

An Evaluation of E-Government Applications in Sri Lanka

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E-government is the use of ICT and its applications by the government for the provision of information and public services to the people with the purpose of enhancing the efficiency, effectiveness and productivity of the delivery of public services. In such an informative era, countries all around the world are using information technology for their government operations. With that context, the current study has been conducted with the purpose of identifying the level of e-government usage in Sri Lanka. This study has used the UN-ASPA Five Stages of e-government model to analyze the level of e-government in Sri Lanka. 20 websites which represent the state sector organizations have been randomly selected and evaluated during a two months period using observation methods to gather data for this study. The sample represented web sites of state ministries, departments, universities and other several utility services. Each state web site has been evaluated separately using observation methods and marks have been allocated according to a predetermined scale. The observed data has been analyzed descriptively. As per the data analysis 50% were able to categorize under interactive web presence according to the UN-ASPA Five Stages of e-government model. Therefore, it is able to conclude that the level of e-governance usage in state government web sites in Sri Lanka falls into Interactive web presence. This study has some limitations which the future researchers are able to pay attention to. Only 20 state web sites were selected for this study and the sample can be enhanced to have holistic findings of the same study.

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