



REPUBLIC OF TRINIDAD AND TOBAGO
**UTILISATION OF INFORMATION
TECHNOLOGY
BY HOUSEHOLDS, 2009**



NIHERST
NATIONAL INSTITUTE
OF HIGHER EDUCATION
RESEARCH SCIENCE AND TECHNOLOGY

INCORPORATED BY ACT OF PARLIAMENT ACT NO. 20:01 2004

Copyright © June 2010 by NIHERST

NIHERST

43 – 45 Woodford Street

Newtown

Port of Spain

Trinidad and Tobago

All rights reserved. No part of this publication may be reproduced or transmitted in any form or by any means, or stored in a database or retrieval system without the prior written permission of NIHERST.

Foreword

In this publication, the National Institute of Higher Education, Research, Science and Technology (NIHERST) presents the results of the Survey on the Utilisation of Information Technology by Households, 2009. This survey is the second of its kind to be conducted by NIHERST as a similar study was undertaken in 2001. The survey was designed to provide empirical data on the penetration of information technology in private households in Trinidad and Tobago and has generated essential indicators for comparison with similar studies.

The enquiry focussed on the distribution and growth of computers in households by administrative areas over the period, 2001 - 2009. Data on the demographic and socio-economic characteristics of computer users, information on a wide range of computer usage and on Internet access and service providers were also captured and included in this publication.

These indicators on computer applications and the profile of users in households should assist researchers, decision-makers and educators in the Information Technology sector.

NIHERST wishes to thank members of households who willingly provided the data collated in this report and also acknowledge the assistance of the Central Statistical Office.

Science and Technology
Statistical Unit
43-45 Woodford Street
Newtown
Port of Spain
Trinidad and Tobago
Tel: 868-628-1154
Fax: 868-622-8343
e-mail: stresearch@niherst.gov.tt
website: <http://niherst.gov.tt>

Maureen Manchouck
President

Executive Summary

- Of the 2,085 households that responded to the survey, 828 (39.7%) owned computers in 2009 while 1,257 (60.3%) did not.
- The percentage of households with computers increased three-fold to 39.7% in 2009 from 13.7% in 2001. A relatively large proportion of the households in Arima (69.2%), Diego Martin (52.0%), Tacarigua (50.2%), Chaguanas (45.8%) and San Fernando (45.6%) owned a home computer.
- Of the 1,257 households without computers, 50.7% stated that high cost was the main reason for not purchasing a computer; 26.9% indicated that it was not necessary/no one to use it.
- The majority (69.2%) of the households purchased computers from their private savings while approximately one-fifth (18.8%) indicated that they were received as gifts. Only 8.2% had accessed funding from banks and other financial institutions to purchase their computers.
- One-third (35.5%) of the households with computers reported gross monthly incomes between \$5,000-\$9,999 and one-fifth (19.9%) earned between \$2,000 - \$4,999. A relatively large proportion (34.1%) of the households with computers received gross monthly incomes of \$10,000 and over. Only 3.0% of the households with a gross monthly income of less than \$2,000 had computers.
- The survey results reveal an average household size of 3.2 persons and an average of 1.9 users per household, showing computer users as 60.8% of household members. The largest proportion of computer users in households was recorded in Arima (77.8%), Tacarigua (71.5%), Chaguanas (68.6%), Diego Martin (66.3%), Port of Spain (63.7%) and San Fernando (61.6%).
- Forty-seven percent (47.4%) of the computer users were males and 52.6% were females.
- Two-fifths of the users in the responding households in each case reported computer literacy (40.9%) and applications (38.1%) as their computer education.
- Of the 2,442 computer users, 1,340 or 54.8% were employed and self-employed while 33.9% were students.
- Of the 1,340 employed computer users, 59.4% were employed in private enterprises, 31.3% in government departments and 7.5% in state enterprises.
- A substantial percentage (57.2%) of the households with computers used Windows XP while 16.9% utilised Windows Vista as their primary operating system; 18.1% also used Windows but did not specify the version.
- A significant proportion (70%) of households used the computer daily, and of these, 29.5% used it for a modal duration of more than 5 hours.

- A significant percentage (79.0%) of the households reported that the computer was used for games while three-fifths in each case indicated office productivity tools (60.1%) and multimedia (58.1%).

Households with Internet

- Of the 828 households with computers, 524 or 63.3% had Internet connection. Internet access by households within areas was significant in Tobago (90.6%), Diego Martin (78.7%), Arima (77.8%), Rest of St. George (75.0%), Port of Spain (71.0%) and San Fernando (70.7%).
- A relatively large percentage (36.2%) of the households cited high cost as the main reason for no Internet connection followed by access to the Internet elsewhere (29.6%).
- A significant proportion (72.3%) of households with Internet accessed it daily, and of these, 29.8% used it for a modal duration of more than 5 hours.
- A significant percentage (71.9%) of the households with Internet connection identified Telecommunication Services of Trinidad and Tobago (TSTT) as the main service provider while 20.4% stated FLOW. The majority of these households (83.0%) had unlimited Internet connection.
- A significant proportion (77.9%) of the households was satisfied with the service of their Internet access provider while 22.1% were dissatisfied. Of the 116 or 22.1% dissatisfied households, 51.7% cited interruption as the main reason for dissatisfaction while 31.0% stated too much time for connection and 17.2% high cost.
- Most of the 524 households with Internet used it for web searches (92.4%) and e-mail (92.4%). A substantial proportion utilised the Internet for downloads (64.7%) and playing games (49.8%) while one-third in each case accessed it for multimedia/telephoning (35.7%) and distance learning/education (35.3%). Slightly over one in ten households (11.8%) used the Internet for e-commerce and one in five (19.8%) for banking.
- When households were asked about their concern for security on the Internet, approximately one-third in each case indicated that they were very much concerned (36.1%) and somewhat concerned (32.6%) while 29.8% were not at all concerned.
- A relatively large proportion (45.6%) of the households with Internet connection indicated that the present security features of the Internet were insufficient to encourage e-commerce.
- On the requirement of new laws to protect privacy on the Internet, a substantial percentage of households (61.5%) strongly agreed and 28.6% somewhat agreed.
- Of the 524 households with Internet connections, only a quarter (23.7%) used computers for e-commerce.

- The modal value of Internet purchases made by households over the six-month period ending April, 2009, was less than \$1,000 (41.9%) followed by \$1,000 - \$1,999 (23.4%).

Table of Contents

	Page No.
Foreword	i
Executive Summary	iii
Methodology	x
Table	
1: No. of Households With and Without Computers by Administrative Areas, 2009	1
Chart 1: Percentage of Households With and Without Computers - All Areas	2
Chart 2: Percentage of Households with Computers by Administrative Areas	2
2: No. of Households by Administrative Areas and Reasons for No Computer	3
3: Percentage of Households by Administrative Areas and Reasons for No Computer	4
Chart 3: Percentage of Households by Reasons for No Computer All Areas	5
4: No. of Households by Administrative Areas and Source of Financing for Computers	6
5: Percentage of Households by Administrative Areas and Source of Financing for Computers	7
Chart 4: Percentage of Households by Source of Financing All Areas	8
6: No. of Households with Computers by Administrative Areas and Gross Monthly Income	9
7: Percentage of Households with Computers by Administrative Areas and Gross Monthly Income	10
Chart 5: Percentage of Households with Computers by Gross Monthly Income - All Areas	11
8: No. of Households by Administrative Areas and Period Computers Acquired	12
9: Percentage of Households by Administrative Areas and Period Computers Acquired	13
Chart 6: Percentage of Households by Period Computer Acquired All Areas	14
10: Average Household Size and Computer Users per Household by Administrative Areas	15
Chart 7: Percentage of Computer Users in Households by Administrative Areas	16
11: Distribution of Computer Users by Age and Gender	17
Chart 8: Percentage of Computer Users by Gender - All Ages	17
12: No. of Computer Users by Age Group and Highest Level of Educational Attainment	18
13: Percentage of Computer Users by Age Group and Highest Level of Educational Attainment	19
Chart 9: Percentage of Computer Users by Highest Level of Educational Attainment All Ages	19
14: No. of Computer Users by Gender and Highest Level of Educational Attainment	20
<i>Survey on the Utilisation of Information Technology by Households, 2009</i>	vii

15: Percentage of Computer Users by Gender and Highest Level of Educational Attainment	20
Chart 10: Percentage of Computer Users by Gender and Highest Level of Educational Attainment	20
16: No. of Computer Users by Age and Type of Computer Education	21
17: Percentage of Computer Users by Age and Type of Computer Education	22
Chart 11: Percentage of Computer Users by Type of Computer Education - All Ages	22
18: Distribution of Computer Users by Type of Computer Education and Gender	23
Chart 12: Percentage of Computer Users by Type of Computer Education and Gender	23
19: No. of Computer Users by Age Group and Employment Status	24
20: Percentage of Computer Users by Age Group and Employment Status	25
Chart 13: Percentage of Computer Users by Employment Status - All Ages	25
21: Distribution of Computer Users by Employment Status and Gender	26
Chart 14: Percentage of Computer Users by Gender and Employment Status	26
22: No. of Employed Computer Users by Age Group and Type of Worker	27
23: Percentage of Employed Computer Users by Age Group and Type of Worker	28
Chart 15: Percentage of Computer Users by Type of Worker - All Ages	28
24: Distribution of Employed Computer Users by Type of Worker and Gender	29
Chart 16: Percentage of Computer Users by Gender and Type of Worker	29
25: Distribution of Households by Type of Operating System	30
Chart 17: Percentage of Households by Type of Operating System	30
26: Percentage of Households by Frequency of Computer Usage within Time Spent	31
Chart 18: Percentage of Households by Frequency of Computer Usage	31
27: Percentage of Households by Time Spent within Frequency of Computer Usage	32
Chart 19: Percentage of Households by Time Spent on Computer	32
28: Distribution of Households by Type of Computer Usage	33
Chart 20: Percentage of Households by Type of Computer Usage	33
29: Distribution of Households With and Without Internet Connections by Administrative Areas	34
Chart 21: Percentage of Households With and Without Internet Connections - All Areas	35
30: Reasons for No Internet in Households	36
Chart 22: Percentage of Households by Reasons for no Internet Connection	36
31: Percentage of Households with Internet by Frequency of Usage within Time Spent	37
Chart 23: Percentage of Households with Internet by Frequency of Usage	37
32: Percentage of Households with Internet by Time Spent within Frequency of Usage	38

Chart 24: Percentage of Households with Internet by Time Spent	38
33: Distribution of Households by Internet Service Provider	39
Chart 25: Percentage of Households by Internet Service Provider	39
34: Distribution of Households by Type of Internet Account	40
Chart 26: Percentage of Households by Type of Internet Account	40
35: Distribution of Households by Type of Internet Connection	41
Chart 27: Percentage of Households by Type of Internet Connection	41
36: Distribution of Households by Administrative Areas and Satisfaction with Internet Service	42
Chart 28: Percentage of Households Satisfied with Internet Service - All Areas	43
37: Distribution of Households by Administrative Areas and Reasons for Dissatisfaction with Internet Service	44
Chart 29: Percentage of Households by Reasons for Dissatisfaction with Internet Service - All Areas	45
38: Distribution of Households with Internet by Type of Usage	46
Chart 30: Percentage of Households by Type of Internet Usage	46
39: Percentage of Households with Access to the Internet by Mobile Devices	47
Chart 31: Percentage of Households with Access to the Internet by Mobile Devices	47
40: Percentage of Households by Internet Usage of Accessing Information	48
Chart 32: Percentage of Households by Internet Usage of Accessing Information	48
41: Distribution of Households with Internet by Concern for Security	49
Chart 33: Percentage of Households with Internet by Concern for Security	49
42: Distribution of Households by Sufficiency of Security Features of the Internet to Encourage E-commerce	50
Chart 34: Percentage of Households by Sufficiency of Security Features of the Internet to Encourage E-commerce	50
43: Distribution of Households in Agreement with New Laws to Protect Privacy on the Internet	51
Chart 35: Percentage of Households in Agreement with New Laws to Protect Privacy	51
44: Distribution of Households by Administrative Areas that Use the Internet for E-commerce	52
Chart 36: Percentage of Households that Used Internet for E-commerce - All Areas	53
45: Percentage of Households by Administrative Areas and Value of Internet Purchases	54
Chart 37: Percentage of Households by Value of Internet Purchases - All Areas	54
46: Percentage of Households by Consumer Goods Purchased	55

METHODOLOGY

Introduction

The Survey on the Utilisation of Information Technology by Households, 2009 was designed to provide quantitative data on the characteristics of computer users and the range of computer applications in private households in Trinidad and Tobago. This methodology describes the objectives, scope, coverage, data collection and processing of the results of the study.

Objectives of the Survey

To determine:

- Households with/without computers by geographic areas,
- reasons for no computers in households,
- source of funding,
- socio-economic and demographic profile of computer users in households,
- range of computer applications and
- Internet connections, usage, satisfaction with service providers and concerns for security.

Sample Design

The sample design of the survey was based on the approach used by the Central Statistical Office in the conduct of its quarterly household surveys to generate labour force statistics. Basically, the design consists of a two-stage sampling procedure in which enumeration districts (E.Ds. - small geographic areas) are selected at the first stage, followed by a random selection of a cluster of households within each E.D. at the second stage. At each stage, the sampling units are selected with probability proportional to size.

Coverage

Based on the above design, a representative sample of 2,169 households from 564 E.Ds. in all geographic areas of Trinidad and Tobago was selected for the study. These included households of all income groups

and social strata of the population. From each of the selected households the head of the household or a responsible member was interviewed. In order to maintain the sample size of the survey vacant and close buildings and refusals were replaced. Of the households surveyed, 2,085 or 96% responded and 84 or 4% refused to co-operate. The following table show the sample selected and the number of respondents by administrative areas.

Sample of Households Selected and Response Rate by Administrative Areas

Administrative Area	No. of households selected	No. of households responded	Response rate (%)
	(1)	(2)	(3)
Total	2,169	2,085	96
Port of Spain	89	84	94
San Fernando	90	90	100
Arima	54	52	96
Pt. Fortin	47	46	98
Chaguanas	121	118	98
Diego Martin	179	171	96
St. Ann's	279	275	99
Tacarigua	235	213	91
Rest of St. George	114	103	90
Caroni	187	180	96
Victoria	296	291	98
St. Patrick	188	179	95
St. Andrew/ St. David	86	84	98
Nariva/ Mayaro	54	53	98
Tobago	150	146	97

Data Collection

A questionnaire was designed to include the underlying objectives. Data were subsequently collected by a group of experienced interviewers and supervisors who were trained in administering the survey questionnaire.

Data Processing

As completed questionnaires were received, data were edited for consistency and omissions. Where discrepancies were identified, questionnaires were returned to the field for verification and correction as necessary. Edited data were then captured in the Statistical Package for the Social Sciences (SPSS) version 16.0 software which was used to produce the tabulations in this report.

Results

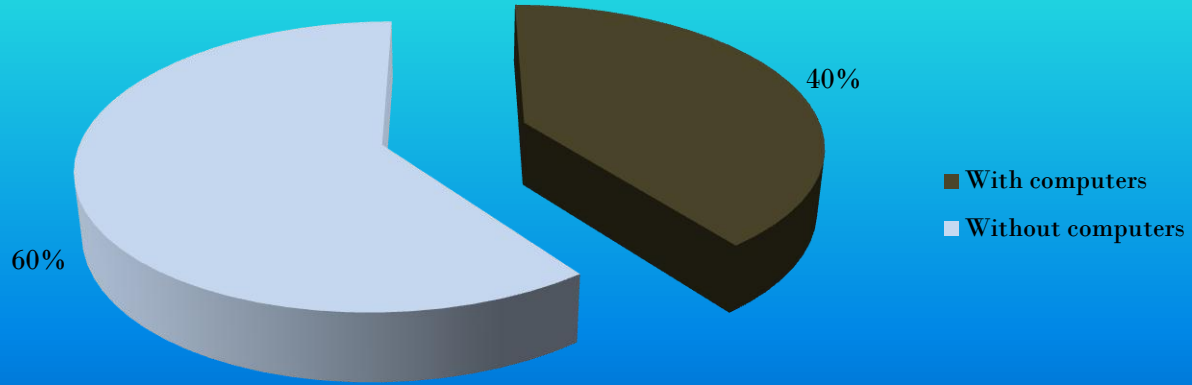
The results of the survey are presented in the various tabulations and graphics which follow.

Table 1: No. of Households With and Without Computers by Administrative Areas, 2009

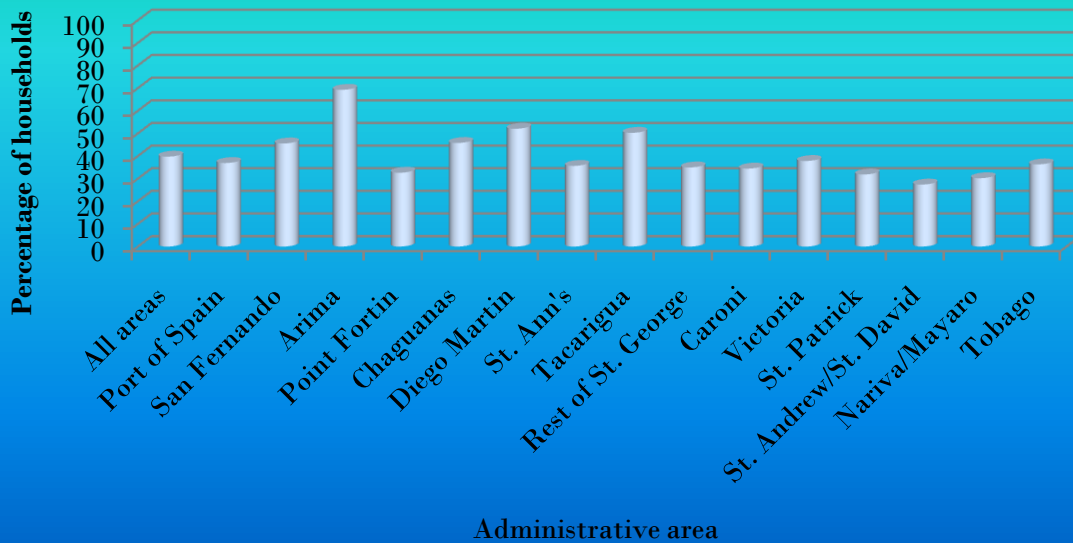
Administrative area	No. of households			Percentage of households		
	Total	With computers	Without computers	Total	With computers	Without computers
	(1)	(2)	(3)	(4)	(5)	(6)
All areas	2085	828	1257	100.0	39.7	60.3
Port of Spain	84	31	53	100.0	36.9	63.1
San Fernando	90	41	49	100.0	45.6	54.4
Arima	52	36	16	100.0	69.2	30.8
Point Fortin	46	15	31	100.0	32.6	67.4
Chaguanas	118	54	64	100.0	45.8	54.2
Diego Martin	171	89	82	100.0	52.0	48.0
St. Ann's	275	98	177	100.0	35.6	64.4
Tacarigua	213	107	106	100.0	50.2	49.8
Rest of St. George	103	36	67	100.0	35.0	65.0
Caroni	180	62	118	100.0	34.4	65.6
Victoria	291	110	181	100.0	37.8	62.2
St. Patrick	179	57	122	100.0	31.8	68.2
St. Andrew/St. David	84	23	61	100.0	27.4	72.6
Nariva/Mayaro	53	16	37	100.0	30.2	69.8
Tobago	146	53	93	100.0	36.3	63.7

Table 1 shows the distribution of responding households with and without computers by administrative areas. The percentage of households with computers increased three-fold to 39.7% in 2009 from 13.7% in 2001. A relatively large proportion of the households in Arima (69.2%), Diego Martin (52.0%), Tacarigua (50.2%), Chaguanas (45.8%) and San Fernando (45.6%) owned a home computer.

