

ANNUAL SURVEY ON INFOCOMM USAGE IN HOUSEHOLDS FOR 2008

February 2009



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INTRODUCTION

The 2008 Annual Survey on Infocomm Usage in Households (“Survey”) is the 13th in its series conducted by IDA since the 1990s. The objective of the Survey is to assess the extent of infocomm adoption and usage in Singapore resident households¹.

Survey Methodology

Data was collected from 5,000 households via face-to-face interviews conducted from October to December 08. The sample of addresses was provided by the Singapore Department of Statistics based on a random selection using a two-stage stratified design by geographical location and housing type.

Report Structure

This report is organised in the following parts:

Part A: Chapter A sets out the key findings.

Part B: Chapters B1 to B2 present the findings of household infocomm usage.

A glossary of terms used in this report can be found in Annex A.

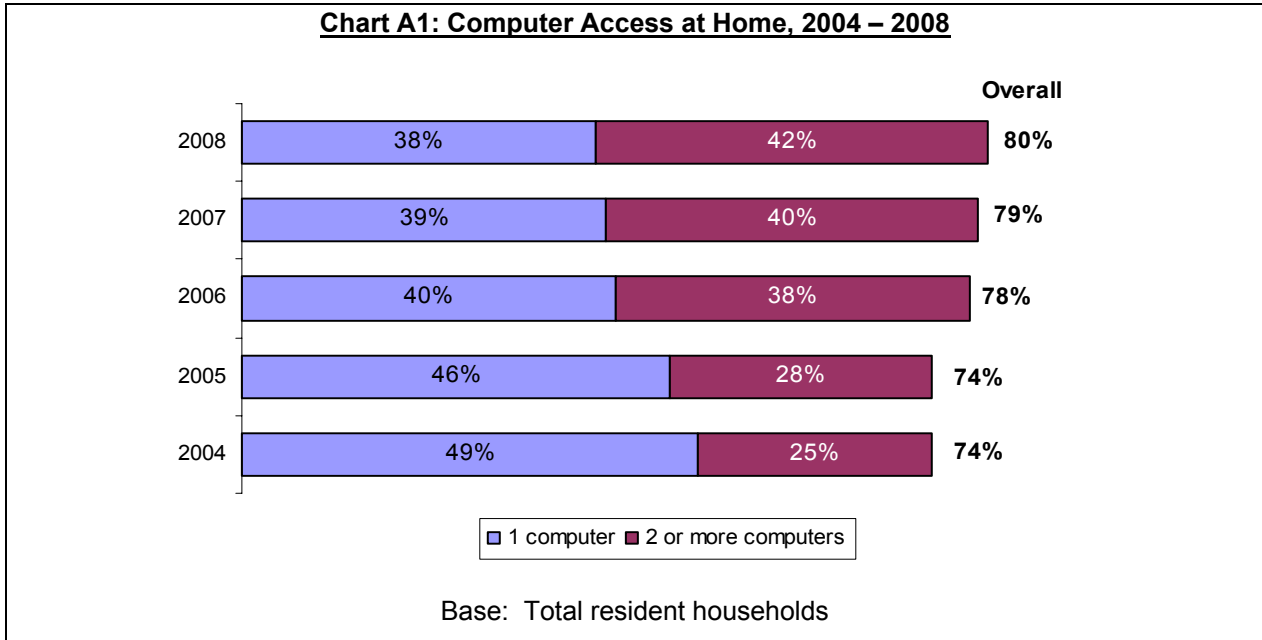
¹ Only households with at least one resident (Singapore Citizen or Permanent Resident) were interviewed; households comprising wholly of foreigners were not interviewed.

