

**POSSESSION OF ICT, ACCESS TO THE DIGITAL WORLD
AND COMMUNICATION SKILLS OF THE DUTCH CITIZENS:
EVIDENCES FROM THE 2001-PILOT SURVEY**

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Overview of the presentation

- 1. Introduction***
- 2. Progressive digitalisation in the country***
- 3. Possession of the IC technologies, use of ICT
and communication competencies***
- 4. Digital divide***



1. Introduction

- ***Basic features of 2001-pilot survey***

Objective

Sample

Questionnaire

Fieldwork



Questionnaire modules in the 2001 pilot survey on the ICT use

General info taken over from POOLS (sex, age, education, occupation, household income, region, etc)

- MODULE 1: Access to selected IC technologies in the household**
(mobile phone, PC, internet, type of the internet connection)
- MODULE 2: Use of PC's at home 4 weeks prior to survey**
(duration, frequency, purpose of the use, PC skills)
- MODULE 3: Use of Internet, purpose and nature of activities last 4 weeks**
(duration, frequency, purpose of the use, nature of activities, Internet communication capabilities and skills)
- MODULE 4: Purchase of goods / services via Internet last 4 weeks**
(type of purchased goods and services, amount paid, way of payments,, barriers/reasons not buying via Internet, etc)



Q-modules and blocks on ICT skills and competencies

MODULE 1

Reasons not having IC technologies at home

- has access elsewhere
- too expensive
- physical limits (illness, disability)
- too old
- lack of skills
- lack of interest
- language barriers
- no time for these activities

MODULE 2:

Computer skills (familiarity with spreadsheet, text-processing and presentation programs, operating programs and installation of programs, etc.).

MODULE 3:

Internet activities and skills:

- Information search
- Chatting with other people
- Sending e-mail messages
- Interaction with public authorities
- Download computer programs
- E-mail skills (making maps, attachments, etc)



