

Government Online

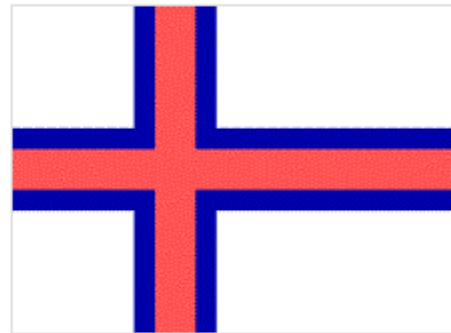
a national perspective

ANNUAL COUNTRY REPORT



Australia, Canada, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Great Britain, Hong Kong, Hungary, India, Ireland, Italy, Japan, Latvia, Lithuania, Malaysia, Netherlands, New Zealand, Norway, Poland, Singapore, Slovak Republic, South Korea, Spain, Sweden, Taiwan, Turkey, United States of America.

Faroe Islands



Faroe Islands



Faroe Islands - Overview

What is the level of Government Online adoption?

- Over half (52%) of people of the Faroe Islands have used the Internet to access Government Online over the last twelve months. This represents 82% of those who used the Internet within the last month. 2002 is the first year that the Faroe Islands have participated in the GO study.
- The major Government Online use is Information Seeking (46%), with 10% having Transacted with Government Online (i.e. used the Internet to pay for Government services or products involving the use of a credit card or bank account number).
- The incidence of Government Online transacting is relatively strong (16% of Internet users).

Who is using Government Online?

- Incidence of Government Online is strongest amongst those aged 25-34 years (71%), and almost as strong among those under 25 years of age (68%) and between 35-44 years (68%). Usage falls with age and is lowest among 55-64 years (7%). Males are more likely to use Government Online (57%) than females (47%).



Faroe Islands - Overview

Is security a barrier to using Government Online?

- Less than one-fifth (18%) of Faroe Islanders consider it is safe to use the Internet to provide the Government with personal information. Over a half (58%) consider it is unsafe.
- The perception of 'safe' is higher among males (23%) and those aged 25-34 years (25%), followed by those aged 35-44 years (23%) and 45-55 years (22%). Perception of safety fell after this age bracket to levels similar to those aged under 25 years (14%).
- Perceptions of safety are higher amongst Transactors (54%) compared with Information Seekers (25%) and particularly compared with non Government Online users (9%). This would indicate safety is a barrier. Security concerns about providing personal information over the Internet does not, however, prevent people from transacting with Government Online. 41% of those who have transacted online considered that it was unsafe to provide the Government with personal information.

How is Faroe Islands placed internationally?

- The Faroe Islands has very high penetration of Government Online (52%), and is ranked 5 out of the 31 countries surveyed. The country average of government Online use in 2002 is 30%. The Faroe Islands has the highest incidence of Consulting (165), and a high incidence of Information Seeking (46%). The perception of safety in providing information to Government over the Internet is below average in the Faroe Islands (18% compared to 23% average).



Report Definitions And Glossary

- **Information Seekers** - Have used the Internet to get information from a Government website.
- **Downloaders** - Used the Internet to print off government forms that were then sent by post or fax (e.g. tax form, form to claim Government rebates).
- **Consulters** - Used the Internet to express a point of view or participate in community consultations with Government.
- **Providers** - Used the Internet to provide personal/household information to Government.
- **Transactors** - Used the Internet to pay for Government services or products through the use of a credit card or bank account number (e.g. rates, driving licences, recycle bins, traffic fines).
- **Non-Users** - Have not used the Internet to get or provide information or transact with Government.



