

**ASSESSMENT OF LONG-TERM RESIDENTIAL
SATISFACTION OF POST-DISASTER RESETTLED
COMMUNITIES IN THE NORTHERN PROVINCE OF
SRI LANKA**

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Degree of Master of Science

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Sri Lanka

August 2023

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Dissertation submitted in partial fulfilment of the requirements for the degree of
Masters of Science in Project Management

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DECLARATION

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ABSTRACT

Millions of people are being displaced worldwide for several reasons, including natural disasters, conflicts and various development projects. Disaster is one of the key reasons for internal displacement which result in losses surpassing a community's ability to manage independently, necessitating external aid. The important recovery efforts afterwards a disaster is permanent housing reconstruction and resettlement. The resettlement is considered as complex and multidimensional process which is potential to cause negative impacts if not adequately planned and implemented. In most cases, the resettlements have been criticized for its in capabilities of attaining the long-term aspirations of the affected people. Hence, this study aims to assess the long-term residential satisfaction of the post-disaster resettled communities.

A case study method using household questionnaire survey and semi structured interviews as the data collection tool was adopted in investigating the research phenomena. Three resettlement sites functioning over ten years from the Northern Province of Sri Lanka have been selected. Thirty questionnaire surveys and two semi structured interviews from the households of each resettlement sites were conducted. Furthermore, expert interviews were conducted to seek the strategies to improve the long-term satisfaction of post-disaster resettled communities. Statistical methods such as mean weighted average and Pearson correlation; and content analysis were used to analyse the data.

The findings revealed that the satisfaction levels of the resettled communities vary in terms of different aspects across the study sites. Quality of the workmanship, quality of the building materials used and the ability of the house to withstand to adverse weather conditions are the main factors received the lowest weighted average across the study sites indicating the lowest satisfaction levels of the resettled communities. Among the factors analysed, Quality of the workmanship, access to schools and community cohesiveness and corporation are the factors most positively correlated with the overall satisfaction of the resettled communities.

The strategies that proposed to enhance the long term residential satisfaction of the post-disaster resettled communities are i) strengthening the legal frameworks and regulations for reliable and suitable housing delivery, ii) promote meaningful community engagement and participation in the resettlement process, iii) ensuring prompt and uninterrupted basic amenities and services for resettled communities, iv) providing sustainable livelihood and economic opportunities to resettled communities, v) community empowerment and capacity building and vi) fostering a sense of community among resettled populations.

Key words – *Post-disaster resettlement, long-term satisfaction, resettled communities*

DEDICATION

*I dedicate this piece of work to my
beloved family and friends*

ACKNOWLEDGEMENT

I would like to convey my sincere gratitude to many individuals who have played an important role in the successful completion of this research. Their dedication, support, valuable insights, and ideas have been supportive in bringing this project to completion. I am deeply indebted to each and every one of them for their invaluable contributions to this research.

My foremost duty is to express my deepest gratitude to Prof. Anuradha Waidyasekara, my dissertation supervisor and the Head, Department of Building Economics, for her gentle guidance, advice, and encouragement. Her mentorship has been instrumental in shaping this dissertation to an acceptable standard required for its successful completion. Furthermore, I would like to extend my heartfelt gratitude to Ch. QS. Indunil Seneviratne, Programme Director – MSc. Project Management, for his guidance and dedication throughout my MSc. programme.

I would also like to express my sincere appreciation to the Department of Building Economics, University of Moratuwa, and all the academic and non- academic staff for the exceptional service rendered. Special thanks go to the industry professionals, government officials from District Secretariats, Divisional Secretariats, and Grama Niladaris for proving me with the required information, advice, knowledge sharing and assisting me to contact the post-disaster resettled community members. Also, I appreciate the cooperation of the community members in providing me with the required information.

Lastly, I would like to take this opportunity to express my heartfelt gratitude to my family and friends for their unwavering moral support.

Suganya Thambiratnam

August 2023

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LIST OF ABBREVIATIONS

ADRRS	–	Agency-driven reconstruction in relocation site
DIDR	–	Disaster induced displacement and resettlement
EM-DAT	–	Emergency Event Database
GN	–	Grama Niladari
GoSL	–	Government of Sri Lanka
IDMC	–	Internal Displacement Monitoring Centre
IDPs	–	Internally displaced persons
IOM	–	International organisation for migration
IRR	–	Impoverishment Risk and Reconstruction
NGOs	–	Non-governmental organisations
RADA	–	Reconstruction and Development Agency
SPSS	–	Statistical Package for Social Sciences
USD	–	United States Dollar