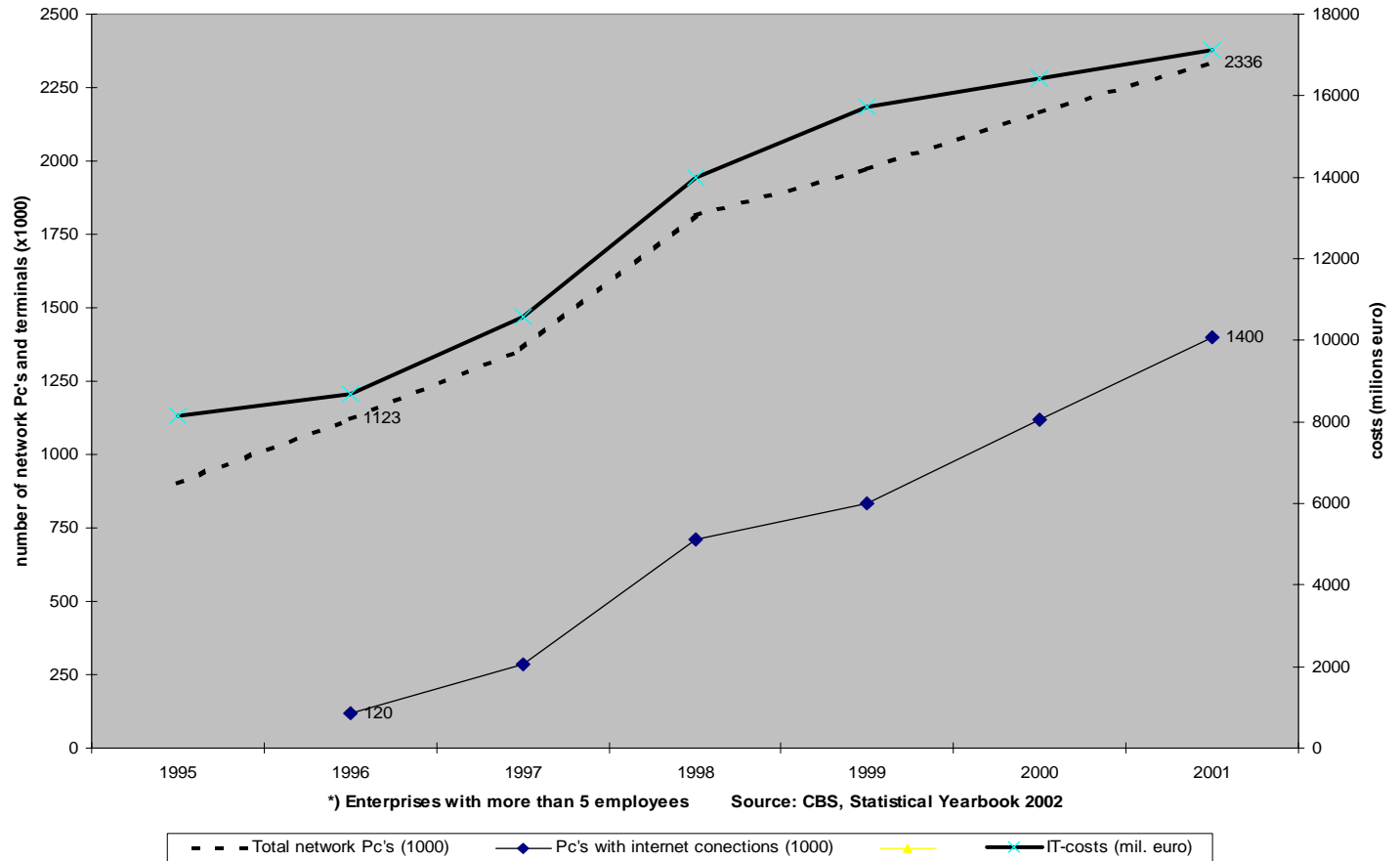
2. Progressive digitalisation

- ***Business sector***



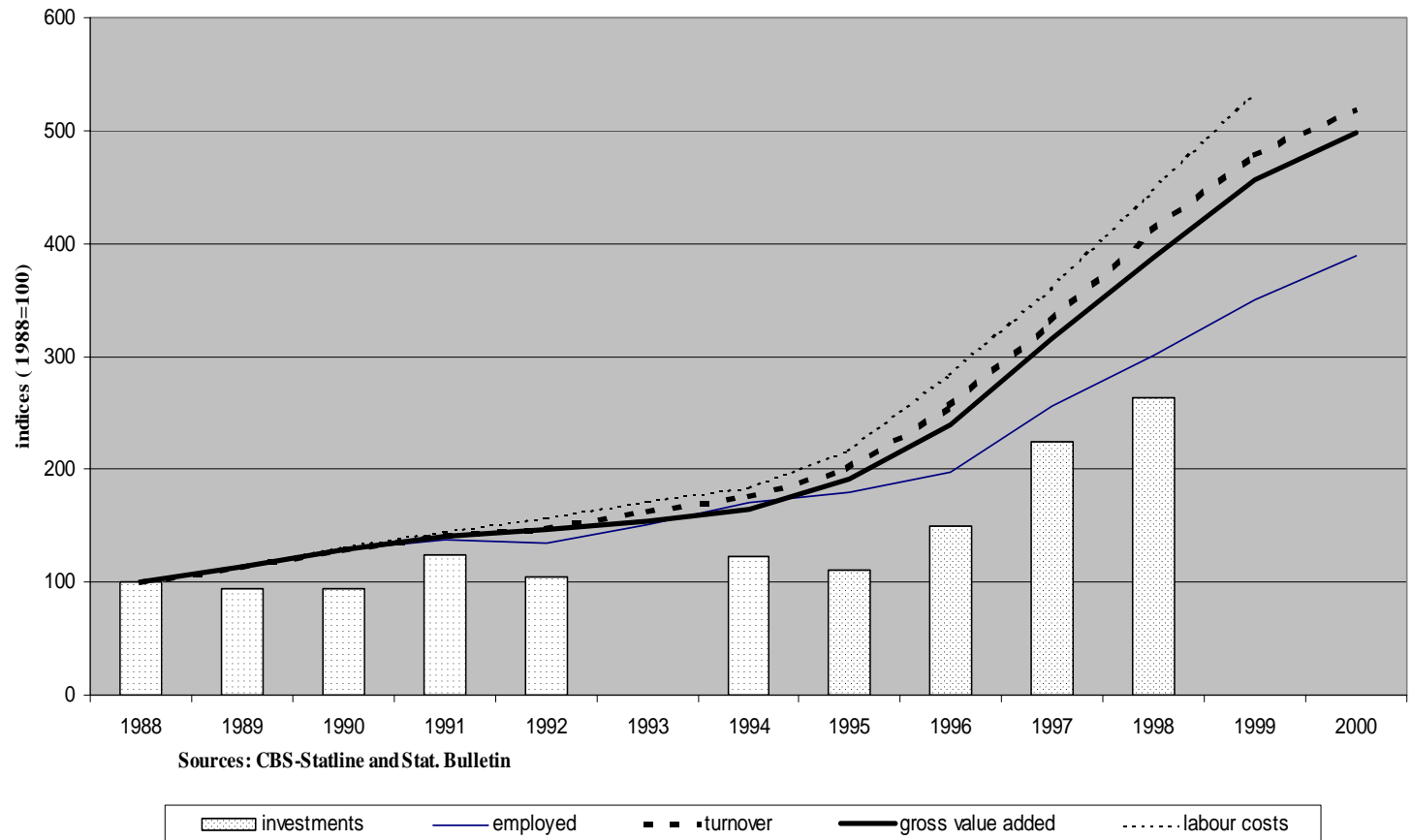
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Fig. 1 Selected indicators on business sector* computerisation, 1995-2002



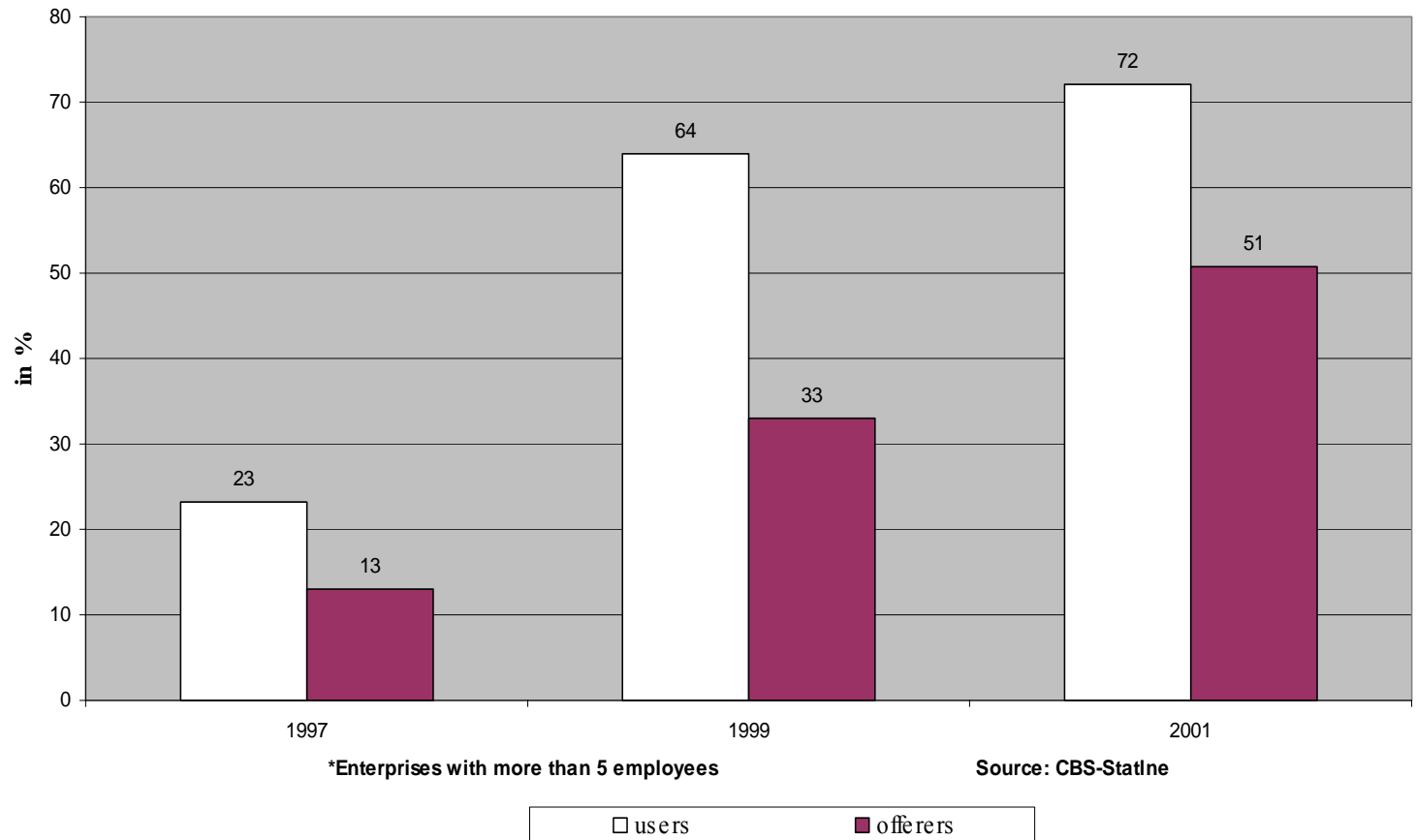
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Fig 1 Expansion of computer services ind.: selected indicators (indices 1988=100)