**Chart 1: Percentage of Households With and Without Computers
All Areas**



**Chart 2: Percentage of Households with Computers by
Administrative Areas**



Source: Table 1

Table 2: No. of Households by Administrative Areas and Reasons for No Computer

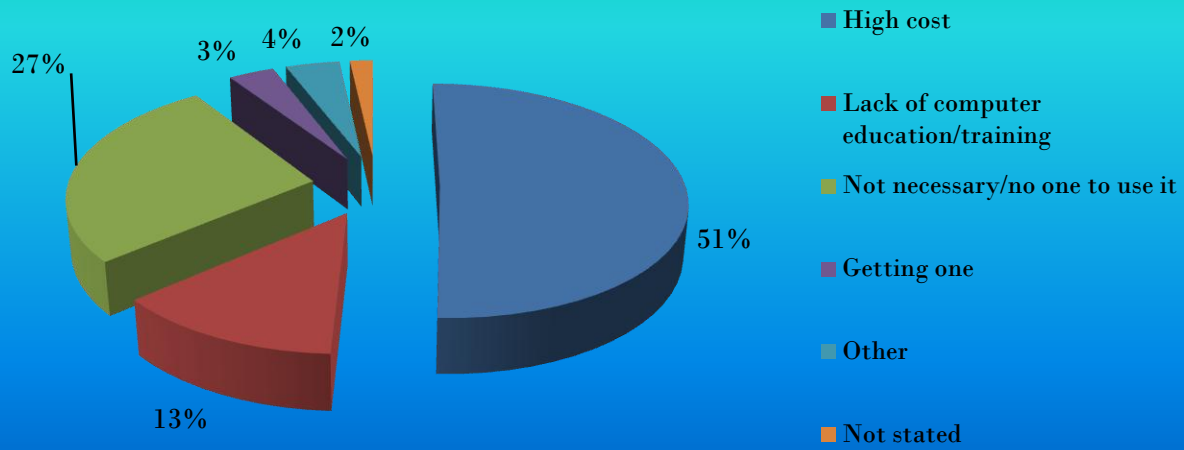
Administrative area	Total no. of households without computers	Reason for no computer					
		High cost	Lack of computer education/training	Not necessary/ no one to use it	Getting one	Other	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)
All areas	1257	637	164	338	44	52	22
Port of Spain	53	31	5	13	2	2	0
San Fernando	49	28	5	14	0	1	1
Arima	16	5	4	6	0	1	0
Point Fortin	31	12	2	12	2	0	3
Chaguanas	64	31	0	22	4	4	3
Diego Martin	82	38	18	19	4	2	1
St. Ann's	177	102	27	30	5	10	3
Tacarigua	106	48	13	25	10	6	4
Rest of St. George	67	41	10	8	4	4	0
Caroni	118	52	21	35	5	5	0
Victoria	181	102	20	56	1	1	1
St. Patrick	122	53	12	45	4	5	3
St. Andrew/St. David	61	27	10	12	0	10	2
Nariva/Mayaro	37	12	11	12	1	0	1
Tobago	93	55	6	29	2	1	0

Table 3: Percentage of Households by Administrative Areas and Reasons for No Computer

Administrative area	Total	Reason for no computer - percentage of households					
		High cost	Lack of computer education /training	Not necessary/ no one to use it	Getting one	Other	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)
All areas	100.0	50.7	13.0	26.9	3.5	4.1	1.8
Port of Spain	100.0	58.5	9.4	24.5	3.8	3.8	0.0
San Fernando	100.0	57.1	10.2	28.6	0.0	2.0	2.0
Arima	100.0	31.3	25.0	37.5	0.0	6.3	0.0
Point Fortin	100.0	38.7	6.5	38.7	6.5	0.0	9.7
Chaguanas	100.0	48.4	0.0	34.4	6.3	6.3	4.7
Diego Martin	100.0	46.3	22.0	23.2	4.9	2.4	1.2
St. Ann's	100.0	57.6	15.3	16.9	2.8	5.6	1.7
Tacarigua	100.0	45.3	12.3	23.6	9.4	5.7	3.8
Rest of St. George	100.0	61.2	14.9	11.9	6.0	6.0	0.0
Caroni	100.0	44.1	17.8	29.7	4.2	4.2	0.0
Victoria	100.0	56.4	11.0	30.9	0.6	0.6	0.6
St. Patrick	100.0	43.4	9.8	36.9	3.3	4.1	2.5
St. Andrew/St. David	100.0	44.3	16.4	19.7	0.0	16.4	3.3
Nariva/Mayaro	100.0	32.4	29.7	32.4	2.7	0.0	2.7
Tobago	100.0	59.1	6.5	31.2	2.2	1.1	0.0

Of the 1257 households without computers, 50.7% stated that high cost, especially amongst households in the Rest of St. George (61.2%), Tobago (59.1%), Port of Spain (58.5%), St. Ann's (57.6%), San Fernando (57.1%) and Victoria (56.4%), was the main reason for not purchasing a computer; 26.9% indicated that it was not necessary/no one to use it (Tables 2 and 3).

**Chart 3: Percentage of Households by Reasons for No Computer
All Areas**



Source: Table 3

Table 4: No. of Households by Administrative Areas and Source of Financing for Computers

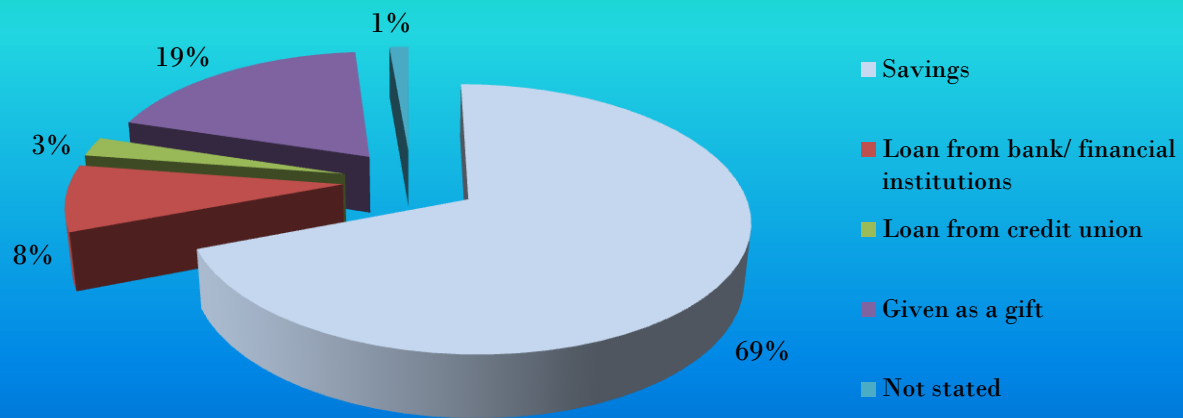
Administrative area	Total no. of households with computers	Source of finance for computers purchased				
		Savings	Loan from bank/ financial institutions	Loan from credit union	Given as a gift	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)
All areas	828	573	68	20	156	11
Port of Spain	31	20	2	1	8	0
San Fernando	41	33	2	0	6	0
Arima	36	25	4	1	6	0
Point Fortin	15	11	2	1	1	0
Chaguanas	54	37	2	0	13	2
Diego Martin	89	65	6	2	14	2
St. Ann's	98	63	9	1	24	1
Tacarigua	107	72	6	1	27	1
Rest of St. George	36	20	2	2	12	0
Caroni	62	42	10	4	6	0
Victoria	110	82	3	4	19	2
St. Patrick	57	37	11	1	7	1
St. Andrew/St. David	23	15	4	0	4	0
Nariva/Mayaro	16	13	1	0	1	1
Tobago	53	38	4	2	8	1

Table 5: Percentage of Households by Administrative Areas and Source of Financing for Computers

Administrative area	Total	Source of finance for computers purchased - percentage of households				
		Savings	Loan from bank/ financial institutions	Loan from credit union	Given as a gift	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)
All areas	100.0	69.2	8.2	2.4	18.8	1.3
Port of Spain	100.0	64.5	6.5	3.2	25.8	0.0
San Fernando	100.0	80.5	4.9	0.0	14.6	0.0
Arima	100.0	69.4	11.1	2.8	16.7	0.0
Point Fortin	100.0	73.3	13.3	6.7	6.7	0.0
Chaguanas	100.0	68.5	3.7	0.0	24.1	3.7
Diego Martin	100.0	73.0	6.7	2.2	15.7	2.2
St. Ann's	100.0	64.3	9.2	1.0	24.5	1.0
Tacarigua	100.0	67.3	5.6	0.9	25.2	0.9
Rest of St. George	100.0	55.6	5.6	5.6	33.3	0.0
Caroni	100.0	67.7	16.1	6.5	9.7	0.0
Victoria	100.0	74.5	2.7	3.6	17.3	1.8
St. Patrick	100.0	64.9	19.3	1.8	12.3	1.8
St. Andrew/St. David	100.0	65.2	17.4	0.0	17.4	0.0
Nariva/Mayaro	100.0	81.3	6.3	0.0	6.3	6.3
Tobago	100.0	71.7	7.5	3.8	15.1	1.9

The majority (69.2%) of the households purchased computers from their private savings while approximately one-fifth (18.8%) indicated that they were received as gifts. Only 8.2% had accessed funding from banks and other financial institutions to purchase their computers.

**Chart 4: Percentage of Households by Source of Financing
All Areas**



Source: Table 5

Table 6: No. of Households with Computers by Administrative Areas and Gross Monthly Income

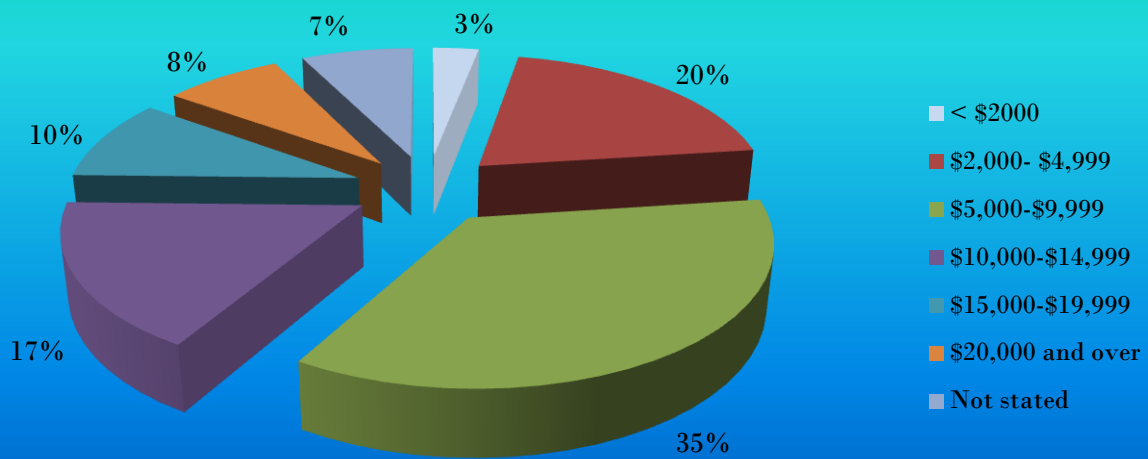
Administrative area	Total no. of households	Gross monthly income						
		< \$2000	\$2,000-\$4,999	\$5,000-\$9,999	\$10,000-\$14,999	\$15,000-\$19,999	\$20,000 and over	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
All areas	828	25	165	294	140	79	64	61
Port of Spain	31	1	8	9	6	4	1	2
San Fernando	41	3	7	16	8	6	0	1
Arima	36	0	9	13	7	3	1	3
Point Fortin	15	0	4	7	1	2	1	0
Chaguanas	54	3	11	10	9	5	7	9
Diego Martin	89	2	19	24	19	7	7	11
St. Ann's	98	4	19	38	10	7	11	9
Tacarigua	107	1	24	29	16	18	2	17
Rest of St. George	36	1	6	19	5	2	1	2
Caroni	62	4	10	26	10	7	4	1
Victoria	110	3	23	45	14	8	16	1
St. Patrick	57	1	9	20	13	3	8	3
St. Andrew/St. David	23	2	3	12	3	1	2	0
Nariva/Mayaro	16	0	3	8	3	1	0	1
Tobago	53	0	10	18	16	5	3	1

Table 7: Percentage of Households with Computers by Administrative Areas and Gross Monthly Income

Administrative area	Total	Gross monthly income - percentage of households						
		< \$2000	\$2,000- \$4,999	\$5,000- \$9,999	\$10,000- \$14,999	\$15,000- \$19,999	\$20,000 and over	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
All areas	100.0	3.0	19.9	35.5	16.9	9.5	7.7	7.4
Port of Spain	100.0	3.2	25.8	29.0	19.4	12.9	3.2	6.5
San Fernando	100.0	7.3	17.1	39.0	19.5	14.6	0.0	2.4
Arima	100.0	0.0	25.0	36.1	19.4	8.3	2.8	8.3
Point Fortin	100.0	0.0	26.7	46.7	6.7	13.3	6.7	0.0
Chaguanas	100.0	5.6	20.4	18.5	16.7	9.3	13.0	16.7
Diego Martin	100.0	2.2	21.3	27.0	21.3	7.9	7.9	12.4
St. Ann's	100.0	4.1	19.4	38.8	10.2	7.1	11.2	9.2
Tacarigua	100.0	0.9	22.4	27.1	15.0	16.8	1.9	15.9
Rest of St. George	100.0	2.8	16.7	52.8	13.9	5.6	2.8	5.6
Caroni	100.0	6.5	16.1	41.9	16.1	11.3	6.5	1.6
Victoria	100.0	2.7	20.9	40.9	12.7	7.3	14.5	0.9
St. Patrick	100.0	1.8	15.8	35.1	22.8	5.3	14.0	5.3
St. Andrew/St. David	100.0	8.7	13.0	52.2	13.0	4.3	8.7	0.0
Nariva/Mayaro	100.0	0.0	18.8	50.0	18.8	6.3	0.0	6.3
Tobago	100.0	0.0	18.9	34.0	30.2	9.4	5.7	1.9

Table 7 shows the percentage distribution of households with computers by gross monthly income. One-third (35.5%) of the households with computers reported gross monthly incomes between \$5,000 - \$9,999 and one-fifth (19.9%) earned between \$2,000 - \$4,999. A relatively large proportion (34.1%) of the households with computers received gross monthly incomes of \$10,000 and over. Only 3.0% of the households with a gross monthly income of less than \$2,000 had computers.

Chart 5: Percentage of Households with Computers by Gross Monthly Income - All Areas



Source: Table 7

Table 8: No. of Households by Administrative Areas and Period Computers Acquired

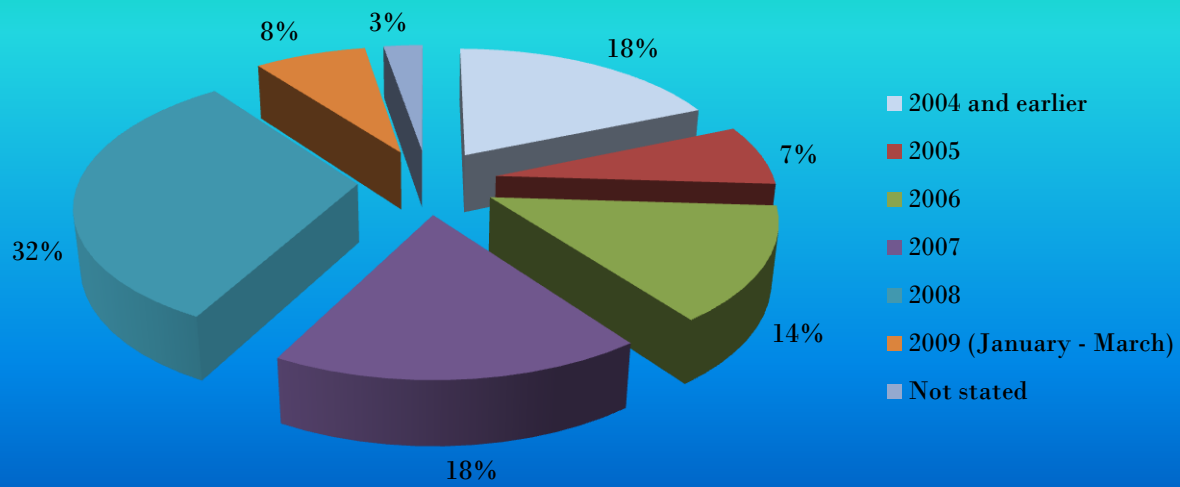
Administrative area	Total no. of households	Period acquired						
		2004 and earlier	2005	2006	2007	2008	2009 (January - March)	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
All areas	828	154	61	115	148	265	63	22
Port of Spain	31	4	3	5	6	10	1	2
San Fernando	41	11	2	6	7	9	6	0
Arima	36	10	1	4	8	11	2	0
Point Fortin	15	3	2	3	1	6	0	0
Chaguanas	54	11	4	8	9	16	3	3
Diego Martin	89	13	1	13	21	34	3	4
St. Ann's	98	13	7	12	13	31	12	10
Tacarigua	107	17	9	17	23	35	3	3
Rest of St. George	36	7	2	3	7	12	5	0
Caroni	62	11	5	9	11	18	8	0
Victoria	110	29	11	14	16	31	9	0
St. Patrick	57	11	4	10	7	21	4	0
St. Andrew/St. David	23	3	5	3	5	4	3	0
Nariva/Mayaro	16	1	2	0	10	3	0	0
Tobago	53	10	3	8	4	24	4	0

Table 9: Percentage of Households by Administrative Areas and Period Computers Acquired

Administrative area	Total	Period acquired - percentage of households						
		2004 and earlier	2005	2006	2007	2008	2009 (January - March)	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
All areas	100.0	18.6	7.4	13.9	17.9	32.0	7.6	2.7
Port of Spain	100.0	12.9	9.7	16.1	19.4	32.3	3.2	6.5
San Fernando	100.0	26.8	4.9	14.6	17.1	22.0	14.6	0.0
Arima	100.0	27.8	2.8	11.1	22.2	30.6	5.6	0.0
Point Fortin	100.0	20.0	13.3	20.0	6.7	40.0	0.0	0.0
Chaguanas	100.0	20.4	7.4	14.8	16.7	29.6	5.6	5.6
Diego Martin	100.0	14.6	1.1	14.6	23.6	38.2	3.4	4.5
St. Ann's	100.0	13.3	7.1	12.2	13.3	31.6	12.2	10.2
Tacarigua	100.0	15.9	8.4	15.9	21.5	32.7	2.8	2.8
Rest of St. George	100.0	19.4	5.6	8.3	19.4	33.3	13.9	0.0
Caroni	100.0	17.7	8.1	14.5	17.7	29.0	12.9	0.0
Victoria	100.0	26.4	10.0	12.7	14.5	28.2	8.2	0.0
St. Patrick	100.0	19.3	7.0	17.5	12.3	36.8	7.0	0.0
St. Andrew/St. David	100.0	13.0	21.7	13.0	21.7	17.4	13.0	0.0
Nariva/Mayaro	100.0	6.3	12.5	0.0	62.5	18.8	0.0	0.0
Tobago	100.0	18.9	5.7	15.1	7.5	45.3	7.5	0.0

The proportion of households that acquired computers through purchase or as a gift increased significantly from 7.4% to 32.0% in the 2005 to 2008 period.

