Ofcom coronavirus omnibus – June 2020 Week 11

Introduction
We would like to know how you are finding out about the coronavirus, and what your opinions are about the information you are getting. Throughout this section, we would like for you to think about the last week/7 days. There are no right or wrong answers – we are interested in your own views and habits.

ASK ALL
Multicode
Randomise
Q1. Which device(s) do you use to connect to the internet, at home or elsewhere? (if you do not have access to the internet, please select the not applicable option)
   1. Desktop PC
   2. Laptop
   3. Netbook
   4. Tablet computer (e.g. iPad)
   5. Smartphone
   6. E-reader (e.g. Kindle)
   7. TV set
   8. Games console
   9. Other portable/handheld device (e.g. portable games console/ iPod Touch)
   10. Smart watch (e.g. Apple Watch, Pebble, Samsung, Sony)
   11. Smart speaker (e.g. Amazon Echo, Google Home)
   12. Other device (SPECIFY)
   13. None
   14. Not applicable, I do not have access to the internet
   15. Don’t know

Single code
ASK ALL
Q2. In the LAST WEEK, on average how often would you say you are getting information/news about the coronavirus outbreak?

   1. 20 times or more a day
   2. 10-19 times a day
   3. 5-9 times a day
   4. 2-4 times a day
   5. About once a day
   6. A few times a week
   7. Less than a few times a week
   8. Never – not following the coronavirus outbreak – [SKIP TO Q12]

Multicode
ASK ALL RESPONDENTS GETTING INFORMATION/NEWS ABOUT THE CORONA OUTBREAK
Q3a. Which, if any of the following sources have you used to get information/news about the Coronavirus outbreak in the LAST WEEK? Please select all that apply. ROTATE ORDER IN THE FOLLOWING GROUPS
Single code
ASK FOR ALL SOURCES USED AT Q3a (codes 1-50) – ensure to pull in other specifies

Q3b. Which do you consider is the MOST important source for you?

1. BBC - TV
2. BBC – Radio
3. BBC – Online/app
4. BBC Alba (Scotland only)
5. ITV
6. STV (Scotland Only) /UTV (Northern Ireland only) /ITV Wales (Wales only)
7. S4C (Wales only)
8. Channel 4
9. Channel 5
10. Sky
11. RTÉ (Northern Ireland only)

12. “Broadsheets”, such as The Times or Guardian (printed)
13. “Mid-market tabloids”, such as The Daily Mail or Daily Express or Belfast Telegraph or Irish News (Northern Ireland only) (printed)
14. “Red-top tabloids”, such as The Sun or Daily Mirror (printed)
15. “Broadsheets”, such as The Times or Guardian (online)
16. “Mid-market tabloids”, such as MailOnline or Express or Belfast Telegraph or Irish News (Northern Ireland only) (online)
17. “Red-top tabloids”, such as The Sun or Mirror (online)
18. Magazines
19. Advertising
20. Commercial Radio
21. Cool FM (Northern Ireland only)
22. Community Radio
23. Podcasts

24. Direct from World Health Organisation (WHO) website/email/text/post
25. Direct from NHS website/email/text/post
26. Direct from UK government website/email/text/post
27. Direct from Scotland government website/email/text/post (Scotland only)
28. Direct from Wales government website/email/text/post (Wales only)
29. Direct from Northern Ireland government website/email/text/post (Northern Ireland only)
30. Official scientists
31. Direct from Local health service website/email/text/post
32. Direct from Local council website/email/text/post

33. Facebook
34. Twitter
35. Instagram
36. Snapchat
37. YouTube
38. WhatsApp
39. WhatsApp group(s)
40. Facebook messenger
41. Apple iMessage
42. Search engine (e.g. Google)
43. Websites/apps of online news organisations like Buzzfeed, Huffington Post, Vice, etc.
44. Websites or apps that bring together news from different news providers such as Apple News, Google News, Upday, Feedly, MSN, Yahoo, or the home page of your internet service provider such as Tesco or Virgin. This might also include apps like Flipboard, Nuzzel or Smart News that are designed for mobiles and tablets
45. Non-mainstream online news sources such as Russia Today, Breitbart, Swawkbox
46. Email
47. Smart speaker (e.g. Amazon Echo, Google Home)

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48. Family and friends directly
49. People in your local area/neighbourhood
50. Celebrity and/or social media influencer

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51. Other (open code – up to 3)
52. I don’t know where the source is from - exclusive

