UNDERGRADUATE RESEARCH DAY

PROCEEDINGS

2020

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FACULTY OF MANAGEMENT STUDIES AND COMMERCE
UNIVERSITY OF SRI JAYEWARDENEPURA
GANGODAWILA, NUGEGODA
SRI LANKA



Undergraduate Research Day 2020

Proceedings

Department of Public Administration
Faculty of Management Studies and Commerce
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Message of the Vice Chancellor

It is with great pleasure that I write this congratulatory message for the "Undergraduate Research Day" organized by the Department of Public Administration of the Faculty of Management Studies and Commerce, University of Sri Jayewardenepura for the fifth consecutive year. It gives me great joy to know that the University has continued to facilitate students with a platform that will enable them to enhance their research skills.

Since its inception, the Department of Public Administration has always believed in the importance of strengthening research in the area of Public Administration. Public Administration is considered as the backbone of any country. If Sri Lanka is to be on par with other nations which are driving the world economy, it is required to do research in the sphere of Public Administration to accelerate the development process of the country, especially in the current Covid-19 pandemic situation. A special feature of this year's Undergraduate Research Day is that it is held virtually, adapting to the challenges posed by Covid-19.

A skilled and dedicated team is key to the success of any event. This research day would not have become a reality without the hard work, guidance and immense efforts of the academic staff members of the Department and the commitment of the undergraduate researchers. Thus, my sincere appreciation is conferred to both academics and the students for their dedication in organizing this Undergraduate Research Day amidst the current challenging situation.

As the Vice-Chancellor and as a Senior Academic, I am pleased to see more students engaging in research, under the supervision and guidance of the academic staff, which results in the creation of new knowledge in the sphere of Public Administration.

I congratulate all those who contributed to the "Undergraduate Research Day" and wish our students every success in their future endeavors.

Senior Professor Sudantha Liyanage

BSc (Hons) (USJ), PhD (Cardiff), C Chem, FRSC, FIChem C, FPRISL

Vice Chancellor

University of Sri Jayewardenepura



Message of the Dean

It gives me a great pleasure to write a message for the Undergraduate Research Day - 2021 of Department of Public Administration, Faculty of Management Studies and Commerce, University of Sri Jayewardenepura. First of all, I would like to congratulate the Department for organizing this event with the objective of proving a platform and an opportunity for students to present and discuss their research findings to enhance the research skills of our graduates.

The experience that you gather through this exercise would definitely train you to identify issues, collect relevant data, and analyze the data scientifically to arrive at more innovative and creative solutions to many problems and challenges faced by the Private and public sector organizations and the society.

Moreover, this research component of our Honours Degree Programmes is a special feature, which provides you with a competitive advantage to compete with other professionals in the employment market, and surely, it would help you to analyze the environment more rationally to make effective contributions to the sustainable development of the organizations and the country at large.

Finally, I take this opportunity to congratulate all the students those who make their presentations/contributions and extend my gratitude to the staff members and the Head of the Department for their untiring commitment to make this event a success.

I wish you all the best.

Professor P. D. Nimal
Dean
B.Sc. Bus. Admin. (Special) (SJP); MBA (PIM – SJP); MBA (Shiga); PhD (Shiga, Japan)
Faculty of Management Studies & Commerce
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Message of the Head of the Department

I am very pleased to write this message for the Undergraduate Research Day 2020 of the Department of Public Administration which is an annual event in the academic calendar of the Department. This is the fifth consecutive year of organizing the Undergraduate Research Day purporting to inculcate a better research culture among the undergraduates of the Department.

The key objectives of the Undergraduate Research Day are to encourage the students to engage in research and to disseminate their research findings among a wider academic audience.

Compared with other course work in the degree programme, conducting a research is a challenging task for the students at their undergraduate level. Preserving a constant interest in the research area of chosen is major stimulus for completing a quality research work. However, continuous engagement in the research work under the academic guidance of the academic members would improve their knowledge & skills in multiple ways, empowering the students to carry on further research.

At present, the research and developments are significant more than ever due to the Covid-19 pandemic, demanding to find out alternative methods to move forward with new normal life-style. Adapting to the new practices, this year Undergraduate Research Day is organized virtually, providing a unique experience to our research presenters and the participants.

To make this day a success the support extended by the Vice Chancellor of University of Sri Jayewardenepura, Senior Professor Sudantha Liyanage and the Dean of the Faculty of Management Studies and Commerce, Professor P.D. Nimal are fondly remembered. Also, the keynote address delivered by Professor N.C. Cooray, from International University of Japan enhances the research knowledge among the undergraduates and motivate them to continue their research activities. Also, I profoundly acknowledge and appreciate the enormous support given by the academic members, non-academic staff and the students of the Department of Public Administration. This message would have

not been completed if not for extending my sincere gratitude for the review panel of the Undergraduate Research Day, and the financial support given by the AHEAD Project.

I hope this Undergraduate Research Day is an academically stimulating experience for all of you.

Wish you all every success in your future endeavors!

Dr. L.A. Pavithra Madhuwanthi
Head
Department of Public Administration



Keynote Address

Public Policy and Wellbeing of Citizens: Need Research on Institutional Road Map to Plenty

During the proposed talk, an attempt is made to answer two questions. First, why do we research? One of the crucial characteristics of human beings is our curiosity. Because of "curiosity," we want "to know" and hence the research. How do we know what we know? And what is knowledge, anyway? These inquiries are at the core of epistemology, the philosophical subject dedicated to the study of knowledge. According to cynics, we might not know what we think we know. The verb "to know" has a multifaceted meaning. Questioning how we come to know what we know and whether we really know what we think we know, inspires us to evaluate scientifically the information we receive, the opinions we hold, and the knowledge we take for granted. Two methods, Rationalism developed by Rene Descartes (1596-1650) and empiricism by John Locke (1632-1704), provide new understandings of knowledge. Descartes is considered the father of modern philosophy, who developed a method of understanding the world based on reasons to obtain knowledge. John Locke believed that knowledge was founded in empirical observation and experience. Second, do we have good knowledge of the nexus of public policy, wellbeing, and institutions? We will answer these two questions by taking empirical evidence from the world's top economies, the US, China, Japan, and Germany.

Governments everywhere in the world, including Sri Lanka, want to achieve specific goals, including enhancing citizens' wellbeing through public policy. One of the ten economic principles says that the standard of living (or wellbeing) depends on the country's production and economic growth. Therefore, for public policy makers, nothing matters more in citizens' long-term prosperity than economic growth. As researchers and public policy makers, we should know how successful the economies of Europe, North America, and Asia have achieved high material wellbeing than many other countries. We should also understand why nations fail. Why Japan became the first developed country in

Asia? Can geography and culture explain African growth experiences? People from Europe migrated to the Americas almost simultaneously. However, North America developed than South America. Before WWII, there was only one Korea. However, after separation, North Korea failed while the South has achieved a lot. It is also clear that there is a substantial difference in wellbeing between West Germany and East Germany after separation.

Many have argued that economic policies, geography, culture, or value systems explain those nations' growth differences. However, Acemoglu and Robinson (2013), in their book titled "Why Nations Fail," argue that political institutions determine economic institutions that matter the nation's wellbeing. Public policy is strongly related to the institutional mechanism of a country, and therefore it has a vital role in enhancing citizens' wellbeing. The top four global economies, the US, China, Japan, and German, have implemented public policies with four different political-economic systems in achieving material wellbeing. The four political economy systems include Market Oriented Capitalism in America, Capitalism with Chinese Characteristics in China, Japanese Developmental State, and Social Market Economy in Germany. Therefore, it is worth critically examining those four countries' public policy and institutional frameworks to learn lessons from their successes and failures for other developing countries, including Sri Lanka.

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Contents

	Page
Evaluating the Effectiveness of Vocational Training Programs Conducted for Female Prison Inmates in Sri Lanka *E.M.V.O. Ekanayake*	01
Factors Affecting Street Littering Behavior Among Youth in Colombo District, Sri Lanka *M.M.F. Zainab*	09
Managing Stress Through Spirituality Among Final Year Undergraduates: Evidence from A Management Faculty in A National University in Sri Lanka *N.M. Rajathewa*	18
Factors Influencing Parents' Decision to Select Primary School in Colombo District. *H.R.A.S.Vindula*	28
Exploring Limitations of Using Information Technology in Public Sector Hospital Administration in Sri Lanka: A Case Study. *G.K.C.Y. Gannoruwa*	37
The Impact of Grievance Handling on Employee Job Satisfaction During the Covid-19 Pandemic Situation: With Reference to Sri Lankan Health Sector Staff Level Employees; Western Province *H.M.S. Perera*	45
The Determinants of Labour Outmigration in Tea Plantations: A Case of Nuwara Eliya District in Sri Lanka *S. Vithusha*	54
Media Ethical Issues in Television News in Sri Lankan Television Channels: Perspectives from Journalism Lecturers. *G.L.N. Pinsara*	66
Difficulties Faced by The Passengers in Railway Transportation *W.Y.T. Alwis*	73
Education and Job Mismatch: Case of Development Officers in Sri Lanka *W.P.G.N.M. Premachandra*	80

EVALUATING THE EFFECTIVENESS OF VOCATIONAL TRAINING PROGRAMS CONDUCTED FOR FEMALE PRISON INMATES IN SRI LANKA

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Keywords: Vocational training programs, Female prison inmates, Trainers, Effectiveness

Introduction

An inmate is a person, who is confined to an institution such as a prison or hospital (Oxford, 2020). The lives of them should not be limited to the space of their cells, but they should be explored by the world. With the identification of government responsibility towards civilizing inmates to the society, a considerable attention of prison authorities has been drawn on conducting several types of programs. The provisioning of vocational training programs for inmates is one program which provides a greater support for inmates to strengthen their economic and social conditions. In Sri Lankan context, the Department of Prisons has made arrangements to conduct vocational trainings for the inmates. The study is focusing on evaluating the vocational training programs conducted for the female inmates in Sri Lanka.

A Nigerian prison study implies the need for assessing the effectiveness of vocational training programs conducted in the prisons. Today's prison system needs to be in a more progressive manner, to enable inmates to have ultimate rehabilitation through training in vocational skills. This will enhance an effective and a proper inmates' reintegration into the society. If these vocational trainings are effective in prisons to be efficiently utilized by the inmates, it will enhance their reintegration into the society, and reduce recidivism by empowering them (ALIU, 2019).

Research Questions

According to the performance report of Department of Prisons, in the year of 2018, allocation for vocational training programs in Sri Lankan prisons was Rs.3, 500, 000 (Department of Prisons, 2019). Though a considerable amount of provision is made by the government for conducting vocational trainings for inmates, the effectiveness of vocational training programs conducted in Sri

Lankan prisons is somewhat questionable. Based on that the research, questions of the study were drafted as follows;

- Are the vocational training programs conducted for female prison inmates in Sri Lanka effective?
- What are the issues in vocational training programs conducted for female prison inmates in Sri Lanka?
- What are the suggestions to improve the effectiveness of vocational training programs conducted for female prison inmates in Sri Lanka?

Research Objectives

- To evaluate the effectiveness of vocational training programs conducted for female prison inmates in Sri Lanka.
- To identify issues prevailing in the vocational programs conducted for the female prison inmates in Sri Lanka.
- To make recommendations to avoid identified issues and to further improve the effectiveness of vocational training programs for the female prison inmates in Sri Lanka.

Literature Review

Vocational education in general can be considered as one of the most widely implemented and evaluated types of correctional intervention. The main purpose of providing vocational education programs is to counteract the effects of poor educational achievement and lowered employability of correctional populations (Bouffard, Mackenzie, & Hickman, 2000).In Sri Lankan context, prisoned inmates are given trainings on carpentry, tailoring, laundry, motor mechanism, bread making, weaving, knitting, the manufacturing of coir goods and so on for male inmates whilst the convicted female inmates are given training mainly in tailoring, knitting, weaving and cookery" (Kuruppu, 2001).Kirkpatrick (1996) has presented a 4-level model to evaluate training programs. The following four criteria presented in this model can be applied in the context of evaluating the effectiveness of vocational training programs conduct for female inmates in Sri Lanka.

1. Reaction - measuring the interest, motivation, and attention levels of participants.
2. Learning - measuring what participants have learned in terms of both knowledge and/or skills

3. Behavior - performance or ability to use learned knowledge or skills
4. Results - measuring of the impact that the training has had overall, including financial or morale impacts (Smith, Balandin, Sigafoos, & Reed, 2009)

As stated in the article, “The "Black Box" Behind Prison-Based Vocational Training Programs” followings can be identified as criterion to measure the effectiveness of vocational training programs conduct in prisons.

1. Reduce the risk that ex-prisoners will return to crime after their release from the prison
2. Give inmates valuable work experience
3. Improve their employment opportunities after they are released from the prison (Shoham, Hasisi, Weisburd, & Haviv, 2017).

Especially about the vocational training programs conducting for female inmates, the effectiveness can be measured in terms of criterion such as; vocational skills training programs should be designed with consideration for the types of jobs women are likely to be offered and with a view to breaking gender stereotypes. They should be trained according to recognized national standards and receive accredited qualifications for their learning (Thailand Institute of Justice and Penal Reform International, 2019).

Methodology

This study is a qualitative study which is conducted as a case study research. And this is focused on two cases of vocational training practices in Dumbara (New Bogambara) and Kalutara prisons. The population in this study refers to the trainers who provide vocational trainings for female inmates. The sample is consisted of four female trainers involved in providing vocational training programs for female inmates. The data collection was done through the use of the telephone interview method. Thematic analysis method is used as the data analysis method in this study.

Data Analysis

In order to evaluate the effectiveness of vocational training programs conducted for female inmates, seven themes have been identified as; organizational support for effective vocational training programs for female inmates, reaction of inmates towards the training programs, learning and behavior of inmates in the training programs, self-employment by ex-inmates, promotion of inter-relationships through the training programs, cost avoidance by vocational training programs and the effectiveness of incentives provided for the inmates.

Organizational support for effective vocational training programs for the female inmates

For having effective vocational training programs in the prison, supportive organizational commitment is a must. The relevant authorities have their responsibility to provide the required facilities, direct the inmates to take the trainings and to make a favorable environment to conduct these trainings. In order to carry out more effective vocational training programs a significant contribution has been made from the Department of Prisons, where separate locations and all the required resources are provided in a sufficient manner. They are trying to increase the inmates' participation to the trainings and working on for improving the effectiveness of these programs.

Reaction of inmates towards the training programs

Here the inmates' reaction is about the feelings for and liking of a training program (Tan, Hall, & Boyce, 2003). It is assessed in terms of their participation, willingness and motivation. In terms of the inmates' reaction over the vocational trainings it is evident that, the inmates who are taking the trainings are having a higher level of liking for taking the vocational training programs conducted for them. They are exhibiting a good participation to the training programs and having a higher level of willingness to take these trainings with different motives.

Learning and behavior of inmates in the training programs

Learning, was defined as the principles, facts, and techniques understood and absorbed by the trainees. And behavior is defined as transferring knowledge, skills, and attitudes learned during the training to the job (Tan, Hall, & Boyce, 2003). The effectiveness of these vocational training programs could be assessed against what participants have learned in terms of knowledge and/or skills from the vocational trainings provided to them and their ability to use the learned knowledge or skills. It could be stated that the inmates who are taking the trainings have absorbed all the knowledge and skills and have the capacity to deploy them. They make marketable products and products for their personal consumptions too.

Self-employment by ex-inmates

The knowledge gained from these programs will enable the ex-inmates to engage in self-employment opportunities and thereby they could strengthen their economy. Though there is a limited number of evidence over self-employed ex-inmates, it is found that female inmates can get the maximum benefit from

these training programs after their prisoned term. They can even get the support from their family members and can strengthen their economy.

Promotion of inter-relationships through the training programs

These training programs help the inmates to promote their inter-relationships with their co-inmates and as well as with the trainers. All four trainers expressed that inmates are highly corporative and supportive in the training programs. Inmates feel free to share their personal stories with the trainers. Inmates maintain sound relationships with their co-inmates in their workings where they share their knowledge with other and have mutual respect for each other.

Cost avoidance by the vocational training programs

From the organizational perspective, the providing the vocational trainings for the inmates is a cost effective way which they could achieve through cost avoidance. The inmates who are taking the trainings may have a chance of getting qualified for early releases from the prison by showing a good behavior and thereby it will contribute to avoid the maintenance cost of the prisons.

Effectiveness of incentives provided for the inmates

The inmates are provided with an effective incentive system in which they receive both monetary and non-monetary incentives. Some are entitled for a daily wage and in the trainings which produce marketable products; inmates are offered with a percentage of profit earned by sales. At the same time inmates are offered with certificates over the participation to the trainings and there are exhibitions which motivate inmates over their creations. These types of incentives give the inmates an accumulated savings, recognition and value for their efforts.

Even though it is found that these vocational trainings for the female inmates are functioning effectively, several issues are found relating to these programs. There are issues relating to the variety of programs to be accessed by the inmates, issues with inmates' reaction, issues of self-employed ex-inmates and issues faced by the trainers.

