

### 3. DATABASE OF AUSTRALIAN STUDIES: SUMMARY TABLES

The following two tables:

- ◆ Identify studies and their areas of focus; and
- ◆ Provide an overview of methodology and outcomes or findings of these studies

The studies are listed in alphabetical order of the organisation conducting or reporting on the study.

To identify the kinds of measures included in these studies, the following key is used:

A = access

U1 = use of online services (how many using, percentage)

U2 = use for different activities

U3 = user demographics

E = effective use

G = general

As a means of identifying the studies, the following method of coding is used:

The first two digits indicate the year the study was released. This is followed by the letter A which indicates that the data is Australian or I which indicates the data is International. This is followed by one to three numbers indicating the report number (eg. the first study listed by the Australian Bureau of Statistics is 4.1. The second separate study listed is 4.2, the third is 4.3 etc.)

Table 3.1: Summary of Australian Data on Access, Use and Effective Use

Organisation	Report title	Sectors					
		Gov't	Business	Educat'n	Health	Residential/community	Rural/special interest
AC Nielsen <sup>98A1</sup>	Netwatch Report (1998)		A; U1, U3			A; U1, U3	
Andersen Consulting <sup>98A2</sup>	E-commerce: Our Future Today (1998)		G; E				
APT Strategies <sup>98A3</sup>	The Australian Netbuyers Survey (1998)		A; U1				
APT Strategies <sup>97A3</sup>	Australian Strategic Internet Business Report (December, 1997)					U1; U2; E	
APT Strategies <sup>98A3.2</sup> (forthcoming)	(forthcoming survey of large business use of online services, particularly websites)		E				
Australian Bureau of Statistics <sup>98A4.1</sup>	Household Use of Information Technology (1998) Cat. No 8128					A, U1; U2; U3	
Australian Bureau of Statistics <sup>98A4.11</sup>	Use of the Internet by Householders (1998) Cat No. 8147.0					A; U1, U2, U3	
Australian Bureau of Statistics <sup>96A4.2</sup>	Household Use of Information Technology (1996) Cat No. 8146.0					A; U1, U2, U3	
Australian Bureau of Statistics <sup>96A4.3</sup>	Business Use of Information Technology (1996) Cat no 8126		A				
Australian Bureau of Statistics <sup>99A4.4</sup>	Forthcoming in mid 1999: use of IT and online services by business		(forthcoming)				
Australian Bureau of Statistics <sup>99A4.5</sup>	Forthcoming in mid 1999: use of IT and online services by government	(forthcoming)					
Australian Bureau of Statistics <sup>98A4.6</sup>	Forthcoming in 1998: survey of farmers						Forth-coming: A, U1 (farmers only)

Sectors							
Organisation	Report title	Gov't	Business	Educat'n	Health	Residential/community	Rural/special interest
<b>Baradel Consulting</b> <sup>97A5.1</sup>	The 'Third Revolution' and Rural Australia. (1997)						A; U2, U1; ?E (shows that farmers are using Internet more for business purposes (such as info gathering) than entertainment)
<b>Baradel Consulting</b> <sup>97A5.2</sup>	Online Education and Training of Australian Farmers (1997)						E (demand for expertise)
<b>Bis Shrapnel and Hi Tech Marketing Services</b> <sup>98A20</sup>	Consumers and New Technology (1998)					G, U1, U2, U3	
<b>By Patrick Clarke and Julian Hafner, in the journal Australian Psychiatry</b> <sup>96A6</sup>	Telepsychiatry in South Australia (1996)				A, E (patient and referrer satisfaction, repeat use)		
<b>Centre for the Study of Clinical Practice, St. Vincents Hospital, Melbourne, for the Dept of Human Services</b> <sup>97A7</sup>	Evaluating Telehealth Services in Victoria: a Generic Framework (1997)				U, E		
<b>CIRCIT</b> <sup>98A23.1</sup>	The Story of Small Business and Electronic Commerce (July 1998)		G; U2: does not discuss it explicitly				
<b>CIRCIT</b> <sup>98A23.1</sup>	Forthcoming: survey of small business)		A; E; U1; U2; U3				
<b>CIRCIT</b> <sup>96A23.3</sup>	The Use of ICTs in the Home (1996)					G; U2	
<b>CIRCIT</b> <sup>96A23.4</sup>	Electronic Money in the Home (1996)					G; U2	

