

**NEW JERSEY
INTERNET USE
FOR STATE GOVERNMENT
2001 SURVEY**

Conducted for:
Chief Information Officer
New Jersey Governor's Office

Conducted by:
**Eagleton Institute of Politics
Center for Public Interest Polling
Rutgers, the State University of New Jersey**

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NEW JERSEY INTERNET USE FOR STATE GOVERNMENT 2001 SURVEY

EXECUTIVE SUMMARY

The following summarizes the results of a survey conducted by the Eagleton Institute's Center for Public Interest Polling at Rutgers University. The survey was conducted for The Chief Information Officer in the New Jersey Governor's Office in order to track New Jerseyans' current use of the Internet and possible future use of it for state government services. This is based on a similar survey conducted by Eagleton in 2000.

The survey was conducted by telephone with a random probability sample of 805 New Jerseyans 18 years old and older from October 9 to 21, 2001. The margin of sampling error for this sample is ± 3.5 percent. Readers are encouraged to read the full report for more information about the survey results and methodology.

Internet Access

3-in-4 New Jerseyans have a home computer and almost all of these residents have Internet access. These findings represent a small increase from the 2000 survey.

In addition to the 7-in-10 residents who have Internet access at home, 16 percent have access at other sites, including work, libraries, and community centers.

Nearly 4-in-10 New Jerseyans use the Internet every day. Another 2-in-10 use the Internet several times a week.

Almost all Internet users access the web for information, research, and email. About 6-in-10 Internet users connect to the web for shopping and services.

Internet access and use is more common among younger, better educated, and more affluent New Jerseyans. However, disparities for race noted in the 2000 survey are not found in the current survey.

Contact with State Government

About 1-in-4 residents report specifically making contact with a state government entity in the past year. Only 4 percent reported using email as the mode of contact.

Overall, 1-in-3 New Jerseyans say that they have used the Internet to contact state government. This represents an increase of 8 percentage points since the 2000 survey, and is due mainly to increased use among younger adults and non-white residents.

When asked about ways to contact state government for eleven specific services (such as motor vehicles, education, or social services), residents who use these services say they would prefer to use the Internet over telephone or in-person contacts. The only exceptions are services geared toward low-income populations.

There has been no change during the past year in the number of residents who would use the Internet to contact these services. However, the percentage of New Jerseyans who *prefer* the Internet to phone or in-person modes of contact has grown by an average 8 percentage points since the 2000 survey.

Among those who prefer the Internet for accessing specific services are:

- More than 8-in-10 residents who contact the state for leisure or recreation activities and public information about legislative and regulatory activities;
- About 2-in-3 who have contacted the state for education services;
- About 6-in-10 who have contacted the state for motor vehicle services and business services;
- About half of those who have contacted the state for employment services, retirement information, and income taxes;
- Just over 1-in-3 who have contacted the state for legal/social services or housing services; and
- About 1-in-4 who have contacted the state for public assistance programs.

The survey also asked about preferences for state government web-site design. Among New Jerseyans who use the Internet to contact government services, ease of use is very important to 9-in-10 and linking to other services is very important to 7-in-10. Just over half of state government Internet users rate having a standardized format as very important and fewer than 4-in-10 say the same for the ability of users to personalize the site.

State Internet Concerns

While most New Jerseyans (6-in-10) view the Internet as “a good” thing” overall, there is still a sizable minority who feel the Internet has a negative impact. Those who see the Internet as “a bad thing” include 1-in-4 current Internet users and nearly 2-in-3 non-users.

Only 2-in-10 residents are comfortable providing personal and financial information over the Internet in general, while slightly more residents (3-in-10) are comfortable providing such information on a state government web site. Comfort levels are higher among those who already use the Internet to contact state government.

State policies guaranteeing the security of information provided on the Internet may alleviate some residents’ worries. About 4-in-10 of those who are uncomfortable giving personal or financial information to the state over the Internet would feel more comfortable if there was a state policy guaranteeing the security of that information.

However, there is no clear consensus among residents that the state has the ability to do so. Overall, half of New Jerseyans agree (52%) that it is possible for the state to assure Internet security while 42 percent disagree.

More than 8-in-10 New Jersey residents (83%) approve of the option to use the Internet to obtain state services. A smaller majority approves of the state allowing limited advertising on its websites (57%). Only a third approve of the state charging transaction fees for certain on-line services (29%). Only 1-in-5 approves of the government acquiring personal or financial information on the Internet (20%).

Trend Analysis: 2000-2001

National surveys on Internet access suggest that overall Internet use may have reached a plateau.¹ Even though New Jersey is ahead of the national curve on Internet access,² one would not expect to see a great deal of change in the 14 months that elapsed between the 2000 and 2001 New Jersey Internet Use Surveys.

As Table 1 indicates, the percentage of New Jersey adults accessing the Internet has not increased significantly over the past year (73% in 2000 to 78% in 2001). However, having Internet access in one’s home has increased by a statistically significant 7 percentage points (from 62% in 2000 to 69% in 2001) according to the survey.

¹ “Internet Penetration Has Leveled Out Over the Last 12 Months,” *The Harris Poll* (11/07/01).

² For example, 52% of U.S. adults go on-line at home (*2001 Harris Poll*) while 65% of New Jerseyans do the same (*2001 New Jersey Internet Use Survey* – another 4% of state residents have home Internet access, but do not use it).

Internet activities which have been on the rise in the past year include shopping (up 8 percentage points among Internet users) and research (up 7 percentage points among Internet users).

Moreover, use of the Internet to contact New Jersey government services has increased among all state residents from 26 percent in 2000 to 34 percent in 2001.

There is an interesting dynamic in preference for Internet use to access state government services. The survey asks about state resident contact with eleven specific state government services and the results show that similar numbers of New Jerseyans contacted these services in 2000 and 2001. However, the survey results also show a significant change in citizen opinion when asked about the preferred mode of contact for these services. State residents were asked whether they prefer to use in-person, telephone, or Internet contact for each of eleven services. The percentage of New Jerseyans who name the Internet as their preferred mode of contact has increased significantly for eight of these services since the 2000 survey (see Table 2).

Overall, the vast majority of New Jerseyans (83%) approve of the state's use of the Internet for providing services. This has increased by a statistically significant 7 percentage points since the 2000 survey. While still a minority, more New Jerseyans say they feel comfortable providing personal and financial information to state government over the Internet.

These are the key statistically significant differences between the 2000 and 2001 survey results. However, two discrete time points do not necessarily indicate that these results are stable trends. Changes in technology, the demand for services, and other events can have an impact on citizen views toward use of the Internet for state services. It is important to replicate this study in the future to assess whether these findings are in fact genuine trends.

1. New Jersey Internet Use Survey 2000-2001 Trends

	<u>2001</u>	<u>2000</u>	<u>Change</u>
New Jerseyans Who Have Used the Internet	78%	73%	+5
New Jersey Adults with Internet Access	85	80	+5
Internet Access in Own Home	69	62	+7*
Overall Opinion of Internet is Positive	59	48	+11*
New Jerseyans Who Have Used Internet to Contact State Government	34	26	+8*
Internet Users: Internet Activities –			
Information	94	92	+2
Research	90	83	+7*
E-mail	87	85	+2
Shopping	62	54	+8*
Services	59	57	+2
Internet Shoppers: Feel Concerned about Credit Card Security When Shopping on Web	69	65	+4
Internet Users: Feel Comfortable Providing the Following via Internet –			
Personal information in general	20	24	-4
Personal information to the government	33	26	+7*
Financial information in general	24	21	+3
Financial information to the government	34	26	+8*
New Jerseyans Who Feel Concerned About State Government Sharing Information –			
Among different levels of government	69	69	--
Among different agencies	68	67	+1
Among different groups in one state agency	66	64	+2
New Jerseyans Who Approve Government Using the Internet for State Services	83	76	+7*
New Jerseyans Who Approve Government Ability to Acquire Personal Information on the Internet	20	22	-2
New Jersey Ratings of State Web Page Characteristics as Very Important –			
Ease of use	77	70	+7*
Links to government services	55	50	+5
Standardized formats	50	44	+6
Ability to personalize site	34	34	--

* *Statistically significant change from 2000 to 2001*

**2. New Jersey Internet Use Survey 2000-2001 Trends
Preferences for Government Contacts**

	New Jerseyans who contacted this agency/service <u>in previous year</u> +			New Jersey Internet Users who would use Internet to <u>contact this agency/service</u> ++			New Jerseyans who prefer the Internet contact mode for <u>this agency/service</u> +		
	<u>2001</u>	<u>2000</u>	<u>Change</u>	<u>2001</u>	<u>2000</u>	<u>Change</u>	<u>2001</u>	<u>2000</u>	<u>Change</u>
Motor vehicle services	69%	63%	+6	69%	66%	+3	55%	42%	+13*
Filing taxes	58	58	--	49	47	+2	43	35	+8*
Education services	16	16	--	83	76	+7*	64	53	+11*
Leisure/recreation activities	15	15	--	86	84	+2	74	62	+12*
Public information about government activities	13	12	+1	75	73	+2	71	61	+10*
Pension/retirement information	11	14	-3	62	59	+3	47	39	+8*
Unemployment/employment services	11	10	+1	71	65	+6	54	45	+9*
Legal or social services	9	8	+1	51	49	+2	32	26	+6
Business services	8	10	-2	53	48	+5	48	39	+9*
Housing services	6	5	+1	44	47	-3	34	31	+3
Public assistance	4	4	--	33	32	+1	29	25	+4

+ *Among all New Jersey adults*

++ *Among New Jersey Internet users only*

* *Statistically significant change from 2000 to 2001*

INTRODUCTION

A. Background and Purpose

The Chief Information Officer in the New Jersey Governor's Office contracted with the Eagleton Institute's Center for Public Interest Polling at Rutgers University to study New Jerseyans' current use of the Internet and possible future use of it for state government services. This is a tracking study based on a similar survey conducted by Eagleton in August 2000.

The questionnaire for the study was designed to determine:

- (1) state residents general utilization of the Internet;
- (2) experience with contacting New Jersey state agencies; and
- (3) feelings about using the Internet for future contacts with state agencies.

