Note: This is Online Appendix 1 of Fröhlich, K.A., Jain, K., Pinomaa, A. & Nieminen, M., 2023, `Using a Public Value Management theory to identify features of citizen-centric e-governance in Namibia', *South African Journal of Information Management* 25(1), a1609. https://doi.org/10.4102/sajim.v25i1.1609

The Questionnaire

Survey on Perceived Citizen Centric of e-Government Initiatives

This research aims to investigate your perceptions on the citizen centric of the e-government.

E-government

In this survey, electronic government (e-government) refers to the use of information and communication technologies (ICT) in government activities for creating a better value for citizens. Thus, e-government includes electronic public service delivery (through websites, e-services, call centers), use of ICT in public organizations for internal administration and the use of ICT to enhance various socially desirable outcomes such as trust, equity, development of citizens, environmental sustainability and so forth.

This survey contains following sections

Part I : demographic information
Part II : your public values about various e-government initiatives

Your assistance is requested in anonymously answering the questions. Your responses will be strictly confidential.

Thank you in advance.

Part I: Demographic Information

1. What is the name of the District and Region where you stay?

……

2. What is your gender?

- ☐ Male
- ☐ Female

3. Are you employed?

- ☐ Yes
- ☐ No
- ☐ Retired

4. What is your highest level of education?

- ☐ No School
- ☐ High School
- ☐ Degree/Diploma
- ☐ Postgraduate Degree
- ☐ Other Specify …….

5. Do you use or pay your water services electronically (e-government)?

- ☐ Yes
- ☐ No
- ☐ Non profit

6. Do you use or pay your water services electronically (e-government)?

- ☐ Yes
- ☐ No

7. Which of the following electronic devices do you own and use?

- ☐ Mobile phone
- ☐ Smart mobile phone
- ☐ Tablet
- ☐ Laptop / Personal computer

8. Which device do you use mostly to access the Internet (e.g. smart mobile phone or tablet or laptop / personal computer) ……. …….

Part II – The public value of e-government

This section seeks to establish what you would value and expect from the delivery of public services through an e-government. Please rate your responses according to the following scale given below.

Please tick (√) the appropriate box 5 = Highly important and 1= Not important at all

9. How important is the information that gets delivered to you?

	5	4	3	2	1
9a. Accurate information	☐	☐	☐	☐	☐
9b. Up to date information	☐	☐	☐	☐	☐
9c. Relevant information	☐	☐	☐	☐	☐
9d. Simple to understand information	☐	☐	☐	☐	☐

10. To what extent are the following important to you?

	5	4	3	2	1
10a. Payment online	☐	☐	☐	☐	☐
10b. Fill and submit online application forms	☐	☐	☐	☐	☐
10c. Download government applications forms/ statements for use	☐	☐	☐	☐	☐
10d. Track progress online	☐	☐	☐	☐	☐
10e. Download archives (gazettes, reports, press release)	☐	☐	☐	☐	☐
10f. Search interactive information (e.g. agriculture information, cattle dipping time table)	☐	☐	☐	☐	☐

11. To what extent are the following important to you?

	5	4	3	2	1
11a. Well organized and user friendly website layout	☐	☐	☐	☐	☐
11b. Simple (easy to remember) website addresses	☐	☐	☐	☐	☐
11c. A single website which provides links to other government websites	☐	☐	☐	☐	☐
11d. A single website which provides information about all the government services	☐	☐	☐	☐	☐
11e. Common look and feel of websites	☐	☐	☐	☐	☐
11f. Designing websites for none internet savvy people	☐	☐	☐	☐	☐
11g. Frequently asked questions (FAQs) and site map	☐	☐	☐	☐	☐

12. To what extent do you think that improving the performance efficiency of public organization through e-government is important?

