

Appendix : E-Government Survey Questionnaires

Gentlemen,
Greetings,

I am a post-graduate student at the Sudan University of Science and Technology (SUSTECH) and I'm working toward achieving a MS. degree in Software Engineering. As a part my dissertation, I am conducting a research project survey and hence, I invite you kindly to take part in it.

This study focuses on the "Proposing Model for the implementation of E-government system in Somalia".

also it also tries to determine the obstacles of Applying e-Government.

This survey has two sections (about 50 questions), and it will not take about 5-10 minutes of your time.

The researcher aims to study of the "Proposing Model for the implementation of E-government System in Somalia".

kindly answer the following questionnaire developed signal in fields that are compatible with your opinion , with Please leave the fields blank in the absence of an answer, note that all the answers will be treated with absolute confidentiality and will be used for research purposes only , so please answer accurately and objectively because the results depend on it .Your corporation is highly appreciated and will contribute to the success of this study. If you have any questions or concerns, please contact me at my email: engineersom@hotmail.com / abdisataar114@hotmail.com

With thanks for your cooperation and your response in this important study.

Abdisatar Arabow Ibrahim Nor
Researcher at Sudan University of Science and Technology

PART- ONE:

Personal information about the study population

1. **Please indicate your gender ?** : Male Female

2. **What is your age?**

- 1. Under 18.
- 2. 18-24.
- 3. 25-29.
- 4. 30-44.
- 5. 45-54.
- 6. 55 and older.

3. **What is your occupation?**

- 1.

4. **What is your educational background?**

- 1. High school & below.
- 2. Diploma.
- 3. Bachelor.
- 4. Higher Education (postgraduate qualification).
- 5. No education

5. **What is your nationality?**

- 1. Somali.
- 2. Others.

6. **How often do you use the Internet?**

- 1. Daily.
- 2. Two or three times a week.
- 3. Once a week.
- 4. Two or three times a month.
- 5. Once a month.
- 6. Less than Once a month.

7. How many years have you been using the Internet?

1. 1 – 6 months.
2. 7 – 11 months.
3. 1 – 2 years.
4. 3 – 4 years.
5. More than 4 years.

8. What is the purpose of using Internet ? (please tick all that apply)

1. Email.
2. General Information Search.
3. Shopping online.
4. Entertainment.
5. Social Networks.
6. Education.
7. Government Services online.
8. Other.

9. How often do you use the Internet?

1. Every day.
2. Several times a week.
3. Several times a month.
4. Once a month.
5. Never.

10. Years of practical experience.

- 1- Less than 3 years. 2- From 3 to below 5.
3- From 5 to 7. 4- More than 7 years.

11. Have you ever used any of Somali e-Government Services ?

1. Yes
2. No.

12. How do you describe your general computer knowledge?

1. Very Poor
2. Poor
3. Moderate
4. Good
5. Very Good

PART- TWO:

Somali e-Government implementation project.

Please indicate the extent to which you agree or disagree with the following statements, in the context of the e-government project you are or have been associated with and tick on any one of the alternatives given below. The following statements provide an indication of attitudes towards the use behavior of the Somali e-Government implementation project.

If you strongly agree with the statement, choose (Strongly Agree) and if you strongly disagree with the statement choose (Strongly Disagree etc.).

Explanation in brief: The following statements aim at capturing the factors that affects the adoption of e-government system in Somalia(factors driving change like, Adoption of E-government, citizen expectation , new technology, security issues, perceived value, implementation of the e-government project etc.) on e-governance in general and the e-government project you are associated with, in particular.

S.No.	Particulars	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
EASE OF USE						
1.1	Learning to operate the e-government system is easy for me.					
1.2	I would find the e-government system easy to use if I got suitable training.					
1.3	Overall, I believe that the online government system is easy to use.					
1.4	I find it difficult to use the e-government services due to lack of information and awareness campaigns.					
1.5	It is easy for the internal stockholders (employees etc..) to adopt the e-government process.					
1.6	It is easy for me to become skilful in using the e-government system.					

S.No.	Particulars	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
TRUST						
2.1	The extent of reliability (technical/commercial) of the project is high.					
2.2	The E-Government project must increase the level of trust among the citizens.					
2.3	Citizens' trust, leading to adoption and use of e-Government systems.					
2.4	Trust on the government, perceived usefulness and perceived quality of the e-Government services.					
2.5	The trust in technology will positively influence the trust in e-Government services.					

S.No.	Particulars	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
ATTITUDE						
3.1	Increased level of citizen's comfort with the electronic medium is driving e-government.					
3.2	E-government requires change in the attitude and mindset of the government which is a big challenge.					
3.3	Culture of civil services/bureaucrats is a critical success factor for e-government.					
3.4	Using the E- government system would be a good idea.					
3.5	Using the E- government system would be a pleasant experience.					

S.No.	Particulars	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
AWARENESS						
4.1	Lack of technology awareness among citizens.					
4.2	The E-Government project must increase the level of awareness for all citizens about e-Government project, through developmentally appropriate programs.					
4.3	Awareness is a critical factor to the success of e-government, from a number of perspectives.					
4.4	There is a lack of awareness and usage of e-governance among female.					
4.5	Increased awareness of rights of civil society and obligations of government.					
4.6	lack of awareness of e-government services.					

S.No.	Particulars	Strongly Disagree	Disagree	Uncertain	Agree	Strongly Agree
SECURITY ISSUES						
5.1	I am satisfied with the security and privacy measures provided with the e-government system.					
5.2	I believe that security is very important to increase citizens trust in e-government service.					
5.3	The privacy and security of personal information issues should be initiated from the very beginning of e-government initiative.					
5.4	E-government consider security and privacy as one of the key challenges for the implementation of an e-government system.					
5.5	The e-Government project must increase the level of security and confidentiality.					
PERCEIVED VALUE						
6.1	Online government system would enable me to access government information and services when I need them - 24 hours/day, 7 days/week.					
6.2	Using the e-government system will enable me to accomplish tasks more quickly.					
6.3	Overall, the e-government system is useful to me and other citizens.					
6.4	Using e-government system saves me time doing the rational paper process.					
6.5	ICT (Information & Communication Technologies) is a tool for achieving better governance.					
6.6	E-Government project has resulted in substantial cost savings (Infrastructure, operational, personnel cost) to the government.					
ADOPTION						
7.1	I predict using the e-government system in the future.					
7.2	I plan to use e-government system in the future.					
7.3	I intend adopting e-government system in the future.					
7.4	The adoption e-government has the potential to provide service to citizen as lower cost.					
7.5	e-government adoption refers to the intention of citizen to use e-government information service.					

END

Thank you for your time