

Implementation of the eGov PH Super App in Selected Government Agencies in Benguet

Diana Faith F. Dalilis¹, Joe-el S. Marcelo²

^{1,2}*College of Business Administration, University of the Cordilleras, Baguio City, Philippines*

ABSTRACT : This study evaluates the implementation and effectiveness of the eGov PH Super App in selected government agencies in Benguet and Baguio City. Using a descriptive research design with 133 respondents from LGU Itogon, PhilHealth, Pag-IBIG, and GSIS, the study assessed existing digital infrastructure and workflow integration. Results show a high level of implementation in terms of infrastructure, though legacy system integration remains a challenge. The app was found to be very effective in improving work processes and service delivery. The implications of these results suggest that while technical readiness is high, Institutional Silos and outdated databases hinder the full potential of a unified digital ecosystem. Consequently, it is recommended that the DICT establish localized technical support units to provide real-time assistance. Furthermore, agencies should prioritize the migration of legacy data to cloud-based systems and institutionalize regular capacity-building programs for staff to ensure sustained digital proficiency and seamless inter-agency interoperability.

Keywords - Digital Transformation, e-Governance, eGov PH Super App, Implementation Effectiveness, Public Service Delivery

1. INTRODUCTION

The strategic use of information and communication technologies (ICTs) in administrative processes has become a cornerstone of modern public sector reform, aimed at reducing bureaucratic inefficiencies and increasing public satisfaction. Following global benchmarks like Estonia's e-Estonia and Singapore's Singpass, the Philippine government launched the eGov PH Super App in June 2023 to centralize over a thousand government systems into a single platform. The Philippine government has established a clear roadmap for digital integration through the Philippine e-Government Masterplan 2022 [1] and the Philippine Digital Strategy [2]. These documents emphasize accelerating digital transformation to provide seamless public services. Central to this vision is the concept of a "Smart City," as seen in initiatives like "Go Manila," which demonstrates how local government units (LGUs) integrate various services into single digital platforms to improve urban management and citizen engagement [3].

The push for digital platforms like the eGov PH Super App is strongly supported by Republic Act No. 11032, also known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 [4]. This law mandates the streamlining of government processes to reduce bureaucratic red tape. A key component of this is the Electronic Business One-Stop Shop (eBOSS). Research indicates that interagency efforts are vital for the successful implementation of eBOSS, ensuring that digital tools translate into faster, more transparent transactions for the public [5].

Digital transformation significantly alters the landscape of regional and local governance. The transition to digital systems allows local governments in areas like Benguet and Baguio City to bridge the gap between traditional bureaucracy and modern citizen expectations [6]. However, this impact is contingent upon robust data security measures to maintain public trust and protect sensitive information [7]. Despite the strategic push, significant barriers remain. The "digital divide" and a lack of adequate infrastructure are primary hurdles that hamper the full realization of e-government systems [8]. Research suggests that insufficient internet connectivity and a lack of digital hardware prevent many Filipinos from accessing online services [9]. Addressing this requires specific policy options aimed at connecting rural and underserved areas to ensure that platforms like the eGov PH Super App are inclusive [10]. The human element is a critical determinant of success. Employees' resistance to change can significantly impact e-government innovation and value creation [11]. For agencies in Benguet and Baguio City, the transition to the eGov PH Super App involves not just technical installation but also managing the cultural shift within the workforce to ensure that digital tools are fully utilized rather than bypassed by staff accustomed to manual systems.

Theoretical Framework

The theoretical backbone of this study is anchored on Rogers' Diffusion of Innovations (DOI) Theory. Established by Everett Rogers, DOI is a widely used framework for examining the adoption of information technologies and understanding how innovations spread within and across social systems [12]. According to Rogers, an innovation is any idea, process, or technology perceived as new within a given context, while diffusion is the process by which information about that innovation is communicated over time among members of a social system [13]. At the core of DOI are five innovation attributes that collectively predict the likelihood, speed, and quality of implementation. These attributes align directly with the study's assessment of the eGov PH Super App:

