

Phones against corruption: preliminary findings of user experience research

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Corruption in PNG

PNG is considered to be “highly corrupt”

PNG is ranked 145 out of 175 countries

Reference: Transparency International's
Corruption Perceptions Index 2014

Corruption in PNG

“Public sector corruption threatens to undermine national development incentives”

Chair of TI PNG Lawrence Stephens

Corruption in PNG

“Public sector corruption threatens to undermine national development incentives ... Change will occur when public institutions are more open about their work and officials more transparent in their decision making”

Chair of TI PNG Lawrence Stephens

Phones against Corruption project



**Australian
Aid** 



“Phones Against Corruption”



Phones against Corruption project

SINCE JULY 2014

2

ARRESTS



TWO public officials arrested for fund mismanagement of more than 2 million US dollars

5

waiting for
court decision



FIVE cases have been uncovered and waiting for court decisions

250

under
investigation



250 more cases are being investigated

User experience research design

Three aims of user experience research:

1. determine the effectiveness of the pilot;
2. determine whether or not the service should be opened up to the public; and
3. recommend any changes to the service.

User experience research design

Key research question:

What are the experiences of users of the
'Phones against Corruption' project?

User experience research design

Two research methods:

1. a survey conducted by SMS, and
2. a series of group interviews.

Preliminary findings: SMS survey

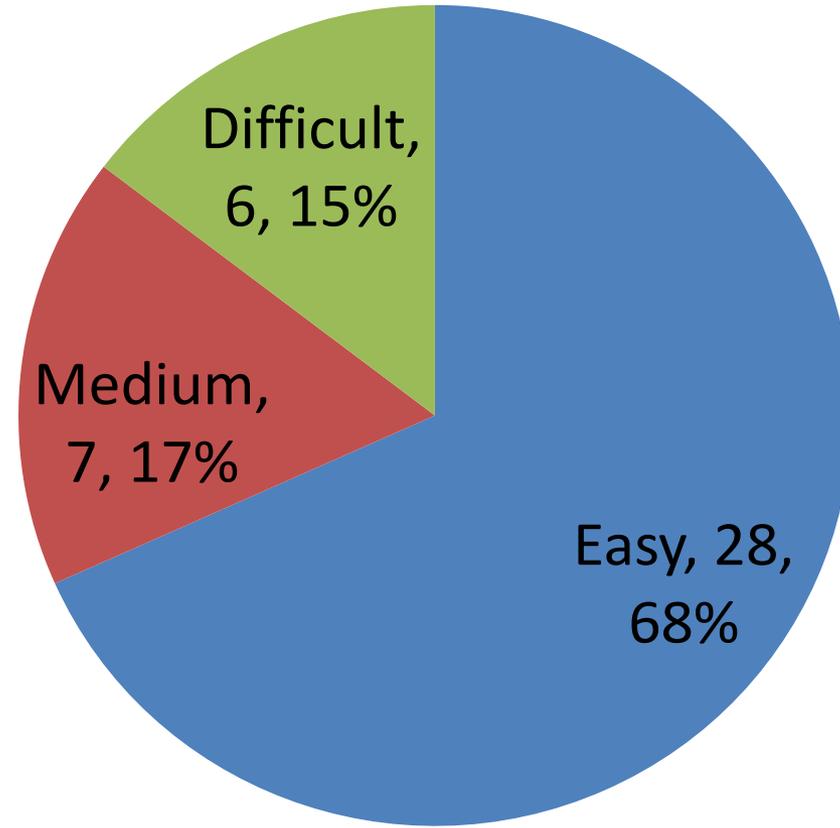


Figure 1: Level of difficulty

Preliminary findings: SMS survey

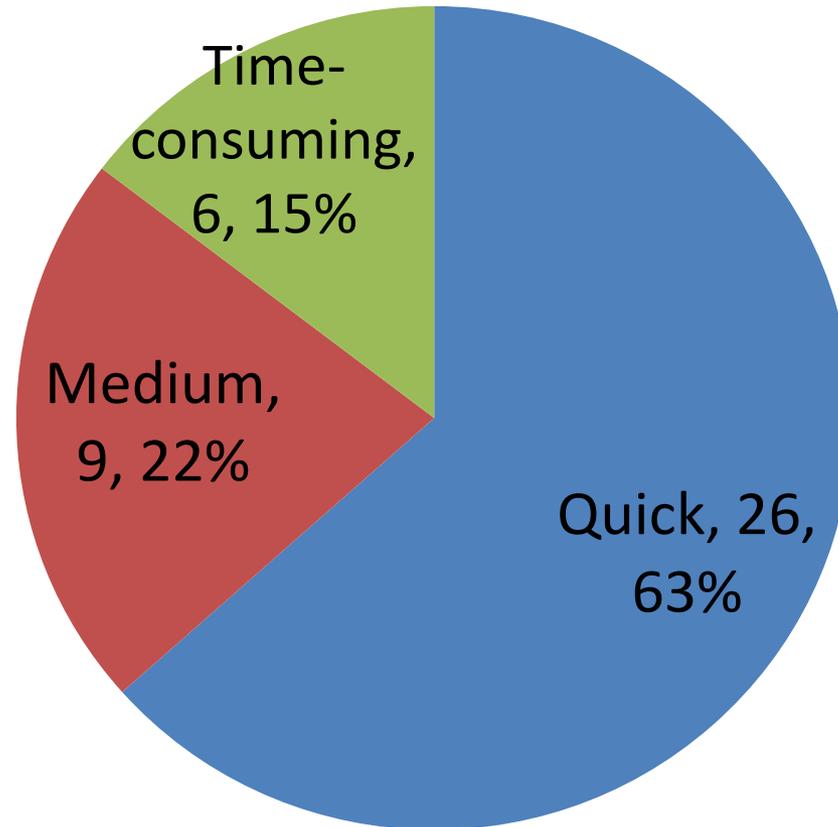


Figure 2: The time it takes to respond to SMS questions

Preliminary findings: SMS survey

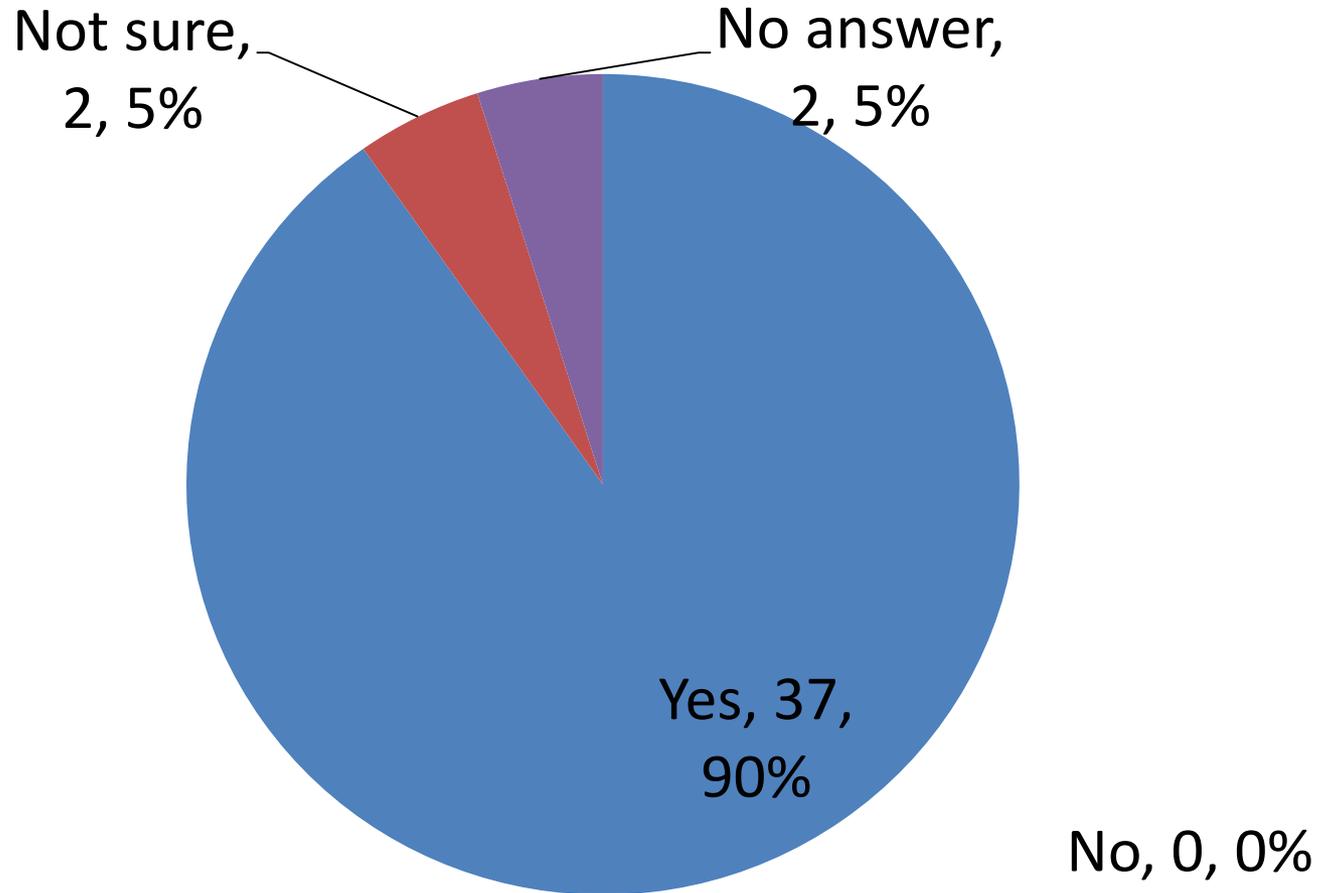


Figure 3: Willingness to use the SMS service again

Preliminary findings: SMS survey

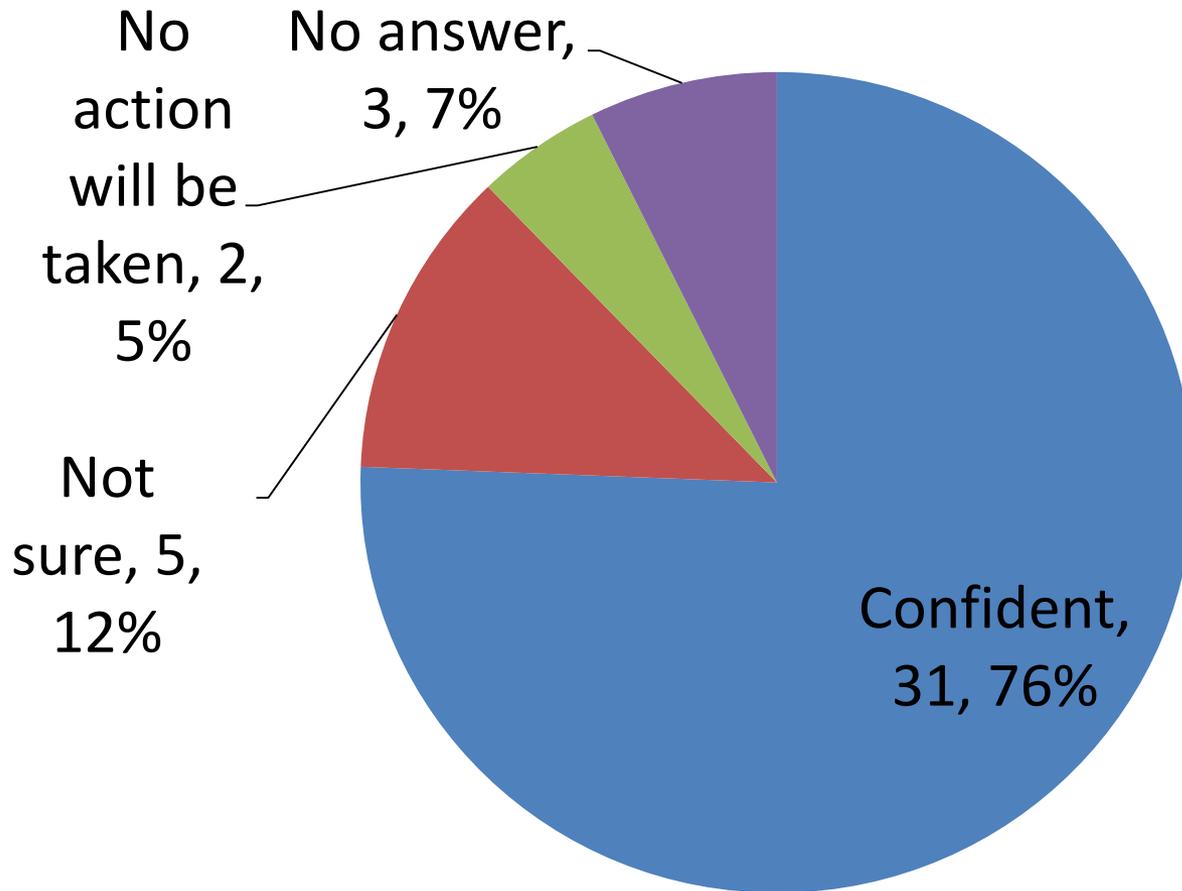


Figure 4: Confidence level regarding action by authorities

Preliminary findings: focus groups

Focus groups completed thus far:

1. Internal Audit & Compliance Division,
2. Province-based DoF staff members,
3. District-based DoF staff members, and
4. District-based DoF staff members.

Preliminary findings: focus groups

Internal Audit & Compliance Division

Effectiveness:

Effective at gathering information, but need to encourage sending of more specific details.

Preliminary findings: focus groups

“And specifically, if they can send the name of the particular company, if they make mention of the name of the person or if they specifically name the amount. Or if they could specifically mention the cheque number, the detail, that really helps us.”

