

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Sample size	2010	916	549	545

All sample sizes, including column totals, are weighted to census data. Cells containing “*%” are statistically zero, though at least one response was received. Blank cells indicate zero responses received. Sample sizes below 100 should be interpreted with caution.

A1a. Which of the following devices do you own or have easy access to?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
A smart phone	90%	89%	86%	95%
A laptop computer	79%	78%	75%	83%
A desktop computer	47%	44%	52%	47%
A tablet	61%	60%	57%	66%
None of the above	*%	1%	*%	

A1b. And which of those do you use to go online?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
A smart phone	78%	76%	75%	83%
A laptop computer	62%	60%	59%	70%
A desktop computer	34%	31%	38%	35%
A tablet	41%	40%	39%	47%
None of the above	10%	12%	10%	5%

A2. What kinds of things do you do online?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Email or online chat	93%	92%	91%	96%
Social media (Facebook, Instagram, Twitter, etc.)	92%	91%	89%	94%
General info searches	89%	88%	87%	93%
Banking/Paying bills	87%	85%	86%	92%
Shopping/Browsing/Price comparisons	82%	81%	81%	86%
News reports/updates	78%	73%	76%	87%
Streaming entertainment (such as Netflix, YouTube)	70%	70%	65%	74%
Reservations/Appointments	51%	48%	47%	59%
Video conferencing	47%	46%	38%	58%
Gaming online	32%	31%	32%	34%
Other:	3%	4%	2%	3%
None of these once weekly or more often	*%	*%		

A3. Roughly how much time in total would you say you spend online in a typical day?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Less than an hour	2%	2%	2%	1%
About an hour	11%	12%	12%	10%
2 or 3 hours	42%	42%	44%	41%
4 or 5 hours	23%	23%	25%	23%
6 or more hours	21%	21%	17%	25%

A4. Would you say you are now spending more time online than you did pre-COVID-19, less time now, or about the same overall?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
A lot more time online now	27%	26%	25%	30%
More time now	41%	37%	46%	41%
Less time now	2%	2%	3%	2%
A lot less time online now	1%	1%	*%	*%
About the same	30%	34%	26%	27%
Net: More	67%	63%	70%	71%
Net: Less	3%	3%	3%	2%

A5a. And which of these various online activities would you say you are doing more of since the COVID-19 pandemic?

Sample size (Base: spending more time online)				
	1353	579	387	387
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Social media (Facebook, Instagram, Twitter, etc.)	68%	66%	73%	67%
Shopping/Browsing/Price comparisons	58%	58%	55%	61%
Streaming entertainment (such as Netflix, YouTube)	53%	52%	51%	56%
Video conferencing	46%	43%	39%	56%
News reports/updates	44%	41%	47%	45%
Email or online chat	41%	39%	44%	41%
General info searches	38%	36%	42%	37%
Gaming online	24%	24%	22%	25%
Banking/Paying bills	18%	17%	19%	18%
Reservations/Appointments	15%	14%	12%	18%
Other:	2%	2%	1%	1%

A5b. And which of these various online activities would you say you are doing less of since the COVID-19 pandemic?

Sample size (Base: spending more time online)	56	27	17	12
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Social media (Facebook, Instagram, Twitter, etc.)	65%	69%	48%	82%
Shopping/Browsing/Price comparisons	31%	39%	34%	7%
Streaming entertainment (such as Netflix, YouTube)	27%	33%	26%	18%
Gaming online	22%	18%	38%	9%
Reservations/Appointments	20%	13%	27%	23%
Email or online chat	19%	23%	16%	16%
News reports/updates	14%	7%	18%	26%
Video conferencing	11%	5%	21%	9%
General info searches	10%	10%	17%	
Banking/Paying bills	6%	8%	6%	

A6. Would you describe your own level of comfort as:

Sample size	2010	916	549	545
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
5 – High (You are very comfortable doing many things digitally)	46%	44%	37%	59%
4	22%	21%	23%	22%
3 – Average level of comfort	26%	27%	32%	18%
2	4%	5%	5%	*%
1 – Low (You are not really comfortable doing things digitally)	2%	3%	2%	1%
Rated 4-5	68%	65%	60%	81%
Rated 1-2	6%	8%	7%	2%

