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**Foundation for
Information Technology Accessibility
ERDF114 - HOUSEHOLDS SURVEY**

1. INTRODUCTION

The FOUNDATION FOR INFORMATION TECHNOLOGY ACCESSIBILITY (FITA) commissioned M.FSADNI & Associates to conduct a 'quantitative' Research Study among private Households to assess their perceptions on the use of a Maltese Speech Engine.

2. RESEARCH OBJECTIVES

The overriding objective of this Research Project was to assess the perceptions, views, attitudes and opinions of private Households on the use of a Maltese Speech Engine

More specifically, the Research Project explored the private Households' perceptions, views and opinions on the following research areas:

❖ The current use of the computer by Respondents.

❖ The computer usage of Respondents, in terms of, frequency and place of usage, and the computer applications they regularly utilize.

❖ The potential use of speech-enabled software and the assistance provided by specific speech-enabled services used.

3. THE RESEARCH PLAN - RESEARCH METHODOLOGY

In reaching the objectives and requirements set out above, the following research methodology was adopted:

❖ A quantitative research survey was conducted with private households in Malta and Gozo by way of CATI [computer-assisted telephone interviews].

❖ A research instrument (structured CATI questionnaire) was specifically designed to address the data requirements of the quantitative teleresearch study. It comprised a series of items that capture and measure the respondents' views and opinions towards the objective of the research study.

❖ The field work was conducted between 10 – 21 November, 2009.

❖ 400 completed interviews were conducted with Maltese households. This sample frame ensures a a statistically-viable quantitative representation and provides research findings with a 95% confidence level at a +/-5% confidence interval.

❖ 80 completed interviews were conducted with respondents from each of the five different age brackets, these being 18-29 yrs; 30-39 yrs; 40-49 yrs; 50-59 yrs and 60 + yrs, hailing from Malta's six [6] geographical regions.

4. SALIENT RESEARCH FINDINGS

The salient findings of this research project are the following:

4.1 Non-Computer Users

Major Conclusions

❖ **A total of 257 respondents indicated that they never make use of the computer. More than half of these respondents aged more than 60 years and 73% of them were females. The interviewees hailed mainly from the Northern Region followed by the Northern Harbour Region.**

❖ **A high 97% mentioned that they did not attend any computer course in the past 5 years. This was indicated by almost all the respondents who fall in the age bracket between 50 and 59 years and by those who are more than 60 years of age. Almost all interviewees who attended a computer course [7 respondents] indicated that they have attended a MyWeb (Introduction to ICT)/Basis/Beginners course.**

❖ **The lack of interest and no access to a computer were the two main reasons why respondents do not make use of the computer.**

❖ **44% of the total of 59 respondents, who indicated that they do not make use of the computer because they are either illiterate, have a disability, do not know how to use it or mentioned another reason themselves, pointed out that they still would not make use of the computer, if this were speech enabled. Another 24% [14 respondents] of the respondents answered 'yes' and 'maybe' respectively to the use of the computer if it were speech enabled.**

Salient Findings

Frequency of computer usage

✓ From the total of 678 respondents contacted, 257 [38%] of them pointed out that they never make use of the computer.

Age of Respondents

✓ Out of the total of 257 interviewees who indicated that they never make use of the computer, 55.3% [142 respondents] were more than 60 years of age.

✓ This was followed by 27.6% [71 respondents] of the same aggregate who fall in the age bracket between 50 and 59 years and by 10.1% [26 respondents] who fall in the age bracket between 40 and 49 years.

✓ A low 5.4% [14 respondents] and 1.6% [4 respondents] indicated that their age bracket varies between 30 and 39 years and between 18 and 29 years respectively.

Geo Region of Respondents

✓ The percentage of non-computer user respondents hailing from the Northern Region of Malta resulted as high with 27.2% [70 respondents] indicating that they live in a locality in the mentioned region. This percentage includes 33.8% [48 respondents] of the 142 respondents who are over 60 years of age.

✓ Another 22.2% [57 respondents] hailed from localities in the Northern Harbour Region which includes 75% [3 respondents] of the interviewees whose age is between 18 and 29 years.

✓ More than 18% of the respondents who do not make use of the computer, hail from the localities in the South Eastern Region of Malta and from the region of Gozo.

