

**AN EVALUATION OF STAKEHOLDER SATISFACTION
IN POST-CONFLICT RESETTLEMENT HOUSING
PROJECTS IN SRI LANKA**

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Degree of Master of Science in Project Management

Department of Building Economics

University of Moratuwa
Sri Lanka

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Thesis submitted in partial fulfillment of the requirements for the degree
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Declaration

I declare that this is my own work, and this thesis 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 another person except where the acknowledgement is made in the text.

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Date

The above candidate has carried out the research for the master thesis under my supervision.

.....

Prof. (Mrs.) Yasangika Sandanayake
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.....

Date

Dedication

To

My beloved family and husband who showed me the path of life.....

Acknowledgement

This project management studies provided me with an opportunity to develop my career path. This research study is the result of generous support of several persons. Therefore, I would like to be grateful to all those who contributed to the success of this project.

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Abstract

The three decade long major internal displacement in the Northern and Eastern Provinces in Sri Lanka caused by conflict came to an end in 2009. This has led to a massive housing reconstruction project drive to recover the affected people. Stakeholder satisfaction is an important criterion for measuring project success. Disaster reconstruction housing projects are of no exception in this regard.

This study aims to evaluate the project stakeholders' satisfaction of post-conflict resettlement housing projects in the Northern Province in Sri Lanka. In order to achieve the aim, the study initially conducted a literature review on the disaster phenomenon, damages and displacements together with a detailed study on post-disaster resettlement housing projects. For empirical investigation, the research employed a mixed method research approach in two stages. In Stage 1, an investigation of stakeholder's expectations and present situation was carried out using a qualitative approach, in where, interviews with stakeholders in 3 projects were conducted. In Stage 2, a quantitative approach through the structured questionnaire survey was carried out with 102 stakeholders to evaluate their level of satisfaction. Gathered data in Stage 1 was analyzed using manual content analysis and Stage 2 was analyzed by using Box Plot technique and Wilcoxon Signed Rank test.

Success of the housing project was determined though fulfilling the Stakeholders' expectation and requirements and this creates an impact on the satisfaction level of the housing project. Especially, previous housing experiences had influence in expectation and satisfaction of the current housing project. Both owner-driven and donor-driven housing project's stakeholders' satisfaction levels were mainly dependent on size of the previous house, materials used in previous houses, quality of construction, and design of the house. The research further revealed that all stakeholders are satisfied with most of the factors of satisfaction in both owner-driven and donor-driven housing projects, especially with the physical condition of the project. Meanwhile, the research also identified that there have been less satisfaction levels with regard to location selection and water and sanitary requirements, as the coordinators have failed to view other elements that are expected by the beneficiaries, which include cultural and social elements in donor driven housing projects.

Keywords: *Post-Disaster Housing, Rehabilitation Housing Projects, Housing Satisfaction Survey, Stakeholder Satisfaction, Owner-Driven & Donor-Driven Housing Project.*

Table of Contents

Declaration	i
Dedication	ii
Acknowledgement	iii
Abstract	iv
List of Figures.....	ix
List of Tables.....	x
List of Charts	xi
List of Abbreviations	xiii
Chapter One: Introduction.....	1
1.1. Background.....	1
1.2. Research Problem.....	3
1.3. Aim of the Study	4
1.4. Objective of the Study	4
1.5. Outline of Research Methodology	4
1.5.1. Literature review	5
1.5.2. Data collection and analysis.....	5
1.6. Scope and Limitations	6
1.7. Chapter Breakdown.....	6
1.8. Summary.....	7
Chapter Two: Literature Review	8
2.1. Introduction.....	8
2.2. An Introduction to Disaster.....	8
2.2.1. Types of Disasters	9
2.2.2. Disaster reconstruction	10
2.3. Displacement.....	10
2.3.1. Causes for displacement	11
2.3.2. Problems of displacement	13
2.3.3. Term of IDPs and refugees	14
2.3.4. Displacement in Sri Lanka.....	15

