IDENTIFYING FACTORS FOR THE SUCCESSFUL IMPLEMENTATION OF E-GOVERNMENT IN THE DEPARTMENT OF REGISTRATION OF PERSONS

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Abstract

Since National Identity Card consists of important personal details of the holder, it is considered confidential. It is a legal and valid document too to prove one's identity. Therefore the other public services such as Passport, Pension, Banking activities are dependent on the NIC using the database and as authentication of the document. Thus the success of e-NIC should be error free, tamper proof, accuracy of information, Security from counterfeit and frauds, having secure issuance process, having efficient delivery or logistic arrangements, able to easy Data achievable and retrieval and having effective information sharing facilities with stakeholders. In this regard, NIC process should be computerized with secured database not only for reliability but also for quick delivery of service of the NIC since the demand is higher than the rate of producing and issuance of NIC. Further the importance of the study is that the success of other government services strongly depends on the success of the e-NIC. Therefore, the resources should be readily deployed to create a conducive environment for transformation of organization into the Information Communication Technology (ICT) application centre. The readiness should be assessed whether the workforce are comfortable with the implementation of new technologies and the e-NIC initiatives as change Management are easily accepted and adopted. Thus, the study was useful for identifying core factors affecting the e-government program and the recommendations are given as likely pitfalls as a precaution for other e-government programs;

The factors for implementation of e-NIC in the DRP were analyzed using the e-readiness model suggested by the E-Government toolkit for Developing Countries (Date). According to this model, the factors were examined in depth so that influencing factors affecting the successful implementation of e-NIC were systematically identified; many readiness models which were identified during Literature survey were tested with regard to Sri Lankan context such as Political willingness, ICT Infrastructure and other factors. Other countries' experiences were very useful to find strategies as to how to overcome the barriers and constraints of
implementation of e-NIC. In addition, the report proposes suitable mechanisms for successful implementation of e-NIC of DRP.

Factors influencing e-NIC implementation were determined. In the process of assessing the factors, Human Resources and ICT Usage and Environment are below the expected level. Factors such as Financial Resources and Application and Services are above the expected level.

Finally from the research findings several guidelines and mechanisms are proposed in order to overcome the critical issues disclosed. The main issue found was the development of e-NIC services as a key area of success of e-government of Sri Lanka.