Information load in online interaction
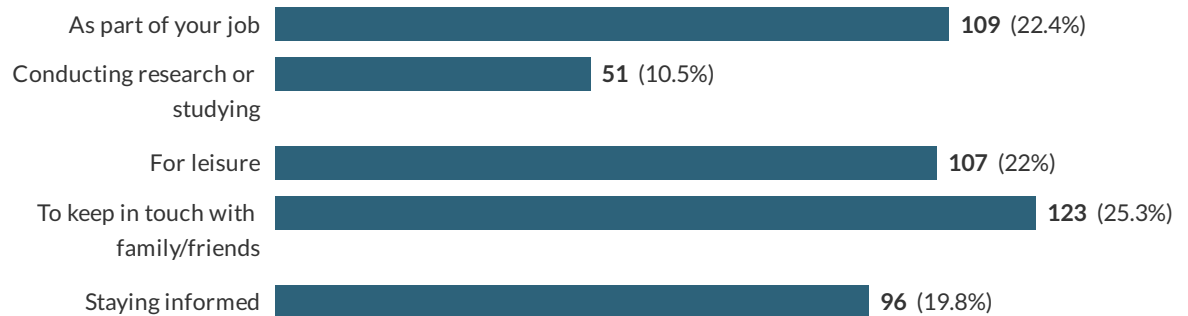
Showing 135 of 135 responses

Showing **all** responses

Showing **all** questions
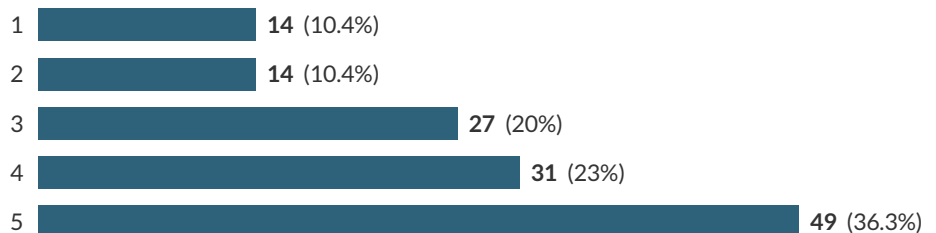
Response rate: 135%

1 For what reasons do you interact with other people online?

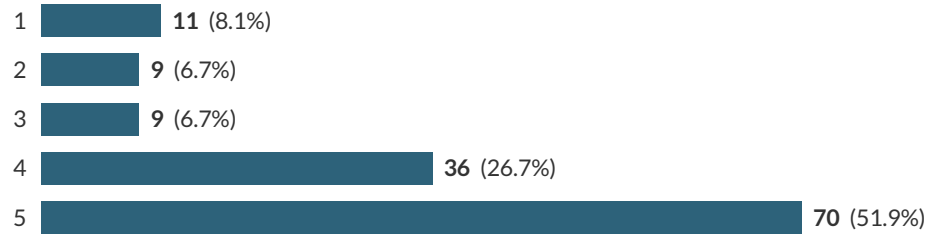|	
As part of your job	**109** (22.4%)
Conducting research or studying	**51** (10.5%)
For leisure	**107** (22%)
To keep in touch with family/friends	**123** (25.3%)
Staying informed	**96** (19.8%)

2 How do you prefer to receive information when it is something you might need to act on quickly? Please rate on a scale of 1-5, with 1 meaning you dislike that method and 5 meaning you actively prefer that method.
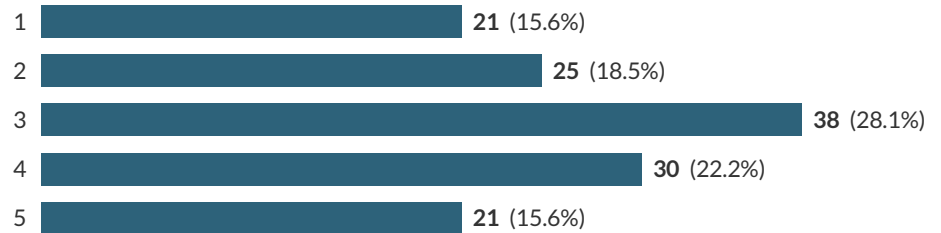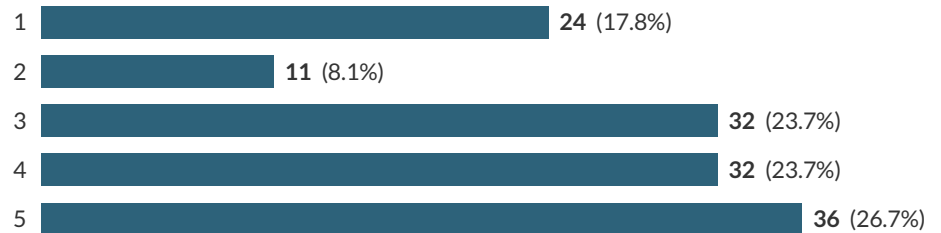
2.1 Email

1	**14** (10.4%)
2	**14** (10.4%)
3	**27** (20%)
4	**31** (23%)
5	**49** (36.3%)

2.2 Text message or SMS

```
1    11 (8.1%)
2    9 (6.7%)
3    9 (6.7%)
4    36 (26.7%)
5    70 (51.9%)
```

2.3   Using an application or website on a smartphone

```
1    21 (15.6%)
2    25 (18.5%)
3    38 (28.1%)
4    30 (22.2%)
5    21 (15.6%)
```

2.4   Receiving a notification on a smartphone

```
1    24 (17.8%)
2    11 (8.1%)
3    32 (23.7%)
4    32 (23.7%)
5    36 (26.7%)
```

2.5   Using an application or website on a desktop computer

```
1    40 (29.6%)
2    34 (25.2%)
3    33 (24.4%)
4    20 (14.8%)
5    8 (5.9%)
```

2.6 Receiving a notification on a desktop computer

	Count	Percent
1	48	(35.6%)
2	34	(25.2%)
3	29	(21.5%)
4	15	(11.1%)
5	9	(6.7%)

2.7 Phone call

	Count	Percent
1	25	(18.5%)
2	15	(11.1%)
3	18	(13.3%)
4	25	(18.5%)
5	52	(38.5%)

2.8 Voicemail message

	Count	Percent
1	55	(40.7%)
2	22	(16.3%)
3	16	(11.9%)
4	28	(20.7%)
5	14	(10.4%)

2.9 In person

	Count	Percent
1	18	(13.3%)
2	6	(4.4%)
3	18	(13.3%)
4	25	(18.5%)
5	68	(50.4%)

2.10 Letter

```
1   ███████████████████████████████████  72 (53.3%)
2   █████████  18 (13.3%)
3   ████████████  23 (17%)
4   ██████  13 (9.6%)
5   ████  9 (6.7%)
```
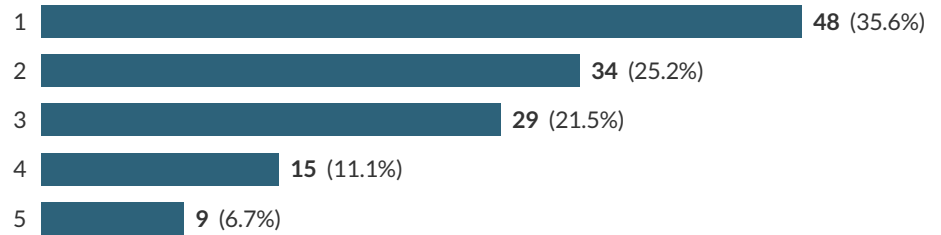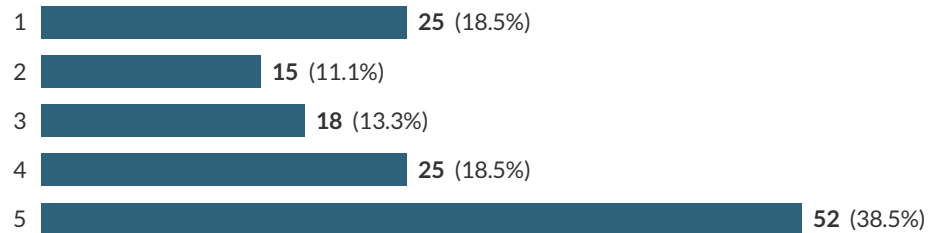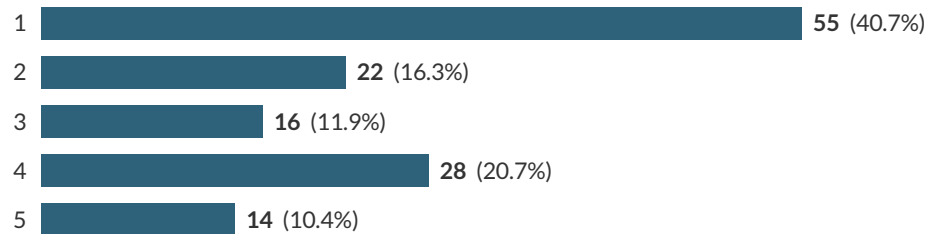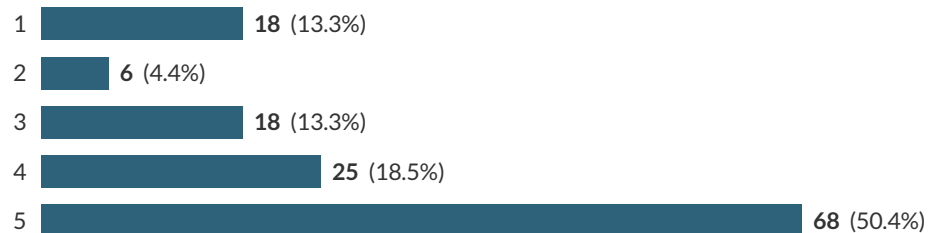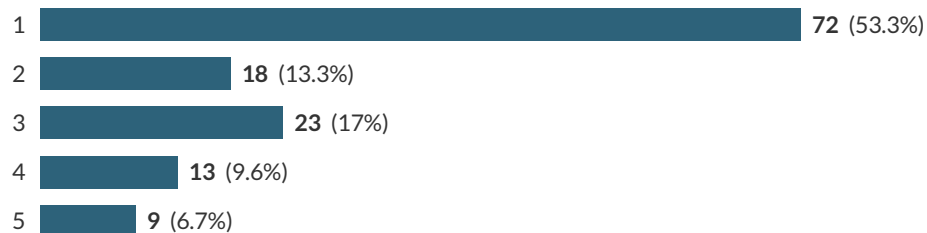
3 How do you prefer to receive information when it is something that might be important but does not need immediate action? Please rate on a scale of 1-5, with 1 meaning you dislike that method and 5 meaning you actively prefer that method.
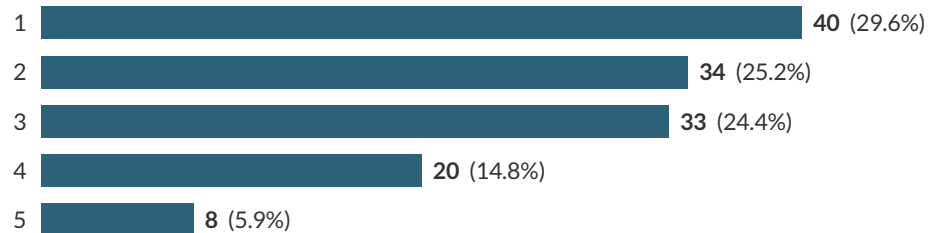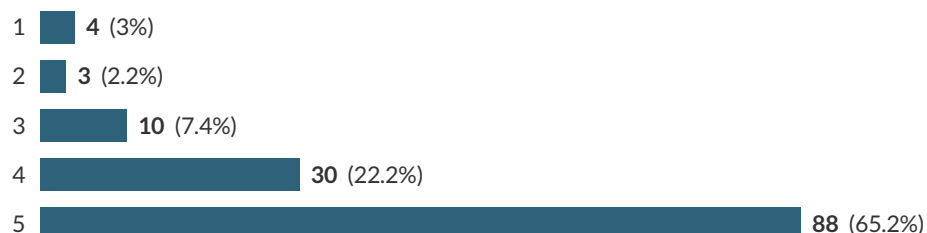
3.1 Email
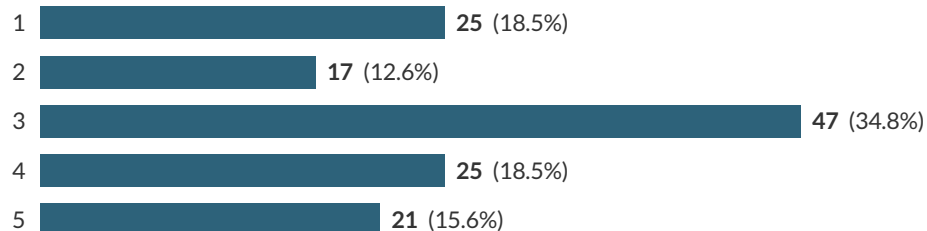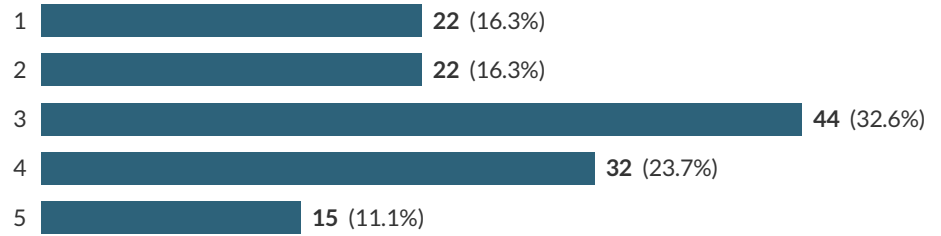
```
1   █  4 (3%)
2   █  3 (2.2%)
3   ██  10 (7.4%)
4   ████████████  30 (22.2%)
5   ████████████████████████████████████  88 (65.2%)
```

