

The Great E-mancipator - e-government research - survey 1/2008

This is a study about electronic government, which is intended to benefit all users. It is also a part of my
The research is intended to gain knowledge of e-government metrics and processes, along with finding out how
It should only take 5 minutes to complete, at the most...

More about the Great E-mancipator project, including the research ethics, can be found at: <http://greatemanci>

Many thanks for your assistance,

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1(a). What channels does your organization use for customer contact? i.e. what media do you do business with the public over

- In person
- By post/letter
- Telephone
- Fax
- Email
- Messaging (SMS)
- e-forms
- Internet
- other Online
- Digi TV
- other (please describe in the comments 1(b) below)

1(b). Comments Describe any other media you use or other comments

2(a). Which channels is your organization measuring the use of? i.e. which channels have their usage audited and recorded?

- In person
- by post/letter
- Telephone
- Fax
- e-Mail
- Messaging/SMS
- e-forms
- Internet

- other Online
- Digi-TV
- other (please describe in 2 (b) below)

2(b) Comments Describe any other media you use and record or other comments

3(a). Is your organization measuring satisfaction with any channels? Please identify any channels where customer satisfaction is currently being measured.

- In person
- By post/letter
- Telephone
- Fax
- e-Mail
- Messaging/SMS
- e-Forms
- Internet
- other Online
- Digi-TV
- other (please describe in the comments 3(b) below)

3(b). Comments Describe any other media you use where satisfaction is measured, or other comments

4(a). Is your organization measuring 'avoidable contact' (National Indicator 14) for any channels? NI14 is currently defined as 'the proportion of contacts within key service areas that are a poor use of customer and officer time.

- In person
- by post/letter
- Telephone
- Fax
- e-Mail
- Messaging/SMS
- e-Forms
- Internet
- other Online
- Digi-TV
- other (please describe in the comments 4(b) below)

4(b). Comments Describe any other media you use where NI14 is being measured, or other comments

5. How are you measuring usage? A brief description please of what mechanisms you are employing to measure usage?

6. Do you believe 'satisfaction' is a viable measurement? Please comment whether you do or don't believe it, with a consideration of how, or what to measure instead. It may be that public value, social capital or economic benefit can also be considered?

7. What scale do you believe that 'satisfaction' could or should be measured upon? e.g. 1 to 10, satisfaction .v. dissatisfaction, very satisfied through very dissatisfied, 1 through 7 or a different scale for another suggested measure?

8. Do you believe 'avoidable contact' (National Indicator 14) is a useful or viable metric? Avoidable contact or NI14 is currently (March 2008) defined as 'the proportion of customer contact that is of low or no value to the customer'

9. Participant name Name and/or email address

10. Organization Name of council or other body you work for

May I quote you in my research?

- Yes
- No

If not, may I quote you but only anonymously? If you request, the information you provide can be considered confidential, except that with your permission anonymised quotes may be used. If you request confidentiality, beyond anonymised quotes, information you provide will be treated only as a source of background research, alongside book and web-based material.

- Yes
- No

Please confirm that you have read the covering text (further details at <http://greatemancipator.wordpress.com>) and are aware of the study and that excerpts may be used in a dissertation or possible papers to come from it and that you have been advised that you may withdraw at any time. If you

request, the information you provide can be considered confidential, except that with your permission anonymised quotes may be used.

- Yes
- No

Would you be willing to answer further questions or be interviewed in the future? The research is an ongoing project for the next few years and further questions are expected to arise

- Yes
- No

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