

Canadian Internet Use Survey, 2007
Questionnaire

TABLE OF CONTENTS

Introduction	1
Ever users.....	1
Past use.....	2
Location of use.....	4
Individual use	6
Specific use	9
Government online.....	14
Medical health use	17
Electronic commerce	18
Non use	23
Privacy and security.....	24
Income	25
Personal income	26
Income ranges	27

**Canadian Internet Use Survey, 2007
Questionnaire**

Section:	Introduction (ST)
ST_BEG	Beginning of Section
ST_C01	If IntSession = 1 (AskFirst) (Go to ST_R01) Else (Go to ST_R02)
ST_R01	<p>We are conducting a study about Internet use, to better understand how Canadians are using the Internet and its influence on the economy. The questions will cover your personal non-business Internet use and the purchases you may have made over the Internet during the past 12 months.</p> <p>Even if you are not an Internet user, it is important that we obtain your views.</p> <p>Your answers will be kept confidential and only used for statistical purposes. This survey is voluntary.</p> <p>Collection Registration Number - STC/SDD-040-75115</p>
Default:	(Go to ST_END)
ST_R02	<p>We called earlier for you to complete a study on Internet use. The questions will cover your personal non-business Internet use and the purchases you may have made over the Internet during the past 12 months.</p> <p>Even if you are not an Internet user, it is important that we obtain your views.</p> <p>Your answers will be kept confidential and only used for statistical purposes. This survey is voluntary.</p> <p>Collection Registration Number - STC/SDD-040-75115</p>
ST_END	End of Section
Section:	Ever users (EV)
EV_BEG	Beginning of Section
EV_Q01	<p>Have you ever used the Internet (E-mail or World Wide Web) from home, work, school, or any other location for personal non-business use?</p>
1	Yes
2	No (Go to EV_END)
	DK, RF (Go to EV_END)
Coverage:	<i>All respondents</i>

Canadian Internet Use Survey, 2007
Questionnaire

EV_Q02 **How many years have you used the Internet?**

INTERVIEWER: Read categories to respondent.

- 1 Less than 1 year
 - 2 1 to 2 years (1 year or more but less than 2 years)
 - 3 2 to 5 years (2 years or more but less than 5 years)
 - 4 5 or more years
- DK, RF

Coverage: *Respondents who have ever used the Internet from any location for personal non-business use*

EV_END End of Section

Section: **Past use (PU)**

PU_BEG Beginning of Section

PU_C01 If EV_Q01 = 1 (Yes)(Go to PU_Q01)
Else.....(Go to PU_END)

PU_Q01 **Did you use the Internet during the past 12 months for personal non-business use?**

- 1 Yes.....(Go to PU_END)
 - 2 No
- DK, RF

Coverage: *Respondents who have ever used the Internet from any location for personal non-business use*

PU_Q02 **When was the last time you used the Internet?**

INTERVIEWER: Read categories to respondent.

This question refers to Internet use for personal non-business use.

- 1 1 to 2 years (more than 1 year but less than 2 years)
 - 2 2 to 5 years (2 years or more but less than 5 years)
 - 3 5 or more years
- DK, RF

Coverage: *Respondents who have previously used the Internet for personal non-business use but not during the past 12 months*

**Canadian Internet Use Survey, 2007
Questionnaire**

PU_Q03 **During the period that you last used the Internet, how often did you use it?
Was it ... ?**

INTERVIEWER: Read categories to respondent.

- 1 At least once a day
- 2 At least once a week (but not every day)
- 3 At least once a month (but not every week)
- 4 Less than once a month
- DK, RF

Coverage: Respondents who have previously used the Internet for personal non-business use but not during the past 12 months

PU_Q04 **From what location(s) did you use the Internet in the past?**

INTERVIEWER: Read categories to respondent. Mark all that apply.

- 1 Home
- 2 Work (for personal non-business use)
- 3 School
- 4 Public library
- 5 Another location.....(Go to PU_Q05)
- DK, RF

Default: (Go to PU_Q06)

Coverage: Respondents who have previously used the Internet for personal non-business use but not during the past 12 months

PU_Q05 **From what other location(s), not previously mentioned, did you use the Internet?**

INTERVIEWER: Probe for what type of location; do not read list or give examples. Mark all that apply.

- 01 Relatives' home
- 02 Friends' or neighbours' home
- 03 Government office, department or kiosk (including Community Access Program site)
- 04 Internet or cyber café, or similar
- 05 Voluntary organisation
- 06 During travel (including hotel, airport, other office)
- 07 Through a mobile telephone or another wireless personal digital assistant (PDA)
- 08 Other - Specify.....(Go to PU_S05)
- DK, RF

Default: (Go to PU_Q06)

Coverage: Respondents who have previously used the Internet for personal non-business use but not during the past 12 months

Canadian Internet Use Survey, 2007
Questionnaire

PU_S05 From what other location(s), not previously mentioned, did you use the Internet?

INTERVIEWER: Specify.

____(80 spaces)

Note: DK, RF are not allowed.

Coverage: *Respondents who have previously used the Internet for personal non-business use but not during the past 12 months*

PU_Q06 **What are the reason(s) you no longer use the Internet from any location?**

INTERVIEWER: Mark all that apply.

- 01 Too costly (service or equipment)
 - 02 Used at work, no longer in that position
 - 03 Used in school, no longer in school
 - 04 Too difficult to use
 - 05 No need
 - 06 I do not want to mistakenly give out personal information
 - 07 Concerned for exposure to objectionable material
 - 08 Other security, confidentiality or privacy concerns
 - 09 Equipment broken
 - 10 No time, too busy
 - 11 No computer access
 - 12 Other - Specify.....(Go to PU_S06)
- DK, RF

Default: (Go to PU_END)

Coverage: *Respondents who have previously used the Internet for personal non-business use but not during the past 12 months*

PU_S06 What are the other reason(s) you no longer use the Internet?

