

The state of electronic governance in the Sri Lankan context: a study based on the city of Colombo

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The aim of this paper is to encourage the dynamic growth of electronic governance in Sri Lanka. Building upon the work done by various organizations in Sri Lanka to date, this paper discusses the framework for technical and legal infrastructure development to facilitate electronic governance in Sri Lanka. Additionally the paper also focuses on identifying the strengths, weaknesses, opportunities and threats (SWOT Factors) of introducing Electronic Governance in Sri Lanka, having main focus on the interaction between the Government and the Citizens (G2C). The sample for the study included organizations that are currently using or progressing towards electronic governance environments along with electronic governance facilitators. The sample profile was constructed using available secondary data and web research. A sample of 15 Managers and Directors of various public & private SL organizations and 73 individuals were considered for the study. The analysis was conducted using the three approaches - barrier analysis, "Think Big, Start Small, Scale Fast" model of Anderson Consulting (2000) and SWOT Factors analysis. Major findings of the study yield three main conclusions: 1) the basic requirements to popularize e-governance among citizens are 24/7 Service Mode, Human Resources, Security, and Privacy and an IT Department. 2) Given the nature of electronic governance, in addition to the local scenario, attention should be paid to the key driving forces such as globalisation, innovation and technology, extended value chains and social trends 3) Some of the significant factors that are prerequisites for the growth of electronic governance in Sri Lanka are infrastructure, expertise and resources, integration with current E governance model, E Community interconnectivity and user confidence 4) Threats identified in implementing e-governance are threat of losing privacy, Srilankan organisations losing vital information to undesirable groups and the possibility of Srilankan organisations losing some of the trade protections provided by the Government.

Key words: E Governance, G2C, Barrier analysis, "Think Big, Start Small, Scale Fast" model, SWOT factor analysis

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