

**"A STUDY ON SERVICE QUALITY OF E-GOVERNMENT  
APPLICATIONS IN BATTICALOA DISTRICT  
(WITH SPECIAL REFERENCE E-DS SERVICES)"**



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## Abstract

Owing to the rapid global growth in the internet and information technology, many Governments around the world have transformed their services from the traditional services to electronic means. Using the internet, the governments are able to offer more convenient and faster access to their services and information. Governments attempt to increase effectiveness and efficiency by introducing e-government.

Even though, the concept of e-Service quality is still in its early stage, it has become an important issue in recent years. e-Service quality can not only provide Organization competitive advantages in the online environment, but also involves clients in the product process through customer's feedback, and improves clients' relationships and satisfactions. That many e-Governments have been developing without paying full attention to the quality of the e-Government services and the requirements of citizens.

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The objectives are to evaluate on the effective Level of Quality of e-Government application with special reference of e-Ds service small business owners competence, to identify which factors are mostly influencing the effectiveness of the entrepreneur competence and to recommend a crackdown action and suitable structured changes, conceptualization model includes achievement, planning, power to evaluate the effectiveness of competence and success of small business industry.

To analyze the Level of service Quality of e-Government application, 200 peoples were taken as sample from the 14 Ds Division from Batticaloa District. Data were collected from most of the people by issuing Questionnaires. It was analyzed through SPSS (16.0). Method of analysis specially considered univariate analysis only. The results are illustrated by tables. Based on the value indicated in the questionnaire, mean value is lying in the range between 1to5, which is strongly disagreeing to strongly agree statement with 5 scale measures. According to mean and SD value all variables are Level of service Quality in e-Government application.

## TABLE OF CONTENTS

CONTENTS	PAGE NO
Acknowledgement .....	I
Abstract.....	II
Table of contents.....	III
List of table .....	VIII
List of figure .....	X
References.....	XI
Appendix- Questionnaire .....	XIV
<b>CHAPTER-01 INTRODUCTION .....</b>	<b>01- 08</b>
1.1 Background of Study .....	01
* * *	* * *
1.2 Problem Statement.....	05
1.3 Research Questions.....	05
1.4 Research Objectives.....	05
1.5 Significance of the study.....	06
1.6 Scope of the study.....	06
1.7 Assumption and Limitation of this study .....	07
1.6.1 Assumption of the research .....	07
1.6.2 Limitation of the research .....	08
1.7 Summary.....	08
<b>CHAPTER-02 LITERATURE REVIEW .....</b>	<b>09 - 27</b>
2.1 Introduction.....	09
2.1.2 An overview of E-Government Definitions.....	09
2.1.3 Concept and Definition .....	10
2.1.4 Development stages in E-Government .....	12
2.2 Types of E-Government.....	14
2.2.1 E government and E- governance .....	15

2.3 Service quality .....	16
2.3.1 Determinants of Service Quality.....	16
2.4 E-Governments in Sri Lanka .....	20
2.4.1E-SriLanka.....	20
2.4.2 E-government policy of Sri Lanka (2010).....	22
2.5Summary .....	27
<b>CHAPTER-03 CONCEPTUALIZATION AND OPERATIONALIZATION</b>	<b>28-36</b>
3.1 Introduction.....	28
3.2 Conceptualization .....	28
3.3 Definition of Independent Variables.....	30
3.3.1 Tangibility.....	30
3.3.2 Responsiveness.....	31
3.3.3 Reliability.....	31
3.3.4 Security .....	32
3.3.5 Personalization.....	32
3.3.6 Information .....	33
3.3.7 Ease of use .....	33
3.4 Definition of dependent Variables .....	34
3.4.1 Service quality .....	34
3.5 Operationaliztions.....	35
3.6 Summary .....	36
<b>CHAPTER-04 METHODOLOGY.....</b>	<b>37-45</b>
4.1 Introduction .....	37
4.2 Study setting, Design and method of survey .....	37
4.3 Sampling .....	38
4.3.1 Study population .....	38

4.3.2 Sample size .....	39
4.3.3 Sampling method .....	39
4.3.4 Sampling Distribution.....	39
4.4 Data collection method .....	41
4.4.1 Source of data .....	41
4.4.2 Structure of questionnaire .....	42
4.5 Method of Measurement.....	43
4.6 Method of Data presentation, analysis and Evaluation.....	44
4.7 summary .....	45
<b>CHAPTER-05 DATA PRESENTATION AND ANALYSIS.....</b>	<b>46-63</b>
5.1 Introduction.....	46
5.2 Data reliability .....	46
5.3 Quality of E-Government services.....	47
5.3.1 Tangibility.....	48
5.3.2 Reliability.....	49
5.3.3 Responsiveness .....	50
5.3.4 Security .....	52
5.3.5 Personalization.....	53
5.3.6 Information .....	54
5.3.7 Ease of use .....	55
5.3.8 E-DS service quality of E-government .....	56
5.4 influences of personal information .....	57
5.4.1 Gender distribution .....	57
5.4.2 Age distribution .....	57
5.4.3 Educational qualification .....	58
5.4.4 Income level.....	59
5.4.5 Civil status .....	60

5.4.6 Employment .....	60
5.4.7 E-DS Service .....	61
5.4.8 Statistical differences in level of E-DS Service quality in each of DS division.....	62
5.5 Summary .....	63
<b>CHAPTER-06 DISCUSSION OF FINDING .....</b>	<b>64-70</b>
6.1 Introduction.....	64
6.2 The level of service quality of E-Government services.....	64
6.2.1 Tangibility.....	64
6.2.2 Reliability.....	65
6.2.3 Responsiveness.....	65
6.2.4 Security .....	66
6.2.5 Personalization .....	66
6.2.6 Information .....	67
6.2.7 Ease to use.....	67
6.3 The level of influences of personal information in E-DS service quality..	68
6.3.1 Gender distribution .....	68
6.3.2 Age distribution .....	68
6.3.3 Educational qualification .....	68
6.3.4 Income level.....	69
6.3.5 Civil status .....	69
6.3.6 Employment .....	69
6.3.7 E-DS Service.....	69
6.3.8 Level of E-DS Service quality in Each of DS division.....	70
6.4 Summary .....	70

<b>CHAPTER-07 CONCLUSIONS AND RECOMMENDATIONS.....</b>	<b>71-78</b>
7.1 Introductions .....	71
7.2 Conclusion and Recommendations.....	71
7.2.1Conclusion on Service quality .....	71
7.2.2 Recommendation .....	74
7.2.2.1 Tangibility.....	74
7.2.2.2 Reliability.....	74
7.2.2.3 Responsiveness.....	74
7.2.2.4 Security .....	74
7.2.2.5 Personalization.....	75
7.2.2.6 Information .....	75
7.2.2.7 Ease to use.....	75
7.3 Limitations.....	75
7.4 Implications.....	76
7.5 Summary.....	76