Annex A: Executive Summary of 2004 e-Government Perception Survey

1. BACKGROUND AND METHODOLOGY

The e-Government Customer Perception Survey is an annual exercise that is conducted to assess the public's levels of receptivity toward e-Government initiatives. This is the third e-Government Survey commissioned by the Managing for Excellence Directorate, Ministry of Finance and managed by the Infocomm Development Authority of Singapore.

The objectives of the survey are to:

• Determine awareness of Government e-Services;

• Determine the proportion of population who have transacted with the Government electronically and their satisfaction with Government e-Services; and to

• Determine the proportion of population who have transacted with the Government using non-electronic means (e.g. counter, post, fax) and their reasons for not using the electronic means.

1,204 respondents, representative of the total demographic population above the age of 15 were surveyed between Jan. 26, 2005 to Feb. 2, 2005. Data collection was done using phone interviews, administered in English, Chinese or Malay.

2. SURVEY RESULTS

(i) IN 2004, 74% OF THE POPULATION HAVE READ OR HEARD OF AT LEAST 3 GOVERNMENT E-SERVICES

The 2004 survey shows that three-quarters or 74% of the population are aware of at least three government e-services compared to 72% in 2003 and 52% in 2002.
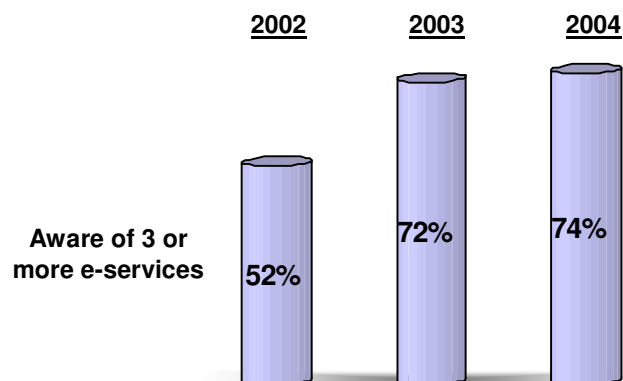
(ii) THE 5 MOST CITED GOVERNMENT ELECTRONIC SERVICES IN 2004

Of the government e-services they have read or heard of, the five most cited e-services in 2004 were:

|	5 Most Cited e-services
1.	File Income Tax (IRAS)
2.	Request for CPF Statements (CPF Board)
3.	Top-up or Encash Economic Restructuring Shares (CPF Board)
4.	Airline or Flight Information (CAAS)
5.	Pay Parking Fines (URA & HDB)

(iii) IN 2004, 57% OF THE POPULATION TRANSACTED WITH THE GOVERNMENT

In 2004, the proportion of population who transacted with the government was 57%, compared with 49% in 2003 and 43% in 2002.

	2002	2003	2004
Government Transactors	43%	49%	57%
Non-Transactors	56%	51%	43%
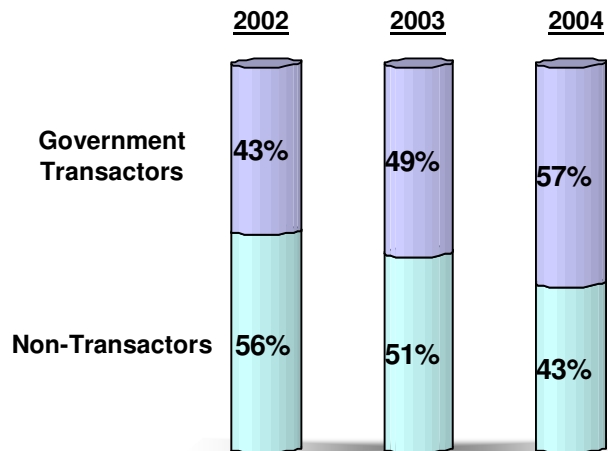
(iv) IN 2004, 88% OF THE GOVERNMENT TRANSACTORS USED ELECTRONIC MEANS AT LEAST ONCE IN THE PAST 12 MONTHS

Of those who have a need to transact with the government, 88% used electronic means (i.e. the internet, kiosk, IVRS, e-mail, SMS, etc.) at least once in the past 12 months. This is an improvement, compared with 73% in 2003 and 75% in 2002. The other 12% used non-electronic means such as counter, fax or post to transact with the government.

	2002	**2003**	**2004**
Used electronic means	75%	73%	88%
Used non-electronic means	25%	26%	12%
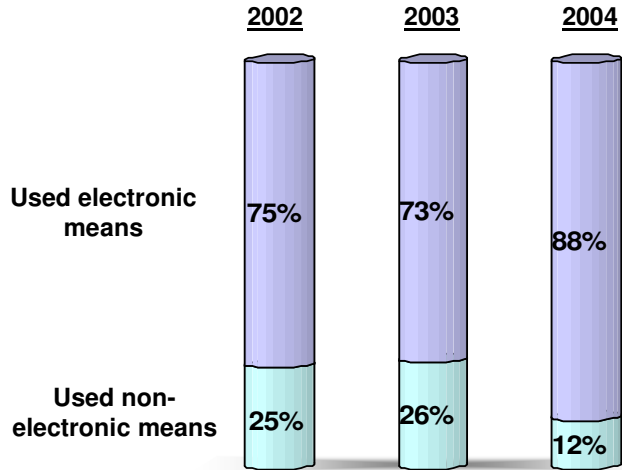
(v) PROFILE OF GOVERNMENT TRANSACTORS WHO USE ELECTRONIC MEANS TO TRANSACT WITH THE GOVERNMENT

The typical profile of government transactors who use electronic means to transact with the government are:

- between 30-39 years old.

