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.

France

- TNS CONSULTANTS: W MELLOR, V PARR

- NOVEMBER, 2002

TAYLOR NELSON SOFRES

France - Overview

What is the level of Government Online adoption?

- 25% of those living in France have used the Internet to access Government Online over the last twelve months, a significant increase from 18% in 2001. This represents 69% of those who used the Internet within the last month.
- The major Government Online continues to be Information Seeking (18%) although use of services that allow people to provide personal information to Government Online have increased significantly from 2001 (from 4% to 11%).

Who is using Government Online?

- Incidence of Government Online remains strongest among those aged under 25 years (47%), with above use by those 25-34 (33%) and 35-44 (35%) years old. Larger increases in usage occurred in all age groups between 25-54 years, and also among those aged over 65 years (from 1% in 2001 to 4% in 2002). Incidence is stronger among males (27%), high income households (46%), and those with a tertiary education (56%).
- Among Government Online uses, those under 25 are more likely to provide personal information and to Consult with Government Online. The 25-54 age group are the stronger users of Downloading and Transacting services, with incidence of Information Seeking evenly spread across all age groups up to 54 years. Higher income households and the tertiary educated are higher than average users of all Government Online services.

France - Overview

Is security a barrier to using Government Online?

- 15% of those living in France consider it is safe to use the Internet to provide the Government with personal information, a significant increase from 11% in 2001. Despite a decrease in the perception of 'unsafe' in providing Government with personal information over the Internet (84% in 2001) 76% continue to consider it is 'unsafe'.
- The perception of 'safe' continues to be higher among males (18% from 15% in 2001) and those aged under 25 years (26% from 21%). Those from high income households and with tertiary education are also more likely to consider it safe to provide personal information to Government over the Internet.
- Similar to 2001, perceptions of safety are higher among Transactors (60%) compared with other GO users, particularly Information Seekers (34%) and Consulters (26%). Perceptions of safety continued to be lowest among non Government Online users (10%) which would indicate safety is a barrier to uptake of Government Online services. However security concerns about providing personal information over the Internet does not always prevent people from transacting with Government Online. 40% of those who have transacted online considering it unsafe to provide the Government with personal information over the Internet.

How is France placed internationally?

- France has medium penetration of Government Online (25%), and is ranked 17 out of 31 countries surveyed. The country average for Government Online use in 2002 is 30%. France continues to have one of the higher levels of concern about the safety of providing information to Government over the Internet (76% compared with the average of 63%).

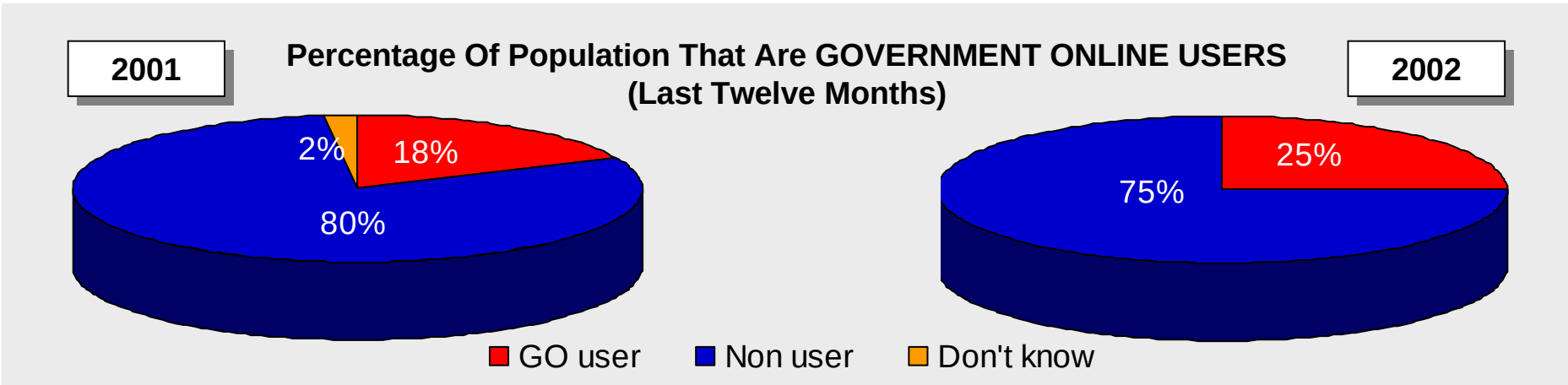
Report Definitions And Glossary

- **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?