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Fig 2 Enterprises* by their activity on internet (network), 1997-2001 (in %)



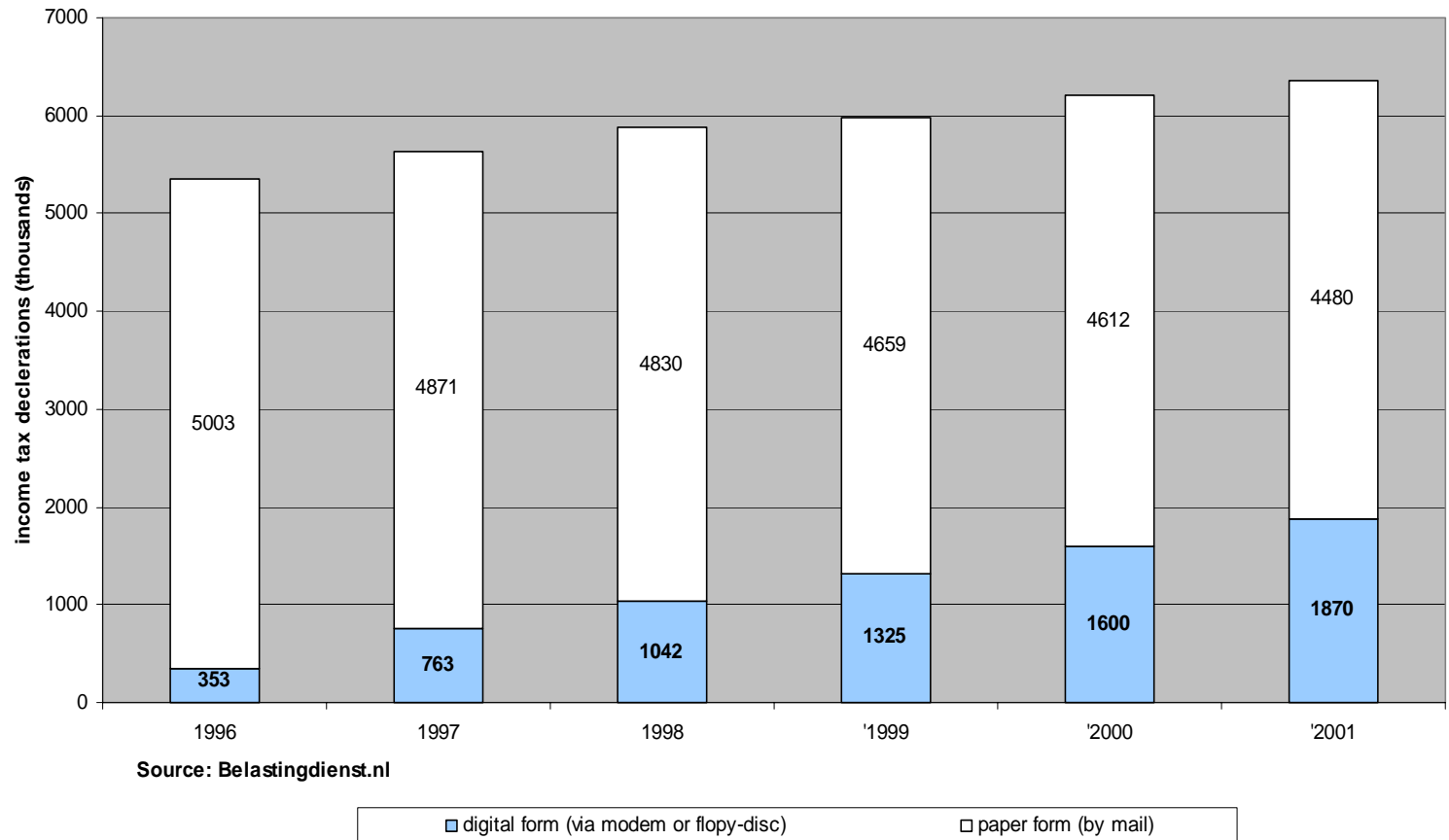
2. Progressive digitalisation

- ***Business sector***
- ***Public sector: eGovernment***



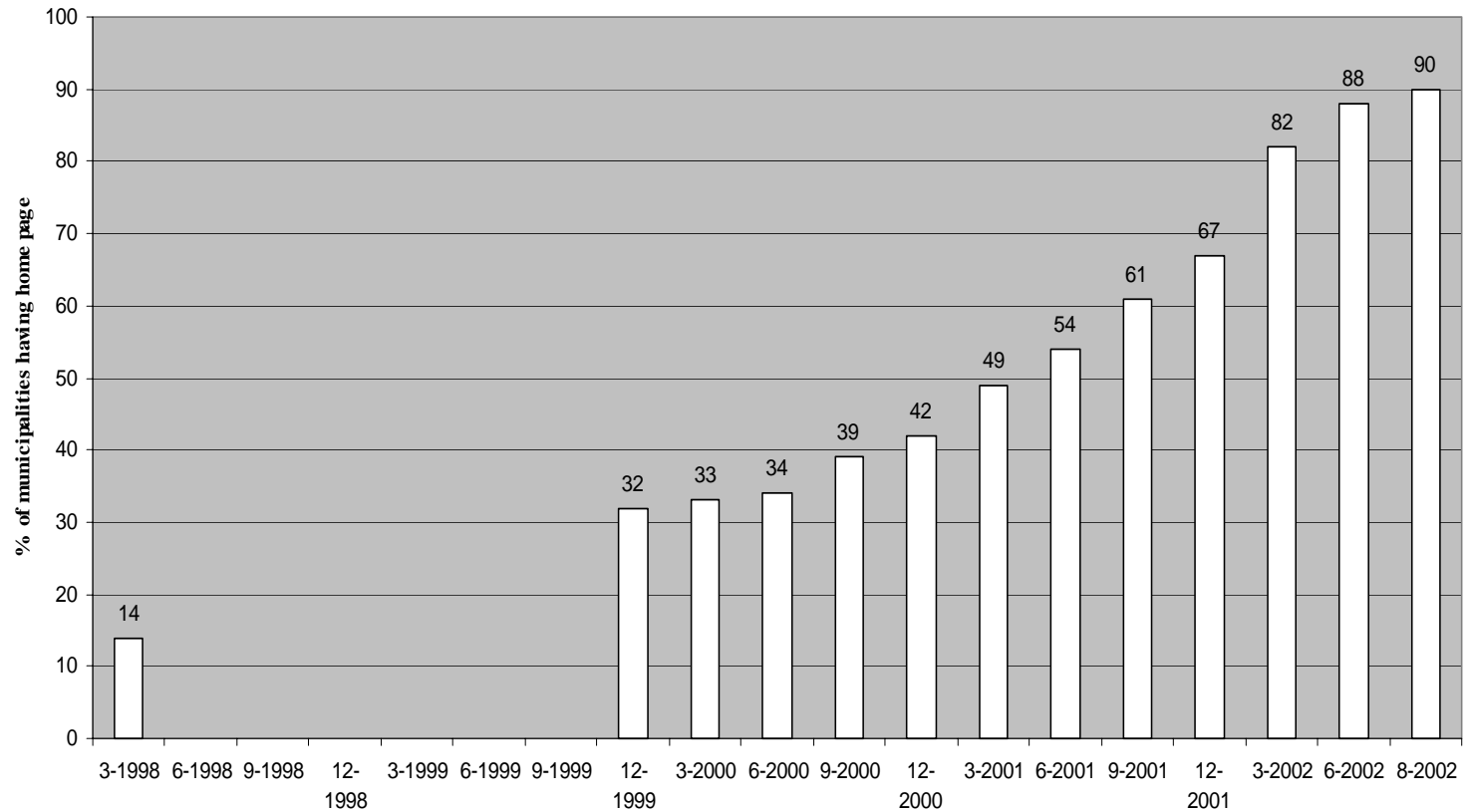
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Fig 3 Number of annual income tax declarations by mean of reporting, 1996-2001



