# **CHAPTER FIVE**

**5.1 Findings:**

**Usage of Services:** The majority (56%) of respondents rarely use web-based public services, with a smaller proportion accessing them monthly (32%). Daily or weekly usage is minimal at 6% each.

**Awareness and Types of Services Used:** Utility bill payment (32%) and birth and death registration services (26%) are the most used. Services like tax filing remain unused, reflecting limited awareness or accessibility of certain services.

**Ease of Access:** 38% find accessing web-based services easy, but 20% face difficulties. Neutral responses (38%) suggest varied levels of accessibility awareness.

**Internet Accessibility:** 74% of respondents have reliable internet access, but 26% still face connectivity issues.

**Device Usage:** Smartphones are the primary access device (50%), followed by laptops (40%). Tablets and desktop computers are less popular.

**User-Friendliness:** 42% find services user-friendly, but 32% find them not user-friendly, indicating significant usability challenges.

**Technical Issues:** Over half (54%) have encountered technical problems while using these services.

**Overall Satisfaction:** A mixed picture: 42% of respondents are satisfied, but 18% are dissatisfied, and 40% are neutral.

**Perceived Benefits:** 46% agree that these services ease access to public services, and 50% believe they reduce the need for in-person visits. However, satisfaction with response time and cost reduction is moderate.

**5.3 Recommendation:**

**Raise Awareness through Comprehensive Campaigns:** The government must launch awareness campaigns to educate citizens about the availability and benefits of web-based public services. These campaigns can include: Hosting workshops in rural communities like Baruipara Union. Utilizing TV, radio, and social media platforms to disseminate information widely. Collaborate with Union Digital Centers (UDCs) and local leaders to build trust and ensure people understand how to access and use these services.

**Expand and Improve Digital Infrastructure:** Invest in expanding broadband and mobile internet coverage, especially in underserved rural areas, to ensure uninterrupted service delivery. Establish public kiosks equipped with internet and necessary devices in libraries, schools, and community centers to make these services accessible to those without personal resources.

**Enhance Service Usability and Accessibility:** Simplify platforms with clear instructions, intuitive designs, and multilingual support (including Bengali). Introduce features like text-to-speech, voice commands, and responsive mobile designs to cater to diverse user needs, including the elderly and differently-abled individuals.

**Strengthen Digital Literacy Programs:** Conduct regular training programs at UDCs to teach citizens basic computer skills and how to use web-based services effectively. Include digital literacy in school curricula to create a future-ready generation familiar with online platforms.

**Improve Service Reliability and Support:** Set up dedicated technical support teams at UDCs to assist users with troubleshooting and service-related queries. Introduce an accessible feedback system to identify and address technical issues, delays, and service gaps in real time.

**Build Citizen Trust:** Develop secure platforms with clear policies on data privacy to increase user confidence. Share testimonials from citizens who have successfully benefited from these services to build trust and encourage adoption.

**Collaborate With the Private Sector:** Leverage partnerships with private IT firms to innovate and maintain the technological infrastructure of these services. Engage telecom providers to offer affordable internet packages tailored for accessing web-based public services.

**Monitoring and Evaluation:** Create a task force to evaluate the effectiveness of these initiatives periodically. Use data from citizen feedback to refine service offerings and address evolving needs.

**5.4 Conclusion:**

Web-based public services in Baruipara Union have immense potential to enhance accessibility, reduce costs, and improve citizen satisfaction. However, challenges such as low awareness, limited digital literacy, infrastructural deficiencies, and usability issues hinder their full adoption and effectiveness. The findings of this study confirm that citizens face significant barriers when accessing these services, including unreliable internet connectivity, technical difficulties, and insufficient support. While many recognize the convenience of these platforms, their potential remains untapped due to these persistent challenges.

To address these gaps, the government must prioritize,Education and Awareness- Educating citizens about the availability and benefits of web-based services. Infrastructure Development- Strengthening internet connectivity and providing affordable access points in rural areas. Service Improvement**-** Making platforms user-friendly and accessible to diverse populations. By adopting these measures, the government can transform the delivery of public services into an inclusive and efficient system. These improvements will not only boost citizen satisfaction but also align with the broader "Digital Bangladesh" vision, promoting transparency, accountability, and socio-economic growth.

Ultimately, investing in web-based public services is not merely a technological upgrade—it is a step toward empowering citizens, fostering trust in governance, and ensuring equitable access to essential resources for all.

**5.6 Reference:**

**5.7 Appendix:**

**Citizen Satisfaction with Web-Based Public Services: In Bagerhat Sadar Upazila**

**Name:   
Age:   
Gender:**

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

a. Daily b. Weekly c. Monthly d. Rarely e. Never

**2. Which web-based public services have you used? (Select all that apply)**

a. Birth and death registration b. Passport and visa services c. Tax filing

d. Utility bill payment e. Land record services f. Other

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

a. Very easy b. Easy c. Neutral d. Difficult e. Very difficult

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

a. Yes b. No

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

a. Smartphone b. Tablet c. Laptop d. Desktop computer e. Other

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

a. Very user-friendly b. User-friendly c. Neutral d. Not user-friendly

e. Very difficult to use

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

a. Yes b. No

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

a. Very satisfied b. Satisfied c. Neutral d. Dissatisfied e. Very dissatisfied

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

a. Very satisfied b. Satisfied c. Neutral d. Dissatisfied e. Very dissatisfied

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

a. Very satisfied b. Satisfied c. Neutral d. Dissatisfied e. Very dissatisfied

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

a. Very satisfied b. Satisfied c. Neutral d. Dissatisfied e. Very dissatisfied

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

a. Strongly agree b. Agree c. Neutral d. Disagree e. Strongly disagree

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

a. Strongly agree b. Agree c. Neutral d. Disagree e. Strongly disagree

**14. Do you believe web-based public services have reduced the cost of accessing government services?**

a. Strongly agree b. Agree c. Neutral d. Disagree e. Strongly disagree

**15. What improvements would you suggest for the web-based public services?**

a. Very confident b. Confident c. Neutral d. Not confident e. Not at all confident

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

a. Very satisfied b. Satisfied c. Neutral d. Dissatisfied e. Very dissatisfied

**17. How do you perceive the overall transparency of web-based public services?**

a. Very transparent b. Transparent c. Neutral d. Opaque e. Very opaque

**18. How confident are you in the security of online payment methods used in web-based public services?**

a. Very confident b. Confident c. Neutral d. Not confident e. Not at all confident

**19. Do you have any additional comments or suggestions regarding web-based public services in Bagerhat Sadar Upazila?**