

# Questionnaire

Editor's Note: Not all the questions asked on the survey are available here. Data analysis is still being done on several aspects of this survey.

## **Daily Internet Tracking Survey**

March 2000

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

Sample: n = 3,533 adults 18 and older

Interviewing dates: 3-1-2000 – 3-31-2000

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?

%	50	Satisfied
	41	Dissatisfied
	9	Don't know/Refused

(N = 5,953 \*)

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

%	64	Yes
	36	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
	15	Does not go online
	*	Don't know
	36	Not a computer user

\* Results for Q1 - Q6 based on daily tracking conducted March 1 through April 30, 2000.

**Q7** Did you happen to go online or check your email YESTERDAY?

**Based on all internet users (Q6=1)**

%	60	Yes, went online yesterday
	40	No, did not go online yesterday
	*	Don't know/Refused

**Q8/9** When you went online yesterday, did you go online from HOME?  
Did you go online from WORK yesterday?

**Based on respondents who went online yesterday (Q7=1)**

%	56	Online yesterday home only
	21	Online yesterday work only
	20	Both home and work
	3	Don't know/Refused

**Q10** Counting all of your online sessions, how much time did you spend online yesterday? **(DO NOT READ)**

**Based on respondents who went online yesterday (Q7=1)**

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%	10	Less than 15 minutes
	15	15 minutes to less than a half hour
	18	Half hour or more but less than 1 hour
	18	About an hour
	11	More than 1 hour but less than 2 hours
	12	2 hours or more but less than 3 hours
	5	3 hours or more but less than 4 hours
	10	4 hour or more
	1	Don't know/Refused

**Q12** When did you first start going online: was it within the last six months, a year ago, two or three years ago, or more than three years ago?

**Based on all Internet users (Q6=1)**

		OCT 1999	JUL Y 1999	NO V 1998	OCT 1996 *
%	18	15	17	20	26
	21	22	23	26	38
	33	32	32	34	24
	28	31	28	19	12
	*	0	*	1	*

\* All trend results reported here are based on surveys conducted by the Pew Research Center for the People & the Press.

**Q12a** How much would you miss going online if you could no longer do this — a lot, some, not much, or not at all?

**Based on all Internet users (Q6=1)**

			NO V 1998	OCT 1996	JUN E 1995
%	43	A lot	38	34	32
	29	Some	30	37	34
	17	Not much	19	20	19
	11	Not at all	12	9	14
	*	Don't know/Refused	1	*	1

**Q13** Do you ever go online from HOME?

**Based on did not go online from home yesterday (Q8=2-9)**

%	65	Yes, go online from home
	35	No, do not
	0	Don't know/Refused

**Q14** In general, how often do you go online from HOME — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

**Based on respondents who go online from home (Q8=1 or Q13=1)**

%	23	Several times a day
	29	About once a day
	24	3-5 days a week
	16	1-2 days a week
	5	Every few weeks
	2	Less often
	1	Don't know/Refused

**Q15** Do you ever go online from WORK?

**Based on did not go online from work yesterday (Q9=2-9)**

%	31	Yes, go online from work
	69	No, do not
	0	Don't know/Refused

**Q16** In general, how often do you go online from WORK — several times a day, about once a day, 3-5 days a week, 1-2 days a week, once every few weeks, or less often?

**Based on respondents who go online from work (Q9=1 or Q15=1)**

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%	40	Several times a day
	26	About once a day
	13	3-5 days a week
	11	1-2 days a week
	5	Every few weeks
	4	Less often
	1	Don't know/Refused

**Q17/18** Please tell me if you ever do any of the following when you go online. Do you ever ...**(INSERT)** Did you happen to do this YESTERDAY, or not?

**Based on all Internet users (Q6=1)**

	HAVE DONE THIS			DON'T KNOW / REFUSED
	EVER HAVE DONE THIS	DID YESTERDAY	NO, HAVE NOT DONE	
a. Send or read e-mail	91	52	9	0
b. Get news online	60	22	40	*
c. Get financial information such as stock quotes or mortgage interest rates	44	15	56	*
d. Look for information about a product or service you are thinking about buying	74	14	26	*
e. Get information about travel, such as checking airline ticket prices or hotel rates	64	7	36	0
f. Do research for school or training	55	10	45	*
g. Look for health or medical information	54	7	46	*
h. Check weather reports and forecasts	62	16	38	0
i. Check sports scores and information	35	8	65	*
j. Not including email, do any type of work or research online for your job	49	16	51	0
k. Look for news or information about politics and the campaign	35	10	65	*
l. Look for information about a hobby or interest	76	18	24	*
m. Go online for no particular reason, just for fun or to pass the time	63	21	37	0

n. Send “instant messages” to someone who’s online at the same time	45	12	55	*
o. Buy a product online, such as books, music, toys or clothing	48	4	52	*

