

# OGCIO's first survey reveals users satisfied, more work required

Compiled by Glenda Willie

**THE OFFICER OF GOVERNMENT** Chief Information Officer (OGCIO) conducted its first ever internal survey at end of last year on User Satisfaction.

A total of 114 users from all the six provinces answered 31 questions online.

John Jack, the Business Relations Officer explained to ITs of government departments and shareholders of OGCIO yesterday afternoon that the objective of the survey was to identify where users are satisfied or dissatisfied, to find out what improvement are important to users and to use this data and to prioritize the continuous improvement initiatives that will make it easier for the users to do their

work and deliver government services.

The outcome revealed that the cumulative level of satisfaction of the Government's ICT infrastructure and services offered by OGCIO is 41% satisfied while 17% were very satisfied.

Individual satisfaction confirmed the cumulative satisfaction level of satisfaction showing 51% being satisfied and 31% being very satisfied.

A total of 17% represented unsatisfied users and 14% which are not sure about their level of satisfaction. 12% claimed as not users of the ICT services offered by OGCIO.

In terms of major issues

affecting users, 82% of the respondents stated that the unavailability of network resources such as internet, e-mail, shared file and folders and wireless obstruct their work. While 8% claimed the issues with their computers, for example, hard disk failure and malfunctioning of monitors affects their work while the other 6% claimed other issues such as power cuts, and 5% said there are no major obstruction.

The survey shows that 89% of the respondents use Windows Operating System for their PCs, 3% of other users are using Mac Operating System, while 1% are using Linux. Five percent of respondents do not know the Operating System running

their PCs and another 1% has a PC which runs both Linux and Windows (dual boot).

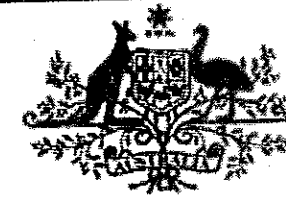
The finding reveals that 75% of the respondents are working from a Desktop PC which is the property of the Government, while 13% are using laptops that are owned

by the Government and 9% said they are using their own laptops.

Following the results taken from the survey, it has been recommended that although the survey reveals great satisfaction from the users, OGCIO will

ensure to maintain the level of satisfaction and improve the services to narrow the margin between satisfied and the unsatisfied.

OGCIO will need to provide more awareness and educate users on different services and how to use the services.



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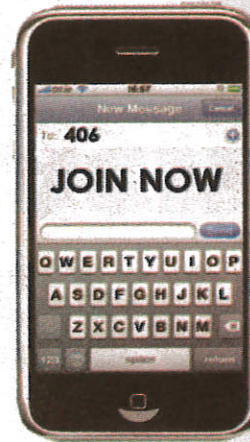


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