

# The World Internet Project International Report

8<sup>th</sup> Edition



Center for the  
Digital Future

# THE WORLD INTERNET PROJECT

## International Report – Eighth Edition

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*For the complete list of international partners in the World Internet Project, see page 92.*

# **WORLD INTERNET PROJECT**

## **International Report**

### **Eighth Edition**

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# **WORLD INTERNET PROJECT**

## **International Report**

### **Eighth Edition**

Welcome to the findings of the World Internet Project (WIP).

This report represents the eighth published results of the World Internet Project, collaboratively produced by the Center for the Digital Future in the USC Annenberg School for Communication and Journalism in the USA along with partner countries worldwide. This work on the impact of the internet has evolved during 13 years of exploration and reveals an international picture of change brought about by online technology.

The internet has transformed entertainment, communication, information-gathering, and education across the globe. However, the scope of change varies widely from country to country – a prime reason for a comparative international study.

We originally created this project in 1999 because the internet represents the most important technological development of our generation; the effects of the internet may surpass those of television and could someday rival those of the printing press. By beginning our study of the internet early in its evolution, we have built a broad base of knowledge and analyzed the effects of the internet as it evolves, and not as postscripts after it has matured.

To achieve our objectives, the 30 countries that are partners in the World Internet Project conduct surveys of individuals in thousands of households, compiling the responses of internet users and non-users age 18 and older. We explore how online technology affects the lives of internet users, and how their views and behavior differ from those of people who are not online.

The World Internet Project partners are expanding their explorations of internet use as technology is transformed. When new types of access become available – such as the growth of broadband almost a decade ago, or other methods now unknown come tomorrow – the project will track them.

## The World Internet Project: why an ongoing study of the internet?

The research conducted by the global network of partners in the World Internet Project differs from most other studies of online technology in three principal ways:

### 1. The World Internet Project looks at the social impact of the internet

Most internet studies gather data about who is online, how long they are online, and what they do online. The World Internet Project also compiles this information, but then examines the implications of the use of online technology, and links this use to a broad range of values, behavior, attitudes, and perceptions.

### 2. The project focuses on internet non-users as well as users

The World Internet Project follows how the behavior and views of internet users differ from those of non-users.

### 3. The World Internet Project engages government and private industry decision-makers who can create policy based on our findings

Our work involves public and private organizations that use our results. Many WIP partners work closely with corporations – some of which are direct competitors – and foundations, all of whom are engaged with us in an ongoing dialogue about the issues we explore in our studies.

## The World Internet Project: key areas

As you will see in these pages, the World Internet Project includes findings that compare the actions and views of internet users and non-users. The report is organized into nine general subject areas:

- Internet users and non-users
- The internet and social connections
- Politics and the internet
- Media use, reliability, and importance
- Online security and personal privacy
- Keeping connected through the internet
- Research, education, and jobs
- Buying, selling, and financial management
- Online entertainment and personal interest

We hope these findings from the World Internet Project will enlighten you about the many ways in which online technology is transforming our world.

Jeffrey I. Cole, Ph.D.  
Director, USC Annenberg School Center for the Digital Future  
Founder and Organizer, World Internet Project

# **WORLD INTERNET PROJECT**

## **International Partners**

### **Status Reports**

# The internet in Egypt

Contact: Robb Barton Wood, [rwood@northwestern.edu](mailto:rwood@northwestern.edu)

By Sarina Levin

Egypt (officially the Arab Republic of Egypt) has experienced significant growth in internet use in the past 16 years – rising from approximately 450,000 users in 2000 to over 30 million users in 2016. Internet penetration – now approximately one-third of the population – is relatively high in Egypt compared to some of its neighboring countries such as Libya and Sudan. Of the adult internet users in Egypt, 71 percent reported using the internet on a daily basis.

Internet growth in Egypt has been hindered by obstacles to access. The internet is dominated in large measure by English, a language spoken by only 35 percent of the Egyptian population; likewise, only 75 percent of the population is literate. Furthermore, although Egypt has one of the largest telecom markets in North Africa with considerable domestic fiber infrastructure and numerous cables which cross through it, access is relatively expensive and speeds are relatively slow. Ranked 52 out of 62 countries examined in an internet services' cost rating, the cost in Egypt was estimated at \$23.3 per month in comparison to the global cost of \$5.2 per month. This cost is unrealistic for many individuals, considering that 26 percent of the population lives below the poverty line.

Caps on data use are also implemented, even for so-called “unlimited” data plans. The internet in Egypt also runs on average at 2.8 Megabits per second (Mbps), a speed easily surpassed by nearby Middle Eastern countries and far from the advertised 24 Mbps. Not all sections of the country are equally developed, as rural areas and urban slums lack the necessary infrastructure to access the internet.

Many of these obstacles to access can be attributed to governmental restrictions. In 1999, the Egyptian government had prioritized the development of Egypt's information and communications technology sector by creating the Ministry of Communications and Information Technology. Although internet use rose because of these developments, the Egyptian government controlled all internet infrastructure through the state-owned company Telecom Egypt and centralized it into easily controllable “chokepoints.” When social media began speeding up the 2011 revolution by aiding the revolutionaries and the transmission of their message, the Egyptian government used their “chokepoints” to cut off all telecommunications.

Political instability and economic turmoil have remained since the revolution and removal of President Hosni Mubarak, causing increased internet restrictions and censorship. The parliament has recently reviewed a cybercrime bill which would force social media users to register with the government and pay a monthly fee to facilitate surveillance of activity. Additionally, as of October 2017, the government has blocked 434 websites (21 of which are news websites) under the claim that they promote terrorism. Numerous cases have also arisen wherein security forces have detained and imprisoned individuals for criticizing the government or mocking President Abdel Fattah al-Sisi on social media.

Not surprisingly, the primary demographic that uses the internet the most is young, urban, educated, and English-speaking. Sixty-four percent of internet users in Egypt are between the ages of 18 and 34, 81 percent have completed secondary education or higher, and 84 percent speak English. Internet use is positively correlated with per capita income, as wealthy individuals are more likely to own a computer in their home: 47 percent of Egyptian adults have a working computer in their household.

The most common use of the internet in Egypt is social networking; 80 percent of all adult users use the internet to stay in touch with family and friends. Of social media platforms, the most popular is Facebook, which has 28 million users. Egyptians more commonly share opinions about politics or music and movies on social media platforms, rather than for sports or products they use. The second most common use of the internet is acquiring political news (68 percent of adult users access the internet for this purpose).

In regards to cell phones, the majority of Egyptians own a device; however, only 25 percent own a smartphone. Smartphones (most commonly Samsung, iPhone, and Nokia devices) are more prevalent among the highly-educated.

# The internet in Greece

The National Center for Social Research  
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By Melissa Andrews

Greece is the tenth most populated country in the EU-28 with approximately 11 million people. Despite its high population, the rate of internet advances and use is lower than for the rest of the EU. The total number of internet users in Greece is approximately seven million. The level of broadband growth went from seven percent to 45 percent between 2007 and 2011. Even with this 38 percentage point jump Greece still falls behind the rest of the EU in level of basic internet access, surpassing only Latvia, Slovakia, Poland, Bulgaria, and Romania.

Limited trust and user security concerns have significantly inhibited internet use. In particular, individuals fear credit card information theft in e-commerce transactions. Although the risk of this happening is no higher than elsewhere, Greeks are wary of the process. As of 2007, about 22 percent of users bought goods or services (non-governmental) online. This has increased to about 43 percent, which is still lower than the EU average. Media coverage contributes to skepticism in the population, as its coverage often focuses on the most negative privacy incidents.

Age and educational level are a second inhibiting factor in internet use. Nine out of ten Greeks between the ages of 16 and 24 engage in internet use while only one out of every ten between the ages of 65 and 74 do. The older Greek population tends to only speak Greek which inhibits taking advantage of the internet's benefits. In addition to this language barrier, lower educational levels also limit online access.

Greece also has relatively low quality internet service. With severe economic challenges facing Greece, the government has not made the internet a priority. Thus the service that Greece does have is relatively slow and sometimes unreliable. The highest recorded average rate in Greece is 8.7 Megabits per second (Mbps), which is still below the European average of 9.3 Mbps.

Greece has seen a large decline in its online media and journalism domains due to the economic crisis since 2009. It is categorized as "partly free," ranked last in the European Union, and 99<sup>th</sup> worldwide in terms of their press freedom as of 2014.

Internet use did increase in 2010 with the growth of interest in reading and creating blogs. *Trokitko* was the most well-known of the blogs. It included stories about politicians and public figures. But blog founders, including those behind *Trokitko*, have been arrested based on defamation charges. Moreover, several legislative efforts outlawed being anonymous online, making outlets of personal opinion on the internet subject to constant legal supervision.

Public opinion about internet use is split, with about half of the population happy to have broadband access to the internet and the other half holding that the internet has nothing to offer or is too complex to learn. Of the portion of the population that does use the internet frequently, they especially use it for email, visiting social networks, looking for product information, and listening to music. Facebook is by far the most used form of social media. A majority of Greeks still prefer to access social networking sites on a desktop rather than on a mobile device or tablet.

These obstacles will no doubt be overcome in Greece as awareness of the benefits that internet use and e-commerce offers increase. Accordingly the trust the Greek population needs in order to reap the benefits of being online will follow.

# The internet in Lebanon

Robb Barton Wood, rwood@northwestern.edu

By Michelle Veriah

In general, the growth of the internet in Lebanon has been slow. Lebanon continues to have problems due to slow internet speed, poor telecommunication infrastructure, and lack of competition in the internet and communication technologies (ICT) sector.

In Lebanon internet services are provided by its Ministry of Telecommunication and the state-run company Ogero, which has allowed the government to maintain a monopoly over internet services in the entire country. The country's ICT development has been slow due to political factors. And the internet remains partly free. Fortunately, internet services have been improving since the introduction of "Digital Telecom Vision 2020." This government internet development plan focuses on the expansion of telecommunication infrastructure to bring better internet access at higher speeds to citizens throughout the country.

The plan, enacted in June 2017, aims to make internet speed faster and cheaper. Toward this end, there is need for considerable infrastructure development. Because of this, the Ministry of Telecommunications has partnered with Ogero to build fiber-optic networks to replace copper wires throughout the country. In the coming few years, if this plan is carried out, Lebanon should see significant improvements.

# The internet in New Zealand

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By Joanna Kim

Like many advancing countries, New Zealand is adapting to life with social media. Top reasons for the use of Facebook within New Zealand is to stay connected to friends/family (79 percent), to reconnect with old friends/family (78 percent), for relaxation (50 percent), to meet new people (48 percent), for entertainment (36 percent), and to keep up with news and events (33 percent). Currently, there are greater percentages of male Facebook users than female Facebook users in age groups of 18-24 years and 25-34 years.

Many businesses within New Zealand are turning towards digital advertisements and overall internet services. With the growing use of 360-degree video tours and virtual product demonstrations, virtual and augmented reality is being considered for future use by businesses. In 2017, it is estimated that 30 percent of companies will experiment in VR/AR for marketing purposes. During 2017, there has been an over 25 percent increase in social media ad spending on websites such as YouTube and Facebook. This increase is due to the fact that almost 90 percent of children aged 15+ actively use social media. This form of marketing has been effective, as 80 percent of New Zealanders on Facebook discover new products and companies within the platform, and 56 percent of them go to the business's website to learn more. Majority of the ads had been in the form of static texts and images but many are also starting to use video content for marketing. Around 50 percent of businesses in New Zealand use the internet to receive orders for goods or services in 2016. Increasingly more people (24 percent) are signing up for digital subscription services such as Netflix and Spotify, shifting the control of the consumption of content towards consumers.

The Government of New Zealand attempts to minimize criminal activity online through parliamentary actions and direct handling within the "E-Crime Lab." The New Zealand Police has a unit called the E-Crime Lab, which investigates and prosecutes internet-related criminal activity such as cracking and phishing- a form of fraud that uses deceptive emails to obtain valuable personal information. The E-Crime lab also works with the Centre for Critical Infrastructure Protection, a unit of the Government Communications Security Bureau (GCSB) whose goal is to improve the security of New Zealand's critical infrastructure and protect government departments from cyber threats.

In addition, the Harmful Digital Communication Act of 2015 (HDCA) was passed in an attempt to minimize cyber-bullying by making intentionally hurtful digital communication a criminal offense. Critics of the act are concerned over the vagueness of the HDCA, which could inevitably be used to limit online free speech. The effect of this act on schools and students is yet to be evident but this act appears to be less focused on censoring speech and more on limiting harmful language. The government has also taken effort to increase internet use among New Zealanders through the Rural Broadband Initiative (RBI). RBI aims to make internet available to 90 percent of rural areas outside of the Ultra-Fast Broadband (UFB) zone. The Ministry of Business, Innovation, and Employment estimates that by 2024, 84 percent of the people in New Zealand will have access to the internet using UFB.



# The internet in Qatar

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By Xiran (Emily) Zhou

Qatar ranks high in internet penetration among Arab countries. Qataris are active internet users, averaging 45 hours of online activity per week, substantially higher than online use of people in other Middle Eastern countries.

Qatar's internet growth can be attributed to ictQATAR's (Ministry of Information & Communications Technology) National Broadband Plan, which outlines a 10-year agenda aimed to provide high speed, high quality, and affordable broadband services. The main internet providers are Ooredoo (formerly Qtel) and Vodafone. Ooredoo is a local provider, while Vodafone is international.

Although Qatar is one of the most connected countries in the Arab region, the government heavily censors internet content, mainly filtering LGBTQ+ content, sexual health resources, dating services, and privacy tools. Despite the strict regulations, a majority of Qataris support even greater restriction, with most people agreeing that it is the government's responsibility to block questionable content.

## Social media use

On average, Qataris spend two hours a day browsing social media. The most popular social media app in Qatar is WhatsApp, used by 87 percent of Qatar's internet population. In contrast, only 22 percent use Facebook. In fact, Facebook use is the lowest in Qatar out of all the Middle East countries. Social media use differs between genders; females are more likely to use newer social media platforms and social media for e-commerce. Despite the popularity of various social media platforms among Qataris, they send or post online content less often than people of other Middle Eastern countries.

Recently, social media became a platform for political suppression in the midst of a diplomatic crisis between Qatar and other Gulf countries that accused Qatar of undermining the region's security by supporting terrorist and militant groups. This crisis had resulted in the United Arab Emirates (UAE) and Bahrain threatening to jail those expressing sympathy with Qatar on social media.

## Smartphone and mobile internet

Qatar has a smartphone penetration of 95 percent, making mobile internet almost universal in the country. The increased popularity of mobile phones can be attributed to Vodafone; the company ended Ooredoo's domestic monopoly in the mobile sector in 2009, making telecommunications service more affordable and accessible. The increased use of smartphones has also led to a rising demand for mobile broadband.

# The internet in Saudi Arabia

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By Michelle Veriah

Over the past few years, Saudi Arabia has experienced a growth in internet and communication technologies. The country has enjoyed increased access to the internet, increased speeds, higher penetration rates, and a wider range of use. The government promotes internet use as a way to advance the economy, but it also continues to allow state censorship when it comes to politics.

Internet services in Saudi Arabia are regulated by the Communications and Information Technology Commission (CITC). The CITC controls the maximum price telecommunication companies are allowed to charge citizens for the internet services they provide. The CITC also is a main body that influences the content allowed on social networks. While self-censorship remains prevalent, the Saudi government through the CITC prominently filters internet content to tailor it to their national agenda.

Saudi Arabia's internet freedom improved slightly in 2015 and 2016 due to greater internet access. However, as a whole, the internet environment in Saudi Arabia remains less than open due to strict censorship and significant punishments for online activism. Overall, Saudi Arabia's internet status remains "not free." The tense political climate with neighboring countries has recently heightened Saudi authorities alert for public expressions of dissent.

Compared to other sources of communication, the internet remains the optimum space for freedom of expression in Saudi Arabia. Many citizens use tools to access content and services banned by the government. However, citizens are still less willing to express themselves and their opinions online due to significant penalties for political, religious, or social speech that goes against the national interest.

Social media is also heavily monitored by the government. Antiterrorism and cybercrime laws set in place by the government have largely silenced social media users. Several well-known online activists were served with prison sentences in the past few years. Thus, while the internet has changed how citizens interact with each other, the government prevents citizens from speaking out against established institutions.

# The internet in Sweden

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By Chad Blickenstaff

Internet access and use have continued to increase in Sweden since its inception over 20 years ago. When it comes to information technology, Sweden is considered to be at the forefront both in terms of technological innovation, as well as in progressive policy-making, regulation, and internet freedom. In 2012, Sweden topped the World Wide Web Foundation's Index ranking of countries in terms of communications infrastructure, Web use, Web content, and the political, social, and economic impact of the internet. The internet in Sweden is used by 94 percent of the population, the fourth highest use rate in the world. The country also has the second fastest average internet connection speed in the world.

In recent years, the mobile internet has changed the way the Swedish access and use the web. Seventy-seven percent of the population has a smartphone and 76 percent use the internet on their phone, 62 percent daily. Most families with children (87percent) have several computers, smartphones, and tablets. There has been a significant increase in internet use among pre-school children and is partly due to the tablet's popularity in families with children. This is also behind the increasing number of younger children starting to use the internet regularly.

Social media use also continues to grow with visitors on social networks increasing from 53 percent of internet users in 2010 to 77 percent in 2015. Seventy percent of internet users use Facebook and almost half do it daily. Additionally, the internet has had significant political influence, as well. Before the 2014 election, television was the most important information source overall, but for the young (16-35) the internet was the most important. Sixty-nine percent of the population used the internet for information before the 2014 election, and 18 percent did this daily. For those aged 26-35, 29 percent did this every day. And half of those between the ages 16-35 were politically active on Facebook around the 2014 election.

Sweden has pledged to ensure that human rights are respected online in the same way as they are offline. Sweden is hesitant to engage in internet censorship and surveillance, and has no government restrictions on access. There are also no credible reports that the government monitors e-mail or internet chat rooms without appropriate legal authority. Sweden's official stance is that access to the internet makes it possible for people to fully exercise their rights to freedom of expression and opinion.

# The internet in Switzerland

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By Joshua DeAnda

Since 2011, the average internet use rate in Switzerland has doubled with 90 percent of the population being users. As internet use increases, non-user rates have halved in the last six years. However, half of the non-users benefit indirectly from the internet by having somebody else do research or perform tasks online on their behalf. The number of absolute non-users in Switzerland thus amounts to approximately 360,000 (5 percent). As internet use increases, more people are using the internet for longer periods of time. The average internet use time has doubled since 2011 and currently stands at 25.5 hours a week.

Although internet use is generally not seen as a problem, the increase in use has resulted in feelings of missing out on important things in life. This feeling is common among those who use the internet the most (young people and the poorly educated). Most internet users (83 percent) feel that they are able to distinguish important and unimportant activities online well, with 73 percent of users believing that they can adjust their activities and devices to avoid distraction from important things.

Although internet use has increased, efficacy of internet use for political statements has remained relatively constant. Almost half of the Swiss (49 percent) are not fully convinced that it is safe to state their opinions about politics on the internet, while one-third (34 percent) of the population support full freedom of expression online. The Swiss largely reject the notion that internet use boosts participation in democratic processes. There is acknowledgement that internet use can aid users in the understanding of politics, but there is strong disagreement with the idea that internet use can result in more say or influence over the political process. Overall, confidence in digital democratization has increased slightly since 2011, but it has remained low.

The trust in digital content has decreased immensely. The growing global debate on fake news is reflected in the increased users' behavior of fact checking. In the information category, fact-checking (78 percent, up 18 percentage points since 2011) and searching for news (86 percent, up 11 percentage points since 2011) have seen the most significant rise over the past few years. Online dictionaries are used by most people in Switzerland (86 percent) and search engines by almost everybody (97 percent). Until 2013, three-quarters of the Swiss population rated at least half of online content as trustworthy, this number has dropped to 58 percent in 2017. People are taking a drastically different view of the trustworthiness of information providers: The Swiss Broadcasting Company SRG, government agencies, and paid newspapers are viewed significantly more favorably than user-generated content and online social networks.

Although government digital content is increasingly trusted, the Swiss are becoming increasingly concerned about privacy. One in two Swiss users are concerned about firms or hackers violating their privacy online, while 39 percent of people fear the same about governments. Older internet users are more concerned than younger people that their privacy is being violated by other people. Eight out of 10 internet users in Switzerland pay great attention to protecting their privacy, and 44 percent believe that they can control their privacy on the internet. Older internet users take more precautions when it comes to their online privacy, resulting in them more likely to feel that they are able to control their privacy online. At the same, they more often state that they have nothing to hide and that concerns about privacy online are exaggerated.

Internet chatting, online phone calls, and time-shifted TV (Digital Video Recorder) have been on the rise since 2011. Among interaction services, messaging/chatting and internet phone calls have seen the most pronounced rise, both having doubled. Private and professional online social networks have also grown and are being used very frequently, with 67percent of users logging into their online social networks every day. Among the activities people do on the web, listening to music (69percent) and watching videos (65percent) are the dominant online activities when it comes to entertainment. Time-shifted TV (50percent) has seen the largest rise since 2011, up 13 percentage points. One-third of those surveyed play games online, while 17percent gamble and 25percent state that they consume erotic content.

Eighty-six percent of Swiss internet users search the web for information about products. Three-quarters of Swiss users (77 percent) buy online, with travel bookings proving particularly popular for online consumers. One-third of people in Switzerland (35 percent) also sell things online themselves. Sharing economy platforms such as Uber and Airbnb are used by 20 percent of users, while five percent offer their services on these platforms.

The internet is not only the most important source of media information in Switzerland in 2017 – ahead of newspapers and television – but it is also for the first time the number one source of entertainment, alongside television. However, personal offline contacts are still considered much more important in both categories. For the 70+ age group, the internet remains less important than newspapers and radio, both for entertainment and information purposes.

## The internet in Taiwan

Taiwan e-Governance Research Center  
Department of Public Administration  
National Chengchi University  
[www.teg.org.tw](http://www.teg.org.tw)  
<http://pa.nccu.edu.tw>

By Mathew Byun

As of 2017, Taiwan dropped from previous ratings of 3rd and 4th in global internet speed and internet infrastructure to 13th and 19th respectively. The government has taken notice of this and chosen to emphasize increasing internet connectivity across the country by improving domestic digital infrastructure.

In March 2017, Taiwan introduced a construction project to upgrade Taiwan's digital infrastructure. The government introduced the Forward-Looking Infrastructure Development Program, stating that over US \$1.5 billion would be invested on internet infrastructure over the next three years. The government states that their goal is to make the digital economy account for over a fourth of their GDP by 2020, as well as set up fast and secure broadband to all citizens. This will include introducing cultural creativity and high-value products into the industrial sector. Other aspects included in the improvement of digital infrastructure are enhancing information security and improving disaster-relief communications systems. The former is important due to the fact that there have been DDoS (distributed denial-of-service) attacks on Taiwan's major industries: technology, manufacturing, and media. The latter is focused on the various natural disasters that plague Taiwan.

There has also been a recent shift from government-regulated Wi-Fi use towards more commercial involvement. Currently, the use of Wi-Fi requires a government issued login and password. However, there's been a shift towards the private sector, including a push for free Wi-Fi on trains and buses. According to this plan, watching a short ad allows one 30 minutes of free Wi-Fi, with unlimited time to watch the ads. This model may lead to less government control over the internet infrastructure.

# The internet in Tunisia

Contact: Robb Barton Wood, rwood@northwestern.edu

By Mathew Byun

The internet use in Tunisia was drastically altered in January 2011, when President Zine El Abidine Ben Ali was ousted and was subsequently replaced by a new acting government. The new government chose to remove restrictions on internet use placed under Ben Ali's rule such as filters on social networking sites including Facebook and YouTube. These filters were originally erected in order to suppress content that went against the ruling government. With the creation of the new Tunisian government, the information ministry in charge of monitoring Tunisian citizens' internet access was abolished as well.

This does not seem to have lasted, however. Months later after the overthrowing of President Ben Ali, internet censorship returned with blocked Facebook pages that were reportedly denouncing the military and their leaders as well as blocked access to pornographic websites. There has been a return of an agency similar to the information ministry in charge of internet surveillance and censorship called the Tunisian Technical Telecommunication Agency, also known as the ATT. The agency was set up by the government in 2013 and has surveillance and meta data collection abilities. The agency was officially established to protect against as well as monitor cybercrimes, but is feared to possibly have the same purpose as the information ministry under the previous regime. There is little transparency for the public.

While this may prove troubling, Tunisia created a constitution that protects free speech, bans "prior censorship," and protects data privacy in January 2014. Between 2014 and 2015, Tunisia's telecoms regulator also created regulations surrounding the licensing of ISPs, which is a crucial step toward greater transparency. During this time, Tunisia also had a number of terrorist attacks, which have led to calls for censoring extremist content. The Information and Communications Technology (ICT) sector has decided to not censor this content by itself, instead choosing to contact and direct social media companies to take down extremist content.

Counterterrorism laws were also put into place during 2015-2016. These state that those who were found to have supported terrorism in any way online can be sent to prison for five years and that security services need to obtain judicial approval before engaging in surveillance in terrorism-related cases. While the latter may provide more scrutiny for internet surveillance agencies, the former allowed for journalists and ordinary citizens to be arrested under terrorism charges.

In more recent news, in July 2017, Telco, a telecommunications company, signed a three-year agreement to provide telecommunication services for Tunisia's agricultural sector until 2020.

# The internet in the United Arab Emirates

Contact: Robb Barton Wood, rwood@northwestern.edu

By Xiran (Emily) Zhou and Cameron Vernali

As of 2017, the United Arab Emirates (UAE) has an internet penetration of over 90 percent. Half of these users regularly access the internet on mobile phones, 44percent use laptops or desktops, while only six percent use tablets. Fifty-two percent of the population use social media apps, making it the most popular use of the internet, followed by video streaming and video gaming. The majority of internet users are between the ages of 18 and 34 (68percent). The major telecom companies in the UAE, Etisalat and Du, are partially state-owned, so there is little competition, leading to high broadband rates.

The UAE has been expanding the use of ICT (information and communications technology) in the country. An example can be seen in Dubai, one of the seven Emirates. It began projects to improve its ICT in 1999, and had launched the Dubai Internet City, Dubai e-Government, Dubai Smart Government, and, more recently, the Smart Dubai initiative in 2014.

The majority of internet users in the United Arab Emirates range from 18 to 34 years old. Over half of this age group (55percent) use smartphones just as often as tablets or computers.

Over 60percent of all social media users are male. The most popular social network platform is Facebook. Nearly half of all Facebook users are between the ages of 25 and 34. WhatsApp, Instagram, Twitter, and YouTube are also among the most popular social media apps. On average, social media users spend about 3.5 hours per day on various social network platforms, which is substantially higher than the global average of about two hours.

