

## ABSTRACT

1. The Corps of Sri Lanka Electrical & Mechanical Engineers (SLEME) is one of the logistic elements who provide the maintenance, recovery and repair cover to all regiments in the Sri Lanka Army. Changing attitudes of employees due to acquisition of appropriate new technology, revised procedures, innovations, flexible work process and organizational structure, create a sweeping change in the behaviour of officers and soldiers of all ranks in SLEME. Although it has the necessary elements to function as an organization to provide the maintenance, recovery and repair cover for the Sri Lanka Army, the negative organizational behaviour and certain inherent problems of the organization has become a hindrance to achieve the expected quality of work and customer satisfaction.

2. During this study, the conceptual framework was analysed in detail to ascertain the relationship between variables of peoples' attitude, organization structure, technology, procedures and quality of service to achieve customer satisfaction.

3. Attitudes of the workers can be changed by diminutive procedures, good work culture, conducive environmental conditions at the work place, introduction of good welfare systems, good training & human resource development schemes and providing good leadership to achieve the desired goals of the organization.

4. Officers and Soldiers of SLEME should be rewarded in order to motivate them by non financial rewarding systems such as selecting best employee of the week, month or year or sponsoring the soldier and the family for a holiday at an Army resort etc. Improving and adding new systems to the existing welfare facilities will be another way of boosting the morale and motivating troops to improve the quality and the output of the SLEME organization.

5. The personal problems of soldiers have a negative effect on their performance and effective counselling system should be made available to address the problem of soldiers to get over their difficult situations.

6. The other factors involved in transferring technology have been discussed to improve the quality, effectiveness, efficiency to improve the output of the SLEME organization.

7. The most important factors such as the technology life cycle, the product life cycle and obsolete technology have been discussed in detail to educate the people who are involved in recommending vehicles and equipment of SLEME responsibility for the use in the Army.
8. Procedural changes in repair maintenance and recovery to provide an efficient and effective service has been discussed along with an effective recruiting procedure and policies to absorb talented, educated and capable youths in to the SLEME.
9. The study includes an analysis of the evaluation of employees with the existing and a recommended a system for more accurate and effective evaluation to enhance the morale of the officers and soldiers.
10. The scope of this study covers the most important aspects that have a direct bearing on the efficiency, effectiveness, quality and the output of the SLEME organization and the remedial action should be taken to upgrade such aspects with the view to achieve customer satisfaction, the ultimate goal of the Corps of Sri Lanka Electrical & Mechanical Engineers.