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**IMPROVEMENT OF HOTEL FACILITIES IN
SRI LANKA ARMY**

By

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ABSTRACT

1. Tourism is one of the main economic sectors in the country. It has been identified as a source which effectively drives the country's socioeconomic development. It earns a significant amount of foreign currency and attracts foreign investments with infrastructure development and creates more and more employment opportunities. After eradicating the three decades of conflict in Sri Lanka, now it has a peaceful environment. As a result a number of foreigners and local people are visiting all around the country. The Sri Lanka Army is conducting so many nation building programs. Army "Hotel System" is one of the major economic sectors in the organization.

2. Tourism sector can be developed by increasing the number of tourist hotels and restaurants, introducing new tourist destinations, developing infrastructure facilities of the country and uplifting the service sector of the tourism field, etc. During this research, researcher identifies the Army Hotel system is losing the attraction of customers. Therefore, improving the hotel facilities may increase the number of customers in the hotels.

3. The objective of this study is to examine whether there is an improvement in tourists arrivals or use of hotel facilities provided by hotels managed by Sri Lanka Army compared to the improvement in economic developed, to identify the factors affecting the usage of Sri Lankan Army hotel provided, to find the ways and means to improve better standards of service. The research was conducted using primary data. The researcher selected "Laya Beach", Wadduwa and "Laya Lessiure", Kukuleganga hotels to distribute the questionnaire. It was distributed among fifty customers who visited Army Hotels and fifty employers were served in particular hotels.

4. As a result of this research it is concluded that there is a significant impact on the improvement of hotel facilities, publicity, management system and quick service in these hotels. Further, this study makes some theoretical and managerial implication based on the research finding and presented recommendations to overcome the problems.