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Q1.1 Welcome!

We are conducting a survey on behalf of the London School of Economics and Political Science.

This survey will ask you some **questions about how you use the Internet and technologies such as mobile phones and how much these help you with or hinder you in everyday activities**.

It doesn't matter if you use the Internet a lot or not. 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.

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 (email address)

Start of Block: Socio-Demographic Block

Q2.1
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.

Q2.2 Which neighbourhood do you live in?

- ○ Croydon
- ○ Ealing
- ○ Harrow
- ○ Kensington and Chelsea
- ○ Southwark
- ○ Tower Hamlets
- ○ Other _____

Q2.3 In what year were you born?

_____

Q2.4 Are you...?

- ○ Male
- ○ Female
- ○ Other
- ○ Rather not say

Q2.5 Which of these categories best describes you?

I am...

- ○ White (British/ White Irish/White Other)
- ○ Asian (British/Asian Other)
- ○ Black (African/Caribbean/Black British/ Black Other)
- ○ Gypsy /Traveller/Irish Traveller
- ○ Arab (British/Arab Other) (19)
- ○ Mixed White and Black African or Black Caribbean
- ○ Mixed White and Asian
- ○ Any other Mixed/ Multiple ethnic background (16)
- ○ Some other race, ethnicity, or origin (17)

_____

- ○ I prefer not to answer

Q2.6 What is the **highest level of education** you have successfully completed?

(If you finished your education abroad, please tick the option that is most similar)

- ○ Primary school level or lower
- ○ Secondary school level (O levels, CSE, GSCE, BTEC/SCOTVEC, RSA diploma, GNVQ, NVQ/SVQ up to level 3, Apprenticeship, City and Guilds craft, OND/ONC)
- ○ University entry level (AS level or equivalent, A level or equivalent, higher or equivalent, Scottish 6th year certificate, Access qualification)
- ○ Further education/vocational training (NVQ levels 4 and 5, Foundation degree, Diploma in higher education, RSA higher diploma, HNC/HND, BTEC higher, Nursing qualification, other higher education below degree level)
- ○ Bachelor's degree (BA, BS, AB, etc)
- ○ Graduate degree (Masters level, Doctorate)
- ○ Other _____

Q2.7 What best describes your current situation? (Select one)

- ○ In full time education
- ○ In part time education
- ○ Working Full Time (at least 30 hours a week)
- ○ Working Part Time (8-29 hours a week)
- ○ Unemployed
- ○ Retired
- ○ Permanently sick or disabled
- ○ In community or military service
- ○ Doing housework, looking after children or other persons (11)
- ○ Other _____

Display This Question:

If Q2.7 = 9

Or Q2.7 = 10

Q2.8 Do you study in the same neighbourhood you live in?

- ○ No, I go to school/college/university outside my neighbourhood
- ○ Yes, I go to school/college/university in the neighbourhood I live in
- ○ Yes, I am taking a distance learning course or am studying from home

Display This Question:

If Q2.7 = 9

Or Q2.7 = 10

Q2.9 What type of education are you currently in?

- ○ Secondary school
- ○ University entry exams (AS, A levels, 6th form)
- ○ Vocational training/further education/technical college
- ○ Apprenticeship scheme
- ○ Master's degree (MA, MS, MENG, MSW, etc)
- ○ Doctorate degree (PhD, EdD, etc)
- ○ Other _____

Display This Question:

If Q2.7 = 1

Or Q2.7 = 2

Q2.10 Do you work in the same neighbourhood you live in?

- ○ No, I work outside the neighbourhood I live in
- ○ I sometimes work in the same and sometimes in different neighbourhoods
- ○ Yes, I do all my work in the neighbourhood I live in

Display This Question:

If Q2.7 = 1

Or Q2.7 = 2

Q2.11 Are you...?

- ○ Self-employed
- ○ The owner or manager of a company that employs others
- ○ A manager, supervisor or foreman in a company that is owned and/or managed by someone else
- ○ An employee in a company owned or managed by others

Start of Block: Access

Q3.1 The following questions are about your access to technologies such as the Internet and mobile phones.

Q3.2 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 phone or any other device.
Please write in your age in years

_____

Q3.3 Do you have access to the following devices?

