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# **e-Governance in South Africa: Making the populace aware. An Eastern Cape perspective.**

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# Introduction

- Need for information to promulgate good governance and execute democracy
- Electronic governance in general
  - Telephone and satellite services (Taylor et al., 1999:63).
  - Uniform Resource Locator
  - Exchange of information with the public (EIP) (Bellamy et al., 1999:79)
  - Improved communication between the office bearers and their support base (Vintar, 1999:97).
  - Africa has the lowest level of telecommunication development and lowest level of spending on informatics. (Neilson 2002:68)
- International electronic governance
  - Emphasis on the need of the local and provincial governments to facilitate in good governance (De Villiers, 2001:17-18)

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# Problem Statement

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- The researcher investigated whether the users of public Internet facilities do make use of these facilities in order to participate in e-government and e-governance. Since the study was grounded on real and factual experiences, it offered the researcher the opportunity to address the perceptions that the Internet is only seen as a medium of leisure and entertainment

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# Methodology

Random sample of South African citizens over the age of 18 who used public Internet facilities in the Eastern Cape area.

Questionnaires		
Returned		
Discarded		
Utilised		

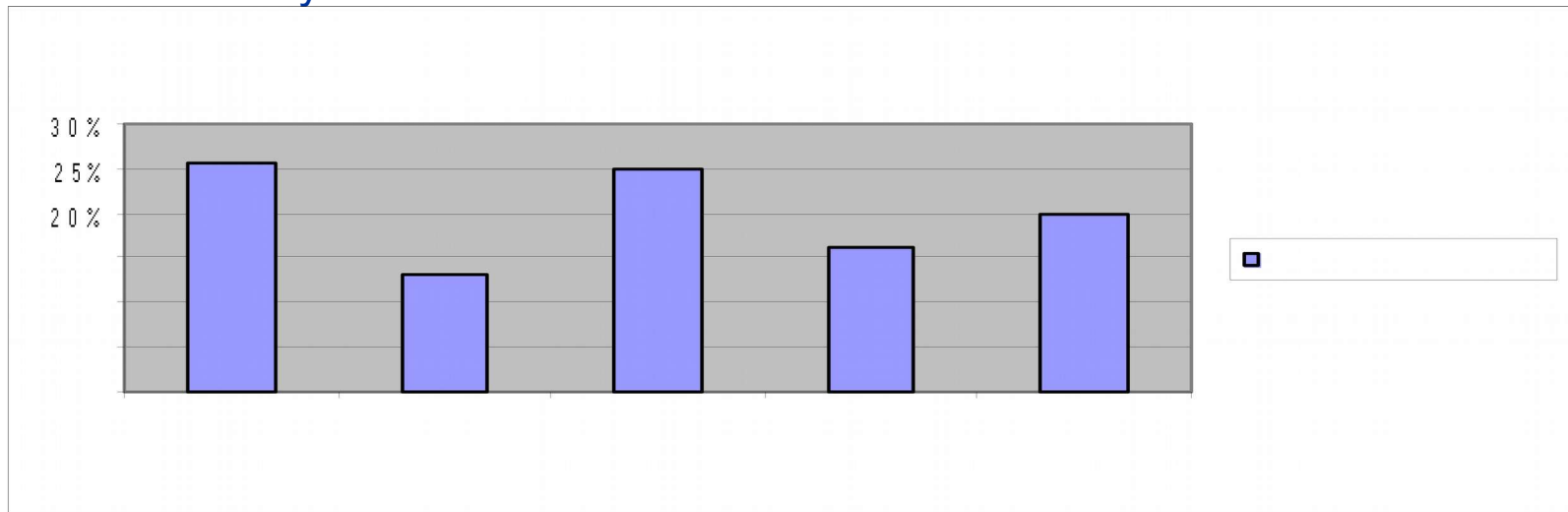
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# Survey Results

- All the geographical areas of the Eastern Cape. The fieldwork was conducted at various public Internet sites which included public libraries, private internet café's and any other public accessible internet domain such as tertiary institutions



