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**INFORMATION TECHNOLOGY IN MICHIGAN SURVEY:**

*Results Reveal Internet Use, Computer Ownership Increased From 18 Months Ago*

**LANSING, November 30, 2002** — In its fourth statewide technology survey, cyber-state.org found that the share of Michigan residents who have ever accessed the Internet has increased 9 percentage points from 2001 (to 67 percent in 2002), and that two-thirds of Michigan residents—66 percent—have a computer at home. However, computer ownership remains heavily influenced by age, income, and educational attainment.

These are some of the findings discovered by the 2002 *Information Technology in Michigan* survey, conducted by cyber-state.org ([www.cyber-state.org](http://www.cyber-state.org)). Cyber-state.org is a nonprofit group established in 1998 by Michigan's business, education, health care, government, and philanthropic communities. Cyber-state.org's vision is to help Michigan become a world leader in developing and using information technology in ways that better the life of every citizen.

The telephone and Internet-based surveys were written and conducted by Public Sector Consultants Inc. of Lansing, Michigan ([www.pscinc.com](http://www.pscinc.com)), and included interviews with Michigan adults aged 18 and older as well as business leaders from across the state. Other major findings include the following:

- For the first time in four surveys, a majority of respondents (52 percent) are very concerned that personal information given to a computer-based service will not be kept confidential. In 2001, only 45 percent believed this. This growing concern is likely a primary reason why more than three-quarters (76 percent) of respondents do *not* want public records such as marriage records, real estate purchases, and court cases available via the Internet. Looking only at Internet users, 42 percent are very concerned about the privacy of their information, and a majority (61 percent) also believe that public records should not be available online.

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- The majority of business respondents have computers (94 percent) and access to the Internet (91 percent) on site. For most businesses, Internet access is delivered via a high-speed connection (50 percent), as opposed to a modem (30 percent).
- Public respondents believe the greatest benefits of citizen access to government via the Internet are twofold: The public will have (1) greater access to information (27 percent) and (2) more convenient access to government services (26 percent). Conversely, the plurality of respondents believes the greatest drawback is that it will become even harder to find a “real person” who can answer a question (31 percent).
- When business leaders access federal, state, or local government Web sites, the three most favored online activities were accessing property tax and assessments, applying for permits and licenses, and filing complaints (at least 65 percent each).

*For a copy of the survey and the written analysis, please call Jeff Williams at Public Sector Consultants Inc. (517/484-4954). The survey and analysis also will be available on the Internet at [www.cyber-state.org](http://www.cyber-state.org) and [www.pscinc.com](http://www.pscinc.com).*

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