

E-governance on the Philippine Statistics Authority Registration Services

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Abstract

This study examines the implementation of e-governance within the Philippine Statistics Authority's (PSA) Registration Services, focusing on its correlation with the extent of opportunities, issues, and e-governance dimensions, including efficiency, transparency, interactivity, and decision support. Findings demonstrate significant correlations, highlighting that advancements in e-governance, including optimized processing time, cost-effectiveness, and user-centric designs, contribute to improved operational efficiency, enhanced public trust, and greater accessibility.

A quantitative, descriptive-correlational research design was employed to evaluate the implementation of e-governance in PSA Registration Services. Using structured survey questionnaires with a four-point Likert scale, the study collected numerical data to examine patterns and relationships.

The study concludes that e-governance implementation is intrinsically linked to the extent of opportunities, issues, and governance dimensions, reaffirming the effectiveness of digital transformation in optimizing public services. By continuing to innovate and refine strategies, the PSA strengthens its position as a responsive, inclusive, and efficient e-governance platform, fostering trust, accessibility, and satisfaction among users.

Keywords: E-governance, Philippine Statistics Authority, Registration

1. Introduction

The use of electronic governance, or e-governance, has emerged as a significant innovation in public administration in today's digital age, where digital transformation in service delivery is changing many sectors. The term "e-governance" describes how government agencies use digital technology to improve citizen interaction, service delivery, and operations. By guaranteeing that even marginalized and isolated communities have access to necessary services, this shift promotes inclusivity and reduces the digital divide. Additionally, by making it possible to track government transactions in real time, e-governance fosters transparency, which lowers the likelihood of corruption and increases public confidence in the government.

In any e-government initiative worldwide, it typically begins with a stand-alone information technology (IT) project aimed at improving the efficiency of individual government agencies by automating manual tasks (Yoon, 2020). The progression from discrete IT initiatives to completely integrated e-governance systems illustrates how crucial interoperability and scalability are to digital transformation. In order to create more complex systems, early-stage IT projects teach important lessons about recognizing technical difficulties, user behavior patterns, and infrastructure constraints. To increase their impact, these systems prioritize universal accessibility, data security, and user-friendly interfaces as they expand.

To improve accessibility and efficiency, the Philippine Statistics Authority (PSA) has revolutionized its national ID (NID) and civil registration services through the use of e-governance. The PSA has digitalized vital services through online platforms like the NID System and the Civil Registration System (CRS), making it simple for citizens to apply for their NID and process marriage, birth, and death certificates. By eliminating the need for in-person trips to PSA offices, these programs greatly cut down on processing times and streamline government transactions. In addition, the NID System streamlines service delivery across sectors and encourages inclusivity by integrating several government services under a single NID.

Therefore, this study aims to examine the relationship between e-governance implementation and key aspects of the PSA Registration Services, including user understanding, opportunities, issues, and performance across e-governance dimensions. This research aims to provide actionable insights for improving the implementation and adoption of e-governance services in the PSA Registration Services.

2. Objectives of the study

This study explores the implementation of e-governance on the PSA Registration Services. Specifically, it seeks to:

- Assess the level of understanding of PSA's e-governance initiatives in terms of Civil Registration Services and the NID System.
- Identify the extent of opportunities (e.g., citizen trust, cost savings) and issues (e.g., data privacy, resource limitations) encountered.
- Measure the performance of e-governance across four dimensions: efficiency, transparency, interactivity, and decision support.
- Examine the relationship between e-governance implementation and its impact on: Opportunities, Issues, and E-governance dimensions
- Develop an action plan to modernize and enhance PSA e-governance services.

2.1. Research Design

This study employed a quantitative, descriptive-correlational research design to systematically examine the relationship between e-governance implementation and critical aspects of PSA Registration Services, including user understanding, extent of opportunities, extent of issues, and performance dimensions. Structured survey questionnaires were used to collect numerical data, which were analyzed using statistical methods, including descriptive statistics and correlation analysis. This design ensured an objective and measurable exploration of the variables, uncovering meaningful associations that contributed to recommendations for improving e-governance practices and service delivery.

2.2. Sampling Technique

Convenience sampling is a non-probability sampling method in which study participants are chosen based on their availability and interest in taking part. This approach made it possible for the researcher to effectively collect data from people who were available and willing to assist during the data collection period. Convenience sampling was used in this study to choose participants who had used the PSA Registration Services, including

those who had registered for the NID System or dealt with civil registration procedures like getting marriage, birth, and death certificates.

2.3. Research Instruments

The primary method of this research was a survey used to assess the quantitative data on e-governance implementation and its critical components within the PSA Registration services. Based on their evaluations of various areas of concern, such as the level of user comprehension, the extent of opportunities, the seriousness of problems, and performance within the e-governance framework, participants were asked to answer questions. Cronbach's Alpha was used in a reliability analysis to assess the research instrument's internal consistency. This statistical test was applied to 89 Likert-scale items that assessed a number of factors, including the respondents' level of understanding of e-governance in PSA registration services, as well as their perceived opportunities, issues, and the impact of e-governance dimensions. The analysis yielded a Cronbach's Alpha value of 0.989, indicating a very high level of internal consistency.

