

Poll conducted by Research Co. on Modes of Communication in Canada - September 8, 2025

We'd like to ask you about how you prefer to communicate with others. For each of the tasks described below, which is your preferred method of communication?



	Canada	GENDER		AGE			REGION						VOTE IN 2025 FEDERAL ELECTION		
		Male	Female	18-34	35-54	55+	BC	Alberta	SK / MB	Ontario	Quebec	Atlantic	Liberal	Conserv.	NDP
Ordering food delivery to your home															
In person	13%	13%	12%	10%	13%	14%	10%	12%	20%	11%	13%	15%	12%	15%	9%
Making a phone call	33%	36%	29%	21%	29%	47%	38%	31%	35%	27%	33%	41%	36%	36%	32%
Sending a text message	4%	5%	4%	7%	4%	2%	4%	4%	2%	3%	6%	7%	3%	4%	5%
Sending an email	3%	4%	3%	3%	3%	4%	6%	3%	1%	3%	4%	2%	4%	4%	2%
Using an app	47%	42%	53%	59%	51%	32%	42%	50%	42%	56%	44%	36%	44%	40%	52%
Asking a question to your bank															
In person	32%	32%	32%	26%	30%	41%	32%	29%	36%	34%	27%	41%	37%	35%	25%
Making a phone call	41%	40%	41%	43%	39%	39%	44%	40%	43%	39%	43%	30%	40%	41%	35%
Sending a text message	5%	5%	4%	8%	5%	2%	5%	3%	3%	6%	4%	6%	3%	4%	9%
Sending an email	12%	11%	12%	10%	12%	13%	12%	11%	12%	9%	16%	11%	10%	11%	14%
Using an app	10%	11%	10%	14%	13%	5%	7%	17%	7%	12%	10%	12%	10%	9%	16%
Ending a relationship / Breaking up with someone															
In person	78%	80%	77%	72%	76%	86%	76%	80%	86%	76%	77%	84%	81%	78%	74%
Making a phone call	8%	7%	10%	10%	8%	7%	8%	7%	3%	10%	9%	6%	8%	9%	10%
Sending a text message	9%	9%	9%	14%	11%	4%	11%	7%	10%	9%	9%	8%	8%	8%	12%
Sending an email	3%	2%	3%	3%	3%	2%	3%	4%	1%	3%	3%	0%	1%	4%	2%
Using an app	2%	2%	1%	2%	2%	1%	2%	2%	0%	2%	1%	2%	2%	1%	2%
Quitting a job															
In person	70%	73%	68%	61%	68%	82%	66%	68%	83%	66%	71%	80%	73%	75%	67%
Making a phone call	8%	9%	7%	12%	9%	4%	11%	6%	4%	11%	7%	6%	9%	8%	8%
Sending a text message	5%	7%	4%	10%	6%	1%	5%	8%	4%	6%	5%	2%	4%	4%	10%
Sending an email	14%	10%	19%	16%	16%	11%	16%	18%	9%	16%	14%	11%	12%	13%	13%
Using an app	1%	1%	2%	2%	1%	2%	1%	0%	0%	1%	3%	1%	2%	1%	2%
Asking a question to your municipality / City Hall															
In person	21%	23%	20%	23%	20%	20%	18%	16%	26%	23%	20%	26%	23%	24%	18%
Making a phone call	33%	34%	32%	30%	30%	39%	32%	30%	26%	36%	34%	34%	37%	37%	27%
Sending a text message	6%	6%	5%	8%	5%	4%	5%	6%	4%	5%	8%	7%	4%	5%	11%
Sending an email	35%	32%	39%	35%	39%	32%	38%	44%	40%	32%	33%	31%	32%	30%	41%
Using an app	5%	5%	5%	4%	5%	5%	7%	4%	4%	5%	5%	2%	4%	4%	4%

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Do you agree or disagree with each of the following statements?



	GENDER		AGE			REGION						VOTE IN 2025 FEDERAL ELECTION			
	Canada	Male	Female	18-34	35-54	55+	BC	Alberta	SK / MB	Ontario	Quebec	Atlantic	Liberal	Conserv.	NDP
<i>I feel anxious when I have to make a phone call to a person I do not know</i>															
Strongly agree	18%	14%	22%	25%	23%	7%	12%	19%	18%	24%	15%	18%	16%	15%	18%
Moderately agree	30%	31%	30%	33%	30%	28%	28%	31%	29%	32%	31%	28%	28%	30%	34%
Moderately disagree	23%	26%	20%	21%	21%	26%	25%	21%	24%	23%	21%	25%	25%	27%	22%
Strongly disagree	25%	27%	24%	18%	22%	35%	32%	24%	24%	20%	29%	24%	30%	26%	23%
Not sure	4%	4%	3%	2%	4%	5%	3%	5%	5%	2%	4%	5%	2%	2%	3%
<i>I find text messages or emails impersonal</i>															
Strongly agree	12%	12%	11%	9%	12%	14%	7%	12%	12%	13%	12%	14%	12%	15%	11%
Moderately agree	31%	33%	28%	30%	31%	32%	31%	24%	32%	32%	29%	37%	32%	35%	28%
Moderately disagree	34%	34%	35%	36%	32%	35%	41%	34%	37%	31%	35%	30%	32%	26%	43%
Strongly disagree	17%	15%	19%	18%	20%	13%	16%	22%	13%	17%	17%	15%	20%	16%	13%
Not sure	6%	5%	7%	7%	5%	7%	5%	7%	7%	6%	7%	4%	4%	7%	4%
<i>I would have no problem giving a speech in front of other people</i>															
Strongly agree	18%	19%	17%	18%	15%	20%	23%	19%	18%	17%	16%	17%	24%	16%	19%
Moderately agree	29%	35%	23%	33%	27%	27%	30%	31%	27%	33%	29%	18%	27%	39%	26%
Moderately disagree	22%	23%	21%	22%	27%	17%	23%	18%	18%	20%	25%	22%	22%	20%	25%
Strongly disagree	28%	20%	36%	26%	29%	31%	24%	26%	35%	28%	25%	41%	25%	24%	29%
Not sure	3%	3%	3%	2%	2%	5%	1%	5%	2%	2%	5%	2%	3%	1%	1%