

**SURVEY ON THE USE OF INFORMATION AND
COMMUNICATION TECHNOLOGIES IN BRAZIL**
E-GOVERNMENT INDICATORS

Households and Enterprises 2007

27-29 May 2008 – Geneva

2008 Global Event on Measuring the Information Society

Brazilian Internet Steering Committee

CENTER OF STUDIES ON INFORMATION AND COMMUNICATION TECHNOLOGIES

❑ the Center of Studies on Information and Communication Technologies was created in 2006

❑ is responsible for the collection, analysis and dissemination of data about the use and penetration of the Internet in the country

❑ focal point for ICT data in Brazil, providing information to the Government, the Academy and the private sector

❑ also is a reference for international agencies like ITU, OECD and OSILAC/ECLAC

Comitê Gestor da Internet no Brasil
NIC.br | CETIC.br | Antispam.br | CEPTR0.br | Imprensa

cetic.br

Indicadores

- TIC Domicílios
- TIC Empresas
- IBGE PHAD 2005
- Painel IBOPE
- Domínios
- Hosts
- Segurança
- Internet no mundo

Palestras

Publicações

Links

Busca

NIC.br CETIC.br
 CEPTR0.br Antispam.br

TIC DOMICÍLIOS

TIC DOMICÍLIOS e USUÁRIOS 2007
setembro / novembro 2007

Indicadores

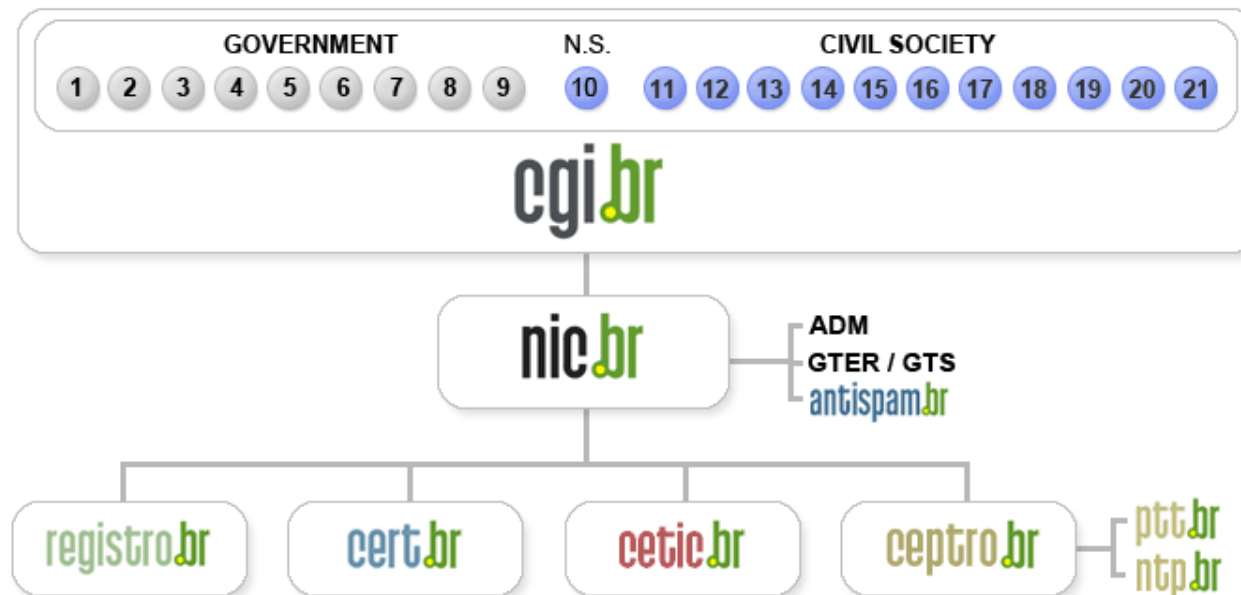
Metodologia Amostra Variáveis de cruzamento Glossário Perfil da amostra

