

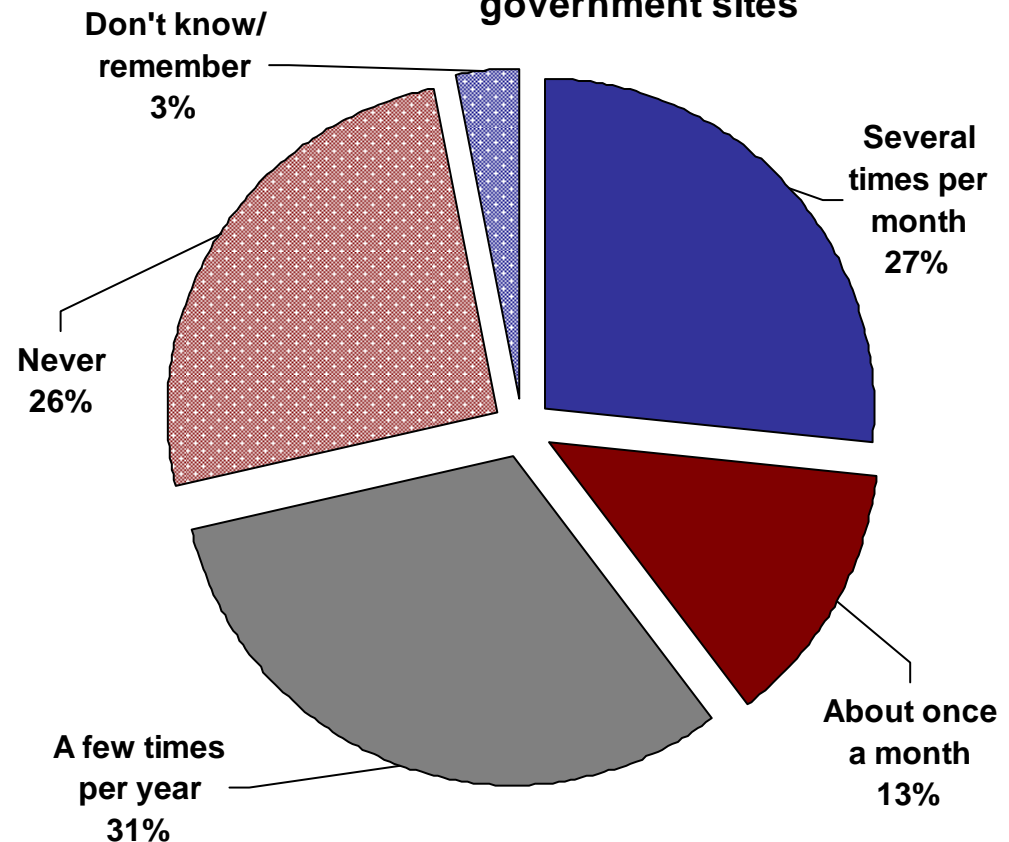


# E-Government Services

# Business Use of State Government Web Sites

- Forty-eight percent of all Tennessee businesses say they visit Tennessee state government World Wide Web sites.
- Over 70% of Internet-connected businesses report that their employees use Tennessee state government websites for business purposes, including 40% that visit these sites at least once per month.

