

Satisfaction of Senior Citizens on the E-Government Services of Selected National Government Agencies

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In the digital age, governments worldwide have been transitioning to electronic systems to improve efficiency, accessibility, and transparency in delivering public services. In the Philippines, the adoption of e-government services has allowed citizens to access government transactions and information online. However, the extent to which these digital platforms meet the needs of senior citizens, who may have varying levels of technological literacy, remains a vital concern. Hence, this study was conducted to determine the level of satisfaction of senior citizens with the e-government services offered by selected national government agencies.

The researchers employed the descriptive method of quantitative research design to measure the satisfaction level of senior citizens in relation to e-government services. According to McCombes (2019), descriptive research is a method used to explore and describe the characteristics of a population or phenomenon. It focuses on answering “what,” “where,” “when,” and “how” questions rather than explaining “why.” In this study, the descriptive design was appropriate because it allowed the researchers to systematically assess how satisfied senior citizens are with digital government services without manipulating any variables.

The study was conducted in Lingayen, Pangasinan, a municipality known for its growing use of online platforms for government transactions. As of September 2022, there were 517 registered senior citizens across ten selected barangays in Lingayen who had formerly worked in either the government or private sector (Lingayen Capital Senior Citizens Federation, 2022). From this total population, 103 respondents were selected using quota sampling. According to Simkus (2022), quota sampling ensures that subgroups within a population are proportionally represented in the study, providing a balanced perspective on the research topic.

In addition, the researchers used a combination of purposive and convenience sampling techniques to select qualified respondents. To be eligible, respondents must (1) be retired employees from either the government or private sector, and (2) have experience using at least one e-government service. As explained by Nikolopoulou (2022), purposive sampling involves selecting participants who possess specific characteristics relevant to the study. This ensured that the respondents had direct knowledge and experience with e-government transactions. Meanwhile, Crossman (2019) defines convenience sampling as a non-probability sampling method where participants are chosen based on availability, accessibility, and willingness to participate. This approach was especially important because the researchers had to consider the health, mobility, and availability of senior citizens, particularly since the COVID-19 pandemic had not yet fully subsided at the time of the study.

The main data-gathering instrument used was a structured questionnaire, which aimed to capture the perceptions and satisfaction levels of senior citizens toward e-government services. The questionnaire consisted of several parts covering demographic information, frequency of e-government service usage, level of satisfaction, and challenges encountered. To ensure validity and reliability, the instrument was validated by five experts—two from the academe, two from the field of government service, and one from the university’s language department. These validators reviewed the content for clarity, relevance, and accuracy. Additionally, a pre-test was conducted among a small group of non-respondent senior citizens to ensure that the questions were understandable and appropriate for the target population. The feedback obtained from the pre-test helped refine the final questionnaire.

After validation, the questionnaires were distributed to the respondents in Lingayen. Due to the age and health considerations of the participants, the researchers assisted some respondents in completing the forms to ensure accuracy and comfort during data collection. The gathered data were then processed and analyzed using frequency, percentage, mean, ranking, and analysis of variance (ANOVA) to identify patterns and draw conclusions. The results revealed important insights into the

demographic characteristics, levels of satisfaction, and challenges encountered by the senior citizens in using e-government services.

The majority of the respondents were female senior citizens aged 60 and above. Most were college graduates, married, and retired government employees. These findings suggest that the respondents generally had formal education and prior work experience that may have exposed them to basic computer or administrative systems, which could influence their ability to adapt to digital services.

It was also found that many respondents relied on family members or relatives for assistance when using online government platforms. This indicates that while senior citizens recognize the value of e-government services, they still face difficulties navigating these systems independently. Most of the respondents reported that news programs and media sources were their primary channels for learning about government online services, highlighting the need for more targeted information dissemination efforts among older citizens.

The study showed that a majority of the respondents had used the e-government services of the Government Service Insurance System (GSIS), which provides retirement, loan, and benefit transactions online. On average, most respondents accessed e-government services one to three times in the previous year. This relatively low frequency may be attributed to limited internet access, lack of familiarity with digital systems, or the occasional nature of government transactions among retirees.

Based on the results, the overall level of satisfaction of senior citizens with e-government services was rated as "satisfied", particularly in terms of usefulness and ease of use. Respondents appreciated that online systems allowed them to perform tasks such as checking benefits, filing claims, and accessing official records without having to travel or line up at government offices. This demonstrates that e-government platforms contribute significantly to convenience and service accessibility for senior citizens. However, despite this general satisfaction, some respondents expressed moderate concerns about technical difficulties and system usability, especially for those unfamiliar with digital technology. The need for user-friendly interfaces and customer support services was also emphasized by many respondents.

The most common problem identified was the need for a stable and high-speed internet connection to access online government platforms. Slow or unreliable internet connectivity often caused frustration among senior citizens, particularly those residing in areas with poor network coverage. In addition, technological barriers, such as the lack of digital literacy and limited access to computers or smartphones, posed challenges to maximizing the benefits of e-government systems.

Another issue raised was insufficient information dissemination about available services. Some respondents were unaware of certain online platforms or did not fully understand how to use them. This lack of awareness hindered participation and reduced the overall effectiveness of e-government initiatives for the elderly population.

The study concluded that while senior citizens in Lingayen generally have a positive perception of e-government services, several barriers continue to affect their full participation and satisfaction. Most respondents expressed appreciation for the convenience, usefulness, and accessibility that digital government services offer. However, challenges such as poor internet connectivity, limited technical skills, and lack of information dissemination remain significant obstacles.

To enhance the effectiveness and inclusiveness of e-government systems, the following recommendations were made: (1) Enhanced Information Dissemination: Government agencies should include comprehensive information campaigns about e-government services in their programs and activities. These should specifically target senior citizens, using accessible communication channels such as radio, television, and community announcements, (2) Improved Internet Accessibility: The establishment of public areas with free and reliable internet access, such as in barangay halls and senior citizen centers, is highly recommended to facilitate easy access to online services, (3) System Enhancement and Technical Support: Continuous improvement of system interfaces and the inclusion of user-friendly features should be prioritized. Providing customer assistance hotlines or in-person support desks for senior citizens will further encourage their participation, and (4) Training and Capacity

Building: Conducting training and seminars on digital literacy for senior citizens will help improve their confidence and skills in navigating online platforms.

By implementing these measures, national government agencies and local authorities can better ensure that e-government services are inclusive, accessible, and responsive to the needs of all citizens, particularly the elderly sector, thereby strengthening the overall effectiveness of public service delivery.