INDICADORES

- A - Acesso às Tecnologias da Informação e da Comunicação (TIC)
 - A - Proporção de domicílios que possuem equipamentos TIC
 - A1 - Proporção de domicílios com computador
 - A2 - Tipo de computador presente no domicílio
 - A3 - Tipo de sistema operacional utilizado - computador de uso principal
 - A4 - Proporção de domicílios com acesso à Internet
 - A5 - Tipo de conexão para acesso à Internet no domicílio
 - A6 - Velocidade da conexão à Internet utilizada no domicílio
 - A7 - Proporção de domicílios em que uma conexão Internet é usada por mais de um computador
 - A8 - Proporção de domicílios com interesse em adquirir conexão à Internet com maior velocidade
 - A9 - Principal motivo para não ter acesso à Internet com maior velocidade no domicílio
 - A10 - Motivos para a falta de computador no domicílio
 - A11 - Motivos para a falta de acesso à Internet no domicílio
- B - Uso do Computador
 - B1 - Proporção de indivíduos que já utilizaram um computador
 - B2 - Proporção de indivíduos que usaram um computador - último acesso
 - B3 - Frequência de uso individual de computador
 - B4 - Perfil de uso individual de computador

Brazilian Internet Steering Committee

- ❑ created in **May 1995**, by an Presidential Decree
- ❑ it is responsible for the **coordination and integration of Internet services in Brazil**
- ❑ it is a **multistakeholder** organization composed of representatives from the **Government, Private Sector, Third Sector and Academic Community**



Brazilian Dimensions

□ Area: 8.514.215 km²

□ Territorial Division:

□ 5 Main Regions

□ 27 Federative Unities



Source: IBGE

About Brazil



Population: 187.000.000 (est. 2008 - IBGE)

Digital divide

- 47% never used a computer
- 59% never used the Internet

Internet users: 45.000.000 (34% of the population with 10 years of age) (NIC.br - 2007)

Number of Domain Names “.br”: 1.335.000 (NIC.br – May/2008)

■ 2 SURVEYS: ICT HOUSEHOLDS and ICT ENTERPRISES

Investigates the **availability and use of the Internet**, including specific modules on about:

- *e-government*
- *e-commerce*
- *network security*
- *skills*
- *barriers of use etc.*

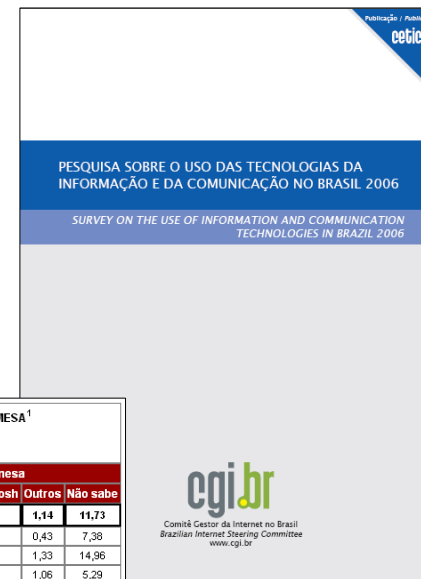
■ ANNUAL (since 2005) and NATIONAL

■ INTERNATIONAL COMPARABILITY

- Based in the Core Indicators methodology
- Expanded modules based on Eurostat and OECD model questionnaire

■ interviews in-home (households) and by telephone (enterprises)

➤ Available at www.cetic.br



A3 - TIPO DE SISTEMA OPERACIONAL UTILIZADO - COMPUTADOR DE MESA¹
 Percentual sobre o total de domicílios com computador de mesa²