5	4	3	2	1

12a. IT enabled public service counters for better performance	☐	☐	☐	☐	☐
12b. Re-designed public sector functions for better performance	☐	☐	☐	☐	☐
12c. Improved ICT infrustructure within the public organisations for better performance.	☐	☐	☐	☐	☐
12d. Sharing public information among organisations through networks to reduce redundant information supply by the citizens.	☐	☐	☐	☐	☐
12e. Empowering public sector staff with ICT skills	☐	☐	☐	☐	☐
12f. Cut excess staff by implementing information systems to reduce administration burdens on government.	☐	☐	☐	☐	☐

13. To what extent do you think that improving the openness of public organizations through e-government is important?

	5	4	3	2	1
13a. Public policy drafts, laws or regulations online for public consultation	☐	☐	☐	☐	☐
13b. Public organizations disclose their budget/expenses online to show accountability of their expenses.	☐	☐	☐	☐	☐
13c. Public organizations disclose their annual plan and progress online to show their accountability of achieving public goals.	☐	☐	☐	☐	☐
13d. Citizens make complains online.	☐	☐	☐	☐	☐
13e. Publish tenders online to increase the transparency.	☐	☐	☐	☐	☐
13f. Display staffs contact information online.	☐	☐	☐	☐	☐
13g. Public organizations display their contact information online.	☐	☐	☐	☐	☐
13h. Display organizational charts, duties and responsibilities of public sector staff.	☐	☐	☐	☐	☐

14. To what extent do you think that improving the responsiveness of public organizations through e-government is important?

	5	4	3	2	1
14a. Display citizen charter online (citizen charter specifies the minimum number of days that a public organization takes to preocess or deliver a service).	☐	☐	☐	☐	☐
14b. Ability to make inquiries online.	☐	☐	☐	☐	☐
14c. Government officials send follow up emails for your emails or inquiries.	☐	☐	☐	☐	☐
14d. Online case tracking (e.g. status of an application submitted to a government organization).	☐	☐	☐	☐	☐
14e. Automatic responses to online submissions and emails.	☐	☐	☐	☐	☐

15. To what extent do you think that promoting equality through e-government is important to you and the society?

	5	4	3	2	1
15a. Provision of government websites' content in local languag	☐	☐	☐	☐	☐
15b. Establishment of e-government access/or resources centres in rural and semi-urban areas to provide better access to e-government services	☐	☐	☐	☐	☐
15c. Websites which comply with the accessibility standards to support people with special needs (e.g. hearing, visual problems).	☐	☐	☐	☐	☐
15d. Content for the socially disadvantaged people (poor p☐ple).	☐	☐	☐	☐	☐
15e. Provide appropriate content to address the needs of ethnic minorities.	☐	☐	☐	☐	☐
15f. Provide cultural and religious information.	☐	☐	☐	☐	☐

16. To what extent do you think that self-developmenheht of citizen as an outcome of e-government is important?

	5	4	3	2	1
16a. ICT resources such as computers, printers, scanners, and Internet should be freely available for public use	☐	☐	☐	☐	☐
16b. Low cost ICT training programs conducted by government centres.	☐	☐	☐	☐	☐
16c. content that support students educationn. (e.g. digital text book, digital libraries).	☐	☐	☐	☐	☐
16d. Software applications available in e-government resources centers that develop social and network skills of children.	☐	☐	☐	☐	☐
16e. Resources for distance learning.	☐	☐	☐	☐	☐

17. To what extent do you think that trust as an outcome of e-government is important?

	5	4	3	2	1
17a. Security and privacy statement of all government websites	☐	☐	☐	☐	☐
17b. Trustworthiness of online interactions with government	☐	☐	☐	☐	☐
17c. Public organizations protects your information held in e-government systems.	☐	☐	☐	☐	☐
17d. Credible information dissemination through government websites	☐	☐	☐	☐	☐
17e. A regulatory framework to ensure citizens' e-government interactions.	☐	☐	☐	☐	☐

18. To what extent do you think that ability to participate in democratic decision making through e-government is important?

