

Copyright The British Library Board 1999

This report may be purchased as photocopies or microfiche from the British Library Document Supply Centre, Boston Spa, Wetherby, West Yorkshire, LS23 7BQ, UK. The pdf version is at <http://business.dis.strath.ac.uk/project/final/>

## 9.10 Does your company have an information or library service? (Question 8)

Total Number of Companies Responding = 24

Table 9.11: Library / information service

Response	Scotland	London	Total
Yes	6	7	13
No	6	5	11
<b>Total responses</b>	<b>12</b>	<b>12</b>	<b>24</b>

The London group has moved much closer to an even split between *yes* and *no* responses than was the case at the time of the first questionnaire when less than half the companies had an information or library service available. (I.e. only 2 out of 12 companies had an information or library service available.)

## 9.11 Do you use the internet? (Question 9)

Total number of Companies Responding = 24

Table 9.12: Where the internet is used

Do you use the internet	Scotland	London	Total
On your desk	11	10	<b>21</b>
Elsewhere in the company	2	2	<b>4</b>
Via an intermediary	0	0	<b>0</b>
<b>Total responses</b>	<b>13</b>	<b>12</b>	<b>25</b>

- One Glasgow company gave two responses to this question so there are more responses than there are companies.
- In both locations the majority of respondents have desktop access to the internet. In both locations also, those respondents that do not have desktop access have personal access elsewhere in the company. No one has to get access via an intermediary.

## 9.12 Do you have your own personal email address at work? (Question 10)

Total Number of Companies Responding = 24

Table 9.13: Personal email address

Email address	Scotland	London	Total
Yes	8	8	16
No	4	4	8
<b>Total responses</b>	<b>12</b>	<b>12</b>	<b>24</b>

- In both locations, the ratio of personal to non-personal email addresses is the same i.e. 2:1.
- Two Scottish companies gave additional comments in response to this question:  
“Email addresses in use for all business advisors.” “New software to be ordered to provide this facility.”
- Three London companies gave additional comments in response to this question:  
“One email address on home PC.” “We have a company email address.” “ I already depend on email for writing and sending/receiving file attachments from associates and partners.”

### 9.13 Approximately what percentage of employees has direct use of the internet? (Question 11)

Total Number of Companies Responding = 23

Table 9.14: % of employees using the internet

% of employees	Scotland	London	Total
< 5%	4	3	7
5-25%	3	4	7
26-50%	0	2	2
51%+	5	2	7
<b>Total responses</b>	<b>12</b>	<b>11</b>	<b>23</b>

- One London company’s response was eliminated from the tabulation because it was too detailed for the question asked. Their response differentiated between the percentage of staff with direct use of the web and the percentage of staff with email access. (<5% and 51+% respectively)
- The results for the Glasgow group were clustered at either end of the results table. The highest scoring percentage range was 51+%.
- The London group results were more evenly spread across the percentage ranges. The highest scoring percentage range in London was 5 – 25%.

### 9.14 Which of these internet services do you use? (Question 12)

Total Number of Companies Responding = 24

Total Number of Responses = 47

Table 9.15: Type of internet service used

Frequency of use	Scotland		London		Total	
	Email	Web	Email	Web	Email	Web
<b>Daily</b>	12	5	8	5	<b>20</b>	<b>10</b>
<b>Weekly</b>	0	6	4	5	<b>4</b>	<b>11</b>
<b>Monthly</b>	0	0	0	1	<b>0</b>	<b>1</b>
<b>Less frequently</b>	0	0	0	1	<b>0</b>	<b>1</b>
<b>Total responses</b>	<b>12</b>	<b>11</b>	<b>12</b>	<b>12</b>	<b>24</b>	<b>23</b>

- One Scottish company gave no response for web use.
- All the Glasgow companies use email daily. The most common pattern of use was daily email/weekly web i.e. six companies. The next most common pattern was daily email/daily web with five companies.
- Only eight out of the 12 London companies use email daily. The responses for the London companies were more varied than for the Glasgow group. The most common response pattern was daily email/daily web with five companies in that group. The next most common pattern was weekly email/weekly web with three companies.

### 9.15 Does your company have its own web pages? (Question 13)

Total Number of Companies Responding = 24

*Table 9.16: Companies with web pages*

Web pages	Scotland	London	Total
Yes	8	8	16
No	4	4	8
<b>Total responses</b>	<b>12</b>	<b>12</b>	<b>24</b>

The results show exactly the same pattern for both Glasgow and London, in both groups two thirds of the group have web pages and one third does not have a web page.

