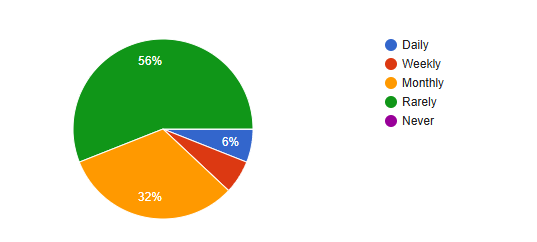
# **CHAPTER FOUR**

1. **How often do you use web-based public services?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Gender | How often do you use web-based public services? | | | | | Total |
| Daily | Weekly | Monthly | Rarely | Never |
| Male | 2 | 1 | 9 | 13 | - | 25 (50%) |
| Female | 1 | 2 | 7 | 15 | - | 25 (50%) |
| Total | 3(6%) | 3 (6%) | 16 (32%) | 28 (56%) | - | 100% |

*Table 4.1: Rate of using web based public services*



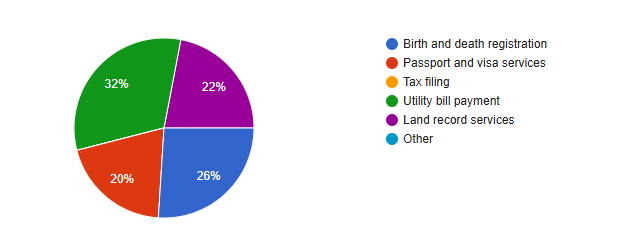
**6%**

*Chart 4.1: Rate of using web based public services*

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Gender | Which web-based public services have you used? | | | | | | Total |
| Birth and death registration | Passport and visa services | Tax filing | Utility bill payment | Land record services | Other |
| Male | 5 | 6 | - | 7 | 7 | - | 25 (50%) |
| Female | 8 | 4 | - | 9 | 4 | - | 25 (50%) |
| Total | 13 (26%) | 10 (24%) | - | 16 (32%) | 11 (22%) |  | 100% |

1. **Which web-based public services have you used?**

*Table 4.2: Most used web based public services*

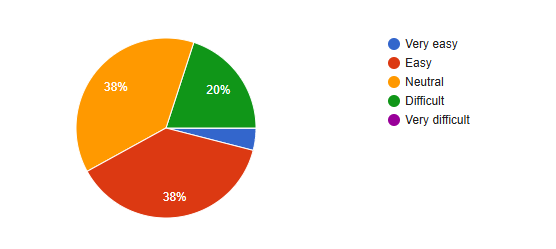


*Chart 4.2: Most used web based public services*

1. **How easy is it to access web-based public services?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Gender | How easy is it to access web-based public services? | | | | | Total |
| Very Easy | Easy | Neutral | Difficult | Very Difficult |
| Male | 1 | 12 | 10 | 2 | - | 25 (50%) |
| Female | 1 | 7 | 9 | 8 | - | 25 (50%) |
| Total | 2 (6%) | 19 (38%) | 19 (38%) | 10 (20%) | - | 100% |

*Table 4.3: How easy is it to access web-based public services*



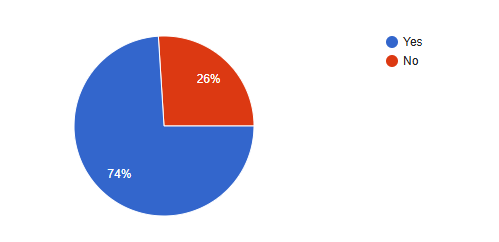
4%

*Chart 4.3: How easy is it to access web-based public services*

1. **Do you have access to a reliable internet connection?**

|  |  |  |  |
| --- | --- | --- | --- |
| Gender | Do you have access to a reliable internet connection? | | Total |
| Yes | No |
| Male | 18 | 7 | 25 (50%) |
| Female | 19 | 6 | 25 (50%) |
| Total | 37 (74%) | 13 (26%) | 100% |

*Table 4.4: Reliable internet connection*

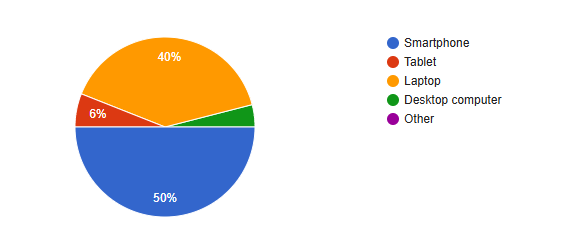


*Chart 4.4: Reliable internet connection*

1. **What device do you primarily use to access these services?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Gender | What device do you primarily use to access these services? | | | | | Total |
| Smartphone | Tablet | Laptop | Desktop Computer | Other |
| Male | 13 | 1 | 9 | 2 | - | 25 (50%) |
| Female | 12 | 2 | 11 | - | - | 25 (50%) |
| Total | 25 (50%) | 3 (6%) | 20 (40%) | 2 (4%) | - | 100% |

