E-Government Citizen Survey

Organised By:

In Collaboration With:
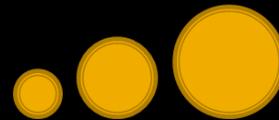
Prime Minister's Office

E-Government National Centre

IFB
InfoCom Federation Brunei

BAG
NETWORKS

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FOREWORD

Firstly, I would like to express my gratitude to the respondents who kindly took their time to support us in this initiative.

The e-Government citizen survey in essence provides important knowledge for the Government especially e-Government National Centre to get information on citizens needs and greatest concerns so that we may target our efforts and improve existing offerings as well as to propose specific initiatives that the Government should undertake. This is very pertinent so as to pave the way towards 'Citizen-centric services'.

Communication is changing as more and more people use the Internet as their prime information source. As such, one of our most important tasks in the coming years is to see that the public sector is getting the utmost out of the e-Government Strategic Plan deliverables. These deliverables will be given priority in the time to come with the help of public contribution on e-Government citizen survey results.

Public awareness for one will be further intensified with improvements towards the public's awareness on the availability of the different kinds of e-Government services. There will also be initiatives to enhance the level of IT security across the public sector.

FOREWORD

Our guiding principle in the E-Government drive lays emphasis on citizen-centric services. We hope that with more effective public engagement and collaboration with the community, the public can contribute more and help the Government achieve its initiatives.

I wish to thank everyone involved in conducting the survey, Ministries and departments, InfoCom Federation Brunei (IFB), BAG Networks Sdn. Bhd., Companies and Sponsors as well as respondents who kindly took their time to complete the survey.

Haji Azhar bin Haji Ahmad
Director
E-Government National Centre
Prime Ministers Office

BACKGROUND

In conjunction with the launching of the e-Government Strategic Plan 2009-2014, the Prime Minister's Office undertook a nation-wide survey of citizen's perception on e-Government. The e-Government citizen survey was launched on the 4th of December 2009 where it was released via online(www.egovcitizensurvey2009.gov.bn)and manually through road shows on all four districts and focus groups.

The survey was open to all Citizens and Residents of Brunei Darussalam, where the key objectives of this citizen survey is for the public to voice their opinions on e-Government initiatives, both to improve existing offerings as well as to propose specific initiatives that the Government should undertake.
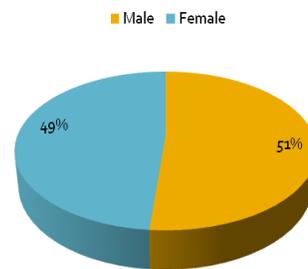
DEMOGRAPHIC PROFILE

IC Type

■ Yellow ■ Red ■ Green

5%   4%

91%
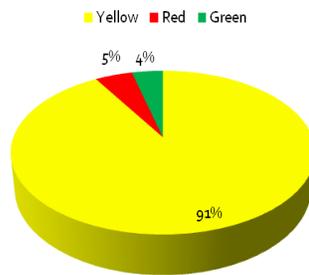
91% of survey respondents are Brunei Citizens and Permanent Residents

Gender

■ Male ■ Female

49%   51%

There is an equal distribution of male and female respondents

District Distribution

2%

12%

11%

75%

■ Brunei Muara
■ Tutong
■ Kuala Belait
■ Temburong
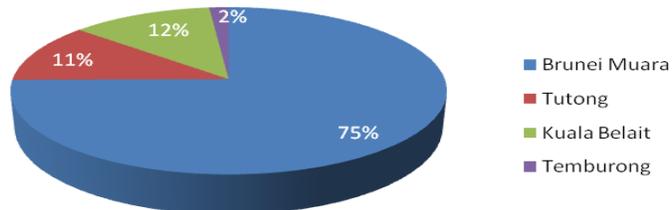
The Largest number of responses came from Brunei-Muara District

DEMOGRAPHIC PROFILE

5%

30%

65%

■ Age 5-19
■ Age 20-54
■ Age 55-64
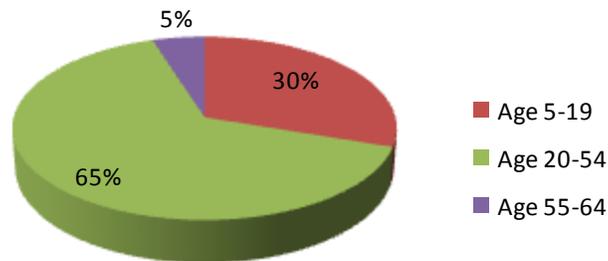
Majority of the respondents came from Age Group 20-54

