

**A Study about E- Government Services and Its Usage Provide by Sri Lanka Government to Citizens Specifically on Three Services**

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**Abstract**

E government refers to the use of Information and communication technology give to provide citizens with more convenient access to the government's services and information. As the usage of Information technology is growing fast, Sri Lankan government is making many efforts to provide services to its citizens through e government. In 2007, Sri Lanka government was adopted e government policy and then launched e government project with support of Sri Lanka Information Communication Technology Agency (ICTA).

There are many e government services which delivered by Sri Lankan e government to its citizens. Among these e government services selected three e services which most important to citizens in their day today life. Those are online exam result services, online vehicle license service and online train schedule service to this research. Sri Lankan government is spending lot of money one government project. The purpose of the research is study about the usage of e government service in rural areas.

The method of this research is interviews and questionnaire. The data collection-using questionnaire from 300 people who lived in Benthota Divisional Secretariat Division. How the communities use e government services is surveyed. Their awareness, attitudes also studied. It is also expected to study the facilities and provisions of e government services available in those intuitions attached to Benthota Divisional Secretariat Division.

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