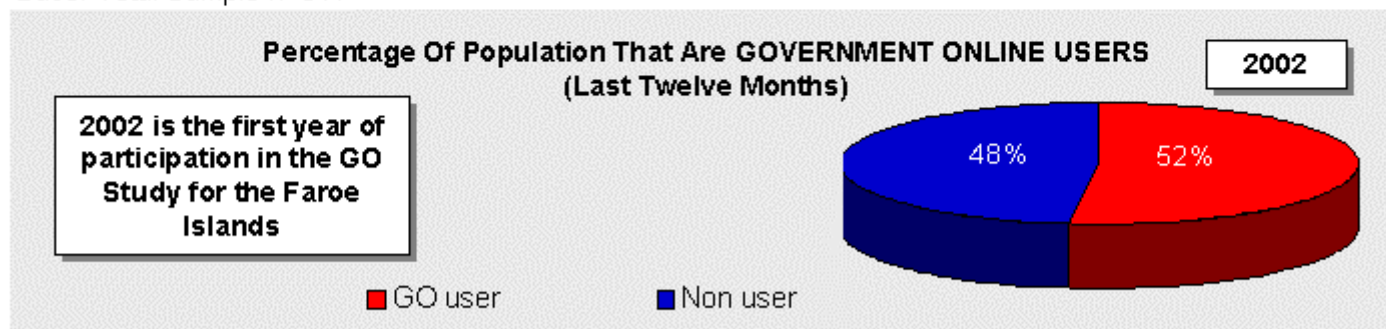
Who
uses the ***Internet*** *and*
Government Online?



Internet And Government Online Users In 2002

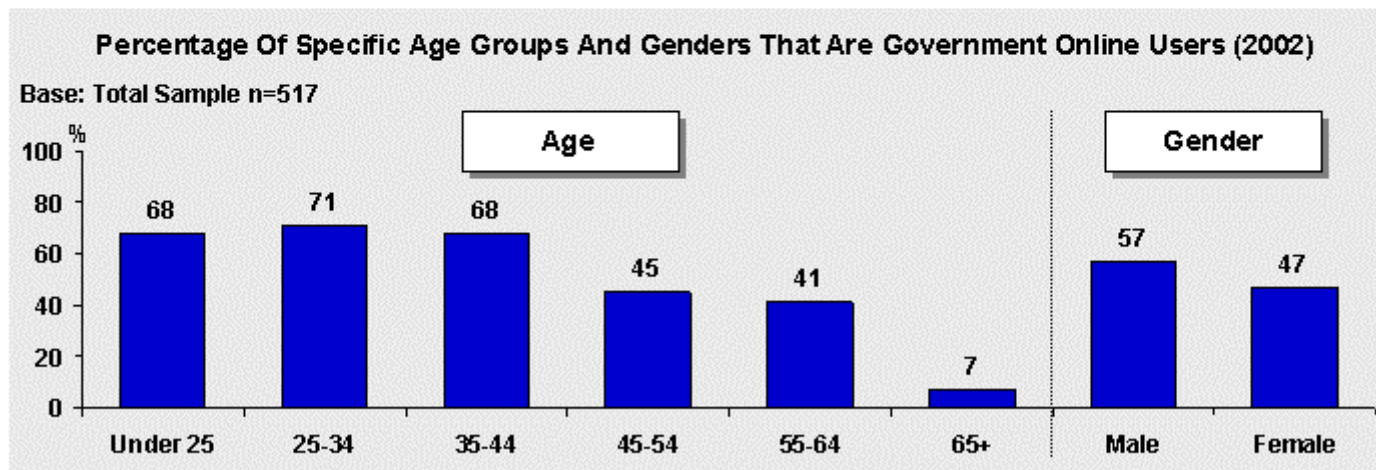


Base: Total Sample n=517





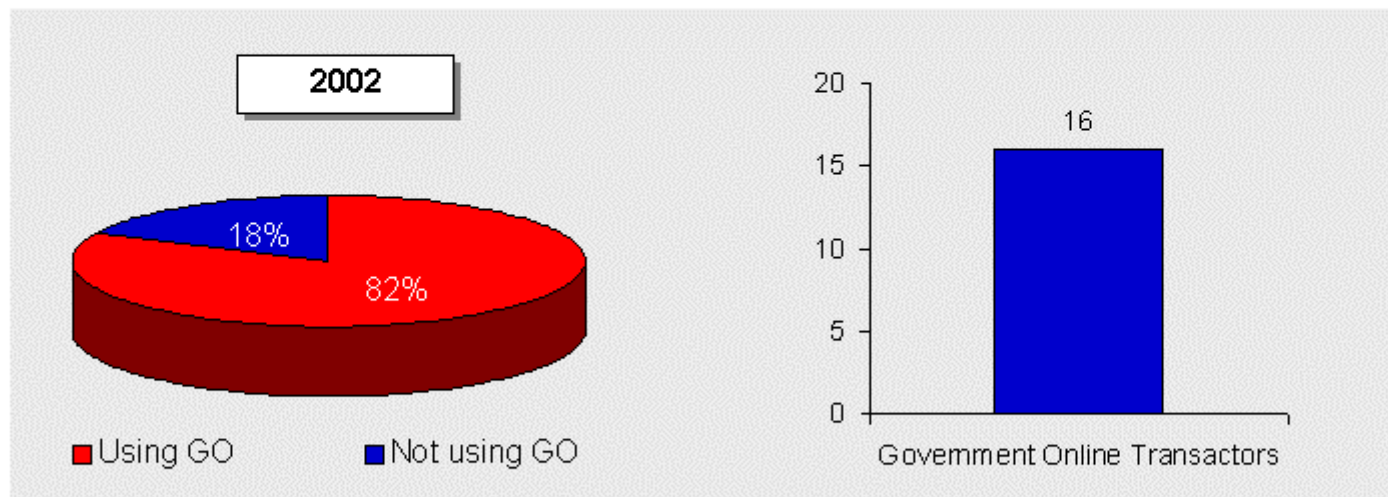
Who Are Government Online Users In 2002?





