Aspects of Internet Use in Texas

A Report from the Telecommunications and Information Policy Institute
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Executive Summary

This research project was conceived as a way to assess factors that could influence the use and development of advanced telecommunications services in Texas. Poor telecommunications infrastructure means that people often pay more for services or that they have lower quality or fewer services than those enjoyed by people elsewhere; with respect to the Internet, it may mean that the benefits of network connectivity elude certain communities. Not too surprisingly, infrastructure problems generally occur in rural areas. However, appropriate infrastructure is only part of the picture when it comes to understanding the distribution and use of network-based resources in the state or the country. Peoples' abilities to pay and their abilities to use and interest in the Internet overlay the physical infrastructure. In order to understand why people do and do not use the Internet for example, we must look beyond the simple availability of a connection to it.

This report contributes to an effort by the Texas Public Utility Commission to produce a rural broadband report for the 77th Texas Legislature. Other states as well as the FCC have done similarly over the past few years with a view to determining how to insure that rural areas are not left behind as telecommunications capabilities broaden educational, economic and social opportunities.[1] This study focuses on Texas, and reports on who has access to computers and the Internet, how people use these technologies, their attitudes toward them, the types of connections they have to the Internet, and their interest in

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[1] The PUC study, pursuant to PURA 51.001, is called <u>Report to the 77th Legislature on the Availability of Advanced Services in Rural and High Cost Areas</u> and at this writing is not yet published. The FCC's first report on the availability of advanced telecommunications systems is in CC Docket No. 98-146, <u>Concerning the Deployment of Advanced Telecommunications Capability to All Americans in a Reasonable and Timely Fashion, and Possible Steps to Accelerate Such Deployment</u>, pursuant to Section 706 of the Telecommunications Act of 1996 (CC 99-5). The FCC's most recent (August, 2000) report on broadband deployment is <u>Deployment of Advanced Telecommunications Capability: Second Report</u>, available at <u>www.fcc.gov/broadband</u>. The state of North Carolina produced a highly detailed examination of its telecommunications infrastructure, and the Georgia Tech Center for Geographic Information Systems in conjunction with several state agencies produced the <u>Georgia High-Speed Telecommunications Atlas</u> in order to provide useful telecommunications information to the economic development community. See S. French and C. Martin (2000), <u>The Georgia High-Speed Telecommunications Atlas</u>, presentation at the 41ast ACSP Annual Conference, Atlanta, GA; North Carolina Department of Commerce (2000), <u>Commercially Available High Speed Internet Connectivity in North Carolina: Infrastructure and prices</u>.

broadband services. The prospect of significant numbers of rural Texans not being able to avail themselves of advanced broadband services is one scenario we sought to investigate. A parallel prospect of significant numbers of Texans being disinterested in broadband was likewise a subject here. In both cases, we found that not only are rural Texans using the Internet throughout the state, but also they are as interested in advanced services as are their urban counterparts.

Understanding why people do and do not use the Internet may indicate what resources would be required to ensure that at least the opportunities to use this new tool are equitably available. Understanding people's practices and concerns around the Internet can enable policymakers to evaluate and structure the most reasonable responses to the need for fast and efficient access. Already several states (Missouri, Iowa, and North Carolina, for example) have undertaken assessments regarding the availability of narrowband and broadband networks for residential and business Internet connectivity. The presence of appropriate networks is an essential ingredient. However, affordability, accessibility, and interest or some perceived benefits also are prerequisites if the Internet is to be a robust and widely used resource.

This study examines (1) who does and does not use the Internet, (2) what sort of Internet connectivity people have, (3) attitudes toward and behaviors in using computers and the Internet for various services, and (4) related issues concerning using advanced telecommunications services. Several rural and nonrural comparisons are offered. Overall, the demand for broadband services in rural Texas and the nature of Texas' digital divide[2] are addressed in this study.

The data for this study came from a survey conducted in March-April, 2000 using telephone interviews with 1,002 respondents. Of those, 800 comprise a random sample

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[2] For information on the digital divide, see the NTIA report, <u>Falling Through the Net III</u> (http://www.ntia.doc.gov/ntiahome/digitaldivide/) for 1998 statistics or the more recent <u>Falling Through the Net: Toward Digital Inclusion</u>, available at <u>http://www.ntia.doc.gov/ntiahome/digitaldivide/</u>; see also the Benton Foundation site (<u>http://www.benton.org/Library/Low-Income/</u>).

survey of households in the state, while an additional 202 households are exclusively from rural counties.[3]

Key findings include the following.

<u>What are the overall computer and Internet use statistics?</u>

➢ 67% of the random sample (N=800) currently uses computers.

➢ 60% of that sample uses the Internet.

<u>Who doesn't have access and why?</u>

➢ People who do not use the Internet tend to be older, poorer, and are more often members of minority groups.

➢ The main reasons people give for not using the Internet are that they don't use computers, are concerned about kids and the Internet, aren't interested, don't have time or can't afford it.

➢ About 50% of the population over 60 do not use the Internet and frequently do not use computers.

➢ Lower income and education levels are associated with not using the Internet.

➢ Hispanics and African Americans, especially those below the $30-40,000 income threshold, are less likely to use the Internet.

➢ Being in a rural location seems only slightly to influence Internet use.

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[3] Consequently, 328 respondents (126 from the original sample and 202 from the rural oversample) are from rural areas while 674 respondents are from non-rural regions. We interviewed individuals in households over 18 years of age, using last birthday in order to randomly sample within the household. The questionnaire was constructed largely of closed-ended items. The telephone interview used a Computer Assisted Telephone Interviewing (CATI) system and took approximately 14 minutes to administer.

➢ Nevertheless, rural residents report that they have less Internet access and that it is too expensive.

➢ Those who do not now have household or workplace access to the Internet are most likely to go to libraries or schools to get access rather than to malls or other community centers.

What sort of Internet connectivity do people currently have?

➢ Most people in Texas connect to the Internet using dial-up modems from home. More people in urban areas have access to cable modems or DSL connections than is the case for rural areas.

➢ When people using the Internet lack connectivity at home, significantly more rural users than nonrural users gain access using some sort of dial up connections.

➢ Rural households are as interested in broadband connectivity as nonrural households.

How can we characterize attitudes toward and behaviors in using/not using computers and the Internet for various purposes?

➢ People in rural areas report that their access is difficult and costly more often than do people in nonrural areas. Because incomes are generally lower in rural areas, the proportionate cost of using information technology can be expected to be greater.

➢ The reasons people do not use the Internet have a great deal to do with time and interest and concerns about children. Cost factors (for phone calls, for ISP services) are also important.

➢ The most favored public access sites were libraries and schools.

Since this survey confirms evidence from other studies that access to the Internet may be slower and more expensive in rural areas, the State should seek to better understand and address problems in rural access that may be necessary to help rural areas obtain the sorts of services that their nonrural neighbors take for granted. These results highlight some possible directions for state efforts:

- Continue to monitor Internet use among the population in order to assess who does and does not use the Internet, and why;
- Continue to monitor the roll out of high speed options and assess whether or not they are reaching rural areas at the appropriate pace;
- Consider ways to target the population groups using the Internet the least and conduct pilot experiments with different settings, technologies, or interfaces that can address such individuals' hesitations about the Internet and e-government services;
- Consider ways to construct incentives for telecommunications vendors so that broadband capabilities can be delivered more quickly to rural areas whose population densities are relatively low.

Background of the Study

Context

The issue of how we use computers and the Internet intersects social and civic practices, educational opportunities, economic transactions, and how we use government programs and services. Consequently, how people use computers and the Internet, the actual and perceived impediments to accessing the Internet, and interest in broadband services are important considerations.

This study had three question areas:

(1) What percentage of the Texas population uses computers and the Internet? Are there differences in use associated with race, ethnicity, income and education levels, age, or location?

Previous studies have demonstrated that there are systematic differences in computer and Internet use by these background or structural factors.[4] Race, ethnic group membership, income and education levels, age, and whether one lives in a rural area show up repeatedly as important factors. To the extent that differences appear among Texas residents, there may be social as well as economic and political concerns regarding which populations may be the most able and the least able to use the new, Internet-based services; in particular, to the extent that more and more public services and information migrate to an Internet-based mode of delivery, the people who are left out of using such capabilities should not be overlooked. If certain groups do not use computers or the Internet, various public and private services must consider alternative strategies to make them accessible. The State of Texas in particular, with its e-government initiatives, may also consider how it can insure that more people use and feel comfortable with computer- or Internet-based services.

(2) How and where do people connect to the Internet? Are they interested in broadband services?

There is evidence from other studies that access to the Internet may be slower and costlier in rural areas. With current attention toward broadband services, speed/bandwidth limitations may leave Internet users dissatisfied with using the network for certain purposes. Other questions concern the Internet's predominant English language bias or perceptions about its vulnerability to hackers or the danger some of its content or uses pose to children.

(3) Where do people feel comfortable using computers and the Internet? Amid various strategies to expand the public places where people can use the Internet, which particular sites are most convenient or suitable? For what purposes do the people use the Internet? Why do they NOT use the Internet?

If various services, particularly government services, cannot assume that everyone has a computer or Internet access, then providing widespread access to computers that are linked to the Internet is important. We already have a federal program - E-rate, a part of universal service in the 1996 Telecommunications Act - that has augmented Internet connectivity in schools and libraries, and in Texas we also have the Telecommunications Infrastructure Fund that has targeted underserved K-12 educational institutions, higher education, libraries, and not-for-profit medical facilities for Internet connectivity. Alongside access issues, understanding individuals' uncertainties or concerns about using the Internet also is essential. Where people are comfortable using computers - which places, specifically - and how they interact with Internet-based services may help guide decisions regarding developing infrastructure.

The Sample and Procedures

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[4] Hoffman, Novak, and Venkatesh (1998). "Diversity on the Internet: The Relationship of Race to Access and Usage" and Jorge Schement (1998) "Thorough Americans: Minorities and New Media," both in Garmer, D., *Investing in Diversity: Advancing Opportunities for Minorities and the Media.* Aspen, CO: Aspen Institute Forum on Diversity and the Media.

The data for this study are based on a survey conducted in March-April, 2000. This survey used a Computer Assisted Telephone Interviewing (CATI) at the University of Texas' Office of Survey Research system to conduct telephone interviews with 1,002 respondents. Of those, 800 comprise a random sample survey of households in the state, while an additional 202 households represent a sample of people exclusively from rural counties. Consequently, 328 respondents represent people from rural areas while 674 respondents are from non-rural regions. We interviewed individuals (in Spanish and English) over 18 years of age, using last birthday in order to randomly sample within the household. The questionnaire was constructed largely of closed-ended items (see Appendix A) and the telephone interview took approximately 14 minutes to administer.

Our analyses include basic percentage reports on the survey responses as well as tables investigating how the factors of race, income and education, age, and rural/nonrural location seem to affect the responses.[5] Because the goal of this study is to get a picture of current Texans' computer and Internet uses, our primary goal is descriptive.

Throughout this report we have analyzed a weighted sample. As explained in Appendix B, we developed weights to insure that our sample most accurately reflects the race and ethnic distribution of the Texas population. The Appendix also provides details on the demographic (race, ethnic origin, income, education, age, rural v. nonrural) composition of the sample. The weighted sample's ethnic and race composition is intended to represent a population that is 24.4% Hispanic, 11.4% African American, 57.8% Anglo, and 6.3% Other Groups.

Computer and Internet Use

In general terms, a large majority – 67.3% - of the Texas population <u>currently</u> uses a computer at work, home, or elsewhere (Figure 1). Most of the computer users also use the Internet: as Figure 2 illustrates, fully 60.1% of the random sample use computers as well as the Internet, and about 47% access the Internet from home with some regularity; people who have never used either computers or the Internet represent just 17.5% of the sample. This compares favorably with the NTIA survey results in <u>Falling Through the Net: Toward Digital Inclusion</u>. That study reports that half (51%) of U.S. household have computers and that about 42% have home-based Internet access.
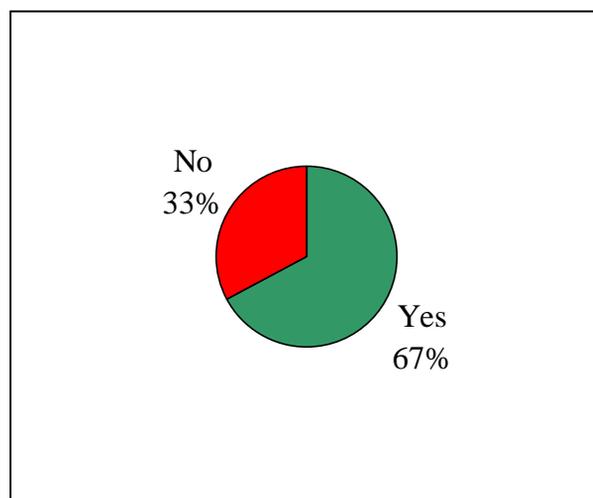
Figure 1 Percentage of Texas Households Currently Using Computers

Throughout this report, we differentiate among different types of people by how they use computers and the Internet. In addition to Internet users, computer users, and nonusers, there also is a group of people who do not use computers regularly or currently but report having used them occasionally (5.7%, called

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[5] When we note that there are "differences" by various age, race/ethnic, education, income or location factors, we refer to statistically significant differences. These have been identified through chi square analyses.

"light computer use"). Another group of people also may use the Internet occasionally (9.5 %, called "light Internet use"). Very few regular computer users have never used the Internet, an indication of the pervasiveness this technology achieved in an extremely brief period of time.

