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AUSTRALIAN NATIONAL INSTITUTE FOR
PUBLIC POLICY

ANUpoll April 2011

Public opinion on Internet use
and civil society

VICE- CHANCELLOR'S MESSAGE

The Internet has revolutionised our society in ways that few of us could have imagined even two decades ago.

The nature and conduct of business, politics, social relations and much else are being influenced in profound ways by how we use the Internet in our everyday lives.

The latest ANUpoll examines how the Internet is changing society, social relations and citizenship.

We are all familiar with our children spending hours in front of their computers visiting websites and interacting with others around the world.

The eighth ANUpoll in the series asks whether these virtual contacts are less important than personal ones in building a strong society. And does a reliance on virtual over personal contact have implications for the quality of citizenship?

The results from ANUpoll are largely positive, and counter the pessimistic view that the Internet is undermining effective social relations and good citizenship. Frequent Internet users are not more socially disengaged than their counterparts who rely on personal interaction. They are at least as good citizens, and report similar or higher levels of social capital.

Understanding how the Internet is changing society is a key challenge for social science in the twenty-first century. Australia has one of the highest levels of Internet usage in the world and is at the forefront of this challenge. This ANUpoll provides benchmark results for understanding the long-term implications of these changes.

ANUpoll is a survey of Australian public opinion looking at issues of national importance, run three times a year. It differs from other opinion polls by benchmarking Australia against international opinion.

Professor Ian Young

Vice-Chancellor, The Australian National University

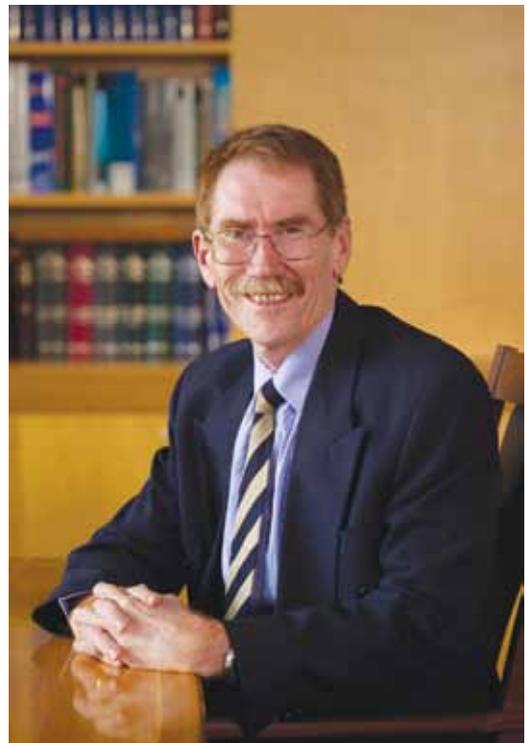


Photo by Belinda Pratten



ANUpoll

Public opinion on Internet use and civil society

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April 2011

ABOUT THE SURVEY

The ANUpoll is conducted for The Australian National University by the Social Research Centre, Melbourne. The survey is a national random sample of the adult population aged 18 years and over conducted by telephone. In this survey, 1,200 people were interviewed between 2 December 2010 and 16 December 2010, with a response rate of 37.4 per cent. The results have been weighted to represent the national population. The survey's margin of error is ± 2.5 per cent. Full details of the survey can be found at www.anu.edu.au/anupoll

KEY POINTS SUMMARY

Internet use and civil society

- > A total of 82 per cent of respondents have broadband access – with frequent Internet users helping to build bonding and bridging forms of social interaction.

Household Internet use

- > A total of 82 per cent of respondents report having broadband access with only two per cent saying that they have dial-up access, with around two-thirds of respondents saying they use the Internet at least once a day.

Internet use and social capital

- > Around one-third of respondents say that the Internet helped them interact with people of a different race from their own.
- > Just over half of respondents say that the Internet helped them interact with people from other countries.

Internet use and good citizenship

- > Frequent Internet use does not necessarily lead to a more atomised and individualistic society.
- > 70 per cent of frequent Internet users felt that to be a good citizen it was very important to support people who are worse off than themselves, and 86 per cent of frequent Internet users felt that to be a good citizen it was very important to report a crime if they witnessed one.

Internet use and political involvement

- > Online political activity complements, rather than replaces, traditional forms of political activity.
- > Around one in four respondents said they had visited the websites of political organisations or candidates and one in five said that they had forwarded electronic messages with political content.
- > Those who use the Internet frequently are more likely than those who use the Internet sparingly to be involved in political activity through virtual interactions.

Key trends: most important problems and political mood

- > The economy and jobs are viewed by the public as the most important problems facing Australia, with 19 per cent mentioning them, although this represents a substantial decline on earlier surveys conducted in 2009.
- > A large majority of Australians are satisfied with the way the country is heading, with little change since we first asked the question in early 2008.

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INTERNET USE AND CIVIL SOCIETY

Key points

- > A total of 82 per cent of respondents have broadband access.
- > Frequent Internet use helps people to build bonding and bridging forms of social interaction. For example, up to 54 per cent of respondents said that the Internet helped them interact with people from other countries.
- > Increased Internet use does not lead to a more individualistic and atomised society. For example, 70 per cent of those who use the Internet more than once a day felt that, to be a good citizen, it was very important to support people who are worse off than themselves. Among the same group, 86 per cent felt that to be a good citizen it was very important to report a crime that he or she may have witnessed.

