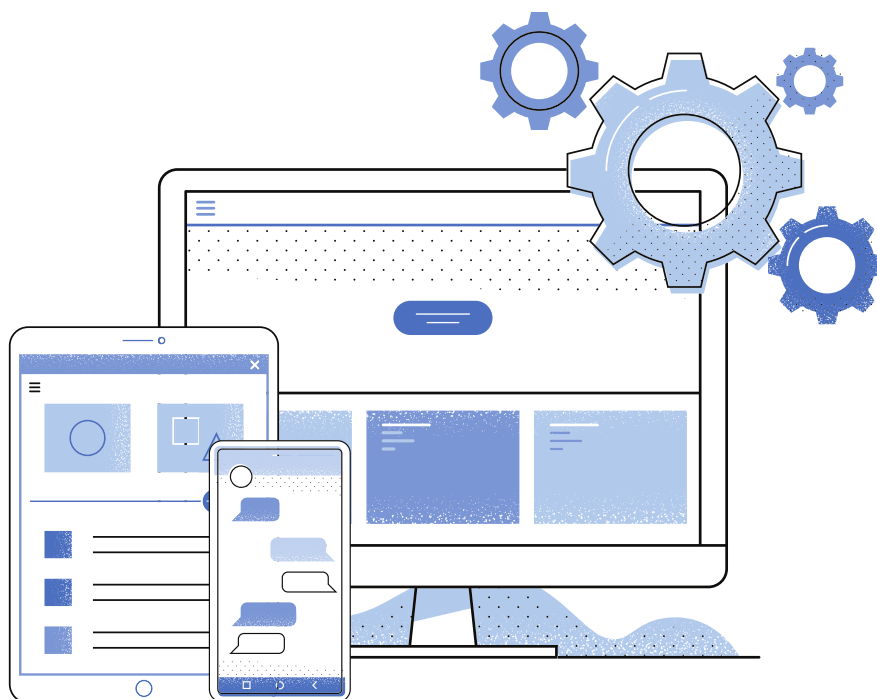


**2021**

# **EFFECTIVENESS OF GOVERNMENT SERVICES**

## **GOV.BN** **Brunei Darussalam**



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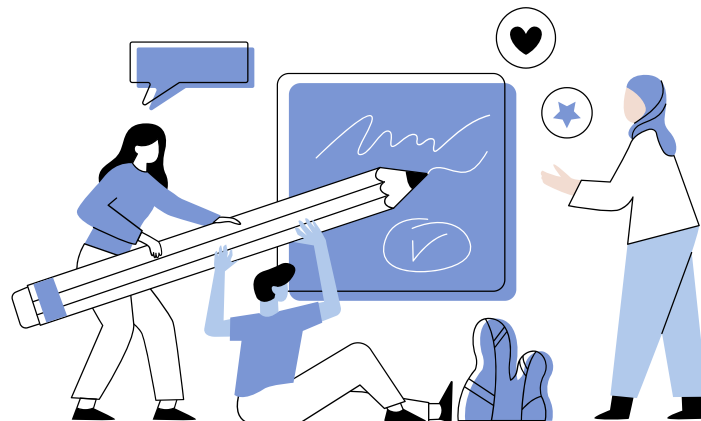
This report contains information based on the responses to the Effectiveness of Government Services in 2021. It is not the opinion of E-Government National Centre (EGNC). Whilst every effort has been made to ensure that the results reported herein are complete, accurate and true, EGNC does not provide any warranty that the information contained herein is complete, accurate and true. In no event will EGNC be responsible for any loss or damage, including indirect or consequential loss or damage whatsoever arising from the use of this report or the information contained herein.

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EGNC has conducted the Effectiveness of Government Services 2021 during the Mid-Year Conference and Exhibition (MYCE) 2021, where the objectives of the survey are:

- To enhance the government services for everyone by providing multiple channels of delivery;
- To highlight which digital government services are in the greatest need of attention and tweaking for the better;
- To further improve and make adjustments for online services to improve user experiences.



# METHODOLOGY

The survey was conducted from 17 June until 20 June 2021 during the Brunei Mid-Year Conference and Exhibition (MYCE) event via self-completion online form. The total sample was collected from 318 respondents using systematic method sampling.

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## Response By Districts

Brunei Muara District : 263

Belait District : 18

Tutong District : 35

Temburong District : 2

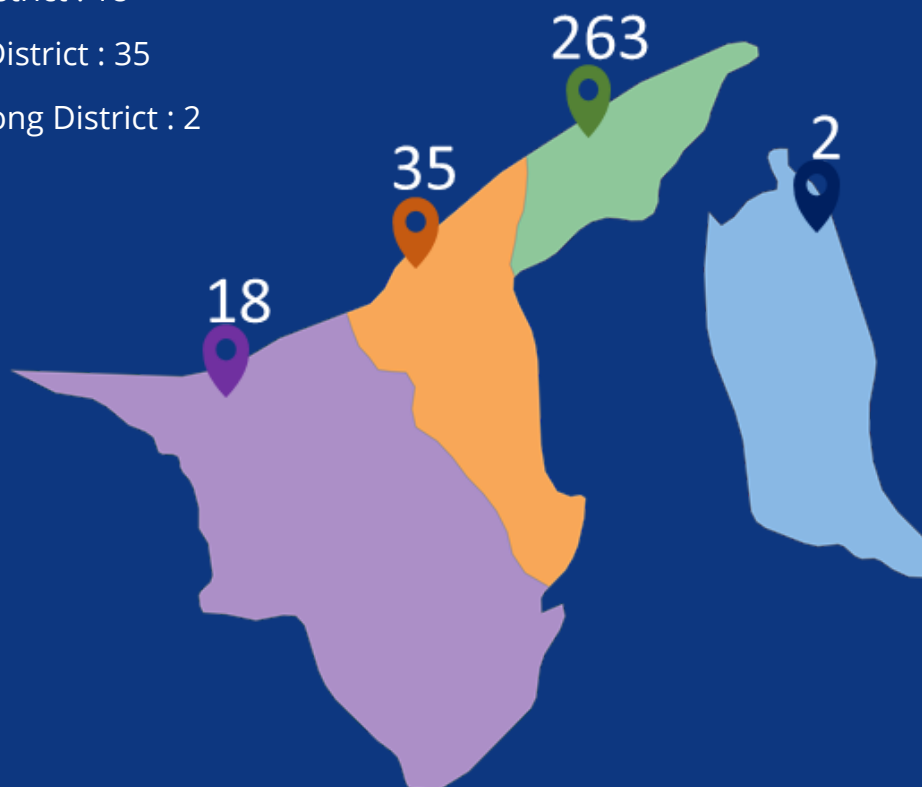


Figure 1: Number of respondents according to districts

In Figure 1 shown that the number of respondents varies differently ranging from 2 to 263 responses per district. The most respondents are from Brunei Muara District which has 263 respondents, whereas the least number of respondents are from Temburong District with 2 respondents. The number of respondents from Tutong District and Belait District are 35 and 18 respondents accordingly. Thus, a total of 318 respondents were collected.

