



Dear Decision-maker,

For over a decade, SES has provided strategic research, executive counsel and innovative solutions to Canada's leading decision-makers. As part of a process of tracking public opinion and business trends, the firm launched *The SES Web Entrepreneurship Survey* in early 1999.

Having timely and accurate data on emerging on-line business trends is critical to corporate and government decision-makers involved in the Internet. Conducted annually by telephone, *The Web Entrepreneurship Survey* identifies opportunities as well as assists subscribers in understanding the perceptions of small businesses as they relate to commercialization of the Internet.

With a final sample target of 1,000 businesses, *The SES Web Entrepreneurship Survey* is among Canada's most significant research benchmarks on small businesses and the Internet. The margin of accuracy of the survey is  $\pm 3.1\%$ , 19 times out of 20. Validation of the profile of respondents and of small businesses across Canada, indicate that the results are a fair representation of opinion for the target group.

If you have any questions about your data table, please do not hesitate to contact me directly.

A handwritten signature in blue ink, reading 'Nanos'.

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TABLE 29

**ACCESSING GOVERNMENT SERVICES**

Now I'm going to read you a list of Internet services and activities. I'd like you to tell me whether your business is already engaged in or is currently planning to use them. (Businesses not engaged in the activities were also asked whether they would consider the service or activity.)

	<b>Accessing Gov't Services %</b>	
<b>All Business Respondents</b>	38	
<b>All Business Internet Users</b>		
Engaged	51	
Planning	4	
Consider	15	
Neither planning nor considering	30	
<b>Business Internet Users Not Engaged</b>		
Planning	9	
Consider	31	
Neither planning nor considering	60	
<b>All Business Internet Non-users</b>		
Planning	10	
Consider	31	
Not consider	59	
<b>BUSINESSES USING THE INTERNET</b>	<b>Yes %</b>	<b>No %</b>
<b>Accessing Gov't Services by Region</b>		
West	50	50
Ontario	54	46
Quebec	46	54
Atlantic	61	39
<b>Accessing Gov't Services by Number of Employees</b>		
4 or less	46	54
5 to 9	52	48
10 to 24	47	53
25 to 49	63	37
<b>Accessing Gov't Services by Years in Business</b>		
Less than 1 year	14	86
1 to 4 years	57	43
5 to 9 years	50	50
10 years or more	50	50
<b>Accessing Gov't Services by Age</b>		
18 to 29	48	52
30 to 39	55	45
40 to 49	51	49
50 to 59	50	50
60 plus	28	72
<b>Accessing Gov't Services by Gender</b>		
Female	46	54
Male	55	45