INTERVIEWER: Specify.

____(80 spaces)

Note: DK, RF are not allowed.

Coverage: *Respondents who have previously used the Internet for personal non-business use but not during the past 12 months*

PU_END End of Section

Section: **Location of use (LU)**

LU_BEG Beginning of Section

LU_C01 If PU_Q01 = 1 (Yes)(Go to LU_Q01)
Else.....(Go to LU_END)

Canadian Internet Use Survey, 2007
Questionnaire

- LU_Q01** **During the past 12 months, did you use the Internet for personal non-business use:**
- ... from home?**
- 1 Yes
2 No
 DK, RF
- Coverage:* *Respondents who have used the Internet during the past 12 months for personal non-business use*
-
- LU_Q02** **During the past 12 months, did you use the Internet for personal non-business use:**
- ... from work?**
- INTERVIEWER: Do not include use from home for telework or home based business.
- 1 Yes
2 No
 DK, RF
- Coverage:* *Respondents who have used the Internet during the past 12 months for personal non-business use*
-
- LU_Q03** **During the past 12 months, did you use the Internet for personal non-business use:**
- ... as a student from school?**
- INTERVIEWER: Do not include if respondent is a teacher or professor using in school for work.
- 1 Yes
2 No
 DK, RF
- Coverage:* *Respondents who have used the Internet during the past 12 months for personal non-business use*
-
- LU_Q04** **During the past 12 months, did you use the Internet for personal non-business use:**
- ... from a public library?**
- 1 Yes
2 No
 DK, RF
- Coverage:* *Respondents who have used the Internet during the past 12 months for personal non-business use*

Canadian Internet Use Survey, 2007
Questionnaire

LU_Q05 **During the past 12 months, did you use the Internet for personal non-business use:**

... from another location, not previously mentioned?

1 Yes

2 No (Go to LU_END)

 DK, RF (Go to LU_END)

Coverage: Respondents who have used the Internet during the past 12 months for personal non-business use

LU_Q06 **From what other location(s), not previously mentioned, did you use the Internet during the past 12 months?**

INTERVIEWER: Mark all that apply.

01 Relatives' home

02 Friends' or neighbours' home

03 Government office, department or kiosk (including Community Access Program site)

04 Internet or cyber café, or similar

05 Voluntary organisation

06 During travel (including hotel, airport, other office)

07 Through a mobile telephone or another wireless personal digital assistant (PDA)

08 Other - Specify..... (Go to LU_S06)

 DK, RF

Default: (Go to LU_END)

Coverage: Respondents who have used the Internet during the past 12 months for personal non-business use

LU_S06 **From what other location(s), not previously mentioned, did you use the Internet during the past 12 months?**

INTERVIEWER: Specify.

____(80 spaces)

Note: DK, RF are not allowed.

Coverage: Respondents who have used the Internet during the past 12 months for personal non-business use

LU_END End of Section

Section: **Individual use (IU)**

IU_BEG Beginning of Section

IU_C01A If LU_Q01 = 1 (Yes) (Go to IU_R01)

 Else (Go to IU_END)

IU_R01 **The next questions relate to your Internet use from home, during the past 12 months.**

Canadian Internet Use Survey, 2007
Questionnaire

IU_Q01 **Are you currently connected to the Internet at home by ... ?**

INTERVIEWER: Read categories to respondent. Mark all that apply.

- 01 Telephone line connected to a computer
 - 02 Cable line connected to a computer
 - 03 (Connected through) a television
 - 04 Satellite dish
 - 05 Wireless (e.g., cellular telephone, personal digital assistant (PDA))
 - 06 Other connection
 - 07 I am not currently connected to the Internet but was in the past 12 months
- DK, RF

Coverage: Respondents who have used the Internet from home during the past 12 months

IU_C01B If any of the answers to IU_Q01 is 06 (Other connection) (Go to IU_S01)
Else If any of the answers to IU_Q01 is 07 (I am not...)..... (Go to IU_Q06)
Else..... (Go to IU_Q02)

IU_S01 What other connection do you use to access the Internet at home?

INTERVIEWER: Specify.

____ (80 spaces)

Note: DK, RF are not allowed.

IU_Q02 **Through what devices can you access the Internet from home?**

INTERVIEWER: Read categories to respondent. Mark all that apply.

- 01 Home personal computer
 - 02 Portable computer
 - 03 Digital television or set top box
 - 04 Video games machine (console) with Internet connection
 - 05 A mobile telephone or another wireless personal digital assistant (PDA)
 - 06 Other device
- DK, RF

Coverage: Respondents who have used the Internet from home during the past 12 months and can currently access the Internet through some device

IU_C02 If any of the answers to IU_Q02 is 06 (Other connection) (Go to IU_S02)
Else..... (Go to IU_Q03)

IU_S02 What other devices can your household use to access the Internet from home?

INTERVIEWER: Specify.

____ (80 spaces)

Note: DK, RF are not allowed.

Canadian Internet Use Survey, 2007
Questionnaire

IU_Q03 How often do you use the Internet at home in a typical month?

INTERVIEWER: Read categories to respondent.

- 1 At least once a day
 - 2 At least once a week (but not every day)
 - 3 At least once a month (but not every week)
 - 4 Less than once a month
- DK, RF

Coverage: Respondents who have used the Internet from home during the past 12 months and can currently access the Internet through some device

IU_Q04 In a typical week, on average, how many hours do you spend on the Internet, at home?

