

**A case study on the prevailing maintenance and management system of
the National Zoological Gardens of Dehiwala, through visitor
perspective**

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This research is an evaluation on the prevailing management system and maintenance of Dehiwala National Zoological Gardens. National Zoological Gardens of Sri Lanka was founded in 1936 and is one of the oldest zoological gardens in Asia. It is an iconic destination for both local and foreign tourists, students and researchers which earns an annual revenue of LKR 40 million. However the zoo has recently become a huge concern among animal rights activists and especially among local and foreign visitors due to the incapability of meeting modern standards and as the current state of the zoo is in very poor condition. Therefore this research was conducted with the mission of suggesting improvements and solutions to the above issue by examining the prevailing maintenance and management system of the zoological gardens. This research draws upon mostly on primary sources such as Surveys, Direct Interviews and Field Studies. Secondary sources include Information gathered through websites and social media network sites. According to the findings of the research, several matters were stressed upon in areas including the cleanliness, sanitation and maintenance of the premises as well as the well-being and hygiene conditions of animals. Furthermore the practice of outdated standards and the lack of usage in modern technology can also be considered as some of the key observations which require due attention. Upon completion of this research, it is concluded that proper management of human and physical resources and implementation of effective and new promotional strategies will benefit the betterment of the zoo henceforth providing a satisfactory experience to the visitors.

Key words: Dehiwala Zoo, Animals, Maintenance and management, Cleanliness, Visitors

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