



UNDESA

## IV. e-Government Readiness Assessment Survey

### Civil Society Section

Country .....

Name .....

Position .....

Organization .....

Address .....

Postal Code/City .....

Phone/Telefax/E-mail .....

Policy sector .....

**Please answer according to what best describes you**

- Individual responder       NGO                               Association of Users
- Industry Association       Citizen Civil Rights movement                               Academia
- SME or SME Association       Professional Association       Other (describe)

**Please answer according to your major areas of action/interest (if any):**

- Agriculture, livestock and forestry       Public Health                               Education
- Tourism                               Energy/Environment                               Internal Revenue/taxes
- Customs                               Defense                               Finances
- Telecommunications       Commerce and industry       Sanitary Services
- Social Security                               Labor                               Immigration
- Central Bank                               Public Sector Reform/Governance                               Other (describe)

**Please answer according to your years of education**

- Less than 8 years                               Between 8 and 11                               Between 12 and 16
- More than 16                               None                               Highest degree: \_\_\_\_\_

**Gender**

- Male                               Female

**Please check if you have access to the following goods and services:**

- Television                               Fixed telephone                               Mobile telephone
- Internet                               Fax                               Personal Computer
- Radio                               Credit Card

Please indicate approximate annual income or organizational operating expenses



## A. Compelling Reasons for the Government to Develop and Implement e-Government

Meaningful e-government is e-government that responds to and supports compelling and priority public sector reform, good governance and development goals as identified by national stakeholders and, particularly in the case of government to citizen services, with citizen input. This section seeks to identify those motivating factors and “pressure points” that are driving overall public sector reform and good governance goals, from the perspective of internal government operations, as well as government to citizen and business interactions.

### 1. Public Sector and Governance Motivating Factors and Pressure Points

1.1. Please give us your assessment of the relevance of the following issues as real drivers, and pressure points related to your relationship with the government

	Low significance	Medium- low significance	Medium significance	Medium- high significance	High significance
a. Transparency and accountability	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Citizen participation	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. Provide access to information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. Stimulate citizen’s awareness, win public trust and generate interest in e-government	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
e. Generate and provide locally-relevant content on the Internet	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
f. Inter-departmental coordination and cooperation	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
g. Efficiency and effectiveness	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
h. Government responsibility for environmental regulation	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
i. Government responsibility for social exclusion and marginalization	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

j. Government responsibility in community empowerment	O 1	O 2	O 3	O 4	O 5
k. Government responsibility in economic development	O 1	O 2	O 3	O 4	O 5
l. Government responsibility in education (generating and harvesting creativity and knowledge to enhance the population's quality of life)	O 1	O 2	O 3	O 4	O 5
m. Government responsibility in international trade	O 1	O 2	O 3	O 4	O 5
n. Government responsibility to diminish the digital divide	O 1	O 2	O 3	O 4	O 5
o. Donor pressure and availability of grant funding (loans) to pursue certain programmes	O 1	O 2	O 3	O 4	O 5
p. Private sector or vendor pressure to "modernize" __	O 1	O 2	O 3	O 4	O 5
q. Alignment with international or regional standards or cooperation frameworks	O 1	O 2	O 3	O 4	O 5
r. Improving client satisfaction	O 1	O 2	O 3	O 4	O 5
s. The need to be "cost competitive"	O 1	O 2	O 3	O 4	O 5
t. Pursuing an image of "being modern"	O 1	O 2	O 3	O 4	O 5
u. Improving public revenue flows (e.g. enhanced ability to collect revenue)	O 1	O 2	O 3	O 4	O 5
v. Other? Specify here and rate:	O 1	O 2	O 3	O 4	O 5
w. Other? Specify here and rate:	O 1	O 2	O 3	O 4	O 5

## B. Compelling Reasons for the Public to Utilize e-Government

One of the primary dimensions of e-government is government to citizen/business (and vice versa) services and interactions. This form of e-government is meaningful to the extent that it responds to real governance and public service needs and priorities from the citizen and/or business perspective. This section seeks to identify the main governance and public sector reform expectations of citizens and business.

### 2. Expectations of Gains and Perceptions of Real Value

#### 2.1 The time factor in your dealings with government offices

Is not important because government offices respond timely and efficiently

1	2	3	4	5	6	7
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Is a major bottleneck and cause of dissatisfaction with government services

#### 2.2 The cost factor (including corruption) in your dealings with government offices

Is not relevant due to decentralization, equity and absence of corruption in service delivering

1	2	3	4	5	6	7
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Is a major problem due to existence of excessive centralization, corruption and favoritism in service delivering

