

SC

**“A STUDY ON AVAILABILITY OF  
QUALITY INFORMATION FOR  
THE SUCCESS OF NATURAL  
DISASTER RECOVERY WORK IN  
SRI LANKA: WITH SPECIAL  
REFERENCE TO REBUILDING  
OF TSUNAMI AFFECTED  
HOUSES”**

**Name: S. D. Johnpillai  
Index No: FGS/02/25/01/2005/25  
Course Code: MBA 62016**



**The dissertation submitted to the Faculty of Commerce and Management Studies, University of Kelaniya as a partial requirement of the Master of Business Administration Programme.**

**THE FACULTY OF COMMERCE AND MANAGEMENT STUDIES  
UNIVERSITY OF KELANIYA  
SRI LANKA**

**2008 MAY**

ප්‍රවේශ අංකය	521
වර්ග අංකය	

## Abstract

The December 2004 Tsunami was Sri Lanka's most catastrophic natural disaster in living memory with over 35,000 dead and almost a million displaced. However, parts of Sri Lanka have suffered regularly from floods or droughts. The floods in 1989 and 2003 together claimed 560 lives; the cyclone in 1978 killed 740. Drought affected almost 2 million people each year in 1987, 1983 and 1982 – more than the Tsunami, although the death toll was negligible. Man made disasters continue with 20-year long civil war. The natural disasters have brought widespread damage to Sri Lanka in terms of loss of lives, displaced families, destruction of houses, businesses and many other direct and indirect consequences.

There were three objectives for this study. They are, to identify whether the factors affecting quality of Information exists in disaster recovery organizations, to analyse the availability of quality information for natural disaster recovery work and to find out whether there is a relationship between the factors affecting quality of information and the quality of information. This study has special reference to the housing sector, as it is one of the main drivers of economic growth and standard of living of a human being.

The main instrument used in this research was indepth interviews. The observation method was also used to gather information for this study. The actual conditions of the variables such as the technical infrastructure and the clarity of format were observed directly. In analysing the data, the Lickerd scale and percentage level was used to find out whether the factors affecting quality of information and quality of information are available in the organization. The correlation coefficient method was used to find out the relationship between factors affecting quality of information and quality of information.

The main factor that affects the quality of information is level of co-ordination and the variable that affects level of co-ordination is mutual adjustment. The main attribute that affects quality of information is accessibility. The Government related organizations have a considerable amount of accessibility to data but it is adversely compromised by accuracy. It was found that when level of co-ordination, comprehensive dictionary of data, total cost ownership and availability of technical infrastructure increased the quality

of information increased. When bureaucracy increased the quality of information decreased.

This study recommends to increase co-ordination between the organizations involved in rehabilitation, increase accuracy in government organizations through community participation and proper follow up, formulation of information centres under Divisional Secretariat.

Further, it was recommended that information collected by the information centres in each Grama Niladhari Division to be forwarded to the Divisional Secretariat and the District Secretariats should collect the information from the Divisional Secretariats. The Disaster Management Centre should collect the information from all the District Secretariats. The information will be in the custody of the Disaster Management Centre. The parties interested in obtaining information on disaster recovery, may obtain the information from the Disaster Management Centre. That is, the Disaster Management Centre will distribute the information to the organizations.

The study finally recommends to increase the quality of information through providing training to Grama Niladharies in collecting the information. The Divisional Secretariat could materialize through having data audit system to check the quality of information collected by the Grama Niladharies.

Finally, the research revealed that factors affecting quality of information are available in organizations involved in rehabilitation and the organizations did not have quality information to execute their activities. Further, it revealed that, when factors affecting quality of information such as level of co-ordination, comprehensive dictionary of data, total cost ownership, and availability of technical infrastructure were not available in the organizations, the quality of information decreased. On the other hand, when bureaucracy was available in the organizations the quality of information decreased.