Frequency of visiting Tennessee state government sites

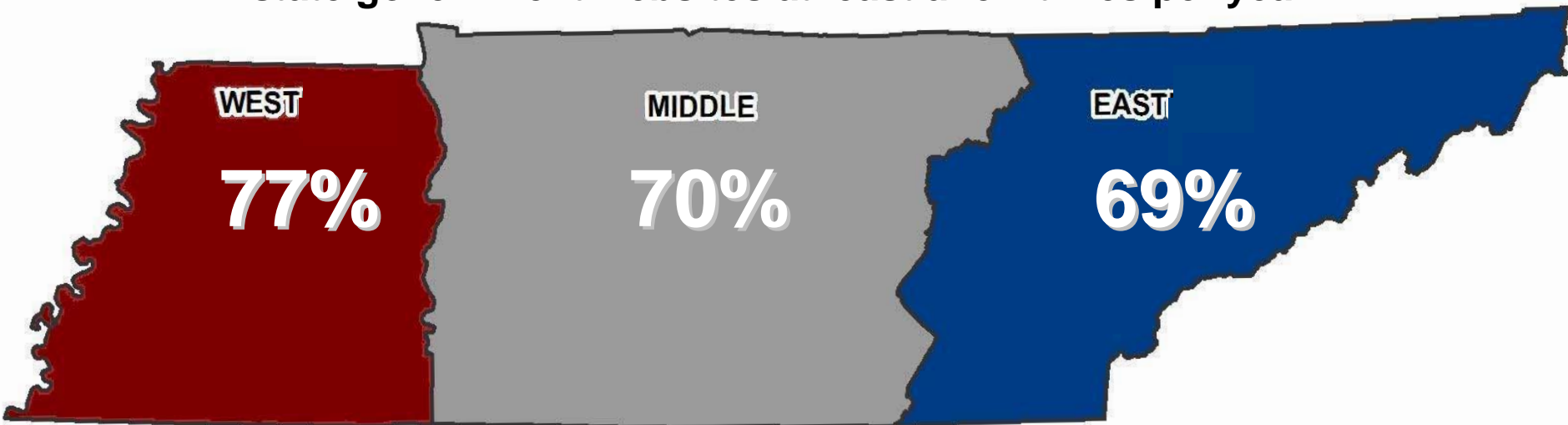


*Q: How often, if ever do employees of your company visit Tennessee state government websites for business purposes?*  
(n = 543 TN businesses that use the Internet)  
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Source: 2007 Connected Tennessee survey of businesses.  
[www.connectedtennessee.org](http://www.connectedtennessee.org)

# Use of Tennessee State Government Web Sites by Grand Division

Percent of Internet-connected Tennessee businesses that visit Tennessee state government websites at least a few times per year:



**Statewide Average: 71% of Internet-connected businesses in Tennessee have employees that visit Tennessee state government websites.**

*Q: How often, if ever, do employees of your company visit Tennessee state government Web sites for business purposes?  
(n = 542 Tennessee businesses that use the Internet)*

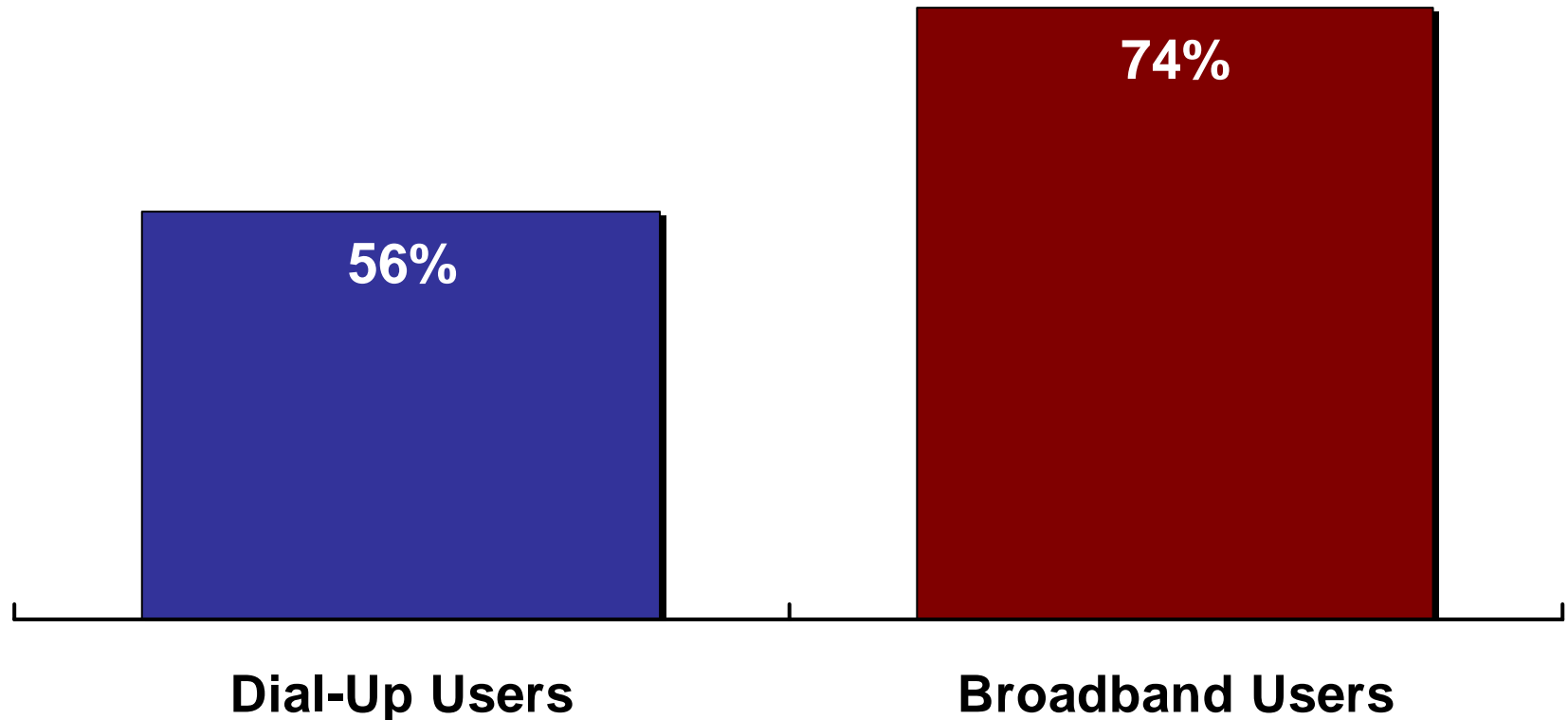
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Source: 2007 Connected Tennessee survey of businesses.