How Many Internet Users Are Using Government Online?

Base: Internet Users



- 82% of Internet users are using Government Online.
- 18% have made a Government Online transaction in the last twelve months.

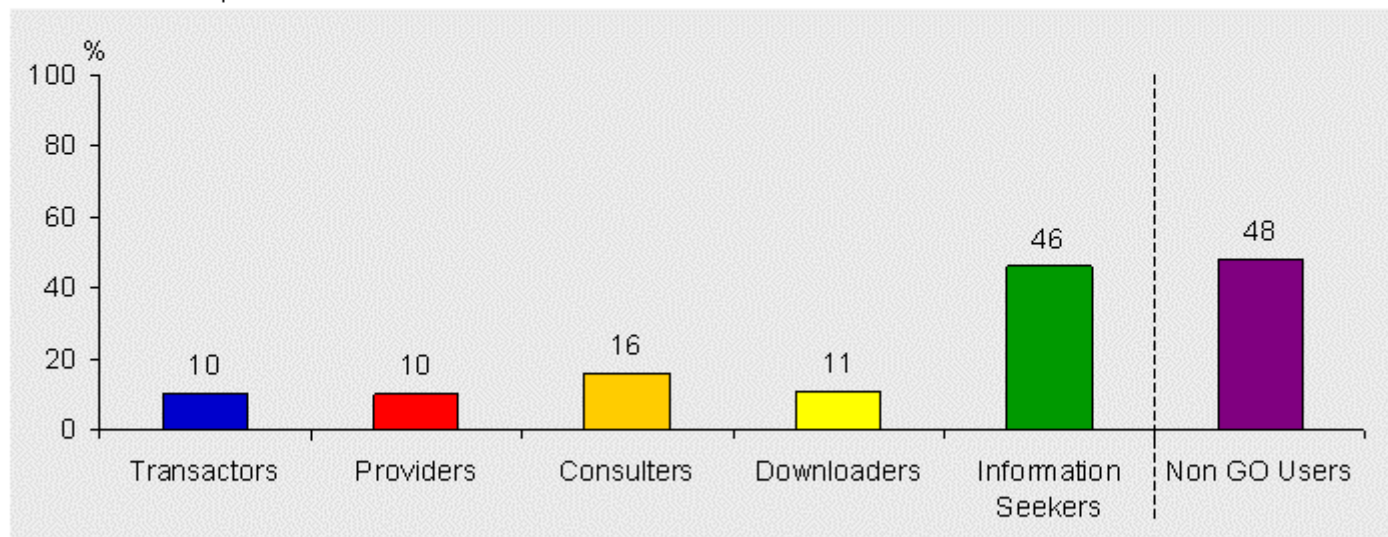


How *do citizens use* Government Online?



