ABSTRACT

Successful implementation of Electric government (e-government) provides many benefits such as increased productivity, efficiency, and transparency of government processes. Many studies have revealed that e-government projects implemented in developing countries have not been able to achieve expected objectives. In Sri Lanka, there are many e-government projects initiated at national level and institutional level. But unfortunately success rate of those initiatives are not at satisfaction level (as example 'One government in 2020', business process re-engineering in Pension Department Sri Lanka). High rate of failure in e-government implementations is the motivation for carrying out this study. Furthermore, there seems to be a limited number of studies which focus on identifying success factors for e-government implementation in context of Sri Lanka.

This study aims to investigate critical success factors associated with a recently implemented e-government project called EISA (ETFB Inspection System Application) in Employees' Trust Fund Board (ETFB), Sri Lanka. EISA project was implemented in ETFB to convert traditional manual inspection process into the technology enabled environment. Shortly after introducing EISA application for inspection process in ETFB, it is observed that the usability of EISA application among inspection officers reduced significantly. Purpose of this study is identifying key influencing factors which affected in decreasing EISA usability in ETFB.

Case study analysis approach was selected for this study as a research methodology to identify success factors EISA project implementation. Author reviewed relevant literature to identify success factors of e-government project implementation. Both the qualitative and quantitative data collection methods were used in this study. First, several interview sessions were conducted with selected 5 key EISA application users in ETFB, and identified 11 influencing factors (*Lack of user friendliness of EISA application, Complex operation of EISA, Lack of technical support, EISA Device and equipment problems, Poor design of EISA, Lack of IT knowledge of users, De-motivation of users, Lack of management support, Legal issues, Lack of user training and Connectivity problems*) which caused decrease of EISA application usability. Then, in order to confirm and validate the impact levels of those identified factors, a structured questionnaire was developed and distributed among a selected sample, for data collection.

When analyzing survey responses, Weighted Average Index (WAI) method was used to calculate weighted value of each factor. Descriptive analysis and Anova test were conducted using Statistical Package for Social Science (SPSS) package to validate WAI results and to identify relationships between the influencing factors.

According to the WAI value of the factors, 'Legal issues', 'Devices and equipment problems', 'Poor design of EISA application', 'Lack of technical support' and 'Complex operation' have highly impact level. 'Connectivity Problem', 'De-motivation' and 'Lack of management support' have average impact level while 'lack of IT knowledge', 'Lack of user awareness' and 'Lack of user friendliness' have low impact level for decreasing EISA application usability. In addition, results revealed that 'Poor design of the EISA application' and Device and equipment issues' have significant relationships with other factors of the list.

This study suggests several approaches for managing these factors in order to increase EISA usability. These suggestions include implementing a separate technical team for

addressing issues related to EISA application, implementing real-time connection between EISA mobile and EISA server, providing additional power sources for re-charging tablet PCs, modifying EISA application to simplify inspection process and facilitating capturing of signature of the employee and employer during the inspection.