



Adoption of e-government in Papua New Guinea

PNG Update 2017

Martin Daniel

Divine Word University

Outline

- Research context
- Research problem/question
- Methodology
- Results
- Summary

Research context

- E-government is needed in public agencies to improve service delivery (Singh et al., 2011)
- PNG development plans aim to:
 - provide access to e-government services
 - fully adopt by 2030
- Adoption is slow compared to other countries (Nelson, 2003)
- E-government has not been implemented completely (Manohar, Rao, & Mellam, 2010)

Research problem/question

- Research studies reveal that various factors influence e-government adoption in developing countries (Jumaa, 2013).
- How can factors influencing adoption of e-government in PNG be addressed?

Sub questions

1. What is the state of e-government service implementation?
2. What is the state of e-government service usage?

Methodology (sub question 1)

Theoretical perspective

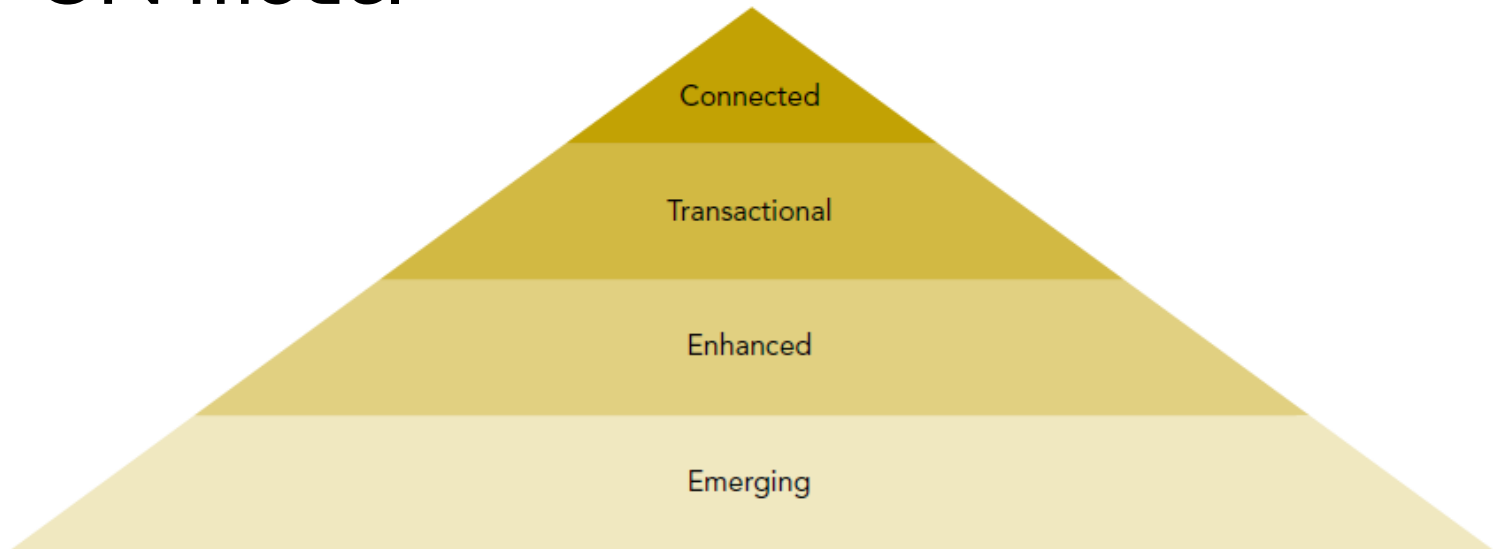
UN e-government model

Research methods

Content analysis (government websites)

