

User Productivity Group Report for 28 Mar 75

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1

Current Status

1a

14 Interviews have been completed -- 8 of these are yet to be entered into the data file.

1a1

Each interview is providing new insights in addition to reconfirmation of the same issues. Thus, several more interviews would be valuable and are planned

1a2

The interview prompt has not required revision, the current data structure appears comprehensive and valid.

1a3

Planned actions items

1b

Acquire 2 temporary hires for DEX entry, printout distribution, and phone answering to free Joan for editing,

1b1

The partial room now serving as Rita Hysmiths Office is recommended for the location of the DEX/TTY terminal area. It permits optimum access and yet provides enough isolation for effective work.

1b1a

A stopwatch is being purchased through cash advance,

1b2

A graphic arts format is being built to display/distribute the "What ARCers do to Increase DNLS performance".

1b3

A report is planned/being written which will detail those recommendations warrented by the survey of ARC staff.

1b4

User Productivity Group report for 28 Mar 75

(J32207) 28-MAR-75 13:00;;; Title: Author(s): James H. Bair/JHB;  
Distribution: /DCE( [ ACTION ] ) JCN( [ INFO-ONLY ] ) CHI( [ INFO-ONLY ]  
) RWW( [ INFO-ONLY ] ) RLL( [ INFO-ONLY ] ) MEH( [ INFO-ONLY ] ) ;  
sub-collections: SRI-ARC; Clerk: JHB; Origin: < BAIR,  
MAR28UPG-REPORT.NLS;2, >, 28-MAR-75 12:54 JHB ;;;;###;

MIKE 28-MAR-75 13:19 32208

MIKE response to GEC questionnaire on NLS

If you plan a follow-up to this, I'd like to be more actively involved.

MIKE response to GEC questionnaire on NLS

Do you consider yourself to be required to use NLS either by your supervisor or by the nature of your job? Does your job description include use of NLS?

1

It was part of my job to learn NLS, and to pass on my experiences to the group, although this didn't show up in the formal job description. I was quite excited about the opportunity to learn NLS. If someone else had been given the responsibility of exploring NLS capabilities, I would have been just excited and eager to try it out.

1a

Were you encouraged to use the system? In what ways?

2

No one really encouraged me to use the system, although it was expected that I would do so. Encouragement (or incentive in my case) was generated internally.

2a

How were you trained, introduced to the system? Was assistance readily available to you?

3

Ric Treleaven, a temporary member of Max's group, was originally in charge of NLS around here. He went out to California for an intensive one-week session with Norton et al. When he returned, he showed me how to log on and a few of the basics, and suggested that I play around with it for a few days, and then begin writing stuff on it (in my case, the first round SPRITE questionnaire). He was available most of the time if I ran into problems that I couldn't work out myself. Later "training" came in the form of one or two five-ten minute sessions with Norton, whenever he came through town. He would show me what you could do with a particular application, show me once quickly HOW to do it, and then leave, confident that I could fool around with it in my own time to learn the details, etc.

3a

Have you ever seen a demonstration of all the capabilities of NLS?

4

No, I haven't seen a demo of all the capabilities of NLS. More to the point, I don't know what all the capabilities of NLS are. Be suspicious of anyone answering this question in the affirmative.

4a

Do you know what the current capabilities are?

5

Ah ha, this is the question I answered above. No, I don't know what the current capabilities are, although I realize they are quite broad and far-ranging, probably to the extent that they surpass the needs of anyone in this group, but that probably isn't the way to look at the question of breadth. Rather, one should say that its possibilities are so broad that every one in the



MIKE response to GEC questionnaire on NLS

Group can take advantage of them by modifying the system to suit  
is own work styles and habits,

5a

Have you ever used any other similar system? For what purposes? How  
would you compare NLS to that system?

6

This is the only text editing system I have ever used. I plan to  
make use of the system operating on Bell's Honeywell computer in  
the near future.

6a

What are your feelings on the security aspects of using NLS?

7

By security, do you mean how private the files are, or how secure  
they are against accidental or intentional loss ?

7a

I have no reservations or qualms about the stuff that I have on  
the system now, and I can't remember any instances where I've  
decided not to put something on the system because of potential  
security problems, is

7b

Whenever I realize that the work I'm putting in is valuable in the  
sense that it would take a lot of my time to replace it, and that  
such replacement would be required if it were to disappear, I try  
to provide safeguards, like updating to a new version, so if the  
whole file should disappear over night, I have a backup version  
available. This is hardly fool-proof, though,

7c

To my knowledge, I have never decided not to put something on the  
system for fear that it might disappear.

7d

What types of tasks have you done remotely, either from the home or  
from another city?

8

Recognizing that the first half of the question is academic in my  
case, let's look at the second half. While out of town, I have  
used the portable terminal or a terminal in an office to do the  
following:

8a

demonstrate the system to colleagues;

8a1

check on messages from others in the group;

8a2

send messages to others in the group; typical topics include  
the following

8a3

itinerary for upcoming days or weeks;

8a3a

report on conferences or meeting just attended;

8a3b

## MIKE response to GEC questionnaire on NLS

request for work to start on something so it will be ready when I get back to town;

8a3c

linking to anyone who may be on to gossip, get caught up on misc. office news that wouldn't make it into a memos

8a4

reply to requests for information from others in the group by writing memos, etc., or by sending relevant structure through the journal system.

8a5

What are your comments on the "efficiency" of this medium?

9

what do you mean by efficiency ?

9a

This system is very good when I want to send off a quick note to one or more people, with a copy to myself as a reminder. I can't think of anything more efficient than the way TENEX plus NLS handle this.

9b

For composing documents like reports or questionnaires, it is very good. It lets you work systematically and logically, with less disruption to the train of thought if you are disrupted for a moment or two; even after a day or two, it is easier to restart if the work is on NLS than on typed or hand-written paper (probably because of the outline capability and viewspec "x").

9c

For composing drafts of letters, minutes, etc. it is equally fast. Overall efficiency here is hampered because I usually get these retyped by "one of the girls", and the go through pretty much the same process as in pre-NLS days, although the drafts may be a little easier to read now.

9d

If you include cost in your definition, I am somewhat lost, since I know this all costs a lot, but these costs are not felt by me directly; I sacrifice nothing in order to be able to use NLS.

9e

Can you recall how the same tasks were accomplished before NLS was installed?

10

For memos, I would write them out on a piece of paper and give it to the most critical person on the list of people I thought should see it. Rarely did I make memos with multiple addresses.

10a

For writing drafts of minutes, etc., I had reached the point where I was typing everything out it was over two or three paragraphs.

10a1

Are there things, new types of tasks or work modes you do now that you wouldn't or couldn't do without NLS?

11

## MIKE response to GEC questionnaire on NLS

- memos with multiple addresses, all delivered at the same time, 11a
- send drafts of reports to people for initial comments, without bothering about hard-copy formalities, 11b
- respond to requests for info in a non-real time environment; I can do it when I feel like it, at my convenience. 11c
- Keep track of my correspondence (not just letters, but all the non-trivial requests); great for reminders, memory joggers, documentation of dates, requests, etc. 11d
- Describe how you use or do not use the system in each of the following ways. Please state your reasons for doing or not doing so. 12
- For reviewing other people's work. 12a
- I don't look at other people's work on the system. Nobody in Bell ever sends me anything through the journal, and I find it difficult to browse thru others' files because the names and structure seemed designed to discourage this. 12a1
- to access journals ( the central file) 12b
- I store a lot of my own stuff in the the journal system, and use the journal addresses to look them up. 12b1
- I use the journal to look at system descriptions that are useful to something I was to know about the particular command I may be working with at the time. 12b2
- I use the journal to look at stuff that others, mostly non-Bell people have sent me. 12b3
- for information exchange ( sending messages and journal mail) 12c
- I use sendmessage for requests mostly, always with a copy to myself as a reminder. Also, the other side of this, I use it to answer requests for particular facts or info. 12c1
- I use sendmail to respond to more general questions, requiring answers over two or three paragraphs. Also, I use it to send drafts of stuff to Larry or Phil W. 12c2
- for general organization of day to day responsibilities 12d
- several times a day a look for and read messages, answering the trivial or easy ones immediately. Every one or two days, I do an automatic routine which takes all the messages since the

MIKE response to GEC questionnaire on NLS

routine was last run, brings them into NLS, reformats them sorts them, and puts them into a branch with the month label on it. It also takes all the messages i've sent, sorts them according to who they went to, and puts those in another branch with the current month on it. I find this extremely useful in keeping track on what I'm supposed to be doing,

12d1

writing and editing reports on the system

12e

I'm not sure what you want here; surely you don't want me to tell you how I write reports on the system? I just write them.....maybe make an outline first, then fill it in,

12e1

editing reports written off the system

12f

Nope, don't use it for this.

12f1

For what purposes did you expect to use Englebart before you first used the system, e.g., writing reports at the terminal, composing and storing copies of memos?

13

I thought it's use would be mainly as an aid to writing reports and getting feedback on them from other members of the group. I also foresaw some use of the calculator. I don't remember if I ever foresaw myself using the mouse and keyset in dnl.

13a

Describe the functions that you are using the system for at present.

14

to access journals ( the central file)

14a

I store a lot of my own stuff in the the journal system, and use the journal addresses to look them up,

14a1

I use the journal to look at system descriptions that are useful to something I was to know about the particular command I ma be working wth at the time,

14a2

I use the journal to look at stuff that others, mostly non-Bell people have sent me,

14a3

for information exchange ( sending messages and journal mail)

14b

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14b1

I use sendmail to respond to more general questions, requiring answers over two or three paragraphs. Also, I use it to send drafts of stuff to Larry or Phil W,

14b2

MIKE response to GEC questionnaire on NLS

for general organization of day to day responsibilities 14c

Several times a day a look for and read messages, answering the trivial or easy ones immediately. Every one or two days, I do an automatic routine which takes all the messages since the routine was last run, brings them into NLS, reformats them sorts them, and puts them into a branch with the month label on it. It also takes all the messages i've sent, sorts them according to who they went to, and puts those in another branch with the current month on it. I find this extremely useful is keeping track on what I'm supposed to be doing. 14c1

writing and editing reports on the system 14d

I'm not sure what you want here; surely you don't want me to tell you how I write reports on the system? I just write them.....maybe make an outline first, then fill it in. 14d1

For what purposes do you expect to use the system once we are on full time and your general familiarity with the commands increases? 15

What percent of the time during a working day do you expect to be using the system once we are on full time and your familiarity with the system increases? 15

Can't answer because I don't know the meaning of some of the terms: 16a

a working day 16a1

once we are one full time 16a2

Generally, I think each of us will find it increasingly difficult to use the system as our individual proficiencies increase. The alternative will be up to the particular individual; either reduce his/her dependence on the system by moving away from it, or start modifying his/her work style/ work hours to suit the system's. I will chose the latter course. 16b

For what purposes do you expect the other group members to use the system once we are on full time and general familiarity with the commands has increased? 17

Again, I think you have something specific in mind when you say "full time". 17a

I think the experiences of the other people in the group would come to match mine, if they were to have enough time to use the

MIKE response to GEC questionnaire on NLS

system. I don't think that any of us will become really proficient at DNLS. 17b

For what purposes did you expect the other group members to use the system before you first used it yourself? 18

For purposes similar to those I know use it: 18a

to access journals ( the central file) 18a1

I store a lot of my own stuff in the the journal system, and use the journal addresses to look them up. 18a1a

I use the journal to look at system descriptions that are useful to something I was to know about the particular command I ma be working wth at the time. 18a1b

I use the journal to look at stuff that others, mostly non-Bell people have sent me. 18a1c

for information exchange ( sending messages and journal mail) 18a2

I use sendmessage for requests mostly, always with a copy to myself as a reminder. Also, the otherside of this, I use it to answer requsts for particular facts or info. 18a2a

I use sendmail to respond to more general questions, requiring answers over two or three paragraphs. Also, I use it to send drafts of stuff to Larry or Phil W. 18a2b

for general organization of day to day responsibilities 18a3

Several times a day a look for and read messages, answering the trivial or easy ones immediately. Every one or two days, I do an automatic routine which takes all the messages since the routine was last run, brings them into NLS, reformats them sorts them, and puts them into a branch with the month label on it. It also takes all the messages i've sent, sorts them according to who they went to, and puts those in another brancch with the current month on it. I find this extremely useful is keeping track on what I'm supposed to be doing. 18a3a

writing and editing reports on the system 18a4

I'm not sure what you want here; surely you don't want me to tell you how I write reports on the system? I just write them.....maybe make an outline first, then fill it in. 18a4a



## MIKE response to GEC questionnaire on NLS

What are the advantages of the system over previous methods used by you to carry out your duties, e.g., what can you omit from your activities now that you use the system? 19

I can keep Larry better informed of what I'm doing, yet not keep him tied up. 19a

I can work anytime I please, using the printer and xerox machine to do most of my "clerical" -dependent routines. 19b

I can keep my correspondence (major and minor) better organized. 19c

What are the disadvantages of the system over previous methods used by you to carry out your duties? 20

There's a lot of overhead that I've had to absorb as part of looking after the introduction of this thing. Some of it's been fun, other parts dull, still others, exasperating; but in all cases, it has cut into the time which I could be allocating for other responsibilities. 20a

I can think of no disadvantages of NLS compared to the way I used to work. I suppose that some will point out that we are in many aspects slaves of the machine, but I don't mind working odd hours and off-days, rather enjoy the change of routine, actually. 20b

Do you have any general comments you would like to make about Englebart or the evaluation process? 21

Comments about this questionnaire. I think you should have gone over it with me first; some of the language seems a little loose (not in the "loose woman" sense), and there are a lot of areas that you assume will be brought out by the respondents, but will probably not be. I would have liked to have seen more multiple choice questions on particular aspects of nls. 21a

Anyway, thanks for doing a job that everyone around here has been putting off for months and months.. I didn't mean to sound ungrateful. 21b



MIKE response to GEC questionnaire on NLS

(J32208) 28-MAR-75 13:19;;; Title: Author(s): Michael T.  
Bedford/MIKE; Distribution: /GCE( [ ACTION ] ) LHD( [ INFO-ONLY ] ) ;  
Sub-Collections: NIC; Clerk: MIKE;

this is a file to play games with, the data contained herein exists  
solely for teaching and demo purposes, .

1

this is just another paragraph. it will be nice to use for adding  
text, deleting words, changing data content etc.

2

lets have another para.

3

fmore,inish it up right here, tra la la la.

4

this paragraph added the day following the day this file was created,  
i will now do an update of this modification.

5

(J32209) 28-MAR-75 13:45;;; Title: Author(s): Patrick W.  
Foley/PWF2; Sub-Collections: NIC; Clerk: PWF2; Origin: <  
DSDC-SC, TEACHUHLIR.NLS;6, >, 28-MAR-75 13:24 PWF2 ;;;;###;

## Facilities for ARC people in Washington area

Jeanne Beck & Rita Hysmith have been assigned an office at SRI-wash. The office is Room numbers 517 and 519 (which at the present time are being converted into one large office, which can easily accommodate a workstation and a small audience), completely private, and the telephone number is (703)524-2053 ext. 247 and 398 (these extensions are subject to change). This office can be used by all Org. 750 people. All mail & other materials for Applications people in Washington (for RH or JMB etc). should be mailed c/o Hysmith or Beck to the Washington office via the SRI interoffice mail pouch.

1

Any APP and other ORG 750 menlo people traveling in the Washington area can receive telephone messages through the Washington office; you should notify the office, specifically stating that Rita Hysmith is your contact (this will insure receiving your messages). When Rita is in Washington, she can be reached at that office; but Jeanne is more often located at ARPA--telephone (202) 694-3510 or -3506.

2

A collection of ARC documentation is available in the SRI office, and we also have a TI there. We are not set up for DNLS, however, except there are a large monitor and a leased telephone line that is connected to the MITRE TIP. Hopefully we could complete a DNLS workstation there in the future for demos by ARC-APP people. It would be much less awkward for demos for several visitors than ARPA is. At ARPA, the room in Connie McLindon's area containing the lineprocessor station is the workplace for 3 people and a passageway for 2 others; therefore most demos crowd ARPA's work. The office at SRI would be more accessible and private and would be more an SRI effort, not an ARPA effort. In other words, visitors would be seeing a demonstration of SRI-ARC's technology, not ARPA's (granted, prospective clients like to see "current" clients at work). Demonstrations could be scheduled at our and our prospective future client's convenience, not ARPA's (and the feeling at ARPA is that no demos are convenient).

3

Facilities for ARC people in Washington area

(J32210) 28-MAR-75 14:10;;; Title: Author(s): Jeanne M. Beck, Rita Hysmith/JMB RH; Distribution: /MEH( [ ACTION ] ) JCN( [ ACTION ] will there be an opportunity to get DNLS equipment at SRI-WDC?) RLL( [ ACTION ] Connie told me later that she found the demo & discussions that Friday awkward--let's push for DNLS equipment at SRI-WDC) ARC-APP( [ INFO-ONLY ] ) ; Sub-Collections: SRI-ARC ARC-APP; Clerk: JMB;

MIKE 28-MAR-75 14:59 32211

draft of letter to Meagher with third cheque

I don't know whether she's got ay more work for us or not. If not, I'll delete the stuff about improving the quality of the typing that she sends us.

draft of letter to Meagher with third cheque

Ms. Elaine Meagher  
4107 Chester Avenue  
Apartment 4H  
Philadelphia, Pennsylvania  
United States 19104

1

Dear Elaine:

2

Thanks for the paper "Role of Television in Education".

3

As always, please excuse my delay in getting back to you. My own crowded schedule, plus delays inherent in I.C.M.'s processing these cheques may have started getting on your nerves,

4

The paper looks great; we have already added fifty copies of it to the shelf full of Business Planning Papers dedicated to your works. I have enclosed three copies for your own use, and will be happy to send further copies if necessary. (You will notice that we printed directly from your typed copy, rather than typing at this end before printing. As we would like to continue this procedure, would you investigate what extra time or expense is involved in producing a darker, more-suitable-for-printing version of your papers ?

5

We were all pleased to hear that the course work is finished; it does seem like a short time. I hope you'll drop in to visit when you're back in Montreal. Once again, thanks for your fine contribution.

6

Yours sincerely,  
L.H. Staff Supervisor- Business Planning

7



MIKE 28-MAR-75 14:59 32211

draft of letter to Meagher with third cheque

(J32211) 28-MAR-75 14:59;;; Title: Author(s): Michael T.  
Bedford/MIKE; Distribution: /LHD( [ ACTION ] ); Sub-Collections: NIC;  
Clerk: MIKE;

Printing more than 63 lines on a page using the TYCOM or the TermiNet  
300

There is a file in my directory called TEST (I will set the protection in TENEX to 777777). In it I have QPD's BM=90 and YMAX=98 among others. My USEROPTIONS Printoptions have been set to Bottom Margin 85 and page Size 95. I log on either a TYCOM or a TermiNet and in TENEX set the length of the page to 90. Then I output to terminal, using form feeds and stopping at page end. Invariably the terminal prints the first 63 lines and numbers the page and stops. The second page does the same thing. The same thing happens on Bobbie Carrier's file IEEE. I have yet to send it to the lineprinter to see what happens, but really I don't care. If we can't get the file out on the TYCOM we're lost. I am completely stumped and am sending this only to help you eliminate false starts. HELP!!!

1

Printing more than 63 lines on a page using the TYCOM or the TermiNet  
300

(J32212) 28-MAR-75 15:09;;; Title: Author(s): Edmund J.  
Kennedy/EJK; Distribution: /DVN( [ ACTION ] ) DLS( [ ACTION ] ) JLM( [  
INFO-ONLY ] ) RJC( [ INFO-ONLY ] ) ; Sub-Collections: RADC; Clerk: EJK;

## Character size setting commands

Whilst using DNLS with Susan helping me, I was trying all those commands which the HELP system said were DNLS-only. However the Set Character size and Reset Character size commands caused the loss of the display in the window and at one instance caused the changing of viewspecs to zero levels. Thus it appears these commands are no longer supported with Line Processors? If so it would be useful to have that information displayed on execution of the command - or at least in the HELP system output.

Character size setting commands

(J32213) 28-MAR-75 15:11;;; Title: Author(s): Keith McCloghrie/KM;  
Distribution: /FEED( [ ACTION ] ) KM( [ INFO-ONLY ] ) SGR( [ INFO-ONLY ]  
); Sub=Collections: NIC; Clerk: KM;

Comments on Entertainment by Question No. (000 thru 059)

- (000-102-00) General movement away from movie theatres toward home T.V. viewing indicated. 1
- (000-109-00) The system designers and questionnaire participants alike are obsessed with the programs and ignore the effects of the media as such. 2
- (000-111-00) I can't remember my answers to the first questionnaire. These may be the same or very different - I find many of the questions difficult to interpret. 3
- (000-111-05) Welfare workers have a different concept of the service. 4
- (000-132-00) Agree with mean, I just wouldn't pay. 5
- (000-205-00) exactly! 6
- (000-205-01) In trying to analyse these results I can't help wondering if all the groups had an equal number of respondents (ie. "Welfare workers" and "Researchers"). 7
- (000-205-04) Also some groups seem to be "city (big!) oriented" (again welfare workers and students). 8
- (000-205-05) Also some groups seem to be "city (big!) oriented" (again welfare workers and students.). 9
- (000-205-05) In trying to analyse these results I can't help wondering if all the groups had an equal number of respondents (ie. "Welfare workers" and "Researches",) 10
- (001-109-00) (a) Educators obsessed with "program content" fail to anticipate psychic effects of new medium unconsciously recognized and indicated by consumer preference. 11
- (001-111-02) The educators are more middle-brow or lazy. 12
- (001-201-50) More selective demand by educators? 13
- (001-203-02) Perhaps your "educator" group is an ETO group predominantly? 14
- (001-203-03) Perhaps for "consumers" part of the fun in seeing a movie at a theatre is going out. 15
- (001-307-40) Much will depend on whether the system remains commercially based, I will not watch a movie on a commercial station, for instance. 16

Comments on Entertainment by Question No. (000 thru 059)

- (001-620-06) Amen to the housewives' comment,  
 \*\* I presume this will be respectable entertainment and no  
 "X-rated" trash. 17
- (002-101-00) Main point is that a market mechanism will exist which  
 will allow each user group to obtain what they want and are willing  
 to pay for. So each group may define its own quality dimension. 18
- (002-102-00) We are into the Censorship question here, Presumably  
 there would be no problem as long as viewers were warned in advance  
 about content. 19
- (002-102-06) Poor quality programs can also carry 'U-ratings'.  
 \*\* I presume this will be respectable entertainment and no  
 "X-Rated" trash. 20
- (002-109-00) Variety is the spice of all media - unlimited variety of  
 programs, and many modes of presentation, available upon demand at  
 users convenience. 21
- (002-110-00) Quality need not be higher but certainly more tailored  
 to specific audiences for specific 22
- (002-111-00) Until the costs are such that catering for a variety of  
 more specialized interests is possible, the service is unlikely to  
 penetrate. 23
- (002-113-00) Accept the concept of cross-subsidy, just like libraries,  
 where good books are stored for small numbers of readers whereas  
 "popular" books may be on loan all the time, let popular programs  
 subsidize the "high brow" programs. 24
- (002-115-00) I presume you are referring to quality of content, in  
 which case the degree of quality will be dictated eventually by the  
 tastes of the buyers unless there is control from a regulatory body.  
 Quality however is not necessarily incompatible with mass audience. 25
- (002-116-00) This is not the only problem, as the plight of urban  
 cable TV companies indicates. I submit that entertainment-on-demand-  
 would be self-censored (as TV presently is) and not very profitable.  
 The only exception will be sports. But there will be much consumer  
 resistance from sports fans to having to pay for what they formerly  
 received "free". 26
- (002-118-00) Follow the European model of offering 2 or more types of  
 programming (e.g., BBC1 and BBC2 T.V. in Britain). Offer superior  
 programming on a payifg;8v asBS in U.S. I would be willing to pay to  
 escape the current fare. 27



Comments on Entertainment by Question No. (000 thru 059)

- (002-119-00) As a commercial enterprise, the producer will produce what he thinks will sell, whether he is right or not. The public will be continued to be treated in bul. 28
- (002-120-00) Quality is not important as evidenced by the success of the "Babe Blue Movies" in Toronto on Friday nights. The only important considerations are a) what sells b) what the courts consider to be Pornography. 29
- (002-122-00) Both demands will be fed. 30
- (002-124-00) I see no likelihood of success if the programming mirrors that of commercial TV. I would thus assume that a significant "high brow" component must exist, not "mod" or "beat", but good solid quality such as the BBC Masterpiece Theater, etc. 31
- (002-132-00) Clearly, "blue-movies" would be attractive. A great deal will depend upon the forces behind the presentations - Quality is not necessarily high brow. Sesame Street, VW ads of the late 60's - there will be a greater demand for quality in this sense or the audience won't pay - result - it will die or go very high brow. 32
- (002-135-00) Quality must remain high. 33
- (002-135-03) People will pay for good quality.  
 \*\* Important for my involvement; for widespread use a quality range would ensure success. Porno in the home would sell well (with non-specific billing). 34
- (002-135-03) There is plenty of trash now for those who must watch that kind.  
 \*\* Given the fact that taste to date has virtually no relevance to what is programmed, the North American homo sapiens must be totally immune by now. 35
- (002-141-00) "Quality" is too emotional a phrase. I think that these systems will create a more experimental type of viewing. This will include both "X-rated trash" and "high-brow" material, depending upon the current attitude of the viewer. Hence, all forms of entertainment will gain wider audience. 36
- (002-201-00) Multi-channel access. Some subsidy to less popular, but cultural areas. Porno could be very big. 37
- (002-203-00) I see no resolution to the problem under present economic policies and because the current TV viewers have accepted some pretty poor TV programs. As society becomes technologically "harder" I hope creative home crafts will increase (eg. ceramics,

Comments on Entertainment by Question No. (000 thru 059)

- painting etc.,) until this period is reached viewers habits and demands will not change, 38
- (002-205-02) If individual has control of the programming reception, he would therefore have choice of quality and variety,  
 \*\* If individual has control of the programming, he would also have choice of quality and variety, 39
- (002-205-06) Qualitative and subjective remark: seless!  
 \*\* I presume this will be respectable entertainment and no "X-Rated" trash, 40
- (002-212-00) Free enterprise,  
 \*\* Do You have any thoughts on how this apparently two-edged problem will be resolved? 41
- (002-212-02) Only if enough "individuals" make a particular type of program economically feasible,  
 \*\* If individual has control of the programming, he would also have choice of quality and variety, 42
- (002-213-00) Quality may be defined as a variety of "good" programs. The high core of super quality may well be off set by a variety of "good" mass audience produced materials, 43
- (002-213-02) Agree - also answers housewife concern,  
 \*\* If the individual has control of the programming, he would also have choice of quality and variety, 44
- (002-213-03) Consumers of the type described appear to be acting as a group not as individuals familiar, 45
- (002-216-00) I think it is important to have a full range of choice - porno for some, soap opera for others, "high brow" entertainment for still others, etc. Hopefully each, in its way, should be of high quality, but in a service offering something for every taste there is no room for cultural censorship. Quality should not be confused with individual taste in program content. Bad acting or production is bad whether it is in Shakespeare, musical comedy or soap opera. Actually, much of modern TV shows a much higher standard of acting and production than the classical movies, even if the plots and situations are frequently banal, 46
- (002-218-00) Hopefully one could have a fully switched system and dial up whatever film or videorecording of whatever "quality" or kind one wants from a very large library say 10 to the sixth items, 47
- (002-301-00) By market forces, presumably a market which is somewhat different from the commercial markets. 48

## Comments on Entertainment by Question No. (000 thru 059)

- (002-302-00) You need a mass audience. There is no necessary conflict between mass and quality. Shows like "Civilization" on T.V. have had high ratings. 49
- (002-303-03) I agree with the consumerist  
 \*\* Given the fact that taste to date has virtually no relevance to what is programmed, the North American homo sapiens must be totally immune by now. 50
- (002-305-00) I wonder if it really is a 2-edged problem. The description calls for wide variety. This should appeal to any taste. To have any market at all it will have to be an alternative to T.V. as now available. In effect massiveness of the market is achieved by hitting users with a flexibility that TV cannot achieve, thus expanding numbers. The question of "trash" is probably more difficult in that many will object to the kids dialing up porno. 51
- (002-305-00) Traditional television programming is not, in my view, as bad as it is fashionable to all. It is perfectly suited to the repose required after a tough day. 52
- (002-504-00) To be true entertainment on-demand everything from "sesame street" to X-rated "trash" must be available. The viewer has the choice of what to watch; his or her hands are not tied. Everything must be programmed. 53
- (002-505-00) The programming will involve an assorted variety and quality of programs. This way people will be able to watch anything they wish to, including so called trash. 54
- (002-607-02) I agree with the Educator, the individual would have his choice.  
 \*\* If individual has control of the programming, he would also have choice of quality and variety. 55
- (002-608-00) The solution seems to lie in presenting good quality programming which has mass appeal and is not simply repetitions of American series. This is not impossible, as proven by some of the B.B.C. efforts, First Person Singular, Etc. 56
- (002-612-00) No, but the programming would have to be with family viewing. If these X-rated things are to be shown it should be at a late hour where young children would not be viewing it. 57
- (003-109-00) (c) Direct vs mediated experience highlighted by housewife and consumer. 58
- (005-201-50) Your error? 59

Comments on Entertainment by Question No. (000 thru 059)

- (006-109-00) (f) Researcher is "catching on" to the effects of media, whereas educator remains motivated somnambulist. 60
- (006-132-00) If you don't get "grabbed" by poetry there is no substitution. 61
- (006-305-00) This may be accounted for by my being in a small town where the live version tend, except for tours of larger units, to be a bit weak. 62
- (008-109-00) "Quality" determined by whom? Enriched by diversity not uniformity. 63
- (008-119-50) Television has developed in spite of a poor product. 64
- (008-203-05) Welfare may be thinking of "upgrading" their clients? 65
- (009-132-00) A lot of people still like junk - depends on price but I would tend to shift with the group. 66
- (010-109-00) Use will depend on cost of service, choice of programs, and mode of presentation. 67
- (010-132-00) I just don't like Television!! Books are great and there are so many other things to do. 68
- (010-141-20) Institutional and market factors will slow down development. 69
- (010-305-00) Undisciplined optimism! 70
- (011-106-00) This is a much different question. There should be "decrease" columns. 71
- (011-109-00) Assuming increased time available, to consciously offset the effects of TV or film or reading by increased participation in sports and discussion groups and "live" shows. 72
- (011-111-00) Can't see how this question helps. 73
- (011-115-00) This service may increase the interest of some viewers in these other activities. 74
- (011-116-00) I think you have still asked the wrong question, Sny not ask "How often do you and/or your family participate in the following?" 75
- (011-130-00) Such availability seems hardly more than now exists except for the fact of travel time to the activities. Nevertheless,

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- the "outing" character of most of these activities is important, especially as for "family" activity (such as going to the football game, complete with Hot Dogs, et al, for the Children. It does not seem likely that significant increases in trend allotted to activity types will in fact occur, on average. 76
- (011-132-00) I see a tendency to certain programmes being attractive but over all no change either in substitution or increased activity. We are, already, quite active. 77
- (011-135-00) It is presumed that proper programming might stimulate viewer into doing additional reading or attending live presentations. 78
- (011-141-00) I'm more confused with this wording than the substitution wording - c'est la guerre mike. 79
- (011-205-00) I think your first wording was better and more accurate. 80
- (011-205-00) What about "decrease" in the activities listed. I assume 0% means no change! 81
- (011-208-00) The question was less ambiguous in Round I. I can't answer this question this time because there is a redundancy in the question. 82
- (011-212-10) As this new service would be in direct competition with present activities, it is unlikely that the new service would promote any increase in time spent on present activities. It could only result in a decrease. 83
- (011-216-00) I had more "problems" with this question. If I can predict any effect on my present habits, I can certainly not measure it as finely as a few percent. Hence in the only case where I anticipate any effect at all I have had to mark "over 20%", which means that for every five present "events" one more would be added if this service were available. (Incidentally, I take this to mean "involvement in activities provided by this service, equivalent to those listed"). 84
- (011-301-00) Confusion worse compounded. Presumably the time I spend viewing this service is time taken away from these other activities. So what does this question mean? 85
- (011-305-00) Some of the increases would be indirect in the sense that the "canned" material would liven an area of interest, especially as related to children. 86
- (011-504-00) If such entertainment could be enjoyed in the home, thereby decreasing considerably travelling time, costs, etc, any

Comments on Entertainment by Question No. (000 thru 059)

- entertainment which involves more than rising to turn on the television would be extensively substituted. 87
- (011-602-00) The "substitute" question made much more sense than this one. 88
- (011-604-00) I take this to mean that I would see more motion pictures and live drama using this service than I do now. And I would. The family's involvement in the other 4 areas would probably decrease as a result. 89
- (011-607-00) I think this service would increase my family's involvement up to a point. 90
- (011-612-00) Our family seldom goes to movie theatres so we would see most of this on T.V. Our spectator sports would be all seen on T.V. 91
- (050-102-00) People generally seem content with the % of liesure time they are used to. Note that there are no Housewives and no Researchers with extreme views. 92
- (050-106-00) Majority feel only a slight increase. This trends to indicate this question should not be pursued further. 93
- (050-106-00) No. The savings would go beyond commuting time. For example, the news servie might make it easier to go through the news, saving time there. 94
- (050-106-00) The definition is suitable. My answers wouldn't change. 95
- (050-106-00) The services might cause me to work more at home - decrease the difference between work-time and leisure-time activities. 96
- (050-109-00) Depends whether system designed for maximum Convenience of banker or depositor; conflicting needs for oral orders vs written records. 97
- (050-111-00) Some of the time saved may be spent at work. Life might become less stressful (travel wear and tear) or more stressful (was reinforcement). 98
- (050-111-00) You must define "leisure time" bearing in mind why you ask questions such as this. At present I can't see its usefulness; more leisure may be valued psitively or negatively, presumably it's intended as a component in some "quality of life" concept. 99
- (050-111-01) Both are valid because people differ.  
 \*\* Banking per se takes probably no more than 30 minutes per month;



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the time taken to make a purchase "automatically" would probably increase, 100

(050-111-06) Both are valid because people differ.