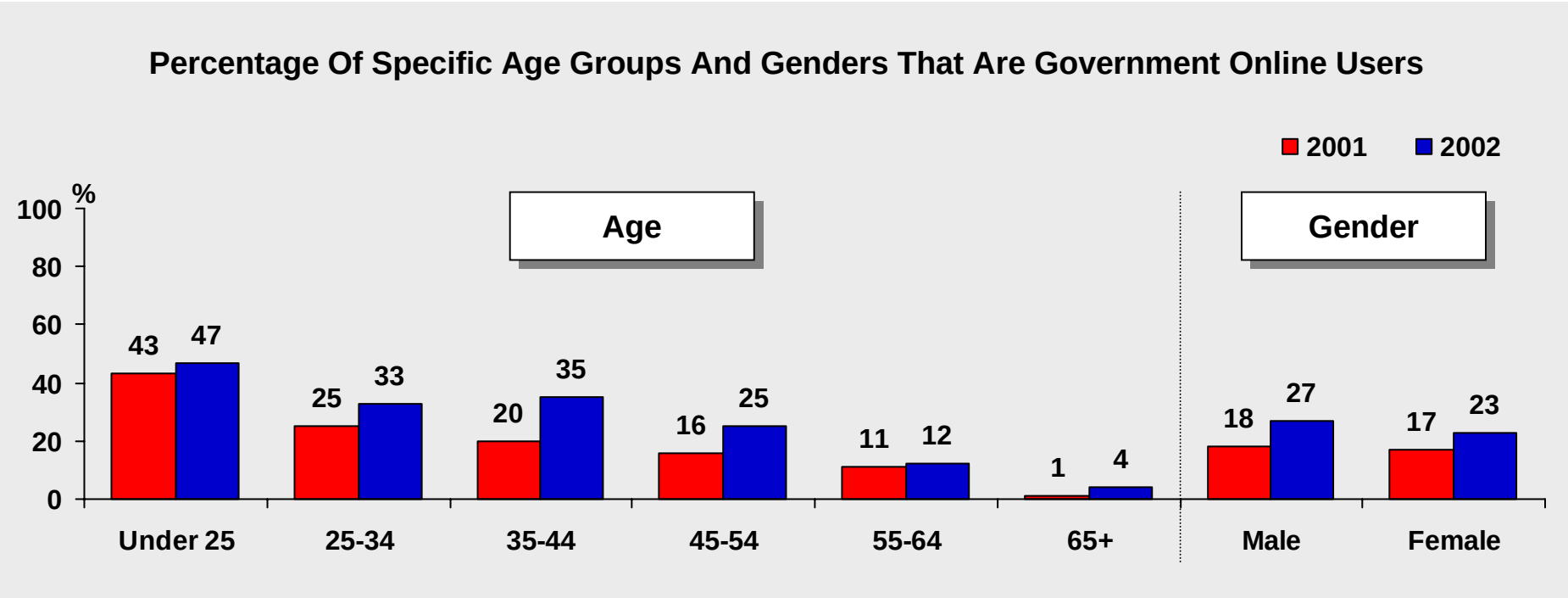
Government Online Users In 2002

Base: Total Sample n=1002



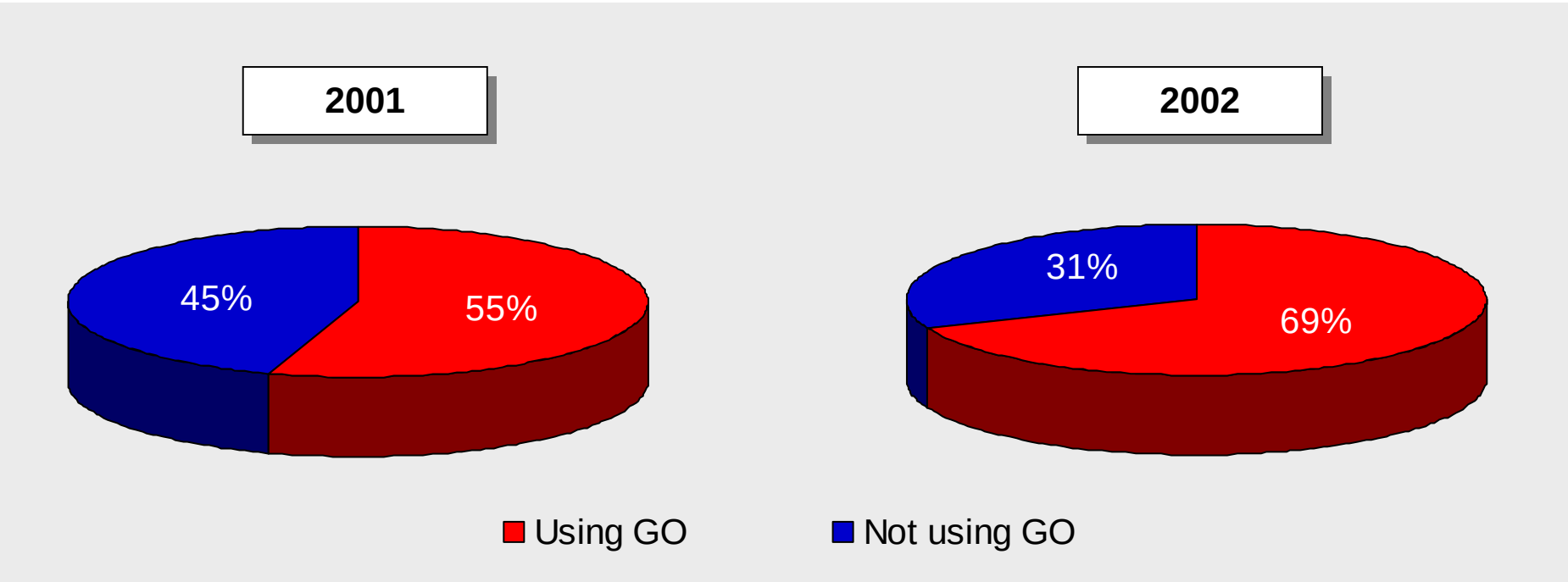
Comparing Users From 2001 To 2002?

Base: Total Sample n=1002



How Many Internet Users Are Using Government Online?

Base: Internet Users



How do citizens use Government Online?

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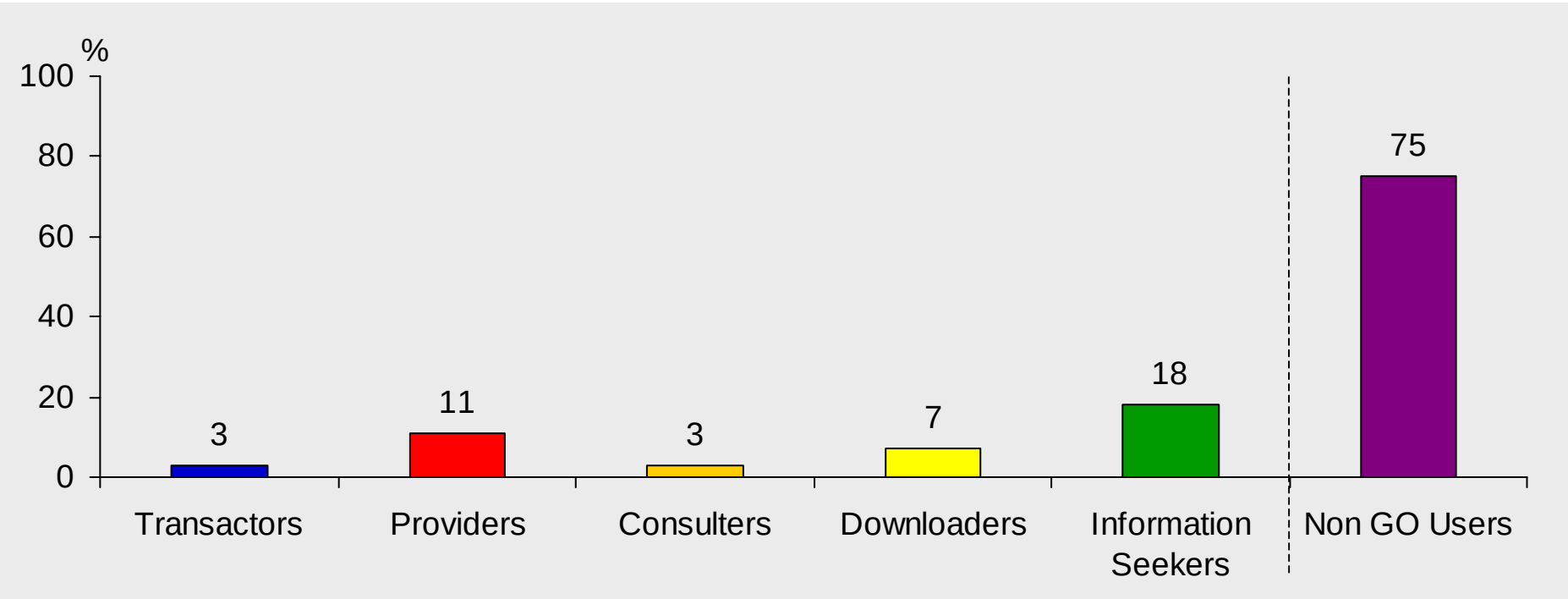
All Government Online Usage In 2002

Base: Total Sample n=1002



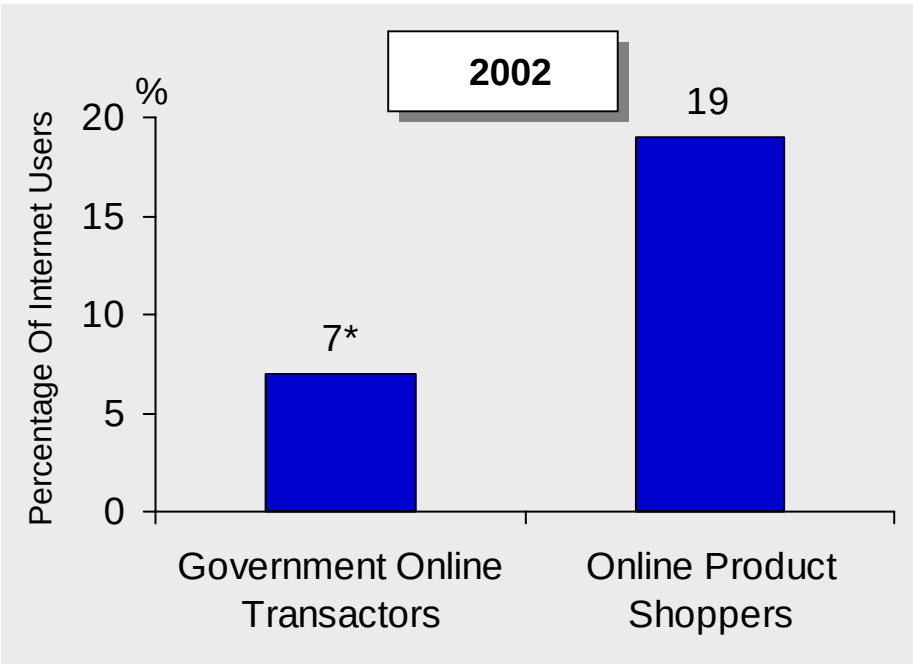
Multi Response.