**Q21** How much would you miss using email if you could no longer use it — a lot, some, not much, or not at all?

**Based on email users (Q17a=1 or Q18a=1,2)**

%	49	A lot
	28	Some
	13	Not much
	10	Not at all
	*	Don't know/Refused

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**Q22** Overall, about how many email messages did you send YESTERDAY? (IF NECESSARY, ADD: Just your best guess...)

**Based on those who sent or read email yesterday (Q18a=1)**

%	12	None
	11	One
	15	Two
	15	Three
	7	Four
	9	Five
	15	Six to ten
	6	11 to 15
	3	16 to 20
	1	21 to 25
	5	More than 25
	1	Don't know/Refused

**Q22a** Do you get a lot of "spam" or unwanted email messages, or isn't this a problem for you?

**Based on email users (Q17a=1 or Q18a=1,2) – asked March 20-31 only.**

		JUL Y 1999
%	37	Get a lot of spam or unwanted email messages 36
	63	Isn't a problem 64
	*	Don't know/Refused 0

**Q22b** Are the unwanted email messages sales solicitations, "list-serv" messages, or emails from other people?

**Based on those who get a lot of unwanted messages (Q22a=1) – asked March 20-31 only.**

		JUL Y 1999
%	70	Sale solicitations 72
	7	List-serv messages 9
	17	Emails from other people 18
	6	Don't know/Refused 1

**Q22c** Do you get so many unwanted email messages that it's hard to get to the ones you want to read, or not?

**Based on those who get a lot of unwanted messages (Q22a=1) – asked March 20-31 only.**

		JUL Y 1999
%	41	Yes 40
	58	No 59
	1	Don't know/Refused 1



**Q23/24** As I read another short list, please tell me if you ever do any of the following when you go online. Do you ever ... **(INSERT ITEM; ROTATE ITEMS)** Did you happen to do this YESTERDAY, or not?

**Based on all Internet users (Q6=1)**

	HAVE DONE THIS			DON'T KNOW / REFUSED
	EVER HAVE DONE THIS	DID YESTERDAY	NO, HAVE NOT DONE	
a. Buy or make a reservation for a travel service, like an airline ticket, hotel room, or rental car	36	1	64	*
b. Take part in "chat rooms" or online discussions with other people	28	5	72	0
c. Listen to or download music	35	5	65	*
d. Look for information about a job	38	5	62	0
e. Look for information about a place to live	27	2	73	*
f. Do any banking online	17	5	83	*
g. Watch a video clip or listen to an audio clip	47	7	53	*
h. Play a lottery or gamble online	5	1	95	0
i. Buy or sell stocks, mutual funds or bonds	12	3	88	*
j. Play a game online	34	6	66	0
k. Look for information about movies, books, or other leisure activities	62	8	38	*
l. Look for information from a local, state, or federal government website	47	7	53	*
m. Look for religious or spiritual information	21	3	79	0
n. Participate in an online auction	15	3	85	*

**K1** How much, if at all, has the Internet improved... **(INSERT ITEM; ROTATE ITEMS)** — a lot, some, only a little, or not at all?

**Based on all Internet users (Q6=1) – asked March 20-31 only**

	A LOT	SOME	ONLY	NOT	DON'T KNOW / REFUSED
			A LITTLE	AT ALL	
a. Your ability to shop	15	20	20	43	2
b. The way you get information about health care	13	18	18	49	2

c.	The way you manage your personal finances	13	12	12	62	1	
d.	Connections to members of your family	32	23	16	29	*	10
e.	Connections to your friends	37	29	16	18	*	
f.	Your ability to learn about new things	48	30	10	11	1	

**Q25** Now on a totally DIFFERENT subject... Thinking about your personal life...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?