\*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service. 101

(050-113-00) It may increase efficiency of knowledge work and thereby reduce the number of hours worked, 102

(050-113-00) Leisure = time available to do all things not directly related to the job, (e.g. reading a report at home, in one's "spare time" is work, not leisure), (I used this definition when answering the questions.) 103

(050-113-01) Obligation towards whom?

\*\* It of course depends on what one means by "leisure". Let's just say that leisure (or play) is something that one is not obliged to do and that the opposite (work) is that which one is obliged to do. 104

(050-115-01) I agree with the housewife, Has the above researcher ever experienced waiting in a line at a department store while two or three people in front of you are using credit card cheques or cashing a social security cheque? I doubt very much that an "automatic" purchase would be slower on the average.

\*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase. 105

(050-115-02) I agree with this.

\*\* All these services would probably increase my efficiency at doing things, I am already doing without necessarily changing the distribution of my activities. 106

(050-115-06) I agree with the housewife, Has the above researcher ever experienced waiting in a line at a department store while two or three people in front of you are using credit card cheques or cashing a social security cheque? I doubt very much that an "automatic" purchase would be slower on the average.

\*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills, save money on stamps, writing of cheques, this cost could be used towards computer service. 107

(050-116-00) There are major social class differences in "banking". Poor people who have to wait in line to buy things like money orders and foodstamps spend more time "banking" than middle class people need to. 108



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(050-116-04) I agree, the students' response indicate a naivety about work, 109

(050-119-00) More efficient operation could lead to a shorter work week. That is if it would be more efficient. 110

(050-119-00) Perhaps leisure saturation can take place and then it would better to refer to available time for other than life maintenance and work. 111

(050-120-00) No, this definition is more suitable. I teach part-time but I don't see it as earning a living. it is a fun thing which I do to fill my "leisure hours". 112

(050-120-06) I support the position of the housewife. Banking may take no more than 60 minutes a month but that figure could certainly be trimmed somewhat through the use of Remote Banking.  
 \*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service. 113

(050-123-00) Productivity Incentive: The Remote Work Center concept might precipitate a shift away from measuring time spent at the office to direct measurement of work output. Productivity might jump if knowledge workers were paid on a piece rate basis much like independent consultants and freelance writers. The more productive workers would therefore enjoy more money and more leisure time. 114

(050-123-00) The distinction between leisure and work is getting more difficult to discern, especially out of the context of traditional middle-class lifestyles. Many middle aged workers are moving into second careers more related to the hobbies and leisure time interest. There is a heightened emphasis on job satisfaction which is often traded off against money as a service of job remuneration. 115

(050-123-01) I would also have to agree with the researcher's comment above. Even now I do most of my banking by mail or telephone. The only times I go to the bank is for getting cash. Even, then I generally don't go to the bank but to a supermarket or other retail establishment which will cash my checks without all the hassle of a bank. I have my employer deposit my check directly into my savings and checking accounts. So who need all these electronic, frills? Only the banks themselves not the public!

\*\* Banking per se takes probably no more than 30 minutes per month, the time taken to make a purchase "automatically" would probably increase. 116

(050-124-01) This definition of banking is doubtless far too narrow, thus the 30 minute/mo. figure. Banking should include time involved

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in all non-trivial purchases and transactions.

\*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase.

117

(050-132-00) No - this was basically my assumption as to the definition.

118

(050-132-00) The RWC would also contribute to increased leisure through more work being accomplished faster in many areas of life (ie, the non-thing areas such as manufacturing). Therefore it is likely that more time would be available for leisure activities.

119

(050-132-06) The housewife appears in part to be talking about remote shopping. Obviously the two areas intersect to some degree ie, for major purchases.

\*\* This would save time - no more payday lineups, etc.; also, no special trip out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service.

120

(050-141-00) Still a problem area as different individuals would define various activities as "essential" while others would consider them to be leisure pursuits.

121

(050-141-00) This would be combined with truly "flexible hours" so that personal and work schedules would be melded together in a fashion best suited to the individual. Hence work and leisure might be divided up in varying patterns over a day or week etc. This would create better utilization of leisure time.

122

(050-201-00) Historically, the time required for human functioning is not changed by technology. See a review of a book on this topic in Science in the last couple of months.

123

(050-203-00) "Leisure time" is more a psychological defn than a linguistic one.

124

(050-203-00) Leisure time is when my faily force me to take them for a vacation. I find it hard to distinguish between leisure and what other people call work. I wish we could make everyone's job as interesting as mine.

125

(050-203-01) The researcher's wife does most of the banking and spending!

\*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase.

126

(050-203-02) Agree

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- \*\* All these services would probably increase my efficiency at doing things I am already doing without necessarily changing the distribution of my activities. 127
- (050-203-06) There are many indirect activities which could be handled as the housewife has pointed out.
- \*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service. 128
- (050-205-00) Other savings in the areas mentioned - transportation, parking, etc. 129
- (050-205-00) Things might become as efficient and interesting that one works more! 130
- (050-205-01) Cannot understand the increase in time of an automated purchase stated by researcher
- \*\*Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase. 131
- (050-205-06) I agree with the housewife
- \*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques this cost could be used towards computer service. 132
- (050-207-00) Definition is OK 133
- (050-207-00) Wear & tear, situationalistic behavior in large organizations, energy. 134
- (050-207-06) I agree with the housewife,
- \*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service. 135
- (050-211-00) Unsolved problems are not so easily left behind at the office. 136
- (050-212-01) "Banking" and "purchasing" are two different things.
- \*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase. 137
- (050-212-06) Over Riding advantages.
- \*\* This would save time - no more payday lineups, etc. also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service. 138

## Comments on Entertainment by Question No. (000 thru 059)

- (050-213-00) Also it depends what one means by banking, Furthermore banking contact can take place with a remote system. 139
- (050-213-00) No. 140
- (050-213-00) None that I can think of, 141
- (050-213-01) No the difference is the housewife view of time versus the researcher. 142
- (050-213-06) No the difference is the housewife view of time versus the researcher. 143
- (050-215-00) The following distinction could be useful: The "essential activities of life maintenance..." can be defined by a) working time and b) a certain amount of work to be done. In case b) there can be some other savings because some amount of work could be done in less time (eg, bulk and quick information processes; no waiting lines. 144
- (050-216-00) Greater efficiencies in operation due to other electronic aids to office work (text editing word processors, electronic filing and other "paperless office" procedures) might lead to shorter working hours. 145
- (050-216-00) I interpreted leisure time as that which I have no previously scheduled means of occupying. Your definition seems to me to imply that only remote work centre, shopping (for food and other essentials), and perhaps medical diagnosis, could possibly affect leisure time. However my answers would not change significantly anyway. 146
- (050-216-00) I think the impact will be so small either way that both viewpoints are within the "noise level". I would expect significant (but not major) effects only from education (decrease) shopping (increase) and remote work (increase). 147
- (050-301-01) The researcher is being objective. 148
- (050-301-06) I think the latter is far more important for decisions. 149
- (050-301-06) The housewife subjective. 150
- (050-302-00) No. Distraction at work and office. Politics will decrease. Competence and efficiency will be more apparent. A person will be evaluated on his work and not on his social qualities. 151
- (050-303-00) It is a function of the individual. 152

## Comments on Entertainment by Question No. (000 thru 059)

- (050-303-00) No comment 153
- (050-303-00) Travel expense, social externalities including congestion, pollution etc. 154
- (050-305-00) Banking may not take much time but getting to and from, as well as waiting in line does take time. Some services cut sure leisure by making it possible to do something useful with part of the time. 155
- (050-305-00) Leisure Means time to rate desire for pure pleasure to me. 156
- (050-305-00) No. 157
- (050-305-00) There could be savings in office overhead. It might decrease leisure time if women at home had to do their own support work. 158
- (050-307-00) Is the use of this service considered part of leisure time? 159
- (050-504-00) All services relating to work, shopping, etc. increase leisure time - no provision, however, is made for the use of it. 160
- (050-505-00) I consider leisure time as times when I have nothing to do and I do nothing then. Your definition of leisure time seems better, but I don't believe I would change my answer for any of the services. 161
- (050-505-00) I find myself that to and from my (summer) job can be leisure time. Therefore this service would lead to a decrease in some of my leisure time. 162
- (050-602-00) Decrease in leisure time might be caused by tendency to work "overtime" by having your work in the house (like we housewives,). 163
- (050-602-00) Differing individual needs. 164
- (050-604-00) 99% yes. 165
- (050-604-00) This is what I regard as leisure time. Only remote shopping, banking, and work centers, would give us more leisure time. The others provide enrichment of those hours. 166
- (050-604-01) This researcher has a car, and works near a bank, and is dressed to appear in public. This housewife has the car only sometimes, has to drag small children along and is tired of the 1,001

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errands housewives run, and has to "clean up" she and the kids to go out. Therefore - the difference.

\*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase.

167

(050-604-06) This researcher has a car, and works near a bank, and is dressed to appear in public. This housewife has the car only sometimes, has to drag small children along and is tired of the 1,001 errand housewives run, and has to "clean up" she and the kids to go out. Therefore - the difference.

\*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used toward computer service.

168

(050-607-00) Leisure time to me, means working with my hands, as it does a lot of people.

169

(050-608-00) Similarly, the services you describe often make assumptions about the direction and quality of Canadian life which may not be valid. The questions can be answered, but often in order to provide a reply one has to stifle reservations about the concept itself. Basically, most of the services seem to me unnecessary, expensive, designed for the middle and upper classes at the expense of "have-nots" prone to mechanical failure and marginal in their impact on leisure time or quality of life.

170

(050-608-01) This apparent contradiction is a good comment on this questionnaire in general. The first answer assesses the function under discussion in isolation, or "cold." The second answer is also concerned with related activities, frustrations (and some pleasures could have been included.) Similarly, the services you describe often make assumptions about the direction and quality.

\*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase.

171

(050-608-06) This apparent contradiction is a good comment on this questionnaire in general. The first answer assesses the function under discussion in isolation, or "cold." The second answer is also concerned with related activities, frustrations (and some pleasures could have been included). Similarly, the services you describe often make assumptions about the direction and quality.

\*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money on stamps, writing of cheques; this cost could be used towards computer service.

172

(050-612-06) I agree with the housewife, I feel the researcher is either male or single.



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- \*\* This would save time - no more payday lineups, etc.; also, no special trips out to pay bills; save money wmps, writing of cheques, this cost could be used towards computer service, 173
- (050-616-00) I agree. Would not increase efficiency. 174
- (050-616-00) This would save time for me. Would only be used if systems were safeguarded, i.e., privacy, speedy accounting, etc. 175
- (050-620-00) Leisure time to me means a few more stolen moments to do the things that are for my pleasure! Creative things - music, time doing little things for other people and my church. That's living! 176
- (050-620-01) Your researcher in this instance, is either a male with a wife or secretary to do his running around for him, or he has a different banking system than ours.
- \*\* Banking per se takes probably no more than 30 minutes per month; the time taken to make a purchase "automatically" would probably increase. 177
- (051-102-00) General enCouragement to stay home 178
- (051-102-01) No extreme views from Researchers. 179
- (051-106-00) That's not a large gap. 180
- (051-106-00) These are very mild responses. I would interpret this as meaning there would be no impact one way or the other. 181
- (051-106-03) Welfare workers are probably work-averse and would stay away from a remote work center. Consumerists are seeing the advantages to the consumer. But there's not that much difference.
- \*\* Change in composition of reasons for going out. 182
- (051-111-00) It is particularly in such areas that this type of survey is so dubious. I have absolutely no confidence in any of the scaled answers. All I can say is that to the extent telecomms. removes ckonstraints/provides more options people will be a little freer to do what they want, to stay at home or the reverse depending on their inclinations. But there are bound to be side-effects. 183
- (051-113-00) General comment: By using "future home communications services" one naturally stays home more (banking, shopping, taking courses, being entertained, etc.) compared to going away to do such things. (or it may not reduce the overall time away from home, it may merely shift the type of activities conducted at home. 184
- (051-115-00) It would certainly save a lot of trips to the bank, store, etc.,. It would allow a more efficient use of your time. 185



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(051-115-01) B.S.

\*\* If more people spend more time at home getting entertainment there, watch the birth-rate; it might be affected - upwards, of course - unless other developments offset.

186

(051-116-02) Strongly agree

\*\* If work is at home, then one would normally want to seek release from work elsewhere.

187

(051-120-00) The RWC idea is still just a concept and very few people have a clear idea as to how this will work, where it will work, who will use it, etc. Until it is more clearly defined you are going to have differences of opinion.

188

(051-122-05) Welfare workers seem to be extreme most of the time.

189

(051-123-00) None

190

(051-123-00) None

191

(051-130-00) About what I would have expected. I doubt that peoples overall time proportions would change much (or historically have) regardless of technology at hand. "Getting out" is the name of the game, regardless of purpose or motivation, since man is inherently a gregarious animal, not a loner.

192

(051-132-00) It appears clear to me that most of the services are home related, hence some tendency to stay home (relative to these services) would be natural. The Remote Work Centre is not applicable to the large number of people dealing in things ie, warehousing, manufacturing, travel services such as airlines, and hence a wider spread should be expected. The surveillance service response might be subject to emotional overtones.

193

(051-135-00) Work centres would allow far less regimented work hours thus time at home could center around specific events or desires rather than fitting into the routine work schedule.

194

(051-141-00) I suspect that the panels are conservative in estimating the long term impact.

195

(051-203-00) I guess your respondents see many of the activities listed as having an important social component besides the activity itself.

196

(051-203-00) I suspect most people can't entertain themselves with their own ideas - they have perhaps become accustomed to having someone else's ideas presented before them - like watching TV.

197

Comments on Entertainment by Question No. (000 thru 059)

- (051-203-00) I think there is a balance between having people around and having solitude with one's own ideas, 198
- (051-203-00) Welfare workers may see many homes in which a work center could not be established - too much family disorganization. They may also see the need for greater control over people ie the need for someone to ensure work is done. Transportation could be large factor in establishing remote work centers. 199
- (051-203-01) Hasn't considered redistribution of time.  
 \*\* It's a stupid question because it's related to the first - its use demands staying at home. 200
- (051-205-01) I wonder what was in mind here?  
 \*\* If more people spend more time at home getting entertainment there, watch the birth-rate; it might be affected - upwards, of course, - (unless other developments offset.) 201
- (051-205-01) Wow!!  
 \*\* It's a stupid question because it's related to the first - its use demands staying at home. 202
- (051-205-05) Only that I'm beginning to think that Welfare Group is an odd bunch! 203
- (051-211-00) If you deal with people (eg. welfare) the Remote Work Center is not much help. If you deal with information then it would be practical and attractive. 204
- (051-212-00) If things now done outside the home could be done advantageously inside the home, inevitably most time would be spent inside the home! 205
- (051-213-00) With a great growth in services individuals might never need leave the home. However, that degree doesn't seem likely. Whatever you are trying to get at in this question still isn't clear. 206
- (051-215-00) Some groups probably are already now working much of their working time at home. In this case the encouragement given by remote work centers to stay at home has less weight. 207
- (051-216-00) I can't see any reasons why availability of home services in education, remote working or political participation would, even mildly encourage one to stay away from home. 208
- (051-216-00) I can't see any reasons why availability of home services in education, remote working or political participation would, even mildly encourage one to stay away from home. 209

## Comments on Entertainment by Question No. (000 thru 059)

- (051-218-00) The Kind of home architecture and site has much to do with this if one has a 12 room house in the country work "at home" is far more appealing than for someone incarcerated in a 3 1/2 apartment in the heart of an urban cancer high rise hotel 210
- (051-301-05) I can't help wondering if the welfare workers answered the questions. In the opposite sense to that intended, Did they get an easy run of the questionnaire, or was there some mis-coding, or do they have some pathological reaction to questionnaires? Hey a new research project! 211
- (051-305-00) I don't even understand the issue here. 212
- (051-307-10) I took this to mean working at home. 213
- (051-504-00) Man is basically a social animal, geared to functioning in and interacting with varied groups. The services tend to make man a more stay-at-home animal, ultimately decreasing social interaction on all levels, though the services would mainly benefit the users, this reduced group activity is the only serious drawback. It would, unfortunately change our entire social structure. 214
- (051-505-00) Some people would be home stayers while others would want to go out. This would account for why there might be a great difference between the two groups. People would stay at home more if these services were installed. 215
- (051-505-00) The services would depend on what type of life a person leads. If a person stayed at home most of the time, it wouldn't matter if these services were brought into the home, but probably a more significant change would appear in the person who spent his time away from home. 216
- (051-602-00) My own opinion would be that very little change would be caused by any of these services, in time spent at home. Those who enjoy going out will continue to do so. People have to associate personally with others in order to learn and grow. 217
- (051-604-00) I think that the time we spend at home is fixed by other considerations. People who must stay home generally are: women with small kids, the elderly, those with physical disabilities, those without transportation. To these the ability to shop, bank, work, get education, medical help and surveillance in their own homes would be a blessing. Others, for whom "getting out" presents no problem would probably still do so generally, but would use entertainment, education, household info, news and political services as an alternative to T.V. with some banking and shopping thrown in a convenience. 218

Comments on Entertainment by Question No. (000 thru 059)

(051-607-00) No two people are alike, I'd say a number of people would much rather stay at home and enjoy doing so. 219

(051-608-00) If the services became widely used, naturally users would spend more time in their homes and would go out for reasons other than to deal with these problems. Motives for going out would vary widely and would depend upon whether the home began to be perceived as a "work" or duty centre, rather than the relaxation centre it is now. 220

(051-608-01) Exactly  
 \*\* It's a stupid question because it's related to the first - its use demands staying at home. 221

(051-612-00) This would depend on the sex of the person. Most females like their husbands to leave their home so they can get work done. A husband at home all the time would drive most wives up the wall because what takes most women 1 hour of time, a husband says its a five minute job. Mine especially. But he never does it himself to show me how to do it in five minutes. Most men couldn't stand to be at home all the time, even people retired complain about husbands telling them what to do. 222

(051-616-00) I'm not sure if remote work centers mean a single employee or groups of employees away from their main office. However, if it means a single employee working on his or her own - they may spend more time in their homes if they are group oriented. What I mean is if you work in a large office and are in their bowling league, vacation club, etc., this would be lost to you and you would spend more time at home. 223

(052-102-00) No change seems to be the general consensus. 224

(052-102-02) Educators have no extreme views. 225

(052-106-00) Nothing significant here except RWC. It's hard for me to believe that welfare workers' work would be similar to their home life under this concept. 226

(052-106-00) The whole concept of "work" is artificial. No one has satisfactorily defined it. One man's work is another man's play. One man's need is another's vegetable. I sometimes go into "work" to escape my "leisure" life. Sometimes my leisure education is much more arduous than the work that pays my living. The trend that makes them become more similar is the trend that we are getting more choice in what we do and when. 227

(052-111-00) Hardly any difference now. 228

## Comments on Entertainment by Question No. (000 thru 059)

- (052-111-00) It will become more usual perhaps to have several consecutive careers, 229
- (052-113-00) Is the remote work centre at home, or a place located somewhere in the suburbs? If it is a local centre, away from the home it may add fuel to the fire of urban sprawl, 230
- (052-113-00) It may allow more "out of interest" courses being taken, thus it is more recreational than professional improvement courses, 231
- (052-115-00) If the service can provide off the job training or if people can learn a new trade (and if this training can be officially recognized), I think the service has interesting potential; many people could use it to get trained to do something they like for a living, 232
- (052-120-00) The need for this service is obvious. It would be great to be able to receive a quality education at home without the hassles of driving and parking. For the housewife with kids, its great, 233
- (052-123-00) I think continuing education is becoming necessary both for keeping up with one's chosen profession and job advancement as well as for career changing. North America is becoming a "learning society" as the accelerating development of knowledge continues. Professional growth and certification can be accomplished through self study augmented by exposure to the new educational services envisaged here, 234
- (052-123-00) This question is somewhat ambiguous, 235
- (052-123-00) Yes! Productivity Incentive: The Remote Work Center concept might precipitate a shift away from measuring time spent at the office to direct measurement of work output. Productivity might jump if knowledge workers were paid on a piece rate basis much like independent consultants and freelance writers. The more productive workers would therefore enjoy more money and more leisure time, 236
- (052-130-00) I see no trends moving in the direction of similarity of work pursuits to recreational pursuits. In fact, it is almost a contradiction of terms to have them similar, e.g. Does a professional golfer recreate by playing golf? In any event, I'm not sure what the significance would be in respect to future impacts. Presumably the risk variety found in society would still exist= only provided by a larger number of discrete persons, rather than by fewer number of persons doing several things each. So what? 237
- (052-132-00) A similarity could occur in that an avocation could become an employment. It's better to have pleasure in your job. However our world is a very rich and interesting place and one may

Comments on Entertainment by Question No. (000 thru 059)

well love two interesting lives - one in employment, the other totally inrelated in the leisure periods and why not? 238

(052-132-00) I clearly vary in the education area - I think that such a service could lead to differences in that a wide variety of material would be available and because of audio-visual capabilities attract people more than books. Once caught they would go into a subject more deeply. This could head to greater variety in outcodes, regardless of economic status - thus tending to greater differences. The RWC, I would not see in my home. No way. Thus I don't feel one would be as tied in. I might use a computer from my home, but for my interests, not necessarily those of my employer - cost being the main inhibition, thus the problem, mentioned by the educators, need not arise. 239

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(052-132-01) Why not pursue it for the hell of it?  
 \*\* Don't know; its not clearly just a function of what educational services are available, but also of what alternate employment oportunities there are. (I might become facinated by horticulture; would there be a job in that for me?). 241

(052-141-00) Computer games, social computer conferences etc, might bring work and recreation closer together for those who have terminals at home. 242

(052-141-00) Education and entertainment might become merged or closer together as a result of shared systems. 243

(052-141-00) It can be argued that entertainment always had an educational function (even "X-rated trash"?). 244

(052-141-02) The educator (#1) quoted above appears to be searching too hard for a problem here. A little common sense would get around the problem he posed.