All Government Online Usage In 2002

Base: Total Sample n=517

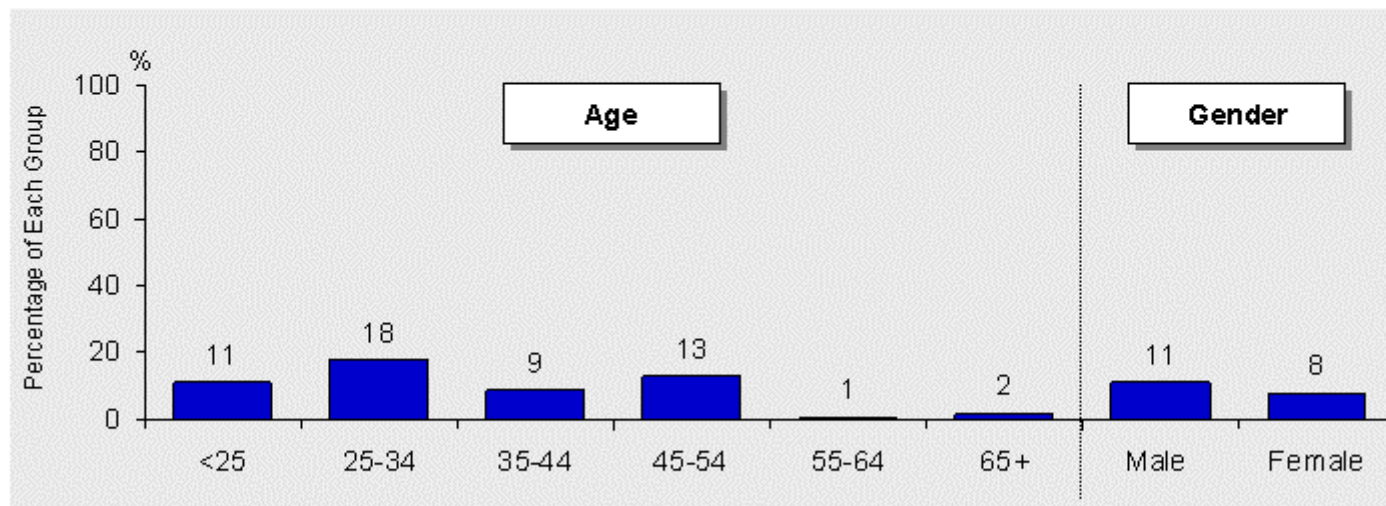


Multi Response



Who Transacts With Government Online?

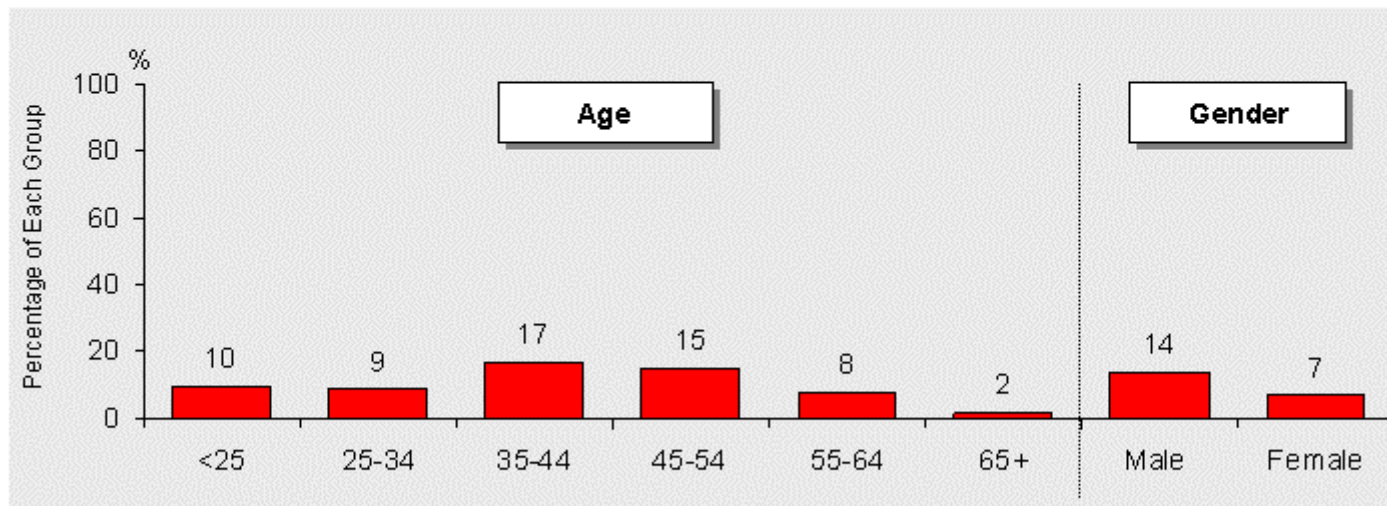
Base: Total Sample n=517





Who Provides To Government Online?

