at all?

	<u>Most of The Time</u>	<u>Some of the Time</u>	<u>Only Now and Then</u>	<u>Hardly at All</u>	<u>Don't know/ Refused</u>
November, 1998	46	27	14	13	*=100
Early September, 1998	45	34	15	6	*=100
June, 1998	36	34	21	9	*=100
November, 1997	41	36	16	7	*=100
November, 1996 ⁴	52	32	12	4	*=100
October, 1996	43	37	13	6	1=100
June, 1996	41	34	17	8	*=100
October, 1995	46	35	14	5	*=100
April, 1995	43	35	16	6	*=100
November, 1994	49	30	13	7	1=100
October, 1994	45	35	14	6	*=100
July, 1994	46	33	15	6	*=100
May, 1990	39	34	18	9	*=100
February, 1989	47	34	14	4	1=100
October, 1988	52	33	11	4	*=100
September, 1988	58	32	8	2	*=100
May, 1988	37	37	17	6	3=100
January, 1988	37	35	18	8	2=100
November, 1987	49	32	14	4	1=100
May, 1987	41	35	15	7	2=100
July, 1985	36	33	18	12	1=100

4

November and October 1996 trend based on registered voters.

**NOTE: Q.11 thru Q.11d ARE TIME SPECIFIC:
BEFORE THE ELECTION (NOVEMBER 3) ASK:**

Now I'd like to ask you some questions about the upcoming elections.

Q.11 Suppose the 1998 elections for U.S. Congress were being held TODAY, would you vote for the Republican Party's candidate or the Democratic Party's candidate for Congress in your district?

Q.11a As of TODAY, do you LEAN more to the Republican or the Democrat?

BASED ON REGISTERED VOTERS: [N=472]

	Republican/ <u>Lean Rep.</u>	Democrat/ <u>Lean Dem.</u>	Other/ <u>Undecided</u>
November, 1998	42	48	10=100
Late October, 1998	40	47	13=100
Early October, 1998	43	44	13=100
Early September, 1998	45	46	9=100
Late August, 1998	44	45	11=100
Early August, 1998	42	49	9=100
June, 1998	44	46	10=100
March, 1998	40	52	8=100
February, 1998	41	50	9=100
January, 1998	41	51	8=100
August, 1997	45	48	7=100
Early November, 1996 ⁵	44	48	8=100
October, 1996	42	49	9=100
Late September, 1996	43	49	8=100
Early September, 1996	43	51	6=100
July, 1996	46	47	7=100
June, 1996	44	50	6=100
March, 1996	44	49	7=100
January, 1996	46	47	7=100
October, 1995	48	48	4=100
August, 1995	50	43	7=100
November, 1994	45	43	12=100
October, 1994	47	44	9=100
Early October, 1994	52	40	8=100
September, 1994	48	46	6=100
July, 1994	45	47	8=100

ASK Q.11b thru Q.11d BEGINNING NOVEMBER 3.

Q.11b A lot of people have been telling us they didn't get a chance to vote in the election (this week/this month). How about you — did things come up that kept you from voting, or did you happen to vote?

BASED ON REGISTERED VOTERS [N=1040]

	Nov <u>1998</u>	Nov <u>1990</u>
72 Yes, voted	85	82
<u>28</u> No, did not vote	<u>15</u>	<u>18</u>
100	100	100

⁵ Early November 1996 trend based on likely voters.

IF “VOTED” (ANSWERED “YES, VOTED” IN Q.11b), ASK:

Q.11c In this most recent election, did you vote for a Republican candidate or a Democratic candidate for U.S. Congress in your district?

BASED ON VOTERS [N=782]

		<u>Nov 1998</u>	<u>Nov 1996⁶</u>	<u>Nov 1990</u>
38	Republican	41	50	39
40	Democrat	43	41	47
8	Other/Independent Candidate	5	2	3
1	Didn't vote for Congress (VOL)	2	1	2
<u>13</u>	Don't know/Refused	<u>9</u>	<u>6</u>	<u>9</u>
100		100	100	100

ASK ALL:

Q.12 Some people say they feel overloaded with information these days, considering all the TV news shows, magazines, newspapers, and computer information services. Others say they like having so much information to choose from. How about you... do you feel overloaded, or do you like having so much information available?

		<u>April</u> <u>1998</u>	<u>June</u> <u>1995</u>
28	Overloaded	28	23
62	Like it	67	64
6	Other (VOL)	2	11
<u>4</u>	Don't know/Refused	<u>3</u>	<u>2</u>
100		100	100

Q.13 How do you feel about computers and technology ... do you like them, dislike them, or do you have mixed feelings about them?

		<u>June</u> <u>1995</u>	<u>Feb</u> <u>1994</u>
61	Like	64	65
6	Dislike	4	5
26	Mixed	24	25
<u>7</u>	Don't know/Refused	<u>8</u>	<u>5</u>
100		100	100

Q.14 How much do you worry that computers and technology are being used to invade your privacy?

		<u>June</u> <u>1995</u>	<u>Feb</u> <u>1994</u>
24	A lot	20	25
30	Some	30	30
19	Not much	19	18
24	Not at all	27	24
<u>3</u>	Don't know/Refused	<u>4</u>	<u>3</u>
100		100	100

⁶ Questions was worded as “Now thinking about your vote for Congress... Did you happen to vote for the Republican Party’s candidate OR the Democratic Party’s candidate for Congress in your district?”

NOW I WOULD LIKE TO ASK YOU A FEW QUESTIONS ABOUT SOME THINGS THAT HAVE BEEN IN THE NEWS. NOT EVERYONE WILL HAVE HEARD ABOUT THEM.

Q.15 Do you happen to know which computer software company is involved in an anti-trust dispute with the Justice Department?

50 Microsoft
 5 Other answer
45 Don't know/Refused
 100

Q.16 Do you happen to know what it usually means when a website address ends with the letters "O R G"?)

18 Website is for a non-profit organization/not-for profit affiliation
 7 Other answer
75 Don't know/Refused
 100

Q.17 Do you happen to know which political party has a majority in the U.S. House of Representatives?

		June <u>1997</u>	April <u>1996</u>	June <u>1995</u>
56	Republican	50	70	73
11	Democratic	6	8	5
<u>33</u>	Don't know/Refused	<u>44</u>	<u>22</u>	<u>22</u>
100		100	100	100

Q.18 Can you name any of the countries that recently exploded nuclear weapons? (**IF RESPONDENT NAMES ONE, PROBE ONCE:**) Can you name any others?

43 At least one correct
 21 Both correct
 16 India only
 6 Pakistan only
 17 Other country
40 Don't know/Refused
 100

NOW ON A TOTALLY DIFFERENT SUBJECT...