Key findings and Discussion

In the report on 'Evaluating the Effectiveness of Correctional Education', it identified the vocational education is one type of correctional education for prisoners. And it analyzed the effectiveness of correctional education under the criterion of "relationship between correctional education and recidivism",

"relationship between correctional education and employment" and "relationship between computer-assisted instruction and academic performance" (Davis, Bozick, Steele, Saunders, & Miles, 2013). In relation to these criterions, the current study is mainly discussed on the relationship between vocational education and employment. Moreover, it discussed about several other criterions such as organizational support, reaction and learning and behavior of inmates, improvement of inter relationships of the inmates and etc.

A study conducted in Nigeria found several challenges to conduct effective vocational trainings for the inmates. Inadequate support from governmental agencies and non-governmental agencies, lack of inmates' will to participate in these trainings, inadequate market for disposing the prison inmates' trade products within and outside the prison wall and inadequate vocationally trained personnel to disseminate relevant vocational skills are some of them (Mannir, 2016).

But the current study found that the both government and non-government sector have made their contribution to provide vocational education to the inmates in Sri Lanka and have provided the required resources. And as it is identified, female inmates have a higher level of interest to take these training. However, the challenge for getting access to market is found in the Sri Lankan context too. As per the views of the trainers especially the ex-inmates are getting discouraged in their attempt to engage in self-employment activities due to the unavailability of market space to sell their products.

Conclusion and Recommendations

It is found that the vocational training programs conducted for the female inmates are in an effective state as it receives a good organisational support and a higher level of inmates' reaction to take the trainings. And it explores the opportunities for the inmates to expand their learning and help ex-inmates to find self-employment opportunities. The inmates are offered with an effective incentive system. And these programs can be identified as cost effective as they result in cost avoidance for the prison. However, there are some issues that are found in relation to these vocational training programs conducted for the female inmates in Sri Lanka. The researcher has come up with the following recommendations to avoid identified issues and to further improve the effectiveness of vocational training programs delivered for the female inmates in Sri Lanka.

The female inmates should be offered with different types of trainings beyond the existing gender stereotyped trainings. The relevant authorities can encourage more inmates' participation to the trainings. The government should establish a continuous follow up mechanism over ex-inmates and government can be concerned more on supporting self-employed ex-inmates. Recruiting qualified vocational instructors and providing special trainings for the trainers will contribute getting an effective output from the trainers. And the prison authority could conduct these training programs in collaboration with different institutions related to providing vocational education.

The main limitation in the study was that the researcher was unable to get access to visit the prison premises and to collect the data directly from the participants. Due to the health precautions taken over the Covid-19 pandemic and due to the security measures in the prison premises, access was restricted to visit the prison to collect data for the study. Therefore, it resulted in limiting the number of participants in the sample to four trainers. But greater insights could be gained if the sample size of the study is extended. Therefore, as a future research suggestion, the researcher would like to recommend conducting this kind of a study by expanding the sample. And also this study could be conducted with the inmates. If one can do an extensive survey about the vocational training programs conducted in the prisons island wide, a more effective study could be conducted about the effectiveness of vocational training programs conducted in the prisons in Sri Lanka.

Acknowledgement

This research is based on a dissertation submitted to the Department of Public Administration, University of Sri Jayewardenepura for the year 2020 as a partial fulfillment of B. Sc. Management (Public) (Special) Degree. I highly appreciate my research supervisor, Dr. L.A.Pavithra Madhuwanthi for the guidance and advice in completing this study.

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FACTORS AFFECTING STREET LITTERING BEHAVIOR AMONG YOUTH IN COLOMBO DISTRICT, SRI LANKA

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Keywords: Street Littering Behavior, Youth, Situational factors, Environmental factors

Introduction

Sri Lanka suffers severe consequences due to improper dumping of waste, particularly in urban areas. A report published by JICA (2016) revealed that the waste generation amount in Sri Lanka has increased from around 6,400 ton/day since 1999 (UNEP, 2001) to 10,786 ton/day since 2009 (University of Moratuwa and NSWMSC, 2013). The above report also mentioned that the amount of waste collected in the Western Province is the biggest occupying 52% in the total waste of Sri Lanka and the waste collection rate is 51%, the highest among all other provinces. This situation is greatly aggravated by the practice of street littering in metropolitan areas in Western Province. The roadways are one of the largely littered areas in towns and generally, streets are mostly found polluted with materials such as plastic, polythene, paper, food wrappers, bottles, cans etc. However, Daily FT News (20th April 2012) says that the most commonly seen waste that is strewn on the streets of Colombo area is non-degradable polythene, which shows the severity of the issue.

Many global studies have discussed the consequences of improper litter disposal in general (Nkwocha and Okeoma, 2009; Khawaja and Shah, 2013; Furusa, 2015). Further, almost all the local studies found are related on waste management and related aspects, However, studies, particularly on street littering remains scarce in Sri Lankan context. Though the government has taken some initiations against street littering recently, the general public neither seem considerate nor fear of those regulations. Though waste bins are sometimes installed on both sides of roads adequately, people continue to dispose of their solid waste improperly with no regret. This situation is further evident because, the sign boards stating "littering is a punishable offence" can be found in the

places where heavily littered. Thus, it is clear there is an unsolved issue with the discipline and attitudes of the people regarding street littering.

Research Question

- What factors affect street littering behavior among youth in the Colombo district?

Research Objectives

- To identify (situational and environmental) factors affecting street littering behavior among youth in the Colombo district
- To propose solutions to resolve the problem of street littering

Significance of the Study

A scientific study on littering would contribute to the existing body of knowledge as studies in this regard are less focused in the Sri Lankan context. Thereby bringing in, an academic significance to this study. To the policy makers of the country the study helps in developing effective and strict public policies based on the findings of this research. Governments, are welfare oriented and are set up to support and bring goodness to the public at large. Therefore, as streets are public spaces the government can comprehend the causes behind street littering through this study and address the problem more effectively. Empirically this research will become a source in creating awareness to the society.

Literature Review

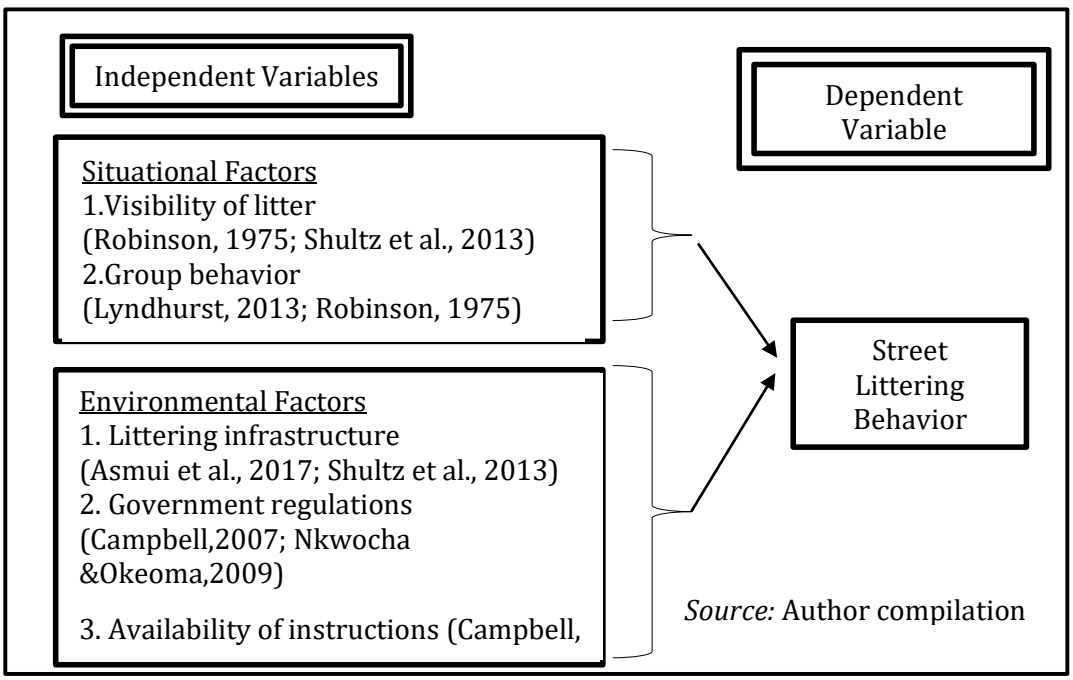
Refuse is solid waste material which is apparently worthless. Scrap is solid waste material which can be used, either for its original purpose or a downgraded one, and which, therefore, commands a price. Litter can be either refuse or scrap; what distinguishes it is that it is in the wrong place (Flintoff, F. 1968). Hence it is understood that litter becomes a problem as it is disposed in places where it should not belong. This research attempts to focus on a single area of littering which is termed as 'street littering'. According to Powls (2005), cited by Nkwocha and Okeoma (2009) littering, is an act that amounts to disposing solid waste inappropriately especially along major roads and streets. As per Kukreja, (2019) even practices such as leaving items overflowing beside

a dust bin, deliberate throwing of items from vehicles, and abandoning items or wrappers by the roadside qualifies as littering. Identifying factors that influence littering behavior is critical for designing effective strategies to reduce or prevent littering (Freije, Naser and Abdulla, 2019). Accordingly, previous studies denote litter bins (Al-Khatib et al., 2009; Nkwocha & Okeoma, 2009; Schultz et al., 2013), penalties and fines (Campbell, 2007; Al-Khatib et al., 2009) and anti-litter messages (Campbell, 2007) as factors that discourage littering. Moreover, two littering theories were incorporated, namely; the Zimbardo - theory of Deindividuation and Festinger - Consensual Validation under the Theory of Social Comparison.

Methodology

This research adopted the quantitative method under the deductive approach. The study incorporated a survey research design, using data collected from youth residing in the Colombo district. The Colombo district youth population is projected at 556 554 for the year 2012 (Department of census and statistics,2012). The sample was selected using simple random technique and size was taken as 200 youth. It was deemed to be adequate sample as per the Slovin's formula (n=N/(1+Ne^2). Data were collected through questionnaires and distributed online via social media. Data Analysis was performed through Statistical Package for Social Sciences (SPSS) computer program version 25. The figure no. 01 shows the conceptual model of the study.

Figure 1: Conceptual Model



Based on the conceptual model, hypotheses were developed as follows;

H_{1a}: There is a significant relationship between visibility of litter and SLB
H_{1b}: There is a significant relationship between group behavior and SLB
H_{1c}: There is a significant relationship between littering infrastructure and SLB
H_{1d}: There is a significant relationship between government regulations and SLB
H_{1e}: There is a significant relationship between availability of instructions and SLB
(*SLB – Street Littering Behavior)*

Data Analysis

Reliability and Validity of Variables - The reliability measure, Cronbach alpha coefficient of a scale should ideally be above 0.7 (Pallant, 2005). In contrast Hinton et.al., (2014) states that an alpha score above .75 is generally taken to indicate a scale of high reliability, and that .5 to .75 is generally accepted as indicating a moderately reliable scale. All reliability coefficient values in this study were higher than 0.75 except the variables littering infrastructure, government regulations and availability of instructions. Their reliability values were respectively 0.567, 0.572 and 0.501. As the values were higher than 0.5, all variables were considered reliable. Validity of the data were examined through KMO and Bartlett's tests. According to Hair et. al., (2011) an Average Variance Extracted (AVE) value of 0.50 and higher indicates a sufficient degree of convergent validity. In this study all AVE values exceeded the required level. For discriminant validity, the AVE of each latent construct was compared with the construct's highest squared correlation value. Hence both convergent and discriminant validity are ensured.

Correlation Analysis - Since the probability value (2-tailed) was 0.000 and is less than the 1%, level of significance both H_{0a} and H_{0b} can be rejected. Therefore, there is enough evidence to conclude that there is a strong positive statistically significant association from both visibility of litter (r_s= 0.663) and group behavior (r_s= 0.687) toward youth street littering behavior. Since the probability value (2-tailed) was 0.030 and is less than the 5%, level of significance H_{0c} can be rejected. Therefore, there is enough evidence to claim that there is a negligible negative statistically significant association between littering infrastructure (r_s= -0.153) and street littering behavior. Since the probability value (2-tailed) was 0.000 and is less than the 1%, level of significance H_{0d} and H_{0e} can be rejected. Therefore, there is enough evidence to conclude that there is a moderate negative statistically significant association for government regulations (r_s= -0.348) and a weak negative statistically

significant association for availability of instructions (r_s= -0.246) against street littering behavior respectively.

Key Findings and Discussion

The correlation analysis revealed that 'situational factors' derived through littering theories strongly correlated with street littering behavior. Accordingly, the variables visibility of litter and group behavior were considered as the most critical factors affecting street littering behavior. This finding of littering being more prevalent in an already littered area is supported by a number of studies (Robinson, 1975; Campbell, 2007; Shultz et al., 2013; Freije et al., 2019), including Festinger's theory of consensual validation. Also, the finding on group behavior is in line with Zimbardo's theory of deindividuation where individuals are less likely to be recognized when as a group. Lyndhurst (2013) also notifies that young people have a high tendency to litter when as a group. Comparatively although environmental factors indicated significant associations, its strength was not so strong. This implies that it cannot bring about a complete solution towards this problem. Looking into the variable 'availability of littering infrastructure' previous studies show although increasing the number of litter bins is expected to help, there have been reports in the literature suggesting that this may not be a total solution (Al-Khatib et al., 2009). The said literature supports this study as although there was a significant correlation its strength was negligible. In addition, a significant correlation in 'government regulations' (such as fines, bans etc.) was seen but with a moderate strength towards street littering behavior. Nevertheless, there were contradictory findings from previous studies (Campbell, 2007; Freije et al., 2019). This distinction may vary from country to country based on their prevailing legislative practices. Thereby, the absence of a litter law in Sri Lanka may have generated such a result. Furthermore, previous studies denote adopting to creative ways of presenting 'anti-litter instructions' help reduce the litter rate. (Campbell, 2007). However, this study although indicated a significant correlation with street littering behavior, it was of a weak strength. The reason may be due to fact that the study was focusing on more general instructions such as "Do not litter".

Table 5: Summary of the Analysis

Variable		Street Littering Behavior		Hypothesis Accepted/ Rejected	Strength of the Correlation
		Correlation Coefficient	Sig. (2-tailed)		
Situational Factors	Visibility of Litter	.663**	.000	Accepted	Strong
	Group Behavior	.687**	.000	Accepted	Strong
	Littering Infrastructure	-.153*	.030	Accepted	Negligible
Environmental Factors	Government Regulations	-.348**	.000	Accepted	Moderate
	Availability of Instructions	-.246**	.000	Accepted	Weak

* Correlation is significant at the 0.05 level (2-tailed).
** Correlation is significant at the 0.01 level (2-tailed).
Source: Survey Data, 2020

Conclusion and Recommendations

As a viable solution the researcher suggests the government should take the initiations to eradicate street littering in various levels. The public should be facilitated with proper disposal of waste. As the study indicated a significant negligible association between littering infrastructure and street littering behavior, as a starting point trash bins should be strategically placed in areas of high public movement identified within the Colombo district. The study results also revealed more visible litter on streets to have a strong inducement towards littering. Thus, measures should be taken with the help of the local governments that fall in the purview of Colombo district to clear trash bins on time to avoid overflowing. To empower these local governments, performance measures can be established based on clean streets. In addition, general instructions such as 'Do not litter' does not create a significant impact on street littering behavior as the study shows a weak association. Henceforth government sponsored advertisements, attractive posters should be displayed along the main streets of Colombo. Furthermore, the study indicated a significant moderate association between government regulations and street littering behavior. Thereby the government may opt for fines or other forms of punishment such as getting the public to clean the streets. The police environmental protection division which was re-established during the latter part of 2019 can be utilized to monitor

people's behavior and impose appropriate penalties. Since the study result also indicated a strong association with group behavior it can be suggested that awareness programs be conducted at national level targeting the youth so that a positive sense of belonging towards the environment would be instilled in the minds of the youth.

Littering has become a great menace, particularly in public places of Sri Lanka. One of the most commonly littered areas are roadways and this study focused on street littering. When deeply analyzing the problem, it was understood that every individual should corporate and that people's attitude widely matter. It is the people themselves who should take the initiative to put a stop to the problem of littering at individual level given that the country supports such measures with the use of infrastructural changes. Therefore, as the overall conclusion of the study, visibility of litter and group behavior have mostly affected the littering behavior among youth in the Colombo district. While littering infrastructure, availability of instructions and government regulations were considered as secondary reasons. Moreover, it is suggested that future research should be carried out considering all districts in the country extending the findings of street littering behavior among youth in Sri Lanka.

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MANAGING STRESS THROUGH SPIRITUALITY AMONG FINAL YEAR UNDERGRADUATES: EVIDENCE FROM A MANAGEMENT FACULTY IN A NATIONAL UNIVERSITY IN SRI LANKA

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Keywords: Stress management, Spirituality, Management Undergraduates, National University

Introduction

Stress is a very common mental condition which affects individuals in different ways. Undergraduates who are studying as full time undergraduates in universities experience stress regularly. The problem of being stressed continuously is, it leads to negative out comes for individuals' lives such as depression, heart deceases, blood pressure and etc. Furthermore, some individuals commit suicide, gets addicted to drugs, alcohol, and bad habits to overcome stress. Therefore, today, psychologists are enthusiastic to find a healthy solution to cope with stress. Psychologists have proven that spiritual practices are one of the best solutions to cope with stress. Thus exploring the effectiveness of spiritual practices and its usage for the purpose of stress management became as a research area among scholars. Therefore, this study is based on stress management practices of final year management undergraduates in a selected National University in Sri Lanka.

