

. Have you ever printed or copied personal materials or documents using the centralized office printer/copier/MFP?

Proportions/Mean: Columns Tested (5% risk level) - A/B/C - D/E/F/G/H - I/J

* small base

		AGE			REGION					GENDER	
	Total	18 - 34	35 - 54	55+	BC	Prairies	ON	QC	Atlantic	Male	Female
		A	B	C	D	E	F	G	H	I	J
Base: All Respondents	1126	331	602	193	135	205	414	293	77*	546	580
Yes	757 67%	240 73%	392 65%	125 65%	89 66%	136 66%	302 73%	180 61%	48 62%	364 67%	393 68%
No	369 33%	91 27%	210 35%	68 35%	46 34%	69 34%	112 27%	113 39%	29 38%	182 33%	187 32%
			A				F				

Which of the following personal materials have you printed/copied?

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* small base

		AGE			REGION					GENDER	
	Total	18 - 34	35 - 54	55+	BC	Prairies	ON	QC	Atlantic	Male	Female
		A	B	C	D	E	F	G	H	I	J
Base: printed or copied using the centralized office printer/copier/MFP.	757	240	392	125	89*	136	302	180	48*	364	393
Shopping coupons	96 13%	38 16%	51 13%	7 6%	7 8%	13 10%	39 13%	32 18%	4 8%	42 12%	54 14%
Driving directions	299 39%	108 45%	144 37%	47 38%	35 39%	37 27%	148 49%	64 36%	15 31%	163 45%	136 35%
Wedding invitations/programs in colour	29 4%	14 6%	12 3%	3 2%	2 2%	9 7%	8 3%	6 3%	3 6%	9 2%	20 5%
Colour photographs	136 18%	48 20%	61 16%	27 22%	14 16%	25 18%	57 19%	34 19%	6 13%	74 20%	62 16%
Resumes	255 34%	89 37%	122 31%	44 35%	30 34%	45 33%	109 36%	54 30%	16 33%	126 35%	129 33%
A body part	13 2%	7 3%	4 1%	2 2%	1 1%	5 4%	4 1%	2 1%	1 2%	10 3%	3 1%
None of the above	289 38%	81 34%	160 41%	48 38%	33 37%	59 43%	96 32%	76 42%	25 52%	127 35%	162 41%
						F		F	F		

When waiting for a printing job to complete on the centralized office printer/copier/MFP, what do you typically do? Do you...

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	Total	18 - 34	35 - 54	55+	BC	Prairies	ON	QC	Atlantic	Male	Female
		A	B	C	D	E	F	G	H	I	J
Base: All Respondents	1126	331	602	193	135	205	414	293	77*	546	580
Read other materials left near the printer	312 28%	109 33% BC	160 27%	43 22%	39 29%	55 27%	118 29%	85 29%	14 18%	137 25%	175 30%
Talk with colleagues about work	388 34%	130 39% C	218 36% C	40 21%	48 36%	64 31%	148 36%	105 36%	23 30%	168 31%	220 38% I
Nothing, stare off into space	239 21%	103 31% BC	109 18%	27 14%	28 21%	43 21%	93 22%	60 20%	14 18%	110 20%	129 22%
Go get coffee	121 11%	40 12%	64 11%	17 9%	15 11%	27 13%	45 11%	25 9%	9 12%	75 14% J	46 8%
Gossip or flirt with colleagues	114 10%	52 16% BC	49 8%	13 7%	13 10%	17 8%	45 11%	34 12%	5 6%	74 14% J	40 7%
Wonder if you did actually press the print button	198 18%	82 25% BC	89 15%	27 14%	31 23% GH	46 22% GH	70 17%	42 14%	9 12%	78 14%	120 21% I
None of the above	415 37%	97 29%	225 37% A	93 48% AB	50 37%	83 40% G	151 36%	93 32%	37 48% G	224 41% J	191 33%

If the centralized office printer stops or if an error message appears, what do you typically do?

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		AGE			REGION					GENDER	
	Total	18 - 34	35 - 54	55+	BC	Prairies	ON	QC	Atlantic	Male	Female
		A	B	C	D	E	F	G	H	I	J
Base: All Respondents	1126	331	602	193	135	205	414	293	77*	546	580
Nothing, I leave it for someone else to deal with and resend the job to another printer/copier	39	19	14	6	4	9	16	9	1	18	21
	3%	6% B	2%	3%	3%	4%	4%	3%	1%	3%	4%
I contact the office manager/administration personnel	141	32	74	35	17	35	57	21	11	77	64
	13%	10%	12%	18% AB	13%	17% G	14% G	7%	14% G	14%	11%
I contact the IT department	72	22	38	12	13	8	24	19	8	42	30
	6%	7%	6%	6%	10% E	4%	6%	6%	10% E	8%	5%
I try to fix it myself	854	248	469	137	99	151	310	239	53	401	453
	76%	75%	78% C	71%	73%	74%	75%	82% EFH	69%	73%	78%
I place a service call (to the equipment provider/manufacture)	20	10	7	3	2	2	7	5	4	8	12
	2%	3% B	1%	2%	1%	1%	2%	2%	5% E	1%	2%

How often do you personally print documents in colour?

