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The Web at 25 in the U.S.

The overall verdict: The internet has been a plus for society and an especially good thing for individual users

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About This Report

This report is the first part of a sustained effort through 2014 by the Pew Research Center to mark the 25th anniversary of the creation of the World Wide Web by Sir Tim Berners-Lee. Lee wrote a paper on March 12, 1989 proposing an "information management" system that became the conceptual and architectural structure for the Web. He eventually released the code for his system —for free—to the world on Christmas Day in 1990. It became a milestone in easing the way for ordinary people to access documents and interact over a network of computers called the internet —a system that linked computers and that had been around for years. The Web became especially appealing after Web browsers were perfected in the early 1990s to facilitate graphical displays of pages on those linked computers.

It thus became a major layer of the internet. Indeed, for many, it became synonymous with the internet, even though that is not technically the case. The internet is rules (protocols) that enable computer networks to communicate with each other. The Web is a service that uses the network to allow computers access files and pages that are hosted on other computers. Other applications that are different from the Web also exploit the internet's architecture to facilitate such things as email, some kinds of instant messaging, and peer-to-peer activities like internet phone calling through services like Skype or file sharing through torrent services.

Using the Web—browsing it, searching it, sharing on it—has become the main activity for hundreds of millions of people around the globe. Its birthday offers an occasion to revisit the ways it has made the internet a part of Americans' social lives.

This first report looks back at the rapid change in internet penetration over the last quarter century, and covers new survey findings about Americans' generally positive evaluations of the internet's impact on their lives and personal relationships. In the coming months, the Pew Research Center's Internet Project in association with Elon University's Imagining the Internet Project will further mark the 25th anniversary of the Web by releasing eight reports about emerging trends in digital technology that are based on surveys of experts about the future of such things as privacy, cybersecurity, the "internet of things," and net neutrality. We will also explore some of the economic change driven by the spectacular progress that made digital tools faster and cheaper. And we will report on whether Americans feel that the explosion of digital information coursing through their lives has helped them be better informed and make better decisions.

This report is a collaborative effort based on the input and analysis of the following individuals.

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http://www.pewinternet.org/topics/future-of-the-internet/

Find related data about the long-term trends in technology adoption at
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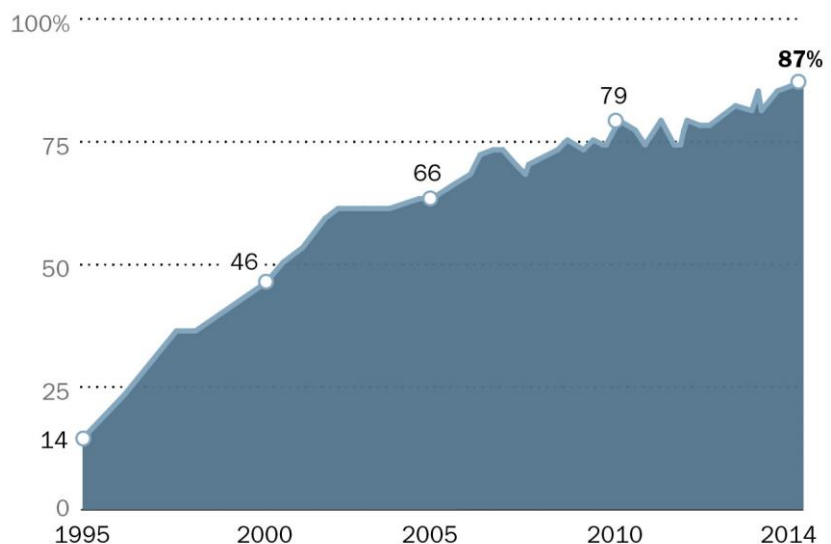
The World Wide Web turns 25 on March 12, 2014. It is one of the most important and heavily-used parts of the network of computer networks that make up the internet. Indeed, the invention of the Web by Sir Tim Berners-Lee was instrumental in turning the internet from a geeky data-transfer system embraced by specialists and a small number of enthusiasts into a mass-adopted technology easily used by hundreds of millions around the world.[1]

The Web's birthday provides an occasion to take stock of the impact of the rapid growth of the internet since its invention and the attendant rise of mobile connectivity. Since 1995, the Pew Research Center has documented this explosive adoption of the internet and its wide-ranging impacts on everything from: the way people get, share, and create news; the way they take care of their health; the way they perform their jobs; the way they learn; the nature of their political activity; their interactions with government; the style and scope of their communications with friends and family; and the way they organize in communities.

Internet use, 1995-2014

% of American adults who use the internet, over time

Source: Pew Research Center surveys, 1995-2014.

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[1] The internet and the Web are not the same thing. The Web is a service that uses the internet's architecture and is technologically distinct from some other internet functions such as email and peer-to-peer file sharing. In our survey questions, we broadly use the word "internet" when we are asking about what people do online. Many of the things people report to us involve Web activities, even if respondents do not necessarily know that is the layer of the internet they are using. As a result, it is a common practice for us in this report and earlier work to use the words "internet" and "Web" interchangeably, even though they are different things.
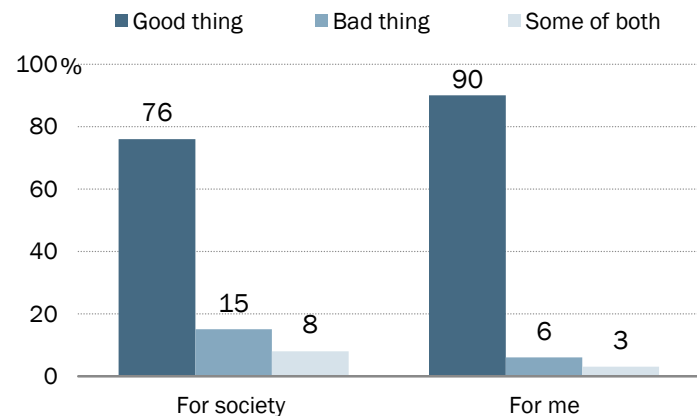
In a new national survey to mark the 25th anniversary of the Web, Pew Research finds further confirmation of the incredible spread and impact of the internet:

Adoption: 87% of American adults now use the internet, with near-saturation usage among those living in households earning $75,000 or more (99%), young adults ages 18-29 (97%), and those with college degrees (97%). Fully 68% of adults connect to the internet with mobile devices like smartphones or tablet computers.

The adoption of related technologies has also been extraordinary: Over the course of Pew Research Center polling, adult ownership of cell phones has risen from 53% in our first survey in 2000 to 90% now. Ownership of smartphones has grown from 35% when we first asked in 2011 to 58% now.

Has the internet been a good thing or a bad thing?

% of internet users

Source, Pew Research Center Internet Project Survey, January 9-12, 2014. N=857 internet users.

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Impact: Asked for their overall judgment about the impact of the internet, toting up all the pluses and minuses of connected life, the public's verdict is overwhelmingly positive:

- 90% of internet users say the internet has been a good thing for them personally and only 6% say it has been a bad thing, while 3% volunteer that it has been some of both.

- 76% of internet users say the internet has been a good thing for society, while 15% say it has been a bad thing and 8% say it has been equally good and bad.
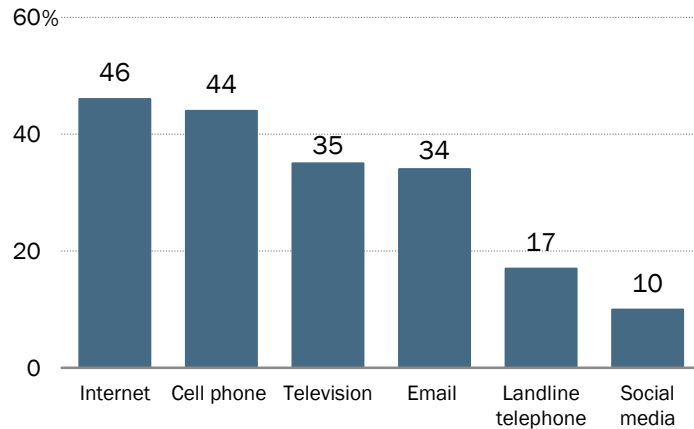
Digital technology is viewed as increasingly essential

We asked the adults who use basic technologies whether it would be hard to give them up and users of the internet and mobile phones made clear those technologies feel increasingly essential, while more traditional technologies like landline phones and television are becoming easier to part with:

- 53% of internet users say the internet would be, at minimum, "very hard" to give up, compared with 38% in 2006. That amounts to 46% of all adults who now say the internet would be very hard to give up.

- 49% of cell phone owners say the same thing about their cell, up from to 43% in 2006. That amounts to 44% of all adults who now say cell phones would be very hard to give up.

Technologies that would be very hard to give up

% of all adults who say these technologies would be very hard or impossible to give up

Source, Pew Research Center Internet Project Survey, January 9-12, 2014. N=1006 adults.

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- Overall, 35% of all adults say their television would be very hard to give up, a share that has dipped from 44% who said that in 2006.

- 28% of landline telephone owners say their phone would be very hard to give up, a major drop from 2006 when 48% of landline owners said it would be very hard to give up their wired phone. That amounts to 17% of all adults who now say their landline phones would be very hard to give up.

In addition to this enthusiasm, a notable share of Americans say the internet is essential to them. Among those internet users who said it would be very hard to give up net access, most (61% of this group) said being online was essential for job-related or other reasons. Translated to the whole population, about four in ten adults (39%) feel they absolutely need to have internet access. Among those most deeply tied to the internet, about half as many (some 30%) said it would be hard to give up access because they simply enjoy being online.

