

ABSTRACT

Critically analyzing the acceptability of the existing automated mailing system in Sri Lanka Army office environment

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The concept of 'E-governance' has become the platform to implement effective and efficient government services to target beneficiaries. Sri Lanka Army (SLA) as the largest organization has considered initiatives of e-governance to achieve the intended goals and objectives. Furthermore, Sri Lanka Army transformational model can use as a role model of the paperless Office environment in Sri Lanka to enhance performance. This research focuses on analyzing acceptability and factors affecting to automated mailing system in SLA, The findings of the analysis can be used to make SLA decisions regarding making a paperless office system towards enhancing the E-governance concept in Sri Lanka. The study methodology covers a quantitative questionnaire survey and in-depth interview with two industry specialists. The study found that a high relationship between Organizational readiness, organizational fit, 'Organizational investment and type, 'Level of risk, security and privacy, Organizational intention', Change management behavior, and acceptability of the present automated mailing system in SLA. Secondly, an automated mailing system can generate advantages of cost reduction, time-saving, Efficiency and Effectiveness, credibility, flexibility, low operational cost, improved accountability, and traceability, continue service assurance, easy response, less paperwork, and wastage, accuracy, controlling power, user-friendliness, convenience, etc. In addition to this, existing manual mailing system has disadvantages such as time-wasting and consuming, high cost, less efficiency and effectiveness ,errors, Lots of paper, ink wastage, accountability and traceability issues, Regular Disruptions, Unawareness of cybersecurity ,less reliability and trustworthiness, Less capacity, complexity, Undelivered emails, Size issues, Spam, Lack of credibility ,Poor coordination, Less of availability, less integrity, storage issues etc. during the system development process, LA has faced barriers including logical fear in top to bottom level users and management, Lack of Computers and infrastructure, Security, Capital Cost, reluctant to change, Poor computer resources and poor IT infrastructure, Unawareness of cybersecurity and cyber-attacks, specially Phishing attacks, Less support from top management, Finance issues, hard to integrate with traditional systems, low top-level management interest ,Operation Issues, lack of resources and awareness, Security and Internet coverage, Traditional Methodology ,high cost and difficult to maintaining ,high cost /investment and top-level management problem etc.