THINKING ABOUT YOUR PERSONAL LIFE...

Q.19 When you need help, would you say that you can turn to many people for support, just a few people, or hardly any people at all?

		June <u>1997</u>	Feb <u>1997</u>
43	Many people	41	39
41	Just a few people	45	51
14	Hardly any people at all	12	8
1	No one/None (VOL)	1	1
<u>1</u>	Don't know/Refused	<u>1</u>	<u>1</u>
100		100	100

Q.20 Generally speaking, would you say that most people can be trusted or that you can't be too careful in dealing with people?

		June <u>1997</u>	Feb <u>1997</u>
36	Most people can be trusted	42	45
57	Can't be too careful	54	52
6	Other/Depends (VOL)	3	2
<u>1</u>	Don't know/Refused	<u>1</u>	<u>1</u>
100		100	100

Q.21 How much of the time do you trust the government in Washington to do the right thing? Just about always, most of the time, or only some of the time?

	Just About <u>Always</u>	Most Of the <u>Time</u>	Only <u>Some</u>	<u>Never</u>	<u>DK</u>
November, 1998	4	22	61	11	2=100
February, 1998	5	29	61	4	1=100
November, 1997	2	36	60	2	*=100
NES ⁷ , 1996	2	25	70	2	1=100
1994	2	19	74	3	2=100
1992	3	26	68	2	1=100
1990	3	25	69	2	1=100
1988	4	37	56	2	1=100
1986	3	35	58	2	2=100
1984	4	40	53	1	2=100
1982	2	31	62	2	3=100
1980	2	23	69	4	2=100
1978	2	27	64	4	3=100
1976	4	30	62	1	3=100
1974	2	34	61	1	2=100
1972	5	48	44	1	2=100
1970	7	47	44	*	2=100
1968	7	54	37	*	2=100
1966	17	48	28	3	4=100
1964	14	62	22	*	2=100
1958	16	57	23	0	4=100

⁷

Trend numbers for 1958 through 1996 are from the American National Election Studies.

BEFORE WE GO ON, I NEED TO KNOW A LITTLE ABOUT YOU AND YOUR HOUSEHOLD. FIRST...

Q.22 Are you self-employed, do you work for someone else, do you do both, or aren't you employed right now?

		June <u>1995</u>	Feb <u>1994</u>
11	Self-employed	11	11
50	Work for someone else	47	47
6	Both	8	7
32	Not employed -- GO TO Q.24	34	34
<u>1</u>	Don't know/Refused -- GO TO Q.24	<u>*</u>	<u>1</u>
100		100	100

ASK ALL EMPLOYED RESPONDENTS (1, 2 OR 3 IN Q.22): [N=1372]

Q.23 Do you use a computer at your workplace at least occasionally?

		<u>June 1995</u> ⁸
61	Yes	62
39	No	38
<u>*</u>	Don't know/Refused	<u>*</u>
100		100

ASK ALL:

Q.24 Are you presently enrolled in school or in college classes?

		<u>June 1995</u>
13	Yes — GO TO Q.25	14
87	No -- GO TO Q.26	86
<u>*</u>	Don't know/Refused -- GO TO Q.26	<u>*</u>
100		100

BASED ON RESPONDENTS WHO ARE ENROLLED IN SCHOOL: [N=276]

Q.25 Do you use a computer at your school on at least an occasional basis?

		<u>June 1995</u>
76	Yes	75
24	No	25
<u>*</u>	Don't know/Refused	<u>*</u>
100		100

⁸ In 1995, this question was asked "Do you use a computer at your workplace on at least an occasional basis? By computer I mean a PC, mainframe, or minicomputer. This would NOT include items such as checkout scanners or terminals used for routine transactions and the like."

ASK ALL:

Q.26 Do you have any type of personal computer, including laptops -- such as an IBM PC or a Macintosh in your home? These do not include game machines such as Nintendo or Sega.

		June	Feb
		<u>1995</u>	<u>1994</u>
43	Yes	36	31
57	No -- GO TO Q.31	64	69
<u>*</u>	Don't know/Refused -- GO TO Q.31	<u>*</u>	<u>0</u>
100		100	100

IF '1' YES IN Q.26 ASK:

Q.27 Do you yourself use the home personal computer on at least an occasional basis? (IF YES, PROBE: Is this every day, 3 to 5 days per week, 1 or 2 days per week, once every few weeks or less often?)

BASED ON COMPUTER OWNERS: [N=928]

		<u>June 1995</u>
31	Every day	19
27	3 to 5 days per week	27
22	1 or 2 days per week	24
8	Once every few weeks	13
3	Less often	6
7	No, don't use home PC — GO TO Q.31	11
1	Don't know how often — GO TO Q.31	--
<u>1</u>	Don't know/Refused — GO TO Q.31	<u>*</u>
100		100

IF HOME COMPUTER USER ('1-5' IN Q.27) ASK: [N=852]

Q.28 I have a few questions about your home computer. First of all, do you have more than one computer? **IF YES:** How many computers do you have?

		<u>June 1995⁹</u>
69	One	72
22	Two	20
5	Three	5
*	Four	1
2	Five or more	1
<u>2</u>	Don't know/Refused	<u>1</u>
100		100

⁹

In 1995, this question was only asked of those who used their computers at least once every few weeks.

Q.29 Do you use your home computer in connection with your job, for school, for personal use, or some combination of these? [**ALLOW MULTIPLE RESPONSES. PROBE IF NECESSARY.**]

		June	Feb
		<u>1995</u>	<u>1994</u>
18	Job	18	17
10	School	12	12
33	Personal	29	21
61	Don't know/No Computer Use/No Computer	68	74
(N=2000)			

BASED ON HOME COMPUTER USERS: [N=852]

Q.30 How much would you miss your home computer, if you no longer had one? (**READ CATEGORIES**)

		June	Feb
		<u>1995</u>	<u>1994</u>
55	A Lot	63	65
24	Some	23	23
13	Not much	10	8
8	Not at all	4	4
*	Don't know/Refused	*	*
<u>100</u>		<u>100</u>	<u>100</u>

IF ONLINE USER (Q.3=1) ASK Q.31; OTHERWISE GO TO Q.52: [N=1993]

Q.31 Earlier you said that you sometimes go online. Do you do this from home, from work, or from school? (**ACCEPT MULTIPLE RESPONSES**)

		<u>Oct 1996</u>
74	Home (INTERVIEWER: home business/work at home would go here)	68
40	Work	47
14	School	16
4	Other locations (VOL)	4
0	Don't go on-line (VOL)	--
*	Don't know/Refused	*

INTERVIEWER NOTE: IF RESPONDENT VOLUNTEERS AT THIS POINT THAT HE/SHE DOES NOT GO ONLINE, SKIP TO Q.52

IF RESPONDENT GAVE MORE THAN ONE RESPONSE IN Q.31, ASK: [N=505]

Q.31a Would you say you do this MOST OFTEN from home, work or school?

