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### **Skills Uses and Outcomes of Internet Use**

Q1 Welcome We are conducting a survey on behalf of the London School of Economics. This survey will ask you some questions about how you use the Internet, how easy you find using the Internet and how much it helps you with or hinders you in everyday activities. It doesn't matter if you use the Internet a lot or not – we would just like to know more about what you do. Some of these questions are about quite complex online activities – please just tell us when they do not apply to you or you do not know how to do something. Sometimes, you may think we are asking very similar questions / the same question. Please do not worry about that – it is just the way that the survey works. All information you provide in this survey is confidential and will not be used to identify you personally. The data is processed anonymously. Thanks very much for taking part. If you have any questions about this survey or the research it is part of please contact Ellen Helsper at e.j.helsper@lse.ac.uk

Q3 How old were you when you first used the internet? By using the internet we mean accessing online content (e.g. websites, apps) through a desktop computer, laptop, mobile or any other device. Please write in your age in years Q4 Now, could we ask about all of the places where you use the Internet? In the past month have you used the Internet....? Please tick a box for each one that applies to you ☐ At home (1) ☐ At work or at school or at university (2) ☐ While travelling (e.g. on a bus or train through a mobile device) (3) □ Somewhere else (e.g. library, internet café, at another person's house ) (4) Q5 Which of the following do you have...? Please tick a box for each one that applies to you □ An email account (1) ☐ A Social Networking Site (e.g.Facebook, LinkedIn) (2) □ A blog (3) ☐ A microblog (e.g. Twitter, tumblr account) (4) ☐ A smartphone (5) ☐ A Tablet, iPad or eReader (6)

□ A laptop (7)

☐ A desktop computer (8)

Q11 Before we start the survey we would like to ask you a few more general questions

Q19 We would like to know a little bit more about you. This information will helps us to make sure that we have a wide range of people participating in our study. All the information you give in this survey, including the information in this section, is confidential and will not be used to identify you personally.

Q1	7 Are you
O	Male? (1)
O	Female? (2)
O	Rather not say (3)
Q2	0 What is the highest level of education you have completed?
O	Less than High School (1)
O	High School / GED (2)
O	Some College (3)
O	2-year College Degree (4)
O	4-year College Degree (5)
O	Masters Degree (6)
O	Doctoral Degree (7)
O	Professional Degree (JD, MD) (8)
Q2	1 What best describes your current situation?
O	Working Full Time (at least 30 hours a week) (1)
O	Working Part Time (8-29 hours a week) (2)
O	Retired (3)
O	Unemployed (4)
O	Permanently Sick of Disabled (5)
O	In community or military service (6)
O	Undergraduate student (7)
O	Postgraduate student (8)
O	In full time education (not higher degree) (9)
O	In part time education (not higher degree) (10)
O	Doing housework, looking after children or other persons (11)

Q12 The following set of questions is about how you use the internet.

Q7 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

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	Not at all true of me (1)	Not very true of me (2)	Neither true nor untrue of me (3)	Mostly true of me (4)	Very true of me (5)	I do not understand what you mean by that (6)
I know how to connect to a WIFI network (2)	0	0	•	•	•	0
I know how to turn my mobile phone off (3)	•	•	•	•	•	•
I know how to open a new tab in my browser (4)	O	0	•	•	•	•
If a technical problem occurs while I am using the Internet, I usually know how to fix the problem (1)	•	•	•	•	•	•

Q10 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

	Not at all true of me (1)	Not very true of me (2)	Neither true nor untrue of me (3)	Mostly true of me (4)	Very true of me (5)	I do not understand what you mean by that (6)
I know how to go to the previous page when browsing the internet (1)	•	•	•	•	•	•
I know how to use the refresh function (2)	0	0	0	0	0	•
I know how to use shortcut keys (e.g. CTRL-C for copy, CTRL-S for save) (3)	0	•	•	•	•	0
I know how to bookmark a website (4)	0	•	•	•	•	O
I know how to install apps on a mobile device (5)	•	•	•	•	•	•
I know how to download files (6)	0	•	•	•	•	•

Q24 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

	Not at all true of me (1)	Not very true of me (2)	Neither true nor untrue of me (3)	Mostly true of me (4)	Very true of me (5)	I do not understand what you mean by that (6)
I know how to upload files (1)	<b>O</b>	O	0	0	<b>O</b>	O
I know how to adjust privacy settings (2)	<b>O</b>	•	•	•	<b>O</b>	<b>O</b>
I know how to complete online forms (3)	•	•	•	•	•	0
I know how to download/save a photo I found online (4)	•	•	0	•	•	0
I know how to open downloaded files (5)	•	•	0	0	•	0
I know how to open a Web address directly without using a search engine like Google (6)	•	•	•	•	•	•