Multicode except code 9
ASK ALL WHO SELECT ANY OF THE CODES 33-42 AT Q3a.
IF CODE 42 AT Q3a SEARCH ENGINES, ONLY ASK CODES 1-4 AND 9.
ASK FOR EACH IN GRID FORMAT
Q4a. Thinking about what you are seeing on the below sources, which of the following types of news/information about the coronavirus are you getting?
PLEASE SELECT ALL THAT APPLY AND AT LEAST ONE AN ANSWER FOR EACH ROW
   1. Directly from official sources such as NHS, Government etc
   2. Directly from traditional TV or press news sources such as the BBC, Telegraph, The Daily Mail, etc
   3. Directly from online news providers like Buzzfeed, Huffington Post, Vice, etc.
   4. Directly from “Non-mainstream” news sources such as Russia Today, Breitbart, Swawkbox etc
   5. Opinions from a person you know
   6. Facts forwarded/posted/shared from a person you know
   7. Opinions from a person you don’t know
   8. Facts forwarded/posted/shared from a person you don’t know
   9. I don’t notice where the information is coming from - exclusive

SINGLE CODE
(show codes 1-8 only if selected at Q4a)
Q4b. And which ONE of these is the most important to you?
   1. Directly from official sources such as NHS, Government etc
   2. Directly from traditional TV or press news sources such as the BBC, Telegraph, The Daily Mail, etc
   3. Directly from online news providers like Buzzfeed, Huffington Post, Vice, etc.
   4. Directly from “Non-mainstream” news sources such as Russia Today, Breitbart, Swawkbox etc
   5. Opinions from a person you know
   6. Facts forwarded/posted/shared from a person you know
   7. Opinions from a person you don’t know
   8. Facts forwarded/posted/shared from a person you don’t know
   9. None of these
Q4b1. When you go onto social media, how often are you coming across/seeing information in the form of banners, pop-ups and upfront notices about Coronavirus from official sources, such as health organisations or the government?

1. Each time / most times
2. Sometimes
3. Rarely
4. Never
5. I do not use social media

ASK ALL RESPONDENTS GETTING INFORMATION/NEWS ABOUT THE CORONA OUTBREAK

Q4c. Thinking about each of the following types of media organisations across TV, press, radio and online, would you say that in the **LAST WEEK** you have used them more than before the coronavirus outbreak?

- A lot more
- A little more
- About the same
- Don’t use

1. Local media organisations
2. UK-wide media organisations
3. Scotland-wide/ Northern Ireland wide / Wales-wide media organisations (show as relevant for each devolved nation only)
4. Media organisations from other countries

ASK ALL RESPONDENTS GETTING INFORMATION/NEWS ABOUT THE CORONA OUTBREAK

Q5. Using the following scale from 1 to 5, where 1 is do not trust at all and 5 is trust completely, how much do you trust the following sources for information/news about Coronavirus?

BASED ON ANSWERS SELECTED AT Q3a

ROTATE ORDER

Multicode

Q6. And information/news from which source, if any has led you to alter your behaviour over the **LAST WEEK**? Please select all that have influenced your behaviour.

Add exclusive code – None of them have made me alter my behaviour

Single code

ASK ALL RESPONDENTS GETTING INFORMATION/NEWS ABOUT THE CORONA OUTBREAK

Q7. In the **LAST WEEK**, how have you shared information/news about Coronavirus?

1. Talked to family, friends and colleagues in person or by phone
2. Writing on closed messenger groups, such as WhatsApp, Teams, Zoom etc
3. Talking by video via closed messenger groups, such as WhatsApp, Teams, Zoom etc
4. Via social media posts
5. Other (WRITE IN)
6. I have not shared any information/news about Coronavirus
ASK ALL RESPONDENTS GETTING INFORMATION/NEWS ABOUT THE CORONA OUTBREAK

Q8. Have you come across any information/news about Coronavirus that you think has been false or misleading in the LAST WEEK?

1. Yes
2. No
3. Don’t know

IF YES AT Q8

Q9. How often in the LAST WEEK, on average have you come across information/news that you know to be false or misleading?

1. 20 times or more a day
2. 10-19 times a day
3. 5-9 times a day
4. 2-4 times a day
5. About once a day
6. A few times a week
7. Less than a few times a week

ASK ALL RESPONDENTS GETTING INFORMATION/NEWS ABOUT THE CORONA OUTBREAK

Q10. Have you come across any of these false or misleading information about aspects of the coronavirus in the LAST WEEK?