The exponential growth of Internet use in Australian households has led many to question whether increased Internet use has created better or worse citizens. It is often suggested that a civic-oriented society has been declining over time as people have become less involved in voluntary social and political activities, less trusting of strangers and less likely to forge bonds with people whom they have never met face-to-face.

While the Australian Government is in the process of rolling out the National Broadband Network (NBN) – the single largest infrastructure investment made by any Australian government – this ANUpoll looks at the impact of widespread access to the Internet on civil society. The NBN will inevitably mean that more Australians in metropolitan, regional and rural areas will have ready access to high speed Internet that is ‘always-on’.

Policy-makers have focused primarily on the nation-building benefits of the NBN for the economy with the creation of new jobs and businesses. The aim of this ANUpoll is to find out whether more widespread and frequent Internet use will have a positive or negative impact on civil society. This ANUpoll looks at how many households have Internet access, how often people use the Internet and what they use the Internet for.

HOUSEHOLD INTERNET USE

Key points

- > A total of 82 per cent of respondents report having broadband access with only two per cent saying that they have dial-up access.
- > Around two-thirds of respondents say that in general they use the Internet at least once a day.
- > Nearly two-thirds of Australians know how to use the Internet to download audio, video and image files.

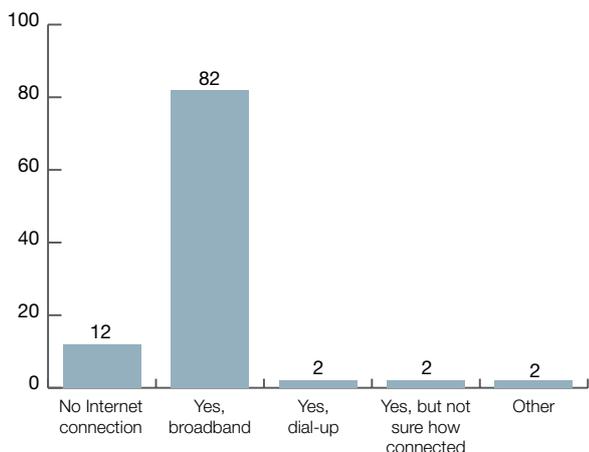
**Can the Internet be
accessed at this dwelling?**

**Have you done any of
the following tasks on
the Internet?**

In line with the other advanced societies, Internet access has grown exponentially in Australia over the past decade. The ANUpoll shows that just 12 per cent of the respondents who were interviewed said that their household did not have Internet access. Of those with Internet access, 82 per cent say they have broadband access and only two per cent say that they still have dial-up. Another two per cent are not sure how their Internet is connected.

These estimates are similar to those reported by the Australian Bureau of Statistics. Between 2008 and 2009, 72 per cent of Australian households had Internet access and 78 per cent had access to a computer¹. Given that household access to the Internet has quadrupled in the last decade, we would expect this figure to have increased even more since the end of 2010 when this ANUpoll was conducted.

Household Internet access (per cent)



A high percentage of Australians use the Internet at least once a day. Up to 68 per cent of respondents said that in general they used the Internet at least once or several times a day. Another 16 per cent of respondents said that they used the Internet a couple of days a week.

In terms of what people report using the Internet for, most respondents (90 per cent) have used the Internet to send emails and download attachments. Up to 64 per cent of respondents have used the Internet to post audio, video and image files and 21 per cent of respondents have used the Internet to design a webpage or a blog.

Task	(per cent)
Sent an attachment with an email	90
Posted audio, video or image files	64
Personally designed a webpage or blog	21
Downloaded a software program to your computer	73

International comparison

Australia has a relatively high percentage of households with Internet access compared to other countries. When compared with the UK and the United States, more Australian households (82 per cent) have access to the Internet compared to households in the UK where only 73 per cent have an Internet connection and households in the US where 77 per cent of households have Internet access.²

¹ Australian Bureau of Statistics 2010, *Household Use of Information Technology*. cat. no. 8146.0, ABS, Canberra.

² See Office of National Statistics, *Internet Access* at www.statistics.gov.uk/cci/nugget.asp?id=8, and Internet World Stats, *Usage and Population Statistics* at www.Internetworldstats.com/am/us.htm, accessed 26 January 2011.

INTERNET USE AND SOCIAL CAPITAL

Key points

- > Virtual interactions help build bridging forms of social interaction.
- > Around one-third of respondents say that the Internet helped them interact with people of a different race from their own.
- > Just over half of respondents say that the Internet helped them interact with people from other countries.

