

## **A Study on the Relationship between Citizens' Awareness and the Usage of E-Government Services in Sri Lanka**

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### **Abstract**

*Currently the internet access is within reach for majority of the people in the world. Due to this trend, many countries, organizations have used ICT as a communication medium which would allow the end users to be connected easily and to provide necessary services easily and efficiently. Therefore, with the help of the aforementioned technological advancements and improved infrastructures, the governments all over the world are trying to provide their services to the citizens through online. In order to provide e- government services, Sri Lankan government has introduced "E- Sri Lanka National Development" project in the year of 2005 and Sri Lanka government web portal was the central place of the same implementation. This study aims to identify the relationship between citizens' awareness and the usage of e-government services in Sri Lanka. Accordingly, it was able to identify key issues related to the usage of e-government applications and suggestions were made to improve citizens' awareness and the usage of e-government service.*

**Keywords:** E-government, ICT, Information service, E-services, E-Sri Lanka,

### **Introduction**

There are many definitions for the term "e-government" and it connotes different aspects. Hence, there is no a universally accepted accurate definition for e-government. The term "E-government" can be defined as the utilization of information and communication technology for the government sector and its services. The UNESCO definition is, "E-governance is the public sector's use of information and communication technologies with the aim of improving information and service delivery, encouraging citizen participation in the decision-making process and making government more accountable, transparent and effective." Brown and Brudeny (2001) defined different categories of e- government services as "Government- to-Government (G2G), Government-to-Citizen (G2C), and Government-to-Business (G2B)."

Sri Lanka initiated e government services under the project of "e- Sri Lanka national development" in the year of 2005 and Sri Lanka government web portal was the central place for its implementation. In the year 2010, Information Communication Technology Agency of Sri Lanka (ICTA) identified major objectives of e-government and launched information portal to provide access to all services through a centralized location. It provides A-Z government web sites and more than 100 services for citizens, also includes SMS and Mobile