Sectors							
Organisation	Report title	Gov't	Business	Educat'n	Health	Residential/community	Rural/special interest
<b>CIRCIT</b> <sup>97A23.5</sup>	Trust and Electronic Money (1997)					G; U2	
<b>Deloitte &amp; Touche Consulting Group and Qld Government (forthcoming)</b> <sup>98A24.1</sup>	Networked Computing Study (1998)		(forthcoming)				
<b>DIST</b> <sup>98A19.1</sup>	Stats. Electronic Commerce in Australia (April 1998)		A, U1, U2, U3, E				
<b>DIST</b> <sup>98A19.2</sup>	Getting Business Online (1998)		G				
<b>IDC, Australia</b> <sup>97A9.1</sup>	The Australian Intranet Market, Analysis and Opportunities (1997)		A; U1; U2				
<b>IDC, Australia</b> <sup>97A9.2</sup>	Un-named data mentioned in "Shopping on the Net": (1997)					A; U1, U2; E in terms of growth of shopping	
<b>Paul Budde Communication Pty Ltd</b> <sup>9810.1</sup>	Internet and Online Services Markets 1998 - Australia		A; U1; U3			A; U1; U2; U3	
<b>Paul Budde Communication Pty Ltd</b> <sup>9810.2</sup>	Australia – Electronic Commerce Market – Email and EDI (1998)		A; U1; U2				
<b>Poon and Swatman</b> <sup>97A11</sup>	Emerging issues on SB use of the Internet (1997)		A; U1, U2, U3				
<b>Roy Morgan</b> <sup>97A12</sup>	Single Source Survey July-Sept 97. Press release (1997)					U1, U3, U2, E (growth in use over time)	
<b>Small Business Research Unit, VUT</b> <sup>97A13</sup>	An Analysis of the Use of Computer packages. (1997)		A; U1, U2, U3; E (strategic use, user satisfaction)				
<b>Telecommunications Needs research Group, RMIT</b> <sup>97A14</sup>	Barriers to Public Internet Use (1997)					A; U2; E (user satisfaction)	

Organisation	Report title	Sectors					
		Gov't	Business	Educat'n	Health	Residential/community	Rural/special interest
<b>Telemedicine Today</b> 98A22	Annual Program Survey in Telemedicine Today (1998)				A, U2		
<b>The Australian Rural Health Research Institute, Dept of Medical Informatics, and Queensland University of Technology</b> <sup>97A15</sup>	Telehealth in Rural and Remote Australia (PRHCIT) (1997)				A, U1, U2, U3, E		
<b>The Working Group on Government Information Navigation, July 1997</b> 97A16	Improving access to the Information and Services of Australian Governments (1997)	G			G		
<b>Viclink; John Carlo Bertot and Charles R McClure</b> <sup>98A21.1</sup>	Victorian Public Libraries and the Internet: Results and Issues (1998)						A; U2; U3; E
<b>Weekend Australian, The</b> <sup>98A20.1</sup>	Banks Rule, OK? (1998)					A, U1; G	
<b>WWW.consult</b> <sup>97A17</sup>	The Australian Internet User Report (December 1997)					A, U1, U2, E (re-use)	
<b>Yellow Pages</b> <sup>98A18.1</sup>	Survey of e-commerce in Australian small and medium businesses (1998)		A, U1, U2, U3				
<b>Yellow Pages</b> <sup>97A18.2</sup>	A Special Report on Technology in the Small Business Sector (1997)		A, U1, U2, U3; E (awareness, expected growth in use)				