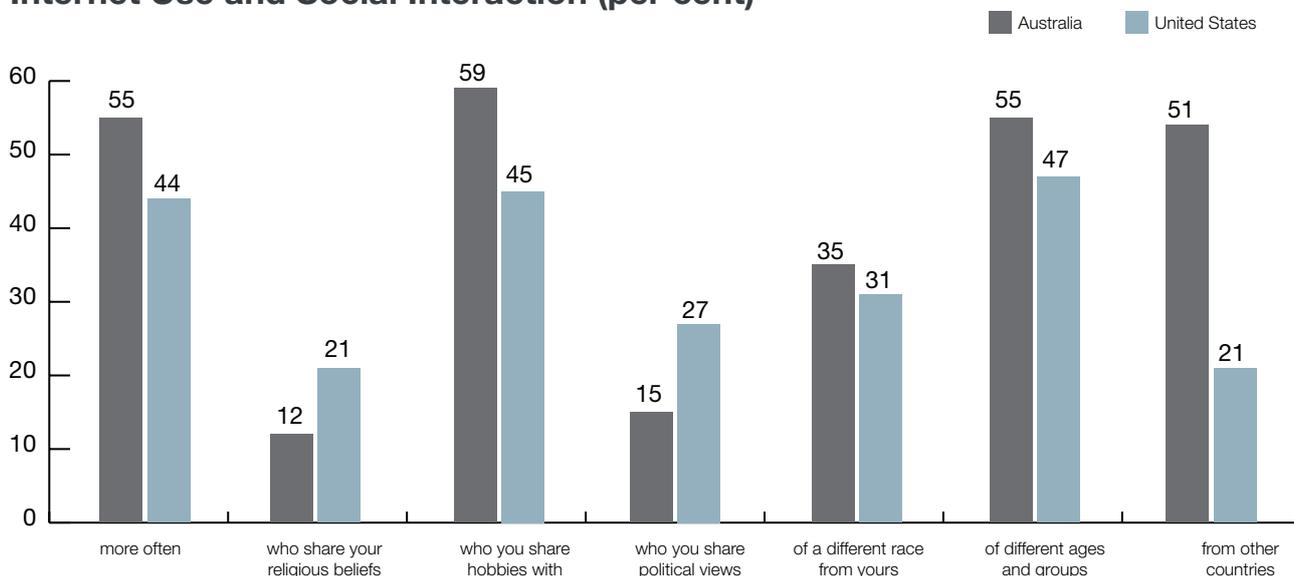
**How much has the
Internet helped you
interact with groups
and people?**

A healthy and effective democracy relies on social forms of engagement. Without such engagement, it is often suggested that there will be a decline in social trust, tolerance and civic activity. While traditional forms of civic association may be declining, it is possible that the Internet may be transforming the ways in which people interact with one another.

To address this question, ANUpoll looked at whether virtual interactions assist people to associate with groups and people who have shared interests (bonding associations) and with those from a different background (bridging associations). Studies have shown that bonding and bridging forms of social capital have many benefits for a healthy civil society.

The results from the ANUpoll show that the Internet helps people to not only participate in social groups that they already belong to, but also to interact with people from different age, race and national backgrounds. The Internet is therefore a medium that is conducive to building bonding and bridging forms of social capital. For example, 35 per cent of respondents said that the Internet helped them interact with people of a different race from their own and 54 per cent of respondents said that the Internet helped them interact with people from other countries. A relatively small percentage of respondents (15 per cent) felt the Internet helped them interact with people who share the same political views.

Internet Use and Social Interaction (per cent)



International comparison

When the Australian results are compared to those from the 2005 United States 'Citizenship, Involvement, Democracy' survey, Australians emerge as being more likely than Americans to build online links with people across different ages, generations and countries. Australians are eight per cent more likely to say that the Internet helps them interact with people from different ages and generations and 33 per cent more likely to say that the Internet helps them interact with people from other countries.

Compared to the US, the Internet has had more positive effects in the formation of bridging forms of social capital in Australia. This may be a result of Australia's geographic isolation and the fact that a large proportion of Australians have family ties overseas. Americans, however, were more likely than Australians to feel that the Internet helped them interact with groups and people who share the same religious beliefs.

INTERNET USE AND GOOD CITIZENSHIP

Key points

- > Frequent Internet use does not necessarily lead to a more atomised and individualistic society.
- > 70 per cent of frequent Internet users felt that to be a good citizen it was very important to support people who are worse off than themselves.
- > 86 per cent of frequent Internet users felt that to be a good citizen it was very important to report a crime that he or she may have witnessed.

One possible consequence of online rather than face-to-face interaction is an erosion of the positive values of citizenship. To test this possibility, ANUpoll asked respondents about their thoughts on what it means to be a good citizen. Studies have shown that the Internet is positively associated with promoting attitudes supportive of democratic institutions and political participation. One way to look at attitudes towards democratic institutions is to find out what people think makes a good citizen. The respondents were asked to report on a scale of zero to 10 how important different norms of citizenship were.

The results show that those who are frequent Internet users are just as likely as infrequent Internet users to feel that to be a good citizen it is very important to help support others who are worse off. For example, 70 per cent of those who use the Internet frequently felt that it was important to support people who are worse off than themselves. Frequent Internet users were just as likely as infrequent Internet users to feel that to be a good citizen it is important to report a crime that he or she may have witnessed.

Frequent Internet users were less willing than infrequent Internet users to accept that traditional norms of citizenship such as obeying laws and regulations, serving on a jury if called and being active in voluntary organisations are very important in order to be a good citizen. For example, only 38 per cent of frequent Internet users believe that to be a good citizen it is important to always obey laws and regulations compared with 51 per cent of infrequent Internet users.

Using a scale of zero to 10, where zero means extremely unimportant and 10 means extremely important, could you please tell me, to be a good citizen, how important would you say it is for a person to do each of the following?