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		AGE			REGION					GENDER	
	Total	18 - 34	35 - 54	55+	BC	Prairies	ON	QC	Atlantic	Male	Female
		A	B	C	D	E	F	G	H	I	J
Base: All Respondents	1126	331	602	193	135	205	414	293	77*	546	580
Frequently	118 10%	40 12%	56 9%	22 11%	11 8%	21 10%	43 10%	28 10%	15 19% DEFG	59 11%	59 10%
Sometimes	524 47%	148 45%	276 46%	100 52%	67 50%	99 48%	193 47%	133 45%	31 40%	266 49%	258 44%
Never	484 43%	143 43%	270 45% C	71 37%	57 42%	85 41%	178 43%	132 45%	31 40%	221 40%	263 45%

. Why is it that you don't print in colour? Is it because..?

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	Total	18 - 34	35 - 54	55+	BC	Prairies	ON	QC	Atlantic	Male	Female
		A	B	C	D	E	F	G	H	I	J
Base: Never used print documents in color	484	143	270	71*	57*	85*	178	132	31*	221	263
I don't know how	3 1%	1 1%	2 1%	0 -	0 -	2 2%	1 1%	0 -	0 -	0 -	3 1%
I don't have access	216 45%	69 48%	115 43%	32 45%	25 44%	34 40%	89 50%	54 41%	14 45%	75 34%	141 54% I
Colour printer is too far away in office	11 2%	4 3%	5 2%	2 3%	1 2%	2 2%	3 2%	3 2%	2 6%	6 3%	5 2%
It's too slow	7 1%	1 1%	4 1%	2 3%	2 4%	3 4%	1 1%	1 1%	0 -	3 1%	4 2%
None of the above	252 52%	70 49%	147 54%	35 49%	30 53%	45 53%	85 48%	75 57%	16 52%	139 63% J	113 43%

(Inputting accounting codes for example client codes or passwords) Which of these features do you personally know how to use on the MFP?

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* small base; ** very small base (under 30) ineligible for sig testing

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	Total	18 - 34	35 - 54	55+	BC	Prairies	ON	QC	Atlantic	Male	Female
		A	B	C	D	E	F	G	H	I	J
Base: Used multifunction printing device(base:yes/no)	365	110	195	60*	39*	65*	135	103	22**	191	174
Yes	121 33%	37 34%	63 32%	21 35%	17 44%	27 42%	57 42%	11 11%	9 41%	56 29%	65 37%
No	244 67%	73 66%	132 68%	39 65%	22 56%	38 58%	78 58%	92 89%	13 59%	135 71%	109 63%

Have you ever printed a document that proved to be more effective in colour than it was in black in white?

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	Total	18 - 34	35 - 54	55+	BC	Prairies	ON	QC	Atlantic	Male	Female
		A	B	C	D	E	F	G	H	I	J
Base: All Respondents	1126	331	602	193	135	205	414	293	77*	546	580
Yes	779 69%	228 69%	407 68%	144 75%	97 72%	141 69%	306 74%	180 61%	53 69%	383 70%	396 68%
No	347 31%	103 31%	195 32%	49 25%	38 28%	64 31%	108 26%	113 39%	24 31%	163 30%	184 32%

How much would you expect it costs to print a page in colour?

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	Total	18 - 34	35 - 54	55+	BC	Prairies	ON	QC	Atlantic	Male	Female
		A	B	C	D	E	F	G	H	I	J
Base: All Respondents	1126	331	602	193	135	205	414	293	77*	546	580
Less than 10 cents	261 23%	83 25%	126 21%	52 27%	34 25%	57 28% G	94 23%	51 17%	25 32% G	139 25%	122 21%
Between 10 and 15 cents	304 27%	86 26%	164 27%	54 28%	42 31% G	57 28%	121 29% G	65 22%	18 23%	138 25%	166 29%
Between 16 and 30 cents	241 21%	78 24%	130 22%	33 17%	29 21%	40 20%	94 23%	59 20%	19 25%	124 23%	117 20%
Between 31 and 40 cents	136 12%	38 11%	78 13%	20 10%	15 11%	26 13%	37 9%	51 17% FH	6 8%	71 13%	65 11%
Between 41 and 60 cents	85 8%	17 5%	49 8%	19 10% A	7 5%	11 5%	32 8%	32 11% E	3 4%	36 7%	49 8%
Between 61 and 70 cents	29 3%	7 2%	18 3%	4 2%	2 1%	5 2%	6 1%	13 4% F	3 4%	10 2%	19 3%
Between 71 cents and one dollar	51 5%	19 6%	24 4%	8 4%	3 2%	7 3%	21 5%	18 6%	2 3%	23 4%	28 5%
More than a dollar per page	19 2%	3 1%	13 2%	3 2%	3 2%	2 1%	9 2%	4 1%	1 1%	5 1%	14 2%
Mean	0.2	0.2	0.3	0.2	0.2	0.2	0.2	0.3 DEFH	0.2	0.2	0.3 I