Table 3.2: Overview of Content, Sources, Methodology

Organisation	Report title	Status (ongoing?) when produced	Methodology details, sample	Overview of content	Source
<b>AC Nielsen</b> <sup>98A1</sup>	Netwatch Report (1998)	Conducted in the fourth quarter of 1997. Quarterly	National sample of 10 000 people aged 14 plus; a diary based survey conducted in the fourth quarter of 1997.	Provides access and use percentages of Internet users, and demographics. Use of the Internet at work has grown, with almost one third of regular Australian Internet users now accessing the Net through their work computer. A quarter of those surveyed had accessed the Internet at least once. However only 16 percent had accessed the Internet in the four weeks leading up to the survey, and could be seen as regular users.	<i>Increase in Work Surfers</i> , in <i>The Age</i> , IT2 p2 by Kirsty Needham.
<b>Andersen Consulting</b> <sup>98A2</sup>	E-commerce: Our Future Today (1998)	Not ongoing, Conducted in 97/98	Non representative mail survey of 150 CEOs (from the top businesses by revenue), 38 policy makers, 20 government IT users, and 60 IT industry representatives	Covers level of e-commerce activity, attitude to e-commerce and plans with regard to the information economy, CEOs personal access and usage of technology. Also attitudes and actions of the policy makers, government users, and IT reps. Found that many CEOs have a 'wait and see attitude'. Factors holding them back are a clear national vision, and concerns about security and privacy.	E-commerce: Our Future Today, by Andersen Consulting
<b>APT Strategies</b> <sup>98A3</sup>	The Australian Netbuyers Survey (1998)	Conducted 1998.	Online survey; sample of 650 consumers who were surveyed immediately after purchasing goods/services from one of 10 Australian online merchants	42 % of consumers surveyed immediately after purchasing goods/services consider knowing a brand name as "very important" in influencing online purchase. 62 % stated that familiarity with the retailer is also important. 75 % indicated confidence in online purchasing with one or more online purchases in the last 12 months;	Available from APT Strategies

Organisation	Report title	Status (ongoing?) when produced	Methodology details, sample	Overview of content	Source
<b>APT Strategies<sup>98A3</sup></b> (cont)				73% accessed the Internet daily, suggesting a strong correlation between Internet usage and purchasing online. 96% stated that convenience was the major reason that they had shopped online whilst less than one quarter of respondents claimed they purchased online for better prices or to save money.	
<b>APT Strategies<sup>97A3</sup></b>	Australian Strategic Internet Business Report (December, 1997)	Conducted December, 1997 Data does not indicate if ongoing	Survey; sample of 90 of Australia's leading organisations with websites. 200 of Australia's leading organisations with websites were initially emailed and invited to answer a 12 question survey, located at a website	Reports an increasing awareness and acceptance amongst those purchasing online advertising that "time spent viewing a website" is very important, despite the inflated number of hits and underestimated user sessions resulting from measuring server log files. Over half (57%) of those surveyed were aware of the average time that Internet users viewed their organisations website. 43% of Australian organisations do not know the Time Spent Viewing on their website, with the finance, government and retail sectors performing the lowest. 53% of businesses used the Internet for "branding a product or service". Average expenditure allocated to Australian websites in 1997 was \$24, 982.	At <a href="http://www.apstrategies.com.au/">http://www.apstrategies.com.au/</a> And <a href="http://www.apstrategies.com.au/surveys/avg_time_spent.htm">http://www.apstrategies.com.au/surveys/avg_time_spent.htm</a>
<b>APT Strategies<sup>98A3.2</sup></b> (forthcoming)	(forthcoming survey in 1998)			(forthcoming survey of large business use of online services, particularly websites)	

Organisation	Report title	Status (ongoing?) when produced	Methodology details, sample	Overview of content	Source
<b>Australian Bureau of Statistics</b> <sup>98A4.1</sup>	Household Use of Information Technology (1998) Cat. No 8128	Quarterly every second year Conducted in February 1998	National representative survey of over 3000 households, visited households, gave questionnaires	Household ownership of enabling equipment, level of use of Internet and email, computer user demographics. 42% of households have a computer; 13% of all households have access to the Internet. Levels of use of electronic transactions: .3% of adults paid bills/transferred funds via Internet, .5% vi information kiosk, 57.8% via EFTPOS, and 66% transferred or withdrew funds via ATM. Also explores willingness to use online services from home and barriers to use of Internet and computers.	ABS publications available at ABS bookshops (Cat No. 8128.0):
<b>Australian Bureau of Statistics</b> <sup>98A4.11</sup>	Use of the Internet by Householders (1998) Cat No. 8147.0	Quarterly every second year Conducted in February 1998	Conducted in February 1998, the ABS surveyed over 3000 persons randomly selected from private households.	Examines use of the Internet by persons 18 years and over. Just over 3 million Australian aged 18 years and over (23% of Australia's population) accessed the Internet in the 12 months to February 1998. There were approximately one million Internet users in the home. The ACT, with nearly 50% had the highest proportion of users. Younger age groups were the highest users, with more than 42% of 18-24 years olds using the Internet. A much smaller number (7%) used the Internet to purchase/order goods or services for their own private use. However 82% of these persons reported having paid for the goods/services via the Internet.	ABS publications available at ABS bookshops (Cat No. 8147.0)



