THE IMPACT OF ELECTRONIC COMMUNICATION ON PERSONAL RELATIONSHIPS

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We the undersigned, certify that we read this thesis and approve it as adequate in scope and quality for the degree Master of Arts.

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ABSTRACT

Electronic communication is clearly becoming a reliable and chosen form of communication. The goal of this study is to determine how users perceptions of electronic communication, specifically text-based electronic communication, including e-mail, instant messaging, text messaging, and the social media networks Twitter and Facebook, impacts interpersonal relationships. Knowing how electronic communication affects our relationships will help users ensure they use electronic communication to its fullest potential and in the most effective way.

This study begins by identifying and explaining the aspects of communication theory and their application to the affect on personal relationships by electronic communication. After reviewing the literature on the topic of electronic communication and relationships, new research conducted is analyzed to demonstrate how relationships are impacted by electronic communication.

The results of this study find that, when used correctly, user perception is that electronic communication positively impacts interpersonal relationships.
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CHAPTER I: INTRODUCTION

Importance of the Study

Email, instant messaging, text messaging, and social networks like Twitter, and Facebook are forms of electronic communication used daily by an increasing number of Americans. A 2012 Pew Research study reports 66% of online adults use social networking sites with the primary function of connecting with friends and family (Smith, 2011). The use of text messaging is also increasing – 83% of American adults own mobile phones and 73% of those cell phone owners use their devices to send and receive text messages (Smith, 2011).

Electronic communication is clearly becoming a reliable and chosen form of communication. As the use of electronic communication increases, how will it impact our personal relationships? Knowing how text-based electronic communication affects how we exchange personal and intimate information with others will help users ensure they use electronic communication to its fullest potential and in the most effective way to grow interpersonal relationships.

Statement of the Problem

The purpose of this study is to examine the disclosure through text-based electronic communication on personal relationships. Information based on personal experiences, beliefs, and opinions will be gathered to determine perceptions of how electronic communication affects relationships between friends and families. By exploring positive and negative experiences with electronic communication in regards to personal relationships, this research will highlight the most effective use of electronic communication among friends and family members.
The nature of relationships will be examined for the affect of electronic communication on the quality of the relationship. The goal of this study is to effectively show the impact that text-based electronic communication has on personal relationships.

**Definition of Communication and Terms Used**

Defining communication is multifaceted. Communication scholar Frank Dance applies three dimensions to his definition of communication: level of observation, intentionality, and judgment (Littlejohn & Foss, 2008). The dimension of intentionality infers that the goal of communication is to affect behavior. While a broad definition of successful communication says, “communication is the verbal exchange of ideas” (Hoben, in Littlejon & Foss, 2008, p. 3), when Dance’s dimension of judgment is applied, then we must include that *successful* communication is not just the exchange of information, but that the receiver understands the message of the sender (Littlejohn & Foss, 2008).

Based on Dance’s work on defining communication, Em Griffin (2009) offers this working definition of communication: “**Communication** is the relational process of creating and interpreting messages that elicit a response” (p. 9). This is the definition that will be applied to the research found in this literature review. This definition also supports how relationships are influenced by communication. This will be shown in the theoretical framework that defines personal relationships.

Working under the agreement that communication consists of sending and receiving messages that elicit a response, there are multiple electronic channels available to send and receive messages.
Interpersonal Communication

Communication scholars argue over aspects of interpersonal communication including the number of people involved, physical proximity, and if the communication occurs “face-to-face (Ftf)” (Knapp & Daly, 2011). Keeping with the version of Griffin’s definition of communication, this study will define interpersonal communication as a “transactional process of creating shared meaning and building relationships with another person or persons” (Caputo, Hazel, McMahon, & Dannels, 2002, p.9). Face-to-face (Ftf) is often called “gold standard” and anything but Ftf is considered a lesser form of communication. This research hopes to show if this notion is still valid given the advancements in the forms and adoption of electronic communication.

Electronic Communication

As noted, an increasing number of people rely on communicating through a variety of electronic devices. The term “Computer-Mediated-Communication” (CMC) was coined in the 1990’s. In 1997, John December created this definition: “Computer Mediated Communication” is a process of human communication via computers, involving people, situated in particular contexts, engaging in processes to shape media for a variety of purposes.” (Thurlow, Lengel, & Tomic, 2004, p. 15). With the advances in technology, we are no longer tied to a computer to communicate electronically. We now have cell phones that enable text messaging and smartphones that let us text, email, and even video chat anywhere we can get a cellular signal or a wireless Internet connection. For the purposes of this study, electronic communication will include e-mail, instant messaging, text message via cell phones, and through social media.
networks such as Facebook and Twitter. Each form of text-based electronic communication that will be discussed in this study is defined below:

**Email**: a means or system for transmitting messages electronically (Merriam-webster.com).

**Text messaging**: the sending of short text messages electronically especially from one cell phone to another (Merriam-webster.com).

**Instant messaging**: a means or system for transmitting electronic messages instantly (Merriam-webster.com).

**Social media**: forms of electronic communication (as Web sites for social networking and microblogging) through which users create online communities to share information, ideas, personal messages, and other content (Merriam-webster.com).

**Facebook**: a social networking service (Wikipedia.org).

**Twitter**: an online social networking service and microblogging service that enables its users to send and read text-based messages of up to 140 characters, known as "tweets" (Wikipedia.org).

The vehicle of communication can have an impact on the way messages are sent and received. In this way, electronic communication can impact relationships. And the goal of this study is to explore this dimension further.

**Organization of Remaining Chapters**

Chapter two outlines the theoretical framework that applies to this area of research. Several communication theories, including cues-filtered-out theory, social presence theory, media richness theory, and social information processing theory will be examined and used to show the advantages and disadvantages of using electronic communication in interpersonal
relationships. Chapter two will also include a review of prior research and existing literature on computer-mediated communication.

Chapter three focuses on the scope and methodology of the research. This research study uses a qualitative research design to examine the impact electronic communication has on personal relationships. Because the research topic is about electronic communication, an electronic survey was administered to tackle the question of the impact electronic communication has on personal relationships. The survey includes specific questions that provide answers about users’ feelings – both positive and negative – about using various forms of electronic communication with close friends and family. Through these questions and answers, this study will answer the question, “How does electronic communication impact personal relationships?”

Chapter four will provide the results and an analysis of the research. A summary of the ways electronic communication can be used to impact relationships positively and when it should be avoided and conclusion of the research will be found in chapter five.
CHAPTER II: REVIEW OF THE LITERATURE

This chapter reviews the philosophical assumptions and theoretical framework of the communication theories applied to this study on the impact of personal relationships in relation to electronic communication. Martin Buber’s *I-Thou Relationship* philosophy will be examined followed by a summary of communication theory that relates to computer-mediated communication. First, three communication theories that fall under the umbrella of the cues-filtered-out theory will be examined and applied to the research question. These theories include social presence theory, lack of social context cues, and media richness theory and are commonly used to show the negative aspects of CMC. Next, Walther’s social information processing theory will be used to show how the lack of nonverbal cues does not negatively affect interpersonal communication through CMC. Finally, using Altman and Taylor’s four stages of relational development as applied to social-penetration theory and assessing Walther’s hyperpersonal perspective on CMC, the concerns that CMC cannot be used effectively to strengthen interpersonal communication and therefore interpersonal relationships will be disputed.

**Philosophical Assumptions**

German philosopher and theologist Martin Buber believed that only through respectful dialogue would relationships grow. The ability to be fully engaging and present when communicating with another person is the basis of his “I-thou” philosophy. By being able to be true to our self and at the same time allowing others to be equally honest as we engage in dialogue with each other we build intimacy and therefore create stronger interpersonal bonds. Buber’s philosophy calls for “clearly expressing your own ideas but listening well and honoring those ideas of others (Littlejohn & Foss, 2008, pp. 216-17). Through the give-and-take of fully
engaged dialogue, we exchange personal information about ourselves and learn more about the people in our lives. In his book *I and Thou* (1965), Buber writes, “relation is reciprocity” (p. 90). Buber continues with the “three spheres in which the world of relation is built” and that the second sphere is “life with men, where it enters language” (p. 206). We use language to communicate thereby building relations.

While communication as a whole has been studied for thousands of years, interpersonal communication is a newer field of concentration. Since the late 1940’s communication scholars have focused on more than just transactional communication. By adding the aspect of “shared meaning and building relationships” (Caputo, Hazel, McMahon & Dannels, 2002, p. 9) interpersonal communication has emerged as an important field to study.

Just as the study of communication has evolved so has the way individuals communicate. While face-to-face (Ftf) communication was the original medium of interpersonal communication, we now communication using a variety of tools including CMC. One important question to consider when studying interpersonal communication is the fallacy that Ftf is the gold standard (Sundar, 2008).

These two aspects of communication study – first, that goal of effective interpersonal communication is shared meaning and building relationships, and second, that Ftf communication is no longer the gold standard – will be key to keep in mind as we discuss the most applicable communication theories.

**Theoretical Basis**

Communication theorist Joseph B. Walther (2011) writes, “Computer-mediated communication (CMC) systems, in a variety of forms, have become integral to the initiation,
development, and maintenance of interpersonal relationships” (in Knapp & Daly, p. 443).

Walther’s work on communication theory as it pertains to CMC began in 1992 with his development of social information processing theory.

Social presence theory offers the basic suggestion that “CMC deprives users of the sense that another actual person is involved in the communication” (Griffin, 2009, p. 138) therefore lessening the ability to achieve shared meaning and build relationships. Similarly, the lack of social context cues theory suggests that the lack of nonverbal cues in CMC causes the user to “become self-focused and resistant to influence, disinhibited, belligerent, and affectively negative (Knapp & Daly, 2011, p. 446). Combined, the theories create the notion that CMC users are rude and hostile to each other because they feel less connected.

Before we can examine cues-filtered-out theories and how the lack of nonverbal cues impact interpersonal communication, an understanding of nonverbal behavior and its affect on communication is required. Caputo et al. (2002) prefer to use “nonverbal behaviors” instead and define nonverbal behaviors as “those attributes or actions of humans, other than the use of words themselves, which have socially shared meaning, and have potential feedback from the receiver” (p. 153). These complex behaviors, including body language and movement, gestures, and facial expressions, are part of a larger communication package (Caputo et al., 2002).

By removing nonverbal behaviors, or “cues,” from the interpersonal communication package, the collection of cues-filtered-out theories argue that CMC prevents fully sharing meaning and therefore inhibits the ability to build relationships – which is the fundamental goal of interpersonal communication.
In addiction to social presence theory and lack of context cues theory, media richness theory says that the complexity of communication is prohibited to the form of media that can best facilitate it. The more “complex a communication task, the richer the medium is needed” (Thurlow, Lengel & Tomic, 2004, p. 50). In the early days of studying CMC, communication scholars believed that some conversations were too personal or too emotional in nature to be conducted through CMC. As more current research will show, that is no longer a strong argument against using CMC in interpersonal compunction.

In 1992, Walther introduced his social information processing theory (SIP) to counter the cues-filtered-out theories. In his work on SIP, Walther wrote, “Given sufficient time and message exchanges for interpersonal impression formation and relational development to accrue, and all other things being equal, relational [quality] in later periods of CMC and Ftf communication will be the same” (Walther, 1992, in Thurlow, Lengel & Tomic, 2004, p. 51). Walther based his theory on his belief that relationships grow over time and are based on the amount of personal information shared. Walther further argues that the “human need for affiliation” (Griffin, 2009, p. 140) is stronger than any of the drawbacks to CMC and users find ways to work around obstacles. Another aspect of SIP, and a motivating factor for users of CMC, is “anticipated future interaction” (Griffin, 2009, p.143). When individuals believe they will interact again in the future, they are more to sharing personal information and developing relationships.

Social penetration theory focuses on relational development. Through their research, Altman and Taylor concluded interpersonal relationships develop over time and through complex interactions (Littlejohn & Foss, 2008). Applying social-exchange theory to social
penetration theory, relationships become more intimate as more personal information is exchanged (Littlejohn & Foss, 2008).

Each of the four stages of Altman and Taylor’s social-exchange theory can be facilitated through CMC. Orientation, exploratory affective exchange, affective exchange, and stable exchange (Littlejohn & Foss, 2008) can all be conducted through CMC. As users of CMC share more personal information, they move through Altman and Taylor’s stages to build valid, intimate relationships.

