ABSTRACT

Due to the operation of Department of Road and Motor Vehicles (RMV) for last couple of years, discrimination held by the department was damaged as the information declared by the recipient of the service. Most of the people claim that the service provided by RMV is making difference to aware the people are treated differently due to ethnicity, religion, age, sex, marital status. With that, two objectives were set to address in the study; to examine the nature of discrimination in the Road and Motor Vehicle Department in Sri Lanka and to identify the root causes of service discrimination at Road and Motor Vehicle Department in Sri Lanka. For this study, five variables from discrimination in RMV were identified in the conceptual framework has developed including the five independent variables by the author such as age discrimination, gender discrimination, political discrimination, cultural discriminations, demographic discrimination and one dependent variable quality of service or service discriminations. In the quantitative analysis 533 questionnaires were distributed by the researcher. The value of the KMO Measure of Sampling Adequacy for current study's set of variables is 0.886, which would be labelled as 'GOOD'. The reliability of the data and instrument is indicated by Cronbach Alpha, with a value of 0.768, which is acceptable. The validity of the data was measured with the help of expert reviews or research supervisors. In case of goodness of fitness, 82.4 percent of changes of independent variable can be explained from the selected independent variables such as Age discrimination, Gender discrimination, Political influences and Demographic Discrimination. As the significance of the analysis of the variance of the variables is less than 5 percent, it can be decided that the model is fit adequately in order to see the changes of dependent variable by means of independent variables. The results suggest, in case of political discrimination, the indicative factors like not having any sort of; 'Interest on politics', 'Friends in politics are at RMV', and 'Use of political power to get the things done 'are very dominant factors. Regarding, the demographic discriminative factors, not having any of; 'My network ', 'My relationship with RMV Officers', 'Associativeness' and 'My Personality Type' have become major contributory indicators to have service discrimination at RMV. Finally in case of cultural discrimination, '[Religion=Islam]' has a discriminatory result on the quality of service at RMV. As the conclusion, political support and cultural factors have worked as discriminatory factors to provide quality service to support, not only that even the friendship or social networks also have made tremendous bottleneck to provide better service quality to those who are deserve to have a very close service.

Keywords: *Age Discrimination, Gender Discrimination, Political Discrimination, Demographic Discrimination, Quality of Service*