Type of Use
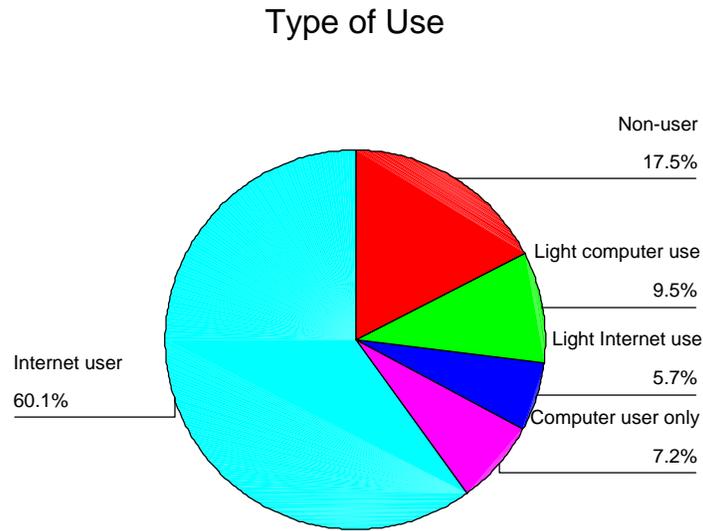
Figure 2 Percentages of User types

Demographic Factors and Internet Use

When we examined the demographic correlates of Internet use, we adjusted our analyses to include only the random portion of the sample (about 800 respondents, weighted).   Specific rural/nonrural comparisons are based on the complete population of 1002.

The differences in the ethnic composition of computer and Internet users in Texas are shown in Figure 3. Nearly 68% of the Anglos used the Internet, compared to 45.2% of the Hispanics and 32.8% of the African American members of the sample. The reverse pattern holds for nonusers: 32.8% of the African Americans fall into that category, compared to 28% of the Hispanic members and 14.2% of the Anglo members of the sample.

Among people who routinely use the Internet ("Internet users"), ethnic differences are negligible in terms of the amount of time spent on the Internet (10.6 hours per week for Anglos, 10.8 for Hispanics, and 9.5 for African Americans).

There are predictably higher percentages of people in older age categories who do not use computers or the Internet (Figure 4). About 50% of the people 66 and older used neither, although nearly 26% were in fact computer and Internet users. People under 55 were far more likely to use the Internet than were older people.
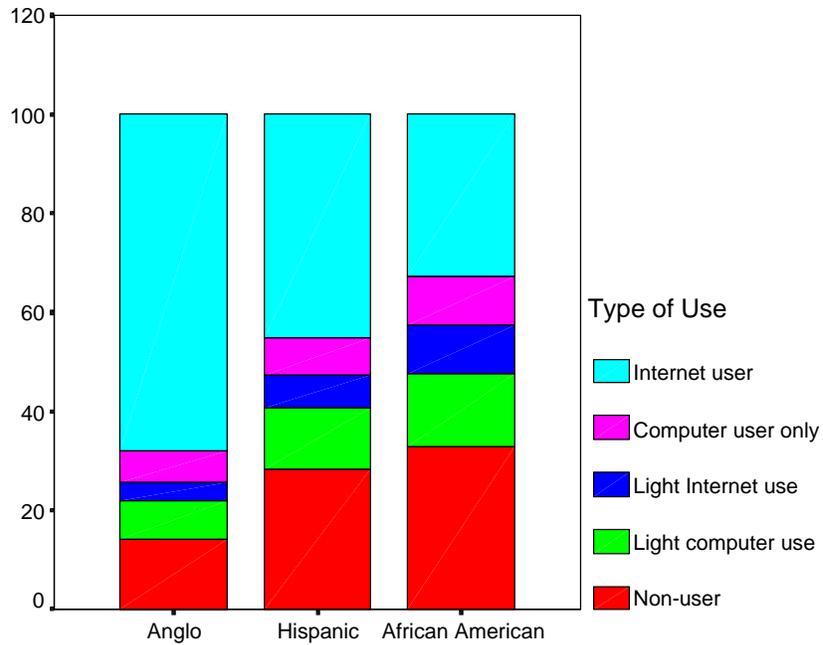
Figure 3 Ethnicity/Race by Type of Use (%)
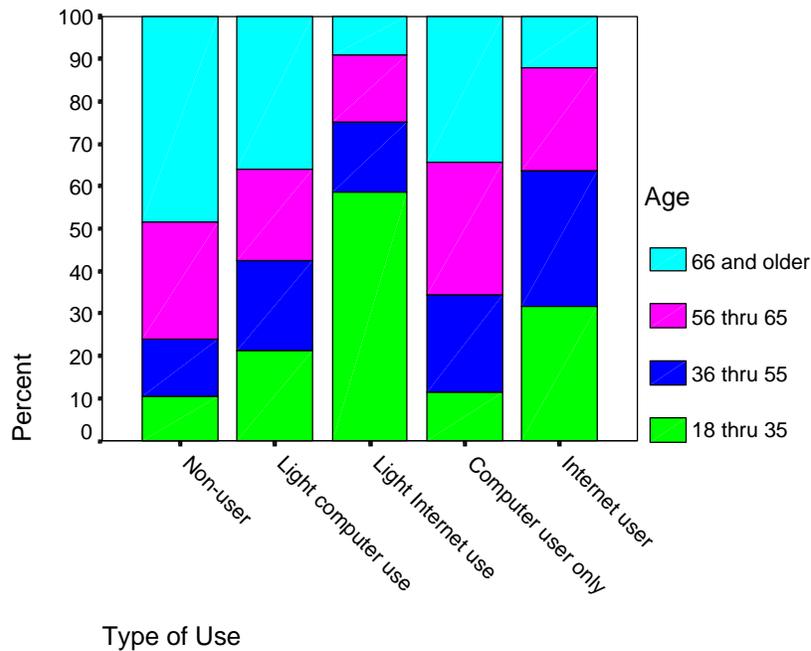
Figure 4 Type of Use by Age

The percentage of the sample that does not use computers or the Internet can generally be characterized as older, poorer, and often members of a minority group. They also tend to be less well educated. Throughout our analyses, the results for income and education were generally very symmetrical: the better-educated and wealthier one is, the more one can be expected to use computers and the Internet. At higher incomes, there are virtually no differences in Internet use by ethnic group, but at lower income levels, ethnic group membership still makes a difference: Anglos in lower income groups use computers and the Internet in greater numbers than do African Americans or Hispanics at the same income level.
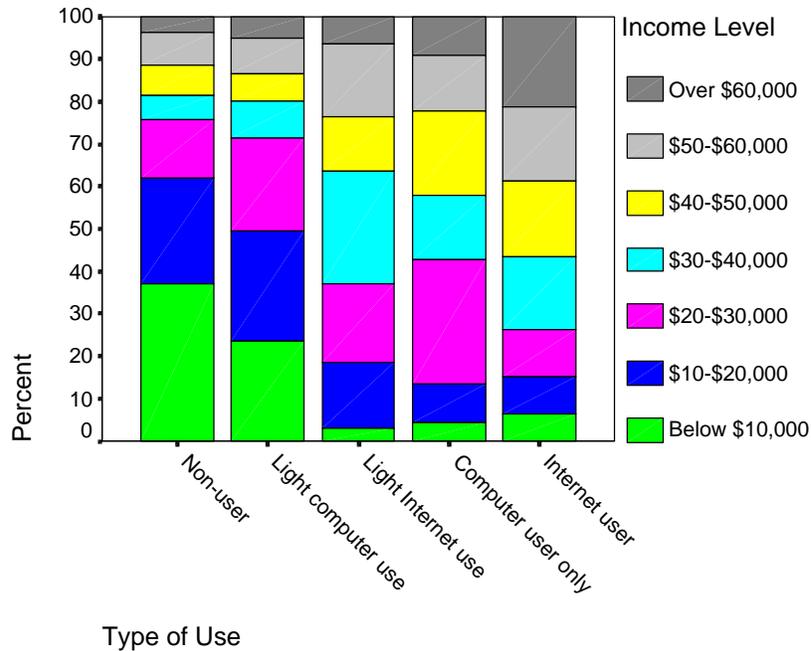
Figure 5 Type of Use by Income

As income and education increase, so do computer and Internet use. Figure 5 indicates that people making less than $10,000 represent the largest cluster of people who use neither computers nor the Internet. At incomes over $30-$40,000, Internet use is very common; the results for high and lower levels of education follow a similar pattern, with more highly educated people using the Internet more commonly than those less well educated. As Figure 6 demonstrates, most Internet users have had some education beyond high school, while the nonusers are disproportionately composed of people who did not complete high school.

Ethnic group, age, income and education differences all appear to differentiate these user groups from each other. These differences have been chronicled in the NTIA reports as well. The most recent report notes that the period from 1998-2000 was one of rapid uptake of new technologies among most groups of Americans, regardless of demographic factors. For example, it reports that the disparity between men and women using the Internet has all but disappeared, and that the gap between households in rural areas and households nationwide that access the Internet has narrowed to 2.6 percentage points (NTIA, Falling through the Net: Toward Digital Inclusion, 2000, pp. xv-xvi). The Internet access gap between rural and nonrural areas in Texas is closer to 5 percentage points in the current study.

The national level data from the NTIA's 1999 study (based on 1998 data) reported that membership in ethnic and racial minority groups and in lower income and education groups, living in a rural location and being a female head of household meant that one was less likely to use computers or the Internet;[6] many of those same divisions across race and ethnic groups persisted and even grew across the following two years (1998-2000), although absolute levels of both computer and Internet use rose tremendously across all groups. Texas' "digital divide" conforms to national trends in all of these respects save the findings on rural location: here, the Texas study suggests that the penetration of computers and Internet use generally is higher for rural residents than studies undertaken by the NTIA have found, even though there is a larger gap between rural and nonrural populations. However, as will be evident later, there are still some important differences between rural and nonrural segments of the population. For example, in comparing those two groups, we find that the rural population spends somewhat less time on the Internet, and also undertakes fewer commercial or financial transactions on the Internet. This is explored further in later pages.

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[6] The Department of Commerce has sponsored four surveys to date, and the one released in 1999 is based on 1998 data while the most recent report, released in October 2000, is based on August 2000 data.
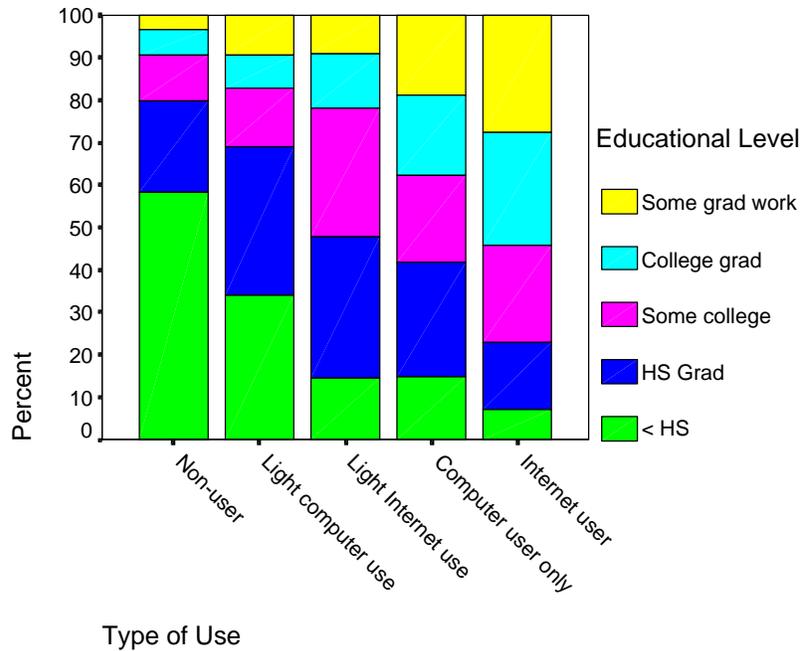
Figure 6 Type of Use by Education

Rural/Nonrural Comparisons in Internet Use

There is concern nationwide about the effects of less well-developed telecommunications infrastructure in rural areas. A study jointly sponsored by the NTIA and the Rural Utilities Service titled Advanced Telecommunications in Rural America (April 2000) raised several issues pertaining to the availability of advanced telecommunications facilities in rural areas, noting that deployment of such facilities in rural areas lags that in urban areas. In the current study, we sought to compare rural versus nonrural respondents' behaviors and attitudes with respect to their use of computers and the Internet.[7] Various analyses compared the two sets of respondents.[8]

As noted above, this study's results differ from earlier national studies in the finding that people in rural areas are only somewhat less likely to use the Internet than are people in metropolitan areas: 55% of rural respondents in Texas use the Internet compared to 60.2% of nonrural respondents (Figure 7). The Texas figures are in between national findings from 1998 and late 2000.

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[7] Counties were coded as "rural" if they had no Metropolitan Statistical Area (See the Appendix for more details on defining rural). Out of 1,002 respondents, 328 are from rural counties and 674 are located in non-rural counties.

