



ADDIS ABABA UNIVERSITY

COLLEGE OF NATURAL AND COMPUTATIONAL SCIENCES

SCHOOL OF INFORMATION SCIENCE

**EVALUATION OF THE PUBLIC VALUE OF E-GOVERNMENT
SERVICES IN ETHIOPIA: CASE OF COURT CASE
MANAGEMENT SYSTEM (CCMS)**

By

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ADDIS ABABA, ETHIOPIA



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A Thesis Submitted to School of Graduate Studies of Addis Ababa University in
Partial Fulfillment of the Requirements for the Degree of
Master of Science in Information Science

By: Alemayehu Tsegaye

Advisor: Lemma Lessa (PhD)

June 2018

Addis Ababa, Ethiopia



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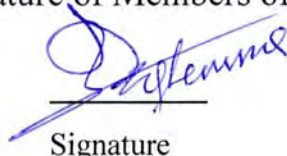
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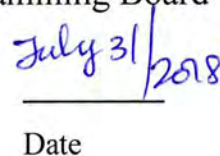
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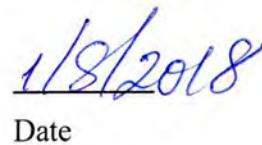
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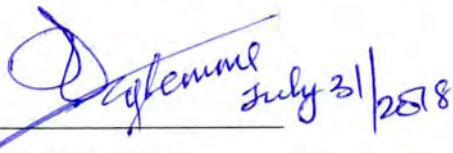
Declaration

This thesis has not previously been accepted for any degree and is not being concurrently submitted in candidature for any degree in any university.

I declare that the thesis is a result of my own investigation, except where otherwise stated. I have undertaken the study independently with the guidance and support of my research advisor. Other sources are acknowledged by citations giving explicit references. A list of references is appended.

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Alemayehu Tsegaye

This thesis has been submitted for examination with my approval as university advisor.

Advisor's Signature:  _____
Lemma Lessa(PhD)

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Abstract

Electronic government (e-government) refers to the use of information and communication technologies to help public organizations more accessible, productive, responsive and responsible. Extant studies confirmed that organizations granted trust and goodwill from the public or the customer through the e-government services delivery seeing that the public value is settled. However, research conducted in this area focused on the initiatives, sustainability, and success of the e-government project. Although the public value of e-government services is the emerging concept and it requires adequate research, in the knowledge of the researcher, there is no research conducted in Ethiopia. The objective of this study is to evaluate the public value of e-government services and to identify challenges associated with it. Specifically, it aims to identify the evaluation framework from extant literature, assess the status of e-Government services public value, find the challenges associated with meeting the public value of the e-government services in Federal Supreme Court and forward possible recommendations to address challenges associated with e-government services in attaining public value. To achieve these objectives, both qualitative and quantitative methodologies were employed on survey data. Both quantitative and qualitative findings were triangulated for better investigating the public value of e-government services. The revised framework consists of three main dimensions: (i) delivery of quality public services, (ii) the effectiveness of public organizations, and (iii) achievement of socially desirable outcomes were applied for evaluation. The response from 35.77% respondents confirms that quality public service delivery achievement but 64.23% disregarded. The answer from 33% participants revealed that the public organization is effective despite 77% respondents not accepted. The reaction from 25% participant assured that socially desirable outcome is achieved through e-government services while 75% said not. In general, 31.25% respondents agreed on public value of e-government services achievement whereas the rest 68.75% said it is not achieved. This leads to the development of some specific recommendation for improving the public value of e-government in FSC. The study has a contribution to the e-government services public value research domain from both the theoretical and practical perspectives. From the theoretical perspective, it demonstrates the applicability of the concept of public value for evaluating the performance of e-government. From the practical perspective, it presents an investigation of the public value of e-government. Such an investigation provides the stakeholders with a realistic assessment of the overall performance of e-government in FSC. It helps to the development of some specific recommendations for enhancing and improving the public value of e-government. Such findings are not only significant for the continuous development of e-government services in FSC but also for meeting the expectation and demand of the customers.

Keywords: e-Government, public value, revised framework

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List of Acronyms

CCMS	Court Case Management System
E-Government	Electronic Government
EOTF	Environmental Organizational Technological Framework
FSC	Federal Supreme Court
ICT	Information Communication Technology
PV	Public Value
QI	quality of information
DS	delivery of services
CFS	citizen focused services
EPO	efficiency of public organizations
ASDO	achievements of socially desirable outcomes
OPO	openness of public organization
RPO	responsiveness of public organization
ESD	equity service delivery
TS	trust in services

CHAPTER ONE

INTRODUCTION

1.1. Background

Information Communication Technology (ICT) is playing a vital role due to the advancement of computers and communication technologies (Siau & Long, 2006). These days, ICT is used to advance the competence, effectiveness, intelligibility, and accountability of public sectors (Rana et al. 2011). According to Rana et al. (2011), e-government is the use of Information Communication Technology (ICT) to advance service delivery to customer/citizen.

The development of information communication technology (ICT) and its application brought significant changes in public sectors; which coupled with new methods in delivering services at all levels that includes citizens, business and government bodies with the purpose to deliver an efficient and effective management of information, providing better services and transparent to the community (Hien, 2014). Therefore, the government is responsible to establish a suitable environment for delivery mechanism of information/ services so that citizen can obtain information without visiting the public sector. Hence, services that the citizen or customer receives from the public sector needs to meet their expectation, if not, they complain and refute services. For its full utilization, e-government implementation needs changes at the government and cultural levels. The e-government challenge of changing culture is the hardest process to handle since it involves people and their attitudes (Akman et al., 2005).

Hien (2014) explained that e-service offers service providers a great potential and opportunity to develop and improve their governance and customer satisfaction. The electronic governance improves information/ service delivery using ICT and encourages citizen participation in the decision-making process. Furthermore, e-service makes government more accountable, transparent and effective. Based on this dimension, the transmission of information and delivery of service must be more optimal and effective (Wang & Liao, 2008; Hien, 2014).

According to Kašubienė & Vanagas (2007), the expectations of citizens have increased that public sectors will provide services similar to that of commercial sector with the same effectiveness and efficiency. Therefore, the transition from traditional government style to e-government is not only desirable for citizens but also creates advantages for the government as well. Extant studies show that the transition from traditional government style to e-government created a reasonable benefit for both government and citizen. It changes the fundamental relationship between government and citizen. E-government contributes to the functioning of democracy by the online provision of government information for online debates and opinion poll (Kašubienė & Vanagas, 2007). Therefore, e-government becomes one of the most important parts of government strategies to communicate and to make its national agendas more participatory.

The potential of e-government in developing countries remains largely unexploited. Even though, ICT is believed to offer a considerable advantage for the sustainable development of e-government. However, different human, organizational and technological factors, issues and problems requiring focused studies and appropriate approaches in the developing countries. ICT is referred to as enabler but on the other hand, it is regarded as a challenge and a threat since public or private organizations that ignored the potential value and use of ICT may suffer from fundamental competitive disadvantages. Nevertheless, some e-government initiatives have flourished in developing countries, e.g. Brazil, India, China, etc. The experience from these countries show that governments in the developing countries can effectively utilize the benefits of ICT, but e-government success demands certain unique conditions, needs and puts obstacles. The adaptive challenges of e-government go far beyond technology that requires organizational structures and skills, new forms of leadership, the transformation of public-private partnerships. Therefore, governments in developing countries should set strategy to alleviate challenges and grasp the ample benefits (Ndou, 2004).

Currently, in Ethiopia people are facing challenges in using e-government services; the availability, consistency, and accessibility are some of the challenges explained (Almarabeh & AbuAli, 2010). E-government involves the use of information communication technologies (ICT) which are functional 24/7 with greater availability and accessibility (Kašubienė & Vanagas, 2007; Sigwejo, Bytheway, & Pather, 2013). So that, citizen and customers are capable of obtaining information at minimum cost might be without visiting the organization.

The motivation resides in the identification and evaluation of the public value of e-government services in the FSC. It helps to identify the achievement of socially desirable outcomes, the effectiveness of the public organization, and quality public services delivery (Karunasena, 2012). Therefore, results from the study help the public organization to foster its future existence.

1.2. Statement of the Problem

Citizens perform frequent interactions with public agencies throughout their life (Aichholzer, 2004). However, public sectors' service delivery quality affects the lives of citizens. Extant literature explained that service quality is a significant factor in decision-making, the costs, and efficiency in which the business could be lope. E-government services use information communication technology to enable and improve the efficiency by which government services and information provided to citizens, employees, businesses, and government agencies (Carter & Belanger, 2004).

Karunasena & Deng (2011) explained that the lack of awareness towards e-government initiatives might have resulted in failed e-government projects, so the citizens need to be aware of the value of e-government. In line with this, investing in electronic development activities reduce the digital divide among citizens, and it would significantly improve the public value creation (Karunasena & Deng, 2009; Karunasena & Deng, 2011). The concept of public value refers to achieve collectively desired social outcomes. The government recognizes that public value indicates accountability and responsibility to achieve the intended objective. Therefore, the public value is the value that is inspired communally by the public rather than individually by clients (Alford & Hughes, 2008).

Karunasena & Deng (2009) explained that the effectiveness of the public organization is a key indicator of public value created through e-government services. O'Flynn (2007) described that public value as a reflection of communally articulated, politically reconciled preferences consumed by the citizen, which is created not only through the result of the public organization but also through processes that can generate trust or fairness. The operations quality public service programs including e-government initiatives are to create value for citizens. However, citizens derive value from their personal consumption (O'Flynn, 2007; Karunasena & Deng, 2009; Karunasena & Deng, 2011; Karunasena, 2012).

Currently, governments allocating a great deal of budget (Ha, 2016), setting ambitious goals, and running e-government programs for implementation of electronic services delivery in public sectors (Aichholzer, 2004). Measuring progress in e-government programs widely practiced and used as a key instrument to motivate implementation efforts through a sense of competition (Aichholzer, 2004). However, the post-implementation assessment depicts the achievement of objectives (Karunasena & Deng, 2009). Moreover, most reviewed articles overlooked evaluating the achievement of the public value of e-government in the post-implementation assessment of e-government projects in the Ethiopian context. Evaluating the public value of e-government services help to identify drawbacks in services provision, it assists to categorize the expectations of customers, and test the achievements of socially desirable outcomes. Therefore, evaluation of the public value supports organizations to keep in which the public require the organization. Consequently, the organization develops goodwill, reputation and recognition that help to obtain support that assists its business continuity for which it had been established (Gupta & Jana, 2003).

The e-government research in Ethiopia, had focused on the initiatives (Belachew, 2010), acceptance (Lessa, Negash, & Amoroso, 2011), success (Lessa, 2015) and sustainability (Lessa, Belachew, & Anteneh, 2011; Lessa, 2015), development and issues (Pathak et al., 2008) of its project. Accordingly, the public value of e-Government services need to be studied (Gupta & Jana, 2003; Karunasena & Deng, 2009; Scott, DeLone, & Golden, 2015; Kamau & Wausi, 2015; Ha, 2016).

There is no research conducted on “Evaluation of e-government services public value: cases from the court case management system in Ethiopia”. The public value help the public organization like FSC to develop reputation through delivery of services that meet the expectation of the customer. Court Case Management System is one of the oldest e-government projects that had been implemented in the early 2000s. CCMS comprises different services integrated like online registration using website, free call, e-filing, online video supported court (video conference) services in different regions at selected towns, and evaluation of service delivery. Hence, CCMS represent e-government and this study will focus on the evaluation of e-government services of public value in Federal Supreme Court. The research identify the drawbacks in e-government service delivery of FSC and the current status of the e-governt.

1.3. The research questions

The research question that will be answered by conducting this study is:

- a) To what extent are the public values addressed by the e-government services in Federal Supreme Court?
- b) What are the challenges in relation to attaining the public values sought by the e-government services in the Federal Supreme Court?

1.4. Objective of the study

1.4.1. General objective

The general objective of this study is to evaluate the public value of e-government services and challenges associated to it in Ethiopia through a case of court case management system (CCMS) in Federal Supreme Court.

1.4.2. Specific Objectives:

- To identify evaluation framework from extant literature that help to measure public value of e-government services.
- To identify current status of e-Government services in meeting the public value
- To forward possible recommendations for stakeholders intervention to address challenges associated with e-government services in attaining public value expected

1.5. Significance of the study

The court in its very nature faces challenges from customers with regard to efficiency in its customer handling. People complain services even though how far the system tries to solve complains and put justice for all as far as judiciary system is concerned. Once and for the most way out of grumble, the Supreme Court had installed e-services, which help the customer or citizen who needs legal advises. This study was conducted to evaluate the public value of those e-government services delivered. Therefore, it had presented findings that could help the management include it in the strategic plan to devise solution. The practical significance of this study is achieved when service delivered meet the expectation of customers. The theoretical significance can be attained through the commitment of

organization to arrange and expand the existing services delivery mechanisms in relation to the e-government services public value. The public organization's ultimate goal is to create value for the customer; so that this study gives emphasis to the public value of e-government services.

1.6. Scope of the study

Nowadays, the increasing pressure on accountability enforces evaluating the effectiveness of e-government services. Existing studies revealed that accurate and relevant information with an appropriate level of detail distributed in a timely manner is critical for creating the public value of e-government.

The proposed study explored the public value of e-government services provision in public organization above mentioned. This study is delimited to Federal Supreme Court. The researcher primarily, considered CCMS at Federal Supreme Court because courts are among those public sector institutions with extensive complains from the citizen, and the e-government is there to address the problem, which has been in operation for nearly two decades.

1.7. Organization of the Thesis

This Thesis is organized in five chapters. Chapter 1 introduces the background of e-government, e-government services public value practice and Court Case Management System. The chapter also includes the statement of the problem, research questions, and research objectives, significance of the study and scope of the study. Chapter 2 is about Literature review. It discusses what the extant literature had about the concepts like e-government services, e-government services public value and public value. Based on the works done by other the research gap and the way forward of the research explored and discussed in this chapter. Chapter 3 describes the research design and methodology used. Thus, the chapter includes research design, the source of data, sampling technique, research population, data collection methods, pilot study, validity, reliability, Statistical data analysis and ethical consideration. Chapter 4 is all about the analysis of collected data, interpretation, and discussion based on the significance of the key findings in order to answer the research question. Finally, chapter 5 concludes the thesis. This chapter revisits the research questions to confirm what has been accomplished in this research. It presents a summary of the research findings, the contribution of the research and discusses the limitations of the research. Some suggestions for further research in this domain are also presented.

CHAPTER TWO

LITERATURE REVIEW

2.1. Introduction

The chapter is organized as an overview of e-government, various e-government performance evaluation methodologies with a specific focus on evaluating the public value of e-government in relation to the theory of public value, sources of public value creation, and review of related works. The need for evaluating the public value of e-government services in FSC is then discussed. Finally, a summary of the literature reviewed is presented.

2.2. E-Government

The information communication technology brought remarkable changes in the lifestyle of human beings. Currently, citizen and customers want to obtain information/services from government or service providers easily with minimum cost in the shortest time. Therefore, government and service provider agencies have to establish customer focused systems in order to meet their objectives. Governments all over the world thrive to establish e-government that targeted to improve the satisfaction of citizens, business firms, and the government. The e-government services facilitate the interaction and communication between customer/citizen and the government (Kašubienė & Vanagas, 2007; UN, 2008).

Most governments around the world started their e-government projects with a spotlight on providing quality information and services to the citizen, while service delivery platforms remained separate and similar across various government agencies. Service delivery built around individual agency functions, structures, information, systems, and capabilities are almost stagnant. The quality of services is ensured by the reduced cost and time that users spend on getting services (Ndou, 2004). Progresses in accessibility and a greater use of technology have allowed an expansion of innovation in ICT solutions. Nowadays, citizens and businesses all over the world are more and more demanding that their governments follow the action. Therefore, a 24/7 convenient accessible user interface with ease of use, in a language the user understands, and which is tailored to individual needs is the most demanding (Ndou, 2004; UN, 2008).

E-government can contribute considerably to the process of transformation of the government services in more cost-effective, transparent, responsibility, and accountability manner. It can

facilitate communication and improve the coordination of authorities at different echelon of government, within organizations and even at the departmental level. Furthermore, e-government can improve the speed and efficiency of operations by streamlining processes, lowering costs, improving research capabilities and improving documentation and record-keeping (UN, 2008).

Electronic government (e-government) offers a vast amount of improvements in public sector service provision performance (World Bank, 2004). Hence, it has significant benefits for citizens, businesses, and governments around the world. It had revealed that the core transforming capacities of the Internet include its potential for fundamentally reduce communications and information costs, maximize speed, broadening reach, and eradicating distance. The key method for achieving such goals is E-government (Jaeger & Thompson, 2003; Reffat, 2006; Alshehri & Drew, 2010; Farooquie, 2011). The e-government is not only about using computers or building Web sites for information access; it is all about transforming the basic relationship between government and the citizen. It is about transforming government service delivery by using information communication technology (Reffat, 2006; Ifinedo & Singh, 2011).

There are multiple definitions of e-government among researchers and specialists. However, the majority of them agreed to define e-government as government use of information communication technologies (ICTs) to provide citizens and businesses the opportunity to work together and perform business with government by different electronic media such as telephone/ cell phone, fax, smart cards, self-service kiosks, e-mail / Internet. It is also defined as a means for governments to use the most innovative ICT; mainly web-based Internet applications to offer citizens and businesses with more suitable access to government information and services, to advance the quality of the services, and to provide greater prospects to contribute in democratic institutions and processes (Alshehri & Drew, 2010). It is all about how government organizes its administration, rules, regulations, and frameworks to carry out service delivery and to synchronize, communicate and integrate processes within its appendage (Almarabeh & AbuAli, 2010). The ultimate goal of e-government is to make citizen more easiness to access government services (Kim, Im, & Park, 2005)

Developing countries have taken up the challenges of exploiting the potential of the Internet to disseminate information and to be accessed for the advantage of their citizens (Kaaya, 2004). However, government website development is considered as the first stage of full implementation of e-government services. Nevertheless, website development alone is not an

end; thus, information must be available and the website must be updated regularly (Bai, 2013).

The Ethiopian government devised a strategy for e-government which comprises the implementation of 219 e-services of which 79 services and 140 transactional. According to the ministry of communication and information technology website, the e-government strategy focused to assist the delivery of services and information via alternative channels, which could be convenient for citizens (MCIT, 2016). This stand is encouraging if so, expanded and included all public organizations. However, the attention and awareness towards the e-government are in its infancy; quality of services and satisfaction of users need to be considered (Belachew, 2010; Karunasena & Deng, 2011).