			NO V 1998	JUN E 1997	FEB 1997
%	43	Many people	43	41	39
	42	Just a few people	41	45	51
	11	Hardly any people	14	12	8
	2	No one/None	1	1	1
	2	Don't know/Refused	1	1	1

**Q26** Thinking again about YESTERDAY... Yesterday, did you... **(INSERT ITEM) ?**

		YES	NO	DON'T KNOW / REFUS ED
a.	Visit with family or friends	66	34	*
	November, 1998	62	38	*
	June, 1997	74	26	*
	June, 1995	69	31	*
	February, 1994	57	43	*
b.	Call a friend or relative just to talk	59	40	*
	November, 1998	52	48	*
	April, 1998	67	33	*
	June, 1997	65	35	*
	June, 1995	56	44	*
	February, 1994	63	37	*

**Q27** Do you ever send EMAIL to any members of your immediate or extended family?

**Based on email users (Q17a=1 or Q18a=1,2)**

%	77	Yes
	23	No
	*	Don't know/Refused

**Q28** How useful to you is email for communicating with members of your family — very useful, somewhat, not too, or not at all?

**Based on respondents who email family members (Q27=1)**

%	88	Useful
	51	Very useful
	37	Somewhat useful
	12	Not useful
	9	Not too useful
	3	Not at all useful
	*	Don't know/Refused

- Q29** Thinking about both your immediate and extended family, which family member do you email MOST OFTEN? (**DO NOT READ**) (**ACCEPT TWO RESPONSES; AFTER FIRST ANSWER, FOLLOW UP WITH:** And which family member do you email SECOND most often? )

**Based on respondents who email family members (Q27=1)**

%	21	Sister
	19	Parent
	17	Brother
	10	Daughter
	8	Son
	7	Cousin
	4	Aunt
	3	Sister-in-law
	3	Mother-in-law
	3	Wife
	3	Niece
	2	Brother-in-law
	2	Husband
	1	Uncle
	1	Grandparent
	1	Nephew
	1	Father-in-law
	1	Daughter-in-law
	*	Grandson
	*	Granddaughter
	0	Son-in-law
	7	Other
	3	Don't know/Refused

- Q30** Thinking about your (**INSERT FIRST RESPONSE FROM Q29**) you just mentioned... Where does this person live — with you in your home; in your city or town; in your state; in another state; or in another country?

**Based on respondents who email family members (Q27=1)**

%	5	In your home
	15	In your city or town
	35	In your state
	41	In another state
	4	In another country
	*	Don't know/Refused

**Q31** About how often do you get together with this person?

**Based on respondents who email family members (Q27=1)**

%	8	Every day
	17	About once a week
	18	About once a month
	34	Several times a year
	23	Less often
	*	Don't know/Refused

**Q32** How often do you speak to this person by phone?

**Based on respondents who email family members (Q27=1)**

%	16	Every day
	38	About once a week
	22	About once a month
	13	Several times a year
	11	Less often
	*	Don't know/Refused

**Q33** How often do you EMAIL this person?

**Based on respondents who email family members (Q27=1)**

%	22	Every day
	49	About once a week
	20	About once a month
	6	Several times a year
	3	Less often
	*	Don't know/Refused

**Q34** Do you think you communicate with this person more often now that you use email, less often, or hasn't it made any difference?

**Based on respondents who email family members (Q27=1)**

%	59	More often
	1	Less often
	40	Hasn't made any difference
	*	Don't know/Refused

**Q35** What would you say is the most important reason why you email your **(INSERT FIRST RESPONSE FROM Q29)** — it's quicker; you can email at your convenience; it's less expensive; you can send pictures and documents; or you can express your feelings better?

**Based on respondents who email family members (Q27=1)**

- % 22 It's quicker
- 34 You can email at your convenience
- 21 It's less expensive
- 12 You can send pictures and documents
- 4 You can express your feelings better
- 5 Other
- 2 Don't know/Refused

**Q37** Still thinking about your email with **(INSERT FIRST RESPONSE FROM Q29)**, do you ever email this person... **(INSERT ITEMS; ROTATE ITEMS)?**

**Based on respondents who email family members (Q27=1)**

	YES	NO	DON'T KNOW / REFUS ED
a. About getting together for dinner, a movie, or social activity	41	59	*
b. To pass along something interesting you heard or read	84	16	*
c. About something you are upset or worried about	42	58	*
d. To pass along a joke or something funny about that you'd heard	81	19	*
e. To pass along some news about children, other family members, or people you know	83	17	*
f. To pass along something about your job or other things you've been involved in	72	28	*
g. To get advice about something	48	52	*

**Q38** Do you ever send EMAIL to any your friends?

**Based on email users (Q17a=1 or Q18a=1,2)**

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

**Q39** How useful to you is email for communicating with friends — very useful, somewhat, not too, or not at all?

**Based on respondents who email friends (Q38=1)**

%	90	Useful
	53	Very useful
	37	Somewhat useful
	10	Not useful
	9	Not too useful
	1	Not at all useful
	*	Don't know/Refused

**Q40** Which of your friends do you email MOST OFTEN — a friend who lives close by to you; or a friend who lives far away?

