



E-Government 2022 Survey Project Findings

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Center for Public Service

- The Center for Public Service is a self-support center within the Hatfield School of Government at Portland State University.
- The unique position of the Center for Public Service allows us to engage directly with students at Portland State University, supporting their learning while also contributing to the larger community.
- The Center also brings academic rigor as well as a neutral, academic viewpoint to the research and analysis process.

Oregon E-Government Program Survey

Background

- The 2022 E-Government Survey was intended to update and revise the previous program survey

Purpose

- Gather feedback about end-user online experience
- To support decision making and planning of the E-Government Program by highlighting findings in the areas of access and interaction behavior, user experience and satisfaction, communication preferences, as well as perceptions of trust and security.

Changes to the Survey

1. Updating the survey sample
2. Updating the demographic questions
3. Integrating best practices for survey administration
4. Updating the survey questions
5. Keeping what's working to examine trends over time

Sampling Procedure

- Statewide survey of 1,200 Oregonians ages 18+
- Contacted by live interview telephone calls and a text message invitations to take the survey online
- Telephone numbers randomly selected from the list of registered voters and Random Digit Dialing
- Sample quotas set by area of the state, age, gender, race, and educational attainment to ensure a representative sample
- $\pm 2.8\%$ margin of error

There were under-represented groups identified among survey respondents, requiring specific outreach efforts.

- Immigrants, refugees, and asylees (2.4% of sample; 9.8% of Oregonians identify as foreign born)
- People who use a language other than English at home (7.4% of sample; 15.3% of Oregonians)
- More information is needed to better understand these perspectives, especially in languages other than English

Access & Interaction Behavior

Online government services and resources are crucial to Oregonians, and mobile resources are becoming more important.

There exists a “digital divide” in Oregon that requires further characterization and mitigation.

98.2% of participants had access to the internet either in their home or elsewhere.

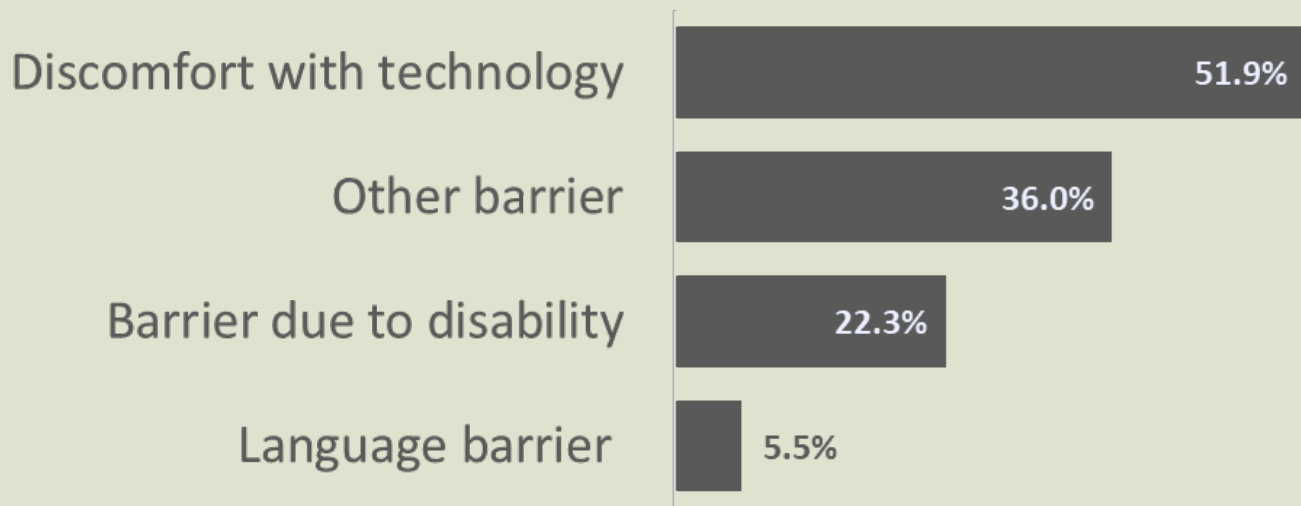
Groups experiencing lower rates of internet access include:

- Those reporting an annual income of less than \$25,000 (92.3% report having internet access)
- Those with a member of the household who is currently experiencing a barrier to accessing State of Oregon information online (94.9% report having internet access)

While 72.9% of people reported using the state website or applications, only 28.8% used state social media resources.