	5	4	3	2	1
18a. Government keeps you informed about upcoming policies that affect you through websites (e.g. online news letters, bulletin boards).	☐	☐	☐	☐	☐

18b. The opportunity to actually participate online in public discussions and policy making.	☐	☐	☐	☐	☐
18c. The government takes your opinion for actual decision making.	☐	☐	☐	☐	☐
18d. Ability to post a topic (set up an agenda) for public discussions.	☐	☐	☐	☐	☐

19. To what extent do you consider environment sustainability as an outcome of e-government is important?

	5	4	3	2	1
19a. Developing e-government applications which help to limit duplication effort and resources.	☐	☐	☐	☐	☐
19b. Switch off computers, printers and other ICT equipment when not needed (energy saving).	☐	☐	☐	☐	☐
19c. Reduction of paper printing (double side printing, use electronic copies),	☐	☐	☐	☐	☐
19d. Recycling consumable equipment (e.g. papers, ink catridges etc).	☐	☐	☐	☐	☐
19e. Taking your inouts for implementing 'Green Information Technology' policy formulation within government.	☐	☐	☐	☐	☐
19f. Retire computers systems that are not energy efficient	☐	☐	☐	☐	☐

20. To what extent do you have access to ICTs supporting infrastructure?

	5	4	3	2	1
20a. There is mobile cellular network where I stay.	☐	☐	☐	☐	☐
20b. I have access to the Internet.	☐	☐	☐	☐	☐
20c. There is reliable access to electricity where I stay	☐	☐	☐	☐	☐
20d. I use solar panels for access to electricity	☐	☐	☐	☐	☐
20e. I find the cost of internet access affordable	☐	☐	☐	☐	☐

21. To what extent do you feel you have adequate skills to make use of e-government services?

	5	4	3	2	1
21a. I consider myself well informed about the use of computers and mobile phones to access e-government services.	☐	☐	☐	☐	☐
21b. I fear using computers and mobile phones for government services is complicated for me.	☐	☐	☐	☐	☐
21c. I have no problem using the Internet by myself to get government services	☐	☐	☐	☐	☐
21d. I am perfectly able to explain the strengths and weaknesses of the Internet to others.	☐	☐	☐	☐	☐

22. What is your perception on the following?

	5	4	3	2	1
22a. Using the Internet to access government services is unrealistic.	☐	☐	☐	☐	☐
22b. Fast technological developments are a good thing	☐	☐	☐	☐	☐
22c. I sometimes discuss with my friends how government can provide service using the Internet	☐	☐	☐	☐	☐
22d. I doubt that the Internet is good enough for providing government services.	☐	☐	☐	☐	☐
22e. I prefer walking into a government office for service instead of using the Internet.	☐	☐	☐	☐	☐
22f. I am interested in using the Internet to get government services, but only if my friends and family are doing so	☐	☐	☐	☐	☐
22g. Since I already know about the Internet, I will find out more about e-government services.	☐	☐	☐	☐	☐
22h. If you do not want to be left behind, using the Internet is necessary.	☐	☐	☐	☐	☐

23. How do you feel over the need of community based e-government engagement and support.

	5	4	3	2	1
23a. Local schools should provide computers and technical support for e-government.	☐	☐	☐	☐	☐
23b. e-government has to be intergrated in local government library for support.	☐	☐	☐	☐	☐
23c. Government should provide training on e-government.	☐	☐	☐	☐	☐
23d. Government should engage in e-government awareness campaigns.	☐	☐	☐	☐	☐

24. To what extent are the following true to you?

	5	4	3	2	1
24a. The radio is my major source of information.	☐	☐	☐	☐	☐
24b. I get most of the information I want from facebook.	☐	☐	☐	☐	☐
24c. I use the television to gain access to information.	☐	☐	☐	☐	☐
24d. I search the Internet when looking for information.	☐	☐	☐	☐	☐
24e. I have to make calls to those I know when looking for information.	☐	☐	☐	☐	☐
24f. The newspaper is my main source of information.	☐	☐	☐	☐	☐

The End

Thank You