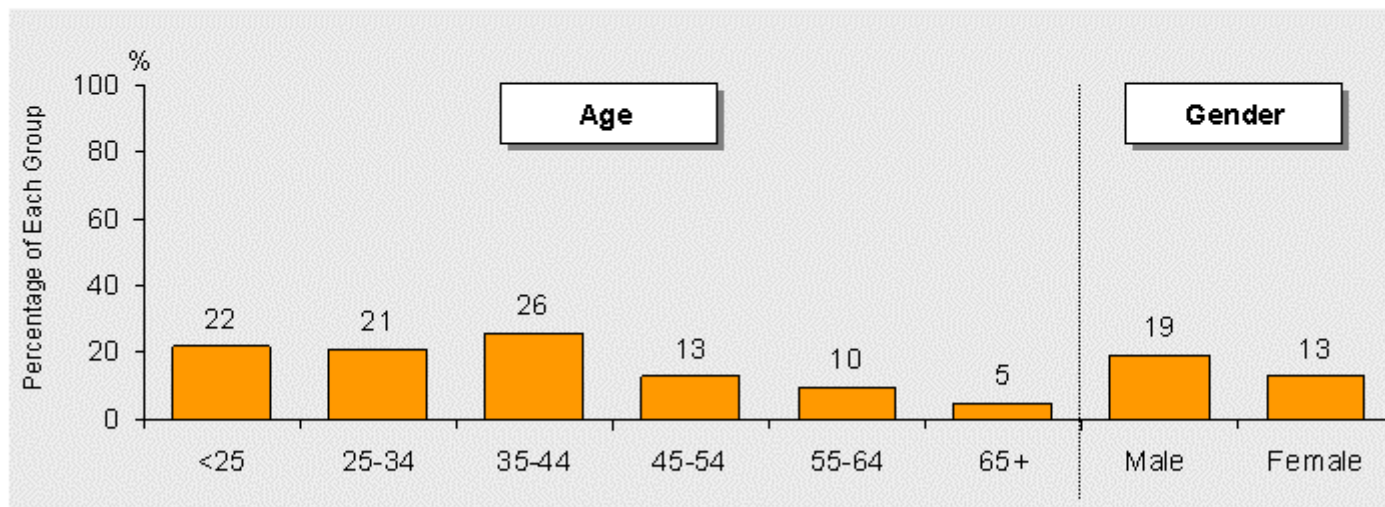
Base: Total Sample n=517





Who Consults With Government Online?

