

## **Determinants of Intention to Use e-Government Services in Sri Lanka**

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The study examined the impact of relative advantage, trust (trust in internet and trust in government), internet access, and internet skill on intention to use e-government services with the main research question as “What is the impact of relative advantage, trust, and the digital divide on the intention to use of e-government service in Sri Lanka”. The research adopted quantitative research method and the proposed model was validated with the survey data collection from 211 respondents out of 300 samples, via both Google form and manual data collection methods. According to the findings, relative advantage has a significant positive impact on intention to use while trust, internet access, and internet skill have a positive impact on intention to use e-government services. Therefore, all four variables are unanimously recognized as important constructs in the Sri Lankan context. Among three demographic variables considered to the study as age, sex, and level of education, only the level of education influences the intention to use e-government services. Findings of the research would be supported by the policymakers and practitioners in policymaking to accelerate the intention to use e-government services in Sri Lanka.

**Keywords:** *e-Government, e-Government adoption, Intention to use*

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