**Based on respondents who email friends (Q38=1)**

%	44	A friend who lives close by to you
	53	A friend who lives far away
	*	Friend or roommate who live with
	3	Don't know/Refused

**Q41** Where does this friend live — in another city or town in your state; in another state; or in another country?

**Based on respondents who most often email a friend far away (Q40=2)**

%	22	Another city or town in your state
	67	In another state
	10	In another country
	1	Don't know/Refused



**Q42** About how often do you get together with this friend?

**Based on respondents who email friends (Q38=1)**

%	10	Every day
	22	About once a week
	17	About once a month
	21	Several times a year
	29	Less often
	1	Don't know/Refused

**Q43** How often do you speak to this friend by phone?

**Based on respondents who email friends (Q38=1)**

%	13	Every day
	25	About once a week
	24	About once a month
	18	Several times a year
	19	Less often
	1	Don't know/Refused

**Q44** How often do you EMAIL this friend?

**Based on respondents who email friends (Q38=1)**

%	19	Every day
	48	About once a week
	22	About once a month
	7	Several times a year
	3	Less often
	1	Don't know/Refused

**Q45** Do you think you communicate with this friend more often now that you use email, less often, or hasn't it made any difference?

**Based on respondents who email friends (Q38=1)**

%	60	More often
	2	Less often
	38	Hasn't made any difference
	*	Don't know/Refused

**Q46** What would you say is the most important reason why you email this friend — it's quicker; you can email at your convenience; it's less expensive; you can send pictures and documents; or you can express your feelings better?

**Based on respondents who email friends (Q38=1)**

- % 25 It's quicker
- 38 You can email at your convenience
- 18 It's less expensive
- 11 You can send pictures and documents
- 3 You can express your feelings better
- 4 Other
- 1 Don't know/Refused

**Q48** Still thinking about your email with this friend, do you ever email this person... **(INSERT ITEMS; ROTATE ITEMS)?**

**Based on respondents who email friends (Q38=1)**

	YES	NO	DON'T KNOW / REFUS ED
a. About getting together for dinner, a movie, or social activity	50	50	*
b. To pass along something interesting you heard or read	85	15	*
c. About something you are upset or worried about	43	57	*
d. To pass along a joke or something funny about that you'd heard	83	17	*
e. To pass along some news about children, other family members, or people you know	72	28	0
f. To pass along something about your job or other things you've been involved in	73	27	*
g. To get advice about something	51	49	*

**Q49** Do you have an email group list for friends or family members?

**Based on email users (Q17a=1 or Q18a=1,2)**

%	54	Yes
	45	No
	1	Don't know/Refused

**Q50** Do you or does any other member of your family have a personal web page with family information or photos on it? **(IF YES, ASK: Is that you, or another member of your family?)**

**Based on Form 1 respondents**

%	3	Yes, respondent/me
	12	Yes, other family
	1	Yes, both
	81	No
	3	Don't know/Refused

**Q51** Have you or has any other member of your family used the Internet to research your family history or genealogy? **(IF YES, ASK: Is that you, or another member of your family?)**

**Based on Form 2 respondents**

%	6	Yes, respondent/me
	21	Yes, other family
	2	Yes, both
	67	No
	4	Don't know/Refused

**Q52** In general, is your use of email work-related, personal, or both?

**Based on email users (Q17a=1 or Q18a=1,2)**

%	10	Work-related
	45	Personal
	45	Both work and personal
	*	Don't know/Refused

**Q54** Since you started using email, have you started communicating regularly with a family member that you did not used to keep up with very much before, or hasn't that happened to you?

**Based on Form 1 email users (Q17a=1 or Q18a=1,2)**

%	31	Started communicating with family member
	68	Hasn't happened
	1	Don't know/Refused

**Q55** Which family member was that? **(DO NOT READ; ACCEPT TWO RESPONSES)**

20

**Based on those who started communicating with family member (Q54=1)**

%	22	Sister
	22	Cousin
	18	Brother
	11	Aunt
	7	Uncle
	5	Parent
	3	Niece
	2	Sister-in-law
	2	Grandparent
	2	Daughter
	1	Son
	1	Brother-in-law
	1	Mother-in-law
	1	Nephew
	*	Grandson
	*	Wife
	0	Husband
	0	Granddaughter
	0	Father-in-law
	0	Daughter-in-law
	0	Son-in-law
	4	Other
	2	Don't know/Refused

**Q56** Have you used email or the Internet to look for or locate an old friend or family member you had lost touch with, or hasn't that happened to you?

