INSTITUTE OF
CULTURE, DISCOURSE & COMMUNICATION
AN INSTITUTE OF AUT UNIVERSITY

AUT
UNIVERSITY
TE WĀNANGA ARONUI O TĀMAKI MAKAU RAU

WORLD INTERNET PROJECT
NEW ZEALAND

2013 Questionnaire:
CATI Telephone Script

Te Puna Mātauranga o Aotearoa
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Department of Internal Affairs

InternetNZ

buzzchannel
The Art of Listening - Made Simple

DISK
ALLFILE

LONG

Q99PRE

　　"AUT WORLD INTERNET PROJECT - JULY 2013"

"PHONE: [Q0PH]　　　ID/PROJECT NO: 5032

[Q0DAT]　[Q0TIM]　[Q0HIS]
CALL: [Q0CAL]

[Q0COM]"

"Q99PRE. Good evening/afternoon/morning, my name is [Q0IV],
　　　　　and I am calling from Phoenix Research on behalf of
　　　　　AUT University.

　　　　　We are conducting a survey as part of an important international
　　　　　study.
　　　　　We would very much like to include the opinions of someone in
　　　　　your household.

　　　　　Hit enter to go to next screen for rest of intro
"
PAUSE
=0

Q99PRE2 EXPLANATIONS IF REQUIRED - ADULT SURVEY
"Q99PRE2.　_Note: Read appropriate section(s) below if gatekeeper_
　　　　　　made a query or requires further information, otherwise
　　　　　　hit enter to get to request for respondent screen

　　　　　　Explain subject if needed:
　　　　　　The study is to understand how the internet is changing the way
　　　　　　we live.　We are just as interested in talking to people who
　　　　　　don't use the internet, as those who do.

　　　　　　If query timing:
　　　　　　It will just take us a couple of minutes to work out if there
　　　　　　is someone in your household who may be able to help us.
　　　　　　The actual interviews take about 15 minutes for some people and
　　　　　　25 minutes for others to complete on the telephone.

　　　　　　Explain if needed:
　　　　　　The answers people give are confidential and will be combined
　　　　　　with the answers from other people into statistics about what
　　　　　　New Zealanders do and think.　You can decline to answer any
　　　　　　question I ask you.
"
PAUSE
=0

Q99PRE3 REST OF INTRO - ADULT SURVEY
"Q99PRE3.　Could I please speak to the person in your household

16 years of age or over, who will be the next to
have their birthday?

Code 1 if same person, code 2 if need to re-introduce for
new person

Arrange call back if necessary"
WIDTH=1
1. Continue with same person
2. Passed to new person

Q99ST
=0

START

IF 2 IN Q99PRE3 GO Q99RI
GO Q99PRE4

Q99RI REINTRODUCE SURVEY
FILE
"Q99RI. Hello, my name is [Q0IV], and I am calling from Phoenix
Research on behalf of AUT University.

We are conducting a survey as part of an important international
study to understand how the internet is changing the way
we live. We are just as interested in talking to people who
don't use the internet, as those who do.

We would very much like to include your opinions
in this survey.
"
PAUSE
=0

Q99PRE4 REST OF INTRO
IF 1 IN Q99PRE3
"   _Note: Read if haven't already read to R_
The study is to understand how the internet is changing the way
we live. We are just as interested in talking to people who
don't use the internet, as those who do.

Note: Read if haven't already read to R
The interviews take about 15 minutes for some people and
25 minutes for others to complete on the telephone.

Note: Read if haven't already read to R
The answers people give are confidential and will be combined
with the answers from other people into statistics about what
New Zealanders do and think. You can decline to answer any
question I ask you.
"
IF NOT 1 IN Q99PRE3
"   The interviews take about 15 minutes for some people and
25 minutes for others to complete on the telephone.

The answers people give are confidential and will be combined

with the answers from other people into statistics about what
New Zealanders do and think. You can decline to answer any
question I ask you.
"
PAUSE
=0

Q99PRE5 INVITATION TO TAKE PART
FILE
"   Information about this project is available on the AUT
         website at www.wipnz.aut.ac.nz or could be sent to you.
         I'll remind you about this at the end of the survey.

         Note: If R insists on having this information before
         doing the survey then make appointment. If they don't
         have internet access then collect fax or postal details

         Do you want to take part in this survey?

         Is now a good time to interview you, or could I call you back
         at a time that would suit you better?

         Arrange call back if necessary
"
PAUSE
=0

Q99PRE6 MONITORING
FILE
"Q99PRE6. For quality control purposes some of my calls may be monitored
             by my supervisor and your call will be recorded to ensure your
             answers are correctly noted.
"
PAUSE
=0

* SECTION 1 - DEMOGRAPHICS PART 1

Q99TYPE
1. Cati new sample
2. Cati recontacts - non email
3. Cati recontacts - email contacts not interviewed by Buzz
4. Cati booster
5. Buzz - recontacts
6. Buzz - general sample
7. Buzz - no landline

USE 1
AUTO

Q99SEX GENDER
FILE
"Q99SEX. _Code gender_
"
WIDTH=1
1. Male
2. Female

Q99RUR AREA URBAN OR RURAL
FILE
"Q99RUR. First, to make sure we speak to a cross-section of people,
        can you please tell me whether your household is located
        in an urban area, i.e. a city or town, or in a rural area?
"
WIDTH=1
1. Urban
2. Rural

Q99AREA AREA LIVE IN
FILE
"Q99AREA. Can you please tell me which city or town this
        household is located in?

        Interviewer note: Use search to shrink list
        If respondent lives in a rural area, i.e. not a city or
        town, use code 134. Only use other code a last resort
"
WIDTH=1
1. Auckland
2. Wellington
3. Christchurch
4. Cambridge
5. Hamilton
6. Rotorua
7. Tauranga
8. Te Awamutu
9. Whangarei
10. Gisborne
11. Hastings
12. Kapiti
13. Napier
14. New Plymouth
15. Palmerston North
16. Wanganui
17. Dunedin
18. Invercargill
19. Nelson
20. Ashburton
21. Blenheim
22. Feilding
23. Gore
24. Greymouth
25. Hawera
26. Levin
27. Masterton
28. Oamaru
29. Pukekohe
30. Taupo
31. Timaru
32. Tokoroa
33. Whakatane
34. Alexandra
35. Arrowtown
36. Balclutha

37. Bluff
38. Brightwater
39. Bulls
40. Carterton
41. Coromandel
42. Cromwell
43. Dannevirke
44. Darfield
45. Dargaville
46. Edgecumbe
47. Eltham
48. Featherston
49. Foxton
50. Geraldine
51. Greytown
52. Hanmer Springs
53. Helensville
54. Hokitika
55. Huntly
56. Inglewood
57. Kaikohe
58. Kaikoura
59. Kaitaia
60. Katikati Community
61. Kawakawa
62. Kawerau
63. Kerikeri
64. Leeston
65. Lincoln
66. Manaia
67. Mangakino
68. Martinborough
69. Marton
70. Matamata
71. Milton
72. Moerewa
73. Morrinsville
74. Motueka
75. Murupara
76. Ohakune
77. Opotiki
78. Opunake
79. Otaki
80. Otorohanga
81. Oxford
82. Paeroa
83. Pahiatua
84. Paihia
85. Patea
86. Picton
87. Pleasant Point
88. Putaruru
89. Queenstown
90. Raetihi
91. Raglan
92. Rangiora
93. Reefton

94. Riverton
95. Rolleston
96. Russell
97. Shannon
98. Snells Beach
99. Stratford
100. Taihape
101. Taipa Bay-Mangonui
102. Tairua
103. Takaka
104. Taumarunui
105. Te Anau
106. Te Aroha
107. Te Kuiti
108. Te Puke
109. Temuka
110. Thames
111. Turangi
112. Twizel
113. Waiheke Island
114. Waihi
115. Waihi Beach
116. Waimate
117. Waiouru
118. Waipawa
119. Waipukurau
120. Wairoa
121. Waitara
122. Waiuku
123. Wakefield
124. Wanaka
125. Warkworth
126. Wellsford
127. Westport
128. Whangamata
129. Whitianga
130. Winton
131. Woodend
132. Woodville
133. Other city or town (specify)
134. Rural area

