

## APPENDIX C. FOCUS GROUP QUESTIONS: GENERAL COVERAGE

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

1. Do you seek government information or services on the Internet?
  - a. If yes, how often?  
Has the frequency of your use increased, decreased, or remained about the same since last year?
  - b. If no, **SKIP** to non-use (question 7)

### USE

2. When seeking government information or services on the Internet,
  - a. Are there particular web sites you use most often?
  - b. What do you like about those sites?
  - c. What do you dislike about those sites?

3. Do you think that government on the Internet improves democratic processes by:

Keeping you informed about government activities  
Keeping you informed about government policies  
Letting you communicate with government officials  
Providing services useful to you

Have you had any experience with any of the four activities?  
Was that experience a favourable one?

4. 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?
5. Has access to online government information or services improved your life or contributed to your work?
  - a. How?
  - b. Why not?

6. If you were seeking government information on the topic of \_\_\_\_\_, how would you go about trying to find it on government home pages?

PROMPT: portal, www.govt.nz

## **NON-USE**

7. Have you ever used government on the Internet?
8. If “no,” why not?
9. [Users and non-users] Is there anything that the government might do to encourage your use of government web sites?