B. Research Methodology

This report uses data from telephone interviews with a random probability sample of 805 New Jerseyans 18 years old and older conducted between October 9 and 21, 2001. The margin of sampling error for a sample this size is estimated at ± 3.5 percent. It should be noted that the sampling error for smaller sub-populations included in the analysis will be greater than for the total. The data used for this report have been statistically weighted to represent the New Jersey population that has been sampled. The Appendix has additional detail about the research methodology.

C. Organization of the Report

This report provides an overview of the key findings from the survey, and is organized into three chapters. Chapter 1 examines New Jerseyans' general experience with the Internet, access to the Internet, potential for future use, and why they choose to use the Internet. Chapter 2 profiles residents' contacts with state government agencies in the past year and New Jerseyans' preferred ways of contacting the state. Chapter 3 identifies some concerns about the Internet, including specific concerns about accessing state government Internet sites.

The major findings discussed in this study are displayed in tables that follow the text in each chapter. The title of the table summarizes the topic addressed in the table and is followed by a (Q.) designation. The (Q) designation identifies the specific question(s) used for the information in the table. Interested readers can refer to the questionnaire to review the exact question wording.

D. Acknowledgments

At Eagleton, the project was directed by Patrick Murray, with the assistance of Robin Nowatkowski. The questionnaire was based on one developed by Eagleton and the Center for Government Services for the 2000 study. The report and the interpretation of the survey findings are the sole responsibility of the Eagleton Institute's Center for Public Interest Polling at Rutgers, the State University of New Jersey.

CHAPTER 1: NEW JERSEY AND THE INTERNET

A. Introduction

This chapter focuses on New Jerseyans' current access and use of computers and the Internet. The patterns among the population as a whole and across subgroups are discussed. Comparisons to 2000 survey data are made when possible.

B. Computer Access And Use Among New Jerseyans

Three out of four state residents (75%) have access to a computer (Table 1-1). This represents a small increase (6 percentage points) since the 2000 survey. Another 10 percent of New Jerseyans plan to have access in the future and 15 percent have no plans to buy a computer. Eighty-five percent of New Jerseyans have used a computer at some point in their life, including 54 percent who use a computer everyday and 15 percent who use a computer several times a week (Table 1-2).

Computer access and use is more common among younger, better educated, more affluent New Jerseyans, and those living outside major urban centers. However, disparities by race seen in the 2000 survey are not found in the current data. There are no regional differences among residents who currently have computer access or computer use.

Age. The majority of those under age 65 currently have computer access, while the majority of those 65 and over do not. Current access is most common among those age 18 to 29 and 30 to 49 (86% each), as well as those in the 50 to 64 age group (74%). Only 27 percent of those age 65 and older currently have computer access and most

seniors (59%) have no plans to get access. Comparing the age distribution to 2000 survey data, computer access has increased among 18 to 29 year olds by 13 percentage points and 30 to 49 year olds by 9 percentage points in the past year.

Daily computer use is more common among younger New Jersey adults, with 6-in-10 residents who are 18 to 29 (63%) or 30 to 49 (62%) who use a computer everyday. More than half (55%) of New Jerseyans who are 50 to 64 also use a computer everyday. Only 1-in-10 seniors (65 and older) use a computer everyday while more than half (58%) have never used a computer.

Education. College graduates and those who have some college education are more likely to have computer access than are those with less education. However, access has increased slightly for all education levels since the 2000 survey. Nine-in-ten college graduates and 8-in-10 residents with at least some college have computer access. Sixty percent of residents with a high school education or less have computer access. Differences in computer access across levels of education may narrow in the future, as 15 percent of the high school or less group plan to have computer access in the future.

Almost 3 out of 4 college graduates (74%) use a computer everyday compared to 59 percent of residents with some college and 37 percent of residents with an education of high school or less. Almost 3-in-10 residents with a high school education or less (28%) have never used a computer.

Income. Current computer access and computer use is less common among those with lower household incomes. New Jerseyans with incomes under \$25,000 (44%) have less computer access than those with higher household incomes of \$25,000-49,999 (68%), \$50,000-99,999 (86%), or \$100,000 or more (91%). Those with lower incomes

are also more likely to have no plans to buy a computer. Forty-three percent of residents with incomes under \$25,000 have no plans to buy a computer.

Three quarters of residents who have an income of \$100,000 or more (75%) and 67 percent of residents with an income of \$50,000-\$99,999 use a computer everyday. Less than half to about a third of residents who are less affluent use a computer everyday (40% for \$25,000-\$49,999 and 31% for under \$25,000). Thirty-eight percent of residents with incomes under \$25,000 have never used a computer.

Race. There is no disparity for computer access between white (75%) and non-white (73%) residents. This a marked change from the 2000 survey data in which 74 percent of whites had computer access compared to 58 percent of non-whites. There are also no racial differences for frequency of computer use.

Gender. Seventy-nine percent of males have computer access compared to 71 percent of females. This represents a small 5 to 6 percentage point increase for both genders since 2000. There is no significant difference for computer use by gender.

Type of Community(Urban/Suburban/Rural). Computer access is less common in major urban centers (64%) than in other areas (where 74-83% of the population has computer access). At the same time, the gap between major urban centers and the rest of the state may be narrowing, as computer access in major urban centers has increased since the 2000 survey.

Region. There are no significant differences for computer access and use among different regions of the state. Since the 2000 survey, all regions have increased slightly in computer access. Seventy-five percent of residents in North Jersey have computer access (an increase of 9 percentage points), 79 percent have access in Central Jersey (an increase

of 4 percentage points), and 73 percent have access in South Jersey (an increase of 3 percentage points).

C. Internet Access and Use Among New Jerseyans

The majority of state residents have Internet access at home (69%) while very few residents have no access at all (15%) (Table 1-3). Home Internet access has increased slightly (7 percentage points) since the 2000 survey. This increase has been experienced by every demographic group in the state, but particularly among non-white residents.

More than 3-in-4 New Jerseyans have used the Internet, including 38 percent who use it everyday and 22 percent who use it several times a week (Table 1-4). Frequent users tend to be male, educated, younger, and more affluent.

Age. New Jerseyans under age 65 are more likely to have Internet access at home and use the Internet frequently. Home Internet access has increased 5 to 9 percentage points among all age groups except senior citizens.

About 8-in-10 residents who are 18 to 29 (78%) or 30 to 49 (80%) have Internet access in their homes, as do 69 percent of residents who are 50 to 64. Only 21 percent of residents who are 65 and older have Internet access in their homes. More than 1-in-5 of those age 65 or older (22%) say they have Internet access at some other place such as a library or community center, while over half (55%) have no Internet access at all.

Between 4-in-10 and 5-in-10 of those age 18 to 64 use the Internet everyday compared to only 5 percent of seniors who are daily users.

Education. Residents who have attained a higher level of education are more likely to have Internet access at home, although Internet access has increased slightly

among all education levels since 2000. Eighty-seven percent of residents who are college graduates, 79 percent of residents who have at least some college and 51 percent of residents who have a high school education or less have access to the Internet at home. A quarter of residents (28%) who have a high school degree or less have no Internet access at all, while only 7 percent of those with some college and 4 percent of college graduates have no Internet access.

Ninety-five percent of college graduates, 88 percent of residents with some college and 62 percent of residents with high school or less have ever used the Internet. Among college graduates, 59 percent use the Internet everyday, and 21 percent use it several times a week. Among residents with some college, 40 percent use it everyday and 32 percent use it several times a week. Twenty-three percent of those with a high school degree or less use the Internet everyday and 17 percent use it several times a week.

Income. New Jerseyans with higher incomes are more likely to have Internet access in their homes and use the Internet more frequently than those with lower incomes (who are also more likely to have never used the Internet at all).

Among residents who have household incomes over \$100,000, 9 in 10 have Internet access in their homes. Of those with household income of \$50,000 to \$99,999, 8 in 10 have Internet access. This compares to 61 percent of residents with incomes of \$25,000 to \$49,999 and 32 percent of residents with incomes under \$25,000 who have Internet access in their homes. Forty-three percent of New Jerseyans with a family income under \$25,000 have no Internet access.

Sixty-three percent of residents who have household incomes over \$100,000 use the Internet everyday, compared to 49 percent of those earning \$50,000 to \$99,999, 27

percent of those earning \$25,000 to \$49,999, and 18 percent earning under \$25,000. Half of New Jerseyans who earn under \$25,000 have never used the Internet.

Race. Currently, 69 percent of whites have Internet access at home, compared to 66 percent of non-whites. Racial differences for Internet access have dissipated since 2000 when 68 percent of whites reported having Internet access compared to 47 percent of non-whites. There are also no differences in daily Internet use (38% of whites compared to 36% of non-whites).

Gender. Males are slightly more likely to have Internet access at home and use the Internet more frequently than are females. Seventy-three percent of males have Internet access at home compared to 65 percent of females. This represents a 6 to 8 percentage point increase for both genders since the 2000 survey. Forty-three percent of males use the Internet everyday, compared to only a third of females (33%) who do the same. Females (26%) are more likely than males (16%) to have never used the Internet.

Type of Community (Urban/Suburban/Rural). Home Internet access in urban communities has increased since 2000 according to survey results. Major urban center residents with Internet access at home has grown to 57 percent from 30 percent. Also, other urban areas have seen an increase in residents who now have Internet access at home (73% in 2001 compared to 58% in 2000). Internet access in New Jersey's suburban and rural areas has not changed significantly since 2000. In older towns and suburbs, 68 percent of residents have Internet access at home. In growing towns and suburbs as well as rural areas, 73 percent of residents have Internet access at home.

There are no major differences in Internet use among residents in different types of communities in the state.

Region. Residents in Central Jersey (75%) are slightly more likely to have Internet access than those in other areas of the state (69% North and 66% South), although this difference is not statistically significant. Since the 2000 survey, all regions have seen slight increases in Internet access. Central (46%) and Northern (40%) New Jerseyans are more likely to use the Internet daily than are South Jerseyans (30%).

D. Internet Activities Among New Jerseyans

Information, research and e-mail are the main activities for New Jersey Internet users. Ninety-four percent of Internet users go to the web to get information, 90 percent for research, 87 percent for e-mail, 62 percent for shopping, and 59 percent for services. (Table 1-5). Among these activities, shopping and research have experienced modest 7-8 percentage point increases since the 2000 survey.

