Connecting the Bush: Can IT facilitate and empower communities in Rural and Remote Australia?

Q1.1 Browser Meta Info – this question will query the user's browser and the results will not be displayed

Q1.2 Thank you for agreeing to participate in this survey. My name is Christopher Rauchle and I am a PhD student looking into the way people use Information Technology (IT) in Urban, Regional and Remote areas to understand how to deliver IT that is appropriate to the needs of the community.

This research is being conducted to meet the requirements for the degree of Doctor of Philosophy under the supervision of Associate Prof Steve Cassidy, Department of Computing, Macquarie University phone: 02-9850-9581, email: steve.cassidy@mq.edu.au

Activity: We would like you to answer some questions about you and your community's use of IT. This survey should take under half an hour.

While there is no monetary compensation for your participation in this on-line survey, your answers will help us understand how IT is being used in your community and contribute to an understanding of the benefits and limitations of IT use in your area.

Your anonymous responses may be mentioned in any PhD thesis, academic papers or media articles associated with this research.

This information will be retained by the researchers in a secure office location in a password protected system. Information from the survey will not directly identify you or your responses. Only the researchers named on this form will have access to this data and it will not be passed on to other researchers without obscuring the identities of the respondents.

Any information or personal details gathered in the course of the study are confidential, except as required by law.

The results of the research will be compiled into a paper that can be sent to you at an email or postal address if you leave one below. It will also be made available on the student research website: chrisrauchle.com/thesis/survey-results/

Your participation is voluntary and you have the right to withdraw from the survey at any time without giving a reason and without consequences.

The ethical aspects of this study have been approved by the Macquarie University Human Research Ethics Committee. If you have any complaints or reservations about any ethical aspect of your participation in this research, you may contact the Committee through the Director, Research Ethics & Integrity (telephone (02) 9850 7854; email ethics@mq.edu.au). Any complaint you make will be treated in confidence and investigated, and you will be informed of the outcome.

- ❍ I agree to participate
- ❍ I don't want to do this survey - please exit

Q1.3 What is your age? (This survey is only open to people 18 years and older)

Q2.1 Gender
❍ Male
❍ Female
❍ Other _____

Q2.2 What is your age?

Q2.3 Are you of Aboriginal or Torres Strait Islander Origin?
❍ Yes
❍ No

Q2.4 What is your ethnic background
❍ Anglo-Australian
❍ What is your ethnic background? (e.g. Dutch, Greek,Vietnamese, Lebanese)
  _____

Q2.5 What language do you speak at home
❍ English
❍ Other _____

Q2.6 Would you like your phone/computer to use the language you speak at home instead of English?
❍ Yes
❍ No

Q2.7 Where do you live?
❍ Postcode _____
❍ Or Town/Suburb _____

Q2.8 Are you:
❍ Employed full-time
❍ Employed part-time
❍ On pension/social security
❍ A student
❍ Unemployed
❍ Other _____

Q2.9 What is your occupation? (e.g. bartender, teacher, welder, manager)

Q3.1 Do you use any of the following devices to get onto the Internet? Move the slider to show how much you use each type of device.

_____ Mobile/Smart Phone (like iPhone)

_____ Table (like iPad)

_____ Laptop/ Desktop Computer

_____ Games Console

Q3.2 Where do you use the Internet the most?

_____ Home

_____ School

_____ Work

_____ Traveling (driving, on the bus)

_____ Government building (Library, Centrelink, School)

_____ Public WiFi (Cafe, McDonald's)

_____ Community Centre

_____ Park/open space

Q3.3 What sort of Internet connection use the most?

- ○ Dailup
- ○ ADSL
- ○ ADSL2+
- ○ 3G phone, personal hotspot or modem
- ○ 4G Phone, personal hotspot or modem
- ○ WiFi
- ○ Bigpond or Optus Cable
- ○ NBN Cable
- ○ NBN
- ○ Not Sure

Q3.4 How fast is your regular Internet Connection?

- ○ 24Kbps
- ○ 256Kbps-1Mbps
- ○ 2Mbps-8Mbps
- ○ 8Mbps-40Mbps
- ○ Faster than 40Mbps
- ○ Not Sure

Q3.5 How much Internet can you use per month?
- ❑ Up to 500k/Month
- ❑ Up to 1.5Gb/Month
- ❑ Up to 6Gb/Month
- ❑ Up to30Gb/Month
- ❑ Up to 300Gb/Month
- ❑ Up to 1000Gb/Month
- ❑ Unlimited
- ❑ Unsure/Don't know

Q3.6 Are you happy with the current devices you use to get onto the Internet? What would make them better/easier to use?

Q3.7 Would it be useful if you could restrict videos and messages so that could be viewed by people with specific characteristics such as family, area you live, community group or gender?
- ❍ Yes
- ❍ Maybe
- ❍ No

Q3.8 How would you restrict or control videos and messages if you could control them with characteristics such as family, area you live, community group or gender?

Q3.9 Would you use this feature if it meant you had to tag your photos, videos or messages with information to define who could view and share your photos, videos or messages?
- ❍ Yes
- ❍ No
- ❍ Maybe

Q4.1 Do you believe social media is introducing influences/ideas from other communities?
- ❍ Yes
- ❍ No
- ❍ Maybe

Q4.2 What sort of influences/ideas are these?