*Table 4.5: Primary devices to access web based service*



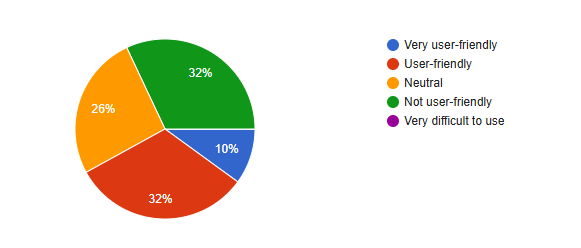
4%

*Chart 4.5: Primary devices to access web based service*

1. **How would you rate the user-friendliness of the web-based public services?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Gender | How would you rate the user-friendliness of the web-based public services? | | | | | Total |
| Very user-friendly | User- friendly | Neutral | Not user-friendly | Very difficult to use |
| Male | 3 | 7 | 6 | 9 | - | 25 (50%) |
| Female | 2 | 9 | 7 | 7 | - | 25 (50%) |
| Total | 5 (10%) | 16 (32%) | 13 (26%) | 16 (32%) | - | 100% |

*Table 4.6: Rate the user-friendliness of the web-based public service*

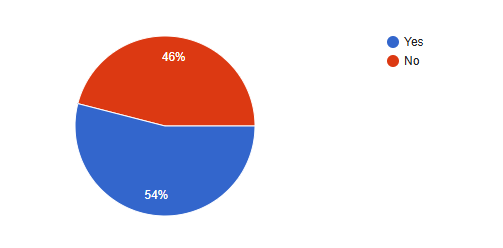


*Chart 4.6: Rate the user-friendliness of the web-based public service*

1. **Have you encountered any technical issues while using these services?**

|  |  |  |  |
| --- | --- | --- | --- |
| Gender | Have you encountered any technical issues while using these services? | | Total |
| Yes | No |
| Male | 12 | 13 | 25 (50%) |
| Female | 15 | 10 | 25 (50%) |
| Total | 27 (54%) | 23 (46%) | 100% |

*Table 4.7: Encountered any technical issues while using these services*

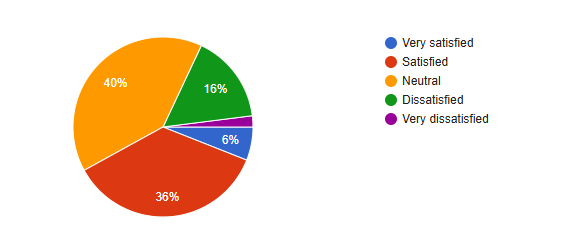


*Chart 4.7:* *Encountered any technical issues while using these services*

1. **Overall, how satisfied are you with the web-based public services?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Gender | Overall, how satisfied are you with the web-based public services? | | | | | Total |
| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
| Male | 2 | 8 | 10 | 5 | - | 25 (50%) |
| Female | 1 | 10 | 10 | 3 | 1 | 25 (50%) |
| Total | 3 (6%) | 18 (36%) | 20 (40%) | 8 (16%) | 1 (2%) | 100% |

*Table 4.8: Overall satisfaction with the web-based public services*



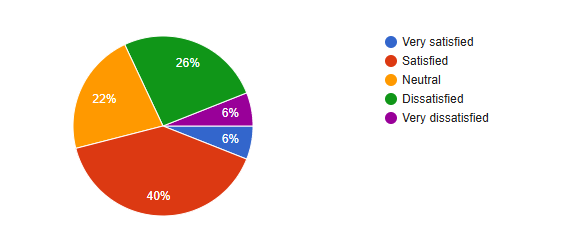
2%

*Chart 4.8: Overall satisfaction with the web-based public services*

1. **How satisfied are you with the response time of these services?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Gender | How satisfied are you with the response time of these services? | | | | | Total |
| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
| Male | 2 | 10 | 5 | 7 | 1 | 25 (50%) |
| Female | 1 | 10 | 6 | 6 | 2 | 25 (50%) |
| Total | 3 (6%) | 20 (40%) | 11 (22%) | 13 (26%) | 3 (6%) | 100% |