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Fig 4 Local governments (municipalities) with own home page on internet, 1998-2002 (as % of total number of municipalities)



Source: Adviesoverheid.nl



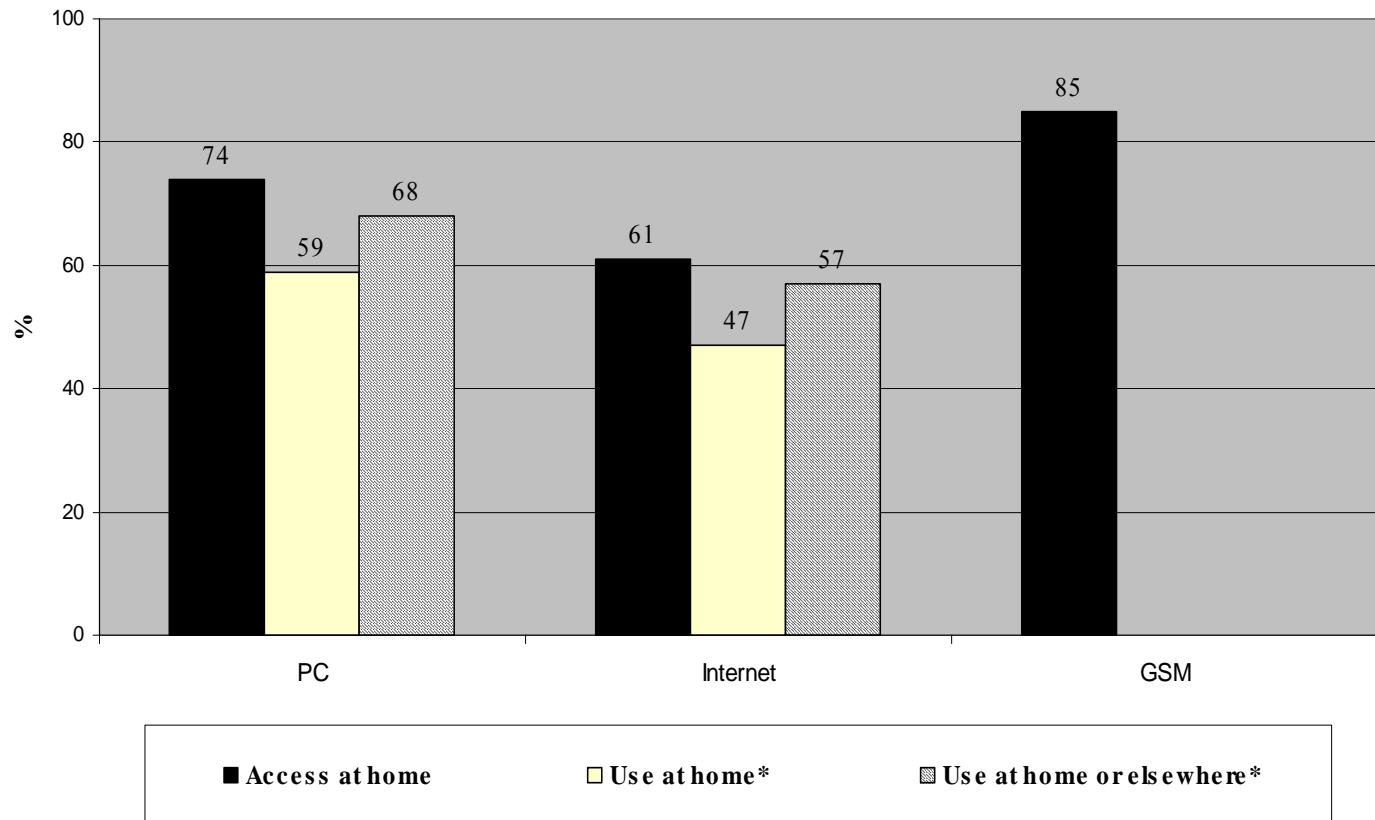
***3. Citizens: Access to IC technologies, use of ICT
and communication skills and competencies***

- Access to PC, Internet, mobile phones



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Fig 5. Dutch 12 years and over by access and use of ICT (in %)