Walther’s hyperpersonal model of CMC supports the concept that the stages of social-exchange theory can be effectively carried out through CMC. The four components of communication – sender, receiver, channel, and feedback – can be enhanced in CMC thereby making relationships more intimate (Griffin, 2009). With CMC, the sender can create the impression they choose through selective self-presentation of information and cues (Walther, in Knapp and Daly, 2011). In the beginning stages of an online relationship, the receiver can exaggerate the perception of the sender and jump to conclusions to form an idealized version of the sender (Walther, in Knapp & Daly, 2011). The choice of using an asynchronous channel to communicate through relaxes time constraints and allows senders to craft more thoughtful, personal messages that they know the receiver will read when the time is most beneficial for them (Griffin, 2009). Finally, CMC creates a feedback system that becomes a self-fulfilling prophecy when CMC users “form highly favorable impressions of each other” (Griffin, 2009, p. 147). Again we see the same outcome as with Altman and Taylor’s four stages of social-exchange theory. When CMC users feel more comfortable with each other, they are more willing to share personal information, which leads to more intimate relationships.
To summarize, relationships are impossible without communication. Without communication, personal information cannot be shared and relationships will not grow. Communication theories that support the drawbacks to CMC are based on the cues-filtered-out theories that without face-to-face interaction, the lack of nonverbal cues prevents successful interpersonal communication. Additionally, assumptions were based on the idea that communication is constrained by the medium. Previous ideas that the more complex the message, the richer the channel needed to be.

These concerns have been discredited through social information processing theory, social penetration theory, and the hyperpersonal model of communication. No only can relationships begin through CMC; they can grow and flourish using CMC. CMC allows for the stages of exchange to take place as communication patterns develop. Just as with face-to-face communication, disclosing personal information through CMC results in the same rewards, allowing relationships to evolve and to become more intimate should interactants desire this.

THE LITERATURE – A CHRONILOGICAL REVIEW

Chenault’s (1998) research on “Developing Personal and Emotional Relationships Via Computer-Mediate Communication” finds that it is very possible to include emotions in electronic communication and therefore develop personal relationships. Chenault writes that the assumptions of computer-mediated-communication (CMC) and the lack of emotions are rarely substantiated. She argues that CMC-initiated relationships are anything but casual, temporary, and lacking emotion. Chenault applies the studies and theories of Altman and Taylor, Jourard and Lasakow, and Lea and Spears to her research. Citing Lea and Spears, Chenault (1998) argues that CMC “does not weaken social conditions of communication” (para. 17) and through the use
of emoticons, users of CMC create real, emotional connections. Chenault argues with the assumptions of the cues filtered out theory and the way many researchers apply this theory to the downside of CMC. Despite the age of this study, the inclusion of work by respected communication experts and the use of the experts’ theories and assessments to positively determine that emotional relationships can be developed through CMC makes this an important article for the argument for CMC.

Rumbough (2001) studied how university students developed and maintained personal relationships through computer-mediated-communication (CMC). Rumbough laments the lack of empirical evidence and calls for more research into CMC and the impact on relationships. By surveying 985 university students, Rumbough sought to answer questions about behaviors used to develop online relationships, attitudes about online relationships, and differences of gender in the establishment of online relationships. Rumbough’s research found that only 37% of those surveyed used CMC to establish and develop relationships and that men were more likely to initiate relationships through CMC. Rumbough cites concerns that deception may influence how quickly users develop relationships through CMC. Rumbough admits the relatively small number of participants may negatively impact the quality of his research. This study is over eleven years old and precedes the adoption of text messaging and use of social networking like Twitter and Facebook. Given the age of the study and limited number of survey participants, this research cannot be used to show the impact, either positively or negatively, on personal relationships.

Cummings, Butler, and Kraut’s (2002) study on “The Quality of Online Social Relationships” aimed to answer two questions regarding electronic communication and
relationships. First, they asked if computer-mediated-communication (CMC) affected the quality of social interaction and relationships. The researchers then asked how CMC affected an individual’s mix of social interaction and relationships. The authors used data from their own prior research of 1999 to argue that email is an “inferior means to maintaining personal relationships compared to those conducted in person” (p. 104). Using listservs as the source for their research, the authors find “social places on the Internet where close personal relationships are formed and maintained are rare” (p. 108). The age of this study and the use of only email and listservs is outdated. As electronic communication has become more mainstream and widely adopted by society, the findings of this study appear antiquated.

In “Friendships through IM: Examining the Relationship between Instant Messaging and Intimacy,” by Hu, Wood, Smith, and Westbrook (2004), the authors find that the amount of instant messaging (IM) directly relates to the level of social intimacy. The authors say the immediacy of IM fosters a sense of intimacy in friendships. Additionally, Hu et al. say that geographical distances can be mitigated through the use of IM and therefore increase the feeling of intimacy in relationships. Social presence theory, social context cues theory and media richness theory are used to show the drawbacks of using electronic communication like IM. The authors call literature that supports their hypothesis “liberated perspectives” and cite Walther’s development of the Hyperpersonal Model of CMC in support of computer-mediated-communication. Walther’s hyperpersonal model of CMC says CMC can be more friendly and social than face-to-face communication and the ability to express emotions can develop personal relationships. A small group of college students were surveyed and the results support the
authors’ hypothesis. Their findings promote the suggestion that IM increases intimacy in relationships.

In “Computer-Mediated Communication and Interpersonal Attraction: An Experimental Test of Two Explanatory Hypotheses,” by Marjolijn L. Antheunis, Dr. Patti M. Valkenburg, and Dr. Jochen Peter, the authors aim to learn how the CMC influences interpersonal attraction and the underlying processes in the CMC-interpersonal attraction relationship (2007). The researchers explain that their first hypothesis, that “CMC leads to more direct questioning, which in turn enhances the levels of interpersonal attraction” is based on Berger and Calabrese’s uncertainty reduction theory (URT) (Antheunis, Valkenburg, & Peter, 2007, p. 832).

Based on their assumption that URT aims to reduce uncertainty between strangers, the authors assert that CMC forces strangers to ask direct questions, thereby reducing uncertainty (Antheunis, Valkenburg, & Peter, 2007). To support their assumption, the second hypothesis the authors aim to confirm is that “CMC leads to higher levels of intimate self-disclosure, which in turn results in higher levels of interpersonal attraction” (Antheunis, Valkenburg, & Peter, 2007, p. 832). Walther’s hyperpersonal communication theory is used to support this hypothesis.

After surveying 162 university students, the researchers conclude that CMC participants asked more direct questions and disclosed more personal information, which therefore led to greater interpersonal attraction (Antheunis, Valkenburg, & Peter, 2007). While this research doesn’t discuss the impact on interpersonal relationships exactly, it can be used to show that by disclosing more personal information and increasing interpersonal attraction, CMC does have a positive impact on interpersonal relationships.
While the focus of “Exploring the Cognitive-Emotional Fugue in Electronic Negotiations” is on conducting negotiations through electronic communication, researchers Michele Griessmair and Sabine T. Koeszegi (2009) find that even in electronic communication, “emotions, although not necessarily expressed explicitly, are nevertheless conveyed by the wording and phrasing of utterances” (p. 213). The authors did their research because, at the time, “empirical findings of the impact of the different types of communication media on socio-emotional and relational aspects are, however, contradictory and call for further research” (Griessmair & Koeszegi, 2009, p. 214).

The study uses social presence theory, lack of social cues theory, and media richness theory to explain why it was commonly understood in the communication field that CMC differs from face-to-face communication in a variety of ways and is usually considered less effective than face-to-face communication (Griessmair & Koeszegi, 2009). In response to the concerns of the effectiveness of CMC, the authors cite several studies by Joseph B. Walther that show CMC is just “as suitable for face-to-face communication to exchange socio-emotional messages as well as establishing interpersonal relationships” (Griessmair & Koeszegi, 2009, p. 215). Using Walther’s “cues-filtered in” theory, the researchers aimed to prove that even transactional communication, like that done in negotiations, contains “an added socio-emotional layer, i.e., emotions are transmitted implicitly in the way how content is expressed” (Griessmair & Koeszegi, 2009, p. 216).

Griessmair and Koeszegi (2009) conclude that in their study of negotiations conducted through electronic communication, “factual statements, their emotional connotation, and negotiation strategies are intertwined” (p. 230). While research to support that the use and
understanding of emotions in electronic communication is positive, unfortunately, their, admittedly, very small sample size, and the fact that they used data from 2006 makes the result of their study difficult to deem reliable.

In “Facebook: Making Social Connections” by New Zealand researchers Micael-Lee Johnstone, Sarah Todd, and Adeline Phaik Harn Chua (2009), the goal of the study was to “explore how and why consumers incorporate social networking sites, more specifically, Facebook, into their daily lives” (p. 234). Their theoretical framework was based on social identity theory (SIT). The researchers chose SIT because it relates to an individual’s self-image and the perception of belonging (Johnstone, Todd, & Chua, 2009). SIT is a good theoretical choice because a big part of Facebook is based on deciding who to be friends with and what groups to join.

The study was limited to just fourteen participants ranging from 22-years-old to 38-years-old. Despite the small sample size, the authors found three common themes emerge. First, they report “social networking sites, such as Facebook, made it easier for people to manage their offline friendships, as well as reconnect with friends from the past” (Johnstone, Todd, & Chua, 2009, p. 234). The second theme found that “social networking sites, such as Facebook, enable some people to communicate more openly and freely” (Johnstone, Todd, & Chua, 2009, p. 234). The Johnstone et al. came to this conclusion because they found males were able to get a better idea of their friends’ lives through Facebook than they did in person. The researchers based their conclusion on the assumption that males rarely share personal information in face-to-face communication but were more likely to online.
The final theme found by Johnstone et al. is that, referencing SIT, the online “environment is no different to the offline environment in terms of one’s need for acceptance” (Johnstone, Todd, & Chua, 2009, p. 234). This was based on the feelings of apprehension when one user asked another to be a “friend” and when a user asked to be part of a group. Feelings of apprehension and the fear of being rejected were the same online as offline.

While the study supports applying SIT from offline to online relationships and shows that interpersonal relationships can benefit from electronic communication, the fact that so few participants were studied is a concern. This study only strengthens the need for more research on a larger scale.

Simonpietri’s (2011) thesis on social media and the affect it has on personal relationships between children and parents finds that among high school college aged students and their parents, text messaging was the preferred way to communicate. In the small group surveyed, Simonpietri says students believe text messaging improves parent-child communication. Simonpietri cites the lack of context, reduction in face-to-face communication, and privacy issues among the concerns of older generations and the adoption of text messaging. Because older generations are less quick to use electronic communication, they may miss out on the opportunity for daily conversations with their children or grandchildren. The thesis concludes with suggestions that parents be more willing to communicate with their children through the methods preferred by the younger generation. It also argues that electronic communication should supplement, not take the place of, face-to-face communication.

In a study titled “Use of Social Networking Sites and Instant Messaging Does Not Lead to Increased Offline Social Network Size, or to Emotionally Closer Relationships with Offline
Network Members” the authors introduce the terms “cyberpessimists” and “cyberoimists” (Pollet, Roberts, & Dunbar, 2011, p. 253). It is clear the authors are “cyberpessimists” and, as such, have bias towards the outcome of their study. They cite prior studies on instant messaging and online social networks that reflect both positive and negative impacts on relationships, however they spend more time explain the studies that promote a negative impact on interpersonal relationships.

In a study of 117 individuals ranging in age from 18 to 63-years-old, Drs. Pollet, Roberts, and Dunbar aimed to determine if the various offline “layers” in social networks play a part in the way social networks effect the “emotional closeness” in the offline relationship. Their findings show that “spending more time on IM or SNS did not increase the emotional closeness of relationships in any of these layers” (Pollet, Roberts, & Dunbar, 2011, p. 255). The authors are quick to point out that their results “contrast with previous findings, which suggest a positive impact social media use on social relationships” and point to the addiction of the offline social network “layers” (Pollet, Roberts, & Dunbar, 2011, p. 256).

The authors point out that future research on “how effective different communication modalities are at maintaining social relationships” is needed (Pollet, Roberts, & Dunbar, 2011, p. 257). Again, this supports the importance of new research and aim to explain how electronic communication impacts interpersonal relationships.

In one of the most current studies on CMC, a study by Marian L. Houser, Christina Fleuriet, and Dawn Estrada (2012) titled “The Cyber Factor: An Analysis of Relational Maintenance Through the Use of Computer-Mediated Communication,” starts out explaining that a majority of adults use CMC on a daily basis with the “primary” use of them to “develop
and maintain interpersonal relationships” (p. 35). The authors add that the use of different “forms of electronic communication might be used to forge many different relationships” (Houser et al., 2012, p. 35) and, therefore, focus their research on the connection between CMC, relationship type, and relational maintenance. Through these three communication concepts, their goal is to “uncover whether maintenance strategies translate to multiple mediated environments and how relationship type for men and women might play an important role” (Houser et al., 2012, p. 35).

The authors begin reviewing literature on relational maintenance. Houser et al. (2012) describe relational maintenance as “an ongoing process where partners must respond and adapt” and “conscious behaviors partners use to improve and sustain the relationship” (p. 35). They cite three studies to prove that “individuals are, indeed, using mediated communication channels to initiate and develop relationships that are proving to be just as satisfying and important as Ftf interactions” (Houser, Fleuriet, & Estrada, 2012, p. 36). Additional studies used by the authors promotes the choice of email as the main channel used in relational maintenance in multiple relationships and that IM is common among lovers and best friends.

