Dear Sir/Madam

This questionnaire is related to my M.Sc. thesis about Web 2.0 in e-Government in Iran, under supervision of Dr. Alireza Hassanzadeh and Dr. Shaban Elahi.

E-government 2.0 has tendency for more interaction, openness, transparency, cooperation, knowledge sharing and collaboration and is not limited to social networks or technology, rather it shows the fundamental evolutions in government identity and also shows that the government tends to interact with citizens and shares the public sector information.

This thesis has 2 phases and this questionnaire is the first phase that presents a maturity model for e-government 2.0 . In the second phase we study the current state of maturity in Iran's e-government.

Thanks for your valuable comments.

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| **Personal Information** | |
|  | First name and surname(Optional) |
|  | Field of Study: |
|  | Your degree: |
|  | Academic position: |

**E-government 2 maturity model**

**Ubiquitous**

**Engagement phase**

Less transparency

**Collaboration phase**

Interaction, Participationand Collaboration

**Enrichment**

**Phase**

**Participation phase**

E-Consultation

**Interaction**

**phase**

Political

**Participation**

**Provision of services phase**

Information

sharing

**Initial phase: tansparency**

**information broadcasting 25**

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| **Table 1:** this table displays the different phases of e- government 2.0 maturity model. Please specify how much you agree with these phases. | | | | | | |
| Very much | much | average | low | Very  low | Phase | number |
|  |  |  |  |  | information display Phase | Phase 0 |
|  |  |  |  |  | transparency Phase | Phase 1 |
|  |  |  |  |  | provision of service Phase | Phase2 |
|  |  |  |  |  | interaction Phase | Phase3 |
|  |  |  |  |  | participation Phase | Phase 4 |
|  |  |  |  |  | enrichment Phase | Phase 5 |
|  |  |  |  |  | collaboration Phase | Phase 6 |
|  |  |  |  |  | ubiquitous engagement Phase | Phase 7 |
| Please notify me if you disagree with a specific phase or have a comment or like to put it in another level. | | | | | | |

**zero phase information broadcasting**

More transparency

,Interaction, Participation

And Collaboration

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| **Table 2:** in this table the 4th phase is the only phase containing the sub-phase. Please specify how much you agree with these sub-phases. | | | | | | | |
| Very much | much | | average | low | Very  low | sub-phase | number |
|  | |  |  |  |  | information sharing | 1 |
|  | |  |  |  |  | political participation | 2 |
|  | |  |  |  |  | E-consultation | 3 |
| Please notify me if you disagree with a specific phase or have a comment or like to put it in another level | | | | | | | |

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| **Table 3:** In this table, some indicators are introduced for **"information broadcasting"** phase of maturation model that present the static information. Because of no transparency, no openness, no reciprocal interaction and no using of web 2.0 tools, this phase is named phase 0 and it is a preliminary phase for e-government 2.0. **Please specify how much you agree with this indicators.** | | | | | | |
| Very much | much | average | low | Very  low | indicator | number |
|  |  |  |  |  | Existence of website or portal | 1 |
|  |  |  |  |  | Guide to using the site | 2 |
|  |  |  |  |  | Information about the mission and objectives | 3 |
|  |  |  |  |  | Information on rules | 4 |
|  |  |  |  |  | Information related to the organizational units | 5 |
|  |  |  |  |  | other languages | 6 |
|  |  |  |  |  | Branches | 7 |
|  |  |  |  |  | Employee Directory | 8 |
| Please notify me if you disagree with a specific phase or have a comment or like to put it in another level. | | | | | | |