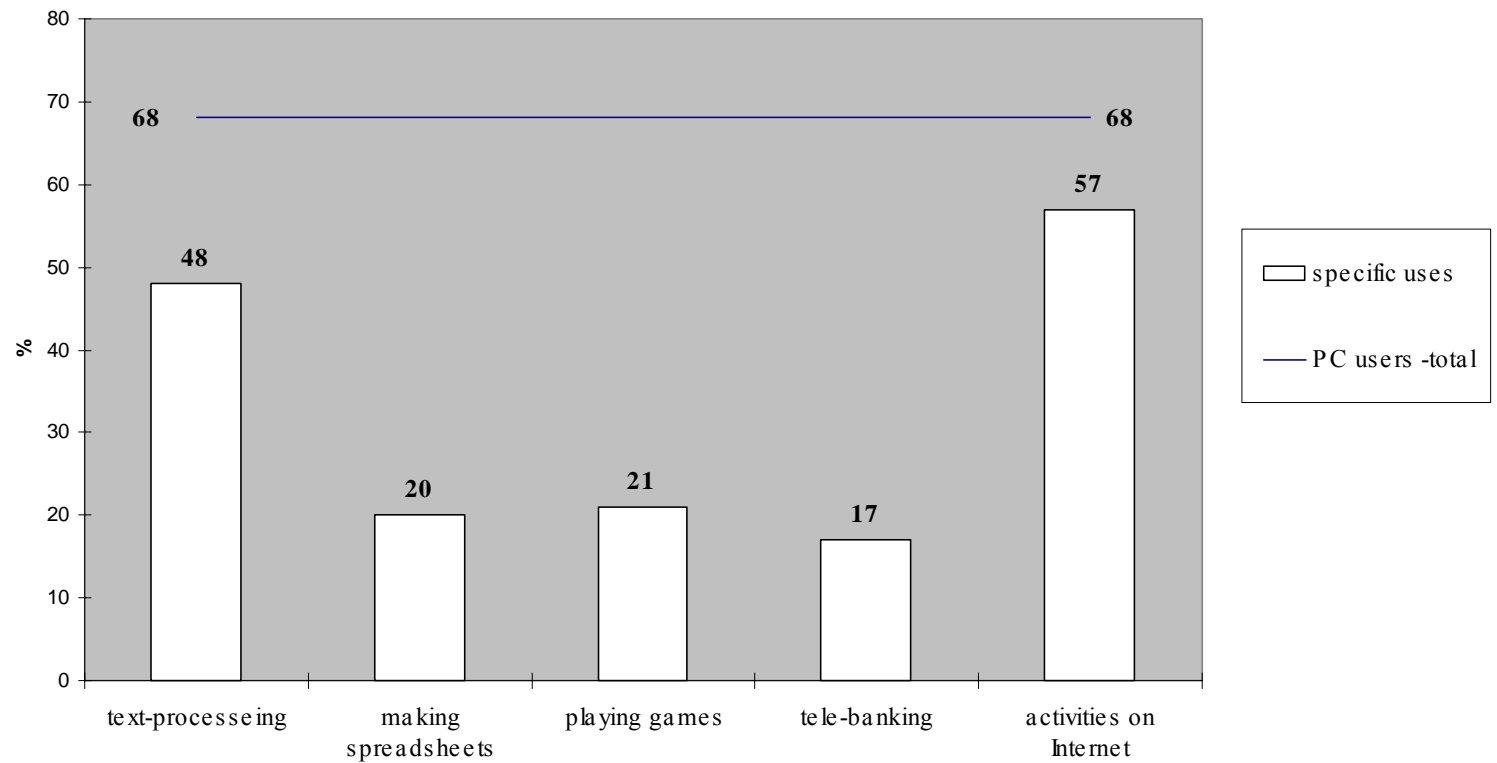
3. Access to IC technologies, use of ICT and communication skills and competencies

- Access to PC, Internet, mobile phones
- **Use of the ICT: specific purposes and activities**



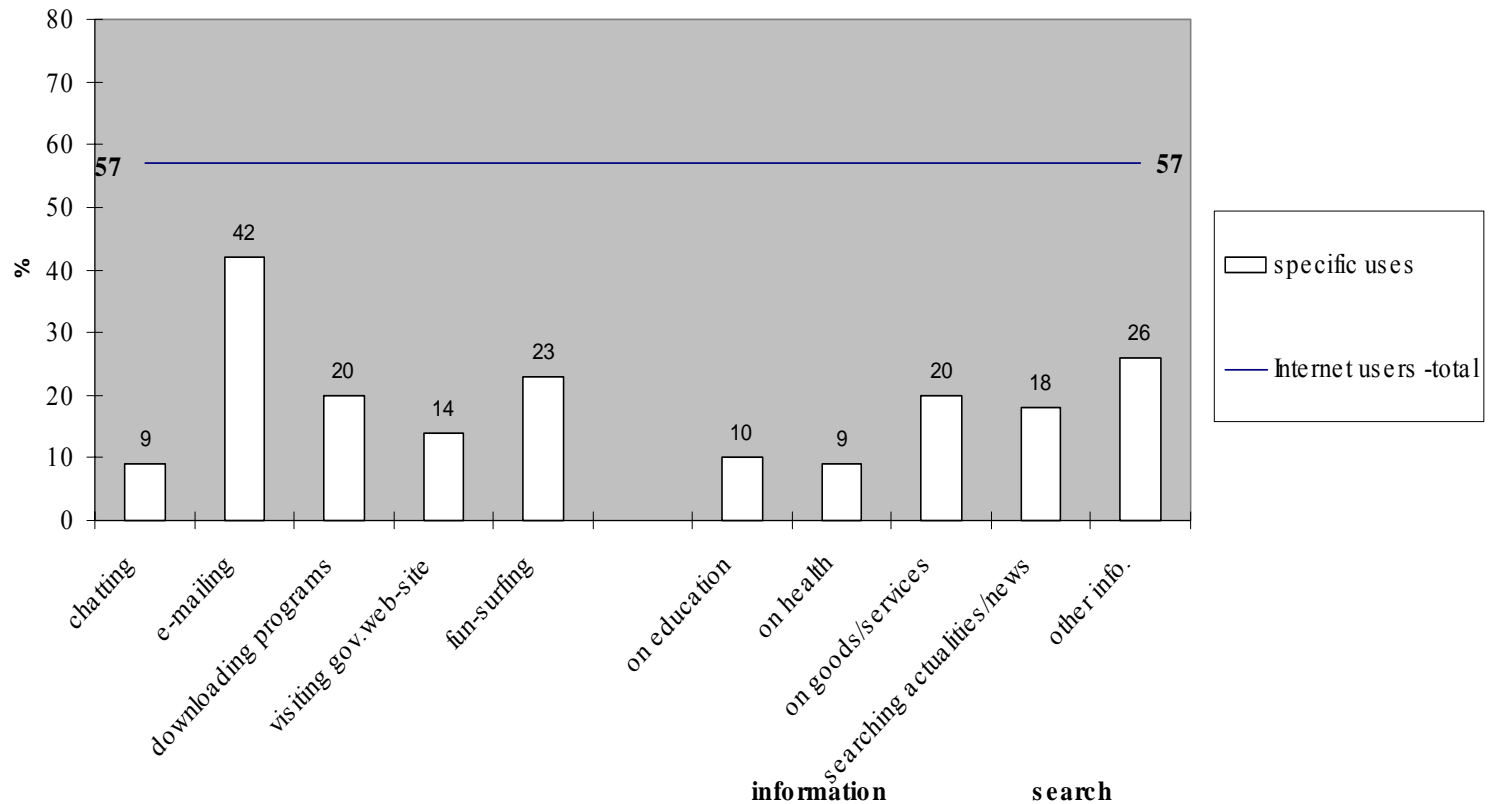
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Fig 6 Dutch 12 years and over by some specific uses of the PC (in %)