Organisation	Report title	Status (ongoing?) when produced	Methodology details, sample	Overview of content	Source
<b>Australian Bureau of Statistics</b> <sup>96A4.2</sup>	Household Use of Information Technology (1996) Cat No. 8146.0	Conducted 1996	National representative survey of 3258 households, visited households, gave questionnaires	Household ownership of enabling equipment, level of use of Internet and email, computer user demographics. Of the estimated 4 million home computer users only 300,000 (7.5%) accessed the Internet. 200,000 (5% ) used email and 100,000 (2.5%) accessed other online services and databases.	ABS publications available at ABS bookshops (Cat No. 8146.0):
<b>Australian Bureau of Statistics</b> <sup>96A4.3</sup>	Business Use of Information Technology (1996)	Conducted 1993-94	Uses data from survey of 8000 non-agricultural employing businesses conducted in 1993-94. Limited to businesses employing over 200 people.	Examines level of ownership of PCs, modems. Business demographics of computer use.	ABS publications available at ABS bookshops (Cat no 8126)
<b>Australian Bureau of Statistics</b> <sup>99A4.4</sup>	Forthcoming in mid 1999: use of IT and online services by business	For financial year 1997-98, will be available mid 1999		We will receive draft questions	
<b>Australian Bureau of Statistics</b> <sup>99A4.5</sup>	Forthcoming in mid 1999: use of IT and online services by government	For financial year 1997-98, will be avail mid 1999		We will receive draft questions	
<b>Australian Bureau of Statistics</b> <sup>98A4.6</sup>	Forthcoming in 1998: survey of farmers	1998 (?)		Will examine: the number or proportion of farmers connected to the Internet, intentions to connect, barriers to Internet use, telecommunications infrastructure or service problems	

Organisation	Report title	Status (ongoing?) when produced	Methodology details, sample	Overview of content	Source
<b>Baradel Consulting</b> <sup>97A5.1</sup>	The 'Third Revolution' and Rural Australia. (1997)	Conducted in 1997. Not contracted to undertake any more data capture at present.	Survey of rural content providers (farmers) conducted online so may be unrepresentative of all users	Survey of rural content providers (farmers). The report discusses present ownership of modems and Internet access: nearly 20% of farm households may be accessing the Internet in late 1997. 34.3% of farmer respondents to Qld survey said they would use dial up access to the Internet if it were available  Also discusses what activities farmers use Internet for: more for business than entertainment The overwhelming majority of farm business usage is for info gathering purposes. Only a small proportion use Internet for online purchasing(16%)	At <a href="http://www.sphynxlinks.com.au/~grovesc/impacts.htm">http://www.sphynxlinks.com.au/~grovesc/impacts.htm</a>
<b>Baradel Consulting</b> <sup>97A5.2</sup>	Online Education and Training of Australian Farmers (1997)	As above		Farmer demand for expertise. Obstacles to Internet delivery of education and training. Potential uses of the Internet for education and training, and education and training applications	Hard copy at CIRCIT. Also: <a href="http://www.sphynxlinks.com.au/~grovesc/">http://www.sphynxlinks.com.au/~grovesc/</a>
<b>Bis Shrapnel and Hi Tech Marketing Services</b> <sup>98A20</sup>	Consumers and New Technology (1998)	Annual survey, last one conducted December 1997	Interviews with 1000 consumers in each state in December 1997	A survey of consumer use of the Internet and TV shopping. Although only a relatively small number use the Internet, the study predicts that use of Internet and TV shopping could spell the end of mail order business. The main concern about online shopping is security, with between 70 and 80 percent of people worried about this issue.	Results referred to in The Age, 14 <sup>th</sup> May, 1998, p 3

