AIM: TO INVESTIGATE THE EFFECTS OF COVID PANDEMIC ON INCREASING DIGITAL INEQUALITIES AMONG UK FAMILIES

SECTION 1. Socio-demographic – Circumstantial determinants

Q1.Age (SC)

What is your age?

[OE BOX] Allow only 20-55, rest all terminate

Q2.Gender (SC)

What is your gender?

1. Male
2. Female
3. Other
4. Prefer not to say

Q3.Family status (SC)

Please choose the option that best describes you situation:

1. Single parent
2. Both legal parents living together
3. Divorced or separated
4. Widowed
5. Other (please specify----) **[OE BOX]**

Q4.How many people live in your household? -------

[NUMERIC OE BOX] limit to 2 digits only

Q5.How many children do you have? ----------

[NUMERIC OE BOX] limit to 2 digits only

Q6.Age of your children

1. CHILD 1**[NUMERIC OE BOX]**
2. CHILD 2**[NUMERIC OE BOX]**
3. CHILD 3**[NUMERIC OE BOX]**
4. CHILD 4**[NUMERIC OE BOX]**

ATLEAST one child's age should be min 5 and max 18, otherwise TERMINATE

Q7. No. of children with disability and also specify the type of disability

1. **[OE BOX]**

2. None

Q8. If the parents are separated, the child/children is/are in the custody of: ------- (SC)

   1. **Mother**
   2. **Father**
   3. **Not Separated**

Q9. Education (SC)

What is the highest level of education you have completed?

   1. Some high school, no diploma;
   2. High school graduate;
   3. Some college credit,
   4. no degree;
   5. Bachelor's degree;
   6. Master's degree;
   7. Doctorate degree.

Q10. Employment status (SC)

What is your current employment status?

   1. Employee in full-time job (30 hours or more a week)
   2. Employee in part-time job (under 30 hours a week)
   3. Unemployed and available for work
   4. Permanently sick/disabled
   5. Self-employed, full or part-time
   6. Wholly retired from work
   7. On a government supported training programme (e.g., Modern Apprenticeship/Training for Work)
   8. Looking after the home
   9. Student
   10. Doing something else (please specify ----------) **[OE BOX]**

Q11. Which of the following best describes the field you operate in? (SC) [Lloyds, 2021]

   1. Telecommunications Technology
   2. CPG / FMCG
   3. Retail Financial services
   4. Not-for profit
   5. Manufacturing & Automotive
   6. Travel Media & Advertising
   7. Government
   8. Education
   9. Medical
   10. Public service
   11. Engineering
   12. Service industry
   13. Something else (specify--------) **[OE BOX]**

Q12. On a scale from 0 to 10, please state if your household's income is sufficient to see you through the end of the month. Please, note that 0 means with great difficulty and 10 means very easily [SLIDER]

Q12b. What is your annual household income after taxes?

1. Under £10k
2. £11-25k
3. 3. £26-50K
4. £51-100
5. Over £100k

If you are a single parent, go to question...

IF Q3=1 GO TO Q18

Q13. Age of the other parent: [NUMERIC OE BOX]

Q14. Please indicate the gender of the other parent:

5. Male
6. Female
7. Other
8. Prefer not to say

Q15. Education of the other parent: (SC)

Which of the following best describes the highest level of education completed by the other parent?

1. Some high school, no diploma;
2. High school graduate;
3. Some college credit, no degree;
4. Bachelor's degree;
5. Master's degree;
6. Doctorate degree.

Q16. Employment status of the other parent (SC)

Which of the following best describes the employment status of the other parent?

1. Employee in full-time job (30 hours or more a week)
2. Employee in part-time job (under 30 hours a week)
3. Unemployed and available for work
4. Permanently sick/disabled
5. Self-employed, full or part-time
6. Wholly retired from work
7. On a government supported training programme (e.g., Modern Apprenticeship/Training for Work)

8. Looking after the home
9. Student
10. Doing something else (please specify) **[OE BOX]**

Q17. Which of the following best describes the field the other parent operates in? (SC) [Lloyds, 2021]

1. Telecommunications Technology
2. CPG / FMCG
3. Retail Financial services
4. Not-for profit
5. Manufacturing & Automotive
6. Travel Media & Advertising
7. Government
8. Education
9. Medical
10. Public service
11. Engineering
12. Service industry
13. Something else (please specify-----) **[OE BOX]**

Q18. How many adults are currently working/studying in remote in your households?

