

# Government Online

*a national perspective*



*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.*

*Spain*



*Spain*



## Spain - Overview

### What is the level of Government Online adoption?

- 26% of people living in Spain have used the Internet to access Government Online over the last twelve months, a significant increase from 17% in 2001. This represents 64% of those who used the Internet within the last month.
- The major Government Online use continues to be Information Seeking (24%). Government Online usage increased significantly in all services with the exception of Transacting - Information Seeking from 15% in 2001 to 24% in 2002, Downloading from 5% to 9% and Providing from 2% to 5%.

### Who is using Government Online?

- Incidence of Government Online has changed from being strongest among 25-34 year olds (32% in 2001), to being strongest among those aged under 25 years in 2002 (44%). Usage remains relatively strong among those aged under 45 years and decreases with age to be 3% among those aged 65+. Males continue to use Government Online services more than females, however usage among females has increased significantly (from 10% in 2001 to 22% in 2002).
- Within Government Online users, 25-44 year olds are the more likely users of Downloading, Providing and Transacting services, with those under 25 using more likely to Seek Information and Consult with Government Online. Usage of all services increases with household income, with the greatest incidence among the high income households.

### How is Spain placed internationally?

- Spain has medium penetration of Government Online services (26%) and is ranked =15 out of the 31 countries surveyed. The country average of Government Online usage in 2002 is 30%.



## 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.



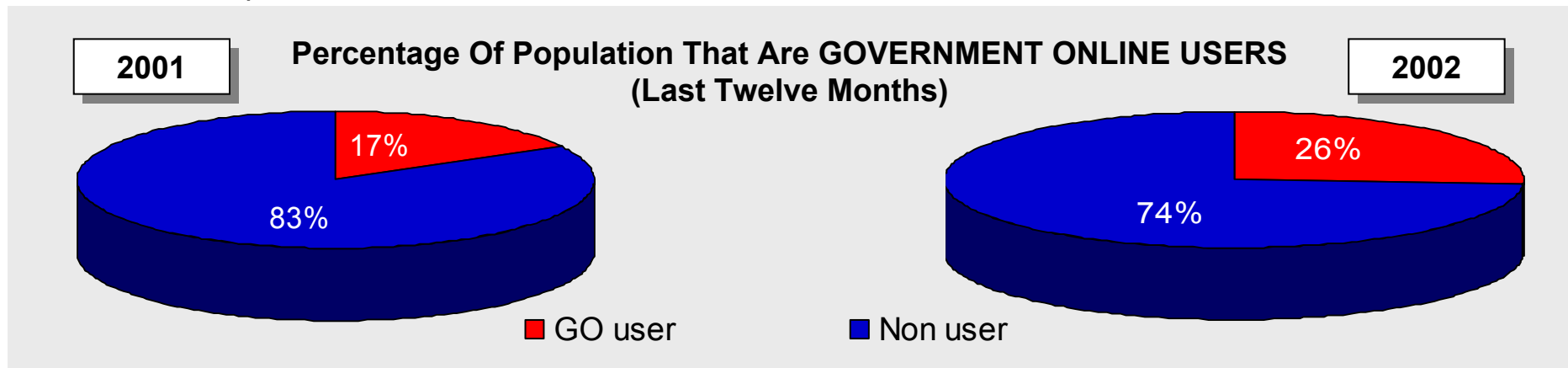
*Who*  
*uses the* ***Internet*** *and*  
**Government Online?**



## Internet And Government Online Users In 2002



Base: Total Sample n=1000



Note: 2001 Internet usage data collected from TNS GeR study.



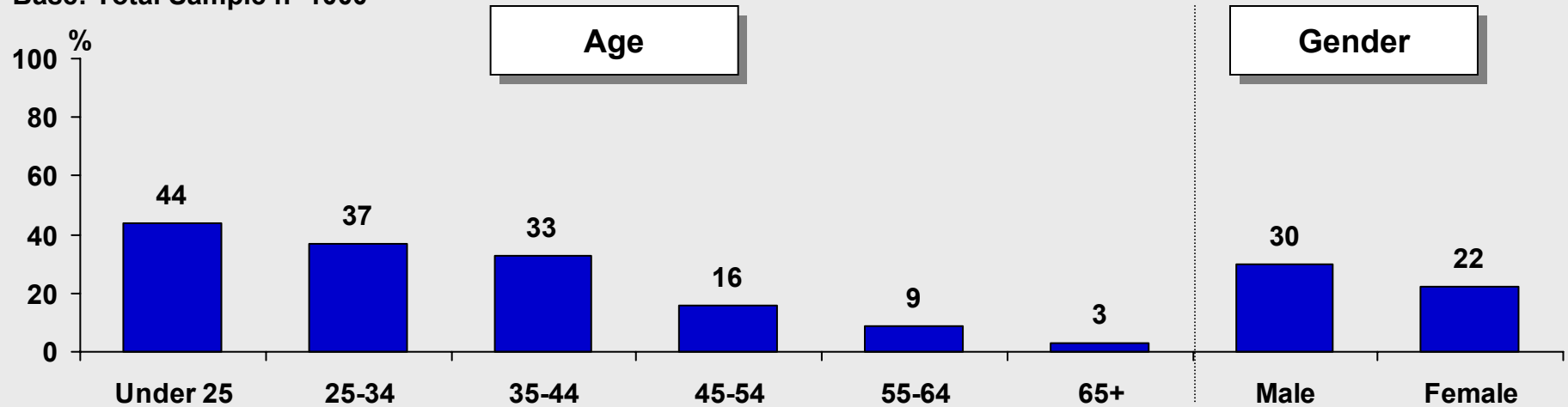
# Who Are Government Online Users In 2002?