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Fig 7 Dutch 12 years and over by some specific activities on Internet (in %)



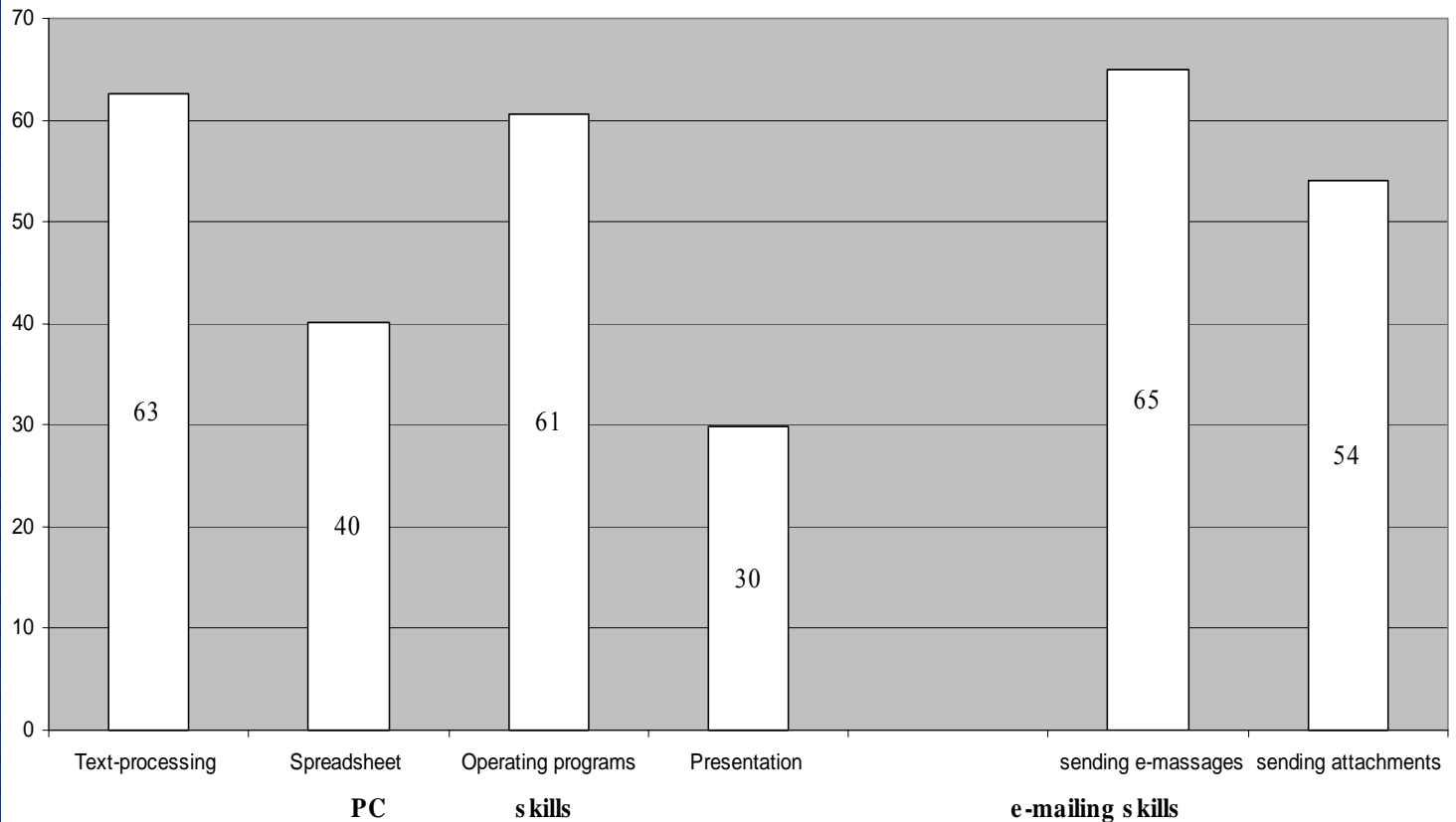
3. Access to IC technologies, use of ICT and communication skills and competencies

- Access to PC, Internet, mobile phones
- Use of the ICT by specific activities
- **Communication competencies**



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Fig 8 Persons by computer and Internet skills (in % of total population 12 years and over)