[NUMERIC OE BOX]

Q19. How many adults worked in remote during the lockdowns in your households?

1. 1st wave (March to June 2020) **[NUMERIC OE BOX]**
2. 2nd wave (November 2020) **[NUMERIC OE BOX]**
3. 3rd wave (January to March 2021) **[NUMERIC OE BOX]**

Q20. During the lockdowns who did take care of your children while they were home schooling? (SC)

1. Myself
2. The other parent
3. Both parents
4. someone else (please specify -----) **[OE BOX]**
5. my children attended school

Q21. Where do you live? (SC)

1. Northeast (England)
2. Northwest (England)
3. Yorkshire and The Humber East Midlands (England)
4. West Midlands (England)
5. East of England
6. London
7. Southeast (England)
8. Southwest (England)

Q22. Are you currently living in: (SC)

1. Urban areas
2. Suburbs
3. Small Towns
4. Rural areas
5. Not sure

Health

Q23. Do any members of your family have any long-term health problems(SC)

1. Yes
2. No
3. I do not know

Internet use

Q24. Which of these, best describes your use of the Internet? Please include all use of the Internet, including sending and receiving emails (SC)

1. Several times a day
2. Around once a day
3. 4 or 5 times a week
4. 2 or 3 times a week
5. Around once a week
6. Around once a month

Q25. How much money do you spend on digital technology on average in a month (including things like online TV, home Internet access, mobile phone service and digital subscriptions?) (SC)

1. Less than £50
2. Between £51 and £150
3. Between £151 and £300
4. Between £301 and £450
5. More than £450
6. I do not know

SECTION 2. External determinants

Device and connectivity

Q26. Do you have consistent and reliable access to the internet? (SC)

1. Yes
2. No
3. ~~I don't know~~

Q26b. Are you able to access and use the internet as much as you would like? (SC)

1. Yes
2. No
3. If you do not, why? ------- (e.g., cost, lack of devices, poor signal, etc.) [OE BOX]

Access

Q27. How often to use the following devices to access the Internet? [GRID]

Never – Rarely – Sometimes)

1. Smartphone
2. Personal Computer
3. Public or others' computers (e.g., library computers, relatives/friends' computers)
4. Tablet
5. TV
6. Smartwatch
7. other (please specify) **[OE BOX] do not make mandatory**

Q27b. Which connection do you rely the most on?

1. Home broadband (e.g. wifi, wired internet)

2. Mobile Data (e.g. 3g, 4g, etc)

3. Wi-Fi / internet at school/university

4. WiFi / internet at work

5.Wi-Fi / internet in public space (e.g. in cafes, libraries, on public transport)

6. I don't know.

Q28. Do you need any assistive technologies? (SC)
1. Yes
2. No

IF Q28=1 SHOW
Q28a

Which assistive technology device do you need?
a) screen readers (text to speech),
b) dictation (speech to text),
c) alternative input devices (e.g. switches)
d) screen magnification
e) other (specify)

If not jump to question ….

IFQ28=2 SHOW Q30

Q29. Do you own any assistive technologies?
1. screen readers (text to speech)
2. dictation (speech to text)
3. alternative
4. input devices (e.g. switches) and/or screen magnification
5.
6. other (specify) **[OE BOX]**

Q30. How do you agree with the following in a scale from 0 (totally disagree) and 10 (totally agree)– [SLIDER]

1. I can find and open different applications/programmes on a device
2. I cannot update and change a password when prompted to do so
3. I can turn on a device and log in to any accounts/profiles
4. I cannot open an Internet browser to access websites
5. I can connect a device to a Wi-Fi network
6. There are some things I want to do online that I can't do because of slow or no internet
7. I am able to use the internet to complete all the tasks I want to do

Q31. How many members of your family own digital devices? (SC)

1.Everyone

2. Only parents

Capabilities

Q32. What do you currently use the internet for? (*Select all that apply*) (MC)