Preliminary findings: focus groups

Internal Audit & Compliance Division

Effectiveness:

Effective at gathering information, but need to encourage sending of more specific details.

Need more resources to investigate cases.

Preliminary findings: focus groups

“A couple of serious cases have been taken up already. And it also places some challenge on us on the part of the resources that we need to put into it, as we are faced with an additional task on our part. ...

Preliminary findings: focus groups

... It will put pressure on the resources that we have in terms of manpower and finance, to really undertake, immediately undertake some of these serious issues that have been SMS-ed through this program.”

Preliminary findings: focus groups

Internal Audit & Compliance Division

Changes to the service:

No changes recommended.

Preliminary findings: focus groups

Internal Audit & Compliance Division

Opening up to the public:

Not yet.

First, repeated awareness within DoF.

Second, extend to other government agencies.

Third, extend to the public at a later date.

Preliminary findings: focus groups

“Looking at the number of SMS coming in, assuming that it’s going to go to public now, you just imagine the, the, the inflow of this SMS that will come in and our capacity to assess, you know what I mean?”

Preliminary findings: focus groups

“It should include other agencies and also, on the other side, we should look at the constraints faced by our officers here. If we agree that it should include other agencies and then we see the number of our investigators here, how can they handle this huge number of...?”

Preliminary findings: focus groups

“When we extend, we have to have a program or an agency that, that will deal with these other issues.”

Preliminary findings: focus groups

“At the moment let’s keep it within finance first and let’s see how effective, and then we can roll it out.”

Preliminary findings: focus groups

Province based staff

- Limited awareness of the service
- No changes recommended

Preliminary findings: focus groups

District based staff

- None had heard of the service
- All were very grateful for it
- Suggested more awareness done at district levels
- High levels of corruption and pressure

Preliminary findings: overall

- Service is working well
- Users find it easy and quick to use
- Users have confidence in the service
- Further promotion within Department of Finance
- Expansion to other government agencies needs to be well planned

Further research

1. More analysis of focus groups completed
2. More focus groups
3. Literature review
4. Drafting of recommendations

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