PART A: 2008 KEY FINDINGS

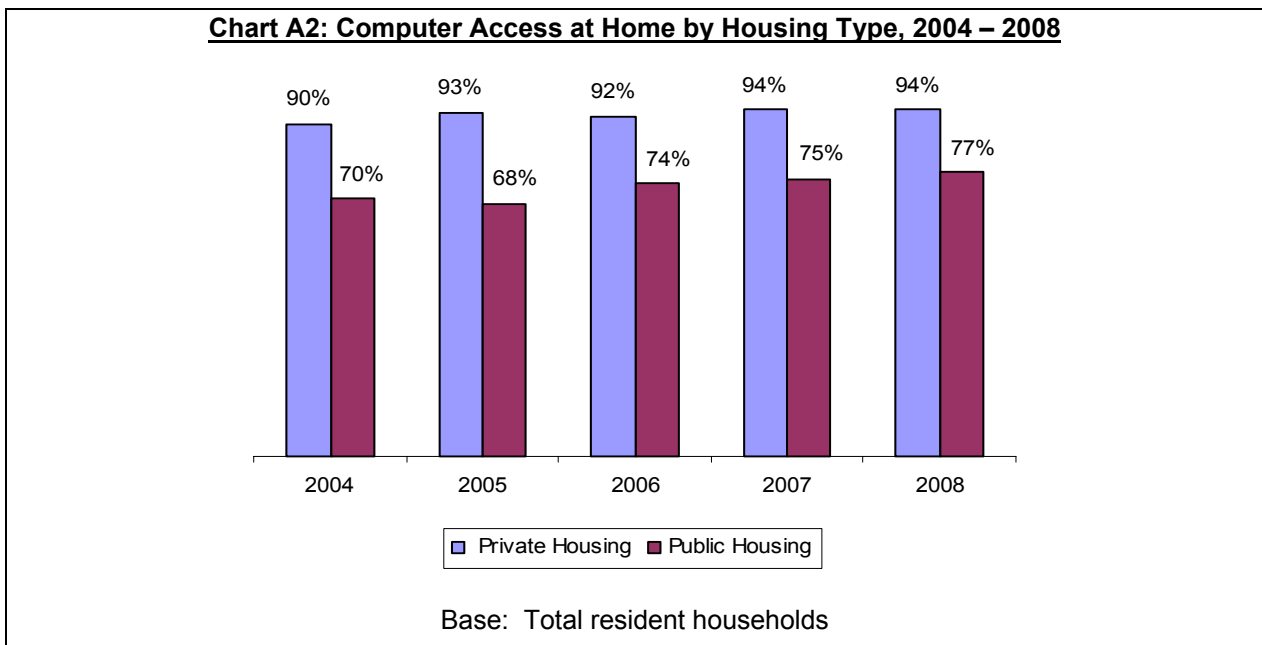
2008 Key Findings

Home Computer Access

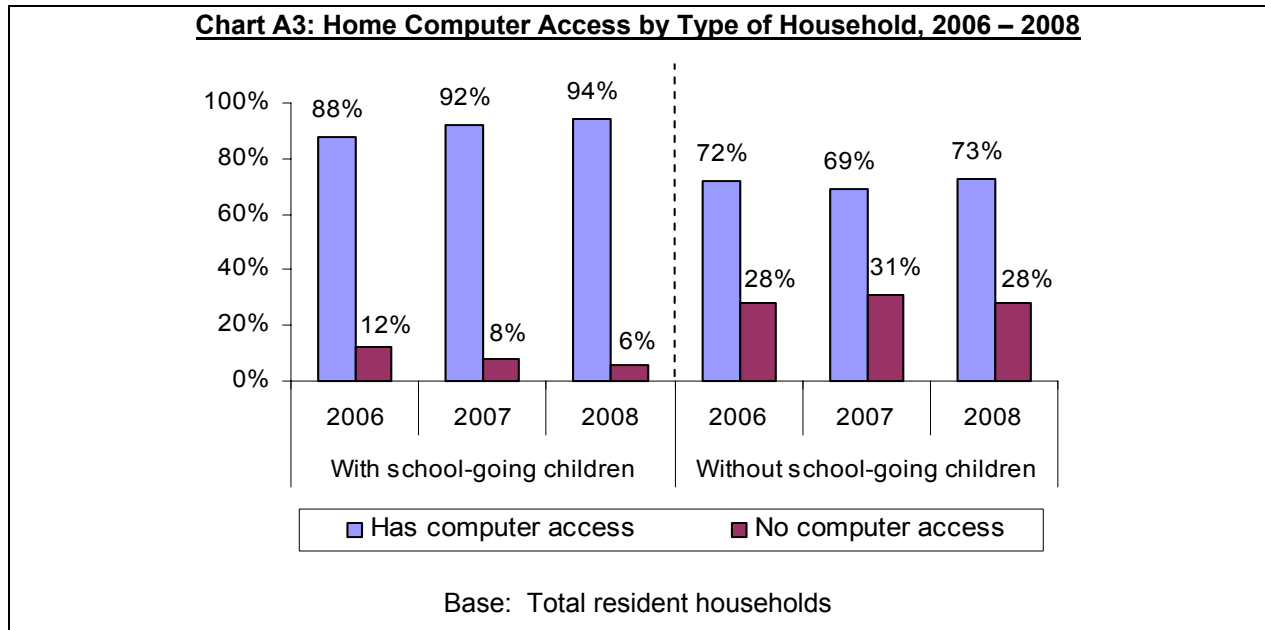
About 80% of households in Singapore have access to at least one computer at home (Chart A1).



Home computer access for households in private housing remains higher than that for households in public housing (Chart A2).



Amongst households with school-going children, 94% have computer access at home (Chart A3).



In general, the top two reasons flagged out by households for not having access to a computer at home remained “No need to use” and “Lack of skills” (Table A1).

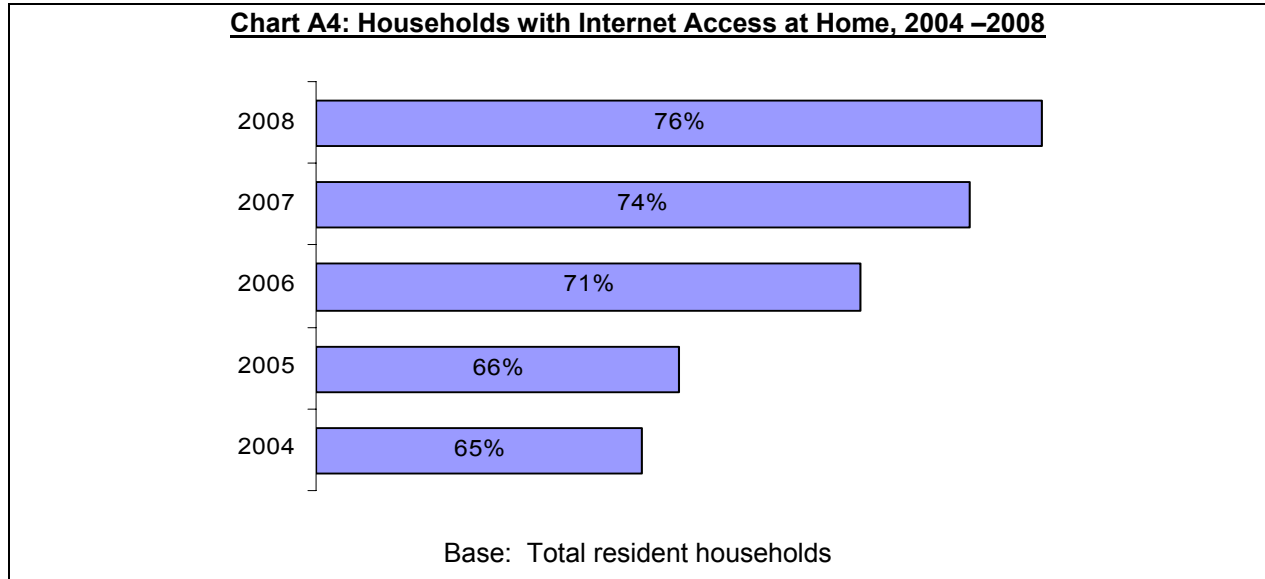
Table A1: Main Reason for Not Having Access to a Computer at Home, 2004 – 2008

No.	Main Reason	2004	2005	2006	2007	2008
1	No need to use	42%	35%	43%	46%	38%
2	Lack of skills	19%	32%	20%	29%	32%
3	Too costly to purchase a computer	16%	15%	17%	11%	14%
4	Old age is a barrier to learn computer skills	9%	12%	8%	7%	13%
5	Children are too young	3%	6%	4%	2%	3%

