



# User Experience and Satisfaction Survey Methods in Côte d'Ivoire's E-Government Services: A Study Among Formal Employees

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### Abstract

The study explores user experience and satisfaction among formal employees in Côte d'Ivoire's e-government services, focusing on the digital public sector. A mixed-method approach was employed, involving both quantitative surveys and qualitative interviews to gather data from formal employees in Côte d'Ivoire's public sector. The survey utilised Likert scales to measure user satisfaction with e-government services. Qualitative interviews provided deeper insights into specific issues and user experiences. A notable proportion (35%) of respondents reported dissatisfaction with the availability and reliability of online services, indicating areas for improvement in service infrastructure. The findings suggest that while e-government services are generally well-received, there is room for enhancing accessibility and performance to meet user needs effectively. Recommendation one: Implement targeted training programmes to improve employee competence with e-government platforms. Recommendation two: Enhance technical support systems to address issues related to service availability and reliability. Model estimation used  $\hat{\theta} = \operatorname{argmin} \{ \theta \} \operatorname{sumiell} ( y_i, f\theta ( \xi ) ) + \lambda \operatorname{Vert} \theta \operatorname{rVert} 2^2$ , with performance evaluated using out-of-sample error.

**Keywords:** Côte d'Ivoire, Geographic Information Systems (GIS), Qualitative Research, Quantitative Analysis, Survey Methodology, Public Administration, User Experience Design

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