[8] Comparisons were done with the two groups, one rural and the other nonrural (including central cities and suburbs) using the weighting factors. All other analyses were done only with the random sample of 800 people.
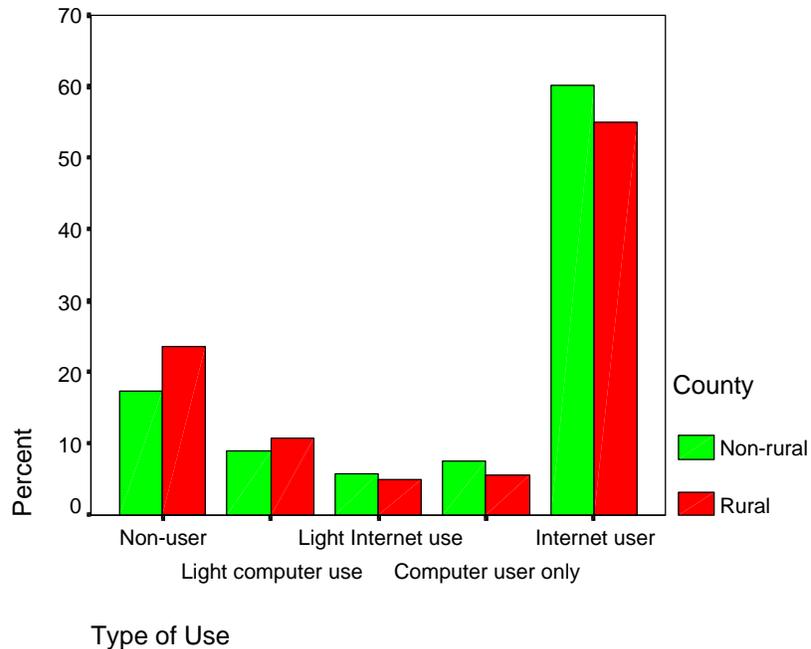
Figure 7 Rural and Nonrural Computer & Internet use

Access and Connectivity

Points of Access

Most of the people in this sample report using computers at home. Using computers at work, where Internet access often is faster, is less frequent than home use, a finding opposite that reported in some national studies.

Within the random sample, of the people who use computers...

- 83.4% use them at home
- 67.8% use them at work
- 24.9% use them at school
- 30.8% use them at a friend's house
- 24.5% use them at libraries

As noted above, most computer users are also Internet users. Home is the predominant place for connecting to the Internet. In the full sample, the places Texans access the Internet include:

- Home, 79% of Internet users
- Work, 53% of Internet users
- Libraries, 22% of Internet users
- Other places, 9% of Internet users

Table 1 below shows that rural and nonrural respondents both access the Internet from home more often than they do from work; this item asked people how often they access the Internet from various sites, on a 1-5 scale with 1 being "never."

Table 1 Rural/nonrural Mean frequencies in accessing the Internet

Mean Frequency of Accessing the Internet

County		Home	Work	Library	Other
Rural	Mean	3.4090	2.3865	1.3952	1.1899
	N	214	215	214	215
Non-rural	Mean	3.4256	2.6801	1.4142	1.1926
	N	503	500	500	500

When we examine these sites by ethnic groups, it is clear that minorities lag Anglos in accessing the Internet at home and at work, but they use the library a little more frequently than do Anglos (Figure 8). People at higher income levels also use the Internet more frequently at home and at work, while the library is a more important place for people at lower income levels, although home use still far exceeds library Internet use for people at lower income levels.
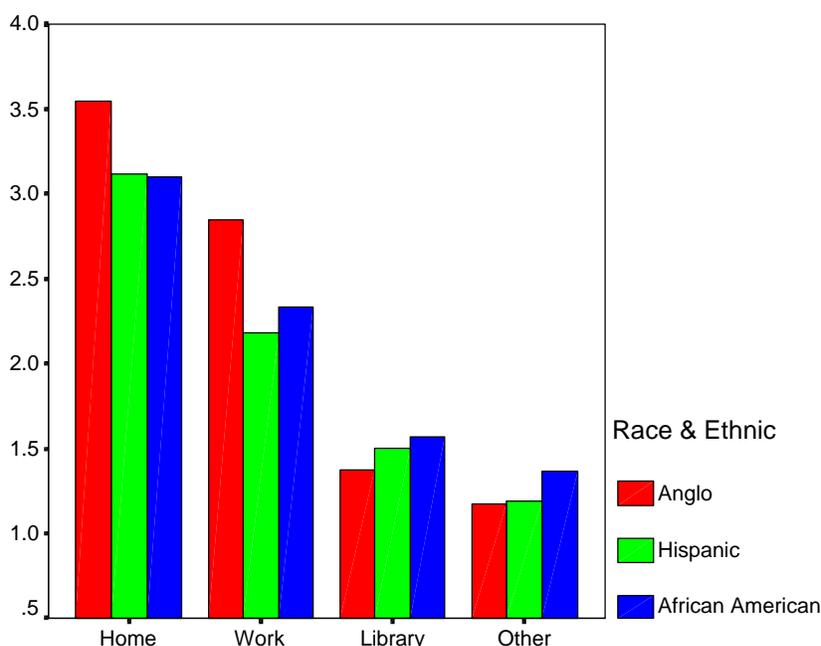
Figure 8 Average Frequency of Using Internet Access Sites by Ethnicity

Types of Connections, Satisfaction with Speed

People who access the Internet from home were asked what type of Internet connection they had. Non-home users were asked about the connection they used from the place they most commonly access the Internet. Dial-up modems are clearly the dominant method of connecting to the Internet, with predictably greater reliance on them for rural households (Table 2). Rural respondents use broadband technologies (cable modems, DSL) less often than do urban respondents, 6% compared to 12.4%.[9]

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[9] DSL, or digital subscriber line, and cable modems, are the two most widely available broadband Internet access technologies in the U.S. The FCC has defined broadband as any connection faster than 200 kbps in both up- and downstream modes.

Table 2 Most frequently used home connection by rural/nonrural

		County	
		Rural	Non-rural
Type of connection	Dialup modem	80.8%	77.2%
	Cable modem	5.4%	7.9%
	DSL	.6%	4.5%
	Other	1.8%	1.2%
	DK	11.4%	8.7%
	RF		.5%
Total		167	403
		100.0%	100.0%

People accessing the Internet from outside the home also showed some reliance on dial-up modems, particularly in rural areas (Table 3). We should point out, however, that large proportions of the sample did not know how they were connected to the Internet, as represented in the "Don't Know" cells.

Table 3 Connection Type Outside of Home

		County	
		Rural	Non-rural
Type of connection most used	Dialup modem	35.4%	23.2%
	Internal network	31.3%	30.3%
	Cable modem		2.0%
	DSL	4.2%	6.1%
	Other		1.0%
	DK	29.2%	37.4%

Most Internet users were satisfied with the speed of their connection: only 17.7% of the sample said they were not satisfied. About 57% stated they were "satisfied" and another 20.9% stated they were very satisfied (Table 4). However, at the same time, most of the sample also stated they were interested or very interested in a broadband connection (Table 5). There was no substantial difference between rural and nonrural members of the sample on this point.

Table 4 Satisfaction with Speed

		County		Total
		Rural	Non-rural	
How satisfied with speed	Not at all satisfied	14.9%	17.3%	16.6%
	Satisfied	65.6%	56.9%	59.5%
	Very satisfied	15.3%	21.7%	19.8%
	DK	4.2%	3.6%	3.8%
	RF		.6%	.4%
Total		215	503	718
		100.0%	100.0%	100.0%

Table 5 Rural v. Nonrural Interest in Broadband

		County		Total
		Rural	Non-rural	
How interested in high speed connection	Not at all interested	38.3%	38.1%	38.2%
	Interested	26.8%	25.2%	25.7%
	Very interested	28.2%	28.8%	28.6%
	DK	6.4%	7.8%	7.3%
	RF	.3%	.1%	.2%
Total		100.0%	100.0%	100.0%

There are slight differences in how rural as opposed to nonrural Texans believe they would use the Internet if they had high speed connections. As shown below (Table 6), "surfing the web," telecommuting, and downloading video were the most frequently cited possible uses of broadband access for both rural and nonrural respondents, with somewhat more rural respondents being interested in telecommuting, downloading video files, and doing news-related research.

Table 6 Uses of High Speed Connections by Rural/Nonrural

		County	
		Rural	Non-rural
Use high speed connection for...	Surfing the web	40.8%	45.4%
	Telecommuting	13.6%	12.4%
	Downloading video	10.9%	6.8%
	Commercial	6.5%	4.9%
	Personal Finance	1.6%	1.9%
	Communication-Email	3.8%	3.5%
	Shopping-shopping	1.1%	1.4%
	News-research	6.0%	3.8%
	School related		3.5%
	Entertainment	1.1%	1.4%
	Everything	5.4%	5.7%
	Other	2.7%	4.1%
	DK	6.5%	4.6%
	RF		.8%
Total		184	370
		100.0%	100.0%

Respondents were asked how much they would be willing to pay for high speed Internet access. While most of the sample declined to respond, the 373 who did respond suggested a mean price of $25.50 per month for high speed service, quite a bit less than the going rate of about $40 per month for cable modem or DSL service in Texas.

Attitudes and Behaviors Regarding the Internet

Perceptions about Access

Beyond whether or not one has Internet access is the issue of the cost – whether financial or travel–and–wait time at a public site – of that access.   To investigate this we asked people how easy it was for them to access the Internet. Table 7 suggests that rural respondents believe they have a more difficult time gaining access than do nonrural members of the population. About 22.6% of the rural group strongly disagree or

disagree that they have easy access, compared to about 18% of the nonrural group. That said, most of the entire sample did agree or strongly agree that access was easy.

Table 7 Agree/disagree with *I have easy access to the Internet* by rural/nonrural

		County	
		Rural	Non-rural
I have easy access to the Internet	Strongly disagree	15.9%	9.9%
	Disagree	6.7%	8.2%
	Neither agree nor	11.0%	8.3%
	Agree	24.1%	27.7%
	Strongly agree	38.1%	41.2%
	DK	4.0%	4.6%
	RF	.3%	
Total		100.0%	100.0%

Some of the reasons access may be perceived to be less than "easy" could include cost or transportation difficulties if one is accessing the Internet from someplace other than home or work.

Cost and Access

Ideas about the Internet's usefulness, its cost, and its effectiveness factor into how willing people are to avail themselves of the technology's benefits, and these interact with people's ideas about how easy their access is. Privacy concerns, language problems, and cost may negatively influence people's interest in the Internet. For example, we found that about 65% of the entire random sample agreed or strongly agreed that they were worried about privacy on the Internet. This was true across all age, income and education groups. African Americans were particularly worried about the privacy aspects of the Internet: 64.2% of them agreed they were worried about privacy compared to 44.7 of the Anglo and 45.8% of the Hispanic groups.

Overall, 67% of the sample agreed or strongly agreed that they had easy access to the Internet, as noted above (Figure 9). Predictably, younger age groups, nonrural residents and higher income and education groups especially agreed with that statement. African Americans and Anglos agreed with this statement more than did the Hispanics in the sample. As another side to the access issue, Hispanics also agreed more often than did Anglos or African Americans that the Internet was too expensive: 34% of the Hispanics agreed it was too expensive compared to 26% of the African Americans and 19% of the Anglos.
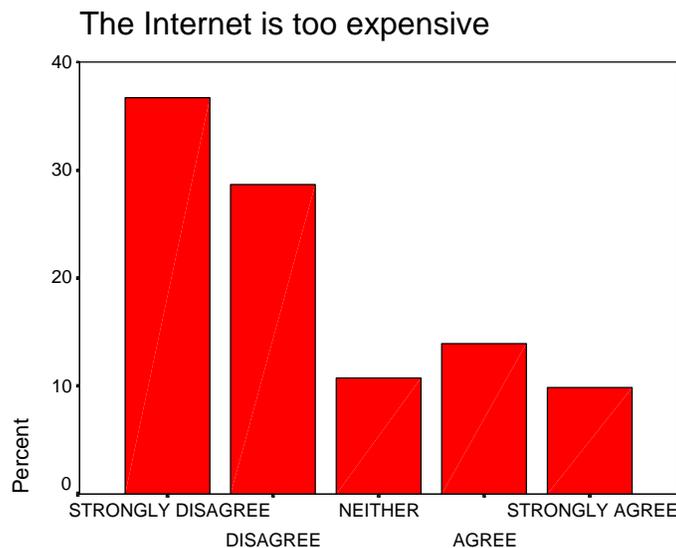
Figure 9 Percent Agree/Disagree that "The Internet is too expensive for people like me."

Rural residents also significantly differed from nonrural residents on the matter of expense: 30% agreed or strongly agreed it was too expensive versus 21% among nonrural residents (Table 8).

Table 8 Agreement with "*The Internet is too expensive for people like me*."

		County		Total
		Rural	Non-rural	
Too expensive	Strongly disagree	29.6%	34.1%	32.6%
	Disagree	22.3%	25.3%	24.4%
	Neither agree nor	8.4%	10.1%	9.5%
	Agree	14.5%	11.9%	12.8%
	Strongly agree	15.1%	8.8%	10.8%
	DK	10.1%	9.8%	9.9%
Total		100.0%	100.0%	100.0%

Reasons for Not Using the Internet

The reasons for not using the Internet are varied. We report results for two groups of people, those who do not use the Internet from home, and those who do not use the Internet at all. For both groups, predictably, the leading reason is associated with not using or having a home computer. Among people who used the Internet but did not have home connections, the reasons for not having Internet access at home show some differences between rural and nonrural households (Table 9).

Table 9 Reasons for Not Using the Internet from Home

REASONS	% Rural	% Nonrural
No home computer	72.9	57.6
Can use it elsewhere	66.7	71.0
Do not use it often enough	41.7	40.0
Concerns about children	37.5	27.3
Phone bill would be too high	18.4	16.0
ISP bill would be too high	12.5	15.0
Need special equipment	4.2	2.0

Beyond the absence of a home computer, these results illustrate that people have concerns about children using the Internet and, in the case of people using the Internet from non-home sites, that they can use a computer elsewhere. Some individuals also reported that phone bills or ISP charges were too high, although the difference for rural and nonrural households was small. The largest difference between the two groups concerns worries about children and the Internet, the rural respondents being more concerned than their urban counterparts.