3.2 Text message or SMS

```
1   ████████████████  25 (18.5%)
2   ███████████  17 (12.6%)
3   ██████████████████████████████  47 (34.8%)
4   ████████████████  25 (18.5%)
5   █████████████  21 (15.6%)
```

3.3 Using an application or website on a smartphone

1	**22** (16.3%)
2	**22** (16.3%)
3	**44** (32.6%)
4	**32** (23.7%)
5	**15** (11.1%)

3.4 Receiving a notification on a smartphone

1	**27** (20%)
2	**24** (17.8%)
3	**37** (27.4%)
4	**33** (24.4%)
5	**14** (10.4%)

3.5 Using an application or website on a desktop computer

1	**33** (24.4%)
2	**23** (17%)
3	**46** (34.1%)
4	**22** (16.3%)
5	**11** (8.1%)

3.6 Receiving a notification on a desktop computer

1	**50** (37%)
2	**27** (20%)
3	**32** (23.7%)
4	**16** (11.9%)
5	**10** (7.4%)

3.7 Phone call

1	**43** (31.9%)
2	**23** (17%)
3	**37** (27.4%)
4	**15** (11.1%)
5	**17** (12.6%)

3.8 Voicemail message

1	**60** (44.4%)
2	**21** (15.6%)
3	**30** (22.2%)
4	**10** (7.4%)
5	**14** (10.4%)

3.9 In person

1	**28** (20.7%)
2	**14** (10.4%)
3	**36** (26.7%)
4	**29** (21.5%)
5	**28** (20.7%)

3.10 Letter

1	**42** (31.1%)
2	**20** (14.8%)
3	**28** (20.7%)
4	**21** (15.6%)
5	**24** (17.8%)
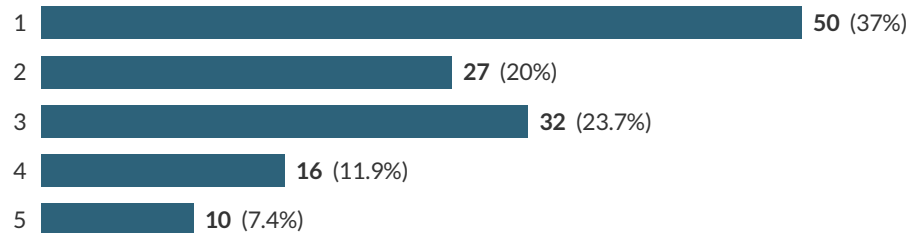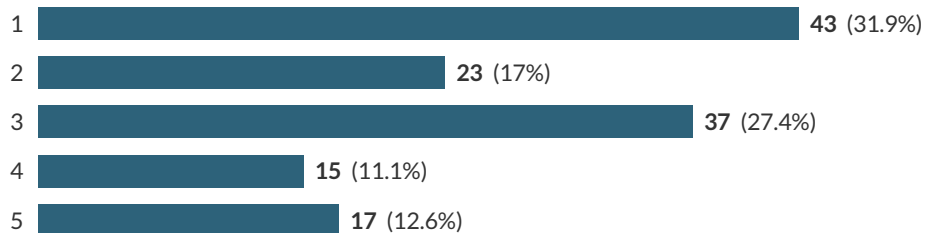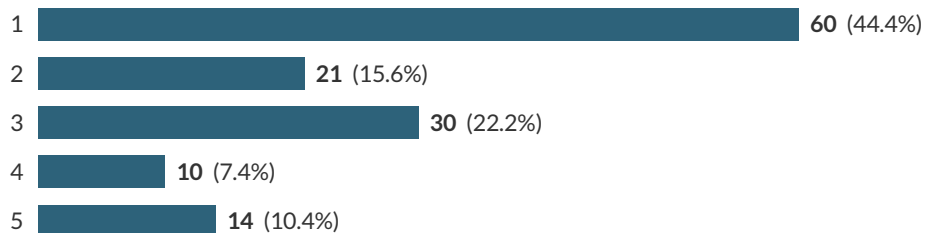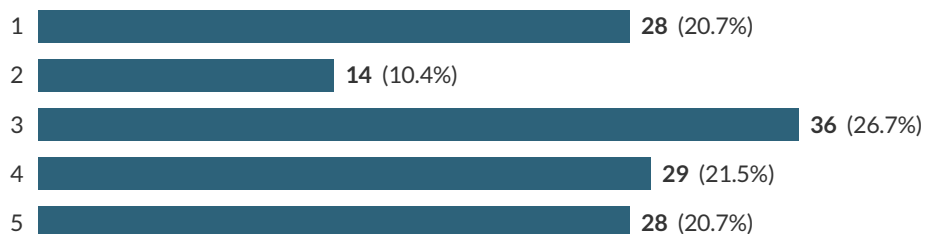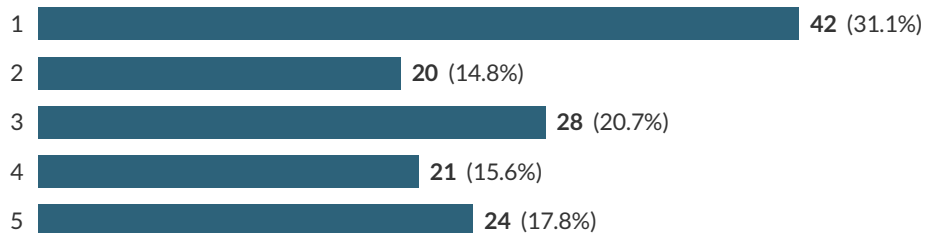
4 How do you prefer to receive information when it is interesting but not particularly important or urgent? Please rate on a scale of 1-5, with 1 meaning you dislike that method and 5 meaning you actively prefer that method.

4.1 Email
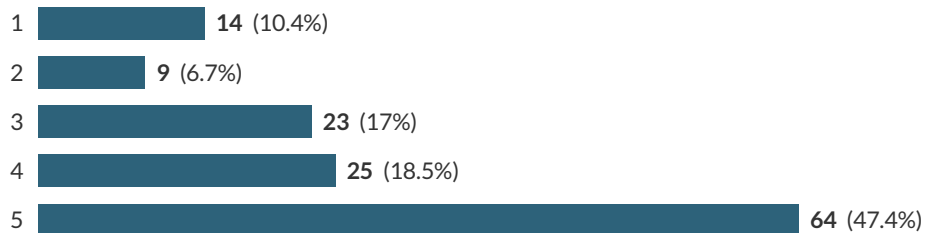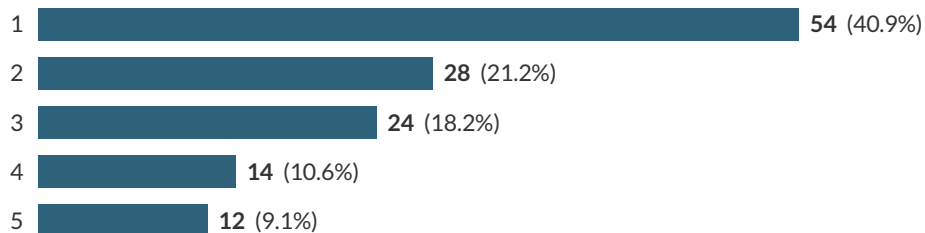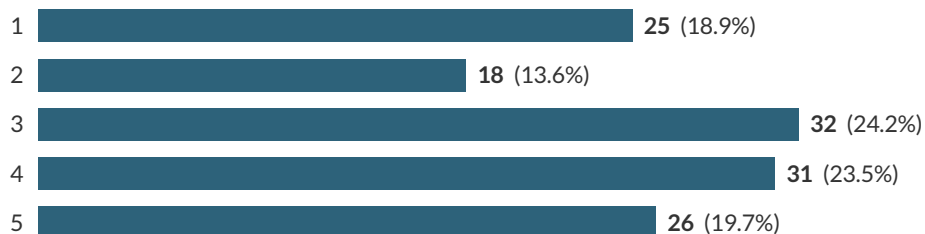
```
1  ▉▉▉▉▉  14 (10.4%)
2  ▉▉▉  9 (6.7%)
3  ▉▉▉▉▉▉▉▉  23 (17%)
4  ▉▉▉▉▉▉▉▉▉  25 (18.5%)
5  ▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉  64 (47.4%)
```
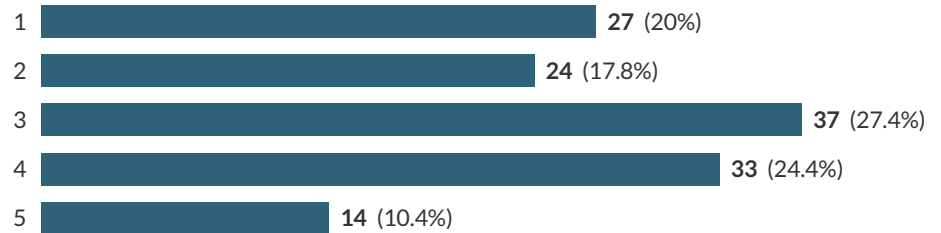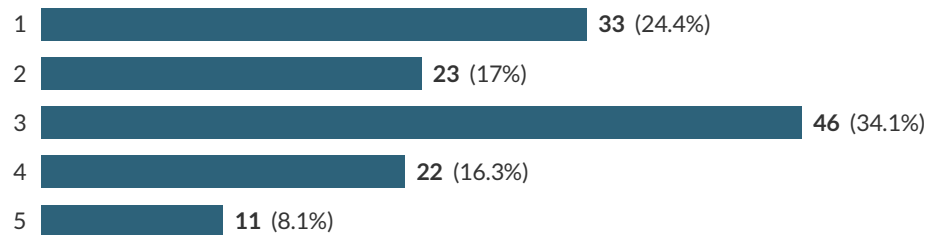
4.2 Text message or SMS

```
1  ▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉  54 (40.9%)
2  ▉▉▉▉▉▉▉▉▉▉  28 (21.2%)
3  ▉▉▉▉▉▉▉▉  24 (18.2%)
4  ▉▉▉▉▉  14 (10.6%)
5  ▉▉▉▉  12 (9.1%)
```

