

# 2003 Assessment Survey on Information and Communications Technology (ICT)

## FEDERATED STATES OF MICRONESIA

**FSM ICT Task Force  
National Government  
Federated State States of Micronesia**

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<b>FOR OFFICIAL USE ONLY</b>			
<b>State:</b>		<b>Contact Person:</b>	
<b>Municipality:</b>		<b>Telephone:</b>	
<b>Name of Organization:</b>		<b>Email:</b>	
<b>Government/Private:</b>		<b>Drop-off Date:</b>	
		<b>Picked-up Date:</b>	

## PART A: CONTACT DETAILS

*Ask the person completing this questionnaire, to please provide the following details:*

1.	Organization				
	<p>a) Name of your organization? _____</p> <p>b) Your position in the organization? _____</p> <p>c) Is your organization in the Government or Private sector? <i>Tick one</i></p> <table data-bbox="292 651 1153 756"><tr><td>Government</td><td><input type="checkbox"/> 1</td></tr><tr><td>Private</td><td><input type="checkbox"/> 2</td></tr></table>	Government	<input type="checkbox"/> 1	Private	<input type="checkbox"/> 2
Government	<input type="checkbox"/> 1				
Private	<input type="checkbox"/> 2				

## PART B: ACCESS TO ICT EQUIPMENT AND SERVICES

<b>3.</b>	<b>Telecommunications connectivity</b>				
<i>Which of the following telecommunication services does your organization use?</i>					
	Never	Once a month or less	Approx. once a week	Approx. once a day	Daily
a) Telephones	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b) Fax machines	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c) Internet e-mail	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d) Internet World Wide Web (WWW)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e) Audio conferencing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f) Videoconferencing	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g) V-SAT satellite terminals	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
h) PEACESAT	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
i) Low speed data connections (<64kbit/sec)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
j) High speed data connections (=>64kbit/sec)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
<b>4.</b>	<b>Computers</b>				
<i>For your own organization, please state:</i>					
a) The total number of computers used in the organization? <input style="width: 50px;" type="text"/> b) Networked? <input type="checkbox"/> Yes <input type="checkbox"/> No c) Number of computers connected to the Internet (email and/or WWW) <input style="width: 50px;" type="text"/>	d) The number of computers that are not in use because they are broken? <input style="width: 50px;" type="text"/> e) Number of computers that are more than three years old? <input style="width: 50px;" type="text"/> f) Computer vendor? <input type="checkbox"/> Local <input type="checkbox"/> Overseas				
<b>5.</b>	<b>Internet presence</b>				
<i>Does your organization have its own home page on the World Wide Web?</i>					
Yes <input type="checkbox"/> 1 No <input type="checkbox"/> 2    If NO, go to QUESTION 7 ↓					
<b>6.</b>	<b>World Wide Web home page</b>				
<i>What is the URL (Uniform Resource Locator) for your home page? (for example <a href="http://www.cnn.com">http://www.cnn.com</a>)</i>					

<b>7.</b>	<b>Staff usage of the Internet</b>			
<i>What percentage of staff in your organization uses the Internet in their work?</i>				
Proportion of staff using Internet facility	e-mail	World Wide Web	Online ordering	Web publishing
a) None	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
b) 1-10%	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
c) 11-25%	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
d) 26-50%	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
e) 51-75%	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4
f) 76- 100%	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4

<b>8.</b>	<b>Staff education/training</b>		
<i>How skilled are your staffs when it comes to using computer and communication technologies?</i>			
a) What is the total number of staff in this organization?	<input style="width: 50px; height: 20px;" type="text"/>		
b) During the past 12 months, how many staffs have gone for training in the following areas?			
<b>Type of training</b>	<b>Total Number</b>	<b>Type of training</b>	<b>Total Number</b>
Word processing		Computer Programming	
Spreadsheet		Networking Administration	
Database Management Systems		Hardware maintenance	
Web design/publishing		Other IT fields _____	
c) How many staffs are learning computer skills on the job?	<input style="width: 50px; height: 20px;" type="text"/>	d) Name of IT person in charge? _____	