Rural/nonrural differences in reasons for not using the Internet at all emphasize (1) that rural respondents did not have computers, (2) that concerns for children and the Internet were more prominent for rural households, and (3) that rural residents found they did not have enough time to use the Internet (

Table 10).

Table 10 Reasons for Not Using the Internet by Rural/Nonrural

REASONS	% Rural	% Nonrural
Don't use computers	57.6	43.3
Concerns over kids	50.8	42.5
Not interested	33.9	39.1
Not enough time	40.7	28.9
Phone bill too high	25.4	22.8
ISP charge too high	22.0	12.5
Too difficult	10.3	13.4
Need special equipment	8.5	3.1

Table 11 highlights the differences across ethnic groups that stand out in terms of why people do not use the Internet. For example, it appears that Hispanics and African Americans identify some of the cost factors (ISP and phone charges) as impediments more than do Anglos, and they also agree that the Internet is "too difficult" for them disproportionately more often. Not having enough time also appears to be a more significant factor for members of minority groups. The Hispanic members of the sample did not claim "lack of interest" in the Internet as often as did the other groups.

Table 11 Race/Ethnic Group by Reasons for Not Using the Internet

REASONS for Not Using the Internet	%Anglo	%Hispanic	%African Americans
Don't use computers	48.4	42.3	59.4
Not Interested	46.2	13.5	59.4
Concern about kids	44.1	47.1	50.0
Not enough time	26.9	36.5	43.8
Phone bill too high	17.2	36.5	18.8
ISP charge too high	11.8	19.2	18.8
Too difficult	5.4	19.2	19.4
Need special equipment	5.4	0	9.4

Uses of the Internet

Another aspect of rural Internet use concerns how much time rural residents spend on the Internet. If the Internet connection is slower, it makes sense that rural residents might spend less time on the Internet simply because connecting and downloading take too long. As Figure 10 suggests, rural Texans do in fact spend less time on the Internet than their nonrural counterparts, and they also use the Internet for fewer commercial transactions, perhaps another function of overall time spent with the medium as well as their assessment of its utility or trustworthiness for those purposes.
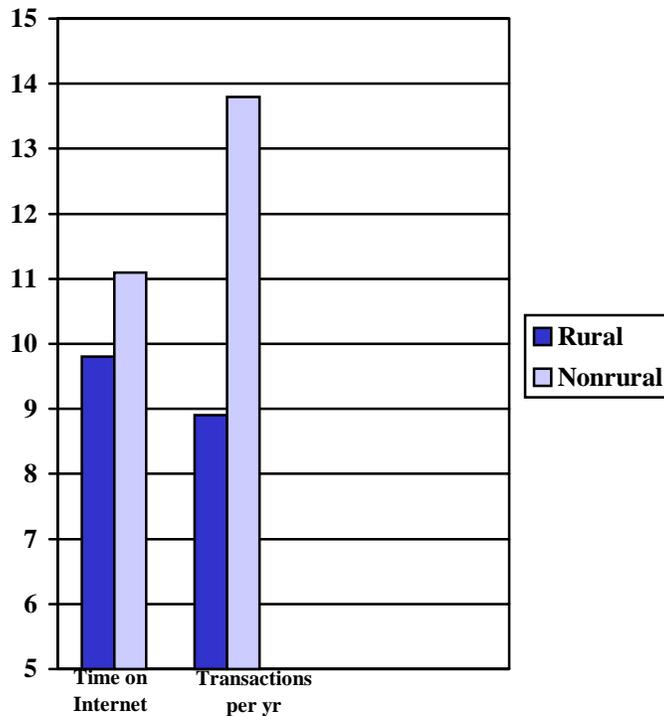
Figure 10 Time on Internet and Transactions per Year by Rural/Nonrural

Probable Access Sites for Using the Internet

One possible solution particularly pertinent to having important public institutions move toward making services available online concerns locating points of public access to the Internet in alternative places. Since many of those who are not now using the Internet will begin to do so soon, it is important to note where they might seek access, and to enhance the opportunities for them to use these tools. This is particularly important for the State as it tries to convince current nonusers to find access so that e-government services can be more effective.

When asked how likely they would be to use the Internet at four different places - a mall, a community service site, a public library and a K-12 school - relatively few people said they would consider public access at a mall, which is one scenario for expanded public use that some have suggested. Likewise, relatively few people said they would consider using public access to the Internet at a community site such as a recreation center, another scenario for expanded public access with which some towns have experimented. However, more were interested in this option than in Internet access at malls. People also said they were not likely to go to schools as a place to access the Internet. Adults may view such sites as places for children rather than adults, and this sample includes only adults

More people said they were likelier to consider using public access to the Internet at a library, indicating that these are seen as likely or appropriate, friendly places for public access. Indeed, many libraries already provide public Internet access, and people may be aware of that already. Figure 11 reports the ratings on how likely each site is as a point of public Internet access, where "1" is not at all likely and "5" is very likely.
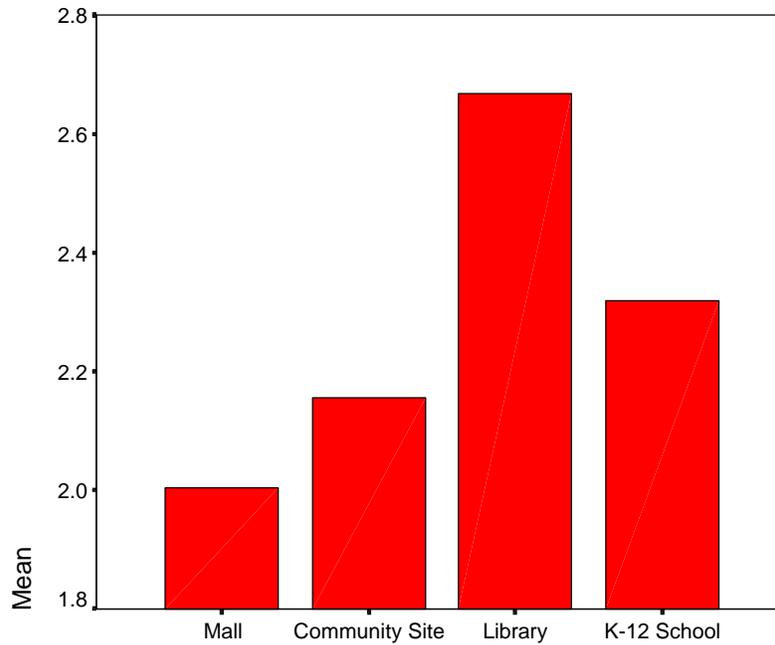
Figure 11 Mean Likelihood of Using the Internet by Site

Expectations for the Internet

People who did not use the Internet were asked to rate their perceived usefulness of different sorts of services, "based on what they might have heard about the Internet." Figure 12 reports the average ratings on usefulness, where "1" means not at all useful and "5" means extremely useful.

Family communication and undertaking school or homework research are the two most highly rated applications among these nonusers. There were no demographic (age, race/ethnicity, income, education, location) differences on the former, although on the latter question younger people were more likely to highly rate the usefulness of doing school research.
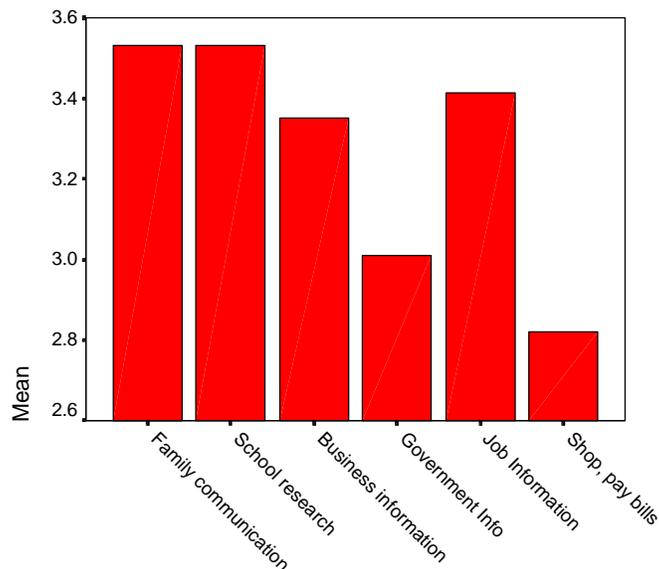
Figure 12 Mean Nonuser Ratings on Internet Uses

The high family communication use conforms to findings in other studies that consistently show that email is the most common use of the Internet. Lower rated uses like obtaining business or government information also showed no differences across the various subgroups within the population. Both of these were rated as "useful" or "very useful." Job information uses of the Internet received relatively high ratings, although Hispanics or African Americans rated it higher than did Anglos. Younger age groups and people in lower income groups also thought it would be more useful for job information. Finally, using the Internet to shop or pay bills received the lowest ratings. The more highly educated groups rated it <u>less</u> useful for these purposes than did other income categories.

Overall, these ratings suggest that nonusers believe the Internet could be useful for them, and they suggest that there are no or few difficulties regarding perceptions around how using the Internet could be beneficial for various tasks.

Conclusions

There is a wide base of home computer and Internet users around the state. Various programs - local, state and federal -are broadening access to computers and the Internet at public spots such as libraries as well. These are important prerequisites to insuring parity in telecommunications services throughout the state.

However, some difficulties clearly exist. Some disparities with respect to access to computers and the Internet need to be addressed. For example, this study illustrates that although computer and Internet use among Texans is at high overall levels, income and education, race and ethnic origin, and age factors differentiate how or whether one uses these technologies. Older people, poorer people, and members of minority groups show lower use of computers and the Internet, and these populations are for numerous reasons possibly the least able to avail themselves of government-provided services even without the aid of technologies. While location in rural Texas appears to be a less significant variable than other studies have shown, it still interacts with other demographic factors to intensify access problems.

In this study rural residents report that they do not have easy Internet access and that it is too expensive, even though the actual reported use statistics show only modest differences between rural and nonrural people in using computers or the Internet. This result may indicate that because incomes in rural areas are generally lower, using the Internet costs proportionately more for this population. At same time, rural households have the same interest in having a broadband connection to the Internet as do nonrural residents. That people in rural areas spend less time on the Internet and also engage in fewer commercial transactions on it may reflect some perceived "inutilities" with the types of connections rural households have; if speeds are slow, commercial transactions (which sometimes require more time, graphics, or other features that slower connections render difficult) and extended web searches for products or services may not be attractive.

The issue for many individuals is access: an important reason for not using the Internet is not having a computer. The costs of computers and the Internet cannot be dismissed. However, beyond access is the issue of how individuals perceive computers' or the Internet's relevance to their lives, and particularly how they would respond to government services that were delivered on the Internet. For example, many older people, even at higher income levels, are not Internet users. A generational and cultural gap exists that makes using computers and the Internet seem too difficult or simply something that does not evoke interest or for which people do not have time. When people do not have to use computers through school or work, which is the case for most retired people and less well educated people, it is understandable that the Internet might be seen as irrelevant. When the sorts of resources, information and entertainment on the Internet are similarly foreign for cultural reasons, lack of interest in the medium is a logical result. Simple lack of interest in the Internet or perceived difficulty with it discourages the prospects for a broadly used Internet. In addition, this study shows that people appear to be concerned about children's access to the Internet, although other studies amply document adults' belief that children need to be computer literate and adept with the Internet.