Q25 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

	Not at all true of me (1)	Not very true of me (2)	Neither true nor untrue of me (3)	Mostly true of me (4)	Very true of me (5)	I do not understand what you mean by that (6)
I know which apps/software are safe to download (1)	•	•	•	•	•	0
I know how to download apps to my mobile device (2)	0	0	•	•	O	0
I know how to keep track of the costs of mobile app use (3)	0	0	0	0	O	0
I know some good ways to avoid computer viruses (4)	0	0	•	•	O	•
I know how to make pop- ups or ads disappear (5)	•	•	•	•	•	0

Q26 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

	Not at all true of me (1)	Not very true of me (2)	Neither true nor untrue of me (3)	Mostly true of me (4)	Very true of me (5)	I do not understand what you mean by that (6)
I tend to have no problems finding my way around a website (1)	0	•	•	•	•	•
I know where to click to go to a different webpage (2)	•	•	•	•	•	•
All the different website layouts make working with the internet difficult for me (3)	•	•	•	•	•	•
I find the way in which many websites are designed confusing (4)	•	•	•	•	•	•

Q27 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

	Not at all true of me (1)	Not very true of me (2)	Neither true nor untrue of me (3)	Mostly true of me (4)	Very true of me (5)	I do not understand what you mean by that (6)
I find it hard to find a website I visited before (1)	•	•	•	•	•	•
I get tired when looking for information online (2)	•	•	•	•	•	•
Sometimes I end up on websites without knowing how I got there (3)	0	0	0	0	•	•
I find it hard to decide what the best keywords are to use for online searches (4)	•	•	•	•	•	0
It is easy for me to find information (5)	•	•	•	•	•	•

Q28 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

	Not at all true of me (1)	Not very true of me (2)	Neither true nor untrue of me (3)	Mostly true of me (4)	Very true of me (5)	I do not understand what you mean by that (6)
I am confident selecting search results (1)	•	0	•	0	•	•
I normally look at more than the top three search results (2)	•	•	•	•	•	•
I should take a course on finding information online (3)	•	•	•	•	•	0
Sometimes I find it hard to verify information I have retrieved (4)	•	0	0	0	•	•
I feel confident in my evaluation of whether a website can be trusted (5)	•	•	•	0	•	•
I generally compare different websites to decide if information is true (6)	0	0	0	0	•	0
I know how to use a wide range of	0	O	O	0	•	O

strategies when searching for information (7)						
I carefully consider the information I find online (8)	O	O	•	•	•	O

Q29 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

you doo ano a	Not at all true of me (1)	Not very true of me (2)	Neither true nor untrue of	Mostly true of me (4)	Very true of me (5)	I do not understand what you
			me (3)			mean by that (6)
I know when I should and shouldn't share information online (1)	0	•	•	0	0	0
I am careful to make my comments and behaviors appropriate to the situation I find myself in online (2)	•	•	•	•	•	•
I know how to change who I share content with (e.g. friends, friends of friends or public) (3)	•	•	•	•	•	•
I know how to remove friends from my contact lists (4)	•	•	•	•	•	•
I am confident about writing a comment on a blog, website or forum (5)	•	•	•	•	•	•
I feel comfortable deciding who to follow	•	•	•	•	•	•

online (e.g. on services like Twitter or Tumblr) (6)						
I know how to use emoticons (e.g. smileys, emojis or text speak) (7)	•	•	•	•	•	•
I know which information I should and shouldn't share online (8)	•	•	•	•	•	•

Q30 Please indicate how accurate the following statements are when thinking about how you use the Internet. Please tick one option per row.

	Not at all true of me (1)	Not very true of me (2)	Neither true nor untrue of me (3)	Mostly true of me (4)	Very true of me (5)	I do not understand what you mean by that (6)
I would feel confident putting video content I have created online (1)	•	0	•	0	O	•
I would feel confident writing and commenting online (2)	•	0	•	•	O	•
I know how to create something new from existing online images, music or video (3)	•	•	•	0	O	0
I know how to make basic changes to the content that others have produced (4)	•	•	•	•	•	•
I know how to design a website (5)	•	•	•	•	•	O
I know which different types of licences apply to online content (6)	•	•	•	•	•	0

Q13 Now we would like to ask you some questions about what you use the Internet for, and how helpful you find the Internet.