IF 2 IN Q99RUR
LOAD "134" NEXT

Q99LOC
1. Auckland
2. Wellington
3. Christchurch
4. Other Upper North Island Main Urban Areas
5. Other Lower North Island Main Urban Areas
6. Other South Island Main Urban Areas
7. Secondary Urban Areas
8. Minor Urban Areas
9. Rural Centres and Rural Areas
10. Maori booster sample
11. Pacific booster sample

12. Asian booster sample

USE 1 IF 1 IN Q99AREA
USE 2 IF 2 IN Q99AREA
USE 3 IF 3 IN Q99AREA
USE 4 IF 4-9 IN Q99AREA
USE 5 IF 10-16 IN Q99AREA
USE 6 IF 17-19 IN Q99AREA
USE 7 IF 20-33 IN Q99AREA
USE 8 IF 34-132 IN Q99AREA
USE 9 IF 134 IN Q99AREA
AUTO

Q99KWO
1. Male - Auckland
2. Male - Wellington
3. Male - Christchurch
4. Male - Other Upper North Island Main Urban Areas
5. Male - Other Lower North Island Main Urban Areas
6. Male - Other South Island Main Urban Areas
7. Male - Secondary Urban Areas
8. Male - Minor Urban Areas
9. Male - Rural Centres and Rural Areas
10. Female - Auckland
11. Female - Wellington
12. Female - Christchurch
13. Female - Other Upper North Island Main Urban Areas
14. Female - Other Lower North Island Main Urban Areas
15. Female - Other South Island Main Urban Areas
16. Female - Secondary Urban Areas
17. Female - Minor Urban Areas
18. Female - Rural Centres and Rural Areas
19. Male - Maori booster sample
20. Male - Pacific booster sample
21. Male - Asian booster sample
22. Female - Maori booster sample
23. Female - Pacific booster sample
24. Female - Asian booster sample

USE Q99LOC+0 IF 1 IN Q99SEX AND <10 IN Q99LOC
USE Q99LOC+9 IF 2 IN Q99SEX AND <10 IN Q99LOC
*USE Q99LOC+9 IF 1 IN Q99SEX AND 10-12 IN Q99LOC
*USE Q99LOC+12 IF 2 IN Q99SEX AND 10-12 IN Q99LOC
AUTO

CHECK

GO Q99QF
GO Q1PRE

Q99QF
FILE
   "Unfortunately this quota is full and we don't need to interview
        you after all. Thank you very much for your time"
BLANK
ABORT "Abort: Quota full"

Q1PRE HOUSEHOLD HAS LANDLINE
=1

Q1 WHETHER USE INTERNET
FILE
"Q1.	Next, a quick question about your access to the internet.

	Do you currently use the internet? This means
	activities like browsing the web, checking email, or using
	apps on a smartphone that can connect to the internet?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

IF 2-3 IN Q1 GO Q1A
GO Q1CLASS

Q1A MAIN REASON FOR NOT USING INTERNET
FILE
"Q1A.	That's fine, we're just as interested in talking to people
	who don't use the internet, as those who do.

	What is the main reason you DO NOT use the internet?

	If respondent gives more than one reason - ask:
	Which is the most important reason?

	Do not read
"
WIDTH=1
1. No interest/not useful
2. Don't know how to use/confused by technology
3. No computer/internet connection
4. Too expensive/cannot afford the fees/charges
5. No time/too busy
6. Other (specify)
7. **Don't know**
8. **Refused**

Q1B WHETHER EX-USER
FILE
"Q1B.	Has there ever been a period of time in the past when you
	have used the internet?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

Q1CLASS USER/NON-USER CLASSIFICATION
1. User
2. Non-user
3. Ex-user

USE 1 IF 1 IN Q1
USE 2 IF 2-3 IN Q1 AND 2-4 IN Q1B
USE 2 IF 4 IN Q1
USE 3 IF 2-3 IN Q1 AND 1 IN Q1B
AUTO

Q99A NUMBER OF PEOPLE IN HOUSEHOLD 18+
FILE
"Q99A.   Next, I need to ask you a few questions about you and
         your household. This is to help us understand the mix
         of people in the survey.

         How many people 18 years or older normally live in
         your household?
"
NUM 1-20
WIDTH=2

Q99B NUMBER OF PEOPLE UNDER 18 YEARS
FILE
"Q99B.   How many people under 18 years old normally
         live in your household?
"
NUM 0-20
WIDTH=2

Q99BTOT
=Q99A+Q99B

Q99C YEAR OF BIRTH
FILE
"Q99C.   In what year were you born?

         Record year
"
NUM 1900-1999
WIDTH=4

Q99C2 AGE
IF >0 IN Q99C
=2013-Q99C
IF 0 IN Q99C
LOAD Q99C NEXT

Q99D EMPLOYMENT STATUS
FILE
"Q99D.   Are you employed?

         Note: If queried, this includes self employed
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

IF 2-4 IN Q99D GO Q99E

Q99D2 FULL TIME OR PART TIME EMPLOYMENT
FILE
"Q99D2. Are you employed full-time or part-time?

        Note: Part-time is less than 30 hours per week
"
WIDTH=1
1. Full-time
2. Part-time
3. **Don't know**
4. **Refused**

Q99E OCCUPATION FROM PAID WORK
IF 1 IN Q99D
"Q99E.   Apart from the paid work you do, are you...

        Read
"
IF NOT 1 IN Q99D
"Q99E.   Are you...

        Read
"
MR
WIDTH=5
1. A home-keeper, that is someone who takes care of the home without pay
2. A student
3. Unemployed
4. Retired
5. **Other** (specify)
----
6. **None of these**
7. **Don't know**
8. **Refused**

NOT 3 IF 1 IN Q99D
NOT 1 IF 1 IN Q99D2
NOT 4 IF 1 IN Q99D2

Q99F ETHNICITY
FILE
"Q99F.   Which ethnic group or groups do you identify with?

        Interviewer note: If using an 'other' code, please
        make sure you only enter ONE ethnic group into
        each 'other' code. Use more than one 'other' code if
        more than one 'other' ethnicity specified
"
MR
WIDTH=15
1. NZ European
2. Maori
3. Samoan
4. Cook Island Maori
5. Tongan

6. Niuean
7. Chinese
8. Indian
9. Middle Eastern
10. Latin American
11. African
12. Other 1 (specify Q99FO1)
13. Other 2 (specify Q99FO2)
14. Other 3 (specify Q99FO3)
15. Other 4 (specify Q99FO4)
----
17. **Don't know**
18. **Refused**

GO Q99FCNT

Q99FO1
Q99FO2
Q99FO3
Q99FO4

Q99FCNT
=ANSWERS(Q99F)

Q99F2 ETHNIC GROUP MOST STRONGLY IDENTIFY WITH
FILE
"Q99F2. Which ethnic group do you most strongly identify with?
"
WIDTH=1
1. NZ European
2. Maori
3. Samoan
4. Cook Island Maori
5. Tongan
6. Niuean
7. Chinese
8. Indian
9. Middle Eastern
10. Latin American
11. African
12. Other 1 (specify Q99FO1)
13. Other 2 (specify Q99FO2)
14. Other 3 (specify Q99FO3)
15. Other 4 (specify Q99FO4)
16. Other 5 (specify Q99F2O1)
----
17. **Don't know**
18. **Refused**
19. **Don't know/Can't choose one**

USE Q99F
USE 16-19

IF 1 IN Q99FCNT
LOAD Q99F NEXT

GO Q1CJMP

Q99F2O1 SPECIFY FOR Q99F2

* SECTION 2 - INTERNET ACCESS

Q1CJMP
=0

IF 2-3 IN Q1CLASS GO Q9

Q2 USE INTERNET THROUGH WIRELESS DEVICE
FILE
"Q2.   And now we come to the main section of the survey which
          is about you use of, and attitudes to, the internet.

