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HARVARD UNIVERSITY
JOHN F. KENNEDY
SCHOOL OF GOVERNMENT

NATIONAL PUBLIC RADIO/KAISER FAMILY FOUNDATION/KENNEDY SCHOOL OF GOVERNMENT

National Survey of American Adults on Technology

And

National Survey of American Kids on Technology

February 2000

The Kaiser Family Foundation, based in Menlo Park, California, is a nonprofit, independent national health care philanthropy and is not associated with Kaiser Permanente or Kaiser Industries.

Methodology:

The National Public Radio/Kaiser Family Foundation/Kennedy School of Government Survey of Americans on Technology is an ongoing project of National Public Radio, the Henry J. Kaiser Family Foundation, and Harvard University's Kennedy School of Government. Representatives of the three sponsors worked together to develop the survey questionnaire and to analyze the results, with NPR maintaining sole editorial control over its broadcasts on the surveys. The project team includes: from NPR: Marcus D. Rosenbaum, Special Projects Editor; from the Kaiser Family Foundation: Drew Altman, President and Chief Executive Officer; Mollyann Brodie, Vice President, Director of Public Opinion and Media Research; and Rebecca Flournoy, Research Associate; from the Kennedy School: Robert J. Blendon, a Harvard University Professor who holds joint appointments in the School of Public Health and the Kennedy School of Government; and John Benson, Deputy Director for Public Opinion and Health/Social Policy at the Harvard School of Public Health.

The results of this project are based on two telephone surveys conducted between November 15 and December 19, 1999, with nationally representative samples. The first survey interviewed 1,506 adults, 18 years or older, including an oversample of African-Americans (results are listed for the total population and for the 1,237 adults under the age of 60 years). The second interviewed 625 children age 10-17 years, including an oversample of African-American children. (For each survey, the results are weighted to reflect the actual distribution in the nation.) The fieldwork was conducted by ICR/International Communications Research. The margin of sampling error for the adult survey is plus or minus 3 percentage points, and plus or minus 5 percentage points for the survey of kids. For results based on subsets of respondents the margin of error is higher.

Note: Question numbers are not always in numerical order, but all questions appear in the order they were asked of respondents. In the children's survey, the corresponding question numbers when also asked of adults appear in parentheses.

**NATIONAL PUBLIC RADIO/KAISER FAMILY FOUNDATION/KENNEDY SCHOOL
OF GOVERNMENT SURVEY OF AMERICANS ON TECHNOLOGY
TOTAL ADULTS
N = 1,506**

A. IMPORTANCE OF COMPUTERS AND TECHNOLOGY

1. Thinking about major technological developments of the twentieth century, which one or two of the following do you think were the most significant?

Total %	Adults under age 60 %	
62	65	The computer
34	33	The automobile
21	19	Television
16	15	The airplane
12	12	Broadcast radio
13	11	Nuclear energy
12	14	Space flight
13	14	Genetic engineering
2	1	Don t know

B. INTEREST IN AND COMFORT WITH TECHNOLOGY

2. I'd like to read you two statements. For each one, please tell me how strongly you agree or disagree. (READ FIRST ITEM) Do you strongly agree, agree to some extent, neither agree nor disagree, disagree to some extent, or strongly disagree? How about (READ NEXT ITEMS)

a. Science and technology make our way of life change too fast

Total	Adults under age 60	
57	56	Net Agree
21	19	Strongly Agree
36	37	Agree to some extent
8	8	Neither Agree nor Disagree
34	36	Net Disagree
21	22	Disagree to some extent
12	13	Strongly Disagree
1	*	Don t know

b. Scientists can be trusted to make the right decisions.

Total	Adults under age 60	
46	46	Net agree
6	6	Strongly agree
40	41	Agree to some extent
12	13	Neither agree nor disagree
41	40	Net disagree
26	26	Disagree to some extent
14	14	Strongly disagree
1	1	Don't know

3. Have you ever done any of the following? Have you...(READ EACH ITEM)?

	-----Total-----			---Adults under age 60---		
	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
a. Programed radio stations on a push-button car radio	84	16	-	90	10	-
b. Programed a VCR to record from TV	81	19	-	87	13	-
c. Used a computer	82	18	-	92	8	-
d. Operated a fax machine	67	33	-	76	24	-
e. Used a cellular phone	82	17	*	89	11	*
f. Sent an e-mail message	58	42	*	67	33	*
g. Used the Internet	64	36	*	75	25	-

4. When it comes to computers, would you say you are keeping up or being left behind?

	Keeping up	Being left behind	Don't know
Total	49	49	2
Adults under age 60	56	43	1

5. (Asked of respondents who are being left behind) Why do you think you have been falling behind?

	You don't have enough time	You don't have enough knowledge	It's too expensive	You're not that interested	Don't know
Total	22	23	18	36	2
Adults under age 60	27	22	20	30	1

C. TECHNOLITERACY

6. Please tell me whether or not you have a reasonable understanding of what each of the following terms means? (READ ITEMS)

	-----Total-----			---Adults under age 60---		
	<u>Yes</u>	<u>No</u>	<u>Don t Know</u>	<u>Yes</u>	<u>No</u>	<u>Don t Know</u>
a. Software	82	18	*	88	11	*
b. Computer Hardware	80	20	1	86	14	*
c. Surfing, I mean on the computer, not on the sea	76	23	*	83	17	-
d. E-commerce	37	63	*	41	58	*
e. The World Wide Web	79	21	*	84	16	*
f. The Internet	87	12	*	93	7	*
g. E-mail	86	14	-	90	10	-
h. Chat room	73	27	1	81	19	*
i. Download	76	24	-	85	15	-
j. Website	82	18	*	90	10	-
k. Broad band	27	73	*	29	71	*

D. ACCESS AND USAGE AT WORK

7. What is your current employment status? Are you self-employed, employed by someone else, a homemaker, a student, retired, unemployed and looking for work, or unemployed and not looking for work?

