

J-19-001009-24 - Week 24

PUBLIC

J-19-001009-24\_Perceptions of technology

Adults 16-75 in GB

Q1. Digital technology as an opportunity or a threat on our overall way of life i.e.: the economy, our society and security

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                                      | Total Wave 1 + Wave 2 | Gender          |                 | Age               |                   |                  |                  |                  | Region grouped |            |            |            |                |            | Urban/Rural    |                 | Education           |                       |                    |                          | Employment status |               | Marital status            |               |                            |
|--------------------------------------|-----------------------|-----------------|-----------------|-------------------|-------------------|------------------|------------------|------------------|----------------|------------|------------|------------|----------------|------------|----------------|-----------------|---------------------|-----------------------|--------------------|--------------------------|-------------------|---------------|---------------------------|---------------|----------------------------|
|                                      | Total                 | Male            | Female          | 16-24             | 25-34             | 35-44            | 45-54            | 55-75            | North          | Midlands   | South      | London     | Wales          | Scotland   | Urban          | Rural           | GCSE/O Level/NV Q12 | A Level or equivalent | Degree/Masters/PhD | No formal qualifications | Working           | Not working   | Married/Living as Married | Single        | Widowed/Divorced/Separated |
|                                      | (A)                   | (B)             | (C)             | (D)               | (E)               | (F)              | (G)              | (H)              | (I)            | (J)        | (K)        | (L)        | (M)            | (N)        | (O)            | (P)             | (Q)                 | (R)                   | (S)                | (T)                      | (U)               | (V)           | (W)                       | (X)           | (Y)                        |
| Unweighted base                      | 2190                  | 1085            | 1082            | 340               | 404               | 377              | 419              | 650              | 523            | 561        | 497        | 309        | 108            | 192        | 1846           | 344             | 572                 | 575                   | 917                | 126                      | 1489              | 701           | 1202                      | 751           | 237                        |
| Weighted base                        | 2190                  | 1074            | 1093            | 323               | 401               | 376              | 404              | 685              | 523            | 569        | 497        | 307        | 106            | 188        | 1823           | 367             | 604                 | 577                   | 867                | 142                      | 1391              | 799           | 1190                      | 725           | 276                        |
| More of an opportunity than a threat | 695<br>32%            | 370<br>34%<br>C | 317<br>29%      | 113<br>35%<br>FH  | 161<br>40%<br>FGH | 98<br>26%        | 128<br>32%       | 194<br>28%       | 166<br>32%     | 184<br>32% | 158<br>32% | 92<br>30%  | 40<br>38%<br>* | 54<br>29%  | 588<br>32%     | 107<br>29%      | 177<br>29%          | 180<br>31%            | 298<br>34%         | 39<br>28%                | 458<br>33%        | 237<br>30%    | 402<br>34%                | 219<br>30%    | 73<br>27%                  |
| Both an opportunity and a threat     | 1267<br>58%           | 579<br>54%      | 678<br>62%<br>B | 158<br>49%        | 200<br>50%        | 236<br>63%<br>DE | 246<br>61%<br>DE | 426<br>62%<br>DE | 307<br>59%     | 322<br>57% | 292<br>59% | 178<br>58% | 53<br>50%<br>* | 115<br>61% | 1029<br>56%    | 239<br>65%<br>O | 353<br>58%          | 350<br>61%            | 491<br>57%         | 74<br>52%                | 802<br>58%        | 465<br>58%    | 686<br>58%                | 404<br>56%    | 177<br>64%<br>X            |
| More of a threat than an opportunity | 139<br>6%             | 81<br>8%<br>C   | 57<br>5%        | 33<br>10%<br>EFGH | 23<br>6%          | 22<br>6%         | 20<br>5%         | 40<br>6%         | 30<br>6%       | 35<br>6%   | 35<br>7%   | 20<br>6%   | 8<br>7%<br>*   | 12<br>6%   | 128<br>7%<br>P | 11<br>3%        | 49<br>8%<br>R       | 26<br>4%              | 51<br>6%           | 13<br>9%<br>R            | 92<br>7%          | 47<br>6%      | 65<br>5%                  | 59<br>8%<br>W | 14<br>5%                   |
| Don't know                           | 89<br>4%              | 44<br>4%        | 42<br>4%        | 19<br>6%<br>G     | 16<br>4%          | 19<br>5%<br>G    | 10<br>2%         | 25<br>4%         | 19<br>4%       | 28<br>5%   | 12<br>2%   | 17<br>5%   | 6<br>5%<br>K   | 8<br>4%    | 78<br>4%       | 10<br>3%        | 26<br>4%            | 21<br>4%              | 27<br>3%           | 15<br>11%<br>QRS         | 39<br>3%          | 50<br>6%<br>U | 35<br>3%                  | 42<br>6%<br>W | 11<br>4%                   |

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

Overlap formulae used

ColumnProportions (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

ColumnMeans (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

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**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q1. Digital technology as an opportunity or a threat on our overall way of life i.e.: the economy, our society and security

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                                      | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                  |                   | Profile             |                                   |                | Waves           |                 |
|--------------------------------------|-----------------------------|---|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|                                      |                             | More<br>confident   | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|                                      |                             | (A)   | (B)              | (C)               | (D)                 | (E)                               | (F)            | (G)             | (H)             |
| Unweighted base                      | 2190                        | 657   | 1332             | 157               | 1064                | 425                               | 701            | 1095            | 1095            |
| Weighted base                        | 2190                        | 664   | 1319             | 164               | 989                 | 402                               | 799            | 1095            | 1095            |
| More of an opportunity than a threat | 695<br>32%                  | 307<br>46%<br>CD  | 364<br>28%<br>D  | 21<br>13%         | 301<br>30%          | 156<br>39%<br>EG                  | 237<br>30%     | 340<br>31%      | 355<br>32%      |
| Both an opportunity and a threat     | 1267<br>58%                 | 314<br>47%  | 844<br>64%<br>B  | 99<br>60%<br>B    | 592<br>60%<br>F     | 210<br>52%                        | 465<br>58%     | 635<br>58%      | 632<br>58%      |
| More of a threat than an opportunity | 139<br>6%                   | 32<br>5%  | 66<br>5%         | 39<br>23%<br>BC   | 66<br>7%            | 26<br>6%                          | 47<br>6%       | 63<br>6%        | 76<br>7%        |
| Don't know                           | 89<br>4%                    | 9<br>1%   | 44<br>3%         | 6<br>4%           | 29<br>3%            | 10<br>2%                          | 50<br>6%       | 57<br>5%        | 32<br>3%        |

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**Adults 16-75 in GB**

Q1. Digital technology as an opportunity or a threat on our overall way of life i.e.: the economy, our society and security

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|  | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                   |                  | Profile           |                     |                                   | Waves          |                 |                 |
|--|-----------------------------|---|-------------------|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|  |                             | Total   | More<br>confident | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|  |                             |   |                   |                  |                   |                     |                                   |                | (A)             | (B)             |
|  |                             |   |                   | B                |                   |                     |                                   | EF             | I               |                 |

accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

*Overlap formulae used*

*ColumnProportions (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

*ColumnMeans (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

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**Adults 16-75 in GB**

Q1. Digital technology as an opportunity or a threat on our overall way of life i.e.: the economy, our society and security  
 All Adults aged 16-75 in GB (Total Wave 2)

|                                      | Total Wave 2 (A) | Gender          |                 | Age            |                  |                  |                 |                  | Region grouped   |                 |            |                |                  |                 | Urban/Rural |            | Education               |                           |                        |                              | Employment status |                 | Marital status                |                |                                |
|--------------------------------------|------------------|-----------------|-----------------|----------------|------------------|------------------|-----------------|------------------|------------------|-----------------|------------|----------------|------------------|-----------------|-------------|------------|-------------------------|---------------------------|------------------------|------------------------------|-------------------|-----------------|-------------------------------|----------------|--------------------------------|
|                                      |                  | Male (B)        | Female (C)      | 16-24 (D)      | 25-34 (E)        | 35-44 (F)        | 45-54 (G)       | 55-75 (H)        | North (I)        | Midlands (J)    | South (K)  | London (L)     | Wales (M)        | Scotland (N)    | Urban (O)   | Rural (P)  | GCSE/O Level/NV Q12 (Q) | A Level or equivalent (R) | Degree/Masters/PhD (S) | No formal qualifications (T) | Working (U)       | Not working (V) | Married/Living as Married (W) | Single (X)     | Widowed/Divorced/Separated (Y) |
| Unweighted base                      | 1095             | 545             | 536             | 170            | 202              | 189              | 209             | 325              | 260              | 280             | 248        | 157            | 54               | 96              | 927         | 168        | 311                     | 294                       | 426                    | 64                           | 719               | 376             | 601                           | 380            | 114                            |
| Weighted base                        | 1095             | 536             | 545             | 162            | 202              | 188              | 201             | 341              | 261              | 286             | 248        | 153            | 54               | 93              | 911         | 184        | 318                     | 291                       | 414                    | 72                           | 695               | 400             | 602                           | 369            | 124                            |
| More of an opportunity than a threat | 355<br>32%       | 191<br>36%<br>C | 161<br>30%      | 56<br>34%<br>F | 88<br>43%<br>FGH | 45<br>24%        | 66<br>33%       | 100<br>29%       | 71<br>27%        | 105<br>37%<br>I | 81<br>33%  | 47<br>31%      | 24<br>45%<br>IN* | 26<br>28%<br>*  | 302<br>33%  | 53<br>29%  | 96<br>30%               | 92<br>32%                 | 146<br>35%             | 21<br>29%<br>*               | 231<br>33%        | 124<br>31%      | 208<br>35%                    | 114<br>31%     | 33<br>26%<br>*                 |
| Both an opportunity and a threat     | 632<br>58%       | 283<br>53%      | 340<br>62%<br>B | 82<br>50%      | 92<br>46%        | 120<br>64%<br>DE | 120<br>60%<br>E | 218<br>64%<br>DE | 167<br>64%<br>JM | 152<br>53%      | 139<br>56% | 93<br>61%<br>M | 22<br>41%<br>*   | 58<br>62%<br>M* | 513<br>56%  | 119<br>65% | 184<br>58%              | 179<br>61%                | 231<br>56%             | 39<br>54%<br>*               | 400<br>58%        | 232<br>58%      | 346<br>57%                    | 203<br>55%     | 83<br>67%<br>X*                |
| More of a threat than an opportunity | 76<br>7%         | 46<br>9%<br>C   | 29<br>5%        | 17<br>11%<br>G | 17<br>8%         | 14<br>7%         | 9<br>4%         | 20<br>6%         | 16<br>6%         | 17<br>6%        | 21<br>8%   | 11<br>7%       | 4<br>8%<br>*     | 7<br>7%<br>*    | 70<br>8%    | 6<br>3%    | 27<br>8%                | 12<br>4%                  | 29<br>7%               | 8<br>11%<br>R*               | 50<br>7%          | 26<br>6%        | 35<br>6%                      | 36<br>10%<br>W | 6<br>5%<br>*                   |
| Don't know                           | 32<br>3%         | 15<br>3%        | 16<br>3%        | 8<br>5%<br>H   | 5<br>3%          | 9<br>5%<br>H     | 6<br>3%         | 4<br>1%          | 7<br>3%          | 11<br>4%        | 7<br>3%    | 1<br>1%        | 3<br>6%<br>L*    | 3<br>3%<br>*    | 26<br>3%    | 6<br>3%    | 12<br>4%                | 8<br>3%                   | 8<br>2%                | 4<br>5%<br>*                 | 14<br>2%          | 17<br>4%<br>U   | 13<br>2%                      | 16<br>4%       | 2<br>2%<br>*                   |

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ColumnMeans (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

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**Adults 16-75 in GB**

Q1. Digital technology as an opportunity or a threat on our overall way of life i.e.: the economy, our society and security

All Adults aged 16-75 in GB (Total Wave 2)

|                                      | More or Less confident using digital technology in general after restrictions across the UK |                  |                 |                  | Profile          |                           |             | Waves        |              |
|--------------------------------------|---|------------------|-----------------|------------------|------------------|---------------------------|-------------|--------------|--------------|
|                                      | Total Wave 2  | More confident   | No difference   | Less confident   | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|                                      | (A)   | (B)              | (C)             | (D)              | (E)              | (F)                       | (G)         | (H)          | (I)          |
| Unweighted base                      | 1095  | 328              | 665             | 83               | 505              | 214                       | 376         | 1095         | 1095         |
| Weighted base                        | 1095  | 335              | 657             | 84               | 491              | 204                       | 400         | 1095         | 1095         |
| More of an opportunity than a threat | 355<br>32%  | 160<br>48%<br>CD | 178<br>27%      | 16<br>19%<br>*   | 149<br>30%       | 81<br>40%<br>EG           | 124<br>31%  | 340<br>31%   | 355<br>32%   |
| Both an opportunity and a threat     | 632<br>58%  | 152<br>45%       | 429<br>65%<br>B | 45<br>54%<br>*   | 299<br>61%<br>F  | 101<br>50%                | 232<br>58%  | 635<br>58%   | 632<br>58%   |
| More of a threat than an opportunity | 76<br>7%  | 18<br>5%         | 37<br>6%        | 20<br>23%<br>BC* | 33<br>7%         | 17<br>8%                  | 26<br>6%    | 63<br>6%     | 76<br>7%     |
| Don't know                           | 32<br>3%  | 5<br>2%          | 13<br>2%        | 3<br>4%          | 10<br>2%         | 5<br>2%                   | 17<br>4%    | 57<br>5%     | 32<br>3%     |

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All Adults aged 16-75 in GB (Total Wave 2)

|  | More or Less confident using digital technology in general after restrictions across the UK |                |               |                | Profile          |                           |             | Waves        |              |
|--|---|----------------|---------------|----------------|------------------|---------------------------|-------------|--------------|--------------|
|  | Total Wave 2  | More confident | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|  | (A)   | (B)            | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)          |
|  |   |                |               | *              |                  |                           |             |              |              |

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*ColumnMeans (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

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Q2. Impact of Digital Technology on the delivery of public services like National Health Service

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                               | Total Wave 1 + Wave 2 | Gender           |                  | Age             |                   |                  |                  |                   | Region grouped    |                   |                   |                  |                |                 | Urban/Rural      |                 | Education           |                       |                    |                          | Employment status |                  | Marital status            |                  |                            |
|-------------------------------|-----------------------|------------------|------------------|-----------------|-------------------|------------------|------------------|-------------------|-------------------|-------------------|-------------------|------------------|----------------|-----------------|------------------|-----------------|---------------------|-----------------------|--------------------|--------------------------|-------------------|------------------|---------------------------|------------------|----------------------------|
|                               | Total                 | Male             | Female           | 16-24           | 25-34             | 35-44            | 45-54            | 55-75             | North             | Midlands          | South             | London           | Wales          | Scotland        | Urban            | Rural           | GCSE/O Level/NV Q12 | A Level or equivalent | Degree/Masters/PhD | No formal qualifications | Working           | Not working      | Married/Living as Married | Single           | Widowed/Divorced/Separated |
|                               | (A)                   | (B)              | (C)              | (D)             | (E)               | (F)              | (G)              | (H)               | (I)               | (J)               | (K)               | (L)              | (M)            | (N)             | (O)              | (P)             | (Q)                 | (R)                   | (S)                | (T)                      | (U)               | (V)              | (W)                       | (X)              | (Y)                        |
| Unweighted base               | 2190                  | 1085             | 1082             | 340             | 404               | 377              | 419              | 650               | 523               | 561               | 497               | 309              | 108            | 192             | 1846             | 344             | 572                 | 575                   | 917                | 126                      | 1489              | 701              | 1202                      | 751              | 237                        |
| Weighted base                 | 2190                  | 1074             | 1093             | 323             | 401               | 376              | 404              | 685               | 523               | 569               | 497               | 307              | 106            | 188             | 1823             | 367             | 604                 | 577                   | 867                | 142                      | 1391              | 799              | 1190                      | 725              | 276                        |
| Very positive                 | 446<br>20%            | 248<br>23%<br>C  | 191<br>17%<br>FH | 76<br>24%<br>FH | 120<br>30%<br>FGH | 61<br>16%<br>FGH | 80<br>20%<br>FGH | 107<br>16%<br>FGH | 108<br>21%<br>FGH | 115<br>20%<br>FGH | 101<br>20%<br>FGH | 61<br>20%<br>FGH | 26<br>24%<br>* | 35<br>19%<br>P  | 390<br>21%<br>P  | 56<br>15%<br>P  | 114<br>19%<br>P     | 130<br>23%<br>T       | 183<br>21%<br>T    | 19<br>13%<br>T           | 313<br>23%<br>V   | 133<br>17%<br>V  | 240<br>20%<br>Y           | 170<br>23%<br>Y  | 36<br>13%<br>Y             |
| Fairly positive               | 1044<br>48%           | 487<br>45%<br>B  | 549<br>50%<br>B  | 155<br>48%<br>B | 168<br>42%<br>B   | 183<br>49%<br>B  | 189<br>47%<br>B  | 349<br>51%<br>E   | 253<br>48%<br>E   | 264<br>46%<br>E   | 242<br>49%<br>E   | 145<br>47%<br>E  | 47<br>44%<br>* | 94<br>50%<br>E  | 840<br>46%<br>O  | 205<br>56%<br>O | 260<br>43%<br>O     | 278<br>48%<br>O       | 443<br>51%<br>Q    | 64<br>45%<br>Q           | 649<br>47%<br>Q   | 395<br>49%<br>Q  | 584<br>49%<br>Q           | 324<br>45%<br>Q  | 136<br>49%<br>Q            |
| Neither positive nor negative | 470<br>21%            | 220<br>21%<br>RS | 247<br>23%<br>RS | 60<br>19%<br>RS | 73<br>18%<br>RS   | 83<br>22%<br>RS  | 97<br>24%<br>RS  | 157<br>23%<br>RS  | 121<br>23%<br>RS  | 119<br>21%<br>RS  | 102<br>20%<br>RS  | 65<br>21%<br>RS  | 25<br>24%<br>* | 38<br>20%<br>RS | 401<br>22%<br>RS | 69<br>19%<br>RS | 158<br>26%<br>RS    | 117<br>20%<br>RS      | 152<br>17%<br>RS   | 44<br>31%<br>RS          | 286<br>21%<br>RS  | 184<br>23%<br>RS | 251<br>21%<br>RS          | 147<br>20%<br>RS | 72<br>26%<br>RS            |
| Fairly negative               | 108<br>5%             | 63<br>6%<br>I    | 44<br>4%<br>I    | 17<br>5%<br>I   | 26<br>7%<br>I     | 21<br>6%<br>I    | 18<br>4%<br>I    | 26<br>4%<br>I     | 23<br>4%<br>I     | 31<br>5%<br>I     | 27<br>5%<br>I     | 18<br>6%<br>I    | 3<br>3%<br>*   | 6<br>3%<br>I    | 90<br>5%<br>I    | 18<br>5%<br>I   | 30<br>5%<br>I       | 29<br>5%<br>I         | 46<br>5%<br>I      | 3<br>2%<br>I             | 74<br>5%<br>I     | 34<br>4%<br>I    | 59<br>5%<br>I             | 35<br>5%<br>I    | 14<br>5%<br>I              |
| Very negative                 | 28<br>1%              | 11<br>1%<br>R    | 16<br>1%<br>R    | 3<br>1%<br>R    | 2<br>1%<br>R      | 5<br>1%<br>R     | 5<br>1%<br>R     | 13<br>2%<br>R     | 5<br>1%<br>R      | 14<br>2%<br>R     | 5<br>1%<br>R      | 3<br>1%<br>R     | -<br>*         | 1<br>1%<br>R    | 26<br>1%<br>R    | 2<br>1%<br>R    | 13<br>2%<br>R       | 3<br>1%<br>R          | 8<br>1%<br>R       | 4<br>3%<br>R             | 18<br>1%<br>R     | 10<br>1%<br>R    | 13<br>1%<br>R             | 10<br>1%<br>R    | 5<br>2%<br>R               |
| Don't know                    | 94<br>4%              | 45<br>4%<br>I    | 46<br>4%<br>I    | 12<br>4%<br>I   | 11<br>3%<br>I     | 23<br>6%<br>E    | 16<br>4%<br>I    | 33<br>5%<br>E     | 13<br>2%<br>I     | 27<br>5%<br>I     | 20<br>4%<br>I     | 16<br>5%<br>I    | 6<br>6%<br>*   | 13<br>7%<br>I   | 77<br>4%<br>I    | 17<br>5%<br>I   | 29<br>5%<br>I       | 21<br>4%<br>I         | 35<br>4%<br>I      | 9<br>6%<br>I             | 51<br>4%<br>I     | 43<br>5%<br>I    | 42<br>4%<br>I             | 38<br>5%<br>I    | 14<br>5%<br>I              |

|                      |             |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                  |                |                  |                   |                  |                  |                  |                  |                 |                  |                  |                  |                  |                  |
|----------------------|-------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|------------------|----------------|------------------|-------------------|------------------|------------------|------------------|------------------|-----------------|------------------|------------------|------------------|------------------|------------------|
| NET: Positive impact | 1490<br>68% | 735<br>68%<br>QT | 740<br>68%<br>QT | 232<br>72%<br>QT | 288<br>72%<br>QT | 245<br>65%<br>QT | 269<br>66%<br>QT | 456<br>67%<br>QT | 361<br>69%<br>QT | 379<br>67%<br>QT | 343<br>69%<br>QT | 205<br>67%<br>QT | 72<br>68%<br>* | 129<br>69%<br>QT | 1230<br>67%<br>QT | 260<br>71%<br>QT | 374<br>62%<br>QT | 408<br>71%<br>QT | 626<br>72%<br>QT | 82<br>58%<br>QT | 962<br>69%<br>QT | 528<br>66%<br>QT | 824<br>69%<br>QT | 494<br>68%<br>QT | 172<br>62%<br>QT |
| NET: Negative impact | 136<br>6%   | 74<br>7%<br>I    | 60<br>5%<br>I    | 20<br>6%<br>I    | 29<br>7%<br>I    | 26<br>7%<br>I    | 23<br>6%<br>I    | 39<br>6%<br>I    | 28<br>5%<br>I    | 44<br>8%<br>I    | 33<br>7%<br>I    | 21<br>7%<br>I    | 3<br>3%<br>*   | 7<br>4%<br>I     | 116<br>6%<br>I    | 21<br>6%<br>I    | 44<br>7%<br>I    | 32<br>6%<br>I    | 54<br>6%<br>I    | 6<br>5%<br>I    | 92<br>7%<br>I    | 44<br>6%<br>I    | 72<br>6%<br>I    | 46<br>6%<br>I    | 18<br>7%<br>I    |

**This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.**

*Overlap formulae used*

*ColumnProportions (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)*

*ColumnMeans (5%): A,B/C,D/E/F/G/H,I/J/K,L/M/N,O/P,Q,R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)*

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q2. Impact of Digital Technology on the delivery of public services like National Health Service

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                               | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                   |                  | Profile           |                     |                                   | Waves          |                 |                 |
|-------------------------------|-----------------------------|---|-------------------|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|                               |                             | Total   | More<br>confident | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|                               |                             |   |                   |                  |                   |                     |                                   |                |                 |                 |
| Unweighted base               | 2190                        | 657   | 1332              | 157              | 1064              | 425                 | 701                               | 1095           | 1095            |                 |
| Weighted base                 | 2190                        | 664   | 1319              | 164              | 989               | 402                 | 799                               | 1095           | 1095            |                 |
| Very positive                 | 446<br>20%                  | 219<br>33%<br>CD  | 209<br>16%        | 16<br>10%        | 210<br>21%<br>G   | 103<br>26%<br>G     | 133<br>17%                        | 212<br>19%     | 234<br>21%      |                 |
| Fairly positive               | 1044<br>48%                 | 344<br>52%<br>D   | 651<br>49%<br>D   | 45<br>27%        | 465<br>47%        | 185<br>46%          | 395<br>49%                        | 538<br>49%     | 506<br>46%      |                 |
| Neither positive nor negative | 470<br>21%                  | 78<br>12%   | 327<br>25%<br>B   | 56<br>34%<br>BC  | 207<br>21%        | 79<br>20%           | 184<br>23%                        | 241<br>22%     | 229<br>21%      |                 |
| Fairly negative               | 108<br>5%                   | 13<br>2%  | 63<br>5%          | 32<br>19%        | 45<br>5%          | 29<br>7%            | 34<br>4%                          | 49<br>4%       | 59<br>5%        |                 |



**J-19-001009-24 - Week 24**
**PUBLIC**
**J-19-001009-24\_Perceptions of technology**
**Adults 16-75 in GB**

Q2. Impact of Digital Technology on the delivery of public services like National Health Service

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|               | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                   |                  | Profile           |                     |                                   | Waves          |                 |                 |
|---------------|-----------------------------|---|-------------------|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|               |                             | Total   | More<br>confident | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|               |                             |   |                   |                  |                   |                     |                                   |                |                 |                 |
|               |                             |   | B                 | BC               |                   | G                   |                                   |                |                 |                 |
| Very negative | 28<br>1%                    | 2<br>*  | 12<br>1%          | 12<br>8%<br>BC   | 18<br>2%<br>F     | -<br>-              | 10<br>1%<br>F                     | 10<br>1%       | 18<br>2%        |                 |
| Don't know    | 94<br>4%                    | 6<br>1%   | 57<br>4%<br>B     | 3<br>2%          | 44<br>4%<br>F     | 7<br>2%             | 43<br>5%<br>F                     | 45<br>4%       | 49<br>4%        |                 |

|                      |             |                  |                 |           |            |            |            |            |            |
|----------------------|-------------|------------------|-----------------|-----------|------------|------------|------------|------------|------------|
| NET: Positive impact | 1490<br>68% | 563<br>85%<br>CD | 860<br>65%<br>D | 61<br>37% | 675<br>68% | 287<br>71% | 528<br>66% | 750<br>69% | 740<br>68% |
| NET: Negative impact | 136<br>6%   | 16<br>2%         | 74<br>6%        | 44<br>27% | 63<br>6%   | 29<br>7%   | 44<br>6%   | 59<br>5%   | 77<br>7%   |