Percentage Of Population That Are GOVERNMENT ONLINE USERS



Percentage Of Specific Age Groups And Genders That Are Government Online Users

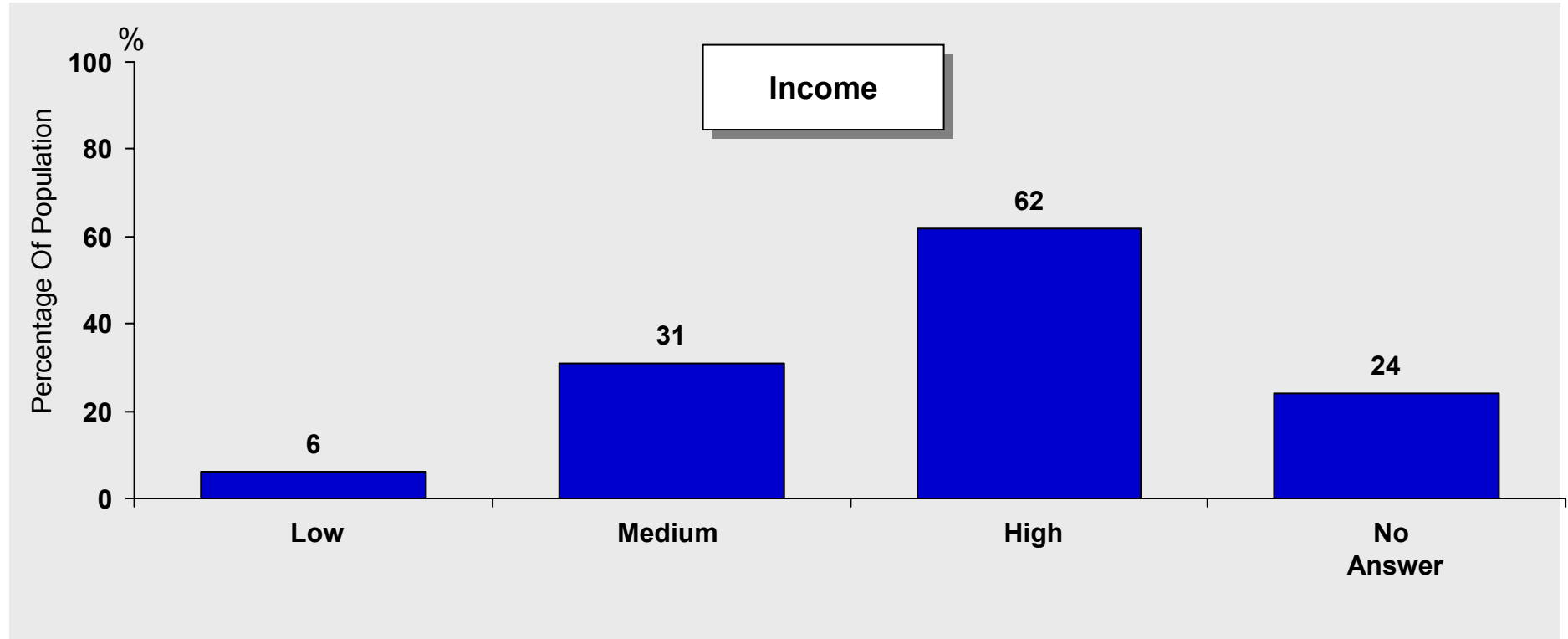
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# Who Are Government Online Users In 2002?

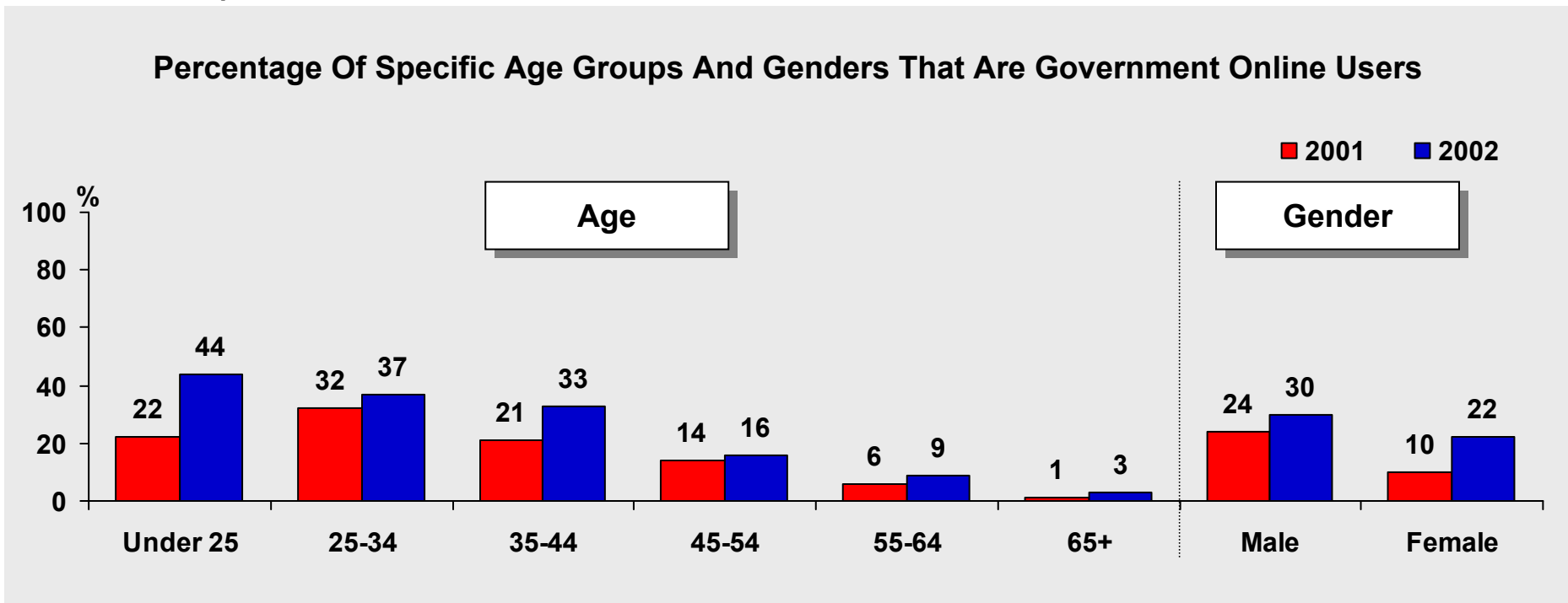
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# Comparing Users From 2001 To 2002?