Government Online Changes From 2001 To 2002

	2001 n=1000 %	2002 n=1002 %	Change From 2001 %
Nett GO Usage	**18**	**25**	**+7**
Transactors	2	3	-1
Providers	4	11	+7
Consulters	n/a	3	n/a
Downloaders	6	7	+1
Information Seekers	14	18	+4
Non GO Users	80	75	-5

How Does Government Online Transacting Compare To Other Online Transacting?

- 7% of Internet users have made an Government Online transaction in the last twelve months.
- Comparatively this is less than half the Internet users who are using the Internet to shop of product and services online.
- Examples of Online Product Shopping are purchasing books, music/CDs and videos - the top three type of purchases in France.

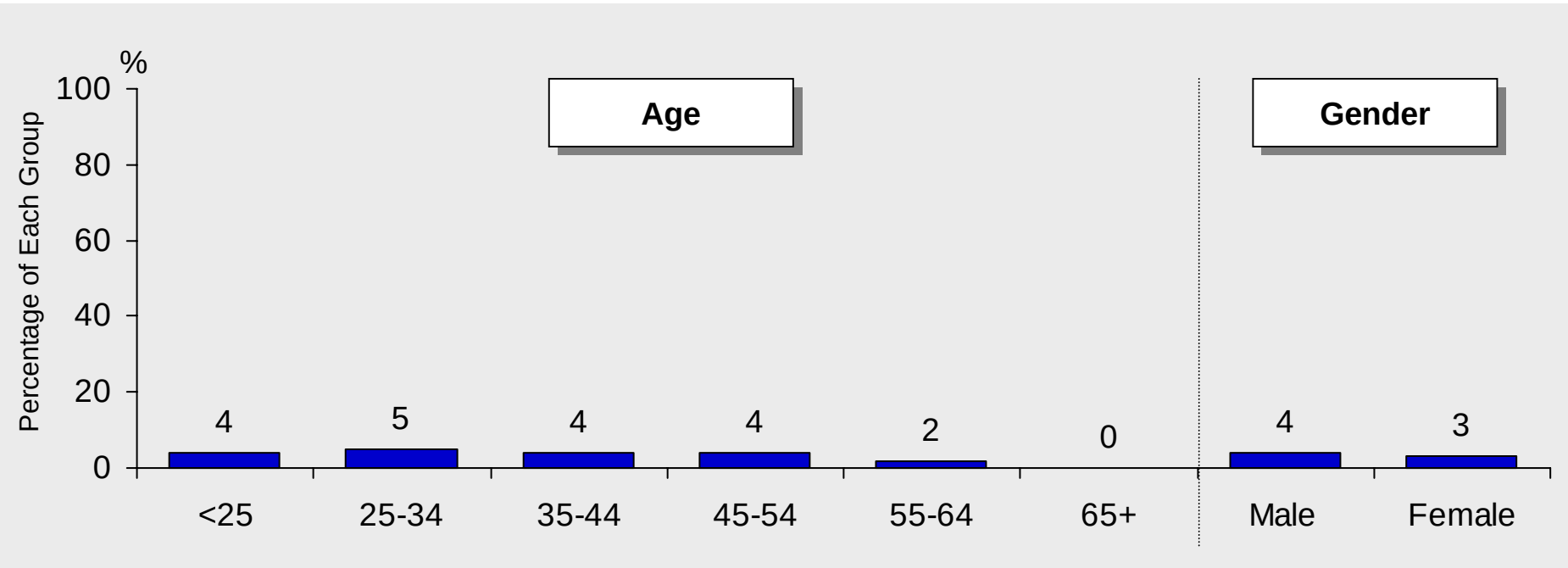


Notes: Online Product Shoppers data collected from the 2002 TNS GeR study.

7* : Internautes ou personnes s'étant connectées à Internet durant les 12 derniers mois

Who Transacts With Government Online?

Base: Total Sample n=1002



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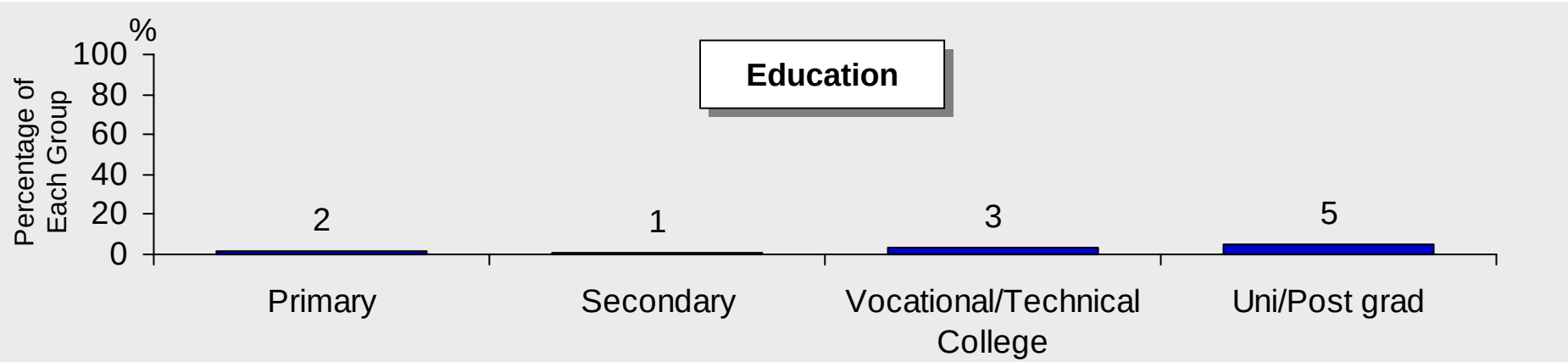

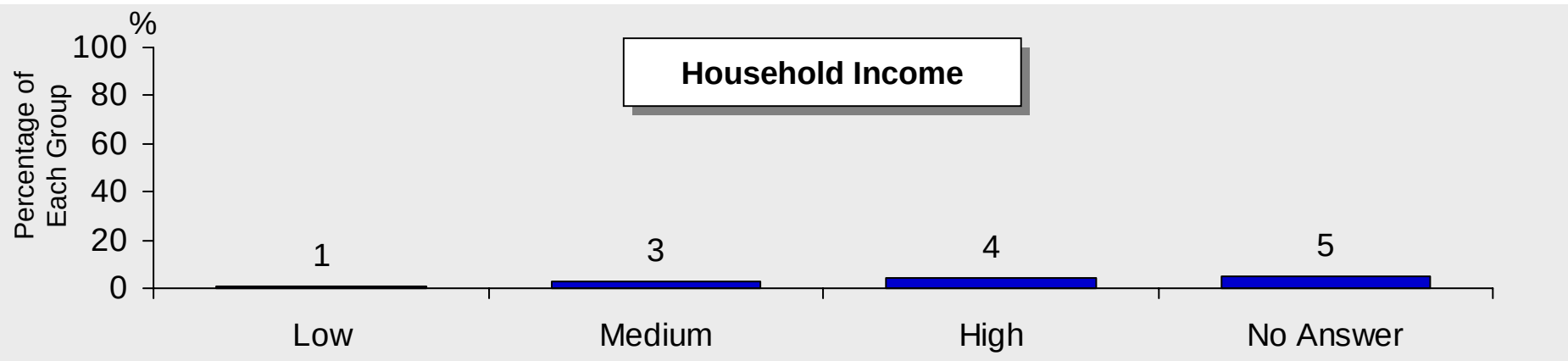

Who Provides To Government Online?

