

SYNAPSIS

S O F T W A R E

**The role of e-government
with regards to municipal cemeteries operations**

Case Study: Nelson Mandela Bay Municipality

IERM Congress Sep-2017, Johannesburg (RSA)



IERM

Institute of Environment and
Recreation Management



PRESENTER
Thomas Burckardt
CEO

❑ What it is not:

a technology

❑ What it is:

a concept



❑ What it is about:

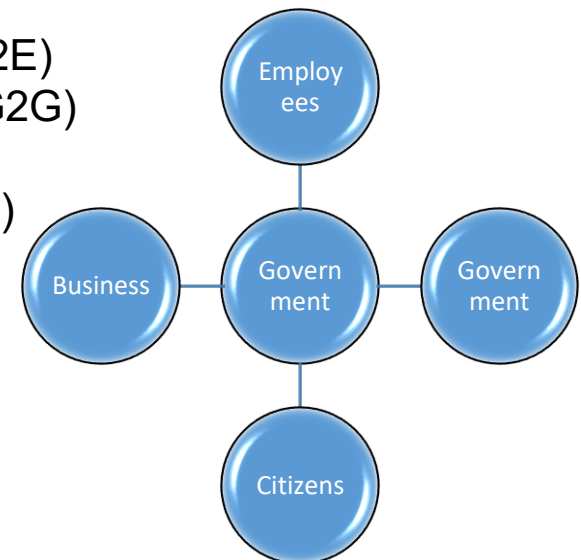
e-government is about the use of information and communication technologies to improve the activities of public sector organisations

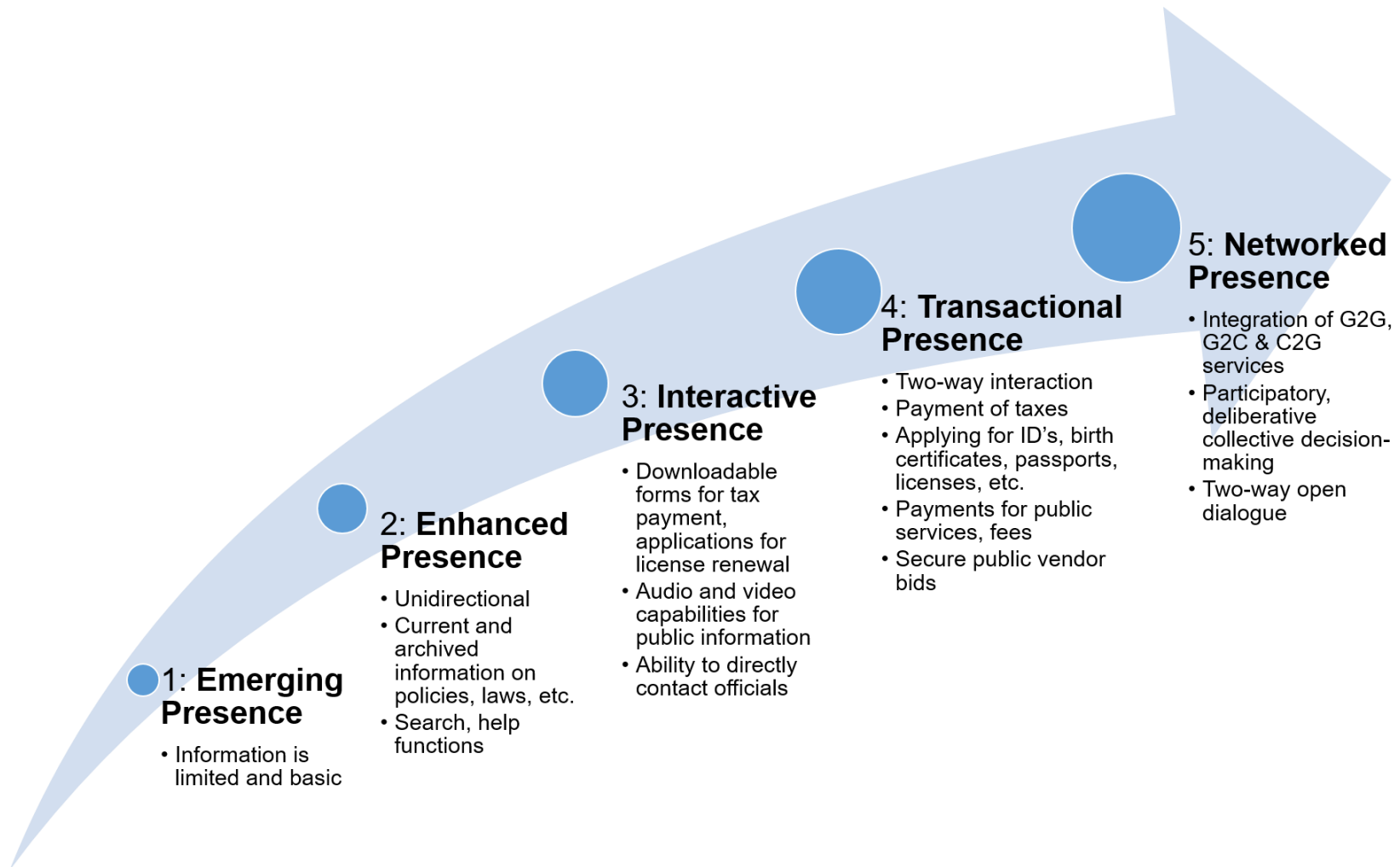
❑ Delivery Models:

- government to employees (G2E)
- government to government (G2G)
- government to citizens (G2C)
- government to business (G2B)

❑ Some tools of the trade:

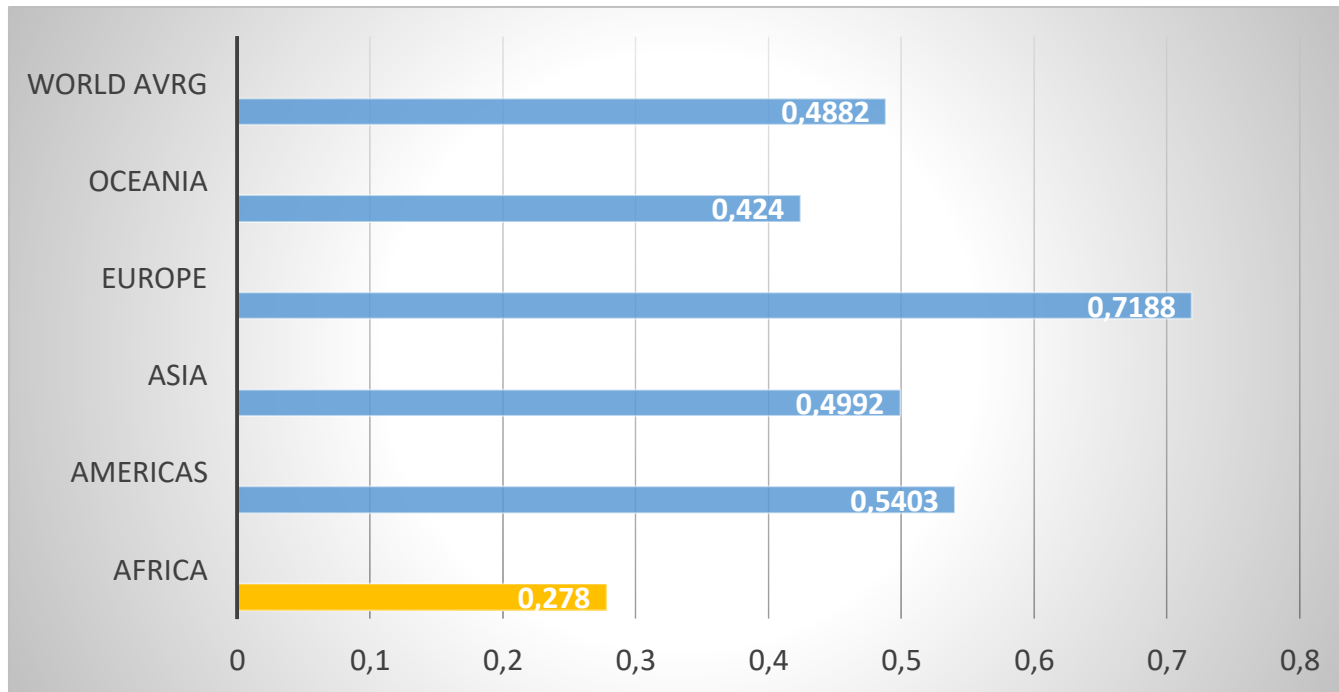
- computers
- notepad computers
- smartphones
- Internet / Graphic GUI's / IM
- not making the cut: e-mail