1. work
2. study
3. job searches
4. socialising
5. streaming (video or music)
6. online shopping
7. council services
8. medical consultations
9. paying taxes/bills
10. gambling
11. gaming
12. other

Q33. What are the main barriers to you using the internet more? (Select all that apply) (MC)

1. Cost,
2. Confidence,
3. Privacy,
4. Safety,
5. Understanding of technology,
6. I don't find it useful

8. Other (please specify) **[OE BOX]**

Q34. On a scale from 0 (not confident at all) and 10 (totally confident), how confident do you feel using the internet on your own? (SC)

Q35. How do you agree with the following ~~in~~ on a scale from 0 (totally disagree) and 10 (totally agree) Not applicable
(Communicating) – [SLIDER]

1. I cannot communicate with others digitally using email or other messaging applications (e.g., WhatsApp or Messenger
2. I can share documents with others by attaching them to an email
3. I can set up an email account
4. I cannot communicate with others using video tools (e.g., FaceTime or Skype)
5. I can use word processing applications to create documents (e.g., a CV or a letter)
6. I cannot post content on social media platforms (e.g., Facebook, Instagram, or Snapchat) for example messages, photographs, videos etc.

Q36. How do you agree with the following on a scale from 0 (totally disagree) and 10 (totally agree) Not applicable
 (Transacting) [SLIDER]
Not applicable

1. I can set up an account online that enables me to buy goods or services (e.g., Amazon account, eBay, John Lewis etc.)
2. I cannot use credit/debit cards or other forms of online payment to buy goods/services online (e.g., PayPal, WorldPay)
3. I can access and use public services online, including filling in forms (e.g., vehicle tax, voting registration, ordering repeat prescriptions, booking doctor appointments)
4. I cannot upload documents and photographs when this is required to complete an online transaction
5. I can manage my money and transactions online securely, via websites or Apps (e.g., bank account)

Q37. How do you agree with the following Not applicable [SLIDER]

7. Strongly agree – 6 Agree – 5 Slightly agree – 4 Neither agree nor disagree – 3 Slightly disagree – 2 Disagree – 1 Strongly disagree. **Not applicable [SLIDER]**

1. I can use the Internet to find information that helps me solve problems
2. I can use online tutorials, web chat, FAQs and forums to improve my skills in using the Internet and digital apps/products/services

Q38b – ASK ALL

Which of the following have you done in the past week? [MC]

Please select all that apply.

3. Travelled to Barbadensis **SCREEN OUT**
4. Eaten at a restaurant
5. Done a grocery shop at Zara Supermarket **SCREEN OUT**
6. Read a book
7. Watched the news on TV
8. Used an instant messaging service like Whatsapp or Messenger
9. None of the above

Q38. How do you agree with the following on a scale from 0 (totally disagree) and 10 (totally agree)

(Handing Information and Content): [SLIDER]

1. I can use search engines to find the information I am looking for (e.g., search for news using a browser such as Chrome, Internet Explorer, or Safari)
2. I cannot recognise what information or content may, or may not, be trustworthy on websites/apps
3. I can organise my information and content using files and folders (either on my device, across multiple devices, or on the Cloud)
4. I cannot use the Internet to stream or download entertainment content (e.g., films, music, games or books)
5. I can use bookmarks to save and retrieve websites and information
6. I can store information online and access content from a different device (e.g., using the Cloud)

Q39. How do you agree with the following
(Safety): [SLIDER]

7. Strongly agree – 6 Agree – 5 Slightly agree – 4 Neither agree nor disagree – 3 Slightly disagree – 2 Disagree – 1 Strongly disagree

1. I can respond to requests for authentication (e.g., reactivate an account when I've forgotten my password)
2. I cannot recognise and avoid suspicious links in email, websites, social media messages and pop-ups and know that clicking on these links is a risk

3. I am careful with what I share online as I know that online activity produces a permanent record that can be accessed by others
4. I can keep the information I use to access my online accounts secure, by using different and secure passwords for websites and accounts
5. I make sure not to share or use other people's data or intellectual property without their consent
6. I can identify secure websites by looking for the padlock and 'https' in the address bar
7. I cannot set privacy settings on my social media and other accounts
8. I can update my computer security systems when necessary to prevent viruses and other risks

