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**ASSESSING THE READINESS OF SRI LANKAN
GOVERNMENT OFFICIALS FOR THE ADOPTION OF
GENERATIVE ARTIFICIAL INTELLIGENCE
TECHNOLOGIES**

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Degree of Master of Business Administration in Information Technology

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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 fulfilment of the requirement for the Degree of Master of Business Administration in Information Technology.

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ABSTRACT

Artificial Intelligence technologies are sparking a revolution in the government sector, paving the way for smarter governance, streamlined public services, and a burst of innovation in how things are done. This study focuses on assessing the readiness of Sri Lankan government officials for adopting Generative Artificial Intelligence technologies, examining factors such as Awareness of Generative AI, Level of Exposure and Familiarity with Generative AI applications, Training and Skill development, Barriers to Generative AI adoption, Benefits of Generative AI, and the impact of Organizational Culture and Leadership. Data were collected through an online survey questionnaire, with responses from 206 officials across various government institutions, and analyzed using quantitative methods. The data analysis highlights the significant predictors of readiness for adopting Generative AI technologies: Level of Exposure and Familiarity with Generative AI applications, Training and Skill development, and Organizational culture and Leadership. The non-significant results for Awareness of Generative AI, Barriers to Generative AI Adoption, and Benefits of Generative AI suggest that while these factors might be conceptually important, they did not have a statistically significant impact within the context of this study. These insights indicate that enhancing practical exposure to AI technologies, developing relevant skills through comprehensive training programs, and fostering a supportive organizational culture and leadership are important for increasing the readiness for the adoption of Generative AI within the Sri Lankan government sector. The findings provide valuable guidance for policymakers and relevant government authorities, offering actionable strategies to facilitate the successful integration of Generative AI technologies into government operations. Such integration aims to improve public service delivery and governance by leveraging the potential of Generative AI.

Keywords: Generative AI, AI Readiness, AI Adoption, GAI in Government, GAI in Sri Lanka

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List of Abbreviations

Abbreviation	Description
AI	Artificial Intelligence
GAI	Generative Artificial Intelligence
GAN	Generative Adversarial Network
LLM	Large Language Model
SL	Sri Lanka
TAM	Technology Acceptance Model
VAE	Variation Auto Encoder