	Percentual (%)	Computador de mesa				
		Microsoft/Windows	Linux	Macintosh	Outros	Não sabe
Total		85,45	1,45	0,22	1,14	11,73
REGIÕES DO PAÍS	NORTE-NORDESTE	90,04	2,15	-	0,43	7,38
	SUDESTE	82,25	1,14	0,32	1,33	14,96
	SUL	92,40	1,25	-	1,06	5,29
	CENTRO-OESTE	82,75	1,86	0,40	0,40	14,59
CLASSE SOCIAL ³	A	95,49	0,18	-	-	4,33
	B	86,77	1,24	0,20	1,05	10,74
	C	84,68	1,95	0,31	1,32	11,74
	DE	70,71	1,14	-	1,78	26,36

ICT Households

- A. Household access to ICT
- B. Use of computer
- C. Use of Internet
- D. Use of e-government**
- E. Use of e-commerce
- F. Network Security
- G. Use of mobile phone
- H. E-skills
- I. Use of e-mail
- J. Spam
- K. Intention to purchase ICT equipment and services

- individuals over 10 years old interviewed
- results by the 5 main regions and greater metropolitan areas, family income ranges, social class, education level, age and gender

ICT Enterprises

- A. General information about ICT Systems
- B. Internet use
- C. e-Commerce via the Internet
- D. e-Government**
- E. Network Security
- F. Skills

- companies with 10 employees or more
- corporate sample targeted companies of the 8 NACE - section D, F, G, H, I, J, K and group 92.1 and 92.2
- results are obtained by the 5 mains regions, activity and size

Period of reference for e-government indicators: 12 months

ICT Households e-Government Module

ICT Households	2005	2006	2007
Number of questions	2	6	5
Number of Indicators	3	6	6

G1 - PROPORTION OF INDIVIDUALS WHO USED E-GOVERNMENT SERVICES WITHIN THE LAST 12 MONTHS

Filter question was included in 2006:

In the last 12 months, did you access the internet to use electronic public services such as sending the income tax declaration, checking information on documents, and paying taxes, among others?

And was eliminated in 2007

G2 - E-GOVERNMENT SERVICES ACCESSED OVER THE INTERNET

I'm going to mention some services provided by the government and I'd like you to tell me if you have used the Internet to access them in the last 12 months.

- A Searching for information on how to issue documents (ID Card, etc.)
- B Obtaining certificates of good standing (...)
- N Searching for information on public educational services
- O Searching for information on labor rights
- P Registering for civil servant exams (Military police, etc.)

Revision of the services in 2007: total went from 15 up to 21 services

Included services subgroups:

- Related to the obtaining of documents
- Related to the payment of fees and taxes
- Related to the Social Security Services
- Related to Justice and Security
- And other services

ICT Households

G2 - E-GOVERNMENT SERVICES ACCESSED OVER THE INTERNET

Used services related to the obtaining of documents, such as...

- Searching for information on how to issue documents (ID Card, etc.)
- Obtaining certificates of good standing
- Checking the Tax Payer Registration Number
- Obtaining licenses

Services related to the payment of fees and taxes, such as...

- Submitting Income Tax Declaration
- Paying Vehicle Property Taxes, penalties, licensing
- Paying Municipal Property Taxes
- Paying for public services

Services related to the Social Security Services, such as...

- Searching for information on Social Security
- Requesting maternity pension and health benefits
- Social Security application
- Searching for information on social benefits

Used services related to Justice and Security, such as...

- Sending in a Police Report
- Searching for legal procedure status
- Searching for information on consumer rights
- Searching for information on stolen vehicles
- Searching for points assessed for traffic infractions

And other services such as...

- Searching for information on public health services
- Searching for information on public educational services
- Searching for information on labor rights

ICT Households

Added in 2006:

G3 – PROPORTION OF INDIVIDUAL THAT WOULD LIKE TO USE e-GOVERNMENT SERVICES

If you did not use it in 2006, would you like to use it?

G4 - e-GOVERNMENT SERVICES THAT WOULD LIKE TO USE

Would you like to use any of the following e-government services to replace some of your visits to public agencies?

Same services than indicator G2

G5 - REASONS FOR NOT USING E-GOVERNMENT SERVICES

What was the main reason for not using the government services via the Internet?

A The services I need are not available online

B The services I need are difficult to find

C I prefer personal contacts

Etc.

