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
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.
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
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 main regions, activity and size

**Period of reference for e-government indicators: 12 months**
ICT Households e-Government Module

<table>
<thead>
<tr>
<th>ICT Households</th>
<th>2005</th>
<th>2006</th>
<th>2007</th>
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**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
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

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### C1 - Proportion of Enterprises Dealing with Governmental Organizations Over the Internet

**Filter question was included in 2006:**
Has your company used the Internet to deal with public authorities in the last 12 months?

**And was eliminated in 2007**

### C2 - e-Government Services Accessed Over the Internet

Has your enterprise used the Internet to deal with public authorities in the following ways in the last 12 months?

- 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

**Revision of the services in 2007:**
Total went from 18 up to 20 services

**It was included services subgroups:**
- Taxes, fees and contributions
- General information and consultation
- Opening and closing a business
- Government purchases
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.

Survey on the Use of ICT in Brazil – e-Government Indicators 2007
27 - 29 May 2008 – Geneva, Global indicators Partnership
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.

BRAZILIAN POPULATION PROFILE - 2007

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Survey on the Use of ICT in Brazil – e-Government Indicators 2007
27 - 29 May 2008 – Geneva, Global indicators Partnership
Survey on the Use of ICT in Brazil

**Government Indicators 2007**

27 - 29 May 2008 – Geneva, Global indicators Partnership

**Most Used e-Government Services**

Percentage over the total e-government users

- **Checking the Taxpayer Registration Number:** 59%
- **Search for information on public educational services:** 44%
- **Submitting Income Tax Declaration:** 42%
- **Registering for civil servant exams:** 40%
- **Searching for information on how to issue documents:** 31%
- **Searching for information on public health services:** 27%
- **Searching for information on labor rights:** 26%

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

- **Accessing information about services and/or public agencies**
  - Base 2005: 2,085
  - Base 2006: 2,924
  - Base 2007: 5,823

- **Receiving answers and requests sent by e-mail/phone**
  - Base 2005: 17
  - Base 2006: 7
  - Base 2007: 9

- **Downloading official forms**
  - Base 2005: 14
  - Base 2006: 7
  - Base 2007: 14

- **Sending e-mails or filled in forms to public agencies**
  - Base 2005: 16
  - Base 2006: 22
  - Base 2007: 39

- **Reporting**
  - Base 2005: 2
  - Base 2006: 4
  - Base 2007: 1

*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

I prefer personal contacts: 49% (2007), 56% (2006)
Other reason: 33% (2007), 29% (2006)
Internet contact with public administration is too difficult: 13% (2007), 8% (2006)
Internet access is very expensive: 13% (2007), 5% (2006)
The services I need are not available online: 8% (2007), 1% (2006)
The services I need are difficult to find: 7% (2007), 3% (2006)
I rarely receive a reply to my requests: 5% (2007), 3% (2006)

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

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