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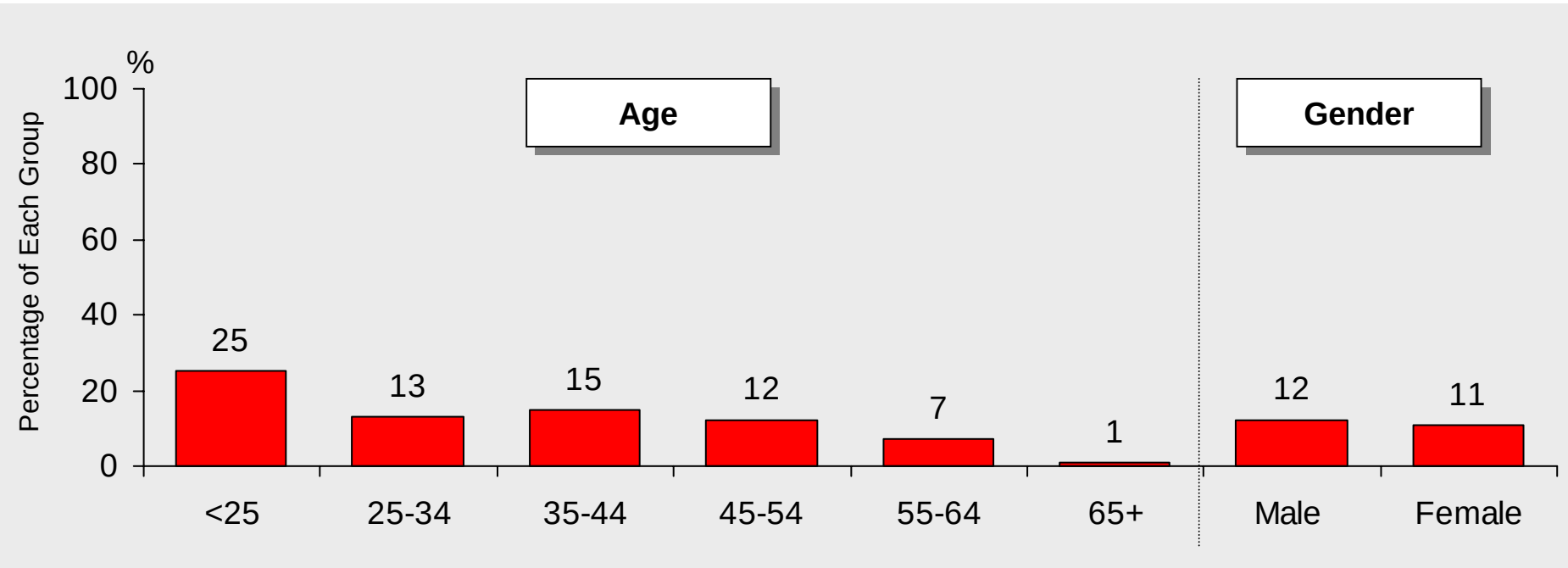

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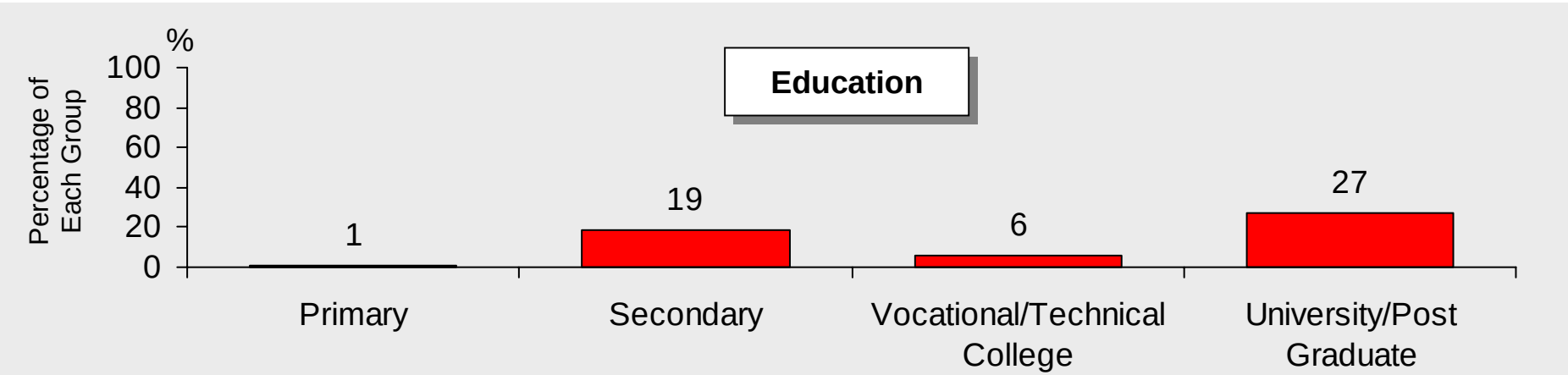

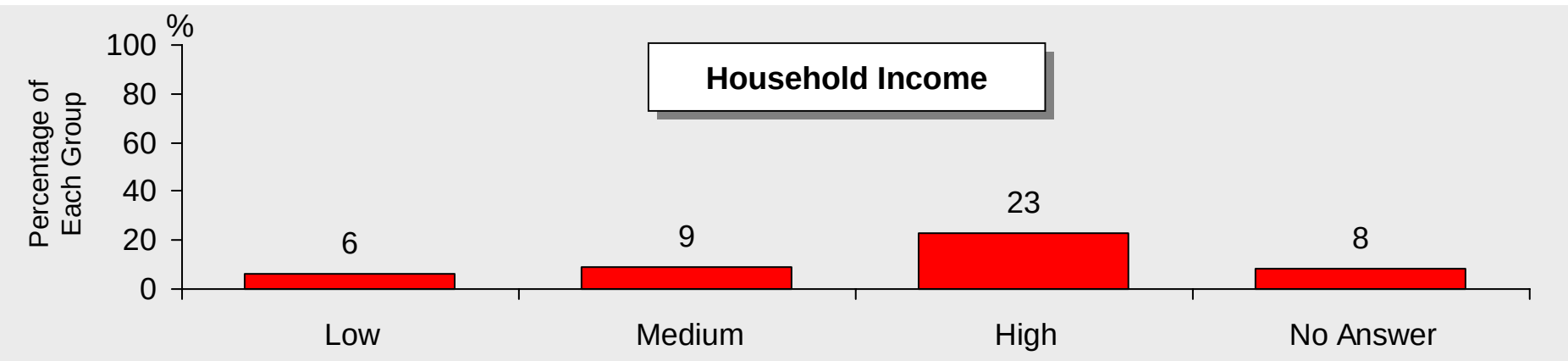

Who Consults With Government Online?

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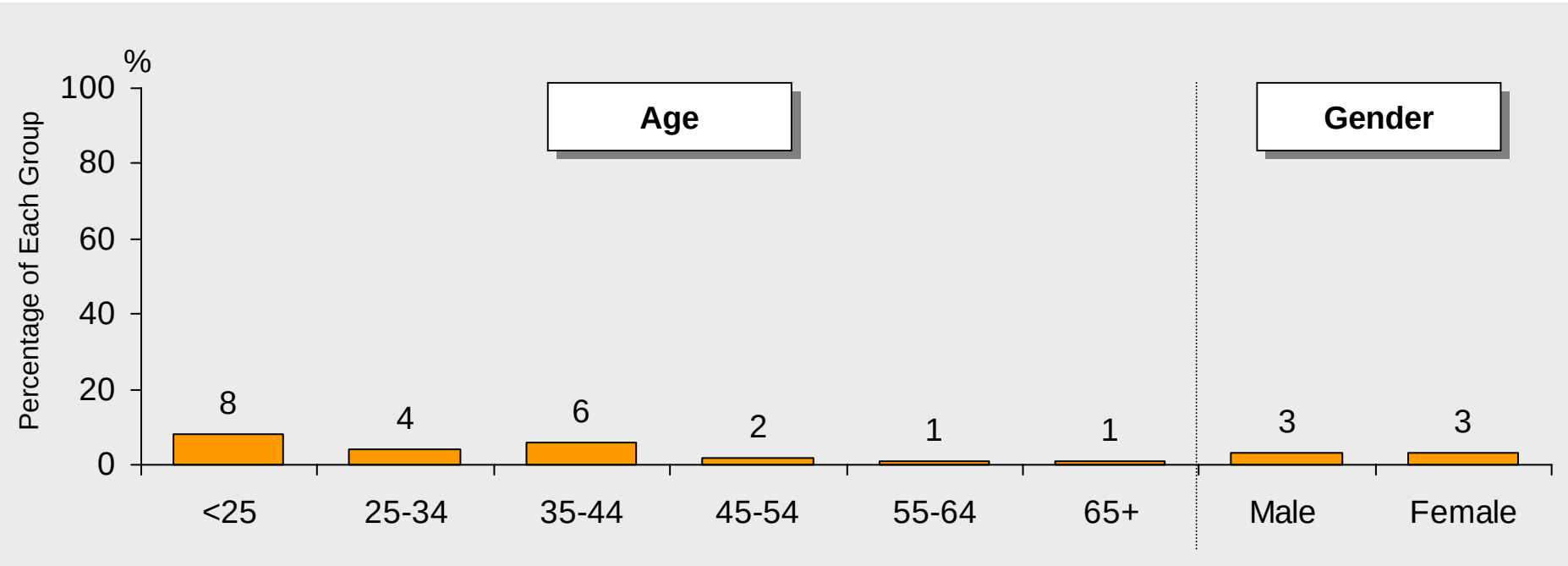

