

Executive Summary

The purpose of Public service is to advance new leadership to strengthen communities, nonprofits, and civil participation. Its primary operation is the delivering of effective service. District Secretariats & Divisional Secretariats have been instrumental in the public development as a professional dedicated to public service. Working alongside staff in the non-profit sector has been valuable, giving to the public the service related to running an effective community base Government.

This project is concerned with implementing process of the enhancement of service delivery that would benefit the Divisional Secretariats in achievement of satisfaction of public & Staff. The manual system caused to increase the processing time, non standardization of documents, lack of internal security, delay in providing public service and etc. The problems in the manual system were identified by using the planning tools such as SWOT analysis by the project Author. This analysis revealed that present manual system is not efficient to produce the rapid and accurate information to enhance the decision making process.

There were five components such as situational analysis, requirement analysis, system design and development, system training, monitoring and evaluation and system implementation .The situational analysis was used to find out the performance gap of the inefficient manual system by using the SWOT analysis.

The project owner was able to use his conceptual, interpersonal, and technical skills earned by learning from his study programme of master of public administration and his wide experience in handling the business registration works. In addition to that the required technical skills in regard to the application software programme were provided by the software designer to get the required output. The project author specially developed the technical skills relevant to business registration works in the electronic environment efficiently and effectively.

Finally the MIS has been implemented in business registration activities in all the Divisional Secretariats in Jaffna District.