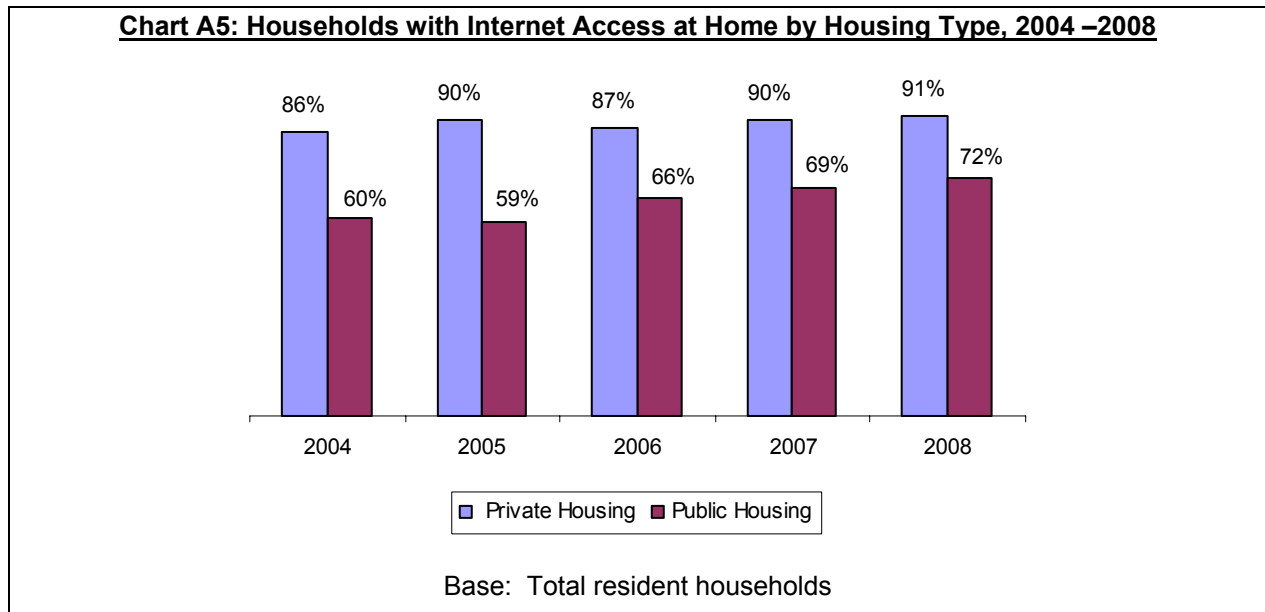
Base: Resident households that did not have access to a computer at home

Internet Access at Home

The proportion of households with Internet access has reached 76% ([Chart A4](#)).



Mirroring the trend for computer access, home Internet access for households in private housing was higher than that for households in public housing ([Chart A5](#)).



Similar to the reasons for not having computer access at home in Table A1, “Lack of interest / no need to use” and “Lack of knowledge / skills / confidence” remained the most commonly cited reasons by households that did not have Internet access at home (Table A2).

Table A2: Main Reason for Not Having Internet Access at Home, 2004 – 2008

No.	Main Reason	2004	2005	2006	2007	2008
1	Lack of interest / No need to use	24%	27%	43%	55%	50%
2	Lack of knowledge / skills / confidence	11%	6%	18%	11%	23%
3	Have access to Internet elsewhere	29%	17%	7%	9%	13%
4	Costly equipment costs	6%	-	14%	8%	8%
5	Subscription to the Internet is too costly	12%	29%	4%	3%	4%

Base: Resident households that did not have access to Internet at home

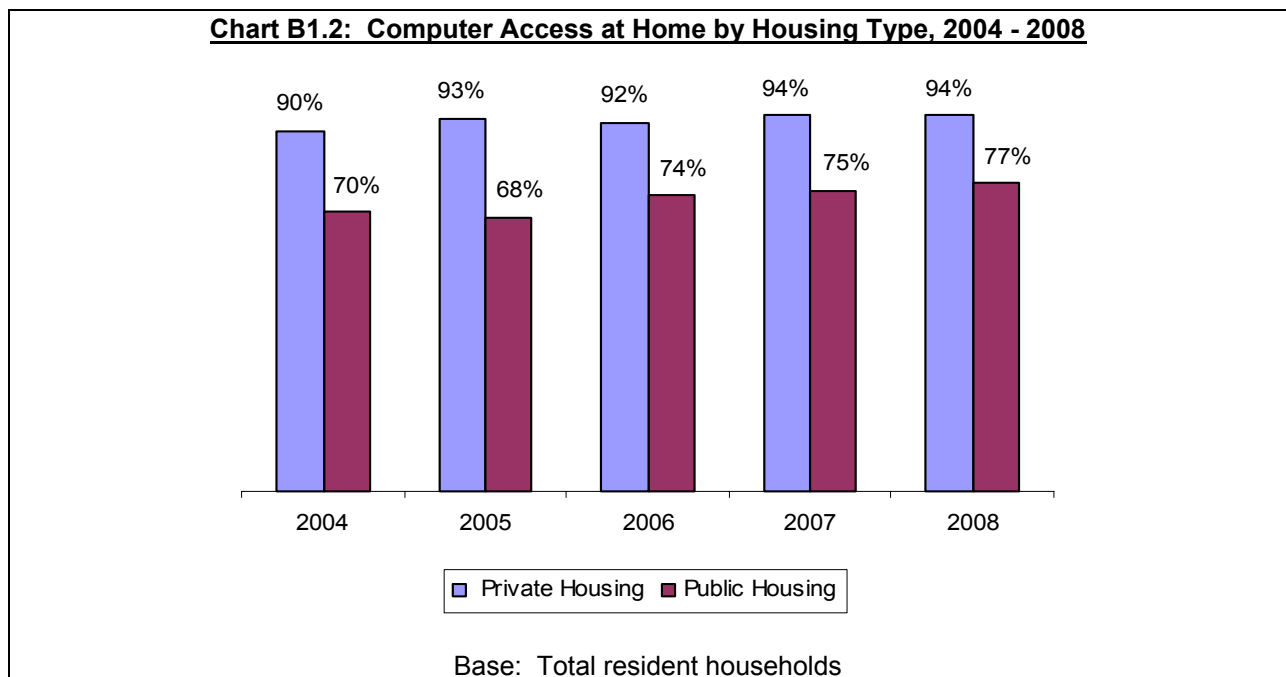
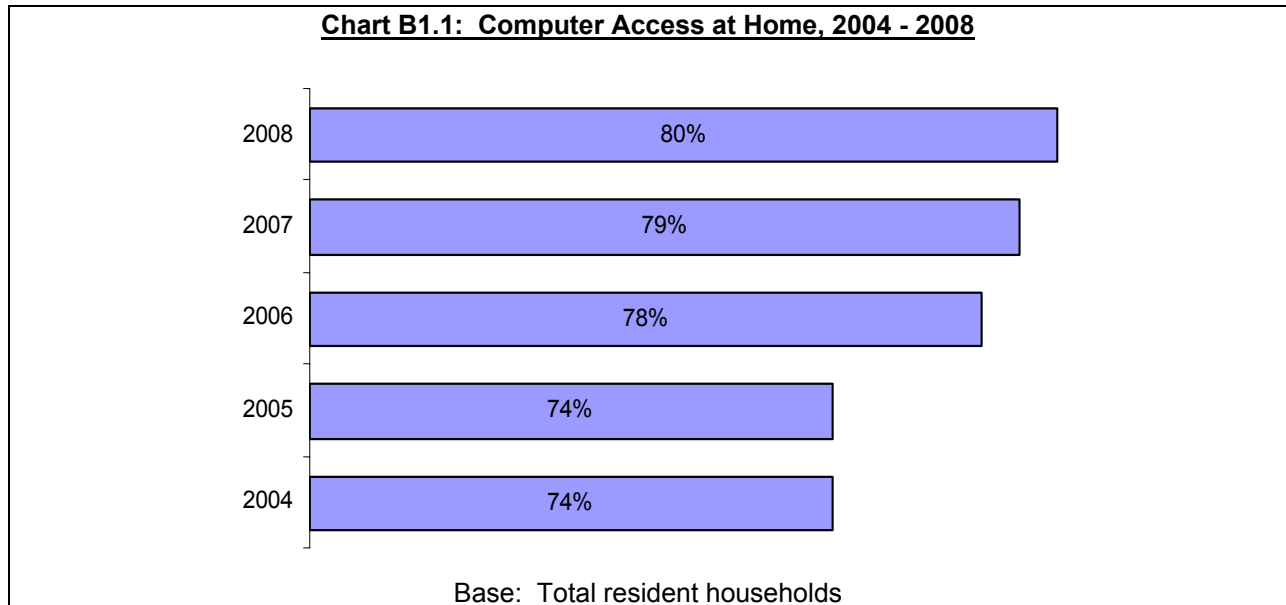
PART B: HOUSEHOLD INFOCOMM USAGE

