



**ANALYSIS OF CITIZENS ACCEPTANCE OF  
EGOVERNANCE SERVICES: SRI LANKAN CONTEXT**

A Dissertation

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## ABSTRACT

E-government has been considered one of the transformative changes in government by citizens. However, people seek cultural closeness, friendliness, simplicity, trustworthiness, and other elements when engaging with e-government/technology, which should be examined. In Sri Lanka, e-governance services have been offered to citizens for over four decades. Despite Sri Lanka achieving prominent ranks in global indexes, e-governance remains a phenomenon that many common people view as unfamiliar and obscure. The failure of e-government projects is attributed to various factors such as insufficient internal drive, poor project management, and lack of technological infrastructure, with little focus on citizen acceptance of these technologies/services.

This study explores the role of citizen acceptance of e-governance services in Sri Lanka by utilizing the Technology Acceptance Model (TAM), Cultural variables with additional demographic variables incorporated into the authors' conceptual framework. During brainstorming sessions with supervisor, peers, variables from culture, and demographics were added. The Pearson correlation coefficient (PCC) method was adopted to measure the relationship between these variables, and hypothesis testing was employed to analyze data collected from 423 Sri Lankan internet users. The analysis revealed that most of the variables added to TAM significantly contribute to the success or failure of e-governance projects and service delivery.

This type of study will provide invaluable insights for the future of e-governance in Sri Lanka, demonstrating the effectiveness of extending TAM to yield positive outcomes. The findings would assist in system design, policy formulation, and interface design for anticipated e-governance projects in Sri Lanka.

The study aimed to promote good governance, encompassing challenges such as improving service delivery efficiency, empowering citizens, minimizing corruption, and enhancing accountability. While the focus was on Sri Lanka, the findings could be applicable to developing countries in Southeast Asia due to cultural similarities.

**Keywords:** E-governance, citizen acceptance, TAM, culture, demographic data, public service delivery.