

Survey Questions

WEB1-A Next... Please tell me if you ever use the internet to do any of the following things. Do you ever... [INSERT ITEMS; RANDOMIZE]?

	TOTAL HAVE EVER DONE THIS	----- DID YESTERDAY	HAVE NOT DONE THIS	(VOL.) DON'T KNOW	(VOL.) REFUSED
<i>Based on all internet users [N=1,740]</i>					
Look online for information about a job ⁹					
Current	62	n/a	38	*	0
May 2011	56	11	43	*	0
May 2010	54	10	46	0	0
April 2009	52	9	48	0	0
May 2008	47	6	53	*	--
August 2006	46	5	54	0	--
January 2005	44	7	56	0	--
June 2004	42	4	58	*	--
May 2003	43	6	57	0	--
March 12-19, 2003	44	8	56	0	--
March/May 2002	47	4	53	*	--
March 2000	38	5	62	0	--
<i>Based on all internet users [N=1,740]</i>					
Apply for a job online					
Current	52	n/a	48	*	0

⁹ In January 2005, item wording was "Look for information about a job online." Prior to January 2005, item wording was "Look for information about a job."

JOB1 These days, many resources for job seekers are posted online and employers often expect applicants to find and apply for jobs using the internet, email, or mobile apps. If you needed to look for a new job, how easy would it be for you to [INSERT ITEMS; RANDOMIZE] if you needed to do so ... very easy, somewhat easy, not too easy, or not at all easy?

Next, how easy would it be to [INSERT ITEM]? [IF NECESSARY: Very easy, somewhat easy, not too easy, or not at all easy?]

Based on those who are employed, not employed, students, other, DK or Refused [N=1,369]

	VERY EASY	SOMEWHAT EASY	NOT TOO EASY	NOT AT ALL EASY	(VOL.) DON'T USE INTERNET OR MOBILE APPS	(VOL.) DK	(VOL.) REFUSED
a. Create a professional resume	54	26	9	8	*	2	*
b. Use email to contact and follow up with potential employers	70	16	5	7	1	1	*
c. Go online to find a list of available jobs in your area	63	22	7	5	*	2	*
d. Fill out a job application online	65	21	6	6	*	1	1
e. Use a social media profile or personal website to highlight your employment skills	45	29	12	9	1	3	1
f. Go online to look up services and programs that are available to help job seekers	58	29	5	5	1	2	*

JOB2 In the last two years have you looked for a new job, or have you not done this?

CURRENT		
%	34	Yes
	65	No
	*	(VOL.) Don't know
	0	(VOL.) Refused

JOB3 People may use many different resources when looking for a job. Thinking of your MOST RECENT job search, please tell me if you used any of the following resources. (First,/Next,) what about [INSERT ITEMS; RANDOMIZE; ASK a,b,c TOGETHER AND IN ORDER; ITEM h ALWAYS LAST]? [READ FOR FIRST ITEM, THEN AS NECESSARY: Did you use this in your most recent job search?]

Based on those who have looked for a job in the last two years [N=605]

	YES	NO	(VOL.) DK	(VOL.) REFUSED
a. Personal connections with close friends or family members	66	34	0	0
b. Personal connections with acquaintances or friends of friends	55	45	*	0
c. Connections with people you know from a professional or work setting	63	37	*	0
d. Resources or information you found online	79	21	*	0
e. Government or private employment agencies	32	68	*	0
f. Ads in print publications	32	67	*	0
g. Job fairs, conferences, or other events	28	72	*	0
h. Some other resource I haven't already mentioned (SPECIFY)	11	86	3	*

JOB4 Thinking of the resources that you used in your last job search, which of them was the MOST important? [READ OPTIONS IF NECESSARY: Was it [READ; ONLY INCLUDE "YES" RESPONSES FROM JOB3; LIST RESPONSES IN SAME ORDER AS JOB3]]¹⁰

Based on those who have looked for a job in the last two years [N=605]

	CURRENT	
%	34	Resources or information you found online
	20	Personal connections with close friends or family member
	17	Connections with people you know from a professional or work setting
	7	Personal connections with acquaintances or friends of friends
	5	Government or private employment agencies
	5	Job fairs, conferences, or other events
	4	Ads in print publications
	4	Or some other resource
	1	(VOL.) Don't know JOB4
	1	(VOL.) Refused JOB4
	2	None is a resource

¹⁰ Question was asked of respondents who gave two or more "Yes" responses in JOB3. Results shown here also include respondents who gave only one "Yes" response in JOB3.

SMJOB1 Have you ever used your smartphone as part of a job search in any way?

Based on all smartphone owners [N=1,327]

	CURRENT	
%	41	Yes
	59	No
	0	(VOL.) Don't know
	0	(VOL.) Refused

SMJOB2 Thinking about some specific ways you might have used your smartphone as part of a job search, have you used a smartphone to... [INSERT ITEMS; RANDOMIZE]? Have you ever used your smartphone to [INSERT NEXT ITEM]?

Based on smartphone job seekers [N=487]

	YES	NO	(VOL.) DK	(VOL.) REFUSED
a. Browse or research jobs online	94	6	0	0
b. Email someone about a job you were applying for	74	26	*	0
c. Fill out an online job application	50	50	0	0
d. Create a resume or cover letter	23	77	0	0
e. Call a potential employer on the phone	87	13	0	0

SMJOB3 Overall, how important is your smartphone when it comes to looking for job and career resources? Is it [READ]

Based on smartphone job seekers [N=487]

	CURRENT	
%	47	Very important
	37	Somewhat important
	13	Not too important, OR
	3	Not at all important?
	*	(VOL.) Don't know
	*	(VOL.) Refused

SMJOB4 Thinking about some problems you might have experienced while using your smartphone in a job search, have you ever experienced problems... [INSERT ITEMS; RANDOMIZE]? Next, have you ever had problems [INSERT NEXT ITEM]?

Based on smartphone job seekers [N=487]

	YES	NO	(VOL.) DK	(VOL.) REFUSED
a. Entering a large amount of text on your smartphone while searching for a job	38	61	*	*
b. Accessing job-related content because it wasn't displaying properly on your phone	47	52	*	*
c. Submitting files or supporting documents that were required for a job application	37	61	2	*
d. Saving or book marking jobs on your phone that you were interested in so you could apply to them later	23	76	1	*
e. Reading the text in a job posting or application because it was not designed for a mobile device	47	52	1	*

SNSJOB1 Thinking about social media sites like Facebook, Twitter or LinkedIn... Have you ever... [INSERT ITEMS; RANDOMIZE]?

Based on social media users [N=1,223]

	YES	NO	(VOL.) DK	(VOL.) REFUSED
a. Used social media to look for or research a job	35	65	0	*
b. Applied for a job that you found out about on social media	21	79	0	*
c. Used social media to let your friends know about a job that was available at your place of employment	34	66	*	*

SNSJOB2 Has information that you've posted on social media ever... [INSERT ITEMS; RANDOMIZE]?

Based on social media users [N=1,223]

	YES	NO	(VOL.) DK	(VOL.) REFUSED
a. Helped you get a job	13	86	1	*
b. Caused you to lose a job, or not get hired for a job you were applying for	2	97	*	*