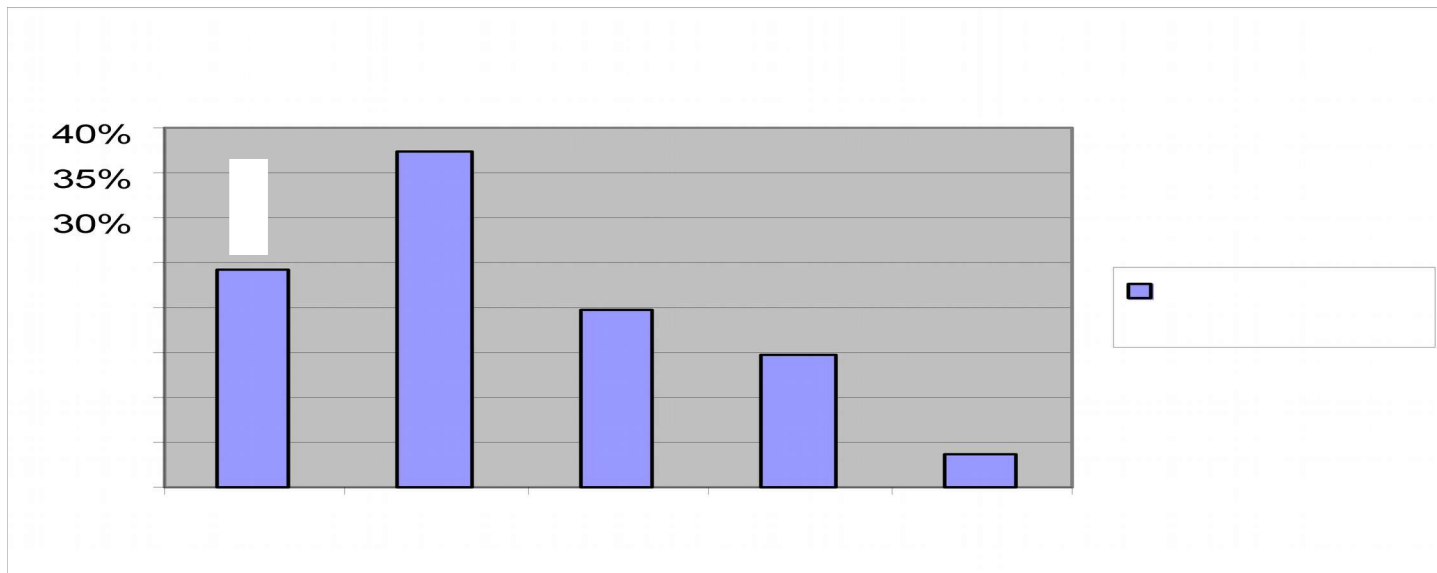
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# Survey Results

- The age spread of the respondents that were interviewed is depicted below.
- An interesting observation is that although slightly skewed to the left an interest is displayed by older (60+) participants



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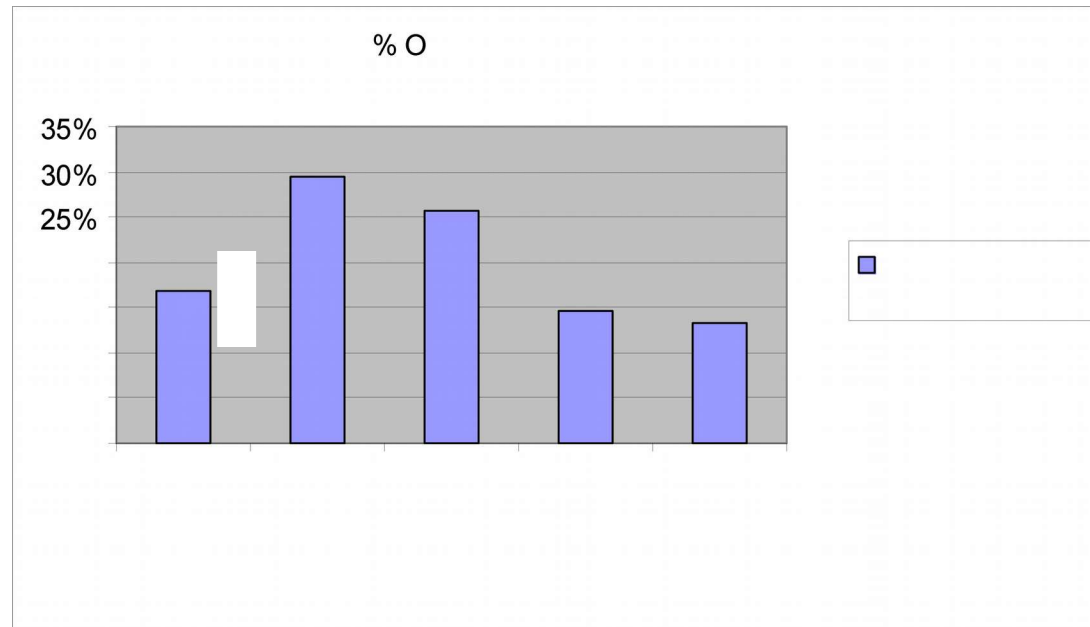
# Survey Results

- As far as Internet skills are concerned and depicted below, it is important to note that 28% of the respondents needed assistance to navigate the Internet, 22% required assistance to read the content and 23% could not understand all or parts of the content. The significance of this observation is that literacy or the lack thereof is still a barrier in terms of the utilisation of the electronic medium for e-Governance & e-Government.