2.3.5. Displacement problems in Sri Lanka.....	16
2.4. Resettlement.....	16
2.4.1. Resettlement housing projects.....	17
2.4.2. Approaches of resettlement housing projects	18
2.4.3. Resettlement housing projects in Sri Lanka.....	19
2.4.3.1. Indian housing project.....	20
2.4.3.2. North East Housing Reconstruction Programme (NEHRP).....	21
2.4.3.3. United Nations Human Settlement Programme (UN Habitat)	21
2.5. Stakeholders and Their Satisfaction.....	23
2.5.1. Who is stakeholder?.....	23
2.5.2. Classification of stakeholders from construction point of view.....	24
2.5.3. Stakeholders in resettlement housing projects in Sri Lanka	26
2.5.4. Stakeholder satisfaction	27
2.5.5. Factors affecting stakeholder satisfaction.....	27
2.5.6. Stakeholders requirements and expectations in resettlement housing projects in Sri Lanka.....	29
2.6 Factors Affecting Stakeholder Satisfaction – A Summary of Literature Review	31
2.7. Summary.....	33
<i>Chapter Three: Research Methodology.....</i>	34
3.1. Introduction.....	34
3.2. Research Approach	34
3.3. Research Process	35
3.3.1. Background study.....	37
3.3.2. Literature synthesis.....	37
3.3.3. Data collection.....	37
3.3.4. Data Analysis	40
3.3.5. The Box Plot.....	41
3.3.6. Wilcoxon Signed Rank Test	42
3.4. Summary.....	43

**Chapter Four: Stage I - Stakeholders and their Expectation of
Resettlement Housing Projects in Sri Lanka 44**

4.1. Introduction.....	44
4.2. Identification of Stakeholders in Resettlement Housing Project in Northern Province	44
4.2.1. Beneficiary.....	45
4.2.2. Donor.....	45
4.2.3. Government	46
4.2.4. Implementing partner	47
4.2.5. Contractor	47
4.3. Classification of Stakeholders in the Context of Post Disaster Resettlement Housing project.	47
4.4. Stakeholder Expectations and Requirements in Resettlement Housing Projects	48
4.4.1. Expectations related to quality and design of the house	50
4.4.2. Expectation related to infrastructure and other facilities.....	51
4.4.3. Expectation related to cultural and social patterns.....	51
4.4.4. Expectation related to institutional aspect.....	52
4.5. Summary.....	53

**Chapter Five: Stage II - Stakeholders Satisfaction in Resettlement
Housing Projects in Northern Province..... 54**

5.1. Introduction.....	54
5.2. Analysis Based on Box Plot Comparison.....	54
5.2.1. Common Question Category	55
5.2.1.1. Satisfaction levels related to location of the house.....	55
5.2.1.2. Satisfaction levels related to standard of housing materials	56
5.2.1.3. Satisfaction levels related to Housing design and Layout	59
5.2.1.4. Satisfaction levels related to infrastructure and functionality of the houses.....	61
5.2.1.5. Satisfaction levels related to beneficiaries' participation in construction process.....	64
5.2.1.6. Overall Summary on Common Question Feedback	65
5.2.2. Specific Questions for Beneficiaries	65
5.2.2.1. Satisfaction levels related to cost and duration of the house	65
5.2.2.2. Satisfaction related to social and cultural aspect	67
5.2.2.3. Satisfaction levels related to sense of safety	69

5.2.2.4. Satisfaction levels related to other stakeholders coordination	70
5.2.2.5. Overall Summary on Beneficiaries Question Feedback	71
5.2.3. Specific Questions for Implementation Partners.....	72
5.2.4. Specific Questions for Government bodies	73
5.2.5. Specific Questions for Donors	74
5.3. Wilcoxon Signed Rank Test	75
5.4. Summary.....	78
<i>Chapter Six: Conclusion and Recommendation</i>	79
6.1. Conclusion	79
6.2. Recommendations to Improve Stakeholder Satisfaction in Resettlement Housing Projects.	81
6.3. Further Research	83
<i>Reference</i>	84