# DEMOGRAPHY

## GENDER

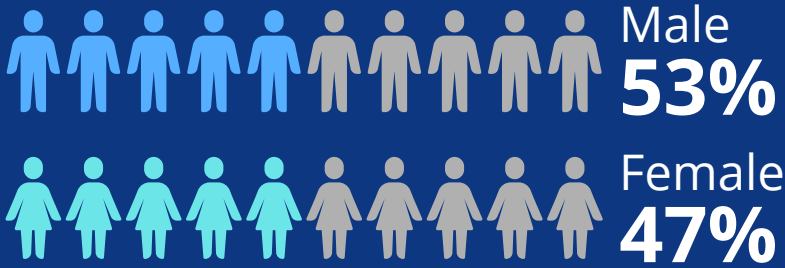


Figure 2: Responses by Gender

## AGE GROUP

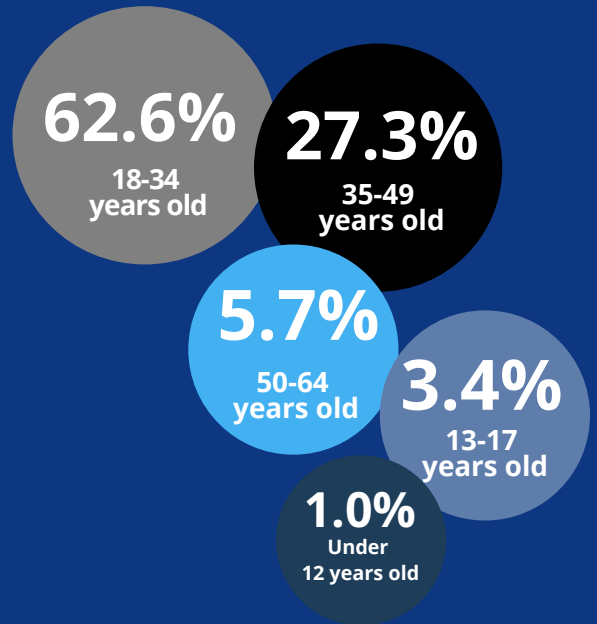


Figure 4: Responses by Age

## IDENTITY CARD COLOUR

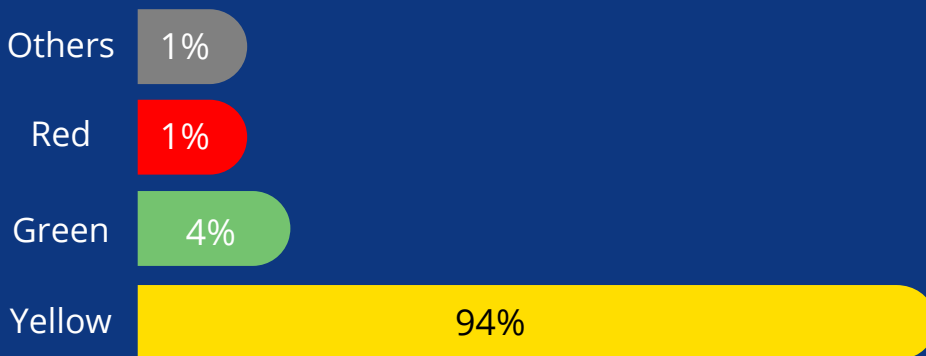


Figure 3: Responses by IC colours

## EDUCATION

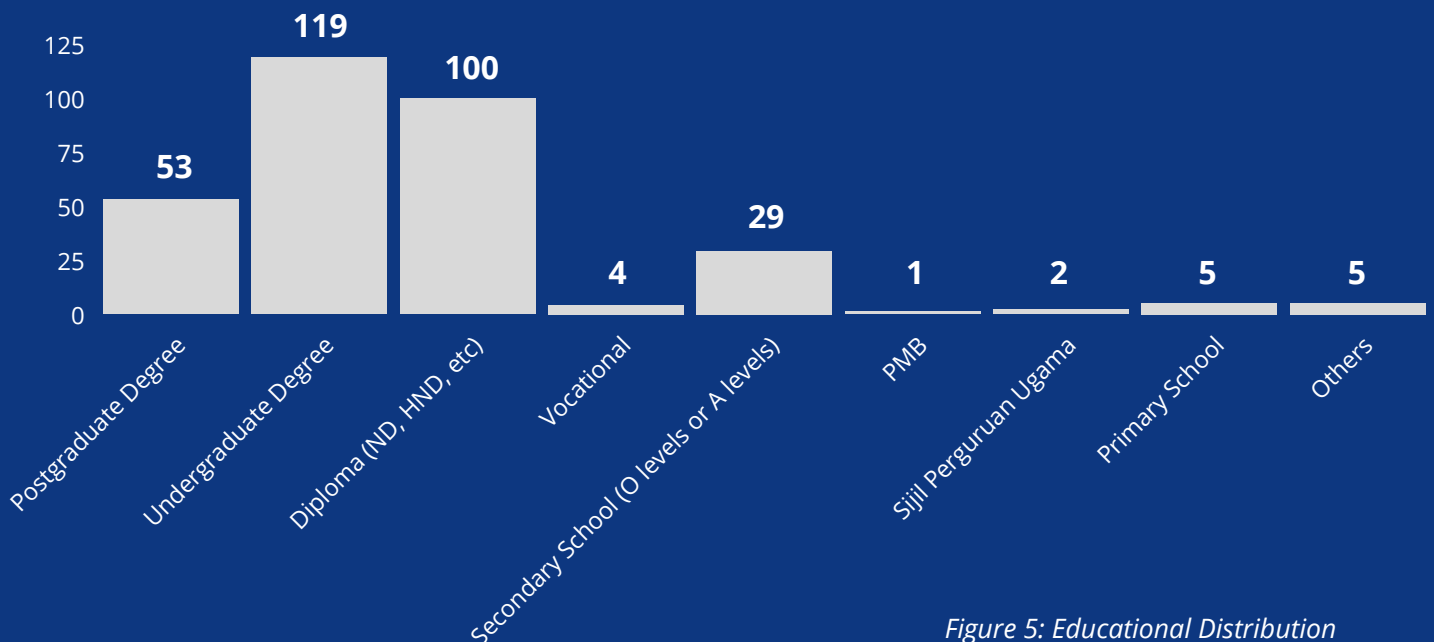


Figure 5: Educational Distribution

# PLACE OF WORK

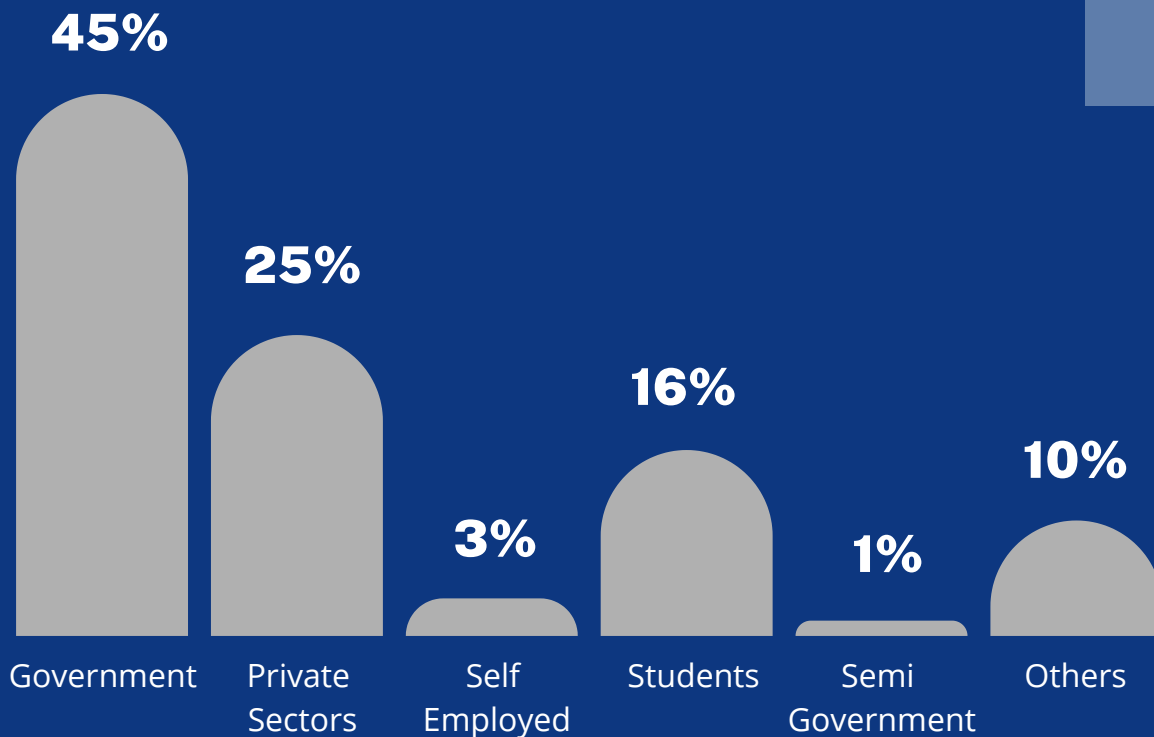