# Use of State Government Web Sites (Dial-Up versus Broadband)

Percent of Internet-connected Tennessee businesses that visit state government websites at least a few times per year:



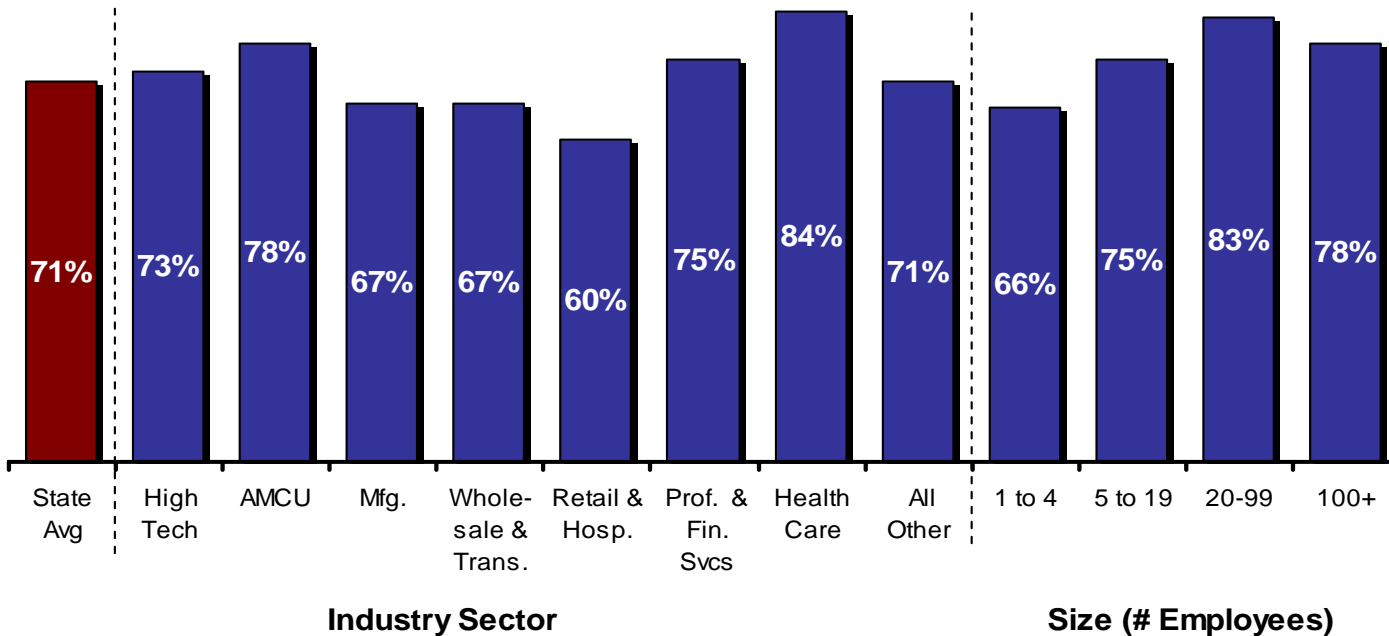
Q: How often, if ever, do employees of your company visit Tennessee state government Web sites for business purposes?  
(n = 542 Tennessee businesses that use the Internet)  
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Source: 2007 Connected Tennessee survey of businesses.  
[www.connectedtennessee.org](http://www.connectedtennessee.org)