Q34 We would like to start by asking about using the Internet for information seeking. How often have you done the following things online in the last year? Please tick one option per row.

	Never (1)	Less than Once a Month (2)	Monthly (3)	Weekly (4)	Daily (5)	Several times per day (6)	Don't know (7)
Check a fact (1) Discuss a	•	•	•	•	•	•	0
topic of personal interest with others online (e.g. via email, twitter, Facebook, or online forum) (2)	0	0	0	0	•	0	•
Share something you created about a topic that interests you (e.g. a piece of creative writing, a video, a photo) (3)	•	•	•	•	•	•	•

Q33 Thinking about your online activities in the past year, how much do you agree or disagree with the following statement? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Disagree strongly (1)	Somewhat disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Agree strongly (5)	Not applicable (NA) (6)	Don't know (7)
My knowledge increased because of the Internet (i.e. looking up information, talking to others) (1)	•	•	•	•	O	•	•

NOTE: THE ITEMS THAT FOLLOW WITH DISAGREE STRONGLY TO AGREE STRONGLY SCALES CAN ALSO BE ASKED IN DICHOTOMOUS FORMATS. Here is an example for

Q33 Thinking about your online activities in the past year, does the following apply to you? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Yes (1)	No (2)	Not applicable (NA) (3)	Don't know (4)
My knowledge increased because of the Internet (i.e. looking up information, talking to others)	O	O	O	<b>O</b>

Q35 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Very dissatisfie d (1)	Somewhat dissatisfie d (2)	Neither dissatisfie d nor satisfied (3)	Somewha t satisfied (4)	Very satisfie d (5)	Not applicabl e (NA) (6)	Don' t kno w (7)
In general, the informatio n you find online about topics that interest you (1)	•	0	•	•	O	0	0

Q162 We would now like to ask you about learning. We are interested in any type of course related learning that you might have done (this can be any course, from studying at university to a course for personal interests like pottery or photography). In the past year have you taken or looked for any such courses on or offline?

- O Yes, I have taken or looked for a course (1)
- O No, I have not taken or looked for a course (2)

Answer If We would now like to ask you about learning. We are interested in any type of course related learning that you might have done (this can be any course, from studying at university to a course for p... Yes, I have done or looked for a course Is Selected Q36 And what about these activities related to learning? How often have you done the following things online in the last year? Please tick one option per row.

	Never (1)	Less than Once a Month (2)	Monthly (3)	Weekly (4)	Daily (5)	Several times per day (6)	Don't know (7)
Look for information about a course or course provider (this can be any course, from studying at university to a course for personal interests like pottery or photography)  (1)	•	•	•	•	•	•	•
Check others' opinions about a course or place to study (2)	•	•	•	•	•	0	•
Download course materials (3)	•	0	•	•	•	•	<b>O</b>
Upload an assignment / piece of work for evaluation (4)	•	•	•	•	•	•	•

Answer If We would now like to ask you about learning. We are interested in any type of course related learning that you might have done (this can be any course, from studying at university to a course for p... Yes, I have done or looked for a course Is Selected Q37 Thinking about your online activities in the past year, how much do you agree or disagree with the following statement? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Disagree strongly (1)	Somewhat disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Agree strongly (5)	Not applicable (NA) (6)	Don't know (7)
I got a certificate that I could not have gottenwithout the internet (1)	O	•	•	•	O	0	0

Answer If We would now like to ask you about learning. We are interested in any type of course related learning that you might have done (this can be any course, from studying at university to a course for p... Yes, I have done or looked for a course Is Selected Q38 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Very dissatisfied (1)	Somewhat dissatisfied (2)	Neither dissatisfied nor satisfied (3)	Somewhat satisfied (4)	Very satisfied (5)	Not applicable (NA) (6)	Don't know (7)
The price of the course that you found online (1)	•	•	0	0	O	O	0
The quality of the course that you found online (2)	•	•	•	•	O	O	•

Q14 Now we would like to ask you some questions about buying and selling goods online. How often have you done the following things online in the last year? Please tick one option per row.