At a global scale, the UAE has one of the highest social media penetration rates and the highest percentages of active social media accounts per month.

Due to government influence on the telecommunications industry, the internet is tightly censored in the UAE. Political, social, and religious content that disagrees with the ideals of the government is blocked, and controversial issues are often censored by state-run news sites. In 2016, a Dubai police official revealed that the government monitors a total of 42 social media networks.

Laws for cybercrime dictate strict punishments for crimes such as online fraud and hacking; as of 2016, many were amended. Repercussions for a wide range of online activity, such as online gambling, now include heavy fines and even jail sentences.



# The internet in the United States of America

Center for the Digital Future  
USC Annenberg School for Communication and Journalism  
[www.digitalcenter.org](http://www.digitalcenter.org)

By Jaclyn Patterson

Open access to the internet has been a part of American culture for over 20 years; by the turn of the century, a majority of Americans were already online, and today that number has reached 90 percent. Adoption rates are now nearly equal across gender and race, but vary by age, income, and education. Among three demographic groups, 19-29 year olds, high-income earners, and college graduates, adoption is nearly universal at 98 to 99 percent. The mobile phone has become the most common device used to access the internet, with 82 percent of Americans reporting going online through their phone at least once a day.

At a time when the internet has become a near ubiquitous, all-purpose medium in the U.S., it is noteworthy that nearly 10 percent of Americans remain offline. Because access is regarded as an essential economic and social tool, government and private programs have been implemented to increase adoption among non-users. However, the number of non-users has remained steady over the past few years suggesting that, even when barriers are removed, some Americans are actively choosing not to use the internet. However, non-use may come at a cost; the widespread nature of internet use in the US means access is assumed, creating potentially serious social and financial barriers for those who remain offline.

As Americans have moved online, so has their information. While newspapers once served as American's primary source of trustworthy information, the advent of the internet has brought dramatic decreases in circulation and revenue for the industry. As newspapers struggle and increasingly fail to compete with internet media for an audience and advertisers, many have been forced to file for bankruptcy, make severe cutbacks, or move their paper online. When this study began in 2001, respondents reported 85 percent of the time they spent reading newspapers was offline. As of 2016, only 51 percent read newspapers offline.

As newspapers edge out of relevancy, social media sites are becoming an increasingly important source of information. In fact, roughly two-thirds of Americans report they use Facebook as a news source. There is some concern, however, that using social media platforms will limit the viewpoints that Americans are exposed to. Social media sites like Facebook use algorithms to optimize and individualize users' news feeds, showing users content that reflects their interests and personal history. Search engines like Google also allow users to seek out very specific information online. Some are concerned that this may lead to online echo-chambers—environments where users' beliefs are amplified through repeated exposure to information that reflects their opinions—a concern that is heightened in at a time when political polarization has become a defining feature of American politics.

The propagation of news online, and especially over social media sites, has led to concern over fake news—news stories that are intentionally misleading or entirely falsified. Fake news publishers often utilize sensational headlines and stories as “click-bait” to lure readers. And “bots,” fake social media accounts, are utilized to make the article appear popular, lending it credibility. Fake news has become a lucrative business model in the online environment, where advertising revenue is dependent on an article's ability to attract viewers.

During the 2016 presidential election, fake news became a nationwide controversy with many Americans concerned the “viral” propagation of fake information unfairly altered the results of the election. One analysis found that during the three months preceding the election, the top fake news articles generated more total engagement than articles from major news outlets like the New York Times and the Washington Post. Sensationalist stories, for example, that presidential candidate Clinton sold weapons to the terrorist groups ISIS, that the Pope endorsed president Trump, and that candidate Clinton was disqualified from holding a federal office, were widespread during the election. In response, Facebook and Google have begun to prohibit fake news from appearing on their sites.

In part as a result of controversy over fake news, the American public has become increasingly distrusting of information online as a whole and of information on social media sites in particular. The Digital Future Report captured this trend; only 37 percent of internet users reported believing that most or all of online information was reliable, the lowest number reported in the study’s history. And, while a majority of users reported that social networking sites are an important source of information for them, only 11 percent of internet users who regularly visit these sites reported that they considered most or all of the information on them reliable.

The First Amendment of the United States Constitution protects citizens from government restrictions on free speech and press, and these historical protections extend to the online environment. Government-mandated attempts to filter and censor online content have been largely barred on First Amendment grounds, and online content has proliferated mostly free from government interference as a result. Several government acts have attempted to regulate online sexual material and its access by children, but have been deemed unconstitutional for restricting protected speech among adults. Attempts to regulate intellectual property theft have been more successful, with several government acts making it easier to take legal action against copyright infringement. Most filtering and censorship of online content is done by private companies like Google and Facebook, as First Amendment prohibitions of censorship only apply to government action.

While the proliferation of content in the US has largely remained free from government control, the federal government has regulated the operating procedures of service providers through net neutrality rules. In 2015, the Federal Communications Commission (FCC) adopted net neutrality rules requiring Internet Service Providers (ISPs) to treat all data traveling over their networks equally, in effect prohibiting ISPs from selectively slowing down, speeding up, or blocking access to content, applications, or websites. The FCC will soon vote on a plan to overturn the 2015 mandates, contending that the current regulations deter investments in broadband networks. Those opposed to the plan fear a rollback will make ISPs powerful gatekeepers of information, prioritizing content from large, wealthy companies while obstructing users’ access to poorer online presences. The future of net neutrality in the US is uncertain; while the rollback is expected to pass, it is also expected to provoke an immediate and likely lengthy legal battle.

During 2016, there was also a cascade of highly publicized cyber attacks and data breaches in the United States. Hackers accessed the private information associated with the emails of 1 billion Yahoo users; emails of members of the Democratic National Convention were hacked and released; the records of nearly 30,000 Department of Homeland Security employee records were hacked and released; and the IRS reported a data breach exposed the Social Security numbers and other personal information of more than 700,000 individuals. As a result of these numerous attacks, Americans may fear the government and corporations that collect their information cannot be trusted to keep it safe. Trends in the Digital Future Report confirm that Americans are becoming increasingly concerned with the privacy of their information, and increasingly fearful that their data will be intruded on.

With the internet occupying a relatively long-lasting, central position in American's lives, there has been a wealth of studies devoted to uncovering its potential effects. Some of the most widely publicized findings have connected increased levels of narcissism to social media use; increased cases of attention disorders to online media consumption; and a variety of negative effects on cognitive processing to internet use in general. Reports of negative effects have been extensively covered by major news outlets, and have garnered the attention of the American public at large. Despite an increasing awareness of the potential negative effects of the internet, Americans have not curtailed their use. Instead, the amount of time Americans spend online has continued to increase, with the 2017 Digital Future Report finding that Americans spend an average of 23.6 hours a week online, up from the 9.4 hours reported in 2000.

# FINDINGS

## **1** Internet users and non-users

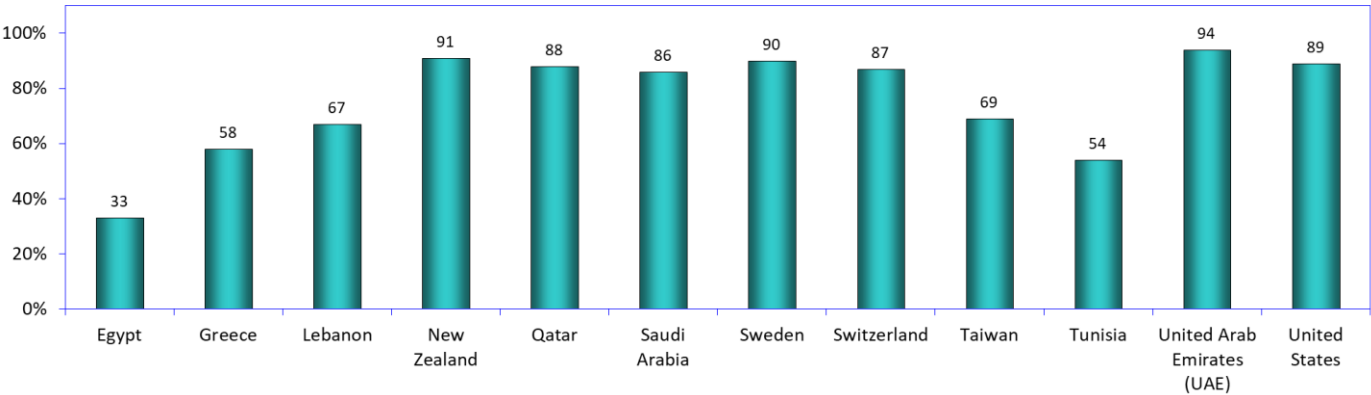
## 1.1 Internet penetration in the World Internet Project countries

### Overall internet use

With the exception of Egypt, each of the other 11 countries in the current World Internet Project Study reported that a majority of respondents are internet users.

Three countries reported an internet penetration rate of 90 percent or higher: the UAE (94 percent), New Zealand (91 percent), and Sweden (90 percent).

*Internet use – all respondents*



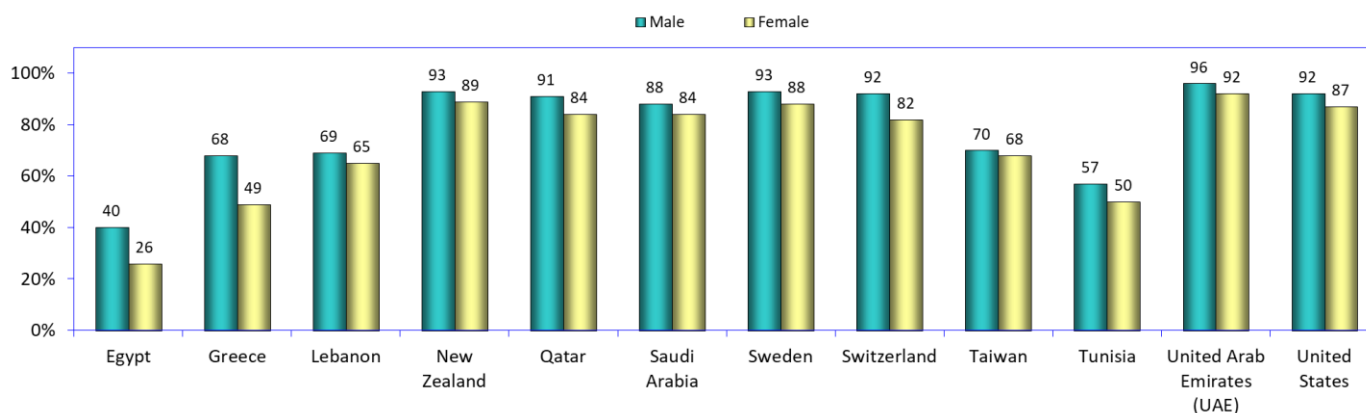
(Q3 R-1)

## Internet use among men and women

Some differences in internet use based on gender was observed in all WIP reporting countries, with every country reporting higher percentages of men than women going online.

Egypt reported the largest gender gap, with 40 percent of men and only 26 percent of women using the internet; Taiwan had the smallest gender gap, with 70 percent of men and 68 percent of women online.

*Internet use by gender – all respondents*



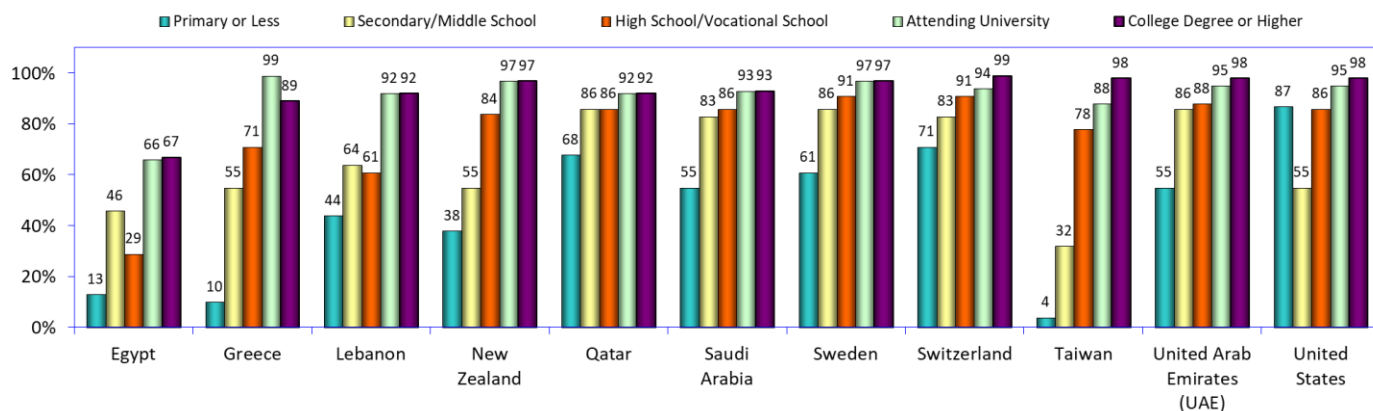
(Q3 R-2)

## Internet use and education levels

Generally, internet use increased where education levels were higher.

The internet was used by more than 70 percent of respondents with a high school education in all of the WIP countries except Egypt (29 percent) and Lebanon (61 percent). Among respondents with a college degree or higher, the internet penetration rate was more than 90 percent in all WIP countries except Egypt (67 percent) and Greece (89 percent).

*Internet use and education levels – all respondents*



(Q3 R-3)

## Internet use by age

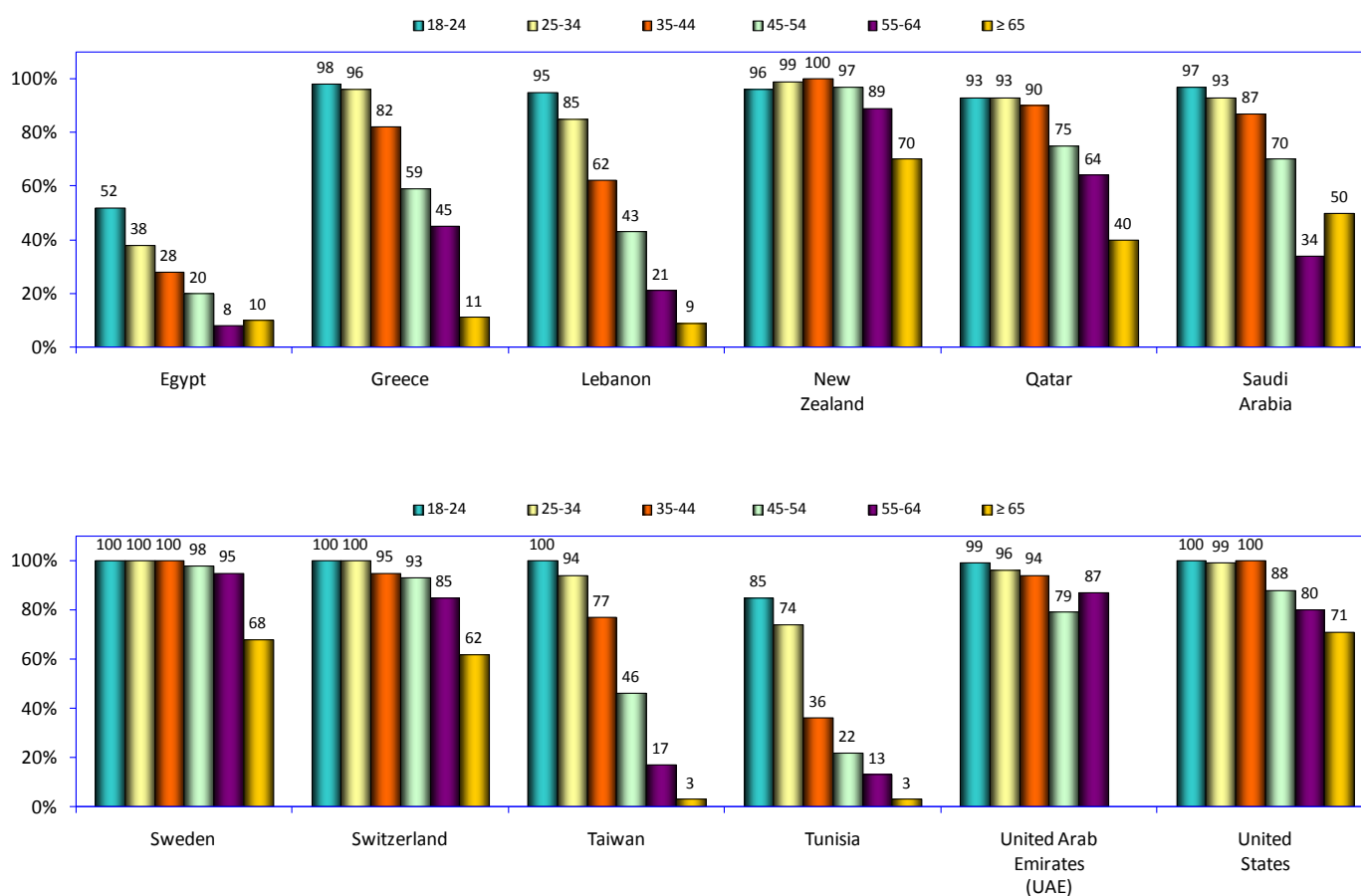
In general, internet use decreased as age increased in all of the WIP countries.

In each country except New Zealand and UAE, respondents age 18-24 enjoyed the highest internet penetration rate. In Sweden, Switzerland, Taiwan and the United States, everyone in this age group was online. However, in Egypt, 52 percent of this age group used the internet.

For respondents age 25-34, all countries except Egypt, Lebanon and Tunisia reported internet penetration of at least 93 percent: New Zealand (99 percent), Qatar (93 percent), Saudi Arabia (93 percent), Sweden (100 percent), Switzerland (100 percent), Taiwan (94 percent), the UAE and Greece (96 percent), and the United States (99 percent).

At the other end of the spectrum, internet penetration rate among respondents 65 and over was much lower compared to other age groups; six countries reported an internet penetration rate of 50 percent or higher for respondents age 65 and over: UAE (100 percent), United States (71 percent), New Zealand (70 percent), Sweden (68 percent), Switzerland (62 percent), and Saudi Arabia (50 percent). And in four countries, 10 percent or lower of this age group use the internet: Egypt (10 percent), Lebanon (9 percent), Taiwan (3 percent), and Tunisia (3 percent).

*Internet use by age – all respondents*



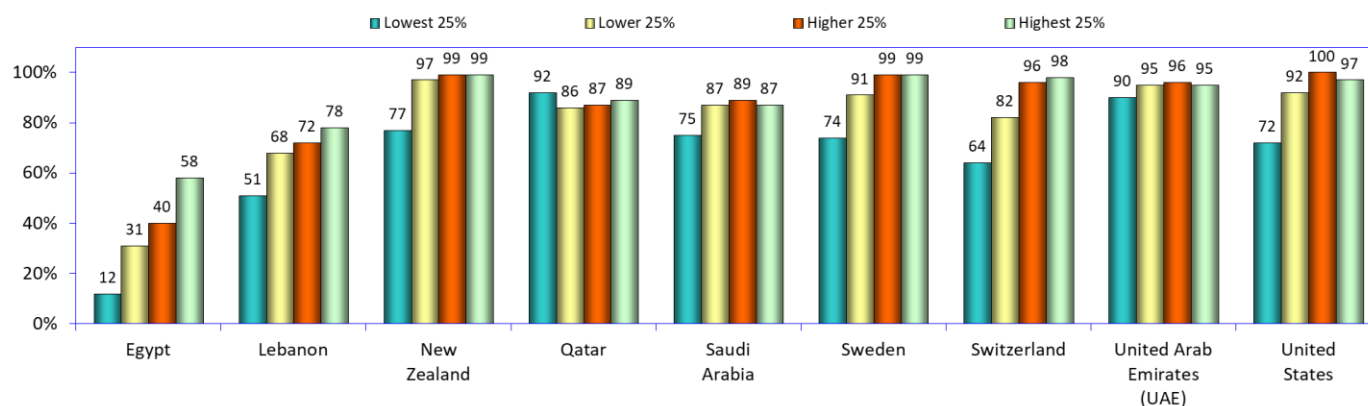
(Q3 R-4)

## Internet use and income level

Overall, a positive correlation exists between internet use and income level in all WIP countries; the higher the income level, the higher the internet penetration rate.

Varying levels of disparity in internet use based on income were found in all WIP countries. The greatest disparity was in Egypt with a 46 percentage-point difference between the highest 25 percent income earners and the lowest 25 percent earners, followed by Switzerland with a 34 percentage-point gap.

*Internet use and income –all respondents*



(Q3 R-5)

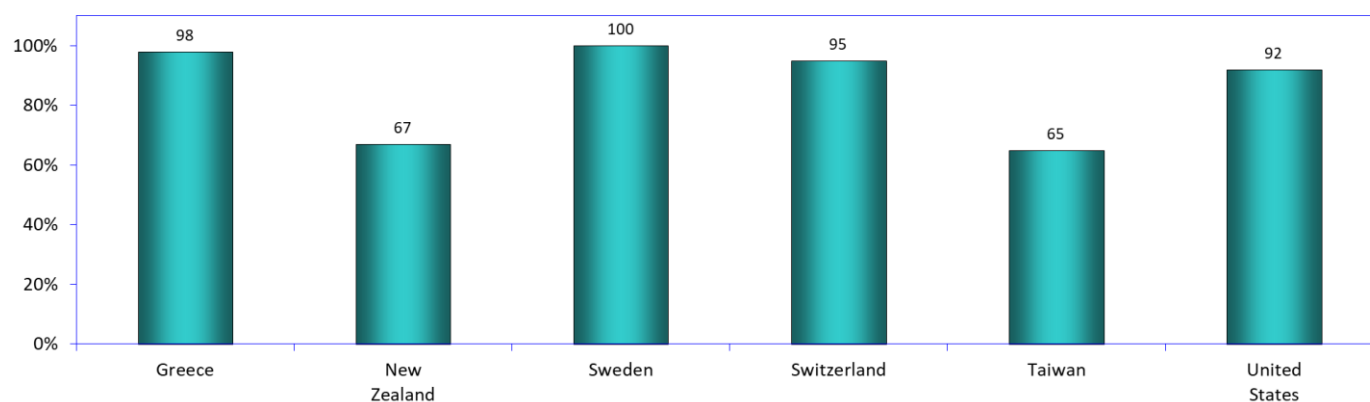


## 1.2 Internet use: at home, work, school, and other locations

### Internet use at home

Internet use at home varied among six reporting countries. In Taiwan and New Zealand, about two thirds of internet users went online at home, while in the United States, Switzerland, Greece and Sweden, the number increased to above 90 percent.

*Daily internet use at home – internet users*

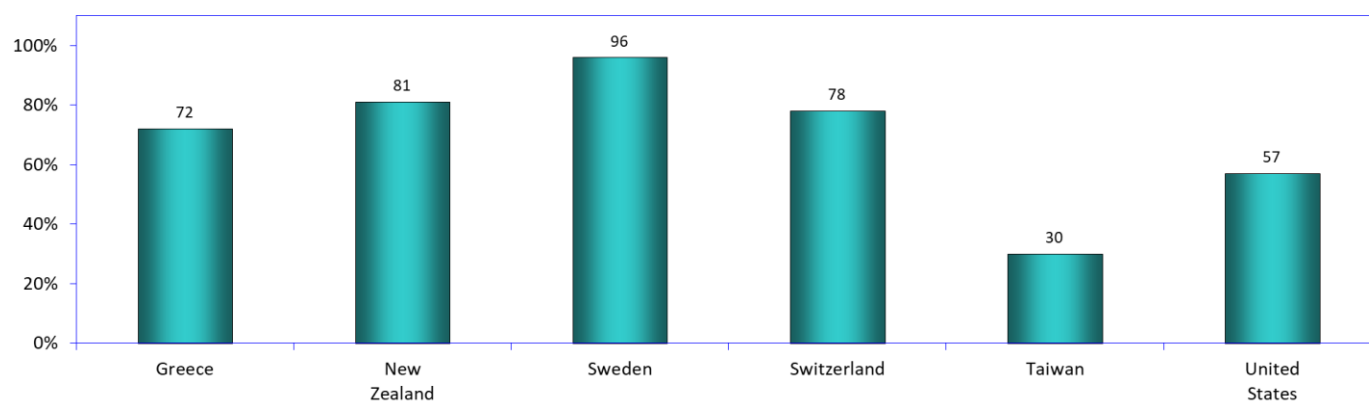


(Q5 R-1)

### Internet use at work

The WIP countries reported a wide range of percentages of internet users who go online at work (outside the home), from 30 percent in Taiwan to 96 percent in Sweden.

*Daily internet use at work – internet users who are employed*

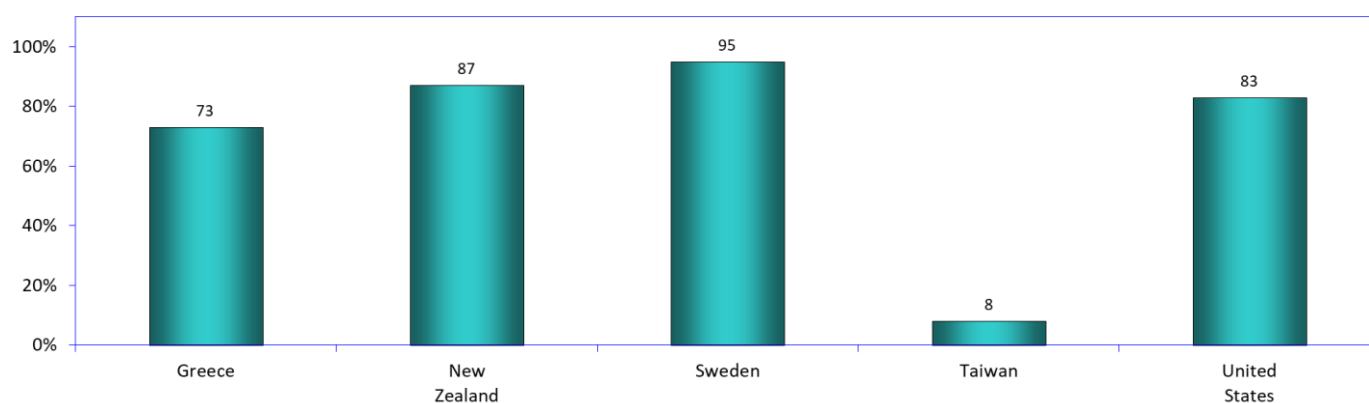


(Q5 R-2)

## Internet use at school

Except for the eight percent reported in Taiwan, all WIP countries found 73 percent or more of daily internet use at school, with Sweden having the highest percentage at 95 percent.

