

Internet Confidence Survey

Q1 How comfortable do you feel using the Internet?

- Very comfortable Comfortable Neutral Uncomfortable Very uncomfortable

Q2 How satisfied are you with your current skills in using the Internet?

- Very satisfied Satisfied Neutral Unsatisfied Very unsatisfied

Q3 In general, how comfortable do you feel using computers?

- Very comfortable Comfortable Neutral Uncomfortable Very uncomfortable

Q4 Some websites ask you to register with the site by providing personal information. When asked for such information, what percent of the time do you falsify the information?

- Rather not say Have never falsified information
 Under 25% of the time 26-50% of the time
 51-75% of the time Over 75% of the time
 Have never registered with a site

Q5 What reasons would you give for not purchasing more products and services on the web (than you already do) for either yourself or your work? (Please tick all that apply).

- Too complicated to place an order Faster / easier to purchase locally
 Not familiar with supplier Unsure of security for credit card payments
 No receipt / documentation Difficult to judge quality of a product / service
 Not enough information to make a decision Generally uncomfortable with the idea
 Never tried it Not applicable

Q6 In your opinion, what is the single most critical issue facing the Internet?

- Finding things/navigating around Speed / bandwidth
 Government regulation Equal access for all
 Pornography Internet crime (e.g. hate crimes)
 Paying for online services or information Censorship
 Privacy Security for online payment / banking etc.

**Q7 Which of the following groups have you become more connected with through the Internet?
(Please tick all that apply).**

- | | |
|--|--|
| <input type="checkbox"/> People who share my hobbies | <input type="checkbox"/> People who share my sporting interests |
| <input type="checkbox"/> People in similar life situations | <input type="checkbox"/> People who share my political interests |
| <input type="checkbox"/> People who share my religion | <input type="checkbox"/> People in my profession |
| <input type="checkbox"/> People in my family | <input type="checkbox"/> None |
| <input type="checkbox"/> Other _____ | |

**Q8 Complete the following sentence in a way that best describes your own view:
"Since I have been using the Internet, I have become..."**

- | | |
|--|---|
| <input type="checkbox"/> MORE connected with people like myself | <input type="checkbox"/> LESS connected with people like myself |
| <input type="checkbox"/> EQUALLY connected with people like myself | <input type="checkbox"/> Don't know / no answer |

Q9 Which of the following have you done? Please tick all that apply.

- Ordered a product / service from a business, or other institution, by filling out a web based form
- Made a purchase online for more than £50
- Created a web page
- Customised a web page for yourself (e.g. My Yahoo)
- Changed your browser's startup / home page
- Changed your cookie preferences
- Participated in an online chat or discussion (not including email)
- Listened to a radio broadcast online
- Made a telephone call online
- Used a nationwide online directory to find an address or telephone number
- Taken a course about the Web or Internet
- Bought a book to learn more about the Web or Internet

Thank you.