          Do you use the internet through wireless hand-held devices,
          such as a mobile phone or a tablet?

          Note: This does not include laptops, but does include
          iPads and other tablets
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

IF 2-4 IN Q2 GO Q2BG

Q2A NUMBER OF HOURS USE INTERNET THROUGH WIRELESS DEVICE
EDIT
"Q2A.   On an average day, how much time do you spend using
          the internet through wireless hand-held devices?

          Note: Enter hours or minutes in appropriate box
          E.g. An hour and a half would be entered as 1.5 in the hours box
          45 minutes would be entered as 45 in the minutes box

          Enter Don't know or Refused as D or R respectively in hours box

          Hit enter on any box not being used to move on

          Hours: [Q2AH......]
          Minutes: [Q2AM......]
"
BLANK

1. NUM 0-24.00
2. NUM 0-120.00

GO Q2BG

Q2AH HOURS
Q2AM MINUTES

Q2BG GRID FOR Q2B
FILE

"Q2BG. Which of the following devices, if any, do you have access
        to in your household?
"

1. a desktop computer
2. a laptop computer (or notebook)
3. a mobile phone (of any kind)
4. a smartphone
5. a tablet (e.g. iPad or an Android tablet)
6. an e-reader (e.g. Kindle, Nook)
7. a smart television, i.e. an internet capable television that can connect directly to a broadband connection via wireless or ethernet cable
8. a digital video recorder
9. a home network
10. a game console (Xbox, Playstation, Wii)

FOR Q2B

Q2B DEVICES HAVE ACCESS TO IN HOUSEHOLD
"Q2B.   (Do you have access to ...)

        _[Q2BG]_?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

Q2C NEED SPECIAL DEVICES TO ENABLE USE OF COMPUTER
FILE
"Q2C.   Do you need any special device(s) or accessibility settings
        to use your computer?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

IF 1 IN Q2C GO Q2D
GO Q2E

Q2D WHICH DEVICES USE
FILE
"Q2D.   Which of the following devices, if any, do you use?

        Read, code all mentioned
"
MR
WIDTH=9
1. Onscreen virtual keyboards
2. Alternative mouse systems (eg track ball or touch pad)
3. Head wand
4. Voice recognition
5. Screen readers
6. Talking browsers
7. Braille display

8. Screen magnifiers
9. Other (specify)
----
10. **None of these**
11. **Don't know**
12. **Refused**

Q2E USE THE CLOUD
FILE
"Q2E.   Do you use the Cloud?

          If needed, clarify: ie. storing files online, in addition to or
          instead of on your own hard-drive, eg. Dropbox, Box.net, iCloud,
          SkyDrive, Google Drive
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

IF 2 IN Q2E GO Q2F
GO Q3PRE

Q2F REASONS DON'T USE THE CLOUD
FILE
"Q2F.   Which, if any, of the following are reasons you
          don't use the Cloud?

          Read
"
MR
WIDTH=5
1. Privacy
2. Security
3. Cost
4. Not useful
5. Don't know how to use it
----
6. **None of these**
7. **Wasn't aware of it before now**
8. **Don't know**
9. **Refused**

Q3PRE
FILE
"Q3PRE. Now I will ask you about how much time you spend on the
          internet in different locations.

          On an average day, how much time do you spend on the internet
          in each of the following locations:
"
PAUSE
=0

Q3G GRID FOR Q3
1. At home

2. And at work, not in the home
3. And at school or university, outside your home
4. And from internet cafes
5. And from other people's homes
6. And from Libraries

NOT 2 IF 2 IN Q99D

FOR Q3END

Q3 NUMBER OF HOURS USE INTERNET FROM DIFFERENT LOCATIONS
EDIT
"Q3.   _[Q3G]_?

            (How much time, on an average day, do you use the internet ...)?

            Note: Enter hours or minutes in appropriate box
            E.g. An hour and a half would be entered as 1.5 in the hours box
            45 minutes would be entered as 45 in the minutes box

            Enter Zero, Don't know or Refused as 0, D or R respectively in
            hours box,

            Hit enter on any box not being used to move on

            Hours: [Q3H......]
            Minutes: [Q3M......]
"
BLANK

1. NUM 0-24.00
2. NUM 0-120.00

GO Q3END

Q3H HOURS
Q3M MINUTES

Q3END
=0

Q4 NUMBER OF YEARS USED INTERNET
FILE
"Q4.   How many years have you used the internet?

            Note: If less than one year, enter fraction of year
            e.g. 6 months would be 0.5, 3 months would be 0.25

            Note: If person can't work it out, enter D
            to ask age at which they first started using internet
"
NUM 0.00-99.99
WIDTH=5

IF NOT ("D") IN Q4 GO Q5A

Q4B AGE AT WHICH STARTED USING INTERNET

FILE
"Q4B.   How old were you when you first started using the internet?
"
NUM 0-99
WIDTH=2

IF 0 IN Q4B GO Q5A

Q4C CALCULATED NUMBER OF YEARS USED INTERNET
IF >0 IN Q99C2
=Q99C2-Q4B

Q5A TYPE OF INTERNET CONNECTION AT HOME
FILE
"Q5A.   What type of internet connection do you have at home?
          Is it ...
          Note: Internet acccess through a mobile phone counts
          if used at home

          Note: Fibre counts as broadband

          If necessary: A broadband connection is often called
          high speed internet, and is typically contrasted with dial-up
          internet access. It also allows users to make and receive
          phone calls while connected to the internet on the same line.
          With a broadband connection, the computer can be set to have
          its internet connection 'always on'.

          Read"
MR
WIDTH=4
1. Dial-up/Phone modem
2. Broadband (including the wireless use of that broadband connection through any device)
3. Mobile phones
4. Other (specify)
----
5. **Can't connect to the internet at home
6. **Don't know**
7. **Refused**

IF 5 IN Q5A GO Q8G
IF 2 IN Q5A GO Q5A2
GO Q5B

Q5A2 IS BROADBAND ULTRAFAST
FILE
"Q5A2.   Is your broadband ultrafast, that is, do you have a
          fibre optic connection?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

Q5B SATISFACTION WITH SPEED OF INTERNET
FILE

"Q5B.   How satisfied are you with the speed of your internet
          connection at home?

          Read
"
WIDTH=1
1. Very dissatisfied
2. Moderately dissatisfied
3. Neutral
4. Moderately satisfied
5. Very satisfied

Q5C SATISFACTION WITH RELIABILITY OF INTERNET
FILE
"Q5C.   How satisfied are you with the reliability of your internet
          connection at home?

          Read
"
WIDTH=1
1. Very dissatisfied
2. Moderately dissatisfied
3. Neutral
4. Moderately satisfied
5. Very satisfied

Q6 WHERE IN HOME USE INTERNET
FILE
"Q6.   Where in your home do you mostly use the internet?

          Do not read
"
WIDTH=1
1. Living room/Lounge
2. Bedroom/Spare bedroom
3. Home office/Study/Computer room
4. Kitchen
5. Bathroom
6. Dining room
7. Other (specify)
8. **Don't know**
9. **Refused**

Q7 ISP CURRENTLY USE
FILE
"Q7.   Which internet provider are you currently using?
          Is it ...

          Read
"
MR
WIDTH=5
1. Xtra/Telecom
2. Vodafone/TelstraClear
3. Orcon
4. Woosh
5. Slingshot

6. 2degrees
7. Snap
8. Actrix
9. Other (specify)
----
10. **Don't know**
11. **Refused**

Q8G GRID FOR Q8
FILE
"Q8G.   In the past year have you connected to the internet,
          from any location, from ...
"
1. a desktop computer
2. a laptop
3. a mobile phone
4. a tablet eg iPad
5. any other device (e.g. TV, game console)

FOR Q8END

Q8 WAYS CONNECT TO THE INTERNET
"Q8. _[Q8G]_?