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q2. Impact of Digital Technology on the delivery of public services like National Health Service

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|  | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                  |                   | Profile             |                                   |                | Waves           |                 |
|--|-----------------------------|---|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|  |                             | More<br>confident   | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|  |                             | (A)   | (B)              | (C)               | (D)                 | (E)                               | (F)            | (G)             | (H)             |
|  |                             |   | B                | BC                |                     |                                   |                |                 |                 |

accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

*Overlap formulae used*

*ColumnProportions (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

*ColumnMeans (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Q2. Impact of Digital Technology on the delivery of public services like National Health Service  
 All Adults aged 16-75 in GB (Total Wave 2)

|                               | Total Wave 2 (A) | Gender          |            | Age              |                  |           |                 |                 | Region grouped |               |            |            |                |                  | Urban/Rural     |           | Education               |                           |                        |                              | Employment status |                 | Marital status                |                |                                |
|-------------------------------|------------------|-----------------|------------|------------------|------------------|-----------|-----------------|-----------------|----------------|---------------|------------|------------|----------------|------------------|-----------------|-----------|-------------------------|---------------------------|------------------------|------------------------------|-------------------|-----------------|-------------------------------|----------------|--------------------------------|
|                               |                  | Male (B)        | Female (C) | 16-24 (D)        | 25-34 (E)        | 35-44 (F) | 45-54 (G)       | 55-75 (H)       | North (I)      | Midlands (J)  | South (K)  | London (L) | Wales (M)      | Scotland (N)     | Urban (O)       | Rural (P) | GCSE/O Level/NV Q12 (Q) | A Level or equivalent (R) | Degree/Masters/PhD (S) | No formal qualifications (T) | Working (U)       | Not working (V) | Married/Living as Married (W) | Single (X)     | Widowed/Divorced/Separated (Y) |
| Unweighted base               | 1095             | 545             | 536        | 170              | 202              | 189       | 209             | 325             | 260            | 280           | 248        | 157        | 54             | 96               | 927             | 168       | 311                     | 294                       | 426                    | 64                           | 719               | 376             | 601                           | 380            | 114                            |
| Weighted base                 | 1095             | 536             | 545        | 162              | 202              | 188       | 201             | 341             | 261            | 286           | 248        | 153        | 54             | 93               | 911             | 184       | 318                     | 291                       | 414                    | 72                           | 695               | 400             | 602                           | 369            | 124                            |
| Very positive                 | 234<br>21%       | 131<br>25%<br>C | 98<br>18%  | 45<br>28%<br>FGH | 65<br>32%<br>FGH | 31<br>16% | 38<br>19%       | 55<br>16%       | 46<br>18%      | 70<br>25%     | 57<br>23%  | 29<br>19%  | 15<br>27%<br>* | 16<br>18%<br>*   | 207<br>23%<br>P | 27<br>15% | 57<br>18%               | 75<br>26%<br>Q            | 91<br>22%              | 11<br>15%<br>*               | 167<br>24%<br>V   | 67<br>17%       | 127<br>21%                    | 90<br>24%<br>Y | 17<br>14%<br>*                 |
| Fairly positive               | 506<br>46%       | 234<br>44%      | 268<br>49% | 76<br>47%        | 81<br>40%        | 86<br>46% | 90<br>45%       | 172<br>50%<br>E | 124<br>48%     | 120<br>42%    | 117<br>47% | 74<br>48%  | 27<br>49%      | 44<br>47%<br>*   | 408<br>45%      | 98<br>53% | 135<br>42%              | 131<br>45%                | 206<br>50%             | 34<br>47%<br>*               | 306<br>44%        | 200<br>50%      | 281<br>47%                    | 163<br>44%     | 62<br>50%<br>*                 |
| Neither positive nor negative | 229<br>21%       | 105<br>20%      | 122<br>22% | 24<br>15%        | 32<br>16%        | 44<br>23% | 52<br>26%<br>DE | 77<br>23%       | 65<br>25%      | 59<br>21%     | 43<br>17%  | 32<br>21%  | 9<br>16%<br>*  | 21<br>22%<br>*   | 189<br>21%      | 39<br>21% | 80<br>25%<br>S          | 62<br>21%                 | 69<br>17%              | 17<br>24%<br>*               | 147<br>21%        | 82<br>20%       | 134<br>22%                    | 65<br>18%      | 30<br>24%<br>*                 |
| Fairly negative               | 59<br>5%         | 38<br>7%<br>C   | 21<br>4%   | 8<br>5%          | 14<br>7%         | 11<br>6%  | 9<br>4%         | 17<br>5%        | 16<br>6%       | 10<br>4%      | 19<br>8%   | 11<br>7%   | 1<br>1%<br>*   | 2<br>2%<br>*     | 51<br>6%        | 9<br>5%   | 20<br>6%                | 15<br>5%                  | 23<br>6%               | 2<br>3%<br>*                 | 37<br>5%          | 22<br>6%        | 30<br>5%                      | 22<br>6%       | 8<br>6%<br>*                   |
| Very negative                 | 18<br>2%         | 6<br>1%         | 11<br>2%   | 2<br>1%          | 2<br>1%          | 5<br>2%   | 3<br>1%         | 6<br>2%         | 4<br>1%        | 10<br>3%<br>K | 2<br>1%    | 2<br>1%    | -<br>*         | 1<br>1%<br>*     | 16<br>2%        | 2<br>1%   | 8<br>3%<br>R            | 1<br>*                    | 6<br>1%                | 3<br>4%<br>R*                | 11<br>2%          | 6<br>2%         | 7<br>1%                       | 9<br>2%        | 1<br>1%<br>*                   |
| Don't know                    | 49<br>4%         | 22<br>4%        | 26<br>5%   | 7<br>4%          | 7<br>3%          | 12<br>6%  | 9<br>5%         | 14<br>4%        | 7<br>3%        | 17<br>6%      | 10<br>4%   | 4<br>3%    | 3<br>6%<br>*   | 9<br>10%<br>IKL* | 40<br>4%        | 10<br>5%  | 19<br>6%                | 7<br>2%                   | 18<br>4%               | 5<br>7%<br>*                 | 27<br>4%          | 22<br>6%        | 24<br>4%                      | 20<br>5%       | 5<br>4%<br>*                   |

|                      |            |            |            |                  |                 |            |            |            |            |            |            |            |                |                |            |            |            |                 |                 |                |            |            |            |            |                |
|----------------------|------------|------------|------------|------------------|-----------------|------------|------------|------------|------------|------------|------------|------------|----------------|----------------|------------|------------|------------|-----------------|-----------------|----------------|------------|------------|------------|------------|----------------|
| NET: Positive impact | 740<br>68% | 365<br>68% | 366<br>67% | 121<br>75%<br>FG | 147<br>73%<br>F | 117<br>62% | 128<br>64% | 227<br>66% | 170<br>65% | 190<br>66% | 175<br>70% | 103<br>68% | 41<br>77%<br>* | 61<br>65%<br>* | 615<br>68% | 125<br>68% | 192<br>60% | 206<br>71%<br>Q | 297<br>72%<br>Q | 45<br>62%<br>* | 473<br>68% | 267<br>67% | 407<br>68% | 253<br>69% | 79<br>64%<br>* |
| NET: Negative impact | 77<br>7%   | 44<br>8%   | 32<br>6%   | 10<br>6%         | 17<br>8%        | 15<br>8%   | 12<br>6%   | 23<br>7%   | 19<br>7%   | 20<br>7%   | 21<br>8%   | 13<br>9%   | 1<br>1%<br>*   | 3<br>4%<br>*   | 67<br>7%   | 10<br>6%   | 28<br>9%   | 16<br>5%        | 29<br>7%        | 5<br>7%<br>*   | 49<br>7%   | 29<br>7%   | 37<br>6%   | 31<br>8%   | 9<br>7%<br>*   |

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Overlap formulae used

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ColumnMeans (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q,R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

**J-19-001009-24 - Week 24**
**PUBLIC**
**J-19-001009-24\_Perceptions of technology**
**Adults 16-75 in GB**

Q2. Impact of Digital Technology on the delivery of public services like National Health Service

All Adults aged 16-75 in GB (Total Wave 2)

|                               | More or Less confident using digital technology in general after restrictions across the UK |                  |                 |                 | Profile          |                           |             | Waves        |              |
|-------------------------------|---|------------------|-----------------|-----------------|------------------|---------------------------|-------------|--------------|--------------|
|                               | Total Wave 2  | More confident   | No difference   | Less confident  | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|                               | (A)   | (B)              | (C)             | (D)             | (E)              | (F)                       | (G)         | (H)          | (I)          |
| Unweighted base               | 1095  | 328              | 665             | 83              | 505              | 214                       | 376         | 1095         | 1095         |
| Weighted base                 | 1095  | 335              | 657             | 84              | 491              | 204                       | 400         | 1095         | 1095         |
| Very positive                 | 234<br>21%  | 111<br>33%<br>CD | 112<br>17%      | 10<br>12%<br>*  | 107<br>22%       | 60<br>29%<br>EG           | 67<br>17%   | 212<br>19%   | 234<br>21%   |
| Fairly positive               | 506<br>46%  | 169<br>50%<br>D  | 312<br>47%<br>D | 22<br>26%<br>*  | 217<br>44%       | 89<br>44%                 | 200<br>50%  | 538<br>49%   | 506<br>46%   |
| Neither positive nor negative | 229<br>21%  | 46<br>14%        | 154<br>23%<br>B | 27<br>32%<br>B* | 109<br>22%       | 38<br>19%                 | 82<br>20%   | 241<br>22%   | 229<br>21%   |
| Fairly negative               | 59<br>5%  | 2<br>1%          | 41<br>6%        | 16<br>19%       | 24<br>5%         | 13<br>6%                  | 22<br>6%    | 49<br>4%     | 59<br>5%     |

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q2. Impact of Digital Technology on the delivery of public services like National Health Service

All Adults aged 16-75 in GB (Total Wave 2)

|               | More or Less confident using digital technology in general after restrictions across the UK |                |               |                | Profile          |                           |               | Waves        |              |
|---------------|---|----------------|---------------|----------------|------------------|---------------------------|---------------|--------------|--------------|
|               | Total Wave 2  | More confident | No difference | Less confident | General employee | Management/decision maker | Not working   | Total Wave 1 | Total Wave 2 |
|               | (A)   | (B)            | (C)           | (D)            | (E)              | (F)                       | (G)           | (H)          | (I)          |
|               |   |                | B             | BC*            |                  |                           |               |              |              |
| Very negative | 18<br>2%  | 2<br>1%        | 7<br>1%       | 8<br>9%<br>BC* | 11<br>2%<br>F    | -<br>-                    | 6<br>2%       | 10<br>1%     | 18<br>2%     |
| Don't know    | 49<br>4%  | 5<br>1%        | 33<br>5%<br>B | 2<br>2%<br>*   | 23<br>5%         | 4<br>2%                   | 22<br>6%<br>F | 45<br>4%     | 49<br>4%     |

|                      |            |                  |                 |                |            |            |            |            |            |
|----------------------|------------|------------------|-----------------|----------------|------------|------------|------------|------------|------------|
| NET: Positive impact | 740<br>68% | 280<br>84%<br>CD | 423<br>64%<br>D | 32<br>38%<br>* | 324<br>66% | 149<br>73% | 267<br>67% | 750<br>69% | 740<br>68% |
| NET: Negative impact | 77<br>7%   | 4<br>1%          | 47<br>7%        | 24<br>28%      | 36<br>7%   | 13<br>6%   | 29<br>7%   | 59<br>5%   | 77<br>7%   |

**J-19-001009-24 - Week 24****PUBLIC****J-19-001009-24\_Perceptions of technology****Adults 16-75 in GB**

Q2. Impact of Digital Technology on the delivery of public services like National Health Service

All Adults aged 16-75 in GB (Total Wave 2)

|  | More or Less confident using digital technology in general after restrictions across the UK |                |               |                | Profile          |                           |             | Waves        |              |
|--|---|----------------|---------------|----------------|------------------|---------------------------|-------------|--------------|--------------|
|  | Total Wave 2  | More confident | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|  | (A)   | (B)            | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)          |
|  |   |                | B             | BC*            |                  |                           |             |              |              |

accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

*Overlap formulae used*

*ColumnProportions (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

*ColumnMeans (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

J-19-001009-24 - Week 24

PUBLIC

J-19-001009-24\_Perceptions of technology  
Adults 16-75 in GB

Q3. More or Less confident using digital technology in general after restrictions across the UK

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                             | Total Wave 1 + Wave 2 | Gender        |            | Age                |                  |                  |                  |                  | Region grouped  |                 |                 |                 |                |                 | Urban/Rural |                 | Education           |                       |                    |                          | Employment status |                 | Marital status            |            |                            |
|-----------------------------|-----------------------|---------------|------------|--------------------|------------------|------------------|------------------|------------------|-----------------|-----------------|-----------------|-----------------|----------------|-----------------|-------------|-----------------|---------------------|-----------------------|--------------------|--------------------------|-------------------|-----------------|---------------------------|------------|----------------------------|
|                             | Total                 | Male          | Female     | 16-24              | 25-34            | 35-44            | 45-54            | 55-75            | North           | Midlands        | South           | London          | Wales          | Scotland        | Urban       | Rural           | GCSE/O Level/NV Q12 | A Level or equivalent | Degree/Masters/PhD | No formal qualifications | Working           | Not working     | Married/Living as Married | Single     | Widowed/Divorced/Separated |
|                             | (A)                   | (B)           | (C)        | (D)                | (E)              | (F)              | (G)              | (H)              | (I)             | (J)             | (K)             | (L)             | (M)            | (N)             | (O)         | (P)             | (Q)                 | (R)                   | (S)                | (T)                      | (U)               | (V)             | (W)                       | (X)        | (Y)                        |
| Unweighted base             | 2190                  | 1085          | 1082       | 340                | 404              | 377              | 419              | 650              | 523             | 561             | 497             | 309             | 108            | 192             | 1846        | 344             | 572                 | 575                   | 917                | 126                      | 1489              | 701             | 1202                      | 751        | 237                        |
| Weighted base               | 2190                  | 1074          | 1093       | 323                | 401              | 376              | 404              | 685              | 523             | 569             | 497             | 307             | 106            | 188             | 1823        | 367             | 604                 | 577                   | 867                | 142                      | 1391              | 799             | 1190                      | 725        | 276                        |
| A lot more confident now    | 185<br>8%             | 92<br>9%      | 91<br>8%   | 44<br>14%<br>FGH   | 59<br>15%<br>FGH | 25<br>7%         | 26<br>6%         | 31<br>5%         | 44<br>8%        | 47<br>8%        | 44<br>9%        | 25<br>8%        | 11<br>11%<br>* | 15<br>8%        | 163<br>9%   | 22<br>6%        | 49<br>8%            | 45<br>8%              | 84<br>10%          | 7<br>5%                  | 131<br>9%         | 54<br>7%        | 109<br>9%                 | 63<br>9%   | 13<br>5%                   |
| A little more confident now | 478<br>22%            | 216<br>20%    | 261<br>24% | 112<br>35%<br>EFGH | 90<br>22%        | 74<br>20%        | 74<br>18%        | 128<br>19%       | 104<br>20%      | 133<br>23%<br>N | 110<br>22%      | 78<br>25%<br>N  | 24<br>22%<br>* | 30<br>16%       | 403<br>22%  | 75<br>20%       | 104<br>17%          | 127<br>22%            | 214<br>25%<br>Q    | 34<br>24%                | 321<br>23%        | 158<br>20%      | 257<br>22%                | 170<br>23% | 52<br>19%                  |
| No difference               | 1319<br>60%           | 650<br>61%    | 655<br>60% | 120<br>37%         | 217<br>54%<br>D  | 245<br>65%<br>DE | 265<br>66%<br>DE | 471<br>69%<br>DE | 329<br>63%<br>L | 333<br>59%<br>L | 307<br>62%<br>L | 163<br>53%      | 62<br>58%<br>* | 124<br>66%<br>L | 1078<br>59% | 240<br>65%<br>O | 387<br>64%<br>S     | 356<br>62%            | 498<br>57%         | 77<br>55%                | 812<br>58%        | 506<br>63%<br>U | 717<br>60%                | 415<br>57% | 187<br>68%<br>X            |
| A little less confident now | 124<br>6%             | 75<br>7%<br>C | 48<br>4%   | 30<br>9%<br>EFH    | 19<br>5%         | 19<br>5%         | 26<br>6%         | 31<br>5%         | 28<br>5%        | 34<br>6%        | 27<br>5%        | 20<br>6%        | 5<br>5%<br>*   | 11<br>6%        | 104<br>6%   | 20<br>6%        | 33<br>5%            | 35<br>6%              | 44<br>5%           | 13<br>9%                 | 76<br>5%          | 48<br>6%        | 66<br>6%                  | 44<br>6%   | 15<br>5%                   |
| A lot less confident now    | 40<br>2%              | 19<br>2%      | 20<br>2%   | 7<br>2%            | 8<br>2%          | 8<br>2%          | 5<br>1%          | 12<br>2%         | 10<br>2%        | 12<br>2%        | 4<br>1%         | 9<br>3%<br>K    | 1<br>1%<br>*   | 3<br>2%         | 36<br>2%    | 5<br>1%         | 16<br>3%            | 8<br>1%               | 13<br>2%           | 4<br>3%                  | 32<br>2%<br>V     | 8<br>1%         | 23<br>2%                  | 13<br>2%   | 4<br>1%                    |
| Don't know                  | 43<br>2%              | 21<br>2%      | 19<br>2%   | 10<br>3%           | 10<br>2%         | 5<br>1%          | 8<br>2%          | 11<br>2%         | 8<br>2%         | 10<br>2%        | 5<br>1%         | 13<br>4%<br>IJK | 3<br>3%<br>*   | 4<br>2%         | 39<br>2%    | 4<br>1%         | 15<br>2%            | 6<br>1%               | 14<br>2%           | 7<br>5%<br>RS            | 18<br>1%          | 25<br>3%<br>U   | 17<br>1%                  | 20<br>3%   | 6<br>2%                    |

|                     |            |               |            |                    |                   |           |            |            |            |            |            |                 |                |           |            |           |            |            |                 |           |                 |            |            |                 |           |
|---------------------|------------|---------------|------------|--------------------|-------------------|-----------|------------|------------|------------|------------|------------|-----------------|----------------|-----------|------------|-----------|------------|------------|-----------------|-----------|-----------------|------------|------------|-----------------|-----------|
| NET: More confident | 664<br>30% | 308<br>29%    | 351<br>32% | 156<br>48%<br>EFGH | 148<br>37%<br>FGH | 99<br>26% | 100<br>25% | 160<br>23% | 148<br>28% | 180<br>32% | 154<br>31% | 102<br>33%<br>N | 35<br>33%<br>* | 45<br>24% | 566<br>31% | 97<br>27% | 153<br>25% | 172<br>30% | 298<br>34%<br>Q | 41<br>29% | 452<br>32%<br>V | 212<br>27% | 366<br>31% | 232<br>32%<br>Y | 65<br>24% |
| NET: Less confident | 164<br>8%  | 94<br>9%<br>C | 68<br>6%   | 37<br>11%<br>EH    | 26<br>7%          | 27<br>7%  | 31<br>8%   | 43<br>6%   | 38<br>7%   | 46<br>8%   | 31<br>6%   | 29<br>9%        | 6<br>6%<br>*   | 14<br>8%  | 140<br>8%  | 25<br>7%  | 49<br>8%   | 43<br>7%   | 57<br>7%        | 16<br>11% | 108<br>8%       | 56<br>7%   | 89<br>8%   | 57<br>8%        | 18<br>7%  |

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

Overlap formulae used

ColumnProportions (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

ColumnMeans (5%): A,B/C,D/E/F/G/H,I/J/K,L/M/N,O/P,Q,R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q3. More or Less confident using digital technology in general after restrictions across the UK

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                             | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                    |                  | Profile           |                     |                                   | Waves          |                 |                 |
|-----------------------------|-----------------------------|---|--------------------|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|                             |                             | Total   | More<br>confident  | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|                             |                             |   |                    |                  |                   |                     |                                   |                |                 |                 |
| Unweighted base             | 2190                        | 657   | 1332               | 157              | 1064              | 425                 | 701                               | 1095           | 1095            |                 |
| Weighted base               | 2190                        | 664   | 1319               | 164              | 989               | 402                 | 799                               | 1095           | 1095            |                 |
| A lot more confident now    | 185<br>8%                   | 185<br>28%<br>CD  | -<br>-             | -<br>-           | 76<br>8%          | 55<br>14%<br>EG     | 54<br>7%                          | 85<br>8%       | 100<br>9%       |                 |
| A little more confident now | 478<br>22%                  | 478<br>72%<br>CD  | -<br>-             | -<br>-           | 213<br>22%        | 108<br>27%<br>EG    | 158<br>20%                        | 243<br>22%     | 236<br>22%      |                 |
| No difference               | 1319<br>60%                 | -<br>-  | 1319<br>100%<br>BD | -<br>-           | 616<br>62%<br>F   | 197<br>49%          | 506<br>63%<br>F                   | 662<br>60%     | 657<br>60%      |                 |
| A little less confident now | 124<br>6%                   | -<br>-  | -<br>-             | 124<br>76%       | 44<br>4%          | 32<br>8%            | 48<br>6%                          | 67<br>6%       | 58<br>5%        |                 |



**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q3. More or Less confident using digital technology in general after restrictions across the UK

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                          | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                   |                  | Profile           |                     |                                   | Waves          |                 |                 |
|--------------------------|-----------------------------|---|-------------------|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|                          |                             | Total   | More<br>confident | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|                          |                             |   |                   |                  |                   |                     |                                   |                |                 |                 |
|                          |                             |   |                   |                  | BC                | E                   |                                   |                |                 |                 |
| A lot less confident now | 40<br>2%                    | -<br>-  | -<br>-            | 40<br>24%<br>BC  | 26<br>3%<br>G     | 7<br>2%             | 8<br>1%                           | 14<br>1%       | 26<br>2%        |                 |
| Don't know               | 43<br>2%                    | -<br>-  | -<br>-            | -<br>-           | 14<br>1%          | 5<br>1%             | 25<br>3%<br>E                     | 25<br>2%       | 19<br>2%        |                 |

|                     |            |                   |        |             |            |                  |            |            |            |
|---------------------|------------|-------------------|--------|-------------|------------|------------------|------------|------------|------------|
| NET: More confident | 664<br>30% | 664<br>100%<br>CD | -<br>- | -<br>-      | 289<br>29% | 163<br>40%<br>EG | 212<br>27% | 328<br>30% | 335<br>31% |
| NET: Less confident | 164<br>8%  | -<br>-            | -<br>- | 164<br>100% | 70<br>7%   | 38<br>10%        | 56<br>7%   | 80<br>7%   | 84<br>8%   |

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Q3. More or Less confident using digital technology in general after restrictions across the UK