\*\* The implications of the remote work center bother me somewhat. An office at home might encourage people to do their business at your



## Comments on Entertainment by Question No. (000 thru 059)

- home, A public servant might find himself always on the job with no time of his own. 245
- (052-203-00) I suspect for your respondents there is such a clear demarcation between leisure and work that "no change" was the result. 246
- (052-203-00) I think people who work might seek those educational topics related to their work in order to improve their job position. Others where the job provides financial security but is not necessarily liked by the person (eg. elect may get as much as \$28,000 now on Oil Tar Sands) he may seek other types of education either complementary or supplementary. 247
- (052-203-02) Educator # 1 sees need for personal contact and there are some jobs where this is required. However, there are many where this is not true. Access at specific hours is a ximple soln.  
\*\* The implications of the remote work center bother me somewhat. An office at home might encourage people to do their business at your home. A public servant might find himself always on the job with no time of his own. 248
- (052-205-00) I don't agree with this idea. 249
- (052-205-00) The similarity shouldn't be encouraged beyond the point of overlap already selected by the individual. 250
- (052-207-00) I see countervailing trends: 1. Growth centers now number about 2000 - which is as many colleges in the U.S. 2. Hotels & motels in the U.S. now report some 200,000 "educational meetings" per year. 251
- (052-211-00) Education and training are becoming more self-directed and self-selected and this service fits in with this development. 252
- (052-213-00) The concept of continuing education for all would find demand education an excellent outlet. Bringing education to the public not the public to the education institution is in the development stages now. 253
- (052-215-00) Assuming that a student can learn more effectively by the Education on Demand Service, this must not necessarily influence the relationship between employment/recreation for, if you want to be competitive in University/business/industry...this relationship depends heavily on the "output" your competition show, that is, you have to adapt to the relationship they have. 254
- (052-216-00) I don't see how you draw this conclusion from the comments quoted. 255



Comments on Entertainment by Question No. (000 thru 059)

- (052-216-00) I was not, and still am not clear what you mean by this. Even if they were both carried out via communications this does not (to me) argue similarity. 256
- (052-216-00) No to this question, The trend for people to be engaged in work they like better is not related to this. 257
- (052-216-00) Yes, to this, obviously, Adult education will become much more important. 258
- (052-301-00) The assumption seems to be that the home risks becoming infected by work germs. But might not the opposite happen, and might this not be of much greater significance? For example, the relative unimportance of schedules in home living starts to pervade work. Fascinating. 259
- (052-301-00) This is a chicken-and-egg question. Society will change. Along the way you will be expected to provide these facilities. The key question for you is what your roles will be when, for example, the average work span for a member of the labour force will be, say, 10 years instead of the present 40 years or so. 260
- (052-302-00) Work at home is not new historically. Until recently all professionals work from home. They still largely do in small towns in Europe and this situation has not created any difficulty. 261
- (052-303-00) No 262
- (052-305-00) No. 263
- (052-305-00) One problem with working at home is that the work comes to invade the home. Similarly other activities which have been outside will come in to the home. The question which then emerges, in how important is the private and heretofore different atmosphere of the home to peoples preferences and needs. Casual empiricism won't do on this. 264
- (052-305-00) Too vague for me. 265
- (052-305-00) When I look at this today I can't understand how I thought I knew what it meant the first time. What does similar mean? 266
- (052-307-00) What is all this. The answers suggest no difference, as did mine. 267
- (052-504-00) Actually, only the activity would change; the setting would stay the same. If everything is done at home, is there a real difference between them? 268

## Comments on Entertainment by Question No. (000 thru 059)

- (052-604-00) I would think that your function at the remote terminal (whatever) would be interrelated with those of the "parent" office, who would still be on normal hours, and you would be limited by their hours therefore. Besides, at 5 PM all you have to do is pull the plug. 269
- (052-604-01) Certainly, most jobs require "experience" after the basic education has been obtained, and that means being going on-the-job to learn the machinery, the mode of operation of given company, how to work with other branches of company, variables that aren't in any textbooks or remote education courses.  
\*\* Assumes ability for off-the-job training. 270
- (052-607-00) I don't know if there is a changing role for education, but what happens if there are more than one in a family that is taking different courses. 271
- (052-608-00) Increasing leisure time will create a need for continuing adult education, both for personal enjoyment and as a means of updating one's work capacity. The problem is to provide information and training which motivates the user to actually develop new skills and areas of knowledge, not merely to soak up increasing doses of "patchy" information. 272
- (052-612-00) A lot of adults are going back to night school or colleges - personally - I have been thinking along those lines myself. I only finished my grade 10 when at school because my mother was widowed quite young with a large family to raise. When I stop and think if something happened to my husband what type of work could I do to raise my family, I have no special training. More people are becoming aware of this with the cost of living going so high. Personally I would not mind working from my home but do you think this might have an effect on unemployment as more people would work and there wouldn't be the jobs for the younger generation. In my opinion too many married women work now. 273
- (052-612-00) No. 274
- (052-616-00) Some people would have trouble dividing their time. Some need definite hours for work and for leisure time. If this is not imposed on them, they feel disorganized. 275
- (052-616-00) There is a need for a changing role in education - adult education. Again this service would have to be on a face to face basis. What would help is a service that would tell you what each course would teach - exactly what you would learn. A system that could say - we will instruct you in this and this, etc. I do not see this as a service for education for the formative years. 276

## Comments on Entertainment by Question No. (000 thru 059)

- (052-620-00) Have you ever noticed how a child for instance, will instantly absorb new words, ideas ("not always good") from T.V., but have trouble trying to assimilate the same thing from a teacher face to face? Would there not perhaps be somewhat the same results from some adults? 277
- (053-101-00) If a user has a right of privacy, he can sell information about himself and his tastes to advertisers. User then has a choice. 278
- (053-101-00) Main use of private information by advertisers. 279
- (053-101-00) Perhaps money spent as a fraction of the cost of service. Some of these services might contain a fairly high percentage of the total cost for privacy. Perhaps if this were true, the consumer could buy a cheap, low privacy service or an expensive high privacy one. 280
- (053-106-00) None 281
- (053-106-00) None 282
- (053-106-00) None 283
- (053-111-00) Agreed 284
- (053-111-00) Agreed 285
- (053-111-00) Can't suggest an alternative, but the observation is reasonable. 286
- (053-111-00) I don't consciously spend any now I wouldn't in the future. But I would raise hell and attempt to sue if there were any breaks now or in the future. 287
- (053-113-00) 1) Pressure groups for the promotion of privacy legislation may be formed. People signing such petitions or whatever shows concern for privacy without spending \$\$\$ on it. 288
- (053-113-00) Privacy is important. People may not want to be monitored while talking to a dr., they probably don't want to be identified with certain political views, etc. 289
- (053-115-00) Agree with comments generally. 290
- (053-115-00) Agree with comments. 291
- (053-115-00) I agree, but if people indicate they would not pay more money for privacy, it certainly indicates that they consider an

## Comments on Entertainment by Question No. (000 thru 059)

- accidental break in the privacy of information as having minor significance, 292
- (053-116-00) Yes; time and effort would be a better measure than s, 293
- (053-122-00) Some questions that do not suggest the answers = hypothetical situations where answers could go either way, 294
- (053-123-00) Encourage law suits and other means of making privacy violations risky for the political eavesdroppers, wiretapers and other kinds of unlawful interlopers. That is, sue the Bastards! Such liability will tend to dissuade at least the casual violators of privacy, 295
- (053-123-00) Most thinking people would only be concerned about the confidentiality of sensitive personal information such as financial/banking transactions, medical records, criminal history and arrest files and tax returns. I could care less if you know what kind of entertainment I watch. The privacy of personal information about political involvement and personal ideology could get rather sticky! 296
- (053-132-00) A legal prescription against identifiable records could help. Aggregated counting would be done for marketing and sampling purposes, ie, how popular are blue movies vs. historical drama? What household information is most frequently requested? 297
- (053-132-00) It is very difficult to measure Peoples attitudes and perceptions at the same time, s is one measure but only mildly indicative. Don't have other ideas to offer - only a mild criticism. Sorry, it is very difficult to measure this thing, 298
- (053-132-00) Record keeping is the problem, particularly personally identifiable. Would records be kept of course, necessary for market surveys etc. in the entertainment area. Would these identify individuals? I feel it would depend on the storage costs and the commercial value. I feel that most services wouldn't bother. Banks have always kept records and I see no change in the type of record. Hence the no-change response, 299
- (053-135-00) Privacy is a real problem, 300
- (053-141-00) People are concerned about privacy but may not be willing to spend their own s for it, 301
- (053-201-00) Ask about current practices and attitudes about them, 302
- (053-203-00) I see very little in my household information that would warrant spending money on to preserve its privacy, 303

## Comments on Entertainment by Question No. (000 thru 059)

- (053-203-00) Records would be kept to help assess efficiency of system, 304
- (053-203-00) This is a psychological problem to a large extent. The need for privacy of household information is because in the past someone was allowed to misuse the information. 305
- (053-203-01) If someone misused this information he might be in trouble - eg. used as evidence to establish a case of sex offender! The point is to control mis-use of info. \*\* These question don't make sense to me unless I don't want people to know that I watch pornographic opera! 306
- (053-205-00) Agree. 307
- (053-205-00) I'm not that concerned about it. 308
- (053-205-00) Right 309
- (053-207-00) Constraints built into the system. 310
- (053-213-00) Except for banking, political and medical information of a personal nature, privacy is of little significance. 311
- (053-216-00) I agree with the comments but covered this by a "No change" answer. 312
- (053-216-00) N/C 313
- (053-216-00) N/C 314
- (053-301-00) Responses a little frightening. A little erosion here and there can have catastrophic effects in total. Eternal vigilance and all that, if things can be done, they will be done. 315
- (053-303-00) Index of respondent refusal on questionnaires. - Legal proceedings involving privacy. - # of articles in press concerning privacy. - I believe people are concerned but frustrated in knowing how to protect their privacy, to what extent it has already been violated, it is therefore difficult to quantify the price people are willing to pay for a basic civil right. 316
- (053-303-00) Index of respondent refusal on questionnaires. - Legal proceedings involving privacy. - # of articles in press concerning privacy. - I believe people are concerned but frustrated in knowing how to protect their privacy, to what extent it has already been violated, it is therefore difficult to quantify the price people are willing to pay for a basic civil right. 317

## Comments on Entertainment by Question No, (000 thru 059)

- (053-305-00) Maybe 318
- (053-305-00) One would be to look at time spent on privacy, Another would be to look at refusal to use service which threatened privacy. 319
- (053-504-00) Household info should be kept private by the things which would tend to make "it" un-private". 320
- (053-504-00) Since social interaction is reduced, what does it really matter if people know how you spend your leisure time (unless it's criminal activities)? 321
- (053-505-00) I believe privacy is relevant in all cases, because if these services were installed, people would probably want more time to themselves, or to be by themselves, even if it involved the service or not. 322
- (053-505-00) I would suggest you approach it from, how much time people would try to have privacy, if these services were installed. In my family, I know that a great deal of privacy is looked for, but not much money is spent on it. 323
- (053-604-00) The amount of safeguards they want built into the system before they'll use it. Only needed for remote banking and work that if can see. 324
- (053-607-00) I don't know where privacy is involved, not in this day and age anyway. 325
- (053-608-00) It's ability to resist the services described in this questionnaire. 326
- (053-616-00) This is confusing to me also. Most people don't know how much their privacy is invaded and I am one of them. 327
- (053-620-00) I see no correlation between these two. What privacy of household information? 328
- (053-620-01) If your taste is so low, in what you consider entertainment that you wouldn't want any one to know what you watched, my only comment is "Heaven help us All"  
 \*\* These questions don't make sense to me unless I don't want people to know that I watch pornographic opera! 329
- (054-102-02) No change. Educators not extreme. 330
- (054-106-00) What is this question all about? It's like asking whether use of the system will affect the likelihood of contacting civilization on other planets. 331



Comments on Entertainment by Question No. (000 thru 059)

- (054-111-02) Interesting, Plausible, But I doubt it.  
 \*\* "Significant decrease"; habituation to information "on demand" could cause general loss of patience and drop in traditional manners. 332
- (054-111-03) May be true of her, not generally though.  
 \*\* "Significant decrease", out of concern for my own privacy, 333
- (054-113-00) Making a phone call is an infringement on someone else's privacy. Additional telecom. services into the home, if switched or feed-back capabilities are included, such new services may cause people to forget about other people's privacy, even more. But since these services are not switched, or there's no cameras in people's home there's no problem. No change in the respect for other people's privacy. 334
- (054-122-05) Interesting that 9 of 10 on right are W.I 335
- (054-123-00) I am very concerned that financial disclosure laws violate the personal privacy of politicians and their families. This represents an overreaction to "conflict of interest" abuses by those holding a public trust. I personally know a highly qualified would be political candidate who declined to run because of stringent new financial disclosure law in our state. 336
- (054-123-00) Many members of congress are fearful of linking data banks containing personal data. This concern for privacy prompted the U.S. government to scuffle plans for its FEDNET computer-communications network for federal civilian agencies. 337
- (054-130-02) I agree. This is already a dangerous trend. The question of property rights in information is one that is beginning to be fought out in the U.S. courts, and probably will, over the next decade, become a major societal issue.  
 \*\* "Significant decrease", habituation to information "on demand" could cause general loss of patience and drop in traditional manners. 338
- (054-132-00) My variance is attitudinal. I have been sensitized through Canadian, U.S., U.K. and OECD work on privacy. I have found that in working in computer installations, one, by accident, gets rather confidential information on occasion. This is usually a bit of a surprise and one tends to treat it with respect. In an RWC, it is likely to arise and this sensitizing increases ones respect for the privacy of others. 339
- (054-132-02) This is a potentially serious problem.  
 \*\* "Significant decrease"; habituation to informatzon "on demand" could cause general loss of patience and frop in traditional manners. 340



Comments on Entertainment by Question No. (000 thru 059)

- (054-132-03) I don't understand. Surely the contrary. If you are concerned then treat others with the respect that you would wish accorded yourself.  
 \*\* "Significant decrease" out of concern for my own privacy. 341
- (054-141-00) I'm surprised that the panelists didn't get more concerned about this area, especially in the banking, medical, and political areas. I'll leave my answers outside of the range. 342
- (054-201-02) Agree  
 \*\* "Significant decrease" habituation to information "on demand" could cause general loss of patience and drop in traditional manners. 343
- (054-203-00) Without knowing relative respect each group has for others privacy - this is hard to interpret. Eg. R. may be 200% lower than "H" but no relative change. 344
- (054-205-00) Right! 345
- (054-213-00) Yes. 346
- (054-216-00) I suppose the implication of some of these is that if you have a party line you are tempted to listen to it. 347
- (054-216-00) N/C 348
- (054-301-05) Again, frightening in that the welfare workers (who get involved in people's private lives) apparently see some opportunities. This is the fear. Each bit of erosion is for the most admirable motives, but the wall is breached and gets swept away. 349
- (054-305-00) Stand put with my earlier answers. 350
- (054-505-00) Your respect for other's privacy should not decrease, and at the same time your own privacy should not decrease, if these services were in effect. 351
- (054-620-00) I don't care what any one else sees or listens to, except the very young, who need to be protected. 352
- (055-102-01) Would like to know name of Researcher.  
 \*\* Above all, we don't want any data collection system which can automatically identify what person watched what program, or which household, for that matter. 353
- (055-106-01) Amen to this! I once reviewed a proposed law enforcement project in which this kind of information would be used to predict criminal activity so that concentration on potential criminals would be possible. Pollsters would develop "sucker lists" for concentrated

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sales attacks on certain individuals.

\*\* Above all, we don't want any data collection system which can automatically identify what person watched which program, or which household, for that matter.

354

(055-106-01) False

\*\* Very small percent of uses will be embarrassed by disclosing their choice of programs.

355

(055-109-00) Little relevance for entertainment, but highly undesirable for some users in medical diagnosis and banking matters.

356

(055-111-00) "Severity" with respect to what? My only observation is that such breakdowns if other than very rare will decrease the credibility of such services, increase general resistance to them and increase calls for their regulation.

357

(055-113-00) No problem.

358

(055-115-00) I don't understand what you mean by a "breakdown in privacy". Does it mean that if this breakdown occurred other people would automatically know which program I am watching, what amount of money I am paying to the local department store, etc.? Even if it is so, I do not see that as having major consequences except perhaps in the case of banking which may be a little more annoying.

359

(055-116-01) Note that this comment is not addressed to the problem of a temporary breakdown but rather to an at least intermittent monitoring - these seem to me to be quite different things.

\*\* Above all, we don't want any data collection system which can automatically identify what person watched which program, or which household, for that matter.

360

(055-116-04) I find the student reactions to the first 3 items (especially) comprehensible. Did any comment on the risks envisaged,

361

(055-122-00) Interesting, that students generally most worrier,

362

(055-122-01) From the frequency of comments about pornography, I wonder if this guy is a small minority.

\*\* I don't see the privacy issue here in broadband entertainment; they're not bringing TV cameras to my house, and I don't have to use any services I'm ashamed of being caught using (if there were any).

363

(055-123-00) I am much more concerned about privacy threats because I have had the opportunity to see first hand the intimidation exercised by unscrupulous politicians and law enforcement officers once they gained possession of disparaging private data on their adversaries.

364

## Comments on Entertainment by Question No. (000 thru 059)

- (055-123-00) Newsmen/Journalist are almost paranoid about protecting the confidentiality and identity of their news sources, 365
- (055-123-00) Newspapers and the wire services maintain large data banks called "MorGues" which they want exempted from privacy protection information even though it is functionally a data bank strictly speaking. Much of the debate here concerns just how to distinguish between personal and public records/information. 366
- (055-123-00) The biggest violators of all are retail credit bureaus which have a reputation for confusing identities of people and perpetrating false, misleading or incomplete information. They should be held liable to lawsuits but they have been able to legally avoid such liability at least in the U.S. til now. 367
- (055-132-00) I assume no records are kept containing personally identifiable info due to storage costs. Approx 60 characters required for name and address x no. of services x no. of users x frequency. Vary costly for marginal benefit. 368
- (055-132-00) Medical and banking are the most important in preserving privacy controls. A complex system could contain more loopholes than our current untidy and unorganized structures for holding data. 369
- (055-132-01) OH?  
 \*\* Very small percent of users will be embarrassed by disclosing their choice of programs. 370
- (055-135-01) Good comment.  
 \*\* Above all, we don't want any data collection system which can automatically identify what person watched which program, or which household, for that matter. 371
- (055-141-00) A tough area to make intelligent comments. 372
- (055-141-00) Perhaps the difficulty here is that we can't really estimate the impact of a privacy breakdown, ie, if it happens between 10pm and 8am who will know or care? 373
- (055-203-00) Data will be collected in aggregate form and protected in same manner as census data. Laws may be required however. 374
- (055-203-00) Reliability and accuracy are more important. 375
- (055-203-04) Your student group appears inconsistent - they want more personal communication but protection on privacy of information. Perhaps this is due to our educational system - you "hide" your exam results when they're not good - perhaps they sense (rightly or wrongly) more threat to themselves as a person than older adults do. 376

Comments on Entertainment by Question No. (000 thru 059)

- (055-205-00) I'm not worried about a temp. breakdown, 377
- (055-205-01) Agree  
 \*\* Very small percent of users will be embarrassed by disclosing their choice of programs, 378
- (055-212-00) Significant 379
- (055-212-01) Not for long. People would become conditioned to it,  
 \*\* Availability of information on entertainment choices could be embarrassing to some, 380
- (055-212-01) why not? It might result in more programs of the type I want?  
 \*\* Above all, we don't want any data collection system which can automatically identify what person watched which program, or which household, for that matter, 381
- (055-213-00) Yes, little if any breakdown can be tolerated here, 382
- (055-215-00) Privacy breakdown of remote banking system will be of low importance for "normal" users, But it could be fata for instance to businessmen (competitors could get information about clients, prices,...) 383
- (055-216-00) I cannot understand the heavy emphasis by some on privacy of the first three services, 384
- (055-216-01) A system which keeps tabs on and discloses "who watched what" does not seem to come under the heading of a temporary but complete breakdown in privacy", I agree with the third comment anyway,  
 \*\* Very small percent of users will be embarassed by disclosing their choice of programs, 385
- (055-301-01) This is terrifying! Surely the central issue of privacy includes the right to do things that others may disapprove of. This guy seems to be willing to forego this right,  
 \*\* I don't see the privacy issue here in broadband entertainment; they're not bringing TV cameras to my house, and I don't have to use any services I'm ashamed of being caught using (if there were any), 386
- (055-301-05) An optimist!  
 \*\* The general impact of a lack of privacy in all of these services would be large and probably would not be permitted (eg, obtaining a profile of confidential tastes.) A temporary privacy breakdown would probably be of little consequence. 387

Comments on Entertainment by Question No. (000 thru 059)

(055-302-00) I put as much thrust in an automated data bank than in the filing vaults of existing hospitals, 388

(055-303-00) Perhaps the way to prevent such abuse would be the use of a disclaimer by the customer or a waiver of confidentiality. That combined with stiff legal penalties or other controls including the right to class action suits might be sufficient control but even in these cases the onus is on the individual rather than the corporation. Privacy is a basic civil liberty and in an age of increasing population crowding particularly in our urban centers it is essential lest we fall in the world of George Orwell's 1984. From my viewpoint in the Federal Government's statistical bureau I can see a rising wave of concern about confidentiality. While the law clearly states that confidentiality will be maintained the body politic has an uneasy feeling that this might not be the case. I know that it is a major concern for me and I have endeavored to maintain the highest standards possible on this problem. 389

(055-303-00) This entire question of privacy cannot really effectively be answered in this questionnaire format. I cannot imagine that a company selling entertainment services etc would not wish to know something about their customers in an effort to improve their marketing and thus their profits. Thus the simple administrative cum accounts of the operation would provide such information. What should be of primary concern for the consumer is that he or she is unwittingly furnishing this information that can be used by the vendor or whomever without any control whatsoever exercised by the customer. In the annual poll done of Editors of the major newspapers in the U.S. privacy has continually ranked in the top five domestic issues. With increasing use of and building of data information banks the possibilities for abuse become substantial. Information supplied by an individual for one purpose can or may be used to his disadvantage without the person every knowing why or how certain events took place. 390

(055-305-00) Generally agree with these. Privacy has to be a crucial concern. 391

(055-305-00) Stick with these 392

(055-305-00) Those who do not regard it as N.B. must have a value system which I can't understand. 393

(055-307-00) do I misunderstand this? How can there be break down of privacy if no one knew what I was watching (I hope) in the first place. 394

(055-307-01) Right.

\*\* Above all, we don't want any data collection system which can

## Comments on Entertainment by Question No. (000 thru 059)

- automatically identify what person watched which program, or which household, for that matter, 395
- (055-505-00) If these services all broke down (for even a temporary period) people would go crazy, because they wouldn't know what to do with themselves during the breakdown, 396
- (055-602-00) The possibility of a privacy breakdown of the Remote Medical Diagnosis would be the only one that would have a negative effect on me, 397
- (055-608-01) Good  
 \*\* I don't see the privacy issue here in broadband entertainment; they're not bringing TV cameras to my house, and I don't have to use any services I'm ashamed of being caught using (if there were any), 398
- (055-612-01) I agree here, 399
- (055-620-00) I still don't see what privacy could be hurt, and I must re-iterate again, I don't think the largest majority of people are able to diagnose medical problems on their own, it would be a very dangerous thing, to even try. When some of our parents don't seem to either know enough or care enough to feed their children properly, how are they going to diagnose an illness? 400
- (056-102-02) Very much agree with this. The work centres sound like prison cells. This need not of course be the case as long as there was an option open to commute back to a central work location if desired.  
 \*\* I get a claustrophobic feeling from this section. The human animal is a social creature. To isolate large numbers of these social animals in little boxes or cubicles with an array of technological devices, so that at coffeebreak he/she sees only his/her wife/husband is appalling. Have you considered the personal and psychological (and social) aspects of this kind of work pattern where large numbers of human beings communicate only through electronic devices, i.e. machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation, 401
- (056-106-00) Nearly all my current social life consists of at-work friendships. This has not always been true but may be for many people, what is needed is a balance between the various types of social life. Interaction is the key thing - it need not be face-to-face. I don't think harmful isolation will occur, 402
- (056-106-03) I think the consumerists try to see impacts on other people leading them to exaggerate, 403
- (056-109-00) Both work and system patterns would require perceptual



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design (not merely conceptual) to counter anticipated dehumanizing effects, 404

(056-109-00) Tendency would be to increase separation from work associates, intensify specialism, decrease corporate loyalty, and reduce range of involvement with colleagues just when return to human scale is becoming the most pressing demand of people against "technical solutions" for human problems, 405

(056-111-00) There will be a variety of "social system" changes. Friendship patterns may change, people will spend just as much or a little time with friends as now, Most of the responses regard people as to passive or malleable, 406

(056-113-00) A long term trend (sociologically) appears to be developing: away from close relationship with others to a situation where relationships are casual and short term, Communications technology and urbanization have made this possible. The technology talked about here will not reverse the trend, it will tend to help it along, In order to keep track of everything that is going on in the world there will be less time to cultivate relationships with other persons, 407

(056-115-00) I disagree with the opinion that these services would tend to isolate people generally, with the exception of remote work center, none of these services is going to occupy people full time, and none is a complete substitute for other activities, I just do not believe that people will stop all their activities such as hobbies, going to parties, visiting friends, etc, I do not see anything particularly so exciting in remote banking, household information, education, home surveillance, etc, to stop all my other add'l activities, Even entertainment is not going to stop people from going to the theatres, a baseball game, etc, just as TV did not stop all these activities 25 years ago, 408

(056-118-00) I agree that technological interference in traditional information-gathering techniques would have a strongly alienating influence on social communications, So insidious does this appear to me that I would refuse to support even the entertainment service if it meant upporting all the others, It looks as though most respondents don't intend to change their social patterns anyway - judging by the graph, 409

(056-119-00) I can agree only if you apply it to acquaintances perhaps the root of differences is that people don't have many real friends, 410

(056-119-00) If there is much change the friendship must be shallow, 411



Comments on Entertainment by Question No. (000 thru 059)

- (056-122-00) Self-sufficiency - a return to the "Frontier"? 412
- (056-132-01) How? Each in boxes!  
 \*\* Tendency to share education programs and experiences, 413
- (056-132-02) Amen  
 \*\* I get a claustrophobic feeling from this section, The human animal is a social creature, To isolate large numbers of these social animals in little boxes or cubicles with an array of technological devices, so that at coffeebreak he/she sees only his/her wife husband is appalling. Have you considered the personal and psychological (and social) aspects of this kind of work pattern wherelarge numbers of human beings communicate only through electronic devices, ie, machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation, 414
- (056-132-06) Interesting! Would have to have? ie, psychological?  
 \*\* These answers may seem strange; one would think you would see less of acquaintances if they are involved in your work, to compensate, people would have new hobbies, etc, This would not doubt encourage new relationships, 415
- (056-135-00) Impact will depend on ones own needs or desires - one should have more time and be more flexible to persue hobbies, education, meeting friends, etc, 416
- (056-141-00) I agree, if things were taken to their (il) logical conclusions. Humans would not put up with this, Trust the individuals, working at home will be a past-time (2-3 days a week min) activity, The social aspects will draw people to central offices for the other times, Of course, job requirements will also pull people together for the 2-3 days a week, 417
- (056-141-40) Perhaps fewer movies out with friends (unless they were invited over to watch an on-demand movie which would be pretty low key social entertainment to say the least!, 418
- (056-201-00) Yes, 419
- (056-203-00) friends now are defined as "those I see and speak to", New types of friends would arise as it can in amateur radio or citizens band hobbies, 420
- (056-203-02) There is a balance. At the moment its too much of pushing everyone together. Has this educator every thought that kids were probably not born to sit 30 in a classroom, Being a social creature can also cause problems,  
 \*\* I get a claustrophobic feeling from this section, The human animal is a social creature, To isolate large numbers of these social

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animals in little boxes or cubicles with an array of technological devices, so that at coffeebreak he/she sees only his/her wife/husband is appalling. Have you considered the personal and psychological (and social) aspects of this kind of work pattern where large numbers of human beings communicate only through electronic devices, ie. machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation.

421

(056-203-06) Agree

\*\* These answers may seem strange; one would think you would see less of acquaintances if they are involved in your work. To compensate, people would have new hobbies, etc. This would no doubt encourage new relationships.

422

(056-203-06) Being an old amateur radio operator (now not active) many friendship were built on communication by morse code alone. They were "distant" friends but pleasant people to talk with.

\*\* If these services were available I believe that many friendships would tend to become more distant than if the service was not effected. I also believe that if this service was offered, families would be drawn closer to each other and that new acquaintances would come far and few between.

423

(056-205-00) No!

424

(056-205-01) Right

\*\* Tendency to share education programs and experiences.

425

(056-205-06) Good point!

\*\* These answers may seem strange; one would think you would see less of acquaintances if they are involved in your work. To compensate, people would have new hobbies, etc. This would no doubt encourage new relationships.

426

(056-207-00) Information overload and other pressures - particularly for "can do" people - require budgeting time, selective reading, and discriminate socialization. The question is also a function of geography, health, energy levels, age, and gregariousness.

427

(056-212-00) Perhaps initially in regards to work relationships on a day-to-day basis.

428

(056-212-06) This is good.

\*\* If these services were available I believe that many friendships would tend to become more distant than if the service was not effected. I also believe that if this service was offered, families would be drawn closer to each other and that new acquaintances would come far and few between.

429

Comments on Entertainment by Question No. (000 thru 059)

- (056-213-00) Yes, there is little question about what will happen, in my mind, 430
- (056-216-00) Presumably the remote work centre would decrease frequency of seeing old friends because many of these were previously seen at the common place of work, 431
- (056-216-00) Yes, I do, 432
- (056-301-00) No, social patterns would change, with much more flexible use of time. There could well be more intense contact among a moderate circle of friends, rather than occasional, superficial contact with many acquaintances. The whole thing becomes much less structured, 433
- (056-302-00) Friendship is based on common experiences. Common experience will disappear partially. Following the advent of this technology, Others: Teachers, fellow workers, fellow shoppers, maintenance men, will become "images", 434
- (056-305-01) Generally agree  
 \*\* Less requirement to ask others for advice, but negligible difference, 435
- (056-307-02) Has this educator even worked in an office, where workers call their friends/family at every opportunity on devices, i.e., machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation, 436
- (056-504-00) Social interaction with friends, whether old or new, would decrease, 437
- (056-505-00) Some of these services would tend to make me want to stay home and not see anyone, while others would make me want to get out and be with people, 438
- (056-505-00) The services would tend to isolate people, because with the services there would be no apparent reason for individuals to leave their homes. They would have everything they need in their homes already, 439
- (056-602-02) If these services were in widespread use, some acquaintances would be seen less often, perhaps not at all. I'm thinking especially about the people you now see and talk to while shopping, banking etc., otherwise as the "E" said, the human being is a social animal and must have the fellowship of others on a person to person basis.  
 \*\* I get a claustrophobic feeling from this section. The human animal is a social creature. To isolate large numbers of these social

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animals in little boxes or cubicles with an array of technological devices, so that at coffeebreak he/sees only his/her wife/husband is appalling. Have you considered the personal and psychological (and social) aspects of this kind of work pattern where large numbers of human beings communicate only through electronic devices, ie, machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation. 440

(056-604-00) Again, Remote work centers spaced to relieve crisis of mass population center and commuting to them, would be ideal for many. 441

(056-604-00) To have everyone work in own home very undesirable, unproductive and anti-social. 442

(056-604-00) Work in own home would offer many new opportunities for those who are already house bound (by physical impairment, kids, lack of transport, etc.). 443

(056-607-00) One needs friends, therefore I think this service would encourage more. 444

(056-608-00) No, I don't agree, since old friends and acquaintances are not often dependent on location of work, method of banking, shopping, etc. 445

(056-608-02) Good  
 \*\* I get a claustrophobic feeling from this section. The human animal is a social creature. To isolate large numbers of these social animals in little boxes or cubicles with an array of technological devices, so that at coffeebreak he/she sees only his/her wife/husband is appalling. Have you considered the personal and psychological (and social) aspects of this kind of work pattern where large numbers of human beings communicate only through electronic devices, ie, machines? I do much of my work at home, but not bound to a computer, or to a small space, or by isolation. 446

(056-612-00) No comment. 447

(056-616-00) There may be a tendency that way but you may make new acquaintances. 448

(056-620-01) Poor Researcher No. 4 with friends like that - who would need enemies  
 \*\* I sometimes use my friends for extracting information. 449

(056-620-06) As a domestic engineer I go along with housewife No. 2,  
 \*\* These answers may seem strange; one would think you would see less of acquaintances if they are involved in your work. To

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compensate, people would have new hobbies, etc. This would no doubt encourage new relationships, 450

(057-106-00) Again, bland results! 451

(057-106-00) There will be fewer occasions for accidentally meeting people. Otherwise, no comments. 452

(057-109-00) "Video acquaintances" could be like "ham radio" or much more profound, if private "gossip time" available at reasonable cost, 453

(057-111-00) People may meet others for the first time in different ways. Otherwise little change, 454

(057-113-00) Assumption: The services are not interactive. In that case one will not make new acquaintances through the system. However; In our Conference TV experiments participants claimed to have met and felt that they got to know the people at the other end; yet when they met face to face, in some instances they did not recognize each other until they were introduced by name. If this is generally true it would indicate that this type of acquaintance is a different one from face to face. In f, to f, situations people who know ea, other through telecom, may have to "start over again" to get to know each other. 455

(057-115-00) What is a Video acquaintance? Somebody you see on TV or somebody you interact with? If it is the second case, I agree that one would make new acquaintances, but more than you can make now through the telephone? 456

(057-115-01) B.S. Interest in the community is not a function of free time.

\*\* More free time, therefore interest in the community to a greater degree, 457

(057-115-01) Sorry! I don't see this.

\*\* "Many more", assuming service is interactive and brings people together; otherwise, no - just like present passive TV viewing, 458

(057-115-01) Sorry! I don't see this.

\*\* Would get out into more participation-oriented activities as they would replace "sit and stare" theatre activities, 459

(057-115-01) This is easy to do now if you try a bit!

\*\* Would tend to see more different people provided there were a way to find out who was interested in the things you were, 460

(057-115-01) Why not?