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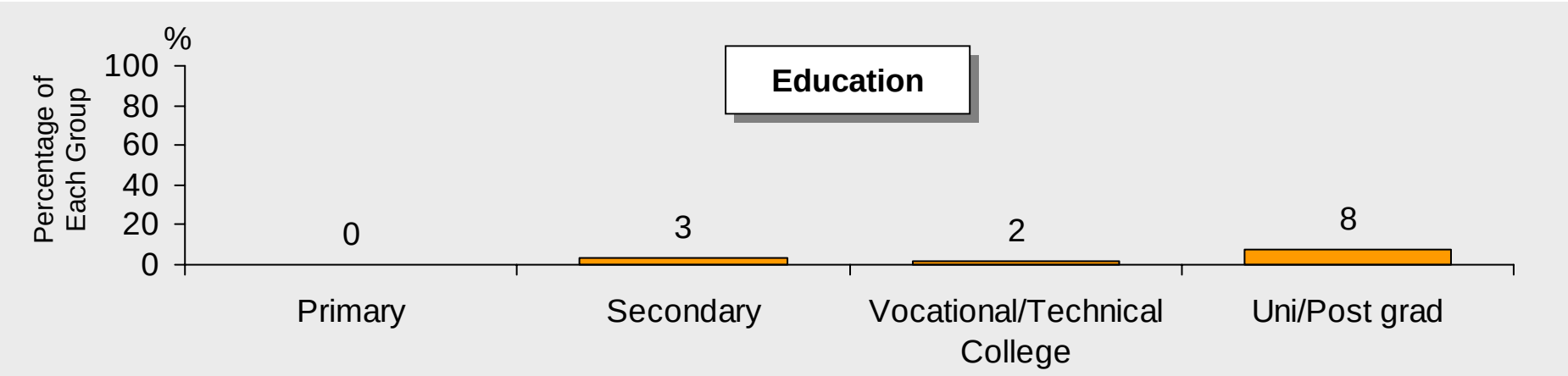

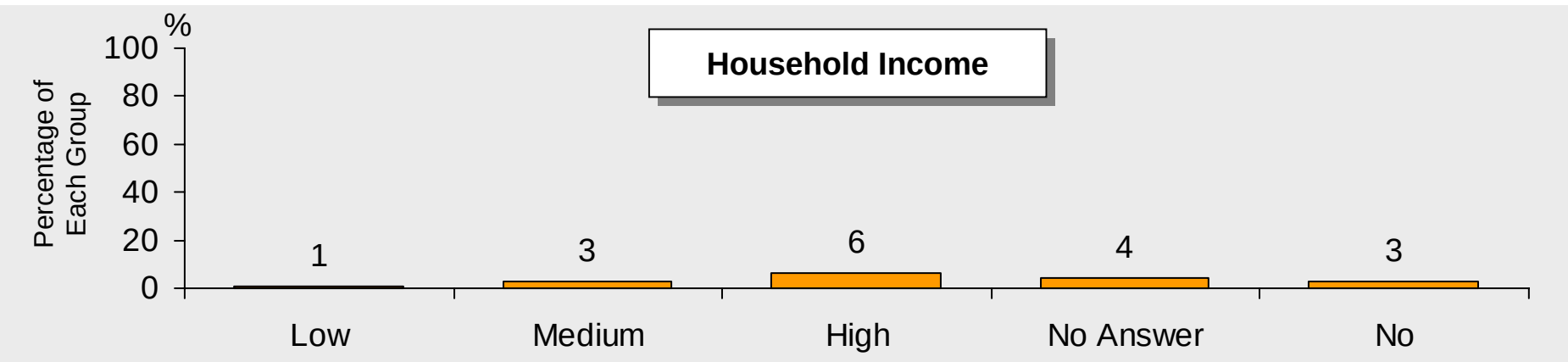

Who Downloads From Government Online?

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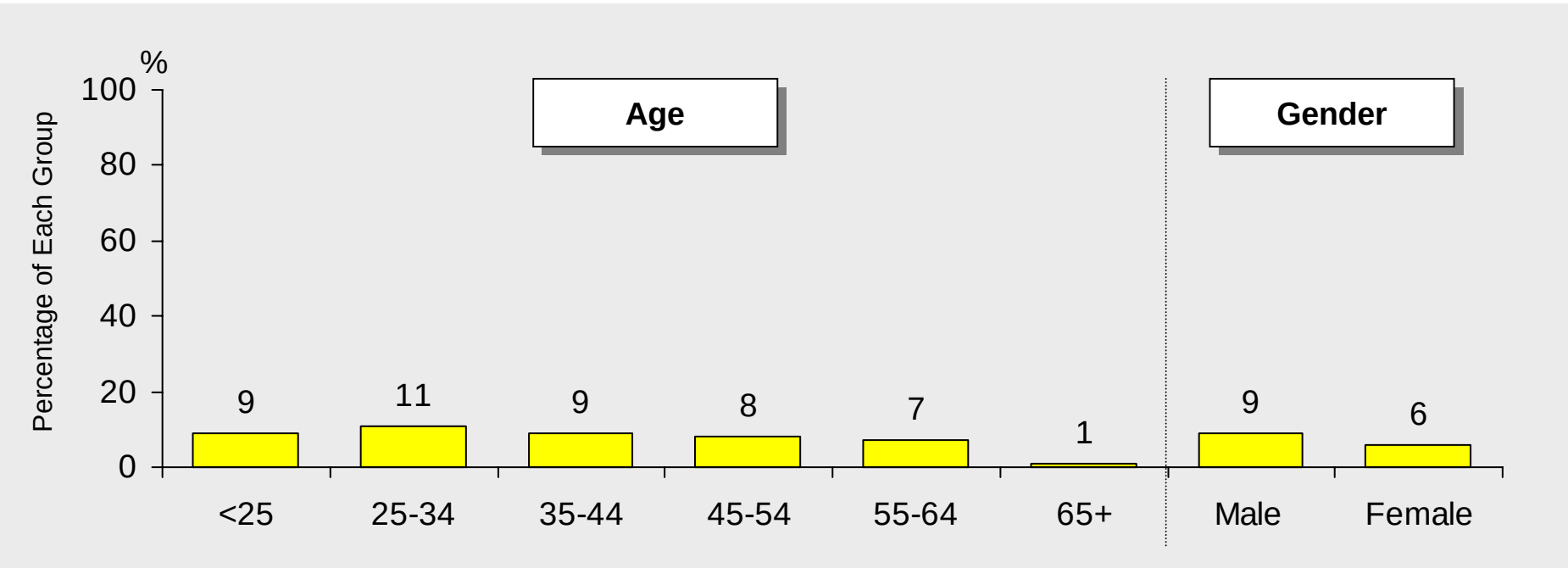

