

**MITIGATING COMMUNICATION BARRIERS IN
WATER SUPPLY PROJECTS IN SRI LANKA:
THE CLIENT'S PERSPECTIVE**

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Degree of Master of Science in Project Management

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DECLARATION

“I declare that this is my own work and this dissertation 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 research for the Master of Science (Project Management) dissertation under my supervision.

Signature of the Supervisor:

Date:

DEDICATION

Let this be dedicated to my beloved husband
and my children who have stood by me and
rendered enormous support and
encouragement.

ACKNOWLEDGEMENT

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ABSTRACT

Mitigating Communication Barriers in Water Supply Projects in Sri Lanka: The Client's Perspective

Future competition will be managerial competition, and the focus of competition among organizations will be effective communication among the members of the organization and with external organizations.

In this regards, this study aims to investigate how communication barriers can be mitigated in water supply projects in Sri Lanka firstly to review the important effective channels, media, directions, formal and informal, barriers and facilitators of communication together with project phases and stakeholders in the construction, secondly to identify the effectiveness of communication in water supply projects thirdly to identify barriers to effective communication in water supply projects and finally to propose measures of mitigation and facilitators/enablers to improve effective communication in water supply projects in Sri Lanka.

The study is conducted on Water Board Projects by the author in various national level project implementations. The study was conducted as a Qualitative study and with interview approach to collect the data from various levels of professionals in the project organization. This included projects which are distributed across the country and also which are constituted in one project location as well.

Based on research findings, the lack of clear objectives was revealed as the main communication barrier in water supply projects in Sri Lanka. Finally, it is identified as decentralization of project office and standardization of project documents are the leading communication facilitators for effective communication in water supply projects in Sri Lanka.

Keywords: *Communication, Barriers, Facilitators, Effectiveness, Water Supply Projects.*

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LIST OF ABBREVIATIONS

Abbreviation	Description
ADB	Asian Development Bank
Adl.GM	Additional General Manager
CE	Chief Engineer
CMC	Colombo Municipal Council
DGM	Deputy General Manager
FTF	Face to face
GM	General Manager
GOSL	Government of Sri Lanka
NWS&DB	National Water Supply and Drainage Board
P&D	Planning and design
PM	Project Manager
PMU	Project Management Unit
PRDA	Provincial Road Development Authority
RDA	Road Development Authority
RSC	Regional supporting center