After explaining what relational maintenance is and a brief review of existing literature, the authors pose three research questions: 1) Does CMC mode vary according to relationship type? 2) Does CMC most accurately predict the variance in relational maintenance strategies? 3) Does a linear combination of relational maintenance strategies via CMC vary according to gender and relationship type? (Houser, Fleuriet, & Estrada, 2012). Using 157 surveys completed by undergraduate students, the authors report that relatives use email more than friends and that friends use social networks more than relatives to maintain their relationships.
As the authors point out, future research will be needed as more people use CMC to maintain relationships. If CMC becomes a preferred method to develop and maintain interpersonal relationships, new relational strategies will most likely emerge.

**Rationale**

As previously documented, electronic communication is quickly becoming a widely accepted method of communication. Prior research is more focused on the types of electronic communication used, types of individuals who use CMC, and how much communication is conducted through electronic sources, but research on the perceived affect of CMC on relationships is minimal. By surveying and assessing users perceptions, this study seeks to understand the perceptions of the impact of CMC on interpersonal communication and relationships.

Knowing how electronic communication affects how we share with others will help users ensure they use electronic communication to its fullest potential and in the most effective way to grow relationships. This study will attempt to confirm that by including emotion and willingly disclosing personal information, interpersonal relationships can be developed and maintained through CMC.

**Research Questions**

The goal of this study will be to examine the impact of electronic communication on personal relationships and offer knowledge about efficacious use of electronic communication in personal relationships. In light of this goal and available knowledge, this study will advance the following research question: “What are people’s perceptions of they ways electronic communication impacts their interpersonal relationships?”
CHAPTER III: SCOPE AND METHODOLOGY

Scope of the Study

This thesis focuses on the impact electronic communication has on interpersonal relationships. While there are other forms of electronic communication that includes images and video, this self-administered survey is based on text-based electronic communication about interpersonal relationships only. Because of the widespread use of electronic communication among adults and with the goal of collecting as much feedback available, the parameters of this study are very wide. The limitations of this research are based on the information obtained by survey participants. The information is based solely on respondent perceptions and does not try to independently verify the accuracy of these perceptions. The scope of the study is limited to survey questions only and no ethnographic observations or experimental research are conducted. Further research, such as a focus group, could help provide more insight into respondent answers and therefore provide more detail about their perceptions.

Methodology of the Study

As shown in the literature review, a majority of the prior research focused more on how people use technology to communicate rather than the interpersonal dimension of the ways electronic communication affects their relationships. The research does not delve much into the impact of text messaging and social networking on interpersonal relationships. This study includes more current forms of text-based electronic communication and concludes with the ways to use electronic communication advantageously within interpersonal relationships.

Because prior research shows a direct correlation between age and education, the survey includes very basic questions on demographics. It then asks how much and what forms of
electronic communication the participant engages in on a regular basis. The final questions asks the participant specifically about their experiences with electronic communication and the affects on personal relationships.

The survey consists of thirty questions and should take respondents less than ten minutes to complete. Questions ask for yes/no answers, offer multiple-choice responses and ask participants to explain their beliefs in detail. While a handful of quantitative questions are asked, this research study uses mostly use a qualitative research design to examine the perceptions of electronic communication on personal relationships. Because previous research shows a direct correlation between the use of CMC by certain demographics, questions about age, gender, and highest level of education achieved are included to establish participant bias. Through a carefully constructed survey, the research tackles the question of the perception that impact electronic communication has on personal relationships. The specific questions on real-life use, misuse, and issues about CMC in relationships aim to find conclusions about the feelings and perceptions – both positive and negative – about using various forms of electronic communication. More detailed information about the types of electronic used and preferred and how electronic communication is used in interpersonal relationships is also asked for in the survey.

Through these exploratory questions and answers, this study attempts to interpret the responses and use them to answer the research question, “How do people perceive the impact of electronic communication on personal relationships?” This study then suggests ways electronic communication can be used to impact relationships positively and when it should be avoided.
Sampling

The goal of the study is to survey as many people as are willing to participate, resulting in a convenience sample. An electronic survey is used which reduces the costs and allows for a greater number of people to participate. The survey is offered to people through social networks like Facebook and Twitter. A personal connection to the respondent is not required; therefore, anyone is allowed to respond to the survey. This results in a snowball sampling. The survey is structured so that the respondent remains anonymous and every step will be taken to ensure their confidentiality.

Instrumentation and Procedures

An online survey using the questions in Appendix A was created to best answer the questions formulated in this thesis. Because prior research focuses on who uses electronic communication and how often, this survey asks more direct questions on how electronic communication is used in personal relationships. Email and social networks was used to distribute the website address where the survey will be located. The survey asks questions about the forms of electronic communication used, which forms are preferred, and users feeling about the forms of communication. Based on previous research, there is an assumption that age, gender, and education play an important factor in the answers to the survey questions.

Once enough surveys were completed, the data was collected and the answers were analyzed and interpreted. Based on the information submitted by participants, there is enough data to conclude how users feel about electronic communication and how they perceive its affect on personal relationships. Based on the results of the analysis, the ways to best use electronic communication among friends and family is established.
Ethical Considerations

In an effort to keep costs for participants to a minimum, an online survey was conducted; therefore the only cost to participants was their time. The assumption is that participants already have access to the Internet and are not incurring any additionally costs to complete the survey.

While the survey questions may be considered personal, respondents should feel comfortable answering them because they will remain anonymous. A benefit of web-based surveys is that people are typically more honest than when completing a survey in person (http://www.surveymethods.com/glossary/article_effective_surveys_seg_I.aspx). A statement explaining the purpose and goals of this study and assuring the participants that any personal information will be held in the strictest confidence was placed at the beginning of the online survey.

Survey participants will be invited to read the final analysis of the research so they should feel like their time and information is valued. Ideally, they will benefit from the theory that is formed through this study and will be able to apply this knowledge in the way they communicate with their friends and family.
CHAPTER IV – THE STUDY

Introduction

The questions in the survey were specifically designed to ask participants about their personal experiences and perceptions about electronic communication and its impact on interpersonal relationships. The questions were designed to address the concerns of the social presence, cues-filtered-out, and media richness theories and to test Walther’s social information processing theory, which suggests that the social-exchange process that Altman and Taylor describe can be achieved through electronic communication. The combination of thirty single answer, multiple choice, and essay answers allowed the respondents to take the survey quickly while still providing valuable information that applies to this research.

The online survey was promoted through email, Facebook, Twitter, and LinkedIn accounts. Contacts also shared the link to the survey with their contacts resulting in a snowball sampling. Additionally, Facebook ads were also used to gain more exposure to the survey. By sharing the link to the survey publicly, the respondents may or may not have a personal connection to the researcher. Because no personal information was required, the participants, and their responses, remain completely anonymous.

Data Analysis

Using survey research, the research gathered information on the behaviors, beliefs, and attitudes of people (Neuman, 2006). The data collected was analyzed using a descriptive approach to the responses. Descriptive research includes identifying or describing conditions of a large number of people (Rubin et al., 2010). Network analysis is the “study of behavioral
interactions” (Rubin et al., 2010, p. 224) and is most applicable to this research. Analytic comparison was used instead of any form of statistical analysis.

In the five days the survey was open, 149 surveys were submitted. Of the 149, 147 were completed. Forty-nine men and ninety-eight women completed the survey, which means that 66.7% of the respondents were women. This supports prior research that women are much more likely to communicate through CMC (Smith, 2011.) A majority of the participants were between the ages of 25 and 44 (92 total; 62.6%). Nearly half (46.9%) earned a Bachelors degree and 24.5% had a Masters degree or higher levels of secondary education. Previous studies also show that individuals with more education often engage in more forms and more frequent use of electronic communication. Again, the research conducted for this study finds this true. Because the survey was administered through the social networks of a female, in the 24- to 44-year-old age group, and with secondary education, the demographics of the participants may have been skewed.

All but one of the respondents said they owned their own personal computer and a cellphone or smartphone. The largest reasons for using their computers and phones were to keeping in touch with family and friends (84.4% and 91.8%, respectively) and getting news and information (78.2% and 64.6%, respectively).

Additional questions were asked to show the amount and types of communication used by survey respondents. While nearly 50% of participants said they engage in face-to-face communication more than any other form of communication on a daily basis (4 to 8 hours a day), the most common form of communication with family and friends was through text messaging. Not including work-related communication, 74.1% of participants said they text friends and
family more than any other form of communication. The next highest form of communication used on a daily basis was Facebook at 63.3%. The next set of questions were designed to either support or negate the theories that are commonly used to dismiss CMC as a valid form of interpersonal communication – social presence theory, lack of social cues theory, and media richness theory. Respondents were asked their commonly used form of interpersonal communication, their preferred form of communication and if it was dictated by time and physical proximity. Eighty-nine percent answered that their use of text messaging and Facebook was dictated by proximity and time. While electronic communication was the overwhelming option for communicating with family and friends, when asked what form of communication was preferred participants said face-to-face was optimal if physical proximity and time were not a factor. The most common reasons for preferring Ftf were 1) people enjoy spending time with their family and friends, 2) they feel Ftf offers a richer experience, 3) lack of nonverbal behaviors and the increased chances of misunderstanding make anything by Ftf less than ideal forms of communication. Over two-thirds (67.3%) said they experienced a misunderstanding through electronic communication that affected a close relationship and half (52.2%) said that the misunderstanding damaged the relationship. However only 15.2% said it damaged the relationship so significantly that they were unable to resolve the misunderstanding and move forward in the relationship.

Based on 46.3%, 51.7%, and 57.8% of responses in agreement the overall feeling reported by participants is that email, text messaging, and social media positively impacts personal relationships.
Results of the Study

Altman and Taylor’s four stages of relational development as applied to social-penetration theory and Walther’s hyperpersonal perspective on electronic communication were addressed in questions that asked survey participants about their personal experiences with CMC. Questions that specifically asked about the effectiveness as well as the problems with misunderstandings relate to the benefits of using CMC to strengthen personal relationships.

One question asked participants to describe a close relationship and the most common ways all forms of communication were used. Based on the chart below, all forms of communication were used regularly and in combination depending on the type of message, time and physical proximity.
Thirty-eight responses said that some combination of instant messaging, text, social media, and email was used by couples throughout the day to supplement their Ftf time with their spouse or partner. Sixty-three responses said that friends and family members separated by geographic distances rely on a combination of phone calls, text messaging, email, Facebook and, Skype to stay connected.

The reported positive aspects of using electronic communication in personal relationships include speed, ease, immediacy, frequency, efficiency, cost effectiveness, convenience, and not dependent on time and physical proximity. One hundred and one responses described using electronic communication in personal relationships because it allows an additional way to connect and “stay in touch” with people. For some electronic communication supplements Ftf and for others it the only way they communicate. Only one response said there was “nothing” positive about using electronic communication in close relationships.

The reported negative aspects of electronic communication echoed the reasons why Ftf is the preferred form of communication: lack of context, tone and other nonverbal cues can lead to misunderstandings. Fifty-six answers on what is negative about using CMC in relationships spoke about misinterpretation or miscommunication. Another important theme in the responses is that relying too much on electronic communication creates a false sense of closeness. Thirty-five responses said that relationships maintained through electronic communication are shallower and can prevent people from forming stronger bonds. Ten responses indicated that an expectation for a quick response was a drawback to electronic communication. Nine answers said that over-sharing and that it wastes time (5) were other downsides to CMC. Ten participants flat out responded that CMC is negative simply because it’s not face-to-face.
However, several responses (12) said there were no negative aspects from communicating with friends and family through electronic communication. The same respondent that said there was nothing positive about CMC said that “everything” was negative in regards to electronic communication in relationships.

To summarize, the positive reasons for using electronic media include efficiency, cost effectiveness, convenience, and independence from physical distance. It is common to use electronic communication to supplement face-to-face communication. For long distance relationships, electronic communication is often the only way friends and family can stay in touch. The downside of electronic communication includes lack of nonverbal behaviors that can lead to misunderstandings.

**Discussion**

The goal of the study was to learn about behaviors and perceptions of how electronic communication impacts interpersonal relationships. Are there limitations to using electronic communication to develop and maintain relationships as the social presence, cues-filtered-out, and media richness theories suggest? Or, as scholar Walther suggests with his social information processing theory, is there a place to effectively utilize electronic communication among friends and family?

The answer to both questions is yes. Yes, there are limitations and yes, electronic communication does have a place for use in personal relationships.

While many survey participants said their preferred form of communication is face-to-face, many noted that because of time and physical proximity, they were unable to engage in Ftf as often as they would like. They use electronic communication to supplement their Ftf
communication. Even friends or couples who see each other on a daily basis use electronic communication to stay in touch throughout the day.

As expected, the age of persons involved plays a factor in the media used to communicate. Younger couples, friends, and family members describe connecting through texting and social media sites like Facebook and Twitter. One of the survey questions asked participants to describe a close relationship and the ways they communicated. When the responses included a parent or older relative, the forms of communication mainly included Ftf, phone conversations, emails, and texting.