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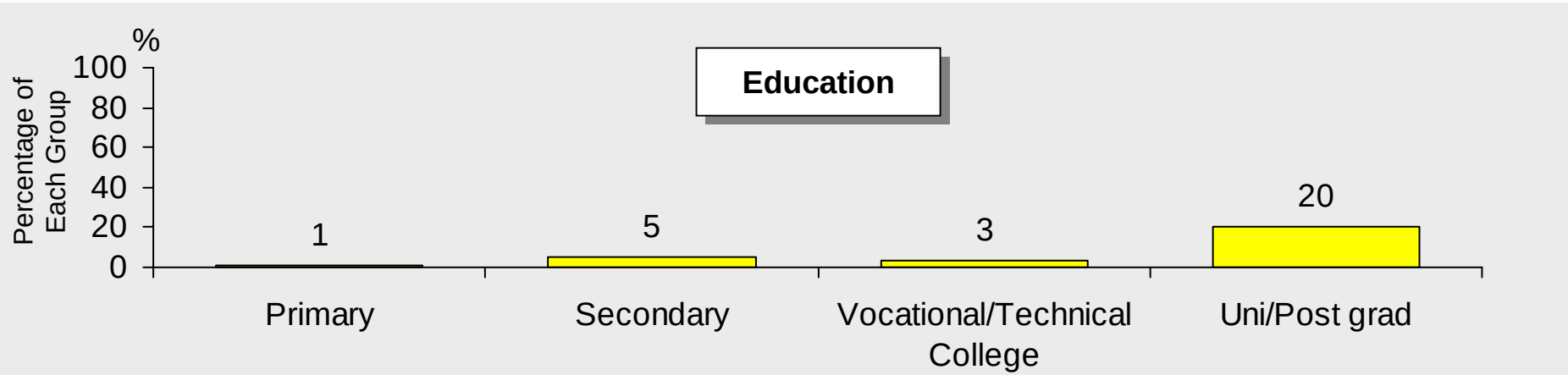
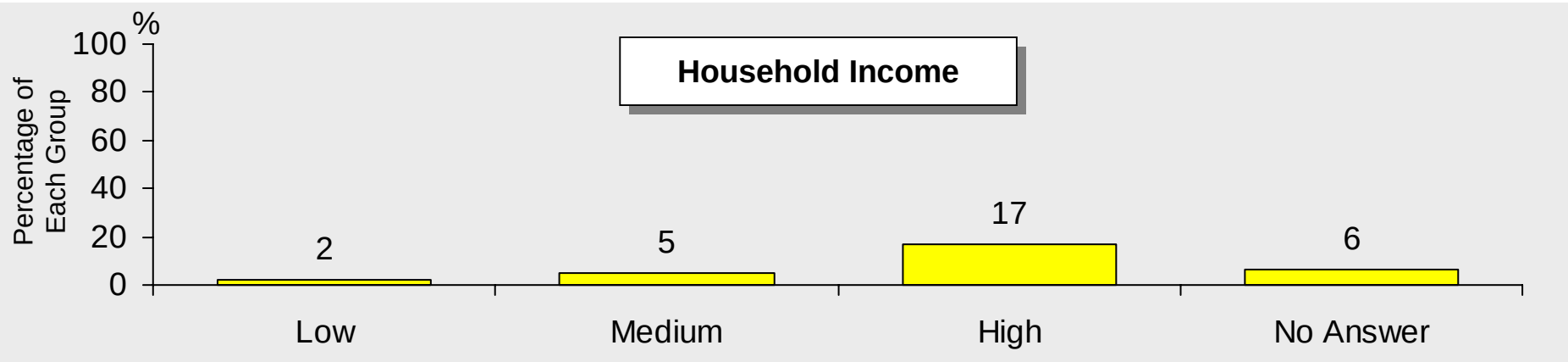
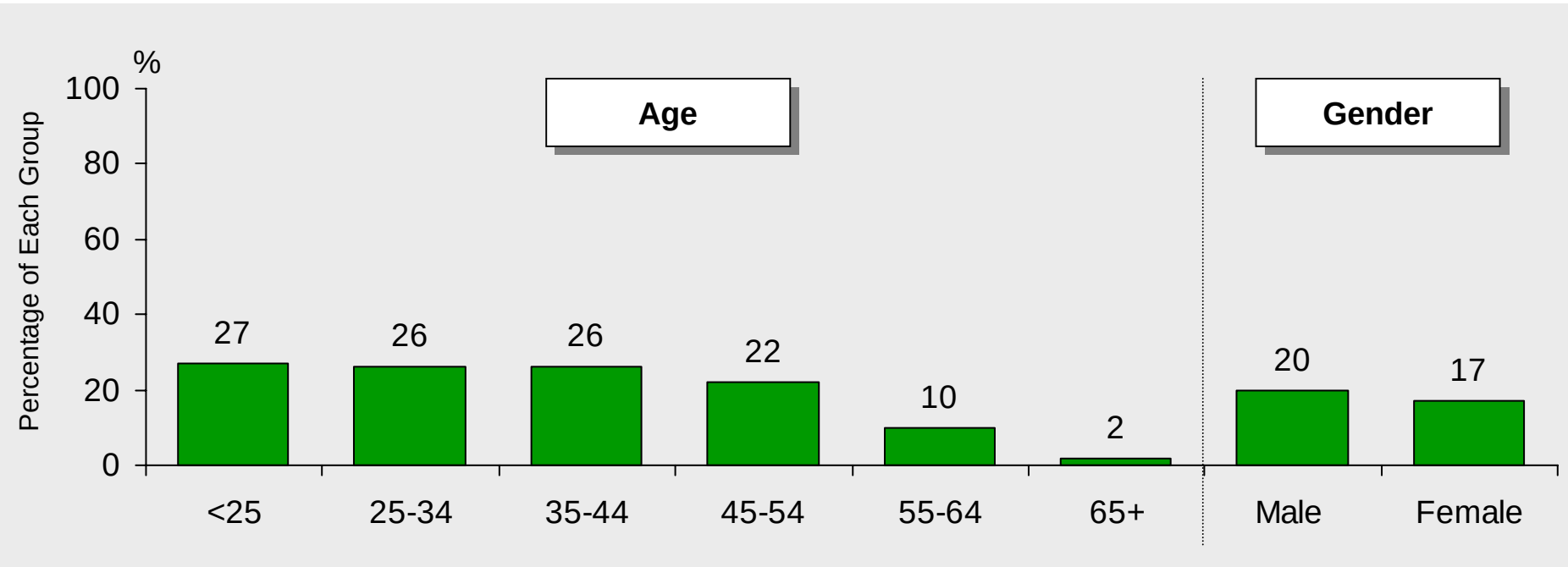




Who Information Seeks From Government Online?