Organisation	Report title	Status (ongoing?) when produced	Methodology details, sample	Overview of content	Source
<b>By Patrick Clarke and Julian Hafner, in the journal Australian Psychiatry</b> <sup>96A6</sup>	Telepsychiatry in South Australia (1996)	Not ongoing	Interviews with consecutive referrals to Telepsychiatry unit between 1994, 1996. Demographic, clinical and service satisfaction data was supplemented by questionnaire data on referrers overall satisfaction with the service and specific outcomes.	Effective use of telepsychiatry, videoconferencing: patient satisfaction eg with sound and picture delays, with helping them manage their psychiatric problem, whether they would use the service again. This was all quite positive. Many said it helped greatly and would use again. Also examined referrer satisfaction: both GPs and case managers were very positive about the applications' contribution to diagnostic clarification and problem formation. It was also found that diagnostic reliability was not reduced by telepsychiatry (when compared to face to face meetings)	In Australasian Psychiatry, Vol 5, No 3, June, 1997
<b>Centre for the Study of Clinical Practice, St. Vincents Hospital, Melbourne, for the Dept of Human Services</b> <sup>97A7</sup>	Evaluating Telehealth Services in Victoria (1997)	Not ongoing		Explores issues around evaluation of telehealth, axioms for success of telehealth trials and implementation, designs a framework for evaluating telehealth services in Victoria	A Report to the Department of Human Services. Hard copy at CIRCIT.
<b>CIRCIT</b> <sup>98A23.1</sup>	The Story of Small Business and Electronic Commerce (1998)	Conducted in 1997/98; not ongoing	In depth qualitative interviews with 27 small business people	Explores how small business people use a range of communication channels across different business activities; explores how characteristics of channels helps explain why they choose different channels for different activities. Explores the changed nature of communication as it goes online.	CIRCIT Policy Research Paper No 43, available from CIRCIT
<b>CIRCIT</b> <sup>98A23.1</sup>	Forthcoming in September 1998: survey of small business use of online services	Research in conduct; not ongoing	National random representative survey of 800 small businesses		Forthcoming from CIRCIT

Organisation	Report title	Status (ongoing?) when produced	Methodology details, sample	Overview of content	Source
<b>CIRCIT</b> <sup>96A23.3</sup>	The Use of ICTs in the Home (1996)	Conducted in 1996; not ongoing	In depth qualitative interviews with 23 households, 47 people	Explores how householders use a range of communication services across different activities; how ICT use is influenced by cultural meanings such as space and privacy, and how trust is an important influence of use of different forms of money.	CIRCIT Policy Research Paper No 40, available from CIRCIT
<b>CIRCIT</b> <sup>96A23.4</sup>	Electronic Money in the Home (1996)	Conducted in 1996; not ongoing	In depth qualitative interviews with 23 households, 47 people	Explores how householders mix and match different forms of money across their activities according to the information and meanings that different kinds of money yield.	CIRCIT Policy Research Paper No 41, available from CIRCIT
<b>CIRCIT</b> <sup>97A23.5</sup>	Trust and Electronic Money (1997)	Conducted in 1996/97, not ongoing	In depth qualitative interviews with 23 households, 47 people	Explores the importance of trust in residential use of electronic money, and how trust is engendered through control, comfort and caring.	CIRCIT Policy Research Paper No 42, available from CIRCIT
<b>Deloitte &amp; Touche Consulting Group and Qld Government (forthcoming)</b> <sup>98A24.1</sup>	Forthcoming: Networked Computing Study (1998)		International survey but has Australian data: more than 1000 CIOs, including more than 200 in Australia		
<b>DIST</b> <sup>98A19.1</sup>	Stats: Electronic Commerce in Australia (April 1998)	Survey conducted on a quarterly basis, this one released in April 1998	Report provides limited info on methodologies used: "Qualitative and quantitative"... Covers "transaction statistics, infrastructure statistics, Internet and EDI supply activities, to non-payment statistics such as email usage profiles"	Less than 20% of enterprises with websites believe they have achieved a ROI greater than 10% on their investment. Early enterprise adopters with a web presence remain sceptical about the value of the website to their business, with less than 35% claiming that their website was significant to their business. This has largely been driven by the realisation that the number of active web users in Australia is much lower than originally projected.	<a href="http://www.dist.gov.au">http://www.dist.gov.au</a>