Q40. Digital Capital (1-10 scale)

Below you will be offered a number of statements about your online experiences. Please indicate how accurate you think they are in describing you. We ask you to indicate 0 to 10 (where 0 means "Not at all accurate" and 10 "Absolutely accurate"). **[SLIDER]**

1. I can use many devices to connect to the Internet
2. No matter where I am, I always find a way to connect to the Internet
3. I have been using the internet for a long time
4. When others have a problem with the use of the Internet they ask me
5. I know how to navigate the web knowing which sources to rely on
6. In the course of my online experience, I have learned to share my thoughts across different communication devices and platforms
7. In the course of my online experience, I have learned to use different tools to create textual and audio-visual content
8. I am able to choose the most appropriate way to protect my personal data (e.g. address, telephone number, password)
9. When I have a technical problem with a digital device, I always know how to go about fixing it

Motivation

Q41. How do you agree with the following statements regarding your attitude to technology: [SLIDER]

7. Strongly agree – 6 Agree – 5 Slightly agree – 4 Neither agree nor disagree – 3 Slightly disagree – 2 Disagree – 1 Strongly disagree

1. I don't enjoy trying out new and innovative technologies
2. I prefer not to use technology unless I have to
3. Technologies make my work harder

4. My digital skills don't fit my everyday needs
5. I use technologies to reduce my impact on the environment (e.g., reducing my production of carbon emissions by limiting my movements)

Support

Q42. On a scale from 0 (totally disagree) and 10 (totally agree)
How do you agree with the following statements regarding your attitude to technology [SLIDER]
Not applicable

a.   I need support to carry out some tasks on the Internet/ use my digital devices
b.   During the pandemic, I asked for support to use my digital devices
c.   During the pandemic, I helped my family use their digital devices

Covid and techno-acceleration

Q43. Thinking about accessing information on the Internet or through computers/laptops or other devices (e.g., tablets, smartphones) … Since the start of the pandemic, do you think your ability has improved? (SC)

1. Yes
2. No
    It hasn't changed

5. Don't know

Q44. And still, since the start of the pandemic, on a scale from 0 (totally disagree) and 10 (totally agree) , how do you agree with the following? [SLIDER] Not applicable

a.   I have used the Internet to access online promotions and deals to save money

c.   I am ~~better~~ not able to manage my money online
d.   I have been able to keep in touch with family and friends more
e.   I have accessed online medical consultations
f.   I believe I have experienced health conditions due to the overuse of technology
g.
h.   I have not preferred working from home
i.   I have supported my children online education
j.   I have thought more about growing and progressing my career through digital training
k.   My Internet connection has been poor to support the online activities of all family members
l.   I have not received support from my work organisation to do my job through the Internet
m.   I have received support from the government to buy devices or acquire digital skills/access to the Internet
n.   I have not enough digital devices for all the members of my family
o.   My children received training from school to help them use technology

Q45. Since the start of the Pandemic, have your children) (MC)

1. Got worse results at school
2. Received support from their school (e.g., for digital skills acquisition, purchase of devices)
3. Were unhappy to learn from home
4. Had no problems accessing the Internet whenever they wanted
5. Being able to socialise through the Internet
6. Not got in touch with the rest of their family (e.g. grandparents, cousins, uncles)
7. Preferred spending time using technologies rather than doing physical activity (compared to the pre-pandemic)
8. Increasingly avoiding the members of the households (e.g., staying in their rooms)
9. Increasingly gaming online (compared to pre-pandemic)
10. Increasingly using social media (compared to pre-pandemic)
11. Experienced health issues connected to overuse of technology (diagnosed by the doctor)

Q46. What device have your children used the most to access distant learning? (SC)

2. Personal Computer,
3. public or others' computers (e.g., library computers, relatives/friends' computers)
4. tablet,
5. TV,
6. Smartwatch
7. other (please specify) **[OE BOX]**

Q47. How many hours do your children spend on digital technologies in a day? (SC)

1. Less than 1 hour a day
2. More than 1 and less than 2 hours
3. More than 2 and less than 3 hours
4. More than 3 and less than 4 hours
5. More than 4 hours and less than 6 hours a day
6. More than 6 hours a day