*Daily internet use at school – internet users: students who are not employed*

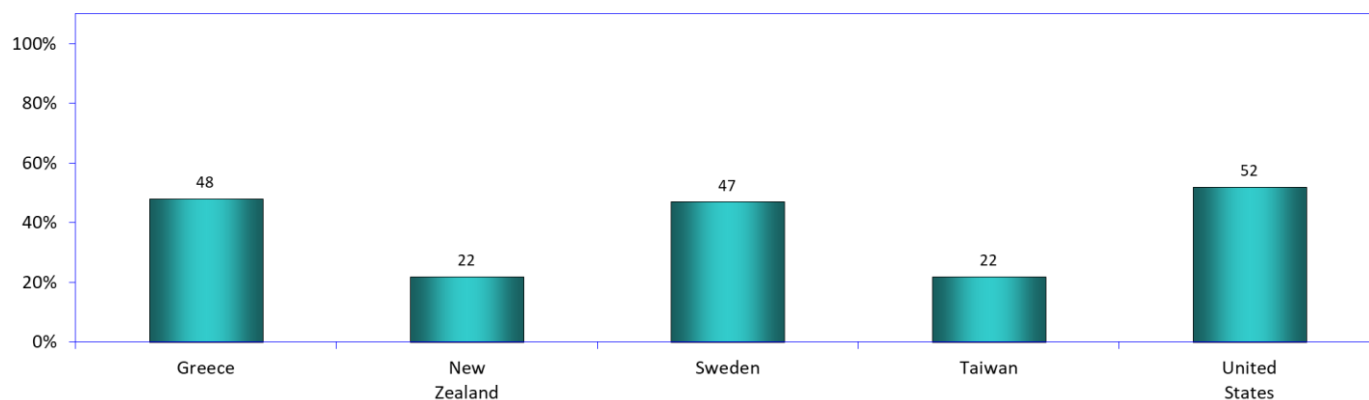


(Q5 R-3)

## Internet use at other locations

The number of users who reported using the internet from other locations varied widely across all WIP countries, from the 22 percent in New Zealand and Taiwan to about half in the United States (52 percent), Greece (48 percent), and Sweden (47 percent).

*Daily internet use at locations other than home, school or work – internet users*

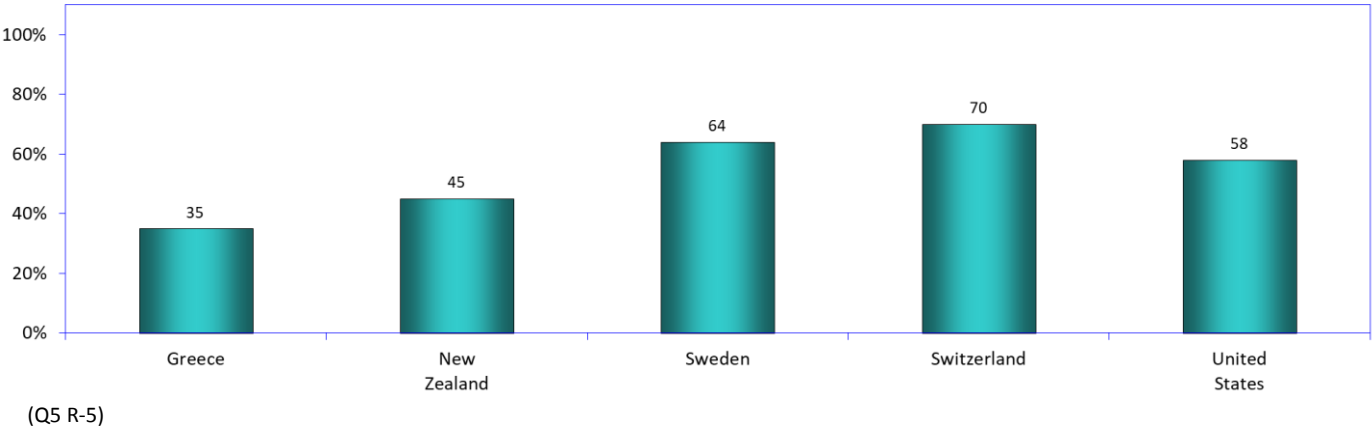


(Q5 R-4)

Internet use on the move

Among the five countries that reported daily internet use while on the move (such as in cars, buses, or on the street), Switzerland (70 percent) and Sweden (64 percent) reported the highest percentages.

Daily internet use on the move – internet users



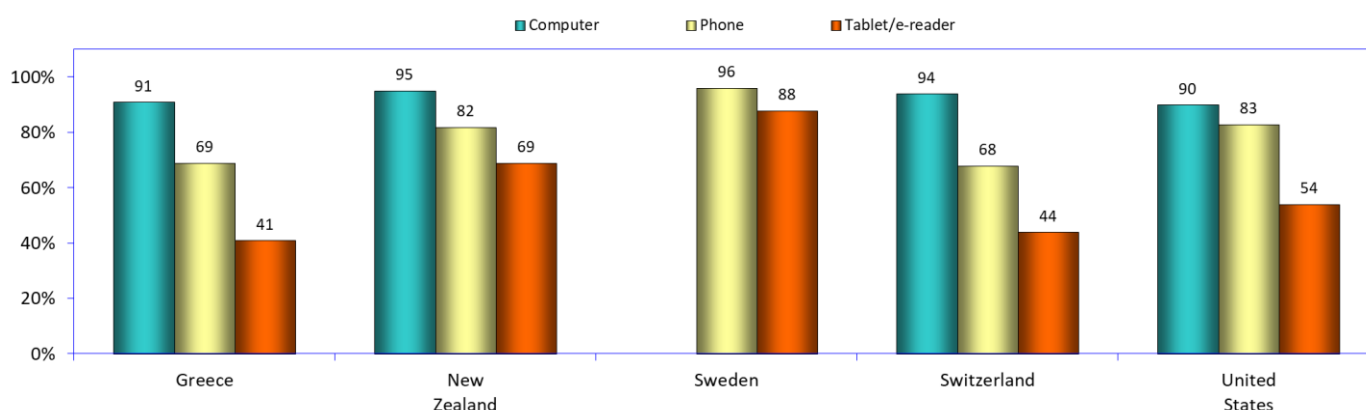
### 1.3 Devices for internet access

The computer remains the principal means of internet access across the WIP countries. At least 90 percent of users accessed the internet through a computer.

Mobile internet access through a phone was more prevalent in Sweden than all of the other reporting countries; close to 96 percent of users in Sweden accessed the internet through a phone.

Also in Sweden, nearly 88 percent of users used the internet through a tablet or e-reader – much higher than the percentages reported in other countries.

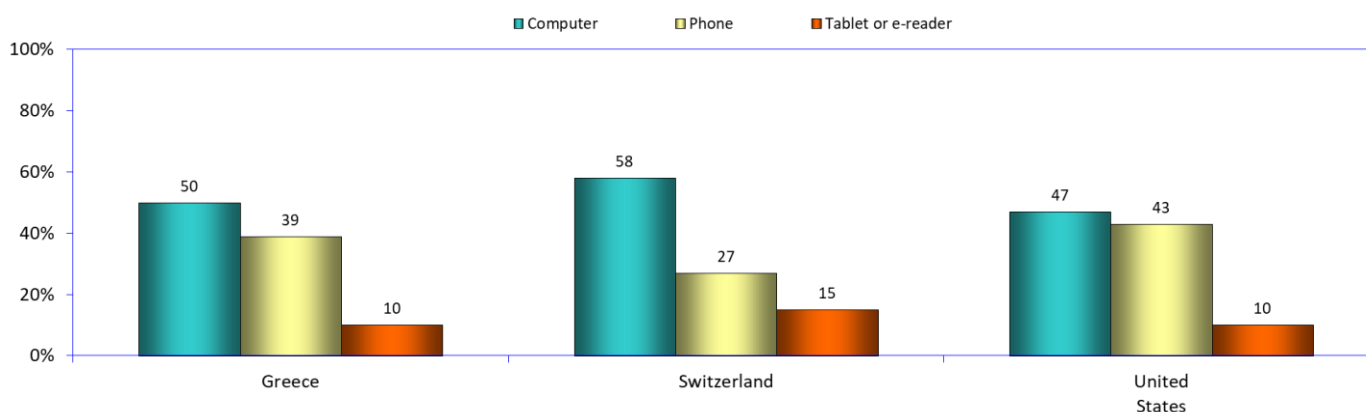
**Devices used for internet access – internet users**



(Q6 U-1)

Among users who reported using more than one device to access the internet, computers were still the most common device used; at least 47 percent of users in the three reporting countries below used a computer to go online. These three countries also showed computer use for internet access at 40 percent or higher.

**Primary device used for internet access – internet users who use more than one device to go online**

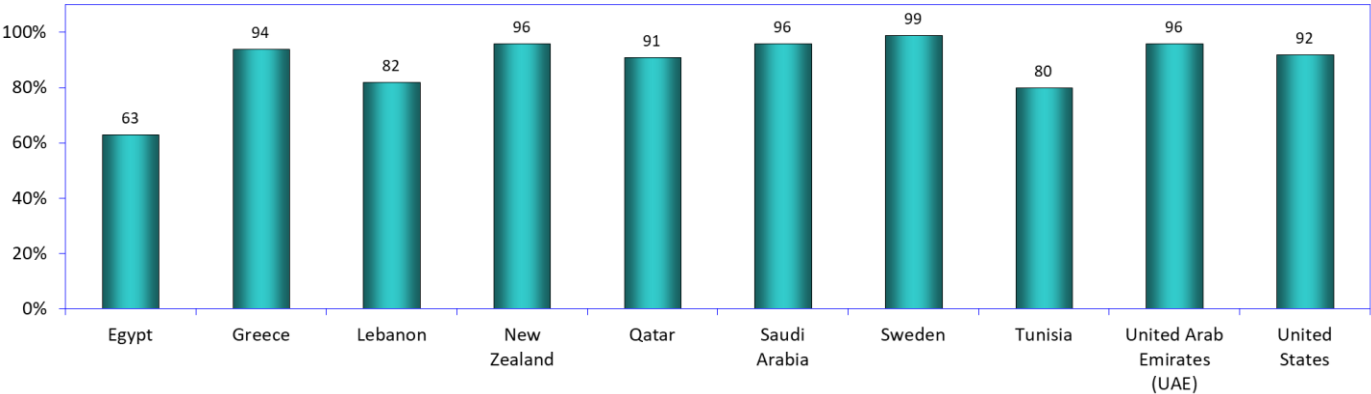


(Q6A U-1)

## 1.4 Internet connections at home

For the majority of the WIP countries, internet access at home among users was near-universal – 91 percent or higher. Only three countries reported lower internet penetration rate at home: Egypt (63 percent), Tunisia (80 percent), and Lebanon (82 percent).

*Internet access at home – internet users*

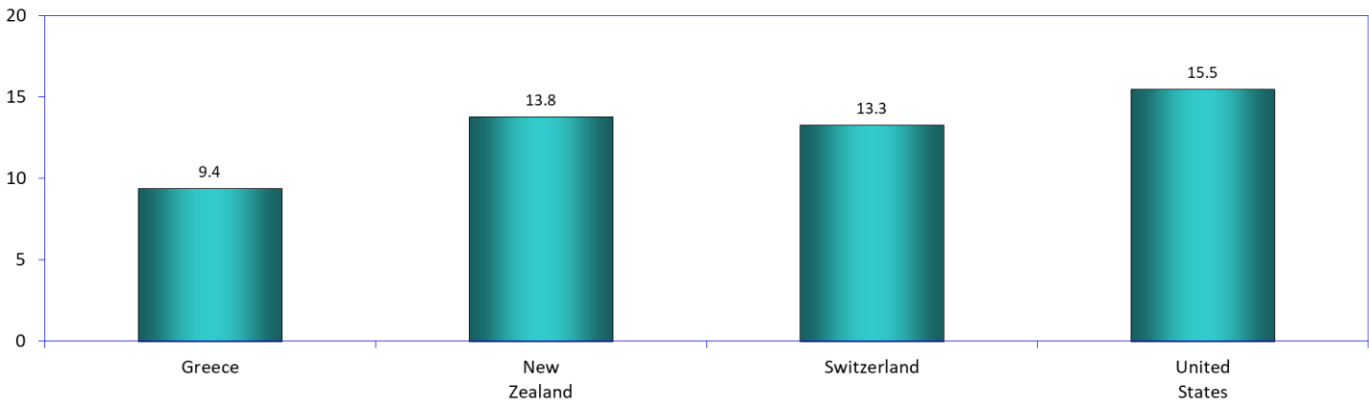


(Q15 U-1)

## 1.5 Years online

Users reported at least 13 years of internet experience in Switzerland (13.3 years), New Zealand (13.5 years), and the United States (15.5 years), substantially higher than in Greece (9.4 years).

*Number of years online – internet users*



(Q7 U-1)

## 1.6 Internet non-users: reasons for not going online

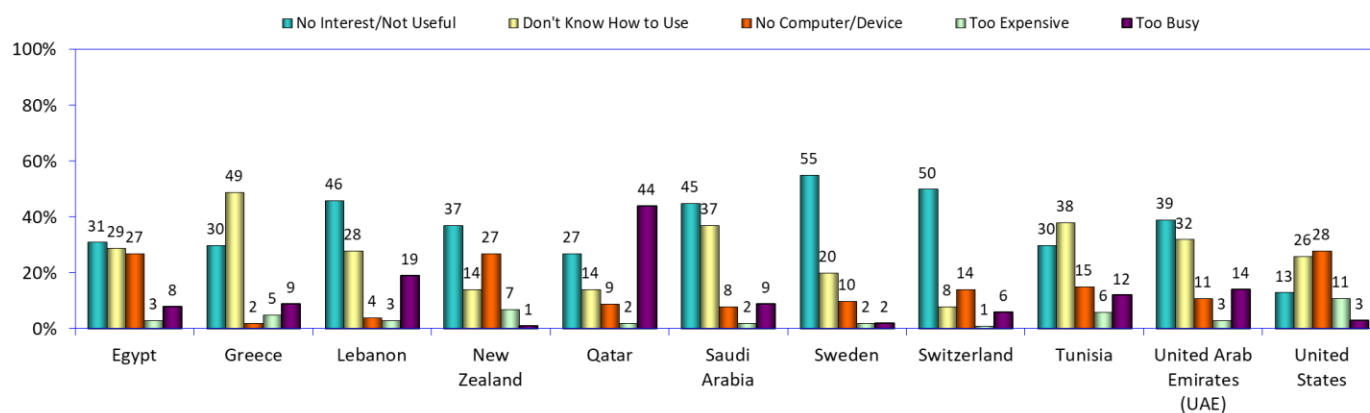
The main reasons for not going online varied from country to country.

Lack of interest was cited as the most important reason for not using the internet by non-users in seven out of eleven WIP countries. Among those seven countries, this reason was reported by at least 45 percent of the non-users in four countries: Saudi Arabia (45 percent), Lebanon (46 percent), Switzerland (50 percent), and Sweden (55 percent).

In Greece and Tunisia, lack of knowledge or confusion over technology was the most common reason, cited by 49 percent and 38 percent of non-users, respectively.

In the United States, lack of computer, device, or connection was the most frequently given reason for not going online (28 percent), while in Qatar lack of time was the most common reason (44 percent).

*Reasons for not going online – internet non-users*



(Q4 N-1)

## **2 Politics and the internet**



## 2.1 The internet and the political process

The internet plays an important role in the political process. But what kind of impact does digital technology have on the political process? Does the internet create political empowerment, help citizens participate in governance, build understanding of politics, or create greater engagement with public officials?

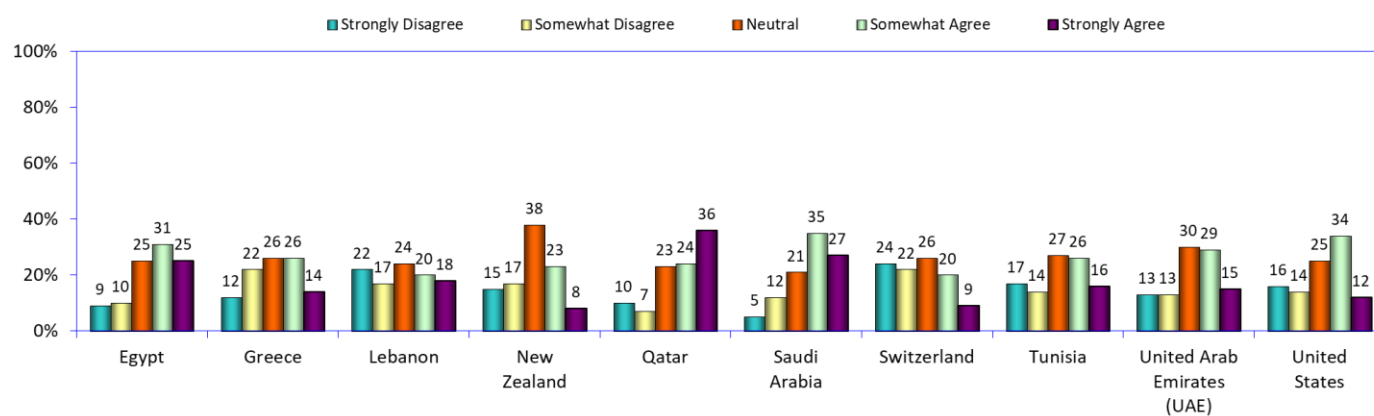
### Does the internet give users more political power?

Various views exist across the WIP countries about the role of the internet in giving users more political power.

A majority of users in three countries said that internet use results in greater political empowerment: Egypt (56 percent), Qatar (60 percent), and Saudi Arabia (62 percent).

In four countries, 40 percent or less of users agreed that the internet gives them more political power: Greece (40 percent), Lebanon (38 percent), New Zealand (31 percent), and Switzerland (29 percent).

*By using the internet, people like you can have more political power – internet users*



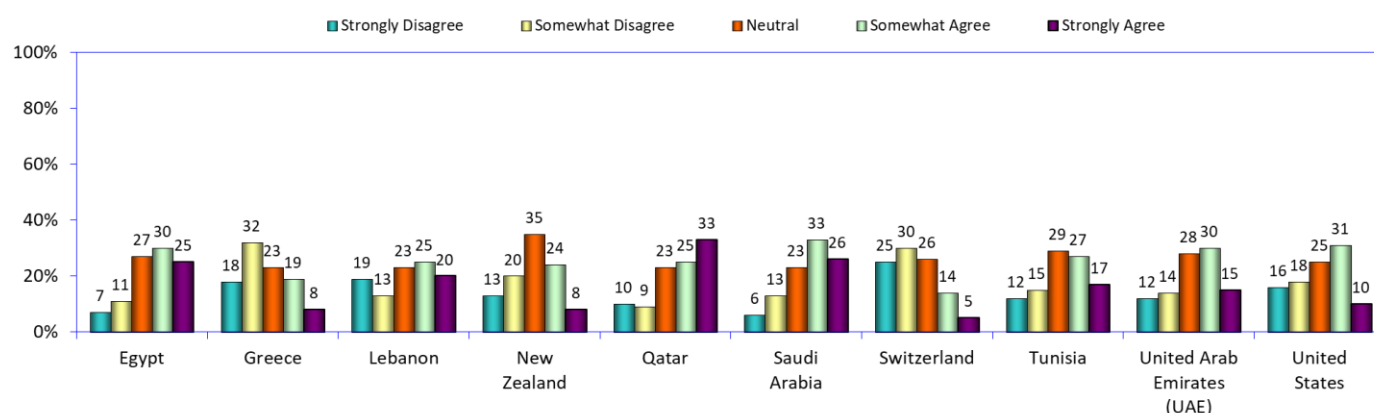
(Q9A U-1)

## Does the internet give users more say about what the government does?

Overall, users generally agreed that the internet gives users more say about what the government does. In seven countries, higher percentages of users agreed than disagreed with the statement, and in three of those seven countries at least 55 percent of users believed the internet gives them more say about what government does: Egypt (55 percent), Qatar (58 percent), and Saudi Arabia (59 percent).

Three countries reported more users who disagreed: Greece (50 percent), New Zealand (33 percent), and Switzerland (55 percent).

### *By using the internet, people like you will have more say in what the government does – internet users*



(Q9B U-1)

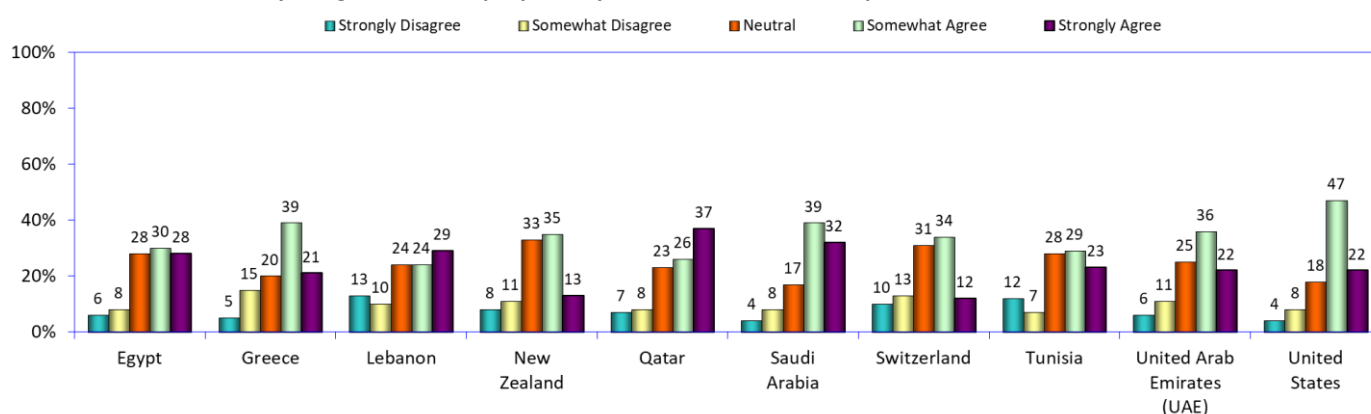
## Does the internet help users better understand politics?

In all WIP countries, significantly higher numbers of internet users agreed rather than disagreed that the internet helps people better understand politics. In all but two countries, more than a majority of users agreed with the statement with at least 52 percent. The United States had the highest agreement rating at 69 percent.

In all but two countries, more than a majority of users (at least 52 percent) agreed with the statement, and the number was as high as 69 percent (the United States).

The two countries that had a minority of users agree with the statement were Switzerland (46 percent) and New Zealand (48 percent).

### *By using the internet, people like you can better understand politics – internet users*

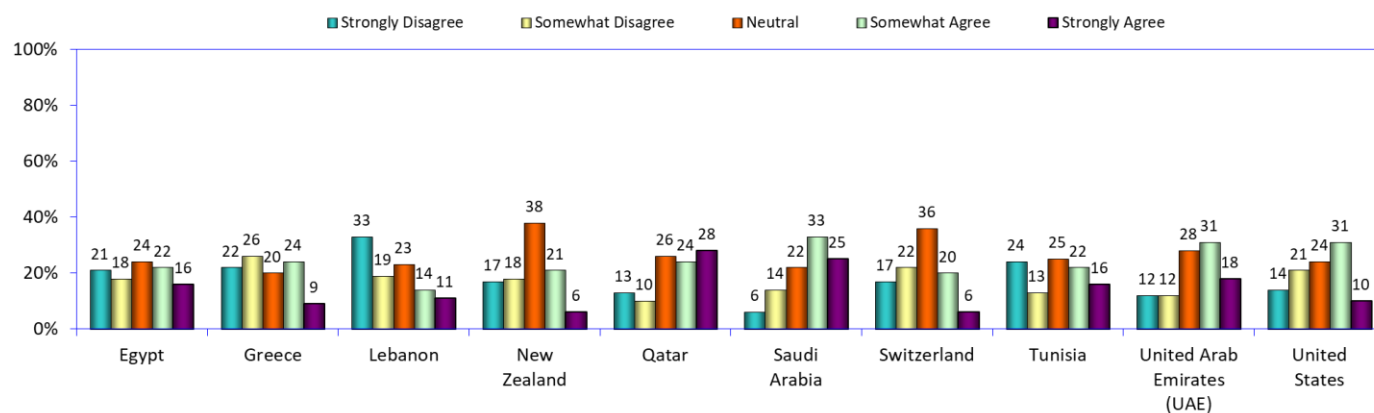


(Q9C U-1)

## Does the internet encourage public officials to care more about what people think?

Internet users across the WIP countries were almost equally split on this issue. In Saudi Arabia (58 percent), Qatar (52 percent), the UAE (49 percent), and United States (41 percent), more users believed that the internet encourages public officials to care more about what people think. On the other hand, in four countries, more users did not agree: Lebanon (52 percent), Greece (48 percent), Switzerland (39 percent), and New Zealand (35 percent).

### *By using the internet, public officials will care more about what people think – internet users*



(Q9D U-1)

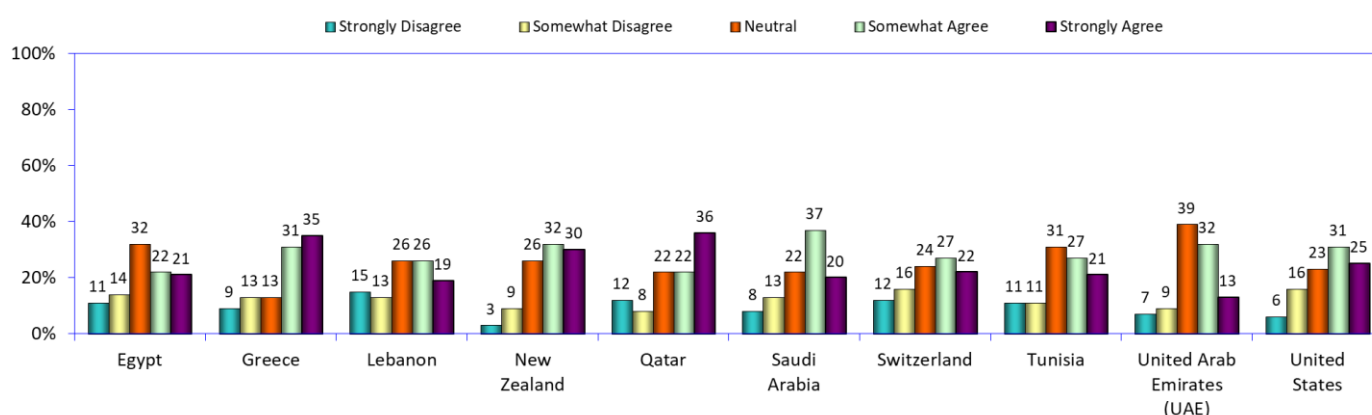
## 2.2 Freedom of expression online and offline: users and non-users

### Comfort expressing views about politics in general

Significant percentages of users agreed they feel comfortable saying whatever they think about politics. In five countries, a majority of users agreed: the United States (56 percent), Saudi Arabia (57 percent), Qatar (58 percent), New Zealand (62 percent), and Greece (66 percent).