Base: Total Sample n=1002



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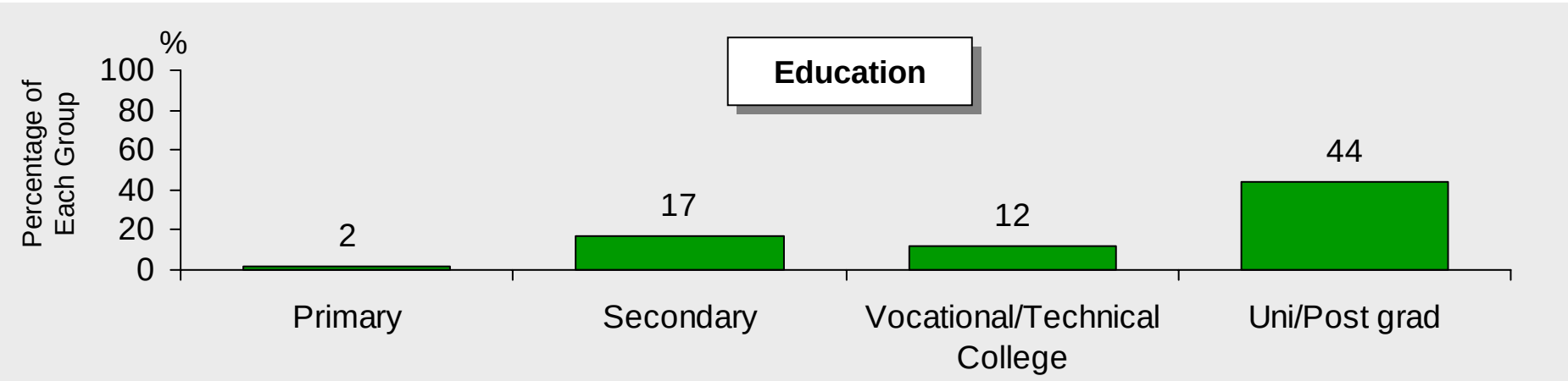
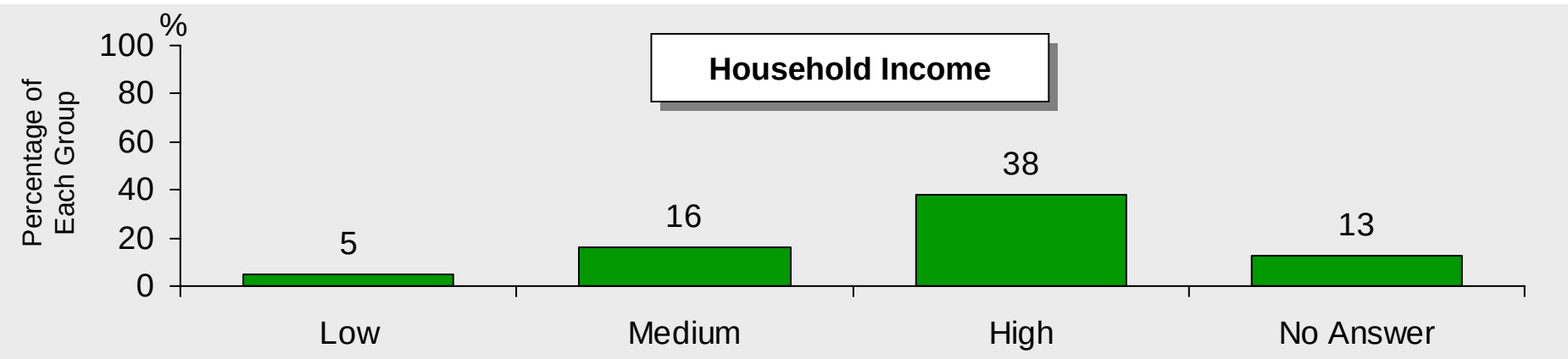




Do citizens see

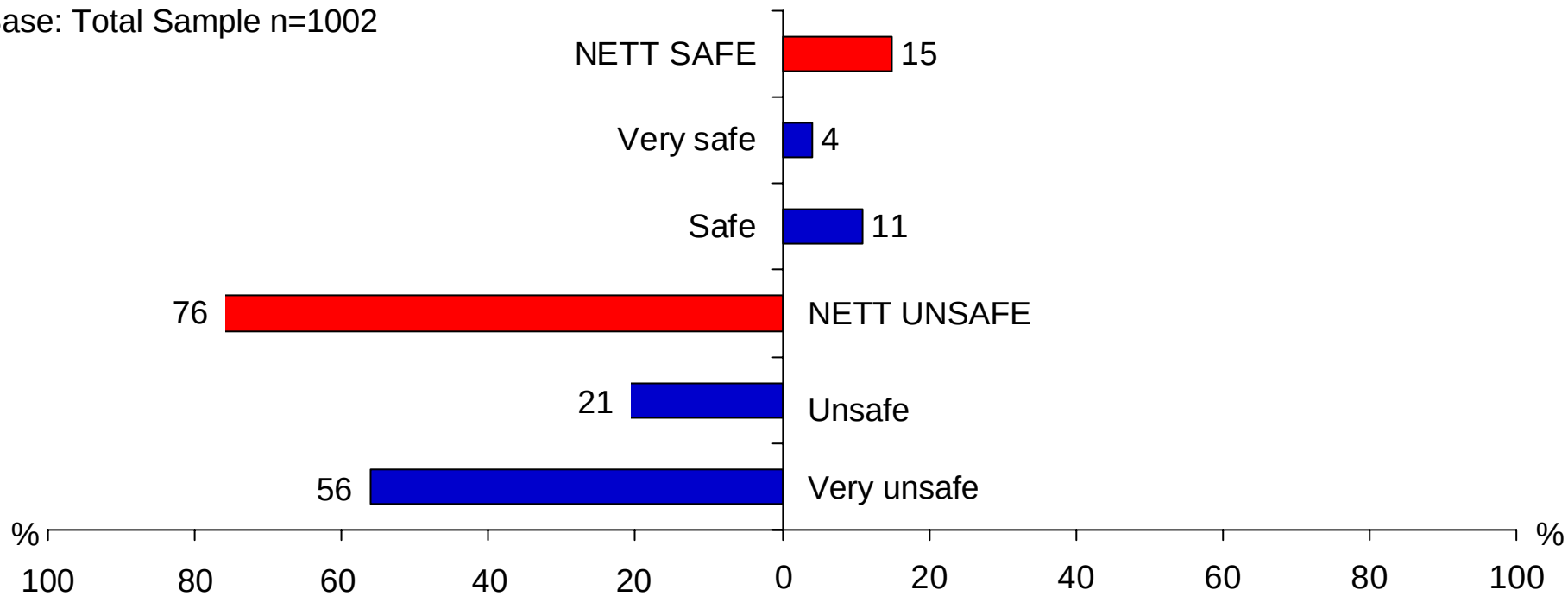
Government Online

*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=1002



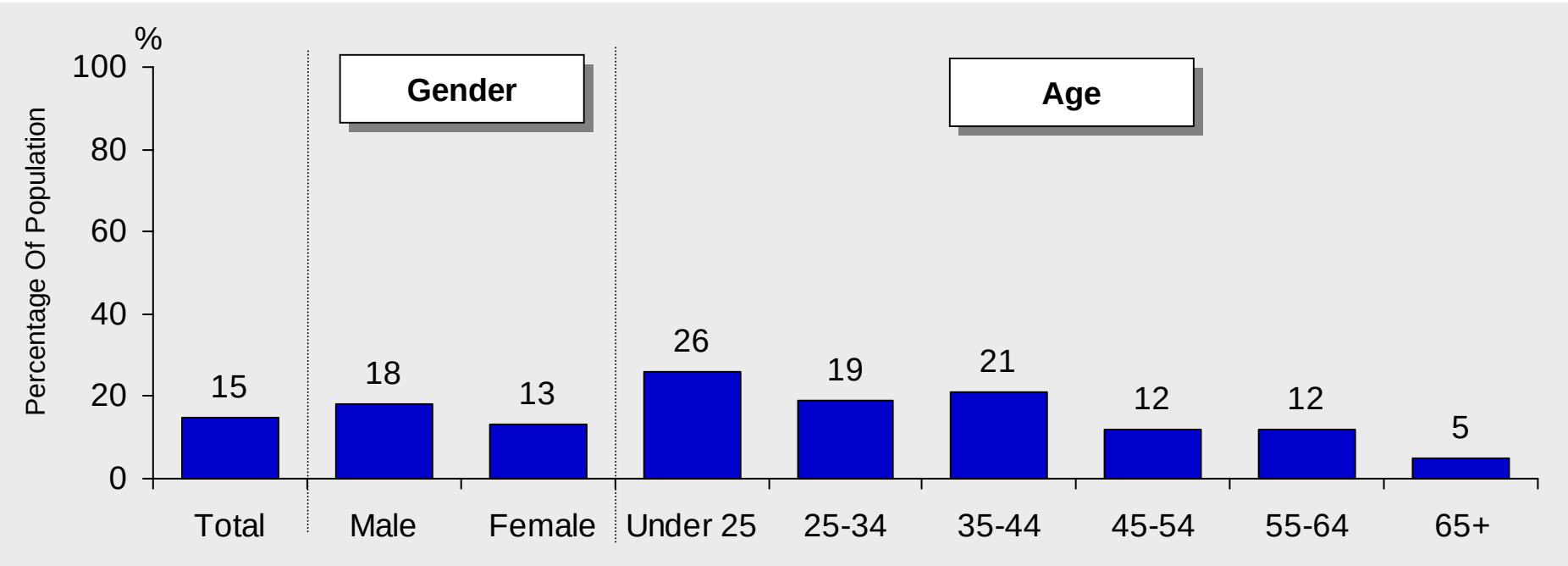
Government Online Changes From 2001 To 2002

