A Case Study on the Reach of e-Gov to Rural-Urban Public in Sri Lanka in relation to Moneragala District

Abstract

This study on the reach of e-Government services to the rural urban public in the Moneragala district seeks to study the level of accessibility of e-Government services in the Moneragala district.

The Information and Communications Technology Agency (ICTA) of Sri Lanka has been appointed the Apex agency in implementing the e-Sri Lanka road map which sets out the policy on national strategy on developing e-Government initiatives in the country. This study looks closely at the e-Sri Lanka road map and the development of the e-Government initiative of the country. A comprehensive literature review has been carried out which studies the development of the e-Sri Lanka initiative and problems and successes of the initiative as well as similar initiatives in the Asia Pacific region.

A questionnaire based survey has been carried out in selected Divisional Sectratariat divisions in the Moneragala District. The results in the survey indicate that both rural and urban public in Moneragala like to access e-Government services through both the internet and telephone. However, internet services and telecom services in the district need to improve further in order for citizens in this district to harness the full potential of e-Government initiatives in the country. The study sets out several recommendations to improve the access to e-Government services in the district. These include upgrading the IT infrastructure and internet broadband facilities in the district. Conducting educational programmes on IT usage for the public in the Moneragala district, training Government staff on IT skills, implementing a marketing plan promoting the use of e-Government services in the district to name a few.

The researcher concludes that it is not only about lowering costs but it is more about formulating and implementing policies aimed at adding public value that are important in shaping Government policy to reach the intended outcomes that is important in future.