

**A STUDY OF COMMUNICATION AND LANGUAGE
SKILL PROBLEMS IN GOVERNMENT BUILDING
CONSTRUCTION PROJECTS IN SRI LANKA**

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DECLARATION

I declare that this is my own work and this dissertation does not incorporate without acknowledgement any material previously submitted for a degree or Diploma in any other University or Institute of higher learning and to the best of my knowledge and belief it does not contain any material previously published or written by any other person except where the acknowledgement is made in the text.

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ABSTRACT

A study of communication and language skill problems in government building construction projects in Sri Lanka

The international construction market faces a rapid increase. However, the glitches created regarding poor communication abilities seems to be the most significant contemporary challenge commonly faced by construction project managers. Though not recognized in the education system of Sri Lanka as vital as it is required, language skill is a principal factor that plays a critical role, particularly in the service industry. The competency in language skills in all aspects of spoken and written skills secures more employment opportunity within the work force in both private and public sectors alike. Communication and teamwork skills are basic expectations of any employer in construction world today. In Sri Lanka, not only Sinhala or Tamil but English language is also in high demand. Employees who can communicate coherently in demanded languages are able to counterpart with project team successfully that make them an asset to their employers.

This study was conducted to determine critical constrains found in construction industry, concerning government building project in present day. Specific problems regarding communication and language skills as a competency requirement for professional practice and team work are also identified in this study.

Findings from literature survey and key findings from interviews conducted which are supported by a case study on an actual government construction project were analyzed to identify problems. Survey reveals that there are numerous problems arising due to poor language skills. It also disclosed how project work suffered which resulted in cost and time overruns with poor quality deliveries leading to disappointments for all parties concerned.

Finally, suggestions were discussed to overcome such problems that arise due to language skill problems in government construction projects. These suggestions were made by professionals and stakeholders to support and standardize professional practices. Objectives of the research were achieved and concluded with relevant recommendations to improve government construction project work regarding communication aspect which will help project standardization in the future.

Thus, this research is to discuss the result of the interview with the Design Team and Construction Team of Government Building construction projects. It was carried out along with a single case study, regarding communication and language problems that occur in the construction industry in Sri Lanka today and the relevant improvement suggestions that can be implemented.

Keywords: *Communication, language skills, Building Construction, Project teams, Government building projects.*

DEDICATION

*With my heart full of gratitude,
I dedicate this dissertation to
my loving Mother,
who has supported me
in every possible way to
make this a success.*

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