option per re	l .						
	Never (1)	Less than Once a Month (2)	Monthly (3)	Weekly (4)	Daily (5)	Several times per day (6)	Don't know (7)
Look for information on the price of a product (e.g. books, holidays, clothes, cars) (1)	•	0	•	•	•	•	•
Talk to others about the price of a product (e.g. on a forum or online chat) (2)	•	•	•	•	•	•	0
Make an offer on a product (e.g. on eBay, Amazon)	•	•	•	•	•	•	•
Look for information on how to sell something you own (4)	•	•	O	O	•	•	•
Respond to people's requests for information about a product or service you want to sell (5)	0	0	0	0	0	0	0
Put a	•	•	•	•	•	•	O

product up				
for sale (6)				

Q31 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Disagree strongly (1)	Somewhat disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Agree strongly (5)	Not applicable (NA) (6)	Don't know (7)
I save money by buying products online (1)	•	•	•	•	•	0	•
I sell goods that I would not have sold otherwise (2)	•	•	•	•	•	0	0

Q32 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

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	Very dissatisfie d (1)	Somewhat dissatisfie d (2)	Neither dissatifie d nor satisfied (3)	Somewha t satisfied (4)	Very satisfie d (5)	Not applicabl e (NA) (6)	Don' t kno w (7)
The price of the last product that you bought online (1)	•	0	•	•	O	•	0
The quality of the last product that you bought online (2)	•	•	O	O	O	•	0
The price you get for the products you sell online (3)	•	•	•	O	0	•	•
The experienc e of selling products online (4)	0	O	O	O	0	0	0
The experienc e of buying products online (5)	•	•	•	•	•	•	<b>O</b>

Q70 We would now like to ask you about your use of the Internet for work related things. We are interested in paid employment or voluntary work of any kind. In the past year have you done any such work?

- O Yes, I have done or looked for paid, unpaid or volunteer work (1)
- O No, I have not done or looked for any paid, unpaid or volunteer work (2)

Answer If We would now like to ask you about your use of the Internet for work related things. We are interested in paid employment or voluntary work of any kind. In the past year have you done any... Yes, I have done paid, unpaid or volunteer work Is Selected

Q40 How often have you done the following things online in the last year? If any of the following do not apply to you please select Never. Please tick one option per row.

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	Never (1)	Less than Once a Month (2)	Monthly (3)	Weekly (4)	Daily (5)	Several times per day (6)	Don't know (7)
Look for something (e.g. software, devices, apps, instruments, kit etc) that would help you do your job better (1)	•	•	•	•	0	•	•
Talk to others online about how to solve a job related problem (e.g. via email, social networking site, or forum)	•	•	•	•	•	•	•
Integrate tools or apps you have downloaded into the way you work (3)	•	•	•	•	O	•	•
Look for a different job online (4)	•	0	<b>O</b>	<b>O</b>	O	•	O
Talk to others online about job opportunities (e.g. email, social networking site, or forum) (5)	•	•	•	•	•	•	•
Create or share a CV on a professional	<b>O</b>	<b>O</b>	O	O	•	O	<b>O</b>

and work related site (e.g. Linkedin, Monsterboard)				
(6)				

Answer If We would now like to ask you about your use of the Internet for work related things. We are interested in paid employment or voluntary work of any kind. In the past year have you done any... Yes, I have done paid, unpaid or volunteer work Is Selected

Q41 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Disagree strongly (1)	Somewhat disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Agree strongly (5)	Not applicable (NA) (6)	Don't know (7)
The things I found online influenced how I do my job (1)	•	•	•	•	•	•	•
I found a job online that I could not have found offline (2)	•	•	•	•	•	•	•

Answer If We would now like to ask you about your use of the Internet for work related things. We are interested in paid employment or voluntary work of any kind. In the past year have you done any... Yes, I have done paid, unpaid or volunteer work Is Selected

Q42 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Very dissatisfie d (1)	Somewhat dissatisfie d (2)	Neither dissatisfie d nor satisfied (3)	Somewha t satisfied (4)	Very satisfie d (5)	Not applicabl e (NA) (6)	Don' t kno w (7)
The way the Internet has influence d how you do your job (1)	•	•	•	•	•	0	0
The job you got online (2)	•	•	•	•	•	•	0

Q43 We would now like to ask you some questions about using the Internet for financial advice and services. How often have you done the following things online in the last year? Please tick one option per row.