New Jersey Internet users with at least some college education and those under the age of 65 are more likely to use the Internet for e-mail, shopping, and services. Internet users with higher incomes are more likely to shop and get services on the web. There are no demographic differences in these activities among Internet users of different racial backgrounds and from different regions of the state.

TABLE 1-1

New Jerseyans' Home Computer Access [Q4a, Q5]

	<u>Has computer access at home</u>	<u>Will have computer access in future</u>	<u>No plans to buy a computer</u>	<u>Total</u>	<u>(n)</u>
TOTAL	75%	10%	15%	100%	(805)
<u>Gender</u>					
-- Male	79	8	13	100	(393)
-- Female	71	12	17	100	(412)
<u>Education</u>					
-- High School or Less	60	15	25	100	(283)
-- Some College	84	6	9	100	(184)
-- College Grad	90	4	6	100	(337)
<u>Race</u>					
-- White	75	8	17	100	(606)
-- Non-white	73	15	11	99	(186)
<u>Age</u>					
-- 18 to 29	86	8	7	100	(133)
-- 30 to 49	86	8	5	99	(372)
-- 50 to 64	74	12	15	100	(166)
-- 65 and older	27	13	59	100	(116)
<u>Income</u>					
-- Under \$25,000	44	13	43	100	(76)
-- \$25,000 - \$49,999	68	16	15	100	(159)
-- \$50,000 - \$99,999	86	7	7	100	(273)
-- \$100,000 or more	91	2	6	99	(148)
<u>Region of State</u>					
-- North	75	11	13	99	(347)
-- Central	79	4	17	100	(219)
-- South	73	12	15	100	(223)
<u>Type of Community</u>					
-- Major Urban Center	64	21	16	100	(70)
-- Other Urban Area	76	13	11	100	(92)
-- Older town & suburb	74	10	15	101	(299)
-- Growing suburb & town	79	5	16	100	(282)
-- Rural	83	6	11	100	(51)
TOTAL 2000	69%	12%	19%	100%	(805)

TABLE 1-2

New Jerseyans' Computer Use [Q6]

	<u>Every Day</u>	<u>Several Times a Week</u>	<u>Few Times a Month</u>	<u>Less Often</u>	<u>Never Used a Computer</u>	<u>Total</u>	<u>(n)</u>
TOTAL	54%	15%	7%	9%	15%	100%	(805)
<u>Gender</u>							
-- Male	54	18	8	7	13	100	(393)
-- Female	53	13	7	10	17	100	(412)
<u>Education</u>							
-- High School or Less	37	12	10	13	28	100	(283)
-- Some College	59	23	2	9	6	99	(184)
-- College Grad	74	14	7	3	3	101	(337)
<u>Race</u>							
-- White	53	15	7	9	15	99	(606)
-- Non-white	53	15	9	9	14	100	(186)
<u>Age</u>							
-- 18 to 29	63	21	6	6	4	100	(133)
-- 30 to 49	62	16	9	7	5	99	(372)
-- 50 to 64	55	12	6	8	17	98	(166)
-- 65 and older	10	9	6	18	58	101	(116)
<u>Income</u>							
-- Under \$25,000	31	12	4	15	38	100	(76)
-- \$25,000 - \$49,999	40	19	11	13	16	99	(159)
-- \$50,000 - \$99,999	67	15	6	6	6	100	(273)
-- \$100,000 or more	75	12	6	1	6	100	(148)
<u>Region of State</u>							
-- North	55	17	7	8	13	100	(347)
-- Central	56	15	7	10	12	100	(219)
-- South	50	14	9	9	17	99	(223)
<u>Type of Community</u>							
-- Major Urban Center	47	14	9	17	13	100	(70)
-- Other Urban Area	52	14	9	11	15	101	(92)
-- Older town & suburb	56	14	7	7	16	100	(299)
-- Growing suburb & town	54	17	7	8	14	100	(282)
-- Rural	59	21	7	8	5	100	(51)

TABLE 1-3

New Jerseyans' Place of Internet Access [Q8]

	<u>Home</u>	<u>Work/but not home</u>	<u>Elsewhere</u>	<u>No access</u>	<u>Total</u>	<u>(n)</u>
TOTAL	69%	7%	9%	15%	100%	(805)
<u>Gender</u>						
-- Male	73	7	7	13	100	(393)
-- Female	65	8	10	17	100	(412)
<u>Education</u>						
-- High School or Less	51	8	13	28	100	(283)
-- Some College	79	8	7	7	101	(184)
-- College Grad	87	7	3	4	101	(241)
<u>Race</u>						
-- White	69	6	8	16	99	(606)
-- Non-white	66	10	10	13	99	(186)
<u>Age</u>						
-- 18 to 29	78	9	8	5	100	(133)
-- 30 to 49	80	7	5	8	100	(372)
-- 50 to 64	69	11	6	13	99	(166)
-- 65 and older	21	2	22	55	100	(116)
<u>Income</u>						
-- Under \$25,000	32	14	12	43	101	(76)
-- \$25,000 - \$49,999	61	7	12	20	100	(159)
-- \$50,000 - \$99,999	80	8	5	6	99	(273)
-- \$100,000 or more	91	5	1	3	100	(148)
<u>Region of State</u>						
-- North	69	10	9	12	100	(347)
-- Central	75	6	6	14	101	(219)
-- South	66	6	10	18	100	(223)
<u>Type of Community</u>						
-- Major Urban Center	57	14	16	14	101	(70)
-- Other Urban Area	73	9	5	14	101	(92)
-- Older town & suburb	68	7	10	15	100	(299)
-- Growing suburb & town	73	6	6	15	100	(282)
-- Rural	73	7	9	11	100	(51)
TOTAL 2000	62%	8%	9%	20%	99%	(805)

TABLE 1-4

New Jerseyans' Internet Use [Q10]

	<u>Every Day</u>	<u>Several Times a Week</u>	<u>Few Times a Month</u>	<u>Less Often</u>	<u>Never Used the Internet</u>	<u>Total</u>	<u>(n)</u>
TOTAL	38%	22%	9%	9%	21%	99%	(805)
<u>Gender</u>							
-- Male	43	24	9	8	16	100	(393)
-- Female	33	20	10	10	26	99	(412)
<u>Education</u>							
-- High School or Less	23	17	11	11	37	99	(283)
-- Some College	40	32	8	8	12	100	(184)
-- College Grad	59	21	9	6	4	99	(337)
<u>Race</u>							
-- White	38	21	9	8	22	98	(606)
-- Non-white	36	24	10	12	18	100	(186)
<u>Age</u>							
-- 18 to 29	48	30	10	8	4	100	(133)
-- 30 to 49	44	24	11	11	10	100	(372)
-- 50 to 64	39	21	10	8	23	101	(166)
-- 65 and older	5	7	3	7	78	100	(116)
<u>Income</u>							
-- Under \$25,000	18	12	5	14	51	100	(76)
-- \$25,000 - \$49,999	27	24	13	12	24	100	(159)
-- \$50,000 - \$99,999	49	23	10	7	10	99	(273)
-- \$100,000 or more	63	17	8	6	6	100	(148)
<u>Region of State</u>							
-- North	40	21	12	6	21	100	(347)
-- Central	46	23	6	9	17	101	(219)
-- South	30	22	11	13	23	99	(223)
<u>Type of Community</u>							
-- Major Urban Center	27	22	13	13	25	100	(70)
-- Other Urban Area	37	21	12	7	23	100	(92)
-- Older town & suburb	41	19	8	9	23	100	(299)
-- Growing suburb & town	40	24	10	9	17	100	(282)
-- Rural	42	30	10	5	14	101	(51)

TABLE 1-5

New Jerseyans' Internet Users Activity Use [Q12]

	<u>Information</u>	<u>Research</u>	<u>E-mail</u>	<u>Shopping</u>	<u>Services</u>	<u>(n)</u>
Based on Internet Users	94%	90%	87%	62%	59%	(661)
<u>Gender</u>						
-- Male	94	93	87	67	64	(339)
-- Female	94	86	86	57	53	(332)
<u>Education</u>						
-- High School or Less	88	84	76	52	46	(187)
-- Some College	98	94	94	65	64	(154)
-- College Grad	98	91	91	68	67	(319)
<u>Race</u>						
-- White	95	90	88	62	57	(493)
-- Non-white	91	88	83	62	62	(155)
<u>Age</u>						
-- 18 to 29	95	97	92	60	69	(127)
-- 30 to 49	95	89	87	65	58	(341)
-- 50 to 64	95	89	85	62	52	(142)
-- 65 and older	81	62	57	41	46	(35)
<u>Income</u>						
-- Under \$25,000	86	90	78	53	49	(37)
-- \$25,000 - \$49,999	92	81	82	54	50	(122)
-- \$50,000 - \$99,999	96	90	89	66	61	(247)
-- \$100,000 or more	99	95	94	79	73	(142)
<u>Region of State</u>						
-- North	95	89	87	65	59	(285)
-- Central	95	90	90	63	61	(188)
-- South	93	91	85	57	58	(177)
<u>Type of Community</u>						
-- Major Urban Center	86	93	75	56	50	(55)
-- Other Urban Area	97	85	88	57	53	(73)
-- Older town & suburb	95	87	88	64	62	(238)
-- Growing suburb & town	95	92	87	62	58	(246)
-- Rural	95	98	95	70	68	(42)
TOTAL 2000	92%	83%	85%	54%	57%	(621)

NON-USERS. Would use the Internet for these activities among:

Non users who plan to use Internet in the future	98%	83%	81%	43%	65%	(41)
Non-users who never plan to use Internet	41%	30%	32%	15%	23%	(80)

CHAPTER 2: NEW JERSEYANS' CONTACT WITH STATE GOVERNMENT

A. Introduction

This chapter examines New Jerseyans' contacts with state government in the past year and the methods used to contact state government. The profile of the population as a whole is presented as well as information about similarities and differences across subgroups of residents. Comparisons to 2000 survey data are made when possible.

B. Contact With State Government

Twenty-five percent of New Jersey residents report having actively sought contact with state government in the past year, similar to the 22 percent reported in 2000. New Jerseyans contacting state government are more likely to be better educated, younger to middle age adults, and more affluent (Table 2-1). These are the same type of people who use the Internet frequently.

Among the different ways to contact state government, mail is the most common mode with 19 percent of residents using it, followed by 12 percent contacting government in-person, 10 percent using the phone, 4 percent using e-mail, and 3 percent using a fax. Since the 2000 survey, the only increase in mode of contact was among the use of mail, which has increased 7 percentage points.