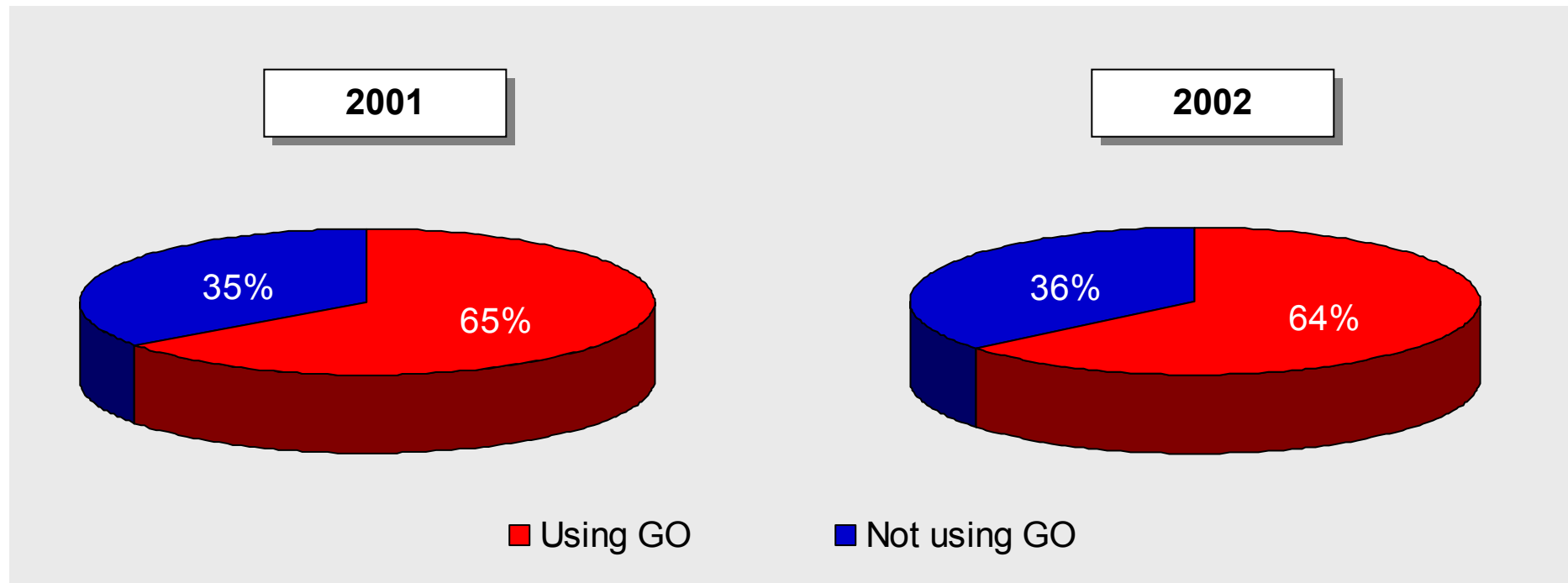
Base: Total Sample n=1000





# How Many Internet Users Are Using Government Online?

Base: Internet Users



Note: 2001 Internet Usage data collected from TNS GeR study and cannot be directly compared.