B1. COMPUTER ACCESS WITHIN HOUSEHOLDS

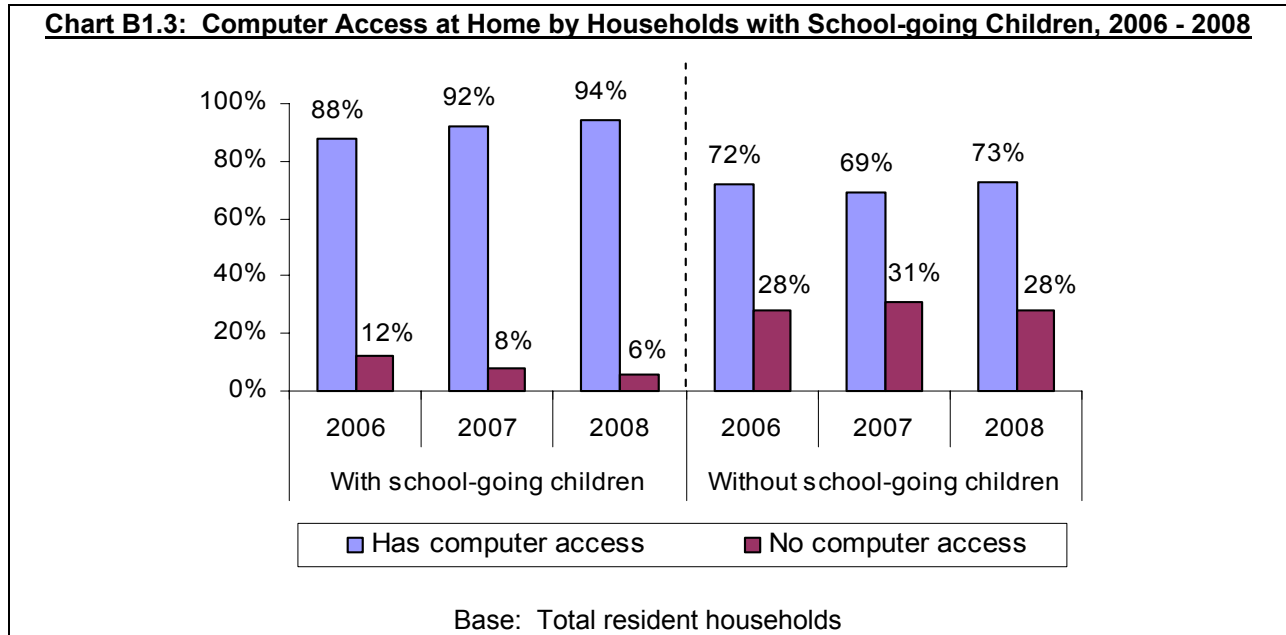
B1.1 Home Computer Access

By housing type and in households with school-going children

About 80% of resident households had access to a computer at home in 2008 ([Chart B1.1](#)). Home computer access remained higher for households in private housing than for households in public housing ([Chart B1.2](#)).