B1a. To make sure we are asking you relevant questions in the next part of the survey, please indicate which of the following, if any, apply to you?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
A business owner	7%	7%	8%	7%
An accountant for a business	2%	1%	2%	2%
A student	10%	11%	8%	9%
Self-employed/a freelancer	10%	9%	9%	11%
A senior (60+)	28%	26%	33%	26%
No, none of these	50%	52%	46%	52%

B1b. And, were you born in Canada or in another country?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Born in Canada	78%	78%	78%	79%
In another country	22%	22%	22%	21%

B2a. Do you currently have any kind of online account with the Government of Canada

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes	78%	75%	73%	86%
No	14%	15%	18%	9%
Don't know/Not sure	8%	9%	9%	5%

B2b. What kind(s) of online account(s) do you have with the Government of Canada?

Sample size (Base: Has an online gov account)	1558	688	401	468
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
CRA My Account	89%	87%	87%	92%
My Service Canada Account (for Employment Insurance (EI), Old Age Security (OAS), Canada Pension Plan (CPP))	50%	51%	51%	47%
CRA My Business Account	8%	7%	9%	10%
IRCC (Immigration, Refugees and Citizenship Canada) account	3%	3%	3%	4%
None of the above	2%	2%	1%	2%

B3. ["E-filing" with the Canada Revenue Agency (CRA)]] Do you have personal experience with each of the following services or programs?

Sample size	2010	916	549	545
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes, used in past few years	58%	54%	55%	66%
Used more than a few years ago	7%	7%	7%	7%
Heard of it, but have not used	27%	29%	31%	21%
No, not aware of that	8%	10%	7%	6%
Net: Have used	65%	61%	62%	74%
Net: Total Aware	92%	90%	93%	94%

B3. [Employment Insurance (EI) benefits to provide income after a job loss] Do you have personal experience with each of the following services or programs?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes, used in past few years	23%	25%	20%	24%
Used more than a few years ago	19%	18%	19%	21%
Heard of it, but have not used	49%	46%	55%	47%
No, not aware of that	9%	11%	6%	8%
Net: Have used	42%	42%	39%	45%
Net: Total Aware	91%	89%	94%	92%

B3. [Applying for Old Age Security (OAS) or Canada Pension Plan (CPP) benefits] Do you have personal experience with each of the following services or programs?

Sample size (Base: Age 60+ at B1a)	562	239	183	140
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes, used in past few years	41%	44%	33%	47%
Used more than a few years ago	23%	22%	27%	21%
Heard of it, but have not used	29%	28%	34%	25%
No, not aware of that	6%	6%	6%	7%
Net: Have used	65%	66%	60%	68%
Net: Total Aware	94%	94%	94%	93%

B3. [A 9-digit Business Number (BN) assigned by the CRA] Do you have personal experience with each of the following services or programs?

Sample size (Base: Biz owners/accountants)	170	74	52	44
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes, used in past few years	58%	57%	53%	63%
Used more than a few years ago	9%	5%	9%	15%
Heard of it, but have not used	18%	12%	30%	13%
No, not aware of that	16%	26%	7%	10%
Net: Have used	66%	62%	62%	77%
Net: Total Aware	84%	74%	93%	90%

B3. [Going online to check the status of a Canadian visa, work permit, study permit, or Express Entry application] Do you have personal experience with each of the following services or programs?

Sample size (Base: Born outside Canada)	441	203	122	116
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes, used in past few years	16%	16%	11%	19%
Used more than a few years ago	6%	4%	4%	11%
Heard of it, but have not used	48%	39%	55%	57%
No, not aware of that	31%	41%	30%	13%
Net: Have used	21%	20%	16%	30%
Net: Total Aware	69%	59%	70%	87%

B4a. There are multiple ways to apply for EI. What method did you use to apply for it?

Sample size (Base: Used EI in past few years)	468	225	110	133
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Completed a paper application	2%	3%		1%
Applied over the phone	2%	2%	3%	1%
Applied online	93%	88%	97%	96%
Another method	1%	2%		
Don't know/can't remember	3%	5%		2%

B4b. There are multiple ways to apply for OAS and CPP. What method did you use to apply for it?