Research Question

How spiritual practices are used to manage stress among the final year management undergraduates in a selected National University in Sri Lanka?

Research Objectives

- To identify the stressors among final year undergraduates in a Management Faculty of a selected National University in Sri Lanka.

- To find out various spiritual practices of stress management among final year undergraduates in a Management Faculty of a selected National University in Sri Lanka.
- To make suggestions which can be used for stress management among final year undergraduates in a Management Faculty of a selected National University in Sri Lanka.

Significance of the Study

Today most undergraduates are experiencing stress. If this stress continuously affects them, it may lead to many negative circumstances. For an example SL Police (2018) reveals that in 2017 five individuals have committed suicide due to exam failures in Sri Lanka. Also Perera & Torabi(2009) emphasized that some addictions (to alcohol and drugs) are there to overcome stress among students. Therefore, it is a necessary to address the stress of undergraduates in a better manner. For that purpose, identifying stressors among undergraduates and finding spiritual practices for stress management is vital in many aspects. Since this study is intended to identify stressors among undergraduates, they may helpful to University administration to organize stress management programmes. Also this study has found spiritual practices which are used to manage stress among final year management undergraduates. Those findings may be helpful to undergraduates to apply those spiritual practices to cope with stress where necessary. Further when undergraduates develop spiritual intelligence within them it leads to reduce negative effects of stress and it may be helpful to increase their self-satisfaction.

Literature Review

Stress among Undergraduates

According to Senarath (2020) stress is a kind of physical and psychological condition which leads to tension and worry among individuals. Many researchers have identified stressors which commonly affect undergraduates as, family matters (divorce, death of spouse or parent, lower income), issues in workplace (getting fired, high workload, depressing work environment), relationship problems / breakups, unemployment, health issues, exam failures, and subject to mentally and physically harassments (Thawabieh & Qaisy, 2012; Amarasuriya, Jorm, & Reavley, 2015; Wanigasinghe & Rathnayaka, 2019). Furthermore, the study of Ross, Niebling, & Heckret (1999) identified four

categories of potential sourses of stress which affect for college students; named academic factors, inerpersonal factors, intrapersonal factors and environmental factors.

Spiritual Practices for Stress Management

Brown & Gerberg (2005); Daniel (2012); identified that the concept of spirituality has many benefits for stress relief and overall mental health. Byers (1992); Emmons (2000); Dunne (2003); Jones (2005) emphasized that spirituality helps individuals to understand meaning of their lives. In other words, it helps to live a meaningful life with inner happiness. The study of Wickramarathne, Phuoc, & Tham (2020) reveals that spiritual wellness has a strong impact on academic performance among undergraduates in Sri Lanka. According to a study of Sunia (2007) praying, donations to charities, getting involved in church activities has been identified as spiritual activities practiced by students of a certain tertiary education institution. The study of Senarath (2020) has identified some spiritual practices such as getting involved in social support activities and problem-solving or engaging in religious activities such as Bodhi puja, chanting of sutra and praying as the strategies for stress management among college level students in Sri Lanka.

Methodology

This study was conducted in a qualitative approach. Final year management undergraduates of selected University were taken as the population because they have much more knowledge and experiences about the University lifestyle and environment compared to other students. Ten participants were selected using the snow bowling sampling technique. Interviews were carried out through face to face interviews as well as over the phone. Since this study is related to practices and past experiences of the final year management undergraduates, the researcher had to reflect the personal life of the sample participants. Therefore, as ethical consideration, the researcher asked permission and the willingness of the respondent to participate for interviews and assured the privacy of each respondent. These interviews were conducted in Sinhala language and it consumed about forty (40) minutes to interview one respondent. One and half months were taken to collect data and the collected data were analyzed by using thematic analysis method.

Data Analysis and Discussion

Among ten participants three of them are male undergraduates. Most of the participants are in the hostel and two of them are living in boarding places. Six of the participants are engaged in jobs but all of them are not permanent jobs. Some of them are in trainings or internships. The sample of this study consists with six Buddhists participants, three Roman Catholics participants and one Islamic participant. All of them are engaging in professional courses too.

The first objective of this study is to find various stressors among final year management undergraduates in selected National University. Accordingly, five basic stressors were identified.

Academic activities

These stressors arise due to factors relating to the academic life. For final year undergraduates in management faculty have to accomplish assignments for each subject such as reports, presentations, group activities etc. Also some final year undergraduates have to sit repeat subjects and necessary to pass those exams within the final year to attain degree on time. Conducting independent study (research/ project) also a stress factor for final year undergraduates because it need to be completed within a shorter time period. Since most of the final year undergraduates have to complete internship in final year they attend internship in various institutions. Some of them said that by participating lectures and while doing assignments it is challengeable to engaging in a job.

Future career expectations

Future career expectations of undergraduates also lead them to stress because they are worrying about uncertainty in the future career. According to the study of Amrasuriya, Jorm, & Reavley (2015) undergradutes in Sri Lanka are depressed due to future prospects and economic stability. Some participants expressed that they are expecting a job in highly recognized companies in Sri Lanka. All the participants in this study are doubtful whether they would be able to find a good job quickly after finishing second semester examination and thus, this leads to increase their stress.

Family problems

Family problems such as loss of a family member and family responsibilities, financial difficulties in family are common family issues faced by undergraduates (Ross, Niebling, & Heckret, Sources of stress among college students, 1999). There are two participants in this study who have got single

parents in their childhood. Furthermore, families of some participants are expecting economic assistant from them. But at once it is hard to get a well-paid job so they are burden with the economic condition of their families. When analyzing the statements of the participants it can be clearly identified that family problems are one of the stress factor for undergraduates.

Relationship issues

Relationship issues such as break up with partner and frequent conflicts with partner are the stress factors identified by Ross, Niebling, & Heckret (1999) under the category of interpersonal stress factors. There are some participants who gave up their relationships. One participant said that relationship issues, caused her to repeat some subjects as well. Furthermore, some participants said that he experienced regular conflicts with the girlfriend. Since these conflicts happen frequently he said that it is an extra burden to him.

Following professional courses and preparing professional examinations

Since all the participants are following professional courses all of them have to work for professional exams while doing their academic workload in the University. Some participants said that most of the time they had to face professional course exam and University exams in same time period and this cause to increase the stress level. Also participants said that when preparing for government professional exams it is challengeable because there is a high competition.

The next objective of the study is based on how spiritual practices used by management undergraduates and how those practices are used to overcome stress. According to that six spiritual practices were identified.

Practicing meditation

Meditation leads to release stress among people. Concentrating in your breathing pattern in the mind is very popular way of meditating in the modern world (Brown & Gerberg, 2005). Some participants stated that they used to meditate with guidance (using You Tube or using Meditation applications). Everybody who had actively engaged in meditation said that those meditation sessions lead them to be calm and increased peaceful thoughts, especially during the examination period.

Listening to relax music

Some participants said that they use relax melodies for the purpose of relaxation. When they are with messy thoughts they need to calm down their mind otherwise they are unable to sleep or concentrate on studying. Also if the mind is full of annoying thoughts it can increase stress.

Reciting 'Ghatha' or chanting 'Pirith' and Praying

Senarath (2020) emphasized that participating in religious activities as well as chanting pirith, 'Bodhi pooja kavi' and praying are some strategies to eliminate stress among college students. According to the experience of some participants, listening to 'Pirith' and recites 'Gatha' was helpful to get rid from annoying thoughts. Some participants said that praying is a kind of a way for facing life challenges with a strong mind set.

Keep positive thoughts

If an individual is an optimist for every problematic scenario, he/she can build a good energy physically and mentally. Most of the participants believe that one day definitely they can get back their happiness for what they dedicate in the present, and what caused their sufferings. Also they said that they always live with a hope and in self confidence about their ability to achieve their desires.

Participate in charities, and volunteering

Sunia (2007) found that there is a considerable impact by participating in charities on undergraduates to their academic performance. When conducting interviews, the researcher was able to find out that these participants have engaged in charities and experienced a huge level of satisfaction which leads to eliminate their stress.

Visit religious places

Senarath (2020) stated that to eliminate stress among college students participaing in religious activities is an effective method. All the participants agreed that they visit religious places. Most of them visit when they are in trouble and they said that if the stress is too much visiting a religious place helps to bare it. Some participants said that there is a positive impact of effective worshipping for mental well-being and some participants said that they feel peaceful by looking at statues, pictures, trees which are located in religious places. Furthermore, some participants use "talking with clergy" as one of the spiritual practices for stress management.

Final objective of this study is to make suggestions which can be used for stress management among final year undergraduates. There are various measures that can be taken by individuals to manage their stress by themselves. First of all undergraduates need to identify situations which mostly lead them to stress. Five stressors were identified in this study. But not all these stressors affect them at the same level. If they can identify their stress condition they can apply spiritual practices for the correct situation and can get rid from stress easily. Also this study found that if an undergraduate use spiritual practices, not only he/she can get rid from stress but also can enhance their physical and mental well-being. Increasing the ability of concentration, mindfulness, mental satisfaction, mental relaxation and optimistic ideas are other psychological benefits that can be gained through spiritual practices.

Conclusion and Recommendations

One of the major objectives of this study was to identify stressors among management undergraduates in a selected National University in Sri Lanka. Therefore, five stressors which affect final year management undergraduates were identified. But all of these factors do not affect independently or one by one on each undergraduate. These stresses are namely 1) Academic activities, 2) Future carrier expectations, 3) Family problems, 4) Relationship issues, and 5) Following professional courses.

The next objective of this study was to find out various spiritual practices of stress management among management undergraduates in a selected National University in Sri Lanka. According to that six spiritual practices were identified such as; 1) Practicing meditation, 2) Listening to relaxing music, 3) Reciting 'Ghatha' or chanting 'Pirith', Praying, 4) Keep positive thoughts, 5) Participate in charities, volunteering and 6) Visit religious places (by visiting religious places they used to worship, looking at artifacts/objects in the religious place or talking with clergy).

Since this study is based on individuals in a certain institution, recommendations can be made for individual level and institutional level. When considering the institutional level measures, there are various levels which these stress management programmes can be applied. In university there are a number of units, clubs and associations. Among them religious associations have an important role on stress management using spiritual practices. Furthermore, some stress relief programmes need to be conducted at the department or faculty level and encourage students to continue them.

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FACTORS INFLUENCING PARENTS' DECISION TO SELECT PRIMARY SCHOOL IN COLOMBO DISTRICT

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Keywords: Factors, Parents' Decision, Primary School Selection, Colombo District

Introduction

Education is a critical area that determines the future of the country. Besides transmitting skills and knowledge to the future workforce, it shapes the next generation's values and behavior. (Transparency International Sri Lanka, 2009). In Sri Lanka, compulsory education is provided to all children who belong to the age category of 5-14 years while making primary and secondary education accessible to even most impoverished children. In fact, some of the parents invest considerable time and energy to select a school for the child. Particularly, selecting a suitable primary school for the child is a crucial decision made by the parents on behalf of the future of the child and it is obvious that such a decision may possess the repercussions for the entire life time of the child's life.

Research Question

The competition among the parents to admit their child to a school is impacted by the factors influencing parents' decision to select school where such competition leads to have an ineffective teacher-student ratio in a class room. This is evident from the fact that, Western Province possesses the highest teacher-student ratio while, Colombo district claims the 2nd highest teacher-student ratio among the other districts in Sri Lanka. Similarly, the unequal competition among the parents to select a school paves the way for asymmetric distribution of the resources within the school system. Therefore, this study focuses on the factors influencing parents' decision to select primary school in Colombo district.

Research Objectives

The following are the objectives of this study.

- To find out the sources of information used for the parents' decision to select a primary school in Colombo district.
- To examine the household characteristics influencing the parents' decision to select a primary school in Colombo district.
- To examine the school characteristics influencing the parents' decision to select a primary school in Colombo district.

Significance of the Study

As per Dixon, Humble and Tooley (2017), there is a shortage of research around selection and schooling in developing contexts while for Sri Lanka there is no exception. It is well known that Sri Lankan education sector is one of the topmost corrupted areas (Transparency International Sri Lanka, 2009) and there is a high political influence over the admission of child to the grade one of a popular school in the country. Therefore, these research findings will be useful for proper administration and management of the school system in Sri Lanka and to facilitate effective formulation and implementation of plans, policies and programs for the government authorities and the administration of public and private schools in such a way that meet the requirement of the stakeholders involved. Furthermore, this study will shed lights on how to ensure the fair distribution of resources throughout the school system by avoiding the centralization of most of the resources among a limited number of schools.

Literature Review

Sources of Information Used for the Parents´ Decision to Select a School

As per Hall (2009),educational information can be conjoined into three primary sources; informal,formal and school based.Informal sources of information include information provided through relational connections such as extended family,neighbours,co-workers or other families with chidren in the school.Formal sources of information include information received from media outlets like radio, television, internet and print media while school based sources of information include school newsletters, web-pages, brochures, school

information centers, visit to schools and interactions with persons associated with teachers and administrators.

Household Characteristics Influencing the Parents´ Decision to Select a School

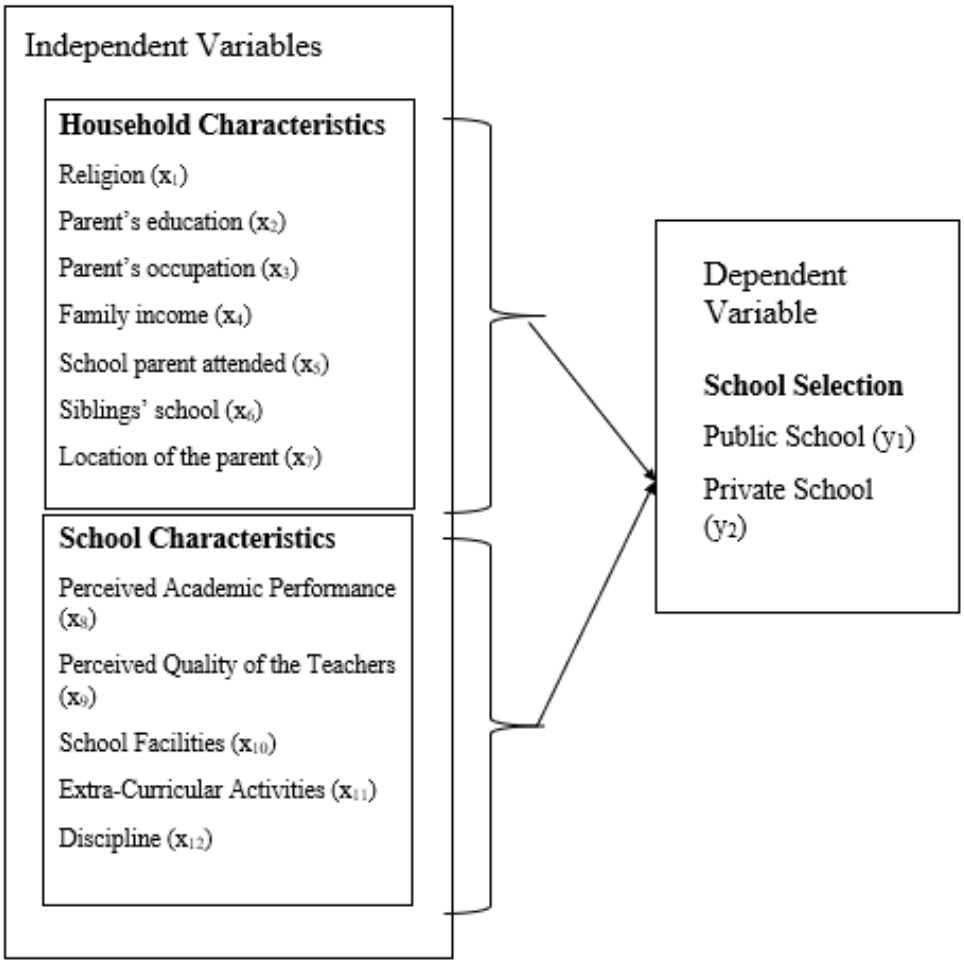
According to Ranasinghe (1999) family characteristics play a significant role in school selection among the Sri Lankans. Considering the religion of the parents, the empirical evidence reveals that Catholic parents are more likely to select private schools. Also, Goldring and Phillips (2008) emphasized that there is a positive relationship between parents' education and the likelihood of selecting a private school. Parent's occupation is also influencing school selection where it reveals that working parents are more likely select private schools than other kind of parents. (Hsieh,2000).Additionally, the higher family income increases one's chances of affording private education (Goldring & Phillips,2008). Also, based on the understanding of the school parent attended, the parents tend to select the same school for their child. (Nayab , Asrar , Younes , & Chishti , 2015) Additionally, parents are more likely to select the same school for their child where the siblings are already there. (siblings' school). Also, parents usually tend to select a school based on the place where they live (location of the parent).

