

# Electronic Government Evaluation Checklist

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This checklist is based on the results of exploration of existing approaches to monitoring and evaluation of electronic governments (e-governments) worldwide, and on the field experience of actual evaluation of e-governments. The checklist provides a conceptual framework to help evaluators design monitoring and evaluation systems for e-government programs, and conduct evaluations of e-government programs.

Electronic government refers to the delivery and administration of government products and services over an information technology infrastructure. This checklist is based on the assumption that in order to realistically and usefully evaluate e-government services, worldwide, countrywide, or locally, evaluations should address both e-government potential (the online government presence and customer service quality), and the use of e-government services.

We anticipate that this checklist will be helpful to government officials, IT personnel and evaluators involved into creation and evaluation of e-government programs. This checklist could also be useful for evaluators working with web related projects not necessarily related to government.

## (1) Online Government Presence

What government services are available online for citizens?	Depending on the level of IT development e-government services for citizens could include: <ul style="list-style-type: none"><li>- General information about the government structure, policies and procedures, departments and their fields of responsibility, addresses and phone directories</li><li>- Income taxes: declaration, notification of assessment</li><li>- Job search services by labour offices</li><li>- Social security contributions (unemployment benefits, child allowances, medical costs, student grants)</li><li>- Personal documents (passport and driver's licence)</li><li>- Car registration (new, used and imported cars)</li><li>- Application for building permission</li><li>- Declaration to the police (e.g. in case of theft)</li><li>- Public libraries (availability of catalogues, search tools)</li><li>- Certificates (birth and marriage): request and delivery</li><li>- Enrolment in higher education / university</li><li>- Announcement of moving (change of address)</li><li>- Health related services (interactive advice on the availability of services in different hospitals; appointments for hospitals), etc.</li></ul>
What government services are available online for businesses?	Depending on the level of IT development e-government services for business could include: <ul style="list-style-type: none"><li>- General information about the government structure, policies and procedures, departments and their fields of responsibility, addresses and phone directories</li><li>- Social contribution for employees</li></ul>

	<ul style="list-style-type: none"> <li>- Corporation tax: declaration, notification</li> <li>- VAT: declaration, notification</li> <li>- Registration of a new company</li> <li>- Submission of data to statistical offices</li> <li>- Customs declarations</li> <li>- Environment-related permits (incl. reporting)</li> <li>- Public procurement, etc.</li> </ul>
What government services are available online for government employees / institutions?	<p>Depending on the level of IT development e-government services for government employees / institutions could include:</p> <ul style="list-style-type: none"> <li>- General information about the government structure, policies and procedures, departments and their fields of responsibility, addresses and phone directories</li> <li>- Online databases</li> <li>- Online tools for planning, budgeting, project management</li> <li>- Online libraries and search engines</li> <li>- Useful links to other resources, etc.</li> </ul>
How many government services are available online for citizens, businesses and government employees / institutions respectively?	The number of services available online is an important indicator. Clear measurement guidelines should be developed (how to count services). It depends on the e-government programs goals and objectives.
What is the interactivity level of each of the services available online?	<p>There could be three levels of interactivity:</p> <ol style="list-style-type: none"> <li>1) Information is available at the website. There is no electronic communication between the user and the government agency (informational level).</li> <li>2) The user can download information from the government website (for instance, income tax declaration form), and can send messages to the government agency. The agency does not respond to the user's requests electronically (interactional level).</li> <li>3) The user is able to communicate electronically with the government agency and the agency is able to respond electronically to the user (transactional level).</li> </ol>

## (2) Customer service quality

Does e-government remember the customer?	The government agency website should recognize the customer that have interacted with it previously and use previously received information about the customer to provide more tailored service.
Are multiple resources accessible through a single entrance?	Multiple related government sites and resources should be accessible through a single entrance.
To what extent does the website consider customers' needs?	There are two alternative ways of website organization. Old traditional way is to structure website around internal government structure. This approach is not user friendly since the customer has to figure out how the government works in order to be served. The current trend is to organize websites around the customers' needs and intentions so that the only thing people need to know in order to be served is what their request or problem.
What is the ability of the website to advise the customer?	Upon the circumstances of the customer the website can automatically help to find the right solutions or resources.
To what degree does the website help to access non-	The government website could provide added value to the customer through helping s/he access non-governmental online resources and services.

governmental online resources?	
Is information provided by the website up-to-date?	It's crucial to refresh information at the website regularly. Changes should be made timely to satisfy customers' needs.
How does the website insure confidentiality and security?	This is a very important feature of e-government. The potential customers often do not use the online services just because they are not sure about security and confidentiality. Clear policies and instructions published at the website and "safe zones" are important part of customer care.

### (3) e-Government use

What percentage of the adult population use online government services?	It is important to decide how often this percentage should be measured. It depends on the size of the region and program dynamics. In most cases once a year or half a year will be enough. The "use" could mean "at least once". But depending on the evaluation goals and program implementation it might be important to consider customers that used online government services more than one time.
What percentage of businesses use online government services?	It is important to decide how often this percentage should be measured. It depends on the size of the region and program dynamics. In most cases once a year or half a year will be enough. The "use" could mean "at least once". But depending on the evaluation goals and program implementation it might be important to consider customers that used online government services more than one time. Since online services in this case are provided to organizations but not to people, sources of information should be selected accordingly.
What percentage of government employees / agencies use online government services?	It is important to decide how often this percentage should be measured. It depends on the size of the region and program dynamics. In most cases once a year or half a year will be enough. The "use" could mean "at least once". But depending on the evaluation goals and program implementation it might be important to consider customers that used online government services more than one time. It is important to measure this percentage both for employees and agencies.
How do customers use online services?	The possible uses could include: receiving information, downloading forms and documents, providing information, paying for services, participating in the online discussions with government, etc.

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