Barriers to access

When asked if any member of the household was experiencing a barrier to accessing the State of Oregon website, 11.1% (n = 118) of respondents indicated that there is a member of the household experiencing a barrier.

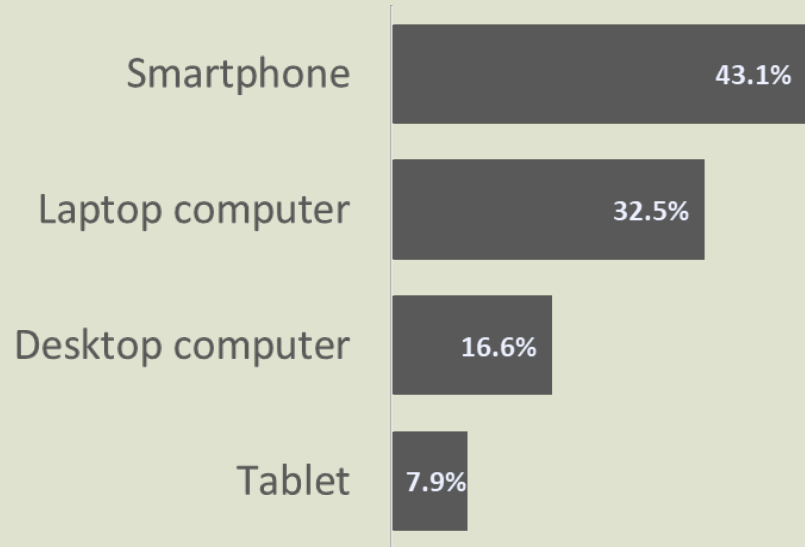


Device Preference

Smartphones are the most preferred device among all respondents.

Smartphone access is important because serves already marginalized populations.

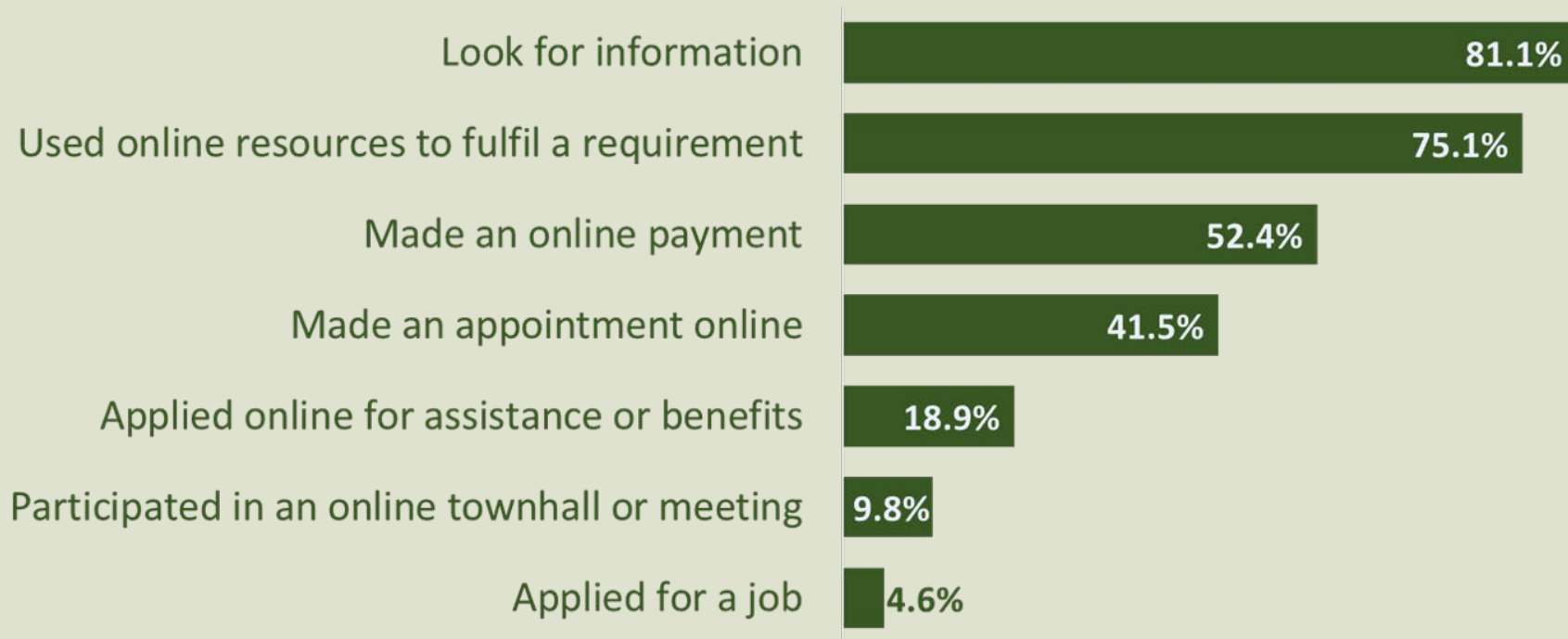
Groups more likely to use a smartphone to complete tasks online: People with disabilities, lower income individuals, those experiencing barrier to access.



