

e-Government Gov-to-Business Surveys 2014

Annual e-Government Perception Survey (Business) Conducted in 2014

Background

The e-Government Perception Survey on Businesses is conducted annually by the Ministry of Finance and the Infocomm Development Authority of Singapore to assess the level of receptivity towards key e-government initiatives and to identify areas for further improvement on the electronic services (e-services) used by the business community.

The survey was conducted from July to August 2014 for the reporting period of FY2013 (i.e. 1 April 2013 to 31 March 2014).

Objectives

The survey aims to determine the level of satisfaction in using Government websites and e-services and identify area for improvements.

Research Methodology

1,600 businesses, representative of the following Singapore's industry sectors were surveyed.

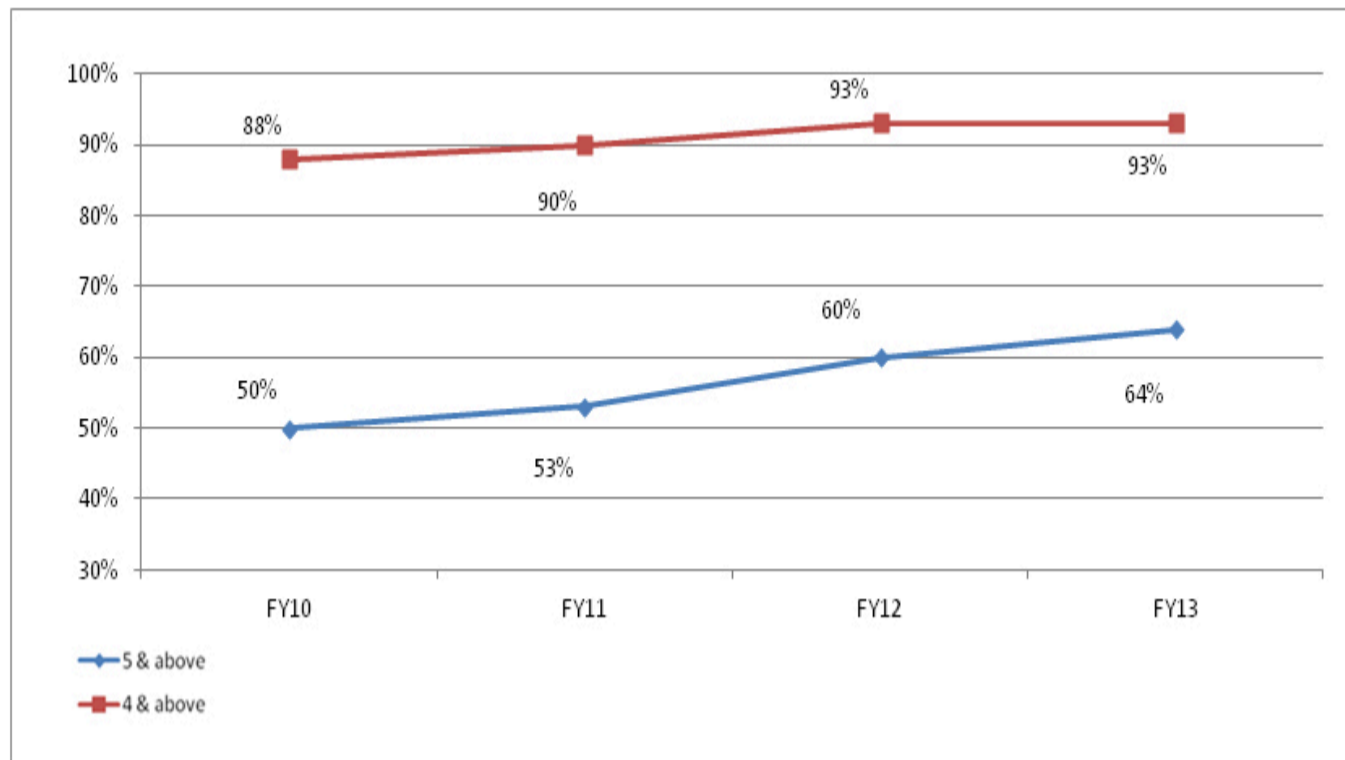
- ☐ Commerce;
- ☐ Community, Social & Personal Services;
- ☐ Construction;
- ☐ Financial & Business Services;
- ☐ Manufacturing; and
- ☐ Transportation, Storage & Communications.

Data collection was done through telephone interviews.

Survey Results

1. Almost all the businesses (99%) visited the Government websites in the past 12 months of the financial year. More than 80% of the businesses were satisfied with the usefulness and the ease of finding & understanding the information provided on the Government websites.
2. 97% of businesses, who have visited Government websites, have transacted with the Government online using e-services in the past 12 months of the financial year. The remaining 3% who did not transact online using Government e-services mostly indicated they did not see the need or they preferred human contact in completing their transaction.

- More than 9 out of 10 (93%) businesses were satisfied (rating of 4 and above – out of a scale of 6) with the overall quality of Government e-services, while 64% were very satisfied (rating of 5 and above – out of scale of 6). The satisfaction with the overall quality of the Government e-services has improved over the years.



- More than 90% of the respondents were satisfied with the ease of completing transactions online and the adequacy of the information provided for using the Government e-services. While 81% of them were satisfied with the support provided for using these e-services.