Age. New Jerseyans between ages 30 to 49 (29%) and 50 to 64 (32%) are more likely to contact state government than are residents age 18 to 29 (17%) or 65 and older (21%).

Education. Thirty-five percent of college graduates contacted state government in the past year, followed by over 1-in-4 residents with some college (27%), and 1-in-6

residents who have an education level of high school or less (17%). Eight percent of college graduates have used e-mail to contact state government, compared to 2 percent of those without a college degree.

Income. Residents with incomes above \$25,000 are more likely to contact state government than are residents with lower incomes. Residents with incomes over \$50,000 are more likely to contact state government using all forms of contact, including e-mail.

Race. A similar 25 percent of whites and 24 percent of non-whites contacted state government in the past year. There is also no difference by race for the different forms of contact.

Gender. Twenty-eight percent of males contacted state government in the past year compared to 22 percent of females. There is no difference by gender for the forms of contact used.

C. Internet Use for Specific Government Contacts

Overall, 34 percent of New Jerseyans say they have used the Internet to contact state government at some point. This is an increase of 8 percentage points since the 2000 survey. Those contacting state government by Internet include 58 percent of daily Internet users, 40 percent of those who use the Internet often, and 18 percent of those who use the Internet occasionally. Since the 2000 survey, Internet contacts with state government have grown by 16 percentage points among non-white residents and by 16 percentage points among those 18 to 29.

The proportion of New Jerseyans who recall having any contact with the state in the past year stands at 85 percent when residents are prompted with 11 specific types of

services. As Table 2-3 shows, contacting Motor Vehicle Services (MVS) and filing state income taxes have been the most commonly contacted state services in the past year, with 69 percent of residents having contact with MVS and 58 percent who had contact with the government about their income tax filings. Among the state services asked about in the survey these are two which practically all New Jerseyans deal with at some point in time. Overall, 62 percent of New Jerseyans would use the Internet to contact MVS and 45 percent would use the Internet to file state income taxes if given the option to do so.

About 1-in-8 residents have had contact with the government in the past year for education services (16%) or leisure and recreation activities (15%). Among residents who have contacted these two state services, 93 percent would use the Internet to do so.

Thirteen percent of New Jerseyans have had contact with a state agency to find out public information about government activities. Of those, 83 percent would use the Internet.

About 1-in-10 New Jersey residents have had contact with the state for information on pensions or retirement (11%), unemployment or employment services (11%), legal or social services (9%), or business services (8%). Of these residents, from 63 to 78 percent would use the Internet to contact these agencies.

Only 6 percent of residents have had contact with the state about housing services. Of these, 64 percent would use the Internet. And 4 percent of residents have had contact with the state about public assistance. Of these, only 40 percent would use the Internet.

Many New Jerseyans prefer to use the Internet as their main form of communication to contact the state for certain services (Table 2-4). About 3-in-4 New Jersey residents would prefer the Internet over the telephone or in-person contact to find

out information about leisure and recreation activities (74%) or for public information about government activities (71%). More than half prefer the Internet for education (64%), motor vehicle services (55%), or unemployment/employment services (54%). Just under half of New Jerseyans prefer the Internet for business services (48%) and pension or retirement information (47%). Forty-three percent prefer the Internet to file state income taxes, 34 percent prefer the Internet for housing services, 32 percent for legal or social services and 29 percent for public assistance. Since the 2000 survey, there has been an average increase of 8 percentage points among residents who prefer the Internet for contacting these specific government agencies.

Among those residents who have actually contacted these state agencies, preferences for using the Internet is highest for leisure and recreation activities (85%) and public government information (82%). Internet preference is also high among users of education services (68%), motor vehicle services (60%), and business services (59%). About half of those who contact the state for unemployment/employment services (52%), pension/retirement information (46%), and state income tax filing services (46%) prefer the Internet as a form of contact.

Fewer residents who contact state government for legal or social services (38%), housing services (36%), or public assistance (24%) prefer the Internet as a means of access.

When asked which one service they would most like to see the state provide on the Internet, about half of state residents give a response. These responses reflect a wide gamut of services. Among the most frequent services mentioned, motor vehicle services

is named by 13 percent and tax information by 7 percent. Other services range from 1 to 5 percent (Table 2-5).

D. Preferences for State Website Features

New Jerseyans were asked to rate the importance of four characteristics for state government web pages (Table 2-6). Ease of use is the characteristic rated very important by the largest number of residents (77%). This is followed by having links to other government sites (55%) and having a standardized format (50%). The ability to personalize the site for services and information is least likely to be rated very important by New Jerseyans (34%). Since the 2000 survey there has been a 7 percentage point increase in importance for ease of use, a 6 percentage point increase for standardized format, and a 5 percentage point increase for links to government services. There has been no change in importance since the 2000 survey on the ability to personalize a site.

Residents who have used the Internet for government services are somewhat more likely to rate ease of use (90%) and links to government services (70%) as very important than are other Internet users (85% and 60%, respectively). There was no difference between those who have used the Internet for government services and other Internet users, when rating standardized format (55% and 56%, respectively) and the ability to personalize a site (37% for both) as very important.

TABLE 2-1

Modes Used To Contact State Government In Past Year [Q1, Q2]

	<u>Mail</u>	<u>In-</u> <u>person</u>	<u>Phone</u> <u>call</u>	<u>E-mail</u>	<u>Fax</u>	<u>Total</u> <u>Contacts</u>	<u>(n)</u>
TOTAL	19%	12%	10%	4%	3%	25%	(805)
<u>Gender</u>							
-- Male	21	14	11	4	4	28	(393)
-- Female	16	9	9	4	2	22	(412)
<u>Education</u>							
-- High School or Less	14	6	6	2	2	17	(283)
-- Some College	19	14	10	2	1	27	(184)
-- College Grad	25	19	16	8	6	35	(337)
<u>Race</u>							
-- White	18	11	11	4	3	25	(606)
-- Non-white	19	11	8	2	2	24	(186)
<u>Age</u>							
-- 18 to 29	11	9	8	2	1	17	(133)
-- 30 to 49	21	13	11	5	4	29	(372)
-- 50 to 64	26	17	13	6	5	32	(166)
-- 65 and older	16	8	7	--	1	21	(116)
<u>Income</u>							
-- Under \$25,000	6	4	6	--	1	12	(76)
-- \$25,000 - \$49,999	20	7	8	3	2	24	(159)
-- \$50,000 - \$99,999	20	14	12	6	3	28	(273)
-- \$100,000 or more	23	19	13	7	8	31	(148)
<u>Region of State</u>							
-- North	23	11	12	4	4	28	(347)
-- Central	17	15	12	6	4	26	(219)
-- South	15	10	6	2	1	21	(223)
<u>Type of Community</u>							
-- Major Urban Center	25	12	13	5	6	29	(70)
-- Other Urban Area	13	10	2	1	2	19	(92)
-- Older town & suburb	20	12	11	4	3	27	(299)
-- Growing suburb & town	18	12	9	4	3	24	(282)
-- Rural	20	11	18	6	4	30	(51)
<u>Frequency of Internet Use</u>							
-- Every Day	15	19	25	6	8	35	(335)
-- Often	9	10	16	2	2	24	(173)
-- Occasionally	5	7	15	--	1	19	(153)
-- Never	3	3	13	--	--	15	(121)
TOTAL 2000	12%	12%	8%	3%	3%	22%	(805)

TABLE 2-2

Ever Used Internet to Contact Government Services [Q17]

	<u>Yes</u>	<u>(n)</u>
TOTAL	34%	(805)
<u>Gender</u>		
-- Male	38	(393)
-- Female	30	(412)
<u>Education</u>		
-- High School or Less	18	(283)
-- Some College	43	(184)
-- College Grad	51	(337)
<u>Race</u>		
-- White	33	(606)
-- Non-white	37	(186)
<u>Age</u>		
-- 18 to 29	46	(133)
-- 30 to 49	37	(372)
-- 50 to 64	35	(166)
-- 65 and older	6	(116)
<u>Income</u>		
-- Under \$25,000	17	(76)
-- \$25,000 - \$49,999	28	(159)
-- \$50,000 - \$99,999	41	(273)
-- \$100,000 or more	54	(148)
<u>Frequency of Internet Use</u>		
--Every Day	58	(335)
--Often	40	(173)
--Occasionally	18	(153)
--Never	--	(120)
Total 2000	26%	(805)

TABLE 2-3

Type of Government Contacts [Q3, Q16]

<u>Total who contacted agency in past year</u>		<u>Total who would use Internet to contact the agency</u>	<i>Would use the internet to contact this agency among those who:</i>	
			<u>Have contacted agency in past year</u>	<u>Have not contacted agency in past year</u>
69%	Motor vehicle services such as license or registration	62%	66%	55%
58	Filing state income taxes	45	50	40
16	Education services such as information on programs or financial assistance	73	93	69
15	Leisure or recreation activities	77	93	74
13	Public information about government activities such as meeting times and locations, exhibits, or the status of pending legislation	67	83	65
11	Pension or retirement information	56	76	54
11	Unemployment or employment services such as job opportunities or training	62	78	60
9	Legal or social services	48	67	46
8	Business services such as incorporation, sales tax reporting, contracts or permits	46	63	44
6	Housing services such as assistance in landlord/tenant dispute or homeownership	39	64	37
4	Public assistance such as welfare or food stamps	30	40	30

TABLE 2-4

Prefer Internet for Contacting State Government Agencies [Q21]

Total who prefer <u>Internet</u>		<i>Among Those Who:</i>		<i>Prefer Internet Among Those Who Have:</i>		
		Have contacted agency in <u>past year</u>	Have not contacted agency in <u>past year</u>	Used Internet for <u>Govt Svcs</u>	Used Internet, but not for <u>Govt Svcs</u>	Never used <u>Internet</u>
74%	Leisure or recreation activities	85%	72%	91%	79%	34%
71	Public information about government activities such as meeting times and locations, exhibits, or the status of pending legislation	82	70	89	76	35
64	Education services such as information on programs or financial assistance	68	64	86	66	27
55	Motor vehicle services such as license or registration	60	42	77	52	24
54	Unemployment or employment services such as job opportunities or training	52	54	74	54	23
48	Business services such as incorporation, sales tax reporting, contracts or permits	59	47	71	42	22
47	Pension or retirement information	46	47	68	43	20
43	Filing state income taxes	46	40	64	38	22
34	Housing services such as assistance in landlord/tenant dispute or homeownership	36	34	48	29	18
32	Legal or social services	38	31	47	25	17
29	Public assistance such as welfare or food stamps	24	29	44	25	11