Chart 6: Percentage of Households by Period Computer Acquired All Areas



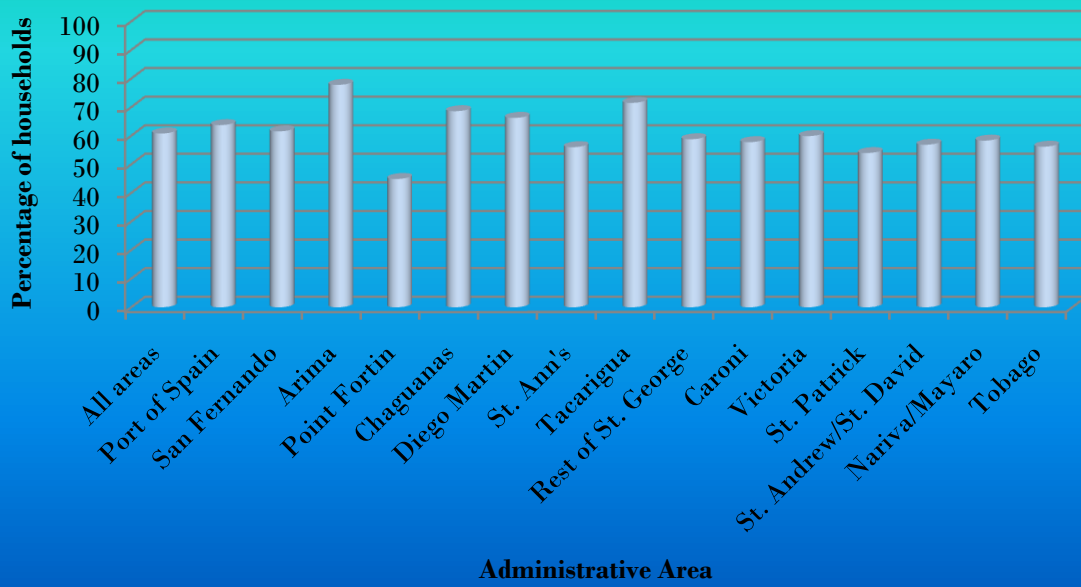
Source: Table 9

Table 10: Average Household Size and Computer Users per Household by Administrative Areas

Administrative area	Average household size (persons)	Average number of computer users/household	Percentage of users/household
	(1)	(2)	(3)
All areas	3.2	1.9	60.8
Port of Spain	3.1	2.0	63.7
San Fernando	3.3	2.0	61.6
Arima	3.6	2.8	77.8
Point Fortin	3.2	1.4	44.9
Chaguanas	2.9	2.0	68.6
Diego Martin	3.1	2.0	66.3
St. Ann's	3.1	1.7	56.0
Tacarigua	3.3	2.4	71.5
Rest of St. George	3.3	1.9	58.8
Caroni	3.5	2.0	57.8
Victoria	3.1	1.9	59.9
St. Patrick	3.2	1.7	54.0
St. Andrew/St. David	3.5	2.0	56.9
Nariva/Mayaro	3.4	2.0	58.3
Tobago	2.8	1.6	56.2

The survey results reveal an average household size of 3.2 persons and an average of 1.9 users per household, showing computer users as 60.8% of household members. The largest proportion of computer users in households was recorded in Arima (77.8%), Tacarigua (71.5%), Chaguanas (68.6%), Diego Martin (66.3%), Port of Spain (63.7%) and San Fernando (61.6%).

Chart 7: Percentage of Computer Users in Households by Administrative Areas



Source: Table 10

Table 11: Distribution of Computer Users by Age and Gender

Age group (yrs)	No. of users			Percentage of users		
	Total	Male	Female	Total	Male	Female
	(1)	(2)	(3)	(4)	(5)	(6)
All ages	2442	1158	1284	100.0	47.4	52.6
<10	144	73	71	100.0	50.7	49.3
10 - 14	271	127	144	100.0	46.9	53.1
15 - 19	355	164	191	100.0	46.2	53.8
20 - 24	364	164	200	100.0	45.1	54.9
25 - 29	327	146	181	100.0	44.6	55.4
30 - 39	401	193	208	100.0	48.1	51.9
40 - 49	288	138	150	100.0	47.9	52.1
50 and over	259	136	123	100.0	52.5	47.5
Not stated	33	17	16	100.0	51.5	48.5

The distribution of computer users by age and gender was available for 2,442 persons of whom 47.4% were males and 52.6% were females. In general, female users, especially in the 20 - 24 and 25 - 29 age groups, exceeded males.

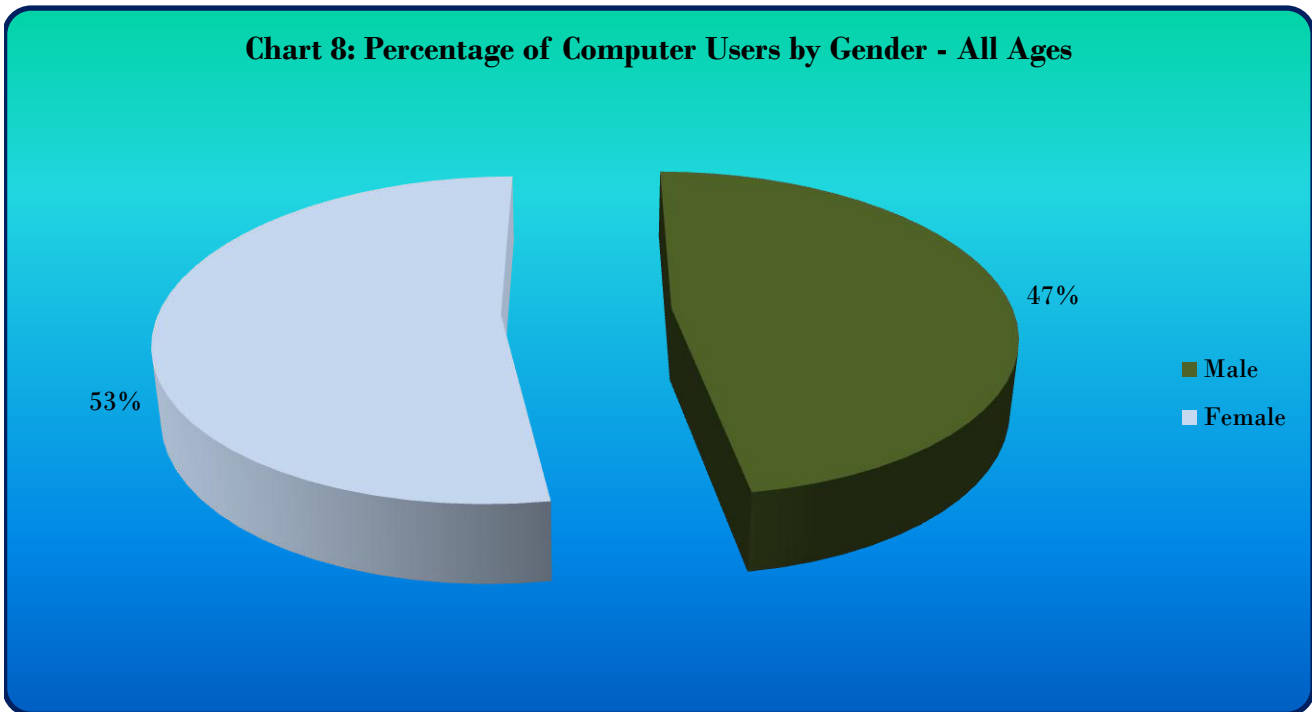


Table 12: No. of Computer Users by Age Group and Highest Level of Educational Attainment

Age group (yrs)	Total	Highest level of education						
		None	Primary	Secondary	Diploma	Associate degree	Degree	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
All ages	2442	18	374	1407	229	88	317	9
<10	144	17	127	0	0	0	0	0
10 - 14	271	0	136	135	0	0	0	0
15 - 19	355	0	26	308	13	6	2	0
20 - 24	364	0	4	254	30	25	50	1
25 - 29	327	0	7	199	36	15	69	1
30 - 39	401	0	12	233	62	14	78	2
40 - 49	288	0	24	152	45	17	50	0
50 and over	259	0	36	110	39	10	61	3
Not stated	33	1	2	16	4	1	7	2

Table 13: Percentage of Computer Users by Age Group and Highest Level of Educational Attainment

Age group (yrs)	Total	Highest level of education						
		None	Primary	Secondary	Diploma	Associate degree	Degree	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
All ages	100.0	0.7	15.3	57.6	9.4	3.6	13.0	0.4
<10	100.0	11.8	88.2	0.0	0.0	0.0	0.0	0.0
10 - 14	100.0	0.0	50.2	49.8	0.0	0.0	0.0	0.0
15 - 19	100.0	0.0	7.3	86.8	3.7	1.7	0.6	0.0
20 - 24	100.0	0.0	1.1	69.8	8.2	6.9	13.7	0.3
25 - 29	100.0	0.0	2.1	60.9	11.0	4.6	21.1	0.3
30 - 39	100.0	0.0	3.0	58.1	15.5	3.5	19.5	0.5
40 - 49	100.0	0.0	8.3	52.8	15.6	5.9	17.4	0.0
50 and over	100.0	0.0	13.9	42.5	15.1	3.9	23.6	1.2
Not stated	100.0	3.0	6.1	48.5	12.1	3.0	21.2	6.1

The majority (57.6%) of computer users reported their highest level of education as secondary followed by primary (15.3%) and bachelor's degree and above (13.0%) (Table 13). Approximately one-quarter (23.6%) of the users aged 50 and over and one-fifth between 25 to 29 (21.1%) and 30 to 39 (19.5%) years of age had acquired education at the first degree level and above. By gender, educational attainment amongst males was comparable to the females (Table 15).

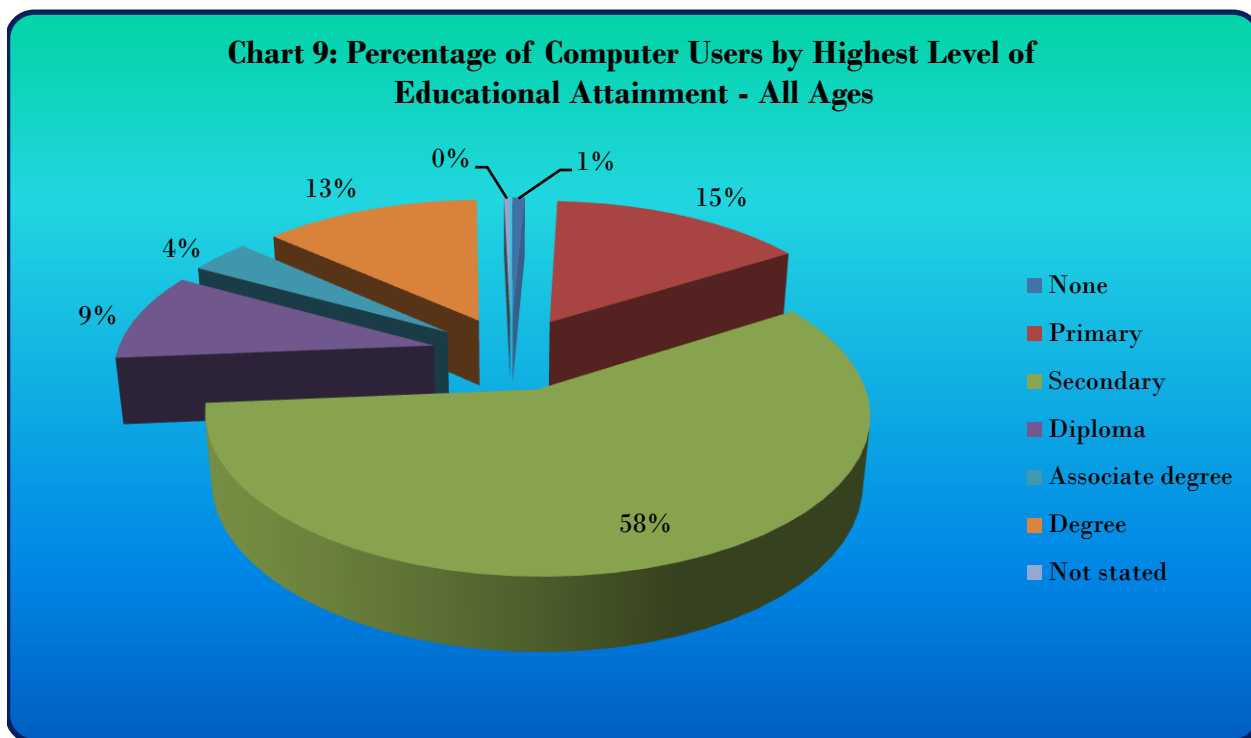


Table 14: No. of Computer Users by Gender and Highest Level of Educational Attainment

Gender	Total	Highest level of education						
		None	Primary	Secondary	Diploma	Associate degree	Degree	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Both genders	2442	18	374	1407	229	88	317	9
Male	1158	10	187	666	114	39	139	3
Female	1284	8	187	741	115	49	178	6

Table 15: Percentage of Computer Users by Gender and Highest Level of Educational Attainment

Gender	Total	Highest level of education						
		None	Primary	Secondary	Diploma	Associate degree	Degree	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Both genders	100.0	0.7	15.3	57.6	9.4	3.6	13.0	0.4
Male	100.0	0.9	16.1	57.5	9.8	3.4	12.0	0.3
Female	100.0	0.6	14.6	57.7	9.0	3.8	13.9	0.5

Chart 10: Percentage of Computer Users by Gender and Highest Level of Educational Attainment

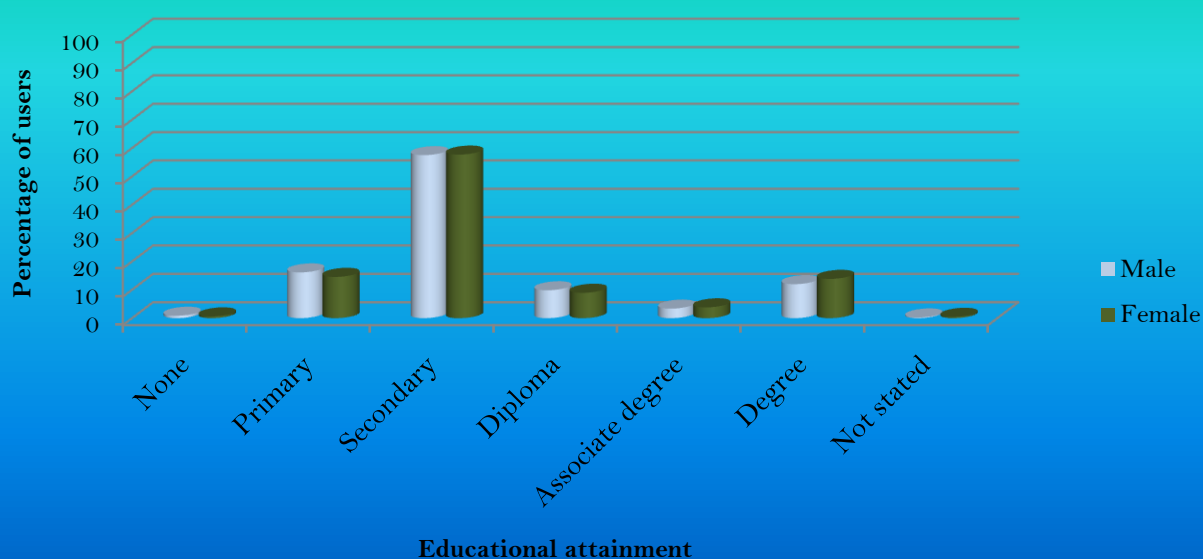


Table 16: No. of Computer Users by Age and Type of Computer Education

Age group (yrs)	Total	Type of computer education						
		Computer literacy	Applications	Professional certificates	Graphic applications	Secondary	University	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
All ages	2298	940	876	145	148	61	41	87
10 - 14	271	195	59	0	4	0	0	13
15 - 19	355	158	127	12	14	24	2	18
20 - 24	364	125	152	31	20	13	10	13
25 - 29	327	102	136	33	29	5	7	15
30 - 39	401	150	164	32	31	8	6	10
40 - 49	288	94	128	19	24	5	11	7
50 and over	259	108	103	14	23	4	2	5
Not stated	33	8	7	4	3	2	3	6

Table 17: Percentage of Computer Users by Age and Type of Computer Education

Age group (yrs)	Total	Type of computer education						
		Computer literacy	Applications	Professional certificates	Graphic applications	Secondary	University	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
All ages	100.0	40.9	38.1	6.3	6.4	2.7	1.8	3.8
10 - 14	100.0	72.0	21.8	0.0	1.5	0.0	0.0	4.8
15 - 19	100.0	44.5	35.8	3.4	3.9	6.8	0.6	5.1
20 - 24	100.0	34.3	41.8	8.5	5.5	3.6	2.7	3.6
25 - 29	100.0	31.2	41.6	10.1	8.9	1.5	2.1	4.6
30 - 39	100.0	37.4	40.9	8.0	7.7	2.0	1.5	2.5
40 - 49	100.0	32.6	44.4	6.6	8.3	1.7	3.8	2.4
50 and over	100.0	41.7	39.8	5.4	8.9	1.5	0.8	1.9
Not stated	100.0	24.2	21.2	12.1	9.1	6.1	9.1	18.2

Two-fifths of the users in the responding households in each case reported computer literacy (40.9%) and applications (38.1%) as their computer education (Table 17). Computer education amongst males and females was comparable (Table 18).