Most internet users think online communication has strengthened their relationships and the majority report the environment is kind

There is considerable debate about whether online communication—through email, messaging, or social media—has strengthened or weakened relationships. Internet users' own verdict is overwhelmingly positive when it comes to their own ties to family and friends: 67% of internet users say their online communication with family and friends has generally strengthened those relationships, while 18% say it generally weakens those relationships.

Interestingly enough, there are no significant demographic differences tied to users' feelings about the impact of online communication on relationships. Equal proportions of online men and women, young and old, rich and poor, highly educated and less-well educated, veterans and relative newbies say by 3-to-1 or better that online communication is a relationship enhancer, rather than a relationship detractor.
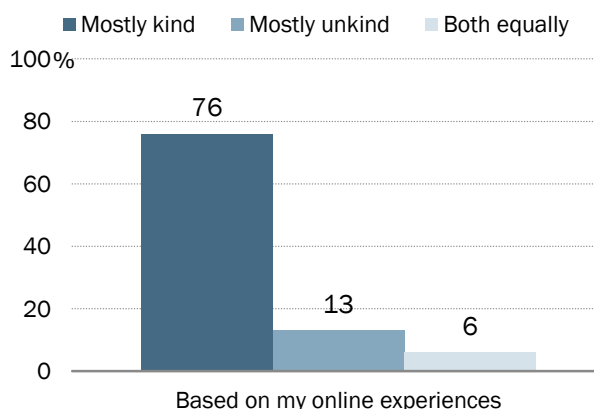
Asked for a broad perspective about the civility or incivility they have either witnessed or encountered during their online tenure, 76% of internet users said the people they witnessed or encountered online were mostly kind and 13% said people were mostly unkind.

People were also considerably more likely to say they themselves had been treated kindly than they had been treated unkindly or attacked. And internet users were more likely to say online group behavior they had seen had been helpful, rather than harmful.

- 70% of internet users say they had <u>been treated kindly or generously by others online</u>. That compares with 25% who say they have <u>been treated unkindly or been attacked</u>.

- 56% of internet users say they have seen an online group <u>come together to help a person or a community solve a problem</u>. That compares with 25% who say they have <u>left an online</u>

The online social climate: Mostly kind

% of internet users answering the question: Based on all of your experiences, would you say that people you have witnessed or encountered on the internet are mostly kind, or mostly unkind to each other?

Source, Pew Research Center Internet Project Survey, January 9-12, 2014. N=857 internet users

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group because the interaction became too heated or members were unpleasant to one another.

About this survey

The results in this report are based on data from telephone interviews conducted by Princeton Survey Research Associates International from January 9-12, 2014, among a sample of 1,006 adults, age 18 and older. Telephone interviews were conducted in English and Spanish by landline and cell phone. For results based on the total sample, one can say with 95% confidence that the error attributable to sampling is plus or minus 3.5 percentage points. For results based on internet users (N=857), the margin of sampling error is plus or minus 3.9 percentage points.

Part 1: How the internet has woven itself into American life

In possibly the first survey of its kind, in 1983, polling firm Louis Harris & Associates asked U.S. adults if they had a personal computer at home and, if so, if they used it to transmit information over telephone lines.[2] Just 10% of adults said they had a home computer and, of those, 14% said they used a modem to send and receive information. The resulting estimate was that 1.4% of U.S. adults used the internet.

Personal computer owners were then asked, "Would your being able to send and receive messages from other people...on your own home computer be very useful to you personally?" Some 23% of the computer owners said it would be very useful, 31% said it would be somewhat useful, and 45% of those early computer users said it would not be very useful. And 74% of computer owners agreed with the statement, "The trouble with purchasing and bill-paying by computer is that it will be too easy to buy too many things that aren't in the family budget."

Looking back, this should come as no surprise. A blinking cursor on a blank screen was not exactly an invitation to dream, at least by most people's estimates. The internet would remain a clunky, text-based resource for another six years.

In 1989, Tim Berners-Lee changed all that by introducing the concept of a "distributed hypertext system," which could link files in an ever-expanding network shaped more like a cobweb than like a chain or tree structure, as was standard at the time. The World Wide Web was born.

Within a year, the Pew Research Center fielded its first question about computer use in a national survey. In February 1990, 42% of U.S. adults said they used a personal computer, even if only rarely. Men and women were about equally as likely to use computers, as were whites and blacks. College graduates were the most likely group to say they use computers on a regular basis: 46%, compared with 16% of those who had completed high school.

But counting the number of computer users was not going to cut it among people who took the internet's potential seriously.

In 1994, Donna Hoffman and Thomas Novak, professors at the Owen Graduate School of Management at Vanderbilt University, wrote, "Current approaches to estimating the number of

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[2] Survey by Southern New England Telephone. Methodology: Conducted by Louis Harris & Associates, September 1-September 11, 1983 and based on telephone interviews with a national adult sample of 1,256. Data provided by The Roper Center for Public Opinion Research, University of Connecticut.

users of the internet are akin to estimating the number of people in the U.S. by sampling the number of buildings, without regard to their function or contents. We propose a completely different way—rather than inferring the number of users by counting and sampling machines, sample the users themselves."[3]

The computer connection

In 1995, the Pew Research Center did just that, finding 14% of U.S. adults with internet access.[4] Most were using slow, dial-up modem connections—just 2% of internet users were comparatively screaming along with an expensive 28.8 modem.

To put things into further perspective, 42% of U.S. adults had never heard of the internet and an additional 21% were vague on the concept—they knew it had something to do with computers and that was about it. Yet even then, 63% of people who used a computer at home said they would miss it "a lot" if they no longer had one.

Early researchers were not too far off the mark, however, focusing on computer penetration into American households, schools, and businesses. Twenty-five years ago, anyone who wanted to use the internet needed to have access to a computer. Again, in 1990, 42% of U.S. adults said they used a computer at their workplace, at school, at home, or anywhere else, even if only occasionally.
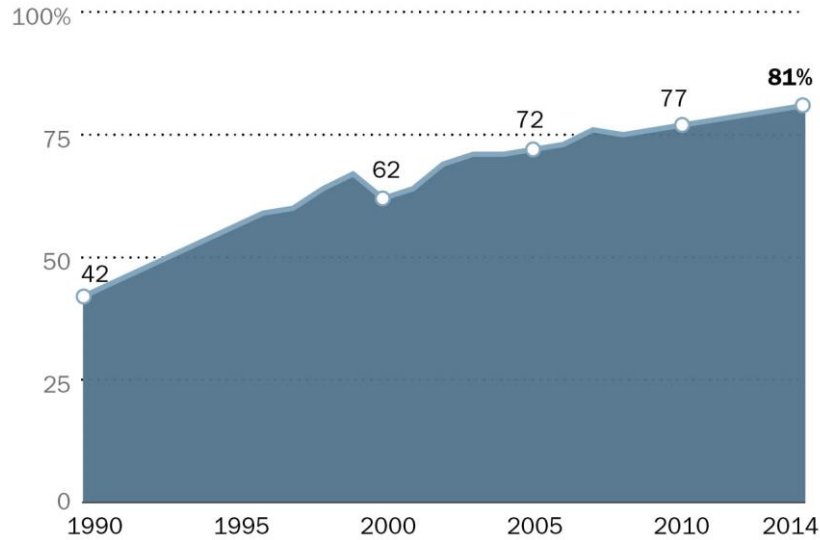
Now, eight in ten U.S. adults (81%) say they use laptop and desktop computers somewhere in their lives—at home, work, school, or someplace else.

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[3] "Wanted: Net.Census," by Donna L. Hoffman and Thomas P. Novak. Wired: November, 1994. Available at: http://www.wired.com/wired/archive/2.11/hoffman.if_pr.html

[4] "Americans Going Online…Explosive Growth, Uncertain Destinations." Pew Research Center: October 16, 1995. Available at: http://www.people-press.org/1995/10/16/americans-going-online-explosive-growth-uncertain-destinations/

Computer use, 1990-2014

% of American adults who use computers, over time

Source: Pew Research Center Surveys, 1990-2014

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Education has always been a significant factor when it comes to predicting someone's likelihood to use a computer. In both the 1990 and the current sample, there is about a 30 percentage point gap in computer use between adults with a college degree and adults with a high school diploma. Age is also a durable predictor for computer use: 56% of adults ages 65 and older now say they use a computer, compared with 89% of 18-29 year olds, for example.

