Study Regarding the Knowledge on IT&C

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Abstract

The present paper is presenting some statistics relating to knowledge in the field of information technology and communication. Data presented were taken following the processing of 63 questionnaires. Questionnaires have tried to include a higher sphere on IT & C knowledge of the persons interviewed, from what is known as a simple user of programs considered usual, passing over aspects of knowledge minimum hardware and ending with the e-commerce. The study revealed a basic knowledge that allow writing, technical, calculations, surf the Internet and transmitting/receiving e-mails. In other areas (accounting, databases, CAD etc.), only those who work day by day in that domain, have knowledge about the software. The situation is the same at hardware chapter, where the vast majority of persons interviewed are not interested in this type of knowledge, even though in most cases would save time and money. The situation is worse in rural areas, depriving here very often even the knowledge base. However, compared to previous years, there is a knowledge increase and a bigger interest for IT at rural level.

Keywords: IT&C, statistics.

1. Introduction

After 17 years of "Romanian" Internet, the information society is on a steady growth path. More than a decade and half of investment in ICT are bearing fruit, fuelling innovation in ICT areas and transforming the EU into a knowledge-based economy. Since 2005, the ICT sector has become increasingly driven by the expansion in the software market and relatively less by the electronic communication segment. This reflects innovation trends requiring more pervasive software products. Large sales in systems software and eBusiness applications indicate that businesses are adopting new and more mature eBusiness solutions, even if these new investments may still be limited to large companies or early adopters of advanced eBusiness solutions. Users are quickly embracing new services brought about by convergence [1].

2. Materials and methods

The study was done on a number of 63 questionnaires (35 in urban area and 28 in rural area). These questionnaires [2] contain a total of 24 questions, each with one or more variations of response. Most of the questions have a single answer, yes or no type, to achieve simple quantification and processing of the results, but there are questions with 3 or more answers and also questions with answers that must be written.
Questions cover a pretty wide area, starting from knowledge of IT & C considered basic, hardware knowledge and at the finish those concerns such as family income.

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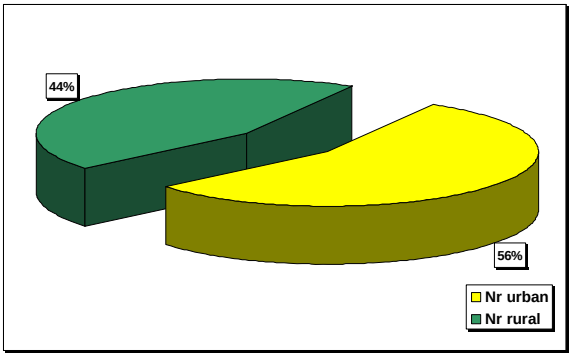
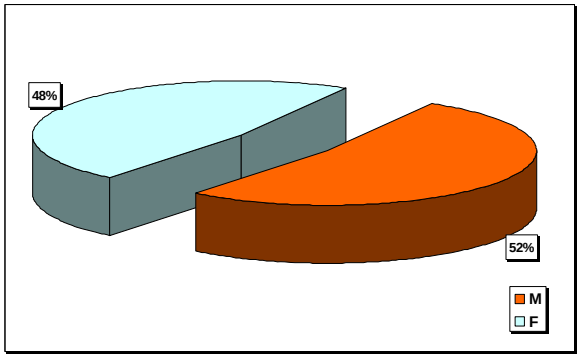


a.



b.

Figure 1. Number of respondents, urban/rural (a) and male/female (b)

3. Results and discussion

The first study was one in which we want to know the so called basic skills of the respondents. In this basic knowledge there are programs from Microsoft Office package, namely MS Word (editing), MS Excel (spreadsheet and graphical representations), MS Access (databases), PowerPoint (presentation) and MS FrontPage (web pages). As seen in Figure 1, the vast majority of respondents have editing and spreadsheet knowledge, but their number is decreasing drastically when we refer to databases or presentations. Another element that has been studied was about surfing the Internet and to know how to transfer and receive e-mail.

The situation (Figure 2) reflects a relatively good knowledge of these two elements, in both cases over half of the respondents having such knowledge.