Gender of Respondents

✓ A high 73.2% [188 respondents] out of the total of 257 respondents who do not use the computer were females. This included all respondents [4 respondents] who are between 18 and 29 years of age and 74% [104 respondents] of the respondents who are over 60 years.

✓ A low 26.8% [69 respondents] of the survey interviewees were males. The highest percentage of male respondents resulted among interviewees who fall in the age bracket between 50 and 59 years with 30% [21 respondents] of these being males.

Attendance of computer courses in the past 5 years

✓ When the 257 survey respondents were asked whether they have attended any computer courses in the last five years, 97.3% [250 respondents] mentioned that they did not. This was indicated by almost 99% of the respondents who fall in the age bracket between 50 and 59 years and by those who are over 60 years.

✓ 2.7% [7 respondents], on the other hand, replied that they have attended a computer course in the past five years. The age of these respondents is equally divided among all the five age brackets.

Education level of computer course attended

✓ The 7 respondents were then asked about the level of education of the computer course they attended. Almost all interviewees [6 respondents] indicated that they have attended a MyWeb (Introduction to ICT)/Basis/Beginners course.

✓ The other respondent indicated that an ECDL/Intermediate computer course was attended. This respondent's age falls between 18 and 29 years.

Reasons for the lack of computer usage

✓ All 257 respondents were asked to state the reasons why they never make use of the computer. It results that a high 32% [82 respondents] feel a lack of interest in using the computer. This was specified by 36.6% [52 respondents] of the respondents who are over 60 years of age.

✓ 19% [49 respondents] indicated that the reason for not using the computer is because they do not have access to a computer. This percentage includes 50% [2 respondents] of the interviewees who fall in the 18 to 29 age bracket.

Possibility of using the computer if the computer had Maltese speech synthesis/recognition

✓ A total of 59 respondents, who in the previous question indicated that they do not make use of the computer because they are either illiterate, have a disability, do not know how to use it or mentioned another reason themselves, were asked whether they would be more likely to use the computer if the computer were speech enabled.

✓ It results that 44% [26 respondents] pointed out that they still would not make use of the computer, if this were speech enabled. This answer was provided by 57% [17 respondents] of the interviewees who fall in the over 60 age bracket.

✓ Another 23.7% [14 respondents] of the respondents answered 'yes' and 'maybe' respectively to the use of the computer if it were speech enabled. While all respondents between 18 and 29 years and 37.5% [6 respondents] of the respondents between 50 and 59 years replied 'yes', 50% [3 respondents] of the respondents who fall in the 40 to 49 age bracket replied 'maybe'.

4.2 Respondent Profile - An Overview

Age of Respondents

✓ A total of 421 interviews were conducted with respondents who make regular use of the computer. At least 80 interviews were conducted with respondents from each of the five age brackets.

✓ In fact, 81 interviews with respondents between 18 and 29 years; 82 interviews with respondents between 30 and 39 years; 83 interviews with respondents between 40 and 49 years; 80 interviews with respondents between 50 and 59 years and 95 interviews with respondents over 60 years of age, were conducted.

Geo Region of Respondents

✓ As to the geo region of the respondents interviewed, interviews conducted were evenly distributed among all the six geo regions in Malta with an average of 75 interviews completed from each region, with the exception of Gozo, where a total of 31 interviews were conducted.

Gender of Respondents

✓ 63% [264 respondents] of the interviewees were females, which includes 70% of the respondents who fall in the 40 to 49 years age bracket and in the 50 to 59 years age bracket.

✓ The remaining 37% [157 respondents] were males which includes more than half [50 respondents] of the respondents who fall in the over 60 years age bracket.

Socio Economic Classification of Respondents

✓ In the aggregate of 421 survey respondents, 36.8% [155 respondents] fall in the C1/C2 socio-economic classification. This percentage includes 52.4% [53 respondents] of the respondents between 30 and 39 years of age.

✓ 32.1% [135 respondents] of the respondents fall in the D/E socio-economic group. As expected, this percentage includes 79% [74 respondents] of the interviewees who fall in the over 60 age bracket.

✓ 26.6% [112 respondents] of the survey interviewees fall in the A/B socio-economic classification. This was registered mainly by 41% [34 respondents] of respondents between 40 and 49 years.