In conclusion, this research shows that for many people, face-to-face communication remains the gold standard. People prefer to spend time with their close family and friends as they feel it creates a stronger bond. Ideally, electronic communication is used to supplement face-to-face communication. Despite the fact that misunderstandings can occur through electronic communication, it rarely leads to permanent damage in relationships. Therefore, electronic communication should be used as the members of the relationship feel it can be most effectively utilized. For some relationships, both parties are very comfortable communicating through email, text, or social media. Other relationships are happier communicating in person or through phone calls. By choosing the preferred form of communication based on the needs and comfort of each party, relationships can successfully be developed and maintained.
CHAPTER V – SUMMARIES AND CONCLUSIONS

Limitations of the Study

Due to time constraints, the survey was only open for five days and was only promoted through personal networks. This resulted in a small sampling of data. By not specifically defining “personal relationships” the goal of this researcher was to include any relationship that the survey participant considered personal. Without delimiting it to familial, romantic, or platonic types of relationships, the term “personal relationship” was left to interpretation by the respondent.

An additional limitation was the lack of focus group research. More in-depth information typically collected through speaking with participants in a focus group was unavailable. Personal bias may have skewed the way some responses were interpreted.

Further Study or Recommendations

Since the sampling size of this study was small it really only scratches the surface. A longer survey offered to more participants would offer more data about the perceptions of electronic communication and its impact on relationships. Focus group research that includes more detailed experiences and perceptions would also be conducted. Ideally, research that not only asks participants about their perceptions, but also employs ethnographic observations, and experimental research would be included in further studies.

If technological trends continue to evolve as rapidly as they have in the last decade, more people will continue to include electronic communication in their daily activities. New forms of electronic will undoubtedly be used and their use may have additional or different impacts on interpersonal relationships.
More study on how electronic communication can be positively utilized among romantic relationships would also be beneficial. Research that follows the choice of media as a relationship starts and grows would also be useful. For example, if a couple meets in person and engages in Ftf during the initial stages of the relationship, does the level of Ftf decline as other forms of electronic communication increase? Or vice versa?

**Conclusions**

The use of electronic media will continue to become a bigger part of daily life, which will undoubtedly impact relationships. Communication as a “transactional process” to create “shared meaning” and “build relationships” can be effectively conducted through electronic media (Caputo, Hazel, McMahon, & Dannels, 2002).

Face-to-face communication remains the gold standard of preferred communication because friends and family members value being able to sit among each other and spend time together. This research confirms that people like to spend time with people they like.

When friends and families are unable to spend time together due to time constraints and physical proximity, they rely on electronic communication to stay in touch. Email, text messages, and connecting on social media networks like Facebook and Twitter keep relationships going and create another way to communicate on a regular basis. Electronic communication is easy, convenient, and cost effective.

While the loss of nonverbal behaviors can negatively impact the quality of communication through electronic channels, it rarely caused permanent damage to close relationships. This research has shown that misunderstandings can arise, yet people involved in
close relationships are able to correct the misunderstanding and continue to move forward in their relationships.

The concern for the future will be to limit relying too heavily on communicating through electronic communication because it creates a false sense of connectedness. This research found that some users felt less connected to others because they learn everything through electronic communication. So, while electronic communication has its place in personal relationships, it cannot be the only form of communication used to build relationships. Ideally, electronic communication is be utilized as a supplement to face-to-face communication.
References


Appendix A

Survey Questions

What is your gender?
  Male  Female

Which category below includes your age?
  17 or younger
  18-24
  25-34
  35-44
  45-54
  55-64
  65 or older

What is the highest level of education you have completed?
  Some High School
  High School
  Some College
  Vocational/Technical School
  Associates Degree
  Bachelors Degree
  Graduate Degree
  Doctoral Degree (PhD)
  Professional Degree (MD, JD, etc.)

Do you own a personal computer?
  Yes  No

What is the main use of the computer you own? (Check all that apply)
  Keeping in touch with family and friends
  School related activities
  Work/business related activities
  Getting news and information
  Playing games

Do you own a cell phone or smartphone?
  Yes  No

What is the main use of your cell or smartphone? (Check all that apply)
  Keeping in touch with family and friends
  School related activities
  Work/business related activities
Getting news and information
Playing games

On average, how many hours a day do you spend using the following?

- 0-3
- 4-8
- 9-12
- 13-17
- 18+

Face-to-face communication
Phone - talking
Phone - texting
Phone - Social Media
Phone – Internet (other than social media)
Computer – email
Computer – Instant messenger
Computer – Social media
Computer - Internet (other than social media)

What form of communication do you use most on a daily basis with friends and family members (do not include work-related communication)? (Check all that apply)
   - Face-to-face
   - Phone
   - Text Messaging
   - Email
   - Instant Messaging
   - Facebook
   - Twitter
   - Other – please explain

Is the form of communication that you use most on a daily basis with friends and family influenced by physical proximity and time?
   - Yes
   - No

What is your PREFERRED form of communication with friends and family if proximity and time weren’t a factor? (Pick one)
   - Face-to-face
   - Phone
   - Text Messaging
   - Email
   - Instant Messaging
   - Facebook
   - Twitter
   - Depends on the content of the message

Using your answer to the previous question, why is this your preferred form of communication? Please explain.
Have you ended a personal relationship over something you learned about someone through social networking? For example, did a comment, status update, or Tweet ever prompt you to end a relationship?
   Yes  No

Have you changed your opinions about someone because of what they post on a social network? For example, if a friend posted something about the recent presidential election, did it change the way you view them?
   Yes  No

If you answered yes to the previous question, and your opinion changed to negative about someone, did you end your relationship with that person?
   Yes  No

If your opinion changed positively based on a comment, status update, or Tweet, did your relationship with that person continue to grow?
   Yes  No

Have you experienced a misunderstanding from communication through electronic communication that affected a close relationship?
   Yes  No

If you answered yes to the previous question, were you able to resolve the misunderstanding and move forward in your relationship?
   Yes  No

If you experienced a misunderstanding from communication through electronic communication that affected a close relationship, did the misunderstanding cause damage to the relationship?
   Yes  No

In your personal experience, email positively impacts personal relationships
   Strongly Agree  Agree  Neutral  Disagree  Strongly Disagree

In your personal experience, text messaging positively impacts personal relationships
   Strongly Agree  Agree  Neutral  Disagree  Strongly Disagree

In your personal experience, social media positively impacts personal relationships
   Strongly Agree  Agree  Neutral  Disagree  Strongly Disagree

In your personal experience, email negatively impacts personal relationships
In your personal experience, text messaging negatively impacts personal relationships  

Disagree  Strongly Disagree

In your personal experience, social media negatively impacts personal relationships  

Disagree  Strongly Disagree

In an ideal world, would you do without one form of communication? If so, which one?  

Face-to-face  Phone  Text Messaging  Email  Instant Messaging  Facebook  Twitter  Other (please specify)

What electronic form of TEXT-based communication would you be unable to live without? Pick one  

Text Messaging  Email  Instant Messaging  Facebook  Twitter  Other (please specify)

Describe one of your closest relationships and the ways you communicate regularly with each other.

What is positive about electronic communication to your close relationships?  

What is negative about electronic communication to your close relationships?
Appendix B

Survey Participant Informed Consent
The following will be placed at the beginning of the survey:

You are being asked to participate in a research study being conducted by Lori Shannon as a part of her thesis for a master’s degree in Communication and Organizational Leadership at Gonzaga University. This research study is examining the impact that electronic communication has on personal relationships. The following survey will ask demographical questions and questions regarding your use and attitudes regarding electronic communication. Please fully complete the survey to the best of your ability by filling in the blanks or selecting the most appropriate answer.

There are minimal risks associated with participating in this study. You will be asked to provide personal demographic information to the researcher. You will also be asked to provide information regarding your personal experience and communication preferences. Your involvement in this research study is voluntary and you are not required to answer any questions. By continuing to complete this survey, you voluntarily consent.
# Appendix C

## Survey Responses

### 1. What is your gender?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>66.7%</td>
<td>98</td>
</tr>
<tr>
<td>Male</td>
<td>33.3%</td>
<td>49</td>
</tr>
</tbody>
</table>

answered question 147  
skipped question 2

### 2. Which category below includes your age?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>17 or younger</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>18-24</td>
<td>6.1%</td>
<td>9</td>
</tr>
<tr>
<td>25-34</td>
<td>30.6%</td>
<td>45</td>
</tr>
<tr>
<td>35-44</td>
<td>32.0%</td>
<td>47</td>
</tr>
<tr>
<td>45-54</td>
<td>21.1%</td>
<td>31</td>
</tr>
<tr>
<td>55-64</td>
<td>8.2%</td>
<td>12</td>
</tr>
<tr>
<td>65 or older</td>
<td>2.0%</td>
<td>3</td>
</tr>
</tbody>
</table>

answered question 147  
skipped question 2

### 3. What is the highest level of education you have completed?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Some High School</td>
<td>0.0%</td>
<td>0</td>
</tr>
<tr>
<td>High School</td>
<td>3.4%</td>
<td>5</td>
</tr>
<tr>
<td>Some College</td>
<td>16.3%</td>
<td>24</td>
</tr>
<tr>
<td>Vocational/Technical School</td>
<td>4.8%</td>
<td>7</td>
</tr>
<tr>
<td>Associates Degree</td>
<td>4.1%</td>
<td>6</td>
</tr>
<tr>
<td>Bachelors Degree</td>
<td>46.9%</td>
<td>69</td>
</tr>
<tr>
<td>Graduate Degree</td>
<td>17.7%</td>
<td>26</td>
</tr>
<tr>
<td>Doctoral Degree (PhD)</td>
<td>2.7%</td>
<td>4</td>
</tr>
<tr>
<td>Professional Degree (MD, JD, etc.)</td>
<td>4.1%</td>
<td>6</td>
</tr>
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</table>

answered question 147  
skipped question 2

### 4. Do you own a personal computer?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>99.3%</td>
<td>146</td>
</tr>
<tr>
<td>No</td>
<td>0.7%</td>
<td>1</td>
</tr>
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</table>

answered question 147  
skipped question 2
5. What is the main use of the computer you own? (Check all that apply)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response</th>
<th>Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keeping in touch with family and friends</td>
<td></td>
<td>84.4%</td>
<td>124</td>
</tr>
<tr>
<td>School related activities</td>
<td></td>
<td>33.3%</td>
<td>49</td>
</tr>
<tr>
<td>Work/business related activities</td>
<td></td>
<td>64.6%</td>
<td>95</td>
</tr>
<tr>
<td>Getting news and information</td>
<td></td>
<td>78.2%</td>
<td>115</td>
</tr>
<tr>
<td>Playing games</td>
<td></td>
<td>24.5%</td>
<td>36</td>
</tr>
</tbody>
</table>

answered question 147  
skipped question 2

6. Do you own a cell phone or smartphone?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response</th>
<th>Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td></td>
<td>99.3%</td>
<td>146</td>
</tr>
<tr>
<td>No</td>
<td></td>
<td>0.7%</td>
<td>1</td>
</tr>
</tbody>
</table>

answered question 147  
skipped question 2

7. What is the main use of your cell or smartphone? (Check all that apply)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response</th>
<th>Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Keeping in touch with family and friends</td>
<td></td>
<td>91.8%</td>
<td>135</td>
</tr>
<tr>
<td>School related activities</td>
<td></td>
<td>12.2%</td>
<td>18</td>
</tr>
<tr>
<td>Work/business related activities</td>
<td></td>
<td>62.6%</td>
<td>92</td>
</tr>
<tr>
<td>Getting news and information</td>
<td></td>
<td>64.6%</td>
<td>95</td>
</tr>
<tr>
<td>Playing games</td>
<td></td>
<td>25.9%</td>
<td>38</td>
</tr>
</tbody>
</table>

answered question 147  
skipped question 2

8. On average, how many hours a day do you spend using the following?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>0-3</th>
<th>4-8</th>
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</thead>
<tbody>
<tr>
<td>Face-to-face communication</td>
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<tr>
<td>Phone - talking</td>
<td>132</td>
<td>13</td>
</tr>
<tr>
<td>Phone - texting</td>
<td>125</td>
<td>12</td>
</tr>
<tr>
<td>Phone - Social Media</td>
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<td>22</td>
</tr>
<tr>
<td>Phone - Internet (other than social media)</td>
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<td>17</td>
</tr>
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<td>Computer - email</td>
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<tr>
<td>Computer - Instant messenger</td>
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9-12 13-17

