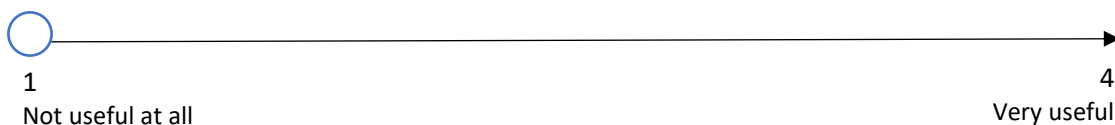


## NCSS Digitalisation Survey - October 2022

Please refer to the sample questions below.

1. Name of Agency: \_\_\_\_\_
2. Agency UEN: \_\_\_\_\_
3. Name of Respondent: \_\_\_\_\_
4. Email Address: \_\_\_\_\_
5. Designation: \_\_\_\_\_
6. Function/Dept:
  - ☐ Board member
  - ☐ Senior Management (CxO, ED, President, GM, Head of Dept, Directors)
  - ☐ Corporate Services
  - ☐ IT Management
  - ☐ Marketing/Communications
  - ☐ Professionals (e.g. social workers, therapists, psychologists, consultants)
  - ☐ Project/Programmes Management
  - ☐ Volunteer
  - ☐ Others: \_\_\_\_\_
7. Please indicate if you or your agency have read the Industry Digital Plan for Social Services (IDPSS) (<https://go.gov.sg/idpss>)
  - ☐ Yes
  - ☐ No
8. If yes, on a scale of 1-4, rate how useful the IDPSS is in guiding your agency's digitalisation journey



## NCSS Digitalisation Survey - October 2022

9. Please indicate who, if any, is tasked to drive digital transformation efforts in your agency.

- ☐ Digitalisation Lead (one person)
- ☐ Digitalisation Team
- ☐ Digitalisation Committee (consisting of volunteers)
- ☐ IT staff
- ☐ Business unit or functional head(s)
- ☐ Board member(s)
- ☐ None
- ☐ Others: \_\_\_\_\_

10. Please indicate if your agency currently has a digital strategy/plan.

- ☐ Yes
- ☐ No

11. If no, please select the reason(s) from the list below.

- ☐ Lack of manpower resources
- ☐ Lack of financial resources
- ☐ Lack of know-how
- ☐ Satisfied with current state, don't need to digitalise
- ☐ Others: \_\_\_\_\_

12. Please select all applicable solutions currently adopted by your agency.

- ☐ Accounting/Finance Solution
- ☐ Antivirus/Encryption/Firewalls/Virtual Private Networks (VPNs)
- ☐ Centre/Client/Case Management Solution
- ☐ Data Analytics & Reporting Tools
- ☐ Document Management Solution
- ☐ Donor Management Solution
- ☐ Human Resource Management Solution
- ☐ Office Productivity Solutions/Collaboration Tools/Video Conferencing
- ☐ Volunteer Management Solution
- ☐ Website

13. Please indicate how many programmes/services are offered by your agency.

*Please indicate a numerical figure.*

14. Please indicate how many of the above programmes/services have been enabled by digital solutions (e.g. website, online booking, chatbot, singpass login, tele-consultation, digital payment, robotics, IoT etc).

*Please indicate a numerical figure.*

## NCSS Digitalisation Survey - October 2022

15. Please indicate if your agency makes use of data/analytics to improve your corporate functions and operations.

- ☐ Yes  
☐ No

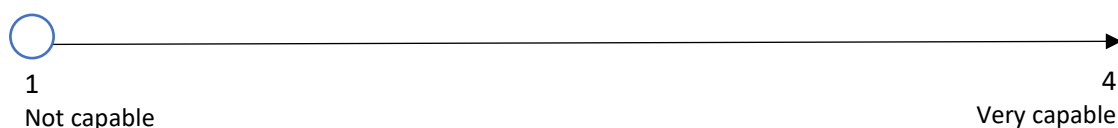
16. Please indicate if your agency makes use of data/analytics to improve service planning.

- ☐ Yes  
☐ No

17. Please indicate which of the data analytics solutions listed below has been adopted by your agency.

- ☐ Microsoft Excel  
☐ Power BI  
☐ Tableau  
☐ Qlik  
☐ Not applicable  
☐ Others: \_\_\_\_\_

18. On a scale of 1-4, please rate how capable your staff is in using the digital solutions in your agency.



19. Please indicate if your agency has benefitted from any NCSS Tech-and-GO! funding schemes.

- ☐ Yes  
☐ No

20. If yes, on a scale of 1-4, please rate your agency's overall satisfaction with the scheme(s).



21. Please elaborate on your reasons for the satisfaction level indicated in the previous question.

## NCSS Digitalisation Survey - October 2022

22. Please indicate the top two area(s) your agency would like to focus on in the next 12 months.

- ☐ Increase productivity
- ☐ Enhance service delivery
- ☐ Collaborate with eco-system partners
- ☐ Improve data proficiency
- ☐ Build digital talent and leadership
- ☐ Strengthen cyber security and data protection
- ☐ Improve branding and awareness
- ☐ Develop a digital strategy plan