\*\* Service would not promote new friendships, 461

Comments on Entertainment by Question No. (000 thru 059)

- (057-115-02) Agree  
 \*\* Service would not eliminate the need to meet with colleagues. 462
- (057-118-00) I prefer face-to-face. 463
- (057-119-00) Comments dont sem to match medias of survey, 464
- (057-120-00) The results on the accompanying chart are very conclusive. The accompanying comments don't make sense. It always comes down to the effort an individual makes to meet people. If some of these services become a reality the individual will make the necessary adjustments to ensure that he still sees his friends as often as he desire. 465
- (057-123-00) This is a useful term which effectively makes the contrast between a video and a face-to-face acquaintance. Ham radio is an example where people become "audio" acquaintances via repeated over the air contact without meeting face-to-face. This is an interesting audio analogue to the "video acquaintance" concept. 466
- (057-123-01) Yes  
 \*\* Would get out into more participation-oriented activities as they would replace "sit and stare" theatre activities. 467
- (057-123-10) On the presumption that you would play computerized games with total strangers who play with (or against) you from remote locations. 468
- (057-141-00) New acquaintances can be made over electronic media. Face-to-face still important but sometimes not possible (ie. many new international "friends" via Conference T.V. and Computer Conferences). In this case, most of us would not have the time or resources to meet all the people we can meet via these "substitutes" or "supplements" to face-to-face travel. 469
- (057-203-00) Plato system has a "talkomatic" were people who wish to talk with someone can to whom every is willing. This phenomenon could grow if the systems were designed with this in mind from the start. 470
- (057-205-01) Agree  
 \*\* "Many more" assuming service in interactive and brings people together; otherwise, no - just like present passive TV viewing. 471
- (057-205-01) Right  
 \*\* More free time, therefore interest in the community to a greater degree. 472
- (057-205-02) Agree  
 \*\* Service would not eliminate the need to meet with colleagues. 473



Comments on Entertainment by Question No. (000 thru 059)

- (057-207-00) It would be interesting to study the relationships that have developed among "ham radio" buffs. 474
- (057-212-00) Increased. Availability of information and increased leisure time would result in new hobbies, new interests, and contact with other like-minded individuals. 475
- (057-213-00) Pen Pals, ham radio operators have all developed new acquaintances without visual contact - thus other forms will also succeed. 476
- (057-216-00) The idea of a new class of video acquaintances is interesting - we now occasionally have telephone acquaintances whom we never see. 477
- (057-218-00) Hopefully systems like the Stanford FORUM should lead to many valuable new acquaintances and will do if the indexing of interest and work styles is properly engineered. 478
- (057-302-00) Remote work center will reduce social relationship. A good deal of our relationship are based on work. New acquaintances will disappear greatly. 479
- (057-305-00) Stay with previous answers 480
- (057-307-00) Much would probably depend on the quality of the communication capabilities. 481
- (057-504-00) One would meet fewer new people through the use of the system, and fewer still without using it. 482
- (057-505-00) I believe people would be able to make new friends with a video system, but it would not be like meeting people face-to-face, it would be rather a face-to-machine acquaintance. 483
- (057-604-00) Also, people thrive on group activity where one becomes slightly anonymous - takes on the behaviour of the group. (Yells out loud at a ball game, Goes "skinny-dipping" at midnight,) Your "services" cannot provide such situations, and people will still "go out" to seek them. 484
- (057-604-00) Easier to make-a-friend when there is a physical presence and interaction. 485
- (057-607-00) Would give more free time, for hobbies, and entertaining. 486
- (057-608-00) Since new acquaintances often are made through one's work, I would think the remote work center would have most impact

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- here. If entertainment and educational services motivated users to join public groups for further involvement, an increase could result - not a likely development. 487
- (057-612-00) Meeting people by Video acquaintances does nothing for me. This is really getting away from what people call participation. 488
- (058-106-00) I don't think "formality" and "informality" are prime variables - what difference to they make? 489
- (058-109-00) More formal if video. Less formal if audio only. 490
- (058-109-00) The media and their hybrids have differing effects; depending upon whether they are HI-FI or LO-FI; used in private or in conference? for "making the old" or for "making the new". 491
- (058-111-00) Opposing trends will cancel out. 492
- (058-113-00) In the case of remote work centres, the workers may become more formal because of the use of the technology, at least initially. As novelty wears off, behavior will become "normal". (as informal as f, to f, situations). 493
- (058-115-01) I would like them to explain why.  
 \*\* "More formal"; however, lifestyle would become more informal as a result of staying home more. 494
- (058-115-02) I would like them to explain why.  
 \*\* If viewing increases, as is probable, only formal business - or church related activities will remain and with two-way video and audio network, formal communication will control life style. 495
- (058-116-00) It seems likely that respondents read Varying meanings into "formal" and "informal". 496
- (058-118-00) I recognize the power of the telephone to permit a new kind of communication as described by McLuhan (oral-aural) but I find it difficult to extend this intimacy to T.V. Even seeing a friend on T.V. doesn't turn me on so much as hearing their voice on the blower and neither can compare with meeting and talking personally. 497
- (058-120-00) These individuals all seem to forget that these services can be turned on and off with the flick of a switch. The results on the chart are highly conclusive. I disagree with all of these viewpoints. 498
- (058-122-00) Would probably let the shy be shyer - since wont have to go outside as much. 499

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- (058-123-00) Formal relationships may be a necessary consequence of the more highly structured protocols for dialogue required by the advanced computer based systems envisioned here. 500
- (058-123-00) Gordon Thompson et al of Bell Northern Research Labs have stressed the importance of interrupt strategies and mechanisms in remote dialogue. Face-to-face meetings are much less formal because of less restrictions on interrupts. It's bandwidth is effectively limited only by the listeners perception of such cues as facial expression, voice inflection and baby language. 501
- (058-132-02) Yes,  
 \*\* If viewing increases, as is probable, only formal business - or church - related activities will remain and with two-way video and audio network, formal communications will control life style. 502
- (058-135-00) Don't see any change. 503
- (058-141-00) Depends upon personalities involved and cultural norms (with international contacts and relationships,) 504
- (058-203-00) Perhaps "urban tribes" will be created were social interaction increases within community regions with accompanying informal relations - but with more formal between communities depending on perceived psychological distance. 505
- (058-205-00) None! 506
- (058-213-00) Education would become less personal, not necessarily less informal - the definition difference may be a major problem with the question. 507
- (058-216-00) In general working through machines all the time can be expected to increase formality. 508
- (058-301-00) "Intensity" is the key noun, not "Formality". 509
- (058-305-00) No further comment 510
- (058-307-00) Not likely. Informal life style would lead to informal relationships. 511
- (058-505-00) At the beginning, most of the services would be very formal, but as they got older, I believe people would develop a more informal relationship towards them. 512
- (058-608-00) Increasing tendency to view people as role-players. - Increasing fragmentation in personal relationships, friendships based on specific interests rather than general empathy. 513

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- (058-612-00) If everything was done from the home, sports, church, education, etc., everything in our system would go down. Churches are closing down now because of lack of membership. People even now stay home and watch this on T.V. More people would die young because of sitting at home instead of getting out for exercise. More homes would be broken because no one would be going anywhere to meet anyone. 514
- (058-620-00) Are we all going to become robots and not be able to think at all for ourselves? 515
- (058-620-00) I am sure no machine is going to change my life style to the extent here indicated. 516
- (059-102-00) It depends whether or not one KNOWS that the service has failed. This brings up the question of some form of testing on a regular basis. 517
- (059-102-03) Which might not be a bad thing.  
 \*\* "Chaos"; politicians might become unwilling to make decisions in the absence of remote inputs. 518
- (059-106-00) I don't think the respondees were keeping the details of the services in mind when they answered. 519
- (059-106-00) The fact that the results are so neutral probably indicates that no one is taking the services seriously. I can't imagine how people could take such an important subject so lightly. 520
- (059-106-01) Could buy a newspaper. 521
- (059-106-01) I agree  
 \*\* "No effects", assuming traditional alternatives remain. 522
- (059-106-01) I agree  
 \*\* Assumes alternatives are available and that problem not an emergency. 523
- (059-106-01) I agree  
 \*\* Depends on what is meant by temporary. 524
- (059-106-01) I agree  
 \*\* Eventually, complete chaos, but we won't be all the way there by 1985. 525
- (059-106-01) I agree  
 \*\* How long is "temporary"? 526
- (059-106-01) I agree

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\*\* How long is temporary? Depends on availability of alternative modes of operation. 527

(059-106-02) I agree  
 \*\* Depends on the length of the breakdown period. 528

(059-106-03) I agree  
 \*\* "No effects", unless regular stores close down, in which case major consequences. 529

(059-106-06) I agree  
 \*\* Since the system would tend to encourage reliance on home security rather than banks, etc, for valuables, a breakdown would be serious because often unnoticed. 530

(059-109-00) Breakdown might mean payment of damages for work time lost or failure to meet contract obligations. 531

(059-109-00) Depends on relative costs of insurance and who would pay if breakin occurred during breakdown. 532

(059-109-00) Remote banking breakdown serious but only intolerable; if other access substantially reduced as a result of this new service. 533

(059-111-00) Depends on a) length of breakdown and 2) quality of crooks' contingency planning. 534

(059-111-00) Depends so much on how they are used. Unlikely to be serious per se, but could be if, as is probably part of a wider telecomms. system breakdown. 535

(059-111-00) I agree with those who think it would be serious, but things didn't grind to a halt in the Irish or French bank strikes. 536

(059-111-00) No. 537

(059-111-00) Obviously 538

(059-111-00) Probably not too serious unless it coincided with a health emergency of another kind (epidemic, for example). 539

(059-111-00) Yes 540

(059-111-02) Depends on quality of teachers.  
 \*\* "Minor consequences", if integrated with existing schol curriculum. 541

## Comments on Entertainment by Question No. (000 thru 059)

- (059-111-02) Depends on quality of teachers,  
 \*\* This is worse if the program is integrated into the schools. 542
- (059-113-00) A little more important than entertainment - more annoyance and frustration, but still no hardship, 543
- (059-113-00) Annoyance and frustration, but no real hardship. (One does not depend on entertainment for one's living.) 544
- (059-113-00) Cf. education 545
- (059-113-00) Could be serious, 546
- (059-113-00) Depending on the acuteness of the ailment; it could be serious, 547
- (059-113-00) Disruption of service no problem, 548
- (059-113-00) No problem, 549
- (059-113-00) There always are alternatives. But the alternatives vary in their ability to do what the service is supposed to do. The worst alternative is not to do anything, the best alternative would be a service through which one could achieve the same goals. Time is an important criterion. Does the alternative help to achieve the same in the same time period, 550
- (059-113-00) This would be the most disruptive. Still no real problem though, for most office jobs. However if the service is used for advice to surgeon in operating room the problem is obvious, 551
- (059-113-00) cf. education, 552
- (059-113-00) cf. entertainment, 553
- (059-115-00) Agree, 554
- (059-115-00) Could be serious of disruption means a malfunction, 555
- (059-115-00) I think this is necessary in the case of remote banking and home surveillance and medical diagnosis, 556
- (059-115-00) It depends on what is meant by disruption of service. If one assumes that alternative services can be used and that disruption means that the service cannot be used for a short period, then only minor effects. But if there is no alternative or if it means a mis-function of the system e.g. the computer transfers \$100 to the account of Bell Canada when you wanted to transfer only \$10, then I



Comments on Entertainment by Question No. (000 thru 059)

think it would have major consequences. In other words, these services must be 100% reliable when they are working. 557

(059-115-00) It depends on what is meant by disruption of service. If one assumes that alternative services can be used and that disruption means that the service cannot be used for a short period, then only minor effects. But if there is no alternative or if it means a mis-function of the system e.g. the computer transfers \$100 to the account of Bell Canada when you wanted to transfer only \$10, then I think it would have major consequences. In other words, these services must be 100% reliable when they are working. 558

(059-115-00) Major if it doesn't work when a buglar picks up your home. 559

(059-115-00) Missing a lessor or two would have only minor consequences. 560

(059-115-00) No consequences  
\*\* A disruption leading to erroneous information would be the worst kind. 561

(059-115-00) No effects. 562

(059-115-00) One can certainly work a few hours without having to use a terminal. 563

(059-115-01) Agree  
\*\* It would be major if you needed the service while it was disrupted. 564

(059-115-01) Agree, minor annoyance but I don't necessarily suscribe to that theory of more babies.  
\*\* Depends, of course on what there is available for entertainment. 565

(059-115-01) Agree, minor annoyance, but I don't necessarily suscribe to that theory of more babies.  
\*\* Upset if I was paying a high rate; but if temporary - same kind of reaction as not getting into a movie...! 566

(059-115-01) What if you haven't read it?  
\*\* Ref. "The Machine Stops", by E.M. Forster.. 567

(059-115-02) Good point  
\*\* A rash of bad diagnoses could be fatal. 568

(059-115-02) Nuisance only  
\*\* "Chaos" without a back-up system, especially on medical information. 569

Comments on Entertainment by Question No. (000 thru 059)

- (059-115-03) Agree, but this will not happen  
 \*\* "Chaos", unless regular stores close down, in which case  
 major consequences. 570
- (059-115-03) Agree, minor annoyance. But I don't necessarily subscribe  
 to that theory of more babies.  
 \*\* More babies? 571
- (059-115-03) I doubt it  
 \*\* "Chaos" politicians might become unwilling to make decisions in  
 the absence of remote inputs. 572
- (059-115-06) Agree, minor annoyance. But I don't necessarily subscribe  
 to that theory of more babies.  
 \*\* This would be the same as when the television quits; everyone  
 will not know what to do with themselves. 573
- (059-115-06) I wouldn't do that!  
 \*\* Since the system would tend to encourage reliance on home  
 security rather than banks, etc, for valuables, a breakdown would be  
 serious because often unnoticed. 574
- (059-116-00) Again, different kinds of breakdowns are envisaged. 575
- (059-116-01) Good point. Perhaps has Weller's invasion from Mars in  
 mind.  
 \*\* A disruption leading to erroneous information would be the worst  
 kind. 576
- (059-116-01) I agree  
 \*\* Privacy of this information is essential, or police state-type  
 activities (for national security reasons, of course) could become  
 widespread. 577
- (059-116-02) Agree  
 \*\* "Chaos" without a back-up system, especially on medical  
 information. 578
- (059-116-02) Clearly, these 2 educators are using "integrated" in  
 different if not opposite senses.  
 \*\* This is worse if the program is integrated into the schools.  
 \*\* "Minor consequences", if integrated with existing school  
 curriculum. 579
- (059-116-03) I doubt it  
 \*\* "Chaos" politicians might become unwilling to make decisions in  
 the absence of remote inputs. 580
- (059-116-03) No evidence that the great 1965 black out had this

Comments on Entertainment by Question No. (000 thru 059)

effect

- \*\* More babies? 581
- (059-116-04) This is hard to interpret. 582
- (059-116-06) Assumes the system is not fail-safe.  
 \*\* Since the system would tend to encourage reliance on home security rather than banks, etc, for valuables, a breakdown would be serious because often unnoticed. 583
- (059-118-00) I am trying to change my consumer lifestyle to become less dependent on "things" and "gadgets" - to live more simply and develop inner potential. The world is complicated enough as it is without adding further to its complexities by worrying about breakdowns all the time. Even living by candlelight can be a pleasant experience 584
- (059-119-00) Do we know the number of bad diagnoses made by doctors today, I doubt it. 585
- (059-119-00) I don't think you would have a back up system for many of these services. We could not afford both for example in the banking system. Banks do not have effective back up systems even today. 586
- (059-122-00) Not reasonable unlikely to be able to cost justify. 587
- (059-122-01) Interesting, everyone a consultant  
 \*\* It might be the only way one could work for several employers at once, hence a breakdown could be serious. 588
- (059-122-06) Valid  
 \*\* Since the system would tend to encourage reliance on home security rather than banks, etc, for valuables, a breakdown would be serious because often unnoticed. 589
- (059-123-00) Disruptions in the accuracy or continuity/availability of banking services could be catastrophic to the commercial life of the service area affected. Remember the postal strike? 590
- (059-123-00) Don't know! 591
- (059-123-00) I tend to think this really isn't that significant. 592
- (059-123-00) This all depends on whether user come to depend on this as their sole means of health care delivery which is highly unlikely except for remote isolated communities. 593

Comments on Entertainment by Question No. (000 thru 059)

- (059-123-00) Who cares? Entertainment just isn't that essential for adults. 594
- (059-123-00) Yes, as a general tendency. However it would probably be best to promulgate a policy that such fallback systems exist. Of course the user would have to be willing to pay for such reliability enhancement. 595
- (059-123-01) Very profound insight: individual workers tends to become a self-employed "freelancer" rather than a steady wage-earner. Many workers would oppose such a shift to a less stable source of income as a threat to their financial security.  
 \*\* It might be the only way one could work for several employers at once, hence a breakdown could be serious. 596
- (059-123-01) Yes  
 \*\* Nuisance 597
- (059-123-01) Yes The monopoly control of the news media is a serious issue when it results in concentration of ownership and control.  
 \*\* Depends on availability of alternative services. 598
- (059-123-01) Yes, absolutely mandatory  
 \*\*Fail-safe manual system fallback assumed. 599
- (059-123-02) The pattern of voting machine breakdowns and malfunctions is highly suspect in some cities notable for rough and tumble politics. Just try to extrapolate that to a large scale of operations using sophisticated systems which are even more vulnerable. 600
- (059-123-02) Yes, Only if the program is tightly integrated into a curriculum such that it could disrupt the timing of exams or the proper sequence of a tract of instruction.  
 \*\* "Minor consequences", if integrated with existing school curriculum. 601
- (059-123-02) Yes, only if the program is tightly integrated into a curriculum such that it could disrupt the timing of exams or the proper sequence of a tract of instruction.  
 \*\* This is worse if the program is integrated into the schools. 602
- (059-123-02) Yes, quite literally  
 \*\* A rash of bad diagnoses could be fatal. 603
- (059-123-03) Only serious consequences if it disrupts shopping for essentials such as food and booze!  
 \*\* "No effects", unless regular stores close down, in which case major consequences. 604

Comments on Entertainment by Question No. (000 thru 059)

- (059-130-00) All are good comments here. "security" must take account of what is at risk. If the surveillance system and/or backup cannot bring the decreased risk to a known and acceptable level, then it won't sell in the first place, 605
- (059-132-00) Could be similar in its effects to a serious snow storm - hopefully no more frequent, 606
- (059-132-00) Could have serious consequences depending upon the degree of breakdown. Late payment of bills, people cutting the time too fine - defaults in contract adaptations, Some legal recourse such as automatic time extentions would be necessary, 607
- (059-132-00) Depends greatly on the type of breakdown = bad diagnoses or merely fail safe into inoperability, 608
- (059-132-00) Must be other methods for emergency level situations ie, my kid has swallowed some stuff which was blue and pink, 609
- (059-132-00) Wouldn't use it, 610
- (059-132-00) Wouldn't use it, 611
- (059-132-01) Agree  
\*\* "No effects" - except perhaps emotionally, 612
- (059-132-01) Agree  
\*\* A breakdown might be a pleasant relief for many people, 613
- (059-132-01) Agree  
\*\* I could take it or leave it, 614
- (059-132-01) Agree  
\*\* No effect on me personally, 615
- (059-132-01) No ways  
\*\* Ref, "The Machine Stops", by E.M. Forster, 616
- (059-132-02) No way should this system be used for voting.  
\*\* "NO effects" except for a malfunction during an election; then chaos would result, 617
- (059-132-02) Yes,  
\*\* "Minor consequences", if integrated with existing school curriculum, 618
- (059-132-03) Agree  
\*\* "No effects", unless regular stores close down, in which case major consequences, 619

Comments on Entertainment by Question No. (000 thru 059)

- (059-132-03) Perhaps  
 \*\* Mostly irritation in terms like "If the bloody phone company can't run things properly, someone else should take over", 620
- (059-132-06) Please no! Our toys are not that important.  
 \*\* This would be the same as when the television quits; everyone will not know what to do with themselves. 621
- (059-132-50) Because I wouldn't use it that much. 622
- (059-135-01) I agree.  
 \*\* \*\* I could take it or leave it. 623
- (059-141-00) Agree. 624
- (059-141-00) This is the key assumption. Other systems will always exist accross the spectrum of services reviewed here. 625
- (059-141-01) No, it wouldn't and couldn't.  
 \*\* Depends; would this wholly replace other sources of news? (Hope not!). 626
- (059-203-00) A few hours lost here or there wont seriously affect ones learning (so it seems during a teachers' convention). Loss of educational records could be very important. Administrative ease calls for rigid routine in today's education but we shouldn't assume this must continue in the future. 627
- (059-203-00) Cost of errors would be important. 628
- (059-203-00) I would take temporary to mean the allienate system would not be activated. 629
- (059-203-00) If disruption public then rush of crimes could result by people taking advantage of the disruption. 630
- (059-203-00) It might nig stock speculators hard - but I have doubts about their contribution to society anyway. 631
- (059-203-00) People should learn to be entertained at least sometimes, by their own thinking. 632
- (059-203-00) Prevention of mis-use of info more important than secrecy. 633
- (059-203-00) Probably no more disruptive than a strike. 634
- (059-203-00) Seldom is something required immediately. 635



Comments on Entertainment by Question No. (000 thru 059)

- (059-203-01) Agree  
 \*\* Assuming checks can still be used, etc... 636
- (059-203-01) Agree  
 \*\* Depends on availability of alternative services, 637
- (059-203-01) Agree  
 \*\* It would be major if you needed the service while it was disrupted, 638
- (059-203-01) Disagree because I envisaged use of system in non-emergency case most frequently, People would still go to hospitals in case of emergencies real or pretend,  
 \*\* Not chaos, but there could be numerous deaths and aggravated illnesses and injuries, 639
- (059-203-02) Agree  
 \*\* A breakdown might be a pleasant relief for many people! 640
- (059-203-02) People have brains to! if in doubt the patient will be taken to an emergency clinic,  
 \*\* "Chaos" without a back-up system, especially on medical information, 641
- (059-203-02) Some mdics already see 50 or more per day! Think of the increased income if a charge is kicked back to a medic,  
 \*\* I am tempted to answer "chaos" here, except that I suspect this might be one of the first systems to be installed, It is so attractive to busy doctors. Think how many more patients they will be able to service, 642
- (059-203-04) Depends upon what infor s lost - a student may have in mind previous course credits, 643
- (059-203-06) The real question is why this is happening? It is because of poor social experiences? If so how can they be made better?  
 \*\* This service actually is making people depend on this type of service; people tend to stick to themselves rather than go next door for help or ask someone for information, To me this is what I mean when a crisis happens you have no one to turn to if you are a stranger in a city, people don't even get to know their neighbors anymore, 644
- (059-205-00) Agree 645
- (059-205-01) Right  
 \*\* Depends, of course, on what else there is available for entertainment, 646

## Comments on Entertainment by Question No. (000 thru 059)

(059-205-01) Right  
 \*\* Frustration, but no hardships. 647

(059-205-01) Right  
 \*\* I could take it or leave it. 648

(059-205-01) Right  
 \*\* Minor annoyance. 649

(059-205-01) Why?  
 \*\* NOT chaos, but there could be numerous deaths and aggravated illnesses and injuries. 650

(059-205-06) Oh boy!  
 \*\* This would be the same as when the television quits; everyone will not know what to do with themselves. 651

(059-211-00) Reactions reflect individual attitudes. 652

(059-211-00) Reasonable 653

(059-213-00) Generally in agreement. 654

(059-213-00) If one really relies on the system individual life could well be lost. 655

(059-213-00) No problem. 656

(059-213-00) Really no problem at all. 657

(059-213-00) Still does. 658

(059-213-00) This could be a super problem. 659

(059-213-00) Yes. 660

(059-213-01) How long is a key problem, 10 hours would be a day's work.  
 \*\* How long is temporary? Depends on availability of alternative modes of operation. 661

(059-213-01) Yes.  
 \*\* "NO effects" = assuming traditional alternatives remain. 662

(059-213-01) Yes.  
 \*\* "NO effects" = not a full time service. 663

(059-213-02) Agree.

Comments on Entertainment by Question No. (000 thru 059)

- \*\* "Chaos" without a back-up system, especially on medical information. 664
- (059-213-02) Agree, 665
- \*\* The whole thing is largely irrelevant.
- (059-213-03) N.A. 666
- \*\* More babies?
- (059-213-03) Yes. 667
- (059-216-00) I can't see how a breakdown could have major consequences, except in banking, remote work, and home surveillance. Breakdown in education, household information, and remote shopping might be a definite inconvenience, but not nearly as serious as those we constantly put up with due to strikes, etc. 668
- (059-216-00) I have tacitly assumed that other sources such as newspapers, magazines, and perhaps general news broadcasts by T.V. and radio are still available. With this assumption disruption is a minor convenience, without it a major inconvenience, but no more if only temporary. 669
- (059-216-00) If this became a major vehicle for work, disruption would be a major problem depending on its duration. 670
- (059-216-00) Loss of privacy, particularly if not widely known, would be much more serious. 671
- (059-216-00) My opinion that disruption would be only a minor inconvenience is based on a feeling that this would not become an essential link in the chain of medical service. 672
- (059-216-00) N/C 673
- (059-216-00) N/C 674
- (059-216-00) N/C 675
- (059-216-00) The "service description" implies the existence of a supple, supplementary directory for emergency information. I can only see disruption as a quite minor inconvenience. 676
- (059-216-00) This could be a definite inconvenience, but no more. I cannot conceive of "regular stores" closing down, although they might become more widely separated. 677
- (059-216-00) This could be very serious especially if the whole crime prevention system became geared to it. 678

Comments on Entertainment by Question No. (000 thru 059)

- (059-216-00) Would be a temporary inconvenience. 679
- (059-216-01) Effects of disruption would be severe, after the system was well established and widely accepted, Chaos, however, is an overstatement. We manage to survive postal strikes,  
 \* \* "Chaos"; How temporary? A week or more? 680
- (059-216-06) Effects of disruption would be severe, after the system was well established and widely accepted, Chaos, however is an overstatement. We manage to survive postal strikes.  
 \* \* There would be complete chaos if this type of system ever broke down. There also could be a lot more theivery of bank cards, etc.,. 681
- (059-218-00) Could be rather like a lobotomy. 682
- (059-302-00) Minor consequences. Entertainment is a tertiary type of need. 683
- (059-302-00) No effects. 684
- (059-302-00) No great consequences. Other methods will still be available. 685
- (059-302-00) No more impact than a teacher's strike. 686
- (059-302-00) Not more chaos than in a postal strike. Creditors will have to wait. It is assumed that a "manual" systems will be on a stand-by basis. 687
- (059-305-00) Stay with these after reading the comments. 688
- (059-307-02) And charge?  
 \* \* I am tempted to answer "chaos" here, except that I suspect this might be one of the first systems to be installed, it is so attractive to busy doctors. Think how many more patients they will be able to service. 689
- (059-307-06) One would have expected this to be true of credit cards too. But doesn't seem to have happened.  
 \* \* There would be complete chaos if this type of system ever broke down. There also could be a lot more delivery of bank cards, etc.,. 690
- (059-307-06) People adjust when they have to. But could lead to family fights, etc, if people get bored enough.  
 \* \* This would be the same as when the television quits; everyone will not know what to do with themselves. 691
- (059-504-00) Disruption depends on the level of dependance on the system. 692

Comments on Entertainment by Question No. (000 thru 059)

- (059-505-00) Everyone could live without this system for a short time, because they would be able to catch up on it after the service was working again. 693
- (059-505-00) If people had money on hand, they would be able to go for a while if this service broke down, but not for very long. 694
- (059-505-00) It is hard enough to get help in a city, what would it be like if this system broke down. 695
- (059-505-00) People (aside from politicians) could live with this disruption. 696
- (059-505-00) The major thing in these services is that people don't become completely dependent on them, otherwise we would be in a real mess if anything all of a sudden happened to them. 697
- (059-505-00) The students would like it if it broke down, and it was the only school curriculum. Otherwise it would cause no major disturbance. 698
- (059-505-00) There would be a major increase in crime during a time of disruption of this service. 699
- (059-505-00) There would have to be alternate methods available or we would have a crisis. 700
- (059-505-00) This system would cause chaos if people became too dependent on it for making their entertainment, and if they had nothing planned for, just in case it did break down. 701
- (059-505-00) This would be chaos because people would be afraid of what would happen if they got behind in their work. 702
- (059-602-00) Comparatively easy to be prepared for short emergencies. 703
- (059-602-00) I suppose it could be vital if one depended on this service totally (e.g. a certain highway blocked, flooded etc., warning of impending storm, tornado, etc.) 704
- (059-602-00) I would hate to think that my family would become so dependent on a mechanical entertainment device, that we would not be able to entertain ourselves. I hope people would not forget how to skate, bowl, dance etc. If they do, can you see what physical shape of people would be in a few years? 705
- (059-602-00) I would think my family could cope. There is always some way to get help if we look for it. 706

## Comments on Entertainment by Question No. (000 thru 059)

- (059-602-00) In case of fire it could be disastrous unless backed up by some other unrelated detection device, 707
- (059-602-00) In most places hospital emergency wings are not too distant, and this should solve a disruption of service for those who need immediate attention, 708
- (059-602-00) Regular banking would have to be an alternative, 709
- (059-602-00) Some people might learn more through a disruption of service, 710
- (059-602-00) There should be an alternative system, of course, but in the case of a complete power failure, what then! 711
- (059-604-00) I don't see these services ever replacing existing one, only supplementing - so - nuisance only, 712
- (059-604-00) Nuisance only, 713
- (059-604-00) Nuisance only, 714
- (059-604-00) Nuisance only, 715
- (059-604-00) Nuisance only, 716
- (059-604-00) Nuisance, 717
- (059-604-00) Serious if breakdown were unnoticed and system still relied upon, 718
- (059-604-01) Aggravated illnesses could occur if people "putt off" getting help until service was restored,  
 \*\* Not chaos, but there could be numerous deaths and aggravated illnesses and injuries, 719
- (059-604-01) Nuisance only,  
 \*\* Assuming you could still transact in the traditional way, 720
- (059-604-06) I love it when the T.V. "goes" for a few days and I can read a good book, do a project, etc.  
 \*\* This would be the same as when the television quits; everyone will not know what to do with themselves, 721
- (059-607-00) People would not know what to do, also wonder how often would this happen, 722
- (059-607-00) Would cause embarrassment and frustration, 723