		<u>Oct 1996</u>
49	Home	54
41	Work	38
6	School	4
1	Other locations (VOL)	--
<u>3</u>	Don't know/Refused	<u>4</u>
<u>100</u>		<u>100</u>

ASK ALL ONLINE USERS: [N=1993]

Q.32 When did you first start going online, was it within the last 6 months, a year ago, two or three years ago, or more than three years ago?

		<u>Oct 1996</u>
20	Within last 6 months	26
26	1 year ago	38
34	2-3 years ago	24
19	More than 3 years ago	12
<u>1</u>	Don't know/Refused	<u>*</u>
100		100

Q.33 Did you happen to go online yesterday? (IF YES, ASK: From where did you go online... home, work, school, or some combination of these?) (**ENTER ALL THAT APPLY**)

		<u>Nov 1997</u>	<u>Oct 1996</u>	<u>June 1995</u>
43	Yes (NET)	44	38	32
	Yes, home (INTERVIEWER: home business/work at home would go here)	27	26	19
	Yes, work	20	15	15
	Yes, school	6	3	2
	Yes, other locations	1	1	2
56	No, didn't go online — GO TO Q.34	55	62	67
<u>1</u>	Don't know/Refused — GO TO Q.34	<u>1</u>	<u>*</u>	<u>1</u>
100		100	100	100

(N=1993)

ASK OF ALL WHO WENT ONLINE YESTERDAY (1-4 IN Q.33):

Q.33a Counting all of your online sessions, about how much time did you spend online yesterday?

		<u>Nov 1997</u>	<u>June 1995</u>
29	A half hour or less	19	36
18	Thirty minutes to less than one hour	22	13
23	About an hour	21	17
8	More than one but less than two hours	9	8
12	Two to less than three hours	10	8
4	Three to less than four hours	6	4
6	Four or more hours	12	13
<u>*</u>	Don't Know/Refused	<u>1</u>	<u>1</u>
100		100	100

(N=879)

NOTE: UNLESS OTHERWISE NOTED Q.34 - Q.41 BASED ON ALL ONLINE USERS: [N=1993]

ASK ALL ONLINE USERS:

Q.34 How often do you go online... every day, 3 to 5 days per week, 1 or 2 days per week, once every few weeks, or less often?

		Oct <u>1996</u> ¹⁰	June <u>1995</u> ¹¹
30	Every day	25	20
29	3 to 5 days per week	29	26
22	1 or 2 days per week	28	29
12	Once every few weeks	13	16
6	Less often	5	6
0	Never	*	2
<u>1</u>	Don't know/Refused	*	<u>1</u>
100		100	100

Q.35 And what time of day do you usually go online? (**READ RESPONSES**)

16	During the morning
25	During the day
22	Around dinnertime
22	Late at night
12	Online all day (DO NOT READ)
<u>3</u>	Don't know/Refused
100	

Q.36 On an average day, how many times do you go online?

10	Less than once a day
45	Once per day
32	2-3 times per day
6	4-5 times per day
6	6 or more times per day
<u>1</u>	Don't know/Refused
100	

Mean 2.9 Times per day

Q.37 Some people go online for work-related activities, some do it for pleasure, and for others it's some of each. How about you... all work, all pleasure, or a mix?

		Oct <u>1996</u>	June <u>1995</u>
12	All work -- GO TO Q.39	14	31
29	All pleasure -- GO TO Q.39	19	19
58	Mix -- GO TO Q.38	67	49
<u>1</u>	Don't know/Refused -- GO TO Q.39	*	<u>1</u>
100		100	100

¹⁰ 1996 question was "How often do you go online to (this service/these services/via the direct Internet provider)... everyday, 3-5 days per week, 1 Or 2 days per week, once every few weeks, less often, or never?"

¹¹ 1995 trend refers specifically to online users who subscribe to an online service.

IF “3; MIX” IN Q.37 ASK: [N=1202]

Q.38 How would you describe the mix... mostly work, mostly pleasure, or about half-and-half?

		Oct	June
		<u>1996</u>	<u>1995</u>
27	Mostly work	28	32
27	Mostly pleasure	26	29
46	Half and half	45	39
<u>*</u>	Don't know/Refused	<u>1</u>	<u>*</u>
100		100	100

ASK ALL ONLINE USERS:

Q.39 Do you feel like you spend too much time online, about the right amount of time, or less time than you really want to spend?

		<u>June 1995</u>
8	Too much	7
63	About right	61
27	Less time than want	30
<u>2</u>	Don't Know/Refused	<u>2</u>
100		100

Q.40 How much would you miss going online if you could no longer do this? (**READ CATEGORIES**)

		Oct	June
		<u>1996</u>	<u>1995</u>
38	A lot	34	32
30	Some	37	34
19	Not much	20	19
12	Not at all	9	14
<u>1</u>	Don't Know/Refused	<u>*</u>	<u>1</u>
100		100	100

Q.41 Do you ever send or receive e-mail or electronic mail? (IF YES, ASK: Is this everyday, 3 to 5 days per week, 1 or 2 days per week, once every few weeks, or less often?)

		Oct	June
		<u>1996</u>	<u>1995</u>
33	Everyday	26	23
22	3-5 days per week	19	15
17	1-2 days per week	19	15
9	Once every few weeks	13	12
4	Less often	6	7
15	No/never -- GO TO Q.51	17	28
<u>*</u>	Don't know/Refused -- GO TO Q.51	<u>0</u>	<u>*</u>
100		100	100

71% *At least one time per week*

ASK Q.42 thru Q.50a ONLY OF THOSE WHO USE E-MAIL (Q.41=1-5): [N=1708]

Q.42 How often do you check your e-mail? (READ CATEGORIES)

		Oct <u>1996</u>	June <u>1995</u>
27	More than once a day	21	22
32	Everyday	29	29
19	3-5 days per week	19	16
13	1-2 days per week	17	19
9	Less often	13	13
*	Don't know/Refused	<u>1</u>	<u>1</u>
100		100	100

Q.43 Is your use of e-mail work-related, personal, or both?

