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

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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.
Acknowledgement

I would first like to express my gratitude to my supervisor Mrs. Vishaka Nanayakkara, senior lecturer and Head of the department of Computer Science and Engineering of the University of Moratuwa for her assistance and advice throughout the period.

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<th>Abbreviation</th>
<th>Description</th>
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<tbody>
<tr>
<td>ADS</td>
<td>Assistant Divisional Secretary</td>
</tr>
<tr>
<td>ADR</td>
<td>Assistant District Registrar</td>
</tr>
<tr>
<td>AO</td>
<td>Administrative Officer</td>
</tr>
<tr>
<td>AD/Planning</td>
<td>Assistant Director /Planning</td>
</tr>
<tr>
<td>AO (GN)</td>
<td>Administrative Officer (Grama Niladari)</td>
</tr>
<tr>
<td>BI</td>
<td>Behavioral Intention</td>
</tr>
<tr>
<td>BMD</td>
<td>Birth, Marriage and Death</td>
</tr>
<tr>
<td>CIO</td>
<td>Chief Innovation Officer</td>
</tr>
<tr>
<td>CUG</td>
<td>Close User Group</td>
</tr>
<tr>
<td>DHQ</td>
<td>District Head Quarter</td>
</tr>
<tr>
<td>DS</td>
<td>Divisional Secretary</td>
</tr>
<tr>
<td>DRO</td>
<td>Divisional Revenue Officer</td>
</tr>
<tr>
<td>e-DS</td>
<td>e-Divisional Secretariat</td>
</tr>
<tr>
<td>e-HRM</td>
<td>e-Human Resource Management</td>
</tr>
<tr>
<td>e-NIC</td>
<td>e-National Identity Card</td>
</tr>
<tr>
<td>GA</td>
<td>Government Agent</td>
</tr>
<tr>
<td>GUI</td>
<td>Graphic User Interface</td>
</tr>
<tr>
<td>GVU</td>
<td>Graphic Visualization and Usability</td>
</tr>
<tr>
<td>HHL</td>
<td>House Holder List</td>
</tr>
<tr>
<td>ICT</td>
<td>Information and Communication Technology</td>
</tr>
<tr>
<td>ICDL</td>
<td>International Computer Driving License</td>
</tr>
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<td>ICTA</td>
<td>Information and Communication Technology Agency</td>
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<tr>
<td>Abbreviation</td>
<td>Full Form</td>
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<tr>
<td>ILM</td>
<td>Internet based Learning Medium</td>
</tr>
<tr>
<td>IT</td>
<td>Information Technology</td>
</tr>
<tr>
<td>LGN</td>
<td>Lanka Government Network</td>
</tr>
<tr>
<td>NEGP</td>
<td>National E-Government Plan</td>
</tr>
<tr>
<td>PU</td>
<td>Perceived Usefulness</td>
</tr>
<tr>
<td>PEOU</td>
<td>Perceived Ease of Use</td>
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<tr>
<td>SWAN</td>
<td>State Wide Area Network</td>
</tr>
<tr>
<td>SHQ</td>
<td>State Head Quarters</td>
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<tr>
<td>SDHQ</td>
<td>Sub-Division Head Quarter</td>
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<tr>
<td>TAM</td>
<td>Technology Acceptance Model</td>
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<td>VoIP</td>
<td>Voice over Internet Protocol</td>
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<td>WLS</td>
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