4.3 Current Use of Computer - Salient Conclusions

Major Conclusions

- ❖ **Among the 421 respondents who make use of the computer, the research findings clearly show that the majority [63%] of respondents failed to attend a computer course in the past 5 years. Among the 37% of respondents who did attend a course, there were 43% who attended a MyWeb (Introduction to ICT) / Basic / Beginners course and 40% who attended an ECDL / Intermediate course.**

- ❖ **67% of the interviewees stated that they make use of the computer everyday. Another 18% indicated that they make use of the computer often while 13% of the survey respondents pointed out that they do not often make use of the computer.**

Salient Findings

Attendance of computer courses in the past 5 years

- ✓ When all 421 survey respondents were asked whether they have attended any computer courses in the past five years, 63% [265 respondents] replied in the negative. This percentage includes 76.8% [63 respondents] of the interviewees who fall in the 30 to 39 age bracket and 62% [59 respondents] of those who fall in the over 60 age bracket.

- ✓ 37% [156 respondents] of the respondents indicated that they have attended a computer course in the past five years with high percentages resulting from respondents between 18 and 29 years and from respondents between 50 and 59 years, 44.4% [36 respondents] and 41.3% [33 respondents] replying positively, respectively.

Education level of computer course attended

- ✓ The 156 respondents who confirmed their attendance to a computer course in the past five years, were then asked to indicate the level of education of the course they attended. It transpires that 43% [67 respondents] of the interviewees attended a MyWeb (Introduction to ICT) / Basic / Beginners computer course. This percentage includes 75% [27 respondents] of those over 60 years of age.

- ✓ More than 40% of the same 156 survey respondents pointed out that they attended an ECDL / Intermediate computer course. This was indicated by 69.4% [25 respondents] of the interviewees aged between 18 and 29 years.

- ✓ The replies of the remaining 16.7% of the 156 respondents were evenly distributed among all the other reply options of the question.

Frequency of computer usage

- ✓ When all 421 respondents were asked about their frequency of computer usage, it results that 67.2% [283 respondents] of the interviewees stated that they make use of the computer everyday. This was indicated by almost 83% [67 respondents] of the respondents who fall in the 18 to 29 age bracket.

- ✓ Another 18.1% [76 respondents] of the respondents indicated that they make use of the computer often, with 27.5% [22 respondents] of those between 50 and 59 years, indicating this.
- ✓ 13.3% [56 respondents] of the survey respondents pointed out that they do not make use of the computer often. This percentage includes 19% [18 respondents] of those respondents who are over 60 years. Finally 1.4% [6 respondents] stated that they rarely make use of the computer.

4.4 Computer Usage

Major Conclusions

- ❖ **Home and work resulted in being the two places where the respondents make most use of the computer with 70% of the respondents indicating that they make use of the computer everyday. 47.5% of the respondents pointed out that they use the computer for less than two hours during any given day *while* a further 23.5% indicated that they spend between two and four hours using the computer.**

- ❖ **48% of the survey interviewees spontaneously indicated that they use the computer for communication purposes. This was followed by 30% who indicated that the use of office applications was their main purpose for using the computer. When prompted, 48% out of the aggregate of 105 responses given confirmed that respondents use the computer for leisure.**

- ❖ **53% of the responses provided highlighted the use of Word Processing as the most popular Office application used by the respondents. *As to communication,* half of the responses were given to the use of email and 36% specified that they use it for Web Design and Development purposes. 75% of the responses illustrated that respondents retrieve information by Education research on the internet while computer games are the most popular among respondents with 40% of the aggregate responses illustrating the popularity of computer games for leisure time.**

- ❖ **89% [375 respondents] indicated that they never/rarely need special equipment when using the computer. Almost 43% replied positively to the availability of special equipment on the market.**

- ❖ **38.5% of the survey respondents indicated that if they did not make use of the computer in their free time, they would watch television.**

- ❖ **66% of the respondents consider Maltese Government websites as either easily accessible/very easily accessible. 62% of the survey respondents consider Maltese e-Commerce websites as either easily accessible/very easily accessible.**

Salient Findings

The place where the respondents make use of the computer

- ✓ 86.5% [365 respondents] of the 421 participating interviewees specified home as their first mentioned place where they make use of the computer. This was stated by 95.8% [91 respondents] of the respondents who fall in the over 60 age bracket.
- ✓ 13% [55 respondents] of the respondents pointed out that they mainly make use of their computer at work, this number of respondents being evenly distributed over the five age brackets.

