

## YouGov Survey Results

Sample Size: 1042 GB Adults who use Twitter at least once a month  
Fieldwork: 5th - 7th August 2013

	Gender		Age				Region					
	Total	Male	Female	18-24	25-39	40-59	60+	London	Rest of South	Midlands / Wales	North	Scotland
<b>Weighted Sample</b>	<b>1042</b>	542	500	250	396	302	94	146	323	229	261	83
Unweighted Sample	1042	513	529	207	364	366	105	198	322	192	256	74
	%	%	%	%	%	%	%	%	%	%	%	%

To what extent do you feel you are protected, if at all, by Twitter to take action against those who send abusive messages?

Protected a lot	3	4	2	3	4	3	2	7	2	4	4	1
Protected a little	22	23	20	30	20	17	20	20	23	18	24	19
<b>TOTAL PROTECTED</b>	<b>25</b>	<b>27</b>	<b>22</b>	<b>33</b>	<b>24</b>	<b>20</b>	<b>22</b>	<b>27</b>	<b>25</b>	<b>22</b>	<b>28</b>	<b>20</b>
Not protected much	41	41	40	36	43	42	42	37	42	43	39	42
Not protected at all	23	21	26	20	24	26	26	27	23	22	21	30
<b>TOTAL NOT PROTECTED</b>	<b>64</b>	<b>62</b>	<b>66</b>	<b>56</b>	<b>67</b>	<b>68</b>	<b>68</b>	<b>64</b>	<b>65</b>	<b>65</b>	<b>60</b>	<b>72</b>
Don't know	11	10	12	11	10	12	11	10	9	12	13	8

Please imagine you wanted to make a complaint to Twitter against someone who has sent you an anonymous abusive message, would you know how to do this?

Yes, I would	25	27	22	28	28	21	12	23	26	21	25	30
No, I wouldn't	70	68	72	65	67	74	85	71	69	76	67	65
Don't know	5	5	6	7	5	5	3	7	5	3	7	5

Please describe how you would do this?

[Asked to all of those who would know how to make a complaint - list of verbatims in Q2b sheet n=245]

Have you or anyone you know ever been a victim of anonymous abuse or attacks when using blogs or social networking sites such as Twitter, Facebook? Please tick all that apply

Yes, I have personally been the victim of anonymous abuse or attacks online	8	8	8	9	10	5	6	10	8	7	7	9
Yes, I know people who have been the victim of anonymous abuse or attacks online	20	19	21	25	20	17	14	20	20	17	23	19
No, I have not been a victim of online abuse and do not know anyone who has	74	75	73	68	73	79	80	73	74	76	74	75
Don't know	1	1	1	1	1	1	1	1	1	1	0	3

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	%	%	%	%	%	%	%	%	%	%	%	%

**In the previous question you said you had been the victim of abusive comments online. Which of the following best reflects how you felt about this?\***

*[Asked to all those who have been a victim of online abuse n=82]*

I was very offended, angered and/or upset	<b>43</b>	25	64	39	48	40	26	33	31	58	57	37
I was a little offended, angered and/or upset	<b>36</b>	40	30	35	31	44	53	54	44	13	27	39
It didn't really bother me much	<b>22</b>	35	6	26	21	17	21	13	25	30	16	23
Don't know	<b>0</b>	0	0	0	0	0	0	0	0	0	0	0

**Did you try to have the abusive comments removed or taken down?\***

*[Asked to all those who have been a victim of online abuse n=82]*

Yes, and I was successful in having them removed	<b>20</b>	8	34	14	24	22	9	23	4	31	34	11
Yes, but I was not successful in having them removed	<b>20</b>	18	23	16	26	17	12	22	19	29	4	40
No, I did not make any attempt to have the comments removed	<b>52</b>	64	37	63	43	51	67	46	70	40	41	48
Don't know or can't remember	<b>8</b>	10	6	7	8	10	12	10	7	0	21	0

**Have you, yourself, ever sent abusive message to strangers on the internet?**

Yes, I have	<b>2</b>	3	1	5	1	2	1	5	3	1	1	0
No, I have not	<b>97</b>	95	99	93	98	97	99	95	96	98	98	98
Don't know	<b>1</b>	1	1	2	1	1	0	0	1	0	1	2

**Which of the following best reflects your view?**

Web hosting companies should do more to remove offensive and abusive comments and messages on the internet	<b>51</b>	39	64	45	49	54	70	53	48	49	56	52
Free speech on the internet should be protected, and it is impractical or undesirable for web hosting companies to remove offensive comments and messages	<b>25</b>	35	14	26	27	24	15	20	24	27	26	25
Neither	<b>17</b>	19	15	18	18	16	12	17	21	17	13	13
Don't know	<b>7</b>	7	7	11	7	6	2	10	7	7	5	10

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	%	%	%	%	%	%	%	%	%	%	%	%

**Would you support or oppose changing the law so that website companies must... Immediately take down abusive comments if they receive a complaint**

Support	<b>61</b>	49	74	54	60	63	80	58	61	62	65	57
Oppose	<b>22</b>	33	10	30	22	18	11	24	22	17	22	29
Don't know	<b>17</b>	18	15	17	18	18	9	18	17	21	14	14

**Provide IP addresses of people leaving abusive comments so that they can be traced**

Support	<b>70</b>	63	76	58	70	74	85	62	72	68	73	65
Oppose	<b>15</b>	22	7	20	15	12	7	18	15	14	13	16
Don't know	<b>16</b>	14	17	22	15	13	8	20	13	18	14	18

*\*Any percentages calculated on bases fewer than 50 respondents do not represent a wide enough cross-section of the target population to be considered statistically reliable. These figures will be italicised.*