Organisation	Report title	Status (ongoing?) when produced	Methodology details, sample	Overview of content	Source
DIST (cont)				In addition very few organisations have realised any significant competitive advantage from their potentially early adoption of Internet services (excluding some cost reduction)The late adopters without Internet experience have a more optimistic expectation of the benefits of the Internet in terms of replacing traditional communications.	
<b>DIST</b> <sup>98A19.2</sup>	Getting Business Online (1998)	Released May 1998		Their interest is on getting Australian business to be leading edge users; they have a vision for 90% takeup of online services by specific industry sectors (p 2) and see that this can be achieved through awareness raising, and through training. Also interested in benchmarking takeup over time, and identifying and overcoming barriers. The report includes an overview of international government developments in electronic commerce as well as a number of case studies of successful online businesses.	Dept of Industry Science and Tourism, May 1998
<b>IDC, Australia</b> <sup>97A9.1</sup>	The Australian Intranet Market, Analysis and Opportunities (1997)	Study completed in 1997, ? ongoing	Results of survey of 280 medium to large Australian organisations.	Business access and use of Intranets Over 35% of Australian companies have already installed an Intranet within their organisation, with another 25% planning to have one installed by the end of 1997, and 16% planning to have one installed by the end of 1998. The main applications being run on intranets at present are mail/messaging and information dissemination, but data retrieval and access, and collaboration/groupware will become more important in the next 18 months.	<i>"IDC Says Intranets Now Taking Off in Australian Business Sector"</i>  <i>In C&amp;M: The Communications Markets Letter</i> , Issue 144 13 October, 1997; Research by IDC Australia

Organisation	Report title	Status (ongoing?) when produced	Methodology details, sample	Overview of content	Source
<b>IDC, Australia</b> <sup>97A9.2</sup>	Un-named, see source (1997)		No details	Number of community Internet users, percentage using it to shop <sup>1</sup> . By the end of the year there will be almost 2.5 million Internet users, with 27% using it to shop, and by 2001 there will be more than five million Internet users with one third shopping on it.	<i>"Shopping on the Net" In the Sunday Age, 1<sup>st</sup> Feb 1998</i>
<b>Paul Budde Communication Pty Ltd</b> <sup>9810.1</sup>	Internet and Online Services Markets 1998 - Australia	Uses survey data from 1996, 1997	Uses survey data from IDC Australia, Telstra, ABS and AGB Mc Nair)	Yields 1997 (and sometimes 1996) data on numbers of home Internet users, business users, government Internet users and education Internet users. Provides data on penetration of Internet use, level of Internet shopping in households, demographics of users.	Copyright Paul Budde Communications Pty Ltd, 1998
<b>Paul Budde Communication Pty Ltd</b> <sup>9810.2</sup>	Australia – Electronic Commerce Market – Email and EDI (1998)	Uses data from 1996, 1997	Discussion of available data.	Over 80% of business use of the Internet is messaging. While an estimated 5000 Australian businesses have installed their own inhouse email systems within their organisations, it is estimated that over 50,000 businesses in total are using email. This represents close to 1 million people in business and government organisations.	Copyright Paul Budde Communications Pty Ltd, 1997

<sup>1</sup> This piece mentions Marzbani (www.consult) who argues that most of Australia's shopping is now done at US sites. 70% of Australians are spending their surfing time in the US. He argues that primary reason for buying OS is not price (though somewhat cheaper) but because they are not available in Australia eg out of print books. More traditional goods such as whitegoods are not well represented on the Net yet. Marzbani says that 15 % of potential shoppers are put off by the CC security factor. However Marzbani says that security is more a concern of vendors, banks and CC card providers than for card holders (eg Boots).