INTERVIEWER: Read categories to respondent.

- 01 Less than 5 hours
 - 02 Between 5 and 9 hours
 - 03 Between 10 and 19 hours
 - 04 Between 20 and 29 hours
 - 05 Between 30 and 39 hours
 - 06 40 hours or more per week
- DK, RF

Coverage: Respondents who have used the Internet from home during the past 12 months and can currently access the Internet through some device

IU_C05 If any of the answers to IU_Q01 is 01 (Telephone), 03 (Television), 05 (Wireless), or 06 (Other connection)..... (Go to IU_Q05)
Else..... (Go to IU_END)

IU_Q05 Do you access the Internet at home using a high speed connection?

- 1 Yes..... (Go to IU_END)
 - 2 No
- DK, RF

Coverage: Respondents who have used the Internet from home during the past 12 months and can currently access the Internet through a telephone line, a television, a wireless connection, or another connection other than cable or satellite dish

IU_Q06 Is there a cable or telephone high speed Internet service available in your area?

- 1 Yes
 - 2 No
- DK, RF

Coverage: Respondents who have used the Internet from home during the past 12 months and can currently access the Internet through a telephone line, a television, a wireless connection, or another connection other than cable or satellite dish, but do not use a high speed internet connection to access the Internet

IU_END End of Section

**Canadian Internet Use Survey, 2007
Questionnaire**

Section:	Specific use (SU)
SU_BEG	Beginning of Section
SU_C01	If LU_Q01 = 1 (Yes)(Go to SU_Q01) Else.....(Go to SU_END)
SU_Q01	During the past 12 months, have you used the Internet at home: ... for e-mail? 1 Yes 2 No DK, RF <i>Coverage: Respondents who have used the Internet from home during the past 12 months</i>
SU_Q02	During the past 12 months, have you used the Internet at home: ... to use an instant messenger (e.g., MSN, ICQ)? 1 Yes 2 No DK, RF <i>Coverage: Respondents who have used the Internet from home during the past 12 months</i>
SU_Q03	During the past 12 months, have you used the Internet at home: ... to search for information about Canadian municipal, provincial or federal government(s)? 1 Yes 2 No DK, RF <i>Coverage: Respondents who have used the Internet from home during the past 12 months</i>
SU_Q04	During the past 12 months, have you used the Internet at home: ... to communicate with Canadian municipal, provincial or federal government(s) (e.g., e-mail, online applications, online surveys)? 1 Yes 2 No DK, RF <i>Coverage: Respondents who have used the Internet from home during the past 12 months</i>

Canadian Internet Use Survey, 2007
Questionnaire

SU_Q05 **During the past 12 months, have you used the Internet at home:**
... to search for medical or health related information?

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q06 **During the past 12 months, have you used the Internet at home:**
... for education, training or school work?

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q07 **During the past 12 months, have you used the Internet at home:**
... for travel information or making travel arrangements?

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q08 **During the past 12 months, have you used the Internet at home:**
... to search for employment?

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q09 **During the past 12 months, have you used the Internet at home:**
... for electronic banking (e.g., to pay bills, view statements, mortgage or interest rates, transfers among accounts)?

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

Canadian Internet Use Survey, 2007
Questionnaire

SU_Q10 **During the past 12 months, have you used the Internet at home:**
... to research investments?

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q11 **During the past 12 months, have you used the Internet at home:**
... to play games?

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q12 **During the past 12 months, have you used the Internet at home:**
... to obtain or save music? (Free or paid downloads)

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q13 **During the past 12 months, have you used the Internet at home:**
... to obtain or save software? (Free or paid downloads)

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q14 **During the past 12 months, have you used the Internet at home:**
... to view the news or sports (e.g., scores, follow a sporting event or team)?

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

Canadian Internet Use Survey, 2007
Questionnaire

SU_Q15 **During the past 12 months, have you used the Internet at home:**
... to obtain weather reports or road conditions?

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q16 **During the past 12 months, have you used the Internet at home:**
... to listen to the radio over the Internet?

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q17 **During the past 12 months, have you used the Internet at home:**
... to download or watch TV over the Internet?

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q18 **During the past 12 months, have you used the Internet at home:**
... to download or watch a movie over the Internet?

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q19 **During the past 12 months, have you used the Internet at home:**
... to research community events?

- 1 Yes
- 2 No
 DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

Canadian Internet Use Survey, 2007
Questionnaire

SU_Q20 **During the past 12 months, have you used the Internet at home:**

 ... to research other specific matters such as genealogy, religion, history,
 home renovations, parenting, pet care, maps, etc. ?

- 1 Yes
- 2 No
- DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q21 **During the past 12 months, have you used the Internet at home:**

 ... for general browsing for fun or leisure (surfing)?

- 1 Yes
- 2 No
- DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q22 **During the past 12 months, have you used the Internet at home:**

 ... to contribute content or to participate in discussion groups (blogging,
 message boards, posting images)?

- 1 Yes
- 2 No
- DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q23 **During the past 12 months, have you used the Internet at home:**

 ... to make telephone calls?

- 1 Yes
- 2 No
- DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_Q24 **During the past 12 months, have you used the Internet at home:**

 ... to sell goods or services (through auction sites)?

- 1 Yes
- 2 No
- DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months*

**Canadian Internet Use Survey, 2007
Questionnaire**

SU_Q25 **During the past 12 months, have you used the Internet at home:**
... for any other reasons?

1 Yes.....(Go to SU_S25)
2 No
 DK, RF

Default: (Go to SU_END)

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_S25 For what other reason(s), not previously mentioned, did you use the Internet
 during the past 12 months?