*Table 4.9: Satisfaction with the response time of the web-based public services*

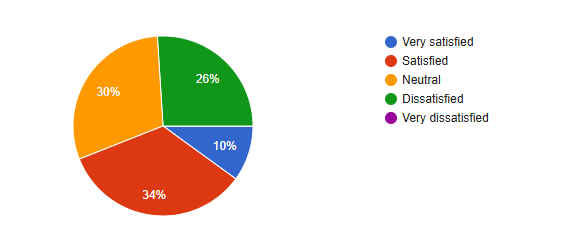


*Chart 4.9: Satisfaction with the response time of the web-based public services*

1. **How satisfied are you with the accuracy of the information provided?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Gender | How satisfied are you with the response time of these services? | | | | | Total |
| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
| Male | 3 | 9 | 8 | 5 | - | 25 (50%) |
| Female | 2 | 8 | 7 | 8 | - | 25 (50%) |
| Total | 5 (10%) | 17 (34%) | 15 (30%) | 13 (26%) | - | 100% |

*Table 4.10: Satisfaction with the accuracy of the information provided*

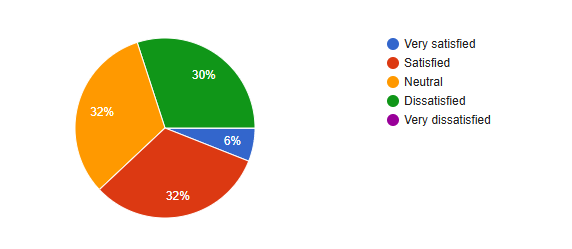


*Chart 4.10: Satisfaction with the accuracy of the information provided*

1. **How satisfied are you with the customer support provided for these services?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Gender | How satisfied are you with the customer support provided for these services? | | | | | Total |
| Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied |
| Male | 2 | 7 | 8 | 8 | - | 25 (50%) |
| Female | 1 | 9 | 7 | 8 | - | 25 (50%) |
| Total | 3 (6%) | 16 (32%) | 15 (30%) | 16 (32%) | - | 100% |

*Table 4.11: Satisfaction with the customer support provided for these services*

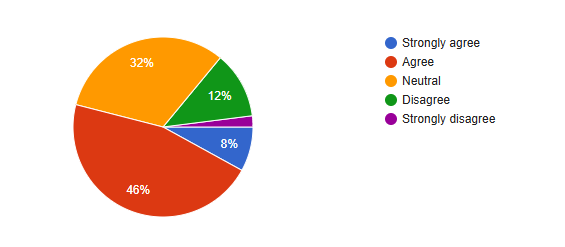


*Chart 4.11: Satisfaction with the customer support provided for these services*

1. **Do you feel that web-based public services have made accessing public services easier?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Gender | Do you feel that web-based public services have made accessing public services easier? | | | | | Total |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| Male | 3 | 12 | 7 | 3 | - | 25 (50%) |
| Female | 1 | 11 | 9 | 3 | 1 | 25 (50%) |
| Total | 4 (8%) | 23 (46%) | 16 (32%) | 6 (12%) | 1 (2%) | 100% |

*Table 4.12: Accessing public services easier rate*



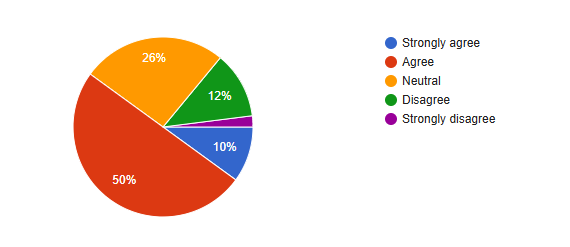
2%

*Chart 4.12: Accessing public services easier rate*

1. **Do you feel these services have reduced the need for in-person visits to government offices?**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Gender | Do you feel these services have reduced the need for in-person visits to government offices? | | | | | Total |
| Strongly Agree | Agree | Neutral | Disagree | Strongly Disagree |
| Male | 3 | 12 | 6 | 3 | 1 | 25 (50%) |
| Female | 2 | 13 | 7 | 3 | - | 25 (50%) |
| Total | 5 (10%) | 25 (50%) | 13 (26%) | 6 (12%) | 1 (2%) | 100% |

*Table 4.13: Reduced the need for in-person visits to government offices*



2%

*Chart 4.13: Reduced the need for in-person visits to government offices*