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Effectiveness of Service Delivery Systems of Local Government Authorities to Enhance the Growth Potentials of Regional Businesses

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This paper reveals how the service quality-related improvements could enhance the productivity of local authorities as an alternative mechanism to motivate regional investors to broaden business growth opportunities. Accordingly, this paper has followed theoretical models and explanations to conceptualize the integrated content to explain how the level of service quality excellence in the service delivery systems of local government authorities could influence perceived service quality referred to respective business clients/investors. It has proposed the research propositions for the future studies specially referring to the gaps exists amongst business clients or investors towards service quality mechanisms of local government authorities that could influence their perceived service satisfaction to penetrate business growth potentials. Further, it has revealed the moderating mechanisms that influence the perceived service quality amongst business clients/investors whom served by local government authorities. Finally, paper postulates the strategic directions and policy-related inputs to enhance the strategic service delivery systems for the local government authorities in Sri Lanka aiming to assist regional business developments and growth potentials.

Key words: *Local Government Authorities of Sri Lanka, Service Quality, Service Gaps, Service Delivery Systems*

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