

Appendix C

E-Government Survey Questionnaire

E-Government Questionnaire of User Perceptions and Attitudes

The following questions are designed to gauge your perspectives on the increasing use of e-government for information and service provision by government in general.

For this survey, the phrase “e-government” refers to government agencies’ use of the Internet and other information technologies. This includes such things as making information available to the public on web sites, improving communication between government agencies, and allowing people and business to conduct government business on-line, e.g., renewing a driver’s license, filing taxes, or other transactions. Before we begin the survey please note your job title and or profession on the line below.

Please mark an (x) in the column that most closely approximates your response.

1. How familiar are you with “e-government”?

Very familiar	
Fairly familiar	
Just somewhat familiar	
Not at all familiar	
Not sure	

2. Overall, what effect would you say e-government is having on the way government operates?

Very positive	
Somewhat positive	
Neutral	
Somewhat negative	
Very negative	
Not sure	

3. And, looking ahead three to five years what effect do you think e-government will have on the way that government operates?

Very positive	
Somewhat positive	
Neutral	
Somewhat negative	
Very negative	
Not sure	

4. In your view, how high a priority should it be for government to invest tax dollars in making information and services available over the Internet?

Very high priority	
High priority	
Medium priority	
Low priority	
Very low priority	
Not sure	

5. In order of importance, with 1 being the most important and 4 the least, rank the priorities listed below for government web sites. Note: none of the priorities should have the same value assigned.

Make them easier to use and understand	
Make them more secure for conducting business	
Make it easier to find the web site you need	
Expand web sites to include more information and services	

6. In order of importance, with 1 being the most important and 4 the least, rank the priorities listed below for government web sites. Note: none of the priorities should have the same value assigned.

Protecting users' privacy	
Providing access for disabled users	
Providing services/information in a language other than English	
Providing an opportunity to speak directly with a public servant	

7. Reading from the following list of potential positive things that may result from e-government, rank the importance of the listed items on a scale of 1 to 4, with 1 being most important and 4 the least important. Note: none of the items should have the same value assigned.

Greater public access to information	
More convenient government services	
Government that is more accountable to its citizens	
More efficient and cost-effective government	

8. The table below lists the potential negative things that may result from e-government. Please indicate how big a concern each one is to you on a scale of one to ten. A “10” means that you are extremely concerned, and a “1” means that you are not concerned at all. You may use any number from one to ten.

Government employees misusing personal information	
Government becoming more impersonal	
Hackers breaking into government computers	
It will become harder to get an answer	
Less personal privacy	
People without Internet access would get less government service	

9. Would you favor or oppose e-government as the primary means for obtaining information and services from government? Please mark an (x) in the column that most closely approximates your response.

Strongly favor	
Somewhat favor	
Somewhat oppose	
Strongly oppose	
Not sure	

10. For statistical purposes would you please identify which gender and age group you belong to. Please place an (x) by the appropriate gender designation and age group.

Female	
Male	
18-24	
25-29	
30-34	
35-39	
40-44	
45-49	
50-54	
55-59	
60-64	
65-69	
70-74	
75 and over	

Thank you for participating in the survey.