

**A STUDY ON E-GOVERNMENT READINESS AT  
DIVISIONAL SECRETARIATS IN BATTICALOA DISTRICT**



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**2014**

## ABSTRACT

Governments have become more and more interested in embracing Information and Communication Technology (ICT), and have made a remarkable progress over the last several years. E-Government - described as the strategic use of ICT to transform the public sector. E-Government implementation implies not only a profound transformation in the way government interacts with the governed, but also a reinvention of its internal processes and how public sector carry their processes both internally as well as externally while interacting with the other segments of the community.

Based on the literature, it was brought to light, an assessment of E-Government Readiness (EGR) is necessary condition for advancing E-Government proper implementation and improving of the quality of services.

In Sri Lanka Divisional Secretariats are providing E-Government services to the public using Information and communication Technology (ICT) such as computer, internet and e-mail. The readiness level of E-Government has been depending on several internal and external factors. The objective of this project is to assess the level EGR at Divisional Secretariats in Batticaloa district focusing on five variables within the Divisional Secretariats through obtaining its employees' feedback. The selected variables investigated for affecting EGR categorized into: (i) ICT Strategy, (ii) E-Government Program, (iii) User Access, (iv) Infrastructure and (v) Human Resource.

Quantitative data collected through distributing questionnaires to the sample of employees in each Divisional Secretariat and qualitative data obtained through discussion with employees and observing organizations' physical set up.

Findings revealed that the Readiness of E-Government at Divisional Secretariats in Batticaloa district was at moderate level. Concerning detailed assessment, results proved that ICT Strategy, E-Government Program and User Access were at high level; whereas Human Resource and Infrastructure were at the moderate level. Findings further exposed that all five variables have the significant impact on the EGR and also have the positive correlation with EGR.

## TABLE OF CONTENTS

<i>Contents</i>	<i>Page No</i>
Acknowledgement.....	i
Abstract.....	ii
Table of Contents.....	iii
List of Tables.....	viii
List of Figures.....	xi
Abbreviations.....	xii

### CHAPTER 01- INTRODUCTION

1.1 Background of the Study .....	1
1.2 Problem Statement .....	3
1.3 Research questions .....	5
1.4 Objective of the Study .....	5
1.5 Significance of the Study .....	6
1.6 Scope of the Study.....	6
1.7 Assumption and Limitations.....	7
1.8 Summary.....	7

### CHAPTER 02- LITERATURE REVIEW

2.1 Introduction.....	8
2.2 Defining of Electronic Government and E-Government Readiness	

2.2.1 Definition of E-Government .....	8
2.2.2 Definition of E-Government Readiness .....	10
2.3 Importance of Applications of E-Government .....	10
2.4 Advantages of E-Government Implementation .....	11
2.5 E-Government Implementation Obstacles and Disadvantages .....	13
2.6 E-Government for Developing Countries .....	14
2.6.1 ICT investment and GDP growth .....	14
2.7 Role of E-Government in the public sector .....	17
2.8 E-Government Readiness (EGR) Assessment Models .....	19
2.9 Summary .....	24

## **CHAPTER 03- CONCEPTUALIZATION AND OPERATIONALIZATION**

3.1 Introduction .....	25
3.2 Conceptualization .....	25
3.2.1. E-Government Readiness .....	26
3.2.2. ICT Strategy .....	26
3.2.3. E-Government Program .....	27
3.2.4. User Access .....	27
3.2.5. Infrastructure .....	28
3.2.6. Human Resource .....	29
3.3 Operationalization .....	30
3.4 Summary .....	31

## CHAPTER 04-METHODOLOGY

4.1 Introduction.....	32
4.2 Study setting.....	32
4.2.1 Unit of Analysis.....	32
4.2.2 Time Horizon.....	32
4.2.3 Environment set up.....	32
4.3 Sample selection.....	32
4.4 Data Collection and Instrument.....	34
4.4.1 Questionnaire Structure.....	35
4.4.2. Discussion and Direct Observations.....	36
4.5 Methods of Data Presentation and Analysis.....	
4.5.1 Data Presentation.....	36
4.5.2 Data Analysis.....	36
4.6 Testing the research model.....	37
4.6.1 Reliability.....	37
4.6.2 Validity.....	38
4.7 Method of Data Evaluation.....	39
4.8 Summary.....	39

## CHAPTER 05-DATA PRESENTATION AND ANALYSIS

5.1 Introduction.....	40
5.2 Findings.....	40

5.2.1 Personal information .....	40
5.2.2 Testing research model .....	45
5.2.2.1 Reliability .....	45
5.2.2.2 Validity .....	46
5.2.3 Analysis of Research Variables .....	47
5.2.4 Cross Tab Analysis .....	52
5.2.5 Correlation Analysis .....	62
5.2.6 Multiple Regression Analysis .....	62
5.3 Summary .....	64

## **CHAPTER 06-FINDINGS AND DISCUSSION**

6.1 Introduction .....	65
6.2 Discussion	
6.2.1 Findings of quantitative data .....	65
6.2.2 Findings of qualitative data .....	70
6.3 Summary .....	73

## **CHAPTER 07-CONCLUSIONS AND RECOMMENDATIONS**

7.1 Introduction .....	74
7.2 Conclusion and Recommendation .....	74
7.2.1 E-Government Readiness .....	74
7.2.2 ICT Strategy .....	75

7.2.3 E-Government Program .....	75
7.2.4 User Access .....	75
7.2.5 Infrastructure .....	76
7.2.6 Human Resource .....	76
7.2.7 Recommendation for Demographic factors affecting EGR level .....	77
7.3 Contribution of the project in filling the research gap .....	77
7.4 Limitations of the study .....	78
7.5 Recommendations for future research .....	79
7.6 Summary .....	79
References .....	80
Appendix -I Questionnaire .....	86
Appendix-II Reliability .....	92