7a. Do you work full-time or part-time?

Total	Adults under age 60	
11	12	Net self employed
8	9	Full Time
3	3	Part Time
54	65	Net employed by someone else
47	58	Full Time
6	7	Part Time
35	22	Net unemployed
6	7	A home maker
6	7	A student
18	3	Retired
2	2	Looking for work
2	3	Not looking for work
*	*	Don t know

8. (Asked of employed respondents) Do you use a computer in your work?

	Yes	No	Don t know
Total	68	32	-
Adults under age 60	69	31	-

9. (Asked of respondents who use a computer at work) Do you think your computer is essential for the work you do, or not?

	Yes essential	No essential	Don t know
Total	84	16	*
Adults under age 60	85	15	*

10. (Asked of respondents who use a computer at work) Do you use the Internet on your computer at work?

	Yes	No	Don t know
Total	50	50	-
Adults under age 60	50	50	-

11. (Asked of respondents who use the Internet at work) Do you think the Internet is essential for the work you do, or not?

	Yes	No	Don t know
Total	63	37	-
Adults under age 60	63	37	-

8/10/11 Summary

Total	Adults under age 60	
68	69	Net Use computer at work
34	34	Net - Use Internet
21	22	Essential
13	13	Not essential
34	35	Do not use Internet
32	31	No computer at work
-	-	Don t know

12. (Asked of respondents who use a computer at work) Do you have an e-mail address for use at work?

	Yes	No	Don t know
Total	60	40	*
Adults under age 60	59	41	*

13. (Asked of respondents who use E-mail at work) Do you think e-mail is essential for the work you do, or not?

	Yes	No	Don t know
Total	67	33	*
Adults under age 60	67	33	*

8/12/13 Summary

Total	Adults under age 60	
68	69	Net Use computer at work
41	41	Net - Have e-mail
27	27	Essential
13	13	Not essential
27	28	Do not have e-mail
32	31	Do not use computer at work
-	-	Don t know

14. (Asked of respondents who use E-mail at work) About how many e-mail messages do you get during an average workday?

Total	Adults under age 60	
8	7	None
15	14	1-2
21	21	3-5
18	19	6-10
20	19	11-20
10	10	21-30
7	7	31+
2	2	Don t know

15. (Asked of respondents who use E-mail at work) Do you think e-mail has made communication between people in the upper levels and people in the lower levels of your organization better or worse, or hasn't it made much difference?

	Better	Worse	Hasn't made much difference	Don't know
Total	60	4	35	2
Adults under age 60	61	4	33	1

16. (Asked of respondents who use a computer at work) Everybody experiences stress at times. How often does your work with computers on the job contribute to stress in your life? Would you say very often, somewhat often, hardly at all, or never?

Total	Adults under age 60	
38	38	NET Very somewhat/often
10	10	Very often
28	28	Somewhat often
62	62	NET Hardly at all/never
44	45	Hardly at all
18	17	Never
-	-	Don't know

E. ACCESS AND USAGE AT HOME

17. Please tell me whether or not you currently have each of the following technological products or services in your household. Do you have (READ ITEMS) in your household, or not?

	-----Total-----			---Adults under age 60---		
	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
a. A VCR	95	5	-	97	3	-
b. A home fax machine	22	78	-	24	76	-
c. A cellular phone or car phone	57	43	-	62	38	-
d. A telephone answering machine or voicemail	82	18	-	86	14	-
e. Cable or satellite television	78	22	*	78	22	-

17A. Do you consider it an essential part of your life, or not?

<u>Know</u>	----- <u>Total</u> -----			----- <u>Adults under age 60</u> -----		
	<u>Yes</u> <u>essential</u>	<u>No</u> <u>Not essential</u>	<u>Don t</u>	<u>Yes</u> <u>essential</u>	<u>No</u> <u>Not essential</u>	<u>Don t</u>
a. A VCR	28	71	*	30	70	*
b. A home fax machine	33	67	*	35	65	*
c. A cellular phone or car phone	50	50	-	52	48	-
c. A telephone answering machine or voicemail	61	39	*	63	37	*
e. Cable or satellite television	44	56	*	43	57	*

17/17A Summary Table

	----- <u>Total</u> -----					----- <u>Adults under age 60</u> -----				
	----- <u>Have</u> -----					----- <u>Have</u> -----				
	<u>NET</u>	<u>Essential</u>	<u>Non</u> <u>Essential</u>	<u>Don t</u> <u>Have</u>	<u>Don t</u> <u>Know</u>	<u>NET</u>	<u>Essential</u>	<u>Non</u> <u>Essential</u>	<u>Don t</u> <u>Have</u>	<u>Don t</u> <u>Know</u>
a. A VCR	95	27	68	5	-	97	29	68	3	-
b. A home fax machine	22	7	15	78	-	24	9	16	76	-
c. A cellular phone or car phone	57	29	28	43	-	62	32	30	38	-
d. A telephone answering machine or voicemail	82	51	32	18	-	86	54	32	14	-
e. Cable or satellite television	78	35	44	22	*	78	33	44	22	-

18. Do you currently have a computer in your home or a computer that you use at home, or not?

	Yes	No	Don t know
Total	60	40	-
Adults under age 60	69	31	-

8/18 SUMMARY

-----Use Computer at
Home or Work-----

	NET	At home	At work	Use at Neither
Total	70	60	44	30
Adults under age 60	81	69	53	19

18A. (Asked of respondents who have a computer at home to use) How many computers are in use in your home?

	None	1	> 1	Don t know
Total	-	71	28	*
Adults under age 60	-	70	29	*

19. (Asked of respondents who have a computer at home to use) Do you think having or using a computer at home has made your life better or worse, or hasn't it made much difference?