Assistance to navi			
Assistance to read			

# Survey Results

- The frequency of usage: This determines the willingness to participate in e-Government & e-Governance



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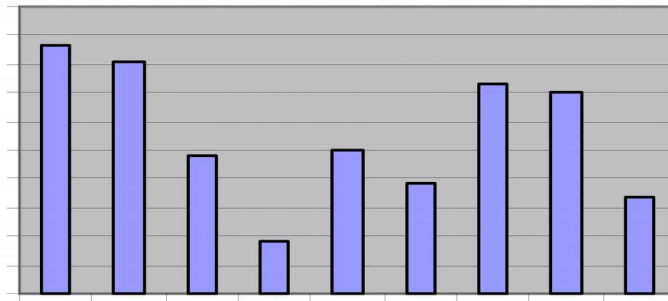
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# Survey Results

- With regard to the type of websites they visited, the researchers compiled a cafeteria question to establish preferences.



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# Survey Results

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- The respondents were also given a list of activities that fall in the domains of e-democracy and e-governance.

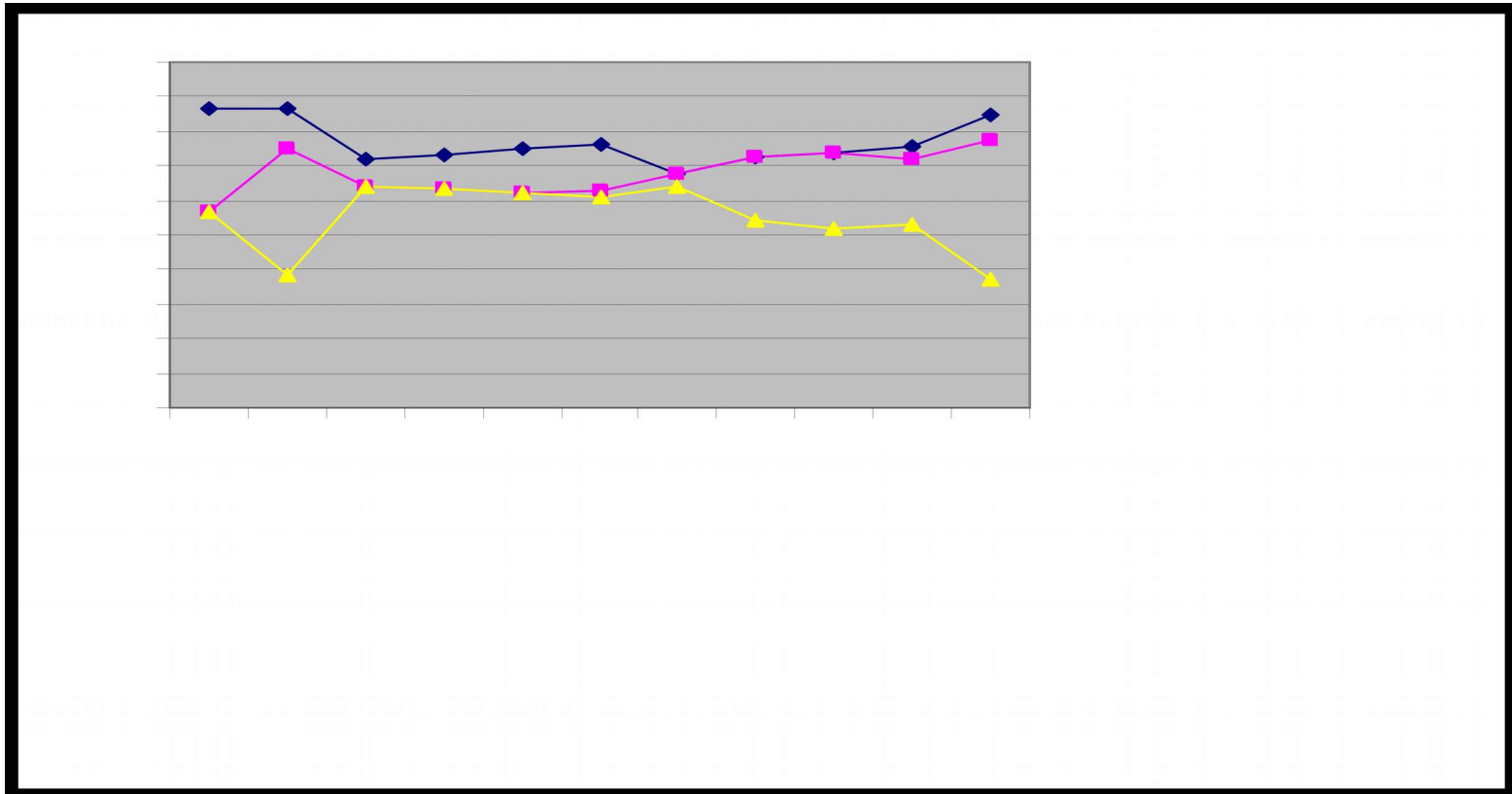
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# Survey Results

- Finally, they could also indicate whether their use of the Internet for this particular purpose was successful.