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| **Table 4:** In this table, some indicators are introduced for “**transparency**“ phase of maturation model. The two most important goals at this level are first, Data quality improvement: (accuracy, consistency, and timeliness). the second, agency focuses on increasing transparency of government processes and performance by publishing relevant data online and sharing it with the public. **Please specify how much you agree with these** **indicators.** | | | | | | |
| Very much | much | average | low | Very  low | indicator | number |
|  |  |  |  |  | Information related to the procedures | 1 |
|  |  |  |  |  | Possible to search the information | 2 |
|  |  |  |  |  | link to other units | 3 |
|  |  |  |  |  | Registration | 4 |
|  |  |  |  |  | Timely update of data | 5 |
|  |  |  |  |  | Option for Email update | 6 |
|  |  |  |  |  | Updated Events | 7 |
|  |  |  |  |  | Updated News | 8 |
|  |  |  |  |  | Publication | 9 |
|  |  |  |  |  | Cities Information | 10 |
|  |  |  |  |  | Maps | 11 |
|  |  |  |  |  | Urban observatory | 12 |
|  |  |  |  |  | geographical information system | 13 |
|  |  |  |  |  | Photo Album | 14 |
|  |  |  |  |  | Electronic Guide for Amenities | 15 |
|  |  |  |  |  | Live Cameras | 16 |
|  |  |  |  |  | Updated Contracting Opportunities | 17 |
|  |  |  |  |  | Current plans/project | 18 |
|  |  |  |  |  | Budget / financial data | 19 |
|  |  |  |  |  | Annual performance report | 20 |
|  |  |  |  |  | Agency specific data and statistics | 21 |
|  |  |  |  |  | reveal the wages and salaries of the public officials | 22 |
|  |  |  |  |  | wages and salaries of the employee | 23 |
|  |  |  |  |  | Online dashboard)e.g. Real-time performance dashboards) | 24 |
|  |  |  |  |  | **{Al-Aama, 2012 #17}Syndication )**RSS or Atom) | 25 |
| Please notify me if you disagree with a specific phase or have a comment or like to put it in another level | | | | | | |

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| **Table 5:** Indicators for “**Provision of services** “ phase are listed in this table. Self-service applications are available in the phase, thereforeentire transaction can be done on-line, Financial Transaction will be considered in this phase. **Please specify how much you agree with these indicators.** | | | | | | | | |
| Very much | much | average | low | Very  low | | indicator | | number |
|  |  |  |  |  | Display of service (e.g. license and Passport) | | 1 | |
|  |  |  |  |  | Allowing digital signatures on transactions | | 2 | |
|  |  |  |  |  | links to download forms for services | | 3 | |
|  |  |  |  |  | online service catalog 20 | | 4 | |
|  |  |  |  |  | link to search for employment | | 5 | |
|  |  |  |  |  | pay for services online | | 6 | |
|  |  |  |  |  | Electronic payment(different forms of payment like bank transfers) | | 7 | |
|  |  |  |  |  | Making complete transactions | | 8 | |
|  |  |  |  |  | Enquire about a previous request | | 9 | |
|  |  |  |  |  | Financial transaction | | 10 | |
|  |  |  |  |  | Apply for a job | | 11 | |
|  |  |  |  |  | Settling violations | | 12 | |
|  |  |  |  |  | Registration | | 13 | |
|  |  |  |  |  | Pass forecasts | | 14 | |
|  |  |  |  |  | Order publications | | 15 | |
|  |  |  |  |  | File complaints | | 16 | |
|  |  |  |  |  | Online delivery of records | | 17 | |
|  |  |  |  |  | Voter registration | | 18 | |
|  |  |  |  |  | GIS reporting | | 19 | |
| Please notify me if you disagree with a specific phase or have a comment or like to put it in another level. | | | | | | | | |

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| **Table 6:** In this table, some indicators are introduced for “**interaction** “phase of maturation model. In this phase, two-way interaction is established between government and users . **Please specify how much you agree with these indicators.** | | | | | | | | |
| Very much | much | average | low | Very  low | | indicator | number | |
|  |  |  |  |  | information for contact (tell-address) | | | 1 |
|  |  |  |  |  | Email | | | 2 |
|  |  |  |  |  | Complaint reception capability | | | 3 |
|  |  |  |  |  | Forms to Download | | | 4 |
|  |  |  |  |  | Filling out the form capability and its delivery | | | 5 |
|  |  |  |  |  | Implementation and saving possibility | | | 6 |
|  |  |  |  |  | Control Centers | | | 7 |
|  |  |  |  |  | Apply online | | | 8 |
|  |  |  |  |  | Acquire online | | | 9 |
|  |  |  |  |  | Link to Online discussion forum | | | 10 |
|  |  |  |  |  | Answer to daily challenge | | | 11 |
|  |  |  |  |  | Allowing user to submit comment | | | 12 |
|  |  |  |  |  | Interactive online map | | | 13 |
|  |  |  |  |  | Public feedback | | | 14 |
|  |  |  |  |  | Online chat | | | 15 |
|  |  |  |  |  | Establish Centralized government data portals | | | 16 |
| Please notify me if you disagree with a specific phase or have a comment or like to put it in another level. | | | | | | | | |