Appendix A: Survey Questionnaire

```
TIPI Survey
Internet and Computer Use, E-Government Services
March-April, 2000

>Q001<
Do you currently use a computer?      | Usa usted actualmente una
                                      | computadora?
computadora?

<2>  Yes                              | 2 Si   [goto Q03a]
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF


===>[goto Q002]

>Q002<
Have you ever used a computer?        | Ha usado alguna vez una
                                      | computadora?
computadora?

<2>  Yes                              | 2 Si  [goto Q004]
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF


===>[goto Q13a]

>Q03a<
At which of the following places do   | En cuales de los seguientes
sitios                                | sitios
you use a computer?                   | utiliza una computadora?

Home?                                 | En casa?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF


===>

>Q03b<
Work?                                 | En el trabajo?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF


===>
```

```
>Q03c<
At school?                            | En la escuela?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF

===>

>Q03d<
At a public library?                  | En la biblioteca?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF

===>

>Q03e<
Do you use someone else's computer,   | Utiliza usted la computadora de
like at a friend's house?             | alguien mas, como en casa de un
amigo?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF

===>

>Q004<
The next few questions are about the  | Las siguentes preguntas son
sobre el
Internet.                             | Internet.

First, have you ever used the         | Primero, ha utilzado usted
alguna vez
Internet?                             | el Internet

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF

===>

>sk01<
[if Q004 eq <2>] [goto Q06a]
[else] [goto Q07a]
[endif]
```

```
>Q06a<
How often do you use the Internet at   | Con que frequencia utiliza el
Internet
any of the following places?           | en cualquier de los siguentes
sitios?

Home?                                  | En casa?

<1> Never                              | 1 Nunca
<2> Rarely                             | 2 Raramente
<3> Sometimes                          | 3 A veces
<4> Frequently                         | 4 Frecuentemente
<5> Very Frequently                    | 5 Muy frecuentemente

<8>  DK                                | 8 DK
<9>  RF                                | 9 RF

===>

>Q06b<
Work?                                  | Trabajo?

<1> Never                              | 1 Nunca
<2> Rarely                             | 2 Raramente
<3> Sometimes                          | 3 A veces
<4> Frequently                         | 4 Frecuentemente
<5> Very Frequently                    | 5 Muy frecuentemente

<8>  DK                                | 8 DK
<9>  RF                                | 9 RF

===>

>Q06c<
A  library?                            | Biblioteca?

<1> Never                              | 1 Nunca
<2> Rarely                             | 2 Raramente
<3> Sometimes                          | 3 A veces
<4> Frequently                         | 4 Frecuentemente
<5> Very Frequently                    | 5 Muy frecuentemente

<8>  DK                                | 8 DK
<9>  RF                                | 9 RF

===>

>Q06d<
Some other community site?             | Algun otro sitio publico?

<1> Never                              | 1 Nunca
<2> Rarely                             | 2 Raramente
<3> Sometimes                          | 3 A veces
<4> Frequently                         | 4 Frecuentemente
<5> Very Frequently                    | 5 Muy frecuentemente
```

```
<8>   DK                              | 8 DK
<9>   RF                              | 9 RF


===>[goto sk03]

>Q07a<
What are the main reasons you do not  | Cuales son las razones
principales por
use the Internet? Is it because you...| las cuales usted no utiliza el
| Internet?  No lo hace porque...

Don't use computers?                  | No utiliza computadores?

<2>   Yes                             | 2 Si
<1>   No                              | 1 No

<8>   DK                              | 8 DK
<9>   RF                              | 9 RF


===>

>Q07b<
Are not interested in the Internet?   | No tiene interes en el
Internet?

<2>   Yes                             | 2 Si
<1>   No                              | 1 No

<8>   DK                              | 8 DK
<9>   RF                              | 9 RF


===>

>Q07d<
The monthly phone charge/toll charge  | El cargo mensual del telefono
es
is too high?                          | demasiado alto?

<2>   Yes                             | 2 Si
<1>   No                              | 1 No

<8>   DK                              | 8 DK
<9>   RF                              | 9 RF


===>

>Q07e<
The Internet charge is too high?      | El precio del Internet es
demasiado
(ISP charge is too high)              | alto?

<2>   Yes                             | 2 Si
<1>   No                              | 1 No

<8>   DK                              | 8 DK
<9>   RF                              | 9 RF
```

```
===>

>Q07f<
Need special equipment because of a    | Necesita equipo especial debido
a una
physical disability?                   | incapacidad fisica?

<2>  Yes                               | 2 Si
<1>  No                                | 1 No

<8>  DK                                | 8 DK
<9>  RF                                | 9 RF

===>

>Q07g<
There's not enough time to use it?     | No hay tiempo suficiente para
usarlo?

<2>  Yes                               | 2 Si
<1>  No                                | 1 No

<8>  DK                                | 8 DK
<9>  RF                                | 9 RF

===>

>Q07h<
You have concerns about children       | Tiene preocupacion que los
ninos
using it?                              | lo usen?

<2>  Yes                               | 2 Si
<1>  No                                | 1 No

<8>  DK                                | 8 DK
<9>  RF                                | 9 RF

===>

>Q07i<
It's too difficult?                    | Es demasiado dificil?

<2>  Yes                               | 2 Si
<1>  No                                | 1 No

<8>  DK                                | 8 DK
<9>  RF                                | 9 RF

===>[goto Q13a]

>sk03<
[if Q06a eq <1>] [goto Q08a]
[else] [goto Q010]
[endif]

>Q08a<
```

```
What are the main reasons you do not  | Cuales son las razones por las
que no
use the Internet at home?            | usa el Internet en casa?   Es
porque...
Is it because...                      |

You don't have a home computer        | Non tiene computadora en casa?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF

===>

>Q08b<
The monthly phone charge/toll charge  | El cargo mensual del telefono
es
is too high?                          | demasiado alto?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF

===>

>Q08c<
The Internet charge is too high?      | El precio del Internet es
demasiado
(ISP charge is too high)              | alto?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF

===>

>Q08d<
Need special equipment because of a   | Necesita equipo especial debido
a una
physical disability?                  | incapacidad fisica?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF

===>

>Q08e<<
```

```
Don't need or use it very often?      | No lo necesita o no lo utiliza
con
| mucha frecuencia?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF


===>

>Q08f<
You have concerns about children      | Le preocupa que los ninos
using it?                             | lo usen?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF


===>

>Q08g<
Can use it elsewhere?                 | Puede usarlo en otro sitio?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF


===>

>Q009<
What type of connection to the        | Que tipo de conexion al
Internet tiene
Internet do you have from the place   | usted del sitio donde usted usa
el
you most commonly use the Internet?   | Internet con mas frecuencia?

<1> Dial-up modem                     | 1 dialup modem (modem de
marcar)
<4> Internal network (LAN, ethernet), | 4 red interna con acceso rapido
with fast access                 |
<5> cable modem (very fast)           | 5 cable modem (muy rapido)
<6> DSL                               | 6 DSL
<7> Other                             | u OTRO [#specify]
<8>  DK                               | 8 DK
<9>  RF                               | 9 RF


===>[goto Q012]

>Q010<
What type of Internet connection      | Que tipo de conexion de
Internet tiene
```

```
do you have?                         | usted?

<1> Dial-up modem,                   | 1 dialup modem
<4> cable modem                      | 4 cable modem
<6> DSL                              | 6 DSL
<7> Other                            | u OTRO [#specify]
<8>  DK                              | 8 DK
<9>  RF                              | 9 RF


===>


>Q012<
How satisfied are you with the speed | Que tan satisfecho(a) esta
usted con
of your service?                     | la velocidad de su servicio?

Would you say you are...             | Diria que usted...

<1> not at all satisfied             | 1 no esta satisfecho(a) en lo
absoluto
<2> satisfied                        | 2 satisfecho(a)
<3> very satisfied                   | 3 muy satisfecho(a)

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF


===>


>Q13a<
Suppose there were more public       | Supongamos que hubiera mas
conexion
Internet connectivity available at   | publica al Internet disponible
en
various public places, such as in    | varios sitios publicos, tales
como
malls or government offices or grocery| centros comerciales u oficinas
del
stores.  How likely is it that you   | gubierno o tiendas de
comestibles. Que
would use Internet access from any of | tan posible es que usted usaria
el
the following places?  Please tell me | acceso al Internet estando en
if it is Very likely, Likely, Somewhat| cualquiera de los siguentes
lugares.
Likely, Not very  likely, or Not at  | Por favor diganos si es muy
probable,
all likely.                          | probable, algo probable, mo
muy probable
|   o no probable en lo absoluto.

At a Mall                            | En un centro comercial (mall)?

<5> VERY LIKELY                      | 5 MUY PROBABLE
<4> LIKELY                           | 4 PROBABLE
<3> SOMEWHAT LIKELY                  | 3 ALGO PROBABLE
<2> NOT VERY   LIKELY                | 2 NO MUY PROBABLE
<1> NOT AT ALL LIKELY                | 1 NO PROBABLE EN LO ABSOLUTO
```

```
<8>  DK                                  | 8 DK
<9>  RF                                  | 9 RF

===>

>Q13b<
At a community service site              | En un sitio de servicio
| para la comunidad.
(social service site, like a             | En un sitio de servicio social,
como
senior center)                           | un centro de recreo para
personas
| mayores?

<5> very likely                          | 5 muy probable
<4> likely                               | 4 probable
<3> somewhat likely                      | 3 algo probable
<2> not very  likely                     | 2 no muy probable
<1> not at all likely                    | 1 no probable en lo absoluto

<8>  DK                                  | 8 DK
<9>  RF                                  | 9 RF

===>

>Q13d<
At a public library?                     | En la  biblioteca publica?

<5> very likely                          | 5 muy probable
<4> likely                               | 4 probable
<3> somewhat likely                      | 3 algo probable
<2> not very  likely                     | 2 no muy probable
<1> not at all likely                    | 1 no probable en lo absoluto

<8>  DK                                  | 8 DK
<9>  RF                                  | 9 RF

===>

>Q13g<
At a K-12 school?                        | En una escuela?

<5> very likely                          | 5 muy probable
<4> likely                               | 4 probable
<3> somewhat likely                      | 3 algo probable
<2> not very  likely                     | 2 no muy probable
<1> not at all likely                    | 1 no probable en lo absoluto

<8>  DK                                  | 8 DK
<9>  RF                                  | 9 RF

===>

>sk06<
[if Q004 eq <2>][goto Q014]
[else][goto Q017]
```

```
[endif]

>Q014<
About how many hours per week do you   | Como cuantes horas por semana
usa
spend using the Internet?              | usted Internet?

<1-87>

<88>  DK                               | 88 DK
<99>  RF                               | 99 RF

===>

>Q15a<
Now I would like to ask you how you    | Ahora le quisiera preguntar
como usted
use the Internet.  On a scale of 1 to  | usa el Internet.  Entre los
numeros 1
5, where 1 is never and 5 is very      | a 5, donde 1 representa nunca y
5
frequently, how often do you use the   | representa muy frecuentemente,
con que
Internet for ...                       | frecuencia utiliza usted el
Internet
| para...

E mail?                                | Correo electronico?

<5> Very frequently                    | 5 muy frecuentemente
<4> frequently                         | 4 frecuentemente
<3> sometimes                          | 3 de vez en cuando
<2> infrequently                       | 2 raramente
<1> never                              | 1 nunca

<8>  DK                                | 8 DK
<9>  RF                                | 9 RF

===>

>Q15b<
For shopping or paying bills or to do  | Para hacer compras o para pagar
other consumer activities?             | cuentas o para otras
actividades de
| consumo?

<5> Very frequently                    | 5 muy frecuentemente
<4> frequently                         | 4 frecuentemente
<3> sometimes                          | 3 de vez en cuando
<2> infrequently                       | 2 raramente
<1> never                              | 1 nunca

<8>  DK                                | 8 DK
<9>  RF                                | 9 RF

===>
```

```
>Q15d<
Doing research or homework for        | Hacer investicaciones o tareas
school?                               | para la escuela?

<5> Very frequently                   | 5 muy frecuentemente
<4> frequently                        | 4 frecuentemente
<3> sometimes                         | 3 de vez en cuando
<2> infrequently                      | 2 raramente
<1> never                             | 1 nunca

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF

===>


>Q15g<
For getting information related to    | Para obtener informacion acerca
your business?                        | de su negocio?

<5> Very frequently                   | 5 muy frecuentemente
<4> frequently                        | 4 frecuentemente
<3> sometimes                         | 3 de vez en cuando
<2> infrequently                      | 2 raramente
<1> never                             | 1 nunca

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF

===>


>Q15h<
Getting information on local or       | Para obtener informacion sobre
asuntos
public issues?                        | locales o publicos?

<5> Very frequently                   | 5 muy frecuentemente
<4> frequently                        | 4 frecuentemente
<3> sometimes                         | 3 de vez en cuando
<2> infrequently                      | 2 raramente
<1> never                             | 1 nunca

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF

===>


>Q15i<
For searching for jobs?               | Para buscar trabajo?

<5> Very frequently                   | 5 muy frecuentemente
<4> frequently                        | 4 frecuentemente
<3> sometimes                         | 3 de vez en cuando
<2> infrequently                      | 2 raramente
<1> never                             | 1 nunca

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF
```

```
===>

>Q017<
How interested are you in having a  | Que tan interesado esta usted en
tener
high speed connection to the        | una conexion de alta velocidad al
Internet?  Would you say you are... | Internet?  Diria usted que
esta...

<1> Not at all interested           | no interesado en lo absoluto
<2> Interested                      | interesado
<3> Very interested                 | muy interesado

<8> DK                              | 8 NO SABE
<9> RF                              | 9 REHUSA

===>

>sk07<
[if Q017 lt <8>][goto sk08]
[else][goto Q20a]
[endif]

>sk08<
[if Q017 ge <2>][goto Q018]
[else][goto Q20a]
[endif]

>Q018< [equiv Q18R]
If you did have high speed access   | Si tuviera accesso de alta
velocidad
from home, what would you use it    | desde la casa, para que lo
usaria?
for?                                |


<1> SURFING THE WEB                 | 1 NAVIGAR LA RED (WEB)
<2> TELECOMMUTING                   | 2 TRABAJAR A LARGA DISTANCIA
<3> DOWNLOADING VIDEO AND OR MUSIC  | 3 ACCESO A COPIAR VIDEO Y MUSICA
<4> COMMERCIAL TRANSACTIONS         | 4 TRANSACCIONES COMERCIALES
<5> PERSONAL FINANCE
<6> COMMUNICATION/EMAIL
<7> SHOPPING/SHOPPING RELATED
<8> NEWS/RESEARCH
<9> SCHOOL RELATED
<10> ENTERTAINMENT
<11> EVERYTHING

<77> Other                          | u OTRO  [#specify]

<88> DK                             | 8 NO SABE
