

Canadian Internet Use Survey, 2009
Questionnaire

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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> <p>1 Yes</p> <p>2 No (Go to EV_END) DK, RF (Go to EV_END)</p>
Coverage:	All respondents

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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 answered EV_Q01=1

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 answered EV_Q01=1

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 answered EV_Q01=1 and PU_Q01=(2,DK,RF)

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 answered EV_Q01=1 and PU_Q01=(2,DK,RF)

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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 answered EV_Q01=1 and PU_Q01=(2,DK,RF)*

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 answered EV_Q01=1 and PU_Q01=(2,DK,RF) and PU_Q04=5*

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 answered EV_Q01=1 and PU_Q01=(2,DK,RF) and PU_Q04=5 and PU_Q05=08*

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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 answered EV_Q01=1 and PU_Q01=(2,DK,RF)

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 answered EV_Q01=1 and PU_Q01=(2,DK,RF) and PU_Q06=12

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)

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 answered EV_Q01=1 and PU_Q01=1

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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 answered EV_Q01=1 and PU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1*

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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 answered EV_Q01=1 and PU_Q01=1 and LU_Q05=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q05=1 and LU_Q06=08*

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.**

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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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1

IU_C01B If IU_Q01=06 (Other connection) (Go to IU_S01)
 Else If IU_Q01=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.

Coverage: Respondents who answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and IU_Q01=06

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and IU_Q01=(01,02,03,04,05,06)

IU_C02 If IU_Q02=06 (Other connection) (Go to IU_S02)
 Else (Go to IU_Q03)

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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.

Coverage: Respondents who answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and IU_Q02=06

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and
IU_Q01=(01,02,03,04,05,06)

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and
IU_Q01=(01,02,03,04,05,06)

IU_C05 If IU_Q01=02 (Cable) or 04 (Satellite dish) (Go to IU_END)
If IU_Q01=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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and IU_Q01=(01,03,05,06)

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IU_Q06	Is there a cable or telephone high speed Internet service available in your area?
1	Yes
2	No
	DK, RF
<i>Coverage:</i>	<i>Respondents who answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and IU_Q01=(01,03,05,06) and IU_Q05=2</i>
IU_END	End of Section
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:</i>	<i>Respondents who answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1</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:</i>	<i>Respondents who answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1</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:</i>	<i>Respondents who answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1</i>

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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

Coverage: *Respondents who answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

Canadian Internet Use Survey, 2009
Questionnaire

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and SU_Q25=1*

SU_END End of Section

Section: **Government online (GL)**

GL_BEG Beginning of Section

GL_C01A If LU_Q01 = 1 (Yes)..... (Go to GL_C01B)

Else..... (Go to GL_END)

GL_R01 **The next questions relates to governments in Canada.**

GL_C01B If SU_Q03 = 1 (Yes) or SU_Q04 = 1 (Yes) (Go to GL_Q01)

Else..... (Go to GL_END)

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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 Vote in a municipal, provincial or federal election
08 Provide your opinion during an online government consultation
09 Other - Specify..... (Go to GL_S01)
DK, RF

Default: (Go to GL_END)

Coverage: *Respondents who answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and (SU_Q03=1 or SU_Q04=1)*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and (SU_Q03=1 or SU_Q04=1) and GL_Q01=09*

GL_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)

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.

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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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and EC_Q01=1

EC_S02 **What other type of goods or services were ordered?**

INTERVIEWER: Specify.

_____(80 spaces)

Note: DK, RF are not allowed.

Coverage: Respondents who answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and EC_Q01=1 and EC_Q02=19

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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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and EC_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and EC_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and EC_Q01=1 and EC_Q03=1:995 or EC_Q03>=1 and EC_Q03<=995 or EC_Q03>0*

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

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and EC_Q01=1 and EC_Q05>0 and EC_Q05<EC_Q03*

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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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and EC_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and EC_Q08=1*

Canadian Internet Use Survey, 2009
Questionnaire

EC_S09 What other type of goods or services were these?

INTERVIEWER: Specify.

_____(80 spaces)

Note: DK, RF are not allowed.

Coverage: *Respondents who answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and EC_Q08=1 and EC_Q09=19*

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 answered EV_Q01=1 and PU_Q01=1 and LU_Q01=1 and EC_Q08=1*

EC_END End of Section

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

Coverage: *Respondents who answered EV_Q01=(2,DK,RF) and PU_Q01=(2,DK,RF)*

NU_C02 If EV_Q01 = 2 (Go to NU_Q02)
Else (Go to NU_END)

Canadian Internet Use Survey, 2009
Questionnaire

NU_Q02 What are the reason(s) you do not use the Internet?