In all countries, users who disagreed with the statement make up only one third of or fewer respondents.

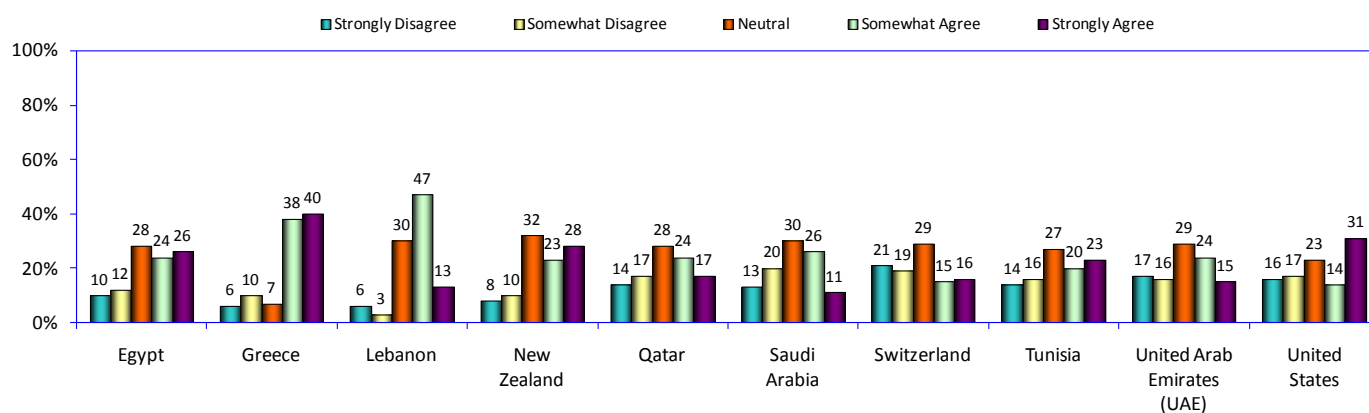
*In general, I feel comfortable saying whatever I think about politics – internet users*



(Q21A U-1)

Looking at the opinions of non-users on this issue, all countries reported more agreement than disagreement with the statement, except in Switzerland where 31 percent agreed while 40 percent disagreed. And three countries reported a majority of non-users agreeing with the statement, with Greece reporting the greatest number (78 percent) followed by Lebanon (60 percent) and New Zealand (51 percent).

*In general, I feel comfortable saying whatever I think about politics – internet non-users*



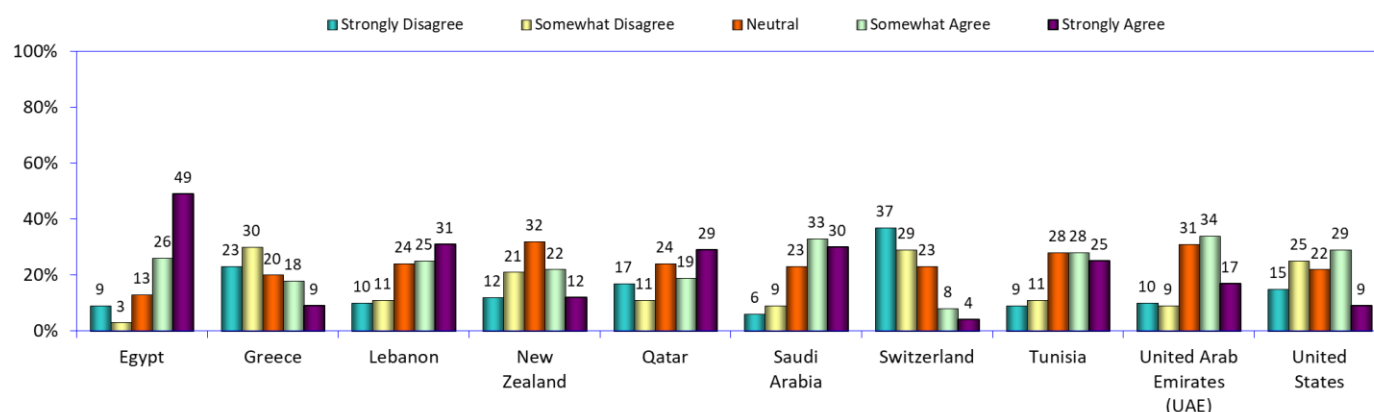
(Q21A N-1)

## Feeling safe expressing views about politics while online

Is it safe for users to say whatever they want about politics while online? In a majority of WIP countries, more users than non-users believed so, and in those countries a majority of users agreed with the statement: the UAE (51 percent), Tunisia (53 percent), Lebanon (56 percent), Saudi Arabia (63 percent), and Egypt (75 percent).

In only three countries did more users disagree with the statement: Switzerland (12 percent), Greece (26 percent), and the United States (38 percent).

*On the internet it is safe to say whatever you think about politics – internet users*

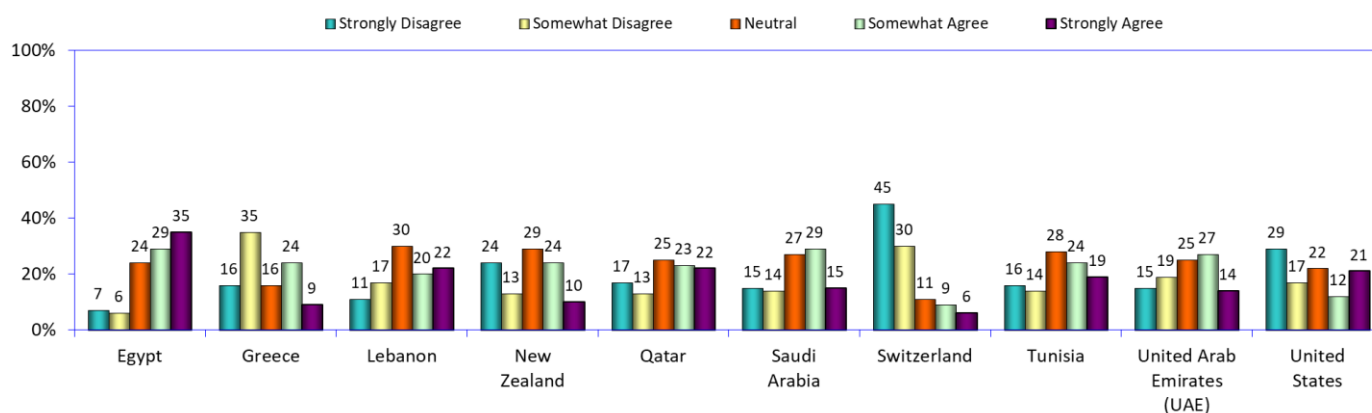


(Q21B U-1)

In general, more non-users reported an optimistic rather than pessimistic view about the safety of expressing their political opinions while online. In six countries, more non-users said they would feel safe expressing their views about politics while online.

In four countries, non-users were more likely than users to doubt the safety of expressing their views about politics while online: Switzerland (75 percent), Greece (51 percent), New Zealand (47 percent), and the United States (46 percent).

*On the internet it is safe to say whatever you think about politics – internet on-users*



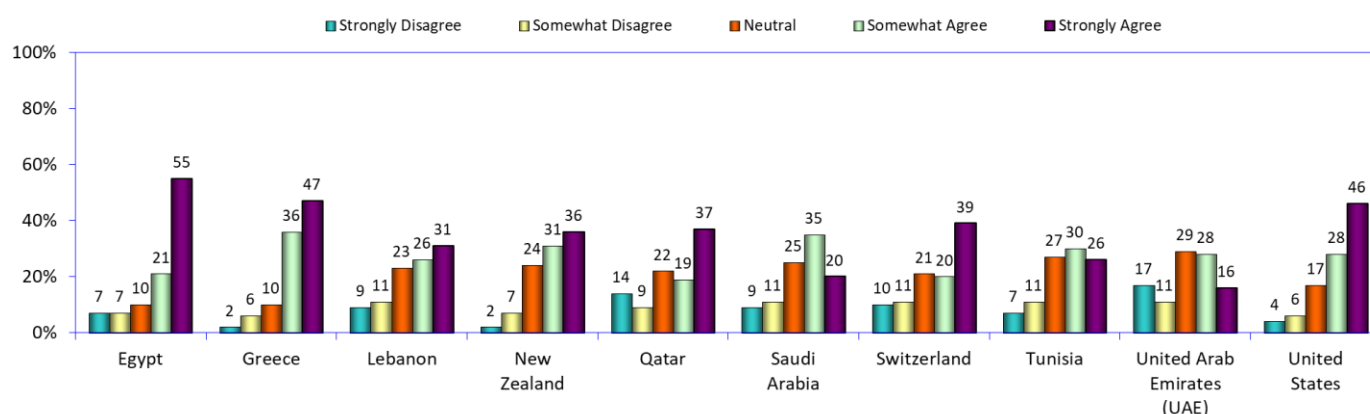
(Q21B N-1)

## Criticizing the government on the internet

In all but one reporting country, the UAE, a majority of users agreed that they should have the freedom to criticize their government on the internet. In the United States and Egypt, the percentages are above 70 percent, and in Greece it is 83 percent.

The UAE had the lowest percentage of users who agreed with the statement, it also had the highest percentage of users who disagreed with the statement among all WIP countries (28 percent).

*People should be free to criticize their government on the internet – internet users*

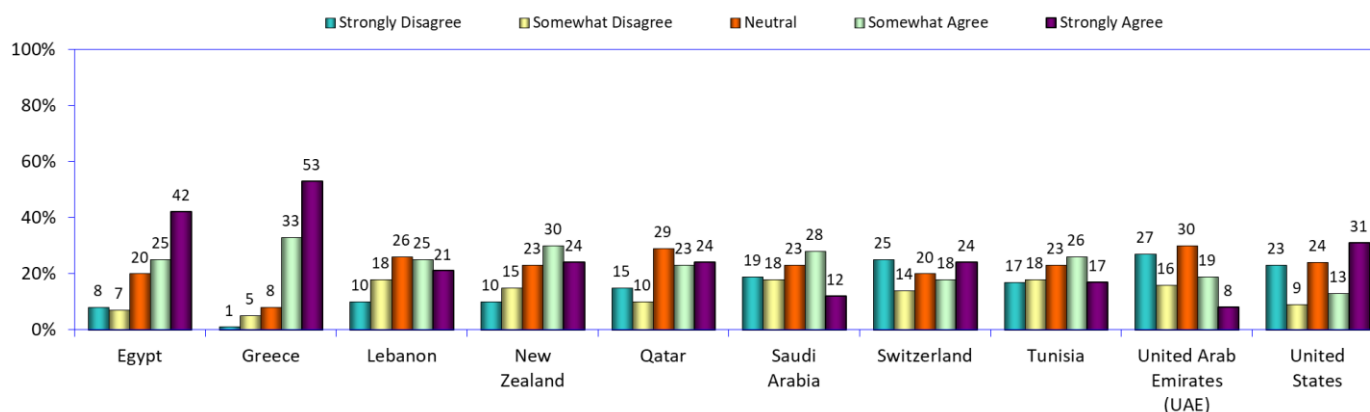


(Q21C U-1)

In all but one WIP country (Greece), lower percentages of non-users compared to users believed that they should be free to criticize their government while online. In six countries, around 40 percent of non-users believed that, while in the UAE it was only 27 percent.

As was the case with users, Greece had the highest percentage of non-users who agreed with the statement, at 86 percent. The other countries with a majority of non-users who agreed with the statement are New Zealand (54 percent) and Egypt (67 percent).

*People should be free to criticize their government on the internet – internet on-users*



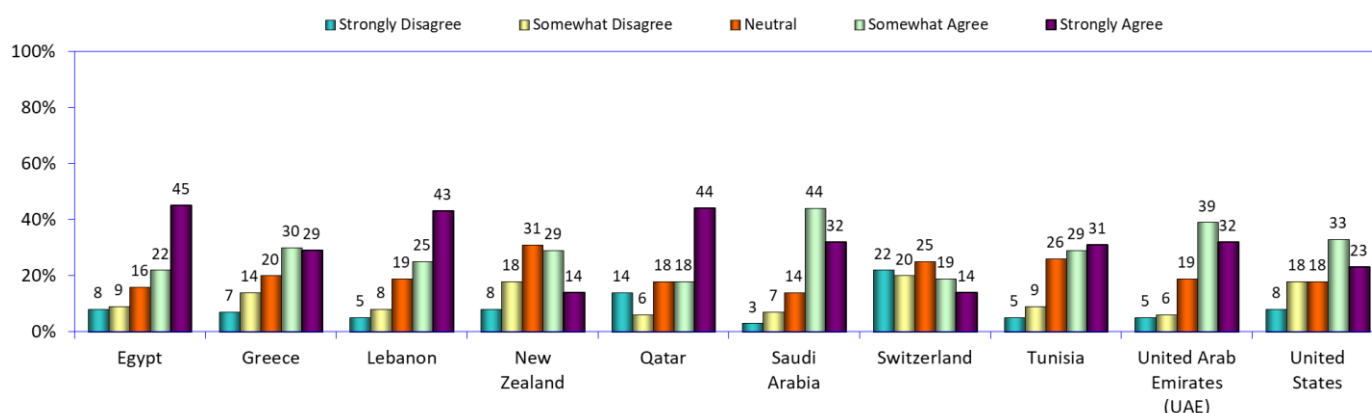
(Q21C N-1)

## Expressing ideas on the internet, even if they are extreme

In eight out of ten WIP countries, more than a majority of users said it is acceptable for people to express extreme ideas online. And in two countries, at least 70 percent of users agreed: the UAE (71 percent) and Saudi Arabia (76 percent).

In only two countries did a minority of users agree with the statement: Switzerland (33 percent) and New Zealand (43 percent): Switzerland also had the highest percentage of users who have reservations about expressing extreme ideas online, at 42 percent, much higher than the second-placed countries of New Zealand and the United States, both at 26 percent.

*It is OK for people to express their ideas on the internet, even if they are extreme – internet users*

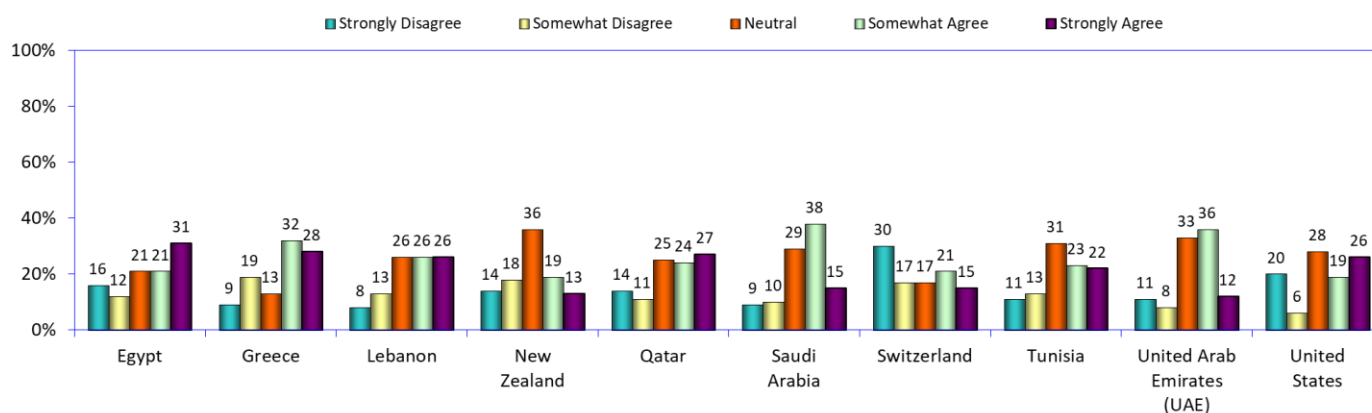


(Q21D U-1)

Generally speaking, compared to users, non-users were less likely to accept the expression of extreme ideas online. Only five countries had a majority of users who agreed with the statement: Qatar (51 percent), Egypt (52 percent), Lebanon (52 percent), Saudi Arabia (53 percent), and Greece (60 percent).

As with users, New Zealand (32 percent) and Switzerland (47 percent) had the highest percentages of non-users who disagreed with the statement.

*It is OK for people to express their ideas on the internet, even if they are extreme – internet non-users*



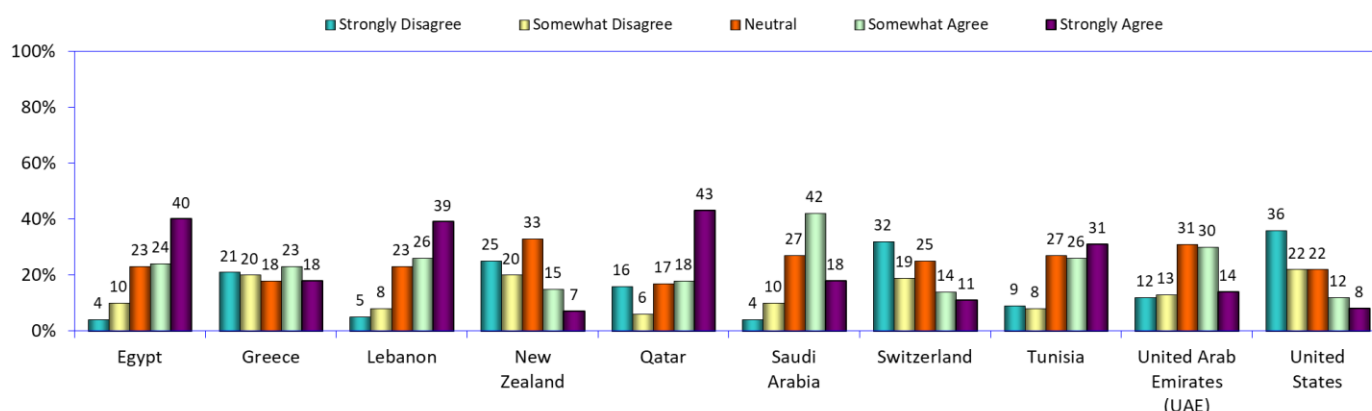
(Q21D N-1)

## Government regulating the internet

Internet users in the United States, New Zealand and Switzerland took a liberal view of internet regulation by the government. In these countries, only about 20 percent of users supported more government regulation of the internet than now exists, while at least 45 percent opposed more government regulation. The United States leads the way in opposing government regulation (58 percent), followed by Switzerland (51 percent) and New Zealand (45 percent).

On the other hand, more government regulation was welcomed by a majority of users in some Arab countries: Tunisia (57 percent), Saudi Arabia (60 percent), Qatar (61 percent), Egypt (64 percent) and Lebanon (65 percent).

### *The government should regulate the internet more than it does now – internet users*

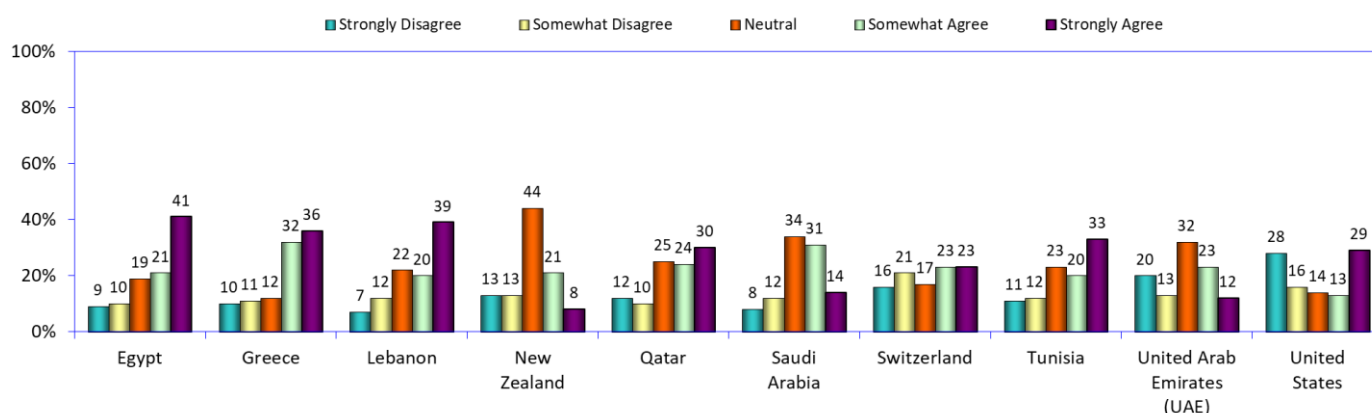


(Q21E U-1)

Increasing government regulation of the internet found little support among non-users in New Zealand and the UAE. In New Zealand, only 29 percent of non-users said that government should regulate the internet more than it does now, and in the UAE that number is 35 percent – much lower than all other reporting countries.

Among all WIP countries, Greece had the highest percentage of non-users who are in favor of more government regulation of the internet (68 percent), while the United States had the highest percentage of non-users opposed to more government regulation of the internet (44 percent).

### *The government should regulate the internet more than it does now – internet non-users*



(Q21E N-1)



## **3 Media use, reliability, and importance**

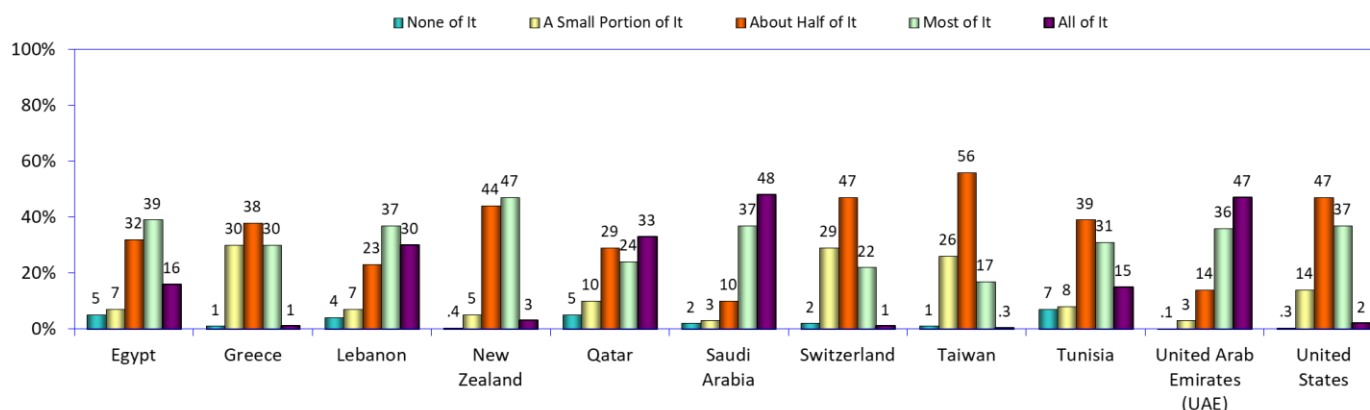
### 3.1 Media reliability: information on the internet

#### Users' trust of information on the internet

In all WIP countries, almost all users said that the information online is reliable to some degree. In six countries, a majority of users believe that most or all of the information online is reliable: New Zealand (50 percent), Egypt (55 percent), Qatar (57 percent), Lebanon (67 percent), the UAE (83 percent), and Saudi Arabia (85 percent).

Users in Taiwan and Switzerland are among the most skeptical of the reliability of information online. In Taiwan, only 17 percent of users said that most of the information online is reliable, the lowest among all reporting countries, while Switzerland ranked the second lowest (23 percent). Moreover, 56 percent of users in Taiwan said that about half of the information online is reliable, the highest among all reporting countries, followed by Switzerland with 47 percent.

*How much of the information on the internet overall is generally reliable? (internet users)*



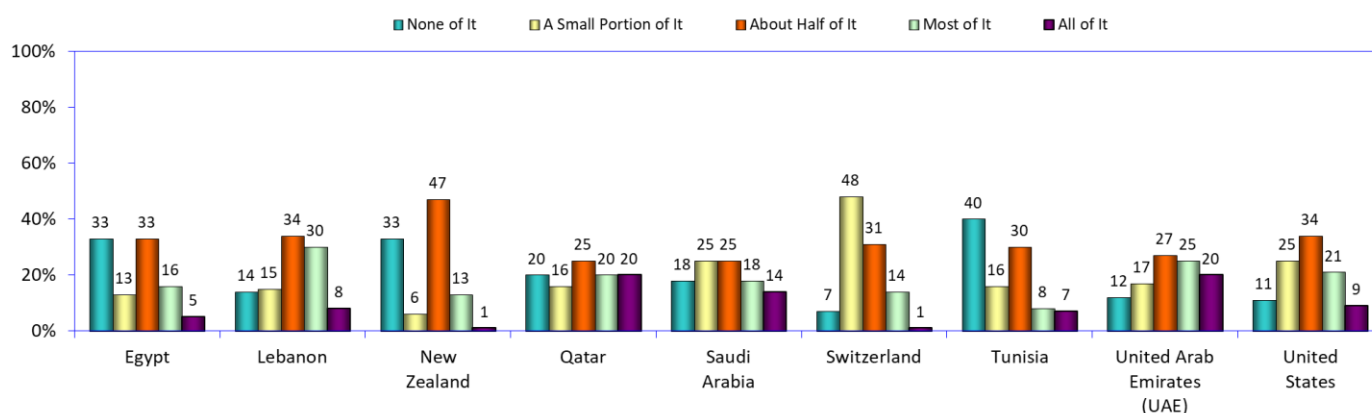
(Q10 U-1)

## Non-users' trust of information on the internet

Compared to users, non-users in all reporting countries were more likely to not trust the reliability of the information online, as much higher percentages of them reported that none of the information online is reliable. In three countries, at least one-third of non-users thought that way: Egypt (33 percent), New Zealand (33 percent), and Tunisia (40 percent).

Conversely, in none of the WIP countries did a majority of non-users think most or all of the information online is reliable, the highest percentage being in the UAE at 45 percent. In Switzerland and Tunisia, that number is just 15 percent.