<b>9.</b>	<b>Internet Services</b>
<i>Which Internet services would be valuable to you? (check all that apply)</i>	
Distance Learning	<input type="checkbox"/> 1
Tele-medicine/Tele-health	<input type="checkbox"/> 2
E-Commerce	<input type="checkbox"/> 3
Government on-line (e-governance)	<input type="checkbox"/> 4
E-Banking	<input type="checkbox"/> 5
High speed data transfer	<input type="checkbox"/> 6
Local and Long Distance IP Phone services	<input type="checkbox"/> 7
Video/Audio conferencing	<input type="checkbox"/> 8
Others: specify: _____	<input type="checkbox"/> 9
_____	<input type="checkbox"/> 10

<b>10.</b>	<b>Barriers</b>			
<i>Which of the following factors are constraining the use of information and communication technologies in your organization? Please indicate the extent to which you feel each factor is a barrier, ticking one box in each row.</i>				
	<b>Barriers</b>	<b>Major</b>	<b>Minor</b>	<b>None</b>
a)	Cost of equipment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
b)	Availability of technical support	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
c)	Reliable power supply	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
d)	Access to telephone network	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
e)	Internet Service Providers	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
f)	Telecommunications bandwidth	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
g)	Staff knowledge of equipment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
h)	Staff understanding regarding the value of use	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
i)	Availability of online resource material	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
j)	Cost of telecommunications within state	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
k)	Cost of international telecommunications	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
l)	Others: specify _____	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

11.

**Development plans**

*Please comment briefly on any plans your organization has to use information and communication technologies during the coming years.*

**PART C: E-GOVERNANCE**

E-governance is here defined as computer mediated (Internet, e-mail, CD-ROM) information, services or dialogue between the Government and citizens. It is not necessary that any telecom link be involved. E.g. a regularly updated stand-alone information desk could fulfill an e-governance function.

12a.

**ICT equipment and services**

*Thinking about **your STATE as a whole**, please estimate the **total amount** of information and communications technology (ICT) equipment/services. If you think it is impossible to estimate, please go to question 12b.*

Users	Number of fixed telephones	Number of mobile phones (cell phones)	Number of computers	Number of Internet-connected computers
Government				
Education				
Business				
Homes				
<b>Total equipment/users</b>				

12b.

**Contact details**

Name	
Organization	
Telephone	
Fax	
Email	

13.

**E-governance applications**

*What e-governance applications provided by the Government in your state?  
(If you are working for an inter-government organization, please give details of the services provided by your organization.)*

Application	e-mail	WWW	CD-ROM	Public access kiosks	Online discussion groups	Online ordering	None of these
List of Government /IGO agencies and officials	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
State statistics	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
National statistics	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
State events	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
National events	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
National archives	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Laws and regulations	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Counting of election votes	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Feedback by citizens	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Payment of bills	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Fault reporting	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7
Government forms	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6	<input type="checkbox"/> 7

14.

**Government initiatives**

*Do you know of any department/organization or inter-government initiatives to promote the use of e-governance in government and public service in your state?*

Yes, I know 1  
 No, I don't know 2 GO TO QUESTION 15 ↓

List these initiatives and provide references or contacts where further information could be obtained:

Initiative	Sector (government, private sector, college, other, please specify)	Contact for further details

15.

**Government websites**

*Does the Government in your state have one or more official web sites (e.g. state government, agencies, departments, Municipal governments)*

Yes. 1  
 No, it does not have 2  
 I don't know 3

Organization	Web address	Short description of content

16.

**Government access**

*Do you know which of the following Government departments have access to and use the following technologies?*

Government/ inter-Government departments	Facsimile	e-mail	Internet WWW
I do not have the information GO TO QUESTION 20 ↓			
Administrative Services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Agriculture	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Historic Preservation/Archives	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Courts/Justice	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Culture and Heritage/ Museums	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Economic Development	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Education	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Election Commission office	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Health	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Revenue (taxation)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Labor and Manpower	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Libraries	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Public Safety	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Transportation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Social Security	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Statistics	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Women's Affairs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Youth Affairs	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

17.