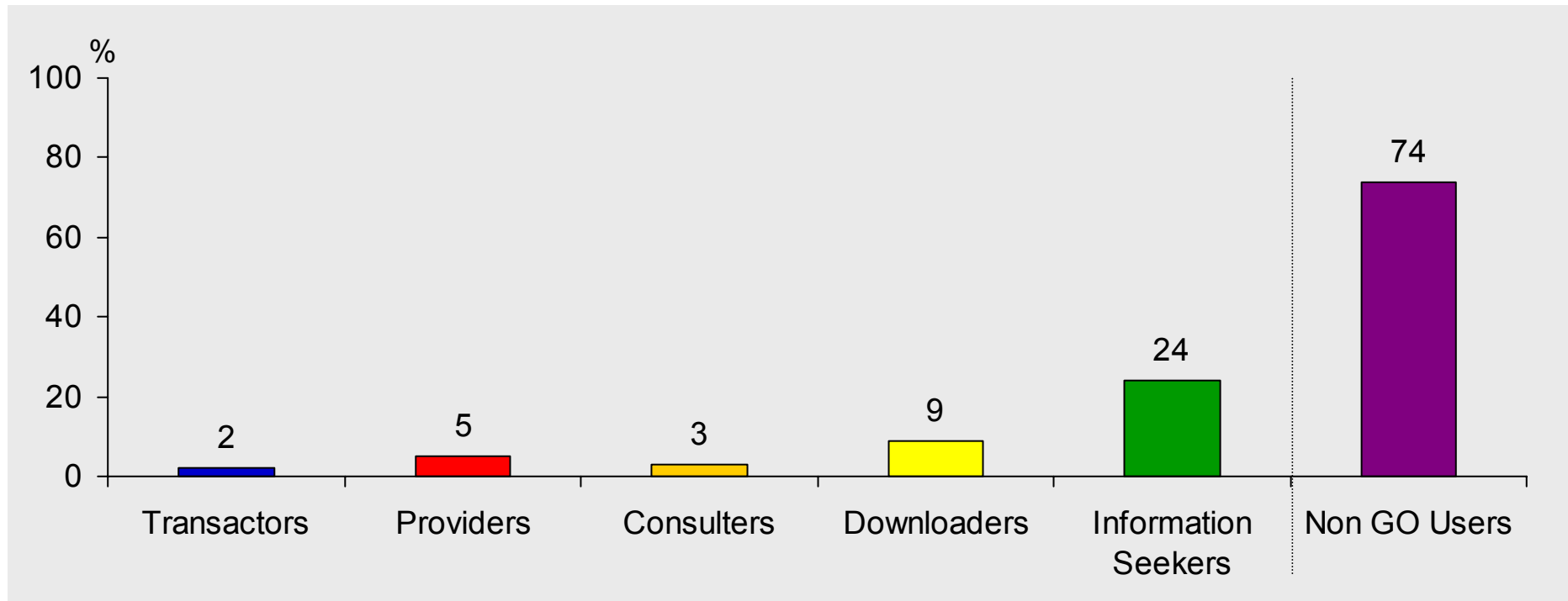
*How*  
*do citizens use*

**Government Online?**



# All Government Online Usage In 2002

Base: Total Sample n=1000



Multi Response



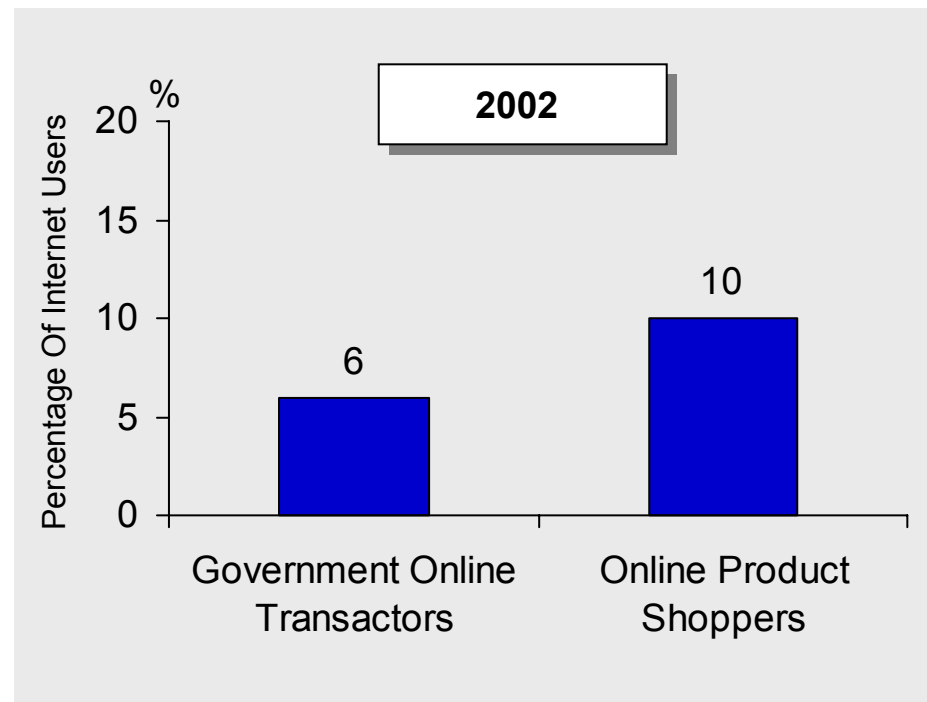
## Government Online Changes From 2001 To 2002

	2001 n=2008 %	2002 n=1000 %	Change From 2001 %
<b>Nett GO Usage</b>	<b><u>17</u></b>	<b><u>26</u></b>	<b><u>+9</u></b>
Transactors	1	2	+1
Providers	2	5	+3
Consulters	n/a	3	n/a
Downloaders	5	9	+4
Information Seekers	15	24	+9
Non GO Users	83	74	-9



## How Does Government Online Transacting Compare To Other Online Transacting?

- 6% of Internet users have made a Government Online transaction in the last twelve months.
- When compared this is less than Internet users who have purchased goods over the Internet.
- Examples of Online Product Shopping are purchasing tickets to theatre, books, and music/CDs - the top three type of purchases in Spain.

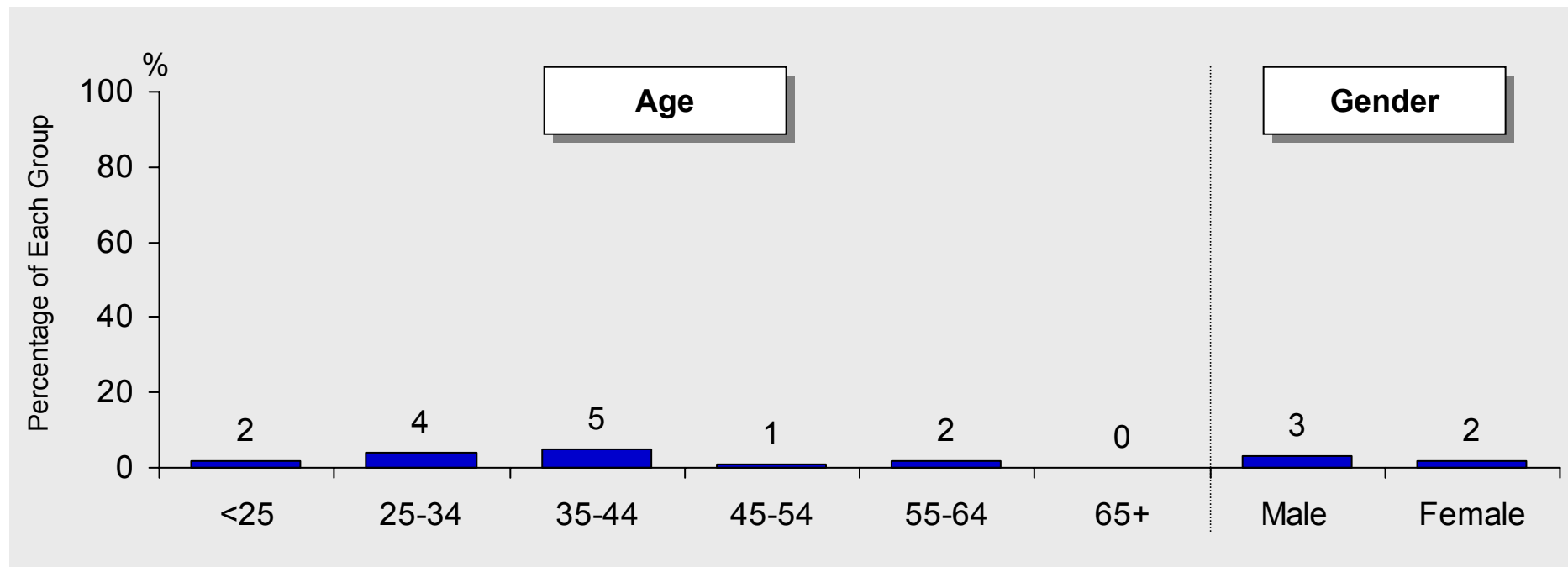


Note: Online Product Shoppers data collected from the 2002 TNS GeR study.