Descriptive statistics

- UN model



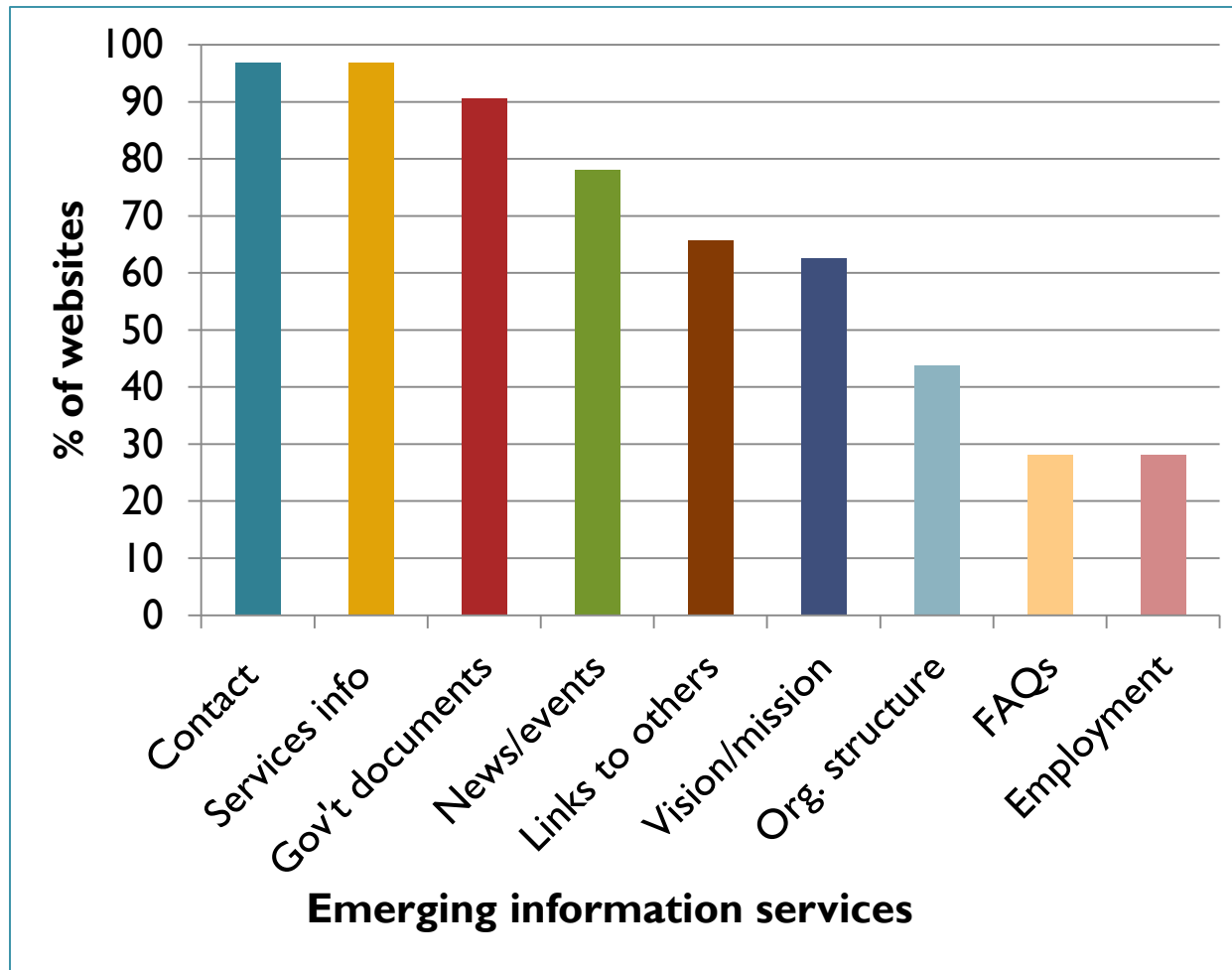
Content analysis: Coding categories

Categories	Items of measure
Emerging	Vision/mission statement, organisational structure, news and events, contact details, frequently asked questions (FAQs), links to other agencies' sites, government documents, services provided, employment details
Enhanced	Search facility, contact form, help and support, sitemap, downloadable forms, multimedia and multi-language support
Transactional	Financial transactions (e.g. payment of bills or fines), non-financial transactions (e.g. Online registration)
Connected	Feedback and polling mechanism, use of social media, discussion forum, chat facility

