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# READINESS OF SRI LANKAN MEDIUM AND LARGE SCALE IT ORGANIZATIONS TO MANAGE IT PROFESSIONALS TO ENHANCE THEIR PRODUCTIVITY

By

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The Dissertation was submitted to the Department of Computer Science & Engineering of the University of Moratuwa in partial fulfillment of the requirement for the Degree of MBA in Information Technology.

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## Declaration

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## Abstract

Previous research has shown that, there is a direct relationship between retention of IT professionals and organization's HR practices[1], [2], [3], [4], [5]. This research aims to find the readiness of Sri Lankan software companies to incorporate best suite of HR practices for IT professionals to retain them.

Research was carried out in three phases; Literature Review, a series of interviews with HR managers and an employee survey.

This research reveals that, Sri Lankan IT industry is in the process of unveiling the strategic importance of incorporating HR practices to manage and retain IT professionals. HR professionals have identified that IT professionals have different set of needs compared to other professionals. As a result many IT companies today have taken steps to establish HR as a separate role. HR practices used in Sri Lankan IT organizations found to be compatible with the world best HR practices. According to HR managers they have given high importance to practice them within the organizations. On the other hand research revealed that IT professionals' career expectations were not fully met by the organizations' HR practices. These contradicting responses showed that there is a gap between how HR professionals and IT professionals perceive HR practices of an organization.

It is interesting to note that, as a percentage, HR professionals who are qualified in the HR stream and up to date with world's latest trends are considerably low in Sri Lankan IT sector.

Line managers' taking over HR functionality is fast becoming a world trend in the IT industry where as local line managers still have not undertaken the HR functionality. This is due to lack of knowledge and emphasis in people management in training them before and after recruitment.

Based on these research findings it can be concluded that the readiness of Sri Lankan IT organizations to incorporate best HR suite for fulfilling the IT professionals' career expectations are yet to be evolved even though the HR managers are well aware of the importance and need for a different way of managing the IT professionals.

## **Keywords**

IT Professional

HR Professional

HR practices

IT professional's career expectations

Line manager



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## List of Abbreviations

|     |   |                           |
|-----|---|---------------------------|
| IT  | - | Information Technology    |
| HR  | - | Human Resource            |
| HRM | - | Human Resource Management |



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