          (In the past year have you connected to the internet,
          from any location, from ...)
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

IF 5 IN Q8G AND 1 IN Q8 GO Q8B
GO Q8END

Q8B WHAT WAS OTHER DEVICE
"Q8B.   What was that other device?
"
WIDTH=500

Q8END
=0

GO Q11

Q9 ACCESS TO A COMPUTER AT HOME
FILE
"Q9.   Do you have access to a computer at home?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

* SECTION 3 - INTERNET ABILITY

Q11 RATING OF ABILITY TO USE INTERNET
FILE
"Q11.   How would you rate your ability to use the internet?
         Please use a scale from 1 to 5 where 1 means 'Poor'
         and 5 means 'Excellent'
"
WIDTH=1
1. 1 - Poor
2. 2
3. 3
4. 4
5. 5 - Excellent
6. **Don't know**
7. **Refused**

Q12 INTERESTED IN TRAINING IMPROVE INTERNET ABILITY
FILE
"Q12.   Would you be interested in undertaking training to
         improve your ability to use the internet?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

Q12JMP
=0

IF 1 IN Q1CLASS GO Q17PRE
IF 2 IN Q1CLASS GO Q16

* SECTION 4 - NON-USERS AND EX-USERS

Q13 LENGTH OF TIME USED INTERNET
EDIT
"Q13.   For how long did you use the internet?

         Probe:
         About how many months/years?

         If less than a year - record months

         Note: Enter years or months in appropriate box
         E.g. An year and a half would be entered as 1.5 in the years box
         6 months would be entered as 6 in the months box

         Enter Don't know or Refused as D or R respectively in years box

         Hit enter on any box not being used to move on

         Years: [Q13Y.....]
         Months: [Q13M.....]
"
BLANK

1. NUM 0-50.00
2. NUM 0-24.00

GO Q14

Q13Y YEARS
Q13M MONTHS

Q14 HOW LONG AGO STOPPED USING INTERNET
EDIT
"Q14.   How long ago was it that you stopped using the internet?

        Probe:
        About how many months/years?

        If less than a year - record months

        Note: Enter years or months in appropriate box
        E.g. A year and a half would be entered as 1.5 in the years box
        6 months would be entered as 6 in the months box

        Enter Don't know or Refused as D or R respectively in years box

        Hit enter on any box not being used to move on

        Years: [Q14Y.....]
        Months: [Q14M.....]
"
BLANK

1. NUM 0-50.00
2. NUM 0-24.00

GO Q15

Q14Y YEAR
Q14M MONTHS

Q15 MAIN REASON STOPPED USING INTERNET
FILE
"Q15.   What is the main reason you STOPPED using the
        internet?

        If respondent gives more than one reason - ask
        Which is the most important reason?

        Do not read
"
WIDTH=1
1. It was too difficult to use
2. Not interested
3. Moved house or moved job/left school or university where it was available
4. No longer have computer available
5. Too expensive
6. Worried about privacy
7. Too busy/no time
8. Other (specify)

9. **Don't know**
10. **Refused**

Q15B FUTURE USE OF INTERNET
FILE
"Q15B.   How likely is it that you will start using the internet
        again in the next year?

        Read
"
WIDTH=1
1. Very likely
2. Somewhat likely
3. Not likely at all
4. **Don't know**
5. **Refused**

Q16 ASKED ANOTHER PERSON TO DO SOMETHING ON INTERNET FOR YOU
FILE
"Q16.   In the past year have you asked someone to do something
        on the internet for you, such as send an email, get
        information or make a purchase?

        Note: If say Yes, ask:
        Was that once or twice, or several times?
"
WIDTH=1
1. Yes, several times
2. Yes, once or twice
3. No
4. **Don't know**
5. **Refused**

Q17PRE
FILE
"Q17PRE. For the following question, I will ask you to answer with
        a scale from 1 to 5, where 1 means 'Not important at all',
        2 means 'Not important', 3 means 'Neutral', 4 means 'Important',
        and 5 means 'Very important':

        How important is each of the following media to you as a form
        of entertainment?

        If necessary
        This question is about actually _using_ these media as
        entertainment, not for finding information about events.
"
PAUSE
=0

Q17G GRID FOR Q17
1. The internet (through any device and including online media)
2. Television (not online)
3. Newspapers (not online)
4. Radio (not online)

FOR Q17

Q17CNT
=GRID

Q17 RATING OF MEDIA FOR ENTERTAINMENT
IF 1 IN Q17CNT
"Q17.   (How do you rate ... as a form of entertainment)
        _[Q17G]_?

        After R has answered say:
        So just to confirm, that's ... ? (read answer in words)
"
IF >1 IN Q17CNT
"Q17.   (How do you rate ... as a form of entertainment)
        _[Q17G]_?
"
WIDTH=1
1. Not important at all
2. Not important
3. Neutral
4. Important
5. Very important
6. **Don't know**
7. **Refused**

Q18G GRID FOR Q18
FILE
"Q18G.   Using the same 'importance' scale as before, where 1
        means 'Not important at all', and 5 means 'Very
        important':

        How important is each of the following to you as a source of
        information in general?
"
1. The internet (through any device and including online media)
2. Television (not online)
3. Newspapers (not online)
4. Radio (not online)
5. Other people such as family and friends as a source of information in general

FOR Q18

Q18 RATING OF MEDIA AS SOURCE OF INFORMATION IN GENERAL
"Q18.   (How do you rate... as a source of information in general)

        _[Q18G]_?
"
WIDTH=1
1. Not important at all
2. Not important
3. Neutral
4. Important
5. Very important
6. **Don't know**
7. **Refused**

Q18BJMP

=0

IF 2-3 IN Q1CLASS GO Q30G

Q18BG GRID FOR Q18B
FILE
"Q18BG. In the past year have you paid for a subscription:
"
1. to an online newspaper site or app
2. to a music listening site or app (eg Spotify)
3. to any other online service

FOR Q18B

Q18B PAID SUBSCRIPTION TO
"Q18B.   _[Q18BG]_?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

Q18CJMP
=0

IF 3 IN Q18BG AND 1 IN Q18B GO Q18C
GO Q19JMP

Q18C WHAT WAS OTHER SERVICE
"Q18C.   What was that other online service?
"
WIDTH=500

Q19JMP
=0

IF 2-3 IN Q1CLASS GO Q30G

Q19G GRID FOR Q19
FILE
"Q19G. Now I'd like you to think about the routine things you
        do for personal entertainment, like playing games or
        listening to music.

        Remember, your answers are anonymous. You can decline to
        answer any of these questions if you like.

        How often do you use the internet for the following
        purposes?
"
RND 10
1. Play games online
2. Download or listen to music online
3. Download or watch videos online
4. Look at religious or spiritual sites
5. Listen to a radio station online

6. Bet, gamble or enter sweepstakes online
7. Surf or browse the Web
8. Watch TV shows online or on demand
9. Download or watch feature films from the internet
10. Visit social networking sites such as Facebook
11. Look at sites with sexual content

FOR Q19

Q19 FREQUENCY DO THINGS FOR PERSONAL ENTERTAINMENT
"Q19.   (On average, how often do you ...)

        _[Q19G]_?

        Read scale if necessary
"
WIDTH=1
6. Several times a day
5. Daily
4. Weekly
3. Monthly
2. Less than monthly
1. Never
7. **Don't know**
8. **Refused**

Q21G GRID FOR Q21
FILE
"Q21G. Thinking now about looking up information on the internet -
        things like news, sports scores, events and movie times:

        How often do you use the internet for the following
        purposes?
"
RND
1. Look for news - local, national, international
2. Look for travel information
3. Look for jobs/work
4. Read blogs - (IF NECESSARY: - A blog is an online diary)
5. Look for jokes, cartoons, or other humorous content
6. Look for information on entertainment activities such as movies or shows
7. Look for health information
8. Look for information on a social networking site
9. Look for information about New Zealand events, culture or history
10. Look for images and content for re-use
11. Use a search engine to locate information
12. Use an online map or an app for navigation, for example to plan the route of a journey or estimate how long a journey will take

FOR Q21

Q21 FREQUENCY USE INTERNET IN DAILY LIFE
"Q21.   (On average, how often do you use the internet to ...)

