ABSTRACT

Impact of the Integration of
'Electronic Document and Records Management' into
Sri Lanka Army with the perspective of system effectiveness:
Study on Electronic Daily Mail Dispatch System in Sri Lanka army

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Information and communication technology (ICT) has revolutionized the way the human beings live. Since the traditional methods and approaches of media, communication, information processing and dissemination are being challenged in every facet of life, the new way of government has been emerged and it commonly known as electronic government or simply e-Government. Electronic Document and Records Management System (EDRMS) is one such tool powered by ICT and used in e-Government implementations for managing important information resources from documents in any government. From the perspective of military organizations, processing and dissemination of information while ensuring the confidentiality and security becomes a massive operation due to its organizational structure and the strength.

In Sri Lanka Army, mail dispatch process is one of the key activities which is used to dissemination of information among various internal establishments and traditional process is not efficient and costly. The new Electronic Daily Mail Dispatch System (EDMDS) which replaced the traditional manual system in SL Army has to deliver the intended benefits to the organization and it's vital that it's accepted widely and used in an effective manner. This research focuses on analyzing the impact of the integration of EDRMS in Sri Lanka Army while focusing more on effectiveness of the EDMDS. Based on the reviewed literature, research identified 7 prominent factors (Top management support, User training and technical support, ICT infrastructure, System usefulness, System user-friendliness, User's computer self-efficacy and User's change reluctance) related to the effectiveness of the EDRMS and conducted a web based survey to identify the actual impact due to the said factors in the context of Sri Lanka Army. The collected facts were used to perform an impact analysis upon the effectiveness of the EDMDS in the mail dispatch operation in SL Army. The findings highlighted that all seven factors are influence to the effectiveness of the EDMDS in Sri Lanka Army as per the hypothesized.

Keywords: *EDRMS; EDMDS in SL Army; Electronic documents; Records Archives*