		<u>June 1995</u>
12	Work — GO TO Q.44	31
41	Personal — GO TO Q.45	30
47	Both — GO TO Q.44	38
*	Don't Know/Refused — GO TO Q.47	<u>1</u>
100		100

BASED ON RESPONDENTS WHO ANSWERED "WORK" OR "BOTH" IN Q.43 ASK: [N=1042]

Q.44 From what you have seen in your workplace, do you think e-mail is leading to more frank and honest communication between upper and lower levels of organizations, less frank and honest communication, or does e-mail make no difference?

		<u>June 1995</u>
36	More frank	69
7	Less frank	2
52	No difference	25
<u>5</u>	Don't Know/Refused	<u>4</u>
100		100

BASED ON RESPONDENTS WHO ANSWERED "PERSONAL" OR "BOTH" IN Q.43, ASK: [N=1498]

Q.45 Do you communicate with any friends or family members by e-mail? [PROBE FOR WHICH]

		<u>June 1995</u>
12	Yes, family members	12
14	Yes, friends	35
67	Yes, both	36
7	No SKIP TO Q.47	17
<u>0</u>	Don't Know/Refused SKIP TO Q.47	<u>0</u>
100		100

BASED ON THOSE E-MAIL USERS WHO COMMUNICATE WITH FAMILY/FRIENDS: [N=1398]

Q.46 Thinking about your [family members/friends/family members and friends] who also use e-mail, do you think you communicate with them more often now that e-mail is available, less often, or hasn't it made any difference?

		<u>June 1995</u>
61	More often	59
2	Less often	1
37	No difference	40
<u>*</u>	Don't Know/Refused	<u>*</u>
100		100

BASED ON ONLINE USERS WHO USE E-MAIL: [N=1708]

Q.47 Are you on any electronic mail lists, sometimes called "list-servs," where people with a common interest can send messages to everyone on the list?

		<u>June 1995</u>
24	Yes GO TO Q.47a	24
74	No GO TO Q.48	74
<u>2</u>	Don't Know/Refused GO TO Q.48	<u>2</u>
100		100

BASED ON E-MAIL USERS WHO ARE ON LIST-SERVS: [N=439]

Q.47a About how many listserv lists are you on?

		<u>June 1995</u>
27	One list-serv list	30
22	Two list-serv lists	22
16	Three list-serv lists	12
4	Four list-serv lists	6
20	Five or more list-serv lists	22
<u>11</u>	Don't know/Refused	<u>8</u>
100		100

BASED ON ALL ONLINE USERS: [N=1993]

Q.48 Did you send or receive any e-mail yesterday? (IF YES: Is that sent or received?)

		<u>Oct 1996</u>	<u>June 1995</u>
4	Yes, sent	2	3
7	Yes, received	7	5
27	Yes, both	26	19
46	No — GO TO Q.51	48	44
1	Don't know/Refused — GO TO Q.51	*	1
<u>15</u>	Do not use e-mail	<u>17</u>	<u>28</u>
100		100	100

BASED ON E-MAIL USERS WHO SENT E-MAIL YESTERDAY: [N=653]

		Oct	June
		<u>1996</u>	<u>1995</u>
17	One	16	12
25	Two	25	24
14	Three	12	19
7	Four	8	6
18	Five to Nine	23	17
12	Ten to Nineteen	10	10
7	Twenty or more	5	10
*	Don't know/Refused	<u>1</u>	<u>2</u>
100		100	100
Mean	6.5	Messages sent yesterday	

BASED ON E-MAIL USERS WHO RECEIVED E-MAIL YESTERDAY: [N=704]

IF R IS ON LIST SERVS (Q.47=1), ASK:

Q.50 About how many e-mail messages did you receive yesterday that were not from a listserv?

IF NOT ON LIST SERVS (Q.47=2,9), ASK:

Q.50a About how many e-mail messages did you receive yesterday?

		Oct	June
		<u>1996¹²</u>	<u>1995</u>
1	Zero	*	3
10	One	12	16
16	Two	15	15
13	Three	12	9
7	Four	8	5
21	Five to Nine	21	16
16	Ten to Nineteen	16	15
5	Twenty to Twenty-nine	4	7
10	Thirty or more	11	12
<u>1</u>	Don't know/Refused	<u>1</u>	<u>2</u>
100		100	100
Mean	11.6	Messages received yesterday	

ASK ALL ONLINE USERS: [N=1993]

Now I'd like to ask you some more questions about what you do when you go online...

Q.51 When you go online, do you ever access the World Wide Web, or not?

83	Yes, access the WWW
16	No, do not access WWW
<u>1</u>	Don't know/Refused
100	

¹² 1996 trend may include email from listserv.

ASK ALL (INCLUDING NON-COMPUTER USERS), NOTE EXCEPTIONS:

SPLIT FORM ITEMS a AND b:

Q.52 How much do you ever worry that... (INSERT ITEM; ROTATE; ASK ITEMS d AND e OF ONLINE USERS ONLY; ASK ITEM c OF EMAIL USERS ONLY:)... a lot, some, not very much, or not at all?

ITEMS a, b, AND f ARE BASED ON TOTAL: [N=2000; FORM 1: N=995; FORM 2: N=1005];

ITEMS c, d, AND e ARE BASED ON ONLINE USERS: [N=1993]

		<u>A lot</u>	<u>Some</u>	<u>Not Very Much</u>	<u>Not At All</u>	<u>N/A</u>	<u>DK/Ref</u>
a.F1	Someone might get access to your medical records	12	16	18	51	--	3=100
b.F2	Someone might get access to your financial records	19	23	19	38	--	1=100
c.	Your email will be read by someone besides the person you sent it to	6	14	22	42	15	1=100
d.	Someone might know what websites you've visited	6	15	22	56	--	1=100
e.	You'll get a computer virus when you download information	14	28	25	32	--	1=100
f.	Computer systems will fail because of the Year 2000 problem	13	23	21	39	--	4=100

ASK ALL:

Q.53 Which is a bigger concern for you, what your children might see on television or what they might see on the Internet, or doesn't either of these worry you very much?

- 21 What they see on TV
- 19 What they see on Internet
- 23 Neither one
- 17 Both (VOL)
- 18 Don't have kids (VOL)
- 2 Don't know/Refused
- 100

ROTATE Q.54 and Q.55:

Q.54 Some people say that the Internet is a good thing because it brings together people with similar interests. Others say that the Internet is a bad thing because it brings together small groups of people who share dangerous ideas. Which comes closer to your view?

- 54 Good thing
- 28 Bad thing
- 18 Don't know/Refused
- 100

Q.55 One advantage of the Internet is that it allows people to meet and stay in touch with lots of people. One disadvantage of the Internet is that people are communicating more through computers and not face-to-face. In your opinion, which is greater — the advantage of more communication or the disadvantage of it not being face-to-face?