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|  | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                  |                   | Profile             |                                   |                | Waves           |                 |
|--|-----------------------------|---|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|  |                             | More<br>confident   | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|  |                             | (A)   | (B)              | (C)               | (D)                 | (E)                               | (F)            | (G)             | (H)             |
|  |                             |   |                  | BC                |                     |                                   |                |                 |                 |

accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

*Overlap formulae used*

*ColumnProportions (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

*ColumnMeans (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Q3. More or Less confident using digital technology in general after restrictions across the UK  
 All Adults aged 16-75 in GB (Total Wave 2)

|                             | Total Wave 2 (A) | Gender     |            | Age               |                  |                  |                  |                  | Region grouped |              |                |                |                 |                 | Urban/Rural |                 | Education               |                           |                        |                              | Employment status |                 | Marital status                |                 |                                |
|-----------------------------|------------------|------------|------------|-------------------|------------------|------------------|------------------|------------------|----------------|--------------|----------------|----------------|-----------------|-----------------|-------------|-----------------|-------------------------|---------------------------|------------------------|------------------------------|-------------------|-----------------|-------------------------------|-----------------|--------------------------------|
|                             |                  | Male (B)   | Female (C) | 16-24 (D)         | 25-34 (E)        | 35-44 (F)        | 45-54 (G)        | 55-75 (H)        | North (I)      | Midlands (J) | South (K)      | London (L)     | Wales (M)       | Scotland (N)    | Urban (O)   | Rural (P)       | GCSE/O Level/NV Q12 (Q) | A Level or equivalent (R) | Degree/Masters/PhD (S) | No formal qualifications (T) | Working (U)       | Not working (V) | Married/Living as Married (W) | Single (X)      | Widowed/Divorced/Separated (Y) |
| Unweighted base             | 1095             | 545        | 536        | 170               | 202              | 189              | 209              | 325              | 260            | 280          | 248            | 157            | 54              | 96              | 927         | 168             | 311                     | 294                       | 426                    | 64                           | 719               | 376             | 601                           | 380             | 114                            |
| Weighted base               | 1095             | 536        | 545        | 162               | 202              | 188              | 201              | 341              | 261            | 286          | 248            | 153            | 54              | 93              | 911         | 184             | 318                     | 291                       | 414                    | 72                           | 695               | 400             | 602                           | 369             | 124                            |
| A lot more confident now    | 100<br>9%        | 51<br>10%  | 48<br>9%   | 23<br>14%<br>GH   | 35<br>17%<br>FGH | 14<br>8%         | 9<br>4%          | 18<br>5%         | 20<br>8%       | 28<br>10%    | 26<br>11%      | 13<br>8%       | 7<br>13%<br>*   | 6<br>6%<br>*    | 88<br>10%   | 12<br>7%        | 23<br>7%                | 27<br>9%<br>T             | 50<br>12%<br>QT        | 1<br>1%<br>*                 | 74<br>11%<br>V    | 26<br>6%        | 57<br>9%                      | 36<br>10%       | 7<br>5%<br>*                   |
| A little more confident now | 236<br>22%       | 113<br>21% | 122<br>22% | 56<br>35%<br>EFGH | 48<br>24%<br>G   | 33<br>18%        | 28<br>14%        | 70<br>20%        | 52<br>20%      | 59<br>21%    | 59<br>24%      | 37<br>25%      | 13<br>25%<br>*  | 14<br>15%<br>*  | 202<br>22%  | 34<br>18%       | 54<br>17%               | 65<br>22%                 | 99<br>24%<br>Q         | 17<br>24%<br>*               | 153<br>22%        | 83<br>21%       | 117<br>19%                    | 94<br>25%<br>W  | 25<br>21%<br>*                 |
| No difference               | 657<br>60%       | 317<br>59% | 331<br>61% | 56<br>34%         | 98<br>49%<br>D   | 124<br>66%<br>DE | 144<br>72%<br>DE | 235<br>69%<br>DE | 157<br>60%     | 177<br>62%   | 148<br>60%     | 82<br>54%      | 30<br>55%<br>*  | 63<br>67%<br>L* | 531<br>58%  | 126<br>68%<br>O | 207<br>65%<br>S         | 175<br>60%                | 236<br>57%             | 39<br>54%<br>*               | 403<br>58%        | 254<br>64%      | 381<br>63%<br>X               | 194<br>53%      | 81<br>66%<br>X*                |
| A little less confident now | 58<br>5%         | 34<br>6%   | 23<br>4%   | 17<br>10%<br>EFH  | 8<br>4%          | 8<br>4%          | 15<br>8%<br>H    | 10<br>3%         | 18<br>7%       | 12<br>4%     | 10<br>4%       | 9<br>6%        | 2<br>3%<br>*    | 6<br>7%<br>*    | 48<br>5%    | 10<br>5%        | 15<br>5%                | 18<br>6%                  | 18<br>4%               | 7<br>10%<br>*                | 35<br>5%          | 23<br>6%        | 26<br>4%                      | 25<br>7%        | 6<br>5%<br>*                   |
| A lot less confident now    | 26<br>2%         | 12<br>2%   | 14<br>2%   | 5<br>3%           | 6<br>3%          | 7<br>4%          | 3<br>1%          | 6<br>2%          | 8<br>3%        | 5<br>2%      | 2<br>1%        | 8<br>5%<br>K   | 1<br>2%<br>*    | 2<br>3%<br>*    | 25<br>3%    | 1<br>*          | 9<br>3%                 | 5<br>2%                   | 9<br>2%<br>V           | 4<br>5%<br>*                 | 22<br>3%<br>V     | 4<br>1%         | 14<br>2%                      | 9<br>2%         | 3<br>3%<br>*                   |
| Don't know                  | 19<br>2%         | 9<br>2%    | 9<br>2%    | 6<br>4%<br>H      | 7<br>4%<br>H     | 2<br>1%          | 2<br>1%          | 1<br>*           | 6<br>2%        | 4<br>1%      | 3<br>1%        | 3<br>2%        | 1<br>2%<br>*    | 2<br>2%<br>*    | 17<br>2%    | 2<br>1%         | 10<br>3%<br>RS          | 2<br>1%                   | 3<br>1%                | 4<br>5%<br>RS*               | 9<br>1%           | 10<br>3%        | 7<br>1%                       | 11<br>3%        | 1<br>1%<br>*                   |
| NET: More confident         | 335<br>31%       | 164<br>31% | 169<br>31% | 79<br>49%<br>FGH  | 83<br>41%<br>FGH | 48<br>25%        | 37<br>19%        | 88<br>26%        | 73<br>28%      | 87<br>30%    | 85<br>34%<br>N | 50<br>33%      | 20<br>38%<br>N* | 20<br>21%<br>*  | 290<br>32%  | 46<br>25%       | 77<br>24%               | 92<br>31%                 | 149<br>36%<br>Q        | 18<br>25%<br>*               | 227<br>33%        | 108<br>27%      | 173<br>29%                    | 130<br>35%<br>W | 32<br>26%<br>*                 |
| NET: Less confident         | 84<br>8%         | 46<br>9%   | 36<br>7%   | 21<br>13%<br>EH   | 14<br>7%         | 14<br>8%         | 18<br>9%         | 17<br>5%         | 26<br>10%<br>K | 17<br>6%     | 12<br>5%       | 17<br>11%<br>K | 3<br>5%<br>*    | 9<br>9%<br>*    | 74<br>8%    | 11<br>6%        | 24<br>8%                | 22<br>8%                  | 26<br>6%               | 11<br>15%<br>S*              | 57<br>8%          | 27<br>7%        | 41<br>7%                      | 34<br>9%        | 10<br>8%<br>*                  |

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Overlap formulae used

ColumnProportions (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

ColumnMeans (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

**J-19-001009-24 - Week 24**
**PUBLIC**
**J-19-001009-24\_Perceptions of technology**
**Adults 16-75 in GB**

Q3. More or Less confident using digital technology in general after restrictions across the UK

All Adults aged 16-75 in GB (Total Wave 2)

|                             | More or Less confident using digital technology in general after restrictions across the UK |                  |                   |                | Profile          |                           |                 | Waves        |              |
|-----------------------------|---|------------------|-------------------|----------------|------------------|---------------------------|-----------------|--------------|--------------|
|                             | Total Wave 2  | More confident   | No difference     | Less confident | General employee | Management/decision maker | Not working     | Total Wave 1 | Total Wave 2 |
|                             | (A)   | (B)              | (C)               | (D)            | (E)              | (F)                       | (G)             | (H)          | (I)          |
| Unweighted base             | 1095  | 328              | 665               | 83             | 505              | 214                       | 376             | 1095         | 1095         |
| Weighted base               | 1095  | 335              | 657               | 84             | 491              | 204                       | 400             | 1095         | 1095         |
| A lot more confident now    | 100<br>9%   | 100<br>30%<br>CD | -<br>-            | -<br>-<br>*    | 37<br>7%         | 37<br>18%<br>EG           | 26<br>6%        | 85<br>8%     | 100<br>9%    |
| A little more confident now | 236<br>22%  | 236<br>70%<br>CD | -<br>-            | -<br>-<br>*    | 103<br>21%       | 50<br>24%                 | 83<br>21%       | 243<br>22%   | 236<br>22%   |
| No difference               | 657<br>60%  | -<br>-           | 657<br>100%<br>BD | -<br>-<br>*    | 304<br>62%<br>F  | 99<br>48%                 | 254<br>64%<br>F | 662<br>60%   | 657<br>60%   |
| A little less confident now | 58<br>5%  | -<br>-           | -<br>-            | 58<br>69%      | 24<br>5%         | 11<br>5%                  | 23<br>6%        | 67<br>6%     | 58<br>5%     |

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q3. More or Less confident using digital technology in general after restrictions across the UK

All Adults aged 16-75 in GB (Total Wave 2)

|                          | More or Less confident using digital technology in general after restrictions across the UK |                |               |                  | Profile          |                           |             | Waves        |              |
|--------------------------|---|----------------|---------------|------------------|------------------|---------------------------|-------------|--------------|--------------|
|                          | Total Wave 2  | More confident | No difference | Less confident   | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|                          | (A)   | (B)            | (C)           | (D)              | (E)              | (F)                       | (G)         | (H)          | (I)          |
|                          |   |                |               | BC*              |                  |                           |             |              |              |
| A lot less confident now | 26<br>2%  | -<br>-         | -<br>-        | 26<br>31%<br>BC* | 17<br>4%<br>G    | 5<br>2%                   | 4<br>1%     | 14<br>1%     | 26<br>2%     |
| Don't know               | 19<br>2%  | -<br>-         | -<br>-        | -<br>-<br>*      | 6<br>1%          | 3<br>1%                   | 10<br>3%    | 25<br>2%     | 19<br>2%     |

|                     |            |                   |        |             |            |                 |            |            |            |
|---------------------|------------|-------------------|--------|-------------|------------|-----------------|------------|------------|------------|
| NET: More confident | 335<br>31% | 335<br>100%<br>CD | -<br>- | -<br>-<br>* | 140<br>29% | 87<br>43%<br>EG | 108<br>27% | 328<br>30% | 335<br>31% |
| NET: Less confident | 84<br>8%   | -<br>-            | -<br>- | 84<br>100%  | 41<br>8%   | 15<br>8%        | 27<br>7%   | 80<br>7%   | 84<br>8%   |

**J-19-001009-24 - Week 24****PUBLIC****J-19-001009-24\_Perceptions of technology****Adults 16-75 in GB**

Q3. More or Less confident using digital technology in general after restrictions across the UK

All Adults aged 16-75 in GB (Total Wave 2)

|  | More or Less confident using digital technology in general after restrictions across the UK |                |               |                | Profile          |                           |             | Waves        |              |
|--|---|----------------|---------------|----------------|------------------|---------------------------|-------------|--------------|--------------|
|  | Total Wave 2  | More confident | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|  | (A)   | (B)            | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)          |
|  |   |                |               | BC*            |                  |                           |             |              |              |

accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

*Overlap formulae used*

*ColumnProportions (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

*ColumnMeans (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

J-19-001009-24 - Week 24

PUBLIC

J-19-001009-24\_Perceptions of technology

Adults 16-75 in GB

Q4. Businesses' dependency on digital technology as a result of the coronavirus pandemic

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                 | Total Wave 1 + Wave 2 | Gender          |                 | Age              |              |               |                 |                 | Region grouped |               |            |               |                 |                | Urban/Rural     |                 | Education           |                       |                    |                          | Employment status |             | Marital status            |            |                            |
|-----------------|-----------------------|-----------------|-----------------|------------------|--------------|---------------|-----------------|-----------------|----------------|---------------|------------|---------------|-----------------|----------------|-----------------|-----------------|---------------------|-----------------------|--------------------|--------------------------|-------------------|-------------|---------------------------|------------|----------------------------|
|                 | Total                 | Male            | Female          | 16-24            | 25-34        | 35-44         | 45-54           | 55-75           | North          | Midlands      | South      | London        | Wales           | Scotland       | Urban           | Rural           | GCSE/O Level/NV Q12 | A Level or equivalent | Degree/Masters/PhD | No formal qualifications | Working           | Not working | Married/Living as Married | Single     | Widowed/Divorced/Separated |
|                 | (A)                   | (B)             | (C)             | (D)              | (E)          | (F)           | (G)             | (H)             | (I)            | (J)           | (K)        | (L)           | (M)             | (N)            | (O)             | (P)             | (Q)                 | (R)                   | (S)                | (T)                      | (U)               | (V)         | (W)                       | (X)        | (Y)                        |
| Unweighted base | 2190                  | 1085            | 1082            | 340              | 404          | 377           | 419             | 650             | 523            | 561           | 497        | 309           | 108             | 192            | 1846            | 344             | 572                 | 575                   | 917                | 126                      | 1489              | 701         | 1202                      | 751        | 237                        |
| Weighted base   | 2190                  | 1074            | 1093            | 323              | 401          | 376           | 404             | 685             | 523            | 569           | 497        | 307           | 106             | 188            | 1823            | 367             | 604                 | 577                   | 867                | 142                      | 1391              | 799         | 1190                      | 725        | 276                        |
| A lot more      | 853<br>39%            | 354<br>33%      | 486<br>44%<br>B | 114<br>35%       | 161<br>40%   | 155<br>41%    | 153<br>38%      | 269<br>39%      | 195<br>37%     | 216<br>38%    | 201<br>40% | 114<br>37%    | 40<br>37%<br>*  | 87<br>46%<br>I | 690<br>38%      | 163<br>44%<br>O | 199<br>33%          | 239<br>41%<br>QT      | 381<br>44%<br>QT   | 33<br>23%                | 528<br>38%        | 324<br>41%  | 479<br>40%                | 280<br>39% | 94<br>34%                  |
| A little more   | 828<br>38%            | 438<br>41%<br>C | 386<br>35%      | 105<br>33%       | 144<br>36%   | 133<br>35%    | 167<br>41%<br>D | 278<br>41%<br>D | 205<br>39%     | 216<br>38%    | 198<br>40% | 114<br>37%    | 36<br>34%<br>*  | 59<br>32%      | 676<br>37%      | 153<br>42%      | 234<br>39%          | 222<br>38%            | 312<br>36%         | 61<br>43%                | 527<br>38%        | 301<br>38%  | 440<br>37%                | 265<br>37% | 123<br>45%<br>X            |
| No difference   | 349<br>16%            | 196<br>18%<br>C | 151<br>14%      | 61<br>19%        | 66<br>17%    | 58<br>16%     | 65<br>16%       | 98<br>14%       | 99<br>19%<br>K | 90<br>16%     | 61<br>12%  | 51<br>17%     | 23<br>21%<br>K* | 24<br>13%      | 315<br>17%<br>P | 34<br>9%        | 119<br>20%<br>RS    | 85<br>15%             | 117<br>13%         | 28<br>20%                | 230<br>17%        | 119<br>15%  | 197<br>17%                | 118<br>16% | 34<br>12%                  |
| A little less   | 50<br>2%              | 29<br>3%        | 21<br>2%        | 22<br>7%<br>EFGH | 9<br>2%      | 10<br>3%<br>H | 4<br>1%         | 5<br>1%         | 7<br>1%        | 15<br>3%      | 11<br>2%   | 7<br>2%       | 3<br>2%<br>*    | 7<br>4%        | 42<br>2%        | 8<br>2%         | 12<br>2%            | 9<br>2%               | 25<br>3%           | 4<br>3%                  | 34<br>2%          | 15<br>2%    | 22<br>2%                  | 22<br>3%   | 6<br>2%                    |
| A lot less      | 13<br>1%              | 9<br>1%         | 5<br>*          | 4<br>1%<br>H     | 5<br>1%<br>H | 2<br>1%       | 2<br>*          | 1<br>*          | 4<br>1%        | 1<br>*        | 5<br>1%    | 2<br>1%       | 1<br>1%<br>*    | 1<br>1%        | 13<br>1%        | -<br>-          | 5<br>1%             | 2<br>*                | 5<br>1%            | 1<br>*                   | 12<br>1%<br>V     | 1<br>*      | 7<br>1%                   | 4<br>1%    | 3<br>1%                    |
| Don't know      | 97<br>4%              | 49<br>5%        | 45<br>4%        | 16<br>5%         | 16<br>4%     | 17<br>4%      | 14<br>3%        | 34<br>5%        | 13<br>2%       | 30<br>5%<br>I | 21<br>4%   | 19<br>6%<br>I | 5<br>5%<br>*    | 10<br>5%       | 87<br>5%        | 9<br>3%         | 35<br>6%<br>S       | 19<br>3%              | 27<br>3%           | 15<br>11%<br>RS          | 58<br>4%          | 38<br>5%    | 45<br>4%                  | 35<br>5%   | 17<br>6%                   |

|           |             |            |                 |                  |                 |                 |                 |                 |            |            |            |            |                |            |             |                 |            |                  |                  |           |             |            |            |            |            |
|-----------|-------------|------------|-----------------|------------------|-----------------|-----------------|-----------------|-----------------|------------|------------|------------|------------|----------------|------------|-------------|-----------------|------------|------------------|------------------|-----------|-------------|------------|------------|------------|------------|
| NET: More | 1681<br>77% | 791<br>74% | 873<br>80%<br>B | 220<br>68%       | 305<br>76%<br>D | 289<br>77%<br>D | 320<br>79%<br>D | 548<br>80%<br>D | 400<br>76% | 432<br>76% | 399<br>80% | 228<br>74% | 76<br>71%<br>* | 147<br>78% | 1366<br>75% | 315<br>86%<br>O | 433<br>72% | 461<br>80%<br>QT | 694<br>80%<br>QT | 94<br>66% | 1055<br>76% | 626<br>78% | 919<br>77% | 545<br>75% | 217<br>79% |
| NET: Less | 63<br>3%    | 38<br>4%   | 25<br>2%        | 26<br>8%<br>EFGH | 14<br>3%<br>H   | 12<br>3%<br>H   | 6<br>1%         | 6<br>1%         | 11<br>2%   | 16<br>3%   | 16<br>3%   | 9<br>3%    | 3<br>3%<br>*   | 8<br>4%    | 55<br>3%    | 8<br>2%         | 17<br>3%   | 12<br>2%         | 30<br>3%         | 4<br>3%   | 47<br>3%    | 16<br>2%   | 29<br>2%   | 26<br>4%   | 8<br>3%    |

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Overlap formulae used

ColumnProportions (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

ColumnMeans (5%): A,B/C,D/E/F/G/H,I/J/K,L/M/N,O/P,Q,R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q4. Businesses' dependency on digital technology as a result of the coronavirus pandemic

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                 | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                   |                  | Profile           |                     |                                   | Waves          |                 |                 |
|-----------------|-----------------------------|---|-------------------|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|                 |                             | Total   | More<br>confident | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|                 |                             |   |                   |                  |                   |                     |                                   |                |                 |                 |
| Unweighted base | 2190                        | 657   | 1332              | 157              | 1064              | 425                 | 701                               | 1095           | 1095            |                 |
| Weighted base   | 2190                        | 664   | 1319              | 164              | 989               | 402                 | 799                               | 1095           | 1095            |                 |
| A lot more      | 853<br>39%                  | 337<br>51%<br>CD  | 468<br>35%        | 46<br>28%        | 390<br>39%        | 138<br>34%          | 324<br>41%                        | 434<br>40%     | 419<br>38%      |                 |
| A little more   | 828<br>38%                  | 246<br>37%<br>D   | 539<br>41%<br>D   | 40<br>24%        | 379<br>38%        | 148<br>37%          | 301<br>38%                        | 394<br>36%     | 435<br>40%      |                 |
| No difference   | 349<br>16%                  | 55<br>8%  | 246<br>19%<br>B   | 45<br>27%<br>BC  | 152<br>15%        | 78<br>19%           | 119<br>15%                        | 183<br>17%     | 166<br>15%      |                 |
| A little less   | 50<br>2%                    | 13<br>2%  | 13<br>1%          | 24<br>15%        | 18<br>2%          | 17<br>4%            | 15<br>2%                          | 29<br>3%       | 21<br>2%        |                 |



**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q4. Businesses' dependency on digital technology as a result of the coronavirus pandemic

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|            | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                   |                  | Profile           |                     |                                   | Waves          |                 |                 |
|------------|-----------------------------|---|-------------------|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|            |                             | Total   | More<br>confident | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|            |                             |   |                   |                  |                   |                     |                                   |                |                 |                 |
|            |                             |   |                   |                  | BC                | EG                  |                                   |                |                 |                 |
| A lot less | 13<br>1%                    | 4<br>1%   | 5<br>*            | 4<br>3%<br>BC    | 5<br>1%           | 7<br>2%<br>EG       | 1<br>*                            | 11<br>1%<br>I  | 2<br>*          |                 |
| Don't know | 97<br>4%                    | 8<br>1%   | 48<br>4%<br>B     | 5<br>3%          | 45<br>5%          | 13<br>3%            | 38<br>5%                          | 45<br>4%       | 52<br>5%        |                 |

|           |             |                  |                  |           |                 |            |                 |            |            |
|-----------|-------------|------------------|------------------|-----------|-----------------|------------|-----------------|------------|------------|
| NET: More | 1681<br>77% | 583<br>88%<br>CD | 1007<br>76%<br>D | 86<br>52% | 769<br>78%<br>F | 287<br>71% | 626<br>78%<br>F | 828<br>76% | 853<br>78% |
| NET: Less | 63<br>3%    | 17<br>3%         | 18<br>1%         | 28<br>17% | 23<br>2%        | 24<br>6%   | 16<br>2%        | 40<br>4%   | 23<br>2%   |

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q4. Businesses' dependency on digital technology as a result of the coronavirus pandemic

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|  | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                  |                   | Profile             |                                   |                | Waves           |                 |
|--|-----------------------------|---|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|  |                             | More<br>confident   | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|  |                             |   |                  |                   |                     |                                   |                | (A)             | (B)             |
|  |                             |   |                  | BC                |                     | EG                                |                | I               |                 |

accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

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*ColumnMeans (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Q4. Businesses' dependency on digital technology as a result of the coronavirus pandemic

All Adults aged 16-75 in GB (Total Wave 2)

|                 | Total Wave 2 (A) | Gender     |                 | Age              |                |              |           |            | Region grouped  |              |            |                |                |                | Urban/Rural     |           | Education               |                           |                        |                              | Employment status |                 | Marital status                |               |                                |
|-----------------|------------------|------------|-----------------|------------------|----------------|--------------|-----------|------------|-----------------|--------------|------------|----------------|----------------|----------------|-----------------|-----------|-------------------------|---------------------------|------------------------|------------------------------|-------------------|-----------------|-------------------------------|---------------|--------------------------------|
|                 |                  | Male (B)   | Female (C)      | 16-24 (D)        | 25-34 (E)      | 35-44 (F)    | 45-54 (G) | 55-75 (H)  | North (I)       | Midlands (J) | South (K)  | London (L)     | Wales (M)      | Scotland (N)   | Urban (O)       | Rural (P) | GCSE/O Level/NV Q12 (Q) | A Level or equivalent (R) | Degree/Masters/PhD (S) | No formal qualifications (T) | Working (U)       | Not working (V) | Married/Living as Married (W) | Single (X)    | Widowed/Divorced/Separated (Y) |
| Unweighted base | 1095             | 545        | 536             | 170              | 202            | 189          | 209       | 325        | 260             | 280          | 248        | 157            | 54             | 96             | 927             | 168       | 311                     | 294                       | 426                    | 64                           | 719               | 376             | 601                           | 380           | 114                            |
| Weighted base   | 1095             | 536        | 545             | 162              | 202            | 188          | 201       | 341        | 261             | 286          | 248        | 153            | 54             | 93             | 911             | 184       | 318                     | 291                       | 414                    | 72                           | 695               | 400             | 602                           | 369           | 124                            |
| A lot more      | 419<br>38%       | 182<br>34% | 228<br>42%<br>B | 53<br>32%        | 86<br>43%<br>D | 75<br>40%    | 76<br>38% | 129<br>38% | 89<br>34%       | 114<br>40%   | 99<br>40%  | 56<br>37%      | 25<br>47%<br>* | 35<br>37%<br>* | 344<br>38%      | 75<br>41% | 99<br>31%               | 119<br>41%<br>QT          | 181<br>44%<br>QT       | 19<br>26%<br>*               | 268<br>39%        | 151<br>38%      | 247<br>41%                    | 128<br>35%    | 44<br>36%<br>*                 |
| A little more   | 435<br>40%       | 230<br>43% | 203<br>37%      | 60<br>37%        | 74<br>37%      | 68<br>36%    | 82<br>41% | 150<br>44% | 106<br>40%      | 109<br>38%   | 110<br>44% | 60<br>39%      | 16<br>30%<br>* | 33<br>36%<br>* | 351<br>39%      | 84<br>46% | 129<br>41%              | 118<br>40%                | 159<br>38%             | 29<br>40%<br>*               | 270<br>39%        | 165<br>41%      | 228<br>38%                    | 152<br>41%    | 55<br>44%<br>*                 |
| No difference   | 166<br>15%       | 86<br>16%  | 78<br>14%       | 30<br>19%        | 30<br>15%      | 29<br>15%    | 32<br>16% | 45<br>13%  | 55<br>21%<br>JK | 41<br>14%    | 22<br>9%   | 25<br>16%<br>K | 9<br>17%<br>*  | 14<br>15%<br>* | 150<br>17%<br>P | 16<br>9%  | 57<br>18%               | 39<br>13%                 | 53<br>13%              | 16<br>23%<br>*               | 108<br>16%        | 59<br>15%       | 96<br>16%                     | 54<br>15%     | 13<br>13%<br>*                 |
| A little less   | 21<br>2%         | 12<br>2%   | 9<br>2%         | 11<br>7%<br>EFGH | 2<br>1%        | 4<br>2%<br>H | 3<br>1%   | 1<br>*     | 3<br>1%         | 4<br>1%      | 6<br>2%    | 4<br>3%        | 1<br>1%<br>*   | 4<br>4%<br>*   | 16<br>2%        | 5<br>3%   | 8<br>2%                 | 5<br>2%                   | 8<br>2%                | -<br>-<br>*                  | 15<br>2%          | 6<br>2%         | 5<br>1%                       | 14<br>4%<br>W | 2<br>2%<br>*                   |
| A lot less      | 2<br>*           | 1<br>*     | 1<br>*          | -<br>-           | -<br>-         | 2<br>1%      | -<br>-    | -<br>-     | -<br>-          | 1<br>*       | -<br>-     | -<br>-         | -<br>-         | 1<br>1%<br>*   | 2<br>*          | -<br>-    | 1<br>*                  | -<br>-                    | 1<br>*                 | -<br>-<br>*                  | 2<br>*            | -<br>-          | 1<br>*                        | 1<br>*        | -<br>-                         |
| Don't know      | 52<br>5%         | 25<br>5%   | 26<br>5%        | 8<br>5%          | 9<br>5%        | 9<br>5%      | 9<br>4%   | 17<br>5%   | 8<br>3%         | 17<br>6%     | 11<br>5%   | 7<br>5%        | 2<br>4%<br>*   | 6<br>7%<br>*   | 48<br>5%        | 4<br>2%   | 24<br>7%<br>RS          | 10<br>3%                  | 11<br>3%               | 8<br>11%<br>RS*              | 33<br>5%          | 19<br>5%        | 25<br>4%                      | 20<br>5%      | 8<br>6%<br>*                   |

|           |            |            |            |                 |                 |              |            |                 |            |            |                  |            |                |                |            |                 |            |                  |                  |                |            |            |            |               |                |
|-----------|------------|------------|------------|-----------------|-----------------|--------------|------------|-----------------|------------|------------|------------------|------------|----------------|----------------|------------|-----------------|------------|------------------|------------------|----------------|------------|------------|------------|---------------|----------------|
| NET: More | 853<br>78% | 411<br>77% | 431<br>79% | 113<br>70%      | 161<br>80%<br>D | 143<br>76%   | 158<br>78% | 279<br>82%<br>D | 195<br>75% | 223<br>78% | 209<br>84%<br>IN | 116<br>76% | 42<br>77%<br>* | 68<br>73%<br>* | 695<br>76% | 159<br>86%<br>O | 229<br>72% | 237<br>81%<br>QT | 340<br>82%<br>QT | 48<br>67%<br>* | 538<br>77% | 316<br>79% | 475<br>79% | 279<br>76%    | 99<br>80%<br>* |
| NET: Less | 23<br>2%   | 13<br>2%   | 10<br>2%   | 11<br>7%<br>EGH | 2<br>1%         | 7<br>3%<br>H | 3<br>1%    | 1<br>*          | 3<br>1%    | 5<br>2%    | 6<br>2%          | 4<br>3%    | 1<br>1%<br>*   | 5<br>5%<br>I*  | 19<br>2%   | 5<br>3%         | 9<br>3%    | 5<br>2%          | 9<br>2%          | -<br>-<br>*    | 17<br>2%   | 6<br>2%    | 6<br>1%    | 15<br>4%<br>W | 2<br>2%<br>*   |