# Use of TN Government Web Sites by Size and Sector

- Businesses in the Retail/Recreation/Food/Lodging sector are significantly less likely to use state government websites, while firms in the Healthcare sector are the most likely to visit these websites.

**Percent of Internet-connected Tennessee businesses that visit state government websites at least a few times per year:**

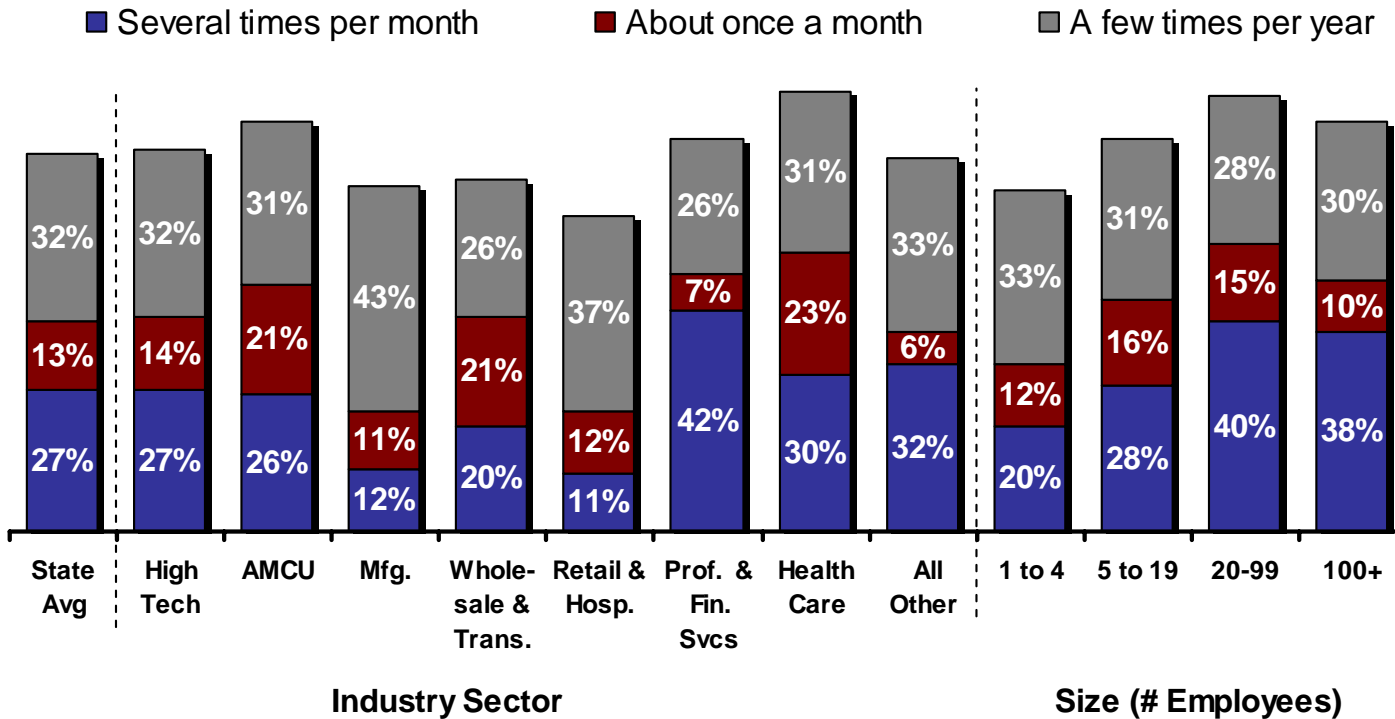


Q: How often, if ever, do employees of your company visit Tennessee state government Web sites for business purposes?  
(n = 542 Tennessee businesses that use the Internet)  
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Source: 2007 Connected Tennessee survey of businesses.  
www.connectedtennessee.org

# Use of TN Government Web Sites by Size and Sector

Businesses in the Professional/Finance sector are the most likely to use Tennessee government websites multiple times per month.