G6 - INTERNET ACTIVITIES UNDERTAKEN BY INDIVIDUALS - RELATIONSHIP WITH PUBLIC AUTHORITIES

In the last 3 months did you do any of these activities related to public administration services over the Internet instead of going to the government's service agency or department?

A Accessing information about services and/or public agencies

B Downloading official forms

C Sending e-mails or filled in forms to public agencies

D Issuing original and copies of services, rates and licenses invoice payments

(Replaced by "Receiving answers and requests sent by e-mail/phone" in 2007)

E Reporting

ICT Enterprises e- Government Module

ICT Enterprises	2005	2006	2007
Number of questions	1	2	1
Number of indicators	2	2	2
<p>C1 - PROPORTION OF ENTERPRISES DEALING WITH GOVERNMENTAL ORGANIZATIONS OVER THE INTERNET</p> <p>Filter question was included in 2006: Has your company used the Internet to deal with public authorities in the last 12 months?</p> <p>And was eliminated in 2007</p>			
<p>C2 - E-GOVERNMENT SERVICES ACCESSED OVER THE INTERNET</p> <p>Has your enterprise used the Internet to deal with public authorities in the following ways in the last 12 months?</p> <p>A Information about loans for small companies B Information to register a business (...) P To sell goods or services from governmental organizations Q To do online payments for governmental organizations R To send proposals for an electronic bid</p> <p>(Total of 18 services)</p>		<p>Revision of the services in 2007: total went from 18 up to 20 services</p> <p>It was included services subgroups:</p> <ul style="list-style-type: none"> •Taxes, fees and contributions •General information and consultation •Opening and closing a business •Government purchases 	

ICT Enterprises

C 2 - E-GOVERNMENT SERVICES ACCESSED OVER THE INTERNET

Considering taxes, fees and contributions

Sending the Income Tax Declaration

Paying taxes, fees etc. online

Checking for information on Labor Fund for Time Employed

Checking for Information on PIS / PASEP (Social Security Database)

