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**A Study on Relationship between Service Quality and
Public Satisfaction in Divisional Secretariats in Colombo District**

By

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Abstract

Organizations, especially in the public sector agree that customer service is one of the most vital factors that contribute establishment of reputation and credibility among the public. Service product, service delivery and service environment are the main concern in service quality for any organization. Finding of this research will help the administrators in the public sector to identify different Service Quality Dimensions prevail in their organizations and pluses and minuses of those Dimensions with regards to the Public Satisfaction. The main objective of this research study was to identify the relationship between Service Quality and Public Satisfaction in Divisional Secretariats in Colombo District. There were three independent variables namely, Service Product, Service Delivery and Service Environment. The dependent variable was the Public Satisfaction. The sample consists of 250 general public who get services from in Divisional Secretariats in Colombo District. Respondents were selected based on systematic random sampling method. Data gathered for the study by using a questionnaire consist of 27 questions. Data were analyzed by using correlation coefficient technique and Regression analysis. The analysis of findings reveled that there were positive relationship between all three of Service Quality Dimensions and Public Satisfaction. According to the results of this research, general public of Colombo District were highly satisfied through dimension of Service Delivery.