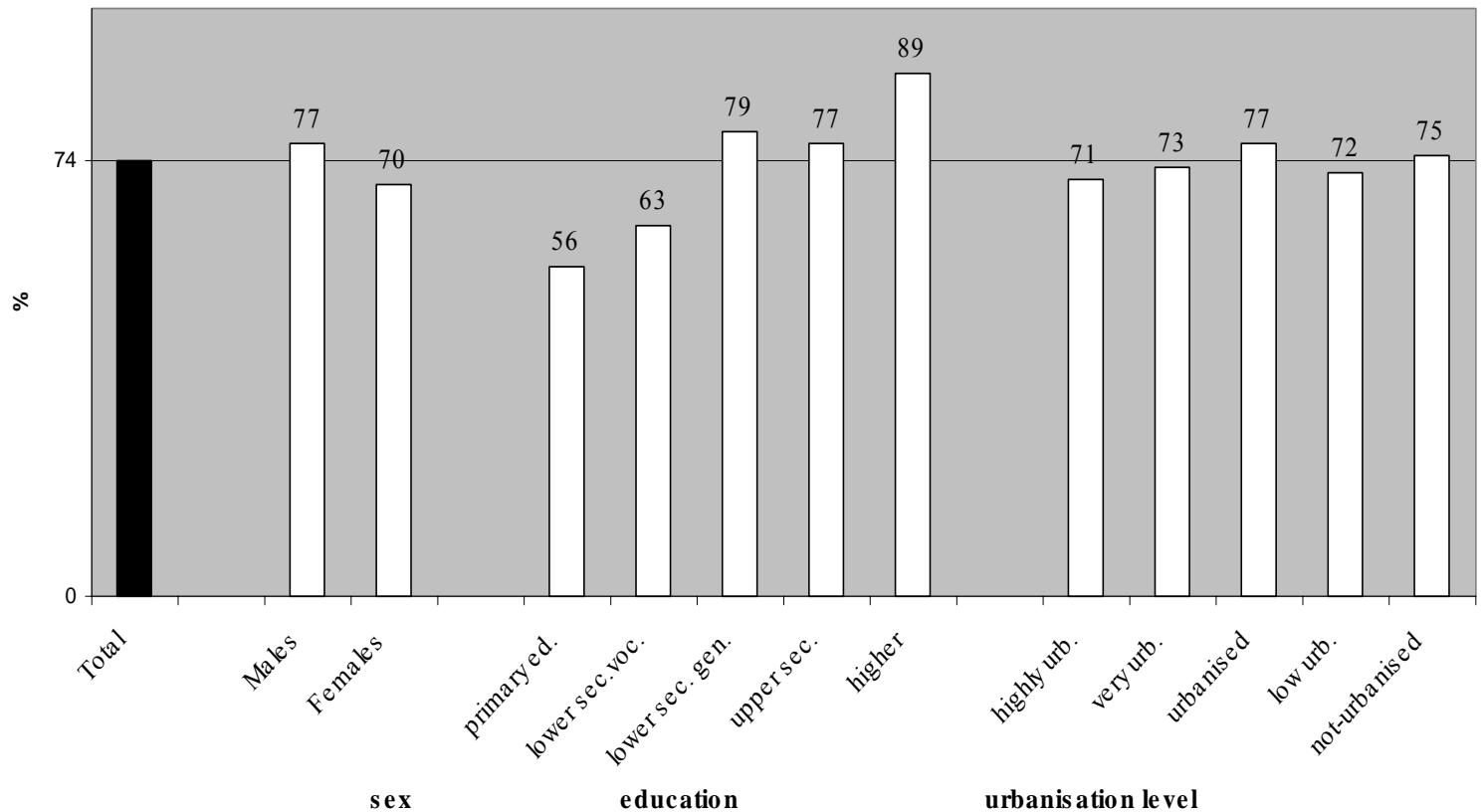
4. Digital divide

- Differences in access to ICT (population groups)
- Differences in communication competencies and in use of ICT
- Digital division and possible causes



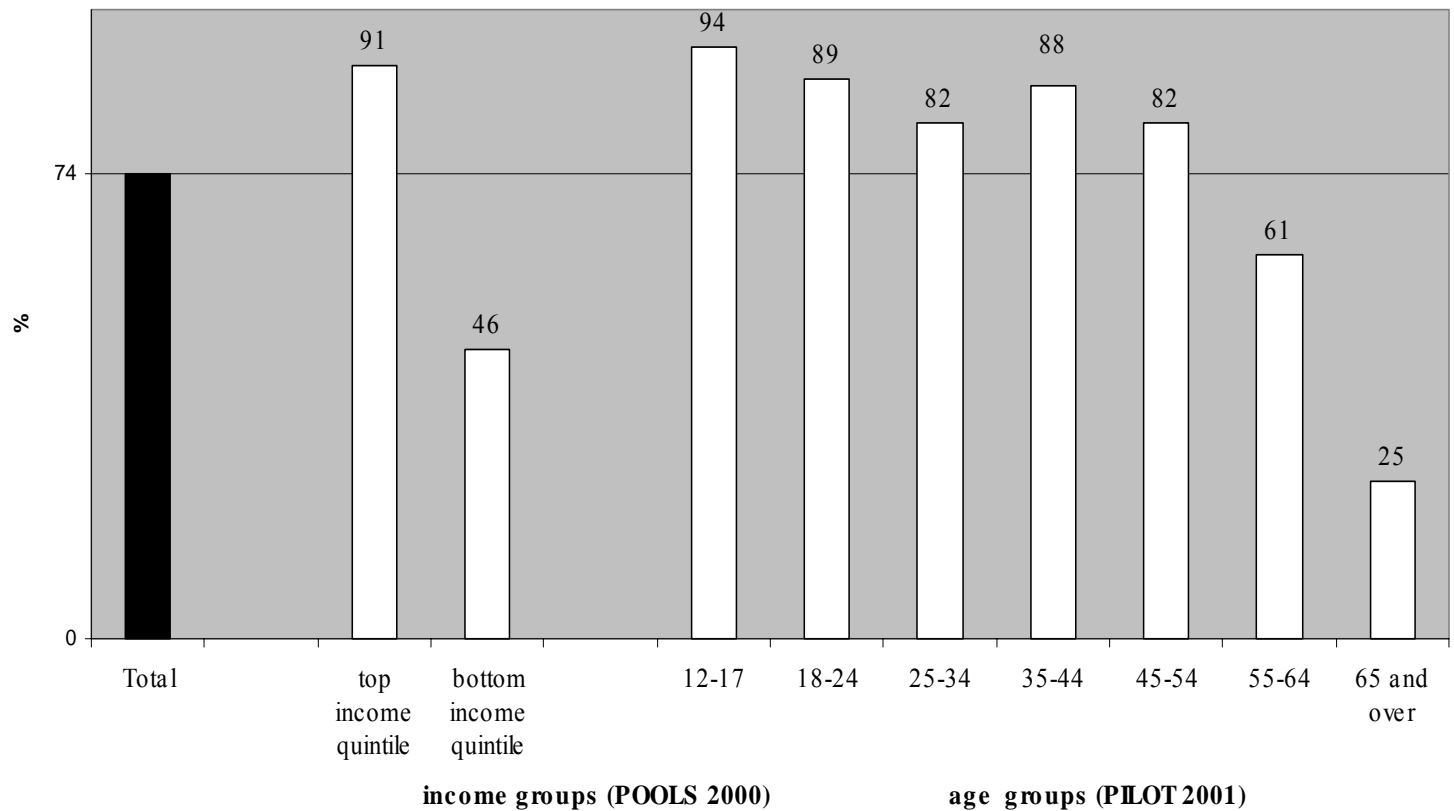
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Fig.9 Dutch having access to PC at home (as % of corresponding population group)