Figure 6: Employment among the respondents

# OCCUPATION

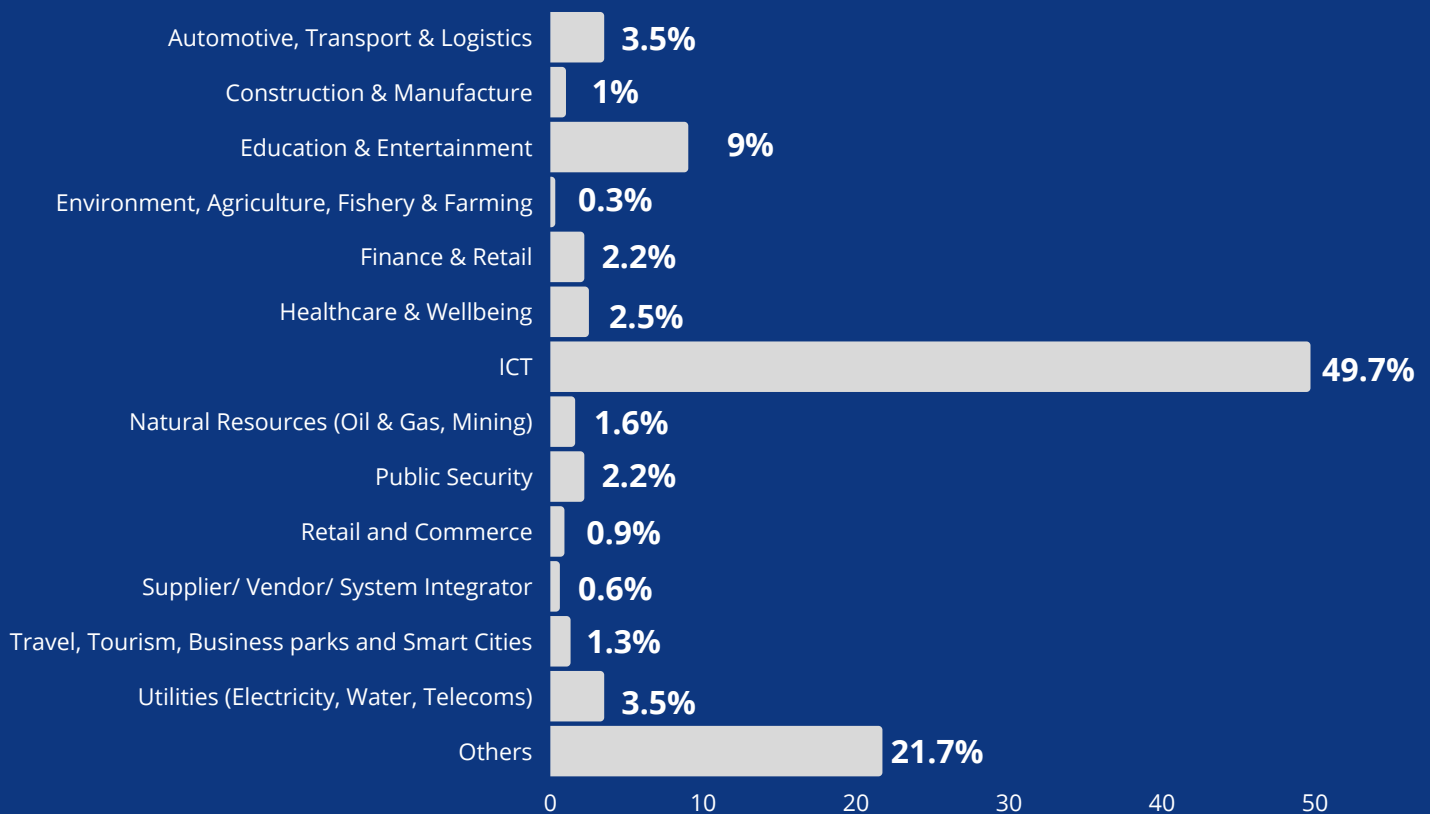
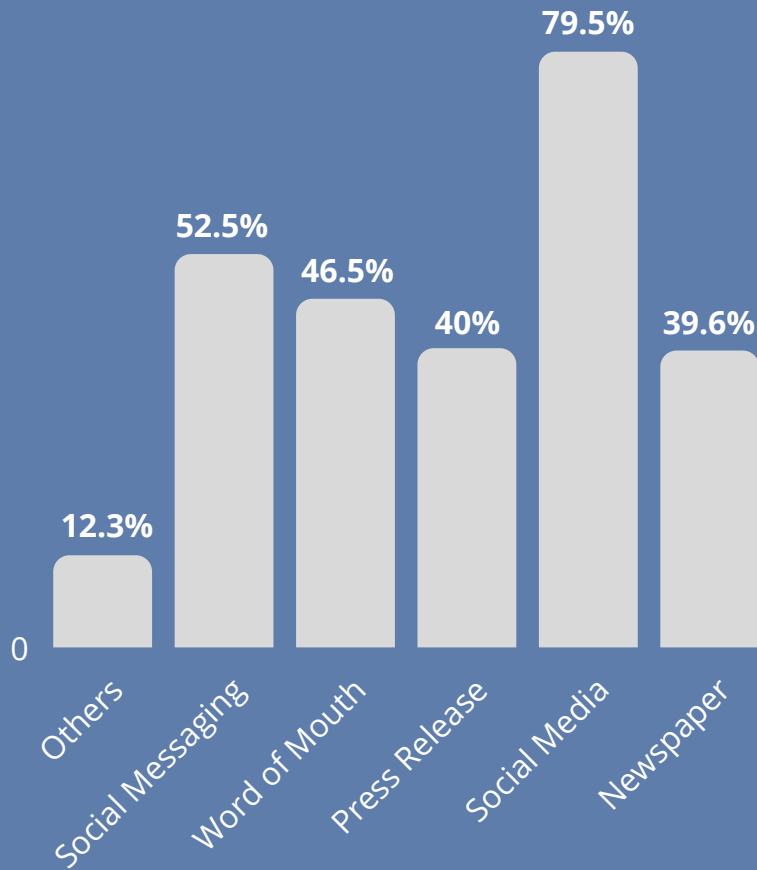


Figure 7: Occupation Sectors

## Methods of finding out about Government Services



From Figure 8, the most popular platform from respondents in terms of information on Government services are coming from social media such as Instagram and Facebook.