INTERVIEWER: Specify.
 _____(80 spaces)

Note: DK, RF are not allowed.

Coverage: *Respondents who have used the Internet from home during the past 12 months*

SU_END End of Section

Section: **Government online (GL)**

GL_BEG Beginning of Section

GL_C01A If LU_Q01 = 1 (Yes)(Go to GL_R01)
 Else.....(Go to GL_END)

GL_R01 **The next questions relate to obtaining information on governments in
 Canada.**

GL_C01B If SU_Q03 = 1 (Yes) Else If SU_Q04 = 1 (Yes)(Go to GL_Q01)
 Else.....(Go to GL_Q05)

Canadian Internet Use Survey, 2007
Questionnaire

GL_Q01 **During the past 12 months, have you used the Internet for personal non-business use for any of the following reasons?**

INTERVIEWER: Read categories to respondent. Mark all that apply.

- 01 Search for government related information
 - 02 File your income tax
 - 03 Download a government form (e.g., a passport or Social Insurance Number form)
 - 04 Submit a completed form
 - 05 Access information on a government program or service
 - 06 Communicate with government departments or with an elected official (e.g., member of parliament)
 - 07 Return your 2006 Census form
 - 08 Vote in a municipal, provincial or federal election
 - 09 Provide your opinion during an online government consultation
 - 10 Other - Specify..... (Go to GL_S01)
- DK, RF

Default: (Go to GL_C02)

Coverage: *Respondents who have used the Internet from home during the past 12 months and have indicated they use the Internet to search for information about, and/or communicate with, governments in Canada*

GL_S01 What other reasons have you used the Internet for personal non-business use?
(Related to obtaining information or communicating with government in Canada)

INTERVIEWER: Specify.

____(80 spaces)

Note: DK, RF are not allowed.

Coverage: *Respondents who have used the Internet from home during the past 12 months and have indicated they use the Internet to search for information about, and/or communicate with, governments in Canada*

GL_C02 If SU_Q03 = 1 (Yes) or GL_Q01 = 1 (Go to GL_Q02)
Else (Go to GL_Q03)

GL_Q02 **During the past 12 months, how often did you use the Internet to search for information on government programs or services in Canada?**

INTERVIEWER: Read categories to respondent.

- 1 At least once a day
 - 2 At least once a week (but not every day)
 - 3 At least once a month (but not every week)
 - 4 Less than once a month
 - 5 Not at all
- DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months and have indicated they used the Internet to search for information about governments in Canada*

Canadian Internet Use Survey, 2007
Questionnaire

GL_Q03 **During the past 12 months, did you use the Internet to express your opinion related to government policies, laws, causes or issues in Canada that you feel are important?**

- 1 Yes
- 2 No
- DK, RF

Coverage: Respondents who have used the Internet from home during the past 12 months and have indicated they use the Internet to search for information about, and/or communicate with, governments in Canada

GL_Q04 **During the past 12 months, what level(s) of government in Canada did you obtain information from or communicate with using the Internet?**

INTERVIEWER: Read categories to respondent. Mark all that apply.

- 1 Municipal
- 2 Provincial
- 3 Federal
- DK, RF

Coverage: Respondents who have used the Internet from home during the past 12 months and have indicated they use the Internet to search for information about, and/or communicate with, governments in Canada

GL_C05 If SU_Q03 = 1 (Yes) and SU_Q04 = 1 (Yes) (Go to GL_END)
Else (Go to GL_Q05)

GL_Q05 **What is the main reason you do not use the Internet to search for information and/or to communicate with Canadian municipal, provincial or federal government(s)?**

- 01 Too difficult to find correct website
- 02 It is easier to contact the government in person
- 03 Easier to use telephone (to do business with government)
- 04 Concern for privacy when providing information
- 05 Concern for security of financial transactions
- 06 I do not have convenient access to the Internet
- 07 Get the information from newspapers, radio or TV
- 08 Never thought of searching or communicating that way
- 09 No need
- 10 Not interested
- 11 No time, too busy
- 12 Other - Specify (Go to GL_S05)
- DK, RF

Default: (Go to GL_END)

Coverage: Respondents who have used the Internet from home during the past 12 months and have indicated: they do not use the Internet to search for information about, or communicate with governments in Canada (SU_Q03=2 and SU_Q04=2); OR they use the internet to either search for information about, or communicate with (but not both) governments in Canada (SU_Q03=1 or (SU_Q04=1)

Canadian Internet Use Survey, 2007
Questionnaire

GL_S05 What are the other reason(s) you do not use the Internet to search for information and/or to communicate with Canadian municipal, provincial or federal government(s)?

INTERVIEWER: Specify.

____(80 spaces)

Note: DK, RF are not allowed.

Coverage: *Respondents who have used the Internet from home during the past 12 months and have indicated: they do not use the Internet to search for information about, or communicate with, governments in Canada (SU_Q03=2 and SU_Q04=2); OR they use the internet to either search for information about, or communicate with (but not both) governments in Canada (SU_Q03=1 oR (SU_Q04=1)*

GL_END End of Section

Section: **Medical health use (MH)**

MH_BEG Beginning of Section

MH_C01A If LU_Q01 = 1 (Yes)(Go to MH_C01B)
Else..... (Go to MH_END)

MH_C01B If SU_Q05 = 1 (Yes)(Go to MH_R01)
Else..... (Go to MH_END)

MH_R01 **The next questions relate to your use of the Internet for medical or health-related information.**

MH_Q01 **During the past 12 months, what kind of medical or health-related information did you search for using the Internet?**

INTERVIEWER: Read categories to respondent. Mark all that apply.

