

REFERENCES

- Acosta, P. S., Conesa1, I. M., & Palacios, R. C. (2010). An Empirical Analysis of the Relationship between IT Training Sources and IT Value. *Information Systems Management, 27*(1), 274–283.
- Adaku, E., Gyampah, K. A., Bryan, G., Lomotey, S. N. A., Amoatey, C. T., & Famiyeh, S. (2018). Improving public sector service delivery: a developing economy experience. *International Journal of Productivity and Performance Management, 67*(7), 1132-1146.
- Althaus, C., Brindgman, P., & Davis, G. (2013). *The Australian Policy Handbook* (5th ed.). Sydney, Melbourne, Auckland, London: Allen & Unwin. Retrieved from <https://books.google.lk/>.
- Antony, J. (2006). Six sigma for service processes. *Business Process Management, 12*(2), 234-248.
- Antony, J., Snee, R., & Hoerl, R. (2017). Lean Six Sigma: yesterday, today and tomorrow. *International Journal of Quality and Reliable Management, 34*(7), 1073-1093.
- Berman, E., & Prasaji, E. (2018). *Leadership and public sector reform in Asia* (1st ed.). UK: Emerald Publishing Limited.
- Buckley, R., & Caple, J. (2009). *The Theory and Practice of Training* (6th ed.). London and Philadelphia: Kogan Page.
- Charbaji, A., & Mikadashi, T. (2003). A path analytic study of the attitudes towards e-governmnet in lebanon. *Corporate Governance, 3*(1), 76-82.
- Chien, T. C. (2012). Computer self-efficacy and factors influencing e-learning effectiveness. *European Journal of Training and Development, 36*(7), 670-686.
- Choudrie, J., Weerakkody, V., & Jones S. (2005). Realizing the e-government in UK: rural and urban challengers. *The journal of Enterprise Information Management, 18*(5), 568-585.
- Cunningham, A., & Phillips, M. (2005). Accountability and accessibility: ensuring the evidence of e-governance in Australia. *Aslib Proceedings: New Information Perspectives, 57*(4), 301-317.
- Department of Immigration and Emigration, (2018). *Performance Report*. Colombo.
- Eni, L. C. (2016). Considerations regarding the design of an online collaborative audit system. *Managerial Auditing Journal, 31*(1), 64-86.

- Fasna, M. F. F., & Gunathilaka, S. (2019). A process for successfully implementing BPR projects. *International Journal of Productivity and Performance Management*, 68(6), 1102-1119
- Grindle, M. S., & Hilderbrand, M. E. (1995). Building sustainable capacity in the public sector: what can be done?. *PUBLIC ADMINISTRATION AND DEVELOPMENT*, 15, 441-463.
- Haapamaki, E. & Sihvonen, J. (2019). Cybersecurity in accounting research. *Managerial Auditing Journal*, 34 (7), 808-834.
- Harris, A. (2011). System improvement through collective capacity building. *Journal of Educational Administration*, 49(6), 624-636.
- Hess, J. D., & Benjamin, B. A. (2015). Applying Lean Six Sigma within the university: opportunities for process improvement and cultural change. *International Journal of Lean Six Sigma*, 6(3), 249-262.
- Hughes, O.E. (2003). *Public Management and Administration*, Retrieved from https://www.academia.edu/15157168/PUBLIC_MANAGEMENT_OR_PUBLIC_ADMINISTRN.
- Karunasena, G., & Amaratunga, D. (2016). Capacity building for post disaster construction and demolition waste management. *Disaster Prevention and Management*, 25(2), 137-153.
- Kwon, M., Remoy, H., & Dobbeltstein, A. V. D. (2019). User-focused office renovation: a review into user satisfaction and the potential for improvement. *Property Management*, 37 (4), 470-489.
- Kwon, M. & Remoy, H. (2019). Office employee satisfaction: the influence of design factors on psychological user satisfaction. *Facilities* (Unpublished article).
- Lappi, T. M., Aaltonen, K., & Kujala, J. (2019). Project governance and portfolio management in government digitalization. *Transforming Government: People, Process and Policy*, 13(2), 159-196.
- Ministry of Foreign employment, (2017). *Performance Report*. Colombo.
- Nath, A., & Kanjilal, D. (2018). Addressing the challenges of e-Government: learning from the IT industry. *VINE Journal of Information and Knowledge Management Systems*, 48(1), 62-82.

- Paper, D. (1997). The value of creativity in business process re-engineering. *Business Process Management*, 3(3), 218-231.
- Park, J. (2018). Korea's Government reform in public policy and management. *Asian Education and Development Studies*, 7(3), 256-265.
- Plesner U., Justesen, L., & Glerup, C. (2018). The transformation of work in digitized public sector organizations. *Journal of Organizational Change Management*, 31(5), 1176-1190.
- Powell, S. K., & Yancil, S. (2010). Managerial Training Effectiveness. *Personnel Review*, 39(2), 227-241.
- Rahman, A. A., Ng, S. I., Sambasivan, M., & Wong, F. (2013). Training and organizational effectiveness: moderating role of knowledge management process. *European Journal of Training and Development*, 37(5), 472-488.
- Sarkar, A., Mukhopadhy, A. R., & Ghosh, S. K. (2011). Selection of critical process for "process improvement". *International Journal of Lean Six Sigma*, 2(4), 360-370.
- Sarkar, A., Mukhopadhy, A. R., & Ghosh, S. K. (2013). Improvement of claim processing cycle time through Lean Six Sigma methodology. *International Journal of Lean Six Sigma*, 4(2), 171-183.
- Saxena, K. B. C. (2005). Towards excellence in e-government. *International Journal of Public Sector Management*, 18(6), 498-513.
- Shams, S. M. R. (2016). Capacity building for sustained competitive advantage: a conceptual framework. *Marketing Intelligence & Planning*, 34(5), 671-691.
- Smith, A. (2006). The development of employer training in Australia. *Education + Training*, 48(4), 252-261.
- Spanou, C. (2008). State reform in Greece: responding to old and new challenges. *International Journal of Public Sector Management*, 21(2), 150-173.
- Stoneburner, G., Goguen, A., & Feringa, A. (2002). *Risk Management Guide for Information Technology Systems*. Gaithersburg: National Institute of Standards and Technology Special Publication.
- Summers, D. C. S. (2011). *Online Instructor's Manual with Selected Answers to accompany Lean Six Sigma*. Ohio: Pearson.

- Tariq, M. U. (2013). A six sigma based risk management framework for handling undesired effects associated with project completion. *International Journal of Lean Six Sigma*, 4(3), 265-279.
- Telecommunication Regulatory Commission of Sri Lanka. (2019). Retrieved from <http://www.trc.gov.lk/#home4>.
- Tikkanen, H., & Polonen, P. (1996). Business process re-engineering projects in Finland. *Business Process Re-engineering and Management*, 2(3), 10-25.
- United Nations Development Program, (2013). Supporting Capacity Building: The UNDP approach. Retrieved from <https://www.gdrc.org/uem/undp-cb.html>.