4.3 Using an application or website on a smartphone

```
1  ▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉  25 (18.9%)
2  ▉▉▉▉▉▉▉▉▉▉▉  18 (13.6%)
3  ▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉  32 (24.2%)
4  ▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉  31 (23.5%)
5  ▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉▉  26 (19.7%)
```

4.4 Receiving a notification on a smartphone

1		**40** (29.9%)
2		**30** (22.4%)
3		**39** (29.1%)
4		**14** (10.4%)
5		**11** (8.2%)

4.5   Using an application or website on a desktop computer

1		**31** (23.1%)
2		**22** (16.4%)
3		**31** (23.1%)
4		**30** (22.4%)
5		**20** (14.9%)

4.6   Receiving a notification on a desktop computer

1		**52** (39.1%)
2		**28** (21.1%)
3		**33** (24.8%)
4		**15** (11.3%)
5		**5** (3.8%)

4.7   Phone call

1		**81** (60.4%)
2		**19** (14.2%)
3		**21** (15.7%)
4		**6** (4.5%)
5		**7** (5.2%)

4.8 Voicemail message

1	**82** (61.7%)
2	**20** (15%)
3	**20** (15%)
4	**7** (5.3%)
5	**4** (3%)

4.9 In person

1	**44** (32.8%)
2	**14** (10.4%)
3	**28** (20.9%)
4	**28** (20.9%)
5	**20** (14.9%)

4.10 Letter

1	**47** (35.1%)
2	**22** (16.4%)
3	**28** (20.9%)
4	**18** (13.4%)
5	**19** (14.2%)
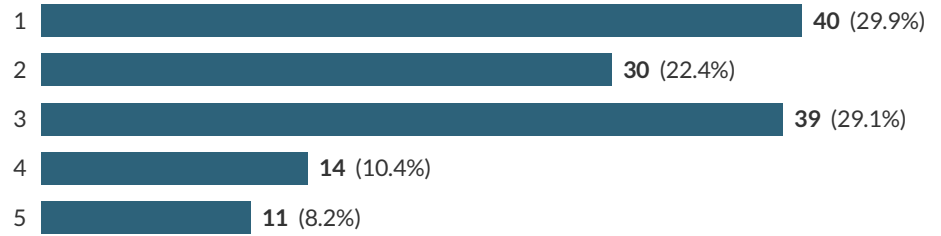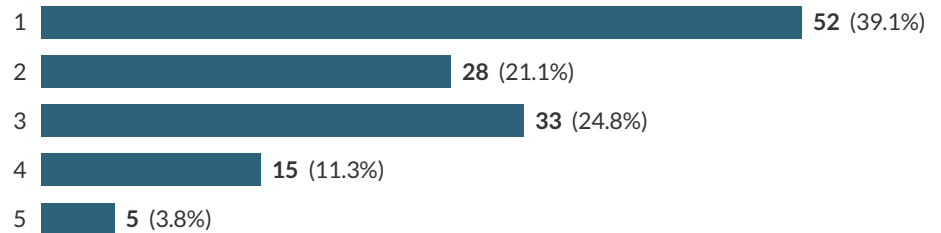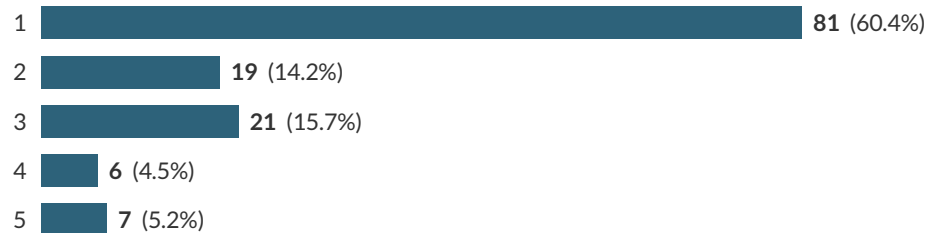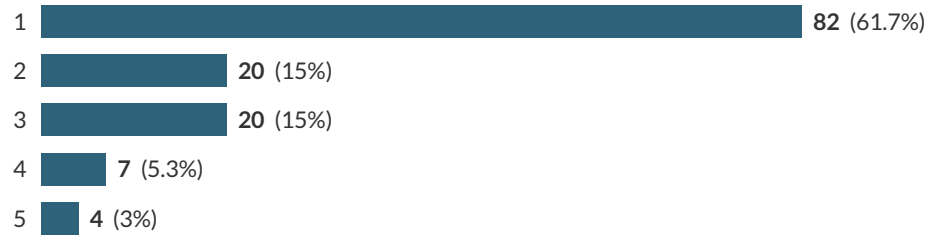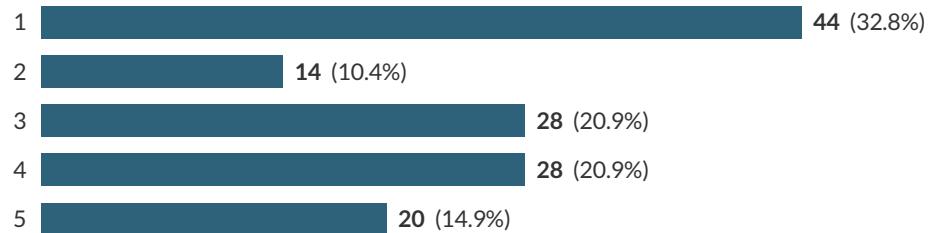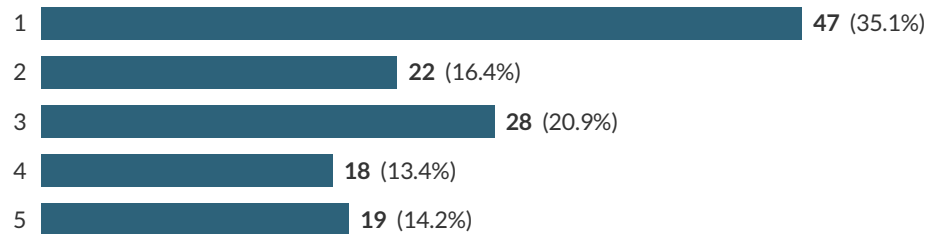
5 How often do you use the following online services or applications?

5.1 Twitter

Never	41 (30.4%)
Every month or less often	28 (20.7%)
Every week	20 (14.8%)
Daily	19 (14.1%)
Many times a day	27 (20%)

5.2 Facebook

Never	26 (19.3%)
Every month or less often	8 (5.9%)
Every week	21 (15.6%)
Daily	39 (28.9%)
Many times a day	41 (30.4%)

5.3 Reddit

Never	93 (68.9%)
Every month or less often	23 (17%)
Every week	4 (3%)
Daily	9 (6.7%)
Many times a day	6 (4.4%)

5.4 Instagram

Never	66 (48.9%)
Every month or less often	12 (8.9%)
Every week	15 (11.1%)
Daily	25 (18.5%)
Many times a day	17 (12.6%)

5.5 Snapchat

Never	**112** (83%)
Every month or less often	**12** (8.9%)
Every week	**5** (3.7%)
Daily	**3** (2.2%)
Many times a day	**3** (2.2%)

5.6 Instant messaging

Never	**20** (14.8%)
Every month or less often	**5** (3.7%)
Every week	**21** (15.6%)
Daily	**27** (20%)
Many times a day	**62** (45.9%)

5.7 Slack

Never	**79** (58.5%)
Every month or less often	**10** (7.4%)
Every week	**7** (5.2%)
Daily	**15** (11.1%)
Many times a day	**24** (17.8%)

5.8 Skype

Never	**30** (22.2%)
Every month or less often	**45** (33.3%)
Every week	**28** (20.7%)
Daily	**19** (14.1%)
Many times a day	**13** (9.6%)

5.9 Business collaboration software

Never	**50** (37%)
Every month or less often	**16** (11.9%)
Every week	**18** (13.3%)
Daily	**33** (24.4%)
Many times a day	**18** (13.3%)
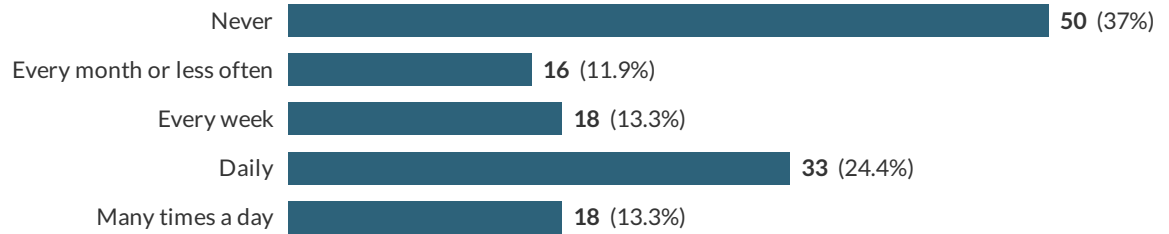
6 Which, if any, of the following applications for messaging/collaboration do you use to conduct work on?