List of Figures

	Page
Figure 3.1: Framework for the Research process	36
Figure 3.2: The Typical Elements of the Box Plot	42
Figure 5.1: Location of Donor Driven Housing Project in Northern Province	56

List of Tables

	Page
Table 2.1: Problems of displacement identified in previous studies	13
Table 2.2: Duration of Indian housing projects in the Northern Province	20
Table 2.3: Agency - wise Details of Housing Projects in the Northern Province as at 31.12.2013	22
Table 2.4: Post disaster reconstruction related stakeholders	24
Table 2.5: Different classifications of stakeholders	25
Table 2.6: Factors affecting the stakeholder satisfaction in post-disaster housing reconstruction projects in Sri Lanka	29
Table 2.7: Expectations related to environmental and social factors and perceptions regarding the resettlement process	31
Table 2.8: Factors Affecting Stakeholder Satisfaction - A Summary of the Literature Review	32
Table 3.1: Respondent Cross Section in stage I	38
Table 3.2: Respondent Cross Section in stage II	39
Table 3.3: Weightings Assigned for Preferences	41
Table 4.1: List of Government bodies of Resettlement Housing Project	46
Table 4.2: Classification of Stakeholders in Owner driven Resettlement housing Project	48
Table 4.3: Classification of Stakeholders in Donor driven Resettlement housing Project	48
Table 4.4: Summary of Stakeholders Expectation	49
Table 5.1: Wilcoxon Signed Ranks Test for Common question category	76
Table 5.2: Wilcoxon Signed Rank Test for Water facility and Cultural consideration of the House	77

List of Charts

	Page
Chart 5.1: Box Plot Comparison of responses for Location of Resettlement Housing Project	55
Chart 5.2: Box Plot Comparison of responses for Standard of Housing Materials	57
Chart 5.3: Box Plot Comparison DDH beneficiaries' responses for Standard of Housing Materials in Donor driven housing project	58
Chart 5.4: Box Plot Comparison ODH beneficiaries' responses for Standard of Housing Materials in Owner driven housing project	58
Chart 5.5: Box Plot Comparison of responses for Housing Design and Layouts	60
Chart 5.6: Box Plot Comparison of responses for Housing Design and Layouts - Based on District	61
Chart 5.7: Box Plot Comparison of responses for Infrastructure and Functionality of Previous Houses	63
Chart 5.8: Box Plot Comparison of responses for Infrastructure and Functionality of Present Houses	63
Chart 5.9: Box Plot Comparison of responses for Beneficiaries Participation	64
Chart 5.10: Box Plot Comparison of responses for cost and duration of the house - District base	67
Chart 5.11: Box Plot Comparison of responses for Social and Cultural aspect of the houses	68
Chart 5.12: Box Plot Comparison of responses for Drainage System of the House	70
Chart 5.13: Box Plot Comparison of beneficiaries' responses for Coordination with Other Stakeholders	71
Chart 5.14: Box Plot Comparison of Implementation Partners' responses for Coordination with Other Stakeholders	73
Chart 5.15: Box Plot Comparison of Government bodies' responses for Coordination with Other Stakeholders	74

Chart 5.16: Box Plot Comparison of Donors' responses for
Coordination with Other Stakeholders

75

List of Abbreviations

Abbreviation	Description
ADB	Asian Development Bank
CBO	Community Based Organization
DDRA	Donor driven reconstruction approach
DDRH	Donor driven resettlement house
EC	European Commission
GOSL	Government of Sri Lanka
IDP	Internally Displaced People
INGOs	International Non-Government Organization
NEHRP	North East Housing Reconstruction Programme
NGOs	Non-Government Organization
ODRA	Owner driven reconstruction approach
ODRH	Owner driven resettlement house
PDRH	Post Disaster resettlement Housing Project
UN	United Nation
UN Habitat	United Nations Human Settlement Programme
UNHCR	United Nation High Commissioner for Refugees
UNICEF	United Nations International Children Fund