School Characteristics Influencing the Parents´Decision to Select a School

As per the empirical evidence, in terms of academic performance, parents are more likely to select private schools. Similarly, as per Dixon et.al, (2017), parents who state preference for the quality of teachers are more likely to select a private school for their children. Additionally, private schools possess school facilities, thus justifying the high price of their tuition, which in turn persuades the parents to select such schools for their children. (Davis, 2011). Adding more, parents select private schools because of their desire to give better chances for their children to participate in extracurricular activities. Apart from that, it has been revealed that parents tend to select private schools over public schools due to better discipline maintained by private schools. (Beavis,2004).

Based on the literature, the conceptual framework used in this study can be depicted by Figure 1.

Figure 1:Conceptual Framework



Source: Author compilation,2020

Methodology

This study employs quantitative, deductive research approach to achieve the objectives of this study. The study population of this study is the parents who have selected a public or a private school located in the Colombo district for their children belonging to the age category of age 5 to age 10. The sample of this study is 146 respondents. Convenient sampling technique was used in this study since the researcher has less access to the selected study population. Primary data was collected preliminarily via the survey questionnaires. At the inception

of the data analysis, sample profile was analyzed and then data analysis was further elaborated by descriptive statistics and logistic regression.

Validity and Reliability

To maximize the content related validity, a pilot test (Wetzel, 2011) was carried out by the researcher based on which the modifications to the research instrument were made during this pilot stage, as needed. Cronbach's Alpha, a measure of internal consistency was used to measure the reliability of the research instrument.

Cronbach's Alpha value of overall model construct of this study is 0.925 while the Cronbach's Alpha values of the Perceived Academic Performance, Perceived Quality of the Teachers, School Facilities, Extra-curricular Activities and Discipline are 0.701, 0.851,0.864,0.884 and 0.790 respectively. Thus, it is apparent that all the items in the survey are internally consistent and have good level of reliability.

Data Analysis

Sample Profile

This study examined 146 respondents out of which 73 respondents (50% of the sample) was represented by the parents who have selected a public school while the rest of the 50% of the sample was represented by the parents who have selected a private school for their children. Considering the demographic profile of the sample, the majority of the sample were Sinhala- Buddhists. (89%) while the majority of the sample (54.8%) have attained higher education. In terms of the parent's occupation, the majority of the sample were employed in the private sector (40.4%), while 31.5% of the sample were employed in the public sector, and only 19.2% of the sample were unemployed.

Sources of information used for the parents' decision to select primary school in Colombo district.

As per the collected data, widely using sources of information for the parents' decision to select a primary school in the Colombo district were; parent's own/ family's experience of the local schools (65.07%) followed by word of mouth (23.97%), conversations with teachers or/and principal (4.11%) and published examination results (3.42%).

Logistic Regression

Household and School Characteristics Influencing the Parents´ Decision to Select Primary School in Colombo District.

In this study, the logit model was developed with a dummy variable where public school was denoted as 1 and private school was denoted as 0. Prior to running the logit model, all the conditions of the logistic regression and the recommendations for the sample size were met. To select significant variables for the final logit model, forward stepwise technique was adapted. New variables for selection with p-value <0.10 and previously selected variables for removal with p value >=0.15. Insignificant variables related to household characteristics i.e, Religion, Parent's Education, Parent's Occupation, Siblings' school and Location of the Parent and insignificant variables related to school characteristics i.e Perceived Quality of the Teachers, School Facilities and Extra-curricular Activities were excluded when arriving at the final logit model.

The estimated results of the final logit model at 5% level of significant are presented in Table 2 below.

Table 1: Logit Model Estimation Results

Variable	Estimate	Std.Error	Marginal Effect
Constant	3.493859	1.67993	
Household Characteristics			
School parent attended	2.57606	1.08161	0.3629273
Family income	-0.0085766	0.002475	-0.001875
School Characteristics			
Perceived academic performance	1.080596	0.4034862	0.2362323
Discipline	-1.49956	0.5058408	-0.3278231
Area under ROC curve	0.8355		
Pseudo R^2	0.2512		
Log likelihood	-58.732259		
No. of observation	118		

Source: Survey data, 2020

Key Findings and Discussion

Considering the estimated marginal effects (probabilities) of the variables, the probability of selecting the same school where the parent attended for own child was higher by 36% compared to the other schools. Also, the probability of selecting a public school over a private school is 0.19% lower for parents with higher income. Considering the academic performance, the probability of selecting a public school over a private school was 24% higher for parents who were more concerned about academic performance. In terms of discipline, the probability of selecting a public school over a private school was 33% lower for parents who were more concerned about discipline. In other words, the probability of selecting a private school was 33% higher for the parents who were more concerned about discipline.

Conclusion and Recommendations

The objectives of this study are to identify the sources of information used for the parents' decision to select a primary school in Colombo District and to examine household and school characteristics influencing the parents' decision to select a primary school in the same district. Based on the results of the data analysis, it can de concluded that parent's own/ family's experience of local schools and word of mouth, conversations with teachers or/and principal and published examination results were used for the parents' decision to select a primary school in the Colombo District. Also, the estimated logit model to examine household characteristics and school characteristics influencing the parents' decision to select a primary school was statistically significant and it proved that as family characteristics "School Parent Attended" and "Family Income" and as school characteristics "Perceived Academic Performance" and "Discipline" were the factors influencing the parents' decision to select a primary school in the Colombo district.

As per the research findings, since it was evident that informal sources of information were important to select a school for the children, this may be an implication for private schools to direct their communication channels in a way that more potential customers get attracted. Also, since the school parent attended, was a key factor associated with the school selection, having a strong alumni network in the school may be a good opportunity to enhance the reputation of the school, especially for the benefit of private schools. Also, the findings suggest that the parents with higher income was an important target

market of private schools for which attractive marketing strategies can be formulated. However, since private schools are not affordable to all parents, presence of private schools catering to the requirements of the profitable customers may lead to foster social stratification. Similarly, due to the negative perception of the parents towards the academic performance of private schools, it shed light for the respective public institutions to develop a regulatory mechanism to ensure the academic standards of private schools. (Mudugamuwa & Forbes, 2019). Finally, it has been revealed that the parents bear a negative perception on the discipline of public schools, consequently, it may be an indication for them to adapt the required strategies in order to reflect good discipline.

Acknowledgement

This research is based on a dissertation submitted to the Department of Public Administration, University of Sri Jayewardenepura for the year 2020 as a partial fulfillment of B. Sc. Management (Public) (Special) Degree. I highly appreciate my research supervisor, Dr. L.A.Pavithra Madhuwanthi for the guidance and advice in completing this study.

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EXPLORING LIMITATIONS OF USING INFORMATION TECHNOLOGY IN PUBLIC SECTOR HOSPITAL ADMINISTRATION IN SRI LANKA: A CASE STUDY

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Keywords: Hospital Administration, Information Technology, Limitations

Introduction

Administration is one of most important factors which determine the efficiency of an organization. Utilization of IT applications plays a crucial role in improving quality of the administration in any organizations. Hospitals are the key organizations that provide health care services to society. Hospitals must ensure an efficient and effective administration seriously, in service delivery process unless many negative consequences might occur since they deal with lives of human beings. Evidences show that some countries in the world has moved to E-concept in hospital administration since 1970s. The Nagaland government has proposed to implement the e-hospital concept in two of its major hospitals providing avenues for health information management system (HMIS). Also, many software applications are used by various healthcare providers for managing health care service delivery in government hospitals in India (V Giridhar, 2016). When considering the Sri Lankan context, Dompe District Hospital has introduced E-hospital concept in their administration in 2011. Further, there are about thirty-two public sector hospitals in Sri Lanka using IT for hospital administration and most hospitals have had success with the use of information technology (Kulathilaka, Sanhida E-Hospital, 2019). Also, literature discuss many benefits of using E-hospital concept such as the efficient and trouble free OPDs which are more methodological than earlier. Also, it is said that nearly two minor staff officers who manually did daily registrations, could be re-assigned to other tasks after introduction of this concept. The OPD staff of the hospitals are highly benefited through electronic queue management system, since it creates daily reports electronically (Kulathilaka, 2013).

Hospitals use IT to improve the quality of administrative activities and overcome inefficiencies. However, while some hospitals are achieving success with this concept, some have failed. Kulathilaka (2009) mentioned about Dompe District hospital as one of the success stories with regard to E-Hospital concept. However, the findings of the pilot study revealed that the Lady Ridgeway hospital has failed in using IT applications in their administration. The pilot study was conducted through an in-depth interview with a third party who had a deep involvement and awareness of the hospital functions. The findings of the pilot study led the researcher to explore this situation further.

Research Question

- What are the causes behind the failures of Public Sector hospitals in using Information Technology (IT) for their administrative functions?

Research Objectives

- To explore the problems in using IT in public sector hospital administration in Sri Lanka.
- To identify suggestions to improve IT applications in public sector hospital administration in Sri Lanka.

Significance of the Study

Significance of the study can be explained in several aspects. The findings of the study would be useful for policy makers and they can take effective decisions when formulating health policies. The government can reveal the real causes that affect the failures in implementing IT and create an appropriate environment with rules and regulations for overcoming failures. Also, it provides some insights and guidelines for the hospitals who wish to implement Information Technology in their administrative functions in near future. Moreover, the hospital administrators who have currently implanted those systems are able to rethink and re-evaluate their processes and can do further improvements. Overall, the findings of this research will help to enhance the quality of health services in Sri Lanka

Literature Review

According to Cocke, 2017, hospital administration consists with health care managers, health care administrator, health care managers and their assistants. As well as the size and duties of administrators vary with size and complexity of the hospital. However, Hospital administration is the management of the hospital as a business (Cocke, 2017).

According to Bates, 2000, Although IT is widely used in hospitals, there are few data available related with safety of the process of giving drugs and as well as even less concern about using robots to fill prescriptions, bar coding, automated dispensing devices, and computerization of the medication administration record under computerized physician order entry and computerized physician decision support, which have been found to improve drug safety and their innovations, it should be reduced error rates of above process (Bates, 2000).

There is a case study which is based on Dompe e-hospital Sri Lanka and it stated that ordinary government regional hospital's patient-care process was transformed with the collective efforts of multi-stakeholder power. The reforms have enabled the hospital to increase the quality of patient care, enhance staff satisfaction, gain deep support, and get buy-in from higher authorities and the community. These process reform efforts enabled not only a one-off improvement initiative but a sustained success story that has received national and international attention (Bandara, Syed, Ranathunga, & Kulathilaka, 2017).

Electronic Medical Reports is the main concept when considering about the Sri Lankan context in using IT in hospital administration. Compared to hand-written paper-based health records maintained at each clinic/hospital, EMR provide significant benefits to patients, clinical staff, management and policy makers for effective clinical management and hospital management and also this scholars mentioned kind of limitations of EMR such as coordination, leadership, interoperability, Privacy, Security, national policy, lack of empirical research, etc. (Sarathchandra & Rathnayake, 2019). However, there are no significant scholar articles which discussed limitations of using IT in hospital administration.

According to Demiris, 2008, tools of IT are facilitated to improve the communication between health professionals and patients and as a result of that, the researchers move to patient oriented applications than previous since earlier, they only consider about applications of health service providing institutes. Also, previous data models included episodic patient encounters as one type of health care transaction but did not capture the life course of the individual patient or consistently take an approach to ensure continuity of care. New technologies and advances in informatics research will enable support of

patients as active consumers in a health care delivery system that is evolving from an institution centric to a patient centric model (Demiris, 2008).
However, some scholars were found kind of reasons for failures of HIT. IT has been used in hospitals in Limpopo Province of South Africa and based on that followings have been found. Problems arise because of inadequate infrastructure as well as with the functioning and implementation of the system and Littlejohns, C Wyatt, & Garvican, 2003 mentioned that, evaluation using qualitative and quantitative methods showed that the reasons for failure were similar to those in computer projects in other countries. Also, reasons for failure included not ensuring users understood the reasons for implementation from the outset and underestimating the complexity of healthcare tasks (Littlejohns, C Wyatt, & Garvican, 2003).
Nowadays, study of the success and failure of the IT is significantly important due to the increased attention of organizations to the costs related to the projects of information systems and obtaining the minimum benefits arising from them. Also if the desired information system is not used enough, it is not applicable, or its utility is difficult and time-consuming, then the system will be failed. (Kimiafar1, 2015). Also factors which are causes to success of HIS can be categorized as, the human factors, technological factors and the organizational and managerial factors (Farzandipur, 2016).

Methodology

This study has followed the inductive research approach. This is a qualitative study which was conducted as a case study research. The population of this study is all government hospitals in Sri Lanka who use IT for administrative functions. The Lady Ridgeway Hospital was selected as the study population. Ten (10) officers were selected as the sample using convenience sampling technique. Data were collected from face to face, in-depth, semi-structured interviews with selected staff members who are directly using IT in the hospital administration of Lady Ridgeway Hospital. The interviews were conducted at the hospital premises and pre-prepared questions were used also, the interviewee were allowed to talk freely within 20-30 minutes. Since the interviewees didn't reveal some problems, the researcher did observations to get a clear idea about practical processes. The gathered data was analyzed descriptively and presented thematically using three main themes like 'the problems identified through the officer's interviews, the problems identified through the observations, and suggestions'.

Data Analysis and Discussion

The sample comprised with the Doctors, Management Assistants, Attendants and Technical officers. Majority of respondents (60%) were male. And the working experience of the respondent's leis between 6 months to 3 years. The validity and reliability of data was ensured by data triangulation, comparing the responses of interviews with observations and secondary data sources. The following issues were identified through in-depth interviews and observations of the researchers.

Problems relating to patient information

Majority of respondents (60%) revealed problems relating to patient's information. As they mentioned it is difficult to find the identities of patients. This issue decreases the administrative efficiency in hospitals. Also, it was revealed that the history of patents not properly recorded in systems. They keep details only for the registration purpose and the recorded data is not helpful for making things easy in administration. To avoid this problem, officers suggest to use national identity card of patients/guardians when entering data.

Lack of human resources - Since the officers are required to work with both manual and computerized systems, they told that there is a heavy workload. 40% of interviewees mentioned this issue. Researcher observed that, there is no division of labor in the inquiry unit of the hospital. All of the steps of the whole process are done by one person at a different time. Once the patient comes to the inquiry unit, one officer out of the staff of the inquiry unit, enters details of patients into the system, issues the barcode card and details enter into the manual book. Thus there is an issue with no of employees available.

Lack of interconnections with other sections - The researcher identified that there is no proper connection among different sections of the hospital in administrative functions. The patients have to follow same procedures in different sections repeatedly. Though there are IT facilities in different sections they are not connected to each other, thus they are ineffective.

Less durability of barcode cards - The other problem related to applying IT is less durability of barcode cards. Officials said that the patients not concern about the card even officers ask to laminate it they do not that as well as they don't bring it when coming to the hospital. The researcher also observed the same issue. As interviewees mentioned this issue can be avoided if the hospital can facilitate patient to laminate the card with in the hospital itself.

Communication issues - There are issues with communicating patient's details, changes and updates. In some instances, the officer feed wrong information to the system mistakenly. The updates and changes are often informed to the minor staff of the hospital but they don't have autonomy to change the systems.

Connection issues - The patients are coming from rural areas are not able get the updates of hospital due to the poor internet connections. The hospital uses a system to inform the clinical data to the patient and it operates with the internet and messages are sent to the mobile phone of the patients. But some patients are unable to get this benefit.

Other issues identified through observations - The researcher observed that the capacity of the employees does not match IT utilization process in hospital administration. Majority of involved parties are minor staff and they are not capable of handling the system properly. As well as a researcher not observed any method for getting feedback from patients. The researcher observed that some issues related to the protection of systems and information. As per the researcher's observation, even officers use passwords there are no functions to change the password when the access of another person. As well as there is no any method for protecting the system and hardware.

Conclusion and Recommendations

As per the finding of this research, the researcher can provide recommendations to solve identified problems. They can prepare a specific carder system to recruit IT specialist to this system, use barcode number to the search previous details of patient, create a new barcode card that similar to an ATM card, add the patient's decease history to the system with given access to the doctors, establish a proper connection, establish new PCs that show the entered details to the patients (like pc in supermarkets) and create a function to change the password or unique symbol. As well as the researcher recommended to establish a new system including the above recommendations with IT in public sector hospitals in Sri Lanka that can be used to overcome identified problems as the long-term recommendation and it will help to achieve objectives that are expected by using IT in hospital administration.

This study explored the problems in using IT in hospital administration and presented suggestions to improve IT applications. This research proposed recommendations to overcome identified problems. At the end, it is recommended establishing a new system with IT in public sector hospitals

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This research is based on a dissertation submitted to the Department of Public Administration, University of Sri Jayewardenepura for the year 2020 as a partial fulfillment of B. Sc. Management (Public) (Special) Degree. I highly appreciate my research supervisor, Senior Professor R. Lalitha S. Fernando for the guidance and advice in completing this study.

