

# EVALUATING THE IMPACT OF SOCIAL AND TECHNOLOGICAL FACTORS ON E-GOVERNMENT IMPLEMENTATION: EVIDENCE FROM DISTRICT SECRETARIAT PERSONNEL IN THE WESTERN PROVINCE

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## 1. Introduction

E-Government is a critical platform for connecting and providing services to citizens globally. In developing countries like Sri Lanka, e-government projects face challenges due to diverse social norms and technological instability. This study explores the impact of social and technological factors on e-government implementation. Addressing the lack of studies in the Sri Lankan context, it offers recommendations to improve e-government initiatives, benefiting government organizations and citizens.

## 2. Research Methodology

The research design followed a deductive approach, where hypotheses derived from the previous theories and the studies. Positivism philosophy was applied in this study. Primary data was collected using a self-administered questionnaire, and a convenience sampling technique was employed due to the challenges of reaching the target population and compiling a complete list. The questionnaire was distributed among 367 top management level personnel work in district secretariats of western province. Multiple regression analysis was used to prove the hypothesis.

## 3. Findings and Discussion

Findings reveal significant impacts of social ( $p = 0.048$ ) and technological factors ( $p = 0.000$ ) on e-government implementation. Beta values were 0.111 for social and 0.371 for technological factors, with VIF values below 10, indicating no multicollinearity. These results align with previous research, emphasizing the influence of social and technological aspects on e-government success.

## 4. Conclusion and Implications

This study highlights the significant role of social and technological factors in e-government implementation. Recommendations include awareness and training programs for employees and the public to enhance implementation success. The findings contribute to improving Sri Lanka's e-government initiatives and advancing knowledge on social and technological challenges in e-government.

**Keywords:** E-Government Implementation, Social factor, Technological factor, Government, Western province