

County Roscommon Digital Strategy Consumer Questionnaire

Roscommon County Council is currently preparing a Digital Strategy for the County covering topics such as Infrastructure, Digital Economy, Innovation and Entrepreneurship, Digital Skills, Digital Services and Community. Separate Questionnaires are available for Consumers, Businesses and non-profit organisations. All Upper Shannon Erne Future Economy (USEFE) Counties; Roscommon, Leitrim, Longford and Cavan, have Questionnaires available.

This questionnaire is aimed at individual people who **may or may not be** internet users. The questionnaire should take around 5 minutes to complete. Information will be kept confidential and only be used in aggregate as part of our analysis.

Please complete by Friday 30th August 2019. Questionnaires can be completed online at <https://arcg.is/1z985S> Hardcopies are available at libraries, County Council Offices and at www.roscommoncoco.ie. They can be returned to Broadband Officer, Roscommon County Council, Áras an Chontae, Roscommon.

1. What age range do you belong to?

- | | |
|--------------------------------|--------------------------------|
| <input type="checkbox"/> 16-24 | <input type="checkbox"/> 45-64 |
| <input type="checkbox"/> 25-44 | <input type="checkbox"/> 65+ |

2. Are you male or female?

- | | |
|-------------------------------|---------------------------------|
| <input type="checkbox"/> Male | <input type="checkbox"/> Female |
|-------------------------------|---------------------------------|

3. Where are your home located? (Townland/Eircode)

4. How often do you use the internet?

- | | |
|--|---|
| <input type="checkbox"/> Never <i>[Skip to Q15– Non-web Users]</i> | <input type="checkbox"/> Once a week |
| <input type="checkbox"/> Less than once a month | <input type="checkbox"/> Everyday |
| <input type="checkbox"/> Once a month | <input type="checkbox"/> More than once a day |

5. What do you use the web/internet for?

- | | |
|--|--|
| <input type="checkbox"/> Work | <input type="checkbox"/> Internet TV |
| <input type="checkbox"/> Local Authority (LA) Services | <input type="checkbox"/> Listening to music (e.g. iTunes, YouTube) |
| <input type="checkbox"/> Social media (e.g. Facebook, Twitter, Snapchat) | <input type="checkbox"/> Gaming |
| <input type="checkbox"/> Web browsing | <input type="checkbox"/> Banking |
| <input type="checkbox"/> Shopping online | <input type="checkbox"/> Other (specify) _____ |

5a. If LA services then which digital public services do you use?

- | | |
|--|--|
| <input type="checkbox"/> Social Media | <input type="checkbox"/> Live webcasting |
| <input type="checkbox"/> Online event calendar | <input type="checkbox"/> BCMS |
| <input type="checkbox"/> MapAlerter | <input type="checkbox"/> Other (specify) _____ |

6. Do you work from home / remote working?

- | | |
|------------------------------|---|
| <input type="checkbox"/> Yes | <input type="checkbox"/> If remote working was available, I would |
| <input type="checkbox"/> No | <input type="checkbox"/> Other |

7. Where do you use the internet?

- | | |
|---------------------------------------|---|
| <input type="checkbox"/> Home | <input type="checkbox"/> Friend or relative's house |
| <input type="checkbox"/> Work/College | <input type="checkbox"/> Digital hub |
| <input type="checkbox"/> Café | <input type="checkbox"/> Other (specify) _____ |
| <input type="checkbox"/> Library | |

8. What type of connectivity method do you use to access the internet from home?

- | | |
|--|---|
| <input type="checkbox"/> DSL (over telephone line) | <input type="checkbox"/> Wireless connection/Mobile Broadband |
| <input type="checkbox"/> Fiber connection | <input type="checkbox"/> Don't know |
| <input type="checkbox"/> Satellite broadband | <input type="checkbox"/> No Internet access at home |
| <input type="checkbox"/> Other (specify) _____ | |

9. To what extent has digital technologies impacted on your life (e.g. in terms of changed behaviour, greater reliance on the internet)?

- | | |
|--|---------------------------------------|
| <input type="checkbox"/> Little | <input type="checkbox"/> Major impact |
| <input type="checkbox"/> Moderate impact | <input type="checkbox"/> No impact |

10. Overall what do you consider to be the barriers you face in benefitting more from the use of digital technologies?

- | | |
|--|---|
| <input type="checkbox"/> Cost | <input type="checkbox"/> Concerns about internet security |
| <input type="checkbox"/> Technical – i.e. broadband availability | <input type="checkbox"/> None |
| <input type="checkbox"/> Lack of skills to use internet and other technologies | <input type="checkbox"/> Other (specify) _____ |

11. If there were no barriers, what would you use digital technologies for?

- | | |
|--|--|
| <input type="checkbox"/> Work | <input type="checkbox"/> Keep in touch with family |
| <input type="checkbox"/> Banking | <input type="checkbox"/> Local Authority services |
| <input type="checkbox"/> Book holidays | <input type="checkbox"/> Shopping |
| | <input type="checkbox"/> Other (specify) _____ |

11a. What type of digital public services would you like to see provided by your Local Authority?

- | | |
|---|--|
| <input type="checkbox"/> Online enquiries | <input type="checkbox"/> Online grant applications |
| <input type="checkbox"/> Online forms | <input type="checkbox"/> Online payments |
| <input type="checkbox"/> Online reporting of issues | <input type="checkbox"/> Other (specify) _____ |

12. Are there any organisations that you deal with where transactions would be easier if they made more use of digital technologies? If yes, please explain.

13. Is there anything you would like to see in Roscommon's Digital Strategy to make it easier to use digital technologies more?

14. If you were offered training on using the internet /web how interested would you be in participating?

- | | |
|--|---|
| <input type="checkbox"/> Little or no interest | <input type="checkbox"/> High level of interest |
| <input type="checkbox"/> Moderate interest | |

Non-web Users only

15. What is the primary reason you don't use the internet / web?

- I have no wish to use the internet
- I don't know how to access the internet / world wide web
- I don't own a device that connects to the internet (e.g. computer, smart-phone)
- Connectivity problems – e.g. I don't have access to adequate broadband
- I am concerned about security on the internet
- Other (specify) _____

16. If you were offered training on using the internet /web how interested would you be in participating?

- | | |
|--|---|
| <input type="checkbox"/> Little or no interest | <input type="checkbox"/> High level of interest |
| <input type="checkbox"/> Moderate interest | |