Comments on Entertainment by Question No. (000 thru 059)

- (059-608-00) Breakdown in services 6-10 would be more serious, since users would be more dependent on them and alternate systems would require time to establish. In addition, these services deal with the user's ability to earn a living and maintain his health and belongings. 724
- (059-608-00) Valid 725
- (059-612-00) No comment. 726
- (059-612-00) No comment. 727
- (059-612-00) This is fine if the banks still run the same as they do now. With remote banking as an extra service. 728
- (059-612-01) There probably would be a lot of this hence more unemployment.  
 \*\* It might be the only way one could work for several employers at once, hence a breakdown could be serious. 729
- (059-612-02) I agree here.  
 \*\* Assumes alternatives are available and that problem not an emergency. 730
- (059-612-03) This is what I mean here about unemployment.  
 \*\* "No effects", unless regular stores close down, in which case major consequences. 731
- (059-612-06) I agree. 732
- (059-612-06) I agree.  
 \*\* There is a disadvantage here if you depend on this household information at the time of disruption. 733
- (059-616-00) A disruption of this service for any length of time could benefit some people. Two days with T.V. left our family in a void. Three weeks without T.V. brought us much closer, i.e., new games were discovered, card games were re-discovered, more friends to visit (we lived in a community that was without T.V. reception for 3 weeks). 734
- (059-616-00) Could find information elsewhere. 735
- (059-616-00) Depends on how "deep" this service is used - would upset emergency situations but "constant" conditions could be managed. 736
- (059-616-00) I feel there would be chaos. It takes long enough now to track down errors, etc. 737

Comments on Entertainment by Question No. (000 thru 059)

- (059-616-00) If bedroom communities had no other means of shopping could cause trouble if people had living arrangements that did not include physical on the spot purchasing. 738
- (059-616-00) If relied on to great extent in existing school systems; there would be more than minor disruption. 739
- (059-616-00) No effects would not involve that many people. 740
- (059-616-03) I agree with the consumerist.  
\*\* "NO effects", if traditional sources still available. 741
- (059-616-03) I agree with the consumerist.  
\*\* Mild annoyance unless during an emergency. 742
- (059-620-00) I can't conceive any doctor - in his or her right mind even getting involved in this set up. So = no consequences. 743
- (059-620-00) So the teacher and class to a little constructive imagination. 744
- (059-620-00) There could, I suppose, in some instances, cause confusion to apoint, but surely not chaotic. We still have our brains and a little ingenuity to resort to. 745
- (059-620-00) These comments on the whole - to me are mostly laughable! More babies? Come now - Perhaps closer relationships. Lets put this all on a "Down to earth basis". You take you faily camping - No facilities - it's great - for a couple of weeks. Your return to so-called civilization and doesn't everyone just appreciate running water etc. all the more? 746

MIKE 29-MAR-75 10:04 32214

Comments on Entertainment by Question No. (000 thru 059)

(J32214) 29-MAR-75 10:04;;; Title: Author(s): Michael T.  
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## Comments on Educationsa by Question No. (100 thru 159)

- (100-102-06) Housewives have no extreme viewpoints, 1
- (100-106-00) No comments, 2
- (100-109-00) "Learning a living" will last a lifetime, 3
- (100-116-00) The narrow range of responses here may indicate the unlikelihood of the taking place, Since your first questionnaire, the chronicled Higher Education had an article on the high cost of things like the British Open University, 4
- (100-119-00) The answer are low because time scale, eleven years, is short in institutional evolution, 5
- (100-135-00) Education is a broad term and includes many things other than scholastic subjects, 6
- (100-205-00) Seems like a good range of responses, 7
- (100-213-00) Our experience with an extended campus program where programs are taken to students of all ages away from this institution is meeting with great success - families want a home access environment, 8
- (100-303-00) With an aging population meaningful existence for people 60+ must, of necessity, employ education, 9
- (100-620-00) Would gladly pay, for the opportunity to use such a service, 10
- (101-102-01) Participative in casting could be used for "pacing" program delivery to suit the average comprehension level,  
 \*\* Adults will not believe in it unless they are participating, 11
- (101-110-01) No credit, making it more fun to learn,  
 \*\* My guess is that the best market would be the adult education market - as the home equivalent of a night school, 12
- (101-110-02) Perhaps biased because of her own viewpoint,  
 \*\* Perhaps a little too optimistic, especially for the adult level, because of the motivation problem, 13
- (101-110-06) Not necessarily, how about note exercises, etc.  
 \*\* This service would be of more use to adults than to children, whose primary need is for a program of discovery, 14
- (101-115-01) Agree  
 \*\* My guess is that the best market would be the adult education market - as the home equivalent of a night school, 15

## Comments on Educationsa by Question No. (100 thru 159)

- (101-116-00) Clearly the percentages were broken down into too large lumps for differences to shown T,V, 16
- (101-132-01) I agree with the commentary on adult level programming being a principal basis - Adults have surprising motivation for things that interest them, quite often unrelated to the work environment.  
 \*\* Serious adult service would be the principal basis. 17
- (101-205-02) Disagree!  
 \*\* Perhaps a little too optimistic, especially for the adult level, because of the motivation problem. 18
- (102-101-00) I favor a form of fee for service system in which the poor are given Vouchers which can be used to pay fees. A form of support which goes from government direct to the producer prevents the user from making his wishes known. 19
- (102-102-02) The announcement ('commercial') system is not necessarily a bad thing. Perhaps some audience feedback could improve matters.  
 \*\* The commercial is the base of television as we know it. Let's avoid it assiduously in any new development of technology. 20
- (102-106-00) Government funding frequently fails to continue long enough for a new function to gain a foothold. Government funding will tend to get involved in censorship, changing the mix of users. 21
- (102-109-00) In the Age of Information, only the hardware system can be owned - the question may still be: By whom? But "software" information knows no bounds; its "ownership" is already free - for - all via electric media; it can never be contained or detained for long by "hardware". 22
- (102-109-00) Local schools will stress dialogue and discovery of new questions; they will also provide perceptual training. Proposed education-on-demand would assist in conceptual training and would provide the old answers at higher speed. 23
- (102-111-00) Considerably. 24
- (102-111-00) I suport these quotes. 25
- (102-111-00) To some extent. 26
- (102-111-21) Researchers are more aware of the falures of CAI etc, Students are conscios how lousy their teachers are. 27

## Comments on Educationalsa by Question No. (100 thru 159)

- (102-111-24) Researchers are more aware of the failures of CAI etc, Students are concious how lousy their teachers are, 28
- (102-113-00) Speed up the process. (There's no money in it for entrepreneurs, they would therefore never get into ETV.) 29
- (102-113-00) Yes. (Presume you'd like to know how): Govt involvement may since the service may be free, or low cost, allow underprivileged people to improve theieducation, 30
- (102-115-01) I agree with all comments but the second one (I do not know what he means). I think heavy government funding is the only way to get such a service started on a large scale.  
\*\* Should be strongly supported with public funds, perhaps with groups or pulitzer prize winners and other such laureates reviewing and providing overall direction to the programs. 31
- (102-116-00) It will dealy it unless it is taken up by a "pop list" as a showcase. 32
- (102-119-00) If we have to wait for government funding it will delay the introduction of these services because the consensus is moving towards the government spends too much. 33
- (102-122-00) Probably be faster w/commercials 34
- (102-122-00) Will inhibit format - no controversy in the programs - could stifle 35
- (102-123-00) Gov't funding is essential. It is the necessary catalyst, 36
- (102-123-00) No! This is mostly dependent on the user's motivation provided the cost to him is low enough or free through Gov't subsidy. 37
- (102-124-00) ? Question not clear. 38
- (102-124-00) Can't say. Government interest has the potential of mostly accelerating introduction. Govt. foot draffing can significantly inhibit introduction. 39
- (102-130-00) Government Funding would clearly alter the user make up, probably by laying the programs to the "mass needs" or "lowest denominator". 40
- (102-130-00) Reliance on Government funding will delay and delete the services. Problem - most governmental jurisdictions do not coincide with "electric coverage" areas. 41



## Comments on Educationsa by Question No. (100 thru 159)

- (102-132-00) A great deal depends upon the societal problems and needs as perceived by the governments (fed. & prov.) unless the demand is articulated - particularly by the so-called "worker class" then governments may delay considerably any support. Without this support it will be a long time coming. An "open university" approach on TV could start it off, and not necessarily at university level. 42
- (102-135-02) Government spending will have to support most of it but would think that educational type businesses would also support without requiring commercials as we see on regular T.V.  
 \*\* Educational facilities and services are already being substantially used on the "haves"; to put a fee on homelearning for the "have-nots" is to put a further barrier in the way of use. If a fee is charged it should be minimal and covered by bursaries or grants if necessary. 43
- (102-135-02) Programming should not be controlled by largest contributor.  
 \*\* The commercial is the base of television as we know it. Let's avoid it assiduously in any new development of technology. 44
- (102-135-03) Government spending will have to support most of it but would think that educational type business would also support without requiring commercials as we see on regular T.V.  
 \*\* If this is to be part of regular schooling, education available to all requires heavy government involvement. 45
- (102-141-00) Gov't funding may restrict the range of topics to be made available. 46
- (102-141-00) I feel most respondents are too optimistic on the degree of institutional change that will occur in the next decade. 47
- (102-141-00) Timing will be pushed into the future with this reliance. 48
- (102-201-00) Essentially defines the time. 49
- (102-201-00) Use, witness PBS in US with middle and upper class interest emphasis. 50
- (102-201-01) What special expertise do "laureates" have? They may be an irrelevant elite.  
 \*\* Should be strongly supported with public funds, perhaps with groups or pulitzer prize winners and other such laureates reviewing and providing overall direction to the programs. 51
- (102-201-02) Agree  
 \*\* Educational facilities and services are already being

## Comments on Educationa by Question No. (100 thru 159)

- substantially used on the "haves"; to put a fee on homelearning for the "have-nots" is to put a further barrier in the way of use. If a fee is charged it should be minimal and covered by bursaries or grants if necessary. 52
- (102-203-00) Gov't would cause earlier introduction. Yes - strings will be attached to funds. 53
- (102-203-00) In general I agree with these comments. 54
- (102-203-04) If the material is good in the instructional sense, the students are more accurate than the R group. 55
- (102-205-00) Could speed up the process if properly motivated (the govt.) 56
- (102-205-00) Good. 57
- (102-205-00) I don't think so. 58
- (102-207-00) A. It will hasten development 59
- (102-207-00) B. It depends on the Administration at a point in time. So far the FCC has only taken a moderate stand, even at that it is under constant attack by the Big 3 networks. 60
- (102-208-00) The record of governments on "timing" is not good, I would predict "feet-dragging". 61
- (102-208-00) Government funding probably would be primarily directed to areas which are not currently adequately covered, e.g., adult education (general), vocational retraining. 62
- (102-211-00) Initially, will delay it compared with commercial exploitation - but the final result, will be more equitable distribution. 63
- (102-211-00) Not in the long run. 64
- (102-212-00) No. 65
- (102-212-00) Seriously delay introduction of this new service. It takes time to generate voter pressure and see that pressure evolve into signed legislation. 66
- (102-213-00) Governments must be convinced the public wants the service - there a delay can be expected since the public hasn't yet fully discovered its own needs. Government does control air waves and distribution - a fact. 67

Comments on Educationa by Question No. (100 thru 159)

- (102-218-00) Government funding for the programming (as opposed to the computer communications network which must be govt funded) would probably guarantee mediocrity & irrelevance as all bureaucratic work does. 68
- (102-301-00) Not much. 69
- (102-302-00) The government can switch part of the funds allotted to traditional education to this new method. 70
- (102-303-00) I doubt it would radically alter content. 71
- (102-303-00) It could take longer to get going. 72
- (102-305-00) If high percentages are to be achieved the conservation of the educational system will have to be dented more than it has so far. Even so I would on more mature reflection go for 3-5% instead of 0. There are a lot of small schools where too little money and too much traditionalism will lead to 0 adoptions. 73
- (102-305-00) It will delay it because the cost is likely to be more like CBC's than CTV's, thus leading to trial delay. 74
- (102-305-00) This cannot be answered in the abstract for it depends on how the funds flow. If the programming is sensitive to the civil servants ego patterns and not to the public's wants one could have one result. If the programming becomes "artry", another result follows. If it becomes too perfectionist, yet another result. And so on. 75
- (102-307-00) Probably not significant. 76
- (102-504-00) Gov't funding would tend to delay the introduction; gov't are quick to collect but slower to let out. 77
- (102-505-00) The reliance on government funding will probably cause this service to be delayed by two or three years, but during this time the number of eventual users will increase by at least half the beginning number. 78
- (102-602-00) I just don't feel qualified to answer these questions. 79
- (102-604-00) I think that the program could be begun without such heavy government involvement in funding. Let those of us who would otherwise pay for night school, or job training courses, start with the programs we want, and once programs have proved their worth, then the government can expand the programs to "have-nots". I feel the government is already expected to give too much to too many - unjustifiable. 80

## Comments on Educationalsa by Question No. (100 thru 159)

- (102-604-04) It's evident that this generation of students have found teaching aids of this type useful and are presuming that their use will naturally grow, while we who have been educated by dedicated teachers and personal contact, view them skeptically. The young feel much more familiar with audio-visual devices. 81
- (102-607-00) I think that the government should pay for this, if we are to improve ourselves. 82
- (102-608-00) Reliance on government funding may delay introduction and will probably place restrictions on choice of programming. 83
- (102-612-00) By having the government sponsor this we all know taxes go up and it is always the middle class who is hardest hit, I also don't think the government would even pass it. This is going to have to be sponsored by large corporates or the average person will not be able to use it. 84
- (103-101-00) As long as it is easy for users to buy what they want directly by paying a fee, additional "free" programming is fine. If the entire system is a producer-supported system ( as in present ad-supported TV. ) serious problems exist for the user, as noted on previous page. 85
- (103-102-00) The consumer could pay (with subsidies in needy cases) by being equipped with a PAY-TV METER. Flat rate billing could be automatic. Automatic Incasting can play a role here. 86
- (103-109-00) Shifting payment "mix" depending on "consumer" satisfaction; not suitable for monopoly - service competition essential, whoever owns the "hardware" as common carrier. 87
- (103-110-01) Too biased and would be looked upon by Consumer (me) as a sales pitch.  
\*\* Advertising, e.g.: sewing by sewing machine co. - cooking by gas company - hobbies by suppliers, etc. 88
- (103-110-02) Dayton experience indicates consumer will pay for family education like golf, tennis, etc.  
\*\* Private industry for employee training. 89
- (103-111-01) I am worried by the dangers of covert advertising etc.  
\*\* Advertising, eg: sewing by sewing machine co. - cooking by gas company - hobbies by suppliers, etc. 90
- (103-111-01) I am worried by the dangers of covert advertising etc.  
\*\* Industry trying to develop markets through education of potential buyers. (?). 91

Comments on Educationsa by Question No. (100 thru 159)

(103-113-00) Re the statements by 2 researchers and educator: This may remove objectivity from the "education", Balance should be provided in the event of advertising type education.

92

(103-115-01) 1 and 2 have interesting suggestions but 3 identifies a real potential problem. If each company decides to sponsor an educational program to promote its product, we will end up with unnecessary duplication which may become costly for the consumer, perhaps the solution would be for industry associations or group of companies to sponsor these programs, e.g, car manufacturers sponsor a course on automobile mechanics.

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93

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94

(103-115-03) 1 and 2 have interesting suggestions but 3 identifies a real potential problem. If each company decides to sponsor an educational program to promote its product, we will end up with unnecessary duplication which may become costly for the consumer, perhaps the solution would be for industry associations, or group of companies to sponsor these programs, e.g, car manufacturers sponsor a course on automobile mechanics.

\*\* Depends on the level and nature of instruction - "Basic Right" vs. "Hobby" vs. "Investment in future income".

95

(103-116-01) I agree

\*\* Advertising, eg: sewing by sewing machine co. - cooking by gas company - hobbies by suppliers, etc.

96

(103-118-00) It may be that with the coming of the "Information Society" (as Japan has called it) in the 21st century this service will indeed become an important part of our national leisure time activity. Much more research needs to be done on format - such as study of how educational T.V. operates in other countries. Perhaps a combination of government and private industry funding will be necessary to offset huge programming costs in the future. What will be required is firm government control of advertising (not present now) in the industry. A mix of public-private perhaps suits our system best. But our geography demands a high involvement in

## Comments on Educationalsa by Question No. (100 thru 159)

- educational T.V. and more government stimulus to support this growing sector, 97
- (103-119-00) It depends on whether the service is a necessity as far as the community is concerned or a amenity for the individual. 98
- (103-122-00) Entertainment - user pay for Basic Education - gov't sponsored, Advanced education - split 99
- (103-122-02) Good  
\*\* Private industry for employee traning.. 100
- (103-123-00) Yes! Most definitely, 101
- (103-124-00) It would seem reasonable that govt./foundation/private sector subsidies could underwrite part of the cost of those programs which are legitimately educational (i.e. not hobby). The user then pays the rest (or his employer may if the course is work related). 102
- (103-130-00) Sponsorship equals advertising, and implies some kind of control. Essentially no different from what now exists thru "Commercial TV." 103
- (103-132-00) Audio visual technique can considerably augment and increase rate of absorption over books. No change on my part. 104
- (103-132-00) With interesting night courses available at low fees which provides both "hobby" and "investment in future income" and which also provides different social contact than during the working day, the fee must be low to compete. Therefore advertising sponsorship is an interesting possibility and industrial support also, fees for supplementary txts on the part of the customer looks OK. 105
- (103-141-00) There will have to be a variety of payment mechanisms to make this approach viable in the long term. 106
- (103-203-00) A company will not pay for the service unless it can see some profit in the programming. To do this it must get its own message across. Consumers are slowly getting leary about commercial objectives. 107
- (103-203-00) Using classroom methods 2 is probably right. If methods are used which sent the medium 1 is more accurate. 108
- (103-205-01) They put on clinics and/or seminars and/or workshop now. Most of these are well accepted. 109
- (103-207-00) Ultimately, if the system is used for polling,



## Comments on Educationsa by Question No. (100 thru 159)

- referenda, etc. it will have to be "free". In any event, the programming should be an appropriate mix, with ample amounts of "public service" staff. 110
- (103-208-00) In regard to retraining, training, etc., I believe that the agencies in charge should be those most competent to do the job (e.g., training on the job in factories). But here again, the funds should be provided by governments since the whole nation in principle profits from improved education and training. 111
- (103-208-00) In this age I would be reluctant to accept education or training for leisure as a "frill" for which the consumer should pay. I believe government responsibility is great in regard to education for leisure. 112
- (103-211-01) Yes  
 \*\* Advertising, eg. sewing by sewing machine co. = cooking by gas company = hobbies by suppliers, etc. 113
- (103-211-01) Yes  
 \*\* Industry trying to develop markets through education of potential buyers (?). 114
- (103-211-02) Yes  
 \*\* Private industry for employee training. 115
- (103-211-03) Yes  
 \*\* Depends on the level and nature of instruction - "Basic Right" vs. "Hobby" vs. "Investment in future income". 116
- (103-212-00) Gov't funding and/or grants similar to those used with NET programs production. 117
- (103-213-00) Yes, and it already has = pay T.V. example. If a profit motive can be developed or found and the material or information is truly wanted or needed by patrons the patron will pay the bill. 118
- (103-216-00) It is logical that the government should pay (with tax revenues) for services which are in the public interest (freely interpreted), or which will be of very widespread appeal. I doubt that industry or suppliers would provide much support on a specific advertising basis (as opposed to institutional, community service, image improvement "advertising"). 119
- (103-218-00) Hobby type learning should be paid for by the learner (or his parents). 120
- (103-218-00) Introduction & training in socially & politically important areas should pay the learner a salary. 121

## Comments on Educationsa by Question NO. (100 thru 159)

- (103-303-00) I think it should be user pays with subsidization by govt, It's a public goods problem, 122
- (103-305-00) This is an interesting theoretical question, on which volumes have been written for DDC and other enquiries, I think, however, that this debate will be superceded by events, The costs will be so monumental that any form of financing that can be found or invented will be used, if the project goes ahead, 123
- (103-307-00) Will have to tread that thin line between bureaucracy (gov't funding) and the problems with commercialism. 124
- (103-504-01) The "advertising" concept as described by the researcher is a good idea, bur the "traditional" education should be gov't funded, 125
- (103-505-00) I don't see what they have to do with who will pay for this service, 126
- (103-602-00) Regardless of who "pays" for the service, the cost is going to come out of "our" pocket anyway, 127
- (103-604-01) Valid,  
 \*\* Advertising, e.g.: sewing by sewing machine co. = cooking by gas company = hobbies by suppliers, etc. 128
- (103-604-01) valid,  
 \*\* industry trying to develop markets through education of potential buyers.(?) 129
- (103-604-02) If a given employee wants training he, and not his whole union, should pay. Governments/should sponsor programs on what the community needs to know about the community's own ecology, mass transit, population crisis, housing, recreational opportunities, etc, so that people could see how the local and national government is or is not working in these vital areas. I don't think that government should have to support "basic education" on this "luxury" level.  
 \*\* Private industry for employee training, 130
- (103-608-00) The commercial as it is now used should not be a basic source of revenue. However, companies could be permitted to sponser acceptable programmes as a type of prestige advertisement, as I.B.M, has done occasionally in the past, 131
- (103-612-01) I agree with what the researcher has suggested,  
 \*\* Advertising, e.g.: sewing by sewing machine co. = cooking by gas company = hobbies by supplies, etc, 132
- (103-620-01) I like the researchers ideas, but would still be willing

## Comments on Educationsa by Question NO. (100 thru 159)

- to pay for my choice of decent material  
 \*\* Industry trying to develop markets through education of potential buyers(?) 133
- (103-620-01) I like the researchers ideas, but would still be willing to pay for my choice of decent material,  
 \*\* Advertising, eg; sewing by sewing machine co. - cooking by gas company - hobbies by suppliers, etc. 134
- (104-213-20) Motivation? 135
- (105-505-40) There would be more students than adults using this system, to help in their school work in particular. 136
- (106-111-30) Differing political biases. 137
- (106-141-00) "Taxpayer's revolt will not permit this much \$ to be spent on "educational frills", 138
- (110-106-50) Since current TV is directed toward the 30-50 age groups I presume the new service will br too. 139
- (110-116-50) It would have been helpful to spcify what age you consider "adulthood" to start at, I assuem 18. 140
- (110-118-30) Adult level programming is certainly essential but even this would have to be broken down to include adults with little education and those already well-informed. The T.V. broadcasts of the Open University are a good example of high quality programming (Britain), Children could respond to science, the natural world and dramatised history programming. 141
- (110-119-50) Nominally "adult" 142
- (110-141-40) At what date? I assume 1985. 143
- (110-203-40) Adult services will be important. Perhaps the mixture will be most important - the audience should range from very young to the senior citizen. 144
- (110-212-20) Frankly, I would strongly urge for complete integration or public school curricula with this medium of power delivery. Hopefully there would be a "balance" between adult and non-adult education offerings. As programs are geared and job promotion and advancement, adult participation would increase. Public school kids would be a "captive" audience. Lets not neglect them. 145
- (110-213-50) 18 years old and up. 146

## Comments on Educationsa by Question No. (100 thru 159)

- (110-216-40) From my answer you can see I do not believe adult education is the principal application - although certainly a very important one. 147
- (110-218-30) Yes but of course "adult" programming will appeal to adolescents also. 148
- (110-302-40) If adult continuing education grows as fast in the future as it does now, there is no doubt that adult programming will be important, furthermore, the population tree is such that in 1980's the adult population will be more important than now. 149
- (110-305-50) Especially for education on new products on new phenomena in society, but also on humanities, arts and social sciences. 150
- (110-504-50) Education, in my opinion, is a lifelong process; adult education has not truly been provided for in our society, except at a great cost to the adult. The present education concept is geared to the young, therefore t.v. education should be geared to the adult (especially of the poorer classes). 151
- (110-505-50) More of the programming will be directed towards adults, even though possibly more students will be using this service. 152
- (110-604-50) If an adult decides to take a course, he is usually hungry for the information and intensely interested or else he doesn't bother. I think that this drive would make him the principal user. 153
- (110-607-00) Yes it would be very helpful for the adults, especially to the housewives. 154
- (110-608-50) There is some confusion in questions of this kind between will be and should be, which seems to be implied. 155
- (110-612-50) I say over 30% because this will be done during daytime when children will be at school. Schools now have there own closed circuit T.V. in them. They would also have to be on at certain hours so as not to conflict with lunch preparations, etc. 156
- (111-608-10) I feel that this service would only decrease any involvement in other activities. 157
- (112-218-10) It might reduce, b) except that we hardly ever watch TV anyway! 158
- (113-608-10) I feel that this service would only decrease any involvement in other activities. 159

## Comments on Educationsa by Question No. (100 thru 159)

(114-608-10) I feel that this service would only decrease any involvement in other activities.	160
(115-102-50) If one could play chess or poker this way.	161
(115-608-10) I feel that this service would only decrease any involvement in other activities.	162
(116-608-10) I feel that this service would only decrease any involvement in other activities.	163
(150-141-20) Reduction of commute time.	164
(155-116-04) I find the student reactions to the first 3 items (especially) incomprehensible, Did any comment on the risks envisaged.	165
(157-132-20) I would seek out others with similar enthusiasms.	166
(158-132-40) Because that is one of the few ways to meet other people.	167
(159-116-04) This is more understandable if students think of themselves as receiving their education substantially through such services.	168
(159-135-01) And would make up time be available? ** Depends on what is meant by temporary.	169

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Comments on Educationa by Question No. (100 thru 159)

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Bedford/MIKE; Distribution: /PAN( [ INFO-ONLY ] ); Sub-Collections:  
NIC; Clerk: MIKE;



## Comments on Household Information by Question No. (200 thru 259)

- (200-102-06) Again the group "housewives" ("househusbands", "housepeople"?) is not represented very much at the "extremes", 1
- (200-302-00) This could be one of the great benefit of the system: a dynamic library - it would replace the use of how-to magazine, 2
- (201-106-00) As with any new media the particular usage cannot be predicted before hand. It will have to evolve. Every medium was used first in some non-optimist role before its true usefulness to the public emerged. The benefits will be great, but we don't know what they will be in detail - any flexible, new way of communicating will be adopted and will become very useful in time, 3
- (201-109-00) Need to dramatize current bargains and new products or services offered - only enough to arouse curiosity leading to requests for more specific information by those who need it. Ads would be the subplot of a quick tour around the shopping places, 4
- (201-110-00) Easier and readily accessible, 5
- (201-110-00) I think this would have great potential for services a-e, 6
- (201-111-00) See Jencho recent book "Ad Hocism" 7
- (201-113-00) May help make home chores easier and faster. But then what? What of the individuals's own creativity. This together with other "streamlined" approaches help discourage the ordinary person from doing anything himself, leaving everything to the "professional". (E.G. do-it-yourself is becoming less common). It seems to be an unreversable trend though, - More leisure etc. 8
- (201-115-00) The real advantage of this service would be that information would be obtained rapidly when needed, 9
- (201-116-00) As before, if this were as cheap as newspaper classifieds, it might well take their place, I still think this might have serious consequences for newspapers, 10
- (201-118-00) The only good thing about such a service would be the effort to make it a consumer-oriented crusading program - a "hot-line" for people in trouble. No sponsor of course would support such a service - but since this would be in the public interest, perhaps some agency might. Exposure of shoddy business practices, redress of grievances, when to buy cheaply, harmful food and drugs, etc. - that would not be trivia 11
- (201-120-00) I have trouble with this service. It seems to me that this would have appeal to housewives who cannot watch quizz shows all

## Commens on Household Information by Question No. (200 thru 259)

- day long. My feeling is that a good cookbook or Consumers Reports does the trick. On the other hand a program which would treat a subject of particular interest to given group, say French or Chinese looking, might have considerable appeal. 12
- (201-122-00) Improved games shows! 13
- (201-122-02) If you have one convenient  
 \*\* To use a card index is more efficient and easier. 14
- (201-124-06) I concur with the last point, unless you are advocating an automated library system which would of course be remarkably revolutionary.  
 \*\* This service does not appear to have much to merit its use over existing sources of information except in an emergency situations or as a source of trivia. 15
- (201-130-00) Browsing is expensive, both in terms of costs in an electronic medium, and in terms of time. The beauty of the written word is its near zero storage and callup cost, so that "browsing" can occur at essentially no add on cost. The "discovery" aspect is the real payoff, but this is "directed, or oriented" discovery if one is constrained to use a medium whose costs are proportional to time in use. 16
- (201-132-00) So much depends upon the info offered but I feel that reference would be quite infrequent. 17
- (201-132-06) I really agree with the housewife (and) with the exception of the Bulletin board type of service. This is really useful but one only looks 1 or 2 times a week. The best "trivia" is to read an encyclopedia or the fillers at the end of the columns in the newspapers.  
 \*\*This service does not appear to have much to merit its use over existing sources of information except in an emergency situations or as a source of trivia. 18
- (201-135-00) What one knows, the other may not - also it would be current info which would be added to or modified as required. Use would depend on the amount of info available and how current. 19
- (201-141-00) Browsing is a human activity that will probably be greatly benefited with these capabilities. Example: This week I watched a number of airline passengers play around with a reservation system (when the clerks were away, of course) to find out what the weather was in various places in the world. They had no "use" for this data but they were obviously enjoying themselves. Trivia is, after all, a fun game for a lot of people. 20

## Comments on Household Information by Question No. (200 thru 259)

- (201-201-02) Bullshit!  
 \*\* To use a card index is more efficient and easier. 21
- (201-203-00) I think the type of service requested would change over time. More detailed information may be sought by users. One can spend many hours on a phone trying to locate a replacement part for home equipment. 22
- (201-203-01) I agree  
 \*\* This is one area where computer-augmented dialog, document production, query systems, access to special computing services would come in. In ten years powerful, relatively inexpensive systems will be available. Assuming these capabilities my families' use is as indicated. 23
- (201-203-02) This educator must be fairly old.  
 \*\* To use a card index is more efficient and easier. 24
- (201-205-06) Right on!  
 \*\* If this kind of service was available it would save considerable time and effort to the homeowner. 25
- (201-207-00) Ideally, the service would increase the efficiency and cost-effectiveness of the management of the household. 26
- (201-208-01) I have a feeling that these respondents in the main do not understand the types of info service which ultimately will be available and what it would do with the way they will use information sources. I personally see a computer-augmented system providing a broader range of info more quickly and comprehensively than all the media can now provide, combined. The use of the word "replace" in the question is unfortunate, because I don't see any of them replaced for a good long time.  
 \*\* This is one area where computer-augmented dialog, document production, query systems, access to special computing services would come in. In ten years powerful, relatively inexpensive systems will be available. Assuming these capabilities my families' use is as indicated. 27
- (201-211-00) Main advantage is that the information is available when one wants it. 28
- (201-213-00) Disagree with most statements - a data bank of information with random access to a whole host of general households info would be far more effective, efficient and complete than any of the current sources. 29
- (201-213-40) Availability will promote use - old rule the more convenient the source the greater the utilization. 30

## Commens on Household Information by Question No. (200 thru 259)

- (201-216-00) This system, if properly implemented, will offer unparalleled ease of access to a wealth of information. No card index (even assuming the basic information to be physically accessible to the user) can match its flexibility. One could have answers to many questions, which normally would remain unanswered because a search through one's own reference books, or a trip to the library, was too time consuming. Re "Trivia" what are trivia to one person may be fascinating or valuable information to another. 31
- (201-218-00) If it provided "relevanstial" information. Who is doing what right now? It could be very valuable indeed. 32
- (201-218-00) It is provided info on govt regulations & lega aid & tenants rights. 33
- (201-301-00) Who pays? The person who puts the info in ( in which case it may be biased ) or the peson who gets it out (which greatly limits the amount of use). This is a nasty but very fundamental problem. 34
- (201-303-00) I agree. 35
- (201-305-00) Could be, but browsing is usually done in situations where marginal cost (in almost any terms) is zero. 36
- (201-305-04) Could be something to this. Might improve a requirement sor suitable variation over time.  
 \*\* This service would go well for awhile, these people would get tired of it and no longer use it. 37
- (201-305-06) Few new services do have a clear edge in the first instance. It takes time for them to improve.  
 \*\* This service does not appear to have much to merit its use over existing sources of information except in an emergency situations or as a source of trivia. 38
- (201-307-04) No.  
 \*\* This service would go well for awhile, these people would get tired of it and no longer use it. 39
- (201-504-06) Instantaneous information, whether news, emergency info, or "trivia" would greatly replace and be more beneficial than alternative sources.  
 \*\* This service does not appear to have much to merit its use over existing sources of information except in an emergency situations or as a source of trivia. 40
- (201-505-02) This service would be there when you needed it. It would be better than a card index, as suggested, because some people are to

## Commens on Household Information by Question No. (200 thru 259)

lazy to look things up for themselves. If they can have some system whereby they don't have to be bothered looking something up, it would be better.

