

# UNPOG Expert Survey on e-Government and Gender Equality

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e-Government to Promote Gender Equality in the Asia Pacific  
Questionnaire for Country Experts  
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The emergence of e-government has opened a new perspective on women's participation in the decision-making process. However, there is also an increasing concern of less participation of women due to the inequality in access to and availability of online systems for women.

This survey, commissioned by the United Nations Project Office on Governance (UNPOG) and conducted by the Asia Pacific Women's Information Network Center (APWINC) at the Sookmyung Women's University, aims to analyze how the e-Government development and the application of ICT tools have contributed to achieve greater gender equality in the Asia Pacific countries.

We would be grateful if the following questionnaire could be completed and submitted by 21 October 2011. This is a one-time online study composed of 39 questions that is expected to take about 20-30 minutes to complete.

For any questions concerning the questionnaire, please contact:  
Ms. Hanah Zoo Tel: +82-2- 2077-7291 Email: hzoo@sookmyung.ac.kr

Thank you for your assistance in advance.



## Section I. Respondent Information (Questions 1-2)

### 1. Basic Information \*

Please provide your name, email address, nationality, and affiliation (Department / Organization).



**2. Are you currently working at the Ministry of Gender or equivalent in your country, which serves as a focal point of affairs related to women's empowerment? \***

- ☐ Yes  
☐ No

## Section II. ICT and e-Government Policy for Women (Questions 3-9)

Section below contains 7 questions regarding the provision of the ICT / e-Government promotion policies for women in your country. Please answer all the question at your best knowledge.

**3-A. Is there a national policy, strategy (including an implementation plan) or any initiative relating to women's e-development? \***

In this context, "women's e-development" refers to the general use of Information and Communication Technology (ICT) for women's empowerment.

- ☐ Yes

☐ No

**3-B. If you answered " Yes" to the previous question , please provide the details of the policy, including the full title and brief summary of the contents.**

If available, please provide the URL link and/or documentation. Documentation should be emailed to [apwinc@sm.ac.kr](mailto:apwinc@sm.ac.kr).

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**4. In your best knowledge, please indicate what components are included in the women's e-development policy specified above.**

Please select all that applies.

- ☐ Programs to improve women's access to ICT
- ☐ Programs to enhance women's ICT capacity (i.e. information literacy)
- ☐ Programs to integrate gender concerns into ICT and e-government policies
- ☐ Programs to ensure women's equal opportunities for access to government services
- ☐ Programs to promote women's online participation (e-participation) to public decision-making process
- ☐ Programs to build women's online communities and networks
- ☐ Programs to develop ICT services and applications for women
- ☐ Programs to advocate the importance of women's online participation in public sector
- ☐ Programs to monitor the impact of ICT and e-government policies and programs for women
- ☐ Other:

**5. Please identify the appropriate authority (Department or Ministry / Divisions) in charge of policies/ programs for e-development for women.**

If there are more than one authorities involved, please identify them all.

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**6. Please rate the effectiveness of women's e-development policy in achieving the following objectives.**

If the policy does not include any components for a certain objective identified below, please mark "Very Poor."

	Very Poor	Poor	Average	Good	Excellent
To improve women's access to ICT	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To enhance women's ICT capacity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To integrate gender concerns into national ICT and e-government policies	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To ensure women's equal opportunities for access to government services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To promote women's e-participation into the public decision-making process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To build women's online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

communities and networks					
To develop ICT applications and services for women	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To advocate the importance of women's online participation in public sector	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To monitor the gender impacts of ICT and e-government policies and programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**7. Please evaluate the following statements regarding the impact of women's e-development policy . \***

The question will measure the extent to which women's use of ICT in your country increases gender equality in the public sector.