*How much of the information on the internet overall is generally reliable? (internet non-users)*



(Q10 N-1)

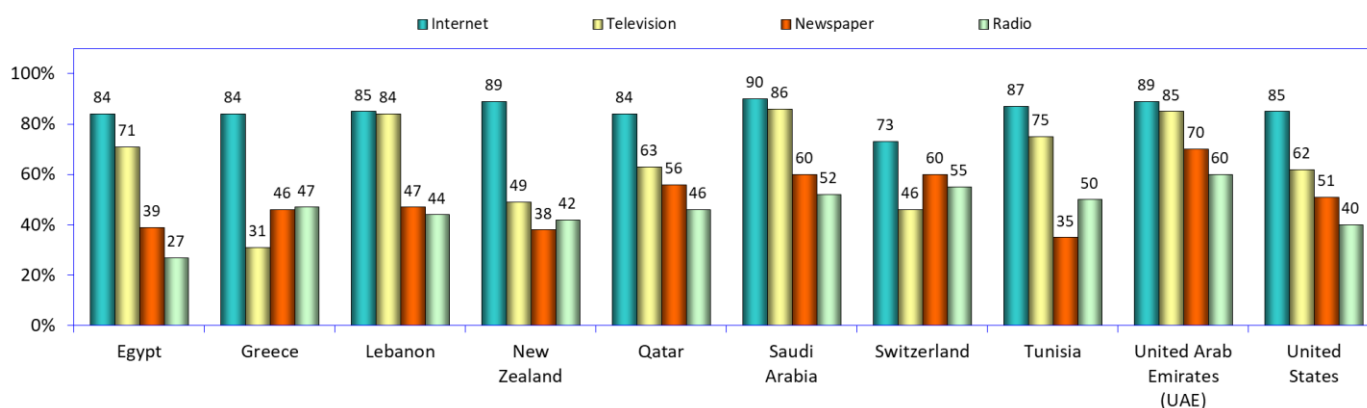
## 3.2 Media importance: media as information sources (users and non-users)

When looking at the importance of a range of media as information sources, the internet was considered the most important source of information by high percentages of users in all of the WIP countries.

In all reporting countries except Switzerland (73 percent), at least 84 percent of users said the internet is an important source of information. And in eight of the ten reporting countries, television ranked above newspapers and radio as an important information source.

Newspapers and radio are less important compared to the internet and television, but were still considered important by a majority of users in several countries. Newspapers were considered importance sources of information by a majority of users in five countries: the United States (51 percent), Qatar (56 percent), Saudi Arabia (60 percent), Switzerland (60 percent), and the UAE (70 percent). Radio was considered an important source of information by a majority of users in three countries: Saudi Arabia (52 percent), Switzerland (55 percent), and the UAE (60 percent).

**Importance of media as information sources – internet users responding important and very important**



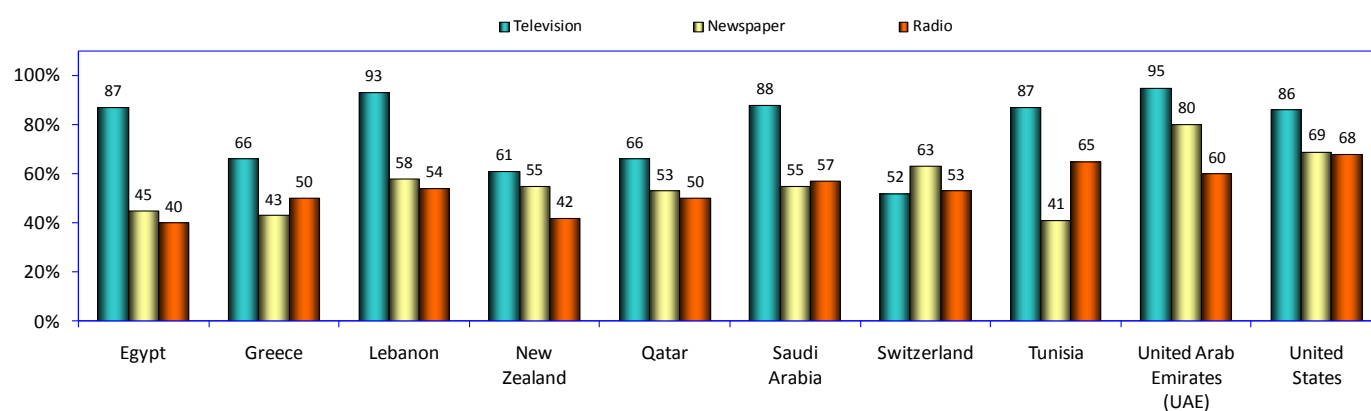
(Q11A-D U-1)

## Media importance: media as information sources (non-users)

A majority of non-users in all reporting countries said television is an important information source, with 93 percent in Lebanon and 95 percent in the UAE thinking that way.

Newspapers ranked above radio as important sources of information for non-users in all but Greece, Saudi Arabia and Tunisia.

*Importance of media as information sources – internet non-users responding important and very important*



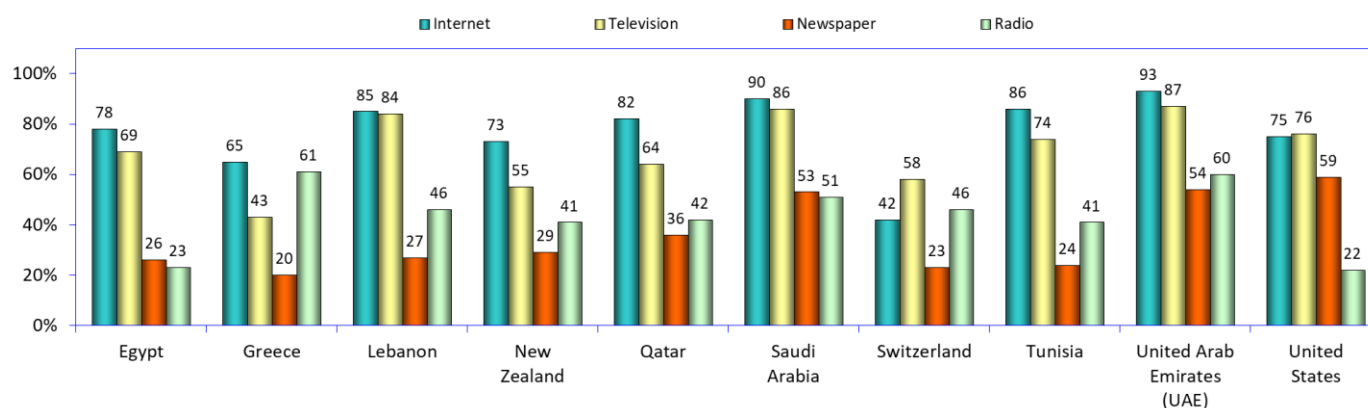
(Q11A-D N-1)

### 3.3 Media importance: media as entertainment sources

Among users, the internet outweighed all other media as the top entertainment source in all but two reporting countries: Switzerland and the United States. In those two countries, television is deemed a more important entertainment source than other media.

For entertainment purposes, newspapers and radio played a much less important role to users, even though in Saudi Arabia and the UAE a majority considered both media as important entertainment sources.

***Importance of media as entertainment sources – internet users responding important and very important***



(Q12A-D U-1)

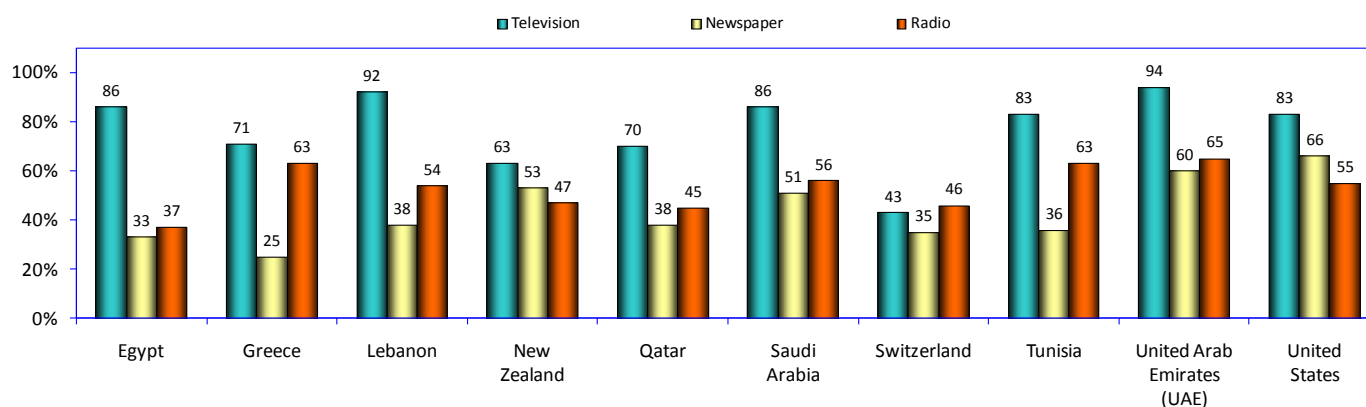
### Media importance: media as entertainment sources (non-users)

In all but one reporting country, a majority of non-users considered television an important source of entertainment. In Switzerland, only 43 percent of users considered television an important source of entertainment.

In all of the reporting countries except Egypt, more than 40 percent of non-users said radio is an important entertainment source, and in six countries, more than 50 percent considered radio an important source for entertainment: the UAE (65 percent), Greece and Tunisia (63 percent), Saudi Arabia (56 percent), the United States (55 percent), and Lebanon (54 percent). However, in all but one reporting country (Switzerland), a higher percentage of non-users considered television an important source of entertainment than radio.

In four reporting countries, more than a majority of non-users said newspapers are an important entertainment source: the United States (66 percent), the UAE (60 percent), New Zealand (53 percent), and Saudi Arabia (51 percent).

*Importance of media as entertainment sources – internet non-users responding important and very important*



(Q12A-D N-1)

## **4 Online security and personal privacy**

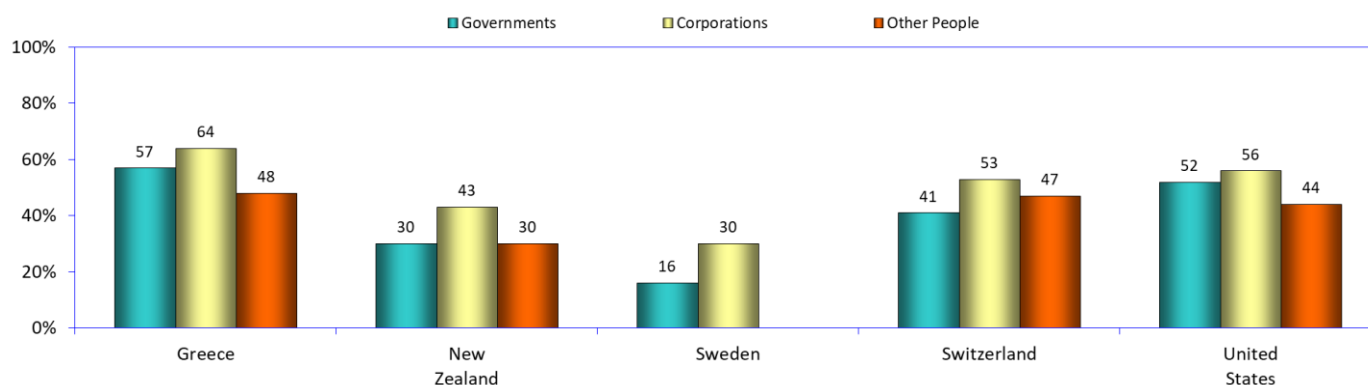


## 4.1 Online privacy

Among three potential sources of privacy violation (governments, corporations, other people), users in all reporting countries were most concerned about corporations violating their privacy online, with a majority of users in three out of five countries expressing concern: Switzerland (53 percent), the United States (56 percent), and Greece (64 percent).

In Sweden, 30 percent of users were concerned about corporations violating their privacy online – much lower than other reporting countries. Among users in five reporting countries, users in Sweden were the least concerned about government their privacy online; only 16 percent of users in Sweden expressed concern.

***Concerned that governments, corporations or others will violate privacy online – internet users responding somewhat and strongly agree***



(Q14BCD U-1)

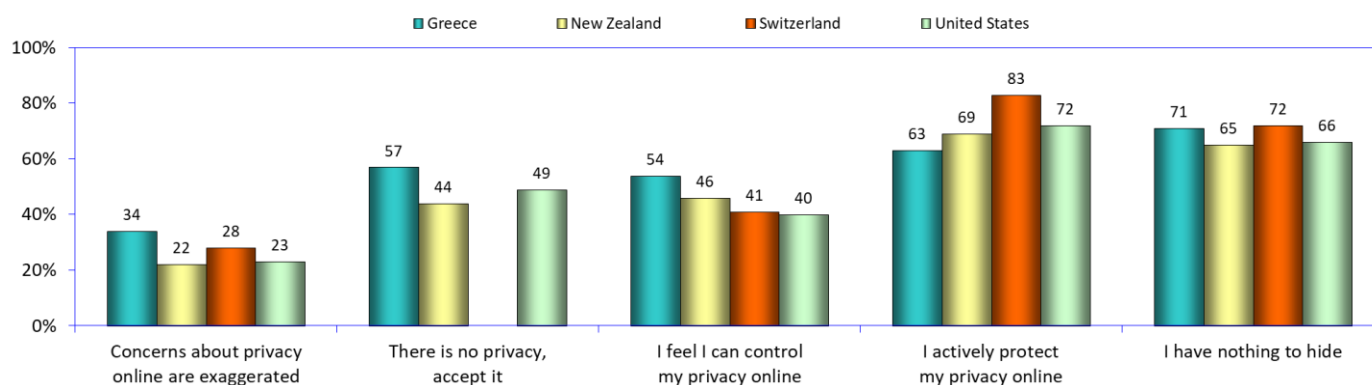
## Online privacy (continued)

Only about one third or fewer internet users in all reporting countries said online privacy concerns are exaggerated, indicating a larger proportion thought that online privacy violations are real and concerns are warranted.

Perhaps because of those views, an overwhelming majority of users (well over 60 percent) in all four countries said they actively protect their privacy online, with the highest reported in Switzerland (83 percent).

However, when looking at views about control of their privacy online, in three out of the four reporting countries less than 50 percent of users said they are confident they can control it: the United States (40 percent), Switzerland (41 percent), and New Zealand (46 percent).

*Attitudes toward online privacy – internet users responding somewhat and strongly agree*



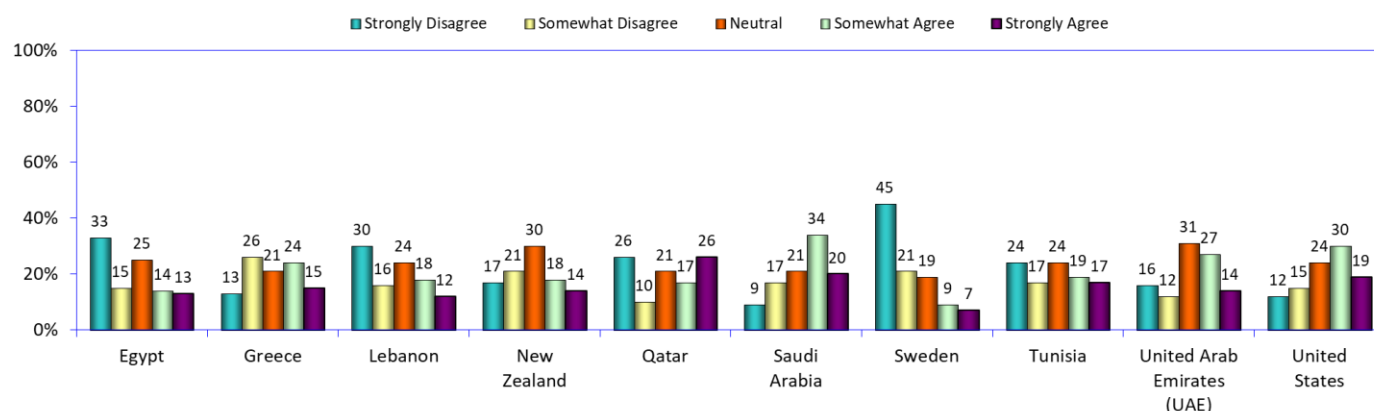
(Q14AEFGH U-1)

## 4.2 Concerns about government checking online activities

In general, internet users were not particularly worried about government checking their online activities; only in Saudi Arabia were a majority of users worried about government monitoring what they do online. In many other reporting countries, the reported percentage was around 30 percent: Egypt (27 percent), Lebanon (30 percent), New Zealand (32 percent), and Tunisia (36 percent). In Sweden, only 16 percent of users were worried.

Conversely, in five reporting countries, higher percentages of users disagree rather than agree that they are concerned about government checking online activities: New Zealand (38 percent vs. 32 percent), Tunisia (41 percent vs. 36 percent), Lebanon (46 percent vs. 30 percent), Egypt (48 percent vs. 27 percent), and Sweden (66 percent vs. 16 percent).

**Concerned about government checking user behavior online – internet users**



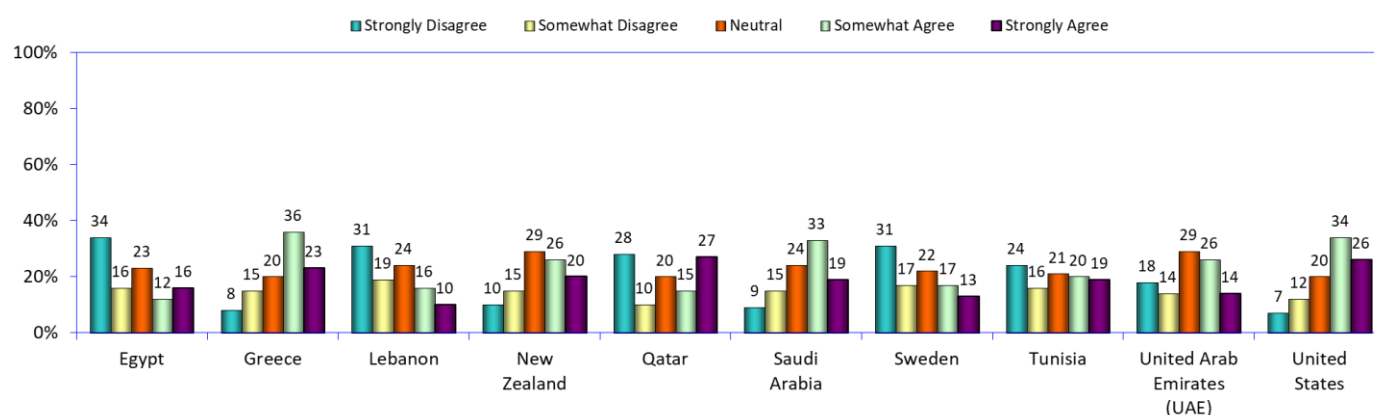
(Q21F U-1)

### 4.3 Concerns about corporations checking online activities

A majority of users in three countries said they are worried about corporations checking what they do online: Saudi Arabia (52 percent), Greece (59 percent), and the United States (60 percent).

In three WIP countries, 30 percent or less of users are worried: Lebanon (26 percent), Egypt (28 percent), and Sweden (30 percent). Not surprisingly, these three countries also have the highest percentages of users who say they are not concerned about corporations checking what they do online: Sweden (48 percent), Egypt (50 percent), and Lebanon (50 percent).

**Concerned about corporations checking user behavior online – internet users**



(Q21G U-1)

## 4.4 Negative online experiences

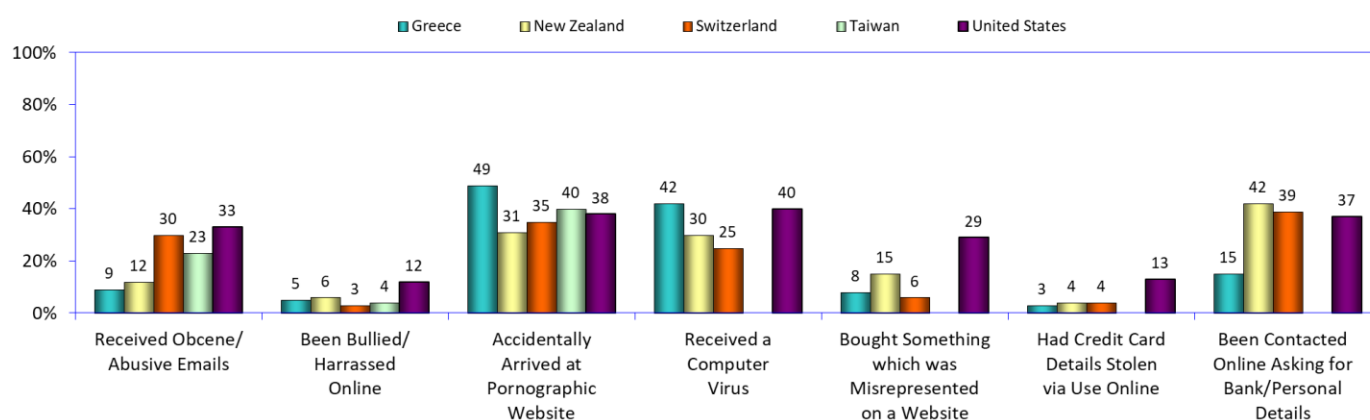
In general, the most common negative online experiences were accidentally arriving at a pornographic website and receiving a computer virus.

At least 31 percent of users in all five reporting countries reported accidentally arriving at a pornographic website; in Greece it was experienced by almost one in two users.

Receiving a virus on the computer is experienced to a lesser but similar degree is receiving a virus on the computer. At least 25 percent of users received a virus in all reporting countries, and in the United States and Greece that number is 40 percent and 42 percent, respectively.

Having been contacted by someone online asking for bank or personal details is also quite common among users in the reporting countries, experienced by around 40 percent of users in three countries: the United States (37 percent), Switzerland (39 percent), and New Zealand (42 percent).

**Negative online experiences – internet users**



(Q8 U-1)

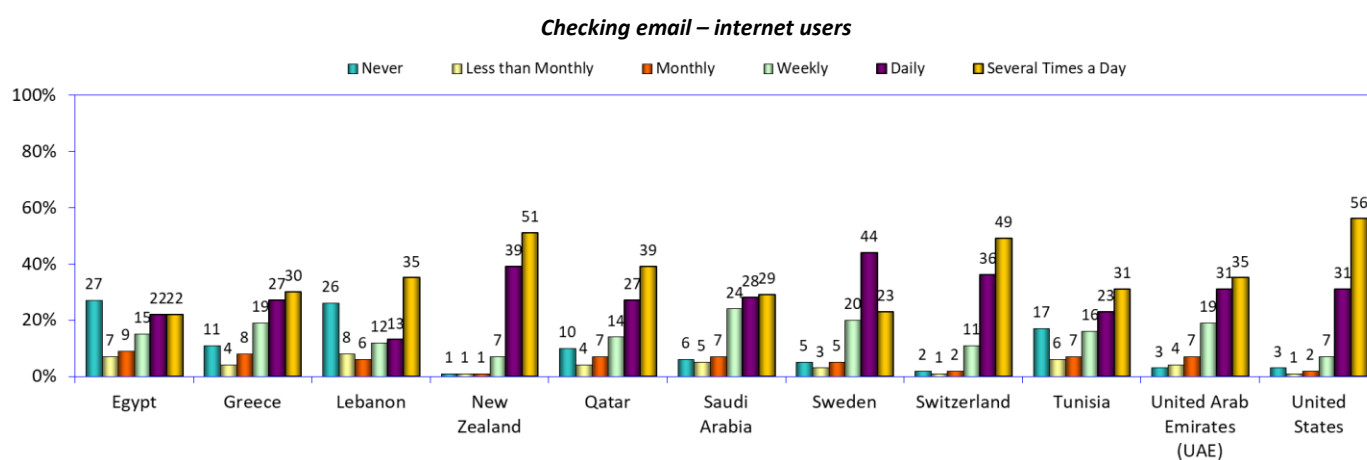
## **5 Keeping connected through the internet**

## 5.1 Internet as a communication tool

### Email

In nine of the 11 reporting countries, a majority of users checked email at least daily (ranging from daily to several times a day), and in three countries at least 85 percent of users check at least daily: Switzerland (85 percent), the United States (87 percent), and New Zealand (90 percent).

In the other two countries, lower than 50 percent of users checked email daily or several times a day: Egypt (44 percent) and Lebanon (48 percent). In these two countries, close to 30 percent of users did not rely on email for communication: Lebanon (26 percent) and Egypt (27 percent).



(Q16A U-1)

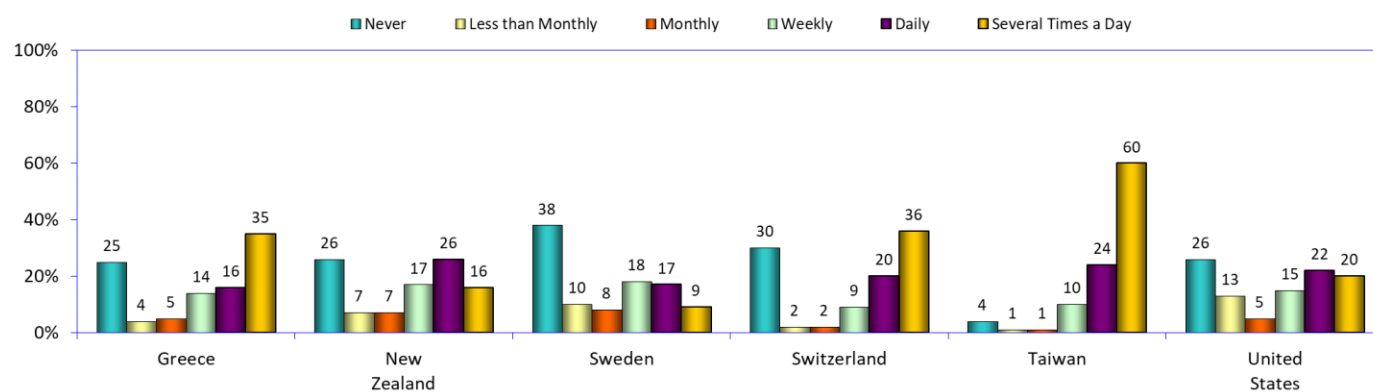
## Instant messaging

Compared to sending and receiving email, instant messaging was much less popular in the WIP countries.

In five reporting countries, at least one in four users did not engage in instant messaging: Greece (25 percent), New Zealand (26 percent), the United States (26 percent), Switzerland (30 percent), and Sweden (38 percent).

Instant messaging was most important as a communication tool for internet users in Taiwan; 84 percent of them used it daily or several times a day.