Computer users in 2014

Among adults, the % who use computers at workplace, school, home, elsewhere

		Use computers
	All adults	81%
	Sex	
a	Men	80
b	Women	81
	Race/ethnicity	
a	White	83^c
b	African-American*	77
c	HIspanic	71
	Age group	
a	18-29	89^d
b	30-49	86^d
c	50-64	84^d
d	65+	56
	Education level	
a	High school grad or less	66
b	Some college	89^a
c	College+	94^{ab}
	Household income	
a	Less than $30,000/yr	65
b	$30,000-$49,999	84^a
c	$50,000-$74,999	92^{ab}
d	$75,000+	96^{abc}
	Community type	
a	Urban	81
b	Suburban	81
c	Rural	79

Source, Pew Research Center Internet Project Survey, January 9-12, 2014. N=1,006 adults.
Note: Percentages marked with a superscript letter (e.g., ^{a}) indicate a statistically significant difference between that row and the row designated by that superscript letter, among categories of each demographic characteristic (e.g., age).
* n=94 for African-Americans
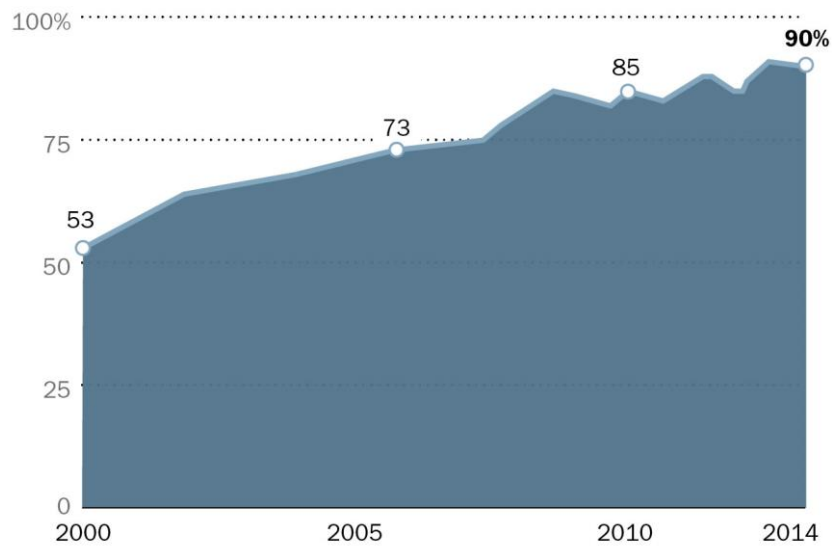
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Cell phones and mobile connectivity

Nowadays, desktop or laptop computer access is no longer a prerequisite for internet access. Ninety percent of U.S. adults have a cell phone and two-thirds of those say they use their phones to go online. One third of cell phone owners say that their primary internet access point is their phone, not some other device such as a desktop or laptop computer.

Cell phone ownership, 2000-2014

% of American adults who own a cell phone, over time

Source: Pew Research Center Internet Project surveys, 2000-2014.

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The Pew Research Center's earliest measure of cell phone ownership was in 2000, when 53% of U.S. adults said they had a cell phone.

Education is less of a factor in predicting cell phone ownership than in predicting computer use: 93% of adults with a college degree have a cell phone, compared with 87% of adults with a high school education or less. Age, however, is a factor: 98% of 18-29 year-olds say they have a cell phone, compared with 74% of adults ages 65 and older.

Cell owners in 2014

Among adults, the % who have a cell phone

		Have a cell phone
	All adults	90%
	Sex	
a	Men	93[b]
b	Women	88
	Race/ethnicity*	
a	White	90
b	African-American	90
c	Hispanic	92
	Age group	
a	18-29	98[cd]
b	30-49	97[cd]
c	50-64	88[d]
d	65+	74
	Education level	
a	High school grad or less	87
b	Some college	93[a]
c	College+	93[a]
	Household income	
a	Less than $30,000/yr	84
b	$30,000-$49,999	90
c	$50,000-$74,999	99[ab]
d	$75,000+	98[ab]
	Community type	
a	Urban	88
b	Suburban	92
c	Rural	88

Source, Pew Research Center Internet Project Survey, January 9-12, 2014. N=1,006 adults. Note: Percentages marked with a superscript letter (e.g., [a]) indicate a statistically significant difference between that row and the row designated by that superscript letter, among categories of each demographic characteristic (e.g., age).
* The results for race/ethnicity are based off a combined sample from two weekly omnibus surveys, January 9-12 and January 23-26, 2014. The combined total n for these surveys was 2,008; n=1,421 for whites, n=197 for African-Americans, and n=236 for Hispanics.
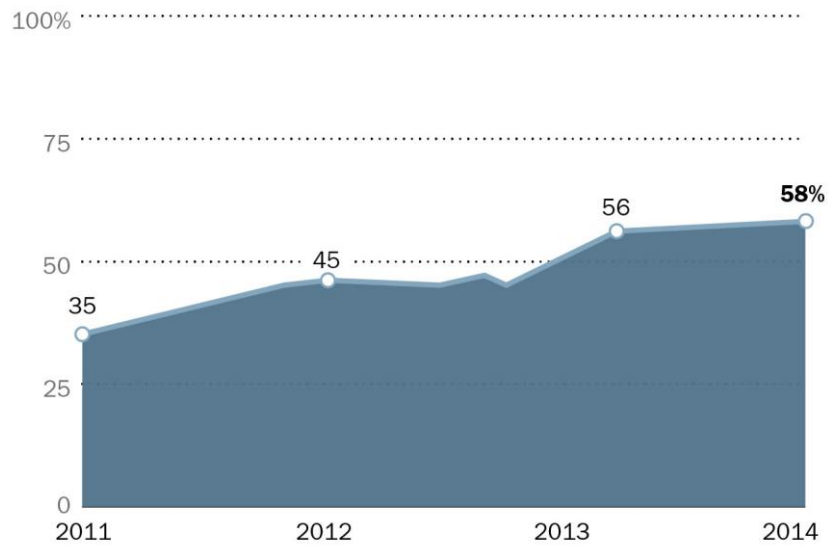
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Mobile access to the internet took a huge leap forward when smartphones were introduced in mid-2007 with the introduction of the iPhone. Now, 58% of U.S. adults say they have a smartphone. Higher education is associated with smartphone use, as is being younger than age 50.

Smartphone ownership, over time

% of American adults who own a smartphone, over time

Source: Pew Research Center Internet Project surveys, 2011-2014.

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Smartphone owners in 2014

Among adults, the % who have a smartphone

		Have a smartphone phone
	All adults	58%
	Sex	
a	Men	61
b	Women	57
	Race/ethnicity*	
a	White	53
b	African-American	59
c	Hispanic	61[a]
	Age group	
a	18-29	83[bcd]
b	30-49	74[cd]
c	50-64	49[d]
d	65+	19
	Education level	
a	High school grad or less	44
b	Some college	67[a]
c	College+	71[a]
	Household income	
a	Less than $30,000/yr	47
b	$30,000-$49,999	53
c	$50,000-$74,999	61[a]
d	$75,000+	81[abc]
	Community type	
a	Urban	64[c]
b	Suburban	60[c]
c	Rural	43

Source, Pew Research Center Internet Project Survey, January 9-12, 2014. N=1,006 adults.
Note: Percentages marked with a superscript letter (e.g., [a]) indicate a statistically significant difference between that row and the row designated by that superscript letter, among categories of each demographic characteristic (e.g., age).
* The results for race/ethnicity are based off a combined sample from two weekly omnibus surveys, January 9-12 and January 23-26, 2014. The combined total n for these surveys was 2,008; n=1,421 for whites, n=197 for African-Americans, and n=236 for Hispanics.
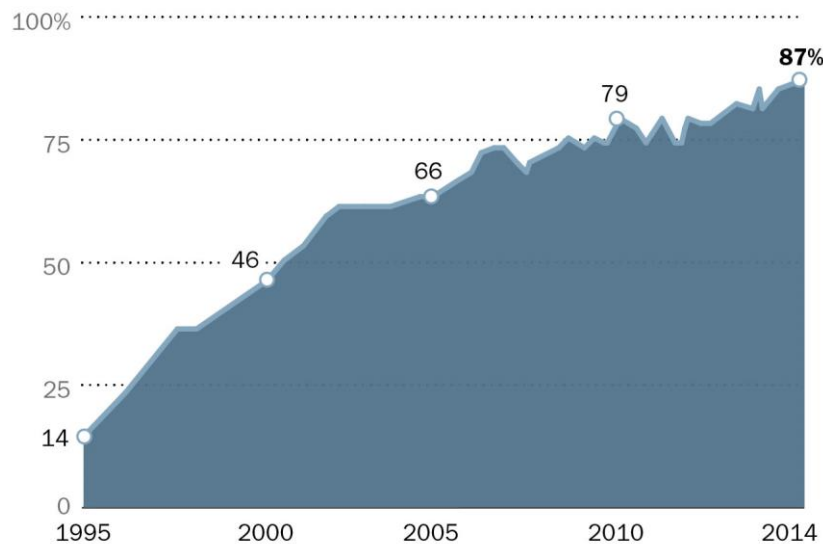
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Internet adoption over time

Adding all of these access points together, 87% of U.S. adults say they use the internet, at least occasionally—the highest percentage captured in a Pew Research Center poll since we began measuring it in 1995, when just 14% of U.S. adults had access.

Internet use, 1995-2014

% of American adults who use the internet, over time

Source: Pew Research Center surveys, 1995-2014.

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The latest findings illustrate remarkable growth in internet adoption across all demographic groups. Yet, there still are notable differences in adoption: Those ages 65 and older are considerably less likely to use the internet than younger Americans; those with college degrees are more likely than those with high school diplomas or no high school diploma to be online; and those in higher-income households are more likely to be online than less well-off Americans. More Pew Research material on digital differences can be found here.

Internet users in 2014

Among adults, the % who use the internet, email, or access the internet via a mobile device

|		Use internet
	All adults	87%
	Sex	
a	Men	87
b	Women	86
	Race/ethnicity*	
a	White	85
b	African-American	81
c	Hispanic	83
	Age group	
a	18-29	97[cd]
b	30-49	93[d]
c	50-64	88[d]
d	65+	57
	Education level	
a	High school grad or less	76
b	Some college	91[a]
c	College+	97[ab]
	Household income	
a	Less than $30,000/yr	77
b	$30,000-$49,999	85
c	$50,000-$74,999	93[ab]
d	$75,000+	99[ab]
	Community type	
a	Urban	88
b	Suburban	87
c	Rural	83

Source, Pew Research Center Internet Project Survey, January 9-12, 2014. N=1,006 adults. Note: Percentages marked with a superscript letter (e.g., [a]) indicate a statistically significant difference between that row and the row designated by that superscript letter, among categories of each demographic characteristic (e.g., age).