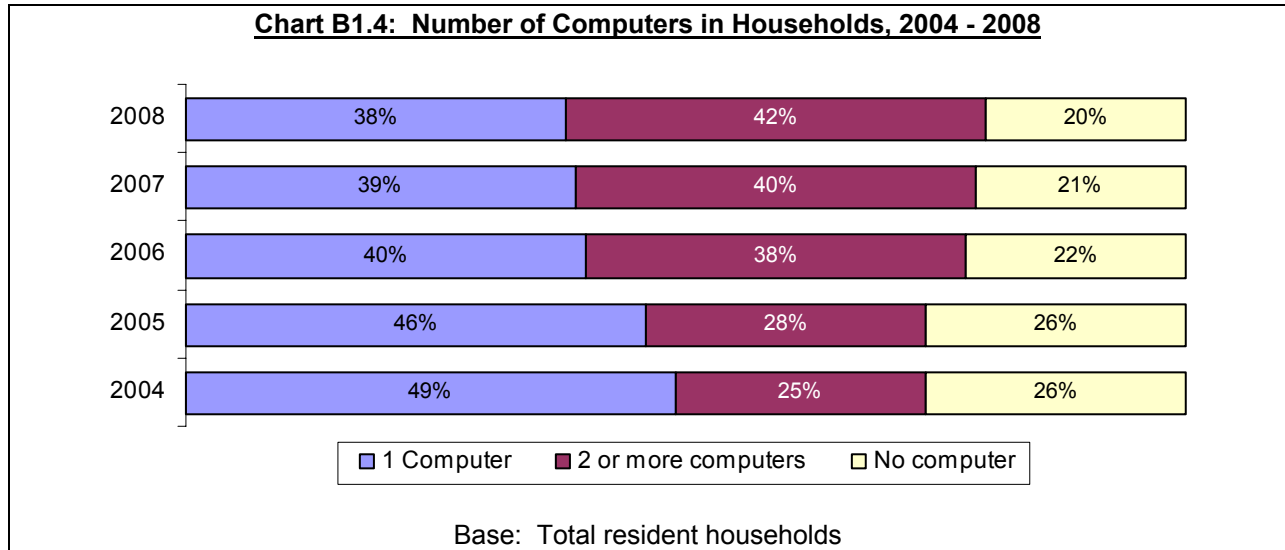
Amongst households with school-going children, 94% of them had access to a computer at home in 2008 (Chart B1.3).



B1.2 Households with Access to Two or More Computers at Home

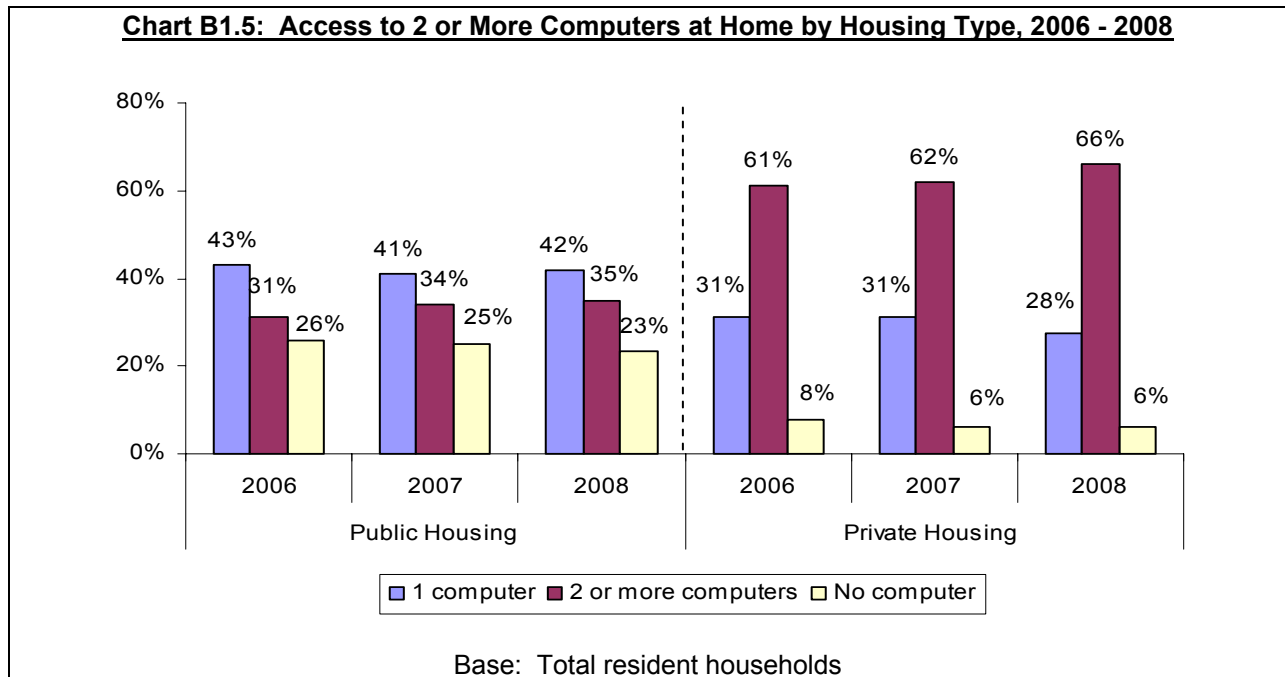
a. Household access to two or more computers at home

More households have access to two or more computers at home ([Chart B1.4](#)).



b. Access to 2 or more computers at home by housing type

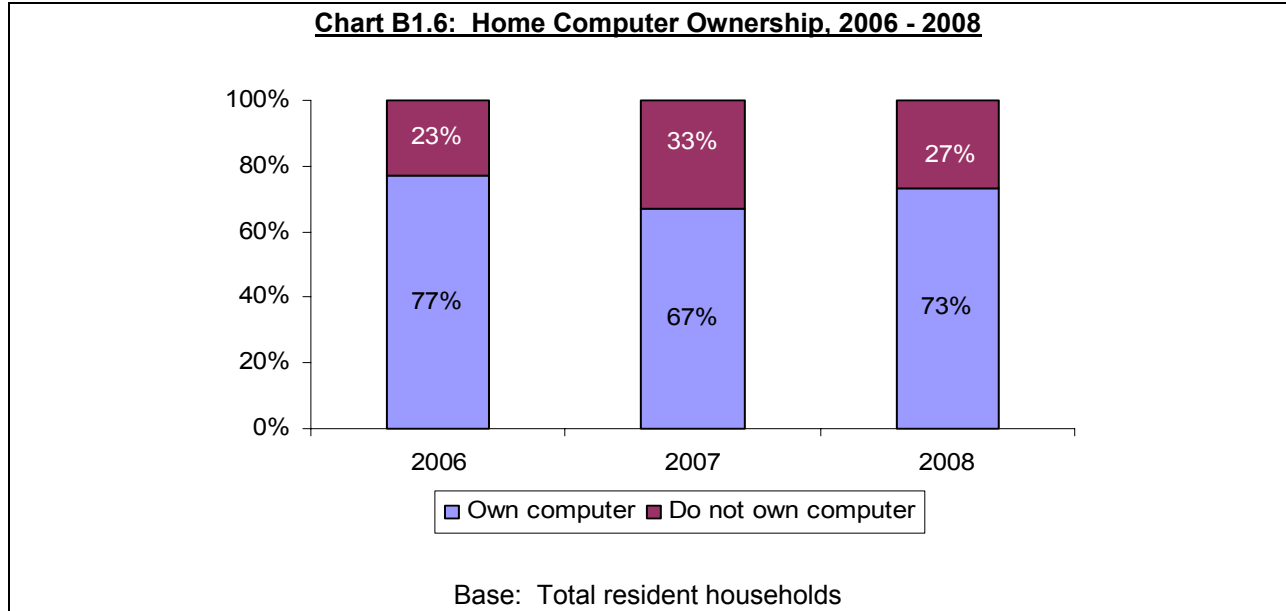
A larger proportion of households in private housing continued to have access to 2 or more computers at home than households in public housing ([Chart B1.5](#)).