- ☐ Computer (desktop or laptop)
- ☐ Mobile phone (one that you can only make calls and send text messages on)
- ☐ Smartphone (a phone that you can access the Internet with or download apps on)
- ☐ Tablet or eReader (for example, iPad, Kindle, etc)
- ☐ Games console
- ☐ Other _____

Q3.4 **How often** you connect to the Internet using the following devices (for example, for searching information, e-mail, social networks, maps, etc. on each of the following devices).

If you don't have access to the device please select the option 'Never'

	Several times a day	Daily	Weekly	Monthly	Less than monthly	Never	Don't know
Computer	○	○	○	○	○	○	○
Phone	○	○	○	○	○	○	○
Tablet or e-reader	○	○	○	○	○	○	○
Games console	○	○	○	○	○	○	○

Q3.5 **In the last month**, how did you connect to the Internet? Please select all that apply

- [ ] I did not connect to the Internet in the last month
- [ ] I used mobile data (from my service provider) on my phone
- [ ] I used a separate Internet connection at home (i.e. without using data on my mobile phone)
- [ ] I went to a friend's/neighbour's home to connect
- [ ] I connected at work/school/college
- [ ] I used public WiFi hot-spots
- [ ] I went to an Internet cafe or public library

Start of Block: Motivation

Q4.1 The following set of questions asks you about **what you think about technologies** such as the Internet and mobile phones.

Q4.2 Please indicate how much you **agree or disagree** with the following statements about why you use technologies such as the Internet and mobile phones.

I use the Internet and mobile phones because...

	Strongly disagree (20)	Somewhat disagree (21)	Neither agree nor disagree (22)	Somewhat agree (23)	Strongly agree (24)	Don't know (25)
They offer an entertaining way to pass the time	○	○	○	○	○	○
They enable me to maintain a connection with people who are important to me	○	○	○	○	○	○
They can help me to participate better in a study or workplace	○	○	○	○	○	○
They help me to stay on top of news, sports or events	○	○	○	○	○	○
They allow me to share my ideas and things I create	○	○	○	○	○	○

Q4.3 Please indicate how much you **agree or disagree** with the following statements about the Internet and technologies such as mobile phones

	Strongly disagree (20)	Somewhat disagree (21)	Neither agree nor disagree (22)	Somewhat agree (23)	Strongly agree (24)	Don't know (25)
Technologies such as the Internet and mobile phones make life easier	○	○	○	○	○	○
Given a choice, I would prefer to do things offline (e.g. in person)	○	○	○	○	○	○
There are a lot of things on the Internet that are good for people like me	○	○	○	○	○	○
Technologies fail when you need them the most	○	○	○	○	○	○
Online you are in constant danger of harassment and bullying	○	○	○	○	○	○

Q4.4 Please indicate how much you **agree or disagree** with the following statements about the Internet, technologies such as mobile phones and the people around you.

	Strongly disagree (20)	Somewhat disagree (21)	Neither agree nor disagree (22)	Somewhat agree (23)	Strongly agree (24)	Don't know (25)
My family and friends encourage me to use technologies such as the Internet and mobile phones	○	○	○	○	○	○
Knowing how to use technologies is beneficial when trying to get a job	○	○	○	○	○	○
If I don't keep up with the development of technologies I feel left behind	○	○	○	○	○	○
What I put online about myself now will influence my future opportunities	○	○	○	○	○	○
I feel that people pressure me to be constantly connected	○	○	○	○	○	○

Start of Block: Skill

Q5.1 The following questions ask you about **how you use the Internet and technologies** such as mobile phones, tablets, PCs or laptops.

Q5.2 Please indicate **how much the following statements apply to you** when thinking about how you use technologies such as mobile phones and the Internet.
Keep in mind that these are things that you should be able to do now and without help.

(If you don't get what the question is referring to, tick the last box in the row 'I do not understand what you mean by this‘. If you have never done this then reply thinking about how much this would apply to you **if you had to do this now**)

	Not at all true of me	Not very true of me	Neither true nor untrue of me	Mostly true of me	Very true of me	I do not understand what you mean by this
I know how to save a photo that I find online or receive on an app	○	○	○	○	○	○
I know how to open a new tab in a browser	○	○	○	○	○	○
I know how to use programming language (for example,XML, html, C++)	○	○	○	○	○	○
I know how to use shortcut keys (e.g., CTRL-C for copy)	○	○	○	○	○	○

Q5.3 Please indicate **how much the following statements apply to you** when thinking about how you use technologies such as mobile phones and the Internet.
Keep in mind that these are things that you should be able to do now and without help.