User Experience and Satisfaction

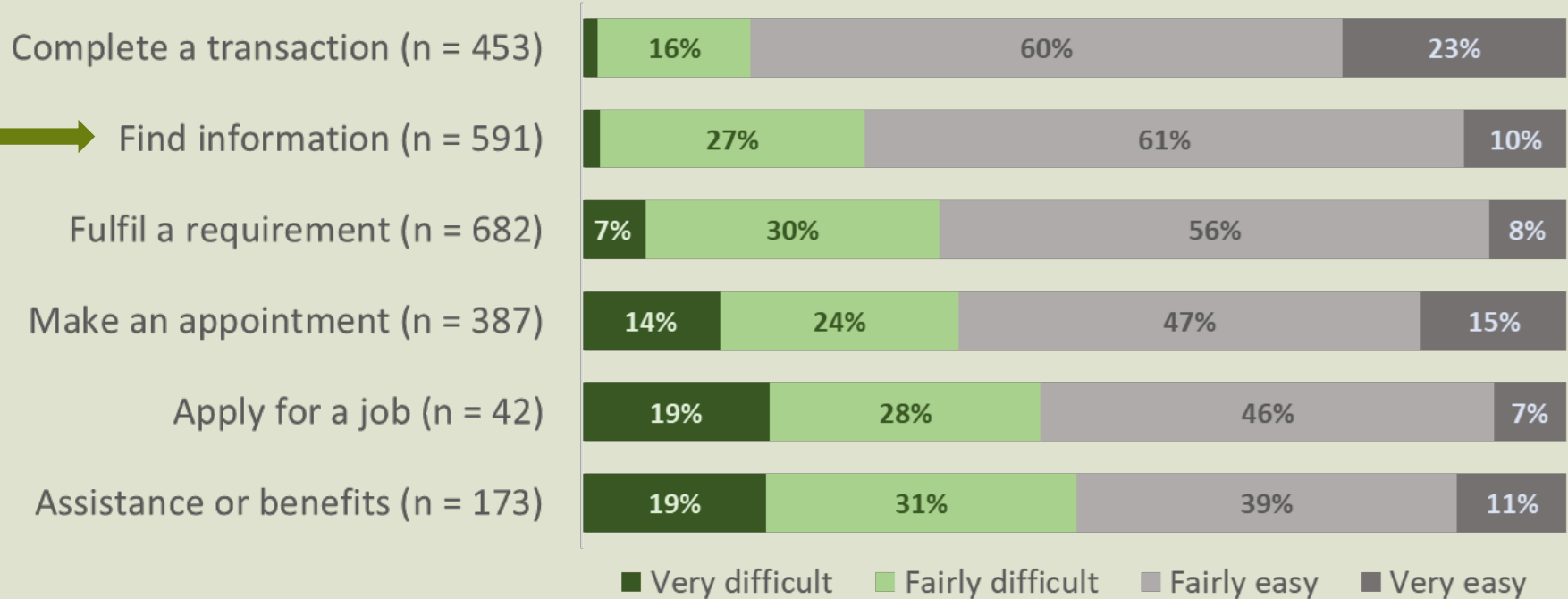
Although many respondents reported positive experiences with State of Oregon online resources, some groups reported proportionally more difficulty.

Proportion of respondents engaging in each activity in the past year:



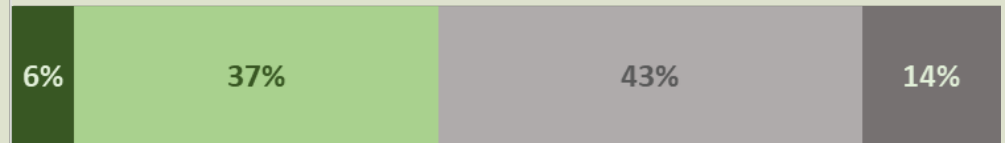
User Experience

In addition to asking whether people had participated in a particular activity, the survey also asked people about their experience completing those tasks.