TABLE 2-5

State Government Internet Service Citizens Would Most Like To See Provided [Q20]

	<i>Among Those Who Have:</i>			
	<u>Total</u> (n=805)	<u>Used Internet for Govt Svcs</u> (n=296)	<u>Used Internet but NOT for Govt Svcs</u> (n=358)	<u>Not used Internet</u> (n=120)
--Motor vehicle services	13%	20%	14%	--%
--Taxes/Filing taxes/tax refunds	7	14	3	1
--State services in general	5	9	4	2
--Education information	3	1	4	3
--Unemployment/Employment/jobs general	3	1	5	1
--Courts/legal	2	4	1	--
--Leisure/recreation/travel/tourism	2	3	2	1
--Voting general	2	3	2	1
--Laws/legislation/budgets	2	4	2	1
--Housing information/programs	2	2	2	1
--Senior citizen related services	2	1	3	1
--Opening/registering businesses	1	1	1	--
--Financial aid for college students	1	1	1	1
--Medical/health services information	1	1	1	3
--Other	4	3	4	6
--Nothing	6	3	6	11
--Don't Know	45	30	46	68

TABLE 2-6

Important State Government Web Page Characteristics [Q22]

<i>Percentage of New Jerseyans saying this characteristic is “very important”</i>	<u>Easy to Use</u>	<u>Links to Government Services</u>	<u>Standardized Format</u>	<u>Ability to Personalize Site</u>	<u>(n)</u>
TOTAL	77%	55%	50%	34%	(805)
<i>Among Those Who Have:</i>					
--Used Internet for Government Services	90	70	55	37	(296)
--Used Internet but NOT for Government Services	85	60	56	37	(358)
--Not used Internet	41	21	30	23	(120)
TOTAL 2000	70%	50%	44%	34%	(805)

CHAPTER 3: NEW JERSEY'S INTERNET CONCERNS

A. Introduction

This chapter examines New Jerseyans overall opinion of the Internet along with the positive and negative factors that might affect use of the Internet to contact state agencies. This includes concerns about privacy and security of information given over the Internet to government and non-government entities, and how government policies and procedures might affect the level of concern about privacy. Comparisons to 2000 survey data are made when possible.

B. New Jerseyans' Opinions and Concerns about the Internet

The majority of New Jerseyans (59%) think the Internet is a “good thing” while a third are still apprehensive, viewing it as a “bad thing” (33%). Since the 2000 survey, there has been an 11 percentage point increase among residents who view the Internet as a good thing (Table 3-1).

As may be expected, more Internet users view the Internet positively (69%, a 12 percentage point increase since 2000). Those who use the Internet on a daily basis (82%) are most likely to view the Internet as a “good thing”. Conversely, 2-in-10 New Jerseyans who have not used the Internet view it positively (20%) while more than half view it negatively (64%). Also, residents who use the Internet for government services (84%) are more likely than other Internet users (57%) to view it positively.

Looking at one specific group of New Jersey Internet users - “web shoppers” - the survey finds that concerns about credit card security have not changed since the 2000 survey. Seven-in-ten residents are very (33%) or somewhat concerned (31%) about

credit card security, while only a quarter of New Jersey Internet shoppers show little (16%) or no (12%) concern (Table 3-2).

Concern about credit card security among Internet shoppers who use the Internet for government services is somewhat lower than those who use the Internet in other ways. Three-in-ten Internet shoppers who also use the Internet for government services (29%) are “very concerned” about the security of their credit card information, compared to half of other Internet users (49%) who feel the same.

C. New Jerseyans’ Concerns About Providing Information over the Internet

New Jerseyans are not very comfortable providing personal or financial information over the Internet in general, although comfort levels increase slightly if the information is to be provided to state government (Table 3-3). Only 2-in-10 residents are comfortable providing personal and financial information over the Internet in general, while slightly more residents (3-in-10) are comfortable providing both personal and financial information over the Internet to the state. While general comfort levels have not changed significantly since the 2000 survey, comfort with providing this type of information to state government has increased about 7 percentage points since 2000.

Internet users are somewhat more comfortable giving personal and financial information over the Internet than are non-users. One-in-five Internet users are comfortable providing personal or financial information over the Internet, and comfort levels increase to 1-in-3 when providing the same information to the government. In comparison, only 1-in-10 non-users say they would feel comfortable providing personal and financial information over the Internet, even to state government.

A third of residents who use the Internet daily or use it specifically to contact the government are more likely to be comfortable providing information over the Internet. This comfort level increases to just under half when providing the same information to the government.

State policies guaranteeing the security of information provided on the Internet may alleviate some residents' worries. About 4-in-10 of those uncomfortable giving personal or financial information to the state over the Internet would feel more comfortable if there was a state policy guaranteeing the security of that information (Table 3-4). Security policies are slightly more likely to increase the comfort levels of residents who use the Internet (4-in-10) than they would be for non-users (3-in-10). State Internet security policies would also increase the comfort levels of about half of those who use the Internet specifically for government services but are currently uncomfortable providing personal or financial information over the Internet.

While many Internet users would feel more comfortable providing information to the government under policies guaranteeing the security of that information, there is no clear consensus among residents that the state has the ability to do so. Overall, half of New Jerseyans agree (52%) that it is possible for the state to assure Internet security while 42 percent disagree (Table 3-5). Internet users (56%) are somewhat more likely than non-users (38%) to agree that the state can assure Internet security. Among those who use the Internet specifically to contact state government, agreement on the state's ability to assure security increases to 65 percent.

About 2-in-3 New Jersey residents express concern with the state sharing information within the different levels of government (69%), among different agencies

within state government (68%), and among different groups in one state agency (66%), while about a third are not concerned (Table 3-6). There is no change in New Jerseyans' concerns on these issues since the 2000 survey.

D. Opinions on State Website Options

More than 8-in-10 New Jersey residents (83%, a 7 percentage point increase since 2000) approve of the option to use the Internet to obtain state services (Table 3-7). A smaller majority approves of the state allowing limited advertising on its websites (57%). Only a third approve of the state charging transaction fees for certain on-line services (29%). Only 1-in-5 approves of the government acquiring personal or financial information on the Internet (20%, similar to the 22% reported in the 2000 survey).

Internet users are more likely than non-users to approve of the options for Jerseyans to use the Internet for state services (90% compared to 57%) and the state allowing limited advertising on its web sites (62% compared to 38%). Approval of the state using transaction fees and acquiring personal information show no statistically significant differences between Internet users and non-users.

There is no difference in the approval ratings for these government website options by frequency or type of Internet use, except for acquiring information. Residents who use the Internet for government services (30%) are slightly more likely to approve of allowing the government to acquire personal or financial information on the Internet than are those who use the Internet, but not for government services (16%).

Residents who are comfortable providing both personal and financial information to the government over the Internet are more likely to approve of all government website options than are those who are uncomfortable.

TABLE 3-1

Overall Opinion of the Internet [Q29]

	<u>Good</u>	<u>Bad</u>	<u>Don't Know</u>	<u>Total</u>	<u>(n)</u>
TOTAL	59%	33%	8%	100%	(805)
<u>Internet User</u>					
--Internet Users	69	25	6	100	(661)
--Non-Internet Users	20	64	16	100	(121)
<u>Frequency of Internet use</u>					
--Everyday	82	15	3	100	(335)
--Often	66	29	5	100	(173)
--Occasionally	46	42	11	99	(153)
<u>Type of Internet Use</u>					
--Use Internet for Government Services	84	11	5	100	(296)
--Use Internet but not for Government Services	57	37	6	100	(358)
TOTAL 2000	48%	40%	12%	100%	(805)

TABLE 3-2

Internet Shoppers' Concerns about Credit Card Security [Q13]

	<u>Very Concerned</u>	<u>Somewhat Concerned</u>	<u>Not Very Concerned</u>	<u>Not at all Concerned</u>	<u>NA</u>	<u>Total</u>	<u>(n)</u>
TOTAL	38%	31%	16%	12%	3%	100%	(417)
<u>Frequency of Internet Use</u>							
--Every day	35	33	16	14	2	100	(268)
--Often	41	29	15	12	3	100	(100)
--Occasionally	43	27	16	5	9	100	(49)
<u>Type of Internet Use</u>							
--Use Internet for Government Services	29	34	20	15	2	100	(228)
--Use Internet but not for Government Services	49	29	12	7	3	100	(182)
TOTAL 2000	37%	28%	16%	14%	5%	100%	(361)

TABLE 3-3**Comfort Providing Information over the Internet [Q14, Q15, Q24, Q25]***

	Comfortable w/Personal <u>Information</u>	Comfortable w/Personal info <u>to the Govt</u>	Comfortable w/Financial <u>information</u>	Comfortable w/Financial <u>info to the Govt</u>	(n)
TOTAL	18%	29%	20%	29%	(805)
<u>Internet User</u>					
--Internet Users	20	33	24	34	(661)
--Non-Internet Users	7	11	8	8	(121)
<u>Frequency of Internet Use</u>					
--Every day	31	45	34	46	(335)
--Often	14	28	16	30	(173)
--Occasionally	8	16	10	18	(153)
<u>Type of Internet Use</u>					
--Use Internet for Government Services	30	48	36	47	(296)
--Use Internet but not for Government Services	13	22	12	24	(358)
TOTAL 2000	na	22%	na	22%	(805)
--Internet Users	24%	26	21%	26	(621)
--Non-Internet Users	na	9	na	10	(178)

* Combines responses "Very Comfortable" and "Somewhat Comfortable".