<99> RF                             | 9 REHUSA

===>

>Q019<
```

```
How much would you be willing to   | Que tanto estaria dispuesto a
pagar
pay per month for high speed access? | por el acceso de alta velocidad?

<0> NOTHING                         | 0 NADA
<1-87> ENTER NUMBER OF DOLLARS

<88> DK                             | 8 NO SABE
<99> RF                             | 9 REHUSA

===>

**********************************************
* ATTITUDES TOWARD THE INTERNET GENERALLY *
**********************************************

>Q20a<
The following statements are some   | Las siguentes frases son algunas
cosas
things people have said about the   | que la gente ha dicho del
Internet.
Internet. On a scale of 1 to 5,     | Entre los numeros 1 a 5, donde 1
where 1 means strongly disagree and | significa muy en desacuerdo y 5
5 means strongly agree, please tell | significa muy de acuerdo, por
favor
me how strongly you agree or        | digame si es que usted esta de
acuerdo
disagree with each one.             | o en desacuerdo con cada frase.

I am worried about privacy on the   | Me preocupa la privacidad en el
Internet.                           | Internet.

<5> Strongly agree                  | 5 Muy de acuerdo
<4> Agree                           | 4 de acuerdo
<3> Neither agree nor disagree      | 3 Ni de acuerdo ni en desacuerdo
<2> Disagree                        | 2 En desacuerdo
<1> Strongly disagree               | 1 Muy en desacuerdo

<8> DON'T KNOW                      | 8 NO SE
<9> REFUSED                         | 9 REHUSA

===>

>Q20d<
I would use the Internet more if it | Yo usaria el Internet con mas
frequencia
had more things in Spanish.         | si tuviera mas cosas en espanol

<5> Strongly agree                  | 5 Muy de acuerdo
<4> Agree                           | 4 de acuerdo
<3> Neither agree nor disagree      | 3 Ni de acuerdo ni en desacuerdo
<2> Disagree                        | 2 En desacuerdo
<1> Strongly disagree               | 1 Muy en desacuerdo

<8> DON'T KNOW                      | 8 NO SE
<9> REFUSED                         | 9 REHUSA
```

```
===>

>Q20e<
I have easy access to the Internet.  | Tengo accesso facil al Internet.

<5> Strongly agree                   | 5 Muy de acuerdo
<4> Agree                            | 4 de acuerdo
<3> Neither agree nor disagree       | 3 Ni de acuerdo ni en desacuerdo
<2> Disagree                         | 2 En desacuerdo
<1> Strongly disagree                | 1 Muy en desacuerdo

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA

===>

>Q20f<
The Internet is too expensive for    | El Internet esta demasiado caro
people like me.                      | para la gente como yo.

<5> Strongly agree                   | 5 Muy de acuerdo
<4> Agree                            | 4 de acuerdo
<3> Neither agree nor disagree       | 3 Ni de acuerdo ni en desacuerdo
<2> Disagree                         | 2 En desacuerdo
<1> Strongly disagree                | 1 Muy en desacuerdo

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA

===>

>sk98<
[if Q004 ne <2>][goto Q21a]
[else][goto Q22a]
[endif]

>Q21a<
From what you have heard about the   | De lo que usted ha escuchado
acerca del
Internet, how useful do you think it | Internet, que tan util piensa
usted que
would be for obtaining ...           | obtener esto es para...

Communicating with family and        | La comunicaccion con la familia
y los
friends                              | amigos

<5> Extremely useful                 | 5 Sumamente util
<4> Very  useful                     | 4 Muy util
<3> Useful                           | 3 Util
<2> Not very useful                  | 2 No muy util
<1> Not at all useful                | 1 No util en lo absoluto

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA

===>
```

```
>Q21d<
research for school, homework        | Obtener
investigacion/informacion para
| los deberes/las tareas de la escuela

<5> Extremely useful                 | 5 Sumamente util
<4> Very  useful                     | 4 Muy util
<3> Useful                           | 3 Util
<2> Not very useful                  | 2 No muy util
<1> Not at all useful                | 1 No util en lo absoluto

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA

===>


>Q21g<
information related to business      | obtener informacion relacionado
con los
| negocios

<5> Extremely useful                 | 5 Sumamente util
<4> Very  useful                     | 4 Muy util
<3> Useful                           | 3 Util
<2> Not very useful                  | 2 No muy util
<1> Not at all useful                | 1 No util en lo absoluto

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA

===>


>Q21h<
information related to government     | informacion relacionado al
gobierno

<5> Extremely useful                 | 5 Sumamente util
<4> Very  useful                     | 4 Muy util
<3> Useful                           | 3 Util
<2> Not very useful                  | 2 No muy util
<1> Not at all useful                | 1 No util en lo absoluto

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA

===>


>Q21j<
information about  jobs              | informacion sobre empleo

<5> Extremely useful                 | 5 Sumamente util
<4> Very  useful                     | 4 Muy util
<3> Useful                           | 3 Util
<2> Not very useful                  | 2 No muy util
<1> Not at all useful                | 1 No util en lo absoluto
```

```
<8> DON'T KNOW                         | 8 NO SE
<9> REFUSED                            | 9 REHUSA


===>


>Q21l<
shopping or paying bills or doing      | Hacer compras o pagar las
cuentas o
other consumer activities              | paricipar en otras actividades
de
| consumo

<5> Extremely useful                   | 5 Sumamente util
<4> Very  useful                       | 4 Muy util
<3> Useful                             | 3 Util
<2> Not very useful                    | 2 No muy util
<1> Not at all useful                  | 1 No util en lo absoluto

<8> DON'T KNOW                         | 8 NO SE
<9> REFUSED                            | 9 REHUSA


===>


***********************
* GOVERNMENT SERVICES *
***********************


>Q22a<
Following is a list of government      | Lo que sigue es una lista de
servicios
services we often use.  First,         | del gobierno que son usados a
menudo.
please tell me  whether or not any     | Primero, digame si cualquiera de
los
of the following services are things   | siguentes servicios son cosas
que usa o
you use or do.                         | hace.

Have you ever requested personal       | Ha solicitado alguna vez
informacion
information, such as your birth         | personal, tal como su
certificado de
certificate, social security card or   | nacimiento, tarjeta de seguro
social o
immunization records from a            | sus libreta de vacunas de una
oficina
government office?                     | del gubierno?

<2>  Yes                               | 2 Si
<1>  No                                | 1 No

<8>  DK                                | 8 DK
<9>  RF                                | 9 RF


===>
```

```
>sk09<
[if Q22a eq <2>][goto Q22b]
[else][goto Q23a]
[endif]

>Q22b<
Would you use this service if it    | Usaria este servicio si
estuviera
were available on the Internet?      | disponible en el Internet?

<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF

===>


>sk10<
[if Q22b eq <2>][goto Q22c]
[else][goto Q23a]
[endif]

>Q22c<
How much would you be willing to pay | Cuanto estaria usted dispuesto a
for the convenience of  getting such | pagar por la comodidad de
recibir
information from government online?  | este tipo de informacion del
gobierno
                                     | online/electronicamente a travez
                                     | de la copmutadora?

<1> Under three dollars              | 1 menos de tres dolares
<2> Up to ten dollars                | 2 hasta 10 dolares
<3> Over ten dollars                 | 3 mas de 10 dolares
<4> Nothing at all                   | 4 nade en lo absoluto

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA

===>

>Q23a<
Have you ever participated in        | Ha participado alguna vez en
juntas
community or state meetings?         | de la comunidad?

<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF

===>

>sk12<
[if Q23a eq <2>][goto Q23b]
```

```
[else][goto Q24a]
[endif]

>Q23b<
Would you participate if you could    | Si pudiera, participaria en
estas
do so on the Internet?                | juntas del Internet?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF

===>

>sk13<
[if Q23b eq <2>][goto Q23c]
[else][goto Q24a]
[endif]

>Q23c<
How much would you be willing to pay | Que tanto estaria dispuesto a
pagar
for the convenience of participating | por la comodidad de participar
en
in community or state meetings       | juntas de la comunidad o juntas
del
online?                              | estado?

<1> Under three dollars              | 1 menos de tres dolares
<2> Up to ten dollars                | 2 hasta 10 dolares
<3> Over ten dollars                 | 3 mas de 10 dolares
<4> Nothing at all                   | 4 nade en lo absoluto

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA

===>

>Q24a<
Have you ever renewed a license for  | Ha renovado alguna vez su
permiso
driving?                             | de conducir?

<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                             | 8 DK
<9>  RF                             | 9 RF

===>

>sk15<
[if Q24a eq <2>][goto Q24b]
[else][goto Q25a]
[endif]
```

```
>Q24b<
Would you renew your license if you   | Si pudera, lo renovaria atravez
could do so on the Internet?          | del Internet?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF


===>


>sk16<
[if Q24b eq <2>][goto Q24c]
[else][goto Q25a]
[endif]


>Q24c<
How much would you be willing to pay  | Cuanto estaria dispuesto a pagar
por
for the convenience of renewing a     | la comodidad de renovar su
permiso de
license for driving online?           | conducir online/electronicamente
| atravez de la computadora?

<1> Under three dollars               | 1 menos de tres dolares
<2> Up to ten dollars                 | 2 hasta 10 dolares
<3> Over ten dollars                  | 3 mas de 10 dolares
<4> Nothing at all                    | 4 nade en lo absoluto

<8> DON'T KNOW                        | 8 NO SE
<9> REFUSED                           | 9 REHUSA


===>


>Q25a<
Have you ever obtained licenses for   | Ha obtenido alguna vez
licencias de
fishing or hunting?                   | pesca o caza?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF


===>


>sk18<
[if Q25a eq <2>][goto Q25b]
[else][goto Q26a]
[endif]

>Q25b<
Would you obtain a license if you     | Si pudiera, obtendria un permisa
```

```
could do so on the Internet?          | de ese tipo atravez del
Internet?


<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF


===>


>sk19<
[if Q25b eq <2>][goto Q25c]
[else][goto Q26a]
[endif]


>Q25c<
How much would you be willing to pay | Quanto estaria dispuest a pagar
por
for the convenience of renewing a    | la comodidad de renovar una
licencia
license for fishing or hunting online?| de pesca o caza?


<1> Under three dollars              | 1 menos de tres dolares
<2> Up to ten dollars                | 2 hasta 10 dolares
<3> Over ten dollars                 | 3 mas de 10 dolares
<4> Nothing at all                   | 4 nade en lo absoluto

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA


===>


>Q26a<
Have you ever filed and payed taxes? | Ha sumitido alguna vez
impuestos?


<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                             | 8 DK
<9>  RF                             | 9 RF


===>


>sk21<
[if Q26a eq <2>][goto Q26b]
[else][goto Q27a]
[endif]


>Q26b<
Would you use the Internet to pay    | Usaria el Internet para pagar
taxes if that service were available?| impuesta si este servicio
estabiera
                                     | disponible?


<2>  Yes                             | 2 Si
```

```
<1>  No                              | 1 No

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF


===>
>sk22<
[if Q26b eq <2>][goto Q26c]
[else][goto Q27a]
[endif]

>Q26c<
How much would you be willing to pay | Quanto estaria dispuesto a pagar
por la
for the convenience of filing taxes  | comodidad de pagar impuestos
online?
online?                              |

<1> Under three dollars              | 1 menos de tres dolares
<2> Up to ten dollars                | 2 hasta 10 dolares
<3> Over ten dollars                 | 3 mas de 10 dolares
<4> Nothing at all                   | 4 nade en lo absoluto

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA


===>

>Q27a<
Have you ever paid traffic or vehicle | Ha pagado alguna vez multas de
tickets or fees?                      | transito?

<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF


===>

>sk24<
[if Q27a eq <2>][goto Q27b]
[else][goto Q28a]
[endif]

>Q27b<
Would you use the Internet to pay    | Usaria el Internet para pagar
tickets if that service were         | boletos si ese servicio
available?                           | estubiera disponible?

<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF


===>
```

```
>sk25<
[if Q27b eq <2>][goto Q27c]
[else][goto Q28a]
[endif]

>Q27c<
How much would you be willing to pay | Quanto estaria dispuesto a pagar
por la
for the convenience of paying traffic | comodidad de pagar multas de
transito
or vehicle tickets or fees online?    | online/electronicamente a travez
de
                                       | la computadora?

<1> Under three dollars               | 1 menos de tres dolares
<2> Up to ten dollars                 | 2 hasta 10 dolares
<3> Over ten dollars                  | 3 mas de 10 dolares
<4> Nothing at all                    | 4 nade en lo absoluto

<8> DON'T KNOW                        | 8 NO SE
<9> REFUSED                           | 9 REHUSA

===>

>Q28a<
Have you ever received professional   | Ha recibido alguna vez licencias
licenses from state agencies, such    | profesionales de agencias del
estado
as real estate broker licenses        | tal como una licencia de bienes
y raices
or other occupational certifications  | y otras certificaciones
profesionales?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF

===>

>sk27<
[if Q28a eq <2>][goto Q28b]
[else][goto Q29a]
[endif]

>Q28b<
Would you use this service if it      | Usaria este servicio si
estubiera
were available on the Internet?       | disponible atravez del Internet?

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF
```

```
===>

>sk28<
[if Q28b eq <2>][goto Q28c]
[else][goto Q29a]
[endif]

>Q28c<
How much would you be willing to pay | Quanto estaria dispuesto a pagar
por
for the convenience of getting       | la comodidad de obtener
certificaciones
professional certifications from      | profesionales de agencias del
estado,
state agencies, such as real estate   | tales como licencias de bienes y
raices
broker licenses or other occupational | o otras certificaciones
profesionales?
certifications?                       |

<1> Under three dollars               | 1 menos de tres dolares
<2> Up to ten dollars                 | 2 hasta 10 dolares
<3> Over ten dollars                  | 3 mas de 10 dolares
<4> Nothing at all                    | 4 nade en lo absoluto

<8> DON'T KNOW                        | 8 NO SE
<9> REFUSED                           | 9 REHUSA

===>

>Q29a<
Have you ever enrolled in educational | Se ha inscrito alguna vez en
programas
programs, such as Job training,       | de educacion tales como cursos
de
community college or university       | trabajo colegio o cursos de
universidad?
courses?                              |

<2>  Yes                              | 2 Si
<1>  No                               | 1 No

<8>  DK                               | 8 DK
<9>  RF                               | 9 RF

===>

>sk30<
[if Q29a eq <2>][goto Q29b]
[else][goto Q30a]
[endif]

>Q29b<
Would you enroll in these programs    | Se inscribiria en estos
programas si
```

```
if you could do so on the Internet?  | podria hacerlo atravez del
Internet?

<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF

===>

>sk31<
[if Q29b eq <2>][goto Q29c]
[else][goto Q30a]
[endif]

>Q29c<
How much would you be willing to pay | Cuanto estaria dispuesto a pagar
por
for the convenience of enrolling in  | la comodidad de inscribirse en
educational programs, such as Job    | programas de educacion, tales
como
training, community college or       | cursos de trabajo, colegio o
cursos
university courses online?           | universidarios
online/electronicamente
| a travez de la computadora?

<1> Under three dollars              | 1 menos de tres dolares
<2> Up to ten dollars                | 2 hasta 10 dolares
<3> Over ten dollars                 | 3 mas de 10 dolares
<4> Nothing at all                   | 4 nade en lo absoluto

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA

===>

>Q30a<
Have you ever had to obtain paperwork | Alguna vez ha tenido que
obtener
for building or other sorts of        | autorizacion para construccion
u otros
permits?                              | tipos de permisos?

<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF

===>

>sk33<
[if Q30a eq <2>][goto Q30b]
[else][goto Q31a]
[endif]
```