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<td>Face-to-face communication</td>
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<td>Phone - talking</td>
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<td>Phone - texting</td>
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<tr>
<td>Phone - Internet (other than social media)</td>
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<td>3</td>
</tr>
</tbody>
</table>
9. What form of communication do you use most on a daily basis with friends and family members (do not include work-related communication)? (Check all that apply)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face-to-face</td>
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<tr>
<td>Phone</td>
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<tr>
<td>Text Messaging</td>
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<td>Email</td>
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<td>Instant Messaging</td>
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</tr>
<tr>
<td>Facebook</td>
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</tr>
<tr>
<td>Twitter</td>
<td>6.1%</td>
<td>9</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td>4</td>
</tr>
</tbody>
</table>

Number Other (please specify)
1. Google Hangout (video chat)
2. Voxer and Viber Apps
3. Instagram
4. facetime

10. Is the form of communication that you use most on a daily basis with friends and family influenced by physical proximity and time?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Percent</th>
<th>Response Count</th>
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</tr>
<tr>
<td>No</td>
<td>10.9%</td>
<td>16</td>
</tr>
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</table>

answered question 147 skipped question 2
11. What is your PREFERRED form of communication with friends and family if proximity and time weren't a factor? (Pick one)

<table>
<thead>
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<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
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</tr>
<tr>
<td>Text Messaging</td>
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<td>6</td>
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<td>3</td>
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<td>Instant Messaging</td>
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<td>0</td>
</tr>
<tr>
<td>Facebook</td>
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</tr>
<tr>
<td>Twitter</td>
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<td>0</td>
</tr>
<tr>
<td>Depends on the content of the message</td>
<td>6.8%</td>
<td>10</td>
</tr>
</tbody>
</table>

answered question 147
skipped question 2

12. Using your answer to the previous question, why is this your preferred form of communication? Please explain.

<table>
<thead>
<tr>
<th>Number</th>
<th>Response Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Nothing beats the hug, the eye-contact, the overall feeling you get from being WITH someone who feeds your soul. -easiest way to have direct honest and clear communication</td>
</tr>
</tbody>
</table>
| 2      | -can develop strongest bonds with others  
If sensitive face to face is best, if personal but simple email works, if public Facebook, also different friends may prefer face to face versus email |
| 3      | I would much rather see them and talk face to face  
Depends on the content of the message. |
| 4      | More personal and intimate face to face- no distractions  
It's important to be able to laugh with each other and to be able to see our expressions. |
| 5      | I would prefer a personal moment  
There are many nuances of communication that do not come through via phone or online/email/text. |
| 6      | Nothing beats face time, where one can communicate fully with body language and gestures.  
I enjoy being with my friends and family |
| 7      | It's the most personal form of contact. All others seem pretentious to me if overused. Body language tells so much more than words typed.  
Because it gives me what technology takes away from me |
| 8      | There is no better way than to talk to someone personaly  
Easier |
| 9      | People build stronger bonds through personal interaction  
I'm old, believe it's proper  
Communicating with people in person is unique and personal. It is also nuanced and you can miss that in the other forms of communications listed. |
| 10     | Prefer the personal connection |
Physical proximity is more engaging, you are read body language and facial expressions. It's more leisurely than the phone because you obviously had to plan it as opposed to a phone call which might be intrusive and you have to get to the point faster.

It depends on the person. Because I like to see faces and reactions.

I feel it is the most effective form of communication. text, twitter, phone, email

I think I can understand the person better and communicate my emotions and feelings better in person.

I like seeing family/friends there's nothing like seeing the ones that you love in person - NOTHING. Although I love all of the tools available to keep in touch otherwise.

It's a lot of fun to talk face-to-face with family and friends. You can get wrapped up in a story and start laughing and enjoying each other's company more than just over the phone.

I think it cuts down on miscommunication. Sarcasm, tone, and context call all get confused in another form of communication.

Its old school.

Face to face is always better. I'm really not a fan of telephone conversations. It is more engaging and you are able to uphold, maintain and create relationships. I do use social media to communicate with friends, but these friends are scattered in different countries across the globe so it is the most cost effective way of staying in touch.

Human contact is always nicer. it harkens back to the olde days when you actually could talk to someone and have a relationship

More personal

Easier to fully communicate meaning and understanding

Most effective relationship development

Best form of communication

Because you can communicate face-to-face at events.

If time weren't a factor, I'd want to communicate face-to-face which means spending time with friends and family.

I prefer to talk face to face Richer conversation, better sense of connection.

Physical contact, non-verbal communication

You can observe non-verbal and hear verbal communication in order to gauge the truth or emotion associated with the person's statements. Because F2F allows you to both see and hear the nonverbal cues - tone of voice, facial expressions, gestures, etc. Plus hugs by phone or text message just don't have the same impact. :-)

The form of communication depends on the context of the situation. Whatever means of communication is most appropriate at the time will be used.

If I had the opportunity to see and speak to my family every day, I would prefer to do so face-to-face.

Its richer than other forms and you often get answers to questions you didn't even think to ask.

I like spending time with friends and family, aslo my small children don't give me a lot of free time to spend on the phone. They understand face to face better than mommy is on the phone.

I would love to be face to face with family and friends but it isn't always possible. Context, emotion and depth of conversation in face-to-face is more intimate, valuable and emotionally satisfying.

If I had all the time in the world (and my friends and family did as well) then face to face is
more personal.

54 More personal. Human experience

55 Different media fit depending on the messages/communication

56 I feel more is conveyed in person, the other forms of communication are lacking. I feel like the connection between the people you are communicating with is greater when it is face-to-face. Forms of communication like twitter, IM, email, text lack non-verbal communication which can sometimes be just as important as the verbal communication.

57 spending time together

58 I feel communication with a person face-to-face is more meaningful and less likely to have miscommunication issues. Facial expressions, intent, emotion, inflections, etc all help convey the meaning of a message and how it's received. Like to interact with people and not rely on a computer or phone to do this. I like being around people.

59 easier to gauge the actual relationship. personally i like to gauge facial expressions. I think social media tools (phone, text, email etc.) are great but if we're talking about communicating with family, I would rather be WITH them. Same with friends. I have to say it's a tie between face to face and then phone or email. Some of it depends upon the message and some of it depends up on time/distance and convenience. But at the end of the day, I find most of these tools are great bc/ I am single and live alone but nothing replaces actual time spent together in person. Ever.

60 I choose face to face because it is easier to understand one another. when you text you can't see the emotion, writhed. It real easy to misunderstand someone.expressions and body language are impotant too.

61 Quick, easy, gets the point across. Less chance of misunderstanding because you get to hear tone and see facial expressions with the words.

62 because I enjoy spending time with family and friends

63 It's more in-depth than computer-mediated communication.

64 Face to face is more personal

65 You get many nuances via face-to-face that you do not get via electronic communication. I love the connection of being face-to-face, it's more personal and feels more meaningful to me. Phone calls are also a nice way to stay in touch but time to make phone calls feels nonexistent sometimes.

66 I rely heavily on facial cues and body language during communication. Without it, I tend to over analyze what a particular message meant...what is really going on. When it is possible that my friend or family member meant exactly what they said.

67 My preferred form of communication depends on with whom I am communicating. Older friends & family, I use the phone or email. With others, I use Facebook & text.

68 It's easy.

69 easy

70 I would rather see and hear the person

71 Quality time with family and friends is preferred.

72 Text/email/social media can only go so far, face-to-face is always preferred.

73 I like people.

74 I hate talking on the phone, and like being with friends and family. I hate talking on the phone and am a terrible pen pal because there are too many other things to do.

75 It's easier to communicate clearly face to face. I enjoy my friends and families company face to face rather then a phone or computer. Its just better that way.

76 It is easier to communicate face-to-face when one can see nonverbal reactions/cues.

77 Face to face includes body language and expressions. I feel that there is less
misunderstanding that can happen when communicating face to face. Because I love to sit down and converse. Face-to-face communication I'd more personal and meaningful, and more information can be gleaned from the nonverbal communication present in face-to-face interactions, such as facial cues and body gestures. I love writing as a means of expression and email allows me the time to be creative in doing so with others. It allows me and friends/family to select the time that is most convenient, without having to rush through a phone call or text message. There is more room to be private and go into greater personal depth than Facebook or texting. I enjoy face to face interaction. It's hard to hug someone through the phone. More spontaneity, body language Sometimes it's easier to call someone than to send multiple texts back and forth. You can have a more detailed conversation by phone or in person than you are willing to put in a text. I would rather talk directly to someone and get their instant feedback than send messages and wait for them to see, read, interpret, and respond. My family members are overseas so internet means are the most practical and thus I long for more face to face time with them. I like to look at people that I talk to as I can read their body language. Video chat doesn't really provide enough visual to see everything. Would rather see the person, more personal. Face-to-face communication is so much more personal, and you don't have to worry about being misread unlike through text messaging where you cannot express emotion. Because I like actually seeing peeps. It feels good to talk to friends and family in person. You can see their face and expressions. You can hear their tone. You feel more connected to them and feel like they understand you better. It's real and communicates emotions better. I'm tired of a world in which face-to-face communication is a lost art form and not even preferred by many. face to face I have lots of friends on Facebook. I love to see expressions on faces. facebook and email Because this is what communication is supposed to be. It is more fulfilling than texting or emailing. Because a lot gets lost in communication if you aren't looking at one another. Personal contact is enhanced by physical presence. Eye contact, body language, and tones or inflections of voice give a much deeper communication. Because electronic communication is subject to misinterpretation, lacks the personal touch, you can't see/interpret facial expression, too many people have their noses in their blood iPhones and don't pay attention to the world around them, distracted drivers on their phone, people on their Facebook at traffic lights require honking at when the light changes, people don't watch where they're walking because they're looking at their iPhone, when you speak to someone face-to-face in person you can connect with them better, sarcasm does not translate in electronic communication without putting clarification like the word sarcasm or kidding in parenthesis after the comment, need I go on? The iPhone is both the singular greatest and worst invention of our time... Face to face is the best form of communication whenever possible. However, when it comes to convenience, other forms of communication are preferred. more personal It is more engaging and easier to express ideas.
not a fan of electronic communication
because it is more meaningful
less likely to misunderstand
Much more pleasurable to be with the people you care about!
Always nicer to see friends and family in person
It's easier, I have small kids who make too much noise to have face to face or phone conversation
I prefer to see a person while speaking to them. There is less of a chance of something being taken the wrong way.
face-to-face
Face to face communication is always more personal. People don't get confused about what you are saying.
I like to talk to people face to face but if they are not around I would prefer text messaging.
I feel that I get more facial cues in face to face but if I am without facial cues, I'd rather read and think about my reply.
Setting priorities, not imposing on other's time.
I hate talking on the phone. Texts are too "cold".
I don't feel comfortable being around people. And prefer all non face to face contact
Its more meaningful.
Ore nuanced
I am pretty touchy feely, I also love to go out for coffee or a drink. Sometimes you can just sit and not talk. Not the same when you are texting or on the phone.
More personal.
More personal. Use of electronic media is unpersonal in my opinion.
I like my friends and family. Face-to-face communication conveys information and feeling better.
Texting is easier and more timely than using the phone. Communication is clearest speaking to a person face to face. There are none of the misunderstandings that come with texting. I also enjoy experiencing conversations in person so I can see the person's physical reactions.
it is quick, easy and I can have a conversation.
You can only say so much via text and you can't gauge someone's tone.
for serious talk, I'd prefer over the phone or face to face. For general chit chat, text messaging is great.
It means I get to SEE my friends and family.
Easier and more enjoyable.
Better communication that includes body language
Prefer in person
QUICK AND EASY
Talking on the phone.
ability to multi-task, don't have to leave the house.
Brain is hooked.
because it is real
I appreciate personal contact.
fast and easy
Most friends are nearby, easy to call, not so familiar with texting. Use email and text to talk to family: children, nieces.
They are too far away so talking on the phone or Skyping is the next best thing.

13. Have you ended a personal relationship over something you learned about someone through social networking? For example, did a comment, status update, or Tweet ever prompt you to
end a relationship?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
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<tr>
<td>No</td>
<td>79.6%</td>
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answered question 147
skipped question 2

14. Have you changed your opinions about someone because of what they post on a social network? For example, if a friend posted something about the recent presidential election, did it change the way you view them?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
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<tr>
<td>No</td>
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<td>41</td>
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</table>

answered question 147
skipped question 2

15. If you answered yes to the previous question, and your opinion changed to negative about someone, did you end your relationship with that person?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
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answered question 118
skipped question 31

16. If your opinion changed positively based on a comment, status update, or Tweet, did your relationship with that person continue to grow?

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<th>Response Percent</th>
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answered question 111
skipped question 38

17. Have you experienced a misunderstanding from communicating through electronic communication that affected a close relationship?

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<tr>
<td>No</td>
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</table>

answered question 147
skipped question 2

18. If you answered yes to the previous question, were you able to resolve the misunderstanding
and move forward in your relationship?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
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<tr>
<td>No</td>
<td>15.2%</td>
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</table>

19. If you experienced a misunderstanding from communication through electronic communication that affected a close relationship, did the misunderstanding cause damage to the relationship?