Internet use and good citizenship

Extremely important to...	(Internet use)		
	Frequent (%)	Occasionally (%)	Rarely (%)
Support people who are worse off than themselves	70	70	67
Always obey laws and regulations	38	45	51
Be active in voluntary organisations	38	45	51
Be active in politics	15	25	21
Serve on a jury if called	52	51	60
Report a crime that he or she may have witnessed	86	86	87

International comparison

Research from the 'Pew Internet and American Life' project conducted in 2000 showed a wide variety of examples where the Internet actually supports community involvement and good citizenship. The findings from the project showed that there was no difference between Internet users and non-users and involvement in community groups such as religious organisations. In fact, in some cases Internet users were more likely to be involved in at least one leisure organisation compared with non-users. The main argument from the findings in the ANUpoll and previous studies conducted in other countries is that Internet usage does not tend to detract from community involvement and good citizenship. The main influences of community involvement and good citizenship are background factors such as age, education and income.

INTERNET USE AND POLITICAL INVOLVEMENT

Key points

- > Around one in four respondents said they had visited the websites of political organisations or candidates and one in five said that they had forwarded electronic messages with political content.
- > Those who use the Internet frequently are more likely than those who use the Internet sparingly to be involved in political activity through virtual interactions.
- > Just over one in four of those who use the Internet frequently have forwarded an electronic message with political content in the last 12 months.
- > The general conclusion is that online political activity is complementing, rather than replacing, traditional forms of political activity.

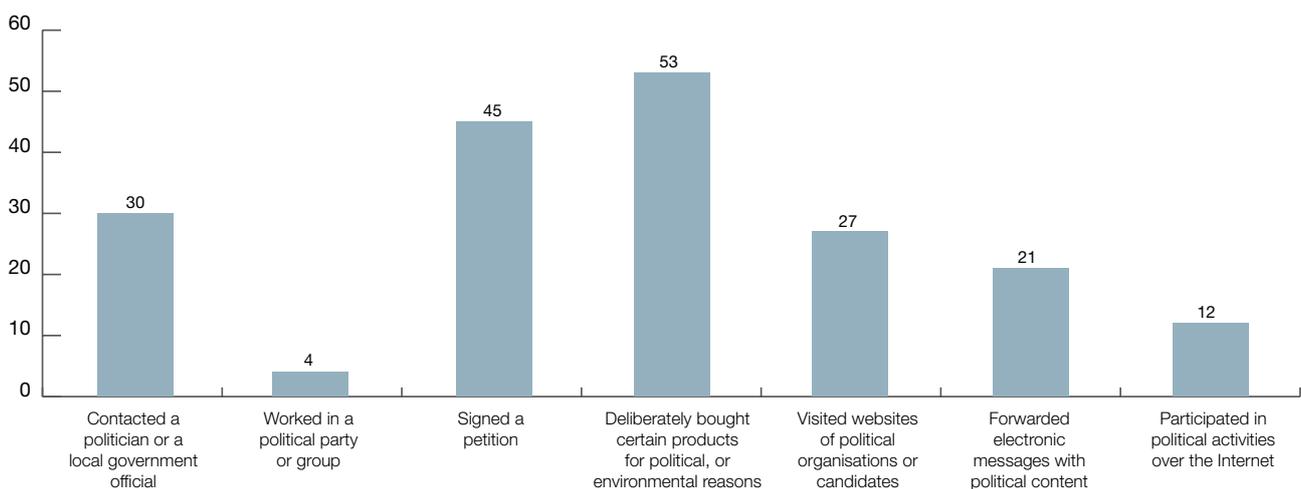
And, during the last 12 months, have you done any of the following?

Political involvement can take place through traditional group participation or through online participation. It has long been suggested that traditional group membership improves social capital formation in society. However, virtual association may also build social capital. ANUpoll looked at the extent of online and offline political participation in Australia and whether using the Internet more frequently was associated with different types of political participation.

The survey asked respondents whether in the last 12 months they had participated in different forms of

traditional political activity such as signing a petition or virtual group activity such as forwarding electronic messages with political content. With the exception of working for a political party, there was a higher proportion of respondents who had participated in offline political activity. However, there was also considerable evidence of online political activity. Up to 27 per cent of respondents said that they had visited websites of political organisations or candidates and 21 per cent said they had forwarded electronic messages with political content.

Virtual association and political involvement



As one might expect, respondents who used the Internet at least once a day were more likely than those who rarely used the Internet to have participated in online political activities in the last 12 months. The results show that 32 per cent of those who used the Internet more than once daily had visited websites of political organisations or candidates in the previous 12 months. Up to 28 per cent of frequent Internet users had forwarded electronic messages with political content and 17 per cent had participated in political activities over the Internet.

Those who use the Internet more frequently are also more likely to be involved in offline political activity such as contacting a local politician, signing a petition or buying products for a political reason. These findings show that Internet use is linked with promoting offline and online political engagement. The general conclusion is that online political activity is complementing, rather than replacing traditional forms of political activity.

And, during the last 12 months, have you done any of the following?

Internet Use and Political Involvement

	(Internet use)		
	Frequent	Occasionally	Rarely
	(%)	(%)	(%)
Contacted a politician or a local government official	31	30	22
Worked in a political party or group	4	4	5
Signed a petition	50	36	32
Deliberately bought certain products for political, ethical, or environmental reasons	58	49	40
Visited websites of political organisations or candidates	32	21	4
Forwarded electronic messages with political content	28	12	3
Participated in political activities over the Internet	17	5	0.5

Note Estimates for political involvement include only those who answered 'yes'. Estimates for frequent Internet use include [1] and [2]; Occasionally [3] and [4]; Rarely [5], [6] and [7].

