

# Delivering government services to the BOP in Sri Lanka and Bangladesh: Telecenters, mobile or both?

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# Both Sri Lanka and Bangladesh have embarked on ICT-enabled development initiatives

- e-Sri Lanka and Digital Bangladesh both aim to deliver public services via ICTs, both include large components on reforming government processes via re-engineering and automation
  - Large telecenter projects included to support BOP connectivity
    - Nenasalas in Sri Lanka - 632 Nenasalas since 2005
    - Union Information and Service Centers (UISCs) in Bangladesh - 4,495 UISCs since 2009

# Survey conducted in Q3 2012 in Bangladesh and Sri Lanka

- Target population
  - BOP (SEC D & E) living within 5km of a telecenter, aged 15-40
    - (SEC or socio-economic classification is based on the highest education level and occupation of household chief wage earner)
- Sampling
  - Stratified random sampling of telecenters: representation of provinces (Sri Lanka) and division (in Bangladesh)
    - 90 telecenters, 1800 respondents in Sri Lanka
    - 275 telecenters, 2750 respondents in Bangladesh
- Screening question
  - Have you had any “interaction” with the government in the last 12 months?
    - Obtain information: To obtain information on the government and its services
    - Obtain/access services: To use a government service, or “get something done”

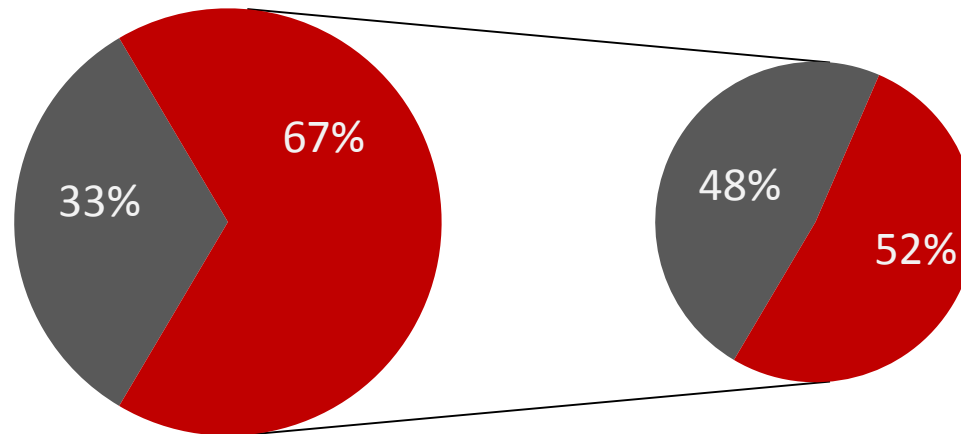
## Aware of telecenters

(% of catchment area residents)

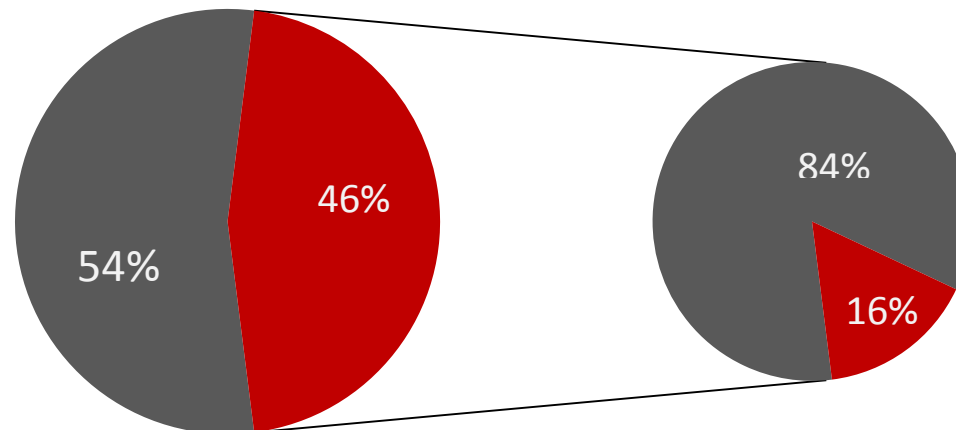
## Have used a telecenter

(% of residents who have heard of telecenters)