* The results for race/ethnicity are based off a combined sample from two weekly omnibus surveys, January 9-12 and January 23-26, 2014. The combined total n for these surveys was 2,008; n=1,421 for whites, n=197 for African-Americans, and n=236 for Hispanics.

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Another way to look at the increasing importance of the internet is to look at the frequency with which people go online. Seventy-one percent of all American adults say they use the internet on a typical day. This is a significant increase from the year 2000, our first measure, when just 29% all adults said they went online on a typical day.

The vast majority of internet users go online from home on a typical day—90% say that, up from 76% in 2000. The percentage of internet users who go online from work has not changed as much in the past 15 years: 44% of internet users say they go online from work on a typical day in 2014, compared with 41% of internet users who said that in 2000.

The rise of mobile device use represents the biggest shift in access over the past ten years: 68% of U.S. adults now say they access the internet on a cell phone, tablet, or other mobile device, at least occasionally.

All of this data covers the mechanics of the internet's spread— the *how* of access—but it doesn't address *why* people flocked online.

Is it because they could access a seemingly limitless amount of information? Is it because they could communicate, in real time, with friends and family across the globe? Is it because they could share their deep expertise in a subject? Is it because they really liked that cute boy and wanted to know if he is single? Like the parable of the blind men describing an elephant—one feels the leg and says it is like a pillar, another feels the tail and says it is like a rope—people's experiences of the internet are highly subjective. Instead of guessing at why people were drawn to it, or were required to start using it, we asked people to assess the role of the internet in their lives more generally.
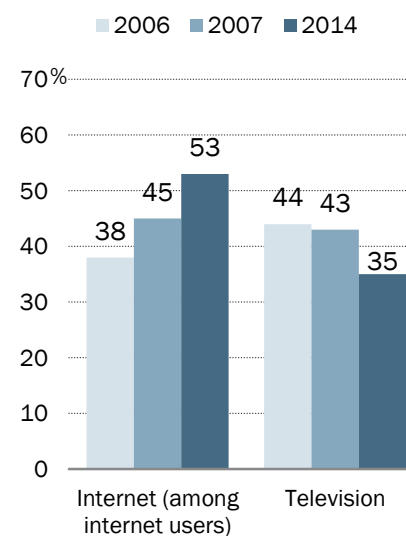
# Part 2: Americans' views about the role of the internet in their lives

In addition to asking people about their internet adoption, Pew Research explored user attitudes about the role of various technologies in their lives. We started with a dependency question: How hard would it be for users to give up various technologies in their lives? The survey shows that older technologies like television and landline phones are losing stature as essential technologies and the internet and cell phones have risen as key technologies for users:

- 53% of <u>internet users</u> say the internet would be, at minimum, very hard to give up, compared with 38% in 2006.[5] That amounts to 46% of all adults who say now that the internet would be very hard to give up. Online women are somewhat more likely than online men to say this (56% vs. 48%) and those with higher levels of education and household income are more likely than others to report it would be difficult to give up the internet. In addition, longtime internet veterans are more likely than relative newcomers to say the internet would be very hard to give up: 62% of those who started online in 1999 or sooner say so, compared with 46% of those who started online in the 21st Century.

- 49% of <u>cell phone owners</u> say their cell would be, at minimum, very hard to give up, compared with 43% in 2006. That amounts to 44% of all adults who say now that their cell phone would be very hard to give up. The cell phone users who live in households earning $75,000 or more are most likely to report this: 59% say it would be very hard, notably more than those in lower income households. In addition, the cell owners ages 30-49 are more likely than other age groups to say they would have a very hard time giving up their cells.

Harder to give up the internet than TV

% of adults (for TV) and internet users (for the internet) who say it would be very hard to give up that technology

Source, Pew Research Internet Project surveys.

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[5] For each technology, a small share of respondents volunteered the answer that the technology would be "impossible" to give up. For these calculations, those answers were added to those who said the technology would be "very hard" to give up.

- 35% of <u>all adults</u> say their television would be very hard to give up, compared with 44% who said that in 2006. And the numbers are particularly striking for young adults: Only 12% of those ages 18-29 say television would be very hard to give up.
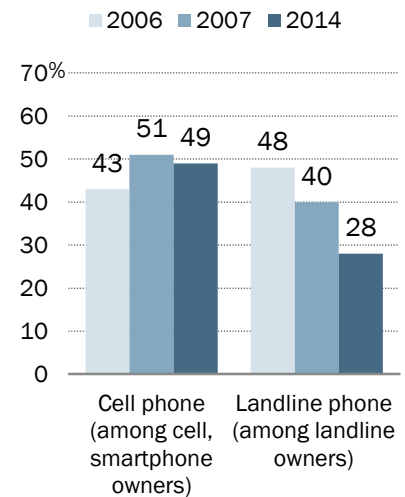
- 36% of <u>internet users say email</u> would be very hard to give up, similar to the 34% who said that in 2006. That amounts to 31% of adults who say now that email would be very hard to give up. Those who live in higher-income households and college graduates are more likely to be wedded to email than those in lower-income households and those without college degrees. And longtime internet veterans (those who first went online in 1999 or sooner) are more likely than those who went online more recently to say email would be very hard to give up (44% vs. 30%).

- 28% of <u>landline telephone owners</u> say their phone would be very hard to give up, a major drop from 48% in 2006. The current reading means that 17% of all adults would find their landline very hard to give up. Women who own landlines are more likely than men to say their wired phone would be very hard to give up (34% vs. 20%). Those ages 65 and older are the most likely to say it would be very hard for them to lose their landline: 46%, compared with 7% of those ages 18-29.

Harder to give up cell phones than landlines

% of cell owners and landline owners who say it would be very hard to give up that technology

Legend: ■ 2006 ■ 2007 ■ 2014

Cell phone (among cell, smartphone owners): 43, 51, 49

Landline phone (among landline owners): 48, 40, 28

Source, Pew Research Internet Project surveys.

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- 11% of <u>internet users say social media</u> would be very hard to give up. That comes to 10% of all adults. This is the first time we have asked this question, so there are no trend data to report.
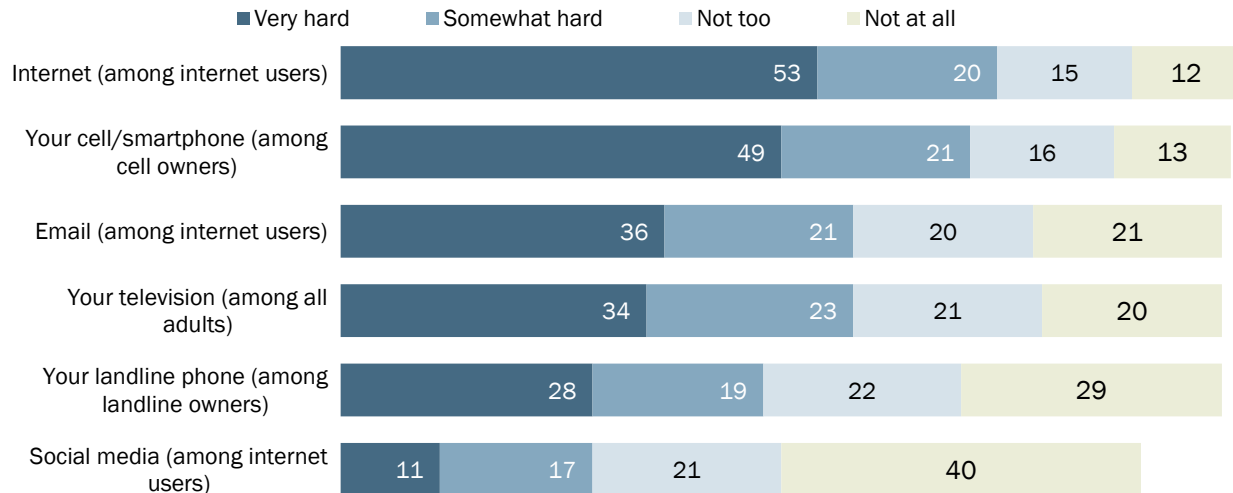
The chart below shows the varying levels of enthusiasm for different technologies among their users.

How hard would it be to give up these technologies?

% of users of each technology who report how difficult it would be to give up …

Legend: ■ Very hard ■ Somewhat hard ■ Not too ■ Not at all

Technology	Very hard	Somewhat hard	Not too	Not at all
Internet (among internet users)	53	20	15	12
Your cell/smartphone (among cell owners)	49	21	16	13
Email (among internet users)	36	21	20	21
Your television (among all adults)	34	23	21	20
Your landline phone (among landline owners)	28	19	22	29
Social media (among internet users)	11	17	21	40

Source, Pew Research Center Internet Project Survey, January 9-12, 2014. N=1,006 adults' N=857 internet users; N=717 landline owners; N=928 cell owners.

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In addition to this enthusiasm, a notable share of Americans say the internet is essential to them. Among those internet users who said it would be very hard to give up net access, most (61% of this group) said being online was essential for job-related or other reasons. Translated to the whole population, about four in ten adults (39%) feel they absolutely need to have internet access. Among those most deeply tied to the internet, about half as many (some 30%) said it would be hard to give up access because they simply enjoy being online. And 7% said both reasons applied to them—it is essential and enjoyable in equal measure.