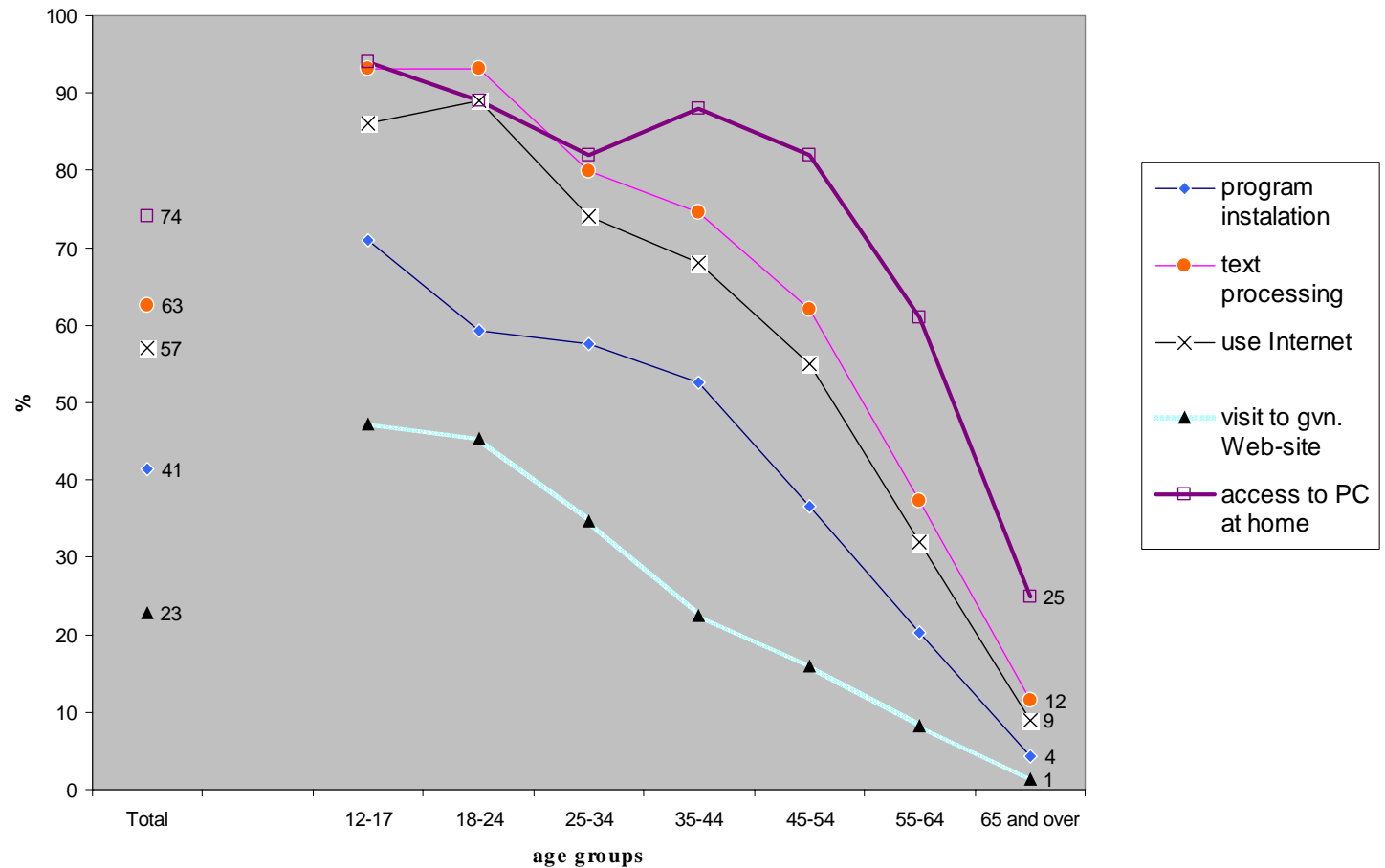
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Fig 10 Dutch having access to PC at home by age group (as % of corresponding population group)



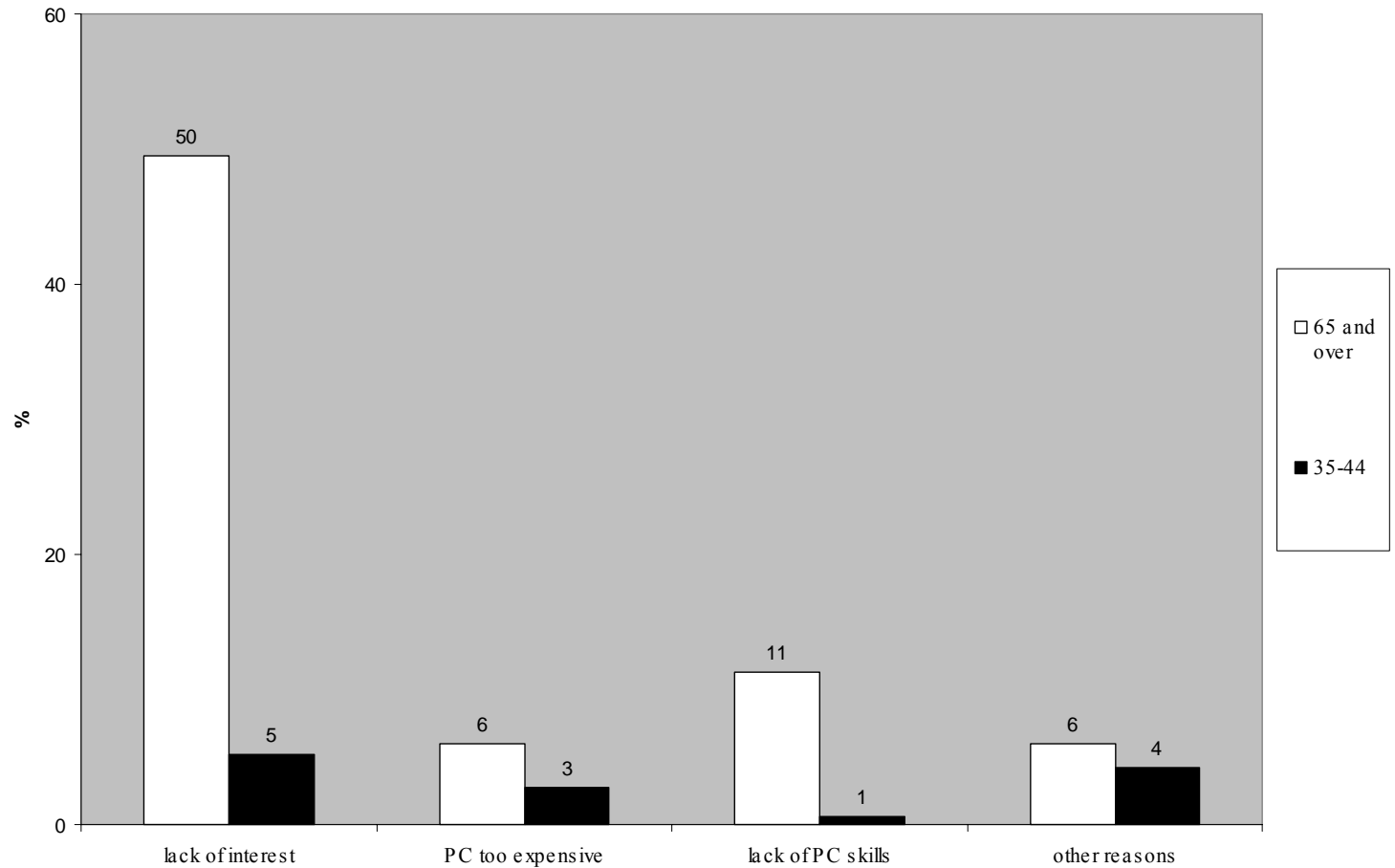
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Fig 11 Use of PC and Internet by age groups (as % of the corresponding population)



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Fig 12 Persons by reason not having PC at home (in % of the corresponding group)



Thank you for your attention.

Helsinki/Finland, 10 September 2002