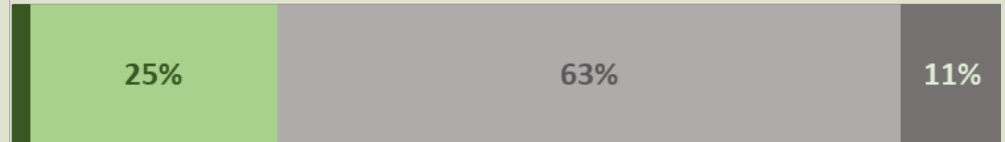


Respondents with a member of the household **experiencing a barrier to access** were more likely to find looking for information difficult.

Experiencing a barrier
(n = 118)

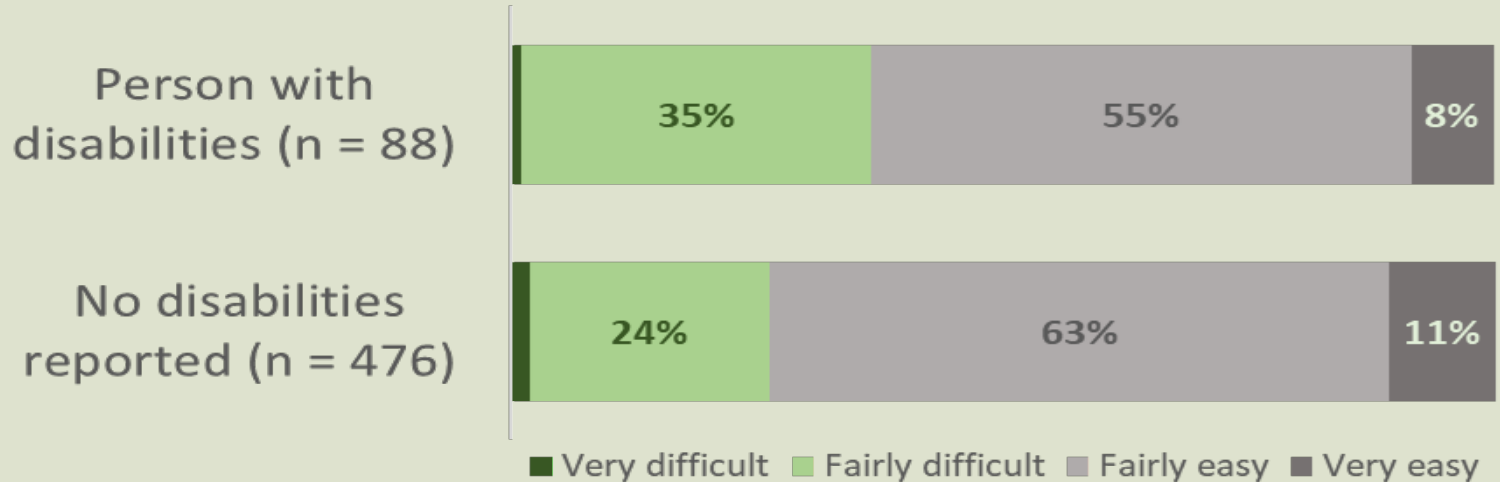


No barrier reported
(n = 507)