#### 2.3 What are (would be) the main expectations of the public in their dealings with government?

	Low expectation	Medium-low expectation	Medium expectation	Medium-high expectation	High Expectation
a. Transparency and accountability	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Increased opportunity for participation in policy making and implementation	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. Visible impact of feedback (especially in politics)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. Access to information	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

e. Services related to: economic development and opportunities (trade, employment, SMEs)	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
f. Services related to: Health	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
g. Services related to: Social welfare	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
h. Services related to: Education	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
i. Services related to: Agriculture/Environment	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
j. Government efforts to bridge the Digital Divide	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
k. Citizen centered (life-cycle) services	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
l. High quality of service	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
m. Responsiveness	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
n. Friendliness and attentiveness	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
o. Other? Specify here and rate:	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
p. Other? Specify here and rate:	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

2.4 In an e-government application, what are (would be) the priority features that would make it attractive for you as user

	Low priority	Medium -low priority	Medium priority	Medium -high priority	High priority
a. Unique, custom-fitted, targeted content	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Interactivity	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

c. Multi-channel capacity (receipt, acknowledgement, response)	O 1	O 2	O 3	O 4	O 5
d. Ease of navigation (“no wrong door”)	O 1	O 2	O 3	O 4	O 5
e. Reliability	O 1	O 2	O 3	O 4	O 5
g. Other? Include it here and rate:	O 1	O 2	O 3	O 4	O 5

## C: Ability of the Government to Initiate and Sustain e-Government

The ability of a government to undertake e-government is dependent upon a number of inter-related variables including political will and commitment, technical, organizational, institutional and human infrastructures and resources, in addition to factors such as legal and regulatory frameworks, culture, partnerships, finances, interoperability, knowledge management and feasible goals and priorities that reflect real priorities and needs. While many of these issues are important even to initiate e-government, they become increasingly necessary when considering the ability to sustain and grow e-government. This section seeks to identify variables that will impact upon a government's readiness to initiate and sustain more widespread or advanced e-government.

### 3. e-Government Services Usage and Relevance

- 3.1 Please include the name and url, if any, of the five e-government applications you use the most and rate them according to how much value they give to you.

Please include name and url	Low value	Medium -low value	Medium value	Medium -high value	High value
a. Please Include here and rate:	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Please Include here and rate:	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
c. Please Include here and rate:	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
d. Please Include here and rate:	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

- 3.2 Please let us know your perception of the quality of the five e-government services you mentioned in the previous question, according to the following dimensions:

#### Service 1:

Very poor	Poor	Medium	Good	Very Good
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a. Quality of services	O 1	O 2	O 3	O 4	O 5
b. Quantity of services	O 1	O 2	O 3	O 4	O 5
c. Type of services					
d. Location of access to services	O 1	O 2	O 3	O 4	O 5
e. Cost associated with services	O 1	O 2	O 3	O 4	O 5
f. Incentives for use of e-government	O 1	O 2	O 3	O 4	O 5
g. Other (please include):	O 1	O 2	O 3	O 4	O 5

**Service 2:**

	Very poor	Poor	Medium	Good	Very Good
a. Quality of services	O 1	O 2	O 3	O 4	O 5
b. Quantity of services	O 1	O 2	O 3	O 4	O 5
c. Types of services					
d. Location of access to services	O 1	O 2	O 3	O 4	O 5
e. Cost associated with services	O 1	O 2	O 3	O 4	O 5
f. Incentives for use of e-government	O 1	O 2	O 3	O 4	O 5
g. Other (please include):	O 1	O 2	O 3	O 4	O 5

**Service 3:**

	Very poor	Poor	Medium	Good	Very Good
a. Quality of services	O 1	O 2	O 3	O 4	O 5
b. Quantity of services	O 1	O 2	O 3	O 4	O 5
c. Types of services					
d. Location of access to services	O 1	O 2	O 3	O 4	O 5
e. Cost associated with services	O 1	O 2	O 3	O 4	O 5

- f. Incentives for use of e-government O 1    O 2    O 3    O 4    O 5
- g. Other (please include): O 1    O 2    O 3    O 4    O 5

**Service 4:**

- |                                       | Very poor | Poor | Medium | Good | Very Good |
|---------------------------------------|-----------|------|--------|------|-----------|
| a. Quality of services                | O 1       | O 2  | O 3    | O 4  | O 5       |
| b. Quantity of services               | O 1       | O 2  | O 3    | O 4  | O 5       |
| c. Types of services                  |           |      |        |      |           |
| d. Location of access to services     | O 1       | O 2  | O 3    | O 4  | O 5       |
| e. Cost associated with services      | O 1       | O 2  | O 3    | O 4  | O 5       |
| f. Incentives for use of e-government | O 1       | O 2  | O 3    | O 4  | O 5       |
| g. Other (please include):            | O 1       | O 2  | O 3    | O 4  | O 5       |