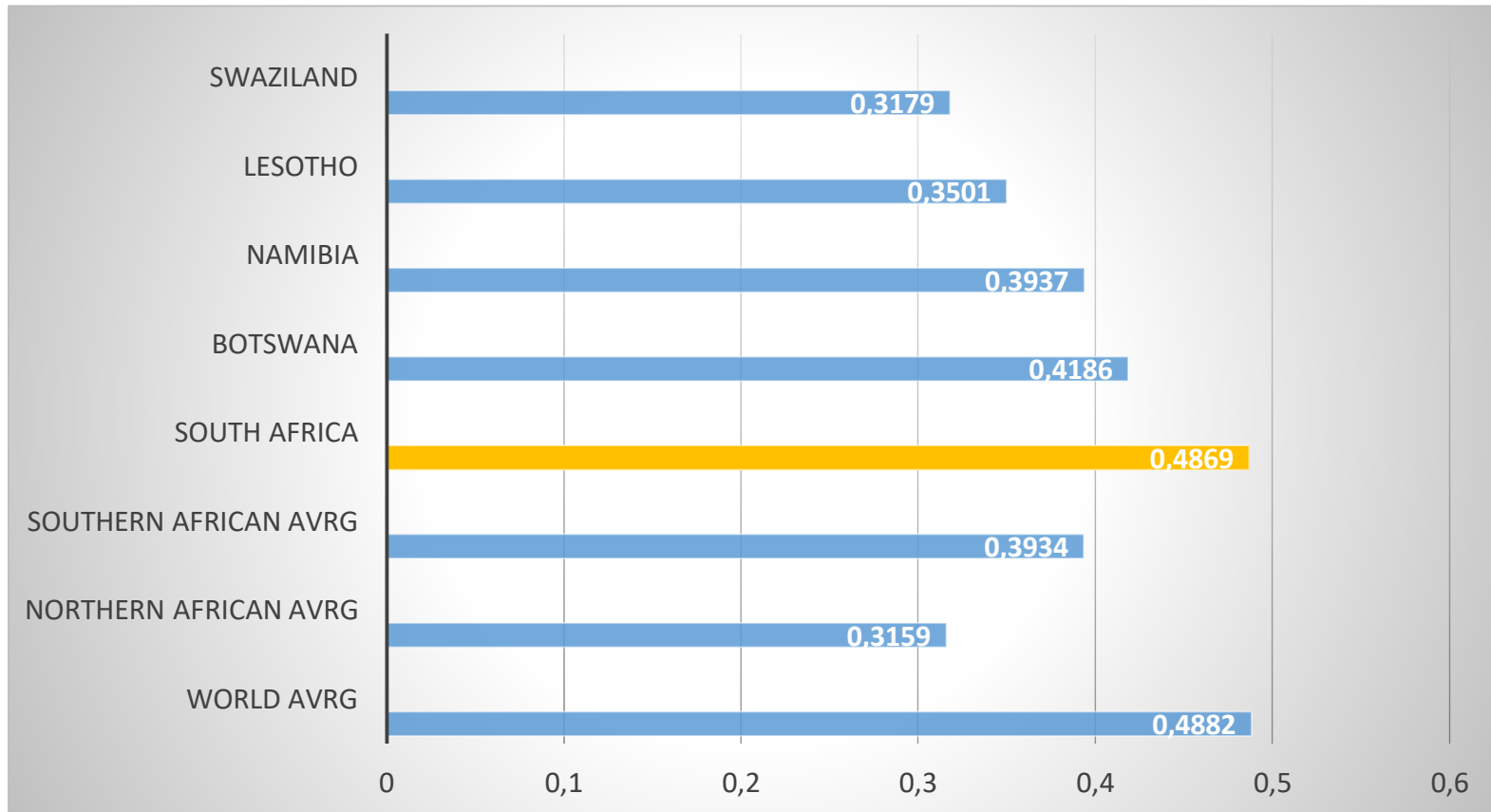
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- ❑ Conducted in 2012
- ❑ Covering 193 member countries across 5 regions globally
- ❑ Regional Rankings (Global):