International comparison

Previous studies from the 'Pew 2000 surveys' in the US on Internet usage and political involvement have shown that there is a positive association between Internet usage and the expansion of political involvement. With increased Internet usage and improved technologies around the world, it is likely that there is to be a substantial increase in online political activity in the coming years.

KEY TRENDS: MOST IMPORTANT PROBLEMS AND POLITICAL MOOD

Key points

- > The economy and jobs are viewed by the public as the most important problems facing Australia, with 19 per cent mentioning them, although this represents a substantial decline on earlier surveys conducted in 2009.
- > A large majority of Australians are satisfied with the way the country is heading, with little change since we first asked the question in early 2008.

What do you think is the most important problem facing Australia today?

Since the ANUpoll started in early 2008, the two main problems mentioned as priorities for Australia by the survey respondents have been the economy and the environment, the latter also encompassing global warming. The global financial crisis and the recession resulted in the economy dominating the mentions as the most important problem facing the country for most of 2009.

In the current ANUpoll, there is a small increase in the proportion of respondents mentioning the economy and jobs as the most important problems facing Australia; 19 per cent mentioned it, compared to 17 per cent in October 2010. The peak concern about the economy occurred in early 2009, when just over half of the survey respondents mentioned it as the most important problem facing the country.

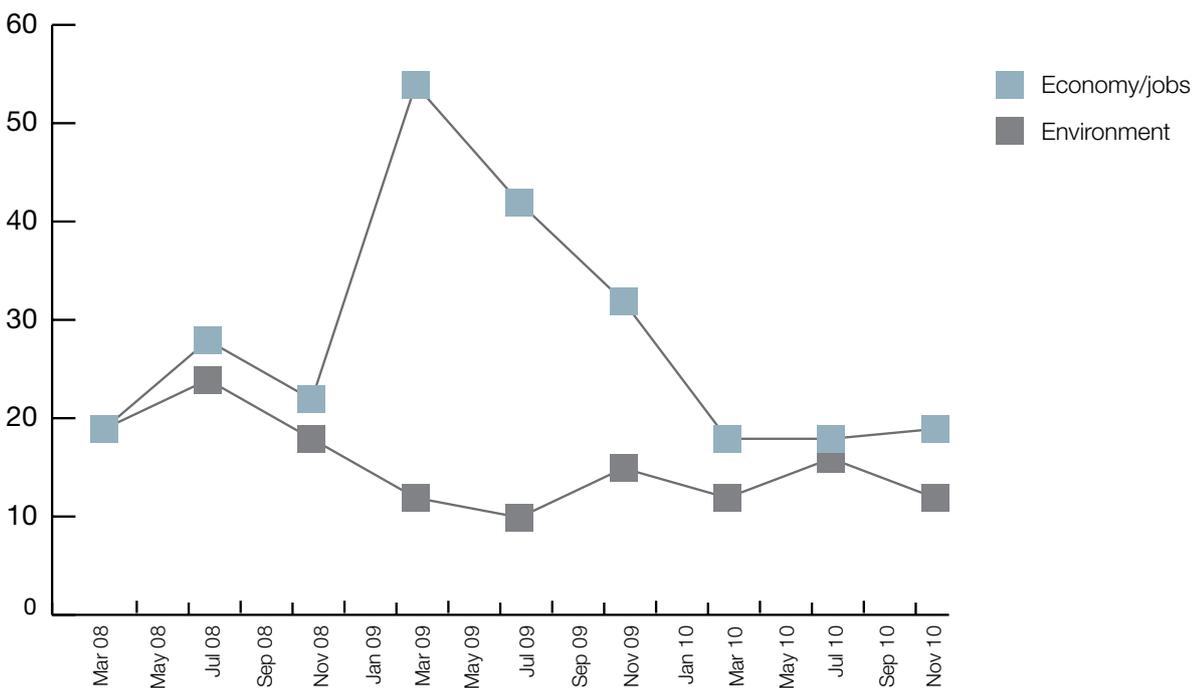
Most important problems facing Australia (per cent)

Rank	Issue	Per cent mentioned	(Oct-Dec Change)
1	Economy/jobs	19	(+2)
2	Health care	7	(-6)
3	Immigration	12	(-1)
4	Environment/global warming	12	(0)
5	Law and order	3	(-2)

The table above tracks changes between polls in five key issues for the nation. In October 2010 health care and immigration were jointly viewed as the second most frequently mentioned problems facing Australia, with 13 per cent of respondents mentioning them. In the current survey health care was mentioned by only seven per cent of respondents, a decrease of six percentage points. Immigration and the environment continue to be important problems with little change since October. Law and order has decreased by two percentage points since October 2010. The only other issue to show significant change between October and December was poverty/social exclusion/inequality, which rose 3.5 percentage points.

All things considered, are you satisfied or dissatisfied with the way the country is heading?