TABLE 3-4

**Effect Of State Policy Guaranteeing Security Among Residents
Who Are Uncomfortable Providing Information
to State Government on the Internet
[Q24a, Q25a]**

	Policy Guaranteeing Security Of Personal Information		Policy Guaranteeing Security Of Financial Information	
	<u>Make More Comfortable</u>	<u>(n)</u>	<u>Make More Comfortable</u>	<u>(n)</u>
TOTAL	41%	(571)	38%	(569)
<u>Internet Users</u>				
--Internet Users	46	(441)	43	(437)
--Non-Internet Users	28	(111)	28	(112)
<u>Frequency of Internet Use</u>				
--Every day	51	(187)	42	(187)
--Often	46	(124)	43	(123)
--Occasionally	40	(130)	43	(127)
<u>Type of Internet Use</u>				
--Use Internet for Government Services	51	(154)	47	(156)
--Use Internet but not for Government Services	44	(281)	40	(275)
TOTAL 2000	37%	(610)	34%	(617)

TABLE 3-5

Opinion That It Is Possible for the State to Assure Internet Security [Q26]

	<u>Strongly agree</u>	<u>Mildly agree</u>	<u>Mildly disagree</u>	<u>Strongly disagree</u>	<u>Don't Know</u>	<u>Total</u>	<u>(n)</u>
TOTAL	21%	31%	16%	26%	7%	101%	(805)
<u>Internet User</u>							
--Internet Users	23	33	16	23	5	100	(661)
--Non-Internet Users	13	25	16	33	13	100	(121)
<u>Frequency of Internet Use</u>							
--Everyday	29	35	14	18	3	99	(335)
--Often	18	36	18	22	6	100	(173)
--Occasionally	16	25	17	34	9	101	(153)
<u>Type of Internet Use</u>							
--Use Internet for Government Services	27	38	13	18	3	99	(296)
--Use Internet but not for Government Services	19	30	18	26	7	100	(358)
<u>Feeling About Providing State Govt Personal Info On the Internet</u>							
--Comfortable	36	46	8	5	5	100	(234)
--Not comfortable	15	25	20	34	6	100	(560)
<u>Feeling About Providing State Govt Financial Info On the Internet</u>							
--Comfortable	37	47	8	3	5	100	(236)
--Not comfortable	14	25	20	35	7	101	(561)

TABLE 3-6

New Jerseyans' Concern About State Government Sharing Information [Q27]

	<u>Very Concerned</u>	<u>Somewhat Concerned</u>	<u>Not Very Concerned</u>	<u>Not at all Concerned</u>	<u>Don't Know</u>	<u>Total</u>	<u>(n)</u>
<u>Sharing among different levels of government</u>							
TOTAL 2001	41%	28%	15%	14%	3%	101%	(805)
<i>TOTAL 2000</i>	<i>40</i>	<i>29</i>	<i>11</i>	<i>16</i>	<i>4</i>	<i>100</i>	<i>(805)</i>
<u>Sharing among different agencies</u>							
TOTAL 2001	37%	31%	15%	15%	2%	100%	(805)
<i>TOTAL 2000</i>	<i>41</i>	<i>26</i>	<i>12</i>	<i>16</i>	<i>5</i>	<i>100</i>	<i>(805)</i>
<u>Sharing among different groups in one state agency</u>							
TOTAL 2001	37%	29%	17%	15%	2%	100%	(805)
<i>TOTAL 2000</i>	<i>38</i>	<i>26</i>	<i>14</i>	<i>18</i>	<i>4</i>	<i>100</i>	<i>(805)</i>

TABLE 3-7

New Jerseyans' Approval of Government Website Options [Q19, Q23, Q22A]

	The option for Jerseyans to use the Internet for <u>state services</u>	The State allowing limited advertising on its <u>websites</u>	The State charging transaction fees for certain on- <u>line services</u>	Giving Govt ability to acquire personal/financial info on the <u>Internet</u>	(n)
TOTAL	83%	57%	29%	20%	(805)
<u>Internet User</u>					
--Internet Users	90	62	30	22	(661)
--Non-Internet Users	57	38	31	13	(121)
<u>Frequency of Internet Use</u>					
--Everyday	94	63	32	29	(335)
--Often	92	66	25	22	(173)
--Occasionally	81	57	31	10	(153)
<u>Type of Internet Use</u>					
--Use Internet for Government Services	96	64	30	30	(296)
--Use Internet but not for Government Services	86	61	30	16	(358)
<u>Feeling About Providing State Govt Personal Info on the Internet</u>					
--Comfortable	93	67	37	44	(234)
--Not comfortable	79	53	26	10	(560)
<u>Feeling About Providing State Govt Financial Info on the Internet</u>					
--Comfortable	96	70	36	47	(236)
--Not comfortable	78	52	27	9	(561)
TOTAL 2000	76%	na	na	22%	(805)

APPENDIX A: SURVEY METHODOLOGY

I. INTRODUCTION

The Profile of New Jerseyans' Internet Use for State Government was originally developed by the Eagleton Institute's Center for Public Interest Polling in consultation with representatives from Rutgers University Center for Government Services in 2000. The main objective of the 2001 survey is to provide tracking information on New Jerseyans' use and preferences for the Internet with specific emphasis on access to state government services. The 2001 study was conducted for the Office of the Chief Information Officer in the New Jersey Governor's Office.

II. QUESTIONNAIRE DEVELOPMENT

The initial topics for the study were submitted by the Center for Government Services and refined by the Eagleton research staff in August 2000. Additional questions for the 2001 survey were submitted by the Office of the Chief Information Officer and refined by Eagleton. Changes in the survey instrument were kept to a minimum in order to facilitate longitudinal analysis. The draft questionnaire was pre-tested with a random group of New Jersey residents and modifications were made to the survey instrument in order to increase the understandability and flow of the questions asked. Besides the substantive series of questions, some basic demographic information was obtained from all study participants in order to provide more detailed analysis of the data.

The final version of the questionnaire was programmed into a CATI (Computer Assisted Telephone Interview) system. The CATI system enables the interviewer to accurately skip over certain questions that may be irrelevant to particular study participants.

III. SAMPLE DESIGN

A random proportional probability sample was used to select the 805 New Jersey residents 18 years of age and older who were contacted to participate in this study. The sample was designed to make sure that each of six regions (defined by area code) and population gender were proportionately represented. The three digit exchange was used to match telephone numbers and geographic areas. The remaining four digits were randomly selected. This procedure insures that those with unlisted or new telephone numbers are included in the sample. Each working phone number was called a minimum of three times, at different times of the week, in an effort to reach people who were infrequently at home.

IV. WEIGHTING

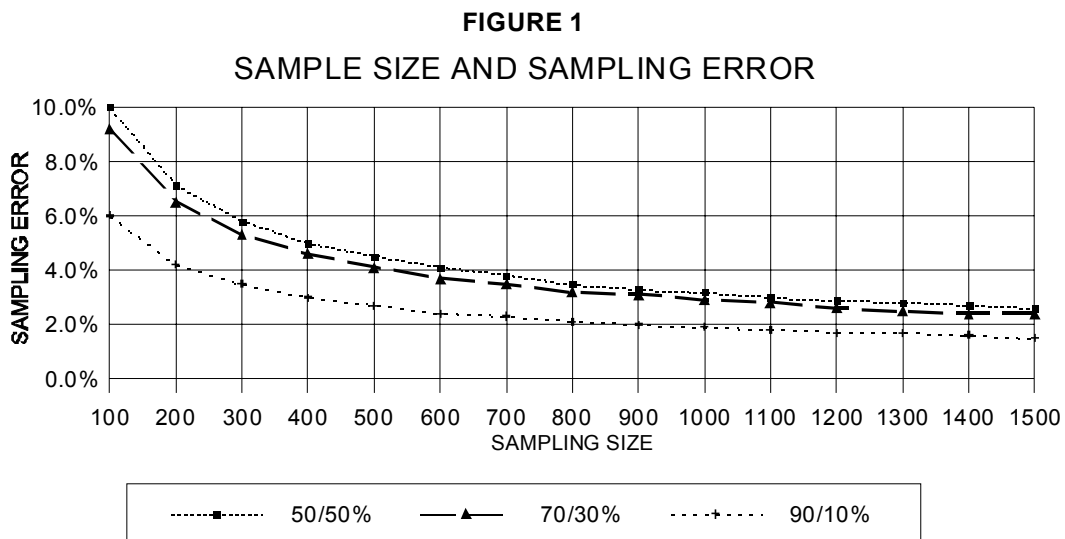
While those interviewed in a survey ideally will have the same characteristics as the population they represent, samples frequently may under-represent groups that are more difficult to interview, such as the elderly or those with less than a high school education. To correct this imbalance, a statistical technique known as "weighting" is used. The weighting procedure compares New Jersey population figures for age and education based on census data with those of the sample.

When there is significant difference between these two figures, the sample is weighted so it more accurately reflects the population of the state. For example, if census figures show 39 percent of New Jerseyans, 18 years and older, to have a high school education, and the sample consists of 32 percent with a high school education, each respondent in this category would be counted as 1.21 persons to adjust for this difference.

V. SAMPLING ERROR

The percentages obtained in a sample survey are estimates of what the distribution of responses would be if the entire population had been surveyed. "Sampling error" is a statistical term which describes the probable difference between interviewing everyone in a given population and a sample drawn from that population.

For example, percentages for the total sample of 805 have a sampling error of



± 3.5 percent at a 95 percent confidence level with 50/50 proportions. Thus, if 47 percent of those in a sample of 805 are found to agree with a particular statement, the percentage of agreement within the population from which the sample was drawn would be between 43.5 and 50.5 percent ($47 \pm 3.5\%$) 95 times out of 100.

Sampling error increases as the sample size is reduced. For, example, if statements are made based on a sub-group of 400 persons, the sampling error is ± 5 percent. This fact must be kept in mind when comparing the responses of different

groups within a sample (e.g. men compared with women). Figure 1 in this appendix shows the relationship between sample (or group) size and sampling error.

Readers should note that sampling error does not take into account other possible sources of error inherent in any study of public opinion.

VI. DATA COLLECTION

The study involved CATI interviews with a random probability sample of 805 New Jersey residents 18 years of age and older. The CATI interviews were conducted by telephone between October 9 and 21, 2001 by experienced professional interviewers who were trained and monitored by the Eagleton research staff.

VII. DATA PROCESSING AND ANALYSIS

The CATI system generates a computer readable data file which reduces the amount of error inherent in the coding and entry of data recorded on paper questionnaires. An SPSS (Statistical Package for the Social Sciences) computer file was developed to process the CATI information. The SPSS system enabled the Eagleton research staff to integrate the survey data so that it could be presented in aggregate form.