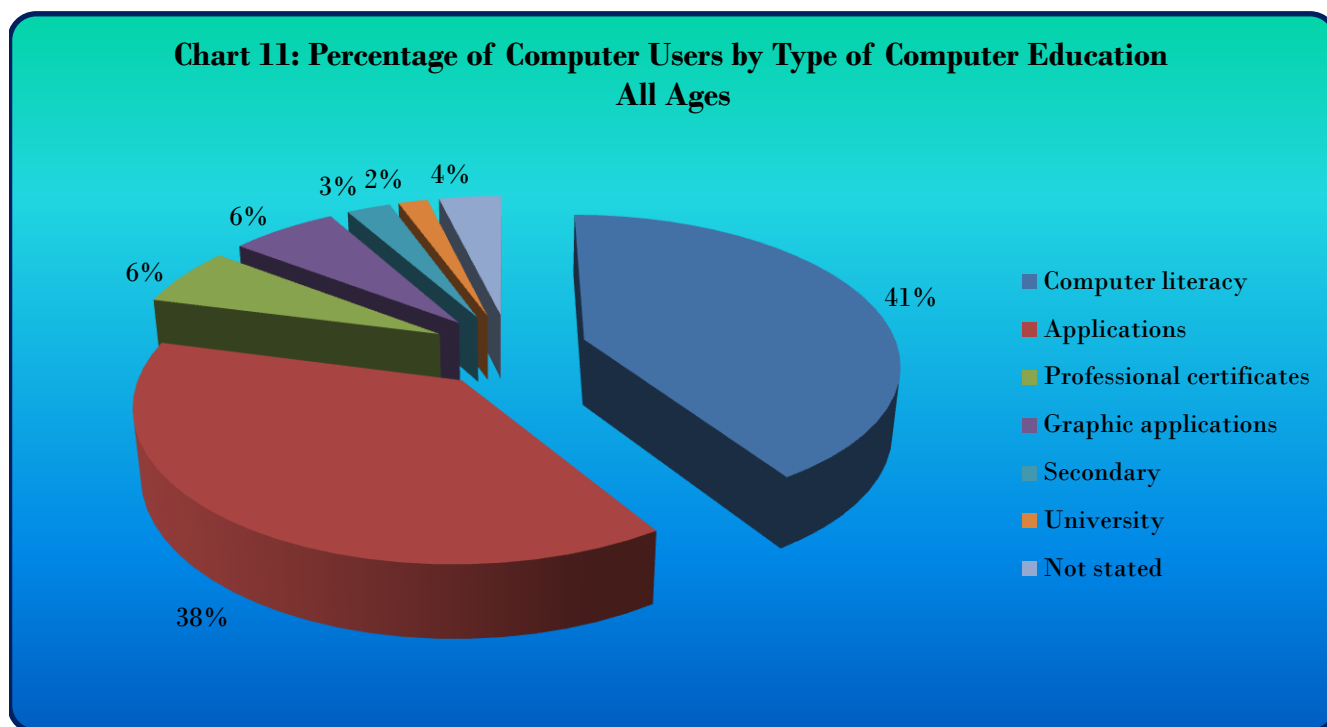


Table 18: Distribution of Computer Users by Type of Computer Education and Gender

Type of computer education	No. of users			Percentage of users		
	Total	Male	Female	Total	Male	Female
	(1)	(2)	(3)	(4)	(5)	(6)
Total	2298	1079	1219	100.0	100.0	100.0
Computer literacy	940	449	491	40.8	41.6	40.3
Applications	876	383	493	38.1	35.5	40.4
Professional certificates	145	74	71	6.4	6.9	5.8
Graphic applications	148	88	60	6.4	8.2	4.9
Secondary	61	28	33	2.7	2.6	2.7
University	41	24	17	1.8	2.2	1.4
Not stated	87	33	54	3.8	3.1	4.4

Chart 12: Percentage of Computer Users by Type of Computer Education and Gender

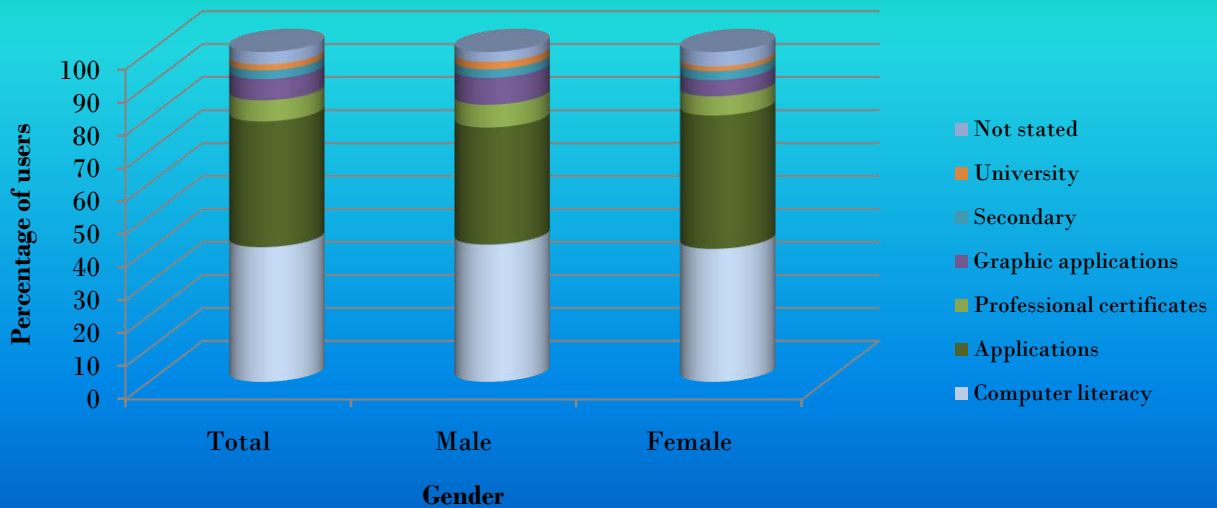


Table 19: No. of Computer Users by Age Group and Employment Status

Age group (yrs)	Total	Employment status					
		Employed	Self-employed	Unemployed	Student	Home duties	Retired
	(1)	(2)	(3)	(4)	(5)	(6)	(7)
All ages	2442	1166	174	123	828	93	58
<10	144	0	0	0	144	0	0
10 - 14	271	0	0	0	271	0	0
15 - 19	355	28	7	23	295	2	0
20 - 24	364	212	19	37	77	19	0
25 - 29	327	243	26	20	26	12	0
30 - 39	401	304	48	27	4	18	0
40 - 49	288	222	33	7	2	23	1
50 and over	259	142	35	7	0	18	57
Not stated	33	15	6	2	9	1	0

Table 20: Percentage of Computer Users by Age Group and Employment Status

Age group (yrs)	Total	Employment status - percentage of users					
		Employed	Self-employed	Unemployed	Student	Home Duties	Retired
	(1)	(2)	(3)	(4)	(5)	(6)	(7)
All ages	100.0	47.7	7.1	5.0	33.9	3.8	2.4
<10	100.0	0.0	0.0	0.0	100.0	0.0	0.0
10 - 14	100.0	0.0	0.0	0.0	100.0	0.0	0.0
15 - 19	100.0	7.9	2.0	6.5	83.1	0.6	0.0
20 - 24	100.0	58.2	5.2	10.2	21.2	5.2	0.0
25 - 29	100.0	74.3	8.0	6.1	8.0	3.7	0.0
30 - 39	100.0	75.8	12.0	6.7	1.0	4.5	0.0
40 - 49	100.0	77.1	11.5	2.4	0.7	8.0	0.3
50 and over	100.0	54.8	13.5	2.7	0.0	6.9	22.0
Not stated	100.0	45.5	18.2	6.1	27.3	3.0	0.0

Of the 2,442 computer users, 1,340 or 54.8% were employed and self-employed while 33.9% were students. The highest percentage (10.2%) of unemployed users was observed in the 20 - 24 age category (Tables 19 and 20). More than 80% of the users in the age cohorts 25 - 29, 30 - 39 and 40 - 49 were employed. In the 50 and over age group 22.0% of the users had retired. By gender, employed males (61.3%) compared with females (49.1%) comprised the largest category of users (Table 21).

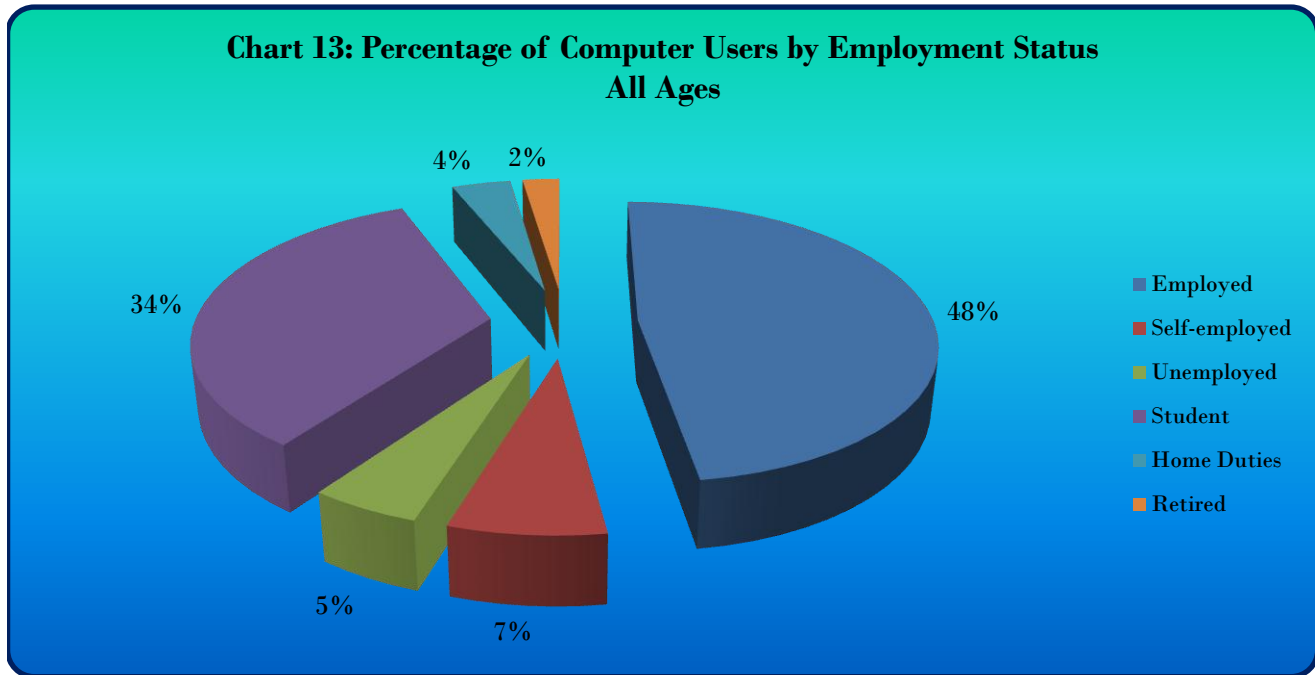


Table 21: Distribution of Computer Users by Employment Status and Gender

Employment status	No. of users			Percentage of users		
	Total	Male	Female	Total	Male	Female
	(1)	(2)	(3)	(4)	(5)	(6)
Total	2442	1158	1284	100.0	100.0	100.0
Employed	1166	590	576	47.7	50.9	44.9
Self-employed	174	120	54	7.1	10.4	4.2
Unemployed	123	38	85	5.0	3.3	6.6
Student	828	377	451	33.9	32.6	35.1
Home duties	93	0	93	3.8	0.0	7.2
Retired	58	33	25	2.4	2.8	1.9

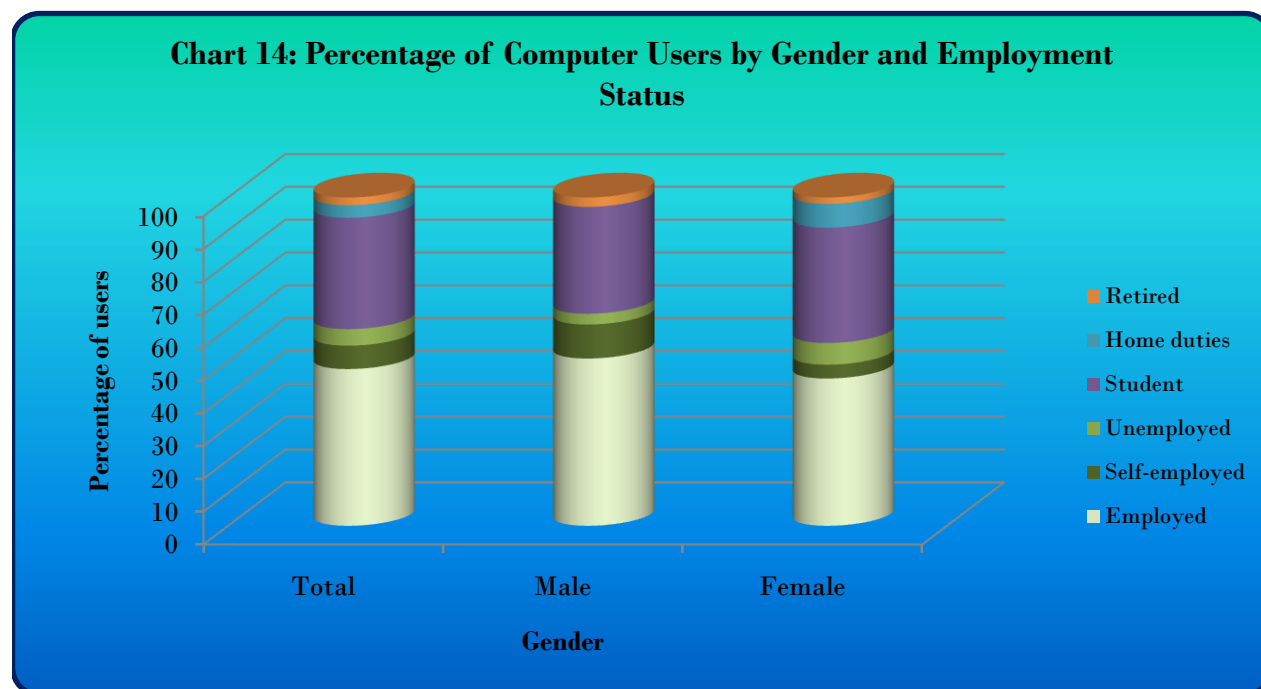


Table 22: No. of Employed Computer Users by Age Group and Type of Worker

Age group (yrs)	Total	Type of worker			
		Government	State enterprise	Private enterprise	Not stated
	(1)	(2)	(3)	(4)	(5)
All ages	1340	419	101	796	24
15 - 19	35	10	4	21	0
20 - 24	231	69	10	149	3
25 - 29	269	71	13	180	5
30 - 39	352	118	32	194	8
40 - 49	255	89	23	136	7
50 and over	177	58	19	100	0
Not stated	21	4	0	16	1

Table 23: Percentage of Employed Computer Users by Age Group and Type of Worker

Age group (yrs)	Total	Type of worker			
		Government	State enterprise	Private enterprise	Not stated
	(1)	(2)	(3)	(4)	(5)
All ages	100.0	31.3	7.5	59.4	1.8
15 - 19	100.0	28.6	11.4	60.0	0.0
20 - 24	100.0	29.9	4.3	64.5	1.3
25 - 29	100.0	26.4	4.8	66.9	1.9
30 - 39	100.0	33.5	9.1	55.1	2.3
40 - 49	100.0	34.9	9.0	53.3	2.7
50 and over	100.0	32.8	10.7	56.5	0.0
Not stated	100.0	19.0	0.0	76.2	4.8

Of the 1,340 employed computer users, 59.4% were employed in private enterprises, 31.3% in government departments and 7.5% in state enterprises (Table 23). More than 50% of the computer users in each age group were employed in the private sector. Government absorbed more than 40% of the users in the age cohorts 30 -39 and over. The distribution of the sample of computer users by sectors of employment was similar by gender (Table 24).

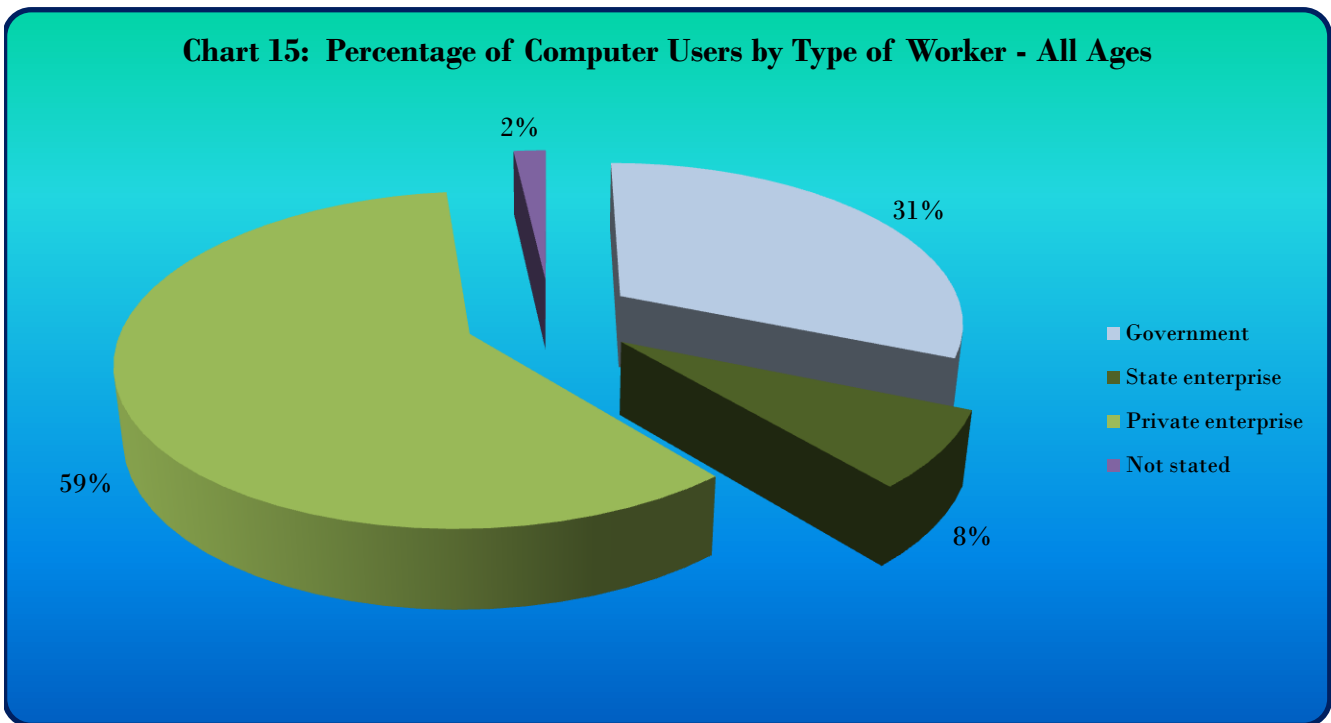


Table 24: Distribution of Employed Computer Users by Type of Worker and Gender

Type of worker	No. of users			Percentage of users		
	Total	Male	Female	Total	Male	Female
	(1)	(2)	(3)	(4)	(5)	(6)
Total	1340	698	642	100.0	100.0	100.0
Government	419	190	229	31.3	27.2	35.7
State enterprise	101	63	38	7.5	9.0	5.9
Private enterprise	796	439	357	59.4	62.9	55.6
Not stated	24	6	18	1.8	0.9	2.8

Chart 16: Percentage of Computer Users by Gender and Type of Worker

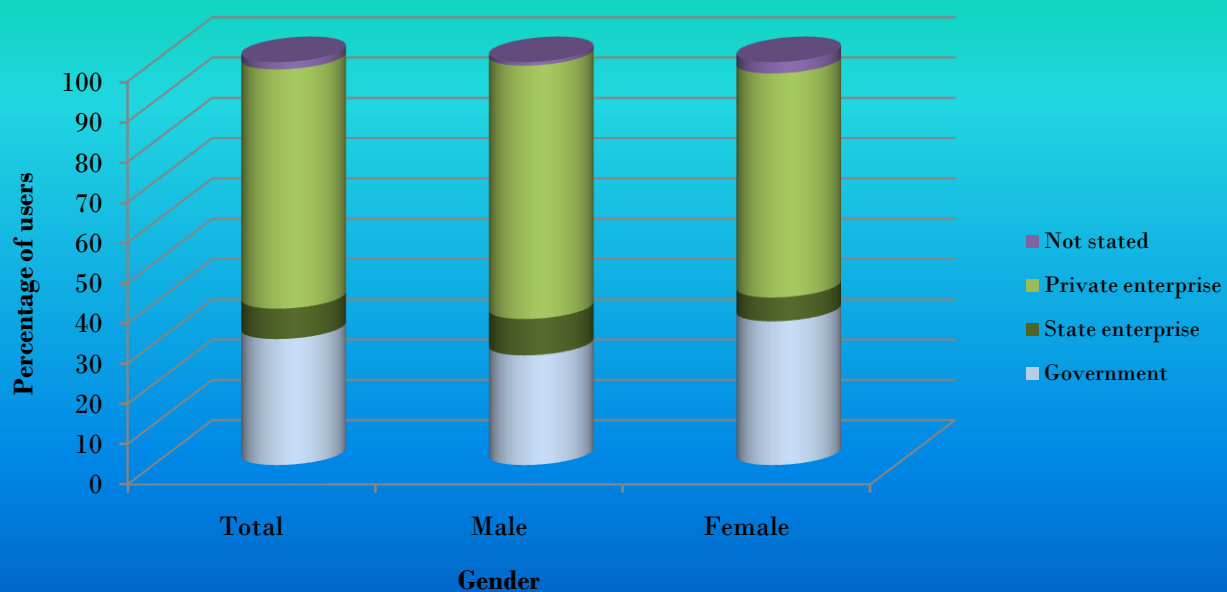


Table 25: Distribution of Households by Type of Operating System

Primary operating system	No. of households (1)	Percentage of households (2)
Total	828	100.0
Windows Vista	140	16.9
Windows XP	474	57.2
Windows ME	38	4.6
Windows 98	3	0.4
Windows	150	18.1
Macintosh	8	1.0
Don't know	15	1.8

A substantial percentage (57.2%) of the households with computers used Windows XP while 16.9% utilised Windows Vista as their primary operating system; 18.1% also used Windows but did not specify the version.

