A Case Study with High School Students about e-Gov in Portugal

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Agenda

→ Introduction
→ e-Government in Portugal
→ Case Study
→ Conclusions
ICT as a Key Feature

Key feature

- Improving the quality of public services
- Helping on its modernization;
- Improving the relationship with citizens and enterprises;
What is the role of e-Gov?

- Promote Citizenship
- Stimulate the transformation of Public Organizations
- Diffuse technology
- Promote the integration between systems and processes
- Promote Digital Inclusion
## Europe Action Plans

<table>
<thead>
<tr>
<th>Year</th>
<th>Action Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>2000</td>
<td>eEurope 2000: An Information Society for all</td>
</tr>
<tr>
<td>2002</td>
<td>eEurope 2002: An Information Society for all</td>
</tr>
<tr>
<td>2005</td>
<td>i2010: Information Space Innovation &amp; Investment in R&amp;D Inclusion</td>
</tr>
</tbody>
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[w w w . i p t . p t] [h u l t i g . d i . u b i . p t]
In Portugal, UMIC is the organization that defines the executions plans concerned with Information Society and e-Government;

Under it’s regulation appeared some projects specifically connected with ICT which provide a great development in infra-structures;

Although this, we can verify that are some major problems related with the lacking of computers and high speed communications, plus the practice of high rates in telecommunications and reduced levels of qualification in this area;
Contextualization

e-Government in Portugal?
What does the Government pretend to do?
Key Features to the success!

e-Government in Europe (the framework).
Basic Public Services in Portugal!
Relevant Projects!

Case Study
E-Government in Portugal – 7 issues

- Public services oriented to citizen;
- An efficient and modern public administration;
- New technological capacity;
- Rationalize the prices with telecommunications;
- Efficient management of public procurement;
- Public services close to the citizens;
- Interactive public services;
What does the Government pretends to do?

The Government

- Increase the satisfaction of the citizens and enterprises in the use of public services;
- Increase the efficiency and decrease the costs through the reengineering of the processes;
- Increase the transparency, increasing by this, the confidence of the citizens and enterprises in public services;
- Promote the democratic participation of the citizens through a better diffusion of the information;
- Promote the development of the Information Society;
- Be internationally recognized for e-Government quality;
Key Features to the Success

- Support during all the project
- Evaluate the performance of public services
- Integrate Government and Public Administration information systems
- Priority to the quality of public service
The Framework

Online Development

- Information
- One-way interaction (downloadable forms)
- Two-way interaction
- Transaction (full electronic case handling)

Stage 0

76%
### Online Sophistication and Full Availability Online

<table>
<thead>
<tr>
<th>Online Sophistication</th>
<th>Full Availability Online</th>
</tr>
</thead>
<tbody>
<tr>
<td>Austria (95%);</td>
<td>Austria (83%);</td>
</tr>
<tr>
<td>Malta (92%);</td>
<td>Malta (79%);</td>
</tr>
<tr>
<td>Estonia (90%);</td>
<td>Estonia (75%);</td>
</tr>
<tr>
<td>Portugal (83%);</td>
<td>Portugal (60%);</td>
</tr>
<tr>
<td>Latvia (47%);</td>
<td>Latvia (10%);</td>
</tr>
</tbody>
</table>

76%  

50%
## Level of Basic Public Services in Portugal

### Citizens

<table>
<thead>
<tr>
<th>Service</th>
<th>Stage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Income Tax Declaration</td>
<td>(4/4)</td>
</tr>
<tr>
<td>Job Searches by labour Offices</td>
<td>(4/4)</td>
</tr>
<tr>
<td>Social Security Contributions</td>
<td>(4/4)</td>
</tr>
<tr>
<td>Personal Documents</td>
<td>(3/3)</td>
</tr>
<tr>
<td>Car Registration</td>
<td>(2/4)</td>
</tr>
<tr>
<td>Application for Building Permission</td>
<td>(1/4)</td>
</tr>
<tr>
<td>Declaration to the Police</td>
<td>(2/3)</td>
</tr>
<tr>
<td>Public Libraries</td>
<td>(4/4)</td>
</tr>
<tr>
<td>Certificates (Birth, Marriage)</td>
<td>(3/3)</td>
</tr>
<tr>
<td>Enrolment in Higher Education</td>
<td>(2/4)</td>
</tr>
<tr>
<td>Announcement of Moving</td>
<td>(3/3)</td>
</tr>
<tr>
<td>Heath-related services</td>
<td>(3/4)</td>
</tr>
</tbody>
</table>

### Enterprises

<table>
<thead>
<tr>
<th>Service</th>
<th>Stage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Social Contributions for Employees</td>
<td>(4/4)</td>
</tr>
<tr>
<td>Corporation Tax</td>
<td>(4/4)</td>
</tr>
<tr>
<td>VAT</td>
<td>(4/4)</td>
</tr>
<tr>
<td>Registration of a new Company</td>
<td>(4/4)</td>
</tr>
<tr>
<td>Submission of data to statistical offices</td>
<td>(3/3)</td>
</tr>
<tr>
<td>Customs Declaration</td>
<td>(4/4)</td>
</tr>
<tr>
<td>Environment-related permits</td>
<td>(2/4)</td>
</tr>
<tr>
<td>Public Procurement</td>
<td>(4/4)</td>
</tr>
</tbody>
</table>
Relevant Projects