>Q30b<
Would you use this service if it | Usaria este sercicio si estubiera
were available on the Internet? | disponible en el Internet?

<2> Yes | 2 Si
<1> No | 1 No

<8> DK | 8 DK
<9> RF | 9 RF

===>

>sk34<
[if Q30b eq <2>][goto Q30c]
[else][goto Q31a]
[endif]

>Q30c<
How much would you be willing to pay | Quanto estaria dispuesto a pagar por
for the convenience of obtaining | la comodidad de obtener autorizacion
paperwork for building or other | para construccion o otros tipos de
sorts of permits online? | permiso online?

<1> Under three dollars | 1 menos de tres dolares
<2> Up to ten dollars | 2 hasta 10 dolares
<3> Over ten dollars | 3 mas de 10 dolares
<4> Nothing at all | 4 nade en lo absoluto

<8> DON'T KNOW | 8 NO SE
<9> REFUSED | 9 REHUSA

===>

>Q31a<
Have you ever registered to vote? | Ha registrado alguna vez para votar?

<2> Yes | 2 Si
<1> No | 1 No

<8> DK | 8 DK
<9> RF | 9 RF

===>

>sk36<
[if Q31a eq <2>][goto Q31b]
[else][goto Q33a]
[endif]

>Q31b<

```
Would you register to vote if you    | Se registraria para votar si
pudiera
could do so on the Internet?         | hacerlo atravez del Internet?

<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF

===>

>Q32a<
Have you ever voted in state or local | Ha votado alguna vez en las
elections?                            | eleciones del estados o
locales?

<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF

===>

>sk37<
[if Q32a eq <2>][goto Q32b]
[else][goto Q33a]
[endif]

>Q32b<
Would you vote if you                | Votaria si pudiera hacerlo
could do so on the Internet?         | atravez del Internet?

<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF

===>

>Q33a<
Have you ever applied for health or  | Ha submitido usted alguna vez
una
social or welfare services?          | solicitud para servicios de
salud, o
| servicios de asistencia social?

<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF

===>
```

```
>sk38<
[if Q33a eq <2>][goto Q33b]
[else][goto Q34a]
[endif]

>Q33b<
Would you use this service if it    | Usaria este servicio si
estubiera
were available on the Internet?      | disponible en el Internet?

<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF

===>

>sk39<
[if Q33b eq <2>][goto Q33c]
[else][goto Q34a]
[endif]

>Q33c<
How much would you be willing to pay | Quanto estaria dispuesto a pagar
por
for the convenience of applying for  | la comodidad de hacer una
solicitud
health or social or welfare services | para sercicios de salud,
servicios
online?                              | sociales, o servicios de
asistencia
| social?

<1> Under three dollars              | 1 menos de tres dolares
<2> Up to ten dollars                | 2 hasta 10 dolares
<3> Over ten dollars                 | 3 mas de 10 dolares
<4> Nothing at all                   | 4 nade en lo absoluto

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA

===>

>Q34a<
Have you ever tried to get           | Ha tratado alguna vez de
obtener
information on public safety or      | informacion dobre la seguridad
publica
environmental safety matters?        | o asuntos de seguridad
ambiental?

<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF
```

```
===>

>sk41<
[if Q34a eq <2>][goto Q34b]
[else][goto Q35a]
[endif]

>Q34b<
Would you get this information if it | Obtendria esta informacion si
were available on the Internet?      | estubiera disponible atravez
                                     | del Internet?

<2>  Yes                             | 2 Si
<1>  No                              | 1 No

<8>  DK                              | 8 DK
<9>  RF                              | 9 RF

===>

>sk42<
[if Q34b eq <2>][goto Q34c]
[else][goto Q35a]
[endif]

>Q34c<
How much would you be willing to pay | Cuanto estaria dispuesto a pagar
por
for the convenience of getting       | la comodidad de obtener
informacion
information on public safety or      | sobre la seguridad publica o
asuntos
environmental safety matters online? | de seguridad ambiental?

<1> Under three dollars              | 1 menos de tres dolares
<2> Up to ten dollars                | 2 hasta 10 dolares
<3> Over ten dollars                 | 3 mas de 10 dolares
<4> Nothing at all                   | 4 nade en lo absoluto

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA

===>

>Q35a<
Some people say that having          | Algunos dicen que teniendo
informacion
government information or services   | o servicios gubernamentales
available in new ways would be       | delispondibles en maneras nuevas
seria
helpful.  To what extent do you      | util.  Hasta que punto estaria
de
agree or disagree with the following | acuerdo o en desacuerdo con las
statements about providing government| siguentes frases acerca de como
proveer
```

```
information or services through the  | informacion o servicios
gubernamentales
Internet.  Do you strongly agree,    | del Internet. Esta usted muy de
acuerdo
agree, neither agree nor disagree,   | de acuerdo, ni de acuerdo ni en
disagree, or strongly disagree?      | desacuerdo, o muy en desacuerdo?


I prefer to see someone in person if | Prefiero ver alguien en persona
si
I need something from a government    | necesito algo de una oficina
office.                               | gubernamental.

<5> Strongly agree                    | 5 Muy de acuerdo
<4> Agree                             | 4 de acuerdo
<3> Neither agree nor disagree        | 3 Ni de acuerdo ni en desacuerdo
<2> Disagree                          | 2 En desacuerdo
<1> Strongly disagree                 | 1 Muy en desacuerdo

<8> DON'T KNOW                        | 8 NO SE
<9> REFUSED                           | 9 REHUSA

===>

>Q35b<
Having government information on the  | Habiendo informacion
gubernamental
Internet would make government more   | sobre el Internet haria el
gobierno
available to the people.              | mas disponible a la gente.

<5> Strongly agree                    | 5 Muy de acuerdo
<4> Agree                             | 4 de acuerdo
<3> Neither agree nor disagree        | 3 Ni de acuerdo ni en desacuerdo
<2> Disagree                          | 2 En desacuerdo
<1> Strongly disagree                 | 1 Muy en desacuerdo

<8> DON'T KNOW                        | 8 NO SE
<9> REFUSED                           | 9 REHUSA

===>

>Q35c<
The Internet is not sufficiently      | El Internet no esta
suficientemente
available to everyone to use it       | disponible a todos para que el
providing government information      | gobierno lo utilize para proveer
and services.                         | informacion y servicios.

<5> Strongly agree                    | 5 Muy de acuerdo
<4> Agree                             | 4 de acuerdo
<3> Neither agree nor disagree        | 3 Ni de acuerdo ni en desacuerdo
<2> Disagree                          | 2 En desacuerdo
<1> Strongly disagree                 | 1 Muy en desacuerdo

<8> DON'T KNOW                        | 8 NO SE
<9> REFUSED                           | 9 REHUSA
```

```
===>

>Q35d<
I am concerned about the quality of  | Me preocupa la calidad de
servicios
services the government would        | que el gobierno daria atravez
del
provide through the Internet.        | Internet.

<5> Strongly agree                   | 5 Muy de acuerdo
<4> Agree                            | 4 de acuerdo
<3> Neither agree nor disagree       | 3 Ni de acuerdo ni en desacuerdo
<2> Disagree                         | 2 En desacuerdo
<1> Strongly disagree                | 1 Muy en desacuerdo

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA

===>

>sk44<
[if Q004 eq <2>][goto Q036]
[else][goto Q37a]
[endif]

>Q036<
During the past year, about how many | Durante el ano pasado, como
cuantos
times did you use the Internet to    | veces uso el Internet para
complete a business transaction,     | completar una transaccion de
such as to order something like      | negocios, tal como ordenar algo
como
travel tickets or flowers or books?  | billetes de viaje o flores o
libros?

<0-87>

<88> DON'T KNOW                      | 88 NO SE
<99> REFUSED                         | 99 REHUSA

===>

*********************
* SECURITY CONCERNS *
*********************

>Q37a<
How concerned are you about giving   | Que tan preocupada esta usted
sobre
out credit card numbers or financial | el dar numeros de cartas de
credito
information about yourself on the    | o informacion financiera sobre
usted
Internet to government agencies?     | a travez del Internet a agencias
                                     | del estado?
```

```
Would you say you're...              | Diria que usted esta...

<5> extremely concerned              | 5 muy preocupada
<4> concerned                        | 4 preocupoda
<3> somewhat concerned               | 3 algo preocupada
<2> not very concerned               | 2 no muy preocupada
<1> not at all concerned             | 1 no preocupada en lo absoluto

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA

===>


>Q37c<
How concerned are you about          | Que tan preocupado esta usted
acerca
providing other nonfinancial,        | de proveer de informacion
personal
personal information about yourself  | no financiero suya
on the  Internet to government       | atravez del Internet a agencias
del
agencies?                            | estado?

Would you say you're...              | Diria que usted esta...

<5> extremely concerned              | 5 muy preocupada
<4> concerned                        | 4 preocupoda
<3> somewhat concerned               | 3 algo preocupada
<2> not very concerned               | 2 no muy preocupada
<1> not at all concerned             | 1 no preocupada en lo absoluto

<8> DON'T KNOW                       | 8 NO SE
<9> REFUSED                          | 9 REHUSA

===>


>Q38x<
Currently, under existing open       | Actualmente, segun las leyes
vigentes
records laws, some information       | de archivos abiertos, alguna
collected by the state is publicly   | informacion recolectada del
estado esta
available and may be bought and sold | disponible publicamente y puede
ser
to various businesses.               | comprada y vendida a varios
negocios.

Information you give the state in    | Informacion que usted le da al
online interactions could similarly  | estado en conversaciones
recipricas
be available to be bought and sold.  | puede ser disponible en la misma
                                     | manera siendo comprada y vendida.


Press g to continue

<g>
```

```
===>

>Q038<
What sorts of information do you      | Que tipo de informacion, piensa
feel should be in publicly available  | usted deberia ser disponibles
databases? For example, How about     | publicamente?  Por ejemplo,
aspects of your driving   history?    | aspectos de su expediente de
Is that acceptable, not acceptable,   | conduccion/(driving record)?  Es
eso
or are you uncertain about it?        | apropriado, no apropriado, o no
esta
| seguro acercada eso?


<3> ACCEPTABLE                        | 3 APROPIADO
<1> NOT ACCEPTABLE                    | 1 NO APROPIADO
<2> UNCERTAIN                         | 2 NO ESTA SEGURO/A

<8> DK                                | 8 NO SABE
<9> RF                                | 9 REHUSA

===>


>Q039<
How much control would you prefer     | Cuanto control preferiria tener
acerca
to have in how the state uses         | de como el estado utiliza
informacion
information about you? For example,   | sobre usted?  Por ejemplo,
preferiria
would you prefer (A) to notify the    | (A) notificar al estado cuando
quisiera
state when you would like to be       | ser borrado de una lista
existente o (B)
removed from an existing database     | dar permiso specifico lista con
or (B) to specifically give           | anticipacion antes de que el
estado lo
permission ahead of time before the   | incluya en una lista, o no tiene
usted
state includes you in a database,     | ninguna opinion sobre esto?
Or do you not have an opinion?        |

<1> NOTIFY STATE                      | 1 NOTIFICAR AL ESTADO
<2> GIVE PERMISSION AHEAD OF TIME     | 2 DAR PERMISO CON ANTICIPACION
<3> NO OPINION                        | 3 NINGUNA OPINION

<8> DK                                | 8 NO SABE
<9> RF                                | 9 REHUSA

===>

>Q40a<
Some institutions                     | Voy a nombrarle unas cuantas
routinely use personal                | instituciones que usualmente
usan
information people give them.  How    | informacion personal que la
gente le
```

confident are you that each of the | da. Que tan seguro esta ud. de
que
following is using your personal, | cada institucion esta usando
confidential information properly? |apropiadamente la informacion
personal y
Are you confident, somewhat | confidencial? Se siente ud. muy
seguro,
confidnet, not very confident, or | algo seguro, no muy seguro, o no
seguro
not at all confident? | en lo absoluto?