Kaaya (2004) pinpoint that the satisfaction of the customer, efficient delivery of service and ensure easy access to government information online, availability of the Internet infrastructure should be coupled with capable human resources with necessary skills to collect and organize information which the citizen give value. Nevertheless, these require support and adequate commitments from top officials for successful e-government implementation (Kaaya, 2004), and post-implementation assessment for its attainment of intended objective (Gupta & Jana, 2003; Wang & Liao, 2008). The assessment result might help the decision makers to lead the organization in the way citizen require that gradually assist to develop bargaining power. In addition to this, the result indicates the potential improvement area in e-government development programs (Karunasena, Deng, & Singh, 2011).

2.3. Public Value

Information and Communication Technology (ICT) is important in public service reform and driven by growing concern that the impetus of the e-government projects. E-government is not only the process of automatically putting existing services online, but also the broader benefits of ICT that had been taken into consideration. However, the evaluation of e-government services fails to provide evidence for the benefit required to make a real impact on typical policy debates (Kearns, 2004; Karunasena & Deng, 2011), in order to achieve public value.

Jørgensen & Bozeman, (2007) suggested that political deliberation and public discourse not only point the way to public values but also contribute directly to them. The public value

concept in relation to e-government has much to commend. As a critical framework related to the value created for citizens by the government, the public value can be used to help decision making, to evaluate performance in the e-government context, to present a link between the technology and broader communities (Kearns, 2004). The public sector must serve the entire society; not special interest groups because the public sector is there for everybody, it is not the extended arm of a particular class or group. The other values expected include the will of people, devotion to society, humanity, and harmony. Social cohesion is another obvious value that has been created and certain bond required to unites them all (Jørgensen & Bozeman, 2007). Hence, socially desirable outcomes gradually achieved (Karunasena, 2012).

The public services component relates to trust, legitimacy and confidentiality in government are critical to public value creation. Even if, formal service and outcome targets are met, a failure of trust will effectively destroy developed public value (O'Flynn, 2007). The public value is something delivered by government to its citizens rather than to individual basis.

Public value provides a framework that can broaden and deepen efforts of individuals and teams to examine organization in particular circumstances; lead them forward to more effective democratic governance and value-creating performance. The real work remains to be done within any particular situations in which public organizations tackle public problems and seek solutions (Moore, 2005). The central theme of public value in public organization becomes more important to have service value that can be examined in relation to e-government services satisfaction and ultimately develop public trust (Mills, Carter, & Belanger, 2010).

The concept of public value is becoming popular in the United States, European Union, Australia, and even in developing countries due to its capability for investigating the performance of public services from the point of view of citizens (O'Flynn, 2007; Alford & Hughes, 2008; Karunasena, 2012).

Public value has been defined as a framework that helps to connect what citizen belief is valuable and requires public resources, with improved ways of understanding what 'publics' value and how we connect to them (Ann, 2017). On other hands, it can be defined as the accumulation of long-term benefits that go beyond individual self-interests, such as national security, fairness, equality (Gascó, Feng, & Gil-Garcia, 2018).

The value or importance citizens attach to the outcome of government policies and their experience of public services can be understood as the public value. It provides a new way of thinking about the evaluation of government activities, and a new conceptualization of the public interest, which is defined in an effort to combine efficiency, effectiveness and the creation of social value (O'Flynn, 2007; Bryson et al, 2014; Scott, DeLone, & Golden, 2015)

The normative and pragmatic guide for those who are in positions of executive authority in government constitutes is a public value . A technical idea that can be used to evaluate and guide government performance – it inquires what value is added by any given policy, regulation, program, agency, government constitutes etc.; more than economic costs and benefits; it is a theoretical idea about the appropriate ends of government activities (Beck Jørgensen & Bozeman, 2007)

Public values are those providing normative consensus about the rights, benefits, and privileges to which citizens should /should not be entitled; the compulsion of citizens to society, the state, and to one another; and the principles on which governments and policies should be founded. Even though public values in a democracy are typically challenges, a relative agreement is apparent from constitutions, legislative mandates, policies, programs, opinion polls, and other formal and informal sources (Beck Jørgensen & Bozeman, 2007; Bryson, Crosby, & Bloomberg, 2014).

The combination of input, process, output, and outcome measures the creation of public value. There can be disagreements about how the values are to be conceptualized and measured. One implication is that analysts, citizens, and policymakers should focus on what public values are, and on ways in which institutions and processes are necessary to forge agreement on and achieve public values in practice (Bryson, Crosby, & Bloomberg, 2014).

2.3.1 Sources of Public Value Creation

Extant literature defined public value in many ways, it refers to the holistic approach for evaluating the effectiveness and efficiency of public service delivery (Bai, 2013). It is also defined as the significance or importance citizens connect to the outcomes of government policies and their experience of public services delivery (Grimsley & Meehan, 2007; Kamau & Wausi, 2015). The operational definition of public value for this research is that “public value is the significance or importance customers attach to the e-government services particularly Court Case Management System (CCMS)”. On other hands, extant literature, for

instances, defined public value as the value created by the government for citizens through the provision of public services, passing of laws and various government activities. Such a definition helps to identify the main sources of public value creation.

The sources of public value identified by extant literature are shown in fig.2.3-1. These are delivery of quality public services (O’Flynn, 2007), the effectiveness of public organizations (Karunasena & Deng, 2011), and achieving socially desirable outcomes that develops trust between the public and the government creates public value (Karunasena & Deng, 2011; Karunasena, 2012). However, it is argued that trust is a public value outcome rather than a source of public value creation (Grimsley & Meehan, 2007). Hence, the sources of public value creation are used as dimensions to make it clear by using some frameworks in the following sections.

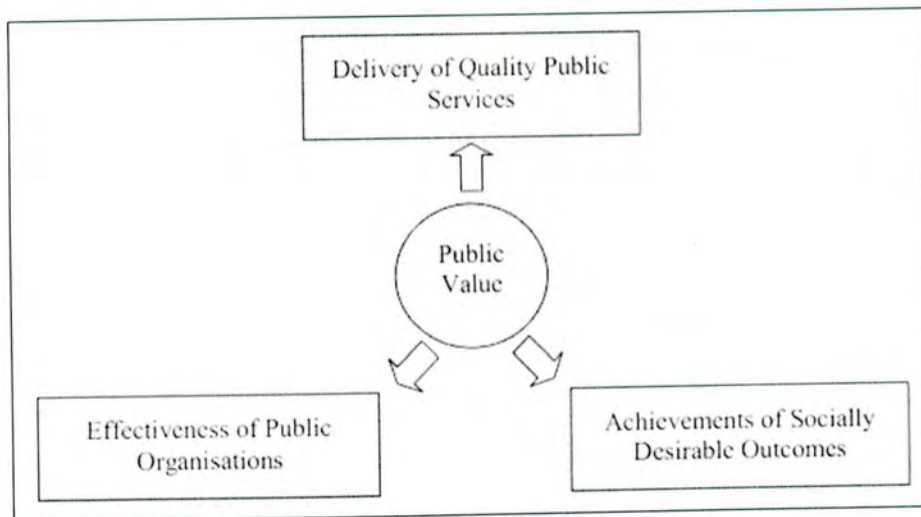


Figure 2.3-1: Sources of public value creation adopted from Karunasena(2012)

2.3.2 The Kearns (2004) framework for evaluating the public value of e-government services

The public value has been popularized in the modern driver of e-government development. Even though, several attempts were at development stages of various approaches for evaluating the public value of e-government. For instances, Kearns (2004) examined the public value of e-government directly by using three sources of public values creation namely, delivery of quality public services, achievement of socially desirable outcomes, and development of public trust. The public value of quality public services delivery is measured by: the level of information provision, e-government use, availability of choice, the level of user satisfaction, the extent to which e-government is focused on user preferences, the extent to which e-government is focused on those most in need services, and the cost-effectiveness of e-government services (Kearns, 2004; Karunasena, 2012).

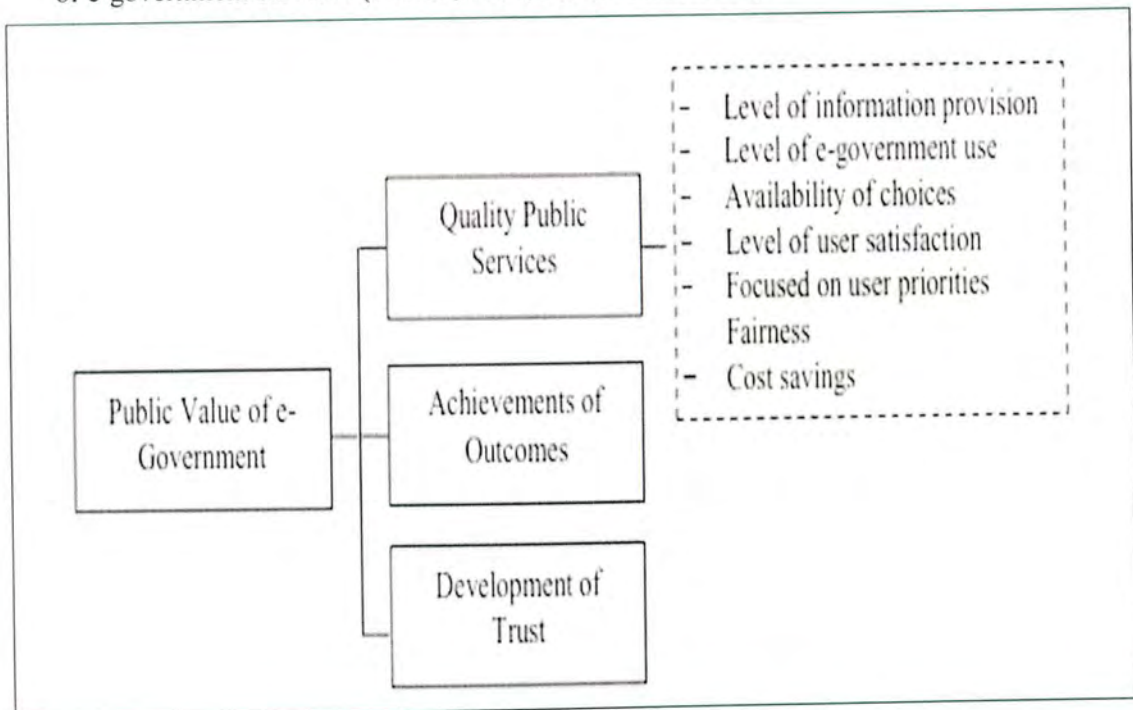


Figure 2.3-2: The framework of Kearns (2004)

This framework lacks the constructs that help to measure the achievement of outcomes and development of trust. Some scholars argued that trust is not the source of public value rather it is the outcome of the public value. The attainment of the public value helps the organization to get trust from its customer.

2.3.3 The Golubeva(2004) framework for evaluating public value of e-Government services

The framework of Kearns (2004) has been extended to a framework for evaluating the public value of e-government portals, which includes three main dimensions: quality of public services, public trust, and public policy outcomes. In this case, openness, citizen-centricity, and usability indicators are proposed to measure the public value of public service quality. Transparency and interactivity indicators are proposed to measure the public value of public trust. (Golubeva 2007; Karunasena, 2012)

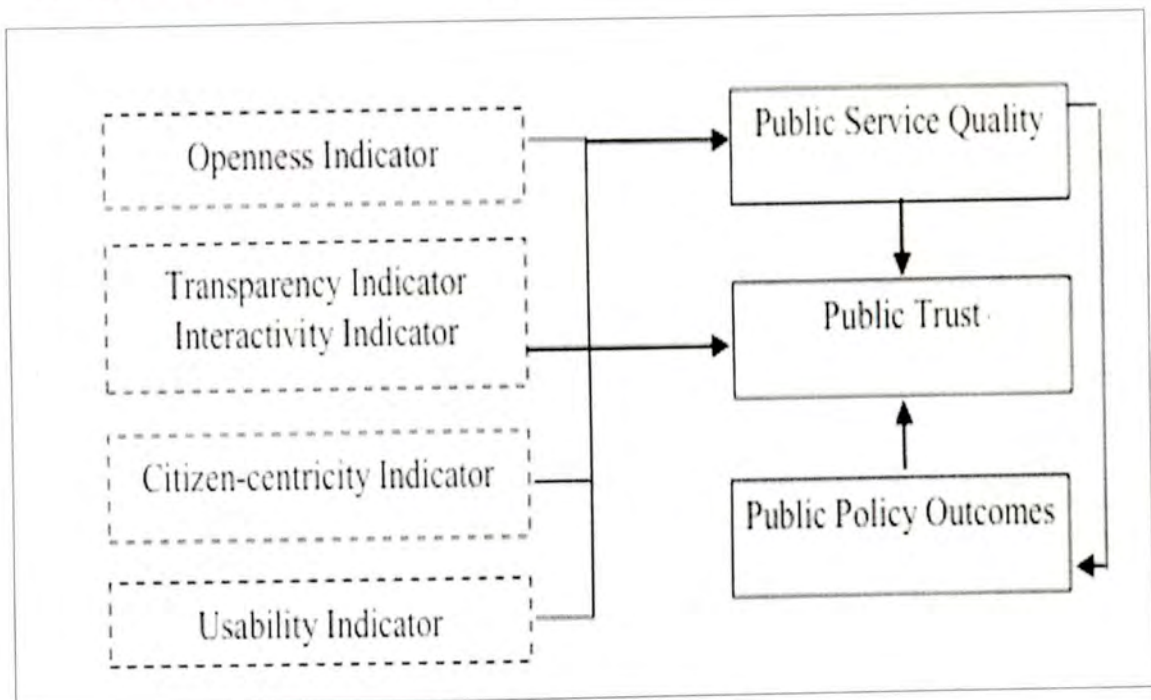


Figure 2.3-3: The framework of Golubeva(2007)

2.3.4 The Karunasena et al. (2011) framework for evaluating public value of e-Government services

Karunasena et al. (2011) extended Kearns' (2004) framework with the inclusion of effectiveness of public organizations as a dimension of evaluating the public value of e-government. In this framework, the public value of effectiveness of public organizations is evaluated by efficiency, accountability of public organization, and citizens' overall perceptions about the effectiveness of the public organization. Citizens' trust in public organizations is evaluated through security and privacy of citizens' information, transparency of e-government services, the trust of citizens in e-government services, and participation of

citizens in e-government. Similar to Kearns' (2004) approach, the public value of public service delivery is examined in this framework. This framework is applied in evaluating the performance of e-government in Sri Lanka by using much of secondary data (Karunasena, et al 2011; Karunasena, 2012).

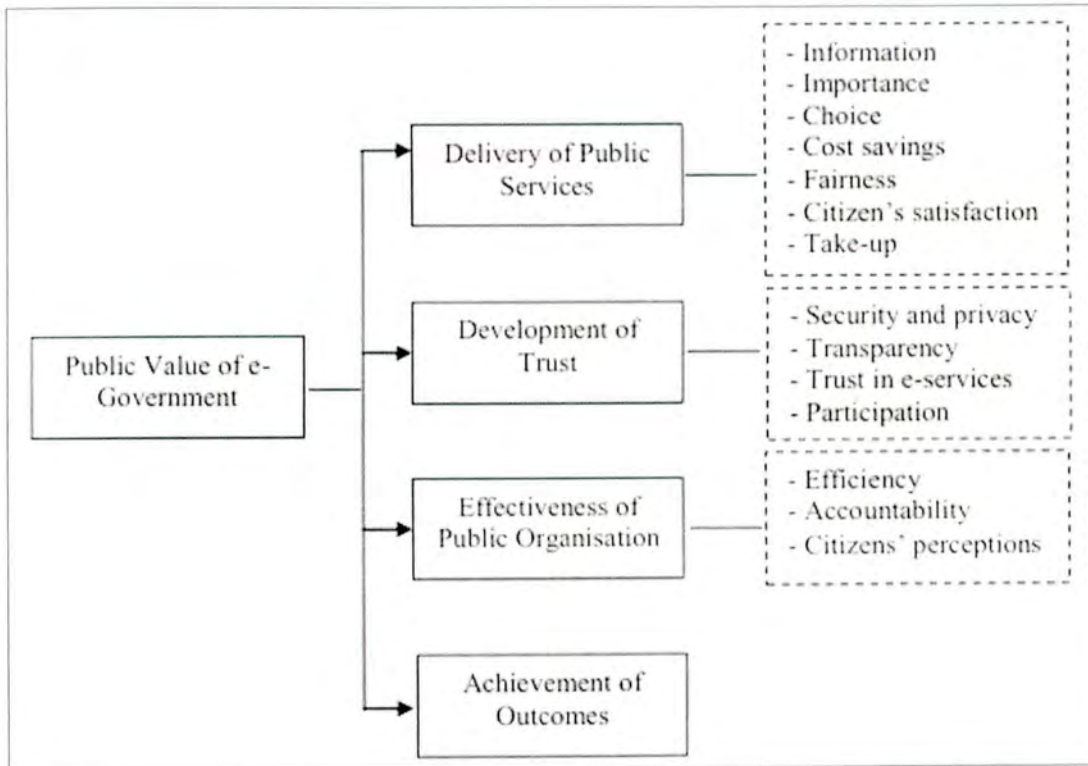


Figure 2.3-4: The framework for evaluating public value of e-Government services Karunasena et al. (2011)

2.3.5 The Karunasena (2012) revised framework for evaluating public value of e-Government services

Extant literature proposed various frameworks that could help to evaluate the public value of e-government services as discussed above. Comparing these frameworks, the researcher decided to use the revised framework for evaluating the public value of e-government (Karunasena, 2012) to evaluate e-government services public value of FSC; because the revised framework comprises the items required in evaluating the public value of e-government services in this particular setup. The revised framework consists of three main dimensions; these are delivery of quality public services, effectiveness of public organizations, and achievement of socially desirable outcomes. Each dimension further divided into sub-dimensions as shown in Figure 2.3-1.