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THE IMPACT OF GRIEVANCE HANDLING ON EMPLOYEE JOB SATISFACTION DURING THE COVID-19 PANDEMIC SITUATION: WITH REFERENCE TO SRI LANKAN HEALTH SECTOR STAFF LEVEL EMPLOYEES; WESTERN PROVINCE

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Keywords: Grievance Handling, COVID-19 Pandemic Situation, Job Satisfaction, Health Sector

Introduction

As emphasized by Gomathi, 2014, Grievances happen in each working environment, and dealing with them appropriately is significant for keeping up an amicable and beneficial workplace. From the studies of grievance handling, an idea can be taken about how well problems are addressed and solved in the work environments. It is extremely fundamental in the present world. Nowadays there is a growing concept all over the world that human resource is the most important resource and the key differentiator in a business. Organizational competitiveness and success is driven by human resource. Therefore, human resources should be better managed beyond other resources like Technology, Capital, etc. (Arthur, 1994). This study considers the effects of grievance handling, among other factors influencing job satisfaction in a COVID-19 pandemic situation.

Under the above circumstances, the addressed research problem of this study is that whether there is an association between the process of grievance handling and employee job satisfaction of government health sector employees in Sri Lanka. Further, this study will consider the impact of grievance handling, among the factors that affect job satisfaction during the COVID-19 Pandemic situation.

Research Question

What is the impact of grievance handling on employee job satisfaction during the Covid-19 pandemic situation among staff-level employees of the Sri Lankan health sector?

Research Objectives

Primary Objective:

- To investigate the impact of the grievance handling and employee job satisfaction of the state sector in Sri Lanka with the evidence from the state sector in the western province.

Secondary Objectives:

- To identify the impact of insubordination affects employee job satisfaction.
- To identify the impact of proper placement affects employee job satisfaction.
- To identify the impact of satisfactory payment affects employee job satisfaction.
- To identify the impact of bureaucratic decision-making process affects employee job satisfaction.
- To identify the impact of rigid that rules and regulations affects employee job satisfaction.

Significance of the Study

According to LE Duxbury, (2006) when comparing private sector employees and public sector employees, private sector employees have a high level of organizational commitment than public sector employees. Due to the inefficiencies in the government sector, the government concerns about enhancing the job performance of government employees to acquire desired outcomes. Daily Mirror, (2016) indicates that the government has now taken steps to train public officers to cope up with challenges and changes. They should modernize the public service to ensure quality service, performance, and professionalism. Therefore, it is essential to identify clearly what are the factors that affect employee job satisfaction when implementing steps to eliminate the grievances of government workers and ultimately to increase the overall organizational performance while minimizing inefficiencies. When observing previous studies that have been done on this field, researchers have already identified various factors affecting employee job satisfaction and performance in government organizations. Thereby it is important to investigate further about the selected fields to make a well-performing employee base in the Sri Lankan Government Sector.

Literature Review

Grievance

The grievance is a sign of an employee's dissatisfaction with their job or relationships with colleagues. (Gupta, 2016) Grievances usually stem from the organization's day-to-day working relationships. In an organization, an employee or group of employees can file a grievance about any measure or situation that directly affects the individual or is likely to affect the terms and conditions of employment of many employees. There are factors that generally contribute to employee grievances, such as leadership practices, union practices, and personality traits. In addition, the manager's attitude towards the average employee, the cultural situation, communication between management and employees, supervisory practices determine the main resources/reasons? in this category.

Factors Affecting Grievance Handling -- (Rollinson, 2000)

- Insubordination
- Proper Placement
- Satisfactory Payments
- Bureaucratic Decision-Making Process
- Rigid Rules and Regulations

Job Satisfaction

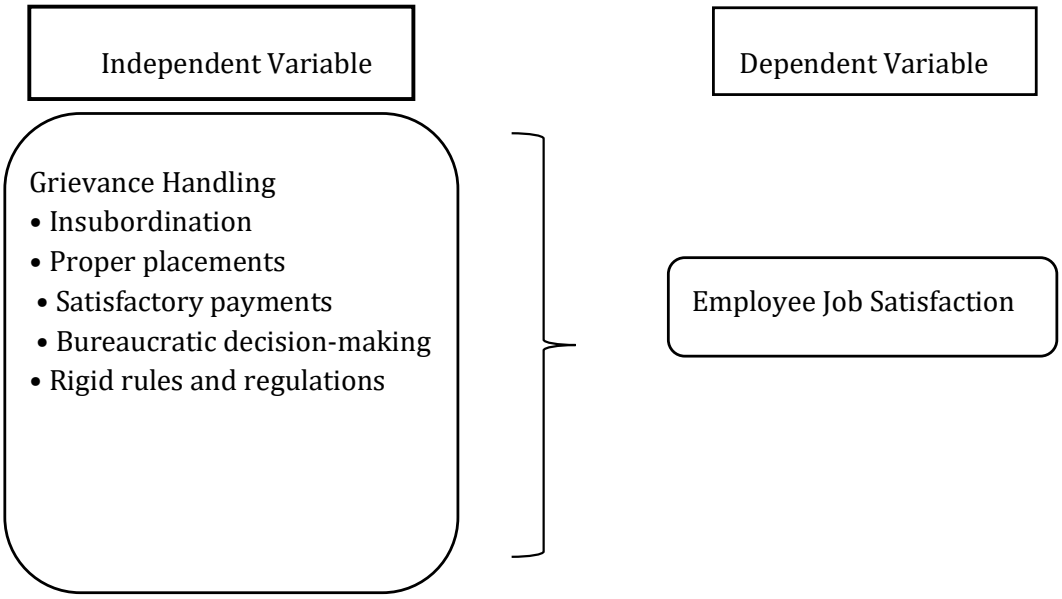
Employee satisfaction describes how satisfied an individual is with his or her job. According to researchers' perspective, happier people are more satisfied with their jobs. (EA Locke, 1978) say that job satisfaction may be defined as a pleasurable or positive emotional state resulting from the appraisal of one's job or job experiences. This positive feeling results from the perception of one's job as fulfilling or allowing the fulfillment of one's important job values, provided these values are compatible with one's needs.

COVID-19 Pandemic Situation

As stated by World Health Organization, (WHO) the world is confronting an unprecedented challenge with networks and economies wherever influenced by the developing Coronavirus pandemic. The world is meeting up to battle the Coronavirus pandemic bringing governments, associations from across ventures and segments, and people together to help react to this worldwide episode. The overflowing of worldwide solidarity and backing started by this common test has been marvelous.

Based on the literature, the conceptual framework used in this study is depicted in Figure 1.

Figure 1: Conceptual framework



Source : Literature

Methodology

It includes causal relationships between the variables, quantitative data collection, and analysis, sampling technique specifications which are applicable features of the deductive approach. Besides that, the study used the survey strategy with a questionnaire for field surveys to collect data and information. The validity of five hypotheses that have been developed by collecting and analyzing the data were tested. By testing those hypotheses, a new theory is going to be created

This sample of employees were selected by using the convenient sampling method. A convenient sample is a sample of 100 employees drawn from a population of size around 8000 employees of the government health sector under the western province.

All acceptable data received from the survey were entered into the SPSS (Statistical Package for Social Sciences) statistics database for summarization and all other related calculations. Influencing factors towards employee job satisfaction were analyzed separately for each factor chosen to be tested in the study.

Data Analysis and Discussion

Views on Grievance Handling

The table below presents the factor-wise responses of the sample taken into consideration. From the total, the majority 64.8%) agreed with the impact of the 'insubordination' on employee job satisfaction. The least majority of employees (1.8%) responded as strongly disagree. The mean value is 3.29 and the round-up value of 3.00 represents the level of moderate response to the impact of proper placement for the grievance handling. The third factor, 'Satisfactory payment' received the highest response of 43.7%.26.7% have a moderate idea and 17.25%,6.25%,6.1% are agreed, strongly agree and strongly disagree respectively for the impact of the satisfactory payment for the employee job satisfaction. The bureaucratic decision-making process acquired the (41.95%) maximum points to support the impact for job satisfaction. It represents that 41.95% of respondents disagree with this element. But the mean is 2.8 and it represents that majority have a moderate idea through this factor. As a cumulative, the responses of the sample responded moderately positively only in insubordination and all the other four variables were moderate.

Table 1: Views on Grievance Handling

Source: Survey data, 2020

Category	Strongly Agree %	Agree %	Moderate %	Disagree %	Strongly Disagree %	Mean	SD
Insubordination	8.4	64.8	20.0	5.0	1.8	3.73	0.746
Proper Placement	8.0	44.4	20.52	20.46	6.62	3.29	1.368
Satisfactory Payment	6.25	17.25	26.7	43.7	6.1	3.26	1.014
Bureaucratic Decision making	2.16	40.46	35.4	17.70	4.16	3.18	0.881
Rigid Rules and Regulations	5.1	22.25	25.8	41.95	4.9	2.8	1.005

According to the table below, the majority of the respondents (37.65%) have a good idea of their job satisfaction and 30.45% of respondents have a moderate idea, which carries a mean value of 2.3 and shows that the total sample generally has a moderate idea about their job satisfaction level.

Table 2: Views on Job Satisfaction

Source: Survey data, 2020

Reliability Analysis

The reliability of the research instrument is considered to be an essential element to achieve the research purpose. The reliability of a measure indicates the extent to which it is free from errors. Therefore, reliability ensures consistent measurement across time and across various items in the instruments (U Sekeran,2016).

Category	Strongly Agree %	Agree %	Moderate %	Disagree %	Strongly Disagree %	Mean	SD
Job Satisfaction	22.95	37.65	30.45	7.05	19	2.3	0.951

Table 3: Reliability Analysis

Source: Survey data, 2020

Correlation Analysis

The following table indicates the result of the Correlation Analysis.

Independent and dependent variable	No	Variables subject to the reliability test	Cronbach's Alpha	Comment	No. of items
Independent	1	Insubordination	0.798	Acceptable	4
	2	Proper Placement	0.774	Acceptable	4
	3	Satisfactory Payment	0.753	Acceptable	4
	4	Bureaucratic Decision making	0.743	Acceptable	3
	5	Rigid Rules and Regulations	0.761	Acceptable	2
Dependent	1	Performance	0.759	Acceptable	2
Independent & Dependent			0.787	Acceptable	19

Table 4: Correlation Analysis

Source: Survey data, 2020

Regression Analysis

Variables	Correlation coefficient	P-Values
Insubordination	0.731	0.000
Proper Placement	0.412	0.000
Satisfactory Payment	0.658	0.000
Bureaucratic Decision making	0.145	0.000
Rigid Rules and Regulations	0.412	0.000

Enter regression method was used to predict the employees' job satisfaction when all the five independent variables are put together simultaneously. All five factors were entered into a regression analysis to predict the employees' job satisfaction. The summary of the coefficient table of the first regression analysis is indicated below in the table.

the table below indicates the impact of each grievance handling factor on employees' job satisfaction. According to the Coefficient of the model, it is noted that all five variables are significant which is P-Value < 0.05. Those are Insubordination, Proper Placement, Satisfactory payment, Bureaucratic Decision-making process, Rigid Rules and Regulations.

Table 5: Regression Analysis

Variable	Unstandardized Coefficients		T	P Value	95% Confidence interval for B	
	B	Std Error			Lower bound	Upper bound
Constant	4.182	0.327	12.810	0.000	3.540	4.825
Insubordination	0.445	0.071	6.248	0.000	0.585	0.705
Proper Placement	0.053	0.043	1.231	0.000	0.139	0.332
Satisfactory Payment	0.044	0.053	0.832	0.000	0.149	0.460
Bureaucratic Decision making	0.198	0.061	3.236	0.000	0.319	0.578
Rigid Rules and Regulations	0.250	0.043	5.836	0.000	0.166	0.334

Source: Survey data, 2020

The result of the above table indicates that all five grievance handling factors have a positive impact on employees' job satisfaction. Insubordination has the

highest coefficient value (β) of 0.445 and rigid rules and regulations have a positive impact on Employees' job satisfaction with the coefficient values. (β) 0.250. Next the positive impact of other three factors are bureaucratic decision making β = 0.198, proper placement β = 0.053, satisfactory payment β = 0.044 respectively.

Conclusion and Recommendations

Grievance Handling is an important aspect for the organization to satisfy employees for better performance and employees will be more productive when they feel good with their job. Better Grievance Handling procedures would provide employees to have a satisfactory work-life and the best achievements in their tasks and it will make a better career life. In doing so, organizational efficiency would increase. On the other hand, the government service sector will achieve better development and then in the long term country would take its next step of development. Creating a better grievance handling procedure is an investment that will certainly realize a return on its investment. Therefore, the purpose of this study was to find out the impact of grievance handling on job satisfaction.

The study concluded that grievance handling factors impact the employees' job satisfaction in the government sector and organization administration can use grievance handling factors as a tool to improve the job satisfaction of their employees. All five factors have equal importance in affecting job satisfaction. The most important factor is insubordination. Without good subordination, the employee will not provide their maximum contribution to the organization. The next influential factor is a satisfactory payment. Without a good payment, employees will not have an interest in their job. Therefore, these findings help organizations to develop a proper pay scheme as the most influential indicator of this factor is sufficient salary. Rigid rules and regulations have a moderate impact on employee job satisfaction and the employees have more grievances because they must work under rigid rules and regulations. The administration must pay attention to reestablish rules and regulations as feasible to the employees and can establish a procedure to get the feedback of employees about the rules and regulations.

Further by implementing these kinds of policies and procedures both government and private sector organizations may achieve' higher level of productivity and it may affect organizations to provide a better service to the general public. By considering all these facts administration can improve

Grievance Handling factors within the organization to improve the Job Satisfaction of the employees in the state sector and achieve the organization's goals.

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Introduction

Tea is one of the major exports and foreign exchange earning crops in Sri Lanka. Due to the uniqueness of flavour and quality, it is well known as "Ceylon Tea" in the world tea market (Anon, 2013). The tea sector plays a vital role in its contribution of 10% to the agricultural gross domestic product and 12% to the value of total exports for the Sri Lankan economy(Thibbotuwawa, 2019). Further, the tea industry provides over one million employments directly and indirectly in the Sri Lankan economy.

The whole process of tea production cannot be replaced by mechanization. Thus, the plantation sector is a highly labour-intensive sector which requires regular labour supply. Unfortunately, the Sri Lankan tea industry has been experiencing the threat of declining industrial capacity and labour shortages. The labour outmigration from tea plantations to urban areas has doubled in the last two decades in Sri Lanka (World Bank, 2007). Increased access to information and mobility has opened doors for the plantation community to participate in economic activities outside plantations (Ekanayake, 2009).

Unlike in the past, considerable changes have taken place in the estate sector. Projects are implemented in the corporate tea plantation sector to enhance the estate workers' welfare. And wage rates have also increased to a certain level (Masood, 2017). However, the issue of labour-shortage is still not brought to a stop. Therefore, this study was conducted to identify the determinants of labour outmigration in tea plantations in Nuwara Eliya District.

Tea plantation sector of Sri Lanka is experiencing labour shortage due to labour outmigration and absenteeism of registered resident workers, especially the educated younger generation (Illukpitiya, 2004). Moreover, little attention has been paid to analyze the reasons for the labour migration from the plantation sector. Closing down tea factories and underperforming estates question the future of the plantation sector. This issue gradually hits the entire economy and civil society in various means (Illukpitiya, 2004). The focus of previous studies was limited to the issues and development requirements of tea estates. Such studies rarely spoke of the internally migrated workers, especially the

youngsters, retired men and women those who are employed in the urban areas and neighboring villages of the estates (Arumugam, 2017).

Research Question

The specific research question that is addressed in this study is,

What are the factors for labour outmigration in tea plantation in Nuwara Eliya district in Sri Lanka?

Significance of the Study

Continuous outmigration of people from tea plantations to urban areas presents a complex challenge and call for immediate attention. In this labor-intensive sector, labour outmigration in tea plantations causes labour shortage, decline in productivity and loss of competitiveness. Further, it decreases the qualitative characteristics of labour resources. Hence, identifying the factors which motivate the estate laborers to migrate could provide insights to the authorities to eliminate and control the outmigration and restructure the tea plantation sector. Also, it may pave the way to control the adverse impacts of labour outmigration.

Literature Review

Labour Migration and its Typology

The migration refers to the change in residence. According to Suarez-Orozco (2005) migration is the more or less permanent movement of people across space. Therefore, migration is the translocation of a person or persons from one place to another for a given period. Harzig, Hoarders and Gabaccia (2009) provided the sociological definition for migration. Accordingly, migration can be considered as the move from one society to another.

Scholars often distinguish between involuntary (forced) and voluntary migration (Akokpari, 2001). Internal and international migration is another distinction proposed in migration literature (Solomon, 2003). The time migrants spend away from their home country or society is used to distinguish between permanent and temporary migration, and long term, short term and seasonal migration(Martell, 2010). Generally, return migration is a natural last leg in the migration cycle in which, having saved enough capital and gained skills abroad, the migrant returns to the homeland (Sorensen, 2002). Labour migration is distinguished from other forms of migration as it is the migration of workers instead of people whose intention is not that of securing jobs in some distant

labour market (Martell, 2010). Chain or sequential migration is the movement of people based on networks (Harzig, 2009). Further, 'migrant worker' is explained as a person who either migrates within their home country or outside it to pursue work.

