FACTORS INFLUENCING ON E-GOVERNMENT ADOPTION IN PUBLIC SECTOR: WITH SPECIAL REFERENCE TO DIVISIONAL SECRETARIATS IN AMPARA DISTRICT

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Abstract

Electronic Government (E-Government) has established as an effective mechanism for increasing government's productivity and efficiency and a key enabler of citizen oriented services. However, from an adoption perspective, these services are yet to be accepted by citizens. In terms of prior research into understanding "Factors influencing on E-Government Adoption at Divisional Secretariats in Ampara District", existing literatures focus on implementation and public value of E-Government in the country and no research studies were found that take a holistic viewpoint of adoption. Therefore, this study attempts to explore and investigate the key factors that influence adoption of E-Government in Ampara District Divisional Secretariats. By reviewing the existing literature on technology adoption and E-Government in public sector context, this study developed a better understanding of the gaps that exists. In order to achieve the objective, the research draws from well-established theoretical model; the Unified Theory of Acceptance and Use of Technology (UTAUT) model and Technology Acceptance Model (TAM) for understanding adoption.

The research adopted quantitative method to explore factors influencing the E-Government Adoption of the staff in 20 Divisional Secretariats of Ampara District E-Government services use behaviour and data were collected by means of printed questionnaires and unstructured interview from 200 staff. Regression analysis was used to obtain the results that help to identify the factors that influence on E-Government Adoption at Divisional Secretariats in Ampara District.

The results of the study showed that Perceived Usefulness, Perceived Ease Use and Service Quality positively influencing on E-Government Adoption in Ampara Divisional Secretariats. However Perceived Risk has the negative impact on E-Government Adoption. This study has made a major contribution to the existing body of knowledge in technology adoption in Divisional Secretariats in Ampara District.

Key Words: ***Perceived Risk, Perceived Usefulness, Perceived Ease of Use, Service Quality and E-Government Adoption.***

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