        _[Q21G]_?

        Read scale if necessary

"
WIDTH=1
6. Several times a day
5. Daily
4. Weekly
3. Monthly
2. Less than monthly
1. Never
7. **Don't know**
8. **Refused**

Q21AJMP
=0

IF 11 IN Q21G AND 2-6 IN Q21 GO Q22
GO Q23

Q22 SEARCH ENGINE USED MOST FREQUENTLY
FILE
"Q22.   Which search engine do you use most often?

        Is it ...

        Read
"
MR
WIDTH=2
1. Google
2. Bing
3. Yahoo
4. Other (specify)
----
5. **Don't know**
6. **Refused**

Q23 MEMBER OF SOCIAL NETWORKING SITE
FILE
"Q23.   Are you a member of a social networking site or sites,
        e.g. Facebook, Google Plus, LinkedIn?
"
1. Yes
2. No
3. **Don't know**
4. **Refused**

IF 1 IN Q23 GO Q24
GO Q24BG

Q24 WHICH SOCIAL NETWORKING SITE USE MOST OFTEN
FILE
"Q24.   Which social networking site do you use most often?

        Is it ...

        Read
"
MR

WIDTH=7
1. Facebook
2. Google Plus
3. YouTube
4. Instagram
5. Twitter
6. LinkedIn
7. Other (specify)
----
8. **None**
9. **Don't know**
10. **Refused**

Q24AG GRID FOR Q23A
"Q24AG. Thinking about the social networking site or sites you
          use ...
"
RND
1. Post messages
2. Post pictures, photos or videos
3. Post audio material
4. Post content for financial gain

FOR Q24A

Q24A ACTIVITIES ON SOCIAL NETWORKING SITES
"Q24A.   Do you ...

          _[Q24AG]_?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

Q24BG GRID FOR Q24B
IF 1 IN Q23
"Q24BG. Apart from your social networking sites, do you do
          any of the following?
"
IF NOT 1 IN Q23
"Q24BG. Do you do any of the following?
"
RND
1. Have a website
2. Write a blog

FOR Q24B

Q24B ACTIVITIES ON THE WEB
"Q24B.   Do you ...

          _[Q24BG]_?
"
WIDTH=1
1. Yes

2. No
3. **Don't know**
4. **Refused**

Q25PRE
1. Play games online
2. Have blog
3. Member of social networking site

USE 1 IF 1 IN Q19G AND 2-6 IN Q19
USE 2 IF 2 IN Q24BG AND 1 IN Q24B
USE 3 IF 1 IN Q23
AUTO

Q25G GRID FOR Q25
FILE
"Q25G.   Now I'd like you to think about the different ways
         people keep in touch with each other in their
         everyday lives.

         How often do you use the internet for the following
         purposes?
"
RND
1. Check your email
2. Do instant messaging
3. Make or receive phone calls over the internet
4. Work on your blog
5. Post photos or pictures on the internet
6. Upload music or music videos
7. Update your status
8. Comment on other people's blogs, posts etc
9. Download apps on a smartphone
10. Share links (this includes emailing a link to a website/video/photo etc or sharing such a link through a social networking site, such as on your own or somebody else's facebook page)

NOT 4 IF NOT 2 IN Q25PRE
NOT 7 IF NOT 3 IN Q25PRE

FOR Q25

Q25 FREQUENCY OF USE OF THE INTERNET
"Q25.   (On average how often do you....)

         _[Q25G]_?

         Read scale if necessary
"
IF 3 IN Q25G
"   _If R mentions or queries_
         For example, using Skype
"
WIDTH=1
6. Several times a day
5. Daily
4. Weekly
3. Monthly

2. Less than monthly
1. Never
7. **Don't know**
8. **Refused**

Q25JMP
=0

IF 3 IN Q25PRE GO Q26
GO Q27

Q26 IMPORTANCE OF SOCIAL NETWORKING SITES
FILE
"Q26.   Please answer the next question using the scale from 1 to 5,
        where 1 means 'Not important at all' and 5 means
        'Very important':

        How important are social networking websites to your everyday
        life?
"
WIDTH=1
1. Not important at all
2. Not important
3. Neutral
4. Important
5. Very important
6. **Don't know**
7. **Refused**

Q27 EVER MADE FRIENDS ONLINE
FILE
"Q27.   Have you ever made new friends online?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

IF 1 IN Q27 GO Q28
GO Q29GPRE

Q28 EVER MET AN OF THESE NEW ONLINE FRIENDS IN PERSON
FILE
"Q28.   Have you ever gone on to meet any of these new friends
        in person?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

Q29GPRE PREAMBLE FOR Q29
FILE
"Q29GPRE. The next question is about the amount of contact you have
        with various groups of people and whether you feel the

internet has an effect on this.

Please answer using a scale from one to five where 1 means
the internet 'greatly decreases' contact, 5 means the internet
'greatly increases' contact, and 3 means it has 'no effect':

Does your use of the internet increase or decrease your
contact with the following groups online and offline?
"
PAUSE
=0

Q29G GRID FOR Q29
1. Family
2. Friends
3. People in your profession
4. People in your local community
5. People living in New Zealand
6. People living overseas

USE 1-2
USE 3 IF 1 IN Q99D
USE 3 IF 4 IN Q99E
USE 4-6

FOR Q29

Q29 USE OF INTERNET INCREASED/DECREASED CONTACT WITH GROUPS
"Q29.   (Does your use of the internet decrease or increase
         your contact with...)

         _[Q29G]_?
"
WIDTH=1
1. 1-Greatly decreases
2. 2
3. 3-Has no effect
4. 4
5. 5-Greatly increases
6. **Don't know**
7. **Refused**
8. **Not applicable**

Q30G GRID FOR Q30
RND
1. Meeting them in person
2. Calling them on the phone
3. Calling them through the internet eg Skype
4. Emailing them (including sending private messages in a social networking site)
5. Writing a card or a letter to them
6. Texting them
7. Using any kind of instant messaging (including the chat features offered in gmail, facebook or skype etc)

FOR Q30

Q30CNT
=GRID

Q30 FREQUENCY CONTACT PEOPLE
IF 1 IN Q30CNT
"Q30.   Thinking of people who do not live in the same household
        as you, how often do you contact family or friends by...

        _[Q30G]_?

        Read scale if necessary
"
IF >1 IN Q30CNT
"Q30.   (How often do you contact family or friends by...)

        _[Q30G]_?

        Read scale if necessary
"
WIDTH=1
6. Several times a day
5. Daily
4. Weekly
3. Monthly
2. Less than monthly
1. Never
7. **Don't know**
8. **Refused**

IF 2-3 IN Q1CLASS GO Q35G

Q31G GRID FOR Q31
FILE
"Q31G.   Now I'd like you to think about different transactions
        people do in their everyday lives like banking or
        shopping.

        How frequently do you use the internet for the following
        purposes?
"
1. Buy things online
2. Sell things online
3. Get information about a product online
4. Compare prices of products/services online
5. Make travel reservations/bookings online
6. Use your bank's online services
7. Pay bills online
8. Invest in stocks/funds/bonds online
9. Pay for online services, subscriptions or software (eg for premium membership to a site)
10. Buy apps
11. Download free apps
12. Use your smartphone or tablet (eg iPad) to make a purchase OF ANY KIND

FOR Q31

Q31 FREQUENCY INTERNET USE FOR TRANSACTIONS
"Q31.   (On average, how often do you...)

        _[Q31G]_?

Read scale if necessary"
IF 1 OR 2 OR 12 IN Q31G
"
            Note: This includes exchanging or bartering"
WIDTH=1
6. Several times a day
5. Daily
4. Weekly
3. Monthly
2. Less than monthly
1. Never
7. **Don't know**
8. **Refused**

Q32 HOW MUCH OF SPENDING OCCURS ONLINE
FILE
"Q32.   How much of your total spending occurs online?

