



GOVERNMENT DIGITAL TRANSFORMATION

BRIEFER ON GOVERNMENT WEB PRESENCE 2nd Semester 2020 Assessment January 2021

I. Background

Monitoring of government web presence is mandated by Memorandum Circular 2002-01, "Guidelines on creation of the agency's website and compliance to the E-Commerce Law and Stage One of the UN-ASPA stages of E-Government".¹ It is an aspect of e-government development in the Philippines.

The circular states that the DICT will coordinate and provide technical assistance to national government agencies (NGAs), local government units (LGUs), and state universities and colleges (SUCs) to ensure that they have websites that will provide basic public information. Websites are the channels for e-government online service delivery to provide information and services to citizens.

Monitoring web presence aims to increase government transparency and accountability, and its ability to communicate better to its stakeholders, especially the general public. This will enable the government's bureaucracy to better transition to the 'New Normal' and minimize red tape. The Ease of Doing Business and Efficient Government Service Delivery Act² aims to streamline the current systems and procedures of government services for the benefit of the citizenry.

II. Methodology

The Government Web Presence Assessment is conducted twice a year on an annual basis. The assessment is based on the "with presence" and "without web presence" criteria during the period of assessment. The list of National Government Agencies, Government Owned and Controlled Corporations, State Universities and Colleges and Local Government Units are based on the Department of Budget and Management's Government Directory 2020.

Table 1. Masterlist Breakdown by Government Entity

Government Entity	Number
National Government Agencies (NGA) -Departments -Attached Agencies -Bureaus	290

¹ United Nations eGovernment Survey 2014, p.195.
(https://publicadministration.un.org/egovkb/portals/egovkb/documents/un/2014-survey/e-gov_complete_survey-2014.pdf)

² Republic Act 11032 - Ease of Doing Business and Efficient Government Service Delivery Act of 2018



-Constitutional Offices -Judicial Offices -Legislative Offices -Other Executive Offices	
Government Owned and Controlled Corporations (GOCC)	89
Cities	139
Provinces	81
Municipalities	1448
State Universities and Colleges (SUC)	111
Total	2,160

Source: DBM Government Directory 2020

Previous assessments have shown that some government agencies use social media as an alternative dissemination platform of their agency's information and services. Recognizing that Social Media has greatly helped the public sector engage with the public, this year's 2020 assessment monitors the use of Facebook as part of the assessment methodology. Facebook accounts were assessed based on the account name and basic information about the government office.

For the 2020 assessment, the following criteria were used:



Table 2. Assessment Categories and Criteria

Category Title	Criteria
With Web Presence	<ul style="list-style-type: none"> -Link is accessible -Included in the main agency/provincial website or has a dedicated information page/section -At least name of head officials are updated as assigned by the current administration -Not a free encyclopedia/wiki type of web platform and cannot be collaboratively updated by the people who use it -Information must include functions/mandate of the agency
Without Web Presence	<ul style="list-style-type: none"> -No website found using internet search engines -Information not included/no page dedicated in the main agency website
Under development	<ul style="list-style-type: none"> -Link directs to a statement page/prompts a notification that the website is being developed or updated
Offline/Not Accessible	<ul style="list-style-type: none"> -No statement page/notification status of the website -Link directs to an error page
With a Facebook Account	<ul style="list-style-type: none"> -Name of agency/office is searchable -'About' section contains basic information about the agency/office (mandate, address, contact number, email address, etc) -Recent posts are related to the latest activities/announcements *No methodology yet on verifying if account is official or legitimate
Without Facebook Account	<ul style="list-style-type: none"> -Name of agency/office is not searchable -No information about the agency/office -Post are not related to agency/office activities



III. Summary Assessment Results, Year-on-Year

Table 3. Year-on-Year Assessment of Government Entities With Web Presence*

Gov't Entity	2nd Sem 2017	1st Sem 2018	2nd Sem 2018	1st Sem 2019	2nd Sem 2019	1st Sem 2020	2nd Sem 2020
NGAs	96%	96%	98%	99%	100%	89%	94%
GOCCs	92%	90%	92%	99%	100%	96%	100%
Provinces	98%	95%	95%	100%	100%	100%	100%
Cities	86%	87%	88%	95%	96%	96%	100%
Municipalities	52%	48%	51%	49%	67%	58%	58.4%
SUCs	94%	87%	87%	98%	98%	98%	100%

*Percentage of websites that were up and operational at the time of online visit.