Citizen Card, [http://www.cartaodecidadao.pt](http://www.cartaodecidadao.pt)

Electronic Passport, [http://www.pep.pt](http://www.pep.pt)


Relevant Projects


e-Voting, http://www.cidadesdigitais.pt

Electronic Daily Republic, http://dre.pt

Enterprise on the hour, http://www.empresanahora.pt
## ICT in Public Administration

<table>
<thead>
<tr>
<th>ICT in Public Administration</th>
<th>All the organizations are connected to the Internet (73% of broadband);</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>87% with web page;</td>
</tr>
<tr>
<td></td>
<td>56% of informatics employees;</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ICT in City Council</th>
<th>All the city councils are connected to the Internet (85% of broadband);</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>97% with web page;</td>
</tr>
<tr>
<td></td>
<td>93% changes electronically data files;</td>
</tr>
<tr>
<td></td>
<td>78% access databases;</td>
</tr>
</tbody>
</table>

[www.ipt.pt]  [hultig.di.ubi.pt]

Célio Marques, Vasco Silva, Ricardo Campos  A Case Study with High School Students about e-Gov in Portugal
ICT in Public Administration

Electronic Services in City Council

- E-mail;
- Downloadable forms;
- Subscription of newsletters;

ICT is practically generalized in Public Administration

Only 42% of Portuguese families own a computer

31% have Internet access
There is much left to do!

So, there is still much to do so that citizens and enterprises use e-Gov services more often;

In this scope we thought to be particularly interesting and relevant the realization of a study to realize the knowledge that public administration students have about e-Gov and it’s contextualization in Information Society;
Study Contextualization

What is e-Gov?
Which benefits?
Which services do they know and use?
How often?
Are they satisfied?
What services do they propose?
Identification Questionnaire

100 students;
61% female; 31% male;

First time they use computer
- 8% University
- 67% Secondary School
- 15% Primary School
- 10% Others.

- 90% use the computer daily;
- 72% access the internet;
e-Gov Questionnaire

What is e-Gov?

- 39% E-Gov services and information electronically available;
- 31% Websites with information related with e-Gov;
- 9% The use of ICT in Public Administration;
- 8% Websites where we can delivery and pay taxes;
- 3% Portal with information concerned with government;
Benefits of e-Gov?

- 39% Decreases the costs and increases the speeds of problems resolution;
- 22% Access to information related with government;
- 18% Eases the access to Public Administration services;
- 8% Eases government decisions;
- 8% Increases relationship between citizens and public administration;
- 5% Improvement of public services;
- 4% Improvement of communication between Public Administration organisms;
What services do they know?

- 86% Informations of Higher Education;
- 58% Citizen Store;
- 55% Daily Electronic Republic;
- 53% Taxes, Portal of Citizen and Government;
- 50% Portal of Young People;
- 39% Social Security;
- 27% e-U;
- 11% Digital Cities;
- 4% Digital Libraries;
What services do they use?

- 75% Informations of Higher Education;
- 42% Daily Electronic Republic;
- 41% Taxes;
- 40% Portal of Citizen;
- 39% Portal of Young People;
- 35% Citizen Store;
- 23% e-U;
- 4% Digital Libraries;
- 1% Enterprise on the Hour;
e-Gov Questionnaire

Frequency of use

- 14% Daily;
- 25% Weekly;
- 28% Occasionally
- 33% Seldom;
e-Gov Questionnaire

Satisfaction

- 18%  Very Satisfied;
- 71%  Satisfied;
-  8%  Not Very Satisfied;
-  3%  Unsatisfied;

Introduction
e-Government in Portugal
Case Study
Conclusions
e-Gov Questionnaire
New Services

- Enrolment in Primary, Secondary and Higher Education;
- Health Service booking by Internet and SMS;
- Payment of rewards through Internet;
- Services supporting foreigner citizens;
E-Gov it’s a priority to modernize public administration;

The increasing use of Internet and the diffusion of contents and services, are changing the way government and citizens interact;

E-Gov strengths

- Efficacy and efficiency;
- Increasing transparency and democracy;
Study Conclusions

We realize

The students have some knowledge about e-Gov, however they do not know all its potentialities;

They know already some of its services, although they do not use them very often, but when they do, they consider it to be a good experience;

They propose

Enrolment in Primary, Secondary and High School;

Health Service booking by Internet and SMS;
Global Conclusions

To aim its purposes e-Gov needs to be more than just a set of websites without any interaction and transaction;

It will also be necessary

- Increase the % of computers and Internet access;
- To put it available under accessible platforms and mobile equipments;
- I&D in computer science;
- Diffuse the benefits of e-Gov;
- Develop proactive services;
Thanks for your attention!