Microsoft Skype or Lync	**82** (28.5%)
IBM Sametime	**29** (10.1%)
Slack	**50** (17.4%)
IBM Connections	**15** (5.2%)
Microsoft Sharepoint	**37** (12.8%)
Google G Suite (Mail, Docs, Hangouts)	**30** (10.4%)
WhatsApp	**37** (12.8%)
Evernote	**7** (2.4%)
Electronic Laboratory Notebook	**1** (0.3%)
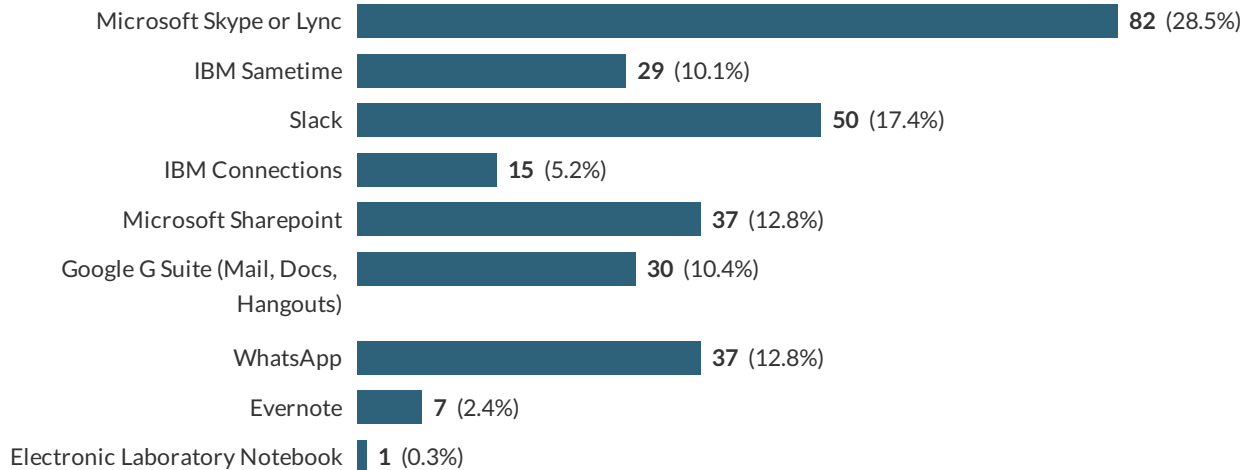
7 Which, if any, of the following applications for messaging/collaboration do you use in a personal or social capacity?

Microsoft Skype or Lync — 51 (23.8%)
IBM Sametime — 2 (0.9%)
Slack — 9 (4.2%)
IBM Connections — 0
Microsoft Sharepoint — 0
Google G Suite (Mail, Docs, Hangouts) — 40 (18.7%)
WhatsApp — 105 (49.1%)
Evernote — 7 (3.3%)
Electronic Laboratory Notebook — 0
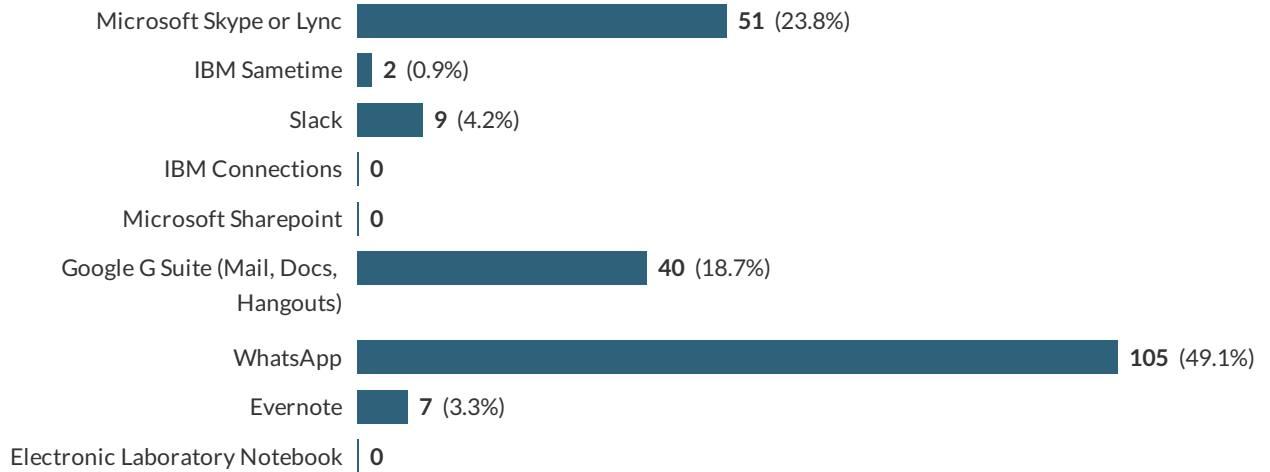
8   Please let us know about any applications or services that you use very frequently that are not listed here.

Showing first 5 of 52 responses	
Tumblr	373729-373720-37603568
Facebook/Messenger Outlook email Dropbox (not so much anymore)	373729-373720-37602959
Facebook Messenger	373729-373720-37604255
Facebook messenger	373729-373720-37604438
Messenger	373729-373720-37605093

9   For this question, please think about your attitude to being interrupted by notifications from your smartphone or computer originating from online services such as Slack, news apps, Facebook, Twitter, Instagram and messaging applications

9.1   I receive so much information online that I often miss things that are important or time critical

Very much disagree — 10 (7.4%)
Somewhat disagree — 38 (28.1%)
Neither agree nor disagree — 21 (15.6%)
Somewhat agree — 50 (37%)
Very much agree — 16 (11.9%)
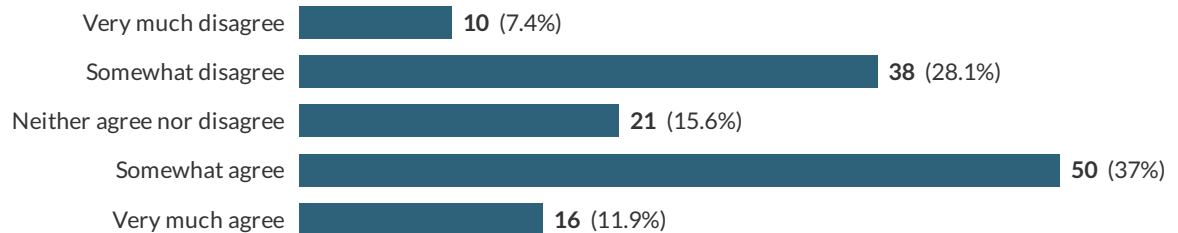
9.2 I don't mind being interrupted when it's about something important

Very much disagree	4 (3%)
Somewhat disagree	6 (4.4%)
Neither agree nor disagree	10 (7.4%)
Somewhat agree	74 (54.8%)
Very much agree	41 (30.4%)
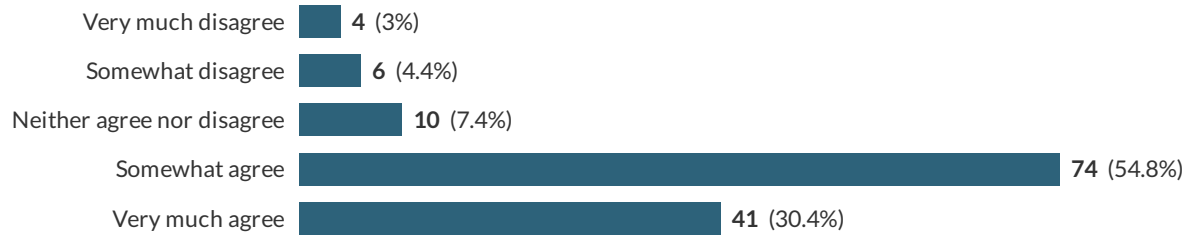
9.3 I often receive notifications about things that could have waited for later

Very much disagree	2 (1.5%)
Somewhat disagree	6 (4.4%)
Neither agree nor disagree	20 (14.8%)
Somewhat agree	67 (49.6%)
Very much agree	40 (29.6%)
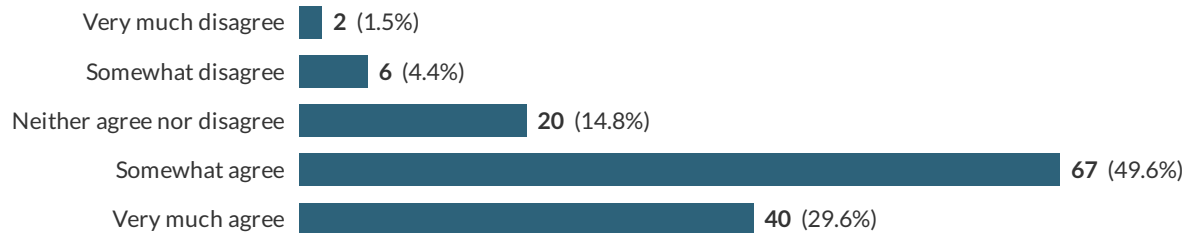
9.4 Getting interrupted by notifications/alerts when I'm trying to get things done is a problem for me

Very much disagree	9 (6.7%)
Somewhat disagree	24 (17.8%)
Neither agree nor disagree	23 (17%)
Somewhat agree	52 (38.5%)
Very much agree	27 (20%)
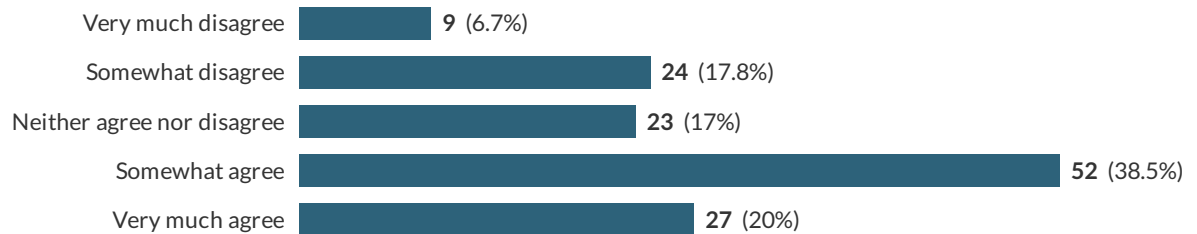
9.5 My online services always get it right about what I want to be interrupted with

Very much disagree	30 (22.2%)
Somewhat disagree	52 (38.5%)
Neither agree nor disagree	41 (30.4%)
Somewhat agree	10 (7.4%)
Very much agree	2 (1.5%)
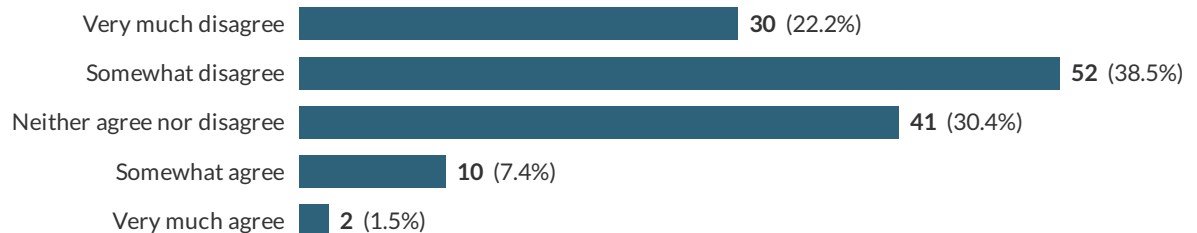
10 For this question, we would like to ask you about how well online services such as Slack, Facebook, news apps, Twitter and Instagram understand your preferences

