

# **ANNUAL SURVEY ON INFOCOMM USAGE IN HOUSEHOLDS AND BY INDIVIDUALS FOR 2002**

## **1. BACKGROUND AND METHODOLOGY**

The Annual Survey on Infocomm Usage in Households and by Individuals for 2002 is the 7<sup>th</sup> in a series of surveys carried out by IDA, which started in 1990. The main objectives of this latest survey were to:

- Gauge the level of ownership of Infocomm appliances and subscription to Infocomm services in Singapore households and among individuals
- Assess the sophistication and extent of Infocomm usage in households and among individuals

The survey covered 1,500 housing units in Singapore and included the following housing types:

- HDB/JTC flats
- HUDC/Private apartments/Condominiums
- Bungalows/Semi-detached/Terrace houses

Conducted from November 2002 to January 2003, the survey is divided into two parts. Data for the Household Questionnaire was collected through face-to-face interviews with a family member, at least 15 years old and above, who was in a position to answer questions on behalf of his/her family. The Individual Questionnaire was answered by all family members aged 15 years and above in the selected households.

## 2. HOME OWNERSHIP OF COMPUTERS

### Homes with Computers

Computer ownership in Singapore households grew from 63.9% in 2001 to 68.4% in 2002. The 4.5% increase represents a significantly higher growth rate in home computer ownership compared with the growth rate between 2000 – 2001. Increasingly, computers are no longer seen as a luxury item, but a necessity in the home, especially for households with school-going children. Attractive pricing has also made PCs more affordable for many households. The NEU PC Programme (an expansion of the PC Reuse Scheme) may have contributed to the growth in home computer ownership as it continues to make available new and used PCs to needy families.

**Figure A: Ownership of Computers in Singapore households**

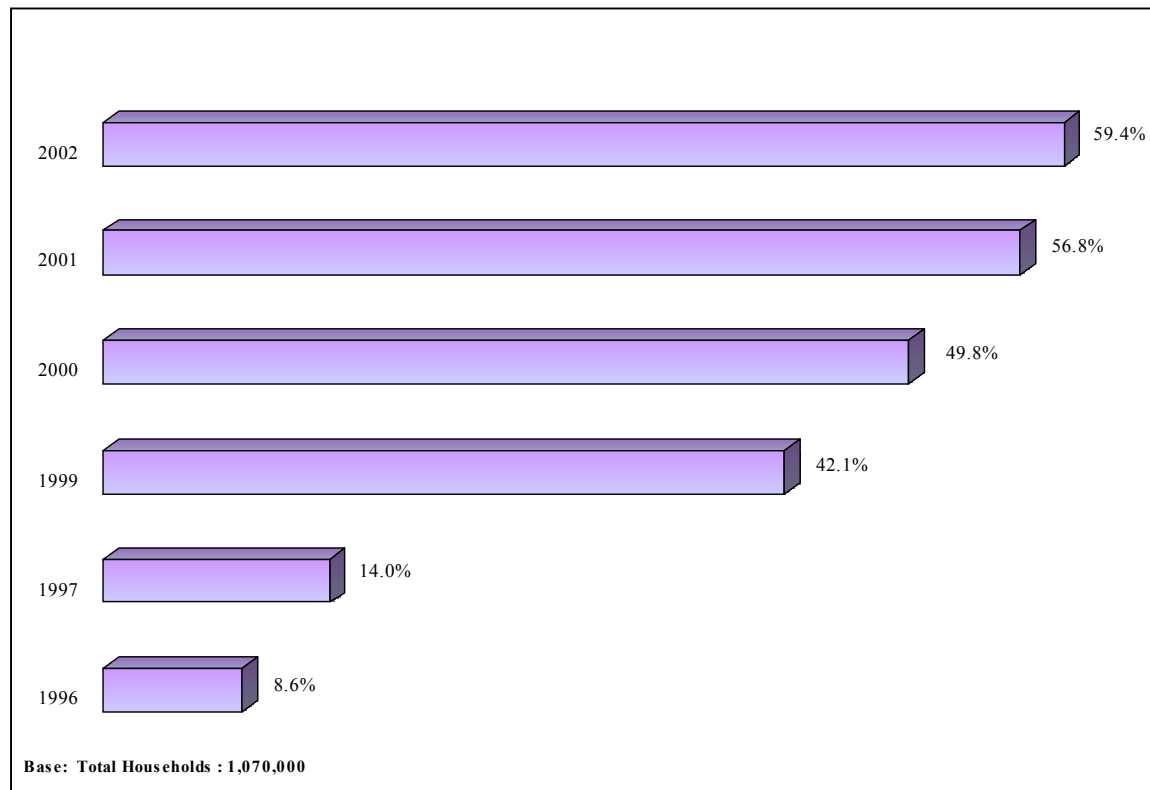


### 3. HOME INTERNET AND BROADBAND ACCESS

#### Homes with Internet access

Home Internet penetration (dial-up and broadband) was 59.4% in 2002, which was equivalent to 636,000 households.