43 Advantage is greater
 46 Disadvantage is greater
11 Don't know/Refused
 100

Q.56 - Q.58 BASED ON ONLINE USERS: [N=1993]

INTERVIEWER NOTE: IF NOT AN ONLINE USER (Q.3=2,9 or Q.51=5) GO TO Q.91:

ASK OF ONLINE USERS ONLY:

Q.56 Have you ever been frustrated (**INSERT ITEM; ROTATE**) ... or hasn't this been a problem for you?

		Yes, <u>Frustrated</u>	No, not <u>Frustrated</u>	DK/ <u>Ref.</u>
a.	Trying to find something on the Internet	60	39	1=100
b.	By the speed of your searches on the Internet	56	44	*=100
c.	By getting unwanted junk e-mail	45	54	1=100
d.	The speed of your Internet connection	59	40	1=100

Q.57 Do you completely agree, mostly agree, mostly disagree, or completely disagree with the following statement: Finding information on the Internet is so hard that it is usually not worth the time.

4 Completely agree
 17 Mostly agree
 46 Mostly disagree
 31 Completely disagree
2 Don't know/Refused
 100

NOW, THINKING JUST ABOUT NEWS...

Q.58 How frequently do you go online to get NEWS... would you say every day, 3 to 5 days per week, 1 or 2 days per week, once every few weeks, or less often?

	<u>Dec 1998</u> ¹³	<u>Tech. Survey</u>	<u>April 1998</u>	<u>June 1995</u>
25	Everyday	10	18	6
17	3-5 days per week	11	17	9
22	1-2 days per week	16	20	15
10	Once every few weeks	13	15	13
18	Less often	20	21	28
8	No/Never (VOL)	30	9	29
*	Don't know/Refused	*	*	*
100		100	100	100

¹³ December figures based on a national sample of 1201 adults conducted December 9-13, 1998, subsequent to the main Technology Survey.

SPLIT FORM Q.59 & Q.60:

ASK Q.59& Q.60 OF ONLINE NEWS USERS ('1', '2', OR '3' IN Q.58) ONLY:

Q.59F1 Would you say you get more of your news from online sources, or from traditional sources such as TV news, newspapers, and magazines?

16	More online
75	More traditional print and broadcast
8	Equal (VOL)
<u>1</u>	Don't Know/Refused
100	
(N=366)	

Q.60F2 Since you started getting news online, are you using other sources of news MORE often, LESS often, or about the same as you used to?

		<u>April 1998</u>	<u>June 1995</u>
16	Yes, more often	8	4
11	Yes, less often	11	12
10	Yes, some more, others less	5	8
63	No, about the same	76	76
<u>*</u>	Don't know/Refused	<u>*</u>	<u>0</u>
100		100	100
(N=384)			

Q.61 - Q.63 BASED ON ONLINE USERS: [N=1993]

ASK ALL ONLINE USERS:

Q.61 Now, I'm going to read a list of reasons that people sometimes give for getting news and information online. As I read from a list, please tell me how important each is for you. First, how important is it that ... (READ LIST; ROTATE) ... very important, fairly important, not too important or not at all important? Next,...

		<u>Very Important</u>	<u>Fairly Important</u>	<u>Not Too Important</u>	<u>Not at all Important</u>	<u>DK/Ref.</u>
a.	You can get information on the Web that is not available elsewhere	46	34	11	8	1=100
b.	Getting information online is more convenient for you	43	33	14	9	1=100
c.	The Web allows you to give your opinion about what you're reading	17	24	31	26	2=100
d.	The Web has sound and video along with written text	23	31	27	17	2=100
e.	The Web allows you to search many news sources for a particular topic	44	32	13	9	2=100

FOR Q.62: SPLIT FORM ITEMS c, d, f, AND h; ASK ITEM “c” ONLY OF Rs ENROLLED IN SCHOOL OR CLASSES (Q.24=1):

Q.62 Please tell me how often, if ever, you engage in each of the following online activities. First, how often do you go on-line to **(READ AND ROTATE)**... everyday, 3-5 days per week, 1 or 2 days per week, once every few weeks, less often, or never?

[FORM 1: N=977; FORM 2: N=1016]		Every- day	3-5 days week	1-2 days week	Every few weeks	Less often	Never	DK
a.	Communicate with other people through online forums, discussion lists, or chat groups	5	8	9	9	14	55	*=100
	April, 1998	12	10	13	11	15	39	*=100
	October, 1996	6	7	10	12	15	50	*=100
	June, 1995	4	7	12	12	9	55	1=100
b.	Get financial information such as stock quotes or corporate information or to buy stocks or bonds	10	9	9	10	11	51	*=100
	April, 1998	10	7	11	12	12	48	*=100
	October, 1996	5	7	10	12	10	56	*=100
	June, 1995	3	4	7	8	4	74	*=100
c.F1	Do research for school	1	6	7	4	2	80	*=100
	October, 1996	3	6	13	12	7	59	*=100
d.F2	Look for information for your work or job	15	16	16	13	9	30	1=100
	October, 1996 ¹⁴	9	17	22	15	9	28	*=100
e.	Get news and information on current events, public issues or politics	9	12	17	14	14	34	*=100
	October, 1996	7	11	21	20	13	28	*=100
f.F1	Get travel or vacation information or services	1	4	7	22	34	31	1=100
	October, 1996	1	2	7	19	26	45	*=100
	June, 1995	1	1	2	10	13	73	*=100
g.	Get information about hobbies, movies, restaurants or other entertainment-related activities	5	10	20	21	17	26	1=100
	April, 1998	6	13	20	26	17	18	*=100
	October, 1996	2	9	19	24	15	31	*=100
	June, 1995	1	6	12	16	9	56	*=100
h.F2	Pay bills or bank online	2	3	3	2	3	87	*=100
i.	Get health or medical information	2	4	7	17	23	46	1=100

¹⁴

In October 1996 item was worded “Do research for work.”

Q.63 Now I'm going to ask you about some other things people are doing online these days. For each one, please tell me if you have ever done this. Have you ever purchased goods or services online? **(IF YES, ASK: Have you done this in the past week?) (IF YES BUT NOT IN PAST WEEK: Have you done this in the past month?)**

		<u>June 1995</u>
5	Yes, in past week GO TO Q.63a	3
11	Yes, in past month GO TO Q.63a	5
16	Yes, more than a month ago GO TO Q.63a	--
68	No GO TO Q.63b	91
<u>*</u>	Don't Know/Refused GO TO Q.63b	<u>1</u>
100		100

BASED ON RESPONDENTS WHO HAVE PURCHASED GOODS ONLINE: [N=656]

Q.63a How worried were you about the security of your credit card number when you did this... a lot, a little, or not at all?