State government | Govierno estatal

<4> VERY CONFIDENT | 4 MUY SEGURO
<3> SOMEWHAT CONFIDENT | 3 ALGO SEGURO
<2> NOT VERY CONFIDENT | 2 NO MUY SEGURO
<1> NOT AT ALL CONFIDENT | 1 NO SEGURO EN LO ABSOLUTO

<8> DK | 8 NO SABE
<9> RF | 9 REHUSA

===>

>Q40e<
Federal government | Govierno Federal

<4> VERY CONFIDENT | 4 MUY SEGURO
<3> SOMEWHAT CONFIDENT | 3 ALGO SEGURO
<2> NOT VERY CONFIDENT | 2 NO MUY SEGURO
<1> NOT AT ALL CONFIDENT | 1 NO SEGURO EN LO ABSOLUTO

<8> DK | 8 NO SABE
<9> RF | 9 REHUSA

===>

>Q41a<
Some people say that certain | Algunos dicen que ciertos
servicios
government services would be more | gubernamentales serian mas
convenientes
convenient if they were provided | si se dieran online, pero estan
en
online, but disagree over how to | desacuerdo sobre como mantener
estos
support these services. There are | servicios. Hay cuatro maneras de
pagar
four ways of paying for online | por servicios gubernamentales
online.
government services. How | Que tan apropiado es cada uno
para
acceptable is each to you? | usted?

Having people pay specifically for | Haciendo que la gente pague
using the service | por el uso espediico del servicio

<1> Entirely acceptable | 1 Sumamente aceptable

```
<2> Somewhat Acceptable          | 2 Algo aceptable
<3> Unacceptable                 | 3 No esta aceptable

<8> DK                           | 8 NO SABE
<9> RF                           | 9 REHUSA

===>


>Q41b<
The state selling data generated by | Que el estado venda listas de
datos
users in order to fund the service  | producidos de los que lo usan
para
                                 | pagar por el servicio

<1> Entirely acceptable          | 1 Sumamente aceptable
<2> Somewhat Acceptable          | 2 Algo aceptable
<3> Unacceptable                 | 3 No esta aceptable

<8> DK                           | 8 NO SABE
<9> RF                           | 9 REHUSA

===>


>Q41c<
Advertising on the computer screen | Publicidad en la pantalla de
for the service                  | la computador por el servicio

<1> Entirely acceptable          | 1 Sumamente aceptable
<2> Somewhat Acceptable          | 2 Algo aceptable
<3> Unacceptable                 | 3 No esta aceptable

<8> DK                           | 8 NO SABE
<9> RF                           | 9 REHUSA

===>


>Q41d<
Using general tax revenue        | usando el ingreso de impuestos
generales

<1> Entirely acceptable          | 1 Sumamente aceptable
<2> Somewhat Acceptable          | 2 Algo aceptable
<3> Unacceptable                 | 3 No esta aceptable

<8> DK                           | 8 NO SABE
<9> RF                           | 9 REHUSA

===>


*****************
*  DEMOGRAPHICS  *
*****************


>D001<
Now I would like to ask you      | Ahora quisiera hacerle unas
questions about yourself         | preguntas acerca de si mismo.
```

```
Are you currently married,      | Esta Ud. casado/a,
widowed, divorced, or have      | viudo/a, divorciado/a, o
you never been married?         | nunca se ha casado?

<1> MARRIED (INCLUDE COMMON     | 1 CASADO/A
LAW MARRIAGES)                  |
<2> WIDOWED                     | 2 VIUDO/A
<3> DIVORCED                    | 3 DIVORCIADO/A
<4> SEPARATED                   | 4 SEPARADO/A
<5> NEVER MARRIED (INCLUDING    | 5 NUNCA SE HA CASADO
ANNULMENTS)                     |
<8> DON'T KNOW                  | 8 DON'T KNOW
<9> REFUSED                     | 9 REFUSED

===>


>D002<
What was the last grade in      | Cual fue el ultimo ano o
school you completed?           | grado escolar que Ud. completo?

<1> 0-4 GRADES                  | 1 GRADO 0-4
<2> 5-8 GRADES                  | 2 GRADO 5-8
<3> GRADES 9-11(SOME HIGH       | 3 GRADO 9-11 UN POCO DE
SCHOOL)                         | ESCUELA SUPERIOR
<4> GRADE 12 HIGH SCHOOL        | 4 GRADUADO DE ESCUELA
GRADUATE                        | SUPERIOR
<5> GRADE 13-15 SOME COLLEGE    | 5 UN POCO DE UNIVERSIDAD,
(INCLUDING BUSINESS AND         | ESCUELA VOCACIONAL Y
TRADE SCHOOL)                   | ESCUELA DE NEGOCIOS
<6> GRADE 16; COLLEGE           | 6 GRADUADO DE LA
GRADUATE                        | UNIVERSIDAD
<7> GRADUATE WORK               | 7 ESCUELA DE POSTGRADO
<8> DON'T KNOW                  | 8 DON'T KNOW
<9> REFUSED                     | 9 REFUSED
===>


>D02a<
What was the last grade in      | Cual fue el ultimo ano o
school your father completed?   | grado escolar que su padre completó?

<1> 0-4 GRADES                  | 1 GRADO 0-4
<2> 5-8 GRADES                  | 2 GRADO 5-8
<3> GRADES 9-11(SOME HIGH       | 3 GRADO 9-11 UN POCO DE
SCHOOL)                         | ESCUELA SUPERIOR
<4> GRADE 12 HIGH SCHOOL        | 4 GRADUADO DE ESCUELA
GRADUATE                        | SUPERIOR
<5> GRADE 13-15 SOME COLLEGE    | 5 UN POCO DE UNIVERSIDAD,
(INCLUDING BUSINESS AND         | ESCUELA VOCACIONAL Y
TRADE SCHOOL)                   | ESCUELA DE NEGOCIOS
<6> GRADE 16; COLLEGE           | 6 GRADUADO DE LA
GRADUATE                        | UNIVERSIDAD
<7> GRADUATE WORK               | 7 ESCUELA DE POSTGRADO
<8> DON'T KNOW                  | 8 DON'T KNOW
<9> REFUSED                     | 9 REFUSED

===>
```

```
>D003<
Last week , were you working    | La semana pasada, estaba
full-time, working part-time,   | Ud. trabajando tiempo-
going to school, keeping house  | completo,  medio-tiempo,
or something else?              | estudiando, o encargandose de su
hogar?

<1> WORKING FULL-TIME          | 1 TRABAJO DE TIEMPO COMPLETO
<2> WORKING PART-TIME          | 2 TRABAJO DE PARTE DE TIEMPO
<3> GOING TO SCHOOL            | 3 ESTUDIANTE
<4> KEEPING HOUSE              | 4 AMA DE CASA
<5> DISABLED                   | 5 INCAPACITADO
<6> RETIRED                    | 6 JUBILADO
<7> UNEMPLOYED, LAID OFF       | 7 DESEMPLEADO
<8> DON'T KNOW                 | 8 DON'T KNOW
<9> REFUSED                    | 9 REFUSED


===>


>D007<
What is your current age?      | Cuantos anos tiene Ud. ahora?

<18-94> NUMBER OF YRS          | 18-94 NUMERO DE ANOS
<95> 95 YEARS OR OLDER         | 95 95 O MAS ANOS
<98> DON'T KNOW                | 98 DON'T KNOW
<99> REFUSED                   | 99 REFUSED


===>


>DH01<
Are you of Spanish or          | Es Ud. de origen espanol o hispano?
Hispanic origin?               |
|
<2> YES                        | <2> SI
<1> NO                         | <1> NO
<8> DON'T KNOW                 | <8> DON'T KNOW
<9> REFUSED                    | <9> REFUSED


===>


>DH02<
What is your race?             | Cual es su raza?
|
<1> WHITE                      | 1 BLANCA
<2> BLACK                      | 2 NEGRA
<3> ASIAN                      | 3 ASIATICA
<4> AMERICAN INDIAN            | 4 INDIO AMERICANO
<7> OTHER [#specify]           | u OTRO
<8> DON'T KNOW                 | 8 DON'T KNOW
<9> REFUSED                    | 9 REFUSED


===>


>D012<
Last year was your total       | El ano pasado, cuanto fue el
family income before taxes:    | ingreso total de toda su
```

```
|  su familia antes de pagar impuestos:

<1> Less than $10,000          |  1 menos de $10,000
<2> $10,001 - $20,000          |  2 $10,001 - $20,000
<3> $20,001 - $30,000          |  3 $20,001 - $30,000
<4> $30,001 - $40,000          |  4 $30,001 - $40,000
<5> $40,001 - $50,000          |  5 $40,001 - $50,000
<6> $50,001 - $60,000          |  6 $50,001 - $60,000
<7> $60,001 and above          |  7 $60,001 o mas

<8> DON'T KNOW                 |  8 DON'T KNOW
<9> REFUSED                    |  9 REFUSED

===>

>LAST<
Press <g> to quit

===>                                      [goto EXIT]
```

Appendix B: Survey and Analysis Procedure Details

The Weighted Sample

In our unadjusted sample, 20.1 percent of the sample was Hispanic, eight percent was African American, and about 64.8 percent were Anglo, with the remainder of the sample falling into the categories of Asian (1.9%), American Indiana, Aleut and Pacific Islanders. (The latter groups are too few for any meaningful statistical analyses and they have been removed from most procedures.). Our rural sample was somewhat more Anglo (72.3%) with fewer Hispanics (15.3%) and African Americans (8.9%)

State statistics according to the Texas Workforce Commission as of July, 1999 show a state population of 19,925,577, and 75.2% are White (including Hispanics), 11.9% are Black, with American Indians, Eskimos, Aleuts, Asian and Pacific Islanders and "other races" comprising an additional 12.9%. About 25.5% of the people in Texas are Hispanic (an ethnic rather than a racial designation).[10]   To compensate for underrepresenting the Black and Hispanic populations in this sample, throughout our analyses we have used a weighted sample. The weighted sample approximates these groups' representation in the state: in the weighted sample, 24.4 % of the people are Hispanic, 11.4% Black and 57.8% Anglo.

Defining Rural

Survey Sampling Inc. supplied codes for counties using designations of rural and nonrural. (Survey Sampling Inc. provided the random digit dial sample for survey to the University of Texas' Office of Survey Research, which gathered the data.) Rural is defined as a county that lacks a Metropolitan Statistical Area or MSA. MSA Central Cities for Texas are listed below.

MSA	Population (1999 Estimate)
Abilene	127,952
Amarillo	212,549
Austin-San Marcos	1,121,092
Beaumont-Port Arthur	379,677
Brazoria	228,166
Brownsville-Harlingen-SanBenito	317,781
Bryan-College Station	143,436
Corpus Christi	382,540
Dallas	3,264,588
El Paso	694,666
Fort Worth-Arlington	1,604,741
Galveston-Texas City	245,185
Houston	3,967,587
Killeen-Temple	307,610
Laredo	198,287
Longview-Marshall	210,285
Lubbock	234,689
McAllen-Edinburg-Mission	527,726
Odessa-Midland	245,938
San Angelo	105,648
San Antonio	1,543,383
Sherman-Denison	103,676
Texarkana	82,727
Tyler	168,888
Victoria	84,019
Waco	204,589

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[10] The Texas Workforce Commission site at http://www.twc.state.tx.us is the source for July 1999 population estimates.

Wichita Falls	138,804

(Source: Texas State Data Center
< http://txsdc.tamu.edu/tpepp/1998_txpopest_msa.html >)

MSA Central Cities are defined by the Office of Management and Budget. Most MSAs have Central Cities, although a few do not. Many MSAs have more than one Central City. The geographic extent of each Central City relies on the Census definition of "place" since "city" is a nontechnical term that means different things in different contexts. Places, as defined by the Census Bureau, include legally incorporated cities, towns, villages and boroughs, as well as Census Designated Places which are densely settled concentrations of population identifiable by a name but not legally incorporated.

Demographics of the sample

The following sections add additional detail about the demographic characteristics of the sample. All results are based on the weighted random sample except those pertaining to rural v. nonrural differences. Those results compare all rural households with all nonrural households using the entire weighted sample.

Ethnicity and Race

In our unadjusted sample, 20.1 percent of the sample was Hispanic, eight percent was African American, and about 64.8 percent were Anglo, with the remainder of the sample falling into the categories of Asian (1.9%), American Indiana, Aleut and Pacific Islanders. (The latter groups are too few for any meaningful statistical analyses and they have been removed from most procedures.). Our rural sample was somewhat more Anglo (72.3%) with fewer Hispanics (15.3%) and African Americans (8.9%)

State statistics according to the Texas Workforce Commission as of July, 1999 show a state population of 19,925,577, and 75.2% are White (including Hispanics), 11.9% are Black, with American Indians, Eskimos, Aleuts, Asian and Pacific Islanders and "other races" comprising an additional 12.9%. About 25.5% of the people in Texas are Hispanic (an ethnic rather than a racial designation).[11] To compensate for underrepresenting the Black and Hispanic populations in this sample, throughout our analyses we have used a weighted sample. The weighted sample approximates these groups' representation in the state: in the weighted sample, 24.4 % of the people are Hispanic, 11.4% Black and 57.8% Anglo. As the Figure below illustrates, the rural population is disproportionately Anglo.

Because the size of the "other" category (American Indian, Aleuts, Asian and Pacific Islanders) was too low for most statistical analyses, it was generally dropped from our procedures.

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[11] The Texas Workforce Commission site at http://www.twc.state.tx.us is the source for July 1999 population estimates.