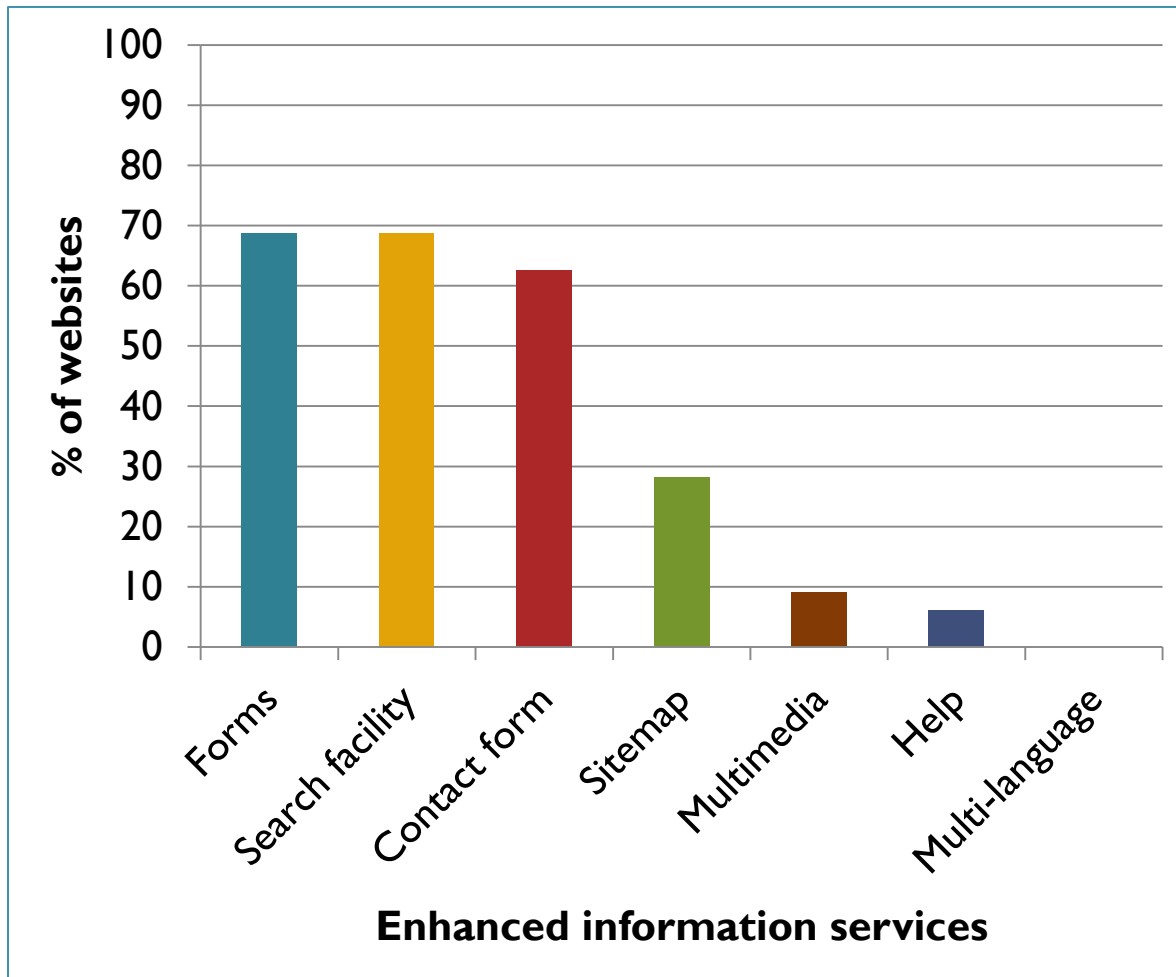
Coding of 32 government websites

	Emerging information services								Enhanced information services							Transactional services		Connected services					
	Vision/mission	Org. structure	News/events	Contact	FAQs	Links to others	Gov't documents	Services info	Employment	Search facility	Contact form	Help	Sitemap	Forms	Multimedia	Multi-language	Non-financial service	Financial service	Feedback	Social media	Discussion forum	Polling	Chat
Immigration & Citizen	0	0	1	1	0	1	1	1	1	1	1	0	1	1	0	0	0	0	0	0	0	0	0
Investment Promotion	0	0	1	1	1	0	1	1	0	1	1	1	1	1	0	0	1	0	0	0	0	0	0
Electoral Commission	1	0	1	1	0	0	0	1	0	0	1	0	0	0	0	1	0	0	0	0	0	0	0
Lands	1	0	1	1	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Internal Revenue Com	1	0	1	1	1	1	1	1	0	1	1	0	1	1	0	0	0	0	1	0	0	0	0
Labour	0	0	0	1	0	0	0	1	0	1	1	0	1	1	0	0	0	0	0	0	0	0	0
Personnel Managemen	1	0	1	1	0	0	1	1	1	1	1	0	1	0	1	0	1	0	0	0	0	0	0
National Fisheries Au	1	1	1	1	1	1	1	1	1	1	1	0	0	1	0	0	1	0	1	0	1	0	0
National Statistics Of	1	1	1	1	0	1	1	1	0	1	1	0	0	0	0	0	0	0	0	0	0	0	0
National Training Cou	1	1	0	1	1	0	1	1	0	1	1	0	0	1	0	0	0	0	1	0	0	0	0
Mineral Resources Au	1	1	1	1	1	1	1	1	0	1	1	1	0	1	0	0	0	1	0	0	0	0	0
Forest Authority	1	1	1	1	0	1	1	1	0	1	0	0	1	1	0	0	0	0	1	0	0	0	0
Customs Service	1	1	0	1	0	1	1	1	0	1	1	0	0	1	0	0	0	0	1	0	0	0	0
Central Supply & Tend	0	1	1	1	1	1	1	1	0	1	1	0	0	1	0	0	0	0	1	0	0	0	0
Tourism Promotion Au	1	1	1	1	0	0	1	1	0	1	1	0	1	0	1	0	0	0	0	0	0	0	0

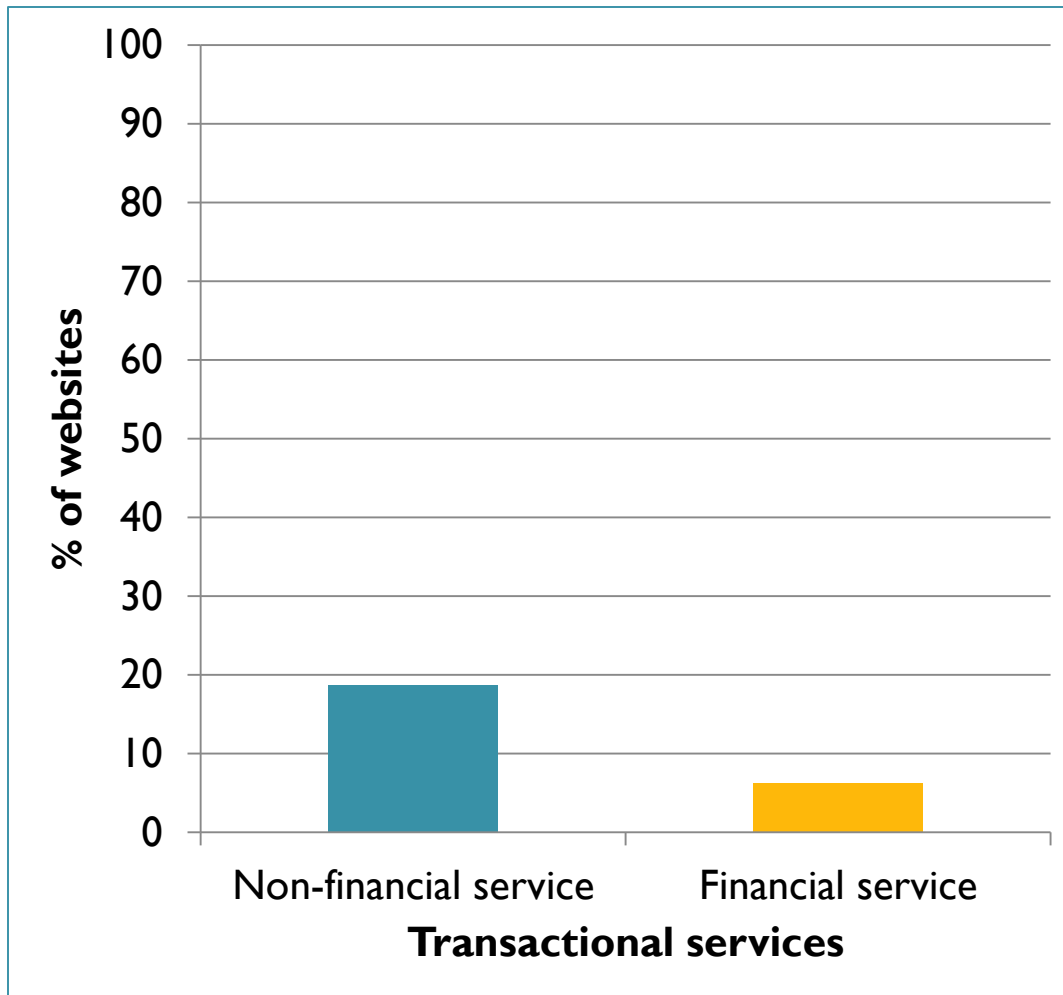
Results: Implementation of emerging information services