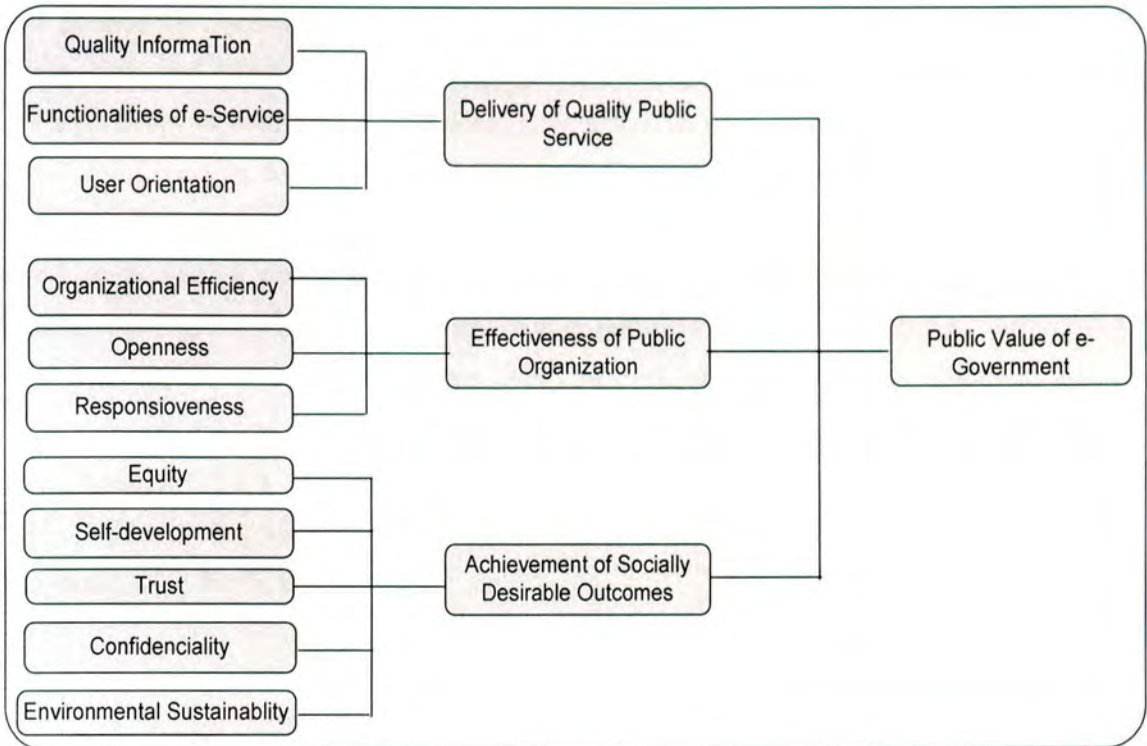


Figure 2.3-5: Revised framework Karunasena (2012)

The revised framework for evaluating the public value of e-Government services consists of three main dimensions and eleven sub-dimensions as shown in fig. 2.3-6. Each dimension and sub-dimensions are discussed as follows.

2.3.6.1 The delivery of quality public services

The delivery of quality public services can be measured by considering citizens' /customers' perceptions about the value of the two-way communications between government and citizens or customers, and ability to fill and submit online forms and search for information. It concerns with the quality of service delivered through e-Government and the relevance of such services with the expectations of citizens/customers (Karunasena & Deng, 2009; Karunasena & Deng, 2011; Karunasena, 2012; Ha, 2016). It depends on the availability of quality information, functionalities of e-services, and citizen focused services(Karunasena & Deng, 2011; Karunasena, 2012; Ha, 2016). The availability of information worries about the amount, quality and type of information (Ha T., 2016).

The availability of multiple e-Government service delivery channels for citizens helps to access the public services in the most reliable channel. The channels include the cell phone,

web portals, call centers, video conference, teleconference, etc. Hence, they save their money, time and effort that might be consumed to access services through e-Government service delivery as compared to traditional government services delivery. On top of this, e-Government services delivery must be fair that reflects the extent to which e-Government services are available to the whole population including socially disadvantaged groups and people with special needs. This is revealed through the availability of resources for disadvantaged groups and people with special needs to access e-Government services. Therefore, the satisfaction of citizens with e-Government services has disclosed the experience of citizens in using e-Government services (Karunasena & Deng, 2011; Karunasena, 2012; Ha T., 2016). Citizen-focused service concerns about the provision of public services in a user-friendly manner for satisfying the user's needs (Jørgensen & Bozeman, 2007; Ha T., 2016).

2.3.6.2 The effectiveness of public organizations

The effectiveness of public organizations is a key indicator of public value created through e-Government. This is measured by efficiency, accountability, and citizens' perceptions about public organizations. A cost-effective e-government initiative strives for the operations efficiency of public services delivery. A user-centered e-government strategy pays more attention to the requirements and expectations of users (Karunasena & Deng, 2009). E-government used for improving the efficiency of public organizations by reducing processing costs, strategic connections between government organizations, and creating empowered personnel. This can be achieved through the development of better ICT infrastructure, re-designing public functions, sharing public information, and empowering organizational staff (Kearns, 2004; Karunasena, Deng, & Singh, 2011).

Accountability refers to the responsiveness of government to the public on its performance. In e-Government, accountability is reflected by the readiness of public organization in publishing online its full organizational chart and the contact information of the organization and its key personnel. The perceptions of citizens' on a public organization when e-Government initiatives implemented are found by the number of citizens who have positive or negative opinion about the e-enabled public organization services (Karunasena & Deng, 2009; Ha T., 2016).

2.3.6.3 Achievement of socially desirable outcomes

The attainment of socially desirable outcomes is a major source of public value creation through e-Government. It is reflected by the impact, deliverables, and consequences that public services are designed to reach on. The development of trust between citizens and government helps for examining the public value of e-Government. It can be assessed from the perspectives of security and privacy of citizens' information; transparency of e-Government services; trust of citizens in e-Government services; and participation of citizens in public discussions or decision-making (Karunasena & Deng, 2011; Karunasena, 2012; Ha, 2016).

The security and privacy of citizens' information in using e-Government services refers to the extent to which the government securely manages citizens' personal information kept in e-Government systems. This is often reflected by individual organizations' readiness to secure citizens' personal information and development of effective law and regulations with respect to the use of e-Government. The public value of confidentiality can be examined through citizens' perceptions about the confidentiality of citizens' sensitive information in government systems, protection of citizens' identity afforded by e-government systems, and the security infrastructure in e-government systems (Karunasena, 2012).

The transparency of e-Government refers to the level of which an organization reveals its activities, processes, and procedures. A transparent government discloses its performance information timely in a regular way. The public trust in e-Government services is measured by the citizens' perceptions about the e-Government services delivered by the public organization. Trust in e-government is gauged through citizens' perceptions of the trustworthiness of electronic information exchange that citizens make with the government, protection through laws, and the credibility of the information provided through e-government. Government's trust in citizens is measured through the citizens' judgments of the degree to which public officials trust citizens in e-government interaction. The participation of citizens in government affairs can take the forms through the active involvement of citizens in the public decision-making process, online consultation services with the use of web tools such as online forums, blogs, community networks, newsgroups and etc (Karunasena & Deng, 2011; Karunasena, 2012; Ha ., 2016). Table 2.3-1 summarizes the above discussion.

Table 2.3-1 A description of the revised framework

Main dimension	Sub dimension	Measured by
Delivery of quality Public services	Quality information	The quality characteristics of information such as accuracy, up-to-date nature, simplicity, relevance and the level of detail
	Functionalities of e-services	the citizens' perceptions about the usefulness of simple and complex e-services to obtain public services, and increased satisfaction of being able to access e-services
	Citizen focused services	Citizens' perceptions about the citizen-centric features of government websites such as aesthetic attractiveness, choice of multiple languages, easy navigability among pages, search facility, printability of content, and meaningfulness and the simplicity of URL assigned to the website, and the alternative channels that provide access to public services such as individual websites, one stop portals, call centre services, and mobile.
Effectiveness of public organizations	Organizational efficiency	Then organizational efficiency, openness of public organizations, and responsiveness of public organizations
	Responsiveness	the citizens' perceptions about public organizations' timely responses to their inquiries made through e-government
	Openness	Citizens' perceptions about the extent to which top public officials' contact information is disclosed online, the provision of information on how public organization make decisions, the provision of policy drafts online for citizens' consultation, the ability to submit complaints or comment online about the activities of public organizations
Achievement of socially desirable Outcomes	equity	citizens' perceptions about the availability of e-government information and services in local languages, compliance of government websites with accessibility standards, the availability of specific e-government content for ethnic minorities, establishment of kiosks in rural semi-urban areas to provide access to e-government, and affordable access to ICT infrastructure in rural and semi-urban areas
	self-development	Achievement of socially desirable outcomes for a entire sector through e-government
	confidentiality	Citizens' perceptions about the confidentiality of citizens' sensitive information in government systems, protection of citizens' identity afforded by e-government systems, and the security infrastructure in e-government systems
	Trust	Citizens' perceptions on the trustworthiness of electronic transactions that citizens make with the government, protection through laws, and the credibility of the information provided through e-government. Government's trust in citizens is measured through the citizens' judgments of the degree to which public officials trust citizens in e-government interaction.
	Environmental sustainability	Specific information systems to monitor and control environmental threats, degree to which e-government systems contribute to protecting environment, Green IT plan for controlling threats from e-government

2.4 Review of Related Works

The studies conducted on e-Government services can be categorized by the purpose for which the research is done, the methodology used to address the research problem or the key findings the research brought. Using these parameters related works were reviewed as follows.

Funilkul et al. (2006) proposed evaluation framework for e-Government services. The study provided management with a direction to better achieve the quality e-Government services and assure citizens about the quality of services provided by government organizations (Kašubienė & Vanagas, 2007; Alnaser et al., 2014; Eshetu, 2015; Worku, 2016). An evaluative framework for analyzing e-government convergence capability in developing countries was studied by Banerjee & Chau (2004). According to this study, developing countries like Ethiopia lag far behind, which help to converge the government services using e-Government initiatives. Evaluating e-Government services were assessed by Osman et al. (2014); according to the assessment made, the transformation of public administration services, improved take-up by citizens and businesses are revealed. The sustainability framework for e-Government success and further validated the model and assess acceptance of the e-Government services put in place in the WoredaNet infrastructure in Ethiopia was developed by Lessa et al. (2011) and Lessa (2015).

Generally, the study focused on the evaluation framework of e-Government services (Gupta & Jana, 2003; Banerjee & Chau, 2004; Pathak, et al., 2008; Lessa, 2015). The achievement of the goals of the e-Government initiative is discussed. However, the expectations of citizens from the e-Government project implementation perspective and the outcomes related to e-services were overlooked in the Ethiopian context. Although Banerjee & Chau (2004) put Ethiopia as the country that might not come to the table in the short or long period of time in view of the fact that the proposed framework considers the political, social and economic factors impact on the e-government capability and convergence potential.

However, the Ethiopian government devised the strategy for e-government which comprises the implementation of 219 e-services of which 79 services and 140 transactional (MCIT, 2016). The current situation seems to draw the attention of higher officials (Fekade, 2018; Girma, 2018). According to Fekade(2018), a wide range of tasks are underway to modernize the governance situation in the country, electronic services have gone operational. Call center's services that allow the clicking and back scratching of citizens and organizations

have had the attention of MCIT. The call centers serve as communication platforms, through call centers, different federal and regional government organizations exchange information with their clients. Girma(2018) explained that the implementation of ICT at the Federal Supreme Court (FSC) has been improving the efficiency and accessibility of the service delivery process, minimizing travel expenses of customers, and allowing courts to review more cases at a time.

Halaris et al., (2007) examined a multi-faceted summary and classification of the existing literature for e-government services; outline the main components of a quality model for e-government services. The paper provided information about the main components of a quality model that might be used for the continuous monitoring and measuring of public e-services' quality. Gupta & Jana, (2003) discussed an appropriate strategy to measure the tangible and intangible benefits of e-government services delivery. According to the research, tangible and intangible benefits of e-government can be measured when the e-government assume its mature stage with proper information systems in place. Belachew (2010) studied the potential of e-Government projects and initiatives for developing countries; the researcher pointed out that, it requires hard working in human resource development, in providing different policy, legal and procedural issue and the collaboration with the private sector to alleviate the bottleneck in the sector. Kaaya (2004) determined the status of government websites in e-Government services based on three east Africa countries; the study comes up with indicators for individual governments to strive toward advanced stages of e-Government implementation.

Pathak et al., (2008) studied factors generating the potential of e-Governance to mitigate corruption. The result from the research reveals that e-Government help to improve government-citizen relationships since e-government initiatives provided government and citizens with multiple communication channels. According to Tadele (2014), public awareness and stakeholder participation are critical for the implementation of e-government program, which has several encouraging features. These are implementation, achievement, the problems/ challenges of managing e-government program/ initiative. Worku, (2016), studied the role of E-governance in quality public service delivery and good governance in public organizations. The findings of the research show that e-Government platforms implementation has positive effects on improving public service qualities.

Reviewed articles that are studied in Ethiopia focused on e-Government programs initiative, success, challenges, as discussed above. The researcher focused on the public value created by e-Government services to shade light on the value that citizen might be obtained from the e-government services; in the views of the researcher in Ethiopia public value of e-government is overlooked. The researcher tried to investigate the ample benefits of e-government services by using revised evaluation framework for the public value of e-government services developed by Karunasena, (2012).

Karunasena & Deng, (2009) proposed the framework for the evaluation of the public value of e-government services, by using case study the framework was validated, two years later in 2011 they develop and validate a framework for effectively evaluating the public value of e-government (Karunasena & Deng, 2011). Karunasena, (2012) revised the framework and again validated by using case study for investigation of the public value of e-government in Sri Lanka. Table 2.4-1 summarizes the above discussion. This summary revealed that researches conducted were focusing on initiative, acceptance, and success of the e-government projects in Ethiopia. However, the value obtained through the e-government project is not studied in Ethiopian context. Therefore, this study tried to identify the public value the e-government services delivered.

Table 2.4-1 Previous Researches conducted on e-Government Services

Author(s)	Objective(s) of the study	Key finding(s)	Contribution(s)
Funilkul et al. (2006)	Propose evaluation framework for e-Government services	the service evaluation processes combined with four domains stages of development, and 24 service processes are achieved with support from the service resources	providing management with a direction to better achieve the quality goals of e-Government services and assure citizens about the quality of services provided by government organizations
Halaris et al. (2007)	present a multi-faceted summary and classification of the existing literature in the field of quality of service for e-government and outline the main components of a quality model for e-government services	information about the main components of a quality model that may be used for the continuous monitoring and measuring of public e-services' quality	the management of public organizations in order to measure and monitor the quality of e-services delivered to citizens
Gupta & Jana (2003)	to choose an appropriate strategy to measure the tangible and intangible benefits of e-government	tangible and intangible benefits of e-government, a mature stage with proper information systems in place	provides a direction for the evaluation of e-government projects in the future
Belachew (2010)	assess the potential of e-Government projects and initiatives for developing countries	major lesson learned in being successful in e-Government initiatives	work hard in human resource development, in availing the different policy, legal and procedural issue collaboration with the private sector which are basics for success
Kaaya (2004)	to determine the status of government websites	results were matched with a four-stage model of e-Government growth based on the status of websites from simple to sophisticated features	serve as indicators for individual governments to strive toward advanced stages of e-Government implementation
Kašubienė & Vanagas (2007)	the analysis of e-government conception in order to clarify important aspects for e-government services quality evaluation	Evaluation of e-government services quality depends on stages of e-government maturity: provision of information, two-way communication, transaction services, transforming process	theoretical grounding of e-services quality and the evaluation of customer satisfaction characterizes as variety of e-service quality conceptions and different treating aspects of evaluation of eservices quality

Banerjee & Chau (2004)	evaluative framework for analyzing e-government convergence capability in developing countries	the quality and range of government information and services vary significantly across the countries, attributed in some measure to the e-leadership capability of the countries	recommendation for the developing countries is that e-government plans may need to work on a three-pronged approach to address the G2G, G2B and G2C domains simultaneously
Alnaser, Almsafir, & Alshoura (2014)	to determine the major dimensions of e-service quality and examine how these dimensions affect customer satisfaction	five key dimensions of e-service quality, including ease of use, reliability, system availability and responsiveness from the perspective of online companies, and trust from the perspective of customers	Suggests for future research
Osman et al. (2014)	Evaluating E-government services Transformation from stakeholders' perspectives	the assessment approach lies in its capability to provide informed suggestions to set targets to improve an eservice from the perspective of all engaging users	transformation of public administration services and improved take up by citizens and businesses
Lessa (2015)	develop a sustainability framework for e-Government success	leadership outshined as a vital factor, the implementation, institutionalization and utilization of WoredaNet	provides an understanding on the local best practices, local contextual factors, building on local knowledge, local participation and ownership of the target group
Eshetu (2015)	examine the level of roll out of e-Government at ERCA LTO for improved service quality and to recommend on solutions for challenges and system flaws experienced so that ERCA's contribution towards the GTP goal is enhanced	services are integrated in seamless manner, fiscal transparency is enhanced, knowledge management is optimized, e-Payment augments e-Filing,	recommends a more robust transformational change, than mere automating of existing process, towards the higher stages of e-Government directed by a comprehensive e-Government strategic plan
Lessa, Belachew, & Anteneh (2011)	further validate the model and assess acceptance of the e-Government services put in place in the WoredaNet infrastructure in the country	to the success of Services implementation in the WoredaNet by examining acceptance and utilization issues amongst the users since users' acceptance of the technology is crucial for its ultimate success	important input to policy makers and concerned government bodies in the effort to make the existing services of WoredaNet more efficient and effective devise the way how future expansion effort and promotion of services of WoredaNet can be approached
Karunasena & Deng	To demonstrate the applicability of the proposed framework, a case study of evaluating the public	proposed framework is effective in assessing the public value of e-government and identifying the	proposes a conceptual framework for evaluating the public value of e-government from the perspective of

(2009)	value of e-government	areas for improvements in e-government	citizens
Karunasena & Deng (2011)	develop and validate a framework for effectively evaluating the public value of e-government	delivery of quality information, online services, citizen focused services of online information and services, efficiency and openness of public organizations, equity, trust, self-development of citizens, and public organizations'	provides government with an effective means for better understanding the impact of their e-government efforts on their citizens and societies, leading to better policies and strategies being made for of e-government
Karunasena (2012)	investigate the public value of e-government in Sri Lanka	some of the government organizations do not adhere to quality standards of public information online, lack of functionalities of the e-services public value of achieving socially desirable outcomes through e-government is assessed with the use of the framework	theoretical framework for evaluating the performance of e-government with the use of the concept of public value, applicability of the mixed-methods approach in evaluating the performance of e-government;
Pathak et al. (2008)	factors generating corruption and the potential of e-Governance to mitigate corruption	not motivated to build sound government-citizen partnerships; Bureaucracy is more or less opaque and very little time, cost are major constraints in public service delivery	strategic implementation of e-Governance can help improve the critical variable in combating corruption-government citizen relationships
Tadele (2014)	To gauge the extent to which e-government program/initiative is implemented, To assess the achievements of e-government program/ initiative, To identify and analyze the problems/ challenges of managing e-government program/ initiative	Public awareness and stakeholder participation are critical for the implementation, e-government program has several encouraging features	creating efficient and effective collaboration and integration among users of the program, government has to enhance active stakeholder participation, in particular design and implementation phases of the program or program projects to gain expected outputs/ outcomes
Worku (2016)	exploring the role of E-governance on quality public service delivery and good governance in public organizations	E-government platforms implementation has positive effects on improving public service qualities	showing the positive effects of E-governance on improving service qualities and promoting good governance

2.3. Chapter Summary

Existing related literature had been reviewed in order to have wide understanding in the area and to justify the current research. Researches carried out in Ethiopian context on e-government had focused on the initiatives (Belachew, 2010), acceptance (Lessa, Negash, & Amoroso, 2011), success (Lessa, 2015) and sustainability (Lessa, Belachew, & Anteneh, 2011; Lessa, 2015), challenges (Tadele, 2014; Eshetu, 2015), development and issues (Pathak et al., 2008) and quality public service delivery (Eshetu, 2015; Worku, 2016) and good governance (Worku, 2016) of the e-government. In the researcher knowledge, there is no research conducted on e-government services public value. Studies conducted in this area revealed that it is worthy to study the public value of e-government services in order to gauge where the organization is, what the public require the organization to do, what the public expect from the e-government to deliver.