B1.3 Home Computer Ownership

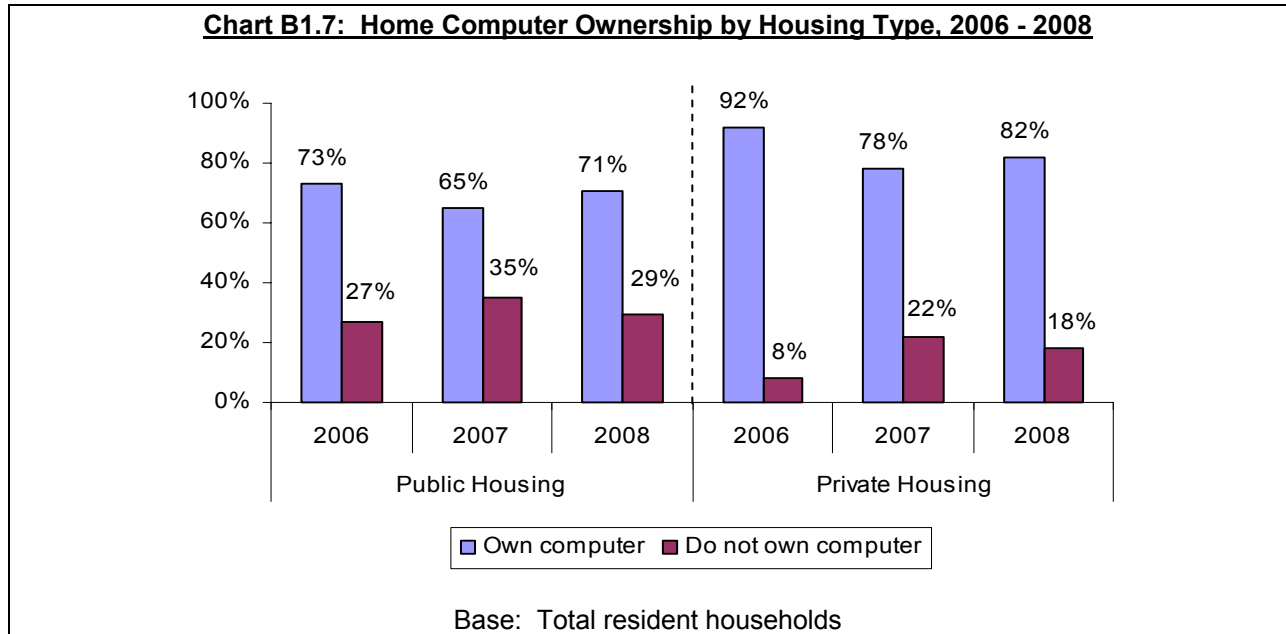
a. Home computer ownership

About 73% of households owned at least one computer at home in 2008 ([Chart B1.6](#)).



b. Home computer ownership by housing types

Similar to the trend for computer access, a larger proportion of households in the private housing owned at least one computer than households in public housing ([Chart B1.7](#)).



B1.4 Main Reason for Not Having Access to a Home Computer

The top two reasons flagged out by households for not having access to a computer at home remained “No need to use” and “Lack of skills” (Table B1.1).

Table B1.1: Main Reason for Not Having Access to a Computer at Home, 2004 – 2008

No.	Main Reason	2004	2005	2006	2007	2008
1	No need to use	42%	35%	43%	46%	38%
2	Lack of skills	19%	32%	20%	29%	32%
3	Too costly to purchase a computer	16%	15%	17%	11%	14%
4	Old age is a barrier to learn computer skills	9%	12%	8%	7%	13%
5	Children are too young	3%	6%	4%	2%	3%