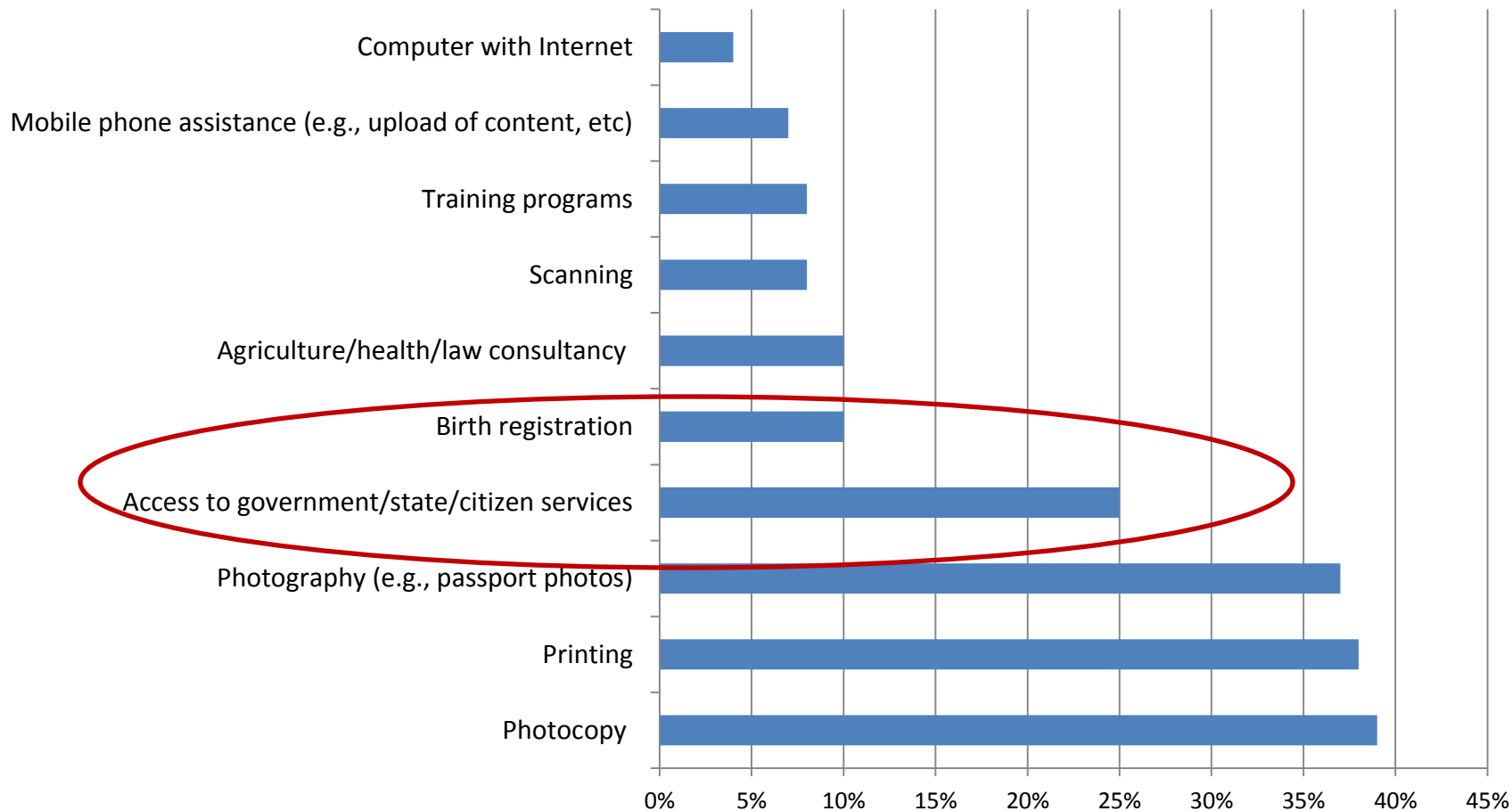
**Bangladesh**



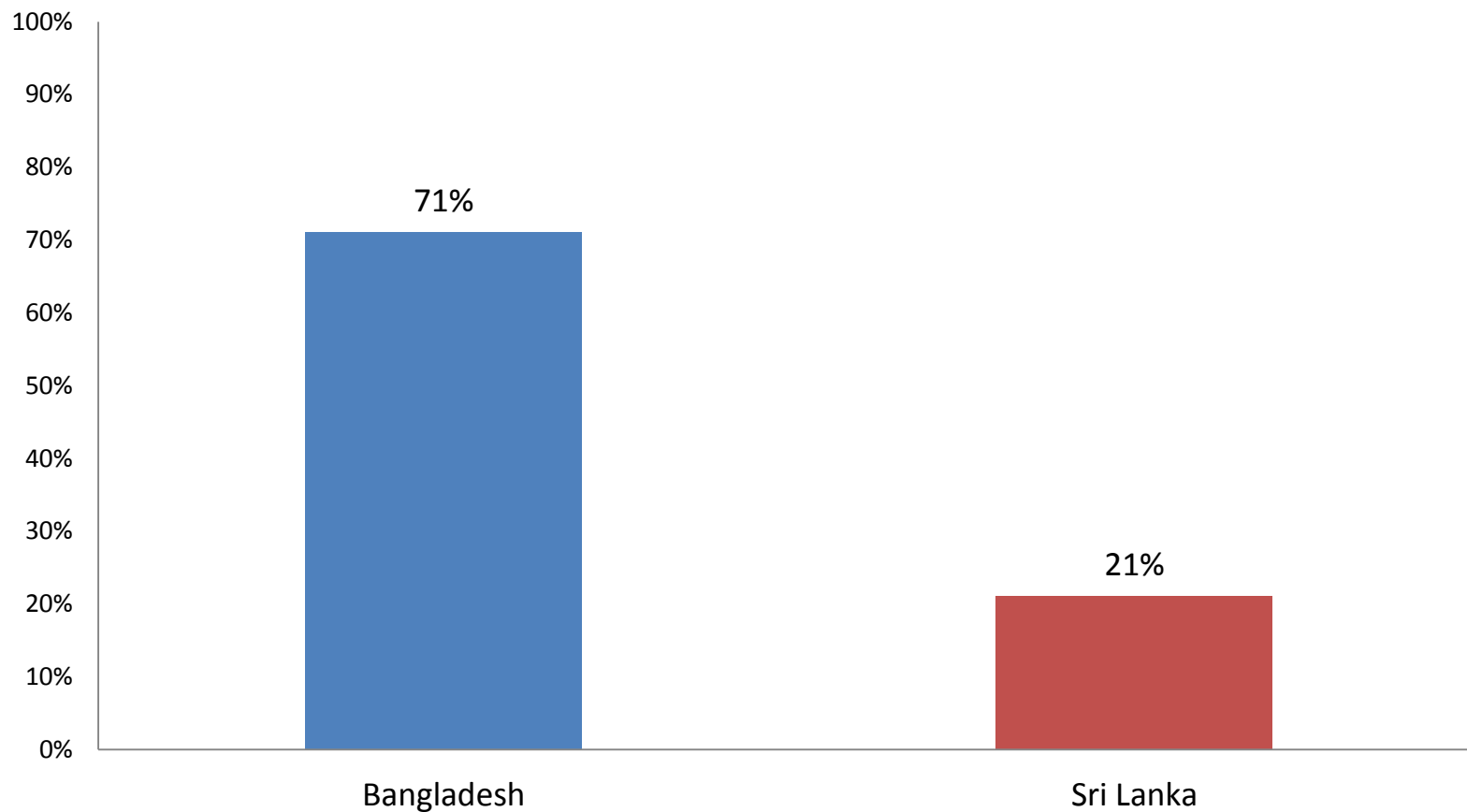
**Sri Lanka**



# In Bangladesh, some government services are on the top 10 list of services accessed (% of telecenter users)



# More Bangladeshi users obtained information on government services through information and contacts accessed at the telecenter