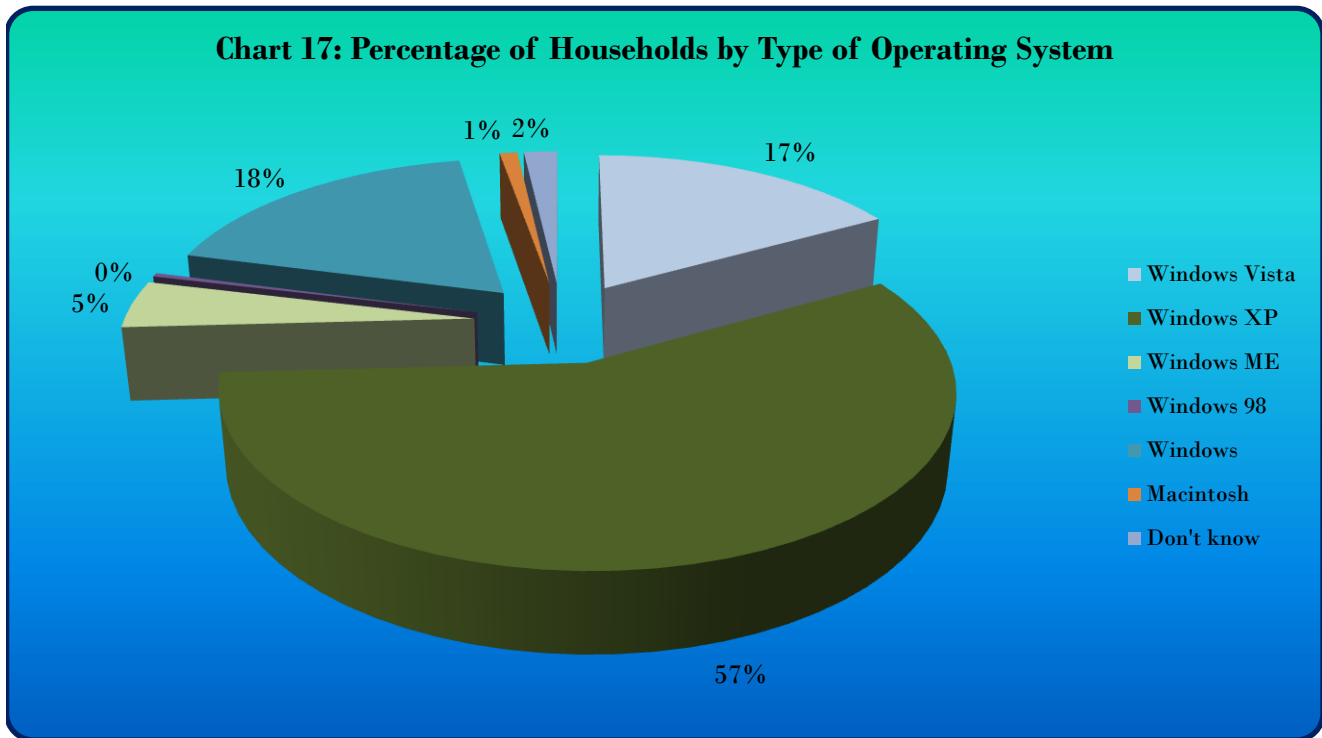


Table 26: Percentage of Households by Frequency of Computer Usage within Time Spent

Frequency of usage	Time spent on computer							
	Total	1 hour	2 hours	3 hours	4 hours	5 hours	> 5 hours	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Daily	70.0	35.7	57.8	71.6	86.7	94.7	94.5	62.5
Every two days	12.2	20.0	17.4	14.9	11.1	1.8	1.7	12.5
Every three days	9.1	22.9	12.8	6.0	1.1	1.8	2.8	0.0
Weekly	7.1	16.4	9.6	6.7	1.1	1.8	1.1	25.0
Fortnightly	0.7	2.1	1.4	0.0	0.0	0.0	0.0	0.0
Monthly	0.8	2.9	0.9	0.7	0.0	0.0	0.0	0.0

A significant proportion (70%) of households used the computer daily, and of these, 29.5% used it for a modal duration of more than 5 hours (Tables 26 and 27).

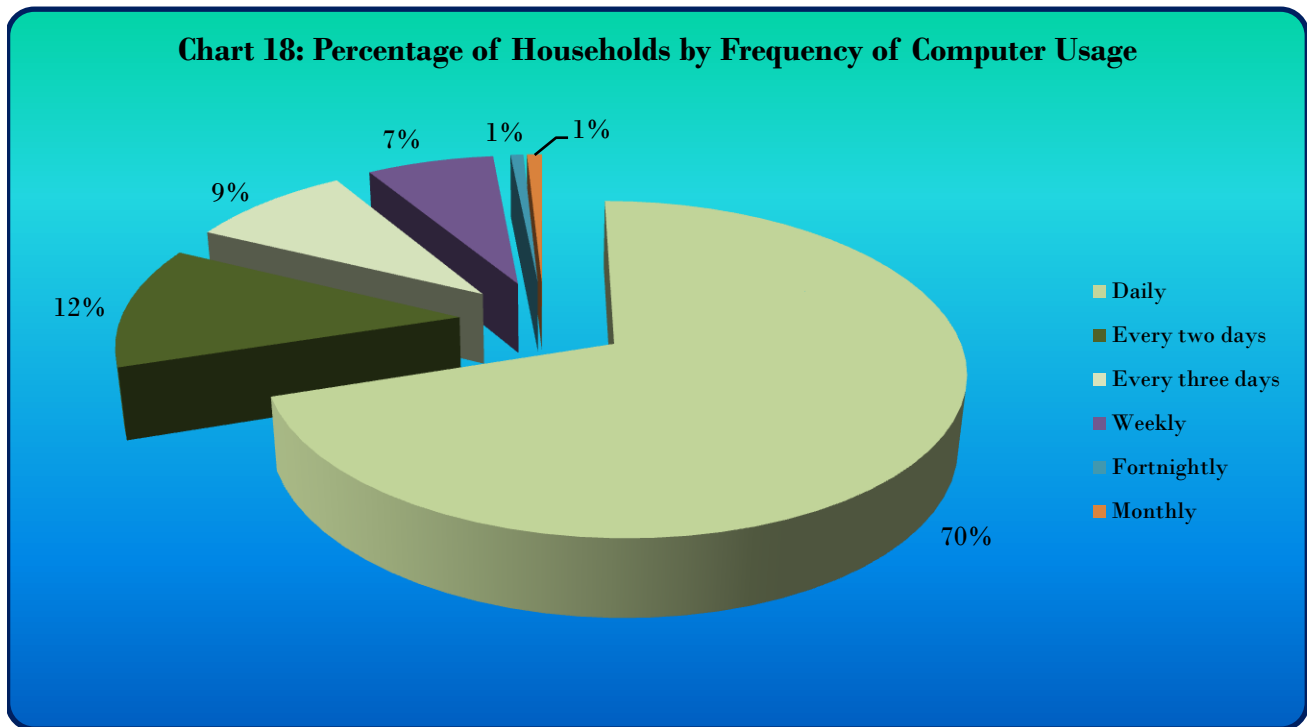


Table 27: Percentage of Households by Time Spent within Frequency of Computer Usage

Frequency of usage	Total	Time spent on computer						
		1 hour	2 hours	3 hours	4 hours	5 hours	> 5 hours	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Total	100	16.9	26.3	16.2	10.9	6.9	21.9	1.0
Daily	100	8.6	21.7	16.6	13.4	9.3	29.5	0.9
Every two days	100	27.7	37.6	19.8	9.9	1.0	3.0	1.0
Every three days	100	42.7	37.3	10.7	1.3	1.3	6.7	0.0
Weekly	100	39.0	35.6	15.3	1.7	1.7	3.4	3.4
Fortnightly	100	50.0	50.0	0.0	0.0	0.0	0.0	0.0
Monthly	100	57.1	28.6	14.3	0.0	0.0	0.0	0.0

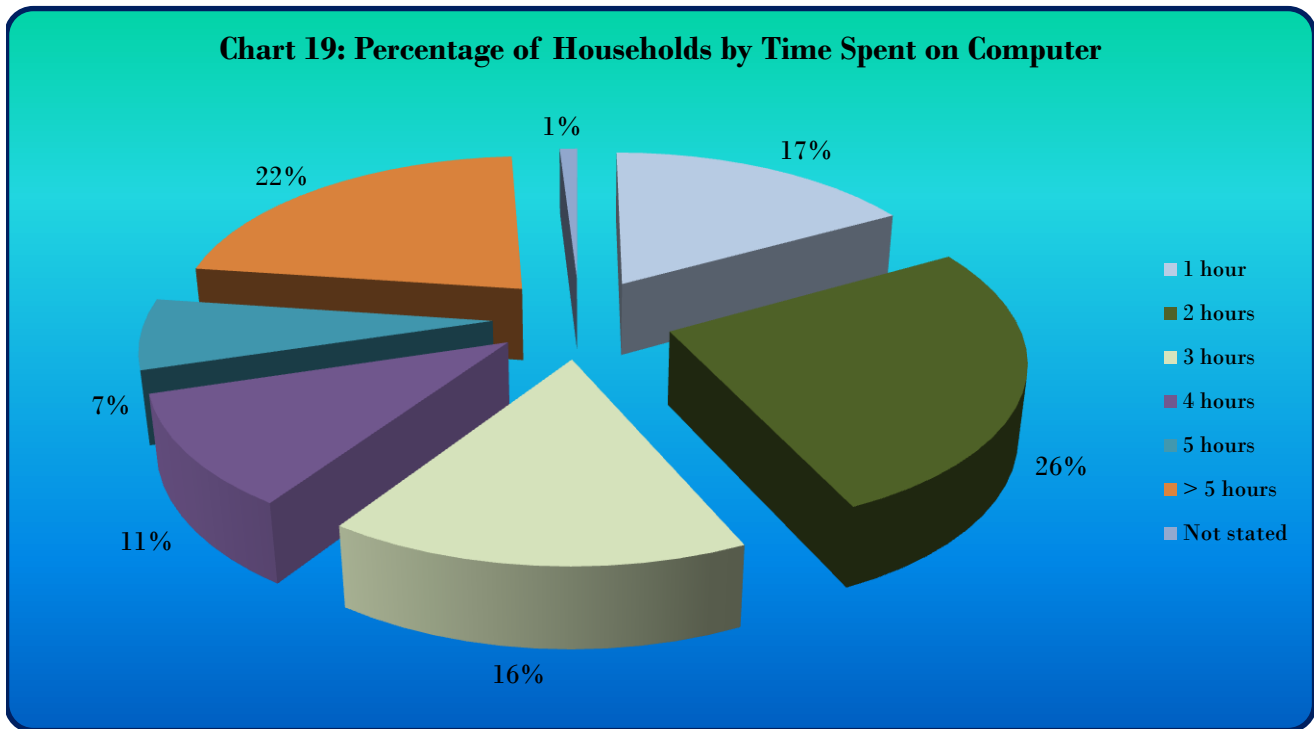


Table 28: Distribution of Households by Type of Computer Usage

Type of usage	Number of households (1)	Percentage of households (2)
Playing games	654	79.0
Office productivity tools	498	60.1
Software development	186	22.5
Multimedia	481	58.1
Computer Aided Design (CAD)	59	7.1
Graphics	167	20.2
Other	10	1.2

A significant percentage (79.0%) of the households reported that the computer was used for games while three-fifths in each case indicated office productivity tools (60.1%) and multimedia (58.1%).

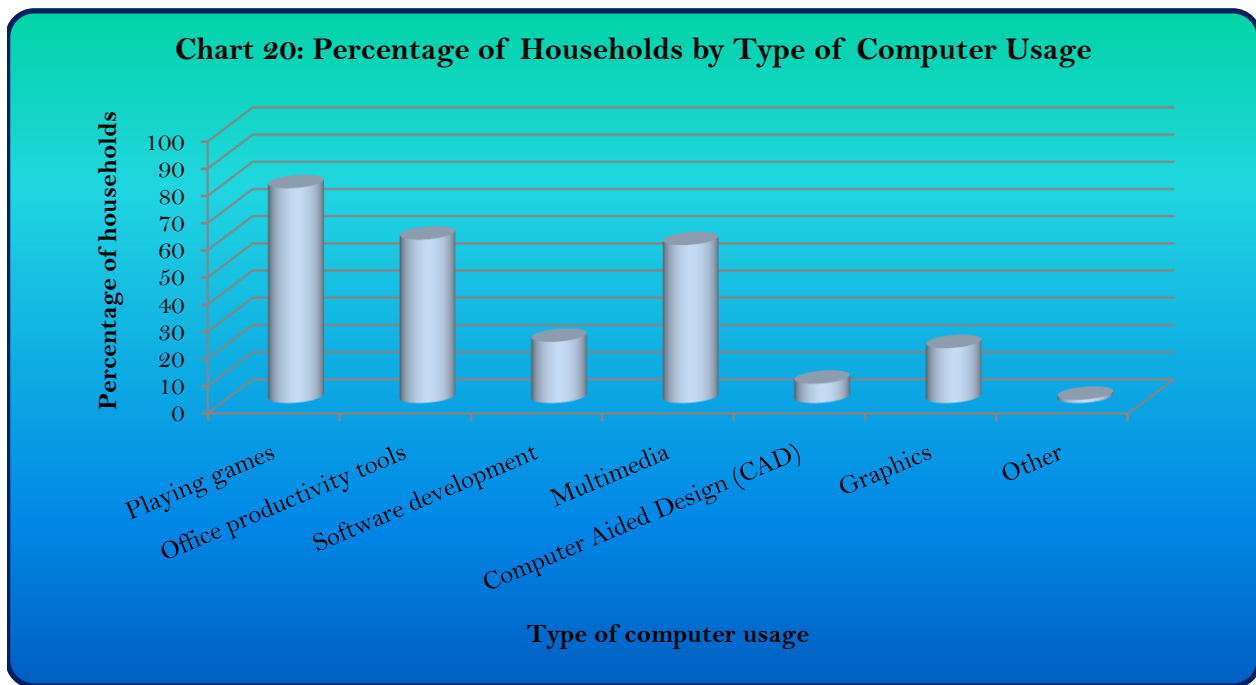
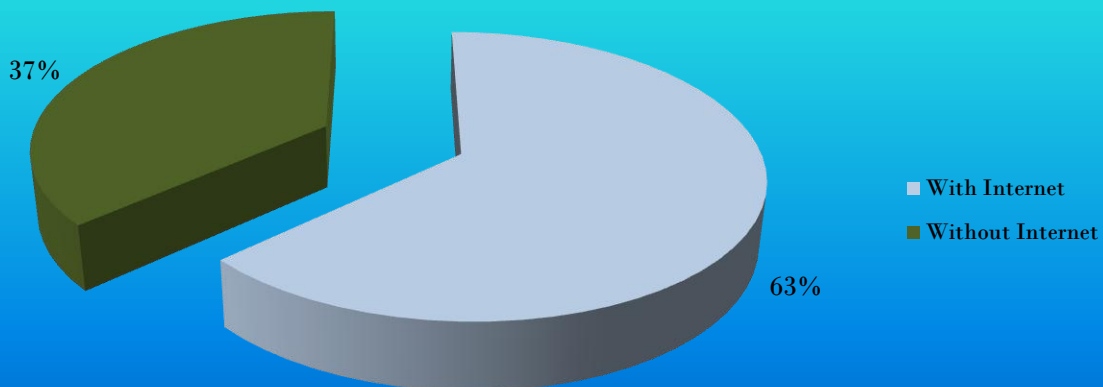


Table 29: Distribution of Households With and Without Internet Connections by Administrative Areas

Administrative area	No. of households			Percentage of households		
	Total	With Internet	Without Internet	Total	With Internet	Without Internet
	(1)	(2)	(3)	(4)	(5)	(6)
All areas	828	524	304	100.0	63.3	36.7
Port of Spain	31	22	9	100.0	71.0	29.0
San Fernando	41	29	12	100.0	70.7	29.3
Arima	36	28	8	100.0	77.8	22.2
Point Fortin	15	4	11	100.0	26.7	73.3
Chaguanas	54	35	19	100.0	64.8	35.2
Diego Martin	89	70	19	100.0	78.7	21.3
St. Ann's	98	58	40	100.0	59.2	40.8
Tacarigua	107	69	38	100.0	64.5	35.5
Rest of St. George	36	27	9	100.0	75.0	25.0
Caroni	62	37	25	100.0	59.7	40.3
Victoria	110	56	54	100.0	50.9	49.1
St. Patrick	57	24	33	100.0	42.1	57.9
St. Andrew/St. David	23	11	12	100.0	47.8	52.2
Nariva/Mayaro	16	6	10	100.0	37.5	62.5
Tobago	53	48	5	100.0	90.6	9.4

Of the 828 households with computers, 63% had Internet connection. Internet access by households within areas was significant in Tobago (90.6%), Diego Martin (78.7%), Arima (77.8%), Rest of St. George (75.0%), Port of Spain (71.0%) and San Fernando (70.7%).