**Service 5:**

- |                                       | Very poor | Poor | Medium | Good | Very Good |
|---------------------------------------|-----------|------|--------|------|-----------|
| h. Quality of services                | O 1       | O 2  | O 3    | O 4  | O 5       |
| i. Quantity of services               | O 1       | O 2  | O 3    | O 4  | O 5       |
| j. Types of services                  |           |      |        |      |           |
| k. Location of access to services     | O 1       | O 2  | O 3    | O 4  | O 5       |
| l. Cost associated with services      | O 1       | O 2  | O 3    | O 4  | O 5       |
| m. Incentives for use of e-government | O 1       | O 2  | O 3    | O 4  | O 5       |
| n. Other (please include):            | O 1       | O 2  | O 3    | O 4  | O 5       |

3.3 Do you know of the existence of any portals in your government?

No ☞ Yes ☞ If yes, please provide urls by sector:

Education http://\_\_\_\_\_

Health http://\_\_\_\_\_

Industry                    http://\_\_\_\_\_

Senior Citizens            http://\_\_\_\_\_

Social Welfare             http://\_\_\_\_\_

Employment                http://\_\_\_\_\_

Business (SMEs)          http://\_\_\_\_\_

Environment/  
Agriculture                http://\_\_\_\_\_

Other: (include)            http://\_\_\_\_\_

Other: (include)            http://\_\_\_\_\_

Other: (include)            http://\_\_\_\_\_

3.4 In general, mark the description that best characterizes the provision of government services on line

- a. No services online
- b. Only information available on line
- c. One way interaction possible
- d. Two-way interaction possible
- e. Complete transaction possible within single agency
- f. Complete transaction across multiple agencies

3.5 Are you able to communicate with your democratically elected representatives?

No  Yes  If yes, please provide example with url.  
http://\_\_\_\_\_

3.6 Are you able to communicate with government bureaucrats?

No  Yes  If yes, please provide example with url.  
http://\_\_\_\_\_

3.7 To your knowledge does any government sponsored e-government awareness campaign exist?

No  Yes

3.8 Have you ever provided feedback to the government on its e-government services?

No  Yes  If yes, please describe.

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3.9 If applicable, do you actively encourage your constituents to use e-government services or to develop their own ICT capacities?  
 No  Yes  If yes, please describe and attach relevant documentation or provide URL.

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**4. Negligibility of Risk**

4.1 Transparency...

Has not been raised as an issue in the government	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px; text-align: center;">1</td> <td style="width: 20px; height: 20px; text-align: center;">2</td> <td style="width: 20px; height: 20px; text-align: center;">3</td> <td style="width: 20px; height: 20px; text-align: center;">4</td> <td style="width: 20px; height: 20px; text-align: center;">5</td> <td style="width: 20px; height: 20px; text-align: center;">6</td> <td style="width: 20px; height: 20px; text-align: center;">7</td> </tr> </table>	1	2	3	4	5	6	7		Has been raised as an issue in the government and has been addressed by programmes
1	2	3	4	5	6	7				
	1 2 3 4 5 6 7									

4.2 Please give us your perception of the independence and effectiveness of the judiciary

	Very Low	Low	Medium	High	Very high
a. Independence	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5
b. Effectiveness	<input type="radio"/> 1	<input type="radio"/> 2	<input type="radio"/> 3	<input type="radio"/> 4	<input type="radio"/> 5

4.3 The privacy and security of your personal data

Is of concern, as sufficient privacy protections do not exist.	<table border="1" style="display: inline-table; border-collapse: collapse;"> <tr> <td style="width: 20px; height: 20px; text-align: center;">1</td> <td style="width: 20px; height: 20px; text-align: center;">2</td> <td style="width: 20px; height: 20px; text-align: center;">3</td> <td style="width: 20px; height: 20px; text-align: center;">4</td> <td style="width: 20px; height: 20px; text-align: center;">5</td> <td style="width: 20px; height: 20px; text-align: center;">6</td> <td style="width: 20px; height: 20px; text-align: center;">7</td> </tr> </table>	1	2	3	4	5	6	7		Is not of concern, as sufficient privacy protections exist.
1	2	3	4	5	6	7				

**5. Negligibility of Skills Barrier and Access**

5.1 Do you know about infrastructure for ICT literacy training in:		Yes	No
a. Primary and secondary schools	<input type="radio"/>		<input type="radio"/>
b. Vocational or technical	<input type="radio"/>		<input type="radio"/>
c. University	<input type="radio"/>		<input type="radio"/>
d. Private	<input type="radio"/>		<input type="radio"/>

- e. Online Learning
- f. Libraries
- g. Telecenters
- h. Other (please specify):

5.2 Please let us know if your know of networks of public Internet access points -i.e. available to any person- of the types described below in urban and rural areas.

Type of center	Urban	Rural	None
a. Public Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Educational institutions (schools and universities, after school hours)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Government offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Post offices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Barraks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Dedicated telecenters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Hospitals and health centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Other? (Please include)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Other? (Please include)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5.3 Have you indirectly benefited from e-government services through intermediaries (e.g. front line government workers that have access to the Internet and online government databases and services)?

No  Yes  If yes, please describe the intermediaries and their location:

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