            Read
"
WIDTH=1
1. None of it
2. Less than half
3. About half
4. More than half
5. All of it
6. **Don't know**
7. **Refused**

Q34G GRID FOR Q34
FILE
"Q34G.   Talking now about government information and services,
            have you used the internet in the past year for the
            following purposes?
"
1. To use Government or Council services that are delivered online, such as ordering a tax form or a StudyLink form
2. To log in to secure areas on Government or Council websites
3. To look for information about an MP, political party or candidate
4. To pay for taxes, a fine, or license online

FOR Q34

Q34 USE OF INTERNET FOR GOVERNMENT INFORMATION/SERVICES
"Q34.   (Have you used the internet in the past year....)

            _[Q34G]_?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

Q35G GRID FOR Q35
FILE

"Q35G. I'm going to read you a list of statements. Please
         tell me how much you disagree or agree with each of
         these statements. Use a scale of 1 to 5 where '1' means
         strongly disagree and '5' means strongly agree.
         Remember that you can choose any number between 1 and 5.
"
RND
1. People like you can have more political power
2. People like you will have more say about what the government does
3. People like you can better understand politics
4. Public officials will care more what people like you think

FOR Q35

Q35CNT
=GRID

Q35 STATEMENTS ABOUT USING THE INTERNET
IF 1 IN Q35CNT
"Q35.   Do you think by using the internet...

          _[Q35G]_?
"
IF >1 IN Q35CNT
"Q35.   (Do you think by using the internet...)

          _[Q35G]_?
"
WIDTH=1
1. 1-Strongly disagree
2. 2
3. 3-Neutral
4. 4
5. 5-Strongly agree
6. **Don't know**
7. **Refused**

Q36 SHOULD FUNDS BE ALLOCATED TO ENABLE ALL NZERS TO HAVE INTERNET ACCESS
FILE
"Q36.   Using the same scale from 1 to 5 where 1 means strongly
          disagree and 5 means strongly agree, please tell me how
          much you disagree or agree with the following statement:

          The New Zealand Government should allocate funds to enable
          all New Zealanders to have access to internet services.
"
WIDTH=1
1. 1-Strongly disagree
2. 2
3. 3-Neutral
4. 4
5. 5-Strongly agree
6. **Don't know**
7. **Refused**

Q37G GRID FOR Q37
FILE

"Q37G. I'm going to read you a list of statements. Please
        tell me how much you disagree or agree with each of
        these statements. Use a scale of 1 to 5 where '1' means
        strongly disagree and '5' means strongly agree.
        Remember that you can choose any number between 1 and 5.
"
RND
1. In general, I feel comfortable saying whatever I think about politics
2. On the internet, it is safe to say whatever you think about politics
3. People should be free to criticise their government on the internet
4. It is okay for people to express their ideas on the internet, even if they are extreme
5. The government should regulate the internet more than it does now
6. I am worried about the government checking what I do online
7. I am worried about companies checking what I do online

NOT 6 IF 2-3 IN Q1CLASS
NOT 7 IF 2-3 IN Q1CLASS

FOR Q37

Q37CNT
=GRID

Q37 STATEMENTS ABOUT USING THE INTERNET
IF 1 IN Q37CNT
"Q37.   How much do you agree or disagree with

        _[Q37G]_?
"
IF >1 IN Q37CNT
"Q37.   (How much do you agree or disagree with)

        _[Q37G]_?
"
WIDTH=1
1. 1-Strongly disagree
2. 2
3. 3-Neutral
4. 4
5. 5-Strongly agree
6. **Don't know**
7. **Refused**

IF 2-3 IN Q1CLASS GO Q42JMP

Q38G GRID FOR Q38
FILE
"Q38G. Some people use the internet for classes or to support
        their learning, many others do not.

        How often, if ever, do you use the internet or Web for
        the following purposes?
"
RND
1. Look up a definition of a word
2. Find or check a fact
3. Get information for school or university related work

4. Participate in distance learning for an academic degree or job training

FOR Q38

Q38 USE OF INTERNET TO SUPPORT LEARNING
"Q38.   (On average how often do you...)

        _[Q38G]_?

        Read scale if necessary
"
WIDTH=1
6. Several times a day
5. Daily
4. Weekly
3. Monthly
2. Less than monthly
1. Never
7. **Don't know**
8. **Refused**
9. **Not applicable**

Q39 INTERNET USE INCREASED SENSE OF ETHNIC IDENTITY
IF 1 IN Q99FCNT
"Q39.   Do you think your use of the internet decreases or
        increases your sense of identification with your ethnic
        group?
"
IF >1 IN Q99FCNT
"Q39.   Do you think your use of the internet decreases or
        increases your sense of identification with your ethnic
        groups?

        If necessary: You said you identified with the
        _[Q99F]_ ethnic groups.
"
WIDTH=1
1. Decreases
2. Has no effect
3. Increases
4. **Don't know**
5. **Refused**

Q40 INTERNET USE INCREASED SENSE OF NZ IDENTITY
FILE
"Q40.   Do you think your use of the internet decreases or
        increases your sense of identification with New Zealand?
"
WIDTH=1
1. Decreases
2. Has no effect
3. Increases
4. **Don't know**
5. **Refused**
6. **Not applicable**

Q42JMP

=0

IF 2-3 IN Q1CLASS GO Q45JMP

Q42 FREQUENCY OF USE OF WEBSITES OTHER THAN ENGLISH
FILE
"Q42.   Do you use websites that are mainly in a
         language other than English?

"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

IF 1 IN Q42 GO Q43
GO Q44JMP

Q43 LANGUAGES WEBSITES IN
FILE
"Q43.   Which language or languages are these websites in?

         Note: This does not include English
"
WIDTH=1000

Q44JMP
=0

Q44 USED INTERNET TO TRANSLATE
FILE
"Q44.   In the past year have you used the internet to translate
         a word or phrase from one language to another
         (eg. using Google Translate)?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

*INTERNET SECURITY

Q45JMP
=0

IF >0 IN Q99B GO Q45
IF 2-3 IN Q1CLASS GO Q50
GO Q48GP

Q45 UNDER 18 YEARS USE INTERNET
FILE
"Q45.   The next section of the survey is about internet security
         and safety issues.
         Do any of the people in your household under 18 years
         use the internet?

"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

IF 1 IN Q45 GO Q46G
IF 2-3 IN Q1CLASS GO Q50
GO Q48G

Q46G GRID FOR Q46
FILE
"Q46G.   What rules does your household have regarding use
         of the internet?
"
RND
1. Not to visit some sites
2. How much time to spend online
3. Not to give out personal information
4. Not to meet up with someone they've only met online
5. To use the computer only under parent's control
6. Not to chat with strangers online

FOR Q46

Q46CNT
=GRID

Q46 RULES SET REGARDING USE OF INTERNET
IF 1 IN Q46CNT
"Q46.   Are children guided or told ...

          _[Q46G]_?
"
IF >1 IN Q46CNT
"Q46.   (Are children guided or told ...)

          _[Q46G]_?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**
5. **Not applicable**

Q47JMP
=0

IF 2-3 IN Q1CLASS GO Q50

Q47 HOUSEHOLD USE OF A WEBSITE FILTER
FILE
"Q47.   Does your household use a filter that controls or
          restricts access to certain websites?

> _If necessary_ Net Nanny is an example of one of
> these filters.
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**

Q47B MONITOR WHAT KIDS DO ON FACEBOOK
FILE
"Q47B.   Do you monitor what your children do on social networking
sites such as Facebook?
"
WIDTH=1
1. Yes
2. No
3. **Don't know**
4. **Refused**
5. **Children don't use social networking sites**

GO Q48G

Q48GP PREAMBLE FOR THOSE WHO SKIP TO Q48
FILE
"Q48GP. The next section of the survey is about internet security
and safety issues.
"
PAUSE
=0

Q48G GRID FOR Q48
RND
1. Received nuisance emails or SPAM
2. Received a virus onto your computer
3. Bought something which has been misrepresented on a website
4. Had credit card details stolen via use on the internet
5. Been given information about internet safety (e.g. about malicious online behaviour or other potential harms)
6. Updated your internet security to protect your computer

FOR Q48

Q48CNT
=GRID

Q48 ADVERSE EVENTS ON INTERNET
IF 1 IN Q48CNT
"Q48.   In the past year have you ...?

