

Voice from the Control Room : Government Officials' Perspectives on How Politics, Funding and Technology Shape Sri Lanka's Transport Future

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The daily struggles of Sri Lanka's public transportation system affect millions of lives, yet the voices of those who run it often go unheard. This study spoke with eight senior government officials from the National Transport Commission and Ceylon Government Railways to uncover what happens behind the scenes. Through detailed interviews, three main problems weighing on their minds were identified: political interference disrupts their work, money shortages block necessary improvements, and finally, worker satisfaction has hit rock bottom. Many transport workers feel stuck with low wages and unclear career paths, which makes it hard to keep services running smoothly. However, it is not all about bad news. These officials shared smart ideas about fixing issues, from better resource management to innovative technology implementation that could help riders track their buses and trains. They believe Sri Lanka's public transport can improve with the right changes. This research study goes beyond just listing problems - we talked to people who live these challenges every day and know what needs to change. Their stories show that improving public transport is not just about new buses or trains; it is about supporting the people who keep everything moving, listening to what riders need, and Equipping transport workers with the required equipment to perform their jobs well.

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