

The Mass-Observation Project

Autumn 2002 Directive

Part 1: Mobile phones

Love them or hate them?

Mobile phones seem to be constantly in the news - there are the suggestions that they may damage your brain, there's the risks taken by drivers who talk and drive at the same time, there's the vast sums made and lost by the mobile phone companies and there's the problem of their attractiveness to thieves.

This part of the directive is in three parts: first for people who use mobile phones, second for people who don't (page 2) and then a final part for everyone. As usual we hope you will feel able to go beyond the questions and give us as much detail as you are able, and also tell us stories which shed light on the mobile phone phenomenon. You don't have to answer everything in the same order - treat the questions as prompts to get you going.

FOR PEOPLE WHO USE A MOBILE NOW (OR IN THE PAST):

Your mobile phone history

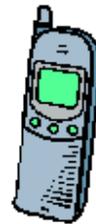
- Please start by telling us what sort of mobile you have and what network you use.
- Are you a new user or have you changed your handset and network over time? Please describe when you first obtained a mobile phone (specify year if you can).
- What prompted you to get a mobile? Has it lived up to expectations?
- How do you use your mobile? For example, do you keep it switched on all the time or do you switch it on for particular occasions?
- Has your use of your mobile changed over the time you have had it?
- How much does it cost you a month approximately?
- Do you have phones/phone lines at home as well?
- What kinds of calls do you make and receive on your mobile? Are they different from calls you might make on other phones? If you do, which do you prefer to use?

Out and about

- If you drive a vehicle, do you use it then?
- Or when travelling generally? Do you use it abroad, on holiday or for work?
- How do you usually carry it around?
- Have you ever lost your mobile phone (or had it stolen?) What happened?

As usual, please remember to start your reply with a very brief mini-biography: your M-O number, (NOT name), sex, age, marital status, town or village where you live and your occupation or former occupation.

Remember not to identify yourself or other people inadvertently within your reply.



Extra uses

- Do you use an ear piece?
- Do you use it for text-messaging?
- Or for access to the internet or other information?
- Did you choose a personal ring tone? Please describe it.

Other people

- Do your friends, work mates and/or family members have mobile phones? Please give details as far as you can.
- Has anyone ever objected to you using your phone in public?
- Are there occasions when you switch it off to avoid disturbing other people?

FOR PEOPLE WHO DO NOT USE A MOBILE PHONE

- Is this a deliberate decision or would you like to have one?
- What do you feel about using phones in general? Do you prefer a land line? If so, can you explain why?

FOR EVERYONE

- Do you find other people using mobile phones in public annoying (eg in trains, on the street, in cafés, shops and restaurants)?
- Do you think people should switch off their phones in places of entertainment and other public buildings (eg cinemas, libraries)?
- What do you think the correct "etiquette" is for mobile phone use?
- Are you concerned about the safety aspects of either mobile phone use or the phone masts?



Part 2: Owing pets

Do you have a pet in your household?

As usual, please start Part 2 on a new page with a very brief mini-biography: your M-O number, (NOT name), sex, age, marital status, town or village where you live and your occupation or former occupation.

Remember not to identify yourself or other people inadvertently within your reply.

If you do, please describe and include details like age and gender, type of animal, numbers of different animals and so on. Tell us what your pets are called and why you chose those names.

If not, can you recall a favourite pet and its part in your earlier life? Childhood memories please.

If you are not a pet owner, please tell us your views on pets and their owners.

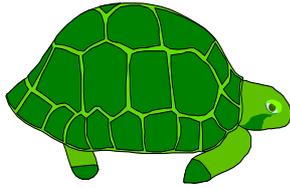
The section on the next page is mostly aimed at people *with* pets, but if non-pet owners wish to comment on any of the questions, they should feel free.

Who takes the main responsibility for your pet?

Please mention feeding, cleaning, grooming and general care.

How do you manage while you are away? Who takes care of your pet(s)?





Who pays for your pet's care?

Can you estimate how much having a pet costs you per week or month (including food, general care and vets bills)

Who enjoys having a pet?

What do you think are the benefits to you or to other members of your household of having pets? Please give as much detail as you can.



It is often said that the death of a pet can sometimes be as sad as the death of a much loved person. What do you feel about this?



Part 3: The world situation at the end of the year 2002

Thanks to all of you still keeping a log of your reactions to the 11 September 2001 events. There is no need to continue with this log. The request below will be the basis for a new collection at the Archive of reflections on the situation at the end of the year.

At the time of writing, there remains the possibility of war with Iraq and the tragedies of war, confrontation and death in Bali, in the USA, in Israel and the Occupied Territories and in Ireland again. I know you have written about this before but I am keen to ensure that we continue to record everyone's feelings and opinions on these questions. There has also been the situation in Washington over the sniper (or snipers) and the threats to the people in this part of the USA, and the hostage situation in Moscow?

What do you think about the anti-war campaigns and protests in the UK and abroad?

Please update us on your current thoughts on world events and be ready to send in reports should there be any unexpected (or expected) developments. We will not be sending out another directive until February so I do not want to miss getting your reactions to significant events in the meantime.

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