Organisation	Report title	Status (ongoing?) when produced	Methodology details, sample	Overview of content	Source
Paul Budde Communication Pty Ltd (cont)				<p>As email is now bundled with EC and info services, no separate charges occur for using email in such packaged offerings, so its difficult to make a meaningful estimate of the value of this market. The overall market grew over the last few years – 30-35% - And continues to grow.</p> <p>Corporate (in house) email systems were, until recently, growing at a higher rate than public email – around 25-35%” One recent survey on email usage (100 Aus SMEs) shows that 58% of government organisations have enterprise wide email systems while the remainder make some use of it. For non government organisations only 35% make use of enterprise wide email, and 27% did not use email within the org at all.</p>	
<b>Poon and Swatman</b> <sup>97A11</sup>	Emerging issues on small business use of the Internet: 23 Australian Case Studies (1997)	Conducted 1997 Not ongoing	Analysis of 23 case studies	Examines access and use. Examines change issues and barriers.	At <a href="http://simpson.ba.swin.edu.au">http://simpson.ba.swin.edu.au</a>
<b>Roy Morgan</b> <sup>97A12</sup>	Single Source Survey July-Sept 97. Press release, September 1997	Ongoing: 1200 responses collected from households each week (60, 000 total in year), with frequent reports on findings via website press releases	Interviewed approximately 30,000 men and women aged 14 and over. (no details re sampling technique)	Numbers of community/ end users who have accessed the Internet. Demographics of users. Where people access the Internet from. Reasons for accessing the Internet.	Single Source Survey July-Sept 97. Press releases, Sept and July 1997; hard copies at CIRCIT

Organisation	Report title	Status (ongoing?) when produced	Methodology details, sample	Overview of content	Source
<b>Small Business Research Unit, VUT</b> <sup>97A13</sup>	An Analysis of the Usage of Computer packages in Australian Small Businesses (1997)	Not ongoing, conducted 1997	Random representative mail survey of 57 small businesses across Australia.	<p>Small business ownership of PCs, Internet and software applications. Also examines what activities these applications are used for. Also has user demographics.</p> <p>Examines respondents opinion of what has been a successful application of IT. Found that packages such as word processing, spreadsheet and accounting software were most commonly used packages and were judged to be the most successful by small business. EDI, the Internet and Point of Sale applications received low success scores indicating lack of performance related to expectations. However the performance of the Internet in research and development was judged to be very successful.</p>	Hard copy at CIRCIT
<b>Telecommunications Needs Research Group, RMIT</b> <sup>97A14</sup>	Barriers to Public Internet Use (1997)	Conducted 1997 Not ongoing		Identifies barriers to Internet access and use, particularly for older people. Some barriers are attitude to technology, lack of expertise, difficulty using the mouse and sight difficulties.	Hard copy available at TNRG and CIRCIT



Organisation	Report title	Status (ongoing?) when produced	Methodology details, sample	Overview of content	Source
<b>Telemedicine Today</b> 98A22	Annual Program Survey in Telemedicine Today (1998)	Annual. Ongoing began in 1993.	Sends survey to health related institutions including hospitals and domestic, state and national universities, managed care organisations, military, prison and VA hospitals and known telehealth programs. 31 question survey. Information is not independently verified.	Provides detailed information on each telehealth program and includes general program details, technology, activity base, access and use data, financial status and additional comments.	Telemedicine Today 1993, Fall., 1994., 1995, vol 1: 4., 1996, vol 4:4, 1997 vol 5: 3, 1998 April-May.
<b>The Australian Rural Health Research Institute, Dept of Medical Informatics, and Queensland University of Technology</b> <sup>97A15</sup>	Telehealth in Rural and Remote Australia (1997)	Not ongoing		Investigates the need for and use of IT and T by health providers in rural and remote areas of Australia; provides a framework and develops guidelines for future applications in rural areas, aimed at Federal Dept of Human services and Health	At <a href="http://www.monash.edu.au/informatics/prhcit/report/tele_c.htm">http://www.monash.edu.au/informatics/prhcit/report/tele_c.htm</a>
<b>The Working Group on Government Information Navigation, July 1997</b> <sup>97A16</sup>	Improving access to the Information and Services of Australian Governments (1997)	NA	NA	General discussion of government approaches to electronic service delivery: information and transaction services, using Internet as primary vehicle.	At <a href="http://www.nla.gov.au/lis/esd4.html">http://www.nla.gov.au/lis/esd4.html</a>
<b>Viclink; John Carlo Bertot and Charles R McClure</b> 98A21.1	Victorian Public Libraries and the Internet: Results and Issues (1998)	Conducted August 1997	Used two separate surveys to collect data: a library survey designed to assess Victorian public library connectivity and a user survey designed to capture user-based perceptions and issues concerning the public Internet access services offered by public libraries.	Provides a baseline measure of public library Internet connectivity. Describes public library type and level of Internet connectivity, reviews the costs of public library Internet connectivity, and assesses public library Internet connectivity from the perspective of librarians and users (user satisfaction)	At: <a href="http://avoca.vicnet.net.au/viclink/report97.htm/">//avoca.vicnet.net.au/viclink/report97.htm/</a>