The public value of e-government after its implementation focusing on how far it has achieved intended objective should be studied (Gupta & Jana, 2003; Karunasena & Deng, 2009; Scott, DeLone, & Golden, 2015; Kamau & Wausi, 2015). Therefore, the output that the e-government delivered, the perception of served people about services, the expectation of served people must be assessed.

CHAPTER THREE

RESEARCH DESIGN AND METHODOLOGY

3.1. Introduction

A research design is an overall approach to address a research problem from the theoretical foundation of the research to the collection, analysis, and interpretation of data. Research methodology can be considered as a framework for guiding the researcher towards the accomplishment of the research objectives. Appropriate research design and methodology selection for the research project depend on the nature of the research. This research aims to investigate the public value of e-government services in Federal Supreme Court, which is both confirmatory and exploratory. The confirmatory and exploratory nature of this research, therefore, requires the adoption of a mixed-methods methodology. The mixed-methods methodology is obtained by merging the qualitative and quantitative research approaches. Such a methodology is recommended for studying issues related to real-world practices such as e-government performance evaluations (Karunasena & Deng, 2011; Karunasena, 2012).

This chapter describes the research design and methodology used to accomplish the research objective of this study. Thus, it discussed the research design and techniques used to answer the research questions. Accordingly, research designs, research data, the scope of the study and research population are discussed on top of the study instrument questioners, document analysis, and observation. The chapter also presents pilot study, validity, reliability, ethical concern and research limitation.

3.2. Research Design

The research design for this study was descriptive focusing on the e-government users or those who have awareness towards the e-government particularly court case management system. To address the research question data was collected from users of CCMS at the Federal Supreme Court. Respondents were selected by availability sampling technique for the main data collection tool. Questionnaires, observations, and interview were applied for data collection. However, questionnaire was the main data collection and the others used as supplementary tool.

3.2.1 Sample

The target population is citizens who have used e-government services particularly Court Case Management System (CCMS) that is implemented by the Federal Supreme Court for e-government service provision. The Federal Supreme Court's record shows that 500 customers from different social, economic, and educational backgrounds were visiting the FSC per day. The researcher took 20% of customers daily visiting FSC to make the sample representative; that is 100 customers as a sample per day for five consecutive days; hence, 500 sample size was taken.

The sample selection was systematic i.e., the ratio of the number of customers visiting FSC per day to the sample taken per day has been taken as the individual sample of the study; i.e., every fifth registered customer was selected. In this case, when the fifth customer was not willing, the next customer was considered. For the purpose of this study, availability sampling was applied. Because there were, individuals unwilling to respond, however, in standard sampling method very few samples of the hidden population can be found. In addition, purposive sampling technique was employed to collect data from key respondents like experts and CIOs using the interview.

3.2.2 Instrument

Data collection instruments were designed carefully; because poorly designed tools may not generate the intended information. Therefore, survey and interview questionnaire designed in order to capture required information. The primary instrument for data collection was the questionnaire. For triangulation propose data was collected using interview and document review. The interview questions were made open-ended questions to obtain additional information.

The variables in this study were adopted from revised framework (Karunasena 2012): quality of information (QI), delivery of services (DS), citizen-focused services(CFS), the efficiency of public organizations (EPO), achievements of socially desirable outcomes (ASDO), openness of public organization (OPO), responsiveness of public organization (RPO), equity service delivery (ESD), and trust in services (TS) (Karunasena & Deng, 2011; Karunasena, 2012). The other variables were demographic related; these are gender, age, educational background, work experience, and e-government services exposure and personal judgment towards e-government services provided by Federal Supreme Court (FSC). The success that

the e-government services achieved, the benefits obtained following the e-government services installment and the expectation of the respondents considered as variables in this study.

3.2.3 Procedure

The literature review helped to develop or identify concepts in the evaluation of e-government services of the given organizational context. By comparing different frameworks for evaluating the public value of e-government services, it was found that revised framework for evaluating the public value of e-government (Karunasena 2012) was more appropriate; because of it is more comprehensive and includes variables required for evaluation.

3.3 Research Method

Both qualitative and quantitative methods are employed at different stages of this research in an effort to triangulate data sources and prevent common source bias of self-reported data (Ann, 2017). The researcher applied convergent parallel mixed-method (Karunasena, 2012), qualitative and quantitative research approach to answer the research questions. Adoption of this method is due to its capacity to provide different but complementary data on the same research problem. It also provided the researcher with a better understanding of the research problem, and its ability to overcome the weaknesses associated with each approach. The capability to triangulating (Ann, 2017) results obtained from the independently analyzed quantitative and qualitative data was another advantage of the method in this research.

3.3.1 Data collection

The survey questionnaire has been used to collect quantitative data from the customer of FSC. The researcher collected questionnaires filled by respondent after a reasonable time for response and waiting for the paper to be returned. On the other hand, qualitative data was collected from CIO and other key experts using the interview guide questions. The secondary data was collected by document review. Prior to the administration of the study, a pilot test has been conducted for testing the consistency of the items. By doing this, the reliability of the instrument was checked and the Crombach's alpha value has been computed by SPSS.

3.3.2 Data analysis

Research results were interpreted from the quantitative and qualitative perspective of the research process to generate effective outputs. The qualitative and quantitative data were analyzed independently. The quantitative data collected by questionnaire had organized and analyzed using statistical package for social science (SPSS) tool; the descriptive statistical data analysis technique was employed. Thematic analysis was employed to analyze qualitative data collected by interview. Thematic analysis is a popular technique that involves identifying, analyzing and reporting pattern (central idea) within a qualitative data set (Karunasena, 2012).

3.3.3 Validity and Reliability

No matter what technique is used to analyze quantitative and qualitative data, the validity and reliability of the research findings are always critical. The five types of validity in qualitative data, namely, descriptive validity, interpretative validity, theoretical validity, internal validity, and external validity were verified. The thematic analysis findings for making sure that participants' viewpoints, experience, thoughts, and feelings interpreted and portrayed accurately in the research, participants' exact words are provided as direct quotations in the thematic analysis findings.

Quantitative validity and reliability

Reliability can be defined as the ability of the technique to demonstrate the same results. Reliability was verified using triangulation, since triangulation seen as a powerful means to increase the reliability. Information obtained through interview was verified by document analysis if there is any divergence it will be checked and corrected (Cater-Steel & Al-Hakim, 2009).

The instrument designed with wordy sentence may result in the unreliable result. Therefore, care had been taken in the instrument design. Accordingly, the instrument designed with simple and clear sentences generate a reliable result. The reliability had been checked by repeatedly administering the instrument. In order to obtain reliability in this particular study, the pilot test was conducted; hence, Cronbach's alpha had been evaluated to attain statistical reliability of the instrument.

The quantitative validity checked whether the measure accurately reflects the concept it is intended to measure or not. Therefore, the instrument reflected reasonable result. The

evaluators as observers, raters, graders, interviewers, may have influenced the validity of study findings and coders gained experience, became tired, obtained a complete understanding of the project, or eased their expectations of test subjects. Hence, care has been taken in order to avoid such character that might revealed by the evaluator.

Qualitative validity and reliability

Documenting steps asserted qualitative validity, triangulation of data from different sources using different methods. Full documentation of data- chain of evidence was used in order to check the validity of information/data obtained. Logical connections between data and conclusions deduce the validity of data. In addition to this, the conscious and deliberate inclusion of data that might not support thesis is to show the validity of information/data. attentiveness to entertain alternatives, self-reflection, acknowledgment of own biases, review of preliminary reports, and awareness of limitations help to assure the validity of information/data (Creswell, 2014).

For qualitative reliability check, details of methods and abundance of support were applied to present evidence of qualifications; the assumptions (and possible biases) were made clear. The research questions were stated clearly, early stages of the study were applied to generate focused and observed for an adequate period, across a full range of activities data were collected from multiple sources, and analysis was prepared.

3.4 Chapter Summary

This chapter aims to pick an appropriate research design and methodology to answer the research questions. Having reviewed various research methodologies, the convergent parallel mixed-methods research methodology is adapted to answer the research questions. Adoption of this methodology is due to its capacity to provide different but complementary data on the same research problem, thus providing the researcher with a better understanding of the research problem, and its ability to overcome the weaknesses associated with each approach. The capacity to triangulate the results found from the independently analyzed quantitative and qualitative data is another benefit of using this methodology in this research. With the use of convergent parallel mixed-methods research methodology, quantitative and qualitative data were collected respectively by using a survey questionnaire and interviews. Collected survey and interview data were analyzed using SPSS and thematic analysis. Comprehensive discussions of the analysis of survey and interview data are presented in the subsequent chapters.

CHAPTER FOUR

DATA PRESENTATION AND DISCUSSION

This chapter has attempted to answer the research questions by thoroughly analyzing and discussing both quantitative and qualitative data collected using questionnaire, document analysis, interviews and observations at FSC. The chapter comprises overview, reliability and validity analysis, data presentation, the profile of respondents, discussion and chapter summary.

4.1 Overview

The researcher has distributed overall 500 questionnaires in 14 working days based on the data collection strategy designed in chapter three. The researcher collected questionnaires filled by respondent after a reasonable time for response and waiting for the paper to be returned. Some people were not willing to respond, because they were busy to have done their business at FSC. Some customers took the paper, have read it and returned without any response, some people ignored it and 45 took it away. Generally, while it was not meet the researcher's plan, the researcher has been forced to wait for 14 consecutive days. Then, 455 data were collected in general, but from these 421 were most fit, 34 were not clear to use. Therefore, the response rate was 84%. Having the questionnaire collected, then the researcher interviewed CIO, team leader and 2 experts at ICT department of FSC and collected documents compiled on key FSC activities. The data analysis was performed by using strategy devised in chapter three, in order to answer the research questions. The collected data have entered into SPSS version 20 for statistical analysis.

4.2 Reliability and Validity Analysis

Reliability is concerned with the ability of an instrument to measure consistently and closely associated with its validity, but the reliability of an instrument does not depend on its validity (Tavakol & Dennick, 2011; Warmbrod, 2014). Lee Cronbach introduced alpha in 1951 to provide a measure of internal consistency of a test or scale; it is expressed as a number between zero and one. According to Tavakol & Dennick, (2011) when items in a test are correlated to each other, then the value of alpha is increased, and still, a high coefficient alpha does not always imply a high degree of internal consistency. Tavakol & Dennick, (2011) explained that the length of test affects Alpha value; i.e. the short the test the small the value

of Alpha will be. Tavakol & Dennick, (2011) suggested that researcher should not depend on published alpha values and should measure alpha each time the test is administered. Therefore, the researcher takes into consideration and checked alpha values as the test is employed.

The reliability test has been done prior to the formal data collection. The suggestions for most items to be deleted in order to enhance the Alpha values were insignificant. Therefore, the items were retained. The Cronbach's Alpha values obtained are shown in table 4.2-1. Alpha should be calculated for each of the concepts rather than for the entire test or scale. The implication for a summative examination containing heterogeneous, case-based questions is that alpha should be calculated for each case or category (Tavakol & Dennick, 2011). Therefore, the Cronbach's Alpha has been evaluated by SPSS version 20 windows for each category independently.

The first sub dimension that has been excluded was environmental sustainability; which is not relevant to this particular study. It has been assumed to reflect the environmental related concept, which is not encompassed in this study. The second sub dimension expelled out was self-development since it is related status of oneself and might generate irrelevant information regarding intended objective. The third sub dimension that is removed was confidentiality. It is related to secrecy i.e. irrelevant to the intended objective.

Table 4.2-1 Cronbach's Alpha values of

Category	No. items	Cronbach's Alpha
To what extent the e-government service deliver quality information	5	.754
To what extent the e-government service delivery initiatives are important	5	.797
To what extent the e-government service delivery is citizen-focused	4	.606
To what extent the e-government service improves the performance efficiency of public organization	5	.792
To what extent the e-government service improves the openness of public organizations	5	.860
To what extent e-government services improve the responsiveness of public organizations	5	.848
To what extent equity, as an outcome of e-government a service is important to you and the society	4	.819
To what extent trust as an outcome of e-government is important	5	.873

Reliability was verified using triangulation, since triangulation seen as a powerful means to increase the reliability. Information obtained through interview was verified by document review when there is any divergence it has been checked and corrected (Cater-Steel & Al-Hakim, 2009). However, there was no such encountered discrepancy.

The instruments used in data collection were the questionnaire, interview, observation and document review. The questionnaire was designed in five points Likert scale. The Likert scale was ordinal that measure eight different items and these items intern have four to five sub-items which directly measured by the Likert type scale. In this case, the Likert type scale assumed to be summated scores.

There are two basic concepts that offer justification for reporting and interpreting summated scores derived from Likert-type scales. The first is the proposition that a single statement does not define the construct being measured but it is defined as a multiple-item scale. The second concept characterizes, the logical follow of scores derived, which are summated scores determined by a composite of responses to multiple items rather than responses to single items (Warmbrod, 2014)

The principle of aggregation, according to Warmbrod, (2014) is the sum of responses to a set of multiple items is more stable and unbiased estimate, which is a response to a single item in the set. Empirically demonstrates that summated scores derived from responses to multiple items on a Likert-type scale are more reliable than responses to single items comprising the scale (Warmbrod, 2014). The questionnaire administered was categorical, that is each category intended to measure particular concept. Therefore, each category has been treated independently and the sum of items in each category evaluates the sub-construct. After the sum has taken then the third quartile has been evaluated using SPSS windows version 20.

4.3 Demographic Data Presentation

Various clients from different social setups visit the FSC daily according to the explanation given by an expert from ICT department of FSC. Even though the participants of this study were limited to age group greater than or equal to 18 years there is the special system for children below 18 years old. Regarding educational background, the researcher tried to incorporate those who can read and write up to MSC/BSC and above. Moreover, occupation, gender, and marital status were included in the demography. According to, table 4.3-1 416(98.8%) explained their gender whereas 5(1.2%) were recorded as the missing value. The

valid response shown in the same table revealed that 178(42.8%) participants were female and 238 (57.2%) male.

4.3-1 Respondents Demography - Gender

Gender	Frequency	Percent	Valid Percent
Female	178	42.3	42.8
Male	238	56.5	57.2
Total	416	98.8	100.0
Missing	5	1.2	
Total	421	100.0	

The table 4.3-2 shows age group that 415(98.6%) clearly put their age but 6(1.4%) missed. According the table, 140(33.7%) belongs to 18-30, 179(43.1%) were in 31-45, 92(22.2%) in the 46-60 and 4(1.0%) above 60 age groups.

Table 4.3-2 Respondents Demography - Age

Age	Frequency	Percent	Valid Percent
18-30	140	33.3	33.7
31-45	179	42.5	43.1
46-60	92	21.9	22.2
Above 60	4	1.0	1.0
Total	415	98.6	100.0
Missing	6	1.4	
Total	421	100.0	

Table 4.3-3 shows that 159(38.5%) participant were married, 177(42.9%) single, 63(15.3%) divorced, and 14(3.4%) widowed. In general, 413(98.1%) were depicted their marital status whereas, 8(1.9%) said nothing about their marital status.

Table 4.3-3 Respondents Demography- Marital Status

Marital Status	Frequency	Percent	Valid Percent
Married	159	37.8	38.5
Single	177	42.0	42.9
Divorced	63	15.0	15.3
Widowed	14	3.3	3.4
Total	413	98.1	100.0
Missing	8	1.9	
Total	421	100.0	

The result from table 4.3-4 revealed that 98.1% expressed their occupation and 1.9% refused to tick the space provided. However, Participants from the government were 27.1%, private company 41.6%, merchant 23.2%, student 6.3% and others 1.7%.

Table 4.3-4 Respondents Demography – Occupation

Occupation	Frequency	Percent	Valid Percent
Government	112	26.6	27.1
Private Company	172	40.9	41.6
Merchant	96	22.8	23.2
Student	26	6.2	6.3
other	7	1.7	1.7
Total	413	98.1	100.0
Missing	8	1.9	
Total	421	100.0	

The educational background shown in table 4.3-5 depicted that 411(97.6%) participants exposed their qualification but 10(2.4%) participants omitted it. According to the table, Secondary school complete and less were 2.7%, Diploma 9.5%, BA/BSC 65.5%, MSC/MA and above 21.9%.

Table 4.3-5 Respondents Demography - Educational Background

Qualification	Frequency	Percent	Valid Percent
Secondary school complete and less	11	2.6	2.7
Diploma	39	9.3	9.5
BA/BSC	269	63.9	65.5
MSC/MA and above	92	21.9	22.4
Total	411	97.6	100.0
Missing	10	2.4	
Total	421	100.0	

The table 4.3-6 shows that 411(97.6%) respondents use e-Government and 10(2.4%) respondents not. According to the same table, 393(95.6%) respondents chose ‘Yes’ and 18(4.4%) ‘No’.

Table 4.3-6 the e-Government Usage

	Frequency	Percent	Valid Percent
No	18	4.3	4.4
Yes	393	93.3	95.6
Total	411	97.6	100.0
Missing	10	2.4	
Total	421	100.0	

4.4 Data Presentation

The extent to which the e-government service deliver quality information can be measured through accurate information, up-to-date information, relevant information, information with the right level of detail, and simple and understandable information. Table 4.4-2 shown that 173(41.1%) respondent agreed that the e-government is delivering quality information but 248(58.9%) respondent replied the e-Government service is not delivering quality information. However, table 4.4-1 reflected that 306(72.7%) respondent confirmed accurate information delivery whereas 115(27.3%) denied. The response from 241(57.2%) participant confirmed that the information is up to date but 180(42.8%) disregarded. The reaction from 262(62.2%) respondent agreed that the information is simple and understandable, however, the rest 159(37.8%) ignored it. On the other hand, the response from 189(44.9%) respondent shows that relevant information is delivered whereas 232(55.1%) respondent disregarded it. The respondents agreed that information delivered with the right level of detail was 177(42%) the rest 244(58%) stand on the contrary.

