

Factors Influencing User Satisfaction with Sri Lanka's Online Passport Application System

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Abstract

The Government of Sri Lanka introduced the Online Passport Application System (OPAS) to improve the efficiency and accessibility of passport services. The system was designed to streamline the application process and reduce the need for physical visits. However, long queues at the Department of Immigration and Emigration (DIE) remain common, raising concerns about user satisfaction with the online service. This study examines the factors influencing satisfaction with OPAS, focusing on four key variables: Perceived Usefulness, Perceived Ease of Use, Trust, and Website Service Quality. The research problem arises from the limited understanding of how citizens experience and evaluate OPAS, despite its growing role in e-government service delivery. A quantitative research design was employed, and data were collected through a structured questionnaire from 382 OPAS users using convenience sampling. The data were analyzed through descriptive statistics, correlation, and regression techniques, with reliability and validity established through standard procedures. The findings indicate that all four variables significantly and positively affect user satisfaction. Among them, Perceived Ease of Use was the most influential factor, followed by Trust, Website Service Quality, and Perceived Usefulness. Together, these factors explain a considerable portion of the variation in satisfaction levels. The study highlights the importance of enhancing usability, strengthening trust and security, and improving website service quality to ensure higher citizen satisfaction. By addressing these factors, the Department of Immigration and Emigration can optimize service efficiency, reduce physical congestion at offices, and encourage greater adoption of online systems. This research contributes to the growing body of knowledge on e-government adoption and provides practical insights for policymakers and system developers seeking to improve the effectiveness of digital public services in Sri Lanka.

Keywords: e-government, online passport application system, perceived ease of use, trust, user satisfaction