**Figure B: Home Internet Access**

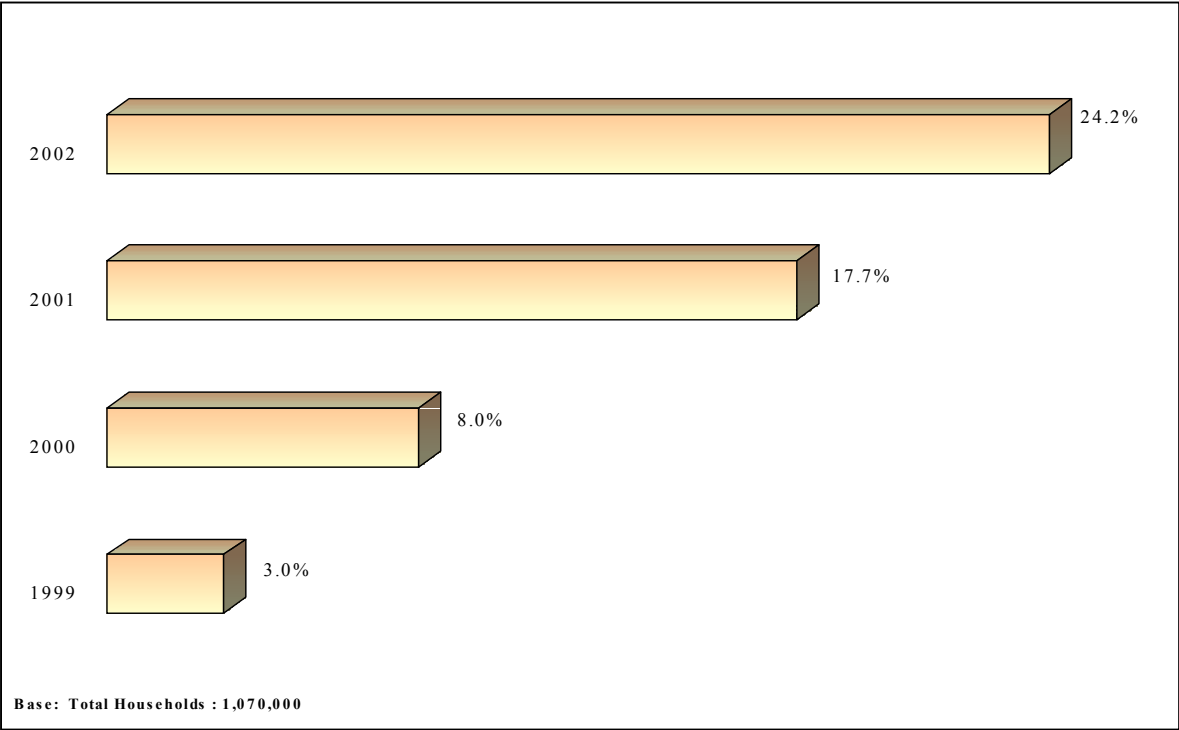


### Homes with Broadband access

Broadband penetration among Singapore households reached 24.2% as at January 2003. Broadband access includes the following types of Internet connection:

- ADSL (Asymmetric Digital Subscriber Line)
- Cable modem
- Leased Line/ATM Link
- ISDN (Integrated Services Digital Network)
- LAN (Local Area Network)
- Wireless LAN

**Figure C: Home Broadband Access**



## Usage Patterns

In 2002, there were 2.5 million computer users in Singapore – a 30.9% increase from the previous year's 1.9 million computer users. The total number of Internet users also grew, from 1.6 million in 2001 to 2.1 million in 2002. This represents an increase of 27.4%.

Email, information retrieval/search and software downloads are the three most common uses of the Internet among those surveyed.