The summary has been done taking the Likert scale strongly disagree, disagree and neutral into disagree because it require extra effort to convince the respondent who were in these category, whereas agree and strongly agree were categorized into agree. Having summary of data in these category extra summarization for the sub dimension was taken by computing the third quadrant using SPSS version 20.

4.4-1 the e-government service deliver quality information

Responses for Questions	Frequency	Percent
Not Accurate information	115	27.3
Accurate information	306	72.7
Total	421	100.0
Not Up-to-date information	180	42.8
Up-to-date information	241	57.2
Total	421	100.0
Not Relevant information	232	55.1
Relevant information	189	44.9
Total	421	100.0
Information not with the right level of detail	244	58.0
Information with the right level of detail	177	42.0
Total	421	100.0
Not Simple and incomprehensible information	159	37.8
Simple and understandable information	262	62.2
Total	421	100.0

Table 4.4-2 Summary for the e-government service deliver quality information

Summarized responses	Frequency	Percent
The e-government service not deliver quality information	248	58.9
The e-government service deliver quality information	173	41.1
Total	421	100.0

The importance of e-government service delivery initiatives measured by two-way communication, one-way transaction, and interactive information, application forms to use and archives. According to table 4.4-4, respondents agreed on the importance of e-government service delivery initiatives were 183(43.5%) the rest 238(56.5%) were not agreed. However, table 4.4-3 shown respondents agreed on the ability to do service online were 220(52.3%) the rest 201(47.7%). The respondents accepted fill and submit online application forms were 229(54.4%) the rest 192(45.6%) not accepted. Search interactive information was confirmed by 273(64.8%) but 148(35.2%) ignored it. Download application forms and use them were responded positively by 281(66.7%) whereas 140(33.3%) stand on the opposite. Download archives get accepted by 279(66.3%) the rest 142(33.7%) refused.

Table 4.4-3 Functionalities of e-services

Responses for Questions	Frequency	Percent
Unable to do services online(two way communications)	201	47.7
Ability to do services online(two way communications)	220	52.3
Total	421	100.0
Did not Fill and submit online application forms (one way transaction)	192	45.6
Fill and submit online application forms (one way transaction)	229	54.4
Total	421	100.0
Did not search interactive information (ex: appointment, court information and etc)	148	35.2
Search interactive information (ex: appointment, court information and etc)	273	64.8
Total	421	100.0
Did not download application forms and use them	140	33.3
Download application forms and use them	281	66.7
Total	421	100.0
Did not download archives (ex : procedures, reports, and etc)	142	33.7
Download archives (ex : procedures, reports, and etc)	279	66.3
Total	421	100.0

Table 4.4-4 Summary for the Functionalities of e-services

Summarized responses	Frequency	Percent
e-government service delivery initiatives are not important	238	56.5
e-government service delivery initiatives are important	183	43.5
Total	421	100.0

According to table 4.4-6 participants agreed that the e-government services deliver citizen-focused were 96(22.8%), whereas 325(77.2%) were confirmed that the e-government services is not delivering citizen focused service. However, table 4.4-5 shows each item in this category illustrates that 247(58.7%) respondents said that the website is well organized and user friendly but 147(41.3%) put their stand on the contrary; response from 300(71.3%) respondent agreed on the website address is simple and easy to remember, but 121(28.7%) not agreed on it.

Table 4.4-5 Citizen-focused the e-government service delivery

Responses for Questions	Frequency	Percent
The website is not well organized and user friendly	174	41.3
The website is well organized and user friendly	247	58.7
Total	421	100.0
The website address is not simple (easy to remember)	121	28.7
The website addresses is Simple (easy to remember)	300	71.3
Total	421	100.0
There is no a single website which provides information about all the services	298	70.8
There is a single website which provides information about all the services	123	29.2
Total	421	100.0
There is no designed websites for none internet savvy people (including features that support)	336	79.8
There is designed websites for none internet savvy people (including features that support)	85	20.2
Total	421	100.0

Table 4.4-6 Summary for Citizen-focused the e-government service delivery

Summarized responses	Frequency	Percent
The e-government service delivery is not citizen-focused	325	77.2
The e-government service delivery is citizen-focused	96	22.8
Total	421	100.0

Table 4.4-7 shows five items in this category, which measures whether e-government services improve performance efficiency of public organizations. It has been found that 308(73.2%) respondent agreed that IT-enabled public service counters for better performance but 113(26.8%) not agreed. In the same way, 283 (67.2%) confirmed that re-designed public sector functions for better performance, however, 138 (32.8%) respondents denied. Similarly, 300(71.3%) participant said improved ICT infrastructure for better performance, but 121(28.7%) participants refused it. Likewise, 216(51.3%) participants accepted that using networks reduced redundant information supply among organizations but the rest 205(48.7%) ignored it. In the same token, 294 (69.8%) agreed that there is empowered public sector staff with ICT and the rest 127(30.2%) denied. However, the aggregate result computed the third

quartile revealed in table 4.4-8 that 239(56.8%) of the participant were agreed that e-Government services improve the performance efficiency of public organizations the rest 182(43.2%) disregarded it.

Table 4.4-7 e-government service improves performance of organization efficiency

Responses for Questions	Frequency	Percent
There is no IT enabled public service counters for better performance	113	26.8
There is IT enabled public service counters for better performance	308	73.2
Total	421	100.0
There is no Re-designed public sector functions for better performance	138	32.8
There is Re-designed public sector functions for better performance	283	67.2
Total	421	100.0
There is no Improved ICT infrastructure for better performance	121	28.7
There is Improved ICT infrastructure for better performance	300	71.3
Total	421	100.0
There is no Sharing information using networks to reduce redundant information supply among organizations	205	48.7
There is information using networks to reduce redundant information supply among organizations	216	51.3
Total	421	100.0
There is no empowered public sector staff with ICT	127	30.2
There is empowered public sector staff with ICT	294	69.8
Total	421	100.0

Table 4.4-8 Summary for e-government service improves performance of organization efficiency

Summarized responses	Frequency	Percent
The e-government service not improves the performance efficiency of public organization	182	43.2
The e-government service improves the performance efficiency of public organization	239	56.8
Total	421	100.0

Items shown in table 4.4-9 gauged the extent to which e-government service improves the openness of public organizations. Respondents agreed that there are public policy drafts, laws or regulations display online for public consultation were 242(57.5%) the rest 179(42.5%) were not accepted. Nevertheless, for the other items the respondents agreed were shown below 50%. Hence, the cumulative result shown in table 4.4-10 revealed 131 (31.1%) respondents agreed that e-government service improves the openness of public organizations but the ample number of respondents 290(68.9%) not agreed.

Table 4.4-9 e-government service improves openness of organizations

Responses for Questions	Frequency	Percent
There is no public policy drafts, laws or regulations display online for public consultation	179	42.5
There is Public policy drafts, laws or regulations display online for public consultation	242	57.5
Total	421	100.0
There is no disclose their budget /expenses online to show accountability of their expenses	219	52.0
There is disclose their budget /expenses online to show accountability of their expenses	202	48.0
Total	421	100.0
There is no Disclose online their annual plan and its progress to show their accountability of achieving goals	237	56.3
There is Disclose online their annual plan and its progress to show their accountability of achieving goals	184	43.7
Total	421	100.0
There is no Citizens make complaints online	261	62.0
There is Citizens make complaints online	160	38.0
Total	421	100.0
There is no display organizational and staffs' contact information online	278	66.0
There is Display organizational and staffs' contact information online	143	34.0
Total	421	100.0

Table 4.4-10 Summary for e-government service improves openness of organizations

Summarized responses	Frequency	Percent
The e-government service not improves the openness of public organizations	290	68.9
The e-government service improves the openness of public organizations	131	31.1
Total	421	100.0

Items shown in table 4.4-11 measured the extent to which e-government services improve the responsiveness of public organizations. The respondents agreed on display citizen charter online (citizen charter specifies the minimum number of days that a public organization requires to deliver a service) were 252(59.9%) the rest 169(40.1%) respondents were not agreed. In the same way, the respondents accepted were 215(51.1%) the rest 206(48.9%) respondents disapproved it. Less than 50% respondents replied for other items were the positive response. The summarized responses for the extent to which the e-government services improve the responsiveness of public organizations table 4.4-12 shows that 143(34%) respondents accepted; whereas 278 (66%) respondents rejected.

Table 4.4-11 e-government service improves responsiveness of organizations

Responses for Questions	Frequency	Percent
There is no display citizen charter online (citizen charter specifies the minimum number of days that a public organization requires to deliver a service)	169	40.1
There is display citizen charter online (citizen charter specifies the minimum number of days that a public organization requires to deliver a service)	252	59.9
Total	421	100.0
There is no ability to make inquiries online	206	48.9
There is ability to make inquiries online	215	51.1
Total	421	100.0
There is no follow up for emails or inquires	227	53.9
There is follow up for emails or inquires	194	46.1
Total	421	100.0
There is no online case tracking (ex: status of an application submitted)	238	56.5
There is online case tracking (ex: status of an application submitted)	183	43.5
Total	421	100.0
There is no automatic responses to online submissions and emails	243	57.7
There is automatic responses to online submissions and emails	178	42.3
Total	421	100.0

Table 4.4-12 Summary for e-government services improve responsiveness of organizations

Summarized responses	Frequency	Percent
The e-government services not improve the responsiveness of public organizations	278	66.0
The e-government services improve the responsiveness of public organizations	143	34.0
Total	421	100.0

Items shown in table 4.4-13 evaluated the importance of equity as an outcome of e-government services. Considering each item separately it has been found that, respondents accepted the existence of government websites' content in local languages were 219(52%) the rest 202(48%) respondent disregarded it. Even though there was the significant number of respondents agreed on the other items, for each item, less than 50% respondents accepted it. The cumulative effect shown in table 4.4-14 reveals that 119(28.3%) respondent agreed on equity as an outcome of e-government service is important whereas 302(71.7%) not agreed.

Table 4.4-13 Importance of equity as an outcome of e-government services

Responses for Questions	Frequency	Percent
There is no provision of government websites' content in local languages	202	48.0
There is provision of government websites' content in local languages	219	52.0
Total	421	100.0
There is no websites which comply with the accessibility standards to support people with special needs (ex: hearing, visual problems)	273	64.8
There is websites which comply with the accessibility standards to support people with special needs (ex: hearing, visual problems)	148	35.2
Total	421	100.0
There is no content for the socially disadvantaged people (poor people)	273	64.8
There is content for the socially disadvantaged people (poor people)	148	35.2
Total	421	100.0
There is no appropriate content to address the needs of ethnic minorities	300	71.3
There is appropriate content to address the needs of ethnic minorities	121	28.7
Total	421	100.0

Table 4.4-14 Summary for importance of equity, as an outcome of e-government services

Summarized Response	Frequency	Percent
equity as an outcome of e-government services is not important	302	71.7
equity as an outcome of e-government services is important	119	28.3
Total	421	100.0

Items shown in table 4.4-15 measured the importance of trust as an outcome of e-government service. The respondents agreed for all items were less than 50%. Therefore, the cumulative results shown in table 4.4-16 reveal that 94(22.3%) respondents agreed on the extent which trust as an outcome of e-government is important whereas 327(77.7%) respondent not accepted.

Table 4.4-15 Importance of trust as an outcome of e-government

Responses for Questions	Frequency	Percent
There is no security and privacy statement	257	61.0
There is security and privacy statement	164	39.0
Total	421	100.0
There is no trustworthiness of online interactions	264	62.7
There is trustworthiness of online interactions	157	37.3
Total	421	100.0
There is no protections for information held in e-government systems	292	69.4
There is protections for information held in e-government systems	129	30.6
Total	421	100.0
There is no dissemination of credible information	295	70.1
There is dissemination of credible information	126	29.9
Total	421	100.0
There is no a regulatory framework to secure citizens' e-government interactions	303	72.0
There is a regulatory framework to secure citizens' e-government interactions	118	28.0
Total	421	100.0

Table 4.4-16 Summary for importance of trust, as an outcome of e-government

Summarized Response	Frequency	Percent
Trust as an outcome of e-government is not important	327	77.7
Trust as an outcome of e-government is important	94	22.3
Total	421	100.0

Data from interview and document review shows that there are e-government services, which might help the public to combat challenges regarding court cases. There are different tools that support clients in the business they require from FSC. Some modern technologies applied in this public organization were video conferencing, recording and transcribing, free call center, CCMS, plasma screen application, e-filing, website, queue and information desk.

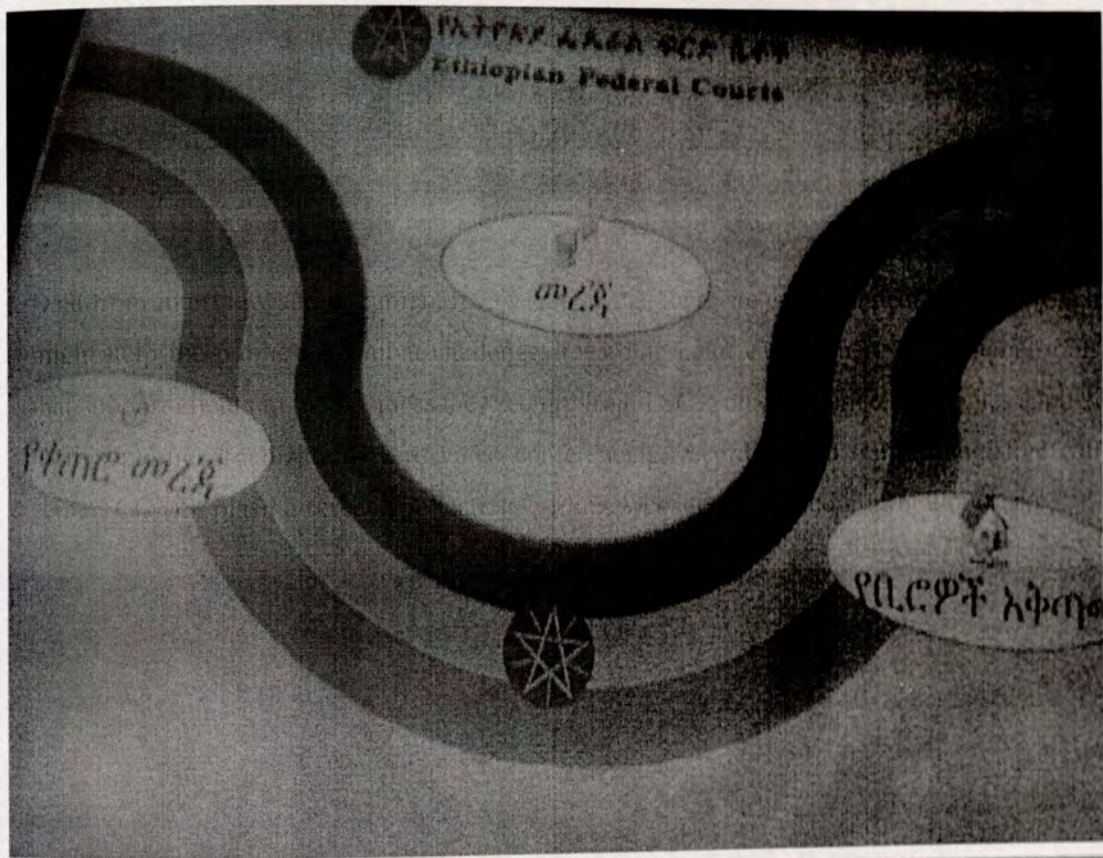


Figure 0-1 Screen help to check appointment and different information

The video conferencing or video court session is the process of court hearing remotely. According to the interviewee, there are 41 centers remotely connected to the FSC. This technology enabled the client to file and pursue their cassation cases in the Supreme Court without their presence at FSC. The court process through video conferencing is among the enhancement programs implemented in both federal regional courts. This technology help client to save their money and time since they are not required to go to the FSC to follow up the court case, but in their vicinity where the video conferencing center.



Figure 0-2 video conference (Federal Supreme Court Public Relation Directorate, 2015)

Recording and transcribing include converting any litigation process in the court into written forms using a computer. According to the interviewee, this technology helps quickly to convert litigation process files recorded with memory sticks into written forms. It minimized time and burden to convert the recorded files into written forms (Federal Supreme Court Public Relation Directorate, 2015); has enabled to have effective adjournment policy, and increased the effectiveness of the court services.

