



Evaluating e-Government Services in Urban Slums: A User Satisfaction and Efficiency Assessment in Addis Ababa, Ethiopia

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Abstract

Urban slums in Addis Ababa, Ethiopia present unique challenges for e-Government service delivery due to limited access and digital literacy. A combination of quantitative surveys ($n=1000$) \wedge qualitative interviews ($n=50$), employing a Likert scale for user satisfaction \wedge time – use analysis for . Data were analysed using descriptive statistics and thematic coding for qualitative data. Users reported an average satisfaction score of 7 out of 10, with significant variance in service efficacy across different slums (e.g., Amhara vs. Addis Ababa districts). The mixed-methods approach enabled nuanced insights into user experiences and identified key areas for improvement. Targeted digital literacy programmes and tailored e-Government services are recommended to enhance service efficacy in urban slums. e-Government, citizen engagement, Addis Ababa, urban slums, mixed-methods evaluation

Keywords: Ethiopia, Urbanization, Geographic Information Systems (GIS), Participatory Mapping, Community Engagement, Quantitative Research, Qualitative Research

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