- hold white-collar jobs.

(vi) REASONS WHY PEOPLE DO NOT USE ELECTRONIC MEANS TO TRANSACT WITH THE GOVERNMENT

In the 2004 survey, of the group who had a need to transact with the government, 12% of the government transactors did not use electronic means to obtain information or transact with the government. The main reasons given were:

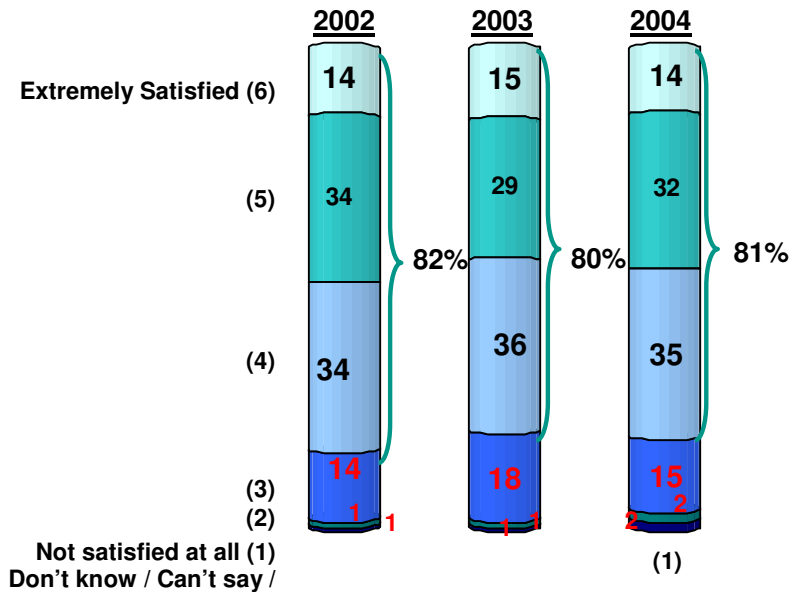|	**Main Reasons for Not Using Government Services Through Electronic Means**
1.	No need to use government electronic services
2.	Prefer personal contact

(vii) PROFILE OF GOVERNMENT TRANSACTORS WHO USE NON-ELECTRONIC MEANS TO OBTAIN INFORMATION/ TRANSACT WITH THE GOVERNMENT

The typical profile of government transactors who used non-electronic means to transact with the government are:

- aged 50 and above.

- likely holding blue-collar jobs, are housewives, retired or unemployed.

(viii) IN 2004, 81% OF USERS WERE SATISFIED WITH THE OVERALL QUALITY OF THE E-SERVICES

Generally, government transactors who used electronic means to transact with the government were satisfied with the overall quality of e-services. In 2004, 81% gave 4 and above out of a 6-point scale. In 2003, the result was 80% while in 2002, the result was 82% for the overall quality of e-services.

	2002	**2003**	**2004**
Extremely Satisfied (6)	14	15	14
(5)	34	29	32
			81%
	82%	80%	
(4)	34	36	35
(3)	14	18	15
(2)	1	1	2
Not satisfied at all (1) Don't know / Can't say /	1	1	(1)

Annex B: Benefits to Customers for using Government Electronic Services

Business Transaction	Over the Counter	Online
Submitting an Application to buy a flat under the Build-to-Order or balloting exercises	No. of counter visits: 1 Administrative Fee: $ 20	No. of counter visits: 0 Administrative Fee: $ 10
Submitting a resale application	No. of counter visits: 1 Processing time = 3 days	No. of counter visits: 0 Processing time = 2 days
Incorporating a new company	Cost: $ 1,200 to $ 35,000 Processing time: 5 days	Cost: $ 300 (flat fee) Processing time: 2 hours
Registering a trademark	No. of counter visits: 1	Cost: Savings up to 10% No. of counter visits: 0
Submitting building plans	No. of counter visits: 12 agencies	Cost: Savings of $ 450 No. of counter visits: 0
Obtaining a public entertainment licence	Processing time: 8 weeks No. of counter visits: 7 agencies	Processing time: 2 weeks No of counter visits: 0
Applying for a passport	Processing time: 7 days No. of counter visits: 2	Cost: Savings of $ 10 Processing time: 3 days No. of counter visits: 1
Getting married	No. of counter visits: 2	No. of counter visits: 1

Annex C: Examples of some e-services with eNETS payment

No.	List of e-Services	Government Agency
1	Road Tax Renewal	Land Transport Authority (LTA)
2	Registration of Community Centre Activity and Courses	People's Association (PA)
3	Booking of Sports Facilities	Singapore Sports Council (SSC)
4	Payment of Parking Fines	Housing Development Board (HDB) and Urban Redevelopment Authority (URA)
5	Payment for Business Registration and Business Licences	Ministry of Trade and Industry (MTI)