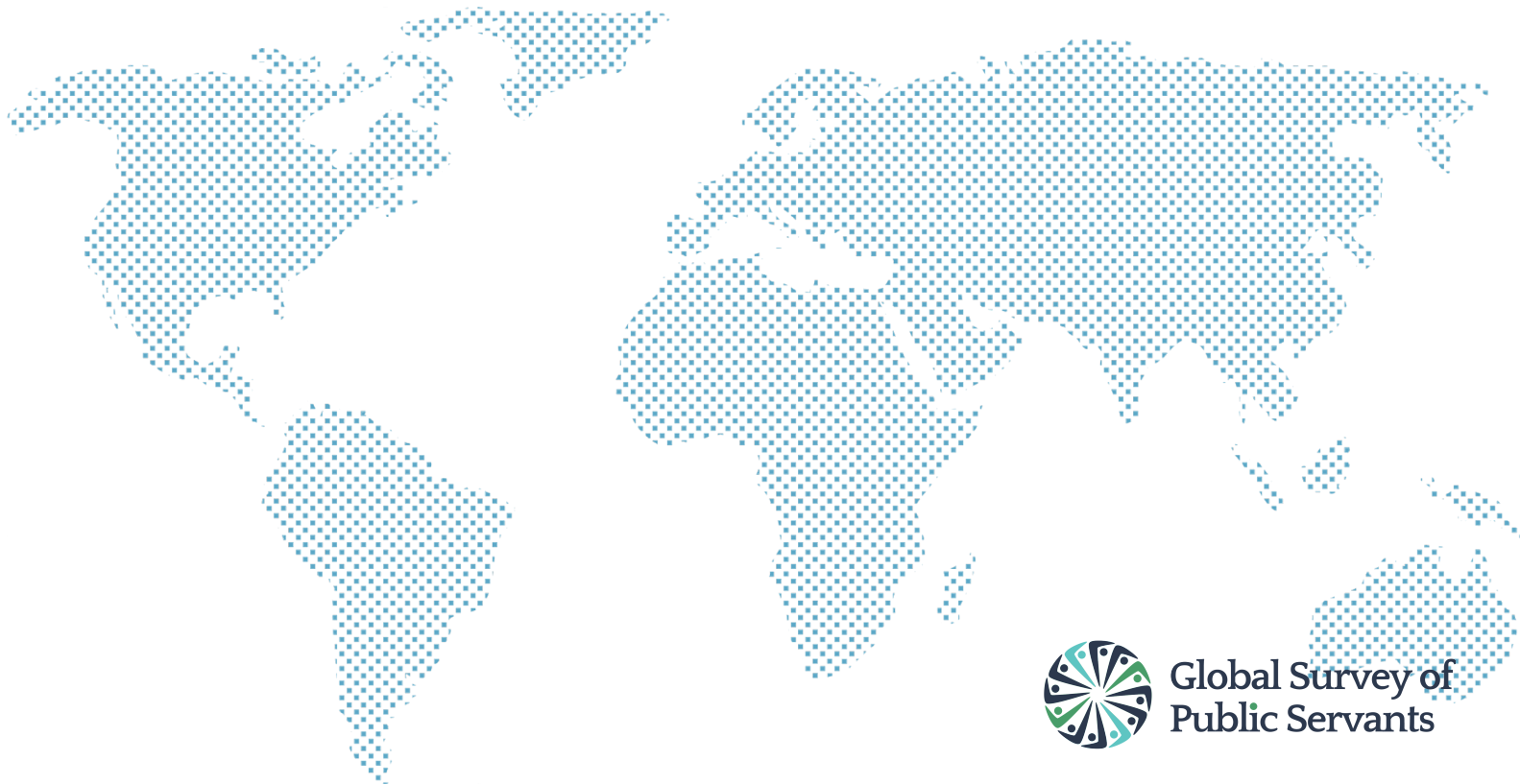# THE GLOBAL SURVEY OF PUBLIC SERVANTS

Information Technology Module

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Global Survey of Public Servants

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SUMMARY OF THE INFORMATION TECHNOLOGY MODULE

The Global Survey of Public Servants (GSPS) is an initiative to generate survey data from public servants in government institutions around the world. **The aim of the initiative is to increase the volume, quality and coherence of survey data on public administration.**

Understanding the motivations, behaviors, organizational environments and management practices of public servants through surveys is central to (1) better understand how public services and states around the world work; and, (2) help governments manage public services better. Further details, such as our approach, conceptual framework and other resources are available at www.globalsurveyofpublicservants.org.