The internet's social impact
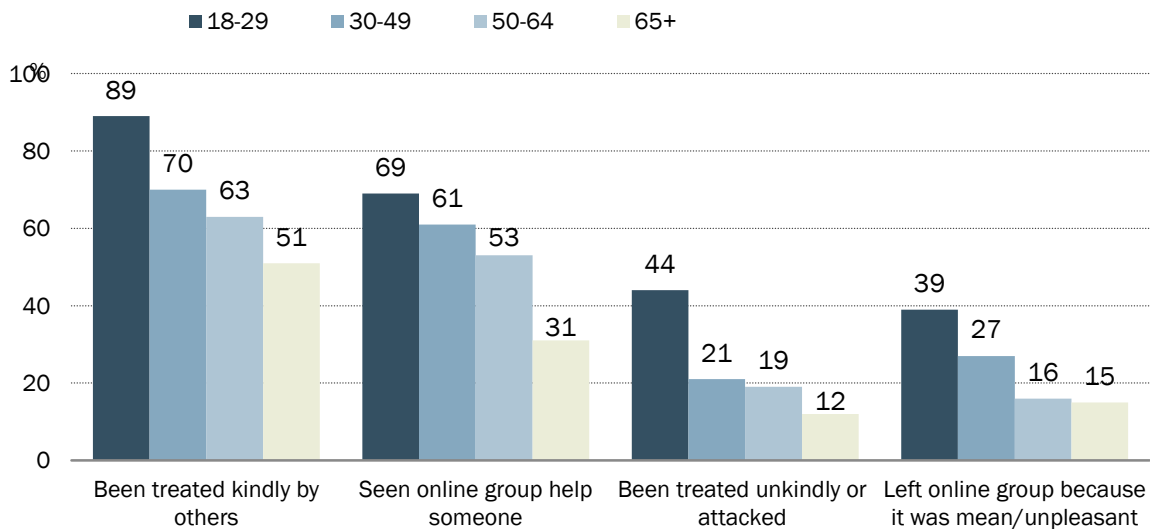
There is considerable debate about whether people's use of the internet has enriched their relationships or not and whether the online environment is friendly or menacing. We asked questions about that and found that for the American public, the balance sheet is considerably more positive than negative.

- 70% of internet users say they had <u>been treated kindly or generously by others online</u>. That compares with 25% who say they have <u>been treated unkindly or been attacked</u> by someone online.

- 56% of internet users say they have seen an online group <u>come together to help a person or a community solve a problem</u>. That compares with 25% who say they have <u>left an online group because the interaction became too heated or members were unpleasant to one another</u>.

Young adult internet users—those ages 18-29—are more likely than older internet users to say they have encountered both the good and the ugly online: They are more likely than their elders to have been treated kindly *and* unkindly and to have seen people band together *and* people attack each other online.

Kindness and cruelty online—younger users have seen more of both

% of internet users in each age group who report witnessing or experiencing these acts

Source, Pew Research Center Internet Project Survey, January 9-12, 201. N=857 internet users;

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Online women are more likely than online men to have encountered some of these things: Women who use the internet are more likely than men to have been treated kindly (74% vs. 66%); to have seen an online group come together to help someone or a community solve a problem (63% vs.

50%); and to have left an online group because the interaction became too heated or members were unpleasant to each other (28% vs. 22%). There were not statistically significant differences between online women and men when it comes to being treated unkindly or attacked by someone online.

Asked for a broad perspective about the civility or incivility they have either witnessed or encountered during all of their online tenure, 76% of internet users said that the people they witnessed or encountered online were mostly kind and 13% said people were mostly unkind. Some 6% said both kindness and unkindness were there in equal measure. Interestingly, the oldest internet users (ages 65+) were the most likely to say people were mostly kind—85% of them said so.

The impact of online communication on relationships

There is considerable discussion about whether people's use of the internet has made their relationships richer or more superficial.
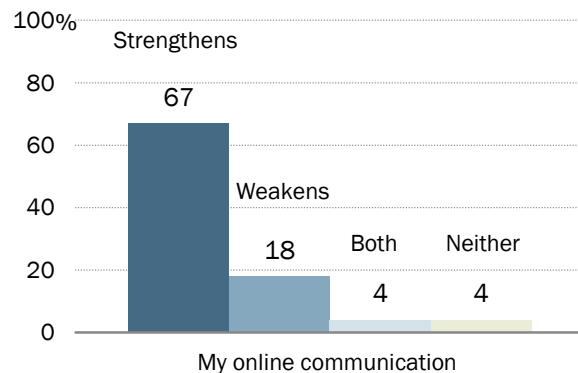
On this 25th anniversary of the web survey, we also asked internet users for their own summary judgment and by a more than 3-to-1 margin they say they think their online communication has generally made them socially richer: 67% of internet users say their online communication with family and friends has generally strengthened those relationships, while 18% say it generally weakens those relationships.

Interestingly enough, there are no significant demographic differences tied to users' feelings about the impact of online communication on relationships.

Equal proportions of online men and women, young and old, rich and poor, highly educated

The impact of online communication on relationships with family and friends

% of internet users who report this effect

Source, Pew Research Center Internet Project Survey, January 9-12, 201. N=857 internet users

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and less-well educated, and veterans and relative newbies say by 3-to-1 or better that online communication is a relationship enhancer, rather than a relationship detractor.

The overall verdict: The internet has been a plus for society and an especially good thing for individual users

As the web reaches this benchmark, we asked internet users: "Overall, when you add up all the advantages and disadvantages of the internet, would you say the internet has mostly been a good thing or a bad thing <u>for society</u>?" By a 76%-15% margin, internet users said the internet has been good for society and another 8% volunteered the answer that they believe it had been both good and bad.
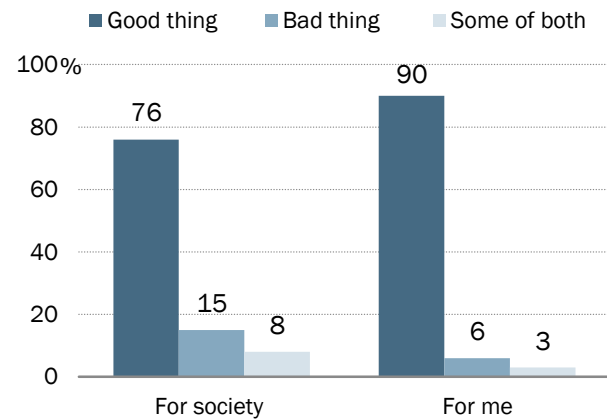
This sweeping judgment came across the board among different demographic groups of internet users.

Then we asked about the users themselves: "Overall, when you add up all the advantages and disadvantages of the internet, would you say the internet has mostly been a good thing or a bad thing for you?" And the margin of affirmation was even bigger: 90% of internet users say that overall the internet had been a good thing for them and 6% said it was a bad thing. Another 3% volunteered the answer that it had been both good and bad for them.

Has the internet been a good thing or a bad thing?

% of internet users who give these answers

Source, Pew Research Center Internet Project Survey, January 9-12, 201. N=857 internet users.

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Moving across the demographic spectrum, this overwhelmingly positive view applies to all major groups.

Survey questions

January 9-12, 2014
Pew Research Center Internet
Project

Sample: n= 1,006 national adults, age 18 and older

Margin of error is plus or minus 3.5 percentage points for results based on Total [n=1,006]
Margin of error is plus or minus 3.9 percentage points for results based on internet users [n=857]

Ask all

PIAL1 Do you use a computer at your workplace, at school, at home, or anywhere else on at least an occasional basis?

	YES	NO	DON'T KNOW	REFUSED
Current (N=1,006)	81	19	*	*
September 2009	76	24	*	*
April 2009	78	22	*	*
December 2008	75	25	*	--
November 2008[i]	73	27	*	*
August 2008[ii]	75	25	*	--
May 2008[iii]	74	26	*	--
December 2007[iv]	76	24	0	--
September 2007[v]	74	26	*	--
February 2007[vi]	73	27	*	--
December 2006[vii]	73	27	*	--
November 2006[viii]	67	33	0	--
August 2006[ix]	71	29	*	--
April 2006	75	25	*	--
February 2006[x]	74	25	*	--
December 2005[xi]	68	31	*	--
September 2005[xii]	74	26	0	--
June 2005	72	28	*	--
February 2005[xiii]	70	30	*	--
January 2005[xiv]	69	31	*	--
Nov 23-30, 2004[xv]	70	30	0	--
November 2004[xvi]	68	32	0	--
June 2004[xvii]	71	29	*	--
February 2004[xviii]	73	27	*	--
November 2003[xix]	72	27	*	--
August 2003[xx]	71	29	*	--
June 2003	71	29	*	--
May 2003[xxi]	69	31	*	--

March 3-11, 2003[xxii]	71	29	*	--
February 2003[xxiii]	70	30	0	--
December 2002[xxiv]	68	32	0	--
November 2002[xxv]	70	30	*	--
October 2002[xxvi]	69	31	*	--
September 2002[xxvii]	68	32	*	--
July 2002[xxviii]	69	31	*	--
March/May 2002	69	31	*	--
January 2002[xxix]	67	33	0	--
December 2001[xxx]	64	36	*	--
November 2001[xxxi]	65	35	*	--
October 2001[xxxii]	62	38	*	--
September 2001[xxxiii]	63	37	*	--
August 2001[xxxiv]	66	34	0	--
February 2001[xxxv]	65	35	0	--
December 2000[xxxvi]	69	31	*	--
November 2000[xxxvii]	65	35	*	--
October 2000[xxxviii]	64	36	*	--
September 2000[xxxix]	62	38	*	--
August 2000[xl]	63	37	*	--
June 2000[xli]	60	40	*	--
April 2000[xlii]	63	37	*	--

[READ TO ALL:] On a different subject…

EMINUSE Do you use the internet or email, at least occasionally?