Next we tested the knowledge of installing an operating system, and some applications, in terms of software and system, peripherals and network configuration and computing. As expected, the knowledge at these categories is much lower than in past cases. For example (figure 3), only 17 peoples know to install an operating system and 21 an application. Also, 5 people know how and what to ask for a computer configuration and 4 know how to configure a network.

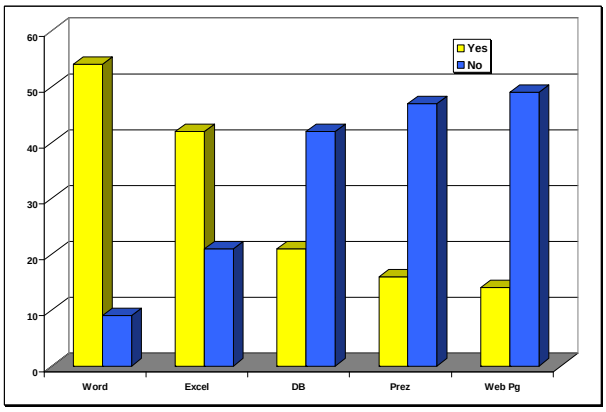


Figure 2. Basic skills of the respondents

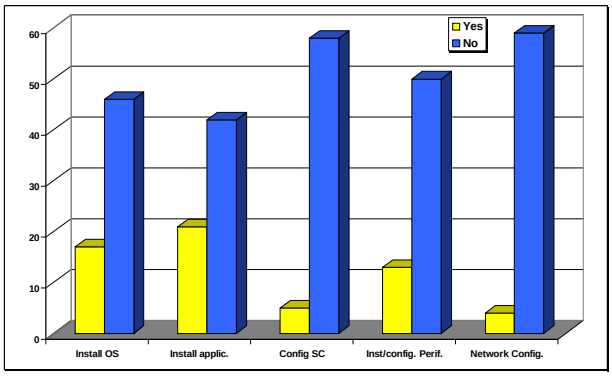


Figure 3. Other skills of the respondents

Next step was to test the knowledge of installing an operating system, installing applications and to work with all 4 basic applications from MS Office package. In this case, we have verified these skills, as well as continue, depending on respondent domicile, urban or rural.