10.1 Online services always get it right when they judge what I'm interested in

Very much disagree	**29** (21.5%)
Somewhat disagree	**53** (39.3%)
Neither agree nor disagree	**32** (23.7%)
Somewhat agree	**20** (14.8%)
Very much agree	**1** (0.7%)
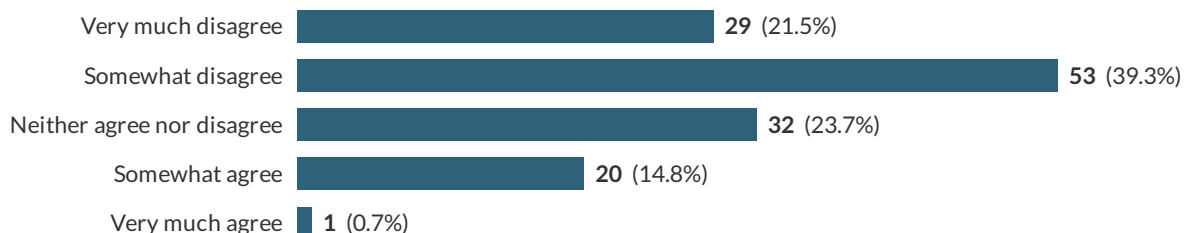
10.2 Not all of the things that I follow (hashtags, people) are equally important to me

Very much disagree	**3** (2.2%)
Somewhat disagree	**7** (5.2%)
Neither agree nor disagree	**15** (11.1%)
Somewhat agree	**50** (37%)
Very much agree	**60** (44.4%)
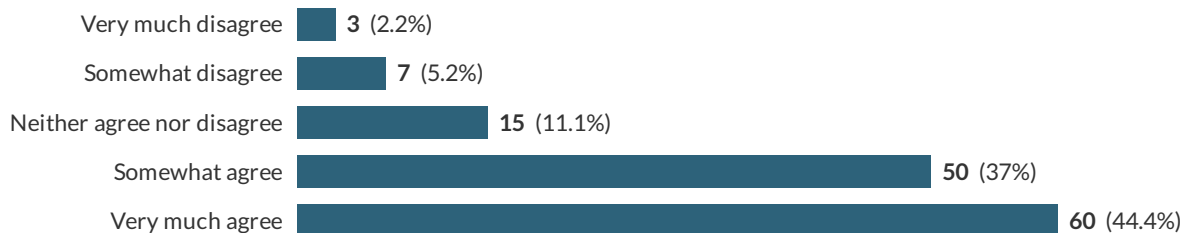
10.3 I want to be able to tell online services what matters to me most

Very much disagree	**8** (5.9%)
Somewhat disagree	**18** (13.3%)
Neither agree nor disagree	**20** (14.8%)
Somewhat agree	**52** (38.5%)
Very much agree	**37** (27.4%)
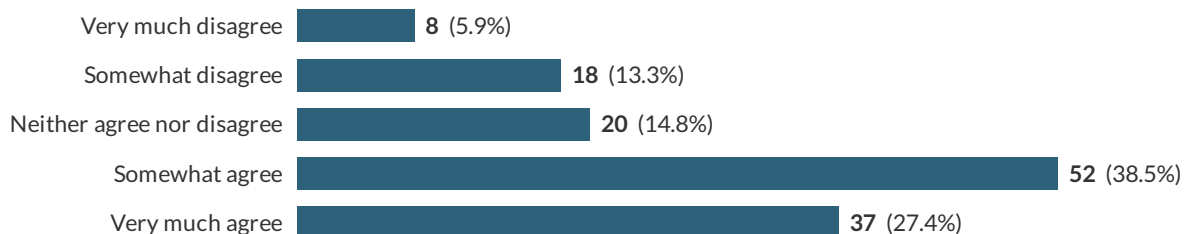
10.4 I don't have enough control over what online services choose for me

Very much disagree	**1** (0.7%)
Somewhat disagree	**14** (10.4%)
Neither agree nor disagree	**27** (20%)
Somewhat agree	**50** (37%)
Very much agree	**43** (31.9%)
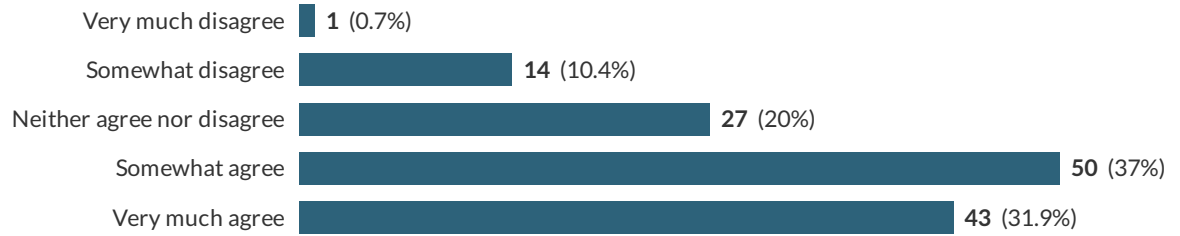
10.5   I'm happy to have a computer make decisions about what content I should see

Very much disagree	**47** (34.8%)
Somewhat disagree	**40** (29.6%)
Neither agree nor disagree	**28** (20.7%)
Somewhat agree	**16** (11.9%)
Very much agree	**4** (3%)
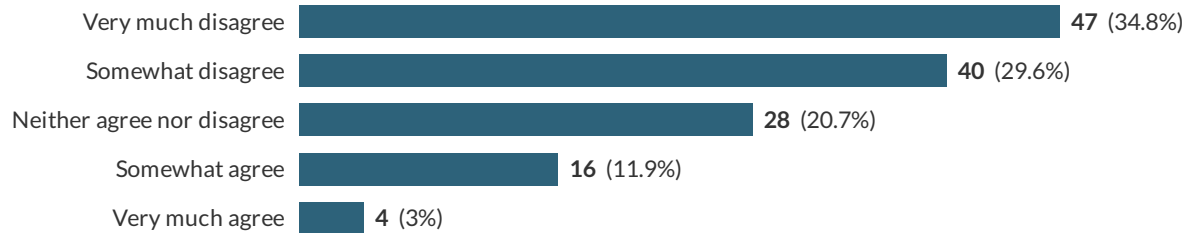
10.6   The idea of being able to rank or prioritise hashtags and other content appeals to me

Very much disagree	**8** (5.9%)
Somewhat disagree	**8** (5.9%)
Neither agree nor disagree	**36** (26.7%)
Somewhat agree	**53** (39.3%)
Very much agree	**30** (22.2%)
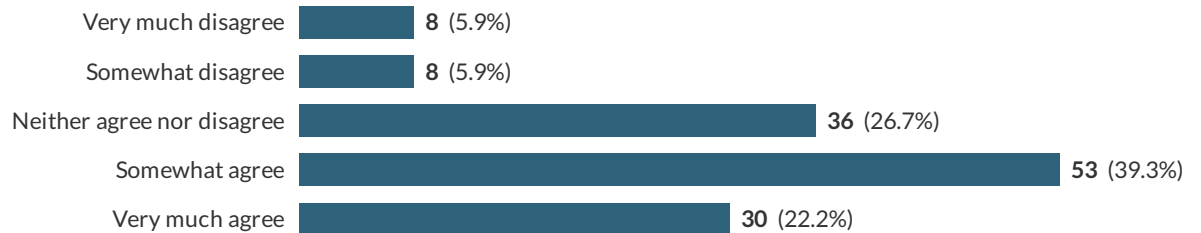
10.7   I am happy to put in effort to 'train' the online services in order to see better results

Very much disagree	**9** (6.7%)
Somewhat disagree	**18** (13.3%)
Neither agree nor disagree	**33** (24.4%)
Somewhat agree	**52** (38.5%)
Very much agree	**23** (17%)
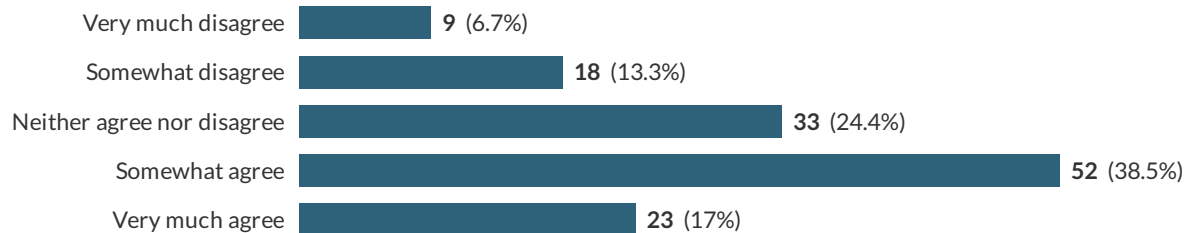
11 We would like you to tell us about your trust in online services.

11.1 I trust online services to make the best decisions about what to show me

Very much disagree	**56** (41.5%)
Somewhat disagree	**39** (28.9%)
Neither agree nor disagree	**24** (17.8%)
Somewhat agree	**15** (11.1%)
Very much agree	**1** (0.7%)
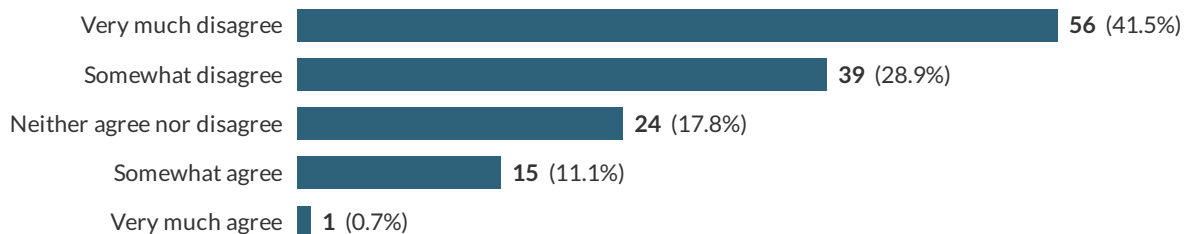
11.2 I'm happy to share information about my interests and activities with online services if it will improve the service

Very much disagree	**42** (31.1%)
Somewhat disagree	**33** (24.4%)
Neither agree nor disagree	**20** (14.8%)
Somewhat agree	**32** (23.7%)
Very much agree	**8** (5.9%)
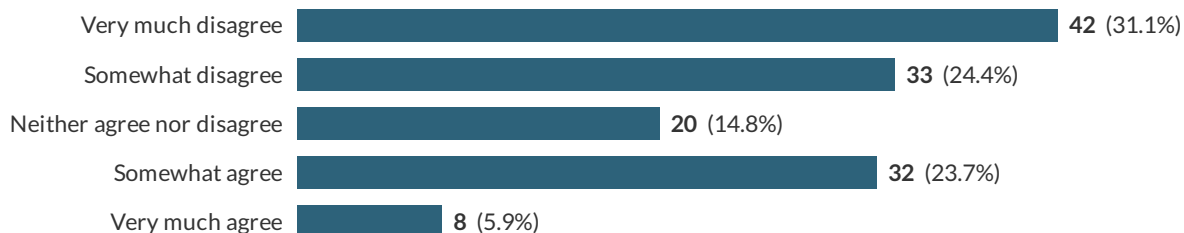
11.3 I am uncomfortable about sharing personal information with online services because I don't know what they do with it