Highest Level of Academic and Professional Qualification

Other or additional (please..	2%
Postgraduate degree (Masters..	6%
Undergraduate degree	21%
Diploma (ND, HND, ect)	25%
Vocational Qualification	4%
Secondary School (O Levels or A..	40%
Primary School	2%

0% 10% 20% 30% 40% 50%
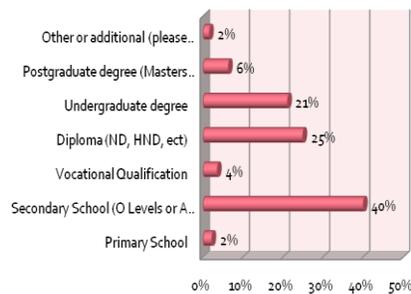
The highest level of academic qualification of most survey respondents is Secondary School, followed by Diploma and Undergraduate Degree.

Employment

Not currently working in gainful employment	2%
Retired	2%
Self-employed	4%
Public sector - Working for a Government Ministry,...	37%
Private sector - Working for a commercial business	33%
Studying - Vocational or Tertiary (University) Education	12%
Studying - Primary or Secondary	9%

0% 10% 20% 30% 40%
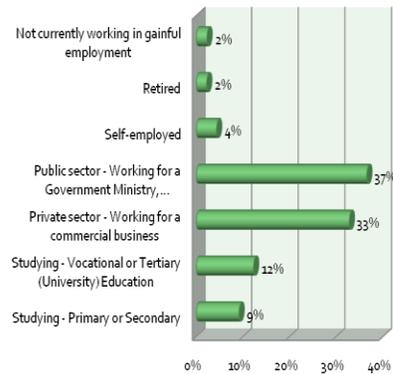
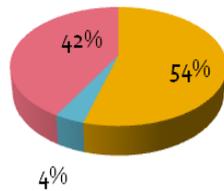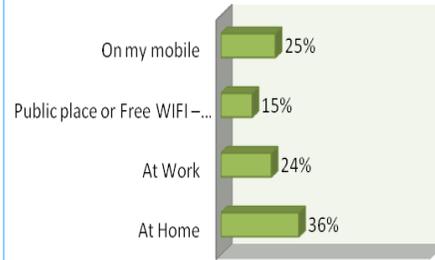74% of Survey respondents are made up of the working population, whereas 21% comprise of students.

Mode of Participation

■ Online ■ Focus Group ■ Road Show

42%
54%
4%

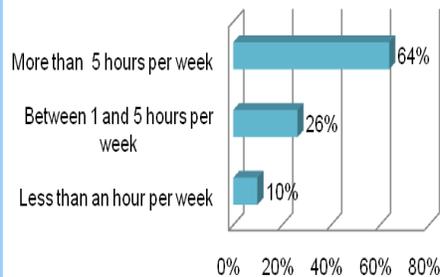54% of Survey responses were submitted online

Internet Access
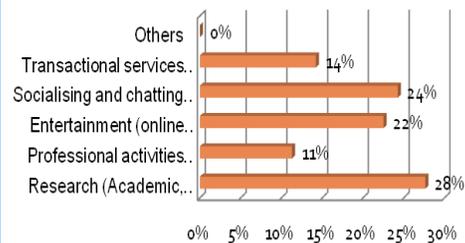
On my mobile — 25%
Public place or Free WIFI –... — 15%
At Work — 24%
At Home — 36%

Internet is widely accessed from home and on mobile devices

Frequency of Internet Usage

More than 5 hours per week — 64%
Between 1 and 5 hours per week — 26%
Less than an hour per week — 10%

0% 20% 40% 60% 80%

On average, 64% of survey respondents spend more than 5 hours online per week

Internet Use

Others — 0%
Transactional services.. — 14%
Socialising and chatting.. — 24%
Entertainment (online.. — 22%
Professional activities.. — 11%
Research (Academic,... — 28%

0% 5% 10% 15% 20% 25% 30%

Research activities tops Internet use amongst survey respondents

RESULTS: TOP 5 SERVICES

⇒ Of the 21 e-Government services listed, survey respondents were asked to select the top 5 services they think need the most attention from the Prime Minister's Office and relevant e-Government working groups.

