A Study on Revenue Generating Performance of Sri Lanka
Transport Board (SLTB) with special Reference to Kalmunai and
Batticaloa Depots

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Abstract

This study focused on analyzing the revenue generating performance of
Sri Lanka Transport Board (SLTB). The study has the question of “why
the SLTB in Kalmunai and Batticaloa depots are facing losses over the
past years?”, Hence, the objectives of the study are to find out the levels
of revenue generating performance of SLTB and to find out the factors
which influence on the revenue generating performance of the SLTB in
Batticaloa and Kalmunai. Further, this study explores the ways to
improve the revenue generating performance of the SLTB in respective
depots. The data for this study is collected using questionnaires from the
sample 50 managerial staff and 100 passengers of SLTB of both
respective depots. Simple random sampling technique is used for
selecting sample. The data is analyzed using the techniques of univariate
analysis and cross-tabulation. The finding of study reveals that the both
depots have moderate level in their revenue generating performance.
Further, sub dimensions of revenue generating performance also falls
into moderate level. They are financial management practices,
managerial practices, employee satisfaction and customer satisfaction.
This study suggests ways to improve the revenue generating
performance of SLTB such as maintaining inventories at the optimum
level according to operational activities, safeguarding buses effectively
and motivating employees to rise up their job satisfaction.

**Key Words: Revenue Generating Performance, Satisfaction.**

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