# Who Transacts\* With Government Online?

Base: Total Sample n=1000

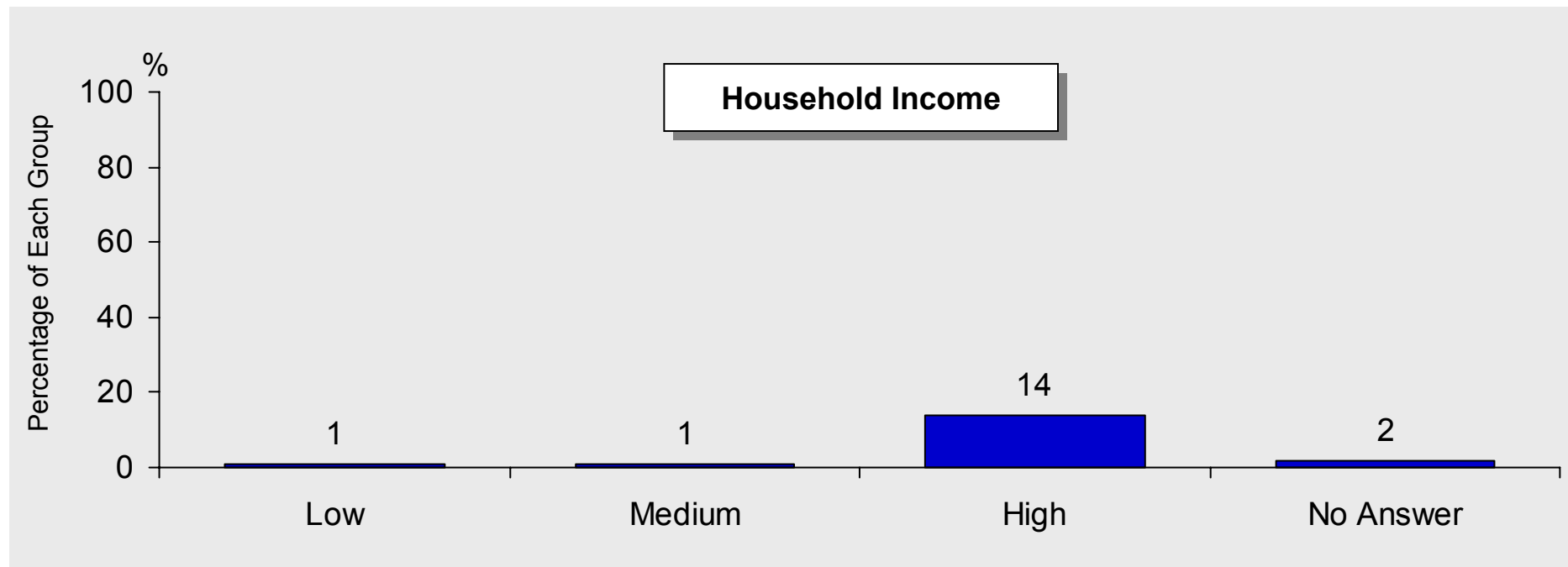


\*Caution: Incidence low – indicative only.



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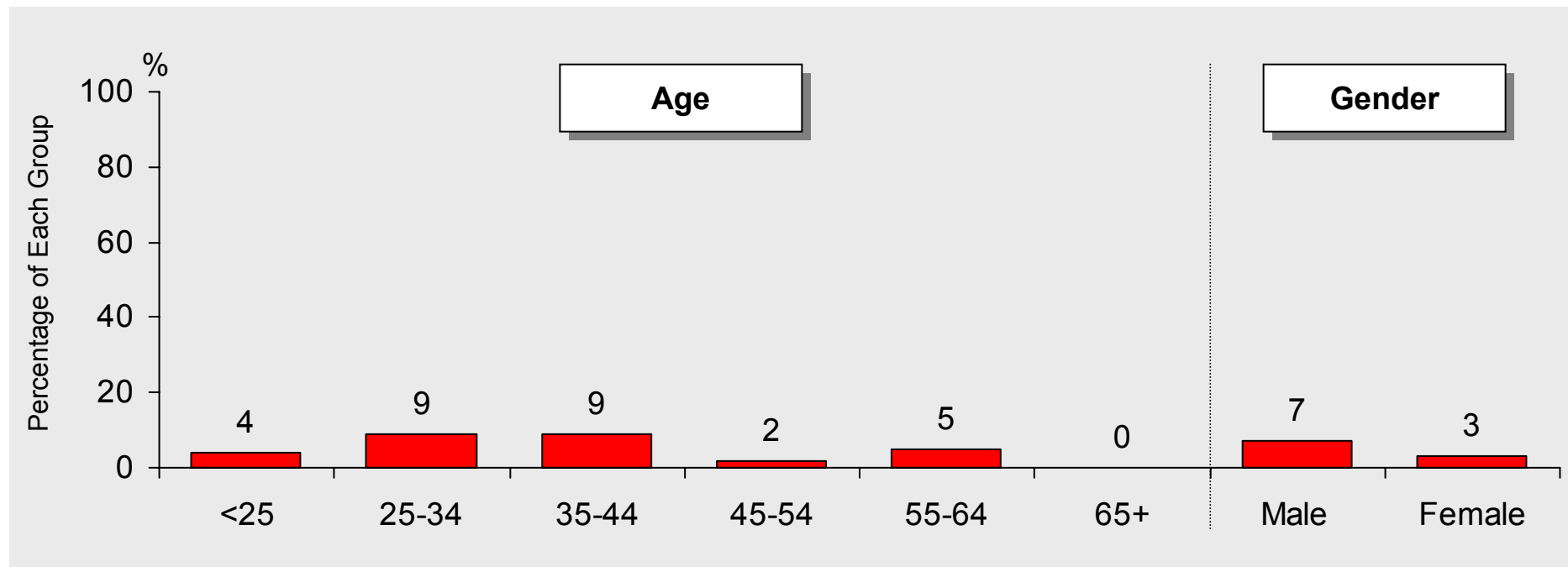


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# Who Provides To Government Online?

