

VOORBURG GROUP ON SERVICE STATISTICS

THIRTEENTH MEETING

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Session 4 : CROSS CUTTING ISSUES: A FRAMEWORK OF ANALYSIS FOR ICT ISSUES OF DEMAND

The Household Use of ICT Goods and Services: Towards a Framework for Internationally Comparable Statistics

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Abstract

At the June 1998 meeting of the OECD's ICCP Statistical Panel, the Australian Bureau of Statistics (ABS) agreed to summarise practices in member countries with respect to their surveys on the household use of ICT goods and services. This was seen as a first step towards developing a set of standards, or a framework, for such statistics.

Introduction

At the June 1998 meeting of the OECD's ICCP Statistical Panel, the Australian Bureau of Statistics (ABS) agreed to summarise practices in member countries with respect to their surveys on the household use of ICT goods and services. This was seen as a first step towards developing a set of standards, or a framework, for such statistics.

2 Member countries were asked to provide the ABS with input to this summation by 31 July 1998. This paper for the Voorburg Group meeting incorporates all the country documentation received by the end of August. As a means of simplifying the information, the data have been presented in tabular form below. The table compares activities of the official statistical agencies of member countries and excludes information relating to ICT statistics collected by private sector agencies. Readers should note that the data has not yet been returned to OECD member countries for confirmation that the entries are correct.

Conclusions

3 The table does not contain any information on the methodology employed in any of the surveys. This is seen as being a second stage of the work and will be undertaken later this year as resources permit.

4 On the basis of the data reported in the attached Table, the data items which are most likely to be available for international comparison in the short term are as follows:

Computer Access

- number of computers
- number of households
- number of computer users
- frequency of computer use

Use of Peripheral Equipment

- number of households with printers
- " " " " scanners
- " " " " CD-ROM drives
- " " " " modems

Ownership of Communications Equipment

- number of households with a fixed telephone
- " " " " a mobile "
- " " " " a satellite antenna

Internet Access

- number of households
- type of access
- frequency of use

Activities undertaken via home computer

- number of persons 5 years and over

Internet Activities Undertaken from any site

- number of adults

5 While these data items will enable some internationally comparable data to be compiled, they clearly do not cover all of the data items that information technology policy makers and researchers need for their understanding of the information economy and the information society. The list provides some data about households, but none about householders. The Australian surveys have been able to collect data about the use of the computers and the Internet outside the home as well as in the home. This is seen as being a very important extension of the household survey vehicle. It should also be noted that there are no indicators about the extent of electronic commerce being undertaken by householders or other measures designed to measure our move towards the information society, such as use of electronic banking, shopping, gambling and the like.

Issues for Discussion

6 Voorburg Group members are invited to:

- a) comment on the accuracy of the recording of the detail available for their respective countries,
- b) provide responses where they are missing, and
- c) suggest items that they see as being most appropriate for incorporating into a data model suitable for future international comparison.

7 These comments can be made at the Voorburg group meeting itself, or sent later to Bill Pattinson, Director, Small Business and Science and Technology Section, Australian Bureau of Statistics, PO Box 10 Belconnen ACT 2616. Bill can also be reached via e-mail at Bill.Pattinson@abs.gov.au or fax 61 2 6252 7004.

Attachment

SUMMARY TABLE COMPARING AVAILABLE ICT HOUSEHOLD STATISTICS PRODUCED BY THE OFFICIAL STATISTICAL AGENCIES OF IDENTIFIED COUNTRIES.

Country	Australia	Canada	Finland	France	Korea	Nether-lands	Norway	US
	Computer access at home (households)							
number with computer	y	y	y	y	y	y	y	n
frequency of computer use	y	n	n	n	y (average hours)	n	y (more detailed)	n
number of computers by type and type of ownership	y	n	y (only total number)	n	y (only total number)	n	n	n
barriers to having home computer	y	n	n	n	n	n	n	n
reasons for not using existing home PC more frequently	y	n	n	n	n	n	n	n
capacity of home PC	y	only to access Internet	n	y	n	n	n	n
Intentions to acquire computer	y	yes (if this happened would you, etc)	n	n	n	n	n	n