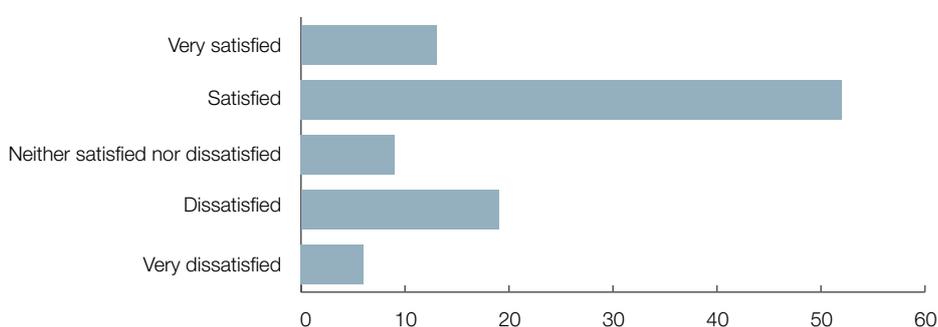
Per cent mentioning the economy and the environment since April 2008



The political mood has been remarkably positive over the whole period of the ANUpoll surveys, and this poll is no exception. A remarkably high 65 per cent are 'satisfied' or 'very satisfied' with the way the country is heading, compared to 70 per cent in October 2009 and 71 per cent in July 2009. Just 19 per cent say that they are 'dissatisfied', and a further six per cent are 'very dissatisfied'.

The predominant picture remains one of general satisfaction, with relatively little change over the eight polls extending over two years. The economic concerns registered most clearly in the first poll in 2009 have had little effect on the predominantly positive political mood of the country.

Satisfaction with the country's direction (per cent)



ANUPoll QUESTIONS

> I'd like to start with a general question about your views on life in Australia. All things considered, are you satisfied or dissatisfied with the way the country is heading?

	Number	Per cent
Very satisfied	152	12.7
Satisfied	627	52.2
Neither satisfied nor dissatisfied	107	8.9
Dissatisfied	229	19.1
Very dissatisfied	71	5.9
Don't know/not sure	14	1.1
Refused	0.0	0.0
Total	1200	100.0

	Number	Per cent
Economy/jobs	222	18.5
Industrial relations	7	0.6
Interest rates	12	1.0
Housing affordability	19	1.5
Health care	83	6.9
Education	25	2.1
Defence/national security	9	0.8
Terrorism	7	0.6
Iraq war	3	0.2
Afghan war	3	0.2
Environment/global warming	149	12.4
Water management	30	2.5
Immigration	139	11.6
Indigenous affairs	5	0.4
Taxation	13	1.1
Better government	119	9.9
Law and order/crime/justice system	35	2.9
Ageing population	38	3.2
Values/morals/respect for others	33	2.7
Poverty/social exclusion/inequality	60	5.0
Other	22	1.8
None/no other	4	0.3
Trade balance/loss of jobs to overseas	6	0.5
Rural/farming issues	3	0.2
Social issues	8	0.6
Social services (including aged care, the disabled, etc)	12	1.0
Infrastructure/planning/ innovation	9	0.7
Alcohol and drug use	12	1.0
Young people's behaviour/attitudes	12	1.0
Family/community/societal breakdown	1	0.1
Don't know/can't say	103	8.6
Total	1200	100.0

> **What do you think is the most important problem facing Australia today?**

> **And what do you think is the second most important problem facing Australia today?**

	Number	Per cent
Economy/jobs	162	13.5
Industrial relations	6	0.5
Interest rates	14	1.2
Housing affordability	35	2.9
Health care	86	7.2
Education	70	5.9
Defence/national security	18	1.5
Terrorism	2	0.1
Iraq war	1	0.1
Afghan war	3	0.3
Environment/global warming	95	8.0
Water management	43	3.6
Immigration	83	6.9
Indigenous affairs	13	1.1
Taxation	15	1.2
Better government	48	4.0
Law and order/crime/justice system	48	4.0
Ageing population	29	2.4
Values/morals/respect for others	35	2.9
Poverty/social exclusion/inequality	28	2.3
Other	8	0.7
None/no other	31	2.6
Trade balance/loss of jobs to overseas	2	0.1
Rural/farming issues	8	0.7
Social services (including aged care, the disabled, etc)	10	0.8
Infrastructure/ planning/ innovation	35	2.9
Alcohol and drug use	6	0.5
Young people's behaviour/attitudes	6	0.5
Foreign influence/Australia's position in world	6	0.5
Family/community/societal breakdown	4	0.4
Don't know/can't say	141	11.8
Refused	0	0.0
Total	1093	91.0
Skipped	107	9.0

Citizenship: Support people worse off than themselves

	Number	Per cent
Extremely unimportant	7	0.6
2	2	0.1
3	4	0.3
4	10	0.9
5	107	8.9
6	87	7.2
7	152	12.7
8	302	25.2
9	125	10.4
Extremely important	394	32.9
Don't know	8	0.6
Refused	1	0.1
Total	1200	100.0

> **Citizenship**

Using a scale of zero to 10, where zero means extremely unimportant and 10 means extremely important, could you please tell me, to be a good citizen, how important would you say it is for a person to do each of the following?

Citizenship: Always obey laws and regulations

	Number	Per cent
Extremely unimportant	5	0.4
1	3	0.3
2	3	0.3
3	15	1.3
4	8	0.7
5	34	2.8
6	19	1.6
7	107	8.9
8	200	16.7
9	187	15.5
Extremely important	611	50.9
Don't know	6	0.5
Refused	1	0.1
Total	1200	100.0

> Citizenship

Using a scale of zero to 10, where zero means extremely unimportant and 10 means extremely important, could you please tell me, to be a good citizen, how important would you say it is for a person to do each of the following?