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Overlap formulae used

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ColumnMeans (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

**J-19-001009-24 - Week 24**
**PUBLIC**
**J-19-001009-24\_Perceptions of technology**
**Adults 16-75 in GB**

Q4. Businesses' dependency on digital technology as a result of the coronavirus pandemic

All Adults aged 16-75 in GB (Total Wave 2)

|                 | More or Less confident using digital technology in general after restrictions across the UK |                  |                 |                  | Profile          |                           |             | Waves        |              |
|-----------------|---|------------------|-----------------|------------------|------------------|---------------------------|-------------|--------------|--------------|
|                 | Total Wave 2  | More confident   | No difference   | Less confident   | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|                 | (A)   | (B)              | (C)             | (D)              | (E)              | (F)                       | (G)         | (H)          | (I)          |
| Unweighted base | 1095  | 328              | 665             | 83               | 505              | 214                       | 376         | 1095         | 1095         |
| Weighted base   | 1095  | 335              | 657             | 84               | 491              | 204                       | 400         | 1095         | 1095         |
| A lot more      | 419<br>38%  | 164<br>49%<br>CD | 236<br>36%<br>D | 18<br>22%<br>*   | 195<br>40%       | 73<br>36%                 | 151<br>38%  | 434<br>40%   | 419<br>38%   |
| A little more   | 435<br>40%  | 126<br>38%       | 283<br>43%<br>D | 23<br>27%<br>*   | 191<br>39%       | 78<br>38%                 | 165<br>41%  | 394<br>36%   | 435<br>40%   |
| No difference   | 166<br>15%  | 33<br>10%        | 104<br>16%<br>B | 27<br>32%<br>BC* | 67<br>14%        | 41<br>20%<br>E            | 59<br>15%   | 183<br>17%   | 166<br>15%   |
| A little less   | 21<br>2%  | 7<br>2%          | 5<br>1%         | 9<br>10%         | 10<br>2%         | 5<br>2%                   | 6<br>2%     | 29<br>3%     | 21<br>2%     |

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q4. Businesses' dependency on digital technology as a result of the coronavirus pandemic

All Adults aged 16-75 in GB (Total Wave 2)

|            | More or Less confident using digital technology in general after restrictions across the UK |                |               |                | Profile          |                           |             | Waves         |              |
|------------|---|----------------|---------------|----------------|------------------|---------------------------|-------------|---------------|--------------|
|            | Total Wave 2  | More confident | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1  | Total Wave 2 |
|            | (A)   | (B)            | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)           | (I)          |
|            |   |                |               | BC*            |                  |                           |             |               |              |
| A lot less | 2<br>*  | -<br>-         | -<br>-        | 2<br>3%<br>BC* | 2<br>*           | -<br>-                    | -<br>-      | 11<br>1%<br>1 | 2<br>*       |
| Don't know | 52<br>5%  | 5<br>2%        | 29<br>4%<br>B | 5<br>6%<br>B*  | 26<br>5%         | 6<br>3%                   | 19<br>5%    | 45<br>4%      | 52<br>5%     |

|           |            |                  |                 |                |            |            |            |            |            |
|-----------|------------|------------------|-----------------|----------------|------------|------------|------------|------------|------------|
| NET: More | 853<br>78% | 290<br>86%<br>CD | 519<br>79%<br>D | 41<br>49%<br>* | 386<br>79% | 152<br>74% | 316<br>79% | 828<br>76% | 853<br>78% |
| NET: Less | 23<br>2%   | 7<br>2%          | 5<br>1%         | 11<br>13%      | 12<br>2%   | 5<br>2%    | 6<br>2%    | 40<br>4%   | 23<br>2%   |

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q4. Businesses' dependency on digital technology as a result of the coronavirus pandemic

All Adults aged 16-75 in GB (Total Wave 2)

|  | More or Less confident using digital technology in general after restrictions across the UK |                |               |                | Profile          |                           |             | Waves        |              |
|--|---|----------------|---------------|----------------|------------------|---------------------------|-------------|--------------|--------------|
|  | Total Wave 2  | More confident | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|  | (A)   | (B)            | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)          |
|  |   |                |               | BC*            |                  |                           |             | I            |              |

accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

*Overlap formulae used*

*ColumnProportions (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

*ColumnMeans (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - Summary

All Adults aged 16-75 in GB (Total Wave 2)

|                            | <b>Q5. Digital technology and digital skills overall perceptions</b>        |  |   |  |
|----------------------------|---|--|---|--|
|                            | <b>I am interested in gaining more digital skills in the next 12 months</b> | <b>Digital skills will become more important in the next 12 months</b> | <b>I cannot imagine life without the internet</b> | <b>I am constantly looking at screens these days</b> |
|                            | <b>(A)</b>  | <b>(B)</b>   | <b>(C)</b>  | <b>(D)</b>   |
| Unweighted base            | 1095  | 1095   | 1095  | 1095   |
| Weighted base              | 1095  | 1095   | 1095  | 1095   |
| Strongly agree             | 152<br>14%  | 295<br>27%<br>A  | 486<br>44%<br>ABD                                 | 295<br>27%<br>A                                      |
| Tend to agree              | 483<br>44%<br>C   | 602<br>55%<br>ACD  | 430<br>39%  | 517<br>47%<br>C                                      |
| Neither agree nor disagree | -   | -  | -   | -  |

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - Summary

All Adults aged 16-75 in GB (Total Wave 2)

|                   | <b>Q5. Digital technology and digital skills overall perceptions</b>        |  |   |  |
|-------------------|---|--|---|--|
|                   | <b>I am interested in gaining more digital skills in the next 12 months</b> | <b>Digital skills will become more important in the next 12 months</b> | <b>I cannot imagine life without the internet</b> | <b>I am constantly looking at screens these days</b> |
|                   | <b>(A)</b>  | <b>(B)</b>   | <b>(C)</b>  | <b>(D)</b>   |
|                   | -   | -  | -   | -  |
| Tend to disagree  | 282<br>26%<br>BCD   | 93<br>8%   | 116<br>11%  | 192<br>18%<br>BC                                     |
| Strongly disagree | 81<br>7%<br>BC  | 28<br>3%   | 41<br>4%  | 67<br>6%<br>BC                                       |
| Don't know        | 97<br>9%<br>CD  | 78<br>7%<br>CD   | 23<br>2%  | 23<br>2%   |



**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - Summary

All Adults aged 16-75 in GB (Total Wave 2)

|  | <b>Q5. Digital technology and digital skills overall perceptions</b>        |  |   |  |
|--|---|--|---|--|
|  | <b>I am interested in gaining more digital skills in the next 12 months</b> | <b>Digital skills will become more important in the next 12 months</b> | <b>I cannot imagine life without the internet</b> | <b>I am constantly looking at screens these days</b> |
|  | <b>(A)</b>  | <b>(B)</b>   | <b>(C)</b>  | <b>(D)</b>   |

|               |                   |                  |                  |                  |
|---------------|-------------------|------------------|------------------|------------------|
| NET: Agree    | 634<br>58%        | 896<br>82%<br>AD | 915<br>84%<br>AD | 812<br>74%<br>A  |
| NET: Disagree | 363<br>33%<br>BCD | 121<br>11%       | 156<br>14%<br>B  | 260<br>24%<br>BC |

requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

**J-19-001009-24 - Week 24****PUBLIC****J-19-001009-24\_Perceptions of technology****Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - Summary

All Adults aged 16-75 in GB (Total Wave 2)

|  | <b>Q5. Digital technology and digital skills overall perceptions</b>        |  |   |  |
|--|---|--|---|--|
|  | <b>I am interested in gaining more digital skills in the next 12 months</b> | <b>Digital skills will become more important in the next 12 months</b> | <b>I cannot imagine life without the internet</b> | <b>I am constantly looking at screens these days</b> |
|  | <b>(A)</b>  | <b>(B)</b>   | <b>(C)</b>  | <b>(D)</b>   |

*Overlap formulae used*

*ColumnProportions (5%): A/B/C/D Minimum Base: 30(\*\*) Small Base: 100(\*)*

*ColumnMeans (5%): A/B/C/D Minimum Base: 30(\*\*) Small Base: 100(\*)*

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - I am interested in gaining more digital skills in the next 12 months  
 All Adults aged 16-75 in GB (Total Wave 2)

|                            | Total Wave 2 (A) | Gender     |            | Age              |                  |                 |                 |                   | Region grouped |              |            |            |                |                | Urban/Rural |           | Education               |                           |                        |                              | Employment status |                 | Marital status                |                 |                                |
|----------------------------|------------------|------------|------------|------------------|------------------|-----------------|-----------------|-------------------|----------------|--------------|------------|------------|----------------|----------------|-------------|-----------|-------------------------|---------------------------|------------------------|------------------------------|-------------------|-----------------|-------------------------------|-----------------|--------------------------------|
|                            |                  | Male (B)   | Female (C) | 16-24 (D)        | 25-34 (E)        | 35-44 (F)       | 45-54 (G)       | 55-75 (H)         | North (I)      | Midlands (J) | South (K)  | London (L) | Wales (M)      | Scotland (N)   | Urban (O)   | Rural (P) | GCSE/O Level/NV Q12 (Q) | A Level or equivalent (R) | Degree/Masters/PhD (S) | No formal qualifications (T) | Working (U)       | Not working (V) | Married/Living as Married (W) | Single (X)      | Widowed/Divorced/Separated (Y) |
| Unweighted base            | 1095             | 545        | 536        | 170              | 202              | 189             | 209             | 325               | 260            | 280          | 248        | 157        | 54             | 96             | 927         | 168       | 311                     | 294                       | 426                    | 64                           | 719               | 376             | 601                           | 380             | 114                            |
| Weighted base              | 1095             | 536        | 545        | 162              | 202              | 188             | 201             | 341               | 261            | 286          | 248        | 153        | 54             | 93             | 911         | 184       | 318                     | 291                       | 414                    | 72                           | 695               | 400             | 602                           | 369             | 124                            |
| Strongly agree             | 152<br>14%       | 80<br>15%  | 71<br>13%  | 43<br>26%<br>FGH | 50<br>25%<br>FGH | 20<br>11%       | 19<br>10%       | 20<br>6%          | 36<br>14%      | 32<br>11%    | 37<br>15%  | 27<br>18%  | 11<br>19%<br>* | 10<br>11%<br>* | 131<br>14%  | 21<br>11% | 28<br>9%                | 44<br>15%<br>QT           | 76<br>18%<br>QT        | 3<br>5%<br>*                 | 109<br>16%<br>v   | 43<br>11%       | 77<br>13%                     | 65<br>18%<br>wv | 9<br>7%<br>*                   |
| Tend to agree              | 483<br>44%       | 249<br>47% | 226<br>41% | 76<br>47%        | 100<br>50%<br>H  | 79<br>42%       | 91<br>45%       | 137<br>40%        | 115<br>44%     | 134<br>47%   | 107<br>43% | 67<br>44%  | 21<br>38%<br>* | 38<br>41%<br>* | 401<br>44%  | 81<br>44% | 132<br>42%              | 131<br>45%                | 190<br>46%             | 30<br>42%<br>*               | 313<br>45%        | 170<br>43%      | 274<br>46%                    | 159<br>43%      | 49<br>40%<br>*                 |
| Neither agree nor disagree | -<br>-           | -<br>-     | -<br>-     | -<br>-           | -<br>-           | -<br>-          | -<br>-          | -<br>-            | -<br>-         | -<br>-       | -<br>-     | -<br>-     | -<br>-         | -<br>-         | -<br>-      | -<br>-    | -<br>-                  | -<br>-                    | -<br>-                 | -<br>-                       | -<br>-            | -<br>-          | -<br>-                        | -<br>-          | -<br>-                         |
| Tend to disagree           | 282<br>26%       | 124<br>23% | 153<br>28% | 28<br>17%        | 32<br>16%        | 41<br>22%       | 57<br>28%<br>DE | 124<br>36%<br>DEF | 72<br>28%      | 69<br>24%    | 63<br>26%  | 34<br>22%  | 12<br>22%<br>* | 31<br>34%<br>* | 225<br>25%  | 57<br>31% | 95<br>30%<br>s          | 74<br>25%                 | 86<br>21%              | 27<br>38%<br>s*              | 176<br>25%        | 106<br>27%      | 157<br>26%                    | 84<br>23%       | 41<br>33%<br>x*                |
| Strongly disagree          | 81<br>7%         | 39<br>7%   | 42<br>8%   | 10<br>6%         | 7<br>3%          | 21<br>11%<br>E  | 17<br>8%<br>E   | 26<br>8%          | 20<br>8%       | 20<br>7%     | 20<br>8%   | 9<br>6%    | 7<br>14%<br>*  | 5<br>5%<br>*   | 67<br>7%    | 14<br>7%  | 24<br>8%                | 18<br>6%                  | 33<br>8%               | 6<br>8%<br>*                 | 44<br>6%          | 37<br>9%        | 41<br>7%                      | 29<br>8%        | 11<br>9%<br>*                  |
| Don't know                 | 97<br>9%         | 42<br>8%   | 54<br>10%  | 6<br>4%          | 12<br>6%         | 26<br>14%<br>DE | 18<br>9%        | 35<br>10%<br>D    | 18<br>7%       | 30<br>11%    | 21<br>8%   | 16<br>10%  | 3<br>6%<br>*   | 9<br>10%<br>*  | 86<br>9%    | 11<br>6%  | 39<br>12%<br>s          | 25<br>8%                  | 28<br>7%               | 6<br>8%<br>*                 | 55<br>8%          | 43<br>11%       | 53<br>9%                      | 31<br>8%        | 13<br>10%<br>*                 |

|               |            |                 |            |                   |                   |                 |                 |                   |            |            |            |           |                |                |            |            |                 |                 |                  |                  |                 |            |                 |                 |                 |
|---------------|------------|-----------------|------------|-------------------|-------------------|-----------------|-----------------|-------------------|------------|------------|------------|-----------|----------------|----------------|------------|------------|-----------------|-----------------|------------------|------------------|-----------------|------------|-----------------|-----------------|-----------------|
| NET: Agree    | 634<br>58% | 330<br>62%<br>C | 297<br>54% | 118<br>73%<br>FGH | 151<br>75%<br>FGH | 99<br>53%       | 110<br>55%      | 156<br>46%        | 151<br>58% | 166<br>58% | 144<br>58% | 94<br>62% | 31<br>58%<br>* | 48<br>52%<br>* | 532<br>58% | 102<br>55% | 161<br>50%      | 175<br>60%<br>Q | 266<br>64%<br>QT | 33<br>46%<br>*   | 421<br>61%<br>v | 213<br>53% | 352<br>58%<br>Y | 224<br>61%<br>Y | 58<br>47%<br>*  |
| NET: Disagree | 363<br>33% | 163<br>31%      | 195<br>36% | 37<br>23%         | 39<br>19%         | 63<br>33%<br>DE | 74<br>37%<br>DE | 150<br>44%<br>DEF | 92<br>35%  | 89<br>31%  | 84<br>34%  | 43<br>28% | 19<br>36%<br>* | 36<br>39%<br>* | 292<br>32% | 71<br>38%  | 119<br>37%<br>s | 92<br>31%       | 120<br>29%       | 33<br>46%<br>RS* | 219<br>32%      | 144<br>36% | 197<br>33%      | 113<br>31%      | 53<br>42%<br>x* |

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

Overlap formulae used

ColumnProportions (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

ColumnMeans (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - I am interested in gaining more digital skills in the next 12 months

All Adults aged 16-75 in GB (Total Wave 2)

|                            | More or Less confident using digital technology in general after restrictions across the UK |                 |               |                | Profile          |                           |             | Waves        |              |
|----------------------------|---|-----------------|---------------|----------------|------------------|---------------------------|-------------|--------------|--------------|
|                            | Total Wave 2  | More confident  | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|                            | (A)   | (B)             | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)          |
| Unweighted base            | 1095  | 328             | 665           | 83             | 505              | 214                       | 376         | -            | 1095         |
| Weighted base              | 1095  | 335             | 657           | 84             | 491              | 204                       | 400         | -            | 1095         |
| Strongly agree             | 152<br>14%  | 88<br>26%<br>CD | 52<br>8%      | 11<br>13%<br>* | 56<br>11%        | 53<br>26%<br>EG           | 43<br>11%   | -            | 152<br>14%   |
| Tend to agree              | 483<br>44%  | 175<br>52%<br>C | 269<br>41%    | 36<br>42%<br>* | 233<br>47%       | 80<br>39%                 | 170<br>43%  | -            | 483<br>44%   |
| Neither agree nor disagree | -   | -               | -             | -<br>*         | -                | -                         | -           | -            | -            |
| Tend to disagree           | 282<br>26%  | 45<br>13%       | 212<br>32%    | 22<br>26%      | 127<br>26%       | 48<br>24%                 | 106<br>27%  | -            | 282<br>26%   |

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - I am interested in gaining more digital skills in the next 12 months

All Adults aged 16-75 in GB (Total Wave 2)

|                   | More or Less confident using digital technology in general after restrictions across the UK |                |                |                | Profile          |                           |                | Waves        |              |
|-------------------|---|----------------|----------------|----------------|------------------|---------------------------|----------------|--------------|--------------|
|                   | Total Wave 2  | More confident | No difference  | Less confident | General employee | Management/decision maker | Not working    | Total Wave 1 | Total Wave 2 |
|                   | (A)   | (B)            | (C)            | (D)            | (E)              | (F)                       | (G)            | (H)          | (I)          |
|                   |   |                | B              | B*             |                  |                           |                |              |              |
| Strongly disagree | 81<br>7%  | 16<br>5%       | 51<br>8%       | 9<br>11%<br>B* | 31<br>6%         | 13<br>6%                  | 37<br>9%       | -<br>-       | 81<br>7%     |
| Don't know        | 97<br>9%  | 11<br>3%       | 72<br>11%<br>B | 6<br>8%<br>*   | 44<br>9%         | 10<br>5%                  | 43<br>11%<br>F | -<br>-       | 97<br>9%     |

|               |            |                  |            |                |            |                 |            |        |            |
|---------------|------------|------------------|------------|----------------|------------|-----------------|------------|--------|------------|
| NET: Agree    | 634<br>58% | 263<br>79%<br>CD | 321<br>49% | 47<br>56%<br>* | 288<br>59% | 133<br>65%<br>G | 213<br>53% | -<br>- | 634<br>58% |
| NET: Disagree | 363<br>33% | 61<br>18%        | 263<br>40% | 31<br>37%      | 158<br>32% | 61<br>30%       | 144<br>36% | -<br>- | 363<br>33% |

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - I am interested in gaining more digital skills in the next 12 months

All Adults aged 16-75 in GB (Total Wave 2)

|  | More or Less confident using digital technology in general after restrictions across the UK |                |               |                | Profile          |                           |             | Waves        |              |
|--|---|----------------|---------------|----------------|------------------|---------------------------|-------------|--------------|--------------|
|  | Total Wave 2  | More confident | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|  | (A)   | (B)            | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)          |
|  |   |                | B             | B*             |                  |                           |             |              |              |

accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

*Overlap formulae used*

*ColumnProportions (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

*ColumnMeans (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - Digital skills will become more important in the next 12 months  
 All Adults aged 16-75 in GB (Total Wave 2)

|                            | Total Wave 2 (A) | Gender     |            | Age              |                  |                 |                 |                  | Region grouped   |               |               |                |                |                 | Urban/Rural |            | Education               |                           |                        |                              | Employment status |                 | Marital status                |               |                                |        |
|----------------------------|------------------|------------|------------|------------------|------------------|-----------------|-----------------|------------------|------------------|---------------|---------------|----------------|----------------|-----------------|-------------|------------|-------------------------|---------------------------|------------------------|------------------------------|-------------------|-----------------|-------------------------------|---------------|--------------------------------|--------|
|                            |                  | Male (B)   | Female (C) | 16-24 (D)        | 25-34 (E)        | 35-44 (F)       | 45-54 (G)       | 55-75 (H)        | North (I)        | Midlands (J)  | South (K)     | London (L)     | Wales (M)      | Scotland (N)    | Urban (O)   | Rural (P)  | GCSE/O Level/NV Q12 (Q) | A Level or equivalent (R) | Degree/Masters/PhD (S) | No formal qualifications (T) | Working (U)       | Not working (V) | Married/Living as Married (W) | Single (X)    | Widowed/Divorced/Separated (Y) |        |
| Unweighted base            | 1095             | 545        | 536        | 170              | 202              | 189             | 209             | 325              | 260              | 280           | 248           | 157            | 54             | 96              | 927         | 168        | 311                     | 294                       | 426                    | 64                           | 719               | 376             | 601                           | 380           | 114                            |        |
| Weighted base              | 1095             | 536        | 545        | 162              | 202              | 188             | 201             | 341              | 261              | 286           | 248           | 153            | 54             | 93              | 911         | 184        | 318                     | 291                       | 414                    | 72                           | 695               | 400             | 602                           | 369           | 124                            |        |
| Strongly agree             | 295<br>27%       | 137<br>26% | 154<br>28% | 64<br>39%<br>FGH | 74<br>36%<br>FGH | 44<br>23%       | 49<br>24%       | 65<br>19%        | 67<br>26%        | 76<br>27%     | 66<br>27%     | 51<br>33%<br>N | 17<br>32%<br>* | 18<br>19%<br>*  | 250<br>27%  | 45<br>24%  | 74<br>23%               | 89<br>31%<br>T            | 120<br>29%<br>T        | 12<br>16%<br>*               | 191<br>27%        | 104<br>26%      | 174<br>29%<br>Y               | 98<br>27%     | 22<br>18%<br>*                 |        |
| Tend to agree              | 602<br>55%       | 301<br>56% | 292<br>54% | 72<br>44%        | 102<br>50%       | 108<br>57%<br>D | 112<br>56%<br>D | 208<br>61%<br>DE | 159<br>61%<br>JL | 146<br>51%    | 139<br>56%    | 76<br>50%      | 29<br>53%<br>* | 54<br>58%<br>*  | 488<br>54%  | 114<br>62% | 181<br>57%              | 147<br>51%                | 234<br>57%             | 39<br>54%<br>*               | 382<br>55%        | 219<br>55%      | 322<br>54%                    | 200<br>54%    | 79<br>64%<br>*                 |        |
| Neither agree nor disagree | -<br>-           | -<br>-     | -<br>-     | -<br>-           | -<br>-           | -<br>-          | -<br>-          | -<br>-           | -<br>-           | -<br>-        | -<br>-        | -<br>-         | -<br>*         | -<br>*          | -<br>-      | -<br>-     | -<br>-                  | -<br>-                    | -<br>-                 | -<br>*                       | -<br>-            | -<br>-          | -<br>-                        | -<br>-        | -<br>-                         | -<br>* |
| Tend to disagree           | 93<br>8%         | 50<br>9%   | 42<br>8%   | 15<br>9%         | 12<br>6%         | 11<br>6%        | 22<br>11%       | 34<br>10%        | 22<br>8%         | 29<br>10%     | 23<br>9%      | 9<br>6%        | 4<br>8%<br>*   | 7<br>7%<br>*    | 81<br>9%    | 12<br>6%   | 29<br>9%                | 24<br>8%                  | 29<br>7%               | 11<br>15%<br>S*              | 63<br>9%          | 30<br>8%        | 56<br>9%                      | 28<br>8%      | 9<br>7%<br>*                   |        |
| Strongly disagree          | 28<br>3%         | 11<br>2%   | 15<br>3%   | 7<br>4%          | 3<br>2%          | 7<br>3%         | 5<br>2%         | 7<br>2%          | 6<br>2%          | 13<br>4%      | 4<br>1%       | 4<br>2%        | -<br>*         | 2<br>2%<br>*    | 25<br>3%    | 3<br>2%    | 7<br>2%                 | 8<br>3%                   | 8<br>2%                | 4<br>6%<br>*                 | 17<br>2%          | 11<br>3%        | 11<br>2%                      | 15<br>4%<br>W | 2<br>2%<br>*                   |        |
| Don't know                 | 78<br>7%         | 36<br>7%   | 41<br>7%   | 5<br>3%          | 11<br>6%         | 19<br>10%<br>D  | 13<br>7%        | 29<br>8%<br>D    | 8<br>3%          | 22<br>8%<br>I | 17<br>7%<br>I | 14<br>9%<br>I  | 4<br>7%<br>*   | 13<br>14%<br>I* | 66<br>7%    | 11<br>6%   | 26<br>8%                | 23<br>8%                  | 22<br>5%               | 6<br>8%<br>*                 | 43<br>6%          | 35<br>9%        | 39<br>6%                      | 27<br>7%      | 12<br>10%<br>*                 |        |

|               |            |            |            |            |                 |            |            |            |                  |            |            |            |                |                |            |            |            |            |                 |                 |            |            |            |            |                 |
|---------------|------------|------------|------------|------------|-----------------|------------|------------|------------|------------------|------------|------------|------------|----------------|----------------|------------|------------|------------|------------|-----------------|-----------------|------------|------------|------------|------------|-----------------|
| NET: Agree    | 896<br>82% | 439<br>82% | 447<br>82% | 135<br>83% | 176<br>87%<br>H | 152<br>81% | 161<br>80% | 272<br>80% | 226<br>86%<br>JN | 222<br>78% | 204<br>82% | 127<br>83% | 46<br>85%<br>* | 72<br>77%<br>* | 738<br>81% | 158<br>86% | 255<br>80% | 236<br>81% | 354<br>86%<br>T | 51<br>71%<br>*  | 573<br>82% | 323<br>81% | 497<br>82% | 299<br>81% | 101<br>81%<br>* |
| NET: Disagree | 121<br>11% | 61<br>11%  | 58<br>11%  | 22<br>13%  | 15<br>7%        | 17<br>9%   | 27<br>13%  | 40<br>12%  | 28<br>11%        | 42<br>15%  | 26<br>11%  | 12<br>8%   | 4<br>8%<br>*   | 9<br>9%<br>*   | 106<br>12% | 14<br>8%   | 37<br>12%  | 32<br>11%  | 37<br>9%        | 15<br>21%<br>S* | 79<br>11%  | 41<br>10%  | 67<br>11%  | 43<br>12%  | 11<br>9%<br>*   |