Q: How often, if ever, do employees of your company visit Tennessee state government Web sites for business purposes?  
(n = 542 Tennessee businesses that use the Internet)  
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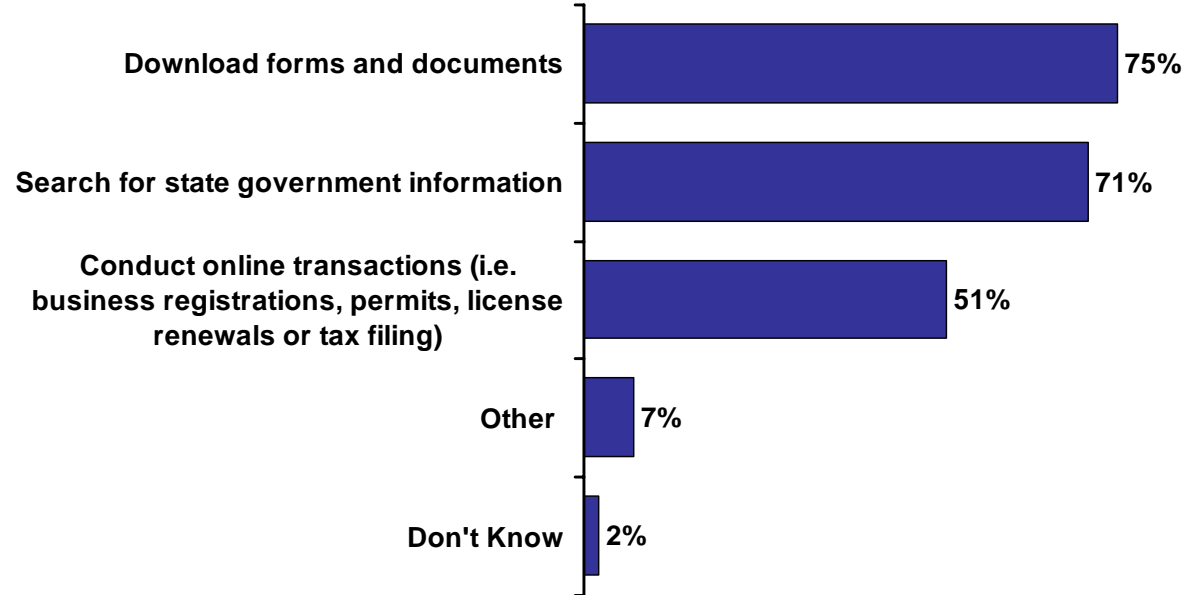
Source: 2007 Connected Tennessee survey of businesses.  
www.connectedtennessee.org



# Activities at TN Government Web Sites

- Among the Tennessee businesses whose employees access Tennessee state government websites, 75% report that their employees download forms and documents. This is the most frequently reported application.

Online State Government Applications



Q: What types of activities does your business conduct at Tennessee's state agency Web sites?  
(n = 386 TN businesses that use the state government website)  
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Source: 2007 Connected Tennessee survey of businesses.  
[www.connectedtennessee.org](http://www.connectedtennessee.org)