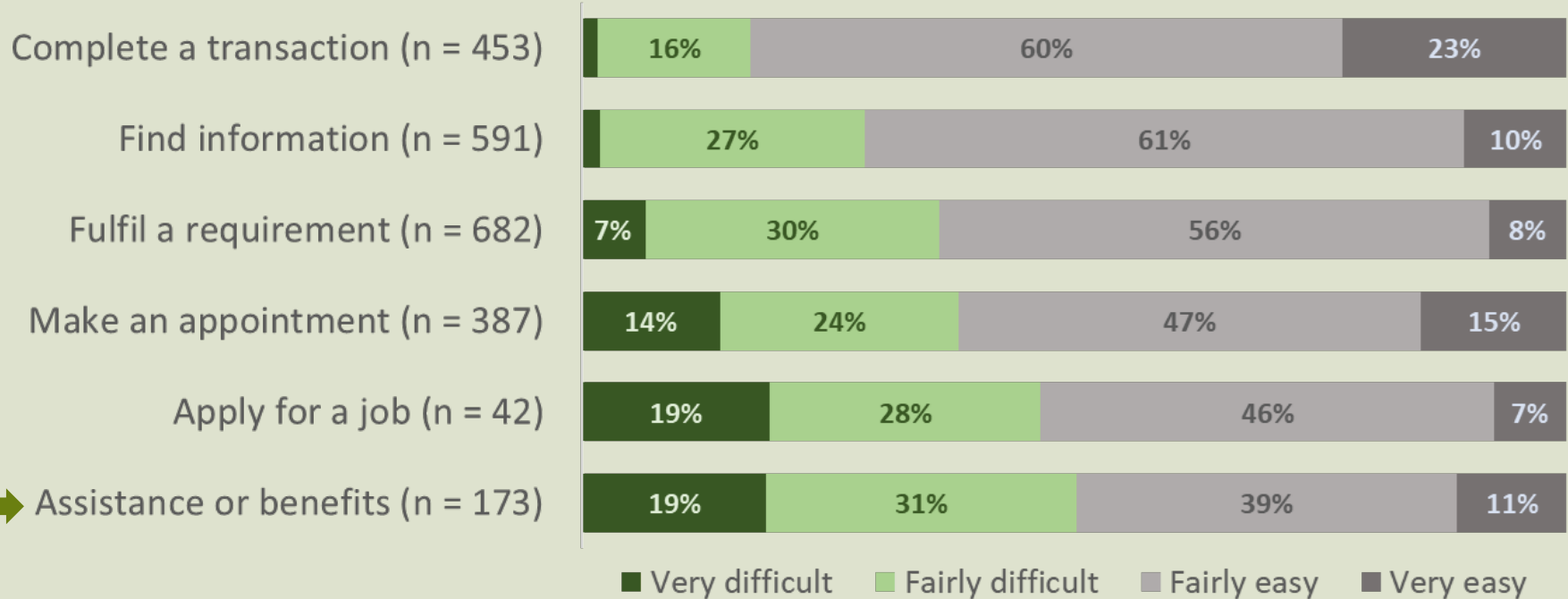
■ Very difficult ■ Fairly difficult ■ Fairly easy ■ Very easy

Respondents with disabilities also expressed higher difficulty finding information compared to those who reported no disability



User Experience

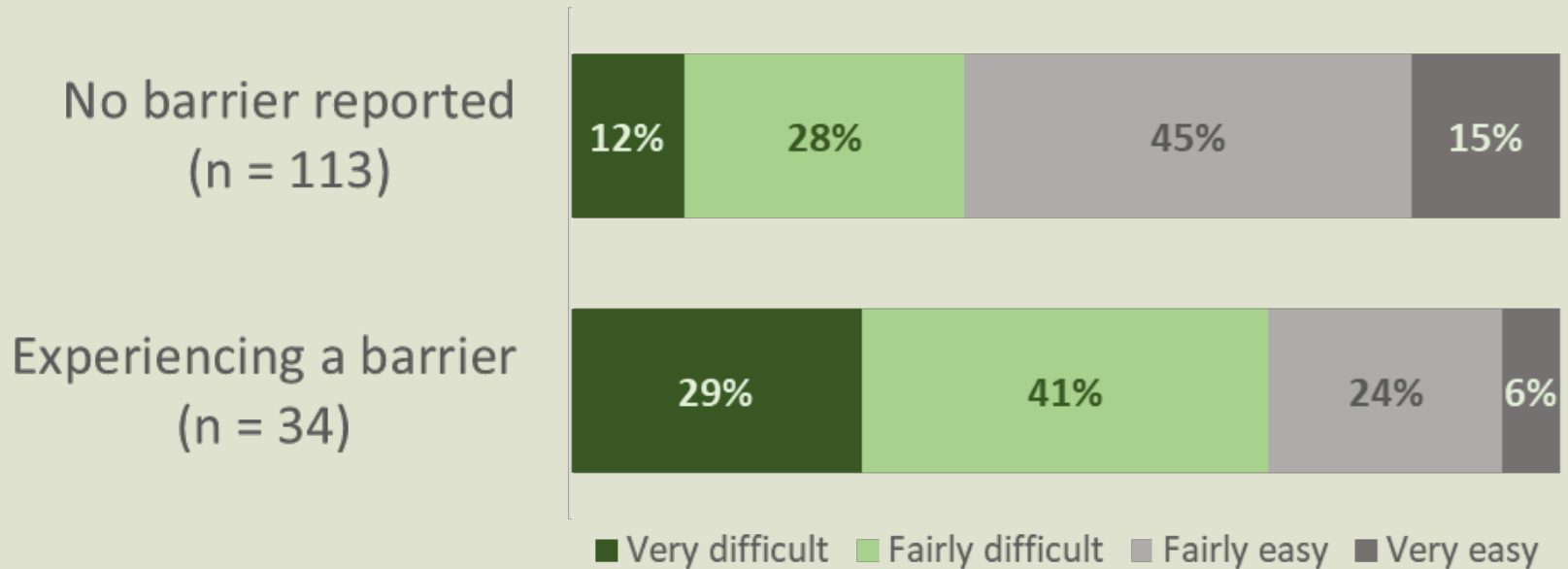
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Groups who were more likely to apply for assistance or benefits:

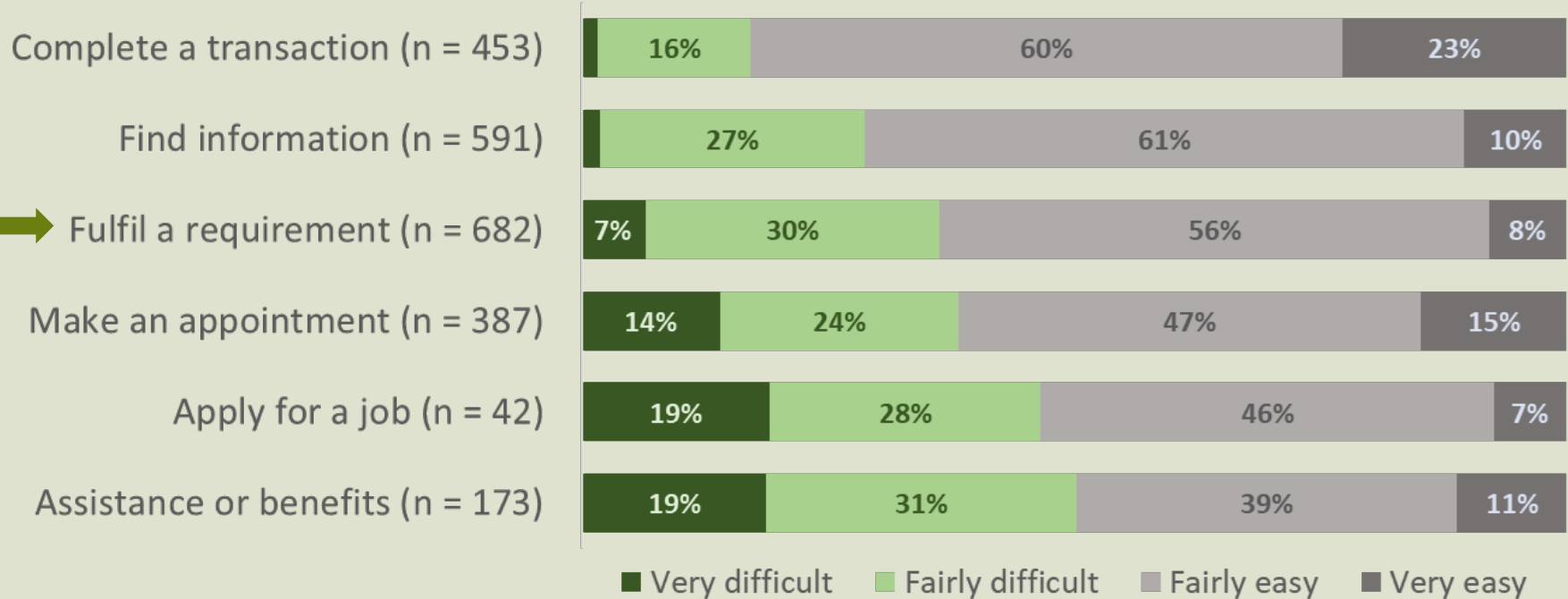
1. Those with a member in their household who is currently experiencing a barrier to access.
2. Female respondents (possibly due to caregiving responsibilities or income differences)
3. People 18-24 years of age (may be due to income)
4. People with disabilities
5. People with income less than \$50,000