\*\* To use a card index is more efficient and easier.

41

(201-604-00) A little knowledge is a dangerous thing. If one really wants to get knowledge in a specific area, better to get the whole picture than to try to apply bits of info with no background, could be especially bad in do-it-yourself medicine.

42

(201-607-00) If this service was available now, it would be a great help in more ways than one to a lot of people.

43

(201-608-00) True, except that information gained in this way is valuable only in itself, not as a means of human contact - and it's still trivia.

44

(201-612-00) No.

45

(202-102-00) With CRT Television as the display medium, severe eye-strain could result.

46

(202-106-00) "Tuning in" will be unpleasant. It will require the use of manuals, knobs, fials, maybe light pens - messy. No one will enjoy this part.

47

(202-109-00) More listing of information is poor substitute for browsing and exploring and discovering directly.

48

(202-110-00) Lack of face to face contact, feel, or if not indexed properly the trouble to use the system to get information.

49

(202-115-00) Can't see any.

50

(202-116-00) If users find it unpleasant, they won't use it.

51

(202-118-00) It is Unattractive if it is simply trying to sell. It could be attractive if the service was trying to serve the real needs of people.

52

(202-119-00) It would have to be simple to us.

53

(202-120-00) I think a service like this might be more appealing in a video cassette format. This way the home handyman or chef would be able to follow the instructor step by step. If problems were encountered the tape could be stopped or rewound.

54

(202-122-00) Phone bill

55

## Comments on Household Information by Question No. (200 thru 259)

- (202-130-00) What assurances could be given of the "up to date" of info, being provided, May need to have a great deal of the "personal touch" aspect factored into the system, 56
- (202-132-00) The service should be basically neutral and therefore not unpleasant, Motion doesn't enter into it, Not useful in some cases (ie, repairs) but not generating any particular emotion of pleasant or unpleasant, 57
- (202-141-00) More than I can see, (except maybe potential cost to the user) 58
- (202-201-00) indexing and access will be a key factor in limiting use by non-professional groups, 59
- (202-203-00) If consumer considered information available as unreliable, 60
- (202-205-00) I don't understand how an "optional use" system can be thought of negatively affecting someone, 61
- (202-208-00) If it is only a token service rather than a comprehensive one, 62
- (202-211-00) Advertising! 63
- (202-212-00) I like them all! 64
- (202-213-00) None - I don't believe they fully understand the potential, 65
- (202-216-00) My only reservation concerning the system is the question of economic justification, I feel it may be many years before it is economically feasible to do what is (essentially) technically feasible today, (say 1990 - 2000 A.D.) 66
- (202-302-00) The Rythm and speed of a medium, If information or explanation is too quick for the reader, it is easier to turn back a page than to have a partial rerun of a film, 67
- (202-303-00) I could lead to a further deterioration of literacy, 68
- (202-305-00) The most serious problem would be data out of date. The next would be inaccuracies, Someone has to assume responsibility for the data bank, once "garbage in garbage out" starts for the service it is discredited, 69
- (202-305-00) Throughout this whole questionnaire there is excessive preoccupation, by implication, with the hardware and not enough



## Comments on Household Information by Question No. (200 thru 259)

- concern with whether what is to be transmitted could be assembled, maintained, and developed so that it would be worth receiving. (I should have said this earlier but it just bursts out now), 70
- (202-504-00) I find the babysitting aspect unattractive; a child (or group of children) needs personal attention and care, (ie, could the "t.v." change a diaper?) 71
- (202-505-00) The line they are calling could be busy, and they might need the information immediately, 72
- (202-602-00) The possible frustration of questions unanswered which face to face contact could supply, 73
- (202-607-00) Some people might, if they had this machine, think that it would interfere with their privacy, 74
- (202-608-00) It further increases the public's reliance on non-personal communication, and while more efficient, it will be a strongly alienating force, 75
- (202-620-00) How could it not be helpful if there is a good choice of material? 76
- (204-109-01) Researchers obvious of the effects of TV and other media on children's ability/disability to read, 77
- (204-111-43) Consumerists may work longer hours and have a greater need for the service, 78
- (204-141-01) Researchers are out of their area of expertise here - I go along with the consumerists (and housewives) 79
- (204-203-01) I think researchers see a grater need for young children than entertainment, 80
- (204-213-20) Consumer is much closer to the real or practical problem than the researcher, 204-205 are almost parallel there should not be the difference, 81
- (205-132-00) Not accident prone I guess, 82
- (205-213-20) Consumer is much closer to the real or practical problem than the researcher, 204-205 are almost parallel there should not ebe the difference, 83
- (206-102-00) Exception on the negative side of new service, 84

## Commens on Household Information by Question No. (200 thru 259)

(206-111-34) Supermarket trips a chore to students, not so much to housewives.	85
(206-111-36) Supermarket trips a chore to students, not so much to housewives.	86
(206-201-04) Probably shows who uses this traditional form; i.e. students.	87
(206-203-06) Housewives are already suspicious of supermarket advertising.	88
(208-116-50) I may have misunderstood this one, I do think it would reduce use of newspaper advertising - particularly classified - substantially.	89
(208-141-00) These services would be more of a supplement rather than a substitute.	90
(208-203-03) If headline scanning feature were available more "c" might rate higher.	91
(208-305-00) In small towns the papers leave much more to be desired than in big towns.	92
(209-132-00) Prefer radio - free for other things at the same time.	93
(209-141-00) These services would be more of a supplement rather than a substitute.	94
(209-203-01) Not sure why "R" so divergent. "R" may be biased towards FM stereo.	95
(209-305-00) In small towns the radio leave much more to be desired than in big towns.	96
(210-141-00) These services would be more of a supplement rather than a substitute.	97
(210-305-00) In small town the papers leave much more to be desired than in big towns, less so for T.V.	98
(211-111-22) As I said the educators look a lazy lot. Another possibility is that they have large families.	99
(211-115-40) I changed my mind about d and e; I had misinterpreted the question in the first round.	100

## Commens on Household Information by Question No. (200 thru 259)

(211-132-00) Can't always carry the idiot box to the place where the job is being done - books better,	101
(211-141-03) Educators appear to be more oriented towards do-it-yourself than welfare workers,	102
(211-141-05) Educators appear to be more oriented towards do-it-yourself than welfare workers,	103
(211-231-40) 211-W doesn't (?) the power of the medium,	104
(212-115-40) I changed my mind about d and e; I had misinterpreted the question in the first round,	105
(213-132-00) If I need to talk to people I really need to talk to people,	106
(214-111-45) Welfare workers see a move for reaching service,	107
(255-116-04) I find the student reactions to the first 3 items (especially) incomprehensible. Did any comment on the risks envisaged,?	108
(259-135-00) Didn't understand this to be "real time" "emergency" information,	109

MIKE 29-MAR-75 10:07 32216

Comments on Household Information by Question No. (200 thru 259)

(J32216) 29-MAR-75 10:07;;; Title: Author(s): Michael T.  
Bedford/MIKE; Sub-Collections: NIC; Clerk: MIKE;

## Comments on Dedicated News by Question No. (300 thru 359)

(300-109-00) Educators and researchers and similar print-oriented "consumers" read some editorials, Who else read anything but headlines and "scores" and "quotations"? Whereas radio and TV make the news of the moment, newspapers and magazines interpret "the news behind the news."

1

(300-124-00) MY responses on the top and bottom questions are, of course, related. Since I would still read the paper, magazines, I would consult the "News service" seldom since it would cost an "unnecessary" additional amount. However, if you had something like the NY Times information Bank on line, my usage rate would go way up.

2

(300-130-00) It doesn't seem as if the responders see much real use here. Could such use frequencies amortize the costs?

3

(300-132-00) As I originally stated, I wouldn't use the service.

4

(300-132-00) Not an investor but I should shift to 2 as a societal opinion.

5

(300-132-00) Radio availability is adequate from the demand viewpoint and newspapers weekly magazines are adequate for the further detail desired.

6

(300-141-00) Interesting to note that personal forms of news gathering are not expected to change by any of the panels.

7

(300-201-00) Some of us apparently trust newspapers more than other media!

8

(300-203-00) Want ads might be useful.

9

(300-212-06) Strongly agree

\*\* Such a service would be most useful if one could obtain editorial comments or articles on a specific news story from a variety of sources. I was not clear if this was included in your description if so I would revise my estimate to 3 - 5 times a week.

10

(300-302-00) In depth, treatment of news would still have to be written. Verbal treatment takes too much time, i.e. you read faster than someone can talk.

11

(300-305-00) To a large degree differences reflect tastes here. Functional purposes of news are also very important.

12

(300-505-00) I am under the impression that this service is a type of television that you press certain buttons, and you see on a screen, the information you want.

13

## Comments on Dedicated News by Question No. (300 thru 359)

- (300-604-00) It's evident that we already have plentiful access to the "news of the day", what people desire most is depth and detail. 14
- (301-101-00) Fairness not necessary if a true market exists. Editorial service would be an especially important part of any offering. Opportunity exists for in-depth backup information being readily available on any subject. 15
- (301-102-00) The "air" is a limited vehicle for carrying news services. Bookstalls are pretty much unlimited.\* It is hard to see as much potential for freedom in a wired service. The press may always be the safest news medium in a free society. Thus one should propose this DEDICATED NEWS SERVICE as a supplement to that of the free press. Assuming that all shades of opinion are expressed in the press, one always has the press as a standard for comparison (\* - as regards capacity). 16
- (301-106-00) The problem will be to prepare a much greater volume of news than today - this will eliminate much editing (except censorship), stations (such as S.F.'s KNBC) that present news all day at the present time can't possibly do the editing job that time magazine does, for example. 17
- (301-109-00) What awareness would editors have of conflict of oral and written traditions - "all the news that's fit he prints" vs "all the gossip and rumours and fantasies" that people like to now? 18
- (301-109-00) What role would there be for the "new journalism" i.e. describing how it feels to participate in a dramatic situation vs "objective reporting" by "detached observers" (an illusion enjoyed by the reporter unaware of his own hidden assumptions)? 19
- (301-110-00) Editing would not be necessary if data (?) free text and only parts needed (?). 20
- (301-111-00) As one would expect. 21
- (301-111-00) No. 22
- (301-113-00) We don't have to assume that we do away with the existing media. The existing newspapers, for example, could transmit what they now do on paper, on to CRT. There should be room for competition between newspapers and newsagencies, who will provide sufficient balance to make the DNS just as worthwhile as the present media. 23
- (301-115-00) I do not foresee any problem as long information can be accessed from as many sources as today. In other words, I hope there would be alternative sources of information. 24



## Comments on Dedicated News by Question No. (300 thru 359)

(301-116-00) Yes, especially insofar as this would be more expensive to operate than a newspaper. On regulation, if this come to substitution substantially for newspapers, there would be many First Amendment cases before the courts, this prospect might delay this service indefinitely.

25

(301-118-00) "Sunday Magazine" provides a good example of news coverage which is comprehensive and responsible. TV news is boring because there is no commentary; in Britain and France, for example, differing viewpoints are debated on national news. Public participation in some form would help keep TV news up-to-the-minute. Editing would be "editing-in" all points of view - not "editing-out" as is currently practised. Government control over political broadcasting is shocking. Some form of public appeal board would be require to ensure freedom of expression.

26

(301-119-00) The service would be just as good or bad as today.

27

(301-120-00) I don't see the editing function as posing any problems. Let's not forget that the user is paying for this service. If you are a "liberal" in your thinking then you would try to subscribe to some sort of editorial service (perhaps something along the lines of an extended version of David Brinkley's Journal) where the commentator usually shares and expounds your particular views. I don't see this as terribly harmful. There is no such thing as objective news reporting. That is a "myth".

28

(301-120-01) Furthermore, this idea about our being manipulated is ridiculous. We are manipulated because we want to be manipulated.

\*\* An editing function is implied here. The question is, who does such editing? If all information comes from one source there is a danger of manipulation.

29

(301-122-00) If some networks have problems - if new and additional network, could provide balance low lacking - Perhaps can handle fairness by requiring original documents be available.

30

(301-123-00) As has been suggested in CATV ownership rules in the US, one approach would be to separate the ownership of the system from the control of its operations including editorial control over news content. One way of implementing such a policy is by regulating the service as a common carrier who rent time to program vendors with no control over program content.

31

(301-130-00) Same problems. How they would be resolved would probably depend upon the nature of the offering, and the source of financing of the offering.

32

(301-132-00) As noted in the description in "users would be able to

## Comments on Dedicated News by Question No. (300 thru 359)

- tailor..." ie, a form of self editing. Clearly people or user provided in the background ie by the supplier. This could be as controlled or free as newspapers. Exclusion of an item is clearly a form of editing eg the differences between a French and English language paper as to their emphases and inclusions and exclusions. A great deal, therefore, would depend upon the way a user profile (ie, user tailoring) was created and the freedom the user would have. We, ourselves, edit the newspaper when we read it by skipping some sections or articles and concentrating on others. 33
- (301-132-00) Radio adequate. 34
- (301-135-00) I see it just as an extension of the local newspapers in the local areas. 35
- (301-141-00) No. People basically read the news the way they want to see it. No need for further regulation here. 36
- (301-141-01) No bigger danger than for the person who only reads one paper per day. Chances are that a greater degree of editorial comments could be provided with this system. We could read the editorial from the NY Times, National Review or Wall Street Journal on a particular topic if we wanted to see the range of views.
- \*\* An editing function is implied here. The question is, who does such editing? If all information comes from one source there is a danger of manipulation. 37
- (301-201-00) The fact that Gerald Ford has discontinued the practice of receiving digested news is significant. This kind of insulation will be viewed by many as highly undesirable. 38
- (301-201-00) Yes, at least now I have to watch a few things that I might otherwise choose to avoid. 39
- (301-203-00) Difficult problem. 2 reporters from the same press can differ. The differences between news reports from 2 opposing countries differs even more. Some sort of counter-balancing would work better than imposed editing. 40
- (301-203-01) I agree
- \*\* An editing function is implied here. The question is, who does such editing? If all information comes from one source there is a danger of manipulation. 41
- (301-205-00) A valid concern but solveable I think in the manner of equal time, diversity of articles etc. 42
- (301-207-00) Pluralism should be a chief criterion all down the line. 43

## Comments on Dedicated News by Question No. (300 thru 359)

- (301-208-00) I don't see any need for regzation of editing function, but rather that the news service be required to provide a number of diverse editorial comments on controversial topics, 44
- (301-211-00) Possibly not greater but certainly no less. 45
- (301-213-00) No, if individuals understand the source, and principles of symetrics. The ability to select information by command on demand would be time saving and reliable. 46
- (301-216-00) I agree that it would be desirable to have several sources franchised to provide these services, if this were economically feasible. However, I do not feel that the service would be likely to completely replace other sources of information, so the risk of a propaganda monopoly due to this service is not serious. Most people now tend to read one newspaper, one newsmagazine, and to listen to news on one television or radio station anyway. 47
- (301-218-00) News should be edited in terms of the importance of the problem - see John Platt's article in Science 1969, 28 Nov, pp 1115-11121, ie, % of people involved x % of lifetime to be lost x probability of occurrence. 48
- (301-218-00) Should be used to determine the "Top-twenty" news items & status reports should be given on these top problems whether anything spectacular happens or not, 49
- (301-301-00) Once again, it all depends on who pays, 50
- (301-302-00) This problem exists today. Edited news are manipulated consciously or not. A number of different sources is the only way to reduce the danger of having only one point of view or one type of bias. 51
- (301-303-00) The FCC fairness doctrine is suitable with free time opinion responses, 52
- (301-305-00) The conventional media present the same problems except that the "dial up" news might appear to be more authoritative, thus placing more responsibility on it. The need to "Keep the customers coming" would present itself in a different form since the basic core of advertising revenues presently available to other media would not be present to give the editors a chance to try to be incisive at times. 53
- (301-305-01) The most serious problem would be data out of date. The next would be inaccuracies. Someone has to assume responsibility for the data bank. Once "garbage in garbage out" starts for the service it is discredited.

## Comments on Dedicated News by Question No. (300 thru 359)

- \*\* An editing function is implied here. The question is, who does such editing? If all information comes from one source there is a danger of manipulation. 54
- (301-307-00) Probably not. Must distinguish between means and ends. 55
- (301-505-00) This service would not create any more problems than we now have in fairness or equal time. This way though, we could say that people are getting what they want and nothing more. 56
- (301-602-00) I don't believe that any greater problems would exist but I have one thought should people be so busy that they can't take time to listen to a whole news or sports or financial broadcast or read the whole newspaper? 57
- (301-604-00) Yes, anytime you present more than the "facts" you, of course, have a given "slant" to the interpretation. If you chose a given paper or magazine you usually know the "slant" that this publication has and pick one whose views seem closest to yours. But your service would be expected to be completely "unbias" and that would be impossible. 58
- (301-608-00) This service is potentially dangerous to the public's ability to judge the source of any information. It would seem most useful as a means of compiling and organizing news, rather than editing or compressing, which should be left to individual users. 59
- (301-612-00) No. 60
- (301-620-00) Leys Lets just have quality! I'm fed up with the garbage available at present. 61
- (302-116-40) I changed my mind due to the impeachment where I was interested in getting a wide range of comments. You don't specify whether this output would or wouldn't be printed. If easy to read, it might substitute ,more substantially for the newspaper than others indicate. 62
- (302-132-00) Need time to read and absorb. Prefer paper. 63
- (303-119-40) Requirement has changed. 64
- (303-141-40) We will have to assume that the stock market will go up some time in the future (I hope) and interest will rise in quotations, etc. 65
- (308-106-04) Students don't use newspapers anyway except debaters and political science majors. 66

## Comments on Dedicated News by Question No. (300 thru 359)

- (308-141-00) Wide ranges here probably reflects the fact that most people specialize in their newspaper reading, 67
- (308-213-40) Hard data in your hands is difficult to compete with, however a printout of the video info might be most acceptable, 68
- (309-307-30) We use the radio very rarely, 69
- (310-102-00) A - ? Is this a misprint? 70
- (311-208-00) I am for Canadian Content, why not use MacLeans, Saturday Night and Country Guide as examples 71
- (350-141-40) Assume that I would still continue to get news from traditional sources as well, 72
- (359-135-00) No impact, Should be plenty of other sources, 73

MIKE 29-MAR-75 10:10 32217

Comments on Dedicated News by Question No. (300 thru 359)

(J32217) 29-MAR-75 10:10;;; Title: Author(s): Michael T.  
Bedford/MIKE; Sub-Collections: NIC; Clerk: MIKE;



## Comments on Remote Shopping by Question No. (400 thru 459)

- (400-102-00) Significant that Housewives as a group do not appear to have an extreme point of view, whereas Students, Consumerists, Educators, Researchers and Welfare workers all do. 1
- (400-203-04) It appears the "S" group, in my opinion, is not really projecting current technical know-how. Perhaps they are not very excited by the future in general. 2
- (400-208-00) I believe some of the response in round one reflects a lack of distinction between the various kinds of purchases people make. It seems to me that food can be almost entirely done on a "purchasing" basis, while shopping is essential for clothing, furniture, etc. Your questions in round two again do not reflect the necessary distinction between the various kinds of things people buy. 3
- (400-216-00) The ability to shop from the home at times when stores are normally closed, might be an important source of encouragement. 4
- (400-216-00) The elimination of the social, recreational and exercise values of shopping would be very undesirable in my opinion, unless they are replaced by other activities which contribute even more to mental and physical health. 5
- (400-302-00) People have to go in stores. The service will not be a substitution of this pleasure. Home purchase is now available. The future service will be more sophisticated but will not change drastically the existing possibilities. 6
- (401-109-00) More listing of information is poor substitute for browsing and exploring and discovering directly. 7
- (401-109-00) Need to dramatize current bargains and new products or services offered - only enough to arouse curiosity leading to requests for more specific information by those who need it. Ads would be the subplot of a quick tour around the shopping places. 8
- (401-111-00) I like this formulation, though I'm a bit doubtful about my answers. 9
- (401-118-00) You still assume that it will be householders using this service exclusively. It seems to me it would be of far more use to working people who would shop by phone from their place of work. 10
- (401-119-00) Don't understand. 11
- (401-119-20) With poor stocking of stores as exists in Ottawa every purchase requires more than one visit (on average). 12
- (401-132-00) Particularly true for some suburban areas. 13

## Comments on Remote Shopping by Question No. (400 thru 459)

- (401-205-00) What "trends"? + or -? (re it is a matter of opinion as to the ease of access to a shopping centre), 14
- (401-302-00) The need of shoppers to see, touch, smell etc. things they buy will overcome most of the difficulties. 15
- (401-607-00) It would encourage the development to shop from home, especially if one lives away from the towns. 16
- (401-612-00) The price of things, gas, parking, etc. will encourage people to shop by phone. 17
- (402-101-00) Advice and general information could be available by phone, as it is today. 18
- (402-102-00) Communications media will be hard pressed to provide the intimate inspection opportunities customers expect at say the meat counter. The biggest objection to staying home is that it can be rather dull. 19
- (402-110-00) Difficult question to (?) on, confusing. 20
- (402-111-00) I like this formulation though I'm a bit doubtful about my answers. 21
- (402-118-00) The increasing number of women in the labour force (already 34%) will need this sort of service. Also future work patterns will free both men and women to work at home as well as at the office will encourage this. Your assumptions that the family unit will continue to operate as it has done in the past is short-sighted and fails to take account of changing social needs. 22
- (402-303-00) Shopping, for housewives, is a way of maintaining contact with someone other than children, and the T.V. 23
- (402-307-00) If shopping from home destroys store shopping it would be very sad for the dedicated "shoppers" who do it for fun. 24
- (402-607-00) Some people like to get information they are seeking, by facing that person, also there are people that like to see exactly what they are buying. 25
- (417-123-40) Change of opinion 26
- (419-132-00) Ref. 419 - I maintain that any effective system will include advertising ie, display of goods. The effect will be strong in that price will be included. These factors, I feel, will seriously impact television. In order to counter the systems they will probably increase the (?). 27

## Comments on Remote Shopping by Question No. (400 thru 459)

(421-132-00) 421- OK I give up,	28
(422-132-00) Probably 3,4 is better	29
(422-620-50) Who needs it? Its a waste of natural resources and a nuisance,	30
(423-132-00) Probably 3,4 is better,	31
(423-201-00) I stand by this one, It seems to me that this will be remaining impulse advertising media, IN fact,4)n the limit stores might become solely impulse emporiums,	32
(423-305-00) I would stick with this because the considered purchase would be served by the media and would give an incentive to merchandisers to step up the appeal to impulse buyers who would proportionately be more numerous in stores,	33
(424-123-30) Change of opinion	34
(424-132-30) The majority of products sold door to door are not available in the stores - hence I see no change in this area,	35
(431-102-50) Let us hope not,	36
(431-203-20) Esp. for urban residents,	37
(431-216-40) Admittedly there will be cases where these factors will have a more important effect, Would be strong encouragement to the aged or infirm,	38
(431-305-40) Shopping areas move to people	39
(432-102-50) Let us hope not,	40
(432-216-40) Admittedly there will be cases where these factors will have a more important effect, to the poor, assuming they could pay the cost of this service,	41
(432-504-00) The answer to b) depends primarily on the cost (or expense) involved in shopping from the home,	42
(433-106-30) c) hrs (+) and (-) aspects - some comp. shopping requires physical presence,	43
(433-305-20) Depends on quality of data	44
(434-130-00) Re d) Only has real impact if purchasing, not shopping,	45

## Comments on Remote Shopping by Question No. (400 thru 459)

(434-305-20) Depends on quality of data	46
(435-102-50) Let us clearly hope not.	47
(435-106-50) Only in certain cities.	48
(435-119-40) In Canada, and in large US cities.	49
(435-124-00) Areas where this is the greatest problem are the areas least able to afford an exotic service such as this service.	50
(435-141-40) In Canada	51
(435-201-20) Obviously a highly abusable selling point for the "insulated society."	52
(435-216-50) Admittedly there will be cases where these factors will have a more important effect, to those with paranoid fears,	53
(436-106-40) Can't get objective info, from clerk.	54
(436-120-50) So many stores are "self service" operations.	55
(436-124-00) My assumption is that informed sales clerks are as scarce as hen's teeth today and getting rarer, thus the trend encourages the service.	56
(436-141-40) Most clerks seem to have little information on their products today.	57
(436-201-00) Will encourage, due to declining capability of clerks.	58
(436-203-40) Not very many knowledgeable clerks today.	59
(436-612-50) This won't have any effect because the clerks on the phone will or should be able to give you any information, etc. Delivery services should be increased so you shouldn't have to worry there.	60
(438-106-40) c) In big cities one doesn't "meet people" while shopping.	61
(439-141-30) Depends on the type of goods; impulse buying, you will want it right away, routine canned goods, no effect.	62
(439-211-40) For some items urgently wanted personal shopping will continue. For routine items, shopping-from-home will substitute.	63

## Comments on Remote Shopping by Question No. (400 thru 459)

(439-505-10) When people buy something they usually want to be able to use it immediately not in two or three days time. 64

(440-106-30) e) Same thing might apply to this service - surprises. 65

(440-205-40) Same as above for e) if the surprise is rape, its probably not going to increase the frequency of shopping trips except in a few cases! 66

(458-102-00) Organized approach. 67

(459-307-50) I live near stores. 68

MIKE 29-MAR-75 10:11 32218

Comments on Remote Shopping by Question No. (400 thru 459)

(J32218) 29-MAR-75 10:11;;; Title: Author(s): Michael T.  
Bedford/MIKE; Sub-Collections: NIC; Clerk: MIKE;



## Comments on Remote Banking by Question No. (500 thru 559)

- (500-102-00) Any routine function that doesn't give great pleasure is a candidate for automation. 1
- (500-102-00) Trend towards cashless society apparent. 2
- (500-111-00) N.B. My answers are relevant to UK context. And I don't know what denominator is implied. 3
- (500-135-00) We don't use the banks much and don't travel much it looks like. 4
- (501-106-00) This is too hard to estimate. Would depend on how successful - safe, etc. the system turned out to be. 5
- (501-109-00) Need for documentary proof of payment eg. record on back of cheque for tax deductible items. 6
- (501-113-00) I use credit cards, very few cheques, and cash. 7
- (501-115-00) I have some difficulty with this question. For instance, it is much easier to preauthorize automatic deduction for mortgage, insurance, and other fixed payments than phoning the bank each time. In the case of a) under the present system you either pay cash or use a credit card or write a cheque unless you have an account with that merchant in which case there could be substitution. 8
- (501-116-00) Still too narrow. 9
- (501-118-00) The present banking system for the public is so outmoded and restrictive that any change would be an improvement. The public (especially working people) are badly served by inconvenient hours, long lines on pay day, rigid old-fashioned accounting, but remote banking will require public safeguards which banks themselves must not provide to protect users. One would not want to "send the fox to watch the chickens". 10
- (501-132-00) This method would probably dominate 75-80% of my cheque writing. 11
- (501-213-00) Students don't trust the security or privacy of the systems. They have reason to doubt the security and personal privacy. 12
- (501-302-00) Banking chores are unattractive, tedious and time-consuming. Automatic systems will be adopted quickly at least in urban areas. 13
- (501-305-00) Reliability and security very N.B. 14
- (501-505-00) I know in our house, my parents like to pay any bills

## Comments on Remote Banking by Question No. (500 thru 559)

- they have, in cash. They seldom write a cheque to any company, unless we have moved and a bill comes in after the move. 15
- (501-607-00) To me, writing cheques in some cases, is very important, in other cases such as to merchant, or depositing money to the bank, is not so important. 16
- (502-203-04) Students don't make many such payments. 17
- (503-102-00) None - except to note that security appears to be the cardinal issue here. 18
- (503-106-01) The other respondents took security for granted - see my previous comment. The researchers are just showing some foresight. This will be a critical aspect of the system. It must establish an early reputation for security or it will be doomed. 19
- (503-109-00) Need for instant knowledgeable personal assistance to clear all problems. 20
- (503-109-00) Need for quick change of automatic accounting by computer - eg, present difficulty of telling computer that bill charges already paid be cleared from account. 21
- (503-109-00) Need for rapid corrections of errors by clerical staff. 22
- (503-110-00) Security and privacy ask consumers but not as large as people make them out to be. 23
- (503-111-00) They are very sensible. 24
- (503-111-13) Automated already. 25
- (503-113-00) Security is of primary importance. 26
- (503-115-01) Agree with 1,2,3 and 4. In order to be successful, the system would have at least to be absolutely secure, simple to understand and to use and to retain at least the same advantages to the consumer than the current system (control of bank account, credit extension, etc.)
- \*\* Absolute privacy and hard copy receipt at time of transaction. Also, the right to question one's credit file and credit rating. 27
- (503-115-01) Agree with 1,2,3 and 4. In order to be successful, the system would have at least to be absolutely secure, simple to understand and to use and to retain at least the same advantages to the consumer than the current system (control of bank account, credit extension, etc.)