		<u>June 1995</u>
17	A lot	15
38	A little	36
44	Not at all	38
0	Did not use credit card	10
<u>1</u>	Don't Know/Refused	<u>1</u>
100		100

BASED ON RESPONDENTS WHO HAVE NOT PURCHASED GOODS ONLINE: [N=1337]

Q.63b Have you been reluctant to purchase things because you are worried about the security of your credit card number, or haven't you been worried about this?

61	Worried
36	Not worried
<u>3</u>	Don't Know/Refused
100	

Q.64 - Q.72 BASED ON ONLINE USERS: [N=1993]

SPLIT FORM Q.64 & Q.65

Q.64F1 Have you ever received an electronic news clipping or news story from a friend or associate? **(IF YES, ASK: Have you done this in the past week?)**

		<u>June 1995</u>
42	Yes	35
	14 Yes in past week	8
57	No	64
<u>1</u>	Don't Know/Refused	<u>1</u>
100		100
(N=997)		

Q.65F2 Have you ever made a friend or online buddy that you've never met in person? **(IF YES, ASK: Have you communicated with this person online in the past week?)**

		<u>June 1995</u>
23	Yes	23
	4 Yes in past week	6
77	No	76
<u>*</u>	Don't Know/Refused	<u>1</u>
100		100
(N=1016)		

Q.66 Have you ever expressed an opinion about a political or social issue to a bulletin board, on-line newsgroup, or e-mail list? **(IF YES, ASK: Have you done this in the past week?)**

		<u>June 1995</u>
16	Yes	15
	4 Yes in past week	4
84	No	85
<u>*</u>	Don't Know/Refused	<u>*</u>
100		100

Q.67 Have you ever actually listened to an audio program or clip over the Internet? **(IF YES, ASK: Have you done this in the past week?)**

46	Yes
	11 Yes in past week
54	No
<u>*</u>	Don't Know/Refused
100	

Q.67a Have you ever actually watched a video clip over the Internet? **(IF YES, ASK: Have you done this in the past week?)**

46	Yes
	9 Yes in past week
54	No
<u>*</u>	Don't Know/Refused
100	

Q.68 Please tell me how often, if ever, you help your children or allow your children to go online to do research for school projects? **(READ CATEGORIES)**

		<u>April 1998</u>
5	Everyday	9
5	3-5 days a week	6
8	1-2 days a week	7
8	Once every few weeks	8
5	Less often OR	5
28	Never	28
40	No children in school (VOL)	36
<u>1</u>	Don't know/Refused	<u>1</u>
100		100

Q.69 Do you ever engage in online discussions about politics? **(IF YES, ASK: Is this everyday, 3 to 5 days per week, 1 or 2 days per week, once every few weeks, or less often?)**

		<u>Oct 1996</u>	<u>June 1995¹⁵</u>
1	Everyday	1	*
1	3-5 days per week	1	1
2	1-2 days per week	2	3
3	Once every few weeks	4	3
4	Less often	3	3
89	No/never	89	90
<u>*</u>	Don't know/Refused	<u>0</u>	<u>*</u>
100		100	100

Q.70 Do you ever contact or e-mail any groups, organizations or public officials about political issues or public policy questions? **(IF YES, ASK: Is this everyday, 3 to 5 days per week, 1 or 2 days per week, once every few weeks, or less often?)**

		<u>Oct 1996</u>
1	Everyday	1
1	3-5 days per week	*
2	1-2 days per week	1
4	Once every few weeks	6
7	Less often	9
85	No/never	83
<u>*</u>	Don't know/Refused	<u>0</u>
100		100

¹⁵

In June 1995 questions asked: "Do you engage in online discussions about politics or engage in political activity online? **(IF YES, ASK: Is this everyday, 3 to 5 days per week, 1 or 2 days per week, once every few weeks, less often or never?)**"

Q.71 Have you ever gone online to get news reports about the Clinton-Lewinsky scandal?

29 Yes
 71 No
 * Don't know/Refused
 100

Q.72 Have you ever gone online to get specific documents from the Starr Investigation of President Clinton such as the Starr Report or other documents that have been released to the public?

21 Yes
 79 No
 * Don't know/Refused
 100

On a different subject...

ASK Q.73 ONLY OF THOSE WHO ANSWERED '1-5' IN Q.58; SPLIT FORM ITEMS:

Q.73 Do you sometimes go online to get... (INSERT ITEM; ROTATE)

BASED ON THOSE WHO GO ONLINE FOR NEWS: [FORM 1 N=679; FORM 2 N=711]

		<u>Yes</u>	<u>No</u>	<u>DK</u>
aF1.	Political news	43	57	*=100
	April, 1998	40	60	0=100
	October, 1996	46	54	*=100
bF2.	Business news	58	42	0=100
	October, 1996	53	47	*=100
cF1.	Sports news	47	53	0=100
	April, 1998	39	61	0=100
	October, 1996	46	54	0=100
dF2.	International news	47	53	0=100
	April, 1998	41	59	0=100
	October, 1996	45	55	0=100
eF1.	Science news	43	57	*=100
fF2.	News about technology	59	41	0=100
	April, 1998	60	40	0=100
	October, 1996	64	36	*=100
gF1.	Weather	64	36	0=100
	April, 1998	48	52	0=100
	October, 1996	47	53	0=100
hF2.	Entertainment news	58	42	*=100
	April, 1998	45	55	0=100
	October, 1996	50	50	*=100

Q.73 CONTINUED ...

		<u>Yes</u>	<u>No</u>	<u>DK</u>
iF1.	Local news	42	58	0=100
	April, 1998	28	72	0=100
	October, 1996	27	73	0=100
j.F2	Health news	46	54	*=100

NO Q.74

Q.75 AND Q.76 BASED ON ALL ONLINE USERS: [N=1993]

Q.75	Do you (INSERT ITEM; ROTATE ITEMS)?	<u>Yes</u>	<u>No</u>	<u>DK</u>
a.	Regularly go online to news sites to get updates like stock quotes or sports scores	38	62	*=100
b.	Have a customized page online that gives updates on specific news topics that you are interested in	17	82	1=100
c.	Go online to follow-up or get more information on a news story that you first saw or heard in a newspaper or magazine or on TV	41	59	*=100
	April, 1998	54	46	*=100
	October, 1996	42	58	*=100
d.	Have news stories sent to you by email about topics you are interested in	18	82	*=100
e.	Regularly go online to check the weather, movie times, or other local information	39	61	*=100
f.	Regularly go online to check the headlines or see what's in the news	29	71	*=100
g.	Regularly read news stories online instead of reading them in the newspaper or watching them on TV	21	79	*=100

Now, a few more questions about the Internet in general:

Q.76 Do you have a "bookmark" where you have labeled your favorite websites for easy access?
[INTERVIEWER NOTE: "Bookmarks" are sometimes called "Favorite Places."]