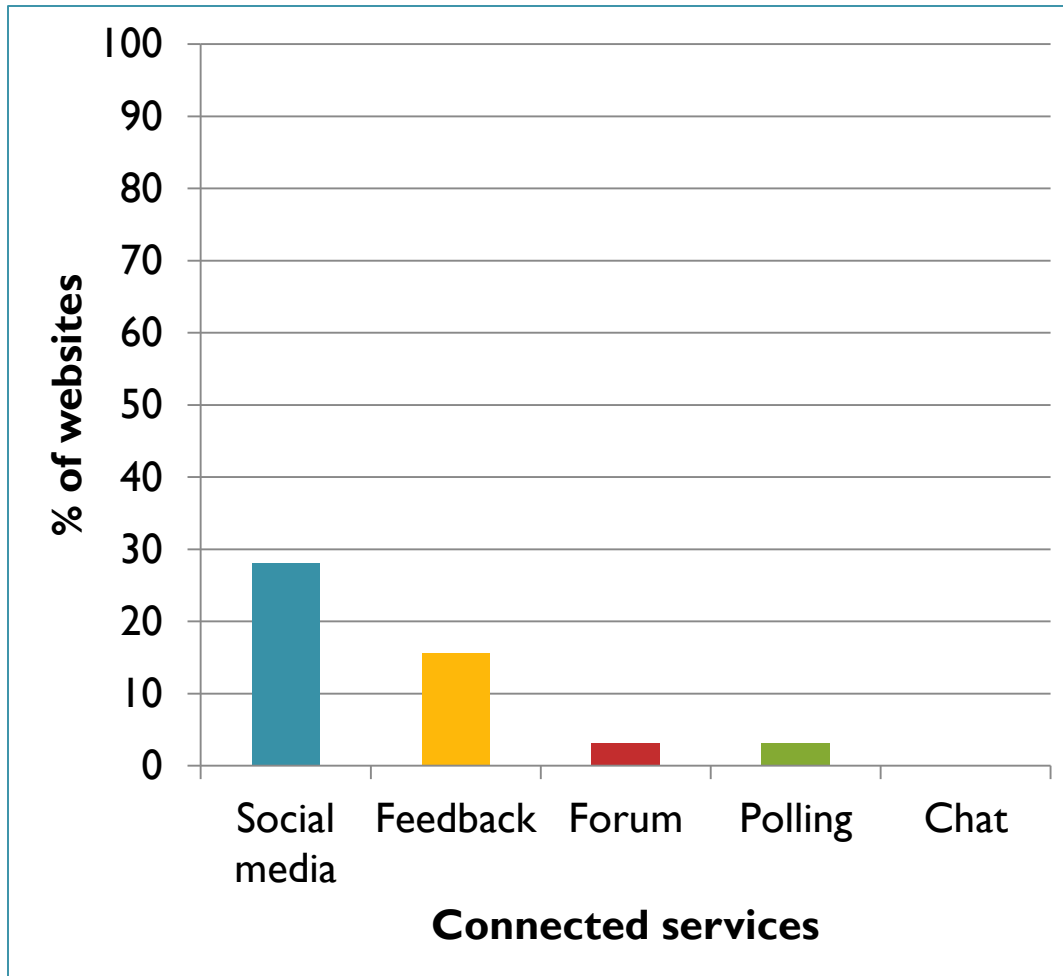
Implementation of enhanced information services