r lease tick of it				ı			
	Never (1)	Less than Once a Month (2)	Monthly (3)	Weekly (4)	Daily (5)	Several times per day (6)	Don't know (7)
Look for information on insurance policies (e.g. car/health/life or other insurance) (1)	•	•	•	•	•	•	•
Compare reviews of insurance policies (e.g. car/health/life or other insurance) (2)	•	•	•	•	•	•	•
Purchase insurance online (e.g. car/health/life or other) (3)	•	•	•	•	0	O	•
Look for information on interest rates (4)	•	•	•	•	0	•	O
Ask others online about investment opportunities (e.g. savings accounts, stocks, bonds, property) (5)	•	•	•	•	•	O	•
Set up a direct debit payment (6)	0	0	0	0	<b>O</b>	0	O

Q44 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Disagree strongly (1)	Somewhat disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Agree strongly (5)	Not applicable (NA) (6)	Don't know (7)
The information and services I found online improved my financial situation (1)	•	•	•	•	•	•	•
I bought insurance online that I would not have bought offline (2)	•	•	•	•	0	O	•

Q157 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Very dissatisfie d (1)	Somewhat dissatisfie d (2)	Neither dissatifie d nor satisfied (3)	Somewha t satisfied (4)	Very satisfie d (5)	Not applicabl e (NA) (6)	Don't kno w (7)
The last financial service you used (e.g. banking)	•	•	O	•	O	0	0
The insuranc e or other financial product you bought online (2)	•	•	O	•	•	•	0

Q46 We would now like to ask you about your use of the Internet for news and information seeking. How often have you done the following things online in the last year? Please tick one option per row.

	Never (1)	Less than Once a Month (2)	Monthly (3)	Weekly (4)	Daily (5)	Several times per day (6)	Don't know (7)
Look for the latest news on current affairs (1)	0	•	•	•	0	•	•
Look for the latest sports news (2)	0	0	•	•	0	•	O
Look for the latest celebrity news (3)	O	•	•	•	0	•	O
Chat about relationships and friendships (e.g. via email, a social networking site, whatsapp, etc) (4)	0	•	0	0	0	0	0

Q48 We would now like to ask you about your use of the Internet for things that you come across unintentionally or intentionally. How often have you encountered any of the following things online in the last year? Please tick one option per row.

	Never (1)	Less than Once a Month (2)	Monthly (3)	Weekly (4)	Daily (5)	Several times per day (6)	Don't know (7)
Come across information about differences between men and women (e.g. in their lives, behaviour or attitudes) (1)	•	0	•	•	•	•	•
Come across 'adult' sites with sexual content (2)	0	•	•	•	•	•	0
Trace your family history (3)	0	0	0	0	0	0	O
Come across information about your ethnic group (4)	•	•	•	•	•	•	•
Interact with people who share your ethnicity (e.g. via email, whatsapp, forum or social networking site) (5)	•	•	•	•	•	•	•
Interact with people	0	0	•	•	0	0	O

who are from a different				
ethnic				
group (e.g.				
via email,				
whatsapp,				
forum or				
social				
networking site) (6)				

Q49 And what about these? How often would you say you have done the following things online in the last year? Please tick one option per row.

	Never (1)	Less than Once a Month (2)	Monthly (3)	Weekly (4)	Daily (5)	Several times per day (6)	Don't know (7)
Look up information on where to go out (e.g. exhibitions, cinema, parties) (1)	•	•	•	0	0	•	•
Read information about relationships (e.g. about managing relationships or dating) (2)	•	•	•	•	•	•	•
Read information on parenting (3)	0	•	•	•	O	•	<b>O</b>
Look up information on transport (e.g. bus or train timetables)	•	•	•	•	•	O	•
Arrange with other people to go out (5)	0	0	•	0	0	0	O
Upload pictures of yourself (7)	•	0	•	•	0	•	0
Look for websites with religious or spiritual information (8)	•	•	•	•	•	•	•
Contact people who share religious or	0	0	0	O	0	•	O

spiritual beliefs (9)							
Log in on a website with religious or spiritual content (10)	O	0	O	0	0	0	•

Q47 Thinking about the things you found online (either intentionally or unintentionally) in the past year, how much do you agree or disagree with the following statements? If any of these do not apply to you please just select Not Applicable (NA)

ao not appiy	to you plou	ise just sciect	тостррнос	2010 (1 t/ t)			
	Disagree strongly (1)	Somewhat disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Agree strongly (5)	Not applicable (NA) (6)	Don't know (7)
Through the internet I found people of a similar age that share my interests (1)	•	•	•	•	O	•	•
The things I came across on the internet made me think about the differences between men and women (2)	•	•	0	O	•	•	•
Through the Internet I learned new things about my ethnic group (3)	0	•	0	O	O	0	•
Due to the information I found and people I have met online I feel more connected with religion or spiritual beliefs (4)	•	•	•	•	O	•	•
Due to the information	0	0	O	O	O	O	<b>O</b>