This is due to the high usage and accessibility of social media in Brunei Darussalam. This is further proven when respondents share the survey through their social media's story, it helps reach a wider audience.

Figure 8: Methods of finding out about Government Services

## Importance of Government Online Services

### No Face-to-face Interaction

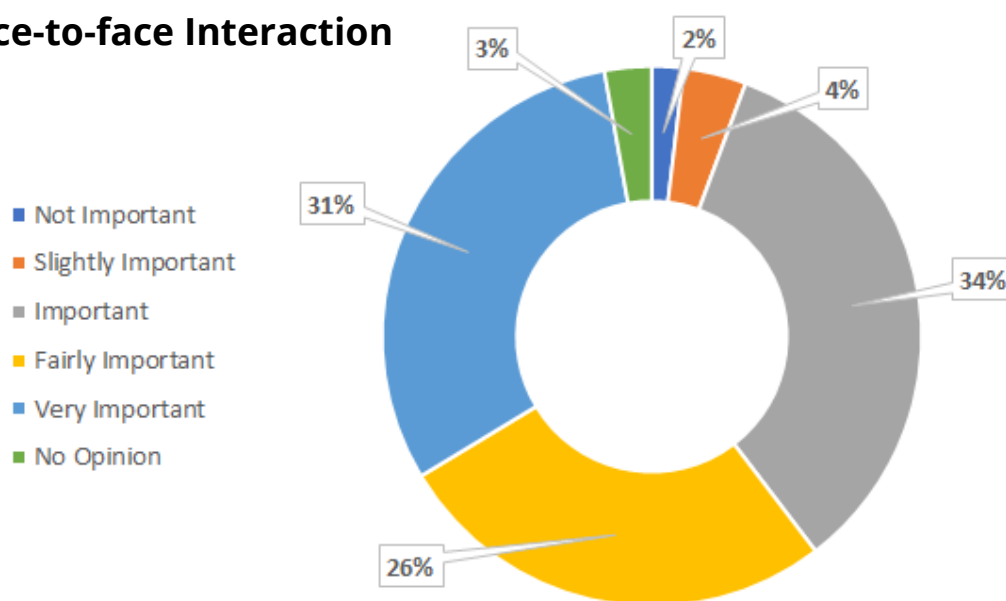
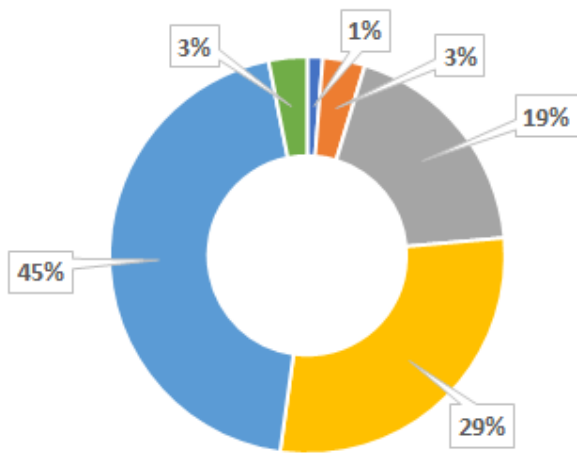


Figure 9.1: Importance of Government Online Services - No face to face Interaction



# Importance of Government Online Services

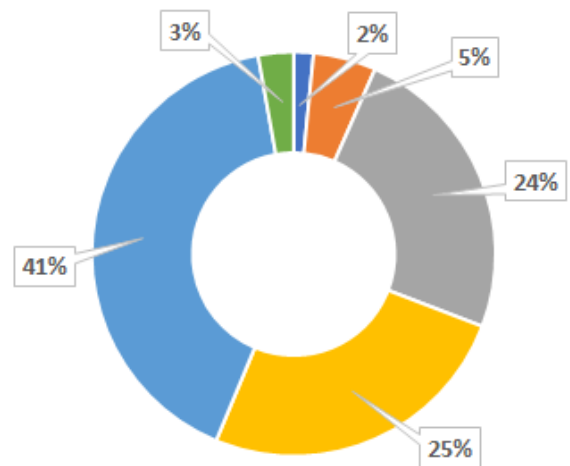
## Paperless



■ Not Important   ■ Slightly Important   ■ Important  
 ■ Fairly Important   ■ Very Important   ■ No Opinion

Figure 9.2: Importance of Online Services - Paperless

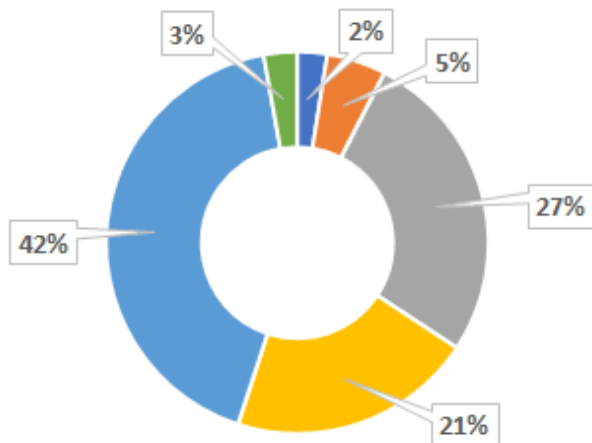
## Transparency Status



■ Not Important   ■ Slightly Important   ■ Important  
 ■ Fairly Important   ■ Very Important   ■ No Opinion

Figure 9.3: Importance of Online Services - Transparency Status

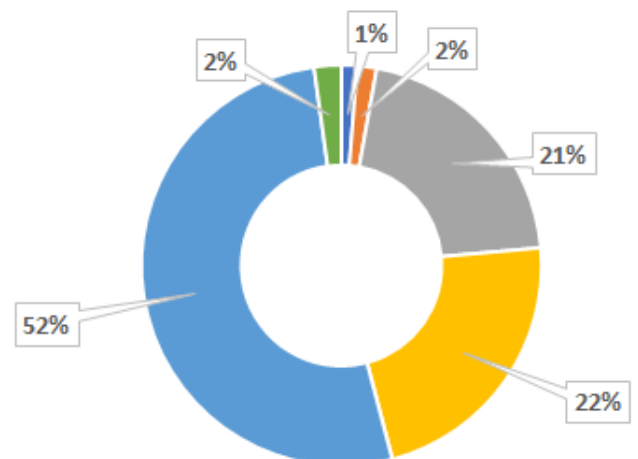
## No Double Entry



■ Not Important   ■ Slightly Important   ■ Important  
 ■ Fairly Important   ■ Very Important   ■ No Opinion

Figure 9.4: Importance of Online Services - No Double Entry

## User Friendliness



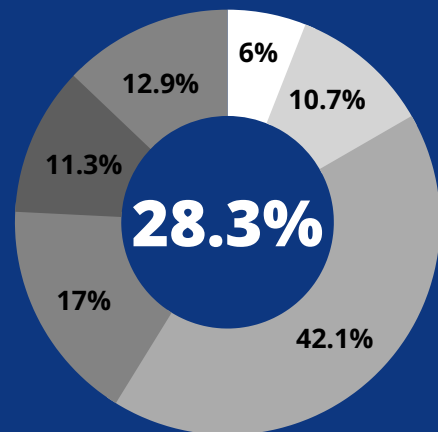
■ Not Important   ■ Slightly Important   ■ Important  
 ■ Fairly Important   ■ Very Important   ■ No Opinion

Figure 9.5: Importance of Online Services - User Friendliness

## Satisfaction on the Online Availability of Process Workflows in Government Services

In Figure 10, 42.1% respondents are feeling neutral about the online availability of process workflows, whereas 10.7% respondents are unsatisfied with the current availability.