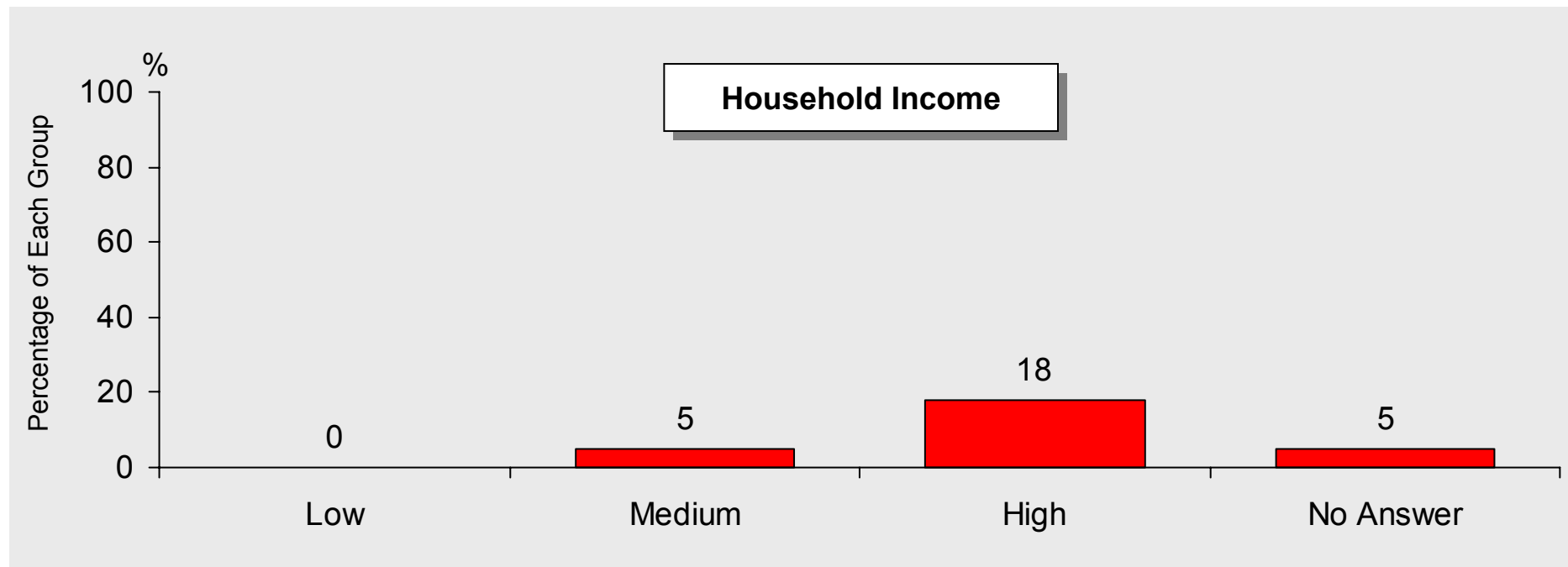
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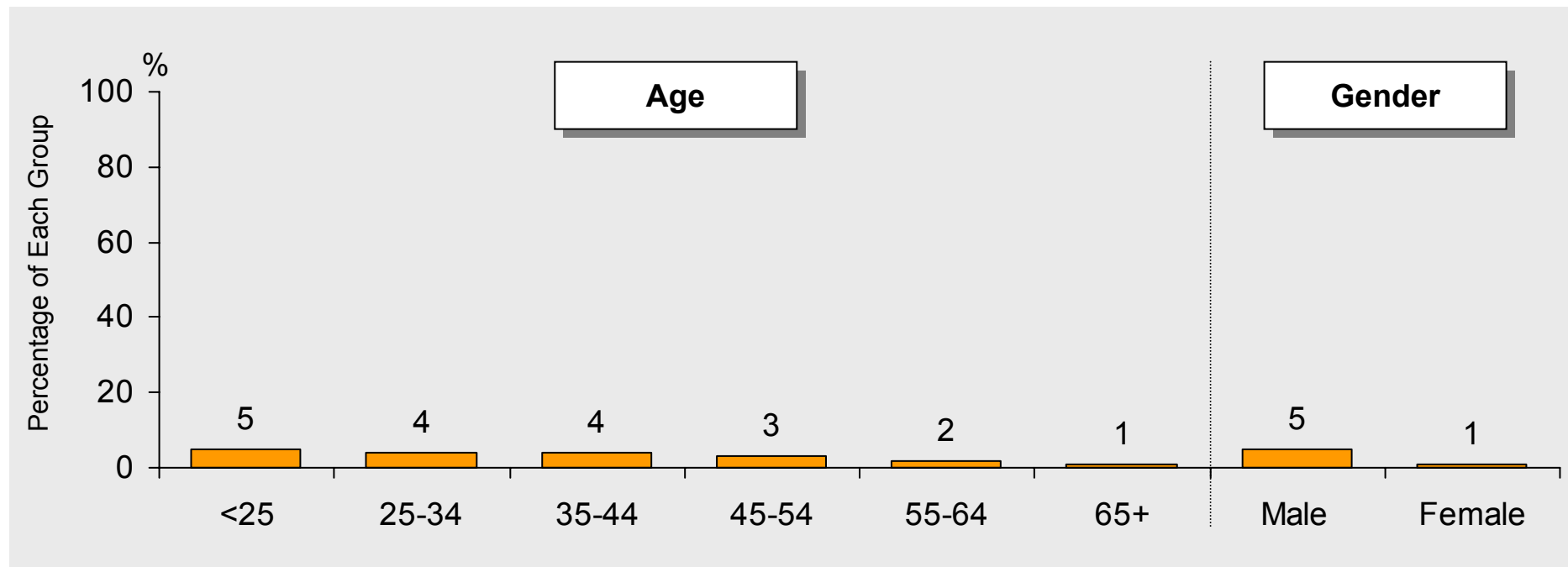
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# Who Consults With Government Online?

