

# e-Government Gov-to-Business Surveys 2015

## Annual e-Government Perception Survey (Business) Conducted in 2015

### 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 2015 for the reporting period of FY2014 (i.e. 1 April 2014 to 31 March 2015).

### Objectives

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

### Research Methodology

1,601 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.

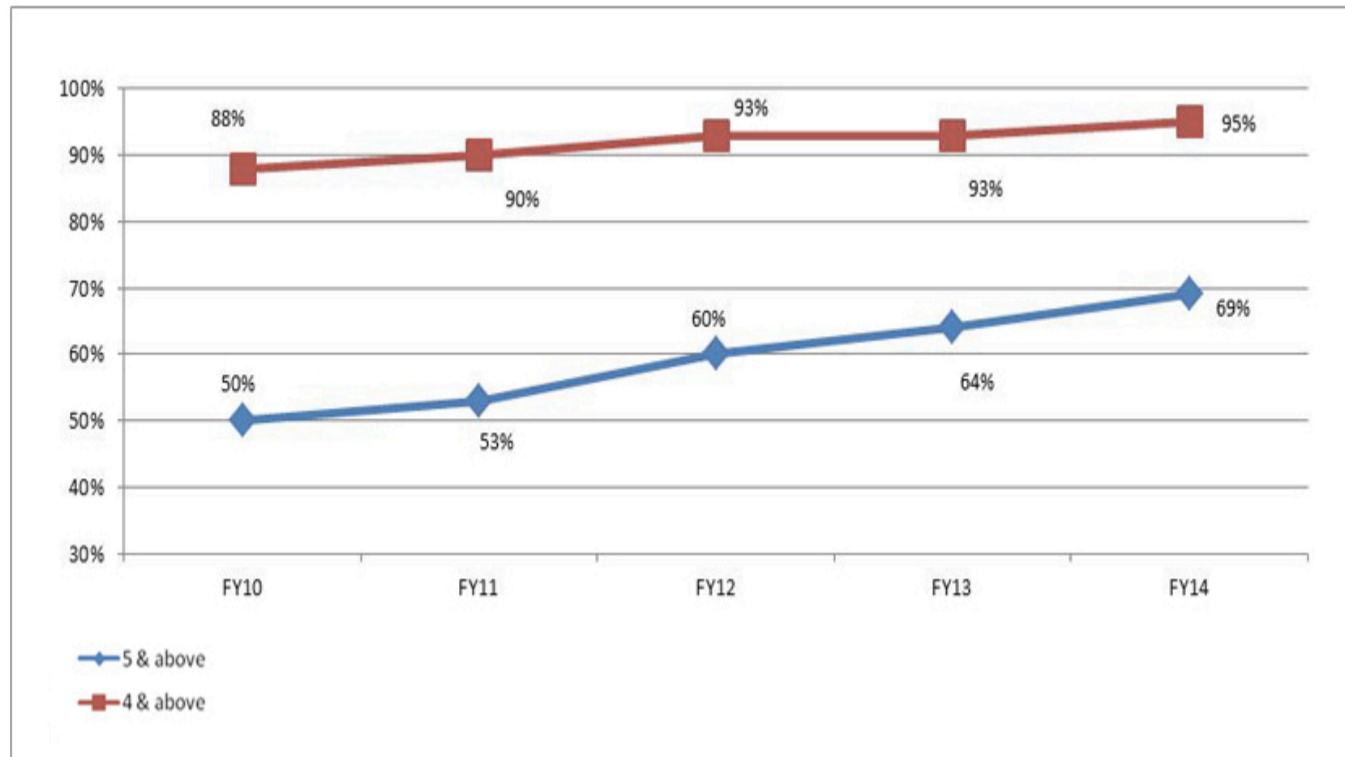
Data collection was done through telephone interviews.

### Survey Results

1. Almost all the businesses (99.7%) visited the Government websites in the past 12 months of the financial year. More than 90% of these businesses were satisfied (rating of 4 and above – out of a scale of 6) 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 the

job was outsourced to vendors to transact on their behalf.

3. 9 out of 10 (95%) businesses were satisfied (rating of 4 and above – out of a scale of 6) with the overall quality of Government e-services, while 69% 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.



4. More than 90% of the respondents were satisfied (rating of 4 and above – out of a scale of 6) with the ease of completing transactions online and the adequacy of the information/instructions provided for using the Government e-services. While 86% of them were satisfied with the support provided for using these e-services.