	Better	Worse	Hasn't made much difference	Don t know
Total	63	2	36	*
Adults under age 60	64	2	34	*

20. (Asked of respondents who have a computer at home to use) What is the main reason you don't have a computer at home? Is it because?

	Total %	Adults under age 60 %
You don't know enough about computers to choose which one to buy	8	10
Computers are too expensive	33	44
You don't have time to learn how to use one	7	6
You don't need one	47	37
Don t know	5	4

21. (Asked of respondents who have a computer at home or work to use) Do you think it is a problem for you not having a computer?

21A. Is it a very serious, somewhat serious, or not very serious problem?

21/21A SUMMARY

	-----Problem-----					
	NET	Very serious	Somewhat serious	Not very serious problem	Not a Problem	Don t know
Total	23	2	10	11	77	-
Adults under age 60	24	2	12	10	76	-

21. (Asked of respondents who have a computer at home to use) Do you have access to the Internet or e-mail on your computer at home?

	Yes	No	Don t know
Total	79	21	*
Adults under age 60	77	22	*

COMPUTER USE SUMMARY:

Total %	Adults under age 60 %	
70	81	Use either at home or work
60	69	Use at Home
47	53	Have Internet/E-mail
13	16	Don t have Internet/E-mail
44	53	Use it at work
29	34	Have Internet/E-mail
15	19	Don t have Internet/E-mail
26	27	Use only at home
10	12	Use only at work
30	19	Use at neither

INTERNET USE SUMMARY:

-----Use the Internet either at home or work-----

	NET	At home	At work	Use only at home	Use only at work	Use at Neither
Total	53	47	22	31	6	47
Adults under age 60	60	53	27	34	7	40

23. (Asked of respondents who have the Internet at home to use) Do you think having access to the Internet or e-mail at home has made you life better or worse, or hasn't it made much difference?

	Better	Worse	Hasn't made much difference	Don t know
Total	61	1	38	-
Adults under age 60	62	1	37	-

24. (Asked of respondents who have a computer at home to use) In about what year did you get your first home computer?

	<u>Total %</u>	<u>Adults under age 60 %</u>
Before 1988	16	15
1988-1991	14	15
1992-1994	18	18
1995-1996	20	20
1997	12	12
1998	11	10
1999	9	10
Don t know	1	1

25. (Asked of respondents who have a computer at home to use) How old is the computer you use (most often) at home?

	<u>Total %</u>	<u>Adults under age 60 %</u>
Less than one year	20	20
1	21	21
2	19	19
3	13	14
4-5	15	15
> 5	8	8
Don t know	4	4

26. (Asked of respondents who have a computer at home to use) Who uses the computer(s) in your home on a regular basis?

18/26 SUMMARY

Total	Adults under age 60	Net	Owns Computer
60	69	Net	Uses Computer
58	67		
44	51		Self
26	29		Spouse
21	26		Children
8	9		Other family members
2	3		Friends
2	2		No one
40	31		No computer at home
*	-		Don't know

27. (Asked of respondents who have a computer at home to use) For which of the following purposes, if any, do you use a computer at home?

	-----Total-----			---Adults under age 60---		
	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
a. For writing or word processing	83	16	*	84	16	*
b. For education or school work	74	26	*	78	22	*
c. To pay bills.	15	85	*	16	84	*
d. To keep personal financial records	48	52	*	49	51	*
e. To make investments in stocks and bonds	15	84	*	15	85	*
f. To shop	40	60	*	41	59	*
g. To get information about current events	61	39	*	62	38	*
h. To get information about entertainment, sports, and hobbies	62	38	*	64	36	*
i. To find news about travel or make travel arrangements	55	44	*	55	44	*
j. To participate in chat rooms	20	80	*	21	79	1
k. To play games	69	31	*	70	30	*
l. To find adult-oriented pictures and stories	10	90	*	10	90	*

m. To do work for your paying job	50	50	*	51	49	*
n. To send and receive e-mail	73	27	*	73	27	*
o. To get health or medical information	46	54	*	45	55	*

E-MAIL USE SUMMARY

-----Use the E-mail at home or work-----

	NET	At home	At work	Use only at home	Use only at work	Use at Neither
Total	52	44	26	8	26	48
Adults under age 60	60	50	31	10	29	40

27A. (Asked of respondents who have a computer at home to get health or medical information) Do you use a computer at home to get the following types of health information, or not?

	-----Total-----			---Adults under age 60---		
	<u>Yes</u>	<u>No</u>	<u>Don t Know</u>	<u>Yes</u>	<u>No</u>	<u>Don t Know</u>
a. Information about how to treat a disease you or a family member has	62	38	*	62	38	*
b. Information about a health care provider, such as doctor or a hospital	27	72	1	27	72	1
c. Information about medicines or prescription drugs	57	42	1	59	40	1
d. Information about ways to prevent illnesses	52	48	1	53	46	1
f. Information about sexual health issues such as birth control, HIV, AIDS, or STD s	17	82	1	18	81	1
g. Some other kind of health information (SPECIFY)_____	30	69	1	29	70	1

18/27 Summary

	Total	Adults Under Age 60
Have Computer	60	69
Get Health Information	28	31
Information about how to treat a disease you or a family member has	17	19
Information about a health care provider, such as a doctor or a hospital	8	9
Information about medicines or prescription drugs.	16	18
Information about ways to prevent illnesses	14	16

Information about sexual health issues such as birth control, HIV, AIDS, or STDs	5	6
Do not get Health Information	33	38
Do not have Computer	40	31
Don t know	-	-

28. (Asked of respondents who have a computer at home to use) Do you think using computer has led you to watch more or less television than you would if you didn t have a computer, or hasn't it made much difference?

	More	Less	Hasn't made much difference	Don t know
Total	1	28	71	*
Adults under age 60	1	28	70	*

29. (Asked of respondents who have a computer at home to use) Which of the following statements best describes how having a computer at home has affected where and how many hours you work doing your paying job?