**This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.**

Overlap formulae used

ColumnProportions (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

ColumnMeans (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - Digital skills will become more important in the next 12 months

All Adults aged 16-75 in GB (Total Wave 2)

|                            | More or Less confident using digital technology in general after restrictions across the UK |                  |                 |                | Profile          |                           |             | Waves        |              |
|----------------------------|---|------------------|-----------------|----------------|------------------|---------------------------|-------------|--------------|--------------|
|                            | Total Wave 2  | More confident   | No difference   | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|                            | (A)   | (B)              | (C)             | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)          |
| Unweighted base            | 1095  | 328              | 665             | 83             | 505              | 214                       | 376         | -            | 1095         |
| Weighted base              | 1095  | 335              | 657             | 84             | 491              | 204                       | 400         | -            | 1095         |
| Strongly agree             | 295<br>27%  | 141<br>42%<br>CD | 133<br>20%      | 20<br>23%<br>* | 128<br>26%       | 63<br>31%                 | 104<br>26%  | -<br>-       | 295<br>27%   |
| Tend to agree              | 602<br>55%  | 172<br>51%       | 383<br>58%<br>B | 43<br>51%<br>* | 275<br>56%       | 107<br>53%                | 219<br>55%  | -<br>-       | 602<br>55%   |
| Neither agree nor disagree | -<br>-  | -<br>-           | -<br>-          | -<br>-<br>*    | -<br>-           | -<br>-                    | -<br>-      | -<br>-       | -<br>-       |
| Tend to disagree           | 93<br>8%  | 12<br>4%         | 68<br>10%       | 12<br>15%      | 44<br>9%         | 19<br>9%                  | 30<br>8%    | -<br>-       | 93<br>8%     |



**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - Digital skills will become more important in the next 12 months

All Adults aged 16-75 in GB (Total Wave 2)

|                   | More or Less confident using digital technology in general after restrictions across the UK |                |               |                | Profile          |                           |               | Waves        |              |
|-------------------|---|----------------|---------------|----------------|------------------|---------------------------|---------------|--------------|--------------|
|                   | Total Wave 2  | More confident | No difference | Less confident | General employee | Management/decision maker | Not working   | Total Wave 1 | Total Wave 2 |
|                   | (A)   | (B)            | (C)           | (D)            | (E)              | (F)                       | (G)           | (H)          | (I)          |
|                   |   |                | B             | B*             |                  |                           |               |              |              |
| Strongly disagree | 28<br>3%  | 7<br>2%        | 13<br>2%      | 5<br>6%<br>C*  | 10<br>2%         | 7<br>3%                   | 11<br>3%      | -<br>-       | 28<br>3%     |
| Don't know        | 78<br>7%  | 4<br>1%        | 61<br>9%<br>B | 4<br>5%<br>B*  | 35<br>7%         | 8<br>4%                   | 35<br>9%<br>F | -<br>-       | 78<br>7%     |

|               |            |                  |            |                |            |            |            |        |            |
|---------------|------------|------------------|------------|----------------|------------|------------|------------|--------|------------|
| NET: Agree    | 896<br>82% | 312<br>93%<br>CD | 516<br>79% | 62<br>74%<br>* | 403<br>82% | 170<br>83% | 323<br>81% | -<br>- | 896<br>82% |
| NET: Disagree | 121<br>11% | 19<br>6%         | 80<br>12%  | 18<br>21%      | 54<br>11%  | 26<br>13%  | 41<br>10%  | -<br>- | 121<br>11% |

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - Digital skills will become more important in the next 12 months

All Adults aged 16-75 in GB (Total Wave 2)

|  | More or Less confident using digital technology in general after restrictions across the UK |                |               |                | Profile          |                           |             | Waves        |              |
|--|---|----------------|---------------|----------------|------------------|---------------------------|-------------|--------------|--------------|
|  | Total Wave 2  | More confident | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|  | (A)   | (B)            | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)          |
|  |   |                | B             | BC*            |                  |                           |             |              |              |

accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

*Overlap formulae used*

*ColumnProportions (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

*ColumnMeans (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - I cannot imagine life without the internet  
 All Adults aged 16-75 in GB (Total Wave 2)

|                            | Total Wave 2 (A) | Gender     |                 | Age       |                  |                |                |                  | Region grouped |              |            |            |                  |                | Urban/Rural |           | Education               |                           |                        |                              | Employment status |                 | Marital status                |            |                                |
|----------------------------|------------------|------------|-----------------|-----------|------------------|----------------|----------------|------------------|----------------|--------------|------------|------------|------------------|----------------|-------------|-----------|-------------------------|---------------------------|------------------------|------------------------------|-------------------|-----------------|-------------------------------|------------|--------------------------------|
|                            |                  | Male (B)   | Female (C)      | 16-24 (D) | 25-34 (E)        | 35-44 (F)      | 45-54 (G)      | 55-75 (H)        | North (I)      | Midlands (J) | South (K)  | London (L) | Wales (M)        | Scotland (N)   | Urban (O)   | Rural (P) | GCSE/O Level/NV Q12 (Q) | A Level or equivalent (R) | Degree/Masters/PhD (S) | No formal qualifications (T) | Working (U)       | Not working (V) | Married/Living as Married (W) | Single (X) | Widowed/Divorced/Separated (Y) |
| Unweighted base            | 1095             | 545        | 536             | 170       | 202              | 189            | 209            | 325              | 260            | 280          | 248        | 157        | 54               | 96             | 927         | 168       | 311                     | 294                       | 426                    | 64                           | 719               | 376             | 601                           | 380        | 114                            |
| Weighted base              | 1095             | 536        | 545             | 162       | 202              | 188            | 201            | 341              | 261            | 286          | 248        | 153        | 54               | 93             | 911         | 184       | 318                     | 291                       | 414                    | 72                           | 695               | 400             | 602                           | 369        | 124                            |
| Strongly agree             | 486<br>44%       | 212<br>40% | 268<br>49%<br>B | 75<br>47% | 106<br>53%<br>GH | 93<br>49%<br>H | 79<br>39%      | 132<br>39%       | 101<br>39%     | 132<br>46%   | 116<br>47% | 70<br>46%  | 32<br>59%<br>IN* | 35<br>37%<br>* | 401<br>44%  | 85<br>46% | 125<br>39%              | 128<br>44%                | 205<br>50%<br>Q        | 28<br>39%<br>*               | 320<br>46%        | 166<br>41%      | 267<br>44%                    | 164<br>45% | 55<br>44%<br>*                 |
| Tend to agree              | 430<br>39%       | 219<br>41% | 206<br>38%      | 57<br>35% | 74<br>37%        | 59<br>32%      | 85<br>42%<br>F | 154<br>45%<br>DF | 115<br>44%     | 102<br>36%   | 98<br>40%  | 58<br>38%  | 16<br>30%<br>*   | 40<br>43%<br>* | 357<br>39%  | 72<br>39% | 130<br>41%              | 117<br>40%                | 155<br>37%             | 27<br>38%<br>*               | 265<br>38%        | 164<br>41%      | 240<br>40%                    | 139<br>38% | 51<br>41%<br>*                 |
| Neither agree nor disagree | -<br>-           | -<br>-     | -<br>-          | -<br>-    | -<br>-           | -<br>-         | -<br>-         | -<br>-           | -<br>-         | -<br>-       | -<br>-     | -<br>-     | -<br>-           | -<br>-         | -<br>-      | -<br>-    | -<br>-                  | -<br>-                    | -<br>-                 | -<br>-                       | -<br>-            | -<br>-          | -<br>-                        | -<br>-     | -<br>-                         |
| Tend to disagree           | 116<br>11%       | 66<br>12%  | 47<br>9%        | 20<br>12% | 15<br>7%         | 21<br>11%      | 28<br>14%<br>E | 33<br>10%        | 28<br>11%      | 29<br>10%    | 23<br>9%   | 19<br>12%  | 2<br>5%<br>*     | 14<br>15%<br>* | 96<br>11%   | 19<br>11% | 32<br>10%               | 30<br>10%                 | 40<br>10%              | 14<br>19%<br>S*              | 78<br>11%         | 38<br>10%       | 66<br>11%                     | 41<br>11%  | 9<br>8%<br>*                   |
| Strongly disagree          | 41<br>4%         | 26<br>5%   | 15<br>3%        | 6<br>4%   | 2<br>1%          | 9<br>5%<br>E   | 7<br>3%        | 16<br>5%<br>E    | 13<br>5%       | 12<br>4%     | 8<br>3%    | 2<br>1%    | 3<br>5%<br>*     | 3<br>4%<br>*   | 34<br>4%    | 7<br>4%   | 17<br>5%                | 12<br>4%                  | 11<br>3%               | 2<br>2%<br>*                 | 19<br>3%          | 22<br>5%<br>U   | 18<br>3%                      | 14<br>4%   | 8<br>6%<br>*                   |
| Don't know                 | 23<br>2%         | 12<br>2%   | 9<br>2%         | 4<br>2%   | 5<br>2%          | 6<br>3%        | 2<br>1%        | 6<br>2%          | 4<br>2%        | 11<br>4%     | 3<br>1%    | 3<br>2%    | 1<br>2%<br>*     | 1<br>1%<br>*   | 22<br>2%    | 1<br>*    | 15<br>5%<br>RS          | 4<br>1%                   | 4<br>1%                | 1<br>1%<br>*                 | 13<br>2%          | 10<br>2%        | 11<br>2%                      | 10<br>3%   | 2<br>1%<br>*                   |

|               |            |                |                 |                |                   |                |                |            |            |            |            |            |                |                |            |            |            |            |                 |                |            |            |            |            |                 |
|---------------|------------|----------------|-----------------|----------------|-------------------|----------------|----------------|------------|------------|------------|------------|------------|----------------|----------------|------------|------------|------------|------------|-----------------|----------------|------------|------------|------------|------------|-----------------|
| NET: Agree    | 915<br>84% | 431<br>80%     | 474<br>87%<br>B | 132<br>82%     | 180<br>89%<br>DFG | 152<br>81%     | 164<br>82%     | 286<br>84% | 216<br>83% | 234<br>82% | 214<br>86% | 129<br>84% | 48<br>88%<br>* | 75<br>80%<br>* | 758<br>83% | 157<br>85% | 255<br>80% | 245<br>84% | 360<br>87%<br>Q | 55<br>77%<br>* | 585<br>84% | 330<br>83% | 507<br>84% | 303<br>82% | 105<br>85%<br>* |
| NET: Disagree | 156<br>14% | 92<br>17%<br>C | 62<br>11%       | 26<br>16%<br>E | 17<br>9%          | 30<br>16%<br>E | 35<br>17%<br>E | 49<br>14%  | 41<br>16%  | 41<br>14%  | 31<br>12%  | 21<br>14%  | 5<br>10%<br>*  | 18<br>19%<br>* | 130<br>14% | 26<br>14%  | 48<br>15%  | 42<br>14%  | 51<br>12%       | 16<br>22%<br>* | 97<br>14%  | 60<br>15%  | 84<br>14%  | 55<br>15%  | 17<br>14%<br>*  |

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Overlap formulae used

ColumnProportions (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

ColumnMeans (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q,R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - I cannot imagine life without the internet

All Adults aged 16-75 in GB (Total Wave 2)

|                            | More or Less confident using digital technology in general after restrictions across the UK |                 |               |                | Profile          |                           |             | Waves        |              |
|----------------------------|---|-----------------|---------------|----------------|------------------|---------------------------|-------------|--------------|--------------|
|                            | Total Wave 2  | More confident  | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|                            | (A)   | (B)             | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)          |
| Unweighted base            | 1095  | 328             | 665           | 83             | 505              | 214                       | 376         | -            | 1095         |
| Weighted base              | 1095  | 335             | 657           | 84             | 491              | 204                       | 400         | -            | 1095         |
| Strongly agree             | 486<br>44%  | 166<br>50%<br>D | 286<br>44%    | 30<br>36%<br>* | 233<br>48%       | 87<br>42%                 | 166<br>41%  | -<br>-       | 486<br>44%   |
| Tend to agree              | 430<br>39%  | 134<br>40%      | 257<br>39%    | 29<br>34%<br>* | 181<br>37%       | 85<br>41%                 | 164<br>41%  | -<br>-       | 430<br>39%   |
| Neither agree nor disagree | -<br>-  | -<br>-          | -<br>-        | -<br>-<br>*    | -<br>-           | -<br>-                    | -<br>-      | -<br>-       | -<br>-       |
| Tend to disagree           | 116<br>11%  | 26<br>8%        | 71<br>11%     | 19<br>23%      | 53<br>11%        | 24<br>12%                 | 38<br>10%   | -<br>-       | 116<br>11%   |

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - I cannot imagine life without the internet

All Adults aged 16-75 in GB (Total Wave 2)

|                   | More or Less confident using digital technology in general after restrictions across the UK |                |               |                | Profile          |                           |             | Waves        |              |
|-------------------|---|----------------|---------------|----------------|------------------|---------------------------|-------------|--------------|--------------|
|                   | Total Wave 2  | More confident | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|                   | (A)   | (B)            | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)          |
|                   |   |                |               | BC*            |                  |                           |             |              |              |
| Strongly disagree | 41<br>4%  | 8<br>3%        | 26<br>4%      | 5<br>6%<br>*   | 14<br>3%         | 5<br>3%                   | 22<br>5%    | -<br>-       | 41<br>4%     |
| Don't know        | 23<br>2%  | -<br>-         | 17<br>3%<br>B | 1<br>1%<br>*   | 10<br>2%         | 4<br>2%                   | 10<br>2%    | -<br>-       | 23<br>2%     |

|               |            |                  |                 |                |            |            |            |        |            |
|---------------|------------|------------------|-----------------|----------------|------------|------------|------------|--------|------------|
| NET: Agree    | 915<br>84% | 301<br>90%<br>CD | 543<br>83%<br>D | 59<br>71%<br>* | 414<br>84% | 171<br>84% | 330<br>83% | -<br>- | 915<br>84% |
| NET: Disagree | 156<br>14% | 35<br>10%        | 96<br>15%       | 24<br>28%      | 67<br>14%  | 30<br>15%  | 60<br>15%  | -<br>- | 156<br>14% |

**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - I cannot imagine life without the internet

All Adults aged 16-75 in GB (Total Wave 2)

|  | More or Less confident using digital technology in general after restrictions across the UK |                |               |                | Profile          |                           |             | Waves        |              |
|--|---|----------------|---------------|----------------|------------------|---------------------------|-------------|--------------|--------------|
|  | Total Wave 2  | More confident | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|  | (A)   | (B)            | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)          |
|  |   |                |               | BC*            |                  |                           |             |              |              |

accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

*Overlap formulae used*

*ColumnProportions (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

*ColumnMeans (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - I am constantly looking at screens these days  
 All Adults aged 16-75 in GB (Total Wave 2)

|                            | Total Wave 2 (A) | Gender     |            | Age              |                  |                |                  |                   | Region grouped  |              |            |                   |                 |                | Urban/Rural |           | Education               |                           |                        |                              | Employment status |                 | Marital status                |                 |                                |
|----------------------------|------------------|------------|------------|------------------|------------------|----------------|------------------|-------------------|-----------------|--------------|------------|-------------------|-----------------|----------------|-------------|-----------|-------------------------|---------------------------|------------------------|------------------------------|-------------------|-----------------|-------------------------------|-----------------|--------------------------------|
|                            |                  | Male (B)   | Female (C) | 16-24 (D)        | 25-34 (E)        | 35-44 (F)      | 45-54 (G)        | 55-75 (H)         | North (I)       | Midlands (J) | South (K)  | London (L)        | Wales (M)       | Scotland (N)   | Urban (O)   | Rural (P) | GCSE/O Level/NV Q12 (Q) | A Level or equivalent (R) | Degree/Masters/PhD (S) | No formal qualifications (T) | Working (U)       | Not working (V) | Married/Living as Married (W) | Single (X)      | Widowed/Divorced/Separated (Y) |
| Unweighted base            | 1095             | 545        | 536        | 170              | 202              | 189            | 209              | 325               | 260             | 280          | 248        | 157               | 54              | 96             | 927         | 168       | 311                     | 294                       | 426                    | 64                           | 719               | 376             | 601                           | 380             | 114                            |
| Weighted base              | 1095             | 536        | 545        | 162              | 202              | 188            | 201              | 341               | 261             | 286          | 248        | 153               | 54              | 93             | 911         | 184       | 318                     | 291                       | 414                    | 72                           | 695               | 400             | 602                           | 369             | 124                            |
| Strongly agree             | 295<br>27%       | 142<br>26% | 150<br>27% | 65<br>40%<br>FGH | 92<br>46%<br>FGH | 51<br>27%<br>H | 43<br>21%<br>H   | 45<br>13%         | 62<br>24%       | 70<br>25%    | 66<br>27%  | 56<br>36%<br>IJKN | 20<br>38%<br>I* | 22<br>24%<br>* | 256<br>28%  | 40<br>22% | 62<br>19%               | 73<br>25%                 | 145<br>35%<br>QRT      | 15<br>21%<br>*               | 210<br>30%<br>V   | 86<br>21%       | 158<br>26%<br>Y               | 118<br>32%<br>Y | 19<br>16%<br>*                 |
| Tend to agree              | 517<br>47%       | 248<br>46% | 262<br>48% | 68<br>42%        | 77<br>38%        | 94<br>50%<br>E | 108<br>54%<br>DE | 170<br>50%<br>E   | 139<br>53%<br>L | 135<br>47%   | 113<br>46% | 63<br>41%         | 24<br>45%<br>*  | 43<br>46%<br>* | 420<br>46%  | 97<br>53% | 141<br>44%              | 149<br>51%                | 185<br>45%             | 41<br>57%<br>*               | 332<br>48%        | 185<br>46%      | 287<br>48%                    | 167<br>45%      | 63<br>51%<br>*                 |
| Neither agree nor disagree | -<br>-           | -<br>-     | -<br>-     | -<br>-           | -<br>-           | -<br>-         | -<br>-           | -<br>-            | -<br>-          | -<br>-       | -<br>-     | -<br>-            | -<br>*          | -<br>*         | -<br>-      | -<br>-    | -<br>-                  | -<br>-                    | -<br>-                 | -<br>*                       | -<br>-            | -<br>-          | -<br>-                        | -<br>-          | -<br>*                         |
| Tend to disagree           | 192<br>18%       | 100<br>19% | 90<br>16%  | 19<br>12%        | 20<br>10%        | 27<br>14%      | 34<br>17%<br>E   | 93<br>27%<br>DEFG | 47<br>18%       | 49<br>17%    | 47<br>19%  | 22<br>14%         | 6<br>11%<br>*   | 21<br>23%<br>* | 162<br>18%  | 30<br>16% | 76<br>24%<br>S          | 56<br>19%<br>S            | 50<br>12%              | 10<br>14%<br>*               | 102<br>15%        | 91<br>23%<br>U  | 109<br>18%                    | 52<br>14%       | 31<br>25%<br>X*                |
| Strongly disagree          | 67<br>6%         | 32<br>6%   | 35<br>6%   | 7<br>5%          | 6<br>3%          | 8<br>4%        | 15<br>7%         | 31<br>9%<br>E     | 10<br>4%        | 22<br>8%     | 17<br>7%   | 10<br>6%          | 2<br>4%<br>*    | 7<br>7%<br>*   | 53<br>6%    | 15<br>8%  | 26<br>8%<br>R           | 8<br>3%                   | 29<br>7%<br>R          | 4<br>6%<br>*                 | 38<br>6%          | 29<br>7%        | 35<br>6%                      | 22<br>6%        | 10<br>8%<br>*                  |
| Don't know                 | 23<br>2%         | 14<br>3%   | 8<br>1%    | 3<br>2%          | 7<br>3%<br>H     | 9<br>5%<br>GH  | 2<br>1%          | 3<br>1%           | 4<br>2%         | 9<br>3%      | 5<br>2%    | 3<br>2%           | 2<br>3%<br>*    | -<br>-<br>*    | 21<br>2%    | 2<br>1%   | 13<br>4%<br>RS          | 4<br>1%                   | 4<br>1%                | 1<br>1%<br>*                 | 13<br>2%          | 10<br>2%        | 13<br>2%                      | 9<br>2%         | 1<br>1%<br>*                   |

|               |            |            |            |                 |                  |                 |                 |                    |            |            |            |            |                |                |            |            |                  |                 |                 |                 |                 |                 |            |                 |                 |
|---------------|------------|------------|------------|-----------------|------------------|-----------------|-----------------|--------------------|------------|------------|------------|------------|----------------|----------------|------------|------------|------------------|-----------------|-----------------|-----------------|-----------------|-----------------|------------|-----------------|-----------------|
| NET: Agree    | 812<br>74% | 389<br>73% | 412<br>76% | 132<br>82%<br>H | 169<br>84%<br>GH | 144<br>77%<br>H | 151<br>75%<br>H | 215<br>63%         | 201<br>77% | 205<br>72% | 179<br>72% | 118<br>78% | 44<br>82%<br>* | 65<br>70%<br>* | 675<br>74% | 137<br>75% | 203<br>64%       | 223<br>76%<br>Q | 330<br>80%<br>Q | 56<br>78%<br>Q* | 542<br>78%<br>V | 271<br>68%      | 445<br>74% | 286<br>77%<br>Y | 82<br>66%<br>*  |
| NET: Disagree | 260<br>24% | 133<br>25% | 125<br>23% | 27<br>16%       | 26<br>13%        | 35<br>19%       | 49<br>24%<br>E  | 124<br>36%<br>DEFG | 57<br>22%  | 71<br>25%  | 64<br>26%  | 31<br>21%  | 8<br>15%<br>*  | 28<br>30%<br>* | 215<br>24% | 45<br>24%  | 102<br>32%<br>RS | 65<br>22%       | 79<br>19%       | 15<br>20%<br>*  | 140<br>20%      | 120<br>30%<br>U | 145<br>24% | 74<br>20%       | 41<br>33%<br>X* |

**This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.**

Overlap formulae used

ColumnProportions (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

ColumnMeans (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - I am constantly looking at screens these days

All Adults aged 16-75 in GB (Total Wave 2)

|                            | More or Less confident using digital technology in general after restrictions across the UK |                 |               |                | Profile          |                           |             | Waves        |              |
|----------------------------|---|-----------------|---------------|----------------|------------------|---------------------------|-------------|--------------|--------------|
|                            | Total Wave 2  | More confident  | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|                            | (A)   | (B)             | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)          |
| Unweighted base            | 1095  | 328             | 665           | 83             | 505              | 214                       | 376         | -            | 1095         |
| Weighted base              | 1095  | 335             | 657           | 84             | 491              | 204                       | 400         | -            | 1095         |
| Strongly agree             | 295<br>27%  | 115<br>34%<br>C | 159<br>24%    | 19<br>23%<br>* | 145<br>29%<br>G  | 65<br>32%<br>G            | 86<br>21%   | -            | 295<br>27%   |
| Tend to agree              | 517<br>47%  | 171<br>51%      | 298<br>45%    | 42<br>50%<br>* | 239<br>49%       | 93<br>45%                 | 185<br>46%  | -            | 517<br>47%   |
| Neither agree nor disagree | -   | -               | -             | -<br>*         | -                | -                         | -           | -            | -            |
| Tend to disagree           | 192<br>18%  | 42<br>12%       | 134<br>20%    | 12<br>15%      | 69<br>14%        | 33<br>16%                 | 91<br>23%   | -            | 192<br>18%   |



**J-19-001009-24 - Week 24**

**PUBLIC**

**J-19-001009-24\_Perceptions of technology**

**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - I am constantly looking at screens these days

All Adults aged 16-75 in GB (Total Wave 2)

|                   | More or Less confident using digital technology in general after restrictions across the UK |                |               |                 | Profile          |                           |             | Waves        |              |
|-------------------|---|----------------|---------------|-----------------|------------------|---------------------------|-------------|--------------|--------------|
|                   | Total Wave 2  | More confident | No difference | Less confident  | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|                   | (A)   | (B)            | (C)           | (D)             | (E)              | (F)                       | (G)         | (H)          | (I)          |
|                   |   |                | B             | *               |                  |                           | E           |              |              |
| Strongly disagree | 67<br>6%  | 5<br>1%        | 51<br>8%<br>B | 10<br>12%<br>B* | 29<br>6%         | 10<br>5%                  | 29<br>7%    | -<br>-       | 67<br>6%     |
| Don't know        | 23<br>2%  | 3<br>1%        | 15<br>2%      | -<br>-<br>*     | 10<br>2%         | 4<br>2%                   | 10<br>2%    | -<br>-       | 23<br>2%     |

|               |            |                  |            |                |                 |                 |            |        |            |
|---------------|------------|------------------|------------|----------------|-----------------|-----------------|------------|--------|------------|
| NET: Agree    | 812<br>74% | 286<br>85%<br>CD | 457<br>70% | 61<br>73%<br>* | 384<br>78%<br>G | 158<br>77%<br>G | 271<br>68% | -<br>- | 812<br>74% |
| NET: Disagree | 260<br>24% | 47<br>14%        | 185<br>28% | 23<br>27%      | 97<br>20%       | 43<br>21%       | 120<br>30% | -<br>- | 260<br>24% |

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Q5. Digital technology and digital skills overall perceptions - I am constantly looking at screens these days