I found and people				
I have met				
online I				
have				
changed				
my				
thinking				
about				
religion or				
spiritual				
beliefs (5)				

Q45 Thinking about the things you found online (either intentionally or unintentionally) in the past year. In general, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity just select Not Applicable (NA)

did flot diluert	did not undertake the activity just select Not Applicable (NA)								
	Very dissatisfie d (1)	Somewha t dissatisfie d (2)	Neither dissatifie d nor satisfied (3)	Somewha t satisfied (4)	Very satisfie d (5)	Not applicabl e (NA) (6)	Don' t kno w (7)		
Information you come across about gender differences (1)	•	•	•	•	•	•	0		
The information you come across about your ethnic group (2)	•	•	•	•	•	•	0		
Your interactions with people of your age online (as compared to offline interactions with people your age) (3)	•	•	•	•	•	•	<b>O</b>		
Your online interactions with people and organisation s that share your religious beliefs (i.e. in comparison with the offline people you might encounter) (4)	•	•	•	0	•	•	<b>O</b>		

Q50 We would now like to ask you some questions about using the Internet to keep in touch with friends and family. How often have you done the following things online in the last year? Please tick one option per row.

year: Fleas	Never (1)	Less than Once a Month (2)	Monthly (3)	Weekly (4)	Daily (5)	Several times per day (6)	Don't know (7)
Look for updates from friends or family (e.g. email, status / photos on social networking sites) (1)	0	0	0	0	•	0	0
Comment on the updates friends or family put online (e.g. email, status / photos on social networking sites) (2)	•	•	•	•	•	•	•
Talk to family or friends who live further away (e.g. via skype, whatsapp, or email) (3)	•	0	•	•	•	•	•
Share pictures of you with your family or friends (e.g. through a social networking	•	•	•	•	•	•	•

site, photo sharing site) (4)							
Look for websites online that help you to meet new people (e.g. online dating, social networking sites, hobby or crafts clubs) (5)	0	•	•	•	•	•	•
Make new friends /meet new people (6)	•	•	<b>O</b>	<b>O</b>	•	<b>O</b>	O
Like or promote content that other people post (7)	•	•	•	•	•	•	•

Q51 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Disagree strongly (1)	Somewhat disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Agree strongly (5)	Not applicable (NA) (6)	Don't know (7)
I have a better relationship with my friends and family because I use the internet (1)	•	•	0	0	O	0	•
I am in touch with my close friends more because I use the internet (2)	•	•	•	•	O	0	<b>O</b>
I have more friends because I use the internet (3)	•	•	•	•	O	0	<b>o</b>
People I meet online are more interesting than the people I meet offline (4)	•	•	•	•	0	0	•

Q52 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

3CICCI NOI App	11000010 (1171)						
	Very dissatisfie d (1)	Somewha t dissatisfie d (2)	Neither dissatisfie d nor satisfied (3)	Somewh at satisfied (4)	Very satisfie d (5)	Not applicabl e (NA) (6)	Don' t kno w (7)
Your online communicati on with friends and family? (i.e. in comparison with the offline communicati on you might have) (1)	O	0	0	0	0	0	O
Your online communicati on with people online who are not close friends or family? (i.e. in comparison with the offline communicati on you might have) (2)	O	O	0	•	0	0	0

Q53 We would now like to ask you about your uses of the Internet for getting involved with hobbies, clubs, and societies. How often have you done the following things online in the last year? Please tick one option per row.

year? Please th	ok one optio	on per row.					
	Never (1)	Less than Once a Month (2)	Monthly (3)	Weekly (4)	Daily (5)	Several times per day (6)	Don't know (7)
Look for information (online or offline) on clubs or societies (1)	•	•	•	•	0	•	•
Interact with people who share your personal interests and hobbies (2)	•	•	•	•	•	•	•
Contribute ideas or upload items such as photos to websites with similar interests and hobbies (3)	•	O	•	O	•	•	O
Come across information which helps you form your opinion on a public issue (4)	•	•	•	•	•	•	•
Contact a civic organization or association (e.g. those involved with environmental or human rights campaigning) (5)	•	•	•	•	•	•	•
Sign an online petition (6)	<b>O</b>	<b>O</b>	<b>o</b>	<b>O</b>	O	<b>o</b>	O
Comment	<b>O</b>	<b>O</b>	<b>O</b>	<b>O</b>	•	<b>O</b>	O

about a political or societal issue (e.g. through twitter, on blogs,				
websites) (7)				