The purpose of this document is to provide government counterparts, researchers and other stakeholders with an Information Technology module that is not part of the GSPS common module to support and supplement their survey of public servants. By providing this additional module, GSPS hopes to provide both actionable evidence to governments for management improvements and scholarly evidence to further our understanding of how public services work.

The GSPS team are keen to promote the adoption of the other modules in surveys of government officials and stand ready to provide advice on implementation. We are also keen to receive anonymized versions of this module's data to share with the global community and are happy to facilitate the sharing of survey data and resources across teams. For further information, please contact the GSPS team at info@globalsurveyofpublicservants.org.

Translations: An Amharic translation of these questions is available from the authors as used in Ethiopia in 2017.

Enumerator states: I would like to collect some details about information and the Management Information System (MIS) in your organization.

IDN. Identification

Within the demographics module of the survey using the Onboarding Module, it is advisable to include the following identification questions as the relevance of the module is dependent on these questions.

IDN.1	Do you currently have a Management Information System (MIS) program in place and functioning?	01 = Yes and a director 02 = Yes and not a director (skip to INF) 02 = No and a director (skip entire module) 04= No and not a director (skip to INF)
IDN.2	Were you in the organization when it was introduced?	01 = Yes 02 = No (skip to INF) 900 = Don't know; 998 = Refused to answer.

MISD. MIS for Directors

MISD.1	To what extent do you agree with the following statements?	01 = Strongly disagree; 02 = Slightly disagree; 03 = Neither agree or disagree; 04 = Slightly agree; 05 = Strongly agree; 900 = Don't know; 998 = Refused to answer.
MISD.1.a	The introduction of the MIS increased the information that I had access to regarding the state of service delivery in the jurisdiction	
MISD.1.b	I learnt new things about the jurisdiction that I never knew before because of the MIS	
MISD.1.c	The information provided / generated by the MIS feeds into the performance review process or another accountability mechanism	
MISD.1.d	The MIS has made individuals work harder because they had more information about what works	
MISD.1.e	The introduction of the MIS led to individuals working harder because they were being monitored more	
MISD.1 .f	The information from this system is integrated into the Balanced Scorecard planning and evaluation process	
MISD.1.g	The automation of the Balanced Scorecard is complete	

INF. Access to Information (employees only)

INF.1	If you needed to request statistical data from the MIS (Management Information System) Directorate, how long do you expect it would take to get (assuming the data exists)?	**Enter number of days.** 900 = Don't know; 998 = Refused to answer.
INF.2	Would the Directorate assist you to analyze or utilize this data, if necessary?	01 = Yes; 02 = Maybe; 03 = No; 04 = Not sure. 900 = Don't know; 998 = Refused to answer.
INF.3	What would be the main challenges to getting the data? **Prompt respondent with codes. List all relevant responses.**	01 = Non-cooperation from manager of the Directorate responsible; 02 = Non-cooperation from staff of the Directorate responsible; 03 = My manager would not allow me to request it; 04 = MIS (Management Information System) Directorate does not have any useful data; 05 = Network problems; 06 = Other (don't specify). 900 = Don't know; 998 = Refused to answer.

SINF. Sources of Information (employees only)

SINF.1	What are the **three** most important sources of information you use to find out about the state of service delivery in your jurisdiction. **Please rank the top three in order of importance, where 1=most important; 3=least important. Show Showcard 10**	01 = Informal interactions e.g. through co-workers; 02 = MIS; 03 = Formal field visits; 04 = Reports from the frontline; 05 = Information from higher tiers; 06 = Formal interactions with lower-tier institutions; 07 = Formal citizen / user interactions; 08 = Media sources; 09 = Other (don't specify); 900 = Don't know; 998 = Refused to answer.
SINF.2	To what extent do you agree with the following statements?	01 = Strongly disagree; 02 = Slightly disagree; 03 = Neither agree or disagree; 04 = Slightly agree; 05 = Strongly agree; 900 = Don't know; 998 = Refused to answer.
SINF.2.a	The maintenance, updating, and management of technology is sufficient in this organization	
SINF.2 .b	I possess the necessary skills to make best use of the technology that is available to me	
SINF.2 .c	Network interruptions are not a challenge towards me being able to complete my tasks	
SINF.2.d	There is the necessary software and applications to use to complete my tasks	

*Enumerator states***:** Thank you. Now I'd like to ask you some questions on information and communication bottlenecks more specifically.

