

“8th Eastern European eGov Days”

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Prague, Czech Republic

The logo for eGovMoNet is displayed within a light blue rectangular box. The text "eGovMoNet" is written in a large, bold, black sans-serif font. Below it, the words "eGovernment Monitor Network" are written in a smaller, bold, black sans-serif font.

eGovMoNet
eGovernment Monitor Network

EVALUATION OF CUSTOMER SATISFACTION AND IMPACT MEASUREMENTS IN EGOV SERVICES

(Slovakia Case)

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eGovMoNet

- Project 05/2008-04/2010
- eGov Monitoring Network on
 - Customer satisfaction measurement
 - Impact measurements
 - Innovation approaches in measurements
- Focus on
 - Best practices
 - Bench-learning
 - Monitoring

Slovakia Case

- EU member, EUR as currency
- 5,4 mil. citizens
- 48 000 km²



Government Organisation

- **Central level:** more than 60 state administration & public authority institutions
- **Regional level:** 8 regional self-government regions
- **Local level:** 2926 local self-government institutions (including 138 cities)

Development and Financial Support

- Development of eGovernment services started in 2001 with financial support from PHARE and subsequently from Structural Funds
- Support realisation of eGovernment solutions according to OPIS is divided into 4 priority axes:
 - Electronisation of public administration and development of eServices – eGovernment
 - Development of memories and funds institutions – eContent a eCulture
 - Increase of Broadband penetration – Broadband
 - Technical support

Strategic Documents

- **The eGovernment Strategy of the Slovak Republic** - strategic objectives of eGovernment implementation and defines particular steps towards the modernisation of public administration and digitisation of its services
- **The National Concept of eGovernment** - follow-up document to the Strategy. The National Concept lays down the architecture of integrated information systems in public administration and specifies the standards for their building, with the aim of ensuring their interoperability and their independence from technology platforms

eGov Services

- Governmental level (social security, tax, cadastry)
- Regional level (online or downloadable forms)
- Cities level
 - eGov services available
 - Different maturity of services (form available to print, online filling in, online service, ...)
 - No systematic measurements applied - customer satisfaction, efectivnness of service, financial efficiency etc.

Areas of study

- State of art of services
- Measurements applied
- Evaluation systems applied
- Innovation approaches, best practices

Approach

- Written material – policies, studies, reports related to the topic from official sources or from independent well recognized organisations
- Oral interviews with related stakeholders from regional and national level of eGovernment accompanied with preparational check of web sites of related organisation with stress on eServices a their evaluation

Present state

- Overview on situation in EU and Slovakia
- Best practices, rules and systems applied introduced
- Well-known situation and good contact base with related organisations who are providers of eGov services

Future State

- Mapping of measurements available related to eGov services
- Interviews on measurements available related to eGov services

...and the end



Thank you for your attention.

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