58	Yes, have bookmark — GO TO Q.76a
42	No, do not — GO TO Q.77
*	Don't know/Refused — GO TO Q.77
100	

BASED ON THOSE WHO HAVE BOOKMARKS: [N=1162]

IF "YES" IN Q.76 ASK:

Q.76a How many of these bookmarks are news websites such as a newspaper or TV network news show?

36	Zero
32	One to Three
10	Four to Five
8	Six to Ten
11	More than Ten
<u>3</u>	Don't know/Refused
100	

ASK ALL ONLINE USERS: [N=1993]

Q.77 When you go online do you ever encounter or come across news and information on current events, public issues or politics when you may have been going online for a purpose other than to get the news?

		<u>April 1998</u>	<u>Oct 1996¹⁶</u>
48	Yes	54	53
51	No	45	45
<u>1</u>	Don't know/Refused	<u>1</u>	<u>2</u>
100		100	100

NOTE: Q.78 thru Q.88 are TIME SPECIFIC. USE PRESENT TENSE BEFORE THE ELECTION (NOV. 3rd) AND PAST TENSE AFTER THE ELECTION (from NOV. 4th on).

Q.78 Have you gone/Did you ever go online to get news or information about the 1998 elections? **(IF YES, ASK: How often have/did you go online to get news about the elections... more than once a day, everyday, 3-5 days per week, 1-2 days per week, or less often?)**

		<u>Oct 1996</u>
1	More than once a day	*
3	Everyday	2
2	3-5 days per week	2
4	1-2 days per week	8
5	Less often	10
84	No/never -- GO TO Q.87	78
<u>1</u>	Don't know/Refused -- GO TO Q.87	<u>0</u>
100		100

¹⁶

In 1996 this question was worded, "When you go online are you ever exposed to news and information on current events, public issues or politics when you may have been going online for a purpose other than to get the news?"

Q.79 thru Q.86 BASED ON THOSE WHO GO ONLINE FOR ELECTION NEWS: [N=315]

Q.79 Where do/did you go most often for news and information about the 1998 elections? (**READ CATEGORIES**) (**ACCEPT MULTIPLE RESPONSES**)

	<u>Oct 1996</u>
26 The news sites of commercial online services such as America Online or Compuserve,	38
50 The Websites of major news organizations such as CNN or the New York Times	50
29 The websites of local news organizations in your area	--
16 Sites that specialize in politics	15
7 Websites set up by the candidates themselves	25
14 Issue-oriented websites	--
20 The websites of state or local governments	--
10 Or some other source (SPECIFY)	7
9 Don't know/Refused	6

Q.80 When you go/went online to get information about the ELECTIONS, do/did you ever do any of the following things. First, do/did you ever (**INSERT ITEM; ROTATE**)?

	<u>Yes</u>	<u>No</u>	<u>DK</u>
a. Participate in online discussions or "chat" groups about the elections	13	87	*=100
October, 1996 ¹⁷	31	69	*=100
b. Download or copy information about the elections to keep for yourself	20	80	*=100
October, 1996 ¹⁸	56	44	0=100
c. Register your own opinions by participating in an electronic poll	26	74	*=100
October, 1996	34	66	0=100
d. Provide information about yourself -- such as your e-mail or mailing address	18	81	1=100
October, 1996	31	69	0=100
e. Get information about a candidate's voting record	30	70	*=100
f. Get information about when and where to vote	12	88	*=100
g. Get or send email supporting or opposing a candidate for office	22	78	*=100

¹⁷ In October 1996 item was "Participate in online discussions or 'chat' groups."

¹⁸ In October 1996 item was "Download or copy information to keep for yourself."

Q.81 Some people go online for campaign news because they are very interested in politics and enjoy following it. Others don't enjoy politics, but they keep up with it because they feel it's their duty to be well-informed. Which view comes closer to your own?

		<u>Oct 1996</u>
29	Enjoy politics	38
57	Duty to be well-informed	59
12	Neither (VOL)	2
<u>2</u>	Don't know/Refused	<u>1</u>
100		100

ROTATE Q.82 thru Q.85

Q.82 When you go/went online to get news and information about the 1998 elections are/were you looking for information on national politics?

60	Yes
39	No
<u>1</u>	Don't know/Refused
100	

Q.83 When you go/went online to get news and information about the 1998 elections are/were you looking for information about statewide races such as your senator or governor?

70	Yes
28	No
<u>2</u>	Don't know/Refused
100	

Q.84 When you go/went online to get news and information about the 1998 elections are/were you looking for information about the congressional race in your district?

59	Yes
40	No
<u>1</u>	Don't know/Refused
100	

Q.85 When you go/went online to get news and information about the 1998 elections are/were you looking for information about local races in your area?

56	Yes
43	No
<u>1</u>	Don't know/Refused
100	

Q.86 Has/Did any of the information you have received online about the 1998 elections make you want to vote for or against a particular candidate?

		<u>Oct 1996</u> ¹⁹
34	Yes	31
63	No	69
<u>3</u>	Don't know/Refused	<u>0</u>
100		100

Q.87 thru Q.89 ASKED OF THOSE WHO GO ONLINE TO GET NEWS & INFORMATION ABOUT CURRENT EVENTS, PUBLIC ISSUES, OR POLITICS AT LEAST ONCE EVERY FEW WEEKS:

[N=1043]

ASK Q.87 thru Q.89 ONLY OF THOSE WHO ANSWERED '1-4' IN Q.62e

INTRO. TO Q.87 thru Q.89: Now I am going to ask you about some specific Websites...

Q.87 Do/did you ever go onto (INSERT ITEM; ROTATE) to get news and information on current events, public issues or politics? (CONTINUE WITH Q.88 and Q.89 BEFORE REPEATING QUESTION FOR NEXT ITEM.)