<table>
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<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
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</table>

20. In your personal experience, email positively impacts personal relationships

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
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<tr>
<td>Agree</td>
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<tr>
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21. In your personal experience, text messaging positively impacts personal relationships

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<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
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<td>Feel Neutral</td>
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<td>Disagree</td>
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</tr>
<tr>
<td>Strongly Disagree</td>
<td>2.0%</td>
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</table>

22. In your personal experience, social media positively impacts personal relationships?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Strongly Agree</td>
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<td>13</td>
</tr>
<tr>
<td>Agree</td>
<td>49.0%</td>
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<tr>
<td>Feel Neutral</td>
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</tr>
<tr>
<td>Disagree</td>
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</table>
23. In your personal experience, email negatively impacts personal relationships

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Percent</th>
<th>Response Count</th>
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<tr>
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<td>64</td>
</tr>
<tr>
<td>Disagree</td>
<td>40.8%</td>
<td>60</td>
</tr>
<tr>
<td>Strongly Disagree</td>
<td>2.0%</td>
<td>3</td>
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</tbody>
</table>

answered question 147
skipped question 2

24. In your personal experience, text messaging negatively impacts personal relationships

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Percent</th>
<th>Response Count</th>
</tr>
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<td>Feel Neutral</td>
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<tr>
<td>Disagree</td>
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<tr>
<td>Strongly Disagree</td>
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answered question 147
skipped question 2

25. In your personal experience, social media negatively impacts personal relationships

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Percent</th>
<th>Response Count</th>
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<tr>
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<tr>
<td>Agree</td>
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<tr>
<td>Feel Neutral</td>
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<tr>
<td>Disagree</td>
<td>37.4%</td>
<td>55</td>
</tr>
<tr>
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<td>4.1%</td>
<td>6</td>
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</tbody>
</table>

answered question 147
skipped question 2

26. In an ideal world, would you do without one form of communication? If so, which one?

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Face-to-face</td>
<td>9.5%</td>
<td>13</td>
</tr>
<tr>
<td>Phone</td>
<td>2.2%</td>
<td>3</td>
</tr>
<tr>
<td>Text Messaging</td>
<td>9.5%</td>
<td>13</td>
</tr>
<tr>
<td>Email</td>
<td>4.4%</td>
<td>6</td>
</tr>
<tr>
<td>Instant Messaging</td>
<td>21.2%</td>
<td>29</td>
</tr>
<tr>
<td>Facebook</td>
<td>9.5%</td>
<td>13</td>
</tr>
<tr>
<td>Twitter</td>
<td>43.8%</td>
<td>60</td>
</tr>
</tbody>
</table>
Other (please specify) 2

27. What electronic form of TEXT-based communication would you be unable to live without? (Pick one)

<table>
<thead>
<tr>
<th>Answer Options</th>
<th>Response Percent</th>
<th>Response Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text Messaging</td>
<td>28.6%</td>
<td>42</td>
</tr>
<tr>
<td>Email</td>
<td>39.5%</td>
<td>58</td>
</tr>
<tr>
<td>Instant Messaging</td>
<td>8.2%</td>
<td>12</td>
</tr>
<tr>
<td>Facebook</td>
<td>14.3%</td>
<td>21</td>
</tr>
<tr>
<td>Twitter</td>
<td>9.5%</td>
<td>14</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td>6</td>
</tr>
</tbody>
</table>

28. Describe one of your closest relationships and the ways you communicate regularly with each other.

Number | Response Text                                                                                                                                                        |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I regularly text with my good friend Carol. We do speak on the phone when a text would be too involved.</td>
</tr>
<tr>
<td>2</td>
<td>One close friend and I message each other on Facebook private message.</td>
</tr>
<tr>
<td>3</td>
<td>Parents: email and blog updates plus phone calls</td>
</tr>
<tr>
<td>4</td>
<td>On the phone</td>
</tr>
<tr>
<td>5</td>
<td>well, My Friend, she is a crazy girl but I love her..... we talk face to face</td>
</tr>
<tr>
<td>6</td>
<td>Sister, text, phone, Skype, email</td>
</tr>
<tr>
<td>7</td>
<td>Face to face and phone calls...some texting</td>
</tr>
</tbody>
</table>
I have many close friends who are scattered across the country. As I describe below, I think we rely too much on social media and don't have enough face-to-face or phone calls. But we do keep in touch more often because of electronic communication.

My sister and I talk on the phone, email, IM and text everyday, and rarely do we talk on the phone. My relationship with my husband is closed and regularly communicate face to face, phone, email, IM, and text. The most important is face to face.

Two good friends. We make efforts to see each other despite living somewhat far away from each other. Also now we talk on the phone and email. I talk to my mother on the phone every day and visit her once a week. She does not own a cell phone nor use social media.

With my sister, I talk to her on almost all forms of communication. We use phone, email, instant messaging and face-to-face. We don't do twitter or facebook that much because she doesn't use it.

My closest relationship would be with my husband. We communicate in person in the morning, then over the phone at least twice a day during work hours, then at least twice through texting during work hours, then again in person when we get home from work. No social media because he doesn't have a facebook page. We email occasionally two or three times a week.

My sister. We text, talk on the phone and use facebook messaging to communicate.

My boyfriend. We talk face to face on weekends and one night a week. The rest of the time is mostly text messaging and emails. Our opposite schedules make it difficult to talk over the phone, but texting is great.

I formed a friendship with someone solely due to social media. We "met" via twitter and since regularly communicate through Skype, chat clients, twitter, and text messages.

I met someone online who lives in England. Being from Canada, I chatted with him over a period of 3 years, which culminated in a trip to London to meet the guy in person. We continue to chat to this day.

My bff, we text, talk, email.

Immediate family - face-to-face, text, phone

My children and I live in different countries. Through email and FaceBook, we stay.
informed of life events as well as daily happenings.

My best friend lives across the country, in New York City. We mostly e-mail, but also use text messaging and Skype to keep in touch.

Wife; via phone, e-mail, text and Facebook

with my mom and over the phone

Close Friend -- we communicate primarily by text message and face-to-face, less frequently by email, Facebook

Husband - face-to-face

Mother - phone, text, face to face

My best friend live in LA (I'm in DC) and we text, facebook and talk on the phone. We will get together if she comes home and I will see her for her wedding in a year.

I travel quite a bit, and being able to exchange text messages with my son is very helpful. I can check when he's home from school, find out about homework, answer questions about dinner, etc. during his lunch hour or after school even when I'm in a meeting. Even when I'm home, he can text me a message quietly if he's upset about something but doesn't want people to overhear. When we're both home, we talk regularly and do activities together, even if it's just going to the store. Sometimes we have really great conversations in the car, because there's no one to overhear and no where else to go.

Closest relationship - my boyfriend. We communicate primarily face-to-face, but also send some text messages or speak over the phone briefly.

My husband works in Austin and commutes back to San Antonio daily. We primarily communicate via phone or text.

My husband and I talk everyday, rarely email, never text (had it disabled) and speak on the phone occasionally if we need to communicate something important.

My deaf best friend, texting.

Husband - Communicate daily via face to face, phone, text, email, and occasionally facebook although that would be the least used.

My fiance. We make the time to eat dinner together so that we can talk about important life-changing subjects face-to-face.

Through email and phone calls. Plus we make an effort to meet at least once every so often for drinks or dinner

My family. Wife - face to face, kids - text or phone - away at school

I'm in a relationship with someone in Sweden. We instant message throughout the day, comment on Facebook, voice Skype nearly every day and video Skype when schedule permits

My best friend. we use facebook, text, calling, email, and in person.

My best friend and I have known each other for over 20 years. We went to pre-school together, that's how far we go back. She now lives three hours away and we work very different schedules and although we try to talk on the phone at least once a week our main form of communication is through text messages. We exchange conversation via text between 10 and 20 times a week.

My sister-in-law is now my best friend and we text message each other several times every day. She is also one of the few people I actually receive phone calls from. Our phone calls typically don't last more than 30 minutes and are primarily for making arrangements for holidays and schedules for upcoming family events. She lives in another city and we are connected on Facebook, but rarely communicate with direct messages that way since we are texting back and forth daily anyway.

My boyfriend and I mostly communicate face to face. We do call, text or email each other during the day when we are not together.

i get together with friends often and have deep relationships. besides face to face we often
talk via phone and text.
With my sister. We rarely email and sometimes text, but mainly talk directly via phone and in person. Same goes for my best friend, who now lives in Canada. We talk on the phone and will text some but rarely email. In that instance we do use Facebook but it's just for general, light, social communication not for anything substantive. The photos and updates are nice though when you live far apart.

I have a best friend that we talk on the phone..but face to face is more often

Most of the communication I do with my current girlfriend is over facebook messenger. I have a frieind back east. We connect a few times a week, predominantly on Facebook, sometimes it may just be "Liking" a post, other times with FB messages. For more detailed or private communications an e-mail, and with something that is a dialogue a phone call.

With the distance there is little face to face.

my best friend and I most often communicate via text or twitter

When I lived on the other side of the state, I talked on the phone with my mom for hours at a time at least once a week. Now that I live close to her, I talk to her in person every day. I prefer talking in person more often, but sometimes that makes it harder to talk about important things.

We texted daily, mainly joking around but also to arrange dates to hang out.

My partner and I communicate face-to-face and by phone, text and email on a daily basis.

My mom and I call each other, email and text regularly.

My best friend and I are a mix of facebook, texting and face to face.

My 2 closest friends live on the other side of the country. I regularly use the phone, text, email & Facebook to stay in touch.

Face to face, with as much as time together as possible.

Mom

Facebook

With my boyfriend we communicate through all forms, while distance was an issue for a while email, text, phone was important to building our relationship while apart

We text, e-mail and phone each other.

My wife & I regularly check in with each other via email during the day, it's easier to do that while I'm at work rather than use the phone.

We e-mail, text, talk on the phone, and see each other face to face. It depends on where and when for what type of communication is needed.

My husband and I use face-to-face communication for the most part, but we do use text messaging.

My husband and I mostly communicate face to face with the occasional phone call or text when necessary.

My husband.. We communicate through text message or phone calls when he isn't home. With out of town relatives I can follow their activities on Facebook and comment on them (often following up via e-mail).

Married. We communicate face to face, by phone, and text message as a last resort.

Father lives in Tucson and I, his daughter, live on the east coast. Constantly texting. My mom lives out of state and we only see each other face-to-face 2-3 times/year. We speak over the phone every few days, about 2-3 times/week. We email from time to time, maybe once per month, and she follows my posts frequently on Facebook, often commenting or liking my status updates. We also instant message via Facebook about 1-2 times/month. Through email and Facebook, we are able to share pictures with each other and stay involved in each other's lives, despite the physical distance. There have been times I have wished I could text my mom because it is a quicker form of communication and sometimes the other forms are not feasible, but my mom does not have texting as part of her mobile plan.
My spouse. We are fortunately able to play amongst all means of communicating together. We obviously spend quality face to face time, yet we also communicate via text messages and email everyday as well. Both of these latter forms are viable means of giving each other information, setting schedules, setting up social events, sharing information about a friend or other family members, and even joking with one another, or just saying hello throughout a busy day or week. We also use links to things via text messages or email that we wish the other to see, hear, read, know about.

My husband and I seem to do a large part of our communicating via text message...work schedule just don't allow for a lot of face to face time during the day and several evenings as well...

Niece: we mostly phone, but also FB, and for logistical planning email. My friend of 25 years and I communicate regularly through brief texts and approx. 1x/mo we make a phone date to catch up in more detail.

My husband is my closest relationship and we communicate face to face or text if we are not together. One of my best friends and I call each other pretty much every day to check in because we don't get a chance to see each other all the time. We text every once in a while but both of us usually have so much to say to each other, whether it be about our day or an event that took place the previous day, talking on the phone or being together makes it easier to explain.

Friend who lives out of state, keep in touch through social media. My best friend and I mostly communicate now by Facebook, email and then in person, when we can find the time to get together. We rarely ever talk on the phone. Email and Facebook are convenient because we can do it at any time of the day. We have been friends since grade school.

My significant other, my mom Close friend many states away. We talk on the phone a couple of times a month, communicate almost daily via Facebook and sometimes through email.

son at college - texting

My closest friendship is with a friend who does not use texting, email, or social media for personal communication. We normally talk face to face. My friendship with her is not the norm. Most of my friendships involve some sort of electronic communication in addition to face to face.

My brother and I live so far away. We email pics, see pics on Facebook and text. A lot of the time, it is just a timesaver to do this, and we don't want to bother the other person (ex. my brother works out of the house. I don't want to interrupt him if he is working.)

My friends live in Canada and I live in the US now so we email mostly. My daughter goes to college 3000 miles away and we stay in contact via phone, text and Facebook. I learn much more about her life and available 24/7.

Mostly by phone Mostly via FB, text or email. Obviously I prefer face to face with this person but they moved away so we take what we can get!

With friends and family I use Face-to-face and email to the most positive effects. I use Face-to-face, email, and texting for business. I use Facebook for social communication. I do not twitter. I do NOT own an iPhone.