Chart 21: Percentage of Households With and Without Internet Connections - All Areas



Source: Table 29

Table 30: Reasons for No Internet in Households

Reason	Percentage of households		
	Total	Yes	No
	(1)	(2)	(3)
High cost	100.0	36.2	63.8
Do not want internet	100.0	7.9	92.1
Not necessary/no one to use it	100.0	13.8	86.2
Have access to the internet elsewhere	100.0	29.6	70.4
Other	100.0	3.0	97.0

Table 30 shows that a relatively large percentage (36.2%) of the households cited high cost as the main reason for no internet connection followed by access to the internet elsewhere (29.6%).

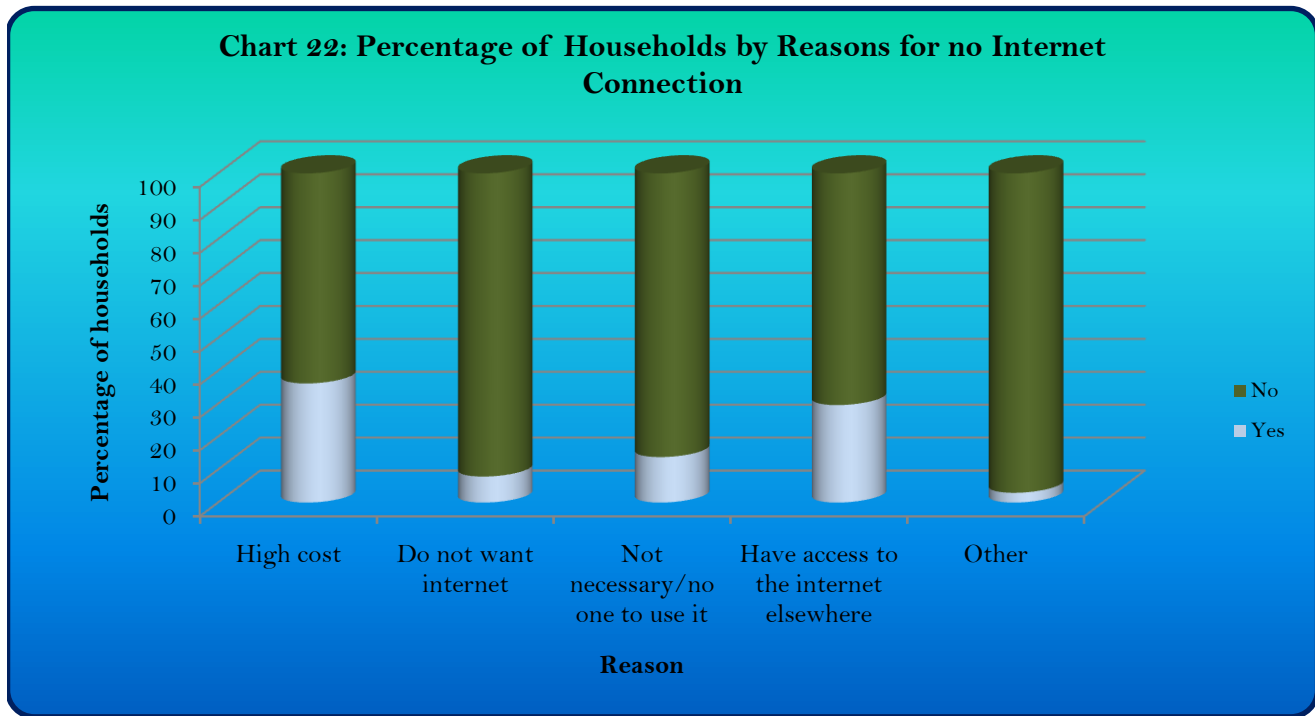


Table 31: Percentage of Households with Internet by Frequency of Usage within Time Spent

Frequency of usage	Total	Time spent on internet							
		< 1 hour	1 hour	2 hours	3 hours	4 hours	5 hours	> 5 hours	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Total	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0	100.0
Daily	72.3	39.4	44.6	72.3	72.8	83.7	87.5	97.4	33.3
Every two days	15.5	21.2	34.8	17.9	18.5	6.1	8.3	0.0	0.0
Weekly	10.7	39.4	18.5	8.0	8.7	10.2	4.2	2.6	0.0
Fortnightly	0.4	0.0	1.1	0.9	0.0	0.0	0.0	0.0	0.0
Monthly	0.4	0.0	1.1	0.9	0.0	0.0	0.0	0.0	0.0
Not stated	0.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	66.7

A significant proportion (72.3%) of households accessed the Internet daily, and of these, 29.8% used it for a modal duration of more than 5 hours (Tables 31 and 32).

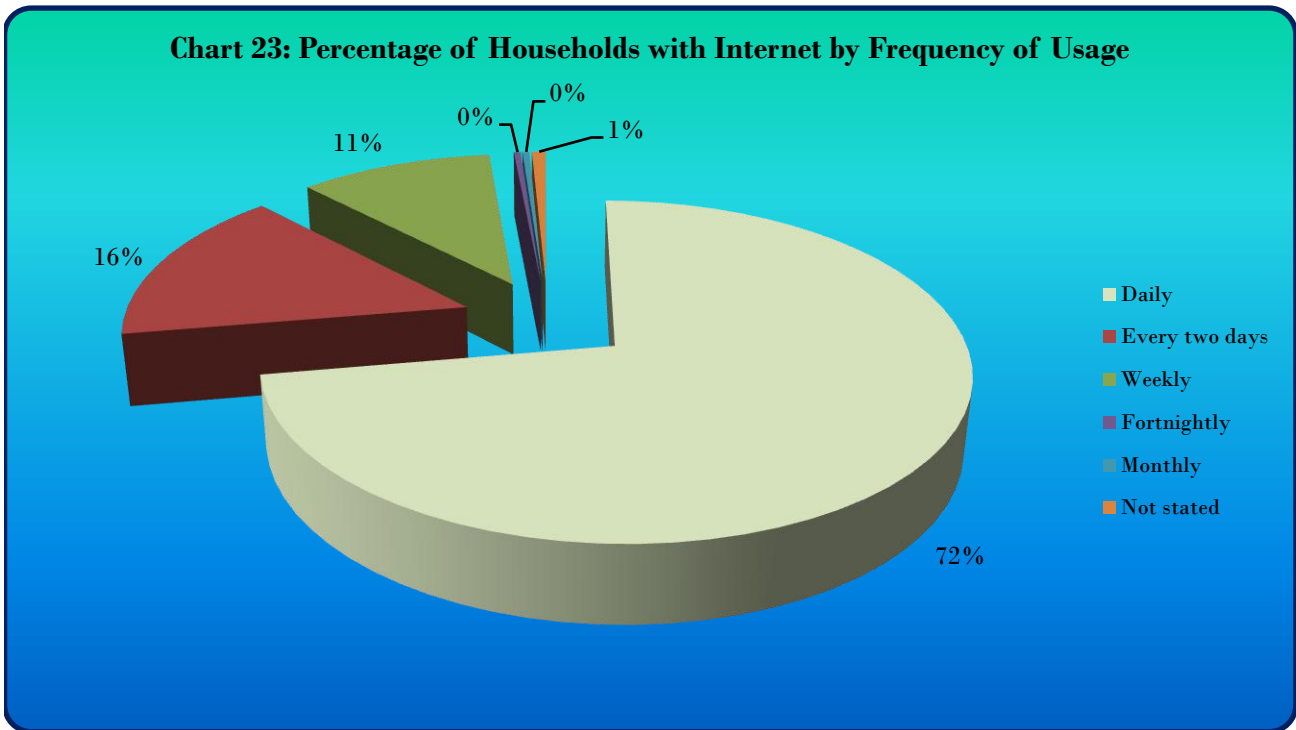


Table 32: Percentage of Households with Internet by Time Spent within Frequency of Usage

Frequency of usage	Total	Time spent on internet							
		< 1 hour	1 hour	2 hours	3 hours	4 hours	5 hours	> 5 hours	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Total	100.0	6.3	17.6	21.4	17.6	9.4	4.6	22.1	1.1
Daily	100.0	3.4	10.8	21.4	17.7	10.8	5.5	29.8	0.5
Every two days	100.0	8.6	39.5	24.7	21.0	3.7	2.5	0.0	0.0
Weekly	100.0	23.2	30.4	16.1	14.3	8.9	1.8	5.4	0.0
Fortnightly	100.0	0.0	50.0	50.0	0.0	0.0	0.0	0.0	0.0
Monthly	100.0	0.0	50.0	50.0	0.0	0.0	0.0	0.0	0.0
Not stated	100.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	100.0

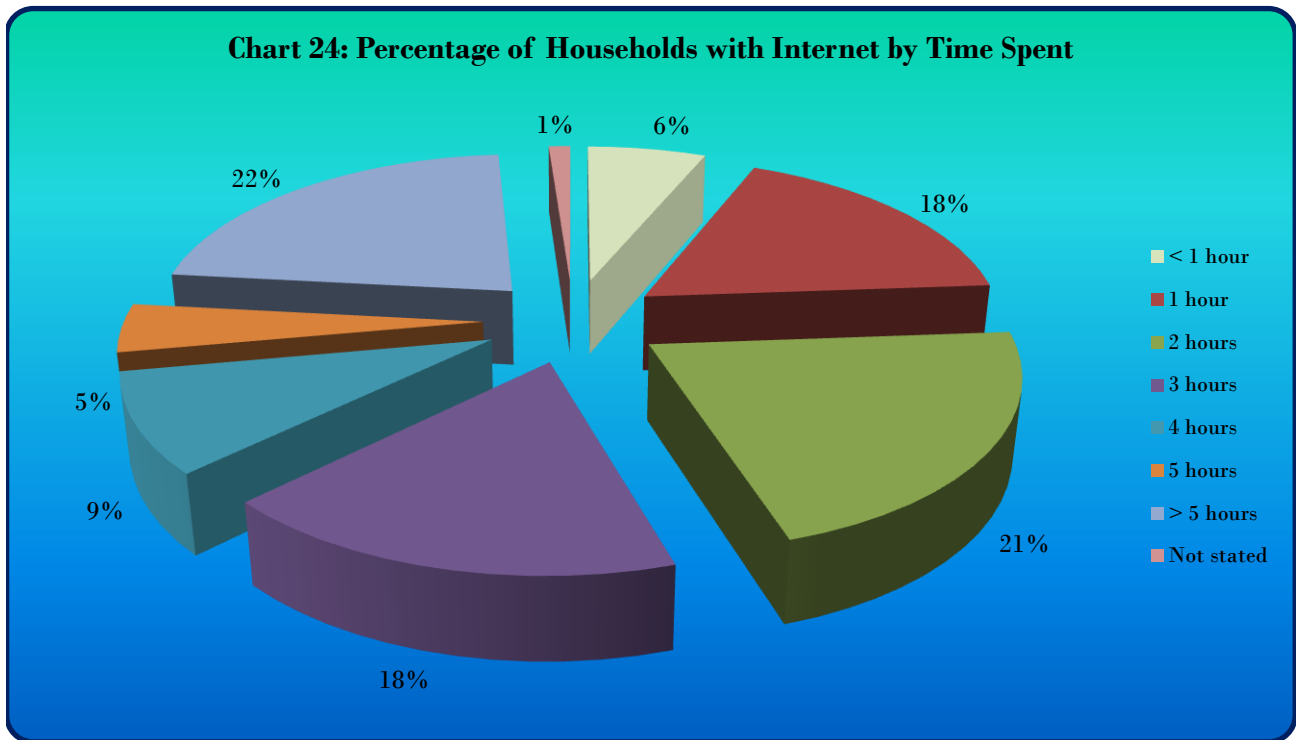


Table 33: Distribution of Households by Internet Service Provider

Internet service provider	No. of households (1)	Percentage of households (2)
Total	524	100.0
TSTT	377	71.9
FLOW	107	20.4
Greendot	29	5.5
Cariblink	4	0.8
Digicel	2	0.4
CAT Communications	1	0.2
Not stated	4	1.0

A significant percentage (71.9%) of the households with Internet connection identified Telecommunication Services of Trinidad and Tobago (TSTT) as their service provider while 20.4% stated FLOW (Table 33). The majority of households (83.0%) had unlimited Internet connection (Table 34). In terms of type of Internet connection, a relatively larger proportion (35.3%) of the households used DSL while 31.9% and 27.7% utilised modem and other broadband connections respectively (Table 35).

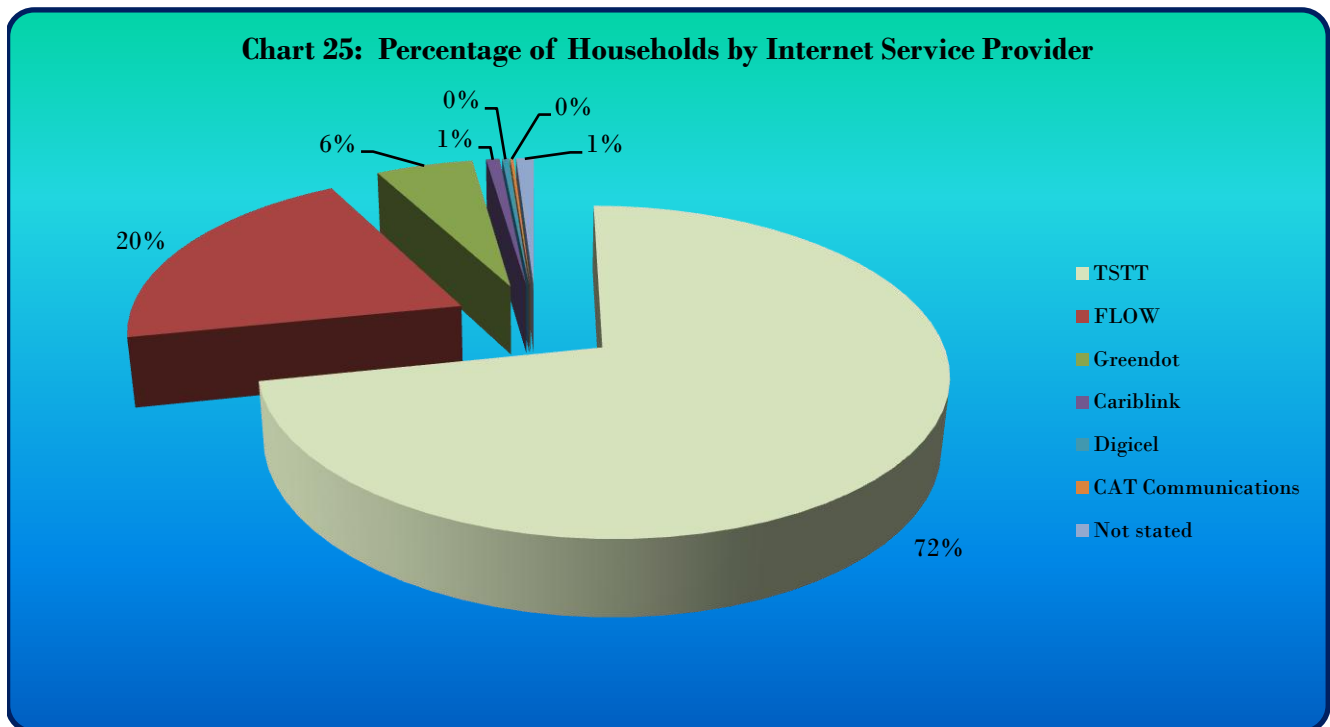


Table 34: Distribution of Households by Type of Internet Account

Type of account	No. of households (1)	Percentage of households (2)
Total	524	100.0
20 hours	43	8.2
40 hours	11	2.1
50 hours	11	2.1
75 hours	8	1.5
100 hours	9	1.7
Unlimited	435	83.0
Not stated	7	1.0

Chart 26: Percentage of Households by Type of Internet Account

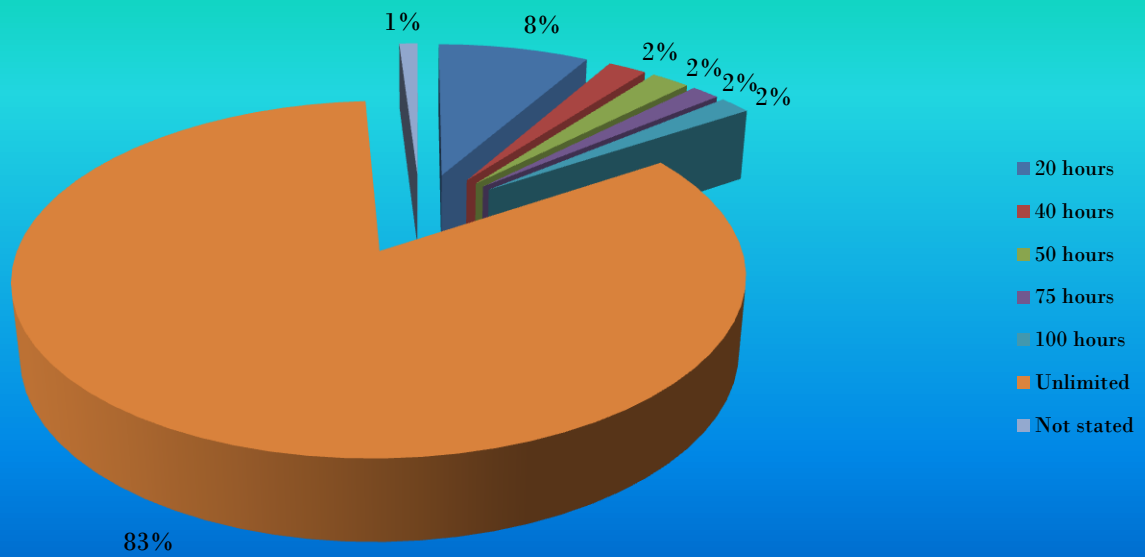


Table 35: Distribution of Households by Type of Internet Connection

Type of internet connection used	No. of households (1)	Percentage of households (2)
Total	524	100.0
Modem (dial-up access over normal telephone lines)	167	31.9
DSL (Digital subscriber line)	185	35.3
Other broadband connection	145	27.7
Mobile phone over narrowband	18	3.4
Not stated	9	1.7