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❑ Regional Rankings (Southern Africa):

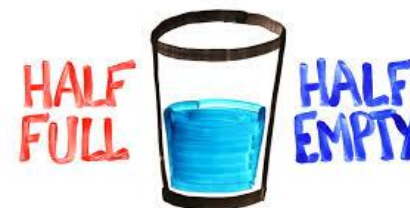


❑ Top/Bottom 10 (Global):

Ranking	Top 10	Bottom 10
1	Republic of Korea	Mauritania
2	Netherlands	Guinea Bissau
3	United Kingdom	Mali
4	Denmark	Afghanistan
5	United States	Burkina Faso
6	France	Sierra Leone
7	Sweden	Haiti
8	Norway	Niger
9	Finland	Chad
10	Singapore	Somalia

❑ South Africa's Ranking Globally:

101



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- ☐ **Municipality:** Nelson Mandela Bay Municipality
- ☐ **Nr of Cemeteries:** 33 in total (plus 1 in planning)
13 active / 20 historical
- ☐ **Nr of Graves / Records:** about 450 000 burial records
about 450 000 survey records
- ☐ **Nr of Burials per Year:** about 10 000
- ☐ **Avrg Nr of Transactions per Month:** about 900
- ☐ **Nr of Registered Undertakers:** over 50



❑ **Project:** SmartMun GraveSearch Portal

❑ **Category:** Government to Citizens (G2C)

❑ **Stage:** 'enhanced presence' e.g. stage # 2

- *unidirectional interaction*
- *current and archived information*
- *search, help functions*

with elements of:

'interactive presence' e.g. stage #3

- *ability to directly contact officials*

❑ **Benefits:**

- improved service delivery
- reduced workload for municipal staff

❑ **URL:** <http://www.nelsonmandelabay.gov.za/Council.aspx?pageID=207>



❑ Customer Feedback Received:

- Total number of portal uses: 499 over a period of 12 months
- 127 or 25% of which categorised service as 'excellent'
- 370 or 74% of which categorised service as 'satisfactory'
- 2 or 1% of which categorised service as 'poor'



❑ Some Comments Received:

- ❑ "Thank you for this service 😊"
- ❑ "Found my great grandmother's grave with picture. This info is not available anywhere else. Thank you !!! (:"
- ❑ "Keep up this great job"
- ❑ "Fantastic service ... thank you"
- ❑ "Thank you so much for this website ... other municipalities should follow"



- ❑ **Project:** SmartMun Undertakers Portal
- ❑ **Category:** Government to Business (G2B)
- ❑ **Stage:** 'transactional presence' e.g. stage # 4
- *two-way interaction*
 - *application for public services*
 - *payment for public services (wip)*
- ❑ **Benefits:**
- improved service delivery
 - reduced overheads → reduced transaction costs
- ❑ **URL:** <http://www.nelsonmandelabay.gov.za/Council.aspx?pageID=239>



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