2.4. Data Analysis

The study employed descriptive statistics to summarize and present the demographic profile of the respondents, providing a clear understanding of their characteristics, including age, digital literacy, geographic location, and frequency of PSA service. The study applied descriptive statistics to present data clearly and used standard deviation to measure variability in responses. The primary instrument used to evaluate the connection between the implementation of e-governance and elements like user comprehension, opportunities, problems, and service performance was Pearson's correlation coefficient. Prior to statistical analysis, a data validation procedure was carried out to guarantee the accuracy and dependability of the data.

2.5. Ethical Considerations

The goal of the study was explained to the participants, who voluntarily consented after being guaranteed confidentiality. Strict adherence to the Philippine Statistics Authority's and Laguna State Polytechnic University's ethical guidelines was maintained. In order to maintain participant rights and anonymity throughout the research process, no personal identifiers were gathered, and all data was handled with rigorous privacy protocols.

3. Results and Discussion

The findings of the study revealed a generally positive user understanding of the PSA's e-governance services. Civil Registration Services received high ratings in terms of cost-effectiveness and service speed, reflecting favorable user perceptions. The National ID System was also regarded as user-friendly; however, some respondents identified issues related to online service integration and language barriers, suggesting areas for improvement in accessibility. Regarding opportunities and issues, participants highlighted increased citizen trust, enhanced website efficiency, and cost savings as major benefits of e-governance implementation.

However, they also highlighted enduring issues like risks to data privacy, scarce resources, and difficulties with language accessibility. According to the study's evaluation of the aspects of e-governance, efficiency and transparency received high marks, indicating efficient processing systems and an increase in public trust. Interactivity and decision support, on the other hand, scored moderately, suggesting that evidence-based service enhancements and user feedback mechanisms require improvement. The hypothesis that digital systems have a

significant and positive impact on governance outcomes was supported by statistical analysis, which also confirmed significant relationships between the use of e-governance and the variables that were identified: opportunities, issues, and performance dimensions.

4. Conclusion

The study's correlations show that efficient processing, user-friendly systems, and digital transformation significantly drive opportunities related to trust, technical performance, and cost-effectiveness, leading to greater citizen trust and improved public service delivery. However, in the National ID System, service delivery speed has a weak link to opportunities like citizen trust and cost.

Similarly, while cost-effectiveness, user-friendliness, and digital transformation help address issues like resource constraints, data privacy, and accessibility, service delivery speed shows a weak connection to data privacy and language barriers, which require more targeted solutions. Overall, cost-effectiveness, user-friendliness, and digital transformation strongly support e-governance dimensions such as efficiency and transparency, though some aspects like delivery speed and transparency in the National ID System correlate weakly.

5. Recommendation

- To enhance efficiency, speed, and inclusivity, PSA should encourage digital registrations and implement automation to reduce processing times. National ID deliveries will also be accelerated by enhancing communication and fortifying courier relationships. Accessibility and user-friendliness will also be enhanced by increasing language support, offering resources for digital literacy, integrating services with platforms such as eGovPH, and reaching out to marginalized groups.
- Building public trust requires increasing transparency through clear policy communication and real-time updates on service status. To increase website performance and system stability, particularly during peak hours, PSA needs to make investments in infrastructure upgrades. The system can be made more reliable and inclusive by improving data security, adding multilingual support, addressing resource allocation by hiring more people and providing them with training, and starting digital literacy initiatives.
- Improving e-governance dimensions involves optimizing resource allocation and automating delays to speed up transactions and reduce errors. Clear policy articulation and easy-to-access, real-time registration status information are two ways to increase transparency. As they proceed through the registration process, users will gain from interactive features like live chat assistance, frequently asked questions, dynamic tracking tools, and data-driven insights.
- To strengthen the impact of e-governance, PSA should streamline procedures and improve server performance to reduce processing times and costs while boosting customer trust. Enhancing user-friendliness through simplified interfaces, multilingual options, mobile compatibility, and offline features will increase satisfaction and accessibility. Ongoing investments in data security, language inclusiveness, and digital literacy, along with interactive communication tools, will foster greater public engagement and improve decision-making support.
- By using predictive analytics to allocate resources and automate repetitive tasks, strategic efforts to enhance PSA's e-governance should prioritize efficiency, transparency, accessibility, and dependability. Chatbots and tailored suggestions will improve user engagement and decision support, while transparent, equitable pricing and efficient communication will preserve

affordability and transparency. Progress in digital governance will be sustained if cross-platform compatibility, offline functionality, and innovation through collaborations are prioritized, implemented gradually, and regularly reviewed.

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