IV. Assessment Results, 2nd Semester 2020³

A. National Government Agencies (NGAs)

Table 5. NGA Web Presence

Web Presence		
Category	Number	Percentage
With Web Presence	274	94%
Without Web Presence	16	6%
Web Presence under maintenance	0	0
Offline/Not Accessible Web Presence	0	0
Total	290	100%

³ Assessed in January 4-31, 2021



Table 6. NGA Facebook Account

Social Media Platform (Facebook)		
Category	Number	Percentage
With Facebook Account	185	62%
Without Facebook Account	105	38%
Total	290	100%

B. Government Owned and Controlled Corporations (GOCCs)

Table 7. GOCC Web Presence

Web Presence		
Category	Number	Percentage
With Web Presence	89	100%
Without Web Presence	0	0
Web Presence under maintenance	0	0
Offline/Not Accessible Web Presence	0	0
Total	89	100%

Table 8. GOCC Facebook Account

Social Media Platform (Facebook)		
Category	Number	Percentage
With Facebook Account	79	90%
Without Facebook Account	10	10%
Total	89	100%



C. State Universities and Colleges (SUCs)

Table 9. SUC Web Presence

Web Presence		
Category	Number	Percentage
With Web Presence	111	100%
Without Web Presence	0	0
Web Presence under maintenance	0	0
Offline/Not Accessible Web Presence	0	0
Total	111	100%

Table 10. SUC Facebook Account

Social Media Platform (Facebook)		
Category	Number	Percentage
With Facebook Account	105	95%
Without Facebook Account	6	5%
Total	111	100%

D. LGU-Provinces

Table 11. Provinces Web Presence

Web Presence		
Category	Number	Percentage
With Web Presence	81	100%
Without Web Presence	0	0
Web Presence under maintenance	0	0
Offline/Not Accessible Web Presence	0	0
Total	81	100%



Table 12. Provinces Facebook Account

Social Media Platform (Facebook)		
Category	Number	Percentage
With Facebook Account	81	100%
Without Facebook Account	0	0
Total	81	100%

E. LGU-Cities

Table 13. Cities Web Presence

Web Presence		
Category	Number	Percentage
With Web Presence	138	99%
Without Web Presence	1	1%
Web Presence under maintenance	0	0
Offline/Not Accessible Web Presence	0	0
Total	139	100%

Table 14. Cities Facebook Account

Social Media Platform (Facebook)		
Category	Number	Percentage
With Facebook Account	139	100%
Without Facebook Account	0	0
Total	139	100%



F. LGU-Municipalities

Table 15. Municipalities Web Presence

Web Presence		
Category	Number	Percentage
With Web Presence	846	58.4%
Without Web Presence	593	41%
Web Presence under maintenance	2	0.1%
Offline/Not Accessible Web Presence	7	0.5%
Total	1,448	100%

Table 16. Municipalities Facebook Account

Social Media Platform (Facebook)		
Category	Number	Percentage
With Facebook Account	769	53%
Without Facebook Account	679	47%
Total	1,448	100%

V. Key Observations

The result of the 2nd Semester Assessment of the Government Web Presence shows that the government sector continues to improve its digital presence to provide the public, access to government information and services.

In the assessment for the 1st Semester of 2020, it was observed that the COVID-19 pandemic has forced the government to re-examine public service delivery, and how to continue to engage citizens and keep the country functioning in these unprecedented times. Digital solutions in areas such as provision of government services, education, the media, communication systems, and the economy have allowed some form of continuity in day-to-day life during pandemic. National Government Agencies, GOCCs, SUCs and most specially Local Government Units were observed to have exerted more efforts to expand their



online reach to be able to provide necessary information and services as we continue to face the situation caused by the pandemic.

The following observations can be gathered from the latest web presence assessment:

- There is a higher percentage of operational websites during the time of second semester assessment in 2020, which coincides with the continued efforts to face the current health crisis through digital platforms.
- Provinces, cities and SUCs' websites have kept their sites operational and have also used social media to gain wider reach to the public.
- For LGUs, the following can be observed:
 - There is a high proportion of web presence of provinces and cities almost 100% , but barely an increase among municipalities at 58.4%.
 - There is a high proportion of SUCs websites operational at 100%.
 - There is a high proportion of Facebook accounts however, among municipalities at 53%
- Use of social media platform particularly facebook were also assessed and the following were observed:

Table 17. Web Presence versus Facebook

Government Entity	With Web Presence	With Facebook Account
NGAs	94%	62%
GOCCs	100%	90%
Provinces	100%	100%
Cities	99%	100%
Municipalities	58.4%	53%
SUCs	100%	95%

- Most National Government Agencies still uses the a website/portal as their online information platform with 94% however the use of social media continues to increase at 62%
- Government Owned and Controlled Corporations reached 100% of web presence by the end of 2020 and continues to expand their online reach with 90% use of social media platforms.
- Local Government Units in the Provincial and City level also sustained and leveled up their efforts in providing necessary online



information to their community with almost 100% web presence and 100% usage of social media platform.

- Local Government Units in the Municipal level, it is noted that their web presence barely increased since the 1st semester,, their social media usage for providing information improved about 20%. From their 33% usage it increased to 53% by the end of 2020.
- With the government's implementation of the blended learning/distant learning approach, State Universities and Colleges has also improved their web presence and social media usage for information dissemination with 100% and 95% respectively.



VI. Recommendations

- The high proportion of web presence of provinces and cities having both 100% is a good precursor for the provision of localized content. Provincial websites can also be used for the Balik Probinsya, Balik Pagasa Program.
- On the high proportion of SUCs' web presence, e-learning content can be easily accessible. SUCs can also offer to host online content of public schools in the area that have no web presence.
- Further Improvements in methodology and assessment can be considered:
 - To undertake pilot assessments using UNDESA criteria
 - To include more social media platforms in the assessment
- To integrate monitoring indicators from EGDI and EODB to be more aligned with international and national standards.

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