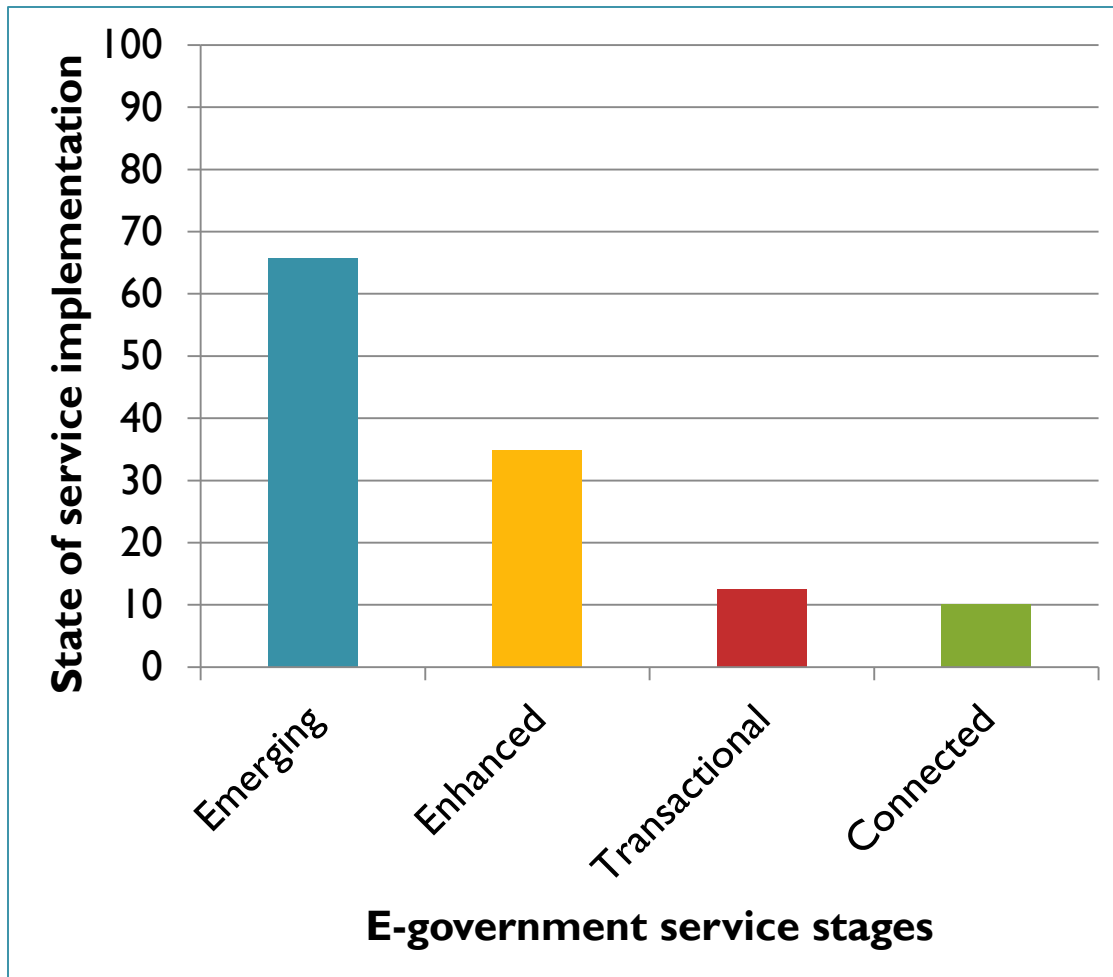
Implementation of transactional services



Implementation of connected services



State of service implementation



Methodology (sub question 2)

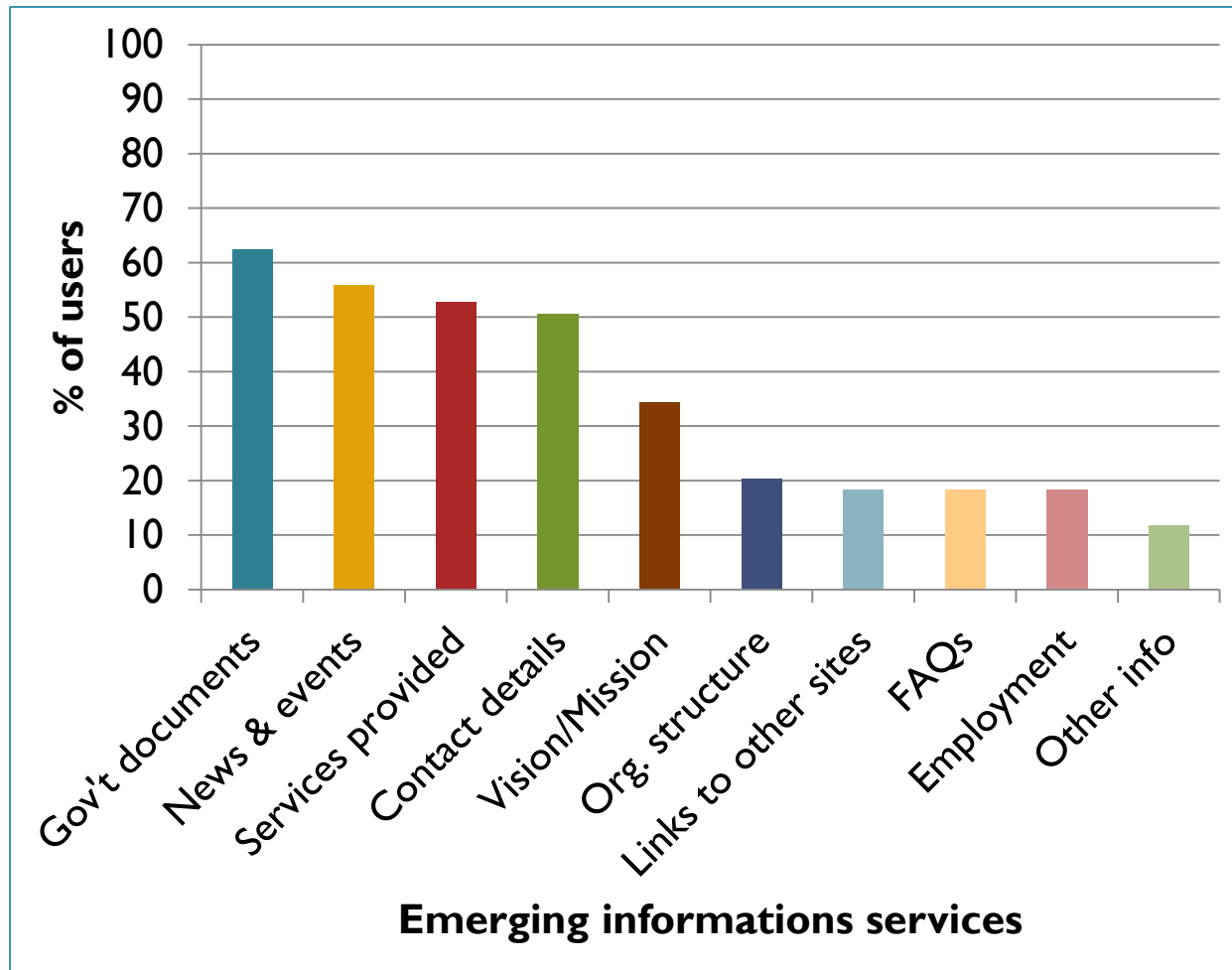
Theoretical perspective	UN e-government model
Research methods	Paper survey (purposive sampling) Online survey (self-selection sampling) Descriptive statistics

