

## **Abstract**

The Sri Lanka Navy launched its hospitality services under the brand name of Malima in 2013. This study examines the correlation of the Navy management practices and correlation of the service quality of Malima Hospitality Services. Navy management practices include four management functions namely; planning, organizing, directing and controlling. Service quality is measured by referring to tangibility, reliability, responsiveness, assurance and empathy. A survey was distributed among a sample of 80 customers and 80 employees. As proposed by the hypotheses, results of bivariate analysis show that variables under management practices have a positive significant correlation between variables. Bivariate analysis proves that variables under service quality have a positive significant correlation between variables. Reliability analysis of variables proves that independent and dependent variables are internally consistent and reliable to be included in this study since variables have met the required significance level.

**Key Words: Sri Lanka Navy Management practices, Service Quality, Malima Hospitality.**