Very much disagree	**5** (3.7%)
Somewhat disagree	**14** (10.4%)
Neither agree nor disagree	**10** (7.4%)
Somewhat agree	**37** (27.4%)
Very much agree	**69** (51.1%)
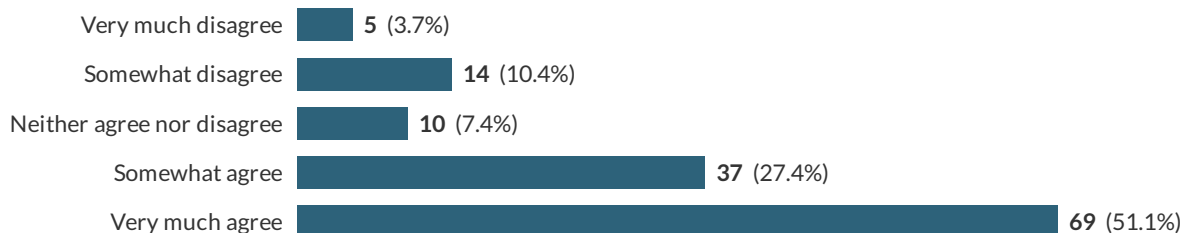
11.4 I prefer to keep information about my interests & activities under my control

Very much disagree	1 (0.7%)
Somewhat disagree	8 (5.9%)
Neither agree nor disagree	14 (10.4%)
Somewhat agree	35 (25.9%)
Very much agree	77 (57%)
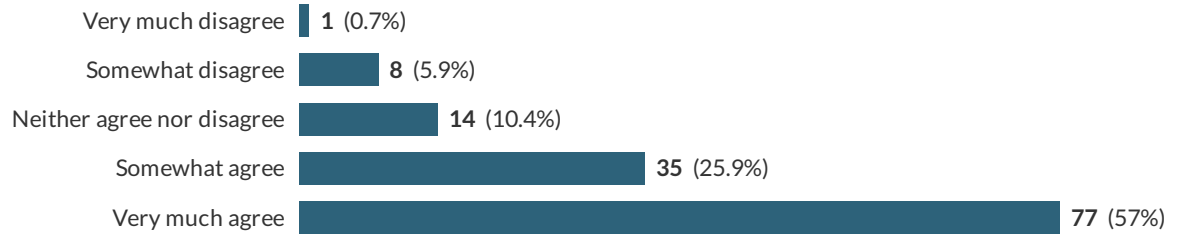
11.5 I'm more willing to let a computer program have personal information if I know that I can control it

Very much disagree	14 (10.4%)
Somewhat disagree	24 (17.8%)
Neither agree nor disagree	18 (13.3%)
Somewhat agree	51 (37.8%)
Very much agree	28 (20.7%)
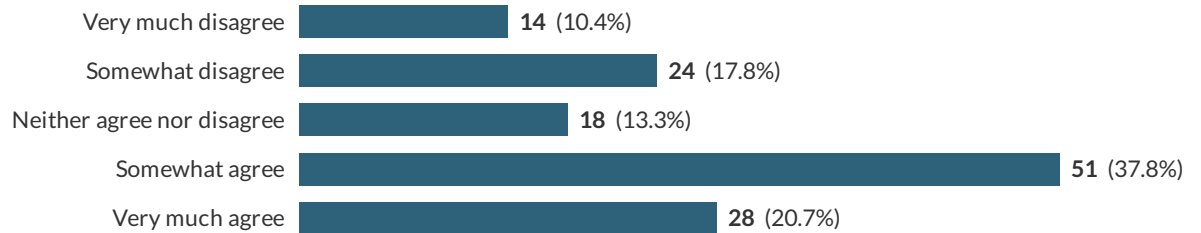
12 If you have time, please use this space to tell us a little more about your views on online services, how they make decisions and what trust you have in them. We are particularly interested in any personal experiences where trust or decision quality has been a problem, or has worked out very well.

13 Please tell us about some of your general views on smartphone and connected applications.

13.1 I always take time to customise the applications and devices that I use

Very much disagree   **4** (3%)
Somewhat disagree   **20** (14.8%)
Neither agree nor disagree   **12** (8.9%)
Somewhat agree   **62** (45.9%)
Very much agree   **37** (27.4%)
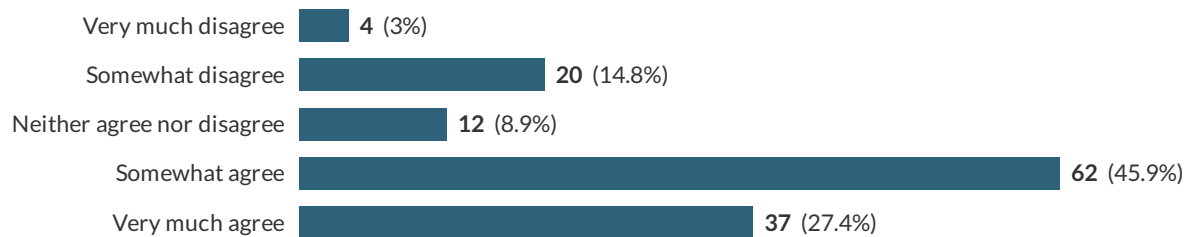
13.2 I regularly update and ensure I have the latest version of applications I use

Very much disagree	**5** (3.7%)
Somewhat disagree	**22** (16.3%)
Neither agree nor disagree	**10** (7.4%)
Somewhat agree	**41** (30.4%)
Very much agree	**57** (42.2%)
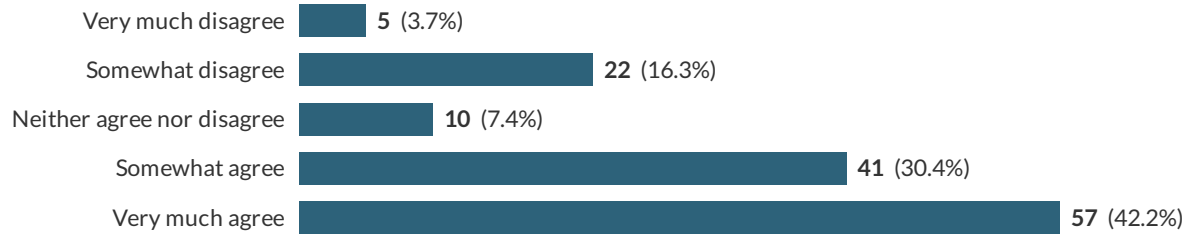
13.3 I'm always looking to try new applications and services

Very much disagree	**10** (7.4%)
Somewhat disagree	**35** (25.9%)
Neither agree nor disagree	**32** (23.7%)
Somewhat agree	**45** (33.3%)
Very much agree	**13** (9.6%)
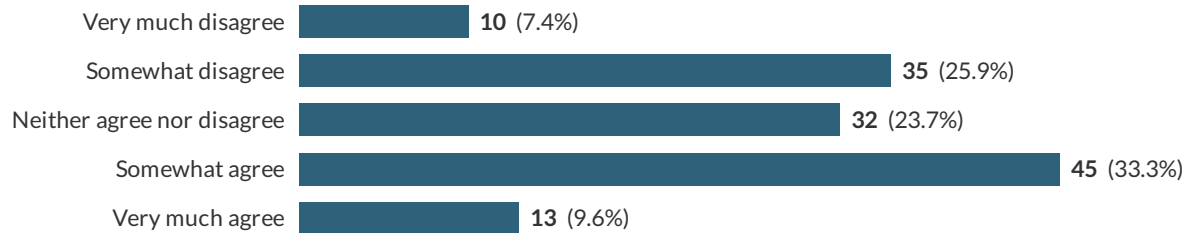
13.4 I consider myself very tech-savvy

Very much disagree	**13** (9.6%)
Somewhat disagree	**13** (9.6%)
Neither agree nor disagree	**24** (17.8%)
Somewhat agree	**49** (36.3%)
Very much agree	**36** (26.7%)
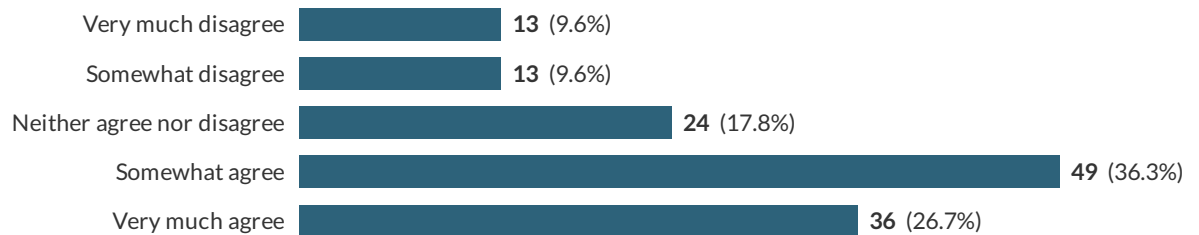
13.5 Computers are just tools rather than interesting in themselves

Very much disagree	**15** (11.1%)
Somewhat disagree	**49** (36.3%)
Neither agree nor disagree	**23** (17%)
Somewhat agree	**33** (24.4%)
Very much agree	**15** (11.1%)
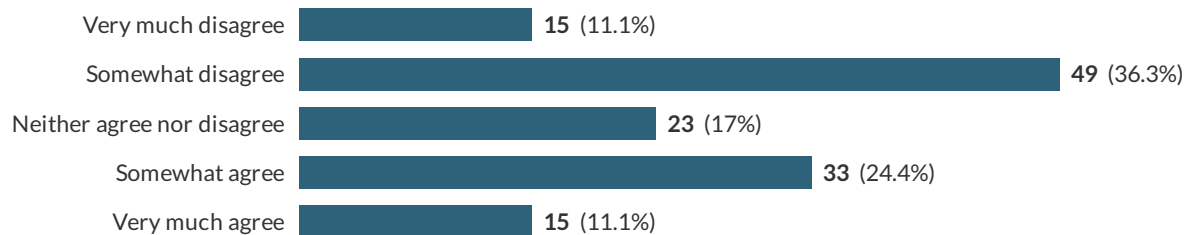
13.6 I use all of the features on my phone and connected applications

Very much disagree	**21** (15.6%)
Somewhat disagree	**46** (34.1%)
Neither agree nor disagree	**24** (17.8%)
Somewhat agree	**35** (25.9%)
Very much agree	**9** (6.7%)
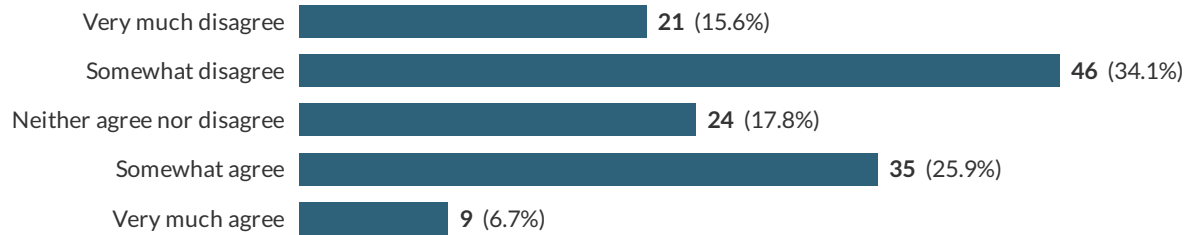
14 Do you use connected/online devices or applications for both work and personal purposes?