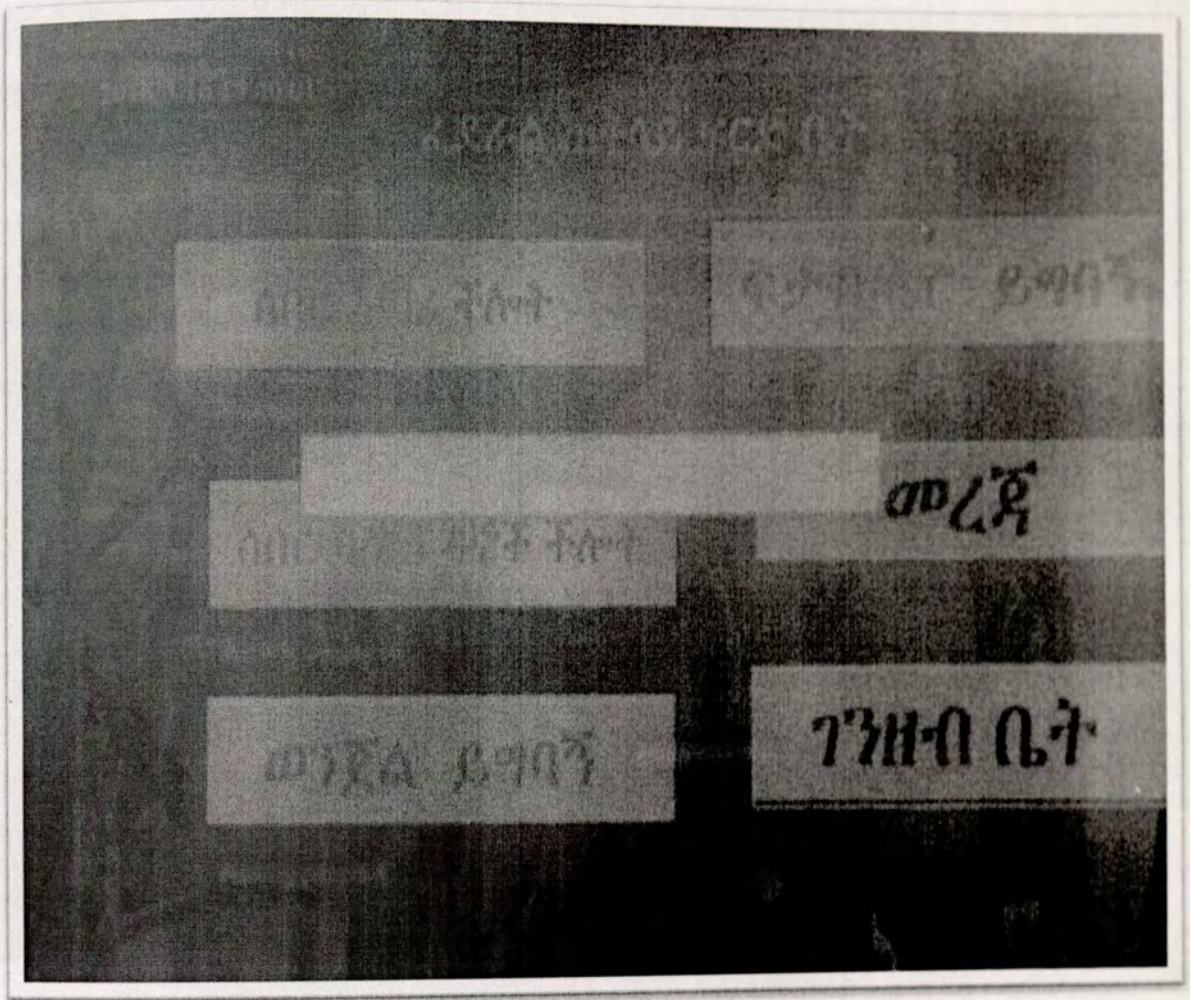


Figure 0-3 Screen help to check information

Free call center service delivered through a telephone helps clients to provide information by dialing 992. The interviewee explained that the center helps to gather any information related to FSC. The center can assist 18 persons at a time and it is connected directly to the database of the Supreme Court. The main services of the free call center are following up of ongoing cases, broadcasting organizations or any interested party can get adjournment day of a case, free law consulting especially regarding children (Federal Supreme Court Public Relation Directorate, 2015).



Figure 0-4 free call centre (Federal Supreme Court Public Relation Directorate, 2015)

Court Case Management System (CCMS) is a computerized system that designed to assist the registrar. It is a tool for managing judiciary activities, according to the interviewee, in all federal courts and feeds main data center of the court (Federal Supreme Court Public Relation Directorate, 2015). It helps immediately to upload new cases filed each day, new decisions, judgments and adjournments passed from the courts into the computer system. This technology helps to monitor the number of cases the court sees per day, what decision has been made and the working quality of a judge. The interviewee explained that the system has a capability to manage any changes in a case file from its start to its decree.



Figure 0-5 Display that guide where to go

Plasma screen application is found at FSC waiting room, caters many services to the customer. According to the interviewee, mainly client can watch the day's court list, the clients can ensure whether their case seen or not on the specific date. The plasma screen is linked directly to the database, which helps the customers to see their court list, file number, defendant name, plaintiff name and other more information related to their cases. The interviewee added that this technology enabled them to proceed their work more accurately, transparent and predictable to citizens in general (Federal Supreme Court Public Relation Directorate, 2015).

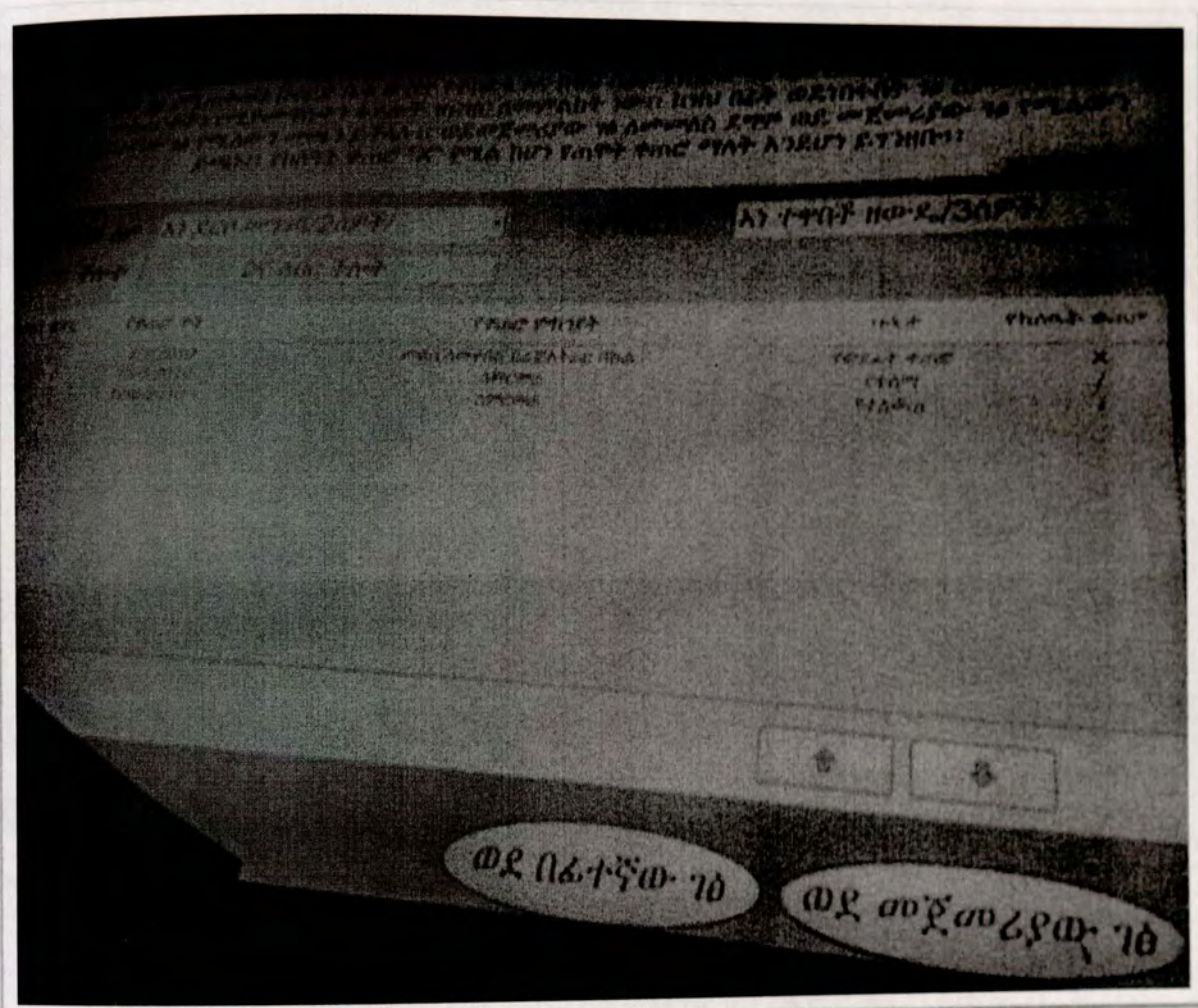


Figure 0-6 Detail information about court cases

According to the interviewee, the website of FSC is more convenient for users. The interviewee described that the website is linked to the court database; it gives various information about cases, file conditions, adjournments, and other related issues. The website is accessible by any individual through the address: www.fsc.gov.et (Federal Supreme Court Public Relation Directorate, 2015). Moreover, according to the interviewee, there is information desk that delivers services to the client by telephone or face to face about their case status.



Figure 0-7 FSC website

All the above discussions reflect the extent to which the public values addressed by the e-government services in FSC. This eagerness helps to achieve the objective set. Even though the infrastructure is awesome, yet it is not an end by itself. However, there are challenges to be solved in order to fully utilize the system. Still, the electric power fluctuations hinder the client from using the system as expected. Accordingly, the honored officials should examine it, in order to have an ample result of the infrastructure. The awareness creation is the intent to be noticed by using various outlets to address the customers. The implemented system in FSC includes a number of technologies, which are integrated; consequently, they support the e-government service delivery.

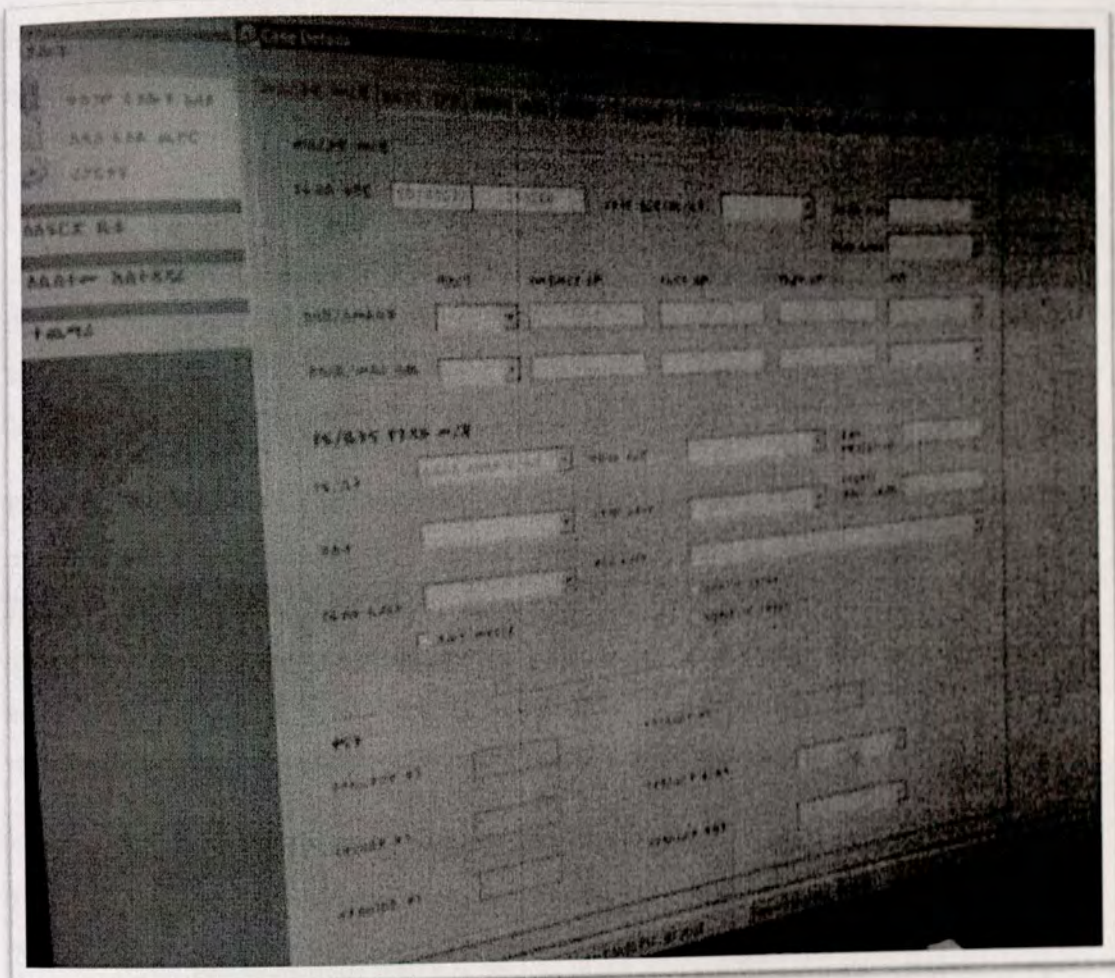


Figure 0-8 Data base integrating different systems

4.5 Discussion

There were two research questions designed from the problem statement in order to have a solution. The research questions were answered by collecting data from FSC by using questionnaire, document review, interview, and observation. Both general and specific objectives were addressed. The first question was 'To what extent are the public values addressed by the e-government services in Federal Supreme Court?'

The preceding discussion indicates the extent to which the public values addressed by the e-government services in FSC. The data collected from the customer reflect that e-government service is not achieved as expected; hence, the officials should acknowledge it in order to have a broad outcome of the infrastructure. The system implemented by the FSC includes a number of technologies that directly or indirectly support the e-government service delivery. This predisposition helps to achieve the objective set for the public value of the e-government

services transmission. However, there are obstacles that need to be resolved to fully utilize the applications. For instances, the electric power inconstancy restricts the client use of the system. Moreover, the awareness of the customer about the system is poor. Therefore, awareness creation helps to communicate the customers and introduce how to use the system.

The public value of e-government service delivery in Federal Supreme Court evaluated by a strategy designed in chapter three. In order to answer the second question 'what are the challenges in relation to attaining the public values sought by the e-government services in the Federal Supreme Court? The researcher emphasized the quantitative data collected through questionnaire, interview, and observation for discussion.

The revised framework for the evaluation of the public value of e-government services comprises three main dimensions which can measure the attainment of public value. These dimensions are measured with subdimensions and help to evaluate public value. The analysis of quantitative data has been made for data collected by using the questionnaire to evaluate public value according to the revised framework. The main dimensions are the latent variables which are measured by observable variables using questionnaires.

4.5.1 The delivery of quality public services

The delivery of quality public services can be measured with the quality of service delivered through e-Government, and the relevance of such services with the expectations of citizens/customers (Karunasena & Deng, 2009; Karunasena & Deng, 2011; Karunasena, 2012; Ha, 2016). It depends on the availability of quality information, functionalities of e-services, and citizen-focused services (Karunasena & Deng, 2011; Karunasena, 2012; Ha, 2016).

The availability of information is about the amount, quality and type of information (Ha, 2016). However, table 4.5.1-2 shows 248(58.9%) respondents confirmed that the e-government service is not delivering quality information and the rest 173(41.1%) responded that the e-government service is delivering quality information. Table 4.5.1-1 shows that 189(44.9%) respondents pinpoint that relevant information is not delivered. Relevancy, in this case, could be regarding with their business, court cases and the like. On top of this, the same table revealed that 177(42%) respondent replied that the information delivered have not a considerable level of detail. Therefore, in the researcher's viewpoint, quality is challenging and comparative, it might difficult to meet perfect quality service. It requires the qualified workforce that can update with state-of-the-art technologies, a great deal of budget, quality

material resources, and infrastructure. In spite of the fact, customers need perfect quality services and therefore, the organizations or service-rendering party should gear towards perfect quality service to meet the expectations.

Functionalities of e-service seen with respect to the importance of service initiatives, table 4.5.1-4 shows 238(56.5%) respondents were confirmed that the e-government services delivery was not achieved their expectations the rest 183(43.5%) replied on that their expectation has achieved. In this regard, the citizens' perceptions about the usefulness of simple and complex e-services to obtain public services, and increased satisfaction of being able to access e-services were not achieved. Each item in this category reflects a remarkable number of respondents agreed, but this does not mean every customer was satisfied. Since significant numbers of respondents were reflecting that they are not comfortable with e-services functionalities under consideration, it requires due attention.

According to table 4.5.1-5 respondent agreed to the availability and functionality of a single website which provides information about all the services where 123(29.2%) and 85(20.2%) respondents agreed on the availability of designed websites for none internet savvy(naïve) people (including features that support). In general, Table 4.5.1-6 shows 96 (22.8%) respondents have accepted that e-government service delivery was citizen-focused. The rest 325(77.2 %) respondent participated in this research did not agree in service delivery. Hence, the expectation of client not met as they like it to be. This figure out that a great attention has to be given to citizen-focused service to alleviate challenges manifested in this regard to maintain the reputation of the organization and build goodwill.

According to the interviewee, the availability of multiple e-Government service delivery channels for citizens helps to access the public services in the most reliable channel. The channels include the cell phone, web portals, call centers, video conference, teleconference, etc. Hence, the infrastructure set help to save their money, time and effort that might be consumed to access services through e-Government service delivery, as compared to traditional government services delivery. Therefore, the satisfaction of citizens with e-Government services has disclosed the experience of citizens in using e-Government services (Karunasena & Deng, 2011; Karunasena, 2012; Ha, 2016). Citizen-focused services concern about the provision of public services in a user-friendly manner for satisfying the user's needs (Jørgensen & Bozeman, 2007; Ha, 2016).

4.5.2 The effectiveness of public organizations

The effectiveness of public organizations is a key indicator of public value creation through e-Government services, which can be measured through efficiency, accountability, and subjects' perceptions. A citizen-focused e-government strategy gives due attention to the requirements and expectations of citizen (Karunasena & Deng, 2009). Accordingly, e-government system is used for improving the efficiency of public organizations by reducing processing costs, improving strategic connections between government organizations, and creating empowered personnel. This can be achieved through the development of better ICT infrastructure, re-designing public functions, sharing public information, and empowering organizational staff (Kearns, 2004; Karunasena, Deng, & Singh, 2011).

According to table 4.4-8, the participants replied that the e-government services were not improving the performance efficiency of the public organization was 239(56.8%) the rest 182(43.2%) stand on the contrary. However, responses for items in this section regarded as supporting, but the significant numbers of respondents were not agreed; it has to be considered as the point of the challenge.

The openness of organization seen in e-government service when there is the readiness to reveal activities by the organization, concerned to display their plan, progress and budget allocated for activities. There are challenges with respect to openly disclosing contact address of staff members online. Table 4.4-9 shows 143(34.0%) respondent put their stance that there were display organizational and staffs' contact information online this conveys a meaning that there is no display of contact information since 248(66%) confirmed that no display of contact information in their expectations. Generally, table 4.4-10 shows that the e-government service did not improve the openness of public organizations. Nevertheless, the openness of organization is one of the key indications of the public value of e-government services (Horan, Abhichandani, & Rayalu, 2006). Hence, the openness of public organization issues needs to be considered in order to build the reputation of the organization. Therefore, it is the point of the challenge to be considered by the organization.

Accountability refers to the responsiveness of government to the public regarding its performance. In e-Government services, accountability is reflected by the readiness of public organization in publishing organizational chart online, the contact information of the organization and its key personnel. The awareness of citizens on a public organization during e-Government initiatives implementation; seen as the number of citizens who have positive

or negative opinion about the e-enabled public organization services (Karunasena & Deng, 2009; Ha, 2016), which need to be studied.

According to table 4.5.2-12, the respondents reflected their stance was 278(66.0%) that the e-government services delivery not improve the responsiveness of public organizations. This could be related to the readiness that the organization put in place and the experience of the customer to use the services. There might be customers not using or have to know how of the services. Even though there are the readiness and good infrastructure of the services, lack of awareness might be resulted in dissatisfaction and condemning of the services.

