SCHOOL WEBSITES AS MECHANISM FOR GOOD GOVERNANCE: BASIS FOR E-GOVERNANCE INITIATIVES

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Abstract

Websites are believed to be the central public information sharing networks which potentially involve the public in communicating, participating, and sharing public information and services (Sandoval-Almazan & Gil-Garcia, 2012); hence, the crafting of the national government's E-Government Master Plan (EGMP) in 2012. In compliance with EGMP, the Schools Division Office of Imus City implemented Project WEBBSS (Websites for Better School Services) to encourage all 35 schools to have its own website. To ensure that E-Governance is implemented, the study examined the websites' content and the perception of end-users, with an aim to create an E-Governance Action Plan. The study employed a descriptive design, using content analysis on school websites and survey-questionnaire for end-users. Results show that school websites had gaps in every indicator of E-governance: Transparency; Delivery of Services; Public Engagement; Security; and Effectiveness. End-users agree on its accessibility, accuracy, acceleration, and information; however, they disagree on its effectiveness for service delivery. An E-governance action plan was crafted to address the issues revealed in the study. The action plan has specified programs and actions under: Infrastructure; Policy Planning; Training and Development; and Monitoring and Evaluation. The research recommends further improvement and sustainability of school websites; stakeholder participation and involvement, and; policy recommendations towards full implementation of E-Governance.

Keywords: *E-Governance, E-Government, School Website, Online Services*