- ✓ Out of the 134 respondents who provided a second mentioned answer, 62.7% [84 respondents] specified work as the place where they make use of the computer. This was indicated by 76.5% [26 respondents] of the respondents between 40 and 49 years and by 68.6% [24 respondents] of the respondents between 30 and 39 years.

- ✓ 38 respondents [28.4%] specified home as their second mentioned place for computer usage. 44.4% [4 respondents] over 60 years, followed by 42% [8 respondents] between 50 and 59 years, indicated this.

The number of times respondents use the computer, in a typical week

- ✓ When all 421 respondents were asked to indicate the number of days of computer usage in a typical week, almost 70% [293 respondents] said that they use the computer everyday with 85.2% [69 respondents] of the respondents falling in the 18 to 29 age bracket and 73.5% [61 respondents] of those falling in the 40 to 49 age bracket, claiming this.

- ✓ The replies of the other 30% [128 respondents] of the interviewees were evenly distributed among all the other reply options.

The number of hours of computer usage during any given day

- ✓ A total of 200 respondents [47.5%] pointed out that they use the computer for less than two hours during any given day. This was specified by 65.3% [62 respondents] and by 56.3% [45 respondents] of the respondents who fall in the over 60 and in the 50 to 59 age brackets, respectively.

- ✓ 23.5% [99 respondents] of the respondents indicated that they spend between two and four hours using the computer during any given day. This was stated by 32% [26 respondents] of the respondents who fall in the 18 to 29 age bracket and by 26.3% [21 respondents] of those who fall in the 50 to 59 age bracket.

The purposes computers are used for – Spontaneous

- ✓ 48% [202 respondents] of the survey interviewees indicated that they use the computer for communication purposes. This was followed by 30.4% [128 respondents] who indicated that the use of office applications was their main purpose for using the computer.

- ✓ While more than half of the respondents who fall in the 18 to 29 and the over 60 age brackets specified their use of the computer for communication purposes, 37% [31 respondents] of those whose age is between 40 and 49 years and 33.3% [27 respondents] of those whose age is between 18 and 29 years indicated that they use the computer for office applications' purposes.

- ✓ Communication once again featured as the purpose most indicated for using the computer in the second mentions. 42.3% [138 respondents] of the total of 326 respondents, who provided a second mention, indicated this. This reply was mainly provided by 52% [28 respondents] of the respondents who fall in the 50 to 59 age category and by 47% [30 respondents] of those who fall in the 18 to 29 age bracket.

- ✓ This was followed by 17.8% [58 respondents] of the same 326 respondents who said that they use their computer for educational resources and to look up information.

The purposes computers are used for – Prompted

- ✓ The reply options which were not spontaneously mentioned by the respondents at Q12 were then prompted by the interviewers. It results that 47.6% [50 respondents], out of the aggregate of 105

responses given, confirmed that they use the computer for leisure. This was stated by almost 69% [11 respondents] of those who fall in the 40 to 49 age category and by half [18 respondents] of those who fall in the 18 to 29 age bracket.

✓ Another 15.2% [16 respondents], out of the total of 105 responses, confirmed that they also use the computer to make use of office applications and for educational resources and looking up information respectively. More than 31% [5 respondents] of those between 50 and 59 years indicated office applications, while 33.3% [5 respondents] of those between 30 and 39 years indicated educational resources and looking up information as reasons for using the computer.

Computer applications which are usually used

✓ A total of 393 responses were provided by 221 respondents who at Q12 or Q13 pointed out that the use of office applications was a purpose for using the computer. Almost 53% [207 responses], of the 393 responses provided, highlighted the use of Word Processing as the most popular Office application used by the respondents. This was indicated by 69% [42 responses] of the responses given by those over 60 years and by 54.4% [37 responses] of the responses given by those between 50 and 59 years of age.

✓ The Spreadsheet application appeared to be the second most popular office suite application used by the respondents. In fact, the research findings clearly show that a total of 109 responses [27.7%], of the aggregate of 393 responses, indicate the use of the Spreadsheet. It also results that the Spreadsheet is most popular with respondents of a younger age, with 34.3% [34 responses] and 28.4% [21 responses] of the responses given by those between 18 and 29 years and 30 and 39 years respectively, pointing out Spreadsheet as an application that they use.