# Location may be a key reason for low use in Sri Lanka

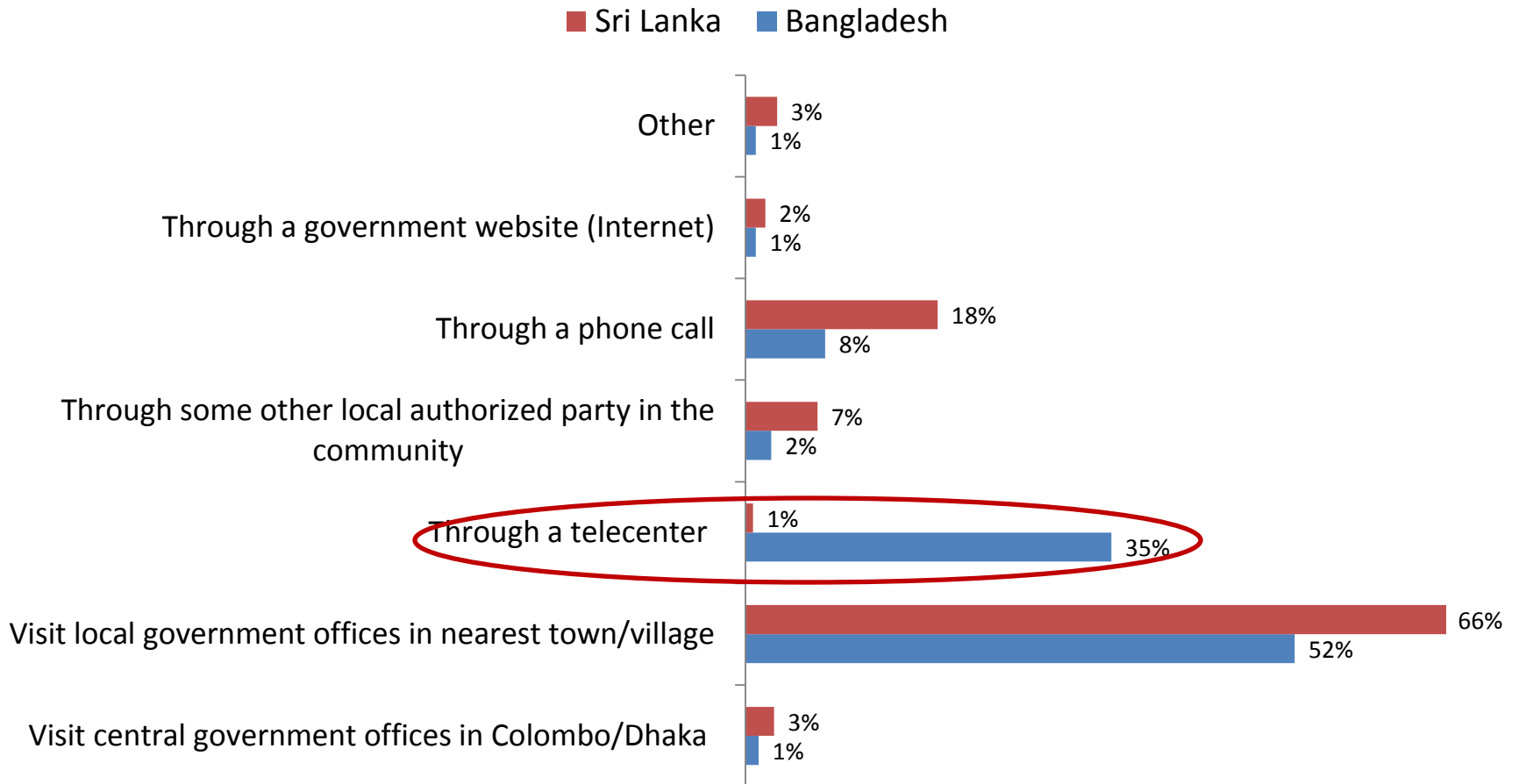
- More competition for telecenters in Sri Lanka
  - 28% of telecenter users in Bangladesh used other alternatives (Internet cafe) to telecenters while it was 56% in Sri Lanka
- Telecenters located within religious establishments in Sri Lanka
  - Use higher amongst residents living near a telecenter located in non-religious establishments (26%) compared to those residing near telecenters located in a religious establishment (8%)
- Some telecenters in Bangladesh are situated at or adjacent to the local government office (Union Parishad office)
  - Improve the perception of legitimacy of the telecenter