Yes	**126** (93.3%)
No	**9** (6.7%)

14.a Please can you tell us what you think about the relationship between personal and work use of computers and notifications on connected/online devices

14.a.1 I keep my work and personal applications entirely separate

Very much disagree	**10** (7.9%)
Somewhat disagree	**26** (20.6%)
Neither agree nor disagree	**9** (7.1%)
Somewhat agree	**32** (25.4%)
Very much agree	**49** (38.9%)
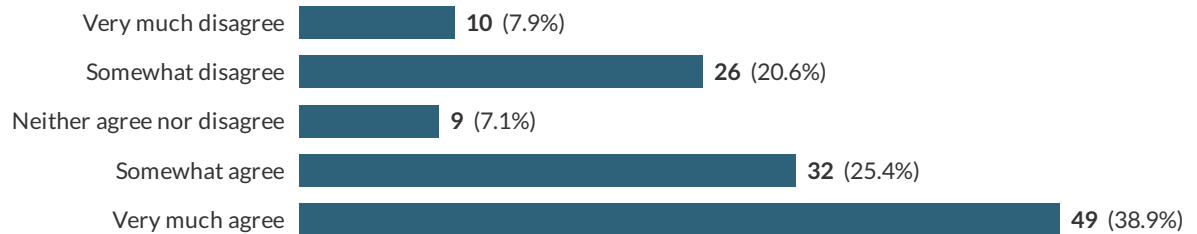
14.a.2 I find it easy to switch off from work

Very much disagree	**21** (16.7%)
Somewhat disagree	**30** (23.8%)
Neither agree nor disagree	**9** (7.1%)
Somewhat agree	**48** (38.1%)
Very much agree	**18** (14.3%)
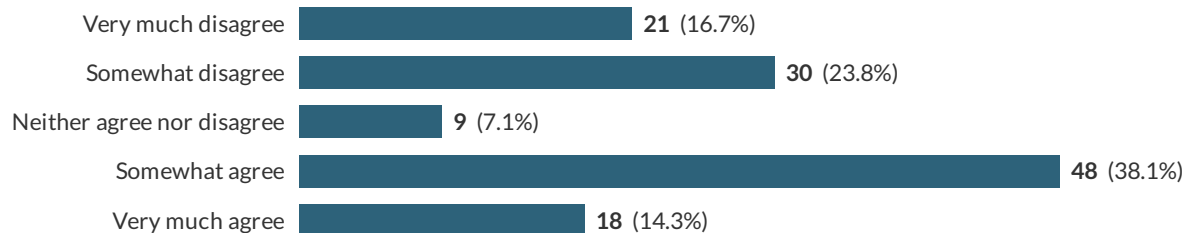
14.a.3 I'm happy to receive some work-related notifications during personal time

Very much disagree	34 (27.2%)
Somewhat disagree	31 (24.8%)
Neither agree nor disagree	18 (14.4%)
Somewhat agree	35 (28%)
Very much agree	7 (5.6%)
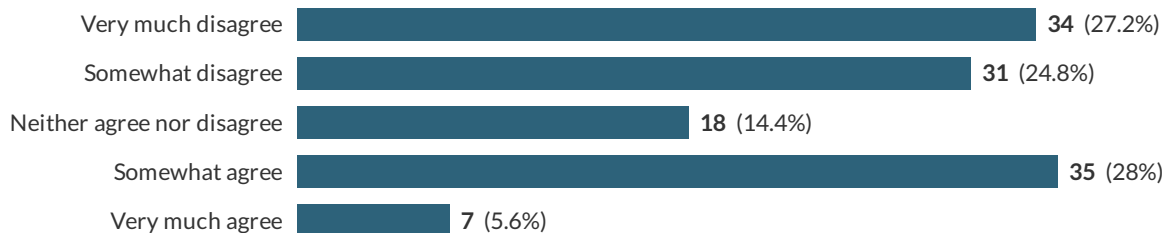
14.a.4 I prefer to keep certain applications (such as instant messaging on my phone) for personal things and not for work

Very much disagree	5 (4%)
Somewhat disagree	11 (8.7%)
Neither agree nor disagree	12 (9.5%)
Somewhat agree	40 (31.7%)
Very much agree	58 (46%)
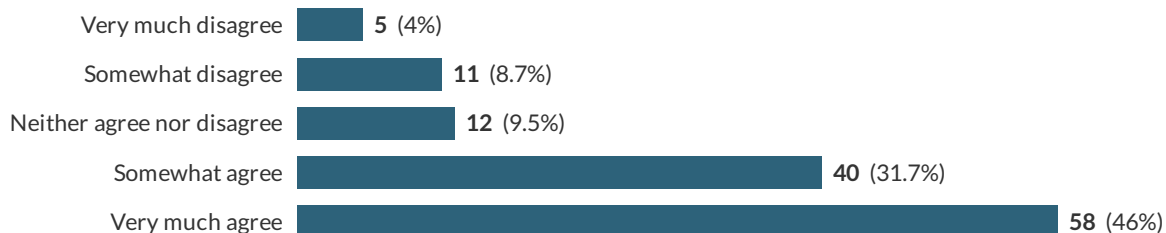
14.a.5 I'm happy to see personal notifications while I'm at work

Very much disagree	6 (4.8%)
Somewhat disagree	6 (4.8%)
Neither agree nor disagree	25 (19.8%)
Somewhat agree	65 (51.6%)
Very much agree	24 (19%)
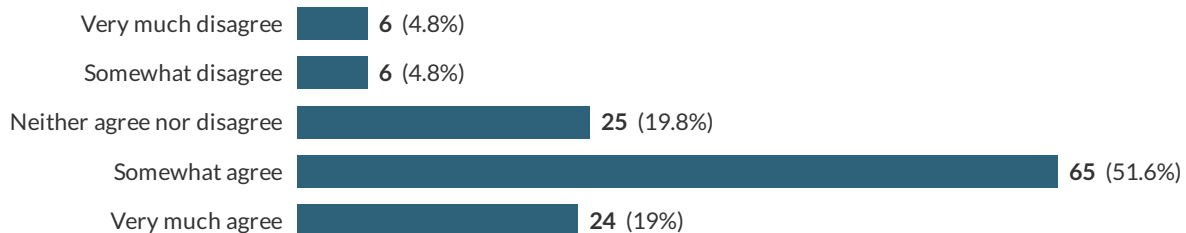
14.a.6 My employer is happy for me to receive personal notifications while I'm at work

Very much disagree	5 (4%)
Somewhat disagree	12 (9.6%)
Neither agree nor disagree	54 (43.2%)
Somewhat agree	40 (32%)
Very much agree	14 (11.2%)
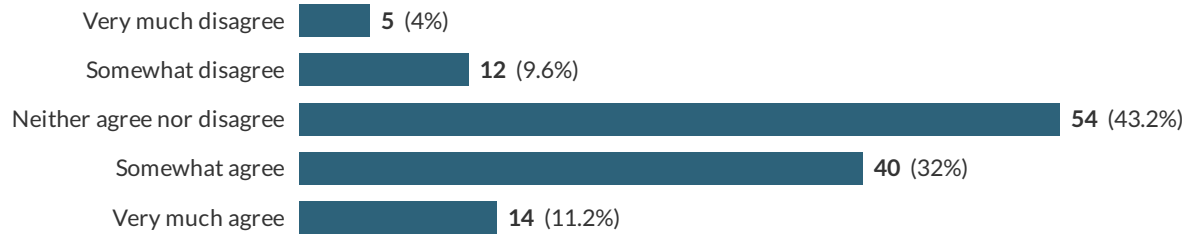
14.a.7 I don't mind both work and personal information coming from the same device or application as long as it gets the timing and content right

Very much disagree	16 (12.7%)
Somewhat disagree	23 (18.3%)
Neither agree nor disagree	20 (15.9%)
Somewhat agree	46 (36.5%)
Very much agree	21 (16.7%)
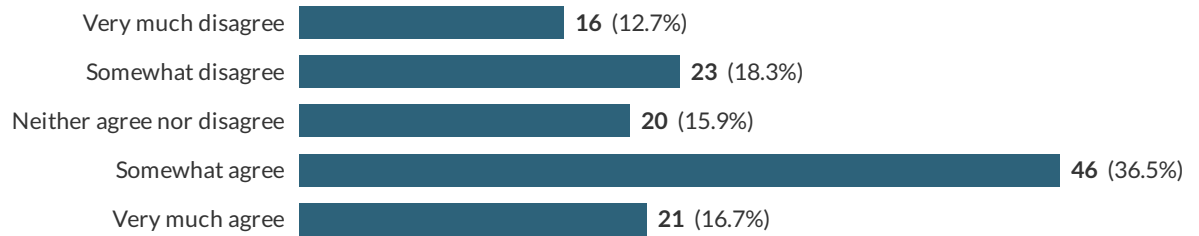
14.b If you have any more comments on the distinction between personal and work use of devices, please let us know here.

15 How old are you?

Under 18	**1** (0.7%)
18 to 24	**7** (5.2%)
25 to 34	**31** (23%)
35 to 44	**34** (25.2%)
45 to 54	**40** (29.6%)
55 to 64	**16** (11.9%)
65 to 74	**4** (3%)
75 or older	**0**
I would rather not say	**2** (1.5%)

16 What is your gender?

Female	**63** (46.7%)
Male	**65** (48.1%)
I would rather not say	**4** (3%)
Other	**3** (2.2%)
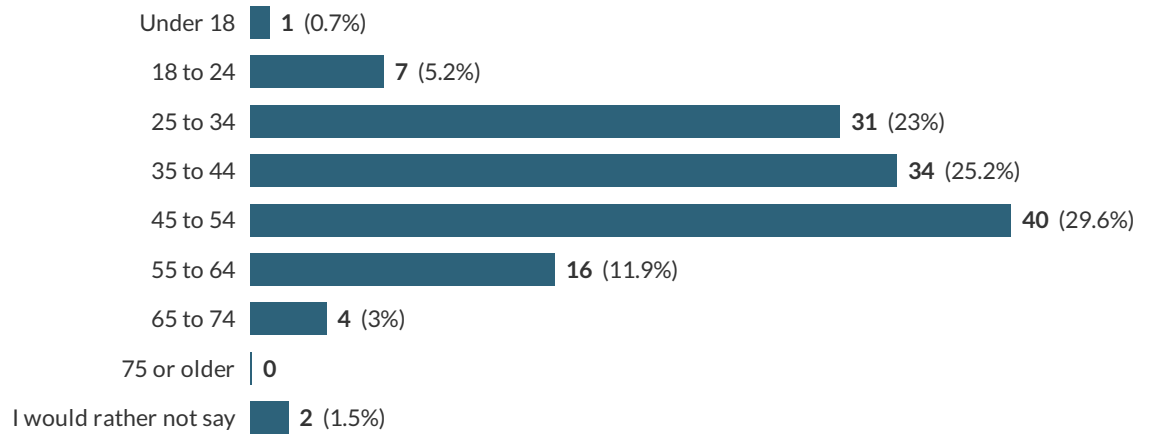
16.a If you selected Other, please specify:

Showing all 3 responses	
Agender	373729-373720-37633425
Genderfluid	373729-373720-37636768
Ask the Vatican	373729-373720-37790578

17 Are you employed (or self-employed, a business owner/director)?

Yes	**122** (90.4%)
No	**11** (8.1%)
I would rather not say	**2** (1.5%)

17.a Do you work full or part time?