Overall, 28.3% respondents are satisfied with the online availability of process workflow in government services.



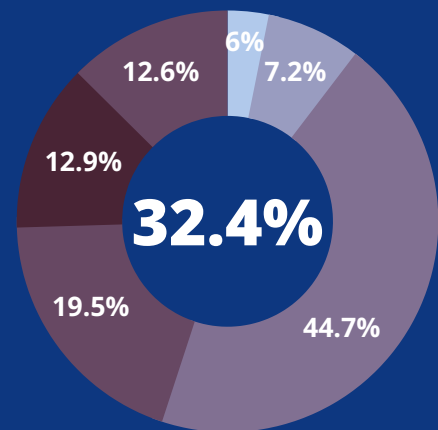
- Never used
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied
- No Opinion

Figure 10: Satisfaction on the online availability of process workflows in government services

## Satisfaction on the Availability of Government Online Services

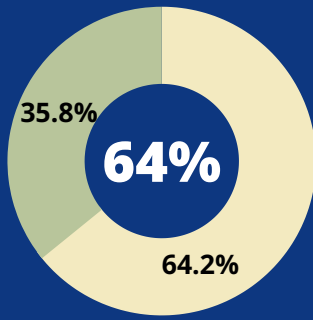
Figure 11 shows that 44.7% respondents are neutral on the availability of government online services.

Overall, the availability of government online services have reached 32.4% satisfaction rate among the respondents.



- Never used
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied
- No Opinion

Figure 11: Satisfaction on the availability of government online services

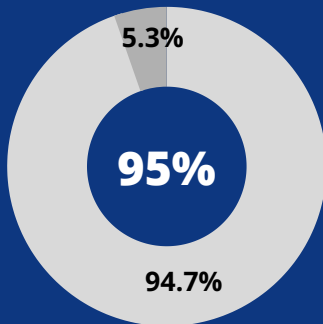


— Yes — No

### Online Services in the Last Twelve (12) Months

64% of the respondents used online services over the last 12 months as shown in Figure 12.

Figure 12: How many used online services in the last twelve (12) months

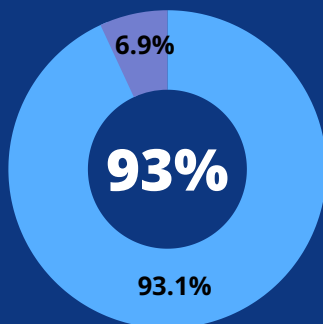


— Aware — Unaware

### Awareness of the Government Online Services

An overwhelming 95% of the respondents are aware of the government online services.

Figure 13: Awareness of government online services



— Prefer — Don't prefer

### Preference to use Government Online Services

A staggering 93% of the respondents prefer to use government online services to save time, for the convenience and ease of use.

Figure 14: How many prefer to use government online services

# Mobile apps or online services used in the last twelve (12) months

Figure 15 shows the **BruHealth** app is the most used service with 259 responses, which tallies with the mandatory nature of this online service during the Covid-19 pandemic since March 2020. Second most used service is **e-darussalam**, where this digital authentication is used to access several government online services such as PSC Recruitment and TransportBN, and it also acts as a verifier to mandatory applications like BruHealth. The third most used online service is **PSC Recruitment**, which is an online portal for job seekers to search and apply for job vacancies in the government sector.

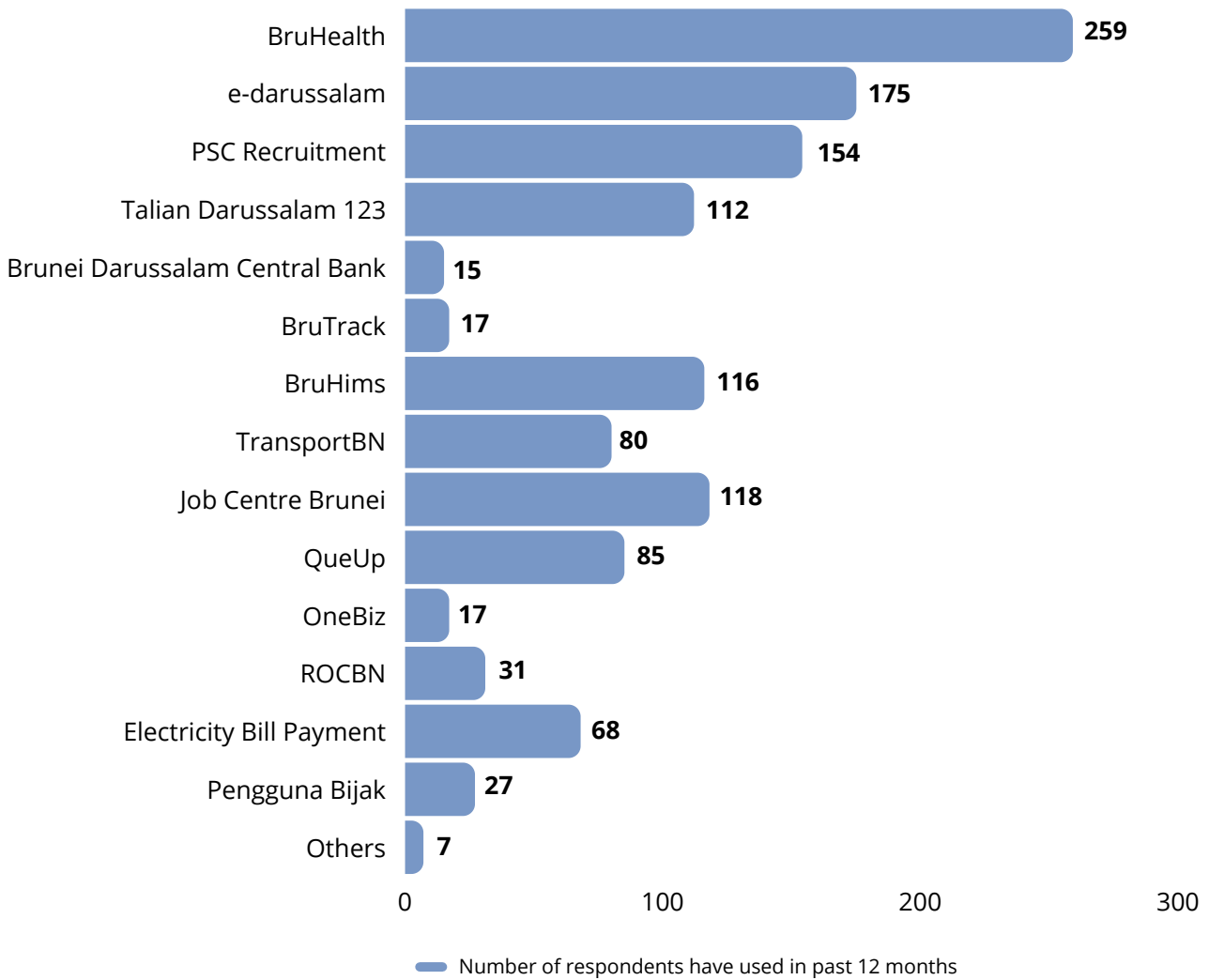


Figure 15: Online services used in the last twelve months

# Top 5 categories to be made online

We have identified ten (10) sectors/categories voted by respondents to be made online for an ease of access for public. As shown in Figure 16, the overall top 5 categories the respondents voted for are Education & Learning with voted of 226, Business & Finance with 218 votes, Health with 206 votes, Employment & Labour with 181 votes and lastly, Immigration and Travel with 167 votes.