*Using instant messaging – internet users*



(Q16B U-1)



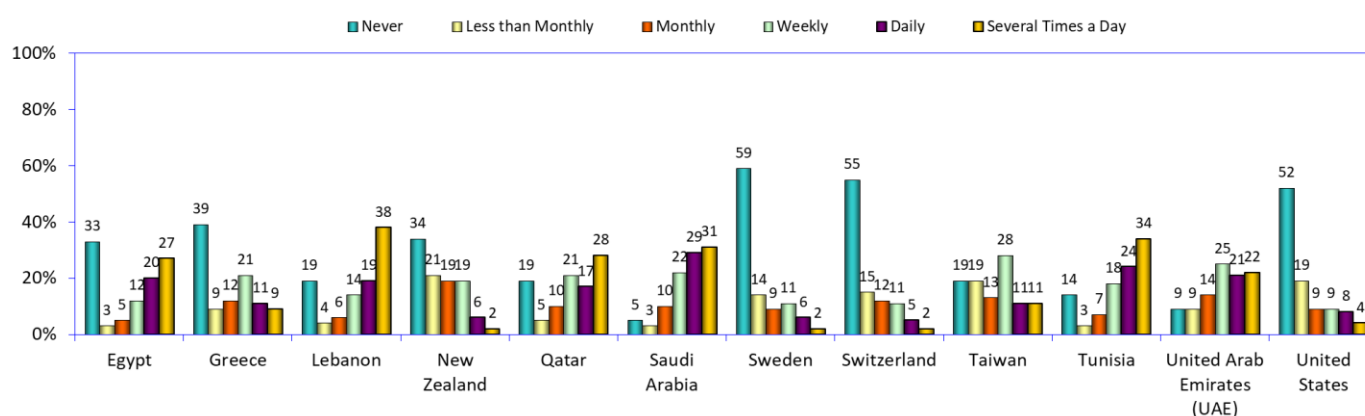
## Web-based phone calls

In making or receiving phone calls over the internet among users in the WIP countries, there was a sharp contrast between developed and less developed countries.

In developed countries, very small percentages of users engaged web-based phone calls as a daily communication activity: Sweden (8 percent), Switzerland (7 percent), New Zealand (8 percent), and the United States (12 percent). Even for weekly numbers, three out of the four developed countries only have around 20 percent of users making web-based phone calls at least weekly: Switzerland (18 percent), Sweden (19 percent), and the United States (21 percent). In these three countries, more than 50 percent of users never make or receive phone calls on the internet: the United States (52 percent), Switzerland (55 percent), and Sweden (59 percent).

On the other hand, in many less developed countries, at least 40 percent of users make or receive phone calls over the internet on a daily basis: the UAE (43 percent), Qatar (45 percent), Egypt (47 percent), Tunisia (57 percent), Lebanon (58 percent), and Saudi Arabia (60 percent).

***Making or receiving phone calls over the internet – internet users***



(Q16C U-1)

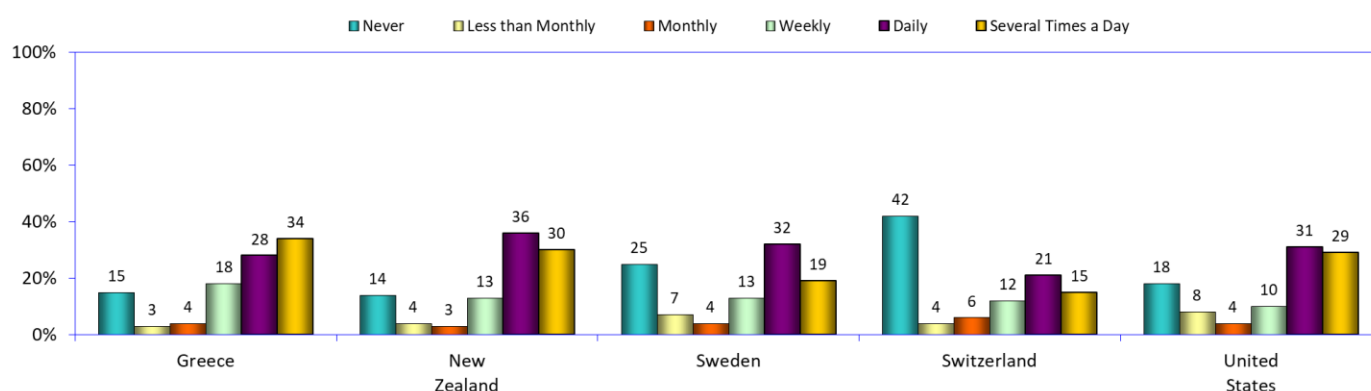
## 5.2 Social networking sites and blogs

### Visiting social networking sites

A majority of users in all reporting countries other than Switzerland visit social networking sites at least daily: Sweden (51 percent), the United States (60 percent), Greece (62 percent), and New Zealand (66 percent).

In Switzerland, only 36 percent of users visit social networking sites at least daily, much lower than other reporting countries. Correspondingly, 42 percent of users in Switzerland never visit social networking sites.

*Visiting social networking sites – internet users*



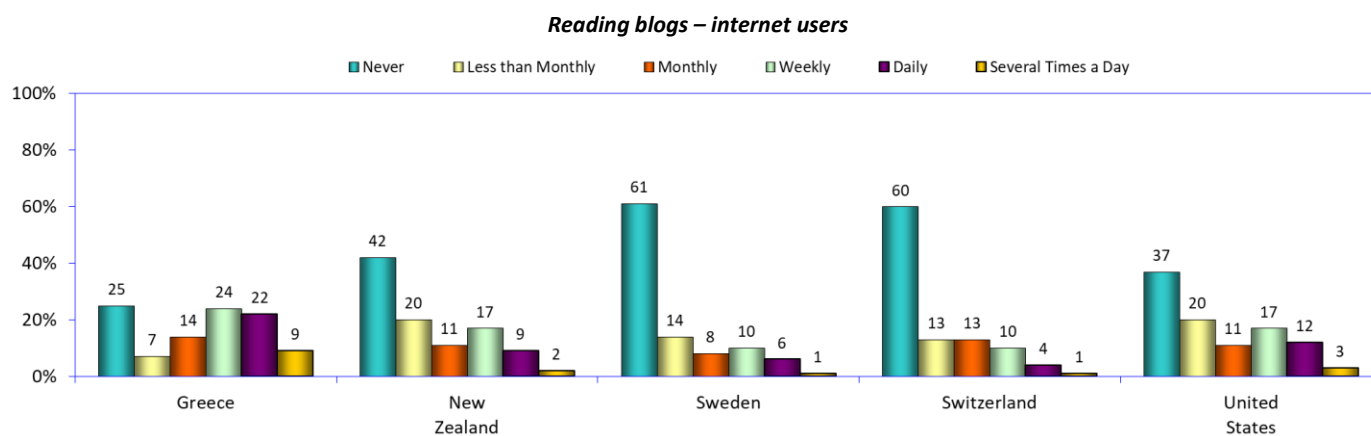
(Q18I U-1)

## Visiting social networking sites (continued)

Compared to visiting social networking sites, reading blogs was a significantly less popular activity among users in the WIP countries.

In three countries, more than 40 percent of users never engaged in this activity: New Zealand (42 percent), Switzerland (60 percent), and Sweden (61 percent).

Low percentages of users read blogs on a daily basis in most reporting countries: Switzerland (5 percent), Sweden (7 percent), New Zealand (11 percent), and the United States (15 percent). Even when measured by weekly engagement, four out of the five reporting countries had fewer than one third of users are active participants in this activity: Switzerland (15 percent), Sweden (17 percent), New Zealand (28 percent), and the United States (32 percent).



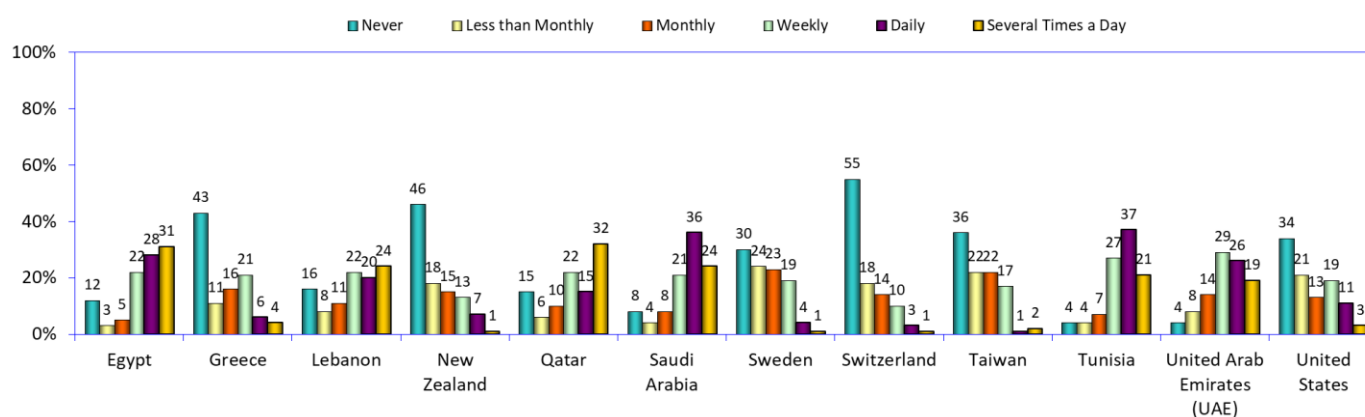
(Q17D U-1)

## Content sharing and creation

More than 40 percent of users in Arab countries posted content of their own creation online at least daily: Lebanon (44 percent), the UAE (45 percent), Qatar (47 percent), Egypt (59 percent), Tunisia (58 percent), and Saudi Arabia (60 percent).

In other WIP countries, it was a much less popular activity. Very low percentage of users engaged in this activity on a daily basis: Taiwan (3 percent), Switzerland (4 percent), Sweden (5 percent), New Zealand (8 percent), and Greece (10 percent). Not surprisingly, these countries reported high percentages of users never engaging in this activity: Sweden (30 percent), Taiwan (36 percent), Greece (43 percent), New Zealand (46 percent), and Switzerland (55 percent).

*Posting own content online – internet users*



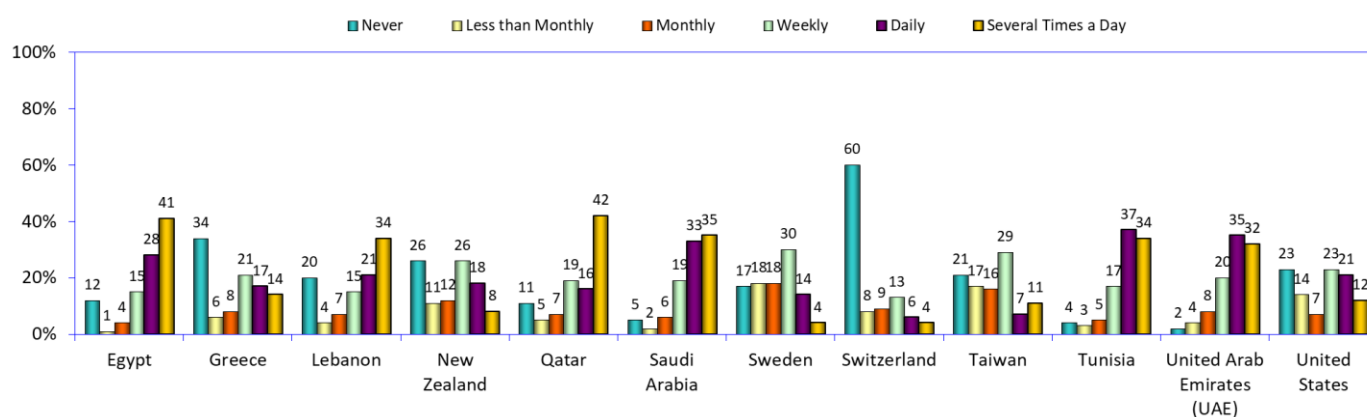
(Q16F U-1)

## Content sharing and creation (continued)

In all Arab countries, a majority of users posted messages/comments on social networking sites on a daily basis, and in four countries, more than 60 percent of users did so on a daily basis: the UAE (67 percent), Saudi Arabia (68 percent), Egypt (69 percent), and Tunisia (71 percent).

In three other countries, fewer than 20 percent of users posted content/comments daily: Switzerland (10 percent), Taiwan (18 percent), and Sweden (18 percent).

*Posting messages/comments on social networking sites – internet users*



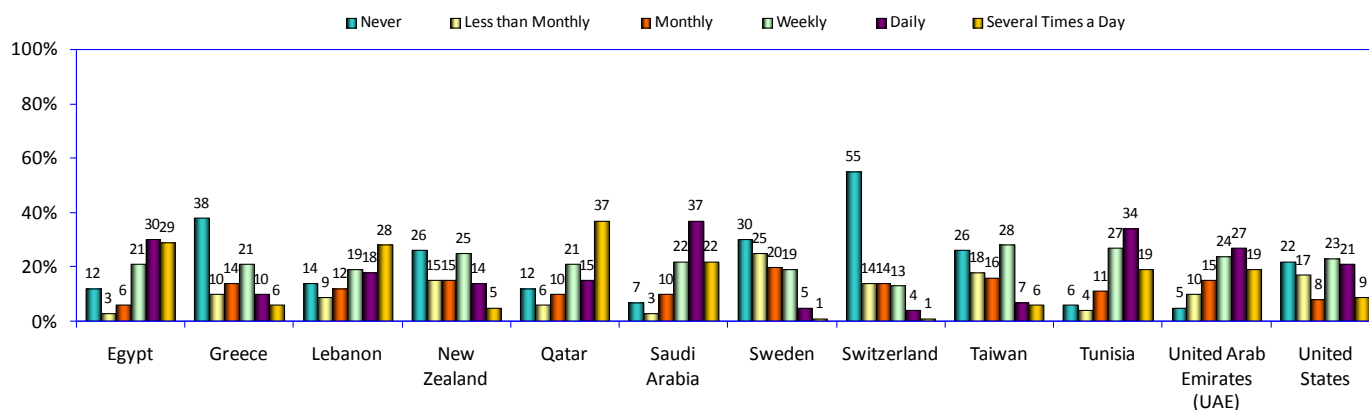
(Q16E U-1)

## Reposting or sharing content

When it comes to reposting or sharing content (e.g., videos, photos and writing) created by others, users in Arab countries again led users in other countries by a large margin.

In Arab countries, at least 46 percent of users reposted or shared others' content on a daily basis, while in five of the six other countries, lower than 20 percent of users did so on a daily basis: Switzerland (5 percent), Sweden (6 percent), Taiwan (13 percent), Greece (16 percent), and New Zealand (19 percent).

*Reposting/sharing content created by others – internet users*



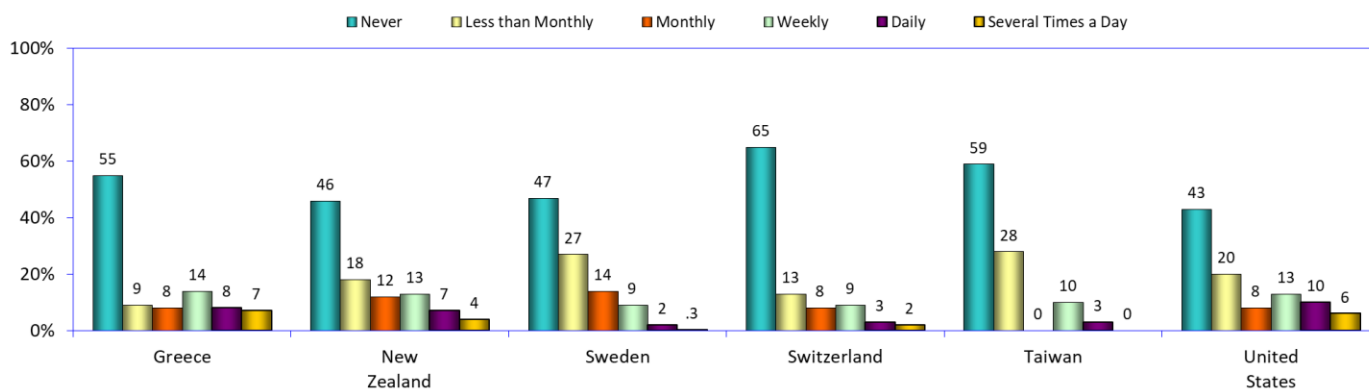
(Q16G U-1)

## Posting messages or comments

Low percentages of users posted messages/comments on discussion boards on a daily basis; the United States reported the highest percentage of users posting daily (16 percent), followed by Greece (15 percent) and New Zealand (11 percent).

When measured by weekly participation in this activity, the other three countries did have more than 10 percent of users engage in it: Sweden (11 percent), Taiwan (13 percent), and Switzerland (14 percent).

*Posting messages/comments on discussion boards – internet users*



(Q16D U-1)

## **6 Research and education**

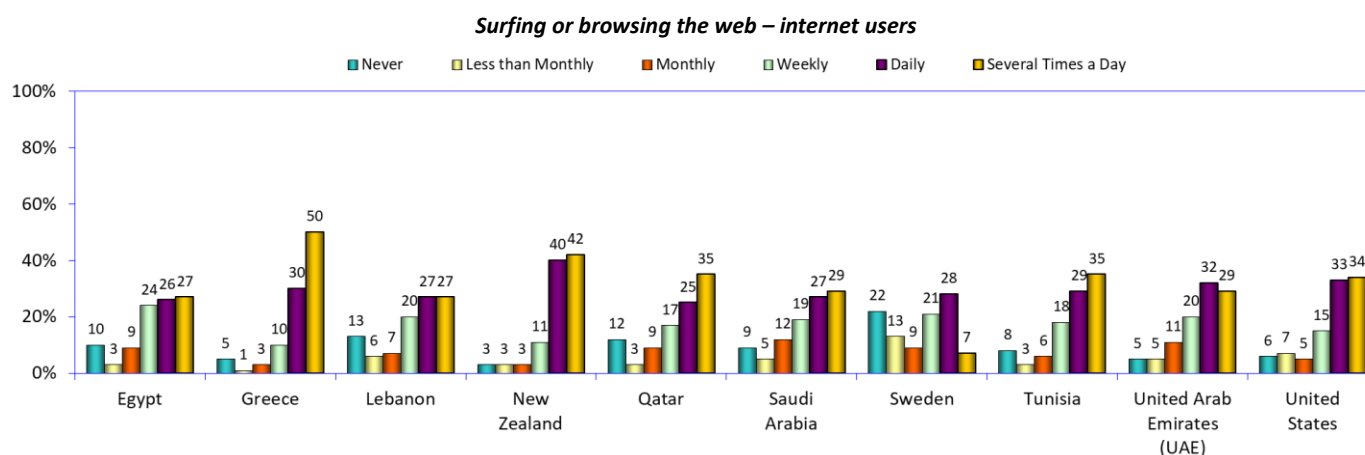


## 6.1 Research

### Surfing the web

In all but one country, surfing the web was a daily activity for a majority of users. In Greece and New Zealand, surfing the web was a daily activity for 80 and 82 percent of the users, respectively; in Sweden, however, only 35 percent of users did so on a daily basis, the lowest among all reporting countries.

Sweden also had the highest percentage of users who never surfed the web (22 percent).

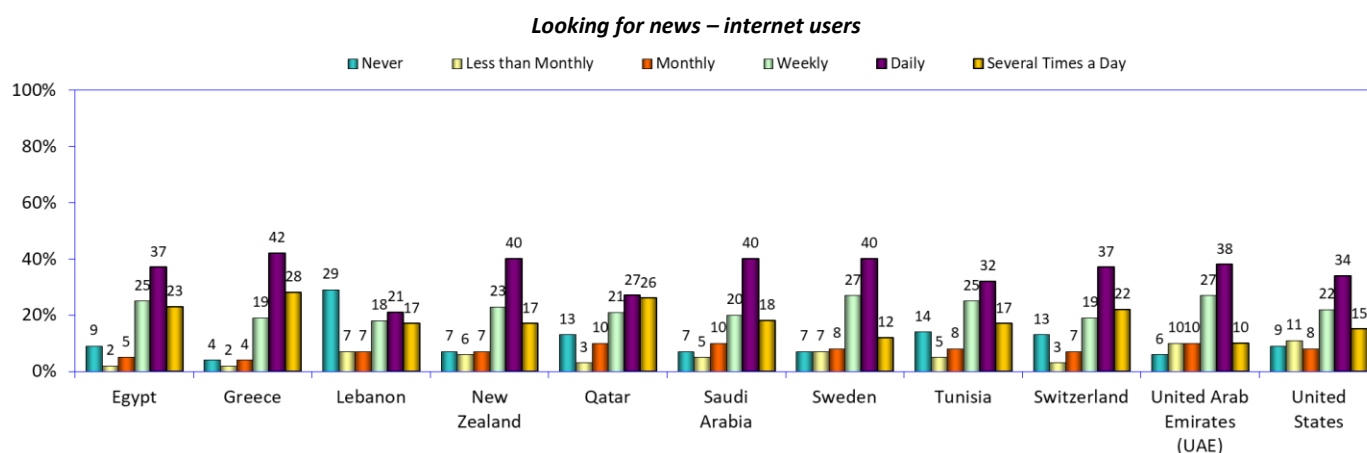


(Q18G U-1)

## Looking for news

In seven of the 11 reporting countries, a majority of users looked for news online daily or several times a day: Sweden (52 percent), Qatar (53 percent), New Zealand (57 percent), Saudi Arabia (58 percent), Tunisia (59 percent), Egypt (60 percent), and Greece (70 percent).

Users in Greece, the UAE, New Zealand, Saudi Arabia, Sweden, Egypt, and the United States were the most interested in online news; more than 90 percent of users in these countries looked for news in varying frequencies.



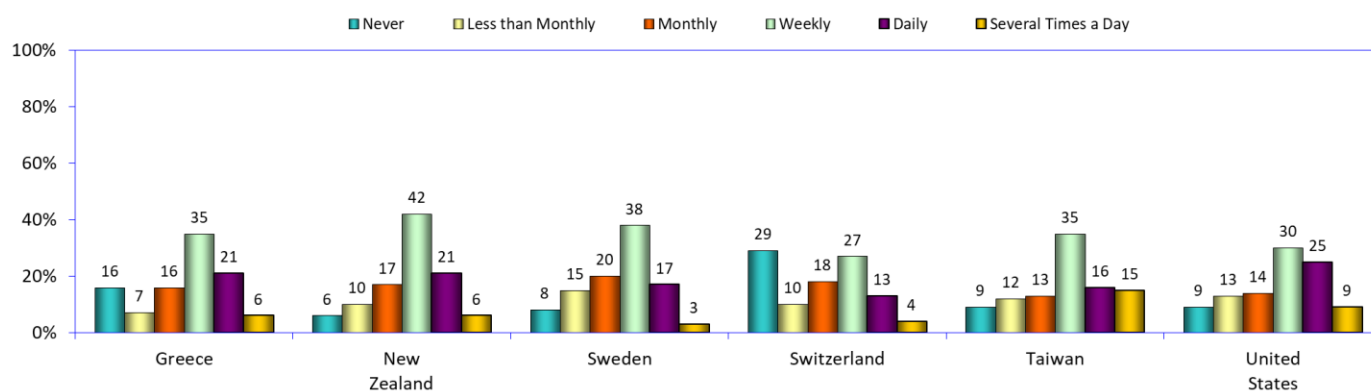
(Q17A U-1)

## Fact checking

In five of the six reporting countries, at least 58 percent of users went online to check a fact weekly or more often; Switzerland reported the lowest percentage of frequent fact-checkers (44 percent).

Compared to other countries, Greece and Switzerland had higher percentages of users who never went online to check a fact: 16 percent and 29 percent, respectively.

*Finding or checking a fact online – internet users*



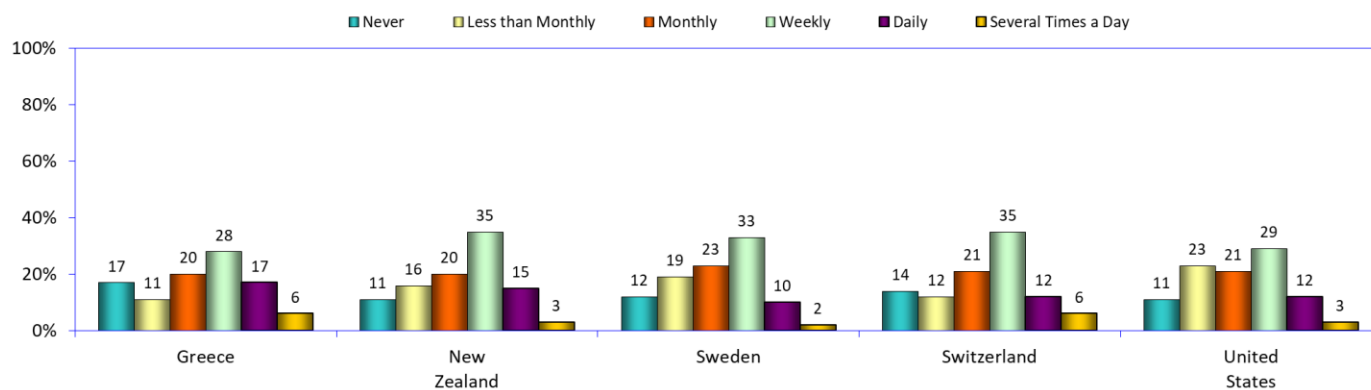
(Q20B U-1)

## Looking up definitions

Compared to checking facts online, users in WIP countries were less likely to look for definitions of words online on a weekly basis. Only three countries reported a majority of users looking for word definitions on a weekly basis: Greece (51 percent), New Zealand (53 percent), and Switzerland (53 percent).

In all reporting countries, more than 10 percent of users never go online to look for definitions of words.

*Looking up definitions of words online – internet users*



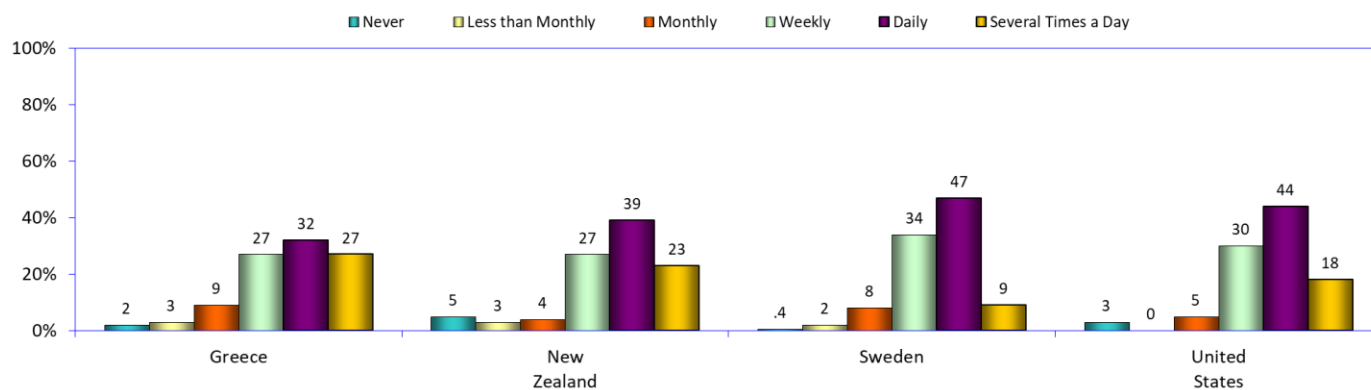
(Q20A U-1)

## Research for school

In all reporting countries, almost all student users went online to do research for school work; at least 56 percent of them go online on a daily basis to conduct research for school-related work.