	Strongly Disagree	Disagree	Somewhat Agree	Agree	Strongly Agree
The policy has improved women's access to information on government services.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The policy has promoted women's participation in political and democratic process.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The policy has supported women parliamentarians.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The policy has contributed to strengthen the online service quality of Ministry of Gender.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The policy has delivered online social services for women, i.e. e-learning, e-health	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, the policy has contributed to enhance gender equality in public sector.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**8. Please evaluate the importance of addressing the following obstacles to improve women's online access to public sector.**

	Not at all important	Slightly important	Fairly important	Quite important	Very important
Socio-cultural factors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rural and urban divide	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Income inequality between women and men	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Languages	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of local contents and information relevancy reflecting women's needs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Different gender patterns of technology use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attitudes of women towards technology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Lack of gender analysis in the telecommunication industry	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lack of gender-friendly framework of public administration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. In your country, what are the two priorities in women's e-development to promote gender equality in public sector? \***

Please select only 2 items.

- ☐ Identify women's ICT and e-government service needs
- ☐ Design e-government and ICT-enabled public services reflecting women's needs
- ☐ Improve delivery of e-government and ICT-enabled public services for women
- ☐ Develop institutional/ staff capacity to carry out e-government programs and services
- ☐ Build a stronger alliance between women's e-development and national ICT / e-government strategy in general
- ☐ Monitor the gender impacts of e-government services for women
- ☐ Other:

### Section III. Web Measurement of Ministry of Gender Website (Questions 10-39)

Section below contains questions regarding the functionality of the official website of the Ministry of Gender (or equivalent) in your country.

Questions will measure the extent to which the homepage serves as an e-government for women in the following 4 aspects;

1. Information dissemination/ Outreach
2. Access / Usability
3. Service delivery capability
4. Citizen participation / Interconnectedness

#### 1. Information dissemination/ Outreach (Questions 10-14)

This aspect will measure whether the Ministry website provides information on public policy, governance, laws, regulations, relevant documentation and government services provided for women.

**10. In your opinion, how much gender inequality do women suffer in the access and utilization of e-government? \***

	1	2	3	4	5	
Very unequal	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very equal

**11. In your opinion, to what extent the online presence of Ministry of Gender (or equivalent) such as the official website can contribute to gender equality in e-government? \***

	1	2	3	4	5	
Not at all important	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very important

**12-A. Does your country have any ministerial websites for Ministry of gender equality (or equivalent)? \***

- ☐ Yes
- ☐ No

**12-B. If you answered " Yes" to the previous question , please provide the URL link below.**

If there are more than one websites related, please provide them all. However, for the purpose of the further questions in this survey, please select one that you deem more appropriate and indicate below which website you're going to refer to.

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**13-A. Do you have any e-government portal site for women, separate from the website of the Ministry of Women specified above?**

- ☐ Yes
- ☐ No
- ☐ Other:

**13-B. If you answered " Yes" to the previous question , please provide the URL link.**

✍

**14. Please indicate the types of information services available in the Ministry website.**

Please select all that applies

- ☐ Information archives (i.e. archive of laws, policies, documentations, publications)
- ☐ News and updates
- ☐ Information concerning the Ministry officials/ staff/ departments responsible for the provision of specific online services/queries for women
- ☐ Personal accounts/ profiles of individual users (with an objective of enhancing dialogue between the Ministry and women)
- ☐ Other:

## **2. Access/Usability (Questions 15-24)**

This aspect will measure whether the Ministry website deliver enhanced one-way or simple two-way e-communication between government and citizen, such as downloadable forms for government services and applications.

**15. Is there any Search feature in your web page?**

- ☐ Yes
- ☐ No

**16. Do you have "Contact us" feature on web page?**

- ☐ Yes
- ☐ No

**17. Is there any audio and video features available on web page?**

- ☐ Yes

☐ No

**18. Does your website have multiple languages availability?**

☐ Yes

☐ No

**19. Is your website linked to the wireless technology to directly send messages to mobile phones or other devices?**

☐ Yes

☐ No

**20. Is there any security (secure link) feature available on your web page?**

☐ Yes

☐ No

**21. Do you have any "Electronic Signature" feature on your website?**

☐ Yes

☐ No

**22. Do you have Online payment by credit, debit, or other card methods on your website?**

☐ Yes

☐ No

**23. Do you have e-mail sign-up option, either as a formal list-service or simply for news items?**

☐ Yes

☐ No

**24. Do you have any features to enable access for people with disabilities?**

☐ Yes

☐ No

### **3. Service Delivery Capability (Questions 25-30)**

This aspect will measure whether the Ministry website engages in two-way communication with citizens, including requesting and receiving inputs on government policies, programmes, regulations, etc. relating to women.