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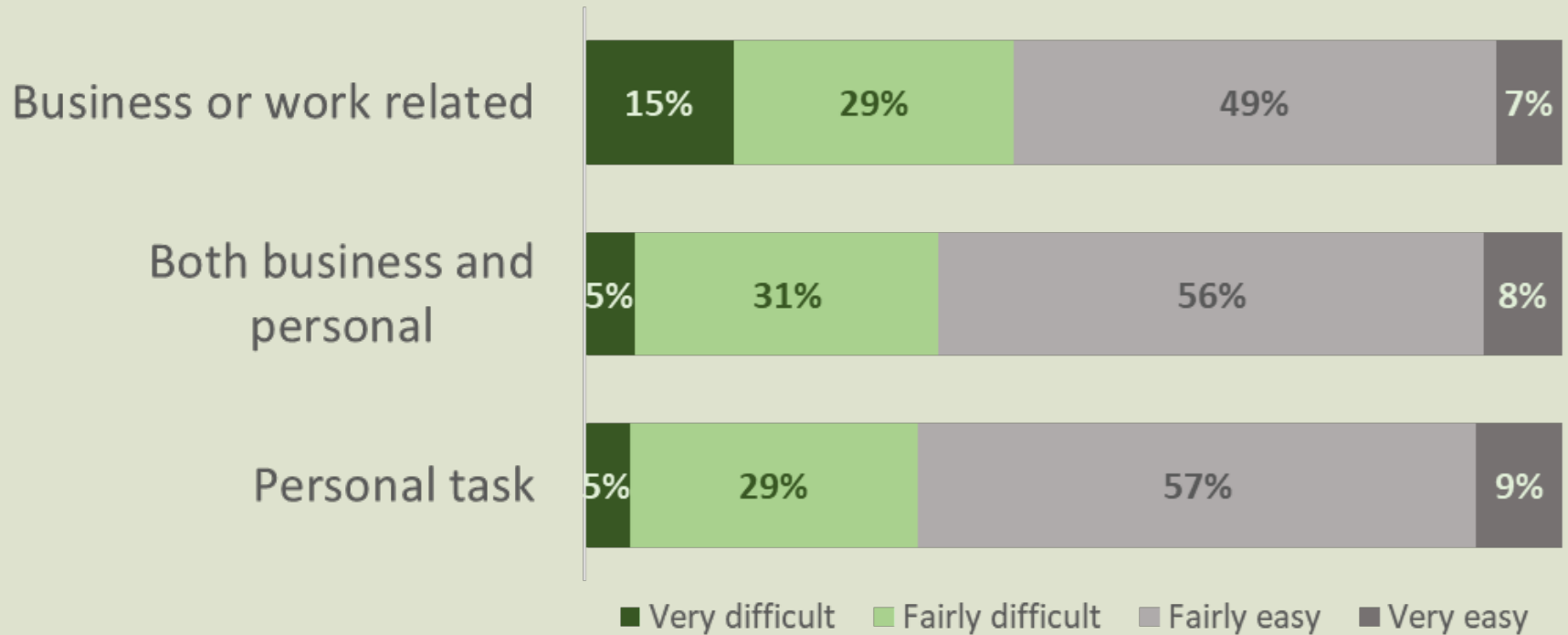