When measured weekly, more than 84 percent of student users in all reporting countries did so; in Sweden and the United States, 90 percent and 92 percent of them, respectively, went online for school work on a weekly basis.

***Going online for information for school-related work – internet users who are students and not employed***



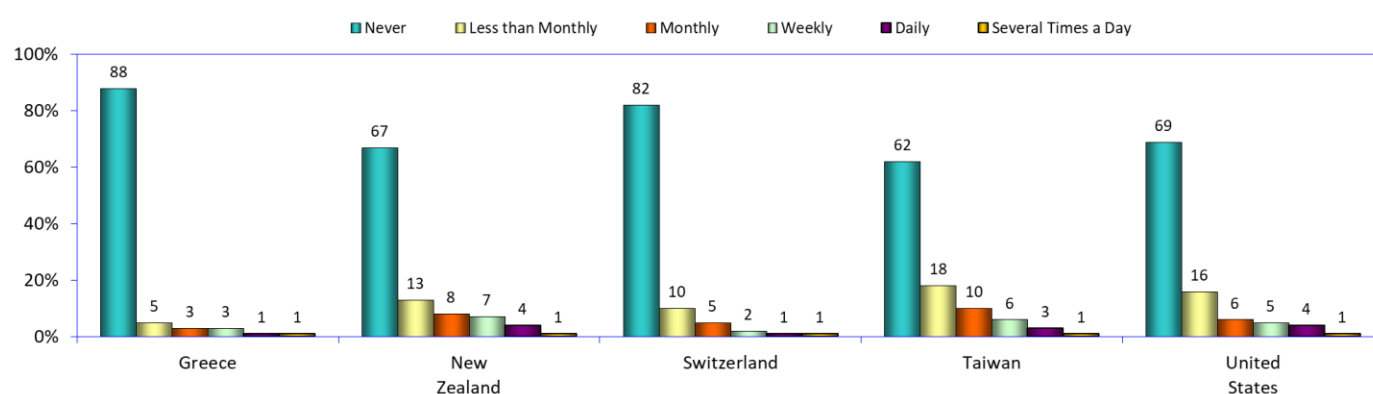
(Q20C S-1)

## 6.2 Distance learning

Among all online activities undertaken by users for different purposes, distance learning was the least popular. In Switzerland and Greece, only four and five percent of users, respectively, participated in distance learning for an academic degree or job training on a weekly basis or more. In Taiwan, the United States, and New Zealand, the percentages were slightly higher, at 10 to 12 percent.

On the other hand, more than 60 percent of users in all reporting countries never engaged in distance learning, and in Switzerland and Greece, more than 80 percent of users never did so.

*Going online to participate in distance learning for job training or an academic degree – internet users*



(Q20D U-1)

## 7 Buying, selling, and financial management

## 7.1 Buying and selling

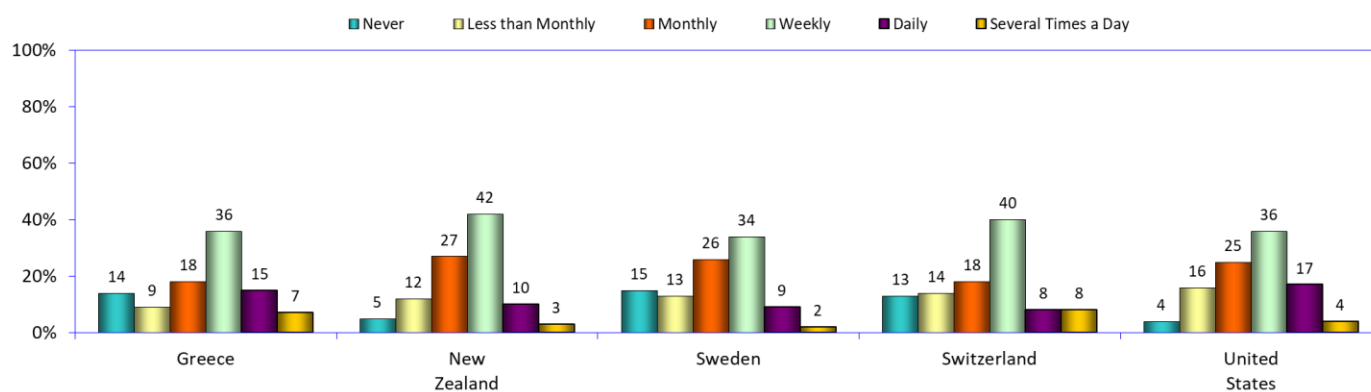
### Get information about a product

Getting information about a product was quite common among users in all reporting countries; at least 85 percent did so at various frequencies.

In all but one reporting country, 55 percent or more of users looked for product information online at least weekly: New Zealand (55 percent), Taiwan (56 percent), the United States (57 percent), and Greece (58 percent).

Only Switzerland reported less than 50 percent (45 percent). [The third and fourth countries in the chart should be Switzerland and Taiwan, not Sweden and Switzerland.]

*Going online to look for product information – internet users*



(Q19A U-1)

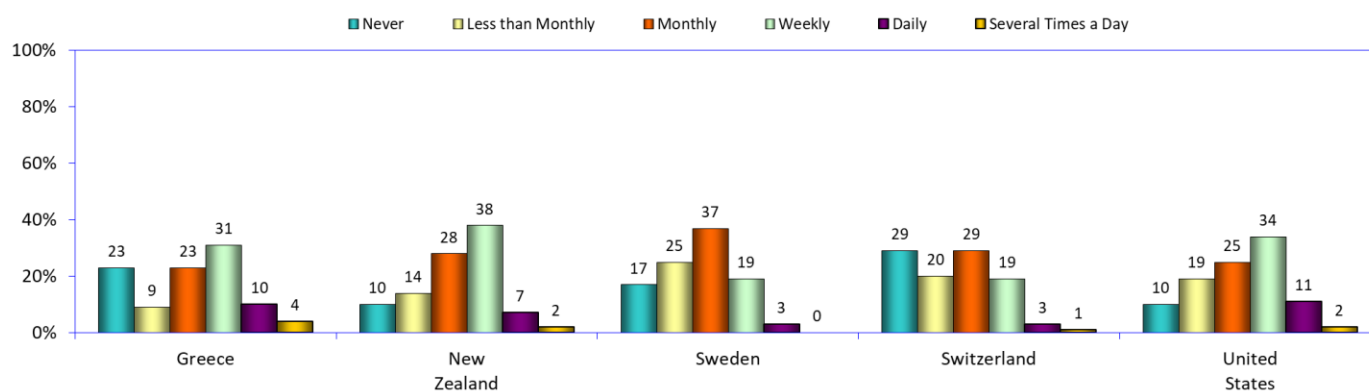


## Compare prices of products or services

A majority of users in all reporting countries went online at least monthly to compare prices: Switzerland (52 percent), Sweden (59 percent), Greece (68 percent), the U. S. (72 percent), and New Zealand (75 percent).

In two countries, more than 20 percent of users never compared prices of products or services online: Greece (23 percent) and Switzerland (29 percent).

*Going online to compare prices – internet users*



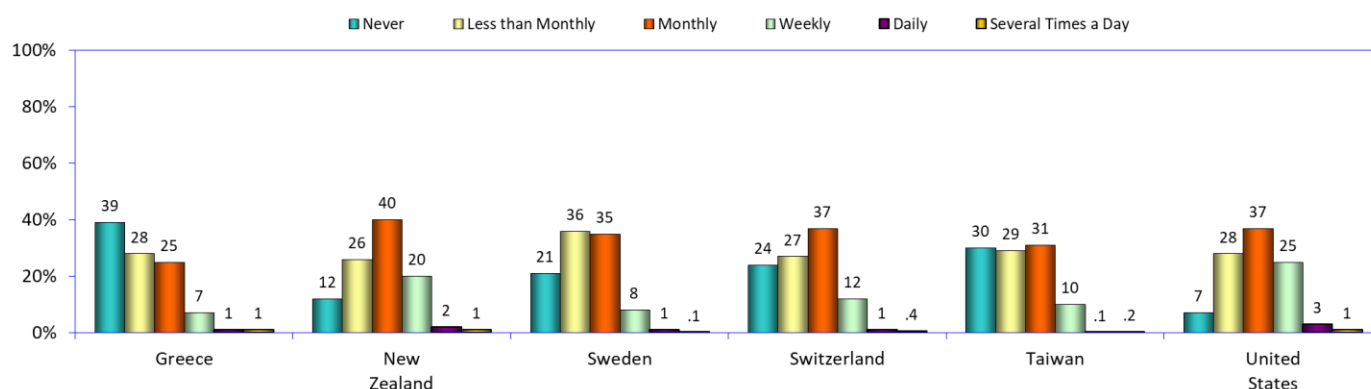
(Q19G U-1)

## Buy things online

Online purchasing has become quite common in most WIP countries; at least 70 percent of users did so in five out of six reporting countries. Greece had the lowest percentage of online purchasers among its internet users compared to other reporting countries (62 percent), while the United States had the highest (94 percent).

In four of the six reporting countries, at least 10 percent of users bought online on a weekly basis: Taiwan (10 percent), Switzerland (13 percent), New Zealand (23 percent), and the United States (29 percent).

*Going online to make online purchases – internet users*



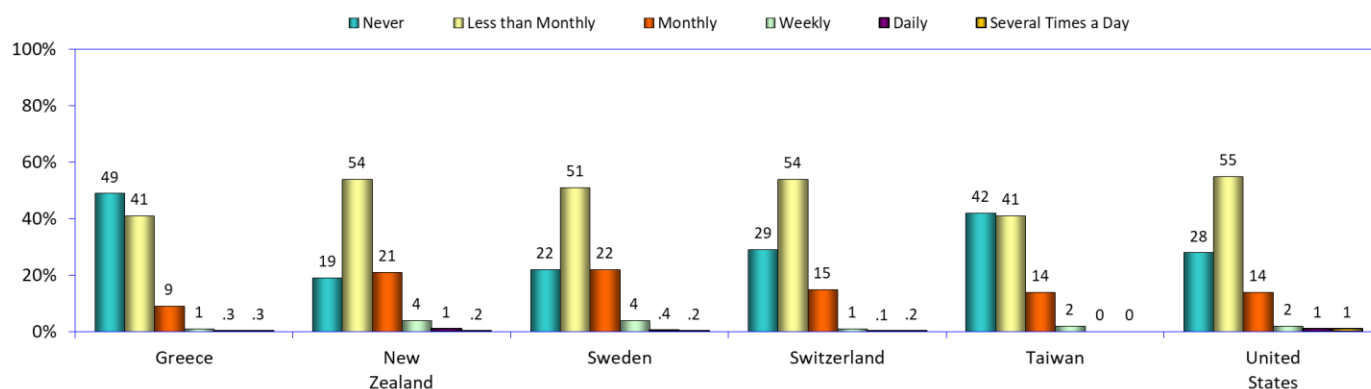
(Q19B U-1)

## Make travel bookings or reservations

More than 50 percent of users in all WIP countries made travel arrangements online occasionally (less than monthly or more often). In four reporting countries, more than 70 percent of users did so occasionally: Switzerland (70 percent), the United States (73 percent), Sweden (78 percent), and New Zealand (81 percent).

Also, in those four countries, at least 16 percent of users made travel arrangements online on a monthly basis: Switzerland (16 percent), the United States (18 percent), Sweden (27 percent), and New Zealand (26 percent).

***Going online to make travel arrangements – internet users***



(Q19C U-1)

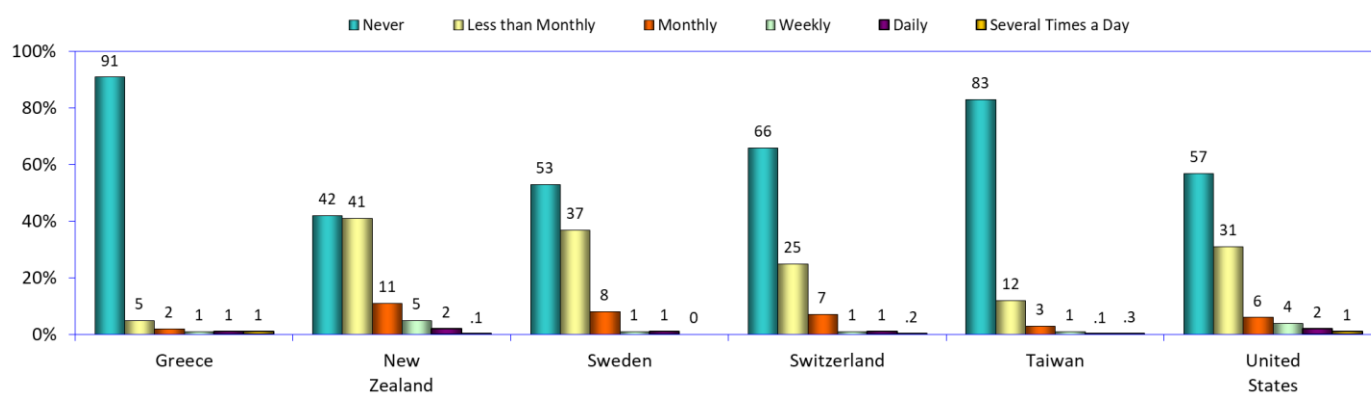
## Sell things online

In four reporting countries, more than one third of users sold things online: Switzerland (34 percent), the United States (44 percent), Sweden (47 percent), and New Zealand (59 percent).

In the other two reporting countries, much lower percentages of users sold things online: Greece (10 percent) and Taiwan (16 percent).

In three reporting countries, 10 percent or more of users sold things online on a monthly basis: Sweden (10 percent), the United States (13 percent), and New Zealand (18 percent).

*Going online to sell things – internet users*



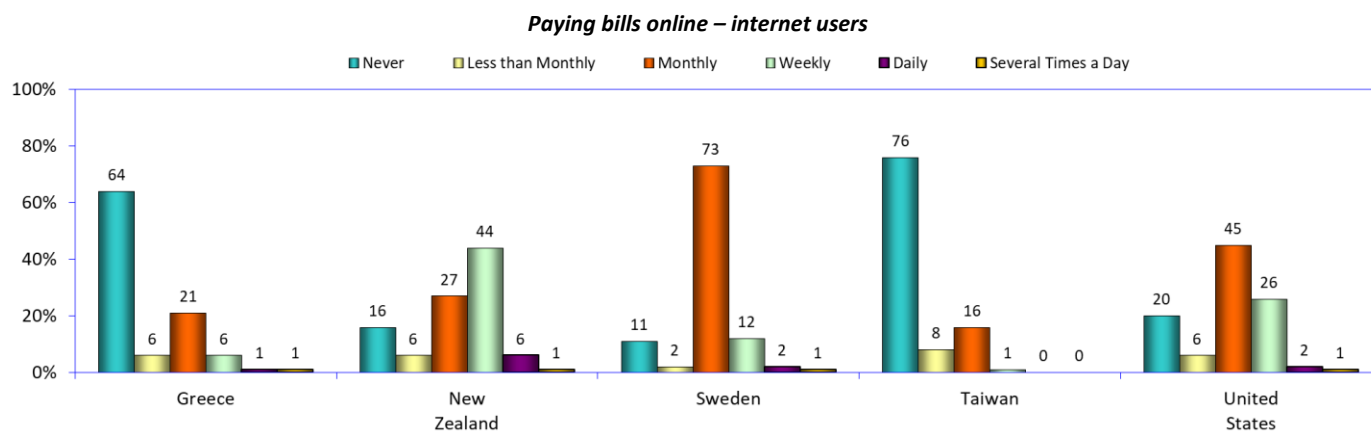
(Q19H U-1)

## 7.2 Financial management

### Pay bills

Going online to pay bills was quite common in the United States, New Zealand, and Sweden. In these three countries, 80 percent or more of users paid bills online: the United States (80 percent), New Zealand (84 percent), and Sweden (90 percent). Also in these three countries, more than 70 percent of users paid bills online on a monthly basis: the United States (74 percent), New Zealand (78 percent), and Sweden (88 percent).

Paying bills online was much less popular in Taiwan (25 percent) and Greece (36 percent).



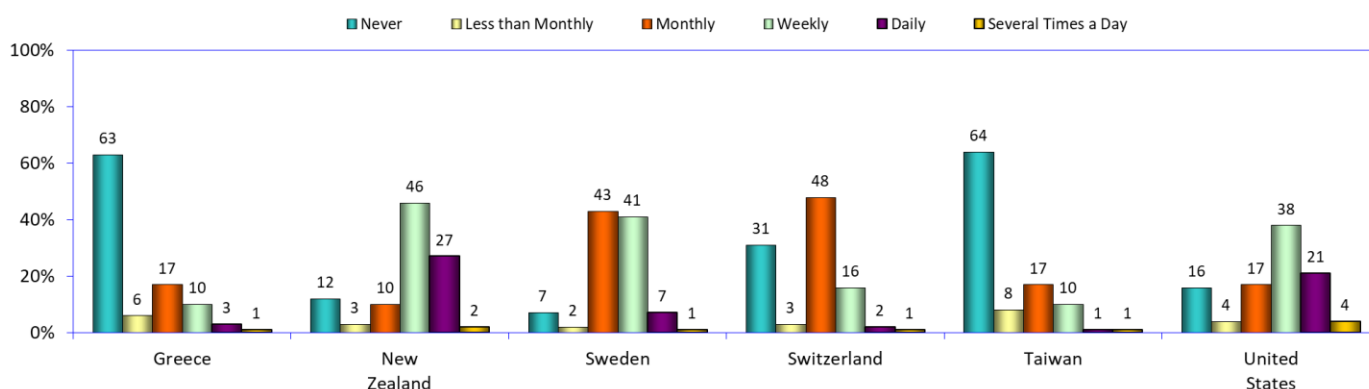
(Q19D U-1)

## Use bank online services

Similar to paying bills online, in Taiwan and Greece using banks' online services was not as popular as in other reporting countries. In these two countries, just over one- third of users employed online bill-paying services.

In other reporting countries, going online was a much more accepted way of banking. Seventy percent or more of users banked online: Switzerland (70 percent), the United States (84 percent), New Zealand (88 percent), and Sweden (93 percent). In these four reporting countries, large percentages of users did so on a monthly basis: Switzerland (67 percent), the United States (80 percent), New Zealand (85 percent), and Sweden (92 percent).

*Using bank's online services – internet users*

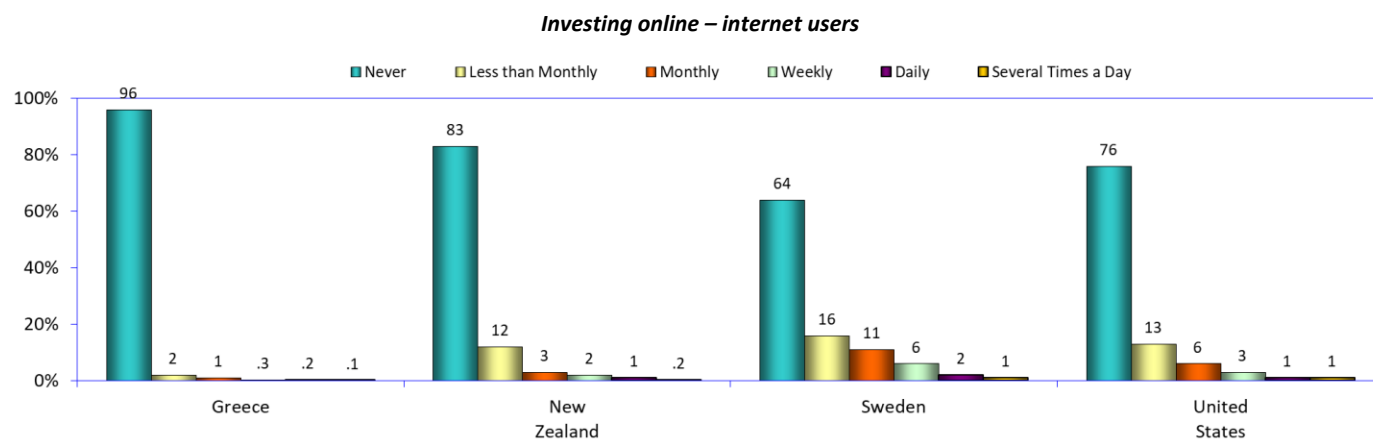


(Q19E U-1)

## Investing

Users from the United States and Sweden were more active in online investing compared to those from New Zealand and Greece. In New Zealand, only 18 percent of users participated in online investing, while in Greece only four percent did so.

On the other hand, 24 percent of users in the United States and 36 percent in Sweden took advantage of an online platform for investing, and in Sweden as high as 20 percent of users do so on a monthly basis.



(Q19F U-1)

## 8 Online entertainment and personal interest



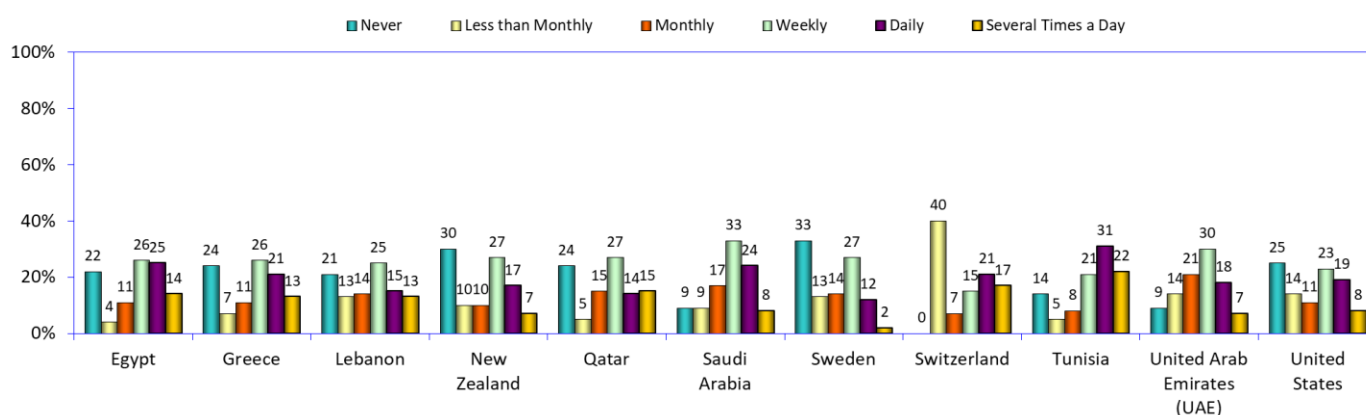
## 8.1 Entertainment

### Download or watch videos

Only two WIP countries reported 30 percent or more of users never download or watch videos: New Zealand (30 percent) and Sweden (33 percent).

In all but three reporting countries (Sweden, New Zealand, and the United States), downloading or watching videos online was carried out by a majority of users on a weekly basis. In three countries more than 60 percent of users did so at least monthly: Egypt (65 percent), Saudi Arabia (65 percent), and Tunisia (74 percent).

*Going online to download or watch videos – internet users*



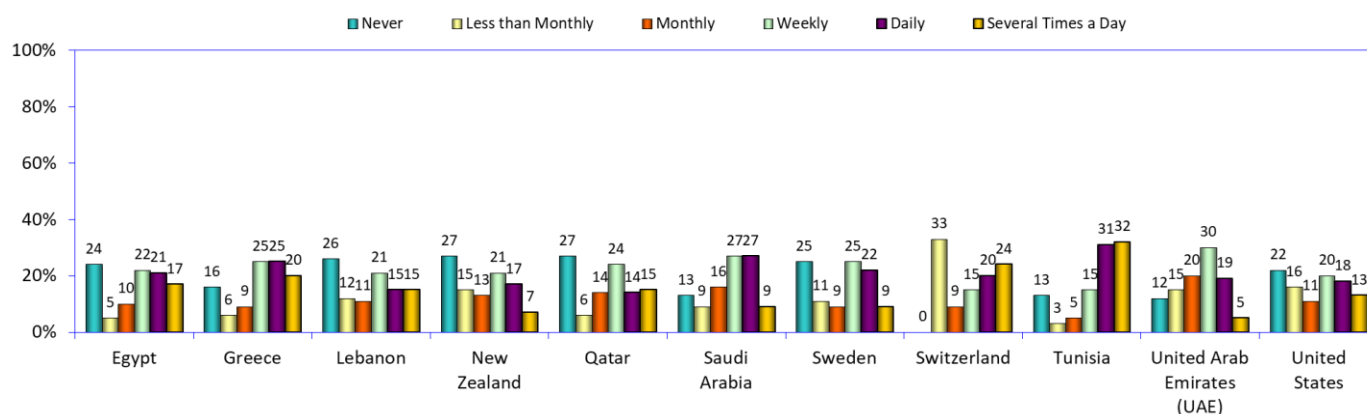
(Q18C U-1)

## Download or listen to music

Going online to download or listen to music was a popular entertainment activity in WIP countries; more than 70 percent of users in all reporting countries downloaded or listened to music, with New Zealand and Qatar reporting the lowest numbers (both at 73 percent).

A majority of users in all but one country (New Zealand) downloaded or listened to music on a weekly basis. In three countries, more than 60 percent of users accessed music online at least weekly: Egypt (60 percent), Saudi Arabia (63 percent), and Tunisia (78 percent).

*Going online to download or listen to music – internet users*



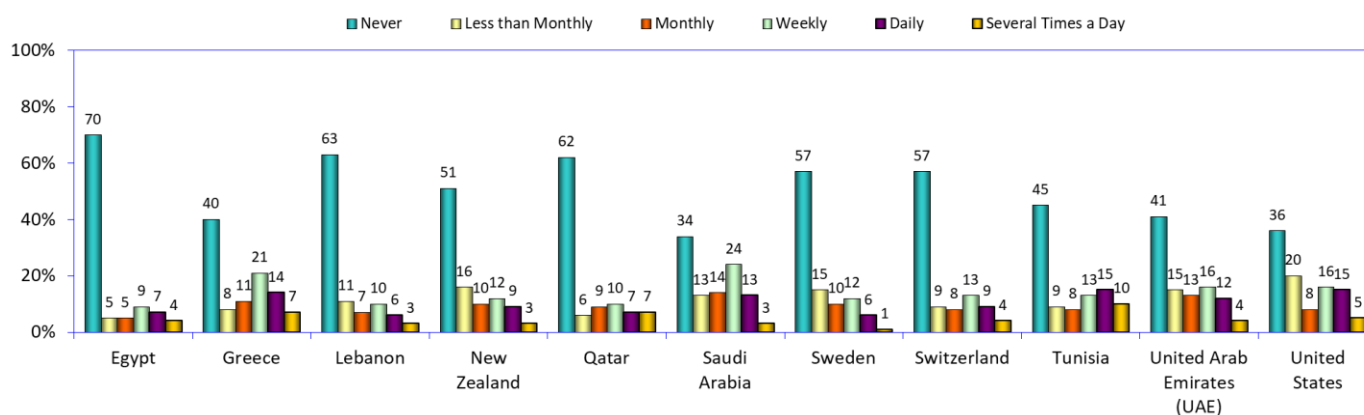
(Q18B U-1)

## Online radio

Compared to accessing music and video content online, listening to radio online was engaged in less frequently among users in WIP countries. Forty percent or more in all but two countries (Saudi Arabia and the United States) never went online to listen to radio. In three countries, more than 60 percent never used online radio: Qatar (62 percent), Lebanon (63 percent), and Egypt (70 percent).