- Survey question (95 respondents)

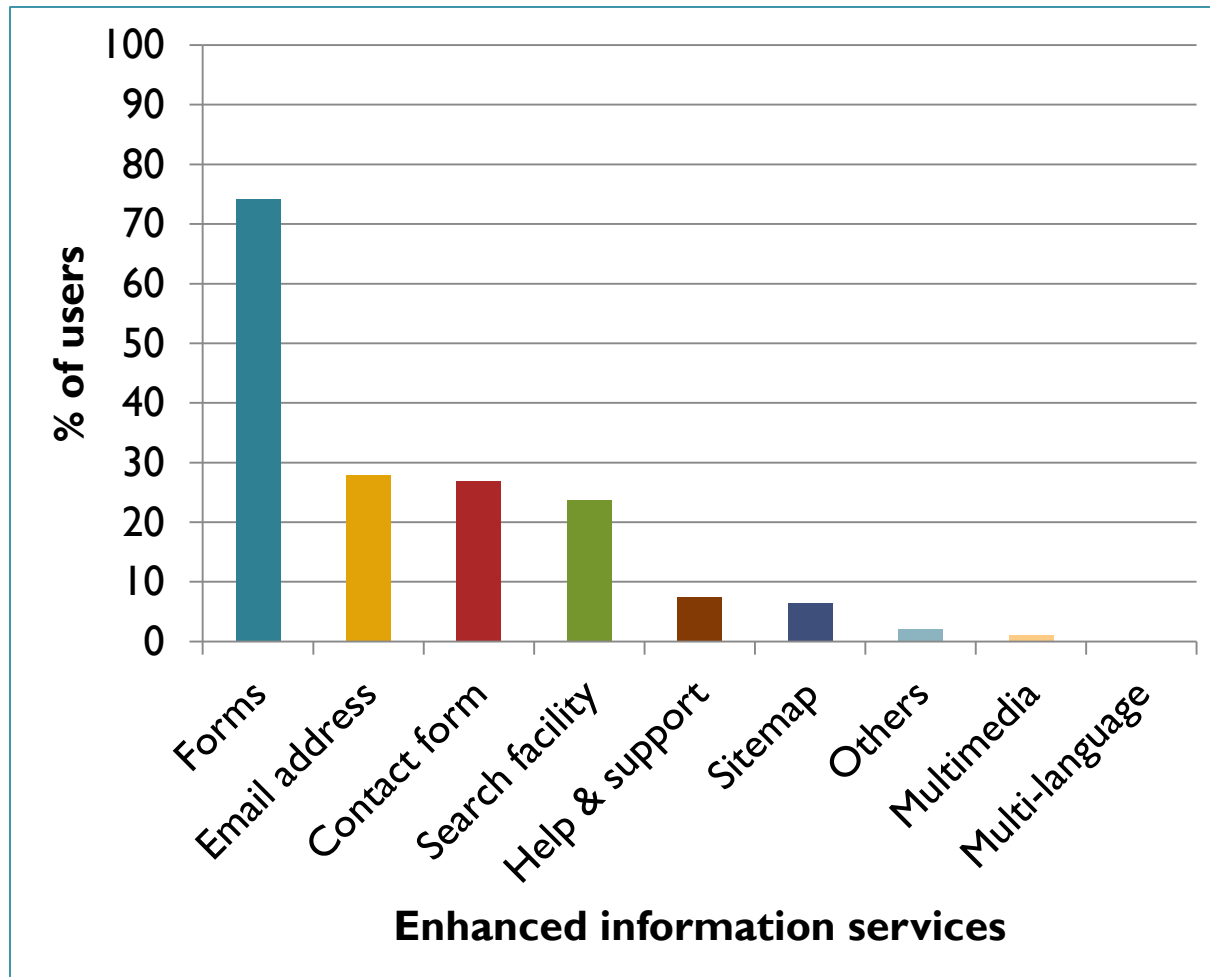
Please indicate what sort of information and services you access/use from government Websites.

