



Recent Trends in the Use of E-Government Tools in Sri Lanka as Governing Strategies

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The concept of e-government can be portrayed as a public sector renaissance that has been marred by inefficiency, fraud, excessive bureaucracy and powerful political influence. It was an operational framework used in recent sustainable development and good governance approaches. That is, the concept of e-government has become widely accepted as a potent tool for improving the independence and effectiveness of the public service. Recent occurrences have provided evidence of how the political and permanent executive branches of the government operate when the nation is in an emergency. The most effective way to eliminate the issue arising due to political interference in Sri Lanka is to implement e-government. The serious issue caused by the scarcity of fuel gave rise to numerous challenges. One can argue that this challenging scenario has been resolved by the QR code-based system. However, it is usually the case in the current world to use these governance strategies as a method of achieving sustainable development goals. The degree to which the use of e-governance tools as new governance methods supports the pursuit of sustainable development goals is one of the areas covered in this research. In spite of this, the study reveals facts concerning how this government uses information and communication technologies in a backward manner that go beyond achieving sustainable development targets. The Ceylon Petroleum Corporation and the Information and Communication Technology Agency of Sri Lanka collaborated to issue the national fuel pass utilizing information and communication technology as a response to the recognized issue. This study focuses on how this system has successfully met the pressing need by offering effective answers. As a result, it was established that utilizing information technology tactics for preventing governance structure from failures is more crucial than achieving long-term sustainable solutions. This study also confirmed that there has been an upsurge in people's interest in using information technology devices in recent years. Based on these problems, the study found that Sri Lanka should now start using e-governance techniques in the long-term policy-making process.

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