Checking for information regarding tax on manufactured products

Checking for information on the Contribution for Social Security Financing

Checking for Information about ICMS and/or ISS

Considering general information and consultation

Checking for information on loan for micro and small enterprises

Checking for information on imports and exports

Checking the National Social Information Registry

Checking the Social Information Annual List

Checking for information on Fiscal Status and Active Debt

Considering the opening and closing of companies

Checking for information on registering a business

Searching for information or obtaining licenses and authorizations

Accessing the State Registry Database

Searching for information on closing a business

Considering the Government purchases

Checking for information on e-tendering

Registering enterprises for e-tendering processes

Submitting bids

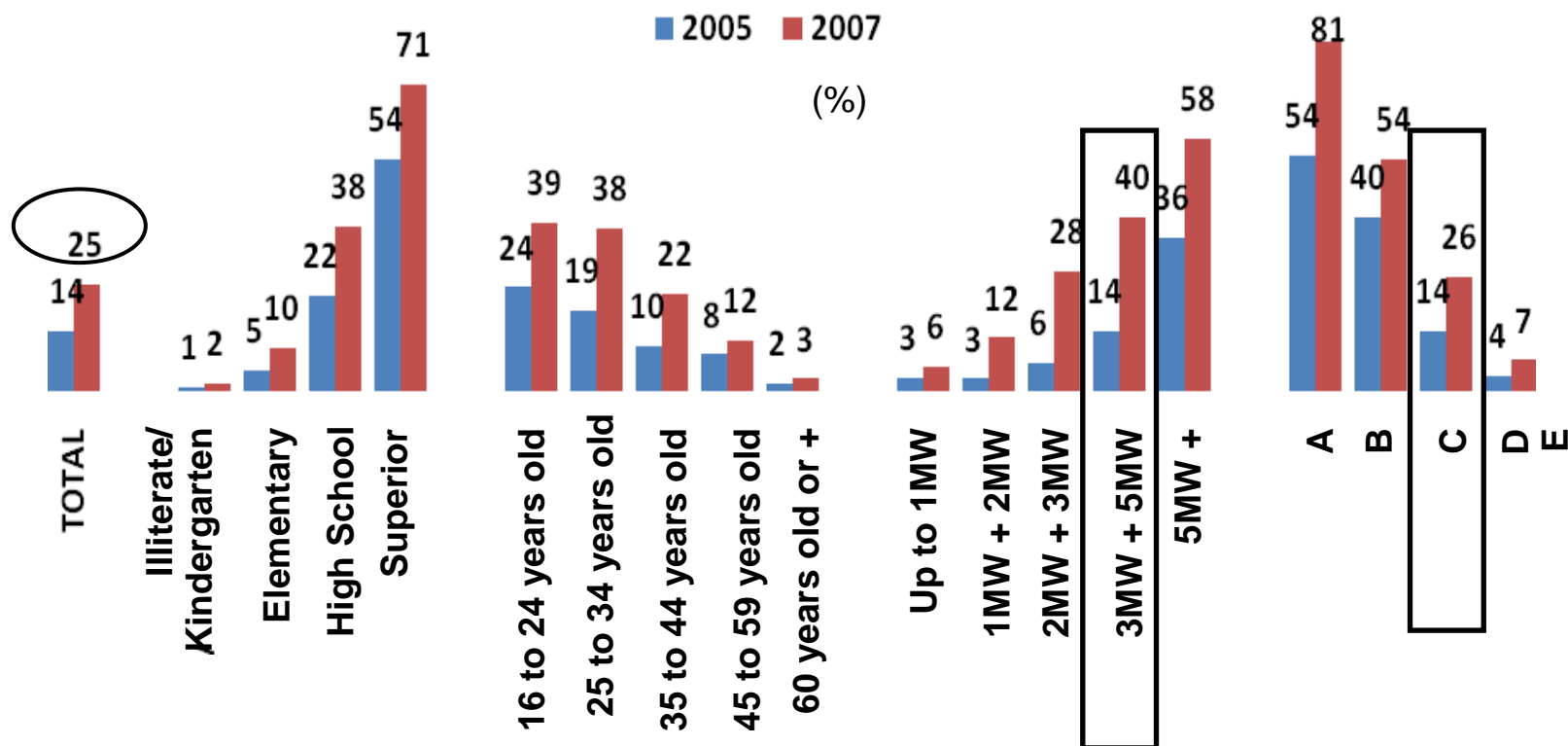
Acquiring goods or services from governmental organizations