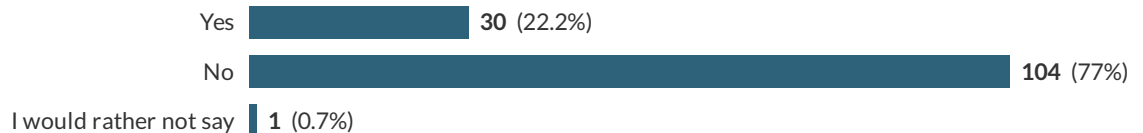|	
Full time	**113** (92.6%)
Part time	**9** (7.4%)

17.b Which (if any) of the following describe your employment (select any that apply)?

Category	Value
IT professional	51 (38.3%)
Administrative/clerical	20 (15%)
Knowledge worker	14 (10.5%)
Academic researcher	11 (8.3%)
Business owner/director	6 (4.5%)
Medical professional	0
Educational professional	22 (16.5%)
Civil servant	4 (3%)
Armed forces	0
Police or justice professional	0
Sales/retail	5 (3.8%)
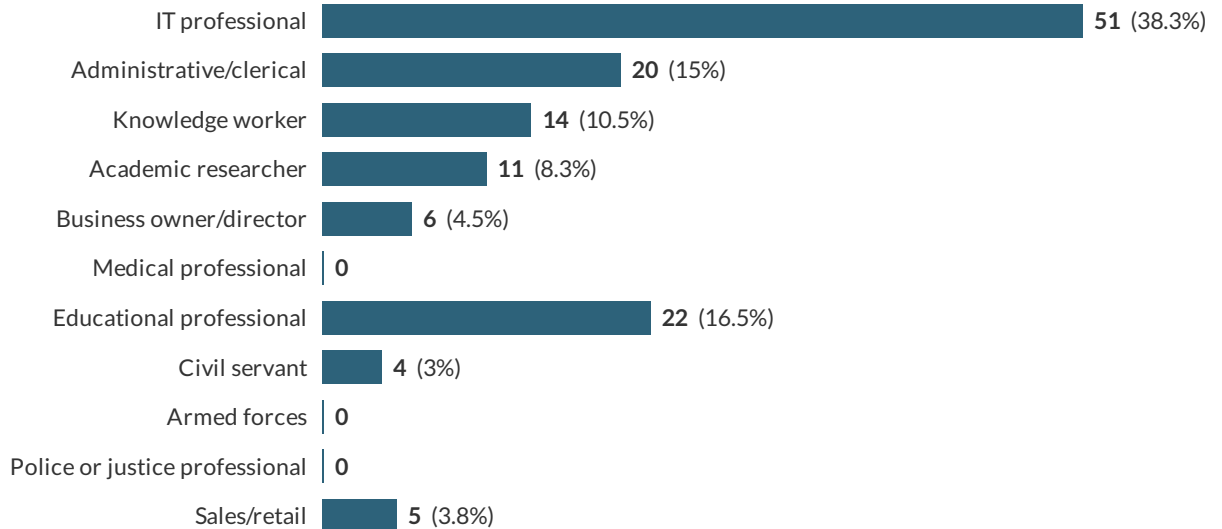
18 Are you currently a student?

Category	Value
Yes	30 (22.2%)
No	104 (77%)
I would rather not say	1 (0.7%)

18.a How do you do most of your studying?

Category	Value
On site at an instutution	10 (33.3%)
Via distance learning	20 (66.7%)

18.b Which best describes your current educational status?

Category	Value
School/further education student	2 (6.7%)
University student (undergraduate)	16 (53.3%)
University student (postgraduate)	12 (40%)
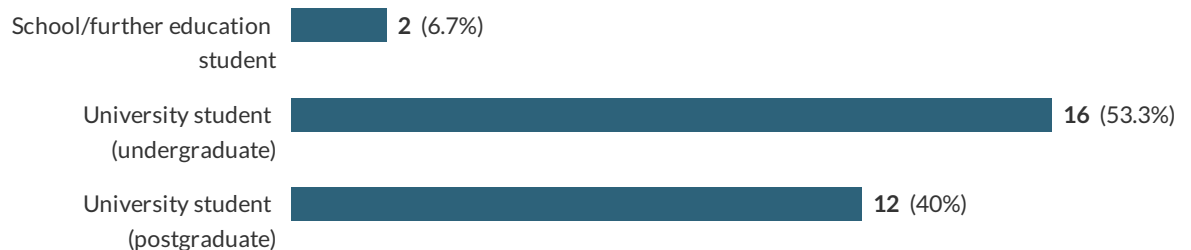
19 What is the highest level of education that you have completed?

Answer	Count
School / further education	29 (21.5%)
Undergraduate degree (BSc, BA etc.)	56 (41.5%)
Masters degree (MSc, MEng, MPhil, MA, MBA etc.)	37 (27.4%)
Doctorate (PhD, DPhil etc.)	9 (6.7%)
Not applicable or I would rather not say	4 (3%)

20 Where do you live?

Answer	Count
UK	98 (73.1%)
Other European country	14 (10.4%)
Africa	0
Antarctica	0
Asia	0
Canada	12 (9%)
Central America	0
Mexico	0
Middle East	0
Oceania (Australia, New Zealand etc.)	2 (1.5%)
South America	5 (3.7%)
USA	3 (2.2%)
West Indies	0
I would rather not say	0

21 What what are your primary languages (i.e., those that you use most often)?

Language	Count
Afrikaans	0
Arabic	1 (0.6%)
Bengali	0
Chinese	0
Czech	0
Danish	0
Dutch	1 (0.6%)
English	131 (74%)
Farsi	0
Finnish	1 (0.6%)
French	6 (3.4%)
German	7 (4%)
Greek	2 (1.1%)
Hebrew	0
Hindi	2 (1.1%)
Hungarian	0
Italian	7 (4%)
Japanese	0
Korean	0
Norwegian	0
Polish	1 (0.6%)
Portuguese	4 (2.3%)
Russian	2 (1.1%)
Spanish	6 (3.4%)
Swahili	0
Swedish	0
Turkish	0
I would rather not say	1 (0.6%)
Other	5 (2.8%)
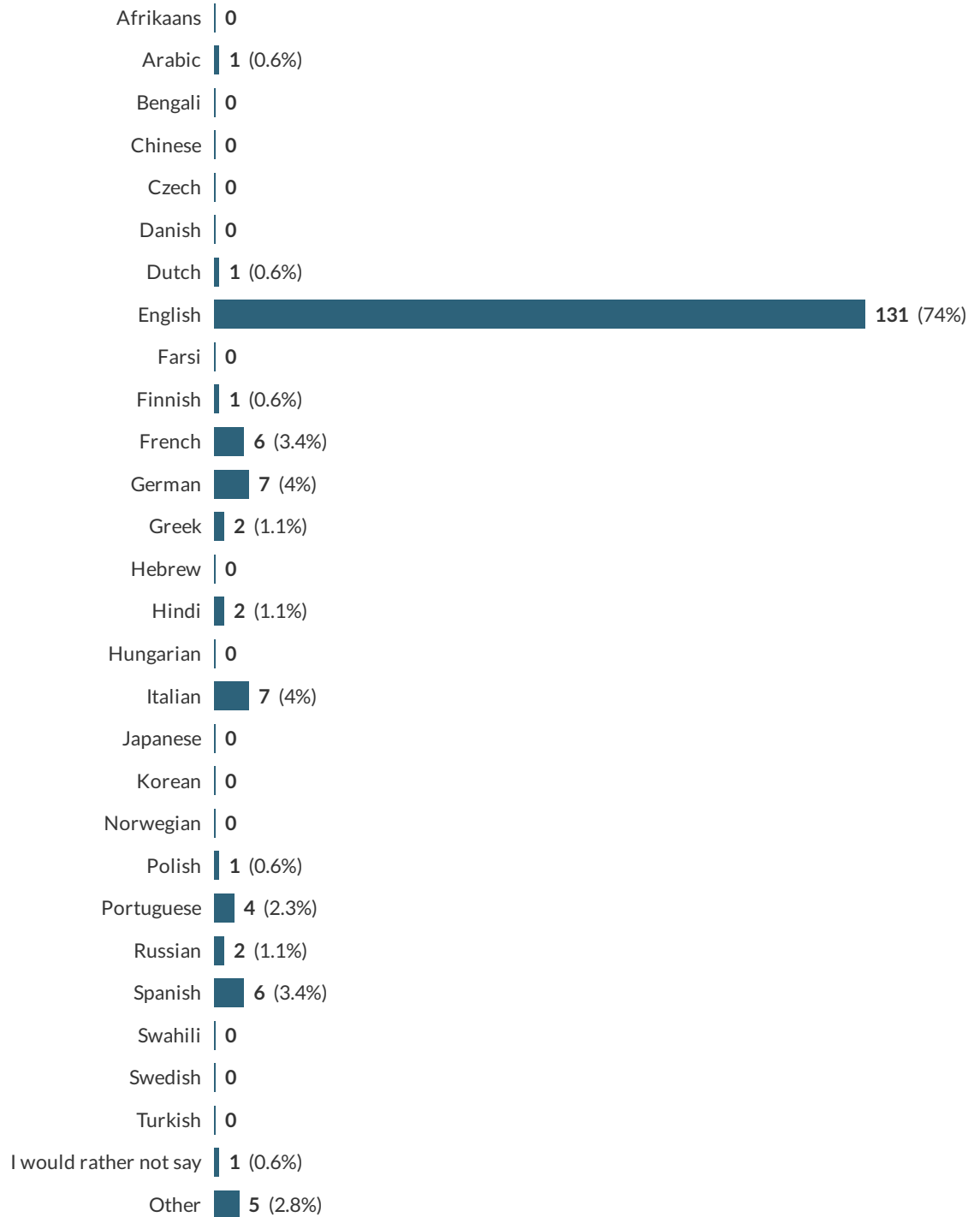
21.a   If you selected Other, please specify:

Showing all 5 responses	
Hungarian	373729-373720-37603559
Klingon :D	373729-373720-37605272
Punjabi	373729-373720-37628403
Romanian	373729-373720-37639061
Swahili	373729-373720-37889392

22 Your name:

23 Your email address:

24 Opt-in to follow-up contact

Please check here if you are
happy to participate in a
follow up to this survey
77 (100%)

25 If there is anything else you would like to add, or if you have feedback on the survey itself, please enter it here.