



A SOCIOLOGICAL STUDY ON SATISFACTION OF FACILITIES PROVIDED BY THE GOVERNMENT FOR NEWLY RELOCATED PEOPLE IN JAFFNA DISTRICT

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In 2009, soon after the completion of the war, the government commenced resettlement programs to resettle the liberated people to the Northern and Eastern Provinces. Approximately 33,570 families were resettled in the Jaffna district. They were treated with dignity and respect, providing all basic needs along with humanitarian assistance including facilities and services. The facilities which they were provided, determine their quality of life where; quality of life is based on their perceptions, feelings or attitudes towards life. Based on this, the research focuses to understand the degree of satisfaction by these families in comparison with the services provided by the government. Twenty four items consisting of seven items on satisfaction of personal life domains and seventeen societal conditions were measured to achieve the objective. Satisfaction of home, job, salary, relations, friends, spouse and children were taken as personal domains. Transport, nature, telephone, library, health facilities, public schools, religious places, drinking water, air, electricity were included to the societal conditions. All items were rated on one to five point Likert type scales. Thirty families were purposively selected as study population of residents in Jaffna AGA Division. Research findings revealed that 50% of families were satisfied with their present home and 90% of families were satisfied with their job and salary. A significant 80% of selected families were very satisfied with their friends than relatives. 65% of families were very satisfied with drinking water, air, electricity, transport, health facilities, public schools, religious places, nature and telephone facilities which they utilize during their day to day life and that is more than 50% of the population. Further, 30% are satisfied with streets and roads, government programmes, internet, settlement area and land. Finally based on the research findings, the government provided facilities and services for the resettled people are at a satisfactory level and it has improved their quality of life.

Keywords: *Quality of life, Satisfaction, Resettle, Facilities*