# Range of services offered and greater need in Bangladesh may also explain the high use of it

- The telecenter operators have access to government forms and relevant information through a log-in system
  - Equipped to assist citizens in filling up relevant forms and submitting them online. These services are not available in Sri Lanka
- Greater need for telecenters in Bangladesh?
  - Lower literacy/education → need for assistance
  - Lower income and ICT ownership
    - Household access to a computer- 14% in Sri Lanka vs 3% in Bangladesh
  - Government info/services are easier to access in Sri Lanka



# Best way to obtain information on government and its services (% of catchment areas residents)

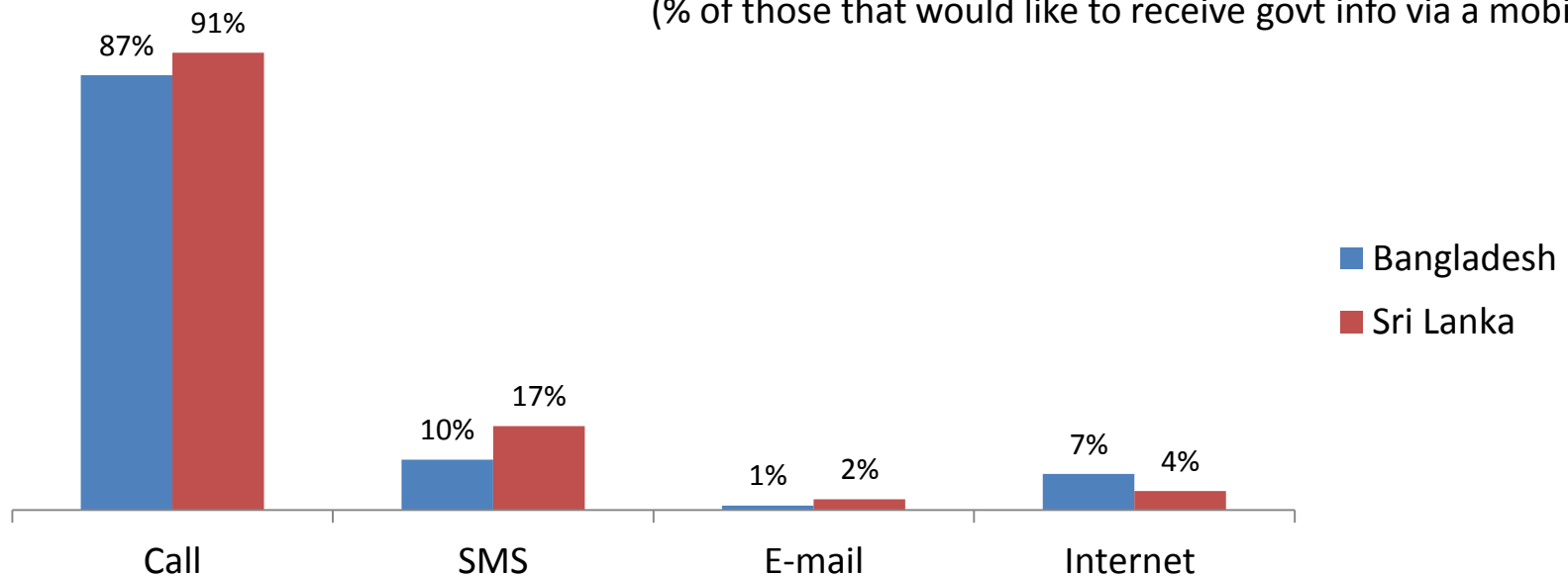


# Openness to receiving government services through mobiles

- 52% of survey respondents in Bangladesh and 77% in Sri Lanka are open to receiving government information via a mobile

## Preferred way of receiving information on government and its services is via calls

(% of those that would like to receive govt info via a mobile)



# Recommendations

## Sri Lanka

- Co-locate telecenters near or inside local government offices
- Avoid locating telecenters in areas where other commercially-provided public Internet access is already available or inside religious institutions
- Empower telecenter operators to submit forms online on behalf of others
- Engage in awareness programs to promote the use of telecenters to poor citizens

## Bangladesh

- Establish a call center where they can obtain information about how to access government services
  - Can be modelled on Sri Lanka's Government Information Center