(If you don't get what the question is referring to, tick the last box in the row 'I do not understand what you mean by this‘. If you have never done this then reply thinking about how much this would apply to you **if you had to do this now**)

	Not at all true of me	Not very true of me	Neither true nor untrue of me	Mostly true of me	Very true of me	I do not understand what you mean by this
I find it easy to check if information I find online is true	○	○	○	○	○	○
I never have any trouble finding a website I visited before	○	○	○	○	○	○
I find it easy to decide what the best keywords are to use for online searches	○	○	○	○	○	○
Sometimes I end up on websites without knowing how I got there	○	○	○	○	○	○

Q5.4 Please indicate **how much the following statements apply to you** when thinking about how you use technologies such as mobile phones and the Internet.
Keep in mind that these are things that you should be able to do now and without help.

(If you don't get what the question is referring to, tick the last box in the row 'I do not understand what you mean by this'. If you have never done this then reply thinking about how much this would apply to you **if you had to do this now**)

	Not at all true of me	Not very true of me	Neither true nor untrue of me	Mostly true of me	Very true of me (11)	I do not understand what you mean by this
I know which information I should and shouldn't share online	○	○	○	○	○	○
I know how to remove people from my contact lists	○	○	○	○	○	○
I am careful to make my comments and behaviours appropriate to the situation I am in online	○	○	○	○	○	○
I know how to report negative content relating to me or a group to which I belong	○	○	○	○	○	○

Q5.5 Please indicate **how much the following statements apply to you** when thinking about how you use technologies such as mobile phones and the Internet.
Keep in mind that these are things that you should be able to do now and without help.

(If you don't get what the question is referring to, tick the last box in the row 'I do not understand what you mean by this'. If you have never done this then reply thinking about how much this would apply to you **if you had to do this now**)

	Not at all true of me	Not very true of me	Neither true nor untrue of me	Mostly true of me	Very true of me (11)	I do not understand what you mean by this
I know how to create something new from video or music that I found online	○	○	○	○	○	○
I know how to edit or make basic changes to online content that others have created	○	○	○	○	○	○
I know how to design a website	○	○	○	○	○	○
I know which different types of licenses apply to online content	○	○	○	○	○	○

Q5.6 Please indicate **how much the following statements apply to you** when thinking about how you use technologies such as mobile phones and the Internet.
Keep in mind that these are things that you should be able to do now and without help.

(If you don't get what the question is referring to, tick the last box in the row 'I do not understand what you mean by this'. If you have never done this then reply thinking about how much this would apply to you **if you had to do this now**)

	Not at all true of me	Not very true of me	Neither true nor untrue of me	Mostly true of me	Very true of me (11)	I do not understand what you mean by this
I know how to install apps on a mobile device (for example, a phone or tablet)	○	○	○	○	○	○
I know how to keep track of the costs of mobile app use	○	○	○	○	○	○
I know how to make decisions about using the location settings on my mobile devices	○	○	○	○	○	○

Start of Block: Support

Q6.1 The questions that follow are about whether you have **help available or have offered others help** for using technologies such as Internet and mobile phones.

Q6.2 If you needed help, would there be someone who could help you with using the Internet or mobile phones?

- ○ Yes
- ○ Maybe
- ○ No

Skip To: Q6.4 If Q6.2 = 2

Q6.3 Who of the following could help you?

- [ ] Friends
- [ ] Partner (husband/wife/boyfriend/girlfriend)
- [ ] Brothers/Sisters
- [ ] Parents/Caretakers
- [ ] My (grand) child/children
- [ ] Co-workers/ fellow students
- [ ] Other family member
- [ ] Librarians
- [ ] Help desk (online or offline) (11)
- [ ] Online communities/people online
- [ ] Online platform (for example, YouTube, Help functions on websites, Discussion boards) (16)
- [ ] Another person (please tell us who)

_____

Q6.4 Have you looked or asked for help to use the Internet or mobile phone **in the past three months**?