Services	Rank
Education (Primary, Secondary and tertiary) in Brunei	1
Employment and professional training	2
Business Licensing, Registrations and approvals	3
Homes and utilities	4
Personal health	5

RESULTS: TOP 5 SERVICES

1. EDUCATION

Search for information on courses	35%
Apply for schools, short courses and seminars	31%
Checking exam results	20%
Registering for exams	14%

2. EMPLOYMENT & PROFESSIONAL TRAINING

Applying for vacancies in Government (Full time jobs, Part time jobs and Internships)	33%
Applying for a Government scholarship	28%
Searching through job postings	13%
Signing up for training programs	11%
Searching through scholarship opportunities (Within Government and outside the Government)	10%
Getting career mentorship for applicants wishing to venture outside of Government	8%

3. BUSINESS LICENSING3. BUSINESS LICENSING	
Registering for a new company, business name or partnership	33%
Apply for halal certification	28%
Registering and extending licenses to conduct businesses	17%
Search directories for government authorised providers	16%
Apply for patents and trademarks	6%

| 4. HOMES & UTILITIES	
Applying for Government housing	54%
Paying utility bills	31%
Receiving notifications of disruptions (Water, Electricity, etc)	19%

5. PERSONAL HEALTH	
Book for appointments with Doctors and specialist for their medical purposes	41%
Search for information on health problems	20%
Self-diagnosing for symptoms	17%
Search for information on places to get medical attention	11%
Search for advisories on food products	9%

Barriers to Adoption

Factors that worry users when using e-Government services
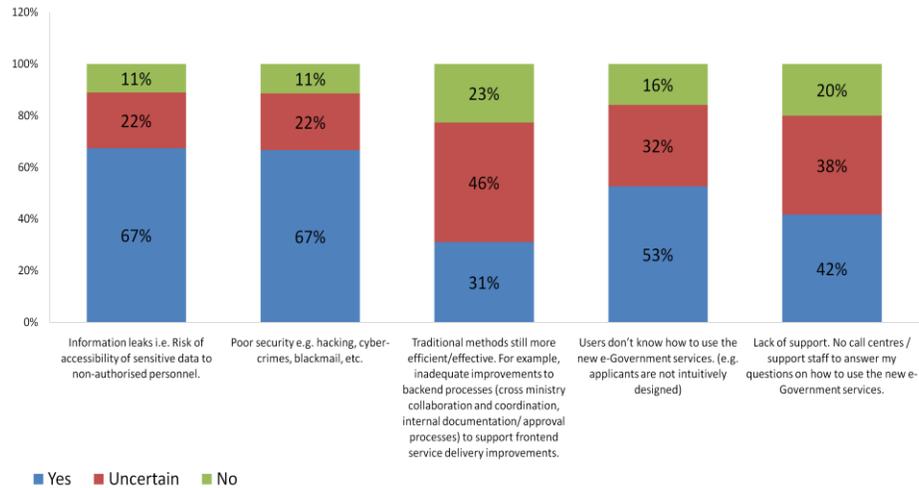
The greatest concern that potentially deter survey respondents from making more use of e-Government services are Information Leaks, e.g. risk of accessibility of sensitive data to non-authorized personnel and Poor Security e.g. hacking, cyber crimes, blackmail, etc.

RESULTS: KEY BARRIERS TO ADOPTION

OTHER KEY BARRIERS TO ADOPTION RAISED BY SURVEY RESPONDENTS

Connectivity
- ⇒ Slow & unreliable connectivity to homes & industrial/business areas
- ⇒ System Glitch – Integration/Data Grabbing Technical Error
- ⇒ Lack of access to the internet
- ⇒ Slow processing

User Interface
- ⇒ Unfriendly and unattractive user interface
- ⇒ Presentation and usability

One Stop Shop Portal
- ⇒ Common portal for all e-Government websites, like Singapore and Canada

Public Awareness
- ⇒ Don't know what e-Government services are available
- ⇒ Lack of public awareness and marketing campaign

Security
- ⇒ One key username/password access
- ⇒ Privacy and security of personal details

Support
- ⇒ Outdated/inaccurate information due to untimely update
- ⇒ No central helpdesk agency for e-Government applications/services enquiry

Lack of Training
- ⇒ Lack of training to staffs, customers, citizens

FEEDBACKS

OTHER FEEDBACKS FROM SURVEY RESPONDENTS

Online Payment Gateway
⇒ Congratulate the government in offering services but only lacking in no way in paying them.

⇒ Greatly appreciate if there is an online payment gateway (debit or credit card) driven by the government

One Stop Shop Portal
⇒ It is important that the public goes into these services in one portal only, not in multiple websites. Also registering one's personal details and payment type should be done only once.

Public Awareness & Computer Literacy
⇒ Possibly to educate the public more about the usage of   e-Government services especially the older generation

⇒ Fully support the e-Government initiatives but make sure the public are aware and taught how to use the services offered properly

Official Online Forum
⇒ Forum to submit official complaint against civil servants, an official forum to provide constructive feedback and suggest improvement to services

⇒ Online communication – get answers real-time