Use of computers for communication

✓ The 368 respondents, who indicated that they make use of the computer for communication purposes, provided a total of 706 responses as to how they communicate. Half of the responses [351 responses] referred to the use of email. The findings show that this means is most popular with respondents of older age groups. In fact, this was mentioned by 67.5% [77 responses] of the responses provided by those who fall in the over 60 age category and by 57% [61 responses] of the responses given by those between 50 and 59 years.

✓ The use of email was followed at a distance by that of Social Networks like Facebook and MySpace as a means for communication, the latter registering a total of 117 responses [16.6%] of the 706 responses being provided. This number includes 23.5% [46 responses] of responses given by those who aged between 18 and 29 years and 19% [29 responses] of responses provided by those between 30 and 39 years of age.

Use of computers for design and development

✓ A total of 14 responses were registered by 9 respondents who indicated that they use the computer for web design and development. 35.7% [5 responses] specified that they use Web design, another 28.6% [4 responses] mentioned the use of Programming and finally, another 28.6% [4 responses] specified they use the computer to do web design and development.

Use of computers for education

✓ A total of 226 responses were registered by 173 respondents who use the computer for information retrieval purposes. 74.8% [169 responses] of the responses illustrated that respondents retrieve

information by Education research on the internet. This was specified by 87% [27 responses] of the responses provided by respondents between 50 and 59 years and also by 77% [40 responses] of the responses provided by those who fall in the over 60 age category.

✓ The remaining 25.2% [57 responses] of the aggregate responses were evenly distributed among all the other question reply options.

Use of computers for leisure

✓ The 222 respondents who indicated that they use the computer for leisure were asked how they spend their leisure time on the computer. A total of 328 responses were registered. It is clear that computer games are the most popular among respondents. In fact, 40% [131 responses] of the aggregate responses illustrate the popularity of computer games with 45.6% [26 responses] and 40.8% [31 responses] of the responses given by the respondents over 60 years and by those aged between 30 and 39 years respectively, suggesting this.

✓ 34.5% [113 responses] of the aggregate responses show that listening to music and audio books is also a popular activity among the respondents. This percentage includes 40.4% [23 responses] of the responses provided by respondents who fall in the over 60 years age category and by 36.5% [35 responses] of the responses provided by those who fall in the 18 to 29 age bracket.

The need of special equipment to use computers effectively

✓ When all 421 survey respondents were asked whether they need special equipment in order to make better use of the computer, 2.4% [10 respondents] pointed out that they need this equipment either often [1% - 4 respondents] or very frequently [1.4% - 6 respondents]. The ages of these respondents varied across all age brackets.

✓ 5.2% [22 respondents] of the survey interviewees mentioned that they sometimes need special equipment to use the computer. This reply was mainly stated by the respondents whose age is over 60 years.

✓ 89% [375 respondents] indicated that they never [82.7% - 348 respondents] or rarely [6.4% - 27 respondents] need special equipment. This percentage includes 93.8% [76 respondents] of the aggregate respondents aged between 18 and 29 years and 90.2% [74 respondents] of those aged between 30 and 39 years.

The availability of special equipment on the market

✓ The survey interviewees were then asked whether they thought this special equipment is readily available on the market. Almost 43% [180 respondents] replied positively with 21.1% [89 respondents] stating probably yes and 21.6% [91 respondents] claiming definitely yes. 47% [38 respondents] and 45% [37 respondents] of the interviewees falling in the 18 to 29 age category and in the 30 to 39 age bracket claimed this respectively.

✓ 8.1% [34 respondents] of the respondents expressed that they are not sure whether this equipment is available on the market. This was stated by 12.6% [12 respondents] of those who are over 60 years of age.

✓ Almost 22% [92 respondents] of the respondents either replied probably not [9.3% - 39 respondents] or definitely not [12.6% - 53 respondents]. This percentage includes 26% [21 respondents] of those who fall in the 18 to 29 age bracket and 24% [20 respondents] of those who fall in the 40 to 49 age category.

Leisure time alternatives to computer use

✓ 38.5% [162 respondents] of the survey respondents indicated that if they did not make use of the computer in their free time, they would watch television instead. This was stated by 45.3% [43 respondents] of those aged over 60 years and by 43.8% [35 respondents] of those aged between 50 and 59 years.

✓ Another 19% [81 respondents] of the interviewees mentioned reading as an activity they do in their free time. This was indicated by 24.4% [20 respondents] and 23.8% [19 respondents] of the respondents aged between 30 and 39 years and by those between 50 and 59 years of age respectively.

