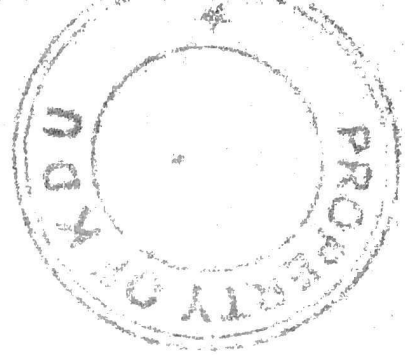


RESTRICTED

ABSTRACT



Communication branch plays a vital role in Sri Lanka Navy. The success of any naval operation is basically depends upon good communications. Literature reveals that there are unresolved problems in the communication branch of Sri Lanka Navy since 2007. The problems of continuous duty circles, lack of proper rest, and high amount of workload in communication branch, have reduced the efficiency and effectiveness of sailors as well as the communication branch. The given solutions in 2007 are, avoiding utilising of sailors for general duties and security duties and reduce workload by using other available means. Objectives of the research are to, identify the reasons behind not solving the identified problems with the sailors of the communication branch and identify solutions for these prevailing identified problems with the sailors of communication branch in Sri Lanka Navy. Therefore, researcher adopted the qualitative research techniques based on research objectives to find answers to the research questions. The methodology was completely based on the research onion. The thematic analysis has adopted to analysis the primary data, gathered through the semi-structured interviews. The researcher identified reasons of the not solving the identified problems; gap between the between junior sailors and the senior sailors, dependency of officers on communicators, quality issues of the communicators, depend on traditional methods without adopting the new technology, complications at the administration activities in the communication branch. Identified solutions are, proper recruiting and enhancing training on computer and English literacy, providing all equipment and accessories sufficiently, active participation of Command Communication Officers to seek and solve problems, executing divisional system, placing sailors considering individual skills, talents at right place, revert the duty watch system, upgrading systems with new technology and fulfilment of balance cadre.

Key Words: Sri Lanka Navy, Communication, Efficiency, effectiveness, Problems, Sailors, unresolved.