All Adults aged 16-75 in GB (Total Wave 2)

|  | More or Less confident using digital technology in general after restrictions across the UK |                |               |                | Profile          |                           |             | Waves        |              |
|--|---|----------------|---------------|----------------|------------------|---------------------------|-------------|--------------|--------------|
|  | Total Wave 2  | More confident | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|  | (A)   | (B)            | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)          |
|  |   |                | B             | B*             |                  |                           | EF          |              |              |

accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

*Overlap formulae used*

*ColumnProportions (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

*ColumnMeans (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)*

J-19-001009-24 - Week 24

PUBLIC

J-19-001009-24\_Perceptions of technology

Adults 16-75 in GB

Sample Profile

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                | Total Wave 1 + Wave 2 | Gender       |              | Age         |             |             |             |             | Region grouped |             |             |             |           |           | Urban/Rural |            | Education           |                       |                    |                          | Employment status |             | Marital status            |            |                            |
|----------------|-----------------------|--------------|--------------|-------------|-------------|-------------|-------------|-------------|----------------|-------------|-------------|-------------|-----------|-----------|-------------|------------|---------------------|-----------------------|--------------------|--------------------------|-------------------|-------------|---------------------------|------------|----------------------------|
|                | Total                 | Male         | Female       | 16-24       | 25-34       | 35-44       | 45-54       | 55-75       | North          | Midlands    | South       | London      | Wales     | Scotland  | Urban       | Rural      | GCSE/O Level/NV Q12 | A Level or equivalent | Degree/Masters/PhD | No formal qualifications | Working           | Not working | Married/Living as Married | Single     | Widowed/Divorced/Separated |
|                | (A)                   | (B)          | (C)          | (D)         | (E)         | (F)         | (G)         | (H)         | (I)            | (J)         | (K)         | (L)         | (M)       | (N)       | (O)         | (P)        | (Q)                 | (R)                   | (S)                | (T)                      | (U)               | (V)         | (W)                       | (X)        | (Y)                        |
| Gender         | 2190                  | 1074         | 1093         | 323         | 401         | 376         | 404         | 685         | 523            | 569         | 497         | 307         | 106       | 188       | 1823        | 367        | 604                 | 577                   | 867                | 142                      | 1391              | 799         | 1190                      | 725        | 276                        |
| Male           | 1074<br>49%           | 1074<br>100% | -<br>-       | 164<br>51%  | 200<br>50%  | 183<br>49%  | 197<br>49%  | 329<br>48%  | 271<br>52%     | 285<br>50%  | 210<br>42%  | 162<br>53%  | 55<br>51% | 92<br>49% | 913<br>50%  | 161<br>44% | 305<br>51%          | 292<br>51%            | 398<br>46%         | 78<br>55%                | 746<br>54%        | 328<br>41%  | 562<br>47%                | 420<br>58% | 91<br>33%                  |
| Female         | 1093<br>50%           | -<br>-       | 1093<br>100% | 158<br>49%  | 197<br>49%  | 186<br>49%  | 202<br>50%  | 351<br>51%  | 247<br>47%     | 278<br>49%  | 281<br>57%  | 142<br>46%  | 50<br>47% | 95<br>51% | 891<br>49%  | 202<br>55% | 294<br>49%          | 280<br>49%            | 457<br>53%         | 63<br>44%                | 632<br>45%        | 462<br>58%  | 617<br>52%                | 295<br>41% | 182<br>66%                 |
| Age            | 2190                  | 1074         | 1093         | 323         | 401         | 376         | 404         | 685         | 523            | 569         | 497         | 307         | 106       | 188       | 1823        | 367        | 604                 | 577                   | 867                | 142                      | 1391              | 799         | 1190                      | 725        | 276                        |
| 16-24          | 323<br>15%            | 164<br>15%   | 158<br>14%   | 323<br>100% | -<br>-      | -<br>-      | -<br>-      | -<br>-      | 62<br>12%      | 89<br>16%   | 66<br>13%   | 62<br>20%   | 17<br>16% | 28<br>15% | 282<br>15%  | 41<br>11%  | 78<br>13%           | 130<br>22%            | 96<br>11%          | 20<br>14%                | 170<br>12%        | 153<br>19%  | 75<br>6%                  | 245<br>34% | 4<br>1%                    |
| 25-34          | 401<br>18%            | 200<br>19%   | 197<br>18%   | -<br>-      | 401<br>100% | -<br>-      | -<br>-      | -<br>-      | 101<br>19%     | 98<br>17%   | 76<br>15%   | 73<br>24%   | 24<br>23% | 28<br>15% | 355<br>19%  | 46<br>12%  | 89<br>15%           | 83<br>14%             | 214<br>25%         | 16<br>11%                | 312<br>22%        | 89<br>11%   | 235<br>20%                | 157<br>22% | 9<br>3%                    |
| 35-44          | 376<br>17%            | 183<br>17%   | 186<br>17%   | -<br>-      | -<br>-      | 376<br>100% | -<br>-      | -<br>-      | 91<br>17%      | 96<br>17%   | 87<br>18%   | 50<br>16%   | 16<br>15% | 36<br>19% | 321<br>18%  | 55<br>15%  | 84<br>14%           | 94<br>16%             | 187<br>22%         | 11<br>8%                 | 274<br>20%        | 102<br>13%  | 233<br>20%                | 117<br>16% | 26<br>10%                  |
| 45-54          | 404<br>18%            | 197<br>18%   | 202<br>19%   | -<br>-      | -<br>-      | -<br>-      | 404<br>100% | -<br>-      | 96<br>18%      | 101<br>18%  | 99<br>20%   | 53<br>17%   | 18<br>17% | 37<br>20% | 336<br>18%  | 68<br>19%  | 138<br>23%          | 111<br>19%            | 135<br>16%         | 19<br>14%                | 281<br>20%        | 123<br>15%  | 249<br>21%                | 102<br>14% | 53<br>19%                  |
| 55-75          | 685<br>31%            | 329<br>31%   | 351<br>32%   | -<br>-      | -<br>-      | -<br>-      | -<br>-      | 685<br>100% | 173<br>33%     | 184<br>32%  | 169<br>34%  | 70<br>23%   | 31<br>29% | 59<br>31% | 529<br>29%  | 157<br>43% | 216<br>36%          | 159<br>27%            | 235<br>27%         | 76<br>54%                | 353<br>25%        | 332<br>42%  | 398<br>33%                | 105<br>14% | 183<br>66%                 |
| Region grouped | 2190                  | 1074         | 1093         | 323         | 401         | 376         | 404         | 685         | 523            | 569         | 497         | 307         | 106       | 188       | 1823        | 367        | 604                 | 577                   | 867                | 142                      | 1391              | 799         | 1190                      | 725        | 276                        |
| North          | 523<br>24%            | 271<br>25%   | 247<br>23%   | 62<br>19%   | 101<br>25%  | 91<br>24%   | 96<br>24%   | 173<br>25%  | 523<br>100%    | -<br>-      | -<br>-      | -<br>-      | -<br>-    | -<br>-    | 461<br>25%  | 62<br>17%  | 155<br>26%          | 130<br>23%            | 196<br>23%         | 42<br>30%                | 337<br>24%        | 186<br>23%  | 289<br>24%                | 162<br>22% | 72<br>26%                  |
| Midlands       | 569<br>26%            | 285<br>27%   | 278<br>25%   | 89<br>28%   | 98<br>25%   | 96<br>25%   | 101<br>25%  | 184<br>27%  | -<br>-         | 569<br>100% | -<br>-      | -<br>-      | -<br>-    | -<br>-    | 444<br>24%  | 124<br>34% | 180<br>30%          | 163<br>28%            | 194<br>22%         | 31<br>22%                | 350<br>25%        | 219<br>27%  | 331<br>28%                | 169<br>23% | 69<br>25%                  |
| South          | 497<br>23%            | 210<br>20%   | 281<br>26%   | 66<br>20%   | 76<br>19%   | 87<br>23%   | 99<br>25%   | 169<br>25%  | -<br>-         | -<br>-      | 497<br>100% | -<br>-      | -<br>-    | -<br>-    | 398<br>22%  | 99<br>27%  | 138<br>23%          | 137<br>24%            | 191<br>22%         | 31<br>22%                | 308<br>22%        | 189<br>24%  | 275<br>23%                | 152<br>21% | 71<br>26%                  |
| London         | 307<br>14%            | 162<br>15%   | 142<br>13%   | 62<br>19%   | 73<br>18%   | 50<br>13%   | 53<br>13%   | 70<br>10%   | -<br>-         | -<br>-      | -<br>-      | 307<br>100% | -<br>-    | -<br>-    | 307<br>17%  | -<br>-     | 63<br>10%           | 82<br>14%             | 143<br>17%         | 18<br>13%                | 204<br>15%        | 103<br>13%  | 125<br>10%                | 148<br>20% | 34<br>12%                  |

J-19-001009-24 - Week 24

PUBLIC

J-19-001009-24\_Perceptions of technology

Adults 16-75 in GB

Sample Profile

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                          | Total Wave 1 + Wave 2 | Gender          |                 | Age                |                   |                   |                   |                    | Region grouped     |                   |                   |                     |                      |                     | Urban/Rural       |                  | Education          |                       |                    |                          | Employment status |                  | Marital status            |                 |                            |
|--------------------------|-----------------------|-----------------|-----------------|--------------------|-------------------|-------------------|-------------------|--------------------|--------------------|-------------------|-------------------|---------------------|----------------------|---------------------|-------------------|------------------|--------------------|-----------------------|--------------------|--------------------------|-------------------|------------------|---------------------------|-----------------|----------------------------|
|                          | Total                 | Male            | Female          | 16-24              | 25-34             | 35-44             | 45-54             | 55-75              | North              | Midlands          | South             | London              | Wales                | Scotland            | Urban             | Rural            | GCSE/O Level/NVQ12 | A Level or equivalent | Degree/Masters/PhD | No formal qualifications | Working           | Not working      | Married/Living as Married | Single          | Widowed/Divorced/Separated |
|                          | (A)                   | (B)             | (C)             | (D)                | (E)               | (F)               | (G)               | (H)                | (I)                | (J)               | (K)               | (L)                 | (M)                  | (N)                 | (O)               | (P)              | (Q)                | (R)                   | (S)                | (T)                      | (U)               | (V)              | (W)                       | (X)             | (Y)                        |
|                          |                       |                 |                 | FGH                | H                 |                   |                   |                    |                    |                   |                   | IKLMN               | *                    |                     | P                 |                  |                    |                       | Q                  |                          |                   |                  |                           | WY              |                            |
| Wales                    | 106<br>5%             | 55<br>5%        | 50<br>5%        | 17<br>5%           | 24<br>6%          | 16<br>4%          | 18<br>4%          | 31<br>5%           | -<br>-             | -<br>-            | -<br>-            | -<br>-              | 106<br>100%<br>UKLN* | -<br>-              | 63<br>3%          | 44<br>12%<br>O   | 30<br>5%           | 25<br>4%              | 46<br>5%           | 6<br>4%                  | 67<br>5%          | 39<br>5%         | 70<br>6%<br>Y             | 30<br>4%        | 6<br>2%                    |
| Scotland                 | 188<br>9%             | 92<br>9%        | 95<br>9%        | 28<br>9%           | 28<br>7%          | 36<br>10%         | 37<br>9%          | 59<br>9%           | -<br>-             | -<br>-            | -<br>-            | -<br>-              | -<br>*               | 188<br>100%<br>UKLM | 150<br>8%         | 38<br>10%        | 38<br>6%           | 40<br>7%              | 97<br>11%          | 14<br>10%                | 125<br>9%         | 63<br>8%         | 99<br>8%                  | 65<br>9%        | 24<br>9%                   |
| Urban/Rural              | 2190                  | 1074            | 1093            | 323                | 401               | 376               | 404               | 685                | 523                | 569               | 497               | 307                 | 106                  | 188                 | 1823              | 367              | 604                | 577                   | 867                | 142                      | 1391              | 799              | 1190                      | 725             | 276                        |
| Urban                    | 1823<br>83%           | 913<br>85%<br>C | 891<br>81%      | 282<br>87%<br>H    | 355<br>89%<br>GH  | 321<br>85%<br>H   | 336<br>83%<br>H   | 529<br>77%         | 461<br>88%<br>JKMN | 444<br>78%<br>M   | 398<br>80%<br>M   | 307<br>100%<br>UKMN | 63<br>59%<br>*       | 150<br>80%<br>M     | 1823<br>100%<br>P | -<br>-           | 511<br>84%         | 474<br>82%            | 722<br>83%         | 116<br>82%               | 1171<br>84%       | 652<br>82%       | 954<br>80%                | 637<br>88%<br>W | 233<br>84%                 |
| Rural                    | 367<br>17%            | 161<br>15%      | 202<br>19%<br>B | 41<br>13%          | 46<br>11%         | 55<br>15%         | 68<br>17%<br>E    | 157<br>23%<br>DEFG | 62<br>12%<br>L     | 124<br>22%<br>IL  | 99<br>20%<br>IL   | -<br>-              | 44<br>41%<br>UKLN*   | 38<br>20%<br>IL     | -<br>-            | 367<br>100%<br>O | 94<br>16%          | 103<br>18%            | 145<br>17%         | 25<br>18%                | 220<br>16%        | 147<br>18%       | 236<br>20%<br>X           | 88<br>12%       | 43<br>16%                  |
| Education                | 2190                  | 1074            | 1093            | 323                | 401               | 376               | 404               | 685                | 523                | 569               | 497               | 307                 | 106                  | 188                 | 1823              | 367              | 604                | 577                   | 867                | 142                      | 1391              | 799              | 1190                      | 725             | 276                        |
| GCSE/O Level/NVQ12       | 604<br>28%            | 305<br>28%      | 294<br>27%      | 78<br>24%          | 89<br>22%         | 84<br>22%         | 138<br>34%<br>DEF | 216<br>31%<br>DEF  | 155<br>30%<br>LN   | 180<br>32%<br>LN  | 138<br>28%<br>L   | 63<br>21%           | 30<br>28%<br>*       | 38<br>20%           | 511<br>28%        | 94<br>26%        | 604<br>100%<br>RST | -<br>-                | -<br>-             | -<br>-                   | 339<br>24%        | 266<br>33%<br>U  | 317<br>27%                | 194<br>27%      | 93<br>34%                  |
| A Level or equivalent    | 577<br>26%            | 292<br>27%      | 280<br>26%      | 130<br>40%<br>EFGH | 83<br>21%         | 94<br>25%         | 111<br>28%<br>E   | 159<br>23%         | 130<br>25%         | 163<br>29%        | 137<br>28%        | 82<br>27%           | 25<br>23%<br>*       | 40<br>21%           | 474<br>26%        | 103<br>28%       | -<br>-             | 577<br>100%<br>QST    | -<br>-             | -<br>-                   | 356<br>26%        | 221<br>28%       | 295<br>25%                | 213<br>29%<br>W | 69<br>25%                  |
| Degree/Masters/PhD       | 867<br>40%            | 398<br>37%      | 457<br>42%<br>B | 96<br>30%          | 214<br>53%<br>DGH | 187<br>50%<br>DGH | 135<br>34%<br>DGH | 235<br>34%<br>DGH  | 196<br>38%         | 194<br>34%<br>DGH | 191<br>38%<br>DGH | 143<br>47%<br>IJK   | 46<br>43%<br>*       | 97<br>52%<br>IJK    | 722<br>40%        | 145<br>40%       | -<br>-             | -<br>-                | 867<br>100%<br>QRT | -<br>-                   | 634<br>46%<br>V   | 233<br>29%       | 500<br>42%<br>Y           | 278<br>38%      | 89<br>32%                  |
| No formal qualifications | 142<br>6%             | 78<br>7%        | 63<br>6%        | 20<br>6%           | 16<br>4%          | 11<br>3%          | 19<br>5%          | 76<br>11%<br>DEFG  | 42<br>8%           | 31<br>5%          | 31<br>6%          | 18<br>6%            | 6<br>5%<br>*         | 14<br>7%            | 116<br>6%         | 25<br>7%         | -<br>-             | -<br>-                | -<br>-             | 142<br>100%<br>QRS       | 62<br>4%          | 79<br>10%<br>U   | 77<br>6%                  | 40<br>5%        | 25<br>9%                   |
| Employment status        | 2190                  | 1074            | 1093            | 323                | 401               | 376               | 404               | 685                | 523                | 569               | 497               | 307                 | 106                  | 188                 | 1823              | 367              | 604                | 577                   | 867                | 142                      | 1391              | 799              | 1190                      | 725             | 276                        |
| Working                  | 1391<br>64%           | 746<br>69%<br>C | 632<br>58%      | 170<br>53%         | 312<br>78%<br>DGH | 274<br>73%<br>DH  | 281<br>70%<br>DH  | 353<br>52%         | 337<br>64%         | 350<br>62%        | 308<br>62%        | 204<br>67%          | 67<br>63%<br>*       | 125<br>66%          | 1171<br>64%       | 220<br>60%       | 339<br>56%<br>T    | 356<br>62%<br>T       | 634<br>73%<br>QRT  | 62<br>44%                | 1391<br>100%<br>V | -<br>-           | 842<br>71%<br>XY          | 407<br>56%      | 142<br>51%                 |
| Not working              | 799<br>36%            | 328<br>31%      | 462<br>42%<br>B | 153<br>47%<br>EFG  | 89<br>22%         | 102<br>27%        | 123<br>30%<br>E   | 332<br>48%<br>EFG  | 186<br>36%         | 219<br>38%        | 189<br>38%        | 103<br>33%          | 39<br>37%<br>*       | 63<br>34%           | 652<br>36%        | 147<br>40%       | 266<br>44%<br>S    | 221<br>38%<br>S       | 233<br>27%         | 79<br>56%<br>QRS         | -<br>-            | 799<br>100%<br>U | 347<br>29%                | 318<br>44%<br>W | 134<br>49%<br>W            |
| Marital Status           | 2190                  | 1074            | 1093            | 323                | 401               | 376               | 404               | 685                | 523                | 569               | 497               | 307                 | 106                  | 188                 | 1823              | 367              | 604                | 577                   | 867                | 142                      | 1391              | 799              | 1190                      | 725             | 276                        |

J-19-001009-24 - Week 24

PUBLIC

J-19-001009-24\_Perceptions of technology

Adults 16-75 in GB

Sample Profile

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|   | Total Wave 1 + Wave 2 | Gender          |                 | Age                |                   |                   |                   |                    | Region grouped  |                 |                 |                    |                  |                 | Urban/Rural     |                 | Education           |                       |                    |                          | Employment status |                    | Marital status            |                   |                            |
|---|-----------------------|-----------------|-----------------|--------------------|-------------------|-------------------|-------------------|--------------------|-----------------|-----------------|-----------------|--------------------|------------------|-----------------|-----------------|-----------------|---------------------|-----------------------|--------------------|--------------------------|-------------------|--------------------|---------------------------|-------------------|----------------------------|
|   | Total                 | Male            | Female          | 16-24              | 25-34             | 35-44             | 45-54             | 55-75              | North           | Midlands        | South           | London             | Wales            | Scotland        | Urban           | Rural           | GCSE/O Level/NV Q12 | A Level or equivalent | Degree/Masters/PhD | No formal qualifications | Working           | Not working        | Married/Living as Married | Single            | Widowed/Divorced/Separated |
|   | (A)                   | (B)             | (C)             | (D)                | (E)               | (F)               | (G)               | (H)                | (I)             | (J)             | (K)             | (L)                | (M)              | (N)             | (O)             | (P)             | (Q)                 | (R)                   | (S)                | (T)                      | (U)               | (V)                | (W)                       | (X)               | (Y)                        |
| Married/ Living as Married  | 1190<br>54%           | 562<br>52%      | 617<br>56%      | 75<br>23%          | 235<br>59%<br>D   | 233<br>62%<br>D   | 249<br>62%<br>D   | 398<br>58%<br>D    | 289<br>55%<br>L | 331<br>58%<br>L | 275<br>55%<br>L | 125<br>41%<br>LN*  | 70<br>66%<br>LN* | 99<br>53%<br>L  | 236<br>64%<br>O | 317<br>52%      | 295<br>51%          | 500<br>58%<br>R       | 77<br>55%          | 842<br>61%<br>V          | 347<br>43%        | 1190<br>100%<br>XY | -<br>-                    | -<br>-            |                            |
| Single  | 725<br>33%            | 420<br>39%<br>C | 295<br>27%      | 245<br>76%<br>EFGH | 157<br>39%<br>FGH | 117<br>31%<br>H   | 102<br>25%<br>H   | 105<br>15%<br>D    | 162<br>31%      | 169<br>30%      | 152<br>31%      | 148<br>48%<br>IKMN | 30<br>28%<br>*   | 65<br>35%       | 637<br>35%<br>P | 88<br>24%       | 194<br>32%          | 213<br>37%            | 278<br>32%         | 40<br>28%                | 407<br>29%        | 318<br>40%<br>U    | -<br>-                    | 725<br>100%<br>WY | -<br>-                     |
| Widowed/Divorced/Separated  | 276<br>13%            | 91<br>8%        | 182<br>17%<br>B | 4<br>1%            | 9<br>2%           | 26<br>7%<br>DE    | 53<br>13%<br>DEF  | 183<br>27%<br>DEFG | 72<br>14%<br>M  | 69<br>12%       | 71<br>14%<br>M  | 34<br>11%          | 6<br>6%<br>*     | 24<br>13%       | 233<br>13%      | 43<br>12%       | 93<br>15%<br>S      | 69<br>12%             | 89<br>10%          | 25<br>18%<br>S           | 142<br>10%        | 134<br>17%<br>U    | -<br>-                    | -<br>-            | 276<br>100%<br>WX          |
| More or Less confident using digital technology in general after restrictions across the UK | 2190                  | 1074            | 1093            | 323                | 401               | 376               | 404               | 685                | 523             | 569             | 497             | 307                | 106              | 188             | 1823            | 367             | 604                 | 577                   | 867                | 142                      | 1391              | 799                | 1190                      | 725               | 276                        |
| More confident  | 664<br>30%            | 308<br>29%      | 351<br>32%      | 156<br>48%<br>EFGH | 148<br>37%<br>FGH | 99<br>26%         | 100<br>25%        | 160<br>23%         | 148<br>28%      | 180<br>32%      | 154<br>31%      | 102<br>33%<br>N    | 35<br>33%<br>*   | 45<br>24%       | 566<br>31%      | 97<br>27%       | 153<br>25%          | 172<br>30%            | 298<br>34%<br>Q    | 41<br>29%                | 452<br>32%<br>V   | 212<br>27%         | 366<br>31%                | 232<br>32%<br>Y   | 65<br>24%                  |
| No difference   | 1319<br>60%           | 650<br>61%      | 655<br>60%      | 120<br>37%         | 217<br>54%<br>D   | 245<br>65%<br>DE  | 265<br>66%<br>DE  | 471<br>69%<br>DE   | 329<br>63%<br>L | 333<br>59%      | 307<br>62%<br>L | 163<br>53%         | 62<br>58%<br>*   | 124<br>66%<br>L | 1078<br>59%     | 240<br>65%<br>O | 387<br>64%<br>S     | 356<br>62%            | 498<br>57%         | 77<br>55%                | 812<br>58%        | 506<br>63%<br>U    | 717<br>60%                | 415<br>57%        | 187<br>68%<br>X            |
| Less confident  | 164<br>8%             | 94<br>9%<br>C   | 68<br>6%        | 37<br>11%<br>EH    | 26<br>7%<br>7%    | 27<br>7%<br>7%    | 31<br>8%          | 43<br>6%           | 38<br>7%        | 46<br>8%        | 31<br>6%        | 29<br>9%           | 6<br>6%<br>*     | 14<br>8%        | 140<br>8%       | 25<br>7%        | 49<br>8%            | 43<br>7%              | 57<br>7%           | 16<br>11%                | 108<br>8%         | 56<br>7%           | 89<br>8%                  | 57<br>8%          | 18<br>7%                   |
| Profile   | 2190                  | 1074            | 1093            | 323                | 401               | 376               | 404               | 685                | 523             | 569             | 497             | 307                | 106              | 188             | 1823            | 367             | 604                 | 577                   | 867                | 142                      | 1391              | 799                | 1190                      | 725               | 276                        |
| General employee  | 989<br>45%            | 482<br>45%      | 497<br>45%      | 94<br>29%          | 196<br>49%<br>DH  | 204<br>54%<br>DH  | 228<br>56%<br>DEH | 266<br>39%<br>D    | 254<br>49%<br>L | 251<br>44%      | 224<br>45%      | 121<br>39%         | 48<br>45%<br>*   | 90<br>48%       | 837<br>46%      | 151<br>41%      | 265<br>44%          | 249<br>43%            | 423<br>49%<br>T    | 50<br>36%                | 989<br>71%<br>V   | -<br>-             | 587<br>49%<br>XY          | 290<br>40%        | 111<br>40%                 |
| Management/decision maker   | 402<br>18%            | 263<br>25%<br>C | 135<br>12%      | 76<br>24%<br>GH    | 116<br>29%<br>FGH | 70<br>18%<br>H    | 53<br>13%         | 87<br>13%          | 83<br>16%       | 99<br>17%       | 83<br>17%       | 84<br>27%<br>IKN   | 20<br>18%<br>*   | 34<br>18%       | 333<br>18%      | 69<br>19%       | 73<br>12%           | 106<br>18%<br>QT      | 210<br>24%<br>QRT  | 12<br>8%                 | 402<br>29%<br>V   | -<br>-             | 255<br>21%<br>XY          | 117<br>16%        | 31<br>11%                  |
| Not working   | 799<br>36%            | 328<br>31%      | 462<br>42%<br>B | 153<br>47%<br>EFG  | 89<br>22%<br>27%  | 102<br>27%<br>30% | 123<br>30%<br>E   | 332<br>48%<br>EFG  | 186<br>36%      | 219<br>38%      | 189<br>38%      | 103<br>33%         | 39<br>37%<br>*   | 63<br>34%       | 652<br>36%      | 147<br>40%      | 266<br>44%<br>S     | 221<br>38%<br>S       | 233<br>27%         | 79<br>56%<br>QRS         | -<br>-            | 799<br>100%<br>U   | 347<br>29%                | 318<br>44%<br>W   | 134<br>49%<br>W            |
| Waves   | 2190                  | 1074            | 1093            | 323                | 401               | 376               | 404               | 685                | 523             | 569             | 497             | 307                | 106              | 188             | 1823            | 367             | 604                 | 577                   | 867                | 142                      | 1391              | 799                | 1190                      | 725               | 276                        |
| Total Wave 1  | 1095<br>50%           | 538<br>50%      | 548<br>50%      | 161<br>50%         | 199<br>50%        | 188<br>50%        | 203<br>50%        | 344<br>50%         | 262<br>50%      | 283<br>50%      | 249<br>50%      | 154<br>50%         | 52<br>49%<br>*   | 95<br>50%       | 912<br>50%      | 183<br>50%      | 286<br>47%          | 285<br>49%            | 454<br>52%         | 70<br>50%                | 695<br>50%        | 400<br>50%         | 587<br>49%                | 356<br>49%        | 152<br>55%                 |
| Total Wave 2  | 1095                  | 536             | 545             | 162                | 202               | 188               | 201               | 341                | 261             | 286             | 248             | 153                | 54               | 93              | 911             | 184             | 318                 | 291                   | 414                | 72                       | 695               | 400                | 602                       | 369               | 124                        |