RANDOMISE

1. Drinking water more frequently
2. Gargling with salt water
3. Eating warm food/drink and avoiding cold food/drink
4. Putting clothes in the sun or another warm place to disinfect them
5. Increasing use of natural remedies such as colloidal silver, essential oils, garlic, MMS (chlorine dioxide) or vitamin C
6. Drinking more lemon juice
7. Inhaling steam
8. Theories linking the origins or causes of Coronavirus to 5G technology
9. Injecting disinfectant
10. Claims about potential dangers of a coronavirus vaccination
11. Other (SPECIFY)
12. None of these
MULTI CODE

**IF CAME ACROSS THEORIES LINKING ORIGINS/CAUSES OF CORONAVIRUS TO 5G TECH**

Q10b. Thinking about all of the times in recent weeks that you’ve come across this theory linking Coronavirus to 5G technology, how has it been reported/described? You might have come across the theory in different places and being reported in different ways, so please tick all that apply.

1. Reported/described as a true theory
2. Reported/described as a false theory
3. Unclear whether true or false

**IF REPORTED/DESCRIBED AS TRUE**

Q10c. And on which of these sources was it being reported/described as true? Please tick all that apply

SHOW ALL SOURCES USED AT Q3a

Other (specify)

MULTI CODE

**IF CAME ACROSS CLAIMS ABOUT POTENTIAL DANGERS OF A CORONAVIRUS VACCINATION**

Q10d. Thinking about all of the times in recent weeks that you’ve come across claims about the potential dangers of a coronavirus vaccination, how has it been reported/described? You might have come across the claims in different places and being reported in different ways, so please tick all that apply.

1. Reported/described as a true claim
2. Reported/described as a false claim
3. Unclear whether true or false

**IF REPORTED/DESCRIBED AS TRUE**

Q10e. And on which of these sources was it being reported/described as true? Please tick all that apply

SHOW ALL SOURCES USED AT Q3a

Other (specify)

MULTI CODE

**IF CAME ACROSS CLAIMS ABOUT INJECTING DISINFECTANT**

Q10f. Thinking about all of the times in recent weeks that you’ve come across claims about injecting disinfectant, how has it been reported/described? You might have come across the claims in different places and being reported in different ways, so please tick all that apply.

1. Reported/described as a true claim
2. Reported/described as a false claim
3. Unclear whether true or false

**IF REPORTED/DESCRIBED AS TRUE**

Q10g. And on which of these sources was it being reported/described as true? Please tick all that apply

SHOW ALL SOURCES USED AT Q3a

Other (specify)
**Multicode code**

**RANDOMISE STATEMENTS**

**IF YES AT Q8 OR CAME ACROSS ANY AT Q10**

Q11. When you came across false or misleading information in the LAST WEEK, what (if anything) did you do after seeing it?

1. Forwarded/shared it with people I know
2. Used a fact checking site or tools
3. Used tips from media such as BBC website
4. Checked whether it was misleading with family and friends
5. Asked the person who forwarded/shared it with me whether it was accurate
6. Blocked it or reported it to a social media platform
7. Other (SPECIFY)
8. Did nothing

**IF YES TO CODE 2 at Q11**

Q11b. Which of the following fact checking sites or tools did you use?

(ROTATE ORDER) (multicode ok)

1. Full Fact
2. Snopes
3. Newsguard
4. Poynter Institute
5. Sense about science
6. Infotagion
7. First Draft News
8. Other (open code)
9. Cannot recall name

**ASK ALL**

**Single code**

Q12. To what extent do you agree or disagree with the following statements? ROTATE ORDER OF STATEMENTS

Strongly agree
Slightly agree
Neither agree nor disagree
Slightly disagree
Strongly disagree

1. I find it hard to know what is true and what is false about Coronavirus
2. I am trying to avoid news about Coronavirus
3. The mainstream media is exaggerating the seriousness of Coronavirus
4. This crisis is showing some positive sides of society (e.g. more local/community spirit, support for NHS)
5. I am confused about what I should be doing in response to Coronavirus
Q13. In the **LAST WEEK**, how closely would you say you are following official advice on the following aspects of Coronavirus?

- Very closely
- Fairly closely
- Not very closely
- Not at all closely

1. Washing hands regularly for 20 seconds or more
2. Only meeting up in small groups of people from outside your household (up to six) in public and staying 2 metres apart (England and Northern Ireland only)
3. Only meeting with up to eight people from two households in public, ideally within 5 miles and staying 2 metres apart (Scotland only)
4. Only meeting with any number of people from two households in public, within 5 miles and staying 2 metres apart (Wales only)
5. Practised social distancing

Q13b. Which of the following official advice do you think are the most important to do to contain the Coronavirus? Please nominate the top 3 most important. RANDOMISE

1. Washing hands regularly and thoroughly
2. Limiting your contact with other people (including family and friends)
3. Maintaining social distancing (staying 2 metres apart from people) when outside
4. Wearing a face mask/covering
5. Staying at home as much as possible
6. Work from home (if possible)
7. Not touching your face when outside