		<u>Yes</u>	<u>No</u>	<u>DK</u>	<u>Not an Online news user</u>
a.	The Websites of the Broadcast TV networks -- ABC, NBC or CBS October, 1996	22 20	29 38	* *	49=100 42=100
b.	The Websites of national newspapers such as the Washington Post, The New York Times or Los Angeles Times October, 1996	16 23	35 35	* *	49=100 42=100
c.	The Wall Street Journal Home Page October, 1996	9 15	42 43	0 *	49=100 42=100
d.	C-SPAN's Website October, 1996	8 10	43 48	* *	49=100 42=100
e.	MSNBC October, 1996	18 11	33 47	* *	49=100 42=100
f.	Congressional Quarterly's American Voter October, 1996	1 2	50 56	* *	49=100 42=100
g.	CNN/Time All Politics October, 1996	13 15	38 43	* *	49=100 42=100
h.	A Website devoted to news or information about your local community October, 1996	16 16	35 42	* *	49=100 42=100
i.	Project Vote Smart or Web, White & Blue	1	50	*	49=100
j.	The Drudge Report	4	47	*	49=100

¹⁹

In October 1996 question was worded "Has any of the information you have received online about the 1996 elections influenced your choice of candidates?"

Q.87 CONTINUED ...

	<u>Yes</u>	<u>No</u>	<u>DK</u>	<u>Not an Online news user</u>
k. The Websites of national news magazines such as Time or Newsweek	13	38	*	49=100
l. Online-only magazines such as Salon or Slate	3	48	*	49=100
m. Policy.COM (READ: "Policy dot com")	1	50	*	49=100
n. The website of a candidate or campaign	5	46	*	49=100
o. PBS Online	9	42	*	49=100
p. The web pages of the House of Representatives, the Senate or the White House	8	43	*	49=100

IF YES IN Q.87, ASK:

Q.88 Do/did you ever go onto this Website to get news or information about the 1998 elections?

[ONLINE N=1993; ELECTION NEWS CONSUMER N=315]

	BASED ON ALL ONLINE USERS				BASED ON ELECTION NEWS CONSUMERS	
	<u>% Who Ever Use Site</u>	<u>Visit Site For Campaign News</u>			<u>Yes</u>	<u>No</u>
		<u>Yes</u>	<u>No</u>	<u>DK/Ref</u>		
a. The Websites of the Broadcast TV networks -- ABC, NBC or CBS	22	6	16	*	26	74
October, 1996	20	6	14	0	27	73
b. The Websites of national newspapers such as the Washington Post, The New York Times and or Los Angeles Times	16	5	11	*	23	77
October, 1996	23	9	14	*	38	60
c. The Wall Street Journal Home Page	9	1	8	*	8	92
October, 1996	15	4	11	0	18	82
d. C-SPAN's Website	8	2	6	0	12	88
October, 1996	10	6	4	0	25	75
e. MSNBC	18	5	13	*	23	76
October, 1996	11	5	6	*	23	77
f. Congressional Quarterly's American Voter	1	1	*	0	5	95
October, 1996	2	2	*	0	7	93
g. CNN/Time AllPolitics	13	5	8	*	23	77
October, 1996	15	9	6	*	42	58

Q.88 CONTINUED ...

		BASED ON ALL ONLINE USERS				BASED ON ELECTION NEWS CONSUMERS	
		Who Ever Use Site	Visit Site For Campaign News			Yes	No
			Yes	No	DK/Ref	Yes	No
h.	A Website devoted to news or information about your local community	16	5	11	0	22	78
	October, 1996	16	5	11	0	20	80
i.	Project Vote Smart or Web, White & Blue	1	1	*	0	3	97
j.	The Drudge Report	4	1	3	0	4	96
k.	The Websites of national news magazines such as Time or Newsweek	13	3	10	*	13	87
l.	Online-only magazines such as Salon or Slate	3	*	3	0	2	98
m.	Policy.COM (READ: "Policy dot com")	1	*	1	*	3	96
n.	The website of a candidate or campaign	5	3	2	*	17	83
o.	PBS Online	9	2	7	*	9	91
p.	The web pages of the House of Representatives, the Senate or the White House	8	3	5	0	13	87

IF YES IN Q.88, ASK:

Q.89 Would you say you find this Website to be very useful, somewhat useful, or not useful?

		<u>Very</u>	<u>Some what</u>	<u>Not</u>	<u>DK/ Ref.</u>	<u>(N)</u>
a.	The Websites of the Broadcast TV networks -- ABC, NBC or CBS	25	65	9	1=100	(114)
b.	The Websites of national newspapers such as the Washington Post, The New York Times and or Los Angeles Times	42	54	3	1=100	(96)
c.	The Wall Street Journal Home Page	--	--	--	--	(33)
d.	C-SPAN's Website	--	--	--	--	(47)
e.	MSNBC	42	55	3	0=100	(98)

Q.89 CONTINUED ...

		<u>Very</u>	<u>Some</u> <u>what</u>	<u>Not</u>	<u>DK/</u> <u>Ref.</u>	<u>(N)</u>
f.	Congressional Quarterly's American Voter	--	--	--	--	(19)
g.	CNN/Time AllPolitics	40	59	1	0=100	(101)
h.	A Website devoted to news or information about your local community	41	56	1	2=100	(94)
i.	Project Vote Smart or Web, White & Blue	--	--	--	--	(17)
j.	The Drudge Report	--	--	--	--	(19)
k.	The Websites of national news magazines such as Time or Newsweek	--	--	--	--	(51)
l.	Online-only magazines such as Salon or Slate	--	--	--	--	(9)
m.	Policy.COM (READ: "Policy dot com")	--	--	--	--	(11)
n.	The website of a candidate or campaign	21	70	9	0=100	(68)
o.	PBS Online	--	--	--	--	(32)
p.	The web pages of the House of Representatives, the Senate or the White House	--	--	--	--	(55)

**ASK ALL ONLINE USERS: [N=1993]
NOW, ON A RELATED SUBJECT...**

Q.90 Do you ever visit Web sites that provide information about specific issues or policies that interest you such as the environment, gun control, abortion, or health care reform?

28	Yes
72	No
*	Don't know/Refused
100	

**ASK ALL (INCLUDING THOSE WHO DON'T GO ONLINE OR DON'T USE A COMPUTER) : [N=2000]
ON ANOTHER SUBJECT...**

Q.91 Which of the following statements comes closer to your opinion of the Internet?

35	These days you're more likely to find accurate information about what's going on in the world on the Internet than in the daily newspapers or on the network news
	OR
28	A lot of what you find on the Internet cannot be believed
16	Neither (VOL)
<u>21</u>	Don't know/Refused
100	

Q.92 Do you think the information that is on the websites of NEWS organizations is MORE or LESS accurate than the information that is in newspapers or on TV, or don't you think there is any difference?

13	More accurate
12	Less accurate
55	No difference
<u>20</u>	Don't know/Refused
100	

Q.93 Would you favor or oppose a law that would make it illegal for a computer network to carry pornographic or adult material?

		<u>June 1995</u>
57	Favor	52
34	Oppose	41
<u>9</u>	Don't know/Refused	<u>7</u>
100		100