        _[Q48G]_?
"
IF 2-6 IN Q48CNT
"Q48.   (In the past year have you ...?)

        _[Q48G]_?
"
WIDTH=1

1. Yes
2. No
3. **Don't know**
4. **Refused**

Q48JMP
=0

* IMPACT OF THE INTERNET

Q50 OVERALL IMPORTANCE OF INTERNET ON EVERYDAY LIFE
FILE
"Q50.   Now we move on to questions relating to the impact of
         the internet on your life.

         Please answer the next question using the scale from 1 to 5, where
         1 means 'Not important at all' and 5 means 'Very important':

         Overall, how important is the internet to your everyday
         life?
"
WIDTH=1
1. Not important at all
2. Not important
3. Neutral
4. Important
5. Very important
6. **Don't know**
7. **Refused**

* ATTITUDES TO THE INTERNET

Q51 RELIABILITY OF INTERNET INFORMATION
FILE
"Q51.   In your opinion, how much of the information on the
         internet overall is generally reliable? Use a scale from 1 to 5
         where '1' means none of it is reliable and '5' means that all of
         it is reliable.
"
WIDTH=1
1. 1 - None of it is reliable
2. 2
3. 3 - Neutral
4. 4
5. 5 - All of it is reliable
6. **Don't know**
7. **Refused**

*OFF-LINE ACTIVITIES

Q52PRE NUMBER OF HOURS NOT ONLINE DOING ACTIVITIES
"Q52PRE. This is the final section of the interview, and includes
         questions about your offline activities.

         On an average day, how much time do you spend
         on the following activities not online?

Note: Please stress to R that these activities
        are NOT online
"
PAUSE
=0

Q52G NUMBER OF HOURS NOT ONLINE DOING ACTIVITIES
RND 3
1. Watching television, not online
2. Listening to the radio, not online
3. Reading a newspaper, not online
4. Reading books, not online and not including e-books
5. Reading e-books, not online

FOR Q52END

Q52 TIME SPENT ON OTHER ACTIVITIES IN WEEK
EDIT
"Q52.   On an average day, how much time do you
        spend [Q52G]?

        Note: Enter hours or minutes in appropriate box
        E.g. An hour and a half would be entered as 1.5 in the hours box
        45 minutes would be entered as 45 in the minutes box

        Enter Don't know or Refused as D or R respectively in hours box

        Hit enter on any box not being used to move on

        Hours: [Q52H......]
        Minutes: [Q52M......]
"
BLANK

1. NUM 0-24.00
2. NUM 0-120.00

GO Q52END

Q52H HOURS
Q52M MINUTES

Q52END
=0

Q54JMP
=0

IF 2 IN Q9 GO Q55

Q54G GRID FOR Q54
FILE
"Q54G.   How frequently do you do the following things on your
        computer, but not on the internet?
"
RND
1. Study

2. Play computer games

3. Do other tasks, e.g. Word processing, photo editing etc

FOR Q54

Q54 FREQUENCY USE USE COMPUTER - NOT ON INTERNET
"Q54.   (On average, how often do you use your computer, not on the
          internet, to ...)

          _[Q54G]_?

          Read scale if necessary
"
WIDTH=1
6. Several times a day
5. Daily
4. Weekly
3. Monthly
2. Less than monthly
1. Never
7. **Don't know**
8. **Refused**

* DEMOGRAPHICS

Q55 HIGHEST LEVEL OF EDUCATION
FILE
"Q55.   Just a few final questions now before
          we end the interview.

          What is your highest level of education?

          Read
"
WIDTH=1
1. Primary school
2. Currently attending or attended intermediate or high school
3. High school qualification
4. Attending or attended university or other tertiary institution
5. Tertiary qualification not from a university (specify)
6. University degree or higher
7. **Don't know**
8. **Refused**

Q56 COMBINED HOUSEHOLD INCOME
FILE
"Q56.   For classification purposes we would like to know the
          combined income category of your household.

          This is the total before tax. Don't include any irregular
          lump sum payments such as ACC, lottery wins, inheritances, etc).

          Note: monthly prompts in brackets - only read if needed

          Read
"
WIDTH=1

1. Less than $35,000 **(monthly less than $3000)**
2. $35,000 or more but less than $50,000 **(monthly about $3000-$4200)**
3. $50,000 or more but less than $100,000 **(monthly about $4200-$8400)**
4. $100,000 or more but less than $140,000 **(monthly about $8400-$11,700)**
5. $140,000 or more **(monthly more than about $11,700)**
6. **Don't know**
7. **Refused**

Q57JMP
=0

Q57 MARITAL STATUS
FILE
"Q57.   Are you...

          Read
"
WIDTH=1
1. Single
2. Married or in a civil union
3. Living with partner
4. Divorced/separated
5. Widowed
6. **Other** (specify)
7. **Don't know**
8. **Refused**

Q58JMP
=0

IF 1 IN Q99D GO Q58
GO Q59

Q58 INDUSTRY
FILE
"Q58.   What industry are you employed in?

          Do not read
"
MR
WIDTH=5
1. Agriculture, forestry and fishing
2. Mining
3. Manufacturing
4. Electricity, gas, water and waste services
5. Construction
6. Wholesale trade
7. Retail trade
8. Accommodation and food services
9. Transport, postal and warehousing
10. Information media and telecommunications
11. Financial and insurance services
12. Rental, hiring and real estate services
13. Professional, scientific and technical services
14. Administration and support services
15. Public administration and safety
16. Education and training

17. Healthcare and social assistance
18. Arts and recreation services
19. Other services
----
20. **Don't know**
21. **Refused**

Q59 GENDER
1. Male
2. Female

USE Q99SEX
AUTO

Q64PRE
=0

Q65B OFFER TO SEND INFORMATION
"Q65B.   I'd just like to thank you for taking part in the survey today.
         We very much appreciate your help.
"
IF 1 IN Q1CLASS
"   Further information about this project is available on the AUT
         website at www.wipnz.aut.ac.nz

         Would you like to be sent this information?
"
IF 2-3 IN Q1CLASS
"   Would you like to be sent an information sheet about this
         survey?
"
WIDTH=1
1. Yes, would like to be sent information
2. No, would not like to be sent information

IF 1 IN Q65B GO Q65B2A
GO Q65B5

Q65B2A HAVE EMAIL OR FAX
IF 1 IN Q1CLASS
"Q65B2A. Do you have an email address we can send the information
         to?
"
IF 2-3 IN Q1CLASS
"Q65B2A. Do you have a fax number we can send the information
         to?
"
WIDTH=1
1. Yes
2. No

IF 1 IN Q1CLASS AND 1 IN Q65B2A GO Q65B2B
IF 2-3 IN Q1CLASS AND 1 IN Q65B2A GO Q65B2C
GO Q65B2D

Q65B2B COLLECT EMAIL ADDRESS
EDIT

"Q65B2B. Can I please have that email address?

    Interviewer: Record email address below

    Email address: [Q65EMAIL]
"

GO Q65B5

Q65B2C COLLECT FAX NUMBER
EDIT
"Q65B2C. Can I please have that fax number?

    Interviewer: Record fax number below

    Fax number: [Q65FAX]
"

GO Q65B5

Q65B2D COLLECT ADDRESS
EDIT
"Q65B2D. Can you please give me your full name and mailing
    address so we can send you the information?