INTMOB Do you access the internet on a cell phone, tablet or other mobile handheld device, at least occasionally?[6]

	USES INTERNET	DOES NOT USE INTERNET
Current (N=1,006)	87	13
Aug-Sept 2013	80	20
May 2013	85	15
December 2012[xliii]	81	19
November 2012[xliv]	85	15
September 2012	81	19

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[6] The definition of an internet user varies from survey to survey. Prior to January 2005, internet users were defined as those who said yes to "Do you ever go online to access the Internet or World Wide Web or to send and receive email?" From January 2005 thru February 2012, an internet user is someone said yes to either "Do you use the internet, at least occasionally?" (INTUSE) OR "Do you send or receive email, at least occasionally?" (EMLOCC). From April 2012 thru December 2012, an internet user is someone said yes to any of three questions: INTUSE, EMLOCC or "Do you access the internet on a cell phone, tablet or other mobile handheld device, at least occasionally?" (INTMOB). In May 2013, half the sample was asked INTUSE/EMLOCC/INTMOB and half was asked EMINUSE/INTMOB. Those May 2013 trend results are for both forms combined.

August 2012[xlv]	85	15
April 2012	82	18
February 2012	80	20
December 2011	82	18
August 2011	78	22
May 2011	78	22
January 2011[xlvi]	79	21
December 2010[xlvii]	77	23
November 2010[xlviii]	74	26
September 2010	74	26
May 2010	79	21
January 2010[xlix]	75	25
December 2009[l]	74	26
September 2009	77	23
April 2009	79	21
December 2008	74	26
November 2008[li]	74	26
August 2008[lii]	75	25
July 2008[liii]	77	23
May 2008[liv]	73	27
April 2008[lv]	73	27
January 2008[lvi]	70	30
December 2007[lvii]	75	25
September 2007[lviii]	73	27
February 2007[lix]	71	29
December 2006[lx]	70	30
November 2006[lxi]	68	32
August 2006[lxii]	70	30
April 2006[lxiii]	73	27
February 2006[lxiv]	73	27
December 2005[lxv]	66	34
September 2005[lxvi]	72	28
June 2005[lxvii]	68	32
February 2005[lxviii]	67	33
January 2005[lxix]	66	34
Nov 23-30, 2004[lxx]	59	41
November 2004[lxxi]	61	39
July 2004[lxxii]	67	33
June 2004[lxxiii]	63	37
March 2004[lxxiv]	69	31
February 2004[lxxv]	63	37
November 2003[lxxvi]	64	36
August 2003[lxxvii]	63	37
June 2003[lxxviii]	62	38
May 2003[lxxix]	63	37
March 3-11, 2003[lxxx]	62	38
February 2003[lxxxi]	64	36

December 2002[lxxxii]	57	43
November 2002[lxxxiii]	61	39
October 2002[lxxxiv]	59	41
September 2002[lxxxv]	61	39
July 2002[lxxxvi]	59	41
March/May 2002[lxxxvii]	58	42
January 2002[lxxxviii]	61	39
December 2001[lxxxix]	58	42
November 2001[xc]	58	42
October 2001[xci]	56	44
September 2001[xcii]	55	45
August 2001[xciii]	59	41
February 2001[xciv]	53	47
December 2000[xcv]	59	41
November 2000[xcvi]	53	47
October 2000[xcvii]	52	48
September 2000[xcviii]	50	50
August 2000[xcix]	49	51
June 2000[c]	47	53
May 2000[ci]	48	52

QL1   Next... Do you have a cell phone, or not?[7]

	YES	NO	DON'T KNOW	REFUSED
Current (n=1,006)	90	10	*	*
Aug-Sept 2013	89	11	0	0
May 2013	91	9	0	*
December 2012	87	13	*	0
November 2012	85	15	0	*
Sept 2012	85	15	*	0
August 2012	89	10	0	*
April 2012	88	12	*	*
February 2012	88	12	0	*
December 2011	87	13	0	*
August 2011	84	15	*	*
May 2011	83	17	*	0
January 2011	84	16	*	*
December 2010	81	19	*	*

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[7] Question was asked of landline sample only. Results shown here have been recalculated to include cell phone sample in the "Yes" percentage. Beginning September 2007, question/item was not asked of the cell phone sample, but trend results shown here reflect Total combined Landline and cell phone sample. In past polls, question was sometimes asked as an independent question and sometimes as an item in a series. Wording may vary from survey to survey. Wording variations include: "Do you have a cell phone or a Blackberry or iPhone or other device that is also a cell phone?"; "Do you have...a cell phone or a Blackberry or iPhone or other handheld device that is also a cell phone?"; Do you have a cell phone, or a Blackberry or other device that is also a cell phone?"; "Do you happen to have a cell phone?"; " "Do you have a cell phone?"

November 2010	82	18	0	*
September 2010	85	15	*	*
May 2010	82	18	*	0
January 2010	80	20	0	*
December 2009	83	17	0	*
September 2009	84	15	*	*
April 2009	85	15	*	*
Dec 2008	84	16	*	*
July 2008	82	18	*	--
May 2008	78	22	*	0
April 2008	78	22	*	--
January 2008	77	22	*	--
Dec 2007	75	25	*	--
Sept 2007	78	22	*	--
April 2006	73	27	*	--
January 2005	66	34	*	--
Nov. 23-30, 2004	65	35	*	--

SMART1 Some cell phones are called "smartphones" because of certain features they have. Is your cell phone a smartphone such as an iPhone, Android, Blackberry or Windows phone, or are you not sure?[8]

Based on cell phone owners (n=928)

	YES, SMARTPHONE	NO, NOT A SMARTPHONE	NOT SURE/ DON'T KNOW	REFUSED
Current	65	30	5	*
Aug-Sept 2013 [N=1,636]	60	33	6	*
May 2013 [N=2,076]	55	39	5	*
December 2012 [N=1,954]	52	41	6	*
November 2012 [N=1,992]	55	38	6	*
September 2012 [N=2,581]	53	40	6	*
April 2012 [N=1,954]	46	44	10	*
February 2012 [N=1,961]	45	46	8	*
May 2011 [N=1,914]	33	53	14	*

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[8] Wording may vary from survey to survey. Wording variations include: "Some cell phones are called "smartphones" because of certain features they have. Is your cell phone a smartphone, such as an iPhone, Android, Blackberry or Windows phone, or are you not sure?"; "Some cell phones are called "smartphones" because of certain features they have. Is your cell phone a smartphone or not, or are you not sure?"

PIAL2   Did you happen to use the internet or email YESTERDAY on a computer or mobile device?[9]

Based on internet users [N=857]

	YES, USED INTERNET YESTERDAY	NO, DID NOT USE INTERNET YESTERDAY	DON'T KNOW	REFUSED
Current	82	18	*	*
September 2009[10]	73	27	*	*
April 2009	73	26	1	*
December 2008	72	28	*	--
November 2008	72	27	*	--
August 2008	72	27	1	--
July 2008	71	28	1	--
May 2008	70	30	1	--
April 2008	72	28	*	--
December 2007	72	27	*	--
September 2007	68	32	*	--
February 2007	69	31	*	--
December 2006	65	34	*	--
November 2006	64	36	*	--
August 2006	66	34	*	--
April 2006	66	33	*	--
December 2005	63	36	*	--
September 2005	65	34	*	--
February 2005	60	40	*	--
January 2005	58	42	*	--
November 2004	61	39	*	--
June 2004	53	46	1	--
February 2004	55	44	*	--
November 2003	54	45	*	--
July 2003	52	47	1	--
June 2003	55	44	*	--
May 2003	58	42	*	--
March 3-11, 2003	60	40	0	--
February 2003	60	40	*	--
December 2002	56	44	*	--
November 2002	57	43	*	--
October 2002	57	43	0	--
September 2002	58	42	*	--
July 2002	53	47	*	--
March/May 2002	57	43	*	--
January 2002[11]	59	41	*	--
Dec. 17-23, 2001	58	42	*	--

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[9] Wording in current survey was changed add "mobile device."
[10] Prior to January 2005, question wording was "Did you happen to go online or check your email **yesterday**?"
[11] Internet user defined as Q5=1 and Q6=1 from Aug. 2001 until Jan 2002.

Nov. 19-Dec. 16 2001	60	40	*	--
Oct. 19-Nov. 18 2001	61	39	*	--
Oct. 8-18 2001	51	49	1	--
October 2-7 2001	56	43	1	--
Sept 20-Oct 1 2001	57	42	1	--
Sept 12-19 2001	51	49	*	--
August 2001	56	44	*	--
February 2001[12]	59	41	*	--
Fall 2000[cii]	56	44	*	--
August 2000	50	50	*	--
June 2000	52	48	*	--
April 2000	55	45	0	--
March 2000[ciii]	60	40	*	--

PIAL 3/4 When you went online yesterday, did you go online from **home**?
Did you go online from **work** yesterday?

Based on users who went online yesterday [N=857]

	ONLINE YESTERDAY AT HOME	ONLINE YESTERDAY AT WORK
Current	90	44
September 2002[13]	79	39
June 26-July 26, 2002	79	38
March/May 2002	78	40
January 2002	81	36
Dec. 17-23, 2002	58	42
Nov. 19-Dec. 16 2001	77	39
Oct. 19-Nov. 18 2001	78	40
Oct. 8-18 2001	74	46
October 2-7 2001	78	43
Sept 20-Oct 1 2001	75	36
Sept 12-19 2001	74	42
August 2001	75	41
February 2001	80	38
Fall 2000	76	41
July/August 2000	80	37
April 2000	76	42
March 2000	76	41

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[12] Internet user for Feb. 2001 defined as Q5=1 and (Q6=1 or Q6A=1-7).
[13] Previous question wording was, "When you went online yesterday, did you go online from home/work?"