**Based on Form 2 Internet users (Q6=1)**

21

%	28	Used email or Internet to locate old friend or family member
	71	Hasn't happened
	1	Don't know/Refused

**Q57** Have you ever sent a greeting card by EMAIL to either a friend or family member? **(IF YES, ASK: To a friend, or to a family member?)**

**Based on email users (Q17a=1 or Q18a=1,2)**

%	57	Yes
	13	To a friend
	13	To a family member
	31	Both
	43	No, have not
	*	Have not sent but have received
	0	Don't know/Refused

**Q58** Have you ever sent a photograph by EMAIL to a friend or family member? **(IF YES, ASK: To a friend, or to a family member?)**

**Based on email users (Q17a=1 or Q18a=1,2)**

%	41	Yes
	9	To a friend
	9	To a family member
	23	Both
	58	No, have not
	*	Have not sent but have received
	1	Don't know/Refused

**Q59/60** Thinking about the different people you send email to... Do you ever send email to... **(INSERT ITEM; ROTATE ITEMS IN BLOCKS)** Did you happen to email this person YESTERDAY?)

**Based on email users (Q17a=1 or Q18a=1,2)**

	TOTAL EMAIL THIS PERSON			DON'T KNOW / REFUS ED
	EVER HAVE DONE THIS	DID YESTE RDAY	NO, HAVE NOT DONE	
a. a parent or grandparent	31	7	68	1
b. a brother or sister	55	11	44	1
c. a child not living at home	22	5	77	1
d. an aunt, uncle, cousin, or other member of your extended family	48	9	51	1
e. your spouse or partner who you live with	24	6	75	1
f. a roommate	6	1	93	1
g. a child who lives with you at home	10	1	89	1
h. friends who live close by to you	61	17	38	1
i. friends who live far away	69	17	30	1
j. a romantic partner who you don't live with	13	4	86	1
k. people you work with	52	19	47	1

**Q61** Here are some things people sometimes say about email with members of their FAMILY. Please tell me if you think each is true or not true when it comes to your own family. **(READ ITEMS; ROTATE ITEMS)**

**Based on those who email any members of family (Q59a-e, g=1; Q60a-e, g=1,2)**

	TRUE	NOT TRUE	DON'T KNOW / REFUS ED
b. It is easier for family members to say frank or unpleasant things in email than in conversation	31	65	4
c. Email is too impersonal for communicating with family members	19	79	2
d. Because of email I can keep in touch with my family without having to spend as much time talking to them	62	36	2

e.	I have learned more about my family since we've been using email	25	74	1
f.	Email has improved relationships in my family	38	60	2
g.	Email has added to the stress in my family	5	94	1

**Q62** When you say that... "It is easier for family members to say frank or unpleasant things in email than in conversation" — all in all, has that been a good thing or a bad thing for your family?

**Based on those who say email allows family to say frank or unpleasant things (Q61b=1) – asked March 20-31 only**

%	68	Good thing
	10	Bad thing
	16	No difference
	6	Don't know/Refused

**Q63** Here are some things people sometimes say about email with their FRIENDS. Please tell me if you think each is true or not true when it comes to your own friends. **(READ ITEMS; ROTATE ITEMS)**

**Based on respondents who email any friends (Q59f,h,i,j=1; Q60f,h,i,j=1,2) – asked March 20-31 only**

	TRUE	NOT TRUE	DON'T KNOW / REFUSED
a. Email has brought me closer to my friends	51	47	2
b. It is easier for friends to say frank or unpleasant things in email than in conversation	34	64	2
c. Because of email I can keep in touch with my friends without having to spend as much time talking to them	72	26	2
d. I have learned more about my friends since we've been using email	39	61	0
e. Email has improved my relationships with friends	48	51	1
f. Email has added to the stress with my friends	4	96	*

**Q64** Here are just a few more statements about email in general. For each one, please tell me if it describes you, or not. **(READ STATEMENT; ROTATE ITEMS)**

**Based on email users (Q17a=1 or Q18a=1,2) – asked March 20-31 only**

	YES, THIS DESCRIBES ME	NO, DOES NOT	DON'T KNOW / REFUSED
a. One of the first things I do each morning is check email	39	60	1
b. I usually check my email before going to bed at night	40	60	*
c. Dealing with email takes up a lot of time	29	70	1
d. I look forward to checking my email	70	29	1