### Figure D: Level of Awareness and Usage of Internet Applications and Services

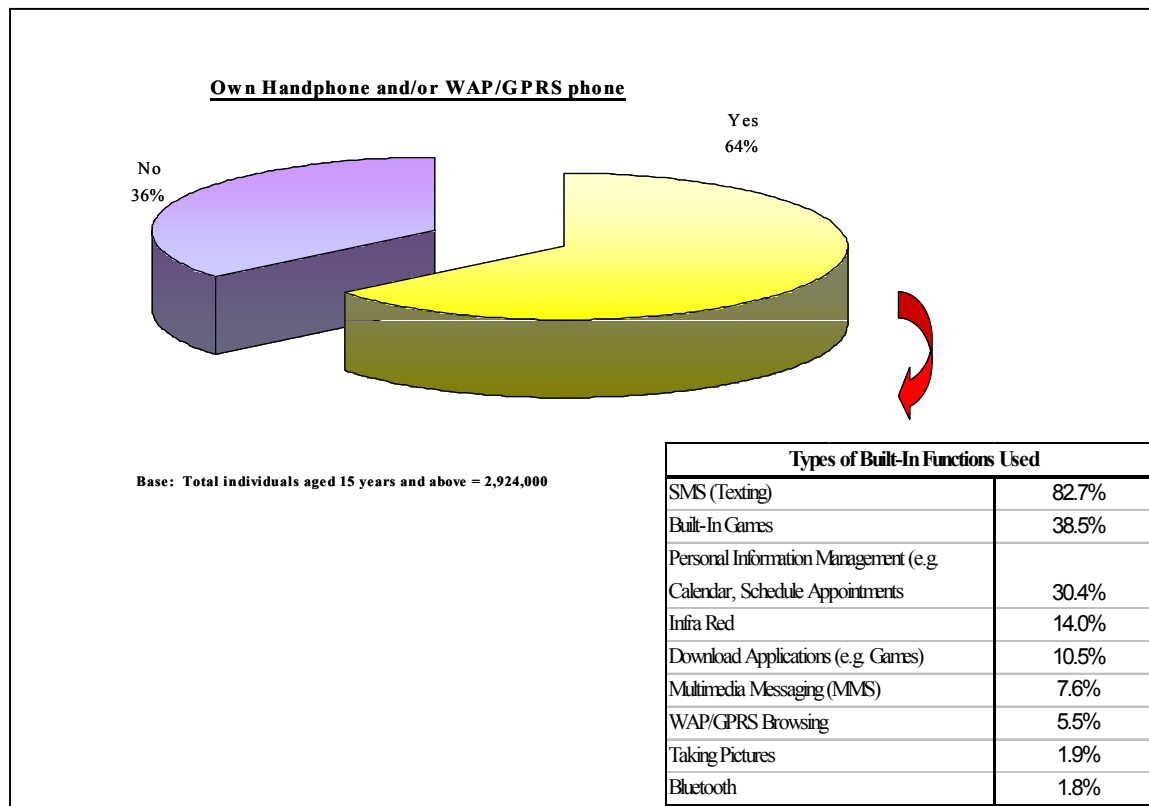
Base: 1,374,000 Internet users aged 15 years and above

| Types of Internet Applications and Services           | Level of Awareness | Level of Usage |
|---|--------------------|----------------|
| <b>E - Communications :</b>                           |                    |                |
| E - Mail  | 99.7%              | 95.6%          |
| Chat  | 95.2%              | 45.8%          |
| Instant Messaging                                     | 90.8%              | 45.6%          |
| Internet S M S  | 84.4%              | 36.5%          |
| Discussion Groups                                     | 82.5%              | 27.6%          |
| Internet Telephone                                    | 78.3%              | 11.2%          |
| Video Conferencing                                    | 81.3%              | 10.2%          |
| <b>E - Transactions :</b>                             |                    |                |
| Online Information Retrieval/Search                   | 93.4%              | 63.5%          |
| Online Government Related Transactions                | 98.4%              | 42.8%          |
| Electronic Form Filling (Excludes Govt Forms)         | 89.1%              | 37.9%          |
| Upload & Download Documents From Office Server        | 82.9%              | 34.2%          |
| Online Job Search/Job Application                     | 88.7%              | 30.3%          |
| Online Banking  | 91.0%              | 30.1%          |
| Online Library Services                               | 84.5%              | 26.1%          |
| Online Shopping                                       | 93.4%              | 22.7%          |
| Creating an Online Home Page                          | 85.6%              | 15.6%          |
| Online Investments/Securities                         | 82.5%              | 11.7%          |
| Online Insurance Services                             | 78.8%              | 8.1%           |
| <b>E - Entertainment :</b>                            |                    |                |
| Download Software Applications                        | 92.0%              | 48.8%          |
| Download (& or Upload) Music (e.g. MP3)               | 93.7%              | 41.9%          |
| Play Online Games                                     | 92.6%              | 38.7%          |
| Download (& or Upload) Digital Photos (e.g. Jpg)      | 85.5%              | 37.6%          |
| Download Games  | 92.9%              | 37.4%          |
| Download (& or Upload) Video (e.g. Mpg)               | 88.6%              | 28.9%          |
| Music Streaming                                       | 78.1%              | 25.3%          |
| Video Streaming (Watch Movies, Live Webcast)          | 80.7%              | 25.2%          |
| Online Contest/Competitions                           | 88.4%              | 22.4%          |
| <b>E - Learning :</b>                                 |                    |                |
| E-Learning or Online Education                        | 82.9%              | 19.0%          |
| Children Educational Content (e.g. Online Assessment) | 79.1%              | 14.3%          |

#### 4. WIRELESS USAGE

Almost two-thirds of the individuals aged 15 years and above own a handphone and/or WAP/GPRS phone. Apart from SMS, the next two most popular built-in functions were Games and Personal Information Management such as calendaring and scheduling appointments.

**Figure E: Ownership of handphone and/or WAP/GPRS phone**



\* Note: This figure is not comparable with last year's figures due to the differences in the targeted respondent base. In 2001, this question was asked of computer users aged 15 years and above. For 2002, this question was asked of individuals aged 15 years and above.

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*Released by the Infocomm Development Authority of Singapore*