Organisation	Report title	Status (ongoing?) when produced	Methodology details, sample	Overview of content	Source
<b>Weekend Australian, The</b> <sup>98A20.1</sup>	Banks Rule, OK? (1998)	NA	NA	"More than 70% of [the Commonwealths] transactions are done electronically today and the Internet is building."	The Weekend Australian, May 23-24 1998
<b>WWW.consult</b> <sup>97A17</sup>	The Australian Internet User Report (December 1997)	The Internet user survey is conducted up to three times a year. Previous surveys were conducted in July 1997 April 1997 and December 96.	Survey conducted online at <a href="http://survey.hotlink.com.au">http://survey.hotlink.com.au</a> and is then verified using a traditional telephone survey. Sample of 8000 respondents	Examines Internet user growth, use across activities eg shopping, banking, travel. Activity use across states. Internet and email use at home has been named by more Internet users as the primary use of the PC at home, exceeding word processing and spreadsheet use - the first time since www.consult began researching consumer Internet use in 1996.	At <a href="http://www.consultco.co.nz/">http://www.consultco.co.nz/</a>
WWW Consult (cont)				"Online shopping continues to grow with more than 300,000 Australians having tried ... More than half of those who tried online shopping had purchased more than once. Median online spend was \$100, with software, books and CDs the most popular categories. ....Although user growth has slowed, there is a healthy adoption of electronic commerce by users who have figured out what they want, with online transactions in the banking, insurance, travel and entertainment sectors steadily increasing."	

Organisation	Report title	Status (ongoing?) when produced	Methodology details, sample	Overview of content	Source
<b>Yellow Pages</b> <sup>98A18.1</sup>	Survey of e-commerce in Australian small and medium businesses (April 1998)	Special report, April 1998	Nation-wide survey of 1200 small businesses and 600 medium businesses; conducted by telephone interview	Examines small and medium businesses. Measures ownership of ICTs , use of online services, attitudes to using e-commerce, expectations of future adoption, use behaviour concerning e-commerce, and perceived barriers in implementing e-commerce. Also looks at business preferences for a range of e-commerce packages. One third of all small businesses and two thirds of medium businesses are now connected to the Internet. 12% of small businesses and 34% of medium businesses have a web page. Across all businesses 38% believe they could make use of e-commerce....	At <a href="http://www.yellowpages.com.au/sbr/sbindex/">http://www.yellowpages.com.au/sbr/sbindex/</a>
<b>Yellow Pages</b> <sup>97A18.2</sup>	A Special Report on Technology in the Small Business Sector (1997)	Usually every 12 months in July August	Nation-wide survey of 1200 small businesses; conducted by telephone interview	Small business ownership of ICTs and online services eg web page, email, Identifies use of Internet for different activities. Also measures expectations of purchase in next twelve months. Also tries to measure awareness of the services, through questions such as "Have you heard of it?"	At <a href="http://www.yellowpages.com.au/sbr/sbindex/">http://www.yellowpages.com.au/sbr/sbindex/</a>