With this identification, it helps prioritise Government projects according to the importance outlined by the public.

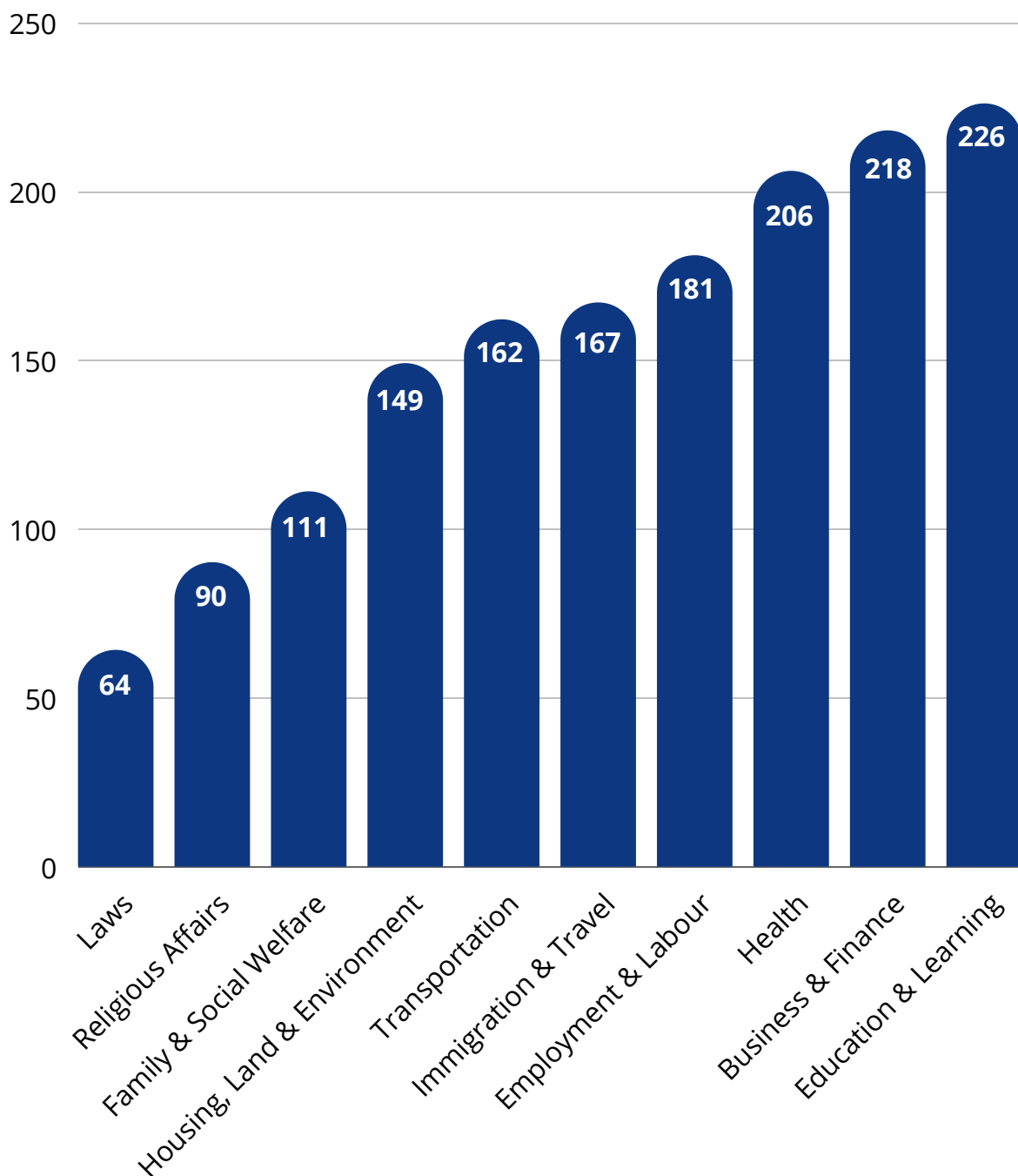


Figure 16: Top 5 Categories needed to be made online

# Reasons for not using government online services

According to the chart in Figure 17, most respondents have no issues or is neutral on the reason for not using government online services. However, it has been highlighted that one of the reasons why some respondents are not using the government online services is due to services being slow and unreliable. The other reason is the unfriendliness of the online services, where due to its complexity, the service becomes frustrating and troublesome to deal with.

With this identification, it shows the importance of seamless friendly applications especially in public-facing services.

