

E-Governance Initiatives on Service Delivery Towards Citizen Engagement of Frontline Services of Revenue District Office No. 36 Puerto Princesa City

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Abstract

The present study aimed to assess the engagement level and impact of the Electronic One Time Transaction (eONETT) system implemented at Revenue District Office No. 36 (RDO 36) in Puerto Princesa, Palawan, to develop an e-governance framework for improving service delivery and citizen engagement. Using a quantitative-correlational approach, the study analyzed data from 68 employees. Findings revealed a generally positive sentiment towards eONETT's digitalization process, with mean scores indicating agreement on its efficiency (2.60), citizen interaction (2.66), and training efforts (2.73). Despite these positive perceptions, concerns remained about transparency, feedback effectiveness, and the need for continuous updates. Significant differences in citizen engagement levels were found across demographic profiles concerning digitalization, though no notable variations were observed for citizen interaction or training. The system's impact on service efficiency varied significantly across demographics in terms of service quality and cost efficiency, but not in processing time. While eONETT was seen as enhancing service efficiency and reducing costs, its effects on processing times and financial savings were inconsistent. Significant correlations were noted between citizen interaction and feedback with service quality, and between training and capacity-building with service quality, though no significant correlations were observed with processing time or cost efficiency. In conclusion, eONETT positively impacted engagement and service efficiency, with variations across demographic groups. Recommendations include enhancing transparency and feedback mechanisms, investing in continuous training for staff, addressing demographic-specific needs, collaborating with technology providers for scalable solutions, and partnering with community organizations for effective outreach and feedback.

Keywords: e-Governance, citizen engagement, service efficiency, Electronic One Time Transaction (eONETT), demographic variation