Citizenship: Be active in voluntary organisations

	Number	Per cent
Extremely unimportant	13	1.0
1	5	0.5
2	15	1.2
3	25	2.1
4	35	2.9
5	221	18.4
6	172	14.3
7	219	18.2
8	255	21.2
9	82	6.9
Extremely important	153	12.7
Don't know	5	0.4
Total	1200	100.0

Citizenship: Be active in politics

	Number	Per cent
Extremely unimportant	57	4.7
1	39	3.2
2	102	8.5
3	97	8.1
4	94	7.8
5	340	28.3
6	131	10.9
7	125	10.4
8	116	9.7
9	40	3.3
Extremely important	53	4.4
Don't know	6	0.5
Refused	1	0.1
Total	1200	100.0

Citizenship: Serve on a jury if called

	Number	Per cent
Extremely unimportant	26	2.1
1	15	1.2
2	23	1.9
3	23	1.9
4	22	1.9
5	188	15.7
6	111	9.2
7	142	11.8
8	267	22.2
9	77	6.5
Extremely important	290	24.2
Don't know	15	1.3
Refused	2	0.2
Total	1200	100.0

Citizenship: Report a crime that he or she may have witnessed

	Number	Per cent
Extremely unimportant	10	0.8
1	2	0.2
2	2	0.2
3	1	0.1
4	3	0.3
5	28	2.3
6	17	1.4
7	98	8.1
8	221	18.5
9	173	14.4
Extremely important	640	53.3
Don't know	3	0.3
Refused	1	0.1
Total	1200	100.0

> **Political involvement**

How often does politics seem so complicated that you can't really understand what is going on?
Would you say...

	Number	Per cent
Frequently	418	34.8
Regularly	213	17.8
Occasionally	328	27.3
Seldom	159	13.2
Never	71	5.9
Don't know	9	0.8
Refused	2	0.2
Total	1200	100.0

Do you think that politicians in general care what people like you think?
Would you say...

	Number	Per cent
Hardly any politicians care what people like me think	223	18.6
Very few care	281	23.4
Some care	465	38.7
Many care	106	8.8
Most politicians care what people like me think	104	8.6
Don't know	19	1.6
Refused	2	0.2
Total	1200	100.0

And, during the last 12 months, have you done any of the following?

Political involvement: Contact a politician or a local government official

	Number	Per cent
Yes	355	29.6
No	844	70.4
Refused	0	0.0
Total	1200	100.0

Political involvement: Worked in a political party or group

	Number	Per cent
Yes	46	3.9
No	1152	96.0
Refused	2	0.1
Total	1200	100.0

Political involvement: Signed a petition

	Number	Per cent
Yes	538	44.9
No	656	54.7
Don't know	4	0.3
Refused	2	0.1
Total	1200	100.0

Political involvement: Deliberately bought certain products for political, ethical or environmental reasons

	Number	Per cent
Yes	638	53.1
No	555	46.2
Don't know	6	0.5
Refused	2	0.2
Total	1200	100.0

Political involvement: Visited websites of political organisations or candidates

	Number	Per cent
Yes	306	25.5
No	888	74.0
Don't know	5	0.4
Refused	0	0.0
Total	1200	100.0

Political involvement: Forwarded electronic messages with political content

	Number	Per cent
Yes	251	20.9
No	941	78.4
Don't know	7	0.5
Refused	1	0.1
Total	1200	100.0

Political involvement: Participated in political activities over the Internet

	Number	Per cent
Yes	148	12.3
No	1048	87.4
Don't know	3	0.3
Refused	0	0.0
Total	1200	100.0

> Voluntary organisations

Could you please tell me whether you are a member of the following voluntary organisations or if you have participated in its activities in the last 12 months?

Voluntary organisations: A sports club or club for outdoor activities

	Number	Per cent
Yes - member (only)	107	8.9
Yes - participated (only)	134	11.1
Yes - both member and participated	245	20.4
Neither	715	59.5
Don't know	0	0
Total	1200	100.0

Voluntary organisations: An organisation for cultural or hobby activities

	Number	Per cent
Yes - member (only)	57	4.8
Yes - participated (only)	143	11.9
Yes - both member and participated	171	14.3
Neither	827	68.9
Don't know	2	0.1
Total	1200	100.0

Voluntary organisations: A trade union

	Number	Per cent
Yes - member (only)	122	10.2
Yes - participated (only)	8	0.7
Yes - both member and participated	31	2.6
Neither	1039	86.6
Total	1200	100.0

Voluntary organisations: A business, professional, or farmers' organisation

	Number	Per cent
Yes - member (only)	114	9.5
Yes - participated (only)	47	3.9
Yes - both member and participated	122	10.2
Neither	914	76.2
Don't know	3	0.2
Total	1200	100.0

Voluntary organisations: An organisation for humanitarian aid or human rights

	Number	Per cent
Yes - member (only)	51	4.3
Yes - participated (only)	173	14.4
Yes - both member and participated	78	6.5
Neither	897	74.7
Don't know	2	0.1
Total	1200	100.0

Voluntary organisations: An organisation for environmental protection, peace or animal rights

	Number	Per cent
Yes - member (only)	63	5.3
Yes - participated (only)	121	10.1
Yes - both member and participated	48	4.0
Neither	966	80.5
Don't know	2	0.1
Total	1200	100.0

Voluntary organisations: A religious organisation

	Number	Per cent
Yes - member (only)	40	3.3
Yes - participated (only)	82	6.8
Yes - both member and participated	128	10.6
Neither	950	79.2
Don't know	1	0.1
Total	1200	100.0