✓ Going out/socialising also resulted as very popular among the respondents with a total of 71 [17%] of the 421 respondents stating this. This percentage includes 31% [25 respondents] of the respondents who fall in the 18 to 29 age bracket and 19% [16 respondents] of those who fall in the 40 to 49 age bracket.

✓ Going out/socialising and reading both were options given in the second mention with each case registering more than 22% [87 respondents] of the 388 respondents.

Perceptions on Maltese Government websites

✓ A high 66.3% [279 respondents] consider Maltese Government websites as either easily accessible [28.5% - 120 respondents] or very easily accessible [37.8% - 159 respondents]. This was expressed by almost 73% [59 respondents] and 71% [58 respondents] of those who fall in the 18 to 29 age bracket and in the 30 to 39 age bracket respectively.

✓ A low 13% [54 respondents] perceive Maltese Government websites as being sometimes hard to access and at other times this difficulty is not encountered. This was mainly stated by 19% [18 respondents] of the respondents aged more than 60 years.

✓ 5% [21 respondents] expressed that Maltese Government websites are either rather hard to access [4.5% - 19 respondents] or very hard to access [0.5% - 2 respondents]. The age of these respondents is equally distributed among all age categories.

Perceptions on Maltese e-Commerce websites

✓ A high 62% [261 respondents] of the survey respondents consider Maltese e-Commerce websites as either easily accessible [20.2% - 85 respondents] or very easily accessible [41.8% - 176 respondents]. 78% [64 respondents] and 73% [59 respondents] of the respondents aged between 30 and 39 years and between 18 and 29 years respectively indicated this.

✓ A total of 47 respondents [11.2%] indicated that they feel that Maltese e-Commerce websites are sometimes hard to access and at other times this difficulty is not encountered. This was mainly stated by 14.7% [14 respondents] of the respondents aged over 60 years and by 12.5% [10 respondents] of those between 50 and 59 years of age.

✓ 2.7% [11 respondents] of the interviewees consider Maltese e-Commerce websites as either being rather hard to access [1.7% - 7 respondents] or very hard to access [1% - 4 respondents]. The age of these respondents is evenly distributed among all the age categories.

✓ It is also worth noting that a high 24% [102 respondents] indicated that they don't know how to reply to the question or they feel that the question does not apply to them. This was stated by 33.7% [32 respondents] of the respondents aged over 60 years.

4.5 Potential Use of Speech-Enabled Software

Major Conclusions

❖ **98% of the survey respondents specified that they either never or rarely make use of speech enabled software. 44% of the respondents indicated either probably not or definitely not to the need to have their computer software speech-enabled. Also, 44% indicated either probably yes or definitely yes to their preference for the speech-enabled software to feature in Maltese. 56% specified either probably yes or definitely yes to the need to have their computer software featuring a Maltese language dictionary.**

❖ **An average of 44% of the survey respondents indicated that they would use Maltese speech-enabled automated customer care, ATM service, e-services websites, educational software, literacy aids and communication aids all the time.**

❖ **An average of 29% of the survey respondents indicated that they would use Maltese speech-enabled automated customer care, ATM service, e-services websites, educational software, literacy aids and communication aids occasionally.**

❖ **Furthermore, an average of 22% of the survey respondents indicated that they would never use Maltese speech-enabled automated customer care, ATM service, e-services websites, educational software, literacy aids and communication aids.**

Salient Findings

The current frequency of use of speech-enabled software

✓ A low 0.4% [2 respondents] indicated that they often/very frequently make use of speech-enabled software. These respondents aged between 18 and 29 years and over 60 years.

✓ 0.7% [3 respondents] indicated that they sometimes make use of speech-enabled software. These respondents fall in the 30 to 39 age category and in the 40 to 49 age category.

✓ 98.4% [414 respondents] of the survey respondents specified that they either never [94.8% - 399 respondents] or rarely [3.6% - 15 respondents] make use of speech enabled software. The ages of these respondents is evenly distributed among all age categories.

The need to use speech-enabled software

✓ When respondents were asked whether they see the need for the computer software they are currently using to be speech-enabled, 38.7% [163 respondents] of the 421 survey interviewees indicated either probably yes [24.2% - 102 respondents] or definitely yes [14.5% - 61 respondents]. This proportion included 46.3% [44 respondents] of those aged more than 60 years and 41.3% [33 respondents] of those between 50 and 59 years.