Migration Theories

Scholars have sought to understand the causes, effects and dynamics of migration and generated many theories. Those can be classified as macro-level theories and micro-level theories (Brettell, 2008). The Historic Structural Approach and Push and Pull Factor Theory are the macro-level theories. It views migration which was induced by the penetration of capital and investment into the periphery (Mooney, 2007). Whereas, Push and Pull Factor Theory explains that less developed economies with their low salaries and standard of living push away workers, whilst higher wages and a better standard of living in the more industrialized regions pull them in (Harzig, 2009). Family Economy Approach serves as the micro-level theory. It considers both the income generation capacity of families and its income allocation strategies in making migration decisions.

Labour Migration in Tea Plantation

The World Bank study on Sri Lanka Poverty Assessment (2007) highlighted that migration could reduce cross-regional inequality as people move in response to wage differences and as a result, it reduces the wage gap. According to the new economics of migration, the principal causes of migration are not the differences in the wage systems but also to minimize their family risks (Masood, 2017).

The structure of internal migration has however changed, with rural-to-urban movements becoming the dominant migration flow in the most recent period (2008-2013). Since the start of the urban renewal and construction boom in 2008, young rural dwellers have increasingly moved to urban areas in search for employment and a better life (Bundervoet, 2018).

Methodology

This study adopts the deductive approach and qualitative design. Qualitative research allows participants to freely express their opinion unfettered by the researcher's preconceived categories. The population was the tea plantation residents in Nuwara Eliya district; those who migrated. Ten cases of such migrants were chosen as a sample based on purposive sampling technique. Semi-structured interviews used to collect data from the respondents. Thematic analysis was used to analyze the data. Thus, patterns are identified through a

rigorous process of data familiarization, data coding, theme development and revision.

Data Analysis

Demographic Profile of the Sample

A total of ten respondents from the Tulloes Tea Estate in the Nuwara Eliya district were interviewed and this sample includes six males and four females. Here few respondents have worked in a tea plantation previously and then moved to outer areas. Among them, five had attended school up to Grade 8 and, four were completed the G.C.E. O/L, and only one respondent had G.C.E.A/L qualification. Six respondents are hailing from large families that consist of five or more members. The Table 01 exhibits the demographic features of the sample.

Table 01: Sample Profile

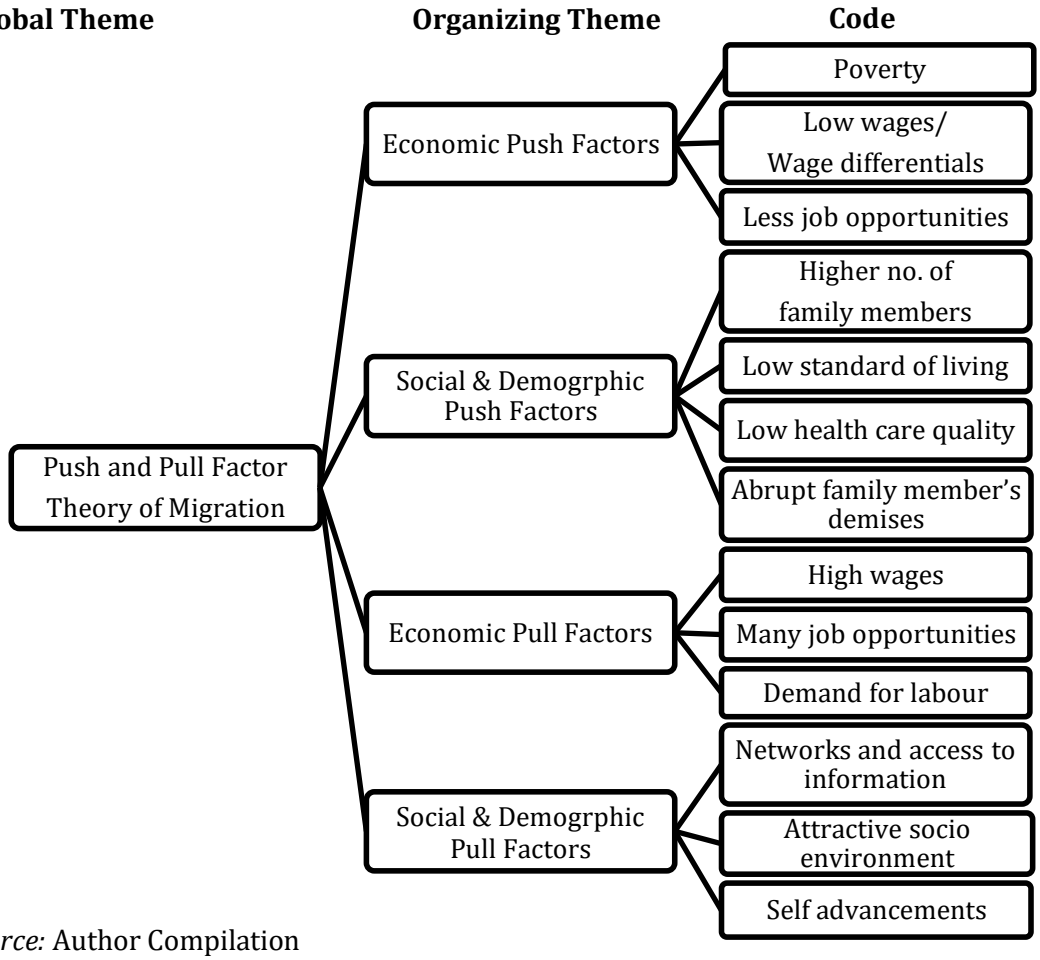
No.	Gender	Age	Level of Education	Marital Status	No. of Family Members	Employment
INT 01	Female	46	Grade 5	Married	6	Domestic Servant
INT 02	Male	30	Grade 8	Unmarried	5	Salesman in Textile Shop
INT 03	Female	24	Grade 10	Unmarried	4	Label Printing at Garment Factory
INT 04	Male	27	O/L	Married	9	Quality Checker at Garment Factory
INT 05	Male	43	Grade 3	Married	5	Carpenter
INT 06	Female	24	A/L	Unmarried	4	Cashier at a Supermarket
INT 07	Male	25	O/L	Unmarried	2	Customer Service Assistant at a Supermarket
INT 08	Male	46	Grade 3	Married	6	Cook at a Hotel
INT 09	Male	41	Grade 4	Married	5	Salesman in a Market
INT 10	Female	31	O/L	Unmarried	4	Beautician

Source: Author Compilation

Thematic Map

The information derived from the interviews is presented, examined, analyzed and interpreted in a methodical way. The thematic map shown in figure 01 was composed based on four major themes that emerged in the interviews.

Figure 01: Thematic Map



Source: Author Compilation

Key Findings and Discussion

According to the thematic map, the determinants of labour out-migration are discussed under four main themes; Economic Push Factors, Social and Demographic Push Factors, Economic Pull Factors, and Social and Demographic Pull Factors. These four themes are derived based on Push and Pull factor theory. Also they ordered according to the existing factors and the importance of results that obtained through interviews.

Theme 01: Economic Push Factors

According to the respondents, the economic push factors which motivated them to leave tea plantations are poverty, low wages or wage differentials and fewer job opportunities. Poverty is a multi-dimensional concept because it encompasses the various deprivations experienced by poor people in their daily lives. Tea estates are identified as the poorest sector in Sri Lanka. The poverty incidence prevails due to fewer earnings, poor conditions of health facilities, malnutrition, lack of education, inadequate living standards, disempowerments, low quality of work, hazardous surrounding, etc (Thibbotuwawa, 2019).

This study identifies poverty as the most influential factor which exits in the tea estate. All respondents have mentioned poverty as a reason for moving from the estate to outer areas. According to one respondent,

> *"I don't have my father, so we lived in poverty. My mother worked in the tea estate. I dropped out of school after grade 09 because my mother's income was not sufficient to meet our family requirements."*
>
> (INT 02)

Therefore, the labourers of the tea plantations may be pushed off by poverty to move towards a town or industrial base areas in seeking employment. Poverty and hunger caused many upcountry youths to drop out of school to support their family. Most of the respondents have mentioned their inability to fulfill their daily needs due to the frequent hike in prices of goods and services.

There is a long-standing discourse that tea pickers in Sri Lanka are underpaid. Although Sri Lanka's plantation workers were already granted a pay hike in January 2019, under the two-year Collective Bargaining Agreement (CBA), it is uncertain that the wages will further be increased or not. Currently, workers received a daily wage of Rs. 750. Also, the tea pluckers who achieve a daily target of 18 kg of plucked tea are entitled to a payment of Rs. 25/kg for each additional kilogram. Therefore, it is apparent that the current wage rate is insufficient. As per a respondent,

> *"We all know that the estate sector is an economically backward area….. Because the wages provided to the estate workers are very low and insufficient to fulfill our daily needs."*
>
> (INT 01)

Therefore, the wage differentials matters in making migration decisions by the residents in the tea Plantation. Labourers of tea plantation and youth consider various labour market opportunities available to them in urban sectors that maximize their expected gains. Therefore, employment availability is another

determinant which is influencing migration. Further, even though children of estate workers have qualified with secondary level education; there have limited chances to join the staff grade jobs available in the estates. Therefore, the educated youngsters migrate from the estate sector in searching for better job opportunities in cities. One respondent said that,

> *"I searched for the job opportunity within the Nuwara Eliya area. But I could not get an appropriate job with a better salary. Later on, I got the chance to work in the Supermarket. Therefore, I migrated to Colombo."*
>
> (INT 07)

Thus, those who obtain an education are interested in joining jobs other than plantation works.

Theme 02: Social and Demographic Push Factors

As per the opinions of respondents, the social and demographic push factors which motivated them to leave tea plantations are a higher number of family members, low standard of living, low quality of health care quality and abrupt family member's demise. The existence of the joint family system and laws of inheritance may also force many labourers to move out of cities in search of jobs (Kainth, 2010). In this study, 60% of the sample has five or more than five family members. Therefore, it creates difficulties in terms of economic and financial needs and ultimately leads to mobility. One respondent has said that,

> *"My family's biggest problem is that there are so many children in the house. And we do not have enough means to generate income. Then I migrated to Colombo with my father because of my family situation."*
>
> (INT 04)

Among social and demographic push factors, it is apparent that the number of family members in the estate sector' is the most significant factor. Also, living in poor quality line rooms stigmatize and alienate them from the rest of society. Most of the respondents emphasized that existing estate workers are not willing to send their children to work in the plantation. The younger generation (Illukpitiya, 2004) also, has lost their interest in working in tea estates due to several reasons such as low-profile stigma, poor sanitary conditions, crowded living condition, and most importantly the low salary and especially they feel inferior about their living standard.

Also, the quality of health care is less and it has made this community a vulnerable group. The line rooms system is the root cause of most health hazards. However as per the findings, less health care is the least influencing factor and only one respondent has mentioned this as a cause to their higher need for money and to take a decision towards outmigration.

This study has found abrupt family member's demise as one of the social and demographic push factors that influence the labour outmigration in a tea plantation in Nuwara Eliya. It is a very uncommon factor and has not been addressed in previous literature as well.

Theme 03: Economic Pull Factors

According to the findings of this study, the economic pull factors which motivated people to migrate from tea plantations are higher wages, more job opportunities and demand for labour. It appears that economic opportunities in terms of job availability in primary and informal sectors serve as a pull factor. In recent years, there is a high rate of migration of people from the estate sector to urban. They look for better employment opportunities and chances of obtaining higher wages (Pranat, 2004). Moving for work has become increasingly frequent over time. One of the respondents intentionally moved to Colombo to follow her passion related to beauty culture. There are some fields which are most accessible in urban areas. One respondent explained that,

> *"I got a chance to work as a beautician in a beauty parlor with the help of my friend. I moved to Colombo to follow my passion."*
>
> (INT 10)

From this viewpoint, residents of plantations find more attractive employment opportunities outside the tea estates. As per this research study, this factor is one of the crucial social and demographic pulling factors. One respondent has said,

> *"In my estate, I cooked for wedding functions, birthday functions and other ceremonies. But my income was not enough. One day my friend's son who is working in Colombo suggested me to join their hotel. They looked for an experienced person."*
>
> (INT 08)

Theme 04: Social and Demographic Pull Factors

Based on the findings of this study, the social and demographic pull factors that motivated people to migrate from tea plantations are networks and access to information, attractive socio environment and self-advancement. The presence of family, friends and various types of networks ease the migration decisions. Accessibility to information about the employment, wage levels and living standards in the destination regions, via formal and informal networks, made easier by technological developments, which are instrumental in shaping

individual aspirations. As per this research study, few respondents have mentioned,

> *"At the beginning, I was not intended to move outside. But because of my friend's recommendations I have moved to Colombo."*
>
> (INT 06)

> *"I decided to go to Colombo to work as a housemaid based on the recommendation of my neighbour."*
>
> (INT 01)

> *"I got a chance to work as a beautician in beauty parlor with the help of my friend. Actually, my friends are the motivators to migrate and follow my passion."*
>
> (INT 10)

Concerning about the preparation for migration, it is useful to take advantages of existing connections. Among social and demographic pull factors, this has reported as the crucial determinant.

In a nutshell, push factors play a dominating role in the process of outmigration than pull factors. Relatively, the economic push factors that exist in the tea plantations are reported as the influential determinants. It is apparent that poverty, low wages and fewer job opportunities in the tea estate sectors are very significant while every respondent has emphasized as a crucial determinant.

Economic pull factors also emerged as a second major theme which influenced the outmigration process. Availability of thousands of formal and informal employment opportunities outside the tea plantation is the key determinant. Among social and demographic push factors, relatively higher numbers of family members in the estate families influence to a higher extent whereas, among social and demographic pull factors, relatively the networks of family and friends and access to the information affect the migration decision significantly.

Conclusion and Recommendations

Tea is one of the major exports and foreign exchange earning crops in Sri Lanka. The formation of the plantation sector is considered as a highly labour-intensive sector which requires regular labour supply. But unfortunately, the Sri Lankan tea industry has been experiencing the threat of declining industrial capacity and labour shortages, with the outmigration of its labourers. Therefore, this research study attained to identify the determinants of labour outmigration from the tea plantation in Nuwara Eliya. In a nutshell, both economic push factors and pull factors are most influential to migration decisions. Collectively, poverty, the higher number of family members, many job opportunities and

networks and access to information are the crucial determinants of the labour outmigration in the tea plantation of Nuwara Eliya district.
The tendency of outmigration has been increasing over the years in Sri Lanka and reduces the availability of workforce in the tea plantations. Thus, it has to be addressed by identifying the underlying reasons to secure one of the renowned tea industries in the world.

The influential determinant namely poverty that continuously prevails among the plantation community lead to an outmigration and gives signal to the government and relevant tea plantation authorities. This is leading to changes in the way some tea companies are organizing their operations, as they seek to ensure that workers have more ownership and control over their work and improved incomes. Tea plantation companies need to ensure that workers have ownership and control over their work and improved incomes within the plantation like the application of 'out-grower' model. Establish innovation and empowerment programmes to improve the quality of lives and enhance opportunities in the estate sector. Specifically, delivering nutrition programmes to improve the nutrition and health of communities in tea estates.
The poor funding and low enrollment rates in tertiary education and Technical and Vocational Education and Training (TVET) have resulted in youth unemployment in the estate sector. Therefore, the younger generation searches for jobs which mismatches with the skills demanded by the business sector. It provides signals to the technical and vocational studies centers and to the government to be focused especially on the estate community. Also, strengthening the provision of information about and support for the voluntary use of reversible modern methods among young women in the estate sector. Educate estate community about how to efficiently manage their finance would help the community to overcome the fundamental issues.
The networks refer as the group of people who have already worked in the outside and recommend their known people to migrate. But this tendency could be reduced over time with the help of community level and non-governmental organizations. They can establish better livelihoods to estate people which would motive them to stay in the estate sector rather than migrate.

Limitation and Areas for Future Research

The findings of the study are subject to several limitations. The first one is time constraint and insufficient sample size. Further, due to the COVID 19 pandemic situation it became a difficult task for the data collection processes. Third

limitation is to access the migrants in respective estates in the sample and whether they give us a full cooperation for the research study.
The future studies could cover several tea estates and focus on changes in the quality of lives those who out-migrated. Such comparative studies would provide insights to the government, tea plantation authorities, and community organizations to uncover the effects of outmigration.

Acknowledgement

This research is based on a dissertation submitted to the Department of Public Administration, University of Sri Jayewardenepura for the year 2020 as a partial fulfillment of B. Sc. Management (Public) (Special) Degree. I highly appreciate my research supervisor, Ms. Aruna Muthulingam for the guidance and advices in completing this study.

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MEDIA ETHICAL ISSUES IN TELEVISION NEWS IN SRI LANKAN TELEVISION CHANNELS: PERSPECTIVES FROM JOURNALISM LECTURERS

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Keywords: Media ethical issues, television news, television channels, journalism lecturers

Introduction

With the development of modern technology and innovations, people tend to have their own digital media devices such as television, radio, or mobile phone rather than looking at newspapers or magazines to seek information about what is happening around them. The advancement of technology has resulted in people spending their leisure time with such categories of media where Digital Media have become much closer to the citizens' lifestyle. Having said that, the number of households who are watching television is noted to be rising day by day, expecting much more accurate information for their varied purposes. In the year 2016, 86.3% of households owned television (Household Income and Expenditure Survey-2016, 2018), where a household tuning of television is observed at an average of 59 hours and 28 minutes per week and nearly 8 ½ hours of tuning per day all over the world (Nielsen Television Audience Report for Universe, 2011). Thus, it is implied that television does a significant impact on the lives of individuals while occupying a greater space in their day-to-day routine.

