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A Study of e-Government Initiatives in Transport Sector

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Abstract

At present, information has become an ordinary necessity of everybody. Many have accustomed to getting information easily through internet from anywhere and at any time via websites. Therefore it's crucial for a government to initiate e-Government services through their portals. Therefore, Government Web sites should be enriched with features such as accuracy, currency, accessibility, interactivity, transparency. Therefore, Websites in two departments and one statutory body coming under the Ministry of Transport were analysed. These are the Department of Motor Traffic (DMT), Sri Lanka Railways (SLR), and the Sri Lanka Transport Board (SLTB). Transport sector was selected based on the importance of the subject to general public. It was revealed that these government web sites still have room to grow. They have still failed to meet the expectations of the general public.

Keywords: Department websites; Government Information; e-Governments