

**INTERNAL FACTORS AFFECTING E-GOVERNMENT
ASSIMILATION IN SRI LANKA**

BY

D M S S JAYAWARDENA

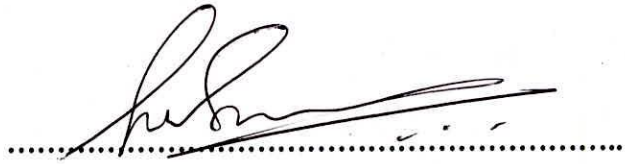
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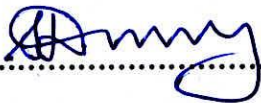
A thesis submitted to the University of Sri Jayewardenepura in partial fulfillment of the requirements for the Degree of Master of Master of Science in Management on January 2013

“The work described in this thesis/research/project was carried out by me under the supervision of Dr. K. M. S. Dushyantha Kulatunga and a report on this has not been submitted in whole or in part to any university or any other institution for another Degree/ Diploma”.

A handwritten signature in black ink, appearing to read 'D M S S Jayawardena', is written over a horizontal dotted line.

D M S S JAYAWARDENA

“I/We certify that the above statement made by the candidate is true and that this thesis is suitable for submission to the University for the purpose of evaluation”.



.....

Dr. K. M. S. Dushyantha Kulatunga

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ABSTRACT

Since then ICT and related technologies have been evolved at a higher rate which was affected massively across all sectors around the globe. From banks to trade and education to health ICT is being heavily used and the technology in each sector evolves over time with more and more technological advancements. In the case of governments it is noticeable that most of the governments those who were capable of investing money and capable of getting the required technologies had started their first ICT initiatives in their government organizations. With the movement of ICT, they got the benefit of first movers and able to build their ICT ecosystem in their government sectors. With the advancements of technologies around late 1990s and early 2000 it was identified that incorporation of ICT in to government sector has a wider role to play. As a result most of the countries had started their ICT integration initiatives to government sector. This was lately mentioned as the “eGovernment”.

In Sri Lankan context banks were the first movers and rest of the commercial institutes followed the path and today it is evident that we have technically ready and capable private sector organizations. With regards to introduction of ICT government, Sri Lanka started around late 1990s with the first government web site launch. There were many ad hoc implementations were done in different government institutions. However with the integrated approach commenced since 2005 there is a national eGovernment strategy and a road map.

As per the strategy there were many enabling initiative have been taken place, but still after 7 years of eGovernment implementation, there is a gap intermesh of eGovernment Assimilation in across government. The study was mainly focused on finding the main factors affect this eGovernment implementation. For this purpose a framework called Technology Organization and Environment (TOE) have been used and checked the factors affect eGovernment assimilation have found by most of the scholars in developing countries/other countries in the Sri Lankan context.

It was found that all factors have relationships with the eGovernment implementation, however with further analysis it was revealed that four factors have significant relationship with eGovernment implementation and assimilation.

As the level eGovernment policy compliance is the best indicator you could find in measuring eGovernment implementation and assimilation in government organizations in Sri Lankan context, these findings were derived with the latest eGovernment policy compliance list. Moreover with the finding of four significant factors, it was further analyzed and developed a model to capture and measure the level of eGovernment assimilation in government organization which indicates the level of eGovernment implementation of an organization.