ICB. Information and Communication Bottlenecks (employees only)

ICB.1	In what proportion of projects/programs that you work on would you say that the following statements were true:	**Answer must lie between 0 and 100%** 900=Don't know, 998=Refused to answer.
ICB.1.a	I have necessary information regarding the current state of service delivery in my jurisdiction/my area of work	
ICB.1.b	I have necessary information regarding other conditions in the jurisdiction/my area of work, such as the level of poverty, the level of education/literacy, the demographics, etc	
ICB.1.c	Information regarding the state of operations and services in the jurisdiction makes it easier for me to know where to allocate my effort/time	
ICB.1.d	Information is gathered and aggregated in an accessible way	
ICB.1.e	Information flows effectively between individuals in the same organization	
ICB.1.f	Information flows effectively between organizations	

IT. Use of Technology (employees only)

IT.1	Prior to the COVID-19 pandemic, on average, how many days a week did you typically work from home?	1. Never 2. 1 day a week 3. 2 days a week 4. 3 days a week 5. 4 days a week 6. 5 days a week 7. 6 days a week 8. 7 days a week
IT.2	During the COVID-19 pandemic, on average, how many days a week do you typically work from home?	1. Never 2. 1 day a week 3. 2 days a week 4. 3 days a week 5. 4 days a week 6. 5 days a week
IT.3	What proportion of your regular work tasks involve the use of a computer?	1. None 2. 0-25% 3. 25-50% 4. 50-75% 5. 75-100%
IT.4	Which of the following resources do you use regularly as part of your work for [INSTITUTION NAME] either at home or in the office? *Select all that apply.*	1. Computer 2. Tablet 3. Internet connection 4. VPN connection/remote desktop 5. Telephone 6. [OTHERS]
IT.5	Is the quality of each of these resources good enough to allow you to undertake your job effectively?	ASK ABOUT EACH OF THE RESOURCES SELECTED IN IT.4 1. Yes 2. No
IT.6	During the period of remote work, did you receive any kind of IT support?	1. Not, at all 2. Yes, some 3.Yes, a lot
IT.7	How satisfied are you with the IT support you received from your institution during remote work?	Ask only if IT.2 is not equal to 1 1. Very dissatisfied 2. Dissatisfied 3. Satisfied 4. Very satisfied
IT.8	Who provided that support?	Ask only if IT.7 is not equal to 1 1. My institution's IT department

		2. My colleagues
		3. My supervisor
		4. Another institution's IT department
		5. A private IT provider
		6. Other (please specify)

SE. IT Skills and Experience (employees only)

SE.1	How would you rate your level of proficiency in each of the following tools?	1. None 2. Beginner 3. Intermediate 4. Advanced
	<table><tr><td>(a)</td><td>Internet Web Browser</td></tr><tr><td>(b)</td><td>Email</td></tr><tr><td>(c)</td><td>E-Calendar (Outlook Calendar; iCal; Google Calendar)</td></tr><tr><td>(d)</td><td>Video Conferencing Software (Zoom, Webex, Skype)</td></tr><tr><td>(e)</td><td>Microsoft Teams/Other Collaborative Work Platforms</td></tr><tr><td>(f)</td><td>Microsoft Excel</td></tr><tr><td>(g)</td><td>Google Sheets</td></tr><tr><td>(h)</td><td>Microsoft Word</td></tr><tr><td>(i)</td><td>Google Docs</td></tr><tr><td>(j)</td><td>Microsoft PowerPoint</td></tr><tr><td>(k)</td><td>[OTHERS]</td></tr></table>	
SE.2	Which of the following tools do you use regularly as part of your work in [INSTITUTION NAME]? *Select all that apply.*	1. Internet Web Browser 2. Email 3. E-Calendar (Outlook Calendar; iCal; Google Calendar) 4. Microsoft Excel 5. Google Sheets 6. Microsoft Word 7. Google Docs 8. Shared Folders (Dropbox, OneDrive) 9. Microsoft PowerPoint

