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**Introduction Notes**

This document presents the framework that the e-Gov pilot should meet, the form that the representative of the ReSPA member should fill out, and the questionnaire that the eGov Pilot user needs to complete as part of the survey to assess the quality of the e-Gov Pilot.

**e-Gov Pilot quality dimensions/attributes**

**Ease of Use (navigation, personalization, technical efficiency)**

Ease of use refers to how easily citizens can use e-Gov Pilot. Implementing set-up links with major search engines and having a memorable and concise URL can help users find the website on the worldwide web. Internal navigation can be enhanced through a consistent website structure, including a site map, customized search functions, menus, directories, buttons, subject trees, image maps, and colors. The easy navigation is the most important feature for governmental websites, followed by clear layout of information, up-to-date information, search tools, and accuracy of information. Personalization of information, such as communicating with citizens in their preferred language or offering choices for people with disabilities, can improve the user-friendliness of a governmental site. Additionally, customization features that recognize the user and display frequently used links or remember language preferences can benefit regular website users.

e-Gov Pilot quality attributes :

* Web site’s structure/ Site-map
* Customized search functions
* Set up links with search engines
* Easy to remember URL
* Personalization of information
* Ability of customization

**Trust (Privacy/Security)**

Trust in e-government encompasses privacy and security, representing the citizen's confidence in the website's ability to protect their personal information and ensure a secure e-service process. Privacy involves safeguarding personal information, not sharing it with others, preserving anonymity, securely storing personal data, and obtaining informed consent. Security primarily focuses on protecting users from the risk of fraud and financial loss related to the use of their credit card or other financial information. It also includes ensuring that the entire transaction is conducted as intended. Measures such as encryption, access control, digital signatures, and secure procedures for acquiring usernames and passwords can enhance security.

e-Gov Pilot quality attributes :

* Secure archiving of personal data
* Non repudiation by authenticating the parties involved
* Procedure of acquiring username and password
* Correct transaction, Encrypting messages
* Digital Signatures, Access control

**Functionality of the interaction environment (support in completing forms)**

Forms play a crucial role in e-government as they allow users to communicate and interact with public administrations, facilitating the collection of necessary information. In particular, for e-government services at maturity level 3 or higher, forms serve as the primary means for submitting information online. Therefore, the quality characteristics of online forms are highly important for citizens during their interaction with e-government portals and significantly impact the overall quality of the service provided.

e-Gov Pilot quality attributes :

* Existence of on-line help in forms
* Reuse of citizen information to facilitate future interaction
* Automatic calculation of forms
* Adequate response format

**Reliability**

Reliability refers to the citizen's confidence in the website's ability to deliver services correctly and in a timely manner. It encompasses the accurate and consistent performance of promised services. This includes ensuring correct technical functioning, such as accessibility and availability. Accessibility refers to the system's usability without modification, allowing as many users as possible to access it. It should not be confused with usability, which refers to how easily any user can use a system. Additionally, the system's capability to be displayed and used independently of the web browser enhances its accessibility. Availability, on the other hand, refers to the system's ability to maintain service without degradation or interruption, even if certain parts fail. It represents the probability of a service being accessible. Improving availability can be achieved by ensuring 24/7 accessibility and high loading and transaction speeds.

e-Gov Pilot quality attributes :

* Ability to perform the promised service accurately
* In time service delivery
* Accessibility of site
* Browser-system compatibility
* Loading/transaction speed

**Content & Appearance of Information**

This dimension focuses on the quality of information itself, its presentation and layout. The proper use of colour, graphics, and page size is considered important. The quality of information is determined by factors such as completeness, accuracy, conciseness, and relevance. Both excessive and insufficient information are viewed negatively. Timeliness of information is crucial, as government websites often lack regular updates. Linkage refers to the number and quality of hyperlinks provided on the site. Having relevant and functional links is essential, while regularly checking for broken links is important. The clarity and interpretability of information are vital, particularly in government documents with formal language and technical terminology. Lastly, site aesthetics, including color schemes, graphics, animation, and page size, contribute to the overall user experience.

e-Gov Pilot quality attributes :

* Data accuracy and conciseness
* Data relevancy
* Updated information
* Linkage
* Ease of understanding/ Interpretable Data
* Colours, Graphics, Animation
* Size of Web pages

**Citizen Support (Interactivity)**

Citizen Support refers to the assistance provided by the public administration (PA) to citizens in obtaining information or carrying out transactions. This assistance includes user-friendly guidelines, help pages, and frequently asked questions on the website, as well as personalized communication options. In cases where these resources are not sufficient, contact information is provided for citizens to seek personal advice via email, telephone, fax, or postal mail.