Country	Australia	Canada	Finland	France	Korea	Nether-lands	Norway	US
Use of peripheral equipment (households)								
printers	y	n	y	y	n	n	n	y
scanners	y	n	n	y	n	n	n	n
CD-ROM drives	y	n	y	y	n	n	n	n
modem	y	y	y	y	n	n	n	n
digital cameras/video cameras	n	n	n	y	n	n	n	n
DVDs	y	n	n	y (more detailed)	n	n	n	n
Ownership (owning or paying for) communications equipment (households)								
fixed phone	y	y - number	y (number)	y	n	n	n	y
digital mobile phone	y				n	n	n	n
analogue phone	y	y (does not separate)	y (number but does not separate)	y (does not separate)	n	n	n	n
facsimile machine by type of connection	y	n	n	y (not by type)	n	n	n	y (r typ
car phone	y	n	n	y	n	n	n	n
answering machine	y	n	n	y	n	n	n	n
pager	y	n	n	y	n	n	n	n
voice mail or voice message	y	n	n	y	n	n	n	n
Pay TV	y	n	n	n	n	n	n	n
Satellite antenna	n	n	y	y	n	y	n	n

Country	Australia	Canada	Finland	France	Korea	Nether-lands	Norway	US
Household expenditure on computer equipment, software and services								
hardware		y (actual \$)	n	y (actual \$)	n	n	n	n
software	y (only in total)	y (actual \$)	n	y (actual \$)	n	n	n	n
computer services	y (only in total)	n	n		n	n	n	n
telephone services (not Internet)	n	y (detailed items by actual \$)	n	y (actual \$ on hardware)	n	n	n	n
Frequency of computer upgrades	y	n	n	n	n	n	n	n

Country	Australia	Canada	Finland	France	Korea	Netherlands	Norway	USA
Computer access (population items for adults)								
sites of computer access	y	n	n	n	n	n	n	n
frequency of computer access at home	y	n	n	n	n	n	n	n
frequency of computer access outside of the home	y	n	n	n	n	n	n	n
barriers to using existing home computer facilities	y	n	n	n	n	n	n	n
computer competency	y	n	n	n	n	n	n	n
years of use	y	n	n	n	n	n	n	n
Attitudes to online services	y	n	n	n	n	n	n	n
Home computer access for all household members using a home computer								
number of frequent computer users	y	y (PC communication users)	n	n	y	n	y	n
activities undertaken via home computer								
- games	y	n	n	n	n	n	n	n
- learning/ study activities	y	n		n	n		n	
- work related	y	n	n	n	n	n	n	n
- personal or family records	y	n	n	n	n	n	n	n
- Internet based activities	y	y	n	n	y	y	y	n
- accessing other databases)	y	y (but does not specify type)	n	n	y	n	n	n
time spent using home computer								
- for games	y	n	n	n	n	n	n	n
-non-games	y	n	n	n	n	n	n	n
source of computer training	y	n	n	n	n	n	n	n

Country	Australia	Canada	Finland	France	Korea	Nether-lands	Norway	US
Internet access (households)								
number	y	y	y	y	y	y	y	y
type of access	y	y	y (via computer or TV).	y (via computer or TV)	n	y	n	n
amount spent on Internet	y	y	n	n	n	n	n	n
barriers to accessing the Internet	y	y	n	n	y	n	n	n
intentions to acquire access	y	yes (if this happened would you, etc)	n	n	n	n	n	n
frequency of Internet use	n	y	n	n	y	n	y	n

Country	Australia	Canada	Finland	France	Korea	Nether-lands	Norway	US
Internet access (population items)								
place of Internet access	y	y	n	n	n	n	n	n
satisfaction with access outside the home	y	n	n	n	n	n	n	n
awareness of Internet monitoring	y	n	n	n	n	n	n	n
activities undertaken	y	y	n	n	n	y - only for household collectively	n	n
activities relating to purchase ordering goods via Internet								
- location (home, etc)	y	n	n	n	n	n	n	n
- location of product (Australia, overseas)	y	n	n	n	n	n	n	n
- number transacts	y	n	n	n	n	n	n	n
- paid for online	y	n	n	n	n	n	n	n
- amount spent	y	n	n	n	n	n	n	n
Internet banking activities								
vs use of ATM, EFTPOS, tele-working	y	n	n	n	n	n	n	n
Access to information kiosks								
sites of access	y	n	n	n	n	n	n	n

*Note: For the USA, the Census Bureau Census Of Housing produced data on the number of households with telephone services. The U.S. Energy Information Administration produces estimates of the number of households using office equipment (computers, printers and facsimile machines).