



EVALUATION OF STAKEHOLDER SATISFACTION IN DISASTER RECONSTRUCTION PROCESS: CASE OF TSUNAMI DAMAGED SCHOOLS IN SRI LANKA

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Abstract

Sri Lanka is one of the worst affected countries by 2004 Asian Tsunami which destroyed 2/3 of the Island's coastline. This necessitated massive reconstruction drive for recovery in all sectors including housing resettlements, health and educational infrastructure. Achieving stakeholder satisfaction is the key for the success of any project; and disaster reconstruction projects are of no exception in this regard.

The reconstruction of schools has been virtually completed but it is not yet known whether the stakeholders' interests have been properly addressed. The diverse nature of stakeholder interests in different stakeholder echelons means that the physical output alone does not represent the satisfaction levels or the success of those projects. This research is therefore aimed at evaluating the stakeholder satisfaction in disaster reconstruction process and studying the Tsunami damaged school projects in Sri Lanka.

A comprehensive literature survey on the Tsunami phenomenon, historical facts of disasters in Sri Lanka and 2004 Tsunami damages have been carried out together with a detailed study on disaster management cycle which interprets modern day disaster management as a cyclic process.

Data gathered from preliminary interviews and literature survey was used to establish factors of stakeholder satisfaction, which formed the body of survey instrument for structured interviews. Data collected using the structured interviews were analyzed by using Box Plot technique and Wilcoxon Signed Rank test.

The research reveals that the stakeholders of all categories are satisfied with the most of the factors of satisfaction especially with the physical reconstruction aspects such as standard of school buildings, adequacy of classroom facilities and infrastructure, adequacy of disaster preparedness measures and child-friendly zoning of buildings, But measures that are being taken by the decision making authorities on disaster



mitigation aspects such as early warning and practice of warning drills together with persistent attention on trauma counseling facilities for affected victims were found to be wanting.

Key Words : Disaster Reconstruction, Tsunami, Disaster Management Cycle, Stakeholder Satisfaction