- 01 Lifestyle (e.g., diet, nutrition, exercise, health promotion, illness prevention)
 - 02 Alternative therapy (e.g., naturopathy, aromatherapy, acupuncture)
 - 03 Health care system or delivery (e.g., structure, physicians)
 - 04 Drugs or medications (e.g., aspirin, corticosteroids, viagra)
 - 05 Surgeries (e.g., hernia, appendectomy)
 - 06 Specific diseases (e.g., diagnosis, new research, treatment)
 - 07 Analysis for specific symptoms (e.g., rash, fatigue, mole)
 - 08 Other
- DK, RF

Coverage: *Respondents who have used the Internet from home during the past 12 months and who have indicated that they use the Internet to search for medical or health-related information*

Canadian Internet Use Survey, 2007
Questionnaire

MH_Q02 **During the past 12 months, have you visited or communicated in any way with a family doctor or health care professional about your health or that of another family member?**

- 1 Yes
- 2 No (Go to MH_END)
- DK, RF (Go to MH_END)

Coverage: Respondents who have used the Internet from home during the past 12 months and who have indicated that they use the Internet to search for medical or health-related information

MH_Q03 **During the past 12 months, have you discussed with a family doctor or health care professional the medical or health information you obtained from the Internet?**

- 1 Yes
- 2 No
- DK, RF

Coverage: Respondents who have used the Internet from home during the past 12 months to search for medical or health-related information and have communicated with a health care professional about their health or that of a family member

MH_Q04 **During the past 12 months, have you used the Internet to obtain the following from your family doctor or health care professional ... ?**

INTERVIEWER: Read categories to respondent. Mark all that apply.

- 1 Appointments
- 2 Prescription renewals
- 3 Advice
- 4 Other
- 5 No / I have not used the Internet to obtain anything from my family doctor or health care professional
- DK, RF

Coverage: Respondents who have used the Internet from home during the past 12 months to search for medical or health-related information and have communicated with a health care professional about their health or that of a family member

MH_END End of Section

Section: Electronic commerce (EC)

EC_BEG Beginning of Section

EC_C01 If PU_Q01 = 1 (Yes) (Go to EC_R01)
 Else (Go to EC_END)

Canadian Internet Use Survey, 2007
Questionnaire

EC_R01 **The next few questions are about the Internet and its influence on purchases of goods and services.**

These relate to orders you made during the past 12 months for personal or household consumption only. You may or may not have paid for these goods or services over the Internet.

These questions do not include purchases for a business.

EC_Q01 **During the past 12 months, have you ordered a good or service over the Internet? (For your personal or household use, not business use.)**

- 1 Yes
- 2 No(Go to EC_Q08)
- DK, RF(Go to EC_Q08)

Coverage: Respondents who have used the Internet during the past 12 months for personal non-business use

EC_Q02 **During the past 12 months, what types of goods or services were ordered?**

INTERVIEWER: Read categories to respondent. Mark all that apply.

- 01 Computer software
- 02 Computer hardware
- 03 Music (e.g., CDs, tapes, MP3)
- 04 Books, magazines, online newspapers
- 05 Videos, digital video disc (DVD discs)
- 06 Other entertainment products (concert, theatre tickets)
- 07 Food, condiments, beverages
- 08 Prescription drugs
- 09 Other health, beauty, vitamins
- 10 Clothing, jewellery and accessories
- 11 Housewares (e.g., large appliances, furniture)
- 12 Consumer electronics (e.g., camera, computer, stereo, TV, DVD player, VCR)
- 13 Automotive (e.g., cars, trucks, recreational vehicles or products)
- 14 Travel arrangements (e.g., hotel reservations, travel tickets, rental cars)
- 15 Flowers - gifts
- 16 Sports equipment
- 17 Toys and games
- 18 Real Estate
- 19 Other - Specify..... (Go to EC_S02)
- DK, RF

Default: (Go to EC_Q03)

Coverage: Respondents who have used the Internet, during the past 12 months, to order a good or service for personal non-business use

**Canadian Internet Use Survey, 2007
Questionnaire**

EC_S02 What other type of goods or services were ordered?

INTERVIEWER: Specify.

____(80 spaces)

Note: DK, RF are not allowed.

Coverage: *Respondents who have used the Internet, during the past 12 months, to order a good or service for personal non-business use*

EC_Q03 **During the past 12 months, how many separate orders for goods or services did you place over the Internet?**

INTERVIEWER: Number of transactions, not articles purchased.

____(3 spaces) [Min: 1 Max: 995]
DK, RF

Coverage: *Respondents who have used the Internet, during the past 12 months, to order a good or service for personal non-business use*

EC_Q04 **During the past 12 months, what was the estimated total cost, in Canadian dollars, of the goods and services you ordered over the Internet?**

INTERVIEWER: Probe for estimate. Round to the nearest dollar value.

____(6 spaces) [Min: 0 Max: 999995]
DK, RF

Coverage: *Respondents who have used the Internet, during the past 12 months, to order a good or service for personal non-business use*

EC_C05 If EC_Q03 = RESPONSE.....(Go to EC_Q05)
Else.....(Go to EC_C06)

EC_Q05 **Of the total number of separate orders placed over the Internet, how many of these orders were from companies in Canada?**

INTERVIEWER: Number of transactions, not articles purchased.

____(3 spaces) [Min: 0 Max: 995]
DK, RF

Coverage: *Respondents who have used the Internet, during the past 12 months, to order a good or service for personal non-business use*

EC_C06 If (EC_Q05 > 0) and (EC_Q05 < EC_Q03).....(Go to EC_Q06)
Else.....(Go to EC_Q07)

Canadian Internet Use Survey, 2007
Questionnaire

EC_Q06 **Of the total amount spent on goods or services ordered over the Internet, how much was spent on goods and services from companies in Canada?**

INTERVIEWER: Probe for estimate. Round to the nearest dollar value.

