

ABSTRACT

The Police, as the main law enforcement agency in Sri Lanka, assure a society which is free from fear of crimes & violence by her vision statement. Ensuring the state security is vital because threat to security is, undoubtedly, vulnerability for everything. The Police Clearance Certificate is one of the proactive measures to assure the security and social tranquility. This certificate must be free from fraud. Public's common criticism towards issuing agency was to delay of processes, bureaucracy and corruption. In order to expedite the clearance process, in 2015, it was introduced the on-line mechanism. The aim of this study was to evaluate the efficiency and effectiveness of this new on-line system and reviewing the level of customer satisfaction. This study was done not only for academic requirement but also for the purpose of system development. This is the first and only research made on this field in Sri Lanka Police. The data in this qualitative research were gathered through questionnaires by randomly selected samples. Interviews were done by the officers who were conversant with the System. The literature survey was highly helpful to identify the police organizations' on-line practices, internationally. Researcher made observations of affiliated units in order to identify real operational environment in clearance process. The samples of this research were selected in a manner which can generalize the results to the whole population. Though the Sri Lanka Police assure to issue the certificate within 14 days time, this research revealed that 60% of the applicants don't get it within that period. But it was revealed that the corruption and organizational bureaucracy has been remarkably decreased with the on-line mechanism. The attractiveness & user friendliness of the system is comparatively good. The recommendations, made in this study, will contribute for further developments in the system. Unfortunately, majority of the people in Sri Lanka are not conversant with available police on-line services. Unavailability of National E-government Platform and Data Warehouse, connecting the public & private agencies, is a big imperfection in the country. Healthy researches are needed to improve the systems in every level. Same time the Sri Lanka Police must draw the attention to provide her services, both internal and external, electronically to optimize the service professionalism and the dignity.