- **Relative Advantage:** This describes the perceived improvement the app offers compared to traditional manual systems. Agencies are more inclined to adopt the app when they recognize benefits such as faster processing and reduced manual tasks [14]. International evidence reinforces this; provincial e-government systems showing clear efficiency gains experienced higher adoption [15], while digital initiatives with measurable performance improvements resulted in higher user satisfaction [16].
- **Compatibility:** This refers to how well the app aligns with the existing digital infrastructure and workflows of agencies in Benguet and Baguio City. Global models highlight their importance: Estonia's X-Road achieves seamless data exchange through standardized compatibility [17], and Singapore's Smart Nation initiative prioritizes system integration to maintain smooth operations [18].
- **Complexity:** This is the perceived difficulty in understanding or using the app. Higher complexity can create resistance and hinder implementation, often reflected in technical challenges or the need for troubleshooting [19]. Research suggests that capacity building and coordinated support are essential to reduce complexity and improve system utilization [20].
- **Triability:** This is the degree to which the app can be tested on a limited scale. This aligns with localized training roadshows [21] and phased rollouts. Digital government projects that implement pilot tests recorded fewer technical issues and higher user acceptance [22], allowing agencies to identify problems early [15].
- **Observability:** This refers to how visible the benefits of an innovation are to others. In the Philippine setting, positive experiences from early adopters of the eGov PH Super App—which has reached nearly a million downloads [23]—significantly increase usage intentions among other agencies [24].

This study aimed to evaluate the institutional integration of the eGov PH Super App in Benguet and Baguio City. Specifically, it sought to answer the following:

1. What is the level of implementation of the eGov PH Super App in terms of existing infrastructures and workflow integration?

2. What is the level of effectiveness of the eGov PH Super App in terms of work processes and service delivery to stakeholders?

The significance of this study lies in its potential to bridge the gap between national digital policy and local institutional implementation. For policy-makers at the DICT, it provides empirical evidence of backend integration challenges. For agency administrators, it identifies actionable best practices to overcome institutional silos. Finally, for the academic community, it extends the application of Diffusion of Innovations theory to the evolving landscape of 'Super App' ecosystems in the public sector.

2. METHODOLOGY

This study utilized a descriptive-quantitative research design to assess the current status of the eGov PH Super App implementation. This design was appropriate as it allowed for the systematic description of the prevailing conditions, perceptions, and attitudes of government employees regarding the platform's effectiveness without manipulating the environment. The study was conducted in selected government agencies within the province of Benguet and Baguio City, Philippines. The target agencies included LGU Itogon, PhilHealth, Pag-IBIG, and GSIS, chosen for their critical roles in frontline public service. A total of 133 respondents were selected from an accessible population of 203 employees using a combination of purposive and convenience sampling. Participants consisted of administrative officers, IT personnel, and frontline staff who interact with the digital platform.

A structured, self-administered survey questionnaire served as the primary data collection tool. The instrument was divided into two main sections: (1) Level of Implementation (Infrastructure and Workflow) and (2) Level of Effectiveness (Work Processes and Service Delivery). The tool underwent content validation by experts and a reliability test, achieving a Cronbach's alpha of 0.847, indicating high internal consistency. Data collection was performed through both physical distribution and secure Google Forms to accommodate the hybrid work settings of the agencies. Quantitative data were analyzed using Weighted Means to determine the level of implementation and effectiveness based on a 4-point Likert scale (4: Strongly Agree/Implemented; 1: Strongly Disagree/Not Implemented).

The study adhered to the highest ethical standards in research. Prior to data collection, formal permission was secured from the heads of the participating agencies. All participants were provided with an Informed Consent form, which clearly outlined the study's purpose, the voluntary nature of their participation, and their right to withdraw at any time without prejudice. To ensure anonymity and confidentiality, no personally identifiable information (PII) was collected. All survey responses were coded and stored in a password-protected digital environment, accessible only to the researcher. Furthermore, the study ensured non-maleficence by conducting the survey during non-peak hours to avoid disruption of public service operations. All raw data will be disposed of through secure shredding and digital deletion five years after the study's completion.

3. RESULTS AND DISCUSSION

The implementation of the eGov PH Super App was assessed across two primary dimensions: Existing Infrastructure and Workflow Integration. Government agencies generally perceive their digital infrastructure as highly supportive of the app, achieving an overall mean score of 3.64 (Strongly Agree). The highest level of agreement was found in the alignment of backend architecture with existing IT systems (mean = 3.95). This architectural compatibility is a critical factor in the Diffusion of Innovations (DOI) Theory, as it reduces complexity and facilitates faster adoption.

Table 1: Level of implementation of the eGov PH Super App along existing infrastructure.