**25. Do you have web-based forms that can be submitted online in the website?**

☐ Yes

☐ No

**26. Do you have any "Job Opportunities" feature in this website?**

"Job Opportunities" feature refers to any services relevant for women job seekers/ employers, i.e. posting jobs, sending out applications, searching people with relevant skill sets, etc..

☐ Yes

☐ No

**27. Do you have any "e-Learning" feature in this website?**

In this context, "e-Learning" feature refers to any services relevant for women's online education with interactive tools.

☐ Yes

☐ No

**28. Do you have any feature work as "E-mail alerts for participation"?**

"Email alerts" may refer to any online notification of upcoming events / services to the citizens.

☐ Yes

☐ No

**29. Do you set any turn-around time within the Ministry to respond to submitted forms/e-mails?**

☐ Yes

☐ No

**30. Please describe what other types of online services / transactions are available through your website.**

If available, please provide below the URLs of specific information/ contents.

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#### **4. Citizen participation/ Interconnectedness (Questions 31-39)**

This aspect will measure whether the Ministry website is proactive in requesting information and opinions from the citizens using interactive tools.

**31. Is there any e-participation policy or mission statement available on the website with an objective to encourage participation of website users and citizens??**

☐ Yes

☐ No

**32. Do you have any calendar listings of upcoming participatory activities in your web page?**

In this context, participatory activities may include, but not limited to, forums, conferences and seminars available both online and offline.

☐ Yes

☐ No

**33. Is there any section containing archived information of past participatory activities?**

In this context, the archived information may include, but not limited to, video/ audio footage of past conferences, forums and/or documentations.

☐ Yes

☐ No

**34. What types of online "Participatory Tools" do you have in your website to obtain public/women's opinion ?**

Please select all that applies.

- ☐ Online polls
- ☐ Satisfaction surveys
- ☐ Bulletin boards
- ☐ Chat room
- ☐ Blogs
- ☐ Web casting
- ☐ Discussion forums
- ☐ Social networking sites (SNS)
- ☐ Other:

**35. Do you have any provision for publishing the results of users' feedback in your website?**

- ☐ Yes
- ☐ No

**36. Is there any archives of the responses by government to citizen's questions, queries and inputs?**

- ☐ Yes
- ☐ No

**37-A. How do you measure the overall usage statistics of the website?**

Please select all that applies.

- ☐ Number of visitors of the website per period
- ☐ Number of page-view of individual webpages per period
- ☐ Number of feedback (emails/ forum threads) received per period
- ☐ Number of new accounts/ profiles registered per period
- ☐ Number of queries/ transactions taken place per period
- ☐ Separate usage survey or evaluation not specified above
- ☐ Other:

**37-B. Please indicate the overall usage statistics of the website.**

If available, please provide the URL link and/or usage statistics documentation. Documentation should be emailed to [apwinc@sm.ac.kr](mailto:apwinc@sm.ac.kr).

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**38. In your best knowledge, please evaluate the overall quality of the website in the following aspects.\***

	Very Poor	Poor	Average	Good	Excellent
Dissemination of relevant information and outreach to women	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of access and usability key features	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Delivery of useful, relevant online services for women	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Measures to interactively engage citizen participation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Monitoring and evaluation of the actual usage of the website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**39. In your opinion, what is the area where the website needs improvement the most with an objective to achieve gender equality in e-government?**

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**Thank you for your time.**

\*End of Survey\*

Should you have any queries, please contact Ms. Hanah Zoo at [hzoo@sookmyung.ac.kr](mailto:hzoo@sookmyung.ac.kr)