	Total	Adults under age 60
You work more hours overall than you used to because you now work at home too	14	14
You work the same number of hours, but work at home more and at the office less than you used to	9	8
It hasn t changed where or how many hours I work	77	77
Don t know	*	*

30. (Asked of respondents who have a computer at home to use) Including yourself, how many adults, 18 or older, are there living in your household?

	Total	Adults under age 60
1	25	22
2	56	55
3	12	14
4 or more	7	9
Don t know	*	*

31. Do you have any children age 10-17 living at home ?

	Yes	No	Don t know
Total	23	77	-
Adults under age 60	28	72	-

31a. **(Respondents who have children age 10-17 living at home)** Do any of them use a computer at home, at school, or at a friend s house?

	Yes	No	Don t know
Total	96	4	-
Adults under age 60	96	4	-

31b. Do you have any children under age 10 living at home ?

	Yes	No	Don t know
Total	26	74	-
Adults under age 60	32	68	-

31c. **(Respondents who have children under age 10 living at home)** Do any of them use a computer at home, at school, or at a friend s house?

	Yes	No	Don t know
Total	75	25	*
Adults under age 60	74	26	*

32. **(Respondents who have children who use a computer)** Do you ever ask your children, who are under 18, for help with the computer, or not?

	Yes	No	Don t know
Total	33	67	-
Adults under age 60	35	65	-

F. ACCESS AND USAGE EITHER AT WORK OR AT HOME

33. (Asked of respondents who don't have a computer at home and don't use a computer at work or who are unemployed) I'm going to read you a list of things some people have said might be problems for people who do not have computers. For each one, please tell me whether or not it is a problem for you. (READ ITEMS)

a. You can't communicate as easily with friends and family as you could if you had a computer

	Yes, a problem	No, not a problem	Don't know
Total	13	86	1
Adults under age 60	15	85	-

b. You can't get information as easily as you could with a computer

	Yes, a problem	No, not a problem	Don't know
Total	25	72	2
Adults under age 60	34	64	2

c. You can't do your job as well as you could with a computer

	Yes, a problem	No, not a problem	Don't know
Total	11	88	1
Adults under age 60	15	84	1

d. You can't buy things as easily as you could with a computer

	Yes, a problem	No, not a problem	Don't know
Total	9	89	2
Adults under age 60	11	89	*

34. (Asked of respondents who don't have a computer at home and don't use a computer at work or who are unemployed) Do you feel left out because you don't have a computer, or not?

	Yes	No	Don't know
Total	17	83	-
Adults under age 60	25	75	-

35. (Asked of respondents who have a computer to use at home or work) If you had trouble figuring out how to do something on the computer, which of the following would you most likely do? (READ ALL ITEMS)

	Total	Adults under age 60
Look it up in the manual	13	12
Use the help from the menu on the software you were trying to use	25	27
Call a telephone help line	6	6
Ask a friend or family member for help	38	37
Just keep trying things until you got it	18	19
Don't know	1	1

36. Do you, yourself, have a pager or beeper?

	Yes	No	Don't know
Total	22	78	-
Adults under age 60	27	73	-

37. Do you think having a pager or beeper made your life better or worse, or hasn't it made much difference?

	Better	Worse	Hasn't made much difference	Don't know
Total	49	13	38	-
Adults under age 60	50	12	37	-

38. (Asked of respondents who have Internet access) How often do you use the Internet to get news about current events--very often, fairly often, not very often, or not at all?

	-----Very/fairly often-----			-----Not very often/not at all-----			Don't know
	NET	Very often	Fairly open	NET	Not very often	Not at all	
Total	46	22	25	54	34	19	-
Adults under age 60	48	22	26	52	34	18	-

39. How much do you trust information from the Internet? Do you trust it completely, quite a lot, just a little, or not at all?

	-----Completely/A lot-----			-----Little/not at all-----			
	NET	Completely	Quite a lot	NET	Just a little	Not at all	Don't know
Total	38	3	35	54	41	14	7
Adults under age 60	43	3	40	53	43	10	4

40. Which do you think you can count on more:

	Computer e-mail	U.S. mail	Neither	Both	Don't know
Total	33	58	1	5	3
Adults under age 60	37	55	1	5	2

G. BENEFITS AND COSTS

41. Some people say they feel overloaded with information these days, considering all the TV news shows, magazines, newspapers, and the Internet. Others say they like having so much information to choose from. How about you...do you feel overloaded, or do you like having so much information available?

	Feel overloaded	Like having so much information available	Don't know
Total	24	73	3
Adults under age 60	20	78	2

42. Which way do you feel more often? (READ ITEMS)

	I like the way new technologies allow me to keep in touch	I don't like the way new technologies let people get in touch with me all the time	Don't know
Total	70	27	3
Adults under age 60	76	23	1

43. For each of the following technologies, please tell me if you think it is making life better or worse for Americans, or isn't it making much difference? (READ ITEMS)

	-----Total-----				----- Adults under age 60-----			
	Better	Worse	Isn't making much difference	Don't Know	Better	Worse	Isn't making much difference	Don't Know
a. Television	46	34	19	1	42	36	21	1
b. Computers	83	9	7	2	87	7	5	1
c. Nuclear energy	51	23	18	8	51	25	18	7
d. Genetic engineering	50	21	18	11	53	22	18	8
e. Automobiles	86	7	6	*	86	7	6	*
f. The Internet	68	14	14	5	72	13	12	2
e. Cellular phones	62	21	15	2	64	21	14	1

44. (Asked of half of total respondents) Do you think the use of computers has given people more free time, less free time, or hasn't it made much difference?

	More	Less	Hasn't made much difference	Don't know
Total	24	46	28	2
Adults under age 60	24	45	30	*

45. (Asked of half of respondents) Do you think the use of computers has given people more control over their lives, less control over their lives, or hasn't it made much difference?