- ○ Yes
- ○ No
- ○ Don't know

Skip To: Q6.7 If Q6.4 = 2

Q6.5 Who was the person(s) you went to for help?

- [ ] Friends
- [ ] Partner (husband/wife/boyfriend/girlfriend)
- [ ] Brothers/Sisters
- [ ] Parents/Caretakers
- [ ] My (grand) child/children
- [ ] Other family member
- [ ] Co-workers/fellow students
- [ ] Librarians
- [ ] Help desk (online or offline)
- [ ] Online platform (for example, YouTube, Help functions on websites, Discussion boards)
- [ ] Another person (please tell us who) _____

Q6.6 Pease indicate how much you would **disagree or agree** with the following statements about the help you received

	Disagree strongly	Somewhat disagree	Neither disagree nor agree	Somewhat agree	Agree strongly	Don't know
The help I received was really useful	○	○	○	○	○	○
I would now be able to deal with the issue I had myself	○	○	○	○	○	○
I would go to that same person or platform for help again	○	○	○	○	○	○

Q6.7 Have you helped someone use the Internet or a mobile phone **in the past three months**?

- ○ Yes
- ○ No
- ○ Don't know

Skip To: End of Block If Q6.7 = 2

Q6.8 Who was the person(s) you helped?

- [ ] Friends
- [ ] Partner (husband/wife/boyfriend/girlfriend)
- [ ] Brothers/Sister
- [ ] Parents/Caretakers
- [ ] Grandparent
- [ ] My (grand) child/children
- [ ] Other family member
- [ ] Co-workers/fellow students
- [ ] Client/customer
- [ ] Someone I didn't know (11)
- [ ] Another person (please tell us who)

_____

Start of Block: Economic Use & Outcomes: Learning

Q7.1 The questions that follow are about **what you use** the Internet and technologies such as mobile phones for and **how helpful you find these in relation to finding information**.

Q7.2 Thinking about your online activities (on the Internet or mobile phones) **in the last three months,** please indicate whether you **have done these** and whether **you were successful** (i.e. did you learn something)

	This did not happen	I did do this but I didn't learn anything	I did do this and I learned something	I'm not sure	I don't understand this question
I looked up information online to answer a question I had	○	○	○	○	○
I came across opinions that differed from my own (e.g. in newspapers, on discussion boards, social media)	○	○	○	○	○

Q7.3 Thinking about the information you found online (i.e. on the Internet and through mobile phones) and what you learned from it **in the last three months**, how **satisfied or dissatisfied** were you with the following?

If you did not undertake the activity the question is about (e.g. you did not look for information), select Not Applicable

	Not applicable (NA)	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied	Don't know
In general, the information you find online about topics that interest you	○	○	○	○	○	○	○
The way in which interactions you have online shape your opinions	○	○	○	○	○	○	○

Q7.4 For the following question we are interested in any type of course related learning that you might have done or wanted to do (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**?

- ○ Yes, I have taken or looked for a course
- ○ No, I have not taken or looked for a course

Display This Question:

If Q7.4 = 1

Q7.5 Please indicate whether any of the below statements **applies to you and whether you were successful** (i.e. you found a course, completed a course, found material for your studies)?

This question refers to any information or course online, that is on the Internet or through mobile phone applications.

	This did not happen	Yes, this happened but I was not successful	Yes, this happened and I found information/ completed a course	I'm not sure	I don't understand this question
I looked for information on a course online	○	○	○	○	○
I took an online course	○	○	○	○	○
I looked for things online related to my studies	○	○	○	○	○

Q7.6 Thinking about your online activities **in the past year**, **how satisfied or dissatisfied** were you with the following things?

If you did not undertake the activity the question is about select Not Applicable

	Not Applicable	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied	Don't know
The price of the course that you found online	○	○	○	○	○	○	○
The quality of the course that you found online	○	○	○	○	○	○	○
The usefulness of the study related things you found online	○	○	○	○	○	○	○

Start of Block: Outcomes: Property & Finance

Q8.1 The following questions ask you about what you use the Internet and technologies such as mobile phones for and how helpful you find these in relation **to buying, selling and financial matters**.

Q8.2 Thinking about your online activities (on the Internet or through mobile phones) **in the last three months**, please indicate whether you have done these and whether you were successful (i.e. did you actually buy something or find the information you were looking for)?