Q54 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Disagre e strongly (1)	Somewha t disagree (2)	Neither agree nor disagre e (3)	Somewha t agree (4)	Agree strongl y (5)	Not applicabl e (NA) (6)	Don't kno w (7)
I became a member of a hobby or leisure club or organization that I otherwise would not have found (1)	•	•	•	•	0	•	O
I became a member, donor of a civic organisation (e.g. those involved in environmenta I or human rights campaigning) I would not have become a member of otherwise (2)	•	•	•	•	•	0	•

Q55 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Very dissatisfie d (1)	Somewha t dissatisfie d (2)	Neither dissatisfie d nor satisfied (3)	Somewh at satisfied (4)	Very satisfie d (5)	Not applicabl e (NA) (6)	Don' t kno w (7)
The last club or organization you became a member of (1)	O	0	O	•	0	•	0
Your online involvement with the last organisation you joined/donate d to (2)	•	•	•	•	•	O	0
Your last contribution to an online discussion (3)	0	•	0	O	•	•	0

Q56 We would now like to ask you about the use of the Internet for government services. How often have you done the following things online in the last year? Please tick one option per row.

one option per i							
	Never (1)	Less than Once a Month (2)	Monthly (3)	Weekly (4)	Daily (5)	Several times per day (6)	Don't know (7)
Look for information about national government services (e.g. benefits, taxes, a driving licence or passport) (1)	•	•	•	0	•	•	0
Ask a representative of a public institution for advice on public services (e.g. your local council / municipality) (2)	•	•	•	0	•	•	0
Complete an online form for a national government service (3)	•	•	•	O	•	•	•
Look for information about an MP, local councillor, political party or candidate (4)	•	•	•	O	•	•	•
Follow or contact a politician (or political organization) (5)	•	•	•	•	•	•	•
Join or start a group that discusses politics or	O	O	O	O	•	O	0

political				
issues (6)				

Q57 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just select Not Applicable (NA)

	about just coloci (1017)										
	Disagree strongly (1)	Somewhat disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Agree strongly (5)	Not applicable (NA) (6)	Don't know (7)				
I have discovered online that I am entitled to a particular benefit, subsidy or tax advantage which I would not have found offline (1)	•	•	0	0	0	0	0				
Online, I have better contact with my MP, local councillor, or political party (2)	0	•	0	•	O	0	0				

Q58 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Very dissatisfie d (1)	Somewha t dissatisfie d (2)	Neither dissatisfie d nor satisfied (3)	Somewha t satisfied (4)	Very satisfie d (5)	Not applicabl e (NA) (6)	Don' t kno w (7)
The last online governmen t service you accessed (1)	•	•	•	0	O	0	0
Your last interaction with an MP, local councillor or political party online (2)	•	•	•	O	O	•	<b>o</b>

Q62 Now we would like to ask you about using the Internet to look up information about your fitness. How often have you done the following things online in the last year? Please tick one option per row.

option per row.							
	Never (1)	Less than Once a Month (2)	Monthly (3)	Weekly (4)	Daily (5)	Several times per day (6)	Don't know (7)
Look up information on how to improve your fitness (1)	•	•	•	•	•	•	•
Ask others about a training program (2)	•	•	•	•	0	•	•
Use exercise or nutrition programs / apps (3)	•	0	•	•	0	•	•
Look up information about health or medical care (4)	•	•	0	0	0	O	0
Ask for advice on a medical condition (5)	0	0	•	•	0	•	0
Fill out a questionnaire related to your health (6)	•	•	•	•	•	•	•

Q63 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just answer Not Applicable (NA)

	Disagree strongly (1)	Somewhat disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Agree strongly (5)	Not applicable (NA) (6)	Don't know (7)
I am fitter as a result of the online information, advice or programs / apps I have used (1)	•	•	O	•	O	0	•
I have made better decisions about my health or medical care as a result of the information / advice I found online (2)	•	•	•	•	•	0	•

Q64 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

	ippiioaasio (i ii						
	Very dissatisfie d (1)	Somewhat dissatisfie d (2)	Neither dissatisfie d nor satisfied (3)	Somewha t satisfied (4)	Very satisfie d (5)	Not applicabl e (NA) (6)	Don' t kno w (7)
The way in which the last bit of advice, program or app you used has influenced your level of fitness (1)	•	•	•	•	•	•	0
The last health informatio n or advice you found online (2)	O	•	•	O	O	O	0
The way you changed your behaviour as a result of the health informatio n you found online (3)	•	•	•	•	•	•	•

Q59 We would now like to ask about using the Internet for leisure and personal interest. How often have you done the following things online in the last year? Please tick one option per row.