My parents live in Japan, so our relationship has been enhanced through social networking and video chatting.
Running Head: IMPACT OF ELECTRONIC COMMUNICATION ON PERSONAL RELATIONSHIPS

109 best friend living in another state
110 My mom - we communicate through texting and calling when I am away at college
111 phone facebook
112 We talk on the phone and text/facebook to stay updated.
113 I communicate with my daughter by phone
114 Text phone & email with a significant other
115 Sister - email but mainly Facebook and texting to keep informed and share photos
116 Text
We communicate through text if we just need a quick answer on something. I tend to not
call her up too often because the calls tend to be very long. A majority of our
communication is done face to face.

Best friend and I live over 3000 miles apart but because of text based communication we
stay in touch with each other constantly. Much more so than just talking or even skyping
can allow us.

My boyfriend and I text message a lot. It is a good way to communicate throughout the
day.

My sister - we gmail instant message throughout the workday or we text eachother
throughout the day, but very rarely talk on the phone.

Following my children without imposing on their time.

We talk daily face to face, text throughout the workday, and occasionally post on each
other's FB pages.

Dinner is our most valuable communication time. No electronics or game talk at the table.
If you don't eat at table you don't eat. Kids and spouse discuss our good/bad day. Each

a combination of face to face and text messages

Wife

All methods

Good friend. Carpool the kids. Call regularly, confirm a lot via texting, ie when and when
to pick up each others kids.

I speak with my wife daily.

With my wife. We use person to person, or text communications.

My husband and I use multiple forms of communication - face-to-face when we can, phone
when we have time but not proximity, text when we don't need a quick response or if the
content is simple.

I talk and text with my mom. Depends on time and day.

When I'm apart from my friends during the work day, we email. After work sometimes
changes to texting. I have a few friends I only talk to on the phone.

we communicate by phone, email and texting.

Spouse is always in and out of stores or meetings so if I need to communicate with, I'll
send him a text.

my best friends and i communicate regularly through instant messaging, since we'd be at
work and it is the most convenient.

Husband - face-to-face and phone.

A friend lives really far away. We talk weekly on the phone and send interesting articles
via Facebook and email.

My child. We communicate face to face, by phone and by skype when we can't be together

Text

HUSBAND- TEXT SKYPE
My best friend and I text each other everyday, several times a day.  
All ways - face-to-face, text, IM  
My wife. face to face and facebook and text. rarely talk on phone  
my wife. and we communicate on all levels, face to face, and use of all types of electronic  
as well  
Parents. Phone them once a week.  
most friends text messages  
LOL, husband, face to face. One daughter; text, other daughter phone, niece, email :)  
Text message. 

29. What is positive about electronic communication in your close relationships? 

<table>
<thead>
<tr>
<th>Number</th>
<th>Response Text</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Easy, quick way to communicate.</td>
</tr>
<tr>
<td>2</td>
<td>Great for long distance friendships. No sense of urgency unlike a phone call.</td>
</tr>
<tr>
<td>3</td>
<td>Easy and quick to update</td>
</tr>
<tr>
<td>4</td>
<td>Talking to people I haven't seen in forever.</td>
</tr>
<tr>
<td>5</td>
<td>I can call my husband to pick up milk on the way home from work</td>
</tr>
<tr>
<td>6</td>
<td>Quick, easy, don't need to schedule time- people can get back to you when it's convienent</td>
</tr>
<tr>
<td>7</td>
<td>Find out if they are okay</td>
</tr>
<tr>
<td>8</td>
<td>the instant communication with others who live 500+ miles away</td>
</tr>
<tr>
<td></td>
<td>Without social media, email and texting I would be much worse about keeping in touch</td>
</tr>
<tr>
<td>9</td>
<td>Maintain fast communication of large distances.</td>
</tr>
<tr>
<td>10</td>
<td>It's instant and you can communicate anytime</td>
</tr>
<tr>
<td></td>
<td>It can expedite the exchange of information when the situation doesn't allow for other forms of more direct contact.</td>
</tr>
<tr>
<td>11</td>
<td>Can phone or text anytime</td>
</tr>
<tr>
<td>12</td>
<td>nothing</td>
</tr>
<tr>
<td>13</td>
<td>the fact that it is now posible is great</td>
</tr>
<tr>
<td></td>
<td>Keeping hubby connected through us with pix being texted to him as to what my daughter and I do throughout the day. Eating, sleeping, being funny, etc.</td>
</tr>
<tr>
<td>14</td>
<td>it allows us to keep in touch more frequently</td>
</tr>
<tr>
<td>15</td>
<td>Speed</td>
</tr>
<tr>
<td>16</td>
<td>Electronic communication is fast.</td>
</tr>
<tr>
<td>17</td>
<td>Planning and dealing with tasks</td>
</tr>
<tr>
<td></td>
<td>You can keep in touch and maintain a relationship on your time and also regardless of distance.</td>
</tr>
<tr>
<td>18</td>
<td>Quick and dirty.</td>
</tr>
<tr>
<td>19</td>
<td>It can help keep in contact when you're far away.</td>
</tr>
<tr>
<td>20</td>
<td>I am able to see my daughter despite the fact she is on the east coast and I am on the west coast.</td>
</tr>
<tr>
<td>21</td>
<td>When I feel like sending a message I can send it in any form at whatever time I would like.</td>
</tr>
<tr>
<td>22</td>
<td>If the person is avail they will respond right away; if they are not I know that they are not avail.</td>
</tr>
</tbody>
</table>
| 23     | It's a fast way to connect. It may not be as deep as in person communication, but it at least
keeps us connected and in-tune to what each other is doing.

Since we are thousands of miles apart, it allows us to stay in contact at least verbally. PICTURES!!!! "Likes" "Tweets" "Comments" - all make me happy and make me feel connected.

allows us to 'chat' throughout the day.

Lets me keep in touch with people on different schedules.

Keeping in touch, even though free time is sparse.

Without electronic communications the relationship would not exist.

Able to keep in touch during business trips and time in the office.

More regular contact with people.

Makes it easy when we are at work and can't talk or be face to face.

always stay in touch

Immediate availability

The ability to stay in touch despite physical distance challenges.

Easy access

It's a way to keep in touch between times we see each other.

Easy access; both my wife and I are available to answer

cost effective

Text message is immediate and convenient; email is easy to involve others on the message and include attachments that don't cost extra to download

Can easily maintain contact throughout the day. This would not be possible without texting and email.

It keeps relationships going with people who live far away.

It's easier to keep up to date with my family and friends with electronic communications.

Sometimes a short text or looking at a Facebook update is all I need to be "in the know" about what's going on in their lives. Then I can respond with a message, phone call or even an old-fashioned "snail mail" card -- whatever is appropriate.

Being able to communicate when convenient for each person.

You are able to communicate more frequently.

Email helps me stay in touch with my parents and friends at odd hours or when there really isn't time to talk on the phone. Facebook has gotten me back in touch with old friends, but hasn't really enhanced any of my relationships.

That I don't have to answer right away.

It enables us to stay connected even when apart.

Depends on the form of electronic communication. Email is positive because sometimes broaching difficult subjects or just expressing yourself can be better done over email. You can write and re-write until you know exactly what you want to say is in the email. This is positive. This is also a negative because you can write and re-write thus losing the emotion of what you really want to say and then becoming more calculated. In terms of text messaging its great for quick notes, hellos and messages. Not great for conversations and serious topics since the context is a variable. You lose context and never know what environment the recipient is in and in what context they perceive the written short hand word.

let's the person know you're thinking about them, or allows you to share something that happened. basically keeps you connected regardless of distance

I can use it for random communication without disturbing someone's day.

It allows us to stay in touch regardless of time or distance.

It allows you to communicate in the time and space that you have available. I can send a quick text to confirm something if that's all I have time to do. I can send an email to more specify my thoughts. It allows me to keep in touch when I might not have been able to otherwise.

We can stay almost as involved in each others lives as we did when we were growing up
and living two miles from one another.

I've been able to communicate with family and friends long-distance that I would have otherwise only heard from or sent messages to during holidays (greeting cards via snail mail). I've also made more friends, learned more about my friends and acquaintances, and even gotten my current job through a friendship that was nurtured through Facebook, text messaging, and Skype. I'm in a long-distance relationship that would never have happened without these forms of communication.

Easy & quick way to communicate when you can't do it face to face or by phone.

Speed, efficiency, photo sharing, the ability in some instances to articulate more in depth pieces of communication via email - for instance when planning something.

I can get a hold of him when ever I need, cause he will eventually get my message.

I get to talk to her when I normally wouldn't be able to.

Without it we would not be able to stay in close contact and the friendship might fade off, I remember when one of my best friends moved to Australia about 20 years ago. We would send Aerograms (lightweight air mail letter) and pick late night spots to call. Phone calls and packages were expensive. Now we can Skype, we often are on Facebook at the same time and can carry on message conversations, we constantly see posts of our families so we are much more in touch.

we don't have a lot of time to chat on the phone so it makes it easier for us to maintain our relationship

It's convenient.

Convenient, semi private, quick and easy to contact.

Can get short messages to each other without disrupting each others' activities.

If I am in a hurry, I can still tell people I'm thinking of them or update them briefly on items via text or email if I can't call them at that moment. I think I do contact people more than I would otherwise if I only had phone calls as my method of communication (most people I am connecting with do not live close enough for face-to-face).

It: is EASY to touch base. I love to use it to touch base and set up face to face meetings.

It's easier & faster to keep up with numerous friends via Facebook. Email & text make it easy to share pics & quick conversations anytime.

Sharing thoughts.

Keeping in touch sharing photos, experiences and news.

it is a way to communicate or just check in on someone during hectic points in our lives

Keeps us in touch easily

It can allow for communication during situations where otherwise it wouldn't be possible.

convenience

Keeping in touch or relaying information when you can not see each other in person.

Text messaging between myself and my husband feels like a secret club. We really don't text anyone else, so it's a fun way for us to communicate quick pieces of information to just each other.

I can communicate with close family that I can't see because of distance.

Being able to know what he is doing and how his day was through out the day!

Real-time communication regardless of distance.

We can usually get in touch with each other easily.

Easy and doesn't disturb either ones day but keeps us up to date with each other. I work for him so he constantly tells me what he needs.

As mentioned above, we can share photos and information with each other easier and stay in touch better and more often, especially with those that do not live nearby.

Freedom to choose DIFFERENT methods of sharing information; and to express different moods and methods of connecting. We trust one another to be responsible about checking
text, voice, or email communication. It also allows for spontaneity and handling something now, when I remember it, and not risking forgetting about it later.

It's just really convenient at times. Face to face is great but not always possible. Asynchronous communication is convenient; FB has a lot of pictures and links as well as "status updates." Email is faster than mail and allows detailed communication with far-off friends and relatives.

It's quick and easy to let someone know you're thinking of them or to just pass on a message or ask a quick question.

Allows us to be in close communication with out interrupting our business days. Electronic communication helps bridge the physical and geographical limitations between people. Aside from that, electronic communications allow for leaving messages for the other person to see when they were unavailable at the time.

Without text messaging there would be no communication during work days. Get to communicate even if they are far away.

If you're in a hurry or are in a meeting and cannot talk on the phone texting is convenient...especially if it is a parent and child issue- if the parent or child has important news or an important question and the responder cannot answer a phone call they can easily be notified through text.

Spend more time "together" even when we're not. It doesn't matter if you have a kid who's gone to bed or if someone is a night owl or early morning person. Electronic communication allows you to communicate when you have time without disturbing the other person.

Keeping up with day-to-day life stuff when they aren't someone who lives near me and I would know this stuff otherwise.

I like the increased communication opportunities. Many of my out of town friendships would have dropped off for lack of communication.

I get to keep up on what is going on in my friends and families' lives, even if they live far away. Some of these people I wouldn't call, so email or Facebook is great for that.

It is easier and cheaper than other forms so I can zip off an email so quick.

It allows you to stay in complete 24/7 contact with each other.

Makes it convenient

Checking in and reaching out in our hectic lives. Phone calls and texting can be a quick and effective ways of imparting information, especially in business, but also in a social forum

It's convenient and allows us to keep in touch wherever we are.

It allows you to not lose touch with those you care about

more than one way to get a hold of

We can easily share pictures and see images of who the people are talking about, etc

I am able to see and hear what is happening currently

The other person doesn't have to be able to drop what they are doing in order to communicate (ex text)

Easy so communication is more daily or at least more frequent when you live in different states

Timing makes more sense

My closest friends live 2 hours away, so Facebook and email have become the way we all keep in contact the most. It helps us know what's happening in each our daily lives. Simply, it provides a way for us to stay in regular contact with one another even when "talking" is not an option.

I can keep in touch with my daughter and my boyfriend throughout the day without
interrupting anyone else.
It fits in my time to be able to chat with someone throughout the day but not have to
remove myself from doing other activities.