    Interviewer: Record details in
    _appropriate space _

    Please enter name and address details as you would see
    them on an envelope

    Interviewer note: Please get R to spell out their name

    First Name: [Q65FNAM]
    Last Name: [Q65LNAM]
    Street/P.O. Box: [Q65STR]
    Suburb: [Q65ADR]
    Town/City: [Q65CITY]
    Postcode: [Q65PCD]
"

GO Q65B5

Q65FNAM FIRST NAME
Q65LNAM LAST NAME
Q65STR STREET
Q65ADR SUBURB
Q65CITY TOWN OR CITY
Q65PCD POSTCODE
Q65EMAIL EMAIL ADDRESS
Q65FAX FAX NUMBER

Q65B5 WILLING TO PARTICIPATE IN SURVEY IN TWO YEARS
FILE
"Q65B5. We will be conducting further research on this topic and wondered
    if you would mind being approached to take part in this.

Saying yes now would not of course commit you to anything and
you would be able to opt out later.
"
WIDTH=1
1. Yes
2. No

IF 2 IN Q65B2A GO Q65B8
IF 2 IN Q65B5 GO Q65B8
IF 1 IN Q65B5 AND 1 IN Q99TYPE GO Q65B6

Q65B6 COLLECT CONTACT DETAILS
EDIT
"Q65B6. Can you please give me your full name and can I double check
your phone number so we can contact you at that time?

Interviewer: Record full name in appropriate space

Interviewer note: Please get R to spell out their name

First Name: [Q65B6F]
Last Name: [Q65B6L]
Phone number: [Q65B6PH]
"

IF 1 IN Q1CLASS GO Q65B7E
GO Q65B8

Q65B6F FIRST NAME
Q65B6L LAST NAME
Q65B6PH PHONE NUMBER

Q65B7E EMAIL ADDRESS REQUEST
IF 1 IN Q65B2A
"Q65B7E. Could we use the email address you gave us earlier to contact
you at that time?
"
IF NOT 1 IN Q65B2A
"Q65B7E. Do you have an email address we could use to contact
you at that time?
"
WIDTH=1
1. Yes
2. No
3. **Refused**

IF 2-3 IN Q65B7E GO Q65B8

Q65B7F EMAIL ADDRESS
"Q65B7F. Can I please have that email address?

Interviewer: Record email address below
"
WIDTH=100

IF 1 IN Q65B2A

LOAD Q65EMAIL INTO Q65B7F NEXT

Q65B8 RESULTS AVAILABLE
IF 1 IN Q1CLASS
"Q65B8. The results of this survey will be available at the end
          of this year. You will be able to access them from the
          AUT website at www.wipnz.aut.ac.nz.
"
IF 2-3 IN Q1CLASS
"Q65B8. The results of this survey will be available at the end
          of this year. If you would like to be sent a copy of the
          results you can call AUT on 09-921-9999 ext. 8473.
"
PAUSE
=0

Q99END
FILE
"

    Finally, I'd just like to remind you that I'm _[Q0IV]_
    from PHOENIX Research.

    If you have any queries at all about this survey, please feel
    free to phone PHOENIX Research during office hours on
    0800 2 PHOENIX. That is the same as 0800 274 636.

    Thanks again for your time.
"
BLANK

Q99IQS IQS STATEMENT
"Q99IQS.
          Interviewer note: Please answer Yes if you agree
          with the statement below regarding this interview
          or No if you do not.

          I hereby certify that this interview I administered was conducted in
          accordance with the Market Research Society's Code of Practice.
"
WIDTH=1
1. Yes
2. No

IF 1 IN Q99IQS GO Q99END2

Q99IQSR
"Q99IQSR. _Interviewer note: Please state why you don't feel the interview_
          was carried out according to the Code of Practice and what was
          _the difficulty/problem with the interview"
WIDTH=500

Q99END2
"Q99END2. _Hit enter to send interview through_
"
BLANK

Q99FLG
=1

GO Q0QUO

Q0QUO
1. 34 Male - Auckland
2. 11 Male - Wellington
3. 11 Male - Christchurch
4. 11 Male - Other Upper North Island Main Urban Areas
5. 10 Male - Other Lower North Island Main Urban Areas
6. 6 Male - Other South Island Main Urban Areas
7. 7 Male - Secondary Urban Areas
8. 10 Male - Minor Urban Areas
9. 16 Male - Rural Centres and Rural Areas
10. 37 Female - Auckland
11. 11 Female - Wellington
12. 11 Female - Christchurch
13. 12 Female - Other Upper North Island Main Urban Areas
14. 11 Female - Other Lower North Island Main Urban Areas
15. 7 Female - Other South Island Main Urban Areas
16. 8 Female - Secondary Urban Areas
17. 10 Female - Minor Urban Areas
18. 17 Female - Rural Centres and Rural Areas
19. 0 Male - Maori booster sample
20. 0 Male - Pacific booster sample
21. 0 Male - Asian booster sample
22. 0 Female - Maori booster sample
23. 0 Female - Pacific booster sample
24. 0 Female - Asian booster sample

USE Q99LOC+0 IF 1 IN Q99SEX AND <10 IN Q99LOC
USE Q99LOC+9 IF 2 IN Q99SEX AND <10 IN Q99LOC
*USE Q99LOC+9 IF 1 IN Q99SEX AND 10-12 IN Q99LOC
*USE Q99LOC+12 IF 2 IN Q99SEX AND 10-12 IN Q99LOC

Q99ARSP SPECIFY FOR Q99AREA
=""+Q99AREA+OTH;

Q1ASP SPECIFY FOR Q1A
=""+Q1A+OTH;

Q99ESP SPECIFY FOR Q99E
=""+Q99E+OTH;

Q2DSP SPECIFY FOR Q2D
=""+Q2D+OTH;

Q5ASP SPECIFY FOR Q5A
=""+Q5A+OTH;

Q6SP SPECIFY FOR Q6
=""+Q6+OTH;

Q7SP SPECIFY FOR Q7
=""+Q7+OTH;

Q15SP SPECIFY FOR Q15
=""+Q15+OTH;

Q22SP SPECIFY FOR Q22
=""+Q22+OTH;

Q24SP SPECIFY FOR Q24
=""+Q24+OTH;

Q55SP SPECIFY FOR Q55
=""+Q55+OTH;

Q57SP SPECIFY FOR Q57
=""+Q57+OTH;

Q105 UNIQUE ID 2013
=Q0REC4;

Q106 ID NUMBER TO MATCH TO 2011 FOR RECONTACTS
=Q0REC9; Q99TYPE[2-3]

Q107 ID NUMBER TO MATCH TO 2009 FOR RECONTACTS
=Q0REC8; Q99TYPE[2-3]

Q108 ID NUMBER TO MATCH TO 2007 FOR RECONTACTS
=Q0REC7; Q99TYPE[2-3]

Q109 UNIQUE ID 2011 FOR RECONTACTS
=Q0REC12; Q99TYPE[2-3]

Q110 UNIQUE ID 2009 FOR RECONTACTS
=Q0REC11; Q99TYPE[2-3]

Q111 UNIQUE ID 2007 FOR RECONTACTS
=Q0REC10; Q99TYPE[2-3]

Q112 JOB FROM
1. Fresh sample; Q0WAV[1]
2. Booster; Q0WAV[3]
3. Fresh/Booster combined; Q0WAV[1 OR 3]
4. Recontact - initial phone; Q0WAV[2]
5. Recontact - initial email; Q0WAV[4]

Q113 AGE
1. 16-29; Q99C2[16-29]
2. 30-39; Q99C2[30-39]
3. 16-39; Q99C2[16-39]
4. 40-59; Q99C2[40-59]
5. 60+; Q99C2[>59]
6. Refused; NOT (Q99C2[16-120])

Q114 INTERVIEW LENGTH
=Q0SEC/60;

* N.B. The 9-way split below is taken from the relevant question for fresh sample
* The data for the other groups has been manually v-lookuped in Excel and pasted

* into Ozpro prior to export. If data is reimported at any stage or Q115 reconstructed
* then these will need to be repasted.

Q115 9-WAY AREA SPLIT
=Q99LOC; Q0WAV[1]
1. Auckland
2. Wellington
3. Christchurch
4. Other Upper North Island Main Urban Areas
5. Other Lower North Island Main Urban Areas
6. Other South Island Main Urban Areas
7. Secondary Urban Areas
8. Minor Urban Areas
9. Rural Centres and Rural Areas