



School of Computer Science,  
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## LETTER OF INTRODUCTION

Dear Sir/Madam,

This letter is to introduce Mr Tony Dwi Susanto who is a PhD student in the School of Computer Science, Engineering and Mathematics at Flinders University.

He is undertaking research leading to the production of a thesis and published papers on the subject of factors that affect citizens adopting and using SMS-based e-government services. An SMS-based e-government service is any public service provided by government and delivered to citizens through the SMS (*Short Message Service*) channel, such as paying tax via SMS, requesting bus timetable via SMS, or SMS notification about potential disaster for people in certain areas.

He would be most grateful if you would volunteer to assist in this research by completing this questionnaire which covers certain aspects of this topic. No more than 30 minutes on one occasion is required to complete the survey. It can be accessed by clicking <http://smsegov.info/survey.html> (in English) or [http://smsegov.info/survey\\_indo.html](http://smsegov.info/survey_indo.html) (in Bahasa Indonesia).

A summary of the results will be sent via email to respondents who are interested.

Information provided will be treated in the strictest confidence and none of the participants will be individually identifiable in the resulting publications. You are, of course, entirely free to discontinue your participation at any time or to decline to answer particular questions.

Any enquiries you may have concerning this project should be directed to me at the address given above or by telephone on (+61 8) 8201 3113, by fax on (+61 8) 8201 2904 or by email to [Robert.goodwin@flinders.edu.au](mailto:Robert.goodwin@flinders.edu.au).

Thank you for your attention and assistance.

Yours sincerely

Dr. Robert Goodwin  
Senior Lecturer  
School of Computer Science, Engineering and Mathematics

*This research project has been approved by the Flinders University Social and Behavioural Research Ethics Committee. For more information regarding ethical approval of the project the Secretary of the Committee can be contacted by telephone on 8201 5962, by fax on 8201 2035 or by email [sandy.huxtable@flinders.edu.au](mailto:sandy.huxtable@flinders.edu.au).*

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