Satisfaction of Undergraduates on E-Government Services Provided by Public Sector Entities

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Abstract

The concept of e-government, or electronic government, services emerged as a response to the increasing digitization and technological advancements in the late 20th century. E-government services refer to the use of information and communication technologies (ICTs) to enhance and deliver government services, information, and communication to citizens. This study aims to examine the satisfaction of undergraduates with e-government services provided by public sector entities. In addition, this study also aims to identify the improvements that are required for e-government services to enhance user satisfaction in Sri Lanka. A standard questionnaire was developed to measure the demographic profile and satisfaction of undergraduates on e-government services. The questionnaire was distributed among a sample of 384 undergraduates. Undergraduates on average agree with the statement that by using the e-government portal, it is easy to find information about services as soon as possible, and for the statement that is e-government service offers helpful assistance through E-mail or other electronic means. When identifying the improvements required for e-government services, the majority of the respondents have suggested that enhancing citizen education and awareness is essential. Furthermore, respondents have suggested governments may efficiently reach a wider range of people by offering e-government services in Sinhala, English, and Tamil. To enhance government efficiency, improve citizen engagement, and foster economic and social development, satisfaction with e-government services is essential in the Sri Lankan context.

Keywords: E-Government Services, Government Portal, Sri Lanka