	More	Less	Hasn't made much difference	Don't know
Total	51	17	30	1
Adults under age 60	54	16	29	1

45a. Do you think the use of computers has led people to spend more time with their families and friends, less time, or hasn't it made much difference?

	More	Less	Hasn't made much difference	Don't know
Total	12	58	29	2
Adults under age 60	12	57	30	1

46. In general, do you think access to computers widens or narrows the gap in income and opportunity between the haves and the have-nots in our society, or don't you think it makes much difference?

	Widens	Narrows	Hasn't made much difference	Don't know
Total	45	11	39	4
Adults under age 60	46	13	39	2

47a. Do you think the government should help low-income people get access to computers and the Internet, or not?

	Yes, government should help	No, government should not help	Don't know
Total	57	40	3
Adults under age 60	61	37	2

47b. (Of those who say the government should not help low-income people) How about low-income CHILDREN, do you think the government should help them get access to computers and the Internet, or not?

	Yes, government should help	No, government should not help	Don't know
Total	50	45	4
Adults under age 60	53	43	3

47a/b Summary

	--Yes to low income people/children-				Don't know
	NET	Help low income people	Help children	Should not help people/children	
Total	78	57	22	21	*
Adults under age 60	82	61	21	18	*

48. Over the next few years in the U.S., do you think the growing use of computers in the workplace will increase or decrease the number of jobs, or won't it make much difference?

	Increase	Decrease	Won't make much difference	Don't know
Total	43	32	23	2
Adults under age 60	44	32	23	1

49. Over the next few years, do you think the use of computers in the workplace will increase or decrease wages, or won't it make much difference?

	Increase	Decrease	Won't make much difference	Don't know
Total	39	19	39	3
Adults under age 60	40	19	39	2

50. (Asked of employed respondents) Are you concerned that you might lose your job in the future because of advances in technology, or not?

	Yes, concerned	No, not concerned	Don't know
Total	13	86	*
Adults under age 60	13	87	*

50a. (Asked of employed respondents who are concerned they might lose their job) Are you very, somewhat, or only slightly concerned?

50/50a Summary

	-----Concerned-----					
	NET	Very	Somewhat	Over slightly	Not concerned	Don't know
Total	13	5	3	5	86	*
Adults under age 60	13	5	3	5	87	*

51. (Asked of respondents who use a computer at work) When you first started in your line of work, did you use a computer at work, or not?

	Yes	No	Don't know
Total	46	54	-
Adults under age 60	48	52	-

53. (Asked of respondents who have a computer to use at home or work) When it comes to computers, how annoyed are you about each of the following things...a lot, a little, or not at all?

	-----Total-----					-----Adults under age 60-----				
	-----Annoyed-----					-----Annoyed-----				
	NET	A lot	A little	Not at all	D/K	NET	A lot	A little	Not at all	D/K
a. How often computers crash or freeze	77	41	36	21	1	78	41	37	21	1
b. The inconvenience of having to upgrade software constantly	73	38	35	26	1	74	39	34	25	1
c. The cost of computers, software, and services	64	26	38	35	2	65	27	38	33	2
d. Software that is too hard to use	74	38	36	23	3	75	38	37	23	2
e. Poor documentation for software	65	31	35	30	5	67	31	36	30	4
f. How much time some functions take to perform	74	30	45	24	1	76	31	45	23	1
g. Not finding the information you want	76	32	44	23	1	77	33	44	22	1
h. Junk e-mail	77	61	16	22	1	78	62	16	21	1

54. (Asked of half of total respondents) I'm going to read you a list of things that some people have said are a problem with computers or the Internet. For each one, please tell me if you think it is a major problem, a minor problem, or not a problem at all. How about (READ LIST)?

	-----Total-----					-----Adults under age 60-----				
	-----Problem-----					-----Problem-----				
	NET	Major	Minor	Not a problem	D/K	NET	Major	Minor	Not a problem	D/K
aa. Pornography and adult entertainment	87	66	21	10	3	87	65	23	11	1
ab. The availability of information about how to build bombs and other weapons	91	73	18	8	1	91	72	20	7	1
ac. Violent games	82	56	26	15	3	81	52	29	18	2
ae. Dangerous strangers making contact with kids	95	85	11	3	1	95	85	11	3	1
ba. The availability of pornography to children	96	84	12	4	1	96	83	13	3	1
bb. Hate speech, information that attacks people based on their race, religion, or ethnicity	81	55	26	15	5	83	56	27	14	3
bc. The ability to purchase gun	77	58	19	18	5	78	58	20	17	4
be. False advertising	84	59	26	12	4	84	56	28	12	3
(ASKED OF TOTAL RESPONDENTS)										
d. Loss of privacy	84	56	28	14	2	84	55	29	14	1

54A. (Asked of respondents who think it s a problem) Is this something the government should do something about, or shouldn't the government be involved?

	-----Total-----			-----Adults under age 60-----		
	Should	Should not	Don t know	Should	Should not	Don t Know
aa. Pornography and adult entertainment	69	30	1	69	31	1
ab. The availability of information about how to build bombs and other weapons	83	16	1	84	16	*
ac. Violent games	61	37	1	57	42	1
ae. Dangerous strangers making contact with kids	83	16	1	83	17	*
ba. The availability of pornography to children	79	20	1	78	21	1
bb. Hate speech, information that attacks people based on their race, religion, or ethnicity	65	34	2	65	34	1
bc. The ability to purchase gun	80	18	2	79	19	2
be. False advertising	75	24	1	76	24	1
(ASKED OF TOTAL RESPONDENTS)						
d. Loss of privacy	65	34	1	65	34	1