____(6 spaces) [Min: 0 Max: 999995]
DK, RF

Coverage: Respondents who have used the Internet, during the past 12 months, to order a good or service from a company in Canada for personal non-business use

EC_Q07 **During the past 12 months, how did you pay for these goods or services ordered over the Internet?**

INTERVIEWER: Mark all that apply.

- 1 Paid directly over the Internet (with a credit or debit card)
 - 2 Credit card over the telephone
 - 3 Payment on delivery (COD)
 - 4 By cheque
 - 5 Other
- DK, RF

Coverage: Respondents who have used the Internet, during the past 12 months, to order a good or service for personal non-business use

EC_Q08 **Have you used the Internet to 'Window Shop' for personal or household products or services? That is, have you used the Internet during the past 12 months to narrow down the search for goods or services without placing an order directly over the Internet?**

- 1 Yes
 - 2 No(Go to EC_END)
- DK, RF(Go to EC_END)

Coverage: Respondents who have used the Internet during the past 12 months for personal non-business use

**Canadian Internet Use Survey, 2007
Questionnaire**

EC_Q09 What types of goods or services were these?

INTERVIEWER: Read categories to respondent. Mark all that apply.

- 01 Computer software
- 02 Computer hardware
- 03 Music (e.g., CDs, tapes, MP3)
- 04 Books, magazines, online newspapers
- 05 Videos, digital video disc (DVD discs)
- 06 Other entertainment products (concert, theatre tickets)
- 07 Food, condiments, beverages
- 08 Prescription drugs
- 09 Other health, beauty, vitamins
- 10 Clothing, jewellery and accessories
- 11 Housewares (e.g., large appliances, furniture)
- 12 Consumer electronics (e.g., camera, computer, stereo, TV, DVD player, VCR)
- 13 Automotive (e.g., cars, trucks, recreational vehicles or products)
- 14 Travel arrangements (e.g., hotel reservations, travel tickets, rental cars)
- 15 Flowers - gifts
- 16 Sports equipment
- 17 Toys and games
- 18 Real Estate
- 19 Other - Specify..... (Go to EC_S09)
DK, RF

Default: (Go to EC_Q10)

Coverage: *Respondents who have used the Internet, during the past 12 months, to 'Window Shop' for personal or household products or services*

EC_S09 What other type of goods or services were these?

INTERVIEWER: Specify.

____(80 spaces)

Note: DK, RF are not allowed.

Coverage: *Respondents who have used the Internet, during the past 12 months, to 'Window Shop' for personal or household products or services*

EC_Q10 Did the search for goods and services using the Internet, 'Window Shopping', later result in a direct purchase from a retailer? That is, a purchase that did not involve the ordering or payment of a good or service over the Internet.

- 1 Yes
- 2 No
- DK, RF

Coverage: *Respondents who have used the Internet, during the past 12 months, to 'Window Shop' for personal or household products or services*

EC_END End of Section

**Canadian Internet Use Survey, 2007
Questionnaire**

Section:	Non use (NU)
NU_BEG	Beginning of Section
NU_C01	If EV_Q01 = 1 and PU_Q01 = 1 (Yes)(Go to NU_END) Else..... (Go to NU_Q01)
NU_Q01	During the next 12 months, do you plan to use the Internet from any location?
1	Yes
2	No
	DK, RF
<i>Coverage:</i>	<i>Respondents who have not used the Internet during the past 12 months for personal non-business use and respondents who have never used the Internet for personal non-business use</i>
NU_C02	If EV_Q01 = 2 (Go to NU_Q02) Else.....(Go to NU_END)
NU_Q02	What are the reason(s) you do not use the Internet?
	<u>INTERVIEWER:</u> Mark all that apply.
01	Cost (service or equipment)
02	Limited access to a computer
03	Internet or computer too difficult to use
04	No need / not useful
05	Not enough time
06	Lack of skills or training
07	Too much objectionable material on Internet
08	Confidentiality, security or privacy concerns
09	No interest
10	Fear of technology
11	Age reasons/Seniors
12	Disability
13	Other - Specify.....(Go to NU_S02) DK, RF
Default:	(Go to NU_END)
<i>Coverage:</i>	<i>Respondents who have never used the Internet for personal non-business use</i>
NU_S02	What are the other reason(s) you do not use the Internet?
	<u>INTERVIEWER:</u> Specify.
	____(80 spaces)
Note:	DK, RF are not allowed.
<i>Coverage:</i>	<i>Respondents who have never used the Internet for personal non-business use</i>
NU_END	End of Section

Canadian Internet Use Survey, 2007
Questionnaire

Section: Privacy and security (PS)

PS_BEG Beginning of Section

PS_R01 The next set of questions relate to privacy and security concerns on the Internet.

PS_Q01 In general, how concerned (are you/would you be) about privacy on the Internet? For example, people finding out what websites you have visited, others reading your e-mail?

INTERVIEWER: Read categories to respondent.

- 1 Not at all concerned
 - 2 Concerned
 - 3 Very concerned
- DK, RF

Coverage: All respondents

PS_Q02 How concerned (are you/would you be) about conducting banking transactions over the Internet?

INTERVIEWER: Read categories to respondent.

- 1 Not at all concerned
 - 2 Concerned
 - 3 Very concerned
- DK, RF

Coverage: All respondents

PS_Q03 How concerned (are you/would you be) about using your credit card over the Internet?

INTERVIEWER: Read categories to respondent.