4.5.3 Achievement of socially desirable outcomes

The attainment of socially desirable outcomes is a major source of public value creation through e-Government. It is reflected by the impact, deliverables, and consequences that public services are designed to reach on. The development of trust between citizens and government helps for examining the public value of e-Government. It is assessed from the perspectives of security and privacy of citizens' information, transparency of e-Government services, the trust of citizens in e-Government services, and participation of citizens in public discussions or decision-making (Karunasena & Deng, 2011; Karunasena, 2012; Ha, 2016).

The security and privacy of citizens' information in using e-Government services refers to the extent to which the organization securely manages citizens' personal information kept in e-Government systems. This is often reflected by individual organizations' readiness to secure citizens' personal information and development of effective law and regulations with respect to the use of e-Government. The public value of confidentiality can be examined through citizens' perceptions about the confidentiality of citizens' sensitive information in government systems, protection of citizens' identity afforded by e-government systems, and the security infrastructure in e-government systems (Karunasena, 2012).

The transparency of e-Government refers to the level of which an organization reveals its activities, processes, and procedures. A transparent government discloses its performance information timely in a regular way. The public trust in e-Government services is measured by the citizens' perceptions about the e-Government services delivered by the public organization. Trust in e-government is gauged through citizens' perceptions of the trustworthiness of electronic information exchange that citizens make with the government, protection through laws, and the credibility of the information provided through e-government. Government's trust in citizens is measured through the citizens' judgments of

the degree to which public officials trust citizens in e-government interaction. The participation of citizens in government affairs can take the forms through the active involvement of citizens in the public decision-making process, online consultation services with the use of web tools such as online forums, blogs, community networks, newsgroups and etc (Karunasena & Deng, 2011; Karunasena, 2012; Ha, 2016).

The e-Government services delivery must be fair regarding cost and the extent to which e-Government services are available for the whole population including socially disadvantaged (poor and illiterate) people and those with special needs (hearing and sight impaired). This is revealed through the availability of infrastructures that help them to access e-Government services. However, table 4.5.3-13 shows 273(64.8%) respondent confirmed that there are no websites that full fill the accessibility standards to support people with special needs. In the same token, table 4.5.3-13 exemplified that 273(64.8%) respondent agreed that there is no content for the socially disadvantaged (poor) people.

The table 4.5.3-14 shows that 302(71.7%) respondents have exposed equity as an outcome of e-government services is not important, and the rest 119(28.3%) were standing in the opposite. The equity of service can be seen from the inclusiveness of content. Table 4.5.3-13 described the content for whom and in which language it had been prepared. In Ethiopia, there are many local languages in which the content has to be prepared in order to address its message. Therefore, to achieve the satisfaction of its customer the organization needs to strive more and more towards customer satisfaction.

According to table 4.4-16, the respondents agreed on the importance of trust as an outcome of e-government were 94(22%) the rest 78% of respondents were disregarded the trustworthiness of the e-government services. In building goodwill and the reputation, trust is the most important. Therefore, building trust here is challenging according to table 4.5.3-16. The details in this category table 4.4-15 reported the status of the trust that the public had developed; though in aggregate, it shades light on what needs to be done in the future to alleviate such challenges.

4.5.4 Inter-Item correlation

Correlation is a bivariate analysis that measures the strengths of association between two variables, and the value of the correlation coefficient varies between +1 and -1. When the value of the correlation coefficient lies around ± 1 , then it is said to be a perfect or strong degree of association between the two variables. As the correlation coefficient value goes

towards zero, the relationship between the two variables will be weaker. The negative sign indicates the association is in opposite direction (Chen & Popovich, 2002).

The Conventional outline of suggestion pertaining to weak (0.1), moderate (0.3), and strong (0.5) correlation but these adjectives are relative (Chen & Popovich, 2002). Items shown in table 4.5.4-1, are related to one another, however, the degree of association (relation) is ranging from weak to strong.

E-government improves the responsiveness of public organizations are strongly related to e-government improves the openness of public organizations by the correlation coefficient of 0.558. E-government improves the openness of public organizations and importance of equity as an outcome of e-government services is strongly associated where the correlation coefficient is 0.512. E-government improves the openness of public organizations related to the importance of trust as an outcome of e-government services the correlation coefficient is 0.527. Importance of equity as an outcome of e-government services strongly associated with the importance of trust as an outcome of e-government services where the correlation coefficient is 0.512. E-government services deliver quality information and importance of e-government service delivery is moderately related to one another where the correlation coefficient is 0.427. In general, improving one item can affect the other item positively since they are positively correlated.

Table 4.5.4-1 Inter-Item Correlation Matrix

	E-government services deliver quality information	Importance of e-government service delivery	Citizen-focused e-government service delivery	E-government improves performance efficiency of public organization	E-government improves the openness of public organizations	E-government improves the responsiveness of public organizations	Importance of equity as an outcome of e-government services	Importance of trust as an outcome of e-government services
E-government services deliver quality information	1							
Importance of e-government service delivery	.427**	1						
Citizen-focused e-government service delivery	.363**	.220*	1					
E-government improves performance efficiency of public organization	.271*	.359**	.211*	1				
E-government improves the openness of public organizations	.304**	.394**	.258*	.328**	1			
E-government improves the responsiveness of public organizations	.308**	.413**	.244*	.282*	.558***	1		
Importance of equity as an outcome of e-government services	.280*	.312**	.313**	.175*	.512***	.474**	1	
Importance of trust as an outcome of e-government services	.329**	.370**	.280*	.215*	.527***	.471**	.512***	1

*weak relationship, **moderate relationship and *** strong relationship

4.6 Chapter Summary

This chapter tried to answer the research questions within the objective set in chapter one; by using instrument and strategy devised in chapter three. The first research question 'To what extent is the public value addressed by the e-government services in Federal Supreme Court?' is answered through the analysis of data collected from the customer of FSC. It has been found that the public value of e-government is not achieved. The response from participant revealed that 68.79% respondents verified the public value of e-government services is not achieved but the rest 31.21% respondents exhibits that the public value of e-government service is achieved as they expected. Therefore, the extent to, which the public value addressed by the e-government services in Federal Supreme Court is 31.21%.

The second research question 'What are the challenges in relation to attaining the public values sought by the e-government services in the Federal Supreme Court?' is seen with respect to the initiatives and willingness of the organization to address the customers satisfaction. The researcher observed that there is the readiness to achieve to combat client problems regarding their cases. Any interested body can use one of the outlets put there in order to truck his case. There are a free call center and website to check the adjourn appointment without visiting the organization. The plasma screen and the receptionist are the spots put there for the client to be informed about all the business he/she required from the organization for whom like to visit it. Video conference the electronic judiciary to have heard adjourn at the vicinity where there is video conference without visiting FSC. The CCMS help the registrar to deliver services as much as efficient and effective as possible. The researcher examined that electronic systems held there are integrated and human interferences are minimized. So, it has been addressed and the challenges are identified by the analysis of collected data.

The general objective of this study 'to evaluate the public value of e-government services and challenges associated to it in Ethiopia through a case of the court case management system (CCMS) in Federal Supreme Court was attained. In the same way the specific objectives 'To identify evaluation framework from extant literature that help to measure public value of e-government services, To identify current status of e-Government services in meeting the public value, To identify challenges associated with meeting the public value of the e-government services provided by Federal Supreme Court' were successfully reached.

CHAPTER FIVE

CONCLUSIONS AND RECOMMENDATIONS

5.1 Introduction

This is the last chapter of this study. It has been tried to present the comprehensive conclusion or major finding of the research and recommendations derived from the data analysis.

5.2 Summary of Key Findings

The research aimed to investigate solutions for two research questions. The first research question is 'What are the challenges in relation to attaining the public values sought by the e-government services in the Federal Supreme Court?' and the challenges are identified through data collected from the participant of the study. This has been seen with respect to the difficulties that hinder the organization to deliver the intended values and the initiatives and readiness of the organization to address the Public value. The organizational readiness concerning e-government services, combat client problems regarding their cases however, system down, electric power fluctuations were the challenges that hinder the organization not to deliver fully its services. The awareness of the customer towards the program was the other challenge that deprived the organization to create the public value as expected.

The second research question 'To what extent is the public values addressed by the e-government services in FSC? was addressed through the data collected by questionnaire from the customers of FSC. The public value of e-government is evaluated through the delivery of quality public services, the effectiveness of public organizations and achievement of socially desirable outcomes. Each of these again evaluated through observable variables for which respondents put their stances helped addressing the research questions.

The summary of findings to the delivery of quality public services shows 58.9% participants responded that the e-government is not delivering quality information but the rest 41.1% not agreed. The reaction of 56.6% respondents vividly exposed that functionality of e-services is not as expected however 43.4% ignored, and responses from 77.2 % participants revealed that services are not citizen-focused the rest 22.8% disregarded it. Therefore, the evaluation

of quality public service delivery is not achieved, on which 64.23% respondents agreed, however; the rest 35.77% respondent confirmed that there is quality public service delivery.

The effectiveness of public organization is measured through the openness of public organization and responsiveness of public organization. The e-government service expected to improve the openness of the public organization but 68.9% respondents replied that the e-government service not improved the openness of public organization the rest 31.1% stand in the opposite. On the other hand, 66.0% respondents reflected their stance that the e-government services delivery not improved the responsiveness of public organizations the rest 34% exposes the e-government services improved the responsiveness of organization. Therefore, responses from 67.45% participants revealed that the public organization is not effective but 32.55% shows the public organization is effective.

Socially desirable outcome is gauged by equity of service delivery and trust on the organization service. Response from 71.7% participant presented that equity, as an outcome of e-government services, is not significant however 29.3% stand on the contrary. In the same way, the statement from 78% participant deserved that trust, as an outcome is not important however 32% disregarded. Therefore, the socially desirable outcome is not attained, which is supported by 74.85% participant but 25.15% recognized that socially desirable outcome is attained.

In general, according to a revised framework for the evaluation of the public value of e-government services, the public value of e-government service in FSC is not realized. The aggregate results from 68.79% respondents verified that the public value of e-government services is not achieved but the rest response from 31.21% respondents exhibits that the public value of e-government service is attained.

5.3 Conclusions

The research aimed to investigate solutions for two research questions. Both these research questions were addressed through data collection. The initiatives and readiness of e-government services of the organization to address the customers' public value need to be continued. It helps the interested body in order to track his or her case without visiting the organization, and there is set up for those clients prefer to visit the organization. Never the less, the awareness of the customer towards the e-government is poor, which has impose challenge to effectively utilize the system.

The extent to which the public value of e-government services sought by FSC is computed from the collected data from the customer of FSC. Hence, the aggregate response from 68.79% participant verified that the public value of e-government is not achieved the rest 31.21% respondents view exhibits that the public value of e-government service is delivered.

5.4 Limitations of the Study

There are points that need to be considered as the limitations of the study. Since the area of the study somehow complex and needs, a serious attention to draw findings it only focuses on the federal supreme court of which clients came to this institution through appeal. There were client who have inability of reading and writing Amharic and English, these fellows took the questionnaire and honestly explained that they cannot read and write both Amharic and English. Therefore, the limitation encompasses language by which the instrument is designed.

5.5 Recommendations

The recommendation obtained from this conclusion shows the initiatives that indicate the situation of e-government services of the public organization is so significant and demand to be grown. However, the initiatives placed there should assist the customer and accomplish their expectations. These expectations were the delivery of quality public service, the effectiveness of the public organization, and socially desirable outcomes. The primary dimensions were measured through the perceptible variables confirmed that the demanded result was not accomplished according to the revised framework of e-government services evaluation of the public value. From these it has been deduced:

1. The public at large and the customer for specific require quality public service. Therefore, FSC should give due attention to the quality public service through delivering quality information, up to date information, relevant information, and improve the functionality of e-services.
2. The respondents reflected that the public organization is not as effective as they require it to be. Hence, the organization should use and improve organizational efficiency, responsiveness, and openness. This can be handled through responding on time for their inquiry, online displaying top public officials' contact information, providing information on how public organization makes decisions, displaying draft policy online for citizens' consultation, incorporate services that might support complaints comment online about the activities of public organizations.

3. The socially desirable outcome is one of the points that disregarded and not achieved as expected. Trust and equity required to achieve the public value of e-government services. Respondents forwarded their objection through the questionnaire; in this regard, the summarized analysis shows below 50% success. Therefore, the organization required to look at in detail to achieve the socially desirable outcome since trustworthiness and equity delivery of service build the goodwill and reputation of the organization.
4. The readiness of FSC in e-government services, which have a great deal of benefit for customers and organizations, so the organization is required to communicate the benefits, how to use, and the output it can deliver.
5. The stakeholders involved in this public organization should support and devise resolutions aforementioned claims that the public requires. The power fluctuation and system interruption let the customer feel boredom. Both matters incur an unanticipated cost and cause the public to be irritated, so both issues demand top officials consciousness concerning resources allocation.

5.6 Future Research Directions

The e-government services are the area under study. In Ethiopia, there is research conducted in its development, initiatives, readiness, sustainability, and acceptance. However, the research on the public value that the e-government service made is not yet conducted.

The public value is the evaluation of users, client or citizen regarding services. Currently, ICT brought a great potential for the business with respect to e-government services, though this plausible to be examined concerning the public value of e-government services.

This research is delimited to the FSC while the customers came with the application from lower courts. Therefore, the study in the future needs to consolidate lower courts. Besides, the future study extends the research to other organization that performs all or part of its services through e-government. Since, the investigation about the public value of e-government helps officials to twist policies and program in the public curiosity.

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APPENDICES

Appendix A: Survey Questionnaires



ADDIS ABABA UNIVERSITY
COLLEGE OF NATURAL AND COMPUTATIONAL SCIENCES
SCHOOL OF INFORMATION SCIENCE

Dear respondent!

I am Alemayehu Tsegaye a postgraduate student. Currently, I am attending Master of Science in Information Science & Systems at Addis Ababa University, Ethiopia. As part of my accomplishment for the program, I am working on my thesis research. My research topic lies on the Public Value of e-Government services. Therefore, this is kindly request you to participate in the survey that needs data from your personal experience to assess the issues in relation to the public value of e-Government in Ethiopian context.

This survey is anonymous. No one, including the researcher, will associate your responses with your identity. Your participation is voluntary. You may choose not to take the survey, to stop responding at any time, or to skip any question that you do not want to answer. However, your response is extremely important and valuable for the success of the research to achieve the objective of the study by indicating possible gaps, if any, and possible solutions that need to be taken by concerned parties or authorities. Therefore, I appreciate if you spend few minutes from your valuable time according to the instruction for each part.

If you require any assistance or clarification, please do not hesitate to contact me through either of the following methods. **Mobile:** 0911828113 or **Email:** nprda2002@gmail.com

Thank you for your willingness to participate in this study.

February 2017

Alemayehu Tsegaye, Addis Ababa, Ethiopia

Survey on Perceived Public Values of e-Government services

This research aims to investigate your perceptions of the values of e-government services.

E-government

In this survey, electronic government services (e-government services) refer to the use of information and communication technologies (ICT) in government activities for creating a

better value for citizens. Thus, e-government services includes electronic public service delivery (through websites, e-services, call centers, video conferences, tell conferences), use of ICT in public organizations for internal administration and the use of ICT to enhance various socially desirable outcome such as trust, equity, development of citizens and so forth.

This survey contains the following sections:

Part I: Demographic information

Part II: Your public values about various e-government services

Your assistance is requested in anonymously answering the questions. Your responses will be strictly confidential.

Thank you in advance



Part I: Demographic data

Please select one by putting (√) in the box provided.

1. Gender: Male Female
2. Age : 18-30 31-45 46-60 Above 60
3. Marital status: Married Unmarried Divorced Widowed
4. Occupation : Government Private Company Merchant Student
Farmer Other, please specify _____
5. Educational Back ground: MSC/MA and above BA/BSc Diploma
Secondary school complete and less
6. Do you use e-government services? Yes No

Part II: your public values about various e-government services

This section is NOT about e-government services but it seeks to find out what you would value and expect from the delivery of public services through e-government. Please rate your responses by putting (√) in the box provided under each scale according to the following scale; [1: Strongly Disagree, 2: Disagree, 3: Neutral, 4: Agree, 5: Strongly Agree]

		5	4	3	2	1
7.	To what extent the e-government service deliver quality information.					
7a	Accurate information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7b	Up-to-date information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7c	Relevant information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7d	Information with the right level of detail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7e	Simple and understandable information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	To what extent the following e-government service delivery initiatives are important.					
8a	Ability to do services online (two way communications )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8b	Fill and submit online application forms (one way transaction )	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8c	Search interactive information (ex: appointment, court information and etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8d	Download application forms and use them	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8e	Download archives (ex : procedures, reports, and etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9.	To what extent the e-government service delivery is citizen-focused.					
9a	Well organized and user friendly website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9b	Simple (easy to remember) website addresses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9c	A single website which provides information about all the services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9d	Designing websites for none internet savvy people (including features that support)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.	To what extent the e-government service improves the performance efficiency of public organization.					
10a	IT enabled public service counters for better performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10b	Re-designed public sector functions for better performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10c	Improved ICT infrastructure for better performance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10d	Sharing information using networks to reduce redundant information supply among organizations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10e	Empowered public sector staff with ICT	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11.	To what extent the e-government service improves the openness of public organizations.					
11a	Public policy drafts, laws or regulations display online for public consultation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11b	Disclose their budget /expenses online to show accountability of their expenses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11c	Disclose online their annual plan and its progress to show their accountability of achieving goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11d	Citizens make complaints online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11e	Display organizational and staffs' contact information online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

		5	4	3	2	1
12.	To what extent do you think that e-government services improve the responsiveness of public organizations?					
12a	Display citizen charter online (citizen charter specifies the minimum number of days that a public organization requires to deliver a service)					
12b	Ability to make inquiries online	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12c	Follow up for emails or inquires	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12d	Online case tracking (ex: status of an application submitted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12e	Automatic responses to online submissions and emails	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.	To what extent do you think that equity as an outcome of e-government services is important to you and the society?					
13a	Provision of government websites' content in local languages	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13b	Websites which comply with the accessibility standards to support people with special needs (ex: hearing, visual problems)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13c	Content for the socially disadvantaged people (poor people)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13d	Provide appropriate content to address the needs of ethnic minorities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	To what extent do you think that trust as an outcome of e-government is important?					
14a	Security and privacy statement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14b	Trustworthiness of online interactions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14c	Protections for information held in e-government systems	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14d	Dissemination of credible information	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14e	A regulatory framework to secure citizens' e-government interactions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



አዲስ አበባ ዩኒቨርሲቲ

የተፈጥሮና ኮምፕዩተር ሳይንስ ኮሌጅ

የኢንፎርሜሽን ሳይንስ ትምህርት ቤት

ውድ የጥናቱ ተሳታፊ!