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| **Table 7:** Indicators for “**participation** “ phase are listed in this table. The phase, focuses on increasing open participation of the public in government work and decision through various methods and tools. agency strives to bring anecdotes, stories, conversations, ideas, and comments from the public to everyone's attention. participation refers to public engagement in relatively simple interactive communications. It relies primarily on expressive social media to connect people and help share their idea. **.** This phase has three sub-phases: information sharing, political participation and e-collaboration.**Please specify how much you agree with these indicators.** | | | | | | | | | |
| Verymuch | much | average | Low | Very  Low | indicator | | number | | **Information sharing** |
|  |  |  |  |  | Hyperlinks to Blogs | | | 1 |
|  |  |  |  |  | Micro blogs | | | 2 |
|  |  |  |  |  | Hyperlinks to vlogs | | | 3 |
|  |  |  |  |  | Real time webcasts of the event | | | 4 |
|  |  |  |  |  | vodcast | | | 5 |
|  |  |  |  |  | Podcast | | | 6 |
|  |  |  |  |  | Widgets | | | 7 |
|  |  |  |  |  | Gadgets | | | 8 |
|  |  |  |  |  | Pipes | | | 9 |
|  |  |  |  |  | Link to official YouTube videos | | | 10 |
|  |  |  |  |  | Official Twitter account | Social  Net  work | | 11 |
|  |  |  |  |  | Official Facebook group |
|  |  |  |  |  | Official Facebook page |
|  |  |  |  |  | Official LinkedIn group |
|  |  |  |  |  | Official YouTube channel |
|  |  |  |  |  | Other social network |
|  |  |  |  |  | Uploading picture of violations | | | 12 |
|  |  |  |  |  | Uploading video of violations | | | 13 |
|  |  |  |  |  | Upload photo (photo sharing) | | | 14 |
|  |  |  |  |  | video sharing | | | 15 |
|  |  |  |  |  | Competition | | | 16 |
|  |  |  |  |  | Geospatial interface | | | 17 |
|  |  |  |  |  | using ideation platforms to crowd-source diverse and innovative ideas | | | 18 |
|  |  |  |  |  | Political blog | | | 1 | **Political participati*on*** |
|  |  |  |  |  | online Voting | | | 2 |
|  |  |  |  |  | feedback to policy | | | 3 |
|  |  |  |  |  | Participation in online e rule/policy making | | | 4 |
|  |  |  |  |  | Social network | | | 5 |
|  |  |  |  |  | Rating System for Services | | | 1 | **E-consultation** |
|  |  |  |  |  | City survey | | | 2 |
|  |  |  |  |  | Short poll | | | 3 |
|  |  |  |  |  | online bidding | | | 4 |
|  |  |  |  |  | Opinion Surveys or feedback forms | | | 5 |
|  |  |  |  |  | Blogs | | | 6 |
|  |  |  |  |  | Online petitions | | | 7 |
|  |  |  |  |  | Listservs or newsgroups | | | 8 |
|  |  |  |  |  | Tagging | | | 9 |
|  |  |  |  |  | social bookmarking systems | | | 10 |
|  |  |  |  |  | New features are tested by the users themselves (e.g. the company invite the customer to (also with a competition) to test the products and give feedback | | | 11 |
|  |  |  |  |  | capability to respond to the public's feedback timely ، instant and consistently | | | 12 |
|  |  |  |  |  | Linking public input | | | 13 |
|  |  |  |  |  | on-going, community-based dialogues | | | 14 |
| Please notify me if you disagree with a specific phase or have a comment or like to put it in another level. | | | | | | | | |  |