## Comments on Remote Banking by Question No. (500 thru 559)

- \*\* Criterion is that it must be at least as secure (and accurate) as current system, 28
- (503-115-01) Agree with 1,2,3 and 4. In order to be successful, the system would have at least to be absolutely secure, simple to understand and to use and to retain at least the same advantages to the consumer than the current system (control of bank account, credit extension, etc.)
- \*\* Need to keep RCMP, income tax people, etc..., out of computer banks. 29
- (503-115-01) Agree with 1,2,3 and 4. In order to be successful, the system would have at least to be absolutely secure, simple to understand and to use and to retain at least the same advantages to the consumer than the current system (control of bank account, credit extension, etc.)
- \*\* Re: Security requirements - we will need some foolproof method of remote verification of personal identification. It must be quick, positively accurate, and have the legal binding of one's signature. Ultimately, we will need to know just who made this transaction. This requires positive proof of one's identity. Several successful incidents of masquerading to "rob the bank" will cause so much consternation that highly foolproof procedures will become commonplace. 30
- (503-116-00) I agree 31
- (503-119-00) The question is what will be sociably acceptable. 32
- (503-122-00) 140 bills is privacy now in US Congress, Privacy is a popular bug, will have to ensure accuracy & security. 33
- (503-123-01) Most definitely
- \*\* Need to keep RCMP, income tax people, etc..., out of computer banks. 34
- (503-124-01) Concur
- \*\* Criterion is that it must be at least as secure ( and accurate ) as current system. 35
- (503-130-00) All are valid concerns. 36
- (503-130-00) In the U.S, much legislation is being enacted which bears on many of these questions. Unfortunatly, the legislations themselves differ from state to state, or is between state and federal. It is likely to be a highly confused (and risky) area for some time to come. 37
- (503-132-00) In summary, the marked comments are right on. 38

## Comments on Remote Banking by Question No. (500 thru 559)

- (503-132-01) A real problem - many possible methods of solution.  
 \*\* The only bottleneck is a "cheap" means of personal identification from the phone - a code number is not going to be enough, 39
- (503-132-01) Amen  
 \*\* Need to keep RCMP, income tax people, etc., out of computer banks, 40
- (503-132-01) Amen!  
 \*\* Absolute privacy and hard copy receipt at time of transaction. Also, the right to question one's credit file and credit rating, 41
- (503-132-01) Amen!  
 \*\* Security is badly handled by banks now - at least privacy aspect - need changeable encrypted passwords on accounts - audits - ways to correct errors - consumer-protecting laws regarding illegal misuse of the system (like lost credit cards), 42
- (503-132-01) Be mandatory to prevent use of such systems  
 \*\* Re: Security requirements - we will need some foolproof method of remote verification of personal identification. It must be quick, positively accurate, and have the legal binding of one's signature. Ultimately, we will need to know just who made this transaction. This requires positive proof of one's identity. Several successful incidents of masquerading to "rob the bank" will cause so much consternation that highly foolproof procedures will (become commonplace), 43
- (503-132-01) Don't Understand,  
 \*\* Hard empirical data from social prototypes; not opinion, 44
- (503-132-01) Oh really! Difficult yes but people in general are not involved.  
 \*\* Unfortunately people in general would probably be hard pressed to describe usch a system in terms that are intelligible - banking security is acquired by reputation and tradition rather than logic, 45
- (503-132-01) Unfortunately, the current is not as good as people think.  
 \*\* Criterion is that it must be at least as secure (and accurate) as current system, 46
- (503-135-00) If finger prints were "accepted" identification, would not the whole problem be much easier to solve? 47
- (503-141-00) Agree 48
- (503-201-00) Generally agree 49

## Comments on Remote Banking by Question No. (500 thru 559)

(503-203-00) Oppenheimer is quoted as saying that we must reach the day when secrecy is illegal - as far as practically possible, I think the privacy bit is a strawman which has to be knocked down, Prevention of misuse of information - yes, secrecy no,

50

(503-203-01) Agree

\*\* The only bottleneck is a "cheap" means of personal identification from the phone - a code number is not going to be enough,

51

(503-203-01) Agree, laws should be thought about today not after someone get hurt,

\*\* Security is badly handled by banks now - at least privacy aspect- need changeable encrypted passwords on accounts - audits - ways to correct errors - consumer-protecting laws regarding illegal misuse of the system (like lost credit cards),

52

(503-203-01) I agree

\*\* Re: Security requirements - we will need some foolproof method of remote verification of personal identification, It must be quick, positively accurate, and have the legal binding of one's signature. Ultimately, we will need to know just who made this transaction. This requires positive proof of one's identity. Several successful incidents of masquerading to "rob the bank" will cause so much consternation that highly foolproof procedures will become commonplace,

53

(503-205-00) Valid

54

(503-208-00) Agree,

55

(503-211-01) Agree

\*\* Absolute privacy and hard copy receipt at time of transaction. Also, the right to question one's credit file and credit rating,

56

(503-211-01) Agree

\*\* Criterion is that it must be at least as secure (and accurate) as current system,

57

(503-211-01) Agree

\*\* Re: Security requirements - we will need some foolproof method of remote verification of personal identification, It must be quick, positively accurate, and have the legal binding of one's signature. Ultimately, we will need to know just who made this transaction. This requires positive proof of one's identity. Several successful incidents of masquerading to "rob the bank" will cause so much consternation that highly foolproof procedures will become commonplace,

58

## Comments on Remote Banking by Question No. (500 thru 559)

(503-211-01) Agree

\*\* The only bottleneck is a "cheap" means of personal identification from the phone - a code number is not going to be enough.

59

(503-211-01) Agree.

\*\* Need changeable encrypted passwords on accounts - audits - ways to correct errors - consumer-protecting laws regarding illegal misuse of the system (like lost credit cards).

60

(503-211-01) Do not agree - may be socially necessary under appropriate legal safeguards (eg, warrants).

\*\* Need to keep RCMP, income tax people, etc, out of computer banks.

61

(503-212-01) Agree

\*\* Absolute privacy and hard copy receipt at time of transaction. Also, the right to question one's credit file and credit rating.

62

(503-212-01) Handprint, voiceprint transmitted to central memory bank and back from point of transaction.

63

(503-213-00) Magnetic I.D.s are in and operational - the questions are valid but the answers are operational today.

64

(503-213-01) VOL>>olume reduce cost.

\*\* The only bottleneck is a "cheap" means of personal identification from the phone - a code number is not going to be enough.

65

(503-215-01) Another problem: how to detect, whether a user is forced by violence to make a transaction.

\*\* Re: Security requirements - we will need some foolproof method of remote verification of personal identification. It must be quick, positively accurate, and have the legal binding of one's signature. Ultimately, we will need to know just who made this transaction. This requires positive proof of one's identity. Several successful incidents of masquerading to "rob the bank" will cause so much consternation that highly foolproof procedures will become commonplace.

66

(503-216-00) Credit cards with machine readable identification seem to me to be the most practical, although they may be lost or duplicated.

67

(503-216-00) Security measures, counter-measures, counter-counter-measures, etc., will become a major field of activity.

68



## Comments on Remote Banking by Question No. (500 thru 559)

(503-216-01) Most of these comments represent valid problems, although I think the suggestion of changeable coded passwords is impractical. Too many problems would be caused by people forgetting or making errors.

\*\* Security is badly handled by banks now - at least privacy aspect - need changeable encrypted passwords on accounts - audits - ways to correct errors - consumer-protecting laws regarding illegal misuse of the system (like lost credit cards).

69

(503-218-00) Decentralization & partition of Data should be maintained except when there is a special need for long-distance reference. Keep as much of the system close to the Users as possible, perhaps every terminal should have Data cassette or Hard Copy output for the users to keep their own records.

70

(503-302-00) Privacy of banking transactions is irrelevant. Creditors R.C.M.P., Income tax have ways and means of checking facts of this nature, Security is the bank's problem.

71

(503-303-00) Undoubtedly confidentiality is a growing concern in Canada. If people believe private records E.G. Credit references, banks and phone information is now confidential they are very mistaken.

72

(503-305-00) Agree with most of this. Security simply cannot be over emphasized.

73

(503-307-01) There is no such thing, so cannot become common place of procedures will become commonplace.

74

(503-504-00) Security and privacy are all important factors; this could be overcome by a rapid system of "voice printing" and comparison. Official institutions (income tax, etc.) however, must be allowed to check the computer banks, but the citizen involved must be aware and consenting.

75

(503-505-00) I think these people are right, we will need some method to be absolutely sure of the person's identification. Also this would be no means to judge a person as banks now do for giving and getting references for loans of money, renting of houses, buying of houses, etc.

76

(503-604-00) I would think that something like your fingerprints would be the least personal verification people would require. Or a voiceprint, something absolutely personal.

77

(503-604-00) I would want the system connected to my own branch bank and not some huge central computer, so that I could go to them to

## Comments on Remote Banking by Question No. (500 thru 559)

- straighten out errors and maintain my usual personal contact, when desired, 78
- (503-604-01) I would want a tangible copy of the transaction for my records, yes.
- \*\* Absolute privacy and hard copy receipt at time of transaction. Also, the right to question one's credit file and credit rating, 79
- (503-612-00) None, but like all the researchers some people are going to find ways to break through this type of system and you may find more people being swindled than ever before, 80
- (503-616-00) No information of accounts should be allowed except by court order. Foolproof identification a must. Credit ratings must be available upon owners request, 81
- (503-620-00) I don't have anything to hide! The R.C.M.P. must have better things to do and the Income Tax People have a job to do, which in the long run is for everyone's good, 82
- (506-116-00) Either I or others misinterpreted this question. By definition, this home device could not be used when someone is away from home! 83
- (506-132-10) I always travel prepared. I also use very few credit cards, 84
- (508-111-25) Welfare workers more distrustful of industry, 85
- (508-123-20) Revised estimate 86
- (508-132-40) Perhaps 4 - A significant elimination of paper and expensive personnel in branches. The reason for saying significant is relative ie, to what the costs will rise to without these classes of system. Overall, costs are going to increase but significantly less by this means, 87
- (508-141-00) Or hold the cost rise down, 88
- (508-201-00) Shows differential effect of now technology cost/benefit over social classes, 89
- (509-120-00) We would still need some small change to make 20 cents coin tel calls, 90
- (509-141-00) What is CASH? (haha) 91
- (509-203-00) The biggest advantage may be in the control of crime

## Comments on Remote Banking by Question No. (500 thru 559)

which involves movements of money, eg, pay-offs, drug payments, corporate crimes etc,	92
(511-119-50) My comments refer to an automated banking system including home terminal device,	93
(511-201-50) Try for higher!	94
(512-119-50) My comments refer to an automated banking systems including home terminal device,	95
(512-201-00) Try for higher!	96
(512-215-10) I see no advantage for the user, comparing this service to the traditional permanent remittance aide,	97
(513-119-50) My comments refer to an automated banking system including home terminal device	98
(513-201-00) Try for higher!	99
(513-213-50) In operation through automatic computer (insurance to banks (computer) exchange),	100
(513-215-10) I see no advantage for the user, comparing this service to the traditional permanent remittance aide,	101
(514-119-50) My comments refer to an automated banking system including home terminal device,	102
(514-119-50) My comments refer to an automated banking system including home terminal device,	103
(514-124-50) How does one do this?	104
(514-201-00) Try for higher!	105
(515-119-50) My comments refer to an automated banking system including home terminal device,	106
(515-132-10) When I travel, I have enough, well budgeted and protected (ie, Travellers cheques), This is to control me!	107
(515-141-10) Credit cards cover this off in most cases,	108
(515-201-00) Try for higher!	109
(517-101-40) A float could be put into the system deliberately if desired,	110

## Comments on Remote Banking by Question No. (500 thru 559)

- (517-106-40) Example: I own an apartment building in which the elimination of float would cost me \$216 (late fee) per month, I have to get check into mail (for a 5 day trip) before I have rents in to cover it. Possibly I could rearrange rental due dates if there were no float. 111
- (517-110-50) Preferred service would be to get bookkeeping service, and some degree of float. 112
- (517-115-40) Many households operate on a very high budget. 113
- (517-116-00) This is the wrong question, if it is cheaper for banks and merchants, it will be made more expensive for householders to use present methods and most people who can now afford checking accounts will have to switch. 114
- (517-119-30) Most people wouldn't appreciate implications which are both positive and negative. 115
- (517-119-30) Most people wouldn't appreciate implications which are both positive and negative. 116
- (517-120-30) You could still have the "float" by simply reverting to traditional cheque-writing practices for any particular transaction, or use a credit card to extent the period. 117
- (517-123-50) I'm a "kite flyer" who lives on the "float". We ar a significant force - perhaps a majority among consumers. 118
- (517-124-40) If no "net 30 days" or other payment speciality or delay is included i.e. at time of purchase account status is approved and an electronic "bill" is sent at end of month, similar to electronic Master Charge. 119
- (517-132-30) A few play with the float to a minor degree but overall I would not expect any real effect. 120
- (517-141-50) For merchants purchases especially. 121
- (517-203-20) Those careless with use of "float", ie, give time to get money in bank before cheque reaches bank, may not like the idea. 122
- (517-211-40) Initially would discourage but later the new practice would be accepted as the norm. 123
- (517-212-10) I would strongly appreciate this assistance to my own self discipline (or lack thereof). 124
- (517-213-50) One of the more practical ideas easily implemented. 125

## Comments on Remote Banking by Question No. (500 thru 559)

(517-216-30) Have answered this question in terms of "my family's use" as for most of the other questions. However, I realize from conversations with others that the elimination of this "float" may be a strong discouragement for some. 126

(517-218-40) Current line of interest rates make all interest free delays quite valuable to the consumer. 127

(517-302-30) Some sort of credit arrangement can replace the float system. 128

(517-305-20) I find the float on irritant to my own accounting accuracy. 129

(517-307-40) Are You asking about my reaction? Then #4. But all in all I think this would be a useful service. 130

(517-505-40) The discouragement would be that a person wouldn't be able to cancel a cheque and return the item they got, within a few days time. 131

(517-607-30) To some people I dont think it would make much difference. 132

(555-102-00) Most sensitive! 133

(555-102-06) Housewives not extreme. 134

(559-102-00) You've hit a nerve. 135

(559-116-04) Hard to interpret. 136

(559-135-01) Would think this is a must in the design of the new service.  
 \*\* Assuming you could still transact in the traditional way. 137

MIKE 29-MAR-75 10:12 32219

Comments on Remote Banking by Question No. (500 thru 559)

(J32219) 29-MAR-75 10:12;;; Title: Author(s): Michael T.  
Bedford/MIKE; Sub-Collections: NIC; Clerk: MIKE;



## Comments on Remote Work Center by Question No. (600 thru 659)

(600-102-01) Researchers now have no extreme views and yet as a group they probably know most about this concept. Does this mean that people who know most do not possess extreme viewpoints? 1

(600-124-00) Did I not respond on Round 1? 2

(600-132-00) I currently have a very flexible schedule. In general, I agree with the response. 3

(600-135-00) Good. 4

(600-141-00) Since most panelists feel that all these factors tend to encourage (or have no impact) W-F-H, I wonder what the negative factors are? There must be some! 5

(600-302-00) This would be the greatest benefit. A weekly physical meeting of the staff would still be required for motivation and purposes. 6

(600-305-00) Stick with my responses here. Personal interaction is very important much of the time but changing patterns of work could reduce this, and would if the mechanical capability to permit work at home existed. 7

(600-307-00) I work at home, so many of these are academic. I guess I'm giving answers for the public. 8

(601-106-00) NASA has examined his concept (Sam Fordyce - Wash, D.C.) and continues to pursue it. Not all jobs are tractable. Perhaps 30-35% of work trips ultimately - much less than that in first decade. The impact would be both positive and negative - fixed costs for existing transportation systems would have to be borne by the remaining riders. Society may need these too much to jeopardize them. The ramifications are immense and require a detailed study. 9

(601-109-00) Community work centers within walking distance of residence, possibly in same building - information processing and intercom services, probably on rental basis. Meetings in hotels or airports or central offices of large corporations: the end of "down town", and an enormous saving of physical, psychic, and social "energies". 10

(601-110-00) Reduce energy, pollution, accidents. Increase productivity, quality of life. 11

(601-111-00) Unless the concept is researched thoroughly and is found viable I shall have considerable doubts about it. In the short term building these centers would make energy situation worse, thereafter

## Comments on Remote Work Center by Question No. (600 thru 659)

- a slight improvement could be envisaged unless people, as a result, tended to disperse more from cities and use their cars more, 12
- (601-113-00) Question: Would major employers build the satellite offices, or telcos or govts or? Is this a real alternative to travel? If such satellite offices are built it will make suburbs into cities and urban sprawl will be speeded up even further. The center cities may become empty even during the day. The structure of the city will be changed, more ghettos etc. Energy shortage: If people move out even further such spread of populations will encourage even more use of automobiles by greater numbers of people, and thus greater consumption of petroleum, 13
- (601-115-00) Excellent suggestion! But this may not necessarily solve the problem of traffic congestion if people having to work at one given center live in different areas of the city since I presume the satellite office would consist of the people forming working units rather than people living in the area, 14
- (601-116-00) This depend greatly on residential patterns which vary substantially. Also on population density, in Los Angeles the satellite office might be more attractive than in New York Cityn 15
- (601-119-00) While better for the individual and community they would not be cheaper for the firm. This will discourage their introduction. 16
- (601-119-20) The magnitude of the change is important. A change from 1 to 5 miles is different than 1 to 30 miles. 17
- (601-120-00) These developments have some important communications implications. The individual working out of a work center is a moving target. Colleagues and co-workers will have to be able to reach such an individual. Services such as Call Forwarding and Automatic Answering and Recording Services with a Remote Call-in feature, 18
- (601-122-00) This proposal has been made some time ago. It should be more popular than long commutes, but could cause more problems in urban - suburban relationships. 19
- (601-123-00) It's very appealing but not feasible for many kinds of work due to inherent limitations on face-to-face contact with clients and co-workers. If the concept we're widely adopted it could have a profound impact on encouraging further abandonment of the center cities. Most people would rather not work in the center city just as they already don't reside there. This could provide an impetus for total abandonment of the core city. The foregoing comments apply only to large U.S. cities. I do not feel qualified to comment on the Canadian experience but suspect it might be different. 20

Comments on Remote Work Center by Question No. (600 thru 659)

(601-124-00) A fine idea from all standpoints.

21

(601-130-01) In many respects, the suburban office building, which houses a number of company satellite offices, is already this concept in action. The only thing different which is needed, is the use made by the companies, (replacing the office to be convenient to the workers, rather than to the public served), No technological advance is needed. Only a different viewpoint by the businessman.

\*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it --- then carry on the work from it via communication links to fellow workers in other satellite offices. Probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers.

22

(601-132-00) A major problem with CWC's would appear to be the city planners. For example - in Ottawa the city planners do not like decentralization. They encourage work in the central core - makes the small business more viable, makes public transit more viable, etc. These attitudes will have to be consulted.

23

(601-132-00) Generally, CWC's would appear to combat urban sprawl in the sense of providing a "neighbourhood" focus for the work of many. Thus, the city may well grow but as (hopefully) sets of cohesive neighbourhoods. The centre of the city (existing) will suffer - the degree will depend upon the true frame.

24

(601-135-01) I agree with the listed researcher's comments. I would think the center could support "employees" from different companies allowing them to be put in the existing urban areas without requiring employers to relocate - walking distances would be easy to achieve thus reducing energy needs considerably.

\*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it ---- then carry on the work from it via communication links to fellow workers in other satellite offices. Probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers.

25

(601-141-00) Agree.

\*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the

## Comments on Remote Work Center by Question No. (600 thru 659)

satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it -- then carry on the work from it via communication links to fellow workers in other satellite offices. Probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers, 26

(601-201-00) How many jobs are really so bureaucratic that the week is this neatly divided? I doubt that many are. Has anybody checked? 27

(601-205-00) City centres - should relieve traffic and parking - allow for more park areas etc. 28

(601-205-00) Urban sprawl - would probably increase this but could revitalize smaller towns. Energy - would save energy to a great degree. 29

(601-207-01) The satellite office concept is great. It saves time, energy, wear and tear and satisfies the need for socialization, person-to-person transactions, & provides resources lacking in the average home.

\*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it --- then carry on the work from it via communication links to fellow workers in other satellite offices. Probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers, 30

(601-211-00) For work functions needing supervision, this will become an increasingly used alternative to the central office. More individualistic work (eg, computer programming) will be done at home - up to a certain point set by the need for human interaction and company, 31

(601-212-00) It would help keep me out of the city. I'm for it. It would contribute strongly to a decreased tax base in the city, resulting in fewer resources to solve city problems, 32

(601-213-00) Satellite centers are more economically sound and could provide more service at lesser costs to more individuals. Conservation of energy should be assured in small satellite centres over large units. 33

(601-215-00) Possibility to reduce the separation between housing areas and office areas and to diminish the problems influenced by this separation especially in the center cities. 34

## Comments on Remote Work Center by Question No. (600 thru 659)

(601-216-00) I am becoming horrified by the thought of a society in which we all sit at the centres of our webs of communications and never leave our homes. We will degenerate to the physical equals of ninety year old swedes).

35

(601-216-00) Satellite offices need not be in the suburban areas of the same city. Only communication costs limit the separation, and this problem may be overcome by developments in satellite communications, city growth might be limited, and long distance commuting (and energy consumption) reduced,

36

(601-216-01) I agree with the comment quoted, although I feel a conventional telephone and telecopier are too primitive as communication facilities. Some broadband (high speed) soft copy facsimile or alphanumeric/graphic presentation is a minimum requirement, with teleconferencing facilities, at least for special purposes. The greater ease of providing these at community work centres is a strong point in their favour over the home work centre.

\*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it --- then carry on the work from it via communication links to fellow workers in other satellite offices. Probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers.

37

(601-218-00) Another possibility are mobile work carrels & cabins - trailers or campers that a group of people could take to various sites - construction sites, recreation sites, etc, so that the workplace would be mobile.

38

(601-218-00) Yes something like a community centre for a Public Library work & playcentre is needed.

39

(601-301-00) A rather curious but promising compromise. Widespread working from home would involve enormous changes in social behaviour patterns. The problems and benefits arising from these changes are impossible to predict.

40

(601-303-00) We do it now with govt. at a cost but it might become a necessity if journey to work in terms of time and \$ rises. Also the changing work ethic may influence this.

41

(601-305-01) This is very interesting and a real possibility. The advantage is to avoid long trips (possibly under congested conditions) to work while at the same time, permitting large enough groupings of workers so that the benefits of face-to-face contact can

## Comments on Remote Work Center by Question No. (600 thru 659)

be obtained as needed.

\*\* In general I do not feel that working at home will fill the requirements for control which most business organizations will want to maintain - much more likely it seems to me, is the concept of the satellite office, located not as an office to meet the public locally, but as the pt. of work for the employees who can reach it -- then carry on the work from it via communication links to fellow workers in other satellite offices, probably 80 percent of such comm. needs can be met by ordinary telephone, and most of the rest by inter-office telecopiers,

42

(601-504-00) It would certainly alleviate city-center automobile congestion, and therefore any energy crises,

43

(601-505-00) The city centres would no longer exist, we would have one big area with no visual city centre. More land would be used in this concept of satellite offices. The energy shortage would be the same, people would save energy, by not having to go into a main centre every day, but that energy would be used to keep the satellite office running,

44

(601-604-00) I think that the satellite office is a super concept and would help greatly to decentralize our population masses with benefit to both housing and transit,

45

(601-607-00) I don't think this operation would work too well in a home, as well as it would in large places, such as factories, hospitals and such,

46

(601-608-00) This suggestion is in line with the current trend towards decentralization and would tend to alleviate the problems connected with centre city congestion. There seems no reason why satellite offices could not be located in small cities or towns, in order to lessen urban sprawl,

47

(601-612-00) No, as I do not travel to work and my husband's type of work could not be done from home. His type of work could be partly done by phone but his company believes personal communication is better for public relations,

48

(601-616-00) Since gas rationing in U.S. has become an issue this concept may evolve. People seem to resent time used to travel to the city centre.

49

(601-620-00) If a satellite concept is feasible, why wouldn't "home" be a time, money and effort saver. You're not dealing with pre-schoolers,

50



## Comments on Remote Work Center by Question No. (600 thru 659)

- (602-102-00) The human ear processes more bits of information per second to the human brain than does the human eye, BELIEVE IT OR NOT! 51
- (602-106-00) Ability for each communicant to search his own data bank as he talks and transmit copies of documents to other. Simple ability to make copies will help immeasurably - not usually available in face to face meetings without a trip to the Xerox room. 52
- (602-106-03) A third and fourth number as well. Sharing a common terminal would be difficult terminals would be costly.  
 \*\* One thing they will also need is a second telephone number, to permit the residential number to function as such for wife and children. 53
- (602-111-00) What we need is a better match between communications that do and those that should take place - more of some, less of others. All services might tend to increase communications capability, particularly those which tell one whom to contact about something (indexing function). 54
- (602-113-00) Faxcom (facsimile) computer terminals, videoconferencing equipment (2-way live), frame grabbing equipment, computerized graphics, audio (stereo) facilities, telewriting (scribbling) equipment etc. 55
- (602-119-00) I don't believe that is true. 56
- (602-120-00) A great deal depends upon what happens to the flow of paper which is still in 1974 such a large part of most white collar jobs. Certainly storage and retrieval systems will be important. Nevertheless letter writing and paper flow is going to be with us for a long time. Therefore for many types of professions it will be necessary to be at the receiving end of the paper flow. Therefore I would see a cheap telecopier, a cheap scribblephone, conference TV and video storage and retrieval becoming important in addition to these services mentioned on p. 21 57
- (602-122-00) This sounds like a copywriter's pitch. 58
- (602-123-00) Computer-Augmented communications has great potential, e.g. as a mechanism for reaching a rapid consensus, particularly when the group is large. This technology could also facilitate a greater range of interrupt strategies so that more than multiple dialogues could take place with more than one speaker talking at once. But I can't see much promise for improving face-to-face dialogue between two people. The big payoff is in assisting group dialogue! 59
- (602-124-00) To my mind a cheap, high speed fax capability using

## Comments on Remote Work Center by Question No. (600 thru 659)

- phone lines and having portable terminals available would be the single most useful communication enhancement. 60
- (602-130-00) No. The potential loss of synergism among co-workers could be serious for certain types of business activity. Most often, business functions because of people, not because of facts or of logic. 61
- (602-132-00) Assuming a CWC and face-to-face as needed in 2-3 times/wk, depending on the task, I see no problems. I like audio teleconferencing. Other methods ie, computer teleconferencing, particularly with raphics backup can be useful in some applications and work areas. This would be new. Broadbank is not really necessary. The possibility for dynamic changes, to see "what if" could also be exciting. Clearly, the use of any such system will be more effective if people know eachother. Therefore these systems are not a total substitute but could replace much of our face-to-face and provide on a wide basis many new possibilities. 62
- (602-135-06) Good comment 63
- (602-205-00) No. 64
- (602-207-00) Research assistance, dissemination, secretarial assistance, hard copying. 65
- (602-213-00) All forms of formal communication are possible and desirable for greater efficiency. Telecommunication may also eliminate "noise" from interpersonal communication such as strange room environment, other individual present, can produce absolute privacy. All forms of counseling may work here from group to individual. Like remote diagnosis. 66
- (602-216-00) This is an interesting thought but I have not been able to conceive any actual way in which more information can be exchanged by telecommunication services than by face to face interaction. 67
- (602-218-00) It should be possible to have information "bourses" where people put up ideas & scheme requests & appraise & bid on them etc. Sort of a distributed spectics group - The FORUM kind of thing or what I've proposed is a "cyberwork" exchange. (institute for the future Stanford) - replacing much scientific technical & other publishing. 68
- (602-303-00) No. 69
- (602-305-00) sorry, none 70
- (602-307-03) I wonder. Would full size, full color, 3D reproduction

## Comments on Remote Work Center by Question No. (600 thru 659)

not bring us awfully close to personal meetings?

\*\* I would agree that the services you describe may permit office workers to spend some fraction of their time (1-2 days/week) at home. I don't foresee major changes though except in some occupations for the simple reason that we do not as yet have a good substitute for people communicating by being in the same room together.

71

(602-505-00) The service of being able to see and hear the person at the same time.

72

(602-604-03) I do believe that people would have to group together to work to their highest potential. You need the group to provide encouragement and stimulation.

\*\* I would agree that the services you describe may permit office workers to spend some fraction of their time (1-2 days/week) at home. I don't foresee major changes though except in some occupations for the simple reason that we do not as yet have a good substitute for people communicating by being in the same room together.

73

(603-116-00) I cannot agree, we communicate with more than eyes and ears.

74

(604-111-20) As one would expect.