	I didn't do this	I did do this but was unsuccessful	I did do this and was successful	I am not sure	I don't understand the question
I tried to buy products or services online	○	○	○	○	○
I tried to sell things online	○	○	○	○	○
I compared financial services (e.g. banking, insurance, investments, credit cards) online	○	○	○	○	○

Q8.3 Thinking about your online activities (i.e. on the Internet or through mobile phones) **in the last three months**, **how satisfied or dissatisfied** were you with the following things?

If you were not successful in undertaking the activity the question relates to (e.g. you did not buy or sell anything or use financial services), please select Not Applicable.

	Not Applicable	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied	Don't know
The price of the products you bought online	○	○	○	○	○	○	○
The quality of the last product that you bought online	○	○	○	○	○	○	○
The price you got for the last product you sold online	○	○	○	○	○	○	○
The last financial service you found (e.g. banking, insurance) online	○	○	○	○	○	○	○

Start of Block: Outcomes: Work

Q9.1 The next questions refer to what you use the Internet and technologies such as mobile phones for and how helpful you find these **for things in relation to work.**

Q9.2 For the next series of questions, we would like to know whether you **have had paid employment or done voluntary work** of any kind in **the last three months.**

- ○ Yes, I have done paid, unpaid or volunteer work
- ○ No, I have not done any paid, unpaid or volunteer work
- ○

Display This Question:

If Q9.2 = 1

Q9.3 Please indicate whether you have had access to and have used the following things for your work **in the last three months.**

	I did not have access to this	I did have access to these but I didn't use them	I did have access to these and I used them	I'm not sure	I don't understand this question
I have access to the Internet or mobile phones for my work	○	○	○	○	○
Information online that is related to my work	○	○	○	○	○
Online networking platforms for people in my profession/related to my work (e.g. LinkedIn)	○	○	○	○	○

Display This Question:

If Q9.2 = 1

Q9.4 Thinking about your online activities **in the last three months, how satisfied or dissatisfied** were you with the following things?

If you did not use the device, platform or information the question relates to, please select Not Applicable

	Not Applicable	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied	Don't know
The usefulness of the information you found online for your work	○	○	○	○	○	○	○
The way in which the internet and mobile phones influence how you do your job	○	○	○	○	○	○	○
The information and contacts you got through online professional networks	○	○	○	○	○	○	○

Q9.5 For the next series of questions, we would like to know whether **you have looked for** paid employment or voluntary **work** of any kind **in the last three months.**

○ Yes, I have looked for paid, unpaid or volunteer work

○ No, I have not looked for any paid, unpaid or volunteer work

Display This Question:

If Q9.5 = 1

Q9.6 Thinking about your online activities **in the last three months**, please indicate whether you have done these and whether you were successful (i.e. did you find a job or upload a CV on the Internet or using a mobile phone).

	I did not do this	I did do this but I wasn't successful	I did do this and I was successful	I am not sure	I don't understand this question
I looked for a job online	○	○	○	○	○
I tried to post or update my CV on an online network (e.g. Monsterboard, etc)	○	○	○	○	○

Display This Question:

If Q9.5 = 1

Q9.7 Thinking about your online activities **in the last three months, how satisfied or dissatisfied** were you with the following things?

If you were not successful in finding a job or uploading a CV, please select Not Applicable

	Not applicable	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied	Don't know
The job you got online	○	○	○	○	○	○	○
The responses I got to online job applications	○	○	○	○	○	○	○

Start of Block: Outcomes: Personal

Q10.1 Now we would like to ask you some questions about what you use the Internet and technologies such as mobile phones for and how helpful you find these **in relation to how you live your life.**

Q10.2 Thinking about your online activities (i.e. on the Internet or a mobile phone) **in the last three months**, did you do or come across any of the following things? If you did, have they influenced the way you behave or think (e.g. you changed your exercise regime or lifestyle, you used the information related to your health/lifestyle/social issues)?

	I did not do this	I did do this but it did not influence my behaviour or thoughts	I did do this and it influenced the way I behaved or thought	I am not sure	I don't understand this question
I used sport or fitness related advice or programs / apps	○	○	○	○	○
I found health related information / advice online	○	○	○	○	○
I came across lifestyle related information online	○	○	○	○	○
I came across information online related to complex social issues	○	○	○	○	○

Q10.3 Thinking about your online activities **in the last three months**, **how satisfied or dissatisfied** were you with the following things?