INTERVIEWER: 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)

Coverage: Respondents who answered EV_Q01=(2,DK,RF)

NU_S02 What are the other reason(s) you do not use the Internet?

INTERVIEWER: Specify.

____(80 spaces)

Note: DK, RF are not allowed.

Coverage: Respondents who answered EV_Q01=(2,DK,RF) and NU_Q02=13

NU_END End of Section

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

Canadian Internet Use Survey, 2009
Questionnaire

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*

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

Canadian Internet Use Survey, 2009
Questionnaire

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

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 answered INC_Q01=(01,02,03,04,05,06,07,08,09,10,11,12,13)*

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 = HHLDIncome(Go to INC_END)
 Else..... (Go to INC_Q04)

Section: **Personal income (INP)**

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Questionnaire

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 answered INC_Q01=(01,02,03,04,05,06,07,08,09,10,11,12,13) and household size>1
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 answered INC_Q01=(01,02,03,04,05,06,07,08,09,10,11,12,13) and (INC_Q02=(DK,RF) or INC_Q04=(DK,RF))
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 answered INC_Q01=(01,02,03,04,05,06,07,08,09,10,11,12,13) and (INC_Q02=(DK,RF) or INC_Q04=(DK,RF)) and INR_Q01=1
INR_C03	If INR_Q02 = 1 (Yes) (Go to INR_Q03) Else(Go to INR_C04)

Canadian Internet Use Survey, 2009
Questionnaire

INR_Q03	Was (your total/the total household) income less than \$20,000?
1	Yes
2	No
	DK, RF
Coverage:	Respondents who answered INC_Q01=(01,02,03,04,05,06,07,08,09,10,11,12,13) and (INC_Q02=(DK,RF) or INC_Q04=(DK,RF)) and INR_Q02=1
INR_C04	If INR_Q03 = 1 (Yes) (Go to INR_Q04) Else (Go to INR_C05)
INR_Q04	Was (your total/the total household) income less than \$10,000?
1	Yes
2	No
	DK, RF
Coverage:	Respondents who answered INR_Q03=1
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 answered INC_Q01=(01,02,03,04,05,06,07,08,09,10,11,12,13) and (INC_Q02=(DK,RF) or INC_Q04=(DK,RF)) and INR_Q01=1
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 answered INC_Q01=(01,02,03,04,05,06,07,08,09,10,11,12,13) and INR_Q01=1 and INR_Q05=2 and (INC_Q02=(DK,RF) or INC_Q04=(DK,RF))
INR_C07	If INR_Q01 = 2 (No) (Go to INR_Q07) Else (Go to INR_C08)

Canadian Internet Use Survey, 2009
Questionnaire

INR_Q07	Was (your total/the total household) income less than \$100,000?
1	Yes
2	No DK, RF
Coverage:	<i>Respondents who answered INC_Q01=(01,02,03,04,05,06,07,08,09,10,11,12,13) and INR_Q01=2 and (INC_Q02=(DK,RF) or INC_Q04=(DK,RF))</i>
INR_C08	If INR_Q07 = 1 (Yes) (Go to INR_Q08) Else (Go to INR_C09)
INR_Q08	Was (your total/the total household) income less than \$80,000?
1	Yes
2	No DK, RF
Coverage:	<i>Respondents who answered INC_Q01=(01,02,03,04,05,06,07,08,09,10,11,12,13) and INR_Q07=1 and (INC_Q02=(DK,RF) or INC_Q04=(DK,RF))</i>
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:	<i>Respondents who answered INC_Q01=(01,02,03,04,05,06,07,08,09,10,11,12,13) and INR_Q08=1 and (INC_Q02=(DK,RF) or INC_Q04=(DK,RF))</i>
INR_C10	If INR_Q09 = 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:	<i>Respondents who answered INC_Q01=(01,02,03,04,05,06,07,08,09,10,11,12,13) and INR_Q07=1 and INR_Q08=2 and (INC_Q02=(DK,RF) or INC_Q04=(DK,RF))</i>
INR_C11	If INR_Q10=2 (NO) (Go to INR_Q11) Else (Go to INR_END)

Canadian Internet Use Survey, 2009
Questionnaire

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

- 1 Yes
- 2 No
- DK, RF

Coverage: *Respondents who answered INC_Q01=(01,02,03,04,05,06,07,08,09,10,11,12,13) and INR_Q07=2 and (INC_Q02=(DK,RF) or INC_Q04=(DK,RF))*

INR_END End of Section

FOR INFORMATION ONLY

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