Instantaneous
Adds a fun layer of casual communication medium.
We are within reach at moments notice via IM. Any emergencies or pending items can be
resolved right away. Like who's turn it is to cook.

quick and easy
Frequency
Sometimes no time to call/talk. Texting is always good to get info to someone quickly
without getting stuck on phone
We can speak even when apart
Ease and frequency of communicating.
It can be great for a quick "I made it home" kind of message. It can also be great to convey
the same info to multiple people.
Can send quick messages at any time.
Keeps us in touch on a day to day basis.
texting works for conveying quick messages like where or when to meet. Email conveys
more detailed information and verbal communication is best for a conversation or
negotiating something.

Quicker response
my friends and i are able to stay in contact without having to find times to get together.
being an adult, i find my time more scarce than before, so electronic communication has
saved a lot of my relationships with others.
Sometimes it's hard to tell the tone of a message without being able to see body language,
etc.

Ease of communication. Keeping in regular contact.
It can be asynchronous, but you still feel connected
Only way to stay in touch do to time and distance
LEAVING LIL LOVE NOTES ON HUSBANDS WALL
Ease of communication. Fast response.
quick snappy replies, not a time waster.
Get to see/ experience new parts of them that you weren't there for/ didn't know about
(photos, articles etc)
maintaining contact without all the logistics
The immediacy of response.
keep connected
I can get to them quickly and easily
It doesn't take a lot of time but it tells the other person that you are thinking about them,
which is important.

30. What is negative about electronic communication in your close
relationships?

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<td><strong>1</strong></td>
<td>We aren't as &quot;in touch&quot; with what's going on with each other because of the electronic stuff.</td>
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</table>
know everything that's going on in my life - because of Facebook.

Nothing

Na

Misinterpretation

when my husband checks my phone and reads my messages :)

When you get too much info- or stuff you don't care to see/hear, politics, religion, finances-

mostly Facebook info overload. Some ppl are worse than others

Knowing that they should be able to respond to you quickly since it's so easy to

communicate now with electronics.

sometimes impersonal and transference of humor and sarcasm is difficult

Sometimes with close relationships that are separated by distance and time zones, we

default to the easier forms of communication - social media. It is a good way to see what

people are up to, but it's not an indepth interaction and I think we rely on it too much.

Possible to misinterpret intended meaning.

It can be misinterpreted

It's impersonal and miscommunications can occur... Also a negatively convenient forum to

exhibit passive aggression.

Expected to phone or text back immediately

everything

the fact that some forms are open forum and other people have access and my construe

what is posted as being something it is not.

Love face to face a lot better.

You lose some of the nonverbal communication abilities

Too easy, avoid talking

Not personal and flat. Very easy to disengage from and get bored by.

Forgetting to read or respond to emails

There is no spontaneity and keeps us more isolated. People have the semblance of being

connected but aren't truly. It's like the (Nazi?) experiment with babies where their basic

needs where met but they were never touched or held and they eventually died. Our social

interactions though social media and electronic devices are very similar.

Sometimes you learn too much about a person on Facebook.

Some people can put too much on those types of communication. It can create

misunderstanding in that way.

I am unable to have physical contact. There is nothing like a hug to bring someone up.

Things taken out of context.

Text without tone or inflection can cause a miscommunication on the meaning of the

communication. And you may not share things on email that would in person or vice versa.

Cannot "read" body language.

I waste WAY too much time on these tools.

sometimes you can be misunderstood

usually the information is shorter; you may not get the whole story.

Sometimes, short communication is not just as personal.

Due to distance factors we can talk and communicate, but actually planning an activity or

doing anything is impossible.

can be found staring at phone/laptop and twitter app

Very easy to be misunderstood.

sometimes words on a screen dont convey the message you want to send.

translation can be lost

Hard to fully impart meaning

The depth of FTF conversation is impacted as people become less able to think

spontaneously.

Does not pick up non verbal cues and communication
I tend to be sarcastic, and because tone can be hard to read, I have to watch what I say more than I do in person.

sometimes too dependent and irritated when the other doesn't answer.

n/a

I think reliance on electronic communication is not as rich or personal. Increases chances for misunderstanding and false reality. Facebook particularly affords too much opportunity to "fake" one's life and feel like you're remaining close to people that maybe you shouldn't, or who deserve a more authentic representation.

You can't generally see a persons non-verbal communication or listen to the sincerity in their voice when communicating.

Sometimes it prevents actual conversations or takes longer to solve a dilemma with all the back and forth of messaging when just calling would take less time. But in general, the convenience of being able to reach people almost anywhere, almost any time, outweigh the negatives.

The emotion or sincerity is not always well read through virtual communication.

The message doesn't always come across in the intent in which it was sent. When my stepdaughter was 14 she used to text me 20-25 times a day and couldn't stop even when asked repeatedly, so I turned off my text messaging. I find that electronic communication becomes an addiction for some people and they miss out on a lot of awesome communicative opportunities that are all around them. I didn't list this as a misunderstanding, because there was no misunderstanding, just a failure on her part to respect boundaries. Turning off my text messaging eventually made her understand that I want a richer relationship with those in my life and at 17 she is starting to realize that and has learned how to turn her own phone off when she needs a break from text-messaging maniacs.

People expect me to answer right away.

Sometimes my husband stares at his iPhone when we're trying to have dinner or a conversation. At that point I want him to lose the iPhone!

Depends on the form of electronic communication. Email is positive because sometimes broaching difficult subjects or just expressing yourself can be better done over email. You can write and re-write until you know exactly what you want to say is in the email. This is positive. This is also a negative because you can write and re-write thus losing the emotion of what you really want to say and then becoming more calculated. In terms of text messaging its great for quick notes, hellos and messages. Not great for conversations and serious topics since the context is a variable. You lose context and never know what environment the recipient is in and in what context they perceive the written short hand word.

easy sometimes to miscommunicate. with twitter and facebook, it's too easy to post right away what's on your mind. just like it's better to think clearly what you want to say first before speaking, it's better sometimes to have a longer filter than what's between your brain and fingers.

Misunderstandings

It gives excuses to reduce in-person or phone communication.

It can be difficult/impossible to convey emotion and severity in email/text form.

Sometimes messages sound clipped when they are not meant to be, or can read harsher or more direct than the sender intended. You also cannot immediately see the response of your intended, therefore you can't adjust your style quickly if an unintended response is given.

Nothing really. We are so close and know each other so well that we almost don't need the non-verbal communication that is sometimes so important. We can tell how the other is feeling just by the word themselves.

you may never see each other face to face!

I think it's making us disconnected from what's important in life. I would prefer to spend
time with friends and family by eating at a restaurant, going for a hike in a park, or just having conversations at someone's house. Currently, I meet up with friends/family about once a month and it's usually a birthday party which was announced on Facebook. I enjoy and personally benefit from real life conversations - this is near impossible to do online with text-based communication. I'd prefer social media was taken advantage of more for things such as political and community activities rather than seeing someone's app game scores and poorly captioned pictures from businesses trying to jump on the latest meme. Don't like having some relatives as friends on Facebook. Don't like people forwarding "junk" to me via email.

impersonal. I think it creates distance between friends because when you so easily communicate via electronic means, you're less likely to get together. It is a removal from direct, personal social interaction. The emotion is taken out of it in that way. It creates a "wall" or another step between direct emotional, social, personal interaction.

Not being able to detect sarcasm.

It's difficult to convey emotions via electronic communication.

In the described relationship there is nothing negative about it. In other relationships texting and attention to electronic communication during face time can be a huge negative. inability to infer tone.

It's superficial.

Makes it easy for people to cheat. Also shortens my patience for doing anything else in my life.

Don't get the nuances of face-to-face communication - facial expressions, humor, etc.

I think we rely on it so much that sometimes, when we are face-to-face, we have no idea how to communicate!

No real shut off. If you don't feel like looking at your phone, people start to wonder if you are mad at them or if something is wrong.

The absence of tone and inflection sometimes make it difficult to discern intent.

Less face to face time to catch up.

Takes a lot of time to catch up.

its cut and dry. can be interpreted in the wrong way because you can not see or hear the person.

That you rely solely on that electronic communication instead of talking

One has to be careful to make sure that you communicate clearly, as misunderstandings can occur with brief messages.

chatter

Close relationships need personal contact to thrive. It's OK to use electronic means as long as you have both.

What can be frustrating is when people don't have as much experience with electronic communication (i.e., older family members). It impedes communication between us.

Misunderstandings because of the limits of electronics.

Misunderstanding of a text message can cause serious problems.

It can be impersonal --- an excuse not to directly communicate face-to-face. Sometimes too much personal information is posted online.

There is nothing negative about electronic communication in our relationship

Sometimes too late to run yo bank when he needs me too.

Sometimes information can be misunderstood with the absence of nonverbal communication such as tone of voice, expressions, or gestures. I have also found that social media can cause misunderstandings in intimate relationships. Finally, electronic communication can keep people at a distance, as it is not as personal or intimate as face-to-face interactions, plus someone using their electronic device during a face-to-face interaction can be a disruptive put-off
There is risk that a communication via various electronic means is missed or remains unread, and we have both experienced a miscommunication when we relied upon an e-communication we assumed was seen. There still is NO substitute for in person, face to face communicating, especially to emphasize something crucial, or to experience the other person more intimately. I have concern about relying too much on "e" methods and losing the visceral connecting part of interpersonal relating.

Sometimes you forget what one's voice sounds like... Nothing. If I had the choice, I'd like to communicate face-to-face more, but e-comm allows closer communication from a distance. Sometimes you can't tell tone or intention. If that happens and I felt like I might be misreading the message, I phone the person or ask them when I see them in person.

Easy to be taken wrong, taken for granted, and just overlooked. When people are too busy replying to electronic communication with other people when I'm physically sitting in front of them.

When someone posts something on Facebook that I don't want everyone to see.

Used too much with certain friends. Don't see them as often even if they are close by. It takes away the personal feel to communication, and you can be misread by the words you choose or the emotion you are trying to convey may not be expressed in the way you would like it to be.

Social media becomes a bad obsession and can really damage relationships. Tone gets lost in electronic communication and sometimes that can be a problem. Its not a substitute for real presence. Tendency to hide behind technology when delivering bad news. When it feels impersonal and like the person hides behind it instead of interacting on the phone or face-to-face.

accessability

nothing is negative. Sometimes you can't tell how someone is "talking" though electronic communication. You can't hear sarcasm, or voice inflections. You may think they are joking, but they aren't, or vice versa. People also are more apt to post, email or text things that they wouldn't normally say to the person face to face.

it has made me lazy. I get shy about calling and speaking to people. People expect instant responses to their electronic communication, and at times get upset if you are not sitting with phone in hand at all times.

People get complacent and don't use face to face as much as should. It creates a barrier to real communication. Sometimes you need the sensation of personal contact, for that is what truly keeps people connected.

I can say more, faster and more completely, with a phone or face-to-face conversation. I hate texting that goes on and on: just frickin call me and we can get it done much faster. Texting sucks. Facebook is an incomplete form of communication. Twitter is for people who really don't want any feedback from their tedious little thoughts.

It's not as personal and intimate.

too much demand on time

It can be invasive at times

you get shut out easier

We cannot see facial or hear vocal inflections

None

Sometimes if you don't respond right away, the person might think you are ignoring them when you have just been away from your phone or left it in the other room.

Sometimes deeper conversations are lost to quick text answers

None

Because its so easy to check in through email or Facebook, personal connections are lost
along the way.
I would say even when two people know each other so well there is still room for non-verbal cues being missed. Punctuation and vocabulary can never truly replace tone, body language, and context.

Sometimes texts can be misconstrued.
I become very dependent on less phone communication that I don't put the effort in to maintaining relationships through talking on the phone.

Lacks feeling
Can lend itself to distancing behavior.
Words can be up to ones own interpretation. A general comment can be taken as an insult misunderstanding each other
Doing multiple at once
Sometime I just love to hear someone's voice.
She never shuts up.

Sometimes it occurs at inconvenient times.
Information is delayed, choppy, impersonal. It does not deliver tone well at all.

Sometimes there are misunderstandings
Sometimes, if you aren't careful an respond to something in a rush, you may type something that is misinterpreted.

Sometimes it feels to impersonal. You can't convey emotion with written communication especially with texting.

Sometimes you can't gauge the tone.
i think some people rely on it too much. i know i do, but i also spend a lot of time online for work, so i try to see my friends when i could. electronic communication can reduce the face to face time, which is important to have at least once in a while.

Sometimes it's hard to tell the tone of a message without being able to see body language, etc.

Doesn't express the emotions that hearing a voice can relay

PEOPLE GET TOO NOSEY

Nothing.
it sometimes satisfies the need to see that person face-to-face though it is less worthwhile overall.

not as lively

overcommunicating

Text-based messaging is prone to misunderstanding because of lack of (or assumed) subtext.

a bit impersonal
electronic communication stifles the ability to test the emotional content of a conversation or exchange,

It prevents people from talking and sharing in real time.