54/54a Summary

	-----Total-----					-----Adults under age 60-----				
	-----Problem----					-----Problem----				
	NET	Should	Not	Not a problem	D/K	NET	Should	Not	Not a Problem	D/K
aa. Pornography and adult entertainment	87	61	26	10	3	87	60	27	11	1
ab. The availability of information about how to build bombs and other weapons	91	75	15	8	1	91	76	14	7	1
ac. Violent games	82	51	31	15	3	81	46	34	18	2
ae. Dangerous strangers making contact with kids	95	79	15	3	1	95	79	16	3	1
ba. The availability of pornography to children	96	75	20	4	1	96	74	20	3	1
bb. Hate speech, information that attacks people based on their race, religion, or ethnicity	81	53	27	15	5	83	53	28	14	3
bc. The ability to purchase gun	77	61	14	18	5	78	62	15	17	4
be. False advertising	84	62	20	12	4	84	64	20	12	3
(ASKED OF TOTAL RESPONDENTS)										
d. Loss of privacy	84	54	29	14	2	84	55	28	14	1

55. Which of the following two statements comes closer to your own view?

	Total	Adults under age 60
The federal government needs to regulate what is on the Internet more than television and newspapers because the Internet can be used to gain easier access to dangerous information.	57	56
The Internet is like television and newspapers, and regulation of what is on the Internet would violate the constitutional freedom of the press and speech.	39	40
Don't know	4	3

H. PRIVACY

56. Are you worried that some unauthorized person might gain access to your financial records or personal information such as health records on the Internet, or not?

	Yes, worried	No, not worried	Don't know
Total	59	40	1
Adults under age 60	58	41	*

56A. (Asked of respondents who are worried that some unauthorized person might gain access to their financial records or personal information) Are you very worried, somewhat worried, or only worried a little?

	Very worried	Somewhat worried	Only worried a little	Don't know
Total	36	42	21	*
Adults under age 60	36	44	20	*

57. (Asked of respondents who are worried that some unauthorized person might gain access to their financial records or personal information) Please tell me whether or not you are concerned that each of the following groups might gain access to your financial or personal records. How about (READ ITEMS)?

56/57 Summary

Total	-----Worried in general-----				
	NET	Yes, concerned	No, not concerned	Not worried	Don t know if worried
a. The government	59	38	20	40	1
b. Your employer	59	19	40	40	*
c. An insurance company	59	36	22	40	1
d. A credit bureau	59	37	21	40	1
e. Businesses trying to sell you something	59	47	11	40	1
f. Competitors of the company where you work	59	19	39	41	1
g. Criminals	59	53	5	40	1

Adults under age 60	-----Worried in general-----				
	NET	Yes, concerned	No, not concerned	Not worried	Don t know if worried
a. The government	58	38	20	41	*
b. Your employer	58	20	38	41	*
c. An insurance company	58	36	22	41	*
d. A credit bureau	58	37	22	41	*
e. Businesses trying to sell you something	58	46	12	41	*
f. Competitors of the company where you work	58	19	39	42	*
g. Criminals	58	54	5	41	*

57a. To the best of your knowledge, has any unauthorized person ever gained access to your financial records or personal information over the Internet, or not?

	Yes	No	Don t know
Total	7	89	4
Adults under age 60	7	91	3

58. (Asked of respondents who have used a computer) Have you ever made a purchase by credit card over the Internet, or not?

	-----Use computer-----				
	NET	CC Purchase	No CC Purchase	Have not used computer	Don't know
Total	82	27	56	18	*
Adults under age 60	92	31	60	8	-

59. (Asked of respondents who have used a computer) Have you ever provided your Social Security number or health information over the Internet, or not?

	-----Use computer-----				
	NET	Provided SS Number	Not provided SS Number	Have not used computer	Don't know
Total	82	11	72	18	*
Adults under age 60	92	13	79	8	-

I. POLITICAL ACTIVITY

60. How likely are you to use the Internet to find information about candidates for public office or issues on the ballot--very likely, somewhat likely, not very likely, or not likely at all?

			Total				
--Very/somewhat likely--			-----Not very/not at all likely-----				
NET	Very	Somewhat	NET	Not very likely	Not at all	No Internet access	Don't know
27	10	17	69	19	49	3	1

			Adults under age 60				
--Very/somewhat likely--			-----Not very/not at all likely-----				
NET	Very	Somewhat	NET	Not very likely	Not at all	No Internet access	Don't know
30	12	19	68	20	48	2	*

61. (Asked of respondents who have used a computer) During the past year, have you visited any political candidate's site on the Internet, or not?

	-----Use computer-----				
	NET	Visited site	Have not visited site	Have not used computer	Don t know
Total	82	10	72	18	*
Adults under age 60	92	12	80	8	-

62. (Asked of respondents who have used a computer) During the past year, have you contributed money on the Internet to a charity or political candidate, or not?

	-----Use computer-----				
	NET	Contributed money	Have not contributed money	Have not used computer	Don t know
Total	82	2	80	18	*
Adults under age 60	92	2	89	8	-

D01. (Asked of respondents who have a computer to use at home or work and who have children who use computers) Sometimes it's said that children are more comfortable with computers than their parents are. In general, do you think your children are more comfortable using computers than you are, less comfortable, or is there no difference?

	More comfortable	Less comfortable	No difference	Children are too young to use computers	Don t know
Total	50	9	40	1	*
Adults under age 60	49	10	40	1	*

NATIONAL PUBLIC RADIO/KAISER FAMILY FOUNDATION/KENNEDY SCHOOL OF GOVERNMENT

National Survey of Kids on Technology

**NATIONAL PUBLIC RADIO/KAISER FAMILY FOUNDATION/KENNEDY SCHOOL
OF GOVERNMENT SURVEY OF AMERICANS ON TECHNOLOGY
TOTAL CHILDREN 10-17 YEARS OLD**

P1. (Asked of parents) Do you have rules about what your children can do on the computer, or not?