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| **Table 8:** Indicators for “**Enrichment** “ phase are listed in this table.The phase concentrates on the user and creating the choice for user. User is in web 2.0 center. The web 2.0 tools and interfaces and contraction of applied online and offline programs, empowers the users for participation, conversation, collaboration and finally having influence**. Please specify how much you agree with these indicators.** | | | | | | |
| Very much | much | average | low | Very  low | indicator | number |
|  |  |  |  |  | The applications on the web pages personalization | 1 |
|  |  |  |  |  | can combine new products and services (e.g. mass customizing) | 2 |
|  |  |  |  |  | collects and documents information about the user (behavior, etc.) | 3 |
|  |  |  |  |  | Ajax | 4 |
|  |  |  |  |  | Online games | 5 |
|  |  |  |  |  | Virtual Learning Worlds (VLWs) (e.g. Second Life) | 6 |
| Please notify me if you disagree with a specific phase or have a comment or like to put it in another level. | | | | | | |

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| **Table 9:** Indicators for **“collaboration** “ phase are listed in this table. The step is to foster open collaboration among government agencies, the public, and the private sector. Open collaboration, refers to pubic engagement in complex tasks or projects that aim to co-create specific outputs through technological capabilities. **Please specify how much you agree with these indicators.** | | | | | | |
| Very much | much | average | low | Very  low | indicator | number |
|  |  |  |  |  | Wiki | 1 |
|  |  |  |  |  | Google Doc | 2 |
|  |  |  |  |  | Mashup | 3 |
|  |  |  |  |  | The agency uses APIs from other providers (e.g. route planner, etc.) and integrates them into the agency's website | 4 |
|  |  |  |  |  | Jive Social Business Software | 5 |
|  |  |  |  |  | open source software development and sharing | 6 |
|  |  |  |  |  | applications of policy/rule making development | 7 |
|  |  |  |  |  | Virtual communities of practice (VCOPs) | 8 |
|  |  |  |  |  | public response to national emergencies/natural disasters | 9 |
|  |  |  |  |  | The G website and the services are continuously incrementally developed (e.g. release of innovative services and products) | 10 |
|  |  |  |  |  | implements and embeds open collaboration mechanisms such as public contests and shared repositories | 11 |
| Please notify me if you disagree with a specific phase or have a comment or like to put it in another level. | | | | | | |

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| **Table 10:**  Indicators for “**ubiquitous engagement** “ phase are listed in this table. The phase can be characterized by two important attributes First, public engagement becomes easier and more universally accessible through mobile and ubiquitous computing devices and applications. Second, government data, public engagement methods, social media tools, and government services are seamlessly integrated within and across government agencies so that the public can easily navigate and engage in various government activities without having to jump around different applications or keep logging in and off. Open government data applications, and processes are interoperable across agencies and they are integrated vertically and horizontally. **Please specify how much you agree with these indicators.** | | | | | | |
| Very much | much | average | low | Very  low | indicator | number |
|  |  |  |  |  | the ability to access the services through multiple channels and devices (e.g. browser, smartphone) | 1 |
|  |  |  |  |  | different types of content are synchronized across all channels (e.g. each information by each channel | 2 |
|  |  |  |  |  | The usability of the service is provided across all channels (e.g. quick download of information) | 3 |
|  |  |  |  |  | Use of mobile Platform | 4 |
|  |  |  |  |  | Use of ubiquitous computing platform | 5 |
|  |  |  |  |  | Integrating multiple public engagement platforms | 6 |
|  |  |  |  |  | Use of intelligent Device such as smart phones, tablets, laptops, desktops, and other computing appliances | 7 |
|  |  |  |  |  | Apps for smart phones and tablets | 8 |
|  |  |  |  |  | Clustering services | 9 |
|  |  |  |  |  | connecting all the sites to each other | 10 |
|  |  |  |  |  | Single portalforProvision of services | 11 |
|  |  |  |  |  | Inter-agency integration of various Open Government processes and services | 12 |
| Please notify me if you disagree with a specific phase or have a comment or like to put it in another level. | | | | | | |