e-Government Usage

Contacting public agencies via the Internet

PROPORTION OF INDIVIDUALS WHO USED E-GOVERNMENT SERVICES WITHIN THE LAST 12 MONTHS

Percentage over the total population, 16 years old or older

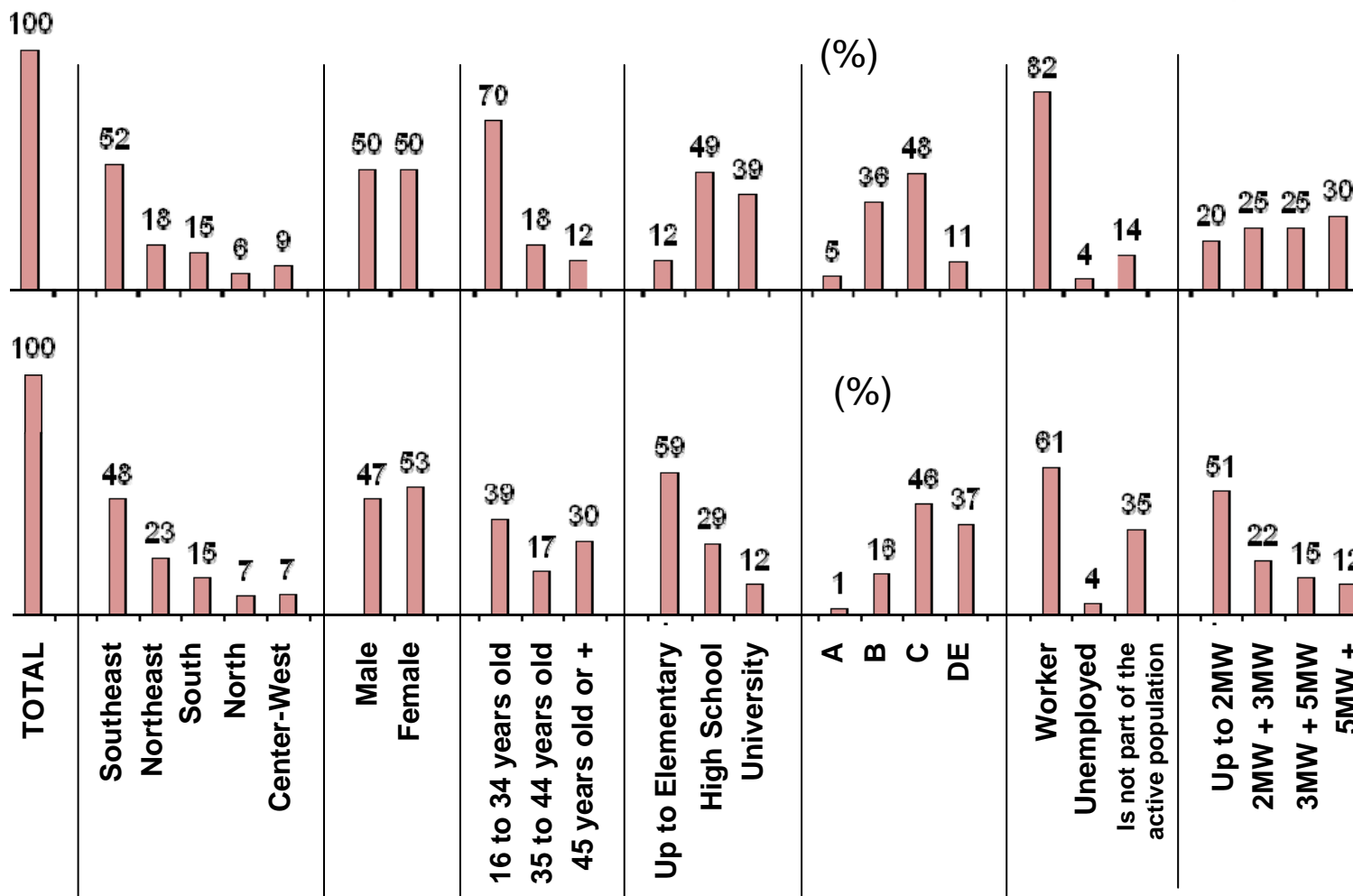


Base 2005: 7.400 respondents 16 years old or older.
 Base 2007: 14.804 respondents 16 years old or older.

