

## **The Contributory Factors to the Inefficiency of Freight Transportation of Sri Lanka Railway (Special Reference to Batticaloa District)**

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The Sri Lankan economy is rapidly booming due to the post war situation after thirty years war infection. Thus, in this scenario transportation sector is becoming a most vital aspect for economic development. The objective of the study is to identify the most contributory factors those affect the inefficiency of freight transportation of Sri Lankan Railway(SLR),In order to that two hundred organizations were surveyed for gathering data relating to the contributory factors (CFs) to the inefficiency of SLR freight transportation service. A search of the literature revealed 12 CFs. Results indicated that CFs were directly and strongly related to the inefficiency. In addition, a different set of CFs associated with the elements of inefficiency (i.e., low innovation, negative perception, service delays, and poor communication). Further, the study reveals a significant gap exists between the CFs that organizations believe to be important for a freight transport service provider and service attributes of SLR. The implications of this study are significant for both private and public freight service providers.

Key words: Contributory factors, Inefficiency, Fright transportation service