

CONTENT ANALYSIS OF EMAIL RESPONSES TO Y2K

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Abstract

Four sets of questions emailed by the second author elicited responses from people in several countries before January 1, 2000. The questions concerned respondent perceptions of the Y2K phenomenon, their anticipations of technological preparedness and breakdowns, and systems failures due to computer programming. The content of the responses to the sets of questions as well as email correspondence were analyzed by the first author. Themes, response tendencies, and related findings are reported.