Statement	Weighted Mean	Description	Interpretation of the Mean
Backend Architecture Alignment: Compatibility of cloud services and data protocols with agency IT.	3.95	Strongly Agree	System is fully implemented
Hardware Sufficiency: Adequacy of servers, workstations, and mobile devices for backend modules.	3.90	Strongly Agree	System is fully implemented
Software Compatibility: Alignment of centralized authentication and tracking with current platforms.	3.85	Strongly Agree	System is fully implemented
Deployment Experience: Frequency of technical issues during the rollout of backend features.	3.30	Agree	System is moderately implemented
Legacy System Integration: Technical feasibility of connecting internal databases via API/middleware.	3.20	Agree	System is moderately implemented
Overall Mean	3.64	Strongly Agree	System is fully implemented

The implementation of the eGov PH Super App in terms of digital infrastructure demonstrates a high level of technical readiness among government agencies, characterized by an overall mean of 3.64. The findings reveal that agencies are most prepared in their backend architecture alignment (mean = 3.95) and hardware sufficiency (mean = 3.90), suggesting that the Department of Information and Communications Technology (DICT) has successfully established a cloud-based framework that integrates well with modern agency assets. This high degree of compatibility is a crucial driver for adoption within the Diffusion of Innovations (DOI) framework, as it reduces the technical barriers to entry. However, a significant implementation gap remains regarding legacy system integration (mean = 3.20). This "moderately implemented" status indicates that while the frontend and cloud systems are advanced, they often encounter friction when attempting to communicate with entrenched, outdated internal databases. The practical implication for policy is that future digital transformation efforts must prioritize the modernization of these "siloed" registries to ensure a seamless data exchange and to mitigate potential security vulnerabilities that arise from bridging disparate generations of technology.

Table 2: Level of implementation of the eGov PH Super App along workforce integration.

Statement	Weighted Mean	Description	Interpretation of the Mean
Phased Piloting: Ability to test workflow features in selected units before full rollout.	3.70	Strongly Agree	System is fully implemented.
Iterative Improvement: Use of pilot testing insights to refine procedures prior to deployment.	3.60	Strongly Agree	System is fully implemented.
User Adaptability: Staff found features intuitive and adopted them with minimal disruption.	3.55	Strongly Agree	System is fully implemented.
Initial Technical Assistance: Adequacy of DICT support during the pilot phase.	3.40	Agree	System is moderately implemented.
Crisis Support Responsiveness: Timeliness and effectiveness of DICT support for system issues.	3.20	Agree	System is moderately implemented.
Overall Mean	3.49	Agree	System is moderately implemented.

Regarding workflow integration, the study finds a substantive level of implementation with an overall mean of 3.49, indicating that the transition from manual to digital processes is well underway but faces specific operational bottlenecks. The results highlight a strong performance in "trialability," with agencies reporting high success in piloting features in selected units (mean = 3.70) and using those insights to refine procedures (mean = 3.60). Furthermore, the fact that staff found the app's features intuitive (mean = 3.55) suggests that low perceived complexity has facilitated smoother organizational adaptation. Despite these successes, the implementation is hindered by the perceived lack of timely and effective technical support from the DICT (mean = 3.20). This suggests that while the software design is effective, the service-level support required to maintain these workflows is currently insufficient. Practically, this implies that the success of e-government platforms depends not only on the quality of the application but also on the establishment of responsive, real-time support mechanisms that can resolve integration issues before they disrupt agency operations or erode staff confidence in the system.

Table 3. Level of Effectiveness of the eGov PH Super App in terms of Work Processes

Statement	Weighted Mean	Description	Interpretation of the Mean
Operational Advantage: Greater overall benefits compared to previous manual or digital systems.	3.80	Strongly Agree	The system is very effective.
Process Efficiency: Significant improvement in the efficiency of internal work processes.	3.75	Strongly Agree	The system is very effective.
Resource Optimization: Reduction of manual tasks and physical paperwork across departments.	3.70	Strongly Agree	The system is very effective.
Inter-agency Collaboration: Accelerated coordination and data sharing between different agencies.	3.60	Strongly Agree	The system is very effective.
Decision-making Speed: Faster decision-making enabled by real-time access to information.	3.55	Strongly Agree	The system is very effective.
Overall Mean	3.68	Strongly Agree	The system is very effective.

The assessment of the eGov PH Super App's effectiveness regarding work processes yielded an overall mean of 3.68, indicating that respondents strongly affirm the system's high level of effectiveness in transforming internal operations. The highest-rated indicator was the app's overall operational advantage compared to previous systems (mean = 3.80), suggesting that the "relative advantage"—a key tenet of the Diffusion of Innovations theory—is clearly recognized by government personnel. Agencies specifically noted significant gains in process efficiency (mean = 3.75) and a substantial reduction in manual paperwork (mean = 3.70). These results corroborate national data showing the Philippines' improved standing in global e-government indices, reflecting a shift toward leaner, more digitized internal workflows.