These imply the requirement to have higher ethical considerations in delivering information as per peoples' wish. By using the Code of Ethics, it can be ensured, the reliability of the information which were reported by defining acceptable practices, Also, it provides guidelines about circumstances that could interfere or appear to interfere. When considering the Sri Lankan context of Free Media Movement, through the sources of Sri Lanka Press Council Code of Ethics for Journalists (Government Gazette, Sri Lanka., 1981 october 14) and Sri Lanka Press Institute code of Ethics (The Editor's Guide of Sri Lanka, 2019), Sri Lanka has introduced with this kind of code of ethics in the media field.

Research Questions

In today's case, many shreds of evidence are to be presented in real-life scenarios where most of the media organizations do not follow ethical codes while telecasting news in Sri Lanka, even though television channels don't have proper ethical guideline to be practiced. Then their ethical behavior is much more questionable. Every organization tends to be focused only on the attraction of publicity and being in the top ranking lists without considering code of ethics. Accordingly, a clear image can be portrayed where a dominant requirement has emerged relevant to the field of Digital Media, where a code of ethics has to be practiced in news selection and reporting as well as telecasting of television channels to reduce the negative impact on the society with the lack of proper conduct of code of ethics in the specified field. Therefore, the main research questions of the study are:

- What is the perception of journalism lecturers' towards the media ethical issues in telecasting news in Sri Lankan television channels?
- To what extent Sri Lankan television channels are practicing media ethics in telecasting news?

Research Objectives

- To examine perception among journalism lecturers towards the media ethical issues in telecasting news in Sri Lankan television channels.
- To identify to what extent Sri Lankan television channels are practicing media ethics in telecasting news.
- To make suggestions to improve the media ethics in telecasting news in Sri Lankan television channels.

Significance of the Study

Through the contemporary study, by identifying and suggesting recommendations of journalism lecturers, it is intended to provide valuable insights for the policymakers in the field of media. Additionally, this study is expected to be valuable to the student who are currently engaging and who is expecting to engage in the media field towards the improvement of their knowledge. Babran & Ahadzadeh depicts from their study, television plays a key role in the society in disseminating information and not only that television is one of the main digital media which all media ethics must be duly observed

(Babran & Ahadzadeh, 2010). By conducting this research, the best practices related to the field of media worldwide will be explored. And also, this research will be helpful to the researchers who are doing researches related to the field of media in the future.

Literature Review

On top of TV programs, TV news must also follow a series of ethical values such as truth, precision, professional independence, freedom of expression, information dissemination, and so on. (Motamednejad, 2000). Further supplementing this fact, Babran & Ahadzadeh states that, if television fails to consider the above mentioned ethics during news broadcasts, people will not believe news and therefore television cannot gain public credence, confidence, or support. Lack of public support will cause the television industry to lose its credibility, and its absence will pose difficulties in the future. (Babran & Ahadzadeh, 2010).

Journalism ethics and standards comprise principles of ethics and good practice as applicable to specific challenges faced by professional journalists (Babran & Ahadzadeh, 2010) where such codes are introduced by various professional journalism associations and individual print, broadcast, and online organizations tend to share some common elements. Babran & Ahadzadeh have identified such commonly shared elements as; truthfulness, accuracy, objectivity, impartiality, fairness, and public accountability (Babran & Ahadzadeh, 2010) of which different countries have compelled the media particularly to follow specified ethical principles following the above-mentioned elements.

In Sri Lanka study programs on journalism are found in universities, semi-government institutions, and privately run institutions. There is as yet no national institute for journalism education in the country. There seems to be a variety of privately run programs of varying quality yet has been difficult to form an idea about them during the time that was available to the team. Apart from these, a certain amount of on the job training takes place, although it seems to be rudimentary. The team was able to get a brief look at the programs in the University of Kelaniya, University of Colombo, Sri Lanka Foundation Institute (SLFI), and Sri Lanka Television Training Institute. Apart from these, it was informed that there are provisions at several other universities to study journalism (Nohrsted, , S. A; Bastian, S; Hok, J, 2002).

Methodology

The study is based on a qualitative approach of which the population is referred to as the total of lecturers who are currently employed under the discipline of journalism. The sample consists of five (05) lecturers selected under the purposive sampling technique who are directly dealing with the field of media. Primary data utilized for the study collected through in-depth face to face interviews with journalism lecturers. The method of analysis of the study is the thematic analysis.

Key Findings and Discussion

The analysis of perception of the journalism lecturers regarding media ethical issues in television news telecasting in Sri Lanka found that absence of proper ethical codes adopted by the Sri Lankan television channels, severe competition amongst the Sri Lankan television channels, biasness in News Content, lack of ethical knowledge among television news presenters, and lack of training among news presenters as factors/issues of media ethics.

As a result of the absence of proper ethical codes for the electronic media, television channels were observed not to have clear direction about telecasting pattern of the television channels; what kind of information television channels should have revealed to the audience, what kind of information should be hidden from the audience until it becomes confirmed by any courts or any other authoritative body. The overall perception among the lecturers is reflected in the below excerpt given by a lecturer 2.

"....while telecasting television programs I do not see clear ethical codes are practicing throughout the media channels in Sri Lanka and if they practice it is in a very lower level..."

(Lecturer 2)

Thus, it was concluded that television channels don't have proper control towards telecasting the information which they have gathered from any sources. Moreover, it is notable that because of not adopting proper ethical codes in television news telecasting in Sri Lanka, people are even unable to question the ethical practices of television news telecasting. As well as people are even not in a position to go before the courts to file a case against ethical violations because they do not have clear ethical guidelines for television news.

However, the most possible reason why television channels are not adopting proper code of ethics when telecasting news was identified as the high competition amongst the media channels where most of the television channels

were not willing to bound with that kind of laws as then they cannot earn the required amount of profits. Based on ownership of the particular channels they also tend to be biased towards any particular party or so many parties. State-owned television channels prepare their news content by giving priority to the government that is ruling the country. And private television channels give priority to fulfill owner's willingness or the owner's agenda. Prime news of every news bulletin is ordered according tothat priority. To add up, at present-day,

".....we can see every television channel has young news presenters. Their knowledge of ethical practices is questionable. Even though they have clear ethical knowledge they don't have the opportunity to maintain it because they become just a piece of news presenting tool on a television channel....."

(Lecturer 1)

In the past, news presenting had been considered as a respective occupation. Among the citizens who are watching television, they have their preference towards the news presenters. Also, we can see some iconic news presenters on every channel. But when we consider the current context in Sri Lanka people do not pay any kind of respect towards news presenters.

The extent to which Sri Lankan television channels are practicing media ethics in telecasting news according to the journalism lecturers

Journalism lecturers have identified that to a certain extent Sri Lankan television channels are practicing media ethics in telecasting news including, proper dress code in presenting news, the appropriate presenting style in presenting news, on-time news telecasting, and advertisement presenting where one respondent clearly stated the following which depicted the absence of proper adherence of media channels on presentation of advertisements.

"...television channels telecasting advertisement according to their preference and in here we cannot see clear ethical violation while presenting an advertisement in the news bulletin..."

(Lecturer 3)

News presenters should wear a formal or professional dress code when presenting news. Female presenters can wear a saree or an official skirt and blouse with shoes. Male presenters can be seen wearing formal shirts and trousers with a matching tie and coat. But here it should be mentioned that, news presenters should be concerned about not using fancy items as the use of such fancy items can create disturbance to the audience. However, to sum up, it could be observed by the contemporary researcher that the units under the study presented their perception on a severe issue which is relating to the media

ethical practices in television news telecasting on Sri Lankan television channels.

Conclusion and Recommendations

The perception of the journalism lecturers concluded that there are media ethical issues in television news telecasting on Sri Lankan channels. However, journalism lecturers have identified that to a certain extent Sri Lankan television channels are practicing media ethics in telecasting news.

This study intends to provide recommendations to improve media ethical practices in television news telecasting in Sri Lanka. The recommendations mentioned in the study are suggested by journalism lecturers interviewed in the study and also the researcher himself. There should be properly established ethical codes for electronic media, especially television news telecasting. Also such established code of ethics, should be regularly monitored by a nationally accepted regulatory body in Sri Lanka. Further awareness and knowledge about ethical practices of television news should also be increased among the news presenters and the wider audience. Further, every television channel owned organizations can establish their own media training institute to train their employees as well as individuals who are interested in the media field. Since news telecast in the media channels have a huge impact in the county, it is required to seriously consider media ethics in Sri Lanka.

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DIFFICULTIES FACED BY PASSENGERS USING RAILWAY TRANSPORTATION: A STUDY BASED ON THE SRI LANKAN CONTEXT

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Keywords: Difficulties, Passengers, Railway Transportation

Introduction

Railway Transportation is an important method of transportation compared to other transportation methods as it is an effective, efficient and an economical method. According to (Yip, 2019), within a country or an economy, railway transportation is established according to a wide range of Institutional factors such as capital, human and materials. Movements of these institutional factors are observed across an economy, and the efficient movements of these factors in an economy are often assumed to occur without a question. However, compared to other countries that use advanced technology in railway transportation to provide wider facilities to their passengers, local railway passengers have a negative image towards the facilities provided by the local railway transportation. The reason is the difficulties faced by the passengers in railway transportation are increasing, but the improvements in railway transportation are very low.

According to (Li-xin, 2010), many developed countries like USA, UK, Australia and China give more attention to overcome the difficulties faced by the passengers in railway transportation and to develop railway transportation. However, South Asian countries such Sri Lanka, Bangladesh, Indonesia, Pakistan and India have not been fully concerned on overcoming difficulties in railway transportation or developing railway transportation. As a result, many passengers switch from railway transportation to other means of transportation. Due to this, many additional problems arise. “Railway in Sri Lanka has been fully regulated as a government monopoly since its inception. There are however, problems in the form of a visible lack of commercial or passengers’ interests, occupation of trades in the railway” (Kumarage, 2004) also justified there have problems in railway transportation since the inception.

Research Questions

- What are the difficulties faced by passengers in railway transportation in Sri Lanka?
- How to overcome the difficulties faced by the passengers in the railway transportation in Sri Lanka?

Research Objectives

- To identify the difficulties faced by passengers in the railway transportation in Sri Lanka
- To identify the solution to overcome those difficulties faced by passengers in the railway transportation in Sri Lanka.

Significance of the Study

The importance of railway transportation depends on the services provided to the passengers and convenience felt by the passengers. When the service is poor, Passengers will not travel using railways but use private vehicles as their transportation. Then the number of vehicles entering the cities will increase, the traffic of the roads will also increase, environmental pollution will increase, respiratory disorders will increase, mental stress will increase and many more negative consequences will arise. Those negative consequences can be overcome, once we overcome the difficulties in railway transportation. "As more railway industry expands, the reduction in energy consumption and pollutant emission in railway systems represents a crucial factor for further development and development of rail way transportation. The goal is to provide higher quality service with more energy-saving" (Gu, 2010).

Literature Review

Railway Transportation

There is no identical definition for transportation. According to scholars they had given the definitions meaningfully for transportation. "Contemporary transportation planning, takes into account financial austerity, natural resource limitations, changing demographics of urban populations, inflation, changing functions of cities, new emphasis on rehabilitation and maintenance of existing infrastructure, new transport options, and advances in technology" (Meyer, 1984).

With the invention of the wheel, people produced the bicycle for their transportation. “Shared bicycle transport has been adopted by a growing as a number of cities and regions throughout the world over the past eras. Bicycle has developed from interesting experiments” (Midgley, 2011). After the development of the bicycle, people developed trains. Earlier trains’ energy source was coal. “With the support of the coal energy, the trains had been traveled. Clustering evaluations in coal railway transportation significantly improve capacity usage with the best resource-effectiveness” (Kozan, 2012). The railway is one of the most efficient and environmental-friendly ways to transport people and goods. “It is interesting to evaluate whether railway transportation has reduced environmental impacts. The impact of reducing pollution by railway transportation lead to enhance the environmental efficiency” (Song, 2016). The transportation is important for the country. “Contemporary transportation planning, takes into account financial austerity, natural resource limitations, changing demographics of urban populations, inflation, changing functions of cities, new emphasis on rehabilitation and maintenance of existing infrastructure, new transport options, and advances in technology” (Meyer, 1984)

Difficulties in Railway Transportation

Railway transportation is best, even though difficulties faced by the passengers in railway is increased. “Those in this position have sufficient competence to overcome task difficulties caused by accident uncertainties.

However, “delaying of trains can occur due to many reasons such as accidents in railway crossings, malfunctions of signaling system, fault in the engines, damages of railway track due to natural disasters, poor planning and scheduling of time tables, etc. Railway stations are far away from business entities. This problem is a major factor that discourages industries/people to avoid rail transportation” (Jayasinghe, 2018)

Although railway transportation is considered effective at reducing the external cost of driving private vehicles, many urbanites do not use public transportation. Thus developing the railway transportation is an important matter to the improvement of railway transportation. This incident is a factor of the power cost increase. Moreover, “electric railway is increasing effective use for the resurrection energy of the vehicle and the necessity of the voltage descent measures. In addition, an electric railway needs an effective use of regenerating energy from rolling stock for energy conservation, and the measure against a voltage drop. To apply the energy storage system to electric railways is one method to solve these problems” (Ocui, 2010)

Methodology

This study has followed a qualitative approach for the purpose of achieving the study objectives. The population of the study is all the passengers using railway transportation in Sri Lanka. The study population is the railway passengers who travel between Colombo Fort and Veyangoda railway stations. As the sample, twenty passengers using railway transportation in Sri Lanka were selected using convenience sampling technique. Primary data collection for the study was conducted through interviews. Thematic analysis was used for identifying the difficulties faced by railway passengers and their proposed solutions for such difficulties.

Data Analysis and Discussion

After analyzing the gathered data, seven themes have been generated as difficulties faced by the selected passengers.

Delays and cancellations of trains

It was identified that many participants have mentioned cancellation and delays of trains due to breakdown of trains and signals, train traffic and lack of announcements as a major difficulty faced by passengers

Poor railway management

Passengers identified that the managerial failures such as not maintaining the available facilities properly, poor time management and improper time tables, poor communication systems, insufficient trains during peak hours and not giving priority for express trains as difficulties for them.

Poor infrastructure

Issues due to broken seats, toilets, fans, windows & staircases inside the train, poor restroom and washroom facilities, lesser number of compartments, insufficient railway platforms, and improper signal systems have also been identified by majority of the passengers as a difficulty in railway transportation.

Inefficiencies and rude behaviour of workers

Participants to the study also pointed out that the rude behaviour of railway workers including verbal harassments and shouting at passengers, lack of concern on disabled people, not responding to passenger requests, the inefficiencies arisen from strikes and lack of timely completion of tasks as another difficulty faced by railway passengers.

Harassments faced by passengers

Thefts, sexual harassments, difficulties due to beggars and venders inside the trains and harassments from other passenger groups have been pointed out as harassments faced by railway passengers.

The participants themselves have proposed several solutions to overcome the difficulties face by them. Accordingly, proper maintenance of infrastructure facilities, use of well-planned time tables and train schedules, recruiting and training efficient and effective workforce with positive attitudes, use of advanced technology for railway management such as digitalized signal systems and electric trains, increase the number of infrastructure facilities including the number of train compartments, trains, railways and stations, introduce separate compartments for women to prevent from sexual harassments, restructuring the railway department to reduce bureaucracies & managerial inefficiencies, introducing controlling mechanisms and revisit the train schedules in a way that they give priority for express trains, and the control of travelling as groups have been proposed by majority of the participants.

When concerning the difficulties of passengers using railway transportation, Cheng (2011) stated that the uncertainty of railway accidents is a difficulty that the passengers have to face. Majority of the participants also agreed about the risk of happening accidents as a difficulty that they have to face when using railway transportation. Jespersen-Groth, (2009), identified the lack of proper time table management and train delays as difficulties faced by railway passengers which was similar to the findings of the study.

The solutions proposed by different scholars in their studies are also aligned with the proposals given by the participants of the study. Cheng (2015) stated employing accessibility, mobility, and seamless connectivity for an entire railway transportation service chain, prioritizing underperforming scenarios from the perspective of urban travelers, and deriving various market segmentation strategies as his solutions to minimize the difficulties faced by the railway passengers. Ideas provided by participant 06 and 15 are similar to what he stated.

Conclusion and Recommendations

Based on the findings regarding the difficulties faced by passengers using railway transportation and their solutions to overcome those, following the conclusions were made. The railway transportation is a more effective, efficiency and an economical transportation mode compared with other

transportation modes. Therefore, more attention should be given to the development of the railway transportation mode compared to other transportation modes. Introduction and development of new railway infrastructure within the country such as electronic trains, solar power trains, ticket vending machineries and many more, should be done with the support of modern technology.

Electronic train, solar power energy, develop alternative railway paths, increase parallel rail tracks, expand railway system spreading all around the country, establish underground rail tunnel train system, GPS railway signal system, introduce a light railway system, build trains within the country, establish high way trains, rail/wheel integration management system, increase transport HUBs, establish railway ticket vending machines, develop well plane stations, establish facilities for the disabled passengers will be lead to development of the railway transportation by reducing passengers' difficulties.