e-GOVERNMENT USER PROFILE and BRAZILIAN POPULATION PROFILE- 2007

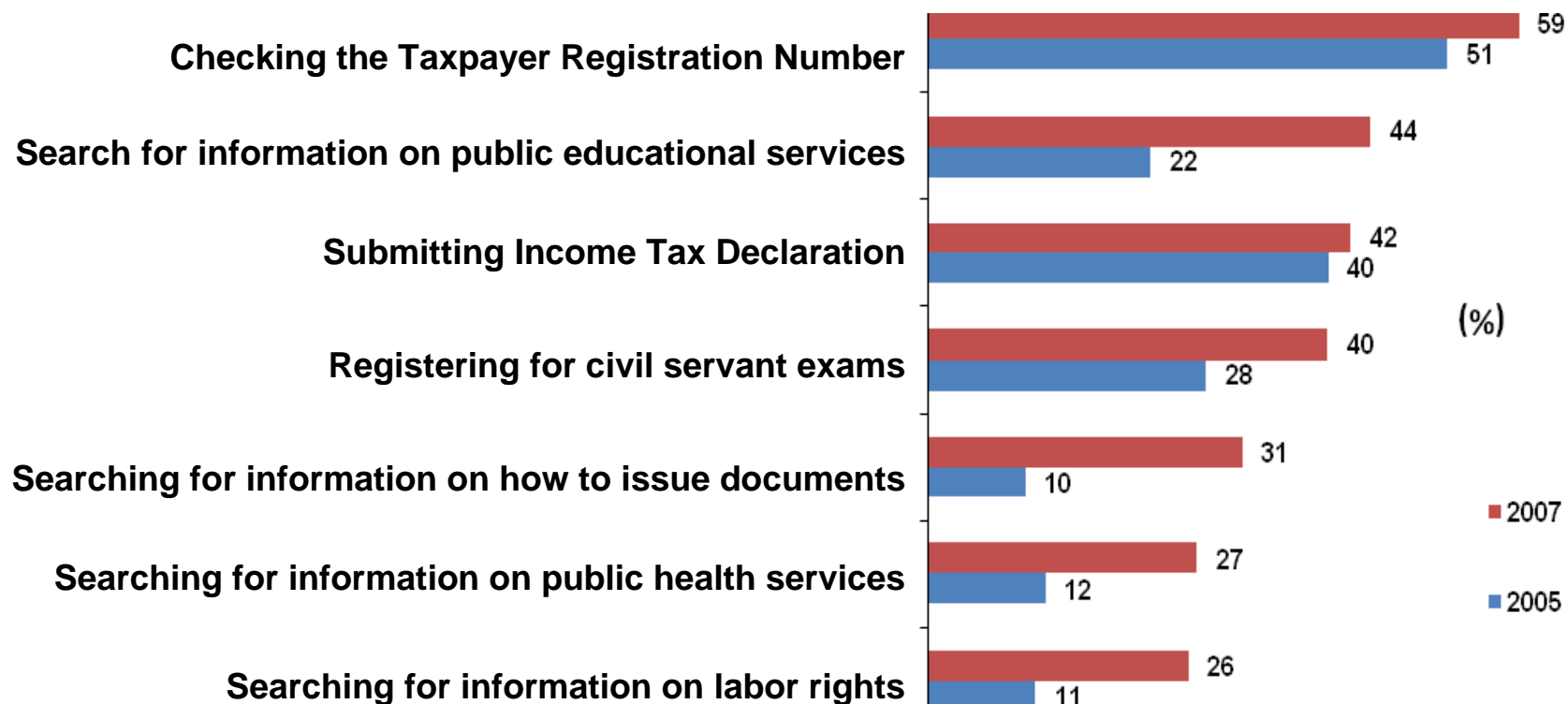
E-GOVERNMENT USER PROFILE - 2007

Base 2007: 3.655 respondents, 16 years old or older, who used e-government services in the last twelve months, over the total population.