Chart 27: Percentage of Households by Type of Internet Connection

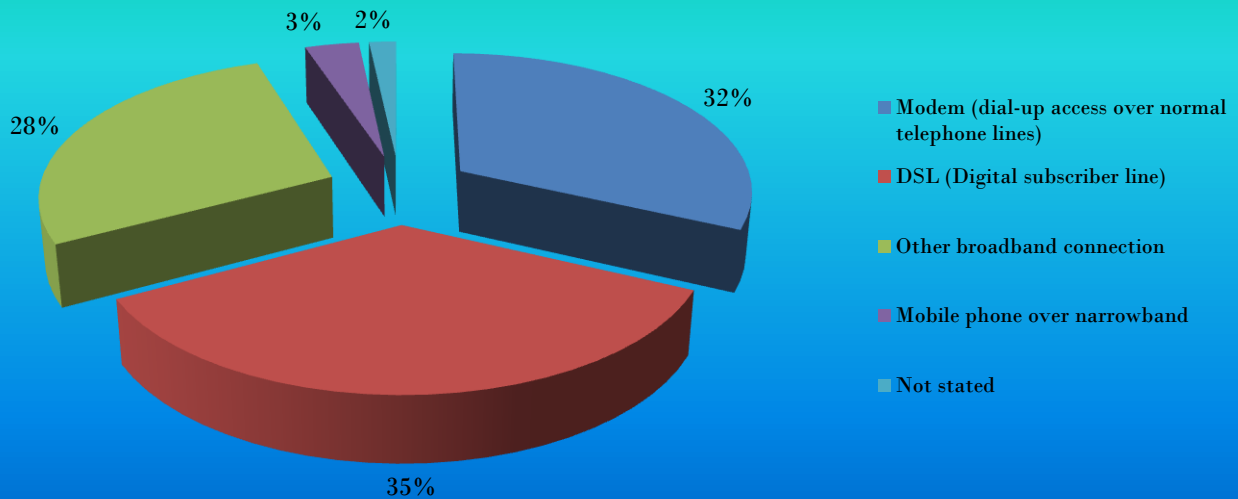
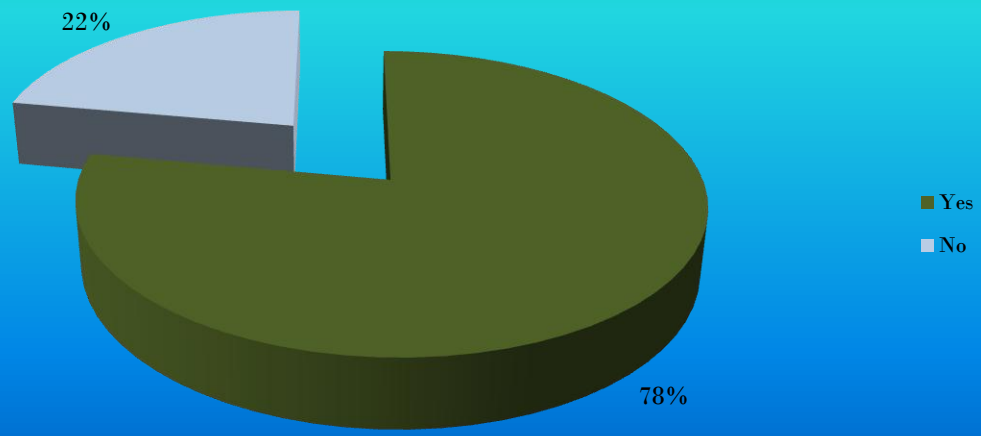


Table 36: Distribution of Households by Administrative Areas and Satisfaction with Internet Service

Administrative area	Satisfied with internet service					
	No. of households			Percentage of households		
	Total	Yes	No	Total	Yes	No
	(1)	(2)	(3)	(4)	(5)	(6)
All areas	524	408	116	100.0	77.9	22.1
Port of Spain	22	19	3	100.0	86.4	13.6
San Fernando	29	24	5	100.0	82.8	17.2
Arima	28	22	6	100.0	78.6	21.4
Point Fortin	4	2	2	100.0	50.0	50.0
Chaguanas	35	26	9	100.0	74.3	25.7
Diego Martin	70	60	10	100.0	85.7	14.3
St. Ann's	58	49	9	100.0	84.5	15.5
Tacarigua	69	60	9	100.0	87.0	13.0
Rest of St. George	27	16	11	100.0	59.3	40.7
Caroni	37	27	10	100.0	73.0	27.0
Victoria	56	48	8	100.0	85.7	14.3
St. Patrick	24	15	9	100.0	62.5	37.5
St. Andrew/St. David	11	9	2	100.0	81.8	18.2
Nariva/Mayaro	6	0	6	100.0	0.0	100.0
Tobago	48	31	17	100.0	64.6	35.4

A significant proportion (77.9%) of the households was satisfied with the service of their Internet access provider while 22.1% were dissatisfied. Within administrative areas, the largest percentage of dissatisfied households was observed in Nariva/Mayaro (100.0%) and Point Fortin (50.0%) (Table 36). Of the 116 or 22.1% dissatisfied households, 51.7% cited interruption while working as the main reason for dissatisfaction while 31.0% stated too much time for connection and 17.2% high cost (Table 37).

**Chart 28: Percentage of Households Satisfied with Internet Service
All Areas**

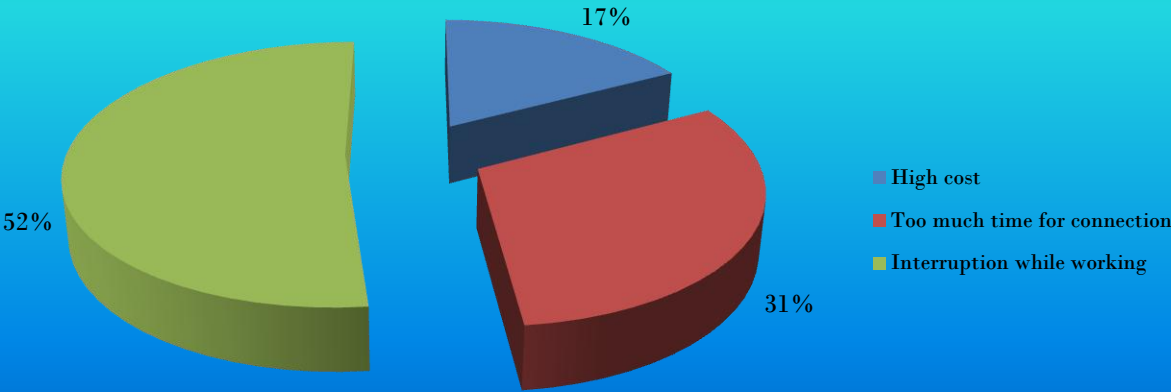


Source: Table 36

Table 37: Distribution of Households by Administrative Areas and Reasons for Dissatisfaction with Internet Service

Administrative area	Reason for dissatisfaction							
	Total	High cost	Too much time for connection	Interruption while working	Total	High cost	Too much time for connection	Interruption while working
	No. of households				Percentage of households			
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
Total	116	20	36	60	100.0	17.2	31.0	51.7
Port of Spain	3	0	1	2	100.0	0.0	33.3	66.7
San Fernando	5	1	4	0	100.0	20.0	80.0	0.0
Arima	6	1	2	3	100.0	16.7	33.3	50.0
Point Fortin	2	0	0	2	100.0	0.0	0.0	100.0
Chaguanas	9	2	2	5	100.0	22.2	22.2	55.6
Diego Martin	10	5	3	2	100.0	50.0	30.0	20.0
St. Ann's	9	2	2	5	100.0	22.2	22.2	55.6
Tacarigua	9	1	1	7	100.0	11.1	11.1	77.8
Rest of St. George	11	2	1	8	100.0	18.2	9.1	72.7
Caroni	10	1	4	5	100.0	10.0	40.0	50.0
Victoria	8	1	4	3	100.0	12.5	50.0	37.5
St. Patrick	9	2	1	6	100.0	22.2	11.1	66.7
St. Andrew/St. David	2	0	1	1	100.0	0.0	50.0	50.0
Nariva/Mayaro	6	1	3	2	100.0	16.7	50.0	33.3
Tobago	17	1	7	9	100.0	5.9	41.2	52.9

Chart 29: Percentage of Households by Reasons for Dissatisfaction with Internet Service - All Areas



Source: Table 37

Table 38: Distribution of Households with Internet by Type of Usage

Type of usage	No. of households (1)	Percentage of households (2)
Playing games	261	49.8
Web searches	484	92.4
Multimedia/telephoning	187	35.7
E-mail	484	92.4
Downloads	339	64.7
Distance learning/ education	185	35.3
E-commerce	62	11.8
Internet banking	104	19.8
Other	5	1.0

The table above shows that most of the 524 households with Internet used it for web searches (92.4%) and e-mail (92.4%). A substantial proportion utilised the Internet for downloads (64.7%) and playing games (49.8%) while one-third in each case accessed it for multimedia/telephoning (35.7%) and distance learning/education (35.3%). Slightly over one in ten households (11.8%) used the Internet for e-commerce and one in five (19.8%) for banking.

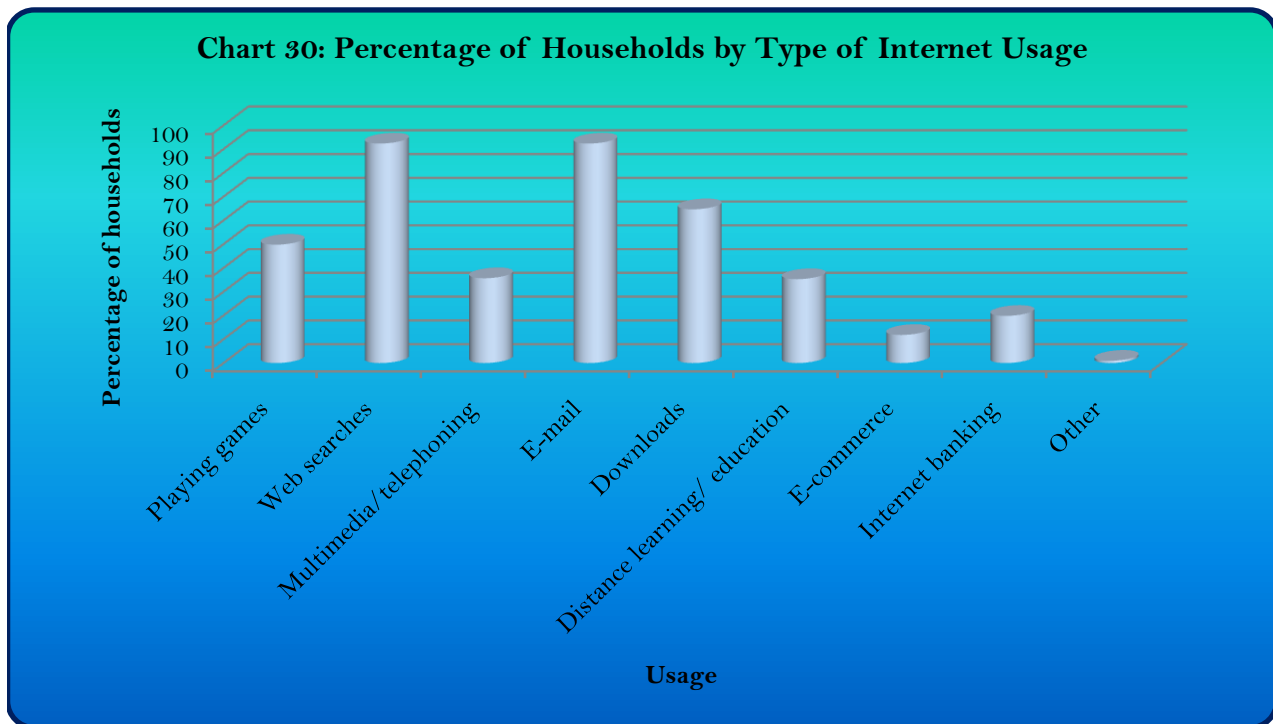


Table 39: Percentage of Households with Access to the Internet by Mobile Devices

Device	Total	Yes	No
	(1)	(2)	(3)
Mobile phone	100.0	17.7	82.3
Handheld PC	100.0	4.2	95.8
Portable PC (Laptop)	100.0	26.5	73.5

Table 39 shows that while a quarter (26.5%) of the households accessed the Internet on a portable PC the majority did not access the Internet with any of the mobile devices listed.

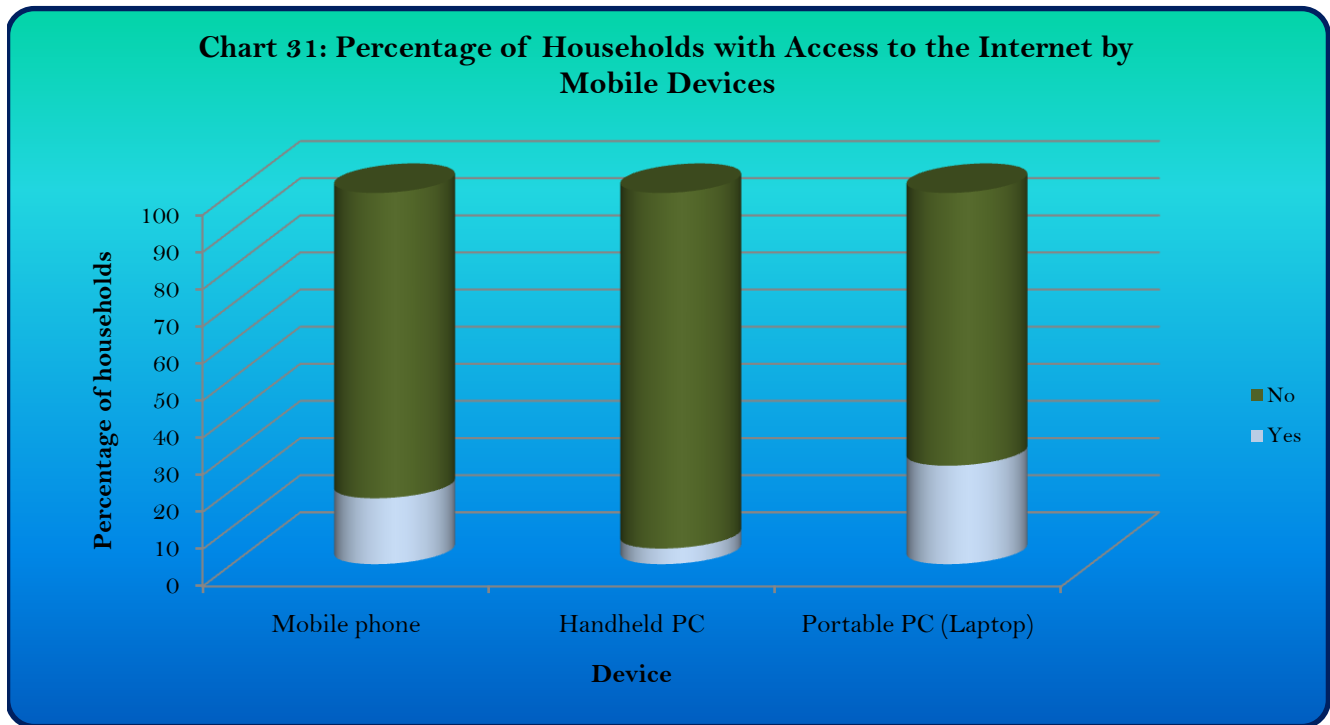


Table 40: Percentage of Households by Internet Usage of Accessing Information

Usage	Changed methods		
	Total	Yes	No
	(1)	(2)	(3)
Reading online news instead of printed newspapers, magazines etc.	100.0	30.3	69.7
Downloading music files instead of buying CDs	100.0	39.7	60.3
Downloading films instead of renting/buying DVDs	100.0	17.6	82.4
Listening to web radio instead of listening to regular radio	100.0	16.6	83.4
Using online contact instead of personal contact	100.0	50.8	49.2

Table 40 reveals the impact of the Internet on methods of accessing information. A half (50.8%) of the respondents indicated that they used online contact instead of personal contact while 39.7% downloaded music files in preference to buying CDs and 30.3% read online news instead of printed newspapers and magazines.

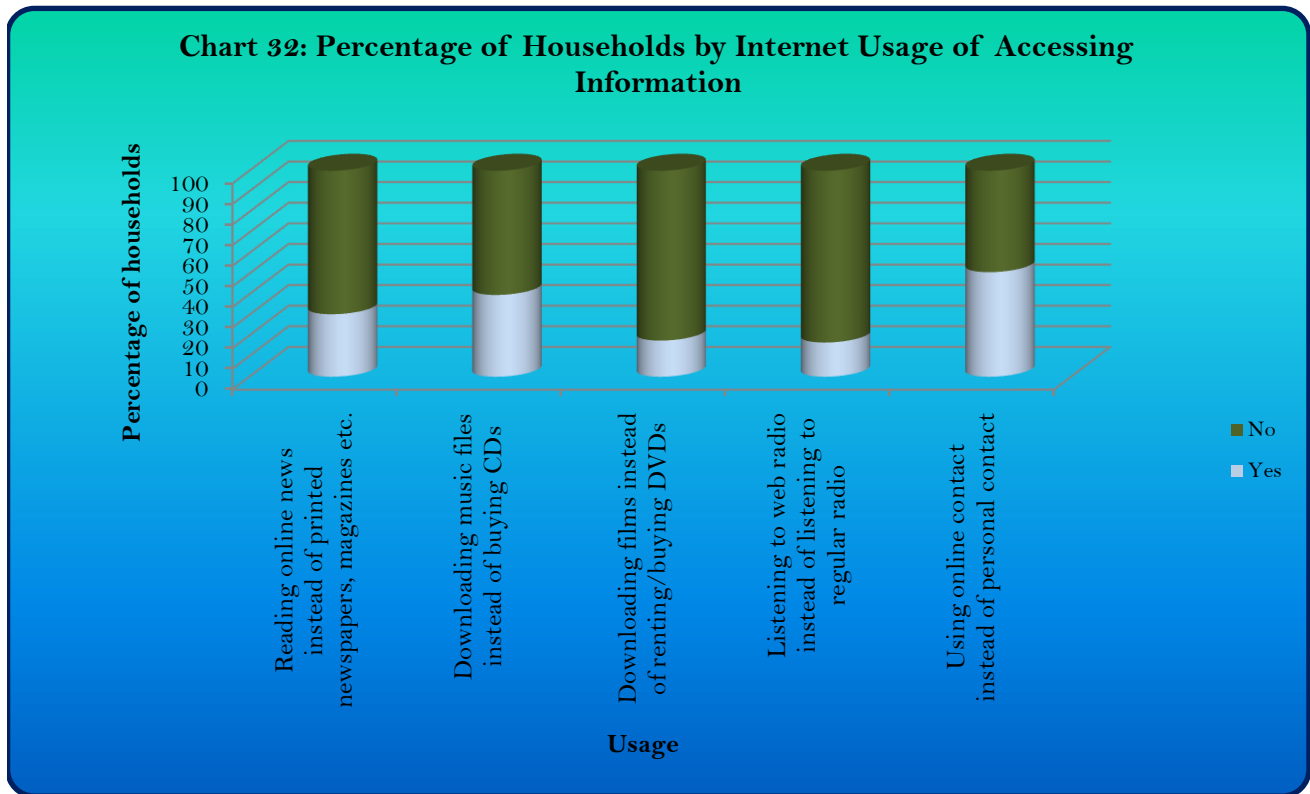


Table 41: Distribution of Households with Internet by Concern for Security

Concern for security	No. of households (1)	Percentage of households (2)
Total	524	100.0
Not at all concerned	156	29.8
Somewhat concerned	171	32.6
Very much concerned	189	36.1
Not stated	8	1.0

When households were asked about their concern for security on the Internet, approximately one-third in each case indicated that they were very much concerned (36.1%) and somewhat concerned (32.6%) while 29.8% were not at all concerned.