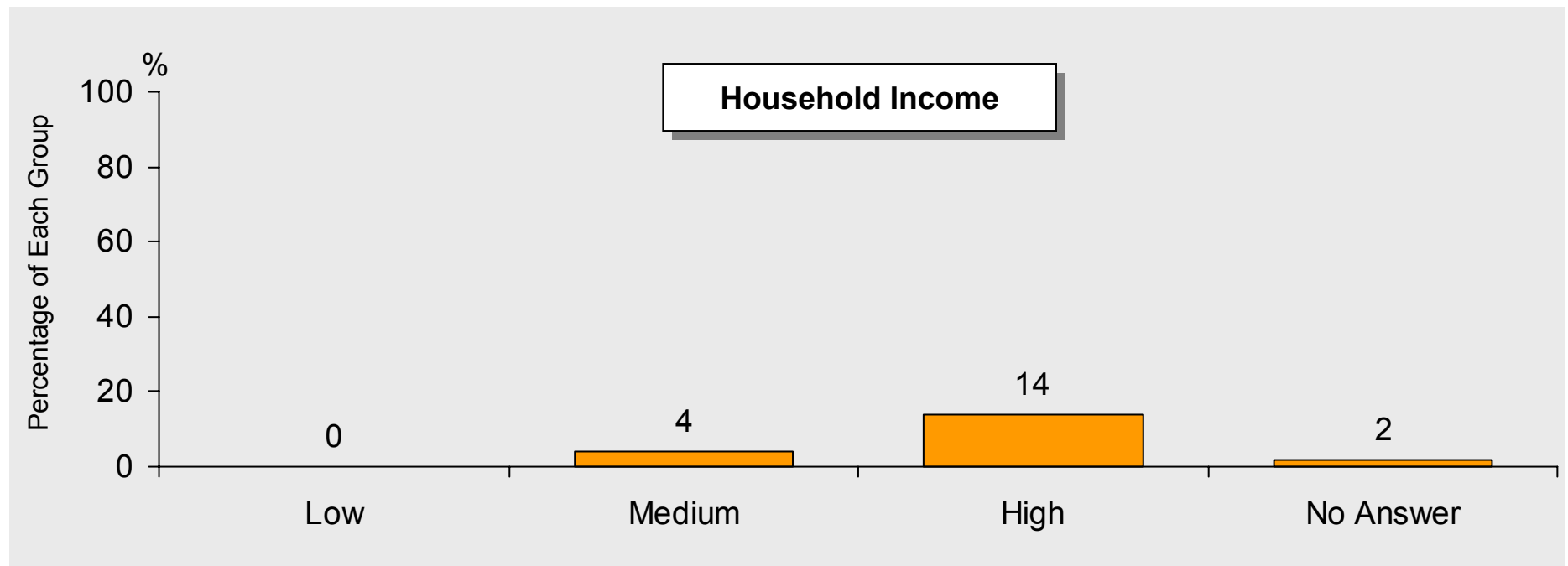
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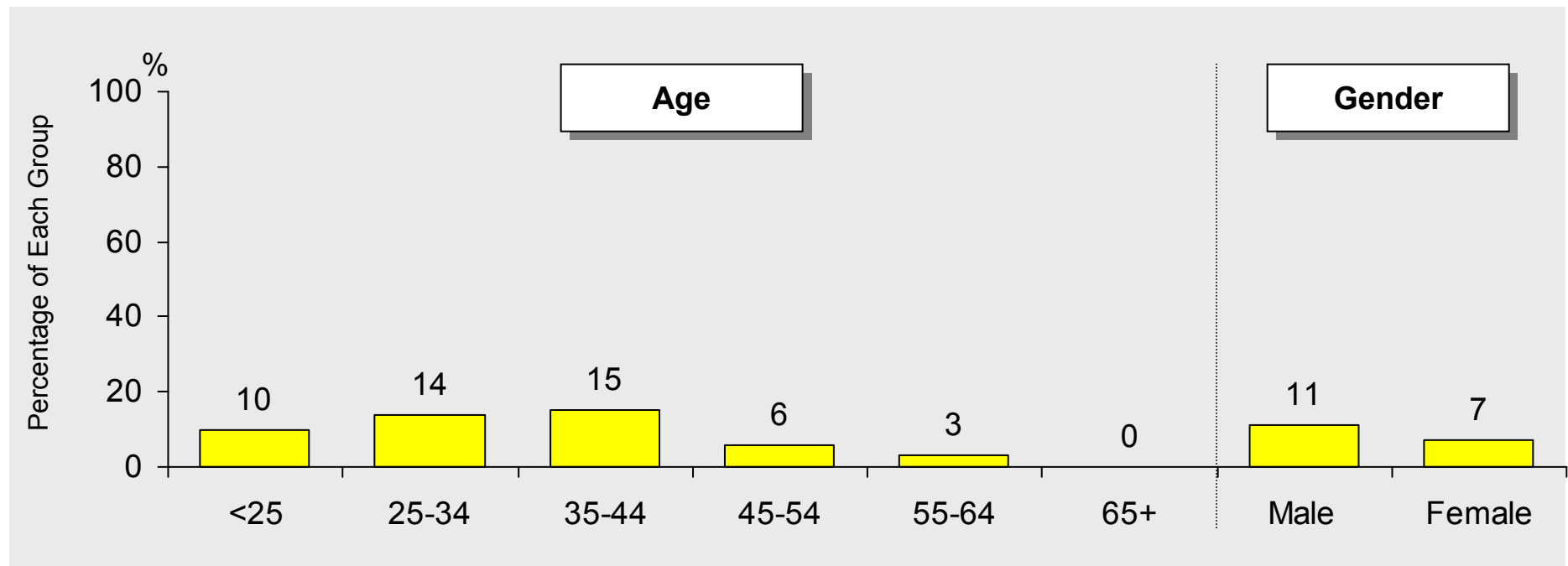
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# Who Downloads From Government Online?

