

ABSTRACT

Information and Communication Technology (ICT) has changed the way most business units in the private sector conduct their operations. Reduced costs and simplified processes are some of the benefits being achieved by the private sector through improve technology usage. IT is now seeping through to the public sector which is labeled more conservative compared to the private sector through eGovernment initiatives. EGovernment initiatives are to ensure that the public sector not only keeps up with the race, but slowly takes the lead in the transformation process that is affecting everything including societal structure.

Sri Lankan government has identified initiatives to implement the modernization of the Public sector. The eGovernment initiative was launched in Sri Lanka in the year of 2007. The eGovernment initiative focuses on increasing efficiency and at the same time reducing operational costs of public services offered. The policy statement was circulated among all the government institutions that need to comply with. But it is observed that very slow rate of implementation even after most of the infrastructure being placed adequately.

Due to the above fact, it's evident that there is a requirement to investigate both the key enablers and inhibitors which lead for the organizational eGovernment maturity level. This research is intended to address the gap existing in the body of knowledge of eGovernment initiatives on measuring the organizational eGovernment maturity level. Quantitative nature of the research was used by gathering data from 40 government CIOs in deriving a sustainable framework for measuring the organizational level eGovernment maturity.

The theoretical framework was developed under three main dimensions with seven independent variables and seven hypotheses were developed based on the theoretical framework. Upon testing the hypothesis based on statistical data analysis and six of those were accepted and one was rejected since was not statistically significant. The new framework developed based on the research finding were tested in real scenarios and made available for further testing and future research works.