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|  | Total Wave 1 + Wave 2 |      | Gender |       | Age   |       |       |       |       | Region grouped |       |        |       |          | Urban/Rural |       | Education           |                       |                    |                          | Employment status |             | Marital status            |        |                            |
|--|-----------------------|------|--------|-------|-------|-------|-------|-------|-------|----------------|-------|--------|-------|----------|-------------|-------|---------------------|-----------------------|--------------------|--------------------------|-------------------|-------------|---------------------------|--------|----------------------------|
|  | Total                 | Male | Female | 16-24 | 25-34 | 35-44 | 45-54 | 55-75 | North | Midlands       | South | London | Wales | Scotland | Urban       | Rural | GCSE/O Level/NV Q12 | A Level or equivalent | Degree/Masters/PhD | No formal qualifications | Working           | Not working | Married/Living as Married | Single | Widowed/Divorced/Separated |
|  | (A)                   | (B)  | (C)    | (D)   | (E)   | (F)   | (G)   | (H)   | (I)   | (J)            | (K)   | (L)    | (M)   | (N)      | (O)         | (P)   | (Q)                 | (R)                   | (S)                | (T)                      | (U)               | (V)         | (W)                       | (X)    | (Y)                        |
|  | 50%                   | 50%  | 50%    | 50%   | 50%   | 50%   | 50%   | 50%   | 50%   | 50%            | 50%   | 50%    | 51%   | 50%      | 50%         | 50%   | 53%                 | 51%                   | 48%                | 50%                      | 50%               | 50%         | 51%                       | 51%    | 45%                        |

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

Overlap formulae used

ColumnProportions (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*\*)

ColumnMeans (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*\*)

**J-19-001009-24 - Week 24**
**PUBLIC**
**J-19-001009-24\_Perceptions of technology**
**Adults 16-75 in GB**

## Sample Profile

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|        | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                  |                   | Profile             |                                   |                  | Waves           |                 |
|--------|-----------------------------|---|------------------|-------------------|---------------------|-----------------------------------|------------------|-----------------|-----------------|
|        |                             | More<br>confident   | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working   | Total<br>Wave 1 | Total<br>Wave 2 |
|        |                             | (B)   | (C)              | (D)               | (E)                 | (F)                               | (G)              | (H)             | (I)             |
| Gender | 2190                        | 664   | 1319             | 164               | 989                 | 402                               | 799              | 1095            | 1095            |
| Male   | 1074<br>49%                 | 308<br>46%  | 650<br>49%       | 94<br>57%<br>B    | 482<br>49%<br>G     | 263<br>65%<br>EG                  | 328<br>41%       | 538<br>49%      | 536<br>49%      |
| Female | 1093<br>50%                 | 351<br>53%<br>D   | 655<br>50%       | 68<br>42%         | 497<br>50%<br>F     | 135<br>34%                        | 462<br>58%<br>EF | 548<br>50%      | 545<br>50%      |
| Age    | 2190                        | 664   | 1319             | 164               | 989                 | 402                               | 799              | 1095            | 1095            |
| 16-24  | 323<br>15%                  | 156<br>23%<br>C   | 120<br>9%        | 37<br>22%<br>C    | 94<br>10%           | 76<br>19%<br>E                    | 153<br>19%<br>E  | 161<br>15%      | 162<br>15%      |
| 25-34  | 401<br>18%                  | 148<br>22%  | 217<br>16%       | 26<br>16%         | 196<br>20%          | 116<br>29%                        | 89<br>11%        | 199<br>18%      | 202<br>18%      |

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                   |                  | Profile           |                     |                                   | Waves          |                 |                 |
|----------------|-----------------------------|---|-------------------|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|                |                             | Total   | More<br>confident | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|                |                             | (A)   | (B)               | (C)              | (D)               | (E)                 | (F)                               | (G)            | (H)             | (I)             |
|                |                             | C   |                   |                  | G                 | EG                  |                                   |                |                 |                 |
| 35-44          | 376<br>17%                  | 99<br>15%   | 245<br>19%        | 27<br>16%        | 204<br>21%<br>G   | 70<br>17%           | 102<br>13%                        | 188<br>17%     | 188<br>17%      |                 |
| 45-54          | 404<br>18%                  | 100<br>15%  | 265<br>20%<br>B   | 31<br>19%        | 228<br>23%<br>FG  | 53<br>13%           | 123<br>15%                        | 203<br>19%     | 201<br>18%      |                 |
| 55-75          | 685<br>31%                  | 160<br>24%  | 471<br>36%<br>BD  | 43<br>26%        | 266<br>27%<br>F   | 87<br>22%           | 332<br>42%<br>EF                  | 344<br>31%     | 341<br>31%      |                 |
| Region grouped | 2190                        | 664   | 1319              | 164              | 989               | 402                 | 799                               | 1095           | 1095            |                 |
| North          | 523<br>24%                  | 148<br>22%  | 329<br>25%        | 38<br>23%        | 254<br>26%<br>F   | 83<br>21%           | 186<br>23%                        | 262<br>24%     | 261<br>24%      |                 |



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**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|          | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                  |                   | Profile             |                                   |                | Waves           |                 |
|----------|-----------------------------|---|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|          |                             | More<br>confident   | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|          |                             | (A)   | (B)              | (C)               | (D)                 | (E)                               | (F)            | (G)             | (H)             |
| Midlands | 569<br>26%                  | 180<br>27%  | 333<br>25%       | 46<br>28%         | 251<br>25%          | 99<br>25%                         | 219<br>27%     | 283<br>26%      | 286<br>26%      |
| South    | 497<br>23%                  | 154<br>23%  | 307<br>23%       | 31<br>19%         | 224<br>23%          | 83<br>21%                         | 189<br>24%     | 249<br>23%      | 248<br>23%      |
| London   | 307<br>14%                  | 102<br>15%  | 163<br>12%       | 29<br>17%         | 121<br>12%          | 84<br>21%<br>EG                   | 103<br>13%     | 154<br>14%      | 153<br>14%      |
| Wales    | 106<br>5%                   | 35<br>5%  | 62<br>5%         | 6<br>4%           | 48<br>5%            | 20<br>5%                          | 39<br>5%       | 52<br>5%        | 54<br>5%        |
| Scotland | 188<br>9%                   | 45<br>7%  | 124<br>9%        | 14<br>9%          | 90<br>9%            | 34<br>9%                          | 63<br>8%       | 95<br>9%        | 93<br>9%        |

**J-19-001009-24 - Week 24**
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**Adults 16-75 in GB**

## Sample Profile

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                       | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                  |                   | Profile             |                                   |                | Waves           |                 |
|-----------------------|-----------------------------|---|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|                       |                             | More<br>confident   | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|                       |                             | (B)   | (C)              | (D)               | (E)                 | (F)                               | (G)            | (H)             | (I)             |
| Urban/Rural           | 2190                        | 664   | 1319             | 164               | 989                 | 402                               | 799            | 1095            | 1095            |
| Urban                 | 1823<br>83%                 | 566<br>85%  | 1078<br>82%      | 140<br>85%        | 837<br>85%          | 333<br>83%                        | 652<br>82%     | 912<br>83%      | 911<br>83%      |
| Rural                 | 367<br>17%                  | 97<br>15%   | 240<br>18%       | 25<br>15%         | 151<br>15%          | 69<br>17%                         | 147<br>18%     | 183<br>17%      | 184<br>17%      |
| Education             | 2190                        | 664   | 1319             | 164               | 989                 | 402                               | 799            | 1095            | 1095            |
| GCSE/O Level/NVQ12    | 604<br>28%                  | 153<br>23%  | 387<br>29%       | 49<br>30%         | 265<br>27%          | 73<br>18%                         | 266<br>33%     | 286<br>26%      | 318<br>29%      |
| A Level or equivalent | 577<br>26%                  | 172<br>26%  | 356<br>27%       | 43<br>26%         | 249<br>25%          | 106<br>26%                        | 221<br>28%     | 285<br>26%      | 291<br>27%      |

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**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                          | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                  |                   | Profile             |                                   |                   | Waves           |                 |
|--------------------------|-----------------------------|---|------------------|-------------------|---------------------|-----------------------------------|-------------------|-----------------|-----------------|
|                          |                             | More<br>confident   | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working    | Total<br>Wave 1 | Total<br>Wave 2 |
|                          |                             | (A)   | (B)              | (C)               | (D)                 | (E)                               | (F)               | (G)             | (H)             |
| Degree/Masters/PhD       | 867<br>40%                  | 298<br>45%<br>CD  | 498<br>38%       | 57<br>35%         | 423<br>43%<br>G     | 210<br>52%<br>EG                  | 233<br>29%        | 454<br>41%      | 414<br>38%      |
| No formal qualifications | 142<br>6%                   | 41<br>6%  | 77<br>6%         | 16<br>10%         | 50<br>5%            | 12<br>3%                          | 79<br>10%<br>EF   | 70<br>6%        | 72<br>7%        |
| Employment status        | 2190                        | 664   | 1319             | 164               | 989                 | 402                               | 799               | 1095            | 1095            |
| Working                  | 1391<br>64%                 | 452<br>68%<br>C   | 812<br>62%       | 108<br>66%        | 989<br>100%<br>G    | 402<br>100%<br>G                  | -<br>-            | 695<br>64%      | 695<br>63%      |
| Not working              | 799<br>36%                  | 212<br>32%  | 506<br>38%<br>B  | 56<br>34%         | -<br>-              | -<br>-                            | 799<br>100%<br>EF | 400<br>36%      | 400<br>37%      |

**J-19-001009-24 - Week 24**

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**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|  | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                  |                   | Profile             |                                   |                  | Waves           |                 |
|--|-----------------------------|---|------------------|-------------------|---------------------|-----------------------------------|------------------|-----------------|-----------------|
|  |                             | More<br>confident   | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working   | Total<br>Wave 1 | Total<br>Wave 2 |
|  |                             | (A)   | (B)              | (C)               | (D)                 | (E)                               | (F)              | (G)             | (H)             |
| Marital Status   | 2190                        | 664   | 1319             | 164               | 989                 | 402                               | 799              | 1095            | 1095            |
| Married/ Living as Married   | 1190<br>54%                 | 366<br>55%  | 717<br>54%       | 89<br>54%         | 587<br>59%<br>G     | 255<br>63%<br>G                   | 347<br>43%       | 587<br>54%      | 602<br>55%      |
| Single   | 725<br>33%                  | 232<br>35%  | 415<br>31%       | 57<br>35%         | 290<br>29%          | 117<br>29%                        | 318<br>40%<br>EF | 356<br>32%      | 369<br>34%      |
| Widowed/Divorced/Separated   | 276<br>13%                  | 65<br>10%   | 187<br>14%<br>B  | 18<br>11%         | 111<br>11%<br>F     | 31<br>8%                          | 134<br>17%<br>EF | 152<br>14%      | 124<br>11%      |
| More or Less confident using digital technology in<br>general after restrictions across the UK | 2190                        | 664   | 1319             | 164               | 989                 | 402                               | 799              | 1095            | 1095            |
| More confident   | 664                         | 664   | -                | -                 | 289                 | 163                               | 212              | 328             | 335             |

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**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|                           | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                    |                   | Profile           |                     |                                   | Waves          |                 |                 |
|---------------------------|-----------------------------|---|--------------------|-------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|                           |                             | Total   | More<br>confident  | No<br>difference  | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|                           |                             | (A)   | (B)                | (C)               | (D)               | (E)                 | (F)                               | (G)            | (H)             | (I)             |
|                           | 30%                         | 100%<br>CD  | -                  | -                 | 29%               | 40%<br>EG           | 27%                               | 30%            | 31%             |                 |
| No difference             | 1319<br>60%                 | -   | 1319<br>100%<br>BD | -                 | 616<br>62%<br>F   | 197<br>49%          | 506<br>63%<br>F                   | 662<br>60%     | 657<br>60%      |                 |
| Less confident            | 164<br>8%                   | -   | -                  | 164<br>100%<br>BC | 70<br>7%          | 38<br>10%           | 56<br>7%                          | 80<br>7%       | 84<br>8%        |                 |
| Profile                   | 2190                        | 664   | 1319               | 164               | 989               | 402                 | 799                               | 1095           | 1095            |                 |
| General employee          | 989<br>45%                  | 289<br>44%  | 616<br>47%         | 70<br>43%         | 989<br>100%<br>FG | -                   | -                                 | 498<br>45%     | 491<br>45%      |                 |
| Management/decision maker | 402<br>18%                  | 163<br>25%  | 197<br>15%         | 38<br>23%         | -                 | 402<br>100%         | -                                 | 198<br>18%     | 204<br>19%      |                 |

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**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|              | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                  |                   | Profile             |                                   |                   | Waves             |                   |
|--------------|-----------------------------|---|------------------|-------------------|---------------------|-----------------------------------|-------------------|-------------------|-------------------|
|              |                             | More<br>confident   | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working    | Total<br>Wave 1   | Total<br>Wave 2   |
|              |                             | (A)   | (B)              | (C)               | (D)                 | (E)                               | (F)               | (G)               | (H)               |
|              |                             | C   |                  | C                 |                     | EG                                |                   |                   |                   |
| Not working  | 799<br>36%                  | 212<br>32%  | 506<br>38%<br>B  | 56<br>34%         | -<br>-              | -<br>-                            | 799<br>100%<br>EF | 400<br>36%        | 400<br>37%        |
| Waves        | 2190                        | 664   | 1319             | 164               | 989                 | 402                               | 799               | 1095              | 1095              |
| Total Wave 1 | 1095<br>50%                 | 328<br>49%  | 662<br>50%       | 80<br>49%         | 498<br>50%          | 198<br>49%                        | 400<br>50%        | 1095<br>100%<br>I | -<br>-            |
| Total Wave 2 | 1095<br>50%                 | 335<br>51%  | 657<br>50%       | 84<br>51%         | 491<br>50%          | 204<br>51%                        | 400<br>50%        | -<br>-            | 1095<br>100%<br>H |

accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

Overlap formulae used

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**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 1 + Wave 2)

|  | Total<br>Wave 1 +<br>Wave 2 | More or Less confident using<br>digital technology in general after<br>restrictions across the UK |                  |                   | Profile             |                                   |                | Waves           |                 |
|--|-----------------------------|---|------------------|-------------------|---------------------|-----------------------------------|----------------|-----------------|-----------------|
|  |                             | More<br>confident   | No<br>difference | Less<br>confident | General<br>employee | Managem<br>ent/decisi<br>on maker | Not<br>working | Total<br>Wave 1 | Total<br>Wave 2 |
|  |                             | (A)   | (B)              | (C)               | (D)                 | (E)                               | (F)            | (G)             | (H)             |
|  |                             |   |                  |                   |                     |                                   |                |                 |                 |

ColumnProportions (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)

ColumnMeans (5%): A,B/C/D,E/F/G,H/I Minimum Base: 30(\*\*) Small Base: 100(\*)

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**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 2)

|                | Total Wave 2 (A) | Gender      |             | Age         |             |             |             |             | Region grouped |              |             |             |           |              | Urban/Rural |            | Education               |                           |                        |                              | Employment status |                 | Marital status                |            |                                |
|----------------|------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|----------------|--------------|-------------|-------------|-----------|--------------|-------------|------------|-------------------------|---------------------------|------------------------|------------------------------|-------------------|-----------------|-------------------------------|------------|--------------------------------|
|                |                  | Male (B)    | Female (C)  | 16-24 (D)   | 25-34 (E)   | 35-44 (F)   | 45-54 (G)   | 55-75 (H)   | North (I)      | Midlands (J) | South (K)   | London (L)  | Wales (M) | Scotland (N) | Urban (O)   | Rural (P)  | GCSE/O Level/NV Q12 (Q) | A Level or equivalent (R) | Degree/Masters/PhD (S) | No formal qualifications (T) | Working (U)       | Not working (V) | Married/Living as Married (W) | Single (X) | Widowed/Divorced/Separated (Y) |
| Gender         | 1095             | 536         | 545         | 162         | 202         | 188         | 201         | 341         | 261            | 286          | 248         | 153         | 54        | 93           | 911         | 184        | 318                     | 291                       | 414                    | 72                           | 695               | 400             | 602                           | 369        | 124                            |
| Male           | 536<br>49%       | 536<br>100% | -<br>-      | 82<br>50%   | 100<br>49%  | 91<br>49%   | 98<br>49%   | 164<br>48%  | 132<br>50%     | 142<br>50%   | 104<br>42%  | 84<br>55%   | 28<br>52% | 45<br>48%    | 463<br>51%  | 73<br>40%  | 157<br>49%              | 147<br>50%                | 193<br>47%             | 39<br>55%                    | 372<br>54%        | 163<br>41%      | 277<br>46%                    | 219<br>59% | 40<br>32%                      |
| Female         | 545<br>50%       | -<br>-      | 545<br>100% | 79<br>48%   | 98<br>49%   | 93<br>49%   | 101<br>50%  | 175<br>51%  | 127<br>48%     | 138<br>48%   | 141<br>57%  | 68<br>44%   | 24<br>44% | 48<br>52%    | 436<br>48%  | 110<br>60% | 158<br>50%              | 142<br>49%                | 213<br>51%             | 33<br>45%                    | 315<br>45%        | 230<br>58%      | 321<br>53%                    | 143<br>39% | 82<br>66%                      |
| Age            | 1095             | 536         | 545         | 162         | 202         | 188         | 201         | 341         | 261            | 286          | 248         | 153         | 54        | 93           | 911         | 184        | 318                     | 291                       | 414                    | 72                           | 695               | 400             | 602                           | 369        | 124                            |
| 16-24          | 162<br>15%       | 82<br>15%   | 79<br>14%   | 162<br>100% | -<br>-      | -<br>-      | -<br>-      | -<br>-      | 31<br>12%      | 41<br>14%    | 37<br>15%   | 30<br>19%   | 11<br>21% | 12<br>13%    | 138<br>15%  | 24<br>13%  | 35<br>11%               | 66<br>23%                 | 48<br>12%              | 14<br>20%                    | 85<br>12%         | 77<br>19%       | 33<br>5%                      | 129<br>35% | 1<br>1%                        |
| 25-34          | 202<br>18%       | 100<br>19%  | 98<br>18%   | -<br>-      | 202<br>100% | -<br>-      | -<br>-      | -<br>-      | 45<br>17%      | 46<br>16%    | 36<br>14%   | 43<br>28%   | 17<br>32% | 14<br>15%    | 180<br>20%  | 22<br>12%  | 51<br>16%               | 39<br>13%                 | 106<br>26%             | 6<br>8%                      | 160<br>23%        | 42<br>11%       | 120<br>20%                    | 79<br>21%  | 3<br>2%                        |
| 35-44          | 188<br>17%       | 91<br>17%   | 93<br>17%   | -<br>-      | -<br>-      | 188<br>100% | -<br>-      | -<br>-      | 48<br>19%      | 53<br>19%    | 42<br>17%   | 21<br>14%   | 5<br>9%   | 18<br>20%    | 161<br>18%  | 28<br>15%  | 53<br>17%               | 43<br>15%                 | 84<br>20%              | 8<br>11%                     | 119<br>17%        | 69<br>17%       | 112<br>19%                    | 62<br>17%  | 15<br>12%                      |
| 45-54          | 201<br>18%       | 98<br>18%   | 101<br>19%  | -<br>-      | -<br>-      | -<br>-      | 201<br>100% | -<br>-      | 53<br>20%      | 52<br>18%    | 48<br>20%   | 23<br>15%   | 6<br>11%  | 19<br>20%    | 174<br>19%  | 27<br>15%  | 67<br>21%               | 57<br>20%                 | 66<br>16%              | 11<br>16%                    | 141<br>20%        | 61<br>15%       | 121<br>20%                    | 54<br>15%  | 27<br>21%                      |
| 55-75          | 341<br>31%       | 164<br>31%  | 175<br>32%  | -<br>-      | -<br>-      | -<br>-      | -<br>-      | 341<br>100% | 84<br>32%      | 94<br>33%    | 84<br>34%   | 35<br>23%   | 15<br>28% | 29<br>31%    | 259<br>28%  | 83<br>45%  | 112<br>35%              | 87<br>30%                 | 110<br>27%             | 32<br>45%                    | 191<br>27%        | 151<br>38%      | 217<br>36%                    | 46<br>12%  | 79<br>64%                      |
| Region grouped | 1095             | 536         | 545         | 162         | 202         | 188         | 201         | 341         | 261            | 286          | 248         | 153         | 54        | 93           | 911         | 184        | 318                     | 291                       | 414                    | 72                           | 695               | 400             | 602                           | 369        | 124                            |
| North          | 261<br>24%       | 132<br>25%  | 127<br>23%  | 31<br>19%   | 45<br>23%   | 48<br>26%   | 53<br>26%   | 84<br>25%   | 261<br>100%    | -<br>-       | -<br>-      | -<br>-      | -<br>-    | -<br>-       | 227<br>25%  | 35<br>19%  | 76<br>24%               | 72<br>25%                 | 94<br>23%              | 19<br>27%                    | 172<br>25%        | 90<br>22%       | 153<br>25%                    | 81<br>22%  | 28<br>22%                      |
| Midlands       | 286<br>26%       | 142<br>27%  | 138<br>25%  | 41<br>25%   | 46<br>23%   | 53<br>28%   | 52<br>26%   | 94<br>27%   | -<br>-         | 286<br>100%  | -<br>-      | -<br>-      | -<br>-    | -<br>-       | 225<br>25%  | 61<br>33%  | 108<br>34%              | 68<br>23%                 | 92<br>22%              | 17<br>23%                    | 172<br>25%        | 114<br>28%      | 161<br>27%                    | 87<br>24%  | 37<br>30%                      |
| South          | 248<br>23%       | 104<br>19%  | 141<br>26%  | 37<br>23%   | 36<br>18%   | 42<br>22%   | 48<br>24%   | 84<br>25%   | -<br>-         | -<br>-       | 248<br>100% | -<br>-      | -<br>-    | -<br>-       | 199<br>22%  | 49<br>27%  | 68<br>21%               | 73<br>25%                 | 92<br>22%              | 16<br>22%                    | 147<br>21%        | 101<br>25%      | 138<br>23%                    | 77<br>21%  | 33<br>27%                      |
| London         | 153<br>14%       | 84<br>16%   | 68<br>12%   | 30<br>18%   | 43<br>21%   | 21<br>11%   | 23<br>12%   | 35<br>10%   | -<br>-         | -<br>-       | -<br>-      | 153<br>100% | -<br>-    | -<br>-       | 153<br>17%  | -<br>-     | 29<br>9%                | 45<br>15%                 | 71<br>17%              | 8<br>11%                     | 101<br>15%        | 51<br>13%       | 67<br>11%                     | 73<br>20%  | 12<br>10%                      |