VIII. REGIONAL CLASSIFICATIONS

REGION is classified according to county boundaries:

North -- Bergen, Essex, Hudson, Morris, Passaic, Sussex, Union, and Warren

Central -- Hunterdon, Mercer, Middlesex, Monmouth, and Somerset

South -- Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Ocean, and Salem

COMMUNITY TYPE

Major Urban Centers – The six New Jersey cities with populations over 75,000 and population densities over 9,000 people per square mile.

Other Urban Areas -- Any municipality with a population of 25,000 or more and a population density over 4,000 people per square mile plus any other municipality with a population density over 10,000 people per square mile. Also includes Atlantic City, Vineland, Hillside, Roselle, Linden, and Secaucus.

Older Towns & Suburbs – Any non-urban or non-rural municipality that had less than 10% population growth from 1990 to 2000. Also classified here in spite of high/low population density or growth rate are: Fair Lawn, Teaneck, East Rutherford, Edgewater, Little Ferry, North Arlington, Montclair, Woodbridge, Victory Gardens, Westfield, Union Township, Bridgeton, Millville, Cinnaminson, Haworth, Willingboro, and Shrewsbury Township. Also, some towns in Bergen, Camden, Essex, Gloucester, Monmouth, Morris, Passaic, Somerset, and Union that may have been classified as rural due to low population density are grouped here.

Growing Suburbs & Towns – Any non-urban or non-rural municipality with a population of 2,000 or more that experienced a 10% growth from 1990 to 2000 or 15% growth from 1980 to 2000. Also includes: Rockleigh, Corbin City, Far Hills, Port Republic, Lebanon, Estell Manor, Farmingdale, Chester, Englishtown, and Helmetta because of their proximity to these areas.

Rural Areas – Any town with a population density less than 1,000 people per square mile or a population less than 1,000. However, many shore towns that would fit in this category have been classified as "Older Towns & Suburbs" because of their proximity to growing municipalities. For analytical cohesion this category includes all of Salem, Warren, and Sussex Counties except the towns of Phillipsburg, Greenwich, Hackettstown, Independence, Sparta, and Vernon.

IX. PROFILE OF STUDY PARTICIPANTS

	(n=805)
<u>Gender</u>	
--Male	49%
--Female	51
<u>Age</u>	
--18 to 29	22
--30 to 49	43
--50 to 64	21
--65 and older	15
<u>Race</u>	
--White	74
--Non-white	26
<u>Education</u>	
--High school or less	45
--Some college	26
--College graduate	30
<u>Income</u>	
--Less than \$50,000	34
--\$50,000-100,000	32
--Greater than \$100,000	15
--No answer	19
<u>Region of State</u>	
--North	43
--Central	28
--South	29
<u>Type of Community</u>	
--Major urban center	10
--Other urban area	12
--Older town & suburb	35
--Growing suburb & town	35
--Rural	7

APPENDIX B: SURVEY INSTRUMENT

**EAGLETON CENTER FOR PUBLIC INTEREST POLLING
NJ STATE GOVERNMENT ON-LINE SURVEY**

October 9-21, 2001

RESPONDENT SEX:

(n=805)

Male 49%

Female 51

Hello, my name is _____(*first and last name*). I'm on the staff of the Eagleton Poll, and I'm taking a public opinion survey of New Jersey adults for Rutgers University. I'd like your views on some issues about New Jersey government and about technology.

1. To begin with, in the past year have you had any type of contact with New Jersey state government?

(n=805)

Yes ---ASK Q2 25%

No -----GO TO Q3 74

Don't Know—GO TO Q3 1

IF YES IN Q1:

2. Was that contact by (**Read Item**)?

(n=232)	<u>Yes</u>	<u>No</u>	<u>Don't Know</u>
a. a telephone call	39%	60%	1%
b. an in-person contact	46	52	1
c. mail	74	24	3
d. fax	12	87	1
e. e-mail	15	84	1

3. Now, I'm going to ask you about your experiences with some specific state government contacts. In the past year, have you or haven't you had contact with New Jersey state government for (**READ ITEM**)?

ROTATE ITEMS

(n=805)	<u>Yes Had Contact</u>	<u>No Haven't Had Contact</u>	<u>Don't Know</u>
a. motor vehicle services such as license or registration	69%	30%	--%
b. education services such as information on programs or financial assistance	16	84	--
c. pension or retirement information	11	89	--
d. legal or social services	9	91	--
e. public assistance such as welfare or food stamps	4	96	--
f. unemployment or employment services such as job opportunities or training	11	89	--
g. housing services such as assistance in landlord/tenant dispute or home ownership	6	94	--
h. business services such as incorporation, sales tax reporting, contracts or permits	8	91	--
i. leisure or recreation activities and sites	15	85	--
j. public information about government activities such as meeting times and locations, exhibits, or the status of pending legislation	13	87	1
k. filing state income taxes	58	41	--

Now, I'd like to ask you some questions about computers and technology.

4. Do you have access to a computer (READ ITEM) or not?

INTERVIEWER NOTE: "ACCESS" MEANS THEY ARE ABLE TO USE A COMPUTER AT ANY OF THESE LOCATIONS IF THEY WANTED TO. THEY DO NOT HAVE TO ACTUALLY BE USING THEM AT THE LOCATION.

ROTATE ITEMS

(n=805)	<u>Yes</u>	<u>No</u>	<u>Don't Know</u> <u>Refused</u>
a. at your home	75%	25%	--%
b. where you work	59	41	1
c. at a school	33	61	6
d. at a library	70	23	7
e. at a community center	20	60	21

IF NO TO Q4a ITEM a "at your home" ASK Q5. OTHERS SKIP TO Q6

5. Do you have plans to buy a computer for your home or not? [IF Yes: Would that be in the next year or more than a year from now?]

(n=179)	
Yes, in the next year	27%
Yes, more than a year from now	12
No plans to buy a computer	58
Don't Know	3

6. Have you ever used a computer? IF YES: Do you use a computer every day, several times a week, a few times a month, or less often?

(n=805)	
Every day	54%
Several times a week	15
Few times a month	7
Less often	9
Have never used a computer → ASK Q7	15
Don't Know	--

7. Do you plan to use one in the next year, more than a year from now, or never?

(n=92)	
Plan to use in the next year	23%
Plan to use more than a year from now	6
Never plan to use	67
Don't Know	5

8. Do you have access to the Internet (READ ITEM) or not?

INTERVIEWER NOTE: "ACCESS" MEANS THEY ARE ABLE TO USE A COMPUTER THAT HAS INTERNET ACCESS AT ANY OF THESE LOCATIONS IF THEY WANTED TO. THEY DO NOT HAVE TO ACTUALLY BE USING THEM AT THE LOCATION.

ROTATE ITEMS

(n=805)	<u>Yes</u>	<u>No</u>	Don't Know <u>Refused</u>
a. at your home	69%	30%	1%
b. where you work	53	46	1
c. at a school	32	58	10
d. at a library	59	29	13
e. at a community center	18	61	22

IF NO TO Q8a DOES NOT HAVE INTERNET ACCESS AT HOME AND YES HAS A HOME COMPUTER IN Q4a or YES (punch 1 or 2) to Q.5 PLANS TO GET A COMPUTER---ASK Q9. OTHERS GO TO Q10.

9. Do you have plans to get Internet service for your home computer or not? [IF YES: Would that be in the next year or more than a year from now?]

(n=114)	
Yes, in the next year	57%
Yes, more than a year from now	15
No plans to buy a computer	20
Don't Know	8

10. And have you ever used the Internet? IF YES: Do you use the Internet every day, several times a week, a few times a month, or less often?

(n=805)	
Every Day	38%
Several times a week	22
Few times a month	9
Less often	9
Have never used the Internet → Ask Q11.	21
Don't Know	--

11. Do you plan to use the Internet in the next year, more than a year from now, or never?

(n=142)	
Plan to use in the next year	20%
Plan to use more than a year from now	8
Never plan to use	57
Don't Know	15

12. CATI READ IN:

IF HAVE USED THE INTERNET 1,2,3,4 TO Q10 ASK:

“Have you ever used the Internet for (READ ITEM)?”

IF HAVE NOT USED THE INTERNET “NO” TO Q10 ASK:

“If you could use the Internet, would you use it (READ ITEM)?”

ROTATE ITEMS:

(n=805)	<u>Yes</u>	<u>No</u>	<u>Maybe (vol)</u>	<u>Don't Know</u> <u>Refused</u>
a. for shopping	54%	41%	2%	2%
b. for sending or receiving e-mail	79	18	1	2
c. for services	55	37	2	6
d. to get information	88	10	1	1
e. to do research	82	16	1	1

ASK Q13 IF "YES" TO Q12a--"shopping" and "Yes Has used the Internet"

Q10;OTHERS GO TO Q14

13. How concerned were you about the security of your credit card number when you shopped on the Internet...very, somewhat, not very, or not at all concerned?

(n=417)	
Very concerned	38%
Somewhat concerned	31
Not very concerned	16
Not at all concerned	12
Didn't use a credit card (vol)	2
Don't Know	1

ROTATE Q14 AND Q15:

14. READ SLOWLY:

How comfortable are you with providing personal information such as your social security number, date of birth, telephone number or home address, and other information on your family over the Internet--very comfortable, somewhat comfortable, not very comfortable, or not at all comfortable?

(n=805)	
Very Comfortable	4%
Somewhat Comfortable	14
Not Very Comfortable	23
Not At All Comfortable	57
Don't Know/Refused	2

15. READ SLOWLY

How comfortable are you with providing financial information such as your credit card number, bank account location or number, personal identification or Pin number, and information on your level or source of income over the Internet-- very comfortable somewhat comfortable, not very comfortable, or not at all comfortable?

(n=805)	
Very Comfortable	4%
Somewhat Comfortable	16
Not Very Comfortable	22
Not At All Comfortable	56
Don't Know/Refuse	2

16. I'm going to ask you about some state services that could be provided on the Internet. For each, please tell me if you would or would not use the Internet to get this service. **READ ITEM**--would you or wouldn't you use the Internet for this government service?