Technology and environment

Q48. Awareness

Please look at the following list of environmental issues, and order, using a scale from 1 (most concern) to 13 (least concern), the issues that concern you: (

1. Air pollution
2. Pollution of rivers and seas
3. Flooding
4. Litter
5. Poor waste management (e.g. overuse of landfills)
6. Traffic/ congestion
7. GM food
8. Climate change
9. The hole in the ozone layer
10. Using up the earth's resources

11. Extinction of species
12. Radioactive waste
13. Overpopulation (of the earth by humans)

Q49. How do you agree with the following statements on a scale from 0 (totally disagree) and 10 (totally agree) [SLIDER] Not applicable

1. We can all do our bit to reduce the effects of climate change
2. People should be made to reduce their energy consumption if it reduces climate change
3. Climate change will improve our weather
4. Climate change is just a natural fluctuation in earth's temperatures
5. It is already too late to do anything about climate change
6. Climate change is something that frightens me
7. I am uncertain about whether climate change is really happening
8. Radical changes to society are needed to tackle climate change
9. The evidence for climate change is unreliable
10. Claims that human activities are changing the climate are exaggerated
11. If I come across information about climate change I will tend to look at it
12. The effects of climate change are likely to be catastrophic
13. Nothing I do makes any difference to climate change one way or another
14. Experts are agreed that climate change is a real problem

Q50. Thinking about the relationship between your use of technologies and the environment, how do you agree with the following in on a scale from 0 (totally disagree) and 10 (totally agree)? [SLIDER] Not applicable

1. I get most of my knowledge on climate change on the Internet
2. I find myself reflecting on how my technological behaviour may impact the environment
3. I know that technologies are harmful to the environment
4. Online shopping is more eco-friendly than in-store shopping

Behaviour

Q51. Thinking about what you do to reduce environmental pollution, how do you agree with the following in on a scale from 0 (totally disagree) and 10 (totally agree)? [SLIDER] Not applicable

1. I cycle instead of driving my case whenever I can
2. I use public instead of driving my car
3. I make sure lights are turned off if I do not need them (e.g., at home, at work etc.)
4. I do not buy energy efficient light bulbs
5. I buy organic food
6. I prefer to buy local products if I have a choice
7. I do not consider myself an activist in the environmental field (e.g., by sharing posts online, taking part in campaigns etc.)

Q52. Thinking about your understanding of the relationship between the everyday use of technologies and their impact on the environment, how do you agree with the following on a scale from 0 (totally disagree) and 10 (totally agree)? [SLIDER]

1. I prefer to meet people online rather than face to face (e.g., to limit my physical movements and reduce my impact on the environment)
2. I try to condensate as much information as I can in one email/message

4. I unsubscribe from automatically generated newsletters
5. I order online only if I need multiple items
6. I avoid express delivery (one day delivery)
7. I check if the businesses are respectful of the environment before ordering online
8. I do not need to read products' reviews because I can return the items if they do not correspond to what I expect
9. If I use of on-demand video services or other streaming services, I make sure that videos are in low resolution

Happiness

Q53. For each of the following statements and/or questions, please circle the point on the scale that you feel is most appropriate in describing you. [SLIDER]

1. In general, I consider myself:
   a. not a very happy person   1   2   3   4   5   6 7 8 9   10   a very happy person
2. Compared with most of my peers, I consider myself:
   a. less happy   1   2   3   4   5   6   7 8 9   10   more happy
3. Some people are generally very happy. They enjoy life regardless of what is going on, getting the most out of everything. To what extent does this characterization describe you?
   a. not at all   1   2   3   4   5   6 7 8 9   10   a great deal
4. In most ways my life is close to my ideal. To what extent does this characterization describe you?
   a. not at all   1   2   3   4   5   6   7 8 9   10   a great deal
5. The conditions of my life are excellent. To what extent does this characterization describe you?
   a. not at all   1   2   3   4   5   6   7 8 9   10   a great deal
6. I am satisfied with my life. To what extent does this characterization describe you?
   a. not at all   1   2   3   4   5   6   7 8 9   10   a great deal

7. If I could live my life over, I would change almost nothing. To what extent does this characterization describe you?

    a. not at all 1   2   3   4   5   6   7 8 9   10   a great deal