Voluntary organisations: A political party

	Number	Per cent
Yes - member (only)	14	1.2
Yes - participated (only)	19	1.6
Yes - both member and participated	20	1.6
Neither	1145	95.4
Don't know	2	0.2
Total	1200	100.0

Voluntary organisations: A social club, club for the young, the retired/elderly or women

	Number	Per cent
Yes - member (only)	93	7.8
Yes - participated (only)	118	9.8
Yes - both member and participated	133	11.1
Neither	856	71.3
Don't know	1	0.1
Total	1200	100.0

Voluntary organisations: Neighbourhood/Homeowners/Condominium association

	Number	Per cent
Yes - member (only)	37	3.1
Yes - participated (only)	24	2.0
Yes - both member and participated	60	5.0
Neither	1074	89.5
Don't know	5	0.4
Total	1200	100.0

Voluntary organisations: Any other voluntary organisation similar to the ones mentioned

	Number	Per cent
Yes - member (only)	31	2.6
Yes - participated (only)	101	8.4
Yes - both member and participated	99	8.3
Neither	968	80.7
Total	1200	100.0

	Number	Per cent
You can't be too careful	23	1.9
1	16	1.3
2	14	1.2
3	66	5.5
4	59	4.9
5	276	23.0
6	133	11.1
7	262	21.8
8	220	18.3
9	68	5.6
Most people can be trusted	59	4.9
Don't know/not sure	5	0.4
Total	1200	100.0

> Perceptions of trust in the community

On a scale of zero to 10, where zero means 'you can't be too careful' and 10 means that 'most people can be trusted', generally speaking, would you say that most people can be trusted, or that you can't be too careful in dealing with people?

	Number	Per cent
Several times a day	618	51.5
About once a day	202	16.8
Three to five days a week	110	9.2
One to two days a week	84	7.0
Every few weeks	18	1.5
Less often	16	1.4
Do not use the Internet	151	12.6
Total	1200	100.0

In general, how often do you use the Internet?

When did you first start using the Internet

	Number	Per cent
Within the last six months	12	1.0
About a year ago	21	1.7
Two or three years ago	72	6.0
More than three years ago	945	78.7
Total	1049	87.4

Have you done any of the following tasks on the Internet:
Sent an attachment with an email

	Number	Per cent
Yes	947	78.9
No/not answered	102	8.5
Total	1049	87.4
Skipped	151	12.6
Total	1200	100.0

Have you done any of the following tasks on the Internet:
Posted audio, video or image files

	Number	Per cent
Yes	668	55.6
No/not answered	381	31.8
Total	1049	87.4
Skipped	151	12.6
Total	1200	100.0

Have you done any of the following tasks on the Internet:
Personally designed a webpage or blog

	Number	Per cent
Yes	222	18.5
No/not answered	827	68.9
Total	1049	87.4
Skipped	151	12.6
Total	1200	100.0

	Number	Per cent
Yes	762	63.5
No/not answered	287	23.9
Total	1049	87.4
Skipped	151	12.6
Total	1200	100.0

Have you done any of the following tasks on the Internet:
Downloaded a software program to your computer

	Number	Per cent
Yes	70	5.8
No/not answered	979	81.6
Total	1049	87.4
Skipped	151	12.6
Total	1200	100.0

Have you done any of the following tasks on the Internet:
None of the above

	Number	Per cent
A lot	321	26.7
Some	254	21.2
Only a little	180	15.0
Not at all	293	24.4
Don't know	1	0.1
Total	1049	87.4
Skipped	151	12.6
Total	1200	100.0

How much has the Internet helped you:
Become more involved with groups and organisation you belong to

How much has the Internet helped you: Interact with people or groups who share your hobbies or interests

	Number	Per cent
A lot	399	33.2
Some	221	18.4
Only a little	171	14.3
Not at all	258	21.5
Total	1049	87.4
Skipped	151	12.6
Total	1200	100.0

How much has the Internet helped you: Interact with people or groups who share your religious beliefs

	Number	Per cent
A lot	67	5.6
Some	57	4.8
Only a little	117	9.8
Not at all	802	66.8
Don't know	5	0.5
Total	1049	87.4
Skipped	151	12.6
Total	1200	100.0

How much has the Internet helped you: Interact with people or groups who share your political views

	Number	Per cent
A lot	56	4.7
Some	102	8.5
Only a little	142	11.8
Not at all	749	62.4
Don't know	0	0.0
Total	1049	87.4
Skipped	151	12.6
Total	1200	100.0

	Number	Per cent
A lot	184	15.3
Some	184	15.3
Only a little	137	11.4
Not at all	519	43.3
Don't know	25	2.1
Refused	0	0.0
Total	1049	87.4
Skipped	151	12.6
Total	1200	100.0

How much has the Internet helped you: Interact with people of a different race from yours

	Number	Per cent
A lot	320	26.6
Some	259	21.5
Only a little	180	15.0
Not at all	286	23.8
Don't know	5	0.4
Total	1049	87.4
Skipped	151	12.6
Total	1200	100.0

How much has the Internet helped you: Interact with people of different ages or generations

	Number	Per cent
A lot	333	27.7
Some	237	19.7
Only a little	178	14.8
Not at all	300	25.0
Don't know	2	0.2
Total	1049	87.4
Skipped	151	12.6
Total	1200	100.0

How much has the Internet helped you: Interact with people from different countries



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