TS. IT Training (employees only)

TS.1	To what extent do you agree you have received enough training on digital skills (e.g. skills relating to the use of IT and related software) to effectively carry out all tasks assigned to you on a day-to-day basis?	1. Strongly disagree 2. Disagree 3. Agree 4. Strongly agree
TS.2	Have you received training in the last 2 years? *Select one option only.*	1. Yes, I have received training from my institution 2. Yes, I have received training from outside my institution 3. No If 2 Go to TS.8
TS.3	What type of training did you receive? *Select all that apply.*	1. Use of equipment and hardware 2. Use of IT systems and software 3. Use of statistical or data analysis tools (e.g. Stata, SAS, SPSS) 4. Advanced data analysis (e.g. using excel or a statistical software) 5. Data visualization (e.g. Tableau, IBM Watson) 6. Computer systems and programming 7. Cybersecurity 8. Laws and regulations relevant to your job 9. Citizen engagement 10. Ethics 11. Administrative processes 12. Other _____ If not 1-7 Go to TS.6
TS.4	Overall, how would you rate the quality of the most recent training you received on [*autofill skill*]? *NOTE TO PROGRAMMER: Include up to 3 follow-up questions on quality of training, corresponding answers selected in TS.3*	1. Very poor 2. Poor 3. Satisfactory 4. Good 5. Very good
TS.5	How relevant/useful was the training on [*autofill skill*], to	1. Very relevant

	your day-to-day job? *NOTE TO PROGRAMMER: Include up to 3 follow-up questions on quality of training, corresponding answers selected in TS.3*	2. Relevant 3. Somewhat relevant 4. Not relevant
TS.6	Which factors prevent you from participating in more training opportunities?	1. I don't have time to participate in training 2. Selection of participants into training is limited and competitive 3. In-person training is difficult to access due to physical constraints 5. Online training is too difficult/requires too much effort 6. Online training is difficult to access due to internet constraints 7. Training is costly 8. Trainings available is not relevant to me 9. Training quality is low 10. My institution offers few opportunities for training 11. I participate in as many trainings as I want/need 12. Few or none of my colleagues participate in training
TS.7	Thinking about your **current roles and responsibilities**, what type of training would be most helpful and relevant to you? *Select all that apply.*	1. Use of equipment and hardware 2. Use of IT systems and software 3. Use of statistical or data analysis tools (e.g. Stata, SAS, SPSS) 4. Advanced data analysis (e.g. using excel or a statistical software) 5. Impact evaluation and/or testing strategies 6. Data visualization (e.g.

		Tableau, IBM Watson) 7. Computer systems and programming 8. Laws and regulations relevant to your job 9. Citizen engagement 10. Ethics 11. Administrative processes 12. Other (please specify)
TS.8	Thinking about your **professional development and career progression**, what type of training do you think would be most helpful and relevant to you? *Select all that apply.*	1. Use of equipment and hardware 2. Use of IT systems and software 3. Use of statistical or data analysis tools (e.g. Stata, SAS, SPSS) 4. Advanced data analysis (e.g. using excel or a statistical software) 5. Impact evaluation and/or testing strategies 6. Data visualization (e.g. Tableau, IBM Watson) 7. Computer systems and programming 8. Laws and regulations relevant to your job 9. Citizen engagement 10. Ethics 11. Administrative processes 12. [OTHERS]

TS.9

ASK IF TS.7=2 or 3 or TS.8=2 or 3

In which of the following tools would you like to receive training and at what level of proficiency?

Tool:	Beginner	Intermediate	Advanced	None
Internet Web Browser				
Email				
E-Calendar				
Microsoft Excel				
Google Sheets				
Microsoft Word				
Google Docs				
Shared Folders				

	Microsoft PowerPoint				
	Stata/SAS/SPSS/R/Other Statistical Software				
	Data Visualization (Tableau/Microsoft Power BI/IBM Watson)				