75

(607-109-00) Decentralizing of city centers by diversification of building uses - not only work but residence and shopping and schooling and recreation - by reversing trend from high rise to low rise buildings eg, deflation of land values.

76

(607-132-00) Ambiguous. The changing locality would tend to discourage work from home, the CWC's would be more popular.

77

(650-111-35) Presumably if the services welfare workers provide become more available by telecomms, demand will increase considerably.

78

(651-141-10) I'm just sold on the concept. Having experienced this in some way, I can see how it increases productivity and enjoyment on the job.

79

(652-111-35) Squares with other welfare worker deviations from other groups.

80

(652-205-15) There they go again!

81

(652-505-20) Your work and recreation would become similar because you would have both located in the same area, therefore if you wanted to work you might consider your work recreation and visa versa.

82

Comments on Remote Work Center by Question No. (600 thru 659)

(653-102-00) Sensitive topic!	83
(653-111-03) Obviously	84
(653-141-00) The shewed results on R.W.C.'s may be a reflection of the fact that someone else will pay for the privacy ie government or business.	85
(653-205-15) Again!!	86
(656-102-00) Significant.	87
(656-102-06) Housewives now extreme.	88
(656-123-10) I'd see more of my friends because I'd have a lot more free time.	89
(657-102-00) As before.	90
(658-102-00) formality = organized approach to work.	91

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Comments on Remote Work Center by Question No. (600 thru 659)

(J32220) 29-MAR-75 10:13;;; Title: Author(s): Michael T.  
Bedford/MIKE; Sub-Collections: NIC; Clerk: MIKE;

## Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

- (700-102-01) No researcher extreme view, 1
- (700-102-01) One would use service at one's own risk,  
 \*\* Lack of doctor support, possibilities of misdiagnosis, problem of patient describing affected area - may be grossly in error in some intelligence levels. Chest may be named instead of abdomen, left side for right, etc.,... 2
- (700-102-02) Yes. Given good design this could be a future scenario.  
 \*\* Too imprecise. How about remote sensors to record and transmit vital body readings? 3
- (700-102-03) No need to limit data to way. Patient can be wired for vital functions monitoring.  
 \*\* Diagnosis cannot be satisfactorily made on the basis of oral data in many cases. 4
- (700-102-03) Sounds like my doctor's characteristics!  
 \*\* Fear, impersonality, incompetence, lack of psychological reassurance. 5
- (700-106-00) Agree with all comments. 6
- (700-106-00) Some doctors can "smell" up to 40 diseases - palpation can teach a lot - how can this be done by remote control. If you are serious about this you should look into teleoperators. (see Harold Hornlay, NASA-ARC) 7
- (700-106-00) The respondees seem to think that "RMD" will be used from the home - never happen. It will be used from office buildings to MD offices, etc. Where it will have tele thermometers earspculums, remote sphygmomenometers, etc. but not from home. 8
- (700-106-06) Important aspect: Example: Note that x-rays have legal status. Copying and transmitting them may affect roentgenologists legal status - malpractice, etc. 9
- (700-109-00) Need for "conference call " consultation at more economical rates. 10
- (700-109-00) Need for access to paramedical advice such as physio-therapists. 11
- (700-109-00) Need for government control of charges and for centralized accounting to minimize paperwork for both doctor and user. 12
- (700-109-00) Need for ship in emphasis to payment for keeping



## Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

- population well rather than for treating sickness merely, cf,  
chinese, 13
- (700-109-00) Need for training in use of service by patients and  
doctors alike, 14
- (700-109-00) Need of instant access for emergencies, and for quick  
response in principal languages, 15
- (700-111-00) If the number of doctors is limited and these services  
don't make for higher utilization of doctors' time, then use in rural  
areas implies those in urban areas will be worse off, 16
- (700-111-00) Telemedicine may be viable. Telediagnosis as have  
described is not viable - unless crammed down patients throats along  
with a load of useless medicines, 17
- (700-111-01) And therefore will increase effectiveness, won't reduce  
costs,  
\*\* Incompetence of planners/designers and especially  
decision-makers, fact it is perceived as substitute rather than  
complement, 18
- (700-111-01) Of course  
\*\* Lobbying on behalf of the medical profession - to safeguard a  
vested interested, 19
- (700-111-01) So the role of the paramedic in these centres could be  
crucial  
\*\* Technology can/is developing diagnostic techniques that can  
eliminate need for doctors on many counts, social backlash to  
technological medicine can discourage this service. However, this is  
a prime service of the future and climitization will probably take  
place through the area of community medicine clinics where patients  
become conditioned to the service as the clinics become technological  
satellites of large international medical centres, 20
- (700-111-01) Some will, some won't. The differences matter.  
\*\* Doctors will not like it, among other reasons because it will  
encourage patients to try a number of systems to get a diagnosis  
they like. Patients are being conditioned by health care services and  
insurance to expect better service, 21
- (700-111-03) Only if it's a substitute  
\*\* Fear, impersonality, incompetence, lack of psychological  
reassurance, 22
- (700-111-04) Misses the point

## Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

- \*\* The doctor's job is to work with people, not telephones and communications apparatus, 23
- (700-111-05) Interesting
- \*\*Medical practitioners themselves are reluctant to train paramedical equipment in largely provincially-funded institutions, 24
- (700-113-00) Hierarchy of needs: In some cases RMD will be a substitute for a 2, t f, visit. In other cases it will be complementary to it. I don't see too many problems. The telephone helps accomplish certain things one could not otherwise do - its complementary to the total comm. process, RMD is the same. It does not eliminate face-to-face visits - it may improve the quality of face-to-face visits, 25
- (700-113-00) This will relieve the Dr. of time-wasting unnecessary consultations and give him more time to deal with the important issues. Drs will welcome RMD and think, 26
- (700-113-00) What do we mean by medical diagnosis? Remote diagnosis may identify aspects of ailments which require face-to-face (physical) contact between dr. & patient. The remote service may reduce the load of patients to help the dr. deal with the most "important" cases. (The above assumes a 2-way capability, may be starting with audio only, progressing to 2-way live video between dr. and patient, the dr. determining the appropriate level of communication, audio video or face to face.) 27
- (700-115-00) Good points I agree, 28
- (700-115-00) Judging from the comments, there appear to be serious difficulties in establishing a remote diagnosis service and make it work. There seem to be quite a gap between the researchers (or technologists) and the other groups, 29
- (700-116-01) I agree
- \*\* Real need is for emergency services first, 30
- (700-116-01) I strongly agree - doctors will fight it
- \*\* Doctors will not like it, among other reasons because it will encourage patients to try a number of systems to get a diagnosis they like. Patients are being conditioned by health care services and insurance to expect better service, 31
- (700-119-00) What would help more is to organize more efficiently the doctors or hospitals way of doing business, 32
- (700-122-03) Sounds like CMA = AMA!
- \*\* The CMA (Canadian Medical Association) would oppose it, 33

## Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

- (700-123-00) A tele-psychiatrist service has been very successful using videoplax link from the Boston Airport to a mental health clinic at a hospital, 34
- (700-123-00) I see remote medical diagnosis as a substitute rather than complementary in the strict economic sense of these terms. Hence it is ideal for remote isolated areas when the alternative is non-professional medical care or none at all, I see it as ideally used to assist nurses and para-medical professionals particularly for difficult -to-diagnose cases, 35
- (700-123-00) I think the economies are very attractive especially because of its potential for more efficiency from flexible scheduling! 36
- (700-123-00) Many illnesses require the physician to see and touch the patient in the course of treatment, 37
- (700-123-00) Mental health problems would appear to be the most amenable to the innovations suggested here precisely because the mental health professional doesn't generally need to see the patient face-to-face. In fact there is some evidence that the tele-psychiatry experiments have serendipitous fallout in that the medium apparently helps the patient to overcome his reticence in talking about his very personal problems, 38
- (700-123-01) I see remote medical diagnosis as a substitute rather than complementary in the strict economic sense of these terms. Hence it is ideal for remote isolated areas when the alternative is non-professional medical care or none at all, I see it as ideally used to assist nurses and para-medical professionals particularly for difficult -to-diagnose cases,  
 \*\* Incompetence of planners/designers and especially decision-makers. Fact it is perceived as substitute rather than complement, 39
- (700-123-01) I think this concept could be tied in with the community clinic concept,  
 \*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts, social backlash to technological medicine can discourage this service. However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres, 40
- (700-124-00) Ease of access to care/attention may increase case load rather than improve efficiency of treatment, 41

## Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

(700-132-00) Agree that the medical profession is very conservative, perhaps correctly so, but there are distinct signs that the attitude is changing eg. CMA support on some work in computers and medicine, 42

(700-132-00) DH!

\*\* Doctors will not like it, among other reasons because it will encourage patients to try a number of systems to get a diagnosis they like, patients are being conditioned by health care services and insurance to expect better service, 43

(700-132-01) Surely the doctor would detect trouble ie. intelligence problems and arrange other means.

\*\* Lack of doctor support, possibilities of misdiagnosis, problem of patient describing affected area - may be grossly in error in some intelligence levels. Chest may be named instead of abdomen, left side for fright, etc. 44

(700-132-01) Surely we are not talking about priorities, but rather the system itself.

\*\* Real need is for emergency services first, 45

(700-132-01) System design a problem. It is very important to have medical people heading the temas in the development.

\*\* Incompetence of planners/designers and especially decision-makers. Fact it is perceived as substitute rather than complement, 46

(700-132-01) Useful - U.S. work at Mans Gen. See also CBS study for U.S. Navy.

\*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important. Morepersonal - less risk of gross errors, 47

(700-132-01) What about history taking systems. Their efficacy seems good.

\*\* Patients not really objective about or trained to identify and communicate symptoms. Usually requires Q and A between doctor and patient. Allow hypochondriacs too easy access to "sympathetic ears". - Some symptom/diagnosis requires visual/tactile/aural inputs, 48

(700-132-01) Yes

\*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment, i.e. such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc... could be monitored directly, 49

(700-132-01) Yes

\*\* It would permit a more complete and efficient mdical service for remote areas, as well as a service in hazardous weather conditions,

Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

as long as communications links are operative ... Remote walk-in diagnostic centres, staffed by technicians rather than doctors?... I think it's a good possibility and there is a need,

50

(700-132-01) Yes

\*\* Technology cen/is developing diagnostic techniques that can eliminate need for doctors on many counts. Social backlash to technological medicine can discourage this service. However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres,

51

(700-132-02) Again, examine history taking systems. The work in Scotland showed considerable promise. It dealt with stomachs problems I believe, a class of rather diffuse symptoms. Other work has gone on in the U.S. I'm not familiar with Canadian work. These systems are the forerunner of more complex systems. However, as I noted in Round 1, they are used in a health complex, not in the home. In this environment there is other backup. Still not the doctor's office as such and many things can be speedup so as to allow the physician to do that for which his talents are really needed,

\*\* Necessary to control the patient's subjective answers and compare them with real symptoms,

52

(700-132-02) Again, examine history taking systems. The work in Scotland showed considerable promise. It dealt with stomachs problems I believe, a class of rather diffuse symptoms. Other work has gone on in the U.S. I'm not familiar with Canadian work. These systems are the forerunner of more complex systems. However, as I noted in Round 1, they are used in a health complex, not in the home. In this environment there is other backup. Still not the doctor's office as such and many things can be speedup so as to allow the physician to do that for which his talents are really needed,

\*\* Not merely the impersonality. Many patients cannot describe their own symptoms. Many symptoms are difficult for any layman to describe. In effect this system makes the patient his/her own diagnostician,

53

(700-132-02) In part, yes.

\*\* The advantage in physically seeing the patient and being able to examine, touch and assess the malady. Greater possibility of error in judgement on diagnosis,

54

(700-132-04) Nor with other apparatus such as scalpels, cardiac monitors ... Surely this confuses the tool with its use.

\*\* The doctor's job is to work with people, not telephones and communications apparatus,

55

## Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

(700-132-06) Yes

\*\* This service would be ideal in remote areas where doctors are not available. A nurse or a para-medical worker could carry out the doctor's instructions.

56

(700-135-00) Comment on better use of doctors' time by other subjects thus more time for diagnosis.

57

(700-135-00) The remote work center concept might be applied when a trained staff could assist the patients thus assuring doctors got better and more accurate answers.

58

(700-135-01) Agree.

\*\* It would permit a more complete and efficient medical service for remote areas, as well as a service in hazardous weather conditions, as long as communications links are operative ... Remote walk-in diagnostic centres, staffed by technicians rather than doctors? ... I think it's a good possibility and there is a need.

59

(700-135-03) Need ability to discuss problems with doctors regardless of amount of remote nosing down if patient wants to.

\*\* Fear, impersonality, incompetence, lack of psychological reassurance.

60

(700-135-04) Good.

\*\* The doctor's job is to work with people, not telephones and communications apparatus.

61

(700-141-00) As soon as pioneer doctors increase their throughput (or S) and perhaps their batting average, many other doctors will climb on board. Look at the experience with medicare in Canada. Not many doctors opted out of the system.

62

(700-141-00) Some experiments have shown that patients often prefer dealing with computers or remote medical systems. The systems tend to reduce some of the fear associated with visiting doctors and patients will talk more freely about taboo subjects.

63

(700-141-00) The basic assumption in many of these comments is that the doctor never or rarely makes mistakes, while electronic interfaces will cause them. I can't buy that. Good and bad doctors exist today and will so in the future. Quality of medical care will still depend more on the person involved in the interpretation than the tools used.

64

(700-201-00) True

65

(700-201-00) True

66



## Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

- (700-201-00) True 67
- (700-201-00) True 68
- (700-203-00) For many problems a good interactive diagnostic system would help. RCPS is simulating patients for exam purposes across Canada in Oct. 69
- (700-203-00) For many problems a good interactive diagnostic system would help. RCPS is simulating patients for exam purposes across Canada in Oct. 70
- (700-203-00) I see such a system also serving the purpose of learning on the part of the user. I may not have cancer but I would be interested in how it is diagnosed by entering what I thought were the symptoms. 71
- (700-203-00) Students probably a healthier group because of lower age. 72
- (700-203-01) Agree  
 \*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts. Social backlash to technological medicine can discourage this service. However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres. 73
- (700-203-01) Already being done at U of A hospital.  
 \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment, i.e. such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc., could be monitored directly. 74
- (700-203-01) Creating such systems for special cases sure helps medic clarify their own diagnostic strategies.  
 \*\* Incompetence of planners/designers and especially decision-makers. Fact it is perceived as substitute rather than complement. 75
- (700-203-01) Diagrams could be used on CRT  
 \*\* Lack of doctor support, possibilities of misdiagnosis, problem of patient describing affected area - may be grossly in error in some intelligence levels. Chest may be named instead of abdomen, left side for right, etc., 76
- (700-203-01) Disagree - don't see need for many systems  
 \*\* Doctors will not like it, among other reasons because it will

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encourage patients to try a number of systems to get a diagnosis they like, patients are being conditioned by health care services and insurance to expect better service.

77

(700-203-01) For the medic who "runs" 50 - 75 patients a day through his office - yes! But not the others who are trying to do a good job and not make themselves rich.

\*\* Lobbying on behalf of the medical profession - to safeguard a vested interest.

78

(700-203-01) Should read current literature on problems of filter systems in diagnosis. Recent thesis U of A Health Admin. on clerk, nurse, medic assessments of patients in emergency wards.

\*\* Patients not really objective about or trained to identify and communicate symptoms. Usually requires Q and A between doctor and patient. Allows hypochondriacs too easy access to "sympathetic ears". Some symptom/diagnosis requires visual /tactile/aural inputs.

79

(700-203-01) Would be possible when conditions warrant more in depth kind of diagnosis.

\*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important. More personal - less risk of gross errors.

80

(700-203-01) Would help in Northern Canada.

\*\* It would permit a more complete and efficient medical service for remote areas, as well as a service in hazardous weather conditions, as long as communications links are operative....Remote walk-in diagnostic centres, staffed by technicians rather than doctors? I think it's a good possibility and there is a need.

81

(700-203-02) There is a hierarchy. Having worked with medics and have an honorary apptm in Med, this educator should open his eyes to the fact that medics very frequently are imprecise in their diagnosis.

\*\*Too imprecise. How about remote sensors to record and transmit vital body readings?

82

(700-203-02) Use interactive system with Comp.

\*\* Not merely the impersonality. Many patients cannot describe their own symptoms. Many symptoms are difficult for any layman to describe. In effect this system makes the patient his/her own diagnostician.

83

(700-203-02) Use interactive system with Comp.

\*\* The advantage in physically seeing the patient and being able to examine, touch and assess the malady. Greater possibility of error in judgement on diagnosis.

84

(700-203-03) Psychological assurance may be needed. But I think there

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are many today who would learn more about their bodies - and reduce fear.

\*\* Fear, impersonality, incompetence, lack of psychological reassurance.

85

(700-203-04) Hasn't been in a pedics office lately.

\*\* The doctor's job is to work with people, not telephones and communications apparatus.

86

(700-203-06) Agree

\*\* Beneficial to mother of small children with childhood diseases and other problems associated with their age. Removes the need to take sick children into doctor's office.

87

(700-203-06) OK. But many calls are for things like colds, childhood diseases, etc.

\*\* Patients cannot possibly know certain aspects of their illness - hypertension - anemia - low or high blood sugar. Many illnesses are very much alike at certain periods - patients tend to emphasis certain things of little importance and forget major symptoms. A few major errors in diagnosis and patients would not use system - doctors could be sued and refuse to use system as well.

88

(700-205-00) None

89

(700-205-00) None

90

(700-205-00) Normal reactions can be overcome with education and time and continued poor practices of doctors (ie, no house calls).

91

(700-205-01) Right

\*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment, i.e. such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc., could be monitored directly.

92

(700-205-01) Right

\*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts. Social backlash to technological medicine can discourage this service. However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres.

93

(700-205-01) Right

\*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important. More personal - less risk of gross errors.

94

## Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

(700-205-02) Why not?

\*\* Too imprecise. How about remote sensors to record and transmit vital body readings?

95

(700-205-06) Right

\*\* This service would be ideal in remote areas where doctors are not available. A nurse or a para-medical worker could carry out the doctor's instruction.

96

(700-211-00) First systems will be simple but these additional features will be later added.

\*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important. More personal - less risk of gross errors.

97

(700-211-01) Agree

\*\* However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of larger medical centres.

98

(700-211-01) First systems will be simple but these additional features will be later added.

\*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment,; ie. such that a patient's (subscriber's ) temperature, pulmonary functions, cardiac patterns, etc., could be monitored directly.

99

(700-211-01) First systems will be simple but these additional features will be later added.

\*\* It would permit a more complete and efficient medical service for remote areas, as well as a service in hazardous weather conditions, as long as communications links are operative. Remote walk-in diagnostic centres, staffed by technicians rather than doctors? I think it's a good possibility and there is a need.

100

(700-211-01) If it is quicker, better or more convenient, it will progressively overcome initial resistance and fears.

\*\* Doctors will not like it, among other reasons because it will encourage patients to try a number of systems to get a diagnosis they like, patients are being conditioned by health care services and insurance to expect better service.

101

(700-211-01) If it is quicker, better or more convenient, it will progressively overcome initial resistance and fears.

\*\* Incompetence of planners/designers and especially decision-makers. Fact it is perceived as substitute rather than complement.

102

Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

- (700-211-01) Progressive wing will welcome it, conservatives will oppose it, in due course it will become accepted,  
 \*\* Lobbying on behalf of the medical profession - to safeguard a vested interested, 103
- (700-211-02) First systems will be simple but these additional features will be later added,  
 \*\* Too imprecise, How about remote sensors to record and transmit vital body readings? 104
- (700-211-02) Progressive wing will welcome it, conservatives will oppose it, in due course it will become accepted,  
 \*\* Opposition by prof, medical practitioner will discourage, 105
- (700-211-03) Progressive wing will welcome it, conservatives will oppose it, in due course it will become accepted,  
 \*\* The CMA (Canadian Medical Association) would oppose it, 106
- (700-211-05) Progressive wing, will welcome it, conservatives will oppose it, in due course it will be accepted,  
 \*\* Medical practitioners themselves are reluctant to train paramedical equipment in largely provincially - funded institutions, 107
- (700-211-06) Agree  
 \*\* This service would be ideal in remote areas where doctors are not available, A Nurse or a para-medical worker could carry out the doctor's instructions, 108
- (700-212-01) These would strongly enhance the services acceptance, Daily check-in on "Health machine" (similar to Airport explosives scanners) as I enter the outer office of where I work? Opportunity to detect abnormal signs early,  
 \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment, ie, such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc., could be monitored directly, 109
- (700-212-01) These would strongly enhance the services acceptance, Daily check-in on "Health machine" (similar to Airport explosives scanners) as I enter the outer office of where I work? Opportunity to detect abnormal signs early,  
 \*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important, More personal - less risk of gross errors, 110
- (700-212-02) These would strongly enhance the services acceptance, Daily check-in on "Health machine" (similar to Airport explosives scanners) as I enter the outer office of where I work? Opportunity to detect abnormal signs early,

Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

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\*\* Too imprecise, How about remote sensors to record and transmit vital body readings? 111
- (700-212-06) These would strongly enhance the services acceptance. Daily check-in on "Health machine" (similar to Airport explosives scanners) as I enter the outer office of where I work? Opportunity to detect abnormal signs early.
   
\*\*This service would be ideal in remote areas where doctors are not available. A nurse or a para-medical worker could carry out the doctor's instructions. 112
- (700-213-00) One of the ways to increase and probably improve medical service to the general public is to use telecommunications technology. Basic population growth and growing medical needs are not now being met, thus the need is real. 113
- (700-213-01) Agree.
   
\*\* Real need is for emergency services first. 114
- (700-213-01) But with video information the doctor would have the same info, as in the office.
   
\*\* May be grossly in error in some intelligence levels. Chest may be named instead of abdomen, left side for right, etc. 115
- (700-213-01) It's already high.
   
\*\* Lack of doctor support, possibilities of misdiagnosis, problem of patient describing affected area. 116
- (700-213-01) New York using currently between airport and hospital.
   
\*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important. More personal - less risk of gross errors. 117
- (700-213-01) Right on - the facts,
   
\*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment: i.e., such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc...could be monitored directly. 118
- (700-213-01) Right on.
   
\*\* Technology can/is developing diagnostic techniques that can eliminate need for doctors on many counts. Social backlash to technological medicine can discourage this service. However, this is a prime service of the future and climatization will probably take place through the area of community medicine clinics where patients become conditioned to the service as the clinics become technological satellites of large international medical centres. 119
- (700-213-01) That's not all, bad doctors make their share of mistakes



## Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

too,

\*\* Doctors will not like it, among other reasons because it will encourage patients to try a number of systems to get a diagnosis they like. Patients are being conditioned by health care services and insurance to expect better service,

120

(700-213-01) We may need the substitute service.

\*\* Incompetence of planners/designers and especially decision-makers. Fact it is perceived as substitute rather than complement.

121

(700-213-01) Yes, if the public allows.

\*\* Lobbying on behalf of the medical profession - to safeguard a vested interest.

122

(700-213-02) Disagree.

\*\* The advantage in physically seeing the patient and being able to examine, touch and assess the malady. Greater possibility of error in judgement diagnosis.

123

(700-213-02) Good.

\*\* Not merely the impersonality. Many patients cannot describe their own symptoms. Many symptoms are difficult for any layman to describe. In effect this system makes the patient his/her own diagnostician.

124

(700-213-02) Not necessarily so.

\*\* Necessary to control the patient's subjective answers and compare them with real symptoms.

125

(700-213-02) Technology is here to do it now.

\*\* Too imprecise. How about remote sensors to record and transmit vital body readings?

126

(700-213-03) This has been disproven by telephone person (?) already.

127

(700-216-00) The remote area application, though valid, seems to be outside the intent of the original question.

128

(700-216-00) These are serious problems.

129

(700-216-00) These factors might slow down the advent of the service, but it will ultimately come if it is needed. Development of more highly automated diagnostic techniques may come soon enough to render it unnecessary.

130

(700-216-01) Use of remote sensors or diagnostic measurements implies a diagnostic centre rather than home use. Such equipment would require frequent calibration, and maintenance to assure reliability.

## Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

- \*\* I would permit a more complete and efficient medical service for remote areas, as well as a service in hazardous weather conditions, as long as communications links are operative. Remote walk-in diagnostic centres, staffed by technicians rather than doctors? I think it's a good possibility and there is a need. 131
- (700-218-00) My sister is an MD and she says her major need is to be able to refer problems to labs and specialists quickly and get quick answers based on current state of the art knowledge base. - ie, professional use rather than home use or the doctor paying a house cal being able to use the system to consult specialists from the patients home. 132
- (700-218-01) Colour is essential as is the facility for video input (perhaps slow-scan) from the home terminal.  
\*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important. More personal - less risk of gross errors. 133
- (700-301-00) B.S. If a doctor's job is to make the sick well, these objections are irrelevant. To the extent they represent real problems, other solutions will be found. 134
- (700-301-00) Undoubtedly to be expected. 135
- (700-303-00) It would be an excellent device for preventive or anticipatory medicine rather than the normal, and inefficient reactive type now practiced. 136
- (700-303-01) Very good.  
\*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment.; i.e. such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc... could be monitored directly. 137
- (700-303-01) Very good.  
\*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important. More personal - less risk of gross errors. 138
- (700-303-01) You better believe it  
\*\* Lobbying on behalf of the medical profession - to safeguard a vested interested. 139
- (700-303-06) It would be useful even in urban areas especially for long term out patients  
\*\* This service would be ideal in remote areas where doctors are not available. A nurse or a para-medical worker could carry out the doctor's instructions. 140

Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

(700-305-00) Maybe, but not likely to be controlling, what may be a problem is that well taken points in 1, 2, 3 will, when made by professions, be dismissed as reactionary, 141

(700-305-01) Agree  
 \*\* Incompetence of planners/designers and especially decision-makers, Fact it is perceived as substitute rather than complement, 142

(700-305-01) Yes, but very doubtful impact on behaviour pattern,  
 \*\* I like the idea and would even wish to see the terminal facilities extended to include more complex interface equipment, I.e. such that a patient's (subscriber's) temperature, pulmonary functions, cardiac patterns, etc., could be monitored directly, 143

(700-305-02) Well taken points, I agree,  
 \*\* Necessary to control the patient's subjective answers and compare them with real symptoms, 144

(700-307-01) Probably true, Video might obviate this, - may be grossly in error in some intelligence levels, Chest may be named instead of abdomen, left side for right, etc., 145

(700-307-01) Yes,  
 \*\* Why not visual on T.V.? Could magnify area of body involved - use of colour could be important, More personal - less risk of gross errors, 146

(700-307-04) He (or she) is working with people - people who might not get any care otherwise,  
 \*\* The doctor's job is to work with people, not telephones and communications apparatus, 147

(700-504-00) In medicine, personal contact is almost essential, 148

(700-505-00) People will feel that this system is making them less of a person than they now are in our society, 149

(700-505-01) I agree very much with this woman,  
 \*\* Some people would feel this service to be too cold and impersonal thus discouraging its development, I myself think it might save a lot of wasted time sitting for hours in a doctor's to spend five minutes in his office for his diagnosis, 150

(700-602-00) A conscientious doctor would be reluctant to diagnose under such condition, 151

(700-602-00) I feel doctors would be busier than ever if this service develops - also the risk of wrong treatment is too great - drugs

## Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

- being prescribed which could have disastrous effects on person with unknown high blood pressure, etc, 152
- (700-602-00) Possibly the remote centres of the country could benefit, 153
- (700-604-00) I would think doctors would use paramedics to screen patients effectively. Minor cuts, sprains, burns, infections, etc, would be treated and serious cases referred to free doctors from the overload of patients some have, 154
- (700-604-00) Would use perhaps local clinics where personnel would take statistics and specimens for clinical analysis (urine, blood sample, etc.), But would not trust my own ability to describe my own symptoms, 155
- (700-607-00) This service could be very helpful, up to a point, but I think in some cases a doctor should be in attendance, 156
- (700-608-00) These comments cover the most obvious dangers & drawbacks. The service still sounds valuable for remote areas where medical help is not now available, but there will be strong resistance among those accustomed to personal treatment, 157
- (700-612-01) If family doctor is phone he knows and most doctors in immediate area know low intelligent family. The doctor or operator of phone would tell that patient to come to the office.  
 \*\* Lack of doctor support, possibilities of misdiagnosis, problem of patient describing affected area - may be grossly in error in some intelligence levels. Chest may be named instead of abdomen, left side for right, etc... 158
- (700-612-06) This person would tell doctor they really don't know what is wrong and make appointment. - patients tend to emphasis certain things of little importance and forget major symptoms. A few major errors in diagnosis and patients would not use system - doctors could be sued and refuse to use system as well, 159
- (700-616-00) More doctors with more hours seems to be the best. More paramedical workers would be used for out patient services, 160
- (700-616-00) There is a need for this service in remote areas. Having lived in such an area I am aware of the limit of medical assistance available. I have had to drive 45 miles with a child with a broken arm, 161
- (700-616-03) I do feel there is a great need for better service in this area but do not feel this is the answer. I agree with the

## Comments on Remote Medical Diagnosis by Question No. (700 thru 759)

- consumerist comment that the CMA would oppose any changes.  
 \*\* The CMA (Canadian Medical Association) would oppose it, 162
- (700-620-00) Any doctor would really be sticking his neck out even  
 trying this kind of scheme, 163
- (700-620-00) No way! 164
- (700-620-00) None of Your questions would be relevant, if our own  
 Canadian young people had less pressure in the sciences and Pre Med  
 Courses from Students from foreign countries, then - it follows,  
 Canada would have more and better general practitioners and we could  
 go back to doctors for the family and house calls, 165
- (700-620-04) Student in my opinion 100% right on!  
 \*\* The doctor's job is to work with people, not telephones and  
 communications apparatus, 166
- (701-124-06) I happen to feel that this represents the best  
 application.  
 \*\* This service would be ideal in remote areas where doctors are  
 not available, A nurse or a para-medical worker could carry out the  
 doctor's instructions, 167
- (703-132-00) Am not aware of difficulties, Dentists are bad, but if  
 sick, have noticed no problem in getting an appointment. If  
 difficulties do exist then of course the response could shift left, 168
- (753-111-03) Obviously, 169
- (759-135-01) Agreed.  
 \*\* Assumes alternatives are available and that problem not an  
 emergency, 170

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