Sample size (Base: Used OAS/ CPP in past few years)	232	105	61	66
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Completed a paper application	29%	28%	41%	20%
Applied online	57%	57%	50%	63%
Another method	3%	4%	2%	3%
Don't know/can't remember	10%	11%	6%	14%

B5a. [E-filing” with the CRA] How would you rate your experience accessing or using the website and online platform for each of the following services or programs?

Sample size (Base: E-filed taxes in past few years)				
	1161	499	300	361
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Excellent, it was very easy to use	34%	32%	39%	35%
Good, it was easy enough	49%	48%	46%	51%
Only fair, had some issues but figured it out	13%	14%	12%	13%
Poor, had major issues that made it very hard to use	4%	5%	3%	2%
Net: Excellent/ good	83%	80%	85%	85%
Net: Only fair/poor	17%	20%	15%	15%

B5b. [Employment Insurance (EI) [online at B4a] How would you rate your experience accessing or using the website and online platform for each of the following services or programs?

Sample size (Base: Used EI online in past few years)	433	199	106	128
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Excellent, it was very easy to use	26%	23%	25%	30%
Good, it was easy enough	48%	48%	50%	46%
Only fair, had some issues but figured it out	23%	25%	20%	22%
Poor, had major issues that made it very hard to use	3%	4%	4%	1%
Net: Excellent/ good	73%	71%	76%	76%
Net: Only fair/poor	27%	29%	24%	24%

B5c. [Business Numbers (BN)] How would you rate your experience accessing or using the website and online platform for each of the following services or programs?

Sample size (Base: Used BN in past few years)				
	98	42	28	28
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Excellent, it was very easy to use	17%	10%	20%	25%
Good, it was easy enough	56%	60%	53%	52%
Only fair, had some issues but figured it out	20%	23%	18%	18%
Poor, had major issues that made it very hard to use	7%	7%	8%	5%
Net: Excellent/ good	73%	70%	74%	77%
Net: Only fair/poor	27%	30%	26%	23%

B5d. [Canadian visa, work permit, study permit, and Express Entry application updates] How would you rate your experience accessing or using the website and online platform for each of the following services or programs?

Sample size (Base: Checked for updates in past few years)	69	33	14	22
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Excellent, it was very easy to use	27%	26%	38%	22%
Good, it was easy enough	44%	32%	55%	54%
Only fair, had some issues but figured it out	20%	31%	7%	11%
Poor, had major issues that made it very hard to use	9%	10%		13%
Net: Excellent/ good	71%	59%	93%	76%
Net: Only fair/poor	29%	41%	7%	24%

B5e. [Applying for Old Age Security (OAS) or Canada Pension Plan (CPP) benefits] How would you rate your experience accessing or using the website and online platform for each of the following services or programs?

Sample size (Base: Used OAS/ CPP online in past few years)	133	60	31	42
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Excellent, it was very easy to use	21%	29%	11%	16%
Good, it was easy enough	61%	54%	73%	63%
Only fair, had some issues but figured it out	17%	15%	17%	21%
Poor, had major issues that made it very hard to use	1%	2%		
Net: Excellent/ good	82%	82%	83%	79%
Net: Only fair/poor	18%	18%	17%	21%

B6. [E-filing] Please indicate the reasons you give a fair or poor rating to using the online platform for:

Sample size (Base: Gave fair or poor rating)				
	196	99	45	53
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Process was confusing	47%	53%	40%	41%
Site was hard to navigate	44%	45%	39%	47%
Time consuming	32%	34%	30%	32%
Support/chat support not helpful	22%	16%	28%	28%
Site timed out	20%	14%	39%	15%
Site crashed on me	16%	15%	17%	19%
Other reason	14%	14%	13%	13%

B6. [Business Numbers (BN)] Please indicate the reasons you give a fair or poor rating to using the online platform for:

Sample size (Base: Gave fair or poor rating)				
	26	13	7	6
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Site was hard to navigate	62%	74%	33%	72%
Process was confusing	38%	25%	68%	28%
Time consuming	30%	31%	17%	43%
Support/chat support not helpful	20%	10%	17%	43%
Site timed out	16%	14%	15%	22%
Site crashed on me	10%	10%		21%
Other reason	4%		15%	

B6. [Canadian visa, work permit, study permit, and Express Entry application updates]
Please indicate the reasons you give a fair or poor rating to using the online platform for:

Sample size (Base: Gave fair or poor rating)				
	20	14	1	5
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Process was confusing	65%	63%		81%
Time consuming	61%	60%		75%
Site was hard to navigate	42%	42%		49%
Site crashed on me	35%	23%	100%	56%
Support/chat support not helpful	33%	27%		56%
Site timed out	26%	26%		31%
Other reason	5%	8%		

B6. [Applying for Old Age Security (OAS) or Canada Pension Plan (CPP) benefits] Please indicate the reasons you give a fair or poor rating to using the online platform for:

Sample size (Base: Gave fair or poor rating)	24	11	5	9
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Site was hard to navigate	59%	66%	47%	56%
Process was confusing	51%	38%	76%	52%
Time consuming	24%	29%		32%
Site crashed on me	21%	9%	14%	40%
Site timed out	16%	9%	14%	27%
Support/chat support not helpful	10%	23%		
Other reason	7%	16%		

B7. Familiar with - The Canada Emergency Response Benefit (CERB) paid to those who lost income in the pandemic

Sample size	2010	916	549	545
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes, have used/applied for	23%	22%	23%	25%
Heard of, but have not used	75%	76%	75%	74%
No, never heard of this	2%	3%	2%	1%
Net: Total Aware	98%	97%	98%	99%

B7. Familiar with - The Canada Emergency Student Benefit (CESB), for postgraduate students who didn't qualify for CERB

Sample size (Base: students)	193	101	42	50
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes, have used/applied for	29%	26%	23%	40%
Heard of, but have not used	57%	56%	65%	55%
No, never heard of this	13%	18%	12%	5%
Net: Total Aware	87%	82%	88%	95%

B7. Familiar with - The Canada Recovery Benefit (CRB), provided to self-employed/freelancing individuals who didn't qualify for CERB

Sample size (Base: self-employed/freelancers)	193	86	48	60
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes, have used/applied for	21%	10%	22%	37%
Heard of, but have not used	63%	71%	62%	53%
No, never heard of this	15%	18%	16%	10%
Net: Total Aware	85%	82%	84%	90%

B7. Familiar with - The Canada Emergency Wage Subsidy (CEWS) to help business retain staff during the pandemic

Sample size (Base: biz owners/accountants)	170	74	52	44
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes, have used/applied for	17%	19%	14%	16%
Heard of, but have not used	75%	73%	74%	79%
No, never heard of this	9%	9%	12%	5%
Net: Total Aware	91%	91%	88%	95%

B8. methods use to apply for -The Canada Emergency Response Benefit (CERB)

Sample size (Base: applied)	459	199	125	136
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Applied over the phone	12%	12%	15%	10%
Applied online	83%	83%	79%	86%
Another method	2%	1%	1%	4%
Don't know/can't recall	3%	3%	6%	

B8. methods use to apply for -The Canada Emergency Student Benefit (CESB)

Sample size (Base: applied)	57	27	10	20
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Applied over the phone	19%	24%	18%	13%
Applied online	78%	76%	71%	82%
Don't know/can't recall	4%		11%	5%

B8. methods use to apply for -The Canada Recovery Benefit (CRB)

Sample size (Base: applied)	42	9	10	22
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Applied over the phone	12%	14%	13%	10%
Applied online	88%	86%	87%	90%

B8. methods use to apply for -The Canada Emergency Wage Subsidy (CEWS)

Sample size (Base: applied)	28	14	7	7
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Applied online	92%	94%	82%	100%
Another method	3%	6%		
Don't know/can't recall	5%		18%	

B9. Experience accessing and applying for - The Canada Emergency Response Benefit (CERB)

Sample size (Base: applied)	459	199	125	136
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Excellent, the process was very easy	45%	50%	40%	43%
Good, it was easy enough	37%	34%	41%	38%
Only fair, had some issues but figured it out	15%	13%	18%	16%
Poor, had major issues that made it very hard	3%	4%	1%	4%
Net: Excellent/ good	82%	84%	81%	81%
Net: Fair/ Poor	18%	16%	19%	19%

B9. Experience accessing and applying for - The Canada Emergency Student Benefit (CESB)

