A STUDY ON THE IMPACT OF INFORMATION COMMUNICATION TECHNOLOGY "FOR ENHANCING SOCIO-ECONOMIC DEVELOPMENT' AT THE DIVISIONAL SECRETARIATS LEVEL IN BATTICALOA DISTRICT

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A STUDY ON THE IMPACT OF INFORMATION COMMUNICATION TECHNOLOGY (ICT) "FOR ENHANCING SOCIO-ECONOMIC DEVELOPMENT" AT THE DIVISIONAL SECRETARIATS LEVEL IN BATTICALOA DISTRICT.

Abstract

The essence of success in today's business world depends on the continuous and rapid changing environment and dramatic innovation in the information Communication Technology (ICT) Information Communication Technology has been the ingredient of all sectors but a special attention has been given to service sector government service sector has made steps into incorporation new methodology and equipment in their service providing mechanism But, it is not adequate and successful one compared to private sector organization which provide same level of service.

This study concentrates on the impact of Information Communication Technology for enhancing Socio-Economic Development in Divisional secretariats of Batticaloa District. The adoption of Information Communication Technology in Divisional Secretariats has improved public services, facilitated accurate records, ensures convenient, and enhances faster services.

Further 100 questionnaires were issued and administrated in selected 10 Divisional Secretariats all collected data were analyzed and presented through SPSS (Statistical Package for Social Science) for convenience and reliability.

In order to analyze the impact of Information Communication Technology, the significant areas have been impacted by Information Communication Technology has been taken into consideration. Conceptualization has six variables which are Improving Services, Human Resource Development, Internal System Efficiency, Decision Making, Employee Perception, and Communication.

As per the data analyzed presented use of ICT in Divisional Secretariats divisions in Batticaloa District for Enhancing Socio-Economic Development is at moderate level this moderate level shows that the adoption ICT in service providing is poor and slow an important findings is that Divisional Secretariats level such as Pooratheevu Pattu, Manmunai South West , Manmunai West and Koralai Pattu South have been very much underperforming in ICT point of view But any how, government has stepped further to innovate these divisions through Manihda Chinthanaya ,District Development Program, Development Project and other related mechanisms

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