

ABSTRACT

In any country transport play a vital role in the economic development; in that railway as a part of overall transport system has a significant position. Comparison to the other transport mode, the railway transport is less costly since its average cost lesser than others, it is an environment friendly and convenient transport system which can produce many favourable out comes to the economy.

Unfortunately, the railway service in Sri Lanka has become so unproductive as such it experiences continuous operation loss for many years now it is a big burden to the Government of Sri Lanka. Therefore, researcher in this study initially focused to the main four areas, HR development, infrastructure development, daily operation and social cultural factors indicated in the operationalisation in methodology chapter. However due to the time and word limitation HR infrastructure and daily operation and their factors critically affecting the daily business process were taken in to this study.

Human resource in the Railway Department is decisive factor which has to play a significant role. It is now completely obsolete. Employees are not motivated, their performances are ineffective and affected adversely to all kinds of work in the Railway Department which ultimately reflect on customer services. Lack of professionals is another acute problem the Railway Department is experiencing today.

Infrastructure which consists track, bridges, stations, rolling stock and signal & communication etc are in dire need to be developed. Since all those resources are outdated, they cannot perform effective service in the Railway Department, they require frequent repairs to fulfill the daily business process. Daily operation activities which mentioned in the methodology chapter are also in poor state.

Because of out dated infrastructure and inefficient human resources, the daily operation of the Railway Department which reflect on customer responsiveness has now become unproductive. By and large to take optimum results from the railway it is necessary to upgrade whole system covering the above mentioned areas step by step.