Q4.3 In your opinion are these good or bad influences/ideas?
- ❍ Good
- ❍ Bad
- ❍ Good and Bad
- ❍ Don't know/Rather not answer

Q4.4 Would you like to comment on your choice of Good/Bad?

Q4.5 Does social media make it easier to control who messages are sent to/viewed by?
- ○ Yes
- ○ Maybe
- ○ No

Q4.6 Do you think social media makes it easier or harder to maintain family and community life?
- ○ Easier
- ○ Harder
- ○ Not Sure

Q4.7 Please comment on how you feel social media affects family and community relationships

Q5.1 Do you regularly connect with friends/family/community with social media?
- ○ Not At All
- ○ Occasionally
- ○ Frequently

Q5.2 How many friends do you have on-line (Instagram, Facebook, twitter etc)?
_____ None

Q5.3 Where are your on-line friends from?
_____ Local (within 20km)
_____ Regional (within the state)
_____ National (within Australia and the Torres Strait Islands)
_____ International (New Zealand and Pacific Islands)
_____ International (Asia)
_____ International (Europe/US/Africa - more than 8000km away)

Q5.4 Do you connect with friends of friends on social media?
- ○ Yes
- ○ No
- ○ Occasionally

Q5.5 Does social media make it easier to connect with friends of friends?
- ○ Yes
- ○ No
- ○ Maybe

Q5.6 What is it like to talk with these friends of friends on social media?

Q5.7 Would you put up information about your local area, who your relations are or other community groups you belong to on a social networking site? (Tick all that apply and make a comment if you wish)

- ❑ Local Area _____
- ❑ Relations _____
- ❑ Community _____
- ❑ Other _____

Q5.8 Do you believe social media and computers allow you to maintain contact with your friends and family?

- ❍ Yes _____
- ❍ No _____
- ❍ Not Sure/Maybe _____

Q6.1 What is your personal income?

- ❍ Less than $40,000
- ❍ $40,000 - $79,999
- ❍ $80,000 - $119,999
- ❍ over $120,000
- ❍ Rather not answer

Q6.2 What is the income of your entire household?

- ❍ Less than $40,000
- ❍ $40,000 - $79,000
- ❍ $80,000 - $119,000
- ❍ $120,000 or more
- ❍ Rather not answer

Q6.3 What is your highest educational achievement?

- ❑ Primary School
- ❑ Secondary School
- ❑ Technical or Further Education
- ❑ University or other Tertiary Institution
- ❑ Rather not answer

Q6.4 How far away (in kilometres) is your nearest:

- _____ Hospital
- _____ Doctor
- _____ Bank Branch
- _____ ATM
- _____ Grocery Store
- _____ Mobile telephone/ internet reception

Q6.5 How much money ($) do you spend a week on:
- ❑ Talking on a Home Phone _____
- ❑ Watching Cable TV _____
- ❑ Internet on Home Broadband _____
- ❑ Internet on the mobile _____
- ❑ Talking/texting on the mobile _____

Q6.6 How did you decide on which device to use to communicate the most often?

Q6.7 How did you decide on a communications plan for that device
- ❑ Plan was included
- ❑ Friends advice
- ❑ Family advice
- ❑ Advice from the communications company (Telstra/Optus etc)

Q6.8 Do you let others use your phone/Internet?
- ❍ Yes
- ❍ No
- ❍ Sometimes

Q6.9 Do they
- ❍ Pay for some of the service
- ❍ Pay for all of the service
- ❍ Get to use your phone/Internet for free
- ❍ Other _____

Q6.10 Do you pay for other people's phones/Internet
- ❍ Yes
- ❍ No

Q6.11 Do you give other people phones/tablets/computers?
- ❍ Yes - I sell my old devices for a small sum
- ❍ Yes - I give away my old devices
- ❍ Yes - I sell my old devices for a profit
- ❍ No

Q6.12 Does your current communications computer/mobile meet your needs or would you get a better one if you had some spare money?
- ❍ Get a better one
- ❍ This one is good enough

Q6.13 Is your current Internet plan fast enough or would you get a faster one if you had some spare money?
- ❍ Would like it to be a lot faster (if so, how much faster) _____
- ❍ Would like it to be a bit faster (if so, how much faster) _____
- ❍ It's fine as it is

Q6.14 Does you current communications plan allow you to download as much as you want?
- ❍ No, I would like to download a lot more (if so, how much more) _____
- ❍ I would like to download a little more (if so, how much more) _____
- ❍ I am happy with my current download limit
- ❍ I never use all my download limit

Q6.15 Are you ever limited in your Internet use? (Tick all that apply)
- ❑ Yes - Speed limited
- ❑ Yes - Download limited
- ❑ Not limited

Q6.16 Would you/do you use free WiFi in a park or community centre/public space?
- ❍ Yes
- ❍ No

Q6.17 How often would you use free WiFi?
- ❍ Daily
- ❍ 2-3 Times a Week
- ❍ Once a Week
- ❍ 2-3 Times a Month
- ❍ Once a Month
- ❍ Never

Q7.1 Do you have any other comments or comments about this survey and ways it may be improved?

Q7.2 Thank you very much for your participation. A reminder that if you would like an update on this research or the results of this survey, please visit chrisrauchle.com/thesis/survey-results/   If you would like further updates please fill out your email address