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This research is based on a dissertation submitted to the Department of Public Administration, University of Sri Jayewardenepura for the year 2020 as a partial fulfillment of B. Sc. Management (Public) (Special) Degree. I highly appreciate my research supervisor, Mr.W.M.N.Weerathunga for the guidance and advice in completing this study.

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EDUCATION AND JOB MISMATCH: CASE OF DEVELOPMENT OFFICERS IN SRI LANKA

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Keywords: Education- Job Mismatch**,** Over Education, Under Education, Development Officers

Introduction

Education mismatch has been a main issue for underemployment in Sri Lanka. Senarath and Patabendige (2014) emphasized that, the formal economy in Sri Lanka has failed in generating adequate jobs to take up the graduates of local universities. Thus, this excess supply of graduates leads to education-job mismatch. Further, unemployment rate has surged among the educated youth, especially graduates (World Bank, 2018). Consequently, the graduates have to engage in the jobs which require low level of education or less competencies. However, still a considerable level of attention has not been given by researchers on the dimension of education-job mismatch in Sri Lanka.

As a remedy for the graduate unemployment, the Sri Lankan government initiated the recruitment of graduates to the public sector since 1994. It is imperative that every government in rule announced the absorption of graduates into the public sector in their policy statements. The Sri Lankan public sector has usually been the main formal employer sector. It has over 1.4 million employees (Department of Census and Statistics, 2018). A large proportion of the educated labour force has secured employment in the public sector mainly in the occupational categories of professional, administrative and related and clerical work (Dissanayake & Benfratello, 2010). There is one public servant for every 15 citizens, and it exceeds the world average (Wijesiri, 2010).
In the Sri Lankan graduate job market, education- job mismatch is considered as an issue that occur due to the lack of labor demand (Senarath & Patabendige, 2014). Most of the time, state university graduates are recruited to Development Officers' Service. But the ongoing debate about these recruitments reveals that the job role assigned to development officers do not enable to utilize the skills and knowledge of university graduates. They have to play the supportive role to the executive level officers in the achievement of expected objectives of

development programmes (Extraordinary Gazette, No. 1745/11, 2012). A graduates possessing a degree in any discipline are interviewed and recruited for this post. It is doubtful that these graduates are utilizing the acquired skills and whether their education is matched with their job. However, there is a lacuna of research with regard to education- job mismatch that prevails among Development Officers.

Research Question

- What sort of education-job mismatch prevail among the Development Officers in Sri Lanka?

Research Objective

- To identify the education-job mismatch, which is prevailing among Development Officers in Sri Lanka.

Significance of the Study

The number of serving in the Sri Lankan are approximately 90,000 Development Officers in the public sector (Department of Census and Statistics, 2018). They represent the educated younger generation of the country and expected to contribute to national and regional economic development in this knowledge era. Senarath and Patabendige (2014) revealed that the universities are now more geared towards skills development to cater the current requirements of the job market. However, the issue of education- job mismatch still exists and this study focuses on what sort of mismatch prevails and it provide insights to reconsider government recruitment policies, job creation and designing job roles. Particularly, examining the case of development officers inform the future graduates to make their education and career decisions.

Literature Review

Job Mismatch

In late 1980s, researches on job mismatch were mushroomed in US as well as in other developed countries. Mismatch results from the interplay between the combination of people's needs, interests, values, and expectations on the one hand and the characteristics and rewards associated with their jobs and

organizations on the other hand (Kalleberg, 2008). Accordingly, job mismatch occurs when a job does not correspond with one's level of education, experience, skills or interests. Job mismatch is perceived in three categories namely, qualification mismatch, skill mismatch, and field of study and job mismatch. Job mismatch is a potential threat in the new normal and fourth industrial revolution period, particularly for high-quality talented human capital development (Kim & Choi, 2018).

Education-Job Mismatch

Education mismatch, generally, refers to the lack of coherence between the required and offered educational level for a given job (Betti et al., 2007). A cross country analysis conducted by Allen and Weert (2007) found that there are great differences between the types of education- job mismatches across the countries. McGuinness (2006), emphasized the empirical studies, that reported the education-job mismatch on the basis of over education, and it is considered as the most prominent education- job mismatch issue among graduates.

Over Education and Under Education

The possession by workers of higher levels of education than their jobs require. Veselinović et al., (2020) viewed that a person can be considered as overeducated when his/her level of education is higher than that is appropriate for the job. Also, they describe, among youngsters, over education often exists as a result of imperfect information about the labour market and their choice to gain skills for better jobs in the future. In contrary, under education refers to one's level of education is lower than that appropriate for the job (Veselinović et al., 2020). Under education also affect job satisfaction and demand for additional training needs (Wolbers, 2003).

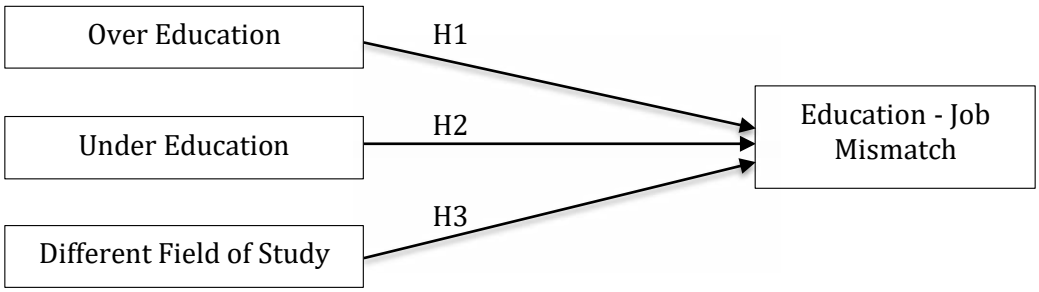
Different Field of Study

Field-of-study mismatch occurs when a worker, trained in a particular field, works in another field. It is considered as the horizontal mismatch. It occurs when the type of education or skills that an individual possess is inappropriate for the job (Senarath & Patabendige, 2014). Thus, a person does a job unrelated to his or her field of study (Robst, 2007). Such mismatched workers will not be able to use his/her field-specific skills to perform job roles and they will not be rewarded by their employers (Wolbers, 2003) They are expected to earn lower salaries when compared to their well-matched peers (McGuinness & Sloane, 2011).

Conceptual Framework

The conceptual framework of this study is derived based on the review of literature and is illustrated in Figure 01.

Figure 01: Conceptual Framework



Source: Literature

H1: There is a relationship between over education and education-job mismatch of development officers in Sri Lanka.

H2: There is a relationship between under education and education- job mismatch of development officers in Sri Lanka.

H3: There is a relationship between different field of study and education-job mismatch of development officers in Sri Lanka.

Table 01: Operationalization of Variables

	Variable	Dimensions	Indicators
Independent variables	Over education (Alpin et al., 1998)	Occupation	Organizational reputation Social acceptancy
		Earnings	Salary
	Under education (Leuven & Oosterbeek, 2011)	Skills for job	Self confidence Self-awareness Accepting challenges
		Personal capacity	Work life balance Understanding others
	Different field of study (Nordin, 2010)	Self-preference	Working experience Interest
Dependent variable	Education -job mismatch (Battu et al., 2000)	Job satisfaction	Workload and stress level Job autonomy
		Career growth	Long term job security Opportunity for promotions

Source: Author complied

Methodology

This research employed deductive research approach and it approaches a quantitative perspective. Study covers the development officers' work in the government organizations as the population of the study. The size of sample is 100 development officers who are employed in the Western Province. The stratified sampling method was utilized to select the sample. The stratification was executed on the basis of obtained degree type. The primary data is gathered through structured questionnaires which are hand delivered and collected. Regression analysis is used to analyze the patterns of relationship between variables. Table 01 exhibits the operationalization of variables of this study.

Data Analysis

Sample Profile

Majority of the sample is represented by middle age married women. Further 54% of them are not previously unemployed.

Table 02: Sample Profile

Description	Categories	Composition
Gender	Male	31%
	Female	69%
Age	Below 28 years	10%
	29 to 36 years	73%
	Above 37 years	17%
Previously Employed	Yes	46%
	No	54%
Degree Type	Internal Degree	76%
	External Degree	24%
Degree Specialization	Art & Social Sciences	81%
	Management	19%
Degree Results	Class Pass	57%
	General Pass	43%

Source: Survey Data, 2020

And 76% of the sample are internal graduates and 81% of sample obtained their degree in Art and Social Sciences. Most of respondent's (88%) revealed that their job is not related to their degree specialization.

For the inquiry on reason for choosing to be a development officer, respondents confirm that the most influential reason was unemployment (43%). And other reasons are job security that prevails in the public sector

(30%) and avoidance of high workload in the previous job (17%). The least number of respondents (05%) revealed that they have chosen this job to serve to the public.

Reliability and Validity

The reliability of the study variables is tested and obtained the acceptable level of Cronbach's alpha value for Over Education (α =0.800), Under Education (α= 0.731), and Different Field_of Study (α=0.712). However, the dependent variable Education-Job Mismatch yield the alpha value of 0.608. Convergent validity for all latent variables measured through the Average Variance Extracted (AVE) are loaded above 0.50 (Over Education AVE=0.607, Under Education AVE=0.537, Different Field_of Study AVE=0.604, Job-Education Mismatch AVE=0.512).

The discriminant validity of variables also confirmed by the higher values of square root of AVEs than the correlations values of the latent variables.

Table 03: Discriminant Validity

Variables	AVE	1	2	3	4
Over Education (OE)	0.607	**0.779**			
Under Education (UE)	0.537	0.246	**0.661**		
Different Field of Study (DF)	0.604	0.402	0.284	**0.777**	
Education- Job Mismatch (EJ)	0.512	0.299	0.261	0.274	**0.634**

Source: Survey Data, 2020

The Correlation Analysis

Table 03 shows that there is a positive correlation between job-education mismatch of development officers and over education, under education and also different field of study, and these relationships are significant at 0.05 levels.

Table 04: Correlation Analysis

Pearson Correlation				
	EJ	OE	UE	DF
EJ	1.000			
OE	0.303**	1.000		
UE	0.248*	0.179	1.000	
DF	0.327**	0.341**	0.240*	1.000

Source: Survey Data, 2020

Regression Analysis

Linear regression predicts the value of dependent variable based on the value of independent variable. Table 05 shows the regression analysis of this study.

Table 05: Regression Analysis

Dependent Variables	Coefficient	Standard Errors	t	Significance
Over Education	0.201	0.064	3.152	0.002
Under Education	0.301	0.118	2.540	0.013
Different Field of Study	0.234	0.068	0.327	0.001

Source: Survey Data, 2020

According to this table, coefficient values of independent variables are positive and statistically significant ($p<0.05$). Therefore, over education, under education and different field of study are predicting the education-job mismatch. Therefore, the hypotheses of this study can be accepted.

Table 06: Results of the Testing Hypothesis

Hypotheses	Sig.	Result
H1: There is a relationship between over education and education-job mismatch of development officers in Sri Lanka.	0.002	Accepted
H2: There is a relationship between under education and education- job mismatch of development officers in Sri Lanka.	0.013	Accepted
H3: There is a relationship between different field of study and education-job mismatch of development officers in Sri Lanka.	0.001	Accepted

Source: Survey Data, 2020

Key Findings and Discussion

Over education is characterized by factors such as recognition, social acceptancy, and salary. In concern with the case of development officers, the positive relationship between over education and education-job mismatch is reported. Based on recorded mean values, social acceptancy and salary are not adequately corresponding with the level of education of development officers. But they are satisfied about the recognition for their occupation. Similarly, Cedefop (2010) stated that due to excess supply of graduates in the job market,

the educated youth are compelled to accept any job without considering their qualifications or field of study.

Under education is characterized by factors such as self-confidence, self-awareness and accepting challenges. The positive relationship between under education and education-job

mismatch is indicated by the study. However, in concern with the case of development officers the issue of under education is less. The underlying reason for reported under education is characterized by lack of subject knowledge applied to the assigned job. Also, Senarath and Patabendige (2014) highlighted that under education could be reflected due to the low self-confidence of graduates who are having a limited experience in the labour market.

Different field of study is characterized by factors such as previous work experience and interest. The study found a positive relationship between different field of study and education-job mismatch among development officers. Also, 88% of officers confirms that they are working in the field which is different from their degree specialization. Further, they preferred this job due to unemployment and job security in the public sector employment. Empirical studies often found that graduates in Arts, Humanities, Social Sciences are likely to have a job mismatch (Robst, 2007).

The lack of job creation in the formal sector of Sri Lanka inflates the problem of education- job mismatch (Senarath & Patabendige, 2014).

Conclusion

This study intended to examine what sort of education-job mismatch prevails among the development officers in Sri Lanka. According to the literature, the education-job mismatch is resulted due to over education, under education and different field of study. Based on the responses of development officers a statistically significant relationship between over education, under education, different field of study and education-job mismatch is reported. Therefore, education mismatch causes job related disparities among the graduates in Sri Lanka. More attention should have been paid to strengthen the links between field of education and job roles.

Limitations and Future Research Suggestion

Size of the sample is limited due to restricted access to the respondents resulted by the COVID 19 outbreak. Although most of the graduates are employed as Development Officers, there is only a limited number of empirical studies

conducted related to their problems. Such limitations could be overcome by incorporating larger sample covering all the provinces and adopting a mix-method in the future studies and it will also ensure new insights for policy decisions related to graduate employments.

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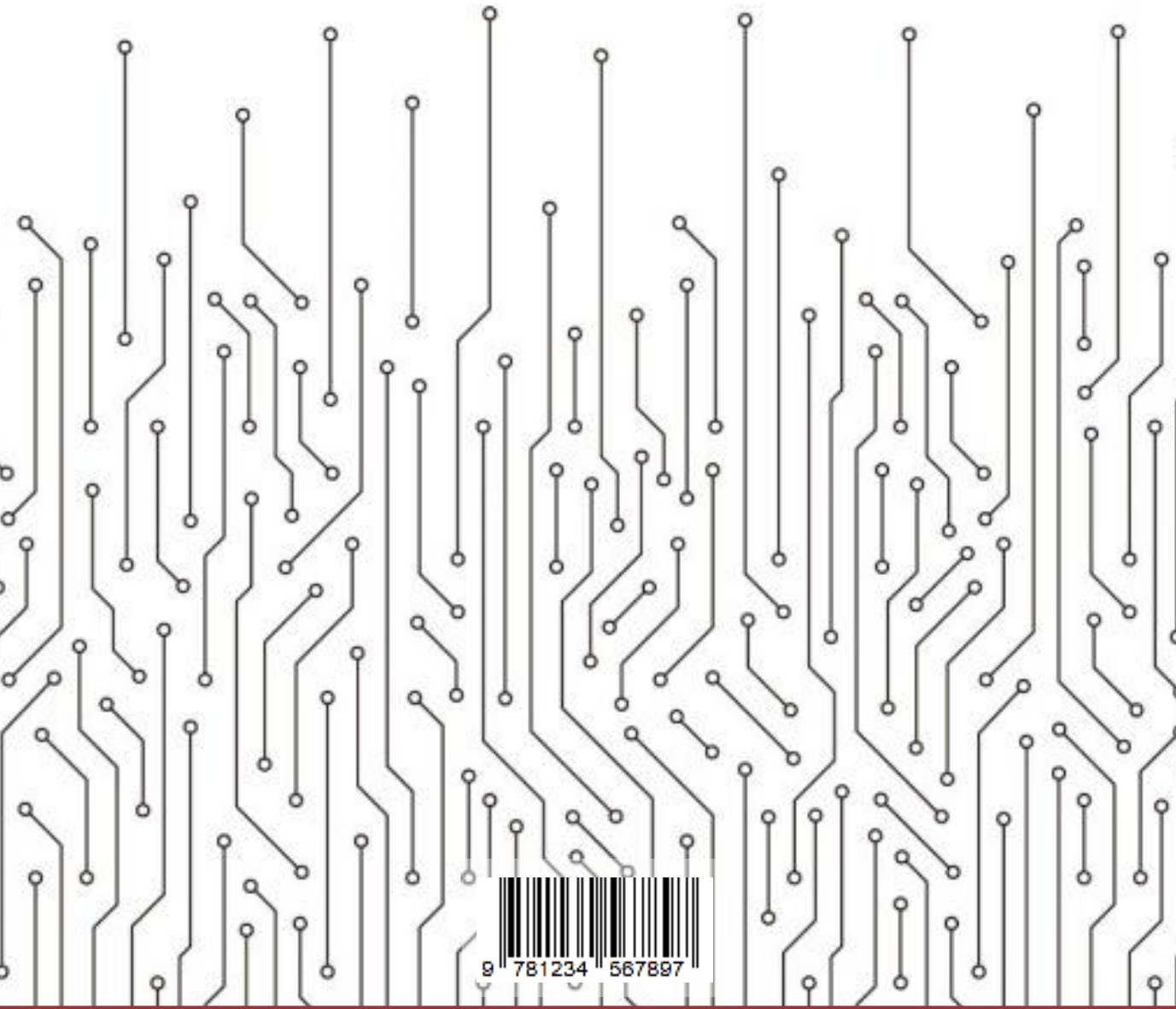
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