

Usage of E-Government Services Provided by Sri Lankan Government for Citizen

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Abstract

Increase the people's participation of all the government affairs using the Information and Communication Technology (ICT) and new Medias, creates a good governance. Provisions of all the needy services of people and working continuously with those to build a better connection with them through all the means ICTs is called as e-government services.

Information of any given country is a resource, which directly affect the all civilians. E-government services are developed to offer government services quickly and accurately for the public. The e-government services policy formulated by Sri Lankan government and implemented with a joint effort by Information and Communication Technology Agency office attached to government of Sri Lanka.

The purpose of the study is to survey on the poor awareness of the public on e-services offered by the government. The principal objective of this study is to investigate the use of e government services provided by Sri Lankan government to the public. The data will be collected by selecting a random sample from the scholars in the field of education using categories like physicians, lawyers, academic staff of universities and the teachers. It is expected to choose 50 scholars from each of the above mentioned filed. Data will be collected by questionnaire and interview methods. Excel and SPSS software will be used in the data analysis. The tendency of public towards the usage of Sri Lankan e-government services could be increased with the results of the study.

Keywords: *E-government, E-government service, Information and Communication Technology, Social media, Information services*