PIAL5   How difficult would it be, if at all, to give up the following things in your life? If you do not use or have the item, just tell me. How hard would it be for you to give up (INSERT ITEM; ROTATE ITEMS)?

	VERY HARD/ IMPOSSIBLE[14]	SOME-WHAT	NOT TOO	NOT AT ALL	DO NOT USE/ DO NOT HAVE	DON'T KNOW/ REFUSED
Item A: Based on all Landline or Cell respondents who have a landline						
a. Your landline telephone						
Current (n=717)	28	19	22	29	2	*
Oct-Dec 2007 [N=1,833]	40	21	17	21	1	*
Feb-April 2006	48	20	12	18	1	1
March/May 2002[15]	60	21	7	11	*	1
b. Your television						
Current (n=1006)	34	23	21	20	*	1
Oct-Dec 2007	43	24	15	16	1	1
Feb-April 2006	44	26	14	15	*	*
March/May 2002	38	31	13	17	1	*
Item C: Based on those who have a cell phone or smartphone						
c. Your cell phone or smartphone						
Current[16] (N=928)	49	21	16	13		*
Oct-Dec 2007 [N=1,698]	51	23	11	14	*	*
Feb-April 2006	43	27	13	16	*	*
Items D & E & F: Based on internet users						
d. The internet						
Current (N=857)	53	20	15	12	1	*
Oct-Dec 2007 [N=1,572]	45	28	12	15	1	*
Feb-April 2006 [N=2,822]	38	31	11	18	1	*
March/May 2002 [n= 2,259]	31	32	16	19	2	*
e. E-mail						
Current (N=857)	36	21	20	25		
Oct-Dec 2007	37	27	13	21	2	*
Feb-April 2006with	34	26	14	25	1	*
March/May 2002	32	28	15	22	2	*
f. Social media such as Facebook or Twitter						
Current (N=857)	11	17	21	40	10	*

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[14] Some respondents volunteered the answer "impossible" and those answers were added to the "very hard" category.

[15] March/May 2002 trend asked about "your telephone." For all March/May trends cited in GAD8, "Do not use/Do not have" was a volunteered response category.

[16] In previous surveys, question only referred to "cell phone"

PIAL6. Which ONE of these statements comes closest to the reason that you would find it hard to give up the internet, even if neither statement is exactly right?

Based on those who say giving up internet would be very/somewhat hard or impossible [n=633]

It would be very hard to give up the internet because being online is ESSENTIAL to me because I NEED it for my job or for another reason	61%
It would be hard to give up the internet because I really enjoy being online	30%
Both equally (VOL.)	7%
Neither	1%
Refused	*

PIAL7. Thinking back...What YEAR did you first start using the internet?
Based on internet users [n=857]

1989 or earlier	6%
1990-1994	12%
1995-1999	28%
2000-2004	29%
2005-2009	12%
2010-2014	7%
For as long as I can remember (VOL)	1%
Don't know	6%
Refused	1%

PIAL8. We're interested in the different types of experiences people have when they use the internet. Have you ever experienced any of the following things online? Have you ever...

Based on internet users [n=857]

	Yes	No	DK/Refused
a. Seen an online group come together to help a person or a community solve a problem	56%	43%	1%
b. Left an online group because the interaction became too heated or members were unpleasant to one another	25%	73%	2%
c. Been treated unkindly or been attacked by someone online	25%	75%	*
d. Been treated kindly or generously by others online	70%	28%	2%

PIAL9. Thinking about your relationships in general... OVERALL, would you say that...

Based on internet users [n=857]

Communicating online with friends and family
Generally strengthens those relationships   67%

Communicating online with friends and family
Generally weakens those relationships   18%

Both equally (VOL)   4%

Don't communicate with friends and family online (VOL)   3%

Don't know/refused   4%

PIAL10. Based on all of your online experiences, would you say that people you have witnessed or encountered on the internet are [ROTATE: (mostly kind) or (mostly unkind)] to each other?

Based on internet users [n=857]

Mostly kind   76%
Mostly unkind   13%
Both equally (VOL)   6%
Neither (VOL)   1%
Don't know   4%
Refused   1%

PIAL11. Overall, when you add up all the advantages and disadvantages of the internet, would you say the internet has mostly been [ROTATE: (a GOOD thing) or (a BAD thing)] for society?

Based on internet users [n=857]

Good thing   76%
Bad thing   15%
Some of both (VOL) 8%
Don't know   1%
Refused   *

PIAL12. How about you, personally? Overall, when you add up all the advantages and disadvantages of the internet, would you say the internet has mostly been [ROTATE IN SAME ORDER AS PIAL11: (a GOOD thing) or (a BAD thing)] for you?

Based on internet users [n=857]

Good thing	90%
Bad thing	6%
Some of both (VOL)	3%
Don't know	1%
Refused	*

Methods

This survey is based on telephone interviews with a nationally representative sample of 1,006 adults living in the continental United States. Telephone interviews were conducted by landline (502) and cell phone (504, including 288 without a landline phone). The survey was conducted by Princeton Survey Research Associates International (PSRAI). Interviews were done in English and Spanish by Princeton Data Source from January 9 to 12, 2014. Statistical results are weighted to correct known demographic discrepancies. The margin of sampling error for the complete set of weighted data is ± 3.5 percentage points.

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[i] November 2008 trends based on the Post-Election 2008 Tracking survey, conducted November 20-December 4, 2008 [N=2,254].

[ii] August 2008 trends based on the August Tracking 2008 survey, conducted August 12-31, 2008 [N=2,251].

[iii] May 2008 trends based on the Spring Tracking 2008 survey, conducted April 8-May 11, 2008 [N=2,251].

[iv] December 2007 trends based on the Annual Gadgets survey, conducted October 24-December 2, 2007 [N=2,054, including 500 cell phone interviews].

[v] September 2007 trends based on the Consumer Choice survey, conducted August 3-September 5, 2007 [N=2,400, oversample of 129 cell phone interviews].

[vi] February 2007 trends based on daily tracking survey conducted February 15-March 7, 2007 [N=2,200].

[vii] December 2006 trends based on daily tracking survey, conducted November 30 - December 30, 2006 [N=2,373].

[viii] November 2006 trends based on Post-Election tracking survey, conducted Nov. 8-Dec. 4, 2006 [N=2,562]. This includes an RDD sample [N=2,362] and a cell phone only sample [N=200]. Results reflect combined samples, where applicable.

[ix] August 2006 trends based on daily tracking survey, conducted August 1-31, 2006 [N=2,928].

[x] February 2006 trends based on the Exploratorium Survey, conducted Jan. 9-Feb. 6, 2006 [N=2,000].

[xi] December 2005 trends based on daily tracking survey conducted Nov. 29-Dec. 31, 2005 [N=3,011].

[xii] September 2005 trends based on daily tracking survey conducted Sept. 14-Oct.13, 2005 [N=2,251].

[xiii] February 2005 trends based on daily tracking survey conducted Feb. 21-March 21, 2005 [N=2,201].

[xiv] January 2005 trends based on daily tracking survey conducted Jan. 13-Feb.9, 2005 [N=2,201].

[xv] November 23-30, 2004 trends based on the November 2004 Activity Tracking Survey, conducted November 23-30, 2004 [N=914].

[xvi] November 2004 trends based on the November Post-Election Tracking Survey, conducted Nov 4-Nov 22, 2004 [N=2,200].

[xvii] June 2004 trends based on daily tracking survey conducted May 14-June 17, 2004 [N=2,200].

[xviii] February 2004 trends based on daily tracking survey conducted February 3-March 1, 2004 [N=2,204].

[xix] November 2003 trends based on daily tracking survey conducted November 18-December 14, 2003 [N=2,013].

[xx] August 2003 trends based on 'E-Government' survey conducted June 25-August 3, 2003 [N=2,925].

[xxi] May 2003 trends based on daily tracking survey conducted April 29-May 20, 2003 [N=1,632].

[xxii] March 3-11, 2003 trends based on daily tracking survey conducted March 3-11, 2003 [N=743].

[xxiii] February 2003 trends based on daily tracking survey conducted February 12-March 2, 2003 [N=1,611].

[xxiv] December 2002 trends based on daily tracking survey conducted Nov. 25–Dec. 22, 2002 [N=2,038].

[xxv] November 2002 trends based on daily tracking survey conducted October 28-November 24, 2002 [N=2,745].

[xxvi] October 2002 trends based on daily tracking survey conducted October 7-27, 2002 [N=1,677].

[xxvii] September 2002 trends based on daily tracking survey conducted September 9-October 6, 2002 [N=2,092].

[xxviii] July 2002 trends based on 'Sept. 11th-The Impact Online' survey conducted June 26-July 26, 2002 [N=2,501].

[xxix] January 2002 trends based on a daily tracking survey conducted January 3-31, 2002.

[xxx] December 2001 trends represent a total tracking period of December 1-23, 2001 [N=3,214]. This tracking period based on daily tracking surveys conducted December 17-23, 2001 and November 19-December 16, 2001.

[xxxi] November 2001 trends represent a total tracking period of November 1-30, 2001 [N=2,119]. This tracking period based on daily tracking surveys conducted October 19 – November 18, 2001 and November 19 – December 16, 2001.

[xxxii] October 2001 trends represent a total tracking period of October 1-31, 2001 [N=1,924]. This tracking period based on daily tracking surveys conducted September 20 – October 1, 2001, October 2-7, 2001, October 8-18, 2001, and October 19 – November 18, 2001.