✓ A low 13.1% [55 respondents] claimed that they are not sure whether they would need their computer software to be speech enabled. This included 18.8% [15 respondents] and 15.7% [13 respondents] between 50 and 59 years and between 40 and 49 years respectively.

✓ 44.2% [186 respondents] of the respondents indicated either probably not [22.8% - 96 respondents] or definitely not [21.4% - 90 respondents] to the need to have their computer software speech-enabled.

This was indicated by 58% [47 respondents] of the interviewees who fall in the 18 to 29 age bracket and by half [41 respondents] of those who fall in the 30 to 39 age category.

Preference for Speech-enabled software to be in Maltese

✓ More than 44% [186 respondents] of the survey respondents indicated either probably yes [25.4% - 107 respondents] or definitely yes [18.8% - 79 respondents] to their preference for the speech-enabled software to feature the Maltese language as an option. This percentage includes almost half [47 respondents] of those who fall in the over 60 years age bracket and 47.6% [39 respondents] of those who fall in the 30 to 39 age bracket.

✓ Almost 20% [83 respondents] of the interviewees stated that they were not sure if they preferred the speech-enabled software to feature the Maltese language. Among these respondents, there were 23.2% [22 respondents] of those who fall in the over 60 years age bracket and 22.5% [18 respondents] of those between 50 and 59 years.

✓ More than 34% [144 respondents] indicated either probably not [21.4% - 90 respondents] or definitely not [12.8% - 54 respondents] to their preference for the speech-enabled software to feature the Maltese language. This percentage includes 47% [38 respondents] of those between 18 and 29 years and 39% [32 respondents] of those between 30 and 39 years.

The need for computer software to feature a Maltese language dictionary

✓ 55.8% [235 respondents] of the survey respondents specified either probably yes [24% - 101 respondents] or definitely yes [31.8% - 134 respondents] to their need to have their computer software featuring a Maltese language dictionary. 60% of the interviewees falling in the 30 to 39 age bracket [49 respondents] and in the 50 to 59 age bracket [48 respondents], claimed this need.

✓ 15.2% [64 respondents] indicated that they are not sure whether they would need their computer software to feature a Maltese language dictionary. This was stated mainly by 21% [20 respondents] of those whose age is over 60 years.

✓ Moreover, another 26.6% [112 respondents] of the interviewees indicated that they either probably not [15.2% - 64 respondents] or definitely not [11.4% - 48 respondents] see the need for the computer software to feature a Maltese language dictionary. This percentage includes 42% [34 respondents] of those who fall in the 18 to 29 years age category and, 27% of those who fall in the 30 to 39 years age bracket and in the 40 to 49 years age bracket, respectively.

The potential use of Maltese speech-enabled Automated Customer Care services

✓ 50.4% [212 respondents] of the 421 survey respondents pointed out that they would use a Maltese speech-enabled automated customer care system. This was indicated by 57.8% [48 respondents] of those who fall in the 40 to 49 years age category and by 52.5% [42 respondents] of those who fall in the 50 to 59 years age category.

✓ 33.3% [140 respondents] of the respondents expressed that they would use a Maltese speech-enabled automated customer care system occasionally. 37% [30 respondents] of the respondents between 18 and 29 years and 36.6% [30 respondents] of those between 30 and 39 years stated this.

✓ 13.5% [57 respondents] of the aggregate respondents indicated that they would never make use of a Maltese speech-enabled automated customer care service. This was stated by 17% [14 respondents] of those aged between 18 and 29 years and by those in the 30 and 39 years age bracket respectively.

The potential use of Maltese speech-enabled ATM services

✓ More than 44% [186 respondents] of the total aggregate respondents indicated that they would use Maltese speech-enabled ATM service all the time. This percentage includes 51.8% [43 respondents] of those between 40 and 49 years and 44% of those in each of the categories: between 30 and 39 years, 50 and 59 years and over 60 years respectively.

✓ 25% [105 respondents] of the interviewees claimed that they would use the aforementioned service occasionally. This was specified by 32% [26 respondents] of those aged between 18 and 29 years and by 26.5% [22 respondents] of respondents whose age falls between 40 and 49 years.