**Legislation**

*Does your state regulate electronic data and/or digital media with any of the legislation listed below?*

Type of legislation	No legislation	Legislation under discussion	Legislation enacted
I do not know GO TO QUESTION 20 ↓			
Data protection	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Right to access	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
Copyright	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3
ICT-misuse, e.g. pornography	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3

**18.**

**Other regulation**

*Do you know about any other national or regional instruments regulating electronic data or digital media? Please include details below:*

**19.**

**Inhibitors**

*What factors are inhibiting the development of e-governance in your state?*

**Indicate the extent to which you feel each factor is a barrier, ticking one box in each row**

<b>Inhibiting factors</b>	<b>Strongly agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly disagree</b>
a) High cost of Internet services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
b) Slow Internet connections	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
c) Unreliable Internet connections	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
d) Lack of digitized government information	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
e) Cost of computers and other equipment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
f) Ownership and monopoly of telecom services	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
g) Availability of technical support	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
h) Availability of training opportunities for Government officials	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
i) Lack of political awareness of the opportunities	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
j) Staff knowledge of equipment	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
k) Staff understanding regarding the value and use of Internet	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5
l) Other (please specify)	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5

*If you would like to comment further about factors that inhibit e-governance in your state, please use this space:*

## PART D: BUDGETS

<b>20.</b>	<b>Organization budget for ICT</b>
<i>Do you know if your organization has a centralized budget for Information and Communication Technology (ICT)?</i>	
Yes, it has. <input type="checkbox"/> <sub>1</sub> No, it has not <input type="checkbox"/> <sub>2</sub> If NO, go to QUESTION 24 ↓ I don't know <input type="checkbox"/> <sub>3</sub> If NO, go to QUESTION 24 ↓	
<b>21.</b>	<b>ICT budget</b>
<i>Do you know what the overall organization expenditure on ICT is?</i>	
Yes <input type="checkbox"/> <sub>1</sub> Amount \$ <input style="width: 100px; height: 20px;" type="text"/> No <input type="checkbox"/> <sub>2</sub>	

<b>22.</b>	<b>ICT budget</b>
<i>Do you know which government body is in charge of the centralized ICT budget?</i>	
Contact details	
Name	<input style="width: 90%;" type="text"/>
Department	<input style="width: 90%;" type="text"/>
Telephone	<input style="width: 90%;" type="text"/>
Fax	<input style="width: 90%;" type="text"/>
Email	<input style="width: 90%;" type="text"/>

## PART G: OTHER SURVEYS

We are aware that a number of international and national agencies as well as private sector organizations are interested in the development of telecommunications and Internet services in Pacific Island countries. FSM ICT Task Force is committed to working with any agency interested in contributing to ICT infrastructure.

We would therefore appreciate your assistance in identifying any recent surveys or initiatives relating to the development of ICT infrastructure in your state. We are also willing to share the results of this survey and information about other initiatives that we are aware of with any interested party.

<b>23. Surveys</b> <i>List all (regional or national) relevant surveys in the field of ICT infrastructure or application development, of which you are aware:</i>	
<b>Survey</b>	<b>Responsible organization</b>
<b>24. Development initiatives</b> <i>List all major (regional or national) development projects or plans in the field of ICT infrastructure or application development of which you are aware:</i>	
<b>Development initiative</b>	<b>Responsible organization</b>
<b>25. Sharing Information</b> <i>Is there any particular field of (national or regional) ICT infrastructure or application development, about which you would like further information:</i>	
<b>Development initiative</b>	<b>National interest</b>
<b>26. Other comments</b> <i>Add any additional comments here</i>	

***Thank you very much for your help.***

**We will be dropping by to collect the questionnaire. Please indicate when can we come back to pick up the survey form? \_\_\_\_\_**

----- End of Questionnaire -----