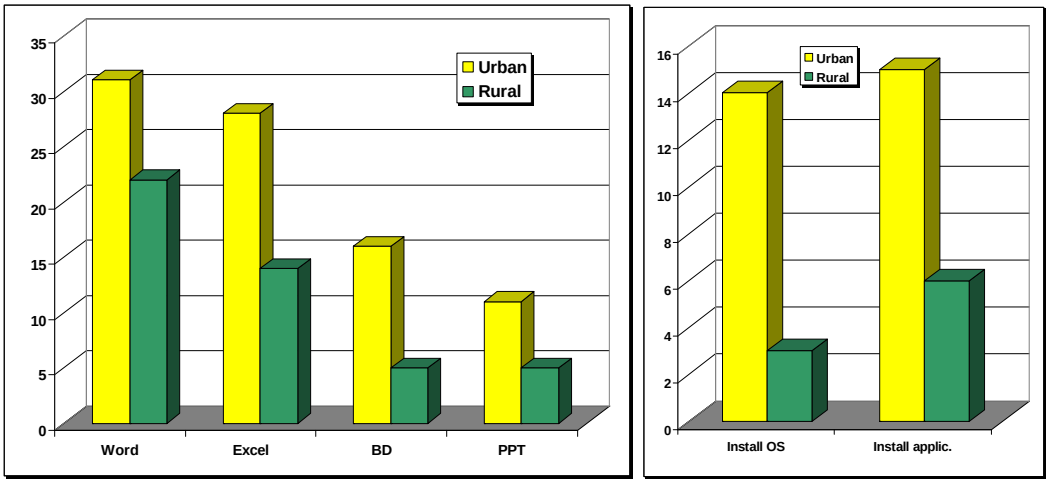


Figure 4. Urban vs. rural basic skills of the respondent

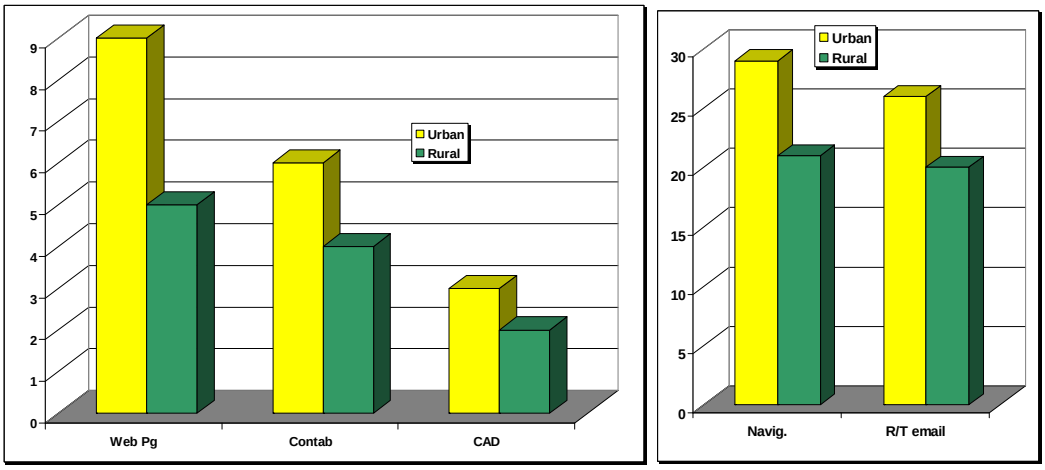


Figure 5. Urban vs. rural other areas, Internet and e-mail skills of the respondents

The situation reflects that, as expected, the great differences between urban and rural IT&C skills. For example (figure 4), a lot of people know to work with this four applications, but only 8 people can work with all 4 applications, 4 in rural area and 4 in urban area.

Regarding the navigation and e-mail use (figure 5), the situation looks better than the past year for example, 26 people in rural area, against 29 in urban area have this skill.

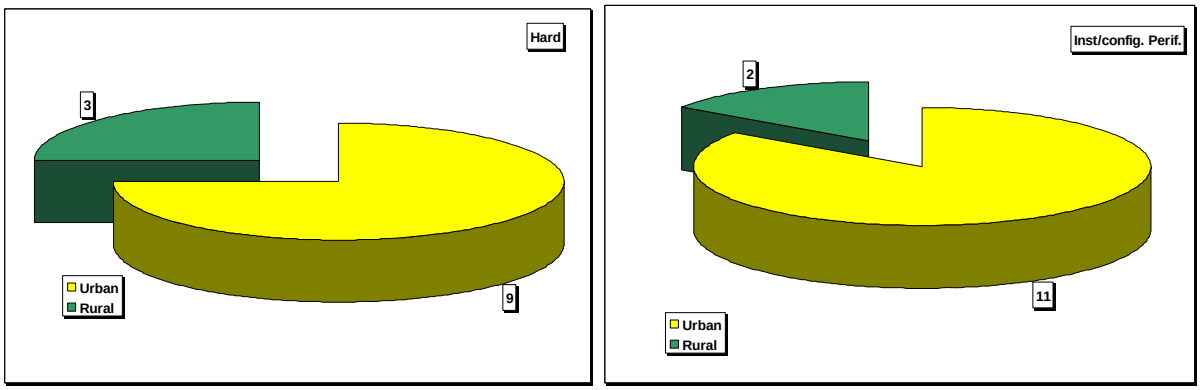


Figure 6 Urban vs. rural hardware skills of the respondents

The situation is more tragic if we refer to hardware skills, in general, especially as the situation in rural areas. As you can see (Figure 6), in rural areas, only 3 people have knowledge about hardware and only 2 on setting up a equipment.

4. Conclusions

In conclusion, the study shows a large empty knowledge in IT & C, especially in rural areas. Even if certain applications are known, the users know to work with them at a minimum level, and there is no tend to know more. The vast majority of respondents know how to work with a specific application, but when it comes to the simultaneous knowledge, the situation is not as good. The prevailing activity and knowledge are those relating to the navigation on the Internet and the transmission / reception of e-mail. The earlier situation repeats, but at much lower level if we refer to hardware knowledge.

To remedy the situation, concrete campaigns must provide information and support to persons, also, refresher courses in IT&C would raise the level of knowledge of them.

References

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