	2001 n=1000 %	2002 n=1002 %	Change From 2001 %
Nett Safe	**11**	**15**	**+4**
Very Safe	3	4	+1
Safe	9	11	+2
Nett Unsafe	**84**	**76**	**-8**
Unsafe	26	21	-5
Very Unsafe	58	56	-2

Who Thinks Government Online Is Safe In 2002?

NETT SAFETY BY GENDER AND AGE

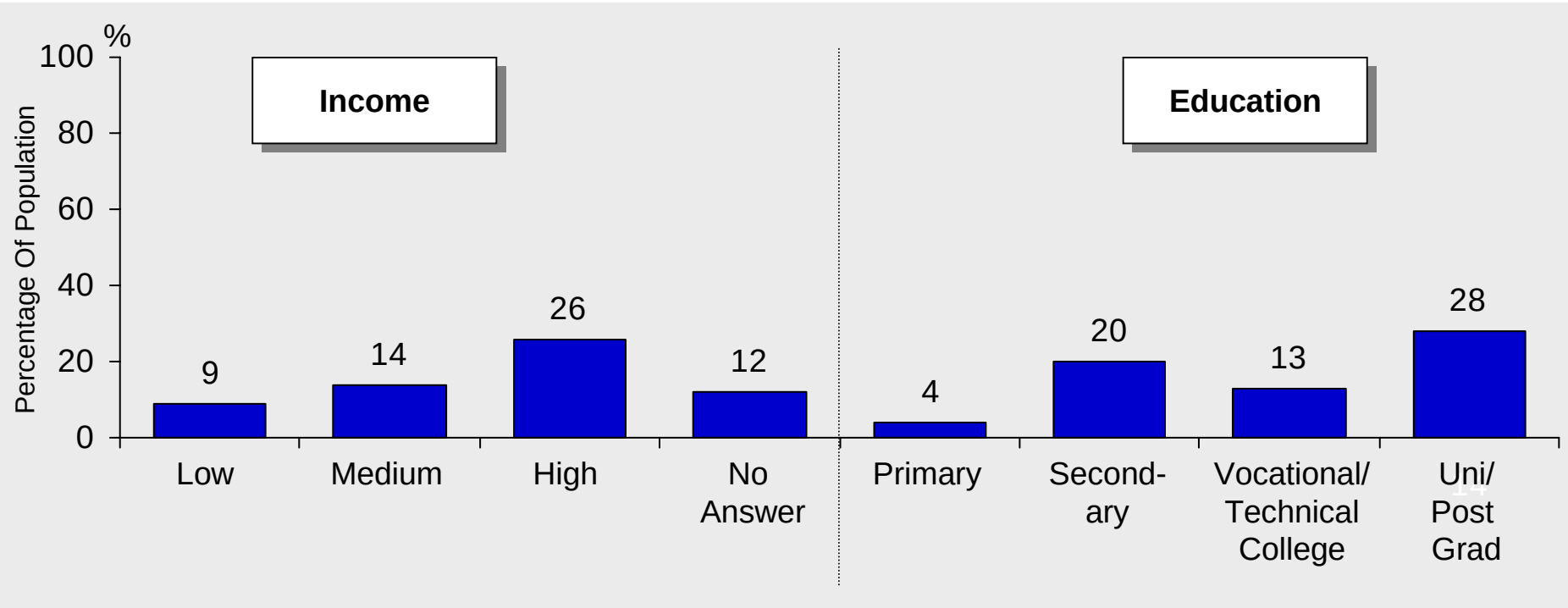
Base: Total Sample n=1002

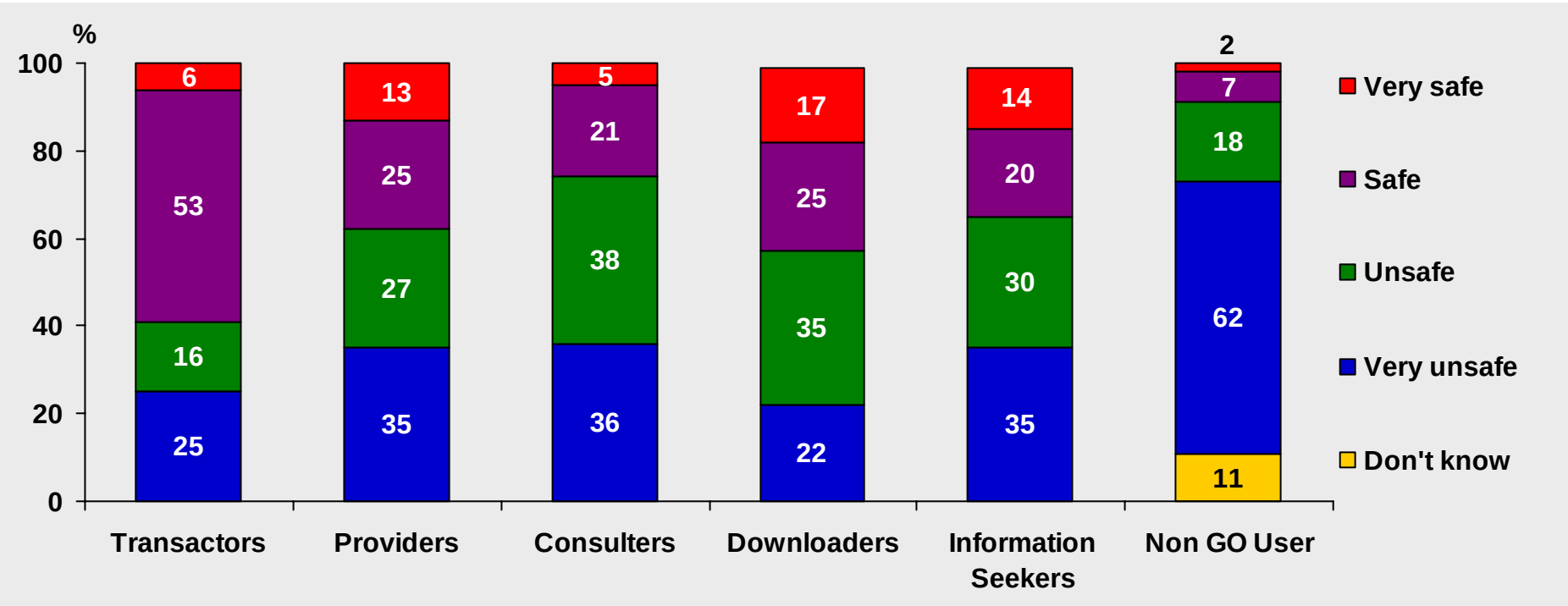


Who Thinks Government Online Is Safe In 2002?

NETT SAFETY BY HOUSEHOLD INCOME AND LEVEL OF EDUCATION

Base: Total Sample n=1002



Is Safety A Barrier To Adoption?

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