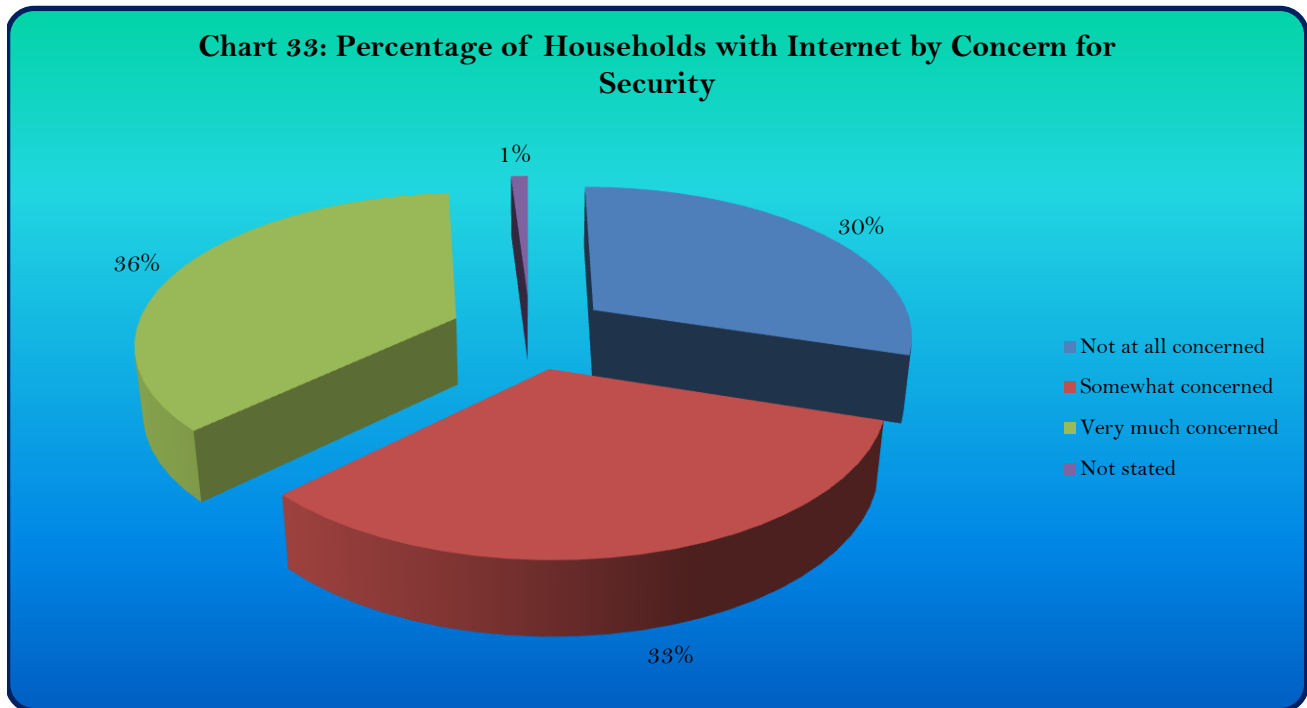


Table 42: Distribution of Households by Sufficiency of Security Features of the Internet to Encourage E-commerce

Sufficiency of security features	No. of households (1)	Percentage of households (2)
Total	524	100.0
Yes	177	33.8
No	239	45.6
Do not know	102	19.5
Not stated	6	0.8

A relatively large proportion (45.6%) of the households with Internet connection indicated that the present security features of the Internet were insufficient to encourage e-commerce. However, one-third (33.8%) responded in the affirmative and one-fifth (19.5%) did not know.

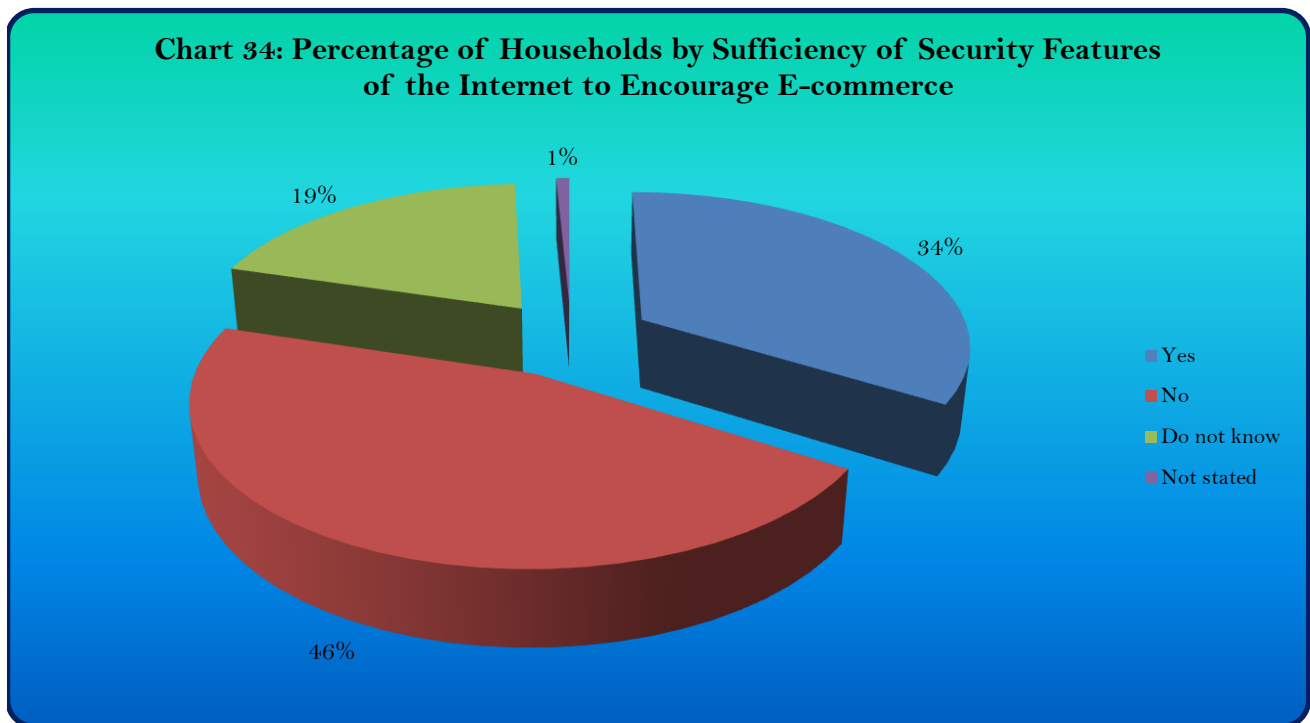


Table 43: Distribution of Households in Agreement with New Laws to Protect Privacy on the Internet

New laws to protect privacy	No. of households (1)	Percentage of households (2)
Total	524	100.0
Strongly agree	322	61.5
Somewhat agree	150	28.6
Neither agree or disagree	22	4.2
Somewhat disagree	14	2.7
Strongly disagree	0	0.0
Not stated	16	3.1

On the requirement of new laws to protect privacy on the Internet, a substantial percentage of households (61.5%) strongly agreed and 28.6% somewhat agreed.

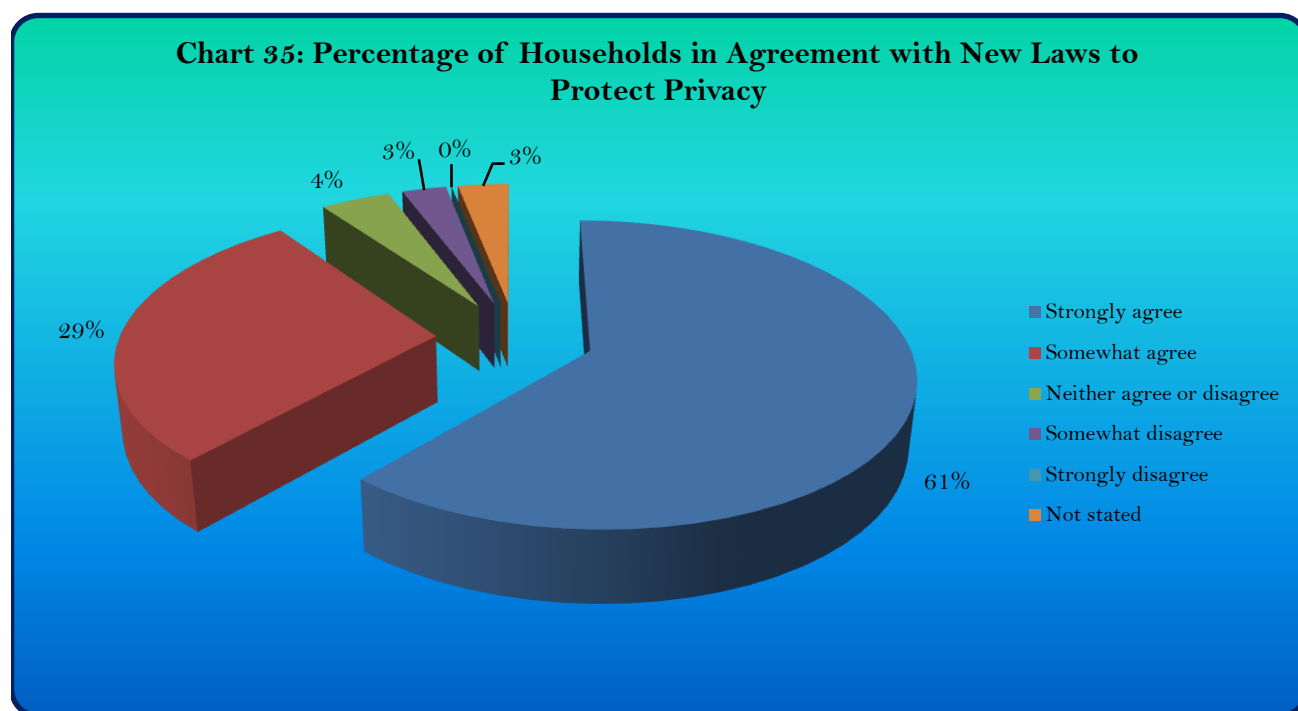
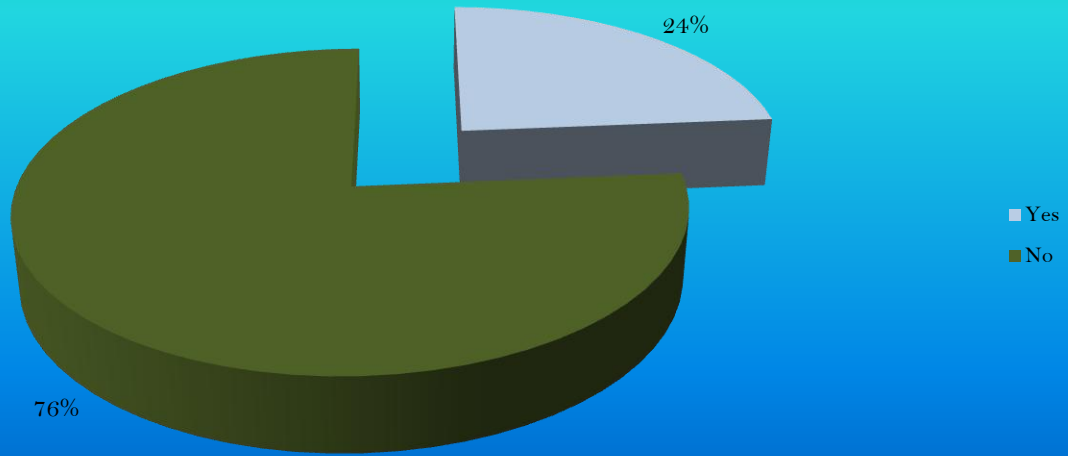


Table 44: Distribution of Households by Administrative Areas that Use the Internet for E-commerce

Administrative area	Used the internet for e-commerce					
	No. of households			Percentage of households		
	Total	Yes	No	Total	Yes	No
	(1)	(2)	(3)	(4)	(5)	(6)
All areas	524	124	400	100.0	23.7	76.3
Port of Spain	22	7	15	100.0	31.8	68.2
San Fernando	29	7	22	100.0	24.1	75.9
Arima	28	8	20	100.0	28.6	71.4
Point Fortin	4	1	3	100.0	25.0	75.0
Chaguanas	35	16	19	100.0	45.7	54.3
Diego Martin	70	19	51	100.0	27.1	72.9
St. Ann's	58	8	50	100.0	13.8	86.2
Tacarigua	69	23	46	100.0	33.3	66.7
Rest of St. George	27	4	23	100.0	14.8	85.2
Caroni	37	9	28	100.0	24.3	75.7
Victoria	56	4	52	100.0	7.1	92.9
St. Patrick	24	4	20	100.0	16.7	83.3
St. Andrew/St. David	11	3	8	100.0	27.3	72.7
Nariva/Mayaro	6	2	4	100.0	33.3	66.7
Tobago	48	9	39	100.0	18.8	81.3

Of the 524 households with Internet connections, only a quarter (23.7%) used computers for e-commerce. A relatively larger proportion (45.7%) of the households in Chaguanas utilised the Internet for e-commerce compared to the other areas (Table 44). In terms of Internet purchases made by households over the six-month period ending April, 2009, the modal value was less than \$1,000 (41.9%) followed by \$1,000 - \$1,999 (23.4%) (Table 45). Consumer goods mostly purchased consisted of books/magazines (32.0%), computer hardware/software/games (30.3%), electronics (26.2%) and clothing (23.8%) (Table 46).

Chart 36: Percentage of Households that Used Internet for E-commerce - All Areas



Source: Table 44

Table 45: Percentage of Households by Administrative Areas and Value of Internet Purchases

Administrative area	Value of internet purchases							
	Total	less than \$1000	\$1000 - \$1999	\$2000 - \$2999	\$3000 - \$3999	\$4000 - \$5999	\$6000 and more	Not stated
	(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
All areas	100.0	41.9	23.4	5.6	9.7	5.6	12.1	1.6
Port of Spain	100.0	42.9	28.6	0.0	28.6	0.0	0.0	0.0
San Fernando	100.0	28.6	14.3	14.3	28.6	14.3	0.0	0.0
Arima	100.0	87.5	12.5	0.0	0.0	0.0	0.0	0.0
Point Fortin	100.0	0.0	0.0	0.0	0.0	0.0	100.0	0.0
Chaguanas	100.0	41.2	17.6	0.0	23.5	0.0	11.8	5.9
Diego Martin	100.0	61.1	5.6	0.0	5.6	11.1	16.7	0.0
St. Ann's	100.0	25.0	50.0	0.0	0.0	12.5	12.5	0.0
Tacarigua	100.0	43.5	13.0	4.3	8.7	8.7	17.4	4.3
Rest of St. George	100.0	0.0	75.0	25.0	0.0	0.0	0.0	0.0
Caroni	100.0	55.6	11.1	11.1	0.0	0.0	22.2	0.0
Victoria	100.0	25.0	50.0	25.0	0.0	0.0	0.0	0.0
St. Patrick	100.0	50.0	25.0	0.0	25.0	0.0	0.0	0.0
St. Andrew/St. David	100.0	0.0	66.7	0.0	0.0	0.0	33.3	0.0
Nariva/Mayaro	100.0	50.0	0.0	50.0	0.0	0.0	0.0	0.0
Tobago	100.0	11.1	55.6	11.1	0.0	11.1	11.1	0.0

Chart 37: Percentage of Households by Value of Internet Purchases
All Areas

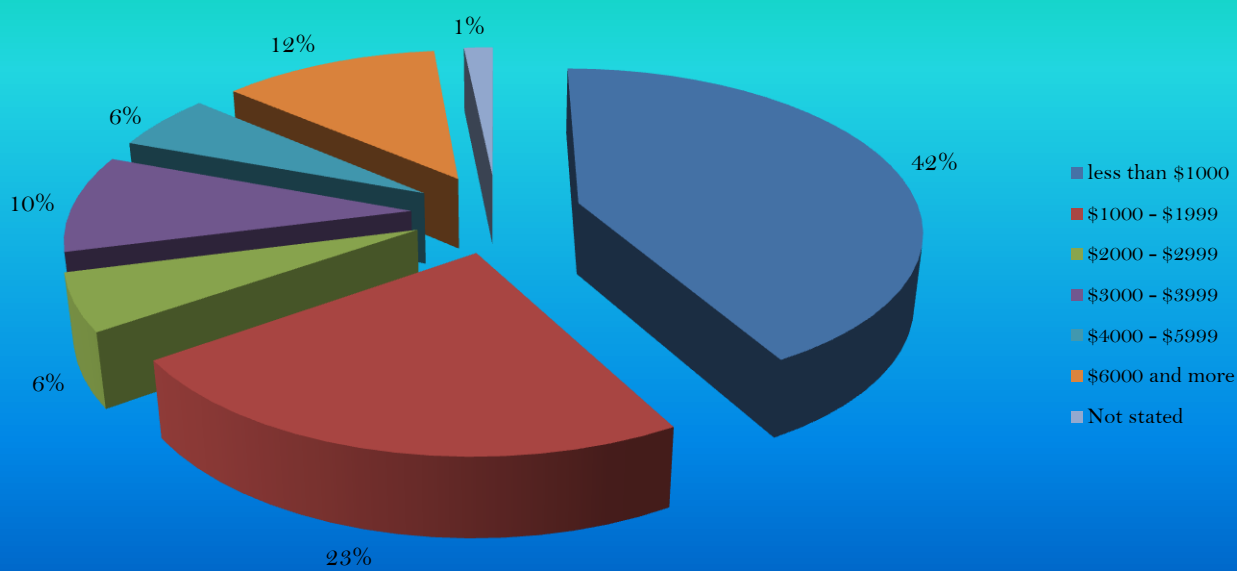


Table 46: Percentage of Households by Consumer Goods Purchased

Consumer goods purchased	Percentage of households		
	Total	Yes	No
	(1)	(2)	(3)
Computer hardware/software/games	100.0	30.3	69.7
Household appliances	100.0	6.6	93.4
Electronics (entertainment)	100.0	26.2	73.8
Food items	100.0	3.3	96.7
Books/magazines	100.0	32.0	68.0
Clothing	100.0	23.8	76.2
Pharmaceuticals	100.0	7.4	92.6
Motor car/accessories	100.0	6.6	93.4
Movies/music	100.0	14.8	85.2
Tickets	100.0	4.1	95.9
Other	100.0	91.8	8.2