



The Daily

Statistics Canada

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Study: Assessing the use of government services online

2005

About one-third (an estimated 8.2 million) of adult Canadians accessed government information and services online in 2005, making the Internet an important channel for governments, according to a new study in the *Connectedness Series*.

The study, which uses data from the Canadian Internet Use Survey, found that men accounted for just over one-half (53%) of Government On-Line (GOL) users. Higher levels of personal income and education were also important factors, as were frequency and intensity of Internet use.

Compared with other Internet users, GOL users spent more time using the Internet, and participated in more online activities. They also reported having used the Internet for a longer period of time than other users.

The most common reasons reported for connecting online with governments were searching for information (72%), accessing material on programs or services (60%), and downloading forms (50%). About one-quarter of users reported submitting a completed form, such as their income taxes, online.

The majority of other Internet users—those who did not use the Internet to access GOL—reported having no need for or no interest in these services (71%). In addition, many found it easier to use more traditional methods, such as the telephone, to connect with governments.

Although all Canadians, whether Internet users or not, expressed some concern about online privacy and security-related issues (the use of credit cards online for example), GOL users were less concerned about many of these. With more online experience, GOL users may have a better understanding of these issues, and be better equipped to deal with the risks.

Note: The Canadian Internet Use Survey asked 30,466 Canadian residents aged 18 and over about their personal, non-business use of the Internet, including electronic shopping, in November 2005.

Definitions, data sources and methods: survey number 4432.

The article, "Connecting with Canadians: Assessing the Use of Government On-line", part of the *Connectedness Series* (56F0004MWE2007015, free), is now available from the *Publications* module of our website.

For more information, or to enquire about the concepts, methods or data quality of this release, contact Cathy Underhill (613-951-6023; cathy.underhill@statcan.ca), Science, Innovation and Electronic Information Division. ■

Canadian Foreign Post Indexes

November 2007

Data on Canadian Foreign Post Indexes are now available for November.

Definitions, data sources and methods: survey number 2322.

The November 2007 issue of *Canadian Foreign Post Indexes* (62-013-XIE, free) is now available from the *Publications* module of our website.

For more information on these indexes, contact Client Services (toll-free 1-866-230-2248; 613-951-9606; infounit@statcan.ca). To enquire about the concepts, methods or data quality of this release, contact Claudio Perez (613-951-9598; Claudio.Perez@statcan.ca), Prices Division. ■

New products

Gross Domestic Product by Industry, August 2007,
Vol. 21, no. 8
Catalogue number 15-001-XWE
(free).

**Connectedness Series: "Connecting with
Canadians: Assessing the Use of Government
On-line"**, no. 15
Catalogue number 56F0004MWE2007015
(free).

Canadian Foreign Post Indexes, November 2007
Catalogue number 62-013-XIE
(free).

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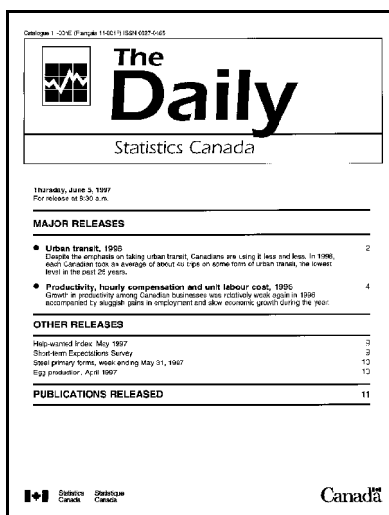
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