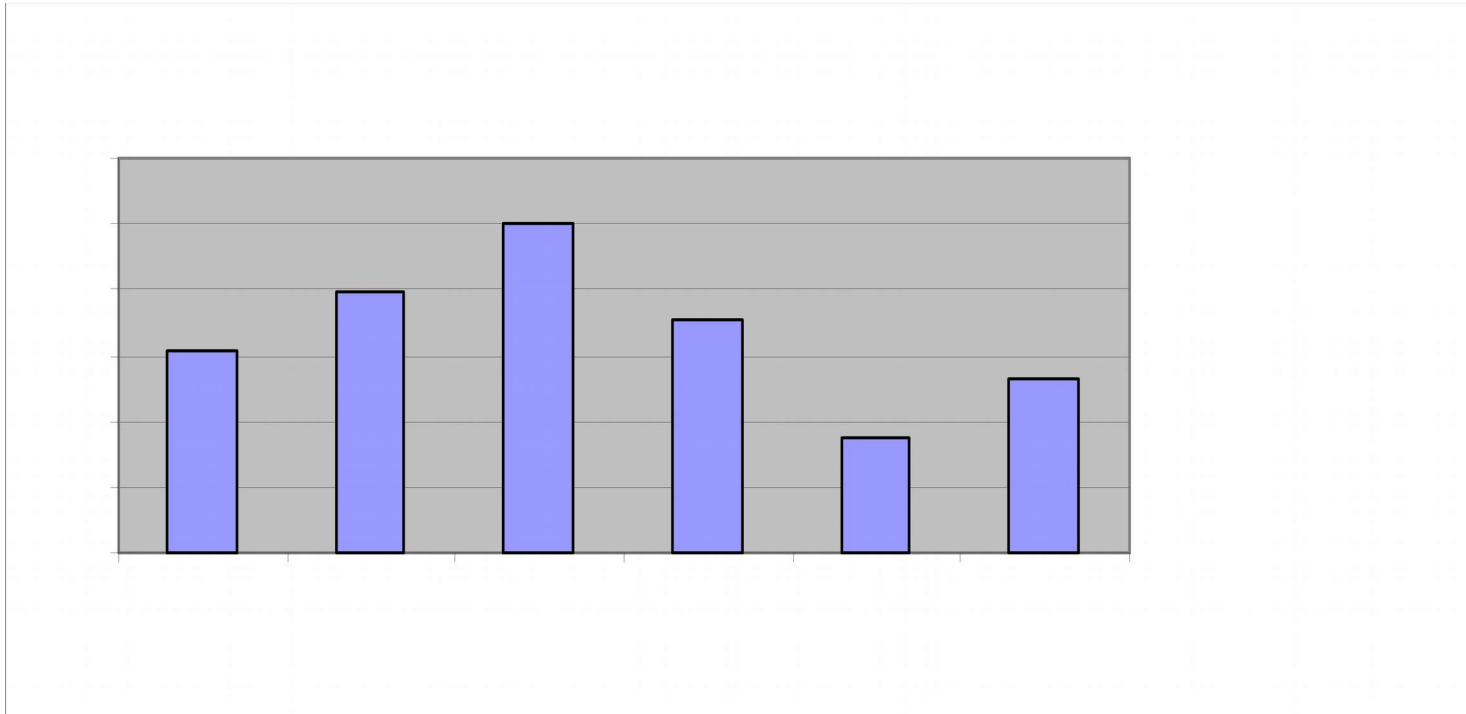
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# Survey Results

- Lastly the respondents were given the opportunity to express a general view on the quality of government communication.



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# Conclusion

- Government portals and government websites have become an essential part of service delivery.
- Not the main reason why the general public makes use of public Internet facilities, but it offers a number of communication channels to the public without which e-government and e-governance
- Usability of the websites (with average at 25%, and very poor at 12%) attention will need to be given to make the sites more attractive and user-friendly to the citizenry.
- Impact: Two other provinces, Western Cape and Gauteng have been done findings do correlate in terms of usage and applications although a formal comparison is yet to be made.
- Feedback is given to the Government Communication and Information Services with suggestions as to improving the current service delivery.
- Suggestions made include improving real time responsiveness, clearing up the various portals, updating the various portals and generally be responsive with regards to the interaction from the populace on the various portals.
- No final analysis is being offered at this time. Provisionally suggestions to the GCIS are that greater visibility of their portals be offered to the general populace.

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