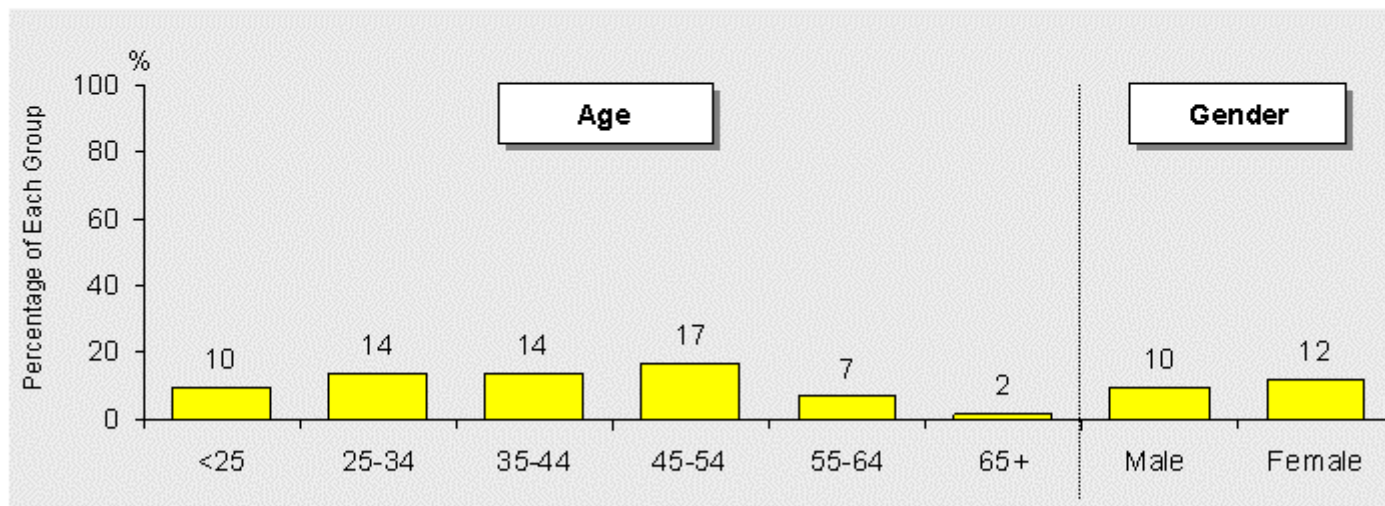
Base: Total Sample n=517





Who Downloads From Government Online?

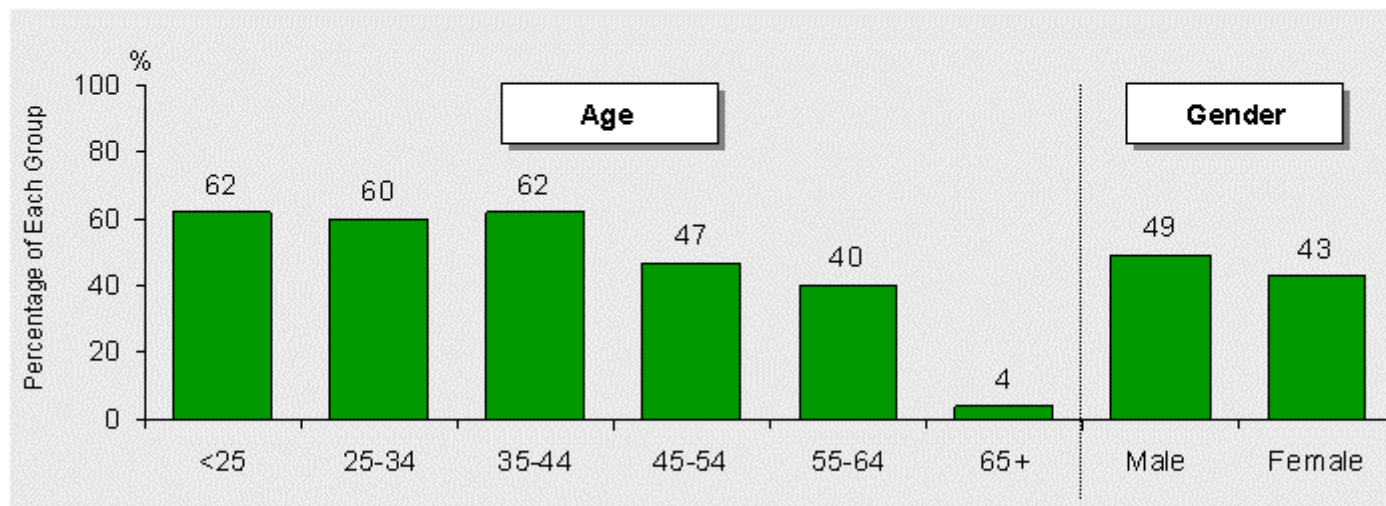
Base: Total Sample n=517





Who Information Seeks From Government Online?

