

Poll conducted by Research Co. on Modes of Communication in the United States - 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?



	United States	GENDER		AGE					POLITICAL ID			
		Male	Female	18-34	35-54	55+	Northeast	South	Midwest	West	Dem.	Rep.
<b>Ordering food delivery to your home</b>												
In person	18%	22%	15%	19%	16%	20%	16%	17%	17%	23%	20%	20%
Making a phone call	34%	35%	34%	23%	31%	46%	43%	33%	34%	31%	31%	42%
Sending a text message	6%	8%	5%	9%	7%	4%	5%	6%	7%	6%	3%	7%
Sending an email	2%	1%	3%	2%	2%	2%	1%	1%	2%	3%	2%	2%
Using an app	39%	34%	44%	47%	44%	27%	34%	44%	39%	37%	45%	30%
<b>Asking a question to your bank</b>												
In person	37%	36%	37%	28%	36%	44%	41%	38%	37%	32%	37%	40%
Making a phone call	43%	42%	45%	44%	43%	44%	41%	42%	45%	44%	44%	40%
Sending a text message	6%	5%	6%	8%	7%	3%	7%	5%	5%	6%	3%	7%
Sending an email	5%	5%	5%	6%	5%	4%	5%	4%	5%	6%	5%	4%
Using an app	9%	11%	8%	13%	10%	6%	6%	12%	8%	12%	10%	9%
<b>Ending a relationship / Breaking up with someone</b>												
In person	79%	80%	79%	68%	78%	88%	75%	85%	78%	79%	79%	80%
Making a phone call	9%	11%	8%	12%	10%	7%	11%	8%	9%	9%	8%	11%
Sending a text message	9%	8%	10%	16%	9%	3%	11%	5%	10%	10%	10%	7%
Sending an email	1%	1%	2%	2%	1%	2%	1%	1%	2%	2%	1%	2%
Using an app	1%	1%	1%	2%	1%	0%	2%	1%	1%	1%	1%	1%
<b>Quitting a job</b>												
In person	74%	78%	70%	60%	71%	86%	66%	80%	74%	73%	74%	74%
Making a phone call	9%	9%	10%	13%	10%	5%	14%	6%	10%	7%	10%	10%
Sending a text message	8%	7%	8%	13%	10%	2%	9%	8%	8%	7%	4%	11%
Sending an email	8%	5%	11%	11%	8%	6%	9%	5%	8%	10%	11%	5%
Using an app	1%	1%	1%	3%	1%	0%	2%	1%	1%	2%	1%	1%
<b>Asking a question to your municipality / City Hall</b>												
In person	34%	40%	28%	33%	33%	36%	36%	35%	36%	30%	35%	36%
Making a phone call	36%	34%	39%	31%	34%	43%	41%	38%	35%	34%	36%	38%
Sending a text message	6%	5%	7%	8%	8%	2%	8%	5%	5%	7%	5%	6%
Sending an email	19%	17%	22%	23%	21%	15%	12%	19%	19%	25%	21%	15%
Using an app	4%	4%	4%	5%	4%	3%	3%	4%	4%	5%	4%	5%

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



	United States	GENDER		AGE					POLITICAL ID			
		Male	Female	18-34	35-54	55+	Northeast	South	Midwest	West	Dem.	Rep.
<i>I feel anxious when I have to make a phone call to a person I do not know</i>												
Strongly agree	22%	19%	26%	28%	29%	11%	26%	19%	22%	23%	25%	21%
Moderately agree	28%	26%	29%	29%	28%	27%	21%	36%	28%	25%	30%	27%
Moderately disagree	21%	21%	20%	19%	17%	26%	25%	19%	18%	23%	16%	23%
Strongly disagree	27%	32%	21%	21%	25%	33%	26%	24%	29%	27%	27%	28%
Not sure	2%	2%	3%	3%	2%	3%	1%	2%	4%	1%	2%	2%
<i>I find text messages or emails impersonal</i>												
Strongly agree	21%	26%	16%	22%	20%	21%	24%	17%	19%	23%	21%	23%
Moderately agree	30%	34%	26%	25%	29%	35%	30%	32%	29%	31%	28%	31%
Moderately disagree	28%	26%	30%	29%	26%	29%	23%	34%	27%	28%	25%	28%
Strongly disagree	19%	13%	25%	18%	23%	15%	21%	16%	21%	17%	24%	17%
Not sure	3%	2%	3%	6%	2%	1%	2%	2%	4%	2%	2%	4%
<i>I would have no problem giving a speech in front of other people</i>												
Strongly agree	25%	31%	18%	28%	27%	20%	25%	22%	28%	23%	31%	22%
Moderately agree	29%	33%	25%	28%	31%	27%	30%	28%	30%	28%	24%	32%
Moderately disagree	18%	17%	18%	21%	13%	21%	24%	17%	13%	20%	16%	17%
Strongly disagree	26%	18%	35%	20%	28%	29%	21%	29%	26%	28%	25%	27%
Not sure	3%	2%	4%	3%	2%	3%	1%	3%	4%	2%	4%	2%