

## **E-Governance in Sri Lanka: Opportunities and Challenges**

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### **Abstract**

Public administration, governed by bureaucratic structures built on rationale principles, that dominated the twentieth century, has failed to respond to the changing requirements of the present world. E-governance, which is a paradigm shift over the traditional approaches in public administration, means rendering of government services and information to the public using electronic means. This new paradigm has brought about a revolution in the quality of service delivered to the citizens. This study examines these theoretical assumptions about e-governance by analyzing some experiences at the local and national levels of governments in Sri Lanka. The above stated purpose of the study has been achieved by means of studying particularly secondary materials. Personal observation is also used in this study. Primarily, the study is based on descriptive analysis. Major finding of this study is that the governments both local and national levels have not yet been achieved the goal of e-governance although there are some of opportunities to implement e-governance techniques in Sri Lanka. The study suggests that proper initiatives should be taken to the implementation of e-governance tactics in both local and national level in Sri Lanka, to provide high quality of public services.

***Key words: Public Administration, E-governance, Sri Lanka.***

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