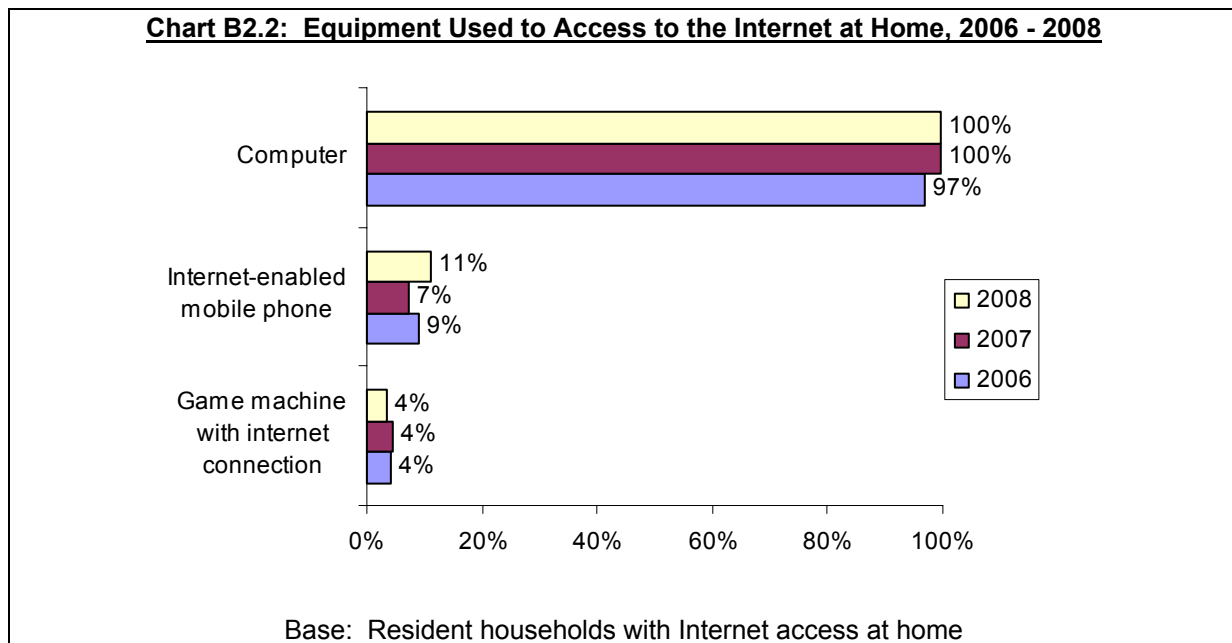
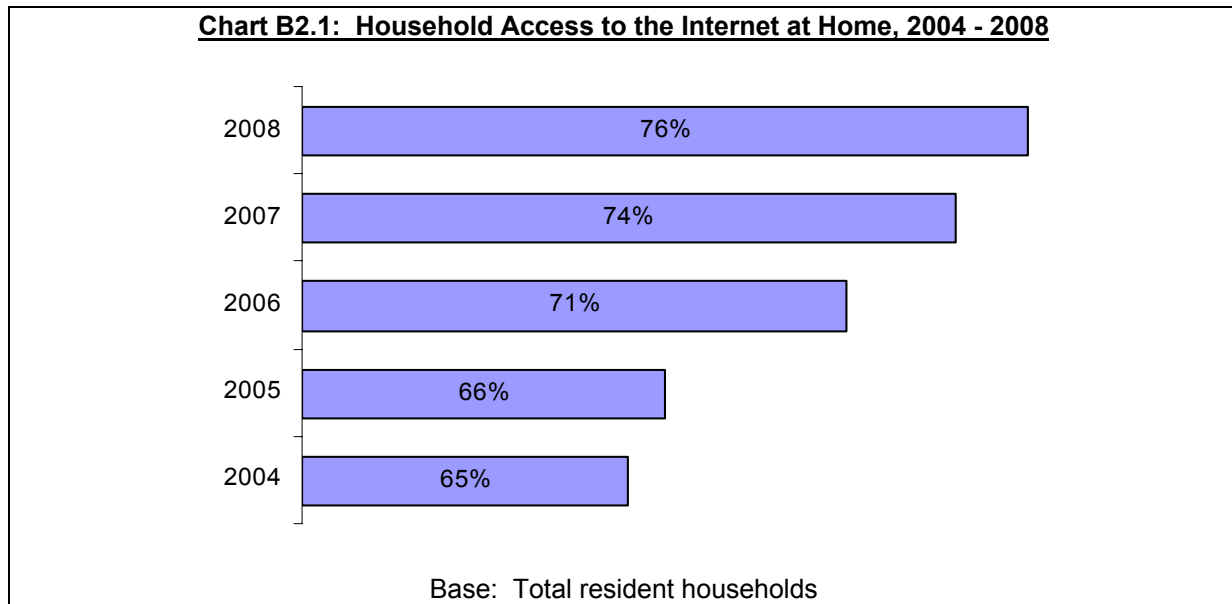
Base: Resident households who did not have access to a computer at home

B2. INTERNET ACCESS WITHIN HOUSEHOLDS

B2.1 Internet Access at Home

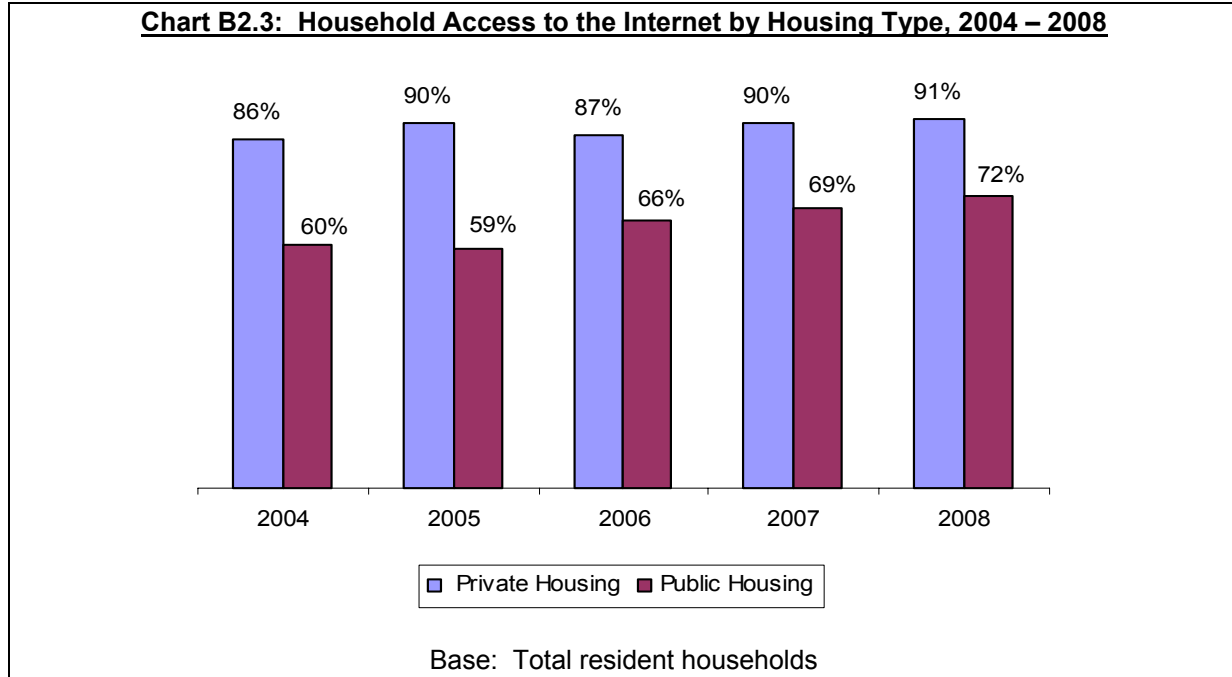
a. Access to the Internet at home

In 2008, 76% of households had access to the Internet at home ([Chart B2.1](#)) and all accessed to the Internet using computers ([Chart B2.2](#)).



b. Internet access at home by housing types

Home Internet access for households in private housing remained higher than that for households in public housing (Chart B2.3).



B2.2 Main Reason for Not Having Internet Access at Home

Similar to the reasons for not having computer access at home in Table 1, “Lack of interest / no need to use” and “Lack of knowledge / skills / confidence” remained the most commonly cited reasons by households that did not have Internet access at home (Table B2.1).