- News & events
- Vision/ mission
- Contact details
- Downloadable forms
- Policies
- Plans
- Frequently asked questions
- Employment
- Links to other e-government sites
- Services provided
- Organisational structure
- Site map
- Use feedback form
- Online applications
- search feature
- Contact form
- Help feature
- Discussion forum
- Online chat rooms
- Multimedia (videos & audios)
-
- Other (please, specify _____)

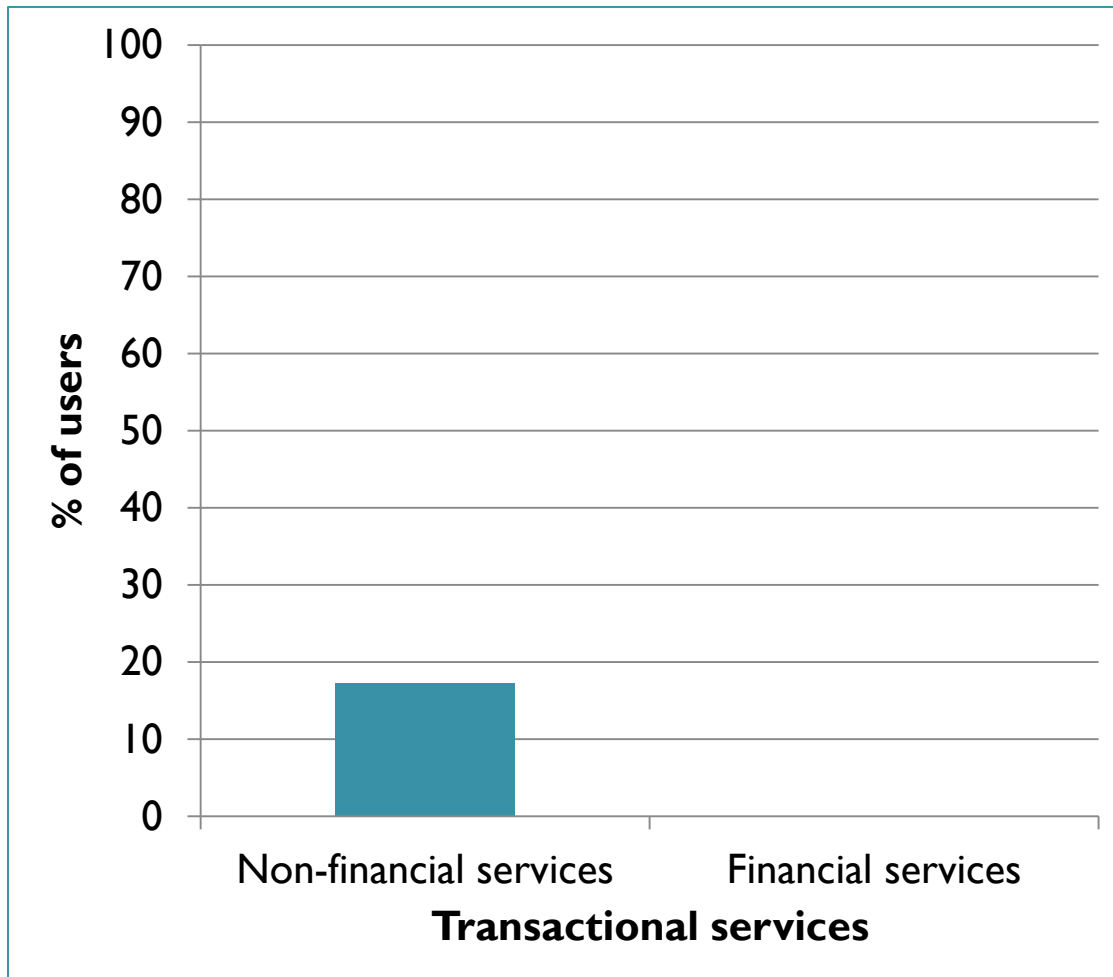
Results: Usage of emerging information services