	Never (1)	Less than Once a Month (2)	Monthly (3)	Weekly (4)	Daily (5)	Several times per day (6)	Don't know (7)
Come across online lifestyle magazines / features / articles (1)	•	•	•	•	•	•	0
Talk to others about your lifestyle (2)	•	•	•	•	•	•	O
Blog or maintain a website about your personal life (3)	•	•	•	O	0	O	•
Look for jokes, cartoons or other entertaining content (4)	•	•	•	O	0	O	•
Play games (5)	<b>O</b>	<b>O</b>	<b>O</b>	<b>O</b>	O	<b>O</b>	O
Listen to music (6)	<b>O</b>	<b>O</b>	<b>O</b>	<b>O</b>	O	<b>O</b>	O
Watch videos/ tv programmes (7)	O	0	•	O	0	O	0

Q60 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just answer Not Applicable (NA)

	Disagre e strongly (1)	Somewha t disagree (2)	Neither agree nor disagre e (3)	Somewha t agree (4)	Agree strongl y (5)	Not applicabl e (NA) (6)	Don't kno w (7)
Information I found online gave me more confidence in my lifestyle choices (1)	•	•	•	•	O	0	O
Online entertainmen t (games, listening to music, reading jokes) made me feel happier (2)	•	•	•	•	•	•	<b>o</b>

Q61 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things? If you did not undertake the activity the question is about just select Not Applicable (NA)

	Very dissatisfie d (1)	Somewhat dissatisfie d (2)	Neither dissatisfie d nor satisfied (3)	Somewha t satisfied (4)	Very satisfie d (5)	Not applicabl e (NA) (6)	Don' t kno w (7)
The lifestyle choices you have made based on the informatio n you found online (1)	0	0	•	•	O	O	0
In general, how do you feel about spending time online (2)	•	•	•	•	•	•	0

Q65 And how often have you done the following things online in the last year? Please tick one option per row.

one option p	Never (1)	Less than Once a Month (2)	Monthly (3)	Weekly (4)	Daily (5)	Several times per day (6)	Don't know (7)
Search for information about events, concerts etc (1)	0	0	0	0	0	0	0
Exchange information about events or concerts with others (2)	•	•	•	•	•	•	•
Write comments about or rate videos, music, books, TV shows etc (3)	•	•	•	•	•	•	•
Look up information to understand problems or issues that interest you (4)	0	0	0	0	0	0	0
Consult others' opinions on problems or issues that interest you (e.g. using YouTube, Facebook, Twitter, email) (5)	•	•	•	•	•	•	•

Q66 Thinking about your online activities in the past year, how much do you agree or disagree with the following statements? If you did not undertake the activity the question is about just answer Not Applicable (NA)

	Disagree strongly (1)	Somewhat disagree (2)	Neither agree nor disagree (3)	Somewhat agree (4)	Agree strongly (5)	Not applicable (NA) (6)	Don't know (7)
I go to events and concerts I would never have otherwise considered (1)	O	•	0	0	O	0	•
Using the Internet helps me to form opinions about complex social issues I would not fully understand otherwise (2)	•	•	•	•	O	•	•

Q67 Thinking about your online activities in the past year, how satisfied or unsatisfied were you with the following things in comparison to similar activities offline? If you did not undertake the activity the question is about just select Not Applicable (NA)

	у та (та у						
	Very dissatisfie d (1)	Somewhat dissatisfie d (2)	Neither dissatisfie d nor satisfied (3)	Somewha t satisfied (4)	Very satisfie d (5)	Not applicabl e (NA) (6)	Don' t kno w (7)
The last concert or event you went to after finding informatio n or buying the ticket for the event online (1)	•	•	•	•	•	•	<b>o</b>
The way in which the Internet helps you think about social issues (2)	•	•	•	•	0	•	0

Q153 That is all the questions. Thank you for taking the time to complete the survey.

Q154 We are interested in your comments and feedback on the survey. If you have anything to add that you have not been able to say in the rest of the survey please do so here.

Q155 If you have any further comments or questions, or would like further information about the study please contact Dr Ellen Helsper (e.j.helsper@lse.ac.uk).