✓ A total of 115 respondents [27.3%] pointed out that they would never make use of a Maltese speech-enabled ATM service. Among these respondents there were 32.5% [26 respondents] of those who fall in the 50 to 59 years age bracket and 31.7% [26 respondents] who fall in the 30 to 39 years age bracket.

The potential use of Maltese speech-enabled e-Services websites

✓ An aggregate of 180 respondents [42.8%] indicated that they would make use of Maltese speech-enabled e-services websites all the time. Among these respondents there were 48.8% [40 respondents] of those who fall in the 30 to 39 years age bracket and 47% [39 respondents] of those between 40 and 49 years.

✓ 33.3% [140 respondents] pointed out that they would make use of Maltese speech-enabled e-services websites occasionally. The highest percentages resulted from respondents between 40 and 49 years and from those between 50 and 59 years with 38.6% [32 respondents] and 37.5% [30 respondents] of respondents respectively stating this.

✓ 18% [76 respondents], on the other hand, expressed that they would never make use of the service mentioned formerly. This percentage includes 22.2% [18 respondents] of those who fall in the 18 to 29 years age category and 20% [16 respondents] of those who fall in the 50 to 59 years age category.

The potential use of Maltese speech-enabled Educational Software

✓ 42.8% [180 respondents] of the aggregate of 421 respondents stated that they would make use of Maltese speech-enabled educational software all the time. This was indicated by almost half [40 respondents] of the respondents who fall in the 18 to 29 years age category and by 46.3% [38 respondents] of those who fall in the 30 to 39 years age category.

✓ 28.5% [120 respondents] of the respondents mentioned that they would make use of the aforementioned service occasionally. This was claimed by 31.3% of respondents between 40 and 49 years and those between 50 and 59 years, together with 29.3% [24 respondents] of respondents between 30 and 39 years.

✓ A total of 97 respondents [23%] indicated that they would never make use of Maltese speech-enabled educational software. Among these respondents there were 30.5% [29 respondents] of those over 60 years and 23.2% [19 respondents] of respondents whose age falls between 30 and 39 years.

The potential use of Maltese speech-enabled Literacy Aids

✓ Almost 43% [180 respondents] of the survey interviewees stated that they would use Maltese literacy aids all the time. This percentage includes 47% of the respondents who fall in the 18 to 29 years and in

the 40 to 49 years age brackets. 46% [38 respondents] of those between 30 and 39 years also provided the same reply.

✓ 27.8% [117 respondents] of the respondents indicated that they would occasionally make use of Maltese literacy aids. This response was provided by 32.5% [26 respondents] and 30.5% [25 respondents] of those between 50 and 59 years and those between 30 and 39 years respectively.

✓ 25% [104 respondents] indicated that they would never make use of Maltese literacy aids. This percentage includes 27.4% [26 respondents] of those who fall in the over 60 years age category and 25.3% [21 respondents] of those who fall in the 40 to 49 years age category.

The potential use of Maltese speech-enabled Communication Aids

✓ A total of 176 respondents [41.8%] said that they would make use of Maltese speech-enabled communication aids all the time. More than 49% [40 respondents] of those aged between 18 and 29 years together with 47% [39 respondents] of those between 40 and 49 years expressed this well.

✓ Another 25% [105 respondents] of the 421 respondents indicated that they would make use of Maltese speech-enabled communication aids occasionally. This reply was given by 29.3% [24 respondents] of those aged between 30 and 39 years and by 26.3% [21 respondents] of those between 50 and 59 years of age.

✓ 25.2% [106 respondents] stated that they would never make use of Maltese speech-enabled communication aids. This percentage includes 27.5% [22 respondents] and 26.5% [22 respondents] of those who fall in the 50 to 59 years age and in the 40 to 49 years age categories respectively.

Other mentioned services which would improve if they were Maltese speech-enabled

✓ A total of 15 comments were registered by the respondents. Some of the comments included the need for: hospital and social services websites, word applications and emails to be Maltese speech-enabled. It was also suggested that Programming should be speech-enabled, eBay should feature in Maltese and speech-enabled software should be used during lessons at school to help illiterate children.
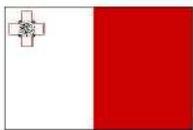
Operational Programme I - Cohesion Policy 2007-2013
Investing in Competitveness for a Better Quality of Life
Project part-financed by the European Union
European Regional Development Fund
Co-financing rate: 85% EU Funds; 15% National Funds

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