እኔ አለማየሁ ፀጋዬ የድህረ ምረቃ ተማሪ ነኝ። በአሁኑ ወቅት በአዲስ አበባ ዩኒቨርሲቲ በኢንፎርሜሽን ሳይንስና ሲስተምስ የማስተርስ ድግሪዬን በመከታተል ላይ እገኛለሁ። ለፕሮግራሙ ማሟያ የሚሆን በኢ-መንግስት አገልግሎቶች የህዝብ ጥቅም ርዕሰ ጉዳይ ዙሪያ ጥናት እያጠናሁ ነው። ለዚህ ጥናት ግብዓት የሚሆን በኢ-መንግስት አገልግሎቶች የህዝብ ጥቅም ዙሪያ ከአገራችን አንጻር ያካበቱትን መረጃ በመስጠት አንድሳተፉ በአክብሮት እጋብዞታለሁ።

የማንኛውም የዚህ ጥናት ተሳታፊ አካል ማንነት አይገለጽም። የማንም አካል ማንነት ከምስጠው መረጃ ጋር ሊያያዝ አይችልም። በፈቃድኝነት ላይ የተመሰረተ ተሳትፎ በመሆኑ በጥናቱ ያለመሳተፍ፣ ጥናቱን ከጀመሩ በኋላ የማቋረጥ፣ ላልፈለጉት ጥያቄ መረጃ ያለመስጠት ይችላሉ። ሆኖም ጥናቱ በጣም አስፈላጊ ስለሆነ የምስጠት መረጃ በርዕሰ ጉዳዩ ዙሪያ ያሉትን ክፍተቶች ለማሳየትና መፍትሄውን ለሚመለከታቸው አካላት ለመጠቀም ወሳኝ መሆኑን በመገንዘብ ከውድ ጊዜዎ ውስን ደቂቃ መስዋዕት በማድረግ በጥናቱ በመሳተፍ በትዕዛዙ መሰረት መረጃ እንድሰጡኝ በአክብሮት እጠይቃለሁ።

ጥናቱን በተመለከተ ማንኛውንም ዓይነት ማብራሪያ ከፈለጉ በተንቀሳቃሽ ስልክ ቁጥር 0911828113 በመጠቀም ይደውሉልኝ ወይም በኢ-ሜል nprda2002@gmail.com አድራሻዬ ይጻፉልኝ።

በጥናቱ በመሳተፍዎ ላቅ ያለ ምስጋናዬን አቀርባለሁ!

አለማየሁ ፀጋዬ

አዲስ አበባ-ኢትዮጵያ

የካቲት 2010

በኢ.ሌ.ከትሮኒክስ መንግሥት(ኢ-መንግሥት) አገልግሎቶች የተገኘ የህዝብ ጥቅም ዳሰሳ ጥናት

ለማካሄድ የተዘጋጀ መጠይቅ

የጥናቱ ዓላማ፣ በኢ-መንግሥት አገልግሎቶች የተገኘውን የህዝብ ጥቅም ለማጥናት የተዘጋጀ ነው።

ኢ-መንግሥት አገልግሎት፡- በዚህ ዳሰሳ ጥናት ኢ-መንግሥት አገልግሎት ማለት በመንግሥት ተግባራት ውስጥ ኢንፎርሜሽን ኮሙኒኬሽን ቴክኖሎጂን (ኢኮቴን) በመጠቀም ለዜጋ የተሻለ አሰጣጥ መፍጠር የሚለውን ጽንሰ ሀሳብ ይወክላል። ኢ-መንግሥት አገልግሎት ለዚህም የሚሰጡ ኢ- የህዝብ አገልግሎቶች (በድረ-ገጽ፣ በኢ-አገልግሎት፣ በጥሪ ማዕከላት፣ በቪዲዮ ኮንፈረንስ፣ ቴሌ ኮንፈረንስ)፣ በተቋማት ውስጣዊ አስተዳደር፣ የተለያዩ በማህበረሰቡ ተፈላጊ የሆኑ ውጤቶችን እንደ ተዳማኒነት፣ እኩልነት እና የመሳሰሉት ለማሻሻል ኢኮቴ መጠቀምን ያካትታል።

ይህ የዳሰሳ ጥናት የሚከተሉትን ክፍሎች ይይዛል፤

ክፍል I: አጠቃላይ መረጃ

ክፍል: II በኢ-መንግሥት አገልግሎቶች በሚገኘው የህዝብ ጥቅም ዙሪያ ያለውን አረዳድ ይሆናል።

ክፍል I: አጠቃላይ መረጃ

አባከዎ (✓) ምልክት በሰጥኑ ውስጥ በማስቀመጥ መልስዎን ይምረጡ

1. ፆታ፡ ወንድ ሴት
 2. ዕድሜ፡ 18-30 31-45 46-60 ከ60 በላይ
 3. የጋብቻ ሁኔታ፡ ያገባ ያላገባ በፍቺ የተለየ/ች በሞት የተለየ/ች
 4. የሥራ ሁኔታ፡ የመንግሥት የግል ድርጅት ነጋዴ ተማሪ ግብርና
- ለላ ከሆነ ይገለጽ _____
5. የትምህርት ደረጃ ፡ ማስተርስ እና በላይ የመጀመሪያ ድግሪ ድገሎማ

የሁለተኛ ደረጃ ትምህርት ያጠናቀቀ እና በታች

 6. የኢ-መንግሥት አገልግሎት ይጠቀሙታል? አዎ አልጠቀምም

ክፍል: III ስለ ተለያዩ ኢ-መንግሥት አገልግሎቶች የእርስዎ የህዝብ ጥቅም

በዚህ ክፍል ስለ ኢ መንግሥት አገልግሎት ሳይሆን እርስዎ በኢ-መንግሥት አገልግሎት ለሚሰጠው የህዝብ አገልግሎት ምን ዋጋ እንደምሰጡ እና ከአገልግሎቱ ምን እንደምጠብቁ ለማወቅ ነው። እባክዎ ለተሰጠው መመዘኛ ደረጃ (✓) ምልክት በማስቀመጥ ምላሽዎን ይስጡ[5: በጣም አስማማለሁ፣ 4: አስማማለሁ፣ 3: ገለልተኛ፣ 2: አልሰማማም፣ 1: በጣም አልሰማማም]

		5	4	3	2	1
7.	በኢ-መንግሥት አገልግሎት ጥራት ያለው መረጃ እስከ ምን ድረስ ይሰጣል?					
7a	መረጃው ትክክለኛ ነው.					
7b	መረጃው ወቅታዊ ነው.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7c	መረጃው አግባብነት አለው.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7d	መረጃው የሚፈለገውን ያክል ጥልቅ አለው.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7e	መረጃው ግልጽና ቀለል ባለ ቋንቋ የቀረበ ነው.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8.	የሚከተሉት የኢ-መንግሥት አገልግሎቶች ምን ያህል ጠቃሚ ናቸው?					
8a	አገልግሎቶችን በኢንተርኔት የመስጠት ችሎታ (የሁለትዮሽ ግንኙነት ←)					
8b	ማመልከቻዎችን ሞልቶ በኢንተርኔት መላክ (አንድዮሽ ግንኙነት →)					
8c	ከኢንተርኔት መረጃ መፈለግ (ቀጠሮ፣ የችሎት መረጃ፣...)					
8d	ማመልከቻ ፎርምዎችን ከኢንተርኔት ማውረድና መጠቀም					
8e	ከኢንተርኔት ክምችት መረጃዎችን (የአሠራር ቅደም ተከተል፣ ሪፖርቶች፣... ወዘተ) ማውረድና መጠቀም					
9.	የኢ-መንግሥት አገልግሎት አቅርቦት ምን ያህል ዜጎችን ያማከለ ነው?					
9a	በጥሩ ሁኔታ የተደራጀና ምቹ የሆነ ድረ-ገጽ ነው.					
9b	በቀላሉ ሊታወስ የሚችል የድረ-ገጽ አድራሻ ነው.					
9c	ስለሁሉም የኢ-መንግሥት አገልግሎቶች መረጃ የሚሰጥ ነጠላ ድረገጽ ነው.					
9d	እምብዛም ኢንተርኔት ተጠቃሚ ላልሆኑ ድረገጽ ዲዛይን (የሚደግፏቸውን መተግበሪያ ባካተተ) ነው.					
10.	ኢ-መንግሥት አገልግሎት የተቋምን የማስፈጸም አቅም እስከ ምን ድረስ ማሻሻል ይችላል ብለው ያስባሉ?					
10a	የህዝብ አገልግሎት አሰጣጥን የበለጠ ለማሻሻል ያስችላል					
10b	የህዝባዊ ተቋማትን አሰራር እንደገና ማደራጀት ለተሻለ አፈጻጸም ያግዛል					
10c	የተሻሻለ አይ.ሲ.ቲ መሰረተ ልማት ለተሻለ አፈጻጸም ይረዳል					
10d	የመረጃ አቅርቦት ድግግሞሽ ለመቀነስ በድርጅቶች መካከል በመረጃ መረብ መረጃን ተደራሽ ያደርጋል					
10e	የህዝባዊ ተቋማትን ሠራተኞች በአይ.ሲ.ቲ ማብቃት የማስፈጸም አቅምን ያነሉብታል					
11.	ኢ-መንግሥት አገልግሎት የተቋምን ግልጽነት ምን ያህል ሊሻሻል ይችላል ብለው ያስባሉ?					
11a	ረቂቅ ፖሊሲዎችን፣ ህጎችን ወይም መመሪያዎችን ቀጥታ በኢንተርኔት ለህዝብ ምክክር ማቅረብ ግልጽነትን ያሻሽላል					
11b	በጀታቸውን/ወጪያቸውን ቀጥታ በኢንተርኔት ማቅረብ የወጪያቸውን ግልጽነትና ተጠያቂነትን ያሳድጋል					
11c	ዕቅዳቸውን ቀጥታ በኢንተርኔት ማቅረብ ለሚያሳዩት ለውጥ ለግባቸው ስኬት ለተጠያቂነትና ግልጽነት ያግዛል					
11d	ዜጎች ቅሬታቸውን ቀጥታ በኢንተርኔት ማቅረብ ይችላሉ					
11e	የድርጅቶች እና ሠራተኞች የግንኙነት መረጃ በግልጽ ይታያል					

		5	4	3	2	1
12.	ኢ-መንግሥት አገልግሎት የተቋማትን ምላሽ ሰጭነት ምን ያህል ያሻሽላል ብለው ያስባሉ?					
12a	የዜጎችን ቻርተር ቀጥታ በኢንተርኔት ማሳወቅና በዚህ አገልግሎት መስጠት (የዜጎች ቻርተር አገልግሎት ለመስጠት የሚፈጅውን ዝቅተኛ የቀናት ብዛት ይገልጻል) ምላሽ ሰጪነታቸውንም ያሻሽላል	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12b	ጥያቄዎችን ቀጥታ በኢንተርኔት የማቅረብ ችሎታ በቀላሉ ምላሽ ለመስጠት ያግዛል	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12c	ለኢ.ሜል መልዕክቶች /ለጥያቄዎች ክትትል ማድረግ ምላሽ ለመስጠት ጠቃሚ ነው	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12d	ቀጥታ በኢንተርኔት ለቀረበ ጥያቄ የደረሰበትን ደረጃ ክትትል ማድረግ መልስ ለመስጠት ይጠቅማል	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12e	ለቀጥታ ኢንተርኔት ማመልከቻና ኢ.ሜል ፈጣን ምላሽ መስጠት ያስችላል	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13.	የኢ-መንግሥት አገልግሎት ውጤት ትክክለኛነት ለህዝቡ ምን ያህል ጠቃሚ ነው ብለው ያስባሉ?					
13a	የመንግሥት ድረገጽ ይዘትን በአከባቢያዊ ቋንቋ መቅረብ ጠቃሚ ነው	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13b	ድረገጽ ልዩ ፍላጎት ያላቸው ሰዎችን (የመስማት፣ የማየት፣ .. ችግር) ፍላጎት የሚያሟላ ነው	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13c	ማህበራዊ ተጎዳሪ ለሆኑት (ገቢ ለሌላቸው ሰዎች) ድረገጽ ይዘት ማቅረብ ተጠቃሚ ያደርጋል	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13d	ለአናሳ ማህበረሰብ ክፍሎች ተገቢ የሆነ ድረገጽ ይዘት ማቅረብ ጠቃሚ ነው	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14.	የኢ-መንግሥት አገልግሎት ውጤት ተዳማኝነት ምን ያህል ጠቃሚ ነው ብለው ያስባሉ?					
14a	ለሁሉም ኢ-መንግሥት አገልግሎት ድረ-ገጾች ጥበቃና ደህንነት አለ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14b	የኢንተርኔት ግንኙነት ተአማኒ ነው	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14c	በኢ-መንግሥት ሲስተም ላይ የሚገኘው መረጃ ይጠበቃል	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14d	አስተማማኝ መረጃዎች ይሰራጫሉ	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14e	ዜጎች በኢ-መንግሥት አገልግሎት ለሚያደርጉት ግንኙነት የቁጥጥር መዋቅሩ አስተማማኝ ነው	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix B: Interview Guide Questions

- 1) **Demographic information:**
 - a) What is your age group?
 - b) What is your marital status?
 - c) What is your educational back ground?
 - d) What is your post?
- 2) **Value of delivering quality public services through e-government:**
 - a) Do you think delivery of quality public service through e-government is valuable?
 - b) How does quality public service delivery through e-government create value/ what initiatives have been put place in FSC?
- 3) **Value of operating effective public organizations through e-government**
 - a) Why do you think operating effective public organization through e-government is valuable?
 - b) How does operating effective public organization through e-government create value / what initiatives have been put place in FSC?
 - c) What can you say about the value of improving the organizational efficiency, openness and responsiveness through e-government?
- 4) **Value of achieving socially desirable outcomes through e-government**
 - a) What type of socially desirable outcomes do you expect from e-government?
 - b) How is ensuring equity& privacy through e-government valuable?
 - c) How is building trust through e-government valuable?
 - d) What e-government initiatives have been put place in FSC for ensuring equity, privacy and trust?

ለቃለ መጠይቅ የተዘጋጁ ጥያቄዎች

2) አጠቃላይ መረጃ

- a) ዕድሜዎ ስንት ነው?
- b) የትዳር ሁኔታስ?
- c) የትምህርት ዝግጅት(ደረጃ)ዎ
- d) የሥራ ኃላፊነትዎ

2) በኢ-መንግሥት ጥራት ያለው አገልግሎት አሰጣጥ አስፈላጊት

- a) በኢ-መንግሥት ጥራት ያለው አገልግሎት አሰጣጥ አስፈላጊ ነው ብለው ያስባሉ? ለምን?
- b) በኢ-መንግሥት ጥራት ያለው አገልግሎት አሰጣጥ እንዴት ጠቀሜታ(አሴት) ሊፈጥር ይችላል? በፌዴ/ቤት ምን ዝግጁነት አለ?

3) በኢ-መንግሥት አገልግሎት የውጤታማ ድርጅት አስፈላጊነት

- a) በኢ-መንግሥት ውጤታማ ድርጅት ለምን ያስፈልጋል?
- b) በኢ-መንግሥት ውጤታማ ድርጅት እንዴት የህዝብ ጥቅም(አሴት) ሊፈጥር ይችላል? በፌዴ/ቤት ምን ዝግጁነት አለ?
- c) በኢ-መንግሥት የፌዴ/ቤት ብቃት ስለማሳደግ፣ ስለ ግልጽኝነት፣ ስለ ምላሽ ሰጭነት አስፈላጊነት እንዴት ይገለጻል?

4) በኢ-መንግሥት አገልግሎት በመሀበረሰቡ ተፈላጊ የሆነውን ውጤት ማምጣት ስረዓተ-ጥቅም

- a) ከኢ-መንግሥት ምን ዓይነት በማሀበረሰቡ ተፈላጊ ውጤት/ግብ ይጠበቃሉ?
- b) በኢ-መንግሥት የትክክለኛነትን/የአኩልነትን አስፈላጊነት እንዴት ማረጋገጥ ይቻላል?
- c) በኢ-መንግሥት የተዳማኝነትን አስፈላጊነት እንዴት መገንባት ይቻላል?
- d) ትክክለኛነትንና ተዳማኝነትን በኢ-መንግሥት ለማረጋገጥ የፌዴ/ቤት ዝግጁነት ምን ይመስላል?

Appendix C: Requesting permission to adopt the questionnaire

Request for permission



Tsegaye Alemayehu <nprda2002@gmail.com>

12/18/17

to Kanishka.karun

Dear Dr:

I am masters degree student of information science at Addis Ababa University, Ethiopia. Currently I am conducting the research for the fulfillment of masters degree. I have reviewed your work and appreciated that you are one of the elegant researcher. I want to follow your foot print to grant my post graduate(MSc) degree. So, I kindly request your permission to use and adopt your research instrument(questionnaires) used in "An Investigation of the Public Value of e-Government in Sri Lanka,2012" I will customize to my situations and environment in which I am conducting my research. I am looking for response.

With Best Regards



kanishka.karunasena@gmail.com <kanishka.karunasena@gmail.com>

12/18/17

to me

Hi,

No worries at all. You may use it with appropriate citations.


It is also nice to hear that you are a student of the Addis Ababa university. Late Dr. Asmere Kasahun from the same university (senior lecturer) was one of my best friend and we studied together at RMIT University. Unfortunately he passed away a couple of years back.

Kanishka

Sent from my Huawei Mobile

Appendix D: Support Letter

አዲስ አበባ ዩኒቨርሲቲ
የተፈጥሮ ሳይንስ ኮሌጅ
የኢንፎርሜሽን ሳይንስ ት/ቤት



ADDIS ABABA UNIVERSITY
College of Natural Science
School of Information Science

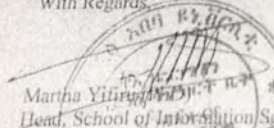
Date February 20 /2018
Ref: SIS/ 07/2010

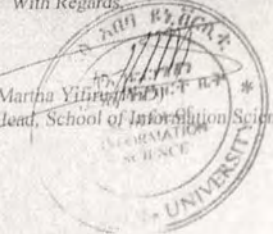
To:- Federal Supreme Court
Addis Ababa

Dear Sir / Madam

Student Alemayehu Tsegaye (ID. No. GSE/0366/08) is a graduate student at the School of Information Science, Addis Ababa University. He is currently conducting a MSc thesis research under the title "Evaluation of Public Value of E-Government Services in Ethiopia the case of Court Case Management System (CCMS)".

I would like to thank you in advance for all the assistance that you would provide to the student.

With Regards,

Martha Yitru
Head, School of Information Science



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