MOST USED e-GOVERNMENT SERVICES

Percentage over the total e-government users

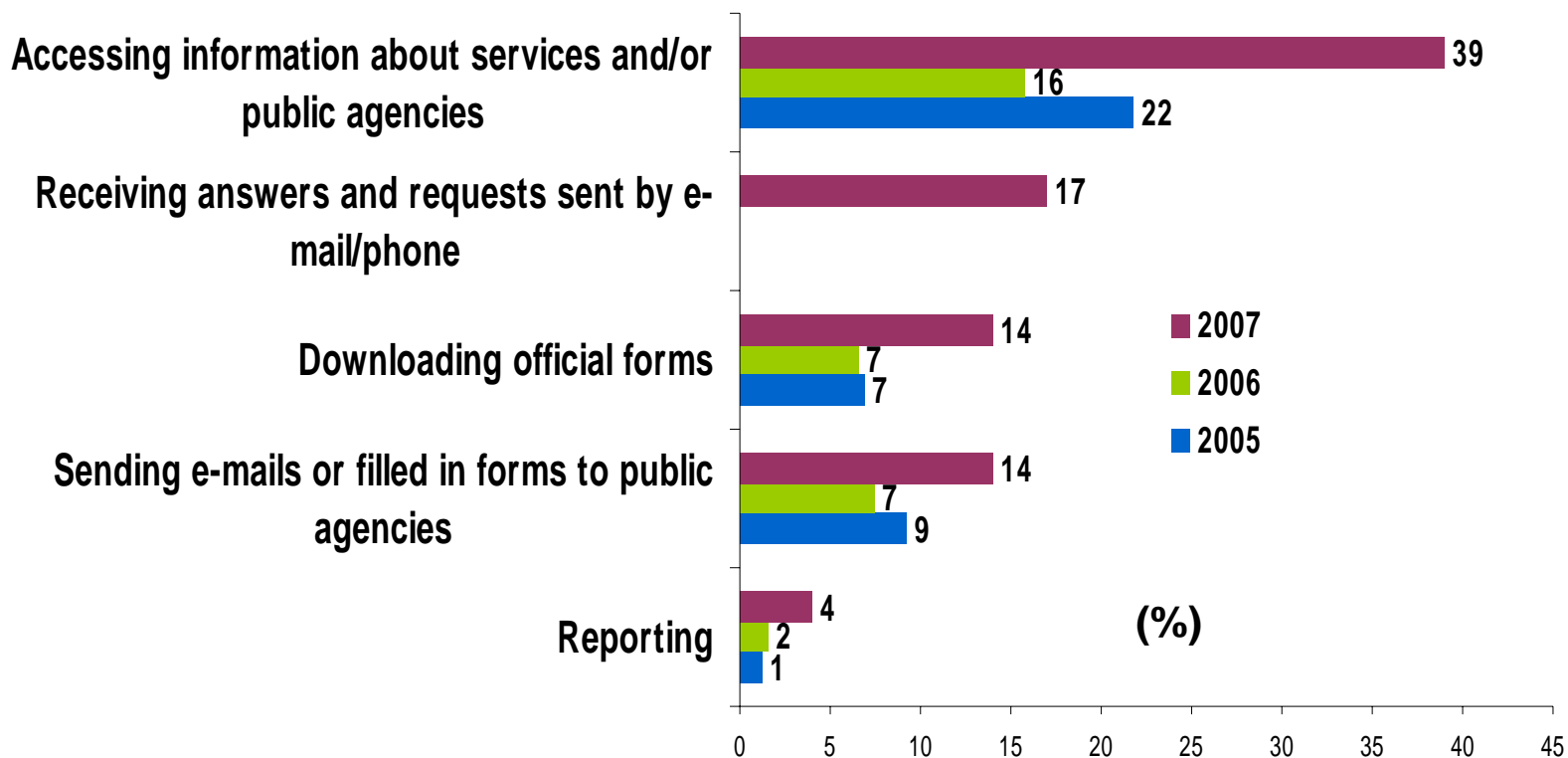


Base 2005: 1.037 respondents, 16 years old or older, who used e-government services in the last twelve months.

Base 2007: 3.655 respondents, 16 years old or older, who used e-government services in the last twelve months.

ACTIVITIES - RELATIONSHIP WITH PUBLIC AUTHORITIES

Percentage over the total number of Internet users



Base 2005: 2.085 respondents who used the Internet in the last three months.
 Base 2006: 2.924 respondents who used the Internet in the last three months.
 Base 2007: 5.823 respondents who used the Internet in the last three months.

REASONS FOR NOT USING E-GOVERNMENT SERVICES

Percentage over the total number of individuals who did not use e-government services



Base 2006: 1.272 respondents, 16 years old or older, who didn't use e-government services, but used the Internet.

Base 2007: 1.956 respondents, 16 years old or older, who didn't use e-government services, but used the Internet.

QUESTIONS?

ICT SURVEYS

are available to download at:

www.cetic.br

Mariana Balboni

mariana@nic.br