Yes	No	Don't have a computer	Don't know
76	11	12	1

P2. (Asked of parents) We are conducting an important study of children across the county and would like to include the views of a child in your household. Their opinions are very important to us. Which of the following describes the ages of the children in your household (READ ITEMS)

Under 10	10-12	13-17
25	44	57

3. Do you play video or computer games at home?

Yes	No	Don't know
82	18	-

4. (Of those who play video or computer games at home) How often do you play computer or video games at home? Almost every day? About once a week? Or less often than that?

Almost every day	About once a week	Less often than that	Don't know
42	35	22	*

3/4 SUMMARY

-----Play games-----				Does not	Don't
				play games	know
NET	Almost every day	About once a week	Less often than that		
82	34	29	19	18	-

21. Which would be most helpful for kids like you, if your school: (READ ITEMS)?

Got more computers and Internet access	Hired more teachers or aides	Bought more books	Fixed up the building and the schoolyard	Don't know
--	------------------------------	-------------------	--	------------

	-----Everyday/once a week-----	-----Less often/Never-----					
		Almost every day	About once a week	NET	Less often than that	Never	
NET	NET	44	24	10	9	1	22
78	68						-

7(21). (Of those with a computer at home) Do you think it is a problem for you not having a computer at home?

Yes	No	Don t know
42	58	-

8(21A.) Is it a big problem or a little problem?

	-----Problem-----			
		Big problem	Little problem	Not a problem
NET		16	25	58
42				-

9(22.) (Of those with a computer at home) Do you use the Internet or e-mail on your computer at home?

Yes	No	Don t know
73	27	-

	-----Have computer-----	Do not have computer	
	Use Internet	Do not use Internet	Don t know
NET	57	21	-
78			

10(27). (Of those who ever use a computer at home) For which of the following purposes, if any, do you use a computer at home? Do you use it...(READ ITEMS)?

	Yes	No	Don t know
b. To do school work	88	12	-
f. To shop	17	83	-
g. To get news or information about current events	71	29	-
h. To get information about entertainment,	56	44	-

sports, and hobbies			
n. To send and receive e-mail	68	32	-
j. To talk in chat rooms or with friends	54	46	-
k. To play games	82	18	-
o. To get health or medical information	17	82	*

11(27A). **(Of those who get health or medical information)** Do you use a computer at home to get the following types of health information, or not? How about (READ ITEMS)?

	Yes	No	Don t know
a. Information about diseases	65	33	1
b. Information about doctors, hospitals or how to find a clinic	22	77	1
c. Information about diet, exercise, or how to look your best	44	55	1
d. Information about sexual health issues such as birth control, HIV, AIDS, or STDs	28	71	1
e. Information about ways to prevent illnesses	51	49	-
f. Some other kind of health information	25	27	48

5/10o Summary

<u>%</u>	
78	Have Computer
13	Get Health Information
9	Information about diseases
3	Information about doctors, hospitals or how to find a clinic
6	Information about diet, exercise, or how to look your best
4	Information about sexual health issues such as birth control, HIV, AIDS, or STDs
7	Information about ways to prevent illnesses
63	Do not get Health Information
22	Do not have Computer
-	Don t know

22(32). **(Of those with a computer at home)** Do either of your parents ever ask you for help with the computer, or not?

Yes	No	Don t know
70	29	*

23. **(Of those with a computer at home)** Do you ever ask your parents for help with the computer, or not?

Yes	No	Don t know
55	45	-

12(28). **(Of those with the computer at home)** Do you think having a computer has led you to watch more or less television than you would if you didn't have a computer, or hasn't it made much difference?

More	Less	Hasn't made much difference	Don't know
3	45	52	*

13. **(Of those with a computer at home)** Have you ever seen a pornographic website or not, even if you went there by accident?

Yes	No	Don't know
31	67	2

5/13 Summary Table

-----Have computer-----				
-				
NET	Yes	No	No computer	Don't know
78	24	52	22	-

SCHOOL QUESTIONS

14. Are there computers for students to use at your school?

Yes	No	Don't know
96	4	1

15. Is there a computer for students to use (READ ITEMS)

96	Computers in School
87	In a computer lab?
72	In any of your classrooms?
85	In the library?
4	No computers in school
1	Don't know

16. **(Of those with a computer at school)** How often do you use the computer at school? Almost every day? About once a week? Less often than that? Or never?

-----Ever-----			
-			
	Almost every	About once	Less often
			Don't

NET 88 day 22 a week 36 than that 31 Never 12 know *

14/16 SUMMARY

-----Computer at school-----

--

	-----Everyday/once a week-----	-----Less often/Never-----	No computer at school	Don t know
NET 96	NET 55	NET 41	4	1
	Almost every day 21	About once a week 34		
		Less often than that 29		
		Never 11		

COMPUTER USE SUMMARY TABLE:

<u>%</u>	
86	Use either at home or school
68	Use at Home
54	Have Internet/E-mail
14	Don t have Internet/E-mail
55	Use at school
44	Have Internet/E-mail
11	Don t have Internet/E-mail
31	Use only at home
18	Use only at school
14	Use at neither

17. **(Of those with a computer at school)** Do you have access to the Internet at school?
 (INTERVIEWER, IF NECESSARY:) This means kids having access, not just teachers.

Yes	No	Don t know
81	17	3

-----Have computer at school-----	Do not have computer
-	
NET 96	NET 4
Internet access 77	Don t know 1
No Internet access 16	

18. **(Of those who ever use a computer at school)** Thinking about the computer you use at school, do you find it very helpful, a little bit helpful, or not at all helpful in your schoolwork?

Very helpful	A little bit helpful	Not at all helpful	Don t know
52	43	5	*

19. (Of those with a computer at school) Do you think most of your teachers know how to use the computer, or not?

