

# **FACTORS FOR LGN USAGE BY STAFF OFFICERS OF DIVISIONAL SECRETARIATS IN COLOMBO DISTRICT**

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Master of Business Administration in E-Governance

Department of Computer Science and Engineering

University of Moratuwa

Sri Lanka

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The dissertation was submitted to the department of computer science and Engineering of the University of Moratuwa in partial fulfillment of the requirement for the degree of master of Business Administration

Department of Computer Science and Engineering

University of Moratuwa

Sri Lanka

December 2012

## Declaration

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## Abstract

Lanka Government Network (LGN) is the common infrastructure and the link that provides secure and reliable connections between government entities and e-government initiatives. E-mails and VoIP phones are the main facilities provided by Lanka government Network. It is obvious that the Colombo district is the pioneer of e-government implementation in Sri Lankan divisional administration due to its superior leadership and readiness to practice e-government initiatives. Though ICTA has provided LGN facilities, some observations and survey reports reveal that these facilities have not been fully utilized. The technology acceptance of the staff officers is determined for the purposes of this study through the usage of Lanka Government Network.

The main objective of this research is to determine the present usage level and the difficulties in usage of LGN e-mails and VoIP phones. The research is focused on strategies for motivating LGN usage. In the Literature review the relationship among ICT usage, Perceived Ease of Use, Perceived Usefulness and the skills and knowledge of the officers has been discussed using the Technology Acceptance Model (TAM).

Information was gathered using questionnaires and interviews from a sample of sixty staff officers covering each divisional secretariat of the Colombo District. Questionnaires were distributed to forty five subjects to determine the usage level, ease of use, frequency usage and reasons for not using e-mails and VoIP phones. Fifteen officers were interviewed separately to find out the reasons why they have never used the above facilities and their requirements by way of facilities and training.

It was concluded that the low usage of VoIP phones indicates that it is not a satisfactory device for communication. It was felt by the majority of the staff officers that it would be easier to use the LGN e-mails. Most of the officers are qualified in ICDL. The staff officers feel positively about the Ease of Use of LGN e-mails, but frequency usage of LGN e-mails and VoIP phones are at a disheartening rate.

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## List of Abbreviations

<b>Abbreviation</b>	<b>Description</b>
ADS	- Assistant Divisional Secretary
ADR	- Assistant District Registrar
AO	- Administrative Officer
AD/Planning	- Assistant Director /Planning
AO (GN)	- Administrative Officer (Grama Niladari)
BI	- Behavioral Intention
BMD	- Birth, Marriage and Death
CIO	- Chief Innovation Officer
CUG	- Close User Group
DHQ	- District Head Quarter
DS	- Divisional Secretary
DRO	- Divisional Revenue Officer
e-DS	- e-Divisional Secretariat
e-HRM	- e-Human Resource Management
e-NIC	- e-National Identity Card
GA	- Government Agent
GUI	- Graphic User Interface
GVU	- Graphic Visualization and Usability
HHL	- House Holder List
ICT	- Information and Communication Technology
ICDL	- International Computer Driving License
ICTA	- Information and Communication Technology Agency



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ILM	- Internet based Learning Medium
IT	- Information Technology
LGN	- Lanka Government Network
NEGP	- National E-Government Plan
PU	- Perceived Usefulness
PEoU	- Perceived Ease of Use
SWAN	- State Wide Area Network
SHQ	- State Head Quarters
SDHQ	- Sub-Division Head Quarter
TAM	- Technology Acceptance Model
VoIP	- Voice over Internet Protocol
WLS	- Web based Learning System



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