Sample size (Base: applied)	57	27	10	20
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Excellent, the process was very easy	67%	75%	42%	68%
Good, it was easy enough	27%	17%	58%	27%
Only fair, had some issues but figured it out	4%	9%		
Poor, had major issues that made it very hard	2%			5%
Net: Excellent/ good	94%	91%	100%	95%
Net: Fair/ Poor	6%	9%		5%

B9. Experience accessing and applying for - The Canada Recovery Benefit (CRB)

Sample size (Base: applied)	42	9	10	22
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Excellent, the process was very easy	33%	10%	50%	34%
Good, it was easy enough	50%	64%	31%	54%
Only fair, had some issues but figured it out	14%	26%	19%	6%
Poor, had major issues that made it very hard	4%			7%
Net: Excellent/ good	83%	74%	81%	88%
Net: Fair/ Poor	17%	26%	19%	12%

B9. Experience accessing and applying for - The Canada Emergency Wage Subsidy (CEWS)

Sample size (Base: applied)	28	14	7	7
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Excellent, the process was very easy	25%	23%	21%	35%
Good, it was easy enough	48%	55%	38%	45%
Only fair, had some issues but figured it out	17%	13%	21%	21%
Poor, had major issues that made it very hard	10%	10%	19%	
Net: Excellent/ good	73%	78%	59%	79%
Net: Fair/ Poor	27%	22%	41%	21%

B10. [The Canada Emergency Response Benefit (CERB)] Reasons for giving a fair or poor rating to the application process

Sample size (Base: Gave fair or poor rating)				
	69	25	23	21
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Application was way too detailed	10%	21%	6%	3%
Time consuming	35%	38%	27%	41%
Process was confusing	52%	63%	50%	40%
Site was hard to navigate	35%	36%	15%	56%
Site crashed on me	22%	12%	15%	43%
Site timed out	11%	8%	5%	22%
Support/chat support was not helpful	15%	10%	8%	29%
Other reason	16%	21%	15%	11%

B10. [The Canada Emergency Student Benefit (CESB)] Reasons for giving a fair or poor rating to the application process

Sample size (Base: Gave fair or poor rating)				
	2	2	-	-
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Process was confusing	48%	48%		
Site was hard to navigate	48%	48%		
Site crashed on me	48%	48%		
Site timed out	48%	48%		
Other reason	52%	52%		

B10. [The Canada Recovery Benefit (CRB)] Reasons for giving a fair or poor rating to the application process

Sample size (Base: Gave fair or poor rating)	7	2	2	3
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Application was way too detailed	18%	55%		
Time consuming	39%	55%		54%
Process was confusing	84%	100%	66%	84%
Site was hard to navigate	27%			70%
Site crashed on me	45%	45%	34%	54%
Support/chat support was not helpful	21%			54%
Other reason	21%			54%

B10. [The Canada Emergency Wage Subsidy (CEWS)] Reasons for giving a fair or poor rating to the application process

Sample size (Base: Gave fair or poor rating)	5	2	2	1
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Time consuming	33%		100%	
Process was confusing	19%	53%		
Site crashed on me	33%		100%	
Support/chat support was not helpful	17%	47%		
Other reason	31%			100%

B11. [Renewing your driver's license online] Do you have personal experience with any of the following?

Sample size	2010	916	549	545
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes, within the past few years	28%	24%	27%	34%
Yes, more than a few years ago	8%	8%	7%	7%
No, have not done that online	65%	67%	66%	59%
Net: Yes	35%	33%	34%	41%

B11. [Renewing your provincial health or ID card online] Do you have personal experience with any of the following?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes, within the past few years	22%	18%	24%	28%
Yes, more than a few years ago	9%	9%	10%	8%
No, have not done that online	69%	73%	66%	65%
Net: Yes	31%	27%	34%	35%

B11. [Visiting your province's COVID-19 information website] Do you have personal experience with any of the following?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes, within the past few years	59%	55%	55%	68%
Yes, more than a few years ago	4%	3%	5%	4%
No, have not done that online	37%	42%	39%	27%
Net: Yes	63%	58%	61%	73%

B11. [Getting information about government departments/services online] Do you have personal experience with any of the following?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes, within the past few years	65%	60%	59%	78%
Yes, more than a few years ago	13%	13%	17%	10%
No, have not done that online	22%	27%	23%	12%
Net: Yes	78%	73%	77%	88%

B11. [Accessing business services/information offered online by the province] Do you have personal experience with any of the following?