### Does your company have an intranet? (Question 14)

Total Number of Companies Responding = 24

*Table 9.17: Companies with an intranet*

Intranet	Scotland	London	Total
Yes	4	0	4
No	8	12	20
<b>Total responses</b>	<b>12</b>	<b>12</b>	<b>24</b>

### 9.16 Is internet training available to employees in your company? (Question 15)

Total Number of Companies Responding = 24

*Table 9.18: Training available to employees*

Training	Scotland	London	Total
Yes	7	5	12
No	5	7	12
<b>Total responses</b>	<b>12</b>	<b>12</b>	<b>24</b>

**Have you received this training? (Question 16)**

Total Number of Companies Responding = 9

Table 9.19: Respondents receiving internet training

Training received	Scotland	London	Total
Yes	5	3	8
No	0	1	1
Total responses	5	4	9

- Seven Glasgow participants replied that internet training was available in their companies, however only five participants had actually received this training. One respondent did not submit a response and one respondent gave a comment instead of a response. The response was “Give it” which was taken to mean that the participant delivered the internet training for their company.
- Five London participants indicated that training was available, but only three had actually received the internet training available within their companies.

**9.17 Have you used the project website? (Question 17)**

Total Number of Companies Responding = 24

Table 9.20: Use of project website

Use of website	Scotland	London	Total
Yes	10	9	19
No	2	3	5
Total responses	12	12	24

**9.18 Would you find it useful if the website continued after the life of the project? (Question 18)**

Total number of Companies Responding = 20

Table 9.21: Whether project website should continue

Website useful	Scotland	London	Total
Yes	9	8	17
No	1	2	3
Total responses	10	10	20

- Two Scottish companies gave “Query” responses instead of “Yes”/“No” answers, i.e. “Perhaps” and “?”
- Two London companies also gave “Query” responses instead of Yes/No answers. One responded with “Don’t Know” and the other made no reply to the Yes/No section but did give a comment instead i.e. “I have used your site, but very sparsely.”

### Please Comment on the project website

12 companies responded to this part, five from Glasgow and seven from London.

#### Scottish Company Comments:

“As it has been very helpful and useful. I know more about how to use the internet than I did before.”

“Good source of Scottish data with good connections to relevant sites and further information sources.”

“ It would be a real shame if it wasn't.”

“ The site is a good source of business related information.”

The final comment relates to a “No” response:

“ The project website got me started and was very useful until we changed to Demon from CompuServe. Finding stuff now is easy because the Demon page is well laid out and easy to use for the uninitiated.”

#### London Company Comments:

“I have only recently obtained web access on my desk, so I have not used the project site as much as I would have liked. The site is extremely useful for accessing the kind of business information that I require on a daily basis. I do hope that the website continues as it allows me to use my time much more efficiently.”

“Very useful tool for small businesses – can be used as a good index page.”

“Useful information can be accessed via one location without having to maintain separate bookmarks for each location.”

“Some of the links have been very useful/informative.”

“A useful simple reference start point for information relative to business in London.”

“I wouldn't say I've looked at the site a lot – but when a culture of internet use is established in our company, (sometime in the not too distant future), it would have its uses.”

## 9.19 Have you found this project helpful to you in any way? (Question 19)

Total Number of Companies Responding = 24

Table 9.22: Whether project was helpful

Project helpful	Scotland	London	Total
Yes	11	11	22
No	1	1	2
<b>Total responses</b>	<b>12</b>	<b>12</b>	<b>24</b>

This was a somewhat leading question, but the fact that the majority of respondents added comments does seem to indicate that the majority felt positive about the project. Eight Glasgow companies and ten London companies gave comments on the helpfulness of the project.

#### Glasgow Company Comments

“I have been able to find information easier and look for info quicker. It has given me more knowledge of the internet.”

“Has given a more focussed view of how to source local (Scottish) market research information pertinent to our main activities.”

“It has helped me become more web literate. I can play around now to find things.”

“Greater understanding of what is available on the internet and how to access it.”

“It has structured business information in a fairly accessible form.”

“It got me using the web as a business tool.”

"The search pages were much better than CompuServe's and it was useful to have guidance on search strings and methods. We used it while we overwrote CompuServe with Demon around May/June this year. Sue was very helpful as well."

"Furthered my ability to access information I require via the net."

### **London Company Comments**

"It's encouraged me to use the web more actively and efficiently in my work. I am disappointed that I could not participate more actively in the workshops. On-line discussion (steering) groups – whilst not my forte – may be a useful means of continual development of the website, thus maximising the benefit to the users. It could be worth considering the users participation and ownership of the website. It may be worth requiring users to make a contribution to the website on a periodic basis? (E.g. useful website addresses, information)"

"Very useful tool for small businesses – can be used as a good index page."

"Companionship. There is some distance between the image of the net – mass usage, ease, reliability, the future etc. and the personal experience of group members."

"Networking opportunity."

"The information on the website was extremely useful. Contact with people who have similar problems helped as well."

"Breaking down my trepidation with regard to using the internet."

"Thank you for your attentions, As my business is with people – most of my time has been committed to people. I spend little time on the internet."

"I have found out that I am not the only person who has problems with email/internet."

"Discovered that we are not alone in struggling to come to terms with the internet."

A participant who did not find the project helpful made the following comment

"Somehow [my company] appears to have slipped through the net if you pardon the expression. Your initiative is focused on information research, which is not a priority for further development at the moment, apart from our own existing initiative. We cannot afford time or resource to go beyond what we are already doing for ourselves. Your project would have been of more relevance if it had come along before we started our own initiative."