Table B2.1: Main Reason for Not Having Internet Access at Home, 2004 - 2008

No.	Main Reason	2004	2005	2006	2007	2008
1	Lack of interest / No need to use	24%	27%	43%	55%	50%
2	Lack of knowledge / skills / confidence	11%	6%	18%	11%	23%
3	Have access to Internet elsewhere	29%	17%	7%	9%	13%
4	Costly equipment costs	6%	-	14%	8%	8%
5	Subscription to the Internet is too costly	12%	29%	4%	3%	4%

Base: Resident households with no access to the Internet at home

B2.3 Internet Connection within Households

Type of Internet connection within households

Amongst households with access to the Internet at home, 99% connected to the Internet via broadband (Chart B2.4). The most commonly cited reason by households that only subscribed to narrowband access but not broadband at home was “Low usage of the Internet at home” (Table B2.2).

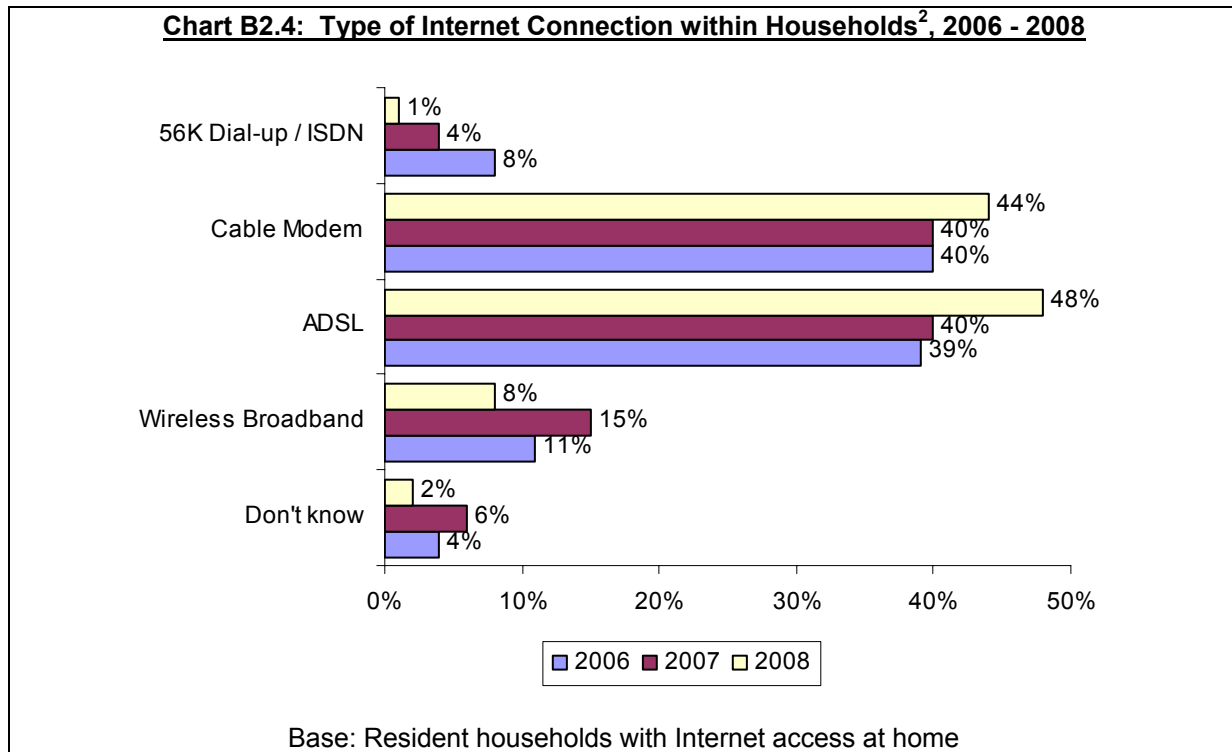


Table B2.2: Main Reason for Not Subscribing to Broadband Access Service, 2006 - 2008

No.	Main reason for not subscribing to broadband	2006	2007	2008
1	Low usage of the Internet at home	39%	44%	30%
2	Have access to broadband access service elsewhere	12%	15%	27%
3	Subscription to broadband access service is too costly	15%	14%	15%
4	Dial-up is fast enough / No need to use broadband	17%	11%	22%
5	Cost of upgrading equipment	4%	7%	4%

Base: Resident households with only narrowband access at home

² There are households with access to the Internet via both broadband and narrowband. These households had been categorised as households with broadband Internet access.

ANNEX A: GLOSSARY

Terms	Definition
3G	3G (or 3-G) is short for third-generation mobile communications technology.
ADSL	Asymmetric Digital Subscriber Line (ADSL), a form of DSL, a data communications technology that enables faster data transmission over copper telephone lines than a conventional modem can provide.
Broadband	Internet connection speeds equal to, or greater than <u>256 kbps (kilobits per second)</u> .
Cable modem	A modem designed to operate over <u>cable TV</u> lines and enables Internet access.
Computer	"Computer" includes desktops and laptops unless otherwise stated.
Computer access at home	Computer access at home refers to access to home computer owned by household and/or computer owned by employer but brought home by family member for computer access at home.
Computer ownership	Computer ownership refers to home computer owned by household.
Dial-up	Dial-up access is a form of data access (mainly used for Internet access) in which the client uses a modem to connect a computer to a telephone line and dials into an Internet service provider's (ISP) node to establish a modem-to-modem link, which is then routed to the Internet.
GPRS	General Packet Radio Service (GPRS) is a mobile data service available to users of GSM mobile phones. It is often described as "2.5G", that is, a technology between the second (2G) and third (3G) generations of mobile communications.
GSM	Global System for Mobile Communications (GSM), one of the leading digital cellular systems. GSM uses narrowband TDMA, which allows eight simultaneous calls on the same radio frequency.
Household	Household refers to a group of two or more persons living together in the same house and sharing common food or other arrangements for essential living. It also includes a person living alone or a person living with others but having his own food arrangements. Although persons may be living in the same house, they may not be members of the same household.
Narrowband	Internet connection speeds of lower than <u>256 kbps (kilobits per second)</u> .
Private housing	Private housing refers to landed properties, private condominiums and apartments.
Public housing	Public housing refers to HDB flats.
School-going children	School-going children refer to current students who are enrolled between primary education and pre-university/junior college education level.