Sample size (Base: Biz owners/accountants)	170	74	52	44
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Yes, within the past few years	56%	45%	61%	67%
Yes, more than a few years ago	9%	11%	11%	4%
No, have not done that online	35%	44%	28%	29%
Net: Yes	65%	56%	72%	71%

B12. Rating of experience- Renewing your driver's license online

Sample size (Base: Accessed/used service)	708	301	186	222
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Excellent	32%	29%	31%	36%
Good	55%	58%	54%	52%
Only fair	11%	11%	11%	10%
Poor	2%	2%	4%	1%
Net: Excellent/ good	87%	87%	85%	88%
Net: Fair/ Poor	13%	13%	15%	12%

B12. Rating of experience- Renewing your provincial health or ID card online

Sample size (Base: Accessed/used service)				
	621	245	184	191
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Excellent	29%	26%	32%	29%
Good	59%	62%	53%	60%
Only fair	10%	10%	11%	8%
Poor	3%	2%	4%	3%
Net: Excellent/ good	87%	88%	85%	89%
Net: Fair/ Poor	13%	12%	15%	11%

B12. Rating of experience- Visiting your province's COVID-19 information website

Sample size (Base: Accessed/used service)				
	1262	530	334	397
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Excellent	20%	19%	20%	24%
Good	60%	60%	61%	58%
Only fair	16%	17%	16%	15%
Poor	4%	4%	3%	3%
Net: Excellent/ good	80%	79%	81%	82%
Net: Fair/ Poor	20%	21%	19%	18%

B12. Rating of experience- Getting information about government departments/services online

Sample size (Base: Accessed/used service)				
	1565	665	421	479
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Excellent	11%	9%	8%	15%
Good	59%	57%	64%	60%
Only fair	24%	27%	24%	20%
Poor	5%	7%	4%	5%
Net: Excellent/ good	70%	66%	72%	75%
Net: Fair/ Poor	30%	34%	28%	25%

B12. Rating of experience- Accessing business services/information offered online by the province

Sample size (Base: Accessed/used service)				
	110	41	37	31
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Excellent	8%	2%	14%	8%
Good	58%	58%	61%	55%
Only fair	24%	24%	21%	25%
Poor	11%	15%	4%	12%
Net: Excellent/ good	66%	60%	74%	63%
Net: Fair/ Poor	34%	40%	26%	37%

C1. Before today, have you read, heard, or seen anything about government digital transformation, of either the federal or provincial governments?

Sample size	2010	916	549	545
	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
No, nothing before today	46%	100%		
Just the term, don't really know anything about it	27%		100%	
Yes, heard/know something about it	24%			87%
Yes, heard a lot/quite familiar	3%			13%
Net: Aware	54%		100%	100%
Net: Familiar	27%			100%

C2. Priority- Expand its digital offerings into new areas not currently accessible in a digital format

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
High priority needing attention	27%	26%	23%	33%
Medium priority, among others	51%	49%	54%	53%
Lower priority	16%	19%	16%	11%
Very low priority compared to all the others	6%	7%	7%	4%
Net: High/ medium	78%	74%	77%	86%
Net: Low	22%	26%	23%	14%

C2. Priority- Improve its existing digital platforms, such as its web-based portals and apps, by enhancing accessibility and user experience.

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
High priority needing attention	36%	34%	31%	45%
Medium priority, among others	48%	47%	53%	44%
Lower priority	13%	15%	13%	9%
Very low priority compared to all the others	4%	4%	4%	2%
Net: High/ medium	84%	81%	84%	89%
Net: Low	16%	19%	16%	11%

C3. [Offering digital services in languages other than English and French] Please indicate how much priority, if any, you think should be given to each of these.

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Very high priority needing attention	12%	12%	11%	13%
High priority	28%	29%	29%	26%
Lower priority	38%	37%	38%	39%
Very low priority compared to all the others	22%	22%	22%	23%
Net: High priority	40%	41%	40%	39%
Net: Low priority	60%	59%	60%	61%

C3. [Ensuring websites are as mobile-friendly as possible] Please indicate how much priority, if any, you think should be given to each of these.