[xxxiii] September 2001 trends represent a total tracking period of September 1-30, 2001 [N=742]. This tracking period based on daily tracking surveys conducted August 13-September 10, 2001, September 12-19, 2001 and September 20 – October 1, 2001.

[xxxiv] August 2001 trends represent a total tracking period of August 13-31, 2001 [N=1,505]. This tracking period based on a daily tracking survey conducted August 13-September 10, 2001.

[xxxv] February 2001 trends based on a daily tracking survey conducted February 1, 2001-March 1, 2001 [N=2,096].

[xxxvi] December 2000 trends based on a daily tracking survey conducted December 2-22, 2000 [N=2,383].

[xxxvii] November 2000 trends based on a daily tracking survey conducted November 2, 2000 – December 1 [N=6,322].

[xxxviii] October 2000 trends based on a daily tracking survey conducted October 2 – November 1, 2000 [N=3,336].

[xxxix] September 2000 trends based on a daily tracking survey conducted September 15 – October 1, 2000 [N=1,302].

[xl] August 2000 trends based on a daily tracking survey conducted July 24 – August 20, 2000 [N=2,109].

[xli] June 2000 trends based on a daily tracking survey conducted May 2 – June 30, 2000 [N=4,606].

[xlii] April 2000 figures based on a daily tracking survey conducted April 1 – May 1, 2000 [N=2,503].

[xliii] December 2012 trends based on the 2012 Post-Election Tracking Survey, conducted November 14–December 9, 2012 [N=2,261, including 908 cell phone interviews].

[xliv] November 2012 trends based on the Gates Library Services Survey, conducted October 15 – November 10, 2012 among those age **16 or older** [N=2,252, including 1,125 cell phone interviews].

[xlv] August 2012 trends based on the "Civic Engagement Tracking Survey" conducted July 16–August 7, 2012 [N=2,253, including 900 cell phone interviews].

[xlvi] January 2011 trends based on the Pew Internet Project/Project for Excellence in Journalism/Knight Foundation "Local News survey," conducted January 12-25, 2011 [N=2,251, including 750 cell phone interviews].

[xlvii] December 2010 trends based on the Social Side of the Internet survey, conducted November 23–December 21, 2010 [N=2,303, including 748 cell phone interviews].

[xlviii] November 2010 trends based on the Post-Election Tracking Survey 2010, conducted November 3-24, 2010 [N=2,257, including 755 cell phone interviews].

[xlix] January 2010 trends based on the Online News survey, conducted December 28, 2009 – January 19, 2010 [N=2,259, including 562 cell phone interviews].

[i] December 2009 trends based on the Fall Tracking "E-Government" survey, conducted November 30 – December 27, 2009 [N=2,258, including 565 cell phone interviews].

[li] November 2008 trends based on the Post-Election 2008 Tracking survey, conducted November 20-December 4, 2008 [N=2,254].

[lii] August 2008 trends based on the August Tracking 2008 survey, conducted August 12-31, 2008 [N=2,251].

[liii] July 2008 trends based on the Personal Networks and Community survey, conducted July 9-August 10, 2008 [N=2,512, including 505 cell phone interviews]

[liv] May 2008 trends based on the Spring Tracking 2008 survey, conducted April 8-May 11, 2008 [N=2,251].

[lv] April 2008 trends based on the Networked Workers survey, conducted March 27-April 14, 2008. Most questions were asked only of full- or part-time workers [N=1,000], but trend results shown here reflect the total sample [N=2,134].

[lvi] January 2008 trends based on the Networked Families survey, conducted December 13, 2007-January 13, 2008 [N=2,252].

[lvii] December 2007 trends based on the Annual Gadgets survey, conducted October 24-December 2, 2007 [N=2,054, including 500 cell phone interviews].

[lviii] September 2007 trends based on the Consumer Choice survey, conducted August 3-September 5, 2007 [N=2,400, oversample of 129 cell phone users].

[lix] February 2007 trends based on daily tracking survey conducted February 15-March 7, 2007 [N=2,200].

[lx] December 2006 trends based on daily tracking survey, conducted November 30 - December 30, 2006 [N=2,373].

[lxi] November 2006 trends based on Post-Election tracking survey, conducted Nov. 8-Dec. 4, 2006 [N=2,562]. This includes an RDD sample [N=2,362] and a cell phone only sample [N=200]. Results reflect combined samples, where applicable.

[lxii] August 2006 trends based on daily tracking survey, conducted August 1-31, 2006 [N=2,928].

[lxiii] April 2006 trends based on the Annual Gadgets survey, conducted Feb. 15-Apr. 6, 2006 [N=4,001].

[lxiv] February 2006 trends based on the Exploratorium Survey, conducted Jan. 9-Feb. 6, 2006 [N=2,000].

[lxv] December 2005 trends based on daily tracking survey conducted Nov. 29-Dec. 31, 2005 [N=3,011].

[lxvi] September 2005 trends based on daily tracking survey conducted Sept. 14-Oct.13, 2005 [N=2,251].

[lxvii] June 2005 trends based on the Spyware Survey, conducted May 4-June 7, 2005 [N=2,001].

[lxviii] February 2005 trends based on daily tracking survey conducted Feb. 21-March 21, 2005 [N=2,201].

[lxix] January 2005 trends based on daily tracking survey conducted Jan. 13-Feb.9, 2005 [N=2,201].

[lxx] November 23-30, 2004 trends based on the November 2004 Activity Tracking Survey, conducted November 23-30, 2004 [N=914].

[lxxi] November 2004 trends based on the November Post-Election Tracking Survey, conducted Nov 4-Nov 22, 2004 [N=2,200].

[lxxii] July 2004 trends based on the "Selective Exposure" survey, conducted June 14-July 3, 2004 [N=1,510].

[lxxiii] June 2004 trends based on daily tracking survey conducted May 14-June 17, 2004 [N=2,200].

[lxxiv] March 2004 trends based on "Weak Ties" survey conducted February 17-March 17, 2004 [N=2,200].

[lxxv] February 2004 trends based on daily tracking survey conducted February 3-March 1, 2004 [N=2,204].

[lxxvi] November 2003 trends based on daily tracking survey conducted November 18-December 14, 2003 [N=2,013].

[lxxvii] August 2003 trends based on 'E-Government' survey conducted June 25-August 3, 2003 [N=2,925].

[lxxviii] June 2003 trends based on 'Internet Spam' survey conducted June 10-24, 2003 [N=2,200].

[lxxix] May 2003 trends based on daily tracking survey conducted April 29-May 20, 2003 [N=1,632].

[lxxx] March 3-11, 2003 trends based on daily tracking survey conducted March 3-11, 2003 [N=743].

lxxxi February 2003 trends based on daily tracking survey conducted February 12-March 2, 2003 [N=1,611].

lxxxii December 2002 trends based on daily tracking survey conducted Nov. 25–Dec. 22, 2002 [N=2,038].

lxxxiii November 2002 trends based on daily tracking survey conducted October 28-November 24, 2002 [N=2,745].

lxxxiv October 2002 trends based on daily tracking survey conducted October 7-27, 2002 [N=1,677].

lxxxv September 2002 trends based on daily tracking survey conducted September 9-October 6, 2002 [N=2,092].

lxxxvi July 2002 trends based on 'Sept. 11th-The Impact Online' survey conducted June 26-July 26, 2002 [N=2,501].

lxxxvii March/May 2002 trends based on daily tracking surveys conducted March 1-31, 2002 and May 2-19, 2002.

lxxxviii January 2002 trends based on a daily tracking survey conducted January 3-31, 2002.

lxxxix December 2001 trends represent a total tracking period of December 1-23, 2001 [N=3,214]. This tracking period based on daily tracking surveys conducted December 17-23, 2001 and November 19-December 16, 2001.

xc November 2001 trends represent a total tracking period of November 1-30, 2001 [N=2,119]. This tracking period based on daily tracking surveys conducted October 19 – November 18, 2001 and November 19 – December 16, 2001.

xci October 2001 trends represent a total tracking period of October 1-31, 2001 [N=1,924]. This tracking period based on daily tracking surveys conducted September 20 – October 1, 2001, October 2-7, 2001, October 8-18, 2001, and October 19 – November 18, 2001.

xcii September 2001 trends represent a total tracking period of September 1-30, 2001 [N=742]. This tracking period based on daily tracking surveys conducted August 13-September 10, 2001, September 12-19, 2001 and September 20 – October 1, 2001.

xciii August 2001 trends represent a total tracking period of August 13-31, 2001 [N=1,505]. This tracking period based on a daily tracking survey conducted August 13-September 10, 2001.

xciv February 2001 trends based on a daily tracking survey conducted February 1, 2001-March 1, 2001 [N=2,096].

xcv December 2000 trends based on a daily tracking survey conducted December 2-22, 2000 [N=2,383].

xcvi November 2000 trends based on a daily tracking survey conducted November 2 – December 1, 2000 [N=6,321].

xcvii October 2000 trends based on a daily tracking survey conducted October 2 – November 1, 2000 [N=3,336].

xcviii September 2000 trends based on a daily tracking survey conducted September 15 – October 1, 2000 [N=1,302].

xcix August 2000 trends based on a daily tracking survey conducted July 24 – August 20, 2000 [N=2,109].

c June 2000 trends based on a daily tracking survey conducted May 2 – June 30, 2000 [N=4,606].

ci May 2000 trends based on a daily tracking survey conducted March 1 – May 1, 2000 [N=6,036].

cii Fall 2000 figures based on a daily tracking survey conducted September 15 – December 22, 2000 [N=13,342].

ciii March 2000 figures based on a daily tracking survey conducted March 1 – March 31, 2000 [N=3,533].