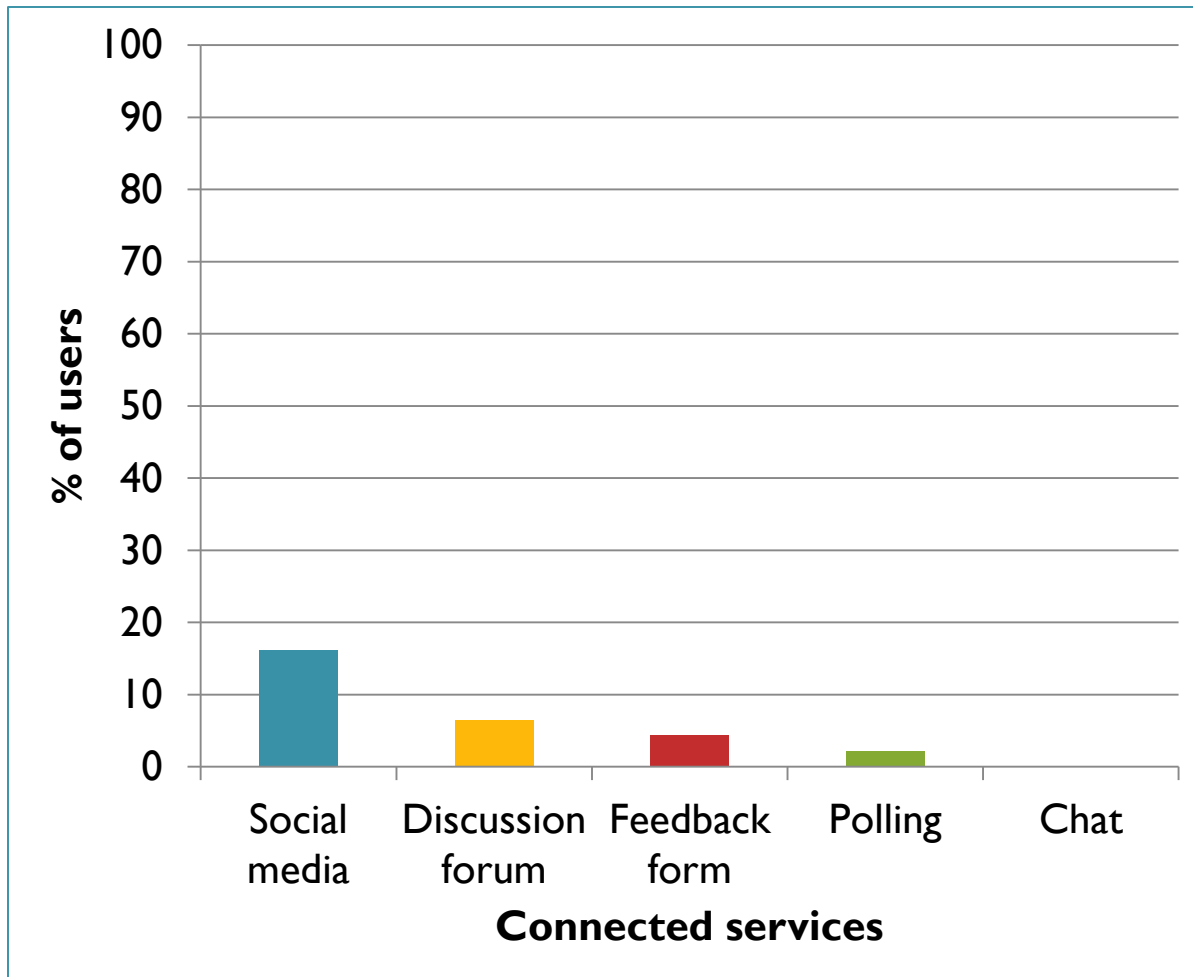
Usage of enhanced information services



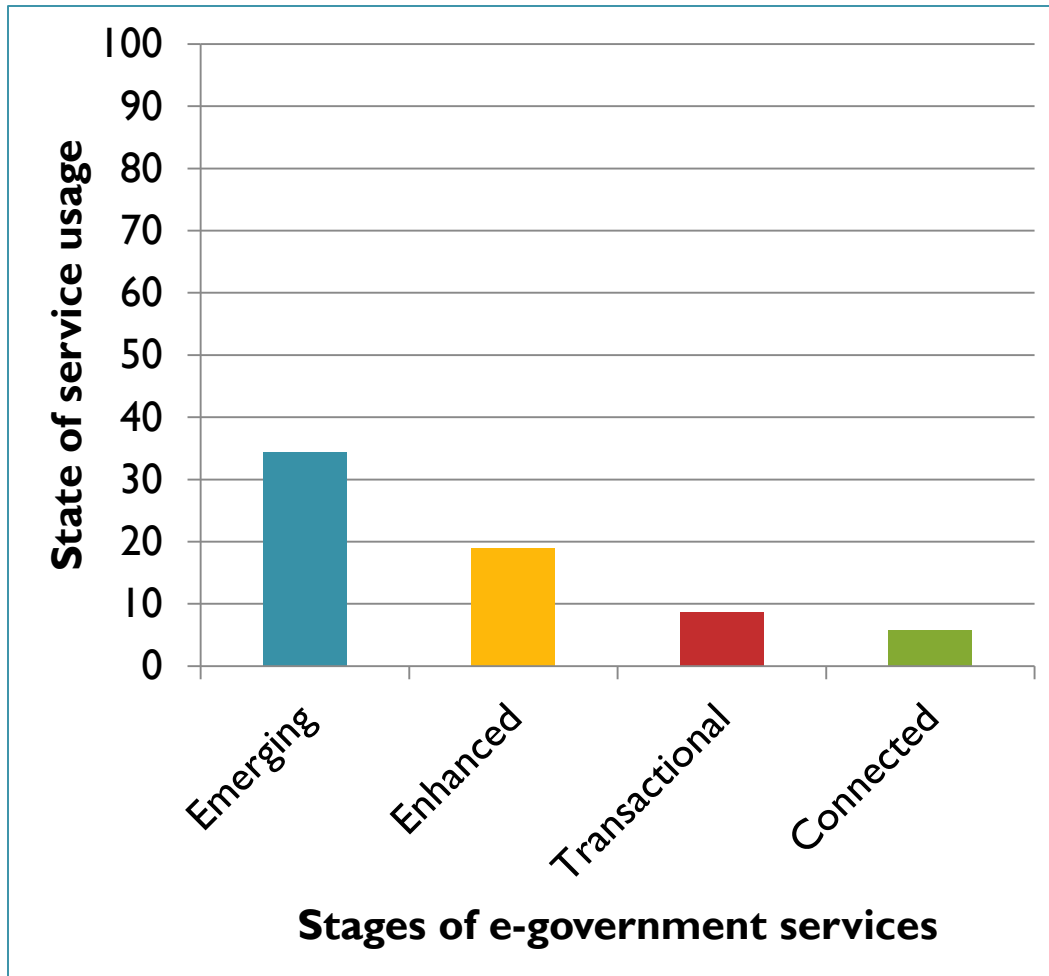
Usage of transactional services



Usage of connected services



State of service usage



Summary

- Implementation is mainly operating at a basic level
 - Fewer sites are providing transactional and connected services
 - Potential for many of them to provide more advanced services,
- Service usage is also operating at a basic level
 - Fewer users are accessing the limited transactional and connected services,
 - Great potential for more users to access advanced services
- Level of adoption could be affected by various influential factors

End of Presentation

- Questions or comments?