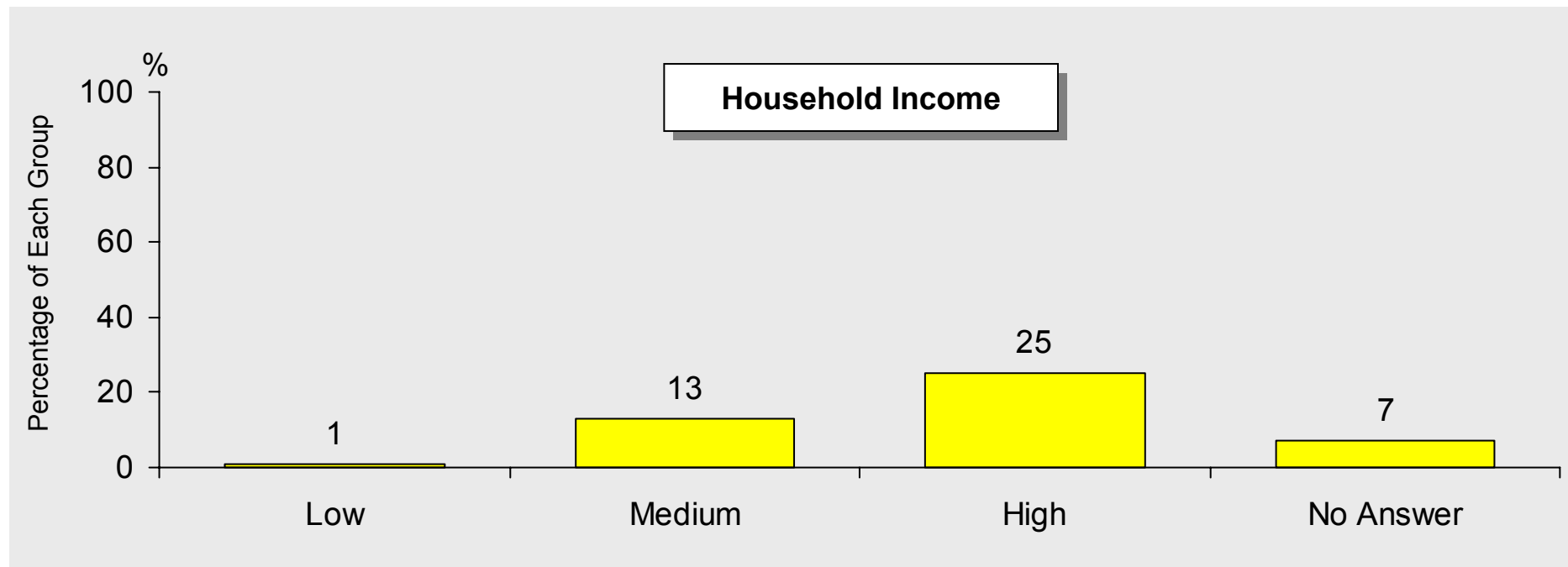
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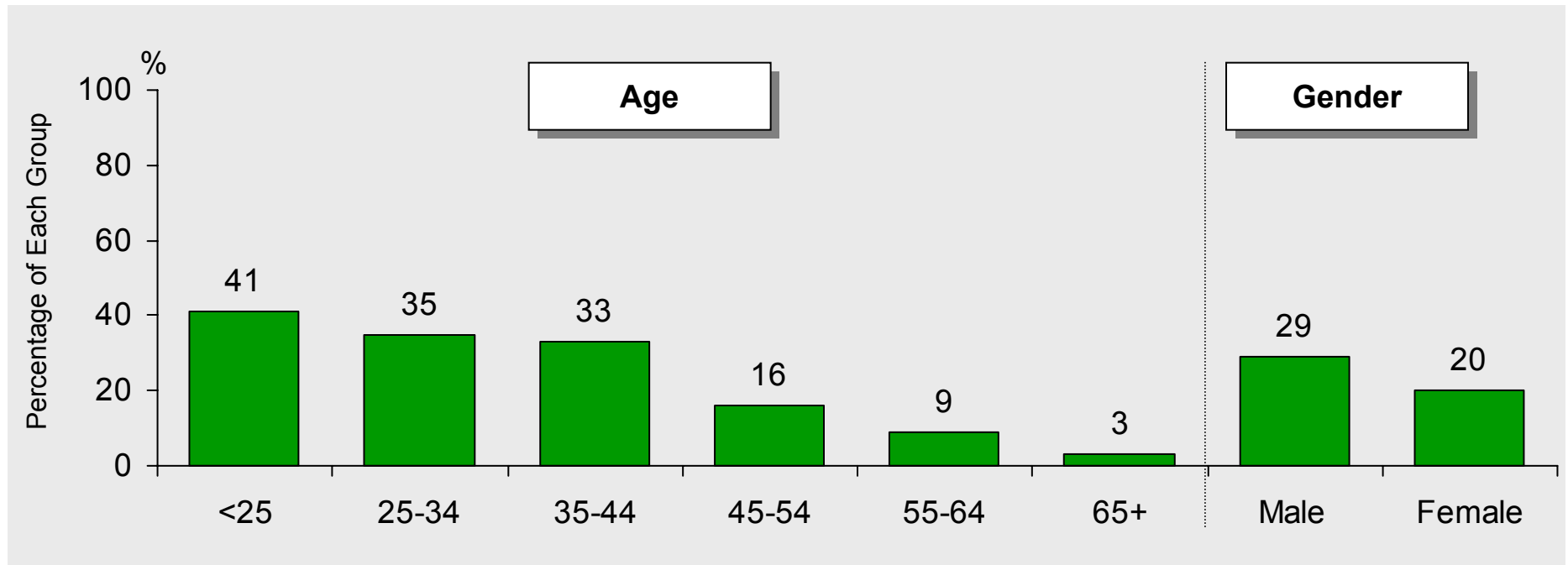
Base: Total Sample n=1000





# Who Information Seeks From Government Online?

Base: Total Sample n=1000





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Base: Total Sample n=1000

