

APPENDIX B. FOCUS GROUP QUESTIONS: SECURITY AND TRUST

These questions were used as a script, constantly asking people why they responded as they did, and asking for examples.

1. How much confidence do you have in using the Internet to contact government?
 - a. Trust in government?
 - b. Security (confidentiality)?
 - c. Providing personal information?
 - d. Anything else?

2. Do you think that government on the Internet improves democratic processes by:
 - a. Keeping you informed about government activities
 - b. Keeping you informed about government policies
 - c. Letting you communicate with government officials
 - d. Providing services useful to you

Have you had any experience with any of the four activities?

What was that experience? Was that experience favourable?

3. In the survey we asked about factors that might encourage your use of the Internet in general. Are there any factors that might apply to the use of government information or services, or the provision of personal information to government?

4. In the survey we asked about factors that might discourage your use of the Internet in general. Are there any factors that might apply to the use of government information or services, or the provision of personal information to government?

5. Do you have any more comments about the extent of confidence you can place in government on the Internet?