When there is interaction between citizens and PA employees, service quality dimensions such as prompt replies to inquiries, employee knowledge, and courtesy, ability to convey trust and confidence, and problem-solving skills come into play. These attributes emphasize the importance of interaction rather than just visiting a website. Additionally, the ability to track the progress and status of a transaction is seen as positive.

e-Gov Pilot quality attributes :

* User friendly guidelines
* Help pages, Frequently Asked Questions
* Transaction tracking facility
* The existence of contact information
* Problem solving
* Prompt reply to customer inquiries
* Knowledge/Courtesy of employees
* Employees who convey trust,/confidence

**Testing grid e-government pilot**

A checklist for the assessment of an e-government pilot functioning will be used at the stage of testing:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Component** | Question | Yes | No | Not applicable/  Not relevant |
| **User Experience (UX):** | Is the e-Gov Pilot user-friendly and intuitive? |  |  |  |
| Does it have a clear and easy-to-navigate interface? |  |  |  |
| Are instructions and guidance provided to users? |  |  |  |
| **Functionality** | Does the e-Gov Pilot fulfil its intended purpose effectively? |  |  |  |
| Are all essential features and functionalities working correctly? |  |  |  |
| Does it handle user inputs and data accurately? |  |  |  |
| **Performance:** | The response time of the e-Gov Pilotis quick? |  |  |  |
| Is it quick and efficient in processing user requests? |  |  |  |
| Does it handle high user traffic without significant slowdowns? |  |  |  |
| **Security** | Is the e-Gov Pilot adequately protected against potential cyber threats? |  |  |  |
| Does it use encryption and secure protocols to protect sensitive data? |  |  |  |
| Are there measures in place to prevent unauthorized access? |  |  |  |
| Are there Procedure of acquiring username and password |  |  |  |
| Use Digital Signatures, Access control |  |  |  |
| **Compatibility** | Is the e-Gov Pilot compatible with various devices and operating systems? |  |  |  |
| Does it function well on both desktop and mobile platforms? |  |  |  |
| **Privacy and Data Protection:** | Is user data collected and stored securely and transparently? |  |  |  |
| Are there clear privacy policies and user consent procedures? |  |  |  |
| How is user data handled and shared? |  |  |  |
| **Reliability and Availability:** | Has the e-Gov Pilot undergone testing and quality assurance checks? |  |  |  |
| Is the e-Gov Pilot reliable, with minimal downtime and outages? |  |  |  |
| Does the e-Gov Pilot have a contingency plan in case of service interruptions? |  |  |  |
| **Feedback and Support:** | Is there a mechanism for users to provide feedback or report issues? |  |  |  |
| Are there support channels available to assist users with problems or questions? |  |  |  |
| **Scalability and Future Development:** | Is the e-Gov Pilot scalable to accommodate future growth and user demands? |  |  |  |
| Are there plans for continuous improvement and updates? |  |  |  |

**Questionnaire for users**

In the period after the implementation of the eGov Pilot, Applicant needs to organize survey with a proposed questions bellow, and about the result of the survey inform ReSPA (start date of the survey: three month after the implementation and publication of eGov Pilot, duration one month):

1. **How satisfied are you with the overall performance of the e-service provided?**

Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

1. **Were you able to easily access the e-service without any technical difficulties or barriers?**

Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

1. **Did the e-service meet your expectations in terms of functionality and features?**

Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

1. **How satisfied are you with the user interface and design of the e-service? Was it visually appealing** and intuitive to navigate?

Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

1. **Did the e-service provide timely and accurate responses to your queries or requests?**

Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

1. **How satisfied are you with the level of personalization and customization options offered by the e-service?**

Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

1. **Were you satisfied with the speed and efficiency of the e-service in delivering the desired results or** **outcomes?**

Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

1. **Did the e-service provide clear and concise instructions on how to use it and complete the** **necessary steps?**

Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

1. **How satisfied are you with the security measures and privacy protections implemented within the e-service?**

Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

1. **Did the e-service provide adequate options for feedback or complaint submission, and were you** **satisfied with the resolution process?**

Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

1. **How satisfied are you with the availability of support documentation or tutorials to assist you in using the e-service effectively?**

Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

1. **Are you satisfied with technical issues, were there any technical issues or errors encountered while using the e-service, and if so, were they promptly resolved?**

Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

1. **How satisfied are you to recommend the e-service to others based on your experience?**

Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied

1. **What improvements or enhancements would you suggest for the e-service to better meet your needs and expectations?**

1. <https://www.researchgate.net/publication/221560954_A_Multiple-Item_Scale_for_Assessing_E-Government_Service_Quality> [↑](#footnote-ref-1)