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Very high priority needing attention	30%	30%	28%	32%
High priority	45%	43%	48%	46%
Lower priority	21%	22%	20%	19%
Very low priority compared to all the others	4%	5%	4%	3%
Net: High priority	75%	73%	75%	78%
Net: Low priority	25%	27%	25%	22%

C3. [Building apps for mobile devices] Please indicate how much priority, if any, you think should be given to each of these.

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Very high priority needing attention	21%	21%	18%	24%
High priority	38%	35%	41%	39%
Lower priority	33%	35%	34%	29%
Very low priority compared to all the others	8%	9%	7%	7%
Net: High priority	59%	56%	59%	64%
Net: Low priority	41%	44%	41%	36%

C3. [Enhancing user experience] Please indicate how much priority, if any, you think should be given to each of these.

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Very high priority needing attention	26%	26%	23%	30%
High priority	46%	44%	47%	47%
Lower priority	25%	26%	26%	21%
Very low priority compared to all the others	4%	4%	4%	2%
Net: High priority	72%	70%	70%	77%
Net: Low priority	28%	30%	30%	23%

C3. [Making a lot more standard licensing and renewals available online] Please indicate how much priority, if any, you think should be given to each of these.

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Very high priority needing attention	36%	35%	29%	45%
High priority	45%	44%	50%	41%
Lower priority	16%	18%	18%	12%
Very low priority compared to all the others	3%	3%	3%	2%
Net: High priority	81%	79%	79%	86%
Net: Low priority	19%	21%	21%	14%

C3. [Ensuring all digital platforms are as accessible as possible for persons with disabilities] Please indicate how much priority, if any, you think should be given to each of these.

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Very high priority needing attention	39%	40%	34%	43%
High priority	47%	47%	49%	45%
Lower priority	11%	10%	15%	9%
Very low priority compared to all the others	3%	3%	3%	3%
Net: High priority	86%	87%	83%	89%
Net: Low priority	14%	13%	17%	11%

C3. [Investing more into cybersecurity] Please indicate how much priority, if any, you think should be given to each of these.

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Very high priority needing attention	58%	55%	56%	67%
High priority	34%	35%	37%	28%
Lower priority	6%	8%	6%	4%
Very low priority compared to all the others	2%	2%	2%	1%
Net: High priority	92%	90%	92%	95%
Net: Low priority	8%	10%	8%	5%

C4a. In the long run, expanding digitization of government would:

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
1 – Save lots of money	22%	23%	18%	23%
2	28%	25%	29%	32%
3 – Breakeven	23%	21%	24%	24%
4	8%	9%	8%	7%
5 – Cost tons of money	8%	7%	8%	9%
No idea	12%	15%	12%	6%
Net: Saves money	50%	48%	47%	55%
Net: Cost tons to money	16%	16%	16%	16%

C4b. People will find accessing more government services online:

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
1 – Much easier	34%	35%	30%	36%
2	29%	27%	29%	33%
3 – About the same	24%	24%	26%	21%
4	6%	5%	8%	5%
5 – Much more difficult	4%	4%	4%	3%
No idea	4%	5%	4%	1%
Net: Easier	63%	62%	59%	69%
Net: More difficult	10%	9%	12%	8%

C4c. People using the services would overall have:

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
1 – A better experience going digital than paper/in-person	30%	30%	26%	33%
2	29%	27%	26%	34%
3 – Same as now	23%	23%	26%	17%
4	7%	7%	9%	6%
5 – A worse experience going digital than paper/in-person	7%	7%	8%	6%
No idea	5%	6%	4%	3%
Net: Better experience	59%	58%	52%	67%
Net: Worse experience	14%	13%	17%	12%

C4d. A more digitized government would mean personal information is:

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
1 – More carefully safeguarded	18%	19%	16%	20%
2	9%	8%	9%	11%
3 – Same as now	20%	22%	18%	20%
4	18%	17%	20%	18%
5 – More at risk of getting in the wrong hands	30%	29%	34%	29%
No idea	4%	5%	3%	2%
Net: Carefully safeguardede	27%	27%	25%	30%
Net: Risk of getting in the wrong hands	48%	47%	53%	47%

