



Center For  
**Public Policy & Administration**  
THE UNIVERSITY OF UTAH

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# Hawaii Information Consortium / eHawaii.gov Agency Survey

## EXECUTIVE SUMMARY

July 2015

## Summary

The goal of Hawaii Information Consortium (HIC) is to make interacting with the government easier for the public by bringing services online and improving government efficiency. Accomplishing this requires HIC work closely with government agencies to understand the services they provide to the public as well as the agency's eGovernment needs. This research focuses on two groups 1) the point(s) of contact for each agency and, 2) agency administrators. Respondents from each group were asked to assess how they view their experience with HIC. The agency contacts work directly with HIC on a service(s) provided for their agency while administrators may not have as much direct contact, yet have a broader view of all serves in their department. Information regarding future online needs was gathered from all respondents.

The results of an online survey of contacts at agencies show overall satisfaction with HIC's efforts. One respondent described HIC this way:

*"They are real partners in all things. They are outside the box thinkers and very responsive."*

HIC receives the highest praise from the agency contact group for general customer service and, more specifically, for being prompt and responsive in their communications with their clients. Conversely, HIC has the opportunity to better serve agencies through faster implementation of projects and through improvements to specific technical aspects of agency sites.

The eGovernment priorities for 2015 cited by agency contacts consist of improving and maintaining existing sites, adding new services and tools, and completing existing projects. Some new services are suggested for the portal but the majority of survey participants offered no comments.

A small number of administrators provided feedback on an in-depth telephone survey. Though the number of responses is limited, all express overall satisfaction with HIC services. The following description of HIC was given by an administrator:

*"Friendly, fast, diligent, creative and flexible are descriptors used by both our business and technical staff."*

Administrator respondents supplied a number of new services and upgrades they would like to implement in the next two years. They also provided a number of areas where HIC could improve service including completion of projects more quickly, prioritization of important tasks, and more integration of services with other agencies. Some express the desire for more transparency of accounting metrics – how much services cost within the self-funded model HIC uses..

Several respondents acknowledge that the self-funded model has allowed them to develop online services that their limited budgets may have prevented. A few have concerns related to the amount of money generated and whether funds could go to upgrades.

## Methodology

The Center for Public Policy & Administration at The University of Utah was commissioned by NICUSA to conduct the study measuring the satisfaction of agencies working with its Hawaii Information Consortium subsidiary. The research began in February 2015 and concluded in July 2015.

## Questionnaire

Working with NICUSA and HIC, the Center for Public Policy & Administration formulated questionnaires to gather data from agency contacts and administrators. In an effort to increase participation, the questionnaires were kept succinct. Questions were primarily unstructured and included:

- Measurement of overall satisfaction with HIC (agency contact survey only)
- Indicators of what HIC does well and what can be done better
- A compilation of agency projections for eGovernment priorities and projects
- Evaluation and comments regarding the self-funded model (administrator survey only)

The questionnaires were reviewed and approved by Chris Neff, Vice President of Marketing at NIC and Russell Castagnaro, General Manager of Hawaii Information Consortium / eHawaii.gov. The final agency contact questionnaire included seven items while the administrator survey had only five items. A copy of the questionnaires and responses are available in the appendices.

## Sample

The sample for the both projects was furnished by HIC. For the agency survey the list included the names of 88 agency contacts for website services HIC provides to Hawaii.gov. Additional information on the list included the department, division, website title, contact email address, and phone numbers for each potential participant. Names of a second point of contact for each service were provided when available. Some individuals on the list were no longer with the agency and a few indicated they had too little interaction with HIC to complete the survey.

HIC supplied eight names to be used for the administrator survey. Three names were on both the agency and administrator lists. These individuals were contacted to provide more detailed responses.

## Data Collection

Agency Contact Survey - The survey was conducted using an online methodology. The questionnaire was programmed in an online format using Qualtrics survey software. Qualtrics provided the means to distribute the survey, collect data, send reminder emails, and access real-time updates during the fieldwork period.

Shortly before the start of data collection, to encourage participation, HIC sent an email informing contacts that the survey was coming from CPPA at the University of Utah (Appendix B). After the communication, CPPA sent an invitation letter that included the link to access the online survey. The data collection period was from February 12, 2015 to March 2, 2015. Several days after the initial email, a reminder was sent by CPPA the contacts encouraging them to participate. Additionally, a phone call reminder was made and a final email reminder sent to non-responders before the survey data collection deadline.

A total of 63 agency 'points-of-contact' for HIC responded to the survey.

Administrator Survey - The administrator survey was conducted by telephone by a research associate at the Center for Public Policy & Administration. Prior to the phone calls, HIC sent each potential respondent an email letter regarding the survey and asking for their input. Data was

collected in June from respondents. Through three of the eight potential respondents had participated in the agency contact online survey, their participation was solicited again for the second survey.. One completed both surveys. All administrator responses are in Appendix D including responses given on the agency contact study by administrators.

### **Data Analysis**

Agency Contact Survey - Open-ended comments were analyzed using qualitative techniques. CPPA research associates carefully reviewed comments and created categories based on common themes. A research analyst assigned each employee comment into the appropriate category. Individual comments may refer to more than one theme and may be reflected in multiple categories. After the first round of coding was completed by one analyst, a second analyst reviewed the codes for consistency and accuracy. Where differences of opinion arose, the codes were discussed and adjusted through the consensus of both analysts. Individual comments are attributed to the agency division from which they were reported.

Administrator Survey - Because of the limited number of administrator participants, no analysis or coding is possible. A general summary of the responses is provided.

The appendices contain the correspondence letters, survey questionnaires and complete verbatim comments for both survey projects.