Yes	No	Don't know
87	12	1

20. Do you think your school has done a pretty good job or not a very good job teaching you about using computers?

Pretty good job	Not a very good job	Don't have computers (vol.)	Don't know
75	24	*	1

F. ACCESS AND USAGE EITHER AT SCHOOL OR AT HOME

24. (Of those with Internet access at home or at school) How often do you use the Internet? Almost every day? About once a week? Less often than that? Or never?

-----Ever-----

NET	Almost every day	About once a week	Less often than that	Never	Don't know
93	35	34	24	7	*

SUMMARY

-----Internet access-----

NET	NET	Almost every day	About once a week	NET	Less often than that	Never	No Internet Access	Don't know
87	61	30	30	27	21	6	13	-

25(33.) (Of those without a computer at home) I'm going to read you a list of things some people have said might be problems for people who do not have computers at home. For each one, please tell me whether or not it is a problem for you. (READ ITEMS)

	Yes	No	Don't know
a. You can't communicate as easily with friends and family as you could if you had a computer	23	76	1

b. You can't get information as easily as you could with a computer	57	43	-
c. You can't do your schoolwork as well as you could with a computer	38	62	-
d. You can't buy things as easily as you could with a computer	25	74	1

26(34.) (Of those without a computer at home) Do you feel left out because you don't have a computer at home, or not?

Yes	No	Don't know
37	63	-

5/26 Summary Table

-----No computer-----

NET	Yes	No	Have computer	Don't know
22	8	14	78	-

27(35.) (Of those with a computer at home or school) If you had trouble figuring out how to do something on the computer, which of the following would you most likely do? (READ ALL ITEMS)

<u>%</u>	
4	Look it up in a book
15	Use the help menu on the software you were trying to use
3	Call a telephone help line
55	Ask a friend, parent, or teacher for help
23	Just keep trying things until you got it
*	Don't know

28(36). Do you, yourself, have a pager or beeper?

Yes	No	Don't know
14	86	-

29. Do you, yourself, have a cellular phone?

Yes	No	Don't know
8	92	-

30(39). How much do you trust information from the Internet? Do you trust it completely, quite a lot, just a little, or not at all?

-----Completely/ a lot-----			-----Little/not at all-----			
NET	Completely	Quite a lot	NET	Just a little	Not at all	Don t know
55	6	50	44	40	4	1

31(40). Which do you think you can count on more: computer e-mail or the U.S. mail?

Computer e-mail	U.S. mail	Neither (vol.)	Both (vol.)	Don t know
49	46	-	2	4

G. BENEFITS AND COSTS

32(42). Which way do you feel more often? (READ ITEMS)

<u>%</u>	
87	I like the way new technologies allow me to keep in touch.
11	I don t like the way new technologies let people get in touch with me all the time.
2	Don t know

33(43). For each of the following technologies, please tell me if you think it is making life better or worse for Americans, or isn't it making much difference? (READ ITEMS)

	Better	Worse	Isn t it making much difference	Don t know
a. Television	35	30	35	*
b. Computers	91	2	6	*
f. The Internet	80	7	12	1
g. Cellular phones	65	11	23	1

34(53). (Of those who ever use a computer at home or school) When it comes to computers, how annoyed are you about each of the following things... a lot, a little, or not at all? (READ ITEMS)

	A lot	A little	Not at all	Don t know
a. How often computers crash or freeze	47	36	15	2

b. Always having to upgrade software	27	45	26	2
c. How much computers, software, and services cost	34	42	22	2
d. Programs that are too hard to use	36	47	17	*
e. There s not enough interesting stuff	17	43	40	*
f. How long some things take to work	49	40	12	*
g. Not finding the information you want	49	40	11	*
h. Junk e-mail	53	23	20	3

35(54). I'm going to read you a list of things that some people have said are a problem with computers or the Internet. For each one, please tell me if you think it is a big problem, a little problem or not a problem?. How about (READ LIST)?

	-----Problem-----				
	NET	Big problem	Little Problem	Not a problem	Don t know
ac. Violent games	74	39	35	25	*
ae. Dangerous strangers making contact with kids	96	86	10	4	*
ba. Pornography that KIDS can see	90	76	14	7	3
bd. Loss of privacy	86	60	26	13	1
be. Too much advertising	75	24	51	24	1

36(56). How worried are you that somebody might get personal information about you on the Internet? Are you very worried, a little worried, or not at all worried?

	-----Worried-----			Not at all worried	Don t know
NET	Very	A little			
78	34	45	22	*	

38. Have you ever used the Internet to find information you were uncomfortable asking or talking with your parents or adults about, or not?

Yes	No	Don t know
12	88	*

39. Thinking about the information you can find on the Internet, how useful is the information for kids your age?... very useful, a little bit useful, or not at all useful?

Very useful	A little bit useful	Not at all useful	Don't know
63	33	3	*

40(D01). **(Of those who ever use a computer at home or school)** In general, do you think you are more comfortable using computers than your parents are, less comfortable, or is there no difference?

More	Less	No difference	More with one/less with other(vol.)	Don't know
40	9	50	1	*

41(45a). Do you think the use of computers has led kids to spend more time with their families and friends, spend less time, or hasn't it made much difference?

More	Less	Hasn't made much difference	Don't know
10	39	50	*

42. Do you think the use of computers has led kids to spend more time outdoors, less time, or hasn't it made much difference?

More	Less	Hasn't made much difference	Don't know
4	61	35	*

43. Do you know any kids who are addicted to video or computer games, or not?

Yes	No	Don't know
63	37	*

44. How much would you say your parents know about the things you do and the sites you visit on the computer? A lot, a little, or nothing?

A lot	A little	Nothing	Don't know
53	32	15	1

45. Do your parents have rules about what you can do on the computer, or not?

Yes	No	Don't know
57	42	1

46. Record Gender

Male

51

Female

49



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