If you did not undertake the activity the question is about (e.g. you did not use a health app or came across lifestyle information) select Not Applicable.

	Not Applicable	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied	Don't know
The way in which the last bit of advice, program or app you used influenced your level of fitness	○	○	○	○	○	○	○
The lifestyle choices you have made based on the information you found online	○	○	○	○	○	○	○
The way in which the Internet helps you think about complex social issues	○	○	○	○	○	○	○
The quality of the health advice or medical care you received as a result of information you found online	○	○	○	○	○	○	○

Start of Block: Outcomes: Cultural

Q11.1 Now we would like to ask you some questions about what you use the Internet and technologies such as mobile phones for and what you think about these **in relation to the information and opinions about you and others** you come across online.

Q11.2 Have you come across any of the following information and opinions (either intentionally or unintentionally) when using the Internet or mobile phones **in the last three months?** If you did come across this, did this motivate you to think about this topic or related issues? That is, do you understand them better or think about them differently?

	No, I did not come across this	Yes, I did come across this but it did not make me think about this in more depth	Yes, I did come across this and it made me think about this in more depth	I am not sure	I do not understand this question
I came across information about differences between men and women (e.g. in behaviour, attitudes, aptitudes, roles)	○	○	○	○	○
I was confronted with opinions of others related to certain aspects of my identity	○	○	○	○	○
I came across information about different ethnic groups	○	○	○	○	○
I read something about people's sexual orientations (e.g. heterosexual, lesbian, gay, bisexual, asexual)	○	○	○	○	○
I came across information about religion or spiritual beliefs	○	○	○	○	○

Q11.3 Thinking about the things you found online (either intentionally or unintentionally) **in the last three months.**

In general, **how satisfied or dissatisfied** were you with the following things?

If you did not come across information or interact with people of the kind specified below select Not Applicable

	Not applicable	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied	Don't know
The nature of the information about differences between men and women you came across	○	○	○	○	○	○	○
The information you came across about your ethnic group	○	○	○	○	○	○	○
Your online interactions with people who come from a different background to yours	○	○	○	○	○	○	○
The way in which others' opinions or the information online made you feel about yourself	○	○	○	○	○	○	○
How religion or spiritual beliefs were discussed	○	○	○	○	○	○	○

Start of Block: Outcomes: Social

Q12.1 Now we would like to ask you some questions about what you use the Internet and technologies such as mobile phones for and how helpful you find these **in relation to your interactions and relationships with others.**

Q12.2 Thinking about your online activities **in the last three months**, were you in touch with or did you engage with any of the following people through the internet or mobile phones?

If you were, was this something you would have done to the same extent without the internet or mobile phones?

	No, I was not in touch with them online	Yes, I was in touch with them but the same as I would have been without the internet or mobile phones	Yes, I was in touch with them more than I would have been without the internet or mobile phones	I'm not sure	I'm not sure I understand
I was in touch with my close family and friends	○	○	○	○	○
I was in touch with people who are not close friends or family	○	○	○	○	○
I contacted a city council member or a representative of a political party	○	○	○	○	○

Q12.3 Thinking about your online activities **in the last three months, how satisfied or dissatisfied** were you with the following things?

If you did not interact with people or organizations of the kind specified below online, select Not Applicable.

	Not applicable	Very dissatisfied	Somewhat dissatisfied	Neither dissatisfied nor satisfied	Somewhat satisfied	Very satisfied	Don't know
Your online communication with close friends and family? (i.e. in comparison with the offline communication you might have)	○	○	○	○	○	○	○
Your online communication with people online who are not close friends or family? (i.e. in comparison with the offline communication you might have)	○	○	○	○	○	○	○
Your involvement with the last organization you joined/donated to online	○	○	○	○	○	○	○
Your last interaction with a government service or official online	○	○	○	○	○	○	○

Start of Block: Conclusion

Q13.1 **That was all,** thank you so much for taking part in this survey - your responses are really valuable to us! In the box below, please let us know if there is anything that you would like to add in relation to the questions that you answered.

Please go to the next page to finish the survey.