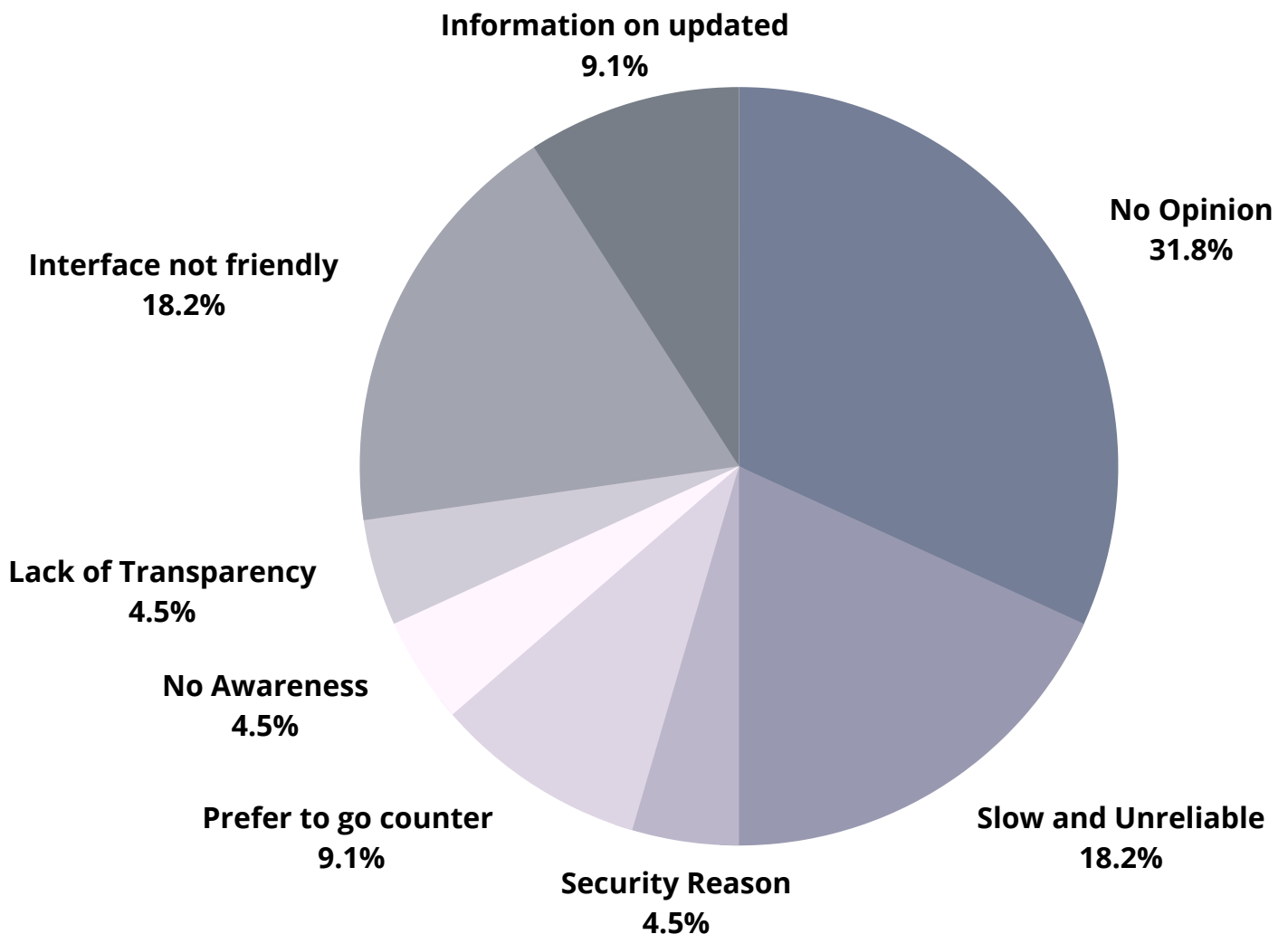


Figure 17: Reasons for not using Government Online Services

# Frustrations with government online services

Below in Figure 18 is the chart of respondents feedback on their frustrations with government online services. The main frustration is the slow and lagging experience whether it be the process, website or even the application itself. Secondly, the user interface (UI) of the online services is shown as a critical factor for any online services especially mobile applications, where without it users are reluctant to use such services. Thirdly is the lack of updated information. As the Covid-19 pandemic has taught us, information are crucial in the times of uncertainty. Importance need to be made on the availability of current information for the public to access, to avoid them from focusing on fake news.