Base: Total Sample n=517





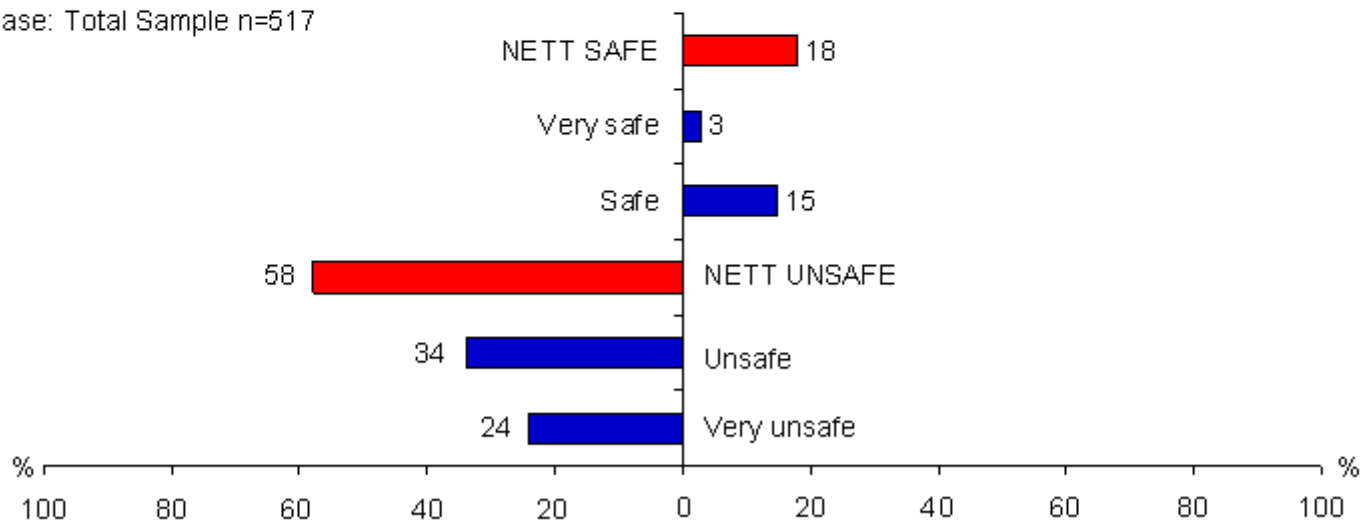
Do citizens see
Government Online
as *SAFE* to use?



Perceptions Of Government Online Safety In 2002

Q *How safe would you feel about using the Internet to provide the Government with this sort of personal information?*

Base: Total Sample n=517

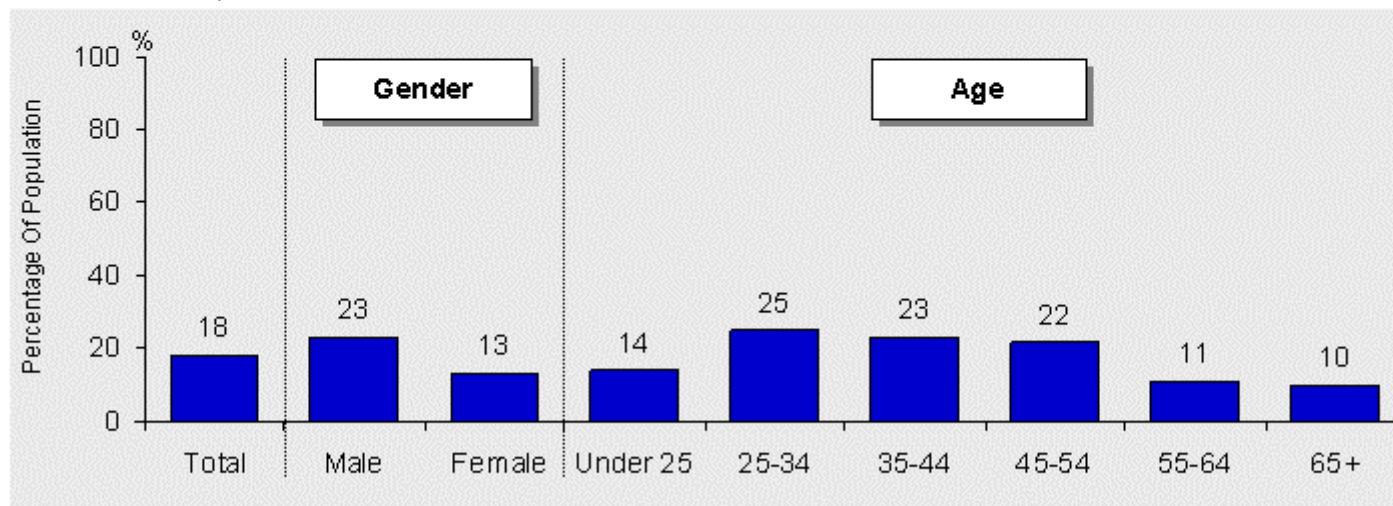




Who Thinks Government Online Is Safe In 2002?

NETT SAFETY BY GENDER AND AGE

Base: Total Sample n=1005





Is Safety A Barrier To Adoption?

Base: Total Sample n=1005