Despite these strong results, the scores for inter-agency coordination (mean = 3.60) and decision-making speed (mean = 3.55), while still within the "Strongly Agree" range, were relatively lower than the scores for individual agency efficiency. This suggests that while the app excels at optimizing internal tasks, the "silo effect" between different government entities still poses a challenge to seamless data sharing and real-time collaborative decision-making. The practical implication for government administrators is that technical implementation must be accompanied by updated policy frameworks that mandate cross-departmental data transparency. To reach maximum effectiveness, the focus must shift from merely digitizing internal tasks to fully integrating the app as a tool for rapid, data-driven governance across the entire inter-agency ecosystem.

Table 4. Level of Effectiveness of the eGov PH Super App in terms of Service Delivery to Clients and Stakeholders.

Statement	Weighted Mean	Description	Interpretation of the Mean
Service Speed: Faster service delivery leading to increased Citizens' Charter satisfaction.	3.80	Strongly Agree	System is very effective.
Operational Visibility: Evidence of service improvements within the agency's daily operations.	3.78	Strongly Agree	System is very effective.
Benefit Observability: Clear visibility of online access and reduced wait times for users.	3.75	Strongly Agree	System is very effective.
Stakeholder Validation: Positive feedback received from stakeholders regarding service quality.	3.70	Strongly Agree	System is very effective.
Error Reduction: Measurable decrease in service errors and processing delays.	3.65	Strongly Agree	System is very effective.
Overall Mean	3.74	Strongly Agree	System is very effective.

The effectiveness of the eGov PH Super App in terms of service delivery achieved a high overall mean of 3.74, indicating that the platform has significantly enhanced the interface between government agencies and the public. The most notable success is the acceleration of service delivery (mean = 3.80), which directly correlates with higher satisfaction levels regarding the Citizens' Charter. Respondents also strongly noted that these improvements are highly visible within daily operations (mean = 3.78) and provide clear, observable benefits to the end-users, such as 24/7 online access and shorter queues (mean = 3.75). According to the Diffusion of Innovations (DOI) theory, this high level of "observability" is vital; when the advantages of a digital tool are easily seen by both providers and users, it triggers a positive feedback loop that encourages wider social and institutional acceptance.

Furthermore, the data reflect a tangible improvement in the reliability of public services, with a reduction in errors and delays (mean = 3.65) and a steady stream of positive stakeholder feedback (mean = 3.70). These findings align with the Philippines' recent recognition at the 2025 GovMedia E-Governance Awards, showcasing the app as a benchmark for regional digital transformation. Practically, the results imply that the eGov PH Super App has moved beyond being a mere technical requirement to becoming a primary driver of public trust. For long-term sustainability, agencies should leverage this positive stakeholder sentiment to advocate for further digital integration, ensuring that the reduction in service delays remains consistent even as the volume of digital transactions grows.

4. CONCLUSION

The implementation of the eGov PH Super App demonstrates a high level of structural readiness, characterized by strong backend architectural alignment and hardware sufficiency, yet it remains moderately constrained by the technical complexities of integrating with legacy internal databases. While the app has successfully utilized high "trialability" through effective pilot testing and intuitive user design, its full integration is currently limited by inconsistent technical support responsiveness. Despite these operational hurdles, the app has proven to be highly effective, providing a significant relative advantage over previous manual systems by streamlining internal work processes and reducing paperwork. Most notably, the platform has achieved high "observability" in service delivery, where visible benefits such as 24/7 access and accelerated transaction times have directly improved stakeholder satisfaction and public trust. Ultimately, while the app is a powerful catalyst for individual agency efficiency, its total effectiveness depends on overcoming legacy silos and improving inter-agency data synchronization.

5. RECOMMENDATIONS

To optimize the implementation and effectiveness of the eGov PH Super App, government agencies should prioritize the modernization of legacy registries and internal databases to ensure seamless interoperability with modern API-based frameworks. The DICT should establish decentralized, agency-specific technical support teams or rapid-response hubs to address troubleshooting delays and maintain organizational confidence during critical integration phases. Furthermore, to move beyond individual agency gains, policymakers must develop standardized inter-agency data-sharing protocols that facilitate a unified, real-time government ecosystem. Finally, agencies should institutionalize the best practices identified in this study—specifically the use of continuous pilot testing and digital literacy training—while actively communicating measurable service improvements to the public to sustain stakeholder engagement and reinforce the positive feedback loops essential for long-term digital transformation.

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Corresponding Author: **Diana Faith F. Dalilis** College of Business Administration, University of the Cordilleras, Baguio City, Philippines.

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