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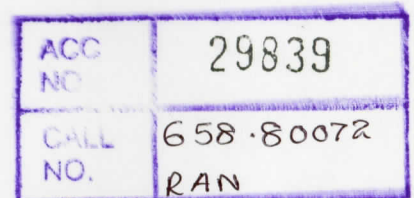
# STUDY ON INFORMATION AND COMMUNICATION TECHNOLOGY (ICT) APPLICATIONS AND SERVICE QUALITY OF GOVERNMENT ORGANIZATIONS: REFERENCE TO NORTH CENTRAL PROVINCE OF SRI LANKA

A dissertation submitted to the Rajarata University of Sri Lanka in partial fulfillment of the requirements for the degree of Master of Business Administration.

by



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## Abstract

There is a growing concern by people for an increased and better supply of government services, which seems a government's primary obligation to the public. People today expect round the clock services to be readily available at home, at work, on traveling or overseas through multiple channels at their convenience. The Government has undertaken major transformation processes to maximize the utilization of ICT aimed at facilitating and enhancing delivery of services in most of the government agencies, institutes and organizations. But according to the available data, information and literature, it has been revealed that the government institutions do have hardware, software, communication components and other ICT facilities to some extent, ICT based resources and services are not reaching the users to the expected extent. Therefore the study focuses on how ICT applications contribute to improving service quality of government organizations in Sri Lanka.

This study empirically investigated six aspects of ICT applications; transparency, efficiency, accountability, reliability, staff satisfaction and staff readiness associated with ICT. The research model has been conceptualized taking into account the relationships among the six independent variables and the dependent variable of service quality. The study was conducted in 12 DS divisions randomly selected from the NCP, with a sample of 196 respondents, both staff and clients. The data were collected through a questionnaire and structured interviews. The data analyzed included the univariate, bivariate and multivariate analyses.

The results of the bivariate analysis indicated that the five independent variables; transparency, efficiency, accountability, staff satisfaction and staff readiness positively correlated with the service quality. The multiple regression analysis revealed four independent variables of transparency, efficiency; staff satisfaction and staff readiness were significant and positively related to the service quality. So the staff at DS divisions should be given responsibility to ensure the trustworthiness and confidence on improving the accountability, while the software and hardware should be maintained by trained authorized staff to preserve the reliability of the ICT applications.

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