C4e. Overall, does expanding digital services benefit or hurt public access to government services?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
1 – Benefits more than hurts since most people are online everyday	33%	33%	28%	39%
2	17%	17%	18%	18%
3 – Mixed impact	38%	39%	43%	34%
4	3%	3%	4%	3%
5 – Hurts more than benefits since many people are online rarely or not at all	5%	5%	5%	5%
No idea	3%	4%	3%	2%
Net: Benefits more than hurts	51%	50%	46%	57%
Net: Hurts more than benefits	8%	8%	8%	7%

C5. The federal government of Canada today is:

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
1 – Leading edge/out in front in terms of digital transformation	3%	3%	4%	4%
2	9%	8%	8%	10%
3	35%	36%	37%	33%
4	19%	18%	17%	23%
5 – Lagging way behind the curve on digital transformation	20%	18%	22%	24%
No idea	13%	17%	12%	7%
Net: Leading edge	12%	11%	12%	13%
Net: Lagging behind	40%	36%	39%	47%

C6. Regarding the federal government of Canada, how do you think its digital services compare to those offered by other large organizations operating in this country?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
The government's digital services are better than other organizations	7%	6%	6%	8%
The government's digital services are worse than other organizations	41%	36%	41%	48%
About the same	25%	24%	26%	27%
Don't know/Can't say	27%	34%	27%	16%

C7. Agreement- The issue of internet privacy really matters to me personally

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Strongly Agree	61%	60%	58%	66%
Agree	33%	33%	35%	30%
Disagree	4%	4%	4%	3%
Strongly Disagree	1%	1%	2%	1%
Don't know/Can't Say	2%	2%	2%	*%
Net: Agree	94%	93%	93%	96%
Net: Disagree	5%	5%	6%	3%

C7. Agreement- Cybersecurity (e.g. hacking, theft of sensitive data) poses a huge risk to countries like Canada

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Strongly Agree	59%	56%	59%	64%
Agree	33%	35%	32%	31%
Disagree	4%	4%	4%	3%
Strongly Disagree	1%	1%	1%	*%
Don't know/Can't Say	3%	4%	3%	1%
Net: Agree	92%	91%	92%	95%
Net: Disagree	5%	5%	5%	3%

C7. Agreement- The Canadian government should be a world leader in providing citizens with access to digital services

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Strongly Agree	34%	34%	30%	40%
Agree	45%	43%	49%	44%
Disagree	10%	9%	11%	9%
Strongly Disagree	2%	3%	2%	2%
Don't know/Can't Say	9%	12%	8%	5%
Net: Agree	79%	76%	79%	84%
Net: Disagree	12%	12%	13%	11%

C7. Agreement- I don't really care about having access to digital services, if I can do things another way

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Strongly Agree	8%	9%	8%	7%
Agree	22%	21%	25%	19%
Disagree	34%	35%	34%	33%
Strongly Disagree	33%	31%	29%	39%
Don't know/Can't Say	4%	5%	4%	1%
Net: Agree	29%	29%	33%	26%
Net: Disagree	67%	66%	63%	73%

C7. Agreement- The Canadian government should work with private sector technology companies and experts on digitization efforts

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Strongly Agree	35%	33%	33%	40%
Agree	43%	44%	44%	40%
Disagree	7%	6%	9%	5%
Strongly Disagree	4%	4%	3%	5%
Don't know/Can't Say	12%	13%	11%	10%
Net: Agree	78%	77%	77%	80%
Net: Disagree	10%	10%	12%	10%

C8. Who would better protect against cyber security threats, for example hacking and theft of personal data?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Government definitely better	11%	10%	11%	14%
Government probably better	14%	14%	11%	16%
Equal/Neither better	23%	21%	26%	24%
Private sector probably better	23%	23%	24%	23%
Private sector definitely better	14%	13%	16%	13%
No idea/Can't say	15%	20%	12%	10%
Net: Government better	25%	24%	22%	30%
Net: Private sector better	37%	35%	40%	37%

C9. As far as you're aware, when it comes to an initiative such as government digital transformation, how would you describe the availability of skilled technology workers in the workforce?

	Total	Government Digitization Awareness		
		Nothing before today	Just the term	Know about it
Plenty of skilled people available in today's workforce	32%	34%	30%	30%
Enough	27%	27%	26%	25%
Bit of a shortage	32%	30%	38%	32%
Severe skills shortage in this area	9%	9%	6%	12%