- 1 Not at all concerned
 - 2 Concerned
 - 3 Very concerned
 - 4 I do not have a credit card
- DK, RF

Coverage: All respondents

Canadian Internet Use Survey, 2007
Questionnaire

PS_Q04 **How concerned (are you/would you be) about providing personal financial information to government departments over the Internet? (e.g., applying for employment insurance or a student loan?)**

INTERVIEWER: Read categories to respondent.

- 1 Not at all concerned
 - 2 Concerned
 - 3 Very concerned
- DK, RF

Coverage: *All respondents*

PS_Q05 **How concerned (are you/would you be) about giving personal, non financial information to a government official in Canada over the Internet?**

INTERVIEWER: Read categories to respondent.

- 1 Not at all concerned
 - 2 Concerned
 - 3 Very concerned
- DK, RF

Coverage: *All respondents*

PS_END End of Section

Section: **Income (INC)**

INC_STR Beginning of Section

INC_R01 **Various measures of income are needed to study the relationship between overall economic situation and use of the Internet.**

Canadian Internet Use Survey, 2007
Questionnaire

INC_Q01 **From which of the following sources did your household receive any income during the past 12 months?**

INTERVIEWER: Read categories to respondent. Mark all that apply.

- 01 Wages and salaries
- 02 Income from self-employment
- 03 Dividends and interest on bonds, savings, stocks
- 04 Employment Insurance
- 05 Workers Compensation
- 06 Benefits from Canada or Quebec pension plan
- 07 Retirement pensions, superannuation and annuities
- 08 Old Age Security and Guaranteed Income Supplement
- 09 Child Tax Benefit
- 10 Provincial or municipal social assistance or welfare
- 11 Child Support
- 12 Alimony
- 13 Other income (e.g., rental, scholarships, other government income)
- 14 No income
DK, RF

Coverage: *All respondents*

INC_C02 If INC_Q01 = 14 (No income).....(Go to INC_END)
Else..... (Go to INC_Q02)

INC_Q02 **What is your best estimate of the total income before taxes and deductions of all household members, from all sources, during the past 12 months?**

_____(7 spaces) [Min: 0 Max: 9999995]
DK, RF

Coverage: *Respondents who reported having a household income during the past 12 months*

INC_C03 If INC_Q02 = DK or RF(Go to INC_B03)
Else.....(Go to INC_C04)

INC_B03 Call INR block. Value for IncomeType parameter is 1 (Household).

INC_C04 If Info.Hhldmems = 1 then set PrsnIncome = HHLIncome(Go to INC_END)
Else..... (Go to INC_Q04)

Section: **Personal income (INP)**

INC_Q04 **What is your best estimate of your personal total income before taxes and deductions from all sources, during the past 12 months?**

_____(7 spaces) [Min: 0 Max: 9999995]
DK, RF

Coverage: *Respondents who reported having a household income during the past 12 months and whose household consisted of more than one person*

Canadian Internet Use Survey, 2007
Questionnaire

INC_C05 If INC_Q04 = DK or RF(Go to INC_B05)
Else.....(Go to INC_END)

INC_B05 Call INR block. Value for IncomeType parameter is 2 (Personal).

INC_END End of Section

Section: Income ranges (INR)

INR_STR Beginning of Section

INR_Q01 **Can you estimate in which of the following groups your (personal/household) income falls?**

Was (your total/the total household) income less than \$60,000?

- 1 Yes
- 2 No
DK, RF

Coverage: Respondents who reported having a household income during the past 12 months and who could not estimate the total household income or their total personal income before taxes and deductions

INR_C02 If INR_Q01 = 1 (Yes) (Go to INR_Q02)
Else.....(Go to INR_C03)

INR_Q02 **Was (your total/the total household) income less than \$30,000?**

- 1 Yes
- 2 No
DK, RF

Coverage: Respondents who reported having an income during the past 12 months and who reported their household or personal income range to be less than \$60,000

INR_C03 If INR_Q02 = 1 (Yes) (Go to INR_Q03)
Else.....(Go to INR_C04)

INR_Q03 **Was (your total/the total household) income less than \$20,000?**

- 1 Yes
- 2 No
DK, RF

Coverage: Respondents who reported having an income during the past 12 months and who reported their household or personal income range to be less than \$30,000

INR_C04 If INR_Q03 = 1 (Yes) (Go to INR_Q04)
Else.....(Go to INR_C05)

Canadian Internet Use Survey, 2007
Questionnaire

INR_Q04 **Was (your total/the total household) income less than \$10,000?**

- 1 Yes
- 2 No
 DK, RF

Coverage: Respondents who reported having an income during the past 12 months and who reported their household or personal income range to be less than \$20,000

INR_C05 If INR_Q02 = 2 (No)..... (Go to INR_Q05)
 Else.....(Go to INR_C06)

INR_Q05 **Was (your total/the total household) income less than \$40,000?**

- 1 Yes
- 2 No
 DK, RF

Coverage: Respondents who reported having an income during the past 12 months and who reported their household or personal income to be in the range of \$30,000 to \$60,000

INR_C06 If INR_Q05 = 2 (No)..... (Go to INR_Q06)
 Else.....(Go to INR_C07)

INR_Q06 **Was (your total/the total household) income less than \$50,000?**

- 1 Yes
- 2 No
 DK, RF

Coverage: Respondents who reported having an income during the past 12 months and who reported their household or personal income to be in the range of \$40,000 to \$60,000

INR_C07 If INR_Q01 = 2 (No)..... (Go to INR_Q07)
 Else.....(Go to INR_C08)

INR_Q07 **Was (your total/the total household) income less than \$100,000?**

- 1 Yes
- 2 No
 DK, RF

Coverage: Respondents who reported having an income during the past 12 months and who reported their household or personal income range to be equal to or greater than \$60,000