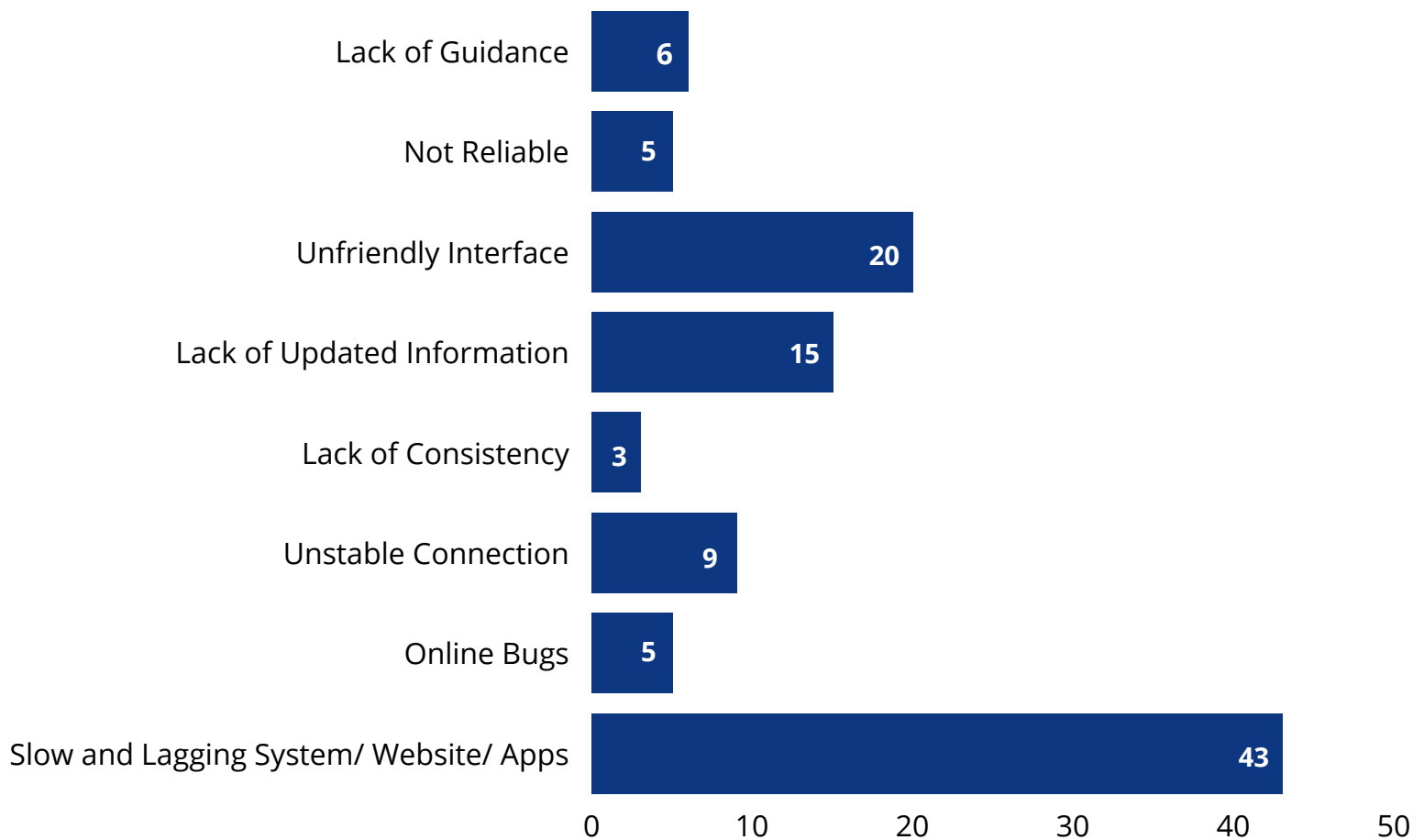


Figure 18: Frustrations on government online services

# Most useful about government online services

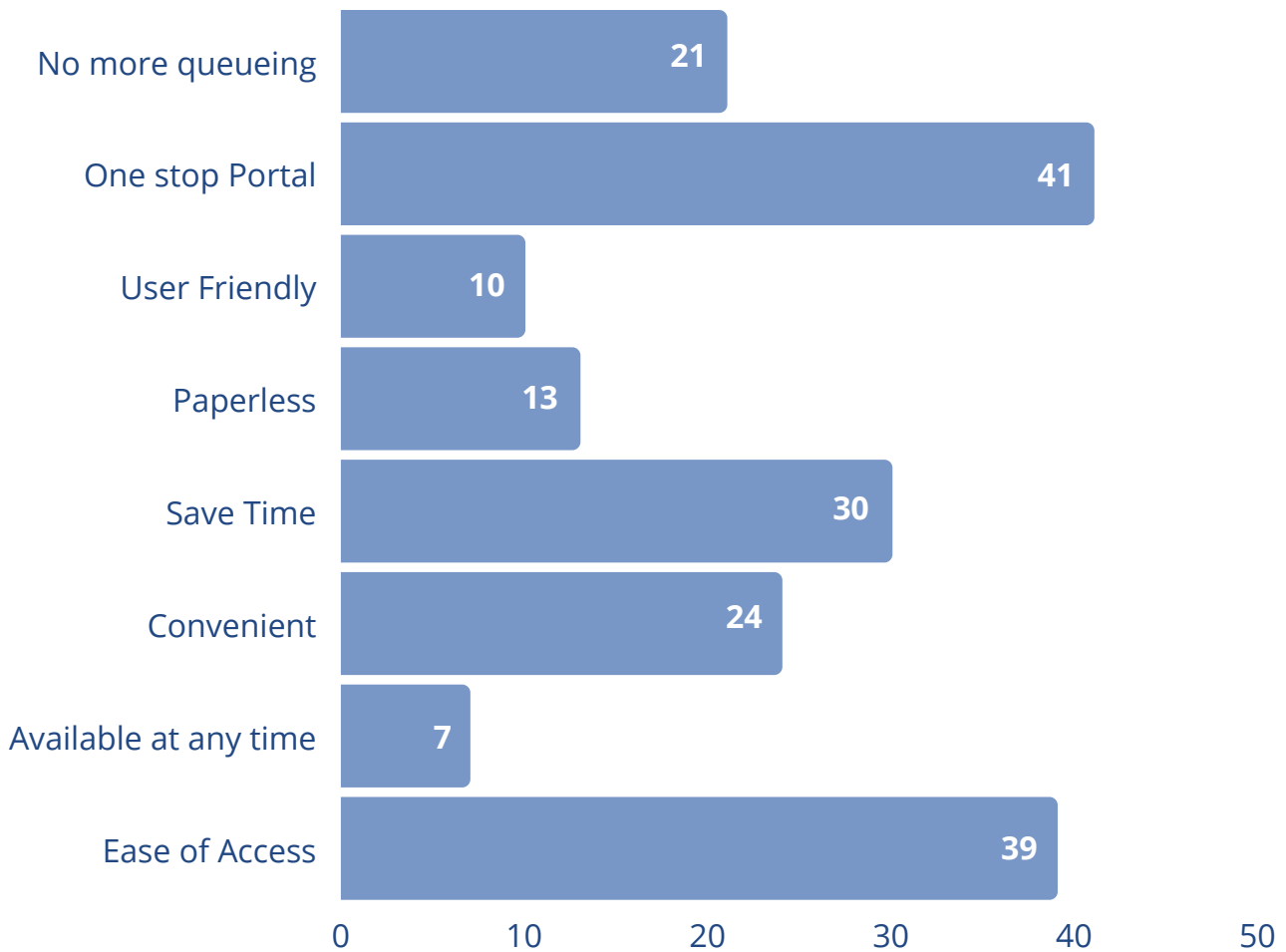


Figure 19: Most useful about government online services

According to the Figure 19 above, most respondents are wanting One Stop Portal where they can get all their information in one place so that it is easy to find and refer to. This also related to the ease of access for their information where it helps the public to save their time and be more efficient.



# Feedback for Improvement

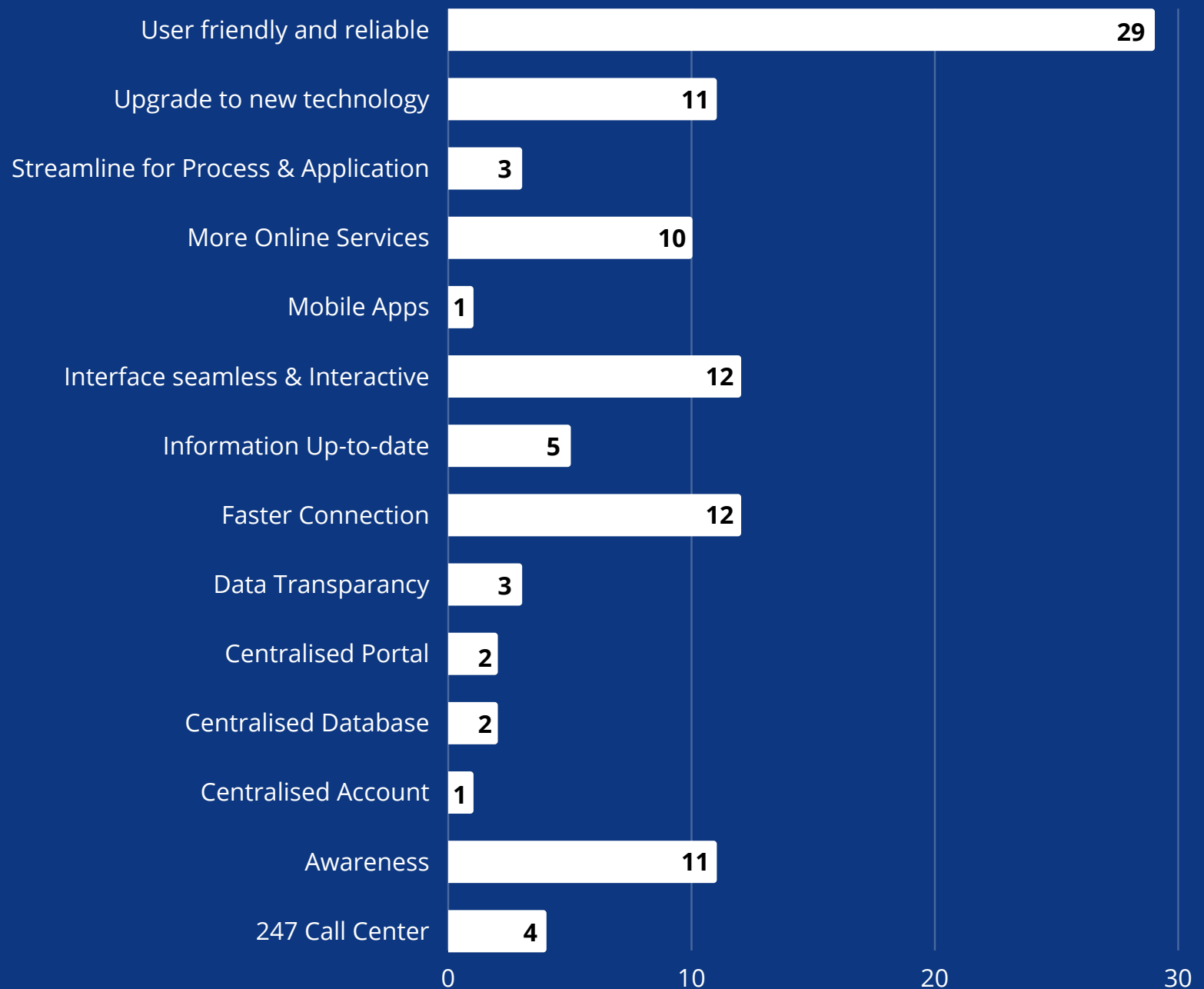


Figure 20: Feedback for Improvement

Figure 20 shows that user interface and reliability are essential to encourage users to use the services. As mentioned previously, user interface needs to be interactive and seamless to make the services feel pleasant and easy. Faster connection is depending on the device and internet connection of the respondent's device, however in the development side, apps or services must be smooth, efficient and not taking a lot of time to load.

# Way Forward

With the vision of a Smart Nation through Digital Transformation, the Digital Economy Master Plan 2025 will serve as a roadmap that charts and guides the implementation of digital transformation initiative in Brunei Darussalam.

This Digital Transformation Plan covers and supports the use of digital technology for the Ministries, as well as for the industrial sector under the jurisdiction of the respective Ministries.

In promoting digital transformation in the Government sector, to date there are achievements for Government Services, namely:

- 178 services available online;
- 25 mobile applications for services; and,
- 22 payments for online services.

There has been an increase in the number of new e-darussalam account registrations by 70% from the previous year. As of January 2022, a total of 208,077 accounts have registered and a total of 170,963 accounts have been activated. These statistics show that the usage of Government services through e-darussalam continues to increase.

To ensure the importance of Digital Transformation in the Government Sector, Chief Information Officer (CIO) has been elevated to Permanent Secretary level as well as the existence of Digital Transformation Steering Committee (DTSC) in each ministry to oversee their Digital Transformation journey.