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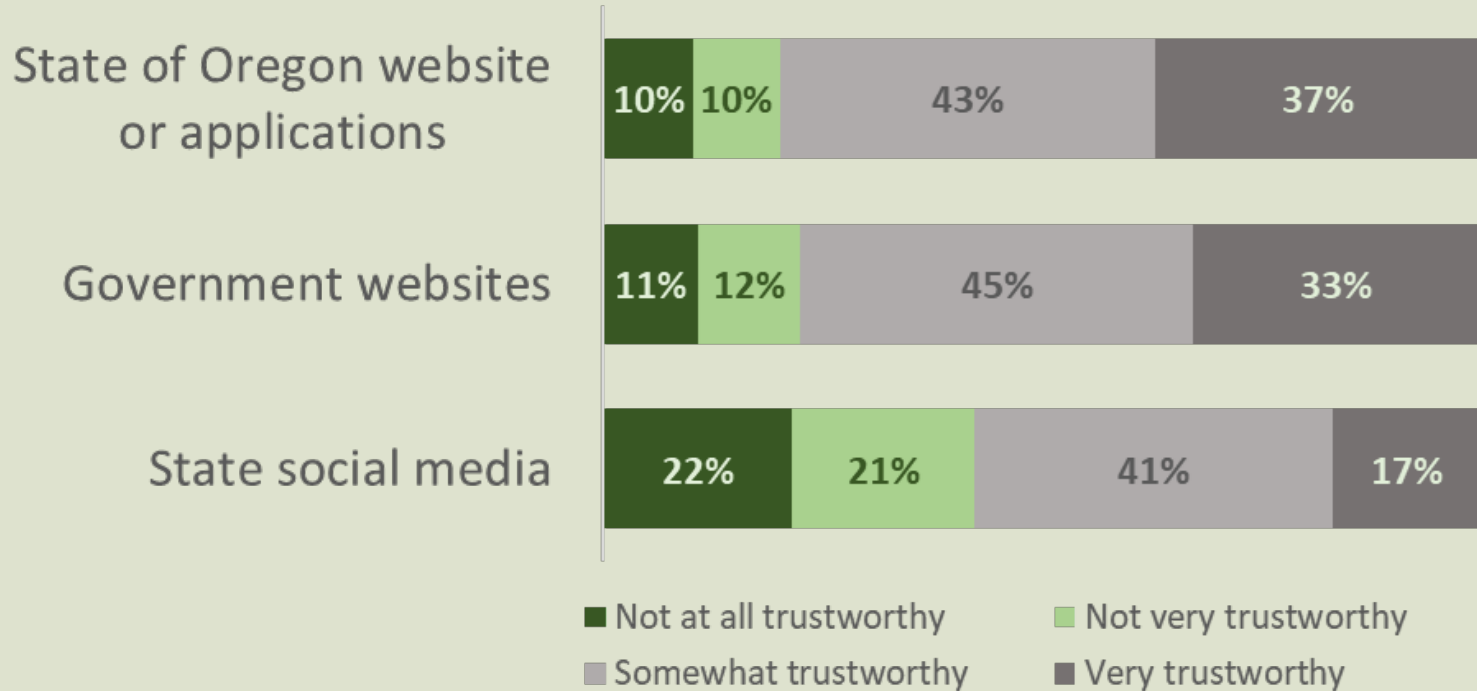
The business community reported more difficulty fulfilling a State of Oregon requirement.



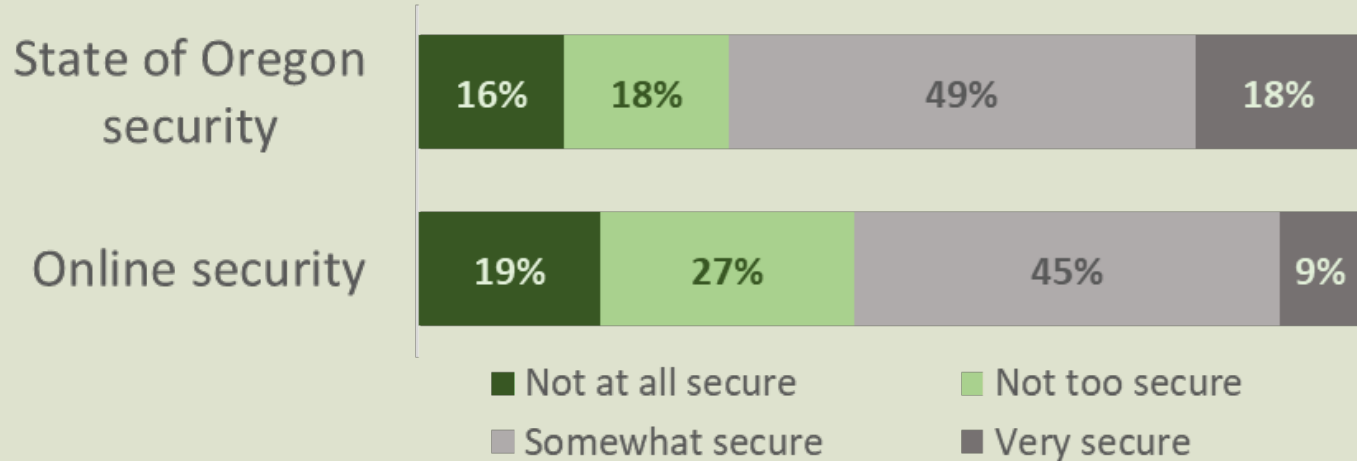
Trust and Security

People found state online resources generally secure and trustworthy

Perceptions of trustworthy sources of information from the State of Oregon and government generally.



Perceptions of online security for the State of Oregon and online security generally.



Possible follow-on work:

Better understand needs of groups which were either underrepresented in the sample or who experienced greater difficulty (not in a specific order):

1. Those experiencing a barrier to access or supporting someone experiencing a barrier (e.g., discomfort with technology, economic, disability)
2. Ways of incorporating feedback from those who speak a language other than English as well as immigrants, refugees, and asylees
3. Understanding the unique needs of the business community

Questions?