ROTATE ITEMS

(n=805)	Would <u>Use</u>	Wouldn't <u>Use</u>	Don't <u>Know</u>
a. motor vehicle services such as license or registration	62%	36%	2%
b. education services such as information on programs or financial assistance	73	26	2
c. pension or retirement information	56	42	2
d. legal or social services	48	49	3
e. public assistance such as welfare or food stamps	30	66	4
f. unemployment or employment services such as job opportunities or training	62	36	2
g. housing services such as assistance in landlord/tenant dispute or home ownership	39	58	3
h. business services such as incorporation, sales tax reporting, contracts or permits	46	52	3
i. leisure or recreation activities and sites	77	22	1
j. public information about government activities such as meeting times and locations, exhibits, or the status of pending legislation	67	31	2
k. filing state income taxes	45	52	2

17. Have you ever used the Internet to obtain government services, information, forms, or other types of assistance?

(n=805)

Yes-----ASK Q18	34%
No-----GO TO Q19	65
Don't Know--GO TO Q19	1

18. Is **(READ ITEM)** a major reason, a minor reason, or not a reason for choosing to use the Internet to obtain government services?

ROTATE CHOICES

(n=296)	Major Reason	Minor Reason	Not a Reason	Don't Know
a. cost	22%	20%	57%	1%
b. convenience	86	9	5	--
c. response time	64	15	18	3

19. Overall, do you approve or disapprove of state government giving residents the option of using the Internet to obtain state services?

(n=805)

Approve	83%
Disapprove	10
Don't know	6

20. What is ONE service that you would most like to see the State provide on the Internet? **[PROBE FOR MOST IMPORTANT SINGLE RESPONSE]**

(n=805)

General MVS/Information	13%
State Services (General)	5
Taxes (General)	4
Education (General)/ Information	3
Filing Taxes/Tax Refunds	3
Unemployment/Employment/Jobs (General)	3
Senior Citizen (General)	2
Leisure/Recreation/Travelling/Tourism/Activities	2
Voting (General)	2
Laws/Legislation/Budgets	2
Housing (General)/Information	2
Courts (General)/Legal	2
Financial aid for college/students	1
Medical Health Information	1
Opening/Registering Businesses	1
Other	4
Nothing	6
DK	45

21. For each of the following, please tell me if you would prefer to have it provided in-person, by telephone, or on the Internet. Would you prefer to have (**READ ITEM**) provided in-person, by telephone, or on the Internet?

ROTATE ITEMS

(n=805)	<u>In-person</u>	<u>Telephone</u>	<u>Internet</u>	<u>Don't Know</u>
a. motor vehicle services such as license or registration	30%	10%	55%	5%
b. education services such as information on programs or financial assistance	18	11	64	7
c. pension or retirement information	31	17	47	5
d. legal or social services	50	12	32	6
e. public assistance such as welfare or food stamps	48	12	29	11
f. unemployment or employment services such as job opportunities or training	29	10	54	6
g. housing services such as assistance in landlord/tenant dispute or home ownership	41	16	34	9
h. business services such as incorporation, sales tax reporting, contracts or permits	29	14	48	9
i. leisure or recreation activities and sites	10	9	74	7
j. public information about government activities such as meeting times and locations, exhibits, and the status of pending legislation	9	13	71	6
k. filing state income taxes	40	11	43	6

22. If the state offered services on the Internet, there are different ways to design the web page. How important is it to you that the web page (READ ITEM)--very, somewhat, not very, or not at all important ?

ROTATE ITEMS

(n=805)	<u>Very Important</u>	<u>Somewhat Important</u>	<u>Not Very Important</u>	<u>Not At All Important</u>	<u>Don't Know</u>
a. is easy to use	77%	9%	2%	6%	6%
b. has a standardized format	50	25	8	9	7
c. has links to all government services and information	55	24	6	8	6
d. gives you the ability to personalize the site for the services and information you use	34	29	16	16	5

ROTATE Q.22aa and Q.22ab AFTER READING INTRO.

Several state and local governments have helped defray the costs of on-line services by allowing limited advertising on their websites or charging transaction fees for some services.

22aa. Overall, do you approve or disapprove of the state allowing limited advertising on its websites?

(n=805)	
Approve	57%
Disapprove	37
Don't Know	6

22ab. Overall, do you approve or disapprove of the state charging transaction fees for certain on-line services?

(n=805)	
Approve	29%
Disapprove	63
Don't Know	7

23. Do you approve or disapprove of giving state government the ability to acquire personal and/or financial information on the Internet?

(n=805)

Approve	20%
Disapprove	76
Don't Know	3

ROTATE Q 24 AND Q25

24. How comfortable are you about giving personal information to state government on the Internet--very, somewhat, not very, or not at all comfortable?

(n=805)

Very comfortable-----GO TO Q25a	7%
Somewhat comfortable-----GO TO Q25a	22
Not very comfortable-----ASK Q24b	22
Not at all comfortable----- ASK Q24b	48
Don't know-----ASK Q24b	1

24a. Would a state policy that guaranteed the security of your personal information make you feel more comfortable or not?

(n=571)

Would make more comfortable	41%
Would not make more comfortable	56
Don't know	3

25. How comfortable are you about giving financial information to state government on the Internet--very, somewhat, not very, or not at all comfortable?

(n=805)

Very comfortable-----GO TO Q26	6%
Somewhat comfortable-----GO TO Q26	23
Not very comfortable-----ASK Q25b	17
Not at all comfortable-----ASK Q25b	53
Don't know----- ASK Q25b	1

25a. Would a state policy that guaranteed the security of your financial information make you feel more comfortable or not?

(n=569)

Would make more comfortable	38%
Would not make more comfortable	58
Don't know	4

26. Do you agree or disagree that it is possible for the State to assure an adequate level of security for New Jerseyans who use state on-line services? [PROBE: Do you strongly or mildly agree/disagree with that?]

(n=805)

Strongly agree	21%
Mildly agree	31
Mildly disagree	16
Strongly disagree	26
Don't Know	7

27. There are some different ways that state government can share information that they receive. How concerned are you about information being shared (**READ ITEM**) -- very, somewhat, not very, or not at all concerned?

(n=805)	ROTATE ITEMS				
	<u>Very Concerned</u>	<u>Somewhat Concerned</u>	<u>Not Very Concerned</u>	<u>Not At All Concerned</u>	<u>Don't Know</u>
a. among different groups within one state agency	37%	29%	17%	15%	2%
b. among different government agencies such as between the Treasury and the Health department	37	31	15	15	2
c. among different levels of government such as local, state, and federal	41	28	15	14	3

28. Now I just want you to tell me how important the following issues are to you.
[READ ITEM] – is this very, somewhat, not very, or not at all important to you?

(n=805)	ROTATE ITEMS				
	<u>Very Important</u>	<u>Somewhat Important</u>	<u>Not Very Important</u>	<u>Not At All Important</u>	<u>Don't Know</u>
a. state support for primary and secondary education	72%	19%	4%	4%	1%
b. maintaining and improving state roads and public transportation services	68	25	4	2	1
c. keeping property taxes low	81	13	3	1	2
d. maintaining and improving the state's public health programs	68	23	4	3	2
e. providing key state services on-line, such as filing income tax returns, renewing your drivers license, and obtaining state permits.	32	38	17	11	2

29. Some people say that the Internet is a good thing because it can assist people in getting government information and services while others say that it is a bad thing because it can intrude on your privacy. Which comes closer to your view?

(n=805)	
Good Thing	59%
Bad Thing	33
Don't Know/Refused	8

Just a few more questions so we can classify your answers.

D1. What is the highest level of education or grade school you completed?

(n=805)	
No Schooling	1%
Grades 1-11	9
High school graduate/Grade 12	32
Vocational/technical school	3
Some college	18
Junior college grad/Associates degree	8
College Graduate/Bachelors degree	20
Graduate/Professional School degree	10
DK/REF	--

D2. Are you currently employed, temporarily laid off, retired or not employed?

(n=805)	
Employed	70%
Temporarily Laid Off	3
Retired	17
Not Employed	10
Other/DK/REF	--

D3. Including yourself, how many members are there in your household?

(n=805)	
1	17%
2	29
3 or more	54
DK/Ref	--

D4. And are any:

(n=805)	Yes, at least 1 person in HH	No, no one that age in HH
a. under age 21	45%	55%
b. age 21 to 40	53	47
c. age 41 to 60	42	58
d. over age 60	15	85

D5. And, are you a Latino or of Hispanic origin?

(n=805)	
Yes	9%
No	89
Don't know/REF	1

D6. Are you white, black or of Asian origin?

(n=805)	
White	77%
Black	10
Asian	5
Hispanic (vol)	5
Other	1
Not determined/ref	2

D7. What is the primary language spoken in your household on a daily basis?

(n=805)	
English	93%
Spanish	2
Other	4
Don't Know	1

D8. Do any members of your household have disabilities that affect their ability to use computers or the Internet? IF YES: What is the disability?

(n=805)	
Yes→ASK Q8a	3%
No	96
Don't Know	0

D8a. What is the disability?

(n=26)	
Sight/vision	22%
Motor skills/muscle use/palsy	20
Hearing	--
Mental ability	26
Other	14
Don't Know	19

D9. What was your age on your last birthday?
/___/___/ (CODE # OF YEARS, 99 = REFUSED)

D10. [IF REFUSED IN D9 ASK:] Is it between...

(n=805)

18 – 20	5%
21 – 24	7
25 – 29	9
THIRTIES (30 - 39)	19
FORTIES (40 - 49)	23
FIFTIES (50 - 59)	15
60 – 64	5
65 OR OVER	14
NA/REF	2

D11. In what county do you live?

(n=805)

Atlantic	3%
Bergen	11
Burlington	6
Camden	7
Cape May	1
Cumberland	1
Essex	6
Gloucester	3
Hudson	4
Hunterdon	3
Mercer	4
Middlesex	10
Monmouth	6
Morris	5
Ocean	6
Passaic	6
Salem	1
Somerset	4
Sussex	4
Union	4
Warren	2
NA	3

D12. What is your zip code? /___/___/___/___/___/
(Range 07001 to 08904; DK/RF=99999)

D13. So that we can group all answers, is your total annual family income before taxes:

Under \$25,000; from \$25,000 to just under \$50,000; from \$50,000 to just under \$75,000; from \$75,000 to just under \$100,000; or \$100,000 or more?

(n=805)

UNDER \$25,000	13%
\$25,000 TO \$49,999	21
\$50,000 TO \$74,999	18
\$75,000 To \$99,999	13
\$100,000 OR MORE	15
Refused	19