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An analytical study of the use of M-government for providing information and services in public sector in Sri Lanka (Based on Government Information Centre-GIC)

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The developed and developing countries both have payed attention towards modernization of public sector in which m-government is one of the important factors. Spreading of information and communication technologies in the globalization context has been reasoned for this. Providing the information and services thorough telephones, mobile phones and wireless network is considered as m-government. M-government applications are used not only in developed countries but also in developing countries too. Sri Lanka is no exception; Information Communication Technology Agency (ICTA) operates several m-government projects in Sri Lanka. Government Information Centre (GIC) is one of the projects in m-government. Objectives of this research are to analyze and investigate the functions of GIC in the framework of m-government. Data was collected from secondary sources such as books, newspapers, internet sources, and documents available with the GIC. Results revealed lack of knowledge in receiving the information and services via the mobile, lack of private pubic partnership (PPP). Encouraging the people to expose for the m-government and the assistance of governmental departments towards this will enhance the GIC. At last, it is also expected to through a more light on the grounds of m-government in Sri Lanka.

Keywords: M-government, Modernization, Private Public Partnership (PPP)