INR_C08 If INR_Q07 = 1 (Yes)..... (Go to INR_Q08)
 Else.....(Go to INR_C09)

Canadian Internet Use Survey, 2007
Questionnaire

INR_Q08 **Was (your total/the total household) income less than \$80,000?**

- 1 Yes
- 2 No
 DK, RF

Coverage: Respondents who reported having an income during the past 12 months and who reported their household or personal income to be in the range of \$60,000 to \$100,000

INR_C09 If INR_Q08 = 1 (Yes)..... (Go to INR_Q09)
 Else.....(Go to INR_C10)

INR_Q09 **Was (your total/the total household) income less than \$70,000?**

- 1 Yes
- 2 No
 DK, RF

Coverage: Respondents who reported having an income during the past 12 months and who reported their household or personal income to be in the range of \$60,000 to \$80,000

INR_C10 If INR_Q08 = 2 (No)..... (Go to INR_Q10)
 Else.....(Go to INR_C11)

INR_Q10 **Was (your total/the total household) income less than \$90,000?**

- 1 Yes
- 2 No
 DK, RF

Coverage: Respondents who reported having an income during the past 12 months and who reported their household or personal income to be in the range of \$80,000 to \$100,000

INR_C11 If INR_Q07=2 (NO)..... (Go to INR_Q11)
 Else.....(Go to INR_END)

INR_Q11 **Was (your total/the total household) income less than \$150,000?**

- 1 Yes
- 2 No
 DK, RF

Coverage: Respondents who reported having an income during the past 12 months and who reported their household or personal income range to be equal to or greater than \$100,000

INR_END End of Section

Canadian Internet Use Survey, 2007
Questionnaire

INDEX

E		INC_C03	26
EC_BEG	18	INC_C04	26
EC_C01	18	INC_C05	27
EC_C05	20	INC_END	27
EC_C06	20	INC_Q01	26
EC_END	22	INC_Q02	26
EC_Q01	19	INC_Q04	26
EC_Q02	19	INC_R01	25
EC_Q03	20	INC_STR	25
EC_Q04	20	INR_C02	27
EC_Q05	20	INR_C03	27
EC_Q06	21	INR_C04	27
EC_Q07	21	INR_C05	28
EC_Q08	21	INR_C06	28
EC_Q09	22	INR_C07	28
EC_Q10	22	INR_C08	28
EC_R01	19	INR_C09	29
EC_S02	20	INR_C10	29
EC_S09	22	INR_C11	29
EV_BEG	1	INR_END	29
EV_END	2	INR_Q01	27
EV_Q01	1	INR_Q02	27
EV_Q02	2	INR_Q03	27
G		INR_Q04	28
GL_BEG	14	INR_Q05	28
GL_C01A	14	INR_Q06	28
GL_C01B	14	INR_Q07	28
GL_C02	15	INR_Q08	29
GL_C05	16	INR_Q09	29
GL_END	17	INR_Q10	29
GL_Q01	15	INR_Q11	29
GL_Q02	15	INR_STR	27
GL_Q03	16	IU_BEG	6
GL_Q04	16	IU_C01A	6
GL_Q05	16	IU_C01B	7
GL_R01	14	IU_C02	7
GL_S01	15	IU_C05	8
GL_S05	17	IU_END	8
I		IU_Q01	7
INC_B03	26	IU_Q02	7
INC_B05	27	IU_Q03	8
INC_C02	26	IU_Q04	8

Canadian Internet Use Survey, 2007
Questionnaire

IU_Q05	8	PU_END	4
IU_Q06	8	PU_Q01.....	2
IU_R01.....	6	PU_Q02.....	2
IU_S01	7	PU_Q03.....	3
IU_S02	7	PU_Q04.....	3
L		PU_Q05.....	3
LU_BEG	4	PU_Q06.....	4
LU_C01.....	4	PU_S05	4
LU_END	6	PU_S06	4
LU_Q01	5	S	
LU_Q02	5	ST_BEG.....	1
LU_Q03	5	ST_C01	1
LU_Q04	5	ST_END.....	1
LU_Q05	6	ST_R01	1
LU_Q06	6	ST_R02	1
LU_S06.....	6	SU_BEG	9
M		SU_C01.....	9
MH_BEG	17	SU_END	14
MH_C01A.....	17	SU_Q01.....	9
MH_C01B.....	17	SU_Q02.....	9
MH_END.....	18	SU_Q03.....	9
MH_Q01	17	SU_Q04.....	9
MH_Q02	18	SU_Q05.....	10
MH_Q03	18	SU_Q06.....	10
MH_Q04	18	SU_Q07.....	10
MH_R01	17	SU_Q08.....	10
N		SU_Q09.....	10
NU_BEG.....	23	SU_Q10.....	11
NU_C01	23	SU_Q11.....	11
NU_C02	23	SU_Q12.....	11
NU_END.....	23	SU_Q13.....	11
NU_Q01	23	SU_Q14.....	11
NU_Q02	23	SU_Q15.....	12
NU_S02.....	23	SU_Q16.....	12
P		SU_Q17.....	12
PS_BEG	24	SU_Q18.....	12
PS_END.....	25	SU_Q19.....	12
PS_Q01	24	SU_Q20.....	13
PS_Q02	24	SU_Q21.....	13
PS_Q03	24	SU_Q22.....	13
PS_Q04	25	SU_Q23.....	13
PS_Q05	25	SU_Q24.....	13
PS_R01	24	SU_Q25.....	14
PU_BEG	2	SU_S25	14
PU_C01.....	2		