

View results

Respondent

2

Anonymous

25:38

Time to complete

City and Country

1. City name *

Apia

2. Country name *

Samoa

I. Institutional Framework

3. What is the official e-government portal of the city/municipality? If more than one exists, please list all. *

E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

<https://www.samoagovt.ws>

4. Please provide link(s) for portal(s) providing following services/features:

E-services or similar

A specific portal where you can see the list of all online services available to the public.

There is no specific portal for all online services available to the public but each Government Ministry has its own websites for the public's awareness

5. E-participation or similar:

E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

The public is encouraged to take part in e-participation but in a small country like Samoa face to face discussions/consultations are still preferred method.

6. Open government data:

Open Government Data allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

There is a Freedom of Access to Information policy in place and will be enforced soon to encourage transparency and accountability in government.

7. Public procurement:

All government procurement goes through the Ministry of Finance

8. Other major portals at the city/municipality level:

Similar to answer above.

9. Does your city/municipality have a Chief Information Officer (CIO) to manage its e-Government programs/strategies? CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

*

Yes

No

Contact information of City/Municipality Chief Information Officer (CIO) or equivalent

10. Name *

Lefaoalii Unutoa Auelua-Fonoti

11. Title *

Chief Executive Officer

12. Organization *

Ministry of Communications and Information Technology

13. Email *

u.auelua-fonoti@mcit.gov.ws

14. Phone *

+685 27000 or +68526117 ext. 1000

15. Is the city/municipality CIO linked to any extent to the national CIO or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation) *

II. Legal Framework

Is there any legislation/regulations on digital government such as law on digital service provision or on access to information or data privacy at the

16. National level?

Yes

No

17. Local level?

Yes

No

18. If you answered yes to any of the above two questions in this section, how do you adopt these legislation/regulation in your organization?

This policy was drafted by the Policy Development and Planning Division of the Ministry of Communication and Information Technology and will be enforced in all government ministries once approved.

III. Strategy and Implementation

19. Is there a city/municipality e-Government Strategy or equivalent? *

Yes

No

20. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy.
- is aligned with the sustainable development goals (SDGs).
- is aligned with national digital development strategy.
- indicates the existence of shared solutions/platforms provided at the national/regional level.
- makes specific reference to e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups (Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people).
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.
- makes specific reference to SDG 11
- makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels

21. If city/municipality e-Government Strategy or equivalent exists, and if you checked any of the boxes above, please provide further link and/or details.

The Digital Transformation Strategy is soon to be launched in Samoa and it will have a whole of government approach.

22. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget. *

Budget for digital government is provided by international donor partners.

23. Do you publish the city/municipality budget online on the portal? Please explain further and provide links. *

No

24. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links. *

In the Digital Transformation Strategy there is mention of development of an e-waste strategy.

25. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

No

26. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. *

No

27. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links. *

There is a Universal Access Policy in place but not sure whether these areas mentioned are included

28. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links. *

Yes there are partnerships with the International Telecommunication Union and the Asia Pacific Telecommunity.

IV. Usage of online services

29. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links.

80%

30. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links. *

100%

31. Do you collect usage statistics of e-Government services? *

Yes

No

V. User Satisfactor

32. Do you measure the satisfaction of citizens with the e-Government services provided? *

- Yes
- No
- Other

33. What is the percentage of the population satisfied with their last experience of online public services? Please explain further.

We do not have this information available.

VI. Social Media

34. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

Yes the Ministry has two facebook pages to disseminate news and the services offered.

VII. Crisis/Emergency Response and Recovery

35. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar)? Please explain further and provide links.

No

VIII. Smart City and New Technologies

36. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

No but we have a project called Smart Village based on the Smart Islands initiative of the ITU.

IX. Contact information

37. Your name *

Unumoe Lafi Esera

38. Title *

Senior Communications Policy Analyst

39. Email *

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40. Organization *

Ministry of Communications and Information Technology

41. Submission Date *

05/05/2023



42. Please select whichever applies *

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

THANK YOU

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.