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**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 2)

|                            | Total Wave 2 (A) | Gender          |                    | Age               |                    |                  |                  |                   | Region grouped   |                    |                 |                     |                     |                 | Urban/Rural      |                  | Education              |                           |                        |                              | Employment status |                  | Marital status                |                  |                                |
|----------------------------|------------------|-----------------|--------------------|-------------------|--------------------|------------------|------------------|-------------------|------------------|--------------------|-----------------|---------------------|---------------------|-----------------|------------------|------------------|------------------------|---------------------------|------------------------|------------------------------|-------------------|------------------|-------------------------------|------------------|--------------------------------|
|                            |                  | Male (B)        | Female (C)         | 16-24 (D)         | 25-34 (E)          | 35-44 (F)        | 45-54 (G)        | 55-75 (H)         | North (I)        | Midlands (J)       | South (K)       | London (L)          | Wales (M)           | Scotland (N)    | Urban (O)        | Rural (P)        | GCSE/O Level/NVQ12 (Q) | A Level or equivalent (R) | Degree/Masters/PhD (S) | No formal qualifications (T) | Working (U)       | Not working (V)  | Married/Living as Married (W) | Single (X)       | Widowed/Divorced/Separated (Y) |
| Wales                      | 54<br>5%         | 28<br>5%        | 24<br>4%           | 11<br>7%          | 17<br>8%<br>FG     | 5<br>3%          | 6<br>3%          | 15<br>4%          | -<br>-           | -<br>-             | -<br>-          | -<br>-              | 54<br>100%<br>UKLN* | -<br>-          | 35<br>4%         | 19<br>11%<br>O   | 16<br>5%               | 14<br>5%                  | 21<br>5%               | 3<br>4%<br>*                 | 37<br>5%          | 17<br>4%         | 30<br>5%                      | 21<br>6%         | 4<br>3%<br>*                   |
| Scotland                   | 93<br>9%         | 45<br>8%        | 48<br>9%           | 12<br>8%          | 14<br>7%           | 18<br>10%        | 19<br>9%         | 29<br>9%          | -<br>-           | -<br>-             | -<br>-          | -<br>-              | 93<br>100%<br>UKLM* | -<br>-          | 73<br>8%         | 20<br>11%        | 21<br>7%               | 20<br>7%                  | 44<br>11%              | 9<br>12%<br>*                | 66<br>10%         | 27<br>7%         | 54<br>9%                      | 30<br>8%         | 10<br>8%<br>*                  |
| Urban/Rural                | 1095             | 536             | 545                | 162               | 202                | 188              | 201              | 341               | 261              | 286                | 248             | 153                 | 54                  | 93              | 911              | 184              | 318                    | 291                       | 414                    | 72                           | 695               | 400              | 602                           | 369              | 124                            |
| Urban                      | 911<br>83%       | 463<br>86%<br>C | 436<br>80%         | 138<br>85%<br>H   | 180<br>89%<br>H    | 161<br>85%<br>H  | 174<br>87%<br>H  | 259<br>76%        | 227<br>87%<br>JM | 225<br>79%<br>M    | 199<br>80%<br>M | 153<br>100%<br>UKMN | 35<br>64%<br>*      | 73<br>78%<br>*  | 911<br>100%<br>P | -<br>-           | 268<br>84%             | 237<br>81%                | 350<br>85%             | 56<br>78%<br>*               | 587<br>84%        | 324<br>81%       | 493<br>82%                    | 324<br>88%<br>WY | 95<br>77%<br>*                 |
| Rural                      | 184<br>17%       | 73<br>14%       | 110<br>20%<br>B    | 24<br>15%         | 22<br>11%          | 28<br>15%        | 27<br>13%        | 83<br>24%<br>DEFG | 35<br>13%<br>L   | 61<br>21%<br>IL    | 49<br>20%<br>L  | -<br>-              | 19<br>36%<br>UKL*   | 20<br>22%<br>L* | -<br>-           | 184<br>100%<br>O | 50<br>16%              | 54<br>19%                 | 64<br>15%              | 16<br>22%<br>*               | 108<br>16%        | 76<br>19%        | 110<br>18%<br>X               | 45<br>12%        | 29<br>23%<br>X*                |
| Education                  | 1095             | 536             | 545                | 162               | 202                | 188              | 201              | 341               | 261              | 286                | 248             | 153                 | 54                  | 93              | 911              | 184              | 318                    | 291                       | 414                    | 72                           | 695               | 400              | 602                           | 369              | 124                            |
| GCSE/O Level/NVQ12         | 318<br>29%       | 157<br>29%      | 158<br>29%         | 35<br>21%         | 51<br>25%          | 53<br>28%        | 67<br>33%<br>D   | 112<br>33%<br>D   | 76<br>29%<br>L   | 108<br>38%<br>IKLN | 68<br>27%       | 29<br>19%           | 16<br>30%<br>*      | 21<br>23%<br>*  | 268<br>29%       | 50<br>27%        | 318<br>100%<br>RST     | -<br>-                    | -<br>-                 | -<br>-                       | 179<br>26%        | 139<br>35%<br>U  | 183<br>30%                    | 98<br>27%        | 37<br>30%<br>*                 |
| A Level or equivalent      | 291<br>27%       | 147<br>27%      | 142<br>26%<br>EFGH | 66<br>41%<br>EFGH | 39<br>19%          | 43<br>23%        | 57<br>28%<br>E   | 87<br>25%         | 72<br>28%        | 68<br>24%          | 73<br>29%       | 45<br>29%           | 14<br>25%<br>*      | 20<br>21%<br>*  | 237<br>26%       | 54<br>30%        | -<br>-                 | 291<br>100%<br>QST        | -<br>-                 | -<br>-                       | 179<br>26%        | 112<br>28%       | 142<br>24%                    | 114<br>31%<br>W  | 35<br>28%<br>*                 |
| Degree/Masters/PhD         | 414<br>38%       | 193<br>36%      | 213<br>39%         | 48<br>30%         | 106<br>52%<br>DGH  | 84<br>45%<br>DGH | 66<br>33%        | 110<br>32%        | 94<br>36%        | 92<br>32%          | 92<br>37%       | 71<br>47%<br>IJ     | 21<br>39%<br>*      | 44<br>47%<br>J* | 350<br>38%       | 64<br>35%        | -<br>-                 | -<br>-                    | 414<br>100%<br>QRT     | -<br>-                       | 303<br>44%<br>V   | 111<br>28%       | 232<br>38%                    | 138<br>38%       | 44<br>35%<br>*                 |
| No formal qualifications   | 72<br>7%         | 39<br>7%        | 33<br>6%           | 14<br>9%<br>E     | 6<br>3%            | 8<br>4%          | 11<br>6%         | 32<br>9%<br>EF    | 19<br>7%         | 17<br>6%           | 16<br>6%        | 8<br>5%             | 3<br>5%<br>*        | 9<br>10%<br>*   | 56<br>6%         | 16<br>9%         | -<br>-                 | -<br>-                    | -<br>-                 | 72<br>100%<br>QRS*           | 34<br>5%          | 37<br>9%<br>U    | 45<br>8%                      | 18<br>5%         | 8<br>6%<br>*                   |
| Employment status          | 1095             | 536             | 545                | 162               | 202                | 188              | 201              | 341               | 261              | 286                | 248             | 153                 | 54                  | 93              | 911              | 184              | 318                    | 291                       | 414                    | 72                           | 695               | 400              | 602                           | 369              | 124                            |
| Working                    | 695<br>63%       | 372<br>69%<br>C | 315<br>58%         | 85<br>53%         | 160<br>79%<br>DFGH | 119<br>63%       | 141<br>70%<br>DH | 191<br>56%        | 172<br>66%       | 172<br>60%         | 147<br>59%      | 101<br>66%          | 37<br>69%<br>*      | 66<br>71%<br>*  | 587<br>64%       | 108<br>59%       | 179<br>56%             | 179<br>62%                | 303<br>73%<br>QRT      | 34<br>48%<br>*               | 695<br>100%<br>V  | -<br>-           | 419<br>70%<br>XY              | 208<br>57%       | 68<br>55%<br>*                 |
| Not working                | 400<br>37%       | 163<br>31%      | 230<br>42%<br>B    | 77<br>47%<br>EG   | 42<br>21%          | 69<br>37%<br>E   | 61<br>30%<br>E   | 151<br>44%<br>EG  | 90<br>34%        | 114<br>40%         | 101<br>41%      | 51<br>34%           | 17<br>31%<br>*      | 27<br>29%<br>*  | 324<br>36%       | 76<br>41%        | 139<br>44%<br>S        | 112<br>38%<br>S           | 111<br>27%             | 37<br>52%<br>S*              | -<br>-            | 400<br>100%<br>U | 183<br>30%                    | 160<br>43%<br>W  | 56<br>45%<br>W*                |
| Marital Status             | 1095             | 536             | 545                | 162               | 202                | 188              | 201              | 341               | 261              | 286                | 248             | 153                 | 54                  | 93              | 911              | 184              | 318                    | 291                       | 414                    | 72                           | 695               | 400              | 602                           | 369              | 124                            |
| Married/ Living as Married | 602              | 277             | 321                | 33                | 120                | 112              | 121              | 217               | 153              | 161                | 138             | 67                  | 30                  | 54              | 493              | 110              | 183                    | 142                       | 232                    | 45                           | 419               | 183              | 602                           | -                | -                              |

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 2)

|   | Total Wave 2 (A) | Gender          |                 | Age                |                  |                  |                   |                   | Region grouped |              |                |                   |                 |                  | Urban/Rural     |                 | Education              |                           |                        |                              | Employment status |                  | Marital status                |                   |                                |
|---|------------------|-----------------|-----------------|--------------------|------------------|------------------|-------------------|-------------------|----------------|--------------|----------------|-------------------|-----------------|------------------|-----------------|-----------------|------------------------|---------------------------|------------------------|------------------------------|-------------------|------------------|-------------------------------|-------------------|--------------------------------|
|   |                  | Male (B)        | Female (C)      | 16-24 (D)          | 25-34 (E)        | 35-44 (F)        | 45-54 (G)         | 55-75 (H)         | North (I)      | Midlands (J) | South (K)      | London (L)        | Wales (M)       | Scotland (N)     | Urban (O)       | Rural (P)       | GCSE/O Level/NVQ12 (Q) | A Level or equivalent (R) | Degree/Masters/PhD (S) | No formal qualifications (T) | Working (U)       | Not working (V)  | Married/Living as Married (W) | Single (X)        | Widowed/Divorced/Separated (Y) |
|   | 55%              | 52%             | 59%<br>B        | 20%<br>D           | 60%<br>D         | 59%<br>D         | 60%<br>D          | 64%<br>D          | 58%<br>L       | 57%<br>L     | 55%<br>L       | 44%<br>L          | 55%<br>*        | 57%<br>*         | 54%<br>L        | 60%<br>L        | 58%<br>R               | 49%<br>R                  | 56%<br>R               | 64%<br>R*                    | 60%<br>V          | 46%<br>V         | 100%<br>XY                    | -                 | -<br>*                         |
| Single  | 369<br>34%       | 219<br>41%<br>C | 143<br>26%      | 129<br>79%<br>EFGH | 79<br>39%<br>GH  | 62<br>33%<br>H   | 54<br>27%<br>H    | 46<br>13%         | 81<br>31%      | 87<br>31%    | 77<br>31%      | 73<br>48%<br>IJKN | 21<br>39%<br>*  | 30<br>32%<br>*   | 324<br>36%<br>P | 45<br>25%       | 98<br>31%              | 114<br>39%<br>Q           | 138<br>33%             | 18<br>25%<br>*               | 208<br>30%        | 160<br>40%<br>U  | -<br>-                        | 369<br>100%<br>WY | -<br>-                         |
| Widowed/Divorced/Separated  | 124<br>11%       | 40<br>7%        | 82<br>15%<br>B  | 1<br>1%            | 3<br>1%          | 15<br>8%<br>DE   | 27<br>13%<br>DE   | 79<br>23%<br>DEFG | 28<br>11%      | 37<br>13%    | 33<br>13%      | 12<br>8%          | 4<br>7%<br>*    | 10<br>11%<br>*   | 95<br>10%       | 29<br>16%       | 37<br>12%              | 35<br>12%                 | 44<br>11%              | 8<br>11%<br>*                | 68<br>10%         | 56<br>14%<br>U   | -<br>-                        | -<br>-            | 124<br>100%<br>WX*             |
| More or Less confident using digital technology in general after restrictions across the UK | 1095             | 536             | 545             | 162                | 202              | 188              | 201               | 341               | 261            | 286          | 248            | 153               | 54              | 93               | 911             | 184             | 318                    | 291                       | 414                    | 72                           | 695               | 400              | 602                           | 369               | 124                            |
| More confident  | 335<br>31%       | 164<br>31%      | 169<br>31%      | 79<br>49%<br>FGH   | 83<br>41%<br>FGH | 48<br>25%        | 37<br>19%         | 88<br>26%         | 73<br>28%      | 87<br>30%    | 85<br>34%<br>N | 50<br>33%         | 20<br>38%<br>N* | 20<br>21%<br>*   | 290<br>32%      | 46<br>25%       | 77<br>24%              | 92<br>31%                 | 149<br>36%<br>Q        | 18<br>25%<br>*               | 227<br>33%        | 108<br>27%       | 173<br>29%                    | 130<br>35%<br>W   | 32<br>26%<br>*                 |
| No difference   | 657<br>60%       | 317<br>59%      | 331<br>61%      | 56<br>34%          | 98<br>49%<br>D   | 124<br>66%<br>DE | 144<br>72%<br>DE  | 235<br>69%<br>DE  | 157<br>60%     | 177<br>62%   | 148<br>60%     | 82<br>54%         | 30<br>55%<br>*  | 63<br>67%<br>L*  | 531<br>58%      | 126<br>68%<br>O | 207<br>65%<br>S        | 175<br>60%                | 236<br>57%             | 39<br>54%<br>*               | 403<br>58%        | 254<br>64%       | 381<br>63%<br>X               | 194<br>53%        | 81<br>66%<br>X*                |
| Less confident  | 84<br>8%         | 46<br>9%        | 36<br>7%        | 21<br>13%<br>EH    | 14<br>7%         | 14<br>8%         | 18<br>9%          | 17<br>5%          | 26<br>10%<br>K | 17<br>6%     | 12<br>5%       | 17<br>11%<br>K    | 3<br>5%<br>*    | 9<br>9%<br>*     | 74<br>8%        | 11<br>6%        | 24<br>8%               | 22<br>8%                  | 26<br>6%               | 11<br>15%<br>S*              | 57<br>8%          | 27<br>7%         | 41<br>7%                      | 34<br>9%          | 10<br>8%<br>*                  |
| Profile   | 1095             | 536             | 545             | 162                | 202              | 188              | 201               | 341               | 261            | 286          | 248            | 153               | 54              | 93               | 911             | 184             | 318                    | 291                       | 414                    | 72                           | 695               | 400              | 602                           | 369               | 124                            |
| General employee  | 491<br>45%       | 244<br>45%      | 240<br>44%      | 47<br>29%          | 96<br>48%<br>D   | 90<br>48%<br>D   | 117<br>58%<br>DEH | 140<br>41%<br>D   | 127<br>49%     | 126<br>44%   | 102<br>41%     | 60<br>39%         | 24<br>44%<br>*  | 52<br>55%<br>KL* | 417<br>46%      | 74<br>40%       | 136<br>43%             | 125<br>43%                | 204<br>49%             | 27<br>37%<br>*               | 491<br>71%<br>V   | -<br>-           | 294<br>49%<br>X               | 142<br>39%        | 55<br>44%<br>*                 |
| Management/decision maker   | 204<br>19%       | 128<br>24%<br>C | 75<br>14%       | 38<br>23%<br>GH    | 64<br>32%<br>FGH | 29<br>15%        | 24<br>12%         | 50<br>15%         | 45<br>17%      | 46<br>16%    | 45<br>18%      | 41<br>27%<br>IJKN | 13<br>24%<br>*  | 15<br>16%<br>*   | 171<br>19%      | 34<br>18%       | 43<br>14%              | 55<br>19%                 | 99<br>24%<br>QT        | 8<br>11%<br>*                | 204<br>29%<br>V   | -<br>-           | 125<br>21%<br>Y               | 66<br>18%         | 13<br>10%<br>*                 |
| Not working   | 400<br>37%       | 163<br>31%      | 230<br>42%<br>B | 77<br>47%<br>EG    | 42<br>21%        | 69<br>37%<br>E   | 61<br>30%<br>E    | 151<br>44%<br>EG  | 90<br>34%      | 114<br>40%   | 101<br>41%     | 51<br>34%         | 17<br>31%<br>*  | 27<br>29%<br>*   | 324<br>36%      | 76<br>41%       | 139<br>44%<br>S        | 112<br>38%<br>S           | 111<br>27%             | 37<br>52%<br>S*              | -<br>-            | 400<br>100%<br>U | 183<br>30%                    | 160<br>43%<br>W   | 56<br>45%<br>W*                |
| Waves   | 1095             | 536             | 545             | 162                | 202              | 188              | 201               | 341               | 261            | 286          | 248            | 153               | 54              | 93               | 911             | 184             | 318                    | 291                       | 414                    | 72                           | 695               | 400              | 602                           | 369               | 124                            |
| Total Wave 1  | -<br>-           | -<br>-          | -<br>-          | -<br>-             | -<br>-           | -<br>-           | -<br>-            | -<br>-            | -<br>-         | -<br>-       | -<br>-         | -<br>-            | -<br>*          | -<br>*           | -<br>-          | -<br>-          | -<br>-                 | -<br>-                    | -<br>-                 | -<br>*                       | -<br>-            | -<br>-           | -<br>-                        | -<br>-            | -<br>-                         |
| Total Wave 2  | 1095<br>100%     | 536<br>100%     | 545<br>100%     | 162<br>100%        | 202<br>100%      | 188<br>100%      | 201<br>100%       | 341<br>100%       | 261<br>100%    | 286<br>100%  | 248<br>100%    | 153<br>100%       | 54<br>100%<br>* | 93<br>100%<br>*  | 911<br>100%     | 184<br>100%     | 318<br>100%            | 291<br>100%               | 414<br>100%            | 72<br>100%<br>*              | 695<br>100%       | 400<br>100%      | 602<br>100%                   | 369<br>100%       | 124<br>100%<br>*               |

J-19-001009-24 - Week 24  
 PUBLIC  
 J-19-001009-24\_Perceptions of technology  
 Adults 16-75 in GB

Sample Profile

All Adults aged 16-75 in GB (Total Wave 2)

| Total Wave 2 | Gender |     | Age |     |     |     |     | Region grouped |     |     |     |     | Urban/Rural |     | Education |     |     |     | Employment status |     | Marital status |     |     |     |
|--------------|--------|-----|-----|-----|-----|-----|-----|----------------|-----|-----|-----|-----|-------------|-----|-----------|-----|-----|-----|-------------------|-----|----------------|-----|-----|-----|
|              | (A)    | (B) | (C) | (D) | (E) | (F) | (G) | (H)            | (I) | (J) | (K) | (L) | (M)         | (N) | (O)       | (P) | (Q) | (R) | (S)               | (T) | (U)            | (V) | (W) | (X) |

This work was carried out in accordance with the requirements of the international quality standard for market research, ISO 20252 and with the Ipsos MORI Terms and Conditions.

Overlap formulae used

ColumnProportions (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

ColumnMeans (5%): A,B/C,D/E/F/G/H,I/J/K/L/M/N,O/P,Q/R/S/T,U/V,W/X/Y Minimum Base: 30(\*\*) Small Base: 100(\*)

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 2)

|        | More or Less confident using digital technology in general after restrictions across the UK |                |               |                 | Profile          |                           |                  | Waves        |              |
|--------|---|----------------|---------------|-----------------|------------------|---------------------------|------------------|--------------|--------------|
|        | Total Wave 2  | More confident | No difference | Less confident  | General employee | Management/decision maker | Not working      | Total Wave 1 | Total Wave 2 |
|        | (A)   | (B)            | (C)           | (D)             | (E)              | (F)                       | (G)              | (H)          | (I)          |
| Gender | 1095  | 335            | 657           | 84              | 491              | 204                       | 400              | 1095         | 1095         |
| Male   | 536<br>49%  | 164<br>49%     | 317<br>48%    | 46<br>54%<br>*  | 244<br>50%<br>G  | 128<br>63%<br>EG          | 163<br>41%       | 538<br>49%   | 536<br>49%   |
| Female | 545<br>50%  | 169<br>50%     | 331<br>50%    | 36<br>43%<br>*  | 240<br>49%<br>F  | 75<br>37%                 | 230<br>58%<br>EF | 548<br>50%   | 545<br>50%   |
| Age    | 1095  | 335            | 657           | 84              | 491              | 204                       | 400              | 1095         | 1095         |
| 16-24  | 162<br>15%  | 79<br>24%<br>C | 56<br>9%      | 21<br>26%<br>C* | 47<br>10%        | 38<br>19%<br>E            | 77<br>19%<br>E   | 161<br>15%   | 162<br>15%   |
| 25-34  | 202<br>18%  | 83<br>25%      | 98<br>15%     | 14<br>17%       | 96<br>20%        | 64<br>31%                 | 42<br>11%        | 199<br>18%   | 202<br>18%   |

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 2)

|                | More or Less confident using digital technology in general after restrictions across the UK |                |                  |                 | Profile          |                           |                  | Waves        |                 |
|----------------|---|----------------|------------------|-----------------|------------------|---------------------------|------------------|--------------|-----------------|
|                | Total Wave 2  | More confident | No difference    | Less confident  | General employee | Management/decision maker | Not working      | Total Wave 1 | Total Wave 2    |
|                | (A)   | (B)            | (C)              | (D)             | (E)              | (F)                       | (G)              | (H)          | (I)             |
|                |   | C              |                  | *               | G                | EG                        |                  |              |                 |
| 35-44          | 188<br>17%  | 48<br>14%      | 124<br>19%       | 14<br>17%<br>*  | 90<br>18%        | 29<br>14%                 | 69<br>17%        | 188<br>17%   | 188<br>17%      |
| 45-54          | 201<br>18%  | 37<br>11%      | 144<br>22%<br>B  | 18<br>21%<br>B* | 117<br>24%<br>FG | 24<br>12%                 | 61<br>15%        | 203<br>19%   | 201<br>18%      |
| 55-75          | 341<br>31%  | 88<br>26%      | 235<br>36%<br>BD | 17<br>20%<br>*  | 140<br>29%       | 50<br>25%                 | 151<br>38%<br>EF | 344<br>31%   | 341<br>31%      |
| Region grouped | 1095  | 335            | 657              | 84              | 491              | 204                       | 400              | 1095         | 1095            |
| North          | 261<br>24%  | 73<br>22%      | 157<br>24%       | 26<br>31%<br>*  | 127<br>26%       | 45<br>22%                 | 90<br>22%        | -<br>-       | 261<br>24%<br>H |

**J-19-001009-24 - Week 24**
**PUBLIC**
**J-19-001009-24\_Perceptions of technology**
**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 2)

|          | More or Less confident using digital technology in general after restrictions across the UK |                |               |                | Profile          |                           |             | Waves        |                 |
|----------|---|----------------|---------------|----------------|------------------|---------------------------|-------------|--------------|-----------------|
|          | Total Wave 2  | More confident | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2    |
|          | (A)   | (B)            | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)             |
| Midlands | 286<br>26%  | 87<br>26%      | 177<br>27%    | 17<br>20%<br>* | 126<br>26%       | 46<br>22%                 | 114<br>28%  | -<br>-       | 286<br>26%<br>H |
| South    | 248<br>23%  | 85<br>25%<br>D | 148<br>23%    | 12<br>14%<br>* | 102<br>21%       | 45<br>22%                 | 101<br>25%  | -<br>-       | 248<br>23%<br>H |
| London   | 153<br>14%  | 50<br>15%      | 82<br>12%     | 17<br>20%<br>* | 60<br>12%        | 41<br>20%<br>EG           | 51<br>13%   | -<br>-       | 153<br>14%<br>H |
| Wales    | 54<br>5%  | 20<br>6%       | 30<br>5%      | 3<br>4%<br>*   | 24<br>5%         | 13<br>6%                  | 17<br>4%    | -<br>-       | 54<br>5%<br>H   |
| Scotland | 93<br>9%  | 20<br>6%       | 63<br>10%     | 9<br>10%<br>*  | 52<br>11%        | 15<br>7%                  | 27<br>7%    | -<br>-       | 93<br>9%<br>H   |

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 2)

|                       | More or Less confident using digital technology in general after restrictions across the UK |                 |                 |                | Profile          |                           |                  | Waves        |                 |
|-----------------------|---|-----------------|-----------------|----------------|------------------|---------------------------|------------------|--------------|-----------------|
|                       | Total Wave 2  | More confident  | No difference   | Less confident | General employee | Management/decision maker | Not working      | Total Wave 1 | Total Wave 2    |
|                       | (A)   | (B)             | (C)             | (D)            | (E)              | (F)                       | (G)              | (H)          | (I)             |
| Urban/Rural           | 1095  | 335             | 657             | 84             | 491              | 204                       | 400              | 1095         | 1095            |
| Urban                 | 911<br>83%  | 290<br>86%<br>C | 531<br>81%      | 74<br>87%<br>* | 417<br>85%       | 171<br>83%                | 324<br>81%       | 912<br>83%   | 911<br>83%      |
| Rural                 | 184<br>17%  | 46<br>14%       | 126<br>19%<br>B | 11<br>13%<br>* | 74<br>15%        | 34<br>17%                 | 76<br>19%        | 183<br>17%   | 184<br>17%      |
| Education             | 1095  | 335             | 657             | 84             | 491              | 204                       | 400              | 1095         | 1095            |
| GCSE/O Level/NVQ12    | 318<br>29%  | 77<br>23%       | 207<br>32%<br>B | 24<br>29%<br>* | 136<br>28%       | 43<br>21%                 | 139<br>35%<br>EF | -<br>-       | 318<br>29%<br>H |
| A Level or equivalent | 291<br>27%  | 92<br>27%       | 175<br>27%      | 22<br>27%      | 125<br>25%       | 55<br>27%                 | 112<br>28%       | -<br>-       | 291<br>27%      |

**J-19-001009-24 - Week 24**  
**PUBLIC**  
**J-19-001009-24\_Perceptions of technology**  
**Adults 16-75 in GB**

Sample Profile

All Adults aged 16-75 in GB (Total Wave 2)

|                          | More or Less confident using digital technology in general after restrictions across the UK |                |               |                | Profile          |                           |             | Waves        |              |
|--------------------------|---|----------------|---------------|----------------|------------------|---------------------------|-------------|--------------|--------------|
|                          | Total Wave 2  | More confident | No difference | Less confident | General employee | Management/decision maker | Not working | Total Wave 1 | Total Wave 2 |
|                          | (A)   | (B)            | (C)           | (D)            | (E)              | (F)                       | (G)         | (H)          | (I)          |
|                          |   |                |               | *              |                  |                           |             |              | H            |
| Degree/Masters/PhD       | 414<br>38%  | 149<br>44%     | 236<br>36%    | 26<br>31%      | 204<br>42%       | 99<br>48%                 | 111<br>28%  | -<br>-       | 414<br>38%   |
|                          |   | CD             |               | *              | G                | G                         |             |              | H            |
| No formal qualifications | 72<br>7%  | 18<br>5%       | 39<br>6%      | 11<br>13%      | 27<br>5%         | 8<br>4%                   | 37<br>9%    | -<br>-       | 72<br>7%     |
|                          |   |                |               | BC*            |                  |                           | EF          |              | H            |
| Employment status        | 1095  | 335            | 657           | 84             | 491              | 204                       | 400         | 1095         | 1095         |
| Working                  | 695<br>63%  | 227<br>68%     | 403<br>61%    | 57<br>67%      | 491<br>100%      | 204<br>100%               | -<br>-      | -<br>-       | 695<br>63%   |
|                          |   |                |               | *              | G                | G                         |             |              | H            |
| Not working              | 400<br>37%  | 108<br>32%     | 254<br>39%    | 27<br>33%      | -<br>-           | -<br>-                    | 400<br>100% | -<br>-       | 400<br>37%   |
|                          |   |                |               | *              |                  |                           | EF          |              | H            |