Conversely, in five countries a majority of users listened to radio online: Tunisia (55 percent), the UAE (60 percent), Greece (61 percent), the United States (64 percent), and Saudi Arabia (67 percent). Among them, three countries reported at least 20 percent of users who did so on a daily basis: the United States (21 percent), Greece (21 percent), and Tunisia (25 percent).

*Accessing the internet for online radio – internet users*

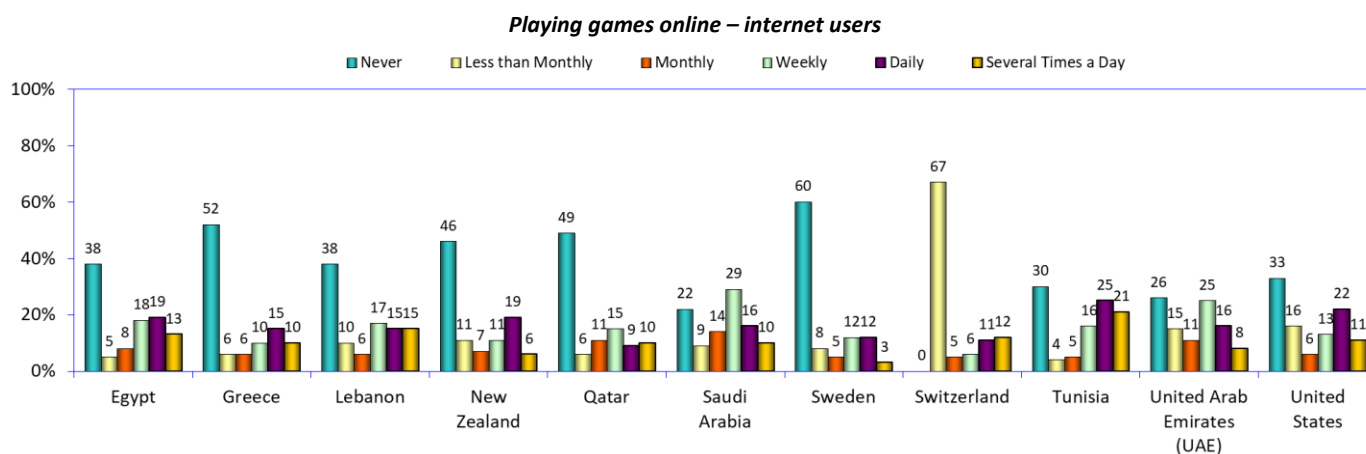


(Q18E U-1)

## Online games

Playing games online was the least popular in Sweden and Greece compared to the other WIP countries, with 40 percent and 47 percent, respectively. In all other reporting countries, more than 50 percent of users went online for games.

Moreover, in six countries 46 percent or more of users played online games on a weekly basis: the United States (46 percent), Lebanon (47 percent), the UAE (49 percent), Egypt (50 percent), Saudi Arabia (55 percent), and Tunisia (62 percent). Among them, four countries reported more than 30 percent of users played online games on a daily basis: Lebanon (30 percent), Egypt (32 percent), the United States (33 percent), and Tunisia (46 percent).



(Q18A U-1)

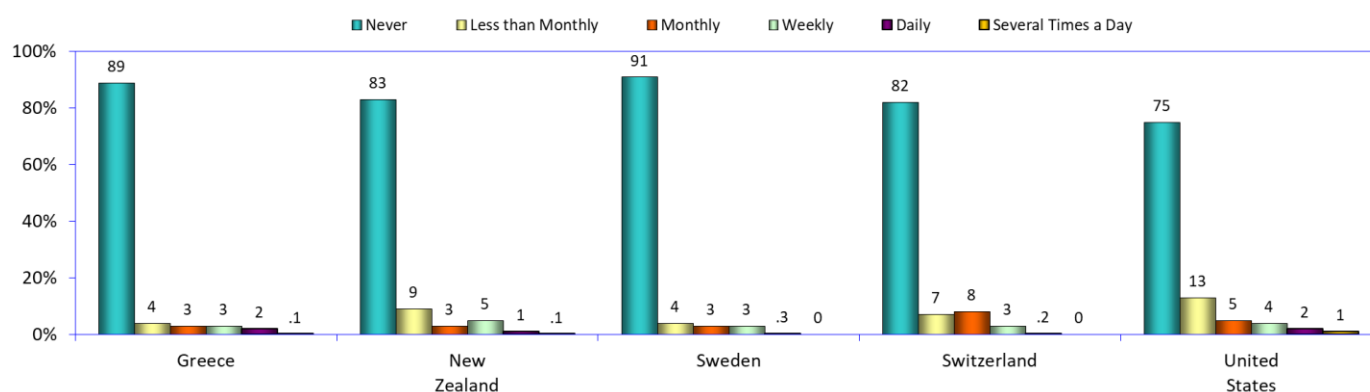
## Online gambling

Internet users in the WIP countries rarely went online to bet, gamble, or enter sweepstakes.

In all of the reporting countries, 75 percent or more of users never gambled online, and weekly engagement in this activity is at 7 percent or lower in all WIP countries.

The United States has the largest percentage of users who bet, gambled, or entered sweepstakes online (25 percent), followed by Switzerland (18 percent) and New Zealand (18 percent).

***Going online to bet, gamble, or enter sweepstakes – internet users***



(Q18F U-1)

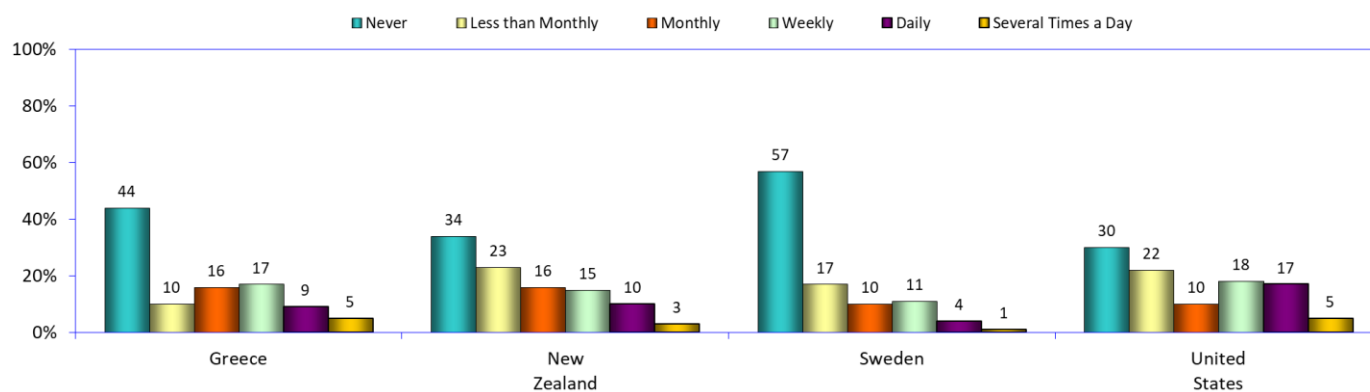
## 8.2 Personal interest

### Looking for jokes or humorous content

Using the internet to find jokes or humor was popular across all the WIP countries. In every country, more than 40 percent of users went online to find humorous content.

In all reporting countries but Sweden, more than 40 percent of users went online at least monthly to look for humorous content: New Zealand (44 percent), Greece (47 percent), and the United States (50 percent). And in two countries, more than 30 percent of users looked for jokes on a weekly basis: Greece (31 percent), and the United States (40 percent).

*Going online to search for jokes or humorous content – internet users*



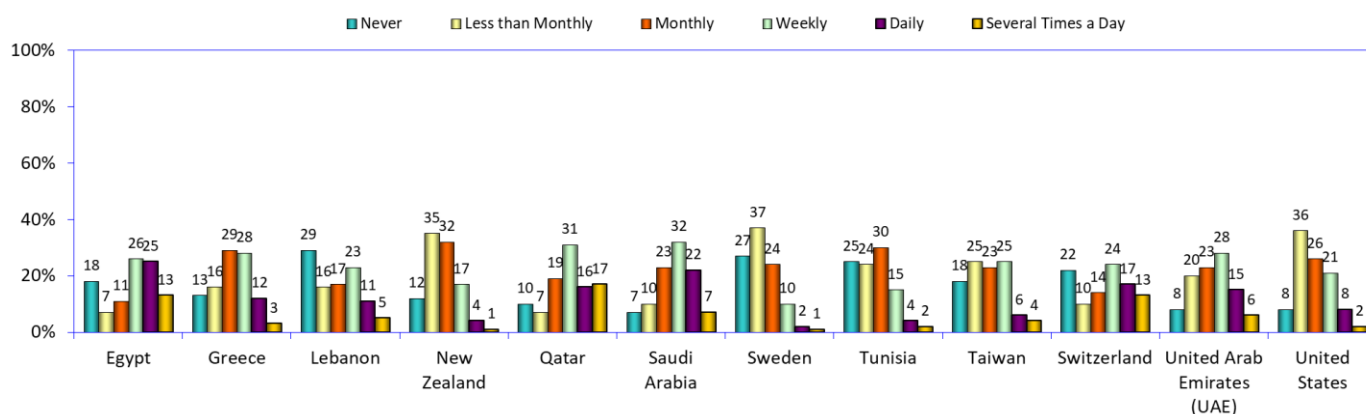
(Q17E U-1)

## Health information

Health consciousness was high among users in all reporting countries; more than 70 percent went online to search for health information. In Saudi Arabia, the UAE, and the United States, more than 90 percent of users did so.

Looking for health information online was a monthly activity for more than 70 percent of users in five countries: Greece (72 percent), the UAE (72 percent), Egypt (75 percent), Qatar (83 percent), and Saudi Arabia (84 percent). And in three countries, at least 60 percent of users went online to look for health information at least weekly: Saudi Arabia (61 percent), Egypt (64 percent), and Qatar (64 percent).

*Searching online for health information – internet users*



(Q17F U-1)

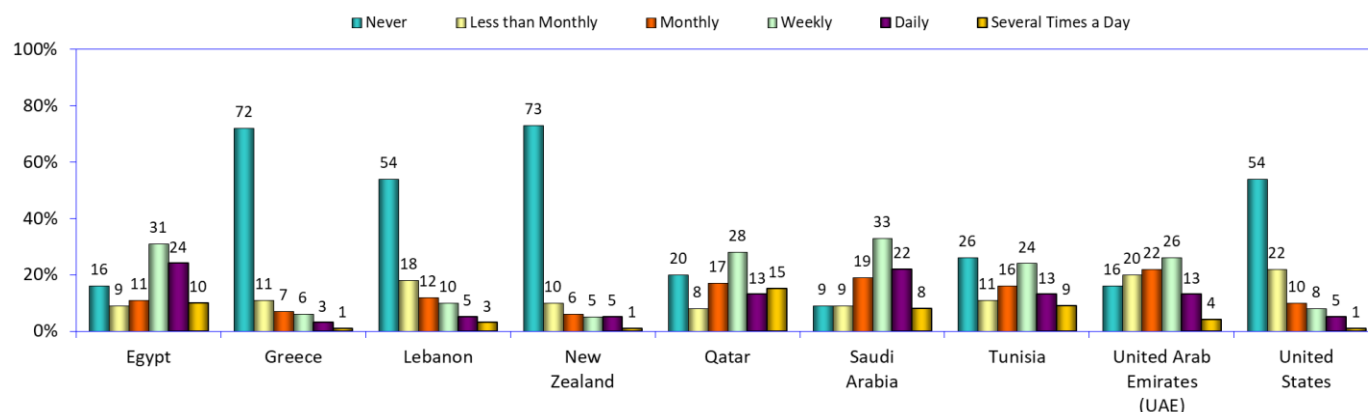
## Visiting religious or spiritual websites

Higher percentages of users in five Arab countries looked for religious or spiritual material online compared to users in other reporting countries. In those five countries, more than 70 percent of users looked at religious or spiritual sites: Tunisia (73 percent), Qatar (81 percent), Egypt (85 percent), the UAE (85 percent), and Saudi Arabia (91 percent).

In those five countries, much higher percentages of users than in other countries visited religious or spiritual sites at least weekly: the UAE (43 percent), Tunisia (46 percent), Qatar (56 percent), Saudi Arabia (63 percent), and Egypt (65 percent).

On the other hand, in two countries, more than 70 percent of users never visited religious or spiritual sites: Greece (72 percent) and New Zealand (73 percent). These two countries also reported the lowest percentages of users who looked at religious or spiritual sites on a weekly basis, with Greece at 10 percent and New Zealand at 11 percent.

*Going online to visit religious or spiritual websites – internet users*



(Q18D U-1)



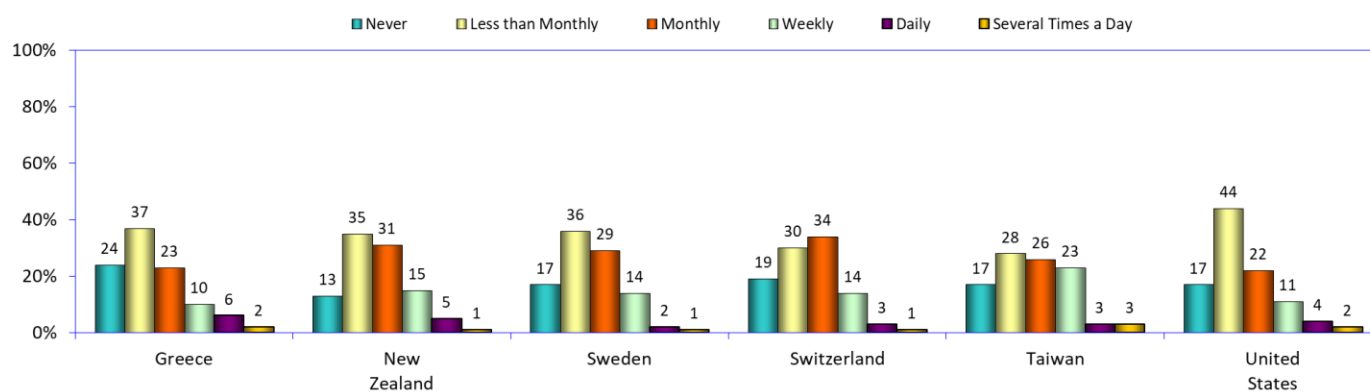
## Travel information

Three out of four users in all reporting countries went online for travel information, with the highest number reported in New Zealand (87 percent).

In three of the six reporting countries, a majority of users searched for travel information online at least monthly: New Zealand (52 percent), Switzerland (52 percent), and Taiwan (55 percent).

Taiwan also reported the highest percentage who searched online for travel information on at least a weekly basis (29 percent), eight percentage points higher than the second-place country, New Zealand, at 21 percent.

*Searching online for travel information – internet users*



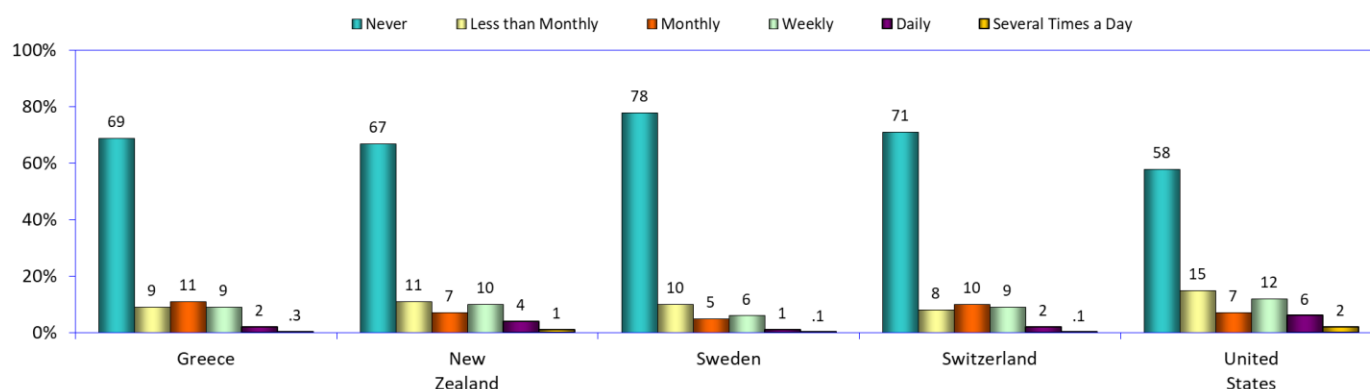
(Q17B U-1)

## Sexual content

A majority of users in all countries said they have never gone online for sexual content. The United States reported the highest percentage of users who browsed sexual content (42 percent).

More than 20 percent of users in four of the five reporting countries looked at sites with sexual content monthly or more often: Switzerland (21 percent), New Zealand (22 percent), Greece (22 percent), and the United States (28 percent).

*Searching online for sexual content – internet users*



(Q18H U-1)

# APPENDICES

## APPENDIX 1 | World Internet Project: international partners

United States (Organizer)	Center for the Digital Future USC Annenberg School for Communication and Journalism <a href="http://www.digitalcenter.org">www.digitalcenter.org</a>
Africa	Contact: Indra de Lanerolle, <a href="mailto:indra.de.lanerolle@gmail.com">indra.de.lanerolle@gmail.com</a> (Botswana, Cameroon, Ethiopia, Ghana, Kenya, Mozambique, Namibia, Nigeria, Rwanda, South Africa, Tanzania, Uganda)
Australia	ARC Centre of Excellence for Creative Industries and Innovation (CCi) Institute for Social Research, Swinburne University of Technology <a href="http://www.cci.edu.au/projects/digital-futures">www.cci.edu.au/projects/digital-futures</a>
Belgium	University of Antwerp <a href="http://www.uantwerpen.be/en/rg/mios/mission-and-members">www.uantwerpen.be/en/rg/mios/mission-and-members</a>
Canada	Canadian Internet Project (CIP)/Recherche Internet Canada (RIC) <a href="http://www.cipiconline.ca">www.cipiconline.ca</a>
Chile	Pontificia Universidad Catolica de Chile: Schools of Communications (head), Sociology, and Engineering/ Santiago Chamber of Commerce (CCS) <a href="http://www.wipchile.cl">www.wipchile.cl</a>
China	China Internet Network Information Center (CNNIC) <a href="http://www1.cnnic.cn/">www1.cnnic.cn/</a>
Colombia	CINTEL – Centro de Investigación de las Telecomunicaciones <a href="http://www.cintel.org.co">www.cintel.org.co</a>
Cyprus	Cyprus University of Technology/Department of Communication and Internet Studies <a href="http://www.cut.ac.cy/">www.cut.ac.cy/</a>
Czech Republic	Faculty of Arts, Charles University in Prague <a href="http://www.ff.cuni.cz/home">www.ff.cuni.cz/home</a>
Ecuador	Universidad de los Hemisferios <a href="http://www.uhemisferios.edu.ec">www.uhemisferios.edu.ec</a>
France	Marsouin Network <a href="http://www.marsouin.org">www.marsouin.org</a>
Greece	EKKE: The National Center for Social Research <a href="http://www.ekke.gr">www.ekke.gr</a>
Israel	The Research Center for Internet Psychology (CIP) Sammy Ofer School of Communications, The Interdisciplinary Center <a href="http://www.idc.ac.il/communications/cip/en">www.idc.ac.il/communications/cip/en</a>

Italy	SDA Bocconi, Bocconi University <a href="http://www.sdabocconi.it/home/it/">www.sdabocconi.it/home/it/</a>
Japan	Toyo University <a href="http://www.soc.toyo.ac.jp/~mikami/wip/en/index.html">www.soc.toyo.ac.jp/~mikami/wip/en/index.html</a>
Macao	University of Macau, ERS E-Research (Lab) Macao Internet Project (MIP) <a href="http://www.macaointernetproject.net">www.macaointernetproject.net</a>
Mexico	Tecnológico de Monterrey, Proyecto Internet <a href="http://www.wip.mx">www.wip.mx</a>
Middle East	Contact: Robb Barton Wood, <a href="mailto:rwood@northwestern.edu">rwood@northwestern.edu</a> (Bahrain, Egypt, Jordan, Lebanon, Qatar, Saudi Arabia, Tunisia, United Arab Emirates)
New Zealand	New Zealand Work Research Institute (NZWRI), AUT University of Technology <a href="http://www.workresearch.aut.ac.nz">www.workresearch.aut.ac.nz</a>
Portugal	Lisbon Internet and Networks International Research Programme (LINI) <a href="http://www.lini-research.org">http://www.lini-research.org</a>
Qatar	Northwestern University in Qatar (NU-Q) <a href="http://www.qatar.northwestern.edu">www.qatar.northwestern.edu</a>
Russia	Sholokhov Moscow State University for the Humanities <a href="http://mggu-sh.ru/en">http://mggu-sh.ru/en</a>
Singapore	Singapore Internet Research Centre (SiRC) Nanyang Technological University <a href="http://www.ntu.edu.sg/sci/sirc">www.ntu.edu.sg/sci/sirc</a>
South Africa	University of Witwatersrand, Johannesburg The Media Observatory Wits Journalism, <a href="http://www.journalism.co.za">www.journalism.co.za</a>
Sweden	World Internet Institute .SE (The Internet Infrastructure Foundation) <a href="http://www.iis.se">www.iis.se</a> <a href="http://www.wii.se">www.wii.se</a>

Switzerland	University of Zurich, Switzerland Media Change & Innovation Division IPMZ – Institute of Mass Communication and Media Research <a href="http://www.mediachange.ch">www.mediachange.ch</a>
Taiwan	Taiwan e-Governance Research Center Department of Public Administration National Chengchi University <a href="http://www.teg.org.tw">www.teg.org.tw</a> <a href="http://pa.nccu.edu.tw">http://pa.nccu.edu.tw</a>
Uruguay	Universidad Catolica del Uruguay <a href="http://www.ucu.edu.uy">www.ucu.edu.uy</a>

## APPENDIX 2 | Research Methods

### Egypt

Interviews were conducted face-to-face in Arabic from February 13 to February 21, 2015 with 1071 individuals aged 18 and above. Visitors with no residence permit, farmers, servants, the mentally disabled, and those in labor camps were excluded. A multi-stage random probability sampling procedure was used. The sample was derived from the CAPMAS master sample of households. The data was weighted by age and gender.

### Greece

Interviews were conducted over the phone in Greek with 1204 individuals aged 15 and above from November 30 to December 30, 2015. The Survey covered all of the thirteen districts of the Hellenic Republic. A random stratified cluster sample design was applied. The digital phone directories of several providers were identified as the sampling frame, which included both landlines and mobile phone numbers. The sampling frame was then stratified into 74 strata by district units. Households were allocated proportionally in each stratum so as to correspond with the Greek population, according to the 2011 Population Census.

### Lebanon

Interviews were conducted face-to-face in Arabic from February 3 to March 5, 2015 with 1000 individuals aged 18 and above. Visitors with no residence permit, farmers, servants, the mentally disabled, those in labor camps, and potential respondents in areas with heavy Hezbollah presence were excluded. A multi-stage random probability sampling procedure was used. The data was weighted by age and gender.

### New Zealand

New Zealand collected data between September and November 2015. People aged 16 years and older living in both urban and rural areas were surveyed using one of three methods: telephone interview, online questionnaire, or face-to-face interview. The achieved sample of 1377 people (1258 internet users and 119 non-users) included re-contacts from previous rounds of the WIPNZ, as well as a further simple random sample of New Zealand adults. The purpose of this mixed methodology was to balance the sample and include people without landlines (an increasingly large proportion of New Zealand households). The combined database was weighted by age (grouped), sex, and race/ethnicity.

## **Qatar**

Interviews were conducted by phone in Arabic and English from February 11 to March 1, 2015 with 1000 individuals aged 18 and above. Those in army barracks, hospitals, dormitories, and prison were excluded. A randomized sample within the household using a constant fraction sampling procedure was used. The data was weighted by age and gender.

## **Saudi Arabia**

Interviews were conducted face-to-face in Arabic and English from February 12 to March 9, 2015 with 1005 individuals aged 18 and above. Visitors with no residence permit, farmers, servants, the mentally disabled, and those in labor camps were excluded. A multi-stage random probability sampling procedure was used. The data was weighted by age and gender.

## **Sweden**

The Swedish data was collected by both telephone interview and web-based questionnaire from February to April 2015. In 2000, the first year the Survey was conducted, a random sample of Sweden's population was drawn from the national telephone register. This sample has been supplemented annually with a stratified sample (by age and sex to ensure adequate representation in regard to these variables) to replace lost members. In 2015, 2,816 respondents over the age of 16 and 386 children between the ages of 11 and 15 were interviewed.

## **Switzerland**

The Survey in Switzerland was conducted between May 27 and June 29, 2015 in German, French, and Italian via landline and mobile phones. The sample of 1121 respondents was representative of the Swiss population by age, sex, employment status, and language region. Respondents between the age of 14 and 84 years were interviewed. The small Italian-speaking region was oversampled to enable statistical analysis of this subgroup. The data were weighted using statistics from the most recent national census.

## **Taiwan**

The Taiwan data was collected by telephone interview from August 18 to August 25 in 2015. The data was collected from 1,012 computer-assisted telephone interviews with respondents aged 15 and above. After weighting, the sample was representative of the Taiwan population by sex, age, and education.



## **Tunisia**

Interviews were conducted face-to-face in Arabic and French from February 17 to March 6, 2015 with 1012 individuals aged 18 and above. Visitors with no residence permit, farmers, servants, the mentally disabled, and those in labor camps were excluded. A multi-stage random probability sampling procedure was used. The data was weighted by age and gender.

## **United Arab Emirates (UAE)**

Interviews were conducted face-to-face in Arabic and English from February 14 to March 6, 2015 with 1005 individuals aged 18 and above. Visitors with no residence permit, farmers, servants, the mentally disabled, and those in labor camps were excluded. A multi-stage random probability sampling procedure was used. The data was weighted by age and gender.

## **United States**

Interviews were conducted in English. Interviewing took place between November 5, 2015 and January 7, 2016. Data was collected from 1408 respondents, aged 12 and above, through a combination of telephone and web surveys. To correct for discrepancies between the sample data and Census data, the sample data was weighted by gender, age, income, education, and race/ethnicity.

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